

Corporate Customer Services User Manual  
Oracle Banking Digital Experience  
Patchset Release 21.1.2.0.0

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**ORACLE®**

Corporate Customer Services User Manual  
August 2021

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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 21.1.2.0.0, 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 Name / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.5.0.0.0	Oracle FLEXCUBE Enterprise Limits and Collateral Management (ELCM) 14.4.0.0.0	Oracle FLEXCUBE Supply Chain Management(SCF)/Cash Management (OBCM) 14.5.0.0.0
1	First Time Login	NH	NH	NH	NH
2	Forgot Password	NH	NH	NH	NH
3	Session Summary	NH	NH	NH	NH
4	My Profile	NH	NH	NH	NH
5	E-Receipts	NH	NH	NH	NH
6	Security Settings- Change Password	NH	NH	NH	NH
7	Security Settings- Set Security Questions	NH	NH	NH	NH
8	Themes	NH	NH	NH	NH
9	Security Settings- Registered Device	NH	NH	NH	NH
10	Security Question Authentication	NH	NH	NH	NH
11	One Time Password Authentication	NH	NH	NH	NH
12	Live Chat	NH	NH	NH	NH
13	FATCA & CRS Form	✗	✗	NH	NH

Sr No.	Transaction Name / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.5.0.0.0	Oracle FLEXCUBE Enterprise Limits and Collateral Management (ELCM) 14.4.0.0.0	Oracle FLEXCUBE Supply Chain Management(SCF)/Cash Management (OBCM) 14.5.0.0.0
14	<u>Mailbox- Mails (Without Interaction module)</u>	NH	NH	NH	NH
15	<u>Mailbox- Mails (With Interaction module)</u>	×	✓	NH	NH
16	<u>Mailbox- Alerts</u>	NH	NH	NH	NH
17	<u>Mailbox-Notifications</u>	NH	NH	NH	NH
18	<u>View Limits - Daily and Monthly</u>	NH	NH	NH	NH
19	<u>Loan Installment Calculator</u>	NH	NH	NH	NH
20	<u>Loan Eligibility Calculator</u>	NH	NH	NH	NH
21	<u>Term Deposits Calculator</u>	NH	NH	NH	NH
22	<u>Foreign Exchange Calculator - Fetch Currency Conversion/Exchange Rate</u>	×	✓	NH	NH
23	<u>ATM / Branch Locator</u>	NH	NH	NH	NH
24	Leave Feedback	NH	NH	NH	NH
25	<b>Reports</b>				NH
26	Daily Balance Position Report	×	✓	NH	NH
27	Partywise Payee Maintenance Report	NH	NH	NH	NH
28	Partywise Pending Approval List Report	NH	NH	NH	NH

<b>Sr No.</b>	<b>Transaction Name / Function Name</b>	<b>Oracle FLEXCUBE Core Banking 11.10.0.0.0</b>	<b>Oracle FLEXCUBE Universal Banking 14.5.0.0.0</b>	<b>Oracle FLEXCUBE Enterprise Limits and Collateral Management (ELCM) 14.4.0.0.0</b>	<b>Oracle FLEXCUBE Supply Chain Management(SCF)/Cash Management (OBCM) 14.5.0.0.0</b>
29	Transaction Summary Report	×	✓	NH	NH
30	Line Limit utilization widget	×	×	✓	NH
31	Top Programs	×	×	×	✓
32	Invoice Timeline	×	×	×	✓
33	Finance Maturing	×	×	×	✓
34	Overdue Invoices	×	×	×	✓
35	Overdue Finances	×	×	×	✓
36	Quick Links	×	×	×	✓

[Home](#)

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## 3. Customer Services

This module allows the bank customers to interact with bank and avail its services. It includes the following sub-modules:

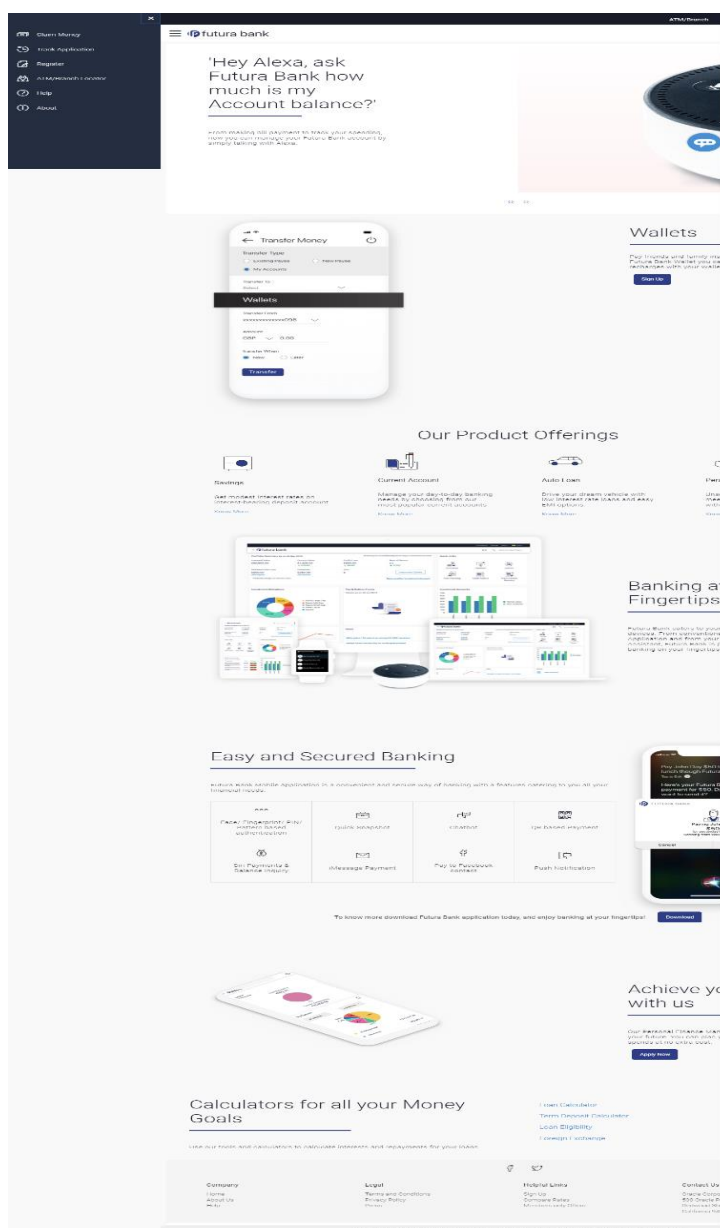
- **Channel On boarding:** Channel Onboarding allows customers to register for channel access. Customers who do not have access to online channels can onboard themselves to access online channels without approaching a bank physically to request for channel access.
- **Calculators:** Calculators are the tools used by the users to simulate and thus understand the implications of financial decisions. The different kind of calculators could be, Term Deposit Calculator, Loan Calculator, Loan installment Calculator, Loan Eligibility Calculator, and Forex Calculator.
- **Role specific dashboards:** Dashboard is a landing page or screen wherein user can access various transactions. The dashboards are classified into categories like, Maker Dashboard, Viewer Dashboard, and Approver Dashboard.
- **Mailbox:** Mailbox allows bank customers to send and receive emails to a business user.
- **Find ATM / Branch:** ATM/ Branch locator allows a user to view the address and location of the ATMs and the branches at a geographic location.
- **Reports:** Reports are an integral part of actively managing any company. Management uses the reports to track progress towards its various goals, control expenditures, increase revenue, track fraudulent transactions if any. The two types of reports are, Adhoc Report and batch Reports
- **Security Settings:** Security settings are done to protect the sensitive data and information from security threats.
- **View Transaction Limits:** This option allows a user to view the utilized limits and available limits for use.

## 4. Portal Page

A bank's landing page should be designed in a manner that connects with its customers and also leads to quick conversions of prospects into customers of the bank. The portal page should enable existing customers to easily login to the system and should also provide users to perform tasks such as to view and apply for the bank's product offerings, register for online banking access, track existing product applications, search for the bank's ATMs and branches etc.

The **Oracle Banking Digital Experience** portal page displays various options that enable users to undertake required tasks and gain information about the bank and its products. The different sections and features provided on the portal page are documented as follows:





### Portal Page



## Login page Overview

### Icons

Following icons are present on the corporate dashboard:

-  : The logo of the bank.
-  : Click the toggle menu to access the transactions.
-  : Click this icon to log in to the application.
-  : Click this icon to close the toggle menu. This icon appears if the toggle menu is open.

### Toggle Menu transactions:

- **Claim Money**  
Click here to claim for money.
- **Track Applications**  
Click here to track the progress of the account opening application.
- **Register**  
Click here to register with the bank.
- **Login**  
Click to log in to the application.
- **ATM/ Branch Locator**  
Click to view the address and location of the ATMs and the branches of the Bank. For more information refer [ATM/ Branch Locator](#).
- **Help**  
Click to launch the online help.
- **About**  
Click this menu to view the information about the application like version number, copyright etc.

### Wallets

Click **Sign Up** to access and register for Wallet account to avail the benefits and services of the wallet account with the bank.

### Our Product Offerings

This section displays the products offered by the bank. Following products are offered by the bank.

- **Savings**  
Click to apply for savings account.



- **Current**  
Click to apply for Current account
- **Auto Loan**  
Click to apply for auto loan.
- **Personal Loan**  
Click to apply for unsecured personal loan.  
Select any product to view individual offerings and to apply for an account of choice.

### Easy and Secured Banking

Following mobile transactions are present in the application.

- **Face/ Fingerprint/ PIN/ Pattern based authentication**  
Allows user to login to the mobile application by drawing a pattern on screen instead of entering his user id and password
- **Quick Snapshot**  
User can view the account summary from mobile application and get important account information in a single view without going on the dashboard.
- **Chatbot**  
Chatbot is an artificial intelligence system that interacts with users over a messaging platform.
- **QR Based Payment**  
QR Based payment allows the user to initiate a payment to a beneficiary by scanning the QR code.
- **Siri Payments and Balance Inquiry**  
This feature harnesses Apple's voice command assistant, Siri, to enable users to initiate voice based payments to registered payees from their mobile devices.
- **iMessage Payments**  
iMessage payment allows the user to initiate a payment to a beneficiary i.e. the contact in context of the conversation by launching the app from iMessage.
- **Pay to Facebook contact**  
This feature enables the user to initiate a payment to a Facebook friend by simply logging into Facebook and selecting the contact towards whom the payment is to be made.
- **Push Notification**  
Push notification is a way of propagating message to the user device(s) registered with the bank. Through push notifications, user can be notified of any event/transactions that has occurred in the user account.

### Download

Click **Download** to download the Futura bank application on your mobile.

---

### **Achieve your Dream with us**

Click **Apply Now** to access the Goal Calculator.

### **Calculators for all your Money Goals**

- Loans - Click to access loan calculator.
- Term Deposits - Click to access deposit calculator to calculate the interest on total value of deposit at maturity.
- Eligibility - Click here to access Loan Eligibility Calculator to calculate your loan eligibility.
- Foreign Exchange – Click here to access foreign exchange calculator to calculate foreign exchange conversion amounts and view the exchange rates (for supported currencies)

### **Live Chat**

This feature enables a user to connect to a customer service personnel to get information or help regarding the products and services offered.

### **Company**

- Home: Click to go to the home page
- About Us: Click to get the information about the bank
- Help: Click to contact for help.

### **Legal**

This section displays the following links:

- Terms and Conditions
- Privacy Policy
- Press

### **Helpful Links**

- Sign Up : Click here to sign up to the application
- Compare Rates : Click to compare rates
- Members only Offers: Click here to avail the offers

### **Contact US**

Address of the bank.

### **Social**

Click the social networking sites icons to connect to Facebook / twitter.

---

[Home](#)

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## 5. Log-In & Log-Out

Log-in allows users to access the portal securely, view information and access transactions. Logging out enables users to exit from the system in a secure way, so that no one else can gain access to the system (without supplying valid credentials) and the entire system is secure.

### Pre-requisites

The User must have a valid account with bank with online banking enabled. Other features related to accounts must be supported by the core banking system.

### Features Supported In Application

- [Log-in to the application](#)
- [Log-out of the application](#)

In case the user has forgotten their username or password, they can use the [Forgot Username](#) and [Forgot Password](#) links to retrieve these details. For more information, refer the [Forgot Username](#) and [Forgot Password](#) sections respectively.

### 5.1 Log-in to the application

The user requires authentic credentials to log in to the **Oracle Banking Digital Experience** application.



#### To log in to the application:

1. Open an internet browser to access the application.
2. Type the **Oracle Banking Digital Experience** URL in the **Address** bar, and press **Enter**.  
**Portal Page** appears.
3. Click **Login**.  
The **Login** screen appears.  
OR  
Click **Register** if you are a new user.

#### Login Page

## Field Description

Field Name	Description
<b>Username</b>	Enter your login user name.
<b>Password</b>	Enter your login password.


4. In the **Username** field, enter the user ID.  
OR  
Click  icon to enter the username using the virtual keyboard.
5. In the **Password** field, enter the password.  
OR  
Click  icon to enter the password using the virtual keyboard.

**Note:** The characters typed in the **Password** field appear masked (•••••) for security reasons.

6. Click **Login**.
7. The Dashboard **Overview** screen appears with broad level financial summary, outstanding and available balance in current and savings account, loans, term deposit, and credit cards.

## 5.2 Log-out of the application

To log out of the application:

1. In the top right corner, click  icon. The success message of logging out appears.
2. Select the **Logout** option. The success message of logging out appears.

[Home](#)

## 6. First Time Login

When 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 fulfill 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.

**Note:** The steps and sequence for 'First Time Login' may vary for different users as defined or configured by System Administrator.

Each step will either have Next or Skip button basis on the configuration done by Bank Administrator.

### Prerequisites:

- The bank administrator has enabled the First time login steps for Retail users.

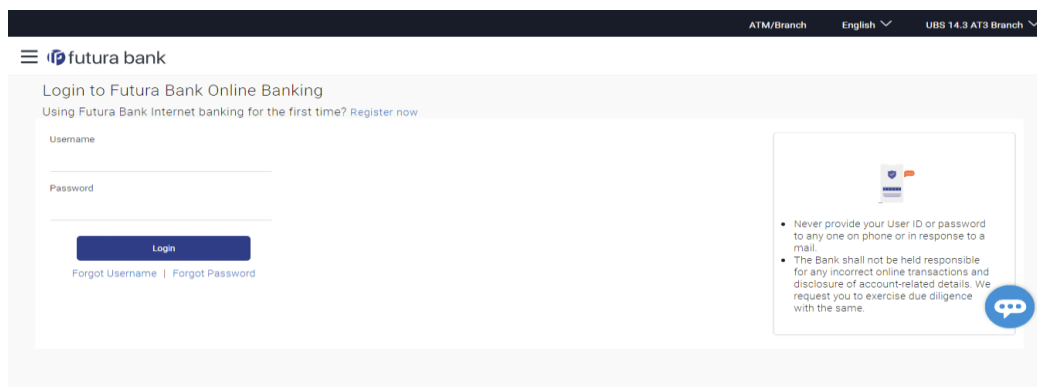
### How to reach here:

*Portal Page > Login*

### To log in to the application:

1. Open an internet browser to access the application.
2. Type the Oracle Banking Digital Experience URL in the Address bar, and press Enter. The **Portal** page appears.
3. Click **Login**. The **Login** screen appears.

### Login



### Field Description

Field Name	Description
Username	Enter your login user name.

Field Name	Description
<b>Password</b>	Enter your login password. <hr/> <b>Note:</b> Usernames are case insensitive i.e. User can login in OBDX with any case. <hr/>

- In the **Username** field, enter your user name.  
OR  
Click icon to enter the username using the virtual keyboard.
- In the **Password** field, enter your password.  
OR  
Click icon to enter the password using the virtual keyboard.

---

**Note:** The characters typed in the **Password** field appear masked (•••••) for security reasons.

---

- Click **Login**.  
The next **configured** screen appears.


---

**Note:** Force Change password is not a part of First Time Login flow wizard, this screen will appear for every new user.  
The Force Change Password screen will only appear for users for whom the password is set by administrator and not for the users who have self-registered themselves.

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### First Time Login - Terms and Condition

ATM/Branch


Welcome, Jones Smith  
Last login 21 Nov 02:29 PM

Thank You for choosing Futura Bank as your Banking needs partner.  
We welcome you to the Futura Bank family.  
**Happy Banking!!!**

**Terms and Conditions**

These Terms mentioned herein form the contract between the User using the Internet Banking services and the Bank. By applying for Internet Banking Services and accessing the service the User acknowledges and accepts these Terms of Service (Terms and Conditions). Any conditions relating to the accounts of customer other than these Terms will continue to apply except that in the event of any conflict between these Terms and the account conditions, these Terms will continue to prevail. The agreement shall remain valid until it is replaced by another agreement or terminated by either party or account is closed, whichever is earlier.

**1. APPLICATION FOR INTERNET BANKING SERVICES**

The Bank may offer Internet Banking Service to selected customers at its discretion. The customer would need to be Internet User or have access to the Internet. The acceptance of the application and the acknowledgement thereof does not automatically imply the acceptance of application for Internet Banking Services. The Bank may advise from time to time the Internet software such as Browser, which are required for using Internet Banking Services. There will be no obligation on the part of the Bank to support all the versions of this Internet software.

**2. INTERNET BANKING SERVICES**

The Bank shall endeavor to provide to the User through internet Banking services such as inquiry about the balance in his/her account(s), details about transactions, statement of account, request for issue of cheque-books, request for transfer of funds between accounts of the same User and other accounts and many other facilities as the Bank may decide to provide from time to time. These facilities shall be offered in a phased manner at the discretion of the Bank. The Bank at its sole discretion may also make additions/deletions to the Internet Banking Services being offered without giving any prior notices or reasons. The availability /non-availability of a particular service shall be advised through the web page of the Bank or written communication or any other mode as the Bank thinks fit. The Bank shall take reasonable care to, ensure the security of and prevent unauthorized access to the Internet Banking Services using technology reasonably available to the Bank. The User shall not use or permit to use Internet Banking Service or any related service for any illegal or improper purposes.

The USER would be allotted a User-id and a password (to be used at the time of login) by the BANK in the first instance. The USER will be required to mandatorily change the User-id and password assigned by the BANK on accessing Internet Banking Services for the first time.

As a safety measure the USER shall change the password as frequently as possible, at least once in 90 days. In addition to User-id and Password the BANK may, at its discretion, advise the USER to adopt any other means of authentication including but not limited to One Time SMS Password and/or Digital certification issued by Bank, licensed or approved Certifying Authorities or vendors.

The USER shall not attempt or permit others to attempt accessing the account information stored in the computers and computer networks of the BANK through any means other than the Internet Banking Services.

**3. USER-ID AND PASSWORD**

The USER shall:

1. Keep the User-id and password totally confidential and not reveal them to any third party.
2. Create a password of at least 8 characters long and shall consist of a mix of alphabets, numbers and special characters which must not relate to any readily accessible personal data such as the USER's name, address, date of birth, telephone number, vehicle number, driver license etc. or easily guessable combination of letters and / or numbers.
3. Commit the User-id and password to memory and not record them in a written or electronic form; and
4. Not let any unauthorized person have access to his computer or leave the computer unattended while using Internet Banking Services.
5. Not disclose/reveal his/her personal or confidential information to anyone over email/SMS/phone call even if it's purportedly from our bank. Our bank or any of its representatives will never send you emails/SMS or call you over phone to seek your personal information like Username, passwords, One Time SMS passwords etc. For tips on safe usage of password(s), "Password Management" displayed as a link on the login page of our bank may be referred.
6. Not access internet banking if his/her computer device is not free of malware (Viruses, Trojans, etc.).

In the event of forgetting of User-id and/or password or expiry/ disability of password(s) USER can request for change of the password by sending a written request to the BANK or call up the customer care. The selection of a new password and/ or the replacement of User-id shall not be construed as the commencement of a new contract. The User agrees and acknowledges that BANK shall in no way be held responsible or liable if the User incurs any loss as a result of compromise of User-id and password by the User himself or User has failed to follow the Internet Banking Service instructions as published by the BANK on the site from time to time. User agrees to fully indemnify and hold harmless BANK in respect of the same.

**Locking of User ID**

Internet Banking Password / User ID shall get locked after a number of incorrect attempts, up to such number (at present 3 failed attempts) as may be decided by the Bank from time to time. The same shall be available on the next day. In case of emergency, the User ID / password can be unlocked through the branch.

**Deactivation of User ID**

The Bank has the discretion to deactivate a User Internet Banking ID, if the same has not been used for a period defined by the Bank. Also the Bank has the right to deactivate the Internet Banking login of User due to unsatisfactory behavior in the account.

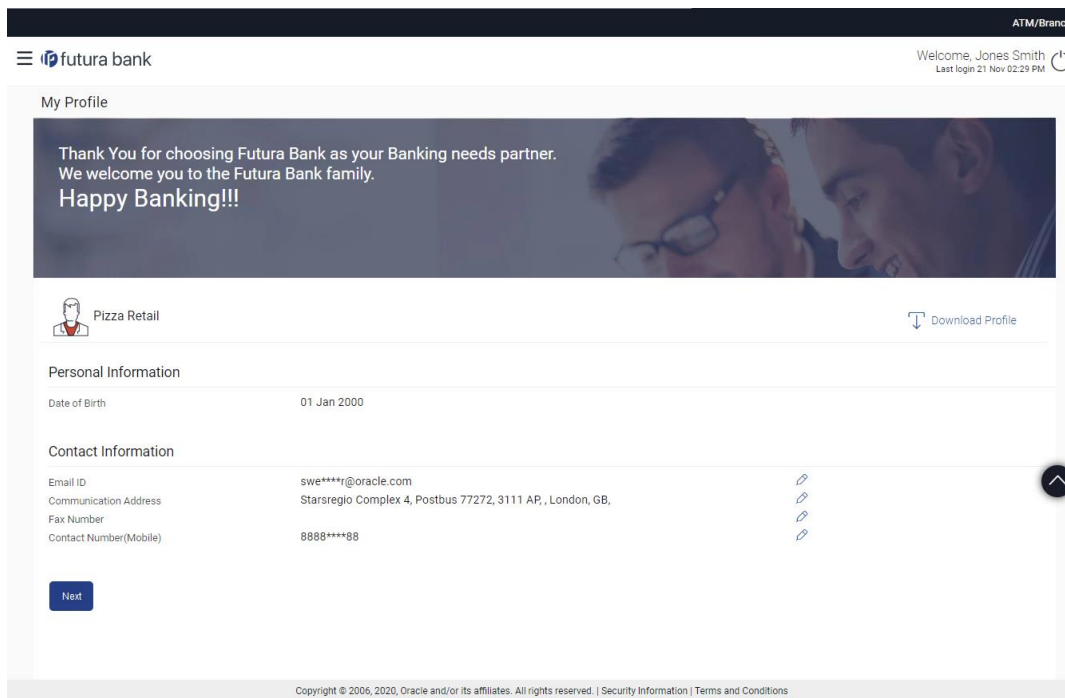
Accept
Skip

Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

7. Read the terms and conditions.
8. Click **Accept** to accept the terms and Conditions.  
The next configured screen appears

## Profile


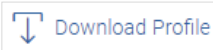




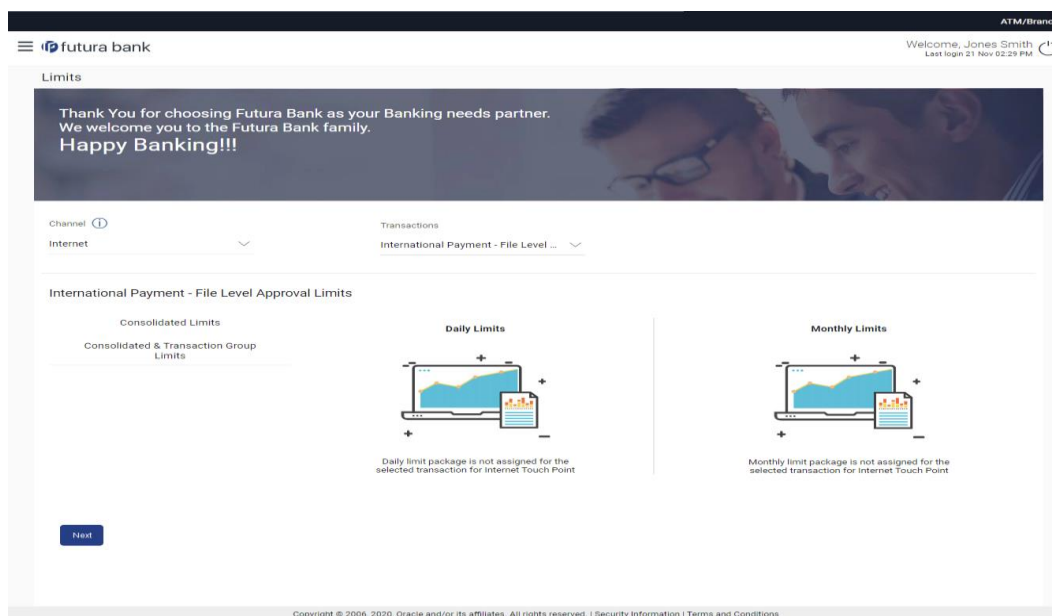
## Field Description

Field Name	Description
<b>Personal Information</b>	
<b>User Name</b>	Full name of the user gets displayed.
<b>Date of Birth</b>	Date of birth of the user gets displayed.
<b>Aadhar Card Number</b>	Aadhar number of the user, as maintained with the bank gets displayed. It is an identification number issued by government of India. <hr/> <b>Note:</b> This identification type is applicable for India region. Bank can configure the identification types to be displayed and to be available for modification as per their region.
<b>PAN Card Number</b>	PAN number of the user, as maintained with the bank gets displayed. It is issued by the income tax department of India. <hr/> <b>Note:</b> This identification type is applicable for India region. Bank can configure the identification types to be displayed and to be available for modification as per their region.
<b>Contact Information</b>	
<b>Communication Address</b>	Address of the user, as maintained with the bank, will be displayed.

Field Name	Description
<b>Email ID</b>	Email ID of the user, as maintained with the bank, gets displayed in masked format.
<b>Fax Number</b>	Fax number of the user, as maintained with the bank, gets displayed in masked format.
<b>Phone Number</b>	Phone number of the user, as maintained with the bank, gets displayed in masked format.

9. Click  against the field that you want to edit.
10. Click **Next**. The next configured screen appears  
OR  
Click  to download the profile.

### Daily Limits



### Field Description

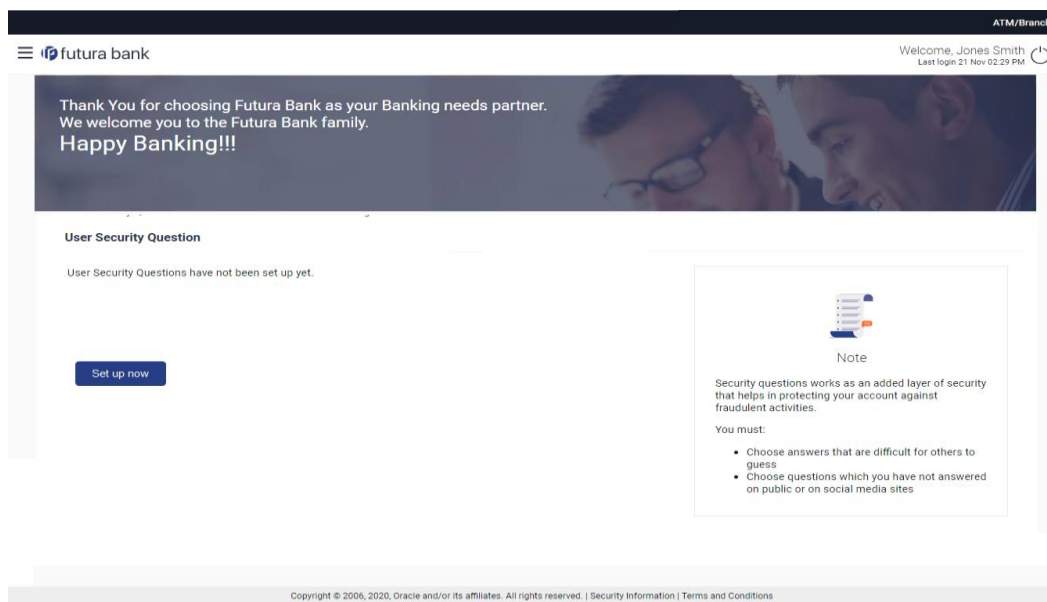
Field Name	Description
<b>Channel</b>	Select the channel for which user limits are to be displayed.
<b>Transactions</b>	Select the transaction for which user limits are to be displayed.
<b>Transaction Name</b>	The name of the transaction as selected in the above field is displayed.

<b>Field Name</b>	<b>Description</b>
<b>Min Amount</b>	The per transaction limit - minimum amount.
<b>Max Amount</b>	The per transaction limit - maximum amount.
<b>Transaction Limit - Daily Limits</b>	<p>The daily amount limit and transaction count limit (available and utilized) of a transaction is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p>
<b>Transaction Limit - Monthly Limits</b>	<p>The monthly amount limit and transaction count limit (available and utilized) of a transaction is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p>
<b>Transaction Group Limit - Daily Limits</b>	<p>The daily amount limit and transaction count limit (available and utilized) of a transaction group is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p>
<b>Transaction Group Limit - Monthly Limits</b>	<p>The monthly amount limit and transaction count limit (available and utilized) of a transaction group is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p>
<b>Channel Group Limit - Daily Limits</b>	<p>The daily amount limit and transaction count limit (available and utilized) of a channel group is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p>
<b>Channel Group Limit - Monthly Limits</b>	<p>The monthly amount limit and transaction count limit (available and utilized) of a channel group is displayed.</p> <p>This is represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p>
<b>Channel &amp; Transaction Group Limit - Daily Limits</b>	<p>The daily amount limit and transaction count limit (available and utilized) of a channel and transaction group is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p>

Field Name	Description
<b>Channel &amp; Transaction Group Limit - Monthly Limits</b>	<p>The monthly amount limit and transaction count limit (available and utilized) of a channel and transaction group is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p>

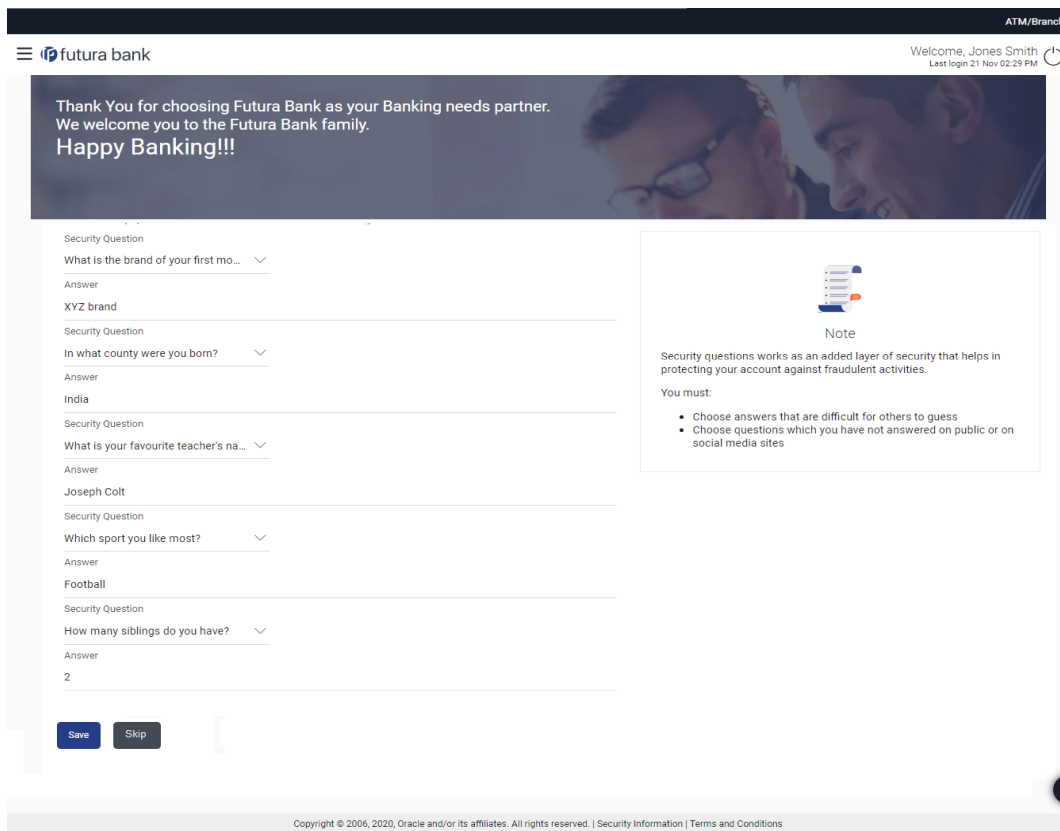
11. From the **Channel** list, select a channel to view applicable limits.
12. From the **Transactions** list, select the transaction to view its limits.
13. Click the Transaction Limits / Transaction Group Limit/ Channel Group Limit/ Channel & Transaction Group Limit tabs to view the specific daily and monthly amount and count limits applicable at each level.
14. Click **Next**. The next configured screen appears  
OR  
Click **Edit** to edit the limits.

### User Security Question Setup



15. Click **Setup Now** to setup security questions. The **Set Security Questions** screen appears.  
OR  
Click **Skip** to skip this step.

### Set Security Questions



### Field Description

Field Name	Description
<b>Security Questions</b>	Select a question to be assigned as a security question. The security questions will be numbered, e.g. Security Question 1, Security Question 2 and so on. The number of security questions and answers available will be dependent on the number configured by the bank administrator.
<b>Answer</b>	Specify an answer for the selected security question. The fields in which you can specify answers to selected security questions will be displayed below each security question and will be numbered, e.g. Answer 1, Answer 2 and so on.

16. From the **Security Question** list, select the security question to be added in your security question set.
17. In the **Answer** field, enter an answer for the corresponding security question.
18. Click **Save** to save the security questions.  
The user is directed to the Dashboard screen.

[Home](#)



---

## 7. Dashboards

Oracle Banking Digital Experience is a one-stop solution for a bank for its core banking operations, across corporate offerings. It is designed to help banks respond strategically to today's business challenges, while also transforming business models and processes to reduce operating costs and improve productivity across both front and back office.

Role based dashboards have been designed to deliver the right information to the right people at the right time so they can make optimal business decisions. Multiple dashboards can be made available to the users based on their roles in a corporate.

Dashboard provides a quick view of the most relevant functions, to achieve a particular objective or complete a process. OBDX supports role specific dashboards for user-role combinations namely, Corporate Maker, Corporate Approver, Corporate Viewer, Non Customer Maker, Non Customer Checker, and Non Customer Viewer.

### **Pre-requisites**

- User must have the relevant access from bank with online banking enabled.
- Other features related to accounts must be supported by core banking system.

### **Features Supported In Application**

- Viewer Dashboard
- Maker Dashboard
- Approver Dashboard
- Non Customer Viewer Dashboard
- Non Customer Maker Dashboard
- Non Customer Approver Dashboard

## 7.1 Viewer Dashboard

Corporate Viewer Dashboard service provides the top management of any corporate with a consolidated and easy to understand view of their business immediately after logging in. This helps them to take speedy and accurate decisions to meet their short term and long term business goals.

Viewer
ATM/Branch
English

futura bank
Welcome, Johnson Temp  
Last login 31 May 05:29 PM

### Financial Overview

Conventional

**Net Worth**  
EUR1,902,645.93

- Current & Savings
- Term Deposits
- Loans and Finances
- Current & Savings Over Dr...

### Position By Currency

Conventional

EUR: 0.8M

GBP: 1.0M

Assets Liabilities

### Credit Line Usage

No Credit Lines Available

### Reports

New Reports Not Available  
Access your recently generated reports form here

### Current & Savings

5 Total Accounts

EUR1,822,709.42  
EUR (3 Accounts)

### Term Deposits

You do not have any Term Deposit

### Loans and Finances

You do not have any Loans

### Accounts Summary

Conventional

Party Name	Account Number	Account Type	Net Balance
Universal Studios LLC	Regular Account xxxxxxxxxxxx0018	Current Account	EUR847,805.11
Universal Studios LLC	OBDX Saving Product xxxxxxxxxxxx0020	Saving Account	GBP958,902.34
Universal Studios LLC	OBDX Saving Product xxxxxxxxxxxx0075	Saving Account	EUR48.25

Page 1 of 1 (1-3 of 3 items) Download

### Corporate Limits

International Payment...

Currently no limits are assigned to this transaction. Please contact administrator for further details.

View All

### Activity Log

Accounts (0)		Non Accounts (0)		Payments (0)		Bill Payments (0)		Bulk File (0)		Bulk Record (0)	
Processed	0	Processed	0	Processed	0	Processed	0	Processed	0	Processed	0
In Progress	0	In Progress	0	In Progress	0	In Progress	0	In Progress	0	In Progress	0
Rejected	0	Rejected	0	Rejected	0	Rejected	0	Rejected	0	Rejected	0
Pending Modification	0	Pending Modification	0	Pending Modification	0	Pending Modification	0	Pending Modification	0	Pending Modification	0
Locked	0	Locked	0	Locked	0	Locked	0	Locked	0	Locked	0

No data to display.

Page 1 (0 of 0 items)

### Currency Exposure

EUR

As of 01 Jun 2021

Balances

Current and Savings (3 Accounts)  
EUR1,822,668.21

Term Deposits (0 Accounts)  
EUR0.00

Book a forward and hedge your cash flows  
Initiate Deal

Cash Flow

\*Receivables: Invoices + Bills Payables: Invoices + Bills in selected currency

EUR

Receivables Payables

June July Aug Sept Oct Nov







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## Dashboard Overview

### Icons

Following icons are present on the corporate - viewer dashboard:




-  : Clicking this icon takes you to the dashboard.
-  : Clicking this icon takes you to the Mailbox screen.
-  : Click this icon to search the transactions.
-  : Displays the welcome note, user's name along with the last log in date and time. Click this icon to view the logged in user's profile or log out from the application.
-  : Click the toggle menu to access the transactions.
-  : Click this icon to close the toggle menu. This icon appears if the toggle menu is open.



















### Header Menu Options

- **Your Current View is:** Your current role will be displayed here i.e. one of three ( Viewer/ Maker/ Approver). The drop-down to select the role is available only if the user is mapped with more than one role. There is also an option '**My Dashboard**' available in this menu which allows the user to customize their dashboards. This option is present only if the user has personalized their Dashboard according to their use and requirement.
- **ATM Branch:** Click here to locate the nearest branch/ATM.
- **Select Language:** Select your desired language to use the application.

### FATCA & CRS link

Click the link to access the FATCA and CRS Self – Certification Forms for Entities so as to capture required information for the purposes of compliance with both FATCA and CRS.

- Toggle Menu Transactions
- Following items are present on the Toggle Menu:
-  **Accounts** : This menu consists of sub menu items like Current and Savings account, Term Deposits and Loans and Finances to navigate to the respective account related transactions.
-  **Payments** : Click here to access Payments related transactions or setting up of payments
-  **Bill Payments** : Click here to access the Electronic Bill Payments and Presentment related transactions.

-  **Trade Finance** : Click this menu to manage your Letter of Credits (LCs), Bills, Guarantees, Line Limits and Beneficiary maintenance for trade finance.
  -  **Forex Deal** : Click this menu to view booked forex deals and initiate new forex deal.
  -  **Liquidity Management** : Click this menu to manage the cash flow, credit and working capital.
  -  **Virtual Account Management** : Click this menu to manage your virtual accounts.
  -  **Credit Facility Management** : Click this menu to originate new Credit Facilities and manage existing Facilities and Collaterals.
  -  **Supply Chain Finance** : Click this menu to view your Supply Chain Finance business and to manage its activities.
  -  **Associated Party Management** : Click this menu to view associated parties.
  -  **Invoice Management** : Click this menu to manage invoices.
  -  **Cash Management** : Click this menu to get the daily or monthly cash flow forecast and also the current day snapshot of the finances.
  -  **File Upload** : Click this icon to upload files and view the files already uploaded.
  -  **Reports** : Click this icon to generate the reports and view the generated reports.
  -  **Application Tracker** : Click this menu to track your loan, trade finance and credit facility applications.
  -  **Account Settings** : Click this menu to set your preferences as well as daily limits and change password.
  -  **Mail Box** : Click this menu to view the Mails, Alerts and Notifications.
  -  **Leave Feedback** : Click this menu to leave your feedback about the user interaction of the application.
  -  **ATM/Branch Locator** : Click to view the address and location of the ATMs and the branches of the Bank. For more information refer **ATM/ Branch Locator** section.
  -  **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.
-

### Financial Overview

The section provides a graphical representation of the distribution of assets and liabilities across the Current and Savings Accounts, Term Deposits & Loans & Finances accounts held with the bank. It also displays the total amount of assets, liabilities and the Net Worth. Account types displayed in the section include CASA, term deposits, and loans & finances.

### Position By Currency

The section displays currency wise position of user's assets and liabilities in the form of a bar graph. Each bar represents one currency.

### Credit Line Usage

Credit Facility/Line Usage widget provides a quick understanding of the most and least utilized credit facilities (both in terms of amount and percentage) with their current available and utilized amounts. By looking at this widget the corporate user can quickly assess the facilities that can be utilized more and facilities that need a limit extension.

The bar graph shows the following two values:

- **Utilized Amount:** The limits utilized by the party from the total set limit.
- **Available Amount:** The limits remaining from the total set limit.

Click the bar of a particular facility ID to view the utilization details of that facility.

### Bill Receivable/ Payable

The section displays the summary of all import and export bills associated with specific party/ parties. The dashboard allows the user to view the total amount receivable and payable with respect to the trade bills (Under LC and standalone) immediately after logging in.

### Trade Instruments

Trade Instruments section allows the user to view the summary of all trade instruments (Import-Export LC, outward guarantee) that are going to expire in near future and are associated with specific party/ parties.

The user can view the trade instruments that are going to expire within 10 days, 15 days and 30 days by selecting the option from the drop-down.

### Reports

The latest reports mapped and generated under a party/ parties mapped to the logged in user are listed in this section. Click View All to view all the reports generated.

### Current and Savings/ Term Deposits/ Loans and Finances

The current and savings/ Term Deposit/ Loan account card displays the count of the account and total balance in these accounts along with the transaction currency. The section below the account card displays the summary of assigned CASAs/ Term Deposit / Loan with below details. Click the particular account number of CASA / Term Deposit / Loan account to go to the account details screen.

- Current and Savings:
  - Party Name: Displays the party names linked to the ID and holding the accounts

- Account Number: Displays the Account Number (masked format), account nickname (if any), and the product name. Click the account number to go to the Account Details screen.
- Account Type: Displays the type of account viz., savings or current etc
- Net Balance: The balance amount in the account is displayed
- Term Deposits:
  - Party Name: Displays the party names linked to the ID and holding the deposits
  - Deposit Number: Displays the TD Account Number (masked format), account nickname (if any) and the product name. Click the account number to go to the Deposit Details screen.
  - Interest Rate: shows the applicable rate of interest on the TD
  - Maturity Date: shows the date of maturity of deposit
  - Principal Balance: shows the amount invested in deposit
  - Maturity Balance: shows the amount which would be available on the date of maturity.
- Loans and Finances
  - Loan Account Details: Displays the Loans Account Number (masked format), account nickname (if any) and the product name. Click the account number to go to the Loan Details screen.
  - Party Name: Displays the party names linked to the ID and holding the loans
  - Amount Financed: The loan amount that was initially availed
  - Outstanding: Outstanding Amount against the loan
  - Maturity Date: The Maturity Date of the Loan account
  - Rate: Applicable rate of interest

Using the **Search** field, the user can search for a specific Current and Savings/ Term Deposit/ Loan account. Click **Download** to download the account summary of Current and Savings/ Term Deposit/ Loan accounts.

### Corporate Limits

The user can view the party cumulative transaction limits for each transaction, along with daily and monthly limits utilized and available for use, from the viewer dashboard. The transaction for which the limits must be viewed can be selected from the dropdown list that is provided.

The user can select the transaction from the drop-down to view the corporate limit of that transaction.

Click **View All** to access the Limits screen, where the user's limits and the corporate limits can be viewed. The user can also use the channels list and the transactions list to view limits for a specific transaction originating from a specific channel.

## Activity Log

The latest activity logs are displayed on the viewer's dashboard. It is divided into two fields broadly: Financial and Non-Financial.

The logged in user can view the transaction summary with respective statuses and details.

On selecting either the Financial or the Non-Financial transaction options, the categories under the particular option are displayed. Each category showcases the number of transactions that are in each of the following statuses:

- **Processed:** The number of transactions that have been fully completed.
- **In-Progress:** The number of transactions that have been initiated, but not yet completed.
- **Rejected:** The number of transactions that have been rejected by the approver.
- **Locked:** The number of transactions that have been locked by the approver
- **Pending Modification:** The number of transaction that have been sent for modification by the approver to the Initiator.

---

**Note:** Send to Modify is enabled only for specific transactions. To see the list of transactions for which this is enabled, please refer the respective module user manuals.

---



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

**Financial:** This displays the financial transactions initiated by the maker in the following categories

- Accounts - The details of activity log are:
  - Date: Date of the transaction
  - Initiated By: User who has initiated the transaction
  - Description: Description of the transaction
  - Account Number: Account number of the transaction
  - Amount : Amount of the transaction
  - Reference Number: Reference Number of the transaction.
  - Status: Status of the transaction
- Non Accounts : The details of activity log are:
  - Date: Date of the transaction
  - Initiated By: User who has initiated the transaction
  - Description: Description of the transaction
  - Amount : Amount of the transaction
  - Reference Number: Reference Number of the transaction.
  - Status: Status of the transaction

- Payments
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - Description: Description of the transaction
    - From Account: Source Account number of the transaction
    - Amount : Amount of the transaction
    - Payee Account Details: Payee's account details
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Bill Payments
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - Description: Description of the transaction
    - Biller Name: Name of the biller
    - Biller Location: Location of the biller
    - Details: Details of bill payment
    - From Account: Account number of the transaction
    - Amount : Amount of the transaction
    - Reference Number: Reference Number of the transaction
    - Status: Status of the transaction
  - Bulk File
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - Description: Description of the transaction
    - Transaction Type: Transaction type of the file upload
    - File Name: Name of the file uploaded.
    - File Amount: Total Amount of Transaction.
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Bulk Record
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - Transaction Type: Transaction type of the bulk record
    - Debit Account: Account number of the account to be debited.
    - Amount: Amount of the transaction
    - Payee Account Details: Payee's account number
-

- Reference Number: Reference Number of the transaction.
- Status: Status of the transaction
- Non Account Bulk Record
  - Date: Date of the transaction
  - Transaction Type: Transaction type of the bulk record
  - Amount: Amount of the transaction
  - Initiated By: User who has initiated the transaction
  - Reference Number: Reference Number of the transaction.
  - Status: Status of the transaction

**Non- Financial:** This displays the non- financial transactions initiated by the maker and further categorized as below:

- Accounts
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - Description: Description of the transaction
    - Account Number: Account number of the transaction
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Biller Maintenance
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - Description: Description of the transaction
    - Payee/ Biller Name: Payee/ Biller name
    - Payee Type: Type of the payee
    - Category: Payee Category
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Payee and Biller
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - Description: Description of the transaction
    - Payee/ Biller Name: Payee/ Biller name
    - Payee Type: Type of the payee
    - Category: Payee Category
    - Reference Number: Reference Number of the transaction.
-

- Status: Status of the transaction
  - Bulk File
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - File Identifier: Unique code assigned to the uploaded file.
    - Transaction Type: Transaction type of the file upload
    - File Name: Name of the file uploaded.
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Bulk Record
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - File Identifier: Unique code assigned to the record.
    - Transaction Type: Transaction type of the bulk record
    - Description: Description of the transaction
    - Reference Number: Reference Number of the record.
    - Status: Status of the record
  - Trade Finance
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - Description: Description of the transaction
    - Beneficiary Name: Name of the Beneficiary against whom LC is to be created
    - Amount: Amount for the Letter of Credit / Bill
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Forex Deal
    - Date: Date of the transaction
    - Reference Number: Reference Number of the transaction.
    - Description: Description of the transaction
    - Deal Type: Type of Deal user wants to initiate that is Spot or Forward
    - Currency Combination: List of permissible currency combination for deal booking
    - Amount: Amount for the forex deal
    - Status: Status of the transaction
  - Others
    - Date: Date of the transaction
-



- Initiated By: User who has initiated the transaction
  - Transaction Type: Type of the transaction initiated
  - Description: Description of the transaction
  - Reference Number: Reference Number of the transaction
  - Status: Status of the transaction
- Liquidity Management
    - Date: Date of the transaction
    - Transaction Type: Type of the transaction initiated
    - Structure ID: Structure ID of the transaction
    - Structure Description: Description of the transaction
    - Reference Number: Reference Number of the transaction
    - Status: Status of the transaction

Transactions which are locked are highlighted in different colour in the activity log.

### Currency Exposure

The section displays total available balance in a corporate's current and term deposit accounts along with the number of accounts and cash flow position as on the current date. In cash flow, a corporate's receivables and payables from and towards invoices and trade bills respectively are projected on the graph.

This section also allows the user to initiate a forex deal.

---

### Transaction Journey

Click the **reference number** link on the description of activity log to view the Transaction Journey

This screen displays the transaction details and transaction journey of a transaction, and the current status of transaction whether it is Initiated, Approved, Locked, Modification Requested or Processed.

The screenshot displays the 'International Payment' dashboard for Futura Bank. At the top, there is a navigation bar with 'My Dashboard', 'ATM/Branch', and 'English' options. The user is identified as 'Welcome, Jason Smith' with a last login time of '27 Apr 09:51 AM'. The main content area is titled 'International Fund Transfer Details' and includes an 'e-Receipt' link. The details are organized into several sections:

- Transfer To:** IntIntermediary (Account Type: International, Account Number: 7654321, Account Name: IntIntermediary)
- Bank Details:** test bank, 118 Northern Avenue, London, GB
- Payee Address:** test1, test2, London, GB
- Transfer From:** xxxxxxxxxxxx0156
- Transfer When:** 30 Jan 2019
- Amount:** €1,000.00
- Correspondence Charges:** SHARED
- Payment Details:** 9776
- Note:** Account with institution

Below the details is a 'Transaction Journey' timeline with three stages:
 

- Initiation:** McLeods Chemicals2, 09 Dec 05:50 PM
- Approval:** (indicated by a checkmark icon)
- Completion:** Processed, Reference No : 1934316420400003, 09 Dec 05:50 PM

 A 'Back' link is located at the bottom left of the journey section. At the very 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

### Review

The section displays the details of the transaction.

### Transaction Journey

This section displays the status of transactions. Transaction journey displays the status as:

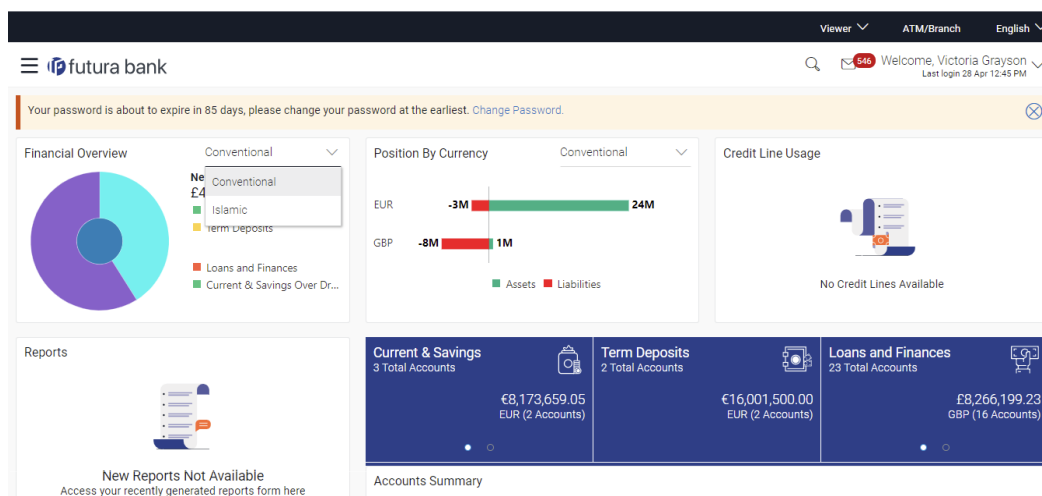
- Initiation
- Approval
- Completion
- Request Modification
- Locked

1. Click **Back** to navigate to the **Dashboard**.  
OR  
Click **e-Receipt** to generate the e-receipt of the transaction.

### 7.1.1 Conventional/Islamic Accounts

This option enables the corporate users to view & select both Conventional & Islamic accounts under separate headers of “Conventional” & “Islamic” while processing any transaction in the entire application. These headers will appear for all transactions where there is an account dropdown or account selection of Current and Savings, Term Deposits and Loans is required.

**Note:** Users having both (Conventional & Islamic accounts) will be able to view their accounts in respective headers however, in case if he is only having either of account then there will be no separate header bifurcation for the same.



## 7.2 Maker Dashboard

This Dashboard is designed to cater to the corporate users who are the transaction executors. An option of Quick Links have been provided on the Dashboard for an easy access to some of the more commonly used features in the system along with the few important features like account details, activity log etc.

Maker | ATM/Branch | English

futura bank
Welcome, Johnson Temp  
Last login 31 May 05:29 PM

**Current & Savings**  
5 Total Accounts  
EUR1,822,709.42  
EUR (3 Accounts)

**Term Deposits**  
You do not have any Term Deposit

**Loans and Finances**  
You do not have any Loans

**Accounts Summary** Conventional

Party Name	Account Number	Account Type	Net Balance
Universal Studios LLC	Regular Account xxxxxxxxxxxx0018	Current Account	EUR847,805.11
Universal Studios LLC	OBDX Saving Product xxxxxxxxxxxx0020	Saving Account	GBP958,902.34
Universal Studios LLC	OBDX Saving Product xxxxxxxxxxxx0075	Saving Account	EUR48.25

[Download](#)

**Last 5 Payments**

01 Jun 11:13 AM International Payment	✔ Processed	EUR201.00
01 Jun 11:13 AM International Payment	🔄 In Progress	EUR11.00

**Bulk File Upload**

File Identifier: Select File Identifier

File Name: Choose file...

[Submit](#)

**Quick Links**

Own Account Transfer

Adhoc Payment

File Upload

Funds Transfer

Issue Draft

Uploaded Files Inquiry

Loan Drawdown Request

**Work Snapshot for today**  
As on 01 Jun 2021

1 Processed	1 In Progress	0 Rejected
-------------	---------------	------------

**Activity Log** Financial

Accounts (0)	Non Accounts (0)	Payments (0)	Bill Payments (0)	Bulk File (0)	Bulk Record (0)
Processed 0	Processed 0	Processed 0	Processed 0	Processed 0	Processed 0
In Progress 0	In Progress 0	In Progress 0	In Progress 0	In Progress 0	In Progress 0
Rejected 0	Rejected 0	Rejected 0	Rejected 0	Rejected 0	Rejected 0
Pending Modification 0	Pending Modification 0	Pending Modification 0	Pending Modification 0	Pending Modification 0	Pending Modification 0
Locked 0	Locked 0	Locked 0	Locked 0	Locked 0	Locked 0

Date Description Account Number Amount Reference No Status

No data to display.

Page 1 (0 of 0 items)

**Currency Exposure** EUR

As of 01 Jun 2021

**Balances**

Current and Savings (3 Accounts)  
EUR1,822,668.21

Term Deposits (0 Accounts)  
EUR0.00

Book a forward and hedge your cash flows  
[Initiate Deal](#)

**Cash Flow** \*Receivables: Invoices + Bills Payables: Invoices + Bills in selected currency







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## Dashboard Overview

### Icons

Following icons are present on the corporate - maker dashboard:

-  : Clicking this icon takes you to the dashboard.
-  : Clicking this icon takes you to the Mailbox screen.
-  : Click this icon to search the transactions.
-  : Displays the welcome note, user's name along with the last log in date and time. Click this icon to view the logged in user's profile or log out from the application.
-  : Click the toggle menu to access the transactions.
-  : Click this icon to close the toggle menu. This icon appears if the toggle menu is open.

### Header Menu Options


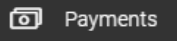
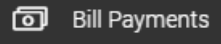
- **Your Current View is:** Your current role will be displayed here i.e. one of three ( Viewer/ Maker/ Approver). The drop-down to select the role is available only if the user is mapped with more than one role. There is also an option '**My Dashboard**' available in this menu which allows the user to customize their dashboards. This option is present only if the user has personalized their Dashboard according to their use and requirement.
- **ATM Branch:** Click here to locate the nearest branch/ATM.
- **Select Language:** Select your desired language to use the application.



















### FATCA & CRS link

Click the link to access the FATCA and CRS Self – Certification Forms for Entities so as to capture required information for the purposes of compliance with both FATCA and CRS.

### Toggle Menu Transactions

Following items are present on the Toggle Menu:

-  : This menu consists of sub menu items like Current and Savings account, Term Deposits and Loans and Finances to navigate to the respective account related transactions.
-  : Click here to access Payments related transactions or setting up of payments
-  : Click here to access the Electronic Bill Payments and Presentment related transactions.

-  **Trade Finance**: Click this menu to manage your Letter of Credits (LCs), Bills, Guarantees, Line Limits and Beneficiary maintenance for trade finance.
-  **Forex Deal**: Click this menu to view booked forex deals and initiate new forex deal.
-  **Liquidity Management**: Click this menu to manage the cash flow, credit and working capital.
-  **Virtual Account Management**: Click this menu to manage your virtual accounts.
-  **Credit Facility Management**: Click this menu to originate new Credit Facilities and manage existing Facilities and Collaterals.
-  **Supply Chain Finance**: Click this menu to view your Supply Chain Finance business and to manage its activities.
-  **Associated Party Management**: Click this menu to onboard and view associated parties.
-  **Invoice Management**: Click this menu to create and maintain invoices.
-  **Cash Management**: Click this menu to get the daily or monthly cash flow forecast and also the current day snapshot of the finances.
-  **File Upload**: Click this icon to upload files and view the files already uploaded.
-  **Reports**: Click this icon to generate the reports and view the generated reports.
-  **Application Tracker**: Click this menu to track your loan, trade finance and credit facility applications.
-  **Account Settings**: Click this menu to set your preferences as well as daily limits and change password.
-  **Mail Box**: Click this menu to view the Mails, Alerts and Notifications.
-  **Leave Feedback**: Click this menu to leave your feedback about the user interaction of the application.
-  **ATM/Branch Locator**: Click to view the address and location of the ATMs and the branches of the Bank. For more information refer [ATM/ Branch Locator](#) section.
-  **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.

### Current and Savings/ Term Deposits/ Loans and Finances

The current and savings/ Term Deposit/ Loan account card displays the count of the account and total balance in these accounts along with the transaction currency. The section below

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the account card displays the summary of assigned CASAs/ Term Deposit / Loan with below details. Click the particular account number of CASA/ / Term Deposit / Loan account to go to the account details screen.

- Current and Savings:
  - Party Name: Displays the party names linked to the ID and holding the accounts
  - Account Number: Displays the Account Number (masked format), account nickname (if any), and the product name. Click the account number to go to the Account Details screen.
  - Account Type: Displays the type of account viz., savings or current etc
  - Net Balance: The balance amount in the account is displayed
- Term Deposits:
  - Party Name: Displays the party names linked to the ID and holding the deposits
  - Deposit Number: Displays the Term Deposit Account Number (masked format), account nickname (if any) and the product name. Click the account number to go to the Deposit Details screen.
  - Interest Rate: shows the applicable rate of interest on the Term Deposit
  - Maturity Date: shows the date of maturity of deposit
  - Principal Balance: shows the amount invested in deposit
  - Maturity Balance: shows the amount which would be available on the date of maturity.
- Loans and Finances
  - Loan Account Details: Displays the Loans Account Number (masked format), account nickname (if any) and the product name. Click the account number to go to the Loan Details screen.
  - Party Name: Displays the party names linked to the ID and holding the loans
  - Amount Financed: The loan amount that was initially availed
  - Outstanding: Outstanding Amount against the loan
  - Maturity Date: The Maturity Date of the Loan account
  - Rate: Applicable rate of interest

Using the **Search** field, the user can search for a specific Current and Savings/ Term Deposit/ Loan account. Click **Download** to download the account summary of Current and Savings/ Term Deposit/ Loan accounts.

Click [<](#) , [K](#) , [>](#) or [X](#) to navigate across page of account summary.

### Last 5 Payments

The section displays the last five payments initiated by the corporate user with the respective statuses on the dashboard.

### Bulk File Upload

This section allows the user to upload files containing multiple payments.

The widget displays the following fields to upload the files:

- Identifier: File identifier created earlier in order to identify the file.
- Upload: Browse and select the file to be uploaded.

Click **Upload** to browse and select the file and then click **Submit** to browse and upload the file.

### Quick Links

The following transactions can be initiated from this section:

- Own Account Transfer
- Ad-hoc Payment
- File Upload
- Funds Transfer
- Issue Draft
- Uploaded Files Inquiry

### Work Snapshot for Today

This section displays the work snapshot of the current day of the logged in user along with the count of transactions with specific statuses (processed, In-progress, Rejected).

The widget displays the count of transactions as on the current system date as per their status as follows:

- Processed: Displays the count of transactions that are approved, as on the current system date.
- In Progress: Displays the count of transactions that are initiated, as on the current system date.
- Rejected: Displays the count of transactions that are rejected, as on the current system date.

### Activity Log

The latest activity logs are displayed on the viewer's dashboard. It is divided into two fields broadly: Financial and Non-Financial.

The logged in user can view the transaction summary with respective statuses and details.

On selecting either the Financial or the Non-Financial transaction options, the categories under the particular option are displayed. Each category showcases the number of transactions that are in each of the following statuses:

- **Processed:** The number of transactions that have been fully completed.
  - **In-Progress:** The number of transactions that have been initiated, but not yet completed.
  - **Rejected:** The number of transactions that have been rejected by the approver.
-



- **Locked:** The number of transactions that have been locked by the approver
- **Pending Modification:** The number of transaction that have been sent for modification by the approver to the Initiator.

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**Note:** Send to Modify is enabled only for specific transactions. To see the list of transactions for which this is enabled, please refer the respective module user manuals.

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

**Financial:** This displays the financial transactions initiated by the maker in the following categories

- Accounts - The details of activity log are:
  - Date: Date of the transaction
  - Initiated By: User who has initiated the transaction
  - Description: Description of the transaction
  - Account Number: Account number of the transaction
  - Amount : Amount of the transaction
  - Reference Number: Reference Number of the transaction.
  - Status: Status of the transaction
- Non Accounts : The details of activity log are:
  - Date: Date of the transaction
  - Initiated By: User who has initiated the transaction
  - Description: Description of the transaction
  - Amount : Amount of the transaction
  - Reference Number: Reference Number of the transaction.
  - Status: Status of the transaction
- Payments
  - Date: Date of the transaction
  - Initiated By: User who has initiated the transaction
  - Description: Description of the transaction
  - From Account: Source Account number of the transaction
  - Amount : Amount of the transaction
  - Payee Account Details: Payee's account details
  - Reference Number: Reference Number of the transaction.
  - Status: Status of the transaction
- Bill Payments

- Date: Date of the transaction
  - Initiated By: User who has initiated the transaction
  - Description: Description of the transaction
  - Biller Name: Name of the biller
  - Biller Location: Location of the biller
  - Details: Details of bill payment
  - From Account: Account number of the transaction
  - Amount : Amount of the transaction
  - Reference Number: Reference Number of the transaction
  - Status: Status of the transaction
  - Bulk File
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - Description: Description of the transaction
    - Transaction Type: Transaction type of the file upload
    - File Name: Name of the file uploaded.
    - File Amount: Total Amount of Transaction.
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Bulk Record
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - Transaction Type: Transaction type of the bulk record
    - Debit Account: Account number of the account to be debited.
    - Amount: Amount of the transaction
    - Payee Account Details: Payee's account number
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Non Account Bulk Record
    - Date: Date of the transaction
    - Transaction Type: Transaction type of the bulk record
    - Amount: Amount of the transaction
    - Initiated By: User who has initiated the transaction
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
-

**Non- Financial:** This displays the non- financial transactions initiated by the maker and further categorized as below:

- Accounts
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - Description: Description of the transaction
    - Account Number: Account number of the transaction
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Biller Maintenance
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - Description: Description of the transaction
    - Payee/ Biller Name: Payee/ Biller name
    - Payee Type: Type of the payee
    - Category: Payee Category
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Payee and Biller
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - Description: Description of the transaction
    - Payee/ Biller Name: Payee/ Biller name
    - Payee Type: Type of the payee
    - Category: Payee Category
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Bulk File
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - File Identifier: Unique code assigned to the uploaded file.
    - Transaction Type: Transaction type of the file upload
    - File Name: Name of the file uploaded.
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Bulk Record
-

- Date: Date of the transaction
  - Initiated By: User who has initiated the transaction
  - File Identifier: Unique code assigned to the record.
  - Transaction Type: Transaction type of the bulk record
  - Description: Description of the transaction
  - Reference Number: Reference Number of the record.
  - Status: Status of the record
  - Trade Finance
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - Description: Description of the transaction
    - Beneficiary Name: Name of the Beneficiary against whom LC is to be created
    - Amount: Amount for the Letter of Credit / Bill
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Forex Deal
    - Date: Date of the transaction
    - Reference Number: Reference Number of the transaction.
    - Description: Description of the transaction
    - Deal Type: Type of Deal user wants to initiate that is Spot or Forward
    - Currency Combination: List of permissible currency combination for deal booking
    - Amount: Amount for the forex deal
    - Status: Status of the transaction
  - Others
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - Transaction Type: Type of the transaction initiated
    - Description: Description of the transaction
    - Reference Number: Reference Number of the transaction
    - Status: Status of the transaction
  - Liquidity Management
    - Date: Date of the transaction
    - Transaction Type: Type of the transaction initiated
    - Structure ID: Structure ID of the transaction
-

- Structure Description: Description of the transaction
- Reference Number: Reference Number of the transaction
- Status: Status of the transaction

Transactions which are locked are highlighted in different colour in the activity log.

---

### Transaction Journey

Click the **reference number** link to view the Transaction Journey

This screen displays the transaction details and transaction journey of the specific transaction. It displays the current status of transaction whether (Initiated, Approved, Locked, Request Modification or Processed).

---

**Note:** Once a transaction is initiated by the Corporate maker, system checks for the account access of all the approver/s (found as part of approval rule/workflow maintained). In case approver/s at one or more level does not have the required account access for the account/s involved in the transaction, system rejects the transaction and an alert will be triggered to initiator notifying the same.

---

The screenshot displays the 'International Payment' dashboard for Futura Bank. At the top, there is a navigation bar with the bank logo, a search icon, a notification bell with '549' alerts, and a user profile for 'Victoria Grayson' with the last login time '29 Apr 07:27 PM'. The main content area is titled 'International Fund Transfer Details' and includes an 'e-Receipt' link. The details are organized into sections: 'Transfer To' (IntlIntermediary, International, 7654321), 'Bank Details' (test bank, 118 Northern Avenue, London, GB), 'Payee Address' (test1, test2, London, GB), 'Transfer From' (XXXXXXXXXXXX0156), 'Transfer When' (30 Jan 2019), 'Amount' (€1,000.00), 'Correspondence Charges' (SHARED), and 'Payment Details' (9776). A 'Note' section contains the text 'Account with institution'. Below this is a 'Transaction Journey' timeline with three stages: 'Initiation' (McLeods Chemicals2, 09 Dec 05:50 PM), 'Approval' (empty), and 'Completion' (Processed, Reference No: 193431642040003, 09 Dec 05:50 PM). A 'Back' link is located at the bottom left of the journey section. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

## Transaction Journey

### Transaction Name

This section displays the name of the transaction that is to be approved.

### Review

The section displays the details of the initiated transaction for review.

**Transaction Name**

This section displays the name of the transaction that is to be approved.

**Transaction Journey**

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

- Initiation
- Approval
- Completion
- Locked
- Request Modification

- 
1. Click **Back** to navigate to the **Dashboard**.  
OR  
Click **e-Receipt** to generate the e-receipt of the transaction.

## 7.3 Approver Dashboard

This dashboard is available for corporate users who is responsible for approving the transactions. Approver has the responsibility to ensure correctness of financial or non-financial transaction as per the bank and corporate mandate, to ensure speedy and accurate processing.

The dashboard interface includes the following components:







- Notifications:** A list of recent alerts, including a loan against property and short-term loan offers.
- Pending for Action:** A pie chart showing the distribution of pending items: 11% Accounts and 89% Payments.
- Pending for Approvals:** A table listing transactions requiring approval, with columns for Date, Transaction Type, Debit Account No, Amount, Payee Account Details, and Initiated By.
- My Approved List:** A table showing transactions that have been approved, including details like Date, Initiated By, Description, From Account, Amount, Payee Account Details, and Reference No.
- My Limits:** Two circular gauges showing 'Daily Limits' for Amount (0% Utilized) and Count (0% Utilized).
- Corporate Limits:** Similar to My Limits, showing 'Daily Limits' for Amount and Count.
- Current & Savings:** A summary card showing a total of EUR1,822,709.42 across 3 accounts.
- Term Deposits:** A card indicating 'You do not have any Term Deposit'.
- Loans and Finances:** A card indicating 'You do not have any Loans'.
- Accounts Summary:** A table listing account details for Universal Studios LLC, including Account Number, Account Type, and Net Balance.
- Activity Log:** A table showing transaction status counts (Processed, In Progress, Rejected, Pending Modification, Locked) for various categories.
- Currency Exposure:** A section for EUR showing 'Current and Savings' balances and a 'Cash Flow' chart for Receivables (Invoices) and Payables (Invoices) from June to November.



## Dashboard Overview

### Icons

Following icons are present on the corporate - approver dashboard:

-  : Clicking this icon takes you to the dashboard.
-  : Clicking this icon takes you to the Mailbox screen.
-  : Click this icon to search the transactions.
-  : Displays the welcome note, user's name along with the last log in date and time. Click this icon to view the logged in user's profile or log out from the application.
-  : Click the toggle menu to access the transactions.
-  : Click this icon to close the toggle menu. This icon appears if the toggle menu is open.

### FATCA & CRS link






Click the link to access the FATCA and CRS Self – Certification Forms for Entities so as to capture required information for the purposes of compliance with both FATCA and CRS.

### Header Menu Options

- **Your Current View is:** Your current role will be displayed here i.e. one of three ( Viewer/ Maker/ Approver). The drop-down to select the role is available only if the user is mapped with more than one role.  
There is also an option '**My Dashboard**' available in this menu which allows the user to customize their dashboards. This option is present only if the user has personalized there Dashboard according to their use and requirement.
- **ATM Branch:** Click here to locate the nearest branch/ATM.
- **Select Language:** Select your desired language to use the application.

### Toggle Menu Transactions

Following items are present on the Toggle Menu:

-  **Accounts** : This menu consists of sub menu items like Current and Savings account, Term Deposits and Loans and Finances to navigate to the respective account related transactions.
-  **Payments** : Click here to access Payments related transactions or setting up of payments
-  **Bill Payments** : Click here to access the Electronic Bill Payments and Presentment related transactions.
-  **Trade Finance** : Click this menu to manage your Letter of Credits (LCs), Bills, Guarantees, Line Limits and Beneficiary maintenance for trade finance.
-  **Forex Deal** : Click this menu to view booked forex deals and initiate new forex deal.

-  **Liquidity Management** : Click this menu to manage the cash flow, credit and working capital.
-  **Virtual Account Management** : Click this menu to manage your virtual accounts.
-  **Credit Facility Management** : Click this menu to originate new Credit Facilities and manage existing Facilities and Collaterals.
-  **Supply Chain Finance** : Click this menu to view your Supply Chain Finance business and to manage its activities.
-  **Associated Party Management** : Click this menu to onboard and view associated parties.
-  **Invoice Management** : Click this menu to create and maintain invoices.
-  **Cash Management** : Click this menu to get the daily or monthly cash flow forecast and also the current day snapshot of the finances.
-  **File Upload** : Click this icon to upload files and view the files already uploaded.
-  **Reports** : Click this icon to generate the reports and view the generated reports.
-  **Application Tracker** : Click this menu to track your loan, trade finance and credit facility applications.
-  **Account Settings** : Click this menu to set your preferences as well as daily limits and change password.
-  **Mail Box** : Click this menu to view the Mails, Alerts and Notifications.
-  **Leave Feedback** : Click this menu to leave your feedback about the user interaction of the application.
-  **ATM/Branch Locator** : Click to view the address and location of the ATMs and the branches of the Bank. For more information refer [ATM/ Branch Locator](#) section.
-  **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.

### Notifications

The notification section allows the corporate approver to view last four notifications sent by the bank. Click **View All** to view all the notifications sent by the bank. User can also click on the specific notification to see the details.

### Pending for Action

This section displays the summary of all the financial and non-financial transactions that are pending for approval by the corporate approver user in a graphical form.

The transactions are grouped by module name and provide a quick view of transactions that are needed to be approved.

### Quick Links

The following transactions can be initiated from this section:

- Own Account Transfer
- Funds Transfer
- Ad-hoc Payment
- Issue Draft
- File Upload
- Uploaded Files Inquiry

### Pending for Approvals

This section displays the details of transactions that are initiated by the maker and are pending for approval. It is briefly classified into two broad categories a) Financial and b) Non-Financial. User can click each tab to view the details of transactions that are pending for approvals. Click the **reference number** link to view, approve, lock or reject the transaction. User can also select multiple records from the summary and approve or reject the transactions.

In this widget, there will be a Filter provided on overlay to drill down the search for desired transaction out of all pending transactions for approval.

**The search criteria includes Date range, Amount Range, Reference Number and initiated by.**

**Financial :** This displays the financial based transactions - further categorized as following:

- Accounts - The details of activity log are:
  - Date: Date of the transaction
  - Description: Description of the transaction
  - Account Details: Account number of the transaction
  - Amount: Amount of the transaction
  - Initiated By: The user who has initiated the transaction.
  - Reference Number: Reference Number of the transaction.
  - Status: Status of the transaction
- Non Accounts - The details of the activity log are:
  - Date: Date of the transaction
  - Description: Description of the transaction
  - Amount : Amount of the transaction
  - Initiated By: The user who has initiated the transaction.
  - Reference Number: Reference Number of the transaction.
  - Status: Status of the transaction
- Payments
  - Date: Date of the transaction

- Description: Description of the transaction
  - From Account: Source Account number of the transaction
  - Amount : Amount of the transaction
  - Payee Account Details: Payee's account number of the transaction
  - Initiated By: The user who has initiated the transaction.
  - Reference Number: Reference Number of the transaction.
  - Status: Status of the transaction
  - Bill Payments
    - Date: Date of the transaction
    - Description: Description of the transaction
    - Biller Name: Name of the biller
    - Biller Location: Location of the biller
    - Details: Details of bill payment
    - From Account: Source Account number of the transaction
    - Amount : Amount of the transaction
    - Initiated By: The user who has initiated the transaction.
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Bulk File
    - Date: Date of the transaction
    - Description: Description of the transaction
    - Transaction Type: Transaction types of the file upload
    - File Name: Name of the file uploaded.
    - File Amount: Amount to be debited from debit account.
    - Initiated By: The user who has initiated the transaction.
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Bulk Record
    - Date: Date of the transaction
    - Transaction Type: Transaction type of the bulk record
    - Debit Account No: Account number of the account to be debited.
    - Amount: Amount to be debited from debit account
    - Payee Account Details: Payee's account number
    - Initiated By: The user who has initiated the transaction.
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
-

- Non Account Bulk Record
  - Date: Date of the transaction
  - Transaction Type: Transaction type of the bulk record
  - Amount: Amount of the transaction
  - Initiated By: The user who has initiated the transaction.
  - Reference Number: Reference Number of the transaction.
  - Status: Status of the transaction

**Non- Financial:** This displays the non- financial transactions initiated by the maker and further categorized as below:

- Accounts
    - Date: Date of the transaction
    - Description: Description of the transaction
    - Account Details: Account number of the transaction
    - Initiated By: The user who has initiated the transaction.
    - Reference No: Reference Number of the transaction.
    - Status: Status of the transaction
  - Biller Maintenance
    - Date: Date of the transaction
    - Description: Description of the transaction
    - Payee Type: The type of payee
    - Category: The category of the biller
    - Initiated By: The user who has initiated the transaction.
    - Reference No: Reference Number of the transaction.
    - Status: Status of the transaction
  - Payee and Biller
    - Date: Date of the transaction
    - Description: Description of the transaction
    - Payee Type: Type of the payee
    - Category: Payee Category
    - Initiated By: The user who has initiated the transaction.
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Bulk File
    - Date: Date of the transaction
    - File Identifier: Unique code assigned to the uploaded file.
-

- Transaction Type: Transaction type of the file upload
  - File Name: Name of the file uploaded.
  - Initiated By: The user who has initiated the transaction
  - Reference Number: Reference Number of the transaction.
  - Status: Status of the transaction
  - Bulk Record
    - Date: Date of the transaction
    - File Identifier: Unique code assigned to the record.
    - Transaction Type: Transaction type of the bulk record
    - Description: Description of the transaction
    - Initiated By: The user who has initiated the transaction
    - Reference Number: Reference Number of the record.
    - Status: Status of the record
  - Trade Finance Maintenance
    - Date: Date of the transaction
    - Description: Description of the transaction
    - Beneficiary Name: Name of the Beneficiary against whom LC is to be created
    - Amount: Amount for the Letter of Credit / Bill
    - Initiated By: The user who has initiated the transaction
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Forex Deal
    - Date: Date of the transaction
    - Reference Number: Reference Number of the transaction.
    - Description: Description of the transaction
    - Deal Type: Type of Deal user wants to initiate that is Spot or Forward
    - Currency Combination: List of permissible currency combination for deal booking
    - Amount: Amount for the booked forex deal
    - Status: Status of the transaction
  - Others
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - Transaction Type: Type of the transaction initiated
    - Description: Description of the transaction
    - Reference Number: Reference Number of the transaction
-

- Status: Status of the transaction
- Liquidity Management
  - Date: Date of the transaction
  - Transaction Type: Type of the transaction initiated
  - Structure ID: Structure ID of the transaction
  - Structure Description: Description of the transaction
  - Initiated By: The user who has initiated the transaction
  - Reference Number: Reference Number of the transaction
  - Status: Status of the transaction

### **My Approved List**

This section displays the details of transactions that are approved by the approver user. Similarly to Pending Approval list, here also it is classified into two broad categories a) Financial and b) Non-Financial. The Tab under Financial and Non Financial and the columns of each Tab are same as mentioned in 'Pending For Approval' section.

Click each tab to view the snapshot of transactions already approved.

Click the **Reference Number** link to view the detailed transaction.

Click **Download** to download the summary of transactions approved by the approver user.

### **My Limits**

This section allows the user to view the transaction specific limits assigned to him for initiating and approving the transactions. It also provides information about the limits assigned by the bank and the limit utilized by the user.

#### **Corporate Limits**

The user can view the party cumulative transaction limits for each transaction, daily and monthly limits utilized and available limits for use from the viewer dashboard.

The user can select the transaction from the drop-down to view the corporate limit of that transaction.

### **Current and Savings/ Term Deposits/ Loans and Finances**

The current and savings/ Term Deposit/ Loan account card displays the count of the account and total balance in these accounts along with the transaction currency. The section below the account card displays the summary of assigned CASAs/ Term Deposit / Loan (combined by account currencies) with below details. Click the particular account number of CASA/ Term Deposit / Loan account to go to the account details screen.

- Current and Savings:
  - Party Name: Displays the different party names linked to the ID and holding the accounts
  - Account Number: clicking the account number takes you to the Account Details screen.
  - Account Type: Displays the account type - savings or current.
  - Net Balance: The balance amount in the account is displayed
- Term Deposits:

- Party Name: Displays the different party names linked to the ID and holding the deposits
  - Deposit Number: clicking the account number takes you to the Deposit Details screen.
  - Interest Rate: shows the applicable rate of interest on the various deposits
  - Principal Balance: shows the amount invested in deposit
  - Maturity Date: shows the date of maturity of deposit
  - Maturity Balance: shows the amount which would be available at the date of maturity.
- Loans and Finances
    - Loan Account Details: Displays the Loans Account Number (masked format), account nickname (if any) and the product name. Click the account number to go to the Loan Details screen.
    - Party Name: Displays the party names linked to the ID and holding the loans
    - Amount Financed: The loan amount that was initially availed
    - Outstanding: Outstanding Amount against the loan
    - Maturity Date: The Maturity Date of the Loan account
    - Rate: Applicable rate of interest

Using the **Search** field, the user can search for a specific Current and Savings/ Term Deposit/ Loan account. Click **Download** to download the account summary of Current and Savings/ Term Deposit/ Loan accounts.

## Reports

The latest reports mapped and generated under a party/ parties mapped to the logged in user are listed in this section. Click View All to view all the reports generated.

## Activity Log

Displays the details of all the transactions made to their accounts like account financial, account non-financial, bulk file, bulk record, Payee and Biller and payments transactions.

It is divided into two fields broadly: Financial and Non-Financial.

The logged in user can view the transaction summary with respective statuses and details.

On selecting either the Financial or the Non-Financial transaction options, the categories under the particular option are displayed. Each category showcases the number of transactions that are in each of the following statuses:

- **Processed:** The number of transactions that have been fully completed.
- **In-Progress:** The number of transactions that have been initiated, but not yet completed.
- **Rejected:** The number of transactions that have been rejected by the approver.
- **Locked :** The number of transactions that have been locked by the approver
- **Pending Modification:** The number of transaction that have been sent for modification by the approver to the Initiator.

---

**Note:** 'Send to Modify' option is available to the Approver for sending the transactions back to maker for any modification. If the approver is sending any transaction back to maker for

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modification, the maker will be able to make the changes in the same transaction and re-submit the same.

Send to Modify is enabled only for specific transactions. To see the list of transactions for which this is enabled, please refer the respective module user manuals.

---



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

**Financial** : This displays the financial based transactions - further categorized as following:

- Accounts - The details of activity log are:
    - Date: Date of the transaction
    - Description: Description of the transaction
    - Account Number: Account number of the transaction
    - Amount: Amount of the transaction
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Non Accounts - The details of the activity log are:
    - Date: Date of the transaction
    - Description: Description of the transaction
    - Amount : Amount of the transaction
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Payments
    - Date: Date of the transaction
    - Description: Description of the transaction
    - From Account: Source Account number of the transaction
    - Amount : Amount of the transaction
    - Payee Account Details: Payee's account number of the transaction
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Bill Payments
    - Date: Date of the transaction
    - Description: Description of the transaction
    - Biller Name: Name of the biller
    - Biller Location: Location of the biller
    - Details: Details of bill payment
    - From Account: Source Account number of the transaction
    - Amount : Amount of the transaction
-

- Reference Number: Reference Number of the transaction.
- Status: Status of the transaction
- Bulk File
  - Date: Date of the transaction
  - Description: Description of the transaction
  - Transaction Type: Transaction types of the file upload
  - File Name: Name of the file uploaded.
  - File Amount: Amount to be debited from debit account.
  - Reference Number: Reference Number of the transaction.
  - Status: Status of the transaction
- Bulk Record
  - Date: Date of the transaction
  - Transaction Type: Transaction type of the bulk record
  - Debit Account: Account number of the account to be debited.
  - Amount: Amount to be debited from debit account
  - Payee Account Details: Payee's account number
  - Reference Number: Reference Number of the transaction.
  - Status: Status of the transaction
- Non Account Bulk Record
  - Date: Date of the transaction
  - Transaction Type: Transaction type of the bulk record
  - Amount: Amount of the transaction
  - Reference Number: Reference Number of the transaction.
  - Status: Status of the transaction

**Non- Financial:** This displays the non- financial transactions initiated by the maker and further categorized as below:

- Accounts
    - Date: Date of the transaction
    - Description: Description of the transaction
    - Account Number: Account number of the transaction
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Payee and Biller
    - Date: Date of the transaction
    - Payee/ Biller Name: Payee/ Biller name
    - Payee Type: Type of the payee
-

- Category: Payee Category
  - Reference Number: Reference Number of the transaction.
  - Status: Status of the transaction
  - Bulk File
    - Date: Date of the transaction
    - File Identifier: Unique code assigned to the uploaded file.
    - Transaction Type: Transaction type of the file upload
    - File Name: Name of the file uploaded.
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Bulk Record
    - Date: Date of the transaction
    - File Identifier: Unique code assigned to the record.
    - Transaction Type: Transaction type of the bulk record
    - Description: Description of the transaction
    - Reference Number: Reference Number of the record.
    - Status: Status of the record
  - Trade Finance
    - Date: Date of the transaction
    - Description: Description of the transaction
    - Beneficiary Name: Name of the Beneficiary against whom LC is to be created
    - Amount: Amount for the Letter of Credit / Bill
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Forex Deal
    - Date: Date of the transaction
    - Reference Number: Reference Number of the transaction.
    - Description: Description of the transaction
    - Deal Type: Type of Deal user wants to initiate that is Spot or Forward
    - Currency Combination: List of permissible currency combination for deal booking
    - Amount: Amount for the booked forex deal
    - Status: Status of the transaction
  - Others
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - Transaction Type: Type of the transaction initiated
-

- Description: Description of the transaction
- Reference Number: Reference Number of the transaction
- Status: Status of the transaction
- Liquidity Management
  - Date: Date of the transaction
  - Transaction Type: Type of the transaction initiated
  - Structure ID: Structure ID of the transaction
  - Structure Description: Description of the transaction
  - Reference Number: Reference Number of the transaction
  - Status: Status of the transaction

Click **Download** to download the activity log.

### Currency Exposure

The section displays total available balance in a corporates current and term deposit accounts along with the and cash flow position as on the current date. In cash flow, a corporate's receivables and payables from and towards invoices and trade bills respectively are projected on the graph.

This section also allows the user to initiate a forex deal.

## 7.3.1 Pending for Approvals

The Pending for approvals list contains transactions that have been initiated by the maker and are pending for approval. When the approver user logs in to the application, he can view the transactions that are pending for his decision to either approve or reject.

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.

For only specific transactions, Send to Modify functionality is enabled. Here approver can send the transaction back to modification, which are waiting for his approval, with comment if any.

#### **Note:**

To see the list of transactions for which Send to Modify is enabled, please refer the respective module user manuals.

Send to Modify functionality is not supported on wearables.

The reference number of the transaction is a hyperlink, on clicking the link the transaction details and transaction journey of the specific transaction is displayed.

#### **How to reach here:**

Approver Dashboard > Pending for Approvals section

### To approve the transaction:

1. Select the transaction pending for approval, by clicking on the checkbox against it and click on **Approve** or **Reject**

### Pending for Approvals

Pending for Approvals							Financial
Accounts	Non Accounts	Payments	Bill Payments	Bulk File	Bulk Record		
<input type="checkbox"/>	Date	Description	Account Details	Amount	Initiated By	Reference No	Status
<input type="checkbox"/>	26 Nov 5:43 PM	Own Account Transfer	xxxxxxxxxxxx0032	£33.00	Abhishek kumar	26117C3DEF5F	In Progress
<input type="checkbox"/>	04 Dec 12:28 PM	Internal Transfer Pay Now	xxxxxxxxxxxx0156	£70.00	Abhishek kumar	0412A631CBA6	In Progress
<input type="checkbox"/>	29 Nov 12:27 PM	Own Account Transfer	xxxxxxxxxxxx0032	£67.00	Abhishek kumar	2911BF4921B6	In Progress
<input type="checkbox"/>	04 Dec 12:31 PM	Own Account Transfer	xxxxxxxxxxxx0153	£80.00	Abhishek kumar	041261672626	In Progress
<input type="checkbox"/>	29 Nov 12:29 PM	Own Account Transfer	xxxxxxxxxxxx0032	£45.00	Abhishek kumar	29119F43492D	In Progress

Page 1 of 1 (1-5 of 5 items) 1

2. The **Transaction Approval / Rejection** screen prompting to enter the approval / rejection remarks appear.  
OR  
Click **Cancel** to navigate to the **Dashboard**.

**Approval Comment** ✕

**Payments Transactions Approval**

Selected Transactions (1)

Remarks (Optional)

Cancel
Approve

3. Alternately, the approver can view detailed transaction summary, before approving / rejecting a transaction.
4. Click the **Reference Number** link of the transaction that has to be approved, in the **Pending for Approval** section. The transaction screen with **Review** and **Transaction Journey** section appears.

### Review and Transaction Journey

The screenshot displays the 'Internal Transfer Pay Now' interface. At the top, there are 'Approve' and 'Reject' buttons. Below this, the 'Internal Fund Transfer Details' section includes the following information:

- Transfer To:** Internalpayee
- Account Type:** Internal
- Branch:**
- Account Number:**
- Account Name:** PoolTest19
- Transfer From:** xxxxxxxxxxxx0156
- Amount:** £70.00
- Transfer When:** 30 Jan 2019
- Note:** internal

The 'Transaction Journey' section shows a 'Detailed Journey' with three stages: 'Initiation', 'Approval', and 'Completion'. A progress bar indicates the current status, with a blue circle under 'Initiation' and grey circles under 'Approval' and 'Completion'. Below the 'Initiation' stage, the user 'Abhishek kumar' is listed with the timestamp '04 Dec 12:28 PM'. A 'Back' button is located at the bottom left of the journey section.

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

**Transaction details to show the details of users who are yet to approve the transaction.**

**Cheque Book Request**

Account Number: xxxxxxxxxxxx0013  
 Type of Cheque Book: CH22GBPCH  
 Number of Cheque Books: 1  
 Number of Leaves per Book: 10  
 Delivery Location: 1001, 303 St. Johns Wood Road, St. Johns Wood, London, GB

**Transaction Journey**

- Kia Thomas (11 Aug 11:48 AM) - Initiated
- Jane JDe - Pending for Approval
- 100\_pmg - Pending for Approval
- Kim Martin - Pending for Approval

**Review and Transaction Journey for - Send to Modify Transaction**

**Manual Reconciliation**

Invoice Type: Receivables  
 Reconciliation Type: Single Invoice Multiple Payments

**Record 1**

Invoice					
Date Reference Number	Associated Party Name	Due Date	Amount	Unreconciled Amount	Amount To Be Reconciled
30 Nov 2019 EditInv1911	SQL Corporation	31 Jan 2021	£7,890.00	£7,890.00	£100.00

Payments					
Date Reference Number	Real Account Virtual Account	Remitter Account Number	Amount	Unreconciled Amount	Amount to be Reconciled (Invoice Currency)
06 Nov 2019 PAY1209	xxxxxxxxxxxx0013	-	£30,000.00	£29,750.00	£100.00

**Transaction Journey**

- Nehal Joshi (31 Oct 10:24 PM) - Initiation
- nehal joshi (31 Oct 10:29 PM) - Request Modification: modify cashflow recon

## Review and Transaction Journey for – Locked Transaction

The screenshot displays the Futura Bank interface for a 'Create Demand Draft Payee' transaction. At the top, there are navigation options: 'Maker', 'ATM/Branch', and 'English'. The user is identified as 'John Mazim' with a last login time of '31 May 03:05 PM'. The main content area shows a form with the following details:

- Payee Name:** Jack
- Payee Photo:** (Placeholder)
- Draft Type:** Domestic
- Draft Favouring:** Jack Nickon
- Draft Payable at City:** California
- Deliver Draft to:** Branch Address
- Address Details:** FLEXCUBE UNIVERSAL BANK, Unit 1, Block A, California, GREAT BRITAIN
- Access Type:** Private
- Approver Comment:** (Empty field)
- Unlock Comment:** Justification Provided

The 'Transaction Journey' section shows a flow from 'Initiation' to 'Approval':

- Initiation:** John A Mazim, 31 May 03:07 PM
- Approval:**
  - Nate A Alexander, 31 May 03:15 PM: Transaction Hold
  - Nate A Alexander, 31 May 03:23 PM: Justification Provided

At the bottom right, there are 'Help' and 'Video' icons. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Transaction to approve

#### Transaction Name

This section displays the name of the transaction like Loan repayment, Bulk File Upload etc.

#### Review

The section displays the details of the transaction



**Transaction Name**

This section displays the name of the transaction like Loan repayment, Bulk File Upload etc.

**Transaction Journey**

This section displays the status of transactions. The possible values for the status are:

- Initiation
- Approval
- Locked
- Completion
- Request Modification

- 
5. Click **Approve** to approve the initiated transaction. The **Transaction Approval** screen prompting to enter the approval remarks appear.  
OR  
Click **Reject** to reject the transaction.  
OR  
Click **Back** to navigate to the **Dashboard**.
  6. 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 along with the reference number appears.

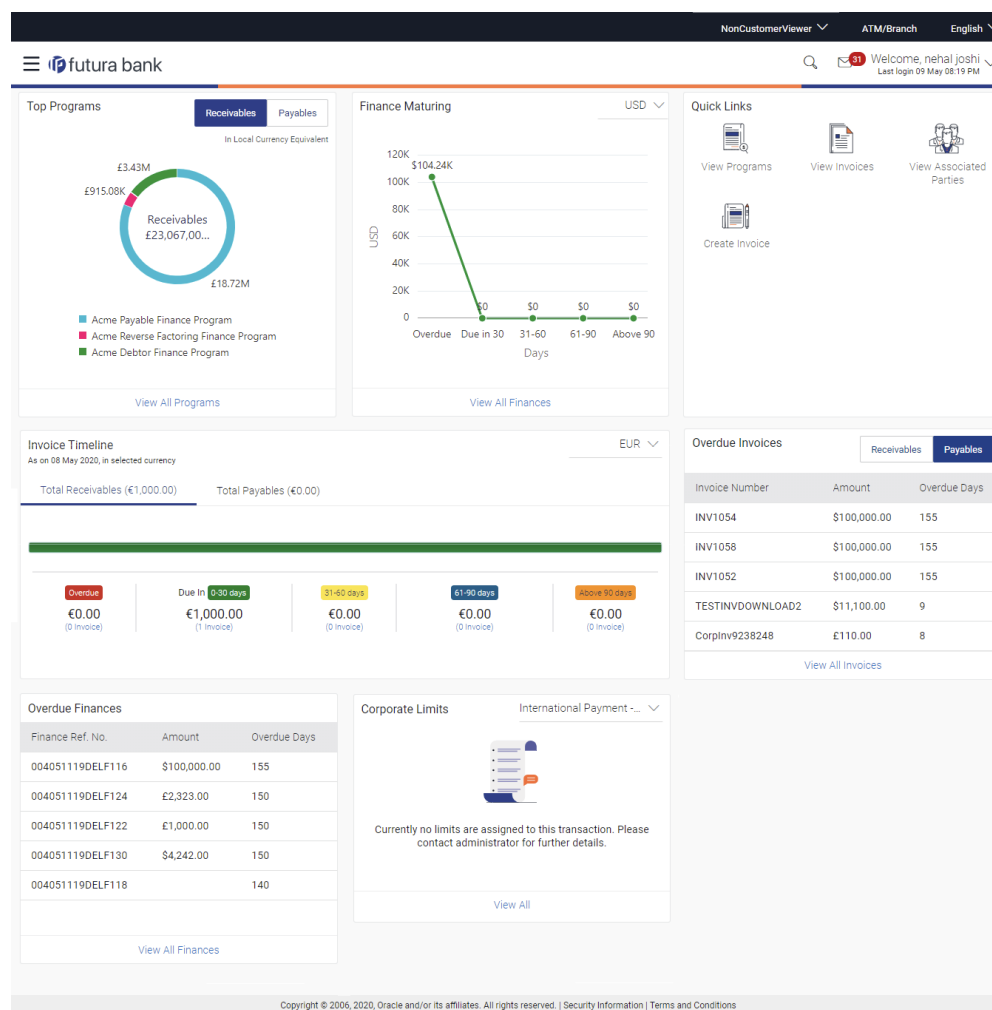
**FAQ**

1. **If one user is configured so that he is having both the roles i.e. a Maker and an Approver, how can he switch the Dashboard View?**

The user can go to the toggle menu and switch between the Maker / Approver roles.

## 7.4 Non Customer Viewer Dashboard




This Dashboard provides a consolidated and easy to understand view of the business immediately after logging in.






### Dashboard Overview

#### Icons

Following icons are present on the corporate – Non Customer Viewer dashboard:

-  : Clicking this icon takes you to the dashboard.
-  : Clicking this icon takes you to the Mailbox screen.
-  : Click this icon to search the transactions.











- : Displays the welcome note, user's name along with the last log in date and time. Click this icon to view the logged in user's profile or log out from the application.
- : Click the toggle menu to access the transactions.
- : Click this icon to close the toggle menu. This icon appears if the toggle menu is open.

### Header Menu Options

- **Your Current View is:** Your current role will be displayed here i.e. one of three ( Non Customer Viewer/ Non Customer Maker/ Non Customer Approver). The drop-down to select the role is available only if the user is mapped with more than one role. There is also an option '**My Dashboard**' available in this menu which allows the user to customize their dashboards. This option is present only if the user has personalized their Dashboard according to their use and requirement.
- **ATM Branch:** Click here to locate the nearest branch/ATM.
- **Select Language:** Select your desired language to use the application.

### Toggle Menu Transactions

Following items are present on the Toggle Menu as per roles assigned:

-  **Supply Chain Finance**: Click this menu to view your Supply Chain Finance business and to manage its activities.
-  **Associated Party Management**: Click this menu to view associated parties.
-  **Invoice Management**: Click this menu to manage invoices.
-  **Cash Management**: Click this menu to get the daily or monthly cash flow forecast and also the current day snapshot of the finances.
-  **File Upload**: Click this icon to upload files and view the files already uploaded.
-  **Account Settings**: Click this menu to set your preferences as well as daily limits and change password.
-  **Mail Box**: Click this menu to view the Mails, Alerts and Notifications.
-  **Leave Feedback**: Click this menu to leave your feedback about the user interaction of the application.
-  **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.

## Top Programs

A Donut Graph projects the top 5 programs of the corporate which are highest in terms of receivables and payables in the local currency. The values of Receivables or Payables are displayed along with the name of the Program.

## Finance Maturing

Finances are loans taken against invoices for working capital requirements or any other necessary business expenses. This widget provides a graphical representation of all the outstanding finances and categorizes them in the buckets of overdue finances, Due in 30 days, 31-60 days, 61-90 days and above 90 days.

## Quick Links:

The most commonly used transactions are provided as quick links for quick access to the transactions. Following transactions are provided as quick links:

- View Programs
- View Invoices
- View Associated Party
- Create Invoice

## Invoice Timeline

This widget draws all the outstanding invoices of the corporates on the invoice timeline. The invoices are categorized into buckets of overdue invoices, invoices maturing in 30 days, between 31-60 days, between 61-90 days and above 90 days in terms of Receivables OR Payables. The Timeline is made comprehensive by colour coding the category of invoices on the basis of maturity.

## Overdue Invoices:

Overdue invoices are one of the major concerns for a Corporate Supplier and a Buyer and needs to be addressed immediately. A dedicated widget projects 5 invoices that are running overdue for the longest period of time. It also acts as an alarm for the corporate. They are reminder that, the overdue invoices should be attended on priority. The link given on the widget enables the corporate to view the all its overdue invoices by navigating the user to the View Invoices Screen.

## Overdue Finances

Finances are liabilities of the corporates which needs to be paid on due date. This widget warns the corporates of any finances running overdue. Timely payment of Finances is required to maintain the credit goodwill of the corporates. This widget assists in keeping the same intact. It displays the details like Finance No., Amount Overdue, and No. of Days Overdue. It also provides link to [View All Finances](#).

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### **Corporate Limits**

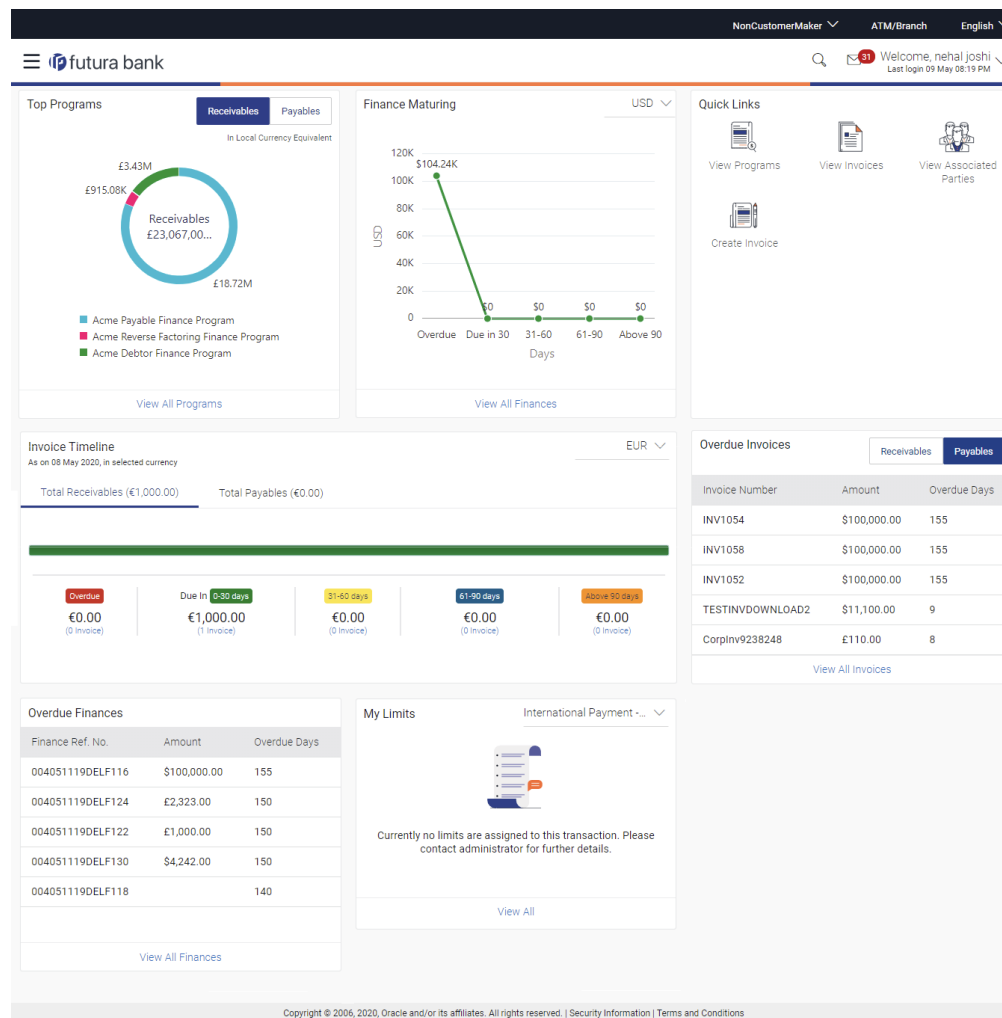
The user can view the party cumulative transaction limits for each transaction, daily and monthly limits utilized and available limits for use from the viewer dashboard.

The user can select the transaction from the drop-down to view the corporate limit of that transaction.

---

## 7.5 Non Customer Maker Dashboard




This Dashboard is designed to cater to the needs of non-customer users who are transaction executors. An option of Quick Links has been provided on the Dashboard for easy access to some of the more commonly used features in the system.






### Dashboard Overview

#### Icons

Following icons are present on the corporate – Non Customer Maker dashboard:

-  : Clicking this icon takes you to the dashboard.
-  : Clicking this icon takes you to the Mailbox screen.
-  : Click this icon to search the transactions.











-  : Displays the welcome note, user's name along with the last log in date and time. Click this icon to view the logged in user's profile or log out from the application.
-  : Click the toggle menu to access the transactions.
-  : Click this icon to close the toggle menu. This icon appears if the toggle menu is open.

### Header Menu Options

- Your Current View is:** Your current role will be displayed here i.e. one of three ( Non Customer Viewer/ Non Customer Maker/ Non Customer Checker . The drop-down to select the role is available only if the user is mapped with more than one role. There is also an option '**My Dashboard**' available in this menu which allows the user to customize their dashboards. This option is present only if the user has personalized their Dashboard according to their use and requirement.
- ATM Branch:** Click here to locate the nearest branch/ATM.
- Select Language:** Select your desired language to use the application.

### Toggle Menu Transactions

Following items are present in the Toggle Menu as per roles assigned:

-  **Supply Chain Finance** : Click this menu to view your Supply Chain Finance business and to manage its activities.
-  **Associated Party Management** : Click this menu to onboard and view associated parties.
-  **Invoice Management** : Click this menu to create and maintain invoices.
-  **Cash Management** : Click this menu to get the daily or monthly cash flow forecast and also the current day snapshot of the finances.
-  **File Upload** : Click this icon to upload files and view the files already uploaded.
-  **Account Settings** : Click this menu to set your preferences as well as daily limits and change password.
-  **Mail Box** : Click this menu to view the Mails, Alerts and Notifications.
-  **Leave Feedback** : Click this menu to leave your feedback about the user interaction of the application.
-  **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.

## Top Programs

A Donut Graph projects the top 5 programs of the corporate which are highest in terms of receivables and payables in the local currency. The values of Receivables or Payables are displayed along with the name of the Program.

## Finance Maturing

Finances are loans taken against invoices for working capital requirements or any other necessary business expenses. This widget provides a graphical representation of all the outstanding finances and categorizes them in the buckets of overdue finances, Due in 30 days, 31-60 days, 61-90 days and above 90 days.

## Quick Links:

The most commonly used transactions are provided as quick links for quick access to the transactions. Following transactions are provided as quick links:

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- View Invoices
- View Associated Party
- Create Invoice

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This widget draws all the outstanding invoices of the corporates on the invoice timeline. The invoices are categorized into buckets of overdue invoices, invoices maturing in 30 days, between 31-60 days, between 61-90 days and above 90 days in terms of Receivables OR Payables. The Timeline is made comprehensive by colour coding the category of invoices on the basis of maturity.

## Overdue Invoices:

Overdue invoices are one of the major concerns for a Corporate Supplier and a Buyer and needs to be addressed immediately. A dedicated widget projects 5 invoices that are running overdue for the longest period of time. It also acts as an alarm for the corporate. They are reminder that, the overdue invoices should be attended on priority. The link given on the widget enables the corporate to view the all its overdue invoices by navigating the user to the View Invoices Screen.

## Overdue Finances

Finances are liabilities of the corporates which needs to be paid on due date. This widget warns the corporates of any finances running overdue. Timely payment of Finances is required to maintain the credit goodwill of the corporates. This widget assists in keeping the same intact. It displays the details like Finance No., Amount Overdue, and No. of Days Overdue. It also provides link to [View All Finances](#).

## My Limits

This section allows the user to view the transaction specific limits assigned to him for initiating and approving the transactions. It also provides information about the limits assigned by the bank and the limit utilized by the user.

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## 7.6 Non Customer Approver Dashboard

This dashboard is available for non-customer users who are responsible for approving the transactions. Approver has the responsibility to ensure correctness of transaction as per the bank and corporate mandate, to ensure speedy and accurate processing.

NonCustomerChecker ATM/Branch English

Welcome, Nehal Joshi  
Last login 13 May 01:04 PM

Pending for Approvals Financial

Accounts 0 Non Accounts 0 Payments 0 Bill Payments 0 Bulk File 0 Bulk Record 0

No data to display.

Page 1 (0 of 0 Items)

Pending for Action Financial

No data to display

Accounts  
Non Accounts  
Payments  
Bulk File  
Bulk Record

Invoice Timeline EUR

As on 08 May 2020, in selected currency

Total Receivables (€1,000.00) Total Payables (€0.00)

Overdue €0.00 (0 Invoice)  
Due in 0-30 days €1,000.00 (1 Invoice)  
31-60 days €0.00 (0 Invoice)  
61-90 days €0.00 (0 Invoice)  
Above 90 days €0.00 (0 Invoice)

My Limits International Payment ...

Currently no limits are assigned to this transaction. Please contact administrator for further details.

View All

Overdue Finances

Finance Ref. No.	Amount	Overdue Days
0040511190ELF116	\$100,000.00	155
0040511190ELF124	€2,323.00	150
0040511190ELF122	€1,000.00	150
0040511190ELF130	\$4,242.00	150
0040511190ELF118		140

View All Finances

Overdue Invoices Receivables Payables

Invoice Number	Amount	Overdue Days
INV1054	\$100,000.00	155
INV1058	\$100,000.00	155
INV1052	\$100,000.00	155
TESTINVDOWNLOAD2	\$11,100.00	9
Corplnv9238248	€110.00	8

View All Invoices

Corporate Limits International Payment ...

Currently no limits are assigned to this transaction. Please contact administrator for further details.

View All

Top Programs Receivables Payables

In Local Currency Equivalent

Receivables £23,067,00...

£3.43M  
£915.08K  
£18.72M

- Acme Payable Finance Program
- Acme Reverse Factoring Finance Program
- Acme Debtor Finance Program

View All Programs

Finance Maturing USD

USD

\$104.24K

Overdue Due in 30 31-60 61-90 Above 90 Days

View All Finances

Quick Links

- View Programs
- View Invoices
- View Associated Parties
- Create Program
- Create Invoice
- Onboard Counterparty

My Approved List Financial

Accounts 0 Non Accounts 0 Payments 0 Bill Payments 0 Bulk File 0 Bulk Record 0 Non Account Bulk Record 0

No data to display.

Page 1 (0 of 0 Items)







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

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## Dashboard Overview

### Icons

Following icons are present on the corporate – Non Customer Approver dashboard:








-  : Clicking this icon takes you to the dashboard.
-  : Clicking this icon takes you to the Mailbox screen.
-  : Click this icon to search the transactions.
-  : Displays the welcome note, user's name along with the last log in date and time. Click this icon to view the logged in user's profile or log out from the application.
-  : Click the toggle menu to access the transactions.
-  : Click this icon to close the toggle menu. This icon appears if the toggle menu is open.




### Header Menu Options

- **Your Current View is:** Your current role will be displayed here i.e. one of three (Non Customer Viewer/ Non Customer Maker/ Non Customer Approver). The drop-down to select the role is available only if the user is mapped with more than one role. There is also an option '**My Dashboard**' available in this menu which allows the user to customize their dashboards. This option is present only if the user has personalized their Dashboard according to their use and requirement.
- **ATM Branch:** Click here to locate the nearest branch/ATM.
- **Select Language:** Select your desired language to use the application.

### Toggle Menu Transactions

Following items are present on the Toggle Menu as per roles assigned:

-  **Supply Chain Finance** : Click this menu to view your Supply Chain Finance business and to manage its activities.
-  **Associated Party Management** : Click this menu to onboard and view associated parties.
-  **Invoice Management** : Click this menu to create and maintain invoices.
-  **Cash Management** : Click this menu to get the daily or monthly cash flow forecast and also the current day snapshot of the finances.
-  **File Upload** : Click this icon to upload files and view the files already uploaded.
-  **Account Settings** : Click this menu to set your preferences as well as daily limits and change password.
-  **Mail Box** : Click this menu to view the Mails, Alerts and Notifications.

-  **Leave Feedback**: Click this menu to leave your feedback about the user interaction of the application.
-  **Help**: Click this menu to launch the online help.
-  **About**: Click this menu to view the information about the application like version number, copyright etc.

### Pending for Approvals

This section displays the details of transactions that are initiated by the maker and are pending for approval. It is briefly classified into two broad categories a) Financial and b) Non-Financial. User can click each tab to view the details of transactions that are pending for approvals. Click the *reference number* link to view, approve or reject the transaction. User can also select multiple records from the summary and approve or reject the transactions.

**Financial** : This displays the financial based transactions - further categorized as following:

- **Accounts** - The details of activity log are:
  - **Date**: Date of the transaction
  - **Description**: Description of the transaction
  - **Account Details**: Account number of the transaction
  - **Amount**: Amount of the transaction
  - **Initiated By**: The user who has initiated the transaction.
  - **Reference Number**: Reference Number of the transaction.
  - **Status**: Status of the transaction
- **Non Accounts** - The details of the activity log are:
  - **Date**: Date of the transaction
  - **Description**: Description of the transaction
  - **Amount** : Amount of the transaction
  - **Initiated By**: The user who has initiated the transaction.
  - **Reference Number**: Reference Number of the transaction.
  - **Status**: Status of the transaction
- **Payments**
  - **Date**: Date of the transaction
  - **Description**: Description of the transaction
  - **From Account**: Source Account number of the transaction
  - **Amount** : Amount of the transaction
  - **Payee Account Details**: Payee's account number of the transaction
  - **Initiated By**: The user who has initiated the transaction.
  - **Reference Number**: Reference Number of the transaction.
  - **Status**: Status of the transaction

- Bill Payments
    - Date: Date of the transaction
    - Description: Description of the transaction
    - Biller Name: Name of the biller
    - Biller Location: Location of the biller
    - Details: Details of bill payment
    - From Account: Source Account number of the transaction
    - Amount : Amount of the transaction
    - Initiated By: The user who has initiated the transaction.
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Bulk File
    - Date: Date of the transaction
    - Description: Description of the transaction
    - Transaction Type: Transaction types of the file upload
    - File Name: Name of the file uploaded.
    - File Amount: Amount to be debited from debit account.
    - Initiated By: The user who has initiated the transaction.
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Bulk Record
    - Date: Date of the transaction
    - Transaction Type: Transaction type of the bulk record
    - Debit Account No: Account number of the account to be debited.
    - Amount: Amount to be debited from debit account
    - Payee Account Details: Payee's account number
    - Initiated By: The user who has initiated the transaction.
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Non Account Bulk Record
    - Date: Date of the transaction
    - Transaction Type: Transaction type of the bulk record
    - Amount: Amount of the transaction
    - Initiated By: The user who has initiated the transaction.
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
-

**Non- Financial:** This displays the non- financial transactions initiated by the maker and further categorized as below:

- Accounts
    - Date: Date of the transaction
    - Description: Description of the transaction
    - Account Details: Account number of the transaction
    - Initiated By: The user who has initiated the transaction.
    - Reference No: Reference Number of the transaction.
    - Status: Status of the transaction
  - Biller Maintenance
    - Date: Date of the transaction
    - Description: Description of the transaction
    - Payee Type: The type of payee
    - Category: The category of the biller
    - Initiated By: The user who has initiated the transaction.
    - Reference No: Reference Number of the transaction.
    - Status: Status of the transaction
  - Payee and Biller
    - Date: Date of the transaction
    - Description: Description of the transaction
    - Payee Type: Type of the payee
    - Category: Payee Category
    - Initiated By: The user who has initiated the transaction.
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Bulk File
    - Date: Date of the transaction
    - File Identifier: Unique code assigned to the uploaded file.
    - Transaction Type: Transaction type of the file upload
    - File Name: Name of the file uploaded.
    - Initiated By: The user who has initiated the transaction
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Bulk Record
    - Date: Date of the transaction
-

- File Identifier: Unique code assigned to the record.
  - Transaction Type: Transaction type of the bulk record
  - Description: Description of the transaction
  - Initiated By: The user who has initiated the transaction
  - Reference Number: Reference Number of the record.
  - Status: Status of the record
  - Trade Finance Maintenance
    - Date: Date of the transaction
    - Description: Description of the transaction
    - Beneficiary Name: Name of the Beneficiary against whom LC is to be created
    - Amount: Amount for the Letter of Credit / Bill
    - Initiated By: The user who has initiated the transaction
    - Reference Number: Reference Number of the transaction.
    - Status: Status of the transaction
  - Forex Deal
    - Date: Date of the transaction
    - Reference Number: Reference Number of the transaction.
    - Description: Description of the transaction
    - Deal Type: Type of Deal user wants to initiate that is Spot or Forward
    - Currency Combination: List of permissible currency combination for deal booking
    - Amount: Amount for the booked forex deal
    - Status: Status of the transaction
  - Others
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - Transaction Type: Type of the transaction initiated
    - Description: Description of the transaction
    - Reference Number: Reference Number of the transaction
    - Status: Status of the transaction
  - Liquidity Management
    - Date: Date of the transaction
    - Transaction Type: Type of the transaction initiated
    - Structure ID: Structure ID of the transaction
    - Structure Description: Description of the transaction
    - Initiated By: The user who has initiated the transaction
    - Reference Number: Reference Number of the transaction
-

- Status: Status of the transaction

### **Pending for Action**

This section displays the summary of all the financial and non-financial transactions that are pending for approval by the approver user in a graphical form.

The transactions are grouped by module name and provide a quick view of transactions that are needed to be approved.

### **Invoice Timeline**

This widget draws all the outstanding invoices of the corporates on the invoice timeline. The invoices are categorized into buckets of overdue invoices, invoices maturing in 30 days, between 31-60 days, between 61-90 days and above 90 days in terms of Receivables OR Payables. The Timeline is made comprehensive by colour coding the category of invoices on the basis of maturity.

### **My Limits**

This section allows the user to view the transaction specific limits assigned to him for initiating and approving the transactions. It also provides information about the limits assigned by the bank and the limit utilized by the user.

### **Corporate Limits**

The user can view the party cumulative transaction limits for each transaction, daily and monthly limits utilized and available limits for use from the viewer dashboard.

The user can select the transaction from the drop-down to view the corporate limit of that transaction.

### **Overdue Invoices**

Overdue invoices are one of the major concerns for a Corporate Supplier and a Buyer and needs to be addressed immediately. A dedicated widget projects 5 invoices that are running overdue for the longest period of time. It also acts as an alarm for the corporate. They are reminder that, the overdue invoices should be attended on priority. The link given on the widget enables the corporate to view the all its overdue invoices by navigating the user to the View Invoices Screen.

### **Overdue Finances**

Finances are liabilities of the corporates which needs to be paid on due date. This widget warns the corporates of any finances running overdue. Timely payment of Finances is required to maintain the credit goodwill of the corporates. This widget assists in keeping the same intact. It displays the details like Finance No., Amount Overdue, and No. of Days Overdue. It also provides link to [\*\*View All Finances\*\*](#).

### **Top Programs**

A Donut Graph projects the top 5 programs of the corporate which are highest in terms of receivables and payables in the local currency. The values of Receivables or Payables are displayed along with the name of the Program.

### **Finance Maturing**

Finances are loans taken against invoices for working capital requirements or any other necessary business expenses. This widget provides a graphical representation of all the outstanding finances and

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categorizes them in the buckets of overdue finances, Due in 30 days, 31-60 days, 61-90 days and above 90 days.

**Quick Links:**

The most commonly used transactions are provided as quick links for quick access to the transactions. Following transactions are provided as quick links:

- View Programs
- View Invoices
- View Associated Party
- Create Invoice

**My Approved List**

This section displays the details of transactions that are approved by the approver user. Similarly to Pending Approval list, here also it is classified into two broad categories a) Financial and b) Non-Financial. The Tab under Financial and Non Financial and the columns of each Tab are same as mentioned in 'Pending For Approval' section.

Click each tab to view the snapshot of transactions already approved.

Click the **Reference Number** link to view the detailed transaction.

Click **Download** to download the summary of transactions approved by the approver user.

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## 8. 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. Post successful validation of the user's details, user is asked to enter the second factor authentication details (as per the authentication mode maintained by the Bank).

Once the user is authenticated, user will receive a link to generate the new password, on his registered email ID.

### 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

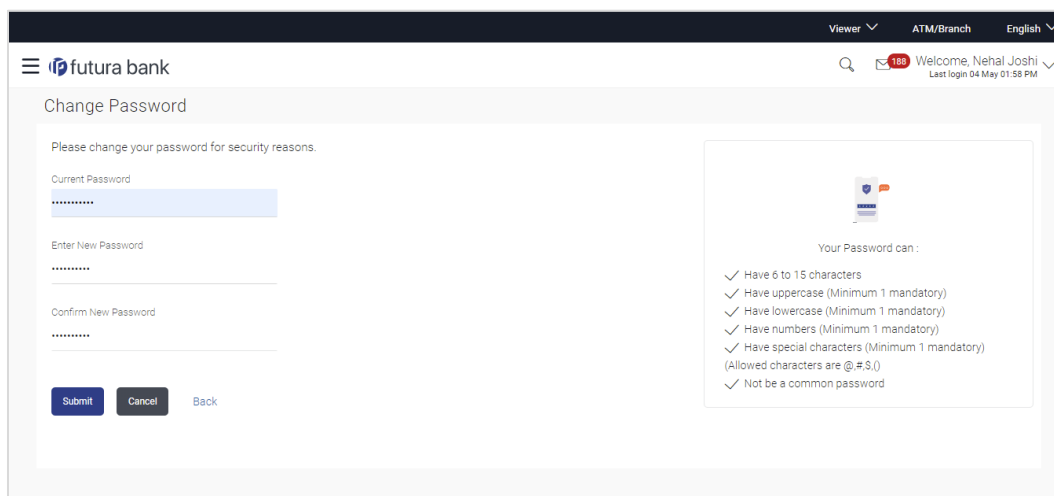
The screenshot displays the 'Forgot Password' interface for Futura Bank. At the top, there are navigation options for 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main heading is 'Forgot Password'. Below this, a message reads: 'Okay, no problem. Just enter the details below.' The form includes two input fields: 'Username' and 'Date of Birth' (with a calendar icon). There are 'Submit' and 'Cancel' buttons. On the right, a panel titled 'Forgot your internet banking password?' provides instructions: 'No worries, generate a new password in 3 simple steps.' followed by a numbered list: 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.

### Field Description

Field Name	Description
<b>Username</b>	Enter your login username.
<b>Date of birth</b>	Enter your date of birth.



- In the **Username** field, enter your login username.
- In **Date of birth** field, enter your date of birth.
- Click **Continue**.  
OR  
Click to **Cancel** the transaction.
- The **Verification** screen appears. The user has to enter the 2factor authentication, before he can proceed. 2 factor authentication (OTP/Security question/Soft Token) will be displayed as per the setup done by the system administrator.  
A **Confirmation** screen appears, along with a message stating that the link to reset password has been sent to user's registered email.
- Click the link received in your email to reset the password. The **Reset Password** screen appears.

### Reset 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.
<b>Re-enter Password</b>	Re-enter the new password to confirm the same.

7. In the **Password** field, enter a new password.  
OR  
Click  icon to enter a new password using the virtual keyboard.
8. In the **Re-enter Password** field, re-enter the new password.  
OR  
Click  icon to re-enter the new password using the virtual keyboard.
9. Click **Submit**.  
OR  
Click **Cancel** to cancel the transaction.
10. A message confirming the successful reset of the password appears. Click **Login** to log in to the application.

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## 9. 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
<b>Email</b>	Enter your email ID that is registered with the bank.
<b>Date of birth</b>	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 2 Factor Authentication.
6. Enter the details required for second factor authentication.  
The **Forgot Username** confirmation screen appears.
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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## 10. Change Password

User may have revealed the password to someone or for account security purpose may want to change the password of his account. This feature allows the existing users of the bank to change their password.

### Pre-requisites

User must have existing login credentials

### Features Supported In Application

- Changing of old password to new Password

### How to reach here:

*Dashboard > Toggle Menu > Account Settings > Change Password*




### Change Password

The screenshot displays the 'Change Password' page in the Futura Bank application. At the top, there's a navigation bar with 'Viewer', 'ATM/Branch', and 'English' options. The user is logged in as 'Nehal Joshi' with a last login time of '04 May 01:58 PM'. The main content area has a heading 'Change Password' and a sub-heading 'Please change your password for security reasons.' Below this, there are three input fields: 'Current Password', 'Enter New Password', and 'Confirm New Password'. Each field is currently filled with dots. At the bottom left of the form, there are three buttons: 'Submit', 'Cancel', and 'Back'. On the right side, a box titled 'Your Password can :' lists the following requirements with checkmarks: 'Have 6 to 15 characters', 'Have uppercase (Minimum 1 mandatory)', 'Have lowercase (Minimum 1 mandatory)', 'Have numbers (Minimum 1 mandatory)', 'Have special characters (Minimum 1 mandatory)', and 'Not be a common password'. A note below these requirements states '(Allowed characters are @.#\$%)'.

### Field Description

Field Name	Description
<b>Current 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:**

1. In the **Current Password** field, enter the password.  
OR  
Click  icon to enter the password using the virtual keyboard.
2. In the **New Password** field, enter the password.  
OR  
Click  icon to enter the new password using the virtual keyboard.  
(See Password Condition section on the application screen to view the policy of setting a new password.)
3. In the **Re-enter Password** field, re-enter the password.  
OR  
Click  icon to re-enter the password using the virtual keyboard.
4. Click **Submit**.  
OR  
Click **Cancel** to cancel the transaction.
5. The success message of changing the password appears.
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.

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# 11. FATCA & CRS Form

The Foreign Account Tax Compliance Act (FATCA) is a United States federal law that was introduced to enable the Internal Revenue Service (IRS) to obtain detailed account information of US tax payers that invest and earn income through non U.S. institutions.

The Common Reporting Standard (CRS), is a global reporting standard developed by the Organization for Economic Cooperation and Development (OECD). This information standard was brought into effect for the purpose of combatting tax evasion at a global level.

The goal of both FATCA and CRS is to enable tax authorities to obtain information pertaining to the financial assets held by their citizens in foreign or overseas financial institutions, thereby greatly strengthening global tax compliance.

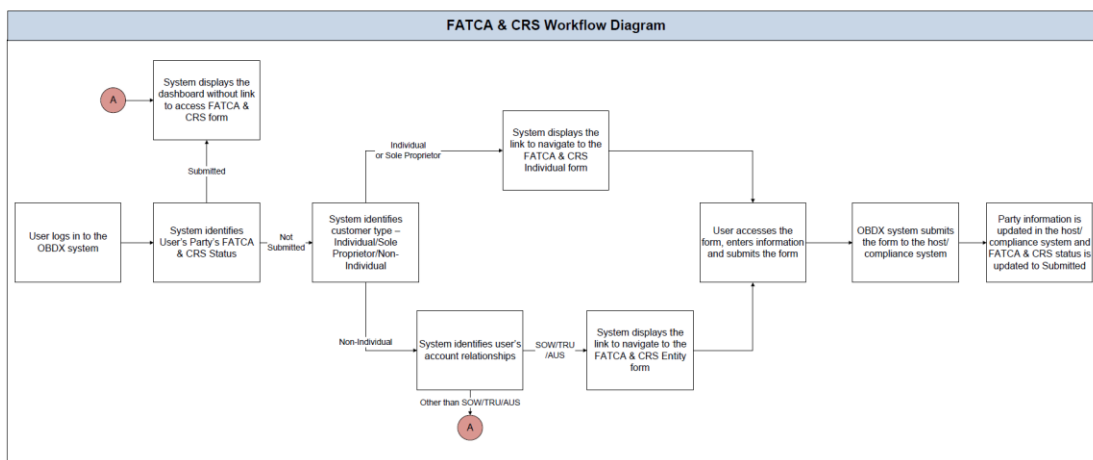
The FATCA and CRS Self – Certification Forms for Individuals and Entities has been created so as to capture required information for the purposes of complying with both FATCA and CRS.

A FATCA & CRS check is maintained under system configurations by the system administrator to identify if FATCA & CRS is to be enabled or not. If enabled, every time a business user logs into the banking application, the system will identify whether the user is required to fill out the form or not and further identify the type of form to be provided to the user based on the type of user. Individuals and sole proprietors will be displayed the FATCA & CRS Self – Certification form for Individuals and Corporates and other business entities will be displayed the FATCA & CRS Self – Certification form for Entities. Moreover, the FATCA & CRS Self – Certification form for Entities will be made available only to users that are accessing the online banking services of the entities in the capacity of trustees, sole owners or authorized signatories.

This section documents the information captured in the FATCA & CRS Self – Certification forms for both Individuals and Entities.

## Workflow

The following workflow identifies the steps involved in the process of capturing customer information required from the view point of complying with FATCA & CRS, considering that the FATCA & CRS check in system configuration is set to Enabled.





**How to reach here:**

*Corporate Dashboard > FATCA and CRS Self - Certification Form link > FATCA and CRS self - certification Form*

## **11.1 FATCA and CRS Self - Certification Form for Entities**

The FATCA & CRS Self – Certification form for Entities is made available to users that are accessing the online banking services of the entities or companies in the capacity of trustees, sole owners or authorized signatories.

The sections that consist of this form are documented as follows:

**To fill the FATCA & CRS Self - Certification Form for Entities:**

1. Select the FATCA & CRS link displayed as part of a message on the dashboard.
2. The FATCA & CRS Self - Certification Form for Entities appears.

## 11.1.1 Identification of the Entity

In this section, basic details of the entity are captured such as the name and address details of the entity.

### Identification of Entity

**Identification of the Entity**

Legal Name of Entity or Organization  
JUST EAT

**Current Legal Address**

Country  
United States

State  
Idaho

City  
CA

Address  
1022, Redwood Shores  
Island Parkway

Zip Code  
94065

**Mailing Address**

Same as above

Country of Incorporation or Organization  
United Kingdom

[Continue](#)

**Note**

**What is FATCA & CRS? & Why are you being asked to fill this form?**

FATCA (Foreign Account Tax Compliance Act) and CRS (Common Reporting Standard) aim at combatting tax evasion on a global level.

As per the Inter-governmental agreement (IGA) with the US and OECD, all financial institutions including Zigbank are required to obtain self-certification and to carry out due diligence of all accounts held with the bank.

Please complete all sections of this form. In certain circumstances, the bank may be required to share this information with relevant tax authorities.

Please consult your professional tax advisor if you have any questions regarding this form.

**Tax Residency**

**Entity Certification**

**Declaration**

[Submit](#) [Cancel](#)

**FATCA & CRS Instructions**

Along with many governments, the government of Country Name has entered into an Inter-governmental Agreement (IGA) with other governments that require financial institutions such as the Bank to seek additional personal, tax and beneficial owner information and certain certifications and documentation from all account holders. In relevant cases, information will have to be reported to tax authorities or appointed agencies. In order to comply with the standards set by FATCA and CRS we may also be required to provide information to any institutions such as withholding agents for the purpose of ensuring appropriate withholding from the account or any proceeds in relation thereto. Should there be any change in any information provided by you, please ensure you advise us promptly, i.e., within 30 days. Please note that you may receive more than one request for information if you have multiple relationships with Zigbank or its group entities. Therefore, it is important that you respond to our request, even if you believe you have already supplied any previously requested information.

**Substantial Presence Test**

You will be considered a United States resident for tax purposes if you meet the substantial presence test for the calendar year. To meet this test, you must be physically present in the United States (U.S.) on at least:

- 31 days during the current year, and
- 183 days during the 3-year period that includes the current year and the 2 years immediately before that, counting:
  - All the days you were present in the current year, and
  - 1/3 of the days you were present in the first year before the current year, and
  - 1/6 of the days you were present in the second year before the current year.

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### Field Description

Field Name	Description
Legal Name of the Entity or Organization	The name of the entity or company as maintained with the bank is displayed.
Current Legal Address	

Field Name	Description
<b>Country</b>	Select the country in which the entity is operating.
<b>City</b>	Enter the name of the city in which the entity has its main headquarters.
<b>Address 1-2</b>	Enter the address details of the main headquarters of the entity.
<b>Zip Code</b>	Enter the zip code of the entity's address.
<b>Mailing Address</b>	
<b>Same as above</b>	Select this checkbox if the entity's mailing address is the same as the current legal address.
<b>Country</b>	Select the country of the entity's mailing address. This field appears if the <b>Same as above</b> check box is not selected.
<b>City</b>	Enter the name of the city of the mailing address of the entity. This field appears if the <b>Same as above</b> check box is not selected.
<b>Address 1-2</b>	Enter the mailing address details. This field appears if the <b>Same as above</b> check box is not selected.
<b>Zip Code</b>	Enter the zip code of the mailing address of the entity. This field appears if the <b>Same as above</b> check box is not selected.
<b>Country of Incorporation or Organization</b>	Select the country of origin of the entity or organization.

3. From the **Country** list, select the country in which the entity is operating.
4. In the **City**, **Address** and **ZIP Code** field, enter the **City**, address details of the entity.
5. Select the **Same as Above** check box, if the entity's mailing address is the same as the current legal address, else specify details of the entity's mailing address.
6. From the **Country of Incorporation** or **Organization** list, select the country of origin of the entity or organization.
7. Click **Continue**. The **Tax Residency** section appears.

## 11.1.2 Tax Residency

This section captures information pertaining to the tax residency of the entity. You are required to specify whether the entity can be considered as a tax resident of any country other than the country in which its accounts are held and subsequently specify details pertaining to the countries in which the entity is a tax resident. Information specific to the entity’s operations in the United States is also captured in this section.

### Tax Residency

ATM/Branch
English

futura bank
Welcome, Victoria Grayson  
Last login 29 Apr 07:27 PM

#### FATCA & CRS Self-Certification Form For Entities

Identification of the Entity

Tax Residency

Is the entity a tax resident of any country other than <country name>?

Yes  No

Country of Tax Residence

United Kingdom

TIN Available ⓘ

Yes  No

Tax Identification Type

SSN

[Add Another Country](#)

Is the entity incorporated in the United States of America?

Yes  No

Does the entity have any ultimate beneficial owners (incl. controlling persons) who are tax residents (incl. U.S. citizens/green card holders) of countries other than <country name>?

Yes  No

[Continue](#)

**Note**

**What is FATCA & CRS?  
&  
Why are you being asked to fill  
this form?**

FATCA (Foreign Account Tax Compliance Act) and CRS (Common Reporting Standard) aim at combatting tax evasion on a global level.

As per the Inter-governmental agreement (IGA) with the US and OECD, all financial institutions including Zigbank are required to obtain self-certification and to carry out due diligence of all accounts held with the bank.

Please complete all sections of this form. In certain circumstances, the bank may be required to share this information with relevant tax authorities.

Please consult your professional tax advisor if you have any questions regarding this form.

Entity Certification

Declaration

[Submit](#) [Cancel](#)

#### FATCA & CRS Instructions

Along with many governments, the government of Country Name has entered into an Inter-governmental Agreement (IGA) with other governments that require financial institutions such as the Bank to seek additional personal, tax and beneficial owner information and certain certifications and documentation from all account holders. In relevant cases, information will have to be reported to tax authorities or appointed agencies. In order to comply with the standards set by FATCA and CRS we may also be required to provide information to any institutions such as withholding agents for the purpose of ensuring appropriate withholding from the account or any proceeds in relation thereto. Should there be any change in any information provided by you, please ensure you advise us promptly, i.e., within 30 days. Please note that you may receive more than one request for information if you have multiple relationships with Zigbank or its group entities. Therefore, it is important that you respond to our request, even if you believe you have already supplied any previously requested information.

#### Substantial Presence Test

You will be considered a United States resident for tax purposes if you meet the substantial presence test for the calendar year. To meet this test, you must be physically present in the United States (U.S.) on at least:

- 31 days during the current year, and
- 183 days during the 3-year period that includes the current year and the 2 years immediately before that, counting:
- All the days you were present in the current year, and
- 1/3 of the days you were present in the first year before the current year, and
- 1/6 of the days you were present in the second year before the current year.

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## Field Description

Field Name	Description
<b>Is the Entity a tax resident of any country other than &lt;country name&gt;?</b>	<p>Specify whether the entity is a tax resident of any country other than country in which the entity's accounts are held.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Yes – Select this option to identify that the entity is a tax resident of a country/countries other than the one in which it's accounts are held.</li> <li>• No – Select this option to identify that the entity is not a tax resident of any country other than the country in which it's accounts are held.</li> </ul>
<p>The following fields are enabled if you have selected the option <b>Yes</b> against the field <b>Is the entity a tax resident of any country other than &lt;country name&gt;?</b></p>	
<b>Country of Tax Residence</b>	<p>Select the country in which the entity is considered a tax resident.</p>
<b>TIN Available</b>	<p>Specify whether the entity's taxpayer identification number of the country of which it is a tax resident, is available or not.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Yes – Select this option if the entity's TIN for the country selected in the <b>Country of Tax Residence</b> field is available.</li> <li>• No – Select this option if the entity's TIN for the country selected in the <b>Country of Tax Residence</b> field is not available.</li> </ul>
<b>Tax Identification Type</b>	<p>Specify the tax identification type of the entity that will be provided as proof of tax residency. The values in this list are populated based on the Identification documents that are accepted as TINs in the country that you have selected as <b>Country of Tax Residence</b>.</p> <p>This field appears if you have selected the option <b>Yes</b> in the <b>TIN Available</b> field.</p>

Field Name	Description
<b>Other Tax Identification Type</b>	Specify the identification document of the entity that you are providing as TIN, if the tax identification type is other than the listed option in the Tax Identification Type list.  This field appears if you have selected the option <b>Other</b> in the <b>Tax Identification Type</b> field.
<b>TIN/ TIN Equivalent</b>	Specify the Taxpayer Identification number.
<b>Reason for Non Availability</b>	Specify the reason of non-availability of taxpayer identification number.  This field appears if you have selected the option <b>No</b> in the <b>TIN Available</b> field.
<b>Add Another Country</b>	The link to add details of another country in which the entity is a tax resident. You may choose to add further records, up to a defined number, if the entity is a tax resident of more than one country.
<b>Remove Country</b>	This link is displayed against the record of a country that has been added as country of tax residence. Select this link to delete the specific record against which the link is displayed.
<b>Is the entity incorporated in the United States of America</b>	Specify whether the entity was incorporated in the United States of America.  The options are: <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
<b>Does the entity have any ultimate beneficial owners (incl. controlling persons) who are a tax residents (incl. US citizens/ green card holders) of countries other than &lt;country name&gt;?</b>	Specify whether the beneficial owners including the controlling persons of the entity/ organization are tax residents of any other country.  The options are: <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>

8. In the **Is the Entity a tax resident of any country other than <country name>?** field, select the applicable option.
- a. If you have selected **Yes**, specify details pertaining to the country/countries in which the entity is a tax resident. The steps are as follows:
    - i. In the **Country of Tax Residence** list, select the country in which the entity is a tax resident.
    - ii. In the **TIN Available** field;

1. Select the option **Yes** if the entity's TIN for the country in which it is a tax resident is available.  
OR  
Select the option **NO** if the TIN is not available.
  - iii. If you have selected the option **Yes** against the field **TIN Available**;
    - b. Select the TIN type from the **Tax Identification Type** field and specify the TIN number in the **TIN/TIN Equivalent** field.  
OR  
If you have selected the option **No** against the field **TIN Available**;
    - c. Specify the reason for which the entity's TIN is not available in the field **Reason for Non Availability**.
      - i. Click the **Add Another Country** link, to add another country record if you are a tax resident of more than one country.  
Repeat steps i to iii
      - ii. Click the **Remove Country** link displayed against a country record if you wish to delete the country record.
9. In the **Is the entity incorporated in the United States of America?** field, select the applicable option.
10. In the **Does the entity have any ultimate beneficial owners (incl. controlling persons) who are a tax residents (incl. US citizens/ green card holders) of countries other than <country name>?** field, select the applicable option.
11. Click **Continue**. The **Entity Certification** section appears.

### 11.1.3 Entity Certification

This section captures information required to identify the category under which the entity falls with regards to FATCA & CRS classifications of entities.

#### Entity Certification - Financial

ATM/Branch English

Search 646 Welcome, Victoria Grayson Last login 29 Apr 07:27 PM

futura bank

FATCA & CRS Self-Certification Form For Entities

Identification of the Entity

Tax Residency

Entity Certification

Please select a category to which the entity belongs

Financial Institution  Non-Financial Institution

Financial Institution

An Investment Entity

Depository Institution, Custodial Institution or Specified Insurance Company

GIIN Available ⓘ

Yes  No

Enter GIIN

E6722

Continue

Entity Certification

Declaration

Submit Cancel

**Note**

What is FATCA & CRS? & Why are you being asked to fill this form?

FATCA (Foreign Account Tax Compliance Act) and CRS (Common Reporting Standard) aim at combatting tax evasion on a global level.

As per the Inter-governmental agreement (IGA) with the US and OECD, all financial institutions including Zigbank are required to obtain self-certification and to carry out due diligence of all accounts held with the bank.

Please complete all sections of this form. In certain circumstances, the bank may be required to share this information with relevant tax authorities.

Please consult your professional tax advisor if you have any questions regarding this form.

**FATCA & CRS Instructions**

Along with many governments, the government of Country Name has entered into an Inter-governmental Agreement (IGA) with other governments that require financial Institutions such as the Bank to seek additional personal, tax and beneficial owner information and certain certifications and documentation from all account holders. In relevant cases, information will have to be reported to tax authorities or appointed agencies. In order to comply with the standards set by FATCA and CRS we may also be required to provide information to any institutions such as withholding agents for the purpose of ensuring appropriate withholding from the account or any proceeds in relation thereto. Should there be any change in any information provided by you, please ensure you advise us promptly, i.e., within 30 days. Please note that you may receive more than one request for information if you have multiple relationships with Zigbank or its group entities. Therefore, it is important that you respond to our request, even if you believe you have already supplied any previously requested information.

**Substantial Presence Test**

You will be considered a United States resident for tax purposes if you meet the substantial presence test for the calendar year. To meet this test, you must be physically present in the United States (U.S.) on at least:


- 31 days during the current year, and
- 183 days during the 3-year period that includes the current year and the 2 years immediately before that, counting:
  - All the days you were present in the current year, and
  - 1/3 of the days you were present in the first year before the current year, and
  - 1/6 of the days you were present in the second year before the current year.

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## Entity Certification - Non Financial



ATM/Branch English

Q

548 Welcome, Victoria Grayson  
Last login 29 Apr 07:27 PM

FATCA & CRS Self-Certification Form For Entities

Identification of the Entity

Tax Residency

Entity Certification

Please select a category to which the entity belongs

Financial Institution     Non-Financial Institution

**Non-Financial Institution**

Active Non-Financial Entity (NFE)

A corporation, the stock of which is regularly traded on an established securities market

Entity is related to a corporation whose stock is regularly traded on an established securities market

Name of the related corporation whose stock is traded

Example Corporation

Nature of relation

Subsidiary of the listed company


Name of the established securities market on which the stock of the related corporation is regularly traded

ABC Trade

A Governmental Entity or Central Bank  
 An International Organization  
 Other e.g. a start-up NFE or a non-profit NFE

Passive Non-Financial Entity (NFE)

[Continue](#)



Note

**What is FATCA & CRS?  
&  
Why are you being asked to fill  
this form?**

FATCA (Foreign Account Tax Compliance Act) and CRS (Common Reporting Standard) aim at combatting tax evasion on a global level.

As per the Inter-governmental agreement (IGA) with the US and OECD, all financial institutions including Zigbank are required to obtain self-certification and to carry out due diligence of all accounts held with the bank.

Please complete all sections of this form. In certain circumstances, the bank may be required to share this information with relevant tax authorities.

Please consult your professional tax advisor if you have any questions regarding this form.

Declaration

[Submit](#)
[Cancel](#)

**FATCA & CRS Instructions**

Along with many governments, the government of Country Name has entered into an Inter-governmental Agreement (IGA) with other governments that require financial institutions such as the Bank to seek additional personal, tax and beneficial owner information and certain certifications and documentation from all account holders. In relevant cases, information will have to be reported to tax authorities or appointed agencies. In order to comply with the standards set by FATCA and CRS we may also be required to provide information to any institutions such as withholding agents for the purpose of ensuring appropriate withholding from the account or any proceeds in relation thereto. Should there be any change in any information provided by you, please ensure you advise us promptly, i.e., within 30 days. Please note that you may receive more than one request for information if you have multiple relationships with Zigbank or its group entities. Therefore, it is important that you respond to our request, even if you believe you have already supplied any previously requested information.

**Substantial Presence Test**

You will be considered a United States resident for tax purposes if you meet the substantial presence test for the calendar year. To meet this test, you must be physically present in the United States (U.S.) on at least:

- 31 days during the current year, and
- 183 days during the 3-year period that includes the current year and the 2 years immediately before that, counting:
  - All the days you were present in the current year, and
  - 1/3 of the days you were present in the first year before the current year, and
  - 1/6 of the days you were present in the second year before the current year.

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## Field Description

Field Name	Description
<b>Please select a category to which the entity belongs</b>	<p>Specify whether the entity is a financial or non-financial institution by selecting the applicable option.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Financial Institution - Select this option if the entity is a financial organization</li> <li>• Non- Financial Institution - Select this option if the entity is a non-financial organization</li> </ul>
<p>The following fields appear if you have selected the option <b>Financial Institution</b> under the <b>Please select a category to which the entity belongs</b> field.</p>	
<b>Financial Institution</b>	<p>The categories to which the entity could belong to are listed under this field. Select an option that is applicable to the entity.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• An Investment Entity</li> <li>• Depository Institution, Custodial Institution or Specified Insurance Company</li> </ul>
<b>An Investment Entity</b>	<p>The categories of investment entities are listed under this field only if you have selected the option <b>An Investment Entity</b> under the <b>Financial Institution</b> category. Select an option that is applicable to the entity.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• An Investment Entity located in a Non-Participating Jurisdiction and managed by another Financial Institution</li> <li>• Other Investment Entity</li> </ul>
<b>GIIN Available</b>	<p>Specify whether the entity's Global Intermediary Identification Number is available or not.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Yes – Select this option if the entity's GIIN is available</li> <li>• No – Select this option if the entity does not have a GIIN</li> </ul>
<b>Enter GIIN</b>	<p>Enter the entity's Global Intermediary Identification Number.</p> <p>This field appears if you have selected the option <b>Yes</b> against the <b>GIIN Available</b> field.</p>

Field Name	Description
<b>Reason for Non Availability</b>	<p>Specify the reason of non-availability of taxpayer identification number.</p> <p>This field appears if you have selected the option <b>No</b> against the <b>GIIN Available</b> field.</p>
<p>The following fields appear if you have selected the option <b>Non-Financial Institution</b> under the <b>Please select a category to which the entity belongs</b> field.</p>	
<b>Non-Financial Institution</b>	<p>The general categories to which a non-financial entity can belong, are listed under this field.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Active Non-Financial Entity (NFE)</li> <li>• Passive Non-Financial Entity (NFE)</li> </ul>
<b>Active Non-Financial Entity (NFE)</b>	<p>The categories under Active Non-Financial Entity are listed if you have selected the option <b>Active Non-Financial Entity</b> under the field <b>Non-Financial Institution</b>. Select the option that is applicable to the entity.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• A corporation, the stock of which is regularly traded on an established securities market</li> <li>• Entity is related to a corporation whose stock is regularly traded on an established securities market</li> <li>• A Governmental Entity or Central Bank</li> <li>• An International Organization</li> <li>• Other e.g. a start-up NFE or a non-profit NFE</li> </ul>
<b>Name of the established securities market on which the corporation is regularly traded</b>	<p>Enter the name of securities market on which the entity trades regularly.</p> <p>This field appears if you have selected the option <b>A corporation, the stock of which is regularly traded on an established securities market</b> under the <b>Active Non-Financial Entity (NFE)</b> field.</p>
<b>Name of the related corporation whose stock is traded</b>	<p>Specify the name of corporation whose stock is traded by the entity.</p> <p>This field appears if you have selected the option <b>Entity is related to a corporation whose stock is regularly traded on an established securities market</b> under the <b>Active Non-Financial Entity (NFE)</b> field.</p>

Field Name	Description
<b>Nature of relation</b>	<p>Specify the relation that the entity has with the company whose stock is traded.</p> <p>The options are:</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> <p>This field appears if you have selected the option <b>Entity is related to a corporation whose stock is regularly traded on an established securities market</b> under the <b>Active Non-Financial Entity (NFE)</b> field.</p>
<b>Name of the established securities market on which the stock of the related corporation is regularly traded</b>	<p>Enter the name of securities market on which the stock of the related corporation is traded on a regular basis.</p> <p>This field appears if you have selected the option <b>Entity is related to a corporation whose stock is regularly traded on an established securities market</b> under the <b>Active Non-Financial Entity (NFE)</b> field.</p>
<b>Sub-Category of Active NFE</b>	<p>Enter the sub-category of the active non-financial entity.</p> <p>This field appears if you have selected either of the following three options under the <b>Active Non-Financial Entity (NFE)</b> field:</p> <ul style="list-style-type: none"> <li>• A Government Entity or Central Bank</li> <li>• An International Organization</li> <li>• Other e.g. a start-up NFE or non-profit NFE</li> </ul>
<b>Passive Non-Financial Entity (NFE)</b>	<p>Select this option if the entity is a passive non-financial entity.</p>

12. In the **Please select a category to which the entity belongs** field, select the applicable option.
- a. If you have selected the **Financial Institution** option, select whether the entity is an Investment Entity or Depository Institution, Custodial Institution or Specified Insurance Company.
    - i. If you have selected **An Investment Entity** option from the **Financial Institution** field, select whether the entity is an Investment Entity located in a Non-Participating Jurisdiction and managed by another Financial Institution or Other Investment Entity.
  - b. Specify whether the GIIN is available or not against the **GIIN Available** field.
    - i. If you have selected option **Yes**, enter the entity's GIIN in the **Enter GIIN** field.  
OR  
If you have selected option **No**, enter the reason as to why the GIIN is not available in the **Reason for Non Availability** field.

OR

13. If you have selected the **Non-Financial Institution** option, select the applicable option.
14. If you have selected the category **Active Non-Financial Entity (NFE)**, select the applicable sub-category options and enter the relevant information displayed against the selected options.
15. Click **Continue**. The **Declaration** section appears.

### 11.1.4 Declaration

This section displays the FATCA & CRS declaration for which you are required to provide consent on behalf of the entity, by selecting the provided checkbox. You are also required to enter your name in full and also specify your designation in the provided fields.

The screenshot shows the 'FATCA & CRS Self-Certification Form For Entities' in the futura bank interface. The navigation menu on the left includes: Identification of the Entity, Tax Residency, Entity Certification, and Declaration (which is currently selected). The main content area contains a declaration text, a checkbox for 'Zig International Services declare acceptance of all statements above' (which is checked), and input fields for 'Full Name of Representative' (John Smith) and 'Designation' (Director). There are 'Submit' and 'Cancel' buttons. To the right, a 'Note' box explains what FATCA & CRS are and why the user is being asked to fill out the form. Below the form, there are sections for 'FATCA & CRS Instructions' and 'Substantial Presence Test'.

**Identification of the Entity**

**Tax Residency**

**Entity Certification**

**Declaration**

I acknowledge and agree that information contained in this form and information regarding income above may be reported to the tax authorities of the country in which such income arises and that those tax authorities may provide the information to the country or countries in which I am a resident for tax purposes.

Zigbank is not able to offer any tax advice on FATCA or CRS or its impact on me. I shall seek advice from a professional tax advisor for any tax related questions. I undertake to notify Zigbank of any change in circumstances that causes any information on this form to become incorrect and to provide Zigbank with updated information within 30 days of said change.

I authorize Zigbank to close or suspend my account(s) without any obligation of advising me of the same if any information provided by me in this form or hereafter is found to be false, untrue or misleading. I have understood the FATCA and CRS instructions and the requirement of information collected through this form and hereby confirm that the information provided by me in this form is true, correct and complete to the best of my knowledge.

Zig International Services declare acceptance of all statements above

Full Name of Representative  
John Smith

Designation  
Director

**FATCA & CRS Instructions**

Along with many governments, the government of Country Name has entered into an Inter-governmental Agreement (IGA) with other governments that require financial institutions such as the Bank to seek additional personal, tax and beneficial owner information and certain certifications and documentation from all account holders. In relevant cases, information will have to be reported to tax authorities or appointed agencies. In order to comply with the standards set by FATCA and CRS we may also be required to provide information to any institutions such as withholding agents for the purpose of ensuring appropriate withholding from the account or any proceeds in relation thereto. Should there be any change in any information provided by you, please ensure you advise us promptly, i.e., within 30 days. Please note that you may receive more than one request for information if you have multiple relationships with Zigbank or its group entities. Therefore, it is important that you respond to our request, even if you believe you have already supplied any previously requested information.

**Substantial Presence Test**

You will be considered a United States resident for tax purposes if you meet the substantial presence test for the calendar year. To meet this test, you must be physically present in the United States (U.S.) on at least:

- 31 days during the current year, and
- 183 days during the 3-year period that includes the current year and the 2 years immediately before that, counting:
  - All the days you were present in the current year, and
  - 1/3 of the days you were present in the first year before the current year, and
  - 1/6 of the days you were present in the second year before the current year.

[View More](#)

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Declaration</b>	Select the check box to provide consent to the FATCA & CRS terms and conditions and to provide consent to the declaration on behalf of the entity.
<b>Full Name of Representative</b>	Enter your name in fill.
<b>Designation</b>	Specify the designation / position that you hold in the organization /entity.

16. Select the check box to provide consent of the FATCA & CRS terms and conditions and to provide consent to the declaration.
17. In the **Full Name of Representative** field, enter your full name.
18. In the **Designation** field, specify the current designation or position that you hold in the organization.
19. Click **Submit**. The **Review** screen appears.

## 11.1.5 Review

The review screen displays all the information that you have entered in the form. You can review this information and if required, select the option to edit the information of any section. Once you have verified all the information defined in the form, you can click on the option provided to submit the form, after which the form will be submitted and the confirmation page will be displayed.

### Review

ATM/Branch English

Search 946 Welcome, Victoria Grayson Last login 29 Apr 07:27 PM

futura bank

FATCA & CRS Self-Certification Form For Entities

Please review the following details before you submit the FATCA & CRS Self-Certification Form.

**Identification of the Entity**

Legal Name of Entity or Organization  
JUST EAT

Current Legal Address  
1022, Redwood Shores  
Island Parkway  
CA  
Idaho  
United States  
94065

Country of Incorporation or Organization  
United Kingdom

**Tax Residency**

Is the entity a tax resident of any country other than <country name>?  
Yes

Country of Tax Residence  
United Kingdom

TIN Available  
Yes

Tax Identification Type  
TIN/TIN Equivalent

Is the entity incorporated in the United States of America?  
No

Does the entity have any ultimate beneficial owners (incl. controlling persons) who are tax residents (incl. U.S. citizens/green card holders) of countries other than <country name>?  
No

**Entity Certification**

Please select a category to which the entity belongs  
Non-Financial Institution

Non-Financial Institution  
Active Non-Financial Entity (NFE)

Name of the related corporation whose stock is traded  
Example Coporation

Nature of relation  
Subsidiary of the listed company

Name of the established securities market on which the stock of the related corporation is regularly traded  
ABC Traders

**Declaration**

I acknowledge and agree that information contained in this form and information regarding income above may be reported to the tax authorities of the country in which such income arises and that those tax authorities may provide the information to the country or countries in which I am a resident for tax purposes.

Zigbank is not able to offer any tax advice on FATCA or CRS or its impact on me. I shall seek advice from a professional tax advisor for any tax related questions. I undertake to notify Zigbank of any change in circumstances that causes any information on this form to become incorrect and to provide Zigbank with updated information within 30 days of said change.

I authorize Zigbank to close or suspend my account(s) without any obligation of advising me of the same if any information provided by me in this form or hereafter is found to be false, untrue or misleading. I have understood the FATCA and CRS instructions and the requirement of information collected through this form and hereby confirm that the information provided by me in this form is true, correct and complete to the best of my knowledge.

Zig International Services declare acceptance of all statements above


Full Name of Representative  
John Smith

Designation  
Director

Confirm Cancel Back

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20. Verify the details, and click **Confirm**.  
OR

Click  against any section that you wish to edit, if required.

OR

Click **Cancel** to close the form.

OR

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

21. The success appears along with the status of submission of the form.

### 11.1.6 **Confirm**

The confirmation page will be displayed once you have submitted the form. This page will display a message identifying whether the form was successfully submitted or not.

22. Click **Go to Dashboard** to navigate to the dashboard.

## **FAQ**

### 1. **What is FATCA, why I have to fill the FATCA & CRS form?**

FATCA stands for 'Foreign Account Tax Compliance Act' and is a legislation designed to prevent tax evasion. Introduced by the United States Department of Treasury and the US Internal Revenue Service (IRS), the purpose of FATCA is to encourage better tax compliance by preventing US Persons from using foreign banks and other financial organizations in order to avoid US taxation on their income and assets.

### 2. **What is a tax identification number (TIN)?**

This is your unique number issued in your jurisdiction to you as a tax payer. However we are aware that some jurisdictions do not issue a specific tax numbers. UK residents can use their National Insurance number.

[Home](#)



## 12. Live Chat

Multi-Modal Assisted Banking allows you to initiate a video or voice call and can share his / her screen with the Bank user in case they face an issue while completing a transaction or have any queries pertaining to their account. The multi-modal assisted banking feature is configurable. Below are the features being provided as part of the current release:

- Integration with Oracle Live Experience for assisting customer.
- An assisted banking icon across the application for end user, by clicking on which he/she can start the call.
- Business user can enable and disable this option from his user preferences.

**Note:** Live Chat is supported only when the user is logging from desktops.

### How to reach here:

*Bottom right corner of the application*

### To start a meeting:

1. Click 'Hey I am there to help if you need it' icon.
2. The session recording message is displayed, click **Ok** to continue with the modal assisted banking session.  
OR  
Click **Cancel** to close the session.

### Live Chat

The screenshot displays the futura bank web application interface. At the top, there is a navigation bar with 'Viewer', 'ATM/Branch', and 'English' options. Below this, a search bar and a user profile section for 'Welcome, Victoria Grayson' are visible. A notification banner indicates that the user's password is about to expire in 85 days. The main content area is divided into several sections: 'Financial Overview' with a donut chart showing 'Net Worth' of £4,293,271.32; 'Position By Currency' with a bar chart showing EUR assets of 24M and liabilities of 3M, and GBP assets of 1M and liabilities of 8M; 'Credit Line Usage'; 'Reports' with a message 'New Reports Not Available'; 'Current & Savings' with 3 total accounts and a balance of €8,173,659.05; and 'Term Deposits' with 2 total accounts and a balance of €16,000.00. At the bottom, an 'Accounts Summary' table lists 'Acme Corporation' with an 'OBDX Saving Product' and a balance of €8,144,661.16. A blue chat bubble in the bottom right corner says 'We are connecting you with our next available representative...'.

3. Once the connection is established, a screen sharing message is displayed. Click **Ok**.  
OR  
Click **Cancel** to abort the live chat session.

4. Share your screen message is displayed. Select the application and click **Share**.  
OR  
Click **Cancel** to abort the live chat session.
5. The screen is shared with the customer support representative.
6. Business user can voice or video chat with the Bank executive basis on the configuration done by bank.
7. Screen shows the confirmation message once the session gets ended.

[Home](#)

## 13. Preference

### 13.1 Profile

Using this option, the customer can view and edit his profile details. Profile details include the user's personal and contact details.

#### Pre-requisites

The user must be a customer of the bank and have valid login credentials.

#### Features Supported In the Application

- View the profile details of user

#### How to reach here:

*Dashboard > Toggle Menu > Menu > Account Settings > Preferences > Profile*

*OR*

*Dashboard > My Profile icon > Profile*

*OR*


*Access through the kebab menu of any other **Preferences** screens*

#### Profile

The screenshot displays the 'Profile' page of the Futura Bank application. The page is titled 'Profile' and features a user profile card for 'KeronBohr' with a 'Download' button. Below the profile card, there are two main sections: 'Personal Information' and 'Contact Information'. The 'Personal Information' section includes fields for Date of Birth (01 Jan 1990), Adhaar Card Number (ABC\*\*\*\*\*6K), Driving License (ABC\*\*\*\*\*6K), PAN Card (ABC\*\*\*\*\*6K), and Passport (ABC\*\*\*\*\*6K). The 'Contact Information' section includes Communication Address (1201, E wing., Park Avenue Apt, Elphinsten Rd, Mumbai, India, 332302), Email ID (ashok.123@ora.com), Fax Number (919827364503), and Contact Number (Mobile) (919827364501). The page footer contains 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>User ID</b>	The digital banking user ID of the user will be displayed here.
<b>Personal Information</b>	
<b>Date of Birth</b>	Date of birth of the user gets displayed.
<b>Aadhaar Card Number</b>	Aadhaar number of the user, as maintained with the bank gets displayed in masked format. It is an identification number issued by government of India.  <b>Note:</b> This identification type is applicable for India region. Bank can configure the identification types to be displayed and to be available for modification as per their region.
<b>Driving Licence</b>	Driving licence number of the user, as maintained with the bank gets displayed in masked format.
<b>PAN Card</b>	PAN number of the user, as maintained with the bank gets displayed in masked format. It is issued by the income tax department of India.  <b>Note:</b> This identification type is applicable for India region. Bank can configure the identification types to be displayed and to be available for modification as per their region.
<b>Passport</b>	Passport number of the user, as maintained with the bank gets displayed in masked format.
<b>Contact Information</b>	
<b>Communication Address</b>	Address of the user, as maintained with the bank, will be displayed.
<b>Email ID</b>	Email ID of the user, as maintained with the bank, in masked format.
<b>Fax Number</b>	Fax number of the user, as maintained with the bank, in masked format.
<b>Contact Number (Mobile)</b>	Phone number of the user, as maintained with the bank, in masked format.

1. Click on the  icon on the **Profile** screen to avail the other transactions under **Preference**.
2. Click **Download** to download the profile.

## **FAQ**

### **1. Can the user edit his profile information?**

No, user cannot edit his profile information; he can only view the profile details.

## 13.2 Primary Account Number

This option enables the user to define his primary account number.

---

**Note:** The account number selected in this screen will appear as a default account in all the account number selection fields (applicable for all existing and new transactions).

---

### Pre-requisites

- The user must have a valid login credential to access the digital banking platform.

### Features Supported In the Application

- Definition of Primary Account Number

### How to reach here:

*Dashboard > Toggle Menu > Menu > Account Settings > Preferences > Primary Account Number*  
OR

*Access through the kebab menu of any other **Preferences** screens*

### To select the primary account number:

- All the user's account numbers with account type, party name and nickname (if added) appear on the **Primary Account Number** screen.

### Primary Account Number

Select	Account Type And Number	Party Name	Nick Name
<input checked="" type="radio"/>	xxxxxxxxxxxx0011-Saving Account	KeronBohr	HEL FC Universal21
<input type="radio"/>	xxxxxxxxxxxx0033-Saving Account	KeronBohr	-
<input type="radio"/>	xxxxxxxxxxxx0601-Saving Account	KeronBohr	ISLAMIC SAVING ACC 1

Submit

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### Field Description

Field Name	Description
<b>Select</b>	The option to select any account number to be marked as primary account number.
<b>Account Type and Number</b>	The account numbers (in masked format) and the type of accounts are displayed as records.

<b>Field Name</b>	<b>Description</b>
<b>Party Name</b>	The party name of the account is displayed against the account record.
<b>Nickname</b>	The nickname given to the account by the account holder, is displayed against the account record.

2. Under the **Select** column, select the radio button against the account number that you wish to be marked as the primary account number.
3. Click **Submit**.  
A message confirming definition of primary account number appears.

## 13.3 Third Party Consents

This option enables the user to manage the access provided to third party application(s). The user can define the fine-grained entitlements i.e. account level access along with a set of transactions for the third party. The user can disable the access for a specific third party application whenever required.

---

**Note:** Only those third party applications for which the user has registered and given rights to access his/her accounts for inquiries and transactions, will appear on this page.

---

### How to reach here:

*Dashboard > Toggle Menu > Menu > Account Settings > Preferences > Third Party Application*  
 OR  
*Access through the kebab menu of any other **Preferences** screens*

### Third Party Apps

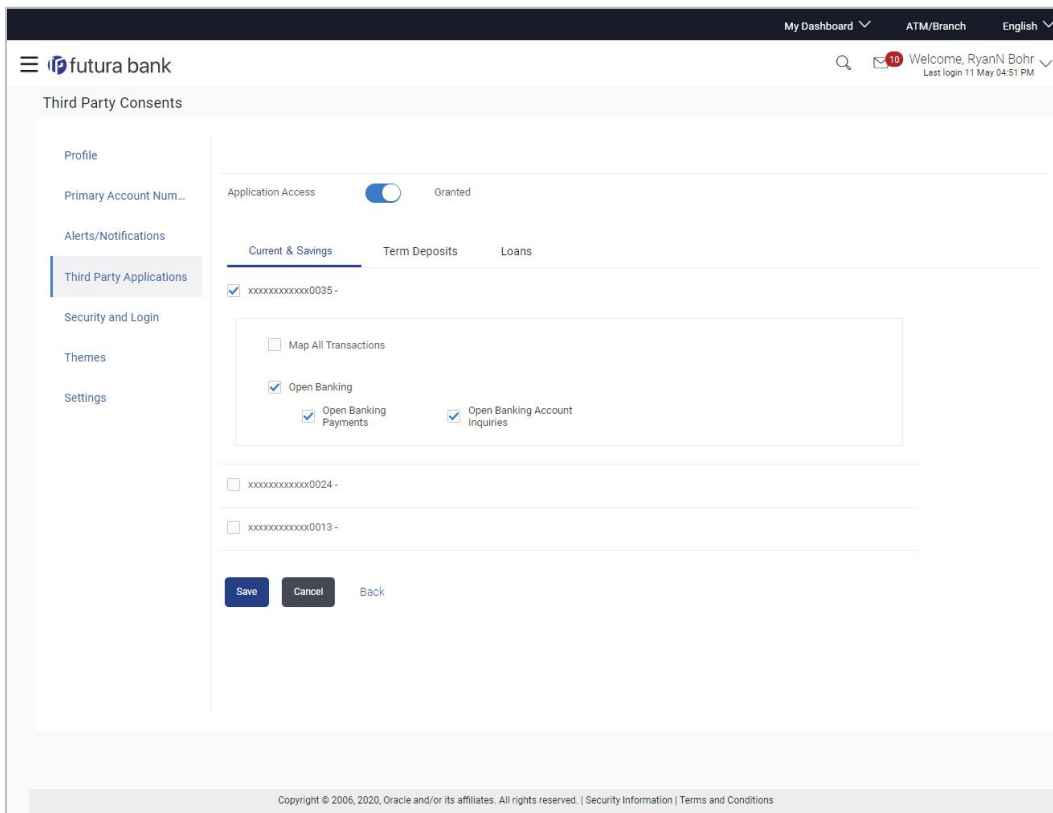
### Field Description

Field Name	Description
<b>Third Party Application Name</b>	The names of the third party applications are displayed. Select a third party application to define access to the application.
<b>Application Access</b>	The option to define whether access for the application is to be provided or not. If access is granted, then the user can revoke access and if it was revoked, then the user can grant access whenever required.
<b>Current and Savings/ Term Deposits/ Loans and Finances</b>	Select a product to define account and transaction level access to the third party.



1. Select the third party application for which you wish to define fine grained access.
2. The system will display the list of accounts under each of the account types along with the transactions
3. Click **Edit** to modify account and transaction access. The **Third Party Consents – Edit** screen with values in editable form appears.  
OR  
Click **Cancel** to cancel the operation and navigate back to the **Dashboard**.

### Third Party Apps – Edit



### Field Description

Field Name	Description
<b>Third Party Application Name</b>	The names of the third party applications are displayed. Select a third party application to define access to accounts and transactions.
<b>Application Access</b>	The option to define whether access for the application is to be provided or not.
<b>Current and Savings/ Term Deposits/ Loans and Finances</b>	Select a product to define account level access to the third party.

Field Name	Description
<b>Accounts</b>	All the accounts of the user are displayed under the respective account type.
<b>Transactions</b>	Once you select an account, all the transactions through which the account can be accessed are displayed. Select any or all transactions to provide account access for the transactions to the third party application.

4. Click the **Application Access** button to enable / disable the access for the third party application.
  - a. If you select **Enable**,
    - i. Click an account type.  
The account check boxes are enabled and you can select/deselect any check box to edit access of these accounts to the third party application
    - ii. Select an account check box. The transactions for which the selected account can be accessed appear.
    - iii. Select/Deselect all or any of the transaction checkboxes to define the transactions through which the selected account can be accessed.
5. Click **Save** to save the changes.  
OR  
Click **Back** to go back to previous screen.  
OR  
Click **Cancel** to cancel the operation and navigate back to **Dashboard**.
6. The **Third Party Consents – Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Back** to go back to the previous screen.  
OR  
Click **Cancel** to cancel the operation and navigate back to Dashboard.
7. The success message of third party consent setup appears along with the transaction reference number.  
Click **OK** to complete the transaction and to navigate back to the Dashboard.

## 13.4 Security and Login

The following options are available under Security Settings:

- Set Security Questions
- SMS and Missed Call Banking
- SMS and Chatbot Banking
- Soft Token Authentication

### How to reach here:

*Dashboard > Toggle Menu > Menu > Account Settings > Preferences > Security and Login*

*OR*

*Access through the kebab menu of any other **Preferences** screens*

### 13.4.1 Set Security Questions

Using this option, the user can setup security question maintenance. Security question maintenance entails selecting questions from a pre-defined list and defining answers for each selected question. This list of security questions and answers becomes the user's security question set and the user will be asked to answer these questions while initiating certain transactions (as defined by the bank administrator) as a second level of authentication.

### How to reach here:

*Dashboard > Toggle Menu > Menu > Account Settings > Preference > Security and Login > Set Security Question*

*OR*

*Access through the kebab menu of **Preference** transactions*

Security question setup is part of the first time login steps. The user can opt to skip setting security questions during first time login and can instead complete security question setup from the Security and Login screen.

### Set Security Question

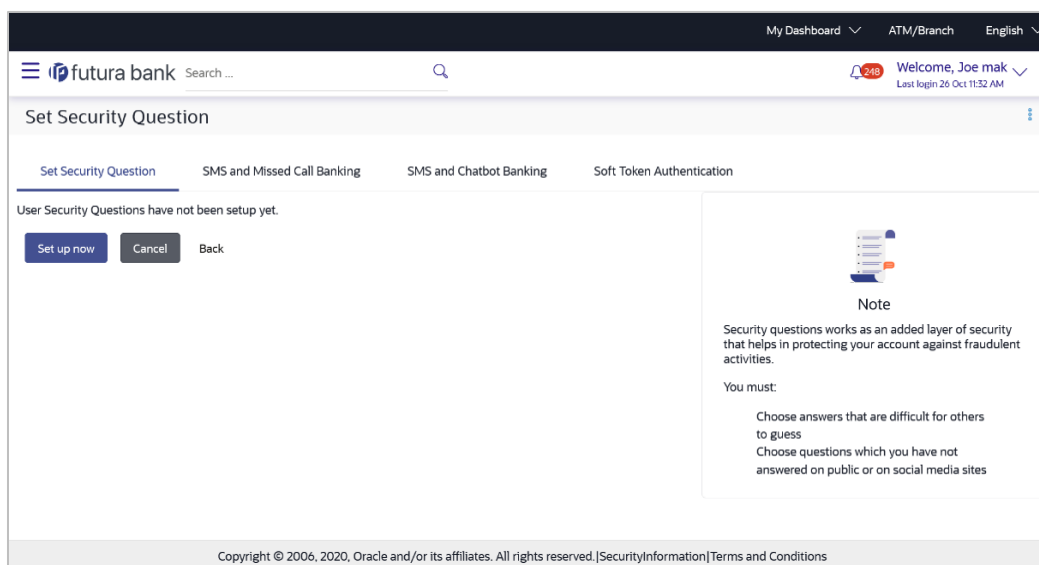
The screenshot displays the 'Set Security Question' interface. At the top, there's a navigation bar with 'My Dashboard', 'ATM/Branch', and 'English'. Below that, the 'futura bank' logo and a search bar are visible. The user is identified as 'Welcome, Joe mak' with a last login time of '26 Oct 11:52 AM'. The main content area has four tabs: 'Set Security Question' (active), 'SMS and Missed Call Banking', 'SMS and Chatbot Banking', and 'Soft Token Authentication'. Under the active tab, there are five security questions, each with an input field: 'Which school did you Graduated from?', 'what is nickname', 'Which City are you Born In?', 'How Many Siblings do you Have?', and 'Which Is your Favorite Sport?'. At the bottom left, there are 'Edit', 'Cancel', and 'Back' buttons. On the right, a 'Note' box states: '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 contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. |Securityinformation|Terms and Conditions'.

## To set up security questions:

**Note:** If security questions have not been set-up by the user, the following message will be displayed - "Security Questions have not been set up yet". The user will be provided with the option to set up security questions.

1. Click **Set up now** to set-up security questions. The **Set Security Question** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to the previous page.

## Set Security Question - Set up now



The screenshot displays the 'Set Security Question' screen in the Futura Bank mobile application. The top navigation bar includes 'My Dashboard', 'ATM/Branch', and 'English'. The user is identified as 'Welcome, Joe mak' with a last login time of '26 Oct 11:32 AM'. The main heading is 'Set Security Question', with sub-tabs for 'Set Security Question', 'SMS and Missed Call Banking', 'SMS and Chatbot Banking', and 'Soft Token Authentication'. A message states 'User Security Questions have not been setup yet.' Below this message are three buttons: 'Set up now', 'Cancel', and 'Back'. A 'Note' box contains 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 contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | SecurityInformation | Terms and Conditions'.

## Security Question Maintenance

The screenshot shows the 'Set Security Question' page in the Futura Bank user interface. The page header includes 'My Dashboard', 'ATM/Branch', and 'English'. The user is identified as 'Joe mak' with a last login of 'Oct 11:32 AM'. The page title is 'Set Security Question'.

**User Security Questions**

Security Question	Answer
what is nickname	SamD
Which school did you Graduated from ?	StJoseph
Which is your Favorite Sport ?	Cricket
Which City are you Born In ?	London
How Many Siblings do you Have ?	2

**Note**

Security questions works as an added layer of security that helps in protecting your account against fraudulent activities.

You must:

- Choose answers that are difficult for others to guess
- Choose questions which you have not answered on public or on social media sites

Buttons: Submit, Cancel, Back

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### Field Description

Field Name	Description
<b>User Security Questions</b>	
<b>Security Question</b>	Select a question to be assigned as a security question. The security questions will be numbered, e.g. Security Question1, Security Question 2 and so on. The number of security questions and answers available will be dependent on the number configured by the bank administrator.

Field Name	Description
<b>Answer</b>	Specify an answer for the selected security question. The fields in which you can specify answers to selected security questions will be displayed below each security question and will be numbered, e.g. Answer 1, Answer 2 and so on.

2. From the **Security Question** list, select the appropriate security question to be added in the security question set.
3. In the **Answer** field, enter an answer for the corresponding security question.
4. Click **Submit** to save the security questions.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to the previous screen.
5. The **Security Question Maintenance – Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to edit the security question setup.  
The **User Security Question – Edit** screen with values in editable form appears.
6. The success message of submitting the request appears.  
Click **OK** to complete the transaction and navigate back to '**Dashboard**'.

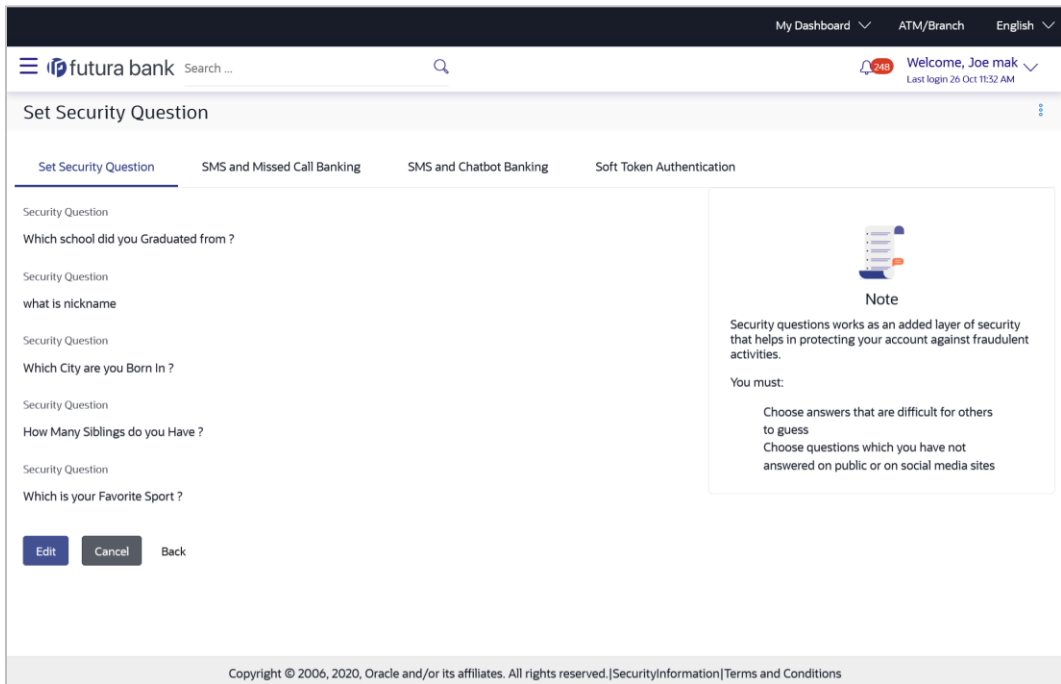
### Security Questions – View and Edit

If the user has already set-up of Security Questions, the application displays the list of security questions. It also enables the user to modify the set of security questions.

#### To edit the set of security questions:

1. Navigate to **Set Security Questions** screen, the **Set Security Question - View** screen appears.

#### Set Security Questions - View



#### Field Description

Field Name	Description
Security Questions	The list of security questions, which is the existing set of the user

2. Click **Edit** to make changes, if required. The **Security Question Maintenance – Edit** screen with values in editable form appears.  
 OR  
 Click **Cancel** to cancel the transaction.  
 OR  
 Click **Back** to navigate back to the previous screen.

## Security Question Maintenance - Edit

The screenshot shows the 'Set Security Question' page in the Futura Bank user interface. The page header includes 'My Dashboard', 'ATM/Branch', and 'English'. The user is identified as 'Joe mak' with a last login time of '26 Oct 11:52 AM'. The page title is 'Set Security Question'. Below the title, there is a section for 'User Security Questions' with a list of four questions and their answers:

- Security Question: Which school did you Graduated from ?  
Answer: StJoseph
- Security Question: what is nickname  
Answer: SamD
- Security Question: Which City are you Born In ?  
Answer: London
- Security Question: How Many Siblings do you Have ?  
Answer: 2
- Security Question: Which is your Favorite Sport ?  
Answer: Hockey

At the bottom of the list are buttons for 'Submit', 'Cancel', and 'Back'. A 'Note' box on the right side of the page contains 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

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### Field Description

Field Name	Description
Questions	The list of security question, which is the existing set of the user.
Answer	Specify an answer for the selected security question. The fields in which you can specify answers to selected security questions will be displayed below each security question and will be numbered, e.g. Answer 1, Answer 2 and so on.

- From the **Security Questions** list, select a different question from the currently set question, if required.



4. In the **Answers** field, enter the answers corresponding to the security questions, if you want to change the answers.
5. Click **Submit** to save the changes made.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to the previous screen.
6. The **Security Question Maintenance – Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to make changes, if required.  
The **Security Question Maintenance – Edit** screen with values in editable form appears.
7. The success message of security question setup appears along with the transaction reference number.  
Click **OK** to complete the transaction and to navigate back to the **Dashboard**.

### 13.4.2 SMS and Missed Call Banking

This option enables the user to enable/ disable missed call banking and SMS banking. Registering for SMS and missed call banking, enables the user to perform certain inquiries /transactions by sending a short message consisting of a PIN to the specified number or giving a missed call to the specified contact number.

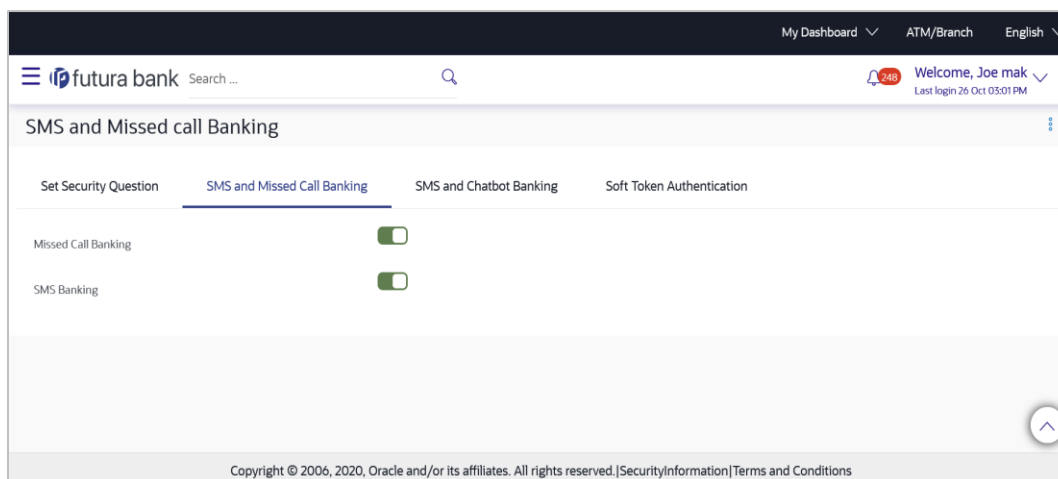
#### How to reach here:

*Dashboard > Toggle Menu > Account Settings > Preference > Security and Login > SMS and Missed Call Banking*

*OR*

*Access through the kebab menu of any other **Preferences** screens*

#### SMS and Missed Call Banking



**Field Description**

Field Name	Description
<b>Missed Call Banking</b>	The option to register / deregister the user's device for missed call banking.
<b>SMS Banking</b>	The option to register / deregister the user's device for SMS banking.

1. Click the **Missed Call Banking** toggle button to register / deregister.  
OR  
Click the **SMS Banking** toggle button to register / deregister.

**13.4.3 SMS and Chatbot Banking**

Using this option, the user can also set and reset his SMS banking PIN.

**How to reach here:**

*Dashboard > Toggle Menu > Account Settings > Preferences > Security and Login > SMS and Chatbot Banking*

OR

*Access through the kebab menu of any other **Preferences** screens*

**SMS and Chatbot Banking**
**Field Description**

Field Name	Description
<b>Set/ Reset PIN</b>	
<b>Set PIN</b>	Enter a PIN to access SMS banking.

Field Name	Description
<b>Reset PIN</b>	Re-enter the PIN to confirm the same.

1. If you have registered for SMS Banking:
  - a. In the **Set PIN** field, enter a PIN to be used to access SMS banking.
  - b. In the **Reset PIN** field, re-enter the PIN so as to confirm the same.
  - c. Click **Confirm**. The success message appears.

---

**Note:** The Confirm option appears only if SMS Banking is enabled and if a PIN is to be set.

---

- d. Click **Ok** to navigate to the dashboard.

### 13.4.4 Soft Token Authentication

This option enables Multi-factor authentication for a specific user and for a specific device. This same device must be used to generate the time-based one-time passcode every time the user signs in.

A Soft token authentication is a two - factor authentication based on Passcode or PIN. Using this option, the user can generate security token i.e. a single-use 6 digit login PIN or passcode.

If you set up 2-Step Verification, you can use the Oracle Mobile Authenticator(OMA), Google Authenticator, Microsoft Authenticator with TOTP only app to receive QR codes.

#### How to reach here:

*Dashboard > Toggle Menu > Menu > Account Settings > Preferences > Security and Login > Soft Token Authentication*

*OR*

*Access through the kebab menu of any other **Preferences** screens*

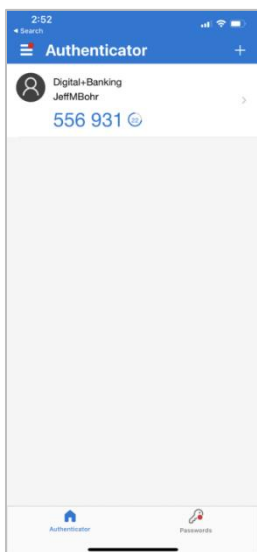
#### Soft Token Authentication

## Field Description

Field Name	Description
<b>Choose Authentication Type</b>	Specify the authentication type for to generate the time-based one-time passcode every time the user signs in. The options are: <ul style="list-style-type: none"> <li>• Oracle Mobile Authenticator</li> <li>• Other Mobile Authenticator</li> </ul>
<b>Can't scan? Copy the key</b>	Click on the link to generate the key to authenticate.
<b>QR Code</b>	Generated QR code to authenticate.

1. In the **Choose Authentication Type** field, select the desired authentication type.
2. Click **Submit** to generate QR Code. QR code is generated by application.
3. Get the authenticator app from the **App Store**.
4. Install the authenticator app on iphone or android device.
5. Open authenticator app.
6. Click on the + icon of the authenticator.

## Authenticator



7. Choose option to scan the QR code or enter authentication key.
8. Scan the QR code by authenticator app.

**Note:** If you can't scan the QR Code, click on the **Can't scan? Copy the key** link to generate the key to authenticate.

9. The success screen appears as user is all set to use authenticator to authorise.

## 13.5 Themes

Using this option, business user can personalize the view of their application with the desired themes. The list of theme templates are available to the business users for selection, the user can select the desired theme and activate it by clicking the Apply button.

At any point in time, the user can deactivate a theme and activate another one or revert to the default theme.

### Pre-requisites

- The user must be a customer of the bank and have valid login credentials
- Bank Administrator has created the themes that are available for business user for personalization

### Features supported in application

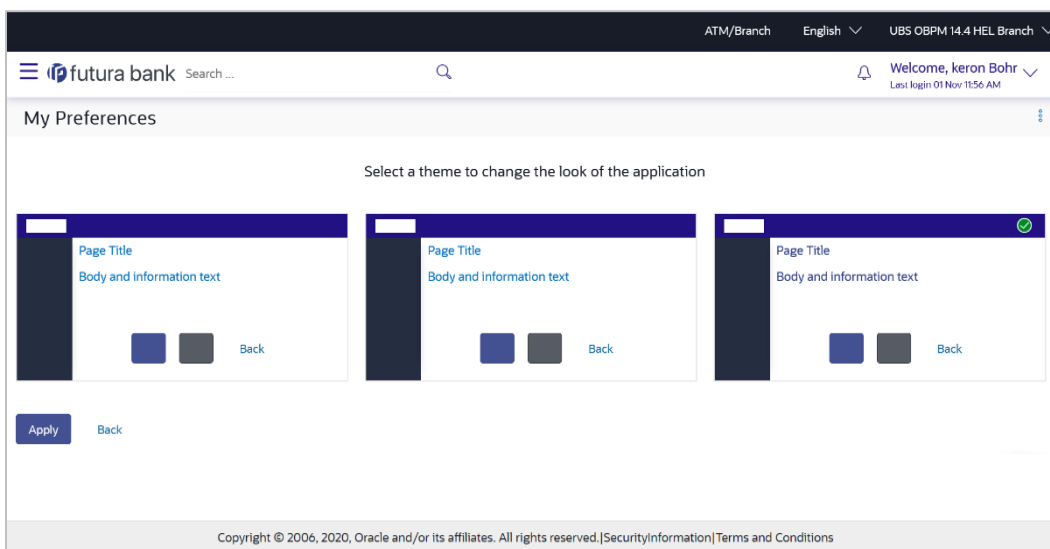
- Apply Theme
- Revert to default Theme

### How to reach here:

*Dashboard > Toggle Menu > Account Settings > My Preference > Themes*

*OR*  
*Access through the kebab menu of **Preference** transactions*

### Themes



### To apply the theme:

1. All the themes defined by the bank users get listed here. User can view the colors of the themes in the theme templates being displayed.
2. Select the required theme from the list of available themes.
3. Click **Apply** to apply the selected theme. The selected theme gets activated.  
OR  
Click **Back** to navigate to previous screen.

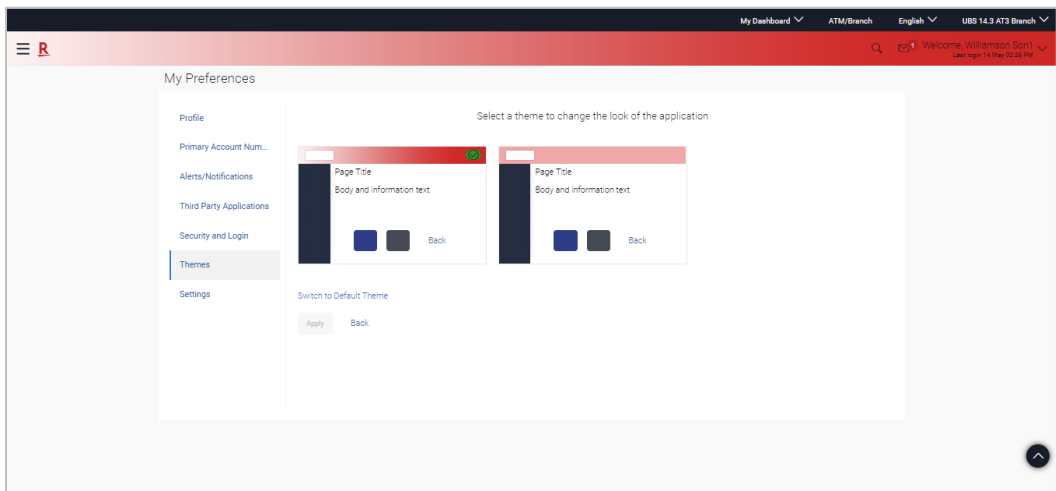
### 13.5.1 Switch to Default Theme


Using this option a retail user can revert back to the default theme as defined by the bank.

**To switch to the default theme:**

1. Navigate to the **Theme** tab.

#### Switch to Default Theme



2. System shows the already selected them with a check icon .
3. Click **Switch to Default Theme** to revert to the default theme. The default theme as defined by the bank gets activated.

## 13.6 Settings

This option lets the user disable login through any of his registered devices. If the user disables login from any device, the system disables all login modes (Touch ID/ PIN/ Pattern) for that device. This feature is beneficial to users, as a user can easily disable his alternate login modes if he loses his phone/ device (on which his mobile application is installed). The user can, thereby, prevent anyone from logging into his online banking account from any of the lost/stolen devices.

This option also lets the user disable receiving alerts via push notification, disable his alternate login from all his wearable devices and disable feedback popup that appears after every transaction for security reasons.

Through this screen, user can set their preferred delivery mode for receiving One Time Password (OTP). By default 'Both' (SMS and email) mode is selected, the user can disable any of the option.

### How to reach here:

*Dashboard > Toggle Menu > Menu > Account Settings > Preferences > Settings*

*OR*

*Access through the kebab menu of any other **Preferences** screens*

### Settings

The screenshot shows the 'Settings' page of the Futura Bank mobile application. The page is titled 'Settings' and has a search bar at the top. The settings are organized into three main sections:

- Registered Phones/Tablets:**
  - Android Devices:
  - iOS Devices:
  - Note: Unregistering will disable alternate login from all mobile devices.
- Registered Wearable:**
  - Android Devices:
  - iOS Devices:
  - Note: Unregistering will disable alternate login from all wearable devices.
- Push Notification:**
  - Android Devices:
  - iOS Devices:
  - Web Browser:
  - Note: Disabling the service will unregister the device from receiving alerts via push notifications.

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Registered Phones /Tablets</b>	
<b>Android Devices</b>	Select this option to disable login through all the android devices on which you have installed the online banking application. If you do not have the banking application installed any Android device, this option will be disabled by default.
<b>iOS Devices</b>	Select this option to disable login through all the iOS devices on which you have installed the online banking application. If you do not have the banking application installed on any iOS device, this option will be disabled by default.
<b>Registered Wearables</b>	
<b>Android Devices</b>	Select this option to disable login through all the Android wearable devices on which you have installed the online banking application. If you do not have the banking application installed on any Android wearable device, this option will be disabled by default.
<b>iOS Devices</b>	Select this option to disable login through all the iOS wearable devices on which you have installed the online banking application. If you do not have the banking application installed on any iOS wearable device, this option will be disabled by default.
<b>Push Notifications</b>	
<b>Android Devices</b>	Select this option to stop receiving push notifications on all Android devices on which you have installed the online banking application. This option will be disabled in case you have not enabled or previously disabled push notifications for Android devices.
<b>iOS Devices</b>	Select this option to stop receiving push notifications on all iOS devices on which you have installed the online banking application. This option will be disabled in case you have not enabled or previously disabled push notifications for your iOS devices.
<b>Feedback Preferences</b>	
<b>Feedback Preference</b>	Select this option to enable/disable feedback after every transaction.
<b>Live Help</b>	
<b>Live Help</b>	Select this option to enable/disable the live help after every transaction.



Field Name	Description
<b>Preferred Delivery Mode (Only for OTP)</b>	
<b>Dispatch Method</b>	<p>Select the preferred delivery mode to receive the one time password (OTP).</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• SMS</li> <li>• Email</li> <li>• Both</li> </ul> <p><b>Note:</b> The preference is applicable only for OTP defined as authentication mode for transactions by the bank.</p>

1. Under the **Registered Phones/ Tablets** section, click the **Android Devices** toggle button to deregister Android devices.  
Your alternate login gets disabled from all the android devices on which you have installed the banking application.
2. Under **Registered Phones/Tablets**, click the **iOS Devices** toggle button to deregister iOS devices.  
Your alternate login gets disabled from all the iOS devices on which you have installed the banking application.
3. Under **Push Notifications**, section, click the **Android Devices** toggle button to deregister push notifications on android devices.  
Your push notification alerts gets disabled from all the android devices on which you have installed the banking application.
4. Under **Push Notifications**, Click the **iOS Devices** toggle button to deregister push notifications on iOS devices.  
Your push notification alerts gets disabled from all the iOS devices on which you have installed the banking application.
5. Under **Registered Wearables**, click the **Android Devices** toggle button to deregister your Android wearable devices.  
Your alternate login gets disabled from all the android wearable devices on which you have installed the banking application.
6. Under **Registered Wearables**, click the **iOS Devices** toggle button to deregister your iOS wearable devices.  
Your alternate login gets disabled from all the **iOS wearable** devices on which you have installed the banking application.
7. Under the **Feedback Preferences** section, click the toggle button to deregister feedback on your devices after every transaction.  
You will no longer get the option to provide feedback on your devices on which you have installed the application.
8. Under the **Live Help** section, click the **Live Help** toggle button to deregister live help on your devices.  
You will no longer the option of Live Help on your devices on which you have installed the application.

9. You can define delivery preference for dispatch of OTP i.e. whether you want it delivered on SMS or Email or Both. If there is a preference defined, system will dispatch the OTP on preferred delivery mode.

## **FAQ**

1. **If I have more than one iOS devices and I need to deregister one of my devices from the Futura Bank application, can I do so using the 'Registered Device' option?**

If you disable 'iOS Devices' in the 'Register Device' option, it will disable your alternate login from all the devices. You need to re-install the application if you want to use it again on that device.

2. **Why would I need to unregister a device?**

The unregistering of devices is done in case you have lost your device and you want to disable your alternate login from that device to prevent any misuse of your Bank account.

[Home](#)

## 14. Limits

Using this option, user (Maker or Approver) can view the daily limits utilized or available for use. The Maker can view his transaction initiation monthly and daily limits, while the approver can view the approval limits allocated to him / her at user level and party level.

The limit has two tabs:

- My Limits
- Corporate Limits

### Pre-requisites

Valid limits set up for various transactions.

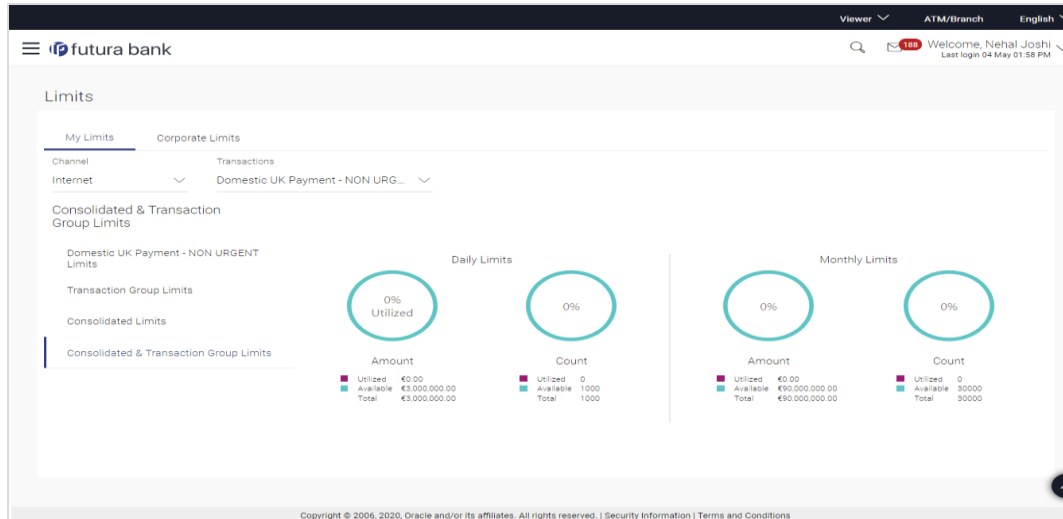
### Features Supported In Application

- View user transaction limits (Daily/Monthly)
- View corporate transaction limits (Daily/Monthly)

### How to reach here:

*Dashboard > Toggle Menu > Account Settings > My Limits*

### Limits – User Limit



### Field Description

Field Name	Description
Channel	Channel for which user limits are displayed.

Field Name	Description
<b>Transaction</b>	<p>Select the transaction from the list of transactions available to the corporate users for setting up the limits.</p> <p>For example transactions such as:</p> <ul style="list-style-type: none"> <li>• International Payment – File level approval</li> <li>• Domestic UK payment – non urgent</li> <li>• File Upload – File Cancellation</li> <li>• Peer to Peer Transfer</li> <li>• International Draft</li> </ul>
<b>Transaction Name</b>	<p>The name of the transaction as selected in the above field is displayed.</p>
<b>Min Amount</b>	<p>The per transaction limit - minimum amount.</p>
<b>Max Amount</b>	<p>The per transaction limit - maximum amount.</p>
<b>Transaction Limit - Daily Limits</b>	<p>The daily amount limit and transaction count limit (available and utilized) of a transaction is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with selected channel and transaction is mapped to the user.</p>
<b>Transaction Limit - Monthly Limits</b>	<p>The monthly amount limit and transaction count limit (available and utilized) of a transaction is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with selected channel and transaction is mapped to the user.</p>
<b>Transaction Group Limit - Daily Limits</b>	<p>The daily amount limit and transaction count limit (available and utilized) of a transaction group is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with selected channel and a transaction group (which has selected transaction) is mapped to the user.</p>

Field Name	Description
<b>Transaction Group Limit - Monthly Limits</b>	<p>The monthly amount limit and transaction count limit (available and utilized) of a transaction group is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with selected channel and a transaction group (which has selected transaction) is mapped to the user.</p>
<b>Channel Group Limit - Daily Limits</b>	<p>The daily amount limit and transaction count limit (available and utilized) of a channel group is displayed.</p> <p>This is represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with channel group (which has selected channel) and a transaction is mapped to the user.</p>
<b>Channel Group Limit - Monthly Limits</b>	<p>The monthly amount limit and transaction count limit (available and utilized) of a channel group is displayed.</p> <p>This is represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with channel group (which has selected channel) and a transaction is mapped to the user.</p>
<b>Channel &amp; Transaction Group Limit - Daily Limits</b>	<p>The daily amount limit and transaction count limit (available and utilized) of a channel and transaction group is displayed.</p> <p>This is represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with channel group (which has selected channel) and a transaction group (which has selected transaction) is mapped to the user.</p>

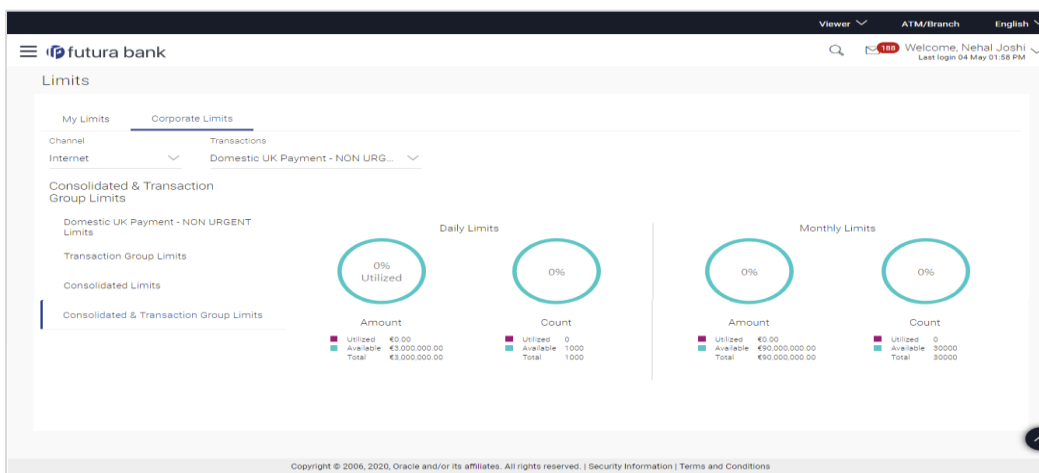
Field Name	Description
<b>Channel &amp; Transaction Group Limit - Monthly Limits</b>	<p>The monthly amount limit and transaction count limit (available and utilized) of a channel and transaction group is displayed.</p> <p>This is represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with channel group (which has selected channel) and a transaction group (which has selected transaction) is mapped to the user.</p>
<b>Consolidated Limit - Daily Limits</b>	<p>The consolidated transaction amount limit and transaction initiation limit (available and utilized) of a transaction is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with Global channels (A group of channels with all internal and external channels) and a transaction is mapped to the user.</p>
<b>Consolidated Limit - Monthly Limits</b>	<p>The consolidated monthly transaction amount limit and transaction count limit (available and utilized) of a transaction is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with Global channels (A group of channels with all internal and external channels) and a transaction is mapped to the user.</p>
<b>Consolidated &amp; Transaction Group Limit - Daily Limits</b>	<p>The consolidated daily amount limit and transaction count limit (available and utilized) of a transaction group is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with Global channels (A group of channels with all internal and external channels) and a transaction group (which has selected transaction) is mapped to the user.</p>

Field Name	Description
<b>Consolidated &amp; Transaction Group Limit - Monthly Limits</b>	<p>The consolidated monthly amount limit and transaction count limit (available and utilized) of a transaction group is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with Global channels (A group of channels with all internal and external channels) and a transaction group (which has selected transaction) is mapped to the user.</p>

### To view the daily and monthly user limits of a transaction

1. From the **Channel** list, select the appropriate channel to view its limits.
2. From the **Transactions** list, select the transaction to view its limits.
3. Click the Transaction Limits / Transaction Group Limit/ Channel Group Limit/ Channel & Transaction Group Limit tabs to view the specific daily and monthly amount and count limit.
4. Click the **Corporate Limits** tab to view the corporate limits.

### Limits - Corporate Limit



### Field Description

Field Name	Description
<b>Channel</b>	Channel for which corporate limits are displayed.

Field Name	Description
<b>Transactions</b>	<p>Select the transaction for which corporate limits are to be displayed.</p> <p>The options to select are:</p> <ul style="list-style-type: none"> <li>• International Payment – File level approval</li> <li>• Create Bill Payment</li> <li>• Domestic UK payment – non urgent</li> <li>• File Upload – File Cancellation</li> <li>• Peer to Peer Transfer</li> <li>• International Draft</li> <li>• Domestic UK payment – FASTER</li> <li>• Self Transfer</li> <li>• Domestic SEPA Payment – CREDIT</li> <li>• Internal Transfer – File Level Approval</li> <li>• Create Forex Deal</li> <li>• Bill Payment</li> <li>• Domestic Draft</li> <li>• Domestic Payment – IMPS</li> <li>• Domestic Payment – NEFT</li> <li>• Domestic SEPA Payment – Card</li> <li>• Domestic Payment – File Level Approval</li> <li>• International Payout</li> <li>• Mixed Payment – File Level Approval</li> <li>• External Transfer</li> <li>• Domestic UK Payment – Urgent</li> <li>• Internal Transfer</li> <li>• Domestic Payment – RTGS</li> <li>• QR Payment</li> </ul>
<b>Transaction Name</b>	The name of the transaction as selected in the above field is displayed.
<b>Min Amount</b>	The per transaction limit - minimum amount.
<b>Max Amount</b>	The per transaction limit - maximum amount.



Field Name	Description
<b>Transaction Limit - Daily Limits</b>	<p>The daily amount limit and transaction count limit (available and utilized) of a transaction is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with selected channel and transaction is mapped to the user.</p>
<b>Transaction Limit - Monthly Limits</b>	<p>The monthly amount limit and transaction count limit (available and utilized) of a transaction is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with selected channel and transaction is mapped to the user.</p>
<b>Transaction Group Limit - Daily Limits</b>	<p>The daily amount limit and transaction count limit (available and utilized) of a transaction group is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with selected channel and a transaction group (which has selected transaction) is mapped to the user.</p>
<b>Transaction Group Limit - Monthly Limits</b>	<p>The monthly amount limit and transaction count limit (available and utilized) of a transaction group is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with selected channel and a transaction group (which has selected transaction) is mapped to the user.</p>

Field Name	Description
<b>Channel Group Limit - Daily Limits</b>	<p>The daily amount limit and transaction count limit (available and utilized) of a channel group is displayed.</p> <p>This is represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with channel group (which has selected channel) and a transaction is mapped to the user.</p>
<b>Channel Group Limit - Monthly Limits</b>	<p>The monthly amount limit and transaction count limit (available and utilized) of a channel group is displayed.</p> <p>This is represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with channel group (which has selected channel) and a transaction is mapped to the user.</p>
<b>Channel &amp; Transaction Group Limit - Daily Limits</b>	<p>The daily amount limit and transaction count limit (available and utilized) of a channel and transaction group is displayed.</p> <p>This is represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with channel group (which has selected channel) and a transaction group (which has selected transaction) is mapped to the user.</p>
<b>Channel &amp; Transaction Group Limit - Monthly Limits</b>	<p>The monthly amount limit and transaction count limit (available and utilized) of a channel and transaction group is displayed.</p> <p>This is represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with channel group (which has selected channel) and a transaction group (which has selected transaction) is mapped to the user.</p>

Field Name	Description
<b>Consolidated Limit - Daily Limits</b>	<p>The consolidated transaction amount limit and transaction initiation limit (available and utilized) of a transaction is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with Global channels (A group of channels with all internal and external channels) and a transaction is mapped to the user.</p>
<b>Consolidated Limit - Monthly Limits</b>	<p>The consolidated monthly transaction amount limit and transaction count limit (available and utilized) of a transaction is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with Global channels (A group of channels with all internal and external channels) and a transaction is mapped to the user.</p>
<b>Consolidated &amp; Transaction Group Limit - Daily Limits</b>	<p>The consolidated daily amount limit and transaction count limit (available and utilized) of a transaction group is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with Global channels (A group of channels with all internal and external channels) and a transaction group (which has selected transaction) is mapped to the user.</p>
<b>Consolidated &amp; Transaction Group Limit - Monthly Limits</b>	<p>The consolidated monthly amount limit and transaction count limit (available and utilized) of a transaction group is displayed.</p> <p>This is also represented in a graph - with a (colored) utilized amount (numeric figure below it) and the available limit allocated by the Bank (numeric figure below it) and the total of utilized and available limits.</p> <p>This section will be displayed if a limit package with Global channels (A group of channels with all internal and external channels) and a transaction group (which has selected transaction) is mapped to the user.</p>

**To view the daily and monthly corporate limits of a transaction**

1. From the **Channel** list, select the appropriate channel to view its limits.
2. From the **Transactions** list, select the transaction to view its limits.
3. Click the Transaction Limits / Transaction Group Limit/ Channel Group Limit/ Channel & Transaction Group Limit tabs to view the specific daily and monthly amount and count limit.

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## 15. Session Summary

The option used by the user to check the log of transactions and login details for the previous five logins. The user 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:

*Dashboard > Toggle Menu > Account Settings > Session Summary*

### Session Summary

Start Date & Time	End Date & Time	Channel	IP Address
01 Nov 2021 12:21:28 PM	01 Nov 2021 12:21:28 PM	Internet	10.191.200.74
01 Nov 2021 11:56:12 AM	01 Nov 2021 11:56:12 AM	Internet	10.76.40.89
01 Nov 2021 11:52:33 AM	01 Nov 2021 11:52:33 AM	Internet	10.213.254.220
01 Nov 2021 10:48:01 AM	01 Nov 2021 10:48:01 AM	Internet	10.76.57.104
01 Nov 2021 10:42:00 AM	01 Nov 2021 10:42:00 AM	Internet	10.76.40.89


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Cancel

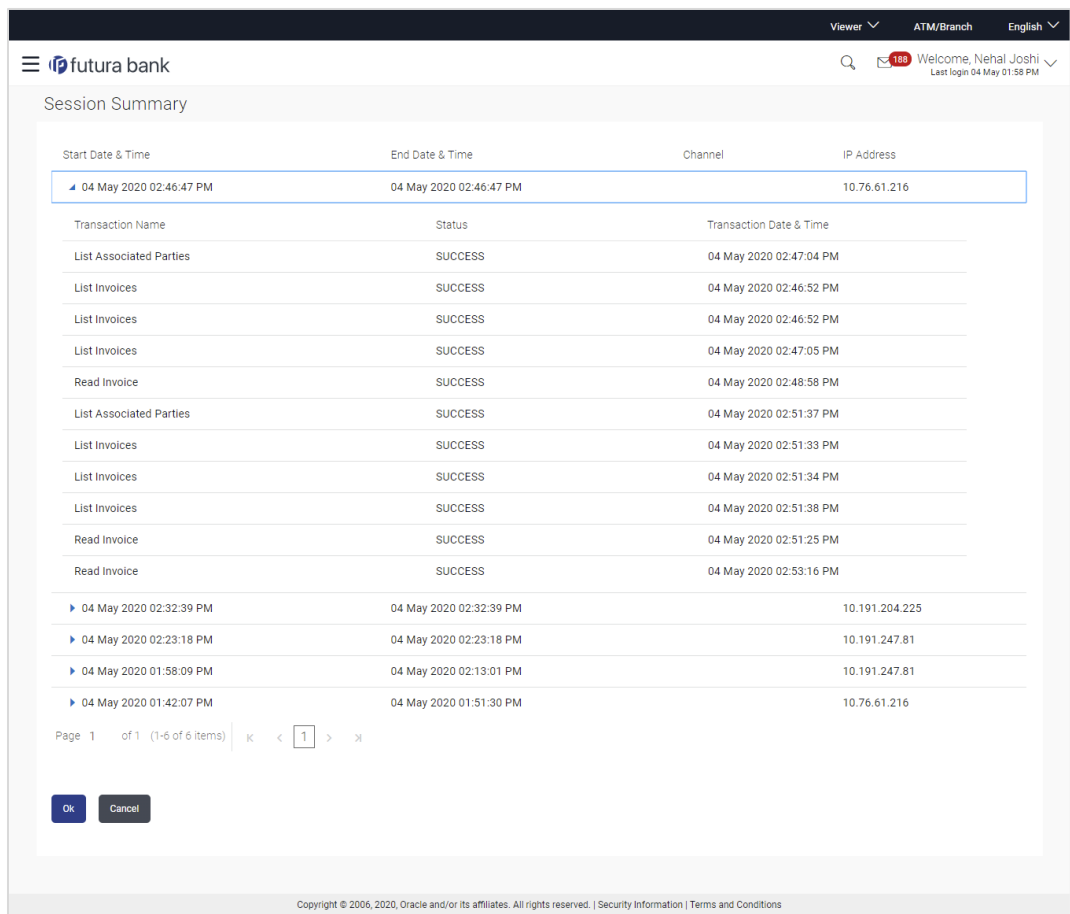
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### Field Description

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 / Mobile / Application etc.)
<b>IP Address</b>	IP address from where channel is accessed.

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



Start Date & Time	End Date & Time	Channel	IP Address
04 May 2020 02:46:47 PM	04 May 2020 02:46:47 PM		10.76.61.216
Transaction Name			
List Associated Parties		STATUS	Transaction Date & Time
List Invoices		SUCCESS	04 May 2020 02:47:04 PM
List Invoices		SUCCESS	04 May 2020 02:46:52 PM
List Invoices		SUCCESS	04 May 2020 02:46:52 PM
List Invoices		SUCCESS	04 May 2020 02:47:05 PM
Read Invoice		SUCCESS	04 May 2020 02:48:58 PM
List Associated Parties		SUCCESS	04 May 2020 02:51:37 PM
List Invoices		SUCCESS	04 May 2020 02:51:33 PM
List Invoices		SUCCESS	04 May 2020 02:51:34 PM
List Invoices		SUCCESS	04 May 2020 02:51:38 PM
Read Invoice		SUCCESS	04 May 2020 02:51:25 PM
Read Invoice		SUCCESS	04 May 2020 02:53:16 PM
04 May 2020 02:32:39 PM	04 May 2020 02:32:39 PM		10.191.204.225
04 May 2020 02:23:18 PM	04 May 2020 02:23:18 PM		10.191.247.81
04 May 2020 01:58:09 PM	04 May 2020 02:13:01 PM		10.191.247.81
04 May 2020 01:42:07 PM	04 May 2020 01:51:30 PM		10.76.61.216

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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 / Mobile / Application etc.).
<b>IP Address</b>	IP address from where channel is accessed.

### Session Summary - Details

<b>Field Name</b>	<b>Description</b>
<b>Transaction Name</b>	Name of the transaction, which is accessed 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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## 16. Personalize Dashboard

Dashboard personalization feature provides an ability to the business users to reconfigure and customize their dashboards around the tasks and information they use most frequently. This feature will enable business users to create their own dashboard that is easier to navigate, making every visit more efficient.

Corporate users can reconfigure/ customize their dashboards by dragging and dropping the desired widget at desired location while configuring new dashboard to add more widgets. The users can also move the widgets already present in the dashboard to the desired location using this function. The user can also change the size of the widget (expand and compress) and can remove the widget if desired. The widgets on the dashboard auto adjust itself according to the place available on the dashboard.

OBIX dashboards are responsive and can adapt to any size of device that Bank wants to enable for the customers. User can preview his dashboard for different form factors i.e. desktop, mobile and tablet. An option to revert to the default dashboard (configured by bank) is also provided.

---

### Note:

- 1) Dashboard personalization feature is currently not supported by mobile and tablet devices.
  - 2) Widgets available for selection for users are on the basis of the widget access given to the associated application role of the user for Internet touch point.
- 

### Prerequisites

- Transaction access is provided to the corporate user
- Widgets are available for designing the dashboard

### Features supported in application

- Personalize/ Customize the Dashboard
- Revert to default dashboard

### How to reach here:

*Dashboard > Toggle Menu > Account Settings > Personalize Dashboard*

## 16.1 Personalize Dashboard

Using this option corporate users can customize their dashboard according to their convenience. A default dashboard is displayed as the user navigate to the Personalize Dashboard option. User can change the placing and even can drag and drop new widgets available from the list of widgets.

User can change the widget size (expand and compress) as per his requirement and can remove the widgets.

### To customize the dashboard:


1. Navigate to the **Personalize Dashboard** screen.




## Personalize Dashboard

The screenshot displays the 'Dashboard Builder' interface for Futura Bank. It features a search bar and a list of widgets on the left side. The main dashboard area contains several widgets: 'Current & Savings' (3 Total Accounts, \$0.00 USD), 'Term Deposits' (You do not have any Term Deposit), 'Loans and Finances' (You do not have any Loans), 'Last 5 Payments' (Payments Not Initiated Recently), 'Accounts Summary' table, 'Bulk File Upload' form, 'Quick Links' (Own Account Transfer, Adhoc Payment, File Upload, Funds Transfer, Issue Draft, Uploaded Files Inquiry), 'Work Snapshot for today' (Transactions Not Initiated), and 'Activity Log' table. At the bottom, there is a 'Currency Exposure' widget showing a bar chart for Receivables and Payables.

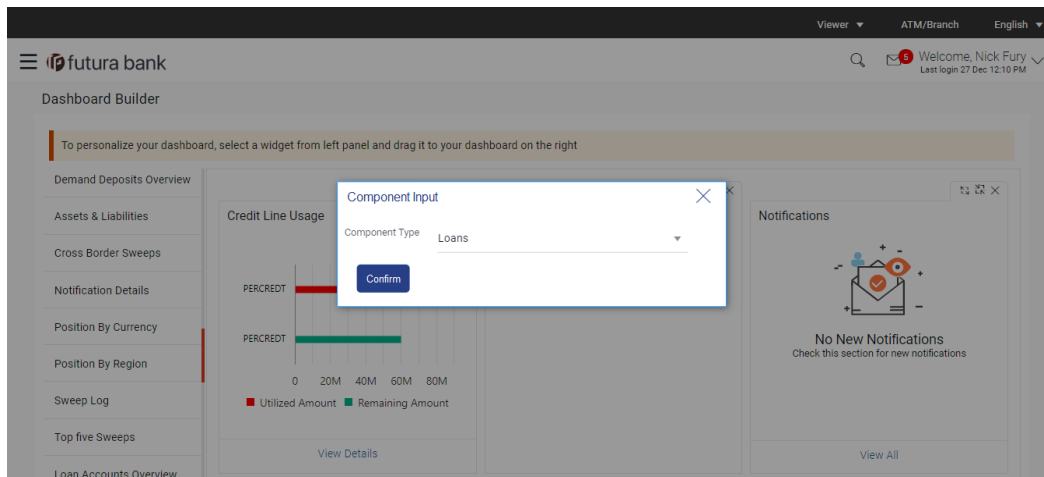
2. Drag and drop the desired widgets from the widget list.  
OR  
In the **Search Widget** field, enter the name of the widget that you want to appear on the dashboard and click .  
OR  
Drag and drop widgets of the dashboard to the desired location. System highlights the area where the widget can be dropped.
3. 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.

4. 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.

## Select Widget



## 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 type 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.
5. 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.
  6. 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.

7. The success message appears.  
Click **Go to Dashboard** to view your customized dashboard.

---

**Note:** Once the user personalizes his dashboard, the same is available as 'My Dashboard' under the Dashboard selection drop-down on the top navigation bar. His default dashboards (set by the bank depending upon his roles) will also be available for selection from the same drop-down.

---

## 16.2 Revert to default dashboard

Using this option a corporate user can revert back to the default dashboard as defined by the bank.

**To switch to the default dashboard:**

1. Navigate to the **Personalize Dashboard** screen.

### Switch to Default Dashboard

The screenshot displays the 'Dashboard Builder' interface for Futura Bank. The top navigation bar includes 'Viewer', 'ATM/Branch', and 'English'. The user is identified as 'Welcome, Nehal Joshi' with a last login of '04 May 01:58 PM'. The main area is titled 'Dashboard Builder' and contains a search bar and a list of widgets on the left. The dashboard itself is composed of several widgets: 'Current & Savings' (3 Total Accounts, \$0.00), 'Term Deposits' (You do not have any Term Deposit), 'Loans and Finances' (You do not have any Loans), 'Last 5 Payments' (Payments Not Initiated Recently), 'Accounts Summary' table, 'Bulk File Upload' form, 'Quick Links' (Own Account Transfer, Adhoc Payment, File Upload, Funds Transfer, Issue Draft, Uploaded Files Inquiry), 'Work Snapshot for today' (Transactions Not Initiated), and 'Activity Log' table. At the bottom, there is a 'Currency Exposure' section with a bar chart showing Receivables and Payables. At the very bottom, there are buttons for 'Switch to Default', 'Save', 'Cancel', and 'Back'.

Party Name	Account Number	Account Type	Net Balance
Steven George Gerrard	Savings Account - Regular xxxxxxxxxxxx0092	Saving Account	£0.00
Steven George Gerrard	Savings Account - Regular xxxxxxxxxxxx0106	Saving Account	£0.00

Accounts (0)		Payments (0)		Bulk File (0)		Bulk Record (0)	
Processed	0	Processed	0	Processed	0	Processed	0
In Progress	0	In Progress	0	In Progress	0	In Progress	0
Rejected	0	Rejected	0	Rejected	0	Rejected	0

Balances	Cash Flow
Current and Savings (1 Accounts) £30,000.00	Receivables: 50K
Term Deposits (0 Accounts) £0.00	Payables: 45K

2. Click **Switch to default** to revert to the default Dashboard. The Dashboard Restore pop-up message, prompting the user to confirm the restoration of default Dashboard appears.

OR

Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.

OR

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

3. Click **Confirm**.

OR

Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.

4. The success message appears.

Click **Go to Dashboard** to view the default dashboard.

## **FAQ**

1. **Can I design new widgets using Dashboard Builder functionality?**

No, designing of a new widget is not allowed using this functionality. User can use the existing widgets and can design his dashboard.

2. **Can I design different dashboards for different device types (desktop, mobile and tablet) using one template?**

No, you cannot design different dashboards for different devices. However you can preview the designed dashboard for different devices on the review page.

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## 17. Alert Subscription

Using this option, user can subscribe or unsubscribe the alerts. These alerts are triggered on events that are configured in the system for alerts.

The users can subscribe to alerts which can be delivered through E-mail, SMS, on screen alert or through push notifications.

---

**Note:** Send to Modify functionality is now supported for this transaction.

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### Pre-requisites

- User has provided his contact details such as email id and Mobile number
- User has subscribed to receive alerts, and or the bank sends certain mandatory alerts to all users.

### Features Supported In Application

- Alert Subscription
- Alert Un-subscription

### How to reach here:

*Dashboard > Toggle Menu > Account Settings > Alerts Subscription*

### To subscribe to alert:

1. Click on the Alert Subscription from Account setting. The **User Alert Subscription** screen appears.

## Alert Subscription

Viewer ATM/Branch English UBS OBPM 14.4 HEL Branch

Welcome, Kia Thomas
Last login 01 Sep 03:18 PM

### User Alerts Subscription

Party ID  
\*\*\*462
Party Name  
Gloria Rodrigues
User Name  
corpuser1

Select Module	Select Account	Subscribe Alert Modes
<ul style="list-style-type: none"> <li>Current And Savings</li> <li>Loan</li> <li>Party</li> <li>Term Deposits</li> </ul>	<div style="margin-bottom: 5px;">Search... <input type="text"/></div> <div style="margin-bottom: 5px;"><input type="checkbox"/> Select All Accounts</div> <div style="margin-bottom: 5px;">xxxxxxxxxxxx0013   <span style="background-color: #28a745; color: white; padding: 2px 5px; border-radius: 3px;">Subscribed</span></div> <div style="margin-bottom: 5px;"><input checked="" type="checkbox"/> xxxxxxxxxxxx0024</div> <div style="margin-bottom: 5px;"><input type="checkbox"/> xxxxxxxxxxxx0057</div> <div style="margin-bottom: 5px;"><input type="checkbox"/> xxxxxxxxxxxx0046</div> <div style="margin-bottom: 5px;"><input type="checkbox"/> xxxxxxxxxxxx0035</div> <div style="text-align: center; font-size: small;">Page 1 of 1   &lt; &gt;</div>	<div style="margin-bottom: 5px;"><input checked="" type="checkbox"/> Map All Modes</div> <div style="margin-bottom: 5px;"> <input checked="" type="checkbox"/> PUSH NOTIFICATION                        <input checked="" type="checkbox"/> SMS                        <input checked="" type="checkbox"/> ON SCREEN                        <input checked="" type="checkbox"/> EMAIL                 </div> <div style="margin-bottom: 5px;"><input checked="" type="checkbox"/> Account Status Changed</div> <div style="margin-bottom: 5px;"> <input checked="" type="checkbox"/> Push Notification                        <input checked="" type="checkbox"/> SMS                        <input checked="" type="checkbox"/> On Screen                        <input checked="" type="checkbox"/> Email                 </div> <div style="margin-bottom: 5px;"><input checked="" type="checkbox"/> Account Statement Generated</div> <div style="margin-bottom: 5px;"> <input checked="" type="checkbox"/> Push Notification                        <input checked="" type="checkbox"/> SMS                        <input checked="" type="checkbox"/> On Screen                        <input checked="" type="checkbox"/> Email                 </div> <div style="margin-bottom: 5px;"><input checked="" type="checkbox"/> ATM Cash Withdrawal</div> <div style="margin-bottom: 5px;"> <input checked="" type="checkbox"/> Push Notification                        <input checked="" type="checkbox"/> SMS                        <input checked="" type="checkbox"/> On Screen                        <input checked="" type="checkbox"/> Email                 </div> <div style="margin-bottom: 5px;"><input checked="" type="checkbox"/> Account Balance Changed</div> <div style="margin-bottom: 5px;"> <input checked="" type="checkbox"/> Push Notification                        <input checked="" type="checkbox"/> SMS                        <input checked="" type="checkbox"/> On Screen                        <input checked="" type="checkbox"/> Email                 </div> <div style="margin-bottom: 5px;"><input checked="" type="checkbox"/> Bill Payment Debited</div> <div style="margin-bottom: 5px;"> <input checked="" type="checkbox"/> Push Notification                        <input checked="" type="checkbox"/> SMS                        <input checked="" type="checkbox"/> On Screen                        <input checked="" type="checkbox"/> Email                 </div> <div style="margin-bottom: 5px;"><input checked="" type="checkbox"/> Cash Deposited</div> <div style="margin-bottom: 5px;"> <input checked="" type="checkbox"/> Push Notification                        <input checked="" type="checkbox"/> SMS                        <input checked="" type="checkbox"/> On Screen                        <input checked="" type="checkbox"/> Email                 </div> <div style="margin-bottom: 5px;"><input checked="" type="checkbox"/> Cash Refund Credited</div> <div style="margin-bottom: 5px;"> <input checked="" type="checkbox"/> Push Notification                        <input checked="" type="checkbox"/> SMS                        <input checked="" type="checkbox"/> On Screen                        <input checked="" type="checkbox"/> Email                 </div> <div style="margin-bottom: 5px;"><input checked="" type="checkbox"/> Cheque Clearance Credited</div> <div style="margin-bottom: 5px;"> <input checked="" type="checkbox"/> Push Notification                        <input checked="" type="checkbox"/> SMS                        <input checked="" type="checkbox"/> On Screen                        <input checked="" type="checkbox"/> Email                 </div> <div style="margin-bottom: 5px;"><input checked="" type="checkbox"/> Cheque Clearance Debited</div> <div style="margin-bottom: 5px;"> <input checked="" type="checkbox"/> Push Notification                        <input checked="" type="checkbox"/> SMS                        <input checked="" type="checkbox"/> On Screen                        <input checked="" type="checkbox"/> Email                 </div> <div style="margin-bottom: 5px;"><input checked="" type="checkbox"/> Debit Card Payment</div> <div style="margin-bottom: 5px;"> <input checked="" type="checkbox"/> Push Notification                        <input checked="" type="checkbox"/> SMS                        <input checked="" type="checkbox"/> On Screen                        <input checked="" type="checkbox"/> Email                 </div> <div style="text-align: center; font-size: small;">Page 1 of 3 (1-10 of 27 items)   &lt; &gt; 1 2 3 &gt;</div> <div style="text-align: right; margin-top: 5px;"><span style="background-color: #28a745; color: white; padding: 5px 10px; border-radius: 3px;">Save</span></div>

Confirm
Back

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## Field Description

### Field Name Description

---





<b>Party ID</b>	Party ID in masked format.
<b>Party Name</b>	Party Name is masked Format
<b>User Name</b>	User Name for whom alert maintenance is being set up
<b>Module Name</b>	Name of the module to which alerts is maintained (e.g. CASA,TD,LOAN)
<b>Account Number</b>	Account number displayed in masked format, for which the user is viewing/ updating the alert subscription.

**Note:**

- Corporate User will be allowed to select and setup alert subscription for multiple or all accounts in single maintenance.
- Once the subscription is done for an account that account will be shown with a '**Subscribed**' tag.
- Corporate User will be able to quick search account number from search panel for the alert subscription

<b>Alert Type</b>	Type of alert. Profile and Payments alerts, are default alerts
-------------------	---

<b>Send Alert Via</b>	The delivery mode through which the alert is to be sent. The options are:
-----------------------	--

-  Email: alert is to be sent as an email
-  SMS : alert is to be sent as an SMS on the user's mobile number
-  On screen Mailbox: on screen, alert sent to user's mailbox
-  Push Notification: notifications are sent as a banner or pop-up message on the user's mobile number

---

**Note:** The selected mode has  icon against it.

Corporate User will be allowed to map all modes of alerts subscription for all the transactions in one go for the selected account

---

2. From the **Account Number** list, select the appropriate account.
3. Select the desired **Alert Type** and click the required **Send Alert Via** option.



4. Click **Save** Changes to save the changes.  
OR  
Click **Cancel** to cancel the transaction.
5. The Review screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction and navigate back to 'Dashboard'.
6. The success message along with the transaction reference number appears. Click **Go to Dashboard**, to navigate to the dashboard.  
OR  
Click **More Alert Options** to access other alert options.

## **FAQ**

1. **Which alerts can the corporate user subscribe or unsubscribe, for himself?**

The alerts, which are not mandatory, can be subscribed or unsubscribed, by the corporate user.

2. **What if a corporate customer wants to opt-out of alerts?**

The corporate user can unsubscribe the alerts as per his requirement. Please note that the customer will continue to receive the mandatory alerts irrespective of his choice on the subscribed alerts.

## 18. Security Question Authentication

The security question is configured as two factor authentication mechanism and as per the level of authentication configured, it is executed. User has to answer the security questions to execute the transaction successfully.

### For security question authentication:

1. In the transaction review screen, verify the details, and click **Next**.  
OR  
Click **Cancel** to cancel the transaction.
2. The Two Factor Authentication (2FA) screen appears.

### Security Question Authentication

The screenshot shows the Futura Bank mobile app interface. At the top, there's a navigation bar with the Futura Bank logo, a search icon, and a user profile section showing 'Welcome, Nehal Joshi' and 'Last login 08 May 05:36 PM'. Below this is a yellow banner with a 'REVIEW' icon and the text 'You initiated a request for Self Transfer. Please review details before you confirm!'. The main content area displays transaction details: 'Transfer To' (masked), 'Transfer From' (masked), 'Amount' (£1,000.00), 'Transfer When' (30 Jan 2019), and a 'Note' field. Below the details is a 'Security Question Maintenance' section with two questions: 'How many siblings do you have?' and 'Which sport you like most?'. At the bottom, there are 'Submit' and 'Cancel' buttons. 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>Questions</b>	The list of security questions set for the Two Factor authentication.
------------------	---

<b>Answer</b>	The answers corresponding to the security question.
---------------	---

3. For the Security Question based Two Factor Authentication, in the **Answers** field, enter the answers corresponding to the security question
4. Click **Next** to go to the next level of authentication (if applicable).  
OR  
Click **Cancel** to cancel the transaction.

5. Complete the Two Factor Authentication, and click **Confirm**

The success message appears along with the transaction reference number.  
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

## 18.1 One Time Password Authentication

One Time Password is a second factor authentication method. It is a unique code that can be used only once. A verification code is sent to the registered mobile number or email ID of the account holder. User has to enter the received code to complete the process. User can click on Resend Code, to receive the code again (if not received or expired).

### For OTP verification:

1. In the **Verification Code** field, enter the code as received.  
OR  
Click **Resend Code**, if you wish to receive the verification code again or your verification code got expired.

### Verification

The screenshot shows the 'Verification' page on the Futura Bank website. The page title is 'Verification' and the sub-header is 'One Time Verification'. The main text reads: 'A verification code has been sent to your registered mobile number. Please enter that code below to complete the process'. Below this is a 'Verification Code' input field containing '.....'. To the right of the input field is a 'Resend Code' link. Below the input field, it shows 'Attempts Left' as 4 and 'Reference Number' as 95539. At the bottom of the form are 'Submit' 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

Field Name	Description
<b>Verification Code</b>	The code sent to the customer's registered email id or on their mobile number.

2. Click **Submit**.  
On successful authentication, the user is allowed to proceed with the transaction.

## **FAQ**

### **1. Why is there a need for a One-Time Password (OTP)?**

An OTP helps to protect against online fraud. It is a secure way to authenticate whether a customer who is making an online transaction is the rightful owner of the credit / debit card being used.

### **2. When do I key in the OTP and how do I receive the OTP?**

When you make an online transaction using your credit/debit card, OTP is set up will be required. OTP will be sent to your mobile phone via SMS or email.

[Home](#)

## 19. E-Receipts

E-receipts are electronic receipts that are generated for a transaction from the confirmation page. E-receipts are proof of payment, showing that a payment or a transaction has been done in the bank account. Alternately e-receipts can be generated from the transaction journey page, on the dashboard – for all completed transactions.

An e-receipt displays the transaction name, transaction details along with date and time stamp. It's a configurable feature; the user can view the E-receipt button on the transaction only if it is configured (this is done by the bank, when the user requests for the feature)

### Pre-requisites

- User has a Current and/or Savings account with the bank with online banking enabled
- The E-receipts maintenance is configured, for the user by the admin.

### Features Supported In Application

- Provide e-receipts for a transaction

## 19.1 Example for e-receipt generation

To transfer the money to existing payee:

1. In the **Transfer Type** field, select the **Existing Payee** option.

### Make Payment - Existing Payee

The screenshot shows the 'Make Payment' page on the Futura Bank website. The 'Transfer Type' is set to 'Existing Payee'. The payee is 'A abcDom'. The account number is '1111111111', the account type is 'Domestic', and the account name is 'abcDom'. The bank details are '12345,RAVBANK,TESTsteeet name'. The transfer amount is £100.00 GBP. The transfer date is 21 May 2020. The type of transfer is 'Non-urgent' and the correspondence charges are 'SHARED'. There is a 'Pay' button and a 'Cancel' button at the bottom.

Transfer Type  
 Existing Payee  My Accounts

Payee  
 A abcDom

Account Number: 1111111111  
 Account Type: Domestic  
 Account Name: abcDom

Bank Details  
 12345,RAVBANK,TESTsteeet name

Transfer From  
 xxxxxxxxxxxx0097  
 Balance: £20,166.67

Amount  
 GBP £100.00  
 View Limits

Transfer When  
 Now  Later

Transfer Date  
 21 May 2020


Type of Transfer  
 Non-urgent  
 Correspondence Charges  
 SHARED

Note  
 Payment  
 72 Characters Left

Pay Cancel

Transferring money has never been easier!  
 Transfer money to registered payees across the globe from your Futura Bank savings or current accounts. You can also transfer money to your friends' Mobile, Email ID and Facebook accounts.  
**Haven't registered your payee yet?** No problem! Use the Adhoc Transfer service to transfer money.  
**Did you know?** You can transfer money towards multiple payees at once from the Multiple Transfers option

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2. From the **Payee** list, select the payee towards whom funds are to be transferred. The details of the selected payee appear.
3. From the **Transfer From** account list; select the account from which the transfer needs to be made.
4. From the **Currency** list, select the appropriate currency for the amount to be transferred. (Applicable for international payees only. For domestic and internal payees, currency gets defaulted.)
5. In the **Amount** field, enter the transfer amount.
6. If user clicks **Book New Deal** to book the new forex deal. The **Initiate Forex Deal Booking** screen appears.
7. If user selects the checkbox **Use Pre-Existing Deals** to select an existing forex deal.
8. In the **Deal Number** field, enter the forex deal number.  
Click **Verify**. The deal details of selected deal appear.  
OR  
Select deal from the Lookup by clicking the **Lookup Deal Number** link.  
In the **Search by Deal Number** field, enter the forex deal number to be searched.  
Click  to search. The list existing forex deal appears.  
Click on **Deal Number** field, to select the appropriate deal from the list.  
Click **Proceed** to continue the transaction with selected deal.  
The deal details of selected deal from Lookup appear.  
Click **Reset** to clear the entered details.
9. In the **Transfer When** field, select the option to indicate when the transfer is to take place.
  - a. If you select the option **Now**, the transfer will be made on the same day.  
OR  
If you select the option **Later**, select the date on which you want the transfer to be initiated from the **Transfer Date** field.
10. If the transfer type is **Domestic**, in the **Pay Via** field, select the appropriate network for payment.  
  
If the transfer type is Domestic India region, only those networks that are enabled, based on transfer details defined, will be selectable. Select a network of choice.
11. If the transfer type is **International**, select the appropriate option from the **Correspondence Charges** list.
  - a. In the **Transfer via Intermediary Bank** field, select the appropriate option. (Applicable for international payees only.)
  - b. If you have selected Yes option in the **Transfer via Intermediary Bank** field, select the appropriate network for payment in the Pay Via field.
    - i. If you select **Swift** option:
      1. In the **SWIFT Code** field, enter the SWIFT code or search and select it from the lookup.
      2. Click **Verify** to fetch bank details based on Bank Code (BIC).
    - ii. If you select **National Clearing code** option:
      1. In the **National Clearing code** field, enter the National Clearing code or search and select it from the lookup.
      2. Click **Verify** to fetch bank details based on Bank Code (BIC).
    - iii. If you select **Bank details** option:

1. In the **Bank Name** field, enter the bank name.
  2. In the **Bank Address** field, enter the complete address of the bank.
  3. From the **Country** list, select the country of the bank.
  4. From the **City** list, select the city to which the bank belongs.
- iv. From the **Payment Details** list, select the appropriate purpose of transfer. (Applicable for international payees only. )
12. In the **Note** field, specify a note or remarks.
  13. Click **Pay** to initiate the payment.  
OR  
Click **Cancel** to cancel the operation and to navigate back to the dashboard.
  14. The **Make Payment - Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to navigate to the **dashboard**.  
OR  
Click **Back** to navigate back to the previous screen.

---

**Note:** If a standing instruction or a pay later transfer is due to the payee within the next X days (as configured), a warning message will appear on the review page intimating the user about the same. This is applicable only if the transfer being initiated is an internal or domestic transfer.

---

15. The success message appears along with the transaction reference number, status and transaction details.  
Click **Go to Dashboard** to go to the **Dashboard** screen.  
OR  
Click **Add Favorite** to mark the transaction as favorite. The favorite transaction is added. For more information, refer **Favorite** transaction.  
OR  
Click the **e-Receipt** link to download the electronic receipt. E-receipt

McLeods M Chemicals		27 Dec 2019 07:04:18
<b>INTERNATIONAL PAYMENT PAY NOW</b>		
Reference Number	1936114519800005	
UETR	348d986e-31f4-493d-8961-a430dfc7eb8a	
Transfer To	BankDetail	
Account Type	International	
Account Number	123456	
Account Name	McLeods Bank	
Payee Address	Address Line 1	
	Address Line 2	
	City	
	US	
Bank Details	Bank Details Name	
	Bank Address 1	
	Texas	
	US	
Transfer From	xxxxxxxxxxxx0156	
Amount	EUR1,000.00	
Transfer When	30 Jan 2019	
Correspondence Charges	Shared	
Payment Details	434	
Note	/ACC/	
<p>.....</p> <p>This is computer generated receipt no signature required.</p> <p>Electronic Receipt owns no official legal effect. You may go to branch to get the paper receipt.</p>		

## **FAQ**

**1. Can the user download or print e-receipt?**

Yes, the user can download or print e-receipt.

[Home](#)



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## 20. Mailbox

Mailbox helps in two way communication between the bank administrator and the business user. Mailbox displays the list of messages to the user with date and time and message subject. Users can send mail messages to bank administrators with specific pre-defined subjects for their queries/complaints/feedback.

### Prerequisites:

- The user must have a relationship with Bank.
- User must have login credentials.

### Feature supported in the Application:

- **Inbox** – This folder displays all the messages sent by bank administrators to the user. The user can reply to any of these mail messages or can delete any message.
- **Compose** – This enables the user to select a predefined subject and to initiate a mail with a query/ complaint/ feedback.
- **Sent Mail** – This folder lists down the mails sent by the user. An option is provided to delete any or all sent mails.
- **Deleted Mail** – This folder displays the mails deleted from the user's **Inbox** and **Sent Mail** folders. The user can opt to permanently delete any or all of these mail messages.
- **Alerts** – This folder lists down the alerts sent by the bank to the user. The user can opt to delete any or all of these alerts.
- **Notifications** - This section enables the user to view all the notifications sent by the bank.

### 20.1 Mails

The following features are available under Mails:

- **Inbox:** This folder displays all the mail messages received by the user.
- **Compose Mail:** This option enables the user to create and send a new mail message.
- **Sent Mails:** This folder displays the list of mail messages sent by the user to the bank.
- **Deleted Mails:** This folder contains the list of mail messages deleted by the user from the inbox and the sent mail folders.

### How to reach here:

Dashboard > Toggle Menu > Menu > Mailbox > Mails

OR

Dashboard > Click  > Mails > View All

## 20.1.1 Inbox

Using this feature, the user can view the messages received in his Inbox. The user can view an individual message by clicking on the subject of the specific mail.

### How to reach here:

*Dashboard > Toggle Menu > Menu > Mailbox > Mails > Inbox*

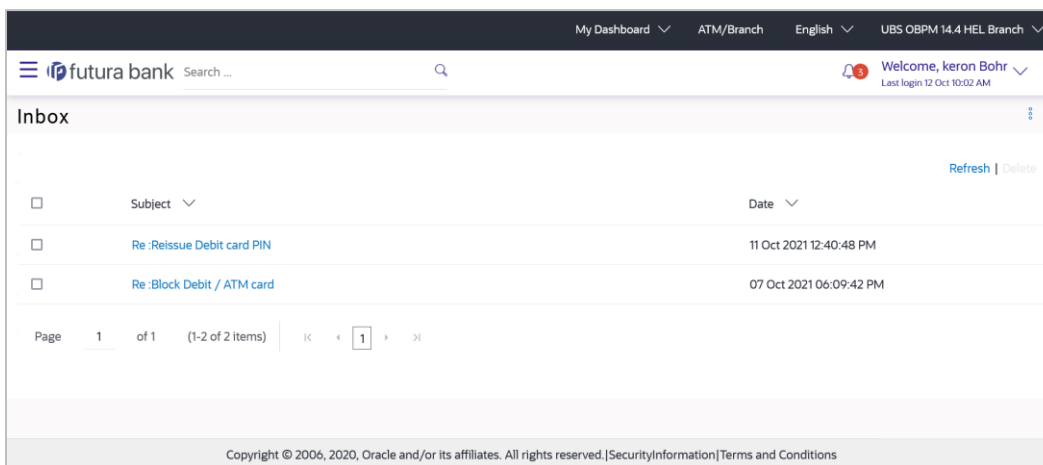
OR

*Access through the kebab menu of any other screens available under Mailbox*

### To view received mails:

1. The list of received messages appears on the **Inbox** screen. Click on the subject link of an individual message to view the details of that message.

### Inbox



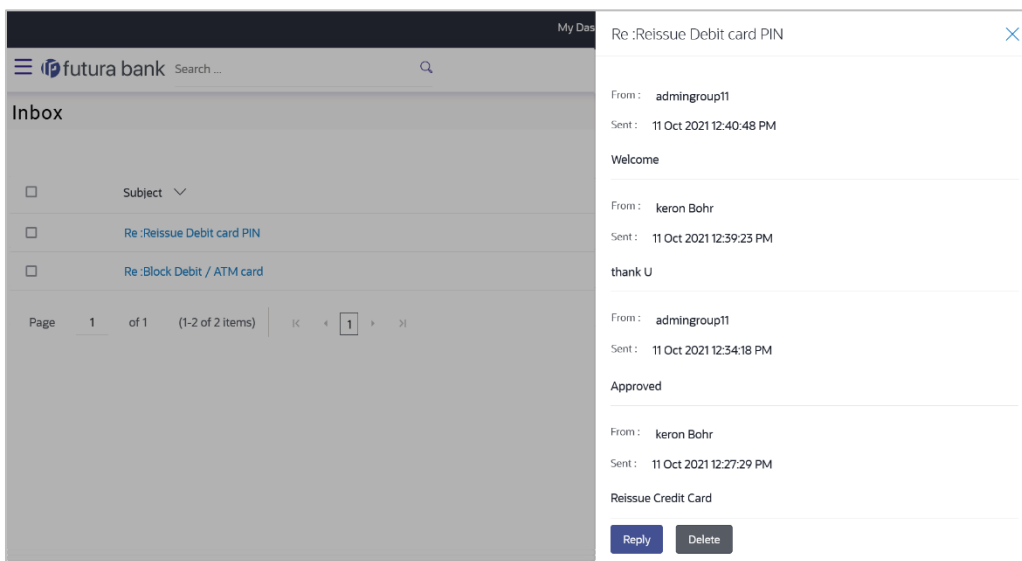
### Field Description

Field Name	Description
<b>Subject</b>	The subject of the mail is displayed against each mail record.
<b>Date</b>	The date and time on which the mail was received is displayed against each mail record.

### To access the Inbox:


1. Click the subject of a mail you want to view. The mail details are displayed on the overlay window.  
OR  
Click **Refresh** to refresh the folder.  
OR  
To delete one or multiple messages, select the specific check boxes against the mail and click **Delete**.  
OR  
Click on kebab menu to access mailbox related transactions.

## Inbox - Message Details

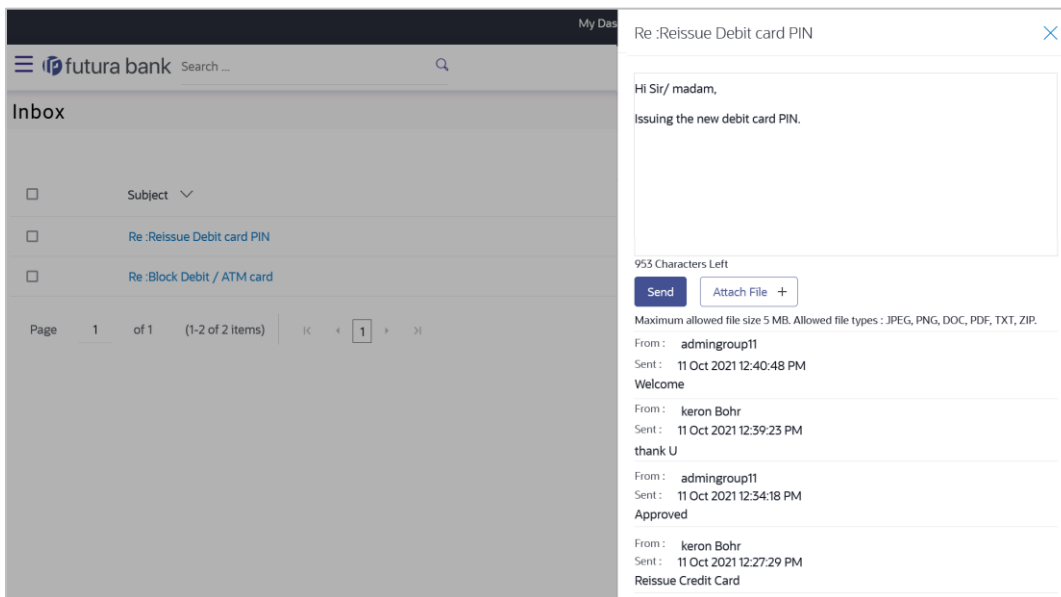


### Field Description

Field Name	Description
<b>Message Details</b>	
<b>Message Heading</b>	The subject of the received mail.
<b>From</b>	The name of the sender of the mail.
<b>Sent</b>	The date and time on which the mail was received.
<b>Content</b>	The content of the mail.
<b>Mail Chain</b>	<p>All the mails forming part of the mail chain being viewed are displayed one below the other with the mail received most recently displayed on top.</p> <p>Each mail in the chain contains the following:</p> <ul style="list-style-type: none"> <li>• The name or ID of the sender of the mail. Mails sent by you will have your name displayed against the From field and those sent by a bank administrator will have the ID of the bank administrator displayed.</li> <li>• The date and time at which the mail was sent.</li> <li>• The content of the mail as sent by you or the administrator.</li> </ul> <p><b>Note:</b> A mail chain is formed when a user sends a mail to the bank and a bank administrator responds to the mail.</p>

2. An overlay containing the details of the mail appears. Click **Reply** if you wish to respond to the mail.  
OR  
Click **Delete** to delete the message.  
OR  
Click  to close the overlay window.

## Inbox - Reply



## Field Description

Field Name	Description
<b>Message - Reply</b>	
<b>Message</b>	Enter a response to be sent to the bank.
<b>Attach File +</b>	Browse and select the reference document file sent along with an email message.
	<hr/> <b>Note: Maximum allowed file size 5MB and allowed file types are JPEG, PNG, DOC, PDF, TXT, ZIP.</b> <hr/>

Click **Send** to send the response to the bank.  
A message confirming that the mail has been sent successfully appears.  
OR  
Click **Attach File +** to add an attachment to the response mail.

## 20.1.2 Compose Mail

Using this option the user can initiate a mail communication with the bank. The mailbox is a communication channel between the bank and the user. In order to send a mail to the bank, the user needs to first select a category which identifies the purpose for which the message is being sent. The specification of a category enables the bank to appoint the user's concern / query to the desired team which ensures a timely and accurate response.

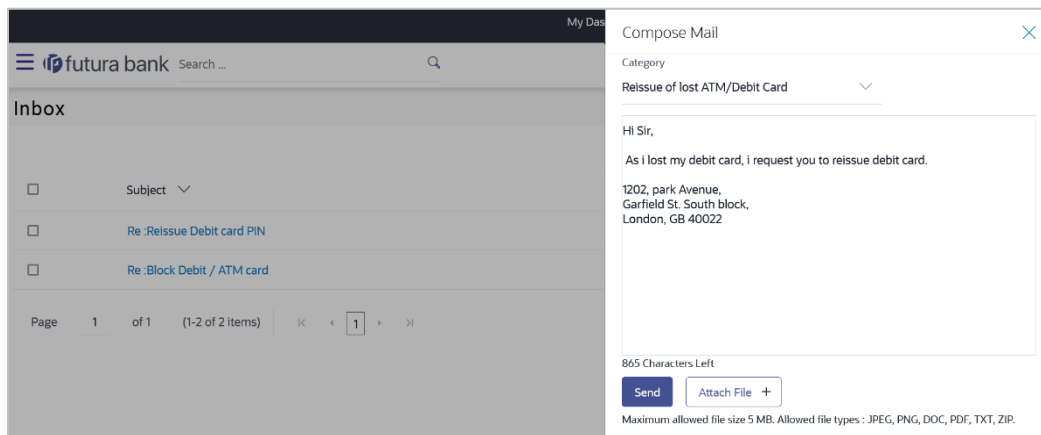
### How to reach here:

Access through the kebab menu of transactions available under the Mailbox

### To send a message:

1. Click **Compose Mail**. The overlay window on which you can compose and send a mail to the bank appears.

### Compose Mail



### Field Description

Field Name	Description
<b>Category</b>	Select a category/ subject related to which the message is to be sent.
<b>Message</b>	Enter the message that is to be sent to the bank.
<b>Attach File +</b>	Browse and select the reference document file sent along with an email message.

Note: Maximum allowed file size 5MB and allowed file types are JPEG, PNG, DOC, PDF, TXT, ZIP.

2. From the **Category** list, select the desired option.
3. In the **Message** section, enter the message.
4. Click **Attach File +** if you want to attach any reference document.

5. Click **Send**.  
The success message appears.  
OR  
Click **X** to close the overlay window.

### 20.1.3 Sent Mail

This folder displays all the messages sent by the user to the bank.

#### How to reach here:

Access through the kebab menu of transactions available under the Mailbox

#### To view the sent messages

1. Click **Sent Mail**. The list of sent mails appears on the screen. Click on the subject link of an individual message to view the details of that message.

#### Sent Mail

	Subject	Date
<input checked="" type="checkbox"/>	<a href="#">Block Debit / ATM card</a>	11 Oct 2021 05:34:05 PM
<input type="checkbox"/>	<a href="#">Reissue Debit card PIN</a>	11 Oct 2021 05:33:40 PM
<input type="checkbox"/>	<a href="#">Block Debit / ATM card</a>	11 Oct 2021 05:33:13 PM
<input type="checkbox"/>	<a href="#">Term Deposit Certificate</a>	11 Oct 2021 05:10:04 PM
<input type="checkbox"/>	<a href="#">Term Deposit Certificate</a>	11 Oct 2021 05:10:01 PM
<input type="checkbox"/>	<a href="#">Re:Reissue Debit card PIN</a>	11 Oct 2021 12:39:23 PM
<input type="checkbox"/>	<a href="#">Reissue Debit card PIN</a>	11 Oct 2021 12:27:29 PM
<input type="checkbox"/>	<a href="#">Re:Block Debit / ATM card</a>	07 Oct 2021 06:36:23 PM
<input type="checkbox"/>	<a href="#">Block Debit / ATM card</a>	07 Oct 2021 06:03:10 PM

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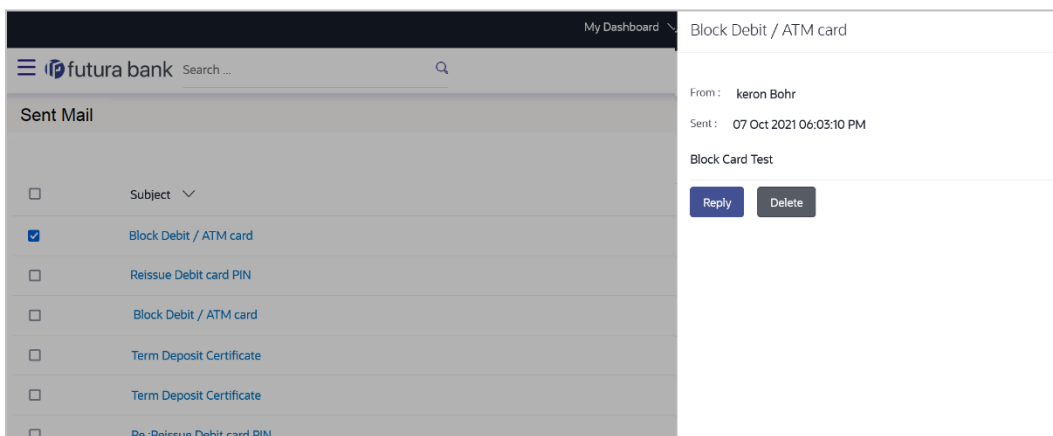
#### Field Description

Field Name	Description
<b>Subject</b>	The subject of the mail is displayed against each mail record.
<b>Date</b>	The date and time on which the mail was sent is displayed against each mail record.

2. Click the link on the subject of the specific sent message that you wish to view.  
OR  
Click **Refresh** to refresh the mailbox.  
OR  
To delete a single or multiple mails, select the check box (s) against the mail, and click **Delete** to delete the message.  
OR  
Click on kebab menu to access other mailbox related transactions.
3. An overlay with details of the selected mail appears. Click **Reply** if you wish to respond further to the mail. Type the reply and Click **Send**. The success message appears.  
OR  
Click **Delete** to delete the message.

## 20.1.4 Sent Mails – Details

### Sent Mail - Details



### Field Description


Field Name	Description
<b>Message Details</b>	
	This section displays the detailed message.
<b>Message Heading</b>	The subject of the sent mail.
<b>From</b>	The name of the sender of the mail.
<b>Sent</b>	The date and time on which the mail was sent.
<b>Content</b>	The content of the mail.

Field Name	Description
<b>Mail Chain</b>	<p>All the mails forming part of the mail chain being viewed are displayed one below the other with the mail received most recently displayed on top.</p> <p>Each mail in the chain contains the following:</p> <ul style="list-style-type: none"> <li>• The name or ID of the sender of the mail. Mails sent by you will have your name displayed against the <b>From</b> field and those sent by a bank administrator will have the ID of the bank administrator displayed.</li> <li>• The date and time at which the mail was sent.</li> <li>• The content of the mail as sent by you or the administrator.</li> </ul> <p><b>Note:</b> A mail chain is formed when a user sends a mail to the bank and a bank administrator responds to the mail.</p>

### Message - Reply

This section will be displayed if you have selected the option **Reply**.

**Message** Enter a response to be sent to the bank.

4. The overlay with details of the selected **Sent Mail** appears.
5. Click **Reply** if you wish to send a response to the bank.
  - a. Type the reply and click **Send**. The success message appears.  
OR  
Click **Attach File** to add an attachment to the response mail.
  - OR  
Click **Delete** to delete the message.
  - OR  
Click  to close the overlay window.

## 20.1.5 Deleted Mail

This folder displays all the messages that are deleted by the user from the Inbox and Sent Mail folders.

### How to reach here:

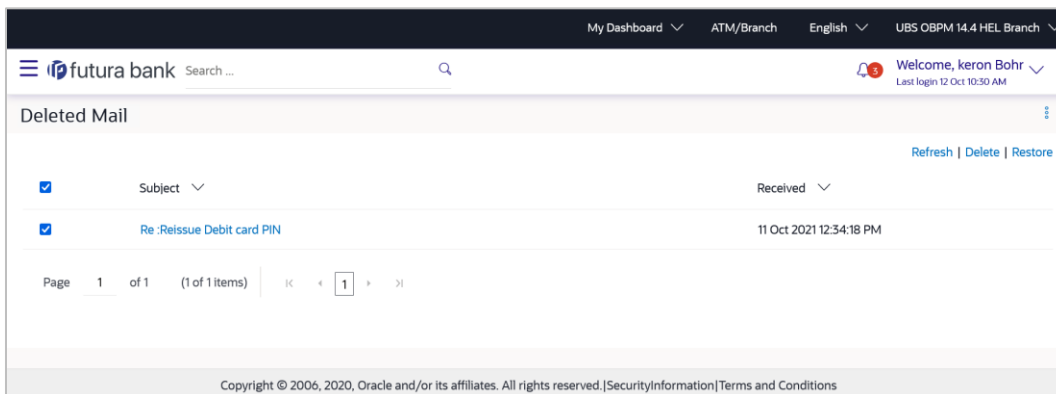
*Access through the kebab menu of transactions available under the Mailbox*

### To view the deleted messages

1. The list of deleted messages appears on the screen. Click the link on the subject of any individual message to view the details of that message.



## Deleted Mail

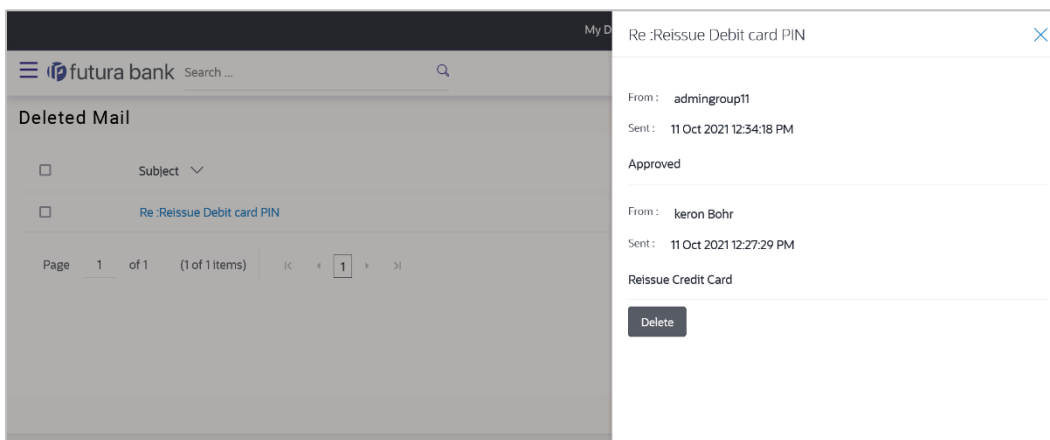


## Field Description

Field Name	Description
<b>Subject</b>	The subject of the mail is displayed against each mail record.
<b>Received</b>	The date and time on which the message was sent/received is displayed against each mail record.

2. Click the subject link of the deleted message that you wish to view.  
 OR  
 Click **Refresh** to refresh the folder.  
 OR  
 To delete a single or multiple mails, select the check box (s) against the mail, and click **Delete** to delete the message/s.  
 OR  
 To restore the deleted mails back to inbox, select the check box(s) against the mail, and click **Restore**.  
 OR  
 Click on kebab menu to access mailbox related transactions.
3. The overlay screen on which details of the selected mail are displayed, appears.  
 OR  
 Click **X** to close the overlay window.

## Deleted Mail Details



### Field Description

Field Name	Description
<b>Message Details</b>	
	This section displays the detailed message.
<b>Message Heading</b>	The subject of the deleted mail.
<b>From</b>	The name of the sender of the mail.
<b>Sent</b>	The date and time on which the message was sent/received.
<b>Message Contents</b>	The content of the deleted mail.

- Click **Delete** to delete the message.  
OR  
Click **X** to close the overlay window.

## 20.2 Alerts

All the alerts that are auto generated and sent to the logged in user will be displayed on this screen.

### How to reach here:

*Dashboard > Toggle Menu > Menu > Mailbox > Alerts*

OR

*Dashboard > Click  > Alerts > View All*

OR

*Access through the kebab menu of transactions available under the Mailbox*

**To view the alerts:**

1. The alert screen appears.

**Alerts**

The screenshot shows the 'Alerts' section of the Futura Bank interface. At the top, there is a navigation bar with 'My Dashboard', 'ATM/Branch', 'English', and 'UBS OBPM 14.4 HEL Branch'. Below this is a search bar and a user greeting: 'Welcome, keron Behr' with a last login time of '12 Oct 02:58 PM'. The main content area is titled 'Alerts' and contains a list of alert records. Each record has a checkbox on the left, a 'Subject' column, and a 'Received' column. The subjects include 'E-Statement Subscription', 'Adhoc Statement Request', 'Self Transfer Initiation Alert', 'Domestic Fund Transfer Initiation Alert', and 'Domestic Demand Draft Request Alert'. The 'Received' column shows dates and times ranging from July 27, 2021, to September 30, 2021. At the bottom of the list, there is a pagination control showing 'Page 1 of 2 (1-10 of 12 items)' and navigation arrows.


**Field Description**

Field Name	Description
<b>Subject</b>	The subject of the alert is displayed against the specific alert record.
<b>Received</b>	The date and time on which the alert was sent is displayed against the specific alert record.

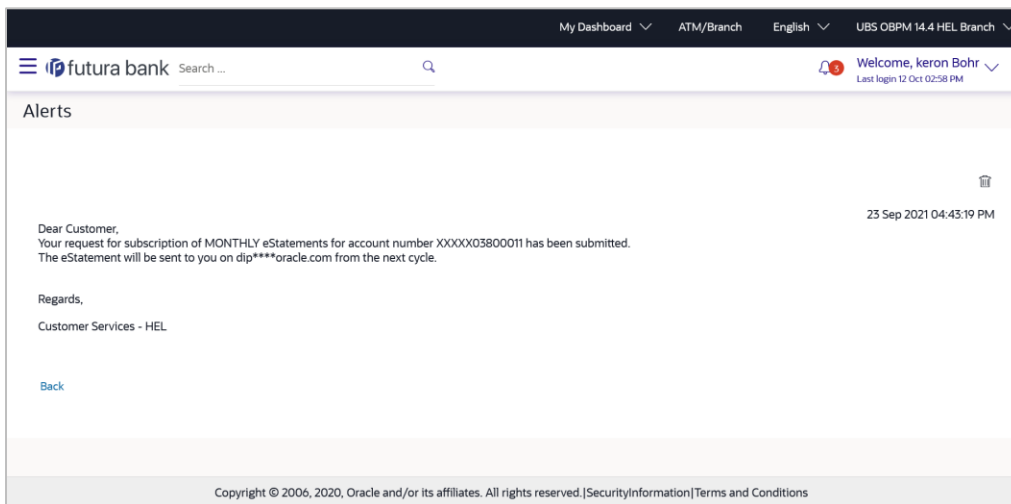
2. Click an individual alert to view the details of the alert. The details of the alert appear.  
OR

Click  to refresh the mailbox.

OR


To delete multiple alerts, select the check box (s) against the alert, and click  to delete the alert.

## Alerts Details



## Field Description

Field Name	Description
<b>Alerts Details</b>	
<b>Received Date &amp; Time</b>	The date and time on which the alert was received.
<b>Message</b>	The content of the alert.

- Click  to delete the alert. The delete warning message appears.  
OR  
Click **Back** to navigate to the previous page.

## 20.3 Notifications

This section lists all the notifications received by the logged in user.

### How to reach here:

*Dashboard > Toggle Menu > Menu > Mailbox > Notifications*

OR

*Dashboard > Click  > Notifications > View All*

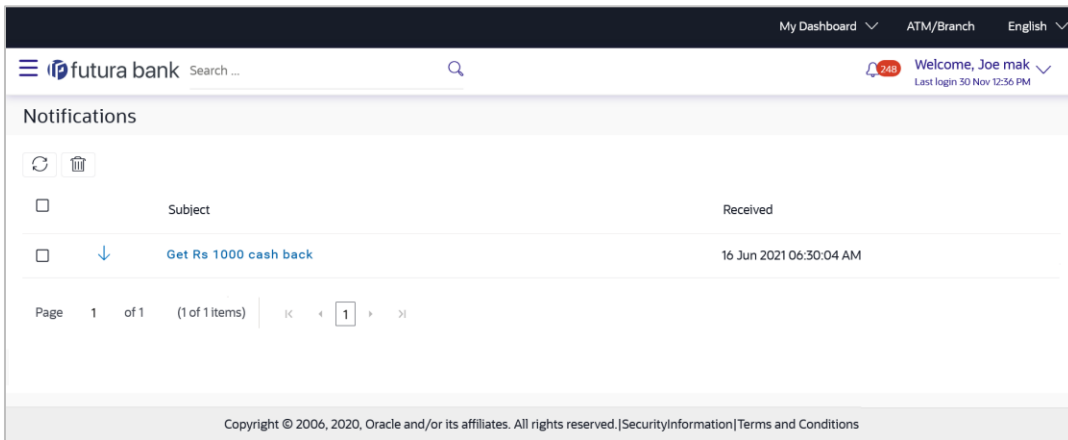
OR

*Access through the kebab menu of transactions available under the Mailbox*

### To view the notifications:

- The **Notification** screen appears.


## Notifications




## Field Description

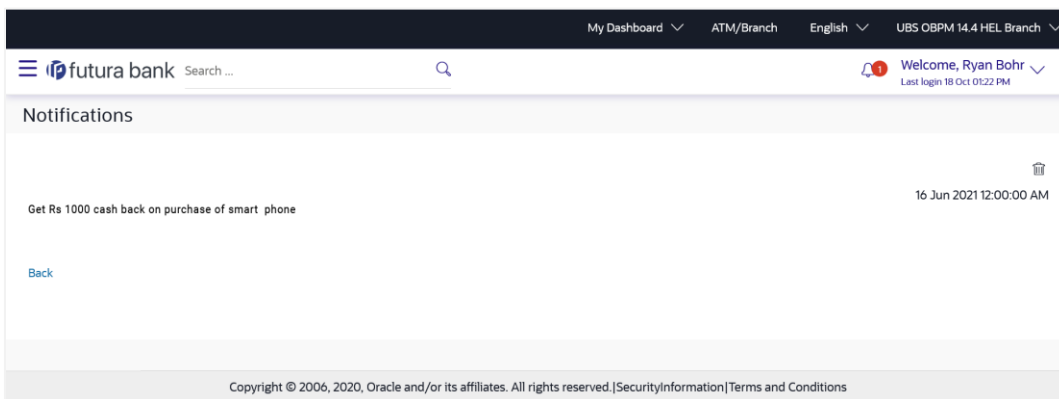
Field Name	Description
<b>Subject</b>	The subject of the notification.
<b>Received</b>	The date and time on which the notification was received.

2. Click an individual notification to view the details of that notification. The screen on which the details of the notification are displayed appears.

3. Click  icon to refresh the notifications.  
OR


To delete multiple notifications, select the check box (s) against the notification, and click  icon to delete the notification.

## Notification Details



**Field Description**

Field Name	Description
<b>Notification Details</b>	
<b>Received</b>	The date and time on which the notification was received.
<b>Message</b>	The message body of the notification.

4. Click  icon to delete the notification. The delete warning message appears.  
OR  
Click **Back** to navigate to the previous page.

**FAQ****1. Can customers initiate fresh mails?**

Yes, customers of the bank can initiate fresh mails by accessing compose mail option through secure mailbox. Customers can only send mails to bank administrators using this feature.

**2. Can customer delete multiple mails?**

Yes, users can select multiple mails and delete the same.

**3. Can customers restore the deleted mails?**

Yes, deleted mails can be restored from the deleted folder. User can go to the Deleted folder, select the mails and click on restore button to move those mails back to respective folder.

**4. Can Customer send a reply to the alerts/ notifications sent by the Bank?**

No, customer cannot reply to the alerts/ notifications.

**5. What are notifications generally about?**

Notifications inform customers of the bank about any new offers, promotional rates, and launch of new products or services.

[Home](#)

## 21. Calculators

Financial calculators are tools used to arrive at a certain calculation helping to take a decision with some predefined criteria. Banks can provide details of their products and offers such as loan interest rates, fixed deposit interest rates, loan tenure etc. through calculators. Users can also use these calculators to compare different offers and products offered by the bank.

Oracle Banking Digital Experience provides calculators which banks can offer to their users on their digital channel. Calculators can be used by customers as well as prospects.

### Features Supported In the Application

The different calculators are:

- Loan Eligibility Calculator
- Loan Installment Calculator
- Term Deposit Calculator
- Forex Calculator

### 21.1 Loans Installment Calculator

The loans instalment calculator is a simple installment calculator which identifies the monthly installment amount payable on a loan based on the loan amount, tenure in years and interest percentage.

#### How to reach here:

*OBDX portal landing page > Calculators for all your Money Goals > Loan Calculator*

OR

*OBDX portal landing page > Toggle menu > Menu > Calculators > Loan Installment Calculator*

OR

*Dashboard > Toggle menu > Menu > Calculators > Loan Installment Calculator*

OR

*Dashboard > Loan Calculator*

OR

Access through the kebab menu of Calculators

#### Loan Installment Calculator

The screenshot displays the 'Loan Installment Calculator' interface. At the top, there is a navigation bar with 'My Dashboard', 'ATM/Branch', 'English', and 'UBS OBPM 14.4 HEL Branch'. Below this is the 'futura bank' logo and a search bar. The main heading is 'Loan Installment Calculator'. The calculator has three input fields: 'Amount' set to EUR88,820.00, 'Tenure (Years)' set to 5, and 'Interest' set to 9%. The 'Installment Amount' is calculated as EUR1,843.76. On the right side, there is a 'Loan Calculator' section with a sub-heading 'Getting a Loan from Futura Bank is quick and easy.' and a 'Get a Loan' button. 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>Loan Amount</b>	The user is required to specify the amount that he/she wants to borrow from the bank.
<b>Loan Tenure (Years)</b>	The user should specify the desired tenure of the loan in terms of years.
<b>Interest Rate</b>	The user must specify the desired interest rate that is to be charged on the loan.
<b>Installment Amount</b>	The monthly installment payable on the loan calculated on the basis of the loan amount, tenure and interest rate specified by the user.

1. In the Loan **Amount** field, enter the loan amount.
2. In the Loan **Tenure (Years)** field, enter the loan tenure in years.
3. In the **Interest Rate** field, enter the interest rate.
4. The application calculates and displays the monthly installment for the loan required.

## 21.2 Loan Eligibility Calculator

Loan eligibility calculator plays an important role in helping a customer understand their current position with respect to their borrowing capacity. The calculator enables customers to gain an understanding of their loan eligibility, considering their average monthly income and expenditure. It computes the loan amount and repayment amount based on income, expense, interest rate and tenure of the loan. Loan eligibility is calculated by the application and is displayed to the customer.

The eligibility is calculated on the basis of:

- The customer's average monthly income
- The customer's average Monthly Expenditures
- Tenure of the loan being inquired applied
- Estimated rate of interest

### How to reach here:

*OBDX portal landing page > Calculators for all your Money Goals > Eligibility Calculator*

OR

*OBDX portal landing page > Toggle menu > Menu > Calculators > Loan Eligibility Calculator*

OR

*Dashboard > Toggle menu > Menu > Calculators > Loan Eligibility Calculator*

OR

*Dashboard > Loan Eligibility Calculator*

OR

Access through the kebab menu of Calculators



## Loan Eligibility Calculator

My Dashboard ATM/Branch English UBS OBPM 14.4 HEL Branch

futura bank Search ... Welcome, Jesal Bohr Last login 18 Oct 11:24 AM

### Loan Eligibility Calculator

Gross Income (Monthly) EUR74,120.00

Total Expenses (Monthly) EUR21,160.00

Loan Tenure (In Years) 11

Interest Rate (In %) 7%

Eligible Amount  
EUR240,803.00  
Average Installment  
EUR20,170.08 / Month

Loan Eligibility Calculator  
Futura Bank calculator provides quick results regarding your eligibility for the loan considering factors like your monthly income and expenses.

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### Field Description

Field Name	Description
<b>Gross Income (Monthly)</b>	The user is required to specify his gross monthly income.
<b>Total Expenses (Monthly)</b>	The user is required to specify the total amount spent per month towards expenses.
<b>Loan Tenure (In Years)</b>	The user is required to specify the desired loan tenure in years.
<b>Interest Rate (In %)</b>	The user should specify the desired interest rate of the loan.
<b>Eligible Amount</b>	Based on all the values defined by the user in the previous fields, the system will calculate the amount of loan that the user is eligible to borrow.
<b>Average Installment</b>	The system will display the estimated monthly installment amount.

1. In the **Gross Income (Monthly)** field, enter your monthly income.
2. In the **Total Expenses (Monthly)** field, enter your monthly expenses.
3. In the **Loan Tenure (In Years)** field, enter the desired loan tenure.
4. In the **Interest Rate (In %)** field, enter the rate of interest.

- The application (In %) calculates and displays the eligible loan amount and the average installment amount.

## 21.3 Term Deposit Calculator

The Term Deposit calculator gives an indication to the user about the maturity amount which will be available, if a particular amount is invested at the bank and left for a fixed period of time. It calculates the total amount of the term deposit at the end of maturity period. The user can choose amongst different products which suits his requirements best.

### How to reach here:

*OBDX portal landing page > Calculators for all your Money Goals > Term Deposit Calculator*

*OR*

*OBDX portal landing page > Toggle menu > Menu > Calculators > Term Deposit Calculator*

*OR*

*Dashboard > Toggle menu > Menu > Calculators > Term Deposit Calculator*

*OR*

Access through the kebab menu of Calculators

### Term Deposit Calculator

### Field Description

Field Name	Description
<b>Deposit Amount</b>	Total deposit of principal amount for deposit with default currency.
<b>Deposit Tenure ( Years/ Months / Days</b>	Option to specify tenure in terms of Years / Months / Days.
<b>Interest Rate (In %)</b>	Interest rate for which the total amount is to be calculated.

Field Name	Description
<b>Maturity Amount</b>	The value of your deposit at maturity.

**To calculate deposit value at maturity:**

1. In the **Deposit Amount** field, enter the deposit amount.
2. In the **Tenure (Years/ Months / Days)** fields, enter the relevant information.
3. In the **Interest Rate (In %)** field, enter the rate of interest.
4. The application calculates and displays the deposit value at maturity.

## 21.4 Forex Calculator

The foreign exchange calculator calculates the rate at which one currency can be exchanged for another. The Calculator displays the converted amount and the currency exchange rate applied. Exchange rates of only predefined currencies can be viewed by the customer.

Exchange rates for the currency will be fetched online from the host system and calculations will be done based on the exchange rate retrieved.

**Features Supported In the Application:**

This section enables user to see the value expected for a conversion of currency into other.

- Exchange rate of currencies
- Calculation of amount of currency converted to the other

**Pre-Requisites**

- Support for the currencies provided by host

**How to reach here:**

*OBDX portal landing page> Calculators for all your Money Goals > Forex Calculator*

*OR*

*OBDX portal landing page> Toggle menu > Menu > Calculators > Forex Calculator*

*OR*

*Dashboard > Toggle menu > Menu > Calculators > Forex Calculator*

*OR*

*Access through the kebab menu of Calculators*

## Forex Calculator

The screenshot shows the Futura Bank Forex Calculator interface. At the top, there is a navigation bar with 'My Dashboard', 'ATM/Branch', 'English', and 'UBS OBPM 14.4 HEL Branch'. Below this is a search bar and a user greeting: 'Welcome, Jesal Bohr' with 'Last login 08 Oct 11:44 AM'. The main content area is titled 'Forex Calculator'. It features two columns: 'From' and 'To'. In the 'From' column, 'Currency' is set to 'GBP' and 'Amount' is '20000'. In the 'To' column, 'Currency' is set to 'EUR' and 'Amount' is 'EUR 22000'. An arrow points from the 'From' column to the 'To' column. A callout box on the right displays the exchange rate '@1 GBP = 11 EUR' and the title 'Forex Calculator'. Below the callout box, it says 'Calculate currency and foreign exchange rates with Futura Bank's currency converter and get up to date exchange rates.' At the bottom, there is a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions'.

### Field Description

Field Name	Description
<b>From</b>	
<b>Currency</b>	Currency to be sold for which the exchange rate is to be inquired.
<b>Amount</b>	Amount for which conversion is required.
<b>To</b>	
<b>Currency</b>	Buy currency for which the exchange rate is to be inquired.
<b>Amount</b>	Amount which you will get post conversion.

### To calculate currency exchange amount:

1. From the **From – Currency** list, select the appropriate currency.
2. In the **Amount** field, enter the amount to be converted.
3. From the **To - Currency** list, select the currency and enter the amount in the next field.
4. Application calculate and displays the currency exchange value.  
The exchange rate for both the buy and sell options for currency pair entered, appears.

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## 22. ATM / Branch Locator

Using this option a user can view the address and location of the ATMs and the branches of the Bank available to serve the user in a certain location. The user is provided with the options to search for the bank's ATMs and branches in his vicinity by entering a location. The search results display the list of ATMs / branches name and distance from the user's current location.

This feature enables the user to locate the bank's ATMs/ branches available within a specific radius of his current location. The user can increase the radius of his search to find more ATMs/ branches. The user can select a Branch / ATM from the search list and on clicking the **View Details** icon; the user will be able to view the address and services provided by the specific ATM/ branch. In addition the user can view the detailed directions to the ATM/ branch by clicking **Get Directions**, and will also be able to view its location on a map.

### Features Supported In Application

- Locate Branches
- Locate ATM

### How to reach here:

*OBDX portal landing page > ATM/ Branch*

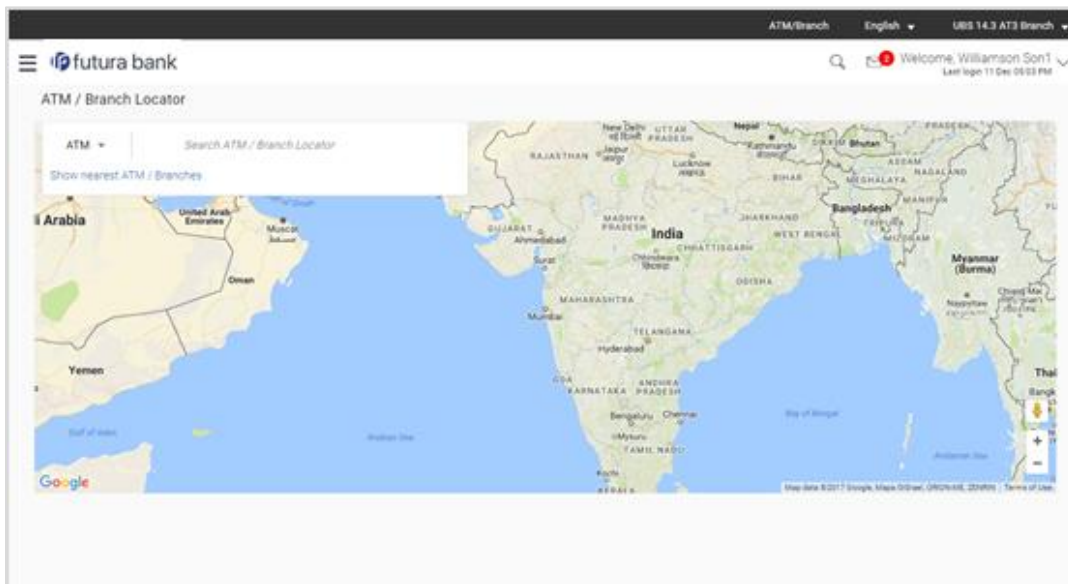
*OR*

*Dashboard > Toggle Menu > Menu > ATM Branch Locator*

*OR*

*Dashboard > ATM/ Branch*

### ATM /Branch Locator



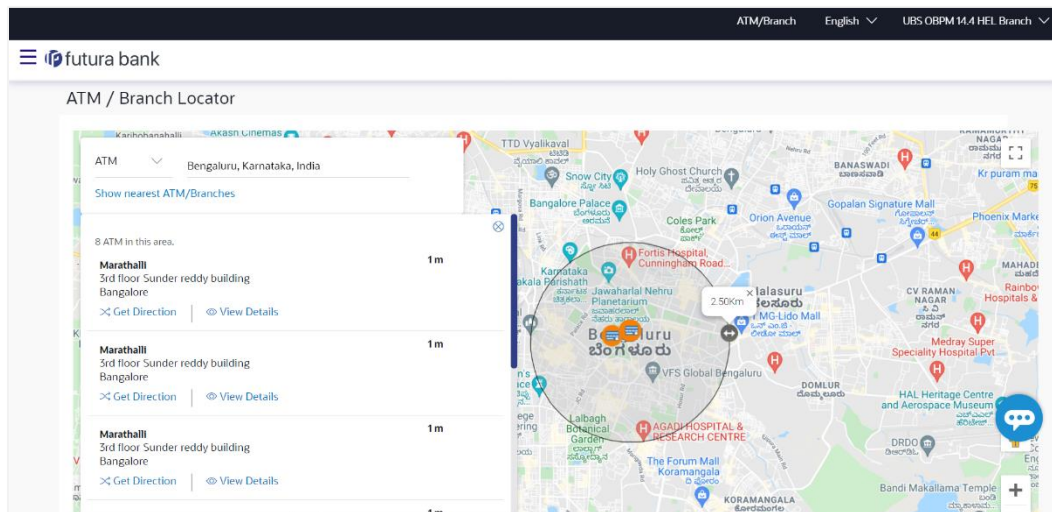
## Field Description

Field Name	Description
ATM/ Branch	Specify whether you want to search for the bank's ATMs or branches. The options are: <ul style="list-style-type: none"> <li>• Branch</li> <li>• ATM</li> </ul>

## To locate an ATM / Branch

1. Select the appropriate option:
  - a. If you select the **Branch** option, the list of all the branches and their locations appear.
  - b. If you select the **ATM** option, the list of all the ATMs and their locations appear.


## ATM/ Branch Locator - Search



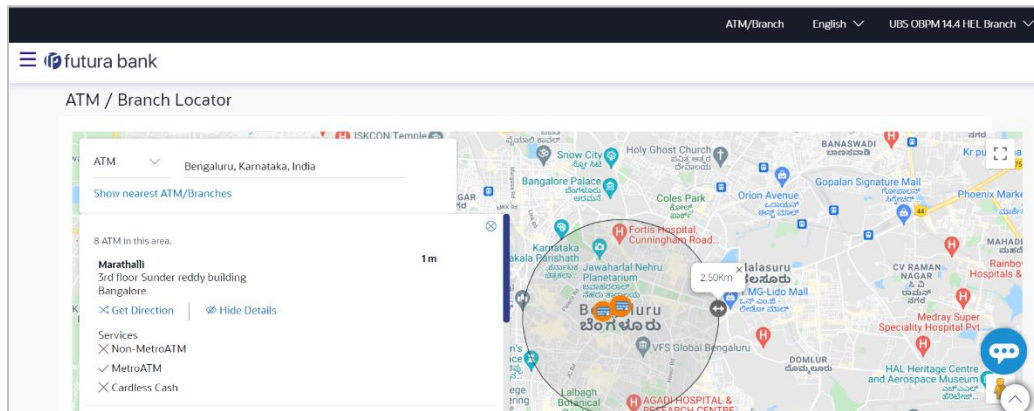
## Field Description

Field Name	Description
Enter Search Location	Key in the address/location/pin-code or city to search for an ATM / Branch.
Show nearest ATM/ Branches	Select this option to view the ATMs/Branches located within a certain radius.

Field Name	Description
<b>Refine Services</b>	Click the Refine Services icon to filter the search results according to the services offered - All or any of the services maintained in Host for Branch/ ATMs are listed with a check box against them. You can select/ deselect the required check box to search the ATM / branches providing specific services.
<b>Name</b>	The name of the ATM / branch.
<b>Distance</b>	The distance of the ATM / branch from your current location.
<b>Address</b>	The address of the ATM / branch that you have searched for.
<b>View Details</b>	Clicking this link displays the following details.
<b>Name</b>	The name of the ATM /branch of the bank.
<b>Address</b>	The detailed address of the ATM /branch of the bank.
<b>Phone Number</b>	The phone number of the branch. This field appears only for <b>Branch</b> .
<b>Work Timings</b>	The operating hours of the branch. This field appears only for <b>Branch</b> .
<b>Time</b>	Displays the time to reach to ATM/Branch location from current location.
<b>Get Directions</b>	Click the link, to view the directions to the branch / ATM from your current location in the map.
<b>Services</b>	The services offered by the bank's ATM / branch.

- In the **Search** box, enter the desired location. The list of ATM / branches with Name and Distance details appear.
- Click the **Show nearest ATM/ Branches** to view the nearest ATM/ branches with respect to your current location.  
OR  
Click the  icon to view the search results according to the services offered - filter results according to all or any of the services maintained in the Host for Branch/ ATMs.
- Click the **View Details** link, to view the detailed address, phone number (applicable for a branch), work timings (applicable for a branch) and services provided by the bank branch/ ATM.

## ATM/ Branch Locator - View Details



5. Click the **Map/ Satellite** to view the map of the Branch/ ATM location respectively.

## FAQ

1. **Can I view ATM/ Branches of other cities/ states/ countries?**

Yes, you can view the ATMs or Branches of the bank located in any city/state or country in the map and also get their details such as address and phone numbers, working hours, services offered, etc.

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## 23. Feedback Capture

Feedback option enables you to provide feedback on various aspects of the application as well as specific to transactions. You will be asked a feedback question on which you need to rate on a rating scale and answer subsequent questions if defined for a scale weight that you rate. The feedback captured is analyzed by the bank administrator to decide on the course corrections in case of issues.

Feedback can be provided by the user through the following options in the system:

- General Feedback
- Transaction Specific Feedback

### 23.1 General Feedback

General feedback is available as an option to provide feedback on generic aspects about the application.

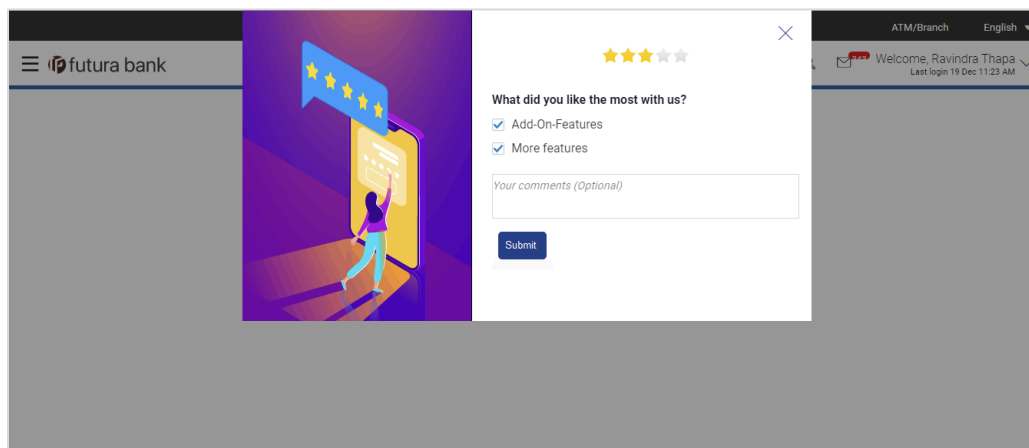
#### How to reach here

*Toggle Menu > Leave Feedback*

#### To provide general feedback:

5. Click **Leave Feedback**. The **Feedback** pop-up screen appears.
6. A feedback question appears along with a rating scale.
7. Select an appropriate rating on the scale.
8. Depending on the rating, the system will provide you with a question along with a set of options.
9. Select an appropriate option corresponding to the question.
10. You can also add comments, if required.

#### General Feedback



11. Click **Submit**. A message confirming successful submission of feedback appears.

## 23.2 Transaction Specific Feedback

You can capture feedback specific to a transaction provided the transaction has been enabled for feedback capture by the bank. Feedback will be available as an option post transaction confirmation. Transaction specific feedback is recorded and stored for further analysis.

### To provide transaction specific feedback:

1. Once the transaction is successfully submitted, feedback as an option is displayed on confirmation page.
2. Click **Feedback**. The **Feedback** pop-up screen appears.  
OR  
Click **Go to Dashboard** link to navigate to the Dashboard.
3. A feedback question appears along with a rating scale.
4. Select an appropriate rating on the scale.
5. Depending on the rating, the system will provide you with a question along with a set of options.
6. Select an appropriate option corresponding to the question.
7. You can also add comments, if required.

OR

Click **Skip** to skip the feedback process. The **Dashboard** screen is displayed.

OR

Click **Never ask me again** if you do not wish to be asked to provide for any transaction. The system will suspend the feedback process for all transactions and you can enable the same again (if required) through 'My Preferences' from the toggle menu.

## Transaction Feedback

The screenshot shows the Futura Bank interface. On the left, a 'Transfer Money' confirmation message is displayed, including details like Reference Number (2712A4E3FCF7), Host Reference Number (191428583471026), Status (Completed), and Transfer To (abcDom). A central illustration shows a person interacting with a large smartphone displaying a 5-star rating. On the right, a white feedback modal is open, titled 'Please give rating of your experience?' with five empty star icons. Below the modal, there are buttons for 'Go To Dashboard', 'Add Favorite', and 'Feedback'. The footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

This screenshot is similar to the previous one, but the feedback modal is now filled out. The title is 'What did you like the most with us?' and it has two checked radio buttons: 'Add-On-Features' and 'More features'. Below these is a text input field labeled 'Your comments (Optional)'. A 'Submit' button is visible at the bottom of the modal. The rest of the page content, including the transaction confirmation and navigation buttons, remains the same. The footer also contains the same copyright information.

1. Click **Submit**. A message confirming successful submission of feedback appears.

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## 24. My Reports

Corporate User logs into the system and navigates to My Reports screen. On accessing 'My Reports' menu, last 10 reports which generated by the user or by other users of a party 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.

**Note:** Send to Modify functionality is now supported for this transaction.

Reports are categorized as:

- Adhoc Reports
- Scheduled Reports


**How to reach here:**

*Corporate Dashboard > Toggle menu > Menu > Reports > My Reports*

### 24.1 My Reports - Adhoc

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 view and download the generated adhoc reports:**

1. Click  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 - Adhoc

The screenshot displays the 'My Reports' page for 'futura bank'. The page has a header with 'Viewer', 'ATM/Branch', and 'English' options. A search bar is present at the top. The main content area is titled 'My Reports' and has tabs for 'Adhoc' and 'Scheduled'. Below the tabs is a search filter section with 'Report Id', 'Report Name', and 'Generation Date' (From Date and To Date) fields. A 'Search' button is located below these filters. The report list has columns: Report Name, Report Sub Id, Generation Date and Time, and Status. All reports shown have a status of 'PROCESSED'. A 'Note' box on the right side of the page contains the text: 'You can view the list of all adhoc and scheduled reports from here which are already generated, failed or still under processing.'

Report Name	Report Sub Id	Generation Date and Time	Status
Daily Balance Position Report	270963511729-001	2021-09-27T10:02:02	PROCESSED
Daily Balance Position Report	230954870357-001	2021-09-23T07:38:18	PROCESSED
Daily Balance Position Report	220988188623-001	2021-09-22T07:53:49	PROCESSED
Daily Balance Position Report	210973468526-001	2021-09-21T09:47:57	PROCESSED
Transaction Summary Report	200988494402-001	2021-09-20T07:25:05	PROCESSED
Daily Balance Position Report	160958476944-001	2021-09-16T03:39:17	PROCESSED
Daily Balance Position Report	150931545074-001	2021-09-15T15:29:23	PROCESSED
Party wise Payee Maintenance Report	150917811429-001	2021-09-15T10:20:07	PROCESSED
Daily Balance Position Report	150970653185-001	2021-09-15T10:09:11	PROCESSED
Party wise Payee Maintenance Report	150907251188-001	2021-09-15T09:54:35	PROCESSED

Page 1 of 3 (1-10 of 30 Items) | < 1 2 3 >

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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 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)

## 24.2 My Reports - Scheduled

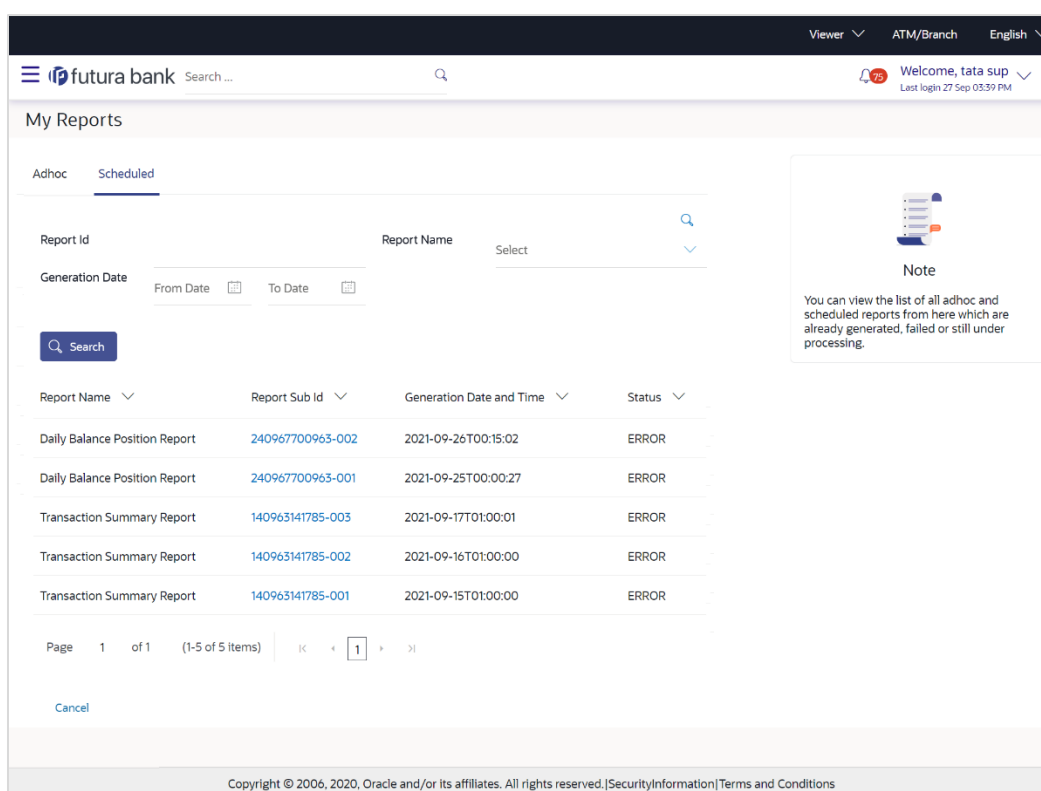
The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

### To view and download the generated scheduled reports:

1. Click the **Scheduled** tab. The list of scheduled reports appears.  
OR

Click  icon to search the reports with given search criteria. The search results matching to the search criteria are shown on the same screen.

### My Reports - Scheduled



The screenshot displays the 'My Reports' section with the 'Scheduled' tab selected. A search bar is present above the report list. The table below shows the following data:

Report Name	Report Sub Id	Generation Date and Time	Status
Daily Balance Position Report	240967700963-002	2021-09-26T00:15:02	ERROR
Daily Balance Position Report	240967700963-001	2021-09-25T00:00:27	ERROR
Transaction Summary Report	140963141785-003	2021-09-17T01:00:01	ERROR
Transaction Summary Report	140963141785-002	2021-09-16T01:00:00	ERROR
Transaction Summary Report	140963141785-001	2021-09-15T01:00:00	ERROR

Page 1 of 1 (1-5 of 5 Items)

### 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.
<b>Report Name</b>	Report Name to search specific report. All the reports with the names will be listed.

Field Name	Description
<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>	Link to 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.

[Home](#)

## 25. Report Generation

Corporate user logs into the system and navigates to Report Generation screen. Corporate user can generate adhoc and scheduled reports. On accessing 'Report Generation' menu, corporate 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.

Reports are categorized as:

- Adhoc Reports
- Schedule Reports

Corporate user can view the all the reports that are scheduled and can view and edit the parameters of the scheduled reports, as per requirement to generate reports on new parameters from next report cycle. Corporate user approver can approve or reject the maintenance initiated for editing existing report schedule.

---

**Note:** If two factor authentication is enabled, the reports get generated only after successful authentication.

---

The lists of reports are:

- Daily Balance Position Report
- Party wise Payee Maintenance Report
- Transaction Summary Report

**How to reach here:**

*Corporate Dashboard > Toggle menu > Menu > Reports > Report Generation*

### Report Generation



### Field Description

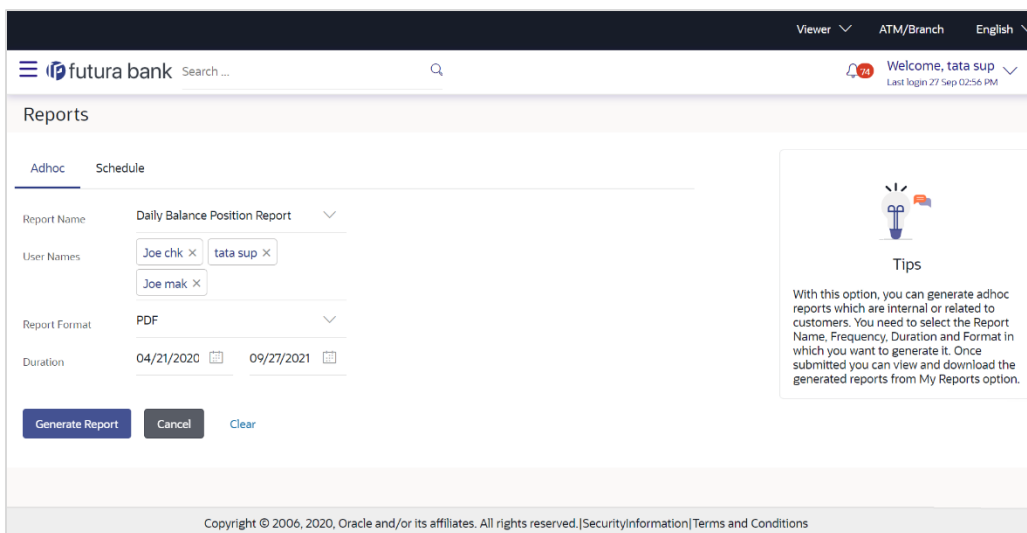
Field Name	Description
Report Name	Select the report that is to be generated.

## 25.1 Adhoc Reports

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. Corporate user can add multiple active user IDs of party mapped to whom the adhoc report needs to be sent via their registered email IDs. Corporate user approver can able to see user details whom the reports to be sent by an email and approve/reject it.

The report which will be generated and sent to the corporate user upon fully approving the request. Reports sent to the registered email IDs will be password protected.

### Adhoc Reports



### Field Description

Field Name	Description
Report Name	The report type selected to generate the report.
User Names	The active user IDs of party mapped to whom the adhoc report needs to be sent via their registered email IDs.

**Field Name Description**

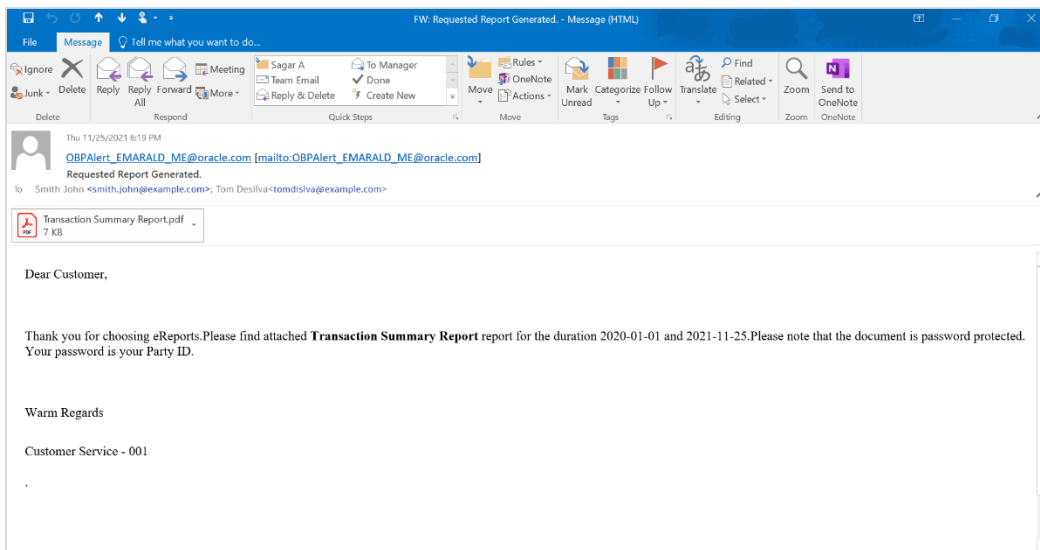
---

<b>Report Format</b>	<p>The format in which report is to be generated.</p> <p>The options with Oracle Business Intelligence (BI) Publisher are:</p> <ul style="list-style-type: none"> <li>• PDF</li> </ul> <p>The options with Internal Reporting Application are:</p> <ul style="list-style-type: none"> <li>• PDF</li> </ul>
<b>Duration</b>	<p>The period for which the report is to be generated.</p> <p>Start date of the date range from which you want to generate the report.</p> <p>End date of the date range up-to which you want to generate the report.</p>

---

Mail will be send to corporate user with attached password protected report on registered email id. Password logic can be set by the bank as a day 0 set up.

**Sample Mail Format**



## 25.2 Scheduled Reports

The reports that are generated automatically in specific time frame such as daily, weekly, and monthly are categorized under scheduled reports.

### Scheduled Reports

The screenshot shows the 'Reports' section of the Futura Bank interface. The 'Schedule' tab is active. The form contains the following fields and values:

- Report Name: Daily Balance Position Report
- Report Format: PDF
- Select Frequency: DAILY
- Start Generating: 09/27/2021 00:00
- Stop Generating: 09/30/2021 23:00
- Duration: 09/27/2021 to 09/30/2021

Buttons: Schedule Report, Cancel, Clear. Link: View Scheduled Reports.

**Tips**  
With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.

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### Field Description

Field Name	Description
<b>Report Name</b>	The report type selected to generate the report.
<b>Report Format</b>	The format in which report is to be generated. The options with Oracle Business Intelligence (BI) 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>	The frequency at which the reports are 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>	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>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>View Scheduled Report</b>	Link to view all the reports that are scheduled.

### 25.2.1 View Scheduled Reports

Using this option, corporate user can view all the reports and its details that are scheduled to the future date.

#### **To view the scheduled reports:**

1. In the **Report Generation** screen, click the **Scheduled** tab. The scheduled report generation screen appears.
2. Click the **View Scheduled Reports** link.  
The **Scheduled Reports** screen appears.

## Scheduled Reports

The screenshot shows the 'My Reports' interface. At the top, there are navigation options for 'Viewer', 'ATM/Branch', and 'English'. The user is logged in as 'tata sup' with the last login on 27 Sep 03:39 PM. The page is divided into 'Adhoc' and 'Scheduled' tabs. Below the tabs, there are search filters for 'Report Id', 'Report Name', and 'Generation Date' (with 'From Date' and 'To Date' date pickers). A 'Search' button is present. The main table lists reports with columns: Report Name, Report Sub Id, Generation Date and Time, and Status. All reports shown have a status of 'ERROR'. A 'Note' box on the right states: 'You can view the list of all adhoc and scheduled reports from here which are already generated, failed or still under processing.' At the bottom, there is a pagination control showing 'Page 1 of 1 (1-5 of 5 items)' and a 'Cancel' button. The footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Report Name	Report Sub Id	Generation Date and Time	Status
Daily Balance Position Report	240967700963-002	2021-09-26T00:15:02	ERROR
Daily Balance Position Report	240967700963-001	2021-09-25T00:00:27	ERROR
Transaction Summary Report	140963141785-003	2021-09-17T01:00:01	ERROR
Transaction Summary Report	140963141785-002	2021-09-16T01:00:00	ERROR
Transaction Summary Report	140963141785-001	2021-09-15T01:00:00	ERROR

## Field Description

Field Name	Description
<b>Report Id</b>	Ids of the reports that are scheduled.
<b>Report Name</b>	Name of the scheduled reports.
<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>

- Click on desired **Report ID** to view the details of the scheduled report. The **View Scheduled Reports** screen appears.

## View Scheduled Reports

The screenshot displays the 'Scheduled Reports' section of the Futura Bank interface. At the top, the Futura Bank logo and user information (Welcome, Victoria Grayson) are visible. The main content area shows the following details for a scheduled report:

Report Name	Party wise Payee Maintenance Report
Report Id	080636116047
Report Format	PDF
Report Frequency	MONTHLY
Start Date	09 Jun 2019 12:00:00 AM
Stop Date	09 Jun 2019 12:00:00 AM
Scheduled By	carrol

Below the details, there are four buttons: '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'.

## Field Description

Field Name	Description
<b>Report Name</b>	Name of the scheduled report.
<b>Report Id</b>	Id of the scheduled report.
<b>Report Format</b>	The report format of the scheduled report.
<b>Report Frequency</b>	The frequency at which the reports are scheduled to run.
<b>Start Date</b>	Start date of the date range for the scheduled report.
<b>Stop Date</b>	End date of the date range for the schedule report.
<b>Scheduled By</b>	The id of the user who scheduled the report generation.

## 25.2.2 Edit Scheduled Reports

Using this option, corporate user can edit the parameters defined for scheduled reports. These changes are implemented to generate the reports of next scheduled cycle.

### To edit the scheduled reports:

1. Click the **Scheduled** 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 Scheduled Reports

The screenshot shows the 'Edit Scheduled Reports' interface. The form contains the following details:

- Report Name: Party wise Payee Maintenance Report
- Report Id: 080636116047
- Report Format: PDF
- Report Frequency: MONTHLY
- Start Generating: 09 Jun 2018 12:00:00 AM
- Stop Generating: 06/09/19
- Scheduled By: carrol

Buttons at the bottom: Save, Cancel, Back.

### Field Description

Field Name	Description
<b>Report Name</b>	Name of the scheduled reports.
<b>Report Id</b>	Ids of the reports that are scheduled.
<b>Report Format</b>	The report format of the scheduled report.

Field Name	Description
<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.
<b>End Generating</b>	The end date of the scheduled report.
<b>Scheduled By</b>	The id of the user who scheduled the report generation.

5. Modify the details, if required. You can modify the Report Format, Report Frequency and Stop Generating date and time.
6. Click **Save** to save the changes. The **Confirm Edit Scheduled Report** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
7. Click **Confirm**.  
The user will be navigated back to the create screen.  
OR  
Click **Cancel** to cancel the transaction.
8. The success message appears.  
Click **OK** to complete the transaction.

### 25.2.3 Delete Scheduled Reports

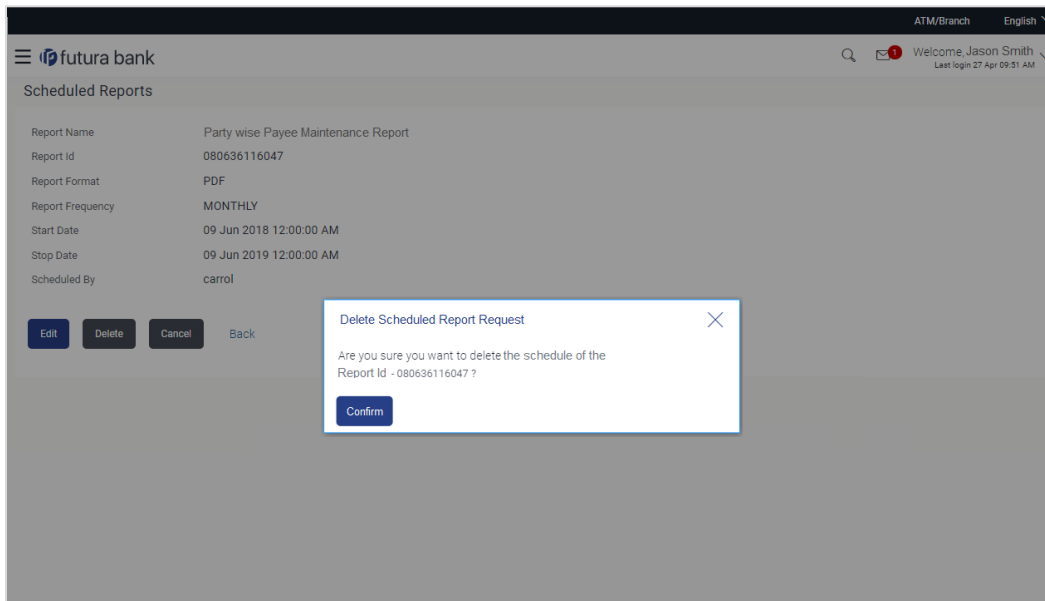
The corporate user can delete the scheduled reports which are no longer required.

#### To delete the scheduled reports

1. In the **Reports** screen, click the **Scheduled** 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 delete the scheduled report. The **View Scheduled Report** screen appears.
4. Click **Delete**.  
The application will prompt the user 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 complete the transaction.

## 25.3 Daily Balance Position Report

Daily balance position report provides the information on opening balance, total credits, total debits and closing balance. A user can request to generate an adhoc and scheduled report.

Further, user has to 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 user can generate reports under the following two categories.

- Adhoc Report
- Schedule Report

### **How to reach here:**

*Corporate Dashboard > Toggle menu > Menu > Report > Report Generation*

### 25.3.1 Daily Balance Position Report

Daily balance position 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 daily balance position adhoc report:**

1. In the **Report Generation** screen, click **Adhoc** tab. The adhoc report generation screen appears.
2. From the **Report Name** list, select the desired report which is to be generated. The receptive report generation screen appears.
3. In the **User Names** field, click and add multiple active user IDs of party mapped to whom the adhoc report to be sent via their registered email IDs.
4. From the **Report Format** list, select the desired report format for generated report.
5. From the **Duration - From** and **Duration - To** list, specify the period for which the report is to be generated.
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.

## Daily Balance Position - Adhoc Reports

Viewer ATM/Branch English

futura bank Search ... Welcome, tata sup Last login 27 Sep 02:56 PM

Reports

Adhoc Schedule

Report Name Daily Balance Position Report

User Names Joe chk tata sup Joe mak

Report Format PDF

Duration 04/21/2020 09/27/2021

Generate Report Cancel Clear

**Tips**

With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.

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### Field Description

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

<b>Report Name</b>	The report type selected to generate the report.
<b>User Names</b>	The active users of party mapped to whom the adhoc report to be sent via their registered email IDs.
<b>Report Format</b>	The format in which report is to be generated. The options with Oracle Business Intelligence (BI) 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>	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.

- The success message of request along with the status, Report Request ID and Reference Number appears.  
OR  
Click the **View Reports** to view generated reports. User is directed to **My Reports** screen.

OR  
 Click **Generate Another Report** to generate new report.

**Note:** You can also download the requested report from [Corporate Dashboard > Toggle Menu > Menu > Reports > My Reports.](#)

**For reference, a specimen of the report generated is given below:**

Daily Balance Position						
Party Name : Joechk   Party Id : 003176						
Start Date : 2020-03-01   End Date : 2020-03-31						
						Digital Banking
Account Number : HEL@-HEL0317600014   Currency : EUR   Branch Code : HEL						
Date	Opening Balance	Total Credits	Credit Count	Total Debits	Debit Count	Closing Balance
30 Mar 2020	€ 0	€ 300.100	2	€ 1.400	3	€ 298.700
Account Number : HEL@-HEL0317600058   Currency : EUR   Branch Code : HEL						
Date	Opening Balance	Total Credits	Credit Count	Total Debits	Debit Count	Closing Balance
30 Mar 2020	€ 0	€ 500.000	1	€ 1.022	3	€ 498.978
Account Number : HEL@-HEL0317600078   Currency : EUR   Branch Code : HEL						
Date	Opening Balance	Total Credits	Credit Count	Total Debits	Debit Count	Closing Balance
30 Mar 2020	€ 0	€ 100.000	1	€ 0	0	€ 100.000
Account Number : HEL@-HEL0317600080   Currency : GBP   Branch Code : HEL						
Date	Opening Balance	Total Credits	Credit Count	Total Debits	Debit Count	Closing Balance
30 Mar 2020	€ 0	€ 100.000	1	€ 0	0	€ 100.000

---

1 Report generated by Joechk | 30 Sep 2021, 04:13

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Parameters</b>	
<b>Party Name</b>	The name of the party for whom the report is generated.
<b>Party ID</b>	The Id of party for whom the report is generated.
<b>Start Date</b>	The start date of the generated report.
<b>End Date</b>	The end date of the generated report.
<b>Account Number</b>	Account number of the user for whom report is generated and is selected at the time of report generation.
<b>Account Currency</b>	Currency of the account.
<b>Branch Code</b>	Branch code of the user's account.
<b>Date</b>	Report creation date.
<b>Opening Balance</b>	Opening balance of the user's account.
<b>Total Credits</b>	Total amount credited on the user's account
<b>Credit Count</b>	Total Credit count of the account at the time of transaction.
<b>Total Debits</b>	Total amount debited on the user's account
<b>Debit Count</b>	Total Debit count of the account at the time of transaction.
<b>Closing Balance</b>	Closing balance of the user's account.

### 25.3.2 Daily Balance Position Report – 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 Daily Balance Position schedule report:

1. In the **Report Generation** screen, click **Schedule** tab. The schedule report generation screen appears.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.
3. From the **Report Format** list, select the desired report format for generated report.
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 **Duration - From** and **Duration - To** list, select the appropriate duration.
7. Click **Schedule Report** to view and generate the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.

#### Daily Balance Position Report - Scheduled Report

Maker ATM/Branch English

futura bank Search ...

Welcome, tata sup  
Last login 30 Sep 01:11 PM

Reports

Adhoc Schedule

Report Name Daily Balance Position Report

Report Format PDF

Select Frequency MONTHLY

Start Generating 09/30/2021 00:00 Stop Generating 10/27/2021 17:00

Duration 09/30/2021 10/27/2021

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>	The report type selected to generate the report.
<b>Report Format</b>	The format in which report is to be generated. The options with Oracle Business Intelligence (BI) 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>	The frequency at which the reports are 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>	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>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>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

8. The success message of request along with the status, Report Request ID and Reference Number appears.  
OR  
Click the **View Reports** to view generated reports. User is directed to **My Reports** screen.  
OR  
Click **Generate Another Report** to generate new report.

**Note:** You can also download the requested report from [Corporate Dashboard > Toggle Menu > Menu > Reports > My Reports](#).

## 25.4 Party wise Payee Maintenance Report

Party wise Payee Maintenance Report provides a summary of account payees and draft payees maintained for a specific party ID. User 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 user can generate or see reports under the following two categories.

- Adhoc Report
- Scheduled Report

### **How to reach here:**

*Corporate Dashboard > Toggle menu > Menu > Reports > Report Generation*

### 25.4.1 Party wise Payee Maintenance - Adhoc Report

Party wise Payee Maintenance 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 Party wise Payee Maintenance adhoc report:**

1. In the **Report Generation** screen, click **Adhoc** tab. The adhoc report generation screen appears.
2. From the **Report Name** list, select the desired report which is to be generated. The receptive report generation screen appears.
3. From the **Report Format** list, select the desired report format for generated report.
4. Click **Generate Report** to view and generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.



## Party wise Payee Maintenance - Adhoc Reports

The screenshot shows the 'Reports' section of the Futura Bank interface. The 'Adhoc' tab is selected. The form contains the following fields and values:

- Report Name: Party wise Payee Maintenance...
- User Names: ameycorp54, rahulsingh
- Report Format: PDF
- Party ID: \*\*\*176
- Party Name: Joe Peter

Buttons: Generate Report, Cancel, Clear.

**Tips:** With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.

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### Field Description

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

<b>Report Name</b>	The type of report to be generated.
--------------------	-------------------------------------

<b>User Names</b>	The active users of party mapped to whom the adhoc report to be sent via their registered email IDs.
-------------------	--

<b>Report Format</b>	<p>The format in which report is to be generated.</p> <p>The options with Oracle Business Intelligence (BI) Publisher are:</p> <ul style="list-style-type: none"> <li>PDF</li> </ul> <p>The options with Internal Reporting Application are:</p> <ul style="list-style-type: none"> <li>PDF</li> </ul>
----------------------	--

<b>Party ID</b>	The Id of party for whom the report is to be generated.
-----------------	---

<b>Party Name</b>	The name of the party for whom the report is to be generated.
-------------------	---

- The success message of request along with the status, Report Request ID and Reference Number appears.  
OR  
Click the **View Reports** to view generated reports. User is directed to **My Reports** screen.  
OR  
Click **Generate Another Report** to generate new report.

**Note:** You can also download the requested report from [Corporate Dashboard > Toggle Menu > Menu > Reports > My Reports.](#)

**For reference, a specimen of the report generated is given below:**

**Party wise Payee Maintenance**  
 Party Id : 001164 | Party Name : Exxon Mobil



Account Payees					
Payee-Biller Name	Account Type	Account Details	NickName	Created By	Access Type
DoMichael7	DOMESTIC	9823u40joo HDFC Bank Ltd	MichaelDomNick	rkcorpuser1	Private
DomRihnna	DOMESTIC	9234092099 HDFC Bank Ltd	RihanaDomNick	rkcorpuser1	Private
DomRiya1	DOMESTIC	UYDYID347O3 HDFC Bank Ltd	RiyaDomNick1	rkcorpuser1	Private
DomRiya2	DOMESTIC	UYDYID347O3 HDFC Bank Ltd	RiyaDomNick2	rkcorpuser1	Private
DomRiya3	DOMESTIC	UYDYID347O3 HDFC Bank Ltd	RiyaDomNick3	rkcorpuser1	Private
DomSuhana1	DOMESTIC	78409TCFTUOFO HDFC Bank Ltd	DomSuhanaNick1	rkcorpuser1	Public
DomSuhana11	DOMESTIC	78409TCFTUOFO HDFC Bank Ltd	DomSuhanaNick11	rkcorpuser1	Public
ITJack1	INTERNATIONAL	CKICU77878 BANK OF CYPRUS	ITJackNick1	rkcorpuser1	Private
ITJack2	INTERNATIONAL	CKICU77878 BANK OF CYPRUS	ITJackNick2	rkcorpuser1	Private
ITJack3	INTERNATIONAL	CKICU77878 BANK OF CYPRUS	ITJackNick3	rkcorpuser1	Private
ITSparow1	INTERNATIONAL	IC477JCGI7877 ANGLO IRISH BANK CORPORATION PLC	ITSparowNick1	rkcorpuser1	Private
LucyIT1	INTERNATIONAL	190100183 Bank of Bahrain	LosDelRi001Nick1	rkcorpuser1	Public

1 Report generated by Corp User1 | 06 Nov 2017, 12:04

**Field Description**

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

**Report Parameters**

**Party ID**                      The Id of party for whom the report is to be generated.

**Party Name**                      The name of the party for whom the report is to be generated.

**Report Parameters**

Below field appears for Account type payee

<b>Field Name</b>	<b>Description</b>
<b>Payee Biller Name</b>	Name of the Payee for identification.
<b>Account Type</b>	The account type.
<b>Account Details</b>	The account details.
<b>Nickname</b>	Account nickname to identify the account.
<b>Created By</b>	Name of the payee creator.
<b>Access Type</b>	The access type.
<b>Report Parameters</b>	
Below field appears for Demand Draft type payee	
<b>Payee Biller Name</b>	Name of the Payee for identification.
<b>Draft Type</b>	Type of draft associated with the Payee.
<b>Draft Favoring</b>	Name of the payee of the draft.
<b>Created By</b>	Name of the payee creator.
<b>Access Type</b>	The access type.

## 25.4.2 Party wise Payee Maintenance – Schedule Reports

The reports that are generated in specific time frame such as daily and weekly, are categorized under scheduled reports.

### To generate the Party wise Payee Maintenance schedule report:

1. In the **Report Generation** screen, click **Schedule** tab. The schedule report generation screen appears.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.
3. From the **Report Format** list, select the desired report format for generated report.
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 **Duration - From** and **Duration - To** list, select the appropriate duration.
7. Click **Schedule Report** to view and generate the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.

### Party wise Payee Maintenance - Scheduled Report

The screenshot shows the 'Reports' section of the Futura Bank interface. The 'Schedule' tab is active. The form contains the following fields and values:

- Report Name:** Party wise Payee Maintenance ...
- Report Format:** PDF
- Select Frequency:** DAILY
- Start Generating:** 09/30/2021 00:00
- Stop Generating:** 10/30/2021 17:00
- Party ID:** \*\*\*176
- Party Name:** Joe Peter

At the bottom of the form, there are three buttons: 'Schedule Report', 'Cancel', and 'Clear'. Below the buttons is a link for 'View Scheduled Reports'.

A 'Tips' box on the right side of the screen 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>	The report type selected to generate the report.
<b>Report Format</b>	The format in which report is to be generated. The options with Oracle Business Intelligence (BI) 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>	The frequency at which the reports are 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>	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>Party ID</b>	The party id of the user for whom report is to be generated.
<b>Party Name</b>	The name of party for whom the report is to be generated.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

8. The success message of request along with the status, Report Request ID and Reference Number appears.  
OR  
Click the **View Reports** to view generated reports. User is directed to **My Reports** screen.  
OR  
Click **Generate Another Report** to generate new report.

**Note:** You can also download the requested report from [Corporate Dashboard > Toggle Menu > Menu > Reports > My Reports](#).

## 25.5 Transaction Summary Report

Transaction summary report provides a list of opening balance, credit details, opening balance and closing balance. A user can request to generate an adhoc and scheduled report with following additional parameters:

- Account Number
- Frequency
- Date Range

Further, user has to select a format in which the report needs to be generated.

Reports are categorized under:

- Adhoc Report
- Scheduled Report

### How to reach here:

*Corporate Dashboard > Toggle menu > Menu > Report > Report Generation*

### 25.5.1 Transaction Summary Report

Transaction summary 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 transaction summary adhoc report:

1. In the **Report Generation** screen, click **Adhoc** tab. The adhoc report generation screen appears.
2. From the **Report Name** list, select the desired report which is to be generated. The receptive report generation screen appears.
3. In the **User Names** field, click and add multiple active user IDs of party mapped to whom the adhoc report to be sent via their registered email IDs.
4. From the **Report Format** list, select the desired report format for generated report.
5. From the **Account Number** list, select account number selected for which you want to generate report.
6. From the **Duration - From** and **Duration - To** list, specify the period for which the report is to be generated.
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.

## Transaction Summary - Adhoc Reports

The screenshot shows the 'Reports' section of the Futura Bank interface. It has two tabs: 'Adhoc' (selected) and 'Schedule'. The form includes the following fields and controls:

- Report Name:** Transaction Summary Report (dropdown)
- User Names:** Joe chk, Joe mak (tags with close buttons)
- Report Format:** PDF (dropdown)
- Account Number:** xxxxxxxxxxxx0058 (dropdown)
- Duration:** 09/01/2021 to 09/30/2021 (date pickers)
- Buttons:** Generate Report (blue), Cancel (grey), Clear (blue text)

A 'Tips' box on the right side contains the following text:

**Tips**  
 With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.

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### Field Description

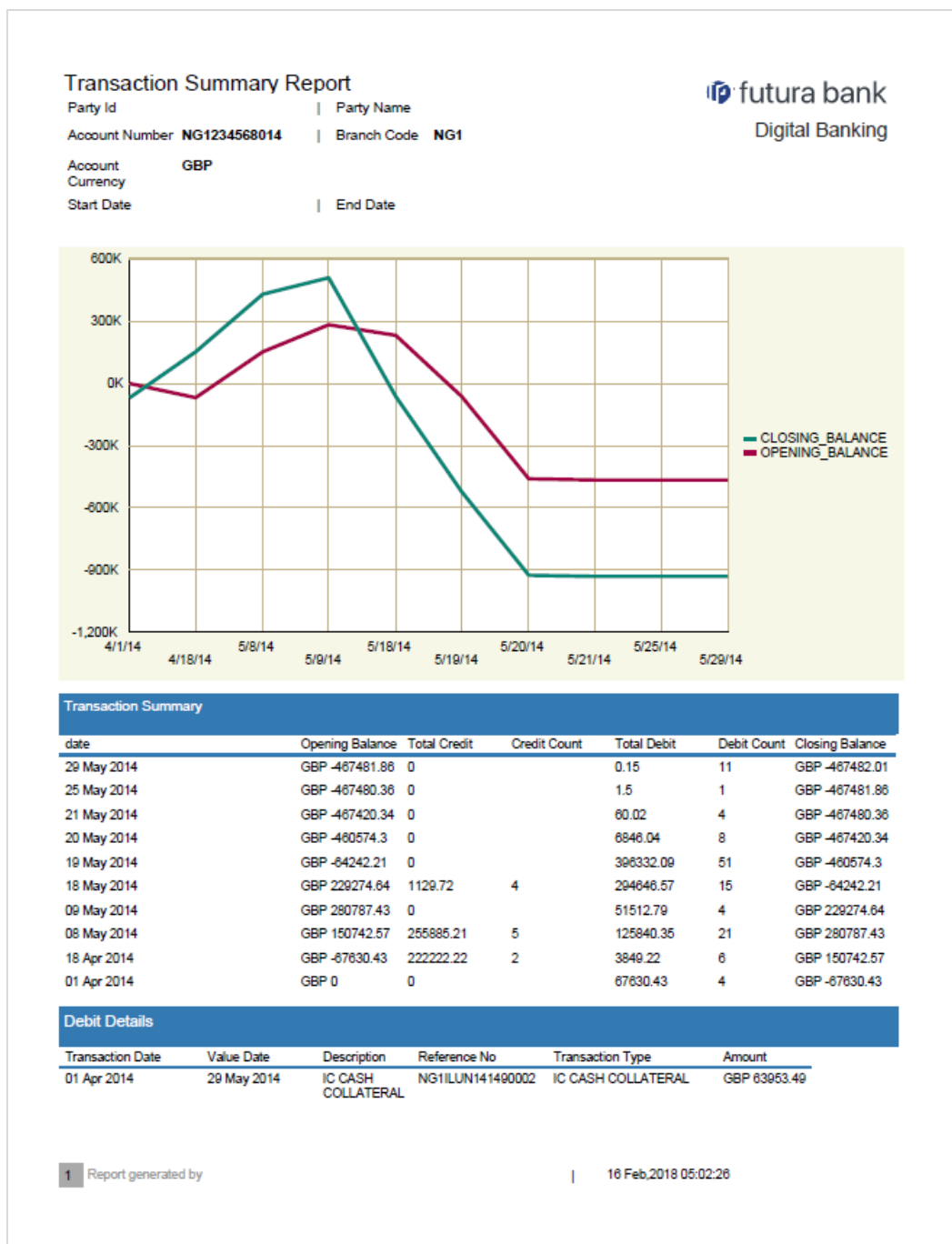
Field Name	Description
<b>Report Name</b>	The report type selected to generate the report.
<b>User Names</b>	The active users of party mapped to whom the adhoc report to be sent via their registered email IDs.
<b>Report Format</b>	The format in which report is to be generated. The options with Oracle Business Intelligence (BI) 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>Account Number</b>	The account number selected for which you want to generate report.
<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.

- The success message of request along with the status, Report Request ID and Reference Number appears.  
 OR  
 Click the **View Reports** to view generated reports. User is directed to **My Reports** screen.

OR  
Click **Generate Another Report** to generate new report.

**Note:** You can also download the requested report from [Corporate Dashboard > Toggle Menu > Menu > Reports > My Reports.](#)

**For reference, a specimen of the report generated is given below:**



**Field Description**



<b>Field Name</b>	<b>Description</b>
<b>Report Parameters</b>	
<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>Account Number</b>	Account number of the transaction.
<b>Account Currency</b>	Account currency of the transaction.
<b>Branch Code</b>	Branch code of the bank.
<b>Start Date</b>	The start date of the generated report.
<b>End Date</b>	The end date of the generated report.
<b>Transaction Summary</b>	
<b>Date</b>	The date of the generated report.
<b>Opening Balance</b>	Opening Balance of the transaction.
<b>Total Credit</b>	Total credit of the transaction.
<b>Credit Count</b>	Credit Count of the transaction.
<b>Total Debit</b>	Total debit of the transaction.
<b>Debit Count</b>	Debit Count of the transaction.
<b>Closing Balance</b>	Closing Balance of the transaction.
<b>Debit Details</b>	
<b>Transaction Date</b>	The date of the transaction.
<b>Value Date</b>	The value date of the transaction.
<b>Description</b>	The description of the transaction.
<b>Reference No</b>	The reference number of the transaction.
<b>Transaction Type</b>	The type of transaction.
<b>Amount</b>	The amount of transaction.

## 25.5.2 Transaction 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 transaction summary scheduled report:

1. In the **Report Generation** screen, click **Schedule** tab. The schedule report generation screen appears.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.
3. From the **Report Format** list, select the desired report format for generated report.
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 **Duration - From** and **Duration - To** list, select the appropriate duration.
7. Click **Schedule Report** to view and generate the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.

### Transaction Summary - Scheduled Report

The screenshot shows the 'Reports' section of the Futura Bank system. The 'Schedule' tab is active. The form contains the following fields:

- Report Name:** Transaction Summary Report
- Report Format:** PDF
- Select Frequency:** DAILY
- Start Generating:** 10/01/2021 00:00
- Stop Generating:** 11/30/2021 18:00
- Account Number:** xxxxxxxxxxxx0058
- Duration:** 09/01/2021 to 09/30/2021

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 screen 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.

At the top of the page, there is a navigation bar with 'Maker', 'ATM/Branch', and 'English' dropdown menus. The user is logged in as 'tata sup' with the last login time of '30 Sep 07:11 PM'.

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Name</b>	The report type selected to generate the report.
<b>Report Format</b>	The format in which report is to be generated. The options with Oracle Business Intelligence (BI) 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>	The frequency at which the reports are 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>	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>Account Number</b>	The account number selected for which you want to generate report.
<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>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

8. The success message of request along with the status, Report Request ID and Reference Number appears.  
OR  
Click the **View Reports** to view generated reports. User is directed to **My Reports** screen.  
OR  
Click **Generate Another Report** to generate new report.

**Note:** You can also download the requested report from [Corporate Dashboard > Toggle Menu > Menu > Reports > My Reports.](#)

