ORACLE®

Current Account and Saving Account User Guide

Oracle Banking Branch

Release 14.5.4.0.0

Part No. F56560-01

February 2022

Copyright

ORACLE®

Contents

1. Preface

1.1 Introduction

This manual is designed to help you quickly get acquainted with the Oracle Banking Branch Current Account and Savings Account Services. It provides an overview of the module and provides information on using the Current and Savings Account sub-module of Oracle Banking Branch Current Account and Savings Account 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
	Calender Icon
	Filter
	First
	Last
	Previous
	Next
	Expand
	Collapse
	View
	Modify
	Close
	Bell
	Attachments
	Alert
	Information

ORACLE

Table 1.2: Common Icons and its Definitions

Icon Names	Applicable Stages	Operation
Document	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.
Change Log	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.
Remarks	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.
Host Error	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.
i icon	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.
Minimize	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
Maximize	Initiation, Approval and Hand off Retry	User can maximize the transaction input screen.
Close	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
Save and Close	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.
Submit	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.
Cancel	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.
Approve	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.
Reject	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
Retry	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. Optionally, the authorizer can also 'Reject' the transaction in which case it is routed back to the maker.
Audit	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.
Reset	Hand off Retry	The reset button clears all the details displayed on the screen and allows input or selection of a different customer number.

1.5 List of Topics

This manual is organized as follows:

Table 1.3:

Topics	Description and Cross References
Preface	This topic provides the general information about the manual. It also list the various topics covered in the User Manual.
Dashboard	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. 1) *2.1 Pending Documentation* 2) *2.2 My Transactions* 3) *2.3 Bulletin Board* 4) *2.4 My Diary* 5) *2.5 Service Request* 6) *2.6 My Pending Tasks*

Topics	Description and Cross References
Standing Instruction Maintenance	The topics which are part of Standing Instructions are: *1)* *Scheduled Transfer* *2)* *View and Modify Scheduled Transfer* *3)* *Sweep In to Account* *4)* *View and Modify Sweep In to Account* *5)* *Sweep Out from Account* *6)* *View and Modify Sweep Out from Account* *7)* *Term Deposit Instruction* *8)* *Online Account Sweep In*
Cheque Book	The topics which are part of Cheque Book are: *1)* *Stop Cheque Payment* *2)* *Cheque Book Request* *3)* *Cheque Book Status*
Debit Card	The topics which are part of Debit Card are: *1)* *Card Status Change* *2)* *ATM and POS Limits* *3)* *Debit Card Request*
Status Update	The topics which are part of Status update are: *1)* *Activate Dormant Account* *2)* *Account Status Change*
Others	The topics which are part of Others are: *1)* *Account Branch Transfer* *2)* *Uncollected Funds Release* *3)* *Branch Transfer Log* *4)* *Account Product Transfer*
Statement	The topics which are part of Statement are: *1)* *Ad hoc Account Statement* *2)* *Account Statement Frequency*
Limits	The topics which are part of Limits are: *1)* *Temporary Overdraft Limit*

ORACLE®

Topics	Description and Cross References
Amount Block	The topics which are part of Amount Block are: *1)* *Amount Block* *2)* *View and Modify Amount Block* *3)* *Consolidated Amount Block*
Maintenance	The topics which are part of Maintenance are: *1)* *Account Address Update* *2)* *Account Documents Update* *3)* *Joint Holder Maintenance* *4)* *Nominee Details Update*
Inquiry	The topics which are part of Inquiry are: *1)* *Account 360* *2)* *Account Balance Inquiry* *3)* *Account Transaction Inquiry* *4)* *Cheque Status Inquiry* *5)* *Tax Deducted at Source Inquiry* *6)* *Online Account Sweep History*
Track Receivables	This topic describes about the Track Receivables *1)* *Release Track Receivable* *2)* *Delete Track Receivable*
Error Codes	This topic describes about the Error Codes and Messages 1) *Error Codes and Messages*

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 are used to narrow down the data to the transaction level.

Figure 2.1: Dashboard
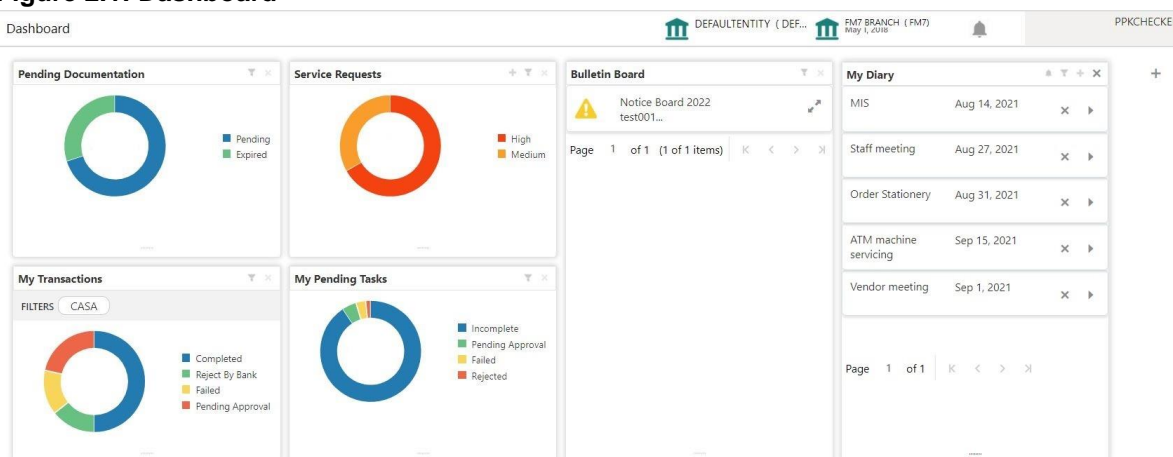
The Dashboard displays widgets for which access is granted to the user. Following widgets are available in the Account Dashboard and described in the sub-sections:

- *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 pending, expired, expiring this month documents.

The Pending Documentation doughnut is classified as follows:
- Pending

- Expired

- Expiring this Month

ORACLE®

Figure 2.2: Pending Documentation
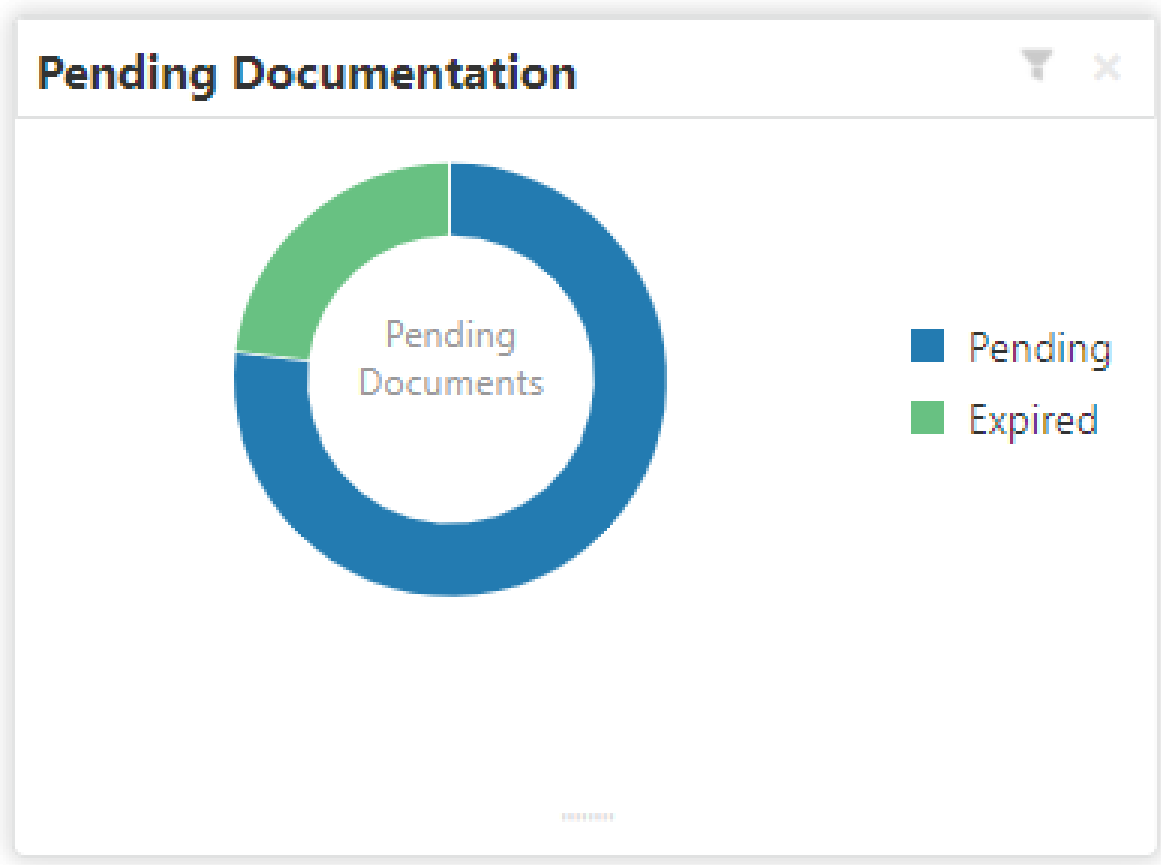
1. Hover the mouse on each section of the widget, it displays the total number of documents outstanding for each respective segment.

2. Click on a particular section of the widget.

   For example, when you click on the Pending section, the pop-up window lists all the account numbers from which documents are pending to be collected.

   STEP RESULT: A pop-up window displays the account numbers available.

Figure 2.3: Pending

ORACLE®

Figure 2.4: Expired

3. Search for a specific account number by entering the search field and click the search icon.

4. Click the account number.

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

Figure 2.5: Account Documents Update

5. On the **Account Documents Update** screen, the following fields are displayed.

    a. Document Type

    b. Mandatory

    c. Expiry Date

    d. Expected Submission Date

    e. Actual Submission Date

    f. Document Reference

    g. Actions

For more information on the fields, refer to *Table 28.1: Account Documents Update - Field Description*

6. Click ▼ to filter the pending documentation based on the sub domain and product.

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

ORACLE

Table 2.1: Pending Documentation-Filter

Field	Description
Filter by Sub Domain	Displays all the modules supported by widget from the drop down list.
Filter by Product	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 codes present in the system. You can search **Account Class code**, **Account Class description** or **Account Type** and click on the **Fetch** button.

7. Click the **Filter** button.

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

8. To remove the filters, click ▼ icon and click the clear button.

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

ORACLE

Figure 2.6: 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
Filter by Sub Domain	Displays all the modules supported by widget from the drop down list.
Process Name	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. To remove the filters, click ▼ icon and click the clear button

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. If the

bulletin message is Alert, the ⚠️ icon is displayed and if the bulletin message is information, the ℹ️ icon is displayed.

The messages are:

- Public news and its messages

- Bank policies and notices

- System Messages like system downtime information, network failures, etc.

Figure 2.7: Bulletin Board
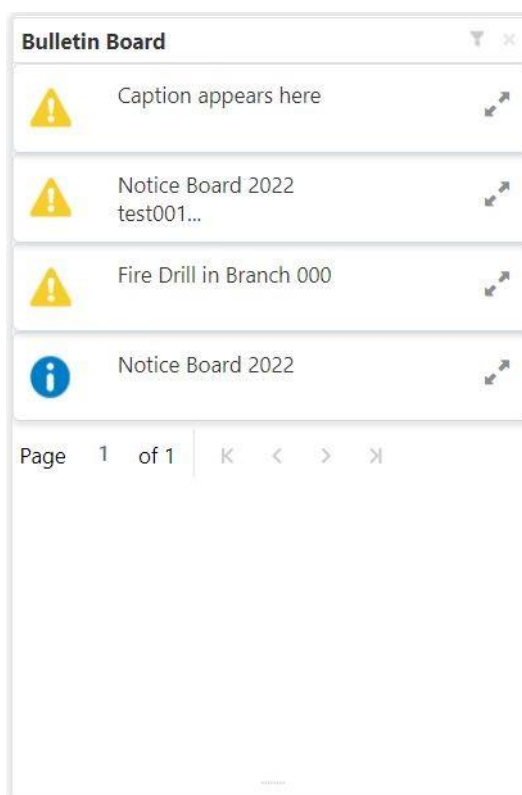
5. To view the details of the bulletin, click ↗️ icon.
   STEP RESULT: **Message Details** pop-up window is displayed.

Figure 2.8: Message Details
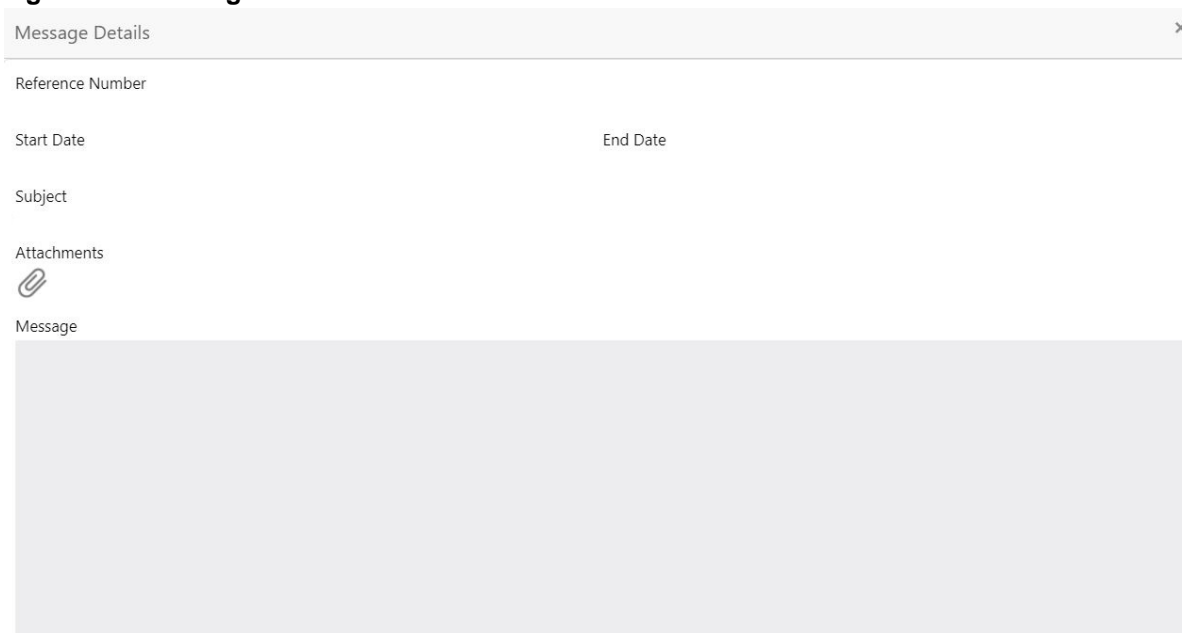
6. Click the icon, to view the list of attachments.

    STEP RESULT: **Document List** pop-up window is displayed.

Figure 2.9: Document List
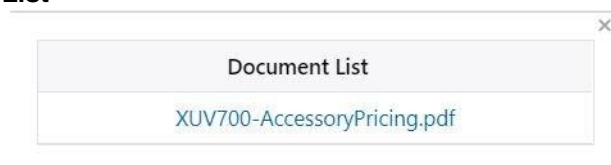
7. Click the attachment to view the document.

8. Click icon to filter 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
Reference Number	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.
Start Date	Click on the adjoining calendar icon and specify the **Start Date**.
End Date	Click on the adjoining calendar icon and specify the **End Date**.

9. Click the **Filter** button.

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

10. To remove the filters, click ▼ icon and click the clear button
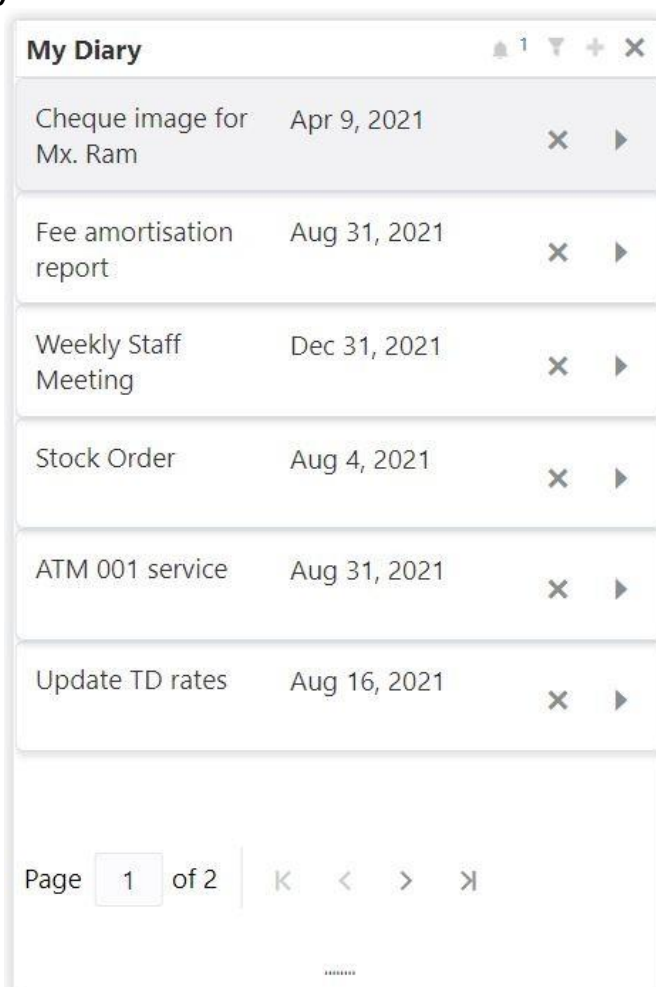
2.4 My Diary

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 2.10: My Diary

1. Click ▼ to filter the events based on due date.

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

15

ORACLE®

Table 2.4: My Diary-Filter

Field	Description
Filter By Due Date	Click on the adjoining calendar icon and specify the Due date.
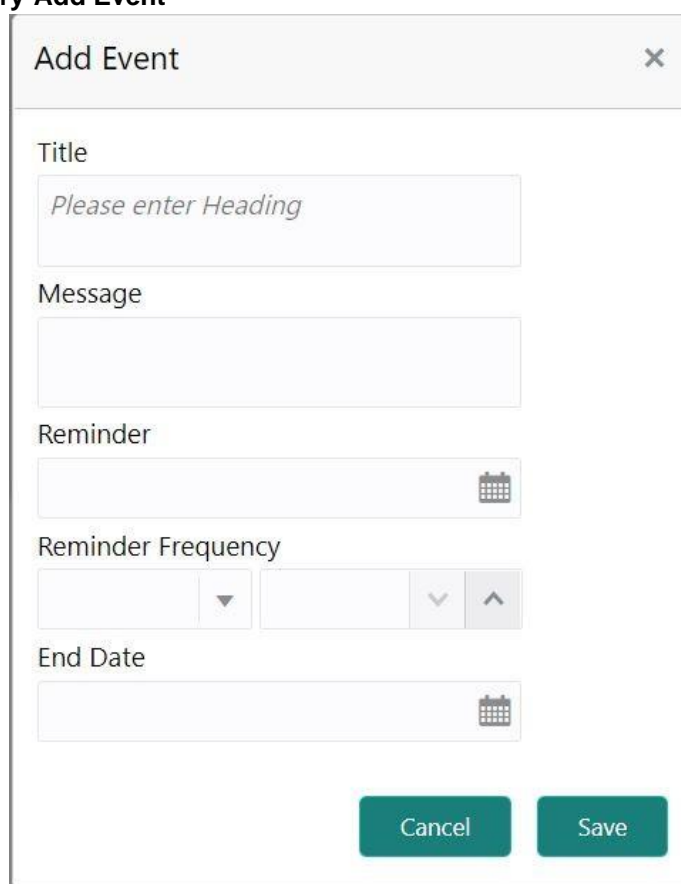
2. The dairy event within the widget will show the Title and the End-Date. Click ▶ to view or edit the diary event.

3. 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.

4. Click ➕ to create a new Diary event.

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

   Figure 2.11: My Diary-Add Event

5. 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
Title	Enter an appropriate title for the diary event. When event is saved, the title appears on the widget.

ORACLE®

Field	Description
Message	Enter details about the diary event.
Reminder	Click on the adjoining calendar icon and specify the reminder date.
Reminder Frequency	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.
End Date	Click on the adjoining calendar icon and specify the End date.On this date, the event will be removed from the widget. **NOTE:** If the Due Date is not specified, the event remains in the widget indefinitely.

6. Click the **Filter** button.

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

7. To remove the filters, click ▼ icon and click the clear button.

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 2.12: Service Requests
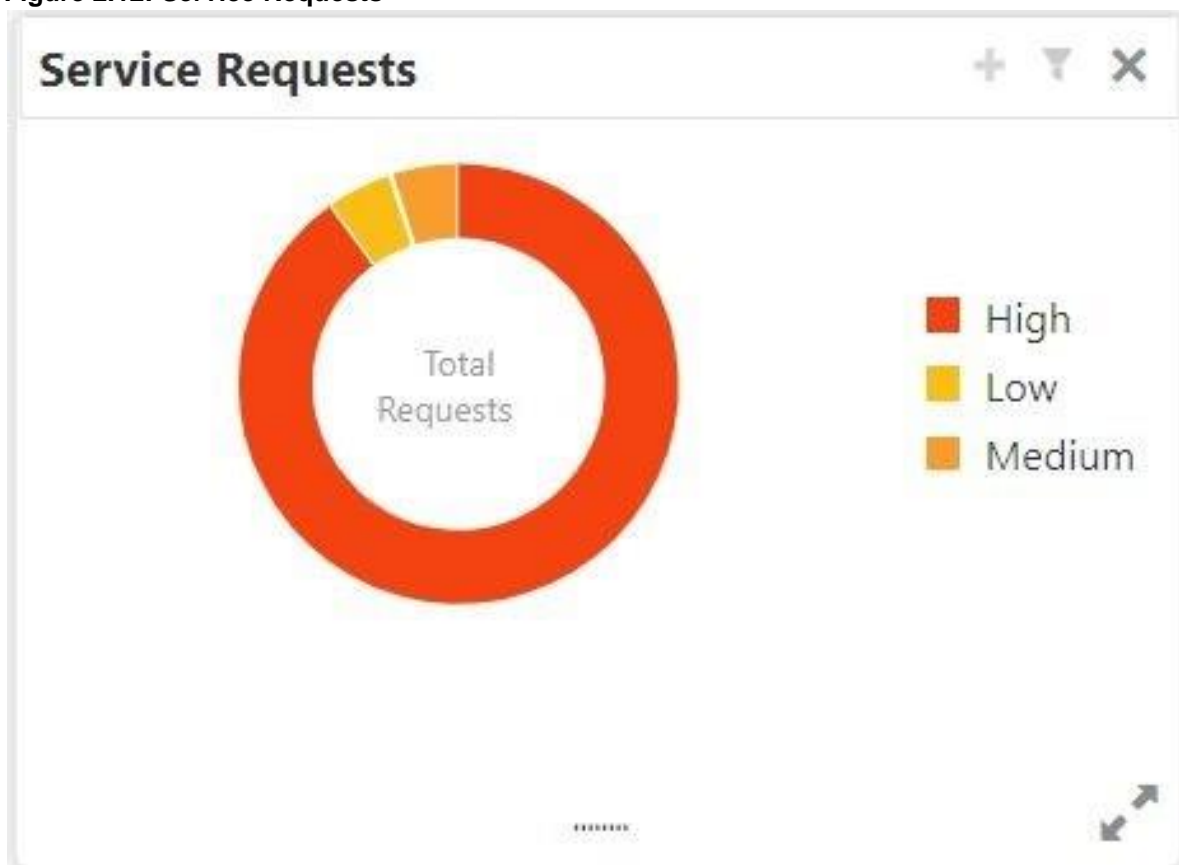
1. To view the Service Requests, hover the mouse on each section of the doughnut.

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.

ORACLE®

Figure 2.13: Service Request Doughnut pop-out
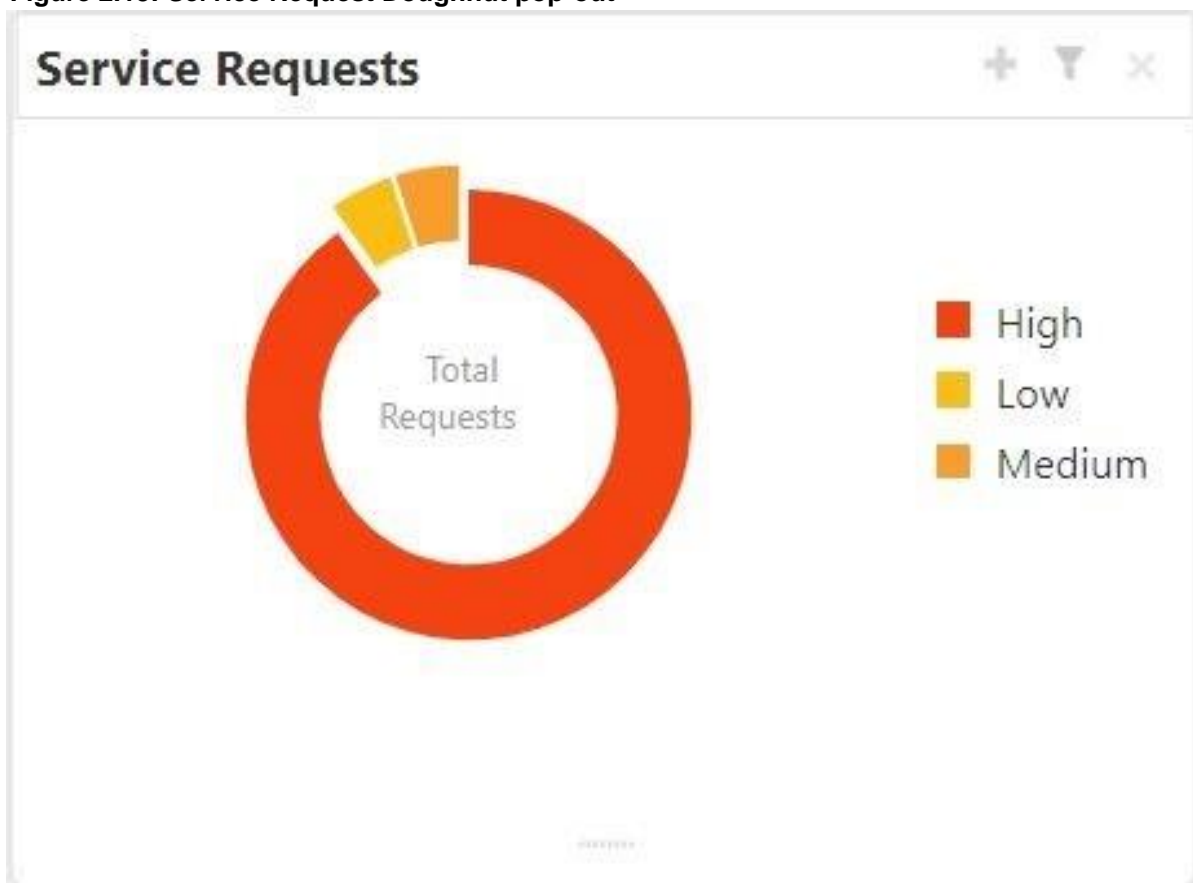
4.   Click ⬈ icon to view the bar graph which displays different status of the service requests.Each bar displays the total number of service requests at the top of the bar.

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

Figure 2.14: Service Request-Bar Graph
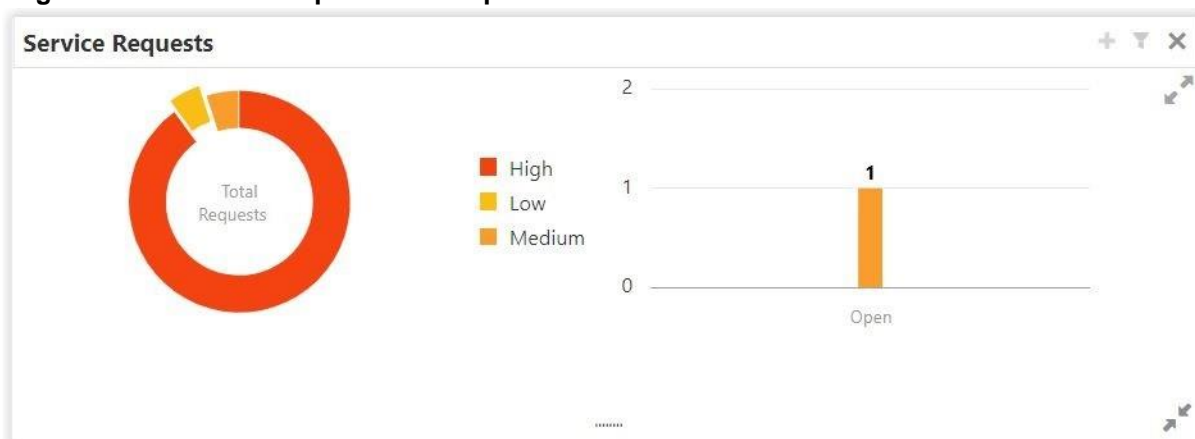
5. The bar graph displays different status like Open, Closed, Escalated, Pending. For a specific status, users can click the bar to view the following service request details in a tabular format.

   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 2.15: Priority Service Request Pop Up Window

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.

ORACLE®

Figure 2.16: Service request-New Service request

10. On the **New Service Request** screen, specify the fields.

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

ORACLE®

Table 2.6: Service Request-New Service Request

Field	Description
Service request Type	Users can select any one of the Service Request Type from the drop-down list.
Customer Number	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, • Full Name • Telephone Number • Mobile Number • Email
Account Number	**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.
Priority	Users can select any one of the **Priority** Type from the drop-down list. The Priority drop-down lists the below values, • High • Medium • Low
Status	Users can select any one of the **Status** from the drop-down list. The Status drop-down lists the below values, • Open • Pending • Closed • Escalated
Service Request Date	Click on the adjoining calendar icon and specify the **Service Request Date**. NOTE: The Service Request Date is defaulted to current business date.

ORACLE®

Field	Description
Target Completion Date	Click on the adjoining calendar icon and specify the **Target Completion Date** of the service request.
Service Request Description	Users can enter the description about the Service Request.
Service request Number	Displays the **Service Request Number** generated by the system.
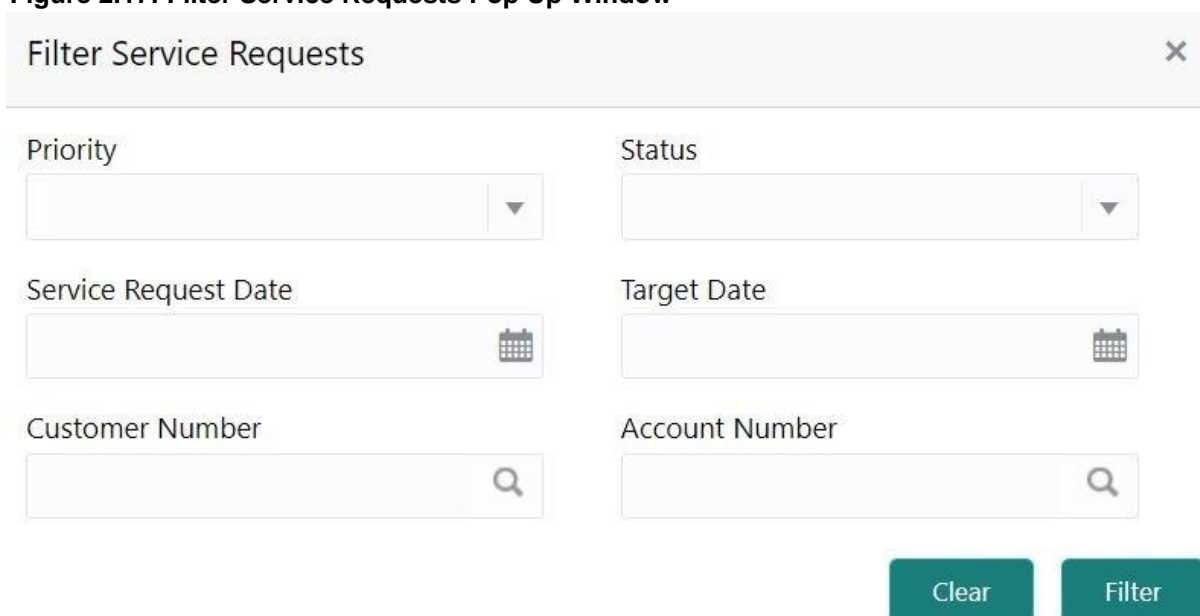
11. After entering all the details users need to click on **Save** button. The system generates a service request number and populates in the Service Request Number field & displays a success message **SR is saved successfully**. When the user accepts the message, the screen is closed and the service request appears on the widget.

12. Click ▼ to filter the service requests.

    STEP RESULT: **Filter Service Requests** pop up window is displayed.

    Figure 2.17: Filter Service Requests Pop Up Window

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
Priority	Users can select any one of the **Priority** Type from the drop-down list. The Priority drop-down lists the below values, • High • Medium • Low
Status	Users can select any one of the **Status** from the drop-down list. The Status drop-down lists the below values, • Open • Pending • Closed • Escalated
Service Request Date	Click on the adjoining calendar icon and specify the **Service Request Date**.
Target Date	Click on the adjoining calendar icon and specify the **Target Date** of the service request.
Customer Number	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.
Account Number	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. Click the **Filter** button.

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

15. To remove the filters, click ▼ icon and click the clear button.

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 2.18: My Pending Tasks
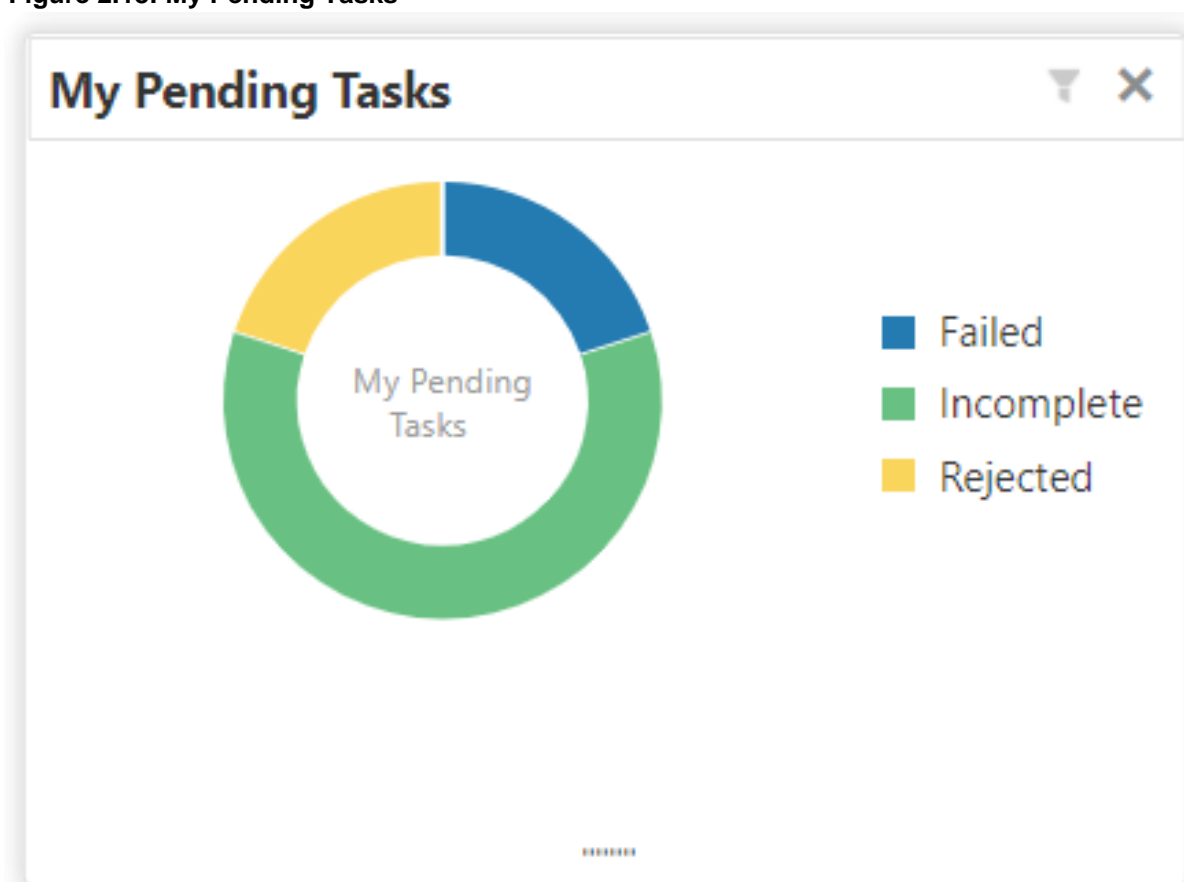
1. To view the Pending Tasks, hover the mouse on each section of the doughnut.

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
Process Name	Enter the **Process Name** or click on the search icon to select the processes available under a particular sub-domain.

3. Click the **Filter** button.

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

4. To remove the filters, click ▼ icon and click the clear button.

26

ORACLE®

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 Current and Savings Account account by a fixed amount at a predefined frequency and transfer the funds to another account. When the customer requests a scheduled transfer to Current and Savings Account, the operation officer can capture the instruction details on this screen.

1. On the **Homepage**, from **Account Services**, under **Standing Instructions**, 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.

   Table 3.1: Scheduled Transfer - Field Description

Field	Description
Account Number	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. When users enter the account number, the customer information is displayed.
Account Name	**Account Name** is displayed by default based on the account selected.

Field	Description
Beneficiary Account Number	Enter the **Beneficiary** Account Number, or click the search icon to view the **Beneficiary** Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific **Beneficiary** Account Number by providing Customer ID, **Beneficiary** Account Number, or **Beneficiary** Account Name and clicking on the **Fetch** button.
Beneficiary Account Name	**Beneficiary** Account Name is displayed based on the account selected.
Transfer Amount	Input the **Transfer Amount** for scheduled transfer, this amount will be transferred on a predefined frequency. Field Transfer Amount is appended with transaction currency. **Beneficiary** account number currency will be default as transfer amount currency while choosing the **beneficiary** account number.
Frequency	The user can select the execution frequency from the **Frequency** drop-down list. Standing instruction transfer to Current and Savings Account will be executed on the selected frequency. Frequency drop-down list the below values: • Days • Months • Years The user can easily increase or decrease the value for the selected frequency with the up and down button.
Start Date	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 calender button. The first Standing instruction will be executed on the start date. **NOTE: Start Date** cannot be backdated.
Number of Transfers	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

Field	Description
Month End Execution	The user can make sure that the standing instruction transfer to Current Account and Savings Account is executed every month-end by enabling the month-end execution. Month End execution is 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
End Date	Click the calendar and specify the expiry date. The expiry date is a non-mandatory field. If the expiry date is not captured, the system considers the standing instruction as open-ended. NOTE: **End Date** cannot be less than Start Date.
Narrative	The Narrative defaults as Scheduled Transfer. The user can modify the defaulted value.

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 or close the contract or view the schedule transfer cycle details..

1. On the **Homepage**, from **Account Services**, under **Standing Instructions**, 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 Scheduled Transfer

2. On **View and Modify Scheduled Transfer** 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
Account Number	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.
Account Name	**Account Name** is displayed by default based on the account selected.
Search Result	The contract details are displayed in tile format.The available basic details displayed are: • Beneficiary Account Number • Transfer Amount • Start Date • Frequency • End Date • Narrative
View Transaction	Click to view the **Schedule Transfer Cycle Details**. On **Schedule Transfer Cycle Details** screen the user can view: • Instruction Details • Execution Preferences • Cycle Details

3. On **Modify Scheduled Transfer** screen, specify the fields.

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

Table 4.2: Modify Transaction
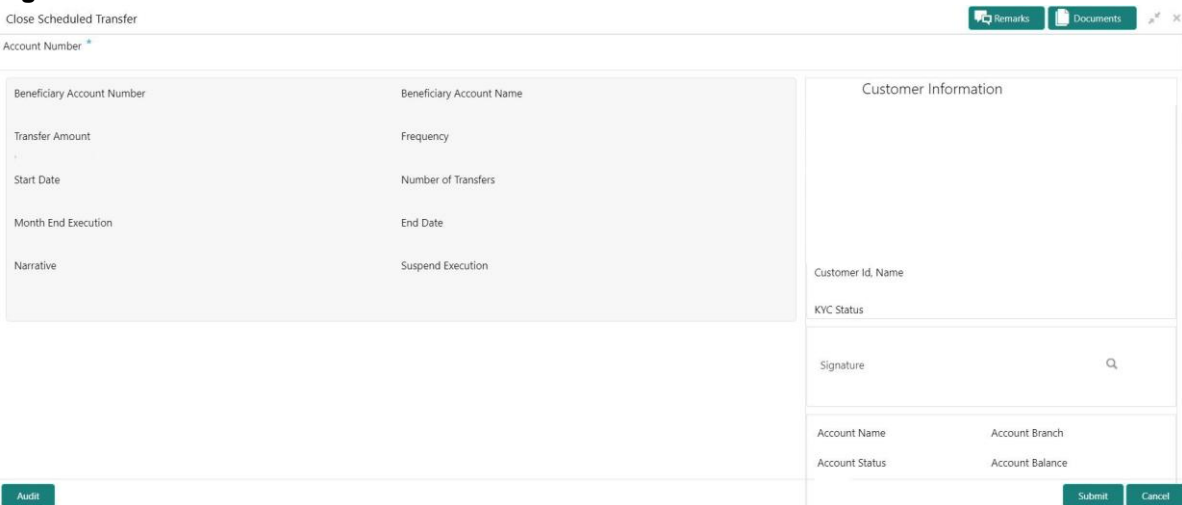
Field	Description
Modify Transaction	Click ![icon] to modify the scheduled transfer contract details. User can modify the below details: • Transfer Amount • Frequency • Number of Transfers • Month End Execution • End Date • Narrative • Suspend Execution
Transfer Amount	The transfer amount displayed can be modified by the user.
Frequency	Users can modify the execution frequency from the Frequency drop-down list. Standing instruction transfer to Current and Savings Account will be executed on the selected frequency. Frequency drop-down list the below values: • Days • Months • Years Users can easily increase or decrease the value for the selected frequency with the up and down button.
Number of Transfers	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: • Start Date • Frequency • Month End Execution • Number of Transfer
Month End Execution	User can modify and ensure that standing instruction transfer to Current and Savings Account 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. Month End flag cannot be enabled for daily frequency.

Field	Description
End Date	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.
Narrative	The Narrative defaults as Scheduled Transfer. Users can modify the defaulted value.
Suspend Execution	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 Scheduled transfer screen** is displayed.

Figure 4.4: Close Scheduled Transfer

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 Instructions**, 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
Account Number	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 **Fetch** button. When users enter the account number, the customer information is displayed.
Account Name	**Account Name** is displayed based on the account number selected.

Field	Description
Provider Account Number	Enter the **Provider** Account Number or click the search icon to view the **Provider** 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, **Provider** Account Number, or **Provider** Account Name, and click **Fetch** button.
Provider Account Name	**Provider** Account Name is displayed by default based on the Provider Account Number selected.
Threshold Amount	Enter the **Threshold Amount**, and the account currency is defaulted. 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.
Minimum Balance After Sweep	**Minimum Balance After Sweep** is the amount that is left in the Provider Account after the Sweep In instruction is executed. The minimum balance after sweep ensures that a certain balance is left in the Provider Account and only the excess amount is swept. This is an optional field.
Start Date	Users can define the **Start Date** for the sweep in instruction. Start date cannot be backdated.
End Date	Users can define the **End Date** for Sweep In instruction, Sweep In instruction will be closed after the end date. **NOTE: End Date** cannot be less than Start Date.
Narrative	The narrative will be defaulted to Sweep In to Account. The defaulted value is modifiable.

ORACLE

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.

1. On the **Homepage**, from **Account Services**, under **Standing Instructions**, 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
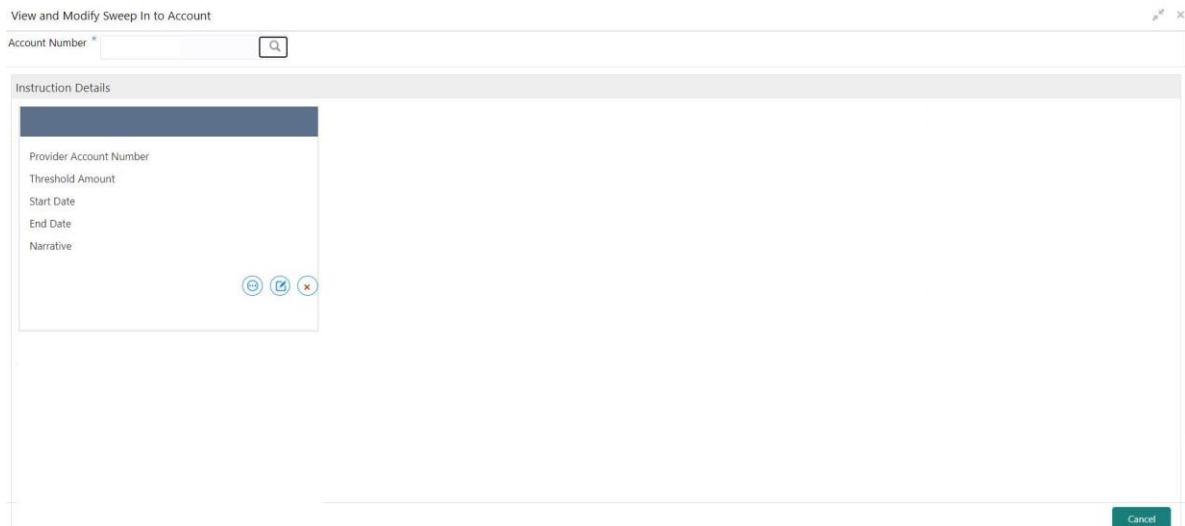
2. On **View and Modify Sweep In to Account** screen, specify the fields.

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

   Table 6.1: View and Modify Sweep In to Account

Field	Description
Account Number	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 **Fetch** button.
Account Name	**Account Name** is displayed by default based on the account selected.

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

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

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.
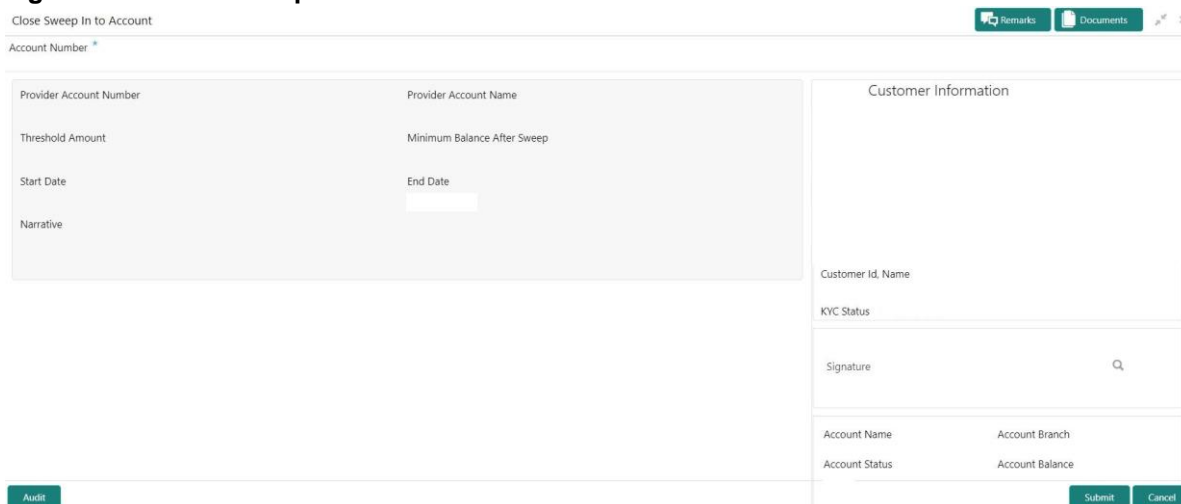
Table 6.2: Modify Sweep In To Account

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

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 Instructions**, 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.

    Table 7.1: Sweep Out from Account

Field	Description
Account Number	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. When users enter the account number, the customer information is displayed.
Account Name	**Account Name** is displayed based on the account number selected.
Threshold Amount	Enter the **Threshold Amount**. The currency is defaulted based on the account currency. The Sweep-Out transaction will be executed during the end-of-day batch process if the balance in the account goes above the threshold amount.

Field	Description
Minimum Sweep Amount	The **Minimum Sweep Amount** and currency will be defaulted based on the product parameter and account currency. Sweep out instruction is executed only if the derived sweep amount (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.
Beneficiary Account Number	Enter the **Beneficiary Account Number** or click the search icon to view the **Beneficiary 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**, **Beneficiary Account Number**, or **Beneficiary Account Name** and click the **Fetch** button.
Beneficiary Account Name	**Beneficiary Account Name** is displayed based on the Beneficiary account number selected.
Start Date	Users can define the **Start Date** for sweep-out instruction. The start date cannot be backdated.
End Date	Users can define the **End Date** for sweep-out instruction, Sweep out instruction will be closed after the end date. **NOTE:** End Date cannot be less than Start Date.
Narrative	The narrative will be defaulted as Sweep Out from Account. The defaulted value is modifiable.

ORACLE®

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 Instructions**, 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
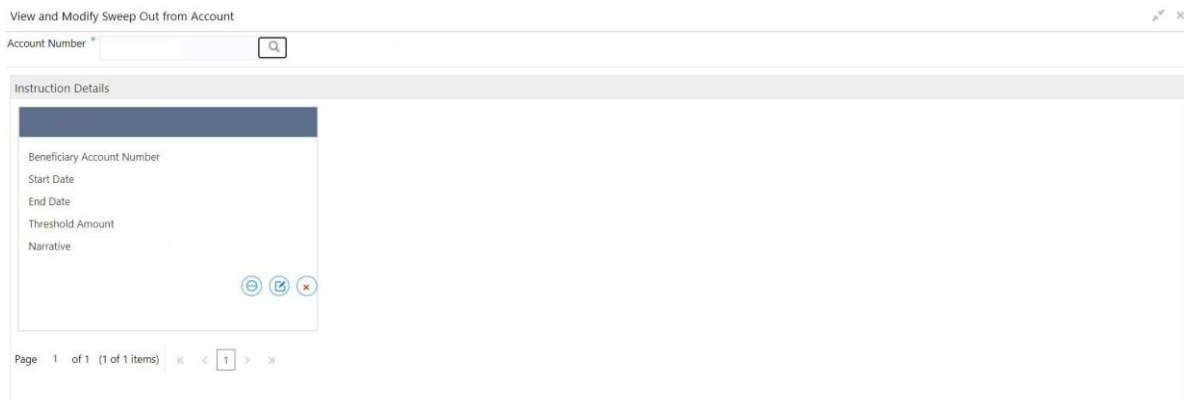
2. On **View and Modify Sweep Out from Account** screen, specify the fields.

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

    Table 8.1: View and Modify Sweep Out From Account

Field	Description
Account Number	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 **Fetch** button.
Account Name	**Account Name** is displayed based on the account number selected.

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

Account Number *

Instruction Details		Sweep History	
Basic Details		**Transaction Date**	**Sweep Amount**
Instruction Number			
Beneficiary Account Number			
Beneficiary Account Name		Page 1 of 1 (1 of 1 items) K < 1 > >|	
Narrative			
Threshold Amount			
Minimum Sweep Amount			
Start Date			
End Date			

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

   a. Instruction Details

   b. 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

Modify Sweep Out from Account   Remarks   Documents

Account Number *

Threshold Amount *	Minimum Sweep Amount	Customer Information
Beneficiary Account Number	Beneficiary Account Name	
Start Date	End Date	
Narrative *		Customer Id, Name
		KYC Status
		Signature Q
		Account Name Account Branch
		Account Status Account Balance

Audit   Save & Close   Submit   Cancel

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
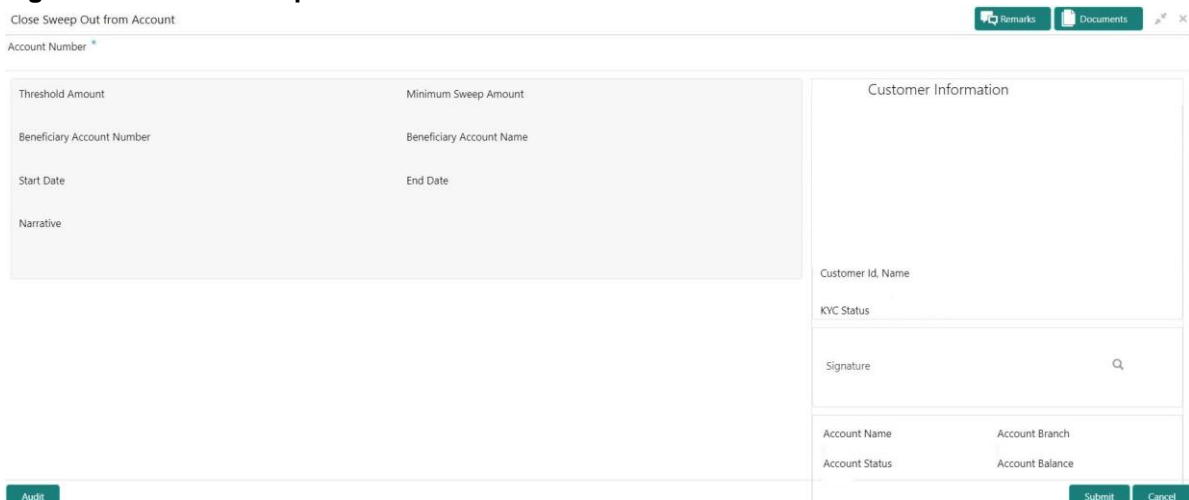
Field	Description
Threshold Amount	Users can modify the Threshold Amount. The sweep out from account instruction will be executed during the end-of-day batch process if the balance in the account goes above the threshold amount.
	NOTE: The amount cannot be in negative or zero value.

Field	Description
Minimum Sweep Amount	Users can modify the Minimum Sweep Amount. The Sweep out instruction is executed only if the derived sweep amount (Account balance minus the Threshold Amount) is greater than or equal to Minimum Sweep Amount. **NOTE:** The amount cannot be in negative value.
End Date	Users can modify the end date for Sweep Out instruction, Sweep Out instruction will be closed after the end date. **NOTE:** End Date cannot be less than Start Date.
Narrative	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

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

9. Term Deposit Instruction

This topic describes the systematic instructions to Create Term Deposit Instruction, Modify or Close the existing term deposit instruction. This screen helps to capture 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 Instructions**, 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

2. When the user inputs the account number, the system displays **Create Instruction** screen, If an active deposit instruction is unavailable.

3. On **Term Deposit Instruction** screen, specify the fields.

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

Table 9.1: Term Deposit Instruction

Field	Description
Account Number	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. When users enter the account number, the customer information is displayed.
Account Name	**Account Name** is displayed by default based on the account number selected.
Threshold Amount	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.
Sweet Multiples	Users can define the sweep multiples of which the term deposit to be created, this will avoid term deposit creation for a small amount.
Start Date	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. **NOTE:** Start Date cannot be backdated.
End Date	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. **NOTE:** End Date cannot be less than Start Date.
Tenor	Users can define the tenor details for creating the term deposit account. Term Deposit account will be created for the selected tenor.The tenor drop down list the below values: • Days • Months • Years Users can increase or decrease the selected tenor with up and down arrow buttons.

4. When the user input the account number, the system displays **Edit instruction** screen with existing instruction details, If an active deposit instruction is available.

STEP RESULT: **Edit Instruction** screen is displayed.

Figure 9.2: Edit Instruction

5.   On the **Edit Instruction** screen, users can modify the following details:

   a.   Threshold Amount

   b.   Sweep Multiples

   c.   End Date

   d.   Tenor

6.   To close the Term Deposit Instruction, click on **Close Instruction** button on the **Edit Instruction** screen and click **Submit**.

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.

Table 10.1: Online Account Sweep In

Field	Description
Account Number	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. When users enter the account number, the customer information is displayed.
Account Name	**Account Name** is displayed based on the account number selected.
Search	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
Linkage Order	Displays the sequential order of the Savings account linked.This is automatically updated by the system.
Branch	Displays the branch code for the selected Savings account number.
Savings Account	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.
Currency	**Currency** is displayed based on the account number selected.
Retain Minimum Balance	Users can click on the toggle button to enable or disable the minimum balance. 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. If the toggle button is not enabled, the available balance in the Savings Account is swept during a transaction.
Sweep Limit	Users can input the maximum amount to be swept from the Savings Account.
Limit Frequency	Users can select the Limit Frequency from the drop-down list. The drop-down lists the below values: • **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. • **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.
Utilized Amount	Displays the amount utilized by the receiving account number during a sweep in transaction.
Actions	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
Linkage Order	Displays the sequential order of the Term Deposit account linked.This is automatically updated by the system.
Branch	Displays the branch code for the selected Deposit account number.
Deposit Account	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.
Original Deposit Amount	Displays the amount for the Deposit Account.
Linkage Percentage	Users can input the percentage. The value can be less than or equal to 100. **NOTE:** The value cannot be in negative value. If the entered value is more than 100, the system displays an error.
Linked Amount	Users can specify the amount. This amount cannot be greater than the available deposit amount.
Available Amount	Displays the available amount for the Deposit Account.
Utilized Amount	Displays the amount utilized by the receiving account number during a sweep in transaction.
Actions	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 Current Account and Savings Account 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 **Inquiry**, 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
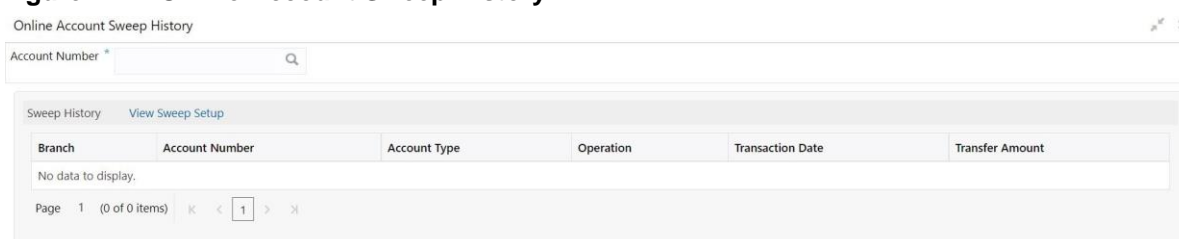
2. On **Online Account Sweep History** screen, specify the fields.

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

   Table 11.1: Sweep History

Field	Description
Account Number	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.
Account Name	**Account Name** is displayed based on the account number selected.

3. After input of the account number, 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
Account Number	Displays the linked Account Number.
Branch	Displays the branch code for the account number.
Account Type	Displays if the linked account is Savings Account, Auto Deposit or Term Deposit.
Operation	Displays the operation performed on the sweep transaction if it is a Sweep In or Reverse Sweep In transaction.
Transaction Date	Displays the date of sweep in or reverse sweep in transaction.
Transfer Amount	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

ORACLE®

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

Figure 12.2: Stop Cheque Payment - Range of Cheque tab

2. On **Stop Cheque Payment** screen, specify the fields.

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

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

Field	Description
Account Number	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. When users enter the account number, the customer information is displayed.
Account Name	**Account Name** is displayed based on the account number selected.
Cheque Number	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.
Stop Reason	User can capture the reason for stop payment instruction.

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

Field	Description
Account Number	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.
Account Name	**Account Name** is displayed based on the account number selected.

Field	Description
Cheque Start Number	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.
Cheque End Number	Enter the last 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. Cheque End Number cannot be less than the Cheque Start Number The cheque numbers must always be sequential
Stop Reason	User can capture the reason for stop payment instruction.

13. Cheque Book Status

This topic describes the systematic instructions about the Cheque Book Status. The Cheque Book Status screen helps the user to inquire about the delivery status of the cheque book that the customer has requested for and be able to update its status to Delivered once it is delivered to the customer

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

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

   Figure 13.1: Cheque Book Status

2. On the **Cheque Book Status** screen, specify the fields.

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

ORACLE®

Table 13.1: Cheque Book Status - Field Description

Field	Description
Account Number	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.
Account Name	**Account Name** is displayed based on the account number selected.
First Cheque Number	By default, the system displays the most recent Cheque book request that the customer has made.
Status	The system displays the following status of the Cheque book request. • Requested • Delivered • Destroyed Delivery Awaited or Destruction Awaited is updated as interim status when the transaction is pending approval for delivery or destruction. NOTE: When the cheque book is updated as `Destroyed`, the delivery date is updated to the current business date and highlighted in red.
Requested Date	The system displays the date on which the customer requested the cheque book.
Delivery Date	The system displays the date on which the cheque book is delivered to the customer. Automatically the current business date is updated when the status of the cheque book is changed to `Delivered`. The delivery date is blank for cheque books where the status is `Requested`.
Delivery Mode	The system defaults the following type of cheque delivery mode. • Branch • Delivery
Address	The system displays the Branch Code and Name by default when the delivery mode is Branch. The system displays the Account Address by default when the delivery mode is Delivery.

ORACLE

Field	Description
Actions	Click ⋮ icon to update the cheque book status from updated to: • Deliver • Destroy

3. On click of the **Deliver** option, the status is updated as `Delivery Awaited`. Upon authorization the status is updated as `Delivered`.

4. On the click of **Destroy** option, the status is updated as `Destruction Awaited`. Upon authorization the status is updated as `Destroyed`.

14. 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 14.1: Cheque Book Request

2. On **Cheque Book Request** page, specify the fields.

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

    Table 14.1: Cheque Book Request

Field	Description
Account Number	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. When users enter the account number, the customer information is displayed.
Account Name	**Account Name** is displayed based on the account number selected.

Field	Description
Number of Cheque Leaves	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.
Request Date	Request date defaults to the current business date and will not allow editing.
Delivery Mode	In the Delivery Mode drop-down, the available options are: • Post/Courier • Branch 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. **NOTE:** 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.
Delivery Address	If Delivery Mode is selected as 'Post/Courier', Delivery Address will default to the address maintained at the Account. This field cannot be edited.
Narrative	Narrative field defaults to Cheque Book Request and allows editing.

15. Cheque Status Inquiry

This topic describes the systematic instructions about Cheque Status Inquiry. This screen helps the user to inquire the status of a cheque and its beneficiary details for a given account number and cheque number.

If the cheque is archived, the screen displays two additional fields, Archival Date and Remarks.

1. On the **Homepage**, from **Account Services**, under **Inquiry**, 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 15.1: Cheque Status Inquiry
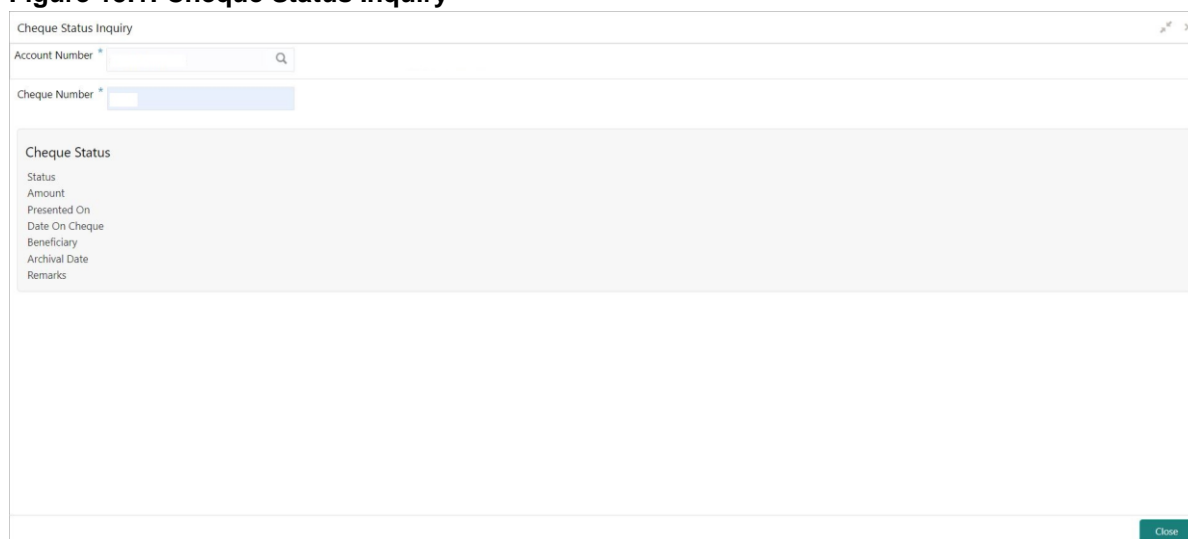
2. On **Cheque Status Inquiry** screen, specify the fields.

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

   Table 15.1: Cheque Status Inquiry

Field	Description
Account Number	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.
Account Name	**Account Name** is displayed based on the account number selected.
Cheque Number	Enter the **Cheque Number** and click the **Search** button to view the Cheque Status details.

Field	Description
Cheque Status	In **Cheque Status** the following details are displayed, • Status • Amount • Presented On • Date On Cheque • Beneficiary • Archival Date • Remarks
Status	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.
Amount	Displays the Amount for which the cheque is drawn.
Presented On	Displays the date on which the Cheque was presented for encashment.
Date On Cheque	Displays the date mentioned on the cheque.
Beneficiary	Displays the beneficiary of the cheque.
Archival Date	Displays the date when the cheque was archived in the product processor. **NOTE:** The Archival Date field displays only if the cheque is archived.
Remarks	Displays the remarks that are captured during the archival process in the product processor. **NOTE:** The remarks field is displayed only if the cheque is archived in the product processor.

63

ORACLE®

16. Card Status Change

This topic describes the systematic instructions about Card Status Change.

1. On **Home screen**, from **Account Services**, under **Debit 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 16.1: Card Status Change

2. On **Card Status Change**, specify the fields.

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

    Table 16.1: Card Status Change

Field	Description
Account Number	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. When users enter the account number, the customer information is displayed.
Account Name	**Account Name** is displayed based on the account number selected
Card Number	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.
Name on the Card	The system defaults this field, based on the Card Number.

Field	Description
Card Type	The system defaults this field based on the Card Number.
Expiry Date	**Expiry Date** of the Card is defaulted based on the Card Number
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.

17. ATM and POS Limits

This topic describes the systematic instructions about ATM and POS 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 **Debit Card**, click **ATM and POS Limits**, or specify the **ATM and POS Limits** in the Search icon bar.

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

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

Figure 17.1: ATM and POS Limits

2.   On **ATM and POS Limits** screen, specify the fields.

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

ORACLE®

Table 17.1: ATM and POS Limits

Field	Description
Account Number	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. When users enter the account number, the customer information is displayed.
Account Name	**Account Name** is displayed based on the account number selected.
Card Number	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.
Card type	The system defaults this field based on the Card Number.
Limit Applicability	The **Limit Applicability** type will be displayed once the card number is selected. Users can select the Limit Applicability from the drop-down list. The drop-down lists the below values: • **Default**- The Maximum Limit and Card Limit values will be the same and remain non-editable. • **Special**- The system allows the users to enter or edit the daily ATM/POS limits in the Card Limit column.

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

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

Table 17.2: Limits

Field	Description
Maximum Limit	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.

Field	Description
Card Limit	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. Users can edit the Card Limit only when the Limit Applicability is set to Special. NOTE: If the user maintain the ATM/POS Card limit amount that exceeds the 'Maximum Limit', a validation error will be displayed.
ATM Daily Transaction Limit	Daily transaction limit applicable for ATM transactions.
ATM Daily Count Limit	Daily limit for number of ATM transactions.
POS Daily Transaction Limit	Daily transaction limit applicable for POS transactions.
POS Daily Count Limit	Daily limit for number of POS transactions.

18. 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 **Debit 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 18.1: 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 18.1: Debit Card Request

Field	Description
Account Number	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.
Account Name	**Account Name** is displayed based on the account number selected.

Field	Description
Request Type	By default the **Request Type** will be disabled.On the Request Type the following options are available: • New • Reissue • Add On The button will be enabled only after entering an active account number.

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 18.2: 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 18.2: New Card

Field	Description
Name On Card	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.
Card Type	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.
Card Limits	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
Pin Delivery Channel	Users can select the appropriate Pin Delivery Channel from the drop-down list.
Card Delivery Channel	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 18.3: Debit Card Request-Reissue Card

6. On **Reissue Card** screen, specify the fields.

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

ORACLE®

Table 18.3: Reissue Card

Field	Description
Reason	Users can select the **Reason** from the drop-down list. Reason drop-down list the below values: • Damaged • Renewal • Lost
Select Card	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.
Name On Card	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.
Card Type	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.
Card Limits	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.
Pin Delivery Channel	Users can select the appropriate **Pin Delivery Channel** from the drop-down list.
Card Delivery Channel	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.

ORACLE®

Figure 18.4: Debit Card Request-Add On Card

8. On **Add On Card** screen, specify the fields.

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

Table 18.4: Add On Card

Field	Description
Name On Card	Users can enter the name, this name will be printed on the Debit Card.
Card Type	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.
Card Limits	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.
Additional Holder Date Of Birth	Click on the adjoining calendar icon and specify **Additional Holder Date Of Birth**.
Additional Holder Relation	Users need to select the Relation type from the drop-down list. The **Additional Holder Relation** drop-down list the below values, • Father • Mother • Son • Daughter • Spouse
Pin Delivery Channel	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.

ORACLE®

19. 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 **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 19.1: Activate Dormant Account Screen

2. On **Activate Dormant Account**, specify the fields.

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

    Table 19.1: Activate Dormant Account

Field	Description
Account Number	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. When users enter the account number, the customer information is displayed.
Account Name	**Account Name** is displayed based on the account number selected.
Account Status	**Account Status** is display-only field. The system displays the current account status (Dormant/Active).
Dormant Since	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.

20. 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 **Status Update**, click **Account Status Change**, or specify the **Account Status Change** in the Search icon bar.

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

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

   Figure 20.1: Account Status Change

2. On A**ccount Status Change** screen, specify the fields.

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

   Table 20.1: Account Status Change

Field	Description
Account Number	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. When users enter the account number, the customer information is displayed.
Account Name	**Account Name** is displayed based on the account number selected.
Account Status	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.

21. Release Track Receivable

This topic describes the systematic instructions to release the amount tracked against the receivables due. This increases the available balance in the account since the amount is released, and customers can utilize the amount for other priority transactions. The Release Track Receivable screen helps the user view receivable due transaction details and release the amount tracked against the due amount.

1. On the **Homepage**, from **Account Services**, under **Track Receivables**, click **Release Track Receivable**, or specify the **Release Track Receivable** in the search icon bar.

    STEP RESULT: **Release Track Receivable** screen is displayed.

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

    Figure 21.1: Release Track Receivable

2. On the **Release Track Receivable** screen, specify the account number.

    STEP RESULT: **Release Track Receivable** details for account is displayed.

    NOTE: The system displays the message **Track receivable not available for the account** if no record is available for a selected account for release.

Figure 21.2: Release Track Receivable for Active Account

3. On the **Release Track Receivable** screen, specify the fields.
    For more information on fields, refer to the field description table.

ORACLE®

Table 21.1: Release Track Receivable - Field Description

Field	Description
Account Number	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. When users enter the account number, the customer information is displayed.
Account Name	**Account Name** is displayed based on the account number selected.
Account Currency	**Account Currency** is displayed based on the account number selected.
Receivable Due	The system displays the total receivable due against the account.
Receivable Available	The system displays the total amount tracked to settle the receivable due amount.
Releasing Amount	The system displays the total amount selected for release. When the user selects the record for release, the system updates the releasing amount.
Release All	Users can enable the **Release All** toggle button to select all records for release track receivable and vice versa.
Booking Date	The system displays the date on which the track receivable record is created.
Reference Number	The system displays the contract reference number of the track receivable record.
Product	The system displays the Product description of the track receivable record.
Component	The system displays the component code of the track receivable record.
Receivable Due	The system display the receivable due amount for the component.
Receivable Available	The system displays the amount which is tracked against the receivable due.
Release	Users can enable the toggle button to select the record for release track receivable.

4. Click the **Submit** button to submit the record for release.

   NOTE: On submitting, the system validates whether the user selected any record for release; else, the system displays the error message **Record not selected for release**.

22. Delete Track Receivable

This topic describes the systematic instructions to delete the track receivable records which are not required to be processed.

1. On the **Homepage**, from **Account Services**, under **Track Receivables**, click **Delete Track Receivable**, or specify the **Delete Track Receivable** in the search icon bar.

    STEP RESULT: **Delete Track Receivable** screen is displayed.

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

    Figure 22.1: Delete Track Receivable

2. On the **Delete Track Receivable** screen, specify the account number.

    STEP RESULT: **Delete Track Receivable** details for account is displayed.

    NOTE: The system displays the message **Track receivable not available for the account** if no record is available for a selected account for release.

Figure 22.2: Delete Track Receivable for Active Account

3. On the **Delete Track Receivable** screen, specify the fields.

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

ORACLE®

Table 22.1: Delete Track Receivable - Field Description

Field	Description
Account Number	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. When users enter the account number, the customer information is displayed.
Account Name	**Account Name** is displayed based on the account number selected.
Account Currency	**Account Currency** is displayed based on the account number selected.
Receivable Due	The system displays the total receivable due against the account.
Receivable Available	The system displays the total amount tracked to settle the receivable due amount.
Deleting Amount	The system displays the total amount selected for delete. When the user selects the record to delete, the system updates the deleting amount.
Delete All	Users can enable the **Delete All** toggle button to select all records for delete track receivable and vice versa.
Booking Date	The system displays the date on which the track receivable record is created.
Reference Number	The system displays the contract reference number of the track receivable record.
Product	The system displays the Product description of the track receivable record.
Component	The system displays the component code of the track receivable record.
Receivable Due	The system displays the receivable due amount for the component.
Receivable Available	The system displays the amount which is tracked against the receivable due.
Delete	Users can enable the toggle button to delete the record for delete track receivable.

4. Click the **Submit** button to submit the record for delete.

> **NOTE:** On submitting, the system validates whether the user selected any record for delete; else, the system displays the error message as **Record not selected for delete**.

23. 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 **Others**, 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 23.1: Account Branch Transfer Screen

2. On **Account Branch Transfer** screen, specify the fields.

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

   Table 23.1: Account Branch Transfer

Field	Description
Account Number	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. When users enter the account number, the customer information is displayed.
Account Name	**Account Name** is displayed based on the account number selected.
Current Branch Code	**Current Branch Code** is displayed based on the account number selected.
Current Branch Name	**Current Branch Name** is displayed based on the account number selected.

Field	Description
Transfer Branch Code	**E**nter 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.
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. NOTE: **Transfer Date** cannot be current date or back dated.

24. Uncollected Funds Release

This topic describes the systematic instructions to view or release uncollected funds on a customer account. Uncollected funds are funds that become available to the customer for withdrawal after a specified time interval. The availability information is maintained for each kind of transaction at the Bank, represented by transaction codes. The Bank can release uncollected funds before the value date is reached based on the customer request. This screen displays a summary of all uncollected funds, available dates, and the cumulative amount present against a customer's account.

1.   On the **Homepage**, from **Account Services**, under **Others**, click **Uncollected Funds Release**, or specify the **Uncollected Funds Release** in the search icon bar.

      STEP RESULT: **Uncollected funds** screen is displayed.

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

   Figure 24.1: Uncollected funds

2.   Enter the **Account Number**.

      STEP RESULT: **Uncollected funds** details are displayed.

Figure 24.2: Uncollected funds Details for Account

3. On the **Uncollected funds** screen, specify the fields.

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

Table 24.1: Uncollected funds - Field Description

Field	Description
Account Number	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.
Account Name	**Account Name** is displayed based on the account number selected.
Total Uncollected Funds	**Total Uncollected Funds** displays the cumulative amount of all uncollected funds across business dates.
Funds Available Date	The date when the funds become available to the account holder for use is displayed.
Amount	The system displays the transaction amount.
Reference Number	The system displays the reference number.
Action	By default, the actions field is displayed as **Release** to release the funds immediately to the account. The system displays the following actions: • Release • Unrelease Click on the **Release** button to release and the entire row gets blurred. Once Release is clicked, you have the option of reversing this action before submitting the transaction for approval. Once the Release action is performed, the system automatically updates the Release action to Unreleased action. **NOTE:** Only one button (or hyperlink) is displayed.

4. When multiple uncollected fund records are released for an account and subsequently submitted for authorization, the authorizer has to either authorize or decline all transactions at once. The system does not provide the option of partially authorizing a few transactions and declining others.

If the authorizer declines a transaction and is deleted by the initiator, the status of uncollected funds will remain unchanged. In such a case, the funds are automatically released to the account on the Funds available date.

25. Branch Transfer Log

This topic describes the systematic instructions about Branch Transfer Log. Customer requests to transfer their Account from one Branch to another are processed during the End of Day batch process. If the Branch Transfer fails for any reason, details of such failed transfers are updated in the Branch Transfer Log. After clearing the faults due to which the Account Branch transfer failed, this screen allows you to resubmit the transfer request again for processing.

1. On the **Homepage**, from **Account Services**, under **Others**, click **Branch Transfer Log**, or specify **Branch Transfer Log** in the search icon bar.

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

   Figure 25.1: Branch Transfer Log

2. On the **Branch Transfer Log** screen, provide the search criteria in the **Search Filters** panel.

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

Table 25.1: Branch Transfer Log - Field Description

Field	Description
Source Branch	The **Source Branch** is the branch from which the account is to be transferred from. Enter the **Source Branch** or click the search icon to view the **Source Branch** pop-up window. By default, this window lists all the branch codes present in the system. Users can search for a specific branch codes by providing **Source Branch** and click the **Fetch** button.
Target Branch	The **Target Branch** is the branch to which the account is to be transferred. Enter the **Target Branch** or click the search icon to view the **Target Branch** pop-up window. By default, this window lists all the branch codes present in the system. Users can search for a specific branch codes by providing **Target Branch** and click the **Fetch** button.
Transfer Date	Click the calendar icon to specify the date on which the branch transfer transaction was initiated.
Customer ID	Enter the **Customer ID** on whose behalf account transfer was initiated or click the search icon to view the **Customer ID** pop-up window. By default, this window lists all the Customer ID's present in the system. You can search for a specific Customer ID by providing **Customer ID** or **Customer Name** and click the **Fetch** button.
Account Number	Enter the **Account Number** whose branch was changed 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.

3. Click the **Submit** button.

   STEP RESULT: **Failed Branch Transfer Details** are displayed.

Figure 25.2: Failed Branch Transfer Details

4. On the **Failed Branch Transfer Details**, the following details are displayed.

   a. Customer ID

   b. Account Number

   c. Account Name

   d. Transfer Date

   e. Source Branch

   f. Target Branch

   g. Transfer Status

   h. Actions

Table 25.2: Failed Branch Transfer Details - Field Description

Field	Description
Account Name	**Account Name** is displayed based on the account number selected.
Transfer Status	Displays the below values: • Error • Resubmitted Error status is displayed when the account branch transfer is failed. When records are selected and **Resubmit** button is clicked, the value in the **Transfer Status** changes from Error to Resubmitted.
Actions	Displays only the **View** button.

5. To view the error details, click the **View** button.

   STEP RESULT: **Error Details** pop-up window is displayed.

Figure 25.3: Error Details for Account Number

Error Code	Error Description
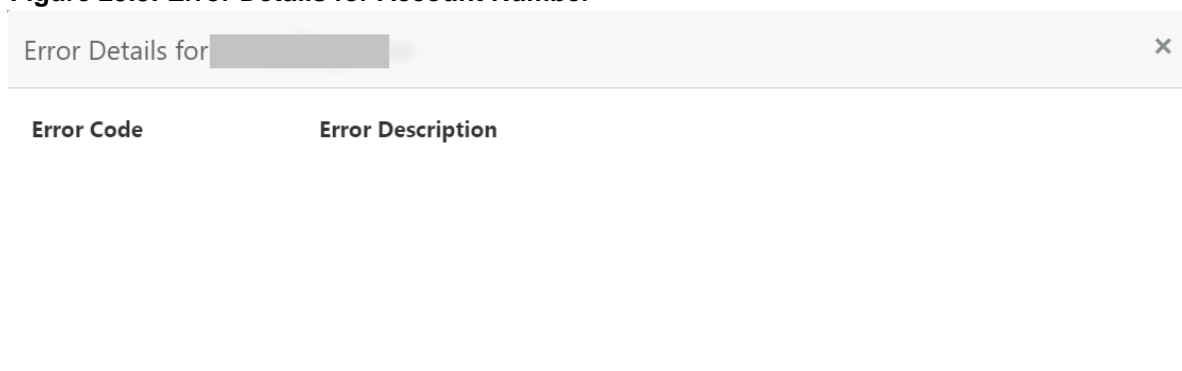
6. On the **Error Details** pop-up window, the system displays the following details.

   a. Error Code

   b. Error Description

7. Click ✕ icon to close the **Error Details** pop-up window.

8. On the **Failed Branch Transfer Details,** select the Error record and click the **Resubmit** button.

   STEP RESULT: The **Transfer Status** changes from Error to Resubmitted.

9. Click the **Reset** button to clear all specified search criteria.

26. Account Product Transfer

This topic describes the systematic instructions for Account Product Transfer where the user can change the existing product of the account to a different product. Customers request the account product transfer for enhanced banking features or better facilities and offers without changing the existing account number.

1. On the **Homepage**, from **Account Services**, under **Others**, click **Account Product Transfer**, or specify **Account Product Transfer** in the search icon bar.
   STEP RESULT: **Account Product Transfer** screen is displayed.

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

   Figure 26.1: Account Product Transfer

2. Enter the **Account Number**.
   STEP RESULT: **Account Product Transfer** details are displayed.

Figure 26.2: Account Product Transfer Details for Account

NOTE: If more than 2 products are available click on > or < icons to navigate for other products.

3. On the **Account Product Transfer** screen, specify the fields.

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

Table 26.1: Account Product Transfer - Field Description

Field	Description
Account Number	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. When users enter the account number, the customer information is displayed.
Account Name	**Account Name** is displayed based on the account number selected.
Current Product	The system displays the existing product name for the selected account number.
Accrued Credit Interest	The system displays the accrued credit interest details if any accrued interest is available for the account.
Accrued Debit Interest	The system displays the accrued debit interest details if any accrued debit interest available for the account.
Filter	User can search the product by using this search filter.

4. On the **Account Product Transfer** screen, under **New Product**, the system displays all the eligible products for the account.

5. Under the **New Products**, the system displays the following product details:

    a. Product Name

    b. Product Image

    c. Product Description

    d. Product Features

    NOTE: The above details are displayed when the data is fetched from Oracle Banking Onboarding and this can be configured on OBRH.

    NOTE: When the data is fetched from Oracle FLEXCUBE, the system displays the following product details:

    •   Product Name

    •   Product Features

6. Select the product for account product transfer and to know more about the product click on **know more**.

7. Click **Know more** hyperlink to view full product details.

    STEP RESULT: **Product Details** pop-up screen is displayed.

    Figure 26.3: Product Details
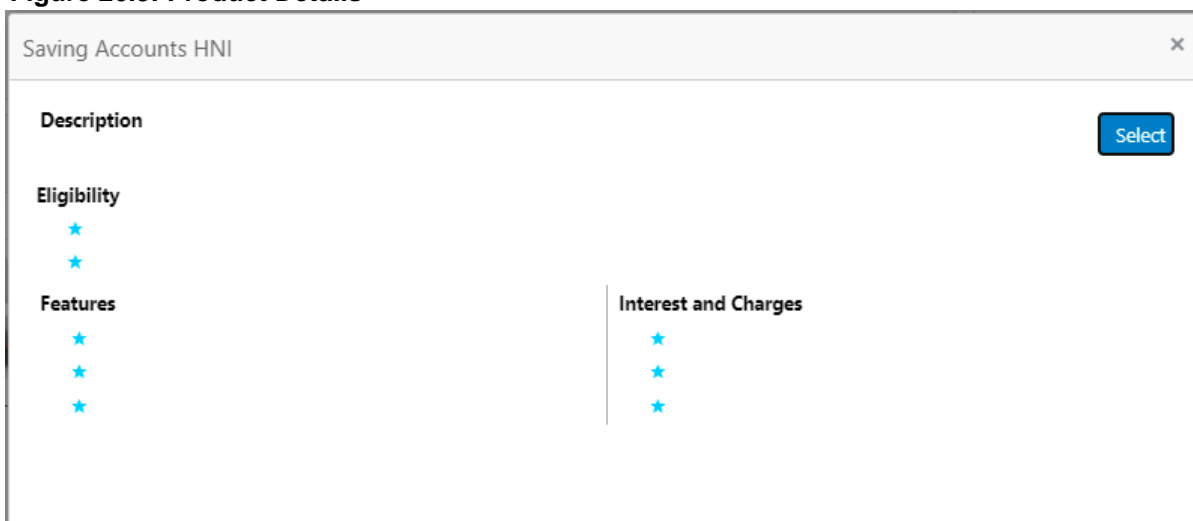
8. On the **Product Details** pop-up screen, the system displays the following details:

    a. Product Name

    b. Product Description

    c. Eligibility

    d. Features

    e. Interest and Charges

9. Click on the **Select** button to which the customer account has to be transferred.

    STEP RESULT: Selected product details are defaulted.

Figure 26.4: Selected Product Details

10.   User can specify the product transfer details and modify the defaulted details.

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

Table 26.2: New Product - Field Description

Field	Description
New Product	The system displays the selected product name.
Change	Click the **Change** button, and the system displays the account product selection screen where the user can select the product.
Effective Date	By default, the system displays the effective date as next working day and user can modify to any future date. The Effective Date cannot be current date or backdated. NOTE: If the effective date is specified as Holiday, the system displays an error as **Transfer date cannot be a holiday**.
Transfer Reason	Enter the transfer reason. NOTE: The Transfer Reason cannot be blank
ATM	The user can enable or disable the defaulted ATM facility by clicking the toggle button.
Cheque Book	The user can enable or disable the defaulted Cheque Book facility by clicking the toggle button.
Passbook	The user can enable or disable the defaulted Passbook facility by clicking the toggle button.
Frequency	Users can modify the defaulted frequency for generating the account statements from the drop-down. The drop-down lists the below values: • Annual • Semi Annual • Quarterly • Monthly • Fortnightly • Weekly • Daily • Blank By default, the Frequency is displayed as Blank from selected product.

Field	Description
Starting	Users can modify the defaulted starting details from the drop-down based on the selected frequency. The value gets defaulted from the selected product. The drop-down lists the below values: • January to December - If the user selects statement frequency as Annual or Semi Annual or Quarterly. • 1 to 31 - If the user selects statement frequency as monthly. • Sunday to Saturday - If the user selects statement frequency as weekly or fortnightly. • Blank - The system defaults the blank value if the user selects statement frequency as daily.

11. Click the **Submit** button to submit the transfer request for authorization.

27. 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 **Maintenance**, 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 27.1: Account Address Update

2.   On **Account Address Update** screen, specify the fields.

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

Table 27.1: Account Address Update

Field	Description
Account Number	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. When users enter the account number, the customer information is displayed.
Account Name	**Account Name** is displayed based on the account number selected.
Building	Current **Building** details will be displayed and the user can modify the details.
Street	Current **Street** details will be displayed and the user can modify the details.

Field	Description
City	Current **City** details will be displayed and the user can modify the details.
State	The current **State** will be displayed and the user can modify it.
Country	Click the search icon to view the Country pop-up window. On the **Country** pop-up window, specify any one of the following fields, and click **Fetch**. 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 '**Fetch**'button. The available fields on the Country Pop-Up window are: • Country Code • Country Name
Zip Code	The current **Zip code** will be displayed, and the user can modify it.

28. Account Documents Update

This topic describes the systematic instructions about Account Documents Update. This screen helps you view, update, or delete documents submitted by the customer against document types specified for the account class.

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

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

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

    Figure 28.1: Account Documents Update

    NOTE: After the Account Number is selected, the system displays the available documents in the Account Documents table.

2. On **Account Documents Update** screen, specify the fields.

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

    Table 28.1: Account Documents Update - Field Description

Field	Description
Account Number	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. When users enter the account number, the customer information is displayed.
Account Name	**Account Name** is displayed based on the account number selected.

3. By default, the system displays all documents attached to the account. To add a new document, click ➕ icon on the **Account Documents.** On **Account Documents,** specify the fields.

Table 28.2: Account Documents - Field Description

Field	Description
Document Type	Click the search icon to view the Document Type pop-up window. By default, this window lists all the Document Types present in the system. You can search for a specific Document Type and click on the **Fetch** button.
Mandatory	Displays Yes or No against each document type, which conveys whether a document is mandatory or optional.
Expiry Date	Displays the expiry date for the document. **NOTE:** The expiry date cannot be the current business date or lesser than the current business date. If any document does not have an expiry date, then the expiry date is not displayed.
Expected Submission Date	You can click the calendar icon to update the expected date of document submission if the document is not submitted on the current business date. This field is optional by default. **NOTE:** The expected submission date cannot be the current business date or lesser than the current business date. **NOTE:** If a mandatory document is deleted, the user cannot submit the transaction until a new document is uploaded or the Expected Submission Date is updated.
Actual Submission Date	The Actual Submission Date field is automatically updated with the current business date whenever a document is uploaded.
Document Reference	Displays the reference number created by the Document Management System when a document is uploaded.
Actions	Click ⋮ icon to display the following options: • View Document • Upload Document • Delete Document • Delete Document Type

4.   To upload the document, click the **Upload Document** option from the Actions icon.

STEP RESULT: **Upload Document** pop up window is displayed.

NOTE: The document preview is available only to those document types that support the preview feature by default. Where the preview feature is not supported, click on the **Download** button to download the attached document before viewing.

Figure 28.2: Upload Document

Upload Document	×

Scan and Upload Document

Drop files here or click to select

Uploaded Document

Document to be processed will be displayed here for reference

5.   On the **Upload Document** screen, drag and drop the files directly or click the **click to select** link and browse the file from the local drive.

    NOTE: If there is an existing document already, the uploaded document will overwrite the existing document.

    NOTE: The screen supports only one document upload against one Document type.

6.   To view the document, click the **View Document** option from the ⋮ icon.

7.   To delete the document, click the **Delete Document** option from ⋮ icon.

    For document types marked as Yes, either the document reference number or the Expected date of submission must be present.

    STEP RESULT: A message **Document will be deleted. Do you want to continue?** is displayed. The uploaded document, Document Reference is deleted from the from the Document Management System.

8.   To delete the Document Type, click the **Delete Document Type** option from ⋮ icon.

    STEP RESULT: The **Document Type** is deleted from the Account Documents list.

9.   For the documents that are expired, for such rows, the Expiry Date is highlighted in red.

29. 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 **Amount Block**, click **Create Amount Block**, or specify the **Create 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 29.1: Amount Block

2. On **Amount Block** screen, specify the fields.

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

   Table 29.1: Amount Block

Field	Description
Account Number	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. When users enter the account number, the customer information is displayed.
Account Name	**Account Name** is displayed based on the account number selected.

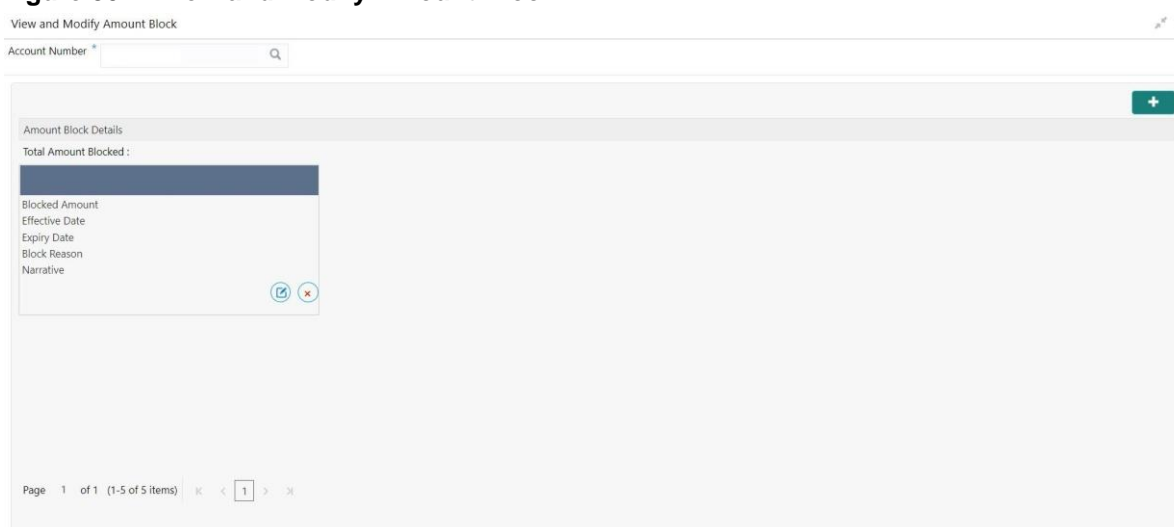| Field	Description
Amount To be Blocked	Specify the amount to be blocked. The ISO currency code will be defaulted in this field based on the Account Currency.
Effective Date	The date from which the funds in the account need to be blocked can be specified in the Effective Date field. The effective date 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.
Expiry date	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.
Block Reason	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 **Fetch** button. The available fields on the Block Code Pop-Up window are: • Block Code • Block Description When a Block Reason is selected, the Block Description is automatically populated.
Narrative	The Narrative is defaulted to Amount Block. You can edit the defaulted narrative to a narrative of your choice.

30. View and Modify Amount Block

This topic describes the systematic instruction to View, Modify and Close the Amount Block. The View and Modify Amount Block screen displays the summary of all amount blocks that are present against a Customer's account and allows the user to modify or close the existing amount block.

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

    If active amount blocks are available for the account number, the system displays them in tile layout and displays the total amount blocked for all the blocks.

    STEP RESULT: **View and Modify Amount Block** screen is displayed.

    Figure 30.1: View and Modify Amount Block

2. On the **View and Modify Amount Block** screen, specify the fields.

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

    Table 30.1: View and Modify Amount Block - Field Description

Field	Description
Account Number	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.
Account Name	**Account Name** is displayed by default based on the account number selected.

    If an active amount blocks are unavailable for the account number, the Amount block details display a message **No Amount Blocks for the given Account number**.

    STEP RESULT: **View and Modify Amount Block - No Amount Block** screen is displayed.

Figure 30.2: View and Modify Amount Block - No Amount Block

3. Click the icon, to add a new amount block.

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

Figure 30.3: Amount Block

4. On the **Amount Block** screen, specify the fields and click **Submit** button.

For more information on fields, refer to *Table 29.1: Amount Block*

STEP RESULT: A new amount block tile is displayed on the **View and Modify Amount Block** screen.

5. On the **View and Modify Amount Block** screen, under **Amount Block Details**, click on the tile to modify the Amount Block.

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

ORACLE®

Figure 30.4: Modify Amount Block

6. On the **Modify Amount Block** screen, specify the fields the user can modify.

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

    Table 30.2: Modify Amount Block

Field	Description
Amount To be Blocked	You can can modify the Amount To be Blocked. The ISO currency code is defaulted based on the Account Currency. **NOTE:** The amount cannot be in negative or zero value.
Block Reason	You can modify the block reason, by clicking the search icon. You can search for a specific Block Reason by providing Block Code or Block Description and clicking on the **Fetch** button. When a Block Reason is selected, the Block Description is automatically updated in the field..
Effective Date	You can modify the effective date. The effective date can be changed to a future date. **NOTE:** The **Effective Date** cannot be backdated.
Expiry Date	This is an optional input field. Users can modify the expiry date. From this date onwards, the blocked amount will be unlocked and is available for withdrawal to the customer.
Narrative	You can modify the Narrative field.

7. Click the **Submit** button.

8. On **View and Modify Amount Block** screen, under **Amount Block Details**, click [×] on the tile to close the Amount block.

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

    NOTE: All the fields are non-editable**.**

Figure 30.5: Close Amount Block

9.   Close the Amount Block by clicking on the **Submit** button.

ORACLE®

31. Consolidated Amount Block

This topic describes the systematic instructions about the Consolidated Amount Block. The consolidated amount block allows the user to view all the accounts of the customer and the possible amount blocks or No-debits placed on those accounts. It also allows users to modify existing records, add new ones, or a premature closure. Multiple transactions can be performed at the same time on different accounts before submitting them for authorization.

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

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

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

    Figure 31.1: Consolidated Amount Block

2. On the **Consolidated Amount Block** screen, specify the fields.

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

Table 31.1: Consolidated Amount Block - Field Description

Field	Description
Customer ID	Enter the **Customer ID** or click the search icon to view the Customer ID pop-up window. By default, this window lists all the Customer ID's present in the system. You can search for a specific Customer ID by providing **Customer ID** or **Customer Name** and click on the **Fetch** button.
Customer Name	**Customer Name** is displayed based on the Customer ID selected
Actions	At Account level, click ⋮ icon to perform the following actions: • No Debits • Add New Block At individual amount block level, click ⋮ icon to perform the following actions: • Edit • Pre-Close

3. After input of **Customer ID**, the system displays the following details:

   a. All accounts of the customer

   b. Available balance against each account

   c. Cumulative blocked amount against each account

   d. Individual amount block details

   e. Labels to signify if an account is placed under no-debits and if an amount block is pre-closed.

4. Click **Add New Block** option from ⋮ icon, to create a new amount block.
   STEP RESULT: **Add New Block** pop up window is displayed.

Figure 31.2: Add New Block

5. On the **Add New Block** pop up window, specify the fields.

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

Table 31.2: Add New Block - Field Description

Field	Description
Account Number	Displays the Account number.
Effective Date	Input the date on which the amount block becomes effective. By default, the current business date is shown. However, if the date is future-dated, the amount block becomes effective on that date. **NOTE:** The effective date cannot be backdated from the current business date.
Expiry Date	Input the date on which the amount block expires. The system releases the blocked amount back into the available balance of the account. **NOTE:** The **Expiry Date** cannot be less than effective date.
Block Reason	Input the block reason specific to the amount block.

6. After the input of fields on the **Add Block** pop-up window, click **Save**.

7. To modify an existing amount block, click **Edit** from ⋮ icon.
   STEP RESULT: **Edit Block** pop-up window is displayed.

Figure 31.3: Edit Block

Edit Block

Account Number

Amount to be blocked

Effective Date

Expiry date

Block Reason

Save   Cancel

8. On the **Edit Block** pop-up window, users can modify the following details and click **Save**.

   a. Amount to be blocked

   b. Effective Date

   c. Expiry Date

   d. Block Reason

9. Click the **No Debits** option from ⋮ icon to block the account from any further debits on the account. It is possible to release (uncheck) **No Debits** at a later point to release the full block and define partial blocks if required.

10. Click the **Pre-Close** option from ⋮ icon to release the amount block before the expiry date. Then, the system releases the blocked balance to the available account balance.

ORACLE®

32. Nominee Details Update

This topic describes the systematic instruction to update nominee details.

1. On the **Homepage**, from **Account Services**, under **Maintenance**, 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 32.1: Nominee Details Update
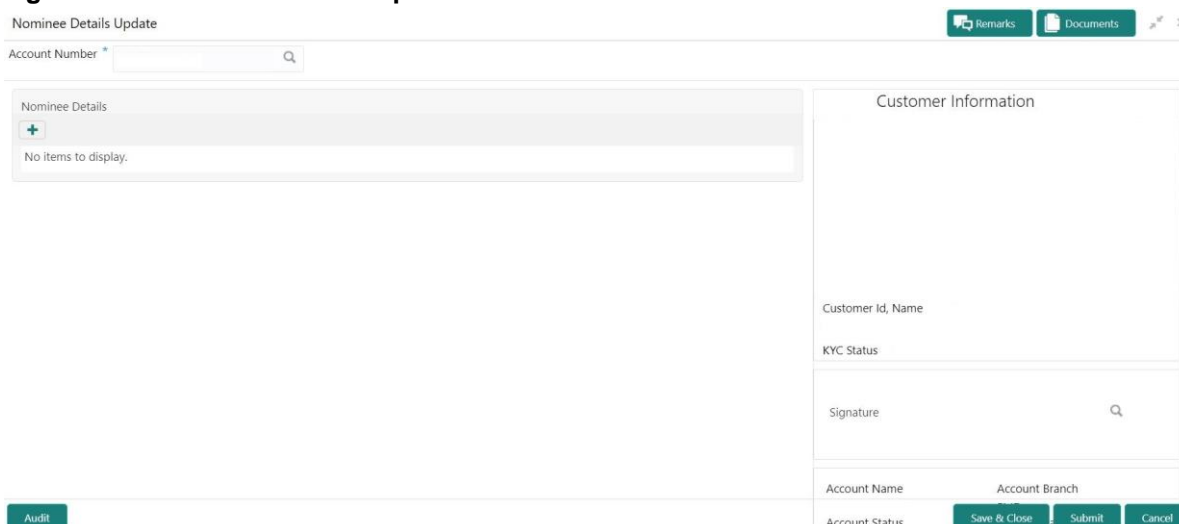
2. On **Update Nominee Details** screen, specify the fields.

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

    Table 32.1: Update Nominee Details

Field	Description
Account Number	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. When users enter the account number, the customer information is displayed.
Account Name	**Account Name** is displayed based on the account number selected.

3. When user input account number, the system displays existing nominee details if any or the system displays an information message as **Nominee does not exists**.

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

Figure 32.2: Nominee Details
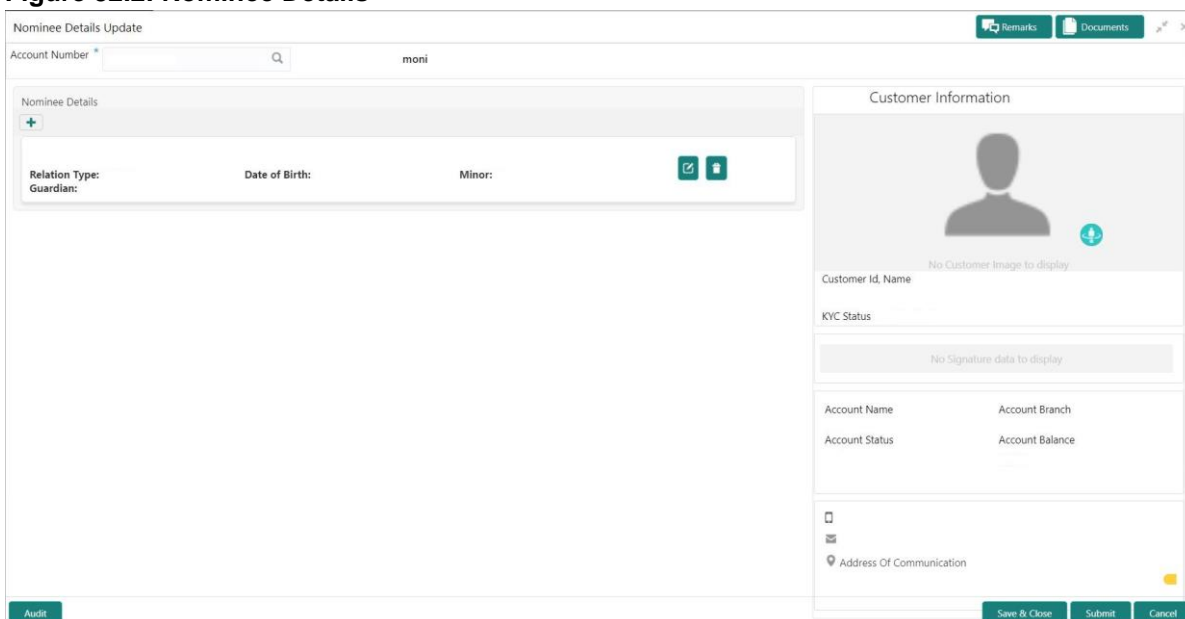

Figure 32.3: No Nominee Details
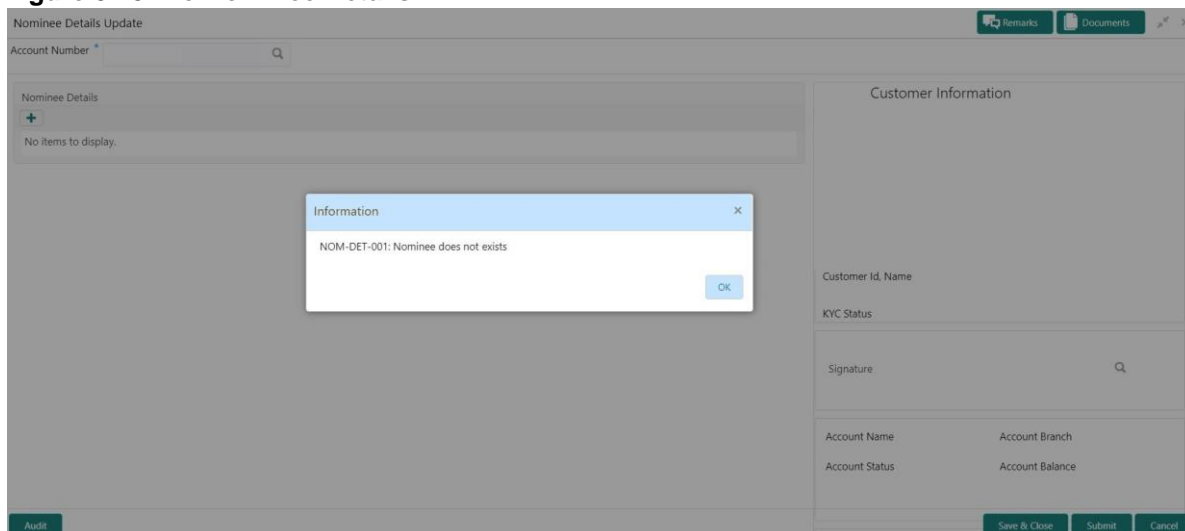
4. After the input of account number, the existing nominee are displayed in list view format and the below nominee details are displayed:

   a. Nominee Name

   b. Relation Type

   c. Date of Birth

   d. Minor

   e. Guardian

5. To create a new nominee details, click [+] icon.

   STEP RESULT: **Nominee Details** pop-up window is displayed.

ORACLE®

Figure 32.4: Nominee Details

6.   On **Nominee Details** pop up window, specify the fields.

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

Table 32.2: Nominee Details - Field Description

Field	Description
Customer ID	When the nominee is an existing customer, the below details are defaulted by selecting the customer id. • Title • Name • Date of Birth • Address Details Enter the **Customer ID** or click the search icon to view the **Customer ID** pop-up window. By default, this window lists all the Customer ID's present in the system. You can search for a specific Customer ID by providing **Customer ID** or **Customer Name** and click on the **Fetch** button.
Nominee Details	Users can capture the nominee details: • Name - Specify the First Name. • Relation Type - Specify the Relation Type from the drop-down list. • Date of Birth - Specify the Date of birth • Minor - Based on the date of birth, the system derives whether the customer is minor or major. • Default Account Address - If the Account address and nominee address is the same, the user can default the account address nominee address by enabling the 'Default Account Address' toggle button. • Building - Specify the Nominee building • Street - Specify the Nominee Street • City - Specify the nominee city. • State - Specify the nominee State. • Zip Code - Specify the nominee Zip Code
Edit Icon	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.
Delete Icon	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 want to remove this nominee?**

7. Guardian details are enabled if the nominee is a minor.

ORACLE®

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

Figure 32.5: Guardian Details

Table 32.3: Guardian Details - Field Description

Field	Description
Name	Specify the Name.
Relation Type	Specify the Relation Type from the drop-down list.
Building	Specify the Guardian building
Street	Specify the Guardian Street
City	Specify the Guardian city.
State	Specify the Guardian State.
Zip Code	Specify the Guardian Zip Code

33. Joint Holder Maintenance

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**, **Maintenance**, 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 33.1: Joint Holder Maintenance

2. On **Joint Holder Update Details** screen, specify the fields.

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

    Table 33.1: Update joint Account Details

Field	Description
Account Number	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 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. When users enter the account number, the customer information is displayed.

Field	Description
Account Name	**Account Name** is displayed based on the account number selected.
Account type	Select the Account Type from the following: • Single • Joint
Mode Of Operation	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.
Joint Holder Details	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: • Customer Number • Customer Name • Joint holder Type • Start Date • End Date

34. 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 **Limits**, 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 34.1: Temporary Overdraft Limit

2. On T**emporary Overdraft Limit** screen, specify the fields.

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

   Table 34.1: Temporary Overdraft Limit

Field	Description
Account Number	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. When users enter the account number, the customer information is displayed.
Temporary Overdraft Start Date	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.

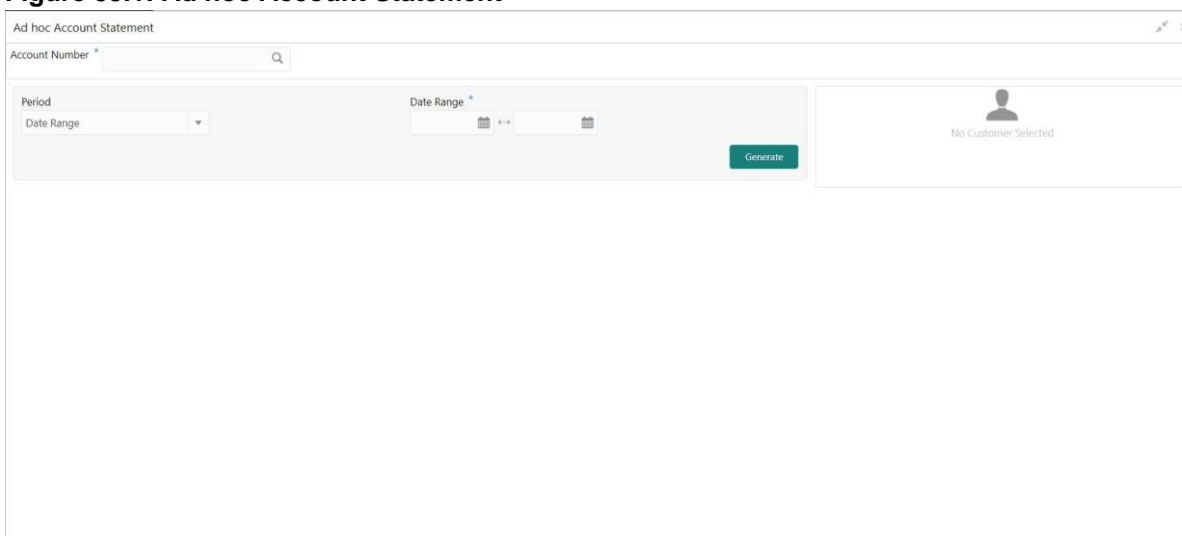| Field	Description
Temporary Overdraft End Date	The date on which the temporary overdraft limit comes to an end. This date cannot be lesser than the Temporary Overdraft Start Date Input to this field is optional. If a date is not specified it means that the temporary overdraft facility is extended to the customer for an indefinite period
Temporary Overdraft Limit	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 overdrawing. Any amount greater than equal one can be input. Negative values not allowed
Temporary Overdraft Renewal	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.
Renewal Frequency	Renewal frequency for temporary overdraft is specified in the Renewal Frequency field. The user has the option to specify the renewal frequency in: • Days • Months • Years
Next Renewal Limit	Specify the new renewal limit amount in the Next Renewal Limit field. A value greater than or equal to 1 is specified.

ORACLE®

35. Ad hoc Account Statement

This topic describes the systematic instruction to generate account statement based on a given date range or selected period on the account holder's request.

1.   On the **Homepage**, from **Account Services**, under **Statement**, click **Ad hoc Account Statement**, or specify the **Ad hoc Account Statement** in the search icon bar.

STEP RESULT: **Ad hoc Account Statement** screen is displayed.

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

Figure 35.1: Ad hoc Account Statement

2.   Enter the **Account Number**.

STEP RESULT: **Ad hoc Account Statement** details are displayed.

NOTE: Account statement details get displayed if any statement is generated today.

Figure 35.2: Ad hoc Account Statement Details

3.   On **Ad hoc Account Statement** screen, specify the fields.

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

**ORACLE**®

Table 35.1: Ad hoc Account Statement - Field Description

Field	Description
Account Number	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. When users enter the account number, the customer information and the account statement details are displayed.
Account Name	**Account Name** is displayed based on the account number selected.
Period	Users can select the period for account statement generation from the drop-down list. The drop-down lists the below values: • Date Range • Last Month • Last 2 Months • Last 3 Months • Last 6 Months When you select the Date Range in the Period drop-down, you can specify the account statement generation date manually. When you select the Last Month or Last 2 Months or Last 3 Months or Last 6 months in the Period drop-down, the Date Range field defaults, and the user cannot modify the date. For Example: • If the user selects the Period drop-down as Last Month, the date will be default as last one month from the current date. • If the user selects the Period drop-down as Last 2 Months, the system defaults the account statement generation date as last 2 months from the current date, and the user cannot modify the date. • If the user selects the Period drop-down as Last 3 Months, the system defaults the account statement generation date as last 3 months from the current date, and the user cannot modify the date. • If the user selects the Period drop-down as Last 6Months, the system defaults the account statement generation date as last 6 months from the current date, and the user cannot modify the date.
Date Range	Click the calendar and specify the from date and to date. **NOTE:** The Date Range Cannot be blank. To date cannot be less than from date.

4.   On the **Ad hoc Account Statement** screen, click **Generate** button to generate the account statement for selected period.

STEP RESULT: Account Statement is generated.

Figure 35.3: Generated Account Statement

Account Statement

	Statement from to		⋮
	Document Reference:		
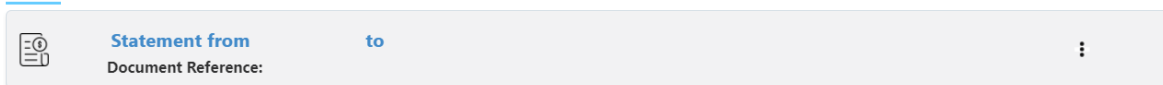
5.   On the **Generated Account Statement**, the following details are displayed:

a.   Statement Period

b.   Document Reference

6.   Click ⋮ icon to view, or print the generated account statement.

ORACLE®

36. 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 **Statement**, 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 36.1: Account Statement Frequency

2. On **Account Statement Frequency** screen, specify the fields.

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

    Account Statement Frequency

Field	Description
Account Number	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. When users enter the account number, the customer information is displayed.
Account Name	Account Name is displayed based on the account number selected.
Last Statement Date	The last statement generation date will be displayed.

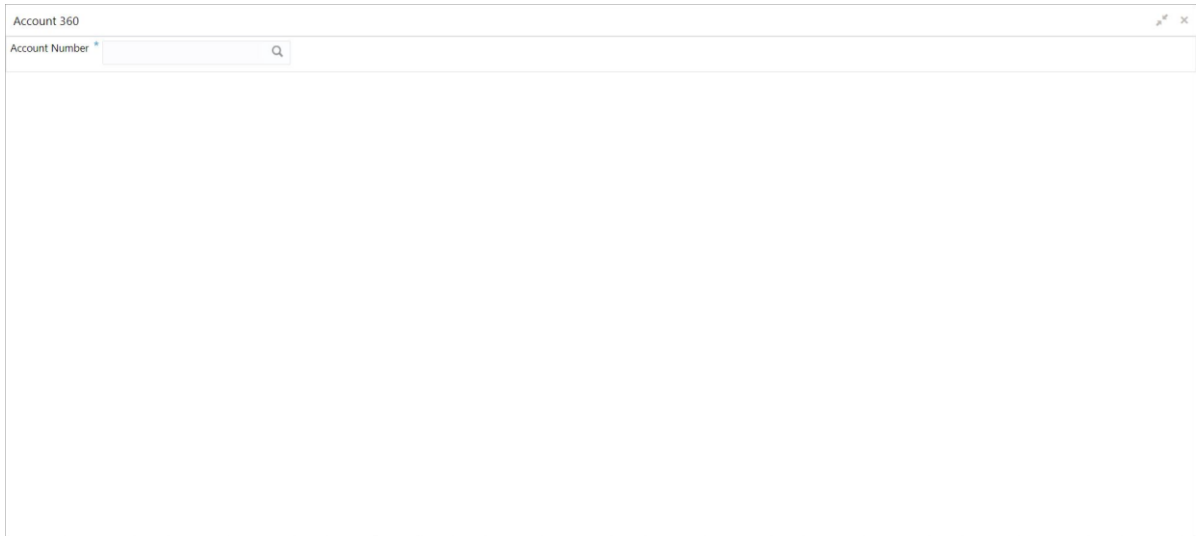| Field	Description
Frequency	Users can modify the frequency for generating the account statements. To specify the frequency of the statements, click on the adjoining drop-down list. The following list is displayed: • Annual • Semiannual • Quarterly • Monthly • Fortnightly • Weekly • Daily For the **Annual, Semiannual, Quarterly** and **Daily** cycles, the account statement will be generated on the last day of that cycle. 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: • Sunday • Monday • Tuesday • Wednesday • Thursday • Friday • Saturday For monthly statements the user can specify the dates of the month, between 1 and 31(corresponding to the system date). For example: • If the user selected the statement date to 30, then account statements will be generated on the last working day for months with < 30 days. • If the user sets the statement date to 31, then account statements will be generated on the last working day for months with <31 days. • If 30th or 31st is a holiday on the next working day the account statement gets generated.

37. Account 360

The Account 360 screen helps the user provide an overview of Account Holder Details, Account Balance, Account Details, Suggested Actions, Account Limits, Alerts, Standing Instructions, Pending Requests, Recent transactions, and Interest Details.

CONTEXT:

This topic has the following sub-topics:

1. On the **Homepage**, from **Account Services**, under **Inquiry**, click **Account 360**, or specify **Account 360** in the search icon bar.

    STEP RESULT: **Account 360** screen is displayed.

Figure 37.1: Account 360

2.   On the **Account 360** screen, specify the account number.

STEP RESULT: Account 360 details for account is displayed.

ORACLE®

Figure 37.2: Account 360 Details for Active Account
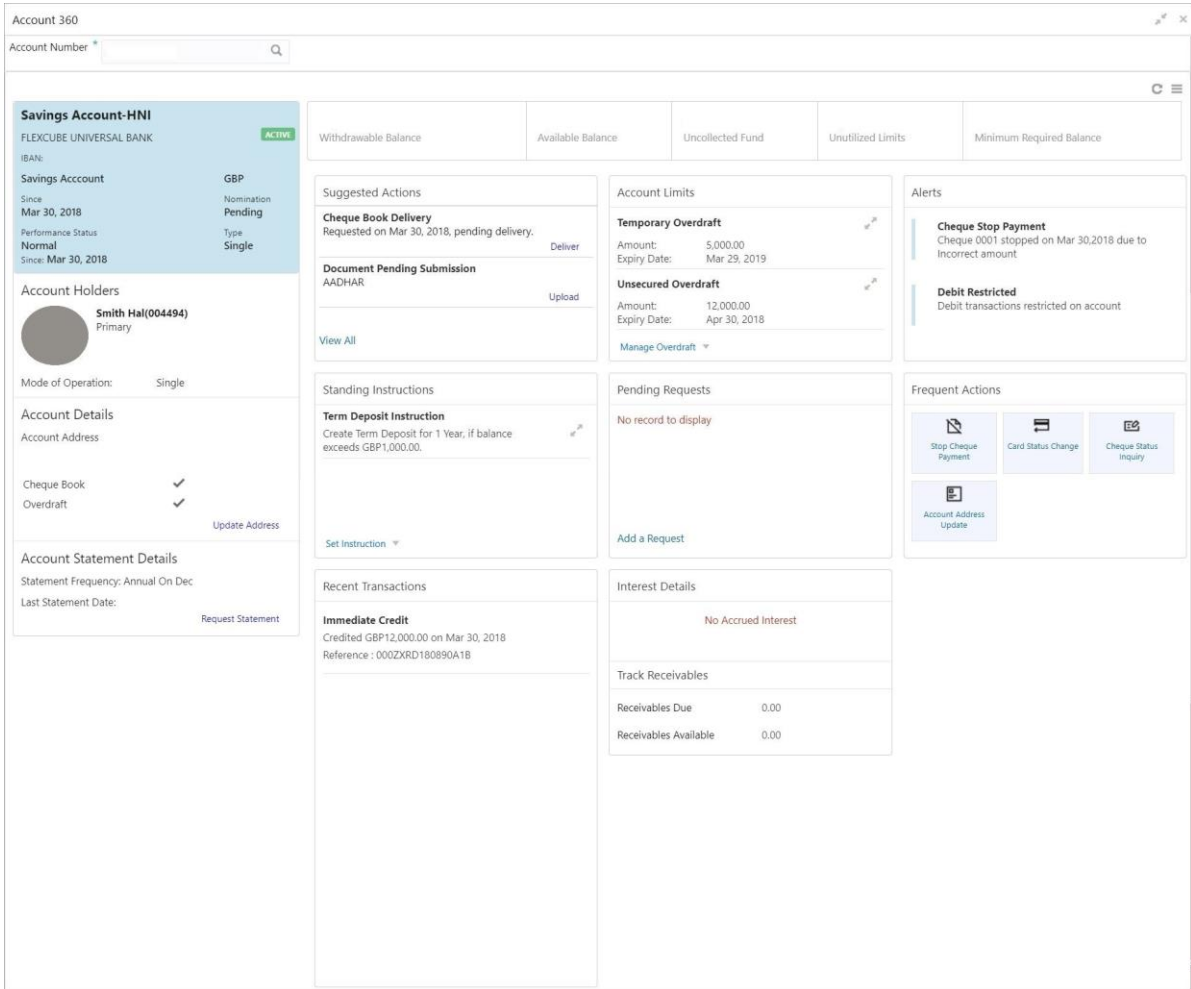
3.   On the **Account 360** screen, specify the fields.

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

Table 37.1: Account 360 - Field Description

Field	Description
Account Number	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.
Account Name	**Account Name** is displayed based on the account number selected.

4.   On the **Account 360** screen, click on C icon to refresh the information on the screen.

5.   On the **Account 360** screen, click on ≡ icon to browse the account services menu.

37.1 Account Balance

This topic helps the user to know the account balance details while performing account servicing transactions.

On the **Account 360** screen, the system displays the following details for the account balance.

- Withdrawable Balance

- Available Balance

- Uncollected Fund

- Unutilized Limits

- Minimum Required Balance

Figure 37.3: Account Balance

Withdrawable Balance	Available Balance	Uncollected Fund	Unutilized Limits	Minimum Required Balance

37.2 Account Information

This topic helps the user to know the account information details while performing account servicing transactions.

On the **Account 360** screen, the system displays the following account information details.

- Account Product Description

- Account Branch Description

- Account Status

- IBAN

- Account class Type (Savings/Current)

- Account Currency

- Account Opening Date

- Nomination Status

- Performance Status

- Account Type

Figure 37.4: Account Information

Savings Account-HNI

FLEXCUBE UNIVERSAL BANK | ACTIVE

IBAN:

Savings Acccount | GBP

Since | Nomination
Mar 30, 2018

Performance Status | Type
Normal | Single
Since: Mar 30, 2018

NOTE: Account status is displayed as Active/Frozen/Dormant based on account status. If the account is frozen and Dormant, the status is displayed as Frozen.

37.3 Account Holder Details

This topic helps the user to know the Account Holder details while performing account servicing transactions.

On the **Account 360** screen, the system displays the following account holder details.

- Account holders photo

- Name

- Customer ID

- Account holder relation (Primary/Joint and first/Joint and other etc)

- Mobile Number with ISD code

- Email Id

- Mode of Operation

Figure 37.5: Account Holder
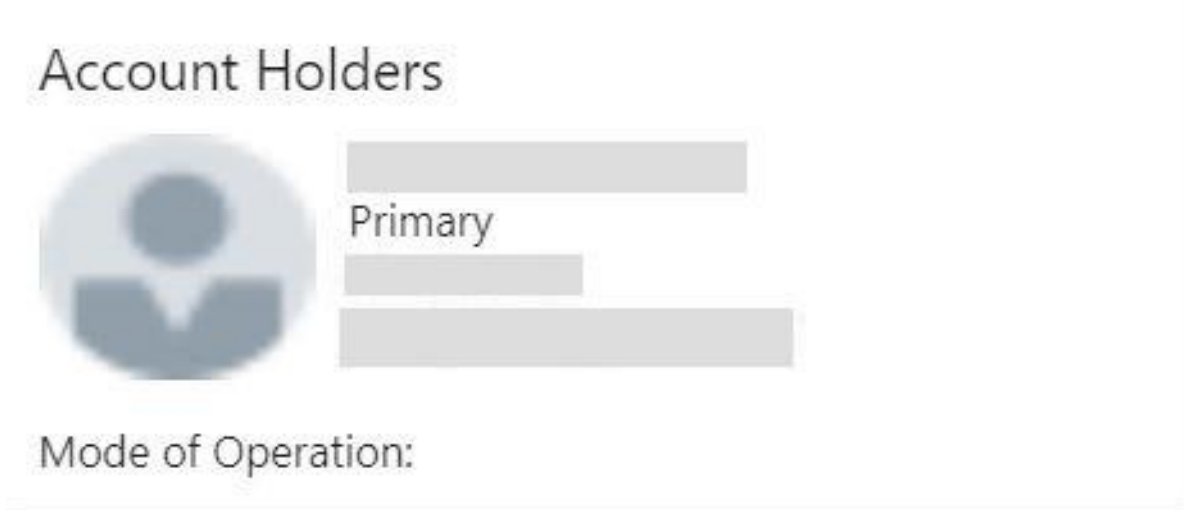

37.4 Account Details

This topic helps the user to know the Account Address details and facilities enabled to the account.

On the **Account 360** screen, the Account Details widget provides the Account Address.

The Account Details widget displays the below facilities enabled for the account.

- ATM

- Cheque Book

- Passbook

- Overdraft

- Online Sweep

ORACLE®

Figure 37.6: Account Details
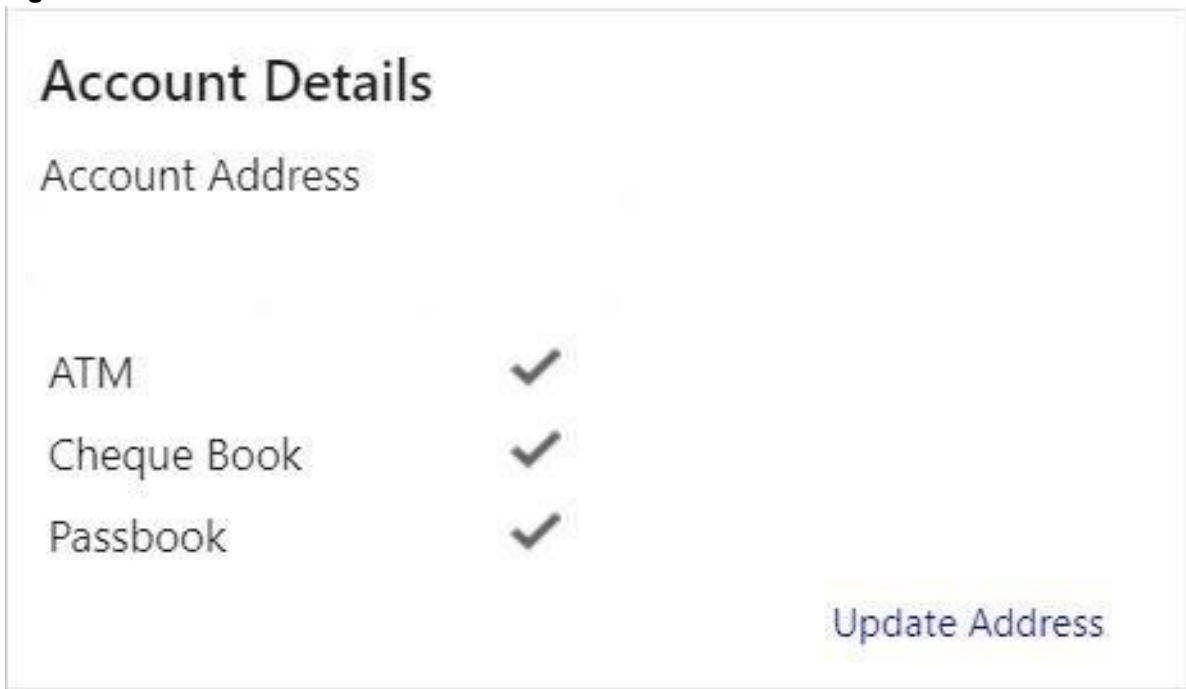
To update the account address, click **Update Address** hyperlink and the system displays the **Account Address Update** screen.

> **NOTE:** Fore more information, refer *Account Address Update*

On the **Account Address Update** screen, user can modify the below details:

- Building

- Street

- City

- State

- Country

- Zip Code

37.5 Account Statement Details

This topic helps the user to know the statement frequency and the last statement details for the account.

The below account statement details are displayed:

- Account Statement Frequency and Cycle

- Last Statement Date

Figure 37.7: Account Statement Details

To generate the ad hoc account statement, click **Request Statement** hyperlink.

> **NOTE:** Fore more information, refer *Ad hoc Account Statement*

On the **Ad hoc Account Statement** screen, user can generate the account statement using the below details:

- Period

- Date Range

37.6 Suggested Actions

This topic describes the systematic instruction about the Suggested Actions in Account 360 screen. The Suggested Actions widget in the Account 360 screen displays the account's upcoming events and pending actions. This helps the user to inform the account holder and take the required actions.

1. On the **Account 360** screen, the system displays the suggested actions for the account.
    STEP RESULT: Suggested Actions details for the account are displayed.

Figure 37.8: Suggested Actions
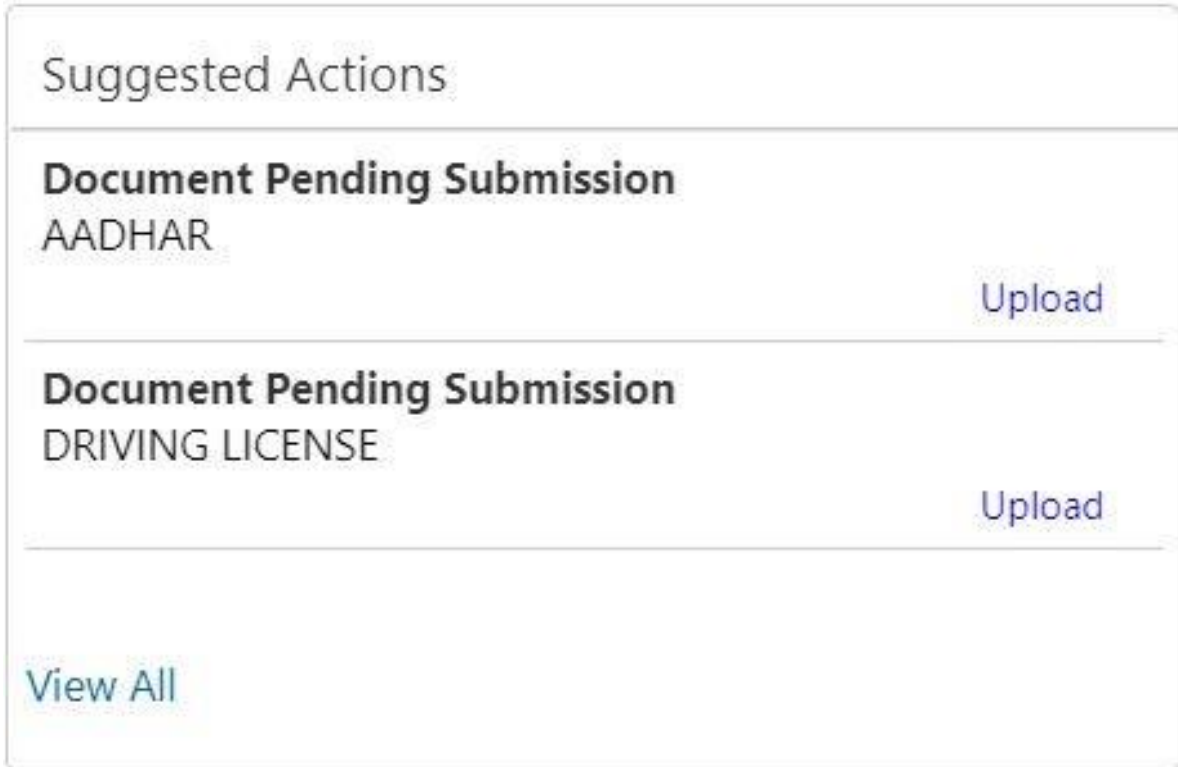
2.   The suggested actions widget displays two suggested actions at a time. If more than 2 suggested actions are present for the account, the **View All** button is enabled to the user

3.   To view all the suggested actions, click on **View All** button.

STEP RESULT: **Suggested Actions** pop-up window is displayed.

Figure 37.9: View All - Suggested Actions
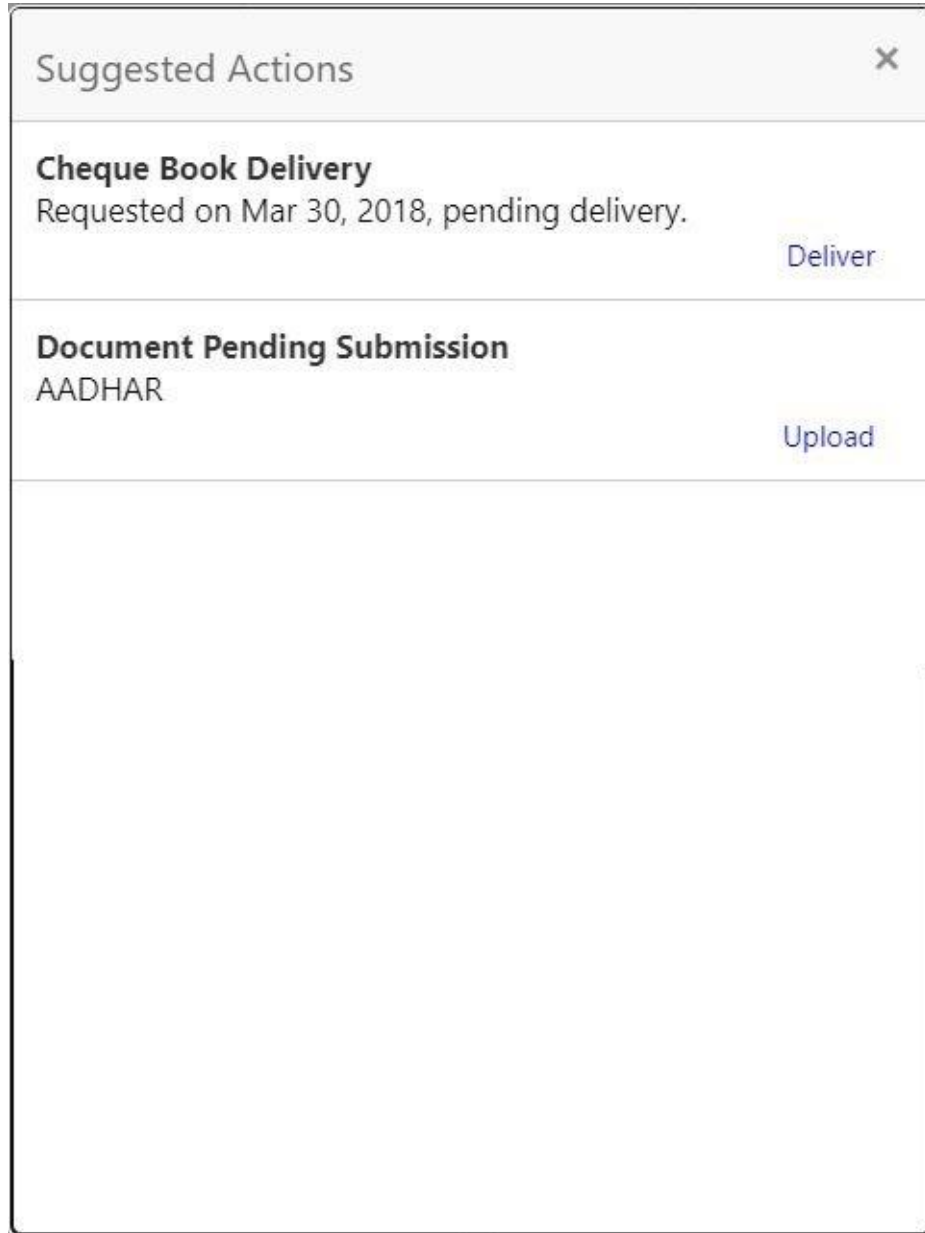
4. Click ✕ icon on the **Suggested Actions** pop-up window.

   STEP RESULT: **Suggested Actions** pop-up window is closed.

5. On the **Suggested Actions** widget, the below cases are displayed. If no suggested actions are displayed, the system displays the message as **No Suggested Actions**.

   For more information on cases, refer to the suggested actions description table.

Table 37.2: Suggested Actions - Events Description

Events	Description
Deliver Cheque Book	Displayed, if any cheque book delivery is pending for the account at branch. To deliver the cheque book, click on **Deliver** button, and the **Cheque Book Status** screen is launched. The system displays the message with cheque book request date and status. For example, Requested on March 30, 2019, pending delivery.
Renew Debit Card	Displayed, if any debit card is expiring for the account in specified number of days defined at Account 360 parameter. By default the number of days is 30 and can modify the value. To renew the debit card, click on **Renew** button, and the **Debit Card Request** screen is launched. The system displays the message with card number and expiry date. For example, Card 098976569876XXX expiring on Jan 15, 2022.
Request Cheque Book	Displayed, if the number of pending cheque leaves are less than or equal to the specified limit at Account 360 parameter. By default the limit is 5 and can modify the value. To request new cheque book, click on **Request** button, and the **Cheque Book Request** screen is launched. For example, Unused leaves are 5. NOTE: The pending cheque leaves consider unused, stopped, and rejected cheques. It excludes canceled and used cheques.
Document Expiring	Displayed, if any document attached to the account is expiring in specified number of days defined at Account 360 parameter. By default the number of days is 30 and can modify the value. To upload the new document, click on **Upload** button, and the **Account Documents Update** screen is launched. The system displays the message with the document name and expiry date. For example, DRIVING LICENSE expiring on Feb 25, 2022.
Document Pending Submission	Displayed, if any document is pending for submission. To upload the new document, click on **Upload** button, and the **Account Documents Update** screen is launched. For example, AADHAR or PAN or Driving License.
Document Expired	Displayed, if any document attached to the account is expired. To upload the new document, click on **Upload** button, and the **Account Documents Update** screen is launched. The system displays the message with the document name and expiry date. For example, DRIVING LICENSE expired on Feb 25, 2022.

ORACLE®

Events	Description
Activate Dormant Account	Displayed, if the account status is dormant. To activate the dormant account, click on **Activate** button, and the **Activate Dormant Account** screen is launched. The system displays the message with a dormant date. For example: Dormant since Jan 10, 2022.

37.7 Account Limits

This topic describes the systematic instruction about the Account Limits in the Account 360 screen. The Account Limits helps the user know the limits and can modify the existing limit details.

1.   On the **Account 360** screen, the system displays the account limits linked to the account.
     STEP RESULT: Account Limit details are displayed.

Figure 37.10: Account Limits

2. The **Account Limits** widget displays two limits at a time. If more than 2 limits are present for the account, the **View All** button is enabled to the user.

3. To view all limits, click on **View All** button.
   STEP RESULT: **Account Limits** pop-up window is displayed.

4. On the **Account Limits** widget, click the ↗ icon, to view or modify the limit details.
   STEP RESULT: Related limit screen is displayed and user can modify the details.

5. To link new limits for an account, click **Manage Overdraft** drop-down. The drop-down lists the below values:
   a. Temporary Overdraft

6. On the **Account Limits** widget, the following limit details are displayed.
   a. Limit Type
   b. Linked Amount
   c. Expiry Date
   d. Collateral Type and Related Reference Number
   e. Renewal amount and renewal date for a temporary overdraft, if any.
   f. The system displays the badge Expiring if the limit expires in the number of days specified at the Account 360 parameter and it can be modified.

If no limits are available for the account, the system displays a message as **No Limits**.
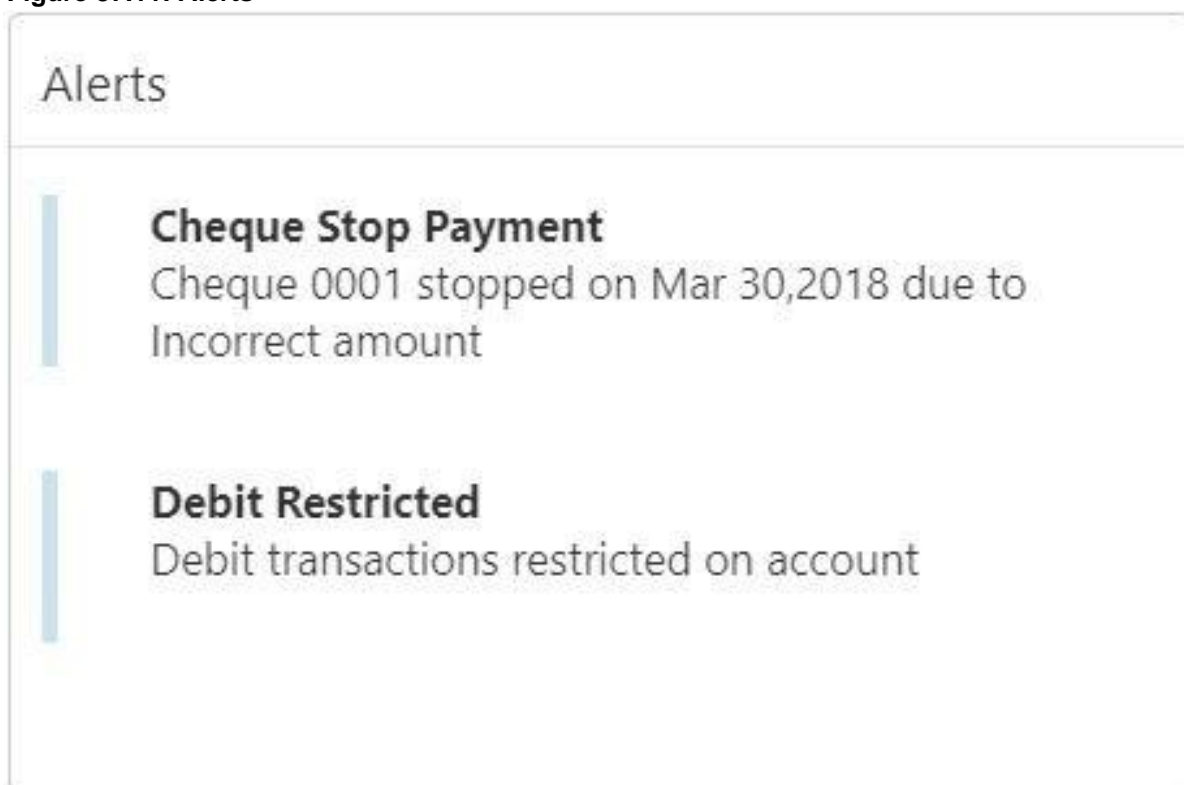
37.8 Alerts

This topic describes the systematic instruction about the Alerts in Account 360 screen. The Alerts widget helps the user view alerts on the account.

1. On the **Account 360** screen, the system displays the alerts of any exceptions, memo, and warnings on the account.

   STEP RESULT: Account Alert details are displayed.

   Figure 37.11: Alerts

2. The alerts widget displays two alerts at a time. If more than 2 alerts are present for the account, the **View All** button is enabled to the user

3. To view all alerts, click on **View All** button.

   STEP RESULT: **Alerts** pop-up window is displayed.

   Figure 37.12: Alerts Pop-up Window

4. Click ✕ icon on the **Alerts** pop-up window.

   STEP RESULT: **Alerts** pop-up window is closed.

5. On the **Alerts** widget, the below details are displayed.

   For more information on cases, refer to the alerts description table.

   NOTE: If no alerts are displayed, the system displays the message as **No Alerts**.

**Table 37.3: Alerts - Case Description**

Alerts	Description
Cheque Stop Payment	Displayed if any active stop payment is available on the account. The alert message displays the cheque number, Stop payment date, and stop payment reason. For example, Cheque 0002 stopped on Jan 10, 2022 due to an incorrect amount.
Debit Card Blocked	Displayed if any debit card is blocked. The alert message displays the card number and block reason. For example, Card XXXXXXXXXXXX1230 is blocked due to a lost card.
Cheque Rejected	Displayed if any cheque clearing is rejected on the account. The alert message displays the Cheque Number, Rejected date, and Reject reason. For example, Cheque CHQ00000003023063 Rejected on Jan 15, 2022, due to Insufficient Balance.
Amount Block	Displayed if any active amount is blocked on the account. The alert message displays the Blocked amount, Date, and Block reason details. For example, GBP 10,000.00 blocked on Dec 10, 2021, due to legal notice.
Memo	Displayed if any active memo is maintained for the account. The memo message is displayed in the alert.
Debit Restricted	Displayed if any debit restriction is there for the account.
Credit Restricted	Displayed if any credit restriction is there on the account.
Debit Override	Displayed if any debit override is there on the account.
Credit Override	Displayed if any credit override is there on the account.

37.9 Standing Instructions

This topic describes the systematic instruction about the Standing Instructions in Account 360 screen. The Standing Instructions widget helps the user to view or modify the existing standing instruction details.

1. On the **Account 360** screen, the system displays the Standing Instructions linked to the account.
    STEP RESULT: Standing Instructions details for the account are displayed.

Figure 37.13: Standing Instructions
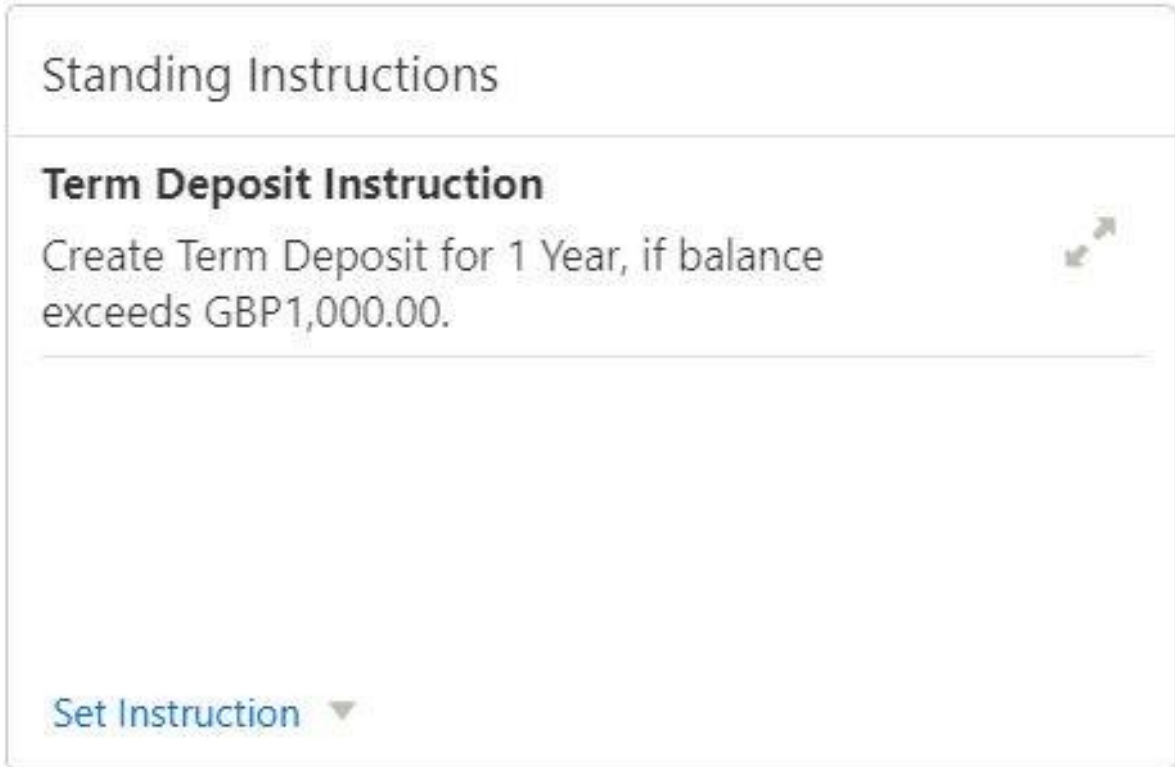
2. On the **Standing Instructions** widget, click ↗ icon, to view or modify the instruction details.

3. The standing instructions widget displays two standing instructions at a time. If more than 2 standing instructions are present for the account, the **View All** button is enabled to the user.

   If no standing instructions are displayed, the system displays the message as **No Standing Instructions**.

4. To view all standing instructions, click on **View All** button.

   STEP RESULT: **View All - Standing Instructions** pop-up window is displayed.

5. On the **Standing Instructions** widget, click on **Set Instructions** drop-down to capture new instructions.

   a. Scheduled Transfer

   b. Sweep Out from Account

   c. Term Deposit

   d. Online Sweep

   e. Sweep In to Account

6. On the **Standing Instructions** widget the following instruction types are displayed.

ORACLE®

Table 37.4: Standing Instructions - Types

| Instruction Type	Description
Scheduled Transfer	Displayed, if any active scheduled transfer is available for the account. The message displays the following details: • Instruction Type • Instruction Amount • Currency • Beneficiary Account Name • Frequency Details • Liquidation Date
Sweep In	Displayed, if any active sweep in instruction is available for the account. The message displays the following details: • Instruction Type • Threshold Amount • Currency • Provider Account Name
Sweep Out	Displayed, if any active sweep out instruction is available for the account. The message displays the following details: • Instruction Type • Threshold Amount • Currency • Benificiary Account Name
Term Deposit	Displayed, if any active term deposit instruction is available for the account. The message displays the following details: • Instruction Type • Threshold Amount • Currency • Deposit Account Tenor Details
Online Sweep	Displayed, if any active online sweep instruction is available for the account. The message displays the following details: • Instruction Type • Sweep Eligible Balance • Currency

ORACLE®

37.10 Pending Requests

This topic describes the systematic instruction about the Pending Requests in the Account 360 screen. Specific requests raised by the customer with the bank sometimes take time to process or investigate. Such requests are captured as Service Requests. Service Requests help the users track customer requests, maintain a target completion date, priority for a request, change severity for an ageing request, and update brief details of information exchanged with the customer. The Pending Requests widget helps the user Add, Modify, Edit, or View the service requests raised by the Customer.

1. On the **Account 360** screen, the system displays the Pending Requests for the account.
    STEP RESULT: Pending Request details for the account are displayed.

    Figure 37.14: Pending Requests
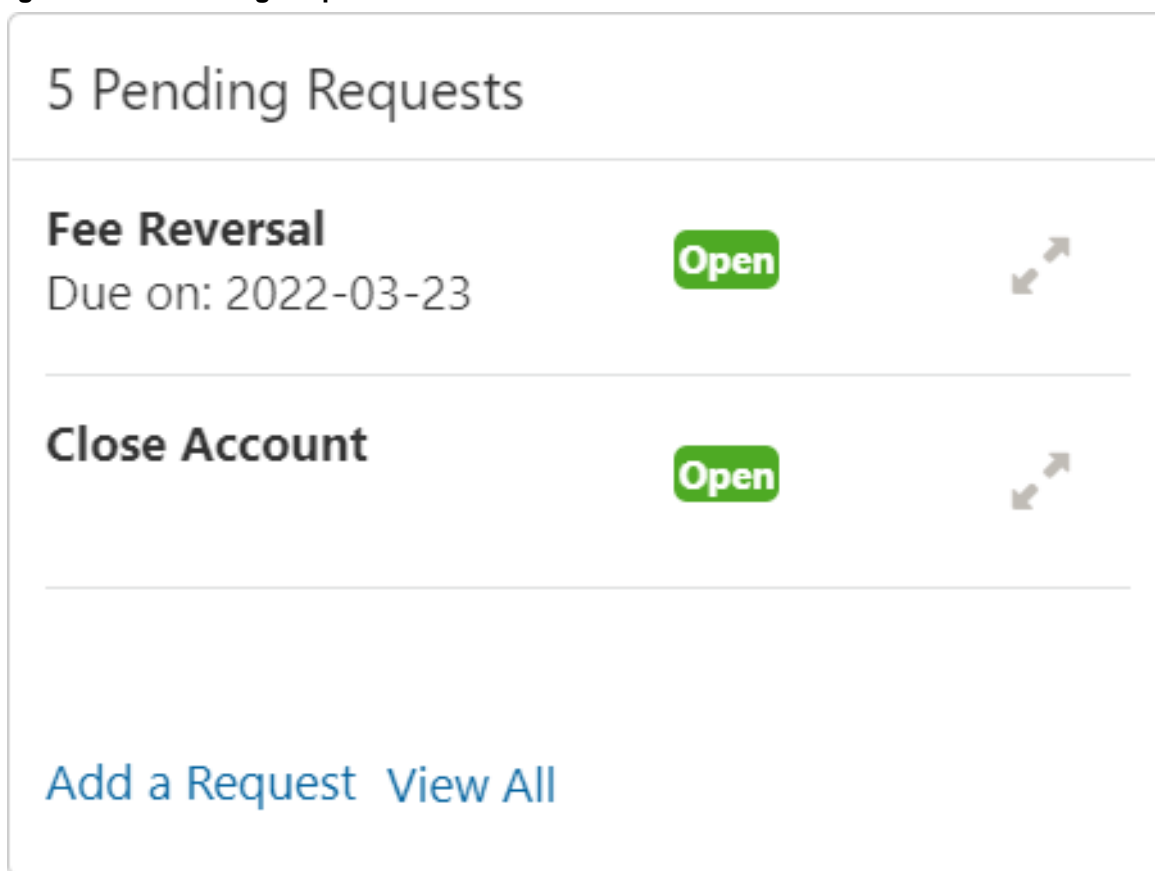
2. On the **Pending Request** widget, the system displays the total number of requests available for the account.
    If no pending requests are displayed, the system displays the message as **No record to display**.
3. On the **Pending Request** widget, the system displays the following fields.
    For more information on fields, refer to the field description table.

ORACLE®

Table 37.5: Pending Request - Field Description

Field	Description
Service Request Type	Displays the Service Request type. For example, Statement Copy, Transaction Dispute etc.
Due Date	Displays the target completion date.
Status	Displays the service request status. The status types are: • Escalated • Pending • Open

4. To add a new request, click on **Add a Request** button.

   STEP RESULT: **New Service Request** pop-up window is displayed.

Figure 37.15: New Service Request

5. On the **New Service Request** pop-up window, specify the fields.

    For more information on fields, refer to *Table 2.6: Service Request-New Service Request*

6. Click the **Save** button.
    STEP RESULT: **Request saved successfully** message is displayed.

7. Click **OK**.
    STEP RESULT: A new record is displayed in the Pending Request widget.

8. On the **Pending Requests** widget, click ⤢ icon to view or modify the service requests.
    STEP RESULT: Service Request Details screen is displayed.

9. The Pending Requests widget displays two service request details at a time. If more than two service request details are present for the account, the **View All** button is enabled to the user.

10. To view all Pending Requests, click on **View All** button.
    STEP RESULT: **View All - Pending Requests** pop-up window is displayed.

37.11 Frequent Actions

This topic describes the about the Frequent Actions in the Account 360 screen. The Frequent Actions helps the user to perform account servicing related transactions from the account 360 view screen without navigating to the main menu.

The Frequent Actions widget displays the frequently used account servicing transactions.

Figure 37.16: Frequent Actions
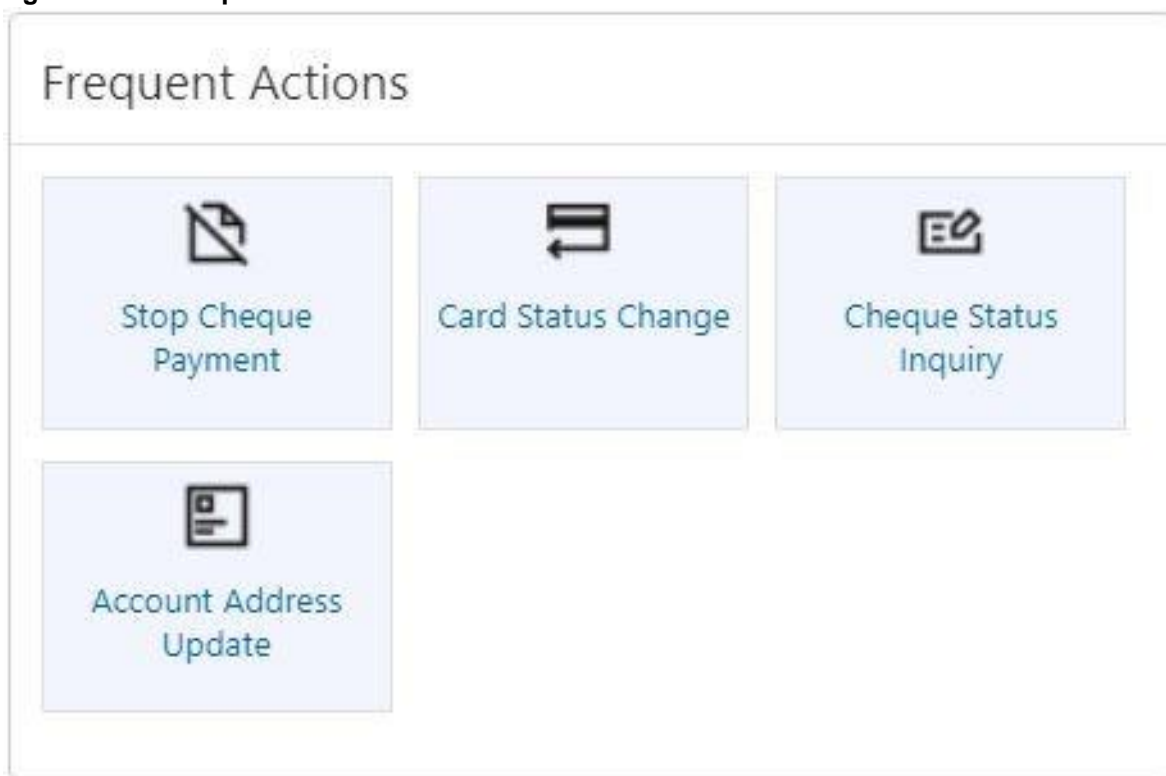
**NOTE:** A maximum of 6 transactions are allowed for frequent actions.

Users can configure the frequently used account servicing transactions screens.

When users click on the configured account servicing transactions, the system launches the related transaction screen by defaulting the account number.

37.12 Recent Transactions

This topic describes the systematic instruction to view the Recent Transactions in the Account 360 screen.

1.   On the **Account 360** screen, the system displays the Recent Transactions performed for the account.
      STEP RESULT: Recent Transactions details for the account are displayed.

Figure 37.17: Recent Transactions
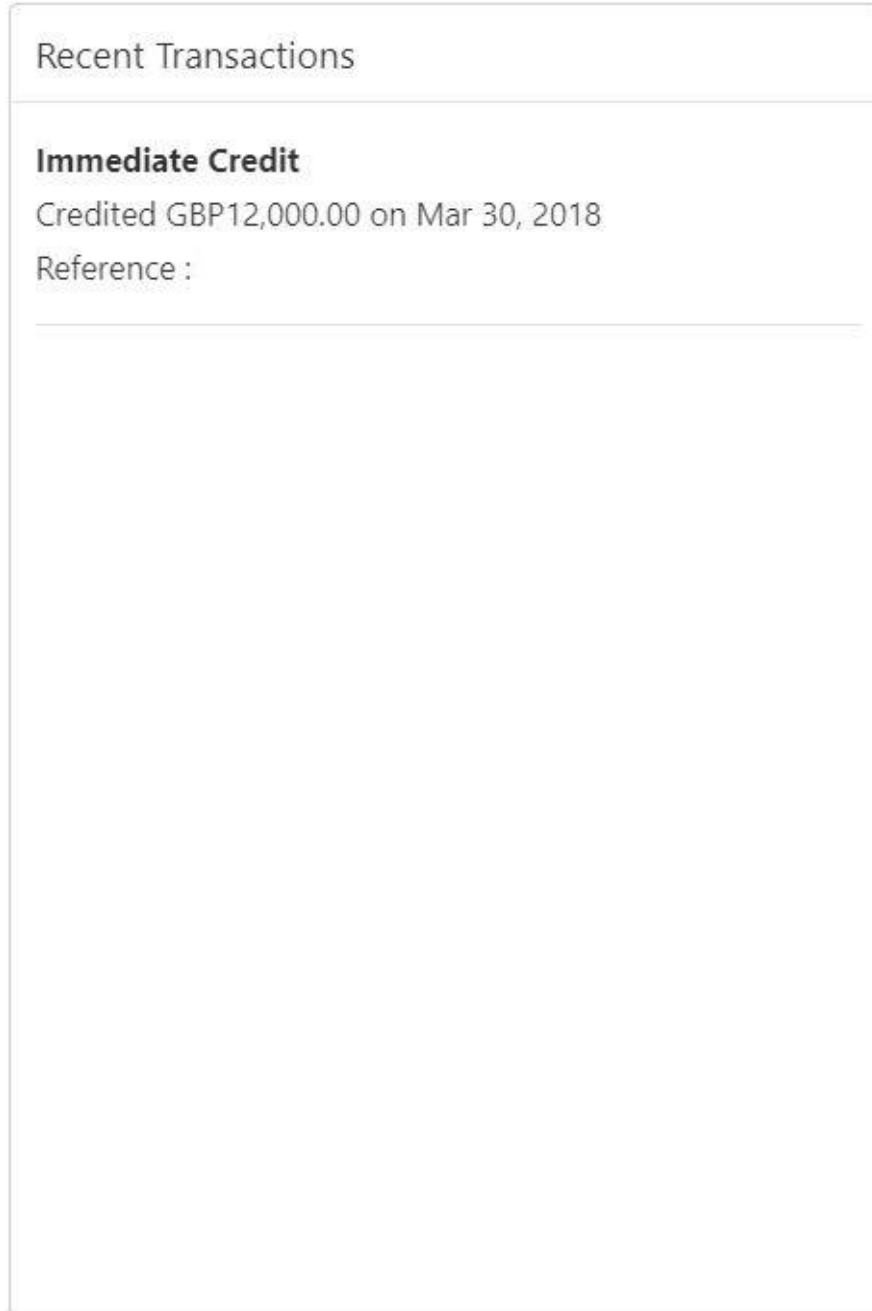
2. The Recent Transactions widget displays latest 5 transaction details at a time. If more than 5 transaction details are present for the account, the **View more** button is enabled to the user.

3. To view more Recent Transactions, click on **View more** button.

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

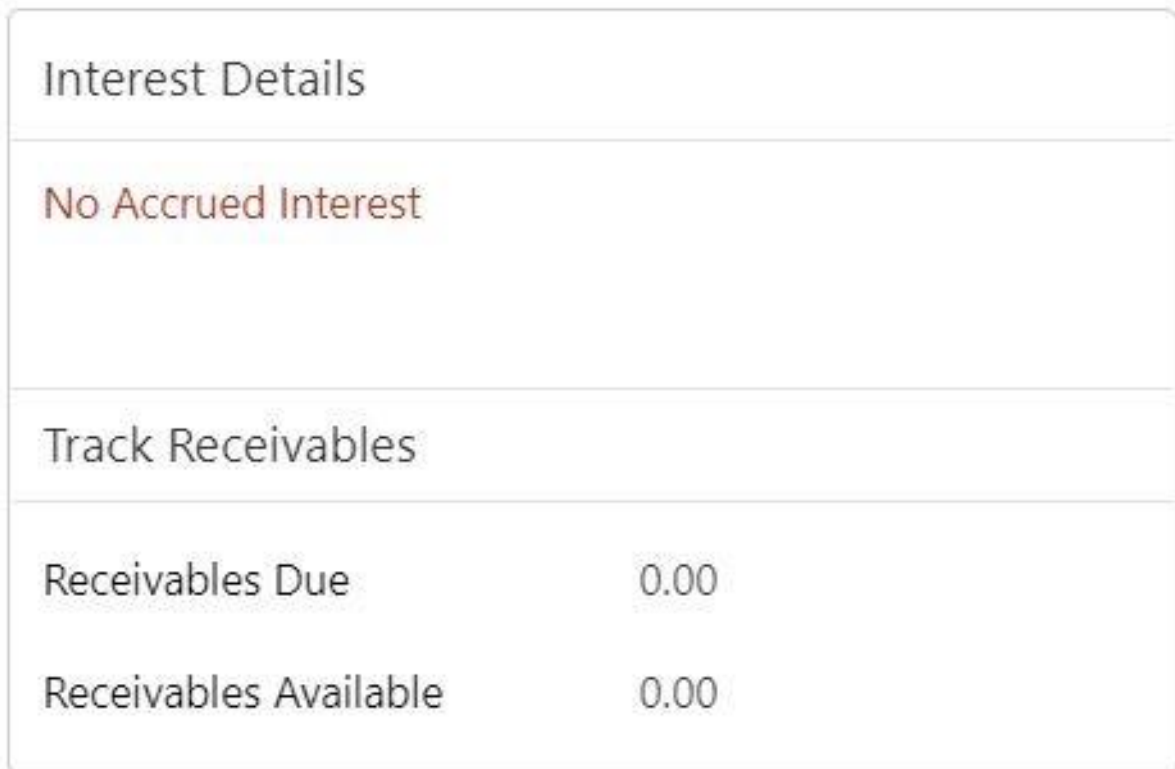   **NOTE:** In this view, 15 records are shown at a time and can be configured in Account 360 parameter.

ORACLE®

37.13 Interest Details

This topic describes about Interest Details in the Account 360 screen.

The below Interest Details widget displays the following details.

- Accrued Credit Interest

- Accrued Debit Interest

- Receivable Due

- Receivable Available

Figure 37.18: Interest Details

The system displays the **No Accrued Interest** message if accrued debit and credit interest are unavailable.

ORACLE®

ORACLE®

ORACLE®

38. Account Balance Inquiry

This topic describes the systematic instructions about Account Balance Inquiry. The Account Balance Inquiry screen helps the users to inquire the account balance, accrued interest and charge due, turnover and receivable tracking details.

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

   STEP RESULT: **Account Balance Inquiry** screen is displayed.

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

   Figure 38.1: Account Balance Inquiry

2. On **Account Balance Inquiry** screen, specify the fields.

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

Table 38.1: Account Balance Inquiry - Field Description

Field	Description
Account Number	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.
Account Name	**Account Name** is displayed by default based on the account number selected.

3. After the account number is input, the system displays the following details.

   a. Account Currency

   b. Account Balance

   c. Interest and Charge Details

   d. Turnover Details

   e. Receivable Tracking

4. To view the total available balance calculation, click on **Show Calculation**.

   STEP RESULT: **Show Calculation** screen is displayed.

Figure 38.2: Show Calculation

5. On the **Account Balance**, the system displays the following details:
   a. Total Available Balance
   b. Current Balance
   c. Available Balance
   d. Uncollected Balance
   e. Withdrawable Uncollected
   f. Sweep Eligible
   g. Unutilized Limits
   h. Minimum Required Balance
   i. Amount Block

6. On the **Interest and Charge Details**, the system displays the following details:
   a. Accrued Debit Interest
   b. Accrued Credit Interest
   c. Interest Due
   d. Charge Due

7. On the **Turnover Details**, the system displays the following details.

Table 38.2: Turnover Details - Field Description

Field	Description
Daily Turnover	Displays the sum of Daily Credit and Debit Turnover.
Month to Date Turnover	Displays the sum of current month to business date debit and credit turnover.
Last transaction Date	Displays the last debit and credit transactions date.

8. On the **Receivable Tracking**, the system displays the following details:

    a. Amount Due

    b. Amount Available

39. 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 **Inquiry**, 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 39.1: Account Transactions Screen

2. On **Account Transactions** screen, specify the fields.

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

   Table 39.1: Account Transaction Inquiry

Field	Description
Account Number	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.
Account Name	Account Name is displayed based on the account number selected.
Account Currency	Account Currency is displayed based on the account number selected.
Transaction Type	User can view all the transactions posted to the current account and saving account with the below transaction type: • Debits & Credits • Debits • Credits

Field	Description
Search Type	The Users can select the search type. The below list of values is available: • Data Range • Last 2 months • Last 3 months • Last number of transactions
Date Range	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. **NOTE:** To Date cannot less than From Date. Click **Search.** Post the inputs, the Account Transaction can be viewed
Last Number of Transactions	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. Click **Search.** Post the inputs, the Account Transaction can be viewed
Transactional Details	On execute query system display the below transaction details. User will be able to search and sort the transaction details. • Reference Number • Transaction Description • Cheque Number • Transaction Date • Value Date • Debit Amount • Credit Amount • Running Balance

40. Tax Deducted at Source Inquiry

This topic describes the systematic instructions about Tax Deducted at Source Inquiry. This screen helps to inquire the Tax deducted by the bank on the credit interest (Tax deducted at Source) paid on customer's accounts.

1. On the **Homepage**, from **Account Services**, under **Inquiry**, click **Tax Deducted at Source Inquiry**, or specify the **Tax Deducted at Source Inquiry** in the search icon bar.

    STEP RESULT: **Tax Deducted at Source Inquiry** screen is displayed.

    Figure 40.1: Tax Deducted at Source Inquiry

2. On the **Tax Deducted at Source Inquiry** screen, specify the fields.

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

    Table 40.1: Tax Deducted at Source Inquiry - Field Description

Field	Description
Customer ID	Enter the **Customer ID** or click the search icon to view the **Customer ID** pop-up window. By default, this window lists all the Customer ID's present in the system. You can search for a specific Customer ID by providing **Customer Number** or **Customer Name** and click on the **Fetch** button.
Customer Name	**Customer Name** is displayed based on the Customer ID selected.
Account Number	You can enter a specific account number of the customer and search Tax Deducted at Source details or click the drop-down list to select the available account numbers listed for the customer id to search the Tax Deducted at Source details. This is an optional field.
Financial Year	By default, the current financial year is displayed in this field. You can select the previous financial years from the drop-down. The system displays the Tax Deducted at Source details financial year-wise.
Branch	The system displays the Branch Code based on the account number.
Account Number	The system displays the Account Number.

Field	Description
Account Name	The system displays the Account Name.
Interest Amount	The system displays the Credit interest on the account.
Taxation Date	The system displays the date of the tax application on the account.
Tax Amount	The system displays the Tax amount calculated on the credit interest.

ORACLE

41. Memo Maintenance

This topic describes the systematic instruction to maintain the Memo instructions against the Current and Savings Account or Deposit Account. The memo maintenance screen helps you to maintain the information or important actions that take place when the account holder visits the branch or user performs any transactions on the account. This memo details are displayed to the bank user or the account holder performs any channel transactions.

1. On the **Homepage**, from **Interaction Services**, under **Maintenance**, click **Memo Maintenance**, or specify the **Memo Maintenance** in the Search icon bar.

    STEP RESULT: **Memo Maintenance** screen is displayed.

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

    Figure 41.1: Memo Maintenance

2. On **Memo Maintenance** screen, specify the fields.

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

Table 41.1: Memo Maintenance - Field Description

Field	Description
Category	The user can select the following categories from the drop-down list. The drop-down lists the below values: • **Current and Savings Account** • **Deposit Account** When the user selects the **Current and Savings Account** category, the system displays the fields **Account Number**, **Account Name**, and **Branch**. When the user selects the **Deposit Account** category, the system displays the fields **Deposit Account Number**, **Account Name**, and **Branch**.
Account Number	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.
Deposit Account Number	Enter the **Deposit Account Number** or click the search icon to view the **Deposit Account Number** pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Deposit Account Number by providing **Customer ID**, **Deposit Account Number**, or **Account Name** and clicking on the **Fetch** button.
Account Name	Account Name is displayed based on the account number selected.
Branch	Displays the branch code for the selected **Current and Savings Account Number** or **Deposit Account Number**.

3. When users input the **Current and Savings Account** Number or **Deposit Account** Number, the system displays the existing memo instructions if any or the system displays a message as **Active Memo instruction details are not available**.

STEP RESULT: **Memo Details** screen is displayed.

ORACLE®

Figure 41.2: Memo Details

Figure 41.3: No Active memo instructions

4. To create a new memo instructions, click ⊞ icon.

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

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

ORACLE®

Figure 41.4: Add Memo

5. On **Add Memo** pop up screen, specify the fields.

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

ORACLE®

Table 41.2: Add Memo - Field Description

Field	Description
Type	Select the Type from the drop-down list. The drop-down lists the below values: • Information • Override
Banker Message	Specify the memo instruction message which displays to the bank user.
Start Date	The system defaults the start date as the current branch date, and the user can modify the start date to any future date using the adjoining calendar button. **NOTE:** The **Start Date** cannot be backdated.
End Date	Click on the adjoining calendar icon to specify the end date of the memo instruction.
Show to Customer	Users can click on the **Show to Customer** toggle button to capture memo instruction, which displays to the account holder. **NOTE:** The **Customer Message** and **Channel fields** are available if the user enables the **Show to Customer toggle** button.
Customer Message	Specify the memo instruction message, which displays to the Account holder.
Channel	Select the channel to display the memo to the account holder from the drop-down list. The drop-down lists the below values: • Dashboard • E-Mail • SMS

6. On click of **Add Another** button, the **Add Memo** screen refreshes to capture another instruction detail and a new memo tile displays under the Memo Details.

7. Click the **Add** button to add new memo details. After the click on **Add** button, the **Add Memo** pop-up window is closed.

8. On **Memo Maintenance** screen, under **Memo Details**, click on the tile to view the memo instruction.
STEP RESULT: **View Memo** pop up screen is displayed.

Figure 41.5: View Memo

9. On the **View Memo** screen, users can view the following details:

   a. Type

   b. Banker Message

   c. Start Date

   d. End Date

   e. Show to Customer

   f. Customer Message

   g. Channel

10. On **Memo Maintenance** screen, under **Memo Details**, click on the tile to modify the memo instructions. STEP RESULT: **Modify Memo** pop up screen is displayed.

Figure 41.6: Modify Memo

11. On the **Modify Memo** screen, users can modify the following fields:

    a.   Type

    b.   Banker Message

    c.   Start Date

    d.   End Date

    e.   Show to Customer

    f.   Customer Message

    g.   Channel

12. Click the **Save** button to update the memo details and the updated instruction details displayed in the tile.

13. On **Memo Maintenance** screen, under **Memo Details**, click ⊗ icon on the tile to delete the memo instruction.

    STEP RESULT: **Delete Memo Instruction** pop up window is displayed.

    Figure 41.7: Delete Memo Instruction
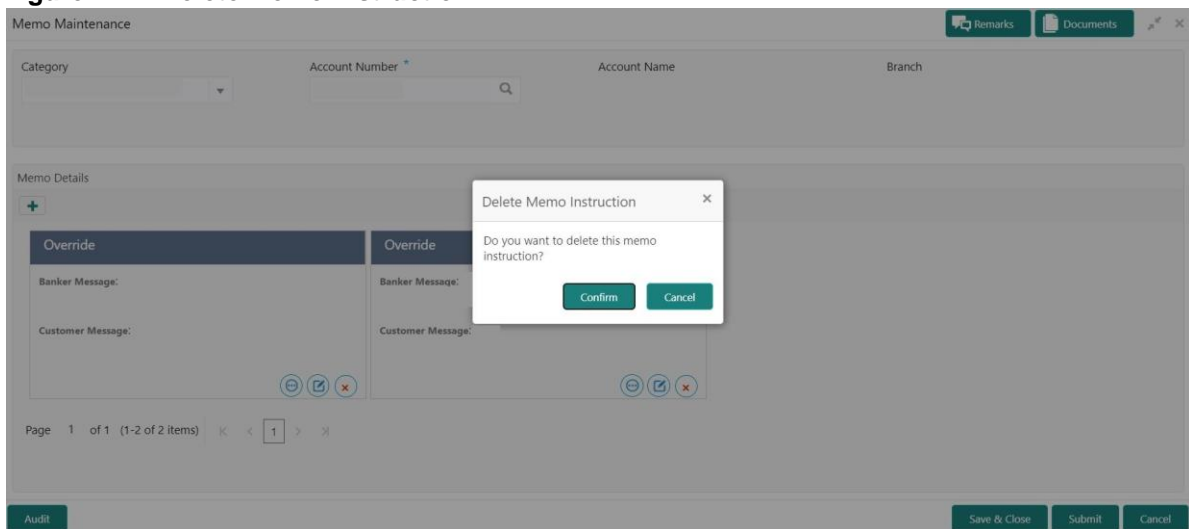
14. Click the **Cancel** button to cancel the Delete Memo Instruction operation.

15. Delete the Memo instruction by clicking on the **Confirm** button.

42. Bulletin Board Maintenance

The Bulletin Board Maintenance screen helps you to create, view, modify or delete the bulletin messages.

The bulletin message has two sub-sections:

- *42.1 Create Bulletin*

- *42.2 View Bulletin*

42.1 Create Bulletin

This topic describes the systematic instructions to Create a Bulletin Message. The created bulletin message is displayed on the Bulletin Board widget.

1. On the **Homepage**, from **Interaction Services**, under **Maintenance**, **Bulletin**, click **Create Bulletin**, or specify the **Create Bulletin** in the Search icon bar.

    STEP RESULT: **Create Bulletin** screen is displayed.

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

    Figure 42.1: Create Bulletin

2. On the **Create Bulletin** screen, specify the fields.

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

**Table 42.1: Create Bulletin - Field Description**

Field	Description
Message Type	Select the message type from the drop-down list. The available options are: • **Alert** - Select this option if the message requires immediate attention from the users. When this option is selected, the Bulletin message is represented with ⚠ icon on the widget. • **Information** - Select this option if the bulletin is for information purposes only. When this option is selected, the Bulletin message is represented with ⓘ icon on the widget.
Start Date	Select the date from which the bulletin message displays on the widget. **NOTE:** This date cannot be lesser than the current business date.
End Date	Users can specify the expiry date of the bulletin message. Once the bulletin message reaches the expiry date, the message gets removed from the bulletin board widget.
Subject	Enter a brief description of the bulletin message.
Message	Enter a detailed description of the message.
Attachments	You can attach relevant documents using this option. You can either drag and drop files into the space provided or select documents from your local drive. You can preview or delete an attachment before submitting the transaction for authorization.

3. To preview an attached document, click on the document hyperlink.

   STEP RESULT: **Document Uploaded** pop up window is displayed.

   NOTE: The document preview is available only to those document types that support the preview feature by default. Where the preview feature is not supported, click on **Download** button to download the attached document before viewing.

Figure 42.2: Document Uploaded
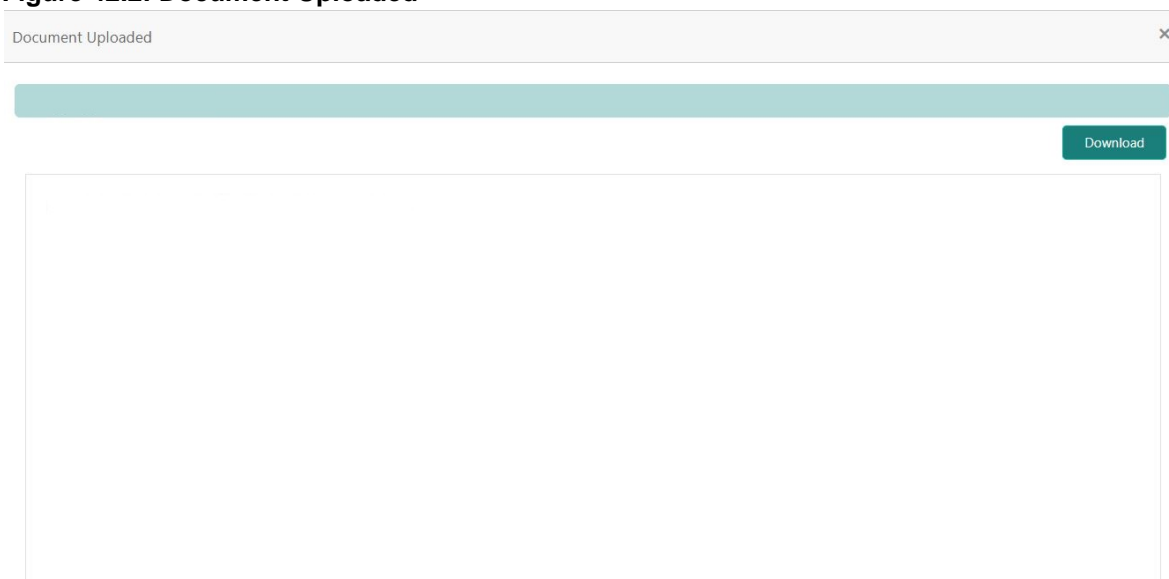
4.   Click on ✕ to close the **Document Uploaded** pop up window.

5.   You can target bulletin messages towards user groups or specific users. Using the **User Role Mapping** table, you can configure User Roles or Users to a particular bulletin.

6.   Click [+] icon to specify User Role or User mapping to the bulletin message.
       For more information on fields, refer to the field description table.

Table 42.2: User Role Mapping - Field Description

Field	Description
User/Role	Select **User/Role** from the drop-down list.
ID	When **User** is selected, click the search icon to view the User Mapping pop-up window. By default, this window lists all the Users present in the system. You can search for a specific User by providing User, or Username and click **Fetch**. When **Role** is selected, click the search icon to view the Role Mapping pop-up window. By default, this window lists all the Roles present in the system. You can search for a specific Role by providing Role, or Role Name and click **Fetch**.
Name	User or Role name is displayed based on the user id or role id selected.
Actions	Displays the 🗑 icon. Click the 🗑 icon to remove the respective user or role.

After the message is created, the status of the message is updated as **Active** or **Awaited**.

7. After the message is created, the status of the message is updated as **Active** or **Awaited**.

System updates the status of the Bulletin message as **Active** if the start date is equal to the current business date.

NOTE: If the Start Date is future dated, then the status of Bulletin message is updated as **Awaited** until the date is reached. The system automatically updates the status to **Active** once the start date is reached.
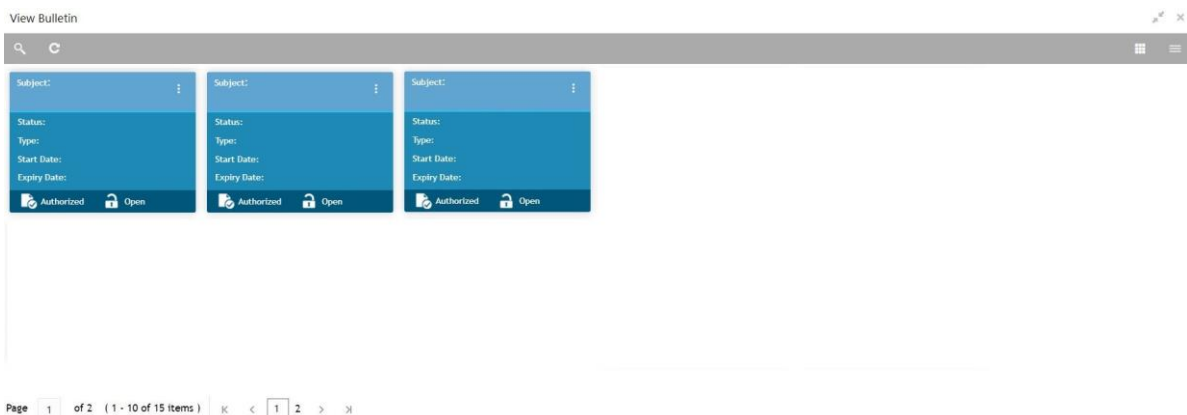
42.2 View Bulletin

This topic describes the systematic instructions to View or Modify the Bulletin Message.

1. On the **Homepage**, from **Interaction Services**, under **Maintenance**, **Bulletin**, click **View Bulletin**, or specify the **View Bulletin** in the Search icon bar.

STEP RESULT: **View Bulletin** screen is displayed.

Figure 42.3: View Bulletin

2. On the **View Bulletin** screen, the system displays all the bulletin messages with status:

a. Awaited

b. Active

c. Paused

d. Expired

3. On the **View Bulletin** screen, you can search for specific bulletin using the ⌕ icon. You can use any of the following options to search.

a. Message Type

b. Message Status

c. Message Reference Number

d. Subject

e. Start Date

f. Expiry Date

g. Authorization Status

h. Record Status

4. After the input of any options mentioned above, click the **Search** button.

5.   Click ⋮ icon to display the following options:

   a.   Unlock

   b.   Authorize

   c.   Delete

   d.   Close

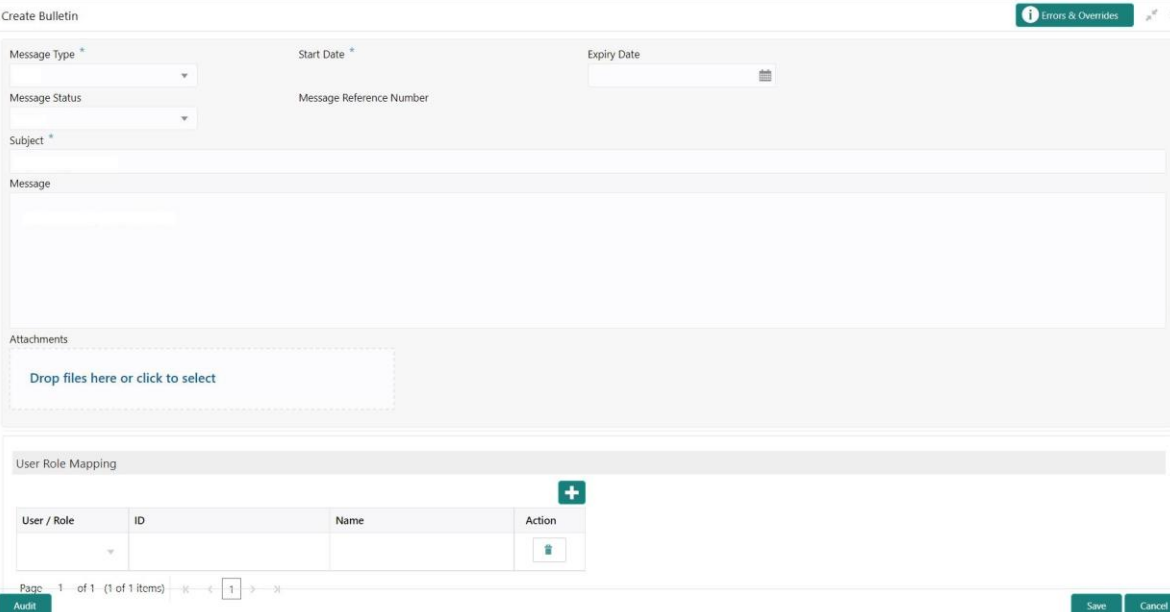   e.   Copy

   f.   View

6.   To modify an existing bulletin message, click the **Unlock** option from ⋮ icon.

   STEP RESULT: **Create Bulletin** screen is displayed.

   Figure 42.4: Create Bulletin

7.   To view the bulletin message, click the **View** option from ⋮ icon.

   STEP RESULT: **Create Bulletin** screen is displayed.

   NOTE: On the create bulletin screen, all the fields are non-editable.

Figure 42.5: Create Bulletin

8. To replicate an existing bulletin, click the **Copy** option from ⋮ icon.

9. To permanently delete the existing bulletin, click the **Delete** option from ⋮ icon.

ORACLE®

43. Error Codes and Messages

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

Table 43.1: 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-APT-01	Please enter the account number
CSR-APT-02	Please enter the new product
CSR-APT-03	Please enter the transfer reason
CSR-APT-04	Please enter the start date
CSR-APT-05	Start date cannot be today or backdated
CSR-APT-06	Please enter the date in correct format
CSR-APT-07	Transfer date cannot be holiday
CSR-APT-08	Un-Processed records are present

ORACLE®

Error	Message
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
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 then 0

Error	Message
CSR-DI-02	Sweep multiple of value cannot be less then 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
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 then 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

Error	Message
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
CSR-SI-21	End Date cannot be blank
CSR-SI-22	End Date cannot be less than current date
CSR-CAB-01	Branch Code cannot be null
CSR-CAB-02	Customer Number cannot be null
CSR-CAB-03	Request for this Customer is already in progress
CSR-CAB-04	Amount Blocked cannot be null
CSR-CAB-05	Effective Date cannot be null
CSR-CAB-06	Expiry Date cannot be before Effective Date
CSR-DOC-01	Branch Code cannot be null
CSR-DOC-02	Account Number cannot be null
CSR-DOC-03	Document Update request for this Account is already in Progress
CSR-DOC-04	Document type cannot be null
CSR-DOC-05	Expiry date cannot be today or lesser than today
CSR-DOC-06	Expected date of submission cannot be today or lesser than today
CSR-DOC-07	Either document to be uploaded or Expected Submission Date to be provided
CSR-DOC-08	Expiry Date cannot be specified without attaching a document
CSR-NOM-04	For minor nominee guardian relationship cannot be blank
CSR_CMN_006	Please enter a valid Customer Number
GCS-AUTH-01	Record Successfully Authorized
GCS-AUTH-02	Valid modifications for approval were not sent. Failed to match
GCS-AUTH-03	Maker cannot authorize
GCS-AUTH-04	No Valid unauthorized modifications found for approval.

Error	Message
GCS-AUTH-05	Failed to Authorize the record
GCS-CLOS-002	Record Successfully Closed
GCS-CLOS-01	Record Already Closed
GCS-CLOS-02	Record Successfully Closed
GCS-CLOS-03	Unauthorized record cannot be closed, it can be deleted before first authorization
GCS-CLOS-04	Failed to Close the record
GCS-COM-001	Record does not exist
GCS-COM-002	Invalid version sent, operation can be performed only on latest version
GCS-COM-003	Please Send Proper ModNo
GCS-COM-004	Please send maker Id in the request
GCS-COM-005	Request is Null. Please Resend with Proper SELECT
GCS-COM-006	Unable to parse JSON
GCS-COM-007	Request Successfully Processed
GCS-COM-008	Modifications should be consecutive.
GCS-COM-009	Resource ID cannot be blank or "null".
GCS-COM-010	Successfully canceled $1.
GCS-COM-011	$1 failed to update.
GCS-COM-012	Error saving child datasegment, Master validation failed
GCS-COM-013	Error saving the datasegment
GCS-COM-014	Error validating the datasegment
GCS-COM-015	Error submitting the datasegment
GCS-COM-016	Unexpected error occurred during runtime
GCS-COM-017	Error deleting the extended datasegment
GCS-COM-018	Remove lock failed
GCS-COM-019	Revert call to extended datasegment failed
GCS-COM-020	Revert call to sub-domain datasegment failed
GCS-COM-021	Error deleting the sub-domain datasegment
GCS-COM-022	Authorize call to extended datasegment failed
GCS-COM-023	Authorize call to sub-domain datasegment failed
GCS-COM-025	Client error occurred during API call

Error	Message
GCS-COM-026	Invalid datasegment code
GCS-DEL-001	Record deleted successfully
GCS-DEL-002	Record(s) deleted successfully
GCS-DEL-003	Modifications didn't match valid unauthorized modifications that can be deleted for this record
GCS-DEL-004	Send all unauthorized modifications to be deleted for record that is not authorized even once.
GCS-DEL-005	Only Maker of first version of record can delete modifications of record that is not once authorized.
GCS-DEL-006	No valid unauthroized modifications found for deleting
GCS-DEL-007	Failed to delete. Only maker of the modification(s) can delete.
GCS-DEL-008	Failed to Delete the record
GCS-DEL-009	No valid prevalidated modifications found for deletion
GCS-LOCK-01	Remove dirty lock failed
GCS-MOD-001	Closed Record cannot be modified
GCS-MOD-002	Record Successfully Modified
GCS-MOD-003	Record marked for close, cannot modify.
GCS-MOD-004	Only maker of the record can modify before once auth
GCS-MOD-005	Not amendable field, cannot modify
GCS-MOD-006	Natural Key cannot be modified
GCS-MOD-007	Only the maker can modify the pending records.
GCS-MOD-008	Failed to Update the record
GCS-REOP-003	Successfully Reopened
GCS-REOP-01	Unauthorized Record cannot be Reopened
GCS-REOP-02	Failed to Reopen the Record, cannot reopen Open records
GCS-REOP-03	Successfully Reopened
GCS-REOP-04	Unauthorized record cannot be reopened, record should be closed and authorized
GCS-REOP-05	Failed to Reopen the record
GCS-REVT-01	Record reverted successfully
GCS-REVT-02	Failed to Revert the record
GCS-SAV-001	Record already exists

Error	Message
GCS-SAV-002	Record Saved Successfully.
GCS-SAV-003	The record is saved and validated successfully.
GCS-SAV-004	Failed to create the record
GCS-VAL-001	The record is successfully validated.
OBB-MEM-01	Un-Processed records are present
OBB-MEM-02	Account number or Customer No cannot be blank
OBB-MEM-03	Memo category cannot be blank
OBB-MEM-04	Memo start date cannot be blank
OBB-MEM-05	User message cannot be blank
OBB-MEM-06	Customer message cannot be blank
OBB-MEM-07	Start date cannot be before current date
OBB-MEM-08	Expiry date cannot be before start date

44. List of Menus

ORACLE®

View and Modify Sweep Out from Account

ORACLE®