



Current Account and Saving Account User Guide

## **Oracle Banking Branch**

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# 1. Preface

## 1.1 Introduction

This manual is designed to help you quickly get acquainted with the Oracle Banking Branch CASA Services. It provides an overview of the module and provides information on using the Current and Savings Account sub-module of Oracle Banking Branch CASA Services.

## 1.2 Audience

This manual is for the Customer Service Representatives (CSRs) and staff in charge of setting up new products in your bank.








## 1.3 Documentation Accessibility













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

## 1.4 Symbols, Definitions and Abbreviations

The following are some of the Symbols you are likely to find in the manual:

**Table 1.1: Symbols**

Icon	Function
	Edit Icon
	Delete Icon
	Exit Icon
	Search Icon
	Customer Information Icon
	Add Tiles to Dashboard
	Add New Event

Icon	Function
	Calendar Icon
	Filter
	First
	Last
	Previous
	Next
	Expand
	Collapse
	View
	Modify
	Close
	Bell

**Table 1.2: Common Icons and its Definitions**

Icon Names	Applicable Stages	Operation
<b>Document</b>	Initiation, Approval and Hand-off Retry	The maker of the transaction can click on 'Document' to upload documents that are relevant to the transaction. Once uploaded, the documents are available for viewing during authorization or by the maker.
<b>Change Log</b>	Approval	When the authorizer clicks on the Change Log button, the system displays the changes made to the transaction in a pop-up window. By default, the change log is set to display only modified values. The Change Log button has two options, All and Updated. All button displays both modified and non-modified fields and the Updated button displays only the modified fields. All the modified values are displayed in red that helps the authorizer to compare and simplify the authorization process.
<b>Remarks</b>	Initiation, Approval and Hand-off Retry	'Remarks' can be used either by the maker or the authorizer of the transaction to optionally capture useful information about the transaction.
<b>Host Error</b>	Hand Off Retry	Hand off Retry' comes into use whenever a transaction input from the mid-office system fails authorization due to Host System rejection. The authorizer of the transaction can view the reason for Host rejection and take appropriate action.
<b>i icon</b>	Initiation, Approval and Hand-off Retry	To view the Customer details such as the photograph, signature, customer ID, Account Branch, and balance, the 'i' icon is used. The 'i' icon becomes active once the maker of the transaction inputs the account number and tabs out of the field. The 'i' icon is useful to inquire customer information about both the debit and the credit account numbers.
<b>Minimize</b>	Initiation, Approval and Hand-off Retry	Users can minimize the transaction input screen. When the screen is minimized, it appears as to a separate tab within the same web page

Icon Names	Applicable Stages	Operation
<b>Maximize</b>	Initiation, Approval and Hand off Retry	User can maximize the transaction input screen.
<b>Close</b>	Initiation, Approval and Hand off Retry	Users can close the transaction input screen. The system displays a warning message to the user that any unsaved data would be lost. User can either choose to ignore the message and close the screen or choose to 'save and close' the transaction
<b>Save and Close</b>	Initiation	In case a transaction has to be closed midway due to a lack of sufficient information, the maker of the transaction can choose this option. On 'Save & Close', the input details are saved and the transaction screen is closed. Saved transaction details will be available in 'My task'. Users can select the transaction from 'My Task' and proceed with the transaction or delete it.
<b>Submit</b>	Initiation	On completion of input of all parameters for a particular transaction, click the 'Submit' icon to move the transaction from the initiation stage to the approval stage. Authorizer can select the transaction from 'Free Task' for approval.
<b>Cancel</b>	Initiation, Approval and Hand off Retry	Cancel operation cancels the transaction input midway without saving any data. The user is alerted that the input data would be lost before confirming the cancellation.
<b>Approve</b>	Approval	Click Approval. The system displays a pop-up screen where approval remarks if any can be input. Click OK to submit the transaction to the Host for approval through Oracle Banking Routing Hub (OBRH).
<b>Reject</b>	Approval and Hand off Retry	When an authorizer chooses to reject a transaction, the 'Reject' icon is used. The system displays a pop-up screen to capture the Rejection remarks if any. Click OK for the transaction to be routed back to the initiation stage. Subsequently, the maker can modify or delete the transaction details



Icon Names	Applicable Stages	Operation
<b>Retry</b>	Hand off Retry	The possibility of retrying a transaction arises when transaction input from the mid-office system fails authorization due to Host System rejection. Such host-rejected transactions will be present in the Hand off Retry queue in the Task Wizard. The Retry option is available only to the authorizer. Upon 'Retry', the transaction is sent to the host once again through Oracle Banking Routing Hub OBRH. Optionally, the authorizer can also 'Reject' the transaction in which case it is routed back to the maker.
<b>Audit</b>	Initiation, Approval and Hand off Retry	Audit details provide the logs of users who have acted on the transaction, the transaction date, and the time for all stages that the transaction has passed through.

## 1.5 List of Topics

This manual is organized as follows:

**Table 1.3:**

Topics	Description and Cross References
<b>Preface</b>	This topic provides the general information about the manual. It also list the various topics covered in the User Manual.
<b>Dashboard</b>	<p>The Dashboard provides an overview of the goings-on at the bank to its users, which helps the user in managing the transaction life cycle of different activities in an efficient manner.</p> <ol style="list-style-type: none"> <li>1) <a href="#">2.1 Pending Documentation</a></li> <li>2) <a href="#">2.2 My Transactions</a></li> <li>3) <a href="#">2.3 Bulletin Board</a></li> <li>4) <a href="#">2.4 My Diary</a></li> <li>5) <a href="#">2.5 Service Request</a></li> <li>6) <a href="#">2.6 My Pending Tasks</a></li> </ol>

Topics	Description and Cross References
<b>Standing Instruction Maintenance</b>	<p>The topics which are part of Standing Instruction Maintenance are:</p> <ol style="list-style-type: none"> <li>1) <a href="#">Scheduled Transfer</a></li> <li>2) <a href="#">View and Modify Scheduled Transfer</a></li> <li>3) <a href="#">Sweep In to Account</a></li> <li>4) <a href="#">View and Modify Sweep In to Account</a></li> <li>5) <a href="#">Sweep Out from Account</a></li> <li>6) <a href="#">View and Modify Sweep Out from Account</a></li> <li>7) <a href="#">Auto Term Deposit Instruction</a></li> <li>8) <a href="#">Online Account Sweep In</a></li> <li>9) <a href="#">Online Account Sweep History</a></li> </ol>
<b>Cheque Book</b>	<p>The topics which are part of Cheque Book are:</p> <ol style="list-style-type: none"> <li>1) <a href="#">Stop Cheque Payment</a></li> <li>2) <a href="#">Cheque Book Request</a></li> <li>3) <a href="#">Cheque Status Inquiry</a></li> </ol>
<b>Card</b>	<p>The topics which are part of Card are:</p> <ol style="list-style-type: none"> <li>1) <a href="#">Card Status Change</a></li> <li>2) <a href="#">ATM and POS Card Limits</a></li> <li>3) <a href="#">Debit Card Request</a></li> </ol>
<b>Account Status Update</b>	<p>The topics which are part of Account Status update are:</p> <ol style="list-style-type: none"> <li>1) <a href="#">Activate Dormant Account</a></li> <li>2) <a href="#">Account Status Change</a></li> </ol>
<b>Other Services</b>	<p>The topics which are part of Other Services are:</p> <ol style="list-style-type: none"> <li>1) <a href="#">Account Branch Transfer</a></li> <li>2) <a href="#">Account Address Update</a></li> <li>3) <a href="#">Amount Block</a></li> <li>4) <a href="#">Nominee Details Update</a></li> <li>5) <a href="#">Update Joint Holder Details</a></li> <li>6) <a href="#">Temporary Overdraft Limit</a></li> <li>7) <a href="#">Account Statement Frequency</a></li> <li>8) <a href="#">Account Statement Request</a></li> </ol>

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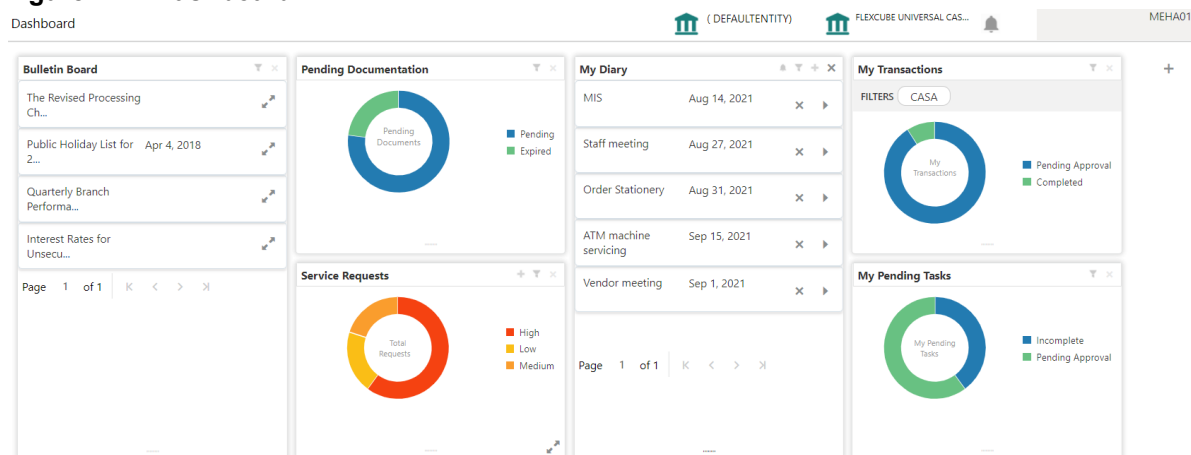
Topics	Description and Cross References
Query	The topics which are part of Query are: 1) <a href="#">Account Transaction Inquiry</a>
Error Codes	This topic describes about the Error Codes and Messages 1) <a href="#">Error Codes and Messages</a>

## 2. Dashboard

This topic describes the systematic instructions about Dashboard and various widgets used. This Dashboard provides an overview of the goings-on at the bank to its users, which helps the user in managing the transaction life cycle of different activities in an efficient manner.

The Dashboard is used to visualize the data by graphically representing them using a doughnut wheel. In Dashboard the filters & alerts are used to narrow down the data to the transaction level.

**Figure 2.1: Dashboard**



The Dashboard is designed to display the widgets. The widgets are described in the following sub-sections:

- [2.1 Pending Documentation](#)
- [2.2 My Transactions](#)
- [2.3 Bulletin Board](#)
- [2.4 My Diary](#)
- [2.5 Service Request](#)
- [2.6 My Pending Tasks](#)

### 2.1 Pending Documentation

This topic describes the systematic instruction about the Pending Documentation widget in Dashboard.

Context:

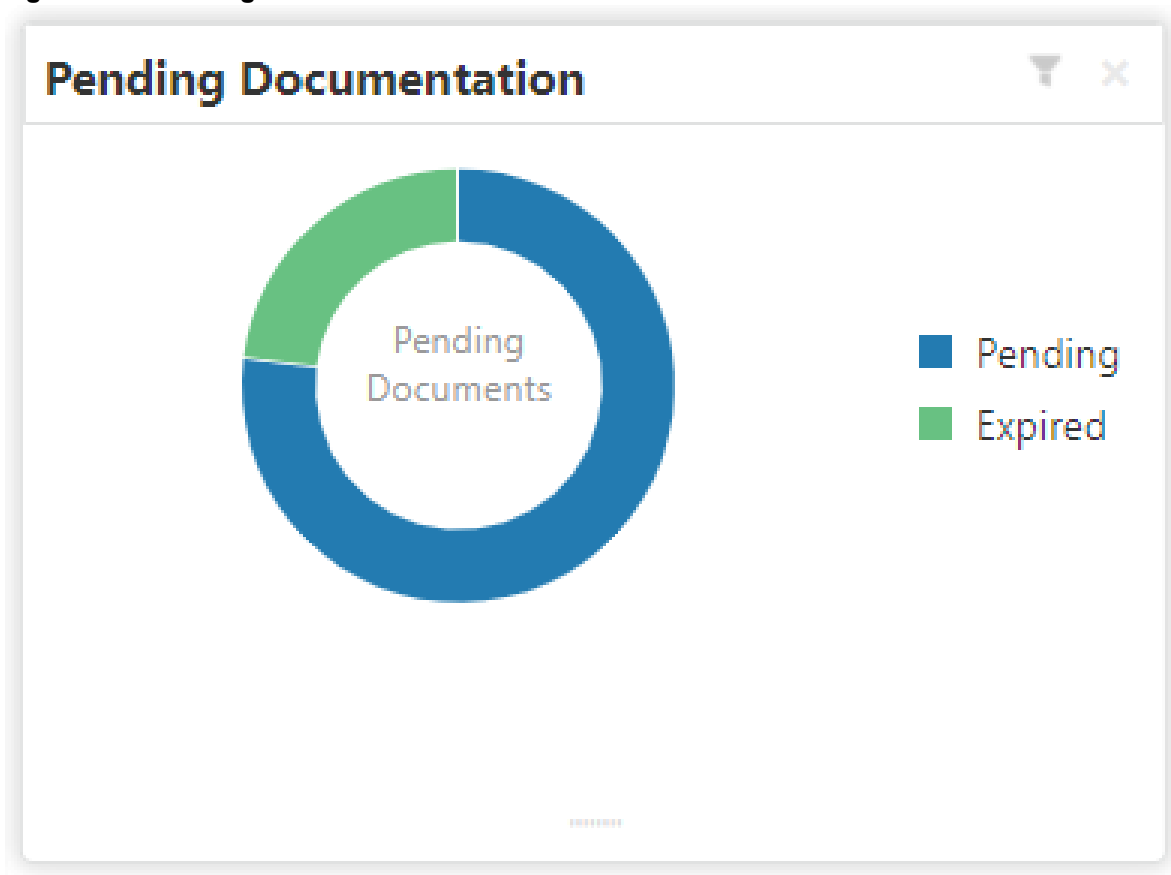
The Pending documentation widget provides users a view of documents that are pending or expired or those that are yet to be collected from the customers.


The Pending Documentation doughnut is classified as follows:

- Pending

- Expired
- Expiring this Month

**Figure 2.2: Pending Documentation**



1. To view the number of pending documents, hover the mouse on each section of the doughnut.
2. Click  to display the pending documentation based on the sub domain and product.  
For more information on fields, refer to the field description table.

**Table 2.1: Pending Documentation-Filter**

Field	Description
<b>Filter by Sub Domain</b>	Displays all the modules supported by widget from the drop down list.
<b>Filter by Product</b>	Enter the Account Class Code or click the search icon to view the Filter by Product pop-up window. By default, this window lists all the Account Class code present in the system. You can search for a specific Product by providing Account Class code or Account Class description, and click on the Fetch button.

- After Fetching the Account Class code the Filter by product pop-up window gets closed and then click the 'Filter' button.

STEP RESULT: The applied Filters will appear in the band within the widget.

- Click  icon and click the clear button to remove the applied filters.

## 2.2 My Transactions

This topic describes the systematic instruction about the Pending Documentation widget in Dashboard.

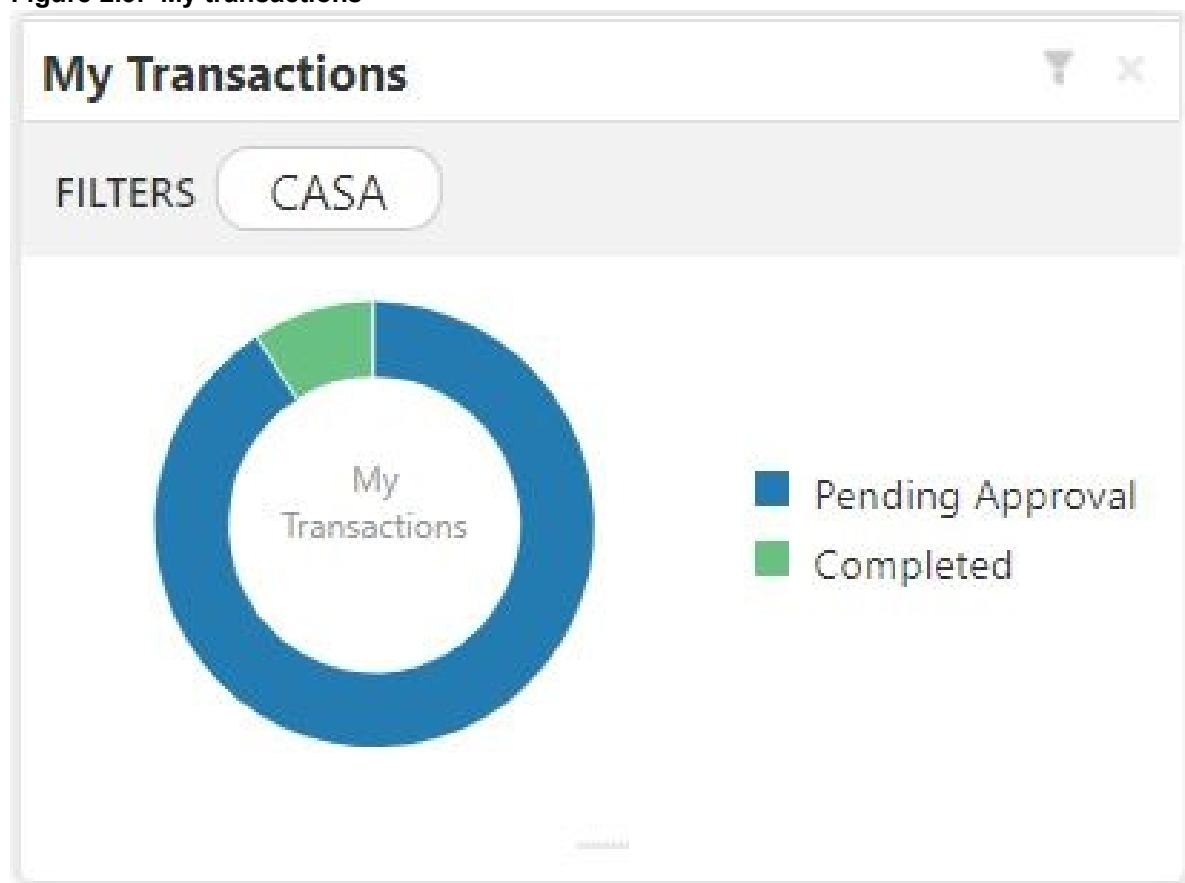
CONTEXT:

My Transaction widget provides a view of all transactions that the user performed during the day.

My Transaction doughnut is classified as follows:

- Pending Approval
- Failed
- Rejected
- Completed

Figure 2.3: My transactions





1. To view the Transactions for the day, hover the mouse on each section of the doughnut.
2. Click  icon to display the transactions based on the sub domain and the process name.  
For more information on fields, refer to the field description table.

Table 2.2: My Transactions-Filter

Field	Description
<b>Filter by Sub Domain</b>	Displays all the modules supported by widget from the drop down list.
<b>Process Name</b>	Enter the Process Name or click on the search icon to select the processes available under a particular sub-domain.

3. After selecting the Process Name click the 'Filter' button.  
STEP RESULT: The applied Filters will appear in the band within the widget.
4. Click  icon and click the clear button to remove the applied filters.

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## 2.3 Bulletin Board

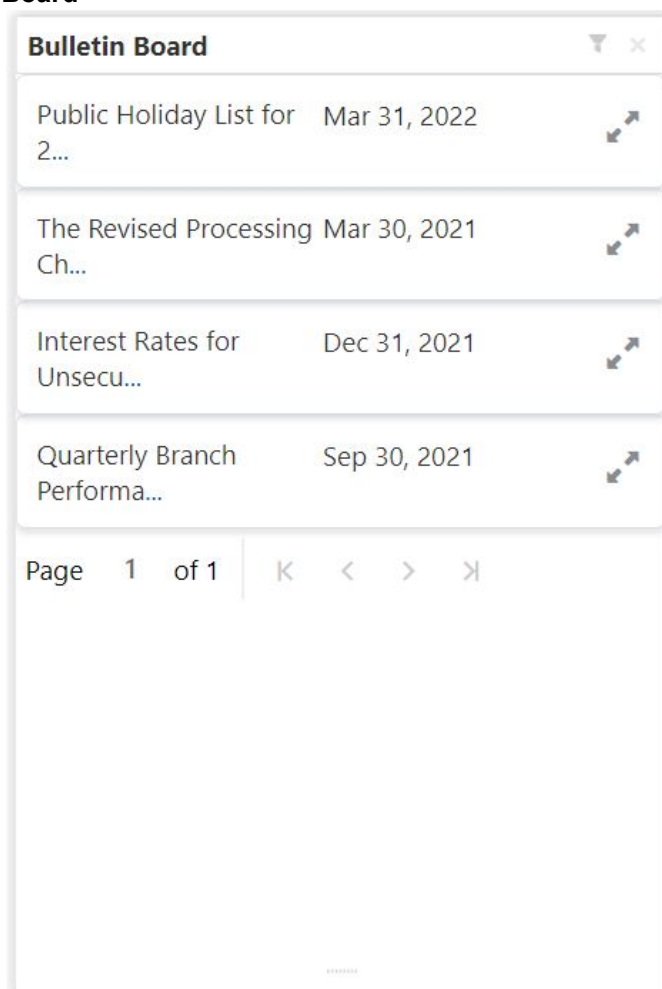
This topic describes the systematic instruction about the Bulletin Board widget in Dashboard.



Context:

The Bulletin Board widget posts all messages about the business in between the bank and its customers. The messages are:

- Public news and its messages
- Bank policies and notices
- System Messages like system downtime information, network failures, etc.



**Figure 2.4: Bulletin Board**

1. The Bulletin Board details are derived from the function id **STDBULBD** (Bulletin Message Maintenance screen). Text displayed within the widget is the concise message within the Bulletin Message Maintenance screen.
2. To view the block details in the widget, click  against each bulletin, the following details are displayed in a tabular format,
  - a. Reference number
  - b. Start Date
  - c. Start Time
  - d. Expiry Time
  - e. Message Details
3. Click on the Message Details to view the complete message.
4. Click  icon to display the bulletin board based on Reference Number, Start Date, End Date. For more information on fields, refer to the field description table.

**Table 2.3: Bulletin Board-Filter**

Field	Description
<b>Reference Number</b>	Enter the reference number or click the search icon to view the Reference Number pop-up window. By default, this window lists all the Reference Numbers present in the system. You can search for a specific Reference Number by providing Reference Number, and click on the Fetch button.
<b>Start Date</b>	Click on the adjoining calendar icon and specify the start date.
<b>End Date</b>	Click on the adjoining calendar icon and specify the end date.

- After Fetching the Reference Number or Start Date or End Date the user needs to click on the 'Filter' button.

STEP RESULT: The applied Filters will appear in the band within the widget.

- Click  icon and click the clear button to remove the applied filters.

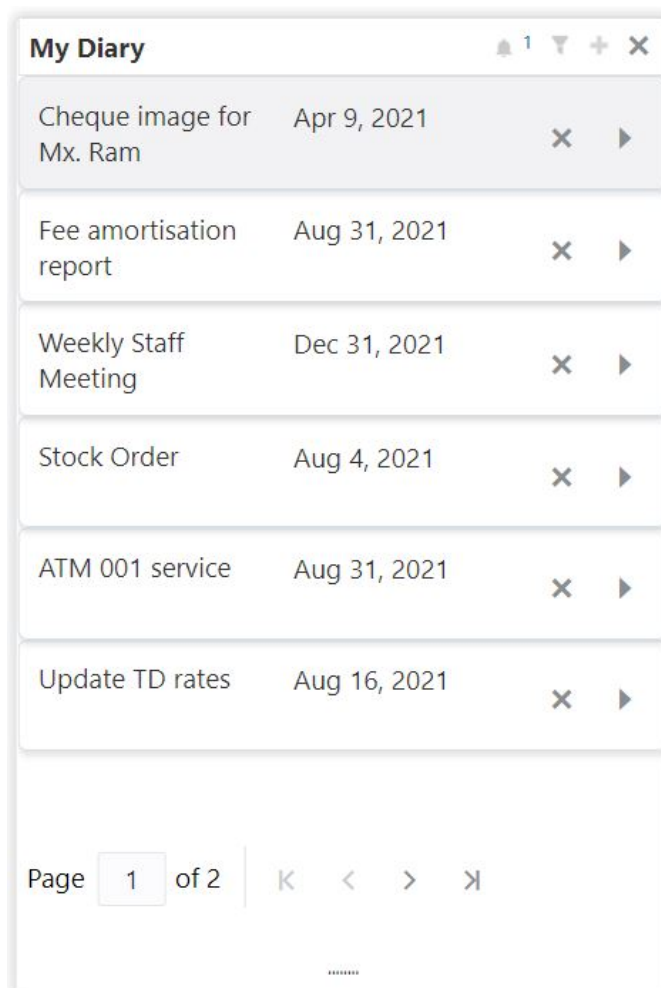
## 2.4 My Diary


This topic describes the systematic instruction about the My Diary widget in Dashboard.

### CONTEXT:

My Diary widget helps users to keep a record of activities that they would perform in the near future or perform at regular intervals. This widget allows users to set reminders, define a frequency for reminders as well as define an end date to the event.




**Figure 2.5: My Diary**



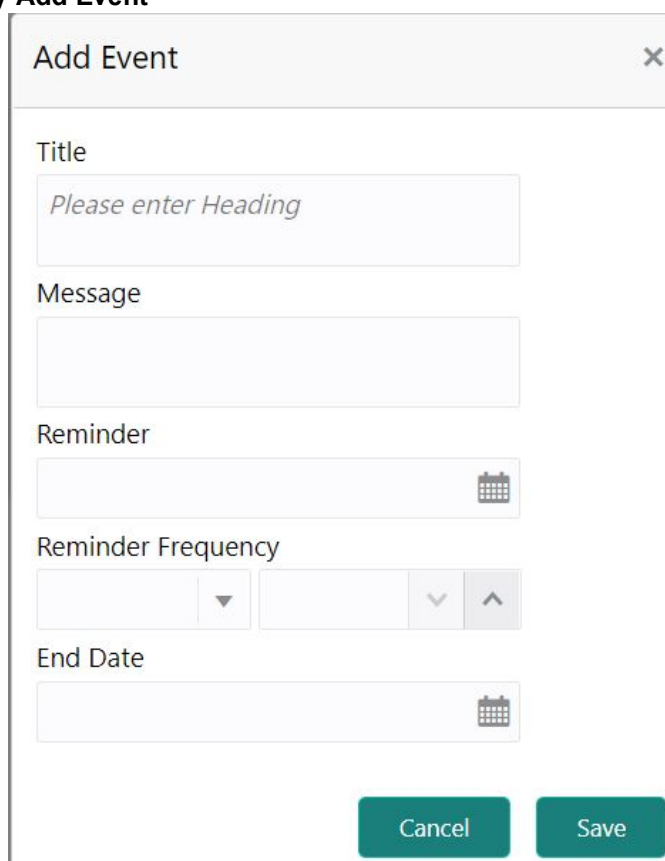
1. Click  to filter the events based on due date.  
For more information on fields, refer to the field description table.

**Table 2.4: My Diary-Filter**

Field	Description
<b>Filter By Due Date</b>	Click on the adjoining calendar icon and specify the Due date.

- The dairy event within the widget will show the Title and the End-Date. Click  to view or edit the diary event.
- When the user defines the reminder date for a dairy event, the bell icon with the number of reminder events will be displayed. Click  icon to view the events that are due for the day.
- Click  to create a new Diary event.

STEP RESULT: **Add Event** pop up screen is displayed.

**Figure 2.6: My Diary-Add Event**


- On **Add Event** pop up screen, specify the fields.  
For more information on fields, refer to the field description table.


**Table 2.5: My Diary-Add Event**

Field	Description
<b>Title</b>	Enter an appropriate title for the diary event. When event is saved, the title appears on the widget.
<b>Message</b>	Enter details about the diary event.

Field	Description
<b>Reminder</b>	Click on the adjoining calendar icon and specify the reminder date.
<b>Reminder Frequency</b>	Users can define a reminder frequency for the diary event in Days, Months, or Years. By using the increment and decrement button, the frequency can be increased or decreased.
<b>End Date</b>	Click on the adjoining calendar icon and specify the End date. On this date, the event will be removed from the widget.  <b>NOTE:</b> If the Due Date is not specified, the event remains in the widget indefinitely.

6. After selecting the Due Date click the 'Filter' button.

**STEP RESULT:** The applied Filters will appear in the band within the widget.

7. Click  icon and click the clear button to remove the applied filters.

## 2.5 Service Request

This topic describes the systematic instruction about the Service Request widget in Dashboard.

### CONTEXT:

Service Request widget helps the user to capture the service requests on behalf of customers whose transactions cannot be completed in a straight-through processing sequence or which might take time to analyze or investigate. Transactions such as double debits, incorrect charges, ambiguous transactions fall into this category.

The Service Requests widget is classified based on priority namely:

- High
- Medium
- Low

Figure 2.7: Service Requests




1. To view the Service Requests, hover the mouse on each section of the doughnut.
2. The Service Request details are derived from the function id **STDSRQST** (Service Request Input screen). Users can edit and save the details in this screen.
3. On the Service Request doughnut, when a section is clicked the doughnut pops out. Whenever the page is navigated away from the dashboard, this pop-out will reset and go back to the default view.

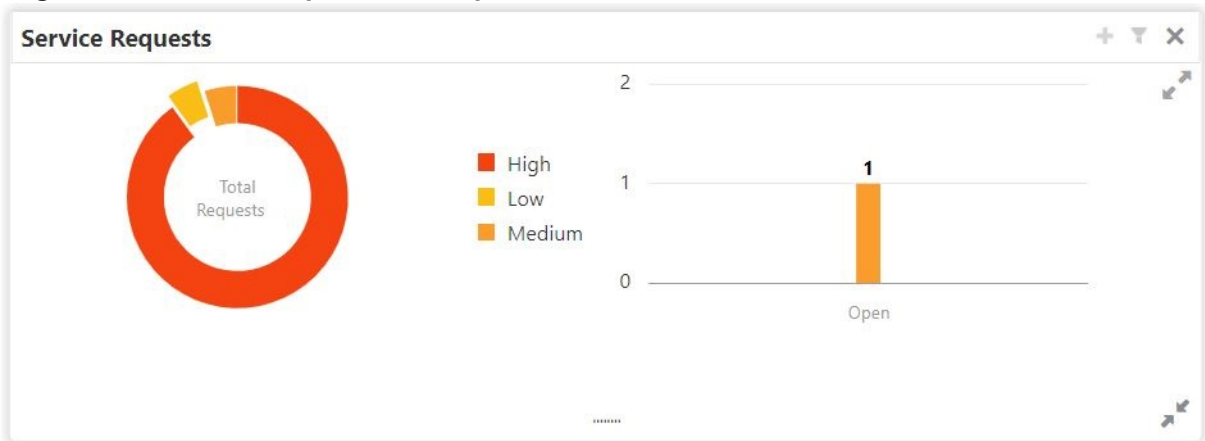
STEP RESULT: **Service Request Doughnut pop-out** is displayed.



Figure 2.8: Service Request Doughnut pop-out



4. Click  icon to view the bar graph which displays different status of the service requests. Each bar displays the total number of service requests at the top of the bar.

STEP RESULT: **Service Request-Bar Graph** is displayed.

**Figure 2.9: Service Request-Bar Graph**

5. The bar graph displays different status like Open, Closed, Escalated, Pending. For a specific status, users can click the bar to view the following service request details in a tabular format.
  - a. Service Request Number
  - b. Service Request Type
  - c. Customer Number
  - d. Account Number
6. Click  icon to close the bar graph.
7. On the Service Request widget, click  icon to view available service requests for selected priority with the status in tabular format.

STEP RESULT: **Priority Service Request** pop-up window gets displayed.

**Figure 2.10: Priority Service Request Pop Up Window**

Low Priority Service Requests ×

Service Request Number


Customer Number

Account Number

Status

Service Request Number	Service Request Type	Customer Number	Account Number	Status
000XXX000024	Auto Payment			Open

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

8. Users can view the following details in the Service Requests table,
  - a. Service Request Number
  - b. Service Request Type
  - c. Customer Number
  - d. Account Number
  - e. Status
9. Click  icon to create New Service Requests.

STEP RESULT: **New Service Request** screen is displayed.



**Figure 2.11: Service request-New Service request**

**New Service Requests** [X]

Service Request Number	Service Request Type [ ] ▼
Customer Number * [ ] 🔍	Account Number [ ]
Full Name	Priority [ ] ▼
Telephone	Status [ ] ▼
Mobile Number	Service Request Date [ ] 📅
Email	Target Completion Date [ ] 📅
Service Request Description Please enter description	

[ Save ]


10. On the **New Service Request** screen, specify the fields.  
For more information on fields, refer to the field description table.

Table 2.6: Service Request-New Service Request

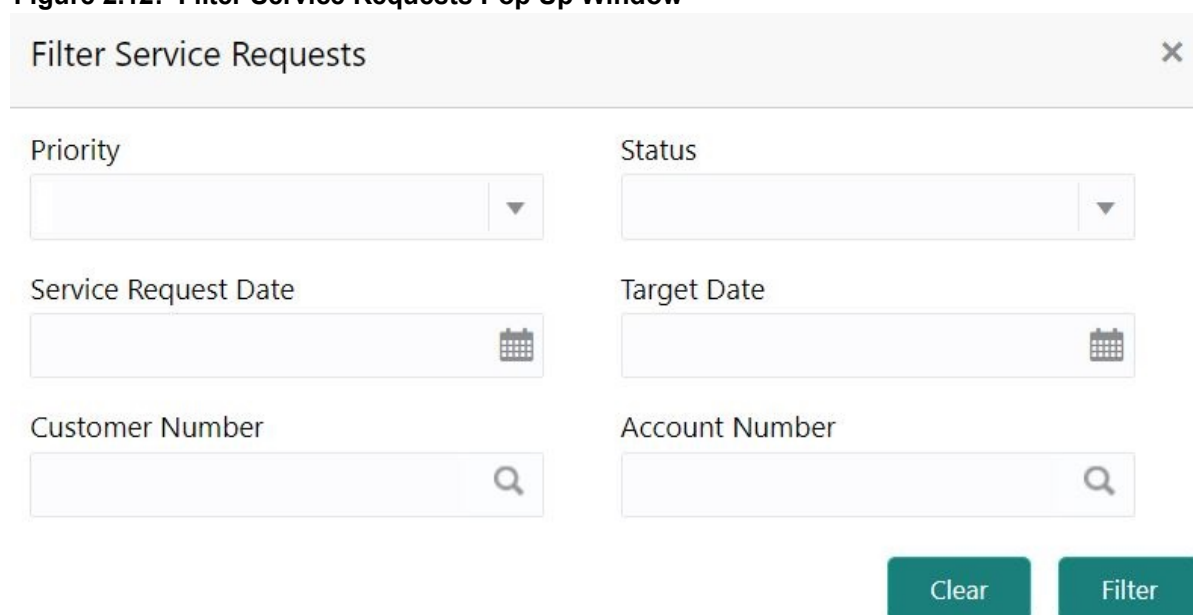
Field	Description
<b>Service request Type</b>	Users can select any one of the Service Request Type from the drop-down list.
<b>Customer Number</b>	<p>Enter the Customer Number or click the search icon to view the Customer Details pop-up window. By default, this window lists all the Customer Numbers present in the system. You can search for a specific Customer Details by providing Customer Number and click the Fetch button. After the Fetch button is clicked the system displays the customer details,</p> <ul style="list-style-type: none"> <li>• Full Name</li> <li>• Telephone Number</li> <li>• Mobile Number</li> <li>• Email</li> </ul>
<b>Account Number</b>	<p>Account Number is displayed based on the Customer Number selected. Alternatively, users can also enter or click the search icon to view the Customer Account Details pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing the Account Number or Account Name and click the Fetch button. After the Account Number is selected, the system defaults the Customer Number.</p>
<b>Priority</b>	<p>Users can select any one of the Priority Type from the drop-down list. The Priority drop-down lists the below values,</p> <ul style="list-style-type: none"> <li>• High</li> <li>• Medium</li> <li>• Low</li> </ul>
<b>Status</b>	<p>Users can select any one of the Status from the drop-down list. The Status drop-down lists the below values,</p> <ul style="list-style-type: none"> <li>• Open</li> <li>• Pending</li> <li>• Closed</li> <li>• Escalated</li> </ul>
<b>Service Request Date</b>	<p>Click on the adjoining calendar icon and specify the Service Request Date.</p> <p><b>NOTE:</b> The Service Request Date is defaulted to current business date.</p>
<b>Target Completion Date</b>	Click on the adjoining calendar icon and specify the Target Completion Date of the service request.
<b>Service Request Description</b>	Users can enter the description about the Service Request.

Field	Description
<b>Service request Number</b>	Displays the Service Request Number generated by the system.

11. After entering all the details users need to click on Save button. The system generates a service request number and populates in the 'Service Request Number' field & displays a success message 'SR is saved successfully'. When the user accepts the message, the screen is closed and the service request appears on the widget.

12. Click  to filter the service requests.  
STEP RESULT: **Filter Service Requests** pop up window is displayed.

**Figure 2.12: Filter Service Requests Pop Up Window**



Filter Service Requests

Priority

Status

Service Request Date

Target Date

Customer Number

Account Number

Clear Filter

13. On **Filter Service Requests** pop up window, specify the fields.  
For more information on fields, refer to the field description table.

**Table 2.7: Filter Service Requests**

Field	Description
<b>Priority</b>	Users can select any one of the Priority Type from the drop-down list. The Priority drop-down lists the below values, <ul style="list-style-type: none"> <li>• High</li> <li>• Medium</li> <li>• Low</li> </ul>
<b>Status</b>	Users can select any one of the Status from the drop-down list. The Status drop-down lists the below values, <ul style="list-style-type: none"> <li>• Open</li> <li>• Pending</li> <li>• Closed</li> <li>• Escalated</li> </ul>
<b>Service Request Date</b>	Click on the adjoining calendar icon and specify the Service Request Date.
<b>Target Date</b>	Click on the adjoining calendar icon and specify the Target Date of the service request.
<b>Customer Number</b>	Enter the Customer Number or click the search icon to view the Customer Details pop-up window. By default, this window lists all the Customer Numbers present in the system. You can search for a specific Customer Details by providing Customer Number or Customer Name and click the Fetch button.
<b>Account Number</b>	Enter the Account Number or click the search icon to view the Customer Account Details pop-up window. By default, this window lists all the Customer Numbers present in the system. You can search for a specific Customer Account Details by providing Customer Number, Account Number or Account Name and click the Fetch button.

14. After clicking the Filter button the Filter Service Requests pop-up window gets closed.

STEP RESULT: The applied Filters will appear in the band within the widget.

15. Click  icon and click the clear button to remove the applied filters.

## 2.6 My Pending Tasks

This topic describes the systematic instruction about My Pending Tasks widget in Dashboard.

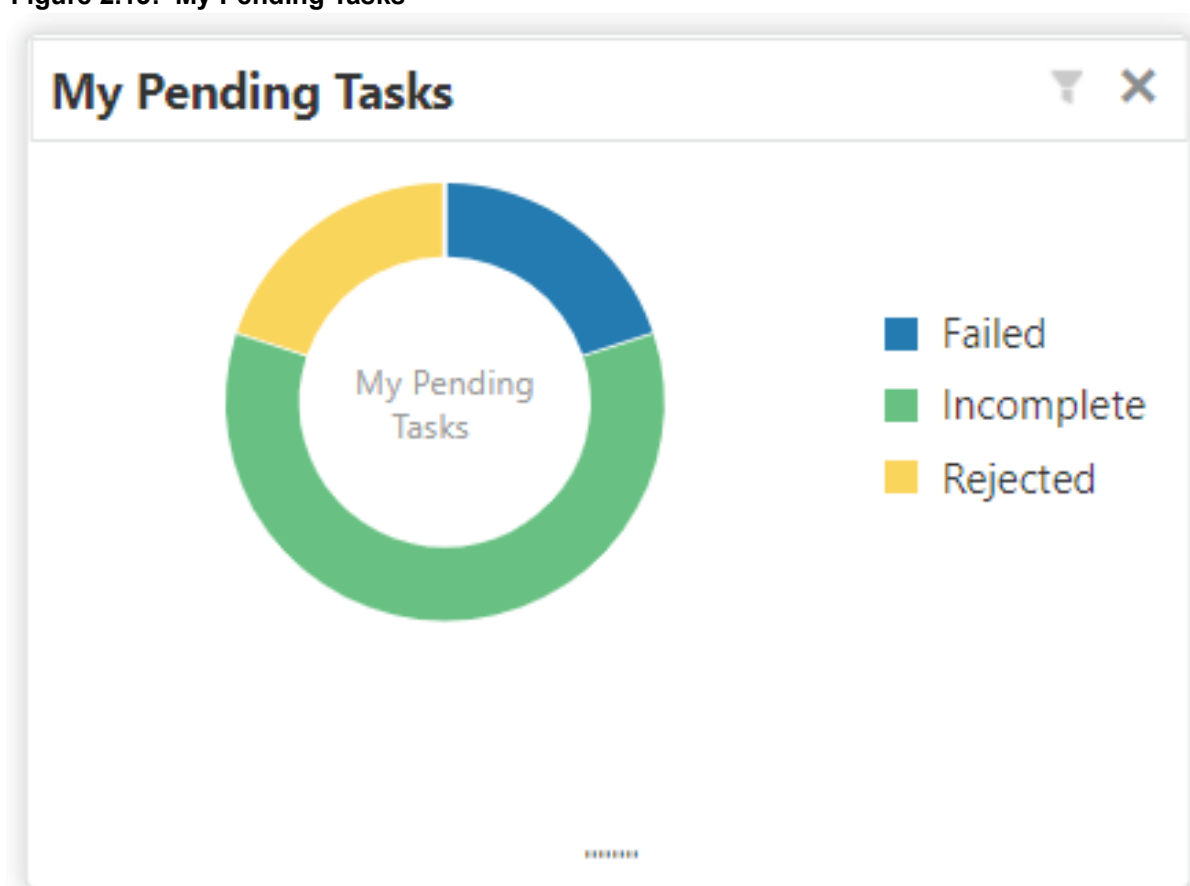
CONTEXT:


My Pending Tasks widget provides the user list of transactions that are in different statuses such as rejected, failed, and incomplete. Users can click on each section of the widget to access the transactions and proceed to complete them.

My Pending Tasks doughnut is classified as follows:

- Failed
- Incomplete
- Rejected


Figure 2.13: My Pending Tasks



1. To view the Pending Tasks, hover the mouse on each section of the doughnut.
2. Click  to display the transactions based on process name.  
For more information on fields, refer to the field description table.

**Table 2.8: My Pending Tasks-Filter**

Field	Description
<b>Process Name</b>	Enter the Process Name or click on the search icon to select the processes available under a particular sub-domain.

3. After selecting the Process Name click the 'Filter' button.  
STEP RESULT: The applied Filters will appear in the band within the widget.
4. Click  icon and click the clear button to remove the applied filters.

### 3. Scheduled Transfer

This topic describes the systematic instruction to maintain scheduled transfer. A customer can issue standing instructions to the bank, to perform a certain transaction for a particular period without any follow-up or intervention by either party. For example, a customer can instruct the bank to debit a CASA account by a fixed amount at a predefined frequency and transfer the funds to another account. When the customer requests a scheduled transfer to CASA, the operation officer can capture the instruction details on this screen.

1. On the **Homepage**, from **Account Services**, under **Standing Instruction Maintenance**, click **Scheduled Transfer**, or specify the **Scheduled Transfer** in the Search icon bar.

STEP RESULT: **Scheduled Transfer** screen is displayed.

**NOTE:** The fields which are marked in asterisk blue are mandatory fields.

**Figure 3.1: Scheduled Transfer Screen**

2. On **Scheduled Transfer** screen, specify the fields.  
For more information on fields, refer to the field description table.  
On the **Account Name**, click the **i** icon to view the Customer Information.

**Table 3.1: Scheduled Transfer - Field Description**

Field	Description
<b>Debit Account Number</b>	Enter the debit account number or click the search icon to view the Debit Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Debit Account Number, or Debit Account Name and clicking on the 'Fetch' button.
<b>Debit Account Name</b>	Debit Account Name is displayed based on the account selected.

Field	Description
<b>Credit Account Number</b>	Enter the credit account number, or click the search icon to view the Credit Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Credit Account Number, or Credit Account Name and clicking on the 'Fetch' button.
<b>Credit Account Name</b>	Credit Account Name is displayed based on the account selected.
<b>Transfer Amount</b>	Input the Transfer Amount for scheduled transfer, this amount will be transferred on a predefined frequency. Field Transfer Amount is appended with transaction currency. Credit account number currency will be default as transfer amount currency while choosing the credit account number.
<b>Frequency</b>	The user can select the execution frequency from the 'Frequency' drop-down list. Standing instruction transfer to CASA will be executed on the selected frequency. Frequency drop-down list the below values: <ul style="list-style-type: none"> <li>• Days</li> <li>• Months</li> <li>• Years</li> </ul> The user can easily increase or decrease the value for the selected frequency with the up and down button.
<b>Start Date</b>	The system will default the start date as the current branch date, user can modify the start date to any future date using the adjoining calendar button. The first Standing instruction will be executed on the start date. <b>NOTE:</b> Start Date cannot be backdated.
<b>Number of Transfers</b>	The User can define the number of transfers to be executed on predefined frequency, it is not a mandatory field, if the user sets the number of transfers, the expiry date will be auto-calculated based on the Start date, Frequency, Month End Execution, and the number of transfers. The value for Number of Transfers can be increased or decreased using the Up and Down buttons
<b>Month End Execution</b>	The user can make sure that the standing instruction transfer to CASA is executed every month-end by enabling the month-end execution. Month End execution cannot be defined for daily frequency. By default month-end, execution will be off. Month End flag can be enabled only if the start date is falling on month-end



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Field	Description
End Date	<p>Click the calendar and specify the expiry date.</p> <p>The expiry date is a non-mandatory field. If the expiry date is not captured, the system considers the standing instruction as open-ended.</p> <p><b>NOTE:</b> End Date cannot be less than Start Date.</p>
Narrative	<p>The Narrative defaults as Scheduled Transfer. The user can modify the defaulted value.</p>

## 4. View and Modify Scheduled Transfer

This topic describes the systematic instruction to View, Modify and Close the Schedule Transfer. A new User Interface is required for finding the existing scheduled transfer contract and modify the contract details or view the schedule transfer cycle details.

1. On the **Homepage**, from **Account Services**, under **Standing Instructions Maintenance**, click **View and Modify Scheduled Transfer**, or specify the **View and Modify Scheduled Transfer** in the Search icon bar.

**STEP RESULT:** **View and Modify Scheduled Transfer** screen is displayed.

**NOTE:** The fields which are marked in asterisk blue are mandatory fields.

**Figure 4.1: View and Modify Scheduled Transfer**

**Figure 4.2: Schedule Transfer Cycle Details**

**Figure 4.3: Modify Schedule Transfer**

Modify Scheduled Transfer

Debit Account Number  
Credit Account Number  
Transfer Amount \*  
Start Date  
Month End Execution  
Narrative \*


Debit Account Name  
Credit Account Name  
Frequency \*  
Number of Transfers  
End Date  
Suspend Execution

Remarks  
Documents  
No Customer Selected

Audit
Save & Close
Submit
Cancel


- On **View and Modify Scheduled Transfers** screen, specify the fields.  
For more information on fields, refer to the field description table.

Table 4.1: View and Modify Scheduled Transfer


Field	Description
<b>Debit Account Number</b>	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and clicking on the 'Fetch' button.
<b>Credit Account Number</b>	Enter the credit account number, or click the search icon to view the Credit Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Credit Account Number, or Credit Account Name and click the 'Fetch' icon.
<b>Search Result</b>	The contract details are displayed in tile format. The available basic details displayed are: <ul style="list-style-type: none"> <li>• Debit Account Number</li> <li>• Credit Account Number</li> <li>• Transfer Amount</li> <li>• Start Date</li> <li>• Frequency</li> <li>• End Date</li> <li>• Narrative</li> </ul>
<b>View Transaction</b>	Click  to view the <b>Schedule Transfer Cycle Details</b> . On <b>Schedule Transfer Cycle Details</b> screen the user can view: <ul style="list-style-type: none"> <li>• Instruction Details</li> <li>• Execution Preferences</li> <li>• Cycle Details</li> </ul>

- On **Modify Schedule Transfer** screen, specify the fields.  
For more information on fields, refer to the field description table.  
On the **Account Name**, click the **i** icon to view the Customer Information.

Table 4.2: Modify Transaction

Field	Description
<b>Modify Transaction</b>	<p>Click  to modify the scheduled transfer contract details. User can modify the below details:</p> <ul style="list-style-type: none"> <li>• Transfer Amount</li> <li>• Frequency</li> <li>• Number of Transfers</li> <li>• Month End Execution</li> <li>• End Date</li> <li>• Narrative</li> <li>• Suspend Execution</li> </ul>
<b>Transfer Amount</b>	The transfer amount displayed can be modified by the user.
<b>Frequency</b>	<p>Users can modify the execution frequency from the Frequency drop-down list. Standing instruction transfer to CASA will be executed on the selected frequency. Frequency drop-down list the below values:</p> <ul style="list-style-type: none"> <li>• Days</li> <li>• Months</li> <li>• Years</li> </ul> <p>Users can easily increase or decrease the value for the selected frequency with the up and down button.</p>
<b>Number of Transfers</b>	<p>Users can modify the number of transfers to be executed on predefined frequency, it is not a mandatory field, if the user sets the number of transfers, the expiry date will be auto-calculated based on the following criteria:</p> <ul style="list-style-type: none"> <li>• Start Date</li> <li>• Frequency</li> <li>• Month End Execution</li> <li>• Number of Transfer</li> </ul>
<b>Month End Execution</b>	<p>User can modify and ensure that standing instruction transfer to CASA is executed every month-end by enabling the month-end execution. Month End flag can be enabled only if the start date is falling on month-end.</p> <p>Month End flag cannot be enabled for daily frequency.</p>

Field	Description
<b>End Date</b>	The system displays the existing value and the user can modify the value, user can modify the expiry date from the adjoining calendar. The expiry date is a non-mandatory Field, if the expiry date is not captured, the system considers the standing instruction as open-ended. In case the number of transfers is defined, the system updates the expiry date based on Start date, frequency, and month-end execution. Date format example- Sep 15, 2020. System updates the number of transfers based on start date, Frequency, and End date.
<b>Narrative</b>	The Narrative defaults as Scheduled Transfer. Users can modify the defaulted value.
<b>Suspend Execution</b>	Scheduled transfer execution can be stopped or started by enabling or disabling Suspend Execution.

4. On **View and Modify Schedule Transfer** screen, under **Instruction Details**, click  on the tile to close the schedule transfer.

STEP RESULT: **Close Schedule transfer screen** is displayed.

**Figure 4.4: Close Schedule Transfer**

Close Scheduled Transfer

Debit Account Number

Credit Account Number

Transfer Amount

Start Date

Month End Execution

Narrative

Debit Account Name

Credit Account Name

Frequency


Number of Transfers

End Date

Suspend Execution

Remarks

Documents



No Customer Selected

Audit

Save & Close

Submit

Cancel

5. Close the schedule transfer by clicking on the 'Submit' button.

## 5. Sweep In to Account

This topic describes the systematic instructions to request Sweep In to Account. This screen will help to define sweep requests on customer accounts that get executed when the account balance falls below a predefined threshold value.

1. On the **Homepage**, from **Account Services**, under **Standing Instruction Maintenance**, click **Sweep In To Account**, or specify the **Sweep In To Account** in the Search icon bar.

STEP RESULT: **Sweep In to Account** screen is displayed.

**NOTE:** The fields which are marked in asterisk blue are mandatory fields.

**Figure 5.1: Sweep In to Account**

2. On **Sweep In to Account** screen, specify the fields.  
For more information on fields, refer to the field description table.

**Table 5.1: Sweep In to Account**

Field	Description
<b>Credit Account Number</b>	Enter the credit account number or click the search icon to view the Credit Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Credit Account Number, or Credit Account Name and click Fetch.
<b>Credit Account Name</b>	Credit Account Name is displayed based on the credit account number selected.
<b>Debit Account Number</b>	Enter the debit account number or click the search icon to view the Debit Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Debit Account Number, or Debit Account Name, and click Fetch.

Field	Description
<b>Debit Account Name</b>	Debit Account Name is displayed based on the Debit Account Number selected.
<b>Threshold Amount</b>	Enter the threshold amount, currency is defaulted based on the currency of the credit account. The sweep in the transaction will be executed during the end-of-day batch process if the balance in the credit account goes below the threshold amount.
<b>Minimum Balance After Sweep</b>	Minimum Balance After Sweep is the amount that should be left in the Debit Account after the Sweep In instruction is executed. The minimum balance after sweep ensures that a certain balance is left in the Debit Account and only the excess amount is swept. This is an optional field.
<b>Start Date</b>	Users can define the start date for the sweep in instruction. Start date cannot be backdated. <b>NOTE:</b> Start Date cannot be backdated
<b>End Date</b>	Users can define the end date for Sweep In instruction, Sweep In instruction will be closed after the end date. <b>NOTE:</b> End Date cannot be less than Start Date.
<b>Narrative</b>	The narrative will be defaulted to 'Sweep In to Account'. The defaulted value is modifiable.



## 6. View and Modify Sweep In to Account

This topic describes the systematic instructions to View and Modify Sweep In to Account. This screen will help the user to Modify, View or Close the existing Sweep In To Account instruction.

- On the **Homepage**, from **Account Services**, under **Standing Instruction Maintenance**, click **View and Modify Sweep In to Account**, or specify the **View and Modify Sweep In To Account** in the Search icon bar.  
STEP RESULT: **View and Modify Sweep In to Account** screen is displayed.

**Figure 6.1: View and Modify Sweep In to Account**


- On **View and Modify Sweep In to Account** screen, specify the fields.

For more information on fields, refer to the field description table.

**NOTE:** To click on the Search button the credit account number or debit account number is mandatory.

**Table 6.1: View and Modify Sweep In to Account**

Field	Description
<b>Credit Account Number</b>	Enter the credit account number or click the search icon to view the Credit Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Credit Account Number, or Credit Account Name and click Fetch.
<b>Debit Account Number</b>	Enter the debit account number or click the search icon to view the Debit Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Debit Account Number, or Debit Account Name, and click Fetch.
<b>Threshold Amount</b>	Users can enter the threshold amount.
<b>Search</b>	Users need to click on Search button to view the Instruction details.  <b>NOTE:</b> For search the Credit Account Number or Debit Account Number is mandatory.

3. On **View and Modify Sweep In To Account** screen, under **Instruction Details**, click  on the tile to view the sweep-in instruction.

STEP RESULT: **View Sweep In To Account** screen is displayed.


**Figure 6.2: View Sweep In To Account**

View Sweep In to Account

Instruction Details		Sweep History	
<b>Basic Details</b> Instruction Number Credit Account Number Credit Account Name Debit Account Number Debit Account Name Narrative		<b>Transaction Date</b> <b>Sweep Amount</b> No data to display.	
<b>Execution Preferences</b> Threshold Amount Minimum Balance After Sweep Start Date End Date		Page 1 (0 of 0 Items)    < 1 >	

4. On the **View Sweep In To Account** screen, users can view the following details
- Instruction Details
  - Sweep History

**NOTE:** By default, the latest transaction is displayed as the first record in sweep history.


5. On **View and Modify Sweep In To Account** screen, under **Instruction Details**, click  on the tile to modify the sweep-in instruction.

STEP RESULT: **Modify Sweep In to Account** screen is displayed.

**NOTE:** The fields which are marked in asterisk blue are mandatory fields.

**Figure 6.3: Modify Sweep In To Account**

Modify Sweep In to Account


Instruction Details		Customer Selection	
Credit Account Number	Credit Account Name	 No Customer Selected	
Debit Account Number	Debit Account Name		
Threshold Amount *	Minimum Balance After Sweep		
Start Date	End Date		
Narrative *			
Sweep In to CASA			

Audit      Save & Close      Submit      Cancel

6. On the **Modify Sweep In To Account** screen, specify the fields that the user can modify.
- For more information on fields, refer to the field description table.

**Table 6.2: Modify Sweep In To Account**

Field	Description
<b>Threshold Amount</b>	Users can modify the threshold amount. The currency is defaulted based on the currency of the credit account. The sweep in to account instruction will be executed during the end-of-day batch process if the balance in the credit account goes below the threshold amount.  <b>NOTE:</b> The amount should not be in negative or zero value.
<b>Minimum Balance After Sweep</b>	Users can modify the Minimum Balance After Sweep. Minimum Balance After Sweep is the amount that should be left in the Debit Account after the Sweep In instruction is executed. The minimum balance after sweep ensures that a certain balance is left in the Debit Account and only the excess amount is swept.  <b>NOTE:</b> The amount should not be in negative value.
<b>End Date</b>	Users can modify the end date for Sweep In instruction, Sweep In instruction will be closed after the end date. The calendar will display the branch holiday details.  <b>NOTE:</b> End Date cannot be less than Start Date.
<b>Narrative</b>	Users can modify the Narrative field.

7. On **View and Modify Sweep In To Account** screen, under **Instruction Details**, click  on the tile to close the sweep-in instruction.

STEP RESULT: **Close Sweep In To Account** screen is displayed.

**Figure 6.4: Close Sweep in To Account**

Close Sweep In to Account

Credit Account Number

Debit Account Number

Threshold Amount \*

Start Date

Narrative \*

Credit Account Name

Debit Account Name

Minimum Balance After Sweep

End Date

Remarks

Documents

No Customer Selected

Audit

Save & Close

Submit

Cancel

8. Close the sweep-in instruction by clicking on the 'Submit' button.

## 7. Sweep Out from Account

This topic describes the systematic instructions to request Sweep Out from Account. This screen will help to define sweep-out requests on customer accounts that get executed when the account balance goes above the threshold value.

1. On the **Homepage**, from **Account Services**, under **Standing Instruction Maintenance**, click **Sweep Out from Account**, or specify the **Sweep Out from Account** in the Search icon bar.

STEP RESULT: **Sweep Out from Account** screen is displayed.

**NOTE:** The fields which are marked in asterisk blue are mandatory fields.

**Figure 7.1: Sweep Out from Account**

2. On **Sweep Out from Account** screen, specify the fields.  
For more information on fields, refer to the field description table.  
On the **Account Name**, click the **i** icon to view the Customer Information.

**Table 7.1: Sweep Out from Account**

Field	Description
<b>Debit Account Number</b>	Enter the Debit Account Number or click the search icon to view the Debit Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Debit Account Number, or Debit Account Name and click the Fetch button.
<b>Debit Account Name</b>	Debit Account Name is displayed based on the credit account number selected.
<b>Threshold Amount</b>	Enter the threshold amount, currency is defaulted based on the currency of the debit account. The Sweep-Out transaction will be executed during the end-of-day batch process if the balance in the debit account goes above the threshold amount. .

Field	Description
<b>Minimum Sweep Amount</b>	The Minimum Sweep Amount and currency will be defaulted based on the product parameter and debit account currency. Sweep out instruction is executed only if the derived sweep amount (Debit Account balance minus the Threshold Amount) is greater than or equal to Minimum Sweep Amount. This is an optional field that can be input during the sweep setup.
<b>Credit Account Number</b>	Enter the credit account number or click the search icon to view the Credit Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Credit Account Number, or Credit Account Name and click the Fetch button.
<b>Credit Account Name</b>	Credit Account Name is displayed based on the credit account number selected.
<b>Start Date</b>	Users can define the start date for sweep-out instruction, Start date cannot be backdated.  <b>NOTE:</b> Start date cannot be backdated
<b>End Date</b>	Users can define the end date for sweep-out instruction, Sweep out instruction will be closed after the end date.  <b>NOTE:</b> End Date cannot be less than Start Date.
<b>Narrative</b>	The narrative will be defaulted as 'Sweep Out from Account'. The defaulted value is modifiable.

## 8. View and Modify Sweep Out from Account

This topic describes the systematic instructions to View and Modify Sweep Out to Account. This screen will help the user to Modify, View or Close the existing Sweep Out from Account instruction.

1. On the **Homepage**, from **Account Services**, under **Standing Instruction Maintenance**, click **View and Modify Sweep Out from Account**, or specify the **View and Modify Sweep Out from Account** in the Search icon bar.


STEP RESULT: **View and Modify Sweep Out From Account** screen is displayed.

**Figure 8.1: View and Modify Sweep Out from Account**

2. On **View and Modify Sweep Out from Account** screen, specify the fields.  
For more information on fields, refer to the field description table.

**Table 8.1: View and Modify Sweep Out From Account**

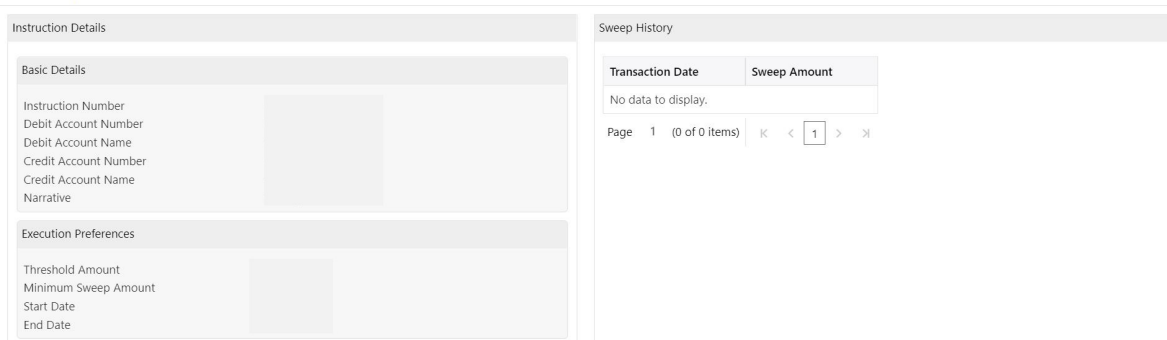
Field	Description
<b>Debit Account Number</b>	Enter the debit account number or click the search icon to view the Debit Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Debit Account Number, or Debit Account Name, and click Fetch.
<b>Credit Account Number</b>	Enter the credit account number or click the search icon to view the Credit Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Credit Account Number, or Credit Account Name and click Fetch.
<b>Threshold Amount</b>	Users can enter the threshold amount.
<b>Search</b>	Users need to click on Search button to view the Instruction details.  <b>NOTE:</b> For search the Debit Account Number or Credit Account Number is mandatory.

3. On **View and Modify Sweep Out from Account** screen, under **Instruction Details**, click  on the tile to view the sweep-out instruction.

STEP RESULT: **View-Sweep Out from Account** screen is displayed.


**Figure 8.2: View-Sweep Out from Account**

View-Sweep Out from Account



4. On the **View-Sweep Out from Account** screen, users can view the following details
- Instruction Details
  - Sweep History

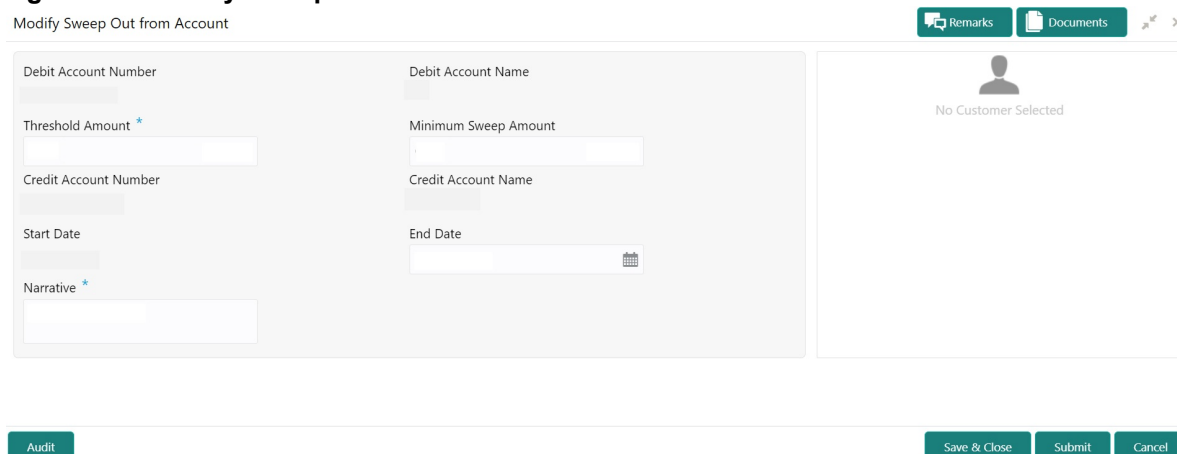
**NOTE:** By default, the latest transaction is displayed as the first record in sweep history.

5. On **View and Modify Sweep Out from Account** screen, under **Instruction Details**, click  on the tile to modify the sweep-out instruction.

STEP RESULT: **Modify Sweep Out from Account** screen is displayed.

**NOTE:** The fields which are marked in asterisk blue are mandatory fields.

**Figure 8.3: Modify Sweep Out from Account**



6. On the **Modify Sweep Out from Account** screen, specify the fields that the user can modify.  
For more information on fields, refer to the field description table.

**Table 8.2: Modify Sweep Out from Account**

Field	Description
<b>Threshold Amount</b>	Users can modify the Threshold Amount. The currency is defaulted based on the currency of the debit account. The sweep out from account instruction will be executed during the end-of-day batch process if the balance in the account goes above the threshold amount. <b>NOTE:</b> The amount should not be in negative or zero value.
<b>Minimum Sweep Amount</b>	Users can modify the Minimum Sweep Amount. The Sweep out instruction is executed only if the derived sweep amount (Debit Account balance minus the Threshold Amount) is greater than or equal to Minimum Sweep Amount. <b>NOTE:</b> The amount should not be in negative value.
<b>End Date</b>	Users can modify the end date for Sweep Out instruction, Sweep Out instruction will be closed after the end date. <b>NOTE:</b> End Date cannot be less than Start Date.
<b>Narrative</b>	Users can modify the Narrative field.

7. On **View and Modify Sweep Out from Account** screen, under **Instruction Details**, click  on the tile to close the sweep-out instruction.

STEP RESULT: **Close Sweep Out from Account** screen is displayed.



**Figure 8.4: Close Sweep Out from Account**

Close Sweep Out from Account

Debit Account Number

Debit Account Name

Threshold Amount

Minimum Sweep Amount


Credit Account Number

Credit Account Name

Start Date

End Date

Narrative

  
No Customer Selected

Audit

Save & Close

Submit

Cancel

8. Close the sweep-out instruction by clicking on the 'Submit' button.

## 9. Auto Term Deposit Instruction

This topic describes capturing the customer requests for creating a term deposit account if the account balance goes above the threshold limit. This will ensure a better interest return to account holders.

1. On the **Homepage**, from **Account Services**, under **Standing Instruction Maintenance**, click **Term Deposit Instruction**, or specify the **Term Deposit Instruction** in the Search icon bar.

STEP RESULT: **Term Deposit Instruction** screen is displayed.

**NOTE:** The fields which are marked in asterisk blue are mandatory fields.

**Figure 9.1: Term Deposit Instruction Screen**

2. On **Term Deposit Instruction** screen, specify the fields.  
For more information on fields, refer to the field description table.  
On the **Account Name**, click the **i** icon to view the Customer Information.

**Table 9.1: Term Deposit Instruction**

Field	Description
<b>Account Number</b>	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and click the Fetch button. .
<b>Account Name</b>	Account Name is displayed based on the account number selected.
<b>Threshold Amount</b>	Account Currency will default to Threshold Amount filed. User can define the threshold amount for creating the term deposit account if the current account and savings account balance exceed the threshold amount, the system creates a term deposit account for the excess amount after considering the sweep multiples.

Field	Description
<b>Sweet Multiples Of</b>	Users can define the sweep multiples of which the term deposit to be created, this will avoid term deposit creation for a small amount.
<b>Tenor</b>	<p>Users can define the tenor details for creating the term deposit account. Tenor details will be defaulted based on the account class configured for term deposit instruction, the system allows to change the defaulted value. Term Deposit account will be created for the selected tenor. The tenor drop down list the below values,:</p> <ul style="list-style-type: none"> <li>• Days</li> <li>• Months</li> <li>• Years</li> </ul> <p>Users can increase or decrease the selected tenor with up and down arrow buttons.</p>
<b>Start Date</b>	<p>Users can define the start date from which the term deposit instruction to be valid, using the adjoining calendar. The system will default the start date as the current branch date, user can modify the start date to any future date.</p> <p><b>NOTE:</b> Start Date cannot be backdated.</p>
<b>End Date</b>	<p>Users can define the end date of term deposit instruction, using the adjoining calendar, the system will not execute the term deposit instruction after the end date.</p> <p><b>NOTE:</b> End Date cannot be less than Start Date.</p>

## 10. Online Account Sweep In

This topic describes the systematic instructions about Online Account Sweep In. This screen helps the users to link Savings accounts, Auto Deposits, and Term Deposits to a Primary Account to enable online sweep-in and reverse sweep-in feature. Online sweep enables the customer to utilize funds available in these accounts when there is a shortfall of balance in the Primary Account during a debit transaction.

1. On the **Homepage**, from **Account Services**, under **Standing Instructions**, click **Online Account Sweep In**, or specify the **Online Account Sweep In** in the Search icon bar.

STEP RESULT: **Online Account Sweep In** screen is displayed.





**NOTE:** The fields which are marked in asterisk blue are mandatory fields.

**Figure 10.1: Online Account Sweep In**

2. On **Online Account Sweep In** screen, specify the fields.  
For more information on fields, refer to the field description table.  
On the Account Name, click the **i** icon to view the Customer Information.

**Table 10.1: Online Account Sweep In**

Field	Description
<b>Account Number</b>	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and click on the Fetch button.
<b>Account Name</b>	Account Name is displayed based on the account number selected.
<b>Search</b>	Users need to click on Search button to view the Sweep History details.

3. After clicking on the Search button, the system displays the existing records for Savings Account, Auto Deposits, and Term Deposits in a tabular format. If no records are found, the system displays a message 'No records exist for the given account number'.
4. Users can link new Savings Account, Term Deposits by clicking on  icon.
5. To input the editable fields like Savings Account, Seep Limit, Limit Frequency, Deposit Account, Linkage Percentage, Linked Amount click  icon.
6. To link the new Savings Account, Term Deposits click  icon.
7. To delete the linked Savings Account, Auto Deposits and Term Deposits by clicking  icon.
8. On **Savings Account**, specify the fields.  
For more information on fields, refer to the field description table.

**Table 10.2: Online Account Sweep In-Savings Account**

Field	Description
<b>Linkage Order</b>	Displays the sequential order of the Savings account linked. This is automatically updated by the system.
<b>Branch</b>	Displays the branch code for the selected Savings account number.
<b>Savings Account</b>	Enter the Savings Account Number or click on the search icon to view the Savings Account pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Savings Account by providing Customer ID, Account Number, or Account Name and click on the Fetch button.
<b>Currency</b>	Currency is displayed based on the account number selected.
<b>Retain Minimum Balance</b>	<p>Users can click on the toggle button to enable or disable the minimum balance.</p> <p>When the Toggle button is enabled, the amount swept from the Savings Account is the difference between the available balance and the minimum balance maintained. The system considers the minimum balance of the Savings Account when the account balance goes below the minimum balance.</p> <p>If the toggle button is not enabled, the available balance in the Savings Account is swept during a transaction.</p>
<b>Sweep Limit</b>	Users can input the maximum amount to be swept from the Savings Account.
<b>Limit Frequency</b>	<p>Users can select the Limit Frequency from the drop-down list. The drop-down lists the below values:</p> <ul style="list-style-type: none"> <li>• Per Transaction- The sweep limit maintained for the Savings Account is applied for every transaction that requires the amount to be swept from the Savings Account.</li> <li>• Daily- The sweep limit maintained for the Savings Account is the cumulative limit up to which the sweep transactions will be allowed for the day.</li> </ul>
<b>Utilized Amount</b>	Displays the amount utilized by the receiving account number during a sweep in transaction.
<b>Actions</b>	Enables the options to Create, Modify, Delete.

9. When Primary Account and Auto Deposit account classes are enabled for Sweep in, then the system by default includes auto deposits of a primary account in Sweep structure maintained for the primary account and allocates 100% of Auto Deposit amount as Linked Amount.
10. On Auto Deposits, system displays the following fields.
  - a. Linkage Order
  - b. Branch

- c. Deposit Account
- d. Original Deposit Amount
- e. Available Amount
- f. Utilized Amount

11. On **Term Deposits**, specify the fields.

For more information on fields, refer to the field description table.

**Table 10.3: Online Account Sweep In-Term Deposits**

Field	Description
<b>Linkage Order</b>	Displays the sequential order of the Term Deposit account linked. This is automatically updated by the system.
<b>Branch</b>	Displays the branch code for the selected Deposit account number.
<b>Deposit Account</b>	Enter the Deposit Account Number or click on the search icon to view the Deposit Account pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Deposit Account by providing Customer ID, Account Number, or Account Name and click on the Fetch button.
<b>Original Deposit Amount</b>	Displays the amount for the Deposit Account.
<b>Linkage Percentage</b>	Users can input the percentage. The value can be less than or equal to 100.  <b>NOTE:</b> The value should not be in negative value. If the entered value is more than 100, the system displays an error.
<b>Linked Amount</b>	Users can specify the amount. This amount should not be greater than the available deposit amount.
<b>Available Amount</b>	Displays the available amount for the Deposit Account.
<b>Utilized Amount</b>	Displays the amount utilized by the receiving account number during a sweep in transaction.
<b>Actions</b>	Enables the options to Delete, Create

12. To **Enable Reverse Sweep In**, click on the toggle button.

## 11. Online Account Sweep History

This topic describes the systematic instructions about Online Account Sweep History. This screen helps in inquiring about the sweep in and reverse sweep in transactions that have taken place as a result of the customer opting for the CASA sweep in feature on the primary account. The system computes the Sweep history details when Savings Accounts, Auto Deposits or Term Deposits are linked to the primary account in 'Online Account Sweep In' screen at a customer account level.

1. On the **Homepage**, from **Account Services**, under **Standing Instruction**, click **Online Account Sweep History**, or specify **Online Account Sweep History** in the Search icon bar.

STEP RESULT: **Online Account Sweep History** screen is displayed.

**NOTE:** The fields which are marked in asterisk blue are mandatory fields.

**Figure 11.1: Online Account Sweep History**

Cancel

2. On **Online Account Sweep History** screen, specify the fields.  
For more information on fields, refer to the field description table.

**Table 11.1: Sweep History**

Field	Description
<b>Account Number</b>	Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and click on the Fetch button.
<b>Account Name</b>	Account Name is displayed based on the account number selected.
<b>Search</b>	Click on Search button to view the Sweep History details.



3. After clicking on Search button the Sweep History details are displayed in a tabular format.
4. On **Sweep History** details, users can view the fields.  
For more information on fields, refer to the field description table.

**Table 11.2: Sweep History Details**

Field	Description
<b>Account Number</b>	Displays the linked Account Number.
<b>Branch</b>	Displays the branch code for the account number.
<b>Account Type</b>	Displays if the linked account is Savings Account, Auto Deposit or Term Deposit.
<b>Operation</b>	Displays the operation performed on the sweep transaction if it is a Sweep In or Reverse Sweep In transaction.
<b>Transaction Date</b>	Displays the date of sweep in or reverse sweep in transaction.
<b>Transfer Amount</b>	Displays the transfer amount involved in sweep in or reverse sweep in.

5. **View Sweep Setup** remains inactive until the account number is input and the Search button is clicked. When users click on the **View Sweep Setup**, Account Sweep In Definition pop up window is displayed.
6. In the Account Sweep In Definition screen, users can view the Account Sweep In details. The details are as follows,
  - a. Enable Reverse Sweep In
  - a. Savings Accounts
  - a. Auto Deposits
  - a. Term Deposits

## 12. Stop Cheque Payment

This topic describes the systematic instructions for stopping payment of cheque. Based on Customer Request Bank can stop payment on uncleared cheque. Stop payment requests can either be for a single cheque or a continuous sequence of cheque.

**NOTE:** Users can select the option **Single Cheque** or **Range of Cheque** for a stop payment. If stop payment to be performed for multiple sequential cheque numbers, user has to select the Range of cheque option.

1. On the **Homepage**, from **Account Services**, under **Cheque Book**, click **Stop Cheque Payment**, or specify the **Stop Cheque Payment** in the Search icon bar.

STEP RESULT: **Stop Cheque Payment** screen is displayed.

**NOTE:** The fields which are marked in asterisk blue are mandatory fields.

**Figure 12.1: Stop Cheque Payment - Single Cheque tab**

Stop Cheque Payment

Remarks
Documents
⌵
×

<div style="display: flex; border-bottom: 1px solid #ccc; margin-bottom: 5px;"> <span style="background-color: #0070c0; color: white; padding: 2px 5px; font-weight: bold;">Single Cheque</span> <span style="padding: 2px 5px; font-weight: bold;">Range of Cheques</span> </div> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Account Number * <span style="float: right;">🔍</span></p> <p>Cheque Number * <span style="float: right;">🔍</span></p> </div> <div style="width: 50%;"> <p>Account Name</p> <p>Stop Reason * <span style="float: right;">🔍</span></p> </div> </div>		<p>No Customer Selected</p>
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Audit
Save & Close
Submit
Cancel

**Figure 12.2: Stop Cheque Payment - Range of Cheque tab**

Stop Cheque Payment

Remarks
Documents

Single Cheque

Range of Cheques

Account Number \*

Cheque Start Number \*

Stop Reason \*

Account Name

Cheque End Number \*

No Customer Selected

Audit

Save & Close

Submit

Cancel

- On **Stop Cheque Payment** screen, specify the fields.  
For more information on fields, refer to the field description table.  
On the **Account Name**, click the **i** icon to view the Customer Information.

**Table 12.1: Stop Payment Cheque - Single Cheque - Field Description**

Field	Description
<b>Account Number</b>	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing, Customer ID, Account Number, or Account Name and clicking on the 'Fetch' button. .
<b>Account Name</b>	Account Name is displayed based on the account number selected.
<b>Cheque Number</b>	Enter the cheque number on which payment has to be stopped. note: Option to input a single cheque number is available when 'Single Cheque' is selected. This field is mandatory.
<b>Stop Reason</b>	User can capture the reason for stop payment instruction. .

**Table 12.2: Stop Payment Cheque - Range of Cheque- Field Description**

Field	Description
<b>Account Number</b>	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing, Customer ID, Account Number, or Account Name and click the Fetch button. .
<b>Account Name</b>	Account Name is displayed based on the account number selected.

Field	Description
<b>Cheque Start Number</b>	Enter the first cheque number in a series of cheque on which payment has to be stopped.  note: Option to input Cheque Start Number is available when 'Range of Cheque' is selected. .
<b>Cheque End Number</b>	Enter the last cheque number in a series of cheque on which payment has to be stopped.  <b>NOTE:</b> Option to input Cheque Start Number is available when 'Range of Cheque' is selected.  Cheque End Number cannot be less than the Cheque Start Number  The cheque numbers must always be sequential
<b>Stop Reason</b>	User can capture the reason for stop payment instruction.

## 13. Cheque Book Request

This topic describes the systematic instructions to request Cheque book. Subject to the facility being available for the category of account the Customer owns, Cheque Books can be requested by the Customer. Generally, Cheque Books come in pre-defined book sizes and customers can request for issuance of new Cheque books when they run out of Cheque leaves.

1. On the **Homepage**, from **Account Services**, under **Cheque Book**, click **Cheque Book Request**, or specify the **Cheque Book Request** in the Search icon bar.

STEP RESULT: **Cheque Book Request** screen is displayed.

**NOTE:** The fields which are marked in asterisk blue are mandatory fields.

**Figure 13.1: Cheque Book Request Screen**

2. On **Cheque Book Request** page, specify the fields.  
For more information on fields, refer to the field description table.  
On the **Account Name**, click the **i** icon to view the Customer Information.

**Table 13.1: Cheque Book Request**

Field	Description
<b>Account Number</b>	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and clicking on the 'Fetch' button. .
<b>Account Name</b>	Account Name is displayed based on the account number selected.

Field	Description
<b>Number of Cheque Leaves</b>	Input the Number of Cheque Leaves per Cheque book. Cheque books are generally issued by the Bank in predefined sizes or leaves per book. The number of leaves is a drop-down field that contains numbers that define the size of the Cheque book. .
<b>Request Date</b>	Request date defaults to the current business date and will not allow editing.
<b>Delivery Mode</b>	In the Delivery Mode drop-down, the available options are: <ul style="list-style-type: none"> <li>• Post/Courier</li> <li>• Branch</li> </ul> Selecting Branch would indicate that the customer would collect the Cheque book at the Branch whereas selecting Delivery would mean that the Cheque book will be delivered at the registered mailing address of the account. <b>NOTE:</b> There will be no option to select a delivery address since the mailing address is verified at the time of account opening and all customer communication happens at this address.
<b>Delivery Address</b>	If Delivery Mode is selected as 'Post/Courier', Delivery Address will default to the address maintained at the Account. This field cannot be edited.
<b>Narrative</b>	Narrative field defaults to Cheque Book Request and allows editing.

## 14. Cheque Status Inquiry

This topic describes the systematic instructions about Cheque Status Inquiry. This screen will help the user to inquire about the cheque status and beneficiary details by providing the Account number and cheque number.

1. On the **Homepage**, from **Account Services**, under **Cheque Book**, click **Cheque Status Inquiry**, or specify the **Cheque Status Inquiry** in the Search icon bar.

STEP RESULT: **Cheque Status Inquiry** screen is displayed.

**NOTE:** The fields which are marked in asterisk blue are mandatory fields.

**Figure 14.1: Cheque Status Inquiry**

2. On **Cheque Status Inquiry** screen, specify the fields.  
For more information on fields, refer to the field description table.

**Table 14.1: Cheque Status Inquiry**

Field	Description
<b>Account Number</b>	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and click on the Fetch button.
<b>Account Name</b>	Account Name is displayed based on the account number selected.
<b>Cheque Number</b>	Enter the Cheque number and click the Search button to view the Cheque Status details.

Field	Description
<b>Cheque Status</b>	In Cheque Status the following details are displayed, <ul style="list-style-type: none"> <li>• Status</li> <li>• Amount</li> <li>• Presented On</li> <li>• Date On Cheque</li> <li>• Beneficiary</li> </ul>
<b>Status</b>	The Status displays if the cheque is Used, Not Used, Canceled, Rejected and Part Used. For cheques that are stopped from payment, an additional remark, 'Stopped' will be displayed in the status.
<b>Amount</b>	Displays the Amount for which the cheque is drawn.
<b>Presented On</b>	Displays the date on which the Cheque was presented for encashment.
<b>Date On Cheque</b>	Displays the date mentioned on the cheque.
<b>Beneficiary</b>	Displays the beneficiary of the cheque.



## 15. Card Status Change

This topic describes the systematic instructions about Card Status Change.

1. On **Home screen**, click **Account Services**. On Account Services, under **Card**, click **Card Status Change** or specify the **Card Status** Change in the Search icon bar.

STEP RESULT: **Card Status Change** screen is displayed.

**NOTE:** The fields which are marked in asterisk blue are mandatory fields.

**Figure 15.1: Card Status Change**

2. On **Card Status Change**, specify the fields.  
For more information on fields, refer to the field description table.

**Table 15.1: Card Status Change**

Field	Description
<b>Account Number</b>	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing, Customer ID, Account Number, or Account Name and clicking on the 'Fetch' button.
<b>Account Name</b>	The system defaults this field, based on the Account Selected
<b>Card Number</b>	Enter the Card Number or click the search icon to view the Card Number pop-up window. By default, this window lists all the Card Numbers linked to the Account Number. You can search for a specific Card Number by providing, Card Number, Name on the Card, or Card Type and click on the Fetch button.
<b>Name on the Card</b>	The system defaults this field, based on the Card Number.
<b>Card Type</b>	The system defaults this field based on the Card Number.
<b>Expiry Date</b>	Expiry Date of the Card is defaulted based on the Card Number

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Field	Description
Card Status	Select the Card status from the drop-down list. Users can Block or Activate the Card by selecting the appropriate value in the drop-down list.
Reason for change	Specify the reason for change.

## 16. ATM and POS Card Limits

This topic describes the systematic instructions about ATM and POS Card Limits. This screen will help to capture the customer's request for editing the existing limits on ATM and POS transactions defined on the debit card.

1. On the **Homepage**, from **Account Services**, under **Card**, click **ATM and POS Limit**, or specify the **ATM and POS Limit** in the Search icon bar.

STEP RESULT: **ATM and POS Card Limits** screen is displayed.

**NOTE:** The fields which are marked in asterisk blue are mandatory fields.

**Figure 16.1: ATM and POS Card Limits**

ATM and POS Card Limits

Remarks
Documents

Account Number \*

Account Name

Card Number \*

Card Type

Limit Applicability

No Customer Selected

Limit	Maximum Limit	Card Limit
ATM Daily Transaction Limit		
ATM Daily Count Limit		
POS Daily Transaction Limit		
POS Daily Count Limit		

Audit
Save & Close
Submit
Cancel

2. On **ATM and POS Card Limits** screen, specify the fields.  
For more information on fields, refer to the field description table.  
On the **Account Name**, click the **i** icon to view the Customer Information.

**Table 16.1: ATM and POS Card Limits**

Field	Description
<b>Account Number</b>	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and click on the Fetch button.
<b>Account Name</b>	Account Name is displayed based on the account number selected.
<b>Card Number</b>	Enter the Card Number or click the search icon to view the Card Number pop-up window. By default, this window lists all the Card Numbers linked to the Account Number. You can search for a specific Card Number by providing, Card Number or Card Type and click on the Fetch button. Once the Card Number is fetched from Card Number pop-up window, the system will populate the Card Type, Limit Applicability, Maximum Limit, and Card Limit fields.
<b>Card type</b>	The system defaults this field based on the Card Number.
<b>Limit Applicability</b>	<p>The Limit Applicability type will be displayed once the card number is selected.</p> <p>Users can select the Limit Applicability from the drop-down list. The drop-down lists the below values:</p> <ul style="list-style-type: none"> <li>• Default- The Maximum Limit and Card Limit values will be the same and remain non-editable.</li> <li>• Special- The system allows the users to enter or edit the daily ATM/POS limits in the Card Limit column.</li> </ul>

3. In the **ATM and POS Card Limits**, under **Limits**, specify the fields.

For more information on fields, refer to the field description table.

**Table 16.2: Limits**

Field	Description
<b>Maximum Limit</b>	Account Currency is defaulted when the user inputs the account number. The Maximum Limit column displays the ATM/POS limits maintained at the Card Transaction limit and will remain non-editable.
<b>Card Limit</b>	<p>Account Currency is defaulted when the user inputs the account number. The Card Limit column displays the ATM/POS limits maintained at the Card Transaction limit.</p> <p>Users can edit the Card Limit only when the Limit Applicability is set to Special.</p> <p><b>NOTE:</b> If the user maintain the ATM/POS Card limit amount that exceeds the 'Maximum Limit', a validation error will be displayed.</p>

---

Field	Description
<b>ATM Daily Transaction Limit</b>	Daily transaction limit applicable for ATM transactions.
<b>ATM Daily Count Limit</b>	Daily limit for number of ATM transactions.
<b>POS Daily Transaction Limit</b>	Daily transaction limit applicable for POS transactions.
<b>POS Daily Count Limit</b>	Daily limit for number of POS transactions.

## 17. Debit Card Request

This topic describes the systematic instructions about Debit Card Request. This screen will help the user to capture the request for a new debit card or reissue an existing debit card or request for an add-on card.

1. On the **Homepage**, from **Account Services**, under **Card**, click **Debit Card Request**, or specify the **Debit Card Request** in the Search icon bar.

STEP RESULT: **Debit Card Request** screen is displayed.

**NOTE:** The fields which are marked in asterisk blue are mandatory fields.

**Figure 17.1: Debit Card Request**

2. On **Debit Card Request** screen, specify the fields.  
For more information on fields, refer to the field description table.  
On the **Account Name**, click the **i** icon to view the Customer Information.

**Table 17.1: Debit Card Request**

Field	Description
<b>Account Number</b>	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and click on the Fetch button.
<b>Account Name</b>	Account Name is displayed based on the account number selected.

Field	Description
<b>Request Type</b>	<p>By default the Request Type will be disabled. On the Request Type the following options are available:</p> <ul style="list-style-type: none"> <li>• New</li> <li>• Reissue</li> <li>• Add On</li> </ul> <p>The button will be enabled only after entering an active account number.</p>

3. On **Debit Card Request** screen, under **Card Details**, the **New Debit Card** request screen will be enabled if the account holder does not have any debit card.

STEP RESULT: **New Card** screen is displayed.

**Figure 17.2: Debit Card Request-New Card**

4. On the **New Card**, specify the fields.  
For more information on fields, refer to the field description table.

**Table 17.2: New Card**

Field	Description
<b>Name On Card</b>	The customer name will be displayed, on selecting the Account number. The user is can change the defaulted name. This name will be printed on the Debit Card.
<b>Card Type</b>	Enter the Card Type or click the search icon to view the Card Type pop-up window. By default, this window lists all the Card Type present in the system. You can search for a specific Card Type by providing Card Type, Card product, or Card Bin and click on the Fetch button.
<b>Card Limits</b>	The Card Limits link will be displayed on selecting the card type. Click on Card limits link to view the Card Limits pop-up window. Users can view the ATM and POS limits details for the selected card type.

Field	Description
<b>Pin Delivery Channel</b>	Users can select the appropriate Pin Delivery Channel from the drop-down list.
<b>Card Delivery Channel</b>	Users can select the appropriate Card Delivery Channel from the drop-down list.

5. On **Debit Card Request** screen, under **Card Details**, the **Reissue Debit Card** request screen will be active if the account holder has any debit card.

STEP RESULT: **Reissue Card** screen is displayed.

**Figure 17.3: Debit Card Request-Reissue Card**

6. On **Reissue Card** screen, specify the fields.  
For more information on fields, refer to the field description table.



Table 17.3: Reissue Card

Field	Description
<b>Reason</b>	Users can select the reason from the drop-down list. Reason drop-down list the below values: <ul style="list-style-type: none"> <li>• Damaged</li> <li>• Renewal</li> <li>• Lost</li> </ul>
<b>Select Card</b>	On the Select Card drop-down, users can view all the cards available to the customer. The Card Numbers are masked to protect the data privacy of the customers. Hence the last 4 digits of the card are displayed.
<b>Name On Card</b>	The customer name will be displayed, on selecting the Account number. The user is can change the defaulted name. This name will be printed on the Debit Card.
<b>Card Type</b>	The Existing card type is displayed on selecting the Card Number.Users can change the Card Type based on the customer request. Click the search icon to view the Card Type pop-up window. By default, this window lists all the Card Type present in the system. You can search for a specific Card Type by providing Card Type, Card product, or Card Bin and click on the Fetch button.
<b>Card Limits</b>	The Card Limits link will be displayed on selecting the card type. Click on Card limits link to view the Card Limits pop-up window. Users can view the ATM and POS limits details for the selected card type.
<b>Pin Delivery Channel</b>	Users can select the appropriate Pin Delivery Channel from the drop-down list.
<b>Card Delivery Channel</b>	Users can select the appropriate Card Delivery Channel from the drop-down list.

7. On **Debit Card Request** screen, under **Card Details**, the **Add On Card** request screen will be active if the account holder has any debit card.

STEP RESULT: **Add On Card** screen is displayed.

**Figure 17.4: Debit Card Request-Add On Card**

Debit Card Request

Remarks Documents

Account Number \* Account Name

Request Type

New Reissue **Add On**

Add On Card

Name On Card \* Card Type \* Card Limits

Additional Holder Date Of Birth Additional Holder Relation

Pin Delivery Channel \* Card Delivery Channel \*

No Customer Selected

Audit Save & Close Submit Cancel

8. On **Add On Card** screen, specify the fields.  
For more information on fields, refer to the field description table.

**Table 17.4: Add On Card**

Field	Description
<b>Name On Card</b>	Users can enter the name, this name will be printed on the Debit Card.
<b>Card Type</b>	Users can modify or retain the Card Type based on the customer request. Click the search icon to view the Card Type pop-up window. By default, this window lists all the Card Type present in the system. You can search for a specific Card Type by providing Card Type, Card product, or Card Bin and click on the Fetch button.
<b>Card Limits</b>	The Card Limits link will be displayed on selecting the card type. Click on Card limits link to view the Card Limits pop-up window. Users can view the ATM and POS limits details for the selected card type.
<b>Additional Holder Date Of Birth</b>	Click on the adjoining calendar icon and specify Additional Holder Date Of Birth.
<b>Additional Holder Relation</b>	Users need to select the Relation type from the drop-down list. The Additional Holder Relation drop-down list the below values, <ul style="list-style-type: none"> <li>• Father</li> <li>• Mother</li> <li>• Son</li> <li>• Daughter</li> <li>• Spouse</li> </ul>
<b>Pin Delivery Channel</b>	Users can select the appropriate Pin Delivery Channel from the drop-down list.

---

Field	Description
Card Delivery Channel	Users can select the appropriate Card Delivery Channel from the drop-down list.

## 18. Activate Dormant Account

This topic describes the systematic instruction for Activating Dormant Account based on the account holder's request.

1. On the **Homepage**, from **Account Services**, under **Account Status Update**, click **Activate Dormant Account**, or specify the **Activate Dormant Account** in the Search icon bar.

STEP RESULT: **Activate Dormant Account** screen is displayed.

**NOTE:** The fields which are marked in asterisk blue are mandatory fields.

**Figure 18.1: Activate Dormant Account Screen**

2. On **Activate Dormant Account**, specify the fields.  
For more information on fields, refer to the field description table.  
On the **Account Name**, click the **i** icon to view the Customer Information.

**Table 18.1: Activate Dormant Account**

Field	Description
<b>Account Number</b>	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and clicking on the 'Fetch' button.
<b>Account Name</b>	Account Name is displayed based on the account number selected.
<b>Account Status</b>	Account status is display-only field. The system displays the current account status (Dormant/Active).
<b>Dormant Since</b>	Dormant Since is a display-only field, the system defaults the dormant date while choosing/entering the Account Number. No value will be displayed if the account is active.

---

Field	Description
Activate Account	The user can activate the dormant account by enabling the toggle button.

## 19. Account Status Change

This topic describes the systematic instructions about account status change. The bank or the customer can request for changing the status of current and savings account status like No Debit, No Credit, Debit Override, Credit Override, and Frozen.

1. On the **Homepage**, from **Account Services**, under **Account Status Update**, click **Account Status Change**, or specify the **Account Status Change** in the Search icon bar.

STEP RESULT: **Account Status Change Detail** screen is displayed.

**NOTE:** The fields which are marked in asterisk blue are mandatory fields.

**Figure 19.1: Account Status Change Detail screen**

2. On **Account Status Change Detail** screen, specify the fields.  
For more information on fields, refer to the field description table.  
On the **Account Name**, click the **i** icon to view the Customer Information.

**Table 19.1: Account Status Change**

Field	Description
<b>Account Number</b>	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and clicking on the 'Fetch' button.
<b>Account Name</b>	Account Name is displayed based on the account number selected.
<b>Account Status</b>	The existing account statuses will be displayed, and users can modify them (No Debit, No Credit, Debit Override, Credit Override, and Frozen) by enabling or disabling the toggle button.

## 20. Account Branch Transfer

This topic describes the systematic instructions about customer requests for the transfer of their Current and Saving accounts from one branch to a different branch.

1. On the **Homepage**, from **Account Services**, under **Other Services**, click **Amount Branch Transfer**, or specify the **Amount Branch Transfer** in the Search icon bar.

STEP RESULT: **Account Branch Transfer** screen is displayed.

**NOTE:** The fields which are marked in asterisk blue are mandatory fields.

**Figure 20.1: Account Branch Transfer Screen**

2. On **Account Branch Transfer** screen, specify the fields.  
For more information on fields, refer to the field description table.  
On the **Account Name**, click the **i** icon to view the Customer Information.

**Table 20.1: Account Branch Transfer**

Field	Description
<b>Account Number</b>	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and clicking on the 'Fetch' button.
<b>Account Name</b>	Account Name is displayed based on the account number selected.
<b>Current Branch Code</b>	Current Branch Code is displayed based on the account number selected.
<b>Current Branch Name</b>	Current Branch Name is displayed based on the account number selected.
<b>Transfer Branch Code</b>	Enter the Transfer Branch Code or click the search icon to view the list of available branch codes. You can search a specif branch code by providing Branch Code or Branch Name and click on the 'Fetch' button.

---

Field	Description
Transfer Branch Name	The system displays the transfer branch name based on the transfer branch selected.
Transfer Date	Click on the Calender icon, and select the From and To date for account statement generation. <b>NOTE:</b> Transfer Date cannot be current date or back dated.



## 21. Account Address Update

This topic describes the systematic instruction about Account Address Update. While entering the account number, the system displays the current address details of the account and the user can modify these details.

1. On the **Homepage**, from **Account Services**, under **Other Services**, click **Account Address Update** or specify the **Account Address Update** in the Search icon bar.

STEP RESULT: **Account Address Update** screen is displayed.

**NOTE:** The fields which are marked in asterisk blue are mandatory fields.

**Figure 21.1: Account Address Update**

2. On **Account Address Update** screen, specify the fields.  
For more information on field, refer to the field description table.  
On the **Account Name**, click the **i** icon to view the Customer Information.

**Table 21.1: Account Address Update**

Field	Description
<b>Account Number</b>	Enter the <b>Account number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b> , <b>Account Number</b> , or <b>Account Name</b> and click on the <b>Fetch</b> button. .
<b>Account Name</b>	<b>Account Name</b> is displayed based on the account number selected.
<b>Building</b>	Current <b>Building</b> details will be displayed and the user can modify the details.
<b>Street</b>	Current <b>Street</b> details will be displayed and the user can modify the details.
<b>City</b>	Current <b>City</b> details will be displayed and the user can modify the details.

Field	Description
<b>State</b>	The current <b>State</b> will be displayed and the user can modify it.
<b>Country</b>	<p>Click the search icon to view the Country pop-up window. On the <b>Country</b> pop-up window, specify any one of the following fields, and click <b>Fetch</b>. By default, this window lists all the Country codes present in the system. You can search for a specific Country by providing Country Code or Country Name and clicking on the '<b>Fetch</b>' button. The available fields on the Country Pop-Up window are:</p> <ul style="list-style-type: none"><li>• Country Code</li><li>• Country Name</li></ul>
<b>Zip Code</b>	The current <b>Zip code</b> will be displayed, and the user can modify it.

## 22. Amount Block

This topic describes the systematic instruction about Amount Block. An amount block is that part of the balance in a customer's account, which is reserved for a specific purpose. It can be specified for an account either on the directions of the customer or of that of the bank. When an amount block is set for an account, the balance available for withdrawal is the current balance of the account minus the blocked amount. On the expiry of the period for which the amount block is defined, the system automatically updates the amount block check in the Customer Accounts table.

1. On the **Homepage**, from **Account Services**, under **Other Services**, click **Amount Block**, or specify the **Amount Block** in the Search icon bar.

STEP RESULT: **Amount Block** screen is displayed.

**NOTE:** The fields which are marked in asterisk blue are mandatory fields.

**Figure 22.1: Amount Block**

2. On **Amount Block** screen, specify the fields.  
For more information on fields, refer to the field description table.  
On the **Account Name**, click the **i** icon to view the Customer Information.

**Table 22.1: Amount Block**

Field	Description
<b>Account Number</b>	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and click on the Fetch button. .
<b>Account Name</b>	Account Name is displayed based on the account number selected.
<b>Amount To be Blocked</b>	Specify the amount to be blocked. The ISO currency code will be defaulted in this field based on the Account Currency.

Field	Description
<b>Effective Date</b>	<p>The date from which the funds in the account need to be blocked can be specified in the Effective Date field. The effective date is the current date of the Branch and is defaulted. The effective date can be changed to a future date. However, backdating the effective date is not allowed.</p> <p>Enter paragraph text here</p>
<b>Expiry date</b>	<p>The date on which the amount block is to be released can be specified in the Expiry Date field. From this date onwards, the blocked amount will be unlocked and is available for withdrawal to the customer. Block instruction amount cannot be modified after the expiry date. This is an optional input field and can be left blank which would mean that the block would remain on the account for an indefinite period.</p>
<b>Block Reason</b>	<p>Click the search icon to view the Block Code pop-up window. By default, this window lists all the available Block Codes. You can search for a specific Block Reason by providing Block Code or Block Description and clicking on the '<b>Fetch</b>' button. The available fields on the Block Code Pop-Up window are:</p> <ul style="list-style-type: none"> <li>• Block Code</li> <li>• Block Description</li> </ul> <p>When a Block Reason is selected, the Block Description is automatically populated.</p>
<b>Narrative</b>	<p>The Narrative is defaulted to 'Amount Block'. You can edit the defaulted narrative to a narrative of your choice.</p>

## 23. Nominee Details Update

This topic describes the systematic instruction to update nominee details.

1. On the **Homepage**, from **Account Services**, under **Other Services**, click **Nominee Details Update**, or specify the **Nominee Details Update** in the Search icon bar.

STEP RESULT: **Nominee Details Update** screen is displayed.

**NOTE:** The fields which are marked in asterisk blue are mandatory.

**Figure 23.1: Nominee Details Update screen**

Nominee Details Update

Remarks Documents

Account Number \* Account Name

Search

Nominee Details

+ No items to display.

No Customer Selected

Audit Save & Close Submit Cancel

Nominee Details

Nominee Details

Title First Name \* Middle Name Last Name \*

Relation Type \* Date of Birth \* Minor Percentage \*

Address and Contact Details

Default Account Address Building \* Street \* Locality \*

City \* State \* Country \* Zip Code \*

Email \* Mobile \* Phone

OK Cancel

**Figure 23.2: Nominee Details List screen**

Nominee Details Update

Account Number  Account Name

Nominee Details

+

Nominee ID: <input type="text"/>	Relation Type: <input type="text"/>	Date of Birth: <input type="text"/>	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Minor: <input type="text"/>	Guardian: <input type="text"/>		
Nominee ID: <input type="text"/>	Relation Type: <input type="text"/>	Date of Birth: <input type="text"/>	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Minor: <input type="text"/>	Guardian: <input type="text"/>		
Nominee ID: <input type="text"/>	Relation Type: <input type="text"/>	Date of Birth: <input type="text"/>	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Minor: <input type="text"/>	Guardian: <input type="text"/>		

Remarks Documents

No Customer Selected

- On **Update Nominee Details** screen, specify the fields.  
For more information on fields, refer to the field description table.  
On the **Account Name**, click the **i** icon to view the Customer Information.

**Table 23.1: Update Nominee Details**

Field	Description
<b>Account Number</b>	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing, Customer ID, Account Number, or Account Name and clicking on the 'Fetch' button.
<b>Account Name</b>	The system defaults this field, based on the Account Number selected.

Field	Description
<b>Nominee Details</b>	<p>Click on <b>Search</b> button to display the existing nominee details, existing nominee details will be displayed in list view format and the below nominee details are displayed:</p> <ul style="list-style-type: none"> <li>Nominee Name</li> <li>Relation Type</li> <li>Date of Birth</li> <li>Percentage</li> <li>Minor</li> <li>Guardian</li> </ul> <p>After search, if no nominee details are found, the system gives an information message 'Nominee Details are not available'. Users can add new Nominee details by click on the '+' button. The nominee details popup screen will be displayed and the user can capture the nominee details:</p> <ul style="list-style-type: none"> <li>Title - Select the title from the drop-down list.</li> <li>First Name - Specify the First Name.</li> <li>Middle Name - Specify the Middle Name</li> <li>Last Name - Specify the Last Name.</li> <li>Relation Type - Specify the Relation Type from the drop-down list.</li> <li>Date of Birth - Specify the Date of birth.</li> <li>Minor - Based on the date of birth, the system derives whether the customer is minor or major.</li> <li>Percentage - Enter the possession percentage of the nominee, the total percentage of all nominees should be equal to 100.</li> <li>Default Account Address - If the Account address and nominee the address is the same, the user can default the account address nominee address by enabling the 'Default Account Address' toggle button.</li> <li>Building - Specify the Nominee building</li> <li>Street - Specify the Nominee Street</li> <li>Locality - Specify the Nominee Locality</li> <li>City - Specify the nominee city.</li> <li>State - Specify the nominee State.</li> <li>Country - Specify the nominee Country.</li> </ul>
Copyright © 2021 All Rights Reserved	<ul style="list-style-type: none"> <li>Zip Code - Specify the nominee Zip Code</li> <li>E-mail - Specify the nominee e-mail ID</li> <li>Mobile - Specify the nominee Mobile Number</li> <li>Phone - Specify the nominee telephone number</li> </ul>



Field	Description
<b>Edit Icon</b>	Users can edit the existing nominee details by a click on the Edit icon. A pop-up window displays with existing nominee details, and the user can edit the details.
<b>Delete Icon</b>	Users can remove the existing nominee by a click on the Delete icon, while removing the existing nominee system will get a confirmation from the user 'Do you wish to remove the nominee <Nominee Name

3. Guardian details will be enabled if the nominee is a minor. For more information on fields, refer to the Guardian Details Field Description table.

**Figure 23.3: Guardian Details screen**

The screenshot shows the 'Guardian Details' form. It includes sections for personal information (Title, First Name, Middle Name, Last Name, Relation Type, Date of Birth), address details (Building, Street, Locality, City, State, Country, Zip Code), and contact details (Email, Mobile, Phone). There are 'OK' and 'Cancel' buttons at the bottom right.

**Table 23.2: Guardian Details - Field Description**

Field	Description
<b>Title</b>	Select the title from the drop-down list
<b>First Name</b>	Specify the First Name.
<b>Middle Name</b>	Specify the Middle Name
<b>Last Name</b>	Specify the Last Name.
<b>Relation Type</b>	Specify the Relation Type from the drop-down list.
<b>Date of Birth</b>	Specify the Date of birth.
<b>Building</b>	Specify the Guardian building
<b>Street</b>	Specify the Guardian Street
<b>Locality</b>	Specify the Guardian Locality
<b>City</b>	Specify the Guardian city.
<b>State</b>	Specify the Guardian State.

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Field	Description
Country	Specify the Guardian Country.
Zip Code	Specify the Guardian Zip Code
E-mail	Specify the Guardian e-mail ID
Mobile	Specify the Guardian Mobile Number
Phone	Specify the Guardian telephone number

## 24. Update Joint Holder Details

This topic describes the systematic instruction to update joint account details. A Customer can be the sole owner of the account he owns or it can be held jointly. Joint accounts are accounts that are shared between two or more individuals. They can be operated either singly or jointly. However, Joint account holders share equal responsibility for charges or any other liability arising from holding such accounts.

1. On the **Homepage**, from **Account Services**, **Other Services**, click **Joint Holder Maintenance**, or specify the **Joint Holder Maintenance** in the Search icon bar.

STEP RESULT: **Joint holder Maintenance** screen is displayed.

**NOTE:** The fields which are marked in asterisk blue are mandatory fields.

**Figure 24.1: Joint Holder Maintenance screen**

2. On **Joint Holder Update Details** screen, specify the fields.  
For more information on fields, refer to the field description table.  
On the **Account Name**, click the **i** icon to view the Customer Information.

**Table 24.1: Update joint Account Details**

Field	Description
<b>Account Number</b>	<p>Enter the Account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and click on the Fetch button</p> <p>Click the Search icon after providing the Account Number. If the account is already held jointly, 'Account Type', 'Mode of Operation', and 'Joint Holder Details' are defaulted and the record is open for editing. If the account is held Singly, you can update the Joint Holder details for the first time.</p>

Field	Description
<b>Account Name</b>	Account Name is displayed based on the account number selected.
<b>Account type</b>	Select the Account Type from the following: <ul style="list-style-type: none"> <li>• Single</li> <li>• Joint</li> </ul>
<b>Mode Of Operation</b>	If the account is individually owned, Account Type and Mode of Operation are defaulted to Single. Joint Holder Details multi-grid table does not display any record. If the account is jointly owned, the Account Type has defaulted as Joint. Mode of Operation has defaulted to any one of Jointly, Either Anyone or Survivor, Former or Survivor or Mandate Holder. Joint Holder Details multi-grid table will contain one or more than one record.
<b>Joint Holder Details</b>	The joint Holder Details screen can be used to either input Joint Holder details for the first time or to modify existing details of Joint Holding. The Joint Holder Details will display: <ul style="list-style-type: none"> <li>• Customer Number</li> <li>• Customer Name</li> <li>• Joint holder Type</li> <li>• Start Date</li> <li>• End Date</li> </ul>

## 25. Temporary Overdraft Limit

This topic describes the systematic instructions to maintain Temporary Overdraft Limit. The temporary OD limit is the limit up to which any overdraft is allowed for a specified time over and above the limit provided for an account. This limit is independent of any credit line linked to the account. This facility is mostly opted by the customer for short-term overdrawing.

1. On the **Homepage**, from **Account Services**, under **Other Services**, click **Temporary Overdraft Limit**, or specify the **Temporary Overdraft Limit** in the Search icon bar.

STEP RESULT: **Temporary Overdraft Limit** screen is displayed

**NOTE:** The fields which are marked in asterisk blue are mandatory fields.

**Figure 25.1: Temporary Overdraft Limit Screen**

2. On **Temporary Overdraft Limit** screen, specify the fields. For more information on fields, refer to the field description table.

On the **Account Name**, click the **i** icon to view the Customer Information.

**Table 25.1: Temporary Overdraft Limit**

Field	Description
<b>Account Number</b>	Enter the <b>Account number</b> or click the search icon to view the <b>Account Number</b> pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing <b>Customer ID</b> , <b>Account Number</b> , or <b>Account Name</b> and click on the <b>Fetch</b> button.
<b>Temporary Overdraft Start Date</b>	The current Business Date defaults in the Temporary Overdraft Start Date field. This can be changed to any future date. However, it cannot be backdated.

Field	Description
<b>Temporary Overdraft End Date</b>	The date on which the temporary overdraft limit comes to an end. This date cannot be lesser than the Temporary Overdraft Start Date Input to this field is optional. If a date is not specified it means that the temporary overdraft facility is extended to the customer for an indefinite period
<b>Temporary Overdraft Limit</b>	The limit amount can be input in the Temporary Overdraft Limit field. The ISO currency code will be defaulted in this field based on the Account Currency. This field highlights the limit up to which any overdraft is allowed for a specified period over and above the limit set for this account. This limit is independent of any credit line linked to this account. This is mostly used for short-term overdrawn. Any amount greater than equal one can be input. Negative values not allowed
<b>Temporary Overdraft Renewal</b>	Optionally, temporary overdraft renewal details can also be specified. Fields specific to renewal become visible only when the Temporary Overdraft Renewal slider is turned on. When the Temporary Overdraft Renewal slider is turned on, specifying Renewal Unit, Renewal Frequency and Next Renewal Limit becomes mandatory.
<b>Renewal Frequency</b>	Renewal frequency for temporary overdraft should be specified in the Renewal Frequency field. The user has the option to specify the renewal frequency in: <ul style="list-style-type: none"> <li>• Days</li> <li>• Months</li> <li>• Years</li> </ul>
<b>Next Renewal Limit</b>	The new limit amount after renewal should be specified in the Next Renewal Limit field. A value greater than or equal to 1 should be specified.

## 26. Account Statement Frequency

This topic describes the systematic instruction about Account Statement Frequency Update. After specifying the account number, system displays existing account statement cycle details, and the user can modify the frequency.

1. On the **Homepage**, from **Account Services**, under **Other Services**, click **Account Statement Frequency**, or specify the **Account Statement Frequency** in the Search icon bar.

**STEP RESULT:** **Account Statement Frequency** screen is displayed.

**NOTE:** The fields which are marked in asterisk blue are mandatory fields.

**Figure 26.1: Account Statement Frequency**

2. On **Account Statement Frequency** screen, specify the fields.  
For more information on fields, refer to the field description table.  
On the **Account Name**, click the **i** icon to view the Customer Information.

**Table 1: Account Statement Frequency**

Field	Description
<b>Account Number</b>	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and click the Fetch.
Account Name	Account Name is displayed based on the account number selected.
<b>Last Statement Date</b>	The last statement generation date will be displayed.

Field	Description
<b>Frequency</b>	<p>Users can modify the frequency for generating the account statements. To specify the frequency of the statements, click on the adjoining drop-down list. The following list is displayed:</p> <ul style="list-style-type: none"> <li>• Annual</li> <li>• Semiannual</li> <li>• Quarterly</li> <li>• Monthly</li> <li>• Fortnightly</li> <li>• Weekly</li> <li>• Daily</li> </ul> <p>For the <b>Annual, Semiannual, Quarterly</b> and <b>Daily</b> cycles, the account statement will be generated on the last day of that cycle.</p> <p>For a weekly and fortnightly statement, the user can specify the day of the week on which account statements must be generated. To specify weekly and fortnightly statements, click on the adjoining drop-down list. The following list of days will be displayed:</p> <ul style="list-style-type: none"> <li>• Sunday</li> <li>• Monday</li> <li>• Tuesday</li> <li>• Wednesday</li> <li>• Thursday</li> <li>• Friday</li> <li>• Saturday</li> </ul> <p>For monthly statements the user can specify the dates of the month, between 1 and 31(corresponding to the system date). For example:</p> <ul style="list-style-type: none"> <li>• If the user selected the statement date to 30, then account statements will be generated on the last working day for months with &lt; 30 days.</li> <li>• If the user sets the statement date to 31, then account statements will be generated on the last working day for months with &lt;31 days.</li> <li>• If 30th or 31st is a holiday on the next working day the account statement gets generated.</li> </ul>



## 27. Account Statement Request

This topic describes the systematic instructions about account statement requests. Based on the account holder's request, a detailed or brief account statement can be generated for a given Period.

1. On the **Homepage**, from **Account Services**, under **Other Services**, click **Account Statement Request**, or specify the **Account Statement Request** in the Search icon bar.

STEP RESULT: **Account Statement Request** screen is displayed.

**NOTE:** The fields which are marked in asterisk blue are mandatory fields.

**Figure 27.1: Account Statement Request Screen**

2. On **Account Statement Request** screen, specify the fields.  
For more information on fields, refer to the field description table.  
On the **Account Name**, click the **i** icon to view the Customer Information.

**Table 27.1: Account Statement Request**

Field	Description
<b>Account Number</b>	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and clicking on the 'Fetch' button. .
<b>Account Name</b>	Account Name is displayed based on the account number selected.

Field	Description
<b>Period</b>	<p>Users can select the period for account statement generation from the drop-down list. Period drop-down list the below values:</p> <ul style="list-style-type: none"> <li>• Date Range</li> <li>• Current Month</li> <li>• Last 2 Months</li> <li>• Last 3 Months</li> </ul> <p>When users select the Date Range in the Period drop-down, the user can define the account statement generation date manually.</p> <p>When users select the Current Month or Last 2 Months or Last 3 Months in the Period drop-down, the Date Range field will be default and the user cannot modify the date.</p> <p>For Example,</p> <ul style="list-style-type: none"> <li>• If the user selected the Period drop-down as Current Month, then the date will be default based on the current date i.e first of every month till the current date.</li> <li>• If the user selected the Period drop-down as Last 2 Months, then the system defaults the account statement generation date as last 2 months from current date and the user cannot modify the date.</li> <li>• If the user selected the Period drop-down as Last 3 Months, then the system defaults the account statement generation date as last 3 months from current date and the user cannot modify the date.</li> </ul>
<b>Date Range</b>	<p>Click on the Calender icon, and select the From and To date for account statement generation.</p> <p><b>NOTE:</b> To Date cannot be less than From Date</p>

## 28. Account Transaction Inquiry

This topic provides the systematic instructions for the users to view, and download all the transactions posted to the current account and saving accounts for a particular date range or last n transactions.

1. On **Homepage**, from **Account Services**, under **Query**, click **Account Transactions**, or specify the **Account Transactions** in the Search icon bar.

**STEP RESULT:** **Account Transactions** screen is displayed.

**NOTE:** The fields which are marked in asterisk blue are mandatory fields.

**Figure 28.1: Account Transactions Screen**

2. On **Account Transactions** screen, specify the fields.  
For more information on fields, refer to the field description table.

**Table 28.1: Account Transaction Inquiry**

Field	Description
<b>Account Number</b>	Enter the account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and click the Fetch.
<b>Account Name</b>	Account Name is displayed based on the account number selected.
<b>Account Currency</b>	Account Currency is displayed based on the account number selected.
<b>Transaction Type</b>	User can view all the transactions posted to the current account and saving account with the below transaction type: <ul style="list-style-type: none"> <li>• Debits &amp; Credits</li> <li>• Debits</li> <li>• Credits</li> </ul>

Field	Description
<b>Search Type</b>	<p>The Users can select the search type. The below list of values is available:</p> <ul style="list-style-type: none"> <li>• Data Range</li> <li>• Last 2 months</li> <li>• Last 3 months</li> <li>• Last number of transactions</li> </ul>
<b>Date Range</b>	<p>This option will be available, if the user selects the search type as 'Date Range'. Click on the Calender and specify the From date and To date for the account transactions.</p> <p><b>NOTE:</b> To Date cannot less than From Date.</p> <p>Click <b>Search</b>. Post the inputs, the Account Transaction can be viewed</p>
<b>Last Number of Transactions</b>	<p>This option will be displayed if the user selects search type as 'Last number of Transactions'. Users can search the account transactions for the last 'n' transactions.</p> <p>Click <b>Search</b>. Post the inputs, the Account Transaction can be viewed</p>
<b>Transactional Details</b>	<p>On execute query system display the below transaction details. User will be able to search and sort the transaction details.</p> <ul style="list-style-type: none"> <li>• Reference Number</li> <li>• Transaction Description</li> <li>• Cheque Number</li> <li>• Transaction Date</li> <li>• Value Date</li> <li>• Debit Amount</li> <li>• Credit Amount</li> <li>• Running Balance</li> </ul>

## 29. Error Codes and Messages

This topic describes about the Error Codes and Messages. The details are as follows:

**Table 29.1: Error Codes and Messages**

Error	Message
CSR-ABT-01	Request for this Account Branch Transfer is already taken up
CSR-ABT-02	Account Number cannot be blank
CSR-ABT-03	Transfer Date cannot be blank
CSR-ABT-04	Transfer Branch Code cannot be blank
CSR-ACT-24	Please enter data for the Search Type selected
CSR-ACT-25	Branch code is empty
CSR-ACT-26	Number of transactions should be within the maximum limit
CSR-ADA-01	Un-Processed records are present
CSR-ADA-02	Mandatory fields cannot be blank
CSR-ADR-01	Building cannot be blank
CSR-ADR-02	Street cannot be blank
CSR-ADR-03	City cannot be blank
CSR-ADR-04	State cannot be blank
CSR-ADR-05	Country cannot be blank
CSR-ADR-06	Zip Code cannot be blank
CSR_AMB_01	Account number cannot be blank
CSR_AMB_02	Amount cannot be blank
CSR_AMB_03	Amount Block Type cannot be blank
CSR_AMB_04	Block Reason cannot be blank
CSR-ASC-01	Request for this Account Status Change is already taken up
CSR-ASC-02	Account Number cannot be blank
CSR-ASF-01	Mandatory fields cannot be blank
CSR-ASR-01	Date Range cannot be blank
CSR-ASR-02	To Date cannot be less than From Date
CSR-ASR-03	Account Number cannot be blank
CSR-CB-01	Card number cannot be blank or invalid
CSR-CB-02	Reason cannot be blank

Error	Message
CSR-CB-03	Request for this Card Number is already in process
CSR_CBR_01	Account Number cannot be Blank
CSR_CBR_02	Number of cheque leaves cannot be blank
CSR_CBR_04	Request Date cannot be blank
CSR_CBR_05	Delivery mode should be selected
CSR_CBR_06	Narrative cannot be blank
CSR_CBR_07	Cheque Book Request for this account number is already taken up
CSR-CL-01	The Card Account Number cannot be blank
CSR-CL-02	The Account Branch cannot be blank
CSR-CL-03	The Card Type cannot be blank
CSR-CL-04	The Limit Applicability Type cannot be blank
CSR-CL-05	When Limit Applicability is set to Default, Card Limits cannot be modified
CSR-CL-06	Card Limit cannot exceed Maximum Limit
CSR-CL-07	The Count Limit cannot be greater than 999
CSR_CMN_001	Account Number not found
CSR_CMN_002	Please enter a valid Branch Code
CSR_CMN_003	Host is not available
CSR_CMN_004	Request for this record is already in process
CSR_CMN_005	Account Number cannot be Blank
CSR-CSI-01	Please enter the account number
CSR-CSI-02	Please enter the branch code
CSR-CSI-03	Please enter the cheque number
CSR-DI-01	Threshold amount cannot be less than 0
CSR-DI-02	Sweep multiple of value cannot be less than 0
CSR-DI-03	Tenor cannot be less than or equal to 0
CSR-DI-04	Start date cannot be before branch date
CSR-DI-05	End date cannot be before start date
CSR-DI-06	Threshold amount cannot be blank
CSR-DI-07	Start date for deposit instruction cannot be blank
CSR-DI-08	End Date for deposit instruction date cannot be blank
CSR-JHC-01	Duplicate Customer Id

Error	Message
CSR-JHC-02	For Account type Single, Mode of operation can only be as Single or Null
CSR-JHC-03	For Account Type as Joint, Mode of Operation cannot be Single
CSR-JHC-04	Joint holder details cannot be added if account type is single
CSR-NOM-01	Total Percentage should be less than or equal 100
CSR-NOM-02	Invalid nominee Details
CSR-NOM-03	Request for this Account Number is already in process
CSR-SC-01	Account Number cannot be blank
CSR-SC-02	Start Cheque Number cannot be blank
CSR-SC-03	Stop Reason cannot be blank
CSR-SC-04	End cheque number cannot be less than Start cheque number
CSR-SI-01	Amount cannot be Blank or Negative
CSR-SI-02	Frequency provided is not correct
CSR-SI-03	Month End Flag cannot be enabled for Daily frequency
CSR-SI-04	Number of Transfers cannot be less than Zero
CSR-SI-05	Debit Account Number and Credit Account Number cannot be same
CSR-SI-06	Debit Account Number cannot be blank
CSR-SI-07	Credit Account Number cannot be blank
CSR-SI-08	Transfer Amount cannot be blank
CSR-SI-09	Frequency cannot be blank
CSR-SI-10	Start Date cannot be blank
CSR-SI-11	Narrative cannot be blank
CSR-SI-12	Start date should not be back dated
CSR-SI-13	Start Date should not be greater than End Date
CSR-SI-14	Threshold amount cannot be blank
CSR-SI-15	Start date should not be greater than end date
CSR-SI-16	Month End Flag can be enabled only if the Start Date is falling on month end
CSR-SI-17	Start Date can not be before Product Start Date
CSR-SI-18	End Date can not be after Product End Date
CSR-SI-19	Debit Account Number not found
CSR-SI-20	Credit Account Number not found

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Error	Message
CSR-SI-21	End Date cannot be blank
CSR-SI-22	End Date cannot be less than current date



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