

# Oracle® Banking Digital Experience

## Islamic Banking – Retail Accounts User Manual



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ORACLE®

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# Preface

## Purpose

This guide is designed to help acquaint you with the Oracle Banking application. This guide provides answers to specific features and procedures that the user need to be aware of the module to function successfully.

## Audience

This document is intended for the following audience:

- Customers
- Partners

## 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>.

### **Access to Oracle Support**

Oracle customer access to and use of Oracle support services will be pursuant to the terms and conditions specified in their Oracle order for the applicable services.

## Critical Patches

Oracle advises customers to get all their security vulnerability information from the Oracle Critical Patch Update Advisory, which is available at [Critical Patches, Security Alerts and Bulletins](#). All critical patches should be applied in a timely manner to ensure effective security, as strongly recommended by [Oracle Software Security Assurance](#).

## Diversity and Inclusion

Oracle is fully committed to diversity and inclusion. Oracle respects and values having a diverse workforce that increases thought leadership and innovation. As part of our initiative to build a more inclusive culture that positively impacts our employees, customers, and partners, we are working to remove insensitive terms from our products and documentation. We are also mindful of the necessity to maintain compatibility with our customers' existing technologies and the need to ensure continuity of service as Oracle's offerings and industry standards evolve. Because of these technical constraints, our effort to remove insensitive terms is ongoing and will take time and external cooperation.

## Conventions

The following text conventions are used in this document:

Convention	Meaning
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
<code>monospace</code>	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

## Related Resources

For more information on any related features, refer to the following documents:

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

## Screenshot Disclaimer

Personal information used in the interface or documents is dummy and does not exist in the real world. It is only for reference purposes; actual screens that appear in the application may vary based on selected browser, theme, and mobile devices.

## Acronyms and Abbreviations

The list of the acronyms and abbreviations used in this guide are as follows:

**Table 1 Acronyms and Abbreviations**

Abbreviation	Description
OBDX	Oracle Banking Digital Experience

## Basic Actions

Most of the screens contain icons to perform all or a few of the basic actions. The actions which are called here are generic, and it varies based on the usage and the applicability. The table below gives a snapshot of them:











Table 2 Basic Actions and Descriptions

Action	Description
<b>Back</b>	In case you missed to specify or need to modify the details in the previous segment, click <b>Back</b> to navigate to the previous segment.
<b>Cancel</b>	Click <b>Cancel</b> to cancel the operation input midway without saving any data. You will be alerted that the input data would be lost before confirming the cancellation.
<b>Next</b>	On completion of input of all parameters, click <b>Next</b> to navigate to the next segment.
<b>Save</b>	On completion of input of all parameters, click <b>Save</b> to save the details.
<b>Save &amp; Close</b>	Click <b>Save &amp; Close</b> to save the data captured. The saved data will be available in <b>View Business Product</b> with <i>In Progress</i> status. You can work on it later by picking it from the <b>View Business Product</b> .
<b>Submit</b>	On completing the input of all parameters, click <b>Submit</b> to proceed with executing the transaction.
<b>Reset</b>	Click <b>Reset</b> to clear the data entered.
<b>Refresh</b>	Click <b>Refresh</b> to update the transaction with the recently entered data.
<b>Download</b>	Click <b>Download</b> to download the records in PDF or XLS format.

## Symbols and Icons

The following are the symbols/icons you are likely to find in this guide:

Table 3 Symbols and Icons

Symbols and Icons	Description
	Add data segment
	Close
	Maximize
	Minimize
	Open a list
	Open calendar
	Perform search
	View options
	View records in a card format for better visual representation.
	View records in tabular format for better visual representation.

# 1

## Introduction

This topic describes how, through the portal, users of an Islamic bank can access account details, transfer funds, make payments, request cheque books, debit cards and perform other related actions.

Islamic Banking is a banking system that is based on the principles of sharia (Islamic law) and guided by the Islamic economics. The Shariah Laws provide guidance on each and every aspect of human life, and the laws which govern and guide financial and commercial transactions define Islamic Banking activities.

Although Islamic banking may seem similar to conventional banking, the two differ conceptually. One key difference is that in conventional banking, banks earn their money by charging interest and fees for services, whereas in Islamic banking, banks earn their money by profit and loss sharing, leasing, charging fees for services rendered, etc.

The OBDX retail banking modules cater to both Conventional and Islamic accounts. A user can have only Islamic accounts or only conventional accounts or a mix of both types of accounts. The portal caters to each case. If the customer has both conventional CASA accounts and Islamic CASA accounts under the same ID and password, he will have a consolidated view of all accounts on logging in to the bank portal. While initiating any transaction or payment, the user can select either an Islamic account or a conventional account, grouped under the respective labels.

The labels on the different pages / screens, for Islamic accounts, reflect the nomenclature as per and in accordance with the requirements.

# 2

## Accounts

This topic describes how this application provides banks a platform to offer customers a rich online banking experience.

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

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

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

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

- Overview Widget
- View Current & Savings Accounts Summary
- View Current & Savings Account Details
- View & Update Debit Card Limits
- Apply for New Debit Card
- Block Debit Card
- Re-issue Debit Card
- Upgrade Debit Card
- Unblock Card
- Request for new Debit Card PIN
- Reset Debit Card PIN
- Cheque Book Request
- Cheque Status Inquiry
- Stop/Unblock Cheque
- View Transactions and E-Statement Subscription
- Request Statement
- Forex Calculator
- View Inactive Accounts

### **Pre-requisites**

- Transaction access is provided to retail users.
- Islamic CASA accounts and debit cards are maintained in the core banking system under a party ID mapped to the user.

**Note:**

In application

1. Account searchable drop-down will allow user to search the account number basis on the Account Number, Account Name, or Account Currency or Branch Code.
2. Bank can configure the fields to be shown as additional values in the accounts drop-down.

## 2.1 Overview Widget

This topic describes the Overview widget, which displays the customer's holdings across various account types, including Current and Savings Accounts, Term Deposits, Loans, Credit Cards, and Investments.

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

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

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

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

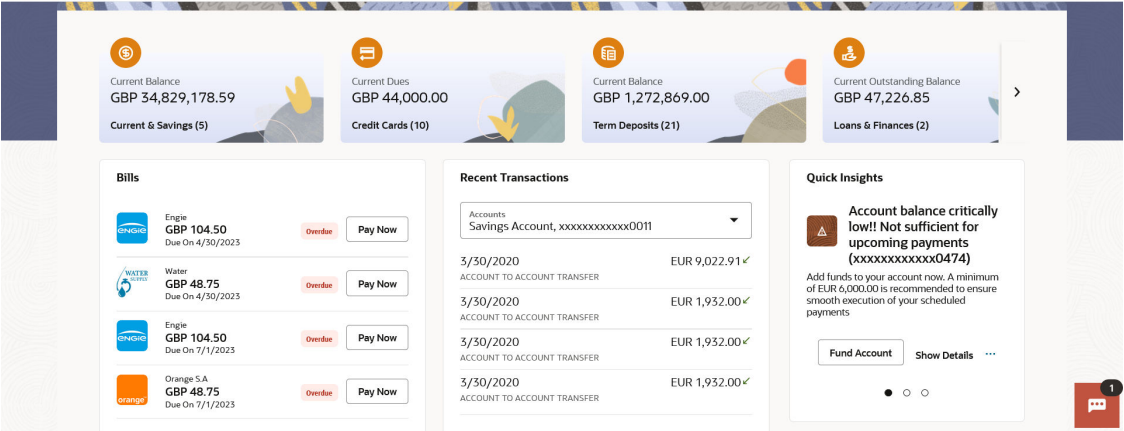
**Note:**

The Overview widget is available on both desktop and mobile (responsive) view.

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

- On the Dashboard, click **Overview** widget, and then click **Current and Savings card**. The **Current & Savings Accounts Overview** screen appears.

Figure 2-1 Overview widget



# 3

## Current & Savings Accounts Summary

This topic describes the Current & Savings Accounts summary page, which provides users with a comprehensive overview of all their current and savings accounts held with the bank.

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

### Note:

1. If the retail user does not have any Current & Savings accounts, system displays the text message and the card which re-directs user to the origination flow to apply for a CASA account.
2. The left swipe and Long Press gesture is implemented on mobile and tablets devices.

Long press gesture - Users can now press and hold down on a screen for an extended duration, which displays additional options or actions. This feature is available on Account Listing, which triggers Cheque Book Request, Request Statement functionalities

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

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

### Note:

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

Perform any one of the following navigation to access the **Current and Savings Summary** screen.

- From the Dashboard, click **Toggle menu**, click **Menu**, then click **Accounts**, and then click **Current and Savings** tab.
- From the Dashboard, click **Overview** widget, click **Current and Savings** card.
- From the Search bar, type **Current & Savings – Current & Savings** and press **Enter**.
- Access through the **Current and Savings** tab available on footer of all pages.

The **Accounts** summary screen appears.

**Figure 3-1 Current & Savings Accounts - Summary**

↑ Accounts <span>More Actions ▾</span>				
<span>Download ▾</span> <span>Manage Columns</span>				
Account Number ▾	Status ▾	Product Name ▾	Current Balance ▾	Available Balance ▾
xxxxxxxxxxxx0014	Active	OBDX Saving Product	-GBP 4,669.06	GBP 330.94
xxxxxxxxxxxx0036	Active	OBDX Saving Product	EUR 480.40	EUR 480.40
xxxxxxxxxxxx0047	Active	OBDX Saving Product	EUR 24,278.60	EUR 24,278.60
xxxxxxxxxxxx0058	Active	OBDX Saving Product	GBP 291.52	GBP 291.52
xxxxxxxxxxxx0069	Active	OBDX Saving Product	GBP 341,157.73	GBP 341,157.73
xxxxxxxxxxxx00251	Active	OBDX Saving Product	-GBP 3,411.09	GBP 588.91
xxxxxxxxxxxx00637	Active	OBDX Saving Product	GBP 100.00	GBP 100.00
xxxxxxxxxxxx8082	Active	OBDX Saving Product	EUR 98,429.20	EUR 98,429.20
xxxxxxxxxxxx8297	Active	OBDX Saving Product	EUR 100,000.00	EUR 100,000.00
xxxxxxxxxxxx0080	Active	ISLAMIC SAVIN OBDX	EUR 133,500.00	EUR 133,500.00
xxxxxxxxxxxx0091	Active	ISLAMIC SAVIN OBDX	-EUR 15,769.20	-EUR 15,769.20
xxxxxxxxxxxx0025	Dormant	OBDX Saving Product	GBP 86.83	GBP 86.83
Test Closed Account, xxxxxxxxxxxx0386	Closed	OBDX Saving Product	GBP 0.00	GBP 0.00




#### Note:



The fields which are marked as Required are mandatory.

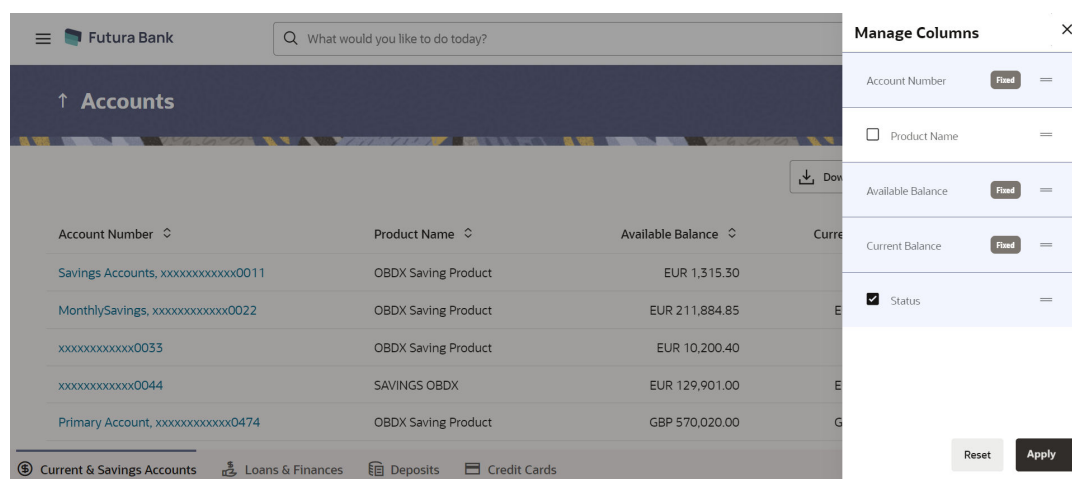
For more information on fields, refer to the field description table.

**Table 3-1 Current & Savings Accounts - Summary - Field Description**

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

Perform one of the following actions:

- Click the **More Actions** menu to access other Current and Savings account related transactions.
- Click the  **Download** icon to download the records in CSV & PDF format.
- Click the  **Manage Columns** icon to setup a column preference by rearranging or removing columns.

**Figure 3-2 Current & Savings Accounts – Manage Columns**

Perform one of the following actions:

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

## Current & Savings Account Details

This topic describes the account details screen and the pertinent information it displays for current and savings accounts.

The account details screen displays important information such as the account holding pattern and the names of all the account holders, the current status of the account and the branch in which the account is held along with details on various balances and limits applicable on the account.

The details are displayed under four main sections: **Account Details**, **Recent Transactions**, **Debit Cards**, and **Additional Information**. To navigate between the different sections, **Recent Transactions**, **Debit Cards**, and **Additional Information** the user can use the bookmark options available on top right corner.

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

Perform any one of the following navigation to access the **Current & Savings Details** screen.

- On the Dashboard, click **Overview** widget, click **Current and Savings** card, then click **Current and Savings Account Number**.
- From the Search bar, type **Current & Savings – Current & Savings Details** and press **Enter**.
- From the Dashboard, click **Toggle menu**, click **Menu**, then click **Accounts**, and then click **Current and Savings Accounts** tab, and then click **Current and Savings Account Number**.

The **Current and Savings Account Details** screen appears.

### Figure 4-1 Current and Savings Account Details

<div> <div> <div>↑</div> <div>Current &amp; Savings Account</div> <div>xxxxxxxxxxxx0080</div> <div>▼</div> </div> <div>More Actions ▼</div> </div>			
<div>Account Details</div> <div> <div>Current Balance</div> <div>EUR 128,499.00</div> </div> <div> <div>Unclear Funds</div> <div>EUR 0.00</div> </div> <div> <div>Overdraft Limit</div> <div>EUR 0.00</div> </div> <div> <div>Product Name</div> <div>ISLAMIC SAVIN OBDX</div> </div> <div> <div>Nickname</div> <div>Add</div> </div> <div> <div>Nominee</div> <div>Add</div> </div> <div> <div>Status</div> <div>Active</div> </div>	<div>Recent Transactions</div> <div>Recent Transactions</div> <div>Additional Information</div> <div>Quick Filters ▼</div>		
	Transaction Date ↕	Amount ↕	Description ↕
	3/30/2020	EUR 0.91 ↗	HELZTRF2009006X9 LOAN PRINCIPAL REPAYMENT
	3/30/2020	EUR 909.09 ↗	HELDEBK200902X6G NEW DEPOSIT
	3/30/2020	EUR 909.09 ↗	HELDEBK200902X6F NEW DEPOSIT
	3/30/2020	EUR 909.09 ↗	HELDEBK200902X6E NEW DEPOSIT
	3/30/2020	EUR 909.09 ↗	HELDEBK200902X6D NEW DEPOSIT
	3/30/2020	EUR 909.09 ↗	HELDEBK200902X5S NEW DEPOSIT
	3/30/2020	EUR 2,000.00 ↗	HELDEBK200902W1U NEW DEPOSIT
	3/30/2020	EUR 2,000.00 ↗	HELDEBK200902W1L NEW DEPOSIT
	3/30/2020	EUR 2,000.00 ↗	HELDEBK200902W1E NEW DEPOSIT
	3/30/2020	EUR 2,000.00 ↗	HELDEBK200902W16 NEW DEPOSIT
	3/30/2020	EUR 2,000.00 ↗	HELDEBK200902WHV NEW DEPOSIT
Show all transactions			
Additional Information			
Today's Opening Balance	Available Balance	Amount on Hold	
EUR 0.00	EUR 128,499.00	EUR 0.00	
Unclear Funds	Advance Against Unclear Funds Limit	Overdraft Limit	
EUR 0.00	EUR 0.00	EUR 0.00	
Daily ATM Withdrawal	Minimum Balance Required	Holding Pattern	
EUR 5,200.00	EUR 0.00	Single	
Mode of Operation	Primary Account Holder		
Single	RogerBohr		
Branch	IBAN		
HEL FC UNIVERSAL BANK, Oracle, Goregaon, GREAT BRITAIN	FI40NWBK601613HEL0022890011		



**Note:**

The fields which are marked as Required are mandatory.

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

**Table 4-1 Current and Savings Account Details - Field Description**

Field Name	Description
Account Number	Select the account of which you want to view details.
Account Details	
Current Balance	The current available balance in the account.
Unclear Funds	That amount of funds that have not yet been credited to the account. This amount will include the amount deposited through cheques and drafts that have not yet completed the bank's clearing cycle.

Table 4-1 (Cont.) Current and Savings Account Details - Field Description




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

Table 4-1 (Cont.) Current and Savings Account Details - Field Description

Field Name	Description
<b>Customer Name</b>	Name of the debit card holder.
<b>Card Expiry Date</b>	The date on which card will expired.
<b>Block Card</b>	Link to block the card.
<b>Apply for Debit card</b>	Link to apply for the new debit card. On clicking the link, the user will be navigated to the <b>New Debit Card</b> screen.
<b>Additional Information</b>	
<b>Today's Opening Balance</b>	The opening balance in the account for the day.
<b>Available Balance</b>	The current available balance in the account.
<b>Amount on Hold</b>	Displays the earmarked amount or the amount on hold in the account.
<b>Unclear Funds</b>	That amount of funds that have not yet been credited to the account. This amount will include the amount deposited through cheques and drafts that have not yet completed the bank's clearing cycle.
<b>Advance Against Unclear Funds Limit</b>	The maximum amount that can be utilized as advance against funds that have not yet been cleared.
<b>Overdraft Limit</b>	The maximum credit allowed by the bank for the account.
<b>Sweep-In Amount</b>	The amount to be transfer from savings account to a sweep-in deposit.
<b>Daily ATM Withdrawal</b>	The maximum amount allowed for withdrawal at an ATM of own bank for the daily Domestic / International Usage limits.
<b>Minimum Balance Required</b>	The minimum average monthly amount required for the bank's regular current & savings account.
<b>Holding Pattern</b>	The holding pattern of the account i.e. single or joint. The possible values are: <ul style="list-style-type: none"> <li>• <b>For single owner - single</b></li> <li>• <b>For joint ownership - joint</b></li> </ul>
<b>Mode of Operation</b>	Operation mode of the account. The possible values are: <ul style="list-style-type: none"> <li>• <b>Mandate Holder</b></li> <li>• <b>Single</b></li> <li>• <b>Either Anyone or Survivor</b></li> <li>• <b>Former or Survivor</b></li> <li>• <b>Jointly</b></li> </ul>
<b>Primary Account Holder</b>	The name of the primary holder of the account.
<b>Joint Account Holder</b>	Name of the joint account holder. This field appears only if the holding pattern of the account is Joint.
<b>Nominee</b>	Whether the account has a registered nominee or not.
<b>Sweep-In</b>	Identifies whether or not sweep-in facility is enabled for the account. The values against this field can be either of the two: <ul style="list-style-type: none"> <li>• <b>Yes</b> – This value is displayed if sweep-in facility is enabled for the deposit account</li> <li>• <b>No</b> – This value is displayed if sweep-in facility is not enabled for the deposit account</li> </ul>
<b>Branch</b>	Branch name in which the account is held along with address.
<b>IBAN</b>	Displays the IBAN associated with selected CASA account.

You can also perform the following account related transaction:

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

 **Note:**

If a nominee is already defined for the account, then the [Edit Nominee](#) option is displayed in kebab menu to modify it.

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

# 5

## Debit Cards

This topic describes the feature that enables user to view the details of debit cards linked to their current or savings accounts and to perform debit card-related transactions through the available kebab menu options.

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



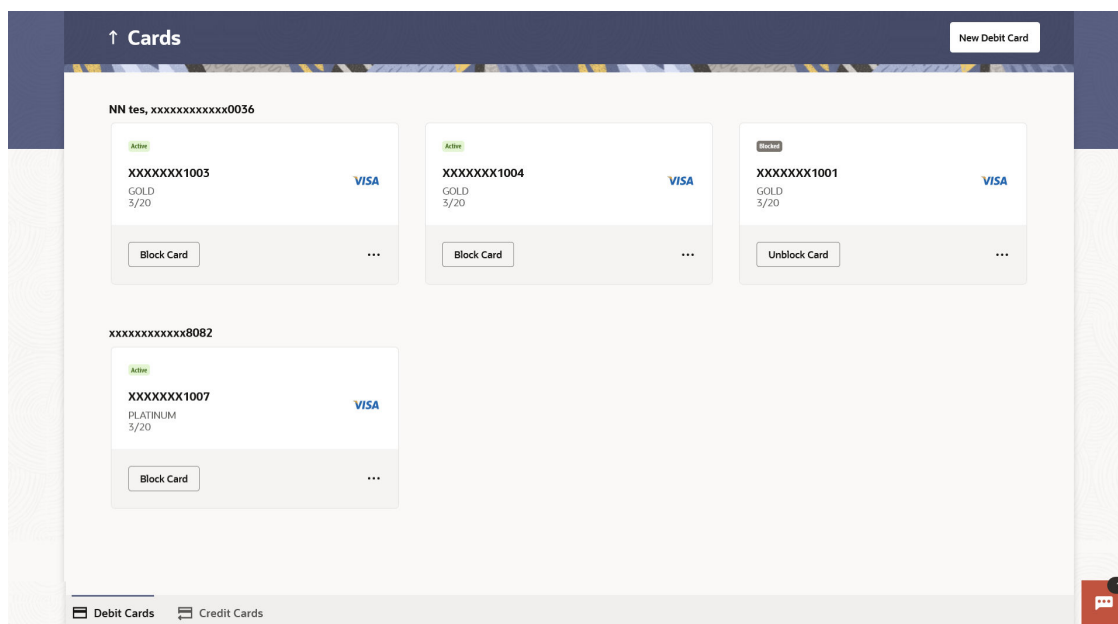
### Note:

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

Perform anyone of the following navigation to access the **Debit Cards** section.

- From the Dashboard, click **Toggle menu**, click **Menu**, then click **Accounts**, and then click **Current and Savings Accounts** tab, and then click **Current and Savings Account Number**, and then from **Current & Savings Accounts Details** , then goto **Debit Cards**section.
- On the Dashboard, click **Overview** widget, click **Current and Savings** card, then click **Current and Savings Account Number**, and then from **Current & Savings Accounts Details** ,then goto **Debit Cards**section.
- From the Dashboard, click **Toggle menu**, click **Menu**, then click **Cards**.
- From the Search bar, type **Debit Cards -Debit Cards** and press **Enter**
- Access through the kebab menu of transactions available under the **Current & Savings** module.
- From the Dashboard, click **Toggle menu**, click **Menu**, then click **Accounts**, and then click **Current and Savings Accounts** tab, and then click **Current and Savings Account Number**, and then click on the **Apply for debit card** link, then click **New Debit Card**, and then click on the kebab menu, and select **Debit Cards**.

The **Debit Cards** screen appears.

**Figure 5-1 Debit Cards****Note:**


The fields which are marked as Required are mandatory.

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

**Table 5-1 Debit Cards - Field Description**

Field Name	Description
<b>Account Number</b>	Displays the account number linked with debit card in masked format.
<b>Name of Bank</b>	Displays the name of the bank that has issued the card.
<b>Card Product</b>	The type of the debit card name.
<b>Card Number</b>	The debit card number in masked format.
<b>Card Holder Name</b>	The card holders name as embossed on the card.
<b>Card Network</b>	The processing network of card which facilitates payment card transactions.

Table 5-1 (Cont.) Debit Cards - Field Description

Field Name	Description
<b>Actions</b>	<p>Click on the card to perform the following card related actions based on the card status:</p> <ul style="list-style-type: none"> <li>• <b>Block Card</b></li> <li>• <b>Debit Card Limits</b></li> <li>• <b>Request PIN</b></li> <li>• <b>Upgrade Card</b></li> <li>• <b>Reset PIN</b></li> <li>• <b>Reissue Card</b></li> </ul> <div>  <b>Note:</b> On clicking each option, the user is re-directed to the respective screen. </div>

Perform one of the following actions:

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

# 6

## New Debit Card

This topic describes the feature that enables customers to submit requests for new debit cards to be issued for their operating accounts.

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

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

### To apply for a new debit card:

1. Perform anyone of the following navigation to access the **New Debit Card** screen.
  - From the Dashboard, click **Toggle menu**, click **Menu**, then click **Accounts**, and then click **Current and Savings Accounts** tab, and then click **Current and Savings Account Number**, and from **Current & Savings Accounts Details** page , and then click on the **New Debit Card**.
  - On the Dashboard, click **Overview** widget, click **Current and Savings** card, then click **Current and Savings Account Number**, and then from **Current & Savings Accounts Details** , click **Debit Cards** section, then click on the **Apply for debit card** link.
  - From the Search bar, type **Debit Cards -New Debit Card** and press **Enter**
  - Access through the kebab menu of transactions available under the kebab menu of any other Debit Cards screen.

The **New Debit Card** screen appears.

**Figure 6-1 New Debit Card**

New Debit Card

Account Number

xxxxxxxxxxxx0011 - Test

Balance: GBP306,922.38

Specify Reason

New Card

Name on Card

Sam Desouza

Delivery Location

☒ Branch Near Me ☐ My Address

City

Calrnia


Branch Near Me

FLEXCUBE UNIVERSAL BANK

Unit 1  
Block A  
Calrnia  
GREAT BRITAIN

Submit

Cancel



Apply Debit Card

Say good-bye to the hassle of withdrawing cash every time you need to shop. Enjoy cashless, worry-free shopping.

Forget the worries of currency conversion, as your card can be used to make payments in local currencies.

Your Futura Bank Debit Card entitles you to immense benefits through offers, reward points on transactions, and much more.

 **Note:**

The fields which are marked as Required are mandatory.

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

**Table 6-1 New Debit Card - Field Description**

Field Name	Description
<b>Account Number</b>	Select an account for which you wish to apply a debit card.
<b>Balance</b>	The net balance of the selected CASA account. This amount is displayed once a CASA account is selected in the <b>Account Number</b> field.
<b>Reason</b>	The reason for which a new debit card is being applied. The options can be: <ul style="list-style-type: none"> <li>• <b>New Card</b></li> <li>• <b>Previous card was hotlisted</b></li> <li>• <b>Previous card not working</b></li> </ul>
<b>Name on Card</b>	The name to be embossed on the card.

**Table 6-1 (Cont.) New Debit Card - Field Description**

Field Name	Description
<b>Address Type</b>	The customer is required to specify where the new card is to be delivered. The options are: <ul style="list-style-type: none"> <li>• <b>Postal Address</b></li> <li>• <b>Residential Address</b></li> <li>• <b>Office Address</b></li> <li>• <b>Branch Near Me</b></li> </ul>
This section appears if the customer selects <b>Branch Near Me</b> option in the <b>Address Type</b> field.	
<b>City</b>	The customer can filter branches based on city.
<b>Branch Near Me</b>	The customer can select a branch at which the new card is to be delivered. The names of all the branches in the city selected in the previous field will be displayed.
<b>Address</b>	The complete address of the branch selected will be displayed once the customer selects a branch.

2. From the **Account Number** list, select the current or savings account number against which you want to apply for a new debit card.
3. From the **Reason** list, select the reason for which you wish to apply for a new debit card.
4. In the **Name on Card** field, enter the name to be displayed on the card.
5. From the **Address Type** list, select the delivery location of choice.
  - If you select the **Branch Near Me** option as delivery location,
    - i. From the **City** list, select the desired city.
    - ii. From the **Branch Near Me** list, select the desired branch.

The complete address of the selected branch appears.
6. Perform one of the following actions:
  - Click **Submit** to submit the cheque book request.
  - Click **Cancel** to cancel the transaction.
7. The **Confirmation** popup appears.  
Perform one of the following actions:
  - Click **Yes** to proceed.  
The success message along with the transaction reference number appears.
  - Click **No** to cancel the transaction.
8. Perform one of the following actions:
  - Click **Transaction Details** to view the details of the transaction.
  - Click **Account Details** to view the account details.
  - Click on the **Current & Savings Accounts Details** link to view the Current & Savings Accounts details.
  - Click on the **Debit Cards** link to visit the **Debit Cards** summary page.

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

# Debit Card Limits

This topic describes the functionality that allows users to view and update the transaction limits associated with an existing active debit card linked to their current or savings account.

In addition to the existing limits, the screen also displays the maximum limit count/ amount that can be set for the card. The customer can view the various transaction limits associated with the debit card. The system displays limits in terms of count and amount in each category, which are as defined below:

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

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

**Note:**

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

Perform any one of the following navigation to access the **Debit Cards** section.

- From the Dashboard, click **Toggle menu**, click **Menu**, then click **Accounts**, and then click **Current and Savings Accounts** tab, and then click **Current and Savings Account Number**, and then from **Current & Savings Accounts Details** section, goto **Debit Cards** section, then from the kebab menu, click on the **Debit Card Limits**.
- On the Dashboard, click **Overview** widget, click **Current and Savings** card, then click **Current and Savings Account Number**, and then from **Current & Savings Accounts Details** section, goto **Debit Cards** section, then from the kebab menu, click on the **Debit Card Limits**.
- From the Dashboard, click **Toggle menu**, click **Menu**, then click **Cards**, then from kebab menu click on the **Debit Card Limits**
- From the Search bar, type **Debit Cards -Debit Card Limits** and press **Enter**.
- Access through the kebab menu of transactions available under the **Current & Savings** module

The **Debit Card Limits** screen appears.

## 7.1 View Daily Limits

This topic describes the feature that displays the daily transaction limits applicable to the selected card.

**To view the debit card limits:**

1. Navigate to the **Debit Card Limits** screen.
2. From the **Card Number** list, select the debit card whose limits you wish to view.

The **Debit Card Limits** screen displaying the Daily Limits applicable on the selected card appears.

**Figure 7-1 Debit Card Limits**

### Note:

The fields which are marked as Required are mandatory.

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




**Table 7-1 Debit Card Limits - Field Description**

Field Name	Description
<b>Card Number</b>	The debit card number in the masked format along with the current status.
<b>Account Number</b>	Account number in the masked format.
<b>Card Type</b>	The current product name of the card.
<b>Name on Card</b>	The card holders name as embossed on the card.
<b>Valid Thro</b>	The date on which card will expired in MM/YY format.
<b>Daily Domestic Limits / International Usage Limits</b>	This section includes own and remote ATM Limits, POS limits etc.
<b>Facility: Own ATM Limits</b>	

Table 7-1 (Cont.) Debit Card Limits - Field Description

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

3. Perform one of the following actions:

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

## 7.2 Update Daily Limits


This topic describes how users are able to modify the daily limits assigned to their cards

The daily limits includes separate limits for domestic and international transactions, as well as a combined daily limit.

**Note:**

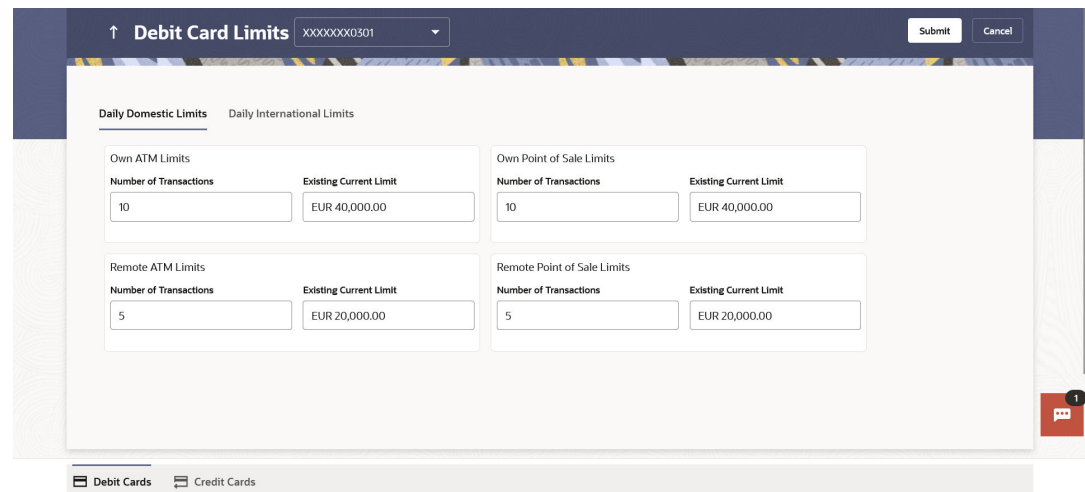
Users will only be able to update the limits of active debit cards.

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

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

The desired limits appear in editable mode.

**Figure 7-2 Update Daily Limits**



The screenshot shows the 'Debit Card Limits' screen for card number XXXXXXXX0301. It features two tabs: 'Daily Domestic Limits' (selected) and 'Daily International Limits'. Under 'Daily Domestic Limits', there are four sections: 'Own ATM Limits', 'Own Point of Sale Limits', 'Remote ATM Limits', and 'Remote Point of Sale Limits'. Each section has two input fields: 'Number of Transactions' and 'Existing Current Limit'. The current values are: Own ATM (10, EUR 40,000.00), Own POS (10, EUR 40,000.00), Remote ATM (5, EUR 20,000.00), and Remote POS (5, EUR 20,000.00). At the bottom, there are 'Submit' and 'Cancel' buttons. A bottom navigation bar shows 'Debit Cards' and 'Credit Cards' options.

For more information on fields, refer to the **Debit Card Limits - Field Description** table from **View Daily Limit** transaction..

4. Update the desired limits as required in **Daily Domestic Limits**, **Daily International Limits**, or **Combined Limits on Cards** sections.
5. Perform one of the following actions:
  - Click **Submit** to submit the cheque book request.
  - Click **Cancel** to cancel the transaction.
6. The review screen appears.
  - Click **Back** to navigate back to the previous screen.
  - Click **Cancel** to cancel the transaction.
  - Click **Confirm** to confirm updating the debit card limits.
7. The confirm screen appears with a message stating that the request to update debit card limits has been submitted successfully.
8. Perform one of the following actions:

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

# 8

## Block Card

This topic describes the feature, which enables users to notify the bank of lost or stolen debit cards, thereby facilitating the immediate blocking of any transactions attempted with the affected card.

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

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

This also allows user to perform debit card-related transactions using the kebab menu options.

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

1. Perform anyone of the following navigation to access the **Block Card** screen.
  - From the Dashboard, click **Toggle menu**, click **Menu**, then click **Accounts**, and then click **Current and Savings Accounts** tab, and then click **Current and Savings Account Number**, and then from **Current & Savings Accounts Details** section, then from the kebab menu, click on the **Block Card**.
  - On the Dashboard, click **Overview** widget, click **Current and Savings** card, then click **Current and Savings Account Number**, and then from **Current & Savings Accounts Details** section, goto **Debit Cards** section, then from the kebab menu, click on the **Block Card**.
  - From the Dashboard, click **Toggle menu**, click **Menu**, then click **Cards**, and then click **Block Card**.
  - Access through the kebab menu of transactions available under the kebab menu of any other Debit Cards screen.

The **Block Card** screen appears.

**Figure 8-1 Block Card**

↑ Block Debit Card XXXXXXXX0301

Temporary Permanent

Reason  
Damaged

☒ Order a replacement card

Deliver to  
Branch Near Me

City  
California

Branch Name  
FLEXCUBE UNIVERSAL BANK

Address  
Unit 1, Block A, California, GREAT BRITAIN

Cancel Submit

Debit Cards Credit Cards

**Note:**

The fields which are marked as Required are mandatory.

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

**Table 8-1 Block Card - Field Description**

Field Name	Description
<b>Card Number</b>	Select the debit card which needs to be blocked.
<b>Account Number</b>	Displays the account number linked with debit card in masked format.
<b>Action</b>	Specify whether the card is to be block or unblock. The options are: <ul style="list-style-type: none"> <li>• <b>Block</b></li> <li>• <b>Unblock</b></li> </ul>
<b>Type of Block</b>	Specify whether the card is to be temporarily blocked or is to be permanently blocked. The options are: <ul style="list-style-type: none"> <li>• <b>Temporary Block</b></li> <li>• <b>Permanent Block (Hotlist)</b></li> </ul>
The following fields are enabled if you select the <b>Permanent Block</b> option in the <b>Type of Block</b> list.	

Table 8-1 (Cont.) Block Card - Field Description

Field Name	Description
<b>Specify Reason</b>	The user is required to specify the reason for which the card is being blocked. The options are: <ul style="list-style-type: none"> <li>• <b>Damaged</b></li> <li>• <b>Lost</b></li> <li>• <b>Stolen</b></li> </ul>
<b>Would you like to order a replacement card?</b>	Select the option to identify whether a replacement card is to be issued. The options are: <ul style="list-style-type: none"> <li>• <b>Yes</b></li> <li>• <b>No</b></li> </ul>
<b>Address Type</b>	The customer is required to specify where the new card is to be delivered. The options are: <ul style="list-style-type: none"> <li>• <b>Postal Address</b></li> <li>• <b>Residential Address</b></li> <li>• <b>Office Address</b></li> <li>• <b>Branch Near Me</b></li> </ul>
Following fields will be enabled if the <b>Branch Near Me</b> option is selected in the <b>Address Type</b> field.	
<b>City</b>	The user can filter branches based on the city in which they are located.
<b>Branch Near Me</b>	Branch name where the replacement card is to be delivered.
<b>Address</b>	The address of the branch selected is displayed.

2. From the **Card Number** list, select the debit card which needs to be blocked.
3. If you choose option **Block** to block the debit card from the **Action** field,
4. From the **Type of Block** list select the desired option.

Perform one of the following actions:

- If the **Permanent Block** option is selected;
  - a. From the **Specify Reason** list, select the reason for which the card needs to be blocked.
  - b. This screen also provides the user with the facility to apply for a replacement card.
  - c. Select option **Yes**, if you wish to order a replacement card under the field **Would you like to order a replacement card?**
  - d. If you have selected option **Yes**, proceed to specify the details pertaining to where you would like the replacement card to be delivered.
    - i. If you select the **Branch Near Me** option as Address Type:
      - i. From the **City** list, select the desired city.
      - ii. From the **Branch Near Me** list, select the desired branch.

The complete address of the selected branch appears.
- Select **Temporary Block** option to block the debit card temporarily.

5. Perform one of the following actions:
  - Click **Submit**.
  - Click **Cancel** to cancel the transaction.
6. The **Confirmation** popup appears.

Perform one of the following actions:

  - Click **Yes** to proceed.
  - Click **No** to cancel the transaction.
7. The success message along with the transaction reference number appears.
8. Perform one of the following actions:
  - Click **Transaction Details** to view the details of the transaction.
  - Click on the **Debit Cards** link to visit the **Debit Cards** summary page.
  - Click on the **Current & Savings Accounts Details** link to view the Current & Savings Accounts details.
  - Click on the **Go To Dashboard** link to navigate back to dashboard page.

# 9

## Unblock Card

This topic describes the functionality, permitting users to unblock debit cards that have been electronically blocked following a report of loss or theft.

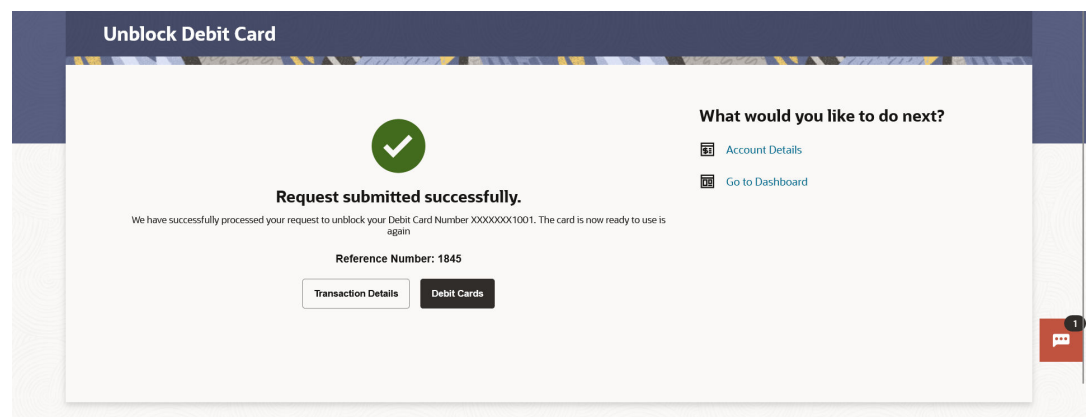
### To unblock the debit card:

1. Perform anyone of the following navigation to access the **Unblock Card** screen.
  - From the Dashboard, click **Toggle menu**, click **Menu**, then click **Accounts**, and then click **Current and Savings Accounts** tab, and then click **Current and Savings Account Number**, and then from **Current & Savings Accounts Details** , click on the **Debit Card**. Under **Cards**, then click **Unblock Card**.
  - On the Dashboard, click **Overview** widget, click **Current and Savings** card, then click **Current and Savings Account Number**, and then from **Current & Savings Accounts Details** , , then click on the **Debit Card**. Under **Cards**, then click **Unblock Card**
  - From the Dashboard, click **Toggle menu**, click **Menu**, then click **Cards**, and then click **Unblock Card** .

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

The **Unblock Debit Card** screen appears.

**Figure 9-1 Unblock Debit Card**



2. Click on the **Unblock** to unblock the selected debit card.  
The success message appears, along with the transaction reference number.
3. Perform one of the following actions:
  - Click **Transaction Details** to view the details of the transaction.
  - Click on the **Debit Cards** link to visit the **Debit Cards** summary page.
  - Click on the **Current & Savings Accounts Details** link to view the Current & Savings Accounts details.

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

# 10

## Upgrade Card

This topic describes how, using this option, users can upgrade their existing debit cards.

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

### To upgrade the debit card:

1. Perform anyone of the following navigation to access the **Upgrade Card** screen.
  - From the Dashboard, click **Toggle menu**, click **Menu**, then click **Accounts**, and then click **Current and Savings Accounts** tab, and then click **Current and Savings Account Number**, and then from **Current & Savings Accounts Details** section, goto **Debit Cards** section, then from the kebab menu, click on the **Upgrade Card**.
  - On the Dashboard, click **Overview** widget, click **Current and Savings** card, then click **Current and Savings Account Number**, and then from **Current & Savings Accounts Details** section, goto **Debit Cards** section, then from the kebab menu, click on the **Upgrade Card**.
  - From the Search bar, type **Debit Cards -Upgrade Card** and press **Enter**
  - Access through the kebab menu of transactions available under the kebab menu of any other Debit Cards screen.

The **Upgrade Card** screen appears.

**Figure 10-1 Upgrade Card**

The screenshot displays the 'Upgrade Card' interface. At the top, there is a header bar with the title 'Upgrade Card' and a dropdown menu showing 'XXXXXXXX1009'. To the right of the header are 'Cancel' and 'Submit' buttons. Below the header, the form contains the following fields:

- Account Number:** XXXXXXXXXXXX9802
- Card Type:** GOLD
- Upgrade To:** A dropdown menu currently showing 'PLATINUM EDGE'.
- New Card Features:** A section header.
- Deliver to:** A dropdown menu currently showing 'Branch Near Me'.
- City:** A dropdown menu currently showing 'California'.
- Branch Name:** A dropdown menu currently showing 'FLEXCUBE UNIVERSAL BANK'.
- Address:** Unit 1, Block A, California, GREAT BRITAIN
- Acceptance:** A checkbox labeled 'I accept the terms and conditions' which is checked.

 **Note:**

The fields which are marked as Required are mandatory.

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

**Table 10-1 Upgrade Card - Field Description**

Field Name	Description
<b>Card Number</b>	The card number in masked format.
<b>Account Number</b>	Account number in masked format.
<b>Card Type</b>	The current product name of the card.
<b>Upgrade To</b>	Select a variant of the debit cards available to upgrade the debit card.
<b>View Details</b>	Link to view the features of the debit card selected in the <b>Upgrade Card</b> list.
<b>Address Type</b>	<p>The customer is required to specify where the new card is to be delivered.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Postal Address</b></li> <li>• <b>Residential Address</b></li> <li>• <b>Office Address</b></li> <li>• <b>Branch Near Me</b></li> </ul>
This section appears if you select the <b>Branch Near Me</b> option in the <b>Address Type</b> field.	
<b>City</b>	The customer can filter branches based on city.
<b>Branch Near Me</b>	The customer can select a branch at which the new card is to be delivered. The names of all the branches in the city selected in the previous field will be displayed.
<b>Branch Address</b>	The complete address of the branch selected will be displayed once the customer selects a branch.
<b>I accept Terms &amp; Conditions</b>	Link to view the all the information and rules related to card where user need to give consent.
The following section appears, if the user selects a debit card variant in the <b>Upgrade Card</b> list and clicks on the <b>View Details</b> link.	
<b>Name of the Debit Card Variant</b>	The name of the debit card variant available for selection.
<b>Domestic</b>	The limits applicable on the debit card for use within the country.
<b>POS Limit</b>	The daily usage limits on the cumulative amount allowed for payment at a Point of Sales (PoS) terminal of own bank.
<b>Daily Cash Withdrawal Limit</b>	The daily limits on the cumulative amount allowed for withdrawal at an ATM of own bank.
<b>International</b>	The limits applicable on the debit card for international usage.
<b>Remote ATM Limits</b>	The daily usage limits on the cumulative amount allowed for withdrawal at an remote ATM.
<b>Daily Purchase limit</b>	The daily limits on the cumulative amount allowed for purchase.
<b>Remote POS Limits</b>	The daily limits on the cumulative amount allowed for payment at a Point of Sales (PoS) terminal of another bank.

**Table 10-1 (Cont.) Upgrade Card - Field Description**

Field Name	Description
<b>E COMMERCE Limit</b>	The daily Usage limits on the cumulative amount allowed for e-Commerce.
<b>Offers</b>	Displays the offers available on the debit card variant.
<b>Rewards</b>	Displays the details of reward points accumulation based on purchase transactions using the debit cards.

2. From the **Card Number** list, select the desired debit card to be upgrade.
3. From the **Upgrade To** list, select the desired debit card to upgrade.
4. Click on **View Details** link to view the features of the debit card selected in the Upgrade Card list. The features of the selected debit card appears on an overlay.
5. From the **Address Type** list, select the delivery location of choice.
  - If you select the **Branch Near Me** option as delivery location,
    - i. From the **City** list, select the desired city.
    - ii. From the **Branch Near Me** list, select the desired branch.

The complete address of the selected branch appears.
6. Select the **I accept Terms and Conditions** checkbox to give acceptance to upgrade a card.
7. Perform one of the following actions:
  - Click **Submit** to submit the cheque book request.
  - Click **Cancel** to cancel the transaction.
8. The **Confirmation** popup appears.  
Perform one of the following actions:
  - Click **Yes** to proceed.
  - Click **No** to cancel the transaction.
9. The confirm screen with a message confirming successful submission of the request to upgrade the card appears.  
The service request number also appears on this screen.
10. Perform one of the following actions:
  - Click **Transaction Details** to view the details of the transaction.
  - Click on the **Debit Cards** link to visit the **Debit Cards** summary page.
  - Click on the **Current & Savings Accounts Details** link to view the Current & Savings Accounts details.
  - Click on the **Go To Dashboard** link to navigate back to dashboard page.

# 11

## Reissue Card

This topic describes the feature that enables users to request a replacement debit card for damaged, lost, or stolen cards.

The card which will have the same attributes as that of the debit card that is being blocked. This also allows user to perform debit card-related transactions using the kebab menu options.

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

1. Perform anyone of the following navigation to access the **Reissue Card** screen.
  - From the Dashboard, click **Toggle menu**, click **Menu**, then click **Accounts**, and then click **Current and Savings Accounts** tab, and then click **Current and Savings Account Number**, and then from **Current & Savings Accounts Details** section, goto **Debit Cards** section, then from the kebab menu, click on the **Reissue Card**.
  - On the Dashboard, click **Overview** widget, click **Current and Savings** card, then click **Current and Savings Account Number**, and then from **Current & Savings Accounts Details** section, goto **Debit Cards** section, then from the kebab menu, click on the **Reissue Card**.
  - From the Search bar, type **Debit Cards -Reissue Card** and press **Enter**
  - Access through the kebab menu of transactions available under the kebab menu of any other Debit Cards screen.

The **Reissue Card** screen appears.

**Figure 11-1 Reissue Card**

↑ Re-Issue Card XXXXXXXX1009 Cancel Submit

Account Number  
XXXXXXXXXXXX9802

Deliver to  
Branch Near Me

City  
California

Branch Name  
FLEXCUBE UNIVERSAL BANK

Address  
Unit 1, Block A, California, GREAT BRITAIN



Debit Cards Credit Cards

### Note:

The fields which are marked as Required are mandatory.

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

**Table 11-1 Reissue Card - Field Description**

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

2. From the **Card Number** list, select the debit card which to be re issue.
3. From the **Address Type** list, select the delivery location to which the new card is to be delivered.
  - If you select the **Branch Near Me** option as delivery location,
    - i. From the **City** list, select the desired city.
    - ii. From the **Branch Near Me** list, select the desired branch.

The complete address of the selected branch appears.
4. Perform one of the following actions:
  - Click **Submit** to submit the cheque book request.
  - Click **Cancel** to cancel the transaction.
5. The **Confirmation** popup appears.  
Perform one of the following actions:
  - Click **Yes** to proceed.

- Click **No** to cancel the transaction.
- 6. The success message along with the transaction reference number appears.
- 7. Perform one of the following actions:
  - Click **Transaction Details** to view the details of the transaction.
  - Click on the **Debit Cards** link to visit the **Debit Cards** summary page.
  - Click on the **Current & Savings Accounts Details** link to view the Current & Savings Accounts details.
  - Click on the **Go To Dashboard** link to navigate back to dashboard page.

# 12

## Request PIN

This topic describes the feature that enables customers to request a new debit card PIN to be delivered to an address of their choosing.

A debit card PIN is required to authenticate any debit card transaction. Without a PIN, the customer will not be able to withdraw funds from his account or make any Point of Sale purchases.

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

### To request for a debit card PIN:

1. Perform anyone of the following navigation to access the **Request PIN** screen.
  - From the Dashboard, click **Toggle menu**, click **Menu**, then click **Accounts**, and then click **Current and Savings Accounts** tab, and then click **Current and Savings Account Number**, and then from **Current & Savings Accounts Details** section, goto **Debit Cards** section, then from the kebab menu, click on the **Request PIN**.
  - On the Dashboard, click **Overview** widget, click **Current and Savings** card, then click **Current and Savings Account Number**, and then from **Current & Savings Accounts Details** ,section, goto **Debit Cards** section, then from the kebab menu, click on the **Request PIN**.
  - From the Search bar, type **Debit Cards -Request PIN** and press **Enter**.
  - Access through the kebab menu of transactions available under the kebab menu of any other Debit Cards screen.

The **Request PIN** screen appears.

**Figure 12-1 Request PIN**

↑ Request PIN XXXXXXXX1009 Cancel Submit

Deliver to  
Branch Near Me

City  
California

Branch Name  
FLEXCUBE UNIVERSAL BANK

Address  
Unit 1, Block A, California, GREAT BRITAIN

Debit Cards Credit Cards

 **Note:**

The fields which are marked as Required are mandatory.

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

**Table 12-1 Request PIN - Field Description**

Field Name	Description
<b>Card Number</b>	The card number in masked format.
<b>Account Number</b>	Account number in masked format.
<b>Address Type</b>	<p>The customer is required to specify where the new card is to be delivered.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Postal Address</b></li> <li>• <b>Residential Address</b></li> <li>• <b>Office Address</b></li> <li>• <b>Branch Near Me</b></li> </ul>
This section appears if the customer selects <b>Branch Near Me</b> option in the <b>Address Type</b> field.	
<b>City</b>	The customer can filter branches based on city.
<b>Branch Near Me</b>	The customer can select a branch at which the PIN is to be delivered. The names of all the branches in the city selected in the previous field will be displayed.
<b>Branch Address</b>	The complete address of the branch selected will be displayed once the customer selects a branch.

2. From the **Card Number** list, select the debit card for whom request for a new debit card PIN is to be raised.
  3. From the **Address Type** list, select the delivery location of choice.
    - If you select the **Branch Near Me** option as delivery location,
      - i. From the **City** list, select the desired city.
      - ii. From the **Branch Near Me** list, select the desired branch.

The complete address of the selected branch appears.
  4. Perform one of the following actions:
    - Click **Submit**.

The **Authentication** screen appears.

    - Click **Cancel** to cancel the transaction.
  5. The **Confirmation** popup appears.
- Perform one of the following actions:
- Click **Yes** to proceed.
  - Click **No** to cancel the transaction.
6. The success message along with the transaction reference number appears.

7. Perform one of the following actions:
  - Click **Transaction Details** to view the details of the transaction.
  - Click on the **Debit Cards** link to visit the **Debit Cards** summary page.
  - Click on the **Current & Savings Accounts Details** link to view the Current & Savings Accounts details.
  - Click on the **Go To Dashboard** link to navigate back to dashboard page.

## Reset PIN

This topic describes the feature that enables user to reset your debit card PIN at your convenience.

It also provides access to debit card-related transactions through the kebab menu options. A debit card PIN is required to authenticate any debit card transaction. Without a PIN, the customer will not be able to withdraw funds from his account or make any Point of Sale purchases.

**Note:**

This transaction appears only in case of Third Party integration.

**To generate the debit card PIN:**

1. Perform anyone of the following navigation to access the **Reset PIN** screen.
  - From the Dashboard, click **Toggle menu**, click **Menu**, then click **Accounts**, and then click **Current and Savings Accounts** tab, and then click **Current and Savings Account Number**, and then from **Current & Savings Accounts Details** section, goto **Debit Cards** section, then from the kebab menu, click on the **Reset PIN**.
  - On the Dashboard, click **Overview** widget, click **Current and Savings** card, then click **Current and Savings Account Number**, and then from **Current & Savings Accounts Details** ,section, goto **Debit Cards** section, then from the kebab menu, click on the **Reset PIN**
  - From the Search bar, type **Debit Cards -Reset PIN** and press **Enter**.
  - Access through the kebab menu of transactions available under the kebab menu of any other Debit Cards screen.

The **Reset PIN** screen appears.

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

**Figure 13-1 Reset PIN - Card Details**

↑ **Reset PIN** XXXXXXXX1009  
Reset PIN for your debit card

**Validate your card**

Account Number  
xxxxxxxxxxxx9802

Date of birth  
11/5/1990

Expiry Month  
7

Expiry Year  
30

CVV Number  
\*\*\*

**Validate**

Debit Cards Credit Cards

**Note:**

The fields which are marked as Required are mandatory.

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

**Table 13-1 Reset PIN - Card Details - Field Description**

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

7. Perform one of the following actions:

- Click **Validate**.

The entered card details are verified, and the **Reset PIN** section appears along with the successful message of validation.

- Click **Cancel** to cancel the transaction.

**Figure 13-2 New PIN Details**

↑ **Reset PIN** XXXXXXXX0301  
Reset PIN for your debit card

**Validate your card**

Account Number  
XXXXXXXXXXXX0044

Date of birth  
10/10/1994

Expiry Month  
3

Expiry Year  
29

CVV Number  
\*\*\*

**Card Validated Successfully**

Enter New PIN  
\*\*\*\*\*

Re-enter New PIN  
\*\*\*\*\*

Debit Cards Credit Cards

**Note:**

The fields which are marked as Required are mandatory.

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

**Table 13-2 New PIN Details - Field Description**

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

8. Enter a new PIN in **Enter New PIN** and **Re-Enter New PIN** fields respectively.
9. Perform one of the following actions:
  - Click **Submit**.  
The **Authentication** screen appears.
  - Click **Cancel** to cancel the transaction.
10. The **Confirmation** popup appears.  
Perform one of the following actions:
  - Click **Yes** to proceed.
  - Click **No** to cancel the transaction.
11. The success message along with the transaction reference number appears.
12. Perform one of the following actions:
  - Click **Transaction Details** to view the details of the transaction.

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

# Cheque Book Request

This topic describes the Request Cheque Book feature, which enables users to submit online requests for cheque books.

The **Cheque Book Request** feature enables customers to request for a new cheque book online. Cheques are the most widely used instruments that are used to make different kinds of payments. This feature is enabled only for those accounts for which cheque book facility is enabled.

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

## To request for a cheque book:

1. Perform anyone of the following navigation to access the **Cheque Book Request** screen.
  - From the Dashboard, click **Toggle menu**, click **Menu**, then click **Accounts**, and then click **Current and Savings Accounts** tab, and then click **Current and Savings Account Number**. From the **Current & Savings Details** page, click on the **More Actions**, and then click on the **Cheque Book Request**
  - From the Search bar, type **Current & Savings – Cheque Book Request** and press **Enter**.
  - On the Dashboard, click **Overview** widget, click **Current and Savings** card, then click **Current and Savings Account Number**. From the **Current & Savings Details** page, click on the **More Actions**, and then click on the **Cheque Book Request**.

The **Cheque Book Request** screen appears.

**Figure 14-1 Cheque Book Request**


The screenshot displays the 'Cheque Book Request' form. At the top, there's a title bar with the text 'Cheque Book Request' and a dropdown menu showing 'xxxxxxxxxxxx8297'. To the right of the title bar are 'Cancel' and 'Submit' buttons. The form itself is a white box with a light blue border. It contains several input fields: 'Type of Cheque Book' (CH2ZGBPCH), 'Number of Leaves per Book' (Cheque Book with 10 Leaves), 'Number of Cheque Books' (2), 'Deliver to' (Branch Near Me), 'City' (California), 'Branch Name' (FLEXCUBE UNIVERSAL BANK), and 'Address' (Unit 1, Block A, California, GREAT BRITAIN). At the bottom of the form, there's a navigation bar with three tabs: 'Current & Savings', 'Loans & Finances', and 'Deposits'. A small red notification icon with the number '1' is visible in the bottom right corner of the form area.

 **Note:**


The fields which are marked as Required are mandatory.

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

**Table 14-1 Cheque Book Request - Field Description**

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

**Table 14-1 (Cont.) Cheque Book Request - Field Description**

Field Name	Description
<b>Branch Address</b>	<p>The complete address of the branch selected will be displayed once the customer selects a branch.</p> <div>  <b>Note:</b>            The address displayed here depends on the selected option in the <b>Branch Near Me</b> field.         </div>

2. From the **Account Number** list, select the current or savings account number for which cheque book request is to be done.
3. From the **Type of Cheque Book** list, select the desired option.
4. From the **Number of Leaves per Book** list, select the number of leaves required in each cheque book.
5. From the **Number of Cheque Book** list, select the required number of cheque books.
6. From the **Address Type** list, select the delivery location of choice.
  - If you select the **Branch Near Me** option as delivery location,
    - i. From the **City** list, select the desired city.
    - ii. From the **Branch Near Me** list, select the desired branch.

The complete address of the selected branch appears.
7. Perform one of the following actions:
  - Click **Submit** to submit the cheque book request.
  - Click **Cancel** to cancel the transaction.
8. The **Confirmation** popup appears.  
Perform one of the following actions:
  - Click **Yes** to proceed.
  - Click **No** to cancel the transaction.
9. The success message along with the transaction reference number appears.
10. Perform one of the following actions:
  - Click **Transaction Details** to view the details of the transaction.
  - Click on the **View Accounts** link to visit Current & Savings Accounts Summary page.
  - Click on the **Current & Savings Accounts Details** link to view the Current & Savings Accounts details.
  - Click on the **Go To Dashboard** link to navigate back to dashboard page.

# Cheque Status Inquiry

This topic describes the **Cheque Status Inquiry** transaction, which enables customers to view the status of cheques they have written at any time.

The customer can view the status of either a single cheque by providing a cheque number or that of a cheque series by defining a cheque range.

Customers can also search for cheques based on their status i.e. used, not used, stopped, etc.

**Note:**

- a. The **Cheque Range** and **Cheque Status** fields are displayed if the Oracle Banking Digital Banking Experience application is integrated with **Universal Banking Solutions** and the region is not **India**.
- b. The left swipe and Long Press gesture is implemented on mobile and tablets devices.

Swipe gesture - This feature is available on the transaction which triggers Block/Unblock functionalities.

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

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

- Rearrange columns
- Remove specific columns.

**Note:**

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

**To inquire about the cheque status:**

1. Perform anyone of the following navigation to access the **Cheque Status Inquiry** screen.
  - From the Dashboard, click **Toggle menu**, click **Menu**, then click **Accounts**, and then click **Current and Savings Accounts** tab, and then click **Current and Savings**

**Account Number.** From the **Current & Savings Details** page, click on the **More Actions**, and then click on the **Cheque Status Inquiry**

- From the Search bar, type **Current & Savings – Cheque Status Inquiry** and press **Enter**.
- On the Dashboard, click **Overview** widget, click **Current and Savings** card, then click **Current and Savings Account Number**. From the **Current & Savings Details** page, click on the **More Actions**, and then click on the **Cheque Status Inquiry**.

The **Cheque Status Inquiry** screen appears.

**Figure 15-1 Cheque Status Inquiry**

↑ Cheque Status Inquiry
xxxxxxxxxxxx0033

Showing latest transaction on top
Filter
Download
Manage Columns

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

 **Note:**

The fields which are marked as Required are mandatory.

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

**Table 15-1 Cheque Status Inquiry - Field Description**


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

- From the **Account Number** list, select an account to view the status of cheques associated with that account.

The cheque status inquiry appears of the selected account.


- Perform one of the following actions:
  - Click on the **More Actions** menu to access other Current and Savings account related transactions.

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

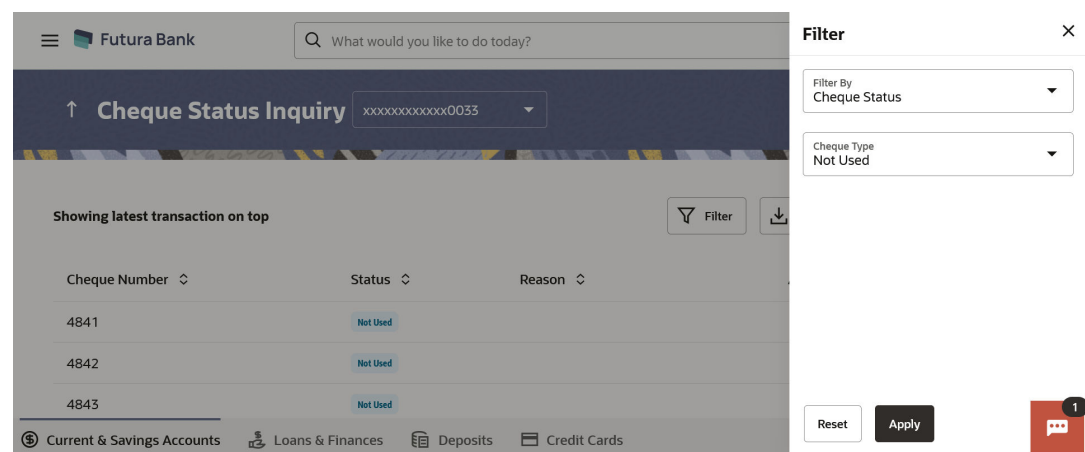
- Click on the  **Manage Columns** icon to setup a column preference by rearranging or removing columns.

- Click on the **Block** link under **Action** column to stop a cheque that has been issued for making payment.

The system redirects to the **Stop/Unblock Cheque** screen.

- Click the  **Filter** to search the cheque based on search criteria;

The **Filter** overlay screen appears.


**Figure 15-2 Cheque Status Inquiry- Filter Criteria**

 **Note:**

The fields which are marked as Required are mandatory.

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

**Table 15-2 Cheque Status Inquiry- Filter Criteria - Field Description**

Field Name	Description
<b>Filter By</b>	<p>Allows the customer to specify the criteria by which to view the status of cheques.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Cheque Number</b></li> <li>• <b>Cheque Range</b></li> <li>• <b>Cheque Status</b></li> </ul> <div>  <b>Note:</b> <p>The <b>Cheque Range</b> and <b>Cheque Status</b> fields are displayed if the Oracle Banking Digital Banking Experience application is integrated with <b>Oracle FLEXCUBE Universal Banking</b> and the region is not <b>India</b>.</p> </div>
<b>Cheque Number</b>	<p>The customer can define the cheque number for which he wants to view the status.</p> <p>This field appears if you select <b>Cheque Number</b> option from the <b>Filter By</b> list.</p>
<b>From</b>	<p>The customer is required to define the starting cheque number of the range for which to view cheque status.</p> <p>This field is appears if you select <b>Cheque Range</b> option from the <b>Filter By</b> list.</p>
<b>To</b>	<p>The customer is required to define the last cheque number of the range for which to view cheque status.</p> <p>This field appears if you select <b>Cheque Range</b> option from the <b>Filter By</b> list.</p>
<b>Cheque Type</b>	<p>The customer is required to identify a specific status in order to view cheques that belong to that status.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>Used</b></li> <li>• <b>Not Used</b></li> <li>• <b>Stopped</b></li> <li>• <b>Rejected</b></li> <li>• <b>Cancelled</b></li> </ul> <p>This field appears if you select the <b>Status</b> option from the <b>Filter By</b> list.</p> <p>The <b>From Date</b> and <b>To Date</b> search fields will be disabled if the customer selects either the <b>Not Used</b> or <b>Cancelled</b> status.</p>

**Table 15-2 (Cont.) Cheque Status Inquiry- Filter Criteria - Field Description**

Field Name	Description
<b>From Date</b>	The customer is required to specify the start date in a date range from which cheques of a particular status are to be fetched. This field appears if you select <b>Status</b> option from the <b>Filter By</b> list.
<b>To Date</b>	The customer is required to specify the last date in the date range for which cheques of a particular status are to be fetched. This field appears if you select <b>Status</b> option from the <b>Filter By</b> list.

- a. From the **Filter By** list, select the criteria by which user wish to view the status of cheques.

Perform one of the following actions:

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

 **Note:**

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

- b. Perform one of the following actions:

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

## Stop / Unblock Cheque

This topic describes the Stop/Unblock Cheque feature, which enables users to stop payment on issued cheques.

Cheques are physical instruments used for making payments. After a cheque is issued, a user may want to block payment in case of theft or misplacement of a cheque issued to a payee. For better management of cheques, the application has an online option to stop cheques - so that they cannot be utilized for making payment or cannot be misused.

User can specify the cheque number and initiate a stop payment. The user will have to select the account number and the cheque number. The cheque number entered will be validated against the account number selected. This is an online request and cheque status will be changed to stop. The User has to specify the reason while stopping the cheque.

User can also specify the cheque range to stop a complete cheque series. Then user can initiate block request for complete cheque series in case cheque book has been lost or misplaced by him. The User has to specify the reason while stopping the cheque series.

Users can unblock already blocked/ stopped cheque by specifying the cheque number or cheque series through the online channel. It is an online transaction and on initiating the unblock transaction, cheques status will be immediately changed to unblocked. Unblocked cheques can be used for making cheque payments.

### To stop or unblock cheque:

1. Perform anyone of the following navigation to access the **Stop / Unblock Cheque** screen.
  - From the Dashboard, click **Toggle menu**, click **Menu**, then click **Accounts**, and then click **Current and Savings Accounts** tab, and then click **Current and Savings Account Number**. From the **Current & Savings Details** page, click on the **More Actions**, and then click on the **Stop / Unblock Cheque**.
  - From the Search bar, type **Current & Savings – Stop / Unblock Cheque** and press **Enter**.
  - On the Dashboard, click **Overview** widget, click **Current and Savings** card, then click **Current and Savings Account Number**. From the **Current & Savings Details** page, click on the **More Actions**, and then click on the **Stop / Unblock Cheque**.

The **Stop / Unblock Cheque** screen appears.

**Figure 16-1 Stop / Unblock Cheque**

 **Note:**

The fields which are marked as Required are mandatory.

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

**Table 16-1 Stop / Unblock Cheque - Field Description**

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

**Table 16-1 (Cont.) Stop / Unblock Cheque - Field Description**

Field Name	Description
<b>From</b>	Start number of the cheque range to be stopped or unblocked. This field appears if you select the <b>Cheque Range</b> option.
<b>To</b>	End number of the cheque range to be stopped or unblocked. This field appears if you select the <b>Cheque Range</b> option.
<b>Specify Reason</b>	The reason for stopping or unblocking the cheque.

2. From the **Account Number** list, select the account number of which cheque/cheques have to be stopped or unblocked.
3. In the **Action** field, select the appropriate option.
4. If **Stop** is selected under the **Action** field, in the **Enter Cheque Number or Range** field, select the desired option:

Perform one of the following actions:

- If you select the **Cheque Number** option:
  - a. In the **Cheque Number** field, enter the cheque number.
- If you select the **Cheque Range** option:
  - a. In the **From** field, enter the cheque start number.
  - b. In the **To** field, enter the cheque end number.

5. If **Unblock** is selected under the **Action** field, in the **Enter Cheque Number or Range** field, select the desired option:

Perform one of the following actions:

- If you select the **Cheque Number** option:
  - a. In the **Cheque Number** field, enter the cheque number.
- If you select the **Cheque Range** option:
  - a. In the **From** field, enter the cheque start number.
  - b. In the **To** field, enter the cheque end number.

6. In the **Specify Reason** list, enter the reason to stop or unblock the cheque.

7. Perform one of the following actions:

- Click **Submit**.  
The **Confirmation** popup appears.
- Click **Cancel** to cancel the transaction.

8. Perform one of the following actions on the **Confirmation** popup:

- Click **Yes** to proceed.
- Click **No** to cancel the transaction.

9. The success message along with the transaction reference number appears.

10. Perform one of the following actions:

- Click **Transaction Details** to view the details of the transaction.
- Click on the **Inquire Cheque Status** link to view the status of the cheque.

- Click on the **Current & Savings Accounts Details** link to view the Current & Savings Accounts details.
- Click on the **Go To Dashboard** link to navigate back to dashboard page.

# Transactions

This topic describes the process by which customers can track transactions occurring within their accounts.

All the debit and credit entries along with each transaction amount and reference details are displayed.

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

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

- Rearrange columns
- Remove specific columns.

## Note:

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

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

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

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

## To view transactions:

1. Perform anyone of the following navigation to access the **Transactions** screen.
  - From the Dashboard, click **Toggle menu**, click **Menu**, then click **Accounts**, and then click **Current and Savings Accounts** tab, and then click **Current and Savings Account Number**. From the **Current & Savings Details** page, click on the **Show all transactions** link under **Recent Transaction** section.
  - From the Search bar, type **Current & Savings – Transactions** and press **Enter**.

- On the Dashboard, click **Overview** widget, click **Current and Savings** card, then click **Current and Savings Account Number**. From the **Current & Savings Details** page, click on the **Show all transactions** link under **Recent Transaction** section.

The **Transactions** screen appears.

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

**Figure 17-1 Transactions – View Transactions**

↑ Transactions <span>xxxxxxxxxxxx0047</span> <span>More Actions</span>					
<span>Filter</span> <span>Download</span> <span>Manage Columns</span>					
Balance	Transaction Type	Transaction Date	Description	Reference Number	Amount
EUR 24,278.60	Credit	3/30/2020	ACCOUNT TO ACCOUNT TRANSFER	HELFTRQ20090C1Z1	EUR 5,432.00
EUR 18,303.40	Credit	3/30/2020	ACCOUNT TO ACCOUNT TRANSFER	HELFTRQ20090C1YW	EUR 5,432.00
EUR 12,328.20	Credit	3/30/2020	ACCOUNT TO ACCOUNT TRANSFER	HELFTRQ20090C1YQ	EUR 5,432.00
EUR 6,353.00	Credit	3/30/2020	ACCOUNT TO ACCOUNT TRANSFER	HELFTRQ20090C1YP	EUR 5,432.00
EUR 377.80	Debit	3/30/2020	NEW DEPOSIT	HELDEBK200902W29	EUR 1,500.00
EUR 2,027.80	Debit	3/30/2020	NEW DEPOSIT	HELDEBK200902W28	EUR 2,000.00
EUR 4,227.80	Debit	3/30/2020	NEW DEPOSIT	HELTOPD20090CA8Q	EUR 1,818.18
EUR 6,227.80	Debit	3/30/2020	NEW DEPOSIT	HELDEBK200902W25	EUR 1,500.00
EUR 7,877.80	Debit	3/30/2020	NEW DEPOSIT	HELDEBK200902W24	EUR 2,000.00
EUR 10,077.80	Debit	3/30/2020	NEW DEPOSIT	HELDEBK200902W23	EUR 1,500.00
EUR 11,727.80	Debit	3/30/2020	NEW DEPOSIT	HELDEBK200902W22	EUR 2,000.00
EUR 13,927.80	Debit	3/30/2020	NEW DEPOSIT	HELDEBK200902W21	EUR 1,500.00
EUR 15,577.80	Debit	3/30/2020	NEW DEPOSIT	HELDEBK200902W20	EUR 2,000.00
EUR 17,777.80	Debit	3/30/2020	NEW DEPOSIT	HELDEBK200902W1Z	EUR 1,500.00

 **Note:**

The fields which are marked as Required are mandatory.

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

**Table 17-1 Transactions – View Transactions - Field Description**

Field Name	Description
<b>Account Number</b>	Select an account of which you wish to view transactions. On selection, system displays the Account Number along with the Account Name, Account Currency, and Branch Code.

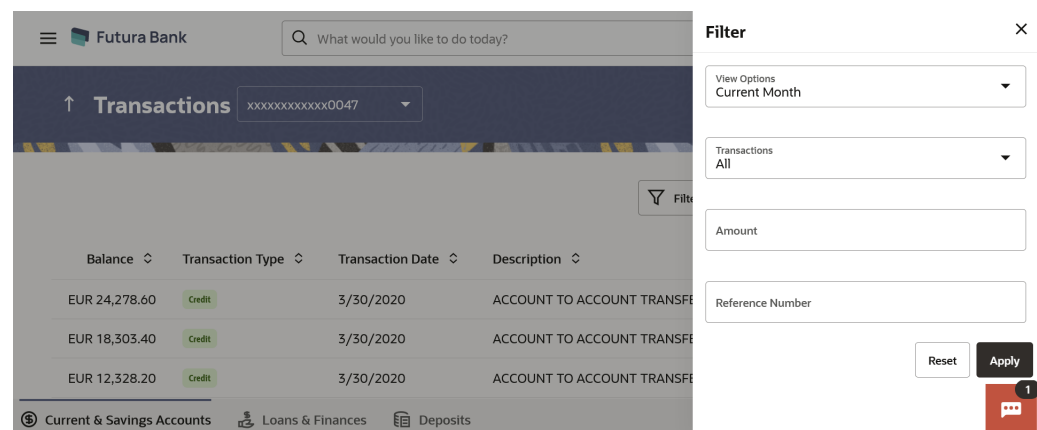
**Table 17-1 (Cont.) Transactions – View Transactions - Field Description**

Field Name	Description
<b>Balance</b>	Balance in the account.
<b>Transaction Type</b>	The type of transaction performed, i.e. if it was a debit or credit transaction.
<b>Transaction Date</b>	Date on which the activity was performed.
<b>Description</b>	Short description of the transaction.
<b>Reference Number</b>	Reference number of the transaction.
<b>Amount</b>	The transaction amount.

3. Perform one of the following actions:

- Click the  **Filter** change filter criteria.

The **Filter** overlay screen appears. Based on the defined criteria you can view transactions.

**Figure 17-2 Transactions – Filter Criteria**



 **Note:**

The fields which are marked as Required are mandatory.

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

**Table 17-2 Transactions – Filter Criteria - Field Description**

Field Name	Description
<b>View Options</b>	Filters to view the transactions of a specific period. The options are: <ul style="list-style-type: none"> <li>– <b>Current Month</b></li> <li>– <b>Current Day</b></li> <li>– <b>Previous Day</b></li> <li>– <b>Previous Month</b></li> <li>– <b>Current Month &amp; Previous Month</b></li> <li>– <b>Previous Quarter</b></li> <li>– <b>Date Range</b></li> <li>– <b>Last 10 Transactions</b></li> </ul>
<b>Transaction</b>	Filters to view the transactions based on description. The options are: <ul style="list-style-type: none"> <li>– <b>All</b></li> <li>– <b>Credits Only</b></li> <li>– <b>Debits Only</b></li> </ul>
<b>From Date – To Date</b>	Specify the period for which you wish to view transactions. Search will be based on the transaction date range. These fields will be displayed only if you have selected the option <b>Date Range</b> from the <b>View Options</b> list.
<b>Amount</b>	The specific transaction amount matching to which you wish to view transactions.
<b>Reference Number</b>	Reference number of the transaction.

- a. From the **View Options** list, select the desired transaction period.
    - i. If the option **Date Range** has been selected in the **View Options** list, specify the date range in the **From Date** and **To Date** fields.
  - b. From the **Transaction** list, select the types of transactions to be displayed i.e. either debit or credit or all transactions.
  - c. In the **Amount** field, enter the specific transaction amount matching to which you wish to view transactions.
  - d. In the **Reference Number** field, enter a transaction reference number if you wish to view a specific transaction record.
  - e. Perform one of the following actions:
    - Click **Apply** to view transactions based on the defined criteria.
    - Click **Reset** to clear the details entered.
- Click the  **Download** icon to download the records in CSV & PDF format.
  - Click the  **Manage Columns** icon to setup a column preference by rearranging or removing columns.
  - Click on the **More Actions** menu to access other Current and Savings account statement related transactions.

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

- Subscribe for E-Statements

- Request for a specific statement
- Download Pre-Generated Statements

## 17.1 E-statement

This topic describes the process by which users can subscribe to e-statements.

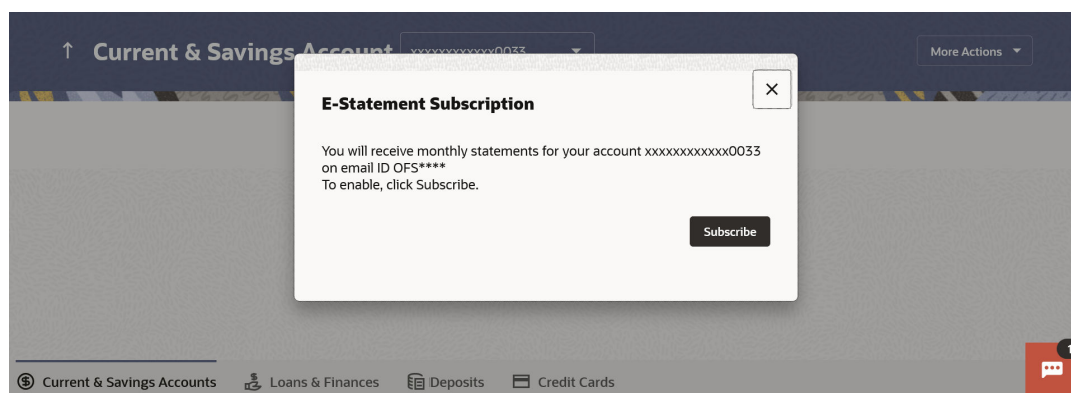
A customer might wish to receive regular e-statements at their email address instead of physical copies. Once a request for an e-statement is made, the customer will begin to receive regular statements at his email address maintained with the bank.

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

1. Perform anyone of the following navigation to access the **E-Statement** screen.
  - From the Dashboard, click **Toggle menu**, click **Menu**, then click **Accounts**, and then click **Current and Savings Accounts** tab, and then click **Current and Savings Account Number**. From the **Current & Savings Details** page, click on the **More Actions**, and then click **E-statement Subscription**.
  - From the Search bar, type **Current & Savings – Transactions** and press **Enter**, and then click on the **More Actions**, and then click **E-statement Subscription**.
  - From the Search bar, type **Current & Savings – E-statement Subscription**

The **E-Statement** screen appears.

**Figure 17-3 E-Statement**



2. The Pop-up Message appears. (Subscribe to E-Statement You will receive monthly statements for your account <Number in masked format> by email at <User's email address>)
  - Click **Subscribe** to opt to receive monthly statements on your registered email address.

The success message of request submission appears.

Click **OK** to complete the transaction.
3. If the user has already subscribed for e-statements, the pop up message contains a message stating that the user is subscribed to receive e-statements. The option to unsubscribe for e-statements is provided.
  - a. Click **Unsubscribe** to opt out of receiving monthly statements on your registered email address.

The success message of request submission appears.

- Click **OK** to complete the transaction.
- b. Click **Proceed** to unsubscribe.
- The success message of request submission appears.
4. Perform one of the following actions:
- Click **Home** to go to the Dashboard screen.
  - Click **View Account Details** to view the deposit details page.

## 17.2 Request Statement

This topic describes the statement request feature, which enables users to request a physical copy of their account statement from the bank for a specified period.

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

### To request for a Statement

1. Perform anyone of the following navigation to access the **Request Statement** screen.
  - From the Dashboard, click **Toggle menu**, click **Menu**, then click **Accounts**, and then click **Current and Savings Accounts** tab, and then click **Current and Savings Account Number**. From the **Current & Savings Details** page, click on the **More Actions**, and then click **Request Statement**.
  - From the Search bar, type **Current & Savings – Transactions** and press **Enter**, and then click on the **More Actions**, and then click **Request Statement**.
  - From the Search bar, type **Current & Savings – Request Statement**.

The **Request Statement** screen appears.

Figure 17-4 Request Statement

The screenshot displays the 'Request Statement' interface. At the top, there's a header bar with the title 'Request Statement' and a dropdown menu showing 'xxxxxxxxxxxx0022 - M'. To the right of the header are 'Submit' and 'Cancel' buttons. Below the header, there are two date selection fields: 'From Date' with the value '8/17/2023' and 'To Date' with the value '9/11/2023'. Each date field has a calendar icon to its right. At the bottom of the screen, there is a navigation bar with four tabs: 'Current & Savings Accounts' (selected), 'Loans & Finances', 'Deposits', and 'Credit Cards'. A red notification bubble with the number '1' is located in the bottom right corner of the screen.

### Note:

The fields which are marked as Required are mandatory.

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

Table 17-3 Request Statement - Field Description

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

2. From the **Account Number** list, select the account number for the account statement.
3. From the **From Date** list, select the start date of the account statement.
4. From the **To Date** list, select the end date of the account statement.
5. Perform one of the following actions:
  - Click **Submit**.  
The **Authentication** screen appears.
  - Click **Cancel** to cancel the transaction.
6. The **Confirmation** popup appears.  
Perform one of the following actions:
  - Click **Yes** to proceed.
  - Click **No** to cancel the transaction.
7. The success message along with the transaction reference number appears.
8. Perform one of the following actions:
  - Click **Transaction Details** to view the details of the transaction.
  - Click on the **ViewAccounts** link to visit the Current & Savings Accounts summary page.
  - Click on the **Current & Savings Accounts Details** link to view the Current & Savings Accounts details.
  - Click on the **Go To Dashboard** link to navigate back to dashboard page.

## 17.3 View Pre-generated Statement

This topic describes the functionality that enables users to download pre-generated statements.


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

### To download pre-generated statements:

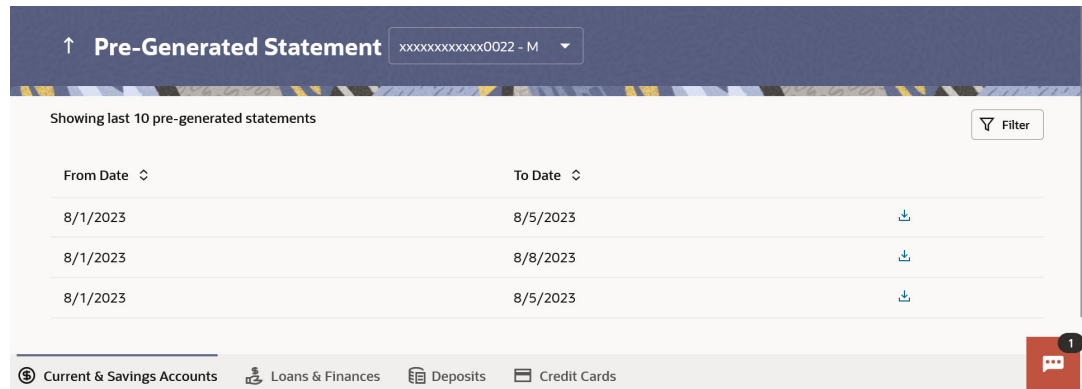
1. Perform anyone of the following navigation to access the **View Pre-generated Statements** screen.
  - From the Dashboard, click **Toggle menu**, click **Menu**, then click **Accounts**, and then click **Current and Savings Accounts** tab, and then click **Current and Savings Account Number**. From the **Current & Savings Details** page, click on the **More Actions**, and then click **View Pre-generated Statements**.

- From the Search bar, type **Current & Savings – Transactions** and press **Enter**, and then click on the **More Actions**, and then click **View Pre-generated Statements**.
- From the Search bar, type **Current & Savings – Pre-generated Statements**.

Displays the last pre-generated statements on the **Pre-generated Statement** screen.

2. Click the  icon against any record (.pdf) to download the statement in password protected pdf format.

**Figure 17-5 Pre-generated Statement**





**Note:**

The fields which are marked as Required are mandatory.

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

**Table 17-4 Pre-generated Statement - Field Description**

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

3. Click the  **Filter** change filter criteria.

The **Filter** overlay screen appears. Based on the defined criteria you can view transactions.

**Figure 17-6 Pre-generated Statements - Filter Criteria**

↑ Pre-Generated Statement xxxxxxxxxxxx0033

Showing last 10 pre-generated statements

From Date	To Date
8/1/2023	8/5/2023
10/5/2022	10/12/2022

Filter

Year  
2023

Month  
Mar

Cancel Apply

Current & Savings Accounts Loans & Finances Deposits Credit Cards

**Note:**

The fields which are marked as Required are mandatory.

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

**Table 17-5 Pre-generated Statements - Filter Criteria - Field Description**

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

- a. From the **Year** list, select the year for which the pre-generated statement is required.
- b. From the **Month** list, select the month for which the pre-generated statement is required.
- c. Perform one of the following actions:
  - Click **Apply** to view transactions based on the defined criteria.
  - Click **Reset** to clear the details entered.
4. Click the icon against any record (.pdf) to download the statement in password protected .pdf format.

# 18

## Account Nickname

This topic details the process by which customers can assign a specific name to their current or savings accounts.

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

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

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

1. Perform any one of the following navigation to access the **Term Deposit Details** screen.

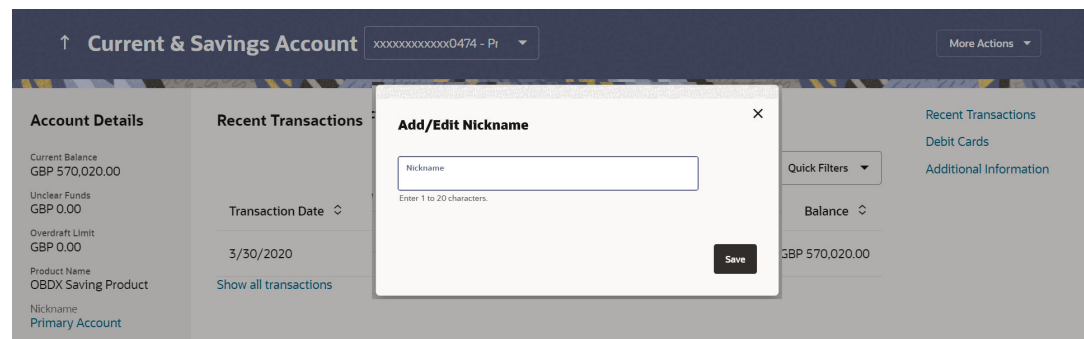
From the Dashboard, click **Toggle menu**, click **Menu**, then click **Accounts**, and then click **Current and Savings Accounts** tab, and then click **Current and Savings Account Number**. From the **Current & Savings Details** page, goto **Account Details** section. The **Current & Savings Account Details** screen appears.

2. Perform one of the following actions:

- Click on the **Add** link if nickname is not assigned to the account.
- Click on the nickname if nickname is already been assigned to modify the nickname.

The **Add/Edit Nickname** popup appears.

**Figure 18-1 Add/Edit Nickname**



### Note:

The fields which are marked as Required are mandatory.

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

**Table 18-1 Add/Edit Nickname - Field Description**

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

3. In the **Nickname** field, enter the nickname you want to use.
4. Perform one of the following actions:
  - Click **Save** to save your changes.  
  
Nicknames will be displayed on various transactions instead of the standard account description.
  - Click **Delete** to delete the nickname.

# 19

## FAQ

- 1. As a Retail User, what are the CASA accounts that I can view online?**  
The Retail User will have online access to all his accounts – whether conventional or Islamic, that he holds with the bank.
- 2. Can the user access Islamic CASA account details 24/7 on the online platform?**  
Yes, the user can access account details 24/7, except at times of system downtime or transaction blackout.
- 3. Who all can view a nickname that a user has set?**  
Only you can view the nickname that you have set.
- 4. Can a user apply for new debit card online, only at the time of account opening?**  
The user can apply for a debit card online, whether it is his first card or his existing card is expired or lost, at the time of account opening or later.
- 5. Can I have multiple debit cards linked to a CASA account?**  
This is dependent of the features of the specific Islamic CASA. Generally, in joint accounts, both the primary account holder as well as the joint holder are provided a debit card each.
- 6. If a lost debit card is found and restored to the cardholder, can it be reactivated?**  
No, for security purposes, once a card has been hotlisted, it cannot be re-activated. You can make a request for a new debit card. If the card was blocked, it can be unblocked online.
- 7. Can the user find exchange rate between all currency pairs?**  
The user can find exchange rate between currency pairs, provided that they are available for selection, and the currency pair is maintained in the Host and exchange rate is available for it.

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