

Corporate Customer Services User Manual  
Oracle Banking Digital Experience Cloud Service  
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**ORACLE®**

Corporate Customer Services User Manual  
May 2023

Oracle Financial Services Software Limited  
Oracle Park  
Off Western Express Highway  
Goregaon (East)  
Mumbai, Maharashtra 400 063  
India

Worldwide Inquiries:

Phone: +91 22 6718 3000

Fax:+91 22 6718 3001

[www.oracle.com/financialservices/](http://www.oracle.com/financialservices/)

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## Table of Contents

<b>1. Preface</b> .....	<b>1-1</b>
1.1 Intended Audience .....	1-1
1.2 Documentation Accessibility .....	1-1
1.3 Access to Oracle Support .....	1-1
1.4 Structure .....	1-1
<b>2. Transaction Host Integration Matrix</b> .....	<b>2-2</b>
<b>3. Customer Services</b> .....	<b>3-1</b>
<b>4. Portal Page</b> .....	<b>4-1</b>
<b>5. Log-In &amp; Log-Out</b> .....	<b>5-1</b>
5.1 Log-in to the application .....	5-1
5.2 Log-out of the application .....	5-3
5.3 Session Timeout .....	5-3
<b>6. First Time Login</b> .....	<b>6-1</b>
<b>7. Dashboards</b> .....	<b>7-1</b>
7.1 Viewer Dashboard .....	7-2
7.2 Maker Dashboard .....	<b>Error! Bookmark not defined.</b>
7.3 Approver Dashboard .....	<b>Error! Bookmark not defined.</b>
7.4 Non Customer Viewer Dashboard .....	7-46
7.5 Non Customer Maker Dashboard .....	7-50
7.6 Non Customer Approver Dashboard .....	7-53
<b>8. Approvals</b> .....	<b>8-1</b>
8.1 Pending for Approval .....	8-1
8.2 Re-route and Prioritize .....	8-11
8.3 Pending for Release .....	8-27
8.4 My Initiated List .....	8-33
8.5 Transaction Log .....	8-38
8.6 My Approved List .....	8-43
<b>9. FATCA &amp; CRS Form</b> .....	<b>9-1</b>
9.1 FATCA and CRS Self - Certification Form for Entities .....	9-2
<b>10. Live Chat</b> .....	<b>10-1</b>

<b>11. Preferences</b>	<b>11-1</b>
11.1 Profile	11-1
11.2 Primary Account Number	11-4
11.3 Third Party Consents	11-6
11.4 Security and Login	11-9
11.5 Themes	11-19
11.6 Settings	11-23
11.7 Manage DND Alerts	11-26
<b>12. Limits</b>	<b>12-1</b>
<b>13. Session Summary</b>	<b>13-1</b>
<b>14. Dashboard Personalization</b>	<b>14-1</b>
14.1 Personalize Dashboard	14-1
14.2 Switch to Default Dashboard	14-3
<b>15. Alert Subscription</b>	<b>15-5</b>
<b>16. Security Question Authentication</b>	<b>16-1</b>
16.1 One Time Password Authentication	16-2
<b>17. E-Receipts</b>	<b>17-1</b>
17.1 Example for e-receipt generation	17-1
<b>18. Service Requests</b>	<b>18-1</b>
18.1 Raise a New Request	18-1
18.2 Track Requests	18-4
<b>19. Mailbox</b>	<b>19-1</b>
19.1 Mails	19-1
19.2 Alerts	19-11
19.3 Notifications	19-13
<b>20. Calculators</b>	<b>20-1</b>
20.1 Loans Installment Calculator	20-1
20.2 Loan Eligibility Calculator	20-2
20.3 Term Deposit Calculator	20-4
20.4 Forex Calculator	20-5
<b>21. ATM &amp; Branch Locator</b>	<b>21-1</b>
<b>22. Feedback Capture</b>	<b>22-1</b>
22.1 General Feedback	22-1

22.2	Transaction Specific Feedback .....	22-2
<b>23.</b>	<b>My Reports .....</b>	<b>23-1</b>
23.1	My Reports - Adhoc .....	23-1
23.2	My Reports - Scheduled .....	23-4
<b>24.</b>	<b>Report Generation.....</b>	<b>24-1</b>
24.1	Adhoc Reports .....	24-2
24.2	Scheduled Reports .....	24-5
24.3	Daily Balance Position Report .....	24-13
24.4	Party wise Payee Maintenance Report .....	24-19
24.5	Transaction Summary Report.....	24-25

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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.

## 2. Transaction Host Integration Matrix

### Legends

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

Sr No.	Transaction Name / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.6.0.0.0	Oracle FLEXCUBE Enterprise Limits and Collateral Management (ELCM) 14.4.0.0.0	Oracle FLEXCUBE Supply Chain Management(SCF)/Cash Management (OBCM) 14.5.0.0.0
1	First Time Login	NH	NH	NH	NH
2	Session Summary	NH	NH	NH	NH
3	My Profile	NH	NH	NH	NH
4	E-Receipts	NH	NH	NH	NH
5	Security Settings- Set Security Questions	NH	NH	NH	NH
6	Themes	NH	NH	NH	NH
7	Security Settings- Registered Device	NH	NH	NH	NH
8	Security Question Authentication	NH	NH	NH	NH
9	One Time Password Authentication	NH	NH	NH	NH
10	Live Chat	NH	NH	NH	NH
11	FATCA & CRS Form	✗	✗	NH	NH
12	<u>Mailbox- Mails (Without Interaction module)</u>	NH	NH	NH	NH

Sr No.	Transaction Name / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.6.0.0.0	Oracle FLEXCUBE Enterprise Limits and Collateral Management (ELCM) 14.4.0.0.0	Oracle FLEXCUBE Supply Chain Management(SCF)/Cash Management (OBCM) 14.5.0.0.0
13	<u>Mailbox- Mails (With Interaction module)</u>	×	✓	NH	NH
14	<u>Mailbox- Alerts</u>	NH	NH	NH	NH
15	Mailbox-Notifications	NH	NH	NH	NH
16	<u>View Limits - Daily and Monthly</u>	NH	NH	NH	NH
17	<u>Loan Installment Calculator</u>	NH	NH	NH	NH
18	<u>Loan Eligibility Calculator</u>	NH	NH	NH	NH
19	<u>Term Deposits Calculator</u>	NH	NH	NH	NH
20	<u>Foreign Exchange Calculator - Fetch Currency Conversion/Exchange Rate</u>	×	✓	NH	NH
21	<u>ATM / Branch Locator</u>	NH	NH	NH	NH
22	Leave Feedback	NH	NH	NH	NH
23	<b>Reports</b>				NH
24	Daily Balance Position Report	×	✓	NH	NH
25	Partywise Payee Maintenance Report	NH	NH	NH	NH
26	Partywise Pending Approval List Report	NH	NH	NH	NH
27	Transaction Summary Report	×	✓	NH	NH



<b>Sr No.</b>	<b>Transaction Name / Function Name</b>	<b>Oracle FLEXCUBE Core Banking 11.10.0.0.0</b>	<b>Oracle FLEXCUBE Universal Banking 14.6.0.0.0</b>	<b>Oracle FLEXCUBE Enterprise Limits and Collateral Management (ELCM) 14.4.0.0.0</b>	<b>Oracle FLEXCUBE Supply Chain Management(SCF)/Cash Management (OBCM) 14.5.0.0.0</b>
28	Line Limit utilization widget	×	×	✓	NH
29	Top Programs	×	×	×	✓
30	Invoice Timeline	×	×	×	✓
31	Finance Maturing	×	×	×	✓
32	Overdue Invoices	×	×	×	✓
33	Overdue Finances	×	×	×	✓
34	Quick Links	×	×	×	✓
35	Service Request – Raise New Request	NH	NH	NH	NH
36	Service Request – Track Request	NH	NH	NH	NH

[Home](#)

---

## 3. Customer Services

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

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

---

## 4. Portal Page

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


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


# Portal Page

futura bank
ATM & Branch Locator
English
1/11/14 08:00:00 AM

[Home](#)

'Hey Alexa, ask Futura Bank how much is my Account balance?'






### Futura Wallet

Keep the work in your wallet in with Futura Wallet. You can easily set up and use your bank's digital wallet and perform transactions all with a simple click of a button. Sign up today to experience a whole new world of possibilities.

[Sign Up](#)


### Product Offerings



**Savings Accounts**

Save your money in a smart way. The money you're saving doesn't just sit there.


[View More](#)



**Checking Accounts**

Manage all of your daily banking needs. From our new e-checking to our popular checking accounts.

[View More](#)



**Term Deposits**


Open Your Account Now!

[View More](#)

**To create your own founder**

Some products have certain criteria to qualify for your needs.

[Check to complete applications](#)












### Banking at your Fingertips

Futura Bank offers the most banking speed across the industry. Make your banking experience your mobile. Applications are from your mobile. In your hand. Available. Available to you. Banking and the best of banking at your fingertips.

### Easy and Secured Banking


Interact with mobile application environment and secure way of banking with a features covering to you all your financial needs.

			
Key Property (RFID) Payment Based authentication	Quick Support	Cloud	QR Based Payments
			
Set Payments & Bill category	Message Payment	Pay to Facebook contact	Push Notifications



To know more about Futura Bank application today and enjoy banking at your fingertips.

[Download](#)



### Achieve your Dream with us

Our Personal Finance Management will help you plan your future. We can help you save and can help you spend it more wisely.

[Apply Now](#)

### Calculators for all your Money Goals

Monitor tools and calculate, calculate interest and expenses for your bank.

Term Deposit Calculator

Loan Repayment Calculator

Loan Eligibility Calculator

Home Calculator

Helpful Links

Sign Up

Contact Us

Members and Office

**Company**

Home

Mobile

App

**Legal**

Terms and Conditions

Privacy Policy

Press

**Helpful Links**

Sign Up

Contact Us

Members and Office

**Contact Us**

Find a Location

Get Directions





Member Login

Customer Support

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## Icons

The following icons are present on the portal page:

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

## Toggle Menu transactions:

- **Our Products:** Click to view the product offerings of the bank.
- **Claim Money:** Click to claim money if you are a recipient of a peer to peer transfer.
- **Track your Application:** Click to track the progress of an account opening application.
- **Register:** Click to register for online banking access.
- **ATM & Branch Locator:** Click this option to view the address and location of the ATMs and the branches of the Bank. For more information, refer [ATM & Branch Locator](#).
- **Calculators:** Click to access the calculators provided by the bank.
- **Help:** Click this option to launch online help.
- **About:** Click this option to view information about the application such as version number, copyright etc.

## Futura Wallet

Click **Sign Up** to apply for a Futura Wallet.

## Our Product Offerings

This section displays the products offered by the bank. Users can select any product category in order to view the products under that specific category and can proceed to apply for a product of choice. This section also provides options to apply for bundled products and to the application tracker.

## Easy and Secured Banking

Following mobile transactions are present in the application.

- **Face/ Fingerprint/ PIN/ Pattern based authentication**  
Allows user to login to the mobile application by drawing a pattern on screen instead of entering his user id and password
- **Quick Snapshot**  
User can view the account summary from mobile application and get important account information in a single view without going on the dashboard.
- **Chatbot**

Chatbot is an artificial intelligence system that interacts with users over a messaging platform.

- **QR Based Payment**

QR Based payment allows the user to initiate a payment to a beneficiary by scanning the QR code.

- **Siri Payments and Balance Inquiry**

This feature harnesses Apple's voice command assistant, Siri, to enable users to initiate voice based payments to registered payees from their mobile devices.

- **iMessage Payments**

iMessage payment allows the user to initiate a payment to a beneficiary i.e. the contact in context of the conversation by launching the app from iMessage.

- **Pay to Facebook contact**

This feature enables the user to initiate a payment to a Facebook friend by simply logging into Facebook and selecting the contact towards whom the payment is to be made.

- **Push Notification**

Push notification is a way of propagating message to the user device(s) registered with the bank. Through push notifications, user can be notified of any event/transactions that has occurred in the user account.

## **Download**

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

## **Achieve your Dream with us**

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

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

- **Term Deposit Calculator** - Click to access the deposit calculator.
- **Loan Installment Calculator** - Click this option to access the loan instalment calculator.
- **Loan Eligibility Calculator** - Click here to access the Loan Eligibility Calculator.
- **Forex Calculator** – Click here to access foreign exchange calculator to calculate foreign exchange conversion amounts and to view the exchange rates (for supported currencies).

## **Company**

- Home: Click to go to the bank's home page
  - About Us: Click to view the information about the bank
  - Help: Click to navigate to the Help page.
-

## **Legal**

This section displays the following links:

- Terms and Conditions: Click to view the bank's terms and conditions
- Privacy Policy: Click here to view the bank's privacy policy.
- Press: Click to view the bank's press related information.

## **Helpful Links**

- Sign Up : Click here to sign up to the application
- Compare Rates : Click to compare rates
- Members only Offers: Click to view offers available only to customers of the bank.

## **Contact US**

The physical address, email ID and phone numbers of the bank are displayed here.

## **Social**

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

---

[Home](#)

## 5. Log-In & Log-Out

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

### Pre-requisites

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

### Features Supported In Application

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

## 5.1 Log-in to the application

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

### To log in to the application:



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

### Login Page

### Field Description



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

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

---


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

---

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

## 5.2 Log-out of the application

To log out of the application:

1. In the top right corner, click  icon.  
The drop-down with the options to view profile and logout appears.
2. Select the **Logout** option.  
The success message of logging out appears.

## 5.3 Session Timeout

Session timeout represents the event occurring when a user does not perform any action on an application during a configured interval .

The below configurations are provided:

- To configure the inactive screen time. It is a backend configuration where the inactive time after which a warning message will be shown can be configured. This time needs to be lower than the configured active timeout. Note: Default inactive screen time is configured as 10 minutes
- To configure if timeout warning needs to be shown or not. Session timeout warning configuration flag is added on the System Configuration screen

The session timeout feature is available across Oracle Banking Digital Experience product i.e., for Retail User, Corporate User and Administrator screens.

A timeout warning message will be shown when the configured inactive time is reached. The user can view the time remaining for timeout in the warning message. The below actions will be visible to the user on the timeout warning message:

1. Stay Connected
2. Logout

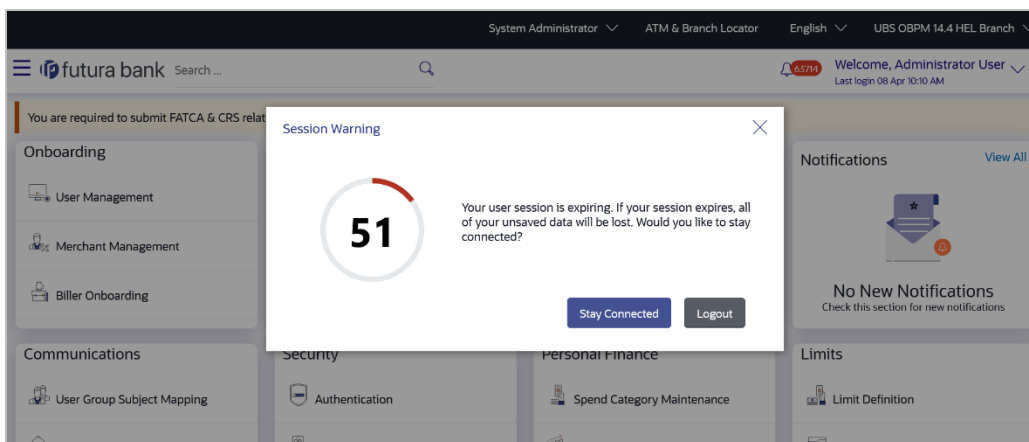
When the user clicks on 'Stay Connected', whichever transaction the user was on will be shown with any pre-filled information previously captured. When the user clicks on 'Logout', the user will be logged out of the application. At the end of timeout, the 'Login' option will be shown to the user as the session is expired.

---

Note:

- In case the user clicks on 'x' (right hand side top corner on popup), then the popup will close but the timer would continue in the backend. If any action is performed, then timer will reset.
  - On timeout, if the user clicks on 'x' (right hand side top corner on popup) or login button, the login page will appear.
- 

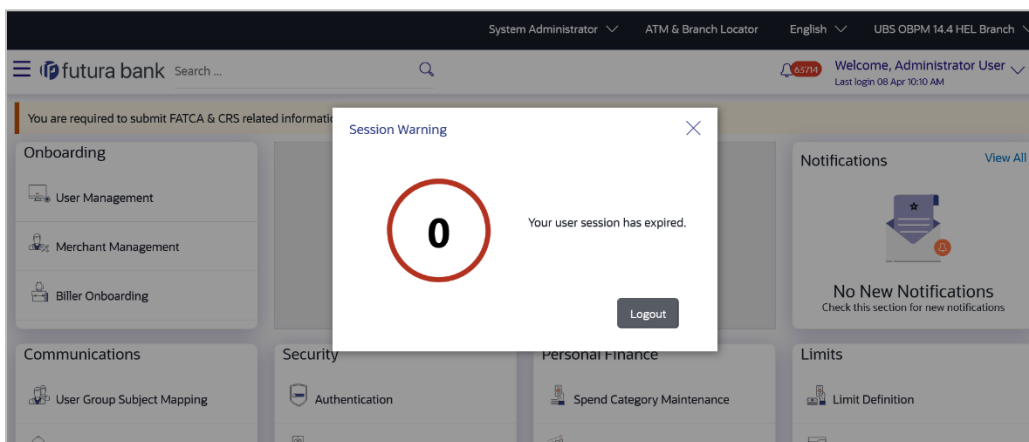
**Session Waring – Pre Session Timeout Message**



1. Click **Stay Connected** to continue.  
OR  
Click **Logout** to log out of the application.

When the session expires, the **Session Warning** popup appears.

### Session Warning- Post Session Timeout Message



1. Click **Login** to re-login to the application.

[Home](#)

## 6. First Time Login

When a new user logs into the application for the first time with the user name and password provided by bank, there are certain tasks that he/she needs to fulfill before being able to access the online services of the bank. These steps are configured by Bank and can include accepting Terms and Conditions, Setting up Security Question, My profile and limit information.

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

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

### Prerequisites:

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

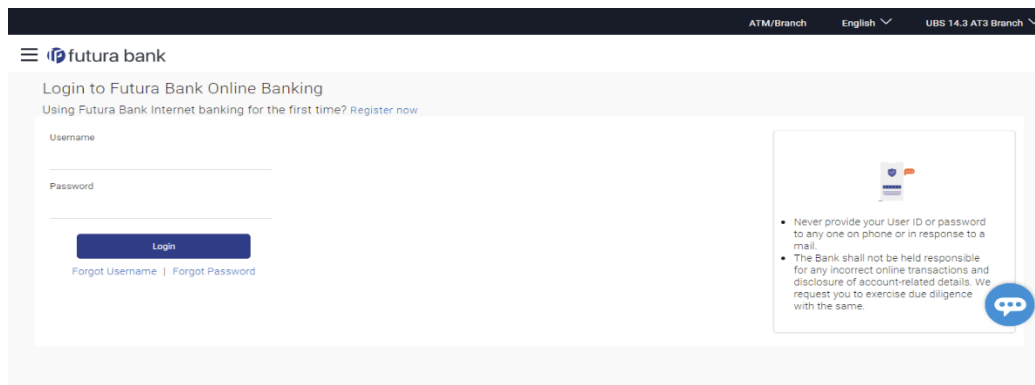
### How to reach here:

*Portal Page > Login*

### To log in to the application:

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



### Login



### Field Description

Field Name	Description
Username	Enter your login user name.  <u>Note: Usernames are case insensitive i.e. User can login in OBDX with any case.</u>

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

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

---

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

---

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


---

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

---

### First Time Login - Terms and Condition

ATM/Branch


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

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

**Terms and Conditions**

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

**1. APPLICATION FOR INTERNET BANKING SERVICES**

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

**2. INTERNET BANKING SERVICES**

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

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

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

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

**3. USER-ID AND PASSWORD**

The USER shall:

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

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

**Locking of User ID**

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

**Deactivation of User ID**

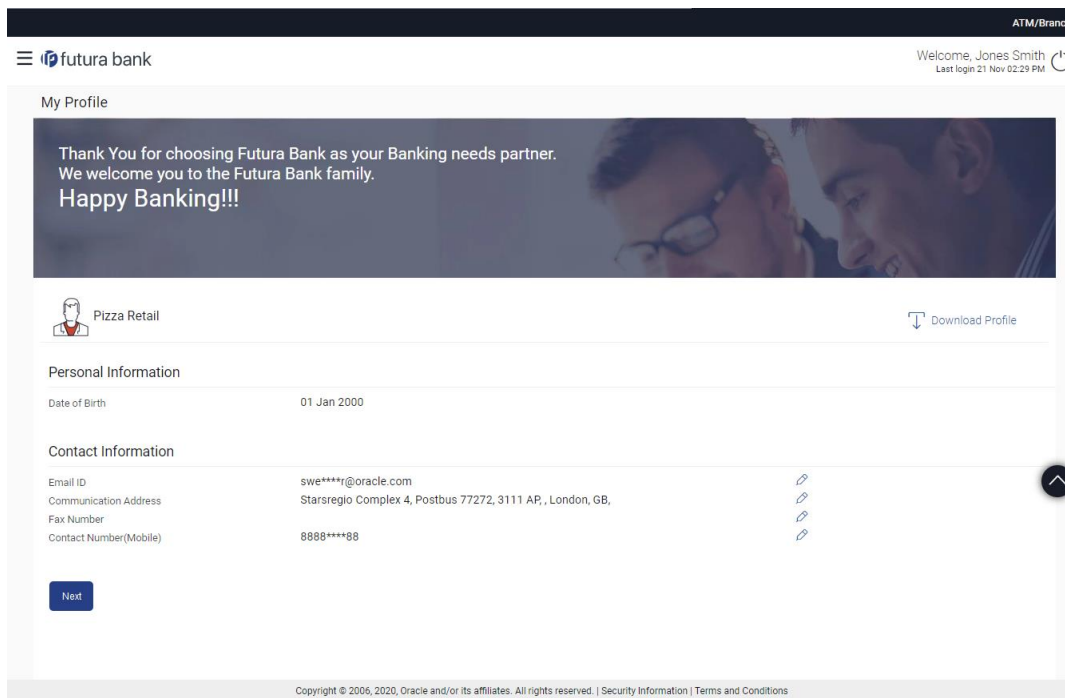
The Bank has the discretion to deactivate a User Internet Banking ID, if the same has not been used for a period defined by the Bank. Also the Bank has the right to deactivate the Internet Banking login of User due to unsatisfactory behavior in the account.

Accept
Skip

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

## Profile



## Field Description

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

### Personal Information

<b>User Name</b>	Full name of the user gets displayed.
------------------	---------------------------------------

<b>Date of Birth</b>	Date of birth of the user gets displayed.
----------------------	---

<b>Aadhar Card Number</b>	Aadhar number of the user, as maintained with the bank gets displayed. It is an identification number issued by government of India.
---------------------------	--

**Note:** This identification type is applicable for India region. Bank can configure the identification types to be displayed and to be available for modification as per their region.


<b>PAN Card Number</b>	PAN number of the user, as maintained with the bank gets displayed. It is issued by the income tax department of India.
------------------------	---

**Note:** This identification type is applicable for India region. Bank can configure the identification types to be displayed and to be available for modification as per their region.

### Contact Information

<b>Communication Address</b>	Address of the user, as maintained with the bank, will be displayed.
------------------------------	--

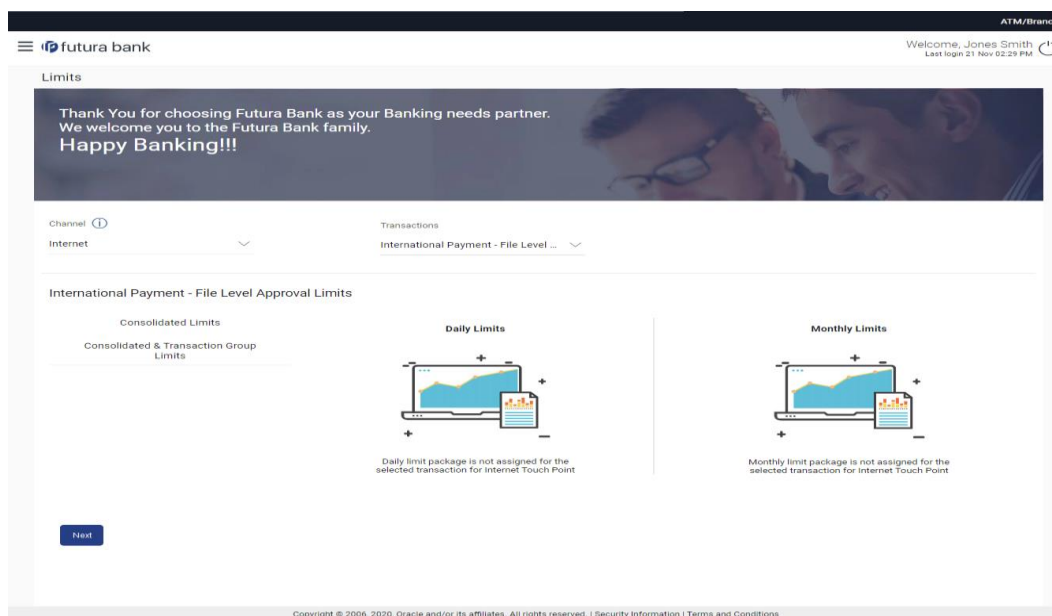
Field Name	Description
<b>Email ID</b>	Email ID of the user, as maintained with the bank, gets displayed in masked format.
<b>Fax Number</b>	Fax number of the user, as maintained with the bank, gets displayed in masked format.
<b>Phone Number</b>	Phone number of the user, as maintained with the bank,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

9. Click  icon against the field that you want to edit.

10. Click **Next**. The next configured screen appears.  
OR

Click  **Download Profile** icon to download the profile.

### Daily Limits



### Field Description

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

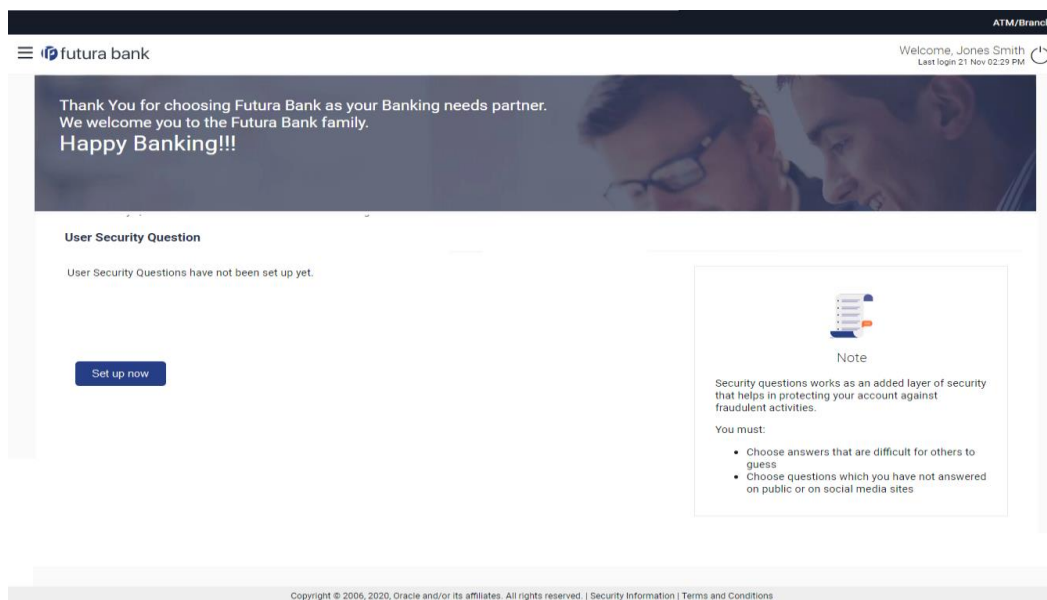


<b>Field Name</b>	<b>Description</b>
<b>Min Amount</b>	The per transaction limit - minimum amount.
<b>Max Amount</b>	The per transaction limit - maximum amount.
<b>Transaction Limit - Daily Limits</b>	<p>The daily amount limit and transaction count limit (available and utilized) of a transaction is displayed.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

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

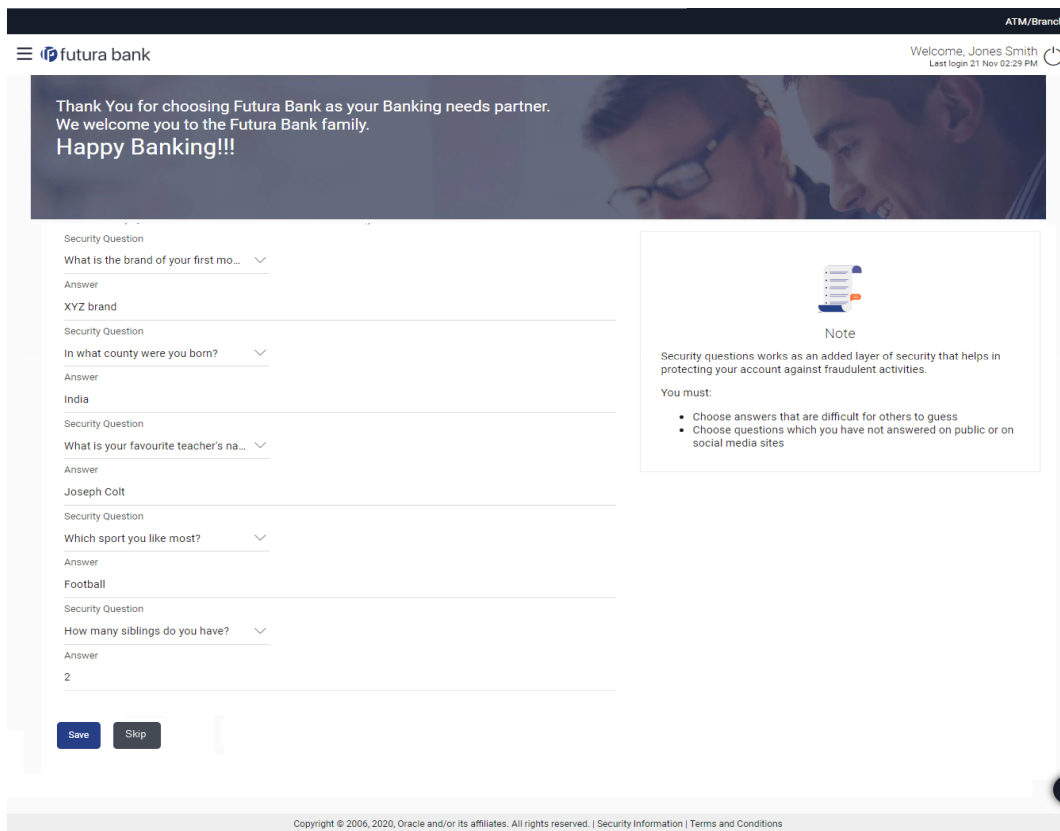
11. From the **Channel** list, select a channel to view applicable limits.
12. From the **Transactions** list, select the transaction to view its limits.
13. Click the Transaction Limits / Transaction Group Limit/ Channel Group Limit/ Channel & Transaction Group Limit tabs to view the specific daily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

### User Security Question Setup



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

### Set Security Questions



### Field Description

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

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

[Home](#)



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## 7. Dashboards

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

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

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

### **Pre-requisites**

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

### **Features Supported In Application**

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

## 7.1 Viewer Dashboard

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

The screenshot displays the Corporate Viewer Dashboard for 'futura bank'. The interface includes a navigation bar with 'Viewer', 'ATM & Branch Locator', and 'English' options. A search bar and a user profile 'Welcome, tata sup' are also visible.

**Financial Overview:** A donut chart shows 'Net Worth EUR515,550.00' with segments for 'Current & Savings' and 'Term Deposits'. A 'Position By Currency' bar chart shows 'Assets' and 'Liabilities' for 'EUR' and 'GBP'. A 'Credit Line Usage' section indicates 'No Credit Lines Available'.

**Reports:** A list of 'Daily Balance Position Report' entries with dates and times, some marked as 'Error' and others as 'Processed'. A 'Party wise Payee Maintenance Report' is also listed.

**Current & Savings:** 2 Total Accounts with a balance of EUR198,700.00. **Term Deposits:** 3 Total Accounts with a balance of EUR61,850.00. **Loans and Finances:** A message stating 'You do not have any Loans'.

**Accounts Summary:** A table listing accounts for 'Joe Peter' with columns for Party Name, Account Number, Account Type, and Net Balance.

**Corporate Limits:** A section with a 'Create Bill Payment' button and a message: 'Currently no limits are assigned to this transaction. Please contact administrator for further details.'

**Activity Log:** A table with columns for Accounts (0), Non Accounts (0), Payments (0), Bill Payments (0), Bulk File (0), Bulk Record (0), and Host to Host Bulk Files (0). It lists various actions like 'Initiated', 'Pending Approval', 'Locked', 'Modification', 'Approved', 'Rejected', 'Expired', 'Released', and 'Pending Release'.







**Currency Exposure:** A section for 'EUR' showing 'Current and Savings (0 Accounts) EURO.00' and 'Term Deposits (0 Accounts) EURO.00'. It includes a 'Cash Flow' chart and an 'Initiate Deal' button.

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## Dashboard Overview

### Icons

Following icons are present on the corporate - viewer dashboard:




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
















### Header Menu Options

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

### FATCA & CRS link

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

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

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



## Financial Overview

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

## Position By Currency

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

## Credit Line Usage

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

The bar graph shows the following two values:

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

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

## Bill Receivable/ Payable

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

## Trade Instruments

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

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

## Reports

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

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

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

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

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

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

### Corporate Limits

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

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

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

## Activity Log

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

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

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

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

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

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

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

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

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

- Date: Date of the transaction
- Initiated By: User who has initiated the transaction
- Transaction Type: Transaction type of the bulk record
- Debit Account: Account number of the account to be debited.
- Amount: Amount of the transaction
- Payee Account Details: Payee's account number
- Reference Number: Reference Number of the transaction.
- Approval Status: Approval status of the transaction
- Processing Status: Processing status of the transaction
- Non Account Bulk Record
  - Date: Date of the transaction
  - Transaction Type: Transaction type of the bulk record
  - Amount: Amount of the transaction
  - Initiated By: User who has initiated the transaction
  - Reference Number: Reference Number of the transaction.
  - Approval Status: Approval status of the transaction
  - Processing Status: Processing status of the transaction

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

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

- Approval Status: Approval status of the transaction
  - Processing Status: Processing status of the transaction
  - Payee and Biller
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - Description: Description of the transaction
    - Payee/ Biller Name: Payee/ Biller name
    - Payee Type: Type of the payee
    - Category: Payee Category
    - Reference Number: Reference Number of the transaction.
    - Approval Status: Approval status of the transaction
    - Processing Status: Processing status of the transaction
  - Bulk File
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - File Identifier: Unique code assigned to the uploaded file.
    - Transaction Type: Transaction type of the file upload
    - File Name: Name of the file uploaded.
    - Reference Number: Reference Number of the transaction.
    - Approval Status: Approval status of the transaction
    - Processing Status: Processing status of the transaction
  - Bulk Record
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - File Identifier: Unique code assigned to the record.
    - Transaction Type: Transaction type of the bulk record
    - Description: Description of the transaction
    - Reference Number: Reference Number of the record.
    - Approval Status: Approval status of the transaction
    - Processing Status: Processing status of the transaction
  - Trade Finance
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - Description: Description of the transaction
    - Beneficiary Name: Name of the Beneficiary against whom LC is to be created
    - Amount: Amount for the Letter of Credit / Bill
-

- Reference Number: Reference Number of the transaction.
  - Approval Status: Approval status of the transaction
  - Processing Status: Processing status of the transaction
  - Forex Deal
    - Date: Date of the transaction
    - Reference Number: Reference Number of the transaction.
    - Description: Description of the transaction
    - Deal Type: Type of Deal user wants to initiate that is Spot or Forward
    - Currency Combination: List of permissible currency combination for deal booking
    - Amount: Amount for the forex deal
    - Approval Status: Approval status of the transaction
    - Processing Status: Processing status of the transaction
  - Others
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - Transaction Type: Type of the transaction initiated
    - Description: Description of the transaction
    - Reference Number: Reference Number of the transaction
    - Approval Status: Approval status of the transaction
    - Processing Status: Processing status of the transaction
-

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

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

### Currency Exposure

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

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

---

### Transaction Journey

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

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

When the user selects a transaction in 'Initiated' status, an option to assign approval workflow is available. Click on **Assign**, and select the approval workflow from the resolved workflows for the Initiated transaction, where transaction approval workflow is not assigned.



My Dashboard ▾ ATM & Branch Locator English ▾

futura bank

Welcome, Jason Smith  
Last login 27 Apr 09:51 AM

---

**International Payment**  e-Receipt

**International Fund Transfer Details**

**Transfer To**

**Intlintermediary**

Account Type  
**International**

Account Number  
**7654321**

Account Name  
**Intlintermediary**

**Bank Details**

**test bank**

118 Northern Avenue  
London  
GB

**Payee Address**

test1  
test2  
London  
GB

**Transfer From**

xxxxxxxxxxxx0156

**Transfer When**

30 Jan 2019

**Amount**

€1,000.00

**Correspondence Charges**

SHARED

**Payment Details**

9776

**Note**

Account with institution

**Transaction Journey**

**Initiation**

McLeods Chemicals2  
09 Dec 05:50 PM

**Approval**

**Completion**

Processed  
Reference No : 1934316420400003  
09 Dec 05:50 PM

[Back](#)

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## Transaction Journey

### Review

The section displays the details of the transaction.

### Transaction Journey

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

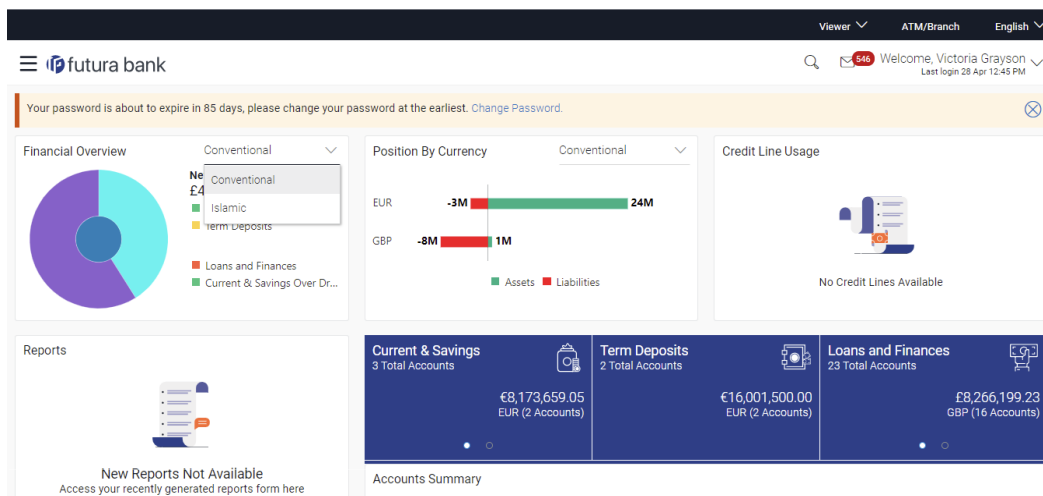
- Initiation
- Approval
- Completion
- Request Modification
- Locked

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

### 7.1.1 Conventional/Islamic Accounts

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

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



## 7.2 Maker Dashboard

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

The screenshot displays the Maker Dashboard for 'futura bank'. At the top, there are navigation options for 'Maker', 'ATM & Branch Locator', and 'English'. A search bar and a user greeting 'Welcome, tafa sup' are also present.

**Account Summary:**

- Current & Savings:** 2 Total Accounts, EUR198,700.00 (EUR (1 Accounts))
- Term Deposits:** 3 Total Accounts, EUR61,850.00 (EUR (5 Accounts))
- Loans and Finances:** You do not have any Loans

**Accounts Summary Table:**

Party Name	Account Number	Account Type	Net Balance
Joe Peter	SAVINGS OBDX XXXXXXXXXXXX0014	Saving Account	EUR198,700.00
Joe Peter	SAVINGS OBDX XXXXXXXXXXXX0080	Saving Account	GBP288,045.45

**Quick Links:** Own Account Transfer, Adhoc Payment, File Upload, Funds Transfer, Issue Draft, Uploaded Files Inquiry, Loan Drawdown Request.







**Activity Log:** A table showing various transaction statuses (Initiated, Pending Approval, Locked, Pending, Modification, Approved, Rejected, Expired, Released, Pending Release) across different categories like Accounts, Non Accounts, Payments, etc. The current view shows 'No data to display'.

**Currency Exposure:** A chart for EUR showing 'Receivables' and 'Payables' from February to July. The Y-axis represents EUR values from 0 to 60.

## Dashboard Overview

### Icons

Following icons are present on the corporate - maker dashboard:

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

### Header Menu Options

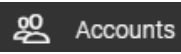
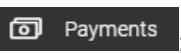
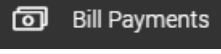
- **Your Current View is:** Your current role will be displayed here i.e. one of three ( Viewer/ Maker/ Approver). The drop-down to select the role is available only if the user is mapped with more than one role. There is also an option '**My Dashboard**' available in this menu which allows the user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


















### FATCA & CRS link

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

### Toggle Menu Transactions

Following items are present on the Toggle Menu:

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

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

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

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

details. Click the particular account number of CASA/ / Term Deposit / Loan account to go to the account details screen.

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

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

Click **<** , **K** , **>** or **X** to navigate across page of account summary.

### Last 5 Payments

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

### Bulk File Upload

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

The widget displays the following fields to upload the files:

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

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

### Quick Links

The following transactions can be initiated from this section:

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

### Work Snapshot for Today

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

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

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

### Activity Log

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

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

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

- **Initiated:** The number of transactions that have been initiated but approval workflow is not assigned.
- **Processed:** The number of transactions that have been fully completed.
- **In-Progress:** The number of transactions that have been initiated, but not yet completed.

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

---

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

---



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

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

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



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

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

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

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

- Payee/ Biller Name: Payee/ Biller name
  - Payee Type: Type of the payee
  - Category: Payee Category
  - Reference Number: Reference Number of the transaction.
  - Approval Status: Approval status of the transaction
  - Processing Status: Processing status of the transaction
  - Bulk File
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - File Identifier: Unique code assigned to the uploaded file.
    - Transaction Type: Transaction type of the file upload
    - File Name: Name of the file uploaded.
    - Reference Number: Reference Number of the transaction.
    - Approval Status: Approval status of the transaction
    - Processing Status: Processing status of the transaction
  - Bulk Record
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - File Identifier: Unique code assigned to the record.
    - Transaction Type: Transaction type of the bulk record
    - Description: Description of the transaction
    - Reference Number: Reference Number of the record.
    - Approval Status: Approval status of the transaction
    - Processing Status: Processing status of the transaction
  - Trade Finance
    - Date: Date of the transaction
    - Initiated By: User who has initiated the transaction
    - Description: Description of the transaction
    - Beneficiary Name: Name of the Beneficiary against whom LC is to be created
    - Amount: Amount for the Letter of Credit / Bill
    - Reference Number: Reference Number of the transaction.
    - Approval Status: Approval status of the transaction
    - Processing Status: Processing status of the transaction
  - Forex Deal
    - Date: Date of the transaction
    - Reference Number: Reference Number of the transaction.
-

- Description: Description of the transaction
- Deal Type: Type of Deal user wants to initiate that is Spot or Forward
- Currency Combination: List of permissible currency combination for deal booking
- Amount: Amount for the forex deal
- Approval Status: Approval status of the transaction
- Processing Status: Processing status of the transaction
- Others
  - Date: Date of the transaction
  - Initiated By: User who has initiated the transaction
  - Transaction Type: Type of the transaction initiated
  - Description: Description of the transaction
  - Reference Number: Reference Number of the transaction
  - Approval Status: Approval status of the transaction
  - Processing Status: Processing status of the transaction
- Virtual Account Management
  - Date: Date of the transaction
  - Description: Description of the transaction initiated
  - Initiated By: User who has initiated the transaction
  - Reference Number: Reference Number of the transaction
  - Approval Status: Approval status of the transaction
  - Processing Status: Processing status of the transaction
- Liquidity Management
  - Date: Date of the transaction
  - Transaction Type: Type of the transaction initiated
  - Structure ID: Structure ID of the transaction
  - Structure Description: Description of the transaction
  - Reference Number: Reference Number of the transaction
  - Approval Status: Approval status of the transaction
  - Processing Status: Processing status of the transaction

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

---

### Transaction Journey

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

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

When the user selects a transaction in 'Initiated' status, an option to assign approval workflow is available. Click on **Assign**, and select the approval workflow from the resolved workflows for the Initiated transaction, where transaction approval workflow is not assigned.

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

The screenshot shows the 'International Payment' page in the Futura Bank interface. The page is titled 'International Fund Transfer Details' and includes an 'e-Receipt' link. The details are organized into several sections:

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

The **Transaction Journey** section shows a three-step process:

- Initiation:** McLeods Chemicals2, 09 Dec 05:50 PM
- Approval:** (No specific details shown)
- Completion:** Processed, Reference No : 193431642040003, 09 Dec 05:50 PM

A 'Back' link is located at the bottom left of the transaction journey section. The footer of the page contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

## Transaction Journey

**Transaction Name**

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

**Review**

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

**Transaction Journey**

This section displays the status of transactions that are initiated by the maker.

When the user selects a transaction in 'Initiated' status, an option to assign approval workflow is available. Click on **Assign**, and select the approval workflow from the resolved workflows for the Initiated transaction, where transaction approval workflow is not assigned.

Transaction journey displays the status as:

- Initiation
- Approval
- Completion
- Locked
- Request Modification

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

## 7.3 Approver Dashboard

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







The screenshot displays the Oracle Fura Approver Dashboard interface. At the top, it shows the user's role as 'Approver', the branch 'ATM & Branch Locator', and the user 'Henry Cavill'. The dashboard is divided into several sections:

- Notifications:** A list of recent notifications, including loan approvals and interest rate updates.
- Pending for Action:** A pie chart showing the distribution of pending actions across different categories like Accounts, Non Accounts, Payments, Bulk File, and Bulk Record.
- Quick Links:** A grid of icons for common actions such as Own Account Transfer, Adhoc Payment, File Upload, Funds Transfer, Issue Draft, Uploaded Files Inquiry, and Loan Drawdown Request.
- Pending for Approvals:** A table listing transactions requiring approval, with columns for Date, Transaction Type, Debit Account No, Amount, Payee Account Details, and Initiated By.
- My Limits:** Two circular gauges showing 'Daily Limits' for Amount and Count, both currently at 0% utilization.
- Corporate Limits:** Similar to My Limits, showing corporate-level limits for Amount and Count.
- My Approved List:** A table showing transactions that have been approved, including details like Date, Initiated By, Description, From Account, Amount, Payee Account Details, and Reference No.
- Current & Savings:** A summary card showing the total balance for current and savings accounts (EUR1,822,709.42).
- Term Deposits:** A card indicating that the user does not have any term deposits.
- Loans and Finances:** A card indicating that the user does not have any loans.
- Accounts Summary:** A table providing a summary of various accounts, including Party Name, Account Number, Account Type, and Net Balance.
- Activity Log:** A table showing the status of various transactions (Processed, In Progress, Rejected, Pending Modification, Locked) across different categories.
- Currency Exposure:** A section for managing currency exposure, featuring a 'Cash Flow' chart and a 'Book a forward and hedge your cash flows' button.

## Dashboard Overview

### Icons

Following icons are present on the corporate - approver dashboard:

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

### FATCA & CRS link






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

### Header Menu Options

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

### Toggle Menu Transactions

Following items are present on the Toggle Menu:

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



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

### Notifications

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

### Pending for Action

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

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

### Quick Links

The following transactions can be initiated from this section:

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

### Pending for Approvals

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

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

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

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

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

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

- Amount: Amount to be debited from debit account
- Payee Account Details: Payee's account number
- Initiated By: The user who has initiated the transaction.
- Reference Number: Reference Number of the transaction.
- Approval Status: Approval status of the transaction
- Processing Status: Processing status of the transaction
- Non Account Bulk Record
  - Date: Date of the transaction
  - Transaction Type: Transaction type of the bulk record
  - Amount: Amount of the transaction
  - Initiated By: The user who has initiated the transaction.
  - Reference Number: Reference Number of the transaction.
  - Approval Status: Approval status of the transaction
  - Processing Status: Processing status of the transaction

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

- Accounts
  - Date: Date of the transaction
  - Description: Description of the transaction
  - Account Details: Account number of the transaction
  - Initiated By: The user who has initiated the transaction.
  - Reference No: Reference Number of the transaction.
  - Approval Status: Approval status of the transaction
  - Processing Status: Processing status of the transaction
- Biller Maintenance
  - Date: Date of the transaction
  - Description: Description of the transaction
  - Payee Type: The type of payee
  - Category: The category of the biller
  - Initiated By: The user who has initiated the transaction.
  - Reference No: Reference Number of the transaction.
  - Approval Status: Approval status of the transaction
  - Processing Status: Processing status of the transaction
- Payee and Biller
  - Date: Date of the transaction
  - Description: Description of the transaction

- Payee Type: Type of the payee
  - Category: Payee Category
  - Initiated By: The user who has initiated the transaction.
  - Reference Number: Reference Number of the transaction.
  - Approval Status: Approval status of the transaction
  - Processing Status: Processing status of the transaction
  - Bulk File
    - Date: Date of the transaction
    - File Identifier: Unique code assigned to the uploaded file.
    - Transaction Type: Transaction type of the file upload
    - File Name: Name of the file uploaded.
    - Initiated By: The user who has initiated the transaction
    - Reference Number: Reference Number of the transaction.
    - Approval Status: Approval status of the transaction
    - Processing Status: Processing status of the transaction
  - Bulk Record
    - Date: Date of the transaction
    - File Identifier: Unique code assigned to the record.
    - Transaction Type: Transaction type of the bulk record
    - Description: Description of the transaction
    - Initiated By: The user who has initiated the transaction
    - Reference Number: Reference Number of the record.
    - Approval Status: Approval status of the transaction
    - Processing Status: Processing status of the transaction
  - Trade Finance Maintenance
    - Date: Date of the transaction
    - Description: Description of the transaction
    - Beneficiary Name: Name of the Beneficiary against whom LC is to be created
    - Amount: Amount for the Letter of Credit / Bill
    - Initiated By: The user who has initiated the transaction
    - Reference Number: Reference Number of the transaction.
    - Approval Status: Approval status of the transaction
    - Processing Status: Processing status of the transaction
  - Forex Deal
    - Date: Date of the transaction
    - Reference Number: Reference Number of the transaction.
    - Description: Description of the transaction
-

- Deal Type: Type of Deal user wants to initiate that is Spot or Forward
- Currency Combination: List of permissible currency combination for deal booking
- Amount: Amount for the booked forex deal
- Approval Status: Approval status of the transaction
- Processing Status: Processing status of the transaction
  
- Others
  - Date: Date of the transaction
  - Initiated By: User who has initiated the transaction
  - Transaction Type: Type of the transaction initiated
  - Description: Description of the transaction
  - Reference Number: Reference Number of the transaction
  - Approval Status: Approval status of the transaction
  - Processing Status: Processing status of the transaction
  
- Virtual Account Management
  - Date: Date of the transaction
  - Description: Description of the transaction initiated
  - Initiated By: User who has initiated the transaction
  - Reference Number: Reference Number of the transaction
  - Approval Status: Approval status of the transaction
  - Processing Status: Processing status of the transaction
  
- Liquidity Management
  - Date: Date of the transaction
  - Transaction Type: Type of the transaction initiated
  - Structure ID: Structure ID of the transaction
  - Structure Description: Description of the transaction
  - Initiated By: The user who has initiated the transaction
  - Reference Number: Reference Number of the transaction
  - Approval Status: Approval status of the transaction
  - Processing Status: Processing status of the transaction

### **My Approved List**

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

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

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

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

### My Limits

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

### Corporate Limits

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

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

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

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

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

- Rate: Applicable rate of interest

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

## Reports

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

## Activity Log

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

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

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

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

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

---

**Note:** 'Send to Modify' option is available to the Approver for sending the transactions back to maker for any modification. If the approver is sending any transaction back to maker for modification, the maker will be able to make the changes in the same transaction and re-submit the same.

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

---



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

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

- Accounts - The details of activity log are:
  - Date: Date of the transaction
  - Description: Description of the transaction
  - Account Number: Account number of the transaction
  - Amount: Amount of the transaction
  - Reference Number: Reference Number of the transaction.



- Approval Status: Approval status of the transaction
  - Processing Status: Processing status of the transaction
  - Non Accounts - The details of the activity log are:
    - Date: Date of the transaction
    - Description: Description of the transaction
    - Amount : Amount of the transaction
    - Reference Number: Reference Number of the transaction.
    - Approval Status: Approval status of the transaction
    - Processing Status: Processing status of the transaction
  - Payments
    - Date: Date of the transaction
    - Description: Description of the transaction
    - From Account: Source Account number of the transaction
    - Amount : Amount of the transaction
    - Payee Account Details: Payee's account number of the transaction
    - Reference Number: Reference Number of the transaction.
    - Approval Status: Approval status of the transaction
    - Processing Status: Processing status of the transaction
  - Bill Payments
    - Date: Date of the transaction
    - Description: Description of the transaction
    - Biller Name: Name of the biller
    - Biller Location: Location of the biller
    - Details: Details of bill payment
    - From Account: Source Account number of the transaction
    - Amount : Amount of the transaction
    - Reference Number: Reference Number of the transaction.
    - Approval Status: Approval status of the transaction
    - Processing Status: Processing status of the transaction
  - Bulk File
    - Date: Date of the transaction
    - Description: Description of the transaction
    - Transaction Type: Transaction types of the file upload
    - File Name: Name of the file uploaded.
    - File Amount: Amount to be debited from debit account.
    - Reference Number: Reference Number of the transaction.
-

- Approval Status: Approval status of the transaction
- Processing Status: Processing status of the transaction
- Bulk Record
  - Date: Date of the transaction
  - Transaction Type: Transaction type of the bulk record
  - Debit Account: Account number of the account to be debited.
  - Amount: Amount to be debited from debit account
  - Payee Account Details: Payee's account number
  - Reference Number: Reference Number of the transaction.
  - Approval Status: Approval status of the transaction
  - Processing Status: Processing status of the transaction

- Non Account Bulk Record
  - Date: Date of the transaction
  - Transaction Type: Transaction type of the bulk record
  - Amount: Amount of the transaction
  - Reference Number: Reference Number of the transaction.
  - Approval Status: Approval status of the transaction
  - Processing Status: Processing status of the transaction

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

- Accounts
    - Date: Date of the transaction
    - Description: Description of the transaction
    - Account Number: Account number of the transaction
    - Reference Number: Reference Number of the transaction.
    - Approval Status: Approval status of the transaction
    - Processing Status: Processing status of the transaction
  - Payee and Biller
    - Date: Date of the transaction
    - Payee/ Biller Name: Payee/ Biller name
    - Payee Type: Type of the payee
    - Category: Payee Category
    - Reference Number: Reference Number of the transaction.
    - Approval Status: Approval status of the transaction
    - Processing Status: Processing status of the transaction
  - Bulk File
-

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

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

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

### Currency Exposure

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

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

### 7.3.1 Pending for Approvals

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

Approver can also Lock a transaction, in case he wants to verify something operationally before approving it. Once the transaction is locked, the same will not be available for approval and the transaction status will be changed to 'Locked'. Maker will be able to see transaction with "Locked" status in his activity log. Once a transaction is locked, no action (like approve, reject, send to modify) will be allowed on that transaction.

Any approver, who is authorized to approve that transaction, will be able to unlock it by going to transaction approval page. Once the transaction is unlocked, it will be available for approval to the users as per the workflow.

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

#### **Note:**

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

Send to Modify functionality is not supported on wearables.

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

### How to reach here:

*Approver Dashboard > Pending for Approvals section*

### To approve the transaction:

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

### Pending for Approvals

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

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

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

**Approval Comment** ✕

**Payments Transactions Approval**

Selected Transactions (1)

Remarks (Optional)

Cancel
Approve

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

### Review and Transaction Journey

The screenshot displays the 'Internal Transfer Pay Now' interface. At the top, there are navigation links for 'ATM & Branch Locator' and 'English'. The user is logged in as 'McLeods Chemicals2' with a last login time of '04 Dec 12:44 PM'. The main content area is titled 'Internal Fund Transfer Details' and contains the following information:

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

Below the details is the 'Transaction Journey' section, which shows a horizontal progress bar with three stages: 'Initiation', 'Approval', and 'Completion'. The 'Initiation' stage is marked as complete with a blue checkmark and includes the user 'Abhishek kumar' and the timestamp '04 Dec 12:28 PM'. The 'Approval' stage is currently active, and the 'Completion' stage is pending. A 'Back' button is located at the bottom left of the screen.

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

The screenshot shows the 'Cheque Book Request' page in the Futura Bank system. The page includes fields for Account Number (xxxxxxxxxxx0013), Type of Cheque Book (CH22GBPCH), Number of Cheque Books (1), and Delivery Location (1001, 303 St. Johns Wood Road, London, GB). A 'Transaction Journey' popup is open, showing a vertical timeline of steps: 'Kia Thomas 11 Aug 11:48 AM' (Initiated), 'Jane JOe' (Pending for Approval), '100\_pmg' (Pending for Approval), and 'Kim Martin' (Pending for Approval). The main page also shows a 'Detailed Journey' section with 'Initiation' by 'Kia A Thomas' on '11 Aug 11:48 AM'.

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

The screenshot displays the 'Manual Reconciliation' page. It features buttons for 'Approve', 'Reject', and 'Send to Modify'. The 'Invoice Type' is 'Receivables' and the 'Reconciliation Type' is 'Single Invoice Multiple Payments'. A table titled 'Record 1' shows an 'Invoice' with the following data:

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

Below the invoice table is a 'Payments' table:

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

The 'Transaction Journey' section shows two steps: 'Initiation' by 'Nehal Joshi' on '31 Oct 10:24 PM' and 'Request Modification' by 'nehal joshi' on '31 Oct 10:29 PM' with the action 'modify cashflow recon'.

## Review and Transaction Journey for – Locked Transaction

Maker ATM & Branch Locator English

futura bank Search ... Welcome, John Mazim Last login 31 May 03:05 PM

### Create Demand Draft Payee

Approve Reject Lock

Payee Name  
Jack

Payee Photo

Draft Type  
Domestic

Draft Favouring  
Jack Nickon

Drafts Payable at City  
California

Deliver Draft to  
Branch Address

Address Details  
FLEXCUBE UNIVERSAL BANK  
Unit 1  
Block A  
California  
GREAT BRITAIN

Access Type  
Private

Approver Comment

Unlock Comment  
Justification Provided

#### Transaction Journey

**Initiation** **Approval**

John A Mazim  
31 May 03:07 PM

Nate A Alexander  
31 May 03:15 PM  
Transaction Hold

Nate A Alexander  
31 May 03:23 PM  
Justification Provided

Back

Help

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### Transaction to approve

#### Transaction Name

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

#### Review

The section displays the details of the transaction

---



## Transaction Journey

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

- Initiation
  - Approval
  - Locked
  - Completion
  - Request Modification
- 

7. Click **Approve** to approve the initiated transaction. The **Transaction Approval** screen prompting to enter the approval remarks appear.  
OR  
Click **Reject** to reject the transaction.  
OR  
Click **Back** to navigate to the **Dashboard**.
8. Enter the remarks and click **Approve**.  
OR  
Enter the remarks and click **Reject**.  
OR  
Click **Cancel** to cancel the transaction.  
The screen with success message along with the reference number appears.

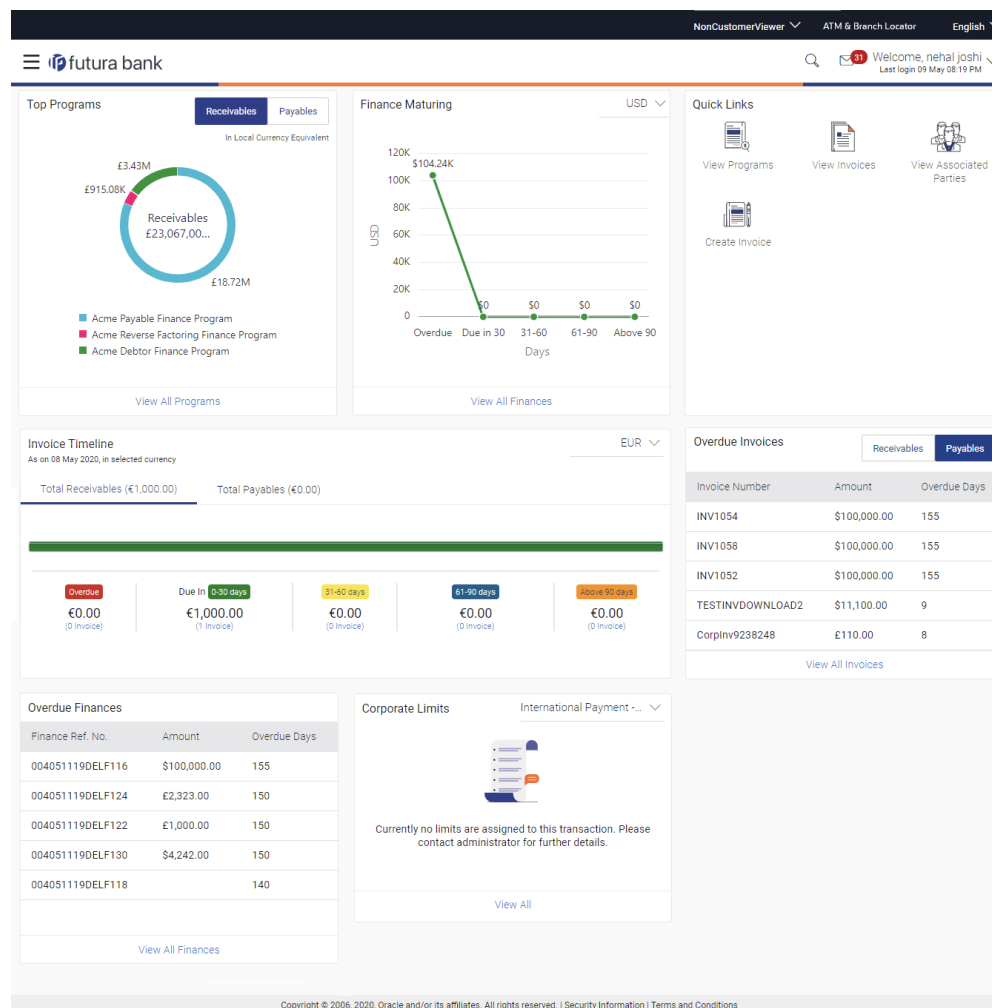
## FAQ

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

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

## 7.4 Non Customer Viewer Dashboard




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






### Dashboard Overview

#### Icons

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

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











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


### Header Menu Options

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

### Toggle Menu Transactions

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

-  **Supply Chain Finance** : Click this menu to view your Supply Chain Finance business and to manage its activities.
-  **Associated Party Management** : Click this menu to view associated parties.
-  **Invoice Management** : Click this menu to manage invoices.
-  **Cash Management** : Click this menu to get the daily or monthly cash flow forecast and also the current day snapshot of the finances.
-  **ATM & Branch Locator** : Click to view the address and location of the ATMs and the branches of the Bank. For more information refer **ATM & Branch Locator** section.
-  **File Upload** : Click this icon to upload files and view the files already uploaded.
-  **Account Settings** : Click this menu to set your preferences as well as daily limits and change password.
-  **Mail Box** : Click this menu to view the Mails, Alerts and Notifications.
-  **Leave Feedback** : Click this menu to leave your feedback about the user interaction of the application.
-  **Help** : Click this menu to launch the online help.

-  **About** Click this menu to view the information about the application like version number, copyright etc.

### Top Programs

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

### Finance Maturing

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

### Quick Links:

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

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

### Invoice Timeline

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

### Overdue Invoices:

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

### Overdue Finances

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

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### **Corporate Limits**

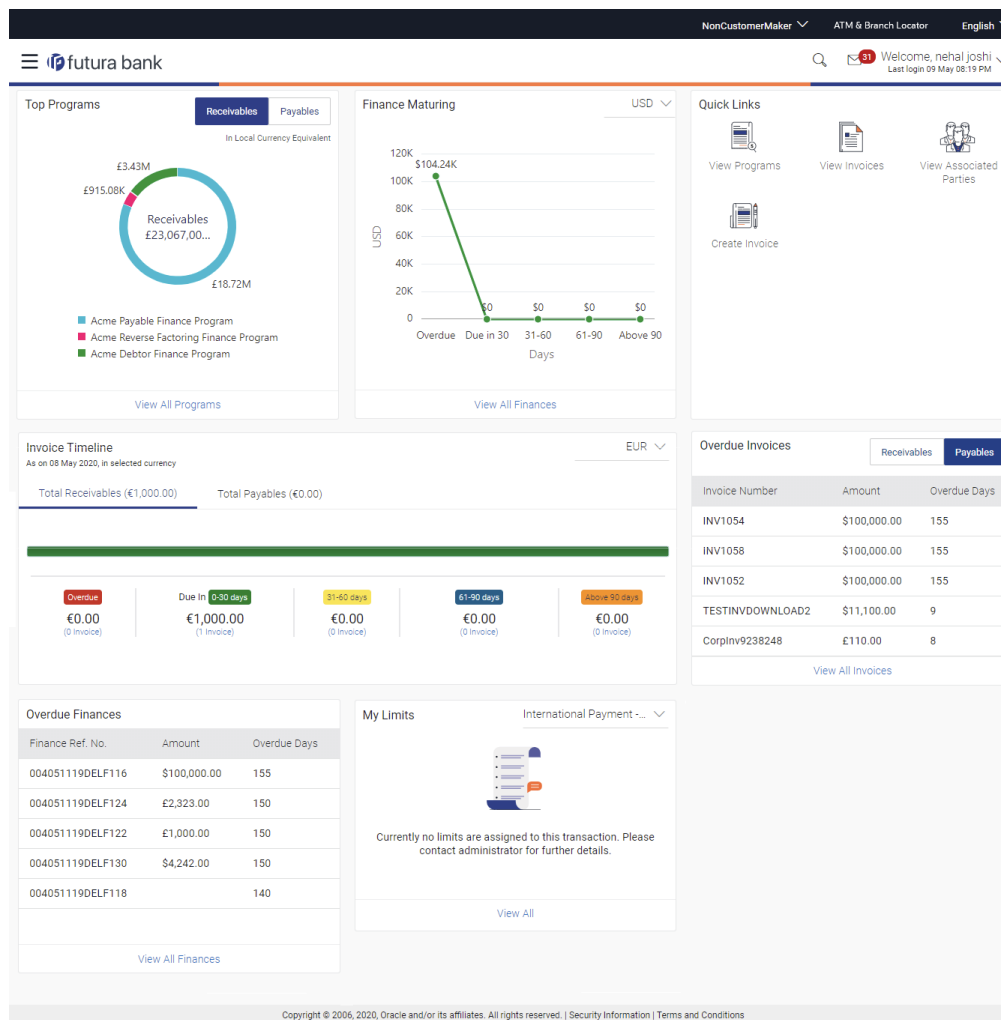
The user can view the party cumulative transaction limits for each transaction, daily and monthly limits utilized and available limits for use from the viewer dashboard.

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

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## 7.5 Non Customer Maker Dashboard




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






### Dashboard Overview

#### Icons

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

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











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


### Header Menu Options

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

### Toggle Menu Transactions

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

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

-  Click this menu to view the information about the application like version number, copyright etc.

### Top Programs

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

### Finance Maturing

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

### Quick Links:

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

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

### Invoice Timeline

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

### Overdue Invoices

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

### Overdue Finances

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



### My Limits

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

## 7.6 Non Customer Approver Dashboard

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

The dashboard interface includes a top navigation bar with 'NonCustomerChecker', 'ATM & Branch Locator', and 'English'. The main content area is organized into a grid of widgets. The 'Pending for Approvals' widget shows a table with columns for Date, Description, Account Details, Amount, Initiated By, Reference No, and Status, currently displaying 'No data to display'. The 'Invoice Timeline' widget shows 'Total Receivables (€1,000.00)' and 'Total Payables (€0.00)' as of 08 May 2020. The 'Overdue Invoices' table is as follows:







Invoice Number	Amount	Overdue Days
INV1054	\$100,000.00	155
INV1058	\$100,000.00	155
INV1052	\$100,000.00	155
TESTINVDOWNLOAD2	\$11,100.00	9
Corpinv9238248	£110.00	8

The 'Finance Maturing' chart displays data for USD across categories: Overdue (\$104.24K), Due in 30 (\$0), 31-60 (\$0), 61-90 (\$0), and Above 90 (\$0). The 'Top Programs' donut chart shows Receivables of £23,067,000, with segments for Acme Payable Finance Program (£3.43M), Acme Reverse Factoring Finance Program (£915.08K), and Acme Debtor Finance Program (£18.72M). The 'Quick Links' section provides shortcuts for View Programs, View Invoices, View Associated Parties, Create Program, Create Invoice, and Onboard Counterparty. The 'My Approved List' widget at the bottom shows a table with columns for Date, Initiated By, Description, Account Number, Amount, Reference No, and Status, also displaying 'No data to display'. A chatbot icon is visible in the bottom right corner with the text 'Hey, I am here to help if you need it!'.

## Dashboard Overview

### Icons

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







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






### Header Menu Options

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

### Toggle Menu Transactions

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

-  **Supply Chain Finance** : Click this menu to view your Supply Chain Finance business and to manage its activities.
-  **Associated Party Management** : Click this menu to onboard and view associated parties.
-  **Invoice Management** : Click this menu to create and maintain invoices.
-  **Cash Management** : Click this menu to get the daily or monthly cash flow forecast and also the current day snapshot of the finances.
-  **ATM & Branch Locator** : Click to view the address and location of the ATMs and the branches of the Bank. For more information refer [ATM & Branch Locator](#) section.
-  **File Upload** : Click this icon to upload files and view the files already uploaded.

-  **Account Settings**: Click this menu to set your preferences as well as daily limits and change password.
-  **Mail Box**: Click this menu to view the Mails, Alerts and Notifications.
-  **Leave Feedback**: Click this menu to leave your feedback about the user interaction of the application.
-  **Help**: Click this menu to launch the online help.
-  **About**: Click this menu to view the information about the application like version number, copyright etc.

### Pending for Approvals

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

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

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

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

- Amount: Amount of the transaction
- Initiated By: The user who has initiated the transaction.
- Reference Number: Reference Number of the transaction.
- Status: Status of the transaction

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

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

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

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

### **Pending for Action**

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

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

### **Invoice Timeline**

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

### **My Limits**

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

### **Corporate Limits**

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

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

### **Overdue Invoices**

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

### **Overdue Finances**

Finances are liabilities of the corporates which needs to be paid on due date. This widget warns the corporates of any finances running overdue. Timely payment of Finances is required to maintain the credit

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goodwill of the corporates. This widget assists in keeping the same intact. It displays the details like Finance No., Amount Overdue, and No. of Days Overdue. It also provides link to [View All Finances](#).

### Top Programs

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

### Finance Maturing

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

### Quick Links:

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

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

### My Approved List

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

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

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

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

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[Home](#)



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## 8. Approvals

Each user is assigned a particular task to perform as per their position in the hierarchy of the bank/corporate. Transaction created by initiator in the system is routed to the appropriate authorized signatory or group of signatories for approval depending upon the configured rules. A transaction needs to be approved by all the required approvers. A releaser may also be required to release the transaction for further processing once all approvals are completed. The Release facility is specific to the Group Corporate and can be enabled or disabled at the Group Corporate Level. There can be a situation wherein a transaction is pending approval and the approver is on leave. In such cases, the user must be able to re-route the transaction to another approver and mark it as high priority.

The Approvals Management function enables the user to view a summary of all the transactions pending for approval and release across different modules. The user can select the pending transactions and approve, release or re-route them as applicable.

### Features supported in application.

- View and Approve Transactions Pending Approval
- Re-route and Prioritize Transactions
- View and Release Transactions Pending Release
- View Initiated Transactions
- View Approved Transactions
- View Transaction Log

### 8.1 Pending for Approval

The transactions that have been initiated by the maker and are pending for approval/checking are listed here. The approver logs into the application, and views all the transactions that are pending for the user's approval.

When an approver/ checker logs in, the transactions pending for approval and checking will be shown as a consolidated count on the dashboard. All the users with check and approve privilege will be able to view the transactions. Dashboard displays the following:

- Count of all the transactions pending approval /checking
- Count of the financial and non-financial transactions pending approval/checking out of the total count
- Count the urgent transactions (prioritized and in grace period) pending approval

The financial and non-financial sections display module wise count of transactions pending approval. A specific transaction can be searched across modules by providing the exact reference number. The details of the transaction pending approval within the module can be viewed through the count link. Information of all the transactions pending approval within a module can be seen along with the prioritized and in-grace tags. Further drill down to view details of a specific transaction before approve/reject is available through the reference number link.

Module specific filters are provided to search for transactions pending approval within a module. The filters as well as the transaction information shown depend upon the selected module. The approver can select specific transaction or all transactions listed on that page or all transactions across pages of the selected module and approve or reject the selected records, with comments if any.

The approver can Lock a transaction pending approval, with comments if any. Approver can also Lock a transaction, if something needs to be verified operationally before approving it. Once a transaction is locked, no action (like approve, reject, send to modify) will be allowed on that transaction and the transaction status will be changed to 'Locked'. Maker will be able to see transaction with "Locked" status in his transaction log. Approver who is a part of the approval workflow of the locked transaction and is authorized to approve the transaction, will be able to unlock that transaction through the transaction approval page. Once the transaction is unlocked, it will be available for approval to the users as per the resolved approval workflow.

The approver/checker can approve or reject the transaction/s. For only specific transactions, Send to Modify functionality is enabled. Also approver can send the transaction back to modification, which are pending his approval, with comments if any.

On approval/rejection of a single transaction, the 2 factor authentication setup for individual transactions will be applicable. In "Authentication" menu, the administrator is expected to configure 2 Factor Authentication mechanism against individual transactions.

On enabling the 2-factor authentication for multiple transactions in Authentication menu, the same will be applicable even for approving and rejecting the transaction/s as a checker.

The detailed transaction journey of a transaction pending check can be seen.

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Note: For a checker, the limits are not validated.

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### **Pre-Requisites**

- Accessible Roles for Corporate
- Workflow and Approval Flow preference
- Party and User level account access
- Approval workflow and Rules setup for banking transaction
- Party Preference is maintained for corporate user

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

*Corporate Approver Dashboard > Toggle menu > Menu > Transactions > Pending for Approvals*

### Pending for Approval

The screenshot shows the 'Pending for Approvals' page in the Futura Bank system. At the top, there's a navigation bar with 'futura bank' logo, a search bar, and user information for SHAIL Kadam. Below the navigation, the main content area is titled 'Pending for Approvals'. It features a summary bar with filters: 'All' (267), 'Financial' (202), 'Non Financial' (65), and 'Urgent' (8). There is also a 'Reference Number' search field. The main area is divided into two columns: 'Financial' and 'Non-Financial'. Each column lists various transaction types with their respective counts. In the Financial column, 'Accounts' has a count of 22, with 7 marked as 'Urgent'. In the Non-Financial column, 'Accounts' has a count of 24, with 1 marked as 'Urgent'. Other transaction types include Non Accounts, Payments, Bill Payments, Bulk File, Bulk Record, Non Account Bulk Record, Host to Host Bulk Files, Host to Host Bulk Records, Biller Maintenance, Payee and Biller, Bulk File, Bulk Record, Trade Finance, Trade Finance Maintenance, Forex Deal, Others, and Liquidity Management.

Financial		Non Financial	
Accounts	22 7 <b>Urgent</b>	Accounts	24 1 <b>Urgent</b>
Non Accounts	0	Biller Maintenance	0
Payments	161	Payee and Biller	31
Bill Payments	0	Bulk File	2
Bulk File	14	Bulk Record	0
Bulk Record	5	Trade Finance	0
Non Account Bulk Record	0	Trade Finance Maintenance	0
Host to Host Bulk Files	0	Forex Deal	0
Host to Host Bulk Records	0	Others	8
		Liquidity Management	0

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### Field Description

Field Name	Description
<b>Count of transactions pending approval</b>	<p>All- Displays the total count of all the transactions pending approval</p> <p>Financial- Displays the count of financial transactions pending approval out of the total count</p> <p>Non-Financial- Displays the count of non-financial transactions pending approval out of the total count</p> <p>Urgent- Displays the total count of urgent transactions (prioritized and in grace period) pending approval</p>

Field Name	Description
<b>Financial Table</b>	<p>Displays the module wise count of financial transactions pending approval.</p> <p>It also displays the following details:</p> <ul style="list-style-type: none"> <li>• Count of transactions pending approval within each module</li> <li>• Count of urgent transactions (prioritized and in grace period) pending approval within each module</li> </ul> <p>Click on the count link to view the list of all transactions pending approval within the module.</p>
<b>Non-Financial Table</b>	<p>Displays the module wise count of non-financial transactions pending approval.</p> <p>It also displays the following details:</p> <ul style="list-style-type: none"> <li>• Count of transactions pending approval within each module</li> <li>• Count of urgent transactions (prioritized and in grace period) pending approval</li> </ul> <p>Click on the count link to view the list of all transactions pending approval within the module.</p>
<b>Reference Number</b>	<p>Allows to search based on exact reference number of transaction across modules.</p>

**To approve the transaction:**

9. Click on count link to view the list of all transactions pending approval within the module. All the transactions pending approval within a module with the prioritized and in-grace tags appears.  
OR

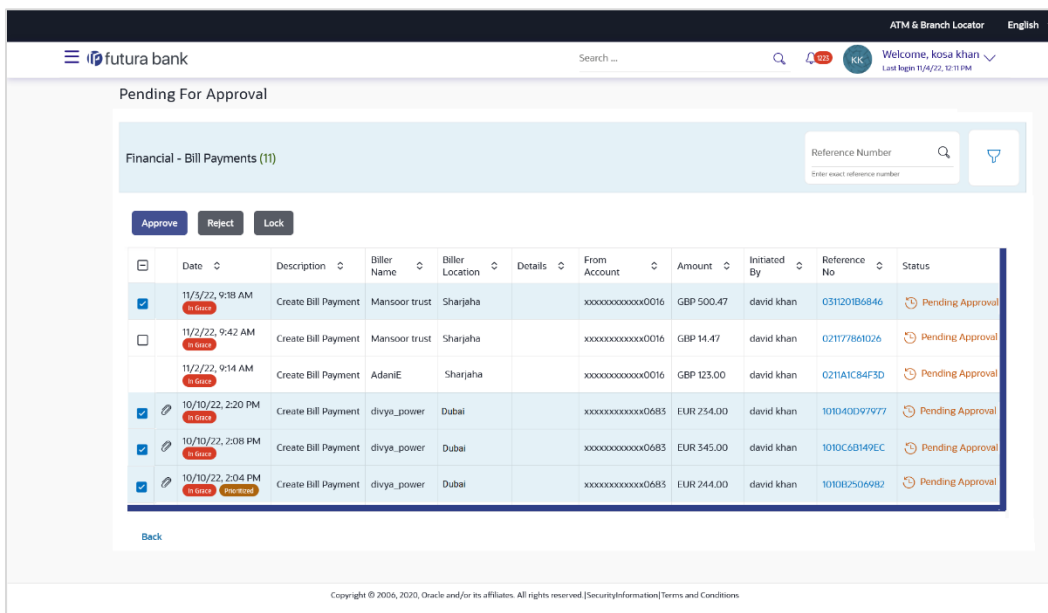
In **Reference Number** field, enter exact reference number, and click  to search specific transaction pending for approval.

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**Note:** The search will be within module.




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### List of transactions within module



### Field Description

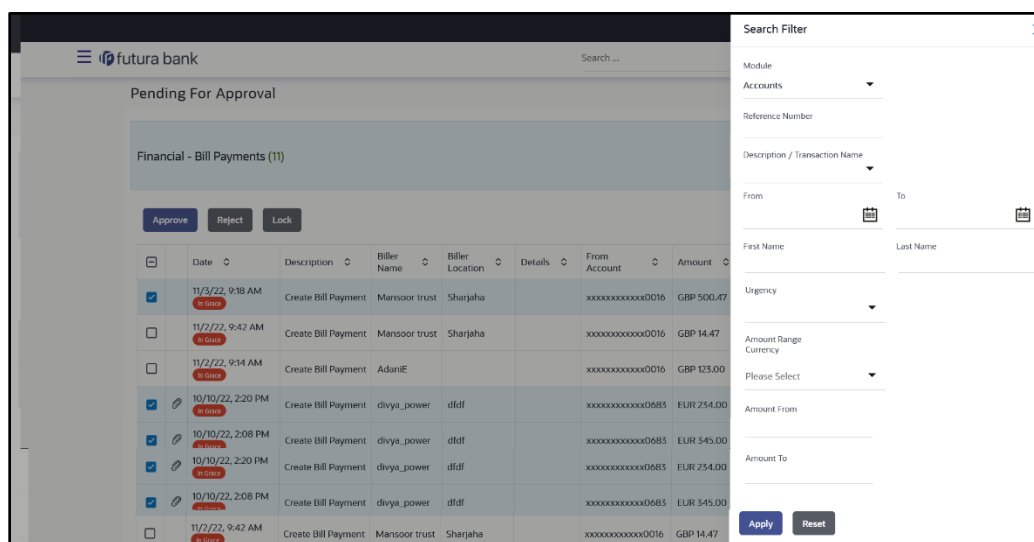
Field Name	Description
<b>Attachment Indicator</b>	<p>Displays the Attachment icon indicating the transaction has an attachment.</p> <p>The attachment cannot be viewed or downloaded using this indicator. Attachments can be viewed from the transaction details page.</p> <p><u>Note: Transactions without attachment does not show an attachment indicator.</u></p>
<b>Date</b>	Displays the transaction initiation date.
<b>Description</b>	Displays the description of the transaction pending for approval.
<b>Account Details</b>	<p>Displays the account details of transaction.</p> <p>This field is module specific.</p>
<b>Amount</b>	<p>Displays the transaction amount.</p> <p>This field is module specific.</p>
<b>Initiated by</b>	Displays the name of the user who has initiated the transaction.

Field Name	Description
<b>Reference No</b>	Displays the transaction reference number. Click on the link to view details of a specific transaction.
<b>Status</b>	Displays the current status of the transaction pending for approval by approver/checker. The status could be: <ul style="list-style-type: none"> <li>•  <b>Pending Approval</b> - Pending for approval</li> <li>•  <b>Approved</b> -Approved</li> <li>•  <b>Rejected</b> -Rejected</li> </ul>
<b>All</b>	Click on checkbox to select all the transactions on that page of the selected module for approve or reject.
<b>Clear All</b>	Click on link to deselect all the transactions on that page of the selected module for approve or reject.

10. Click on the  icon to enter filter new criteria. Based on the defined criteria you can view list of transactions pending approval within a module.  
Click **Apply** to search the transaction based on selected criteria.  
OR  
Click **Reset** to clear the entered details.

**Note:** The search will be module specific, not across modules.

### Pending for Approval – Filter Criteria



The screenshot displays the 'Pending For Approval' section of the Futura Bank interface. It features a table of transactions and a 'Search Filter' sidebar. The table has columns for Date, Description, Biller Name, Biller Location, From Account, and Amount. The search filter sidebar includes fields for Module, Reference Number, Description / Transaction Name, From/To dates, First/Last Name, Urgency, Amount Range, Currency, and Amount From/To. Buttons for 'Apply' and 'Reset' are visible at the bottom of the sidebar.

## Field Description

Field Name	Description
<b>Filter Criteria</b>	
<b>Search the transaction based on the criteria.</b>	
<b>Note:</b> The filter criteria in overlay screen will be changed based upon the module selected.	
<b>Module</b>	The selected module is defaulted which can be changed to view the transactions pending approval within a specific module.
<b>Reference Number</b>	Reference number of specific transaction which is to be searched.
<b>Description/ Transaction Name</b>	The transactions can be filtered based upon transaction name or description.
<b>Initiation From Date – To Date</b>	The period can be specified for which the user wants to view the transactions pending approval. Search will be based on the transaction initiation date range.
<b>First Name</b>	The first name of user who has initiated the transaction.
<b>Last Name</b>	The last name of user who has initiated the transaction.
<b>Urgency</b>	The transactions can be viewed based on its urgency type. It can be: <ul style="list-style-type: none"> <li>• Prioritized</li> <li>• In-Grace Period.</li> </ul>

**Click on Reference Number link to view the details of the transaction that is to be approved or rejected.**

### Transaction Journey

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

- Initiation
- Approval
- Completion

11. Alternately, the approver can view detailed transaction summary, before approving / rejecting/locking a transaction.

12. Click on the **Reference No** link to view details of a specific transaction. The **Pending for Approval- Transaction Details** screen along with **Transaction Journey** appears.

## Pending for Approval – Transaction Details

Maker ATM & Branch Locator English

futura bank Search ... Welcome, SHAIL Kadam Last login 14 Feb 10:19 AM

### Cheque Book Request

Approve Reject Send to Modify Lock

Account Number  
xxxxxxxxxx0010

Type of Cheque Book  
Cheque book for EUR

Number of Cheque Books  
2

Number of Leaves per Book  
10

Delivery Location  
31 Dupont Tower  
Aldrin Square  
Near Walmart  
California  
US

### Transaction Journey

Detailed Journey

Initiation Successful

Approval

Completion

S R K Initiator  
09 Feb 04:43 PM

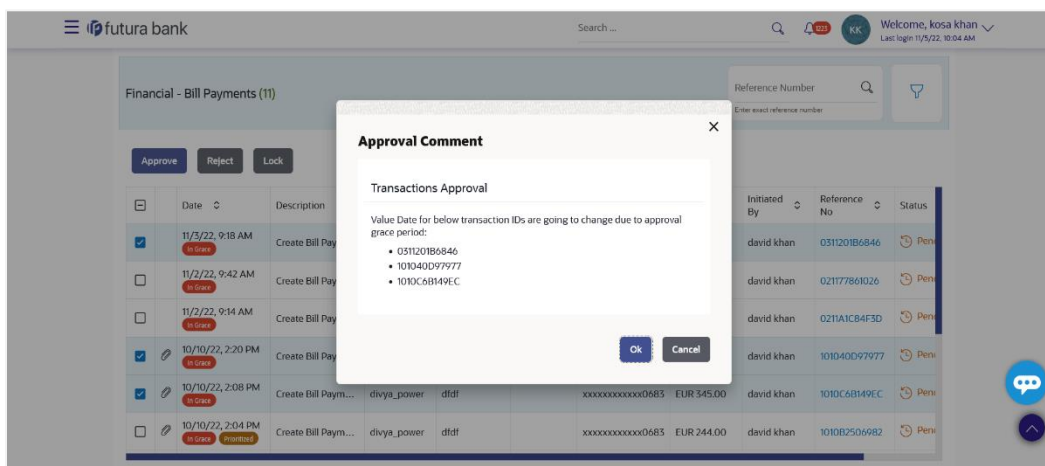
Back

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13. Select one or multiple transactions together to approve / reject / lock by selecting checkbox against the respective record. The **Comment** popup appears.
14. Click **Approve** to approve the initiated transaction.  
OR  
Click **Reject** to reject the transaction.  
OR  
Click **Lock** to lock the transaction.  
OR  
Click **Back** to navigate back to previous screen.

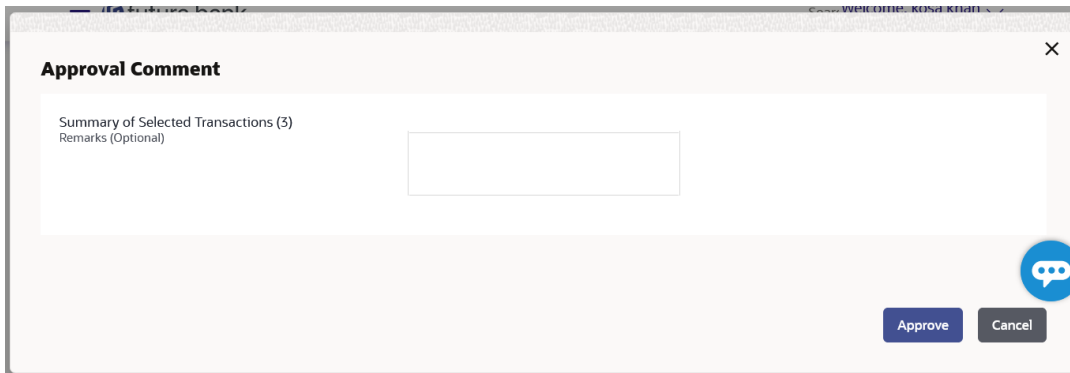


### Comment popup (Approve/Reject/Lock)

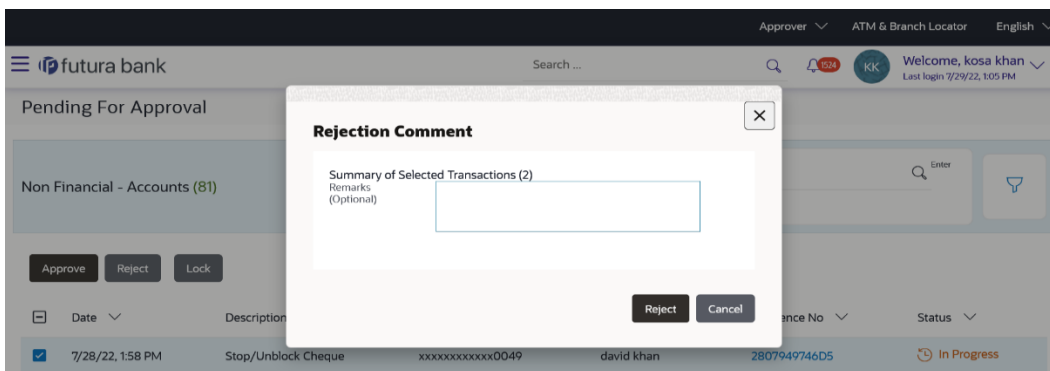


15. Click **OK** to proceed with transaction.  
OR  
Click **Cancel** to cancel the transaction.
16. The **Transaction Approval / Rejection/Lock** screen prompting to enter the approval / rejection/lock remarks appear.

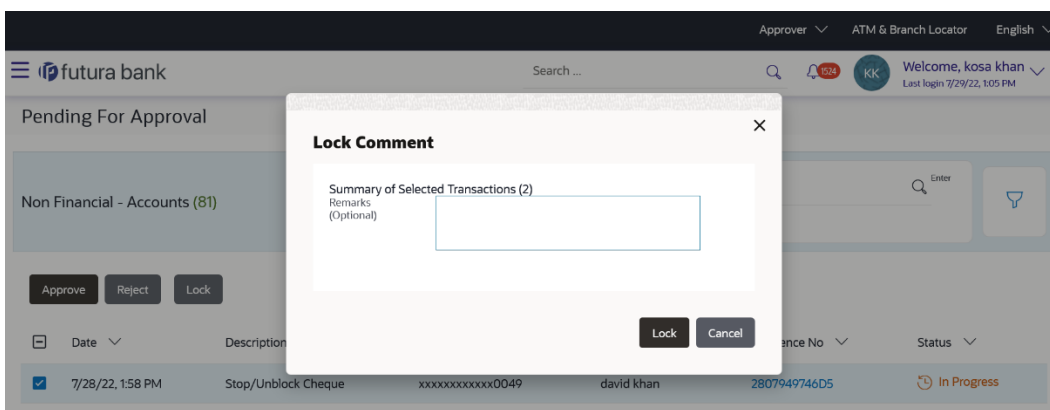
### Approve Transaction



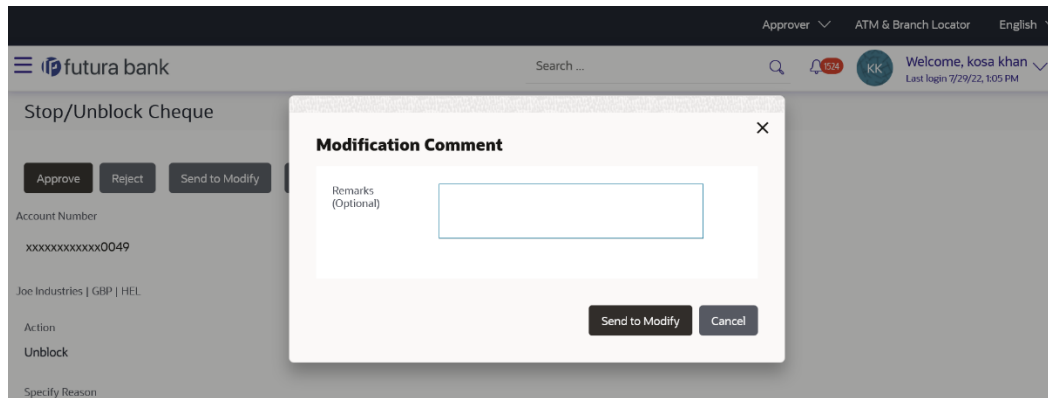
### Reject Transaction



### Lock / Unlock the transaction



## Send to Modify



17. Enter the remarks and click **Approve**.  
OR  
Enter the remarks and click **Reject**.  
OR  
Enter the remarks and click **Lock**.  
OR  
Enter the remarks and click **Send to Modify**.  
OR  
Click **Cancel** to cancel the transaction.  
The screen with success message appears.

## 8.2 Re-route and Prioritize

There can be a scenario wherein a transaction is pending approval and the approver is on leave. In such cases, the user must be able to re-route the transaction to another approver. A user can re-route a transaction if he/she has perform access for re-route transaction and view/approve privilege for the specific transaction being re-routed/prioritized. The approver logs into the application and views all the transactions that are pending for the user's approval and release. Different tabs display the transactions which are pending for approval and release.

The Reroute & Prioritise dashboard displays, the financial and non-financial sections having module wise count of transactions pending approval/release, alongwith the urgent transactions (prioritized and in grace period) pending approval/release. The user can view summarized details of the transactions pending approval within the module and can filter the transaction based upon different search parameters. The user can re-route or mark a transaction as high priority upon viewing the transaction details within the module.

User can reroute multiple transactions together. Transactions with the exact matching approval rules (provided all rules of one transaction is/are matching with another transaction) will be grouped together along with the evaluated rules e.g. multiple transaction buckets/groups with multiple or single resolved rule/s. A request ID will be generated for the grouped transactions. Maker can select one approval rule against the group and will be able to route the transaction.

A Day 0 configuration is available to configure the number of days after which the unused request IDs will be deleted. The default value of this configuration is 1 day which means that after 1 day, a scheduler will run and delete all the request IDs which were not re-routed.

---

**Note:**

- Un-grouping and re-routing the transaction to different rules will not be permitted. In order to achieve this, transactions need to be re-routed individually.
  - Transaction will be routed in an asynchronous manner.
- 

In order to re-route a transaction(s), the user must click on **Assign**. On clicking the same, the user can select a new rule (approval or release) out of all the resolved rules. The **Re-route Workflow** tab of **Workflow Details** overlay displays all the resolved rules applicable at the time of re-routing along with the current rule. The newly selected workflow will start from level 1 for approval and the limits of the approvers who already approved the transaction will be reversed upon re-routing.

For a transaction(s) pending release, the user can re-route or mark a transaction(s) as high priority upon viewing the transaction details within the module. In order to re-route a transaction(s), the user must click on **Assign**. On clicking the same, the user can select a new release rule out of all the resolved rules. On submitting the rule, the new route information will be assigned to the releaser. On submission, only the release workflow will be re-routed. The approval workflow will not be re-routed

On re-routing, a notification will be sent to all the users who have already approved it, user/user group with whom approval was pending as per the existing workflow, maker of transaction, and users of the new workflow. Upon re-routing, the re-routing/prioritization maintenance action can also be seen in the Transaction Journey of the re-routed transaction.

---

**Note:** The **Re-route Workflow** tab displays the resolved rule details such as Sequential and Non-Sequential/Parallel, Details of user and user groups (Users within groups), and Amount Slab of the resolved rule.

---

An option is provided to set a high priority for the transaction and to undo it. On prioritization, a notification will be sent to the approver with whom the transaction is currently pending and maker of transaction.

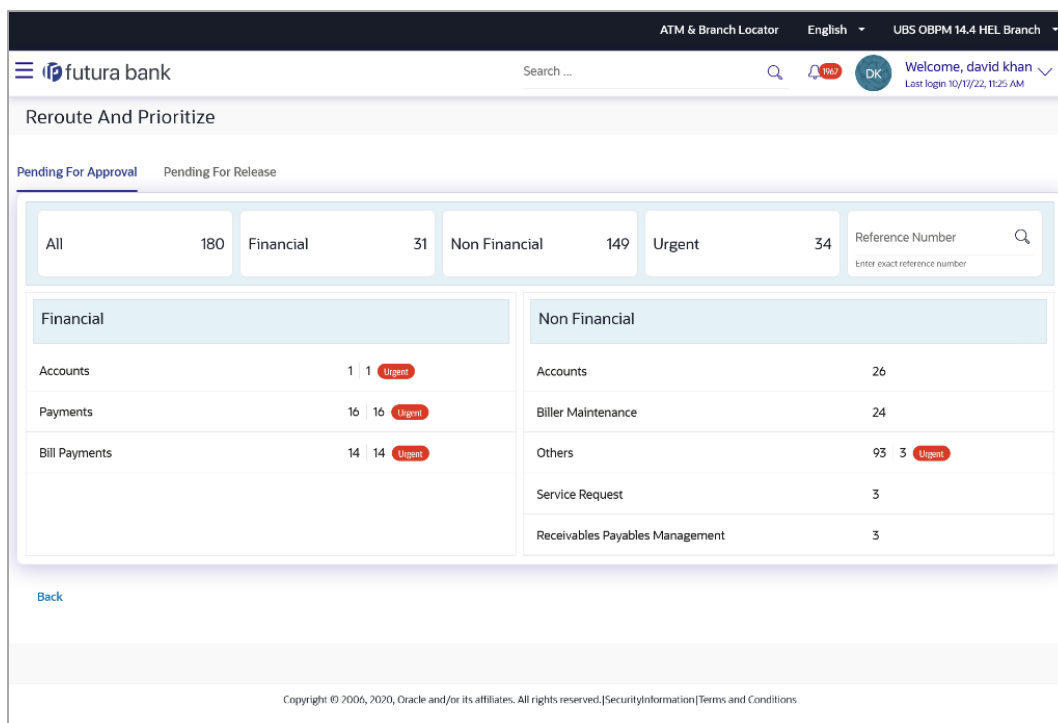
**Pre-Requisites**

- Accessible Roles for Corporate
- Workflow and Approval Flow preference
- Party and User level account access
- Approval workflow and Rules setup for banking transaction

**How to reach here:**

*Corporate Approver Dashboard > Toggle menu > Menu > Transactions > Re-route and Prioritize*

**8.2.1 Pending for Approval****Re-route and Prioritize (Pending for Approval)**



## Field Description

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

### Pending for Approval

Following fields will be displayed for **Pending for Approval** tab

#### Count of transactions pending approval

All- Displays the total count of all the transactions pending approval  
 Financial- Displays the count of financial transactions pending approval out of the total count


Non-Financial- Displays the count of non-financial transactions pending approval out of the total count

Urgent- Displays the total count of urgent transactions (prioritized and in grace period) pending approval

Field Name	Description
<b>Financial Table</b>	<p>Displays the module wise count of financial transactions pending approval.</p> <p>It also displays the following details:</p> <ul style="list-style-type: none"> <li>• Count of transactions pending approval within each module</li> <li>• Count of urgent transactions (prioritized and in grace period) pending approval within each module</li> </ul> <p>Click on the count link to view the list of all transactions pending approval within the module.</p>
<b>Non-Financial Table</b>	<p>Displays the module wise count of non-financial transactions pending approval.</p> <p>It also displays the following details:</p> <ul style="list-style-type: none"> <li>• Count of transactions pending approval within each module</li> <li>• Count of urgent transactions (prioritized and in grace period) pending approval within each module</li> </ul> <p>Click on the count link to view the list of all transactions pending approval within the module.</p>
<b>Reference Number</b>	Allows to search based on exact reference number of transaction across modules.

#### To re-route/prioritize transaction:

1. Click on count link within the module to view the transaction list for re-route/prioritize. The list of the transactions pending approval within a module with the prioritized and in-grace tags appears.  
OR


In **Reference Number** field, enter reference number, and click  to search specific transaction for re-route/prioritize.

---

**Note:** The search will be within module.

---

OR

Click on the  icon to enter filter new criteria. Based on the defined criteria you can view list of transactions pending approval within a module.

Click **Apply** to search the transaction based on selected criteria.

OR

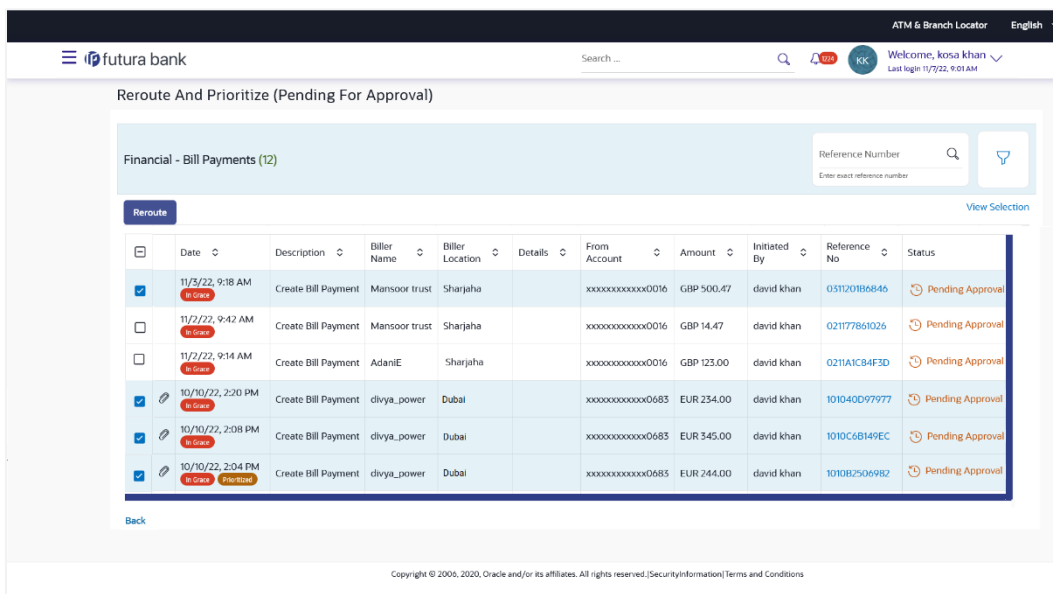
Click **Reset** to clear the entered details.

---

**Note:** The search will be module specific, not across modules.

---

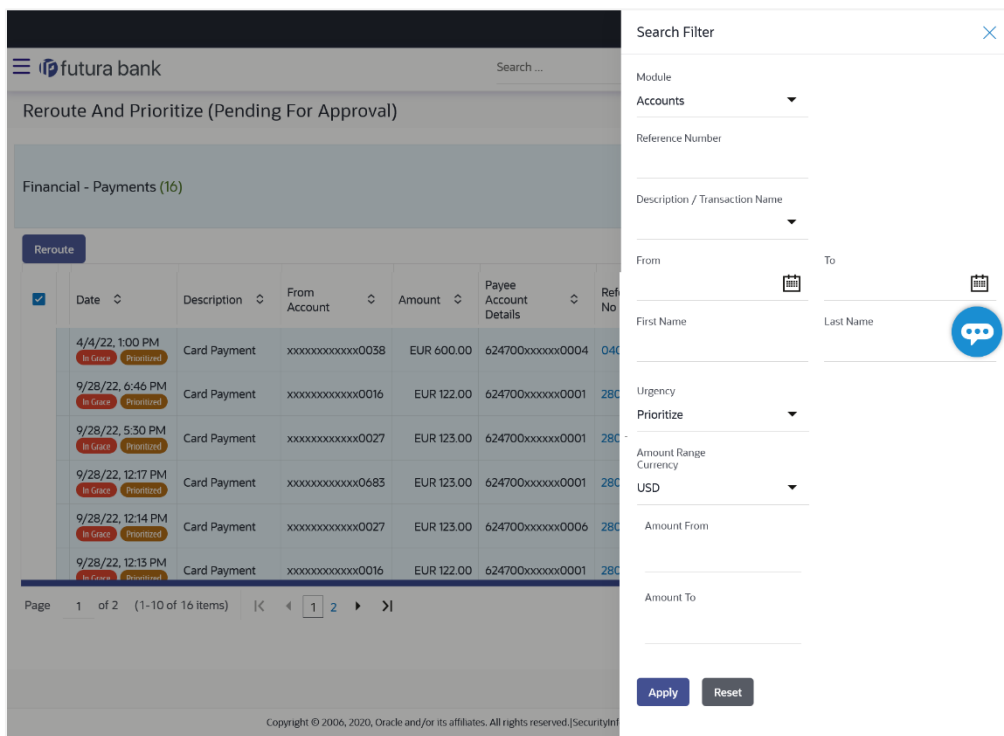
### Re-route and Prioritize (Pending for Approval) Summary within module screen



### Field Description

Field Name	Description
<b>Transaction Type</b>	Displays the transaction type.
<b>Initiated by</b>	Displays the name of the user who has initiated the transaction.
<b>Date</b>	Displays the transaction initiation date.
<b>Reference Number</b>	Displays the transaction reference number.
<b>Account Number</b>	Displays the account number of the transaction. This field is displayed for <b>Financial</b> transaction.
<b>Re-route Workflow</b>	Click on <b>Assign</b> link to re-route approval workflow for the transaction.
<b>High Priority</b>	Click on link to mark the transaction as high priority or undo prioritization for the transaction.

## Re-route and Prioritize (Pending for Approval) Transactions – Filter Criteria



### Field Description

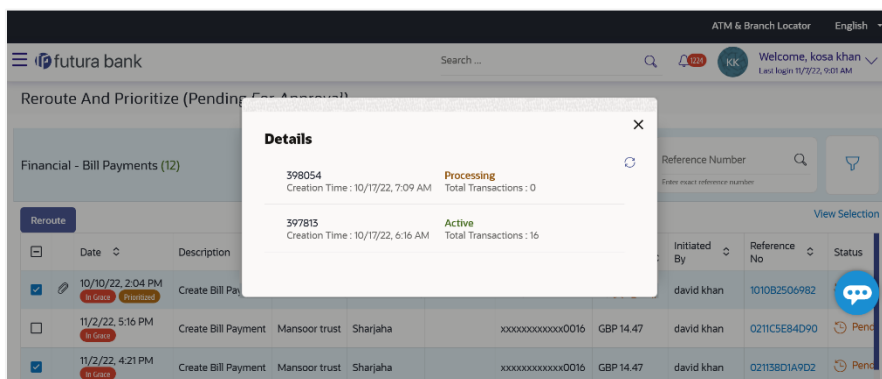
Field Name	Description
<b>Filter Criteria</b>	
<b>Search the transaction based on the criteria.</b>	
<b>Note:</b> The filter criteria in overlay screen will be changed based upon the module selected.	
<b>Module</b>	The selected module is defaulted which can be changed to view the transactions pending approval within a specific module.
<b>Reference Number</b>	Reference number of specific transaction which is to be searched.
<b>Description/ Transaction Name</b>	The transactions can be filtered based upon transaction name or description.
<b>Initiation From Date – To Date</b>	The period can be specified for which the user wants to view the transactions pending approval. Search will be based on the transaction initiation date range.
<b>Initiated By (First Name)</b>	The first name of user who has initiated the transaction.




Field Name	Description
<b>Initiated By (Last Name)</b>	The last name of user who has initiated the transaction.
<b>Urgency</b>	The transactions can be viewed based on its urgency type. It can be: <ul style="list-style-type: none"> <li>• Prioritized</li> <li>• In-Grace Period.</li> </ul>

- Click on option under **High Priority** column to Prioritize/Undo Prioritize against the specific transaction record.  
OR  
Click on **Assign** option against the specific transaction record under **Re-route Workflow** column to re-route the transaction record. The **Workflow Details** overlay screen appears.  
OR  
Select multiple transactions together to route/reroute and click **Reroute**.  
The **Details** popup appears.

### Details popup



- Click  icon to refresh the process.

Click on the record, the transactions with the exact matching approval rules (provided all rules of one transaction is/are matching with another transaction) will be grouped together along with the evaluated

## Re-route and Prioritize (Pending for Approval) Transactions with matching groups

The screenshot displays the Oracle Futura Bank interface for managing transactions. The page title is "Reroute And Prioritize (Pending For Approval)". It shows a list of transactions under the heading "Financial - Payments". The transactions are grouped into "Group 1 (1)" and "Group 2 (15)". A blue "Assign" button is located above the table. The table contains the following data:

Timestamp	Transaction Type	Account Number	Amount	Reference Number	Approval Status	Action
9/28/22, 6:43 AM	Card Payment	xxxxxxxxxxxx0016	EUR 122.00	624700xxxxxx0001	Pending Approval	-
9/28/22, 6:42 AM	Card Payment	xxxxxxxxxxxx0016	EUR 123.00	624700xxxxxx0001	Pending Approval	-
9/28/22, 6:44 AM	Card Payment	xxxxxxxxxxxx0027	EUR 123.00	624700xxxxxx0006	Pending Approval	-
9/28/22, 5:40 AM	Card Payment	xxxxxxxxxxxx0016	EUR 123.00	624700xxxxxx0001	Pending Approval	-
9/21/22, 6:59 AM	Card Payment	xxxxxxxxxxxx0016	EUR 10.00	624700xxxxxx0001	Pending Approval	-
9/28/22, 5:31 AM	Card Payment	xxxxxxxxxxxx0016	EUR 123.00	624700xxxxxx0001	Pending Approval	-


Page 1 of 2 (1-10 of 15 items) |< < 1 2 > >|

[Back](#)

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**Note:**

Status of the transaction which is re-routed changes to **Re-routed**.

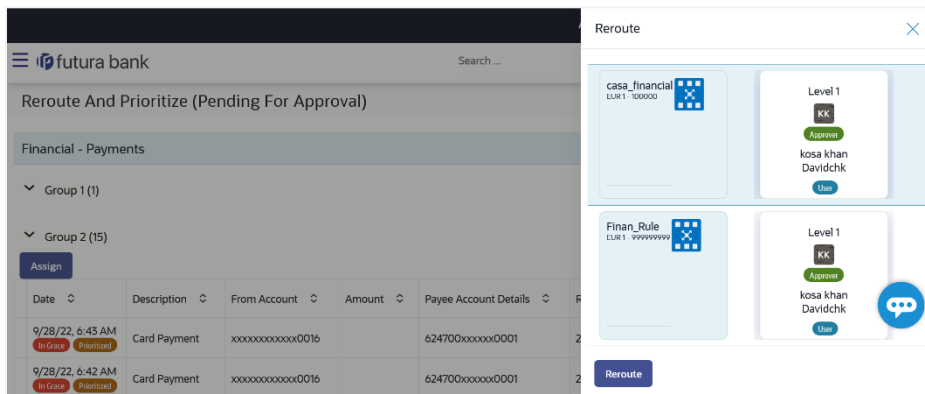
Click  icon against the specific transaction to re-route workflow.

3. Select the group to which workflow to be re-routed.
4. Click on the **Assign** option to re-route the selected group. The **Reroute** overlay screen appears.

In the **Re-route Workflow** tab:

- a. View and select new approval rule to re-route from all the resolved rules applicable at the time of re-routing for the group.
- b. Click **Re-route** to assign the workflow to the selected group.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.  
OR  
Click **Prioritize/ Undo Prioritized** to update the priority status of the transaction.

### Workflow Details - Re-route Workflow tab




---

**Note:**  
User is allowed to select one out of the resolved workflows for re-routing.

---

### Field Description

Field Name	Description
<b>Re-route Workflow tab</b>	
<b>Rules for re-route</b>	Displays the rules for re-routing for the group.
<b>Prioritize</b>	Click on the <b>Priority</b> link to set the priority for the transaction.
	Note: Click <b>Undo Prioritized</b> link to remove the priority level of the transaction.

---

## 8.2.2 Pending for Release

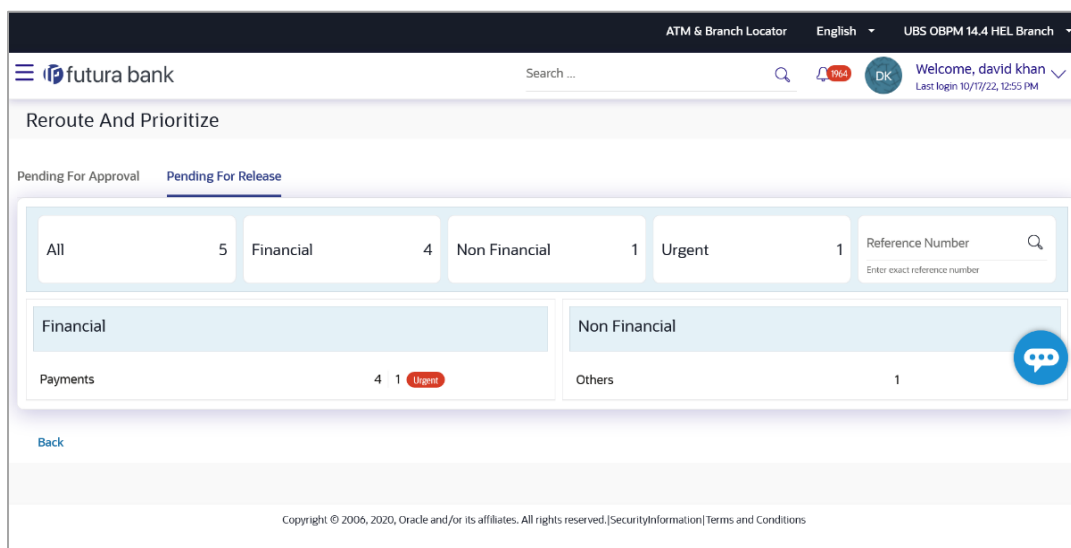
Dashboard displayed below the **Pending for Release** tab, the financial and non-financial sections having module wise count of transactions pending release, and the urgent transactions (prioritized and in grace period) pending release. The user can be a maker, approver or releaser i.e. whoever has re-route access will be able to re-route transactions pending approval or release. It displays the count of all the transactions pending release as well as the financial and non-financial transactions pending release. The total count of urgent transactions (prioritized and in grace period) pending release.

The user can view summarized details of the transactions pending release within the module and can filter the transaction based upon different search parameters. The user can re-route or mark a transaction as high priority upon viewing the transaction details within the module. In order to re-route a transaction, the user must click on **Assign**. On clicking the same, the user can select a new release rule out of all the resolved rules.

Note:

- 1) At a time, only one transaction can be selected for re-routing.
- 2) When a releaser logs in, the high priority transaction will be listed on top of all the transactions which are pending release.

### Re-route and Prioritize – Pending for Release




### Field Description

Field Name	Description
<b>Pending for Release</b>	Following fields will be displayed below <b>Pending for Release</b> tab

Field Name	Description
<b>Count of transactions pending release</b>	<p>All- Displays the total count of all the transactions pending release</p> <p>Financial- Displays the count of financial transactions pending release out of the total count</p> <p>Non-Financial- Displays the count of non-financial transactions pending release out of the total count</p> <p>Urgent- Displays the total count of urgent transactions (prioritized and in grace period) pending release</p>
<b>Financial Table</b>	<p>Displays the module wise count of financial transactions pending release.</p> <p>It also displays the following details:</p> <ul style="list-style-type: none"> <li>Count of transactions pending release within each module</li> <li>Count of urgent transactions (prioritized and in grace period) pending release within each module</li> </ul> <p>Click on the count link to view the list of all transactions pending release within the module.</p>
<b>Non-Financial Table</b>	<p>Displays the module wise count of non-financial transactions pending release.</p> <p>It also displays the following details:</p> <ul style="list-style-type: none"> <li>Count of transactions pending release within each module</li> <li>Count of urgent transactions (prioritized and in grace period) pending release within each module</li> </ul> <p>Click on the count link to view the list of all transactions pending release within the module.</p>
<b>Reference Number</b>	Allows to search based on exact reference number of transaction across modules.


#### To re-route/prioritize transaction:

- Click on count link within the module to view the transaction list for re-route/prioritize. The list of the transactions pending release within a module with the prioritized and in-grace tags appears.  
OR

In **Reference Number** field, enter reference number, and click  to search specific transaction for re-route/prioritize.

**Note:** The search will be within module.

OR

Click on the  icon to enter filter new criteria. Based on the defined criteria you can view list of transactions pending approval within a module.

Click **Apply** to search the transaction based on selected criteria.

OR

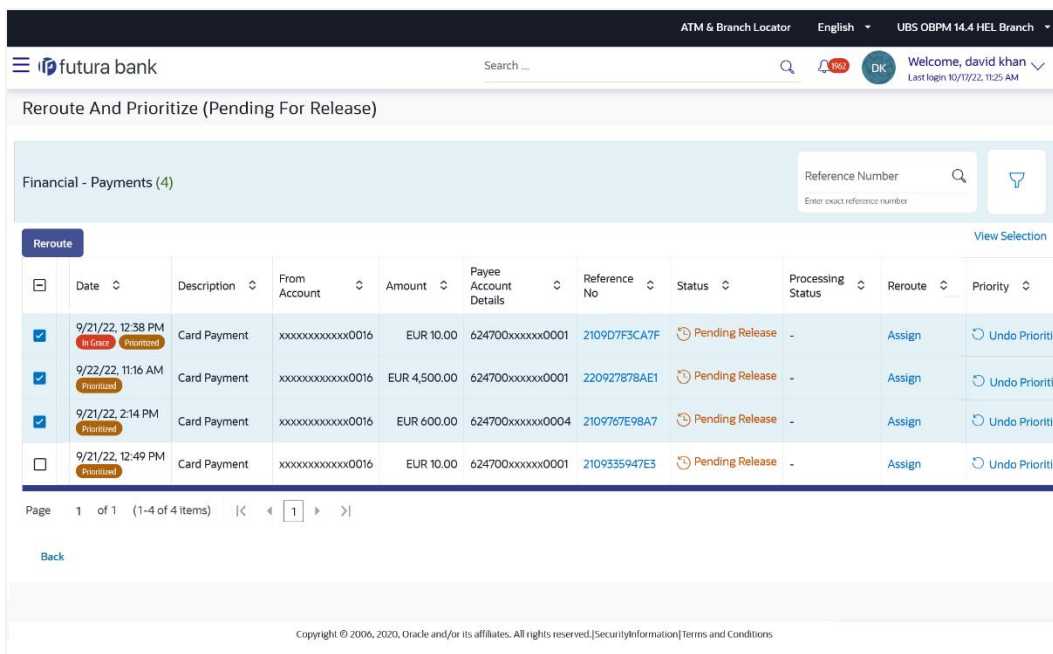
Click **Reset** to clear the entered details.

---



**Note:** The search will be module specific, not across modules.

---

### Re-route and Prioritize (Pending for Release) Summary within module screen




Financial - Payments (4)

Reference Number     
Enter exact reference number

**Reroute** View Selection

<input type="checkbox"/>	Date	Description	From Account	Amount	Payee Account Details	Reference No	Status	Processing Status	Reroute	Priority
<input checked="" type="checkbox"/>	9/21/22, 12:38 PM <small>In Grace</small> <b>Prioritized</b>	Card Payment	xxxxxxxxxxxx0016	EUR 10.00	624700xxxxxx0001	2109D7F3CA7F	Pending Release	-	Assign	Undo Prioritize
<input checked="" type="checkbox"/>	9/22/22, 11:16 AM <b>Prioritized</b>	Card Payment	xxxxxxxxxxxx0016	EUR 4,500.00	624700xxxxxx0001	220927878AE1	Pending Release	-	Assign	Undo Prioritize
<input checked="" type="checkbox"/>	9/21/22, 2:14 PM <b>Prioritized</b>	Card Payment	xxxxxxxxxxxx0016	EUR 600.00	624700xxxxxx0004	2109767E98A7	Pending Release	-	Assign	Undo Prioritize
<input type="checkbox"/>	9/21/22, 12:49 PM <b>Prioritized</b>	Card Payment	xxxxxxxxxxxx0016	EUR 10.00	624700xxxxxx0001	2109335947E3	Pending Release	-	Assign	Undo Prioritize

Page 1 of 1 (1-4 of 4 items) 

[Back](#)

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### Field Description

Field Name	Description
Below fields are displayed for <b>Payment</b> module. The section displays the fields based on module selected.	
<b>Date</b>	Displays the transaction initiation date.
<b>Description</b>	Description of the transaction.
<b>From Account</b>	The source account number of the transaction.
<b>Amount</b>	Amount of the transaction.

Field Name	Description
<b>Payee Account Details</b>	Payee’s account number of the transaction.
<b>Reference No</b>	Displays the transaction reference number.
<b>Status</b>	The status of the transaction.
<b>Re-route</b>	Click on <b>Assign</b> link to re-route release workflow for the transaction.
<b>Priority</b>	Click on link to mark the transaction as high priority or undo prioritization for the transaction.

### Re-route and Prioritize (Pending for Release) Transactions – Filter Criteria

The screenshot shows the 'Reroute And Prioritize (Pending For Release)' interface. On the left, there is a table of transactions with columns for Date, Description, From Account, Amount, Payee Account Details, and Reference No. The table contains four rows of card payments, all marked as 'Prioritized'. A 'Reroute' button is visible above the table. On the right, there is a 'Search Filter' panel with various criteria including Module (Accounts), Reference Number, Description / Transaction Name, From/To dates, First/Last Name, Urgency, Prioritize, Amount Range, Currency (USD), Amount From, and Amount To. 'Apply' and 'Reset' buttons are at the bottom of the filter panel.

Date	Description	From Account	Amount	Payee Account Details	Reference No
9/21/22, 12:38 PM	Card Payment	xxxxxxxxxxxx0016	EUR 10.00	624700xxxxxx0001	2105
9/22/22, 11:16 AM	Card Payment	xxxxxxxxxxxx0016	EUR 4,500.00	624700xxxxxx0001	2205
9/21/22, 2:14 PM	Card Payment	xxxxxxxxxxxx0016	EUR 600.00	624700xxxxxx0004	2105
9/21/22, 12:49 PM	Card Payment	xxxxxxxxxxxx0016	EUR 10.00	624700xxxxxx0001	2105

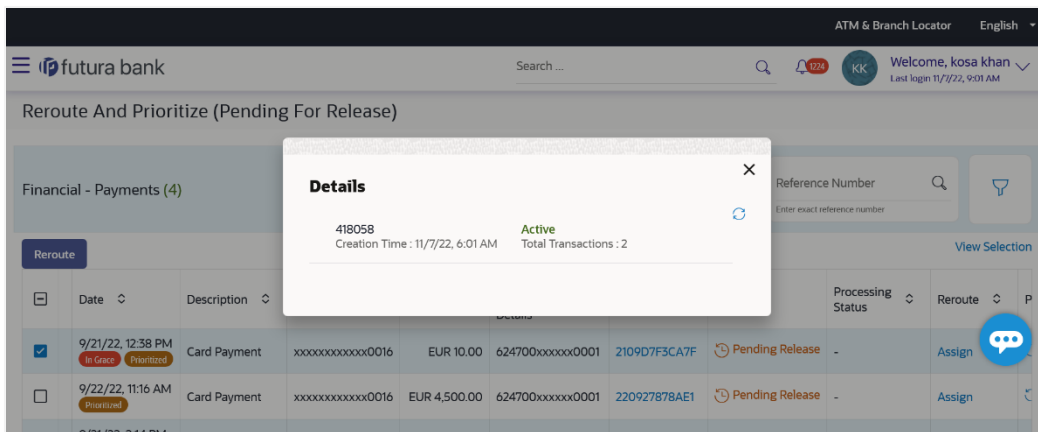
### Field Description


Field Name	Description
<b>Filter Criteria</b>	
<b>Search the transaction based on the criteria.</b>	
<b>Note:</b> The filter criteria in overlay screen will be changed based upon the module selected.	
<b>Module</b>	The selected module is defaulted which can be changed to view the transactions pending release within a specific module.
<b>Reference Number</b>	Reference number of specific transaction which is to be searched.
<b>Description/ Transaction Name</b>	The transactions can be filtered based upon transaction name or description.
<b>From – To</b>	The period can be specified for which the user wants to view the transactions pending release. Search will be based on the transaction initiation date range.
<b>First Name</b>	The first name of user who has initiated the transaction.
<b>Last Name</b>	The last name of user who has initiated the transaction.
<b>Urgency</b>	The transactions can be viewed based on its urgency type. It can be: <ul style="list-style-type: none"> <li>• Prioritized</li> <li>• In-Grace Period.</li> </ul>
<b>Payee Name</b>	The name of the payee.
<b>Customer Reference No</b>	The customer reference number of the transaction.

2. Click on option under **Priority** column to Prioritize/Undo Prioritize against the specific transaction record.  
OR  
Click on **Assign** option against the specific transaction record under **Re-route** column to re-route the transaction record. The **Workflow Details** overlay screen appears.  
OR  
Select multiple transactions together to route/reroute and click **Reroute**.  
The **Details** popup appears.

#### Details popup






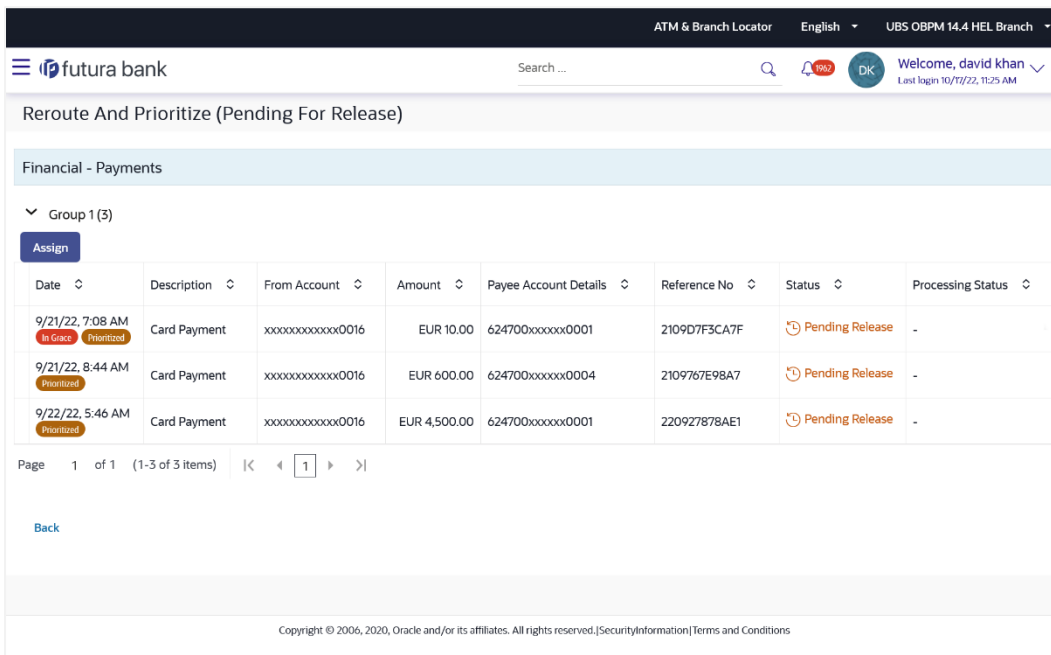
2. Click  icon to refresh the process.
3. Click on the record, the transactions with the exact matching approval rules (provided all rules of one transaction is/are matching with another transaction) will be grouped together along with the evaluated.

**Note:**

Status of the transaction which is re-routed changes to **Re-routed**.

Click  icon against the specific transaction to re-route workflow.

**Re-route and Prioritize (Pending for Release) Transactions with matching groups**



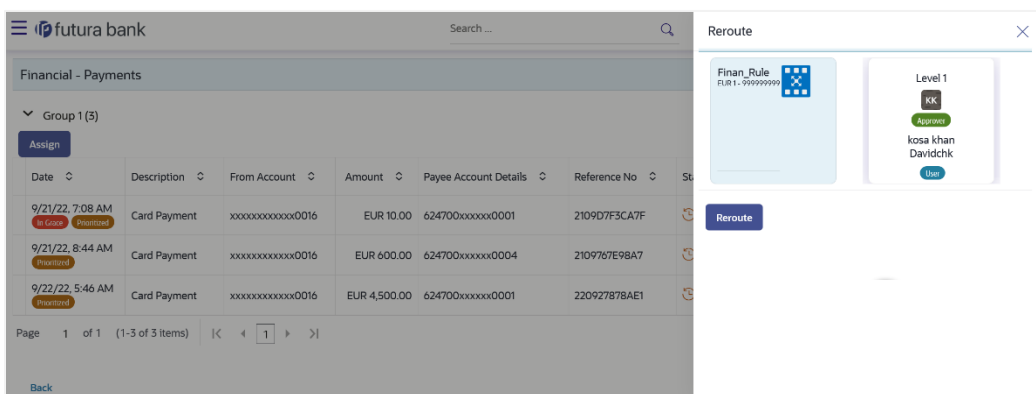
4. Select the group to which workflow to be re-routed.

5. Click on the **Assign** option to re-route the selected group. The **Reroute** overlay screen appears.

In the **Re-route Workflow** tab:

- a. View and select new approval rule to re-route from all the resolved rules applicable at the time of re-routing for the group.
- b. Click **Re-route** to assign the workflow to the selected group.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.  
OR  
Click **Prioritize/ Undo Prioritized** to update the priority status of the transaction.

### Workflow Details - Re-route Workflow tab




---

**Note:** User is allowed to select one out of the resolved rules for re-routing.

---

### Field Description

Field Name	Description
<b>Re-route Workflow tab</b>	
<b>Rules for re-route</b>	Displays the rules for re-routing for the group.
<b>Prioritize</b>	Click on the <b>Priority</b> link to set the priority for the transaction.
	<b>Note:</b> Click <b>Undo Prioritize</b> link to remove the priority level of the transaction.

---

### 8.3 Pending for Release

The transactions that have been configured for and are pending for release are listed here. The releaser logs into the application, and views all the transactions that are pending for a release.

Dashboard displays the financial and non-financial sections with module wise count of transactions pending release, and the urgent transactions (prioritized and in grace period) pending release.

The details of the transaction pending release within the module can be viewed through the count link. Information of all the transactions pending release within a module can be seen along with the prioritized and in-grace tags. Further drill down to view details of a specific transaction before approve/reject is available through the reference number link.

Module specific filters are provided to search for transactions pending release within a module. The filters as well as the transaction information shown depend upon the selected module. The releaser can select specific transaction or all transactions listed on that page or all transactions across pages of the selected module and release or reject the selected records, with comments if any.

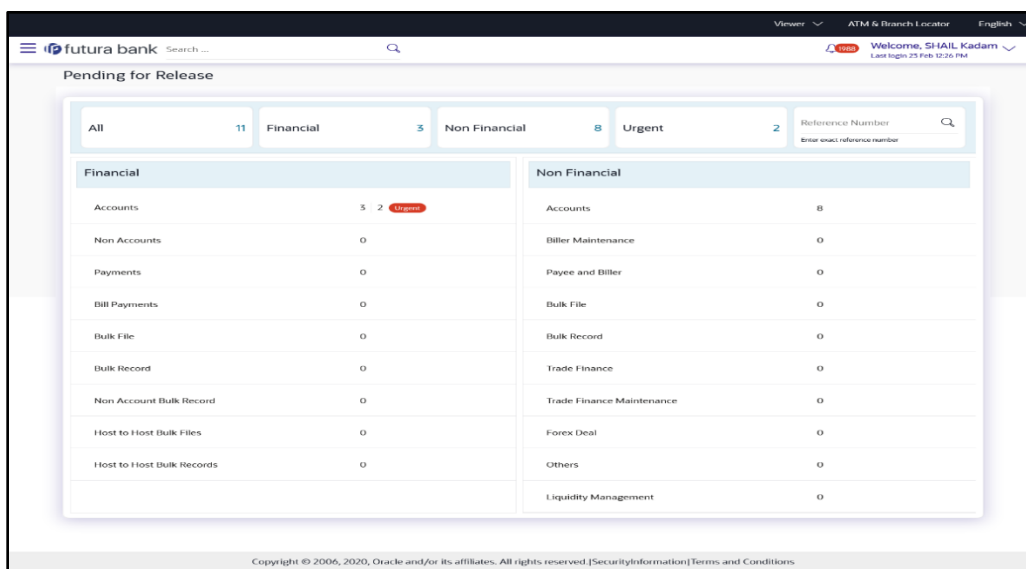
#### Pre-Requisites

- Accessible Roles for Corporate
- Workflow and Approval Flow preference
- Party and User level account access
- Approval workflow and Rules setup for banking transaction
- Party Preference is maintained for corporate user

#### How to reach here:

Corporate Approver Dashboard > Toggle menu > Menu > Transactions > Pending for Release

#### Pending for Release




## Field Description

Field Name	Description
<b>Count of transactions pending approval</b>	<p>All- Displays the total count of all the transactions pending release</p> <p>Financial- Displays the count of financial transactions pending release out of the total count</p> <p>Non-Financial- Displays the count of non-financial transactions pending release out of the total count</p> <p>Urgent- Displays the total count of urgent transactions (prioritized and in grace period) pending release</p>
<b>Financial Table</b>	<p>Displays the module wise count of financial transactions pending release.</p> <p>It also displays the following details:</p> <ul style="list-style-type: none"> <li>Count of transactions pending release within each module</li> <li>Count of urgent transactions (prioritized and in grace period) pending release</li> </ul> <p>Click on the count link to view the list of all transactions pending release within the module.</p>
<b>Non-Financial Table</b>	<p>Displays the module wise count of non-financial transactions pending release.</p> <p>It also displays the following details:</p> <ul style="list-style-type: none"> <li>Count of transactions pending release within each module</li> <li>Count of urgent transactions (prioritized and in grace period) pending release</li> </ul> <p>Click on the count link to view the list of all transactions pending release within the module.</p>
<b>Reference Number</b>	Allows to search based on exact reference number of transaction across modules.

### To release the transaction:

- Click on count link to view the list of all transactions pending release within the module. All the transactions pending release within a module with the prioritized and in-grace tags appears.  
OR

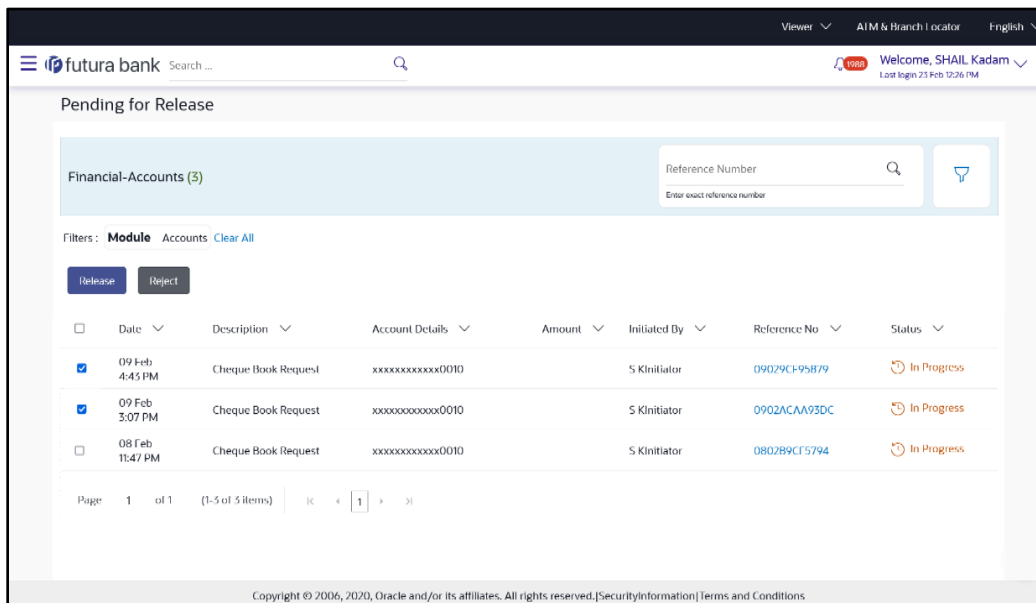
In **Reference Number** field, enter reference number, and click  to search specific transaction pending for release.

---

**Note:** The search will be within module.

---


## List of transactions within module



## Field Description

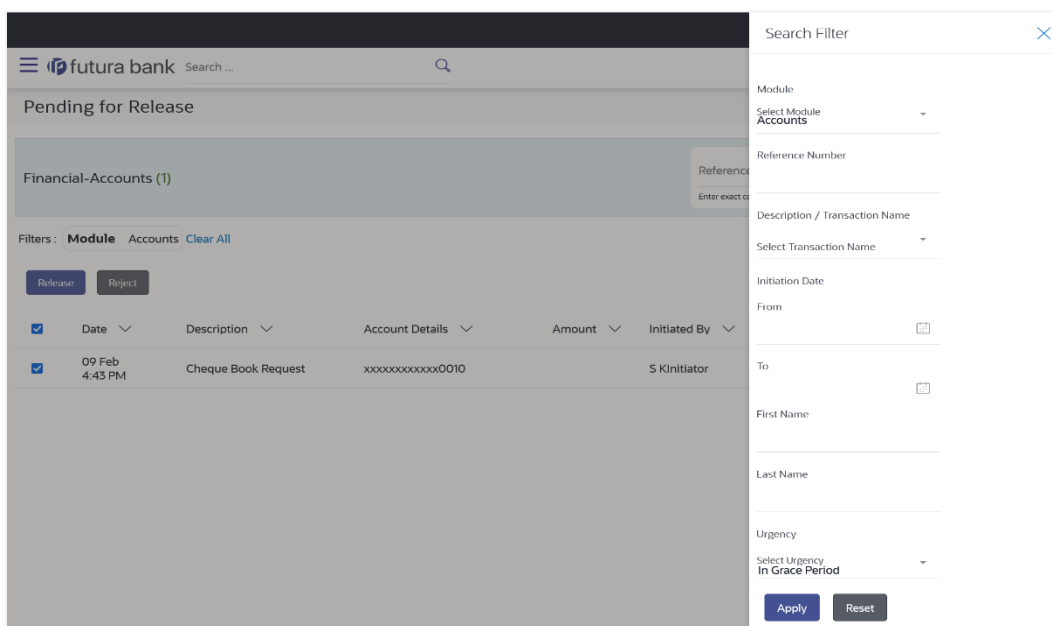
Field Name	Description
<b>Date</b>	Displays the transaction initiation date.
<b>Description</b>	Displays the description for the transaction pending for release.
<b>Account Details</b>	Displays the account details of transaction. This field is module specific.
<b>Amount</b>	Displays the transaction amount. This field is module specific.
<b>Initiated by</b>	Displays the name of the user who has initiated the transaction.
<b>Reference No</b>	Displays the transaction reference number. Click on the link to view details of a specific transaction.
<b>Status</b>	Displays the current status of the transaction pending for release.
<b>All</b>	Click on checkbox to select all the transactions on that page of the selected module for approve or reject.

Field Name	Description
<b>Clear All</b>	Click on link to deselect all the transactions on that page of the selected module for approve or reject.

- Click on the  icon to enter filter new criteria. Based on the defined criteria you can view list of transactions pending release within a module.  
Click **Apply** to search the transaction based on selected criteria.  
OR  
Click **Reset** to clear the entered details.

**Note:** The search will be module specific, not across modules.

### Pending for Release – Filter Criteria



### Field Description

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

#### Filter Criteria

Search the transaction based on the criteria.

**Note:** The filter criteria in overlay screen will be changed based upon the module selected.

<b>Module</b>	The selected module is defaulted which can be changed to view the transactions pending release within a specific module.
---------------	--

Field Name	Description
<b>Reference Number</b>	Reference number of specific transaction which is to be searched.
<b>Description/ Transaction Name</b>	The transactions can be filtered based upon transaction name or description.
<b>Initiation From Date – To Date</b>	Specify the period for which you wish to view transactions pending for release. Search will be based on the transaction date range.
<b>First Name</b>	The first name of user who has initiated the transaction.
<b>Last Name</b>	The last name of user who has initiated the transaction.
<b>Urgency</b>	Filters to view the transactions based on its urgency type. It can be: <ul style="list-style-type: none"> <li>• Prioritized</li> <li>• In-Grace Period.</li> </ul>

3. Click on **Reference Number** link to view the details of the transaction that is to be release or reject for review. The details of transaction appears.  
Click **Detailed Journey** to view the transaction detailed journey.  
OR  
Click **Back** to navigate back to the previous screen.

### Pending for Release – Transaction Details

The screenshot displays the 'Cheque Book Request' page on the Futura Bank portal. The page includes the following details:

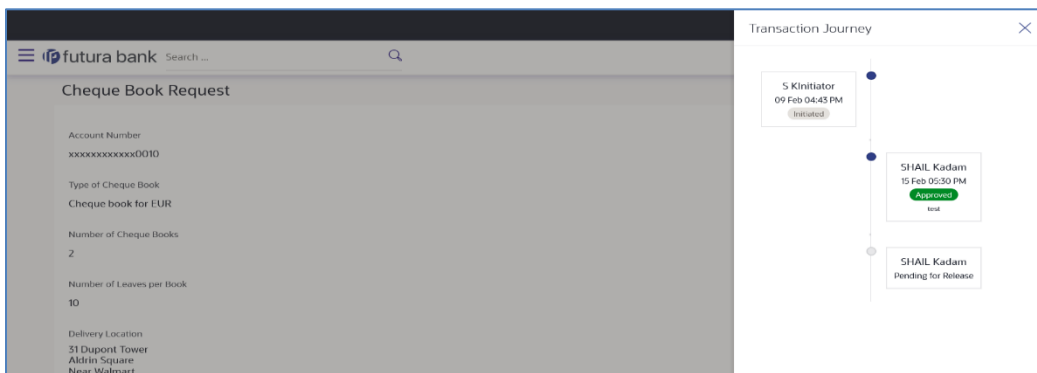
- Account Number:** xxxxxxxxxxxx0010
- Type of Cheque Book:** Cheque book for EUR
- Number of Cheque Books:** 2
- Number of Leaves per Book:** 10
- Delivery Location:** 31 Dupont Tower, Aldrin Square, Near Walmart, California, US

The **Transaction Journey** section shows a timeline with three stages:

- Initiation Successful:** S R Kinnilator, 09 Feb 04:45 PM
- Approval In Progress:** SHAIL R Kadam, 15 Feb 05:50 PM (with a 'test' note)
- Completion:** (represented by a grey circle)

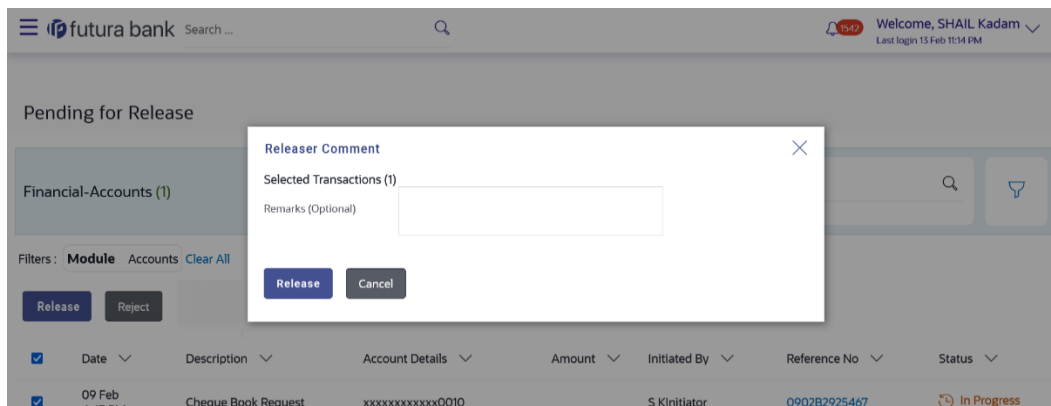
At the bottom of the page, there is a copyright notice: Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

### Pending for Release – Transaction Detailed Journey



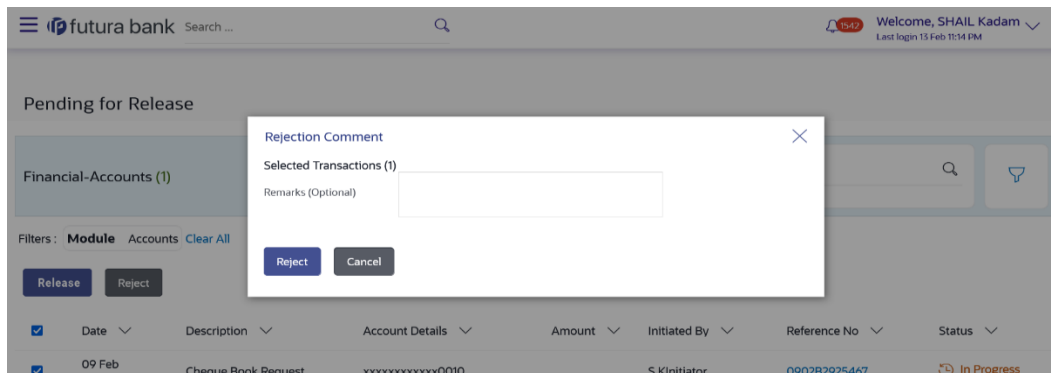
4. Click **Release** to release the initiated transaction. The **Pending for Release** screen appears.  
OR  
Click **Reject** to reject the transaction.  
OR  
Click **Back** to navigate back to previous screen.
5. The **Transaction Release / Rejection** screen prompting to enter the release / rejection remarks appear.

### Release Transaction



### Reject Transaction





- 6. Enter the remarks and click **Release**.
- OR
- Enter the remarks and click **Reject**.
- OR
- Click **Cancel** to cancel the transaction.
- The screen with success message appears.

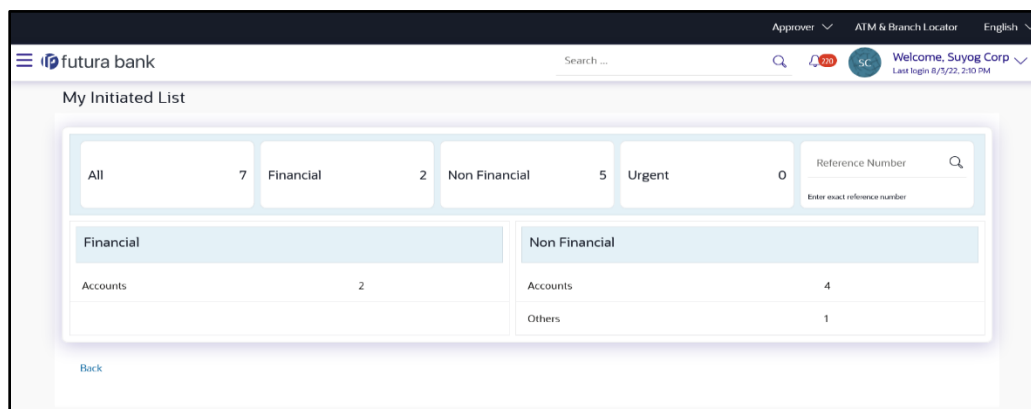
## 8.4 My Initiated List

Displays the list of all the type of transactions initiated by the logged in user like account financial, account non-financial, bulk file, bulk record, payee, biller and payments transactions. The user logs into the application, and views all the transactions.

**How to reach here:**

*Corporate Approver Dashboard > Toggle menu > Menu > Transactions > My Initiated List*

### My Initiated List




### Field Description

Field Name	Description
<b>Count of transactions Initiated</b>	<p>All- Displays the total count of all the transactions initiated by user</p> <p>Financial- Displays the count of financial transactions initiated out of the total count</p> <p>Non-Financial- Displays the count of non-financial transactions initiated out of the total count</p> <p>Urgent- Displays the total count of urgent transactions (prioritized and in grace period) initiated</p>
<b>Financial Table</b>	<p>Displays the module wise count of financial transactions initiated.</p> <p>It also displays the following details:</p> <ul style="list-style-type: none"> <li>• Count of transactions initiated within each module</li> <li>• Count of urgent transactions (prioritized and in grace period) initiated</li> </ul> <p>Click on the count link to view the list of all transactions initiated within the module.</p>
<b>Non-Financial Table</b>	<p>Displays the module wise count of non-financial transactions initiated.</p> <p>It also displays the following details:</p> <ul style="list-style-type: none"> <li>• Count of transactions initiated within each module</li> <li>• Count of urgent transactions (prioritized and in grace period) initiated</li> </ul> <p>Click on the count link to view the list of all transactions initiated within the module.</p>
<b>Reference Number</b>	Allows to search based on exact reference number of transaction across modules.

#### To view the initiated transaction:

1. Click on count link to view the list of all transactions initiated within the module.  
All the transactions initiated within a module with the prioritized and in-grace tags appears.  
OR

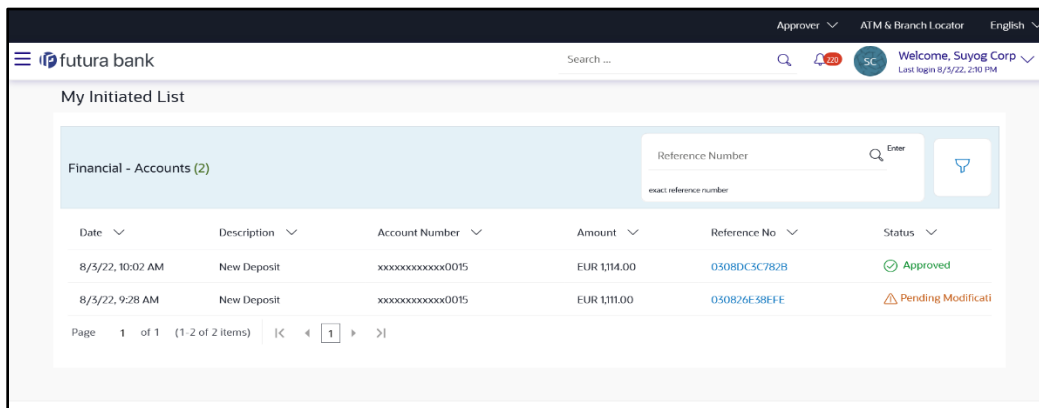
In **Reference Number** field, enter reference number, and click  to search specific transaction initiated.

#### Note:

- 1) The search will be within module.
- 2) If the **Status** of transaction is "**Pending for Modification**", on transaction details; User can click **Modify**; to update the transaction details.  
OR  
User can click on **Revoke**; add comment to revoke the transaction.




## List of transactions within module



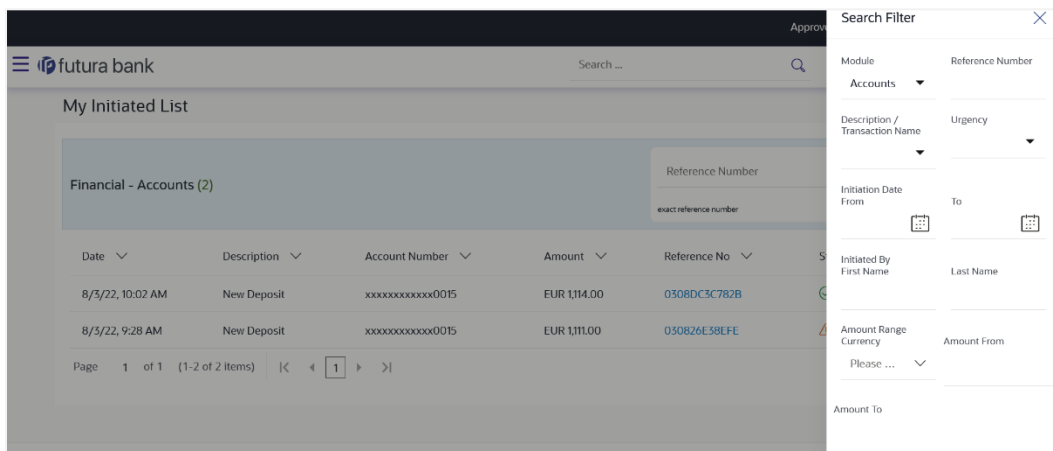
### Field Description

Field Name	Description
<b>Date</b>	Displays the transaction initiation date.
<b>Description</b>	Displays the description for the transaction initiated.
<b>Account Details</b>	Displays the account details of transaction. This field is module specific.
<b>Amount</b>	Displays the transaction amount. This field is module specific.
<b>Initiated by</b>	Displays the name of the user who has initiated the transaction.
<b>Reference No</b>	Displays the transaction reference number. Click on the link to view details of a specific transaction.
<b>Status</b>	Displays the current status of the transaction initiated.

- Click on the  icon to enter filter new criteria. Based on the defined criteria you can view list of transactions initiated within a module.  
Click **Apply** to search the transaction based on selected criteria.  
OR  
Click **Reset** to clear the entered details.

**Note:** The search will be module specific, not across modules.

## My Initiated List – Filter Criteria



### Field Description

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

#### Filter Criteria

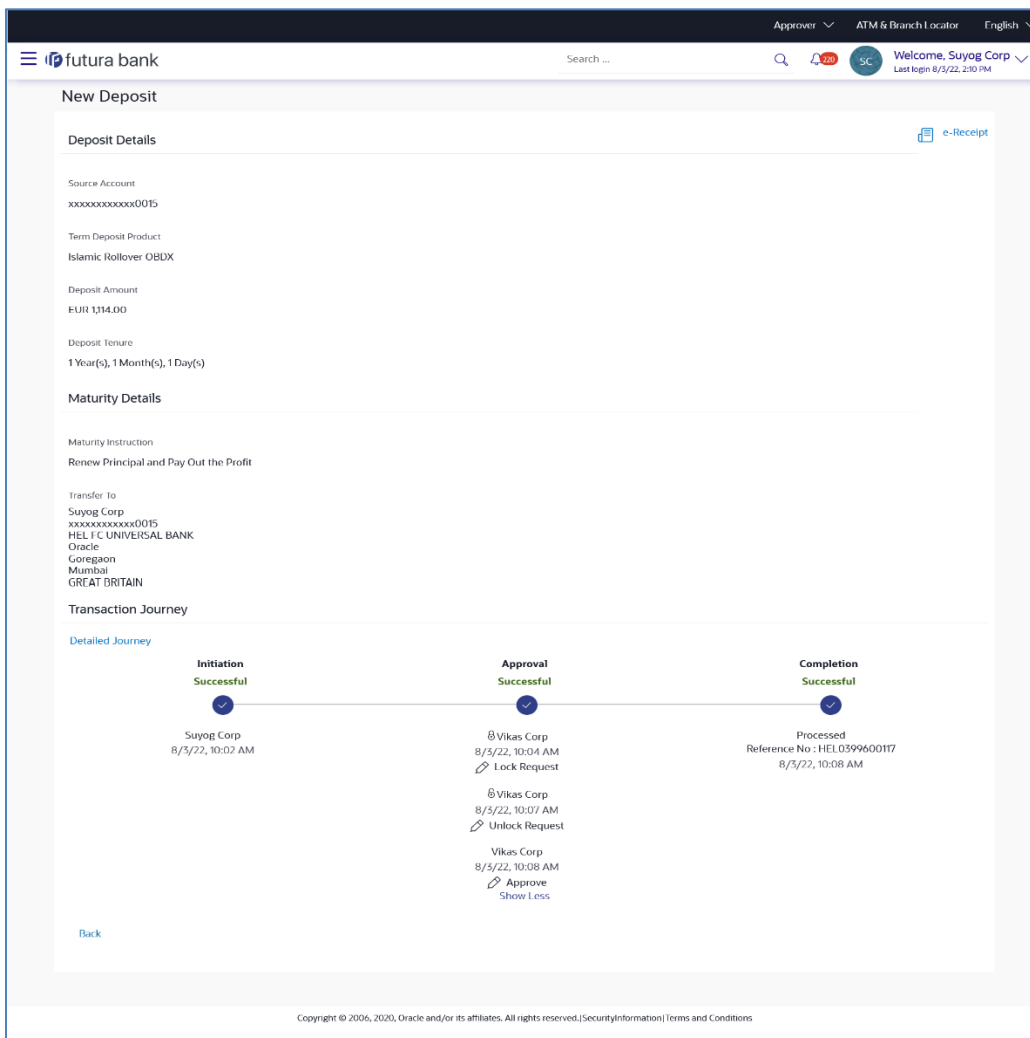
**Search the transaction based on the criteria.**

**Note:** The filter criteria in overlay screen will be changed based upon the module selected.

<b>Module</b>	The selected module is defaulted which can be changed to view the transactions initiated within a specific module.
<b>Reference Number</b>	Reference number of specific transaction which is to be searched.
<b>Description/ Transaction Name</b>	The transactions can be filtered based upon transaction name or description.
<b>Initiation From Date – To Date</b>	Specify the period for which you wish to view transactions initiated. Search will be based on the transaction date range.
<b>First Name</b>	The first name of user who has initiated the transaction.
<b>Last Name</b>	The last name of user who has initiated the transaction.
<b>Urgency</b>	Filters to view the transactions based on its urgency type. It can be: <ul style="list-style-type: none"> <li>• Prioritized</li> <li>• In-Grace Period.</li> </ul>

3. Click on **Reference Number** link to view the details of the transaction that are initiated. The details of transaction appears.  
 Click **Detailed Journey** to view the transaction detailed journey.  
 OR  
 Click **Back** to navigate back to the previous screen.

### My Initiated List – Transaction Details



## 8.5 Transaction Log

Displays the list of all the type of transactions initiated like account financial, account non-financial, bulk file, bulk record, payee, biller and payments transactions.

It is divided into two categories broadly; Financial and Non-Financial. The logged in user can view the transaction summary with respective statuses and details.

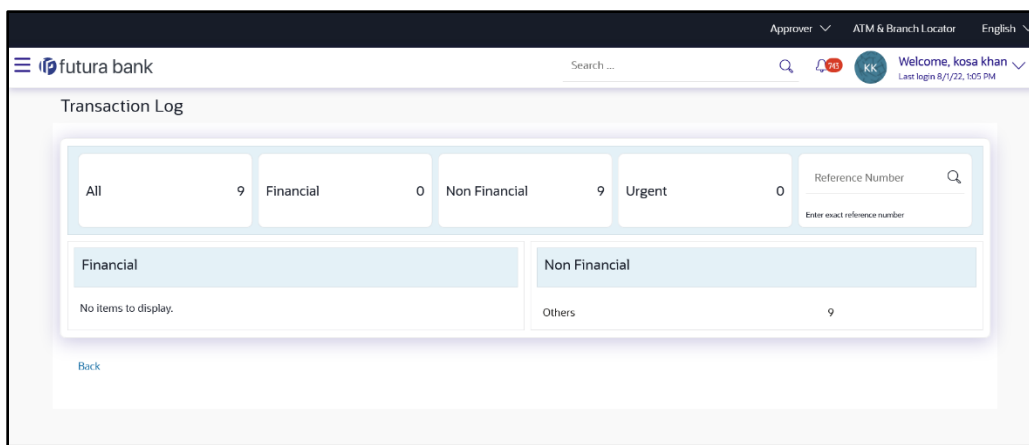
The details can be viewed either in a graphical format or in a list format using a switch option.

On selecting either the Financial or the Non-Financial transaction options, the modules under the particular option are displayed. Click the **Module** link to view the list of transactions in it.

**How to reach here:**

*Corporate Approver Dashboard > Toggle menu > Menu > Transactions > Transaction Log*

**Transaction Log**




**Field Description**

Field Name	Description
<b>Count of transactions</b>	<p>All- Displays the total count of all the transactions by user</p> <p>Financial- Displays the count of financial transactions out of the total count</p> <p>Non-Financial- Displays the count of non-financial transactions out of the total count</p> <p>Urgent- Displays the total count of urgent transactions (prioritized and in grace period)</p>
<b>Financial Table</b>	<p>Displays the module wise count of financial transactions.</p> <p>It also displays the following details:</p> <ul style="list-style-type: none"> <li>Count of transactions within each module</li> <li>Count of urgent transactions (prioritized and in grace period)</li> </ul> <p>Click on the count link to view the list of all transactions within the module.</p>

Field Name	Description
<b>Non-Financial Table</b>	<p>Displays the module wise count of non-financial transactions. It also displays the following details:</p> <ul style="list-style-type: none"> <li>Count of transactions within each module</li> <li>Count of urgent transactions (prioritized and in grace period)</li> </ul> <p>Click on the count link to view the list of all transactions within the module.</p>
<b>Reference Number</b>	Allows to search based on exact reference number of transaction across modules.

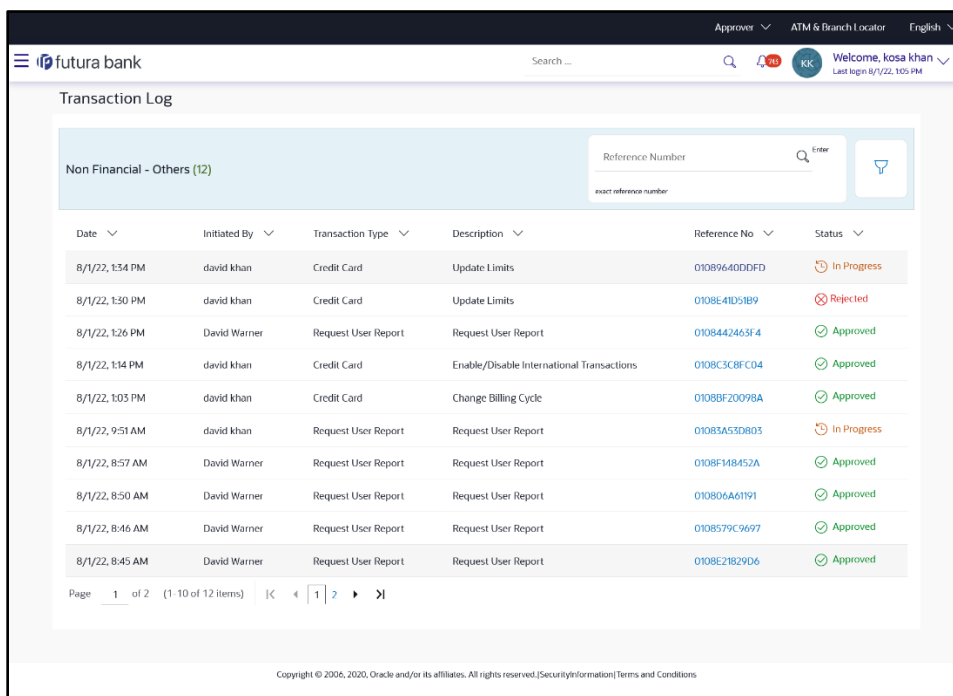
**To view the transaction log:**

- Click on count link to view the list of all transactions within the module. All the transactions within a module with the prioritized and in-grace tags appears.  
OR

In **Reference Number** field, enter reference number, and click  to search specific transaction initiated.

**Note:** The search will be within module.

**List of transactions within module**



The screenshot displays the 'Transaction Log' for 'Non Financial - Others (12)'. The table contains the following data:


Date	Initiated By	Transaction Type	Description	Reference No	Status
8/1/22, 1:34 PM	david khan	Credit Card	Update Limits	01089640DDFD	In Progress
8/1/22, 1:30 PM	david khan	Credit Card	Update Limits	0108E41D51B9	Rejected
8/1/22, 1:26 PM	David Warner	Request User Report	Request User Report	0108442463F4	Approved
8/1/22, 1:14 PM	david khan	Credit Card	Enable/Disable International Transactions	0108C3C8FC04	Approved
8/1/22, 1:03 PM	david khan	Credit Card	Change Billing Cycle	01088F20098A	Approved
8/1/22, 9:51 AM	david khan	Request User Report	Request User Report	01083A53D803	In Progress
8/1/22, 8:57 AM	David Warner	Request User Report	Request User Report	0108F148452A	Approved
8/1/22, 8:50 AM	David Warner	Request User Report	Request User Report	010806A6191	Approved
8/1/22, 8:46 AM	David Warner	Request User Report	Request User Report	0108579C9697	Approved
8/1/22, 8:45 AM	David Warner	Request User Report	Request User Report	0108E21829D6	Approved

Page 1 of 2 (1-10 of 12 items)



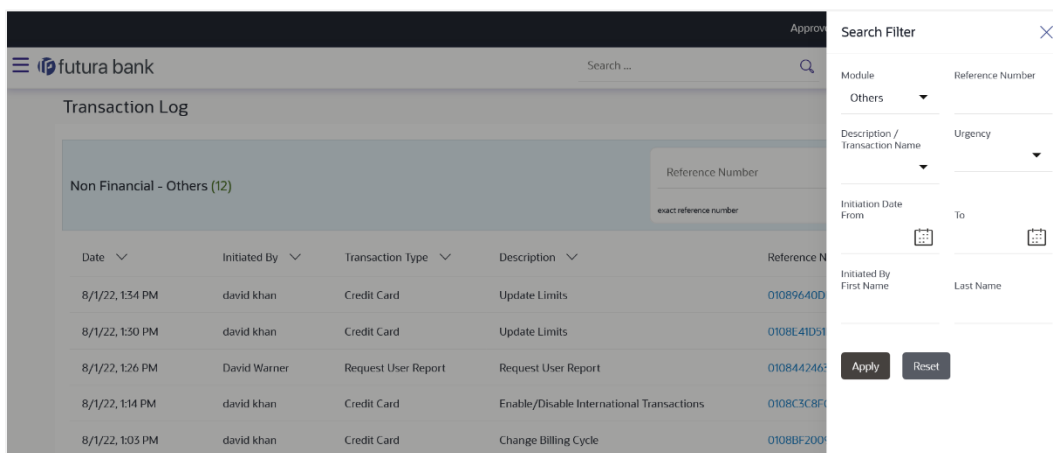
### Field Description

Field Name	Description
<b>Date</b>	Displays the transaction initiation date.
<b>Description</b>	Displays the description for the transaction initiated.
<b>Account Details</b>	Displays the account details of transaction. This field is module specific.
<b>Amount</b>	Displays the transaction amount. This field is module specific.
<b>Initiated by</b>	Displays the name of the user who has initiated the transaction.
<b>Reference No</b>	Displays the transaction reference number. Click on the link to view details of a specific transaction.
<b>Status</b>	Displays the current status of the transaction initiated.

- Click on the  icon to enter filter new criteria. Based on the defined criteria you can view list of transactions within a module.  
Click **Apply** to search the transaction based on selected criteria.  
OR  
Click **Reset** to clear the entered details.

**Note:** The search will be module specific, not across modules.

### Transaction Log – Filter Criteria



The screenshot shows the Futura Bank Transaction Log interface. A 'Search Filter' dialog box is open, allowing users to filter transactions based on various criteria. The dialog box includes the following fields:

- Module: Others (dropdown)
- Reference Number: (text input)
- Description / Transaction Name: (dropdown)
- Urgency: (dropdown)
- Initiation Date: From (calendar icon) To (calendar icon)
- Initiated By: First Name (text input) Last Name (text input)

Buttons for 'Apply' and 'Reset' are located at the bottom of the dialog box. The background shows a table of transactions with columns for Date, Initiated By, Transaction Type, Description, and Reference Number.

## Field Description

Field Name	Description
<b>Filter Criteria</b>	
<b>Search the transaction based on the criteria.</b>	
<b>Note:</b> The filter criteria in overlay screen will be changed based upon the module selected.	
<b>Module</b>	The selected module is defaulted which can be changed to view the transactions within a specific module.
<b>Reference Number</b>	Reference number of specific transaction which is to be searched.
<b>Description/ Transaction Name</b>	The transactions can be filtered based upon transaction name or description.
<b>Initiation From Date – To Date</b>	Specify the period for which you wish to view transactions initiated. Search will be based on the transaction date range.
<b>First Name</b>	The first name of user who has initiated the transaction.
<b>Last Name</b>	The last name of user who has initiated the transaction.
<b>Urgency</b>	Filters to view the transactions based on its urgency type. It can be: <ul style="list-style-type: none"> <li>• Prioritized</li> <li>• In-Grace Period.</li> </ul>

- Click on **Reference Number** link to view the details of the transaction. The details of transaction appears.  
Click **Detailed Journey** to view the transaction detailed journey.  
OR  
Click **Back** to navigate back to the previous screen.

## 8.6 My Approved List

This displays the details of transactions that are approved by the approver user. It is classified into two broad categories; Financial and Non-Financial. Click each tab to view the snapshot of transactions already approved.

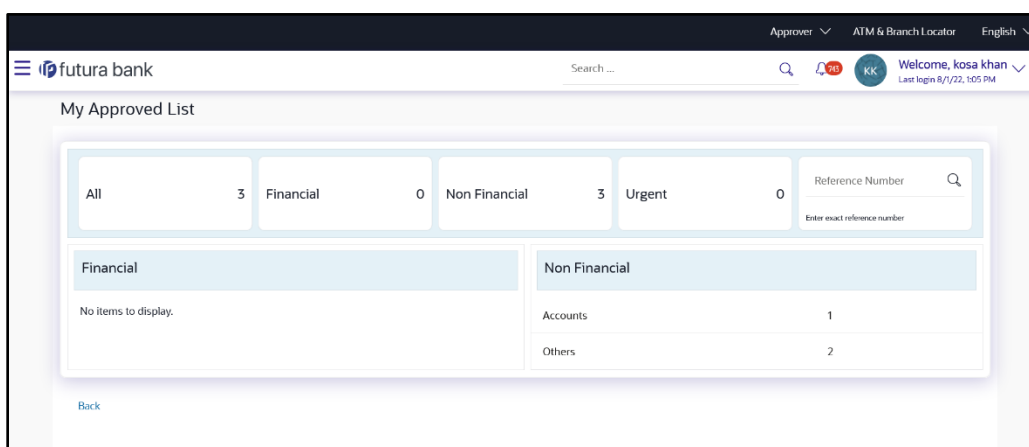
The logged in user can view the transaction summary with respective statuses and details. The details can be viewed either in a graphical format or in a list format using a switch option.

On selecting either the Financial or the Non-Financial transaction options, the modules under the particular option are displayed. In the list view, on clicking the approved/rejected count, the transaction details within the module can be viewed. Click the **Module** link to view the list of transactions in it.

### How to reach here:

*Corporate Approver Dashboard > Toggle menu > Menu > Transactions > My Approved List*

### My Approved List




### Field Description

Field Name	Description
<b>Count of transactions Initiated</b>	<p>All- Displays the total count of all the transactions approved by user</p> <p>Financial- Displays the count of financial transactions approved out of the total count</p> <p>Non-Financial- Displays the count of non-financial transactions approved out of the total count</p> <p>Urgent- Displays the total count of urgent transactions (prioritized and in grace period) approved</p>

Field Name	Description
<b>Financial Table</b>	<p>Displays the module wise count of financial transactions approved. It also displays the following details:</p> <ul style="list-style-type: none"> <li>Count of transactions approved within each module</li> <li>Count of urgent transactions (prioritized and in grace period) approved</li> </ul> <p>Click on the count link to view the list of all transactions approved within the module.</p>
<b>Non-Financial Table</b>	<p>Displays the module wise count of non-financial transactions approved. It also displays the following details:</p> <ul style="list-style-type: none"> <li>Count of transactions approved within each module</li> <li>Count of urgent transactions (prioritized and in grace period) approved</li> </ul> <p>Click on the count link to view the list of all transactions approved within the module.</p>
<b>Reference Number</b>	<p>Allows to search based on exact reference number of transaction across modules.</p>

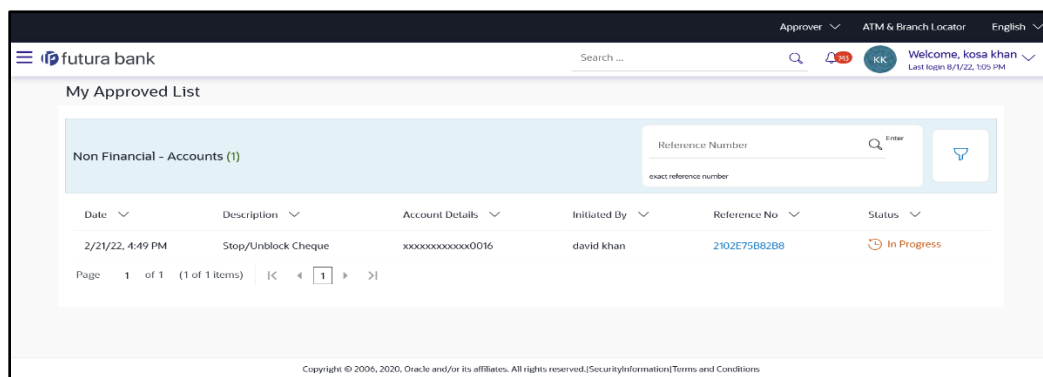
**To view the approved transaction:**

- Click on count link to view the list of all transactions approved within the module. All the transactions approved within a module with the prioritized and in-grace tags appears. OR

In **Reference Number** field, enter reference number, and click  to search specific transaction approved.


**Note:** The search will be within module.

**List of transactions within module**



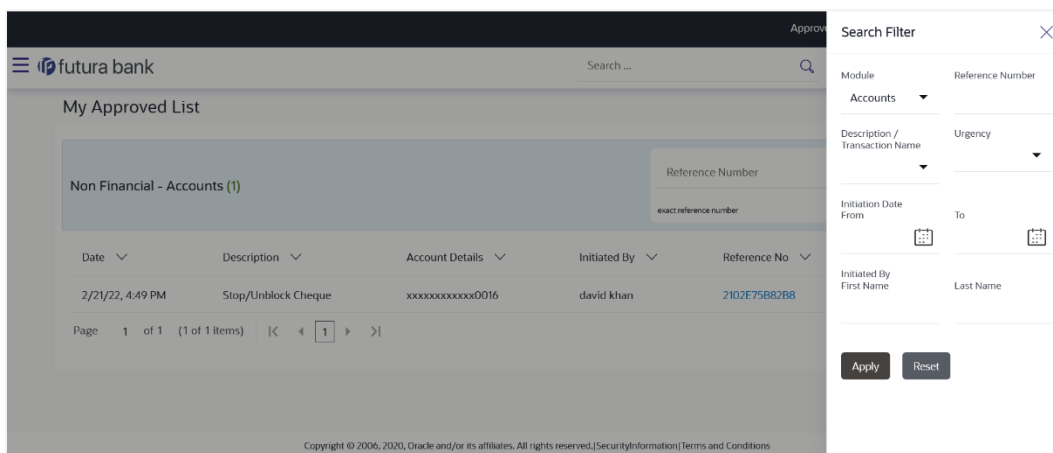
### Field Description

Field Name	Description
<b>Date</b>	Displays the transaction approved date.
<b>Description</b>	Displays the description for the transaction approved.
<b>Account Details</b>	Displays the account details of transaction. This field is module specific.
<b>Amount</b>	Displays the transaction amount. This field is module specific.
<b>Initiated by</b>	Displays the name of the user who has initiated the transaction.
<b>Reference No</b>	Displays the transaction reference number. Click on the link to view details of a specific transaction.
<b>Status</b>	Displays the current status of the transaction initiated.

- Click on the  icon to enter filter new criteria. Based on the defined criteria you can view list of transactions approved within a module.  
Click **Apply** to search the transaction based on selected criteria.  
OR  
Click **Reset** to clear the entered details.

**Note:** The search will be module specific, not across modules.

### My Approved List – Filter Criteria



The screenshot shows the 'My Approved List' page for Futura Bank. A 'Search Filter' dialog box is open on the right side. The dialog box has the following fields:

- Module: Accounts (dropdown)
- Reference Number: (text input)
- Description / Transaction Name: (dropdown)
- Urgency: (dropdown)
- Initiation Date: From (calendar icon) To (calendar icon)
- Initiated By: First Name (text input) Last Name (text input)

Buttons for 'Apply' and 'Reset' are located at the bottom of the dialog box. The main list area shows one item: 'Non Financial - Accounts (1)' with a 'Reference Number' link and the value '2102E75B82B8'. The table below has columns: Date, Description, Account Details, Initiated By, and Reference No.

Date	Description	Account Details	Initiated By	Reference No
2/21/22, 4:49 PM	Stop/Unblock Cheque	xxxxxxxxxxxx0016	david khan	2102E75B82B8

Page 1 of 1 (1 of 1 Items) |< < 1 > >|

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## Field Description

Field Name	Description
<b>Filter Criteria</b>	
<b>Search the transaction based on the criteria.</b>	
<b>Note:</b> The filter criteria in overlay screen will be changed based upon the module selected.	
<b>Module</b>	The selected module is defaulted which can be changed to view the transactions approved within a specific module.
<b>Reference Number</b>	Reference number of specific transaction which is to be searched.
<b>Description/ Transaction Name</b>	The transactions can be filtered based upon transaction name or description.
<b>Initiation From Date – To Date</b>	Specify the period for which you wish to view transactions initiated. Search will be based on the transaction date range.
<b>First Name</b>	The first name of user who has initiated the transaction.
<b>Last Name</b>	The last name of user who has initiated the transaction.
<b>Urgency</b>	Filters to view the transactions based on its urgency type. It can be: <ul style="list-style-type: none"> <li>• Prioritized</li> <li>• In-Grace Period.</li> </ul>

- Click on **Reference Number** link to view the details of the transaction that are approved. The details of transaction appears.  
Click **Detailed Journey** to view the transaction detailed journey.  
OR  
Click **Back** to navigate back to the previous screen.

## FAQ

### 1. How can I access different dashboards if multiple roles are assigned to me?

A drop down is available on the top navigation bar to switch between the different dashboards if multiple roles are assigned to you.

### 2. Will I be able to see the current status of a transaction initiated by me?

Yes, transaction journey section shows the latest status of the transaction along with the date, time and name of the user last acted on the same.

**3. What are quick links; can I change the transactions appearing under quick link section?**

Quick links gives you easy access to some of the more commonly used transactions/maintenances in the system. You cannot change the transactions appearing under quick link section.

**4. Can I remove/grant access of a transaction to System/Bank administrator?**

Yes, transaction access can be given or removed for a particular application role from role transaction mapping function.

[Home](#)

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## 9. FATCA & CRS Form

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

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

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

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

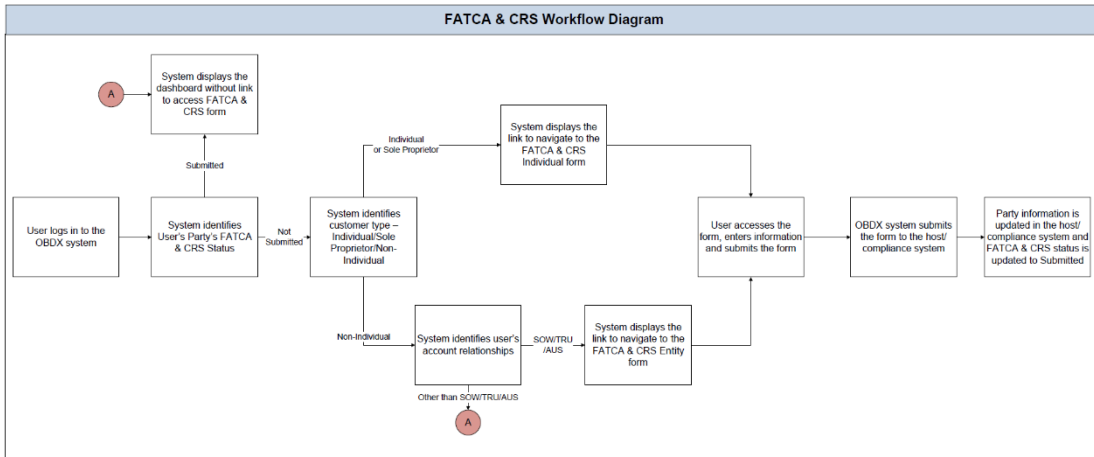
A FATCA & CRS check is maintained under system configurations by the system administrator to identify if FATCA & CRS is to be enabled or not. If enabled, every time a business user logs into the banking application, the system will identify whether the user is required to fill out the form or not and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

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

### **Workflow**

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





**How to reach here:**

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

## 9.1 FATCA and CRS Self - Certification Form for Entities

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

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

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

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

### 9.1.1 Identification of the Entity

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

#### Identification of Entity

The screenshot shows the 'FATCA & CRS Self-Certification Form For Entities' in the futura bank portal. The user is logged in as Victoria Grayson. The form is divided into several sections:

- Identification of the Entity:**
  - Legal Name of Entity or Organization: JUST EAT
  - Current Legal Address:
    - Country: United States
    - State: Idaho
    - City: CA
    - Address: 1022, Redwood Shores, Island Parkway
    - Zip Code: 94065
  - Mailing Address:
    - Same as above
    - Country of Incorporation or Organization: United Kingdom
- Tax Residency**
- Entity Certification**
- Declaration**

Buttons for 'Continue', 'Submit', and 'Cancel' are visible. A 'Note' box on the right provides information about FATCA and CRS, explaining that they aim to combat tax evasion and that the bank requires self-certification from all account holders. It also advises users to consult a professional tax advisor if they have any questions.

**FATCA & CRS Instructions**

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

**Substantial Presence Test**

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

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

[View More](#)

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## Field Description

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

- From the **Country** list, select the country in which the entity is operating.

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

## 9.1.2 Tax Residency

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

### Tax Residency

ATM/Branch
English

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

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

Identification of the Entity

Tax Residency

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

Yes  No

Country of Tax Residence

United Kingdom

TIN Available ⓘ

Yes  No

Tax Identification Type

SSN

[Add Another Country](#)

Is the entity incorporated in the United States of America?

Yes  No

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

Yes  No

[Continue](#)

**Note**

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

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

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

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

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

Entity Certification

Declaration

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

#### FATCA & CRS Instructions

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

#### Substantial Presence Test

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

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

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## Field Description

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

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

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

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



### 9.1.3 Entity Certification

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

#### Entity Certification - Financial

The screenshot shows the 'FATCA & CRS Self-Certification Form For Entities' in the futura bank system. The form is divided into several sections:

- Identification of the Entity**
- Tax Residency**
- Entity Certification**
  - Please select a category to which the entity belongs:
    - Financial Institution
    - Non-Financial Institution
  - Financial Institution:
    - An Investment Entity
    - Depository Institution, Custodial Institution or Specified Insurance Company
  - GIIN Available:
    - Yes
    - No
  - Enter GIIN: E6722
- Entity Certification**
- Declaration**

Buttons for 'Continue', 'Submit', and 'Cancel' are visible. A 'Note' box on the right explains the purpose of the form and provides instructions. Below the form, there are sections for 'FATCA & CRS Instructions' and 'Substantial Presence Test'.

**Note**  
**What is FATCA & CRS? & Why are you being asked to fill this form?**  
 FATCA (Foreign Account Tax Compliance Act) and CRS (Common Reporting Standard) aim at combatting tax evasion on a global level. As per the Inter-governmental agreement (IGA) with the US and OECD, all financial institutions including Zigbank are required to obtain self-certification and to carry out due diligence of all accounts held with the bank. Please complete all sections of this form. In certain circumstances, the bank may be required to share this information with relevant tax authorities. Please consult your professional tax advisor if you have any questions regarding this form.

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


**Substantial Presence Test**  
 You will be considered a United States resident for tax purposes if you meet the substantial presence test for the calendar year. To meet this test, you must be physically present in the United States (U.S.) on at least:  
 31 days during the current year, and  
 183 days during the 3-year period that includes the current year and the 2 years immediately before that, counting:  
 All the days you were present in the current year, and  
 1/3 of the days you were present in the first year before the current year, and  
 1/6 of the days you were present in the second year before the current year.

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## Entity Certification - Non Financial

ATM/Branch
English



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

FATCA & CRS Self-Certification Form For Entities

Identification of the Entity

Tax Residency

Entity Certification

Please select a category to which the entity belongs

Financial Institution
  Non-Financial Institution

Non-Financial Institution

Active Non-Financial Entity (NFE)

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

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

Name of the related corporation whose stock is traded

Example Corporation

Nature of relation

Subsidiary of the listed company

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

ABC Trade

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

Passive Non-Financial Entity (NFE)

Continue

Note

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

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

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

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

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

Declaration

Submit
Cancel

**FATCA & CRS Instructions**

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

**Substantial Presence Test**

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

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

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## Field Description

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

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

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

12. In the **Please select a category to which the entity belongs** field, select the applicable option.
- a. If you have selected the **Financial Institution** option, select whether the entity is an Investment Entity or Depository Institution, Custodial Institution or Specified Insurance Company.

- i. If you have selected **An Investment Entity** option from the **Financial Institution** field, select whether the entity is an Investment Entity located in a Non-Participating Jurisdiction and managed by another Financial Institution or Other Investment Entity.
  - b. Specify whether the GIIN is available or not against the **GIIN Available** field.
    - i. If you have selected option **Yes**, enter the entity's GIIN in the **Enter GIIN** field.  
OR  
If you have selected option **No**, enter the reason as to why the GIIN is not available in the **Reason for Non Availability** field.
- OR
13. If you have selected the **Non-Financial Institution** option, select the applicable option.
  14. If you have selected the category **Active Non-Financial Entity (NFE)**, select the applicable sub-category options and enter the relevant information displayed against the selected options.
  15. Click **Continue**. The **Declaration** section appears.

#### 9.1.4 Declaration

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

ATM/Branch English

futura bank


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

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

Identification of the Entity

Tax Residency

Entity Certification

Declaration

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

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

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

Zig International Services declare acceptance of all statements above

Full Name of Representative  
John Smith

Designation  
Director

Submit
Cancel

Note

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

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

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

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

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

#### FATCA & CRS Instructions

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

#### Substantial Presence Test

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

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

[View More](#)

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**Field Description**

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

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



### 9.1.5 **Review**

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

#### **Review**

ATM/Branch English

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

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

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

#### Identification of the Entity

Legal Name of Entity or Organization  
JUST EAT

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

Country of Incorporation or Organization  
United Kingdom

#### Tax Residency

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

Country of Tax Residence  
United Kingdom

TIN Available  
Yes

Tax Identification Type  
TIN/TIN Equivalent

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

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

#### Entity Certification

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

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

Name of the related corporation whose stock is traded  
Example Coporation

Nature of relation  
Subsidiary of the listed company

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

#### Declaration

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

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

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

Zig International Services declare acceptance of all statements above

Full Name of Representative  
John Smith


Designation  
Director

**Confirm** **Cancel** Back

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

OR

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

OR

Click **Cancel** to close the form.

OR

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

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

### 9.1.6 **Confirm**

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

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

## **FAQ**

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

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

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

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

[Home](#)

## 10. Live Chat

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

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

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

### How to reach here:

*Bottom right corner of the application*

### To start a meeting:

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

### Live Chat

The screenshot displays the futura bank web application. At the top, there is a navigation bar with 'Viewer', 'ATM/Branch', and 'English' options. Below the navigation bar, the user's name 'Welcome, Victoria Grayson' and last login time 'Last login 28 Apr 12:45 PM' are visible. A yellow banner indicates that the user's password is about to expire in 85 days. The main content area is divided into several sections: 'Financial Overview' with a pie chart showing 'Net Worth £4,293,271.32' broken down into 'Current & Savings', 'Term Deposits', 'Loans and Finances', and 'Current & Savings Over Dr...'; 'Position By Currency' showing 'EUR -3M 24M' and 'GBP -8M 1M' with a legend for 'Assets' and 'Liabilities'; 'Credit Line Usage'; 'Reports' with a message 'New Reports Not Available'; 'Current & Savings' (3 Total Accounts) with a balance of '€8,173,659.05 EUR (2 Accounts)'; and 'Term Deposits' (2 Total Accounts) with a balance of '€16,000 EUR (2 Accounts)'. At the bottom, there is an 'Accounts Summary' table with columns for 'Party Name', 'Account Number', and 'Account T'. A blue notification bubble at the bottom right says 'We are connecting you with our next available representative...'.

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

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

[Home](#)

---

## 11. Preferences

### 11.1 Profile

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

#### **Pre-requisites**

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

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

- View the profile details of user

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

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

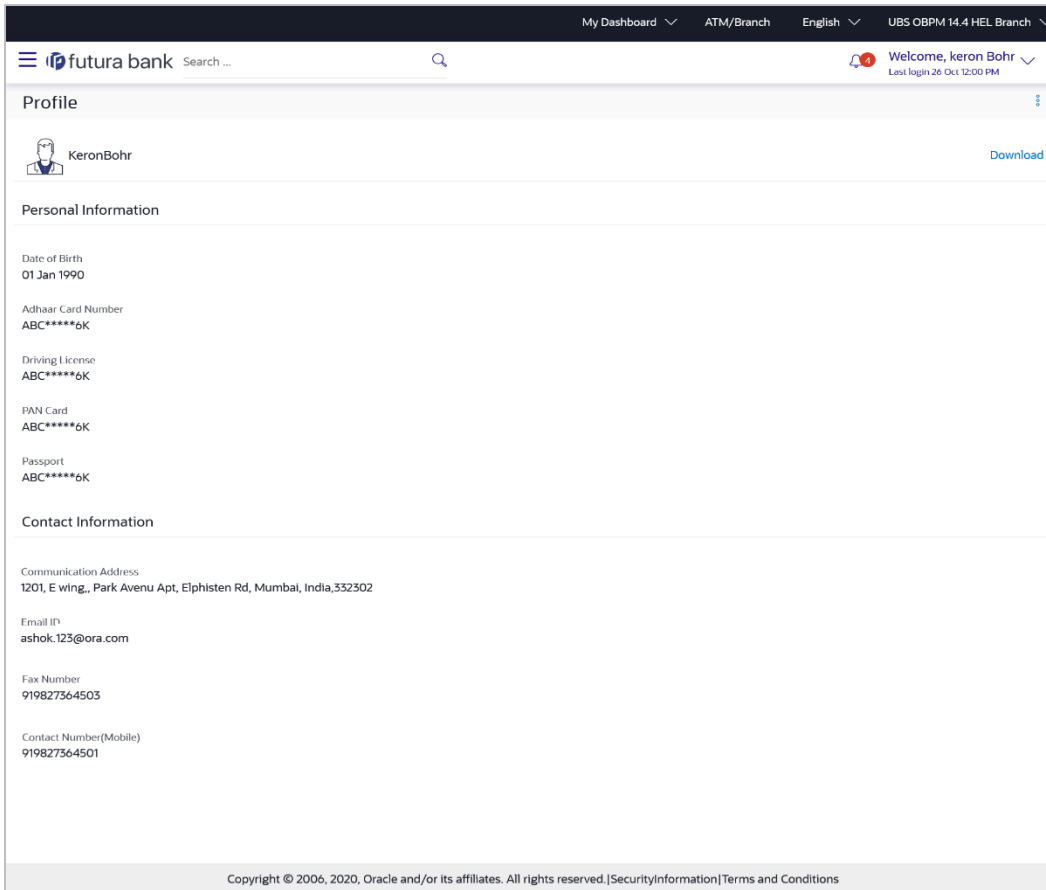
*OR*

*Dashboard > My Profile icon > Profile*

*OR*

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


#### **Profile**



**Field Description**

Field Name	Description
<b>User ID</b>	The digital banking user ID of the user will be displayed here.
<b>Personal Information</b>	
<b>Date of Birth</b>	Date of birth of the user gets displayed.
<b>Aadhaar Card Number</b>	Aadhaar number of the user, as maintained with the bank gets displayed in masked format. It is an identification number issued by government of India.
	<b>Note:</b> This identification type is applicable for India region. Bank can configure the identification types to be displayed and to be available for modification as per their region.

Field Name	Description
<b>Driving Licence</b>	Driving licence number of the user, as maintained with the bank gets displayed in masked format.
<b>PAN Card</b>	PAN number of the user, as maintained with the bank gets displayed in masked format. It is issued by the income tax department of India.  <u><b>Note:</b> This identification type is applicable for India region. Bank can configure the identification types to be displayed and to be available for modification as per their region.</u>
<b>Passport</b>	Passport number of the user, as maintained with the bank gets displayed in masked format.
<b>Contact Information</b>	
<b>Communication Address</b>	Address of the user, as maintained with the bank, will be displayed.
<b>Email ID</b>	Email ID of the user, as maintained with the bank, in masked format.
<b>Fax Number</b>	Fax number of the user, as maintained with the bank, in masked format.
<b>Contact Number (Mobile)</b>	Phone number of the user, as maintained with the bank, in masked format.

1. Click on the  icon on the **Profile** screen, and click desired field option that you want to edit. An overlay on which the user can edit the desired information, appears.
2. Click **Download** to download the profile.

## FAQ

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

Yes, user can edit his profile information except date of birth.



## 11.2 Primary Account Number

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

---

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

---

### Pre-requisites

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

### Features Supported In the Application

- Definition of Primary Account Number

### How to reach here:

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

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

### To select the primary account number:

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

### Primary Account Number

Select	Account Type And Number	Party Name	Nick Name
<input checked="" type="radio"/>	xxxxxxx0011-Saving Account	KeronBohr	HEL FC Universal21
<input type="radio"/>	xxxxxxx0033-Saving Account	KeronBohr	-
<input type="radio"/>	xxxxxxx0601-Saving Account	KeronBohr	ISLAMIC SAVING ACC 1

Submit

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### Field Description

Field Name	Description
Select	The option to select any account number to be marked as primary account number.

<b>Field Name</b>	<b>Description</b>
<b>Account Type and Number</b>	The account numbers (in masked format) and the type of accounts are displayed as records.
<b>Party Name</b>	The party name of the account is displayed against the account record.
<b>Nickname</b>	The nickname given to the account by the account holder, is displayed against the account record.

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

## 11.3 Third Party Consents

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

---

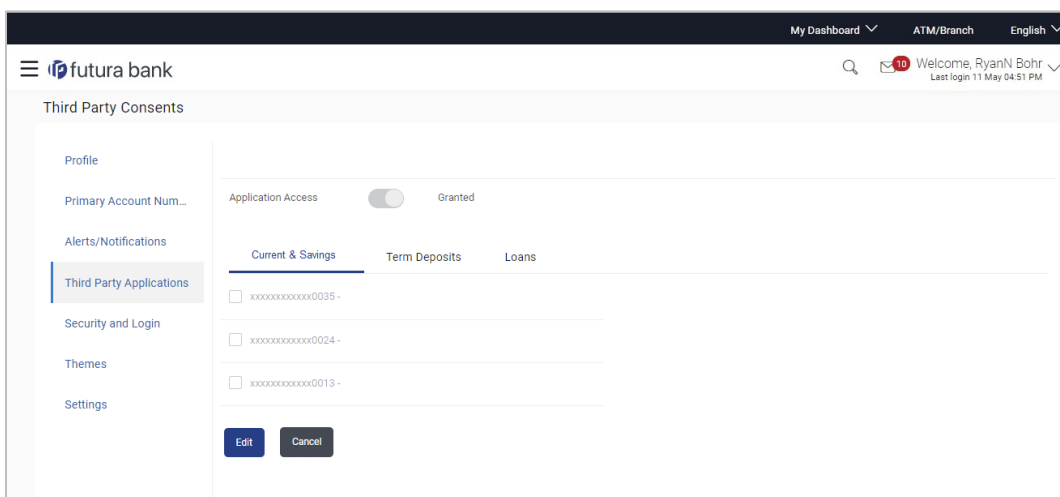
**Note:** Only those third party applications for which the user has registered and given rights to access his/her accounts for inquiries and transactions, will appear on this page.

---

### How to reach here:

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

### Third Party Apps



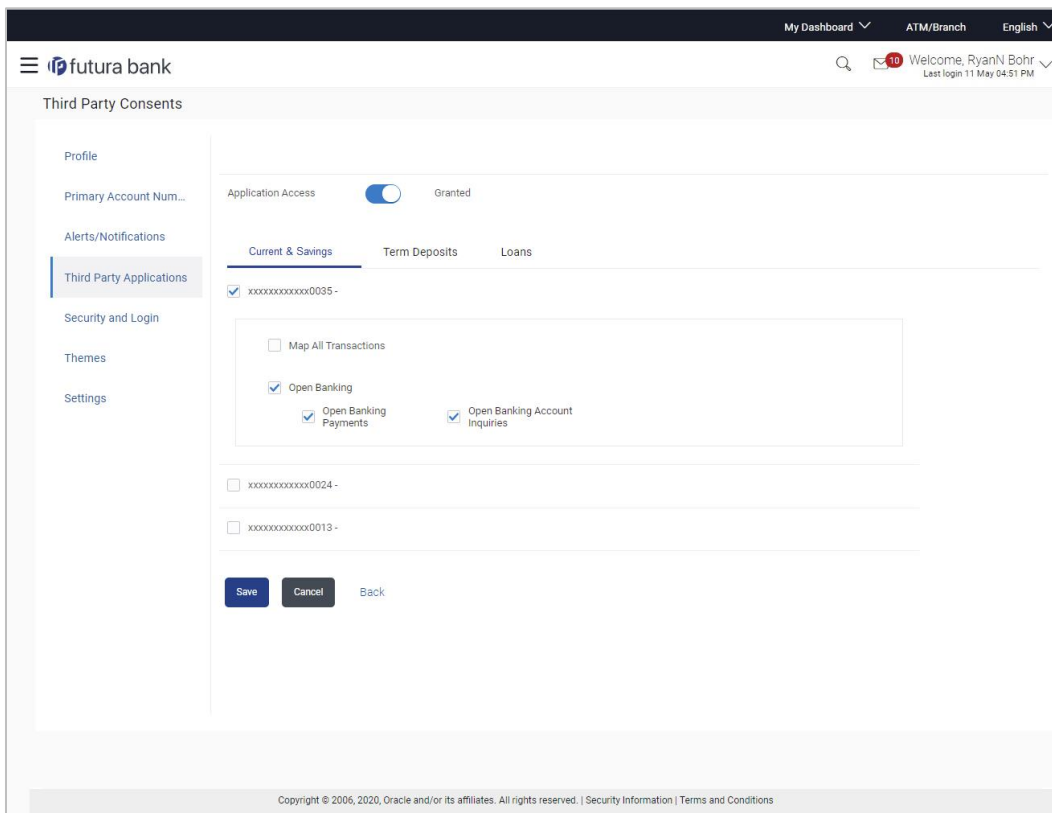
### Field Description

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

Field Name	Description
<b>Current and Savings/ Term Deposits/ Loans and Finances</b>	Select a product to define account and transaction level access to the third party.

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

### Third Party Apps – Edit



### Field Description

Field Name	Description
<b>Third Party Application Name</b>	The names of the third party applications are displayed. Select a third party application to define access to accounts and transactions.
<b>Application Access</b>	The option to define whether access for the application is to be provided or not.
<b>Current and Savings/ Term Deposits/ Loans and Finances</b>	Select a product to define account level access to the third party.
<b>Accounts</b>	All the accounts of the user are displayed under the respective account type.
<b>Transactions</b>	Once you select an account, all the transactions through which the account can be accessed are displayed. Select any or all transactions to provide account access for the transactions to the third party application.

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

## 11.4 Security and Login

The following options are available under Security Settings:

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

### How to reach here:

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

*OR*

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

### 11.4.1 Set Security Questions

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

### How to reach here:

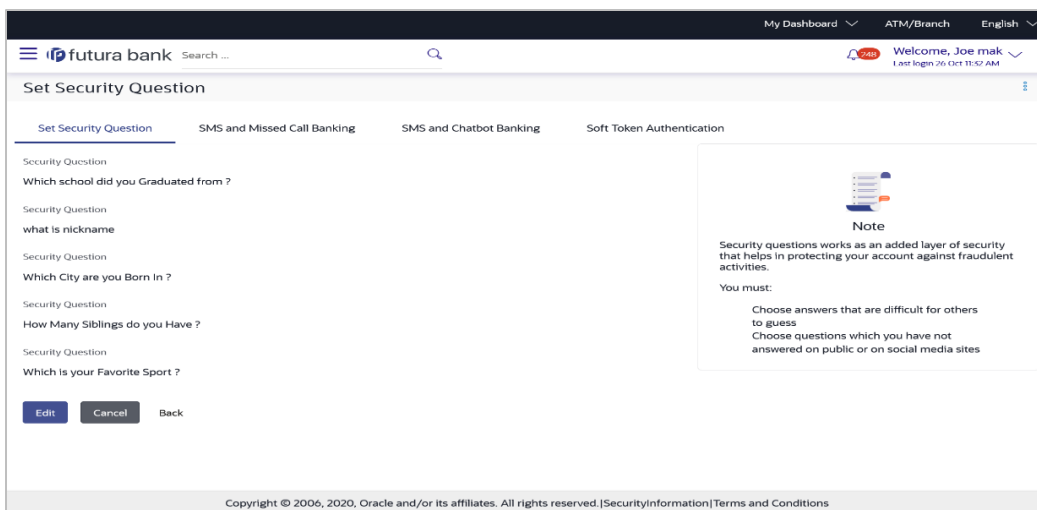
*Dashboard > Toggle Menu > Menu > Account Settings > Preference > Security and Login > Set Security Question*

*OR*

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

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

### Set Security Question



**To set up security questions:**

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

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

**Set Security Question - Set up now**

My Dashboard ATM/Branch English

futura bank Search ...

Welcome, Joe mak  
Last login: 26 Oct 11:32 AM

### Set Security Question

Set Security Question SMS and Missed Call Banking SMS and Chatbot Banking Soft Token Authentication

User Security Questions have not been setup yet.

Set up now Cancel Back

**Note**

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

You must:

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

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## Security Question Maintenance

The screenshot shows the 'Set Security Question' page in the Futura Bank user interface. The page title is 'Set Security Question'. Below the title, there is a section for 'User Security Questions'. This section contains five rows, each with a 'Security Question' dropdown menu and an 'Answer' text input field. The questions and answers are: 1. 'what is nickname' with answer 'SamD'; 2. 'Which school did you Graduated from ?' with answer 'StJoseph'; 3. 'Which is your Favorite Sport ?' with answer 'Cricket'; 4. 'Which City are you Born In ?' with answer 'London'; 5. 'How Many Siblings do you Have ?' with answer '2'. At the bottom of the form, there are three buttons: 'Submit', 'Cancel', and 'Back'. To the right of the form, there is a 'Note' box with a document icon. The note text reads: 'Security questions works as an added layer of security that helps in protecting your account against fraudulent activities. You must: Choose answers that are difficult for others to guess. Choose questions which you have not answered on public or on social media sites'. The top of the page shows the Futura Bank logo, a search bar, and user information: 'Welcome, Joe mak' and 'Last login 26 Oct 11:32 AM'. The bottom of the page has a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions'.

### Field Description

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



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

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

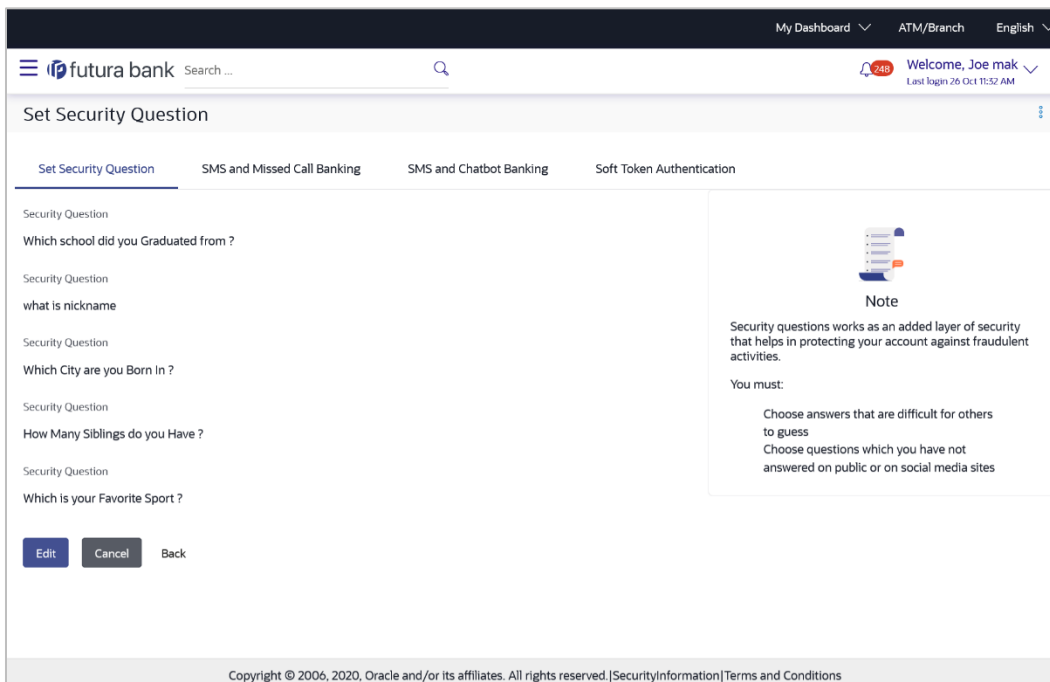
## Security Questions – View and Edit

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

### To edit the set of security questions:

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

### Set Security Questions - View



### Field Description

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

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

## Security Question Maintenance - Edit

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

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

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

**Note**  
Security questions works as an added layer of security that helps in protecting your account against fraudulent activities.  
You must:  
Choose answers that are difficult for others to guess  
Choose questions which you have not answered on public or on social media sites

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## Field Description

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

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

#### **11.4.2 SMS and Missed Call Banking**

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

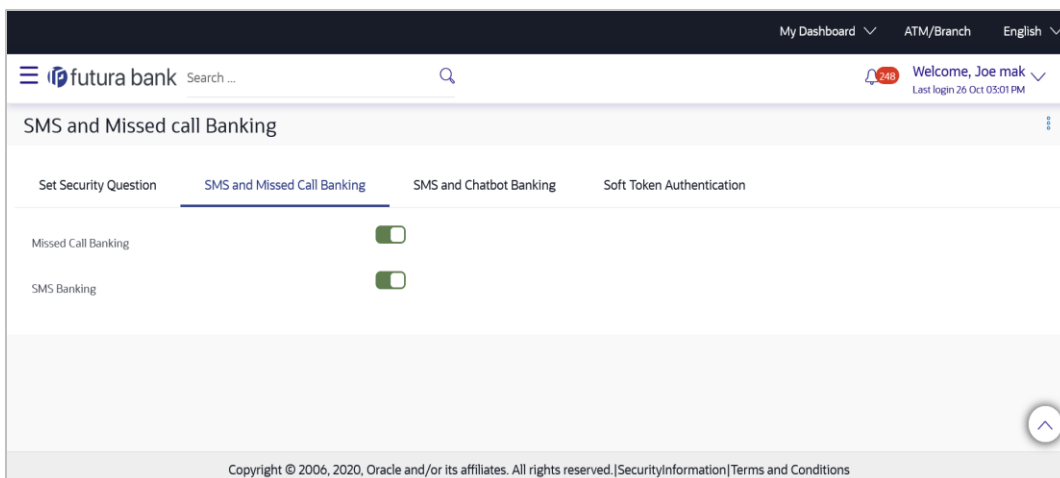
##### **How to reach here:**

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

*OR*

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

##### **SMS and Missed Call Banking**



**Field Description**

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

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

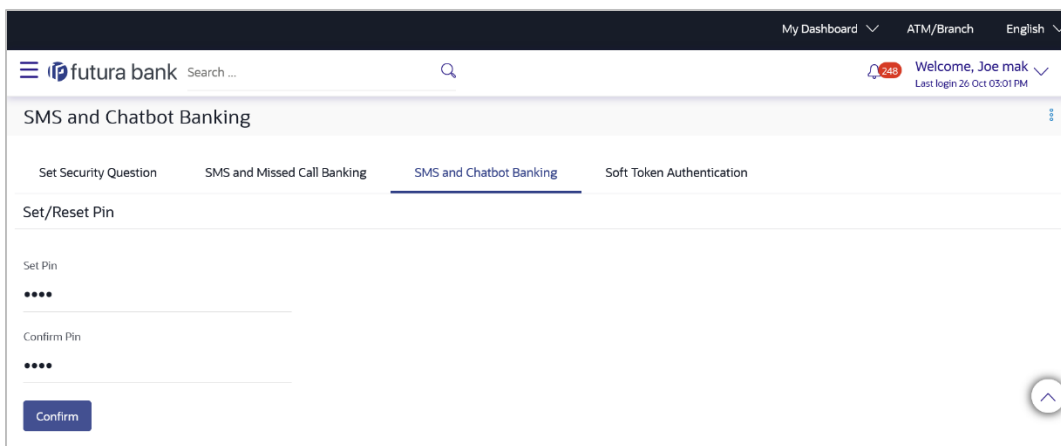
**11.4.3 SMS and Chatbot Banking**

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

**How to reach here:**

*Dashboard > Toggle Menu > Account Settings > Preferences > Security and Login > SMS and Chatbot Banking*  
OR  
*Access through the kebab menu of any other **Preferences** screens*

**SMS and Chatbot Banking**



**Field Description**

Field Name	Description
<b>Set/ Reset PIN</b>	
<b>Set PIN</b>	Enter a PIN to access SMS banking.
<b>Reset PIN</b>	Re-enter the PIN to confirm the same.

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

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

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

**11.4.4 Soft Token Authentication**

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

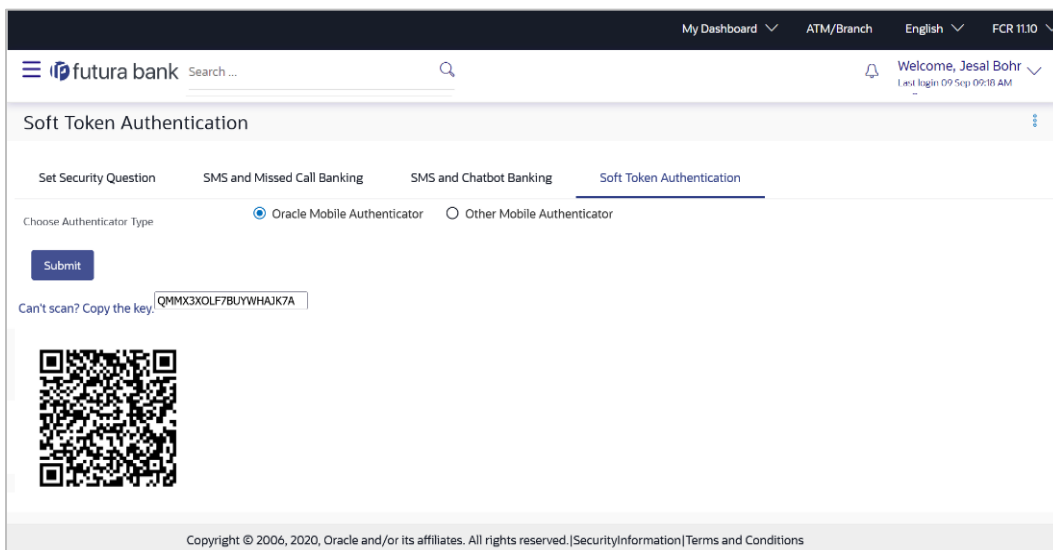
A Soft token authentication is a two - factor authentication based on Passcode or PIN. Using this option, the user can generate security token i.e. a single-use 6 digit login PIN or passcode.

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

**How to reach here:**

Dashboard > Toggle Menu > Menu > Account Settings > Preferences > Security and Login > Soft Token Authentication  
 OR  
 Access through the kebab menu of any other **Preferences** screens

### Soft Token Authentication



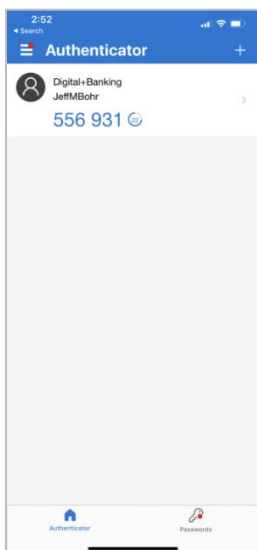
### Field Description

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

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

- Click on the + icon of the authenticator.

### Authenticator



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

---

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

---

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

## 11.5 Themes

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

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

### Pre-requisites

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

### Features supported in application

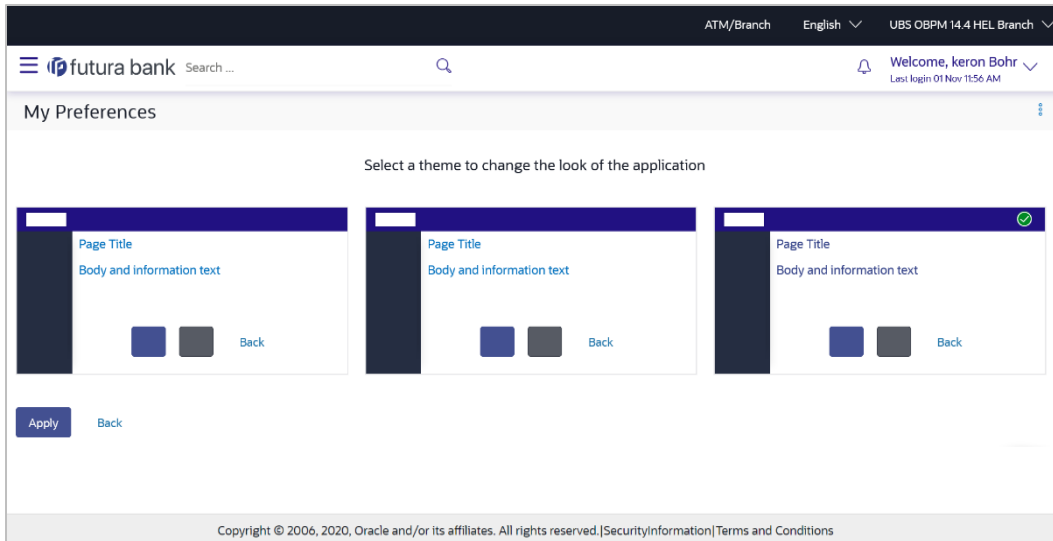
- Apply Theme
- Revert to default Theme

### How to reach here:



Dashboard > Toggle Menu > Menu > Account Settings > Preference > Themes  
 OR  
 Access through the kebab menu of **Preference** transactions

## Themes



### To apply the theme:

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

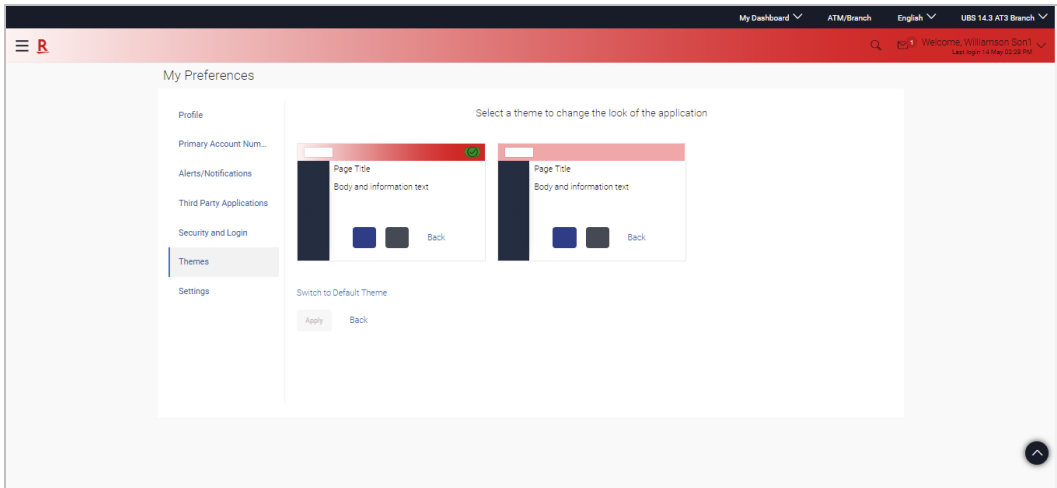
### 11.5.1 Switch to Default Theme


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

#### To switch to the default theme:

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

#### Switch to Default Theme



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

### 11.5.2 Change Theme

Using this option a user can apply a different theme as defined by the bank.

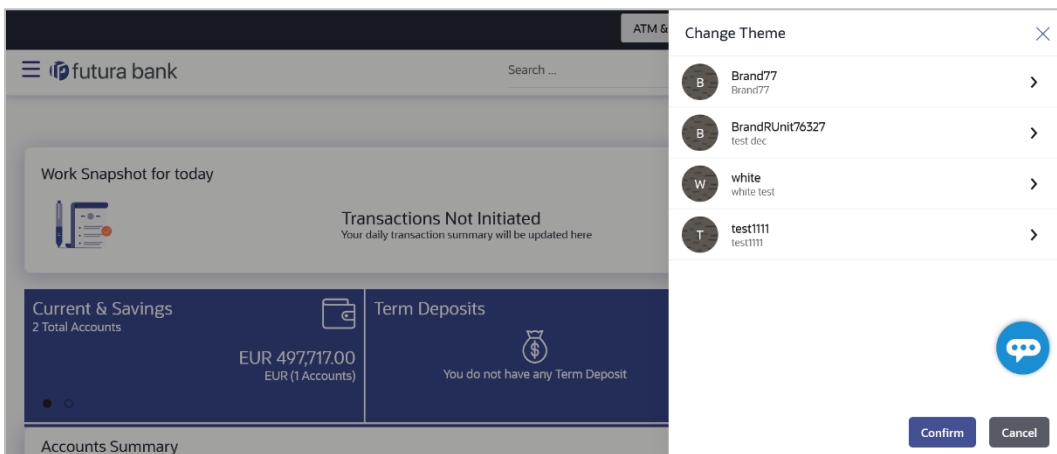
**How to reach here:**

Dashboard > Click on the  icon > Change Theme

**To change the theme of the dashboard:**

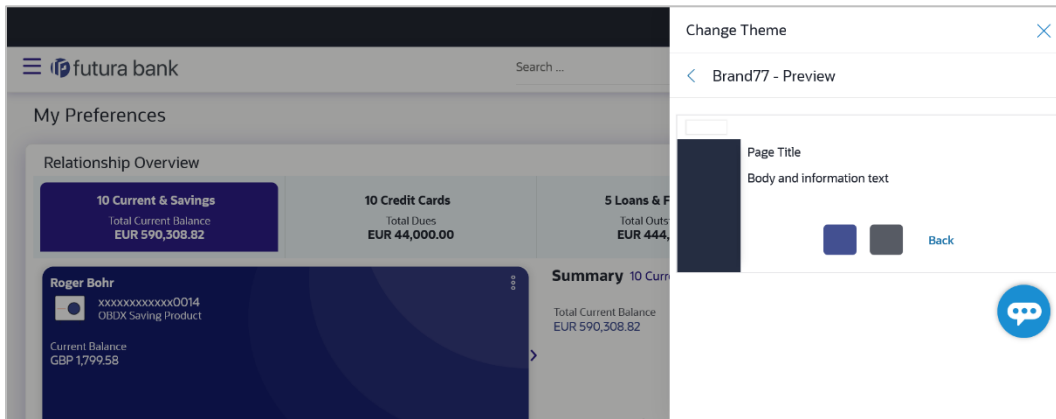
1. Select the **Change Theme** option which allows you to apply the different theme as defined by the bank. The **Change Theme** overlay screen appears.

#### Change Theme



2. Click on the > icon to preview the widget.

### Preview of widget



---

Note: Click on the < icon to navigate back to previous screen.

---

3. Click **Confirm** to apply the new theme. The selected theme gets activated.  
OR  
Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.

## 11.6 Settings

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

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

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

### How to reach here:

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

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

### Settings

The screenshot displays the 'Settings' page of the Futura Bank mobile application. The page is titled 'Settings' and features three main sections, each with toggle switches for Android and iOS devices:

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

The page header shows the Futura Bank logo, a search bar, and user information: 'Welcome, keron Bohr' with 'Last login 28 Oct 12:45 AM'. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Field Description**

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

Field Name	Description
<b>Live Help</b>	Select this option to enable/disable the live help after every transaction.

#### Preferred Delivery Mode (Only for OTP)

<b>Dispatch Method</b>	Select the preferred delivery mode to receive the one time password (OTP).
------------------------	--

The options are:

- SMS
- Email
- Both

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**Note:** The preference is applicable only for OTP defined as authentication mode for transactions by the bank.

---

1. Under the **Registered Phones/ Tablets** section, click the **Android Devices** toggle button to deregister Android devices.  
Your alternate login gets disabled from all the android devices on which you have installed the banking application.
2. Under **Registered Phones/Tablets**, click the **iOS Devices** toggle button to deregister iOS devices.  
Your alternate login gets disabled from all the iOS devices on which you have installed the banking application.
3. Under **Push Notifications**, section, click the **Android Devices** toggle button to deregister push notifications on android devices.  
Your push notification alerts gets disabled from all the android devices on which you have installed the banking application.
4. Under **Push Notifications** click the **iOS Devices** toggle button to deregister push notifications on iOS devices.  
Your push notification alerts gets disabled from all the iOS devices on which you have installed the banking application.
5. Under **Registered Wearables**, click the **Android Devices** toggle button to deregister your Android wearable devices.  
Your alternate login gets disabled from all the android wearable devices on which you have installed the banking application.
6. Under **Registered Wearables**, click the **iOS Devices** toggle button to deregister your iOS wearable devices.  
Your alternate login gets disabled from all the **iOS wearable** devices on which you have installed the banking application.
7. Under the **Feedback Preferences** section, click the toggle button to deregister feedback on your devices after every transaction.

You will no longer get the option to provide feedback on your devices on which you have installed the application.

8. Under the **Live Help** section, click the **Live Help** toggle button to deregister live help on your devices.  
You will no longer the option of Live Help on your devices on which you have installed the application.
9. You can define delivery preference for dispatch of OTP i.e. whether you want it delivered on SMS or Email or Both. If there is a preference defined, system will dispatch the OTP on preferred delivery mode.

## 11.7 Manage DND Alerts

This option allows user to enable/disable do not disturb (DND) flag for mandatory alerts for the selected categories. Day 0 configuration is provided for the events which are applicable for DND. The bank can create a category of events for which DND needs to be configured.

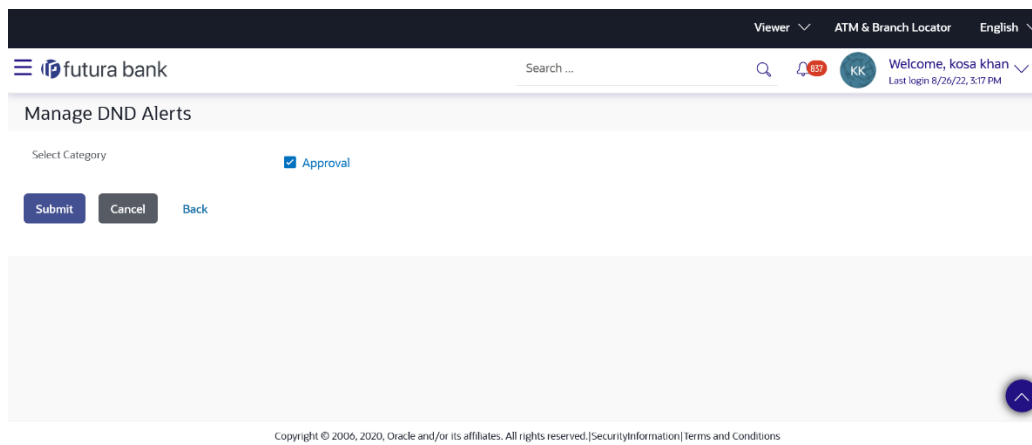
### Pre-requisites

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

### How to reach here:

*Dashboard > Toggle Menu > Menu > Account Settings > Preferences > Manage DND Alerts*

### Manage DND Alerts



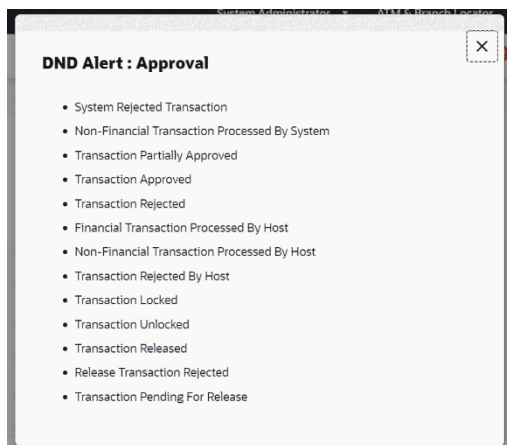
## Field Description

Field Name	Description
<b>Select Category</b>	<p>Select the categories for which DND need to be configured.</p> <p>All the categories configured for DND are listed for selection.</p> <p><u>Note: Click on category link to view list of all the events for which alerts will not be sent to the user.</u></p>

### To set DND alerts :

1. In the **Select Category** field, select the desired categories for which DND need to be configured.
  - a. Click on category link to view list of all the events for which alerts will not be sent to the user.

### DND Alerts



2. Click **Submit**.  
A message confirming DND alert set appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to the previous screen.



## **FAQ**

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

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

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

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

[Home](#)

## 12. Limits

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

The limit has two tabs:

- My Limits
- Corporate Limits

### Pre-requisites

Valid limits set up for various transactions.

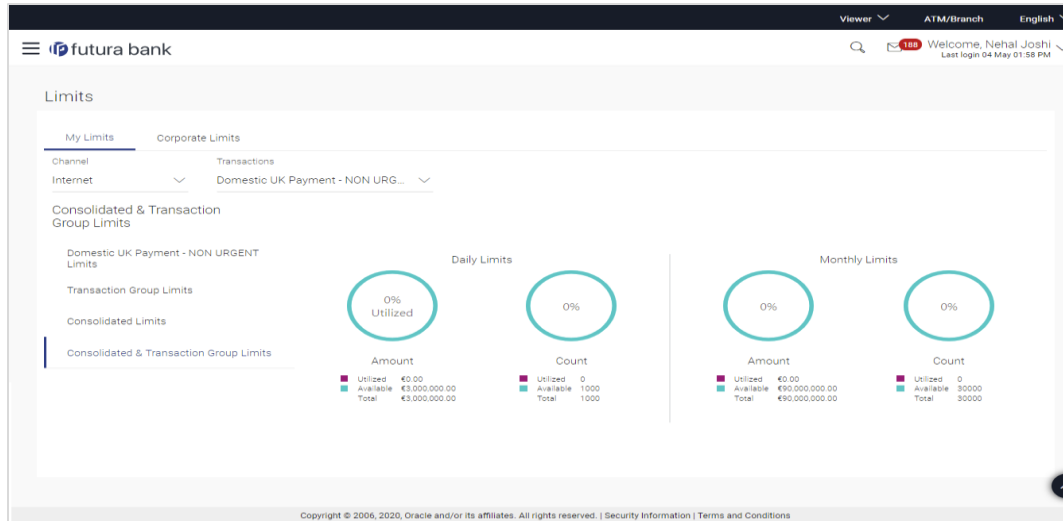
### Features Supported In Application

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

### How to reach here:

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

### Limits – User Limit



### Field Description

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

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

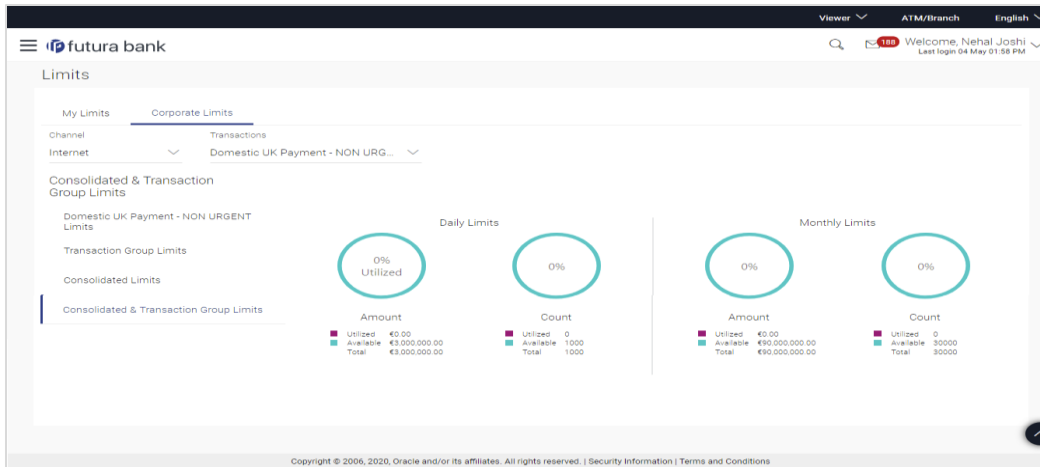
Field Name	Description
<b>Channel &amp; Transaction Group Limit - Daily Limits</b>	<p>The daily amount limit and transaction count limit (available and utilized) of a channel and transaction group is displayed.</p> <p>This is represented in a graph - with a (colored) utilized amount (numeric figure below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

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

**To view the daily and monthly user limits of a transaction:**

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

**Limits - Corporate Limit**



### Field Description

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

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



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

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

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

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

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

[Home](#)

## 13. Session Summary

The option used by the user to check the log of transactions and login details for the previous five logins. The user can view the entire session summary of the previous five logins, login and logoff date and time for each session, channel in which transactions are carried out in each session along with the IP address of the channel.

### How to reach here:

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

### Session Summary

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

Page 1 of 1 (1-5 of 5 items) | < 1 >

Cancel


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### Field Description

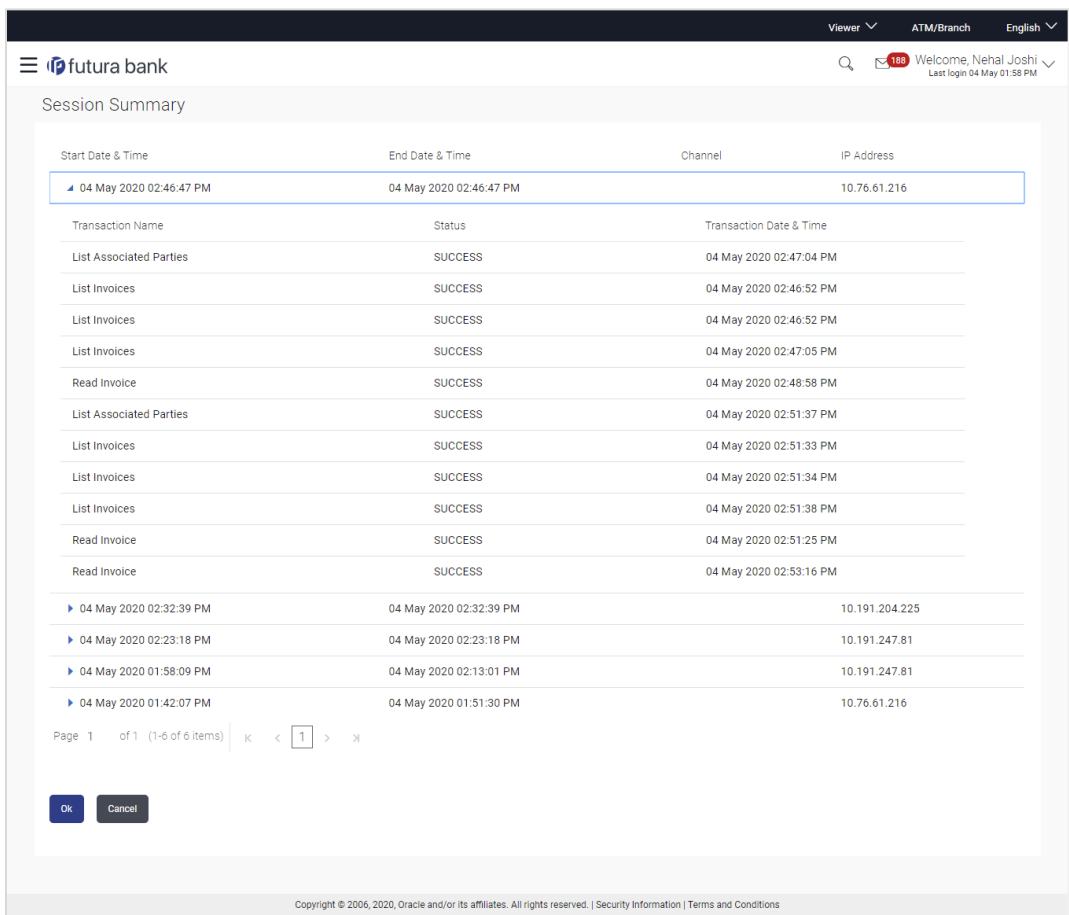
Field Name	Description
<b>Start Date &amp; Time</b>	The start date and time of the session.
<b>End Date &amp; Time</b>	The end date and time of the session.
<b>Channel</b>	The channel of access for the session (Desktop Browser / Mobile / Application etc.)

**Field Name      Description**

**IP Address**      IP address from where channel is accessed.

1. Click  against a specific record to view the details of that session. The session details appear.  
OR  
Click **OK** to navigate to the Dashboard screen.

**Session Summary - Details**



The screenshot shows the Futura Bank interface. At the top, there is a navigation bar with 'Viewer', 'ATM/Branch', and 'English' dropdowns. Below that, the user's name 'Welcome, Nehal Joshi' and last login time 'Last login 04 May 01:58 PM' are displayed. The main content area is titled 'Session Summary' and contains a table with the following columns: Start Date & Time, End Date & Time, Channel, and IP Address. The first row is highlighted with a blue border and contains the following data: Start Date & Time: 04 May 2020 02:46:47 PM, End Date & Time: 04 May 2020 02:46:47 PM, Channel: (empty), IP Address: 10.76.61.216. Below the table, there is a list of transactions with columns for Transaction Name, Status, and Transaction Date & Time. The transactions include 'List Associated Parties', 'List Invoices', and 'Read Invoice', all with a status of 'SUCCESS'. At the bottom of the table, there are navigation controls: 'Page 1 of 1 (1-6 of 6 items)', a search icon, and a page number '1' in a box. Below the table, there are 'Ok' and 'Cancel' buttons. At the very bottom, there is a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Field Description**

**Field Name      Description**

**Start Date & Time**      The start date and time of the session.

<b>Field Name</b>	<b>Description</b>
<b>End Date &amp; Time</b>	The end date and time of the session.
<b>Channel</b>	The channel of access for the session (Desktop Browser / Mobile / Application etc.).
<b>IP Address</b>	IP address from where channel is accessed.
<b>Session Summary - Details</b>	
<b>Transaction Name</b>	Name of the transaction, which is accessed in the session.
<b>Status</b>	Status of the transaction.
<b>Transaction Date &amp; Time</b>	The date and time of the transaction.

---

[Home](#)

## 14. Dashboard Personalization

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

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

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

---

### Note:

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

### Prerequisites

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

### Features supported in application

- Personalize/ Customize the Dashboard
- Revert to default dashboard

### 14.1 Personalize Dashboard

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

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

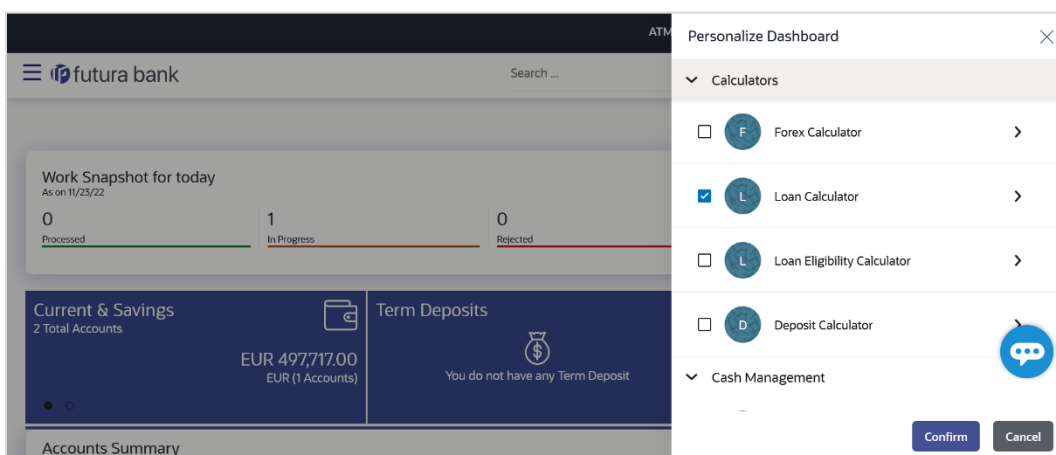
### How to reach here:

Dashboard > Click on the  icon > Personalize Dashboard





**To customize the dashboard:**

1. Select the **Personalize Dashboard** option, the **Personalize Dashboard** overlay screen appears.
2. From the **Component Type** list, select the widget component type that you want to appear on the dashboard.

**Personalize Dashboard****Field Description**

Field Name	Description
<b>Component Type</b>	Select the component type, which you want to appear on your dashboard. This field is applicable only if the selected widget has multiple components.

- a. Click on the  icon to view the list of widget in selected category.
- b. Select the checkbox(s) against the widget(s) to add the widget(s) on the dashboard.
- c. Click **Confirm**. The selected component appears as a widget(s) on the dashboard.  
OR  
Click **Cancel** to cancel the transaction.

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

## 14.2 Switch to Default Dashboard

Using this option a corporate user can revert back to the default dashboard as defined by the bank. This option is enabled only if user customised the dashboard layout.

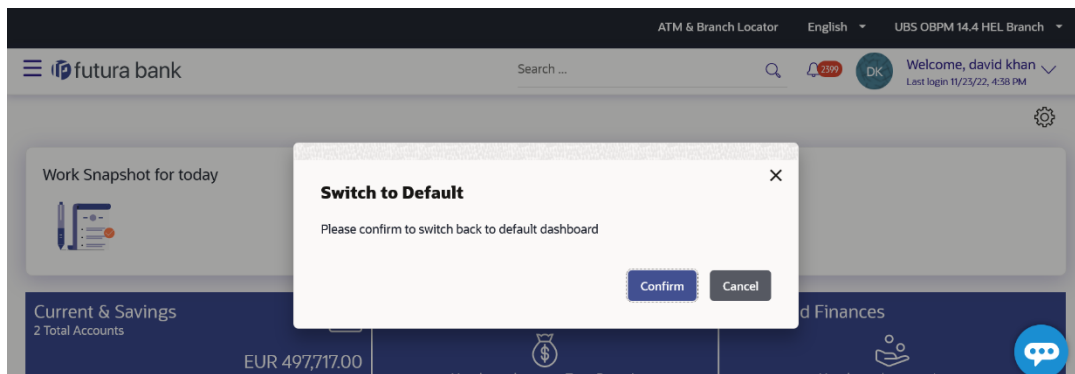
**How to reach here:**

Dashboard > Click on the  icon > Switch to Default Dashboard

**To switch to the default dashboard:**

1. Select the Switch to Default Dashboard option to revert changes made in the dashboard. The **Switch to Default** warning popup appears prompting the user to confirm the restoration of default Dashboard.

**Switch to Default Dashboard**



4. Click **Confirm**. The default dashboard appears.  
OR  
Click **Cancel** to cancel the transaction and navigate to the 'Dashboard'.
- 5.

## FAQ

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

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

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

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

[Home](#)

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## 15. Alert Subscription

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

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

---

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

---

### Pre-requisites

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

### Features Supported In Application

- Alert Subscription
- Alert Un-subscription

### How to reach here:

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

### To subscribe to alert:

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

Alert Subscription

Viewer | ATM/Branch | English | UBS OBPM 14.4 HEL Branch

futura bank Search ...
Welcome, Kia Thomas  
Last login 01 Sep 03:18 PM

### User Alerts Subscription

Party ID  
\*\*\*462

Party Name  
Gloria Rodrigues

User Name  
corpuser1

Select Module	Select Account	Subscribe Alert Modes
<ul style="list-style-type: none"> <li>Current And Savings</li> <li>Loan</li> <li>Party</li> <li>Term Deposits</li> </ul>	<p>Search...</p> <p><input type="checkbox"/> Select All Accounts</p> <p>xxxxxxxxxxxx0013   <span style="background-color: #27ae60; color: white; padding: 2px 5px; border-radius: 3px;">Subscribed</span></p> <p><input checked="" type="checkbox"/> xxxxxxxxxxxx0024</p> <p><input type="checkbox"/> xxxxxxxxxxxx0057</p> <p><input type="checkbox"/> xxxxxxxxxxxx0046</p> <p><input type="checkbox"/> xxxxxxxxxxxx0035</p> <p style="text-align: center;">Page 1 of 1   &lt; &gt;</p>	<p><input checked="" type="checkbox"/> Map All Modes</p> <p><input checked="" type="checkbox"/> PUSH NOTIFICATION    <input checked="" type="checkbox"/> SMS    <input checked="" type="checkbox"/> ON SCREEN    <input checked="" type="checkbox"/> EMAIL</p> <p><input checked="" type="checkbox"/> Account Status Changed</p> <p><input checked="" type="checkbox"/> Push Notification    <input checked="" type="checkbox"/> SMS    <input checked="" type="checkbox"/> On Screen    <input checked="" type="checkbox"/> Email</p> <p><input checked="" type="checkbox"/> Account Statement Generated</p> <p><input checked="" type="checkbox"/> Push Notification    <input checked="" type="checkbox"/> SMS    <input checked="" type="checkbox"/> On Screen    <input checked="" type="checkbox"/> Email</p> <p><input checked="" type="checkbox"/> ATM Cash Withdrawal</p> <p><input checked="" type="checkbox"/> Push Notification    <input checked="" type="checkbox"/> SMS    <input checked="" type="checkbox"/> On Screen    <input checked="" type="checkbox"/> Email</p> <p><input checked="" type="checkbox"/> Account Balance Changed</p> <p><input checked="" type="checkbox"/> Push Notification    <input checked="" type="checkbox"/> SMS    <input checked="" type="checkbox"/> On Screen    <input checked="" type="checkbox"/> Email</p> <p><input checked="" type="checkbox"/> Bill Payment Debited</p> <p><input checked="" type="checkbox"/> Push Notification    <input checked="" type="checkbox"/> SMS    <input checked="" type="checkbox"/> On Screen    <input checked="" type="checkbox"/> Email</p> <p><input checked="" type="checkbox"/> Cash Deposited</p> <p><input checked="" type="checkbox"/> Push Notification    <input checked="" type="checkbox"/> SMS    <input checked="" type="checkbox"/> On Screen    <input checked="" type="checkbox"/> Email</p> <p><input checked="" type="checkbox"/> Cash Refund Credited</p> <p><input checked="" type="checkbox"/> Push Notification    <input checked="" type="checkbox"/> SMS    <input checked="" type="checkbox"/> On Screen    <input checked="" type="checkbox"/> Email</p> <p><input checked="" type="checkbox"/> Cheque Clearance Credited</p> <p><input checked="" type="checkbox"/> Push Notification    <input checked="" type="checkbox"/> SMS    <input checked="" type="checkbox"/> On Screen    <input checked="" type="checkbox"/> Email</p> <p><input checked="" type="checkbox"/> Cheque Clearance Debited</p> <p><input checked="" type="checkbox"/> Push Notification    <input checked="" type="checkbox"/> SMS    <input checked="" type="checkbox"/> On Screen    <input checked="" type="checkbox"/> Email</p> <p><input checked="" type="checkbox"/> Debit Card Payment</p> <p><input checked="" type="checkbox"/> Push Notification    <input checked="" type="checkbox"/> SMS    <input checked="" type="checkbox"/> On Screen    <input checked="" type="checkbox"/> Email</p> <p style="text-align: center;">Page 1 of 3 (1-10 of 27 items)   &lt; &gt; 1 2 3 &gt;</p> <p style="text-align: right;"><span style="background-color: #2c3e50; color: white; padding: 5px 10px; border-radius: 3px;">Save</span></p>

Confirm
Back

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**Field Description****Field Name Description**

---

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

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

**Alert Type** Type of alert.Profile and Payments alerts, are default alerts





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## Field Name Description

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**Send Alert Via** The delivery mode through which the alert is to be sent.

The options are:

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

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

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

---

2. From the **Account Number** list, select the appropriate account.
3. Select the desired **Alert Type** and click the required **Send Alert Via** option.
4. Click **Save Changes** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.
5. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction and navigate back to 'Dashboard'.
6. The success message along with the transaction reference number appears. Click **Go to Dashboard**, to navigate to the dashboard.  
OR  
Click **More Alert Options** to access other alert options.

## FAQ

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

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

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

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



## 16. Security Question Authentication

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

### For security question authentication:

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

### Security Question Authentication

The screenshot shows the Futura Bank mobile app interface. At the top, there's a navigation bar with the Futura Bank logo, a search icon, and a user profile section for 'Welcome, Nehal Joshi' with a last login time of '08 May 05:36 PM'. Below this is a yellow banner with a 'REVIEW' icon and the text 'You initiated a request for Self Transfer. Please review details before you confirm!'. The main content area displays transfer details: 'Transfer To' (masked), 'Transfer From' (masked), 'Amount' (£1,000.00), 'Transfer When' (30 Jan 2019), and a 'Note' field. Below the details is a 'Security Question Maintenance' section with two questions: 'How many siblings do you have?' and 'Which sport you like most?'. At the bottom of this section are 'Submit' and 'Cancel' buttons. The footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

### Field Description

Field Name	Description
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<b>Questions</b>	The list of security questions set for the Two Factor authentication.
------------------	---

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

3. For the Security Question based Two Factor Authentication, in the **Answers** field, enter the answers corresponding to the security question

4. Click **Next** to go to the next level of authentication (if applicable).  
OR  
Click **Cancel** to cancel the transaction.
5. Complete the Two Factor Authentication, and click **Confirm**.  
The success message appears along with the transaction reference number.  
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

## 16.1 One Time Password Authentication

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

### For OTP verification:

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

### Verification

### Field Description

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

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

## **FAQ**

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

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

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

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

[Home](#)

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## 17. E-Receipts

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

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

### Pre-requisites

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

### Features Supported In Application

- Provide e-receipts for a transaction


## 17.1 Example for e-receipt generation

### To transfer the money to existing payee:

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

### Make Payment - Existing Payee

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2. From the **Payee** list, select the payee towards whom funds are to be transferred. The details of the selected payee appear.
3. From the **Transfer From** account list; select the account from which the transfer needs to be made.
4. From the **Currency** list, select the appropriate currency for the amount to be transferred. (Applicable for international payees only. For domestic and internal payees, currency gets defaulted.)
5. In the **Amount** field, enter the transfer amount.
6. If user clicks **Book New Deal** to book the new forex deal. The **Initiate Forex Deal Booking** screen appears.
7. If user selects the checkbox **Use Pre-Existing Deals** to select an existing forex deal.
8. In the **Deal Number** field, enter the forex deal number. Click **Verify**. The deal details of selected deal appear.  
OR  
Select deal from the Lookup by clicking the **Lookup Deal Number** link. In the **Search by Deal Number** field, enter the forex deal number to be searched. Click  to search. The list existing forex deal appears. Click on **Deal Number** field, to select the appropriate deal from the list. Click **Proceed** to continue the transaction with selected deal. The deal details of selected deal from Lookup appear. Click **Reset** to clear the entered details.

9. In the **Transfer When** field, select the option to indicate when the transfer is to take place.
  - a. If you select the option **Now**, the transfer will be made on the same day.  
OR  
If you select the option **Later**, select the date on which you want the transfer to be initiated from the **Transfer Date** field.
10. If the transfer type is **Domestic**, in the **Pay Via** field, select the appropriate network for payment.  
  
If the transfer type is Domestic India region, only those networks that are enabled, based on transfer details defined, will be selectable. Select a network of choice.
11. If the transfer type is **International**, select the appropriate option from the **Correspondence Charges** list.
  - a. In the **Transfer via Intermediary Bank** field, select the appropriate option.(Applicable for international payees only.)
  - b. If you have selected Yes option in the **Transfer via Intermediary Bank** field, select the appropriate network for payment in the Pay Via field.
    - i. If you select **Swift** option:
      1. In the **SWIFT Code** field, enter the SWIFT code or search and select it from the lookup.
      2. Click **Verify** to fetch bank details based on Bank Code (BIC).
    - ii. If you select **National Clearing code** option:
      1. In the **National Clearing code** field, enter the National Clearing code or search and select it from the lookup.
      2. Click **Verify** to fetch bank details based on Bank Code (BIC).
    - iii. If you select **Bank details** option:
      1. In the **Bank Name** field, enter the bank name.
      2. In the **Bank Address** field, enter the complete address of the bank.
      3. From the **Country** list, select the country of the bank.
      4. From the **City** list, select the city to which the bank belongs.
    - iv. From the **Payment Details** list, select the appropriate purpose of transfer.  
(Applicable for international payees only.)
12. In the **Note** field, specify a note or remarks.
13. Click **Pay** to initiate the payment.  
OR  
Click **Cancel** to cancel the operation and to navigate back to the dashboard.
14. The **Make Payment - Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to navigate to the **dashboard**.  
OR  
Click **Back** to navigate back to the previous screen.

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

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

### E-Receipt Sample

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

### FAQ

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

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

[Home](#)

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## 18. Service Requests

This feature enables corporate users to initiate service requests as well as to view all the service requests initiated by them along with the updated status of each service request.

### 18.1 Raise a New Request

On the Raise Service Request screen, the user can view all the service requests defined by the System/ Bank administrator. These service requests are grouped under Product and Request Category so that the user can easily locate and raise a service request according to requirement. A search option is also provided on the screen that enables the user to search for a specific service request on the basis of the service request name.

Using this screen, the users can raise a new service request by providing the data as per the fields chosen by the System/ Bank administrator while creating Service Request Definition.

#### **Pre-Requisites**

- Transaction access is provided to the Corporate User.

#### **Features Supported In Application**

The module supports the following features:

- Raise New Request – Summary
- Raise New Request

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

*Dashboard > Toggle menu > Menu > Service Requests > Raise a New Request*

*OR*

*Access through the kebab menu of **Track Requests** transaction*

#### **18.1.1 Raise a New Request - Summary**

##### **To raise a service request:**

1. The page from which the user can select the service request form on the basis of product and category appears



## Raise a New Request – Service Request Form Selection

The screenshot displays the 'Raise a New Request' page on the Futura Bank website. At the top, there is a navigation bar with 'Viewer', 'ATM & Branch Locator', and 'English' options. The user is logged in as 'kosa khan' with the last login time of 9/1/22, 11:19 AM. The main content area is titled 'Raise a New Request' and features a search bar for 'Service Request Form'. Below the search bar, there is an 'OR' separator and a section titled 'Service Request from organized by Product and Category'. This section contains a list of products and their corresponding IDs:

Product	ID
Loan	Loan Topup
CASA	1228286
Credit Card	23b1980
Debit Card	38296d4
Product	38d07d6
6ddd6f	605e418
980a4	c7c544d


To the right of the product list, there is a 'Note' box with a lightbulb icon. The note reads: 'Want to raise a new Service Request? Simply type what you are looking for in the search bar and click on the search results to raise a new request. In case you want to select the request from the available list of Requests, select a Product and Category under it to view the same.'

At the bottom of the page, there is a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. [SecurityInformation]Terms and Conditions'

### Field Description

Field Name	Description
<b>Search Criteria</b>	
<b>Service Request Form</b>	Enter a service request name to search for the required service request.
<b>List of Products</b>	All the products against which a service request can be raised are listed down on the left hand side of the screen.  Click on a specific product/module to view the service requests related to that module.
<b>List of Categories</b>	The list of categories under the selected product are displayed on selection of a product/module.  Click on a specific category to view the service requests related to that category.

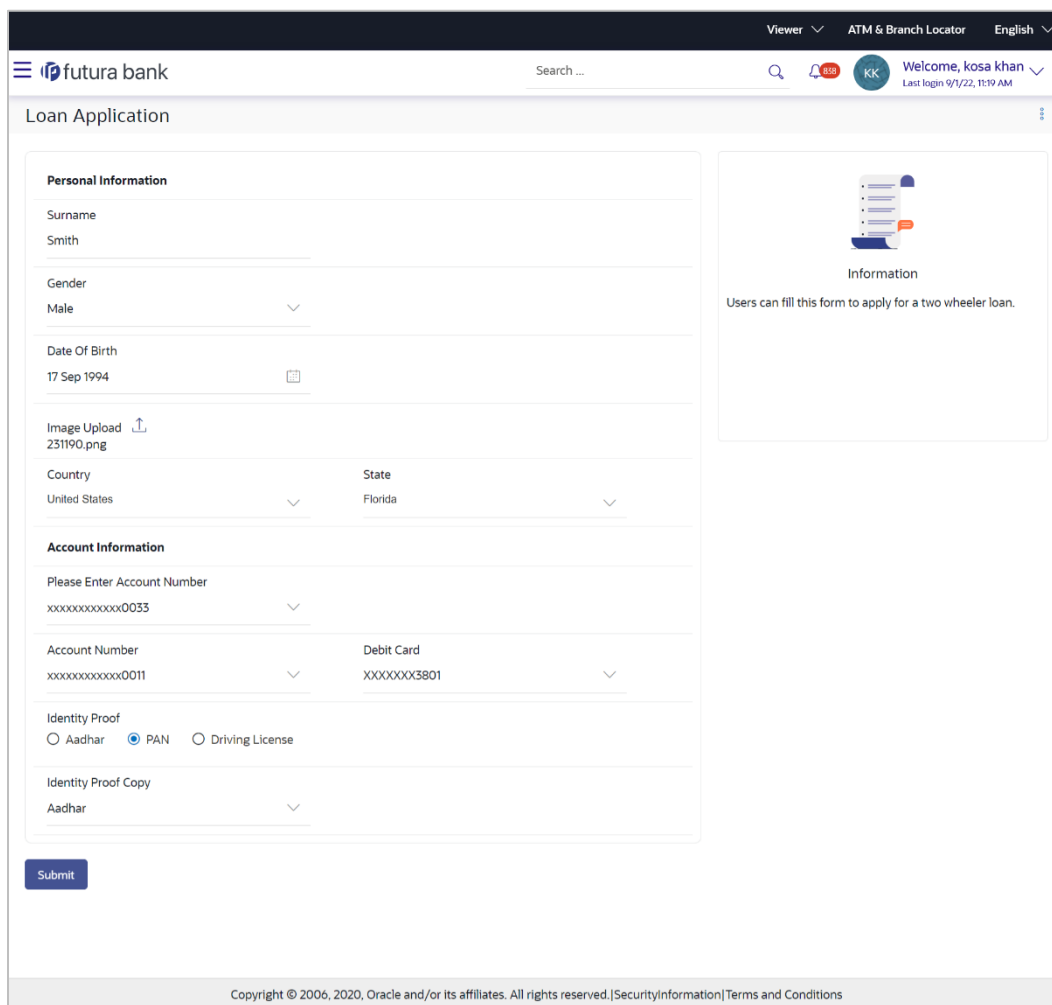
2. Click the specific Product from the module list on the left side of the screen to view the service request categories related to that module.
3. Click the **Category Name** to view the service requests listed under that category.

4. Click the **Service Request** link to view the service request form. The form for the specific service request appears.  
OR  
In the **Service Request Form** field, enter the desired service request name, and click the  icon. The specific service request form appears.

### 18.1.2 Service Request Form

This page is displayed once the user selects a service request form from the **Raise a New Request** page. This screen enables the user to initiate a service request by entering the data in the fields that are defined by the bank administrator in the Service Request Form Builder screen.

#### Service Request



The screenshot displays the 'Loan Application' form on the Futura Bank website. The form is structured as follows:

- Personal Information:**
  - Surname: Smith
  - Gender: Male
  - Date Of Birth: 17 Sep 1994
  - Image Upload: 231190.png
  - Country: United States
  - State: Florida
- Account Information:**
  - Please Enter Account Number: XXXXXXXXXXXX0033
  - Account Number: XXXXXXXXXXXX0011
  - Debit Card: XXXXXXXX3801
  - Identity Proof:  Aadhar,  PAN,  Driving License
  - Identity Proof Copy: Aadhar

A 'Submit' button is located at the bottom left of the form. On the right side, an 'Information' box contains the text: 'Users can fill this form to apply for a two wheeler loan.'

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#### To create a service request:

5. Enter the required details.

6. Click **Submit**.
7. The **Review** screen appears. Verify the details and click **Confirm**. The success message appears.  
OR  
Click **Back** to make changes if any.  
The user is directed to the Service Request screen with values in editable form.  
OR  
Click **Cancel** to cancel the transaction.

## 18.2 Track Requests

This feature enables corporate users to track the statuses of all the service requests that they have raised. The search criteria provided enables the user to filter service requests based on various criteria such as product name, category name, status,date range etc.

Below are the Service Requests that are available out of the box in the system:

- Credit Card Supplementary
- Credit Card PIN Request
- Replace Credit Card
- Update Card Limits
- Update Credit Card Auto Payment
- Register Credit Card Auto Payment
- Deregister Credit Card Auto Payment
- Activate Credit Card
- Hotlist Debit Card
- Cancel Debit Card
- Debit Card PIN Request
- Apply Debit Card
- Replace Debit Card
- Block Debit Card (temporary block)
- Unblock Debit Card (remove temporary block)
- Upgrade Debit Card

The bank can define new service requests in addition to the above mentioned Service Requests.

### **Pre-Requisites**

- Transaction access is provided to the Corporate User.

### **Features Supported In Application**

The module supports following features:

- Search Service Request
- View Service Request details

### How to reach here:

*Dashboard > Service Request Widget > Track Requests*

*OR*

*Dashboard > Toggle menu > Menu > Service Requests > Track Requests*

*OR*

*Access through the kebab menu of **Raise a New Request** transaction*

## 18.2.1 Track Requests - Search

### Track Request - Search

The screenshot displays the 'Track Requests' search interface on the Futura Bank website. The page includes a search bar at the top, a navigation menu, and a user profile section. The main content area features a search form with the following filters:

- Product Name: Credit Card
- Category Name: Please Select
- From Date: [Date Picker]
- To Date: [Date Picker]
- Status: Accepted

Buttons for 'Apply' and 'Reset' are located at the bottom of the search form. A 'Note' box on the right side of the page contains the following text:

**Note**  
This page lists all the Service Requests raised by you.  
You can simply search a particular request and view the details of it by clicking on the same. In case you are not satisfied with the resolution provided for your request, please contact Branch or Customer Care.

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## Track Requests – Search Results

The screenshot shows the 'Track Requests' page for Futura Bank. The page header includes the bank logo, a search bar, and user information: 'Welcome, kosa khan' with a last login of 9/1/22, 11:19 AM. The main content area is titled 'Track Requests' and features a dropdown menu set to 'Credit Card'. Below this is a table with columns for Date, Request Name, Reference Number, and Status. The table lists 12 requests from August 25, 2021, to September 22, 2021, with statuses ranging from Pending to Completed. A 'Note' box on the right side of the page states: 'This page lists all the Service Requests raised by you. You can simply search a particular request and view the details of it by clicking on the same. In case you are not satisfied with the resolution provided for your request, please contact Branch or Customer Care.' At the bottom of the page, there is a pagination control showing 'Page 1 of 5 (1-10 of 49 items)' and a copyright notice for Oracle.


Date	Request Name	Reference Number	Status
22 Sep 2021	Happy Hours	1006	Pending
16 Sep 2021	Credit Card PIN Request	958	Accepted
09 Sep 2021	Update Card Limits	910	Accepted
09 Sep 2021	Update Card Limits	911	Accepted
09 Sep 2021	Credit Card PIN Request	909	Accepted
09 Sep 2021	Activate Credit Card	908	Accepted
07 Sep 2021	Update Card Limits	891	Completed
30 Aug 2021	Register Credit Card Auto Payment	836	Rejected
27 Aug 2021	Unblock Card	789	Completed
25 Aug 2021	Credit Card PIN Request	786	Accepted

### Field Description

Field Name	Description
<b>Search Criteria</b>	
<b>Product Name</b>	The name of the product for which the service request is to be searched.
<b>Category Name</b>	The service request category name related to the product selected.
<b>Date Range (From Date – To Date)</b>	The user can search for service requests initiated between two dates by specifying a date range.
<b>Status</b>	The user can search for service requests based on status.
<b>Search Results</b>	
<b>Date</b>	The date on which the service request was raised.
<b>Request Name</b>	The name of the service request.

Field Name	Description
<b>Reference Number</b>	The reference number generated at the time the service request was raised.
<b>Status</b>	The current status of the service request.

#### To search for a service request:

1. Enter search criteria in the service request search fields.
2. Click **Apply**. The search results based on the search criteria appears on the **Track Requests** screen.  
OR  
Click **Reset** to clear the search parameters.
3. Click the **Request Name** link of the specific service request record to view the details of that service request.  
OR  
Click on the  icon to change filter criteria. The search results based on the new defined search criteria appears on the **Track Requests** screen.

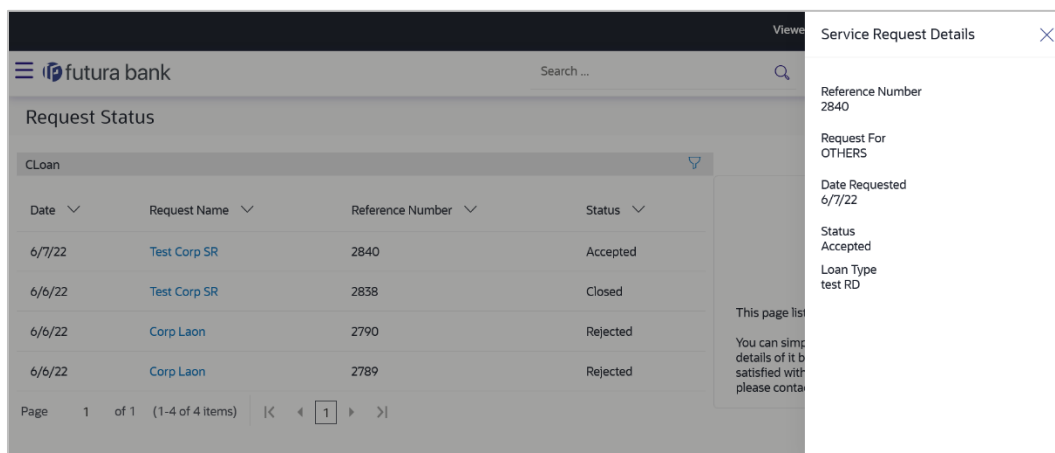
### 18.2.2 Service Request Details

Once the user clicks on a service request record from the search results page, an overlay opens displaying all the details of the service request, along with the status history.

#### To view the details of a service request:

1. In the **Track Request** search results screen, click the **Request Name** link of the specific service request record to view the details of that service request. An overlay displaying the details along with the status of the specific service request appears.

#### Service Request Details



The screenshot displays the 'Service Request Details' overlay for Reference Number 2840. The details shown are:


- Reference Number: 2840
- Request For: OTHERS
- Date Requested: 6/7/22
- Status: Accepted
- Loan Type: test RD

The background shows a table of service requests with the following data:

Date	Request Name	Reference Number	Status
6/7/22	Test Corp SR	2840	Accepted
6/6/22	Test Corp SR	2838	Closed
6/6/22	Corp Laon	2790	Rejected
6/6/22	Corp Laon	2789	Rejected

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Service Request Details</b>	
<b>Reference Number</b>	The reference number generated at the time the service request was raised.
<b>Request For</b>	The service request raise for whom it is raised.
<b>Date Requested</b>	The date on which the service request was raised.
<b>Request Name</b>	The name of the service request.
<b>Request Details</b>	The details of the requested service. All the fields captured at the time of raising the service request will be populated.

2. Click  icon to close the overlay and to navigate back to the **Service Request Summary** screen.

[Home](#)

---

## 19. Mailbox

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

### Prerequisites:

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

### Feature supported in the Application:

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

### 19.1 Mails

The following features are available under Mails:

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

### How to reach here:

Dashboard > Toggle Menu > Menu > Mailbox > Mails  
OR

Dashboard > Click  > Mails > View All



### 19.1.1 Inbox

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

#### How to reach here:

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

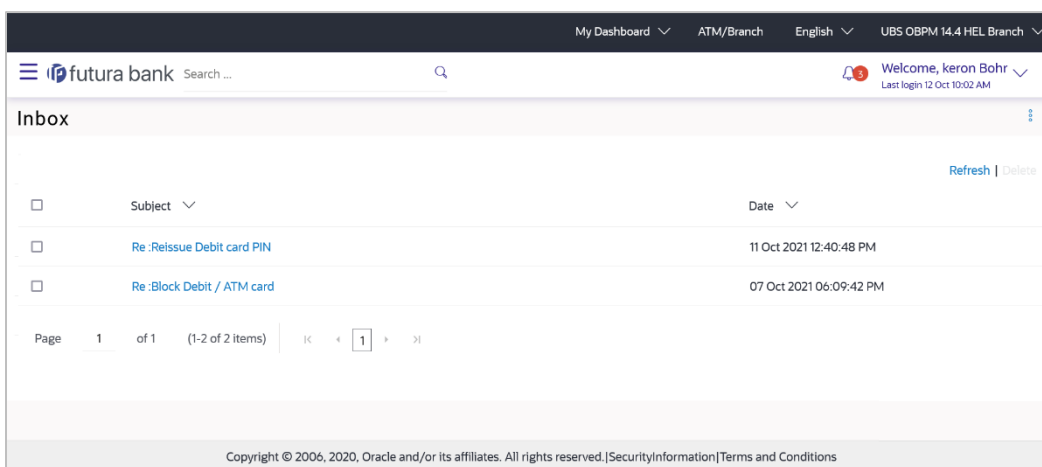
OR

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

#### To view received mails:

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

#### Inbox



#### Field Description

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

#### To access the Inbox:

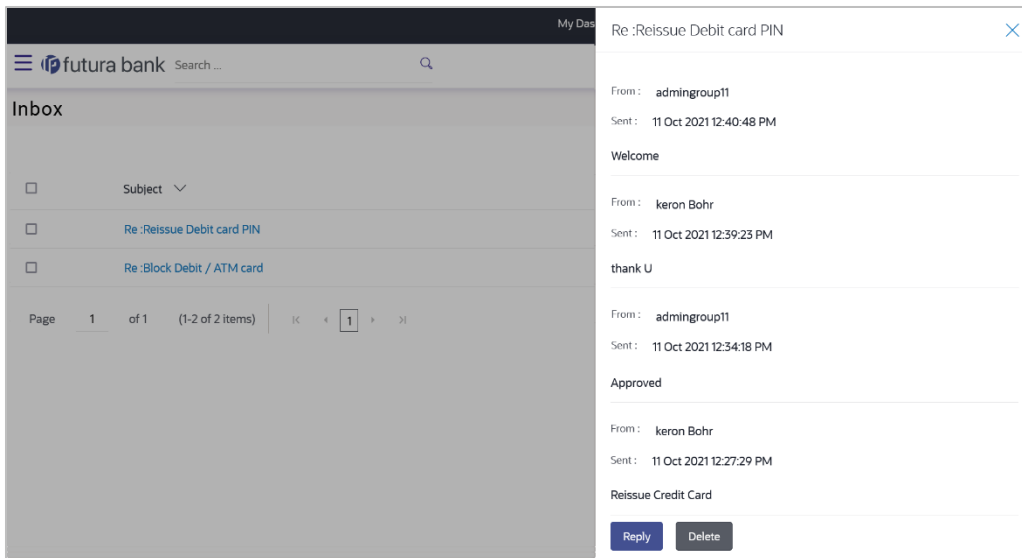
1. Click the subject of a mail you want to view. The mail details are displayed on the overlay window.  
OR  
Click **Refresh** to refresh the folder.  
OR  
To delete one or multiple messages, select the specific check boxes against the mail and

click **Delete**.

OR

Click on kebab menu to access mailbox related transactions.

## Inbox - Message Details



## Field Description

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

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

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

## Inbox - Reply

The screenshot displays the Futura Bank mailbox interface. On the left, the 'Inbox' section shows a list of emails with checkboxes and subject lines: 'Subject', 'Re :Reissue Debit card PIN', and 'Re :Block Debit / ATM card'. The page number is 'Page 1 of 1 (1-2 of 2 Items)'. On the right, a reply overlay window is open for the email 'Re :Reissue Debit card PIN'. The overlay contains the following text:

Hi Sir/ madam,  
Issuing the new debit card PIN.

953 Characters Left

Send Attach File +

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

From: admingroup11  
Sent: 11 Oct 2021 12:40:48 PM  
Welcome

From: keron Bohr  
Sent: 11 Oct 2021 12:39:23 PM  
thank U

From: admingroup11  
Sent: 11 Oct 2021 12:34:18 PM  
Approved

From: keron Bohr  
Sent: 11 Oct 2021 12:27:29 PM  
Reissue Credit Card

**Field Description**

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

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

**19.1.2 Compose Mail**

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

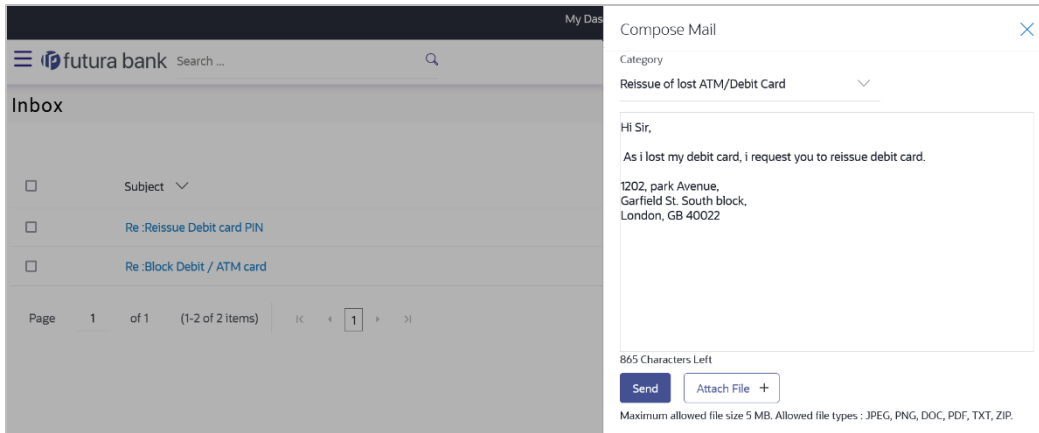
**How to reach here:**

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

**To send a message:**

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

**Compose Mail**



## Field Description

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

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

2. From the **Category** list, select the desired option.
3. In the **Message** section, enter the message.
4. Click **Attach File +** if you want to attach any reference document.
5. Click **Send**.  
The success message appears.  
OR  
Click **X** to close the overlay window.

### 19.1.3 Sent Mail

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

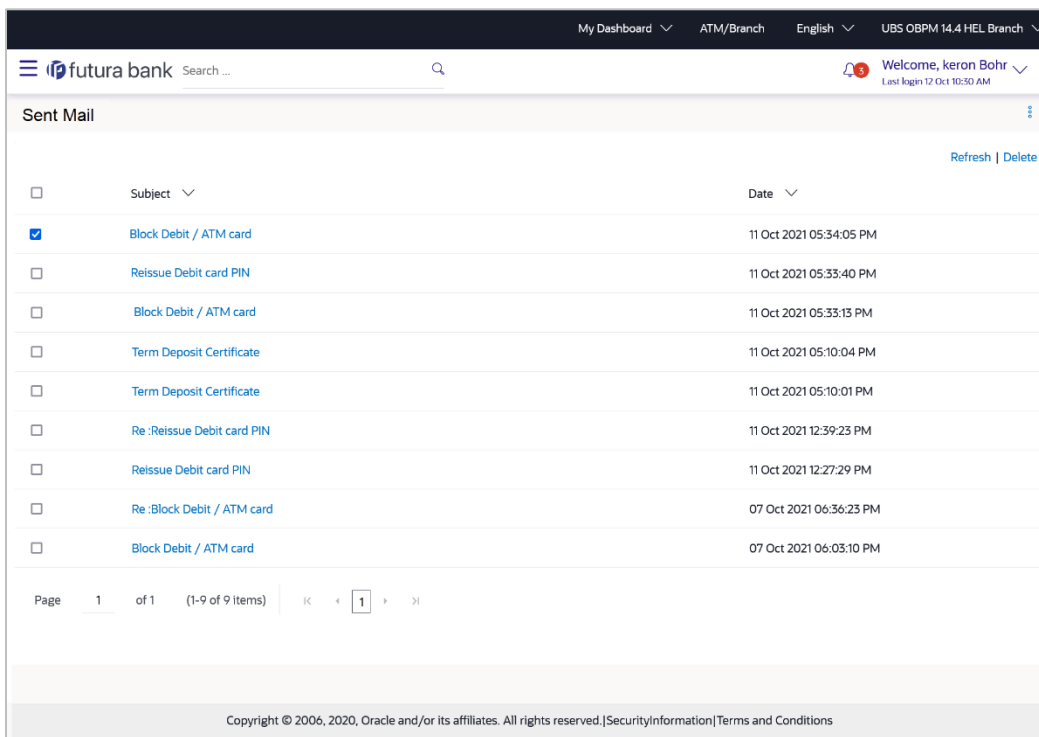
#### How to reach here:

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

#### To view the sent messages:

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

## Sent Mail



## Field Description

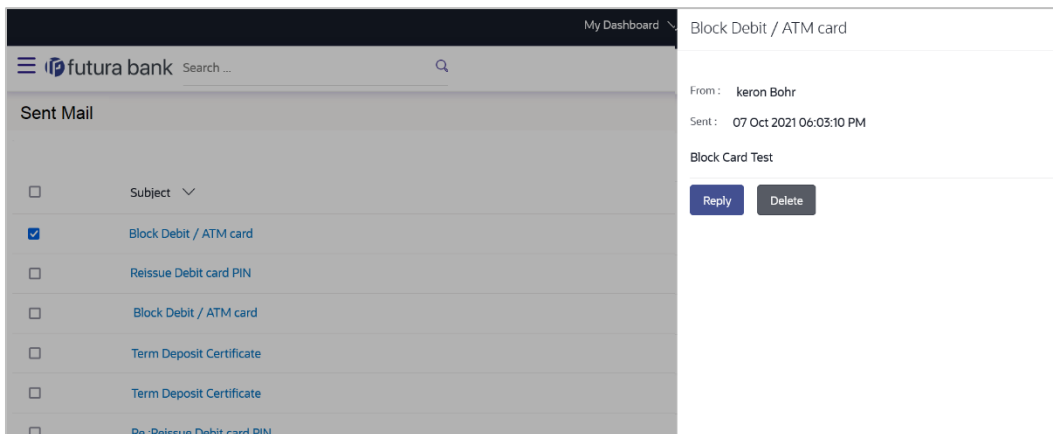
Field Name	Description
<b>Subject</b>	The subject of the mail is displayed against each mail record.
<b>Date</b>	The date and time on which the mail was sent is displayed against each mail record.

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

Click **Delete** to delete the message.

## 19.1.4 Sent Mails – Details

### Sent Mail - Details



### Field Description

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

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

### Message - Reply

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


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

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

OR

Click **Delete** to delete the message.

OR

Click  to close the overlay window.

### 19.1.5 Deleted Mail

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

#### How to reach here:

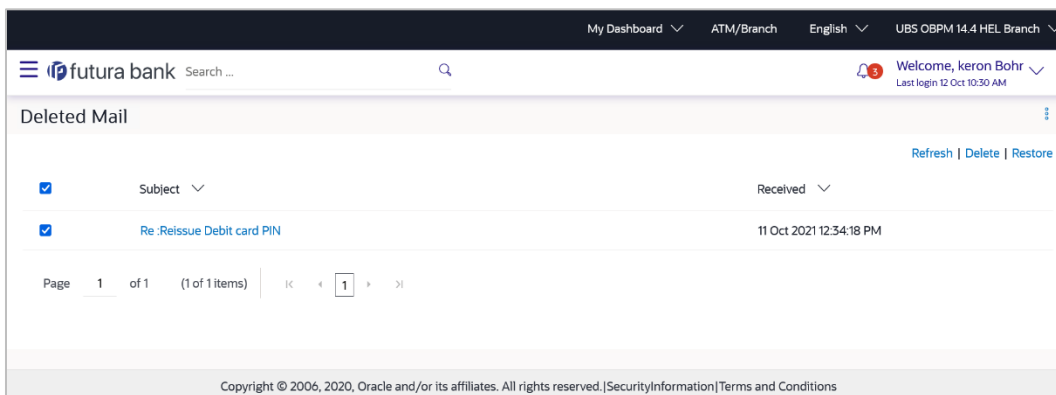
*Access through the kebab menu of transactions available under the Mailbox*

#### To view the deleted messages:



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

## Deleted Mail

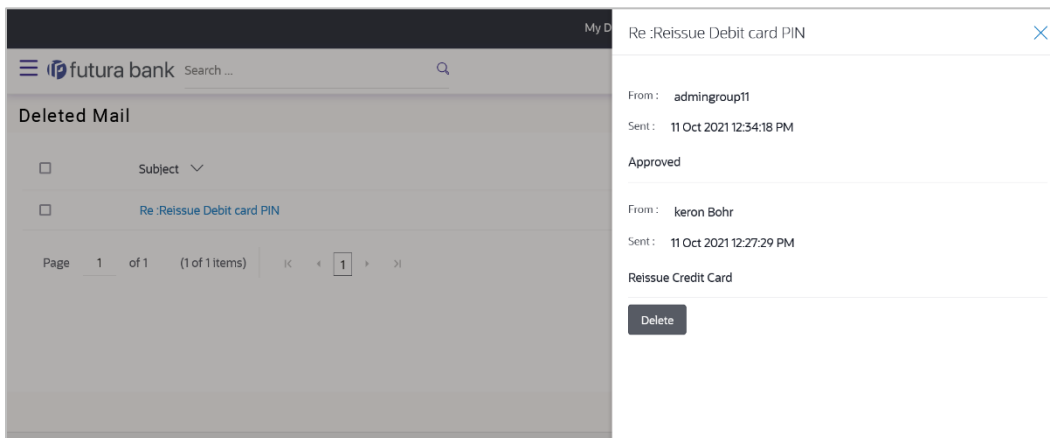


## Field Description

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

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

## Deleted Mail Details



### Field Description

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

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

## 19.2 Alerts

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

### How to reach here:

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

OR

*Dashboard > Click  > Alerts > View All*

OR

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

**To view the alerts:**

1. The alert screen appears.

**Alerts**

<input type="checkbox"/>	Subject	Received
<input type="checkbox"/>	E-Statement Subscription	30 Sep 2021 06:12:00 PM
<input type="checkbox"/>	E-Statement Subscription	23 Sep 2021 04:43:19 PM
<input type="checkbox"/>	Adhoc Statement Request	23 Sep 2021 04:41:35 PM
<input type="checkbox"/>	Self Transfer Initiation Alert	21 Aug 2021 01:37:20 PM
<input type="checkbox"/>	Domestic Fund Transfer Initiation Alert	21 Aug 2021 12:25:33 PM
<input type="checkbox"/>	Self Transfer Initiation Alert	21 Aug 2021 12:24:44 PM
<input type="checkbox"/>	Domestic Demand Draft Request Alert	11 Aug 2021 11:35:59 AM
<input type="checkbox"/>	Term Deposit Account Redeemed	04 Aug 2021 12:38:32 PM
<input type="checkbox"/>	Domestic Fund Transfer Initiation Alert	03 Aug 2021 11:09:46 AM
<input type="checkbox"/>	Self Transfer Initiation Alert	27 Jul 2021 05:12:12 PM


Page 1 of 2 (1-10 of 12 items) | < 1 2 >


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**Field Description**

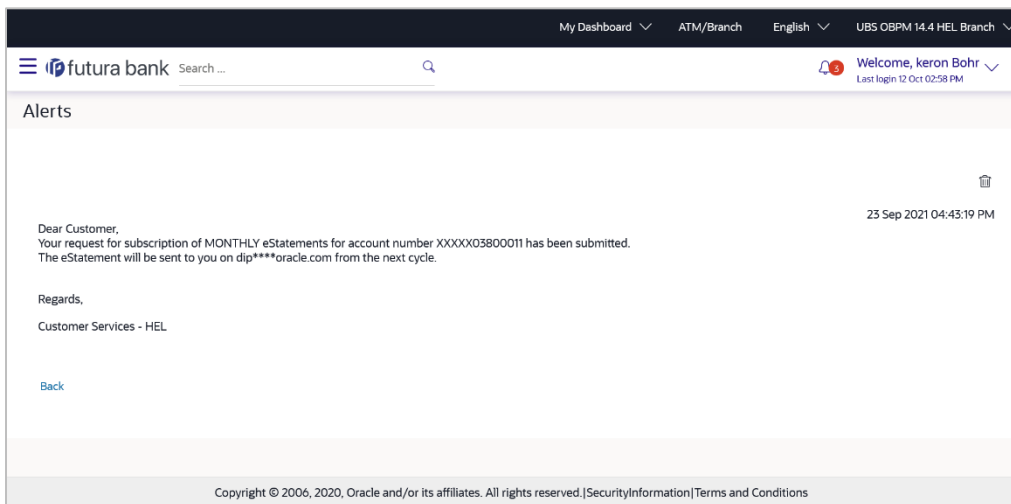
Field Name	Description
<b>Subject</b>	The subject of the alert is displayed against the specific alert record.
<b>Received</b>	The date and time on which the alert was sent is displayed against the specific alert record.

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

Click  icon to refresh the mailbox.  
OR


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

## Alerts Details



## Field Description

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

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

## 19.3 Notifications

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

### How to reach here:

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

OR

*Dashboard > Click  > Notifications > View All*

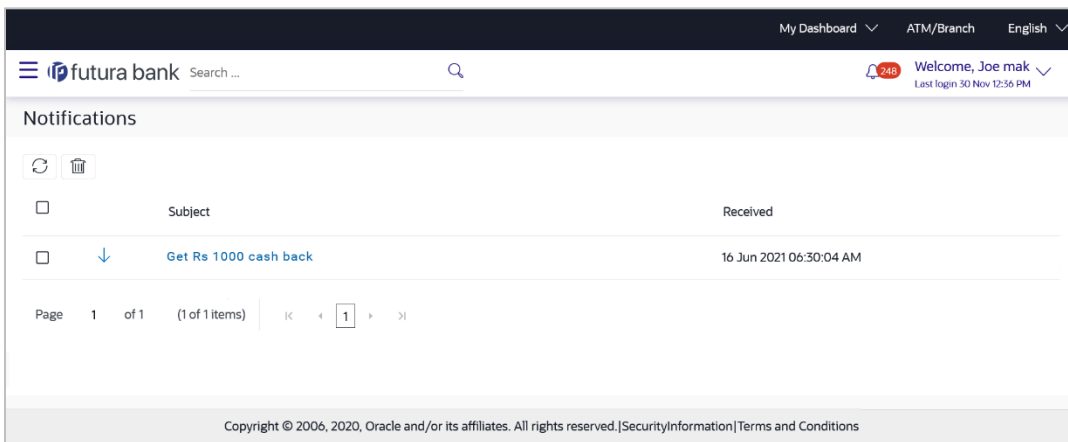
OR

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

### To view the notifications:

- The **Notification** screen appears.


## Notifications




## Field Description

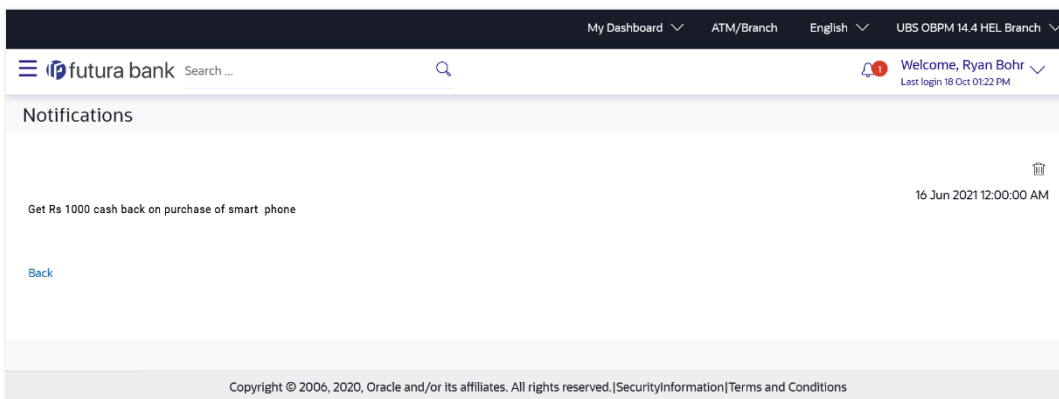
Field Name	Description
<b>Subject</b>	The subject of the notification.
<b>Received</b>	The date and time on which the notification was received.

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

3. Click  icon to refresh the notifications.  
OR


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

## Notification Details



**Field Description**

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

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

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

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

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

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

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

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

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

No, customer cannot reply to the alerts/ notifications.

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

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

[Home](#)

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## 20. Calculators

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

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

### Features Supported In the Application

The different calculators are:

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

### 20.1 Loans Installment Calculator

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

#### How to reach here:

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

*OR*

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

*OR*

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

*OR*

*Dashboard > Loan Calculator*

*OR*

Access through the kebab menu of Calculators

#### Loan Installment Calculator

The screenshot displays the 'Loan Installment Calculator' on the Futura Bank website. The interface includes a navigation bar with 'My Dashboard', 'ATM/Branch', 'English', and 'UBS OBPM 14.4 HEL Branch'. The main content area features three input fields: 'Amount' (EUR88,820.00), 'Tenure (Years)' (5), and 'Interest' (9%). Below these fields, the 'Installment Amount' is calculated as EUR1,843.76. A callout box titled 'Loan Calculator' provides information about the bank's loan services and the purpose of the calculator.

## Field Description

Field Name	Description
<b>Loan Amount</b>	The user is required to specify the amount that he/she wants to borrow from the bank.
<b>Loan Tenure (Years)</b>	The user should specify the desired tenure of the loan in terms of years.
<b>Interest Rate</b>	The user must specify the desired interest rate that is to be charged on the loan.
<b>Installment Amount</b>	The monthly installment payable on the loan calculated on the basis of the loan amount, tenure and interest rate specified by the user.

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

## 20.2 Loan Eligibility Calculator

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

The eligibility is calculated on the basis of:



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

**How to reach here:**

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

OR

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

OR

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

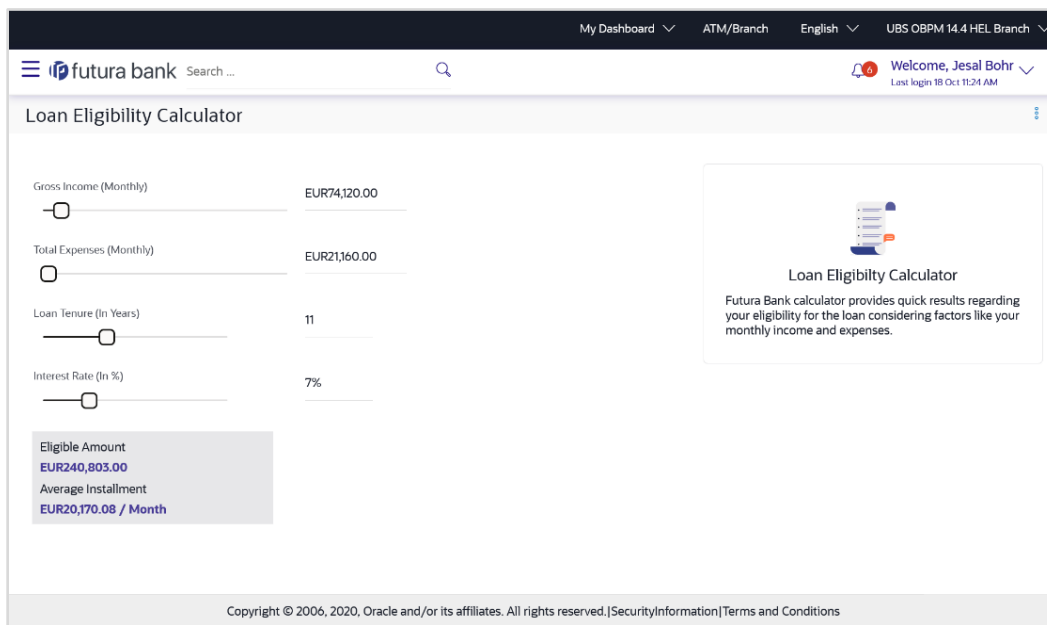
OR

Dashboard > Loan Eligibility Calculator

OR

Access through the kebab menu of Calculators

**Loan Eligibility Calculator**



**Field Description**

Field Name	Description
<b>Gross Income (Monthly)</b>	The user is required to specify his gross monthly income.

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

1. In the **Gross Income (Monthly)** field, enter your monthly income.
2. In the **Total Expenses (Monthly)** field, enter your monthly expenses.
3. In the **Loan Tenure (In Years)** field, enter the desired loan tenure.
4. In the **Interest Rate (In %)** field, enter the rate of interest.
5. The application (In %) calculates and displays the eligible loan amount and the average installment amount.

## 20.3 Term Deposit Calculator

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

### How to reach here:

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

OR

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

OR

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

OR

Access through the kebab menu of Calculators

### Term Deposit Calculator

The screenshot displays the 'Term Deposit Calculator' on the Futura Bank website. The main form includes the following fields and values:

- Deposit Amount:** EUR30,000.00
- Deposit Tenure:** 4 Years, 9 Months, 12 Days
- Interest Rate (In %):** 8%
- Maturity Amount:** EUR44,011.83

A sidebar on the right features a gift icon and the text: 'Deposit Calculator. Deposit calculator helps you find out the maturity amount and the interest you will earn on it after a particular time period. Term Deposits are considered to be safe investments.'

### Field Description

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

#### To calculate deposit value at maturity:

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

## 20.4 Forex Calculator

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

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

#### Features Supported In the Application:

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

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

**Pre-Requisites**

- Support for the currencies provided by host

**How to reach here:**

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

*OR*

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

*OR*

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

*OR*

Access through the kebab menu of Calculators

## Forex Calculator

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### Field Description

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

#### To calculate currency exchange amount:

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

[Home](#)



## 21. ATM & Branch Locator

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

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

### Features supported in the application

- Locate Branches
- Locate ATMs

### How to reach here:

*OBDX portal landing page > ATM & Branch Locator*

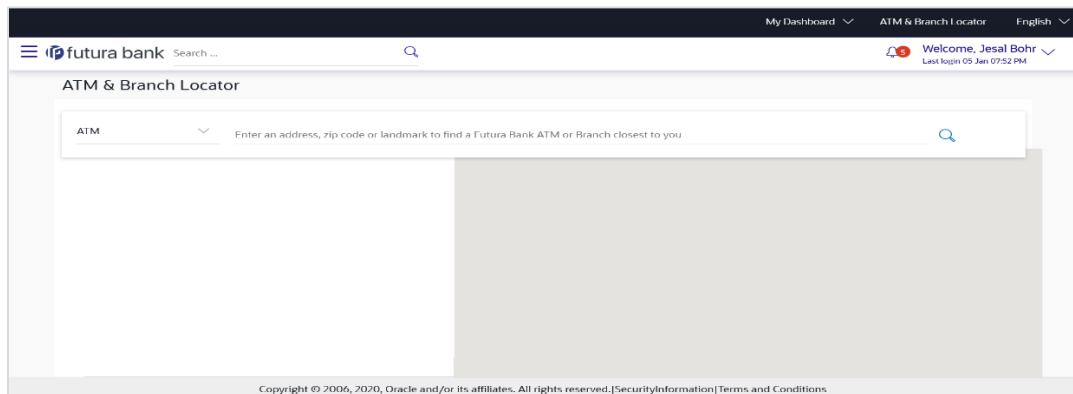
OR

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

OR

*Dashboard > ATM & Branch Locator*

### ATM & Branch Locator



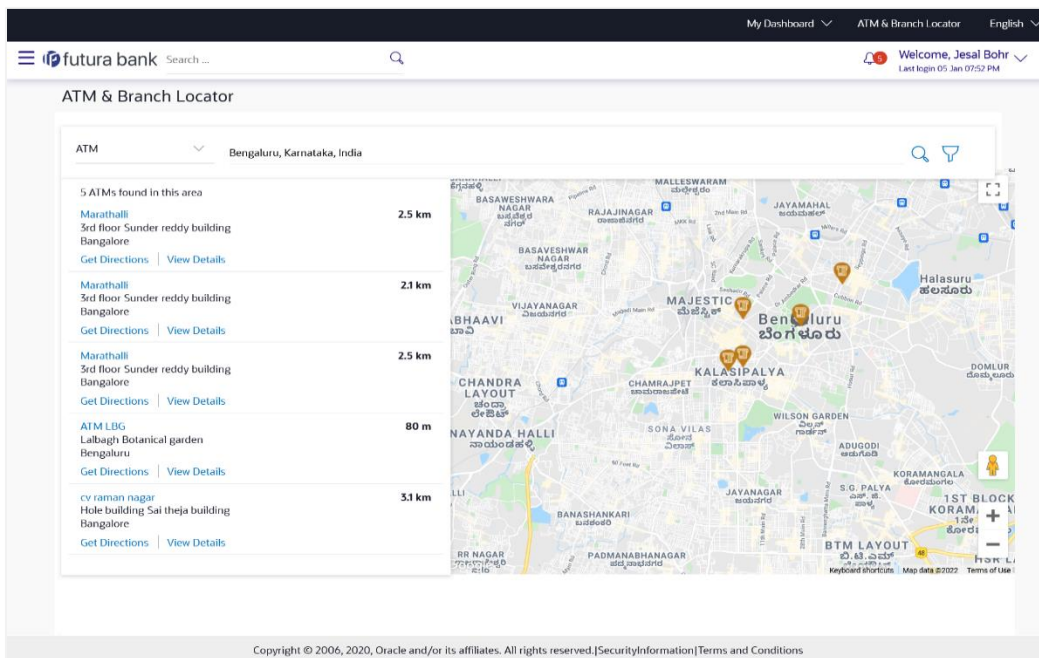
### Field Description

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

**To locate an ATM or Branch**

- Select the desired option and enter the location in which you wish to locate ATMs or Branches:
  - If you select the **Branch** option, the list of all the branches and their locations appear.
  - If you select the **ATM** option, the list of all the ATMs and their locations appear.

**ATM & Branch Locator - Search**



**Field Description**

Field Name	Description
Location	Key in the address/location/pin-code or city to search for an ATM / Branch.



Field Name	Description
<b>Number of ATMs/Branches</b>	A statement identifying the number of ATMs/Branches, as the case may be, will be displayed

**The following will be displayed per ATM/Branch record:**



<b>Name</b>	The name of the ATM / branch.
<b>Distance</b>	The distance of the ATM / branch from the location entered.
<b>Address</b>	The address of the ATM / branch that you have searched for.
<b>Get Directions</b>	Click the link, to view the directions to the branch / ATM from your current location in the map.

**View Details**

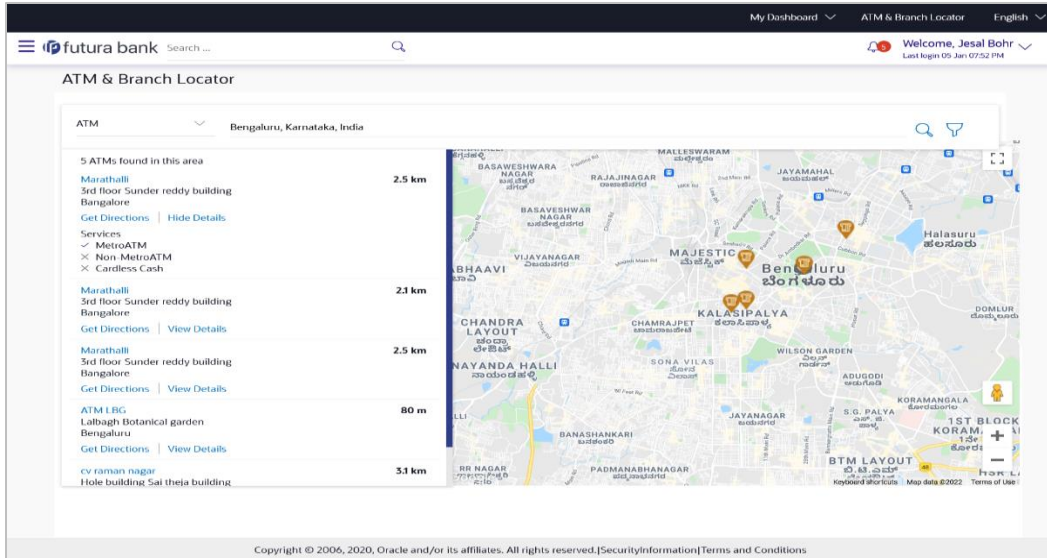
Clicking this link displays the following details.


<b>Services</b>	The services offered by the bank's ATM / branch.
-----------------	--

**Additional Information** Any additional information of the bank's ATM/branch as maintained with the bank will be displayed.

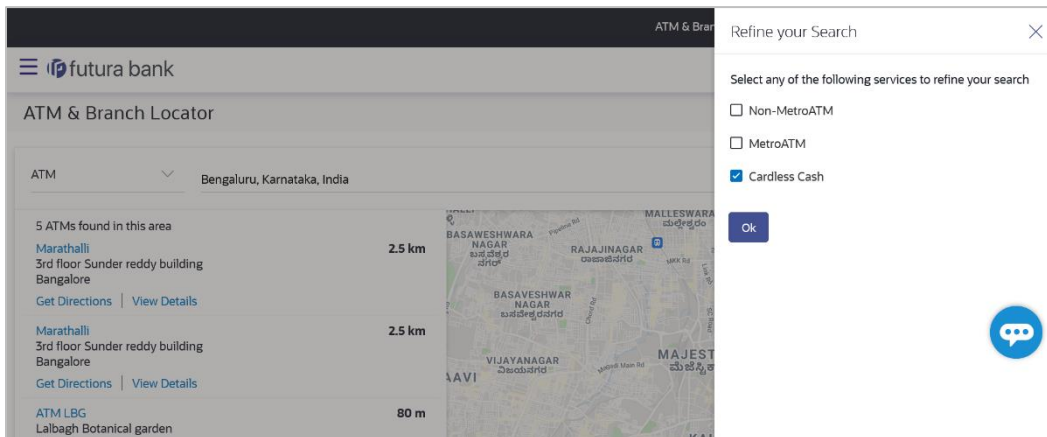
- In the **Search** box, enter the desired location. The list of ATMs / branches with Name and Distance details appear.
- Click the  icon to view the ATMs/branches in the location entered.
- Click the [View Details](#) link, to view the detailed address, phone number (applicable for a branch), work timings (applicable for a branch) and services provided by the bank branch/ATM.
- Click the  to filter ATMs or Branches on the basis of services that the ATMs or Branches provide.

**ATM & Branch Locator - View Details**



6. Click on **Hide Details** to hide the details of the specific ATM/branch.  
OR  
Hover over the ATM/branch marker on the map to view the address of the ATM/branch.  
OR  
Click the  to filter ATMs or Branches on the basis of services that the ATMs or Branches provide.

### ATM & Branch Locator – Refine your Search

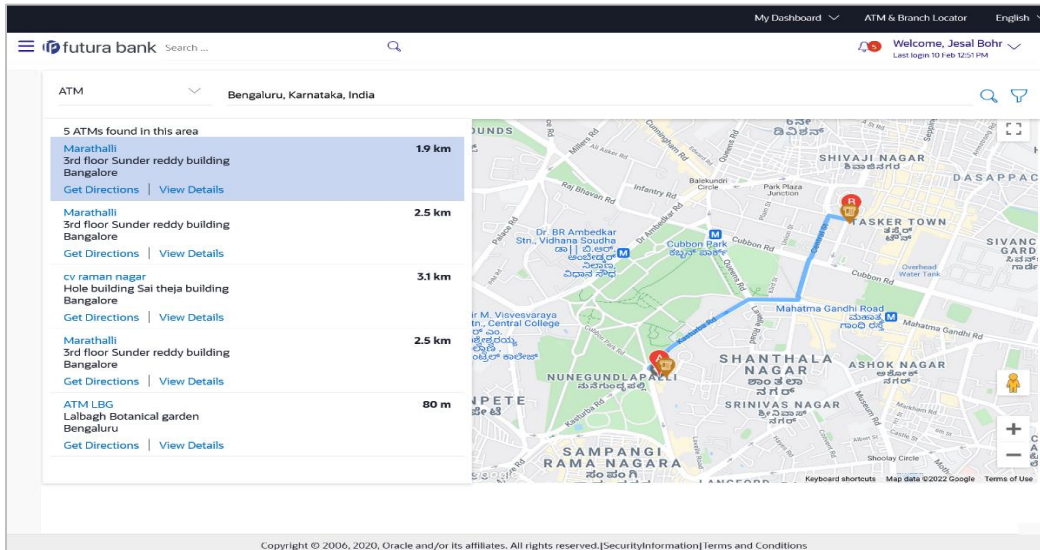


### Field Description

Field Name	Description
<b>Service</b>	<p>The list of services provided by the bank in the bank's ATMs or Branches will be listed down with checkboxes available against each.</p> <p>Select any checkbox to filter your search for ATMs or Branches on the basis of service.</p>

- Select any checkbox to filter your search for ATMs or Branches on the basis of desired service.
- Click **Ok** to search for ATMs or Branches on the basis of the services selected. The system filters ATMs/Branches on the basis of services selected.

### ATM & Branch Locator – Get Directions



- Hover over the ATM/branch marker on the map to view the address of the ATM/branch.

## FAQ

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

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

[Home](#)

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## 22. Feedback Capture

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

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

- General Feedback
- Transaction Specific Feedback

### 22.1 General Feedback

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

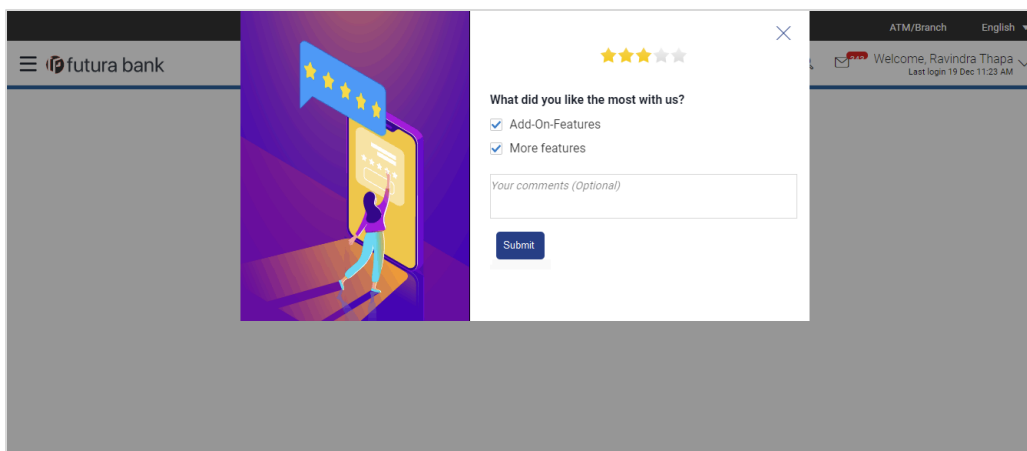
#### How to reach here

*Toggle Menu > Leave Feedback*

#### To provide general feedback:

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

#### General Feedback



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

## 22.2 Transaction Specific Feedback

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

### To provide transaction specific feedback:

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

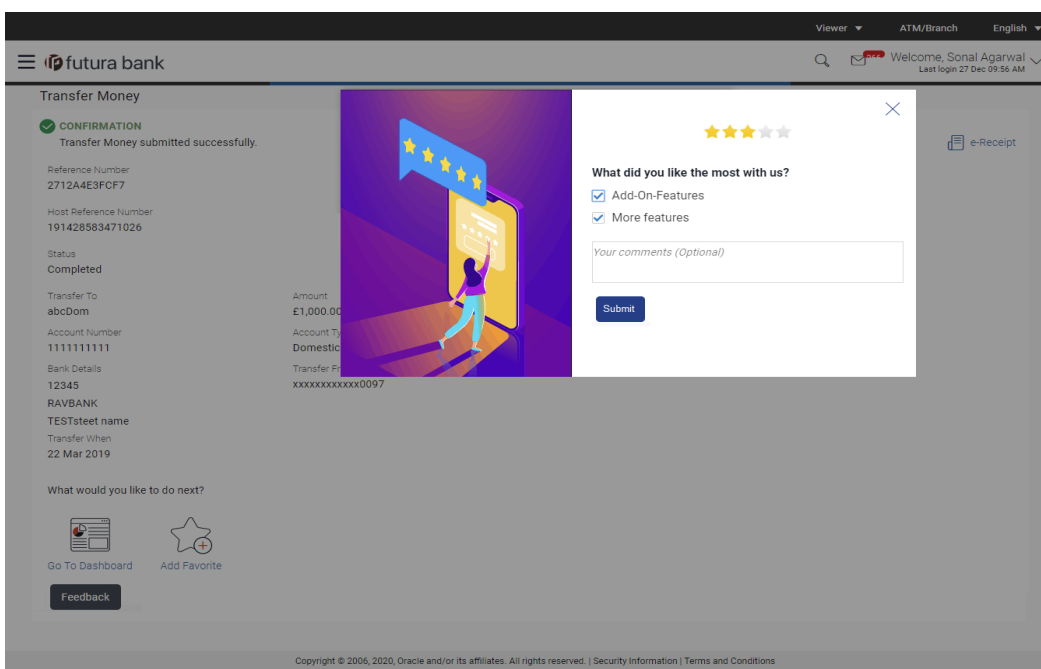
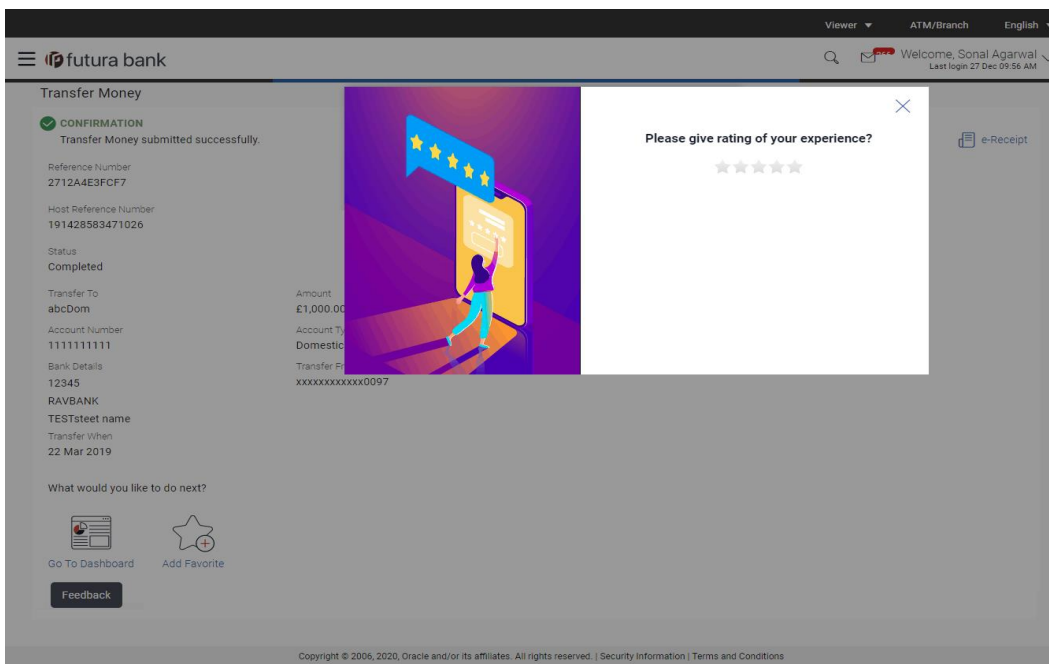
OR

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

OR

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

## Transaction Feedback



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

[Home](#)



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## 23. My Reports

Corporate User logs into the system and navigates to My Reports screen. On accessing 'My Reports' menu, last 10 reports which generated by the user or by other users of a party are listed with the respective report status. User can choose to search the specific report using the search criteria or can opt to view/ download detailed report.

---

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

---

Reports are categorized as:

- Adhoc Reports
- Scheduled Reports


**How to reach here:**

*Corporate Dashboard > Toggle menu > Menu > Reports > My Reports*

### 23.1 My Reports - Adhoc

Adhoc reports are generated on demand or on request. Reports can be requested from the 'Reports' screen. Adhoc reports can be viewed using 'My Reports' screen.

**To view and download the generated adhoc reports:**

1. Click  icon to search the reports with given search criteria. The search results matching to the search criteria are shown on the same screen.

**My Reports - Adhoc**



The screenshot displays the 'My Reports' section of the Futura Bank interface. At the top, there are navigation options for 'Viewer', 'ATM/Branch', and 'English'. The user is logged in as 'tata sup' with a last login time of '27 Sep 03:59 PM'. The page is divided into 'Adhoc' and 'Scheduled' tabs. A search bar is present with fields for 'Report Id', 'Report Name', and 'Generation Date' (with 'From Date' and 'To Date' sub-fields). A 'Search' button is located below these fields. The main content is a table with columns: Report Name, Report Sub Id, Generation Date and Time, and Status. The table lists 11 reports, all of which are 'PROCESSED'. At the bottom of the table, there is a pagination control showing 'Page 1 of 3 (1-10 of 30 Items)' and a 'Cancel' button. A 'Note' box on the right side of the page provides additional context: 'You can view the list of all adhoc and scheduled reports from here which are already generated, failed or still under processing.'

Report Name	Report Sub Id	Generation Date and Time	Status
Daily Balance Position Report	270963511729-001	2021-09-27T10:02:02	PROCESSED
Daily Balance Position Report	230954870357-001	2021-09-23T07:38:18	PROCESSED
Daily Balance Position Report	220988188623-001	2021-09-22T07:53:49	PROCESSED
Daily Balance Position Report	210975468526-001	2021-09-21T09:47:57	PROCESSED
Transaction Summary Report	200988494402-001	2021-09-20T07:25:05	PROCESSED
Daily Balance Position Report	160958476944-001	2021-09-16T03:39:17	PROCESSED
Daily Balance Position Report	150931545074-001	2021-09-15T15:29:23	PROCESSED
Party wise Payee Maintenance Report	150917811429-001	2021-09-15T10:20:07	PROCESSED
Daily Balance Position Report	150970653185-001	2021-09-15T10:09:11	PROCESSED
Party wise Payee Maintenance Report	150907231188-001	2021-09-15T09:54:35	PROCESSED

## Field Description

Field Name	Description
<b>Search</b>	
<b>Report ID</b>	Report ID to search specific report. All the report IDs will be listed.
<b>Report Name</b>	Report Name to search specific report. All the reports with the names will be listed.
<b>Generation Date</b>	To search generated reports between specific date ranges. <ul style="list-style-type: none"> <li>From date – to specify the date from which the generated reports to be searched.</li> <li>To date – to specify the date till which the generated reports to be searched.</li> </ul>
<b>Report List</b>	
<b>Report Name</b>	Report Name to search specific report. All the reports with the names will be listed.
<b>Report Sub ID</b>	Links of view the specific report.

Field Name	Description
<b>Generation Date and Time</b>	Report generation time and date.
<b>Status</b>	Status of generated reported. The status can be: <ul style="list-style-type: none"><li>• Processed</li><li>• Pending</li><li>• Error</li></ul>


2. Click on **Report Sub ID** link to view the detailed report. (Refer specimen provided for each report)

## 23.2 My Reports - Scheduled

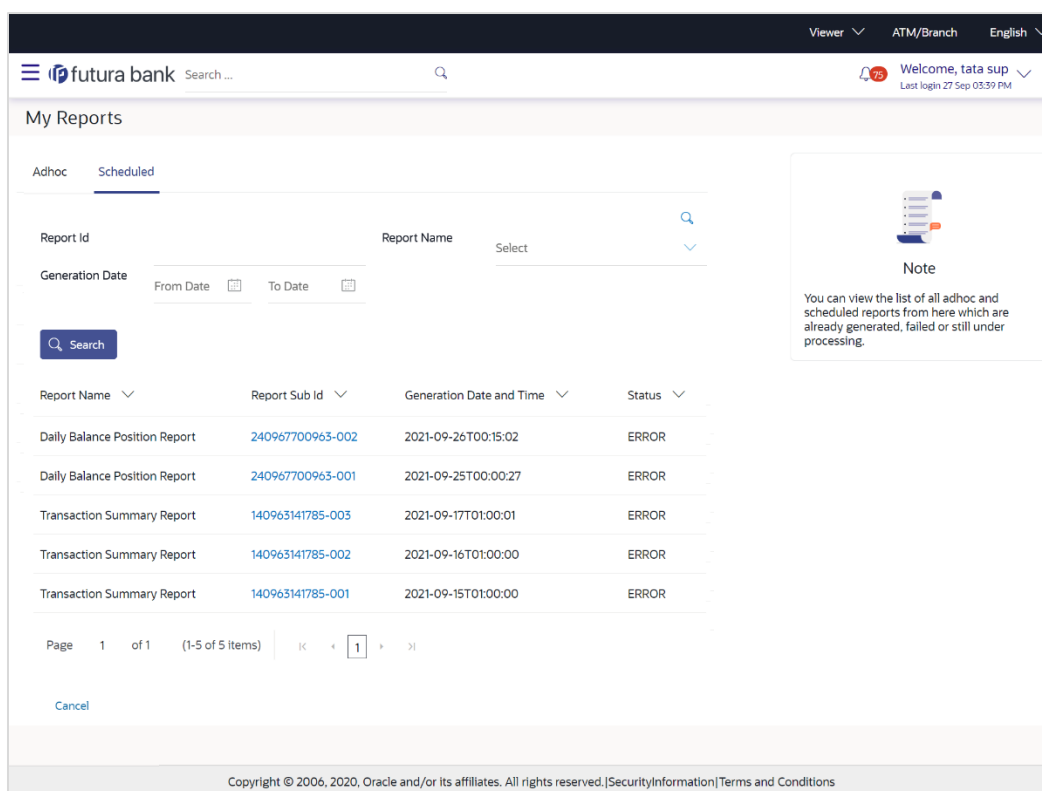
The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To view and download the generated scheduled reports:**

1. Click the **Scheduled** tab. The list of scheduled reports appears.  
OR

Click  icon to search the reports with given search criteria. The search results matching to the search criteria are shown on the same screen.

### My Reports - Scheduled



The screenshot displays the 'My Reports' section for 'Scheduled' reports. The interface includes a search bar, a 'Search' button, and a table of reports. A 'Note' box on the right states: 'You can view the list of all adhoc and scheduled reports from here which are already generated, failed or still under processing.'

Report Name	Report Sub Id	Generation Date and Time	Status
Daily Balance Position Report	240967700963-002	2021-09-26T00:15:02	ERROR
Daily Balance Position Report	240967700963-001	2021-09-25T00:00:27	ERROR
Transaction Summary Report	140963141785-003	2021-09-17T01:00:01	ERROR
Transaction Summary Report	140963141785-002	2021-09-16T01:00:00	ERROR
Transaction Summary Report	140963141785-001	2021-09-15T01:00:00	ERROR

Page 1 of 1 (1-5 of 5 Items) | < < 1 > >

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### Field Description

Field Name	Description
<b>Search</b>	
<b>Report ID</b>	Report ID to search specific report. All the report IDs will be listed.

Field Name	Description
<b>Report Name</b>	Report Name to search specific report. All the reports with the names will be listed.
<b>Generation Date</b>	To search generated reports between specific date ranges. <ul style="list-style-type: none"> <li>From date – to specify the date from which the generated reports to be searched.</li> <li>To date – to specify the date till which the generated reports to be searched.</li> </ul>
<b>Report List</b>	
<b>Report Name</b>	Report Name to search specific report. All the reports with the names will be listed.
<b>Report Sub ID</b>	Link to view the specific report.
<b>Generation Date and Time</b>	Report generation time and date.
<b>Status</b>	Status of generated reported. The status can be: <ul style="list-style-type: none"> <li>Processed</li> <li>Pending</li> <li>Error</li> </ul>

2. Click on **Report Sub ID** link to view the detailed report. (Refer specimen provided for each report)

## FAQ

1. **Can I choose a format in which a report is to be downloaded from My Reports screen?**

A report can be downloaded in a format selected while generating a report.

[Home](#)

---

## 24. Report Generation

Corporate user logs into the system and navigates to Report Generation screen. Corporate user can generate adhoc and scheduled reports. On accessing 'Report Generation' menu, corporate user has to select a type of a report which needs to be generated. Other reports parameters with respect to each report are displayed on the screen as input fields so that report can be requested with specific data.

Reports are categorized as:

- Adhoc Reports
- Schedule Reports

Corporate user can view the all the reports that are scheduled and can view and edit the parameters of the scheduled reports, as per requirement to generate reports on new parameters from next report cycle. Corporate user approver can approve or reject the maintenance initiated for editing existing report schedule.

---

**Note:** If two factor authentication is enabled, the reports get generated only after successful authentication.

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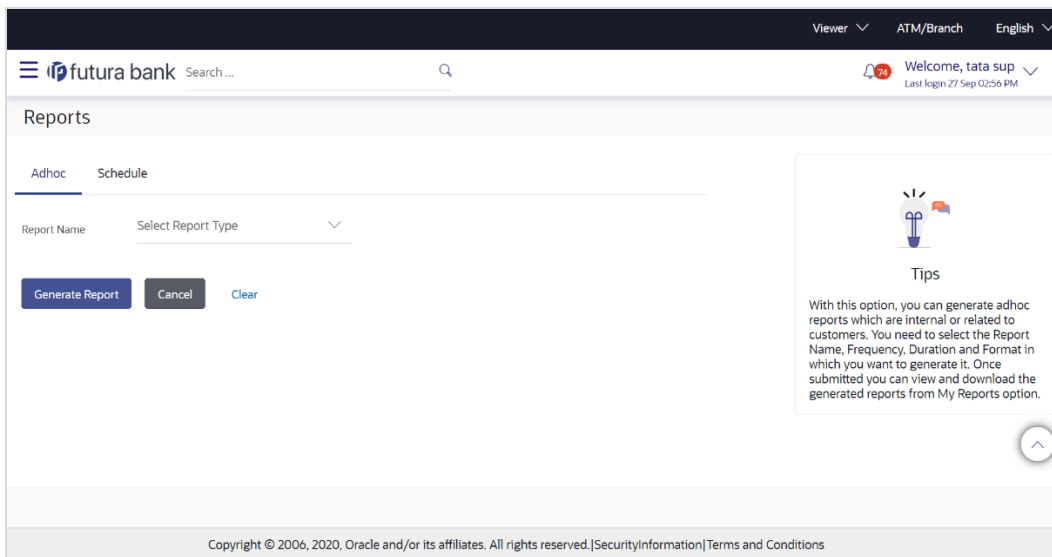
The lists of reports are:

- Daily Balance Position Report
- Party wise Payee Maintenance Report
- Transaction Summary Report

**How to reach here:**

*Corporate Dashboard > Toggle menu > Menu > Reports > Report Generation*

**Report Generation**



**Field Description**

Field Name	Description
Report Name	Select the report that is to be generated.

**24.1 Adhoc Reports**

Adhoc reports are generated on demand or on request. Reports can be requested from the 'Reports' screen. Adhoc reports can be viewed using 'My Reports' screen. Corporate user can add multiple active user IDs of party mapped to whom the adhoc report needs to be sent via their registered email IDs. Corporate user approver can able to see user details whom the reports to be sent by an email and approve/reject it.

The report which will be generated and sent to the corporate user upon fully approving the request. Reports sent to the registered email IDs will be password protected.

**Adhoc Reports**

Viewer ATM/Branch English

futura bank Search ... Welcome, tata sup Last login 27 Sep 02:56 PM

Reports

Adhoc Schedule

Report Name Daily Balance Position Report

User Names Joe chk x tata sup x Joe mak x

Report Format PDF

Duration 04/21/2020 09/27/2021

Generate Report Cancel Clear

**Tips**

With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.

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## Field Description

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

<b>Report Name</b>	The report type selected to generate the report.
--------------------	--

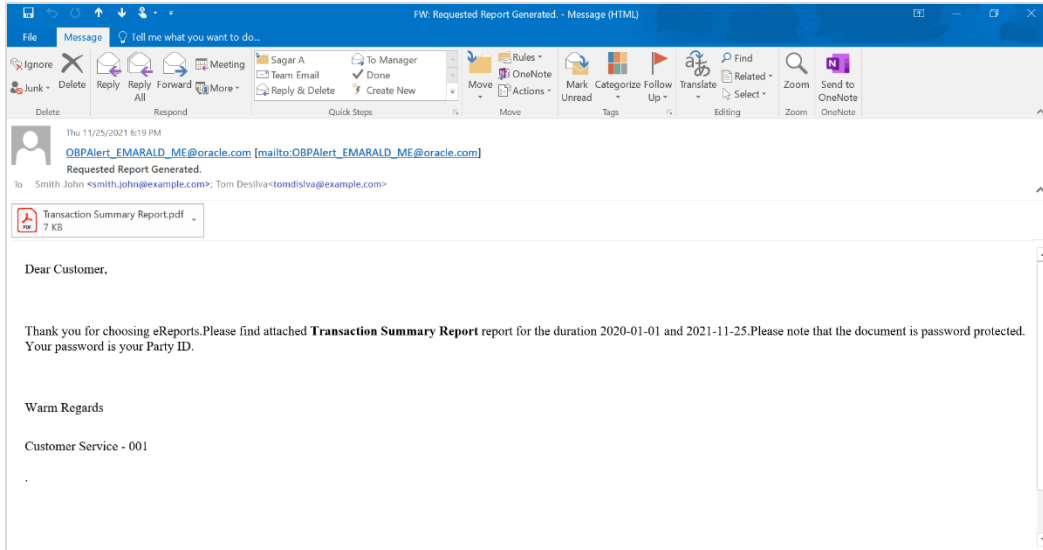
<b>User Names</b>	The active user IDs of party mapped to whom the adhoc report needs to be sent via their registered email IDs.
-------------------	---

<b>Report Format</b>	<p>The format in which report is to be generated.</p> <p>The options with Oracle Business Intelligence (BI) Publisher are:</p> <ul style="list-style-type: none"> <li>PDF</li> </ul> <p>The options with Internal Reporting Application are:</p> <ul style="list-style-type: none"> <li>PDF</li> </ul>
----------------------	--

<b>Duration</b>	<p>The period for which the report is to be generated.</p> <p>Start date of the date range from which you want to generate the report.</p> <p>End date of the date range up-to which you want to generate the report.</p>
-----------------	---

Mail will be send to corporate user with attached password protected report on registered email id. Password logic can be set by the bank as a day 0 set up.

## Sample Mail Format





## 24.2 Scheduled Reports

The reports that are generated automatically in specific time frame such as daily, weekly, and monthly are categorized under scheduled reports. Corporate user can add multiple active user IDs of party mapped to whom the Scheduled report needs to be sent via their registered email IDs. Corporate user approver can able to see user details whom the reports to be sent by an email and approve/reject it.

The report which will be generated and sent to the corporate user upon fully approving the request. Reports sent to the registered email IDs will be password protected.

### Scheduled Reports

The screenshot shows the 'Reports' section of the Futura Bank interface. The 'Schedule' tab is active. The form contains the following fields and values:

- Report Name:** Party wise Payee Maintenance ...
- User Names:** tatasup, Joemak, ameygcorp2
- Report Format:** PDF
- Select Frequency:** WEEKLY
- Start Generating:** 01/05/2022 00:00
- Stop Generating:** 01/20/2022 03:00
- Party ID:** \*\*\*176
- Party Name:** Joe Peter

Buttons at the bottom include 'Schedule Report', 'Cancel', and 'Clear'. A 'Tips' box on the right states: "With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page."

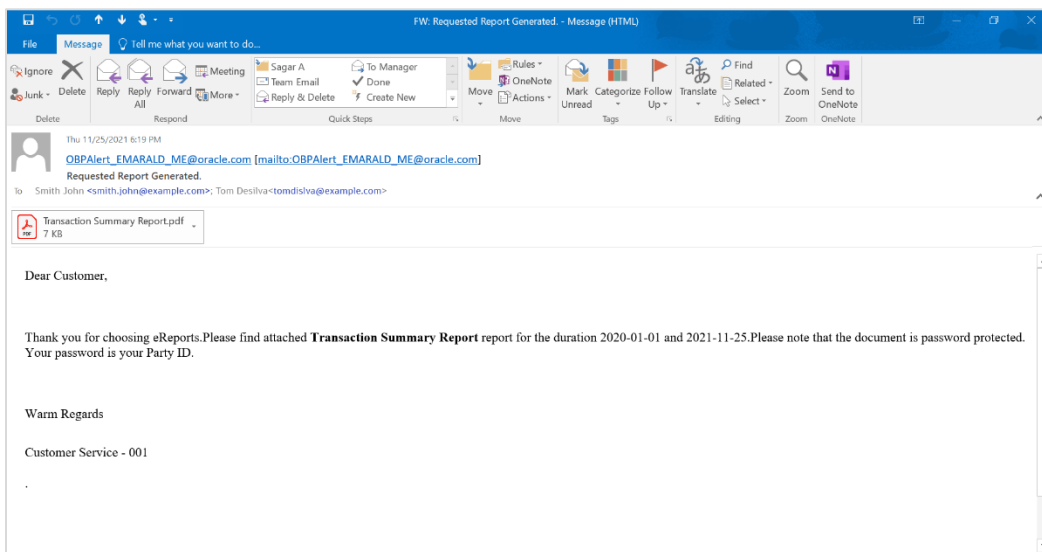
### Field Description

Field Name	Description
<b>Report Name</b>	The report type selected to generate the report.
<b>User Names</b>	The active user IDs of party mapped to whom the scheduled report needs to be sent via their registered email IDs.
<b>Report Format</b>	The format in which report is to be generated. The options with Oracle Business Intelligence (BI) Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> </ul>

Field Name	Description
<b>Select Frequency</b>	The frequency at which the reports are generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Start date of the date range from which you want to generate the report.
<b>Stop Generating</b>	End date of the date range up-to which you want to generate the report.
<b>Duration</b>	The period for which the report is to be generated. Start date of the date range from which you want to generate the report. End date of the date range up-to which you want to generate the report.
<b>Party ID</b>	Displays the party id of the user. This field is displayed if <b>Party wise Payee Maintenance</b> report is selected in the <b>Report Name</b> field.
<b>Party Name</b>	Displays the party name of the user. This field is displayed if <b>Party wise Payee Maintenance</b> report is selected in the <b>Report Name</b> field.
<b>View Scheduled Report</b>	Link to view all the reports that are scheduled.

Mail will be send to corporate user with attached password protected report on registered email id. Password logic can be set by the bank as a day 0 set up.

### Sample Mail Format



## 24.2.1 View Scheduled Reports

Using this option, corporate user can view all the reports and its details that are scheduled to the future date.

### To view the scheduled reports:

1. In the **Report Generation** screen, click the **Scheduled** tab. The scheduled report generation screen appears.
2. Click the **View Scheduled Reports** link. The **Scheduled Reports** screen appears.

### Scheduled Reports

The screenshot shows the 'My Reports' page with the 'Scheduled' tab selected. The table contains the following data:

Report Name	Report Sub Id	Generation Date and Time	Status
Daily Balance Position Report	240967700963-002	2021-09-26T00:15:02	ERROR
Daily Balance Position Report	240967700963-001	2021-09-25T00:00:27	ERROR
Transaction Summary Report	140963141785-003	2021-09-17T01:00:01	ERROR
Transaction Summary Report	140963141785-002	2021-09-16T01:00:00	ERROR
Transaction Summary Report	140963141785-001	2021-09-15T01:00:00	ERROR

The interface also includes a search bar, a 'Note' box stating: "You can view the list of all adhoc and scheduled reports from here which are already generated, failed or still under processing.", and a footer with copyright information: "Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions".

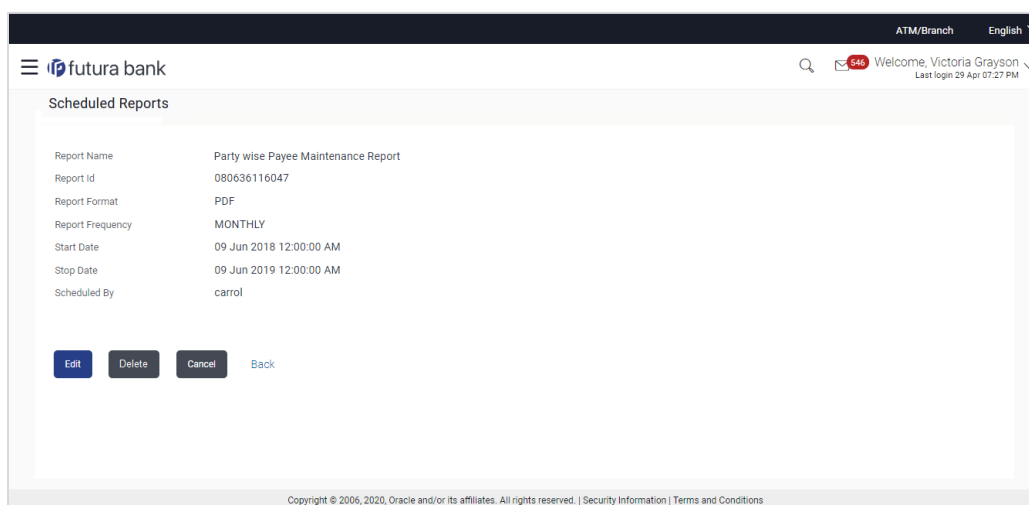
### Field Description

Field Name	Description
<b>Report Id</b>	Ids of the reports that are scheduled.
<b>Report Name</b>	Name of the scheduled reports.

Field Name	Description
<b>Generation Date</b>	To search generated reports between specific date ranges. <ul style="list-style-type: none"> <li>From date – to specify the date from which the generated reports to be searched.</li> <li>To date – to specify the date till which the generated reports to be searched.</li> </ul>

- Click on desired **Report ID** to view the details of the scheduled report. The **View Scheduled Reports** screen appears.

### View Scheduled Reports



### Field Description

Field Name	Description
<b>Report Name</b>	Name of the scheduled report.
<b>Report Id</b>	Id of the scheduled report.
<b>Report Format</b>	The report format of the scheduled report.
<b>Report Frequency</b>	The frequency at which the reports are scheduled to run.
<b>Start Date</b>	Start date of the date range for the scheduled report.
<b>Stop Date</b>	End date of the date range for the schedule report.

Field Name	Description
Scheduled By	The id of the user who scheduled the report generation.

## 24.2.2 Edit Scheduled Reports

Using this option, corporate user can edit the parameters defined for scheduled reports. These changes are implemented to generate the reports of next scheduled cycle.

### To edit the scheduled reports:

1. Click the **Scheduled** tab. The scheduled report generation screen appears.
2. Click the **View Scheduled Reports** link.  
The **Scheduled Reports** screen appears.
3. Click on desired **Report ID** to edit the details of the scheduled report. The **View Report Schedule** screen appears.
4. Click **Edit** to modify the report schedule. The **Edit Report Schedule** screen appears.  
OR  
Click **Delete** to delete the report schedule.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction.

### Edit Scheduled Reports

The screenshot shows the 'Edit Scheduled Reports' interface. At the top, there's a navigation bar with 'futura bank' logo and user information: 'Welcome, Victoria Grayson' and 'Last login 29 Apr 07:27 PM'. The main content area is titled 'Scheduled Reports' and contains the following details:

- Report Name: Party wise Payee Maintenance Report
- Report id: 080636116047
- Report Format: PDF (dropdown menu)
- Report Frequency: MONTHLY (dropdown menu)
- Start Generating: 09 Jun 2018 12:00:00 AM
- Stop Generating: 06/09/19 (calendar icon)
- Scheduled By: carrol

At the bottom of the form, there are three buttons: 'Save' (blue), 'Cancel' (gray), and 'Back' (blue).

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### Field Description

Field Name	Description
<b>Report Name</b>	Name of the scheduled reports.
<b>Report Id</b>	Ids of the reports that are scheduled.
<b>Report Format</b>	The report format of the scheduled report.
<b>Report Frequency</b>	The frequency of the scheduled report. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	The start date of the scheduled report.
<b>End Generating</b>	The end date of the scheduled report.
<b>Scheduled By</b>	The id of the user who scheduled the report generation.

5. Modify the details, if required. You can modify the Report Format, Report Frequency and Stop Generating date and time.
6. Click **Save** to save the changes. The **Confirm Edit Scheduled Report** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
7. Click **Confirm**.  
The user will be navigated back to the create screen.  
OR  
Click **Cancel** to cancel the transaction.
8. The success message appears.  
Click **OK** to complete the transaction.

### 24.2.3 Delete Scheduled Reports

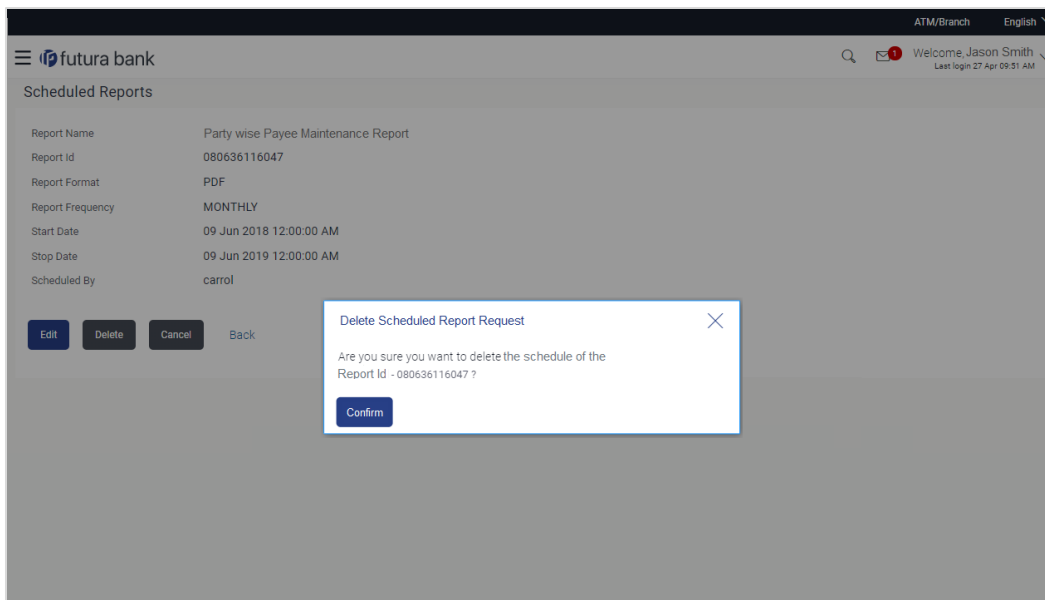
The corporate user can delete the scheduled reports which are no longer required.

#### To delete the scheduled reports

1. In the **Reports** screen, click the **Scheduled** tab. The scheduled report generation screen appears.

2. Click the **View Scheduled Reports** link.  
The **Scheduled Reports** screen appears.
3. Click on desired **Report ID** to delete the scheduled report. The **View Scheduled Report** screen appears.
4. Click **Delete**.  
The application will prompt the user with a deletion message.

### Delete Reports Schedule



5. Click **Confirm** to proceed with the deletion request. It will navigate to confirmation page with a success message and the status.
6. Click **OK** to complete the transaction.



## 24.3 Daily Balance Position Report

Daily balance position report provides the information on opening balance, total credits, total debits and closing balance. A user can request to generate an adhoc and scheduled report.

Further, user has to select a format in which the report needs to be generated.

Further, user has to select a format in which the report needs to be generated. The user can generate reports under the following two categories.

- Adhoc Report
- Schedule Report

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

*Corporate Dashboard > Toggle menu > Menu > Report > Report Generation*

### 24.3.1 Daily Balance Position Report

Daily balance position Adhoc reports are generated on demand or on request. Reports can be requested from the 'Reports' screen. Adhoc reports can be viewed using 'My Reports' screen.

#### **To generate the daily balance position adhoc report:**

1. In the **Report Generation** screen, click **Adhoc** tab. The adhoc report generation screen appears.
2. From the **Report Name** list, select the desired report which is to be generated. The receptive report generation screen appears.
3. In the **User Names** field, click and add multiple active user IDs of party mapped to whom the adhoc report to be sent via their registered email IDs.
4. From the **Report Format** list, select the desired report format for generated report.
5. From the **Duration - From** and **Duration - To** list, specify the period for which the report is to be generated.
6. Click **Generate Report** to view and generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.

## Daily Balance Position - Adhoc Reports

### Field Description

Field Name	Description
<b>Report Name</b>	The report type selected to generate the report.
<b>User Names</b>	The active users of party mapped to whom the adhoc report to be sent via their registered email IDs.
<b>Report Format</b>	The format in which report is to be generated. The options with Oracle Business Intelligence (BI) Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> </ul>
<b>Duration</b>	The period for which the report is to be generated. Start date of the date range from which you want to generate the report. End date of the date range up-to which you want to generate the report.

- The success message of request along with the status, Report Request ID and Reference Number appears.  
OR

Click the **View Reports** to view generated reports. User is directed to **My Reports** screen.  
 OR  
 Click **Generate Another Report** to generate new report.

**Note:** You can also download the requested report from [Corporate Dashboard > Toggle Menu > Menu > Reports > My Reports.](#)

**For reference, a specimen of the report generated is given below:**

Daily Balance Position						
Party Name : Joechk   Party Id : 003176						
Start Date : 2020-03-01   End Date : 2020-03-31						
						Digital Banking
Account Number : HEL@-HEL0317600014   Currency : EUR   Branch Code : HEL						
Date	Opening Balance	Total Credits	Credit Count	Total Debits	Debit Count	Closing Balance
30 Mar 2020	€ 0	€ 300.100	2	€ 1.400	3	€ 298.700
Account Number : HEL@-HEL0317600058   Currency : EUR   Branch Code : HEL						
Date	Opening Balance	Total Credits	Credit Count	Total Debits	Debit Count	Closing Balance
30 Mar 2020	€ 0	€ 500.000	1	€ 1.022	3	€ 498.978
Account Number : HEL@-HEL0317600078   Currency : EUR   Branch Code : HEL						
Date	Opening Balance	Total Credits	Credit Count	Total Debits	Debit Count	Closing Balance
30 Mar 2020	€ 0	€ 100.000	1	€ 0	0	€ 100.000
Account Number : HEL@-HEL0317600080   Currency : GBP   Branch Code : HEL						
Date	Opening Balance	Total Credits	Credit Count	Total Debits	Debit Count	Closing Balance
30 Mar 2020	€ 0	€ 100.000	1	€ 0	0	€ 100.000

---

1 Report generated by Joechk | 30 Sep 2021, 04:13

**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Parameters</b>	
<b>Party Name</b>	The name of the party for whom the report is generated.
<b>Party ID</b>	The Id of party for whom the report is generated.
<b>Start Date</b>	The start date of the generated report.
<b>End Date</b>	The end date of the generated report.
<b>Account Number</b>	Account number of the user for whom report is generated and is selected at the time of report generation.
<b>Account Currency</b>	Currency of the account.
<b>Branch Code</b>	Branch code of the user's account.
<b>Date</b>	Report creation date.
<b>Opening Balance</b>	Opening balance of the user's account.
<b>Total Credits</b>	Total amount credited on the user's account
<b>Credit Count</b>	Total Credit count of the account at the time of transaction.
<b>Total Debits</b>	Total amount debited on the user's account
<b>Debit Count</b>	Total Debit count of the account at the time of transaction.
<b>Closing Balance</b>	Closing balance of the user's account.

## 24.3.2 Daily Balance Position Report – Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

### To generate the Daily Balance Position schedule report:

1. In the **Report Generation** screen, click **Schedule** tab. The schedule report generation screen appears.
2. From the **Report Name** list, select the desired report to be generated. The receptive report generation screen appears.
3. From the **Report Format** list, select the desired report format for generated report.
4. From the **Select Frequency** list, select the appropriate option.
5. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
6. From the **Duration - From** and **Duration - To** list, select the appropriate duration.
7. Click **Schedule Report** to view and generate the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.

### Daily Balance Position Report - Scheduled Report

Maker ATM/Branch English

futura bank Search ... Welcome, tata sup Last login 30 Sep 01:11 PM

Reports

Adhoc Schedule

Report Name Daily Balance Position Report

Report Format PDF

Select Frequency MONTHLY

Start Generating 09/30/2021 00:00 Stop Generating 10/27/2021 17:00

Duration 09/30/2021 10/27/2021

Schedule Report Cancel Clear

[View Scheduled Reports](#)

**Tips**

With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Name</b>	The report type selected to generate the report.
<b>Report Format</b>	The format in which report is to be generated. The options with Oracle Business Intelligence (BI) Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> </ul>
<b>Select Frequency</b>	The frequency at which the reports are generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Start date of the date range from which you want to generate the report.
<b>Stop Generating</b>	End date of the date range up-to which you want to generate the report.
<b>Duration</b>	The period for which the report is to be generated. Start date of the date range from which you want to generate the report. End date of the date range up-to which you want to generate the report.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

8. The success message of request along with the status, Report Request ID and Reference Number appears.  
OR  
Click the **View Reports** to view generated reports. User is directed to **My Reports** screen.  
OR  
Click **Generate Another Report** to generate new report.

---

**Note:** You can also download the requested report from [Corporate Dashboard > Toggle Menu > Menu > Reports > My Reports](#).

---

## 24.4 Party wise Payee Maintenance Report

Party wise Payee Maintenance Report provides a summary of account payees and draft payees maintained for a specific party ID. User has to provide a party ID for which Party wise Payee Maintenance Report is to be generated.

Further, user has to select a format in which the report needs to be generated. The user can generate or see reports under the following two categories.

- Adhoc Report
- Scheduled Report

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

*Corporate Dashboard > Toggle menu > Menu > Reports > Report Generation*

### 24.4.1 Party wise Payee Maintenance - Adhoc Report

Party wise Payee Maintenance Adhoc reports are generated on demand or on request. Reports can be requested from the 'Reports' screen. Adhoc reports can be viewed using 'My Reports' screen.

#### **To generate the Party wise Payee Maintenance adhoc report:**

1. In the **Report Generation** screen, click **Adhoc** tab. The adhoc report generation screen appears.
2. From the **Report Name** list, select the desired report which is to be generated. The receptive report generation screen appears.
3. From the **Report Format** list, select the desired report format for generated report.
4. Click **Generate Report** to view and generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.

## Party wise Payee Maintenance - Adhoc Reports

The screenshot shows the 'Reports' section of the Futura Bank interface. The 'Adhoc' tab is selected. The form includes the following fields and values:

- Report Name:** Party wise Payee Maintenance...
- User Names:** ameycorp54, rahulsingle
- Report Format:** PDF
- Party ID:** \*\*\*176
- Party Name:** Joe Peter

Buttons: Generate Report, Cancel, Clear.

**Tips:** With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.

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### Field Description

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

<b>Report Name</b>	The type of report to be generated.
--------------------	-------------------------------------

<b>User Names</b>	The active users of party mapped to whom the adhoc report to be sent via their registered email IDs.
-------------------	--

<b>Report Format</b>	<p>The format in which report is to be generated.</p> <p>The options with Oracle Business Intelligence (BI) Publisher are:</p> <ul style="list-style-type: none"> <li>• PDF</li> </ul> <p>The options with Internal Reporting Application are:</p> <ul style="list-style-type: none"> <li>• PDF</li> </ul>
----------------------	--

<b>Party ID</b>	The Id of party for whom the report is to be generated.
-----------------	---

<b>Party Name</b>	The name of the party for whom the report is to be generated.
-------------------	---

- The success message of request along with the status, Report Request ID and Reference Number appears.  
OR  
Click the **View Reports** to view generated reports. User is directed to **My Reports** screen.  
OR  
Click **Generate Another Report** to generate new report.



**Note:** You can also download the requested report from Corporate Dashboard > Toggle Menu > Menu > Reports > My Reports.

**For reference, a specimen of the report generated is given below:**

**Party wise Payee Maintenance**  
Party Id : 001164 | Party Name : Exxon Mobil

  
 Digital Banking

Account Payees					
Payee-Biller Name	Account Type	Account Details	NickName	Created By	Access Type
DoMichael7	DOMESTIC	9823u40joo HDFC Bank Ltd	MichaelDomNick	rkcorpuser1	Private
DomRihna	DOMESTIC	9234092099 HDFC Bank Ltd	RihanaDomNick	rkcorpuser1	Private
DomRiya1	DOMESTIC	UYDYID347O3 HDFC Bank Ltd	RiyaDomNick1	rkcorpuser1	Private
DomRiya2	DOMESTIC	UYDYID347O3 HDFC Bank Ltd	RiyaDomNick2	rkcorpuser1	Private
DomRiya3	DOMESTIC	UYDYID347O3 HDFC Bank Ltd	RiyaDomNick3	rkcorpuser1	Private
DomSuhana1	DOMESTIC	78409TCFTUOFO HDFC Bank Ltd	DomSuhanaNick1	rkcorpuser1	Public
DomSuhana11	DOMESTIC	78409TCFTUOFO HDFC Bank Ltd	DomSuhanaNick11	rkcorpuser1	Public
ITJack1	INTERNATIONAL	CKICU77878 BANK OF CYPRUS	ITJackNick1	rkcorpuser1	Private
ITJack2	INTERNATIONAL	CKICU77878 BANK OF CYPRUS	ITJackNick2	rkcorpuser1	Private
ITJack3	INTERNATIONAL	CKICU77878 BANK OF CYPRUS	ITJackNick3	rkcorpuser1	Private
ITSparow1	INTERNATIONAL	IC477JCGI7877 ANGLO IRISH BANK CORPORATION PLC	ITSparowNick1	rkcorpuser1	Private
LucyIT1	INTERNATIONAL	190100183 Bank of Bahrain	LosDelRi001Nick1	rkcorpuser1	Public

1 Report generated by Corp User1 | 06 Nov 2017, 12:04

**Field Description**

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

**Report Parameters**

---

<b>Field Name</b>	<b>Description</b>
<b>Party ID</b>	The Id of party for whom the report is to be generated.
<b>Party Name</b>	The name of the party for whom the report is to be generated.
<b>Report Parameters</b>	
Below field appears for Account type payee	
<b>Payee Biller Name</b>	Name of the Payee for identification.
<b>Account Type</b>	The account type.
<b>Account Details</b>	The account details.
<b>Nickname</b>	Account nickname to identify the account.
<b>Created By</b>	Name of the payee creator.
<b>Access Type</b>	The access type.
<b>Report Parameters</b>	
Below field appears for Demand Draft type payee	
<b>Payee Biller Name</b>	Name of the Payee for identification.
<b>Draft Type</b>	Type of draft associated with the Payee.
<b>Draft Favoring</b>	Name of the payee of the draft.
<b>Created By</b>	Name of the payee creator.
<b>Access Type</b>	The access type.

## 24.4.2 Party wise Payee Maintenance – Schedule Reports

The reports that are generated in specific time frame such as daily and weekly, are categorized under scheduled reports.

### To generate the Party wise Payee Maintenance schedule report:

1. In the **Report Generation** screen, click **Schedule** tab. The schedule report generation screen appears.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.
3. From the **Report Format** list, select the desired report format for generated report.
4. From the **Select Frequency** list, select the appropriate option.
5. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
6. From the **Duration - From** and **Duration - To** list, select the appropriate duration.
7. Click **Schedule Report** to view and generate the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.

### Party wise Payee Maintenance - Scheduled Report

The screenshot shows the 'Reports' section of the Futura Bank interface. The 'Schedule' tab is active. The form contains the following fields and values:

- Report Name:** Party wise Payee Maintenance ...
- Report Format:** PDF
- Select Frequency:** DAILY
- Start Generating:** 09/30/2021 00:00
- Stop Generating:** 10/30/2021 17:00
- Party ID:** \*\*\*176
- Party Name:** Joe Peter

At the bottom of the form, there are three buttons: **Schedule Report** (blue), **Cancel** (grey), and **Clear** (blue). Below the buttons is a link for **View Scheduled Reports**.

A **Tips** box on the right side of the screen contains the following text:

With this option, you can schedule reports which are Internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.

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**Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Name</b>	The report type selected to generate the report.
<b>Report Format</b>	The format in which report is to be generated. The options with Oracle Business Intelligence (BI) Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> </ul>
<b>Select Frequency</b>	The frequency at which the reports are generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Start date of the date range from which you want to generate the report.
<b>Stop Generating</b>	End date of the date range up-to which you want to generate the report.
<b>Party ID</b>	The party id of the user for whom report is to be generated.
<b>Party Name</b>	The name of party for whom the report is to be generated.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

8. The success message of request along with the status, Report Request ID and Reference Number appears.  
OR  
Click the **View Reports** to view generated reports. User is directed to **My Reports** screen.  
OR  
Click **Generate Another Report** to generate new report.

**Note:** You can also download the requested report from [Corporate Dashboard > Toggle Menu > Menu > Reports > My Reports](#).

## 24.5 Transaction Summary Report

Transaction summary report provides a list of opening balance, credit details, opening balance and closing balance. A user can request to generate an adhoc and scheduled report with following additional parameters:

- Account Number
- Frequency
- Date Range

Further, user has to select a format in which the report needs to be generated.

Reports are categorized under:

- Adhoc Report
- Scheduled Report

### How to reach here:

*Corporate Dashboard > Toggle menu > Menu > Report > Report Generation*

### 24.5.1 Transaction Summary Report

Transaction summary adhoc reports are generated on demand or on request. Reports can be requested from the 'Reports' screen. Adhoc reports can be viewed using 'My Reports' screen.

#### To generate the transaction summary adhoc report:

1. In the **Report Generation** screen, click **Adhoc** tab. The adhoc report generation screen appears.
2. From the **Report Name** list, select the desired report which is to be generated. The receptive report generation screen appears.
3. In the **User Names** field, click and add multiple active user IDs of party mapped to whom the adhoc report to be sent via their registered email IDs.
4. From the **Report Format** list, select the desired report format for generated report.
5. From the **Account Number** list, select account number selected for which you want to generate report.
6. From the **Duration - From** and **Duration - To** list, specify the period for which the report is to be generated.
7. Click **Generate Report** to view and generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.

## Transaction Summary - Adhoc Reports

The screenshot shows the 'Reports' section of the Futura Bank interface. The 'Adhoc' tab is selected. The form includes the following fields:

- Report Name:** Transaction Summary Report (dropdown)
- User Names:** Joe chk, Joe mak (tags)
- Report Format:** PDF (dropdown)
- Account Number:** xxxxxxxxxxxx0058 (dropdown)
- Duration:** 09/01/2021 to 09/30/2021 (date range)

Buttons: Generate Report, Cancel, Clear.

**Tips:** With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.

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### Field Description

Field Name	Description
<b>Report Name</b>	The report type selected to generate the report.
<b>User Names</b>	The active users of party mapped to whom the adhoc report to be sent via their registered email IDs.
<b>Report Format</b>	The format in which report is to be generated. The options with Oracle Business Intelligence (BI) Publisher are: <ul style="list-style-type: none"> <li>PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>PDF</li> </ul>
<b>Account Number</b>	The account number selected for which you want to generate report.
<b>Duration</b>	The period for which the report is to be generated. Start date of the date range from which you want to generate the report. End date of the date range up-to which you want to generate the report.

8. The success message of request along with the status, Report Request ID and Reference Number appears.  
OR

Click the **View Reports** to view generated reports. User is directed to **My Reports** screen.  
OR  
Click **Generate Another Report** to generate new report.

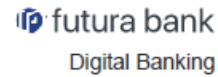
---

**Note:** You can also download the requested report from [Corporate Dashboard > Toggle Menu > Menu > Reports > My Reports](#).

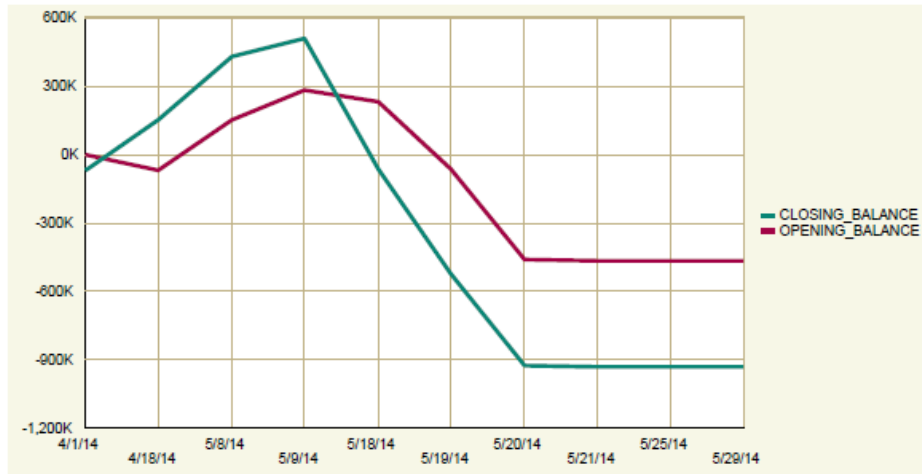
---

*For reference, a specimen of the report generated is given below:*

### Transaction Summary Report



Party Id | Party Name  
 Account Number **NG1234568014** | Branch Code **NG1**  
 Account **GBP**  
 Currency  
 Start Date | End Date



#### Transaction Summary

date	Opening Balance	Total Credit	Credit Count	Total Debit	Debit Count	Closing Balance
29 May 2014	GBP -467481.86	0		0.15	11	GBP -467482.01
25 May 2014	GBP -467480.36	0		1.5	1	GBP -467481.86
21 May 2014	GBP -467420.34	0		60.02	4	GBP -467480.36
20 May 2014	GBP -460574.3	0		6846.04	8	GBP -467420.34
19 May 2014	GBP -64242.21	0		396332.09	51	GBP -460574.3
18 May 2014	GBP 229274.64	1129.72	4	294646.57	15	GBP -64242.21
09 May 2014	GBP 280787.43	0		51512.79	4	GBP 229274.64
08 May 2014	GBP 150742.57	255885.21	5	125840.35	21	GBP 280787.43
18 Apr 2014	GBP -67630.43	222222.22	2	3849.22	6	GBP 150742.57
01 Apr 2014	GBP 0	0		67630.43	4	GBP -67630.43

#### Debit Details

Transaction Date	Value Date	Description	Reference No	Transaction Type	Amount
01 Apr 2014	29 May 2014	IC CASH COLLATERAL	NG11LUN141490002	IC CASH COLLATERAL	GBP 63953.49

1 Report generated by

| 16 Feb.2018 05:02:26

### Field Description

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

### Report Parameters



<b>Field Name</b>	<b>Description</b>
<b>Party ID</b>	The Id of party for whom the report is generated.
<b>Party Name</b>	The name of the party for whom the report is generated.
<b>Account Number</b>	Account number of the transaction.
<b>Account Currency</b>	Account currency of the transaction.
<b>Branch Code</b>	Branch code of the bank.
<b>Start Date</b>	The start date of the generated report.
<b>End Date</b>	The end date of the generated report.
<b>Transaction Summary</b>	
<b>Date</b>	The date of the generated report.
<b>Opening Balance</b>	Opening Balance of the transaction.
<b>Total Credit</b>	Total credit of the transaction.
<b>Credit Count</b>	Credit Count of the transaction.
<b>Total Debit</b>	Total debit of the transaction.
<b>Debit Count</b>	Debit Count of the transaction.
<b>Closing Balance</b>	Closing Balance of the transaction.
<b>Debit Details</b>	
<b>Transaction Date</b>	The date of the transaction.
<b>Value Date</b>	The value date of the transaction.
<b>Description</b>	The description of the transaction.
<b>Reference No</b>	The reference number of the transaction.
<b>Transaction Type</b>	The type of transaction.

Field Name	Description
Amount	The amount of transaction.

### **24.5.2 Transaction Summary - Schedule Reports**

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

#### **To generate the transaction summary scheduled report:**

1. In the **Report Generation** screen, click **Schedule** tab. The schedule report generation screen appears.
2. From the **Report Name** list, select the appropriate report to be generated. The receptive report generation screen appears.
3. From the **Report Format** list, select the desired report format for generated report.
4. From the **Select Frequency** list, select the appropriate option.
5. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
6. From the **Duration - From** and **Duration - To** list, select the appropriate duration.
7. Click **Schedule Report** to view and generate the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports. The **Scheduled Reports** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.

#### **Transaction Summary - Scheduled Report**

### Field Description

Field Name	Description
<b>Report Name</b>	The report type selected to generate the report.
<b>Report Format</b>	The format in which report is to be generated. The options with Oracle Business Intelligence (BI) Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> </ul>
<b>Select Frequency</b>	The frequency at which the reports are generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Start date of the date range from which you want to generate the report.

Field Name	Description
<b>Stop Generating</b>	End date of the date range up-to which you want to generate the report.
<b>Account Number</b>	The account number selected for which you want to generate report.
<b>Duration</b>	The period for which the report is to be generated. Start date of the date range from which you want to generate the report. End date of the date range up-to which you want to generate the report.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

8. The success message of request along with the status, Report Request ID and Reference Number appears.  
OR  
Click the **View Reports** to view generated reports. User is directed to **My Reports** screen.  
OR  
Click **Generate Another Report** to generate new report.

**Note:** You can also download the requested report from [Corporate Dashboard > Toggle Menu > Menu > Reports > My Reports](#).

[Home](#)