

Exception Queues User Guide

# **Oracle Banking Payments**

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Exception Queues User Guide  
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# 1. About this Manual

## 1.1 Introduction

This manual is designed to help you to quickly get familiar with the exception queues and related queue actions in Oracle Banking Payments.

You can further obtain information specific to a particular field by placing the cursor on the relevant field and striking <F1> on the keyboard.

## 1.2 Audience

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

Role	Function
Payment Department Operators	Payments Transaction Input functions except Authorization
Back Office Payment Department Operators	Payments related maintenances/Exception queue operations/Payment Transaction Input functions except Authorization
Payment Department Officers	Payments Maintenance/ Transaction Authorization/ Queue action authorization
Bank's Financial Controller/ Payment Department Manager	Host level processing related setup for PM module and PM Dashboard/Query functions

## 1.3 Documentation Accessibility

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

## 1.4 Organization





This manual is organized into the following chapters:

Chapter	Description
Chapter 1	<i>About this Manual</i> gives information on the intended audience. It also lists the various chapters covered in this User Manual.
Chapter 2	<i>Exception and Investigation Queues Overview</i> provides an overview.
Chapter 3	<i>Exception &amp; Investigation Queues - Internal</i> provides information on internal payment queues.
Chapter 4	<i>Exception &amp; Investigation Queues - External</i> provides information on external payment queues.
Chapter 5	<i>Custom Queues</i> provides information on Custom Queue screens and processing.

Chapter	Description
<b>Chapter 6</b>	<i>Exception &amp; Investigation Queues - Cross border / RTGS</i> provides information on Cross Border / RTGS related queues.
<b>Chapter 7</b>	<i>Exception &amp; Investigation Queues - Domestic ACH</i> provides information on ACH related queues.
<b>Chapter 8</b>	<i>External Response Exception Log Summary</i> provides information on External Response related screens.
<b>Chapter 9</b>	<i>Features</i> provides information on features like cancel, locking of records, clear queue, etc.
<b>Chapter 10</b>	<i>Function ID Glossary</i> has alphabetical listing of Function/Screen ID's used in the module with page references for quick navigation.

## 1.5 Glossary of Icons

This User Manual may refer to all or some of the following icons:

Icons	Function
	Exit
	Add row
	Delete row
	Option List

---

## 2. Exception and Investigation Queues - Overview

Exception queues are a logical stage of the payment processing where the payments are made available for further investigation or exception processing. If any exception is encountered during processing, payment transactions are moved to a queue specific to the type of exception. Actions that can be performed on a payment that is pending in a queue are predefined. Transactions with exceptions, pertaining to your logged in Host only are listed in the Queues.

Below mentioned exception and investigation queues are supported in Oracle Banking Payments:

S.No	Payments Queue	Queue Code
1	Repair Queue	TR
2	Business Override Queue	BO
3	Authorization Limit 1 Queue	AL
4	Authorization Limit 2 Queue	AL
5	Processing Cutoff Queue	PC
6	Sanction Check Queue	SC
7	Exchange Rate Queue	EE/ER
8	FX Unwind Queue	FC
9	EAC Queue	EA
10	ECA Queue	EC
11	Network Cutoff Queue	NC
12	Processing Exception Queue	PE
13	Inbound Message STP Queue	MC
14	External Pricing Queue	EP
15	Settlement Review Queue	SI
16	Warehouse Queue	FV
17	Accounting Queue	AC
18	Network Resolution Queue	NW
19	EU Payer Queue	EQ
20	R Processing Queue	RQ
21	Dispatch Queue	DQ

22	Dispatch Browser	DS
23	Template Queue	TQ
24	Outbound Charge Claim Queue	CO
25	Inbound Charge Claim Queue	CI
26	Standing Instruction Queue	ST
27	Standing Instruction Execution	SE
28	Inbound Cancellation Request Browser	CQ
29	Inbound Cancellation Request Queue	IR

---

**Note**

- Authorization limit queues are not applicable for Direct Debits and Faster Payments.
  - Network/Process cutoff queues are not applicable for Direct Debits.
-

## 3. Exception & Investigation Queues - Internal

### 3.1 Repair Queue

#### Usage of Repair Queues

A payment is moved to Repair Queue if the exception is a repairable error, as listed below:

#### Outbound payments

- Payment Chain Failure
- SWIFT related validations failure (F72, F59 length validations, F59 not present)
- IBAN not valid
- Counterparty bank code not available
- Counterparty bank code not valid
- Debit & Credit account are same
- Invalid Receiver BIC
- MIS Codes Invalid

#### Inbound Payments

- Account Status - Closed / Unauthorized
- Debit / Credit account Resolution failure
- Beneficiary name mismatch
- MIS Code Invalid

You can invoke “Repair Queue” screen by typing ‘PQSREPQU’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click New button on the Application toolbar.

Repair Queue

Search Advanced Search Reset Clear All

Case Sensitive

Queue Reference Number Transaction Reference Number Network Code

Queue Status Transaction Type Transfer Currency

Error Code Repair Reason File Reference Number

Customer Number Source Code Customer Service Model

Activation Date YYYYMM-DD Queue Action Source Reference Number

Records per page: 15 1 Of 1 Lock Columns: 0

Queue Reference Number	Transaction Reference Number	Network Code	Host Code	Queue Status	Transaction Type	Transaction Branch	Transfer Currency	Transfer Amount	File Reference Num
------------------------	------------------------------	--------------	-----------	--------------	------------------	--------------------	-------------------	-----------------	--------------------

Repair | Cancel | Authorize | Verify | Delete | Reject | View Queue Action | View Transaction

Exit

You can search using one or more of the following parameters:

- Queue Reference Number

- Transaction Reference Number
- Network Code
- Queue Status
- Transaction Type
- Transaction Branch
- Transfer Currency
- Transfer Amount
- File Reference Number
- Error Code
- Repair Reason
- Customer Service Model
- Customer Number
- Source Code
- Authorization Status
- Activation Date
- Queue Action
- Source Reference Number
- Company ID
- Batch ID
- Banking Priority
- Verification Status
- Network Type Code

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The queue records can be sorted out based on the Network cutoff time. Cutoff time is listed as part of the Queue records. This applicable for all the Payment Types.

---

**Note**

For cross-border transactions, the cutoff time is based on the BIC cutoff time applicable.

---

The following actions can be performed for transactions in Repair queue.

### **3.1.1 Repair**

This action enables you to modify the payment details and submit for re-processing. On completion of repair action, transaction is re-processed, starting from initial validations.

---

**Note**

You are allowed to modify only those erroneous data due to which, the payment is moved to repair queue.

---



You can invoke “Repair Action” screen by clicking on the action button present at bottom of the ‘Repair Queue ‘screen ‘PQSREPQU’.

On selecting a record in the Repair Queue screen and on clicking Repair Action button, details pertaining to that Transaction reference are displayed.

Specify the following fields:

#### **Remarks**

Specify any remarks, if any against the field that is likely to be repaired. This is a mandatory field.

#### **Repaired Data**

- Current inputted data is listed in the Old Data field. By default the same is listed on Repaired Data field as well. You can edit & correct the Repaired Data & repair the payment.
- If repaired new data is not proper, payment lands in the repair queue again.
- For a cross border payment, landed in repair queue when receiver BIC is unable to resolve from address details present, new learned record is created in DtoA (PMDDAMNT) screen on repair.

### **3.1.2 Cancel/Return/Suppress**

For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".

### **3.1.3 View Queue**

Displays all queue activities performed for the selected transaction.

You can invoke “View Queue Action” screen by clicking on the action button present at bottom of the ‘Repair Queue’ screen ‘PQSREPQU’.

### 3.1.4 Verify

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Verify'.
- Queue authorization status is 'Authorized', and Verification Status is 'Unauthorized'.
- If the 'Dual Authorization' is checked and if the derived Threshold amount is above the Threshold Amount maintained in the Dual Authorization preferences.
- If the 'Dual Authorization' is checked and Threshold Amount/Currency is not maintained in the Dual Authorization preferences.

You can invoke “Repairable Fields” screen by clicking on the action button present at the bottom’.

Verifier validates whether Verifier ID is different from Maker and Checker. Verifier ID, Verification Status and Verification Date Stamp are captured in this sub screen.

When you click OK, below actions are performed:

- Verification Status is marked as 'Authorized'.
- Verifier ID and Verification Date Stamp gets updated.
- Queue Action Log is updated with Verifier ID, Verification Date stamp and Authorization Status.
- Transaction is sent for Repair validations.

### 3.1.5 **Reject**

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorizer' or 'Verify'.
- Queue authorization status is 'Unauthorized', and Queue Verification Status is 'Unauthorized'.

You can invoke "Repairable Fields" screen by clicking on the action button present at the bottom'.

When you click OK, below actions are performed:

- If the Reject action is by Authorizer (Authorization Status is Unauthorized),
  - Authorization Status is marked as 'Rejected'. Checker ID, Checker Date stamp is updated.
  - Queue Action Log is updated with Authorization status as 'Rejected'. Checker ID, Checker Date stamp are updated for the Queue action.
  - Queue status is set to 'Pending'.
  - Repaired fields values are reset (No repaired information is stored).

---

#### Note

- If Dual Authorization is not enabled, Verification status is set as 'Not Required'.
- If the derived Threshold amount is below the Threshold Amount maintained in the Dual Authorization preferences, then 'Verification Status' value becomes 'Blank'.

- 
- If the Reject action is by Verifier (Verification Status is Unauthorized),

- Verification Status is marked as 'Rejected'. Verifier ID and Verification Date Stamp will be updated.
- Queue Action Log is updated with Verification Status as 'Rejected'. Verifier ID and Verification Date Stamp are updated for the Queue action.
- Queue status is set to 'Pending'.
- Repaired fields values are reset (No repaired information is stored).

### 3.1.6 Other Actions Supported

On selecting a record in the Repair Queue screen and on clicking View Queue Action button, queue details pertaining to that Transaction reference are displayed.

Actions	Functions
Authorize	Repair and Cancel operation initiated by a maker can be authorized by another user.
View Transaction	You can view both the inbound and outbound payment transactions that are available in Repair Queue in this screen. You can view the transaction details for the selected record.
Delete	Allows deletion of the Repair or Cancel action initiated by a maker, before authorization.

## 3.2 Business Override Queue

Payment transactions are logged in Business Override Queue if the exception encountered an overridable business exception as listed below:

- Duplicate Payment
- F23E is HOLD
- F72 Validation failure

You can invoke the 'Business Override Queue' screen by typing 'PQSOVRQU' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:

- Customer Number
- Queue Reference No
- Authorization Status
- Transfer Currency
- Activation Date
- Process Type
- Batch ID
- Source Code
- Transaction Type
- Network Code
- Transfer Amount
- Current Status
- Repair Reason
- Banking Priority
- Source Reference Number
- Transaction Branch
- File Reference Number
- Transaction Reference Number
- Customer Service Model
- Cross Border Transaction Reference Number
- Error Code
- Maker ID
- Network Type Code

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in Business Override queue:

Actions	Functions
Approve	Approve a payment with overrides. The payment is released for further processing.
Cancel	For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".
Authorize	Approve/Cancel operation initiated by a user can be authorized by another user.
Carry Forward	<p>1. User can manually move the transaction for processing on next working day. You can move forward the Activation Date manually through this screen.</p> <p>2. If a record is released from a queue to proceed with the processing (approve action authorization) with a back date as activation date, system will move the activation date as current date and initiate the processing from initial validations</p>

Actions	Functions
Delete	Allows the user, who initiated the action to delete the action before authorization.
View Queue Actions	Displays all queue activities performed for the selected transaction.
View Transaction	You can view the selected transaction details.

### Reject

Reject action opens a new sub screen 'PQDBORJT' to capture remarks during 'Reject' action by Checker. Reject action is allowed only if Authorization status is Unauthorized and if the user has access right for 'Authorize' action at Role/User level.

You can invoke the 'Reject Details' screen by clicking the Reject action on the screen.

When you click on OK button in this sub screen, the below processing changes are done:

- Queue Authorization status is updated as 'Rejected'.
- Authorization status in Queue action log is updated as 'Rejected'.
- Queue status gets reset to 'Pending'.
- Reject Remarks if provided by user gets populated against Checker remarks fields of Queue action log.

User actions Approve / Cancel / Carry Forward are allowed on the Rejected queue record.

## 3.3 Process Exception Queue

In case of runtime errors or missing maintenances on outbound payments as below transactions are moved to Process Exception Queue:

- Amount not within network limits
- Maintenance missing during processing (Accounttemplate, Currency pair etc)
- Customer account is blacklisted for network
- Non-existent customer account

You can invoke the Process Exception Queues Screen by typing 'PQSPRQUE' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:

- Customer Number
- Transaction Branch
- Queue Reference Number
- File Reference Number
- Network Code
- Transaction Reference Number
- Transfer Currency
- Source Reference Number
- Authorization Status
- Company ID
- Batch ID
- Banking Priority
- Network Type Code

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in this queue:

Actions	Functions
Retry	Retry a record. The record is released for further processing.
Cancel	For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".
Authorize	Cancel operation initiated by a user can be authorized by another user.
Delete	Allows the user who initiated the action, to delete the action before authorization.
View Action Queue	Allows the user to view the action.

Actions	Functions
View Transaction	Allows you to view the transaction of the record.

## 3.4 Authorization Limit 1 Queue

### Highlights of Authorization Limit Queues

- Facility to define two levels of authorization for transaction limits.

When Transfer Amount exceeds the authorization limit 1 amount configured in network currency preferences, a payment is moved to the Authorization Limit Level 1 Queue.

You can invoke the Authorization Limit Level 1 Queue Screen by typing 'PQSAU1QU' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:

- Customer Service Model
- Source Code
- Transfer Currency
- Transaction Amount
- Current Status
- Queue Reference No
- Maker ID
- Activation Date
- File Reference Number
- Transaction Reference Number
- Payment Type
- Source Reference Number
- Customer Number



- Authorization Status
- Transaction Branch
- Network Code
- Company ID
- Network Type Code

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in Authorization Limit Level 1 queue:

<b>Actions</b>	<b>Functions</b>
Approve	This option enables the further processing of the transaction even if the amount exceeds authorization limit level 1. On the click of Approve button, you will be re-directed to a screen to enter necessary remarks. The transaction is released for further processing after you enter the required remarks and click the <b>OK</b> button.
Cancel	For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".
View Queue Action	You can view the View Queue Action of the selected transaction details.
View Transaction	You can view the selected transaction details.
Authorize	Cancel/Carry Forward operation initiated by a user can be authorized by another user.
Delete	Allows the user who initiated the action, to delete the action before authorization.
Reject	This action allows you to reject the unauthorized user action. For more details refer to Section 3.4.1, "Reject".

### **3.4.1 Reject**

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorize'.
- Transaction Authorization Status is 'Unauthorized'.
- Reject action is allowed if only one record is selected.

You can invoke “Reject Details” screen by clicking on the action button present at the bottom.

Reject Details

Queue Reference Number \_\_\_\_\_ Transaction Reference Number \_\_\_\_\_  
Host Code \_\_\_\_\_ Network Code \_\_\_\_\_  
Network Type Code \_\_\_\_\_ Network Type Description \_\_\_\_\_  
Transaction Type \_\_\_\_\_ Transfer Currency \_\_\_\_\_  
Queue Status \_\_\_\_\_ Transfer Amount \_\_\_\_\_  
Remarks \_\_\_\_\_ Maker Id \_\_\_\_\_  
Reject Remarks \* \_\_\_\_\_

Ok Exit

When you click OK, below actions are performed:

- Queue Authorization status updates as ‘Rejected’.
- Queue status reset to ‘Pending’.
- In the Queue Action log, the Authorization status updates as ‘Rejected’. The Reject Remarks populates against the Checker Remarks field.

---

#### Note

Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.

---

## 3.5 Authorization Limit 2 Queue

### Highlights of Authorization Limit Queues

- Facility to define two levels of authorization for transaction limits.

---

#### Note

- Authorization Limits can be configured in Source Network Preferences screen.
  - Authorization Limit Level 2 checks is performed after Authorization Limit Level 1 checks.
  - Authorization Limit Level 2 checks are not applicable for Batch Booking Payments.
  - A payment is moved to the Authorization Limit Level 2 Queue when Transfer Amount exceeds the authorization limit 2 configured in source network preferences.
-

You can invoke the Authorization Limit Level 2 Queue Screen by typing 'PQSAU2QU' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:

- Customer Service Model
- Source Code
- Transfer Currency
- Transaction Amount
- Queue Reference Number
- Maker ID
- Activation Date
- File Reference Number
- Current Status
- Transaction Reference Number
- Payment Type
- Source Reference Number
- Customer Number
- Authorization Status
- Transaction Branch
- Transaction Type
- Network Code
- Company ID
- Network Type Code
- Customer Priority

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in Authorization Limit Level 2 queue:

Actions	Functions
Approve	This option enables the further processing of the transaction even if the amount exceeds authorization limit level 2. On the click of Approve button, you will be re-directed to a screen to enter necessary remarks. The transaction is released from the queue for further processing after you enter the required remarks and click the <b>OK</b> button.
Cancel	For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".
View Queue	You can view the View Queue Action of the selected transaction details.
View Transaction	You can view the selected transaction details.
Authorize	Cancel/Carry Forward operation initiated by a user can be authorized by another user.
Delete	Allows the user who initiated the action, to delete the action before authorization.
Reject	This action allows you to reject the unauthorized user action. For more details refer to Section 3.5.1, "Reject".

### 3.5.1 Reject

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorize'.
- Transaction Authorization Status is 'Unauthorized'.
- Reject action is allowed if only one record is selected.

You can invoke "Reject Details" screen by clicking on the action button present at the bottom.

When you click OK, below actions are performed:

- Queue Authorization status updates as 'Rejected'.
- Queue status reset to 'Pending'.
- In the Queue Action log, the Authorization status updates as 'Rejected'. The Reject Remarks populates against the Checker Remarks field.

---

## Note

Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.

---

## 3.6 Processing Cutoff Queue

If a payment receipt date time is after the Processing Cutoff time maintained, then the payment transaction is moved to this queue. This validation is applicable only for current dated transactions.

You can invoke “Processing Cutoff Queue” screen by typing ‘PQSPRCUQ’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click New button on the Application toolbar.

Processing Cutoff Queue

Search Advanced Search Reset Clear All

Case Sensitive

Transaction Reference Number File Reference Number Queue Reference Number

Network Code Payment Transaction Type Transaction Branch

Customer Number Transfer Currency Transfer Amount

Cutoff Time Value Date Customer Service Model

Source Code Source Reference Number Company ID

Batch ID Authorization Status Network Type Code

System Action Customer Priority

Records per page: 15 1 Of 1 Lock Columns: 0

Transaction Reference Number	File Reference Number	Queue Reference Number	Network Code	Host Code	Payment Transaction Type	Transaction Branch	Customer Number	Transfer Currency	Transfer Amount	Cutoff Time	Value Date	Remarks	Customer Service Model
------------------------------	-----------------------	------------------------	--------------	-----------	--------------------------	--------------------	-----------------	-------------------	-----------------	-------------	------------	---------	------------------------

Cancel Release Carry Forward Authorize Delete Reject View Queue Action View Transaction

Exit

You can search using one or more of the following parameters:

- Transaction Reference Number
- File Reference Number
- Queue Reference Number
- Network Code
- Payment Transaction Type
- Transaction Branch
- Customer Number
- Transfer Currency
- Transfer Amount
- Cutoff Time
- Value Date

- Customer Service Model
- Source Code
- Source Reference Number
- Company ID
- Batch ID
- Authorization Status
- Network Type Code
- System Action
- Customer Priority

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions are allowed in the Processing Cutoff Queue:

Actions	Functions
Cancel	For the details on processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".
Release	Although transaction cut off is over, payment can be released for current day processing. Payment value date will remain as current date. Authorization is supported for this action. Payments released from Processing Cutoff queue does not undergo transaction cut-off time checks again. You can select multiple records and initiate 'Release' action.
Carry Forward	You can manually move the transaction for processing on next working day. Value date will be moved to next working day. Existing value date will be stored in 'Original Value Date' field. Authorization is supported for this action.
Delete	Allows the user who initiated the action, to delete the action before authorization.
Reject	This action allows you to reject the unauthorized user action. For more details refer to Section 3.6.0.1, "Reject".
Authorize	Cancel/Release/Carry Forward operation initiated by a user can be authorized by another user.
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.

### 3.6.0.1 **Reject**

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorize'.
- Transaction Authorization Status is 'Unauthorized'.
- Reject action is allowed if only one record is selected.

You can invoke “Reject Details” screen by clicking on the action button present at the bottom.

When you click OK, below actions are performed:

- Queue Authorization status updates as ‘Rejected’.
- Queue status reset to ‘Pending’.
- In the Queue Action log, the Authorization status updates as ‘Rejected’. The Reject Remarks populates against the Checker Remarks field.

---

#### Note

Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.

---

## 3.7 Network Cutoff Queue

You can invoke “Network Cutoff Queue” screen by typing ‘PQSNETCQ’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:

- Transaction Reference Number
- File Reference Number
- Queue Reference Number
- Network Code
- Payment Transaction Type
- Transaction Branch
- Customer Number
- Transfer Currency
- Transfer Amount
- Network Cutoff Time
- Activation Date
- Authorization Status
- Company ID
- Network Type Code
- System Action
- Customer Priority

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

Payments processed after network cutoff time will be resolved as Network Post cutoff Payment Transactions. Single payment and batch entries are logged into this queue.

The following actions can be performed for transactions in Network Cutoff queue:

<b>Actions</b>	<b>Functions</b>
Cancel	For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".
Force Release	1. Although transaction cut off is over, payment can be released for current day processing. 2. Payment value date will remain as current date. Payments released from Network Cutoff queue will not undergo network cut-off time checks again. 3. You can select multiple records from the queue and perform this action. 4. Payments of different payment types can be selected together.
Carry Forward	1. User can manually move the transaction for processing on next working day. Value date will be moved to next working day. Existing value date will be stored in 'Original Value Date' field.
Delete	Allows the user who initiated the action, to delete the action before authorization.
Reject	This action allows you to reject the unauthorized user action. For more details refer to Section 3.7.1, "Reject".
Authorize	Cancel/Force Release/Carry Forward operation initiated by a user can be authorized by another user.



View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.

---

**Note**

- When transaction is cancelled from NC Queue, ECA reversal request is sent to DDA system, if ECA amount block was already performed
  - On cancellation, the remarks specified in the NC Queue is passed in the <REMARKS> tag in the ECA reversal request
- 

### 3.7.1 Reject

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorize'.
- Transaction Authorization Status is 'Unauthorized'.
- Reject action is allowed if only one record is selected.

You can invoke "Reject Details" screen by clicking on the action button present at the bottom.

When you click OK, below actions are performed:

- Queue Authorization status updates as 'Rejected'.
- Queue status reset to 'Pending'.
- In the Queue Action log, the Authorization status updates as 'Rejected'. The Reject Remarks populates against the Checker Remarks field.

---

**Note**

Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.

---

## 3.8 Non STP Queue

The Non STP Queue screen lists all the transaction which are not required to be processed as STP for specific customers based on STP rule and Customer Restriction Preference maintenance.

To invoke this screen, type 'PQSNSTPQ' in the field at the top right corner of the Application Tool bar and click the adjoining arrow button.

Non STP Queue

Search Advanced Search Reset Clear All

Case Sensitive

Queue Reference Number Transaction Reference Number Transaction Branch

Authorization Status Network Code Source Code

Customer Number File Reference Number Related Reference Number

Source Reference Number Book Date yyyy-MM-dd Instruction Date yyyy-MM-dd

Current Status Channel Type Transfer Currency

Transfer Amount Transaction Type Debtor Account Number

Records per page: 15 1 Of 1 Lock Columns: 0

Queue Reference Number	Transaction Reference Number	Transaction Branch	Authorization Status	Network Code	Source Code	Customer Number	File Reference Number	Related Reference Number

Release | Modify | Authorize | Delete | Reject | Cancel | View Message | View Transaction | Verify | View Queue Action

Exit

You can search using one or more of the following parameters:

- Queue Reference Number
- Transaction Reference No
- Transaction Branch
- Authorization Status
- Network Code
- Source Code
- Customer Number
- File Reference Number
- Related Reference Number
- Source Reference Number
- Book Date
- Instruction Date
- Current Status
- Channel Type
- Transfer Currency
- Transfer Amount
- Transaction Type
- Debtor Account Number
- Customer Service Model
- Rule Name
- Network Type Code
- Verification Status

On click of 'Search' button, system displays the records that match the search criteria specified.

---

**Note**

- The Non-STP rule evaluation processing evaluates all rules defined in the Non-STP Rule maintenance (PMDNSRLE) for an uploaded transaction. It does not stop the rule evaluation processing immediately after a successful rule evaluation (Non-STP Rule is applicable for the transaction).
  - The uploaded transaction moves to Non-STP Queue (PQSSTPQU) and shows all the rules satisfied in the Rule Name field. A semi-colon separates the rules.
  - The rule name field length is a maximum of 500 characters.
- 

Following actions can be performed in this browser:

### **3.8.1** **Release**

This action allows you to release the transaction to further processing, depending on the payment type (Book/SEPA/Cross Border etc.) and the transaction type (outgoing/Incoming).

### **3.8.2** **Modify**

After clicking Modify button for the selected transaction, respective Transaction Input screen gets launched in unlock mode.

Modify action opens the transaction input screen based on the last authorized version of the transaction.

---

**Note**

- The Modify user action allows you to edit only the amendable fields list maintained in Non STP Amend Allowed Fields Detailed (PMDNSAMD) screen for the Source Code, Channel Type, and Transaction Input combination.
  - If there is no maintenance found, the amendable fields list gets enabled for user modification which is maintained in the Non STP Default Amend Allowed Fields Detailed (PMDNSDAM) screen for the Channel Type and Transaction Input combination.
- 

### **3.8.3** **Authorize**

After clicking Authorize button for the selected transaction, respective transaction input screen is opened in Authorize mode.

### **3.8.4** **Delete**

This action allows you to delete last user action. For example, If maker takes a Cancel user action by mistake, the maker can undo that action using this 'Delete' action button. If maker has modified a transaction by mistake, the maker can delete the modification using 'delete' action.

### **3.8.5** **Reject**

This action allows you to reject the unauthorized user action.

### 3.8.6 Cancel

When you click on Cancel action, screen PQDNSTPC is launched to capture the Remarks.

The screenshot shows a window titled "Non STP Queue" with the following fields and controls:

- Queue Reference Number (text input)
- Transaction Reference Number (text input)
- Host Code (text input)
- Network Code (text input)
- Network Type Code (text input)
- Transaction Type (text input)
- Transfer Currency (text input)
- Transfer Amount (text input)
- Remarks (text input with a blue speech bubble icon)
- Queue Status (text input)
- UETR (text input)
- gpi Agent (dropdown menu with "Yes" selected)
- Incoming gpi
- Authorizer Remarks (text input)
- Reject/Return Details**
  - Reject Code (text input with a blue speech bubble icon)
  - Reject Reason (text input)
  - Suppress Reject gpi/Universal Confirmation

At the bottom, there is a status bar with the following information:

- Maker Id: RADMIN3
- Checker ID
- Authorization Status: Unauthorized
- Maker Date Stamp: 2021-11-23 07:38:35
- Checker Date Stamp
- Buttons: Ok, Exit

Below fields are displayed:

#### **Queue Reference number**

This field displays Queue Reference of selected Transaction.

#### **Transaction Reference Number**

This field displays Transaction Reference of selected Transaction.

#### **Host Code**

This field displays Host Code of selected Transaction.

#### **Network Code**

This field displays Network Code of selected Transaction.

#### **Payment Type**

This field displays Payment Type of selected Transaction.

#### **Transaction Type**

This field displays Transaction Type of selected Transaction.

#### **Transfer Currency**

This field displays Transfer Currency of selected Transaction.

#### **Transfer Amount**

This field displays Transfer Amount of selected Transaction.

#### **Remarks**

You can specify the Remarks.

#### **Queue Status**

This field displays Queue Status of selected Transaction.

#### **Reject Code**

This field displays the Reject Code (Same list of codes captured in PQDCANQU screen).

---

**Note**

Reject code is same as the reject codes on PQDCANQU screen which intern fetches the Reject code from PMDRJMNT screen.

---

**Reject Reason**

This field displays the Reason of the Reject Code selected.

**3.8.7 View Message**

After clicking View Message, it fetches the underlying message from different data stores, based on its Channel Type selected and displays the View Message sub screen.

**3.8.8 View Transaction**

After clicking View Transaction button, system launches the respective transaction view screen based on Payment Type and Transaction Type (Outgoing / Incoming). E.g. For Book Transfer, the function id 'PBDOTNVW' / For Fedwire Outbound 'PBDOTNVW' etc.

---

**Note**

You can view all the versions of transaction data.

You can view the old value and new value (modified value) from the initial version and the current modified version using 'View Change Log' button / sub screen.

The above feature is supported for Book Transfer / Cross Border / RTGS and US Fedwire payment types.

---

**3.8.9 Verify**

After clicking Verify button for the selected transaction, respective transaction input screen is launched.

**3.8.10 View Queue Action**

After clicking View Request Action, existing Queue Action screen (PQDVWQAC) gets launched and it displays all the user actions taken on this message.

**3.9 Warehouse Queue**

This queue contains all Future valued payments, or basically payments whose Activation date is not the current date, of all Payment types.

This Warehouse Queue displays both Outgoing and Incoming payments of all Payment types.

Support for Cancellation of payment from the Warehouse queue is provided.

You can invoke the Warehouse Queue Screen by typing 'PQSFUVAQ' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the application toolbar.

You can search using one or more of the following parameters:

- Network Code
- Transaction Reference Number
- Payment Transaction Type
- Authorization Status
- Activation Date
- Credit Value Date
- Booking Date
- Transfer Currency
- Transfer Amount
- Customer Number
- Debtor Account Number
- Prefunded Payments
- End To End Id
- File Reference Number
- Transaction Branch Queue Reference Number
- Source Reference Number
- Source Code
- Instruction Date
- Creditor Account Number
- Creditor IBAN
- Debtor Account IBAN
- Batch ID
- Customer Service Model
- User Reference Number
- Company ID
- Queue Action

- Verification Status
- Network Type Code
- Customer Priority

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in this queue:

<b>Actions</b>	<b>Functions</b>
View Trans-action	You can select a particular transaction in this queue and click this action button. The screen display the transaction details in the View screen of the applicable payment type.
Cancel	For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".
Modify	This action is applicable for Cross Border MT and book transfer transactions. This action allows dual authorization.
Change Value Date	You can click this action button for the selected payment. The system enables you to move the transaction Activation date (and also the Value date) further ahead in the future or move back the date through to the current day (if required).
Authorize	Click this button to authorize action for selected transactions. Cancel and Value Date Change actions require authorization by another user unless the maker has auto-authorization rights.
Verify	If dual authorization is enabled, the Verifier can verify an authorized transaction record.
View Queue Action	You can select a transaction and click this action button to show the actions taken by system or users and the associated audit trail.
Delete	You can delete the action taken on a particular transaction before authorization by clicking this button.

### **3.9.1 Reject**

Reject action opens a new sub screen "PQDFVRJT" to capture remarks during 'Reject' action by Checker. Reject action is allowed only, if Authorization status is Unauthorized and if the user has access right for 'Authorize' action at Role/User level.

You can invoke the 'Reject Details' screen by clicking the Reject action on the screen.

Reject Details

New Enter Query

Queue Reference Number \_\_\_\_\_

Host Code \_\_\_\_\_

Payment Type

Transfer Currency \_\_\_\_\_

Queue Status

Remarks \_\_\_\_\_

Reject Remarks \_\_\_\_\_

Transaction Reference Number \_\_\_\_\_

Network Code \_\_\_\_\_

Transaction Type

Transfer Amount \_\_\_\_\_

Maker Id \_\_\_\_\_

Ok Exit

When you click on OK button in this sub screen, the below processing changes are done:

- Queue Authorization status is updated as 'Rejected'
- Authorization status in Queue action log is updated as 'Rejected'
- Queue status gets reset to 'Pending'.
- Reject Remarks if provided by user gets populated against Checker remarks fields of Queue action log.
- If the last Queue action was 'Change Value Date' [CHG\_VAL\_DT], then the value dates are reset.

User actions Change Value Date, Cancel are allowed on the Rejected queue record.



## 3.10 Exchange Rate Queue

You can invoke “Exchange Rate/External Exchange Rate Queue” screen by typing ‘PQSEXEXQ’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click New button on the Application toolbar.

Exchange Rate Queue

Search Advanced Search Reset Clear All

Case Sensitive

Transaction Reference Number

Buy Currency

Sell Amount

Exchange Rate

Host Code

Customer Number

Source Code

Source Reference Number

Queue Code

Customer Priority

File Reference Number

Buy Amount

External Exchange Rate

Authorization Status

Payment Transaction Type

Customer Account Number

Customer Service Model

Company ID

Account Currency

Queue Reference Number

Sell Currency

Status

Network Code

Transaction Branch

Buy Sell Indicator

FX Reference Number

Batch ID

Network Type Code

Records per page: 15 1 Of 1 Lock Columns: 0

Transaction Reference Number	File Reference Number	Queue Reference Number	Buy Currency	Buy Amount	Sell Currency	Sell Amount	External Exchange Rate	Status	Exchange Rate	Remarks	Host ID	Authorization Status	Network Code	Host Code	Payment Transacti
------------------------------	-----------------------	------------------------	--------------	------------	---------------	-------------	------------------------	--------	---------------	---------	---------	----------------------	--------------	-----------	-------------------

Cancel | Edit FX Details | Resend | Carry Forward | Authorize | Delete | View Queue Action | View Transaction | Reject

Exit

You can search using one or more of the following parameters:

- Transaction Reference Number
- File Reference Number
- Queue Reference Number
- Buy Currency
- Buy Amount
- Sell Currency
- Sell Amount
- External Exchange Rate
- Status
- Module
- Exchange Rate
- Authorization Status
- Network Code
- Host Code
- Payment Type
- Payment Transaction Type
- Transaction Branch
- Customer Number
- Customer Account Number
- Buy Sell Indicator
- Source Code

- Customer Service Model
- FX Reference Number
- Source Reference Number
- Company ID
- Batch ID
- Account Currency
- Queue Code
- Network Type Code

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

### Queue Code

This column indicates, if the transaction is part of the Internal Exchange Rate Queue/ External Exchange Rate Queue.

The queue code for the transactions landing on this queue is considered as Internal Exchange Rate Queue if External Exchange Rate Applicable flag is Off at Network Preference. Else, if this flag is set On, then the queue code is considered as External Exchange Rate Queue.

The screenshot shows the 'Edit FX Details' window with the following fields:

- Action Code**: Text input
- Queue Reference Number**: Text input
- Queue Sequence No.**: Text input
- Host Code**: Text input
- Queue Code**: Text input
- Payment Type**: Dropdown menu (SEPA CT)
- Payment Transaction Type**: Dropdown menu (Outgoing)
- Network Code**: Text input
- Instruction Date**: Text input (YYYYMMDD)
- Exchange Rate**: Text input
- FX Reference Number**: Text input
- Remarks**: Text input
- Send Request**: Dropdown menu (Yes)
- Transaction Reference**: Text input
- Batch Identification**: Text input
- Buy Sell Indicator**: Dropdown menu
- Buy Currency**: Text input
- Buy Amount**: Text input
- Sell Currency**: Text input
- Sell Amount**: Text input
- Customer**: Text input
- Customer Name**: Text input
- Customer Account**: Text input
- Account Description**: Text input
- Payment Request Details for Reference**: Section header
- Unit Currency Received**: Text input
- Exchange Rate Received**: Text input
- System Unit Currency**: Text input
- System Base Rate**: Text input
- Amounts Before External Call For Reference**: Section header
- Debit Amount**: Text input
- Credit Amount**: Text input

The following actions can be performed for transactions in Internal/External Exchange Rate Queue:

Actions	Functions
Cancel	For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".

Edit FX Details	<p>1. You can input Exchange Rate manually on this screen &amp; proceed, if transaction is in Internal Exchange Rate Queue.</p> <p>2. Exchange Rate, FX reference number &amp; Send Request are allowed only for transactions in External Exchange Rate Queue, subject to:</p> <ul style="list-style-type: none"> <li>• Outbound transactions with Queue status Rejected</li> <li>• Inbound transactions with Queue status Retain in Queue</li> </ul> <p>3. If Send Request is Yes, an additional request will be sent to the External Exchange Rate System. If No, the Exchange Rate input on this screen will be considered as final, and transaction will be proceeded further.</p>
Resend	<p>1. This action is allowed only for transactions with Queue Code as External Exchange Rate Queue and Queue status is Timed Out or Pending.</p> <p>2. This action re-sends a duplicate request to External Exchange Rate System.</p> <p>3. No edit of FX details are allowed for queue statuses – 'Pending/Time out'.</p> <p>4. You can select multiple records and initiate 'Resend' action.</p> <p>5. Resend Action will not support authorization.</p>
Carry Forward	<p>1. User can manually move the transaction for processing on next working day. You can move forward the Activation Date manually through this screen.</p> <p>2. If a record is released from a queue to proceed with the processing (approve action authorization) with a back date as activation date, system will move the activation date as current date and initiate the processing from initial validations.</p> <p>3. This action is applicable only for Internal Exchange Rate.</p>
Authorizer	Cancel/ Rate Input actions initiated by a user can be authorized by another user.
Delete	Allows the user who initiated the action, to delete the action before authorization.
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.
Reject	This action allows you to reject the unauthorized user action. For more details refer to Section 3.10.1, "Reject".

### 3.10.1 **Reject**

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorize'.
- Transaction Authorization Status is 'Unauthorized'.
- Reject action is allowed if only one record is selected.

You can invoke “Reject Details” screen by clicking on the action button present at the bottom.

The screenshot shows a window titled "Reject Details" with the following fields:

- Queue Reference Number
- Host Code
- Network Type Code
- Transaction Reference Number
- Network Code
- Network Type Description
- Transaction Type (dropdown)
- Queue Status (dropdown)
- Transfer Currency
- Transfer Amount
- Maker Id
- Remarks
- Reject Remarks \*

Buttons: Ok, Exit

When you click OK, below actions are performed:

- Queue Authorization status updates as 'Rejected'.
- Queue status reset to 'Pending'.
- In the Queue Action log, the Authorization status updates as 'Rejected'. The Reject Remarks populates against the Checker Remarks field.

---

#### Note

Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.

---

## 3.11 FX Unwind Queue

On cancellation or rollover of a transaction which has completed external FX processing, a reversal request is handed off to FX system automatically. On queue cancellation or rollover of a cross-currency transaction with External FX reference, the transaction is moved to a FX Unwind Queue before processing the action.

You can invoke “FX Unwind Queue” screen by typing ‘PQSFXCAN’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click New button on the Application toolbar.

Following scenarios are covered with FX Unwind Queue:

- Auto/Manual Rollover
- Cancellation from any queue.

Following are the status updates and process that happens in the FX Unwind Queue:

- The cancel/rollover processing continues in parallel irrespective of the fact that the transaction is logged in FX unwind queue.
- In rollover cases the transaction is moved to FV queue and on the value date the processing are done when the job is run for the current value dated transactions, even if the transaction is pending in the FX unwind queue.
- Releasing the transaction before value date from FX unwind queue, to be operationally handled.

You can search using one or more of the following parameters:

- Transaction Reference Number
- File Reference Number
- Queue Reference Number
- Buy Sell Indicator
- Buy Currency
- Buy Amount
- Sell Currency
- Sell Amount
- Exchange Rate
- Remarks
- Authorization Status
- Network Code
- Payment Transaction Type
- Transaction Branch

- Customer Number
- Account Number
- Account Currency
- Source Code
- Customer Service Model
- FX Reference Number
- Source Reference Number
- Company ID
- Batch ID
- Instruction Date
- Network Type Code

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in FX Unwind Queue:

Actions	Functions
Approve	1. Upon sending necessary requests for external systems manually for FX reversal, the user can invoke 'Release' action so that the transaction can be processed further.  2. Cancellation or rollover processing can be continued. However, no reversal FX request generation is applicable.  3. Authorization is supported for this action.  4. You can provide edit FX reference and FX rate while initiating Approve action for a transaction pending for rollover.
Authorize	Approve action requires authorization.
Delete	Allows the user who initiated the action, to delete the action before authorization for the Approve action.
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.

### 3.12 Network Resolution Queue

Payment transactions initiated from Single Payment / C2B / SWIFT pass through / MT101 undergoes network resolution based on the network rule maintained. Payments failed to derive network, lands in network resolution queue.

You can invoke the Network Resolution Queue by typing 'PQSNWRQU' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:

- Customer Number
- Debit Account
- Requested Execution Date
- Initiation Date
- Source Code
- Transaction Branch
- Prefunded Payments
- Transfer Currency
- Source Reference Number
- Transaction Reference Number
- File Reference Number
- Company ID
- Batch ID
- Current Status
- Channel Type (SWIFT, SPS, C2B, MT101 & MT204)
- Authorization Status
- Verification Status

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

---

#### Note

Network Resolution Queue displays the transactions that cancelled also in the Queue. If the Queue status is 'Cancelled' and Authorization Status is 'Authorized', then no user action is allowed.

---

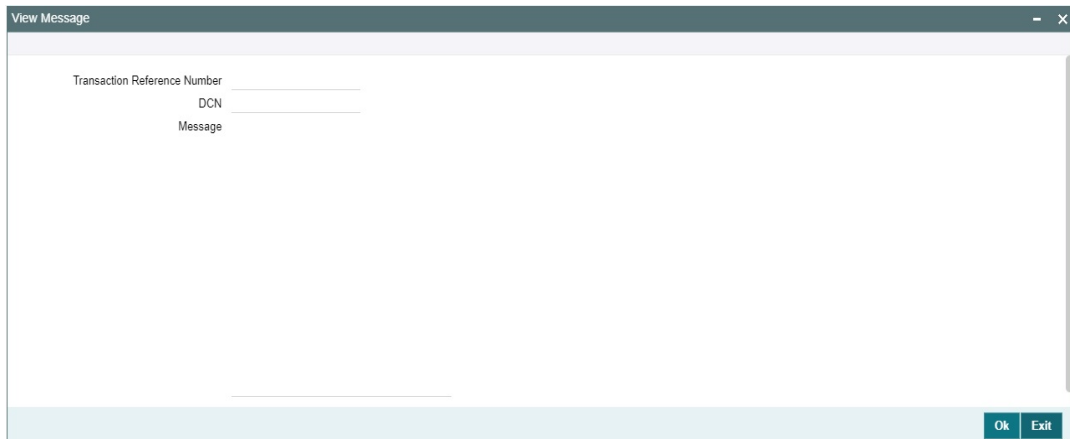
The following actions can be performed for transactions in this queue:

Actions	Functions
View Message	You can select a particular network in this queue and then click this action button to view the message.
Select Network	You can select a particular network in this queue and click this action button.
Cancel	You can specify the Cancel and Reject/Return related details.
Authorize	You can select a particular network in this queue and then click this action button to authorize the network.
View Queue Action	You can select a network and click this action button to show the actions taken by system or users and the associated audit trail.
Verify	You can verify the transaction only if dual authorization is enabled.
Reject	Either the Authorization status or Verification status is Unauthorized, the you can reject the transaction.
View Cancel Details	You can view Cancel and Sanction Check related details.

### 3.12.1 View Message

View Message button opens the underlying message of the selected transaction, as below:

- If its Channel is SWIFT (MT103 / MT202), this action will fetch the underlying message from PMTB\_MSG\_DLY\_MSG\_IN data store - SWIFT inbound browser. The message is displayed on a new sub screen as below:



- If its Channel is SPS: This action check for the Channel Sub Type of the transaction and display the message as below:
  - If booked via ReST or GW or JSON Over JMS (MDB), then View Message will fetch the underlying message from PMTB\_INCOMING\_LOG data store, which is the staging area for ReST & GW requests of SPS. This sub screen appears as below.
  - If booked via UI, then error message "View message not supported for transaction booked via UI" is displayed.



- If booked via Bulk SPS, then error message " View message restricted for bulk transactions " is displayed.

The screenshot shows a 'View Message' window with the following details:

- Host Code: CROATIA
- Transaction Reference No: 1816610346820000
- Message Id: (empty)
- Request Message: (empty)
- Exit button: (bottom right)

- If its Channel is MT101 / MT204 / C2B : Error message will pop up indicating, view message restricted for bulk transactions. These inbound messages could have multiple transactions. While the network resolution could have failed for one of its transaction, displaying all transactions in the message will mislead.

### 3.12.2 Select Network

This sub screen is launched if you have the required Role/User Level access right for the User Action 'Select Network'.

You can invoke the 'Select Network' screen by clicking on the action button present at the bottom.

The user can launch the 'Select Network' screen to resolve the network code.

This screen contains two section:

- View section: In this section data is displayed as received from the message.
- Edit section: In this section user can update the data.

### 3.12.3 Cancel

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Verify'.
- Current Queue status is 'Pending', and Authorization status is 'Authorized'.
- Only one transaction is selected.

You can invoke “Cancel” screen by clicking on the Cancel action button.

Remarks field is mandatory. If not entered, an error message is displayed.

Reject Code is mandatory if the channel type is SWIFT. The Reject codes displays all the 'gpi Reject Reason codes' maintained in SWIFT gpi Static Preferences (PXDGPISST). maintenance.

### 3.12.4 Verify

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Verify'.
- Queue authorization status is 'Authorized', and Verification Status is 'Unauthorized'.
- User is different from Maker & Checker.
- If the 'Dual Authorization' is checked and if the derived Threshold amount is above the Threshold Amount maintained in the Dual Authorization preferences.
- If the 'Dual Authorization' is checked and Threshold Amount/Currency is not maintained in the Dual Authorization preferences.

You can invoke “Verify” screen by clicking on the action button present at the bottom.

Verifier validates whether Verifier ID is different from Maker and Checker. Verifier ID, Verification Status and Verification Date Stamp are captured in this sub screen.

When you click OK, below actions are performed:

- Verification Status is marked as 'Authorized'.
- Verifier ID and Verification Date Stamp gets updated.
- Queue Action Log is updated with Verifier ID, Verification Date stamp and Authorization Status.
- Transaction is sent for Network Resolution validations.

### 3.12.5 Reject

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorizer' or 'Verify'.
- Queue authorization status is 'Unauthorized', and Queue Verification Status is 'Unauthorized'.

You can invoke "Reject" screen by clicking on the action button present at the bottom.

When you click OK, below actions are performed:

- If the Reject action is by Authorizer (Authorization Status is Unauthorized),
  - Authorization Status is marked as 'Rejected'. Checker ID, Checker Date stamp is updated.
  - Queue Action Log is updated with Authorization status as 'Rejected'. Checker ID, Checker Date stamp are updated for the Queue action.
  - Queue status is set to 'Pending'.
  - Values provided by Maker for network resolution will be reset.
- If the Reject action is by Verifier (Verification Status is Unauthorized),
  - Verification Status is marked as 'Rejected'. Verifier ID and Verification Date Stamp will be updated.
  - Queue Action Log is updated with Verification Status as 'Rejected'. Verifier ID and Verification Date Stamp are updated for the Queue action.
  - Queue status is set to 'Pending'.
  - Values provided by Maker for network resolution will be reset.

### 3.12.6 View Queue Action

You can view all the queue activities performed for the selected transaction.

You can invoke “View Queue Action” screen by clicking on the action button present at the bottom’.

Network Queue Action

Enter Query

Transaction Reference \_\_\_\_\_ Transfer Currency \_\_\_\_\_

Host Code \_\_\_\_\_ Transfer Amount \_\_\_\_\_

Payment Type \_\_\_\_\_ Network Code \_\_\_\_\_

Queue Reference \_\_\_\_\_ File Reference Number \_\_\_\_\_

Latest Queue Sequence \_\_\_\_\_ Transaction Type \_\_\_\_\_

Transaction Branch \_\_\_\_\_

Queue Status Queue Sequence Action Remarks Maker Id Maker Date Stamp Checker ID Checker Date Stamp Authoriza

Go 1 Of 1

Exit

### 3.12.7 View Cancel Details

On clicking of this button, you can view the ‘View Cancel Details’ sub screen to display the Sanctions Statuses and Sanctions Request/Response Messages.

View Cancel Details

Queue Reference Number \_\_\_\_\_ Transaction Reference Number \_\_\_\_\_

Source Reference Number \_\_\_\_\_ Transaction Branch \_\_\_\_\_

Host Code \_\_\_\_\_ Transfer Amount \_\_\_\_\_

Transfer Currency \_\_\_\_\_ Payment Initiation Channel \_\_\_\_\_

Channel Type \_\_\_\_\_

Sanction Check Details

Sanction Check Status Not Applicable

Primary External Status \_\_\_\_\_ Sanctions Check Reference \_\_\_\_\_

Secondary External Status \_\_\_\_\_

View Sanction Message Log

Ok Exit

In this screen, View Sanction Queue Action log displays the sanctions request/response messages.

## 3.13 Settlement Review Queue

When the source preference is ‘Default and Verify’, all payment transactions lands in this queue.

If the customer of the payment has a default SSI, the same is picked by default and is moved here, for verification.

If the customer of the payment doesn't have a default SSI setup, transaction moves here, expecting user to manually review and fill.

If the SSI label specified in the transaction is invalid, then the transaction lands on this queue.

You can invoke the Settlement Review Queue by typing 'PQSSSIQU' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the Application toolbar.

Settlement Review Queue

Search Advanced Search Reset Clear All

Case Sensitive

Queue Reference Number Transaction Reference Number SSI Label

Queue Status Transaction Type Authorization Status

Network Code Transaction Branch Transfer Currency

File Reference Number Error Code Transfer Amount

Customer Number Source Reference Number Verification Status

Network Type Code

Records per page 15 1 Of 1 Go Lock Columns 0

Queue Reference Number	Transaction Reference Number	SSI Label	Queue Status	Transaction Type	Authorization Status	Network Code	Transaction Branch	Transfer Currency	File Reference N
------------------------	------------------------------	-----------	--------------	------------------	----------------------	--------------	--------------------	-------------------	------------------

Repair | Approve | Cancel | Authorize | Verify | Delete | Reject | View Queue Action | View Transaction

Exit

You can search using one or more of the following parameters:

- Queue Reference Number
- Transaction Reference Number
- SSI Label
- Queue Status
- Transaction Type
- Authorization Status
- Network Code
- Transaction Branch
- Transfer Currency
- File Reference Number
- Error Code
- Transfer Amount
- Customer Number
- Source Reference Number
- Verification Status
- Network Type Code

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in this queue:

Actions	Functions
Repair	SSI label update is allowed for all Payment types. The list of values will fetch the SSI labels applicable for the customer network and transfer currency.
Approve	You can view the settlement details as populated in the transaction and approve the same. This does not require authorization by another user. The SSI details screen is opened in view mode on initiating Approve action. Click OK button and complete the action.
Cancel	For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".
Authorize	Cancel/ Approve initiated by a user can be authorized by another user.
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.
Delete	Allows the user who initiated the action, to delete the action before authorization.
Verify	You can verify the transaction only if dual authorization is enabled.
Reject	Either the Authorization status or Verification status is Unauthorized, the you can reject the transaction.

### 3.13.1 Verify

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Verify'.
- Queue authorization status is 'Authorized', and Verification Status is 'Unauthorized'.
- User is different from Maker & Checker.
- If the 'Dual Authorization' check is checked and if the derived Threshold amount is above the Threshold Amount maintained in the Dual Authorization preferences.
- If the 'Dual Authorization' flag is checked and Threshold Amount/Currency is not maintained in the Dual Authorization preferences.

For Cross Border Outgoing transactions, you can invoke the 'Settlement Party Details' by typing 'PQDSSIRE' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button or by clicking on the action button present at the bottom.

For Cross Border Incoming transactions, you can invoke the 'Settlement Party Details' by typing 'PQDXISIQ' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button or by clicking on the action button present at the bottom.

For Non-Cross Border payment type Outgoing transactions, you can invoke the 'Settlement Party Details' by typing 'PQDBSIRE' in the field at the top right corner of the application



toolbar and clicking the adjoining arrow button or by clicking on the action button present at the bottom.

Settlement Beneficiary Details

Enter Query

Customer Number \_\_\_\_\_ Network Code \_\_\_\_\_

SSI Label \_\_\_\_\_ Transfer Currency \_\_\_\_\_

Transaction Reference \_\_\_\_\_ Confirmation of Review

Queue Reference Number \_\_\_\_\_ Authorizer Remarks \_\_\_\_\_

Ssi Details

Beneficiary Account \_\_\_\_\_ Verifier Remarks \_\_\_\_\_

Beneficiary Name \_\_\_\_\_

Beneficiary IBAN \_\_\_\_\_

Beneficiary Bank BIC \_\_\_\_\_

Ok Exit

When you click OK, below actions are performed:

- Verification Status is marked as 'Authorized'.
- Verifier ID and Verification Date Stamp gets updated.
- Queue Action Log is updated with Verifier ID, Verification Date stamp and Verification Status.
- Transaction is sent for Settlement validations.

### 3.13.2 **Reject**

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorizer' or 'Verify'.
- Queue authorization status is 'Unauthorized', and Queue Verification Status is 'Unauthorized'.

You can invoke “Settlement Party Details” screen by clicking on the action button present at the bottom depending on the payment type/transaction type as mentioned above in Verify section.

When you click OK, below actions are performed:

- If the Reject action is by Authorizer (Authorization Status is Unauthorized),
  - Authorization Status is marked as 'Rejected'. Checker ID, Checker Date stamp is updated.
  - Queue Action Log is updated with Authorization status as 'Rejected'. Checker ID, Checker Date stamp are updated for the Queue action.
  - Queue status is set to 'Pending'.
  - Settlement Party Details provided by user are reset.
- If the Reject action is by Verifier (Verification Status is Unauthorized),
  - Verification Status is marked as 'Rejected'. Verifier ID and Verification Date Stamp will be updated.
  - Queue Action Log is updated with Verification Status as 'Rejected'. Verifier ID and Verification Date Stamp are updated for the Queue action.
  - Queue status is set to 'Pending'.
  - Settlement Party Details provided by user are reset.

### 3.13.3 View Queue Action

You can view all the queue activities performed for the selected transaction.

You can invoke “View Queue Action” screen by clicking on the action button present at the bottom.’.

Queue Action

Enter Query

Transaction Reference  
Host Code  
Payment Type  
Queue Reference  
Latest Queue Sequence  
Transaction Branch

Transfer Currency  
Transfer Amount  
Network Code  
File Reference Number  
Payment Transaction Type

1 Of 1

Queue Status	Queue Sequence	Action	Remarks	Maker Id	Maker Date Stamp	Checker ID	Checker Date Stamp
--------------	----------------	--------	---------	----------	------------------	------------	--------------------

Exit

### 3.14 EU Payer Compliance Queue

Exceptions arising out of the EU Payer Compliance checks, can be handled as part of the EU Payer Compliance Queue.

Payment moves to EU Payer Compliance Queue, if the Payment does not have the required information and is suspended based on the STP Action maintained at EU Payer Rule. User can repair the missing Payment Attributes and authorize it from the Queue so that the Payment can get into the STP flow again.

You can invoke ‘EU Payer Compliance Queue’ screen by typing ‘PQSEUPQU’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

EU Payer Compliance Queue

Search Advanced Search Reset Clear All

Case Sensitive

Customer No  
Queue Reference Number  
Authorization Status  
Transfer Currency  
Activation Date  
Banking Priority

Source Code  
Transaction Type  
Network Code  
Customer Service Model  
Source Reference Number  
Batch ID

Transaction Branch  
File Reference Number  
Transaction Reference Number  
Transfer Amount  
Company ID  
Suspension Date

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Customer No	Source Code	Transaction Branch	Host Code	Queue Reference Number	Transaction Type	File Reference Number	Authorization Status	Network Code	Transaction Reference Number
-------------	-------------	--------------------	-----------	------------------------	------------------	-----------------------	----------------------	--------------	------------------------------

Repair | Cancel | Authorize | Verify | Delete | Reject | View Queue Action | View Transaction

Exit

You can search for the records using one or more of the following parameters:

- Customer Number
- Source Code
- Transaction Branch
- Queue Reference Number
- Transaction Type
- File Reference Number
- Authorization Status
- Network Code
- Transaction Reference Number
- Transfer Currency
- Customer Service Model
- Transfer Amount
- Activation Date
- Source Reference Number
- Company ID
- Banking Priority
- Batch ID
- Suspension Date
- Verification status
- Network Type Code

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The EU Payer Compliance Queue is standard Operations Queue, similar to any other Operations Queue like a Repair Queue or a Business Override Queue.

The Queue Screen itself is a Summary Screen, available with the options of both Search & Actions. Any payment pending on the EU Payer Compliance Queue will be displayed on the Dashboards.

In addition, the EU Payer Compliance Queue also shows the aging of the Payment based on the Deadline days, for receipt of information from the Payer PSP (Payee PSP, in the case of Collections). When a payment is suspended and moves to the EU Payer Compliance Queue. Suspension date is derived based on the Suspended Payments retention days maintained at EU Payer preferences. Beyond which payment is considered as aged.

Following are the actions supported from the EU Payer Compliance Queue:

### 3.14.1 **Repair**

Below Repair screens are launched based on the transaction Network type code and transaction type:

Payment Type	Transaction Type	Screen Name
SWIFT CBRPPlus	Outgoing	PSDOCBCT
SWIFT CBPRPlus	Incoming	PSDICBCT

Payment Type	Transaction Type	Screen Name
TARGET2 ISO	Outgoing	PSDOT2CT
TARGET2 ISO	Incoming	PSDIT2CT

The fields that can be modified are enabled based on the Repair Amend Allowed Field Maintenance for the function ID and Network Code.

- 'Amend only repairable fields' flag is checked, only the repair required fields as per the exception raised only is allowed to be amended. If the flag is not checked all the fields listed as amendable is enabled for modification.

You can edit the payment attributes only, for any of the missing/ incomplete information. EU Payer relevant attributes are Name, Account No. and Address of either Payer or Payee.

On Repair, Rule check is repeated for Missing/incomplete information and if it is Compliance failure then the respective STP action is applied.

Repair is not allowed if user doesn't modify any of the missing information.

If repair is done on the transaction for which payment attributes are not mandatory, then it is treated as an approval and the transaction is processed further.

If any of the field details are changed on Repair, the transaction is marked as 'Repaired' and the sanction XML has the Repaired field as 'Y'.

Flag 'Override Exception' is used to repair details so that you can mark the approval of the exception by checking this flag. Override is possible only if the Error type of the error code is O-override. If the error type is E, on Repair save, system throws an error.

"Override is not allowed for the error code \$. Please Repair the field and save again".

It is mandatory to either modify or approve every row in the repair details.

On authorization of the Repair action, system evaluates the rule again which caused the original exception, skipping the exceptions which are overridden by the user.

Once all the remaining EU payer rules are validated successfully, the transaction gets moved to next stage of processing.

---

**Note**

Flag 'Override Exception' is applicable to Cross-border, RTGS, SEPA CT, SEPA DD & SEPA Inst.

Currently, if Repair fields are not populated (i.e. missing information check is not applicable for the rule), then authorization of Repair action will mark the transaction as approved for further processing. This functionality continues.

---

### 3.14.2 **Cancel**

This action allows the user to cancel the selected record. On cancel, Payment status is marked as cancelled.

### 3.14.3 Authorize

All the actions performed in this queue screen requires authorization. Repair and Cancel operation initiated by a maker can be authorized by another user.

### 3.14.4 Verify

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Verify'.
- Queue authorization status is 'Authorized', and Verification Status is 'Unauthorized'.
- User is different from Maker & Checker.
- If the 'Dual Authorization' check is checked and if the derived Threshold amount is above the Threshold Amount maintained in the Dual Authorization preferences.
- If the 'Dual Authorization' flag is checked and Threshold Amount/Currency is not maintained in the Dual Authorization preferences.

You can invoke “EU Payer Repairable Fields” screen by clicking on the action button present at the bottom’.

Field Name	Old Data	Repaired Data	Error	Override Exception
------------	----------	---------------	-------	--------------------

Verifier ID, Verification Status and Verification Date Stamp are captured in this sub screen.

When you click OK, below actions are performed:

- Verification Status is marked as 'Authorized'.
- Verifier ID and Verification Date Stamp gets updated.
- Queue Action Log is updated with Verifier ID, Verification Date stamp and Verification Status.
- Transaction is sent for EU Payer Repair validations.

### 3.14.5 Reject

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorizer' or 'Verify'.
- Queue authorization status is 'Unauthorized', and Queue Verification Status is 'Unauthorized'.

You can invoke “EU Payer Repairable Fields” screen by clicking on the action button present at the bottom’.

When you click OK, below actions are performed:

- If the Reject action is by Authorizer (Authorization Status is Unauthorized),
  - Authorization Status is marked as 'Rejected'. Checker ID, Checker Date stamp is updated.
  - Queue Action Log is updated with Authorization status as 'Rejected'. Checker ID, Checker Date stamp are updated for the Queue action.
  - Queue status is set to 'Pending'.
  - Repaired fields values are reset (No repaired information is stored).

---

**Note**

'Verification Status' value is Blank.

- 
- If the Reject action is by Verifier (Verification Status is Unauthorized),
    - Verification Status is marked as 'Rejected'. Verifier ID and Verification Date Stamp are updated.
    - Queue Action Log is updated with Verification Status as 'Rejected'. Verifier ID and Verification Date Stamp are updated for the Queue action.
    - Queue status is set to 'Pending'.
    - Repaired fields values are reset (No repaired fields information is retained).

### 3.14.6 View Queue Action

You can view all the queue activities performed for the selected transaction.

You can invoke “View Queue Action” screen by clicking on the action button present at the bottom’.

### Delete

Allows deletion of the Repair or Cancel action initiated by a maker, before authorization.

### View Transaction

You can view the details of the payment transaction selected.

## 3.15 Document Approval Queue

If any of the documents linked to a transaction is not in Verified status, then transaction is moved to Document verification Queue.

You can invoke the ‘Document Approval Queue’ screen by typing ‘PQSDOCAQ’ in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:

- Transaction Reference Number

- Transaction Branch
- Transfer Currency
- Queue Status
- Network Type Code
- Source Reference Number
- Customer No
- Queue Reference Number
- Activation Date
- Source Code
- Network Code
- Customer Priority
- Authorization Status
- Booking Date
- Instruction Date

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for the selected transactions:

<b>Actions</b>	<b>Functions</b>
Approve	You can verify the documents and approve the transaction. If the documents are not proper there is provision to notify the source system. Queue status updated as 'Notified to Source' in this case. Source system can send the modified details and the queue status is moved as 'Modified by the source'. You can approve such transactions again.  Approve and Notify to Source actions support save and authorize.
Modify	You can modify the document details and mark them as verified. This action requires save and authorize
Cancel	Cancelling the transaction in Document Approval Queue
Authorize	Authorization of the queue action.
Reject	Rejection of unauthorized user action by Checker.
Delete	Deletion unauthorized user action by Maker
View Transaction	You can view the transaction details for the selected record.
View Queue Action	Displays all queue activities performed for the selected transaction.



### 3.15.1 Approve

After clicking Approve, it displays Document Approval sub screen.

Document Category	Description	Mandatory	Document Type	Document Reference	Expiry Date	Remarks	Document Verified	DMS Document ID
		All			YYYY-MM-DD		Yes	

You can 'Approve' or can 'Notify source'.

'Notify source' generates notification to Source with document details and Approver comments.

### 3.15.2 Modify

After clicking Modify, it displays Document Details sub screen.

Document Category	Description	Mandatory	Document Type	Document Reference	Expiry Date	Remarks
		All			YYYY-MM-DD	

This action is two step with Maker and checker.

Document modification is by deleting the original document and re-entering & uploading the new document

It is mandatory for the Authorizer to mark all documents as verified on authorization of modification. System validates this and throw the error.

---

#### **Note**

DMS system integration is not covered in this release.

---

## 4. Exception and Investigation Queues - External

### 4.1 Sanctions Queue

You can invoke “Sanction Queue” screen by typing ‘PQSSNCKQ’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click New button on the Application toolbar.

Sanctions Check Queue

Search Advanced Search Reset Clear All

Case Sensitive

Transaction Reference Number Queue Reference Number

Network Code Payment Transaction Type

Transfer Currency Transfer Amount

Current Status Response Status

Response Date YYYYMMDD Sanction System Code

Maker ID Cross Border Contract Reference Number

Customer Service Model Primary External Status

Swift Message Type Sanction System Reference Number

Consans ID Sancon ID

Banking Priority Network Type Code

Customer Priority File Reference Number

Transaction Branch

Customer Number

Requested Date YYYYMMDD

Authorization Status

Source Code

Source Reference Number

Process Type

Ring Fenced

System Action

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Transaction Reference Number	Queue Reference Number	File Reference Number	Network Code	Payment Transaction Type	Transaction Branch	Transfer Currency	Transfer Amount	Customer Number	Current Status	Response Status	Requested Date	Response Date	Sanction
------------------------------	------------------------	-----------------------	--------------	--------------------------	--------------------	-------------------	-----------------	-----------------	----------------	-----------------	----------------	---------------	----------

Approve Resend Cancel Carry Forward Authorize View Queue Action View Transaction Delete Reject

Exit

You can search using one or more of the following parameters:

- Transaction Reference Number
- Queue Reference Number
- File Reference Number
- Network Code
- Payment Transaction Type
- Transaction Branch
- Transfer Currency
- Transfer Amount
- Customer Number
- Current Status
- Response Status
- Requested Date
- Response Date
- Sanction System Code
- Authorization Status
- Maker ID
- Cross Border Contract Reference Number
- Source Code
- Customer Service Model
- Source Reference Number

- Primary External Status
- Swift Message Type
- Sanction System Reference Number
- Process Type
- Banking Priority
- Batch ID
- Ring Fenced
- Customer Priority
- Network Type Code
- System Action

Once you have specified the search parameters, click 'Execute Query' button. The system displays the records that match the search criteria.

Payment transaction can have the following sanction check status based on the response from Sanction check system:

- P-Pending
- A-Approved
- R-Rejected
- O-Interim (Any of the interim status from the external system will be treated as an override)
- T-Timed Out
- Z-Seized

All payment transactions with the status 'R','O','T' are listed in Sanction check queue. If the response is received as rejected-'R', then system cancels the transaction automatically if the external system status code is marked for auto cancellation. If auto cancellation is not opted, transaction is retained in this queue, with response status as Rejected, enabling user to manually cancel the payment.

---

**Note**

If an outbound payment transaction stays in Sanction Queue overnight, as part of the EOD job, a ring fence block is executed, to hold the funds till Sanction response is received. An ECA amount block request is triggered to DDA system, while the payment still remains in Sanction Q. Force block flag is set on, on this request. When Sanction system responds, following action is taken, based on response:

- Approve or Reject: The Ring fence block is released and transaction is processed further.
  - Seize & Seizure accounting: The Ring fence block is released and transaction is marked as Seized, after posting seizure accounting.
  - Interim Response: Ring fence is not released & waits for final response.
- 

The following actions will be allowed for the Sanction Check Queue:

Actions	Functions
Approve	User can approve the payments. Authorization is supported for this action.

<b>Actions</b>	<b>Functions</b>
Resend	This option will allow the submission of transaction for reprocessing. You can select multiple records and initiate 'Resend' action. Resend Action will not support authorization.  Resend is allowed only when SC status is Timed Out.
Cancel	For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".
Carry Forward	Carry Forward action is supported, if a payment is approved by Sanction system, on a later day and the customer's rollover preference is Retain in Queue.  You can manually move the transaction for processing on next working day.  If a record is released from a queue to proceed with the processing (approve action authorization) with a back date as activation date, system will move the Activation Date as current date and initiate the processing from initial validations.
Authorize	Cancel/ Approve initiated by a user can be authorized by another user.
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.
Delete	Allows the user who initiated the action, to delete the action before authorization.
Reject	This action allows you to reject the unauthorized user action. For more details refer to Section 4.1.1, "Reject".

#### **4.1.1 Reject**

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorize'.
- Transaction Authorization Status is 'Unauthorized'.
- Reject action is allowed if only one record is selected.

You can invoke “Reject Details” screen by clicking on the action button present at the bottom.

The screenshot shows a window titled "Reject Details" with the following fields:

- Queue Reference Number
- Host Code
- Network Type Code
- Transaction Reference Number
- Network Code
- Network Type Description
- Transaction Type (dropdown)
- Queue Status (dropdown)
- Transfer Currency
- Transfer Amount
- Maker Id
- Remarks
- Reject Remarks \*

Buttons: Ok, Exit

When you click OK, below actions are performed:

- Queue Authorization status updates as 'Rejected'.
- Queue status reset to 'Pending'.
- In the Queue Action log, the Authorization status updates as 'Rejected'. The Reject Remarks populates against the Checker Remarks field.

---

#### Note

Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.

---

## 4.2 External Credit Approval Queue

Payment transactions which fail/pending Credit approval check for debit entries with DDA system are moved to ECA queue.

ECA information sent from Payments system includes account number, account currency, CIF ID, branch code, transaction amount and value date of the transaction. The DDA system has to perform the below validations based on the received information based on the following parameters the received information:

- Existence of the account
- Currency of the account specified is correct
- Account belongs to the customer specified and customer status
- Account exists on the specified branch
- Account is authorized, active & open
- Account status
- No Debit is not enabled in the account
- Clear available balance in the account is greater than the transaction amount specified
- Expiry date of the transaction is transaction value date.
- The DDA system puts an amount block so that the specified transaction can be executed on the transaction value date.

You can invoke “External Credit Approval Queue” screen by typing ‘PQSECAQU’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:

- Transaction Reference Number
- File Reference Number
- Queue Reference Number
- Network Code
- Payment Transaction Type
- Transaction Branch
- ECA Currency
- ECA Amount
- Customer Number
- Current Status
- Response Status
- Requested Date
- Response Date
- ECA System Code
- Authorization Status
- Cross Border Contract Reference Number
- Source Code
- Activation Date
- Customer Service Model
- Source Reference Number
- Ring Fenced ECA
- Company ID
- Batch ID
- Banking Priority
- Secondary External Status
- Network Type Code
- Debtor Account Number

- Referral
- System Action
- Customer Priority
- Account Enabled

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

Payment transactions are moved to external credit approval queue for the following responses:

- Pending - Status 'P'
- Reject –status 'R'
- Response resulted in Interim –status "O"
- Response is timed out -status 'T'

If a response is received as rejected, then the system cancels the transaction automatically. Only View Exception option is applicable to such transactions.

Single payment and as well as batch entries are logged into this queue

If transaction is in 'O', 'P' or 'T' status for ECA, then the following actions are allowed in addition to view exceptions:

Actions	Functions
Approve	You can approve the payment. Transaction will be reprocessed.
Resend	1. This option will allow the submission of transaction for ECA again if the transaction is 'T' status. New reference number will be created. 2. You can select multiple records and initiate 'Resend' action 3. Resend Action does not support authorization.
Cancel	For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues". Manual cancel from ECA queue is allowed only when ECA request is in Rejected or Retain in Queue Status.
Retry	You can initiate Retry action if: <ul style="list-style-type: none"> <li>• The current ECA status of the ECA record is 'Rejected' and transaction cancellation is not done</li> <li>• Activation Date is current date, not a back date</li> </ul> The Retry action does not require authorization. Retry of a record in ECA/EAC queue generates a new Queue Reference.
Carry Forward	1. User can manually move the transaction for processing on next working day. You can move forward the Activation Date manually through this screen. 2. If a record is released from a queue to proceed with the processing (approve action authorization) with a back date as activation date, system will move the activation date as current date and initiate the processing from initial validations.
Authorize	Cancel/ Approve initiated by a user can be authorized by another user.

View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.
Delete	Allows the user who initiated the action, to delete the action before authorization.
Reject	This action allows you to reject the unauthorized user action. For more details refer to Section 4.2.1, "Reject".

---

**Note**

- The Remarks received from DDA system on the ECA response is displayed under Remarks column in View Queue Action log, against ECA response.
  - When an ECA request is cancelled from ECA Queue. ECA reversal request is sent to DDA system.
  - On the above case, the Remarks received in the ECA response is sent on the ECA reversal request in the <REMARKS> tag.
- 

You can select multiple outbound payments and initiate below queue actions:

- Approve
- Cancel
- Authorize
- Reject

#### 4.2.1 Reject

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorize'.
- Transaction Authorization Status is 'Unauthorized'.
- Reject action is allowed if only one record is selected.

You can invoke "Reject Details" screen by clicking on the action button present at the bottom.

When you click OK, below actions are performed:

- Queue Authorization status updates as 'Rejected'.



- Queue status reset to 'Pending'.
- In the Queue Action log, the Authorization status updates as 'Rejected'. The Reject Remarks populates against the Checker Remarks field.

---

### Note

Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.

---

## 4.3 External Account Check Queue

The External Account Check (EAC) request sent from Payment system for credit entries of an account. This request includes information about account number, account currency, CIF ID and branch code. The external DDA system has to perform the below validations:

- Existence of the account
- Currency of the account specified is correct
- Account belongs to the customer specified and the customer status
- Account exists on the specified branch
- Account is authorized, active & open
- Account status
- Credit is not restricted on the account

You can invoke "EAC Queue" screen by typing 'PQSEACQU' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:

- Transaction Reference Number
- File Reference Number
- Queue Reference Number
- Network Code
- Payment Transaction Type

- Transaction Branch
- EAC Currency
- EAC Amount
- Customer Number
- Current Status
- Response Status
- Requested Date
- Response Date
- EAC System Code
- Authorization Status
- Cross Border Contract Reference Number
- Source Code
- Activation Date
- Customer Service Model
- Maker Id
- Checker Id
- Error Code
- Source Reference Number
- Company ID
- Batch ID
- Process Type
- Secondary External Status
- Network Type Code
- Creditor Account Number
- System Action
- Customer Priority
- Accounting Included

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in this queue:

Actions	Functions
Approve	You can approve the payment. Transaction gets reprocessed.
Resend	<ol style="list-style-type: none"> <li>1. This option allows the submission of transaction for EAC again if the request is in Timed Out- 'T' status.</li> <li>2. You can select multiple records and initiate, 'Resend' action.</li> <li>3. Resend Action does not support authorizations.</li> </ol>
Cancel	For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".

Retry	<p>You can initiate Retry action if:</p> <ul style="list-style-type: none"> <li>• The current ECA status of the ECA record is 'Rejected' and transaction cancellation is not done</li> <li>• Activation Date is current date, not a back date</li> </ul> <p>The Retry action does not require authorization. Retry of a record in ECA/EAC queue generates a new Queue Reference.</p>
Carry Forward	<p>1. You can manually move the transaction for processing on next working day. You can move forward the Activation Date manually through this screen.</p> <p>2. If a record is released from a queue to proceed with the processing (approve action authorization) with a back date as activation date, system will move the activation date as current date and initiate the processing from initial validations.</p>
Authorize	Cancel/ Approve initiated by a user can be authorized by another user.
Delete	Allows the user who initiated the action, to delete the action before authorization.
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.
Delete	This action is applicable to batch transactions. You can de-link a few transactions from a batch and submit the batch for EAC again.
Reject	This action allows you to reject the unauthorized user action. For more details refer to Section 4.3.1, "Reject".

### 4.3.1 Reject

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorize'.
- Transaction Authorization Status is 'Unauthorized'.
- Reject action is allowed if only one record is selected.

You can invoke "Reject Details" screen by clicking on the action button present at the bottom.

The screenshot shows the 'Reject Details' window with the following fields:

- Queue Reference Number
- Host Code
- Transaction Reference Number
- Network Code
- Network Type Code
- Network Type Description
- Transaction Type (dropdown)
- Transfer Currency
- Queue Status (dropdown)
- Transfer Amount
- Remarks
- Maker Id
- Reject Remarks \* (text field with a speech bubble icon)

At the bottom right, there are 'Ok' and 'Exit' buttons.

When you click OK, below actions are performed:

- Queue Authorization status updates as 'Rejected'.
- Queue status reset to 'Pending'.
- In the Queue Action log, the Authorization status updates as 'Rejected'. The Reject Remarks populates against the Checker Remarks field.

---

#### Note

Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.

---

## 4.4 External Pricing Queue

Transaction are moved to External Pricing Exception Queue on the below scenarios:

- Response Timeout
- Unable to handle the response

You can invoke the External Pricing Queue Screen by typing 'PQSEXPRQ' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the Application toolbar.

External Pricing Queue

Search Advanced Search Reset Clear All

Case Sensitive

Customer Number Source Code Queue Reference Number  
Transaction Reference Number Transaction Branch Network Code  
File Reference Number Transaction Type Authorization Status  
Transfer Currency Customer Service Model Transfer Amount  
Requested Date YYYYMMDD Response Date YYYYMMDD Source Reference Number  
Company ID Batch ID Network Type Code  
Customer Priority

Records per page: 15 1 of 1 Lock Columns: 0

Customer Number	Source Code	Queue Reference Number	Transaction Reference Number	Transaction Branch	Host Code	Network Code	File Reference Number	Transaction Type	Authorization Status	Remarks	Transfer Currency	Customer Service Model	Transfer Amount
-----------------	-------------	------------------------	------------------------------	--------------------	-----------	--------------	-----------------------	------------------	----------------------	---------	-------------------	------------------------	-----------------

Cancel Refresh Authorize Delete Reject View Queue Action View Transaction Exit

You can search using one or more of the following parameters:

- Customer Number
- Source Code
- Queue Reference Number
- Transaction Reference Number
- Transaction Branch

- Network Code
- File Reference Number
- Transaction Type
- Authorization Status
- Remarks
- Transfer Currency
- Customer Service Model
- Transfer Amount
- Requested Date
- Response Date
- Source Reference Number
- Company ID
- Batch ID
- Network Type Code

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in this queue:

Actions	Functions
Cancel	For the details on, processes followed on cancelling a payment, refer to Section 9.1, "Cancellation from Exception Queues".
Resend	1.This option allows you to resend a transaction present in the queue. 2.You can select multiple record and initiate 'Resend' action.
Delete	Allows the user who initiated the action, to delete the action before authorization.
Reject	This action allows you to reject the unauthorized user action. For more details refer to Section 4.4.1, "Reject".
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.
Authorize	Cancel/ Approve initiated by a user can be authorized by another user.

#### 4.4.1 **Reject**

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorize'.
- Transaction Authorization Status is 'Unauthorized'.
- Reject action is allowed if only one record is selected.

You can invoke “Reject Details” screen by clicking on the action button present at the bottom.

When you click OK, below actions are performed:

- Queue Authorization status updates as ‘Rejected’.
- Queue status reset to ‘Pending’.
- In the Queue Action log, the Authorization status updates as ‘Rejected’. The Reject Remarks populates against the Checker Remarks field.

---

#### Note

Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.

---

## 4.5 Accounting Queue

You can invoke the Accounting Queue Screen by typing ‘PQSACCQU’ in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click new button on the Application toolbar.

You can search using one or more of the following parameters:

- Transaction Reference Number
- Queue Reference Number
- Network Code
- Source Code
- Host Code
- Payment Transaction Type
- Transaction Branch
- Customer Number
- Current Status
- Banking Priority
- Transaction Date
- Network Type Code

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in this queue:

Actions	Functions
Resend	1. This option will allow the submission of transaction for Accounting again if the transaction is in Rejected status. New reference number will be created. 2. You can select multiple records and initiate, 'Resend' action 3. Resend Action does not support authorizations
View Transactions	You can select a particular transaction in this queue and then click this action button to view the transaction.
View Queue Action	You can select a transaction and click this action button to show the actions taken by system or users and the associated audit trail.

## 4.6 Accounting Resend Summary

Any accounting entries that are failed in posting to accounting handoff queue, to the DDA system, are logged on this screen.

You can invoke “Accounting Resend Summary” screen by typing ‘PMSACRES’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows the 'Accounting Resend Summary' application window. At the top, there is a search bar with 'PMSACRES' entered and a search icon. Below the search bar, there are fields for 'Transaction Reference Number', 'Transaction Type', and 'Payment Type'. The 'Transaction Reference Number' field is currently empty. The 'Transaction Type' field has a dropdown arrow. The 'Payment Type' field is also empty. Below these fields, there is a table with the following columns: 'Transaction Reference Number', 'Payment Type', and 'Transaction Type'. The table is currently empty. At the bottom left, there is a 'Resend' button, and at the bottom right, there is an 'Exit' button.

You can search using one or more of the following parameters:

- Transaction Reference Number
- Payment Type
- Transaction Type

Once you have specified the search parameters, click ‘Search’ button. The system displays the records that match the search criteria.

---

#### Note

Resend action in this screen can re send the same entries from the screen. Once successfully posted, the transaction is removed from this screen.

---



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## 5. Custom Queues

### 5.1 Custom Queue Code Maintenance

You can maintain Custom Queue Codes.

You can invoke “Custom Queue Code Maintenance Detailed” screen by typing ‘PMDQCODE’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

Custom Queue Code Maintenance Detailed

New Enter Query

Queue Code \_\_\_\_\_

Queue Title \_\_\_\_\_

Maker Date Time: Mod No Record Status

Checker Date Time: Authorization Status

Exit

You can specify the following details in the fields:

**Queue Code**

Specify the Queue Code.

**Queue Title**

Specify the Queue Title.

## 5.1.1 Custom Queue Code Maintenance Summary

You can invoke the 'Custom Queue Code Maintenance Summary' screen by typing 'PMSQCODE' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows a web application window titled "Custom Queue Code Maintenance Summary". At the top, there is a search bar with options for "Search", "Advanced Search", "Reset", and "Clear All". Below this, there are two search filters: "Authorization Status" and "Record Status", each with a dropdown menu. To the right of these filters are input fields for "Queue Code" and "Queue Title", each with a search icon. Below the filters, there is a table with columns for "Authorization Status", "Record Status", "Queue Code", and "Queue Title". The table is currently empty. At the bottom right of the window, there is an "Exit" button.

You can search using one or more of the following parameters:

- Authorization Status
- Record Status
- Queue Code
- Queue Title

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria. Double click a record or click the 'Details' button after selecting a record to view the detailed screen.

## 5.2 Custom Queue Rule Maintenance

This screen serves the purpose of maintaining rules for marking the transaction to custom queue. This can be done in the initial stage of transaction processing only before any system validation is done.

You can invoke 'Custom Queue Rule Maintenance Detailed' screen by typing 'PMDCQRLE' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click 'New' button on the Application toolbar.

The screenshot shows the 'Custom Queue Rule Maintenance Detailed' application window. At the top, there is a 'New' button and an 'Enter Query' field. Below this is a 'Host Code' input field. The main area contains two data grids. The first grid has columns: Rule ID, Rule Description, Priority, Rule Expression, and Queue Code. The second grid has columns: Expression Section, Scope, LOP Type, LOP Data Type, LOP Function Type, Function Details, LOP Operand, Operator, ROP Type, ROP Data Type, and ROP. A 'Populate' button is located below the second grid. At the bottom, there are fields for 'Maker Checker', 'Date Time', 'Mod No', 'Record Status Authorization Status', and an 'Exit' button.

You can specify the following:

### **Host Code**

The system defaults the Host Code of transaction branch on clicking 'New'.

### **Rule ID**

Specify the Rule ID.

### **Rule Description**

Specify the Description of the Rule.

### **Priority**

Specify the Priority.

### **Rule Expression**

The expression can be filled in the Expression Details multi block. On the click of Populate button, the expression gets built and displayed in this field.

### **Queue Code**

Specify the Queue Code from the list of values.

### **Queue Title**

System defaults the Queue Title on the Queue Code selected.

## 5.2.1 Custom Queue Rule Maintenance Summary

You can invoke 'Custom Queue Rule Maintenance Summary' screen by typing 'PMDCQRLE' in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button. Click 'Search' button on the Application toolbar.

The screenshot shows a web application window titled "Custom Queue Rule Maintenance Summary". At the top, there is a search bar with buttons for "Search", "Advanced Search", "Reset", and "Clear All". Below the search bar, there are two dropdown menus: "Authorization Status" and "Record Status". A table below shows columns for "Authorization Status", "Record Status", and "Host Code". The table is currently empty. At the bottom right, there is an "Exit" button.

You can search using one or more of the following parameters:

- Authorization Status
- Record Status

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

## 5.3 Custom Queue Processing

Custom Queues support is provided for Outbound Cross border/RTGS/Book Transfer transactions as part of initial processing stage.

The Custom queue rules are evaluated on completion of future value check for processing on Booking Date. If Booking dated validations are set as not required, Custom Queue validations are done for current dated transactions only.

If any rule is satisfied, system marks the transaction as exception with custom queue code linked. The transaction is stored in a separate table for the custom queue processing. Custom Queue / Queue actions / Queue action log are to be handled in the extension layer.

Once the custom queue processing is over, transaction can be sent back to the product processor for proceeding with the processing. A rest service is provided for the same.

If resultant status can be TRUE (Approved) or FALSE (Rejected). If the processing is approved, then transaction status is updated as 'In Progress', Queue code gets removed. Transaction will proceed with Document verification and Non STP queue validations.

If resultant status is rejected, transaction is marked as Cancelled.

On completion of Custom Queue check, Document Verification/Non STP Queue Check and other Process Exception /Business Override /Repair validations are done, as existing.

---

**Note**

- Queue Browsers are to be created in the custom layer with required actions.
  - Custom Queues can be placed only before system queues and inserting custom queues in between system queues not supported.
  - Modification of field values is not allowed.
-

## 6. Exception & Investigation Queues - Cross border / RTGS

### 6.1 Outbound Charge Claim Queue

All the outbound charge claim message sent is logged in Outbound Charge Claim Queue. To invoke this screen type 'PQSCOCLQ' in the field at the top right corner of the Application Tool bar and clicking the adjoining arrow button.

Outbound Claim Queue

Search Advanced Search Reset Clear All

Case Sensitive

Queue Reference Number Out Claim Reference Original Transaction Reference

Claim Currency Claim Amount Transaction Branch

Receiver Current Status Authorization Status

Network Type Code Network Code Original Transaction UETR

Records per page 15 1 Of 1 Lock Columns 0

Queue Reference Number	Out Claim Reference	Original Transaction Reference	Claim Currency	Claim Amount	Transaction Branch	Our Charge	Received 71G Amount	Receiver	Queue Action	Current Status	Authorization Status	Network Type Code
------------------------	---------------------	--------------------------------	----------------	--------------	--------------------	------------	---------------------	----------	--------------	----------------	----------------------	-------------------

Expense Out | Manual Match | Authorize | Delete | View Queue Action | View Claim

Exit

You can search using one or more of the following parameters

- Queue reference Number
- Out Claim Reference
- Original Transaction Reference
- Claim Currency
- Claim Amount
- Transaction Branch
- Receiver
- Current Status
- Authorization Status
- Network Type Code
- Network Code
- Original Transaction UETR

On click of 'Search' button, system displays the records that match the search criteria specified.

Following actions can be performed in the Queue screen:

### 6.1.1 **Expense Out**

You can invoke the Notify Message screen by clicking on 'Notify Message' action button available at the left bottom in the 'Notify Message Details' screen (PMSNOTFY)

Select the record and invoke this action, to close the outstanding claim by reversing the Receivable GL outstanding to an expense GL.

The expense GL maintained in Default Claim preferences PXD191PF is used as the debit GL. As the entries are posted, claim is marked as Liquidated

### 6.1.2 **Manual Match**

Select a record and click the 'Manual Match' button to launch the Manual Match detailed screen, The outstanding claim can be matched with any of the inbound Bank transfer transaction or with inbound MT 910 received.

Enter the settlement amount in Manual Match screen on selecting MT 202/MT 910 for matching, where the settlement amount should be less than or equal to Min (Claim amount, matched message amount).

- If the settlement amount is same as the claim amount the claim will be marked as liquidated. No entries are posted
- If the settlement amount is less than the claim amount, tolerance will be checked. If the difference is within the tolerance then the accounting for expensing out the difference will be passed.
- If the difference is above the tolerance the claim will remain as outstanding. No accounting is posted

---

#### **Note**

Charge Claim Manual Match (PXDCLMMM) screen can be invoked by clicking the action button 'Manual Match'. This will open as standalone screen on clicking the action button:

- On selecting a specific record and on clicking 'Manual Match' button, all the details pertaining to Outbound Claim details, Match Transaction details are displayed.
- 

### 6.1.3 **Authorize**

Following actions requires authorization:

- Expense Out
- Manual Match

### 6.1.4 **Delete**

Select a claim for the initiated actions like - 'Expense Out', 'Manual Match' and click on 'Delete' button to delete the actions before authorizing the same.

### 6.1.5 **View Queue Action**

View the queue actions for the selected claim with the maker/checker details.

---

## Note

Queue rights and transaction limit rights will be verified for every action initiated.

---

### 6.1.6 View Claim

Outbound Claim message details are displayed in this screen 'PXDCLMVW' Click on 'View Claim' to open this screen. All the payments received against the claim is listed here.

Outbound Charge Claim View

Enter Query

Reference Number \* \_\_\_\_\_ Host Code \_\_\_\_\_  
Branch Code \_\_\_\_\_

**Original Transaction Details**

Transaction Reference no \_\_\_\_\_ Receiver Charge Currency \_\_\_\_\_  
Transaction Currency \_\_\_\_\_ Receiver Charge Amount \_\_\_\_\_  
Original Transaction Type \_\_\_\_\_  
UETR \_\_\_\_\_

**Charge Claim Details**

Receiver \_\_\_\_\_ Claim Type \_\_\_\_\_  
Related Reference \_\_\_\_\_ Status \_\_\_\_\_  
Claim Currency \_\_\_\_\_ Charge Claim Network \_\_\_\_\_  
Claim Amount \_\_\_\_\_ Claim Payment Status \_\_\_\_\_  
71B: Charge Details \_\_\_\_\_ Total Claim Payment Amount \_\_\_\_\_  
Claim Receive Date Limit *dd-MMM-yyyy* \_\_\_\_\_

1 Of 1

Transaction Reference Number	Claim Payment Message	Claim Payment Currency	Claim Payment Amount	Sender	Claim Receive Date	Claim Payment Tag20	Within Tolerance	MT199 Generated	Claim Reference Number
------------------------------	-----------------------	------------------------	----------------------	--------	--------------------	---------------------	------------------	-----------------	------------------------

Claim Payment Accounting

Out Claim Accounting | All Messages

Exit

## 6.2 Inbound Charge Claim Queue

Any repair type validation failure is encountered while processing inbound claims, the claim is move to Inbound Charge Claim Queue. Refer Exception Queues User Manual for further details.



To invoke this screen type 'PQSCLMQU' in the field at the top right corner of the Application Tool bar and clicking the adjoining arrow button.

You can search using one or more of the following parameters:

- Queue Reference Number
- Transaction Branch
- Claim Status
- Authorization Status
- Network Type Code
- Reference Number
- Claim Amount
- Customer No
- Claim Receive Date
- Network Code
- Related Reference Number
- Claim Currency
- Sender BIC
- Claim Reference Number

On click of 'Search' button, system displays the records that match the search criteria specified.

Following actions can be performed in the Queue screen:

### 6.2.1 **Approve**

Select the record to Approve the outstanding claim settlement. On approving, customer account or Payable GL will be debited and Nostro will be credited.

## 6.2.2 Repair

The screenshot shows a web application window titled "Inbound Charge Claim Queue Details". The window contains several input fields and sections:

- Queue Reference Number \*** (required field)
- Transaction Reference Number**
- Host Code**
- View Claim Details**
  - Claim Currency
  - Claim Amount
  - Cap Amount
  - Sender
- Edit Claim Details**
  - Claim Currency
  - Claim Amount
  - Outbound Transaction Reference
  - Instruction Date
  - Debit Account
  - Debit Currency
- Outgoing Payment Details**
  - Transfer Type
  - Transfer Currency
  - Transfer Amount
  - Value Date
  - Receiver BIC
  - Credit Account
  - Charge Whom
  - gpi Agent
  - Prefunded Payments
- Network Type Code**

Buttons for "Ok" and "Exit" are located at the bottom right of the window.

Select a record and click the 'Repair' button to modify the Claim Currency, Claim Amount, Debit Account & Settlement Date from the repair screen. Repairing the existing details requires authorization.

### **Outgoing Payment Details**

The Outgoing Payment Details display outgoing transaction (i.e. MT103, MT202) details.

Fields displayed in the outgoing payment details section are read only fields.

Outgoing Payment Details section displays the transaction details only for the transaction status matched.

### **Edit Claim Details**

Fields Instruction Date, Debit Account, Claim Currency, Claim Amount on the screen are displayed under section Edit Claim Details.

### **Related reference**

Specify the Related Reference from the list of values. This field shows the Reference Numbers of original Unmatched transactions.

## 6.2.3 Reject

Select the record to reject the claim. Records selected will be marked as rejected. This requires authorization.

## 6.2.4 Authorize

Following actions requires authorization:

- Approve
- Repair
- Reject

## 6.2.5 Delete

Select a claim for the initiated actions like - 'Approve', 'Repair', 'Reject' and click on 'Delete' button to delete the actions before authorizing the same.

## 6.2.6 View Queue Action

View the queue actions for the selected claim with the maker/checker details.

---

### Note

Queue rights and transaction limit rights will be verified for every action initiated.

---

## 6.2.7 View Claim Transaction

Claim message details and the liked transaction details is displayed in this screen 'PXDCHGCM' Click on View Claim Transaction to open this screen.All the payments made against the claim is listed here.

The screenshot displays the 'Inbound Claim View' application interface. It features a search bar at the top for entering query details. Below this, there are several sections for data entry and viewing:

- Enter Query:** Includes fields for Reference Number, Branch Code, Message Date, Claim Reference Number, Host Code, and Sender.
- Charge Claim Details:** Contains fields for Claim Currency, Claim Amount, Ordering Institution, and Charge Details.
- Original Transaction Details:** Includes Transaction Currency, Transaction Amount, Instruction Date, Charge Whom, Receiver Charge Currency, Receiver Charge Amount, Receiver, and UETR.
- External System Status:** Features Sanctions Check Reference and Sanctions Check Status.
- 2022/10/pacs.009 CORE/camt.054 Details:** Includes Instruction Date, Debit Account, Transaction Currency, Transaction Amount, Charge Payment Sent, Generated Reference Number, and Accounting Reference for Confirmation Sent.
- Claim Paid Details:** A table with columns: Settlement Type, Claim Reference Number (20), Claim Status, Claim Currency, Claim Amount, Debtor Account Number, and Receiver.

At the bottom of the window, there are fields for Authorization Status, Maker Id, Maker Date Stamp, Transaction Status, Checker Id, Checker Date Stamp, and an 'Exit' button.

## 6.3 Inbound Cancellation Request Browser

Inbound cancellation request messages (Received for both gSRP and non-gSRP) are available in this browser.

To invoke this screen, type 'PXICLBR' in the field at the top right corner of the Application Tool

bar and click the adjoining arrow button.

Inbound Cancellation Browser

Search Advanced Search Reset Clear All

Case Sensitive

Sender Process Status Transaction Reference Document Number Authorization Status Network Type Code Message Reference Message Type UETR gSRP flag Transaction Type Payment Type

Records per page 15 1 Of 1 Lock Columns 0

Sender	Message Reference	Process Status	Message Type	Transaction Reference	UETR	Document Number	gSRP flag	Host Code	Branch

Interim | Reject | Manual Match | Authorize | Delete | View Request | View Response | View Queue Action | View Transaction

Exit

You can search using one or more of the following parameters:

- Sender
- Process Status
- Transaction Reference
- Document Number
- Authorization Status
- Network Type Code
- Transfer Type
- Message Reference
- Message Type
- UETR
- gSRP flag
- Transaction Type
- Payment Type

On click of 'Search' button, system displays the records that match the search criteria specified.

Following actions can be performed in this browser:

### 6.3.1 **Manual Match**

You can invoke the Manual Match screen PXDCANMM by a selecting a record and clicking on 'Manual Match' action button available at the left bottom in this browser.

Manual Match action from PXSICLBR screen is allowed only if the Process status of the selected record is 'Unmatched'. Manual Match requires authorization and queue

access / limit rights.

The screenshot shows a web-based interface titled "Cancellation Manual Match". At the top, it displays "Host Code \* FINLAND", "Message Reference 20 \* EMMSG1104201904", and "Transaction Reference \*". Below this is a "Populate" button. The interface is split into two columns: "Cancellation Message Details" and "Transaction Details". The left column contains fields for Sender BIC, UETR, Message Type, Message Date, and Message. The right column contains fields for Sender BIC, Transfer Currency, Transfer Amount, Value Date, gpi Enabled, and Message View. At the bottom, there are fields for Maker ID, Release Time, Checker ID, Checker Date Stamp, and Authorization Status. "OK" and "Exit" buttons are located in the bottom right corner.

You can specify the following fields in this screen.

### Host Code

The system displays the Host Code of the selected branch of the logged in user.

### Message Reference 20

System defaults the value of Field 20 received in cancellation request message.

### Transaction Reference

You can select a Transaction Reference from the list of Inbound transaction references which are not matched with the Inbound cancellation requests.

### Cancellation Message Details

#### Sender BIC

The system displays the Sender BIC of the cancellation request message.

#### UETR

The system displays the UETR value from 121 tag received in the message.

#### Message Type

System displays the SWIFT message type received (192/292)

#### Message Date

The system displays the date on which the inbound cancellation message is received.

#### Message

The system displays the cancellation message received

### Transaction Details

On clicking the Populate button in PXDCANMM screen, system defaults the following fields under this section from the inbound transaction reference selected in the LOV.

- Sender BIC
- Transfer Currency
- Transfer Amount
- Value Date
- gpi Enabled
- Message

On Authorization of manual match action, a cancellation request is logged against the matched transaction. You can view the cancellation request in the 'Exception' tab of the matched inbound transaction. In queue action log of the matched inbound transaction, a record is logged with action as 'MATCH'.

## 6.3.2 Interim/Reject

You can invoke the Cancellation Response Details screen PQDCANRP by selecting a record and clicking on 'Interim' or 'Reject' action button available at the left bottom in this browser.

Interim/Reject action from PXSICLBR screen is allowed only if the Process status of the selected record is 'Unmatched' or 'Matched'. Reject action is not allowed if the Last Response Action is 'Rejected'. Interim/Reject action requires authorization and queue access / limit rights.

The screenshot shows the 'Cancellation Response Details' window. It contains the following fields and sections:

- Response Reference \***: Response Date, Branch Code, Host Code, Network Code, Remarks, Message Type.
- Recall Reference**: Recall Reference, Incoming Recall Date, Related Reference Number (Z1), gSRP flag (dropdown), Response Action.
- Cancellation Response Details**: Answers(76) (list), Narrative(77A), Narrative(79),  Copy of atleast the Mandatory Fields of the Original Message.
- Confirmation Message Reject Details**: Reject Reason Code (with a dropdown containing 'Suppress Reject gpi/Universal Confirmation'), Reason Description.
- Footer**: Maker ID, Maker Date Stamp, Checker ID, Checker Date Stamp, Authorization Status, Ok, Cancel.

You can specify the following fields in this screen:

### Response Reference

System displays an auto generated reference number in this field.

### Response Date

System defaults the current branch date in this field.

### Branch Code

The system defaults the Branch code of the matched transaction.

### Host Code

The system defaults the Host code of the matched transaction.

### Network Code

The system defaults the Network code of the matched transaction.

### Recall Reference

The system displays the Field 20 of the incoming MT n92/gSRP request message.

### Incoming Recall Date

The system displays the Date on which the incoming MT n92/gSRP request message received.

### Related Reference

The system displays the transaction reference of the matched inbound transaction.

### Response Action

The system displays the action selected from the PXSCIBLR screen (Interim/Reject).

**gSRP flag**

The system displays 'Yes' in this field if the request is a gSRP request. Else system displays 'No' in this field.

**Answers (76)**

You can input response details in the field by selecting the reason codes from the LOV. You can input 6 lines of 35 characters. Line 1 LOV displays various reason codes and reason statuses based on the action selected and the gpi Enabled flag of the matched transaction.

Action	gpi Enabled flag	Response Statuses/Recon Codes
Interim	Yes	Will display gSRP Response code for Interim status within '/' followed by gSRP Reason codes for the Interim status. E.g. /PDCR/RQDA
Interim	No	Will display all response/reason codes applicable for n96 message
Reject	Yes	Will display gSRP Response code for Reject status within '/' followed by gSRP Reason codes for the Reject status. E.g. /RJCT/LGCL
Reject	No	Will display all response/reason codes applicable for n96 message

**Narrative (77A)**

You can input the narrative details up to 20 lines with 35 characters each.

**Narrative (79)**

You can input the narrative details up to 35 lines with 35 characters each.

**Copy of at least the Mandatory Fields of the Original Message**

You can check the Copy of at least the Mandatory Fields of the Original Message check box if the fields of the original request message needs to be populated.

- On Authorization of the Interim/Reject action, a gSRP response message is generated if the request is a gSRP request message. Else a non-gSRP response message is generated.
- On save and authorization of the 'Reject' action, system validates whether the response is processed within the days allowed if the transaction is gpi-transaction. If the response date is beyond the 'Recall Response days' maintained in gpi Host preferences (PXDGPIPF), system shows an information message 'Final gSRP response is being provided to the Tracker after x calendar days from the receipt of gSRP request'.
- In the field Answers (76), line 1 is mandatory for gpi payments. Other lines in Answers (76), 'Copy of at least the Mandatory Fields of the Original Message' checkbox, field Narrative 77A and field Narrative 79 are not allowed for gpi payments.
- In View queue action log, queue action is logged for the user action taken against the message reference. Last Response action in PXSICLBR is updated with the user action taken. If the Process status is 'Matched', Recall Response is logged in the Exception tab of the matched inbound transaction.

## **Confirmation Message Reject Details**

### **Reject Reason Code**

Specify the Reject Reason Code from the list of values. Lists all the gpi Confirmation Reject Reason codes from SWIFT gpi Host Preferences (PXDGPST).

### **Reason Description**

This field displays the Description of the reject reason code selected.

### **Suppress Reject gpi/Universal Confirmation**

The flag value 'Suppress Reject gpi/Universal Confirmation' is checked during the auto generation of SWIFT gpi/Universal confirmation message generation processing.

If the field is checked, then the Reject confirmation message gets generated and the message status is updated as Suppressed. The message is available in Outbound Message Browser (PMSOUTBR). The message do not get handed off.

If the field is Unchecked, then the Reject confirmation message gets generated and handed off.

### **6.3.3 Authorize**

You can perform the Authorize action only if the authorization status is 'Unauthorized'. On Authorize action, the authorization status of the record is marked as 'Authorized'.

### **6.3.4 Delete**

You can perform the Delete action only if the authorization status is 'Unauthorized'. On Authorize action, the system reverts the Process status of the record to previous status.

### **6.3.5 View Request**

You can view the inbound cancellation request message by performing View Request Action.

### **6.3.6 View Response Action**

You can view the response messages sent out by performing View Response Action. The latest response message sent out is displayed first in the screen.

### **6.3.7 View Queue Action**

You can view the action logs for the cancellation message received against the reference.

### **6.3.8 View Transaction**

On clicking the View Transaction button, system launches Inbound SWIFT Payment View (PSDIVIEW) screen if the matched transaction is of type 'Incoming Message'.

## **6.4 Inbound Cancellation Request Queue**

Inbound cross border transactions for which cancellation request messages are received are available in this queue screen.



To invoke this screen, type 'PQSICLRQ' in the field at the top right corner of the Application Tool bar and click the adjoining arrow button.

You can search using one or more of the following parameters:

- Queue Reference Number
- UETR
- Credit Account
- gSRP flag
- Value Date
- Transfer Amount
- Exception Queue
- Transaction Reference Number
- gpi Enabled
- Current Status
- Transaction Type
- Activation Date
- Transfer Currency
- Authorization Status
- Cancellation Request Reference
- Customer Number
- Transaction Status
- Request Date
- Network Code
- Network Type Code
- Message Type

On click of 'Search' button, system displays the records that match the search criteria specified.

Following actions can be performed in this browser:

#### **6.4.1 Interim/Accept/Reject**

You can invoke the Cancellation Response Details screen PQDCANRP by selecting a record and clicking on 'Interim/Accept/Reject' or action button available at the left bottom in this browser.

Interim/Accept/Reject action requires authorization and queue access / limit rights. Accept action is not allowed when the transaction status is Cancelled / Seized / Reversed and the transaction type is incoming.

Field and the validations is same as Cancellation Response Details screen which is launched from inbound cancellation browser. For more details, refer Section 6.3.2, "Interim/Reject".

#### **6.4.2 Authorize**

You can perform the Authorize action only if the authorization status is 'Unauthorized'. On Authorize action, the authorization status of the record is marked as 'Authorized'.

#### **6.4.3 Delete**

You can perform the Delete action only if the authorization status is 'Unauthorized'. On Authorize action, the system reverts the Process status of the record to previous status.

#### **6.4.4 View Request Action**

You can view the inbound cancellation request message by performing View Request Action.

#### **6.4.5 View Response Action**

You can view the response messages sent out by performing View Response Action. The latest response message sent out is displayed first in the screen.

#### **6.4.6 View Queue Action**

You can view the action logs for the cancellation message received against the reference.

#### **6.4.7 View Transaction**

This action launches the Inbound Cross Border Transaction View Detailed (PXDIVIEW) if the 'Transaction Type' field value is 'Incoming' and Incoming SWIFT Payment View screen (PSDIVIEW) if the value is 'Incoming Message'.

### **6.5 Inbound Messages STP Queue**

Inbound MT103 / MT 202 / Cov messages awaiting match is listed in this queue screen.

You can invoke the 'Inbound Messages STP Queue' screen by typing 'PQSSTPQU' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:

- Message Reference Number
- Transaction Reference Number
- Queue Reference Number
- Message Type
- Authorization Status
- UETR
- Transaction Branch
- Sender BIC
- Current Status
- Network Type Code
- Debit Account
- Transfer Currency
- Transfer Amount
- Value Date
- Network Code

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in this queue:

Actions	Functions

Release	<ol style="list-style-type: none"> <li>1. This action is applicable for both Non-STP and waiting for cover messages.</li> <li>2. System skips the cover matching and release the message for further processing.</li> <li>3. This action requires authorization and queue access / limit rights.</li> </ol>
Cancel	For the details on, processes followed on canceling a payment, refer to Section 9.1, "Cancellation from Exception Queues".
Manual Match	This action is applicable for only cover pending messages. Manual Match requires authorization and queue access / limit rights.
Authorize	Authorization is applicable for the Unauthorized Release, Suppress and Manual Match actions.
Delete	Allows the user to delete the actions – Release, Suppress and Manual Match that are unauthorized.
View Transaction	You can view the selected transaction details.
View Action Queue	Displays all queue activities performed for a transaction.

### 6.5.1 **Reject**

Reject action opens a new sub screen 'PQDMCRJT' to capture remarks during 'Reject' action by Checker. Reject action is allowed only, if Authorization status is Unauthorized and if the user has access right for 'Authorize' action at Role/User level.

You can invoke the 'Reject Details' screen by clicking the Reject action on the screen.

When you click on OK button in this sub screen, the below processing changes are done:

- Queue Authorization status is updated as 'Rejected'.
- Authorization status in Queue action log is updated as 'Rejected'.
- Queue status gets reset to 'Pending'.
- Reject Remarks if provided by user gets populated against Checker remarks fields of Queue action log.

- If the last Queue action is 'Manual Match', then the cover match reference gets reset. Similarly, if the last Queue action is 'Cancel', then the Reject reason code gets reset.

User actions Manual Match, Release, Cancel are allowed on the Rejected queue record.

## 6.5.2 Manual Match

You can invoke this screen, by clicking on 'Manual Match' action button in the 'Inbound Messages STP Queue' (PQSSTPQU).

This action is applicable for only cover pending messages. Manual Match requires authorization and queue access / limit rights.

User has to select the cover message MT 202COV / MT 910 which is pending for match. While processing manual match system, tries to match the currency of the payment and cover message only.

---

### Note

- Any difference in amount due to intermediary charges etc. has to be manually handled.
  - Both payment message and cover message will be marked as manually matched. Payment value date will be derived based on the preference maintained in PMDCMPRF.
- 

## 6.5.3 Auto Cover Match Processing

Auto cover matching of the messages MT 103 and MT 202 are supported.

Based on the rule condition mentioned in the Cover Queue Rule maintenance (PMDQURLE), an incoming payment message (MT103/MT 202) is routed to a STP queue. All payment messages in this queue await Cover matching. Incoming Cover messages are also routed to this queue based on the Cover queue rule condition.

- Sanction scanning of MT 202 COV and MT 910 inbound messages are done upfront.
- On successful completion of sanctions screening, the messages are matched with MT 103/ MT 202 messages pending in STP queue for cover match.

- Auto matching considers the following fields value matching between the original payment message & cover message:
  - Reference Number
  - Field 20 of payment message with Field 21 of cover message
  - Currency & Amount match
- If the auto cover match is successful both payment message and cover message are marked as 'Matched', and payment message is released from STP queue for further processing.
- Further the payment is sent for Network resolution and will be forwarded to the resultant payment processor.

## 6.6 Inbound Non-gpi n99 Queue

To invoke this screen, type 'PQSING99' in the field at the top right corner of the Application Tool bar and click the adjoining arrow button.

You can search using one or more of the following parameters:

- Message Reference 20
- UETR
- Transaction Reference (Indicated by Field 21 & Fetch transaction reference number from PXDOVIEW, PXDIVIEW)
- Transaction Branch
- Queue Reference Number
- Sender BIC
- Message Type (199, 299, 999 only)
- Status (Pending, Confirmed, Rejected, No Action Required)
- Authorization Status (Authorized, Unauthorized)

On click of 'Search' button, system displays the records that match the search criteria specified.

Following actions can be performed in this screen:

### 6.6.1 **Status Update**

You can input remarks and select appropriate update status 'Pending, Confirmed, Rejected, No Action Required', as applicable. You can save the status update.

The screenshot shows a web application window titled "Status Update Details". At the top left, there are two buttons: "New" and "Enter Query". The main area contains a form with the following fields:

- Queue Reference Number
- Last Updated on
- Branch Code
- Host Code
- Network Code
- Remarks
- Message Type
- Message Reference
- Message Received Date
- Related Reference Number (21)
- Status Update (dropdown menu)

At the bottom right of the window, there are two buttons: "Ok" and "Exit".

Following details are displayed:

#### **Queue Reference Number**

This field displays the system generated 16-digit status update reference number.

#### **Message Reference**

This field displays Field 20 of the incoming 'n99' message.

#### **Last Updated on**

This field displays the date of update.

#### **Message Received Date**

This field displays the date of receipt of the 'n99' message.

#### **Branch Code**

This field displays the Branch Code.

#### **Related Reference Number (21)**

This field displays the Field 21 of the incoming 'n99' message.

#### **Host Code**

This field displays the Host Code.

#### **Status Update**

This field lists the below values for the user to select as appropriate and update:

- Pending
- Confirmed
- Rejected
- No Action Required

#### **Remarks**

You can input remarks as applicable.

### **Message Type**

This field displays the MT messages such as 199, 299, 999.

On click of 'OK' the status update gets saved and submitted for authorization.

### **6.6.2 Authorize**

After clicking Authorize, you can authorize an unauthorized queue action.

### **6.6.3 View Message**

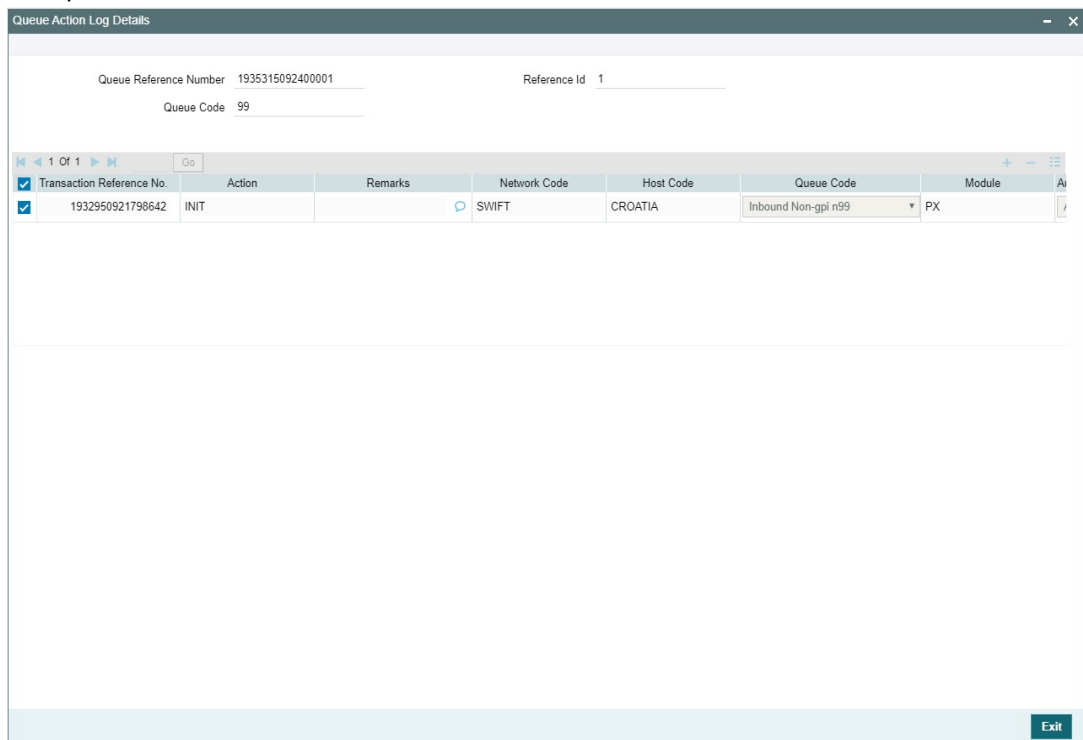
After clicking View Message, you can view the incoming MT 'n99' non-gpi message.

### **6.6.4 View Transaction**

After clicking View Transaction, you can view the underlying transaction details (incoming or outgoing).

### **6.6.5 View Queue Action**

After clicking View Queue Action, it displays all the actions undertaken for the message from the queue.



The screenshot shows a window titled "Queue Action Log Details". At the top, there are input fields for "Queue Reference Number" (1935315092400001), "Reference Id" (1), and "Queue Code" (99). Below these is a table with the following columns: Transaction Reference No., Action, Remarks, Network Code, Host Code, Queue Code, and Module. The table contains one row with the following data: Transaction Reference No. 1932950921798642, Action INIT, Remarks (empty), Network Code SWIFT, Host Code CROATIA, Queue Code Inbound Non-gpi n99, and Module PX. There is an "Exit" button at the bottom right of the window.

Transaction Reference No.	Action	Remarks	Network Code	Host Code	Queue Code	Module
1932950921798642	INIT		SWIFT	CROATIA	Inbound Non-gpi n99	PX

You can search using one or more of the following parameters:

- Queue Reference Number
- Reference Id
- Queue Code

### **6.6.6 Delete**

After clicking Delete, you can delete an unauthorized queue action.



## 6.7 Incoming Unmatched Queue

The 'Incoming Unmatched Queue' screen lists all the below items:

- All incoming MT202/205 messages which are terminating, and credit account resolution fails.
- All incoming MT202COV/205COV messages received for cover matching but not matched against Customer Transfer/Bank Transfer.
- All incoming MT910 messages which are not matched against Customer Transfer/Bank Transfer & Outbound Claim.
- All incoming MT940/MT950 statement entries which are not matched against Customer Transfer/Bank Transfer & Outbound Claim

To invoke this screen, type 'PQSIUNMQ' in the field at the top right corner of the Application Tool bar and click the adjoining arrow button.

The screenshot displays the 'Incoming Unmatched Queue' application interface. It includes a search section with a 'Case Sensitive' checkbox and buttons for 'Search', 'Advanced Search', 'Reset', and 'Clear All'. The search criteria are organized into three columns: Message Reference 20 (with a date picker), Queue Reference Number, and Transaction Branch; Value Date (YYYYMMDD), Message Type, and UETR; Sender BIC, Transfer Currency, and Transfer Amount; Authorization Status (dropdown), Message Receipt Date (with a date picker), and Transaction Reference Number; Debit Account, Current Status (dropdown), and Network Code. Below the search fields is a table with columns corresponding to these search criteria. At the bottom of the window, there are navigation options: 'View Message', 'View Queue Action', 'View Transaction', 'Release', 'Authorize', 'Delete', and an 'Exit' button.

You can search using one or more of the following parameters:

- Message Reference 20
- Queue Reference Number
- Transaction Branch
- Value Date
- Message Type (MT202, MT205, MT910, MT940, MT950)
- UETR
- Sender BIC
- Transfer Currency
- Transfer Amount
- Authorization Status (Authorized, Unauthorized)
- Message Receipt Date
- Transaction Reference Number
- Debit Account
- Current Status (Unmatched, Matched, Released)
- Channel Type (SWIFT, C2B, SPS)
- Network Type Code

- Network Code

On click of 'Search' button, system displays the records that match the search criteria specified.

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**Note**

Beneficiary Institution fields are not populated in the search results section when the message type is MT910, MT940, MT950.

---

Following actions can be performed in this screen:

### **6.7.1 View Message**

After clicking View Message, existing Message Details screen (PMDVWMSG) gets launched and details of incoming message is displayed.

This action is allowed only for the MT910, MT202, MT205, MT202COV, MT205COV message types.

### **6.7.2 View Queue Action**

After clicking View Queue Action, existing Queue Action screen (PQDVWQAC) gets launched and it displays all the user actions taken on this message.

### **6.7.3 View Transaction**

After clicking View Transaction, existing Incoming SWIFT Payment View (PSDIVIEW) screen gets launched. This action is allowed only for MT202/205 message types.

### **6.7.4 Release**

After clicking Release, new sub screen will get launched. Below are details of the of fields to be displayed in this sub screen. This action is allowed only for MT202/205 message types.

### **6.7.5 Authorize**

After clicking Authorize, the above-mentioned sub screen gets launched to capture authorizer's remarks and Authorize the Release action. Only Checker Remarks are made available for User Input for 'Authorize' user action.

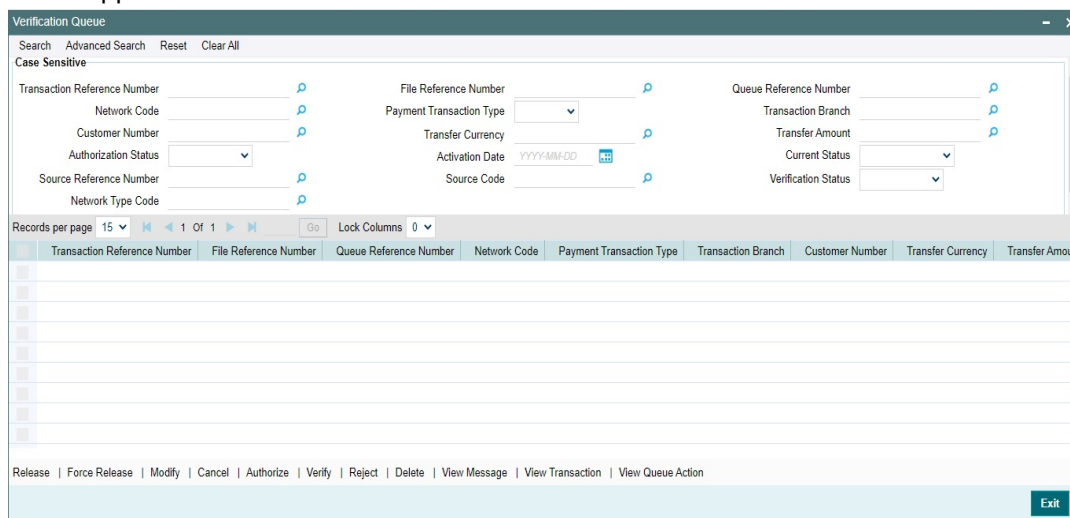
### **6.7.6 Delete**

After clicking Delete, the above-mentioned sub screen gets launched. Both Maker Remarks/ Check Remarks fields are available for user input.

## **6.8 Verification Queue**

This screen maintains the Verification Rule. This Rule maintenance would be at the Host level and for a specific Network Code.

You can invoke the 'Verification Queue' screen by typing 'PQSVERFQ' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the Application toolbar.



You can search using one or more of the following parameters:

- Transaction Reference Number
- File Reference Number
- Queue Reference Number
- Network Code
- Payment Transaction Type
- Transaction Branch
- Customer Number
- Transfer Currency
- Transfer Amount
- Authorization Status
- Activation Date
- Current Status
- Source Reference Number
- Source Code
- Verification Status
- Network Type Code

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for the selected transactions:

Actions	Functions
View Transaction	View outgoing transaction view.
View Queue Action	To view all the user actions taken on the transaction.

<b>Actions</b>	<b>Functions</b>
View Mes- sage	Pre-view the generated payment messages.
Force Release	Release the transaction from the queue even if network cutoff is crossed.
Release	Release the transaction from the queue to process the transaction further.
Modify	Allowing modification of the transaction data. Branch Input screen gets launched in unlock mode and you can do modification based on the amendable fields list.
Cancel	Cancelling the transaction in Verification Queue.
Authorize	Authorization of the queue action.
Verify	This action displays the status of the 2nd Authorization. The Out-bound Cross Border/RTGS Transaction Input (PXDOTONL) is displayed with menu 'Verify' in the screen.
Delete	Deletion unauthorized user action by Maker.
Reject	Rejection of unauthorized user action by Checker.

# 7. Exception & Investigation Queues - Domestic ACH

## 7.1 R Processing Queue

You can invoke the R Processing Queue by typing 'PMSRMSQU' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:

- File Name
- File Reference Number
- Message Date
- Original Transaction Reference
- End to End Identification
- Message Type
- Reason Code
- Network Code
- Authorization Status
- Message Status
- Network Type Code

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

The following actions can be performed for transactions in this queue:

Actions	Functions
Match Transaction	This action allows the user to manually match an R-message which is in unmatched status. You can select one of the existing transaction (ACH or direct debit transaction) depending on payment type.

Actions	Functions
Suppress Action	This action allows the user to suppress an unmatched R-message. This can be done when the original match is not found.
Generate camt.029	This action will be applicable for unmatched camt.056 messages received for a payment transaction (SCT). If no original transaction is found, the receiving bank can send back the camt.029 message.
Authorize	You can select a particular record from the queue and then click this action button to authorize the record.
Delete	You can select a particular record from the queue and then click this action button to delete the record.
View Queue Action	You can select a record and click this action button to show the actions taken by system or users and the associated audit trail.

### Note

All actions, Match Transaction, Suppress and Generate camt.029 require authorization.

## 7.2 Dispatch File Browser

Dispatch File browser lists all the dispatch records based on the dispatch reference. A single dispatch reference can have multiple files attached to it. This screen lists the records for both SCT and SDD.

You can invoke the 'Dispatch File Browser' by typing 'PMSDSPBR' in the field at the top right corner of the application toolbar and clicking the adjoining arrow button. Click New button on the Application toolbar.

You can search using one or more of the following parameters:

- File Reference Number
- Network Code
- File Type

- File Status
- Dispatch Type
- Queue Action
- Authorization Status
- Dispatch Date
- Network Status
- File Name
- Queue Reference Number
- Dispatch Reference
- Previous ICF File Reference Number

Once you have specified the search parameters, click 'Search' button. The system displays the records that match the search criteria.

This queue screen is applicable for both ACH and DD transactions.

The following actions can be performed for transactions in this queue:

Actions	Functions
Process File	1. Select a record and click on Process File to process the file. Process File is allowed only when the File Status is either – Pending/Posted. 2. System checks the Network cutoff and change the settlement date accordingly on clicking Process File.
View File	You can view the dispatch file generated using this option.
View Queue Action	You can select a record and click this action button to show the actions taken by system or users and the associated audit trail.
View Accounting	The file level accounting can be viewed from the Accounting Entries screen opened on invoking this action.
View Validation File	This action will open Validation File Details screen (PMDVLDVW) which provides the CVF/DVF file details received for the dispatch file.

### 7.2.1 View Validation File

This action will open Validation File Details screen, which provides the CVF/DVF file details received for the dispatch file. The File level network rejects are displayed in this screen.

You can invoke this screen by clicking the 'View Validation File' action button in the Dispatch File Browser screen (PMSDSPBR)

For the selected record, you can view the following details, that are displayed:

- File Name
- File Reference
- File Reject Reason
- File Business Date
- File Status
- File Cycle Number
- Original File Name
- Original File Reference
- Original File Date & Time

Following actions can be performed from this screen:

Actions	Functions
View File	User can view the entire XML CVF/DVF file received.
Regenerate File	<ol style="list-style-type: none"> <li>1.This is applicable if the Network status is rejected or partially accepted.</li> <li>2.For a partially accepted file only transactions which are rejected only will be re-generated.</li> <li>3. A new file reference is generated for the new file which will be populated as re-generated file reference, for the original file record.</li> <li>4.The original file record will be marked as re-generated and no further actions is possible on this record.</li> <li>5.The re-generated file will create a new record and the CVF/DVF file received against the new file will be linked to this record.</li> <li>6. System throws an Override message on re-generating the file.Once the user accepts the override, action is saved.</li> <li>7. Regeneration action requires, authorization and Queue access rights.</li> </ol>



Reject Transactions	<p>1.This initiates the Network reject of the transactions which are rejected. These transactions can be part of a fully rejected or partially accepted file/bulk.</p> <p>2.Existing auto reject of transactions for a partially accepted file will be removed. Transaction rejection has to be manually triggered.</p> <p>3. System throws an Override message on rejecting the transaction.Once the user accepts the override, action is saved.</p> <p>4. Reject Transactions action requires, authorization and Queue access rights.</p>
Authorize	You can select a particular record from the queue and then click this action button to authorize the record.
Delete	You can select a particular record from the queue and then click this action button to delete the record.
View Queue Action	You can select a record and click this action button to show the actions taken by system or users and the associated audit trail.
View Bulk Details	You can view the bulks received in the Network Validation File in this screen on clicking, View Bulk Details.

### **Accounting Entries for a fully Rejected file**

- For a file, if the reject transactions/re-generation is for the entire file, DCLG reversal of the original entries will be passed.
- If the file is re-generated, re-posting of the entries with the new settlement date will be done.

---

#### **Note**

Existing upfront reversal of DCLG entries on receipt of a Network reject of a full file is not applicable.

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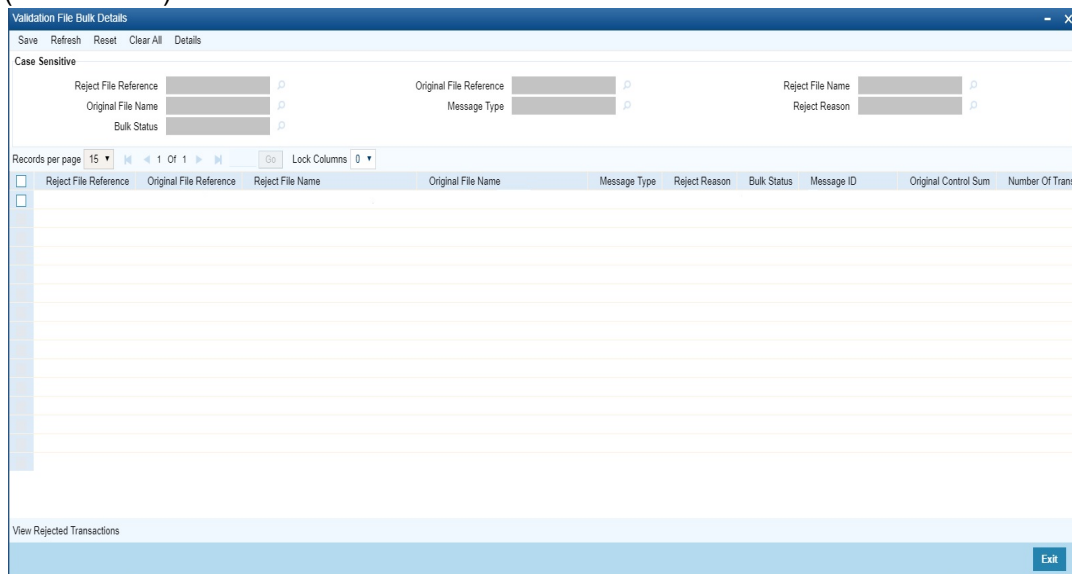
### **Accounting Entries for a partially Accepted file**

- For a file, if the reject transactions/re-generation is for the partially accepted file, DCLG reversal of the original entries will be passed for the transactions which are rejected/ regenerated.
- If the file is re-generated, re-posting of the entries with the new settlement date will be done.

## **7.2.2 View Bulk Details**

You can view the bulk level network rejects in this screen. The bulks rejects that are part of the Network Reject file can be viewed here.

You can invoke this screen by clicking 'View Bulk Details' in Validation File Details screen, which is an action button (View Validation File) in the Dispatch File Browser screen (PMSDSPBR).



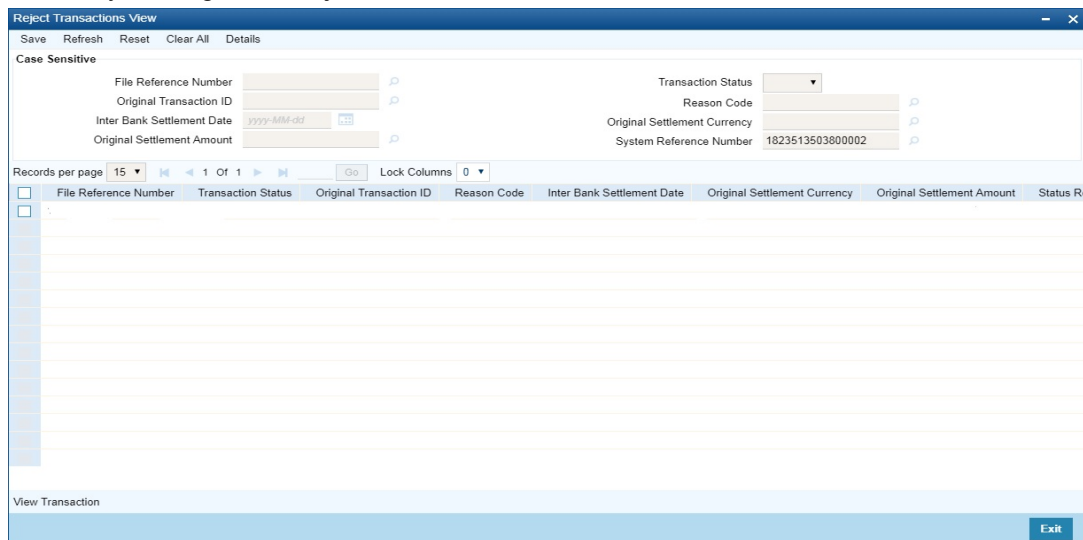
You can view the following details in this screen:

- Reject File Reference
- Original File Name
- Bulk Status
- Original File Reference
- Message Type
- Reject File Name
- Reject Reason

You can perform the following action from this screen:

### View Rejected Transaction

You can view the network rejects at the individual transaction level here. You can invoke this screen by clicking 'View Rejected Transactions' from the 'Validation File Bulk Details' screen.



Further more you can view the rejected transaction and its complete details by clicking 'View Transaction' action button, which launches the actual transaction screen.

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## 8. External Response Exception Log Summary

### 8.1 External Response Exception Log Summary

External System response failed during processing, due to technical errors is logged in this screen. Responses from SC, ECA, External Exchange Rate & Accounting queue are logged on this.

You can invoke “External Response Exception Log Summary” screen by typing ‘PMSEXPLG’ in the field at the top right corner of the Application tool bar and clicking on the adjoining arrow button.

The screenshot shows a web application window titled "External Response Exception Log Summary". At the top, there are search options: "Search", "Advanced Search", "Reset", and "Clear All". Below this, there is a "Case Sensitive" checkbox. The search criteria section includes input fields for "Exception Reference Number", "Queue Code", and "Queue Name", each with a magnifying glass icon. Below the search fields is a control bar with "Records per page" set to 15, navigation arrows, "1 Of 1", a "Go" button, and "Lock Columns" set to 0. The main area is a table with the following columns: "Exception Reference Number", "Queue Name", "Queue Code", "Status", and "Date Logged". The table is currently empty. At the bottom left, there are links for "Retry", "View Response", and "Ignore". At the bottom right, there is an "Exit" button.

You can search using one or more of the following parameters:

- External Reference Number
- Queue Code
- Queue Name

#### 8.1.1 Retry Screen

Click the ‘Retry’ button in the External Response Exception Log Summary screen to invoke this sub screen.

When a response from external system is failed in processing due to any technical reasons, the transaction is not be processed further, remains in the same queue. And, the response is displayed on this screen. You can retry, which re-processes the same response received from

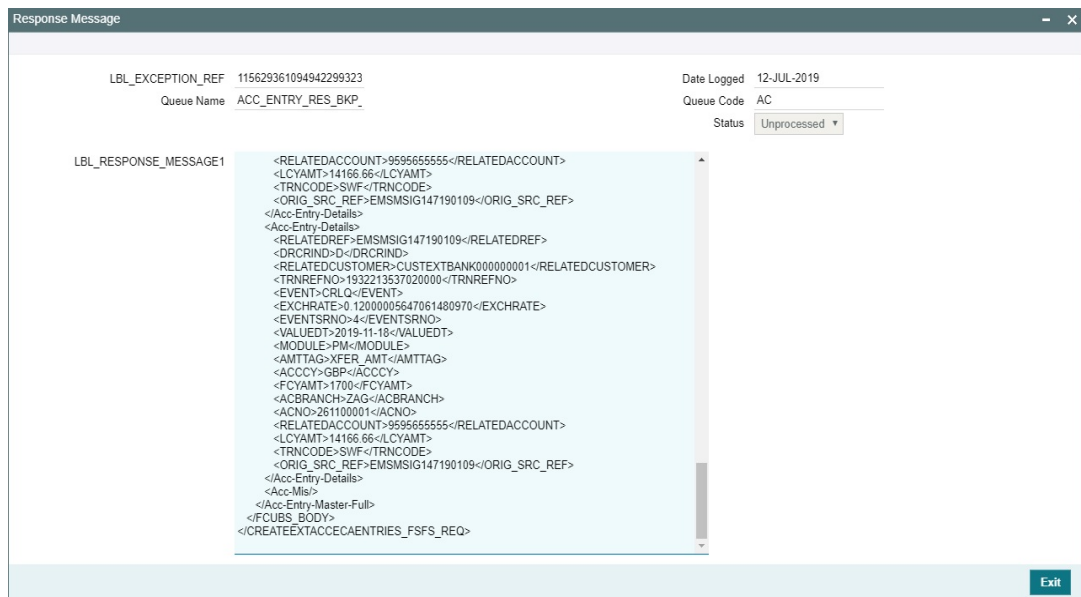
the external system. On successful re-processing, transaction proceeds further and the response is removed from this screen.



### 8.1.2 View Response Screen

Click the 'View Response' button in the External Response Exception Log Summary screen to invoke this sub screen.

The external system response which has failed during process, due to technical reasons are shown here.



### 8.1.3 Ignore Screen

Click the 'Ignore' button in the External Response Exception Log Summary screen to invoke this sub screen.

Ignore option on this screen is to ignore the response. So the response is removed from this screen. Thus the payment could be manually acted from the corresponding exception

Exception Reference Number	115629361094942299323	Date Logged	12-JUL-2019
Queue Name	ACC_ENTRY_RES_BKP	Queue Code	AC
		Status	Unprocessed

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**Note**

This is supported for Sanction, ECA & Accounting queues.

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## 9. Features

### 9.1 Cancellation from Exception Queues

You can invoke “Cancel Action” screen-by clicking on the Cancel button present in every Exception Queue.

On cancelling a payment transaction from any Exception Queue, if it has not undergone Sanction scanning yet, the transaction is sanctioned before cancellation. If the Sanction response is Approve or Reject, transaction is cancelled. Else, if it is Seize, transaction is seized.

If the transaction stayed in an Exception Queue over days and cancelled on a later day, Sanctioning will be done considering SC retry days – even if was sanction scanned earlier.

Remarks to be filled in mandatorily in the cancellation screen.

Additionally, the following changes are executed on a payment, on cancellation, based on its payment direction

#### 9.1.1 Cancelling Outbound payment

- If the transaction has crossed ECA stage, on cancellation, the amount is released, by triggering a release block request to DDA system.
- If the payment is a cross currency transfer (transfer currency & debit account currency are different) and External FX rate was fetched, the FX utilization is undone, by triggering a FX unwind request.
- If the transaction is cancelled from Sanction Queue on a later day, the Ring Fence block made on booking day EOD is undone, by triggering a ECA undo request to DDA system.

Field	Value
Queue Reference	
Host Code	
Payment Type	
Transfer Currency	
Remarks	
Transaction Reference	
Network Code	
Transaction Type	
Transfer Amount	
Queue Status	Pending
Maker Id	
Checker Id	
Authorization Status	
Maker Date Stamp	
Checker Date Stamp	

#### 9.1.2 Cancelling Inbound payment

- Cross border / SWIFT based RTGS : Option is available to post the credit to Return GL or to suppress the entries. Reject / Return details are not applicable.
- SEPA ACH: pacs.004 message is sent back to the sender of pacs.008 automatically, to return the funds of the cancelled payment. Reject / Return details are mandatory.

- SEPA DD: pacs.004 or pacs.002 message (considering the network settlement date & time) is sent back to the sender of pacs.008 automatically, to return the funds of the cancelled payment. Reject / Return details are mandatory.
- India RTGS: pacs.004 is sent back to the sender of pacs.008 automatically, to return the funds of the cancelled payment. Reject / Return details are mandatory.

You can invoke “Cancel Action” screen by clicking on the Cancel button present at bottom of the ‘Repair Queue ‘screen ‘PQSREPQU’.

---

### Note

- Suppress and Cancel actions are not allowed for Inbound ACH and Direct Debits. Only Return action is allowed.
  - Return action is not allowed for Cross Border and RTGS transactions.
  - Remarks is mandatory to be given.
- 

## 9.2 Acting from an Exception Queue on a later day

When payment transaction moves to an Exception Queue and an action is taken a later day, than the booking day, an override “Activation date is in the past, the dates are re-derived. Do you want to proceed?” would be sought.

On acceptance, activation date of the payment is force reset to current date. And, by this its instruction date is re derived and entire exception handling process is re-executed from beginning.

Processing cutoff is not validated when a payment is processed from a queue on a later day.

When an outbound payment is approved from Sanction or ECA Q on a later day, then Customer Rollover Preference is applied. Refer Payments Core manual on this.

Alternatively you can disagree on this override and in turn cancel the payment, if it need not be executed on a later day.



## 9.3 Export Option

An option is provided in the below listed exception queues to export the user selected records to an excel sheet:

- Auth Limit1 Queue
- Auth Limit2 Queue
- Business Override Queue
- EAC Queue
- ECA Queue
- EU Payer Queue
- Exchange Rate Queue
- External Pricing Queue
- Network Cut-off Queue
- Non STP Queue
- Process Cut-off Queue
- Process Exception Queue
- Repair Queue
- Sanction Check Queue
- Settlement Review Queue
- Verification Queue
- Warehouse Queue

Export action is considered only on selected records and export the queue records to an excel sheet.

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## 10. Function ID Glossary

### P

PMDCQRLE .....	5-3, 5-4	PQSEXPQR .....	4-11
PMDQCODE .....	5-1	PQSFUVAQ .....	3-24
PMDQURLE .....	6-16	PQSFXCAN .....	3-30
PMSACRES .....	4-15	PQSING99 .....	6-17
PMSDSPBR .....	7-2, 7-4	PQSIUNMQ .....	6-20
PMSEXPLG .....	8-1	PQSNETCQ .....	3-17
PMSQCODE .....	5-2	PQSNSTPQ .....	3-20
PMSRMSQU .....	7-1	PQSNWRQU .....	3-32
PQDBSIRE .....	3-41	PQSOVRQU .....	3-6, 3-9, 3-13, 3-24, 3-32, ..... 3-39, 4-11, 6-14, 7-1
PQDSSIRE .....	3-41	PQSPRCUQ .....	3-15
PQDXISIQ .....	3-41	PQSREPQU .....	3-1, 3-3, 9-2
PQSACCQU .....	4-13	PQSSNCKQ .....	4-1
PQSAU1QU .....	3-10, 3-13	PQSSSIQU .....	3-39
PQSCLMQU .....	6-1	PQSSTPQU .....	6-14
PQSDOCAQ .....	3-48	PQSVERFQ .....	6-22
PQSEACQU .....	4-8	PXDCHGCM .....	6-6
PQSECAQU .....	4-5	PXDCLMMM .....	6-2
PQSEUPQU .....	3-43	PXDCLMVW .....	6-3