

Retail Accounts User Manual  
Oracle Banking Digital Experience  
Patchset Release 22.2.4.0.0

Part No. F72987-01

June 2024

**ORACLE®**

Retail Accounts User Manual

June 2024

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# 1. Preface

## 1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

## 1.2 Documentation Accessibility

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

## 1.3 Access to Oracle Support

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

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

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

## 1.4 Structure

This manual is organized into the following categories:

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

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

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

Each transaction is explained in the following manner:

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

## 1.5 Related Information Sources

For more information on Oracle Banking Digital Experience Patchset Release 22.2.4.0.0, refer to the following documents:

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

## 2. Transaction Host Integration Matrix

### Legends

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

Sr No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.7.4.0.0
1	Overview Widget	✓	✓
2	Current & Savings Accounts (Summary)	✓	✓
3	Current & Savings Account Details (Except Accrued Interest and Average Balance)	✓	✓
4	Current & Savings Account (with Accrued Interest and Average Balance information)	✓	✗
5	Current and Savings Account Details - Nickname update	<b>NH</b>	<b>NH</b>
6	Debit Cards	✗	✓
7	New Debit Card	✗	<b>NH</b>
8	Debit Card Limits	✗	✓
	Debit Card - International Transactions check update	✗	✗
	Update Daily Limits	✗	✓
9	Block Card	<b>NH</b>	<b>NH</b>

Sr No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.7.4.0.0
10	Unblock Card	NH	NH
11	Request PIN	NH	NH
12	Reset PIN	NH	NH
13	Reissue Card	NH	NH
14	Upgrade Card	NH	NH
15	Cheque Book Request	✓	NH
16	Cheque Status Inquiry - Number	✓	✓
	Cheque Status Inquiry – Range/ Status	×	✓
17	Stop/ Unblock Cheque - Number	✓	✓
	Stop/ Unblock Cheque – Range / Status	✓	✓
18	Transactions		
	Transactions - E-statements Subscription	×	✓
	Transactions - Request Statement	✓	✓
	Transactions – View Pre-generated Statement	×	✓
19	Request Statement	×	✓
20	Inactive Accounts	✓	✓
21	Sweep-in		
	Sweep-in- View	✓	×

Sr No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.7.4.0.0
	Sweep In - Add	✓	x
	Sweep In - Delete	✓	x

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## 3. Accounts

Current and savings accounts are the most basic and critical products of retail banking. Most banking customers hold either a current or a savings account with their banks. Banks, in turn, encourage the use of current or savings accounts as it results in a higher profit margin for the bank.

This application provides a platform by which banks are able to offer their customers an enriching online banking experience in performing activities on their accounts.

Through the online banking application, customers can perform various activities on their accounts. Customers can view account balances and statements, initiate service requests and perform other inquiries as well as perform financial transactions on their accounts.

### **Features Supported In the Application:**

The retail accounts module of the application supports the following features:

- Overview Widget
- Current & Savings Accounts Summary
- Current & Savings Account Details
- Debit Card Limits
- Apply for New Debit Card
- Block/ Unblock Debit Card
- Upgrade Debit Card
- Update Debit Card Limits
- Re-issue Debit Card
- Request for new Debit Card PIN
- Reset Debit Cards PIN
- Cheque Book Request
- Cheque Status Inquiry
- Stop/Unblock Cheque
- View Account Statement
- E-Statement Subscription
- Request Statement
- Download Pre-Generated Statements
- Sweep-In

### Pre-Requisites

- Transaction access is provided to retail users
- CASA (Current and Savings Account) accounts are maintained in the host system under a party ID mapped to the user

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**Note:** In application

- 1) Account searchable drop-down will allow user to search the account number basis on the Account Number, Account Name, Account Currency or Branch Code.
  - 2) Bank can configure the fields to be shown as additional values in the accounts drop-down.
  - 3) International Bank Account Number (IBAN) is now available in account searchable drop-down in place of current and savings account (CASA) number.
- 

## 3.1 Overview Widget

The retail dashboard page displays an overview of the customer's holdings with the bank as well as links to various transactions offered to the customer. The **Overview** widget displays the customer's holdings in each account type such as Current and Savings Accounts, Term Deposits, Loans, Credit Cards, and Investments. It is a container and user can scroll from left to right, right to left. Each relationship card displays details specific to that account type. One such example is that of Current & Savings accounts.

On clicking on account type **Current & Savings card**, details of the current and savings accounts held with the bank are displayed on next page. The Current & Savings Accounts summary page provides users with a holistic view of all their both Islamic and Conventional accounts along with the basic details of each current & savings account.

General details such as the total count of current & savings accounts and the total current balance, are also displayed.

On Summary page the basic details of individual accounts are displayed as record. Each record displays basic information of the account which comprises of the account number, Available Balance, Current Balance, Product Name, Status and the **More Actions** menu.

---

**Note:**

The Overview widget is available on both desktop and mobile (responsive) view. If the retail user does not have any Current & Savings accounts, system displays the text message and the card which re-directs user to the origination flow to apply for a CASA account.

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### How to reach here:

*Dashboard > Overview Widget > Current and Savings card*

The screenshot displays the Futura Bank account dashboard. At the top, there is a search bar with the text "What would you like to do today?". Below this, four summary cards are shown: "Current Balance GBP 34,829,178.59" for Current & Savings (5), "Current Dues GBP 44,000.00" for Credit Cards (10), "Current Balance GBP 1,272,869.00" for Term Deposits (21), and "Current Outstanding Balance GBP 47,226.85" for Loans & Finances (2). The main content area is divided into three sections: "Bills" with four items (Engie, Water, Engie, Orange S.A.), "Recent Transactions" with a list of account-to-account transfers, and "Quick Insights" with a warning about a low account balance. A notification bell icon with a "1" is visible in the bottom right corner.

**Bills**

Company	Amount	Due Date	Status	Action
Engie	GBP 104.50	Due On 4/30/2025	Overdue	Pay Now
Water	GBP 48.75	Due On 4/30/2025	Overdue	Pay Now
Engie	GBP 104.50	Due On 7/1/2025	Overdue	Pay Now
Orange S.A.	GBP 48.75	Due On 7/1/2025	Overdue	Pay Now

**Recent Transactions**

Date	Description	Amount	Status
3/30/2020	ACCOUNT TO ACCOUNT TRANSFER	EUR 9,022.91	✓
3/30/2020	ACCOUNT TO ACCOUNT TRANSFER	EUR 1,932.00	✓
3/30/2020	ACCOUNT TO ACCOUNT TRANSFER	EUR 1,952.00	✓
3/30/2020	ACCOUNT TO ACCOUNT TRANSFER	EUR 1,932.00	✓

**Quick Insights**

**Account balance critically low! Not sufficient for upcoming payments (xxxxxxxxxxxx0474)**

Add funds to your account now. A minimum of EUR 6,000.00 is recommended to ensure smooth execution of your scheduled payments.

[Fund Account](#) [Show Details](#) ...

[Home](#)

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## 4. Current & Savings Accounts Summary

The Current & Savings Accounts summary page provides users with a holistic view of all their current and savings accounts held with the bank.

All the Current & Savings accounts of the user are listed as records. Each record comprises of information such as account number, status (only in case of dormant accounts), account nickname (if assigned), product name, current balance, and available balance. Click on the specific account to view further details of that account or view the summary of transactions undertaken through that account.

---

**Note:** If the retail user does not have any Current & Savings accounts, system displays the text message and the card which re-directs user to the origination flow to apply for a CASA account.

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The **More Actions** menu on the right top corner of the page lists the relevant allowed actions based on the module. The user can also navigate to other Current and Savings account related screens from the **More Actions** menu provided on the screen.

Utilizing the '**Manage Columns**' feature, users are empowered to tailor their display preferences to suit their individual needs. This includes the ability to handpick the columns they wish to see and rearrange them in the order that best aligns with their personal preferences. These customized preferences will be securely saved and persist for all subsequent logins, ensuring a seamless and personalized experience each time they access the platform.

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Note:

- 1) The downloaded report will have the same columns as displayed on the UI as per user preference as well as there will also be an option to modify the column selection while downloading.
  - 2) The column preferences setup by the user will be saved for future reference i.e. in case the user revisits this screen, the preferred columns will only be displayed in the table.
- 

### How to reach here:

*Dashboard > Toggle Menu > Menu > Accounts > Current & Savings Accounts tab*

*OR*

*Dashboard > Overview widget > Current & Savings card*

*OR*

*Search bar > Current & Savings – Current & Savings*

*OR*

*Access through the **Current & Savings** tab available on footer of all pages*

## Current & Savings Accounts

The screenshot shows the 'Accounts' page in the Futura Bank interface. At the top, there is a search bar with the text 'What would you like to do today?' and a notification bell icon with a red '2' and a 'RB' button. Below the search bar is a dark blue header with '↑ Accounts' and a 'More Actions' dropdown menu. The main content area features a table with columns for Account Number, Status, Product Name, Current Balance, and Available Balance. The table contains 13 rows of account data. At the top right of the table area, there are 'Download' and 'Manage Columns' buttons. At the bottom of the page, there is a copyright notice: 'Copyright © 2006, 2025, Oracle and/or its affiliates. All rights reserved. [Security|Information] Terms and Conditions'.

Account Number	Status	Product Name	Current Balance	Available Balance
xxxxxxxxxxxx0014	Active	OBDX Saving Product	-GBP 4,669.06	GBP 330.94
xxxxxxxxxxxx0036	Active	OBDX Saving Product	EUR 480.40	EUR 480.40
xxxxxxxxxxxx0047	Active	OBDX Saving Product	EUR 24,278.60	EUR 24,278.60
xxxxxxxxxxxx0058	Active	OBDX Saving Product	GBP 291.52	GBP 291.52
xxxxxxxxxxxx0069	Active	OBDX Saving Product	GBP 341,157.73	GBP 341,157.73
xxxxxxxxxxxx0251	Active	OBDX Saving Product	-GBP 3,411.09	GBP 588.91
xxxxxxxxxxxx0637	Active	OBDX Saving Product	GBP 100.00	GBP 100.00
xxxxxxxxxxxx8082	Active	OBDX Saving Product	EUR 98,429.20	EUR 98,429.20
xxxxxxxxxxxx8297	Active	OBDX Saving Product	EUR 100,000.00	EUR 100,000.00
xxxxxxxxxxxx0080	Active	ISLAMIC SAVIN OBDX	EUR 133,500.00	EUR 133,500.00
xxxxxxxxxxxx0091	Active	ISLAMIC SAVIN OBDX	-EUR 15,769.20	-EUR 15,769.20
xxxxxxxxxxxx0025	Dormant	OBDX Saving Product	GBP 86.83	GBP 86.83
Test Closed Account, xxxxxxxxxxxx0386	Closed	OBDX Saving Product	GBP 0.00	GBP 0.00

## Current & Savings Accounts – Manage Columns setup

The screenshot shows the 'Accounts' page with the 'Manage Columns' dialog box open on the right side. The dialog box has a title bar with 'Manage Columns' and a close button. It contains a list of columns with checkboxes and 'Fixed' buttons. The columns are: Account Number (Fixed), Product Name, Available Balance (Fixed), Current Balance (Fixed), and Status (checked). At the bottom of the dialog box, there are 'Reset' and 'Apply' buttons. The background shows the same table as the previous screenshot, but with a different set of columns visible: Account Number, Product Name, Available Balance, and Current Balance.

Account Number	Product Name	Available Balance	Current Balance
Savings Accounts, xxxxxxxxxxxx0011	OBDX Saving Product	EUR 1,315.30	
MonthlySavings, xxxxxxxxxxxx0022	OBDX Saving Product	EUR 211,884.85	
xxxxxxxxxxxx0033	OBDX Saving Product	EUR 10,200.40	
xxxxxxxxxxxx0044	SAVINGS OBDX	EUR 129,901.00	
Primary Account, xxxxxxxxxxxx0474	OBDX Saving Product	GBP 570,020.00	

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Account Number</b>	The account number in masked format. Click on the link to view the details or transactions summary of the account.
<b>Nickname</b>	The account nickname will be displayed under the Account Number column if a nickname is assigned to the account.
<b>Status</b>	If the account is in dormant state, the status tag 'Dormant' will be displayed against the account.
<b>Note:</b> The summary page will only list active and dormant Current & Savings accounts.	

**Product Name** The name of the CASA product.

**Current Balance** The current balance in the account.


**Available Balance** The available balance in the account.

- Click on the **More Actions** menu to access other Current and Savings account related transactions.

OR

Click on the  **Download** to download the records in CSV & PDF format.

OR

Click on the  **Manage Columns** to setup a column preference by rearranging or removing columns.

- Click **Apply** to apply the new changes to the table.  
OR  
Click **Reset** to clear the data entered.

[Home](#)

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## 5. Current & Savings Account Details

The account details screen displays important information pertaining to a current or savings account such as the account holding pattern and the names of all the account holders, the current status of the account and the branch in which the account is held along with details on various balances and limits applicable on the account. The details are displayed under four main section **Account Details**, **Recent Transactions**, **Debit Cards**, and **Additional Information**. To navigate between the different sections, **Recent Transactions**, **Debit Cards**, and **Additional Information** the user can use the bookmark options available on top right corner.

The **Account Details** section provide general information about the account such as the current balance, nickname, status of the account and product name, unclear funds, and overdraft limit. The **Recent Transactions** sections displays the debit and credit entries along with each transaction amount and reference details. The **Debit Cards** section lists all the Debit Card/s linked to the account in the card form and also to apply for a new debit card on any of their accounts. The **Additional Information** section displays the account holding pattern and the names of all the account holders, the branch in which the account is held along with details on various balances and limits applicable on the account.

### How to reach here:

*Dashboard > Overview widget > Current & Savings card > Click on the Current & Savings Account Number*

*OR*

*Search bar > Current & Savings – Current & Savings Account Details*

*OR*

*Dashboard > Toggle Menu > Menu > Accounts > Current & Savings Accounts tab > Click on the Current & Savings Account Number*

## Current &amp; Savings Account Details

The screenshot displays the Futura Bank interface for a Current & Savings Account. The account number is partially visible as 'xxxxxxxxxxxx0474 - Pr'. The page is divided into several sections:

- Account Details:**
  - Current Balance: GBP 570,020.00
  - Unclear Funds: GBP 0.00
  - Overdraft Limit: GBP 0.00
  - Product Name: OBDX Saving Product
  - Nickname: Primary Account
  - Nominee: Add
  - Status: Active
- Recent Transactions:**
  - Transaction Date: 3/30/2020
  - Amount: GBP 570,020.00
  - Description: HELIXRD2009010AA000
  - Balance: GBP 570,020.00
- Debit Cards:**
  - Card Number: XXXX-XXXX-XXXX-9805
  - Card Type: OBDX Card Card
  - Cardholder: GB,725
  - Action: Block Card
- Additional Information:**
  - Today's Opening Balance: GBP 0.00
  - Available Balance: GBP 570,020.00
  - Amount on Hold: GBP 0.00
  - Unclear Funds: GBP 0.00
  - Advance Against Unclear Funds Limit: GBP 0.00
  - Overdraft Limit: GBP 0.00
  - Sweep-In Amount: GBP 0.00
  - Daily ATM Withdrawal: GBP 0.00
  - Minimum Balance Required: GBP 0.00
  - Holding Pattern: Joint
  - Mode of Operation: Jointly
  - Primary Account Holder: John David
  - Joint Account Holder/s: RyanCCBohr
  - Branch: HEL FC UNIVERSAL BANK, Oracle, Goregaon, GREAT BRITAIN

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## Field Description

Field Name	Description
<b>Account Number</b>	Select the account of which you want to view details.
<b>Account Details</b>	
<b>Current Balance</b>	The current available balance in the account.
<b>Unclear Funds</b>	That amount of funds that have not yet been credited to the account. This amount will include the amount deposited through cheques and drafts that have not yet completed the bank's clearing cycle.
<b>Overdraft Limit</b>	The maximum credit allowed by the bank for the account.
<b>Average Balance</b>	The average balance in the account. <b>Note:</b> This field will appear only in case of Third Party integration.



Field Name	Description
<b>Average Monthly Balance</b>	The average monthly balance of the account. <b>Note:</b> This field will appear only in case of FCR integration.
<b>Last Quarter Average Balance</b>	The average balance of the account in the previous quarter. <b>Note:</b> This field will appear only in case of FCR integration.
<b>Product Name</b>	The name of the CASA product.
<b>Nickname</b>	The nickname if set will be displayed. Click on <b>Add</b> link to add the nickname to the account.
<b>Nominee</b>	The registered nominee set for the account. Click on <b>Add</b> link to add the nominee to the account.
<b>Status</b>	The current status of the account. The possible values are: <ul style="list-style-type: none"> <li>• Active</li> <li>• Closed</li> <li>• Dormant</li> </ul>
<b>Recent Transactions</b>	
For more information, refer <b>Transactions</b> screen.	
<b>Transaction Date</b>	Date on which the activity was performed.
<b>Amount</b>	The transaction amount.
<b>Description</b>	Short description of the transaction.
<b>Balance</b>	Balance in the account.
<a href="#"><u>Show all transactions</u></a>	To view all the transactions in account. On clicking the link, the user will be navigated to the <b>Transactions</b> screen.
<b>Debit Cards</b>	
For more information, refer <b>Debit Cards</b> screen.	
<b>Card Product</b>	The debit card product name.
<b>Card Number</b>	The debit card number in masked format.

<b>Field Name</b>	<b>Description</b>
<b>Status</b>	The current status of the debit card will be displayed.
<b>Customer Name</b>	Name of the debit card holder.
<b>Card Expiry Date</b>	The date on which card will expired.
<b>Block Card</b>	Link to block the card.
<b>Apply for Debit card</b>	Link to apply for the new debit card. On clicking the link, the user will be navigated to the <b>New Debit Card</b> screen.
<b>Additional Information</b>	
<b>Today's Opening Balance</b>	The opening balance in the account for the day.
<b>Available Balance</b>	The current available balance in the account.
<b>Amount on Hold</b>	Displays the earmarked amount or the amount on hold in the account.
<b>Unclear Funds</b>	That amount of funds that have not yet been credited to the account. This amount will include the amount deposited through cheques and drafts that have not yet completed the bank's clearing cycle.
<b>Advance Against Unclear Funds Limit</b>	The maximum amount that can be utilized as advance against funds that have not yet been cleared.
<b>Overdraft Limit</b>	The maximum credit allowed by the bank for the account.
<b>Sweep-In Amount</b>	The amount to be transfer from savings account to a sweep-in deposit.
<b>Daily ATM Withdrawal</b>	The maximum amount allowed for withdrawal at an ATM of own bank for the daily Domestic / International Usage limits.
<b>Minimum Balance Required</b>	The minimum average monthly amount required for the bank's regular current & savings account.
<b>Holding Pattern</b>	The holding pattern of the account i.e. single or joint. The possible values are: <ul style="list-style-type: none"> <li>• For single owner - single</li> <li>• For joint ownership - joint</li> </ul>

Field Name	Description
<b>Mode of Operation</b>	Operation mode of the account. The possible values are: <ul style="list-style-type: none"> <li>• Mandate Holder</li> <li>• Single</li> <li>• Either Anyone or Survivor</li> <li>• Former or Survivor</li> <li>• Jointly</li> </ul>
<b>Primary Account Holder</b>	The name of the primary holder of the account.
<b>Joint Account Holder</b>	Name of the joint account holder. This field appears only if the holding pattern of the account is Joint.
<b>Nominee</b>	Whether the account has a registered nominee or not.
<b>Sweep-In</b>	Identifies whether or not sweep-in facility is enabled for the account. The values against this field can be either of the two: <ul style="list-style-type: none"> <li>• Yes – This value is displayed if sweep-in facility is enabled for the deposit account</li> <li>• No – This value is displayed if sweep-in facility is not enabled for the deposit account</li> </ul>
<b>Branch</b>	Branch name in which the account is held along with address.

You can also perform the following account related transaction:

- Click on the **Quick Filters** menu to view the transactions of a specific period or of specific transaction type.
- Click on the **Recent Transactions, Debit Cards, Additional Information** links available on the top right corner page to navigate between the sections.
- For more information on **Nickname** (add/ modify/ delete), the option available under **Account Details** section. Refer **Account Nickname** section.
- For more information on **Nominee**, the option available under **Account Details** section. Refer **Nomination** section in **Oracle Banking Digital Experience Retail Customer Services User Manual**.

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Note: If a nominee is already defined for the account, then the **Edit Nominee** option is displayed in kebab menu to modify it.

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- Click on the kebab menu on the debit card footer section to access additional action related to debit cards.
- Click on the **More Actions** menu to access account related transactions.

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## 6. Debit Cards

Debit cards are used for funds withdrawal at ATMs and for making purchase transactions at Point of sale (POS) terminals. Since debit cards are used for most basic banking transactions, it is essential for the bank to provide a means by which customers can view the details of their debit cards as well as apply for new debit cards online.

This feature allows customers to view the details of debit cards linked to their current or savings accounts and perform debit card-related transactions using the kebab menu options.

### Note

- 1) If the user does not have any debit cards or the empty state screen, then the user is redirected to the origination flow, where they can apply for a new debit card.
- 2) The Card images vary based on the type of card product and the card network provider.

### How to reach here:

*Dashboard > Toggle Menu > Menu > Accounts > Current & Savings Accounts tab > Click on the Current & Savings Account > Current & Savings Accounts Details > Debit Cards*

*OR*

*Dashboard > Overview widget > Current & Savings card > Click on the Current & Savings Account Number > Current & Savings Account Details > Debit Cards section*

*OR*

*Dashboard > Toggle Menu > Menu > Cards*

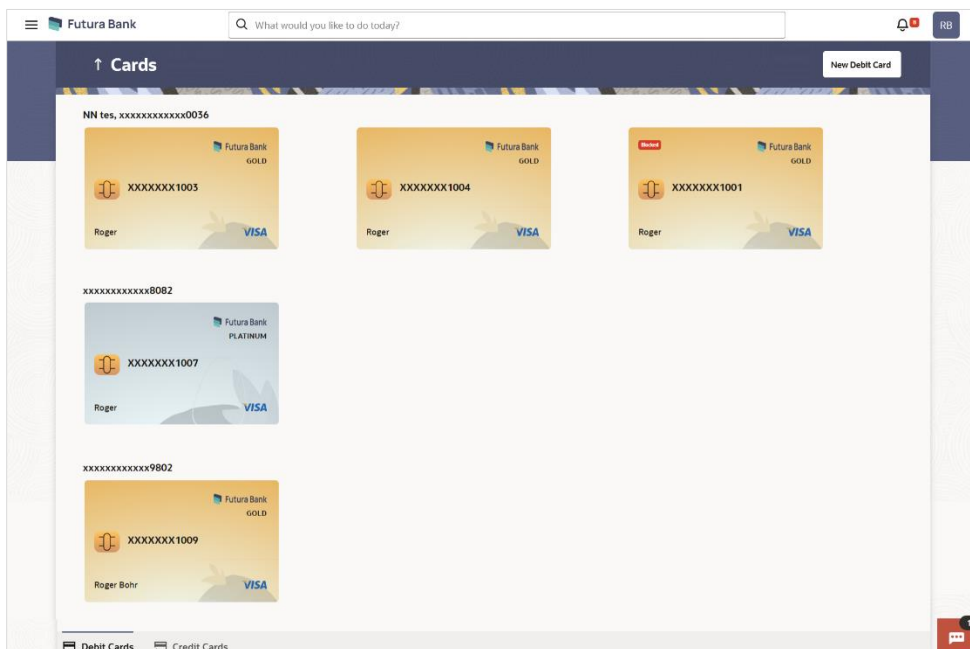
*OR*

*Search bar > Debit Cards -Debit Cards*

*OR*

*Dashboard > Toggle menu > Menu > Accounts > Current & Savings Accounts tab > Click on the Current & Savings Account > Click on the Apply for debit card link > New Debit Card > kebab menu > Debit Cards*

### Debit Cards



**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Account Number</b>	Displays the account number linked with debit card in masked format.
<b>Name of Bank</b>	Displays the name of the bank that has issued the card.
<b>Card Product</b>	The type of the debit card name.
<b>Card Number</b>	The debit card number in masked format.
<b>Card Holder Name</b>	The card holders name as embossed on the card.
<b>Card Network</b>	The processing network of card which facilitates payment card transactions.
<b>Actions</b>	<p>Click on the card to perform the following card related actions based on the card status:</p> <ul style="list-style-type: none"> <li>• Block Card</li> <li>• Debit Card Limits</li> <li>• Request PIN</li> <li>• Upgrade Card</li> <li>• Reset PIN</li> <li>• Reissue Card</li> </ul> <hr/> <p>Note: On clicking each option, the user is re-directed to the respective screen</p>

- Click on the kebab menu available on footer of the individual cards to access debit card related transactions  
OR  
Click on **Credit Cards** tab available on footer of the **Debit Cards** listing page to access the credit cards listing page.  
OR  
Click on the **New Debit Card** button to apply for new debit card. The application redirect user to **New Debit Card** page.

[Home](#)

## 7. New Debit Card

This feature enables customers to submit requests for new debit cards to be issued against their operating accounts. Customers can request for new debit cards to be issued against any of their current or savings accounts. While initiating the request for a new debit card, the customer must specify the reason for which a new card is being requested and also define the name to be embossed on the card. The customer must also specify where the new card has to be delivered.

This feature acts as a service request (SR) and an SR number is generated when the customer submits the request. Customers can track the status of their service requests by clicking on the **Track Request** link provided on the **Service Request** widget or by directly selecting the **Track Request** option from the toggle menu.

### How to reach here:

*Dashboard > Toggle menu > Menu > Accounts > Current & Savings Accounts tab > Click on the Current & Savings Account > Current & Savings Accounts Details > Click on the New Debit Card OR*

*Dashboard > Overview widget > Current & Savings card > Click on the Current & Savings Account Number > Current & Savings Account Details > Debit Card section > Click on the Apply for debit card link*

*OR*

*Search bar > Debit Cards - New Debit Card*

*OR*

*Access through the kebab menu of transactions available under the kebab menu of any other Debit Cards screen*

### New Debit Card

The screenshot shows the 'New Debit Card' form in the Futura Bank interface. The form is titled 'New Debit Card' and has a 'Cancel' button and a 'Submit' button. The form fields are as follows:

- Account Number: xxxxxxxxxxxx8297
- Reason: Previous Card Was Hotlisted
- Name on Card: Smith John
- Deliver to: Branch Near Me
- City: California
- Branch Name: FLEXCUBE UNIVERSAL BANK
- Address: Unit 1, Block A, California, GREAT BRITAIN

The interface also shows a search bar at the top with the text 'What would you like to do today?' and a notification icon in the bottom right corner.

## Field Description

Field Name	Description
<b>Account Number</b>	Select an account for which you wish to apply a debit card.
<b>Balance</b>	The net balance of the selected CASA account. This amount is displayed once a CASA account is selected in the <b>Account Number</b> field.
<b>Reason</b>	The reason for which a new debit card is being applied. The options can be: <ul style="list-style-type: none"> <li>• New Card</li> <li>• Previous card was hotlisted</li> <li>• Previous card not working</li> </ul>
<b>Name on Card</b>	The name to be embossed on the card.
<b>Address Type</b>	The customer is required to specify where the new card is to be delivered. The options are: <ul style="list-style-type: none"> <li>• Postal Address</li> <li>• Residential Address</li> <li>• Office Address</li> <li>• Branch Near Me</li> </ul>
	This section appears if the customer selects <b>Branch Near Me</b> option in the <b>Address Type</b> field.
<b>City</b>	The customer can filter branches based on city.
<b>Branch Near Me</b>	The customer can select a branch at which the new card is to be delivered. The names of all the branches in the city selected in the previous field will be displayed.
<b>Address</b>	The complete address of the branch selected will be displayed once the customer selects a branch.

### To apply for a new debit card:

1. From the **Account Number** list, select the current or savings account number against which you want to apply for a new debit card.
2. From the **Reason** list, select the appropriate reason to apply for a new card.
3. In the **Name on Card** field, enter the name to be embossed on the card.

4. In the **Address Type** field, select the appropriate delivery mode.
  - a. If you select the **Branch Near Me** option:
    - i. From the **City** list, select the appropriate option.
    - ii. From the **Branch Near Me** list, select the appropriate option. The branch address appears.
5. Click **Submit**.  
OR  
Click **Cancel** to cancel the transaction.
6. The **Confirmation** popup appears.  
Click **Yes** to proceed.  
OR  
Click **No** to cancel the transaction..
7. The success message along with the transaction reference number appears.
8. Click **Transaction Details** to view the details of the transaction.  
OR  
Click **Account Details** to view the account details.  
OR  
Click on the **Current & Savings Accounts** link to visit Current & Savings Accounts Summary page.  
OR  
Click on the **Debit Cards** link to visit the Debit Cards summary page.  
OR  
Click on the **Go To Dashboard** link to navigate back to dashboard page.

[Home](#)



## 8. Debit Card Limits

A customer can view the limits of an existing debit card linked to his current or savings account. The customer can view the existing limits and has the option to update the limits of active debit cards. In addition to the existing limits, the screen also displays the maximum limit count/ amount that can be set for the card.

The customer can view the various transaction limits associated with the debit card. The system displays limits in terms of count and amount in each category, which are as defined below:

- Own ATM Limits
- Remote ATM Limits
- Own Point of Sale Limits (PoS)
- Remote Point of Sale Limits (PoS)
- E-commerce Limits

The customer also has the provision to configure a combined limit on his debit card. It is the maximum allowed limit across all sections and if this limit is breached, user will not be allowed for any further transaction on the day irrespective of the individual daily limits set under various categories.

---

**Note:** Combined Limits will be applicable only for third party host system.

---

### How to reach here:

*Dashboard > Toggle Menu > Menu > Accounts > Current & Savings Accounts tab > Click on the Current & Savings Account > Current & Savings Accounts Details > Debit Cards > Kebab menu > Debit Card Limits*

OR

*Dashboard > Overview widget > Current & Savings card > Click on the Current & Savings Account Number > Current & Savings Accounts Details > Debit Cards > Kebab menu > Debit Card Limits*

OR

*Dashboard > Toggle menu > Menu > Accounts > Current & Savings > Debit Cards > kebab menu of debit card > Debit Card Limits*

OR

*Search bar > Debit Cards -Debit Card Limits*

OR

*Access through the kebab menu of transactions available under the kebab menu of any other Debit Cards screen*

### 8.1 View Daily Limits

#### To view the debit card limits:

1. From the **Card Number** list, select the debit card whose limits you wish to view. The **Debit Card Limits** screen displaying the **Daily Limits** applicable on the selected card, appears.

## Debit Card Limits

### Field Description

Field Name	Description
<b>Card Number</b>	The debit card number in the masked format along with the current status.
<b>Account Number</b>	Account number in the masked format.
<b>Card Type</b>	The current product name of the card.
<b>Name on Card</b>	The card holders name as embossed on the card.
<b>Valid Thro</b>	The date on which card will expired in MM/YY format.

### Daily Domestic Limits / International Usage Limits

This section includes own and remote ATM Limits, POS limits etc.




#### Facility: Own ATM Limits

<b>Number of Transactions</b>	The daily Domestic / International Usage limits of transactions allowed at an ATM of own bank.
<b>Current Limit</b>	The maximum amount allowed for withdrawal at an ATM of own bank for the daily Domestic / International Usage limits.

#### Facility: Remote ATM Limits

<b>Number of Transactions</b>	The daily Domestic / International Usage limits of transactions allowed at a remote ATM.
<b>Current Limit</b>	The maximum amount allowed for withdrawal at a remote ATM for the daily Domestic / International Usage limits.

Field Name	Description
<b>Facility: Own Point of Sale Limits</b>	
<b>Number of Transactions</b>	The daily Domestic / International Usage limits of transactions allowed at a Point of Sales (PoS) terminal of own bank.
<b>Current Limit</b>	The maximum amount allowed for withdrawal at a Point of Sales (PoS) terminal of own bank for the daily / International Usage limits.
<b>Facility: Remote Point of Sale Limits</b>	
<b>Number of Transactions</b>	The daily Domestic / International Usage limits of transactions allowed at a Point of Sales (PoS) terminal of another bank.
<b>Current Limit</b>	The maximum amount allowed for withdrawal at a Point of Sales (PoS) terminal of another bank for the daily Domestic / International Usage limits.
<b>Combined Limits on Card</b>	
The combined daily and International Usage limits allowed for withdrawal at own and remote ATM Limits, POS limits etc.	
<b>Maximum Limit</b>	The maximum amount allowed for withdrawal at own and remote ATM Limits, POS limits, and e- Commerce limits etc. for the daily and International Usage limits .

- Click  against the **Daily Domestic Limits** header to update the daily domestic limits of the debit card.  
OR  
Click  against the **Daily International Limits** header to update the daily international limits of the debit card.  
OR  
Click  against the **Combined Limits on Card** header to update the combined daily domestic and international limits of the debit card.

## 8.2 Update Daily Limits


Users can modify Daily Domestic, Daily International and Combined Daily Limits assigned to their cards.

---

Note: Users will only be able to update the limits of active debit cards.

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### To modify the daily limits of the debit card:

1. From the **Card Number** list, select the debit card whose limits you wish to modify. The **Debit Card Limits** screen along with the **Daily Limits** details appears.
2. Click  against the **Daily Domestic Limits** header or the **Daily International Limits** header based on which limits you wish to update.

The desired limits appear in editable mode.

### Update Daily Limits

3. Update the desired limits as required in **Daily Domestic Limits**, **Daily International Limits**, or **Combined Limits on Cards** sections.
  4. Click **Submit** to save the modified limits.  
OR  
Click **Cancel** to cancel the transaction.
  5. The review screen appears.  
Click **Back** to navigate back to the previous screen  
OR  
Click **Cancel** to cancel updating the debit card limits.  
OR  
Click **Confirm** to confirm updating the debit card limits. .
- OR.
6. The confirm screen appears with a message stating that the request to update debit card limits has been submitted successfully.

7. Click **Transaction Details** to view the details of the transaction.  
OR  
Click **Debit Cards** to visit the Debit Cards summary page.  
OR  
Click **Current & Savings Account Details** to view the account details.  
OR  
Click on the **Current & Savings Accounts** link to visit Current & Savings Accounts Summary page.  
OR  
Click on the **Go To Dashboard** link to navigate back to dashboard page.

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## 9. Block Card

Debit card fraud costs individuals and businesses millions of dollars every year globally. The speed at which fraudulent transactions can be performed on a stolen debit card is incredible; hence customers need a means by which to communicate the status of a lost or stolen card to the bank in the fastest possible manner with least amount of friction.

The Block Debit Card feature enables users to report stolen or lost debit cards to the bank, so that the bank can block the processing of any transaction performed on the debit card immediately.

This feature also enables the user to replace damage cards or stolen/lost cards with new card by requesting request for a replacement debit card which will have the same attributes as that of the debit card that is being blocked. This also allows user to perform debit card-related transactions using the kebab menu options.

### How to reach here:

*Dashboard > Toggle Menu > Menu > Accounts > Current & Savings Accounts tab > Click on the Current & Savings Account > Current & Savings Accounts Details > Debit Cards > Block Card*  
OR

*Dashboard > Overview widget > Current & Savings card > Current & Savings Accounts tab > Click on the Current & Savings Account > Current & Savings Accounts Details > Debit Card section > Cards > Block Card*  
OR

*Dashboard > Toggle Menu > Menu > Cards > Debit Cards > Block Card*  
OR

*Access through the kebab menu of transactions available under the kebab menu of any other Debit Cards screen*

### Block Debit Card

The screenshot shows the 'Block Debit Card' form in the Futura Bank interface. The form is titled 'Block Debit Card' and includes a card number 'XXXXXXXXX0501'. It features two tabs: 'Temporary' and 'Permanent'. The 'Reason' dropdown menu is set to 'Damaged'. There is a checked checkbox for 'Order a replacement card'. Below this, there are three dropdown menus: 'Deliver to Branch Near Me', 'City California', and 'Branch Name FLEXCUBE UNIVERSAL BANK'. The address is listed as 'Unit 1, Block A, California, GREAT BRITAIN'. At the bottom of the form are 'Cancel' and 'Submit' buttons. The page footer shows 'Debit Cards' and 'Credit Cards' tabs.

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Card Number</b>	Select the debit card which needs to be blocked.
<b>Account Number</b>	Displays the account number linked with debit card in masked format.
<b>Action</b>	Specify whether the card is to be block or unblock. The options are: <ul style="list-style-type: none"> <li>• Block</li> <li>• Unblock</li> </ul>
<b>Type of Block</b>	Specify whether the card is to be temporarily blocked or is to be permanently blocked. The options are: <ul style="list-style-type: none"> <li>• Temporary Block</li> <li>• Permanent Block (Hotlist)</li> </ul>
The following fields are enabled if you select the <b>Permanent Block</b> option in the <b>Block Type</b> list.	
<b>Specify Reason</b>	The user is required to specify the reason for which the card is being blocked. The options are: <ul style="list-style-type: none"> <li>• Damaged</li> <li>• Lost</li> <li>• Stolen</li> </ul>
<b>Would you like to order a replacement card?</b>	Select the option to identify whether a replacement card is to be issued. The options are: <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
<b>Address Type</b>	The customer is required to specify where the new card is to be delivered. The options are: <ul style="list-style-type: none"> <li>• Postal Address</li> <li>• Residential Address</li> <li>• Office Address</li> <li>• Branch Near Me</li> </ul>

Field Name	Description
Following fields will be enabled if the <b>Branch Near Me</b> option is selected in the <b>Address Type</b> field.	
<b>City</b>	The user can filter branches based on the city in which they are located.
<b>Branch Near Me</b>	Branch name where the replacement card is to be delivered.
<b>Address</b>	The address of the branch selected is displayed.

**To block the debit card and raise a request for a replacement card:**

1. From the **Card Number** list, select the debit card which needs to be blocked.
2. If you choose option **Block** to block the debit card from the **Action** field,
3. From the **Type of Block** list select the desired option.
  - a. If the **Permanent Block** option is selected;
    - i. From the **Specify Reason** list, select the appropriate reason for which the card needs to be blocked.
    - ii. This screen also provides the user with the facility to apply for a replacement card.
    - iii. Select option **Yes**, if you wish to order a replacement card under the field **Would you like to order a replacement card?**
    - iv. If you have selected option **Yes**, proceed to specify the details pertaining to where you would like the replacement card to be delivered.
      - a. If you select the **Branch Near Me** option as **Address Type**:
        - i. From the **City** list, select the desired city.
        - ii. From the **Branch Near Me** list, select the desired branch. The complete address of the selected branch appears.

OR

Select **Temporary Block** option to block the debit card temporarily.

4. Click **Submit**.  
OR  
Click **Cancel** to cancel the transaction.
5. The **Confirmation** popup appears.  
Click **Yes** to proceed.  
OR  
Click **No** to cancel the transaction..
6. The success message appears, along with the service request number.
7. Click **Transaction Details** to view the details of the transaction.  
OR  
Click **Debit Cards** to visit the Cards summary page.



OR

Click on the **Current & Savings Accounts Details** link to view the Current & Savings Accounts details.

OR

Click on the **Go To Dashboard** link to navigate back to dashboard page..

[Home](#)

## 10. Unblock Debit Card

The Unblock Debit Card feature enables users to unblock the debit card which are blocked online in cases of a stolen card or lost debit card.

### How to reach here:

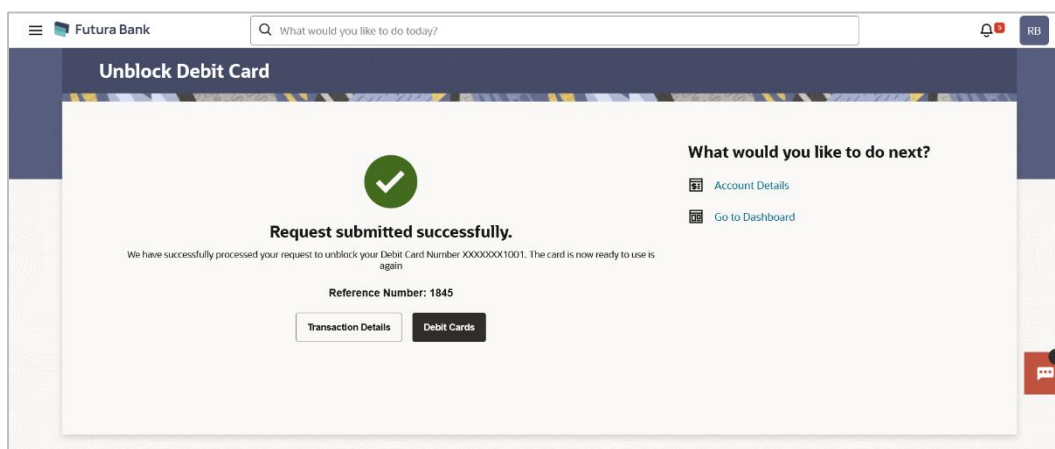
*Dashboard > Toggle Menu > Menu > Accounts > Current & Savings Accounts tab > Click on the Current & Savings Account > Current & Savings Accounts Details > Debit Cards > Unblock Card*  
OR

*Dashboard > Overview widget > Current & Savings card > Current & Savings Accounts tab > Click on the Current & Savings Account > Current & Savings Accounts Details > Debit Card section > Cards > Unblock Card*

OR

*Dashboard > Toggle Menu > Menu > Cards > Debit Cards > Unblock Card*

### Unblock Card



### To unblock the debit card:

1. Click on the **Unblock** to unblock the selected debit card.
2. The success message appears, along with the transaction reference number.
3. Click **Transaction Details** to view the details of the transaction.  
OR  
Click **Debit Cards** to visit the Cards summary page.  
OR  
Click on the **Accounts Details** link to view the Current & Savings Accounts details.  
OR  
Click on the **Go To Dashboard** link to navigate back to dashboard page.

## 11. Upgrade Card

Using this option, the user can upgrade his existing debit card. The user might wish to upgrade his debit card in order to avail better benefits and facilities. This also allows user to perform debit card-related transactions using the kebab menu options.

### How to reach here:

*Dashboard > Toggle Menu > Menu > Accounts > Current & Savings Accounts tab > Click on the Current & Savings Account > Current & Savings Accounts Details > Debit Cards > Kebab menu > Upgrade Card*

OR

*Dashboard > Overview widget > Current & Savings card > Current & Savings Accounts tab > Click on the Current & Savings Account > Current & Savings Accounts Details > Debit Cards > Kebab menu > Upgrade Card*

OR

*Search bar > Debit Cards -Upgrade Card*

OR

*Access through the kebab menu of transactions available under the kebab menu of any other Debit Cards screen*

### Upgrade Card

The screenshot shows the 'Upgrade Card' form in the Futura Bank interface. The form is titled 'Upgrade Card' and includes a search bar at the top with the text 'What would you like to do today?'. Below the title, there are 'Cancel' and 'Submit' buttons. The form contains the following fields and options:

- Account Number:** XXXXXXXXXXXXX9802
- Card Type:** GOLD
- Upgrade To:** PLATINUM EDGE (dropdown menu)
- New Card Features:**
  - Deliver to:** Branch Near Me (dropdown menu)
  - City:** California (dropdown menu)
  - Branch Name:** FLEXCUBE UNIVERSAL BANK (dropdown menu)
- Address:** Unit 1, Block A, California, GREAT BRITAIN
- I accept the terms and conditions

At the bottom of the form, there is a copyright notice: Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation]Terms and Conditions

### Field Description

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

<b>Card Number</b>	The card number in masked format.
<b>Account Number</b>	Account number in masked format.
<b>Card Type</b>	The current product name of the card.
<b>Upgrade To</b>	Select a variant of the debit cards available to upgrade the debit card.
<b>View Details</b>	Link to view the features of the debit card selected in the <b>Upgrade Card</b> list.
<b>Address Type</b>	The customer is required to specify where the new card is to be delivered. The options are: <ul style="list-style-type: none"> <li>• Postal Address</li> <li>• Residential Address</li> <li>• Office Address</li> <li>• Branch Near Me</li> </ul>

This section appears if you select the **Branch Near Me** option in the **Address Type** field.

<b>City</b>	The customer can filter branches based on city.
<b>Branch Near Me</b>	The customer can select a branch at which the new card is to be delivered. The names of all the branches in the city selected in the previous field will be displayed.
<b>Branch Address</b>	The complete address of the branch selected will be displayed once the customer selects a branch.
<b>I accept Terms &amp; Conditions</b>	Link to view the all the information and rules related to card where user need to give consent.

The following section appears, if the user selects a debit card variant in the **Upgrade Card** list and clicks on the **View Details** link.

<b>Name of the Debit Card Variant</b>	The name of the debit card variant available for selection.
<b>Domestic</b>	The limits applicable on the debit card for use within the country.
<b>POS Limit</b>	The daily usage limits on the cumulative amount allowed for payment at a Point of Sales (PoS) terminal of own bank.
<b>Daily Cash Withdrawal Limit</b>	The daily limits on the cumulative amount allowed for withdrawal at an ATM of own bank.

## International

The limits applicable on the debit card for international usage.

<b>Remote ATM Limits</b>	The daily usage limits on the cumulative amount allowed for withdrawal at an remote ATM.
<b>Daily Purchase Limit</b>	The daily limits on the cumulative amount allowed for purchase.
<b>Remote POS Limits</b>	The daily limits on the cumulative amount allowed for payment at a Point of Sales (PoS) terminal of another bank.
<b>E COMMERCE Limit</b>	The daily Usage limits on the cumulative amount allowed for e-Commerce.
<b>Offers</b>	Displays the offers available on the debit card variant.
<b>Rewards</b>	Displays the details of reward points accumulation based on purchase transactions using the debit cards.

---

### To upgrade the debit card:

1. From the **Card Number** list, select the desired debit card to be upgrade.
2. From the **Upgrade To** list, select the desired debit card to upgrade.
3. Click on **View Details** link to view the features of the debit card selected in the **Upgrade Card** list. The features of the selected debit card appears on an overlay.
4. From the **Address Type** list, select the delivery location of choice.
  - a. If you select the **Branch Near Me** option as delivery location,
    - i. From the **City** list, select the city where the branch located.
    - ii. From the **Branch Near Me** list, select a branch at which the new card is to be delivered. The branch address based on selection is displayed.
5. Select the **I accept Terms and Conditions** checkbox to give acceptance to upgrade a card.
6. Click **Submit**.  
OR  
Click **Cancel** to cancel the transaction.
7. The **Confirmation** popup appears.  
Click **Yes** to proceed.  
OR  
Click **No** to cancel the transaction.
8. The confirm screen with a message confirming successful submission of the request to upgrade the card appears. The service request number also appears on this screen.
9. Click **Transaction Details** to view the details of the transaction.  
OR  
Click **Debit Cards** to visit the Cards summary page.  
OR  
Click on the **Current & Savings Accounts Details** link to view the Current & Savings Accounts details.

OR

Click on the **Go To Dashboard** link to navigate back to dashboard page.

[Home](#)

## 12. Reissue Card

This feature enables the user to replace damage cards or stolen/ lost cards with new card by requesting for a replacement debit card which will have the same attributes as that of the debit card that is being blocked. This also allows user to perform debit card-related transactions using the kebab menu options.

### How to reach here:

*Dashboard > Toggle Menu > Menu > Accounts > Current & Savings Accounts tab > Click on the Current & Savings Account > Current & Savings Accounts Details > Debit Cards > Kebab menu > Re-Issue Card*

*OR*

*Dashboard > Overview widget > Current & Savings card > Current & Savings Accounts tab > Click on the Current & Savings Account > Current & Savings Accounts Details > Debit Cards > Kebab menu > Re-Issue Card*

*OR*

*Search bar > Debit Cards – Re-Issue Card*

*OR*

*Access through the kebab menu of transactions available under the kebab menu of any other Debit Cards screen*

### Reissue Card

### Field Description

Field Name	Description
<b>Card Number</b>	The card number in masked format.
<b>Account Number</b>	Account number in masked format.

Field Name	Description
<b>Address Type</b>	<p>The customer is required to specify where the new card is to be delivered.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Postal Address</li> <li>• Residential Address</li> <li>• Office Address</li> <li>• Branch Near Me</li> </ul>
	<p>This section appears if you select <b>Branch Near Me</b> option in the <b>Address Type</b> field.</p>
<b>City</b>	The customer can filter branches based on city.
<b>Branch Near Me</b>	<p>The branch in the selected city, where the card is to be delivered.</p> <hr/> <p><b>Note:</b> The options in this field depend on the selected option in the <b>City</b> field.</p> <hr/>
<b>Branch Address</b>	<p>The complete branch address based on the selection above.</p> <hr/> <p><b>Note:</b> The address displayed here depends on the selected option in the <b>Branch Near Me</b> field.</p> <hr/>

#### To request for the reissue of a debit card:

1. From the **Card Number** list, select the debit card which to be re issue.
2. From the **Address Type** list, select the delivery location to which the new card is to be delivered.
  - a. If you select the **Branch Near Me** option as address type,
    - i. From the **City** list, select the city where the branch located.
    - ii. From the **Branch Near Me** list, select a branch at which the new card is to be delivered. The branch address based on selection is displayed.
3. Click **Submit**.  
OR  
Click **Cancel** to cancel the transaction.
4. The **Confirmation** popup appears.  
Click **Yes** to proceed.  
OR  
Click **No** to cancel the transaction.
5. The success message is displayed along with the transaction reference number appears.
6. Click **Transaction Details** to view the details of the transaction.  
OR  
Click **Debit Cards** to visit the Cards summary page.  
OR  
Click on the **Current & Savings Accounts Details** link to view the Current & Savings Accounts details.



OR  
Click on the **Go To Dashboard** link to navigate back to dashboard page.

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## 13. Request PIN

A debit card PIN is required to authenticate any debit card transaction. Without a PIN, the customer will not be able to withdraw funds from his account or make any Point of Sale purchases. This feature enables a customer to request for a new debit card PIN to be delivered at the address of his choice.

The debit card PIN request is a service request transaction and on initiating the request, an SR number is generated, which can be used by the customer to track the status of the request. Duplicity checks are done by the system to ensure that no duplicate requests are being initiated. This also allows user to perform debit card-related transactions using the kebab menu options.

### How to reach here:

*Dashboard > Toggle Menu > Menu > Accounts > Current & Savings Accounts tab > Click on the Current & Savings Account > Current & Savings Accounts Details > Debit Cards > Kebab menu > Request PIN*

OR

*Dashboard > Overview widget > Current & Savings card > Current & Savings Accounts tab > Click on the Current & Savings Account > Current & Savings Accounts Details > Debit Cards > Kebab menu > Request PIN*

OR

*Search bar > Debit Cards -Request PIN*

OR

OR

*Access through the kebab menu of transactions available under the kebab menu of any other Debit Cards screen*

### Request PIN

### Field Description

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

<b>Card Number</b>	The card number in masked format.
--------------------	-----------------------------------

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

<b>Account Number</b>	Account number in masked format.
-----------------------	----------------------------------

<b>Address Type</b>	<p>The customer is required to specify where the new PIN is to be delivered.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Postal Address</li> <li>• Office Address</li> <li>• Branch Near Me</li> </ul>
---------------------	---

This section appears if the customer selects **Branch Near Me** option in the **Address Type** field.

<b>City</b>	The customer can filter branches based on city.
-------------	---

<b>Branch Near Me</b>	The customer can select a branch at which the PIN is to be delivered. The names of all the branches in the city selected in the previous field will be displayed.
-----------------------	---

<b>Branch Address</b>	The complete address of the branch selected will be displayed once the customer selects a branch.
-----------------------	---

#### To request for a debit card PIN:

1. From the **Card Number** list, select the debit card for whom request for a new debit card PIN is to be raised.
2. In the **Address Type** field, select the delivery location of choice.
  - a. If you select the **Branch Near Me** option:
    - i. From the **City** list, select the desired city.
    - ii. From the **Branch Near Me** list, select the desired branch. The complete address of the selected branch appears.
3. Click **Submit**.  
OR  
Click **Cancel** to cancel the transaction.
4. The **Confirmation** popup appears.  
Click **Yes** to proceed.  
OR  
Click **No** to cancel the transaction.
5. The success message is displayed along with the transaction reference number appears.

6. Click **Transaction Details** to view the details of the transaction.  
OR  
Click **Debit Cards** to visit the Cards summary page.  
OR  
Click on the **Current & Savings Accounts Details** link to view the Current & Savings Accounts details.  
OR  
Click on the **Go To Dashboard** link to navigate back to dashboard page..

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## 14. Reset PIN

A debit card PIN is required to authenticate any debit card transaction. Without a PIN, the customer will not be able to withdraw funds from his account or make any Point of Sale purchases. This feature enables you to reset the Debit Card PIN anytime at your convenience. This also allows user to perform debit card-related transactions using the kebab menu options.

---

**Note:** This transaction appears only in case of Third Party integration.

---

### How to reach here:

*Dashboard > Toggle Menu > Menu > Accounts > Current & Savings Accounts tab > Click on the Current & Savings Account > Current & Savings Accounts Details > Debit Cards > Kebab menu > Reset PIN*

OR

*Dashboard > Overview widget > Current & Savings card > Current & Savings Accounts tab > Click on the Current & Savings Account > Current & Savings Accounts Details > Debit Cards > Kebab menu > Reset PIN*

OR

*Search bar > Debit Cards – Reset PIN*

OR

*Access through the kebab menu of transactions available under the kebab menu of any other Debit Cards screen*

### To generate the debit card PIN:

1. From the **Card Number** list, select the debit card of which PIN is to be reset.
2. In **Date of Birth** date calendar field, specify the card holder's date of birth.
3. From the **Expiry Month** list, specify the card expiry month.
4. From the **Expiry Year** list, specify the card expiry year.
5. In the **CVV Number** field, enter the numeric digit code printed on the back of the card.

### Reset PIN – Card Details

The screenshot shows a web interface for resetting a debit card PIN. At the top, there is a header 'Reset PIN' with a dropdown menu showing 'XXXXXXXX0301'. Below this is a sub-header 'Reset PIN for your debit card'. The main form area is titled 'Validate your card' and contains the following fields:

- Account Number: XXXXXXXXXXXXX0044
- Date of Birth: 10/10/1994 (with a calendar icon)
- Expiry Month: 3 (dropdown menu)
- Expiry Year: 29 (dropdown menu)
- CVV Number: \*\*\* (masked input field)
- Validate (button)

At the bottom of the form, there are two tabs: 'Debit Cards' (selected) and 'Credit Cards'. A red notification bubble with the number '1' is visible in the bottom right corner.

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Card Number</b>	The card number in masked format.
<b>Account Number</b>	Account number in masked format.
<b>Date of birth</b>	Specify the date of birth of the card holder. It is used to verify the identity of the card holder.
<b>Expiry Month</b>	Specify the expiry month of the debit card.
<b>Expiry Year</b>	Specify the expiry year of the debit card.
<b>CVV Number</b>	The Card Verification Value number (CVV) 3 digit number available on the reverse side of the debit card.

6. Click **Validate**. The entered card details are verified, and the **Reset PIN** section appears along with the successful message of validation.  
OR  
Click **Cancel** to cancel the transaction.

## New PIN Details

### Field Description

Field Name	Description
<b>Enter New PIN</b>	Enter a new PIN for the debit card.
<b>Re-Enter New PIN</b>	Re-enter the new PIN for the debit card.

7. Enter a new PIN in **Enter New PIN** and **Re-Enter New PIN** fields respectively.
8. Click **Submit**. The Authentication screen appears.  
OR  
Click **Cancel** to cancel the transaction.
7. The **Confirmation** popup appears.  
Click **Yes** to proceed.  
OR  
Click **No** to cancel the transaction.
8. The success message is displayed along with the transaction reference number appears.
9. Click **Transaction Details** to view the details of the transaction.  
OR  
Click **Debit Cards** to visit the Cards summary page.  
OR  
Click on the **Current & Savings Accounts Details** link to view the Current & Savings Accounts details.  
OR  
Click on the **Go To Dashboard** link to navigate back to dashboard page link to navigate back to dashboard page.

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## 15. Cheque Book Request

Cheques are the most widely used instruments that are used to make different kinds of payments.

The **Cheque Book Request** feature enables customers to request for a new cheque book online. This feature is enabled only for those accounts for which cheque book facility is enabled.

Customers can specify the number of cheque books required, leaves per cheque book, cheque book type and also the delivery location as to where the cheque book is to be delivered, while initiating a cheque book request. User can access account related transactions on the kebab menu.

### How to reach here:

*Dashboard > Toggle Menu > Menu > Accounts > Current & Savings Accounts tab > Click on the Current & Savings Account Number > Current & Savings Account Details > More Actions > Cheque Book Request*

*OR*

*Dashboard > Overview widget > Current & Savings card > Current & Savings Accounts tab > Click on the Current & Savings Account > Current & Accounts Details > More Actions > Cheque Book Request*

*OR*

*Search bar > Current & Savings – Cheque Book Request*

### Cheque Book Request

The screenshot shows the 'Cheque Book Request' form in the Futura Bank interface. The form is titled 'Cheque Book Request' with a dropdown menu showing 'xxxxxxxxxxxx8297'. At the top right, there are 'Cancel' and 'Submit' buttons. The form contains the following fields:

- Type of Cheque Book: CH2ZGBPC1
- Number of Leaves per Book: Cheque Book with 10 Leaves
- Number of Cheque Books: 2
- Return to Branch Near Me
- City: California
- Branch Name: FLEXCUBE UNIVERSAL BANK

Below the form, the address is displayed as 'Unit 1, Block A, California, GREAT BRITAIN'. At the bottom of the page, there are navigation tabs for 'Current & Savings', 'Loans & Finances', and 'Deposits'. A notification icon with the number '1' is visible in the bottom right corner.



**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Account Number</b>	Select the current or savings account number for which cheque book request is to be done.  For more information on Account Nickname, refer <a href="#">Account Nickname</a> .
<b>Type of Cheque Book</b>	The type of cheque book required.
<b>Number of Leaves per Book</b>	Number of cheque leaves required in each cheque book. The options are: <ul style="list-style-type: none"> <li>• Cheque book with 10 leaves</li> <li>• Cheque book with 25 leaves</li> <li>• Cheque book with 50 leaves</li> </ul>
<b>Number of Cheque Books</b>	Number of cheque books required. This field appears if you have the facility to request for multiple cheque books.
<b>Address Type</b>	The customer is required to specify where the new card is to be delivered. The options are: <ul style="list-style-type: none"> <li>• Postal Address</li> <li>• Residential Address</li> <li>• Office Address</li> <li>• Branch Near Me</li> </ul> <p>This section appears if the customer selects <b>Branch Near Me</b> option in the <b>Address Type</b> field.</p>
<b>City</b>	The customer can filter branches based on city.
<b>Branch Near Me</b>	The customer can select a branch at which the cheque book is to be delivered. The names of all the branches in the city selected in the previous field will be displayed.  <hr/> <b>Note:</b> The options in this field depend on the selected option in the <b>City</b> field. <hr/>
<b>Branch Address</b>	The complete address of the branch selected will be displayed once the customer selects a branch.  <hr/> <b>Note:</b> The address displayed here depends on the selected option in the <b>Branch Near Me</b> field. <hr/>

**To request a cheque book:**

1. From the **Account Number** list, select the current or savings account for which a cheque book is to be requested.
2. From the **Type of Cheque Book** list, select the desired option.
3. From the **Number of Leaves per Book** list, select the number of leaves required in each cheque book.
4. In the **Number of Cheque Book** field, specify the required number of cheque books.
5. In the **Address Type** field, select the delivery location of choice.
  - a. If you select the **Branch Near Me** option as delivery location:
    - i. From the **City** list, select the desired city.
    - ii. From the **Branch Near Me** list, select the desired branch.  
The complete address of the selected branch appears.
6. Click **Submit** to submit the cheque book request.  
OR  
Click **Cancel** to cancel the transaction.
7. The **Confirmation** popup appears.  
Click **Yes** to proceed.  
OR  
Click **No** to cancel the transaction..
8. The success message of cheque book request along with the transaction reference number appears.  
  
Click **Transaction Details** to view the details of the transaction.  
OR  
Click **Account Details** to view the account details.  
OR  
Click on the **View Accounts** link to visit Current & Savings Accounts Summary page.  
OR  
Click on the **View Transactions** link to view the related transactions.  
OR  
Click on the **Go To Dashboard** link to navigate back to dashboard page.

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## 16. Cheque Status Inquiry

The **Cheque Status Inquiry** transaction enables customers to view the status of cheques written by them at any point of time. The customer can view the status of either a single cheque by providing a cheque number or that of a cheque series by defining a cheque range. Customers can also search for cheques based on their status i.e. used, not used, stopped, etc.

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**Note:** The **Cheque Range** and **Cheque Status** fields are displayed if the Oracle Banking Digital Banking Experience application is integrated with **Universal Banking Solutions** and the region is not **India**.

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Using the **Manage Columns** feature, bank can configure and enable customizable UI display/download option for the end users. Using this feature, users can personalize the information to be displayed/downloaded from search grid displayed on the screen.

By clicking on '**Manage Columns**' option available on the screen, user can

- Rearrange columns
- Remove specific columns.

---

**Note:**

1) The downloaded report will have the same columns as displayed on the UI as per user preference as well as there will also be an option to modify the column selection while downloading.

2) The column preferences setup by the user will be saved for future reference i.e. in case the user revisits this screen, the preferred columns will only be displayed in the table.

---

### How to reach here:

*Dashboard > Toggle Menu > Menu > Accounts > Current & Savings Accounts tab > Click on the Current & Savings Account Number > Current & Savings Account Details > More Actions > Cheque Status Inquiry*

*OR*

*Dashboard > Overview widget > Current & Savings card > Current & Savings Accounts tab > Click on the Current & Savings Account > Current & Savings Accounts Details > More Actions > Cheque Status Inquiry*

*OR*

*Search bar > Current & Savings – Cheque Status Inquiry*

## Cheque Status Inquiry

The screenshot shows the Futura Bank interface for Cheque Status Inquiry. At the top, there is a search bar with the text "What would you like to do today?". Below the search bar, the page title "Cheque Status Inquiry" is displayed with a dropdown menu showing "xxxxxxxxxxxx0033".

Below the title, there are three buttons: "Filter", "Download", and "Manage Columns". The text "Showing latest transaction on top" is visible above the table.

Cheque Number	Status	Reason	Amount	Action
4841	Not Used		EUR 0.00	Block
4842	Not Used		EUR 0.00	Block
4843	Not Used		EUR 0.00	Block
4844	Not Used		EUR 0.00	Block
4845	Not Used		EUR 0.00	Block
4846	Not Used		EUR 0.00	Block
4847	Not Used		EUR 0.00	Block
4848	Not Used		EUR 0.00	Block
4849	Not Used		EUR 0.00	Block
4850	Not Used		EUR 0.00	Block
4851	Not Used		EUR 0.00	Block
4852	Not Used		EUR 0.00	Block
4853	Not Used		EUR 0.00	Block
4854	Not Used		EUR 0.00	Block

At the bottom of the page, there is a copyright notice: "Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions".

## Cheque Status Inquiry- Filter

The screenshot shows the same Futura Bank interface as above, but with a "Filter" modal open on the right side. The modal has a close button (X) in the top right corner.

Inside the modal, there are two filter sections:

- Filter By:** A dropdown menu with "Cheque Status" selected.
- Cheque Type:** A dropdown menu with "Not Used" selected.

At the bottom of the modal, there are two buttons: "Reset" and "Apply". A red notification bubble with the number "1" is visible in the bottom right corner of the modal.

The background of the page is dimmed, showing the table from the previous screenshot.

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Account Number</b>	Select an account number to view the status of cheques associated with that account.

**Cheque Status Inquiry Results**

<b>Cheque Number</b>	The cheque number of which status is being viewed.
<b>Status</b>	The current status of the cheque is displayed against it.
<b>Reason</b>	The reason for which the cheque has been stopped, rejected or cancelled. A value will be displayed here only if the cheque is in any of these three statuses.
<b>Amount</b>	The amount for which the cheque was issued.
<b>Action</b>	Click on the <b>Block</b> link to stop a cheque that has been issued for making payment.

**Filter Criteria**


<b>Filter By</b>	<p>Allows the customer to specify the criteria by which to view the status of cheques.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Cheque Number</li> <li>• Cheque Range</li> <li>• Cheque Status</li> </ul> <p><b>Note:</b> The <b>Cheque Range</b> and <b>Cheque Status</b> fields are displayed if the Oracle Banking Digital Banking Experience application is integrated with <b>Oracle FLEXCUBE Universal Banking</b> and the region is not <b>India</b>.</p>
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<b>Cheque Number</b>	<p>The customer can define the cheque number for which he wants to view the status.</p> <p>This field appears if you select <b>Cheque Number</b> option from the <b>Filter By</b> list.</p>
<b>From</b>	<p>The customer is required to define the starting cheque number of the range for which to view cheque status.</p> <p>This field is appears if you select <b>Cheque Range</b> option from the <b>Filter By</b> list.</p>
<b>To</b>	<p>The customer is required to define the last cheque number of the range for which to view cheque status.</p>

Field Name	Description
	This field appears if you select <b>Cheque Range</b> option from the <b>Filter By</b> list.
<b>Cheque Type</b>	<p>The customer is required to identify a specific status in order to view cheques that belong to that status.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Used</li> <li>• Not Used</li> <li>• Stopped</li> <li>• Rejected</li> <li>• Cancelled</li> </ul> <p>This field appears if you select the <b>Status</b> option from the <b>Filter By</b> list.</p> <p>The <b>From Date</b> and <b>To Date</b> search fields will be disabled if the customer selects either the <b>Not Used</b> or <b>Cancelled</b> status.</p>
<b>From Date</b>	<p>The customer is required to specify the start date in a date range from which cheques of a particular status are to be fetched.</p> <p>This field appears if you select <b>Status</b> option from the <b>Filter By</b> list.</p>
<b>To Date</b>	<p>The customer is required to specify the last date in the date range for which cheques of a particular status are to be fetched.</p> <p>This field appears if you select <b>Status</b> option from the <b>Filter By</b> list.</p>


#### To inquire about the cheque status:

- From the **Account Number** list, select an account to view the status of cheques associated with that account. The cheque status inquiry appears of the selected account.  
OR

Click on the  **Download** to download the records in CSV & PDF format.  
OR

Click on the  **Manage Columns** to setup a column preferences by rearranging or removing columns.  
OR

Click on the **Block** link under **Action** column to stop a cheque that has been issued for making payment. The system redirects to the **Stop/Unblock Cheque** screen,

- Click  **Filter** to search the cheque based on search criteria; The **Filter** overlay screen appears.
  - From the **Filter By** list, select the criteria by which user wish to view the status of cheques.
    - If you select the **Cheque Number** option:
      - In the **Cheque Number** field, enter the cheque number.

- ii. If you select the **Cheque Range** option:
  - 1. In the **From** field, enter the cheque start number.
  - 2. In the **To** field, enter the cheque end number.
- iii. If you select the **Cheque Status** option:
  - 1. From the **Cheque Type** list, select the appropriate option.
  - 2. From the **From Date** list, select the appropriate date.
  - 3. From the **To Date** list, select the appropriate date.

---

Note : The **From Date** and **To Date** fields enabled if the **Used** or **Stopped** or **Rejected** option is selected in the **Cheque Type** field.

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- b. Click **Apply** to apply the search criteria.  
The results of the cheque status inquiry appear.  
OR  
Click **Reset** to clear the data entered.

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## 17. Stop/ Unblock Cheque

Cheques are physical instruments used for the purpose of making payments. A customer might require to block a cheque payment in case the cheque has been lost or stolen. Hence it is critical to provide an option to stop such cheques so that they cannot be misused.

The Stop/ Unblock cheque feature enables a customer to stop a cheque that has been issued for making payment. In order to request for a cheque to be stopped, the customer will have to specify the account number from which the cheque has been issued as well as the cheque number and the reason for which the request is being raised. In addition to requesting for a stop cheque on a specific cheque, the customer can also request for a stop cheque to be performed on a cheque series by specifying the cheque range.

Additionally customers can also request for a cheque or cheque range that has been stopped or blocked to be unblocked.

Both stop cheque as well as unblock cheque requests are online i.e. do not require manual intervention by a bank official and the specific cheque or cheque range is immediately stopped or unblocked based on the request raised.

### How to reach here:

*Dashboard > Toggle Menu > Menu > Accounts > Current & Savings Accounts tab > Click on the Current & Savings Account Number > Current & Savings Account Details > More Actions > Stop/Unblock Cheque*

OR

*Dashboard > Overview widget > Current & Savings card > Current & Savings Accounts tab > Click on the Current & Savings Account > Current & Savings Accounts Details > More Actions > Stop/Unblock Cheque*

OR

*Search bar > Current & Savings – Stop/Unblock Cheque*

### Stop /Unblock Cheque

The screenshot shows the 'Stop/Unblock Cheque' interface. At the top, there is a search bar and a user profile icon 'JD'. The main heading is 'Stop/Unblock Cheque' with a dropdown menu showing 'xxxxxxxxxxxx0022 - M'. Below this are 'Submit' and 'Cancel' buttons. The form is divided into two tabs: 'Stop' (active) and 'Unblock'. Under the 'Stop' tab, there is a section 'Enter Cheque Number or Range' with radio buttons for 'Cheque Number' (selected) and 'Cheque Range'. A text input field contains '242341'. Below that is a 'Specify Reason' section with a text input field containing 'insufficient funds'. The bottom of the form has a navigation bar with 'Current & Savings Accounts', 'Loans & Finances', and 'Deposits'.



**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Account Number</b>	Savings account number in masked format along with the account nickname.
<b>Action</b>	The action to be taken on the cheque i.e. whether to stop or unblock the cheque. The options are: <ul style="list-style-type: none"> <li>• Stop</li> <li>• Unblock</li> </ul>
<b>Enter Cheque Number or Range</b>	Select the option to stop either a specific cheque by selecting Number or to stop multiple cheques by selecting Range. The options are: <ul style="list-style-type: none"> <li>• Number</li> <li>• Range</li> </ul> This field will be displayed if the option <b>Stop</b> is selected.
<b>Unblock</b>	Select the option to unblock either a specific cheque by selecting Number or to unblock multiple cheques by selecting Range. The options are: <ul style="list-style-type: none"> <li>• Cheque Number</li> <li>• Cheque Range</li> </ul> This field will be displayed if the option <b>Unblock</b> is selected.
<b>Cheque Number</b>	Cheque number of the cheque to be stopped or unblocked. This field appears if you select the <b>Cheque Number</b> option.
<b>From</b>	Start number of the cheque range to be stopped or unblocked. This field appears if you select the <b>Cheque Range</b> option.
<b>To</b>	End number of the cheque range to be stopped or unblocked. This field appears if you select the <b>Cheque Range</b> option.
<b>Specify Reason</b>	The reason for stopping or unblocking the cheque.

**To stop or unblock cheque:**

1. From the **Account Number** list, select the account number of which cheque/cheques have to be stopped or unblocked.
2. In the **Select Action** field, select the appropriate option.

3. If **Stop** is selected under the **Action** field, in the **Enter Cheque Number or Range** field, select the desired option:
  - a. If you select the **Cheque Number** option:
    - i. In the **Cheque Number** field, enter the cheque number.
  - b. If you select the **Cheque Range** option:
    - i. In the **From** field, enter the cheque start number.
    - ii. In the **To** field, enter the cheque end number.
4. If **Unblock** is selected under the **Action** field, in the **Enter Cheque Number or Range** field, select the desired option:
  - a. If you select the **Cheque Number** option:
    - i. In the **Cheque Number** field, enter the cheque number.
  - b. If you select the **Cheque Range** option:
    - i. In the **From** field, enter the cheque start number.
    - ii. In the **To** field, enter the cheque end number.
5. In the **Specify Reason** list, enter the reason to stop or unblock the cheque.
6. Click **Submit**.  
OR  
Click **Cancel** to cancel the transaction.
7. The **Review** screen appears. Verify the details and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to the previous screen.
8. The success message of stopping/ unblocking the check along with the transaction reference number.
9. Click **Transaction Details** to view the details of the transaction.  
OR  
Click **Account Details** to view the account details.  
OR  
Click on the **Current & Savings Accounts** link to visit Current & Savings Accounts Summary page.  
OR  
Click on the **Inquire Cheque Status** link to view the status of the cheque.  
OR  
Click on the **Go To Dashboard** link to navigate back to dashboard page.

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## 18. Transactions

Customers can track the transactions taking place in their accounts. This feature enables customers to view the details of all the transactions performed in their accounts. All the debit and credit entries along with each transaction amount and reference details are displayed.

Using the **Manage Columns** feature, bank can configure and enable customizable UI display/download option for the end users. Using this feature, users can personalize the information to be displayed/downloaded from search grid displayed on the screen.

By clicking on '**Manage Columns**' option available on the screen, user can

- Rearrange columns
- Remove specific columns.

---

Note:

1) The downloaded report will have the same columns as displayed on the UI as per user preference as well as there will also be an option to modify the column selection while downloading.  
 2) The column preferences setup by the user will be saved for future reference i.e. in case the user revisits this screen, the preferred columns will only be displayed in the table.

---

The user can also navigate to other Current and Savings account statement related screens from the **More Actions** menu provided on the screen.

Customers can also undertake the following from the **More Actions** menu:

- Request for Statements –The customer will be able to define the period for which he/she requires to receive statements at his/her registered address.
- Download Pre-Generated Statements –The customer can view /download the pre-generated statements for the selected period.
- Subscribe for E-Statements –The customer can opt to subscribe for e-statements, he/she will receive monthly e-statements on his/her registered email address.

**How to reach here:**

*Dashboard > Toggle Menu > Menu > Accounts > Current & Savings Accounts tab > Current & Savings Accounts Number > **Show all transactions** link under **Recent Transaction** section*

OR

*Dashboard > Overview widget > Current & Savings card > Current & Savings Accounts tab > Click on the Current & Savings Account > Current & Savings Accounts Details > **Show all transactions** link under **Recent Transaction** section*

OR

*Search bar > Current & Savings – Transactions*

**To view transactions:**

1. From the **Account Number** list, select the account of which you wish to view transactions. The list of transactions appears.

### Transactions – View Transactions

Balance	Transaction Type	Transaction Date	Description	Reference Number	Amount
EUR 24,278.60	Credit	3/30/2020	ACCOUNT TO ACCOUNT TRANSFER	HELFTRQ20090C1Z1	EUR 5,432.00
EUR 18,303.40	Credit	3/30/2020	ACCOUNT TO ACCOUNT TRANSFER	HELFTRQ20090C1YW	EUR 5,432.00
EUR 12,328.20	Credit	3/30/2020	ACCOUNT TO ACCOUNT TRANSFER	HELFTRQ20090C1YQ	EUR 5,432.00
EUR 6,353.00	Credit	3/30/2020	ACCOUNT TO ACCOUNT TRANSFER	HELFTRQ20090C1YP	EUR 5,432.00
EUR 377.80	Debit	3/30/2020	NEW DEPOSIT	HELDEBK200902W29	EUR 1,500.00
EUR 2,027.80	Debit	3/30/2020	NEW DEPOSIT	HELDEBK200902W28	EUR 2,000.00
EUR 4,227.80	Debit	3/30/2020	NEW DEPOSIT	HELTOPD20090CA8Q	EUR 1,818.18
EUR 6,227.80	Debit	3/30/2020	NEW DEPOSIT	HELDEBK200902W25	EUR 1,500.00
EUR 7,877.80	Debit	3/30/2020	NEW DEPOSIT	HELDEBK200902W24	EUR 2,000.00
EUR 10,077.80	Debit	3/30/2020	NEW DEPOSIT	HELDEBK200902W23	EUR 1,500.00
EUR 11,727.80	Debit	3/30/2020	NEW DEPOSIT	HELDEBK200902W22	EUR 2,000.00
EUR 13,927.80	Debit	3/30/2020	NEW DEPOSIT	HELDEBK200902W21	EUR 1,500.00
EUR 15,577.80	Debit	3/30/2020	NEW DEPOSIT	HELDEBK200902W20	EUR 2,000.00
EUR 17,777.80	Debit	3/30/2020	NEW DEPOSIT	HELDEBK200902W1Z	EUR 1,500.00

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### Transactions – Filter Criteria

The Filter dialog box is open, showing the following options:


- View Options: Current Month
- Transactions: All
- Amount: [Empty field]
- Reference Number: [Empty field]

Buttons: Reset, Apply


**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Account Number</b>	Select an account of which you wish to view transactions.
<b>Balance</b>	Balance in the account.
<b>Transaction Type</b>	The type of transaction performed, i.e. if it was a debit or credit transaction.
<b>Transaction Date</b>	Date on which the activity was performed.
<b>Description</b>	Short description of the transaction.
<b>Reference Number</b>	Reference number of the transaction.
<b>Amount</b>	The transaction amount.
<b>Filter Criteria</b>	
<b>View Options</b>	Filters to view the transactions of a specific period. The options are: <ul style="list-style-type: none"> <li>• Current Month</li> <li>• Current Day</li> <li>• Previous Day</li> <li>• Previous Month</li> <li>• Current Month &amp; Previous Month</li> <li>• Previous Quarter</li> <li>• Date Range</li> <li>• Last 10 Transactions</li> </ul>
<b>Transactions</b>	Filters to view the transactions based on description. The options are: <ul style="list-style-type: none"> <li>• All</li> <li>• Credits Only</li> <li>• Debits Only</li> </ul>
<b>From Date –To Date</b>	Specify the period for which you wish to view transactions. Search will be based on the transaction date range.  These fields will be displayed only if you have selected the option <b>Date Range</b> from the <b>View Options</b> list.

Field Name	Description
<b>Amount</b>	The specific transaction amount matching to which you wish to view transactions.
<b>Reference Number</b>	Reference number of the transaction.

1. Click  **Filter** to change filter criteria. The **Filter** overlay screen appears. Based on the defined criteria you can view transactions.
  - c. From the **View Options** list, select the desired transaction period.
    - iii. If the option **Date Range** has been selected in the **View Options** list, specify the date range in the **From Date** and **To Date** fields.
  - d. From the **Transaction** list, select the types of transactions to be displayed i.e. either debit or credit or all transactions.
  - e. In the **Amount** field, enter the specific transaction amount matching to which you wish to view transactions.
  - f. In the **Reference Number** field, enter a transaction reference number if you wish to view a specific transaction record.
  - g. Click **Apply** to view transactions based on the defined criteria.  
OR  
Click **Reset** to clear the details entered.

Click on the  **Download** to download the records in CSV & PDF format.  
OR

Click on the  **Manage Columns** to setup a column preferences by rearranging or removing columns.  
OR

Click on the **More Actions** menu to access other Current and Savings account statement related transactions.

The following actions can also be performed from **More Actions** :

- Subscribe for E-Statements.
- Request for a specific statement
- View Pre-Generated Statements.

## 18.1 Request Statement

A user may require the physical copy of an account statement for a certain period. The statement request feature enables users to request the bank for a physical copy of the statement of an account for a specific period. This physical copy will be mailed to the user's address registered with the bank.

### How to reach here:

*Dashboard > Toggle Menu > Menu > Accounts > Current & Savings Accounts tab > Click on the Current & Savings Account Number > Current & Savings Account Details > More Actions > Request Statement*

OR

*Search bar > Current & Savings – Transactions > More Actions > Request Statement*

OR

*Search bar > Current & Savings – Request Statement*

### Request Statement

### Field Description

Field Name	Description
<b>Account Number</b>	The savings account number in masked format for which statement has to be requested.
<b>From Date</b>	The user is required to specify the start date from which the account statement is required.
<b>To Date</b>	The user is required to specify the date until when the statement is required.

### To request for a Statement

1. From the **Account Number** list, select the account number for the account statement.
2. From the **From Date** list, select the start date of the account statement.
3. From the **To Date** list, select the end date of the account statement.

4. Click **Submit**.  
OR  
Click **Cancel** to cancel the transaction.
5. The **Confirmation** popup appears.  
Click **Yes** to proceed.  
OR  
Click **No** to cancel the transaction..
6. The success message appears, along with the transaction reference number.
7. Click **Transaction Details** to view the details of the transaction.  
OR  
Click **Accounts Details** link to view the Current & Savings Accounts details.  
OR  
Click on the **View Accounts** link to visit the Current & Savings Accounts summary page.  
OR  
Click on the **View Transactions** to view the transactions..  
OR  
Click on the **Go To Dashboard** link to navigate back to dashboard page..

## 18.2 View Pre-generated Statement

The customer can view /download the last 10 pre-generated statements for the selected period.

### How to reach here:


*Dashboard > Toggle Menu > Menu > Accounts > Current & Savings Accounts tab > Click on the Current & Savings Accounts Number > Current & Savings Accounts Details > More Actions > View Pre-generated Statements*

OR

*Search bar > Current & Savings – Transactions > More Actions > View Pre-generated Statements*

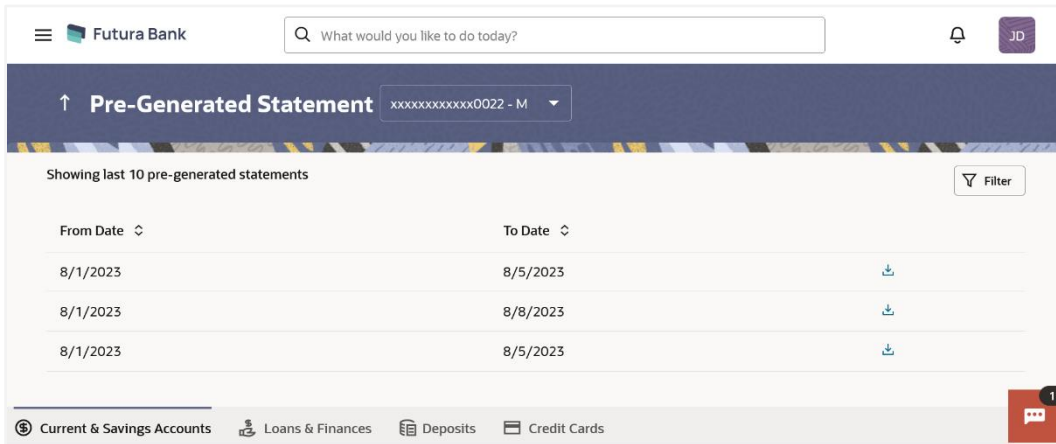
OR

*Search bar > Current & Savings –Pre-generated Statements*

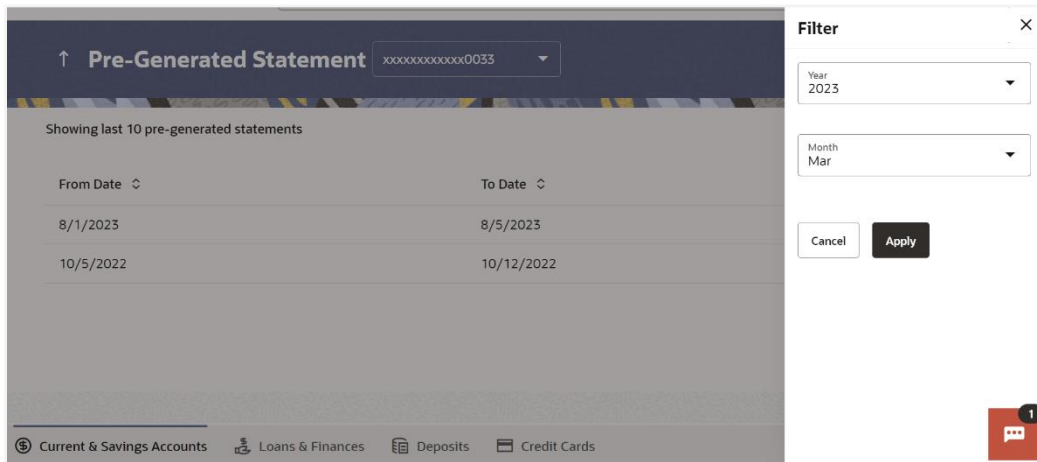
1. To download pre-generated statements:Displays the last pre-generated statements on the **Pre-generated Statement** screen.
2. Click on the  icon against any record (.pdf) to download the statement in password protected pdf format.




## Pre-generated Statements



## Pre-generated Statement - Filter Criteria





## Field Description

Field Name	Description
<b>Account Number</b>	The savings account number in masked format for which statement has to be requested.
<b>From Date</b>	Start date of the date period for which the statement is generated.
<b>To Date</b>	End date of the date period for which the statement is generated.
	Click on the icon against a statement to download the specific record.

## Filter Criteria

<b>Year</b>	The year for which the statement is required
-------------	--

Field Name	Description
<b>Month</b>	The month for which the statement is required.

3. Click  **Filter** to generate the statement for the desired period. The **Filter** overlay screen appears.
  - a. From the **Year** list, select the year for which the pre-generated statement is required.
  - b. From the **Month** list, select the month for which the pre-generated statement is required.
  - c. Click **Apply** to search amongst the pre-generated statements. The Pre-generated statement appears based on entered criteria for the selected period.  
OR  
Click **Cancel** to cancel the transaction.
4. Click on the  icon against any record (.pdf) to download the statement in password protected .pdf format.

## 18.3 E-Statement Subscription

A customer might wish to receive regular e-statements at his email address instead of physical copies. In this case, the customer can select the option to subscribe for an e-statement. Once a request for an e-statement is made, the customer will begin to receive regular statements at his email address maintained with the bank.

### How to reach here:

*Dashboard > Toggle Menu > Menu > Accounts > Current & Savings Accounts tab > Click on the Current & Savings Account Number > Current & Savings Account Details > More Actions > Subscribe/Un-scribe E-Statement*

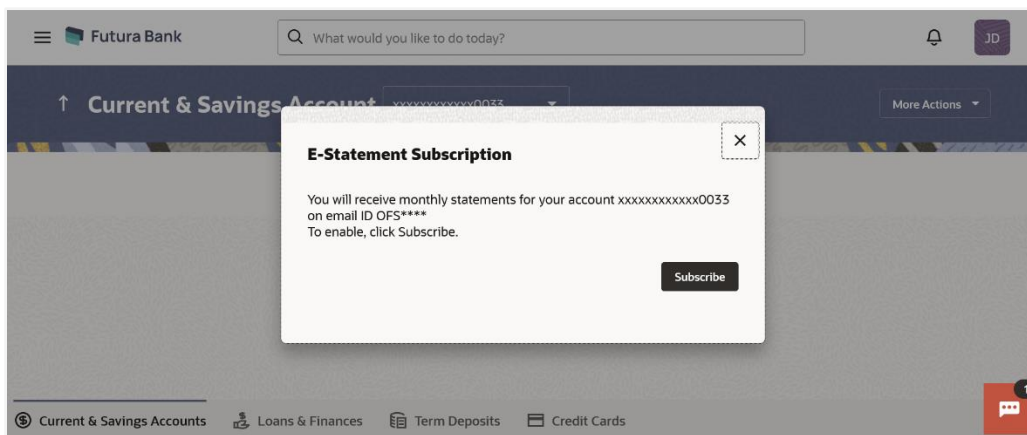
OR

*Search bar > Current & Savings – Transactions > More Actions > E-Statements Subscription*

OR

*Search bar > Current & Savings – E-Statements Subscription*

### E-statement Subscribe



### To subscribe / unsubscribe for e-statements:

1. The Pop-up Message appears. (Subscribe to E-Statement You will receive monthly statements for your account <Number in masked format> by email at <User's email address>)
  - a. Click **Subscribe** to opt to receive monthly statements on your registered email address.
  - b. The success message of request submission appears. Click **OK** to complete the transaction.
2. If the user has already subscribed for e-statements, the pop up message contains a message stating that the user is subscribed to receive e-statements. The option to unsubscribe for e-statements is provided.
  - a. Click **Unsubscribe** to opt out of receiving monthly statements on your registered email address.
  - b. The success message of request submission appears. Click **OK** to complete the transaction.
  - c. Click **Proceed** to Unsubscribe.
3. The success message of request submission appears.

4. Click **Home** to go to the **Dashboard** screen.  
OR  
Click **View Account Details** to visit the account details page.

[Home](#)

## 19. Sweep-In

A sweep in facility enables customers to link their Current and Savings/Term Deposit account to another Current and Savings account held with the bank. Whenever there is insufficient funds, the shortfall in the account is swept in from the linked Term Deposit/Current and Savings account, thereby providing the customer the convenience of getting payments processed with ease.

The Sweep-in option enables the user to manage all his linked current and savings accounts and term deposit accounts. With this option, the user can add his Current and Savings / Term Deposit account held with the bank, as a sweep-in account. There is also an option to delete or delink sweep-in from an existing Current and Savings account / Term Deposit accounts, which has sweep in facility. After logging in to the application, when the user clicks the Sweep-in option, the user has to select his provider account, which directs him to the Sweep-in summary page. This page has options to add and delete the sweep-in accounts.

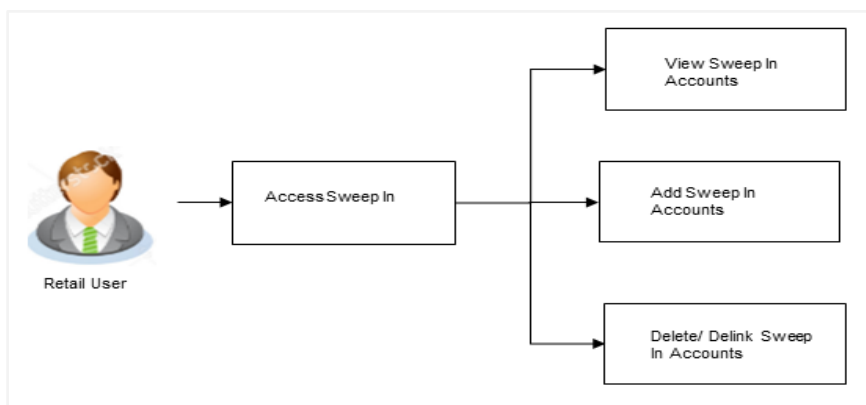
### Pre-Requisites

- Transaction access is provided to the retail user

### Features supported in the application

- View Sweep In
- Add Sweep In
- Delete Sweep In

### Workflow



**How to reach here:**

Dashboard > Toggle Menu > Menu > Accounts > Current & Savings Accounts tab > Click on the Current & Savings Account Number > Current & Savings Account Details > More Actions > Sweep-In

OR

Dashboard > Overview widget > Current & Savings card > Current & Savings Accounts tab > Click on the Current & Savings Account > Current & Savings Account Details > More Actions > Sweep-In

OR

Search bar > Current & Savings – Sweep-In

**To manage sweep-in accounts:**

1. Select the beneficiary account number from the **Account Number** list.
2. Select an account type from the **Linked Account Type** option. All the linked accounts of the account type selected are listed under the **Linked Accounts** table. All the accounts available for linkage of the selected account type are listed under the **Link Accounts** table.

**Sweep-In**

My Dashboard | ATM/Branch | English | FCR 11:30

Welcome, Jesal Bohr  
Last login 25 Aug 12:10 PM

### Sweep-In

Account Number: xxxxxxxxxxxx2871

Account Balance: INR2,118,248.59

Linked Account Type:  Current and Savings  Term Deposit

Account Number	Primary Holder Name	Balance	Action
xxxxxxxxxxxx3057	OBPM Payments13	INR0.00	

Page 1 of 1 (1 of 1 items)

Account Number	Primary Holder Name	Balance	Action
xxxxxxxxxxxx3196	OBPM Payment 1401	INR0.00	<input type="checkbox"/>

Page 1 of 1 (1 of 1 items)

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## Field Description

Field Name	Description
<b>Account Number</b>	Select a sweep-in beneficiary account number from the list.
<b>Account Balance</b>	The net balance in the beneficiary account.
<b>Linked Account Type</b>	The option to select and view either provider Current and Savings account or provider Term Deposit account details.

### Linked Accounts

All the linked accounts of specific type (Current and Savings or Term Deposit) are displayed upon specification of Linked Account Type.

#### Current and Savings

The following fields appear if you select **Current and Savings** option in the **Linked Account Type** field.

<b>Account Number</b>	Provider Current and Savings account number in masked format.
<b>Primary Holder Name</b>	The name of the primary account holder.
<b>Balance</b>	The net balance of the provider account.
<b>Action</b>	The action to delete the linked account is displayed against each account.

#### Term Deposits

The following fields appear if you select **Term Deposits** option in the **Linked Account Type** field.

<b>Account Number</b>	Deposit account number in masked format, which is linked as a provider account number for sweep-in facility.
<b>Primary Holder Name</b>	The name of the primary account holder.
<b>Action</b>	The action to delete the linked account is displayed against each account.

### Link Accounts

All the accounts of specific type (Current and Savings or Term Deposit) that are available for linkage are displayed under this table.

#### Current and Savings


The following fields appear if you select **Current and Savings** option in the **Linked Account Type** field.

Field Name	Description
<b>Account Number</b>	Provider Current and Savings account number in masked format.
<b>Primary Holder Name</b>	The name of the primary account holder.
<b>Balance</b>	The net balance of the provider account.
<b>Action</b>	A check box enabling the selection of the account to link to the beneficiary account is available against each account.

### Term Deposits

The following fields appear if you select **Term Deposits** option in the **Linked Account Type** field.

<b>Account Number</b>	Deposit account number in masked format, which is linked as a provider account number for sweep-in facility.
<b>Primary Holder Name</b>	The name of the primary account holder.
<b>Action</b>	A check box enabling the selection of the account to link to the beneficiary account is available against each account.

3. Under the **Linked Account/Deposits** table, select  against a specific account to delete linkage.

OR

Under the **Link Account/ Deposits table**, select a checkbox/checkboxes of account/s you wish to add as sweep-in accounts to the beneficiary account and click **Submit**.



## 19.1 Sweep In - Add

Using this option, the user can link his beneficiary Current and Savings account or Term Deposit accounts to his provider account to set up a sweep in facility.

### Sweep In – Add – Current and Savings

### Field Description

Field Name	Description
<b>Account Number</b>	Select a sweep-in beneficiary account number from the list.
<b>Account Balance</b>	The net balance in the beneficiary account.
<b>Linked Account Type</b>	The option to select and view either Current or Savings account or Fixed Deposit account details.
<b>Current and Savings</b>	
The following fields appear for Current and Saving accounts.	
<b>Account Number</b>	Current and Savings account number in masked format, that is linked as a provider account number for sweep-in facility.

Field Name	Description
<b>Primary Holder Name</b>	The name of the primary account holder.
<b>Balance</b>	The net balance of the account.
<b>Action</b>	The action to delete the linked account is displayed against each account.

#### Current and Savings – Add Sweep In

The following fields appear if the user clicks **Add** button.

**Account Number** Current and Savings account number in masked format, that can be added as a provider account number for sweep-in facility.

**Primary Holder Name** The name of the primary account holder.

**Balance** The net balance of the account.

**Action** The action to select the account number (s) that is to be linked.

#### To add a new account as a sweep in:

1. From the **Account Number** list, select the beneficiary account number.
2. Select an account type as **Current & Savings** from the **Linked Account Type** option. All the linked accounts of the account type selected are listed under the **Linked Accounts** table. All the accounts available for linkage of the selected account type are listed under the **Link Accounts** table.
3. In the **Link Accounts table**, below the **Action** column, select the account number (s) that you want to link by selecting the checkbox(es) you wish to add as sweep-in accounts to the beneficiary account.
4. Click **Submit**.  
OR  
Click **Cancel** to cancel the transaction.
5. The **Review** screen appears, along with the added account numbers and label as 'New'. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to the previous page.

6. The success message appears.  
 Click [Click Here](#) to view the status of sweep in request.  
 The **Multiple Sweep-In Instruction Status** screen appears on which the status of each individual sweep in request appears. In case any sweep in request has failed, the reason for failure also appears against the specific record.  
 OR  
 Click **Home**, to go to the dashboard.  
 OR  
 Click **Manage Sweep-In** to navigate to the **Sweep-In** screen.

## Multiple Sweep-In Instruction Status

The screenshot shows the 'Multiple Sweep-in Instruction Status' page. At the top, there is a navigation bar with 'wallet' and 'ATM/Branch' dropdowns. The Futura Bank logo is on the left, and a search icon, a notification bell, and a welcome message 'Welcome, LAURA PETER' with the last login time 'Last login 21 Apr 07:22 PM' are on the right. The main content area displays a table with the following data:

Account Number	Primary Holder Name	Host Reference Number	Status
Wallet	LAURA K PETER	OBDXSI876258909702	Completed

Below the table is a link 'Back to Dashboard'. At the bottom, there is a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

## Sweep In – Add – Term Deposit

The screenshot shows the 'Sweep-In' screen for adding a term deposit. The top navigation bar includes 'My Dashboard', 'ATM/Branch', 'English', and 'UBS OBPM 14.4 HEL Branch'. The Futura Bank logo and a search bar are on the left, and a notification bell and a welcome message 'Welcome, Keron Bohr' with the last login time 'Last login 25 Aug 11:51 AM' are on the right. The main content area is divided into several sections:

- Account Number:** A dropdown menu showing 'xxxxxxxxxx0501'.
- Account Balance:** 'EUR100,050.40'.
- Linked Account Type:** Radio buttons for 'Current and Savings' and 'Term Deposit' (selected).
- Linked Deposits:** A section stating 'No linked deposits to display.'
- Link Deposits:** A table with columns 'Account Number', 'Primary Holder Name', and 'Action':
 

Account Number	Primary Holder Name	Action
xxxxxxxxxx0849	KeronBohr	<input checked="" type="checkbox"/>
xxxxxxxxxx0838	KeronBohr	<input checked="" type="checkbox"/>
xxxxxxxxxx0805	KeronBohr	<input type="checkbox"/>
xxxxxxxxxx0452	KeronBohr	<input type="checkbox"/>
xxxxxxxxxx3108	RyanCCBohr	<input type="checkbox"/>

At the bottom, there is a pagination control showing 'Page 1 of 4 (1-5 of 18 Items)' and a 'Submit' button next to a 'Cancel' button. A 'Note' box on the right side contains the following text: 'Only the Clear Credit Balance amount in the account will be considered for the Sweep in facility. One single Savings/Current account can be linked to more than one provider accounts. In case of unavailable funds in one provider account, funds can be swept in from other provider accounts.'

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Account Number</b>	Sweep-in beneficiary account number in masked format.
<b>Account Balance</b>	The net balance in the beneficiary account.
<b>Linked Account Type</b>	The option to select and view either Current or Savings account or Term Deposit account details.
<b>Linked Deposits</b>	
<b>Account Number</b>	Term Deposit account number in masked format that is linked as a provider account number for sweep-in facility.
<b>Primary Holder Name</b>	The name of the primary account holder.
<b>Action</b>	The action to delete the linked account is displayed against each account.
<b>Link Deposits</b>	
<b>Account Number</b>	Term Deposit account number in masked format that can be added as a provider account number for sweep-in facility.
<b>Primary Holder Name</b>	The name of the primary account holder.
<b>Action</b>	The action to select the account number (s) that is to be linked.

**To add a new term deposit account as a sweep in:**


1. From the **Account Number** list, select beneficiary account number.
2. Select an account type as **Term Deposit** from the **Linked Account Type** option. All the linked deposits of the account type selected are listed under the **Linked Deposits** table. All the accounts available for linkage of the selected account type are listed under the **Link Deposits** table.
3. In the **Link Deposits table**, below the **Action** column, select the account number (s) that you want to link by selecting the checkbox(es) you wish to add as sweep-in accounts to the beneficiary account.
4. Click **Submit**.  
OR  
Click **Cancel** to cancel the transaction.

5. The **Review** screen appears, along with the added account numbers and label as 'New'. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous page.
6. The success message appears.  
Click **Click Here** to view the status of sweep in request.  
The **Multiple Sweep-In Instruction Status** screen appears on which the status of each individual sweep in request appears. In case any sweep in request has failed, the reason for failure also appears against the specific record.  
OR  
Click **Home**, to go to the dashboard.  
OR  
Click **Manage Sweep-In** to navigate to the **Sweep-In** screen.

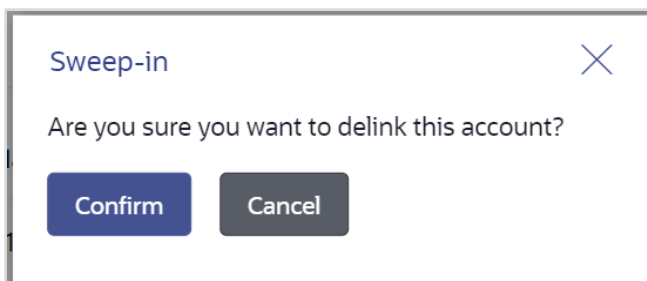
## 19.2 Sweep In - Delete

The user can delete or delink an account linked to a current or savings account for sweep-in.

### To delete a Sweep In account:

1. In the **Link Deposits table**, below the **Action** column, select and click  against the account of which sweep-in linkage you want to delete.  
The **Delete Sweep In** message box with a message prompting the user to confirm the deletion appears.

### Sweep In - Delete



2. Click **Confirm** to proceed with the deletion request.  
OR  
Click **Cancel** to cancel the deletion process.
3. The success message of deletion appears along with the transaction reference number.
4. Click **Home**, to go to the dashboard.  
OR  
Click **Manage Sweep-In** to navigate to the **Sweep-In** screen.

[Home](#)

## 20. Account Nickname

Customer can assign a specific name to a current or savings account. This is useful if customer wishes to remember accounts with a particular name instead of account numbers. Once a nickname is assigned to an account, it is displayed on various transactions instead of the standard account description. The application also allows customer to modify or delete the nickname whenever required.

The customer can access this option by selecting the **Add/Edit Nickname** option from the kebab menu.

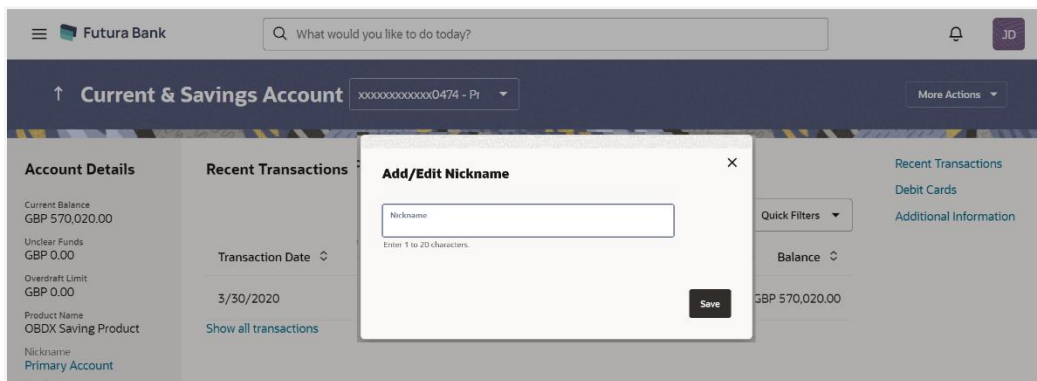
### How to reach here:

*Dashboard > Toggle Menu > Menu > Accounts > Current & Savings Accounts tab > Click on the Current & Savings Account Number > Current & Savings Account Details > Account Details section*

### To add/edit nickname against an account:

1. Click on the **Add** link if nickname is not assigned to the account.  
OR  
Click on the nickname if nickname is already been assigned to modify the nickname. The **Add/Edit Nickname** popup appears.

### Add/Edit Nickname



### Field Description

Field Name	Description
<b>Nickname</b>	Specify a nickname to be assigned to the account. If a nickname has already been assigned to the account, it will be displayed in editable mode.

2. In the **Nickname** field, enter the nickname you want to use.

3. Click **Save** to save your changes.  
Nicknames will be displayed on various transactions instead of the standard account description.  
OR  
Click **Delete** to delete the nickname.

## **FAQs**

**1. What is the advantage of assigning a nickname to an account?**

You can personalize your account by giving it a nickname. This way you will be able to easily identify it when viewing account summary.

**2. Can I assign a nickname to a joint account?**

Yes, you can add nickname to any account of which you are the primary holder.

**3. Can I have multiple debit cards linked to a CASA account?**

This depends on the features of the specific current or savings account. Generally, in joint accounts, both the primary account holder as well as the joint holder are provided a debit card each.

**4. If a lost debit card is found and restored to the cardholder, can it be reactivated?**

If the card is hotlisted, it cannot be reactivated, you can make a request for a new debit card. However, if the card was blocked, it can be unblocked and reused.

[Home](#)