

# Oracle Banking Digital Experience

## Core User Manual



Patch Release 22.2.4.0.0  
F99674-01  
June 2024



Copyright © 2006, 2024, Oracle and/or its affiliates.

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish, or display any part, in any form, or by any means. Reverse engineering, disassembly, or decompilation of this software, unless required by law for interoperability, is prohibited.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

If this is software, software documentation, data (as defined in the Federal Acquisition Regulation), or related documentation that is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, then the following notice is applicable:

U.S. GOVERNMENT END USERS: Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs) and Oracle computer documentation or other Oracle data delivered to or accessed by U.S. Government end users are "commercial computer software," "commercial computer software documentation," or "limited rights data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, reproduction, duplication, release, display, disclosure, modification, preparation of derivative works, and/or adaptation of i) Oracle programs (including any operating system, integrated software, any programs embedded, installed, or activated on delivered hardware, and modifications of such programs), ii) Oracle computer documentation and/or iii) other Oracle data, is subject to the rights and limitations specified in the license contained in the applicable contract. The terms governing the U.S. Government's use of Oracle cloud services are defined by the applicable contract for such services. No other rights are granted to the U.S. Government.

This software or hardware is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software or hardware in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure its safe use. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software or hardware in dangerous applications.

Oracle®, Java, MySQL, and NetSuite are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Inside are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Epyc, and the AMD logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group.

This software or hardware and documentation may provide access to or information about content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third-party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third-party content, products, or services, except as set forth in an applicable agreement between you and Oracle.

# Contents

## Preface

---

Purpose	xx
Audience	xx
Documentation Accessibility	xx
Diversity and Inclusion	xx
Conventions	xxi
Related Resources	xxi
Screenshot Disclaimer	xxi
Acronyms and Abbreviations	xxi

## 1 Transaction Host Integration Matrix

---

## 2 Dashboard

---

2.1 System Administrative Transactions	2-5
2.2 Administrative Maker Transactions	2-17
2.3 Administrative Approver Transactions	2-19

## 3 User Management

---

3.1 User Management - Create	3-3
3.2 User Management - Search and View	3-12
3.3 User Management - Edit	3-26
3.4 Reset Password	3-34
3.5 FAQ	3-37

## 4 Party Preferences

---

4.1 Party Preferences- Search	4-2
4.2 Party Preferences - Create	4-5
4.3 Party Preferences - View	4-21
4.4 Party Preferences - Edit	4-24

4.5	FAQ	4-31
-----	-----	------

## 5 Merchant Management

---

5.1	Merchant Management – Search	5-2
5.2	Merchant Management – Outward Remittance	5-3
5.2.1	Merchant Management – Outward Remittance – View	5-4
5.2.2	Merchant Management – Outward Remittance – Create Merchant	5-6
5.2.3	Merchant Management – Outward Remittance – Edit	5-9
5.3	Merchant Management – Inward Remittance	5-12
5.3.1	Merchant Management – Inward Remittance – View	5-12
5.3.2	Merchant Management – Inward Remittance – Create Merchant	5-13
5.3.3	Merchant Management – Inward Remittance – Edit	5-15
5.4	Merchant Management - Delete	5-18
5.5	FAQ	5-19

## 6 Electronic Bill Presentment and Payment

---

6.1	Biller Onboarding	6-1
6.1.1	Biller Onboarding - Search	6-2
6.1.2	Biller Onboarding - Create	6-4
6.1.3	Biller Onboarding - View	6-10
6.1.4	Biller Onboarding - Edit	6-14
6.1.5	Biller Onboarding - Delete	6-17

## 7 Limits Definition

---

7.1	Limits Definition - View	7-2
7.2	Limits Definition - Create	7-4
7.3	Limits Definition - Delete Limit	7-9
7.4	FAQ	7-11

## 8 Limit Package Management

---

8.1	Limit Package Management - View	8-2
8.2	Limit Package Management - Create	8-5
8.3	Limit Package Management - Edit	8-9
8.4	Limit Package Management - Clone	8-14
8.5	Limit Package Management - Delete	8-18
8.6	FAQ	8-20

<b>9</b>	<b>User Limits</b>	
9.1	User Limits - View	9-2
9.2	User Limits - Edit	9-6
9.3	FAQ	9-13
<b>10</b>	<b>Transaction Group Maintenance</b>	
10.1	Transaction Group Maintenance - View	10-2
10.2	Transaction Group Maintenance - Create	10-4
10.3	Transaction Group Maintenance - Edit	10-5
10.4	Transaction Group Maintenance - Delete	10-7
10.5	FAQ	10-10
<b>11</b>	<b>Party Account Access</b>	
11.1	Party Account Access - Mapping (Create)	11-2
11.2	Party Account Access- View	11-10
11.3	Party Account Access - Edit	11-13
11.4	Party Account Access - Delete	11-16
<b>12</b>	<b>User Account Access</b>	
12.1	User Account Access - Mapping (Create)	12-2
12.2	User Account Access- View	12-12
12.3	User Account Access - Edit	12-17
12.4	User Account Access - Delete	12-22
<b>13</b>	<b>Party Resource Access</b>	
13.1	Party Resource Access - Mapping (Create)	13-2
13.2	Party Resource Access- View	13-6
13.3	Party Resource Access - Edit	13-9
13.4	Party Resource Access - Delete	13-12
<b>14</b>	<b>User Resource Access</b>	
14.1	User Resource Access - Mapping (Create)	14-2
14.2	User Resource Access- Search	14-8
14.3	User Resource Access - Edit	14-13
14.4	User Resource Access - Delete	14-16

## 15 Approvals

---

15.1	Workflow Management	15-2
15.1.1	Approval Workflow – Select User Type	15-3
15.1.2	Approval Workflow - Admin User - Workflow Management	15-4
15.1.2.1	Admin Workflow Management – Search	15-5
15.1.2.2	Admin Workflow Management – View	15-6
15.1.2.3	Admin Workflow Management – Create	15-8
15.1.2.4	Admin Workflow Management - Edit	15-9
15.1.3	Approval Workflow - Retail & Business User - Workflow Management	15-11
15.1.3.1	Retail & Business Workflow Management – Summary	15-13
15.1.3.2	Retail & Business Workflow Management – View	15-14
15.1.3.3	Workflow Management – Create	15-16
15.1.3.4	Retail & Business Workflow Management - Edit	15-19
15.1.4	FAQ	15-21
15.2	Approval Rules	15-22
15.2.1	Approval Rules – Select User Type	15-23
15.2.2	Approval Rules - Admin User	15-24
15.2.2.1	Admin Approval Rules – Search	15-25
15.2.2.2	Admin Approval Rules – View	15-26
15.2.2.3	Admin Approval Rules – Create	15-27
15.2.2.4	Admin Approval Rules - Edit	15-30
15.2.3	Approval Rules - Retail & Business User	15-31
15.2.3.1	Approval Rules – Retail & Business User - Search	15-32
15.2.3.2	Retail & Business Approval Rules – Create	15-34
15.2.3.3	Approval Rules – Retail & Business User – Rule Summary	15-39
15.2.3.4	Approval Rules – Retail & Business User - View	15-42
15.2.3.5	FAQ	15-45
15.3	FAQ	15-45

## 16 Group Corporate Onboarding

---

16.1	Group Corporate Onboarding – Search Corporate	16-2
16.1.1	View Linked Parties under Group Corporate	16-8
16.1.2	Comments	16-9
16.1.3	Ready to Submit	16-10
16.2	Step 1: Group Corporate Profiling	16-12
16.2.1	Group Corporate Profiling - Create	16-13
16.2.2	Group Corporate Profiling - View	16-22
16.2.3	Group Corporate Profiling - Edit	16-26
16.3	Step 2: Party Account Access	16-37
16.3.1	Party Account Access – Create	16-38

16.3.2	Party Account Access - View	16-46
16.3.3	Party Account Access- Edit	16-49
	To view Virtual Account Management - Real Accounts:	16-53
	To view Liquidity Management Accounts:	16-54
	To view Virtual Accounts:	16-55
16.3.4	Party Account Access- Delete	16-56
16.4	Step 3: User Onboarding	16-57
16.4.1	User Management - Search and View	16-59
16.4.2	User Management - Edit	16-67
16.4.3	User Management - Create	16-74
16.5	Step 4: User Group Maintenance	16-83
16.5.1	User Groups – Create	16-84
16.5.2	User Groups – Summary & View	16-86
16.5.3	User Groups – Edit	16-89
16.6	Step 5: User Account Access	16-91
16.6.1	User Account Access – Create	16-93
16.6.2	User Account Access – View	16-104
16.6.3	User Account Access – Edit	16-109
16.6.4	User Account Access – Delete	16-119
16.7	Step 6: Report Mapping	16-120
16.7.1	User Report Mapping – Search & View	16-121
16.7.2	User Report Mapping - Create	16-126
16.7.3	User Report Mapping - Edit	16-128
16.8	Step 7: Workflow Management	16-130
16.8.1	Workflow Management – Summary	16-131
16.8.2	Workflow Management – View	16-133
16.8.3	Workflow Management – Create	16-135
16.8.4	Workflow Management - Edit	16-139
16.9	Step 8: Approval Rules	16-142
16.9.1	Approval Rules – Summary	16-143
16.9.2	Approval Rules - View	16-145
16.9.3	Approval Rules - Edit	16-149
16.9.4	Approval Rule – Create	16-153
16.10	Send to Modify	16-160
16.11	FAQ	16-164

## 17 Origination Workflow Configuration

---

17.1	View Workflows	17-2
17.2	Single Product Application	17-4
17.2.1	Edit Custom Workflow	17-5
17.3	Bundle Application	17-7

17.3.1	View Default and Custom Workflows	17-28
17.3.2	Edit Custom Workflow	17-32
17.4	FAQ	17-34

## 18 Service Request Form Builder

---

18.1	Service Request Definition - Summary	18-2
18.2	Service Request Definition - Search and View	18-2
18.3	Service Request Form Builder - Create	18-8
18.3.1	Copy and Create a new Request	18-15
18.4	Service Request Form Builder - Edit	18-17
18.5	Deactivate/Activate Service Request	18-22
18.6	FAQ	18-23

## 19 Feedback

---

19.1	Feedback Template Maintenance	19-1
19.1.1	Feedback Template Maintenance - Search	19-2
19.1.2	Feedback Template Maintenance - Edit	19-6
19.1.3	Feedback Template Maintenance - Create	19-11
19.2	FAQ	19-17
19.3	Feedback Analytics	19-18
19.3.1	Top Three and Bottom Three Transactions	19-19
19.3.2	Individual Transactions	19-19
19.3.3	All Transactions	19-21
19.3.4	General Feedback	19-22

## 20 SMS Banking

---

20.1	SMS Banking - Edit	20-3
20.2	Missed Call Banking - Search	20-5
20.3	Missed Call Banking - Edit	20-7
20.4	FAQ	20-8

## 21 System Rules

---

21.1	FAQ	21-7
------	-----	------

## 22 First Time Login

---

22.1	FAQ	22-3
------	-----	------



<b>23</b>	<b>Transaction Aspects</b>	
23.1	View Transaction Aspects	23-2
23.2	Update Transaction Aspects	23-3
<b>24</b>	<b>ATM / Branch Maintenance</b>	
24.1	ATM/ Branch Maintenance - Search	24-2
24.2	ATM/ Branch Maintenance - Add	24-5
24.3	ATM/ Branch Maintenance - Edit	24-11
24.4	ATM/ Branch Maintenance - Delete	24-13
24.5	FAQ	24-14
<b>25</b>	<b>Product Maintenance</b>	
25.1	Product Maintenance - View	25-2
25.2	Product Maintenance - Edit	25-5
25.3	Product Maintenance - Create	25-7
25.4	FAQ	25-10
<b>26</b>	<b>User Profile Maintenance</b>	
26.1	User Profile - View	26-2
26.2	User Profile - Edit	26-3
26.3	FAQ	26-5
<b>27</b>	<b>Payee Restriction Setup</b>	
27.1	Payee Restriction Setup - View	27-2
27.2	Payee Restriction Setup - Edit	27-4
27.3	Payee Restriction Setup - Create	27-7
27.4	FAQ	27-11
<b>28</b>	<b>Forex Deal Maintenance</b>	
28.1	Add Currency Pairs	28-1
28.2	Update Forex Deal	28-3
<b>29</b>	<b>Biller Category Maintenance</b>	
29.1	Biller Category Maintenance - Summary	29-2
29.2	Biller Category Maintenance - Add Category	29-3
29.3	Biller Category Maintenance - Edit Category	29-5

29.4	Biller Category Maintenance - Delete	29-6
------	--------------------------------------	------

## 30 Touch Point Maintenance

---

30.1	Touch Point Maintenance - View	30-2
30.2	Touch Point Maintenance - Edit	30-5
30.3	Touch Point Maintenance - Create	30-7

## 31 Touch Point Group Maintenance

---

31.1	Touch Point Group Maintenance - View	31-2
31.2	Touch Point Group Maintenance - Edit	31-3
31.3	Touch Point Group Maintenance - Create	31-6
31.4	FAQ	31-9

## 32 Role Transaction Mapping

---

32.1	Search & View Application Role	32-2
32.2	Edit Application Role	32-7
32.3	Delete Application Role	32-10
32.4	Create Application Role	32-11
32.5	FAQ	32-18

## 33 Entitlements

---

33.1	Entitlements - View	33-1
33.2	Entitlements - Edit	33-3

## 34 User Segment Maintenance

---

34.1	User Segment Maintenance - Search	34-2
34.2	User Segment Maintenance - Edit	34-5
34.3	User Segment Maintenance - Create	34-9
34.4	FAQ	34-12

## 35 Authentication

---

35.1	Authentication - View	35-2
35.2	Authentication - Edit	35-7
35.3	Authentication - Create	35-11
35.4	FAQ	35-16

## 36 Security Questions Maintenance

---

36.1	View Security Questions	36-2
36.2	Security Questions Maintenance - Edit	36-3
36.3	Security Questions Maintenance - Create	36-4
36.4	FAQ	36-6

## 37 Password Policy Maintenance

---

37.1	Password Policy Maintenance - Search	37-2
37.2	Password Policy Maintenance - View	37-3
37.3	Password Policy Maintenance - Create	37-6
37.4	Password Policy Maintenance - Edit	37-9
37.5	FAQ	37-12

## 38 Security Keys

---

38.1	Password Encryption and Decryption with Public and Private Key Pairs	38-1
38.2	API Key	38-1
38.3	JWT Encryption Key	38-2

## 39 User Group - Subject Mapping

---

39.1	User Group - Subject Mapping - Search	39-2
39.2	User Group - Subject Mapping - Create	39-5
39.3	User Group - Subject Mapping - Modify	39-8
39.4	FAQ	39-10

## 40 User Group - Service Request Mapping

---

40.1	User Group - Service Request Mapping - Search	40-2
40.2	User Group - Service Request Mapping - Create	40-5
40.3	User Group - Service Request Mapping - Modify	40-9
40.4	FAQ	40-12

## 41 Alerts Maintenance

---

41.1	Alerts Maintenance - Search	41-2
41.2	Alerts Maintenance - Create	41-6
41.3	Alerts Maintenance - Edit	41-11
41.4	Alerts Maintenance- Delete	41-13
41.5	FAQ	41-30

<b>42</b>	<b>Mailers</b>	
42.1	Mailers - Search and View	42-2
42.2	Mailers - Create	42-4
42.3	Mailers - Edit	42-6
42.4	Mailers - Delete	42-9
42.5	FAQ	42-10
<b>43</b>	<b>Account Aggregation</b>	
43.1	External Bank Maintenance	43-1
43.1.1	Search and View External Bank's Details	43-2
43.1.2	Add External Bank	43-5
43.1.3	Update External Bank's Details	43-8
43.1.4	Delete External Bank's Details	43-11
<b>44</b>	<b>Spend Category</b>	
44.1	Spend Category - Search	44-2
44.1.1	Spend Category - View	44-3
44.2	Spend Category - Create	44-4
44.3	Spend Category - Edit	44-6
44.4	FAQ	44-7
<b>45</b>	<b>Goal Category Maintenance</b>	
45.1	Goal Category - Search	45-2
45.1.1	Goal Category - View	45-3
45.2	Goal Category - Create	45-5
45.3	Goal Category - Edit	45-7
45.4	FAQ	45-8
<b>46</b>	<b>Manage Brand</b>	
46.1	Manage Brand - Create	46-3
46.2	Manage Brand - View	46-17
46.3	Manage Brand - Edit	46-19
46.4	Manage Brand - Delete	46-33
46.5	Brand Mapping	46-34
46.5.1	Brand Mapping Search	46-34
46.5.2	Create Mapping	46-35
46.5.3	Delete Mapping	46-37

## 47 Dashboard Overview

---

47.1	Dashboard Overview– Summary	47-3
47.2	Dashboard Overview – View	47-4
47.3	Dashboard Overview – Create	47-6
47.4	Dashboard Overview – Design – Create Administrator Template	47-10
47.5	Dashboard Overview – Edit	47-14
47.6	Dashboard Overview – Clone	47-16
47.7	Dashboard Overview – Delete	47-19
47.8	Dashboard Mapping – Summary	47-20
47.8.1	Create Mapping	47-21
47.8.2	Delete Mapping	47-23
47.9	FAQ	47-24

## 48 Analytics Dashboard

---

48.1	FAQ	48-6
------	-----	------

## 49 Relationship Maintenance

---

49.1	Relationship Mapping	49-1
49.1.1	Relationship Mapping Maintenance - View	49-2
49.1.2	Relationship Mapping Maintenance - Edit	49-3
49.2	Relationship Matrix	49-6
49.2.1	Relationship Matrix Maintenance - View	49-7
49.2.2	Relationship Matrix Maintenance - Edit	49-8
49.3	FAQ	49-10

## 50 Transaction Blackout

---

50.1	Transaction Blackout - Search	50-2
50.2	Transaction Blackout - Create	50-5
50.3	Transaction Blackout - Edit	50-9
50.4	Transaction Blackout - Delete	50-11
50.5	FAQ	50-13

## 51 Working Window

---

51.1	Transaction Working Window - Search	51-2
51.2	Transaction Working Window - Create	51-7
51.3	Transaction Working Window - Edit	51-10
51.4	Transaction Working Window - Delete	51-15
	To delete exception window:	51-16

51.5	FAQ	51-17
------	-----	-------

## 52 Audit Log

---

52.1	Search Audit Details	52-1
52.2	FAQ	52-4

## 53 File Upload

---

53.1	File Identifier Maintenance	53-2
53.1.1	File Identifier Maintenance – User Type Selection	53-3
53.1.2	File Identifier Maintenance - Administrator User – Summary	53-3
53.1.3	File Identifier Maintenance - Administrator User - Create	53-6
53.1.4	File Identifier Maintenance - Administrator User – Edit	53-8
53.1.5	File Identifier Maintenance - Corporate User – Search and View	53-9
53.1.6	File Identifier Maintenance - Corporate User - Create	53-14
53.1.7	File Identifier Maintenance - Corporate User – Edit	53-18
53.2	FAQ	53-20
53.3	User File Identifier Mapping	53-21
53.3.1	User File Identifier Mapping – User Type Selection	53-23
53.3.2	User File Identifier Mapping – Administrator - Search	53-23
53.3.3	User File Identifier Mapping – Administrator - Create	53-26
53.3.4	User File Identifier Mapping – Administrator - Edit	53-27
53.3.5	User File Identifier Mapping - Corporate User - Search	53-29
53.3.6	User File Identifier Mapping - Corporate User - Create	53-32
53.3.7	User File Identifier Mapping - Corporate User - Edit	53-34
53.4	FAQ	53-36
53.5	File Upload – Bill Presentment	53-36
53.6	Uploaded Files Inquiry	53-38
53.6.1	Uploaded File Inquiry – Default View	53-39
53.6.2	Uploaded File Inquiry – Search Filters	53-40
53.6.3	Uploaded File Inquiry – File Details – Bill Presentment	53-43
53.7	FAQ	53-44

## 54 OAuth 2.0

---

54.1	Identity Domain Maintenance	54-2
54.1.1	Identity Domain Maintenance - Search	54-2
54.1.2	Identity Domain Maintenance – Edit	54-5
54.1.3	Identity Domain Maintenance – Create	54-7
54.2	Resource Server Maintenance	54-9
54.2.1	Resource Server Maintenance - Search	54-10

54.2.2	Resource Server Maintenance – Edit	54-12
54.2.3	Resource Server Maintenance – Create	54-14
54.3	Client Maintenance	54-15
54.3.1	Client Maintenance - Search	54-16
54.3.2	Client Maintenance – Edit	54-19
54.3.3	Client Maintenance – Create	54-20

## 55 User Group Management

---

55.1	User Groups – Select User Type	55-2
55.2	User Groups – Admin User	55-3
55.2.1	User Groups - Admin User – Create	55-3
55.2.2	User Groups - Admin User – Search Summary	55-5
55.2.3	User Groups - Admin User – Edit Group	55-7
55.3	User Groups – Retail & Business User	55-9
55.3.1	User Groups - Retail & Business User – Search Party	55-9
55.3.2	User Groups - Retail & Business User – Create	55-11
55.3.3	User Groups - Retail & Business User – Edit Group	55-13
55.3.4	User Groups - Retail & Business User – Group Summary	55-15
55.4	FAQ	55-18

## 56 Print Password

---

56.1	Print Password - Search	56-2
56.2	Print Password - Print	56-4
56.3	FAQ	56-6

## 57 User Alerts Subscription

---

57.1	User Alerts Subscription - Search	57-2
	To view subscribed alerts for a User:	57-3
57.2	Subscribe/ Unsubscribe Alerts	57-5
57.3	FAQ	57-9

## 58 Group Corporate Alerts Subscription

---

58.1	Group Corporate Alerts Subscription - Search	58-2
58.2	Subscribe/ Unsubscribe Alerts	58-5
58.3	FAQ	58-8

## 59 Request Processing

---

59.1	Request Processing - Summary	59-2
59.2	Service Request Details (For Service Requests available out of the box)	59-5
59.2.1	Approve or Reject Service Requests (For Service Requests available out of the box)	59-7
59.3	Service Request Details (Requests created using Service Request-Form Builder)	59-8
59.3.1	Approve or Reject Service Requests (created using Service Request Form Builder)	59-10

## 60 Terms and Conditions Maintenance

---

60.1	Terms and Conditions - Search and View	60-2
60.1.1	Terms and Conditions - View	60-4
60.2	Create Terms and Conditions	60-5
60.3	Edit Terms and Conditions	60-6
60.4	Copy Terms and Conditions	60-7
60.5	Delete Terms and Conditions	60-9

## 61 Reports

---

61.1	Adhoc Reports	61-4
61.2	Schedule Reports	61-5
61.2.1	View Scheduled Reports	61-6
61.2.2	Edit Schedule Reports	61-8
61.2.3	Delete Schedule Reports	61-9
61.3	API Consumption Report	61-10
61.3.1	API Consumption - Adhoc Report	61-10
61.3.2	API Consumption - Schedule Reports	61-14
61.4	Biller Registration Report	61-17
61.4.1	Biller Registration - Adhoc Report	61-17
61.4.2	Biller Registration - Schedule Reports	61-20
61.5	Biller Reconciliation Report	61-22
61.5.1	Biller Reconciliation - Adhoc Report	61-22
61.5.2	Biller Reconciliation - Schedule Reports	61-25
61.6	Bill Payment Pay Later Report	61-27
61.6.1	Bill Payment Pay Later - Adhoc Report	61-27
61.6.2	Bill Payment Pay Later - Schedule Reports	61-30
61.7	Date Wise User Creation Report	61-32
61.7.1	Date Wise User Creation - Adhoc Report	61-33
61.7.2	Date Wise User Creation - Schedule Reports	61-35
61.8	EPI Payment Reconciliation Report	61-38
61.8.1	EPI Payment Reconciliation - Adhoc Report	61-38



61.8.2	EPI Payment Reconciliation – Schedule Report	61-41
61.9	FATCA & CRS Declaration Report	61-43
61.9.1	FATCA & CRS Declaration - Adhoc Report	61-43
61.9.2	FATCA & CRS Declaration - Schedule Reports	61-53
61.10	File Identifier wise Party User Mapping Report	61-55
61.10.1	File Identifier wise Party User Mapping - Adhoc Report	61-56
61.10.2	File Identifier wise Party User Mapping - Schedule Report	61-59
61.11	Party User wise File Identifiers Mapping Report	61-61
61.11.1	Party User wise File Identifiers Mapping - Adhoc Report	61-61
61.11.2	Party User wise File Identifiers Mapping - Schedule Reports	61-65
61.12	Party wise Approval Rule report	61-67
61.12.1	Party wise Approval Rule - Adhoc Report	61-68
61.12.2	Party wise Approval Rule - Schedule Reports	61-71
61.13	Party wise File Identifiers Mapping Report	61-73
61.13.1	Party wise File Identifiers Mapping - Adhoc Report	61-73
61.13.2	Party wise File Identifiers Mapping - Schedule Reports	61-77
61.14	Party wise Payee Maintenance Report	61-79
61.14.1	Party wise Payee Maintenance - Adhoc Report	61-80
61.14.2	Party wise Payee Maintenance - Schedule Reports	61-83
61.15	Party wise User Group Report	61-85
61.15.1	Party wise User Group - Adhoc Report	61-85
61.15.2	Party wise User Group - Schedule Report	61-88
61.16	User Segment Summary Report	61-90
61.16.1	User Segment Summary - Adhoc Report	61-90
61.16.2	User Segment Summary - Schedule Reports	61-93
61.17	Wallets Creation for a Date Range Report	61-95
61.17.1	Wallets Creation for a Date Range - Adhoc Report	61-95
61.17.2	Wallets Creation for a Date Range - Schedule Report	61-98
61.18	Wallet KYC Report	61-100
61.18.1	Wallets KYC - Adhoc Report	61-100
61.18.2	Wallets KYC - Schedule Report	61-104
61.19	Wallets Transaction Activity Report	61-106
61.19.1	Wallets Transaction Activity - Adhoc Report	61-106
61.19.2	Wallets Transaction Activity - Schedule Report	61-109
61.20	Approval Rule Report	61-112
61.20.1	Approval Rule Report - Adhoc Report	61-112
61.21	User List Report	61-115
61.21.1	User List Report - Adhoc Report	61-115
61.22	User Entitlement Report	61-118
61.22.1	User Entitlement Report- Adhoc Report	61-118

<b>62</b>	<b>My Reports</b>	
62.1	My Reports - Adhoc	62-1
62.2	My Reports - Scheduled	62-3
62.3	FAQ	62-4
<b>63</b>	<b>User Report Mapping</b>	
63.1	User Report Mapping – Select User Type	63-1
63.2	User Report Mapping - Administrator User	63-2
63.2.1	User Report Mapping - Create	63-2
63.2.2	User Report Mapping - Search	63-4
63.2.3	User Report Mapping - Edit	63-8
63.3	User Report Mapping – Retail and Business User	63-10
63.3.1	User Report Mapping - Search	63-10
63.3.2	User Report Mapping - Create	63-14
63.3.3	User Report Mapping - Edit	63-16
<b>64</b>	<b>Message Maintenance</b>	
64.1	Message Maintenance - View	64-1
64.2	Message Maintenance - Edit	64-3
<b>65</b>	<b>User Helpdesk</b>	
65.1	FAQ	65-3
<b>66</b>	<b>Mailbox</b>	
66.1	Mails	66-2
66.1.1	Inbox	66-2
66.1.2	Sent Mail	66-5
66.1.3	Sent Mail - Details	66-7
66.1.4	Deleted Mail	66-8
66.2	Alerts	66-10
66.3	Notifications	66-12
66.4	FAQ	66-14
<b>67</b>	<b>Security Settings</b>	
67.1	Set Security Question	67-1
67.1.1	View Security Questions	67-4
67.1.2	User Security Question - Edit	67-5

67.2	Change Password	67-7
67.3	FAQ	67-8
68	Profile	
68.1	FAQ	68-2
69	Session Summary	
70	Session Timeout	
71	Forgot Password	
72	Forgot Username	
73	Manage DND Alerts	
74	ATM & Branch Locator	
74.1	FAQ	74-5
75	List of Topics	
	Index	

# Preface

- [Purpose](#)
- [Audience](#)
- [Documentation Accessibility](#)
- [Diversity and Inclusion](#)
- [Conventions](#)
- [Related Resources](#)
- [Screenshot Disclaimer](#)
- [Acronyms and Abbreviations](#)

## Purpose

This guide is designed to help acquaint you with the Oracle Banking APIs 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 customers that have purchased support have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

## 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.
monospace	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 APIs Installation 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.

## Acronyms and Abbreviations

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

**Table 1 Acronyms and Abbreviations**

Abbreviation	Description
OBAPI	Oracle Banking APIs

# 1

## Transaction Host Integration Matrix

### Legends

NH	No Host Interface Required.
✓	Pre integrated Host interface available.
X	Pre integrated Host interface not available.

SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.7.1.0.0	Oracle Banking SCF 14.7.1.0.0/ Oracle Banking Cash Management 14.7.1.0.0
<b>1</b>	<b>Dashboard</b>			
	System Administrative Transactions	NH	NH	NH
	Administrative Maker Transactions	NH	NH	NH
	Administrative Approver Transactions	NH	NH	NH
<b>2</b>	<b>System Rules</b>			
	Maintain system rules	NH	NH	NH
	View system rules	NH	NH	NH
	Edit system rules	NH	NH	NH
<b>3</b>	<b>Transaction Aspects</b>			
	View Transaction Aspects	NH	NH	NH
	Update Transaction Aspects	NH	NH	NH
<b>4</b>	<b>Role Transaction Mapping</b>			
	Create Application Roles	NH	NH	NH
	Search Application Roles	NH	NH	NH
	View Application Roles	NH	NH	NH
	Edit Application Roles	NH	NH	NH
	Delete Application Roles	NH	NH	NH
<b>5</b>	<b>Entitlements</b>			
	Entitlements- View	NH	NH	NH
	Entitlements- Edit	NH	NH	NH
<b>6</b>	<b>Limits Definition</b>			
	Limits Definition – View	NH	NH	NH
	Limits Definition – Create	NH	NH	NH
	Limits Definition - Delete Limit	NH	NH	NH
<b>7</b>	<b>Limits Package Management</b>			

SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.7.1.0.0	Oracle Banking SCF 14.7.1.0.0/ Oracle Banking Cash Management 14.7.1.0.0
	Limit Package Management - View	NH	NH	NH
	Limit Package Management - Create	NH	NH	NH
	Limit Package Management - Edit	NH	NH	NH
	Limit Package Management - Delete	NH	NH	NH
<b>8</b>	<b>Password Policy Maintenance</b>			
	Password Policy Maintenance - Edit	NH	NH	NH
<b>9</b>	<b>Manage Brand</b>			
	Manage Brand – Summary	NH	NH	NH
	Manage Brand – View	NH	NH	NH
	Manage Brand – Create	NH	NH	NH
	Manage Brand – Edit	NH	NH	NH
	Manage Brand – Delete	NH	NH	NH
	Brand Mapping	NH	NH	NH
	Brand Mapping Summary	NH	NH	NH
	Create Mapping	NH	NH	NH
	Delete Mapping	NH	NH	NH
<b>10</b>	<b>Alerts Maintenance</b>			
	Alerts Maintenance - Search	NH	NH	NH
	Alerts Maintenance - Create	NH	NH	NH
	Alerts Maintenance – Edit	NH	NH	NH
	Alerts Maintenance - Delete	NH	NH	NH
<b>11</b>	<b>Authentication</b>			
	Authentication - View	NH	NH	NH
	Authentication - Edit	NH	NH	NH
	Authentication - Create	NH	NH	NH
<b>12</b>	<b>Security Questions Maintenance</b>			
	View Security Questions	NH	NH	NH
	Security Questions Maintenance- Edit	NH	NH	NH
	Security Questions Maintenance- Create	NH	NH	NH
<b>13</b>	<b>Party Preferences</b>			
	Party Preferences - Search	✓	✓	NH
	Party Preferences - Create	✓	✓	NH
	Party Preferences - View	✓	✓	NH
	Party Preferences – Edit	NH	NH	NH

SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.7.1.0.0	Oracle Banking SCF 14.7.1.0.0/ Oracle Banking Cash Management 14.7.1.0.0
	Party Preference for Non Customer Corporate	NH	NH	✓
14	<b>User Management</b>			
	User Management- Create	✓	✓	NH
	User Management- View	✓	✓	NH
	User Management- Edit	✓	✓	NH
	User Management for Non-Customer Corporate User	NH	NH	✓
15	<b>Print Password</b>			
	Print Password - Search	NH	NH	NH
	Print Password - Print	NH	NH	NH
18	<b>Party Resource Access</b>			
	Party Resource Access - Mapping (Create)	✓	✓	NH
	Party Resource Access- View	✓	✓	NH
	Party Resource Access- Edit	NH	NH	NH
	Party Resource Access- Delete	NH	NH	NH
19	<b>User Resource Access</b>			
	User Resource Access - Mapping (Create)	✓	✓	NH
	User Resource Access - Search	✓	✓	NH
	User Resource Access – Edit	NH	NH	NH
	User Resource Access - Delete	NH	NH	NH
21	<b>User Group Management</b>			
	User Groups - Select User Type	NH	NH	NH
	User Groups - Admin User – Create	NH	NH	NH
	User Groups - Admin User – Search Summary	NH	NH	NH
	User Groups - Admin User – Edit Group	NH	NH	NH
	User Groups – Retail & Business User – Create	NH	NH	NH
	User Groups - Retail & Business User – Search Summary	NH	NH	NH
	User Groups - Retail & Business User – Edit Group	NH	NH	NH
22	<b>Approvals</b>			
22.1	<b>Workflow Management</b>			
	Admin Workflow Management – Create	NH	NH	NH
	Admin Workflow Management – Search	NH	NH	NH



SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.7.1.0.0	Oracle Banking SCF 14.7.1.0.0/ Oracle Banking Cash Management 14.7.1.0.0
	Admin Workflow Management – View	NH	NH	NH
	Admin Workflow Management – Edit	NH	NH	NH
	Retail & Business Workflow Management – Create	NH	NH	NH
	Retail & Business Workflow Management – Search	NH	NH	NH
	Retail & Business Workflow Management – View	NH	NH	NH
	Retail & Business Workflow Management – Edit	NH	NH	NH
22.2	<b>Approval Rules</b>			
	Admin Approval Rules – Create	NH	NH	NH
	Admin Approval Rules – Search	NH	NH	NH
	Admin Approval Rules – View	NH	NH	NH
	Admin Approval Rules – Edit	NH	NH	NH
	Retail & Business Approval Rules – Create	NH	NH	NH
	Retail & Business Approval Rules – Search	NH	NH	NH
	Retail & Business Approval Rules – View	NH	NH	NH
	Retail & Business Approval Rules – Edit	NH	NH	NH
23	<b>Alerts Subscription</b>			
	Alerts Subscription – Search	✓	✓	NH
	Subscribe/ Unsubscribe Alerts	✓	✓	NH
24	<b>Goal Category</b>			
	Goal Category – Search	NH	NH	NH
	Goal Category – View	NH	NH	NH
	Goal Category – Create	NH	NH	NH
	Goal Category – Edit	NH	NH	NH
25	<b>Spend Category</b>			
	Spend Category – Search	NH	NH	NH
	Spend Category – View	NH	NH	NH
	Spend Category - Create	NH	NH	NH
	Spend Category - Edit	NH	NH	NH
26	<b>Working Window</b>			
	Transaction Working Window - Search	NH	NH	NH
	Transaction Working Window - Create	NH	NH	NH

SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.7.1.0.0	Oracle Banking SCF 14.7.1.0.0/ Oracle Banking Cash Management 14.7.1.0.0
	Transaction Working Window - Edit	NH	NH	NH
	Transaction Working Window - Delete	NH	NH	NH
27	<b>Transaction Blackout</b>			
	Transaction Blackout - Search	NH	NH	NH
	Transaction Blackout - Create	NH	NH	NH
	Transaction Blackout - Edit	NH	NH	NH
	Transaction Blackout - Delete	NH	NH	NH
28	<b>User Group - Subject Mapping</b>			
	User Group - Subject Mapping - Search	NH	NH	NH
	User Group - Subject Mapping - Create	NH	NH	NH
	User Group - Subject Mapping - Modify	NH	NH	NH
29	<b>Mailbox</b>			
29.1	<b>Mails</b>			
	Mailbox - Inbox	NH	NH	NH
	Mailbox - Sent Mail	NH	NH	NH
	Mailbox - Deleted Mail	NH	NH	NH
29.2	<b>Alerts</b>	NH	NH	NH
29.3	<b>Notifications</b>	NH	NH	NH
30	<b>Mailers</b>			
	Mailers - Search and View	NH	NH	NH
	Mailers - Create	NH	NH	NH
	Mailers - Edit	NH	NH	NH
	Mailers - Delete	NH	NH	NH
31	<b>Reports</b>			
32	<b>Report Generation</b>			
	View Scheduled Reports	✓	✓	NH
	Edit Schedule Reports	NH	NH	NH
33	<b>My Reports</b>			
	My Reports - Adhoc	NH	NH	NH
	My Reports - Schedule	NH	NH	NH
34	<b>User Report Mapping</b>			
	User Report Mapping – Admin User- Search	NH	NH	NH
	User Report Mapping - Admin User- Create	NH	NH	NH
	User Report Mapping – Admin User- - Edit	NH	NH	NH

SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.7.1.0.0	Oracle Banking SCF 14.7.1.0.0/ Oracle Banking Cash Management 14.7.1.0.0
	User Report Mapping – Retail & Business User- Search	NH	NH	NH
	User Report Mapping - Retail & Business User- Create	NH	NH	NH
	User Report Mapping – Retail & Business User- - Edit	NH	NH	NH
	User Report Mapping - Create	NH	NH	NH
	User Report Mapping - Edit	NH	NH	NH
35	<b>ATM / Branch Maintenance</b>			
	ATM/ Branch Maintenance - View	NH	NH	NH
	ATM/ Branch Maintenance - Add	✓	✓	NH
	ATM/ Branch Maintenance - Edit	✓	✓	NH
	ATM/ Branch Maintenance - Delete	NH	NH	NH
36	<b>Product Maintenance</b>			
	Product Maintenance - Search	✓	✓	NH
	Product Maintenance - View	✓	✓	NH
	Product Maintenance - Edit	✓	✓	NH
	Product Maintenance - Create	✓	✓	NH
37	<b>Payee Restriction Setup</b>			
	Payee Restriction Setup - Search	NH	NH	NH
	Payee Restriction Setup - View	NH	NH	NH
	Payee Restriction Setup - Edit	NH	NH	NH
	Payee Restriction Setup - Create	NH	NH	NH
38	<b>Audit Log</b>	NH	NH	NH
39	My Profile	NH	NH	NH
40	<b>Security Settings</b>			
	Change Password	NH	NH	NH
	Set Security Questions	NH	NH	NH
41	<b>Touch Point Maintenance</b>			
	Touch Point Maintenance- Search	NH	NH	NH
	Touch Point Maintenance- View	NH	NH	NH
	Touch Point Maintenance- Edit	NH	NH	NH
	Touch Point Maintenance- Create	NH	NH	NH
42	<b>Touch Point Group Maintenance</b>			
	Touch Point Group Maintenance- Search	NH	NH	NH

SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.7.1.0.0	Oracle Banking SCF 14.7.1.0.0/ Oracle Banking Cash Management 14.7.1.0.0
	Touch Point Group Maintenance-View	NH	NH	NH
	Touch Point Group Maintenance-Edit	NH	NH	NH
	Touch Point Group Maintenance-Create	NH	NH	NH
43	<b>Transaction Group Maintenance</b>			
	Transaction Group Maintenance - Search	NH	NH	NH
	Transaction Group Maintenance - View	NH	NH	NH
	Transaction Group Maintenance - Edit	NH	NH	NH
	Transaction Group Maintenance - Create	NH	NH	NH
	Transaction Group Maintenance-Delete	NH	NH	NH
44	<b>Relationship Mapping Maintenance</b>			
	Relationship Mapping Maintenance - View	✓	✓	NH
	Relationship Mapping Maintenance - Edit	✓	✓	NH
45	<b>Relationship Matrix</b>			
	Relationship Matrix Maintenance – Search	NH	NH	NH
	Relationship Matrix Maintenance – View	NH	NH	NH
	Relationship Matrix Maintenance - Edit	NH	NH	NH
46	<b>User Helpdesk</b>	✓	✓	NH
47	<b>Feedback Capture</b>			
	Search Feedback Template	NH	NH	NH
	View Feedback Template	NH	NH	NH
	Edit Feedback Template	NH	NH	NH
	Create Feedback Template	NH	NH	NH
48	<b>Feedback Analytics</b>	NH	NH	NH
49	<b>Request Processing</b>	NH	NH	NH
	Service Request – Summary	NH	NH	NH
	Service Request Details	NH	NH	NH
	Approve or Reject Service Requests	NH	NH	NH
50	<b>Dashboard Builder – Design</b>			

SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.7.1.0.0	Oracle Banking SCF 14.7.1.0.0/ Oracle Banking Cash Management 14.7.1.0.0
	Design New Dashboard	NH	NH	NH
	View Dashboard	NH	NH	NH
	Edit Dashboard	NH	NH	NH
	Delete Dashboard	NH	NH	NH
	Dashboard Mapping			
	View Dashboard Mapping	NH	NH	NH
	Create Dashboard Mapping	✓	✓	NH
	Delete Dashboard Mapping	NH	NH	NH
51	<b>Service Request - Form builder</b>			
	Create Service Requests Form	NH	NH	NH
	Search and View Service Request	NH	NH	NH
	Copy and Create a new Request	NH	NH	NH
	Edit Service Requests	NH	NH	NH
52	<b>Session Summary</b>	NH	NH	NH
53	<b>User Segment Maintenance</b>			
	Search User Segment	NH	NH	NH
	View User Segment	NH	NH	NH
	Edit User Segment	NH	NH	NH
	Create User Segment	NH	NH	NH
54	<b>User Limits</b>			
	User Limits- Search	NH	NH	NH
	User Limits- View	NH	NH	NH
	User Limits- Edit	NH	NH	NH
55	<b>Network Preference Maintenance</b>			
	Network Preference Maintenance- View	NH	NH	NH
	Network Preference Maintenance- Edit	NH	NH	NH
56	<b>Biller Category Maintenance</b>			
	Manage Biller Category	X	X	NH
	Add Biller Category	X	X	NH
	Edit Biller Category	X	X	NH
	Delete Biller Category	X	X	NH
57	<b>Merchant Onboarding</b>			
	Search Merchant Details	✓	✓	NH
	View Merchant Details	✓	✓	NH
	Edit Merchant details	NH	NH	NH

SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.7.1.0.0	Oracle Banking SCF 14.7.1.0.0/ Oracle Banking Cash Management 14.7.1.0.0
	Create Merchant	✓	✓	NH
	Delete Merchant	NH	NH	NH
58	Account Aggregation – Maintenance			
	External Bank Maintenance – View	NH	NH	NH
	External Bank Maintenance - Create	NH	NH	NH
	External Bank Maintenance – Edit	NH	NH	NH
	External Bank Maintenance - Delete	NH	NH	NH
59	<b>Identity Domain Maintenance</b>			
	Identity Domain Maintenance-Create	NH	NH	NH
	Identity Domain Maintenance – Search	NH	NH	NH
	Identity Domain Maintenance – View	NH	NH	NH
	Identity Domain Maintenance – Edit	NH	NH	NH
60	<b>Resource Server Maintenance</b>			
	Resource Server Maintenance-Create	NH	NH	NH
	Resource Server Maintenance – View	NH	NH	NH
	Resource Server Maintenance – Edit	NH	NH	NH
	Resource Server Maintenance - Search	NH	NH	NH
61	<b>Client Maintenance</b>			
	Create Client	NH	NH	NH
	Edit Client	NH	NH	NH
	View Client	NH	NH	NH
62	<b>Security Keys</b>	NH	NH	NH
63	<b>File Identifier Maintenance</b>			
	Search File Identifier	NH	NH	NH
	View File Identifier	NH	NH	NH
	Edit File Identifier	NH	NH	NH
	Create File Identifier	NH	NH	NH
64	<b>User File Identifier Mapping</b>			
	User File Identifier Mapping-Administrator-Search	NH	NH	NH

SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.7.1.0.0	Oracle Banking SCF 14.7.1.0.0/ Oracle Banking Cash Management 14.7.1.0.0
	User File Identifier Mapping-Administrator-Create	NH	NH	NH
	User File Identifier Mapping-Administrator-Edit	NH	NH	NH
	User File Identifier Mapping-Corporate-Search	NH	NH	NH
	User File Identifier Mapping-Corporate -Create	NH	NH	NH
	User File Identifier Mapping-Corporate -Edit	NH	NH	NH
65	<b>Upload File - For Admin biller</b>			
	Uploaded Files Inquiry (For Admin Biller)	NH	NH	NH
66	<b>Forex Deal Maintenance</b>			
	Add Currency Pairs	NH	NH	NH
	Update Forex Deal	NH	NH	NH
67	<b>User Profile Maintenance</b>			
	User Profile Maintenance - Create	NH	NH	NH
	User Profile Maintenance- View	NH	NH	NH
	User Profile Maintenance- Edit	NH	NH	NH
68	<b>Message Maintenance</b>			
	Message Maintenance- View	NH	NH	NH
	Message Maintenance- Edit	NH	NH	NH
69	<b>Forgot User Name</b>	NH	NH	NH
70	<b>Forgot Password</b>	NH	NH	NH
71	<b>Origination Workflow Maintenance</b>			
	Search Workflow	NH	NH	NH
	Single Product Application - Create Workflow	NH	NH	NH
	Single Product Application – View Default/ Custom Workflow	NH	NH	NH
	Single Product Application – Edit Workflow	NH	NH	NH
	Bundle Product Application - Create Workflow	NH	NH	NH
	Bundle Product Application – View Default/ Custom Workflow	NH	NH	NH
	Bundle Product Application – Edit Workflow	NH	NH	NH
72	<b>Biller Onboarding</b>			
	Search Biller	X	X	NH

SR No	Transaction / Function Name	Oracle FLEXCUBE Core Banking 11.10.0.0.0	Oracle FLEXCUBE Universal Banking 14.7.1.0.0	Oracle Banking SCF 14.7.1.0.0/ Oracle Banking Cash Management 14.7.1.0.0
	View Biller	X	X	NH
	Edit Biller	X	X	NH
	Create Biller	X	X	NH
73	<b>Group Corporate Onboarding</b>			
	Group Corporate Profiling	✓	✓	NH
	Party Account Access	✓	✓	NH
	User Management	✓	✓	NH
	User Group Maintenance	✓	✓	NH
	User Account Access	✓	✓	NH
	User Report Mapping	NH	NH	NH
	Workflow Management	✓	✓	NH
	Approval Rules	✓	✓	NH
74	<b>Group Corporate Alerts Subscription</b>	✓	✓	NH
75	<b>Party Account Access</b>			
	Party Account Access - Mapping (Create)	✓	✓	NH
	Party Account Access- View	✓	✓	NH
	Party Account Access- Edit	NH	NH	NH
	Party Account Access- Delete	NH	NH	NH
76	<b>User Account Access</b>			
	User Account Access - Mapping (Create)	✓	✓	NH
	User Account Access - Search	✓	✓	NH
	User Account Access – Edit	NH	NH	NH
	User Account Access - Delete	NH	NH	NH
77	<b>Analytics Dashboard</b>	NH	NH	NH



# 2

## Dashboard

Dashboard allows an administrator user to access various administrative functions of the channel banking system. The role of the System/Bank administrator is to manage and administer day-to-day functions of a bank. Administrators can perform various tasks such as doing Day 1 maintenances, maintenances pertaining to retail / corporate banking, creation of roles, user creation, maintenance of party preferences etc.

Dashboards provides a quick view of the most relevant functions, to achieve a particular objective or complete a process. OBDX Administrator dashboard is mapped at various available levels like Party, Segment, User Type or User. This displays the end user's dashboard auto painted based on the roles assigned. The logged in-user can add or remove widgets while creating the dashboard. Each widget can be assigned a priority as per the requirement and the widgets to be displayed on the module dashboards will be based upon the assigned priority.



### Note:

All Administrative maintenances are supported only on 'Desktop' form factor and not supported on 'Mobile' and 'Tablet' .

The Administrator dashboard comprises of Quick Links, each of which when clicked launches into the respective item.

Figure 2-1 Dashboard

ATM & Branch Locator English

futura bank Search ... Welcome, Administrator User Last login 17 Mar 01:18 PM

**Onboarding**

- User Management
- Merchant Management
- Biller Onboarding

**Communications**

- User Group Subject Mapping
- Alerts Maintenance
- Mailers

**Configuration**

- System Configuration
- System Rules
- Transaction Aspects
- ATM/Branch Maintenance
- Product Mapping
- User Profile Maintenance

**Corporate Onboarding**

- Party Preferences
- Group Corporate Maintenance

**Controls & Monitoring**

- Transaction Blackout
- Transaction Working Window
- Audit Log
- Feedback Analytics
- Relationship Mapping
- Relationship Matrix

**Security**

- Authentication
- Security Question Maintenance
- Password Policy Maintenance

**Payments**

- Payee Restrictions
- Biller Category Maintenance
- Forex Deal Maintenance

**Personal Finance**

- Spend Category Maintenance
- Goal Category Maintenance
- External Bank Maintenance

**Authorization and Access Controls**

- Touch Points
- Touch Point Groups
- Role Transaction Mapping
- Entitlements
- User Segments Maintenance

**Limits**

- Limit Definition
- Limit Package Management
- User Limits

**Templates**

- Service Request- Form Builder
- Feedback Template
- SMS and Missed Call Banking
- Manage Brand
- Dashboard Builder

**Notifications** View All

No New Notifications  
Check this section for new notifications

**Activity Log (7)**

Customer Maintenances 0 Group Corporate Maintenance 0 Group Corporate Wizard 0 Administrative Maintenanc >

Date	Description	Party Name	Reference No	Status
No data to display.				


Page 1 (0 of 0 items) < < 1 > >



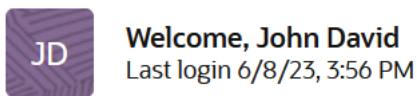

Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. [Securityinformation]Terms and Conditions

## Dashboard Overview

### Icons

Following icons are present on the System Administrator dashboard:















-  : Clicking this icon takes you to the dashboard.

-  : Clicking this icon takes you to the Mailbox screen.
-  : Click this icon and enter the transaction name to search the transactions.
-  : Click this icon to view the user's profile and for logout option
-  : Click the toggle menu to access the list of all the transactions.
- **Select Language:** Select your desired language from the drop-down list.
- **ATM & Branch Locator:** Click to view the address and location of the ATMs and the branches of the Bank.

### Toggle Menu Transactions

Following items are present on the Toggle Menu:

-  : Click this menu to access the configuration like System Rules, System Configuration, Transaction aspects etc.
-  : Click this menu to setup access controls and authorization related transactions like maintain touch points, Application role creation and entitlement mapping etc.
-  : Click this menu to access the security setup related transactions like setting up second factor authorization, password policy etc.
-  : Click this menu to manage limits.
-  : Click this menu to onboard and manage, users, merchants and billers.
-  : Click on this menu to onboard and manage Party and Group Corporates with Group corporate Profiling, Party Account Access, User Management, User Group, User Account Access, User Report Mapping, Approval Workflow & Rules.
-  : Click this menu to set up account access rules for a corporate.
-  : Click this menu to access and setup Approval workflow and rules for Corporate and Administrator users.
-  : Click here to access maintenances with respect to payments.
-  : Click this menu to plan finances and track expenditures. It consists of sub menu items like Spend Category Maintenance, Goal Category Maintenance and External Bank Maintenance.

-  **Reports** : Click this menu to generate reports and view the generated reports.
-  **File Upload** : Click this menu to create a file identifier and map it to the user along with file upload and inquiry.
-  **Communication** : Click this menu to access User Group Subject Mapping, Alert Maintenance and Mailers.
-  **Controls and Monitoring** :
-  **User Experience** : Click this menu to manage and build your customize dashboards.
-  **Templates** : Click this menu to manage service request form, feedback and SMS banking templates.
-  **OAuth** : Click this menu to manage and limit the third party authorization access to an HTTP service.
-  **Others** : User Group Management, Print Password, User Alerts Subscription, Group Corporate Alerts Subscription, Request Processing and User Help Desk.
-  **Mailbox** : Click this menu to view the Mails, Alerts and Notifications.
-  **Account Settings** : Click this menu to view the user's profile and login details like start date and time, end date and time, Channel and IP address of the last sessions of the logged in user.
-  **ATM & Branch Locator** : Click to view the address and location of the ATMs and the branches of the Bank.
-  **Security and Login** : Click here to setup security questions and change password.
-  **Help** : Click this menu to launch the online help
-  **About** : Click this menu to view the information about the application like version number, copyright etc.

 **Note:**

The user will be shown the above options only if he has the access to the all the transactions falling under that group.

- [System Administrative Transactions](#)
- [Administrative Maker Transactions](#)
- [Administrative Approver Transactions](#)

## 2.1 System Administrative Transactions

A System Administrator is responsible for setting up and maintaining the system. System Administrators are the members of the information technology department of the Bank who are mainly responsible for Bank's Day 1 maintenances or other day to day maintenances like Role Transaction Mapping, password policy maintenance and rules and roles maintenances etc.

 **Note:**

By default System Administrator role is given access to all the administrative functions. If the Bank wants to change the entitlements, the same can be done using Role Transaction Mapping function.

 **Note:**

Above diagram depicts the transactions available on dashboard. Apart from these transactions, there are other transactions available in the toggle menu.

### Administrative Transactions

Following transactions are present on the System Administrator dashboard and in the menu:

- **On-boarding**

- (a) User Management**

User Management function enables the System Administrator to onboard and manage users along with their login credentials for channel banking access. This module facilitates channel banking access to the bank's internal users (administrators) and external users (customers).

User will get access to all the entities and clients mapped to it. Also the limit packages can get assigned once the user selects the accessible entities.

- (b) Merchant Management**

Merchant Management facilitates System Administrator to set up and maintain merchants using channel banking platform. This is to enable the customers to initiate merchant based payments using channel banking facility. This option allows the administrator to create / onboard new merchants, view existing merchants and modify their details, if required.

- (c) Party Preferences (Through Toggle menu)**

Party Preferences maintenance enables Bank administrator to define certain parameter values as per the corporate entities requirements. Following preferences can be set for a corporate party:

- Cumulative Daily/Monthly limits per transaction.
- Transaction limits for users.
- Approval flow – Parallel or Sequential or none.
- To enable Channel access or not.
- To enable Forex Deal creation or not.
- To enable a Corporate Administrator or not.
- Group Corporate Mapping.

### **(d) Group Corporate Onboarding**

Group Corporate Onboarding maintenance enable the administrator to onboard the Group Corporate on OBAPIS in a single flow. Following steps can be followed during Group Corporate onboarding and send the same as a single approval:

- Group Corporate Profiling
- Party Account Access
- User Onboarding
- User Group
- User Account Access
- Report Mapping
- Workflow Management
- Approval Rules

Mapping of Parties belonging to different entities under a Group Corporate ID is allowed.

### **(e) Biller Onboarding**

Using Biller Onboarding, System Administrators can create billers. The system administrator defines payment methods accepted by biller (e.g. Current and Savings Account, Credit Card, Debit Card etc.) while creating a biller. He also maintains category of the biller, full address of the biller and location/ area in which the biller operates or provides his services.

System Administrator creates billers, which are then made available to the customers to register themselves with these billers to receive and pay bills online.

- **Communications**

#### **(a) User Group Subject Mapping**

This maintenance facilitates mapping of subjects, to user groups in the bank, to streamline communication between the bank's users and its end customers.

Once User Groups are mapped to certain transactions or modules, users, in that group can reply to communication pertaining to the specific subject. The communication channel used is the bank's secure mailbox.

This option allows the System Administrator to search and view existing User Group – Subject mapping, modify the existing mapping and to create a new User Group – Subject mapping.

#### **(b) Alert Maintenance**

Alerts maintenance allows the System Administrator to define required parameters for each alert that is to be sent to the banks customers.

This option allows the System Administrator to search and view existing alerts, create a new alert and modify or delete an existing alert.

#### **(c) Mailers**

Mailers are information or a messages published by the Bank, to communicate about the Banks Products, services and other information to its users. A Bank may send mailers to announce a limited period promotional offer, launch of a product or service, etc.

The System Administrator creates Mailers which are sent to specific users, parties or user segments (all Retail / Corporate / Admin) users. Mailers can be customized to reach some or all users, to be sent now or on a specific date and time, in the future.

- **Configuration**

### (a) System Configuration

Using this option System Administrator defines the basic components of this application which is necessary to run the application. The creating of system configuration is done at 'Day 0' configuration.

### (b) System Rules

System rules are defined to set different parameters for each enterprise role. The parameters that can be set for each enterprise role (Retail or Corporate Users) are Party Mapping, Limits Check, Party Preferences Check, Account Transaction Mapping, and Approvals Check, Group Corporate Check. If these parameters are enabled, application will check for a fulfillment of the maintenances, before final processing.

E.g. if **Approval check** flag is enabled for '**Corporate User**' type of enterprise role; then transactions initiated by corporate type of users will follow the approval maintenance for a party mapped to user and vice versa.

The flag '**Group Corporate**' is applicable only for '**Corporate User**' type of enterprise role. This flag in System Rules screen defines the mode of corporate onboarding.

If **Group Corporate** flag is set **ON** then Bank administration will be able to onboard Group Corporate. The **Group Corporate** flag is enabled by default and always " When in the **Enterprise Role** field user type is selected as **Corporate User** then the **Group Corporate** flag will get displayed in non editable mode.

### (c) Transactions Aspects

Using this option, System Administrator can define the aspects for a transaction. Depending on the aspects defined for a transaction through this maintenance, the transaction will be available/unavailable for selection in the respective maintenance screen.

User can view the aspects for a selected transaction and also edit the aspects i.e. enable/disable the aspects for the selected transaction.

### (d) ATM/ Branch Maintenance

ATM Branch Locator feature available to the bank customers enables the users to locate the bank's ATMs/ branches available within a specific radius of his current location.

For the customers, to fetch the relevant information related to ATMs and Branches, system administrator maintains the data at their local databases. The basic details of ATMs and Branches are fetched from the core banking application, which is further enriched and stored in local database. This is a one-time activity at the time of implementation. Subsequently, as and when branches and ATMs are added, or any details regarding them updated, the administrator performs the necessary updates to the bank database.

Using this option, the System Administrator can search and view the ATM/ branch and its details (Fetched from Core Banking application) which include branch/ ATM id, branch name, address details, phone number, work timings and services offered by the bank. New ATM and branch details can also be manually added, viewed and edited.

The bank administrator can manually add new branch/ ATM details one by one, or add multiple branches / ATMs details simultaneously through file upload.

### (e) Product Mapping

Product Mapping feature allows the System Administrator to map products with the channel. The business users will be able to access accounts related to the products mapped to the channel.

The System Administrator will be allowed to register the banks products to be made available to bank users for opening further accounts.

### **(f) User Profile Maintenance**

This function enables the System/ Bank Administrator user to manage the user profile details that needs to be shown and needs to be made available for modification for Retail users. Details maintained on user profile includes date of birth, PAN card number, Aadhar number, passport number, national ID, driving license, communication address, email ID, and contact number, fax number, etc.

In a multi entity scenario, Administrator can do this setup for each entity by selecting the entity.

### **(g) First Time login**

Using this option System administrator can configure the steps for banks business users to follow when the first-time login into the application. This step includes accepting Terms and Conditions, Setting up Security Questions, My profile, and limit information. The first-time login events are configurable at the Entity Level. Bank Admin would be able to define the mandatory and skippable steps for each entity. Post first-time login to the application, the system will check the configured steps for the logged-in entity and will be displayed to the user.

- **Security**

#### **(a) Authentication**

Passwords are the most common form of authentication used in the world today. But passwords are commonly forgotten and easily compromised. Two-factor authentication (2FA) adds an extra layer of security by requiring users to use two different authentication factors to verify user's identity.

The two step verification or Two Factor Authentication is an extra layer of security that is a subset of "multi factor authentication" that requires not only a password and username but also something that user has or something user knows or something they are e.g. tokens, OTP, biometrics etc. Using a Two Factor Authentication process can help to lower the number of cases of identity theft on the Internet, as well as phishing via email. For security reason authentication is used by user (Retail/ Corporate) while performing transactions through internet channel.

The two factor Authentication requires two different kinds of evidences before executing any transaction successfully. This option enables the system administrator to maintain authentication pattern for each transaction of a specific user segment.

The types of two factor authentication used in the application are as follows:

- Security Question
- Soft Token
- One Time Password (OTP)

#### **(b) Security Question Maintenance**

Application allows the System Administrator user to set up security questions, which will then be used as another layer of security (Over and above the Login credentials), before a user (Retail/ Corporate) can complete transactions through the internet channel.

Through the Manage Security Questions functionality, the administrator user can create and modify security questions that need to set and answered by user for completing any transaction. Administrator can add the security questions, if required.

#### **(c) Password Policy Maintenance**

Password policymaintenance enables System Administrator to define password parameters for users. Using this option System Administrator create, view and edit password policy for different user role/segments (Admin, Retail, and Corporate). Password policy maintenance contains following sections:



- **Password Validators:** This section contains the validations for a password. The validations include minimum and maximum length of the password, allowed characters in a password, repetitive and successive characters allowed, details to be excluded in the password like, date of birth, first and last name, user ID and party ID, and bank defined restricted passwords. User can also define number of successive incorrect attempts allowed, and number of previous password disallowed.
- **Password Expiry Parameters:** This section contains details about password expiry period, first password expiry period, and whether to force user to change password if there is a change in password policy (so that users can change their password as per the new password policy).

#### **(d) Security Keys (Through Toggle menu)**

Security key includes:

Password Encryption and Decryption with Public and Private Key Pairs:

Encryption and decryption allow communication between two parties to disguise information. The sender encrypts information before sending it and the receiver decrypts the information after receiving it. While in transit, the information is encrypted to ensure that it is protected from an intruder.

- Public and Private key pair helps to encrypt information that ensures sensitive data is protected during transmission. Whatever is encrypted with a Public Key can only be decrypted by its corresponding Private Key and vice versa.
- JWT Encryption Key: A JSON web token is a JSON object to represent a set of information. On sign in, user is authenticated and JWT token is generated. This JWT is subsequently passed to make API calls. To keep sensitive information hidden from the bearer (client) or third parties, JWT should be encrypted. A single key can be used to encrypt the data, if the JWT is encrypted with the key then the data can be decrypted using the same key.

- **Payments**

#### **(a) Payee Restrictions**

Payee Restriction Set up maintenance allows System Administrator to restrict the number of payees that a retail user can create for each payment network per day.

System Administrator can also restrict the total number of payees irrespective of payment network that the retail user can create per day.

This option allows the administrator to create payee restriction maintenance, View and Edit existing maintenance.

#### **(b) Biller Category Maintenance**

System Administrator creates new biller categories and map it to the billers. E.g. administrator can create biller category as 'Insurance' and use it as Biller Category when creating billers related to insurance.

The System administrators can change the order of the categories as per their priority by dragging the categories. In the business user screen, these categories appear in the same order for selection to the customers, as defined by the administrators.

#### **(c) Forex Deal Maintenance**

Using Forex Deal Maintenance option, System Administrator can maintain currency pair. The maintained currency pairs are made available to corporate users to book deals and utilize those while making payments. Based on the treasury system, timer window can also be set for each currency pair so that the deal expires after the setup time, which helps corporate user to get the latest rate possible.

- **Personal Finance**

### **(a) Spend Category Maintenance**

Using this option, the System Administrator can maintain the spend categories. Spend Category maintenance allows the administrator to create, modify or expire categories under which user can map expenses.

### **(b) Goal Category Maintenance**

Goal Category maintenance allows the System Administrator to create, modify or expire goal categories. This maintenance is done only for Retail users and is not applicable to corporate.

The System Administrator created categories are linked with a product which will decide the other key parameters which will govern the Goal category. These parameters could be:

- Goal Amount Range ( Minimum and Maximum Value)
- Interest Rate Offered
- Tenure Range ( Minimum and Maximum)

The System Administrator can search and view goal categories, create a new goal category, and modify an existing goal category.

### **(c) External Bank Maintenance**

The account aggregation feature empowers customers to view information of financial accounts that are external to OBAPIS, in addition to the customer's OBAPIS accounts. This feature also provides the customer with a consolidated view of accounts, net worth and recent transactions, across OBAPIS and external bank accounts.

To enable a retail user to access external bank accounts, and aggregate accounts with OBAPIS, the system administrator has to perform External Bank Maintenance.

- **Authorization and Access Controls**

#### **(a) Touch Points**

Touch Points are different channels/ medium through which transactions or inquiries can be performed in OBAPIS. These can be created or modified under this section.

Touch Points in OBAPIS are of type 'Internal' and 'External'. Internal Touch Points are defined as part of Day 0 definition whereas External Touch Points are typically third party applications that can be defined by the System/ Bank Administrator as part of onboarding in OBAPIS.

#### **(b) Touch Points Groups**

Touch Points are different channels e.g. Internet, Mobile, SMS, Third Party applications etc. through which the OBAPIS services can be accessed. This maintenance enables the System Administrator user to group two or multiple touch points together for the purpose of defining common limits for a transaction accessed from any touch point grouped together.

#### **(c) Role Transaction Mapping**

This function enables System Administrator to create Application Role and transaction mapping to application roles will be done for Touch Points. Administrator can create the application roles for the User Segments (Retail/ Corporate/ Administrator) and map the transactions to the application roles for internal as well as external touch points. The benefit of mapping the transactions on a touch point is that the Bank can control transaction access at each touch point.

#### **(d) Entitlements**

Entitlements are the transactions that the user can perform. Each Entitlement is linked to a single or group of resources.

Using this transaction user can view and edit the services and UI components linked to an entitlement for different actions i.e. Perform, Approve, and View.

### (e) User Segment Maintenance

In order to offer appropriate product and services to the customers, banks can employ some method of segmentation. Banks can group customers into different segments based on different attributes of the customer; it could be demographic information, geographical information, behavioral information etc.

Banks can have different communication mailers, authentication mechanisms transaction limits and branding aspects based on customer segmentation.

User segment maintenance screen, allows the system administrator to create new segments and subsequently use these segments to define specific maintenances at user segment level. Limits can also be defined specific to a user segment. Within each user segment, limits package can be associated to different touch points.

- **Limits**

#### (a) Limit Definition

Limits are defined by the bank to set up amount and duration based restrictions on the transactions that can be carried out by the user.

As part of Limits Definition maintenance, the System Administrator can define:

- **Transaction Limits:** It is the initiation limit with minimum and maximum amount, defined typically for a user with role 'Maker'.
- **Cumulative Limits:** It is the collective transaction amount limit for all the transactions that can be performed during a day and maximum **number of transactions in a day**.
- **Cooling Period Limits:** It is the time set by the bank during which fund transfer is not allowed to a newly added payee.

This option allows the System Administrator to search and view limits, create limits and edit / delete existing limits.

#### (b) Limits Package Management

As part of the Limits Package definition, the created limits can be mapped to relevant transactions and/or roles.

The Limits Packages once created can be associated at User Level, Party Level and Role Level at an touch point level.

This option allows the System Administrator to search and view Limit Package, create a new Limit Package, and edit / delete existing Limit Package.

#### (c) Transaction Group Maintenance (Through Toggle menu)

Transaction group maintenance enables the System Administrator user to create and maintain group of transactions. Administrator can maintain a transaction group for the purpose of defining consolidated transaction limits. Once limits are assigned at transaction group, these limits acts as collective limit for selected transactions in a group.

#### (d) User Limits

This option allows the System Administrator to view the current available and utilized limits of specific retail user and also can modify (increase or decrease) the limits as per the requirement.

The user limits can be set for specific transaction level or at transaction group level or for a specific channel or for a group of channels.

The different types of limits are as follows:

- Daily Count- Permitted number of transactions in a day
- Daily Amount- Cumulative amount of transactions in a day
- Monthly Count- Permitted number of transactions in a month
- Monthly Amount- Permitted number of transactions in a month

- **Templates**

- **(a) Service Request Form Builder**

Service Request Form Builder transaction allows the system administrator to define service requests by defining its attributes and by building the form (Request page that should be available to business user) which are then available for Retail users for creating a new Service Request.

- **(b) Feedback Template**

Using this option, the System Administrator can maintain the feedback templates by defining the feedback question, selecting the rating scale, adding new questions along with new options, selecting the transactions for which feedback capture needs to be enabled.

The administrator can also decide whether an additional question is to be asked for a scale weight and select the applicable options for the question.

- **(c) SMS and Missed Call Banking**

Using this option, the System Administrator can maintain the sms and missed call templates. The templates can be defined as:

- **SMS:** You can set the template / format of the message, which the account holder will be sending to the bank to receive the information in a specified format.
- **Missed Call:** You can set the template / format the account holder will receive, once he / she gives a miss call on the specified phone number.

- **(d) Manage Brand**

Banks can have varied requirements with regards to the theme and for look and feel of the application.

Manage Brand is an administrative maintenance that allows the System Administrator to define the preferred theme for the application.

There is a list of categories on the left of the screen to choose from. System administrator can click and navigate the categories to upload their bank logo, select the preferred colors of the headers, back ground, Font, label, buttons etc. System administrator can also set the font style and font size.

- **(e) Dashboard Builder**

Dashboard Builder is an administrative maintenance that allows the System Administrator to create and configure dashboard templates for Retail and Corporate users.

System Administrator can configure new dashboards by dragging and dropping the desired widget at desired location in template. And also can add and edit rows and columns while configuring new dashboard to add more widgets. Facility is also provided to search, view, edit and delete the configured dashboards.

These configured dashboards are responsive and can adapt to any type device that Bank wants to enable it to the customers' i.e. desktop, mobile and tablet. System allows the user to design new template and preview on different types of devices before enabling it.

The administrator can define multiple dashboards with the various attributes/ widgets. Further these templates can be mapped to the user segment, party or even to a specific user.

- **Controls & Monitoring**

**Transaction Blackout**

The System Administrator can maintain a transaction blackout, for a period, when transaction/s are not accessible to users of the bank's retail and corporate or even to Bank administrators, for a preset time period.

The administrator may use the time, when a transaction is blacked-out, to do necessary maintenances.

Through this maintenance, the System Administrator can create a transaction blackout, User can search and view existing blackouts, and modify these if required. User can delete future dated blackouts.

**(b) Transaction Working Window**

A working window is maintained, by the System Administrator for each transaction for which a value date is applicable for processing. In order to enable such transactions on the channel, it is mandatory to define a working window for all the days of a week as Day 0 Maintenance. By performing this maintenance, the System Administrator defines the channel working window for each day of the week for a specific transaction.

Further, administrator can also define the processing pattern if the transaction is initiated by customers after the window is closed. Through this maintenance, the System Administrator can create a working window for a transaction, and also can create an exception to the normal window. User can search and view existing maintenances, and modify these if required.

**(c) Audit Log**

Audit log is set of records that provide information about operations performed in the application and details of the user who has performed it along with date and time when it was performed. The System Administrator can search and view the Audit Log.

**(d) Feedback Analytics**

Using this option, the System Administrator can analyze the feedback for different transactions. System Administrator can view top and bottom three transactions based on average customer review or he can search for individual transactions for a selected time period. Feedback Analytics gives the bank a quick analysis of the feedback information collected. The analytics covers information the average of feedback ratings transactions have got, trends in how the average ratings have changes, the top and bottom transactions in terms of ratings etc. The analytics helps banks in quickly identifying the pain points in customer journeys in the system points out the specific areas for improvement and action.

Using this option, the System Administrator can analyze the feedback given by users of the system.

**(e) Relationship Mapping**

Customer Relationship Maintenance enables the System Administrator to set up the transaction access logic for Bank's retail customers from Digital Banking Platform based on their account - mode of operation or relationship.

E.g. If a customer relationship (Mode of operation) is 'Either or Survivor', provide an access of all transactions whereas, if a customer relationship (Mode of operation) is 'Jointly', provide an access of all Inquiries and restrict all financial transactions from Digital Banking Platform. Such account and transaction access rules can be set up by the System Administrator using 'Relationship Maintenance Module'.

**(f) Relationship Matrix**

Relationship Matrix maintenance allows the System Administrator to define the transaction access based on the account relationships. Administrator can enable or disable each

transaction for each relationship code. OBAPIS first checks if the transaction is enabled in a role attached to a user and then if it is enabled in relationship matrix. If both the conditions are satisfied, an access of a transaction and of an account is provided to the user.

#### **Additional options accessible via Menu**

- **Access Management**  
**Resource Access**

##### **(a) Party Resource Access**

As part of Resource Access Management, administrator can define access on resources other than account like Remitter List from Virtual Account Management for a Corporate Party.

##### **(b) User Resource Access**

As part of Resource Access Management, administrator can define access on resources other than account like Remitter List from Virtual Account Management for a specific corporate user.

- **Approvals**  
**(a) Workflow Management**

Approval workflows are created to support requirements where multiple levels of approval are required in a specific sequence for a transaction/maintenance. Each workflow can be configured to have up to 5 levels of approval with a specific user or a user group configured at each level.

System Administrator can search and view approval workflows maintained and create new workflows. As a part of creating workflows, user can add various levels of approvals and map users or user groups to each level. User can also modify workflows maintained.

##### **(b) Rules Management**

The Administrator, can set up rules for approvals. Applying a rule makes the requirement for an approval more customized. For instance, through this screen, the bank administrator can create a rule, so that all administrator maintenances initiated by a certain user-group, always require approval.

- **Reports**  
**(a) Report Generation**

Using this option, the System Administrator, can generate various adhoc reports. Application provides an option to generate reports using Oracle Analytics Publisher and / or by using an internal application.

##### **(b) My Reports**

On accessing 'My Reports' menu, the System Administrator, can view the last 10 reports generated with the respective report status. He can choose to search a specific report using the search criteria or can opt to view/ download detailed report.

##### **(c) User Report Mapping**

The user report mapping maintenance allows the Bank Administrators to map the report or set of reports to a specific corporate user. The corporate users can generate and view the reports which they have an access to.

Bank administrator searches a corporate user based on the party id and view the reports mapped to him, he can also un-map the reports from specific corporate user so that access of the specific report/ s can be removed to that corporate user.

The System Administrator can also map the accounts of primary and linked parties for which the reports can be generated by a corporate user, so that corporate user can generate the report only for the accounts mapped to him.

- **File Upload**

- **(a) File Identifier Maintenance**

System Administrator, can create file identifiers (FI) for a corporate entity. A File Identifier is always mapped to a specific single file template. It permits configuration of corporate preferences like approval type (file level/ record level) for a particular type of file. This is a pre-requisite for the File Uploads functionality, for a corporate.

- **(b) User File Identifier Mapping**

Through this option Administrator, can map a file identifier to a user to grant access rights to the user, for this specific file type. This maintenance enables a user to upload a specific file, approve the uploaded file and view its status. System administrator can map / un-map file identifiers to a User. Further, user can enable or disable the sensitive data check. This is a pre-requisite maintenance, for the File Uploads functionality, for a corporate.

- **(c) File Upload**

This option allows the System administrator user to upload the files containing EBPP Billers. Billers uploaded will be available for retail users to register and make online bill payment & pre-paid recharge transactions.

- **(d) Uploaded File Inquiry**

Through this option the user can view the Billers file uploaded and their status.

- The search can be filtered on various parameters like status and file reference ID.
    - The user can track the status of the file and if there is an error in the file, he / she can download the error file to arrive at the exact reason for error.
    - For files in the 'Processed' status, the user can download Response file, to vet status of processing (in the host) for each record, of the file.
    - The user can track file history and also check Individual record details.

- **OAuth**

- **(a) Identity Domain Maintenance**

The Identity Domain corresponds to the notion of a tenant and each identity domain corresponds to an identity store. All artifacts such as resource server and client needs to be created under an identity domain.

As part of the Identity Domain definition, Identity store as well as token settings can be defined.

Currently only 'Embedded LDAP' i.e. DB Authenticator as Identity Store is supported.

- **(b) Resource Server Maintenance**

The resource server is the server that contains the user's information that is being accessed by the third party application and handles authenticated requests after the application has obtained an access token.

Resource Server is always associated to one Identity Domain. Through this maintenance, the administrator can define scopes for the resource server. Scopes are transactions or inquiries that are provided to the client so that the TPP/client can transact or inquire on behalf of the customer with an access token provided the customer has provided consent to the TPP.

- **(c) Client Maintenance**

Clients are Third Party Provides (TPPs) that can access information from the resource server on behalf of the user provided the user has provided consent to the TPPs. As part of this definition, the administrator can define client details i.e. client ID, client name, scopes, redirect URLs etc.

- **Others**

- **(a) User Group Management**

- The System Administrator, can create administrator user groups with two or more users. User can search and views already maintained groups, and also modify these. The maintained administrator user groups are used for further maintenances like – User Group Subject Mapping or while creating approval rules.

- **(b) Print Password**

- When a new user opens an account in the bank and registers for internet banking, the bank sends the printed password along with some other documents like Welcome letter, Terms & Conditions document and applicable promotional offers to the registered user via courier or post. This screen allows the Bank Administrator to print the password along with these documents for new users as well as for existing users who have requested for reset password.

- **(c) User Alerts Subscription**

- The System Administrator, can subscribe users to mandatory alerts, through this option. In addition, Retail and Corporate users of the bank, can subscribe to alerts, and choose whether they want alerts delivered through Email, SMS or in their secured mailbox. The bank administrator processes the subscription request, received from customers. (For non-mandatory alerts).

- **(d) Request Processing**

- Service requests allows the System Administrator to search and view all the service requests that have been initiated by the Bank customers and are available with various statuses like Open, Completed and Rejected. Bank Administrator can search the service requests with specific search criteria and can update the status of open service requests.

- **(e) User Help Desk**

- This option enables the Administrator to create business user's session and perform the transaction requested by business user if he has forgotten his internet banking password or is unable to perform a transaction using his internet banking.

- To authenticate the user, system will send an OTP to the customer and the same OTP needs to be communicated to the administrator user so that he can enter it on the screen to create user's session.

- **(f) Message Maintenance**

- Using this option, System Administrator can inquire the existing Error Messages defined in the system for an OBAPIS error code. It also allows you to modify the text defined for a message code for a particular Language.

- **(g) Group Corporate Alert Subscription**

- Using this option the System/Bank Administrator can subscribe alerts at the Group Corporate level for selected events. The Bank Administrator subscribes the Corporate Party associated with Group Corporate to alerts, delivered through Email, SMS, through push notification or in their on-screen mailbox. This functionality is applicable for non-mandatory alerts.

- **Notifications**

- The notification section allows the System Administrator user to view last 'N' number of notifications sent by the bank. Click **View All** to view all the notifications sent by the bank.



 **Note:**

1. If the setup requires an approval workflow, it will be initiated. Once approved by the required number of approvers, the maintenance will be effective.
2. If the setup does not require an approval workflow or is self / auto approved, the maintenance will come into effect on confirmation.

## 2.2 Administrative Maker Transactions

Following transactions are available for the System Administrator in the dashboard and in the menu:

Bank Administrator Maker's role involves the maintenances which are mainly required for day to day business in banks. Maintenances like onboarding the users on Digital Platform and providing them the account and transactions access, etc.

 **Note:**

Transactions appearing in toggle menu for Bank Administrator – Maker is same as 'System Administrator' transactions depending upon the access provided to the associated role in Role Transaction Mapping maintenance.

### Quick Links

- **On-boarding**

- (a) User Management**

Bank Administrator can search and view users, create users and modify users. User can reset passwords of the users. Bank Administrator can also change the user status (lock/unlock) and grant/deny the channel access to a user, through this option.

- (b) Party Preferences**

Party Preferences maintenance enables Bank administrator to define certain parameter values as per the corporate entities requirements. Following preferences can be set for a corporate party:

- Cumulative Daily/Monthly limits per transaction.
- Transaction limits for users.
- Approval flow – Parallel or Sequential or none.
- To enable Channel access or not.
- To enable Forex Deal creation or not.
- To enable a Corporate Administrator or not.
- Group Corporate Mapping.

- (c) Group Corporate Onboarding**

Group Corporate Onboarding maintenance enable the administrator to onboard the Group Corporate on OBAPIS in a single flow. Following steps can be followed during Group Corporate onboarding and send the same as a single approval:

- Group Corporate Profiling

- Party Account Access
- User Onboarding
- User Groups
- User Account Access
- Report Mapping
- Workflow Management
- Approval Rules

Mapping of Parties belonging to different entities under a Group Corporate ID is allowed

- **Approvals**

- **(a) Workflow Management**

Approval workflows are created to support requirements where multiple levels of approval are required in a specific sequence for a transaction/maintenance. Each workflow can be configured to have up to 5 levels of approval with a specific user or a user group configured at each level.

Bank Administrator Maker can search and view approval workflows maintained and create new workflows. As a part of creating workflows, user can add various levels of approvals and map users or user groups to each level. User can also modify workflows maintained.

- **(b) Rules Management**

The Bank administrator – Maker, can set up rules, for approvals. Applying a rule makes the requirement for an approval more customized. For instance, through this screen, the bank administrator can create a rule, so that all administrator maintenances initiated by a certain user-group, always require approval.

- **Resource Access**

- **(a) Party Resource Access**

As part of Resource Access Management, administrator can define access on resources other than account like Remitter List from Virtual Account Management for a Corporate Party.

- **(b) User Resource Access**

As part of Resource Access Management, administrator can define access on resources other than account like Remitter List from Virtual Account Management for a specific corporate user.

- **File Upload**

- **(a) File Identifier Maintenance**

Bank administrator – Maker, can create file identifiers (FI) for a corporate entity. A File Identifier is always mapped to a specific single file template. It permits configuration of corporate preferences like approval type (file level/ record level) for a particular type of file. This is a pre-requisite for the File Uploads functionality, for a corporate.

- **(b) User File Identifier Mapping**

Through this option Bank Administrator – Maker, can map a file identifier to a user to grant access rights to the user, for this specific file type. This maintenance enables a user to upload a specific file, approve the uploaded file and view its status. Bank administrator maker can map / un-map file identifiers to a User. Further, user can enable or disable the sensitive data check. This is a pre-requisite maintenance, for the File Uploads functionality, for a corporate.

- **Origination Administrator Others**

- **(a) Request Processing**

Service requests allows the Bank Administrator- maker to search and view all the service requests that have been initiated by the Bank customers and are available with various statuses like Open, Completed and Rejected. Bank Administrator can search the service requests with specific search criteria and can update the status of open service requests.

### (b) Feedback

Using this option, the Administrator can maintain the feedback templates by defining the feedback question, selecting the rating scale, adding new questions along with new options, selecting the transactions for which feedback capture needs to be enabled.

The administrator can also decide whether an additional question is to be asked for a scale weight and select the applicable options for the question.

### (c) User Help Desk

This option enables the Administrator to create business user's session and perform the transaction requested by business user if he has forgotten his internet banking password or is unable to perform a transaction using his internet banking.

To authenticate the user, system will send an OTP to the customer and the same OTP needs to be communicated to the administrator user so that he can enter it on the screen to create user's session.

#### Note:

- If the setup requires an approval workflow, it will be initiated. Once approved by the required number of approvers, the maintenance will be effective.
- If the setup does not require an approval workflow or is self / auto approved, the maintenance will come into effect on saving and confirming.

1. Click **Back** to navigate to the **Dashboard**.

## 2.3 Administrative Approver Transactions

Bank administrator users can approve the transactions initiated by Bank administrator in maker role. Approver has the responsibility to ensure correctness of the maintenances as per the bank and corporate mandate, to ensure speedy and accurate processing.

#### Note:

Toggle menu transactions of Bank Administrator – Approver is same as 'System Administrator' transactions depending on the access as provided to the user.

### Transactions

- Pending for Approval
  - My Initiated List
  - My Approved List
1. **Pending for Approval**

This section displays the details of transactions that are initiated by the maker and are pending for approval. User can click on transactions to view the details of transactions that are pending for approval.

The transactions pending approval within a period can be searched by providing a date range. Click on date picker icon to search the transactions based on Date range.

## 2. My Initiated List

Displays the list of all the administrative transactions initiated by the Administrator.

Date Picker: Click this icon to search the transactions that are performed on a particular date. A date range ( From Date and To Date) can be provided to search the transaction.

## 3. My Approved List

This section displays the details of transactions that are approved by the approver user. Click on the transactions already approved to view the details with respective statuses and details.

The transactions that are approved within a period can be searched by providing a date range. Click on date picker icon to search the transactions based on Date range.

Date Picker: Click this icon to search the transactions that are approved on a particular date. A date range ( From Date and To Date) can be provided to search the transaction.

## Dashboard Overview

### Pending for Approvals

The Bank Administrator – Approver, can view the items pending for his approval. For ease of use, he can expand this page.

### Quick Links

- **On-boarding**  
**(a) User Management**

The Bank Administrator can search and view users, create users and modify users. User can reset passwords of the users. Also user can lock / unlock a user, through this option.

- **(b) Party Preferences**

Party Preferences maintenance enables Bank Administrator to define certain parameter values as per the corporate entities requirements. Following preferences can be set for a corporate party:

- Cumulative Daily/Monthly limits per transaction
- Transaction limits for users
- Approval flow – Parallel or Sequential or none
- To enable Channel access or not
- To enable Forex deal or not
- To enable a Corporate Administrator or not.
- Group Corporate Mapping

- **(c) Group Corporate Onboarding**

Group Corporate Onboarding maintenance enable the administrator to onboard the Group Corporate on OBAPIS in a single flow. Following steps can be followed during Group Corporate onboarding and send the same as a single approval:

- Group Corporate Profiling
- Party Account Access

- User Onboarding
- User Groups
- User Account Access
- Report Mapping
- Workflow Management
- Approval Rules

- **Approvals**  
**(a) Workflow Management**

Approval workflows are created to support requirements where multiple levels of approval are required in a specific sequence for a transaction/maintenance. Each workflow can be configured to have up to 5 levels of approval with a specific user or a user group configured at each level.

Bank Administrator Approver can search and view approval workflows maintained and create new workflows. As a part of creating workflows, user can add various levels of approvals and map users or user groups to each level. User can also modify workflows maintained.

- **(b) Rules Management**

The Bank administrator – Approver, can set up rules, for approvals. Applying a rule makes the requirement for an approval more customized. For instance, through this screen, the Bank Administrator can create a rule, so that all administrator maintenances initiated by a certain user-group, always require approval.

- **Resource Access**  
**(a) Party Resource Access**

As part of Resource Access Management, administrator can define access on resources other than account like Remitter List from Virtual Account Management for a Corporate Party.

- **(b) User Resource Access**

As part of Resource Access Management, administrator can define access on resources other than account like Remitter List from Virtual Account Management for a specific corporate user.

- **File Upload**  
**(a) File Identifier Maintenance**

Bank administrator – Approver, can create file identifiers (FI) for a corporate entity. A File Identifier is always mapped to a specific single file template. It permits configuration of corporate preferences like approval type (file level/ record level) for a particular type of file. This is a pre-requisite for the File Uploads functionality, for a corporate.

- **(b) User File Identifier Mapping**

Through this option bank administrator – Approver, can map a file identifier to a user to grant access rights to the user, for this specific file type. This maintenance enables a user to upload a specific file, approve the uploaded file and view its status. Bank administrator Approver can map / un-map file identifiers to a User. Further, user can enable or disable the sensitive data check. This is a pre-requisite maintenance, for the File Uploads functionality, for a corporate.

- **Others**  
**(a) Request Processing**

Service requests allows the bank administrator- approver to search and view all the service requests that have been initiated by the maker and are pending for approvals. This option also allows him to approve or reject the service requests.

**(b) Feedback**

Using this option, the Administrator can maintain the feedback templates by defining the feedback question, selecting the rating scale, adding new questions along with new options, selecting the transactions for which feedback capture needs to be enabled.

The administrator can also decide whether an additional question is to be asked for a scale weight and select the applicable options for the question.

**(c) User Help Desk**

This option enables the Administrator to create business user's session and perform the transaction requested by business user on his behalf in case, he has forgotten his internet banking password or is unable to perform a transaction using his internet banking.

To authenticate the user, system will send an OTP to the customer and the same OTP needs to be communicated to the administrator user so that he can enter it on the screen to create user's session.

# 3

## User Management

User Management function enables System/ Bank Administrator to onboard and manage users and their login credentials for channel banking access. This module facilitates channel banking access to the bank's internal users (administrators) and external users (customers).

This function also lets the System/Bank Administrator to define the various touch points from which the user can access the channel banking and limit package applicable for the same.

Separate limits will be applicable for the transaction done by each Retail & Business party. For business party transactions, limit package maintained at the party level (as a part of party preference) will be considered and will be utilized. For retail party transactions, the limit package maintained at the user level will be considered and will be utilized.

Users can also be mapped to a User Segment, so that the attributes applicable at the segment level should get applied to the user. Currently user segments are only applicable for Retail users. Using this maintenance OBDX Bank administrator can onboard a user having Retail (Individual) and Business relationships with the bank to enable their digital banking accesses.

### Note:

One user can be assigned multiple business parties and a single retail party. Users will be able to log in with single user credentials to access the information of the user's business and personal accounts with the bank. Users will be provided with an option to switch between the parties to view the required information. No consolidated details across parties will be shown to the user.

The user details also shows the list all the user groups associated with a particular user. In order to remove a particular user from a user group, the administrator must manually go to the particular user group screen and remove the user.

In a multi entity scenario, this function enables system/ bank administrator to provide access to multiple entities to users.

### Note:

- If Group Corporate Flag is set as "ON" in system rules, then the corporate user onboarding will not be allowed using this menu option. The Corporate User will be onboarded using Group Corporate onboarding only.
- Admin will be able to view the corporate user details and he can also change the corporate user status or the channel access permission for a user using this screen.
- If Group Corporate Flag is set as "OFF" in system rules, then the corporate user onboarding will be allowed using below mentioned steps.

### Internal Users

- System Administrator
- Bank Administrator

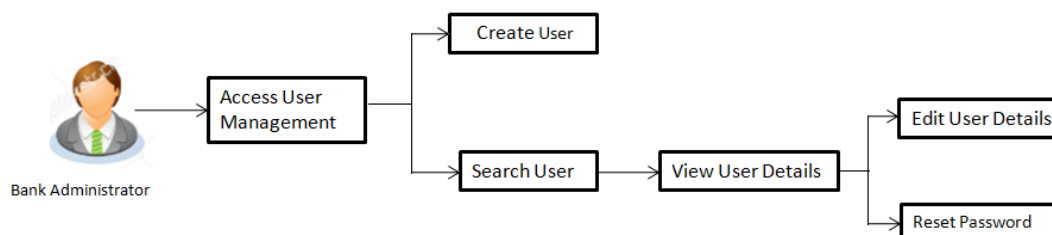
### External Users

- Retail and Business User
- Corporate User
- Non Customer- Corporate users
- Corporate Administrator

### Pre-Requisites

- User Segment and Application roles are maintained.
- Transactions are associated with each Application role.
- Transaction (User Management) access is provided to System/Bank Administrator.
- Approval rule set up for Bank administrator to perform the actions.
- Party Preference is maintained for corporate user.

**Figure 3-1 Workflow**



### Features Supported In Application

The User Management module allows the system/bank administrator to

- [Create User](#)
- [View User](#)
- [Edit User](#)
- [Reset Password](#)

### Navigation Path:

From **System/ Bank Administrator Dashboard**, under **Onboarding** widget , click **User Management**

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu**, and then click **Onboarding**. Under **Onboarding**, click **User Management**.



 **Note:**

Non Customer Corporate users (for which the linked party id is not maintained in UBS or in Core banking system), can also be on boarded on OBDX. For such cases i.e. for non customer corporate users (counterparties on boarded by Corporates) the system will look for the party ID in OBSCF/OBCMS.

- [User Management - Create](#)
- [User Management - Search and View](#)
- [User Management - Edit](#)
- [Reset Password](#)
- [FAQ](#)

## 3.1 User Management - Create

System/Bank Administrator logs into the system and navigates to the User Management screen. This function allows the administrator to create internal and external users.

Administrators will be allowed to map one retail and multiple business parties within each entity. These parties will be considered at par with each other. While mapping a party, the Party Type also needs to be specified as Individual (Retail) or Business. If any of the party types is selected as 'Individual' then the user's personal and contact information will be fetched from the respective host system as read-only. If all the selected party (es) are of 'Business' type, then the administrator will be expected to fill the user's profile details manually.

Segment and roles mapped at the user level will be applicable only to the user's retail profile. The segment will not be applicable for a business profile, and the roles mapped at the party preference level will be applicable for business parties.

 **Note:**

In case of multi entity implementation, if the system/bank administrator has access to multiple entities, then the administrator can select the entity from the entity switcher on which the user needs to be on boarded. The selected entity of the user as part of onboarding will be the default/home entity of the user being created.

### To create a new user:

1. Navigate to one of the above paths.  
The **User Management** screen appears.
2. Click **Create**,  
The **User Management - Create New User** screen appears.
3. From the **User Type** list, select the appropriate type for the user being created.
  - a. If you select the **Retail & Business User** option from the **User Type** list, the username needs to be provided;
    - i. In the **User Name** field, enter the required details. Click **Check Availability** to check the uniqueness of the username.

If the user ID is already used, then enter a unique valid username. The **Entity**, **Party Details**, **Personal Information**, **Contact Details**, **Limit & Roles**, **Touch Points** sections are also available .

Figure 3-2 Create Retail & Business User

The screenshot shows the 'Create Retail & Business User' form in the Oracle User Management interface. At the top, there is a search bar and a notification icon. The main header is 'User Management'. The form is divided into several sections:

- User Type:** A dropdown menu set to 'Retail & Business User'.
- Username:** A text input field containing 'Samdavid' with a green 'Available' status indicator.
- Primary Entity:** A section with 'Entity Name' set to 'UBS OBPM 14.4 HEL Branch'.
- Party Information:** A table listing existing parties:
 

Party ID	Party Name	Party Type
000005	Kobe Bryant	Retail
007777	FOODPANDA Pvt Ltd	Business
- Touch Points:** A list of checkboxes for various touch points. Checked items include 'Mobile Application', 'supratpxOne', 'Mobile (Responsive)', 'Soft Token Application', and 'Internet'. Other items like 'Snapshot', 'SMS Banking', 'Wearables', etc., are unchecked.
- Roles (Retail Only):** A checkbox for 'rahulroleentityretail' which is unchecked.
- Personal Information:** A section with input fields for 'Title' (dropdown), 'First Name' (Kobe), 'Middle Name' (empty), 'Last Name' (Bryant), and 'Date Of Birth' (1/1/2000).

### Contact Details

Email ID	<input type="text" value="sam@example.com.com"/>
Alternate Email ID	<input type="text" value="amit.w.harkare@oracle.com"/>
Contact Number (Mobile)	<input type="text" value="3244242312"/>
Alternate Contact Number(Mobile)	<input type="text"/>
Contact Number (Landline)	<input type="text"/>
Address Line 1	<input type="text" value="OFSSOFSSS"/>
Address Line 2	<input type="text" value="CHEN"/>
Address Line 3	<input type="text" value="TEST"/>
Address Line 4	<input type="text"/>
Country	<input type="text" value="United Kingdom"/>
City	<input type="text" value="CIF"/>
Zip Code	<input type="text" value="600086"/>

### Segment & Global Roles

Segment (Retail Only)	<input type="text" value="Retail User Gold"/>		
Roles (Retail Only)	<input checked="" type="checkbox"/> TDRole <input checked="" type="checkbox"/> CASARole <input type="checkbox"/> RetailCustomRole <input type="checkbox"/> testRole <input type="checkbox"/> testoprazole2 <input type="checkbox"/> Test1614Mar	<input checked="" type="checkbox"/> CreditCardRole <input checked="" type="checkbox"/> WealthMGMTRole <input type="checkbox"/> Customer <input type="checkbox"/> Wallet <input type="checkbox"/> Test1611Apr	<input type="checkbox"/> RDRole <input type="checkbox"/> LoanRole <input type="checkbox"/> Member <input type="checkbox"/> testoprazole3 <input type="checkbox"/> DefaultRetailRole

### DND Alerts

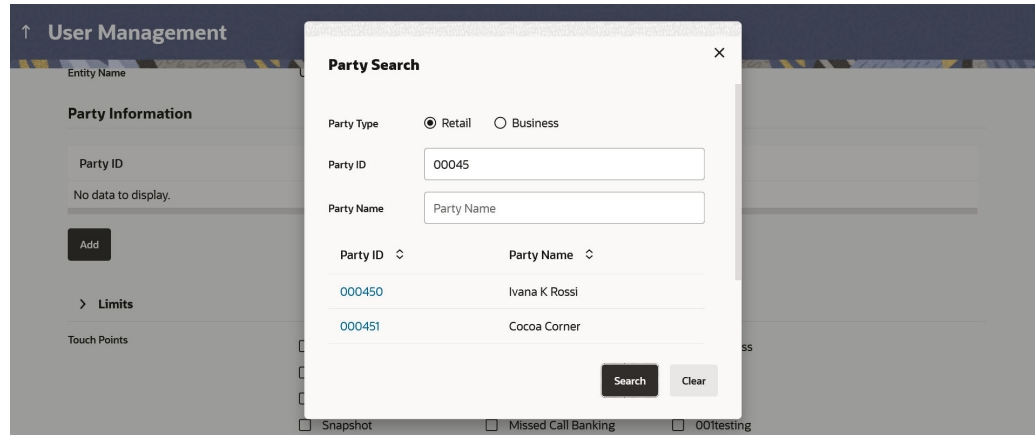
Category	No DND To Display
----------	-------------------

Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions

- b. One Retail and multiple Business parties can be mapped to a user under each entity. Within the Primary Entity, click **Add** to capture party details.

The **Party Search** popup screen appears.

Figure 3-3 Party Search



- i. In the **Party Type** field, specify if the type of party is Retail or Business. This is a mandatory input.
- ii. In the **Party ID** field, enter the party ID.

OR

In the **Party Name** field, enter the party name partially or fully.

- iii. Click **Search**.  
In case of party ID search, the exact match appears if complete party ID is provided. In case of party name search, matching results are displayed if partial name is given.

 **Note:**

For all business parties, Party Preference maintenance is a must and business parties for which preferences are not maintained cannot be mapped to a user. Mapping corporate parties to a 'Retail & Business User' is not allowed.

- iv. Select the **Party ID** from the search results.

Figure 3-4 DND Alerts - Category Details

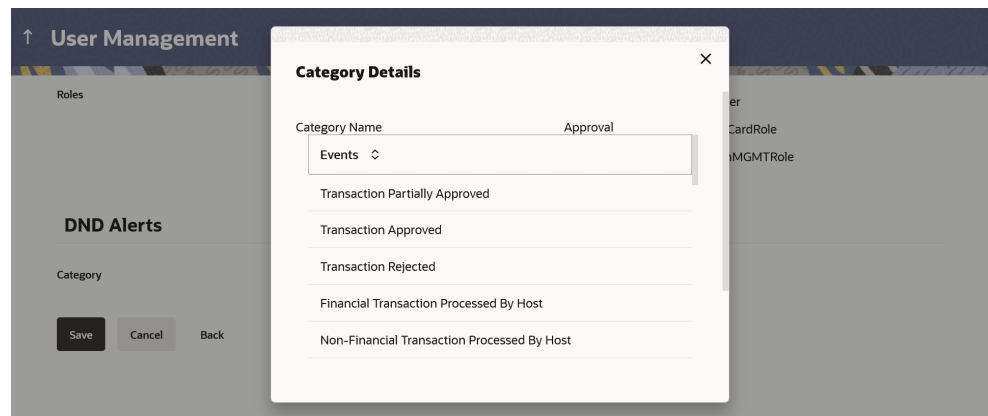



Table 3-1 Field Description

Field Name	Description
<b>Create</b>	
<b>User Type</b>	Type of user. The user can be: <ul style="list-style-type: none"> <li>• Retail &amp; BusinessUser</li> <li>• Administrator</li> </ul>
<b>User Name</b>	Name of the user.
<b>Organization</b>	Organization that the user belongs to. This field appears if you select <b>Administrator</b> option from User Type list.
<b>Manager</b>	Manager of the user. This field appears if you select Administrator option from User Type list.
<b>Employee Number</b>	Employee number of the user. This field appears if you select <b>Administrator</b> option from User Type list.
<b>Primary Entity</b> This section is applicable only for <b>Retail &amp; Business</b> type of user.	
<b>Party Information</b> Click <b>Add</b> to add single or multiple parties under selected entity.	
<b>Party ID</b>	Party ID for which the user is to be created is displayed. This field appears if you select <b>Retail &amp; Business</b> option from <b>User Type</b> list.
<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <p>For Non Customer Corporates (counterparties on boarded by Corporates) the system will look for the party ID in OBSCF/ OBCMS.</p> </div>	
<b>Party Name</b>	Party Name of the party ID for which the user is to be created is displayed. This field appears if you select <b>Retail &amp; Business</b> option from <b>User Type</b> list.
<b>Party Type</b>	Party type of the party ID for which the user is to be created is displayed. The party type can be <b>Retail or Business</b> .
<b>Limit</b> This section appears if you select Retail & Business User option from the <b>User Type</b> list. If limit check is required, assign a limit package. In case of multi entity set up, limit packages need to be mapped at each entity level. All the touch points and touch point groups maintained in the system are listed under each entity. Packages can be mapped for each touch point and for a group. Also an option is provided to map the limit package at Global level (a system created group with all internal and external touch points). For business party transactions, a limit package maintained at the party level (as a part of party preference) will be considered and will be utilized.	

**Table 3-1 (Cont.) Field Description**




Field Name	Description
<b>Touch Points/ Group</b>	Name of touch points/ groups under a specific entity to which the limit packages are to be mapped.
<b>Package</b>	List of the packages which can be mapped to touch points/ groups. Only limit packages maintained for the selected touch point/ group will get listed here.
<b>Actions</b>	Indicates the option to reset the limit package assigned to the touch point/group. This can be achieved by clicking  .
<b>User Segment</b>	Segment of the user for which the application role is created. All the application roles linked to the segment will get assigned to the user. This field appears for <b>Retail &amp; Business</b> user type.
<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <p>User can click on  icon, which displays the roles linked to the selected user segment. All the roles associated to the segment gets assigned to the user.</p> </div>	
<b>Roles</b>	Name of the application role. All the roles which are not associated to any User Segment gets displayed here. Administrator can assign additional roles (over and above to the roles assigned in segment).
<b>Touch Points</b>	
<b>Select Touch Points</b>	<p>The touch points (banking channels) allows a user to perform transactions using the touch points.</p> <p>The touch points could be:</p> <ul style="list-style-type: none"> <li>• Mobile Application</li> <li>• Mobile (Responsive)</li> <li>• Internet</li> <li>• Missed Call Banking</li> <li>• SMS Banking</li> <li>• Wearables</li> <li>• Snapshot</li> <li>• Siri / Chatbot</li> <li>• API Access</li> <li>• Soft Token Application</li> </ul>
<b>Accessible Entity Details</b>	<p>This section will only appear if the Bank has multi entity setup.</p> <p>This section is applicable only for <b>Retail &amp; Business</b> type of user.</p>

Table 3-1 (Cont.) Field Description


Field Name	Description
<b>Entity Name</b>	Select the entity name i.e. accessible entity to be attached to the new user. This is applicable only if the Bank has a multi entity setup and the System/Bank administrator has access to more than one entity.
<b>Touch Points/ Group</b>	Name of touch points/ groups under a specific entity to which the limit packages are to be mapped.
<b>Roles (Retails Only)</b>	Name of the application role.
<b>Personal Information</b> This section is applicable only for <b>Retail &amp; Business</b> and <b>Administrator</b> type of user.	
<b>User Name</b>	Define the name of the user (login ID) which is to be created. It is case insensitive.
<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;">  <b>Note:</b>            Usernames are case insensitive i.e. User can login in OBDX with any case.         </div>	
<b>Title</b>	Title of the user. If User type is <b>Retail &amp; Business</b> , value is fetched from the core banking application and defaulted. For the user type corporate user and administrator are: <ul style="list-style-type: none"> <li>• Mr</li> <li>• Mrs</li> <li>• Miss</li> <li>• Ms</li> <li>• Dr</li> <li>• Master</li> </ul>
<b>First Name</b>	First name of the user. If user type is <b>Retail &amp; Business</b> , value is fetched from the core banking application and defaulted.
<b>Middle Name</b>	Middle name of the user. If user type is <b>Retail and Business User</b> , value is fetched from the core banking application and defaulted.
<b>Last Name</b>	Last name / surname of the user. If user type is <b>Retail &amp; Business User</b> , value is fetched from the core banking application and defaulted.
<b>Date of Birth</b>	Date of birth of the user. If user type is <b>Retail &amp; Business User</b> , value is fetched from the core banking application and defaulted.
<b>Contact Details</b> This section is applicable only for <b>Retail &amp; Business</b> and <b>Administrator</b> type of user.	

Table 3-1 (Cont.) Field Description

Field Name	Description
<b>Email ID</b>	Email id of the user.
<b>Alternate Email ID</b>	Alternate email id of the user. If user type is <b>Retail &amp; Business User</b> , value is fetched from the core banking application and defaulted.
<b>Contact Number (Mobile)</b>	Mobile number of the user.
<b>Alternate Contact Number (Mobile)</b>	Alternate mobile number of the user. If user type is <b>Retail &amp; Business User</b> , value is fetched from the core banking application and defaulted.
<b>Contact Number (Land Line)</b>	Phone number (land line) number of the user.
<b>Address Line 1-4</b>	Address of the user. If user type is <b>Retail &amp; Business User</b> , value is fetched from the host and defaulted value is fetched from the core banking application and defaulted.
<b>Country</b>	Country of the user. If user type is <b>Retail &amp; Business User</b> , value is fetched from the core banking application and defaulted.
<b>City</b>	City in which the user resides. If user type is <b>Retail &amp; Business User</b> , value is fetched from the core banking application and defaulted.
<b>Zip Code</b>	The postal code of the city in which the user resided. If user type is <b>Retail &amp; Business User</b> , value is fetched from the core banking application and defaulted.
<b>Segment &amp; Global Roles</b> This section is applicable only for <b>Retail &amp; Business</b> type of user.	
<b>Segment</b>	Specify the segment to assign the role to it.
<b>Global Roles</b>	The global roles are available for mapping it to the users.
<b>Roles</b>	Application roles mapped to the user. In case of multi entity setup, these roles will be for the default/home entity of the user.
<b>Global Roles</b> This section is applicable only for <b>Administrator</b> type of user.	
<b>Roles</b>	The global roles are available for mapping it to the users.
<b>DND Alerts</b> This section is applicable only for <b>Retail &amp; Business</b> and <b>Administrator</b> type of user.	



**Table 3-1 (Cont.) Field Description**

Field Name	Description
<b>Category</b>	Select the categories for which DND needs to be enabled. All the categories for which DND is applicable are available for selection.



**Note:**

Click on category link to view list of all the events for which alerts will not be sent to the user.

- v. In the **Limits** section, select the limit packages to be mapped to touch points from the limit package list.
- vi. Add the accessible entities for the user and select the party and limits for that entity (applicable only if Bank has Multi Entity setup), as follows:
  - i. Click **Add Accessible Entity** button, to add accessible entity to a user.
  - ii. From the **Entity Name** list, select the name of the entity.
  - iii. In the **Party ID** field, enter the party ID.
  - iv. In the **Party Name** field, enter the party name.
  - v. Click **Search**. The search result is displayed.
  - vi. Select the appropriate party ID.
  - vii. In the **Limits** section, select the appropriate limit package under the **Package** for each touch point.
  - viii. From the **User Segment** list, select the appropriate segment for the user in **Limits and Roles** section. This field is present if a **Retail & Business** user type is being onboarded.
  - ix. Select the checkbox (s) against the **Roles**, to map to the selected **User Segment**.
  - x. In the **Touch Points** section, select the check boxes beside the touch points to be mapped to the user.
  - xi. In the **Personal Information** section, enter the required details.
  - xii. In the **Contact Details** section, enter the required details.
  - xiii. From the **Segment** drop-down list under the **Segment & Global Roles** section, select the segment to assigned the role to it.
  - xiv. In the **Roles** field under the **Segment & Global Roles** section, select the checkbox (s) against the Roles, to map to the user.
  - xv. In **Category** field under **DND Alerts** section, select the desired categories for which DND needs to be enabled.
- c. If you select the **Administrator** option from the **User Type** list:
  - i. In the **User Name** field, enter the name of user which is to be created.

- ii. Click **Onboard** to onboard the user. The required field to onboard the administrator populates.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the entered details.
  - iii. In the **Organization** field, enter the organization of the employee.
  - iv. In the **Manager** field, enter the name of the manager of the user being created.
  - v. In the **Employee Number** field, enter the six digit employee number of the user.
  - vi. In the **Personal Information** section, enter the required details.
  - vii. In the **Contact Details** section, enter the required details.
  - viii. In **Category** field under **DND Alerts** section, select the desired categories for which DND needs to be enabled.
  - ix. In the **Touch Points** under **Primary Entity** section, select the check boxes beside the touch points to be mapped to the user.
  - x. Add the accessible entities for the user (applicable only if Bank has Multi Entity setup)
4. Click **Save** to save the user details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
5. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.  
The user will be navigated back to the create screen.
6. The success message of user creation appears along with the transaction reference number.  
Click **OK** to complete the transaction.

## 3.2 User Management - Search and View

Using this option, System/ bank administrators can search and view details of the existing users. Administrator selects the user type of the user to be searched.

System/ bank administrators can also change the user status or the channel access permission for a user using this screen.

Default search is available with Username, but the user can also be searched by providing other details like First Name, Last Name, Party ID. Email ID and Mobile Number.

If the user type is selected as Retail & Business User, then the user can be searched based on the Party ID. An option is provided to search the party present in the core banking system using either the party ID or party name. The matching results are displayed on the screen.

If party ID or party name are provided partially, then a like search is run and all the records matching the search criteria are listed. If the complete party ID is entered, then the party ID is validated by the core banking application. After the core banking application validation is successful, party name gets displayed on the screen. In the result grid, the parties are listed with both Party ID and Party Name. User can select the record by clicking on the Party ID from the list.

#### To search for a user:

1. Navigate to one of the above path.  
The **User Management** screen appears.
2. Enter the search criteria, click **Search**.  
The search results appear on the **User Management** screen based on the search parameters.

OR

Click **Cancel** if you want to cancel the transaction.

OR

Click **Clear** if you want to reset the search parameters.

**Figure 3-5 User Management - Search**

The screenshot shows the 'User Management' search interface in the Futura Bank system. At the top, there is a search bar with the placeholder text 'What would you like to do today 😊?' and a notification bell icon. Below the search bar, the 'User Management' header is visible. The search form includes the following fields:

- User Type:** A dropdown menu currently set to 'Retail & Business User'.
- Username:** A text input field containing the letter 'a'.
- First Name:** An empty text input field.
- Last Name:** An empty text input field.
- Email:** An empty text input field.
- Mobile Number:** An empty text input field.
- Channel Access:** A dropdown menu currently set to 'Please Select'.
- Party ID:** A text input field with a blue link 'Search Party' next to it.

Below the search form, there is a link 'Less Search Options ^' and a row of four buttons: 'Search' (highlighted in black), 'Create', 'Cancel', and 'Clear'.

Figure 3-6 User Management - More Search Options

The screenshot shows the 'User Management' search interface. At the top, there is a search bar with the placeholder text 'What would you like to do today 😊?'. Below this, the 'User Management' section contains several search filters: 'User Type' (set to 'Retail & Business User'), 'Username' (with the value 'a'), 'First Name', 'Last Name', 'Email', 'Mobile Number', and 'Channel Access' (set to 'Please Select'). There is also a 'Party ID' field with a 'Search Party' link. A 'Less Search Options' link is located below the filters. At the bottom of the search area, there are four buttons: 'Search', 'Create', 'Cancel', and 'Clear'.

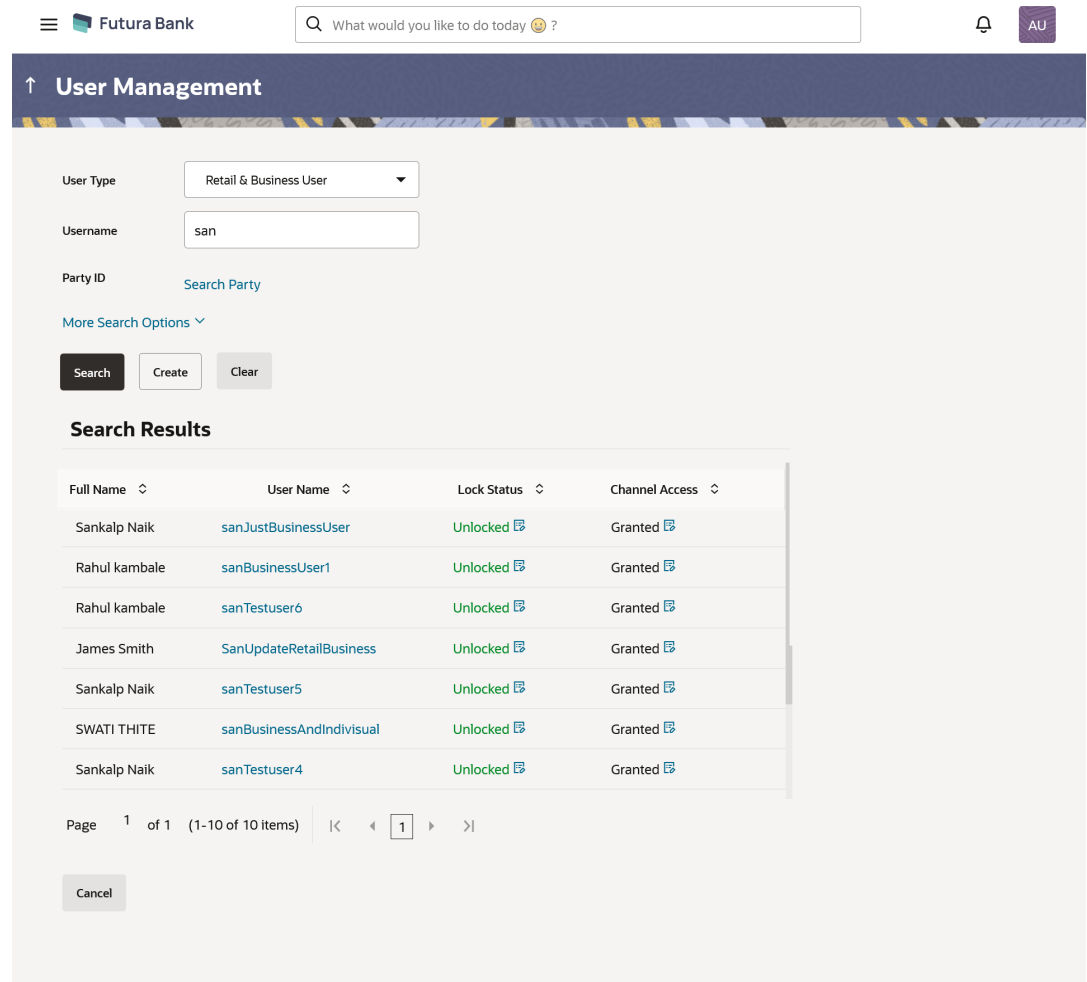
Table 3-2 Field Description

Field Name	Description
<b>User Type</b>	Type of user to be searched. The user can be: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Administrator</li> <li>• Retail &amp; Business User</li> </ul>
<b>User Name</b>	To search the user with the user name. Partial search is allowed. The User ID is case insensitive.
<b>More Search Options</b>	Below fields appears if you click the <b>More Search Options</b> link.
<b>First Name</b>	Allows to search based on first name or given name of the user.
<b>Last Name</b>	Allows to search based on last name/ surname of the user.
<b>Email</b>	Allows to search based on email id of the user.
<b>Mobile Number</b>	Allows to search based on mobile number of the user.
<b>Channel Access</b>	Allows to search based on channel access of the user.
<b>Party ID</b>	Allows to search based on Party id. This field appears if you select <b>Retail &amp; Business</b> or <b>Corporate User</b> option from <b>User Type</b> list.

**To search for a user:**

1. Navigate to the above path.  
The **User Management** screen appears.
2. Enter the search criteria and click **Search** in the **User Management** screen  
The search results appear based on the search parameters.


**Figure 3-7 User Management - Search Results**



**Table 3-3 Field Description**

Field Name	Description
<b>Search Results</b>	
<b>Full Name</b>	First name and last name of the user.
<b>User Name</b>	User Name of the user.
<b>Status</b>	Status of the user. Locked or Unlocked.

**Table 3-3 (Cont.) Field Description**

Field Name	Description
Channel Access	Indicates whether channel access is granted. Click  icon to grant / revoke access rights.

 **Note:**

Channel access feature will only be available with DB authenticator as Identity Management System.

3. Click the **User Name** link of the record for which you want to view the user details. The **User Management - View** screen appears.

Figure 3-8 User Management - View

Futura Bank🔔
AU

↑ **User Management**

[Download File](#)

**User Type** Retail & Business User

**Username** sanBusinessUser1

**Primary Entity**

---

**Entity Name** UBS OBPM 14.4 HEL Branch

**Party Information**

Party ID	Party Name	Party Type
000527	Personal	Individual
000528	Rahuló	Business

**Limits**

**Global user pckage** Global\_user\_pkg

**Touch Points**

<input checked="" type="checkbox"/> Mobile Application	<input checked="" type="checkbox"/> Mobile (Responsive)	<input checked="" type="checkbox"/> Internet
<input type="checkbox"/> Siri/Chatbot	<input type="checkbox"/> SMS Banking	<input type="checkbox"/> Wearables
<input type="checkbox"/> Soft Token Application	<input type="checkbox"/> Snapshot	<input type="checkbox"/> Missed Call Banking
<input type="checkbox"/> dctestóó	<input type="checkbox"/> testdc	

**Roles**

entityspecific

**Personal Information**

---

**Title** Mr.

**Middle Name** Rahul

**Middle Name**

**Last Name** kambale

**Date Of Birth** 1/1/90

**Contact Details**

---

**Email Id** sankalp.naik@oracle.com

**Alternate Email Id** rahul.x.kamble@oracle.com

**Contact Number (Mobile)** 7020857728

**Alternate Contact Number(Mobile)** 9890666666

**Contact Number (Landline)** 9876543210

**Address Line 1** 20 Avenue Tower

**Address Line 2** WallStreet

**Address Line 3** Near SuperValue

**Address Line 4** london

**Country** United Kingdom

**City**

**Zip Code** 339000

3-17

**Table 3-4 Field Description**


Field Name	Description
<b>View</b>	
<b>User Type</b>	Type of user. The user can be: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Retail &amp; Business User</li> <li>• Administrator</li> </ul>
<b>User Name</b>	The name of the user. This field appears if you select <b>Retail &amp; Business</b> option from User Type list.
<b>Group Corporate ID</b>	The group corporate ID mapped to the user is displayed. This field appears if you select <b>Corporate User</b> option from <b>User Type</b> list.
<b>Party ID</b>	The party ID mapped to the user is displayed. This field appears if you select <b>Retail &amp; Business</b> or <b>Corporate User</b> option from <b>User Type</b> list.
<b>Primary Entity</b>	
<b>Party Information</b>	
<b>Party ID</b>	Displays the party ID mapped to the user. This field appears if you select <b>Retail &amp; Business</b> or <b>Corporate User</b> option from <b>User Type</b> list.
 <b>Note:</b> For Non Customer Corporates (counterparties on boarded by Corporates) the system will look for the party ID in OBSCF/OBCMS.	
<b>Party Name</b>	Displays the Party Name of the party ID mapped to the user. This field appears if you select <b>Retail &amp; Business</b> option from <b>User Type</b> list.
<b>Party Type</b>	Displays the Party type of the party ID. The party type can be <b>Retail or Business</b> .
<b>Organization</b>	Organization that the user belongs to. This field appears if you select <b>Administrator</b> option from <b>User Type</b> list.
<b>Manager</b>	Manager of the user. This field appears if you select <b>Administrator</b> option from <b>User Type</b> list.
<b>Employee Number</b>	Employee number of the user. This field appears if you select <b>Administrator</b> option from <b>User Type</b> list.
<b>Party Information</b> This section is displayed if you select <b>Retail &amp; Business</b> option from <b>User Type</b> list.	




Table 3-4 (Cont.) Field Description

Field Name	Description
<b>Party ID</b>	The party ID mapped to the user is displayed.
<b>Party Name</b>	Party Name of the party ID mapped to the user.
<b>Party Type</b>	Party type of the party ID mapped to the user.
<b>Limit</b>	This field appears if you select <b>Retail &amp; Business</b> or <b>Corporate User</b> option from <b>User Type</b> list. In case of multi entity setup, if the user has access to multiple entities, the limits package displayed will be the one associated to the default/home entity of the user. For business party transactions, a limit package maintained at the party level (as a part of party preference) will be considered and will be utilized.
<b>Touch Points/ Group</b>	Name of touch points/ groups maintained under a specific entity for whom the limit packages are mapped.
<b>Package</b>	Name of the limit package mapped against specific touch points /touch point groups
<b>Selected Segment</b>	Segment of the user for which the application role is created. This field is displayed only for a <b>Retail &amp; Business</b> user type.
<b>Roles</b>	Application roles mapped to the user. In case of multi entity setup, these roles will be for the default/home entity of the user.
<b>Touch Points</b>	
<b>Selected Touch Points</b>	The touch points (banking channels) selected for a user to perform transactions. The touch points could be: <ul style="list-style-type: none"> <li>• Mobile Application</li> <li>• Mobile (Responsive)</li> <li>• Internet</li> <li>• Missed Call Banking</li> <li>• SMS Banking</li> <li>• Wearables</li> <li>• Snapshot</li> <li>• Siri / Chatbot</li> <li>• API Access</li> <li>• Soft Token Application</li> </ul>
<b>Limits &amp; Roles</b>	
<b>User Groups</b>	Displays the user groups that are assigned to the user. This field is displayed only for a corporate user type.
<b>Personal Information</b>	
This section is displayed if you select <b>Retail &amp; Business &amp; Administrator</b> option from <b>User Type</b> list.	
<b>User Name</b>	Name of the user (login ID) of the user.

Table 3-4 (Cont.) Field Description

Field Name	Description
<b>Title</b>	Title of the user. The options are: <ul style="list-style-type: none"> <li>• Mr</li> <li>• Mrs</li> <li>• Miss</li> <li>• Ms</li> <li>• Dr</li> <li>• Master</li> </ul>
<b>First Name</b>	First name of the user. If user type is <b>Retail &amp; Business</b> , value is fetched from the core banking application and defaulted.
<b>Middle Name</b>	Middle name of the user. If user type is <b>Retail &amp; Business</b> , value is fetched from the core banking application and defaulted.
<b>Last Name</b>	Last name/ surname of the user. If user type is <b>Retail &amp; Business</b> , value is fetched from the core banking application and defaulted.
<b>Date of Birth</b>	Date of birth of the user. If user type is <b>Retail and Business User</b> , value is fetched from the core banking application and defaulted.
<b>Contact Details</b>	This section is displayed if you select <b>Retail &amp; Business &amp; Administrator</b> option from <b>User Type</b> list.
<b>Email ID</b>	Email id of the user. If user type is <b>Retail &amp; Business</b> , value is fetched from the core banking application and defaulted.
<b>Alternate Email ID</b>	Alternate email id of the user. If user type is <b>Retail &amp; Business User</b> , value is fetched from the core banking application and defaulted.
<b>Contact Number (Mobile)</b>	Mobile number of the user. If user type is <b>Retail &amp; Business</b> , value is fetched from the core banking application and defaulted.
<b>Alternate Contact Number (Mobile)</b>	Alternate mobile number of the user. If user type is <b>Retail &amp; Business User</b> , value is fetched from the core banking application and defaulted.
<b>Contact Number (Land Line)</b>	Phone number (land line) number of the user.
<b>Address Line 1-4</b>	Address of the user. If user type is <b>Retail &amp; Business</b> , value is fetched from the core banking application and defaulted.

**Table 3-4 (Cont.) Field Description**

Field Name	Description
<b>Country</b>	Country of the user. If user type is <b>Retail &amp; Business</b> , value is fetched from the core banking application and defaulted.
<b>City</b>	City in which the user resides. If user type is <b>Retail and Business User</b> , value is fetched from the core banking application and defaulted.
<b>Zip Code</b>	The postal code of the city in which the user resided. If user type is <b>Retail &amp; Business</b> , value is fetched from the core banking application and defaulted.
<b>Segment &amp; Global Roles</b>	
This section is applicable only for <b>Retail</b> type of user.	
<b>Segment</b>	View the segment assigned to the Retail user.
<b>User Groups And Global Roles</b>	
<b>User Groups</b>	The list of all user groups to which the selected user belongs. User Group is applicable only to Corporate Users and Administrators.
<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>This information is read-only and hence cannot be modified.</li> <li>If a particular user needs to be removed from a user group, then the administrator must manually go to the particular user group screen and remove the user.</li> </ul> </div>	
<b>Roles</b>	The global roles which are mapped to the users.
<b>Device Registration</b>	
This section is applicable only for <b>Corporate</b> type of user	
<b>Android Devices</b>	This option shows if the user has registered Zig Bank application on any android devices/s. Enabling of the device happens when the user installs and registers on the app on the android device. Administrator cannot manually enable the device. If the Administrator deregisters the device, the user gets logged out from all the android devices and his alternate login gets disabled from all the android devices on which the user has installed the application.

**Table 3-4 (Cont.) Field Description**

Field Name	Description
<b>iOS Devices</b>	This option shows if the user has registered Zig Bank application on any iOS devices/s. Enabling of the device happens when the user installs and registers on the app on the iOS device. Administrator cannot manually enable the device. If the Administrator deregisters the device, the user gets logged out from all the iOS devices and his alternate login gets disabled from all the iOS devices on which the user has installed the application.
<b>Push Notifications</b> This section is applicable only for Corporate type of user.	
<b>Android Devices</b>	This option shows if the user has registered for push notifications for android devices. Enabling of the push notification is done by user himself and administrator cannot do the same. If the administrator disables this, the user will stop getting notifications as a pop-up message (push notification) on the user's registered mobile number.
<b>iOS Devices</b>	This option shows if the user has registered for push notifications for iOS devices. Enabling of the push notification is done by user himself and administrator cannot do the same. If the administrator disables this, the user will stop getting notifications as a pop-up message (push notification) on the user's registered mobile number. <b>Note:</b> To receive push notification user will have to allow the same on the device settings.
<b>Primary Entity Details</b>	
<b>Entity Name</b>	Primary Entity name associated to the user.
<b>Touch Points/ Group</b>	Name of touch points/ groups maintained under a specific entity for which the limit packages are mapped.
<b>Roles</b>	For the primary entity selected/ added, system will default the roles same as that of home entity of the user. The administrator cannot define separate roles for each of the entities.
<b>Map Parties</b> This section is applicable only for Corporate type of user.	
<b>Primary Party</b>	Primary Entity name associated to the user.
<b>Accessible Parties</b>	Accessible Entities associated to the user.
<b>Limits</b>	Limits attached to the user.
<b>Touch Points</b>	Name of touch points/ groups maintained under a specific entity for which the limit packages are mapped.
<b>Map Roles</b>	
<b>DND Alerts</b>	

**Table 3-4 (Cont.) Field Description**

Field Name	Description
<b>DND Alerts</b>	The list of categories for which DND is configured can be enabled or disabled using this option.
<b>Accessible Entity Details</b> This section is applicable only to Retail or Admin user only.	
<b>Entity Name</b>	Accessible Entity name associated to the user.
<b>Limits - Touch Point/Groups</b>	Limits package associated to the user for the accessible entity. This field is only applicable for Retail & Business and corporate users. For Retail Party transactions, the limit package maintained at the user level will be considered and utilized. For business party transactions, a limit package maintained at the party level (as a part of party preference) will be considered and utilized.
<b>Touch Points/ Group</b>	Name of touch points/ groups maintained under a specific entity for which the limit packages are mapped.
<b>Package</b>	Name of the limit package mapped against specific touch points /touch point groups.
<b>Roles</b>	For the accessible entity selected/ added, system will default the roles same as that of home entity of the user. The administrator cannot define separate roles for each of the entities.

4. Click **Edit** to edit the user details.  
OR

Click **Reset Password** to reset user's password. For more information refer, **Reset password** section.

If user clicks '**No**', the action gets cancelled.


OR

Click **Cancel** to cancel the transaction.

OR

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

OR

Click  **Download Profile** icon to download the user details.

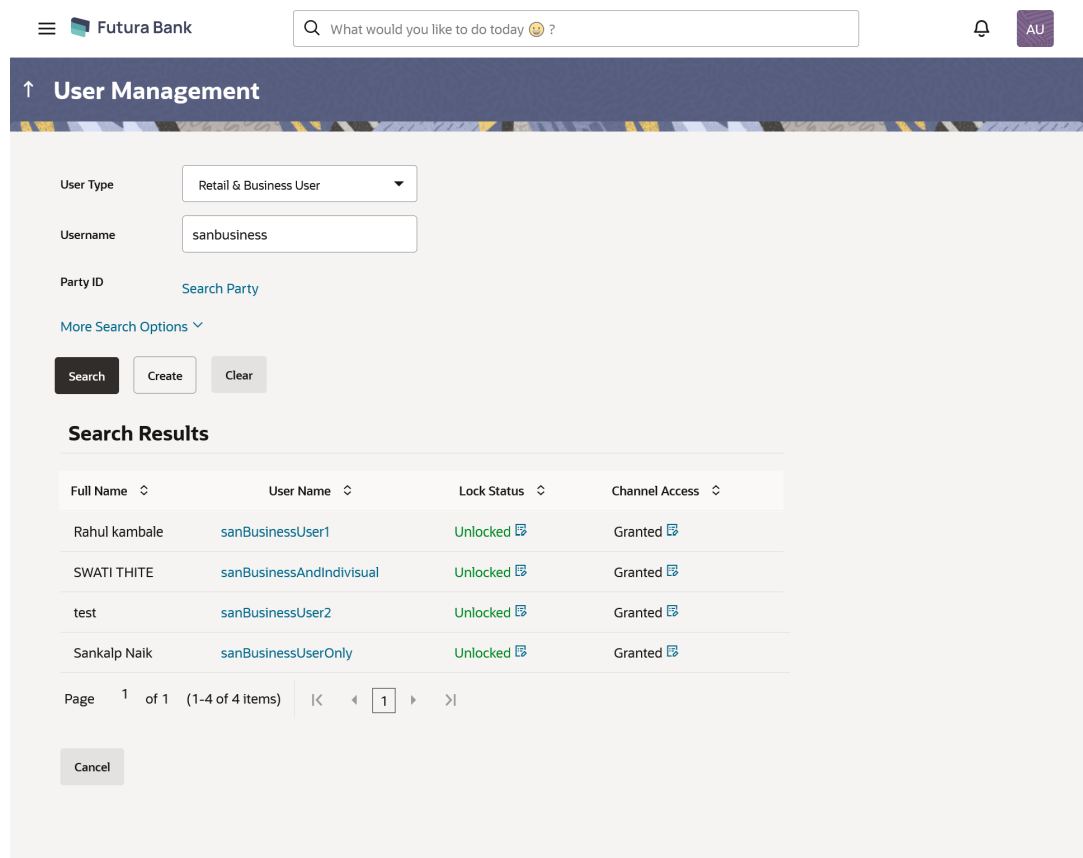
### User Management - Change user status


This section allows you to lock and unlock a user.

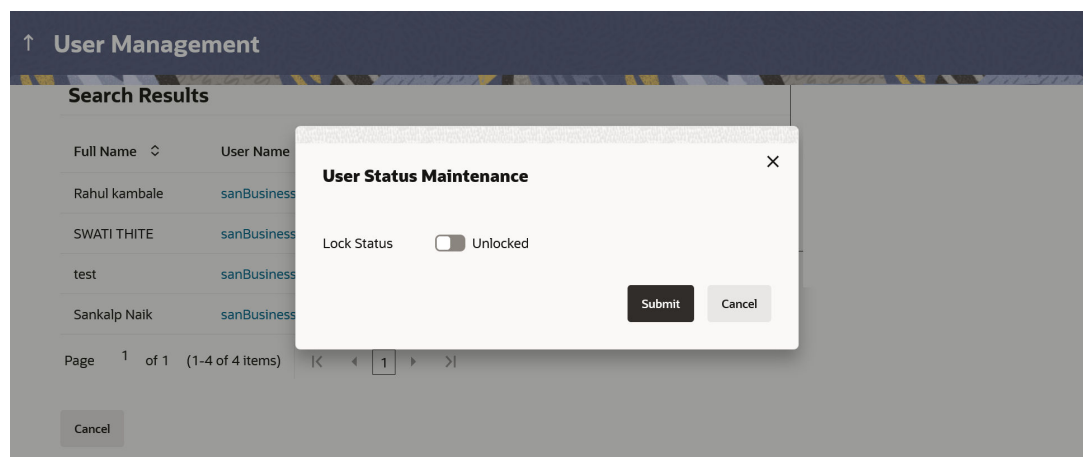
#### To lock or unlock a user:

1. Navigate to the above path  
The **User Management** screen appears.
2. Enter the search criteria, click **Search**.  
The search results appear on the **User Management** screen based on the search parameters.

**Figure 3-9 Lock / Unlock User**



3. Click  icon in the **Status** column to lock / unlock a user. The **User Status Maintenance** screen appears.



4. In the **Lock Status** field move the slider to lock / unlock a user.
5. In the **Reason** field enter the appropriate description.
6. Click **Submit** to save.  
OR  
Click **Cancel** to close.

## User Management - Channel Access Permission

This section allows the administrator to grant / revoke channel access for a user. In case Bank administrator changes the channel access from grant to revoke, user will not be able to access his channel banking.



### Note:

Channel Access feature is only available and displayed if the Application is configured on DB Authenticator as Identity Management system.

1. Navigate to the above path.  
The **User Management** screen appears.
2. Enter the search criteria, click **Search**.  
The search results appear on the **User Management** screen based on the search parameters.


**Figure 3-10 Channel Access**

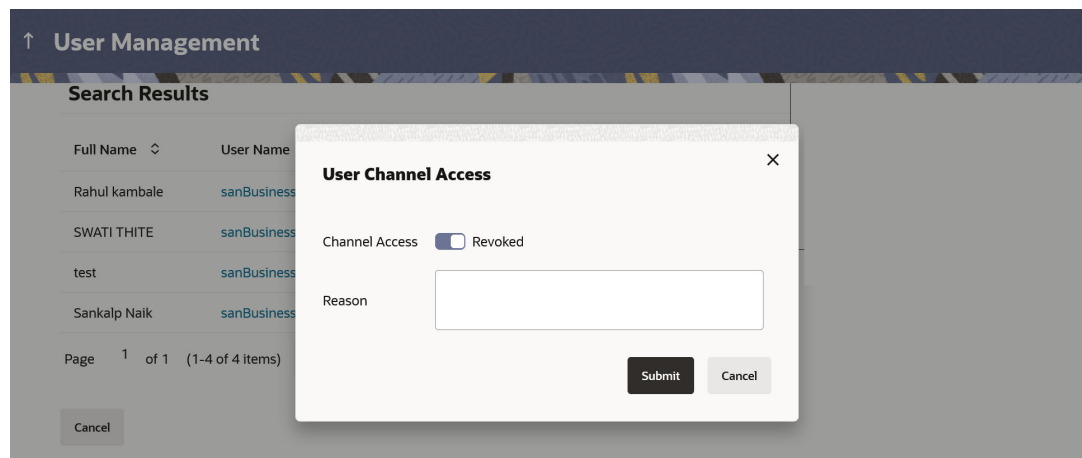
The screenshot shows the 'User Management' interface for Futura Bank. At the top, there is a search bar with the placeholder text 'What would you like to do today 😊?'. Below the search bar, the 'User Management' header is visible. The search criteria are set to 'Retail & Business User' for User Type and 'sanbusiness' for Username. There are buttons for 'Search', 'Create', and 'Clear'. Below the search criteria, there is a 'Search Results' section with a table of results.

Name	Username	Status	Channel Access
Rahul kambale	sanBusinessUser1	Unlocked	Granted
SWATI THITE	sanBusinessAndIndividual	Unlocked	Granted
Tes	sanBusinessUser2	Unlocked	Granted
Sankalp Naik	sanBusinessUserOnly	Unlocked	Granted

Page 1 of 1 (1-4 of 4 items) | Navigation icons: back, first, 1, last, forward

Cancel

3. Click  icon in the **Channel Access** column to grant / revoke channel access to a user  
The **User Status Maintenance** screen appears.



4. In the **Channel Access** field move the slider to grant / revoke channel access rights for a user.
5. In the **Reason** field enter the appropriate description.
6. Click **Submit** to save.  
OR  
Click **Cancel** to close.

### 3.3 User Management - Edit

This function enables the Administrator to edit the existing user details.

Administrators will be allowed to modify the user details, including adding/removing parties mapped to the user. For a Retail & Business user, the primary entity should have at least 1 party mapped, however, if all the parties mapped under the linked entity are removed, then the entity access will also be removed from the user.

#### To edit or update a user details:

1. Navigate to one of the above paths.  
The **User Management** screen appears.
2. Enter the search criteria, click **Search**.  
The search results appear on the **User Management** screen based on the search parameters.  
OR  
Click **Clear** if you want to reset the search parameters  
OR  
Click **Cancel** if you want to cancel the transaction.
3. In the **User Management - Search Results** section, click the **User Name** link of the record for which you want to edit the user details.  
The **User Management - View** screen appears.
4. Click **Edit** to update the user information.  
OR



Click **Reset Password** to reset user's password. For more information refer, **Reset password** section.

If user clicks **No**, the action gets cancelled.

OR

Click **Cancel** to cancel the transaction.

OR

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

Figure 3-11 User Management - Edit User

Futura Bank

Q

↑ User Management

**User Type** Retail & Business User

**Username** JohnCDavid

**Primary Entity**

**Entity Name** UBS OBPM 14.4 HEL Branch

**Party Information**

004203	John David	Retail	
--------	------------	--------	--

Add

> **Limits**

**Touch Points**

<input type="checkbox"/> Wearables	<input checked="" type="checkbox"/> Soft Token Application	<input type="checkbox"/> API Access
<input checked="" type="checkbox"/> Mobile Application	<input checked="" type="checkbox"/> Mobile (Responsive)	<input checked="" type="checkbox"/> Internet
<input type="checkbox"/> Siri/Chatbot	<input checked="" type="checkbox"/> SMS Banking	<input type="checkbox"/> Test123
<input checked="" type="checkbox"/> Snapshot	<input type="checkbox"/> Missed Call Banking	<input type="checkbox"/> 001testing
<input type="checkbox"/> dctest66	<input type="checkbox"/> testdc	

**Roles (Retail Only)**

entityspecific

Add Accessible Entity

**Personal Information**

**Title**

**First Name**

**Middle Name**

**Last Name**

**Date Of Birth**

**Contact Details**

**Email Id**

**Alternate Email Id**

**Contact Number (Mobile)**

**Alternate Contact Number(Mobile)**

**Contact Number (Landline)**

**Address Line 1**

**Address Line 2**

**Address Line 3**

**Address Line 4**

**Country**

**City**

**Zip Code**

**Segment & Global Roles**

Table 3-5 Field Description


Field Name	Description
<b>Edit</b>	
<b>User Type</b>	Type of user. The user can be: <ul style="list-style-type: none"> <li>• Retail &amp; Business User</li> <li>• Administrator</li> </ul>
<b>User Name</b>	The name of the user. This field appears if you select <b>Retail &amp; Business</b> option from <b>User Type</b> list.
<b>Party ID</b>	The party ID mapped to the user is displayed. This field appears if you select <b>Retail &amp; Business</b> option from <b>User Type</b> list.
<b>Primary Entity</b>	
<b>Party Information</b>	
<b>Party ID</b>	Displays the party ID mapped to the user. This field appears if you select <b>Retail &amp; Business</b> or <b>Corporate User</b> option from <b>User Type</b> list.
<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <p>For Non Customer Corporates (counterparties on boarded by Corporates) the system will look for the party ID in OBSCF/OBCMS.</p> </div>	
<b>Party Name</b>	Displays the Party Name of the party ID mapped to the user. This field appears if you select <b>Retail &amp; Business</b> option from <b>User Type</b> list.
<b>Party Type</b>	Displays the Party type of the party ID. The party type can be <b>Retail</b> or <b>Business</b> .
<b>Organization</b>	Organization that the user belongs to. This field appears if you select <b>Administrator</b> option from <b>User Type</b> list.
<b>Manager</b>	Manager of the user. This field appears if you select <b>Administrator</b> option from <b>User Type</b> list.
<b>Employee Number</b>	Employee number of the user. This field appears if you select <b>Administrator</b> option from <b>User Type</b> list.
<b>Primary Entity Details</b>	
This section is applicable only to <b>Retail</b> or <b>Admin</b> user only.	
<b>Entity Name</b>	Primary Entity name associated to the user. This field is appears for <b>Retail</b> or <b>Admin</b> user only.
<b>Party Information</b>	
This section is displayed if you select <b>Retail &amp; Business</b> option from <b>User Type</b> list.	

Table 3-5 (Cont.) Field Description

Field Name	Description
<b>Party ID</b>	The party ID mapped to the user is displayed.
<b>Party Name</b>	Party Name of the party ID mapped to the user.
<b>Party Type</b>	Party type of the party ID mapped to the user.
<b>Limits</b>	
This field appears if you select <b>Retail &amp; Business</b> or <b>Corporate User</b> option from User Type list. In case of multi entity setup, if the user has access to multiple entities, the limits package displayed will be the one associated to the default/home entity of the user. For business party transactions, a limit package maintained at the party level (as a part of party preference) will be considered and will be utilized.	
<b>Touch Points/ Group</b>	Name of touch points/ groups maintained under a specific entity for whom the limit packages are mapped. This field is appears for <b>Retail</b> or <b>Admin</b> user only.
<b>Package</b>	Name of the limit package mapped against specific touch points /touch point groups
<b>Selected Segment</b>	Segment of the user for which the application role is created. This field is displayed only for a <b>Retail &amp; Business</b> user type.
<b>Roles</b>	Application roles mapped to the user. In case of multi entity setup, these roles will be for the default/home entity of the user. This field is appears for <b>Retail</b> or <b>Admin</b> user only.
<b>Touch Points</b>	
<b>Selected Touch Points</b>	The touch points (banking channels) selected for a user to perform transactions. The touch points could be: <ul style="list-style-type: none"> <li>• Mobile Application</li> <li>• Mobile (Responsive)</li> <li>• Internet</li> <li>• Missed Call Banking</li> <li>• SMS Banking</li> <li>• Wearables</li> <li>• Snapshot</li> <li>• Siri / Chatbot</li> <li>• API Access</li> <li>• Soft Token Application</li> </ul>
<b>Accessible Entity Details</b>	
This section is applicable only to <b>Retail</b> or <b>Admin</b> user only.	
<b>Entity Name</b>	Accessible Entity name associated to the user.
<b>Touch Points/ Group</b>	Name of touch points/ groups maintained under a specific entity for whom the limit packages are mapped.
<b>Roles</b>	Application roles mapped to the user.
<b>Personal Information</b>	
This section is displayed if you select <b>Retail &amp; Business &amp; Administrator</b> option from <b>User Type</b> list.	
<b>User Name</b>	Name of the user (login ID) of the user.

Table 3-5 (Cont.) Field Description

Field Name	Description
<b>Title</b>	Title of the user. The options are: <ul style="list-style-type: none"> <li>• Mr</li> <li>• Mrs</li> <li>• Miss</li> <li>• Ms</li> <li>• Dr</li> <li>• Master</li> </ul>
<b>First Name</b>	First name of the user. If user type is <b>Retail &amp; Business</b> , value is fetched from the core banking application and defaulted.
<b>Middle Name</b>	Middle name of the user. If user type is <b>Retail &amp; Business</b> , value is fetched from the core banking application and defaulted.
<b>Last Name</b>	Last name/ surname of the user. If user type is <b>Retail &amp; Business</b> , value is fetched from the core banking application and defaulted.
<b>Date of Birth</b>	Date of birth of the user. If user type is <b>Retail &amp; Business</b> , value is fetched from the core banking application and defaulted.
<b>Contact Details</b>	This section is displayed if you select <b>Retail &amp; Business &amp; Administrator</b> option from <b>User Type</b> list.
<b>Email ID</b>	Email id of the user. If user type is <b>Retail &amp; Business</b> , value is fetched from the core banking application and defaulted.
<b>Alternate Email ID</b>	Alternate email id of the user. If user type is <b>Retail &amp; Business User</b> , value is fetched from the core banking application and defaulted.
<b>Contact Number (Mobile)</b>	Mobile number of the user. If user type is <b>Retail &amp; Business</b> , value is fetched from the core banking application and defaulted.
<b>Alternate Contact Number (Mobile)</b>	Alternate mobile number of the user. If user type is <b>Retail &amp; Business User</b> , value is fetched from the core banking application and defaulted.
<b>Contact Number (Land Line)</b>	Phone number (land line) number of the user.
<b>Address Line 1-4</b>	Address of the user. If user type is <b>Retail &amp; Business</b> , value is fetched from the core banking application and defaulted.

Table 3-5 (Cont.) Field Description



Field Name	Description
<b>Country</b>	Country of the user. If user type is <b>Retail &amp; Business</b> , value is fetched from the core banking application and defaulted.
<b>City</b>	City in which the user resides. If user type is Retail <b>Retail &amp; Business</b> , value is fetched from the core banking application and defaulted.
<b>Zip Code</b>	The postal code of the city in which the user resided. If user type is <b>Retail &amp; Business</b> , value is fetched from the core banking application and defaulted.
<b>Segment &amp; Global Roles</b> This section is applicable only for <b>Retail</b> type of user.	
<b>Segment</b>	View the segment assigned to the Retail user.
<b>User Groups And Global Roles</b> This section is applicable only for <b>Administrators</b> type of user.	
<b>User Groups</b>	The list of all user groups to which the selected user belongs.
<div style="border: 1px solid #0070C0; padding: 10px; margin: 10px 0;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>• This information is read-only and hence cannot be modified.</li> <li>• If a particular user needs to be removed from a user group, then the administrator must manually go to the particular user group screen and remove the user.</li> </ul> </div>	
<b>Roles</b>	The global roles which are mapped to the users.
<b>Device Registration</b> This section is applicable only for <b>Corporate</b> type of user.	
<b>Android Devices</b>	This option shows if the user has registered Zig Bank application on any android devices/s. Enabling of the device happens when the user installs and registers on the app on the android device. Administrator cannot manually enable the device. If the Administrator deregisters the device, the user gets logged out from all the android devices and his alternate login gets disabled from all the android devices on which the user has installed the application.

Table 3-5 (Cont.) Field Description

Field Name	Description
<b>iOS Devices</b>	This option shows if the user has registered Zig Bank application on any iOS devices/s. Enabling of the device happens when the user installs and registers on the app on the iOS device. Administrator cannot manually enable the device. If the Administrator deregisters the device, the user gets logged out from all the iOS devices and his alternate login gets disabled from all the iOS devices on which the user has installed the application.
<b>Push Notifications</b> This section is applicable only for <b>Corporate</b> type of user.	
<b>Android Devices</b>	This option shows if the user has registered for push notifications for android devices. Enabling of the push notification is done by user himself and administrator cannot do the same. If the administrator disables this, the user will stop getting notifications as a pop-up message (push notification) on the user's registered mobile number.
<b>iOS Devices</b>	This option shows if the user has registered for push notifications for iOS devices. Enabling of the push notification is done by user himself and administrator cannot do the same. If the administrator disables this, the user will stop getting notifications as a pop-up message (push notification) on the user's registered mobile number.
<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <p>To receive push notification user will have to allow the same on the device settings.</p> </div>	
<b>DND Alerts</b>	
<b>DND Alerts</b>	The list of categories for which DND is configured can be enabled or disabled using this option.
<b>Limits - Touch Point/Groups</b> Limits package associated to the user for the accessible entity. This field is only applicable for Retail & Business and corporate users. For Retail Party transactions, the limit package maintained at the user level will be considered and utilized. For business party transactions, a limit package maintained at the party level (as a part of party preference) will be considered and utilized.	
<b>Touch Points/ Group</b>	Name of touch points/ groups maintained under a specific entity for which the limit packages are mapped.
<b>Package</b>	Name of the limit package mapped against specific touch points /touch point groups.

**Table 3-5 (Cont.) Field Description**

Field Name	Description
<b>Roles</b>	For the accessible entity selected/ added, system will default the roles same as that of home entity of the user. The administrator cannot define separate roles for each of the entities.

5. Update the required details.
6. Click **Save** to update the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
7. The **Review User Details** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
8. The success message of updates appears.  
Click **OK** to complete the transaction.

## 3.4 Reset Password

This function enables the Administrator to reset the password.

**To reset password:**

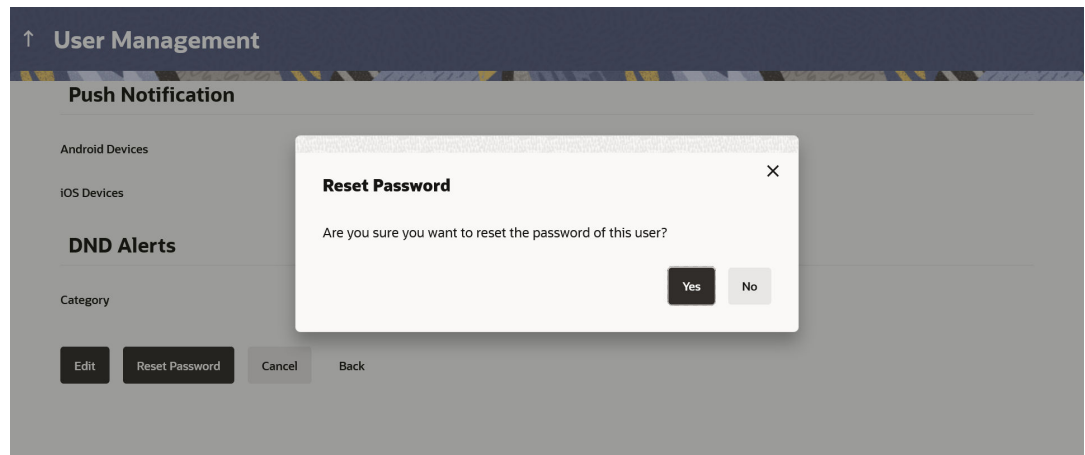
1. Navigate to one of the above paths.  
The **User Management** screen appears.
2. Enter the search criteria, click **Search**.  
The search results appear on the **User Management** screen based on the search parameters.  
OR  
Click **Clear** if you want to reset the search parameters.  
OR  
Click **Cancel** if you want to cancel the transaction.
3. In the **User Management - Search Results** section, click the **User Name** link of the record for which you want to edit the user details.  
The **User Management - View** screen appears.
4. Click **Edit** to update the user information.  
OR



Click **Reset Password** to reset user's password.

A warning message 'Are you sure you want to reset the password of this user?' appears on the screen.

**Figure 3-12** Reset Password popup screen



5. If Administrator clicks **Yes**, a reset password confirmation screen is displayed.
6. User for whom the password is being reset gets the link to generate the new password on his/her registered email ID/mobile number (as per the alert mode maintained by bank).
7. User clicks on the link received on his/her email id and reset password screen appears.

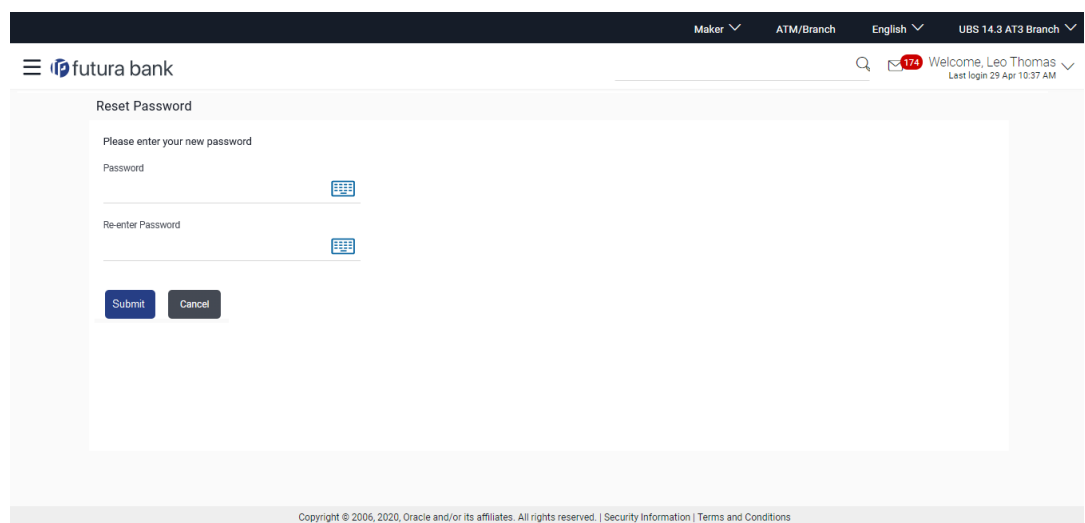
OR

Click **Cancel** to cancel the transaction.

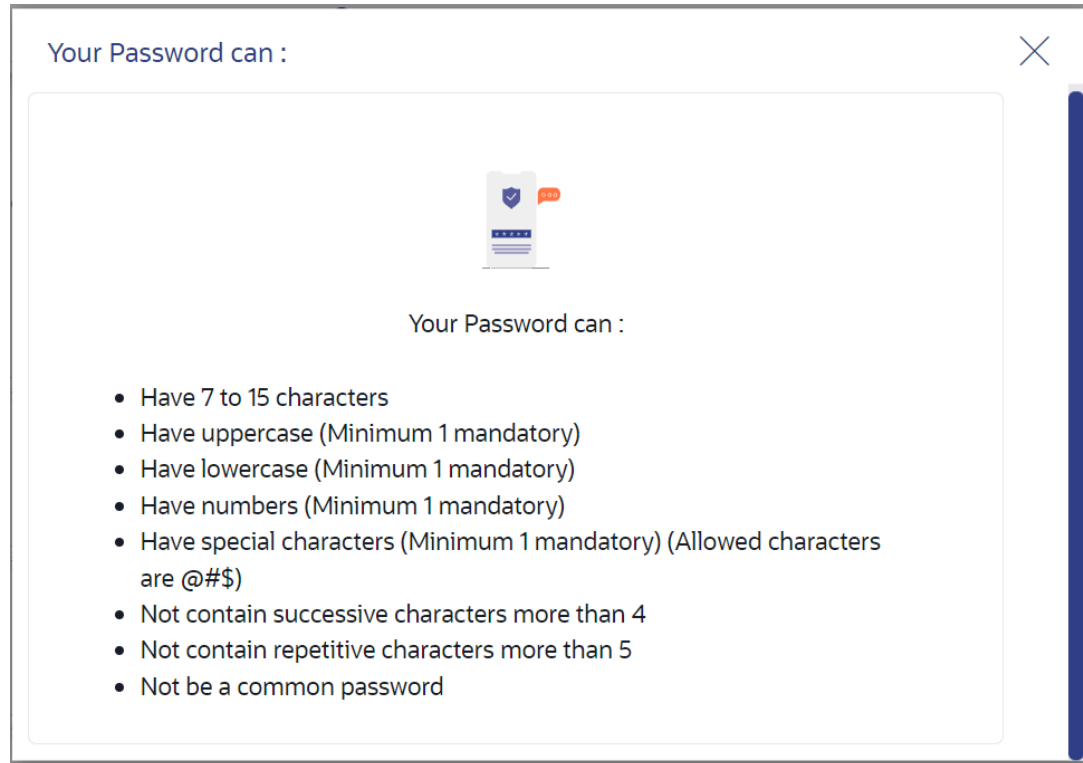
OR

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

**Figure 3-13** Reset Password screen for end user



**Figure 3-14 Password Policy popup**




**Table 3-6 Field Description**

Field Name	Description
<b>Password</b>	New password for channel access.
<b>Re-enter Password</b>	Re-enter the new password to confirm.

8. In the **Password** field, enter the password.

OR

Click  icon to enter the new password using the virtual keyboard.

(See Password Condition section on the application screen to view the policy of setting a new password.)

9. In the **Re-enter Password** field, re-enter the password.

OR

Click  icon to re-enter the password using the virtual keyboard.

10. Click **Submit**.

OR

Click **Cancel** to cancel the transaction.

11. The success message of changing the password appears. Click **Login** on confirmation screen to log in to the application.

 **Note:**

Password Conditions gets highlighted in green if the user's password is meeting the Password Policy criteria and similarly in Red if the password is not as per the Password Policy maintained.

## 3.5 FAQ

1. **Who can create / update the user?**  
System administrator, bank administrator and corporate administrator can create or edit the users. Corporate Administrator can create user for the party ID he belongs to.
2. **What type of combinations are allowed for the Retail & Business user type for the digital banking accesses ?**  
Users are provided with the following access combinations:

**Table 3-7 Type of combinations allowed for the Retail & Business user type**

Relationships	Allowed/Not Allowed
One Retail	Allowed
Multiple Retail	Not Allowed
One Retail + One Business	Allowed
One Retail + Multiple Business	Allowed
Multiple Retail + Multiple Business	Not Allowed
One Business	Allowed
Multiple Business	Allowed

3. **Can I edit the party id mapped to the user?**  
No, party ID mapped to the user cannot be edited.
4. **When does the system update a user status as 'locked'?**  
User status can get locked if he has exceeded the maximum number of attempts allowed for entering a wrong password.
5. **When will the System/ Bank Administrator use Revoke Channel Access feature?**  
Incase if the customer does not want to use his channel banking and requests bank to disable his internet banking, bank user can do the same by revoking the channel access for his user. Similarly if a corporate user leaves a corporate house, his channel access should be revoked using this feature, so that he should not be able to access the company accounts.
6. **Can I set the user name which is already used in the application?**  
No, uniqueness of a user name/user ID is checked while creating or modifying a user.
7. **Can I edit personal and contact details of Retail user?**  
No, personal and contact details of Retail user are fetched from the core banking application and cannot be edited using User Management functionality.
8. **Can one assign multiple Application roles to a user?**  
Yes, multiple Application roles can be assigned to the user. e.g. Corporate user is acting as maker of few transactions and approver of few other transactions.
9. **What are the different child roles available out of box?**  
Following are the Application role associated with each application role out of box.

**Table 3-8 Application Role**

User Type	Application Roles
<b>Retail User</b>	
<b>Corporate User</b>	<ul style="list-style-type: none"> <li>• Maker</li> <li>• Checker</li> <li>• Viewer</li> <li>• Corporate Admin Maker</li> <li>• Corporate Admin Checker</li> <li>• Non Customer Maker</li> <li>• Non Customer Checker</li> <li>• Non Customer Viewer</li> <li>• Non Customer Corp Admin Maker</li> <li>• Non Customer Corp Admin Checker</li> </ul>
<b>Administrator</b>	<ul style="list-style-type: none"> <li>• Admin Maker</li> <li>• Admin Checker</li> </ul>

- 10. If I update the limit package associated with a user, what will happen to the in-flight transactions?**  
Yes, new limit package can be mapped to a user. Limits get applied from an immediate effect if the effective date is less than or equal to current date. And if the effective date is future date, the limit package will be applied from the date available in the package.
- 11. If I update the Application role associated to a user, what will happen to the in-flight transactions?**  
In case of any update of Application roles mapped to the user as edit user functionality, the privileges associated with new child roles get applied to the user with an immediate effect.  
  
So if any transaction is pending with approver for approval, user can view and approve those transactions only if checker role is mapped to him. As soon as checker role is unmapped, then user will not be able to view and approve the transactions which were pending for his approval.
- 12. Can administrator with one entity have right to create users in different entity?**  
No, administrator can only create users in his own entity only.
- 13. Can I assign a user Segment to a Corporate User?**  
No, User Segment can only be attached to a Retail user.
- 14. Can I assign additional roles to a Retail user associated to a Segment?**  
Yes, system displays all the application roles which are not linked to a segment against the roles field, these roles can be attached to a user in addition to the roles attached to a segment.
- 15. If a user's User ID is locked and he/she has requested for a reset password, does the admin needs to unlock it separately ?**  
No, the user ID will automatically get unlocked at the time of resetting the password by Admin.

# 4

## Party Preferences

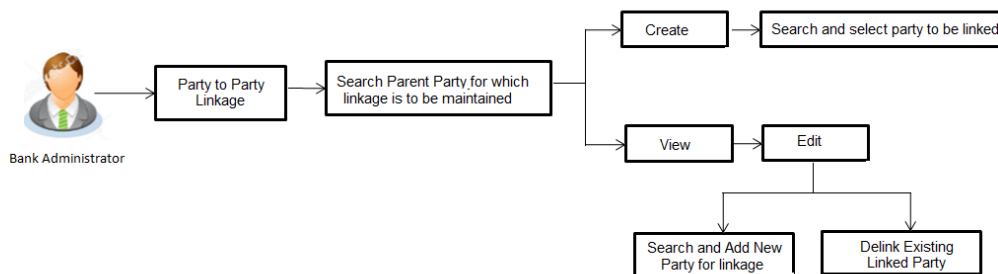
Party Preference setup allows the administrator to onboard the party on OBAPIS along with definition of attributes like limits, Approval flow, grace period etc. This maintenance is done only for corporate type of parties and is not applicable for retail type of parties. Parameter values maintained against a corporate party defines the system behavior for the following:

- Cumulative daily limits per transaction for the corporate party
- Transaction limits for the users
- Type of approval flow applicable
- Group Corporate Mapping
- Channel access preferences
- Availability of corporate administrator facility

### Pre-Requisites

- Transaction access is provided to Bank Administrator.
- Approval rule set up for Bank Administrator to perform the actions.
- Party for which preference needs to be set up is created in core banking application.

**Figure 4-1 Workflow**



### Features Supported In Application

Party Preference maintenance available for bank administrator in the application includes:

- [Create Party Preferences](#)
- [View Party Preferences](#)
- [Edit Party Preferences](#)

### Navigation Path:

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Corporate Onboarding**, Under **Corporate Onboarding**, click **Party Preferences**.

OR

From **Bank Administrator Dashboard**, under **Corporate Onboarding** widget, click **Party Preferences**.

 **Note:**

For Non Customer Corporates (for which the party id is not maintained in UBS or in Core banking system), can also be on boarded on OBAPIS using Party Preference. For such cases i.e. for non customer corporate (counterparties on boarded by Corporates) the system will look for the party ID in OBSCF/OBCMS.

- [Party Preferences- Search](#)
- [Party Preferences - Create](#)
- [Party Preferences - View](#)
- [Party Preferences - Edit](#)
- [FAQ](#)

## 4.1 Party Preferences- Search

**To search party preferences of party:**

1. Navigate to one of the above paths.

The **Party Preferences** screen appears.

2. In the **Party ID** field, enter the party ID whose party preferences you want to view.

OR

In the **Party Name** field, enter the name of the party whose party preferences you want to view.

OR

In the **Account Type** field, select account type (i.e. CASA,TD & Loan) and Enter account number of party whose party preferences you want to view

3. Click **Search**.

If party preference is already maintained, user is directed to **Party Preference – View** screen.

If party preference is not maintained, user is directed to **Party Preference – Create** screen.

In case of invalid party, error message is shown on the screen.

OR

Click **Clear** to reset the details.

OR

Click **Cancel** to cancel the transaction.

Figure 4-2 Party Preferences- Search (Party ID)

The screenshot displays the 'Party Preferences' search interface. At the top, there is a search bar with the placeholder text 'What would you like to do today 😊?'. Below this, the 'Party ID' field contains '00277' and the 'Party Name' field is empty. A 'More Search Options' dropdown is visible. The search results are displayed in a table with the following data:

Party ID	Party Name
002774	Malika Martondkar
002775	Malika Martondkar
002776	PratibhaC
002778	Malika Martondkar
002779	Malika Martondkar
002772	Malika Martondkar
002773	Malika Martondkar

In case of a party search by name, system displays the matching party records. The records have parties listed with both Party ID and Party Name information. User can select the record by clicking on the Party ID from the list.

**Figure 4-3 Party Preferences- Search (Party Name)**

The screenshot shows the Futura Bank interface with a search bar at the top. Below it, the 'Party Preferences' section is active. The search criteria are: Party ID (empty), Party Name (Malika), and More Search Options (expanded). The search results are as follows:

Party ID	Party Name
002775	Malika Martondkar
002782	Malika Martondkar
002779	Malika Martondkar
002783	Malika Martondkar
002772	Malika Martondkar
002780	Malika Martondkar
002778	Malika Martondkar

**Figure 4-4 Party Preferences- Search(Account Number and Account Type)**

The screenshot shows the Futura Bank interface with search criteria: Party ID (empty), Party Name (empty), Account Type (Current and Saving), and Account Number (283674624877). The search results are as follows:

Party ID	Party Name	Account Type	Account Number
		Current and Saving	283674624877

**Table 4-1 Field Description**

Field Name	Description
<b>Search</b>	
<b>Party ID</b>	Party ID for which the party preference to be maintained/ viewed.



Table 4-1 (Cont.) Field Description

Field Name	Description
<b>Party Name</b>	Party Name of a party for which the party preference to be maintained or viewed.
<b>Account Type</b>	Account type of Party for which the party preference to be maintained/ viewed. Account type can either CASA, TD, Credit Card & Loan.
<b>Account Name</b>	Account Number of a party for which the party preference to be maintained or viewed.

## 4.2 Party Preferences - Create

Using this option, Bank Administrator can configure party preferences for a specific party.

### To create the party preferences:

1. Navigate to one of the above paths.

The **Party Preferences** screen appears.

2. In the **Party ID** field, enter the party ID you want to view the party preferences you want to view. Party ID entered by the user gets validated from the core banking application. After the core banking application validation is successful, a check is performed in application to verify if preferences are already maintained for a party.

If the preferences are already maintained then user is directed to **Party Preference – View** screen.

If party preference is not maintained, user is directed to **Party Preference – Create** screen. In case of invalid party, error message is shown on the screen.

3. Click **Search**.

The party preference maintained for the party ID appears based on the entered search parameters.

OR

Click **Clear** to reset the details.

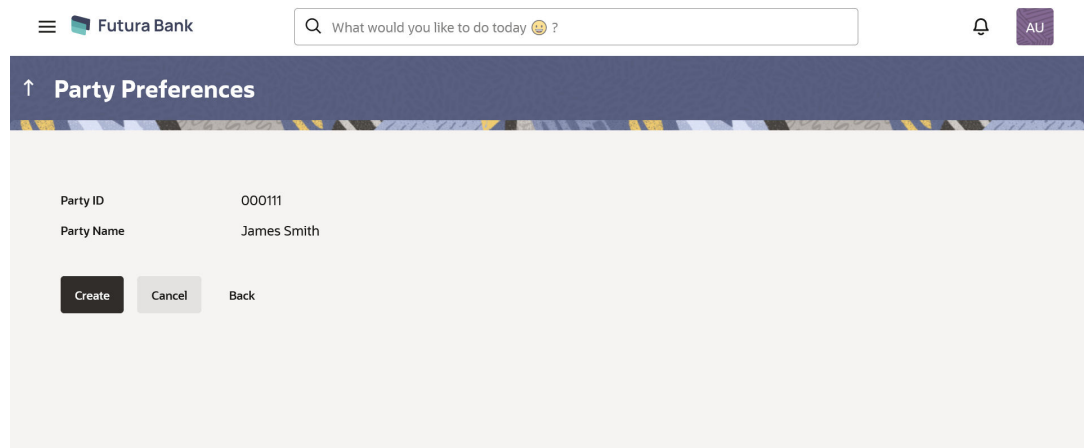
OR

Click **Cancel** to cancel the transaction.

4. Click the desired party ID link under the **Party ID** column.

The **Party Preferences** screen appears.

**Figure 4-5 Party Preferences**



**Table 4-2 Field Description**

Field Name	Description
<b>Party ID</b>	Party ID for which the party preference to be maintained or viewed.
<b>Party Name</b>	Name of a party for which the party preference to be maintained/ viewed.

5. Click **Create** to create party preference.  
The **Create** screen appears.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction.
6. In the **Party Type** field, select the party type for which party preference is to be maintained.

 **Note:**

When the party type is selected as '**Corporate**', the fields relevant to Group Corporate are shown. The fields applicable for **Business** user will not be shown if '**Business**' party type is selected.

Figure 4-6 Party Preferences Maintenance – Create (Business Party)

☰ Futura Bank🔔 AU

↑
Party Preferences

### Details

---

Party ID: 000112

Party Name: ABZ Solutions

Party Type:  Business  Corporate

Grace Period:  Days  
Maximum Allowed 30 Days

Alert On Transaction Expiry:

File Encryption Key:

Approval Flow:

Channel Access:

Forex Deal Creation:

Roles:

- testsegmentrole  Customer  Member  TDRole
- WalletRole  CreditCardRole  RDRole  CASARole
- WealthMGMTRole  LoanRole  DefaultRetailRole

▼ Cumulative Limits

Please ensure to map limit package for Touch Points applicable for this party.

Wearables	Please select Limit Package	▼	🔄
dctest66	Please select Limit Package	▼	🔄
testdc	Please select Limit Package	▼	🔄
ALL123 ⓘ	Please select Limit Package	▼	🔄
dcgrp1 ⓘ	Please select Limit Package	▼	🔄
Global	GlobalLimit	▼	🔄

Figure 4-7 Party Preferences Maintenance – Create (Corporate Party)

☰ Futura Bank🔔 AU

↑ **Touch Point Group Maintenance**

### Details

---

Party ID: 000111

Party Name: James Smith

Party Type:  Business  Corporate

Map to Group Corporate:

Group Corporate:  🔍 View Linked Parties

Grace Period:  Days  
Maximum Allowed 30 Days

Alert On Transaction Expiry:

File Encryption Key:

Channel Access:

Forex Deal Creation:

▼ **Cumulative Limits**

ⓘ Please ensure to map limit package for Touch Points applicable for this party.

Wearables	Please select Limit Package	▼	🔄
dctest66	Please select Limit Package	▼	🔄
testdc	Please select Limit Package	▼	🔄
ALL123 ⓘ	Please select Limit Package	▼	🔄
dcgrp1 ⓘ	Please select Limit Package	▼	🔄
Global	GlobalLimit	▼	🔄

▼ **User Limits**

Wearables	Please select Limit Package	▼	🔄
dctest66	Please select Limit Package	▼	🔄
testdc	Please select Limit Package	▼	🔄
ALL123 ⓘ	Please select Limit Package	▼	🔄
dcgrp1 ⓘ	Please select Limit Package	▼	🔄
Global	LPSearchADM1	▼	🔄

Save
Cancel
Back

Table 4-3 Field Description




Field Name	Description
<b>Create</b>	
<b>Party ID</b>	<p>Party ID for which the party preference to be maintained.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>For Non Customer Corporates (counterparties on boarded by Corporates) the system will look for the party ID in OBSCF/OBCMS.</p> </div>
<b>Party Name</b>	<p>Party Name of a party for which the party preference to be maintained.</p>
<b>Party Type</b>	<p>Party type for which the party preference is to be maintained.</p> <p>The type can be:</p> <ul style="list-style-type: none"> <li>• Business</li> <li>• Corporate</li> </ul>
<b>Map to Group Corporate</b>	<p>Select this to map corporate party to Group Corporate.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>• <b>Existing</b> – Click this to map with existing Group Corporate maintained within system</li> <li>• <b>New</b> –Click this to map corporate party with new Group Corporate</li> </ul> <p>This field is enabled if <b>Corporate</b> is selected in <b>Party Type</b> field.</p> </div>
<b>Group Corporate</b>	<p>Group Corporate ID and Name with which the Corporate Party is to be mapped.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>This field is enabled if <b>Corporate</b> is selected in <b>Party Type</b> field.</p> </div>

Table 4-3 (Cont.) Field Description




Field Name	Description
<b>View Linked Parties</b>	<p>If an existing Group Corporate is selected, a link is available to view the linked parties. Click on the link to view the linked parties under a Group Corporate.</p> <div data-bbox="948 426 1468 598"><p> <b>Note:</b></p><p>This field is enabled if <b>Corporate</b> is selected in <b>Party Type</b> field.</p></div>
<b>Grace Period</b>	<p>Provision of time period is made to allow user to approve the transaction after the actual due date.</p> <div data-bbox="948 737 1468 968"><p> <b>Note:</b></p><p>The tooltip with information will appear on dashboard in the <b>Pending for Approvals</b> section only when the user hovers on grace period.</p></div>
<b>Grace Period Expiry Alert</b>	<p>Enter the number of days prior to Grace Period Expiry, before which the alert needs to be sent to Maker and Approver regarding transaction approval expiry period.</p> <p>For e.g. if the value is set as 1 in this field then the alert should be sent one day before the grace period expiry date.</p> <div data-bbox="948 1251 1468 1587"><p> <b>Note:</b></p><ul style="list-style-type: none"><li>a. The value entered in this field should be less than the value entered in <b>Grace Period</b> field.</li><li>b. If there is no <b>Grace Period</b> present, then this field will not get enabled.</li></ul></div>

Table 4-3 (Cont.) Field Description








Field Name	Description
<b>Occurrence</b>	<p>Specify the alert preference. The options are:</p> <ul style="list-style-type: none"> <li>• Recurring- an alert will be sent daily, starting from the number of days configured in the above field before the before the grace period expiry date till the transaction is approved or expired (whichever is earlier) .</li> <li>• One Time- an alert would be sent only once with respect to value set in Grace Period</li> </ul> <p>For eg. if the grace period is set as 5 days, and the days before the alert is required to be sent is set as 3 days and the alert preference is set as recurring then an alert will be sent for 3 days in a row (daily) before the grace period expiry date or until the transaction is approved (whichever is earlier) . if this parameter is set as 'one time' then the alert would be sent only once i.e. 3 days before the grace period expiry date.</p>
	<p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>a. The field will become 'Mandatory' if the user inputs value in the <b>Grace Period Expiry Alert</b> field.</li> <li>b. If there is no <b>Grace Period</b> present, then this field will not get enabled.</li> </ul>
<b>Alert on Transaction Expiry</b>	<p>Specify if the alert is required to be sent on the Transaction Expiry Date. The options are:</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
	<p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>a. The field will become 'Mandatory' if the user inputs value in the <b>Grace Period Expiry Alert</b> field.</li> <li>b. If there is no <b>Grace Period</b> present, then this field will not get enabled.</li> </ul>

Table 4-3 (Cont.) Field Description

Field Name	Description
<b>File Encryption Key</b>	<p>File Encryption key is the unique key provided to the corporate for encrypting/decrypting the bulk files that he is uploading.</p> <div data-bbox="948 396 1468 569" style="border: 1px solid #0070C0; background-color: #E6F2FF; padding: 10px;"><p> <b>Note:</b></p><p>This field is enabled if <b>Corporate</b> is selected in <b>Party Type</b> field.</p></div>
<b>Approval Flow</b>	<p>The approval type for the party. The options are:</p> <ul style="list-style-type: none"><li>• Sequential</li><li>• Parallel</li><li>• No Approval</li></ul>
<b>Channel Access</b>	<p>Whether users associated with a party can start transacting through the channel. The options are:</p> <ul style="list-style-type: none"><li>• Enable : Allows bank administrator to enable the party for channel access</li><li>• Disable: Allows bank administrator to disable the party for channel access</li></ul>
<b>Forex Deal Creation</b>	<p>Whether users associated with a party can create forex deals. The options are:</p> <ul style="list-style-type: none"><li>• Enable: If this option is enabled, corporate user associated with this party can create forex deals.</li><li>• Disable: If this option is disabled, corporate user associated with this party cannot create forex deals.</li></ul>
<b>Roles</b>	<p>Application roles mapped to the user. In case of multi entity setup, these roles will be for the default/home entity of the user. These roles are applicable only for a Business Party Type.</p>



**Table 4-3 (Cont.) Field Description**

Field Name	Description
<b>Cumulative Limit</b>	
<div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-bottom: 10px;">  <b>Note:</b>                      These limits are applicable for a <b>Business</b> and <b>Corporate</b> Party Type.                 </div> <p>It allows Bank Administrator to map customer cumulative daily limits to the party. All the touch points and touch point groups maintained the system are listed on the screen. Administrator needs to ensure that the relevant packages are mapped to all the touch points/groups accessible by the party users. Also an option is provided to map the limit package at Global level (a group created with all internal and external touch points)</p> <p>All the touch points and touch point groups maintained in the system are listed under each entity. Packages can be mapped for each touch point and for a group. For Business Party transactions, the limit package maintained at the party level (as a part of party preference) shall be considered and utilized.</p>	
<b>Touch Points/ Group</b>	Name of touch points/ groups maintained under a specific entity for which the limit packages are to be mapped.
<b>Package</b>	List of the packages available for mapping to touch points/ group are listed here. Limit packages maintained for the selected touch point will get here.
<b>Actions</b>	Click  to refresh the option.
<b>User Limits</b>	
<p>This field allows the Bank Administrator to map customer user level limits (CUL) to the party. All the touch points and touch point groups maintained the system are listed on the screen. Administrator needs to ensure that the relevant packages are mapped to all the touch points/groups accessible by the selected party users. Also an option is provided to map the limit package at Global level (a group created with all internal and external touch points).</p>	
<div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-bottom: 10px;">  <b>Note:</b>                      These limits are applicable only for a <b>Corporate Party</b> type.                 </div>	
<b>Touch Points/ Group</b>	Name of touch points/group maintained under a specific entity for which the user limit packages are to be mapped.
<b>Package</b>	List of the packages available for mapping to touch points/ group are listed
<b>Actions</b>	Click  to refresh the option.
<p>a. If you select the <b>Business</b> option in the <b>Party Type</b> field;</p> <p style="padding-left: 20px;">i. Follow the steps from 6.</p> <p>b. If you select the <b>Corporate</b> option in the <b>Party Type</b> field;</p> <p style="padding-left: 20px;">Admin can map a party to an existing Group Corporate or can create a new Group Corporate by providing a new name:</p>	

- i. In the **Map to Group Corporate** field, select the option to map corporate party to Group Corporate.
- i. If you select **New** option, the new Group Corporate is created and mapped to party,

Admin will provide a Group Corporate name and click on 'check availability' to check if the Group Corporate name entered is available in the application (as the name has to be unique). If the Group Corporate name is available, admin can click on save and system will show the Group corporate ID and name on the screen.

Figure 4-8 Corporate Party Map with New Group Corporate

Futura BankAU

↑
Party Preferences

### Details

Party ID: 000111

Party Name: James Smith

Party Type:  Business  Corporate

Map to Group Corporate:

Group Corporate:  Available Save

Grace Period:  Days  
Maximum Allowed 30 Days

Grace Period Expiry Alert:   
Maximum Allowed 9 Days

Occurrence:

Alert On Transaction Expiry:

File Encryption Key:

Channel Access:

Forex Deal Creation:

▼ **Cumulative Limits**

Please ensure to map limit package for Touch Points applicable for this party.

Wearables	Please select Limit Package	▼	
dcctest66	Please select Limit Package	▼	
testdc	Please select Limit Package	▼	
ALL123 ⓘ	Please select Limit Package	▼	
dcgrp1 ⓘ	Please select Limit Package	▼	
Global	Global_user_pkg	▼	

▼ **User Limits**

Wearables	Please select Limit Package	▼	
dcctest66	Please select Limit Package	▼	
testdc	Please select Limit Package	▼	
ALL123 ⓘ	Please select Limit Package	▼	
dcgrp1 ⓘ	Please select Limit Package	▼	
Global	GlobalLimit	▼	

**Table 4-4 Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Search</b>	
<b>Group Corporate Name</b>	Enter the new Group Corporate Name to map with the Corporate party whose preferences is being setup
<b>Search Result</b>	
<b>Group Corporate ID</b>	The Group Corporate ID will be fetched from the application and will be assigned to the new Group Corporate
<b>Group Corporate Name</b>	List of Corporate Name that can be mapped with the Corporate party

OR

If you select Existing option, the party is mapped to the existing Group Corporate.

Admin can search an existing Group Corporate ID with the help of search panel provided to map with corporate party.

Figure 4-9 Corporate Party Map with Existing Group Corporate

Futura Bank

🔔 AU

↑ Touch Point Group Maintenance

### Details

Party ID: 000111

Party Name: James Smith

Party Type:  Business  Corporate

Map to Group Corporate:

Group Corporate:  🔍 [View Linked Parties](#)

Grace Period:  Days  
Maximum Allowed 30 Days

Alert On Transaction Expiry:

File Encryption Key:

Channel Access:

Forex Deal Creation:


▼ **Cumulative Limits**

Please ensure to map limit package for Touch Points applicable for this party.

Wearables	Please select Limit Package	▼	🔄
dctest66	Please select Limit Package	▼	🔄
testdc	Please select Limit Package	▼	🔄
ALL123 ⓘ	Please select Limit Package	▼	🔄
dcgrp1 ⓘ	Please select Limit Package	▼	🔄
Global	GlobalLimit	▼	🔄

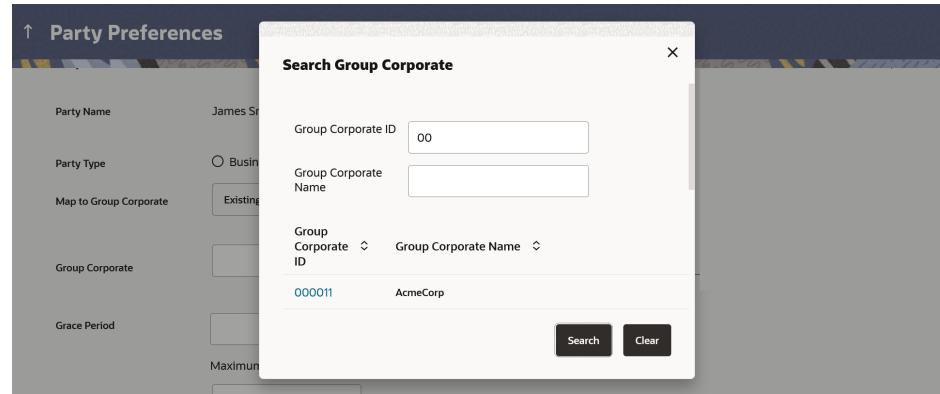
▼ **User Limits**

Wearables	Please select Limit Package	▼	🔄
dctest66	Please select Limit Package	▼	🔄
testdc	Please select Limit Package	▼	🔄
ALL123 ⓘ	Please select Limit Package	▼	🔄
dcgrp1 ⓘ	Please select Limit Package	▼	🔄
Global	LPSearchADM1	▼	🔄

- i. In the **Group Corporate** field, enter the existing group corporate ID, and click on the  icon.

The **Search Group Corporate** popup appears.

**Figure 4-10 Search Group Corporate to Map with Existing Group Corporate**

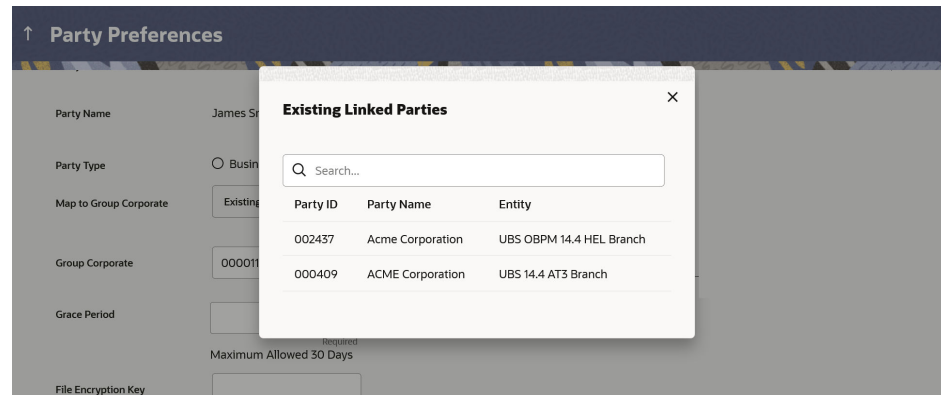


**Table 4-5 Field Description**

Field Name	Description
<b>Search</b>	
<b>Group Corporate ID</b>	Search Group Corporate ID to map with the Corporate party whose preferences are being setup
<b>Group Corporate Name</b>	Search Group Corporate Name to map with the Corporate party whose preferences are being setup
<b>Search Result</b>	
<b>Group Corporate ID</b>	List of Group Corporate ID that can be mapped with the Corporate party
<b>Group Corporate Name</b>	List of Corporate Name that can be mapped with the Corporate party

- ii. Click on the **View Linked Parties** link to view the parties linked to selected Group Corporate.

**Figure 4-11 View Linked Parties**



**Note:**

If **Group Corporate** flag is set as 'On' in system rules then,

- It is mandatory to map a Group Corporate ID In Party Preferences
- Even if it is a single party onboarding , it has to be mapped to a Group Corporate ID

7. In the **Grace Period** field, enter the number of grace period.
8. In the **Grace Period Alert** field, enter the days prior to Grace Period Expiry, to alert Maker and Approver regarding transaction approval expiry period.
9. In the **Occurrence** field, specify the alert preference.
10. In the **Alert On Transaction Expiry** field, specify whether to sent alert on the transaction expiry date or not.
11. In the **File Encryption Key** field, enter the unique File Encryption key provided to the corporate for encrypting/decrypting the bulk files that he is uploading.

**Note:**


This field is enabled if the **Corporate** option selected in **Party Type** field.


12. In the **Approval Flow** field, select the appropriate option.
13. In the **Channel Access** field, select the appropriate option.
14. In the **Forex Deal Creation** field, select the appropriate option.
15. Select the checkbox (s) against the **Roles**, to map to the selected party.


**Note:**

**Roles** field is enabled only for Business type of party.

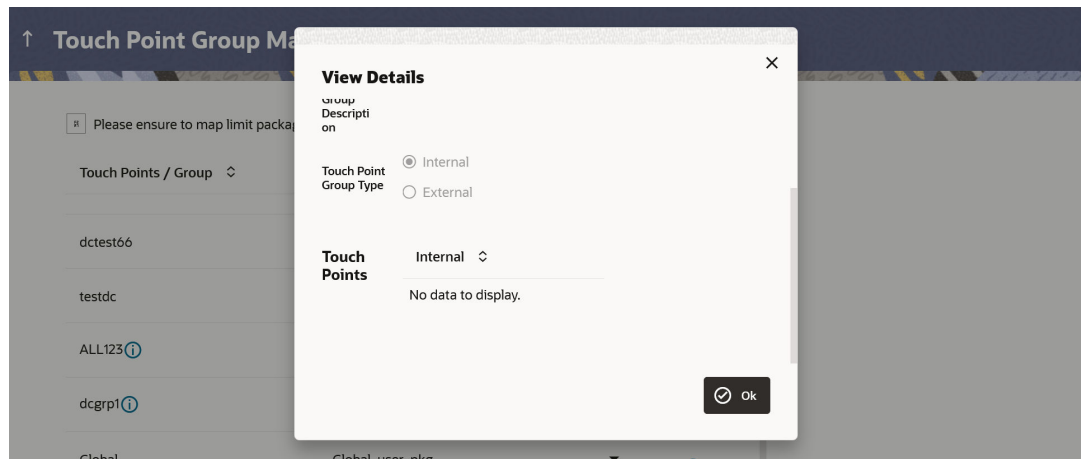
16. From the **Cumulative Daily Limits** list, select the appropriate option to map limit package for Touch Points applicable for this party.
17. From the **User Limit** list, select the appropriate option.

 **Note:**

- a. Click  icon to refresh the option.
- b. This field is enabled if the **Corporate** option selected in **Party Type** field.

18. Click  icon to view the details of touch points group.  
The **View Details** popup window appears.

**Figure 4-12 View Details- Touch Point Group**



**Table 4-6 Field Description**

Field Name	Description
<b>Group Code</b>	Group code defined for touch point group.
<b>Group Description</b>	Group description defined for touch point groups.
<b>Touch Point / Group Type</b>	Type of touch point i.e. whether touch point is of type internal or external.
<b>Touch Points</b>	List of the internal or external touch points.

19. Click **Save** to Save the party preferences.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
20. The **Review** screen appears.  
Verify the details, and click **Confirm**.



OR

Click **Cancel** to cancel the transaction.

OR

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

21. The success message of party preference creation appears.

Click **OK** to complete the transaction.

## 4.3 Party Preferences - View

Administrator user is directed to Party Preference – View screen if preference for the party is already maintained. Preferences set for the party will be displayed on the screen.

**To view party preferences of party:**

1. Navigate to one of the above paths.

The **Party Preferences** screen appears.

2. In the **Party ID** field, enter the party ID whose party preferences you want to view.

OR

In the **Party Name** field, enter the name of the party whose party preferences you want to view.

3. Click **Search**.

The party preference maintained for the party ID appears based on the entered search parameters.

OR

Click **Clear** to reset the details.

OR

Click **Cancel** to cancel the transaction.

4. Click the link under the **Party ID** column.

The search result according to the search criteria appears.

Figure 4-13 Party Preferences- View

The screenshot displays the 'Party Preferences - View' interface. At the top, there is a search bar with the text 'What would you like to do today 😊?' and a notification bell icon. The main header is 'Party Preferences'. Below this, the 'Details' section shows: Party ID (000112), Party Name (ABZ Solutions), Party Type (Business selected, Corporate unselected), and Grace Period (1 Days). The 'Approval Flow' section has buttons for Sequential, Parallel, and No Approval. 'Channel Access' and 'Forex Deal Creation' each have 'Enable' and 'Disable' buttons. The 'Roles' section lists various roles with checkboxes: testsegmentrole, Customer (checked), Member (checked), TDRole (checked), WalletRole, CreditCardRole (checked), RDRole, CASARole, WealthMGMTRole (checked), LoanRole, and DefaultRetailRole. The 'Cumulative Limits' section shows Touch Points / Group (Package), GLOBAL (GlobalLimit), APINTERNET (dclimitd09), and APSNAPSHOT (Testing). At the bottom, there are 'Edit', 'Cancel', and 'Back' buttons.

Table 4-7 Field Description

Field Name	Description
<b>Details</b>	
<b>Party ID</b>	Party ID for which the party preference to be maintained.
<b>Party Name</b>	Party Name of a party for which the party preference to be maintained.
<b>Party Type</b>	Type of the party for which the party preference to be maintained.
<b>Group Corporate</b>	Group Corporate ID and Name with which the Corporate Party is mapped This field is enabled only for the <b>Corporate</b> party.

Table 4-7 (Cont.) Field Description


Field Name	Description
<b>View Linked Parties</b>	Click on the link to view the linked parties under the selected Group Corporate. This field is enabled only for the <b>Corporate</b> party.
<b>Grace Period</b>	Provision of time period is made to allow user to approve the transaction after the actual due date.
	<div style="border: 1px solid #0070c0; padding: 10px; background-color: #e1f5fe;"> <p> <b>Note:</b></p> <p>The tooltip with information will appear on dashboard in the Pending for Approvals section only when the user hovers on grace period.</p> </div>
<b>Grace Period Expiry Alert</b>	Displays the days prior to Grace Period Expiry to alert Maker and Approver regarding transaction approval expiry period.
<b>Occurrence</b>	Displays the alert preference set is recurring or needs to be sent once.
<b>Alert on Transaction Expiry</b>	Displays the alert is required to be sent on the transaction expiry date or not.
<b>Approval Flow</b>	The approval type for the party. The options are: <ul style="list-style-type: none"> <li>• Sequential</li> <li>• Parallel</li> <li>• No Approval</li> </ul>
<b>Channel Access</b>	Whether users associated with a party can start transacting through the channel. The options are: <ul style="list-style-type: none"> <li>• Enable : Allows bank administrator to enable the party for channel access</li> <li>• Disable: Allows bank administrator to disable the party for channel access</li> </ul>
<b>Forex Deal Creation</b>	Whether users associated with a party can create forex deals. The options are: <ul style="list-style-type: none"> <li>• Enable: If this option is enabled, corporate user associated with this party can create forex deals.</li> <li>• Disable: If this option is disabled, corporate user associated with this party cannot create forex deals.</li> </ul>
<b>Roles</b>	Application roles mapped to the user. In case of multi entity setup, these roles will be for the default/home entity of the user. These roles are applicable only for a Business Party Type.

Table 4-7 (Cont.) Field Description

Field Name	Description
<b>Cumulative Limit</b>	It allows Bank Administrator to map customer cumulative daily limits to the party. All the touch points and touch point groups maintained the system are listed on the screen. Administrator needs to ensure that the relevant packages are mapped to all the touch points/groups accessible by the party users. Also an option is provided to map the limit package at Global level (a group created with all internal and external touch points)  All the touch points and touch point groups maintained in the system are listed under each entity. Packages can be mapped for each touch point and for a group. For Business Party transactions, the limit package maintained at the party level (as a part of party preference) shall be considered and utilized.
<b>Touch Points/ Group</b>	Name of touch points/ groups maintained under a specific entity for which the limit packages are to be mapped.
<b>Package</b>	List of the packages available for mapping to touch points/ group are listed here. Limit packages maintained for the selected touch point will get here.
<b>Global</b>	The global limits available for assigned to the party.
<b>User Limits</b>	This field allows the Bank Administrator to map customer user level limits (CUL) to the party. All the touch points and touch point groups maintained the system are listed on the screen. Administrator needs to ensure that the relevant packages are mapped to all the touch points/groups accessible by the selected party users. Also an option is provided to map the limit package at Global level (a group created with all internal and external touch points).  These limits are applicable only for a <b>Corporate</b> Party Type.
<b>Touch Points/ Group</b>	Name of touch points/group maintained under a specific entity for which the user limit packages are to be mapped.

- Click **Edit** to edit the party preferences.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## 4.4 Party Preferences - Edit

Administrator can edit the party preferences maintained for a party.

### To edit the customer preferences:

- Navigate to one of the above paths.  
The **Party Preferences** screen appears.
- In the **Party ID** field, enter the party ID whose party preferences you want to view.  
OR  
In the **Party Name** field, enter the name of the party whose party preferences you want to view.

3. Click **Search**.

The party preference maintained for the party ID appears based on the entered search parameters.

OR

Click **Clear** to reset the details.

OR

Click **Cancel** to cancel the transaction.

4. Click **Edit** to edit the party preferences.

The **Details** screen appears along with the party ID.

Figure 4-14 Party Preferences Maintenance – Modify

**Details**

Party ID: 000112

Party Name: ABZ Solutions

Party Type:  Business  Corporate

Grace Period:   
Maximum Allowed 30 Days

Alert On Transaction Expiry:

File Encryption Key:

Approval Flow:

Channel Access:

Forex Deal Creation:

Roles:  testsegmentrole  Customer  Member  TDRole  
 WalletRole  CreditCardRole  RDRole  CASARole  
 WealthMGMTRole  LoanRole  DefaultRetailRole

▼ **Cumulative Limits**

Please ensure to map limit package for Touch Points applicable for this party.

Touch Point	Limit Package	
Internet	dclimit09	<input type="button" value="Refresh"/>
Missed Call Banking	Please select Limit Package	<input type="button" value="Refresh"/>
Mobile Application	Please select Limit Package	<input type="button" value="Refresh"/>
Mobile (Responsive)	Please select Limit Package	<input type="button" value="Refresh"/>
Siri/Chatbot	Please select Limit Package	<input type="button" value="Refresh"/>

Table 4-8 Field Description

Field Name	Description
Details	

Table 4-8 (Cont.) Field Description





Field Name	Description
<b>Party ID</b>	<p>Party ID for which the party preference to be maintained. This field is not editable.</p> <div data-bbox="948 394 1468 625"><p> <b>Note:</b></p><p>For Non Customer Corporates (counterparties on boarded by Corporates) the system will look for the party ID in OBSCF/OBCMS.</p></div>
<b>Party Name</b>	<p>Party Name of a party for which the party preference to be maintained. This field is not editable.</p>
<b>Party Type</b>	<p>Party type for which the party preference is to be maintained. This field is not editable.</p>
<b>Group Corporate</b>	<p>Group Corporate ID and Name with which the Corporate Party is to be mapped. This field is not editable.</p> <div data-bbox="948 995 1468 1167"><p> <b>Note:</b></p><p>This field is enabled for the <b>Corporate</b> party.</p></div>
<b>View Linked Parties</b>	<p>If an existing Group Corporate is selected, a link is available to view the linked parties. Click on the link to view the linked parties under a Group Corporate.</p> <div data-bbox="948 1365 1468 1537"><p> <b>Note:</b></p><p>This field is enabled for the <b>Corporate</b> party.</p></div>
<b>Grace Period</b>	<p>Provision of time period is made to allow user to approve the transaction after the actual due date.</p> <div data-bbox="948 1675 1468 1906"><p> <b>Note:</b></p><p>The tooltip with information will appear on dashboard in the <b>Pending for Approvals</b> section only when the user hovers on grace period.</p></div>

Table 4-8 (Cont.) Field Description



Field Name	Description
<b>Grace Period Expiry Alert</b>	<p>Enter the number of days prior to Grace Period Expiry, before which the alert needs to be sent to Maker and Approver regarding transaction approval expiry period.</p> <p>For e.g. if the value is set as 1 in this field then the alert should be sent one day before the grace period expiry date.</p> <div data-bbox="948 512 1468 848"><p> <b>Note:</b></p><ul style="list-style-type: none"><li>a. The value entered in this field should be less than the value entered in <b>Grace Period</b> field.</li><li>b. If there is no <b>Grace Period</b> present, then this will not get enabled.</li></ul></div>
<b>Occurrence</b>	<p>Specify the alert preference. The options are:</p> <ul style="list-style-type: none"><li>• Recurring- an alert will be sent daily, starting from the number of days configured in the above field before the before the grace period expiry date till the transaction is approved or expired (whichever is earlier) .</li><li>• One Time- an alert would be sent only once with respect to value set in Grace Period</li></ul> <p>For e.g. if the grace period is set as 5 days, and the days before the alert is required to be sent is set as 3 days and the alert preference is set as recurring then an alert will be sent for 3 days in a row (daily) before the grace period expiry date or until the transaction is approved (whichever is earlier) . if this parameter is set as 'one time' then the alert would be sent only once i.e. 3 days before the grace period expiry date.</p> <div data-bbox="948 1461 1468 1797"><p> <b>Note:</b></p><ul style="list-style-type: none"><li>a. The value entered in this field should be less than the value entered in <b>Grace Period</b> field.</li><li>b. If there is no <b>Grace Period</b> present, then this will not get enabled.</li></ul></div>



Table 4-8 (Cont.) Field Description


Field Name	Description
<b>Alert on Transaction Expiry</b>	<p>Specify if the alert is required to be sent on the Transaction Expiry Date. The options are:</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>a. The value entered in this field should be less than the value entered in <b>Grace Period</b> field.</li> <li>b. If there is no <b>Grace Period</b> present, then this will not get enabled.</li> </ul> </div>
<b>File Encryption Key</b>	File Encryption key is the unique key provided to the corporate for encrypting/decrypting the bulk files that he is uploading.
<b>Approval Flow</b>	<p>The approval type for the party. The options are:</p> <ul style="list-style-type: none"> <li>• Sequential</li> <li>• Parallel</li> <li>• No Approval</li> </ul>
<b>Channel Access</b>	<p>Whether users associated with a party can start transacting through the channel. The options are:</p> <ul style="list-style-type: none"> <li>• Enable : Allows bank administrator to enable the party for channel access</li> <li>• Disable: Allows bank administrator to disable the party for channel access</li> </ul>
<b>Forex Deal Creation</b>	<p>Whether users associated with a party can create forex deals. The options are:</p> <ul style="list-style-type: none"> <li>• Enable: If this option is enabled, corporate user associated with this party can create forex deals.</li> <li>• Disable: If this option is disabled, corporate user associated with this party cannot create forex deals.</li> </ul>
<b>Roles</b>	<p>Application roles mapped to the user. In case of multi entity setup, these roles will be for the default/home entity of the user. These roles are applicable only for a <b>Business</b> Party Type.</p>

Table 4-8 (Cont.) Field Description

Field Name	Description
<b>Cumulative Limit</b>	<p>It allows Bank Administrator to map customer cumulative daily limits to the party. All the touch points and touch point groups maintained the system are listed on the screen. Administrator needs to ensure that the relevant packages are mapped to all the touch points/groups accessible by the party users. Also an option is provided to map the limit package at Global level (a group created with all internal and external touch points)</p> <p>All the touch points and touch point groups maintained in the system are listed under each entity. Packages can be mapped for each touch point and for a group. For Business Party transactions, the limit package maintained at the party level (as a part of party preference) shall be considered and utilized.</p>
<b>Touch Points/ Group</b>	Name of touch points/ groups maintained under a specific entity for which the limit packages are to be mapped.
<b>Package</b>	List of the packages available for mapping to touch points/ group are listed here. Limit packages maintained for the selected touch point will get here.
<b>User Limits</b>	<p>This field allows the Bank Administrator to map customer user level limits (CUL) to the party. All the touch points and touch point groups maintained the system are listed on the screen. Administrator needs to ensure that the relevant packages are mapped to all the touch points/groups accessible by the selected party users. Also an option is provided to map the limit package at Global level (a group created with all internal and external touch points).</p> <p>These limits are applicable only for a <b>Corporate</b> Party Type.</p>
<b>Touch Points/ Group</b>	Name of touch points/group maintained under a specific entity for which the user limit packages are to be mapped.
<b>Package</b>	List of the packages available for mapping to touch points/ group are listed

5. Update the required details.
6. Click **Save** to save the party preferences.

User is directed to the **Party Preference - Review** page post necessary validations.

OR

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

OR

Click **Cancel** to cancel the transaction.

7. The **Review** screen appears.

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

OR

Click **Edit** to make the changes if any.

OR

Click **Cancel** to cancel the transaction.

8. The success message of updation appears.

Click **OK** to complete the transaction.

## 4.5 FAQ

- 1. What is sequential type of approval flow?**

Under Sequential approval flow, the approval can be done only in the sequence as mentioned in approval workflow. So, at the 1st level of approval, users/user groups who are assigned to authorize only can view and approve the transaction. After the transaction is approved by level 1 user, users/user groups having rights for 2nd level of approval will be able to view and authorize the transaction. The transaction is marked as approved only after the user at the last level approves/authorizes it.
- 2. What is Parallel type of approval flow?**

It is "Non-Sequential" type of approval flow which doesn't follow any specific sequence. Any user (who is part of the approval flow) from any approval level can pick up the transaction/maintenance and approve it. The transaction/maintenance is marked as approved if one user from each approval level (as configured) has approved/authorized the transaction.
- 3. What is cumulative daily limit package?**

This limit package acts as a cumulative limit for all users of a party and is utilized as and when any user authorizes the transaction as a final approver. The daily limit per transaction and number of transactions allowed limit is checked and updated against the cumulative limit set.
- 4. What is User limit package?**

This limit package is applicable for all users of the party (Users to whom this party ID is mapped as primary Party ID). This package will be overridden by User level limits package, if defined, at User level in User Management screen.
- 5. Can administrator delete Party Preference?**

No, party preference cannot be deleted but can be disabled.
- 6. If I change the approval type from sequential to parallel or vice versa, what happens to the in-flight transactions/maintenances?**

Edited approval type is applicable for new transactions initiated post modification. Previously initiated transactions (in flight transactions/maintenances) which are pending approval will follow an approval type which was applied at the time of transaction initiation.
- 7. If I edit the 'Allowed Roles field' and remove one of the options supported earlier, what impact will it have to the existing users on-boarded on that role?**

If the Bank administrator edits and removes the roles mapped as 'Allowed Roles', the removed role will not be available to corporate administrator while creating new user and editing existing user. Old users whom the role is already mapped will continue to get the privileges.
- 8. Can I edit the limit packages? How does it impact the transactions?**

Yes, new limit package can be mapped for party. Limits get applied from an immediate effect if the effective date is less than or equal to current date. And if the effective date is future date, the limit package will be applied from the date available in the package.
- 9. Is it mandatory to map packages for all the touch points and groups available under each entity?**

Mapping the limit package (CCL) for global is mandatory. However the mapping limit packages (CCL) for each touch point and for all groups is not mandatory. Whereas, administrator needs to operationally ensure that packages are mapped to the relevant touch point/groups which are accessible by the party users.

In case of customer user limit packages (CUL), if the package will be overridden by User level limits package, if defined, at User Maintenance. Or packages maintained for a user

segment at system rules will be applicable if not package mapping is not defined at user or party level.

**10. Can I manually define Global touch point group?**

No, Touch Point – Global is nothing but a group of all internal and external touch points available in the application. This group cannot be maintained manually.

# 5

## Merchant Management

Merchant Onboarding facilitates the system administrator to set up and maintain merchants using the channel banking platform. This, in turn, enables the users to initiate merchant based payments using the channel banking facility. This is also helpful in maintaining merchant which will act as a payment aggregator for sourcing funds from external sources to the wallet account.

Using this option, the system administrator can create and maintain merchant details in the application. Administrators can map the CASA account of the merchant, to enable the merchant payments. The system administrator can also select the required remittance type to be mapped for the merchant payments while creating a merchant.

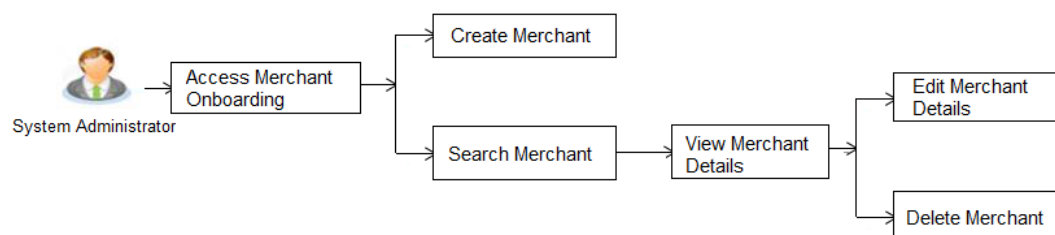
The remittance type can be:

- Outward
- Inward

### Pre-Requisites

- Transaction access is provided to the System Administrator
- Approval rule set up for System Administrator to perform the actions
- Checksum type and checksum algorithm is maintained
- Enterprise roles are maintained in the application
- Merchant's account is maintained in the host system

**Figure 5-1 Workflow**



### Features Supported In Application

The following features are available for merchant maintenance:

- Create Merchant
- View Merchant Details
- Edit Merchant details
- Delete Merchant

### Navigation Path:

From **System Administrator Dashboard**, under **Onboarding** widget, click **Merchant Onboarding** and then click **Merchant Management**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Onboarding**, Under **OnBoarding** , click **Merchant Management**.

- [Merchant Management – Search](#)
- [Merchant Management – Outward Remittance](#)
- [Merchant Management – Inward Remittance](#)
- [Merchant Management - Delete](#)
- [FAQ](#)

## 5.1 Merchant Management – Search

From this screen, the administrator is able to search existing merchant maintenances based on the search parameters provided. On being displayed the search results based on the search criteria defined, the administrator is able to view the details of any merchant maintenance by selecting a record.

**To search merchant:**

1. Navigate to one of the above paths.

The **Merchant Management** screen appears.

**Figure 5-2 Search Merchant**

**Table 5-1 Field Description**

Field Name	Description
<b>Merchant Id</b>	Enter the unique ID of the merchant whose details you want to view.
<b>Merchant Description</b>	Enter the description of the merchant whose details you want to view.

2. In the **Merchant Id** field, enter the unique id of the merchant

OR

In the **Merchant Description** field, enter the description of the merchant.

3. Click **Search**.

The **Merchant Management** screen with search results appears based on the search parameters.

OR

Click **Clear**, if you want to reset the search parameters.

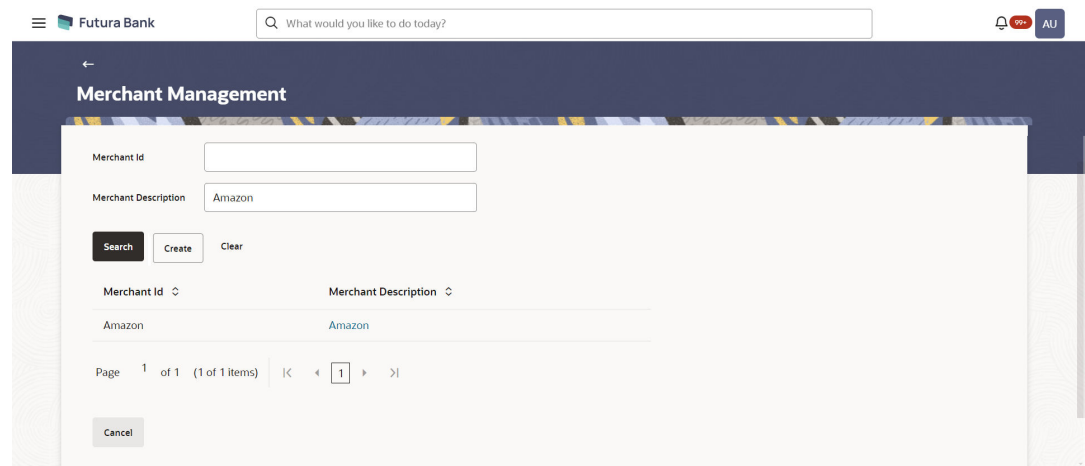
OR

Click **Cancel**, if you want to cancel the transaction.

OR

Click **Create** to create another merchant maintenance.

**Figure 5-3 Merchant Management - Search Results**



**Table 5-2 Field Description**

Field Name	Description
<b>Merchant Id</b>	The facility to search for a specific merchant maintenance record on the basis of the unique ID/key assigned to the merchant by the bank.
<b>Merchant Description</b>	The facility to search for a specific merchant maintenance based on the description of the merchant.
<b>Search Results</b>	
The following details are displayed per merchant record which are retrieved based on the search criteria identified in the fields defined above.	
<b>Merchant Id</b>	The unique ID/key assigned to the specific merchant by the bank.
<b>Merchant Description</b>	The description of the merchant corresponding to the merchant Id.

- To view the details of a specific merchant, click the record.

The **Merchant Management - View** screen appears.

## 5.2 Merchant Management – Outward Remittance

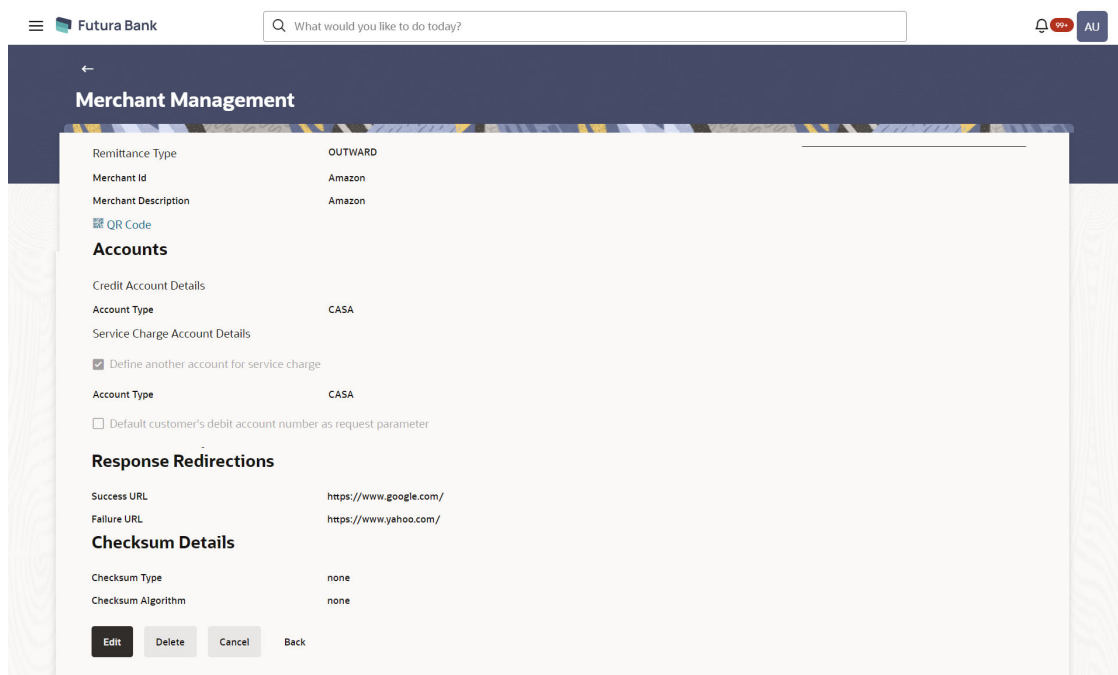
Outward remittance involves the transfer of money from the customer’s accounts to merchant accounts through QR Code. The Merchant Management screen allows the system administrator to view, create, edit and delete the merchant details.

- [Merchant Management – Outward Remittance – View](#)
- [Merchant Management – Outward Remittance – Create Merchant](#)
- [Merchant Management – Outward Remittance – Edit](#)

## 5.2.1 Merchant Management – Outward Remittance – View

On selecting a specific merchant record by clicking on the link provided on the merchant description, the screen displaying the details of the selected merchant is displayed.

**Figure 5-4 Merchant Management – View**



**Table 5-3 Field Description**

Field Name	Description
<b>Remittance Type</b>	The type or remittance mapped to the merchant. The remittance type can be: <ul style="list-style-type: none"> <li>• Outward</li> <li>• Inward</li> </ul>
<b>Merchant Id</b>	The unique ID/key assigned to the merchant by the bank.
<b>Merchant Description</b>	The description of the merchant.
<b>QR Code</b>	Click the QR code link to view the QR code assigned to the merchant.
<b>Accounts</b>	
<b>Credit Account Details</b>	
<b>Account Type</b>	The type of account associated with the merchant, e.g. CASA.
<b>Account Number</b>	The merchant's account number.
<b>Service Charge Account Details</b>	
<b>Define another account for service charge</b>	This checkbox is selected if the merchant has another account defined for service charge.



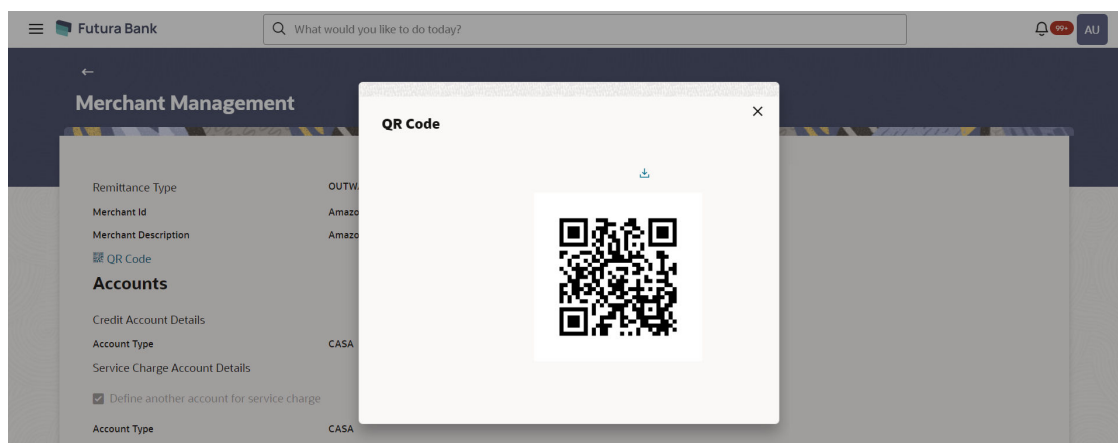
Table 5-3 (Cont.) Field Description


Field Name	Description
<b>Account Type</b>	The service charge account type associated with the merchant e.g. CASA account. This field appears if Define Account number for service charge check box is selected.
<b>Account Number</b>	The merchant's account number. This field appears if Define Account number for service charge check box is selected.
<b>Default customer's debit account number as request parameter</b>	This check box is selected if the customer's debit account number is defaulted as request parameter.
<b>Response Redirections</b>	
<b>Success URL</b>	The URL for sending the response of the transaction if it is a successful transaction.
<b>Failure URL</b>	The URL for sending the dynamic response of the transaction if it is a failed transaction.
<b>Checksum Details</b>	
<b>Checksum Type</b>	The checksum type.
<b>Checksum Algorithm</b>	The checksum algorithm.
<b>Security Key</b>	Input the security key. Field will be displayed if a value is selected in checksum algorithm.

1. Navigate to one of the above paths.  
The **Merchant Management** screen appears.
2. Click the QR Code link to view the QR Code of the merchant.  
A pop-up screen with QR code appears. You can also download the QR Code so as to send it to the merchant through offline mode.
3. Click **Edit** to edit merchant details.  
The user is directed to the **Merchant Management - Edit** screen.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Delete** to delete the merchant maintenance.

**QR code**

The QR code is displayed if the system administrator clicks on the QR code link on the Merchant Maintenance details screen. The administrator is provided with the facility to download the QR code so as to send it to the merchant through any offline mode.



4. Click  icon to download the QR Code image of the merchant.

## 5.2.2 Merchant Management – Outward Remittance – Create Merchant

The system administrator can create a new merchant so that the bank's customers can make payments to the merchant using channel banking or by scanning the QR code of the Merchant without entering merchant account details. The QR code is generated once the merchant is created by the bank administrator.

### To create a merchant:

1. Navigate to one of the above paths.  
The **Merchant Management** screen appears.
2. Click **Create**.  
The **Merchant Management – Create** screen appears.

Figure 5-5 Create Merchant

The screenshot shows the 'Merchant Management' interface for creating a merchant. At the top, there's a search bar and a notification icon. The main form is titled 'Merchant Management' and contains the following sections:

- Select Remittance Type:** Radio buttons for 'Outward Remittance' (selected) and 'Inward Remittance'.
- Merchant Id:** Text input field with 'Amaonn' entered.
- Merchant Description:** Text input field with 'Shopping' entered.
- Accounts:**
  - Credit Account Details:**
    - Account Type: Dropdown menu with 'Current and Savings' selected.
    - Account Number: Text input field with '\*\*\*\*\*'.
    - Confirm Account Number: Text input field with '1254511'.
  - Service Charge Account Details:**
    - Define another account for service charge.
    - Account Type: Dropdown menu with 'Current and Savings' selected.
    - Account Number: Text input field with '\*\*\*\*\*'.
    - Confirm Account Number: Text input field with '456711'.
  - Default customer's debit account number as request parameter.
- Response Redirections:**
  - Success URL: Text input field with 'https://www.sucess.com/'.
  - Failure URL: Text input field with 'https://www.failure.com/'.
- Checksum Details:**
  - Checksum Type: Dropdown menu with 'None' selected.
  - Checksum Algorithm: Dropdown menu with 'None' selected.

At the bottom of the form, there are three buttons: 'Save', 'Cancel', and 'Back'.

Table 5-4 Field Description

Field Name	Description
<b>Select Remittance Type</b>	The type or remittance to be mapped to the merchant. The remittance type can be: <ul style="list-style-type: none"> <li>• Outward Remittance</li> <li>• Inward Remittance</li> </ul>
<b>Merchant Id</b>	Specify a unique ID by which the merchant will be identified.
<b>Merchant Description</b>	Enter a description of the merchant.
<b>Accounts</b>	
<b>Credit Account Details</b>	
<b>Account Type</b>	Specify the type of account i.e. GL or CASA account, associated with the merchant.
<b>Account Number</b>	Specify the merchant's credit account number.
<b>Service Charge Account Details</b>	
<b>Define another account for service charge</b>	The option to define another account of the merchant.

**Table 5-4 (Cont.) Field Description**

Field Name	Description
<b>Account Type</b>	Select the type of service charge account being added e.g. CASA account. This field appears if you select the <b>Define another Account for service charge</b> check box.
<b>Account Number</b>	Enter the merchant's service charge account number to be added. This field appears if only if you select the <b>Define another Account for service charge</b> check box.
<b>Default customer's debit account number as request parameter</b>	Select this box to enable defaulting of the customers debit account number from request parameter.
<b>Response Redirections</b>	
<b>Success URL</b>	Specify the URL for sending the response of the transaction if it is a successful transaction.
<b>Failure URL</b>	Specify the URL for sending the response of the transaction if it is a failed transaction.
<b>Checksum Details</b>	
<b>Checksum Type</b>	Specify the checksum type.
<b>Checksum Algorithm</b>	Specify the checksum algorithm.
<b>Security Key</b>	Input the security key. This field appears if a value is selected in checksum algorithm.

3. In the **Merchant Id** field, enter the ID of the merchant.
4. In the **Merchant Description** field, enter the description of the merchant.
5. From the **Account Type** list under the section Credit Account Details, select the appropriate account type.
6. In the **Account Number** field, enter the account number of the merchant corresponding to the account type selected.
7. In the **Response Redirections** section, enter the valid URL in the Success URL field.
8. In the **Response Redirections** section, enter the valid URL in the Failure URL field.
9. Click **Save** to save the Merchant details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
10. The **Review** screen appears.  
Verify the details and click **Confirm** to confirm the details.  
OR  
Click **Edit** to make changes if any.  
The administrator is directed to **Merchant Management – Create** screen with values in editable form.  
OR  
Click **Cancel** to cancel the operation.

11. The success message appears along with the status of the transaction. Click **Done**.

## 5.2.3 Merchant Management – Outward Remittance – Edit

The system administrator can edit the details of any merchant maintained in the application. In order to edit the details of any merchant, the user must select the Edit option provided on Merchant Maintenance – View (details) page of the specific merchant.

### To edit a merchant:

1. Navigate to one of the above paths.  
The **Merchant Management** screen appears.
2. In the **Merchant Id** field, enter the unique id of the merchant whose details you want to edit.  
OR  
In the **Merchant Description** field, enter the description of the merchant whose details you want to edit.
3. Click **Search**  
The search results appear based on the search parameters defined.  
OR  
Click **Clear**, if you want to reset the search parameters.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Create** to create a new merchant maintenance.
4. Select the merchant record of which details you want to edit, by selecting the link provided on the merchant description.  
The **Merchant Management – View** screen appears.
5. Click the **Edit** option available on the **Merchant Management– View** screen to edit merchant details.  
The administrator is directed to the **Merchant Management - Edit** screen.

Figure 5-6 Merchant Management – Outward Remittance - Edit

The screenshot shows the 'Merchant Management - Edit' form in the Futura Bank interface. The form is titled 'Merchant Management' and is for editing an 'Outward Remittance' merchant. The form is divided into several sections:

- Select Remittance Type:** Radio buttons for 'Outward Remittance' (selected) and 'Inward Remittance'.
- Merchant Information:** Text input fields for 'Merchant Id' (Amazon) and 'Merchant Description' (Amazon).
- Accounts:**
  - Credit Account Details:** A dropdown for 'Account Type' (Current and Savings) and a masked text input for 'Account Number'. A 'Confirm Account Number' field contains 'HELO042400393'.
  - Service Charge Account Details:** A checked checkbox 'Define another account for service charge', a dropdown for 'Account Type' (Current and Savings), a masked text input for 'Account Number', and a 'Confirm Account Number' field containing 'HELO042400305'.
- Response Redirections:** Text input fields for 'Success URL' (https://www.google.com/) and 'Failure URL' (https://www.yahoo.com/).
- Checksum Details:** Dropdowns for 'Checksum Type' (None) and 'Checksum Algorithm' (CRC32), and a text input for 'Security Key' (2321).

At the bottom of the form are three buttons: 'Save', 'Cancel', and 'Back'.

Table 5-5 Field Description

Field Name	Description
<b>Select Remittance Type</b>	The type or remittance to be mapped to the merchant. The remittance type can be: <ul style="list-style-type: none"> <li>• Outward Remittance</li> <li>• Inward Remittance</li> </ul>
<b>Merchant Id</b>	The unique ID assigned to the merchant by the bank. This field cannot be edited.
<b>Merchant Description</b>	The description of the merchant. This field is editable.
<b>Accounts</b>	
<b>Credit Account Details</b>	
<b>Account Type</b>	The type of account associated with the merchant, e.g. CASA. This field is editable.
<b>Account Number</b>	The merchant's credit account number. This field is editable.

Table 5-5 (Cont.) Field Description

Field Name	Description
<b>Service Charge Account Details</b>	
<b>Define another account for service charge</b>	This check box is checked if the merchant has another account defined for service charge. This field is editable.
<b>Account Type</b>	The service charge account type associated with the merchant e.g. CASA account. This field is editable. This field appears if <b>Define Account number for service charge</b> check box is selected.
<b>Account Number</b>	The merchant's credit account number. This field is editable. This field appears if <b>Define Account number for service charge</b> check box is selected.
<b>Default customer's debit account number as request parameter</b>	This checkbox is checked if the customer's debit account number is defaulted as request parameter. This field is editable.
<b>Response Redirections</b>	
<b>Success URL</b>	The URL for sending the response of the transaction if it is a successful transaction.
<b>Failure URL</b>	The URL for sending the response of the transaction if it is a failed transaction.
<b>Checksum Details</b>	
<b>Checksum Type</b>	The checksum type. This field is editable.
<b>Checksum Algorithm</b>	The checksum algorithm. This field is editable.
<b>Security Key</b>	Input the security key. This field is editable. This field appears if a value is selected in checksum algorithm.

6. Update the required fields, click **Save** to save the changes.

OR

Click **Cancel** to cancel edit of the merchant maintenance.

OR

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

7. The **Review** screen appears.

Verify the details and click **Confirm** to confirm the details.

OR

Click **Edit** to make changes if any.

The administrator is directed to **Merchant Management – Edit** screen with all values (other than Merchant ID) in editable form.

OR

Click **Cancel** to cancel the operation.

8. The success message appears along with the status of the transaction. Click **Done**.

## 5.3 Merchant Management – Inward Remittance

Inward remittance refers to money being received to merchant's account/s through Electronic Payment interface (EPI). The Merchant Management screen allows the system administrator to view, create, edit and delete the inward merchant details.

Using this maintenance System/Bank administrator can save the details of Payment aggregator which will act as a medium for transferring the funds to user's wallet account from the external source (Credit card/ Debit card/ Net banking).

- [Merchant Management – Inward Remittance – View](#)
- [Merchant Management – Inward Remittance – Create Merchant](#)
- [Merchant Management – Inward Remittance – Edit](#)

### 5.3.1 Merchant Management – Inward Remittance – View

On selecting a specific merchant record by clicking on the link provided on the merchant description, the screen displaying the details of the selected inward remittance merchant is displayed.

**Figure 5-7 Merchant Management – Inward Remittance – View**

The screenshot shows the 'Merchant Management' interface for Futura Bank. At the top, there is a search bar with the text 'What would you like to do today?' and a user profile icon labeled 'AU'. The main content area is titled 'Merchant Management' and displays the following details for a merchant:

Remittance Type	OUTWARD
Merchant Id	Amazon
Merchant Description	Amazon
QR Code	

**Accounts**

Credit Account Details

Account Type	CASA
--------------	------

Service Charge Account Details

Define another account for service charge

Account Type	CASA
--------------	------

Default customer's debit account number as request parameter

**Response Redirections**

Success URL	https://www.google.com/
Failure URL	https://www.yahoo.com/

**Checksum Details**

Checksum Type	none
Checksum Algorithm	none

At the bottom of the form, there are four buttons: 'Edit', 'Delete', 'Cancel', and 'Back'.



**Table 5-6 Field Description**

Field Name	Description
<b>Remittance Type</b>	The type or remittance mapped to the merchant. The remittance type can be: <ul style="list-style-type: none"> <li>• Outward</li> <li>• Inward</li> </ul>
<b>Merchant Id</b>	The unique ID/key assigned to the merchant by the bank.
<b>Merchant Description</b>	The description of the merchant.
<b>Accounts</b>	
<b>Debit Account Details</b>	
<b>Account Type</b>	The type of account associated with the merchant, Only CASA type of accounts are supported.
<b>Account Number</b>	The merchant's account number.
<b>Response Redirections</b>	
<b>Redirection URL</b>	The URL for sending the response of the transaction for redirection.
<b>Success URL</b>	The URL for sending the response of the transaction if it is a successful transaction.
<b>Failure URL</b>	The URL for sending the response of the transaction if it is a failed transaction.
<b>Checksum Details</b>	
<b>Checksum Type</b>	The checksum type.
<b>Checksum Algorithm</b>	The checksum algorithm.
<b>Security Key</b>	Input the security key. Field will be displayed if a value is selected in checksum algorithm.

1. Navigate to one of the above paths.  
The **Merchant Management** screen appears.
2. Click **Edit** to edit merchant details.  
The user is directed to the **Merchant Management - Edit** screen.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Delete** to delete the merchant maintenance.

### 5.3.2 Merchant Management – Inward Remittance – Create Merchant

The system administrator can create a new inward remittance merchant so that the bank's customers can receive payments in their wallet using the merchant ( payment aggregator) using channel banking.

**To create a merchant:**

1. Navigate to one of the above paths.  
The **Merchant Management** screen appears.

2. Click **Create**.

The **Merchant Management – Create** screen appears.

**Figure 5-8 Create Merchant**

The screenshot shows the 'Merchant Management' interface for creating a new merchant. At the top, there's a search bar and a notification icon. The main form is titled 'Merchant Management' and contains the following sections:

- Select Remittance Type:** Radio buttons for 'Outward Remittance' and 'Inward Remittance' (selected).
- Merchant Id:** Text input field containing 'Amaonn'.
- Merchant Description:** Text input field containing 'Shopping'.
- Accounts:**
  - Credit Account Details:**
    - Account Type:** Dropdown menu with 'Current and Savings' selected.
    - Account Number:** Text input field with masked characters '\*\*\*\*\*'.
    - Confirm Account Number:** Text input field containing '1234511'.
- URL:**
  - Redirection URL:** Text input field containing 'https://www.redirection.com/'.
  - Success URL:** Text input field containing 'https://www.sucess.com/'.
  - Failure URL:** Text input field containing 'https://www.failure.com/'.
- Checksum Details:**
  - Checksum Type:** Dropdown menu with 'None' selected.
  - Checksum Algorithm:** Dropdown menu with 'None' selected.

At the bottom of the form, there are three buttons: 'Save', 'Cancel', and 'Back'.

**Table 5-7 Field Description**

Field Name	Description
<b>Select Remittance Type</b>	The type or remittance to be mapped to the merchant. The remittance type can be: <ul style="list-style-type: none"> <li>• Outward Remittance</li> <li>• Inward Remittance</li> </ul>
<b>Merchant Id</b>	Specify a unique ID by which the merchant will be identified.
<b>Merchant Description</b>	Enter a description of the merchant.
<b>Accounts</b>	
<b>Debit Account Details</b>	
<b>Account Type</b>	Specify the type of account associated with the merchant, Only CASA type of accounts are supported.
<b>Account Number</b>	Specify the merchant's credit account number.
<b>URL</b>	
<b>Redirection URL</b>	Specify the URL for sending the response of the transaction for redirection.
<b>Success URL</b>	Specify the URL for sending the response of the transaction if it is a successful transaction.

**Table 5-7 (Cont.) Field Description**

Field Name	Description
<b>Failure URL</b>	Specify the URL for sending the response of the transaction if it is a failed transaction.
<b>Checksum Details</b>	
<b>Checksum Type</b>	Specify the checksum type.
<b>Checksum Algorithm</b>	Specify the checksum algorithm.
<b>Security Key</b>	Input the security key. This field appears if a value is selected in checksum algorithm.

3. In the **Merchant Id** field, enter the ID of the merchant.
4. In the **Merchant Description** field, enter the description of the merchant.
5. From the **Account Type** list under the section **Account Details**, select the appropriate account type.
6. In the **Account Number** field, enter the account number of the merchant corresponding to the account type selected.
7. In the **Redirection URL** field, enter the valid URL.
8. In the **Success URL** field, enter the valid URL.
9. In the **Failure URL** field, enter the valid URL.
10. Click **Save** to save the Merchant details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
11. The **Review** screen appears.  
Verify the details and click **Confirm** to confirm the details.  
OR  
Click **Edit** to make changes if any.  
The administrator is directed to **Merchant Management – Create** screen with values in editable form.  
OR  
Click **Cancel** to cancel the operation.
12. The success message appears along with the status of the transaction. Click **Done**.

### 5.3.3 Merchant Management – Inward Remittance – Edit

The system administrator can edit the details of any inward remittance merchant maintained in the application. In order to edit the details of any merchant, the user must select the Edit option provided on Merchant Maintenance – View (details) page of the specific merchant.

**To edit a merchant:**

1. Navigate to one of the above paths.  
The **Merchant Management** screen appears.

- In the **Merchant Id** field, enter the unique id of the merchant whose details you want to edit.  
OR  
In the **Merchant Description** field, enter the description of the merchant whose details you want to edit.
- Click **Search**  
The search results appear based on the search parameters defined.  
OR  
Click **Clear**, if you want to reset the search parameters.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Create** to create a new merchant maintenance.
- Select the merchant record of which details you want to edit, by selecting the link provided on the merchant description.  
The **Merchant Management – View** screen appears.
- Click the **Edit** option available on the **Merchant Management– View** screen to edit merchant details.  
The administrator is directed to the **Merchant Management - Edit** screen.

**Figure 5-9 Merchant Management – Inward Remittance - Edit**

The screenshot displays the 'Merchant Management - Edit' interface. At the top, there is a search bar with the placeholder text 'What would you like to do today?' and a user profile icon labeled 'AU'. The main content area is titled 'Merchant Management' and includes a 'Select Remittance Type' section with radio buttons for 'Outward Remittance' and 'Inward Remittance' (selected). Below this are input fields for 'Merchant Id' (containing 'Amazon') and 'Merchant Description' (containing 'Amazon'). The 'Accounts' section contains a 'Credit Account Details' subsection with a dropdown for 'Account Type' (set to 'Current and Savings'), a masked 'Account Number' field, and a 'Confirm Account Number' field (containing 'HELO042400393'). The 'URL' section has three input fields: 'Redirection URL' (https://www.redirection.com/), 'Success URL' (https://www.sucess.com/), and 'Failure URL' (https://www.failure.com/). The 'Checksum Details' section includes dropdowns for 'Checksum Type' (None) and 'Checksum Algorithm' (CRC32), and an input field for 'Security Key' (2321). At the bottom, there are 'Save', 'Cancel', and 'Back' buttons.

Table 5-8 Field Description

Field Name	Description
<b>Select Remittance Type</b>	The type or remittance to be mapped to the merchant. The remittance type can be: <ul style="list-style-type: none"> <li>• Outward Remittance</li> <li>• Inward Remittance</li> </ul>
<b>Merchant Id</b>	The unique ID assigned to the merchant by the bank. This field cannot be edited.
<b>Merchant Description</b>	The description of the merchant. This field is editable.
<b>Accounts</b>	
<b>Debit Account Details</b>	
<b>Account Type</b>	The type of account associated with the merchant, Only CASA type of accounts are supported. This field is editable.
<b>Account Number</b>	The merchant's credit account number. This field is editable.
<b>URL</b>	
<b>Redirection URL</b>	The URL for sending the response of the transaction for redirection.
<b>Success URL</b>	The URL for sending the response of the transaction if it is a successful transaction.
<b>Failure URL</b>	The URL for sending the response of the transaction if it is a failed transaction.
<b>Checksum Details</b>	
<b>Checksum Type</b>	The checksum type. This field is editable.
<b>Checksum Algorithm</b>	The checksum algorithm. This field is editable.
<b>Security Key</b>	Input the security key. This field is editable. This field appears only if a value is selected in checksum algorithm.

6. Update the required fields, click **Save** to save the changes.

OR

Click **Cancel** to cancel edit of the merchant maintenance.

OR

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

7. The **Review** screen appears.

Verify the details and click **Confirm** to confirm the details.

OR

Click **Edit** to make changes if any.

The administrator is directed to **Merchant Management – Edit** screen with all values (other than Merchant ID) in editable form.

OR

Click **Cancel** to cancel the operation.

8. The success message appears along with the status of the transaction. Click **Done**.

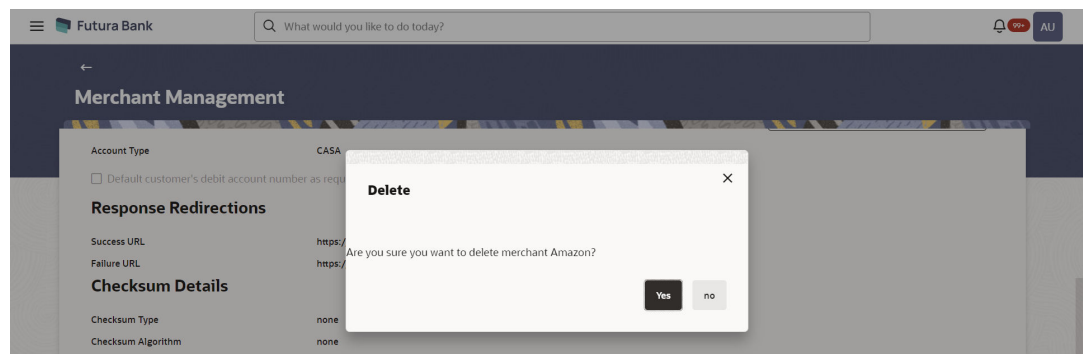
## 5.4 Merchant Management - Delete

The System administrator can delete any merchant maintained in the application.

**To delete a merchant:**

1. Navigate to one of the above paths.  
The **Merchant Management** screen appears.
2. In the **Merchant Id** field, enter the unique ID of the merchant whose maintenance you want to delete.  
OR  
In the **Merchant Description** field, enter the description of the merchant whose maintenance you want to delete.
3. Click **Search**.  
The **Merchant Management** screen with search results appears based on the search parameters defined.  
OR  
Click **Clear**, if you want to reset the search parameters.  
OR  
Click **Cancel**, if you want to cancel the transaction.  
OR  
Click **Create** to create another merchant maintenance.
4. Select the merchant record whose maintenance you want to delete, by selecting the link provided on the merchant description.  
The **Merchant Management – View** screen appears.
5. Click the **Delete** option available on the **Merchant Management – View** screen.
6. The application displays a message asking the applicant to confirm deletion.

**Figure 5-10 Merchant Management - Delete**



7. Click **Yes** to delete the merchant.  
A confirmation page appears with a success message and the status of deletion.  
OR

Click **No** if you do not wish to delete the Merchant Maintenance.

8. Click **OK**.

## 5.5 FAQ

1. **Who can create or edit merchants?**  
The System administrator can create and edit the merchants.
2. **Can I specify the account number which is not held within this Bank?**  
No, Merchant account number/GL should be of the same bank.
3. **When will the newly added merchants be available to customers?**  
Newly added merchants will be made available to the customers with immediate effect.
4. **What is the significance of defining separate account numbers for service charge account?**  
Service charges, if applicable, for an online transaction initiated by a customer will be accounted separately in the merchant's account number maintained for service charge credits.

# 6

## Electronic Bill Presentment and Payment

Electronic bill presentment and payment (EBPP) is a process that enables the billers to create, and present the bills / invoices online to their customers. This feature also enables the customers/ users to pay the bills online. The EBPP services are widely used in many areas like utility bill payment, fund transfer through net banking against various purchases of utility products and services by the users, payment to service providers, mobile/ DTH bill payment etc.

The main advantage of electronic bill presentment and payment is that users/ customers can pay their bills anytime quickly and conveniently, which saves lots of time and paper work.



### Note:

Electronic bill presentment and payment (EBPP) module will work only with third party and is not yet qualified with UBS.

- [Biller Onboarding](#)

### 6.1 Biller Onboarding

Bank customers initiate bill (utility) payments from their accounts using channel banking facility by selecting billers maintained by the Bank. Using Biller Onboarding, System Administrators can create billers. The system administrator also defines payment methods accepted by biller (e.g. Current and Savings Account, Credit Card, Debit Card etc) while creating a biller, category of the biller, full address of the biller and location/ area in which the biller operates or provides his services.

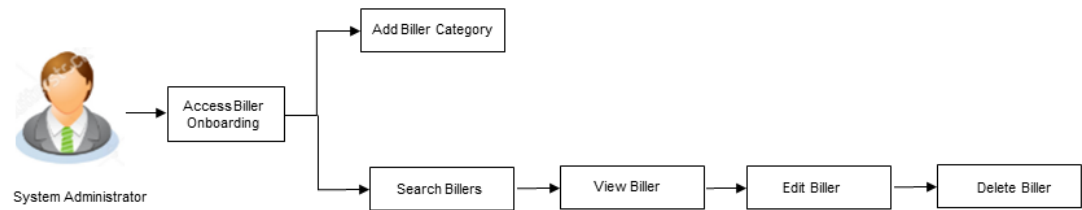
System Administrator creates billers, which are then made available to the customers to register themselves with these billers to receive and pay bills online.

This option allows the System Administrator to search and view the list of existing billers in the system.

#### Pre-Requisites

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.
- Billers are maintained in core banking application.



**Figure 6-1 Workflow**

### Features Supported In Application

This option allows the System Administrator to:

- [Search Biller](#)
- [Create Biller](#)
- [View Biller](#)
- [Edit Biller](#)

#### **Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Onboarding**, Under **Onboarding** , click **Biller Onboarding**.

OR

From **Bank Administrator Dashboard**, under **Onboarding** widget, click **Biller Onboarding**.

- [Biller Onboarding - Search](#)
- [Biller Onboarding - Create](#)
- [Biller Onboarding - View](#)
- [Biller Onboarding - Edit](#)
- [Biller Onboarding - Delete](#)

### 6.1.1 Biller Onboarding - Search

Using this option, System Administrators search the existing billers based on parameters like Biller ID, Biller Name, Biller Category and Biller Location. The search result displays a list of all biller types, that is Presentment only, Payment only and Presentment + Payment & Recharge type of billers.

Figure 6-2 Biller Onboarding - Search Biller

The screenshot displays the 'Biller Onboarding' interface for Futura Bank. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main header includes the Futura Bank logo and a user greeting: 'Welcome, Leo Thomas' with a last login time of '01 May 08:55 PM'. The 'Biller Onboarding' section contains three input fields: 'Biller Name', 'Biller Category' (with a 'Select' dropdown), and 'Biller Location' (with a 'Select' dropdown). Below these fields are three buttons: 'Search' (blue), 'Cancel' (grey), and 'Clear' (grey). To the right, there is a 'Create and Maintain Biller' section with a 'Create' button and a chatbot icon that says 'Hey, I am here to help if you need it!'. The footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Table 6-1 Field Description

Field Name	Description
<b>Biller Name</b>	The name of the biller.
<b>Biller Category</b>	The name of the biller category to which the biller belongs.
<b>Biller Location</b>	Location of the biller

**To search billers:**

- Navigate to one of the above paths.  
The **Biller Onboarding** screen appears.
- In the **Biller Name** field, enter the name of the biller that is to be searched.  
OR  
In **Biller Category** field, enter the category to which the biller belongs.  
OR  
In **Biller Location** field, enter the location of the biller.
- Click **Search** to search the billers.  
OR  
Click **Clear**, if you want to reset the search parameters.  
OR  
Click **Cancel**, if you want to cancel the transaction.

Figure 6-3 Biller Onboarding - Search Result

System Administrator ATM/Branch English UBS 14.3 AT3 Branch

futura bank Welcome, Leo Thomas Last login 01 May 08:55 PM

Biller Onboarding

Biller Name: a

Biller Category: Select

Biller Location: Select

Search Clear

Biller Name and Id	Biller Category	Biller Location
Biller ABC 353	Internet	Mumbai
Biller XYZ 187	DTHN	Mumbai
PCR Biller 403	Electricity2	Mumbai
TUV Biller 141	DTHN	Mumbai

Page 1 of 1 (1-4 of 4 items) < 1 > X

Cancel

Create and Maintain Biller

Accept online bill payment and recharge. You can view and edit details or delete the existing billers by first searching for them. At least one of the four search parameters is needed to search & find the existing billers. You can also create a new biller by clicking on create and capture the full details of the biller.

Create

Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

Table 6-2 Field Description

Field Name	Description
<b>Search Results</b>	
<b>Biller Name and Id</b>	The name of the biller.
<b>Biller Category</b>	The name of the biller category to which the biller belongs.
<b>Biller Location</b>	Location of the biller

4. Click **Create** to create a new biller.

## 6.1.2 Biller Onboarding - Create

Using this option, the System Administrator can create a biller with specific labels. System Administrator defines whether the biller accepts:

- Quick Bill Payment( bill payment without customer registration) - for Payment type billers only
- Quick Recharge(pre-paid recharge without customer registration) - for Recharge type billers only
- Bill payments past due date- for presentment only type biller
- Part bill payment - for presentment only type biller
- Excess bill payment - for presentment only type biller

The administrator also defines the various payment methods accepted by the biller like Current and Savings Account, Credit Card, Debit Card etc. System administrator can also upload image of biller's logo and sample bill, if available.

**To create a biller:**

1. Navigate to one of the above paths.  
The **Biller Onboarding** screen appears.
2. In the **Biller Onboarding** screen, click **Create**.  
The **Biller Onboarding - Create** screen appears.

Figure 6-4 Create Biller

System Administrator
ATM/Branch
English
UBS 14.3 AT3 Branch

futura bank

 Welcome, Leo Thomas  
Last login 01 May 10:56 PM

### Biller Onboarding

#### Biller Details

Biller Name	Jason Smith		
Biller Type	Presentment and Payment	▼	
Biller Category	Select	▼	
		Manage Category	
Biller Currency	USD	▼	
Biller Status	Active	▼	

Sample Bill Image

Drag files here Or Choose Files No file chosen

Image size should not exceed 1000 KB. Upload .JPG and .PNG files only.

Biller Logo

Drag files here Or Choose Files No file chosen

Image size should not exceed 1000 KB. Upload .JPG and .PNG files only.

#### Create and Maintain Biller

Biller Details

This section details key attributes of a biller like whether customer gets bills presented or not, the type of service biller provides etc. This section also captures sample bill image that is displayed to customer while adding the biller to pay bills online.

Biller Address

This section has the full address of the Biller and Location. Location indicates business geography of the biller and is a key attribute of identification, especially if the biller operates in multiple geographies.

Billers Specifications

When adding a biller, customer has to key in unique identities that he has with biller ( Ex: Account ID, Customer No. etc). The labels of these IDs are maintained in this section along with their data type and whether they are mandatory for customer.

Payment Terms

This section captures validations & checks that get done when customer is paying a bill. Whether customer can pay/bill after due date and from where he can pay the bills : Account, Credit or Debit cards etc. are decided by the flags maintained here.

#### Biller Address

Address Line 1	ABC Lane
Address Line 2	
Address Line 3	
City	New York
State	
Country	United States ▼
Pin/Zip Code	98765
Biller Location	

#### Billers Specifications

Note: Biller labels added here will be visible to customer when he is adding the biller and will be appearing the same order as they are mentioned here.

Biller Label 1	JLabel	Alphanumeric ▼	10	Mandatory
----------------	--------	----------------	----	-----------

Add Row

#### Payment Terms and Validations

Account Number	56xxxxxxxx4901
Allow	<input checked="" type="checkbox"/> Part Payment <input checked="" type="checkbox"/> Excess Payment <input checked="" type="checkbox"/> Late Payment <input checked="" type="checkbox"/> Quick Bill Pay
Payment Methods	<input type="checkbox"/> Credit Card <input checked="" type="checkbox"/> Debit Card <input checked="" type="checkbox"/> Current and Savings Account
Auto Payment Buffer Days	10
Validation Type	<input checked="" type="radio"/> Auto <input type="radio"/> Offline <input type="radio"/> Online

Save
Cancel
Back

Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

Table 6-3 Field Description

Field Name	Description
<b>Biller Name</b>	The name of the biller.
<b>Biller Type</b>	The option to select biller type. The biller type can be: <ul style="list-style-type: none"> <li>• Presentment: Biller is of Presentment type</li> <li>• Payment: Biller is of Payment type</li> <li>• Presentment and Payment: Biller is of Presentment + Payment type</li> <li>• Recharge: Biller is of Recharge type</li> </ul>
<b>Biller Category</b>	Category to which biller belongs, ex: Telecom, Internet etc.
<b>Biller Currency</b>	Currency of the biller.
<b>Biller Status</b>	The status of the biller. The options are: <ul style="list-style-type: none"> <li>• Active</li> <li>• Inactive</li> </ul>
<b>Sample Bill Image</b>	The image of the physical bill presented by the biller, which is to be uploaded by the user. This helps the user to compare and identify Relationship number fields. This field appears only for biller types Presentment and Presentment and Payment.
<b>Biller Logo</b>	The biller logo which is to be uploaded by the user. This logo appear as an icon on the screen after uploading. Both for biller sample bill and logo JPG & PNG file formats only are supported.
<b>Biller Address</b>	
<b>Address Line 1 to 3</b>	Address of the biller.
<b>City</b>	City of the biller.
<b>State</b>	State of the biller.
<b>Country</b>	Country of the biller.
<b>PIN/ Zip Code</b>	Pin/ Zip code of the biller.
<b>Biller Location</b>	Location of the biller. Location could be City or, Country or State or combination of these values.
<b>Biller Specifications</b>	
<b>Biller Label 1</b>	Relationship # 1 that the user has with the biller. This label will be displayed in customer screens ( ex: Add Biller) to capture customer's unique id with biller. The user can select data type, maximum length of the field and whether the field is mandatory or optional. The <b>Biller Label 1</b> field is mandatory. Click the <b>Add Row</b> link to add more relationships of the user with the biller. The user can add up to 10 rows to define the different biller labels.

Table 6-3 (Cont.) Field Description

Field Name	Description
<b>Data Type</b>	<p>It captures the biller label data types. The options are:</p> <ul style="list-style-type: none"> <li>• Text</li> <li>• Numeric</li> <li>• Alphanumeric</li> <li>• Data</li> <li>• List of Values- allowed to specify the multiple values in the corresponding field which will be further made available to the customer for selection as a part of biller addition.</li> </ul> <p>This attribute is available in <b>Biller Label</b> field.</p>
<b>Max Length</b>	<p>The maximum length allowed for the biller label. This attribute is available in <b>Biller Label</b> field.</p>
<b>Payment Terms and Validations</b>	
<b>Account Number</b>	<p>Account number of the biller.</p>
<b>Allow</b>	<p>Select whether Part Payment, Excess Payment, Late Payment, Quick Bill Payment and Quick Recharge is allowed by the biller. The options are:</p> <ul style="list-style-type: none"> <li>• <b>Part Payment:</b> The option identifies whether the biller allows bill payment for an amount less than bill amount. <p>This option appears for '<b>Presentment</b>' and '<b>Presentment and Payment</b>' type of biller.</p> </li> <li>• <b>Excess Payment:</b> The option identifies whether the biller allows bill payment for amount more than bill amount. <p>This option appears for '<b>Presentment</b>' and '<b>Presentment and Payment</b>' type of biller.</p> </li> <li>• <b>Late Payment:</b> The option identifies whether the biller allows late bill payment i.e. Payment after due date. This option appears for '<b>Presentment</b>' and '<b>Presentment and Payment</b>' type of biller.</li> <li>• <b>Quick Bill Payment:</b> The option identifies whether the biller allows 'Quick bill payment' i.e. paying the bills without registering the biller. This option appears for '<b>Payment</b>' and '<b>Presentment and Payment</b>' type of biller.</li> <li>• <b>Quick Recharge:</b> The option identifies whether the biller allows "Quick recharge" i.e. doing recharge transactions without registering the biller. This option appears for '<b>Recharge</b>' type of biller.</li> </ul>
<b>Payment Methods</b>	<p>Select the payment method accepted by the biller. The options are:</p> <ul style="list-style-type: none"> <li>• CASA</li> <li>• Debit Card</li> <li>• Credit Card</li> </ul>
<b>Auto Payment Buffer Days</b>	<p>The number of days before bill due date, when the auto payment will be triggered by the system.</p> <p>This field appears for <b>Presentment and Presentment and Payment</b> type of billers.</p>

Table 6-3 (Cont.) Field Description

Field Name	Description
<b>Validation Type</b>	<p>The type of validation that the biller will employ to validate customers who add the biller for bill payment through channel banking. The options are:</p> <ul style="list-style-type: none"> <li>• Auto</li> <li>• Offline</li> <li>• Online</li> </ul> <p>For more information on each validation type, refer the Note on Customer Validation, at the end of the <b>Biller Onboarding – Create</b> section.</p>
<b>Validation URL</b>	<p>Redirection URL for customer validation. This field appears if you select the <b>Online</b> option from the <b>Validation Type</b> field.</p>

 **Note:**

Out of the box OBAPIS does not provide

- a. File upload/download for offline validation and
- b. Any adapters for online validations

3. In **Biller Name** field, enter the name of the biller that is to be searched.
  4. From the **Biller Type** list, select the appropriate biller type.
  5. From the **Biller Category** list, select the appropriate option.
  6. From the **Biller Currency** list, select the appropriate option.
  7. From the **Biller Status** list, select the appropriate option.
  8. Drag image or click **Choose Files** to select and upload the Sample Bill Image and Biller Logo if required.
  9. In the **Biller Address** section, enter the relevant address details of the biller.
  10. In the **Biller Specifications** section, enter the Relationship # 1 in the Biller Label 1 field.
  11. Click the **Add Row** link to add more relationship numbers of the user with the biller.
  12. In **Account Number** field, enter the account number of the biller.
  13. To enable the Part Payment, Excess Payment, Late Payment, Quick Bill Payment and Quick Recharge facilities, select the appropriate check boxes depending on the Biller Type.
  14. To enable the payments from current and savings account, debit card or credit card, select CASA, Debit Card or Credit Card check box.
  15. In the **Validation Type** field, select the appropriate option.
  16. If you select **Online** as **Validation Type**, enter the redirection URL in the **Validation URL** field.
  17. Click **Save** .
- OR
- Click **Cancel** to cancel the transaction.



OR

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

18. The **Review** screen appears.

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

OR

Click **Cancel** to cancel the transaction.

OR

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

19. The success message of party preference creation appears.

Click **OK** to complete the transaction.

 **Note:**

1) Bank Administrator can use the 'Bulk file Upload' feature to create multiple billers.

2) Customer Validation: When a channel customer does an Add Biller transaction, he is essentially registering with the biller to make online bill payments. At this stage some billers may want to validate that the customer is genuine. The validation is performed based on the Validation Type field, as follows:

- **Auto:** When a biller is on boarded with validation type as Auto, customers who add this biller do not need any validation from biller and their registrations are auto-approved and they can initiate online bill payments to this biller.
- **Offline:** When a biller is on boarded with validation type as Offline, for retail or corporate customers who add this biller, their registration status is set to Pending. This means that the biller will have to do an offline validation of these registrations. These can either be approved or rejected. OBAPIS does not provide any OOTB mechanism for downloading Pending registrations and changing their status by the banker or biller.
- **Online:** When a biller is on boarded with validation type as Online, for retail or corporate customers who add this biller, their registrations need to be validated by the biller, online. The online validation can be a redirect to the biller's website, where validation can be performed through REST type web service. OBAPIS does not provide any OOTB implementation for the online validation.

### 6.1.3 Biller Onboarding - View

System Administrator can view the list of all the current registered billers. The billers type can be of Presentment, Payment, Presentment & Payment and Recharge type.

**To view the biller:**

1. Navigate to one of the above paths.

The **Biller Onboarding** screen appears.

2. In the **Biller Onboarding** screen, enter the search criteria and click **Search**  
The **Biller Onboarding** screen with search results appears.  
OR  
Click **Clear** to reset the search parameters.  
OR  
Click **Cancel** to cancel the search process.
3. Click the **Biller Name** link of the record for which you want to view the details.  
The **Biller Onboarding - Biller Details** screen appears.

Figure 6-5 Biller Onboarding - Biller Details

The screenshot displays the 'Biller Onboarding - Biller Details' page in the Futura Bank system. The page is divided into several sections:

- Biller Details:** Fields include Biller Id (403), Biller Name (PayIndia), Biller Type (Presentment), Biller Category (Electricity2), Biller Currency (INR), and Biller Status (Active).
- Biller Logo:** A logo for PayIndia is shown with a 'Remove' button.
- Biller Address:** Fields include Address Line 1 (Add6), Address Line 2 (Add7), Address Line 3 (Add8), City (mumbai), State (maha), Country (India), Pin/Zip Code (999876), and Biller Location (Mumbai).
- Billers Specifications:** A table defining biller labels:
 

Biller Label	Label	Format	Length	Requirement
Biller Label 1	consumer no	Alphanumeric	20	Mandatory
Biller Label 2	relationship no	Numeric	22	Optional
Biller Label 3	billing unit	Numeric	7	Mandatory
- Payment Terms and Validations:** Fields include Account Number (6565656777), Allow (checked for Part Payment, Excess Payment, Late Payment, Quick Bill Pay, Quick Recharge), Payment Methods (checked for Debit Card, Current and Savings Account), Auto Payment Buffer Days, and Validation Type (radio buttons for Auto, Offline, Online).

At the bottom, there are buttons for 'Edit', 'Delete', 'Cancel', and 'Back'. A sidebar on the right titled 'Create and Maintain Biller' provides a detailed explanation of the sections and their purposes.

Table 6-4 Field Description

Field Name	Description
<b>Biller Details</b>	
<b>Biller Name</b>	The name of the biller.

Table 6-4 (Cont.) Field Description

Field Name	Description
<b>Billers Type</b>	The biller type. The biller type can be: <ul style="list-style-type: none"> <li>• Presentment: Biller is of Presentment type</li> <li>• Payment: Biller is of Payment type</li> <li>• Presentment and Payment: Biller is of Presentment + Payment type</li> <li>• Recharge: Biller is of Recharge type</li> </ul>
<b>Billers Category</b>	The biller category.
<b>Billers Currency</b>	Currency of the biller.
<b>Billers Status</b>	The status of the biller. The options are: <ul style="list-style-type: none"> <li>• Active</li> <li>• Inactive</li> </ul>
<b>Sample Bill Image</b>	The image of the physical bill presented by the biller, and uploaded by the user. This helps the user to compare and identify Relationship number fields. This field appears only for biller types <b>Presentment and Presentment</b> and <b>Payment</b> .
<b>Billers Logo</b>	The biller logo uploaded by the user. This logo appear as an icon.
<b>Billers Address</b>	
<b>Address Line 1 to 3</b>	Address of the biller.
<b>City</b>	City of the biller.
<b>State</b>	State of the biller.
<b>Country</b>	Country of the biller.
<b>PIN/ Zip Code</b>	Pin/ Zip code of the biller.
<b>Billers Location</b>	Location of the biller. Location could be City, Country, State, or combination of these values.
<b>Billers Specifications</b>	
<b>Billers Label 1</b>	Relationship # 1 that the user has with the biller. The data type, field length and whether the field is mandatory or optional are also displayed.
<b>Payment Terms and Validations</b>	
<b>Account Number</b>	Account number of the biller.
<b>Allow</b>	Field displaying whether Part Payment, Excess Payment, Late Payment, Quick Bill Payment and Quick Recharge is allowed by the biller.
<b>Payment Methods</b>	Payment method accepted by the biller. The options are: <ul style="list-style-type: none"> <li>• CASA</li> <li>• Debit Card</li> <li>• Credit Card</li> </ul>
<b>Auto Payment Buffer Days</b>	The number of days before bill due date, when the auto payment will be triggered by the system. This field will appear for <b>Presentment and Presentment</b> and <b>Payment</b> type of billers.

**Table 6-4 (Cont.) Field Description**

Field Name	Description
<b>Validation Type</b>	The validation type. The options are: <ul style="list-style-type: none"> <li>• Auto</li> <li>• Offline</li> <li>• Online</li> </ul>
<b>Validation URL</b>	Redirection URL for customer validation. This field appears if the user has selected <b>Online</b> option in the <b>Validation Type</b> field.

- Click **Edit** to edit the biller details.  
OR  
Click **Delete** to delete the biller details.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction.

## 6.1.4 Biller Onboarding - Edit

Using this option, system administrator can edit the biller details. All the fields are editable except 'Biller Id', 'Biller Type', 'Biller Category' and 'Biller Currency'.

### To edit the biller details:

- Navigate to one of the above paths.  
The **Biller Onboarding** screen appears.
- In the **Biller Onboarding** screen, enter the search criteria and click **Search**  
The **Biller Onboarding** screen with search results appears.  
OR  
Click **Clear** to reset the search parameters.  
OR  
Click **Cancel** to cancel the search process.
- Click the **Biller Name** and Id link of the record for which you want to modify the details.  
The **Biller Onboarding - Biller Details** screen appears.
- Click **Edit** to edit the biller details  
The **Biller Onboarding - Edit** screen appears.

Figure 6-6 Biller Onboarding - Edit

Table 6-5 Field Description

Field Name	Description
Biller Name	The name of the biller.

Table 6-5 (Cont.) Field Description

Field Name	Description
<b>Billers Type</b>	The option to select biller type. The biller type can be: <ul style="list-style-type: none"> <li>• Presentment: Biller is of Presentment type</li> <li>• Payment: Biller is of Payment type</li> <li>• Presentment and Payment: Biller is of Presentment + Payment type</li> <li>• Recharge: Biller is of Recharge type</li> </ul>
<b>Billers Category</b>	The biller category.
<b>Billers Currency</b>	Currency of the biller.
<b>Billers Status</b>	The status of the biller. The options are: <ul style="list-style-type: none"> <li>• Active</li> <li>• Inactive</li> </ul>
<b>Sample Bill Image</b>	The image of the physical bill presented by the biller, which is to be uploaded by the user. This helps the user to compare and identify Relationship number fields.  This field appears only for biller types <b>Presentment and Presentment and Payment</b> .
<b>Billers Logo</b>	The biller logo which is to be uploaded by the user. This logo appear as an icon on the screen after uploading.
<b>Billers Address</b>	
<b>Address Line 1 to 3</b>	Address of the biller.
<b>City</b>	City of the biller.
<b>State</b>	State of the biller.
<b>Country</b>	Country of the biller.
<b>PIN/ Zip Code</b>	Pin/ Zip code of the biller.
<b>Billers Location</b>	Location of the biller. Location could be City, Country, State, or combination of these values.
<b>Billers Specifications</b>	
<b>Billers Label 1</b>	Relationship # 1 that the user has with the biller. This label will be displayed in customer screens (ex: Add Biller) to capture customer's unique id with biller.  The data type, field length and whether the field is mandatory or optional are also displayed against the field and are not editable.
<b>Payment Terms and Validations</b>	
<b>Account Number</b>	Account number of the biller.
<b>Allow</b>	Select whether Part Payment, Excess Payment, Late Payment, Quick Bill Payment and Quick Recharge is allowed by the biller. This field appears only for Presentment type of biller.
<b>Payment Methods</b>	Select the payment method accepted by the biller. The options are: <ul style="list-style-type: none"> <li>• CASA</li> <li>• Debit Card</li> <li>• Credit Card</li> </ul>
<b>Auto Payment Buffer Days</b>	The number of days before bill due date, when the auto payment will be triggered by the system. This field will appear for Presentment and Presentment and Payment type of billers.

Table 6-5 (Cont.) Field Description

Field Name	Description
<b>Validation Type</b>	The option to select the validation type. The options are: <ul style="list-style-type: none"> <li>• Auto</li> <li>• Offline</li> <li>• Online</li> </ul>
<b>Validation URL</b>	Redirection URL for customer validation.

5. In **Biller Name** field, enter the name of the biller that is to be searched, if required.
6. From the **Biller Status** list, select the appropriate option, if required.
7. Click the **Remove link** to remove the uploaded image, and click Choose Files to select and upload a new Sample Bill Image and Biller Logo if required.
8. In the **Biller Address** section, enter the relevant address details of the biller.
9. In the **Biller Specifications** section, edit the Relationship # 1 in the Biller Label 1 field, if required.
10. In **Account Number** field, enter the account number of the biller.
11. To enable the Part Payment, Excess Payment, Late Payment, Quick Bill Payment and Quick Recharge facilities, select the appropriate check boxes depending on the Biller Type.
12. To enable the payments from current and savings account, debit card or credit card, select CASA, Debit Card or Credit Card check box.
13. In the **Validation Type** field, select the appropriate option.
14. If you select **Online** as **Validation Type**, enter the redirection URL in the **Validation URL** field.
15. Click **Save** .  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
16. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
17. 16. The success message along with the transaction reference number and status appears.  
Click **OK** to complete the transaction.

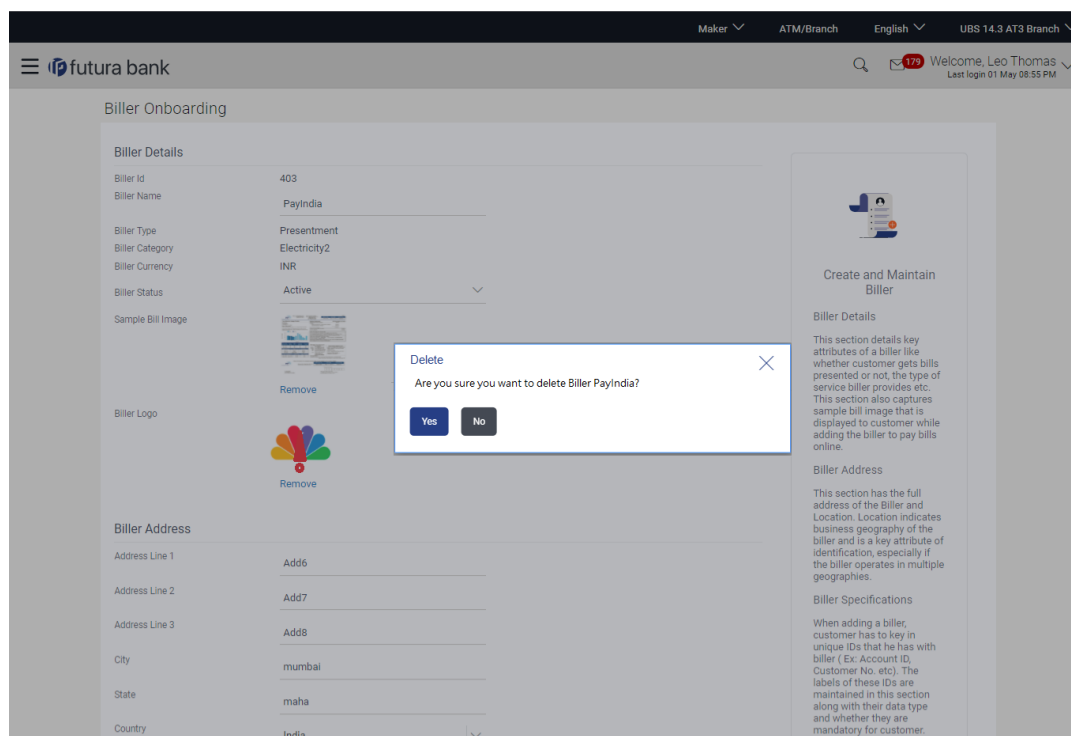
## 6.1.5 Biller Onboarding - Delete

Using this option the system administrator can delete an existing biller.



**To delete a biller:**

1. Navigate to one of the above paths.  
The **Biller Onboarding** screen appears.
2. In the **Biller Onboarding** screen, enter the search criteria and click Search  
The **Biller Onboarding** screen with search results appears.  
OR  
Click **Clear** to reset the search parameters.  
OR  
Click **Cancel** to cancel the search process.
3. Click the **Biller Name** and Id link of the record for which you want to modify the details.  
The **Biller Onboarding - Biller Details** screen appears.
4. Click **Delete**.  
The application prompt the administrator with a message 'Are you sure you want to delete the biller' with an option of Yes / No.

**Figure 6-7 Biller Onboarding - Delete**

5. Click **Yes** to proceed with the deletion request.  
It will navigate to confirmation page with a success message along with the status and reference number.  
OR  
Click **No** if you do not wish to proceed with deletion.

6. Click **OK** to complete the transaction.

# 7

## Limits Definition

Limits are defined by the bank to set up amount and duration based restrictions on the transactions that can be carried out by the user.

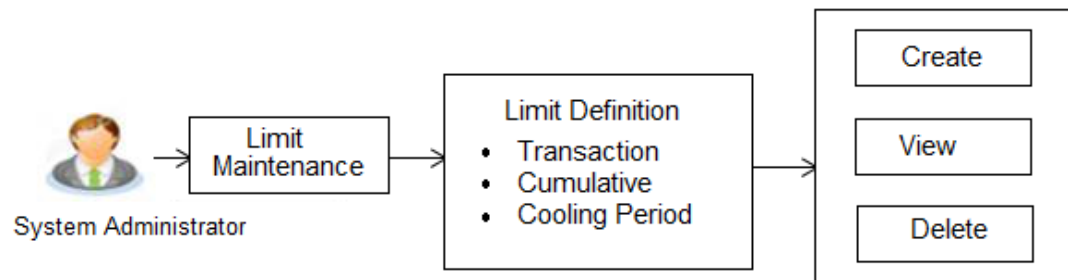
As part of limits definition maintenance, following types of limits can be defined:

- Transaction: It is the initiation limit with minimum and maximum amount defined typically for a user with role 'Maker'
- Cumulative: It is the collective transaction amount limit for all the transactions that can be performed during a day/month and maximum number of transaction in a day/month
- Cooling Period: Payee cooling period limit is a time and the amount limit set by the bank during which fund transfer is not allowed or allowed till the specified limit, to a newly added payee.
- Limit package maintenance allows the administrator to map these definitions to every transaction.

### Pre-Requisites

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.

**Figure 7-1 Workflow**



### Features Supported In Application

Using this option system administrator can perform the following actions:

- [Search/ View Limits](#)
- [Create Limit](#)
- [Delete Limits](#)

### Navigation Path:

From **System Administrator Dashboard**, under **Limits** widget, click **Limits Definition**.

OR

From **Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Limits**, Under **Limits** , click **Limits Definition**.

- [Limits Definition - View](#)
- [Limits Definition - Create](#)
- [Limits Definition - Delete Limit](#)
- [FAQ](#)

## 7.1 Limits Definition - View

Using this option, administrator can search for particular limit based on different search parameters. The search results displays a limit list based on different search filters selected. If the search parameters are not specified, records of all the limits maintained in the application for selected limit type are displayed.

### To search and view limits:

1. Navigate to one of the above paths.

The **Limits Definition** screen appears.

2. In the **Limits Definition** screen, enter the search parameters and click Search.

The **Limits Definition** screen with search results appears based on the searched criteria.

OR

Click **Clear** to reset the search parameters.

OR

Click **Cancel** to cancel the search process.

Figure 7-2 Limits Definition - Search

Limit Code	Limit Description	Limit Type	Updated On
cumlimitmonthly	cumlimitmonthly	Cumulative	December 13, 2022
daily_cum_upi_lmt	Daily cumulation limit for upi transfer	Cumulative	March 23, 2023
monthly_cum_upi_lmt	Monthly cumulative upi limit	Cumulative	March 23, 2023
limitcumu009	limitcumu009	Cumulative	April 17, 2023
4170cd4f-82c1-46c4-a991-88f150e2afc6	4170cd4f-82c1-46c4-a991-88f150e2afc6	Cumulative	May 10, 2023
f45676aa-2b49-4c88-9aad-ed3ef1052dec	f45676aa-2b49-4c88-9aad-ed3ef1052dec	Cumulative	May 10, 2023
ldmadm1	ldmadm1	Cumulative	January 5, 2023
73961329-4e2e-409c-90fc-a77011fbc303	73961329-4e2e-409c-90fc-a77011fbc303	Cumulative	February 1, 2023
ff91bb10-1491-40cd-8334-212b08a8e044	ff91bb10-1491-40cd-8334-212b08a8e044	Cumulative	February 1, 2023
cumulativedc	cumulativedc	Cumulative	May 3, 2023

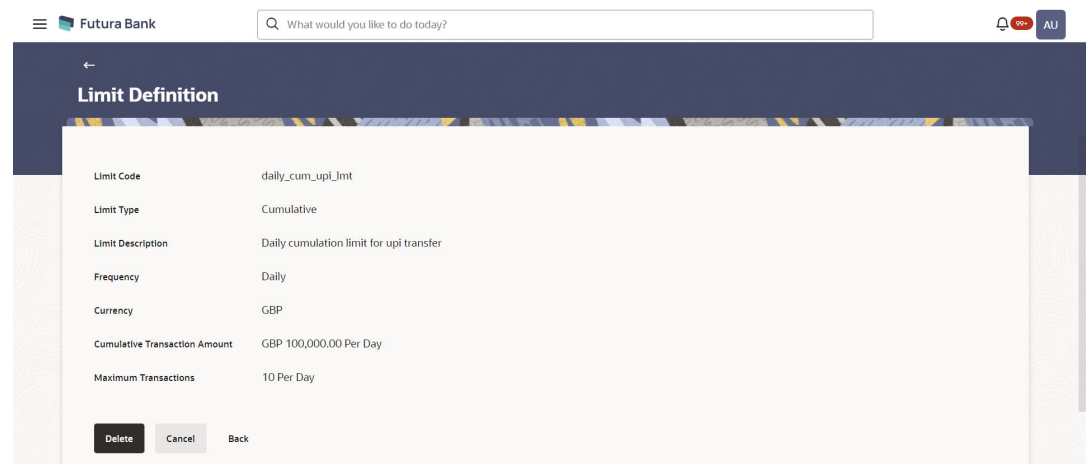
Table 7-1 Field Description

Field Name	Description
<b>Limit Code</b>	Name of the limit with unique identifier.
<b>Limit Description</b>	Description of the limit.
<b>Limit Type</b>	The limit type are: <ul style="list-style-type: none"> <li>Transaction – It is the initiation limit with minimum and maximum amount</li> <li>Cumulative – It is a duration based cumulative limit with maximum amount and number of transactions for a day/month</li> <li>Cooling Period – Payee cooling period limit is a time and the amount limit set by the bank during which fund transfer is not allowed or allowed till the specified limit, to a newly added payee.</li> </ul>
<b>Search Results</b>	
<b>Limit Code</b>	Name of the limit with unique identifier.
<b>Limit Description</b>	Description of the limit.
<b>Limit Type</b>	The limit type are: <ul style="list-style-type: none"> <li>Transaction – It is the initiation limit with minimum and maximum amount</li> <li>Cumulative – It is a duration based cumulative limit with max amount and number of transactions for a day/month</li> <li>Cooling Period – Payee cooling period limit is a time and the amount limit set by the bank during which fund transfer is not allowed or allowed till the specified limit, to a newly added payee.</li> </ul>

3. Click the **Limit Code** of the record to view the details.

The **Limits Definition -View** screen appears.

**Figure 7-3 Limits Definition - View**



4. Click **Delete** to delete the limit.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction.

## 7.2 Limits Definition - Create

Using this option, System Administrator can create a limit as required.

### To create a transaction limit:

1. Navigate to one of the above paths.  
The **Limits Definition** screen appears.
2. Click **Create**.  
The **Limits Definition - Create** screen with Transaction tab appears.

Figure 7-4 Limits Definition - Transaction - Create

Table 7-2 Field Description

Field Name	Description
<b>Limit Type</b>	The type of limit. The limit type for selection are: <ul style="list-style-type: none"> <li>Transaction – It is the initiation limit with minimum and maximum amount</li> <li>Cumulative – It is a duration based limit with maximum amount and number of transactions for a day/month</li> <li>Cooling Period – Payee cooling period limit is a time and the amount limit set by the bank during which fund transfer is not allowed or allowed till the specified limit, to a newly added payee.</li> </ul>
<b>Limit Code</b>	The name of the limit with unique identifier.
<b>Limit Description</b>	Description of the limit.
<b>Currency</b>	The currency to be set for the limit.
<b>Minimum Amount</b>	The minimum amount for a transaction in selected currency.
<b>Maximum Amount</b>	The maximum amount for a transaction in selected currency.

- In the **Transaction tab** screen, enter the code in the **Limit Code** field.
- In the **Limit Description** field, enter the description of the limit.
- From the **Currency** field, select the appropriate currency for the limits.
- In the **Minimum Amount** and **Maximum Amount** field, enter the minimum and maximum amount for a transaction in local currency.
- Click **Save** to Save the created limit.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction.
- The **Review** screen appears.

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

OR

Click **Cancel** to cancel the transaction.

OR

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

9. The success message of party preference creation appears.  
Click **OK** to complete the transaction.

**Figure 7-5 Limits Definition - Cumulative - Create**

The screenshot shows a web interface for creating a limit definition. At the top, there's a search bar and user information (AU). The main heading is 'Create Limit Definition'. Below this, there are three tabs: 'Transaction', 'Cumulative' (which is active), and 'Cooling Period'. The form fields are as follows:

- Limit Code:** LD001
- Limit Description:** BulkBillUpload-SD001
- Frequency:** Radio buttons for 'Daily' (selected) and 'Monthly'.
- Currency:** A dropdown menu showing 'USD'.
- Cumulative Transaction Amount:** A text input field containing 'USD 1,000,000.00' with a 'Per Day' label to its right.
- Maximum Transactions:** A text input field containing '120000' with a 'Per Day' label to its right.

At the bottom of the form, there are three buttons: 'Save' (highlighted in black), 'Cancel', and 'Back'.

**Table 7-3 Field Description**

Field Name	Description
<b>Limit Type</b>	The type of limit. The limit type for selection are: <ul style="list-style-type: none"> <li>• Transaction – It is the initiation limit with minimum and maximum amount</li> <li>• Cumulative – It is a duration based limit with maximum amount and number of transactions for a day/month</li> <li>• Cooling Period – Payee cooling period limit is a time and the amount limit set by the bank during which fund transfer is not allowed or allowed till the specified limit, to a newly added payee.</li> </ul>
<b>Limit Code</b>	The name of the limit with unique identifier.
<b>Limit Description</b>	Description of the limit.



Table 7-3 (Cont.) Field Description

Field Name	Description
<b>Frequency</b>	The specific duration for which the limits can be utilized and available. The options are: <ul style="list-style-type: none"><li>• Daily</li><li>• Monthly</li></ul>
<b>Currency</b>	The currency to be set for the limit.
<b>Cumulative Transaction Amount</b>	The collective amount in selected currency for transactions that can be performed in a day.
<b>Maximum Transactions</b>	The maximum number of transactions that can be performed per day.

**To create a cumulative limit:**

1. Click the **Cumulative** tab.  
The **Limits Definition - Create** screen with Cumulative tab appears.  
Enter the relevant information in **Limit Code** and **Limit Description** field.
2. Enter the relevant information in **Limit Code** and **Limit Description** field.
3. From the **Frequency** field, select the appropriate duration for the limits.
4. From the **Currency** field, select the appropriate currency for the limits.
5. In the **Cumulative Transaction Amount** field, enter the collective amount of transaction in local currency.
6. In the **Maximum Transactions** field, enter the value for maximum number of transactions.
7. Click **Save** to Save the created limit.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction.
8. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
9. The success message of party preference creation appears.  
Click **OK** to complete the transaction.

Figure 7-6 Limits Definition - Cooling Period – Create

Table 7-4 Field Description


Field Name	Description
<b>Limit Type</b>	The type of limit. The limit type for selection are: <ul style="list-style-type: none"> <li>• Transaction – It is the initiation limit with minimum and maximum amount</li> <li>• Cumulative – It is a duration based limit with maximum amount and number of transactions for a day/month</li> <li>• Cooling Period – Payee cooling period limit is a time and the amount limit set by the bank during which fund transfer is not allowed or allowed till the specified limit, to a newly added payee.</li> </ul>
<b>Limit Code</b>	The name of the limit with unique identifier.
<b>Limit Description</b>	Description of the limit.
<b>Currency</b>	The currency to be set for the limit.
<b>From Time</b>	The cooling period start time. It can be in days and/or hours and/or minutes For example a new payee will be 'active' after a cooling period of 0 days & 0 hours & 30 minutes
<b>To Time</b>	The cooling period end time. It can be in days and/or hours and/or minutes. For example a new payee will be 'active' after a cooling period of 0 days & 0 hours & 30 minutes.
<b>Cumulative Transaction Amount</b>	The collective transaction amount in selected currency for a defined cooling period.

**To set up multiple amount and time limit slabs:**

1. Click the **Cooling Period** tab. The **Limits Definition - Create** screen with Cooling Period tab appears.
2. Enter the relevant information in **Limit Code** and **Limit Description** field.
3. From the **Currency** field, select the appropriate currency for the limits.
4. From the **From Time** and **To Time** field, select the appropriate day, hours and minutes.

5. In the **Cumulative Transaction Amount** field, enter the collective amount that is applicable for the defined cooling period.
6. Click **Add Time Period** if you want to create more than one amount and time limit slabs.
7. Click **Save** to Save the created limit  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction.
8. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
9. The success message of party preference creation appears.  
Click **OK** to complete the transaction.

 **Note:**

You can  icon click to delete a record. refer

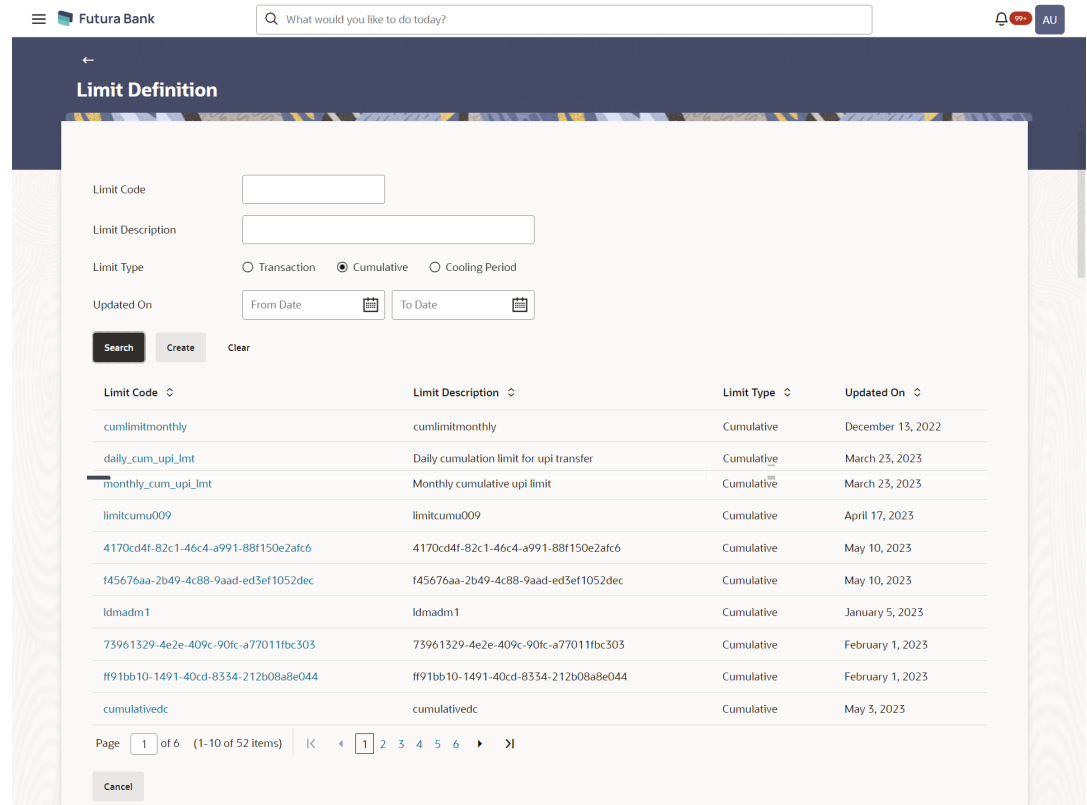
## 7.3 Limits Definition - Delete Limit

Using this option, System Administrator can delete a limit definition created earlier. Limit definition can be deleted only if it is not in use (available as a part of any limit package).

**To delete a limit:**

1. Navigate to one of the above paths.  
The **Limits Definition - Delete Limit** screen appears.
2. In the **Limits Definition** screen, enter the search parameters and click **Search**.  
The **Limits Definition** screen with search results appears based on the searched criteria.  
OR  
Click **Clear** to reset the search parameters.  
OR  
Click **Cancel** to cancel the search process.

**Figure 7-7 Limits Definition - Search**



3. Click the **Limit Code** of the record for which you want to view the details.

The **Limits Definition -View** screen appears.

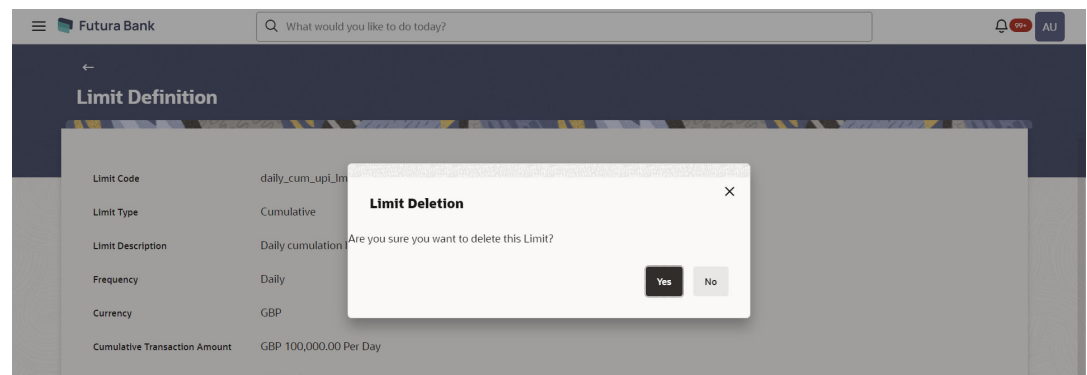
OR

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

OR

Click **Cancel** to cancel the transaction.

**Figure 7-8 Delete Limit**



4. Click **Yes** to confirm the deletion.

OR

Click **No** to cancel the deletion process.

5. The success message of transaction submission appears.  
Click **OK** to complete the transaction.

## 7.4 FAQ

1. **Can I delete transaction and/ or cumulative/ cooling period limit definitions against a transaction in limit package?**

No, existing limits against a transaction cannot be deleted; it can only be edited if effective date is starting from a future date..

2. **Can I maintain multiple definitions for each limit type?**

Yes, you can maintain multiple limit definitions under each limit type.

3. **What is a significance of defining different slab limits in case of cooling period limit type?**

Payee cooling period limit is a time and the amount limit set by the bank during which fund transfer is not allowed or allowed till the specified limit, to a newly added payee.

Administrator can set up 2 or more time slabs to define the payee limits. E.g.

- 0 mins to 30 Mins – Amount limit – \$ 0
- 31Min to 60 Mins – Amount limit is \$ 5000.

Customer cannot transfer any amount till first 30 mins from the time payee is added. From 31 to 60 mins, customer can maximum transfer upto \$ 5000 subject to sufficient transaction and cumulative limits available.

# 8

## Limit Package Management

Limit package is a group of transaction limits. As part of the limit package management, defined limits (created through 'Limit Definition') can be mapped to each transaction or to a transaction group (Created using Transaction Group Maintenance). Each package is associated with a specific channel/Touch point or with a group of Touch points.

A user can be assigned one Retail and multiple Business parties within each entity. Separate limits are applicable for the transaction done by each party.

For Retail Party transactions, the limit package maintained at the user level will be considered and utilized.

For Business Party transactions, the limit package maintained at the party level (as a part of party preference) will be considered and utilized.

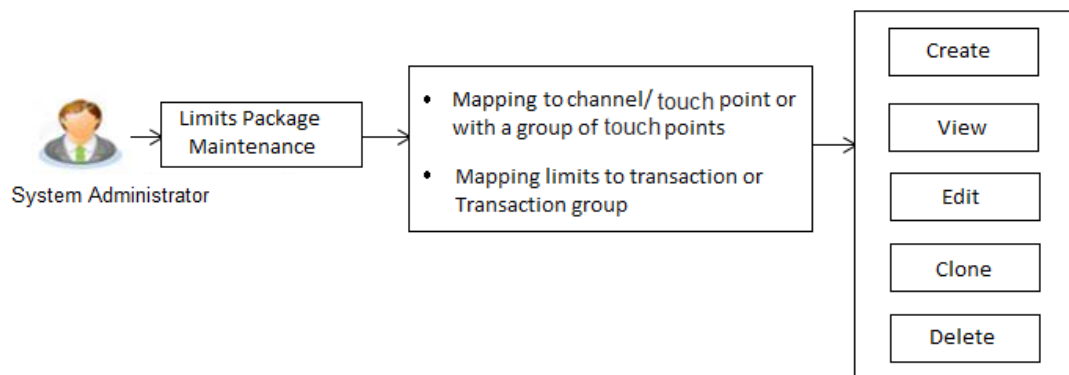
The limits packages once created can be mapped to

- Enterprise Roles (Retail/Corporate/Administrator) – using System Rules
- User Segment – using System Rules maintenance
- Party – using Party Preferences (Cumulative User Limits and Cumulative Customer limits)
- User – using User Management

### Pre-Requisites

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.
- Transaction aspects - limit parameter is enabled for required transactions.
- Transactions groups are maintained as required.
- Touch Point and touch point groups are maintained as required.
- Limit definitions are maintained.

**Figure 8-1 Workflow**



### Features Supported In Application

Following functions can be performed by the bank administrator as part of the limit package maintenance

- [Search/ View Limit Package](#)
- [Create Limit Package](#)
- [Edit Limit Package](#)
- [Clone Limit Package](#)
- [Delete Limit Package](#)

From **System Administrator Dashboard**, under **Limits** widget, click **Limit Package Management**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Limits**, Under **Limits** , click **Limit Package Management**.

- [Limit Package Management - View](#)
- [Limit Package Management - Create](#)
- [Limit Package Management - Edit](#)
- [Limit Package Management - Clone](#)
- [Limit Package Management - Delete](#)
- [FAQ](#)

## 8.1 Limit Package Management - View

Using this option, Administrator can search for specific limit package based on different search parameters like package code, user segments to for which the package is enabled, touch point/touch point groups to which a package can be mapped etc. The search results displays a list or particular limit package/s based on different search filters selected.

If the search parameters are not specified, records of all the packages maintained in the application are displayed.

#### To search and view limit package:

1. Navigate to one of the above paths.

The **Limit Package Management** screen appears.

2. Click **Search**.

The **Limit Package Management** screen with search results appears based on the searched criteria.

OR

Click **Clear** to reset the search parameters.

OR

Click **Cancel** to cancel the search process.

Figure 8-2 Limit Package Management - Search

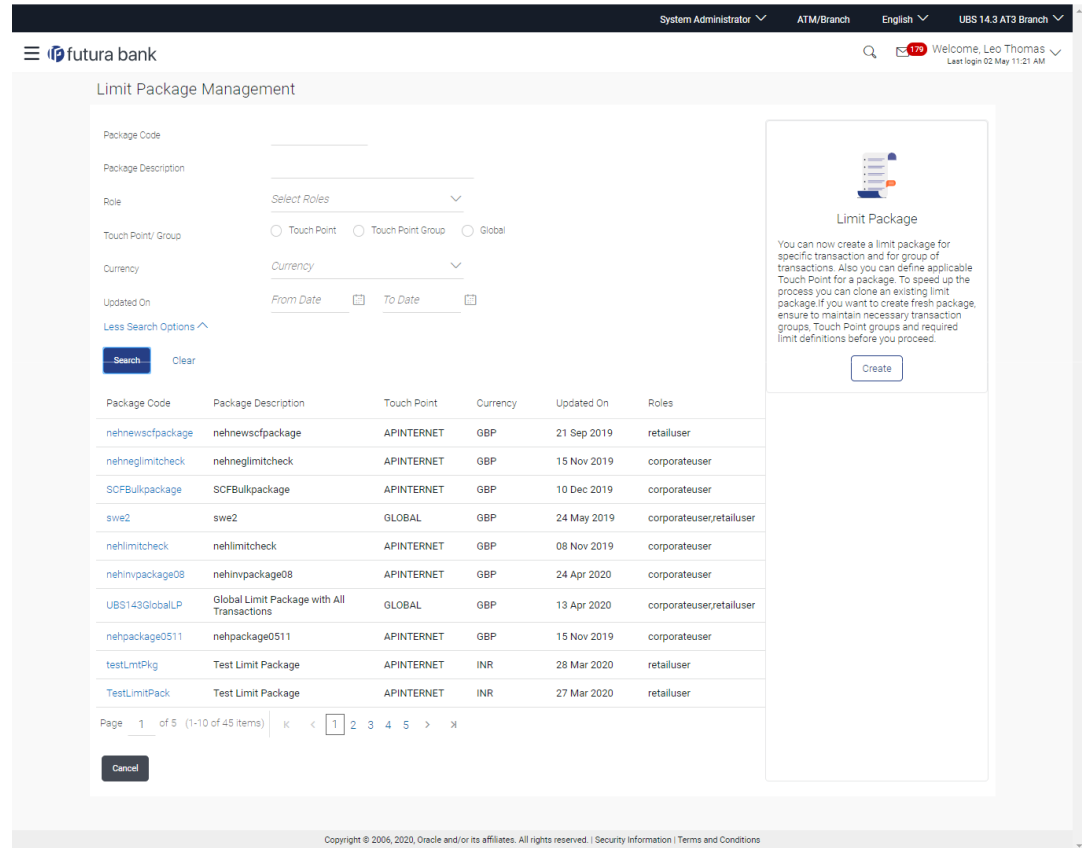


Table 8-1 Field Description

Field Name	Description
<b>Package Code</b>	The unique code assigned to the limit package.
<b>Package Description</b>	Description of the limit package.
<b>Role</b>	The limit is applicable to specific party or role (s).
<b>Touch Point / Group</b>	Name of the touch point or group mapped to a limit package. <ul style="list-style-type: none"> <li>• Touch Point – To search the limit packages created with specific touch point</li> <li>• Touch Point Group – To search the limit packages created with specific touch point groups which are manually created by an administrator</li> <li>• Global – To search the limit packages created for global group (A group created automatically with all internal and external touch points) of touch points.</li> </ul>
<b>Currency</b>	Currency in which the limit package is created.
<b>Updated On</b>	Date range in which limit packages were updated.
<b>Search Results</b>	
<b>Package Code</b>	The unique code assigned to the limit package.
<b>Package Description</b>	Description of the limit package.



**Table 8-1 (Cont.) Field Description**

Field Name	Description
<b>Touch Point</b>	Name of the touch point mapped to a limit package. If package is assigned to specific Touch Point - Touch Point Name is displayed  If package is assigned to specific Touch Point Group - Touch Point Group description is displayed  If package is assigned to Global Touch Point Group – value 'Global' is displayed on screen.
<b>Currency</b>	Currency in which the limit package is created.
<b>Updated On</b>	Date on which limit package was updated.
<b>Roles</b>	The limit is applicable to specific party or role (s).

3. Click the **Limit Package Code** of the record for which you want to view the details.  
The **Limits Package Management - View** screen appears.

**Figure 8-3 Limit Package Management - View**

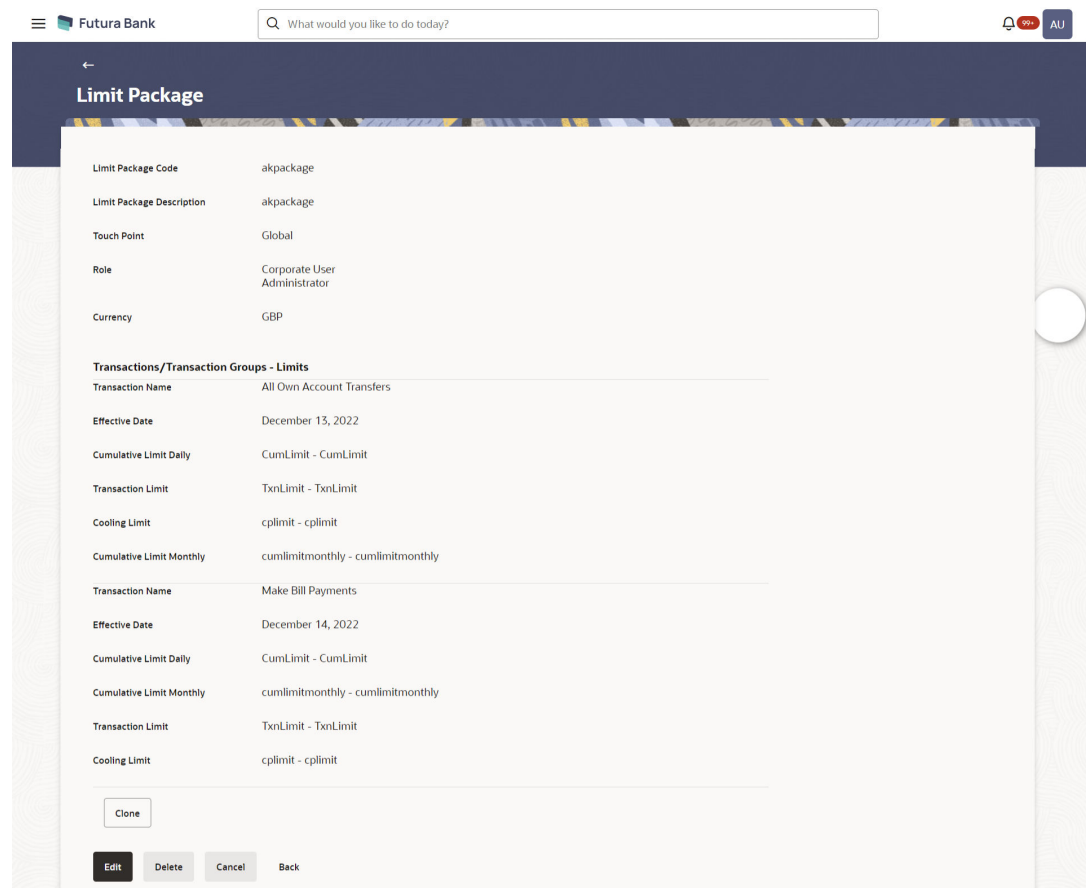


Table 8-2 Field Description

Field Name	Description
<b>Limit Package Code</b>	The unique code assigned to the limit package.
<b>Limit Package Description</b>	Description of the limit package.
<b>Touch Point/ Touch Point Group</b>	Name of the touch point or group mapped to a limit package.
<b>Roles</b>	The party or role (s) to which limit is applicable.
<b>Currency</b>	Currency in which the limit package is created.
<b>Transactions / Transaction Groups - Limits</b>	
<b>Transactions / Transaction Group Name</b>	Name of the transaction group that is mapped to the limit package.
<b>Effective Date</b>	The date from which the limit package is effective for the transaction/ transaction group.
<b>Expiry Date</b>	Expiry date of a specific limit linked to a transaction. This field will be displayed only if expiry date is maintained for each transaction.
<b>Cumulative Limit Daily</b>	The daily cumulative limit set for the specific transaction. It displays the limit name and description along with the cumulative transaction amount and transaction count.
<b>Cumulative Limit Monthly</b>	The cumulative limit set for the specific transaction on basis on month. It displays the limit name and description along with the cumulative transaction amount and transaction count.
<b>Transaction Limit</b>	The transaction limit set for the specific transaction. It displays the limit name and description along with the minimum and maximum transaction amount set for the specific transaction.
<b>Cooling Limit</b>	The cooling limit set for the specific transaction. It displays the limit name and description along with the amount and time limit.

4. Click **Clone** to make another limit package with similar details.

Click **Edit** to edit the limit package.

OR

Click **Delete** to delete the limit.

OR

Click **Cancel** to cancel the transaction.

OR

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

## 8.2 Limit Package Management - Create

An administrator can create a new limit package using this maintenance. User has to define touch point or a touch point group and a currency in which a package is to be created. The touch points and groups defined are listed for selection. An administrator can also create a limit package for Global Touch point group (a group which is created automatically with all available internal and external touch points) A package can also be enabled for mapping at multiple user segments.

An administrator can add multiple transactions and transaction groups in a package and can assign limit definitions created for each transaction and for a group.

Further, these packages can be assigned at each touch point/group level while defining user segment parameters, party preferences and while creating business users.

**To create a limit package:**

1. Navigate to one of the above paths.  
The **Limit Package Management** screen appears.
2. Click **Create**.  
The **Limit Package Management - Create** screen appears.

**Figure 8-4 Limit Package Management - Create**

**Table 8-3 Field Description**

Field Name	Description
<b>Limit Package Code</b>	The unique code of the limit package.
<b>Limit Package Description</b>	Description of the limit package.

**Table 8-3 (Cont.) Field Description**

Field Name	Description
<b>Touch Point</b>	Touch point or a group of touch point for which a package is to be created. The options are: <ul style="list-style-type: none"> <li>• Touch Point</li> <li>• Touch Point Group</li> <li>• Global: This a group of touch points created automatically (default touch point group has all internal and external touch points).</li> </ul>
<b>Touch Point</b>	Internal and external touch points defined using touch point maintenance is available for selection. This field is displayed and enabled if you select <b>Touch Point</b> option in the <b>Touch Point</b> field.
<b>Touch Point Group</b>	Internal and external touch points groups defined using touch point group maintenance are available for selection. This field is displayed and enabled if you select <b>Touch Point Group</b> option in the <b>Touch Point</b> field.
<b>Available To Role</b>	User segment/s for which a package is to be enabled for mapping.
<b>Currency</b>	The currency to be set for the limit package.
<b>Transactions/ Transaction Group - Limits</b>	
<b>Transactions/ Transaction Group Name</b>	The transaction or transaction group name, to assign the limits to it.
<b>Effective Date</b>	Date from which the limits should be applied for a selected transaction or transaction group.
<b>Cumulative Limit Daily</b>	Cumulative transaction limits which are applicable for each day. All the limit definitions maintained with cumulative – daily limit type and with the same currency as defined at package level are listed for selection.
<b>Cumulative Limit Monthly</b>	Cumulative transaction limits which are applicable for each month. All the limit definitions maintained with cumulative – monthly limit type and with the same currency as defined at package level are listed for selection.
<b>Transaction Limit</b>	Transaction minimum and maximum initiation limits. All the limit definitions maintained with transaction – limit type and with the same currency as defined at package level are listed for selection.
<b>Cooling Limit</b>	All the limit definitions maintained with cooling period – limit type and with the same currency as defined at package level are listed for selection.

3. In the **Limit Package Code** field, enter the code for the limit package.
4. In the **Limit Package Description** field, enter the description of the limit package.
5. In the **Touch Point** field, select the appropriate option.
  - a. If you select **Touch Point**;
    - i. From the **Touch Point** list, select the appropriate option.
  - b. If you select **Touch Point Group**;
    - i. From the **Touch Point Group** list, select the appropriate option.
  - c. Select **Global**, to create a limit package for a group of all touch points.
6. From **Available To Role** list, select the appropriate role.

- From **Currency** list, select the appropriate currency to be associated with the Limit Package.

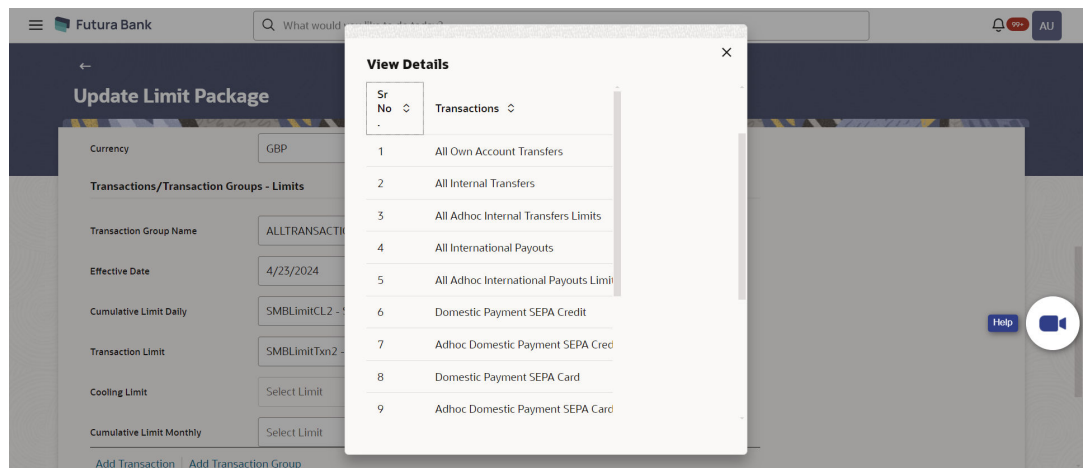
It enables the **Transactions / Transaction Group - Limits** section.

- From the **Transaction / Transaction Group Name** from the list, select the appropriate option for the limit package in the **Transactions / Transaction Group - Limits** section.

 **Note:**

Click **View Details** link to view transaction group details.

**Figure 8-5 View Details -Transaction Group Details**



**Table 8-4 Field Description**

Field Name	Description
<b>Group Code</b>	Search the transaction groups with group code.
<b>Group Description</b>	Search the transaction groups with group description.
<b>No. of Transactions</b>	Number of transactions associated with the transaction groups.

- Select the **Effective Date** from the calendar for the limit package in the **Transactions / Transaction Group - Limits** section.

- From the **Cumulative Limit Daily, Cumulative Limit Monthly, Transaction Limit** and **Cooling Limit** lists, select the appropriate limits.

- Click **Add Transaction** and repeat the steps 4 to 6, if you want to assign limits for more transactions.

OR

Click **Add Transaction Group** and repeat the steps 4 to 6, if you want to assign limits for more transactions groups.

- Click **Save** to save the limit package.

OR

Click **Cancel** to cancel the transaction.

OR

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

13. The **Review** screen appears.

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

OR

Click **Cancel** to cancel the transaction.


OR

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

14. The success message of transaction submission appears.

Click **OK** to complete the transaction.

 **Note:**

You can  icon click to delete a transaction or cooling limit of a transaction.

## 8.3 Limit Package Management - Edit

Using this option, System Administrator can update or edit a limit package created for a specific channel/touch point. User is not allowed to edit the code, currency and touch point details, whereas can add or remove the transactions/transaction groups available as a part of package. And also can edit the limit definitions mapped against each type of limit.

**To edit a limit package:**

1. Navigate to one of the above paths.

The **Limit Package Management** screen appears.

2. Click **Search**.

The **Limit Package Management** screen with search results appears based on the searched criteria.

OR

Click **Clear** to reset the search parameters.

OR

Click **Cancel** to cancel the search process.

Figure 8-6 Limit Package Management - Search

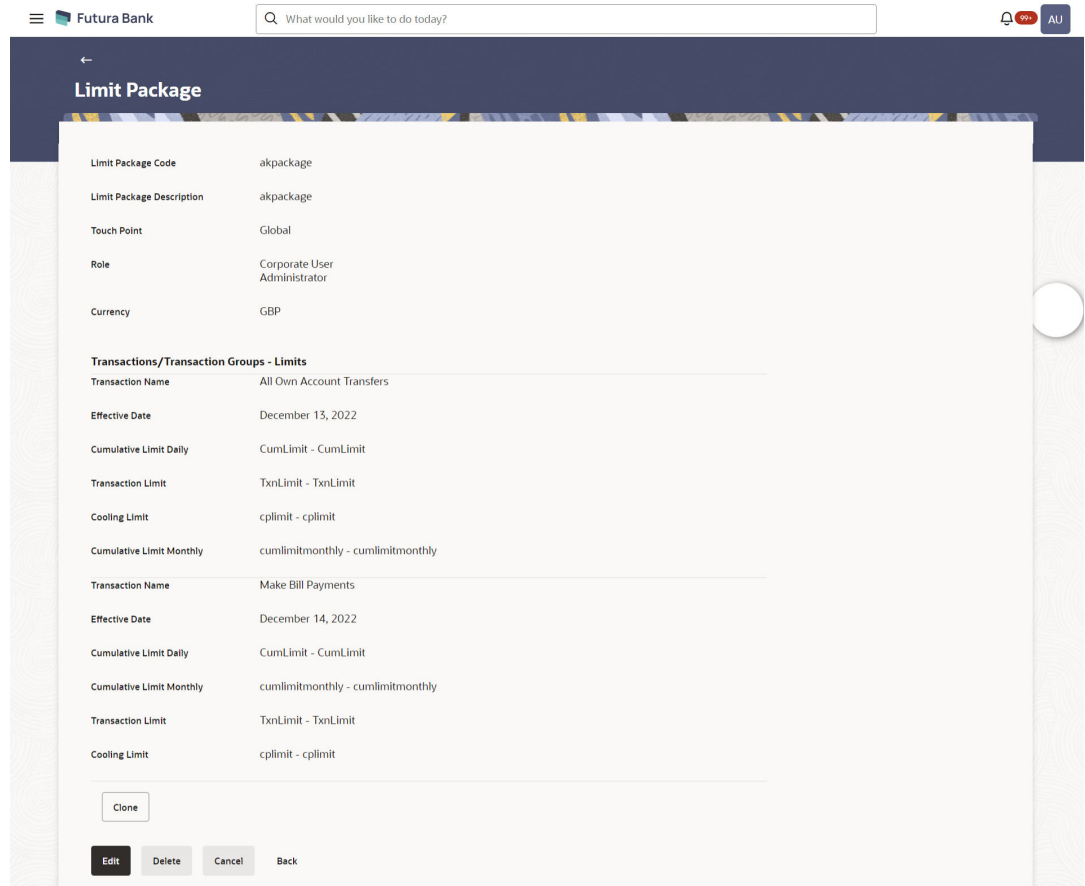
The screenshot shows the 'Limit Package Management' search page. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The 'futura bank' logo is on the left, and a user profile 'Welcome, Leo Thomas' is on the right. The main content area is titled 'Limit Package Management' and contains several search filters: Package Code, Package Description, Role (with a 'Select Roles' dropdown), Touch Point/ Group (with radio buttons for Touch Point, Touch Point Group, and Global), Currency, and Updated On (with 'From Date' and 'To Date' date pickers). Below the filters are 'Search' and 'Clear' buttons. A table displays the search results with the following data:

Package Code	Package Description	Touch Point	Currency	Updated On	Roles
nehnewsfpackage	nehnewsfpackage	APINTERNET	GBP	21 Sep 2019	retailuser
nehneglimitcheck	nehneglimitcheck	APINTERNET	GBP	15 Nov 2019	corporateuser
SCFBulkpackage	SCFBulkpackage	APINTERNET	GBP	10 Dec 2019	corporateuser
swe2	swe2	GLOBAL	GBP	24 May 2019	corporateuser;retailuser
nehlimitcheck	nehlimitcheck	APINTERNET	GBP	08 Nov 2019	corporateuser
nehinpackage08	nehinpackage08	APINTERNET	GBP	24 Apr 2020	corporateuser
UBS143GlobalLP	Global Limit Package with All Transactions	GLOBAL	GBP	13 Apr 2020	corporateuser;retailuser
nehpackage0511	nehpackage0511	APINTERNET	GBP	15 Nov 2019	corporateuser
testLimitPkg	Test Limit Package	APINTERNET	INR	28 Mar 2020	retailuser
TestLimitPack	Test Limit Package	APINTERNET	INR	27 Mar 2020	retailuser

Below the table is a pagination control showing 'Page 1 of 5 (1-10 of 45 items)' and a 'Cancel' button. On the right side, there is a 'Limit Package' callout box with an icon and text: 'You can now create a limit package for specific transaction and for group of transactions. Also you can define applicable Touch Point for a package. To speed up the process you can clone an existing limit package. If you want to create fresh package, ensure to maintain necessary transaction groups, Touch Point groups and required limit definitions before you proceed.' A 'Create' button is located at the bottom of this callout box.

3. Click the **Limit Package Code** of the record for which you want to modify the details. The Limits Management-View screen appears.

**Figure 8-7 Limit Package Management – View**



4. Click **Edit** option available on the **Merchant Management– View** screen to edit merchant details.

The **Limit Package Management - Edit** screen appears.



Figure 8-8 Limit Package Management - Edit


Table 8-5 Field Description

Field Name	Description
<b>Limit Package Code</b>	The unique code of the limit package. This information cannot be edited.
<b>Limit Package Description</b>	Description of the limit package. Details provided previously will be shown in an editable form.
<b>Available To Role</b>	User segment/s for which a package is enabled for mapping. Details provided previously will be shown in an editable form.
<b>Currency</b>	The currency which is set for the limit package. This information cannot be edited.
<b>Transactions/ Transaction Group - Limits</b>	
<b>Transactions/ Transaction Group Name</b>	The transaction or transaction group name, to assign the limits to it.
<b>Effective Date</b>	Date from which the limits should be applied for a selected transaction or transaction group.
<b>Expiry Date</b>	Date from which the limits will be deactivated.

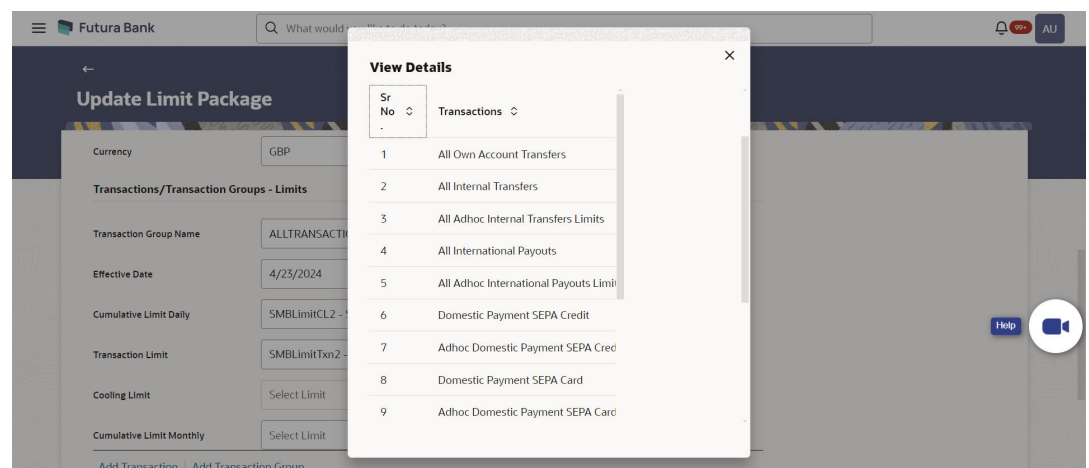
**Table 8-5 (Cont.) Field Description**

Field Name	Description
<b>Cumulative Limit Daily</b>	Cumulative transaction limits which are applicable for each day. Already assigned package if any is shown in an editable form. All the limit definitions maintained with cumulative – daily limit type and with the same currency as defined at package level are listed for selection.
<b>Cumulative Limit Monthly</b>	Cumulative transaction limits which are applicable for each month. Already assigned limit definition if any is shown in an editable form. All the limit definitions maintained with cumulative – monthly limit type and with the same currency as defined at package level are listed for selection.
<b>Transaction Limit</b>	Transaction minimum and maximum initiation limits. Already assigned definition if any is shown in an editable form. All the limit definitions maintained with transaction – limit type and with the same currency as defined at package level are listed for selection.
<b>Cooling Limit</b>	Already assigned definition if any is shown in an editable form. All the limit definitions maintained with cooling period – limit type and with the same currency as defined at package level are listed for selection.

5. Edit the required details.

 **Note:**  
Click **View Details** link to view transaction group details.

**Figure 8-9 View Details -Transaction Group Details**




**Table 8-6 Field Description**

Field Name	Description
<b>Group Code</b>	Search the transaction groups with group code.
<b>Group Description</b>	Search the transaction groups with group description.

**Table 8-6 (Cont.) Field Description**

Field Name	Description
<b>No. of Transactions</b>	Number of transactions associated with the transaction groups.

6. Click **Add Transaction**, if you want to add a new transaction.  
OR  
Click **Add Transaction Group**, if you want to add a new transaction group.  
OR  
Click  **Delete Transaction** icon to navigate to the previous screen.
7. Click **Save** to save the limit package.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
8. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
9. The success message of transaction submission appears.  
Click **OK** to complete the transaction.

## 8.4 Limit Package Management - Clone

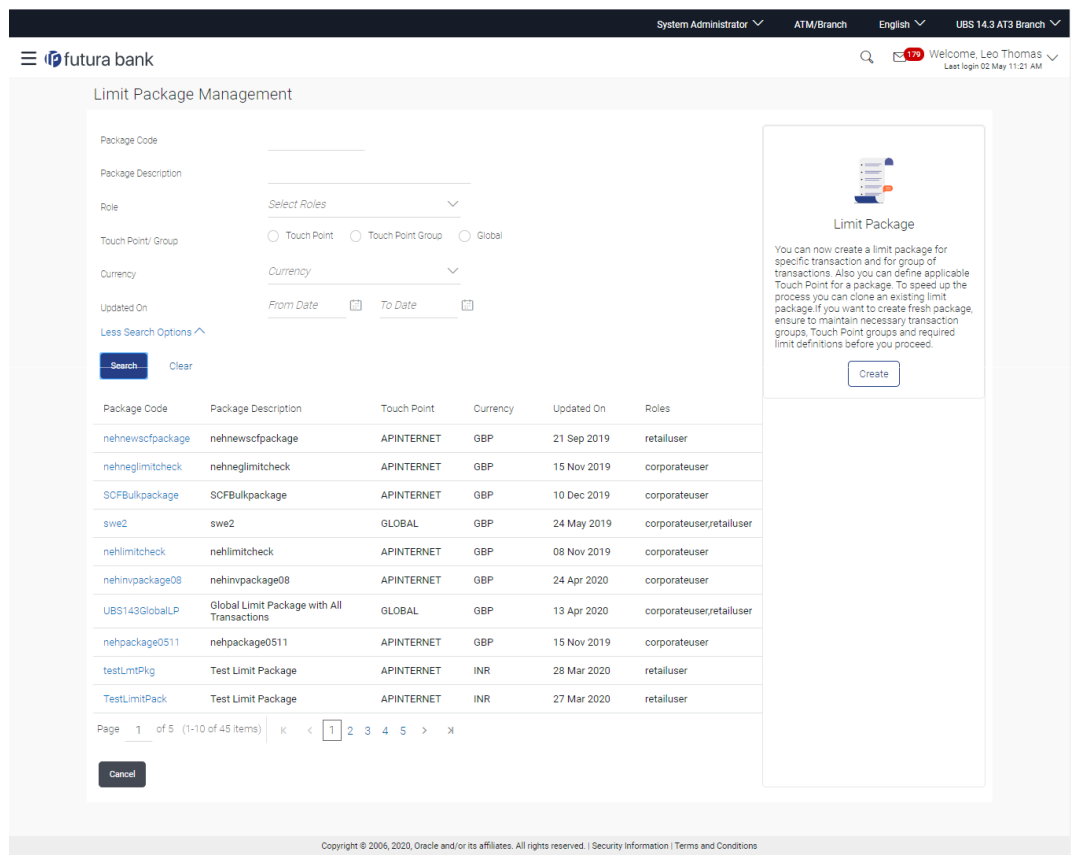
To speed up the process of creating new limit package, System Administrator can clone an existing limit package. All the values available in an existing package are shown in an editable format, administrator is allowed to make changes in it and save the package with different name.

### To clone a limit package:

1. Navigate to one of the above paths.  
The **Limit Package Management** screen appears.
2. Click **Search**.  
The **Limit Package Management** screen with search results appears based on the searched criteria.  
OR  
Click **Clear** to reset the search parameters.  
OR

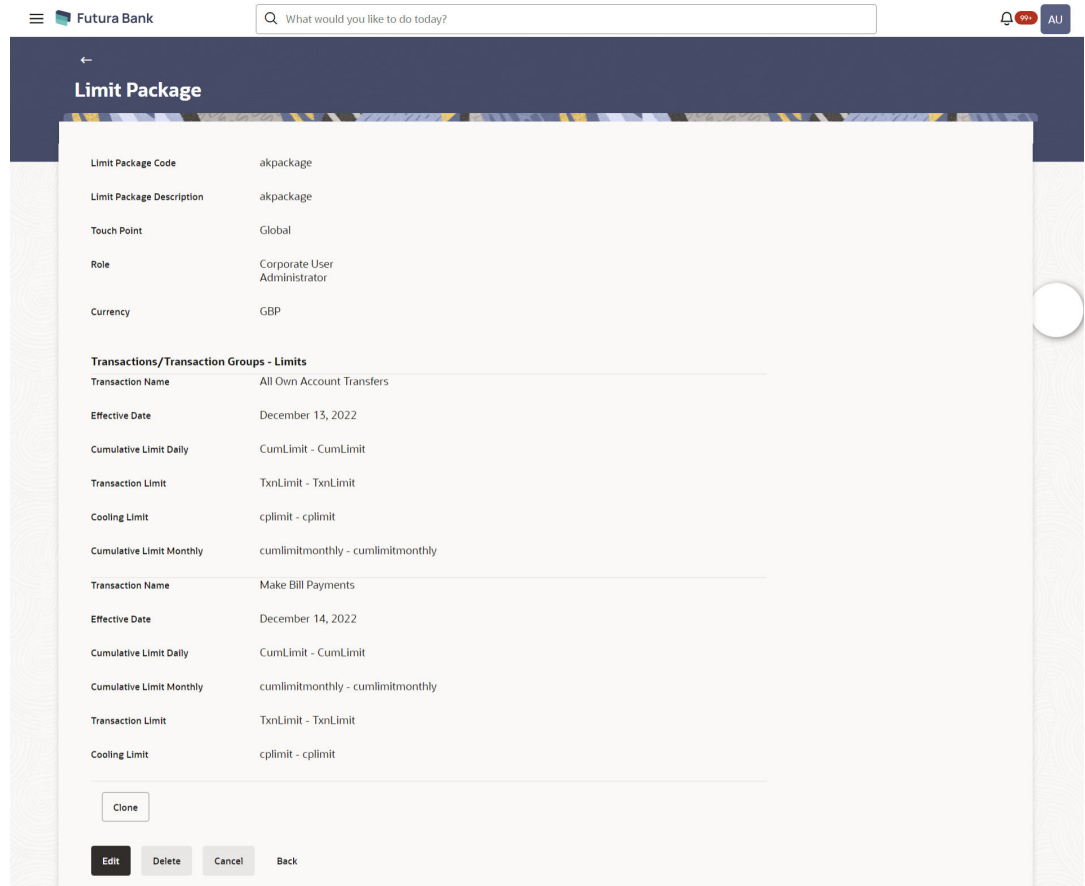
Click **Cancel** to cancel the search process.

**Figure 8-10 Limit Package Management - Search**



3. Click the **Limit Package Code** of the record for which you want to clone the details. The **Limits Management-View** screen appears.

**Figure 8-11** Limit Package Management – View



**4. Click Clone.**

The **Limits Package Management - Create** screen appears with existing limit package details.

Figure 8-12 Limits Package Management - Create

The screenshot shows the 'Update Limit Package' interface. At the top, there's a search bar and user information (AU). The main form is titled 'Update Limit Package' and contains the following fields:

- Limit Package Code: LIM001
- Limit Package Description: Bulkfileupload
- Touch Point:  Touch Point Group,  Global
- Touch Point Group: ALL123
- Available To Role: Corporate User x, Administrator x, Retail & Business User x
- Currency: GBP

Below these are two sections for 'Transactions/Transaction Groups - Limits':

- Transaction 1:**
  - Transaction Name: All Own Account Transfers
  - Effective Date: April 23, 2024
  - Cumulative Limit Daily: CumLimit - CumLimit
  - Transaction Limit: TxnLimit - TxnLimit
  - Cooling Limit: cplimit - cplimit
  - Cumulative Limit Monthly: cumlimitmonthly - cumlimitmonthly
- Transaction 2:**
  - Transaction Name: Make Bill Payments
  - Effective Date: April 23, 2024
  - Cumulative Limit Daily: CumLimit - CumLimit
  - Cumulative Limit Monthly: cumlimitmonthly - cumlimitmonthly
  - Transaction Limit: TxnLimit - TxnLimit
  - Cooling Limit: cplimit - cplimit

At the bottom, there are links for 'Add Transaction' and 'Add Transaction Group', and buttons for 'Save', 'Cancel', and 'Back'.

5. Update limit package with required changes.
6. Click **Save** to save the limit package.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
7. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Edit** to modify the details.  
The user will be navigated back to the create screen.

OR

Click **Cancel** to cancel the transaction.

8. The success message of transaction submission appears.

Click **OK** to complete the transaction.

## 8.5 Limit Package Management - Delete

Using this option, System Administrator can delete a limit package created for a specific channel/ touch point. Deletion of limit package is allowed only if not in use (not mapped at any level)

**To delete a limit package:**

1. Navigate to one of the above paths.

The **Limit Package Management** screen appears.

2. Click **Search**.

The **Limit Package Management** screen with search results appears based on the searched criteria.

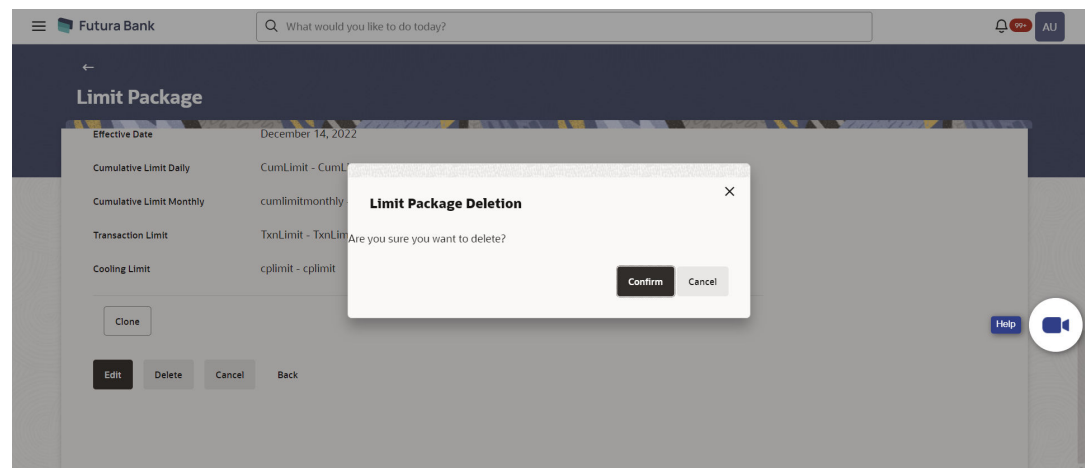
OR

Click **Clear** to reset the search parameters.

OR

Click **Cancel** to cancel the search process.

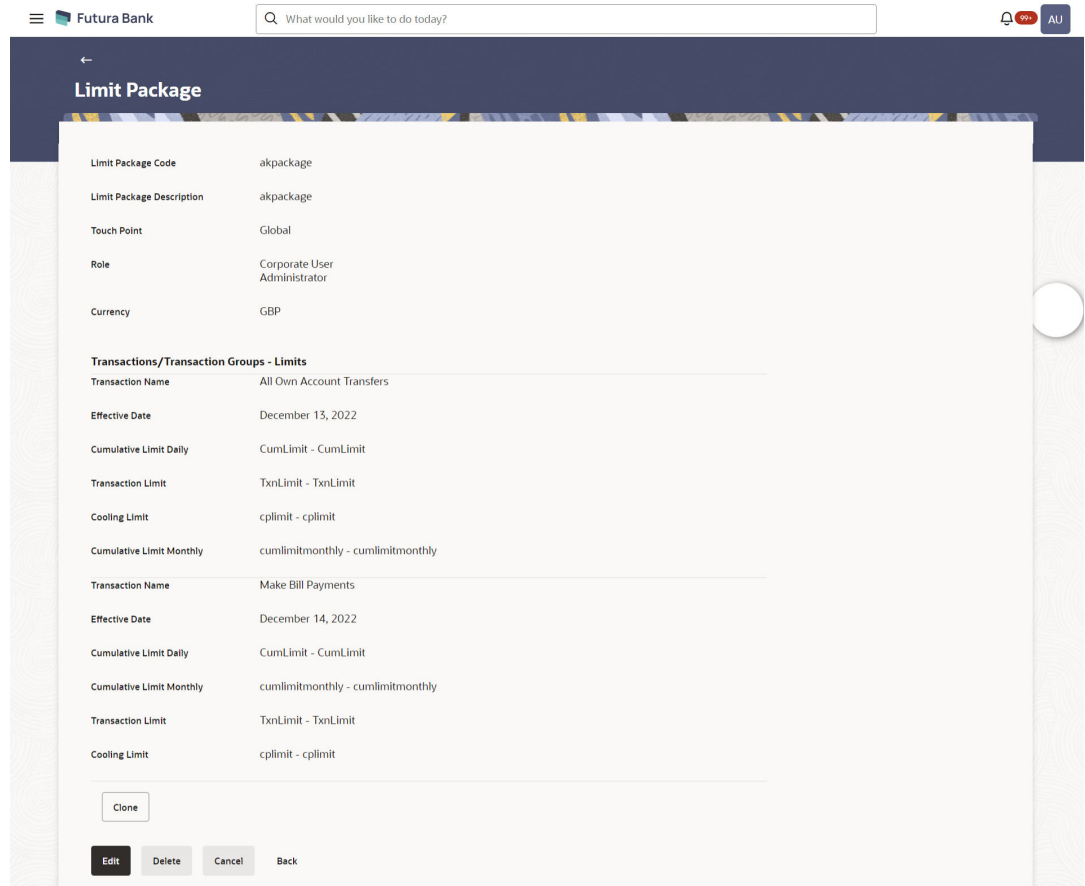
**Figure 8-13 Limit Package Management - Search**



3. Click the **Limit Package Code** of the record for which you want to view the details.

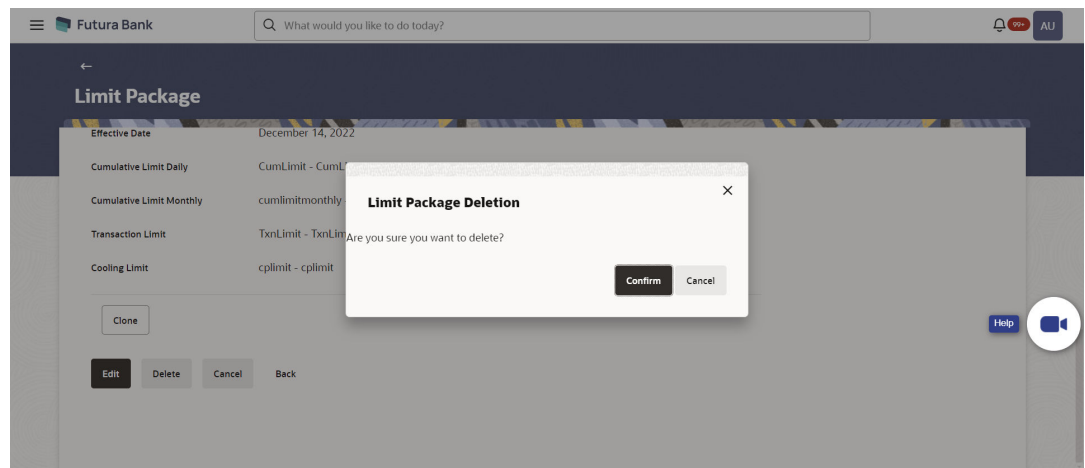
The **Limits Management-View** screen appears.

Figure 8-14 Limit Package Management – View



4. Click **Delete**.  
The **Delete Warning** message appears.

Figure 8-15 Delete Limit Package



5. Click **Confirm** to confirm the deletion.  
OR  
Click **Cancel** to cancel the deletion process.



6. The success message of limit package deletion appears.  
Click **OK** to complete the transaction.

## 8.6 FAQ

1. **Can I delete transaction and/ or cumulative limits against a transaction in limit package?**  
No, existing limits against a transaction cannot be deleted; it can only be edited if effective date is starting from a future date.
2. **I am unable to delete a limit through limit maintenance?**  
There is a possibility that the limit that you are trying to delete is associated in the limit package against a transaction(s).
3. **I am unable to delete limits package through limit maintenance?**  
There is a possibility that the limit package that you are trying to delete is associated at any of the entities i.e. User / Party / Segment/ Enterprise Role level.
4. **As part of edit, what can I update in the limits package maintenance?**  
You can edit the transaction and/ or cumulative limits against the transaction.  
  
You can delete the transaction(s) from the limits package and/or you can also add new transaction(s) as part of the limits package.
5. **What is the significance of 'Available to Roles' in Limits package?**  
The roles defined in Limits package will make the package available to the users of that role only.
6. **Have created/ edited/ deleted Limits and/ or Limits package but it is not reflecting in the system even after a successful maintenance save message?**  
There is a possibility that the maintenance is saved but the status is 'Pending Approval'.  
  
For the maintenance, if there is an approval required then the changes will reflect only once the approver(s) approve the submitted request.  
  
If the setup does not require an approval workflow or is self / auto approved, then the same will reflect immediately.
7. **How can I define the touch point groups?**  
A separate menu option 'Touch Point Group Maintenance' is available using which you can maintain internal and external touch point groups.
8. **How can I define the transaction groups?**  
A separate menu option 'Transaction Group Maintenance' is available using which you can maintain group of transactions.
9. **Can I manually define Global touch point group?**  
No, Touch Point – Global is nothing but a group of all internal and external touch points available in the application. This group cannot be maintained manually.
10. **Will the limits be applicable for newly added touch point or transactions in a respective groups?**  
Yes, limits will also be applicable for transaction or touch points added at a later stage in respective groups which are mapped as a part of limit package.
11. **How the limit will be utilized, if you add a new transaction to the group for which customers have already initiated transactions during the day but before group formation?**  
Limits assigned at individual transaction level will be utilized for the transaction Initiated before the transaction group formation. These limits will not be considered for group limit utilization.

**12. Can I delete a transaction group which is a part of any limit package?**

No, a transaction group cannot be deleted if a group is already associated with the limit package.

**13. How the limits will be applied if the limit definitions are mapped for a specific transaction and to a group in which the same transaction is available?**

Limits mapped for a transaction and group will be checked. Only if the sufficient limits are available at both the level, then user will be allowed to perform the transaction.

**Example:**

User level daily transaction limit of Domestic Transfer internet banking channel = 100000

User level daily transaction limit of Domestic Transfer for mobile banking channel = 50000

User level daily consolidated touch points transaction limit for Domestic Transfer = 120000

Days	User action	Internet – Touch Point Limit	Mobile – Touch Point limit	Touch Point Group – User level limits
	For internet as a touch point, Domestic Transfer transaction limit assigned by the Bank is 100000.	100000		120000
	For Mobile as a touch point, Domestic Transfer transaction limit assigned by the Bank is 50000		50000	
	This means, user can perform maximum transaction worth 100000 from internet and maximum of 50000 from mobile daily. And touch point group limit maintained is 120000 for a day User level will override the limits defined at user segment/type level			

---

Days	User action	Internet – Touch Point Limit	Mobile – Touch Point limit	Touch Point Group – User level limits
	<p>a. User preforms Domestic Transfer transaction worth 20000 from mobile touch point.</p> <p>b. Now, user will be allowed Domestic transfer transaction of 100000 from internet and 30000 from mobile for that day.</p> <p>c. As per touch point group limits, user will be allowed to perform domestic transfer transaction of 100000 from either internet banking OR mobile banking.</p>	100000	30000	100000

---

---

Days	User action	Internet – Touch Point Limit	Mobile – Touch Point limit	Touch Point Group – User level limits
	<p>a. User preforms Domestic transfer transaction of 50000 from internet \ on the same day.</p> <p>b. Now, user will be allowed maximum of 50000 Domestic transfer transaction from internet banking and 30000 from mobile banking for that day.</p> <p>c. Whereas, as per consolidated touch point limit, user will be allowed to perform Domestic Transfer transaction worth 50000 from either internet or from mobile.</p>	50000	30000	50000

---

Days	User action	Internet – Touch Point Limit	Mobile – Touch Point limit	Touch Point Group – User level limits
	<p>a. Now user preforms Domestic transfer transaction of 20000 from mobile.</p> <p>b. Then user will be allowed to perform the transaction of 50000 from internet and 10000 from mobile for that day.</p> <p>c. As per consolidated touch point limit, user will be allowed Domestic Transfer transaction of 30000 from either internet or mobile.</p> <p>d. Now, user will be allowed transaction of 30000 only from internet as consolidated channel limit is reduced to 30000.</p>	50000	10000	30000

---

Days	User action	Internet – Touch Point Limit	Mobile – Touch Point limit	Touch Point Group – User level limits
	<p>a. After above transaction, if user utilizes 30000 from internet then internet limit will be 20000</p> <p>b. Now, if user performs Domestic transfer transaction of any amount from mobile or internet then user will be displayed an error message. As touch point group limits are exhausted.</p>	20000	10000	0.00

---

# 9

## User Limits

Using this option the System/Bank Administrator can view the current available and utilized limits of specific retail user and also can modify (increase or decrease) the limits as per the requirement.

The user limits can be set for specific transaction level or at transaction group level or for a specific channel or for a group of channels.

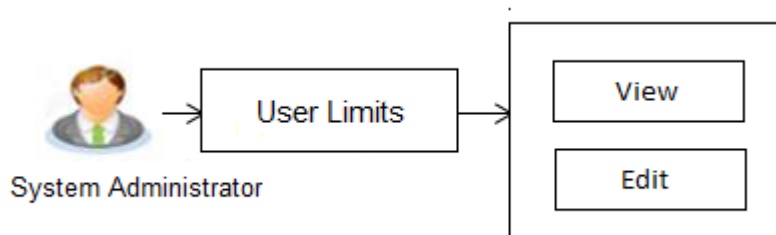
### The different types of limits are as follows:

- Daily Count- Permitted number of transactions in a day
- Daily Amount- Cumulative amount of transactions in a day
- Monthly Count- Permitted number of transactions in a month
- Monthly Amount- Permitted number of transactions in a month

### Pre-Requisites

- Transaction access is provided to System Administrator.
- Limit package are assigned.
- Approval rule set up for System/Bank Administrator to perform the actions.

**Figure 9-1 Workflow**



### Features Supported In Application

Following functions can be performed by the System administrator as part of the maintenance:

- [Search/ View User Limits](#)
- [Edit User Limits](#)

### Navigation Path:

From **Bank Administrator Dashboard**, under **Limits**, click **User Limits**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Limits**, Under **Limits** , click **User Limits**.

- [User Limits - View](#)
- [User Limits - Edit](#)
- [FAQ](#)

## 9.1 User Limits - View

Using this option, System Administrator can search and view the current available and utilized limits of specific retail user.

**To search and view user limits:**

1. Navigate to one of the above paths.

The **User Limits** screen appears.

2. Click **Search**.

The search results appear on the **User Limits** screen based on the search parameters.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** if you want to reset the search parameters.

**Figure 9-2 User Limits - Search**

The screenshot shows the 'User Limits' search interface within the Futura Bank application. At the top, there is a search bar with the placeholder text 'What would you like to do today?' and a notification bell icon with '99' and a user profile icon labeled 'AU'. Below the search bar, the 'User Limits' title is displayed. The main form contains several input fields: 'Username', 'First Name', 'Last Name', 'Email', and 'Mobile Number', each with a corresponding text input box. The 'Channel Access' field is a dropdown menu currently showing 'Please Select'. Below these fields is a 'Party ID' field with a 'Search Party' button. At the bottom of the form, there is a 'Less Search Options ^' link and a prominent 'Search' button.



Figure 9-3 User Limits - Search Result

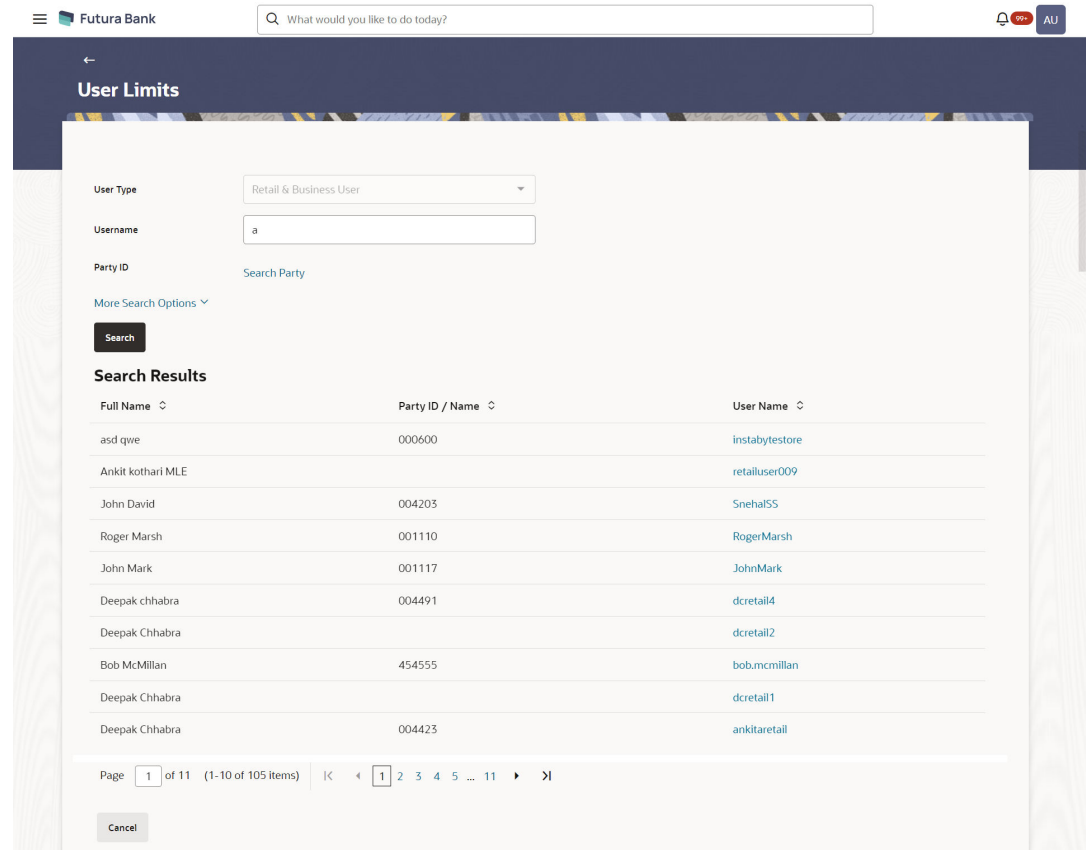


Table 9-1 Field Description

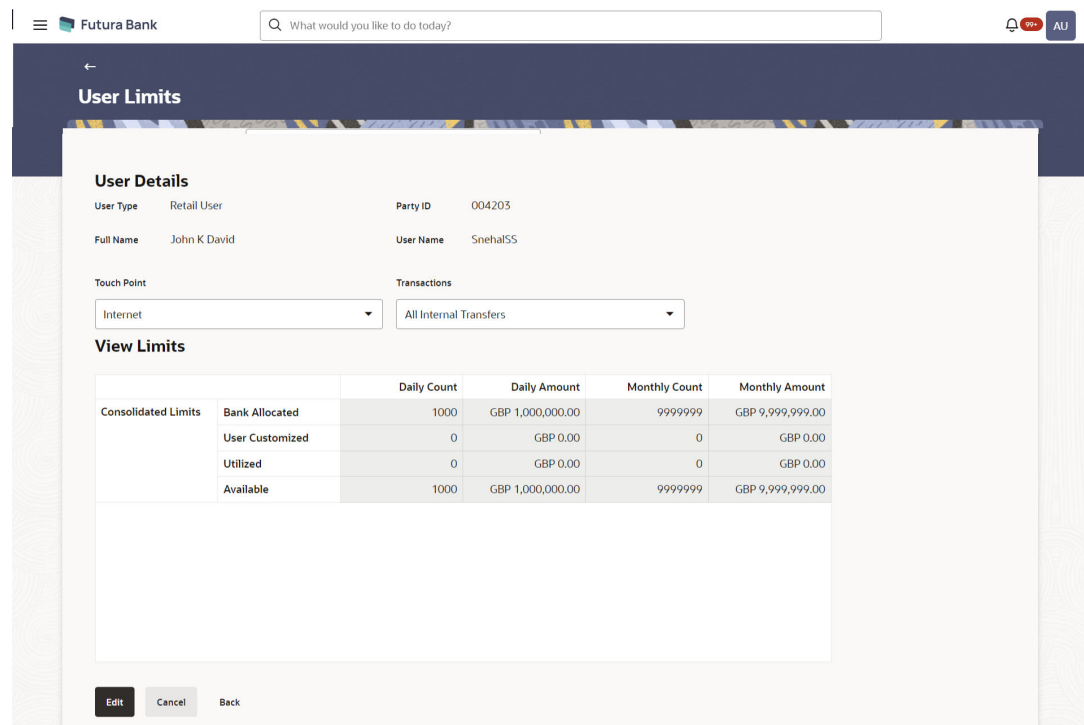
Field Name	Description
<b>User Type</b>	Type of user to be searched. This will be defaulted to 'Retail User'.
<b>User Name</b>	To search the retail user with the user name. Partial search is allowed.
<b>More Search Options</b>	Below fields appears if you click the <b>More Search Options</b> link.
<b>First Name</b>	Allows to search based on first name or given name of the retail user.
<b>Last Name</b>	Allows to search based on last name/ surname of the retail user.
<b>Email</b>	Allows to search based on email id of the retail user.
<b>Mobile Number</b>	Allows to search based on mobile number of the retail user.
<b>Party ID</b>	Allows to search based on Party id of the retail user.
<b>Search Party Name</b>	Allows search based on Party name of the retail user.
<b>Enter Party Name</b>	Party name of the retail user based on which search is to be done.

**Table 9-1 (Cont.) Field Description**

Field Name	Description
<b>Search Result</b>	
<b>Full Name</b>	First name and last name of the retail user.
<b>Party ID</b>	Displays the party id of the retail user.
<b>User Name</b>	Displays the retail user's user name.

3. Click the **User Name** of the record for which you want to view the user limits details. The **User Limits - View** screen appears.

**Figure 9-4 User Limits - View**



**Table 9-2 Field Description**

Field Name	Description
<b>Group Code</b>	Search the transaction groups with group code.
<b>User Details</b>	
<b>User Type</b>	Type of user whose limits are displayed.
<b>Party ID</b>	Displays the party id of the retail user.
<b>Full Name</b>	First name and last name of the retail user.
<b>User Name</b>	Displays the retail user's user name.
<b>Touch Point</b>	Name of the touch point of which the limits to be inquired. This will be defaulted to 'Internet' whereas User can change the touch point to view specific limits.

Table 9-2 (Cont.) Field Description

Field Name	Description
<b>Transactions</b>	<p>Name of the transaction of which the limits to be inquired.</p> <p>This defaulted to the 1st transaction available in the drop-down whereas user can change the transaction to view the transaction specific limits.</p>
<b>View Limits</b>	
<b>Transaction Name</b>	<p>Displays the category wise limits allocation for the transaction which is mapped to the retail user.</p> <p>This section will be displayed if a limits package with selected touch point and transaction is mapped to the user.</p> <p>The categories are:</p> <ul style="list-style-type: none"> <li>• Bank Allocated</li> <li>• User Customized</li> <li>• Utilized</li> <li>• Available</li> </ul>
<b>Transaction Group</b>	<p>Displays the category wise limits allocation for the transaction group which is mapped to the retail user.</p> <p>This section will be displayed if a limit package with selected touch point and a transaction group (which has selected transaction) is mapped to the user.</p> <p>The categories are:</p> <ul style="list-style-type: none"> <li>• Bank Allocated</li> <li>• User Customized</li> <li>• Utilized</li> <li>• Available</li> </ul>
<b>Channel Group</b>	<p>Displays the category wise limits allocation for the Transaction - channel group which is mapped to the retail user as per Touch Point / Transaction selected.</p> <p>This section will be displayed if a limit package with touch point group (which has selected touch point) and a transaction is mapped to the user.</p> <p>The categories are:</p> <ul style="list-style-type: none"> <li>• Bank Allocated</li> <li>• User Customized</li> <li>• Utilized</li> <li>• Available</li> </ul>
<b>Channel and Transaction Group</b>	<p>Displays the category wise limits allocation for the channel group and transaction group which is mapped to the retail user.</p> <p>This section will be displayed if a limit package with touch point group (which has selected touch point) and a transaction group (which has selected transaction) is mapped to the user.</p> <p>The categories are:</p> <ul style="list-style-type: none"> <li>• Bank Allocated</li> <li>• User Customized</li> <li>• Utilized</li> <li>• Available</li> </ul>

Table 9-2 (Cont.) Field Description

Field Name	Description
<b>Consolidated Limits</b>	<p>Displays the consolidated category wise limits (Limits assigned at global level for specific transaction) allocation which is mapped to the retail user as per Touch Point / Transaction selected.</p> <p>This section will be displayed if a limit package with Global touch points and a transaction is mapped to the user.</p> <p>The categories are:</p> <ul style="list-style-type: none"> <li>• Bank Allocated</li> <li>• User Customized</li> <li>• Utilized</li> <li>• Available</li> </ul>
<b>Consolidated and Transaction Group</b>	<p>Displays the category wise limits (Limits assigned at global level for group of transactions) allocation for the consolidated and transaction group which is mapped to the retail user.</p> <p>This section will be displayed if a limit package with Global touch points and a transaction group (which has selected transaction) is mapped to the user.</p> <p>The categories are:</p> <ul style="list-style-type: none"> <li>• Bank Allocated</li> <li>• User Customized</li> <li>• Utilized</li> <li>• Available</li> </ul>

4. From the **Touch Point** list, select the appropriate option whose user limits to be viewed.
5. From the **Transactions** list, select the appropriate option whose user limits to be viewed.
6. The **Edit** to edit the user limits.

Click **Cancel** to cancel the transaction.

OR

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

## 9.2 User Limits - Edit

Using this option, System Administrator can update or edit (increase or decrease) the limits as per the requirement for a specific retail user.

### To edit user limits:

1. Navigate to one of the above paths.

The **User Limits** screen appears.

2. Click **Search**.

The **User Limits** screen with search results appears based on the searched criteria.

OR

Click **Clear** to reset the search parameters.

OR

Click **Cancel** to cancel the search process.

**Figure 9-5 User Limits - Search Result**

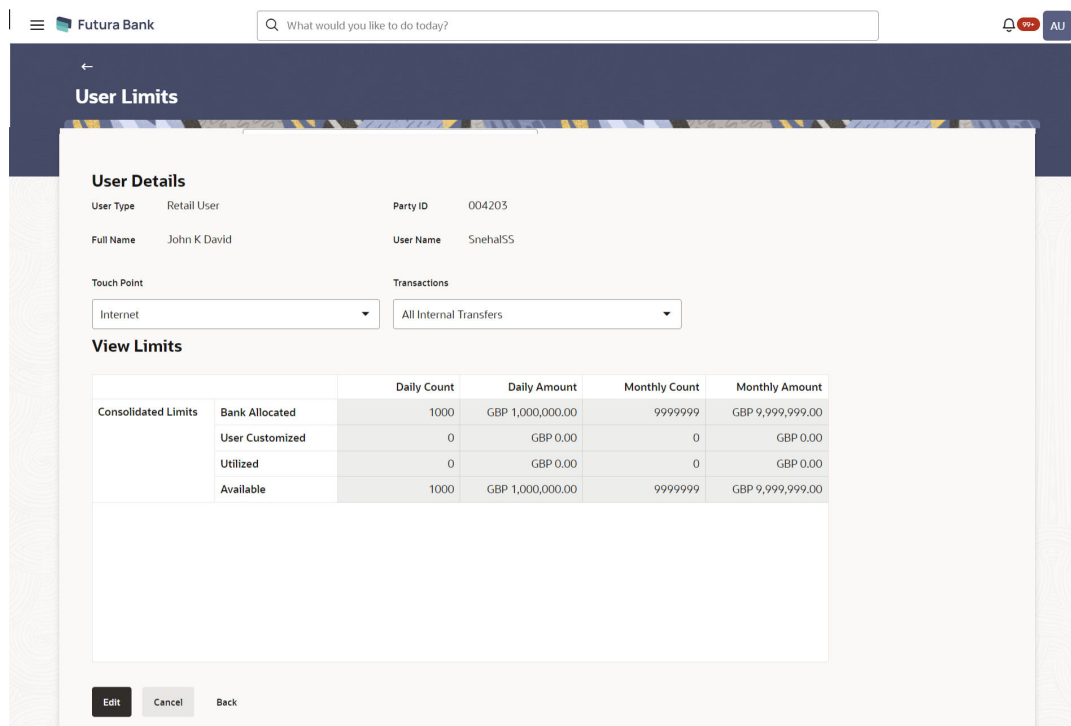
The screenshot shows the 'User Limits' search interface. The search form includes a dropdown for 'User Type' (Retail & Business User), a text input for 'Username' (a), and a 'Party ID' field with a 'Search Party' button. A 'Search' button is also present. The search results are displayed in a table with the following data:

Full Name	Party ID / Name	User Name
asd qwe	000600	instabytestore
Ankit kothari MLE		retailuser009
John David	004203	SnehalSS
Roger Marsh	001110	RogerMarsh
John Mark	001117	JohnMark
Deepak chhabra	004491	dcetail4
Deepak Chhabra		dcetail2
Bob McMillan	454555	bob.mcmillan
Deepak Chhabra		dcetail1
Deepak Chhabra	004423	ankitaretail

At the bottom of the page, there is a pagination control showing 'Page 1 of 11 (1-10 of 105 items)' and a 'Cancel' button.

3. Click the **User Name** of the record which you want to modify the details.  
The **User Limits - View** screen appears.

Figure 9-6 User Limits - View



4. Click **Edit**.

The **User Limits - Edit** screen appears.

Figure 9-7 User Limits - Edit

**User Details**

User Type: Retail User      Party ID: 004203  
 Full Name: John K David      User Name: SnehalSS

Touch Point: Internet      Transactions: All Internal Transfers

**View Limits**

		Daily Count	Daily Amount	Monthly Count	Monthly Amount
Consolidated Limits	Bank Allocated	1000	GBP 1,000,000.00	9999999	GBP 9,999,999.00
	User Customized	0	GBP 0.00	0	GBP 0.00
	Utilized	0	GBP 0.00	0	GBP 0.00
	Available	1000	GBP 1,000,000.00	9999999	GBP 9,999,999.00
	Revised Limit	1900	120000000	80000	2300000

Effective Date: April 22, 2024  
 End Date: April 30, 2030

Buttons: Save, Cancel, Back

Table 9-3 Field Description

Field Name	Description
<b>User Name</b>	Name of the user (login ID) which is to be created.
<b>User Details</b>	
<b>User Type</b>	Type of user whose limits are displayed.
<b>Party ID</b>	Displays the party id of the retail user.
<b>Full Name</b>	First name and last name of the retail user.
<b>User Name</b>	Displays the retail user's user name.
<b>Touch Point</b>	Name of the touch point of which the limits to be inquired.
<b>Transactions</b>	Name of the transaction of which the limits to be inquired.
<b>View Limits</b>	

Table 9-3 (Cont.) Field Description

Field Name	Description
<b>Transaction Name</b>	<p>Displays the category wise limits allocation for the transaction which is mapped to the retail user as per Touch Point / Transaction selected. This section will be displayed if a limits package with selected touch point and transaction is mapped to the user.</p> <p>The categories are:</p> <ul style="list-style-type: none"><li>• Bank Allocated</li><li>• User Customized</li><li>• Utilized</li><li>• Available</li><li>• Revised Limits: Specify the new user limit for the transaction. This field is editable.</li></ul>
<b>Transaction Group</b>	<p>Displays the category wise limits allocation for the transaction group which is mapped to the retail user as per Touch Point / Transaction selected. This section will be displayed if a limit package with selected touch point and a transaction group (which has selected transaction) is mapped to the user.</p> <p>The categories are:</p> <ul style="list-style-type: none"><li>• Bank Allocated</li><li>• User Customized</li><li>• Utilized</li><li>• Available</li><li>• Revised Limits: Specify the new user limit for the transaction. This field is editable.</li></ul>
<b>Channel Group</b>	<p>Displays the category wise limits allocation for the channel group which is mapped to the retail user as per Touch Point / Transaction selected. This section will be displayed if a limit package with touch point group (which has selected touch point) and a transaction is mapped to the user.</p> <p>The categories are:</p> <ul style="list-style-type: none"><li>• Bank Allocated</li><li>• User Customized</li><li>• Utilized</li><li>• Available</li></ul> <p>Revised Limits: Specify the new user limit for the transaction. This field is editable.</p>



Table 9-3 (Cont.) Field Description

Field Name	Description
<b>Channel and Transaction Group</b>	<p>Displays the category wise limits allocation for the channel and transaction group which is mapped to the retail user as per Touch Point / Transaction selected.</p> <p>This section will be displayed if a limit package with touch point group (which has selected touch point) and a transaction group (which has selected transaction) is mapped to the user.</p> <p>The categories are:</p> <ul style="list-style-type: none"> <li>• Bank Allocated</li> <li>• User Customized</li> <li>• Utilized</li> <li>• Available</li> <li>• Revised Limits: Specify the new user limit for the transaction. This field is editable.</li> </ul>
<b>Consolidated Limits</b>	<p>Displays the consolidated category wise limits allocation which is mapped to the retail user as per Touch Point / Transaction selected.</p> <p>This section will be displayed if a limit package with Global touch points and a transaction is mapped to the user.</p> <p>The categories are:</p> <ul style="list-style-type: none"> <li>• Bank Allocated</li> <li>• User Customized</li> <li>• Utilized</li> <li>• Available</li> <li>• Revised Limits: Specify the new user limit for the transaction. This field is editable.</li> </ul>
<b>Consolidated and Transaction Group</b>	<p>Displays the category wise limits allocation for the consolidated and transaction group which is mapped to the retail user as per Touch Point / Transaction selected.</p> <p>This section will be displayed if a limit package with Global touch points and a transaction group (which has selected transaction) is mapped to the user.</p> <p>The categories are:</p> <ul style="list-style-type: none"> <li>• Bank Allocated</li> <li>• User Customized</li> <li>• Utilized</li> <li>• Available</li> <li>• Revised Limits: Specify the new user limit for the transaction. This field is editable.</li> </ul>
<b>Daily Count</b>	<p>Displays the maximum permitted number of transactions in a day to a retail customer. User can specify the revised daily transaction count limit</p>
<b>Daily Amount</b>	<p>Displays the cumulative amount of transactions in a day for a retail customer. User can specify the revised daily transaction cumulative amount limit.</p>

Table 9-3 (Cont.) Field Description

Field Name	Description
<b>Monthly Count</b>	Displays the maximum permitted number of transactions in a month to a retail customer. User can specify the revised monthly transaction count limit
<b>Monthly Amount</b>	Displays the cumulative amount of transactions in a month for a retail customer. User can specify the revised monthly transaction cumulative amount limit
<b>Effective Date</b>	The date from which the limit is effective for the transaction. This field is editable.
<b>End Date</b>	End date for the set limits availability on transactions. This field is editable.

5. Click **Edit** to edit the user limits.
6. From the **Touch Point** list, select the appropriate option whose user limits to be modified.
7. From the **Transactions** list, select the appropriate option whose user limits to be modified.
8. Enter the new values for the limits.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
9. Edit the required details.
10. Click **Save** to save the changes made to the user limits.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
11. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
12. The success message of limits updation appears.  
Click **OK** to complete the transaction.

## 9.3 FAQ

- 1. Can I delete transaction and/ or cumulative group of transactions for which the limits are assigned using this function?**  
No, the transactions and/or group of transactions available in the limit package cannot be deleted or new transaction/transaction group can be added using this maintenance.
- 2. Will the changes made in the user's limits will be applicable to all other users whom the same package is mapped?**  
No, the changes made in the limits will be applicable only the user of whom the details are being changed. Other users will continue to enjoy the same limits.
- 3. Will the changes made in the user's limits will be effective immediately?**  
The limits will be effective from the date mentioned as 'Effective Date' while updating the limits. If the effective date is current date and day 0 flag is set as 'Next Day' for change in limits applicability. Then the changed limits will be applicable from the next day.
- 4. How can I reassure of changing the specific limits, as the screen has lot of information?**  
As a part if user limits change review screen, only the transactions of which the limits are changed are shown on the screen with highlighted values. You can recheck the information and confirm the changes.
- 5. Can I make the changes in the limits assigned to corporate users?**  
No, changes cannot be done for the limits assigned to corporate users using this maintenance.

# 10

## Transaction Group Maintenance

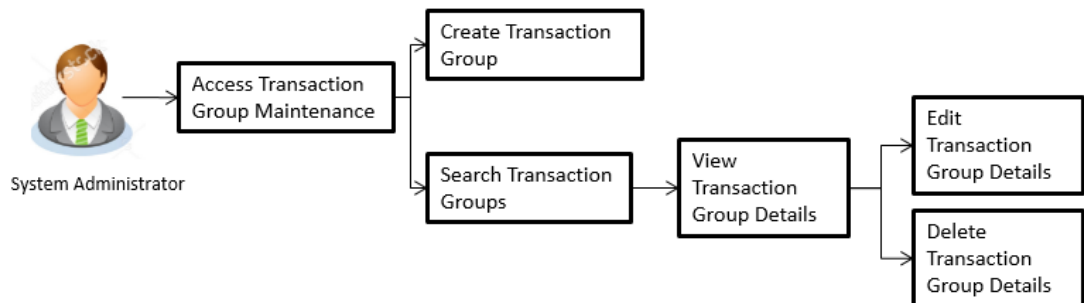
Transaction group maintenance enables the System Administrator to create and maintain group of transactions. Administrator can maintain a transaction group for the purpose of defining consolidated transaction limits. Once limits are assigned at transaction group, these limits acts as collective limit for selected transactions in a group.

For e.g., If the cumulative limit daily (for payment transaction group) is set to GBP 2000, then in a day, customer will be allowed to perform transactions up to GBP 2000 only, spanning across all selected transactions in a group.

### Pre-Requisites

- Transaction access is provided to system administrator.
- Approval rule set up for system administrator to perform the actions.
- Transactions are available for grouping.

**Figure 10-1 Workflow**



### Features Supported In Application

The administrator can perform the following actions:

- [Create Transaction Group](#)
- [Search/ View Transaction Group](#)
- [Edit Transaction Group](#)
- [Delete Transaction Group](#)

### Navigation Path:

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Limits**, Under **Limits** , click **Transaction Group Maintenance**.

- [Transaction Group Maintenance - View](#)
- [Transaction Group Maintenance - Create](#)

- [Transaction Group Maintenance - Edit](#)
- [Transaction Group Maintenance - Delete](#)
- [FAQ](#)

## 10.1 Transaction Group Maintenance - View

Using this option, System Administrator can search and view details of particular transaction group based on different search parameters like group code or group description. The search results displays a summary of matching transaction groups. Further, System Administrator can view the details of transaction groups created for the purpose of maintaining limits.

### To search and view transaction group:

1. Navigate to the above path.

The **Transaction Group Maintenance** screen appears.

2. Enter the search parameters and click **Search**.

The **Transaction Group Maintenance** screen with search results appears based on the search criteria.

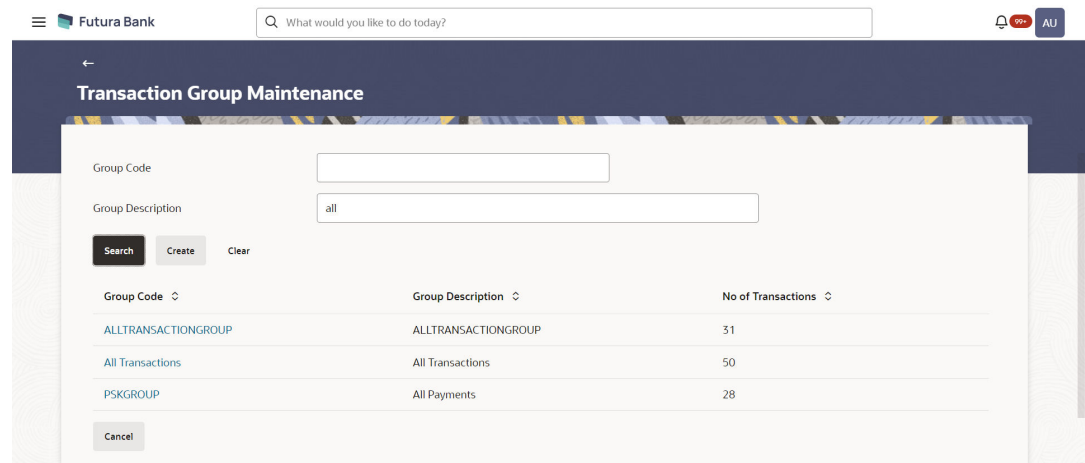
OR

Click **Cancel** to cancel the search process.

OR

Click **Clear** to reset the search parameters.

**Figure 10-2 Transaction Group Maintenance - Search**



**Table 10-1 Field Description**

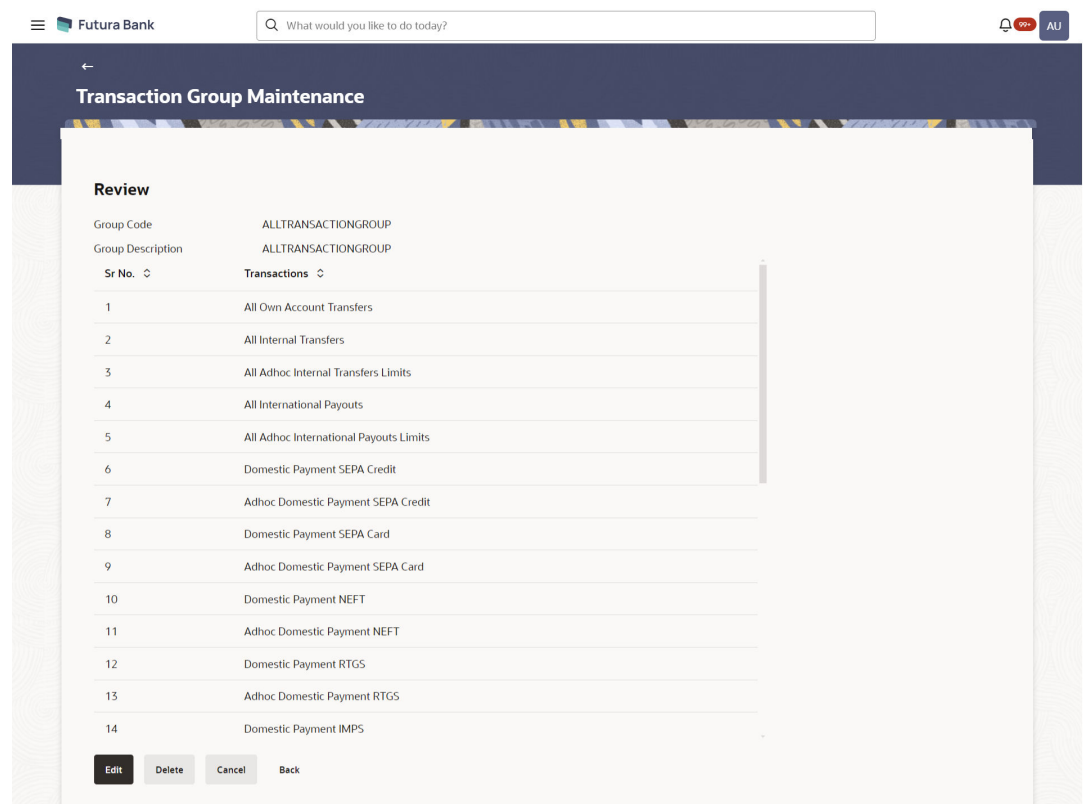
Field Name	Description
<b>Group Code</b>	Search the transaction groups with group code.
<b>Group Description</b>	Search the transaction groups with group description.

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

Field Name	Description
<b>Search Results</b>	
<b>Group Code</b>	Group code defined for a Transaction Groups.
<b>Group Description</b>	Group description defined for a Transaction Groups.
<b>No. of Transactions</b>	Number of transactions associated with the transaction groups.

- Click the **Group Code** link of the record to view the transaction group details.  
The **Transaction Group Maintenance - View** screen appears.

**Figure 10-3 Transaction Group Maintenance - View**



**Table 10-2 Field Description**

Field Name	Description
<b>Group Code</b>	Group code defined for a Transaction Groups.
<b>Group Description</b>	Group description defined for a Transaction Groups.
<b>Transactions</b>	Displays the transactions which are a part of transaction group.

- Click **Edit** to add or remove the transactions from the transaction group.  
Click **Delete** to delete the transaction group.

OR

Click **Cancel** to cancel the transaction.

OR

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

## 10.2 Transaction Group Maintenance - Create

Using this option, System Administrator can create a new transaction group and can add multiple transactions to a group. Administrator can create multiple transaction groups. Also can add same transactions as a part of multiple groups.

**To create a transaction group:**

1. Navigate to the above path.  
The **Transaction Group Maintenance** screen appears.
2. Click **Create**.  
The **Transaction Group Maintenance - Create** screen appears.

**Figure 10-4 Transaction Group Maintenance - Create**

The screenshot shows the 'Transaction Group Maintenance - Create' interface. At the top, there is a search bar with the text 'What would you like to do today?' and a user profile icon labeled 'AU'. The main form area contains the following fields:

- Group Code:** A text input field containing 'TC001'.
- Group Description:** A text input field containing 'Bulkfile'.
- Transactions:** A multi-select dropdown menu containing three items: 'All International Low Value Payouts', 'International Payment - File Level Approval', and 'Create Forex Deal'.

At the bottom of the form, there are three buttons: 'Save' (highlighted in black), 'Cancel', and 'Back'.

**Table 10-3 Field Description**

Field Name	Description
<b>Group Code</b>	Unique group code defined for a Transaction Groups.
<b>Group Description</b>	Group description defined for a Transaction Groups.
<b>Transactions</b>	The list of transactions which are a part of transaction group.

3. In the **Group Code** field, enter the code for the transaction group.
4. In the **Group Description** field, enter the description for the transaction group.
5. Click Select **Transactions**, a transaction drop-down appears with the list of transactions grouped according to the type. Multiple transactions can be selected.

 **Note:**

All the transactions for which limit flag is enabled will be displayed according to the type.

6. Add required transactions to group.
7. Click **Save** to save the transaction group details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
8. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
9. The success message of Transaction Group Maintenance saved successfully appears along with the transaction reference number.  
Click **OK** to complete the transaction.

## 10.3 Transaction Group Maintenance - Edit

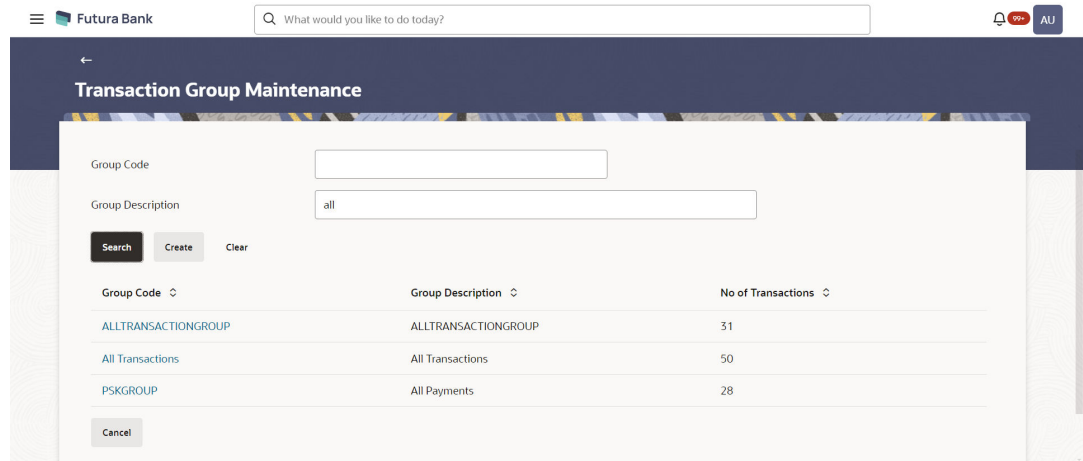
Using this option, System Administrator can update or edit a transaction group by adding / removing the transactions associated with the transaction group for purpose of limit maintenance.

**To edit a transaction group:**

1. Navigate to the above path.  
The **Transaction Group Maintenance - Edit** screen appears.
2. Click **Search**.  
The **Transaction Group Maintenance** screen with search results appears based on the searched criteria.  
OR  
Click **Cancel** to cancel the search process.  
OR  
Click **Clear** to reset the search parameters.

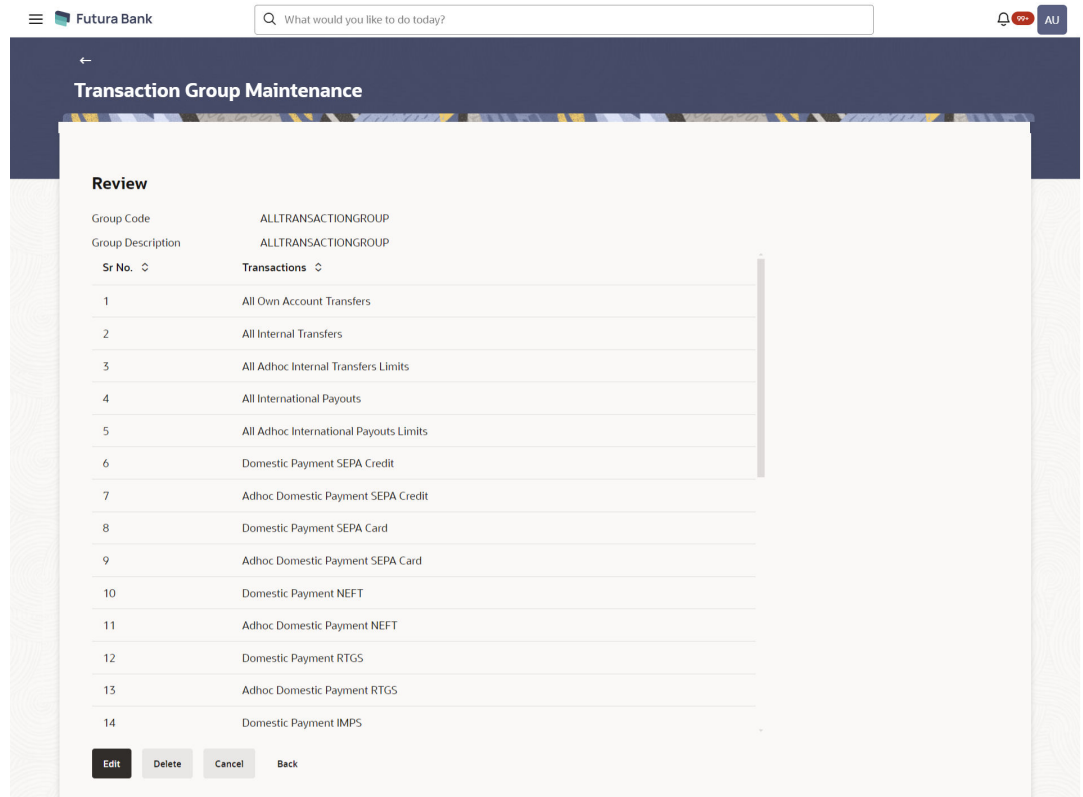


**Figure 10-5 Transaction Group Maintenance - Search**



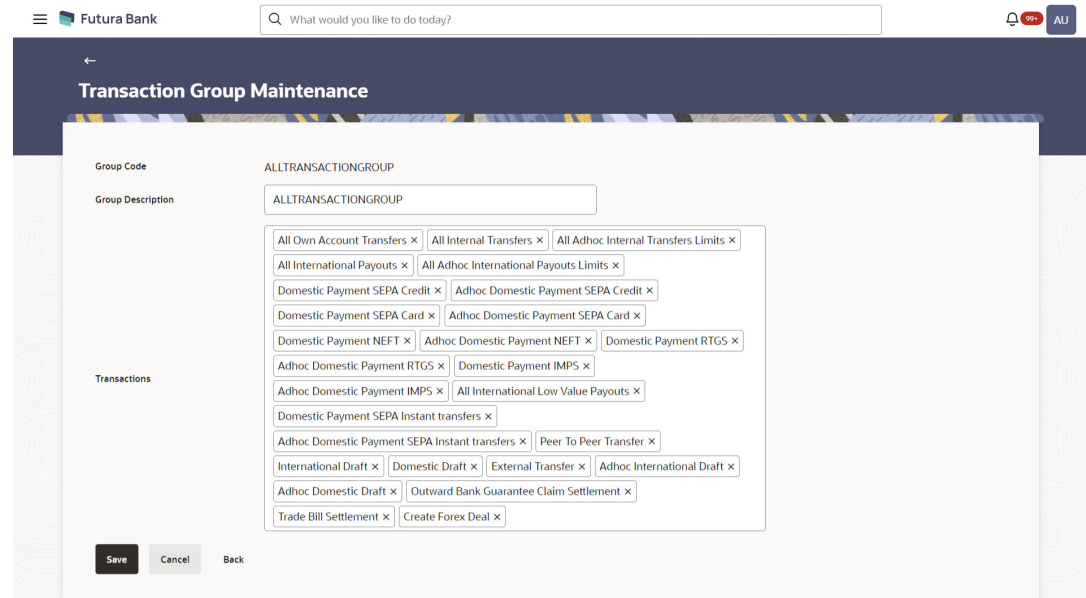
3. Click the **Group Code** link of the record to view the transaction group details. The **Transaction Group Maintenance - View** screen appears.

**Figure 10-6 Transaction Group Maintenance - View**



4. Click **Edit** to add or remove the transactions from the transaction group. The **Transaction Group Maintenance - Edit** screen appears.

**Figure 10-7 Transaction Group Maintenance - Edit**



5. Edit the required details, e.g. Group Description, Transactions.
6. Clicking transaction area, a transaction drop-down appears with the list of transactions grouped according to the type to add a new transaction.  
OR  
click **X** icon to delete an existing transaction from the group.
7. Click **Save** to save the transaction group details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
8. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
9. The success message Transaction Group Maintenance saved successfully appears along with the Transaction reference number.  
Click **OK** to complete the transaction.

## 10.4 Transaction Group Maintenance - Delete

Using this option, System Administrator can delete the transaction group.

 **Note:**

System Administrator cannot delete the transaction group, if the limits are associated with that group, and it is mapped to the user/ party which is in use.

**To delete a transaction group:**

1. Navigate to the above path.

The **Transaction Group Maintenance** screen appears.

2. Click **Search**.

The **Transaction Group Maintenance** screen with search results appears based on the searched criteria.

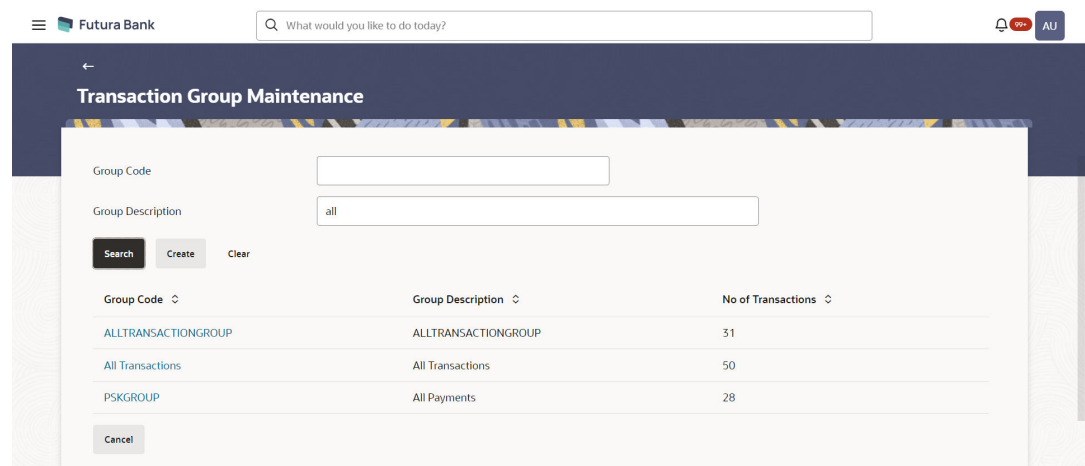
OR

Click **Cancel** to cancel the search process.

OR

Click **Clear** to reset the search parameters.

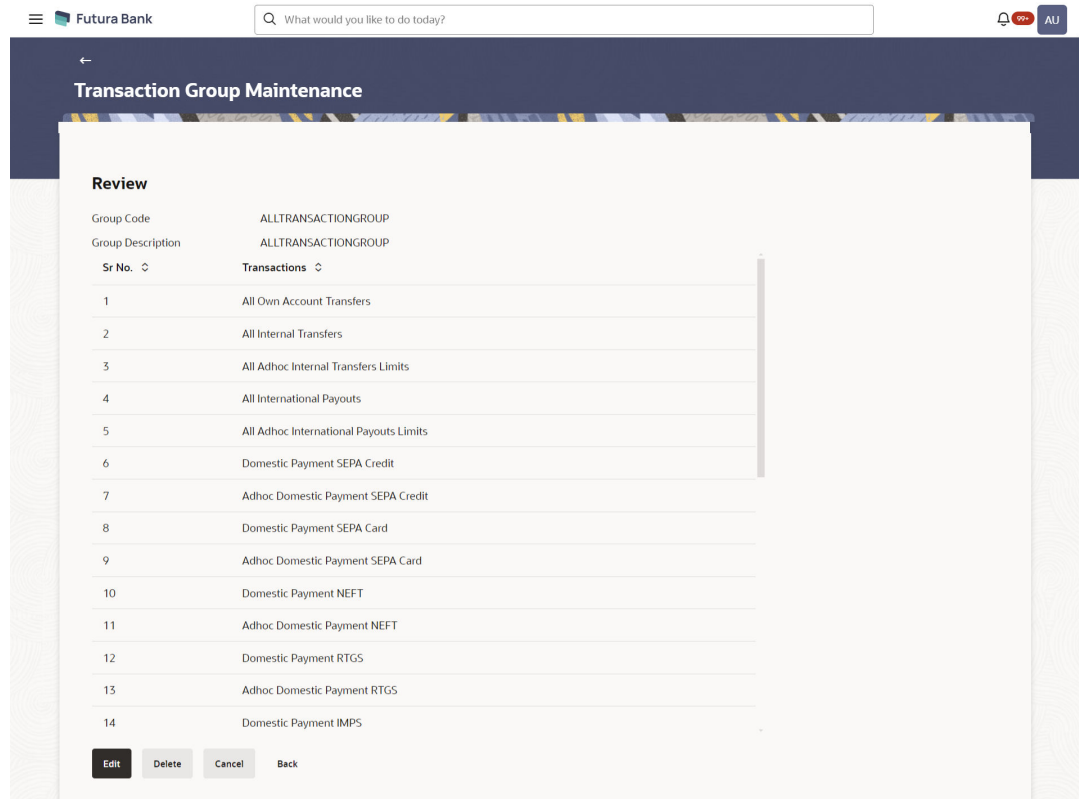
**Figure 10-8 Transaction Group Maintenance - Search**



3. Click the **Group Code** link of the record to view the transaction group details.

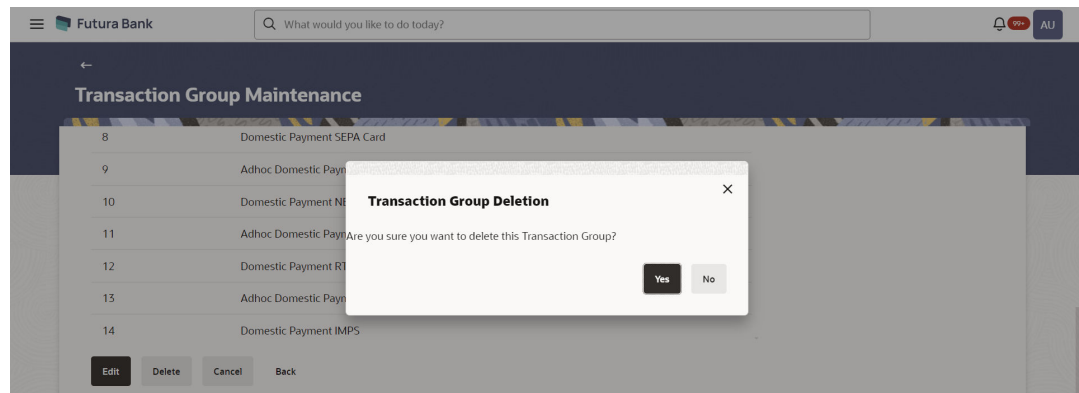
The **Transaction Group Maintenance -View** screen appears.

**Figure 10-9 Transaction Group Maintenance - View**



4. Click **Delete**.  
The **Delete Warning** message appears.

**Figure 10-10 Delete Transaction Group**



5. Click **Yes** to confirm the deletion.  
OR  
Click **No** to cancel the deletion process.
6. The success message of transaction group deletion appears.  
Click **OK** to complete the transaction.

## 10.5 FAQ

- 1. Can I club one transaction as a part of multiple groups?**  
Yes, one transaction can be clubbed as part multiple groups.
- 2. Where can I use these transaction groups?**  
You can define a transaction limits using 'Limit Package Management' for these transaction groups.
- 3. Can I edit a transaction group which is a part of any limit package?**  
Yes, you can edit the transaction group details if a group is already associated with the limit package.
- 4. How the limit will be utilized, if you add a new transaction to the group for which customers have already initiated transactions during the day but before group formation?**  
Limits assigned at individual transaction level will be utilized for the transaction Initiated before the transaction group formation. These limits will not be considered for group limit utilization.
- 5. Can I delete a transaction group which is a part of any limit package?**  
No, if a transaction group cannot be deleted if a group is already associated with the limit package.

# 11

## Party Account Access

The System/ Bank Administrator can provide access to accounts held by the party with the bank as available in the core banking application or the respective mid-office application. The system/bank administrator will be able to set up account and transaction access for the Business Parties.

Using this function system administrator can manage access for Current and Savings Accounts, Term Deposit, Loan accounts (Conventional and Islamic) Credit cards for a Business party.

Upon navigating to the specific category tab viz. Demand Deposits, Term Deposits, Loans etc., the administrator can select a global check box of 'Map all accounts' to enable all the existing accounts under the selected category for channel banking. If specific accounts are required to be given access then the user needs to select the respective check boxes preceding the account number.



### Note:

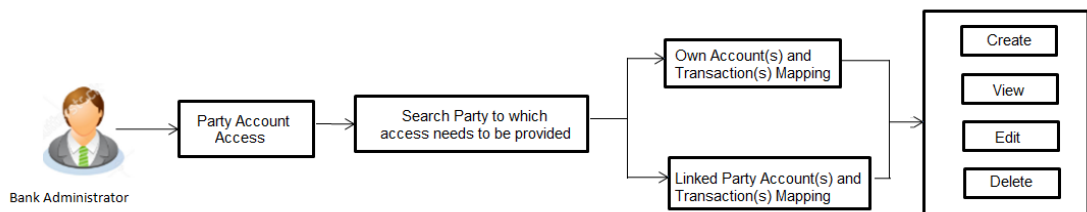
Access Management for Loan Accounts are for accounts fetched from Core Banking System i.e. FCUBS. It is not supported for accounts from Oracle Banking Corporate Loan (OBCL) system.

As part of this maintenance, own accounts and transaction mapping as well as accounts of the linked parties can be mapped to the parent party.

### Pre-Requisites

- Party preferences should be created for the party for which access is to be maintained
- Channel Access should be enabled for party for which account access is to be maintained
- Account access maintenance for linked party accounts can be done once there is a party to party linkage maintained.
- Transaction access is provided to Bank Administrator.
- Approval rule set up for Bank Administrator to perform the actions.

Figure 11-1 Workflow



### Features Supported In Application

The following options are available as part of this maintenance:

- [Party Account Access - Mapping](#)
- [Party Account Access – View](#)
- [Party Account Access - Edit](#)
- [Party Account Access - Delete](#)

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Access Management** , Under **Access Management** , then click **Party Account Access**.

- [Party Account Access - Mapping \(Create\)](#)
- [Party Account Access- View](#)
- [Party Account Access - Edit](#)
- [Party Account Access - Delete](#)

## 11.1 Party Account Access - Mapping (Create)

The Bank Administrator gets a request with the list of account(s) and transactions for which access needs to be provided to the party.

**To provide the party with account and transaction access:**

1. Navigate to one of the above paths.

The **Party Account Access** screen appears.

2. In the **Party ID** enter the party id of the user.

In the **Party Name** field, enter the party name of the user.

3. Click **Search**.

For a searched party, two sections **Own Account Mapping Summary** and **Linked Party Account Mapping Summary** appears.

Linked party account mapping will only be available if the selected party has Party to Party Linkage maintained.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to clear the search parameters.

Figure 11-2 Party Account Access - Search

The screenshot displays the 'Party Account Access' search interface in the Futura Bank system. At the top, there is a navigation bar with the Futura Bank logo, a search bar containing the text 'What would you like to do today 😊?', and a user profile icon labeled 'AU'. Below the navigation bar, the main heading is 'Party Account Access'. The search section includes two input fields: 'Party ID' (empty) and 'Party Name' (containing 'san'). There are 'Search' and 'Clear' buttons. Below the search filters is a table with two columns: 'Party ID' and 'Party Name'. The table contains seven rows of data. At the bottom of the table is a 'Cancel' button.

Party ID	Party Name
000290	Roger San Louis
001089	Alex Santner
001050	Alex Santner
001675	chetan k sandera
001317	Santner
003766	MsanBohr
002978	Sanil Marshal



Figure 11-3 Party Account Access - Search Result

Table 11-1 Field Description

Field Name	Description
<b>Modules</b>	Banking Module names.
<b>Total Accounts</b>	Total number of accounts available under the party.
<b>Mapped Accounts</b>	Number of accounts mapped to the particular account type.
<b>Modified Accounts</b>	Number of accounts modified for the particular account type.
<b>Auto Mapped Accounts</b>	Mapping status of the accounts. The options can be: <ul style="list-style-type: none"> <li><b>Auto:</b> gives default access to all newly added accounts and transactions of the party as soon as the account is opened in future.</li> <li><b>Manual:</b> gives specific access to future accounts. The new accounts and transactions need to be mapped explicitly if access needs to be provided</li> </ul>
<b>Edit or Map</b>	Click on the icon next to every module or click on Map button to edit party account access

4. If there is no mapping done for a party, the count for the **Mapped Accounts** will be '0'.
5. All the accounts held by the selected party as a relationship with the bank as available in the core banking system or the respective mid-office system will be fetched and displayed

in the respective categories i.e. Current and Savings Accounts for both Conventional and Islamic, Credit Card, Term Deposit, Loan accounts.

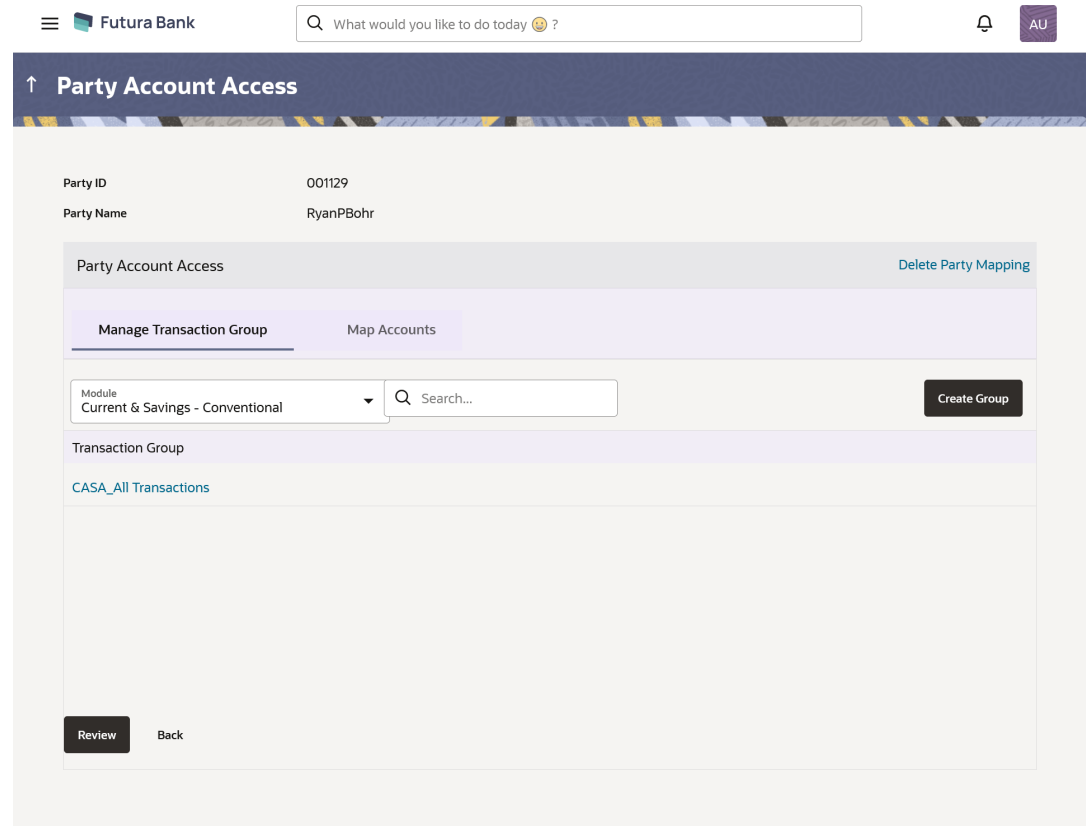
6. Click **Map** or **Edit** (available across each banking module).

The **Party Account Access - Create** screen appears.

OR

Click **Cancel** to cancel the transaction.

**Figure 11-4 Party Account Access (Create) – Manage Transaction Group tab**



**Table 11-2 Field Description**

Field Name	Description
<b>Manage Transaction Group</b> tab	
<b>Modules</b>	Select Banking Module to setup account access.
<b>Select Transaction Groups</b>	Select the Transaction group to map transactions and maintaining access in Account Access screens.

**Table 11-2 (Cont.) Field Description**

Field Name	Description
<b>Add Transaction Group</b>	Create a new transaction group by clicking the 'ADD' button.

 **Note:**

- A new group can also be created by cloning/copying an existing transaction group
- Multiple transaction groups can be created.
- Transaction groups of one Group Corporate will be available for selection only for that Group Corporate

Following fields appears in overlay window when user click on **Add** to add new transaction group

<b>Name of Transaction Group</b>	Specify the new transaction group to map transactions. Click <b>Verify</b> to check the availability the specific Transaction Group name.
----------------------------------	--

Figure 11-5 Party Account Access (Create) – Map Accounts tab

Party ID: 001129  
Party Name: RyanPBohr

Party Account Access [Delete Party Mapping](#)

Manage Transaction Group | **Map Accounts**

Party: 001129 | RyanPBohr | UBS OBPM 14.4 HEL Branch

Module: Current & Savings - Conventional

Auto Map

Action:  
 Map Transaction Group  
 Unmap

Transaction Groups: CASA\_All Transactions ×

Account Selection:  
 All Accounts  
 Selected Accounts

All 1 Account Selected.

RyanPBohr  
HEL0112900012 EUR Active



RyanPBohr  
HEL0112900023 EUR Active

**Save** Review Back

Table 11-3 Field Description

Field Name	Description
<b>Map Accounts tab</b>	
<b>Party</b>	Select the party to map accounts.
<b>Module</b>	Select Banking Module to setup account access.
<b>Auto Map</b>	Mapping status of the accounts. The options can be: <ul style="list-style-type: none"> <li><b>Auto:</b> gives default access to all newly added accounts and transactions of the party as soon as the account is opened in future.</li> <li><b>Manual:</b> gives specific access to future accounts. The new accounts and transactions need to be mapped explicitly if access needs to be provided</li> </ul>

**Table 11-3 (Cont.) Field Description**

Field Name	Description
<b>Action</b>	<p>Select the action to be done for selected transaction group. The options are:</p> <ul style="list-style-type: none"> <li>• Map Transaction Group: Select Transaction Group, then select the account numbers and then click on Save to map the transaction groups to the selected accounts. Multiple transactions can be mapped</li> <li>• Unmap: Select Unmap option, specify the transaction group to be unmapped and then select the accounts. On clicking Save, the selected transaction group will be unmapped from the account/accounts..</li> </ul> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>Only one transaction group can be unmapped at a time. A transaction group can be unmapped from All Accounts or Selected Accounts.</p> </div>
<b>Transaction Group</b>	<p>Select one or multiple transaction group/s to be mapped to the selected accounts. Select one transaction group to be unmapped from the selected account/accounts.</p>
<b>Account Selection</b>	<p>Select the account numbers to be mapped to the Transaction groups. User can select all the accounts available under selected party ID or click on filter and select the specific accounts.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>a. System will show a tag as 'Modified' followed by the transaction group name after the account number.</li> <li>b. System displays the Account Number along with the Account Name, Account Currency, and Branch Code.</li> </ul> </div>
<b>Delete Party Mapping</b>	<p>Click on <b>Delete Party Mapping</b> to delete all the Transaction and party account access maintenance done for corporate party all at once</p>

7. The **Party Account Access** screen has two tabs. Header of the screen shows the **Group Corporate Name** and **Group ID**.

The **Manage Transaction Group** tab lists down all the modules, transaction groups created.

8. Navigate and select specific module tab (Including viz. Current and Savings Accounts for both Conventional and Islamic, Credit Card, Term Deposit, Loan accounts, Credit in the first column for which account and transaction access mapping maintenance need to be setup.
9. The user can create a new transaction group by clicking the '**ADD**' button.

On clicking **Add**, a new overlay will open where all the transactions and inquiries will be listed.

User can provide a name the group and select the required transactions and inquiries, and click the **Save** button.

OR

Click **Reset** to clear added details in overlay screen.

10. A new group can also be created by cloning/copying an existing transaction group.

Once the user selects an existing transaction group, system will populate the screen with the transactions selected in the copied group in editable mode.

User can select or deselect some of the transactions as per his requirements and create a new group by providing a different transaction group name.

11. There will be one factory shipped Transaction group for each module, which will have all transactions and inquiries grouped together.

 **Note:**

Factory shipped user group cannot be deleted or modified.

12. Once the transaction group/s are created, user can map these transaction groups to one or multiple accounts .

Click on **Map Accounts** tab and select **Party**, then select **Transaction Groups**, select the account numbers and then click on **Save** to map the transaction groups to the selected accounts.

13. Click on the **Transaction Group** link, to view the list of transactions within the mapped transaction group in an overlay.

14. Select '**All Accounts**' option to map/ unmap transaction groups from all accounts.

OR

If specific accounts are required to be mapped, then select the respective check boxes preceding the account number.

15. Once the user maps the accounts, system will show a tag as '**Modified**' followed by the transaction group name after the account number.

16. To map the new accounts, select appropriate option from **Auto Map** toggle button;

Select **Auto** if you wish to allow access to all future Accounts across banking module.

OR

Select **Manual** if you wish to explicitly map new accounts and transactions.

17. User can unmap the transaction groups by selecting accounts and then clicking on **Save** button to reset their mapping .

18. User can click on **Delete Party Mapping** to delete all the Transaction and account access maintenance done for corporate party in one step.

19. User can drill down his search by applying **Filter** to search an account basis on the account number, transaction group, account access status, account status and currency

20. The **Review** screen appears.

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

OR

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

21. The screen with success message appears.

Click **OK** to complete the transaction.

After following above steps the summary of mapped accounts and transactions available for party.

## 11.2 Party Account Access- View

The Bank Administrator can view the list of account(s) and transactions for which access has been provided to the party.

**To search and view the party account and transaction access:**

1. Navigate to **Party Account Access** screen.
2. From the **Mapping Summary of Party** drop-down list, select the party ID.
3. For a searched party, summary screen will be displayed with total accounts associated with corporate party, status of the accounts mapped for the internet banking, modified accounts if any and Auto account mapping status.
4. Click the link under the total **Mapped** accounts or **Modified** accounts.

The **Party Account Access – View (Transaction Mapping)** screen appears. The search result according to the search criteria appears.

OR

Click **Cancel** to cancel the transaction.

Figure 11-6 Party Account Access - Search Result

Party ID

Party Name

Party ID	Party Name
000290	Roger San Louis
001089	Alex Santner
001050	Alex Santner
001675	chetan k sandera
001317	Santner
003766	MsanBohr
002978	Sanil Marshal

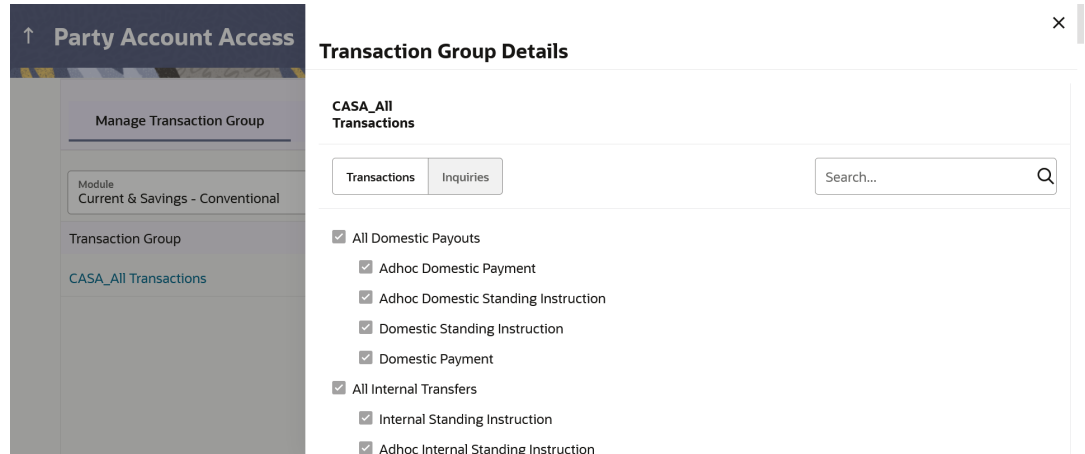
Table 11-4 Field Description

Field Name	Description
<b>Mapping Summary of Party</b>	The party for which Party accounts access is being viewed
<b>Modules</b>	Banking Module names.
<b>Total Accounts</b>	Total number of accounts available under the party.
<b>Mapped Accounts</b>	Number of accounts mapped to the particular account type.
<b>Modified Accounts</b>	Number of accounts modified for the particular account type.
<b>Auto Mapped Accounts</b>	Mapping status of the accounts. The options can be: <ul style="list-style-type: none"> <li><b>Auto:</b> gives default access to all newly added accounts and transactions of the party as soon as the account is opened in future.</li> <li><b>Manual:</b> gives specific access to future accounts. The new accounts and transactions need to be mapped explicitly if access needs to be provided</li> </ul>
<b>Edit or Map</b>	Click on the icon next to every module or click on Map button to edit party account access

- If there is no mapping done for a party, the count for the **Mapped Accounts** will be '0'.
- All the accounts held by the selected party as a relationship with the bank as available in the core banking system or the respective mid-office system will be fetched and displayed in the respective categories.



**Figure 11-7 Party Account Access - View**



**Table 11-5 Field Description**

Field Name	Description
<b>Modules</b>	Display name of the product for which account access is being viewed.
<b>Mapped Accounts</b>	Display Account number associated with party, and the mapped transaction groups <ul style="list-style-type: none"> <li>• Display account number along with the name, currency and status of the account as Active or Inactive. The mapped transaction group names can also be viewed against each account</li> </ul>
<b>Transaction Groups Details</b>	Display the Transaction group details which are mapped to each account of the selected party. The details of the transaction group includes information related to transactions and inquiries.

- The **Party Account Access** details screen has two sections. First column lists down all the Account numbers mapped with the party, including Status of the account (Active or Inactive) and transaction group name.
- In the second column, user can view the transaction group details with all the transactions and inquiries access.
- Click **Cancel** to cancel the transaction.
- Click **Edit / Map** to update the Party Account Access account mapping for new accounts and existing accounts.

OR

Click **Cancel** to cancel the transaction.

- Click **Next**.

The **Party Account Access – View** (Transaction Mapping) screen appears

OR

Click **Cancel** to cancel the transaction.

OR

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

## 11.3 Party Account Access - Edit

The Bank Administrator gets a request with the list of account(s) and transactions for which access details needs to be edited for the party.

**To edit account and transaction access for the party:**

1. Navigate to **Party Account Access** screen.
2. From the **Mapping Summary of Party** drop-down list, select the party ID.
3. For a searched party, summary screen will be displayed with total accounts associated with corporate party, status of the accounts mapped for the internet banking, modified accounts if any and Auto account mapping status.
4. Click the link under the total **Mapped** accounts or **Modified** accounts.

The **Party Account Access – View (Transaction Mapping)** screen appears. The search result according to the search criteria appears.

OR

Click **Cancel** to cancel the transaction.

5. If there is no mapping done for a party, the count for the **Mapped Accounts** will be '0'.
6. All the accounts held by the selected party as a relationship with the bank as available in the core banking system or the respective mid-office system will be fetched and displayed in the respective categories.
7. Click **Map or Edit** (available across each banking module).

The **Party Account Access - Edit** screen appears.

OR

Click **Cancel** to cancel the transaction.

Figure 11-8 Party Account Access - Edit

The screenshot displays the 'Party Account Access' configuration page for a party named 'ALL SPORTS' with ID '000464'. The interface includes a search bar at the top, a navigation menu, and a header for the current page. Below the party details, there is a section for 'Party Account Access' with a 'Mapping Summary of Party' dropdown menu. The main content is a table showing account access for different modules, including 'Current & Savings - Conventional', 'Current & Savings - Islamic', 'Loans - Conventional', 'Loans - Islamic', and 'Term Deposits - Conventional'. Each row in the table provides counts for total, mapped, and modified accounts, as well as an 'Auto Mapped Accounts' toggle and an 'Edit' link. A 'Map' button is located at the bottom left of the table area.

Modules	Total Accounts	Mapped Accounts	Modified Accounts	Auto Mapped Accounts	Edit
Current & Savings - Conventional	26	26	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Current & Savings - Islamic	1	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Loans - Conventional	1	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Loans - Islamic	0	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Term Deposits - Conventional	19	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>

Figure 11-9 Party Account Access - Edit Details

The screenshot displays the 'Party Account Access' interface for editing details. At the top, the Futura Bank logo and a search bar are visible. The main header shows 'Party Account Access' with an upward arrow. Below this, the 'Party ID' is 001129 and the 'Party Name' is RyanPBohr. A 'Delete Party Mapping' link is present in the top right. The interface features two tabs: 'Manage Transaction Group' (active) and 'Map Accounts'. Under the active tab, there is a 'Module' dropdown set to 'Current & Savings - Conventional', a search input field, and a 'Create Group' button. A list of transaction groups is shown below, with 'CASA\_All Transactions' selected. At the bottom left, there are 'Review' and 'Back' buttons.

8. The **Party Account Access** screen has two tabs.

Header of the screen shows the Party ID and Party Name. The manage Transaction Group tab lists down all the modules, transaction groups created.

9. Navigate and select specific module tab (Including viz. Current and Savings Accounts for both Conventional and Islamic, Credit Card, Term Deposit, Loan accounts, in the first column for which account and transaction access mapping maintenance need to be setup.
10. The user can create a new transaction group by clicking the '**ADD**' button.

On clicking **Add**, a new overlay will open where all the transactions and inquiries will be listed. User can provide a name the group and select the required transactions and inquiries and click the **Save** button.

OR

Click **Reset** to clear added details in overlay screen.

11. A new group can also be created by **cloning/copying an existing transaction group**. Once the user selects an existing **transaction group**, system will populate the screen with the transactions selected in the copied group in editable mode. User can select or deselect some of the transactions as per requirements and create a new group by providing a different transaction group name.
12. There will be one factory shipped **Transaction group** for each module, which will have all transactions and inquiries grouped together.

 **Note:**

Factory shipped user groups cannot be deleted or modified.

13. Once the transaction groups are created, user can select specific module, along with the transaction groups and can select '**All Accounts**' to map the selected transaction group/s to all the existing accounts under the selected party .

OR

If transaction groups need to be mapped to specific accounts, then the user needs to select the respective check boxes preceding the account number.

14. Once the user maps the accounts, system will show a tag as '**Modified**' followed by the transaction group name after the account number.
15. To map the new accounts, select appropriate option from **Auto Map** toggle button;  
Select **Auto** if you wish to allow access to all future Accounts across banking module.

OR

Select **Manual** if you wish to explicitly map new accounts and transactions.

16. User can unmap the transaction groups by selecting accounts and then clicking on **Save** button to reset their mapping with **Group Corporate**.
17. User can click on Delete Party Mapping to delete all the transaction and party account access maintenance done for corporate party in one step.
18. User can drill down his search by applying **Filter** to search an account basis on Transaction Group, currency, mapping status.
19. Click **Save** to save the maintenance, and redirect to the review page.

OR

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

20. The screen with success message appears.  
Click **OK** to complete the transaction.

## 11.4 Party Account Access - Delete

As part of this option, own account mapping and/or linked party account mapping can be deleted.

### To delete account and transaction access for the party:

1. Navigate to one of the **Party Account Access** screen.  
The **Party Account Access - deleted** screen appears.
2. From the **Mapping Summary of Party** drop-down list, select the party ID.
3. For a searched party, summary screen will be displayed with total accounts associated with corporate party, status of the accounts mapped for the internet banking, modified accounts if any and Auto account mapping status.
4. Click the link under the total **Mapped** accounts or **Modified** accounts.

The **Party Account Access – View (Transaction Mapping)** screen appears. The search result according to the search criteria appears.

OR

All the accounts held by the selected party as a relationship with the bank as available in the core banking system or the respective mid-office system will be fetched and displayed in the respective categories

5. Click **Map or Edit** (available across each banking module).

The **Party Account Access - Edit** screen appears.

OR

Click **Cancel** to cancel the transaction.

6. Click on **Delete Party Mapping** to delete all the Transaction and account access maintenance done for corporate party in one-step.

The application prompt the administrator with a message **Are you sure you want to delete Party Account Access setup for linked Party ID – Party name** with an option of Yes / No.

7. Click **Yes** to proceed with the deletion request.

It will navigate to confirmation page with a success message and the status.

OR

Click **No** if you do not wish to proceed with deletion.

8. The success message and the status appear.

Click **OK** to complete the transaction.

# 12

## User Account Access

The system/Bank Administrator can set up account and transaction access for the Business Parties. Further, using this option the System/ Bank Administrator can provide access to accounts and transactions to the users mapped to the respective Business parties. If the user has access to multiple business parties, then the bank administrator can set up the Account access individually for each party and user..



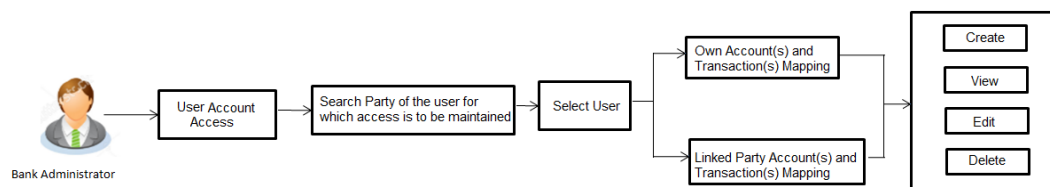
### Note:

User Account Access is a non-mandatory step. If the Admin does not maintain the user account access for any of the Business users, system will refer to the party account access maintained for the associated party ID.

### Pre-Requisites

- Account Access should be maintained for the party of the user for which access is to be maintained
- Account Access for the party should be maintained for linked party accounts if the user needs access to linked party accounts.
- Party preferences should be created for the party of the user for which access is to be maintained.
- Channel Access should be enabled for party of the user for which account access is to be maintained.
- Transaction access is provided to Bank Administrator.
- Approval rule set up for Bank Administrator to perform the actions.

Figure 12-1 Workflow



### Features Supported In Application

The following options are available as part of this maintenance:

- [User Account Access - Mapping](#)
- [User Account Access – View](#)

- [User Account Access - Edit](#)
- [User Account Access - Delete](#)

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Access Management** , Under **Access Management** , then click **User Account Access**.

- [User Account Access - Mapping \(Create\)](#)
- [User Account Access- View](#)
- [User Account Access - Edit](#)
- [User Account Access - Delete](#)

## 12.1 User Account Access - Mapping (Create)

This option lets the administrator to provide account access to specific users of a party.

**To provide the user with account and transaction access:**

1. Navigate to one of the above paths.  
The **User Account Access - Mapping** screen appears.
2. In the **Party ID** enter the party id of the user.  
In the **Party Name** field, enter the party name of the user.
3. Click **Search**.  
The system displays the result based on search criteria.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to clear the search parameters.



**Figure 12-2 User Account Access – Search**

The screenshot shows the 'User Account Access' search interface. At the top, there is a search bar with the placeholder text 'What would you like to do today'. Below this, the 'User Account Access' header is visible. The search form contains two input fields: 'Party ID' with the value '0012' and an empty 'Party Name' field. There are 'Search' and 'Clear' buttons. Below the form, a table displays search results with two columns: 'Party ID' and 'Party Name'. The results are as follows:

Party ID	Party Name
001234	INTCUST
001250	Tata Motors
001251	MRF Tyres
001260	name middle surname
001262	OBRH Himalaya
001267	Sweta Thakur
001268	Himalaya Thakur

At the bottom of the table, there is a 'Cancel' button.

**Table 12-1 Field Description**

Field Name	Description
<b>Party ID</b>	The party ID to be searched by the Bank Administrator.
<b>Party Name</b>	The name of the party.
<b>Search Result</b>	
<b>Party ID</b>	The party ID searched by the Bank Administrator.
<b>Party Name</b>	The name of the searched party.

**4. Click on the Party ID.**

For a searched party, there will be a list of users displayed with information like username, full name of the user and an indicator whether there is an account mapping done for the user.

**5. Click on the Party ID.**

For a searched party, there will be a list of users displayed with information like username, full name of the user and an indicator whether there is an account mapping done for the user.

Figure 12-3 User Account Access Details

Party ID 000464  
Party Name ALL SPORTS

User Account Access

User Name	Full Name	Copy Mapping from User	Status
<input checked="" type="radio"/> LMCHK1	Lalitha Murlidharan	Please Select	-
<input type="radio"/> RSAUTH	Ravi Sahani	-	Mapped
<input type="radio"/> LMAUTH	Liam Max	-	Created
<input type="radio"/> LMMAK1	Luke Martini	-	Created

Map

Table 12-2 Field Description

Field Name	Description
<b>Party ID</b>	The party ID to be searched by the Bank Administrator.
<b>Party Name</b>	The name of the party.
<b>User Account Access</b>	
<b>User Name</b>	The name of the selected user.
<b>Full Name</b>	The full name of the selected user.
<b>Copy Mapping from User</b>	Select this to inherit and copy account maintenance from already setup user to a new user

**Note:**

For a user whose mapping is not done, select the user whose mapping you wish to copy from the **Copy Mapping from User** drop-down list.

**Table 12-2 (Cont.) Field Description**

Field Name	Description
<b>Status</b>	Displays whether mapping of the accounts is done or not. It can be: <ul style="list-style-type: none"> <li>• Created</li> <li>• Mapped</li> </ul>

6. Select the user ID and click on “**Map**” to navigate to **Account Access summary**.
7. For a searched user, summary screen will be displayed with total accounts associated with party of that user, status of the accounts mapped for the internet banking for user, modified accounts if any and Auto account mapping status .

**Figure 12-4 User Account Access – Summary**

The screenshot displays the 'User Account Access' summary for a user. The user's Party ID is 000464 and the Party Name is ALL SPORTS. The user's details are: User ID: LMCHK1, User Name: Lalitha Murlidharan. The 'Mapping Summary of Party' table shows the following data:

Modules	Total Accounts	Mapped Accounts	Modified Accounts	Auto Mapped Accounts	Edit
Current & Savings - Conventional	26	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Current & Savings - Islamic	0	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Loans - Conventional	0	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Loans - Islamic	0	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Term Deposits - Conventional	0	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>

At the bottom of the page, there are two buttons: 'Map' and 'Back'.

**Table 12-3 Field Description**

Field Name	Description
<b>User ID</b>	User ID the user.
<b>User Name</b>	User name of the user.


**Table 12-3 (Cont.) Field Description**

Field Name	Description
<b>Mapping Summary of Party</b>	The party for which Party accounts access is being viewed
<b>Modules</b>	Banking module names.
<b>Total Accounts</b>	Total number of accounts available under the party that can be map with user.
<b>Mapped Accounts</b>	Number of accounts mapped to the particular account type of user.
<b>Modified Accounts</b>	Number of accounts modified for the particular account type of user.
<b>Auto Mapped Accounts</b>	Mapping status of the accounts. The options can be: <ul style="list-style-type: none"> <li>• <b>Auto:</b> gives default access to all newly added accounts and transactions of the party as soon as the account is opened in future.</li> <li>• <b>Manual:</b> gives specific access to future accounts. The new accounts and transactions need to be mapped explicitly if access needs to be provided</li> </ul>
<b>Mapping Summary of Modified Transaction Group</b>	
<b>Modules</b>	Banking module names.
<b>Modified Groups</b>	Number of transaction groups modified for the particular module.
<b>Edit or Map</b>	Click on the icon next to every module or click on Map button to edit User account access

8. If there is no mapping done for a user, the count for the **Mapped Accounts** will be '0'.
9. All the accounts held by the selected party as a relationship with the bank as available in the core banking system or the respective mid-office system will be fetched and displayed in the respective categories i.e. Current and Savings Accounts for both Conventional and Islamic, Credit Card, Term Deposit, Loan accounts.
10. User Account Access will inherit the account access setup at the party level for all the parties associated to him (party association will be done at the time of user onboarding in user management screen). The screen will show the inherited Maintenance in **User Account Access** screen. In the **Auto Mapped Accounts** field, toggled **ON** to allow access to all future Accounts across banking module.

OR

In the **Auto Mapped Accounts** field, toggled **OFF** to explicitly map new accounts and transactions manually.

11. Click on the **Modified Groups count** link to view the details of transaction groups details.
12. Click **Map or Edit** (available across each banking module).  
The **User Account Access - Create** screen appears.
13. Click  icon against the user record for which you want to view the details.  
The **User Account Access – Mapping Summary** screen appears.

OR

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

OR

Click **Cancel** to cancel the transaction.

**Figure 12-5 User Account Access – Manage Transaction Group Tab**

The screenshot displays the 'User Account Access' interface. At the top, there is a navigation bar with the 'Futura Bank' logo and a search bar containing the text 'What would you like to do today 😊?'. Below the navigation bar, the main content area is titled 'User Account Access'. It shows the following details:

- Party ID: 000464
- Party Name: ALL SPORTS

Below these details, there is a section for 'User Account Access' with a 'Delete Party Mapping' link. This section contains the following information:

- User ID: LMCHK1
- User Name: Lalitha Murlidharan



The 'Manage Transaction Group' tab is selected, and it shows a 'Module' dropdown menu set to 'Current & Savings - Conventional' and a search bar with the text 'Search...'. Below the search bar, the 'Transaction Group' section is visible, showing 'CASA\_All Transactions'. At the bottom of the interface, there are two buttons: 'Review' and 'Back'.

Figure 12-6 User Account Access – Map Accounts Tab



Table 12-4 Field Description


Field Name	Description
<b>User ID</b>	User ID the user for whom account access is being setup
<b>User Name</b>	User name of the user
<b>Manage Transaction Group Tab</b>	
<b>Module</b>	Select Banking Module types available under the selected party to setup account access.

**Table 12-4 (Cont.) Field Description**

Field Name	Description
<b>Select Transaction Groups</b>	<p>Select the Transaction group to map transactions and maintain access in Account Access screens.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>a. Transaction groups mapped to the accounts at party level will be shown on this screen.</li> <li>b. In user account access, the accounts can be mapped to the same transaction group to which the accounts are mapped at the party level</li> </ul> </div>
<b>Transactions Groups</b>	Search and add the transaction groups.
<b>Map Accounts Tab</b>	
<b>Mapping Summary of Party</b>	The corporate party for which user accounts access is being viewed.
<b>Modules</b>	Select Banking Module available under the selected party to setup account access
<b>Apply Party level Changes</b>	Toggle to enable to apply party level changes automatically.
<b>Action</b>	<p>Option to map/unmap the transactions and maintain access in Account Access screens of Transaction Groups.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Map Transaction Group</li> <li>• Unmap</li> </ul> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>Only one transaction group can be unmapped at a time. A transaction group can be unmapped from All Accounts or Selected Accounts.</p> </div>

**Table 12-4 (Cont.) Field Description**

Field Name	Description
<b>Transaction Groups</b>	<p>Select one or multiple Transaction group/s to map transactions and maintain access in Account Access screens.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>a. Transaction groups mapped to the accounts at party level will be shown on this screen.</li> <li>b. In user account access, the accounts can be mapped to the same transaction group to which the accounts are mapped at the party level</li> </ul> </div>
<b>Account Selection</b>	<p>Select accounts to map the transaction groups. The options are:</p> <ul style="list-style-type: none"> <li>• All Accounts</li> <li>• Selected Accounts</li> </ul> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>System will show a tag as 'Modified' followed by the transaction group name after the account number</p> </div>
<b>All Accounts</b>	Click to select all the accounts available under the selected module.
<b>Selected Accounts</b>	
<b>Selected Accounts</b>	Select the desired accounts to map the transaction group. System displays the Account Number along with the Account Name, Account Currency, and Branch Code.
<b>Number of Accounts Selected</b>	Number of accounts selected under the particular module.
<b>Delete Party Mapping</b>	Click on <b>Delete Party Mapping</b> to delete all the Transaction and account access maintenance done for corporate users in one step.

14. In the **Manage Transaction Group** Tab;
  - a. Select specific **module** tab (Including viz. Current and Savings Accounts for both Conventional and Islamic, Credit Card, Term Deposit, Loan accounts for which account and transaction access mapping maintenance need to be setup.
  - b. Click on the  icon to search & select the Transaction group/s under selected module.



User can modify the transaction group other than the factory shipped to select or deselect the transaction access.

- c. Click on the **Transaction Group** link, the **Transaction Group Details overlay** screen appears.

Click **Edit to modify** the transaction/ inquires.


Click **Save** to save the changes.

15. In the **Map Accounts** Tab;

- a. From the **Module** list, select the factory shipped Transaction group under selected module which will have all transactions and inquiries grouped together.

 **Note:**

Factory shipped user group cannot be deleted or modified.

- b. In the **Apply Party Level Changes** field, toggle to enable to apply party level changes automatically.
  - c. In **Action** field, select the desired option to map/ unmap the Transaction Group.
  - d. If the **Map Transaction Group** option is selected;
  - e. In the **Transaction Groups** list, select the transaction Group/s to map / unmap from the drop-down list.
  - f. In **Account Selection** field, select the option to map the transaction groups to all the accounts or specific accounts.
  - g. Once the transaction group/s are created, user can map these transaction groups to one or multiple accounts . Click on **Map Accounts** tab and select Party, then select Transaction Groups, select the account numbers and then click on **Save** to map the transaction groups to the selected accounts.
  - h. Click on the **Transaction Group link**, to view the list of transactions within the mapped transaction group in an overlay.
16. Once the user maps the accounts, system will show a tag as '**Modified**' followed by the transaction group name after the account number.
  17. If the **Unmap** option is selected;
    - User can unmap the accounts by selecting accounts and then clicking on **Unmap** button to reset their mapping with Group Corporate.
  18. User can click on **Delete Party Mapping** to delete all the Transaction and account access maintenance done for corporate user in one step.
  19. Click on the  icon to further drill down by applying new sear criteria in Filter overlay screen on basis of Account Number, Transaction Group, Currency, Mapping Status.
  20. The **Review** screen appears.

Verify the details, and click **Submit**.

OR

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

 **Note:**

Admin can submit the maintenance after any step. Maintenances saved so far will be sent for approval in one flow. Admin would not be able to make any changes or maintain another step for the same Group Corporate till the time the approval of the wizard is not done.

21. The screen with success message appears along with the transaction reference number.

## 12.2 User Account Access- View

The Bank Administrator can view the list of account(s) and transactions for which access has been provided to the user.

**To view the account and transaction access:**

1. Navigate to one of the above paths.  
The **User Account Access** screen appears.
2. In the **Party ID** enter the party id of the user.  
In the **Party Name** field, enter the party name of the user.
3. Click **Search**.  
The system displays the result based on search criteria.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to clear the search parameters.

**Figure 12-7 User Account Access – Search**

The screenshot shows the 'User Account Access' search page. At the top, there is a search bar with the placeholder text 'What would you like to do today'. Below this, the 'User Account Access' header is visible. The search filters include 'Party ID' with the value '0012' and an empty 'Party Name' field. There are 'Search' and 'Clear' buttons. The search results are displayed in a table with two columns: 'Party ID' and 'Party Name'. The results are as follows:

Party ID	Party Name
001234	INTCUST
001250	Tata Motors
001251	MRF Tyres
001260	name middle surname
001262	OBRH Himalaya
001267	Sweta Thakur
001268	Himalaya Thakur

A 'Cancel' button is located at the bottom left of the results area.

**Table 12-5 Field Description**

Field Name	Description
<b>Party ID</b>	The party ID to be searched by the Bank Administrator.
<b>Party Name</b>	The name of the party.
<b>Search Result</b>	
<b>Party ID</b>	The party ID searched by the Bank Administrator.
<b>Party Name</b>	The name of the searched party.

4. Displays the information like user ID, contact details of the user and an indicator whether there is an account mapping done for the user.

Figure 12-8 User Account Access Details

Party ID: 000464  
Party Name: ALL SPORTS

User Name	Full Name	Copy Mapping from User	Status
<input checked="" type="radio"/> LMCHK1	Lalitha Murlidharan	Please Select	-
<input type="radio"/> RSAUTH	Ravi Sahani	-	Mapped
<input type="radio"/> LMAUTH	Liam Max	-	Created
<input type="radio"/> LMMAK1	Luke Martini	-	Created

Map

Table 12-6 Field Description

Field Name	Description
Party ID	The party ID to be searched by the Bank Administrator.
Party Name	The name of the party.
<b>User Account Access</b>	
User Name	The name of the selected user.
Full Name	The full name of the selected user.
Copy Mapping from User	Select this to inherit and copy account maintenance from already setup user to a new user

**Note:**

For a user whose mapping is not done, select the user whose mapping you wish to copy from the **Copy Mapping from User** drop-down list.

**Table 12-6 (Cont.) Field Description**

Field Name	Description
<b>Status</b>	Displays whether mapping of the accounts is done or not. It can be: <ul style="list-style-type: none"> <li>Created</li> <li>Mapped</li> </ul>

- For a searched user, summary screen will be displayed with total accounts associated with corporate party of that user, status of the accounts mapped for the internet banking for user, modified accounts if any and Auto account mapping status .

**Figure 12-9 User Account Access – Summary Results**

The screenshot shows the 'User Account Access' summary page for a user. At the top, there's a search bar and navigation icons. The main content area displays the following information:

- Party ID:** 000464
- Party Name:** ALL SPORTS
- User Account Access Summary:**
  - User ID:** LMCHK1
  - User Name:** Lalitha Murlidharan
- Mapping Summary of Party:**

Modules	Total Accounts	Mapped Accounts	Modified Accounts	Auto Mapped Accounts	Edit
Current & Savings - Conventional	26	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Current & Savings - Islamic	0	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Loans - Conventional	0	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Loans - Islamic	0	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Term Deposits - Conventional	0	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>

At the bottom, there are 'Map' and 'Back' buttons.

**Table 12-7 Field Description**

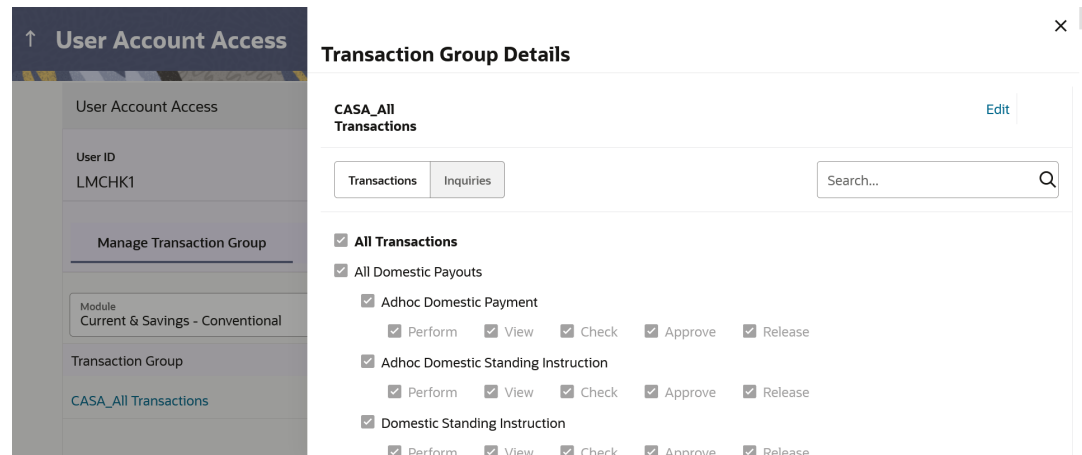
Field Name	Description
<b>User ID</b>	User ID the corporate user
<b>User Name</b>	User name of the corporate user
<b>Mapping Summary of Party</b>	The corporate party for which Party accounts access is being viewed

**Table 12-7 (Cont.) Field Description**

Field Name	Description
<b>Modules</b>	Banking Module names
<b>Total Accounts</b>	Total number of accounts available under the party that can be map with corporate user.
<b>Mapped Accounts</b>	Number of accounts mapped to the particular account type of corporate user.
<b>Modified Accounts</b>	Number of accounts modified for the particular account type of corporate user.
<b>Auto Mapped Accounts</b>	Mapping status of the accounts. The options can be: <ul style="list-style-type: none"> <li><b>Auto:</b> gives default access to all newly added accounts and transactions of the party as soon as the account is opened in future.</li> <li><b>Manual:</b> gives specific access to future accounts. The new accounts and transactions need to be mapped explicitly if access needs to be provided</li> </ul>
<b>Edit or Map</b>	Click on the icon next to every module or click on <b>Map</b> button to edit User account access

- If there is no mapping done for a party, the count for the **Mapped Accounts** will be '0'.
- All the accounts held by the selected party as a relationship with the bank as available in the core banking system or the respective mid-office system will be fetched and displayed in the respective categories.

**Figure 12-10 User Account Access – View**



**Table 12-8 Field Description**

Field Name	Description
<b>Modules</b>	Display name of the product for which account access is being viewed.

**Table 12-8 (Cont.) Field Description**

Field Name	Description
<b>Mapped Transaction Group</b>	Display the transaction groups selected to setup the user account access.
<b>Transaction Groups Details</b>	Display the Transaction group details with which user account access is maintained along with transaction and inquiries mapped to it.

8. The **User Account Access** details screen has two section.  
First section displays the lists down all the transaction groups mapped.
9. In the second column, user can view the transaction group details with all the transactions and inquiries access.
10. Click **Edit / Map** to update the User Account Access account mapping for new accounts and existing accounts.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## 12.3 User Account Access - Edit

The Bank Administrator gets a request with the list of account(s) and transactions for which access details needs to be edited for a selected user of the party.

**To edit account and transaction access for the user:**

1. Navigate to one of the above paths.  
The **User Account Access** screen appears.
2. In the **Party ID** enter the party id of the user.  
In the **Party Name** field, enter the party name of the user.
3. Click **Search**.  
The system displays the result based on search criteria.  
For a searched user, summary screen will be displayed with total accounts associated with corporate party of that user, status of the accounts mapped for the internet banking for user, modified accounts if any and Auto account mapping status .
4. Select the user ID and click on “**Map**” to navigate to **Account Access summary**.
5. From the **Mapping Summary of Party** dropdown list, select the corporate party ID.
6. For a searched user, summary screen will be displayed with total accounts associated with corporate party of that user, status of the accounts mapped for the internet banking for user, modified accounts if any and Auto account mapping status .
7. Click the link under the total **Mapped** accounts or **Modified** accounts.  
The **User Account Access – View (Transaction Mapping)** screen appears. . The search result according to the search criteria appears.  
OR  
Click **Cancel** to cancel the transaction.

8. If there is no mapping done for a user, the count for the **Mapped Accounts** will be '0'.
9. All the accounts held by the selected user as a relationship with the bank as available in the core banking system or the respective mid-office system will be fetched and displayed in the respective categories.
10. Click **Map** or **Edit** (available across each banking module).

The **User Account Access - Edit** screen appears.

OR

Click **Cancel** to cancel the transaction.

**Figure 12-11 User Account Access – Search & Search Result**

The screenshot shows the 'User Account Access' search interface. At the top, there is a search bar with the placeholder text 'What would you like to do today'. Below the search bar, there are two input fields: 'Party ID' with the value '0012' and 'Party Name'. A 'Search' button and a 'Clear' link are positioned below the input fields. The search results are displayed in a table with two columns: 'Party ID' and 'Party Name'. The results are as follows:

Party ID	Party Name
001234	INTCUST
001250	Tata Motors
001251	MRF Tyres
001260	name middle surname
001262	OBRH Himalaya
001267	Sweta Thakur
001268	Himalaya Thakur

A 'Cancel' button is located at the bottom left of the results area.



Figure 12-12 User Account Access – Summary

Futura Bank

🔔 AU

↑ **User Account Access**

Party ID: 000464  
Party Name: ALL SPORTS

User Account Access
Summary <sup>2</sup>

User ID	User Name
LMCHK1	Lalitha Murlidharan

**Mapping Summary of Party**

Modules	Total Accounts	Mapped Accounts	Modified Accounts	Auto Mapped Accounts	Edit
Current & Savings - Conventional	26	0	0	<input type="checkbox"/> No	<a href="#">✎</a>
Current & Savings - Islamic	0	0	0	<input type="checkbox"/> No	<a href="#">✎</a>
Loans - Conventional	0	0	0	<input type="checkbox"/> No	<a href="#">✎</a>
Loans - Islamic	0	0	0	<input type="checkbox"/> No	<a href="#">✎</a>
Term Deposits - Conventional	0	0	0	<input type="checkbox"/> No	<a href="#">✎</a>

Map
Back

Figure 12-13 User Account Access – Manage Transaction Group

The screenshot displays the 'User Account Access' management interface for Futura Bank. At the top, the bank's logo and a search bar are visible. The main content area shows the following details:

- Party ID:** 000464
- Party Name:** ALL SPORTS
- User Account Access:** Includes a 'Delete Party Mapping' link.
- User Information:** User ID: LMCHK1, User Name: Lalitha Murlidharan.
- Navigation:** 'Manage Transaction Group' (active) and 'Map Accounts' tabs.
- Module Selection:** A dropdown menu is set to 'Current & Savings - Conventional' with a search box.
- Transaction Group:** A list containing 'CASA\_All Transactions'.
- Actions:** 'Review' and 'Back' buttons at the bottom left.

Figure 12-14 User Account Access – Map Accounts Group

Party ID 000464  
Party Name ALL SPORTS

User Account Access [Delete Party Mapping](#)

User ID	User Name
LMCHK1	Lalitha Murlidharan

Manage Transaction Group **Map Accounts**

Party: 000464 | ALL SPORTS | UBS OBPM 14.4 HEL Branch

Module: Current & Savings - Conventional

Apply party Level Changes [?](#)

Action

Map Transaction Group

Unmap

Transaction Groups

CASA\_All Transactions ×

Account Selection

All Accounts

Selected Accounts

No account available

[Review](#) [Back](#)

- The **User Account Access** screen has four sections.

Header of the screen shows the Party ID and Party Name. First column lists down all the modules in tabular form, second column lists down the **transaction groups** and third column lists down banking module wise **account number**.

- Navigate and select specific **module** tab (Including viz. Current and Savings Accounts for both Conventional and Islamic, Credit Card, Term Deposit, Loan accounts). In the first column for which account and transaction access mapping maintenance needs to be set up.
- In the second column, there will be one factory shipped **Transaction group** for each module, which will have all transactions and inquiries grouped together.

**Note:**

Factory shipped user group cannot be deleted or modified.

- Once the transaction groups are created, user can select specific module, along with the transaction groups and can select '**All Accounts**' to map the selected transaction group/s to all the existing accounts under the selected party.

OR

If transaction groups need to be mapped to specific accounts, then the user needs to select the respective check boxes preceding the account number.

15. Once the user maps the accounts, system will show a tag as 'Modified' followed by the transaction group name after the account number.
16. To map the new accounts, select appropriate option from **Auto Map** toggle button; Select **Auto** if you wish to allow access to all future Accounts across banking module.

OR

Select **Manual** if you wish to explicitly map new accounts and transactions.

17. User can **unmap** the transaction groups by selecting accounts, and then clicking on **Save** button to reset their mapping with **Group Corporate**.
18. User can click on **Delete Party Mapping** to delete all the Transaction and account access maintenance done for corporate user in one step.
19. User can drill down his search by applying Filter to search an account basis on Transaction Group, currency, mapping status.

 **Note:**

Admin can submit the maintenance after any step. Maintenances saved so far will be sent for approval in one flow. Admin would not be able to make any changes or maintain another step for the same Group Corporate till the time the approval of the wizard is not done.

20. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Edit** to edit the transaction.  
OR  
Click **Cancel** to cancel the transaction.
21. The success message of appears along with the transaction reference number.

## 12.4 User Account Access - Delete

The Bank Administrator gets a request with the user information of a party for which access details needs to be deleted. As part of this option, own account mapping and/or linked party account mapping can be deleted for a user.

**To delete account and transaction access for the user:**

1. Navigate to one of the above paths.  
The **User Account Access** screen appears.
2. In the **Party ID** enter the party id of the user.  
In the **Party Name** field, enter the party name of the user.
3. Click **Search**.

The system displays the result based on search criteria.

For a searched user, summary screen will be displayed with total accounts associated with corporate party of that user, status of the accounts mapped for the internet banking for user, modified accounts if any and Auto account mapping status .

4. Select the user ID and click on “**Map**” to navigate to **Account Access summary**.
5. From the **Mapping Summary of Party** dropdown list, select the corporate party ID.
6. For a searched user, summary screen will be displayed with total accounts associated with corporate party of that user, status of the accounts mapped for the internet banking for user, modified accounts if any and Auto account mapping status .
7. Click the link under the total **Mapped** accounts or **Modified** accounts.

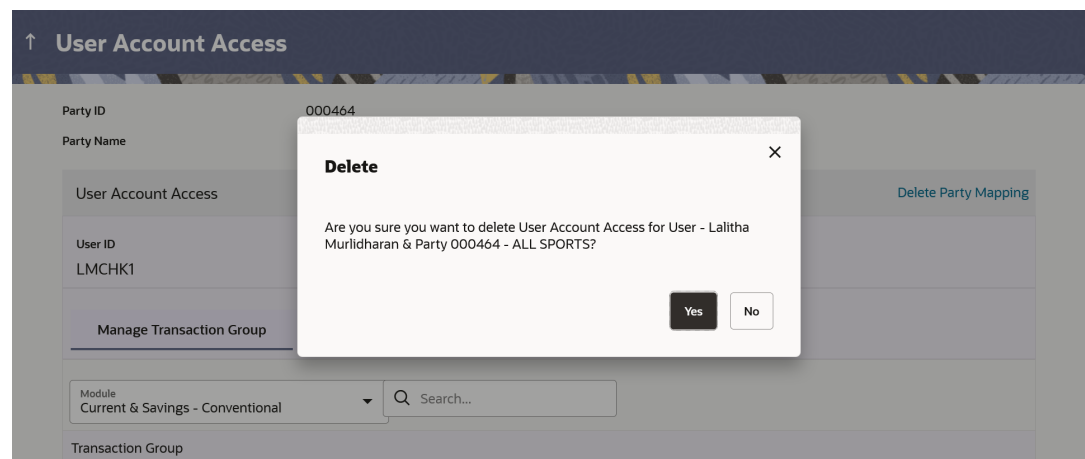
The **User Account Access – View (Transaction Mapping)** screen appears. . The search result according to the search criteria appears.

OR

Click **Cancel** to cancel the transaction.

8. User can click on **Delete Party Mapping** to delete all the Transaction and account access maintenance done for business user in one step.

**Figure 12-15 User Account Access – Delete party Mapping**



9. Click **Yes** to delete the party mapping.

OR

Click **No** to cancel the process.

10. Click **OK** to complete the transaction.

# 13

## Party Resource Access

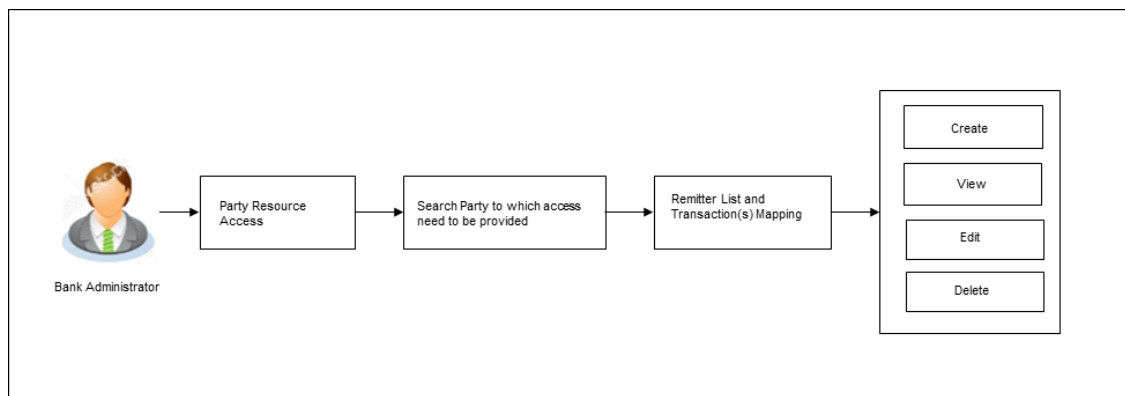
Using this maintenance, the System/ Bank Administrator can provide access to Virtual Account Management Resource 'Remitter List'. The Party Resource Access screen lists the remitter IDs for the selected Corporate.

The administrator can select a global check box of 'Map All Remitter List ' to enable all the existing remitter list under the party for channel banking. If specific remitters are required to be given access then the user needs to select the respective check boxes preceding the remitter ID.

### Pre-Requisites

- Party preferences should be created for the party for which access is to be maintained
- Channel Access should be enabled for party for which resource access is to be maintained
- Transaction access is provided to Bank Administrator.
- Approval rule set up for Bank Administrator to perform the actions.

**Figure 13-1 Workflow**



### Features Supported In Application

The following options are available as part of this maintenance:

- [Party Resource Access - Mapping](#)
- [Party Resource Access – View](#)
- [Party Resource Access - Edit](#)
- [Party Resource Access - Delete](#)

From **System Administrator Dashboard**, under **Resource Access**, click **Party Resource Access**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle menu**, then click **Menu** and then click **Access Management**, Under the **Access Management** , click **Resource Access**, then click **Party Resource Access**.

- [Party Resource Access - Mapping \(Create\)](#)
- [Party Resource Access- View](#)
- [Party Resource Access - Edit](#)
- [Party Resource Access - Delete](#)

## 13.1 Party Resource Access - Mapping (Create)

The Bank Administrator gets a request with the Virtual Account Management Remitter list for which access needs to be provided to the party.

**To provide the party with remitters access:**

1. Navigate to one of the above paths.

The **Party Resource Access - Mapping (Create)** screen appears.

2. In the **Party ID** enter the party id of the user.

In the **Party Name** field, enter the party name of the user.

3. Click **Search**.

For a searched party, **Remitter List Mapping Summary** appears.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to clear the search parameters.

**Figure 13-2 Party Resource Access - Search**

The screenshot displays the 'Party Resource Access' configuration page. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main header shows the 'futura bank' logo and a user greeting 'Welcome, Leo Thomas' with a last login time of '04 May 05:58 AM'. The search criteria are as follows:

- Party ID: 001630
- Party Name: McLeods M Chemicals
- Module Name: Virtual Account Management (Remitter List)

The 'Remitter List Mapping Summary' table is shown below:

Resource Type	Total Number of Remitter Lists	Number of Remitter Lists Mapped
Remitter List	1	1

At the bottom left, there are 'Cancel' and 'Back' buttons. On the right, a 'Note' box contains the following text: 'The function enables you to set up resource (Program, Facility and Remitter List) and transaction access rules for a corporate customer. You can decide the resources along with transaction(s) for each of the selected resources that needs to be provided access for the corporate customer.'

**Table 13-1 Field Description**

Field Name	Description
<b>Party ID</b>	The party id searched by the bank administrator.
<b>Party Name</b>	The name of the party.
<b>Module Name</b>	The name of the module. Only Virtual Account Management (Remitter List) is supported.

**Remitter List Mapping Summary**

4. If there is no mapping done for a party, there will be a message **No Remitter List mapped with Map** button.

5. Click **Map**.

The **Party Resource Access - Create** screen appears.

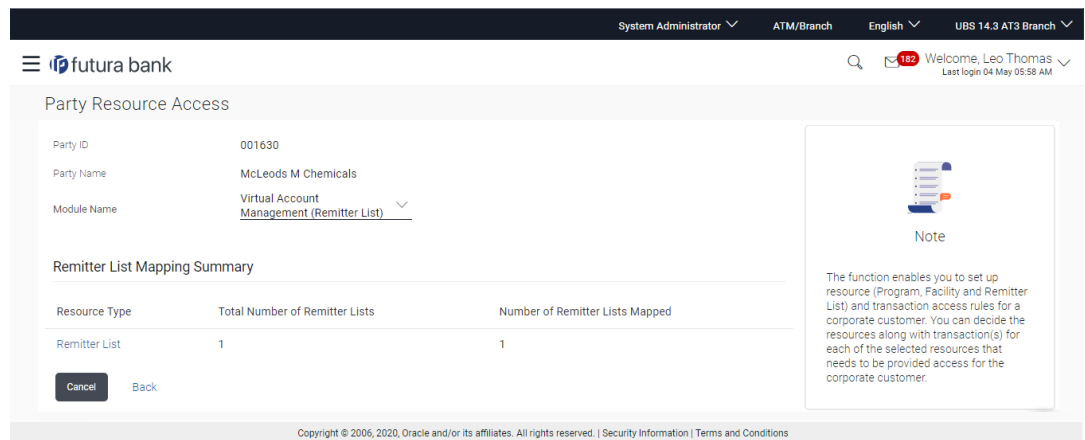
OR

Click **Cancel** to cancel the transaction.

OR

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

**Figure 13-3 Party Resource Access - Create**



**Table 13-2 Field Description**

Field Name	Description
<b>Party ID</b>	The party id searched by the bank administrator.
<b>Party Name</b>	The name of the party.
<b>Module Name</b>	The name of the module.
<b>Remitter List Mapping</b>	
<b>Map All Remitter List</b>	Mapping all the existing remitter list IDs to enable for channel banking.
<b>Remitter List ID</b>	List of remitter IDs present for the selected party.
<b>Remitter List Name</b>	Name of the remitter list available under the party.



**Table 13-2 (Cont.) Field Description**

Field Name	Description
<b>Status</b>	Status of the remitter list.
<b>New Remitter List Mapping</b>	<p>Mapping of the remitters. The options can be:</p> <ul style="list-style-type: none"> <li>• Auto: gives default access to the all future newly added remitter list IDs and transactions of the party</li> <li>• Manual: gives specific access to future remitter list IDs. This is to explicitly map new remitter lists and transactions if access needs to be provided.</li> </ul>

6. All the Remitter List IDs of the selected party as a relationship with the bank as available in the VAM mid-office system will be fetched and displayed.

7. Select a global check box of **Map All Remitter List** to enable all the existing remitters for channel banking (on screen, it will serve as a **Select All** function).

OR

If specific remitter list IDs are required to be given access then the user needs to select the respective check boxes preceding the remitter ID.

8. To map the new remitters list, select appropriate option from **New Remitter List Mapping** field;

Select **Auto** if you wish to allow access to all future Remitter List.

OR

Select **Manual** if you wish to explicitly map new remitter list and transactions.

9. Click **Next**.

The **Party Resource Access - Create** (Transaction Mapping) screen appears.

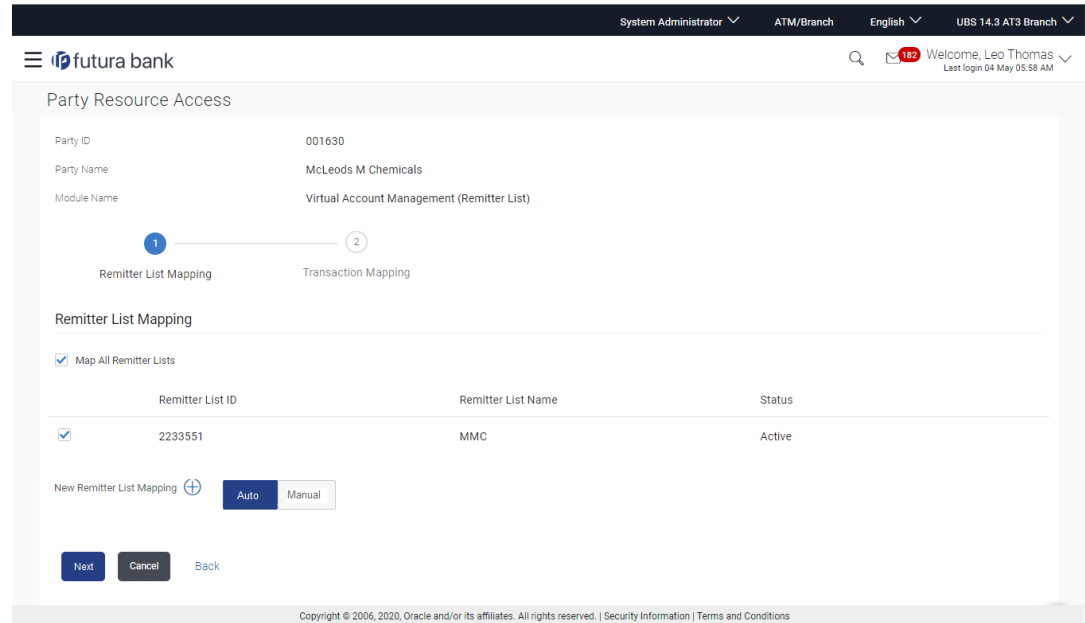
OR

Click **Cancel** to cancel the transaction.

OR

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

**Figure 13-4 Party Resource Access - Transaction Mapping - Create**



10. To **map** the transactions to the remitter ID.  
click icon against the particular remitter list ID to view the transaction mapping.
11. Select the respective check boxes preceding the transaction to be mapped.  
OR  
Select **Map All Transactions**, if you want to map all the transactions to all remitter lists.
12. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
13. The **Party Resource Access - Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
14. The screen with success message appears along with the reference number and status of the transaction.  
Click **OK** to complete the transaction.

## 13.2 Party Resource Access- View

The Bank Administrator can view the remitter lists and transactions under each remitter list ID for which access has been provided to the party.

**Table 13-3 Field Description**

Field Name	Description
Party ID	Party Id of the corporate user.
Party Name	Party name of the corporate user.

**To view the remitter and transaction access:**

1. Navigate to one of the above paths.  
The **Party Resource Access- View** screen appears.
2. In the **Party ID** field, enter the party id of the user.  
OR  
In the **Party Name** field, enter the party name of the user.

3. Click **Search**.

For a searched party, **Remitter List Mapping Summary** appears that provides details of the Total no. of Remitter List IDs and the number of Remitter List IDs mapped.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the details.

**Figure 13-5 Party Resource Access - Search**

The screenshot shows the 'Party Resource Access' search interface. At the top, there are navigation links for 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main header includes the 'futura bank' logo and a user greeting: 'Welcome, Leo Thomas | Last login 04 May 05:58 AM'. The search criteria are: Party ID: 001630, Party Name: McLeods M Chemicals, and Module Name: Virtual Account Management (Remitter List). Below this is the 'Remitter List Mapping Summary' table:

Resource Type	Total Number of Remitter Lists	Number of Remitter Lists Mapped
Remitter List	1	1

At the bottom left of the table are 'Cancel' and 'Back' buttons. On the right, a 'Note' box states: 'The function enables you to set up resource (Program, Facility and Remitter List) and transaction access rules for a corporate customer. You can decide the resources along with transaction(s) for each of the selected resources that needs to be provided access for the corporate customer.'

**Table 13-4 Field Description**

Field Name	Description
<b>Party ID</b>	The party id searched by the bank administrator.
<b>Party Name</b>	The name of the party.
<b>Module Name</b>	The name of the module.
<b>Remitter List Mapping Summary</b>	
Click on <b>Resource Type</b> to view the respective mapping details.	
<b>Resource Type</b>	The resource types available under the party for the selected module. Resource type for Virtual Account Management module is Remitter List.
<b>Total Number of Remitter Lists</b>	Total number of remitter lists available under the party.
<b>Number of Remitter Lists Mapped</b>	Number of remitter lists mapped to the party.

4. Click the **Remitter List** link, which will navigate to the view page.

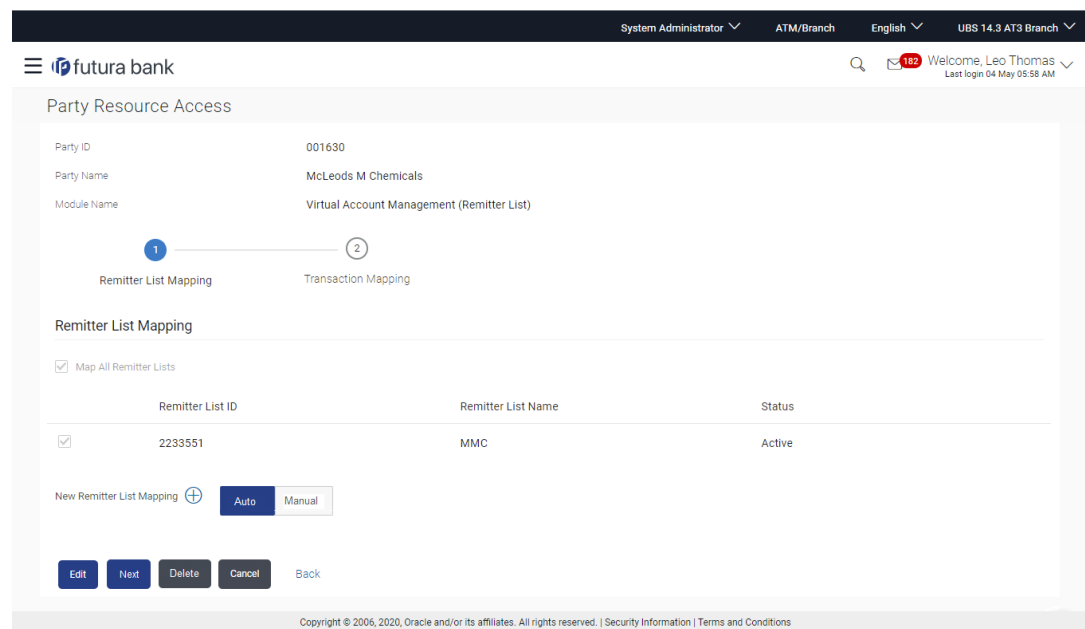
OR

Click **Cancel** to cancel the transaction.

OR

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

**Figure 13-6 Party Resource Access – View**



**Table 13-5 Field Description**

Field Name	Description
<b>Remitter List Mapping</b>	

Table 13-5 (Cont.) Field Description

Field Name	Description
<b>Map All Remitter List</b>	Mapping all the remitters of the VAM module to enable for channel banking.
<b>Remitter List ID</b>	List of remitter IDs present in a particular resource type.
<b>Remitter List Name</b>	Name of the remitter list available under the party.
<b>Status</b>	Status of the remitter list.
<b>New Remitter List Mapping</b>	Mapping of the remitters. The options can be: <ul style="list-style-type: none"><li>• Auto: gives default access to the all future newly added remitter lists and transactions of the party</li><li>• Manual: gives specific access to future remitter lists. This is to explicitly map new remitter lists and transactions if access needs to be provided</li></ul>

5. Click **Next**.

The **Party Resource Access - View** screen to view the selected remitter lists and transactions enabled for the selected remitter lists appears.

OR

Click **Edit** to modify the remitter list mapping.

OR

Click **Delete** to delete the Party Resource Access setup.

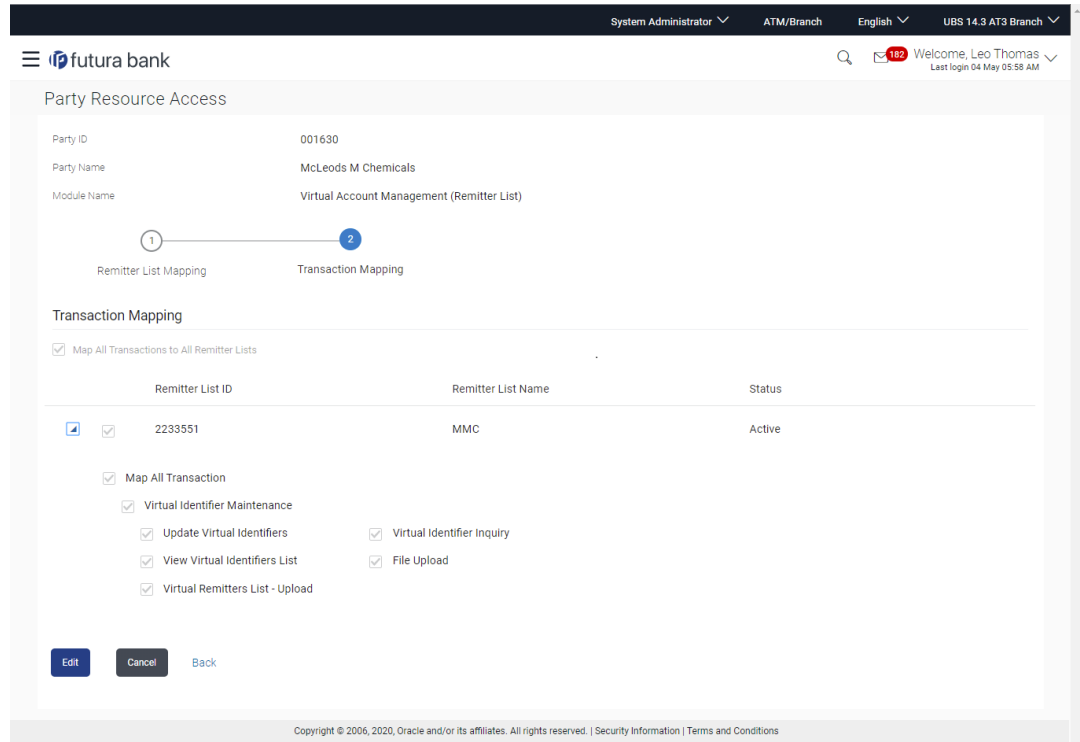
OR

Click **Cancel** to cancel the transaction.

OR

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

**Figure 13-7 Party Resource Access - Transaction Mapping- View**



6. Click icon against the particular Remitter List to view the mapped transactions.  
OR  
Click **Edit** to update transaction mapping  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## 13.3 Party Resource Access - Edit

The Bank Administrator gets a request with the list of remitter lists and transactions under each Remitter List for which access details needs to be edited for the party.

**To edit remitter lists and transaction access for the party:**

1. Navigate to one of the above paths.  
The **Party Resource Access - Edit** screen appears.
2. In the **Party ID** field, enter the party id of the user.  
OR  
In the **Party Name** field, enter the party name of the user.
3. Click **Search**.  
For a searched party, **Remitter List Mapping Summary** appears.  
OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the details.

4. If there is no mapping done for a party , the message No **Resource mapped for the party** with **Map** option appears.

5. Click the **Remitter Type** link to view/edit the details.

The **Party Resource Access- View** screen appears.

6. Click **Edit**.

The **Party Resource Access - Edit** screen appears.

This enables the selection and de-selection option against the Remitter List IDs and allows changing the map remitters from Auto to Manual and vice-versa.

OR

Click **Next** to go to the next tab (Transaction Mapping).

OR

Click **Delete** to delete the Party Resource Access setup.

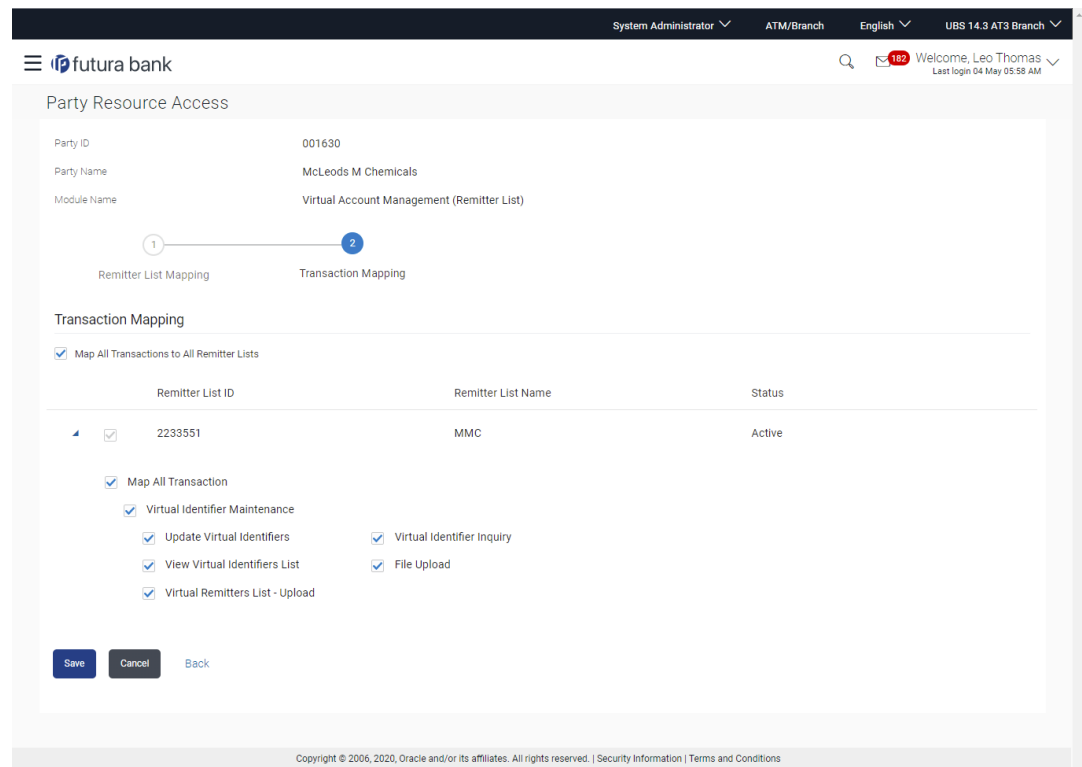
OR

Click **Cancel** to cancel the transaction.

OR

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

**Figure 13-8 Party Resource Access - Remitter List Mapping - Edit**



- To map the new resources (remitter lists), select appropriate option from **New Remitter List Mapping** field;

Select **Auto** if you wish to allow access to all future remitter list.

OR

Select **Manual** if you wish to allow specific access to all future remitter list.

- Select the respective check boxes preceding the **Remitter List ID** to be mapped.

OR

Select **Map All Remitter** List, if you want to map all the remitters.

- Click **Next**.

The **Party Resource Access - Edit** screen with mapped transaction - to the remitter appears.

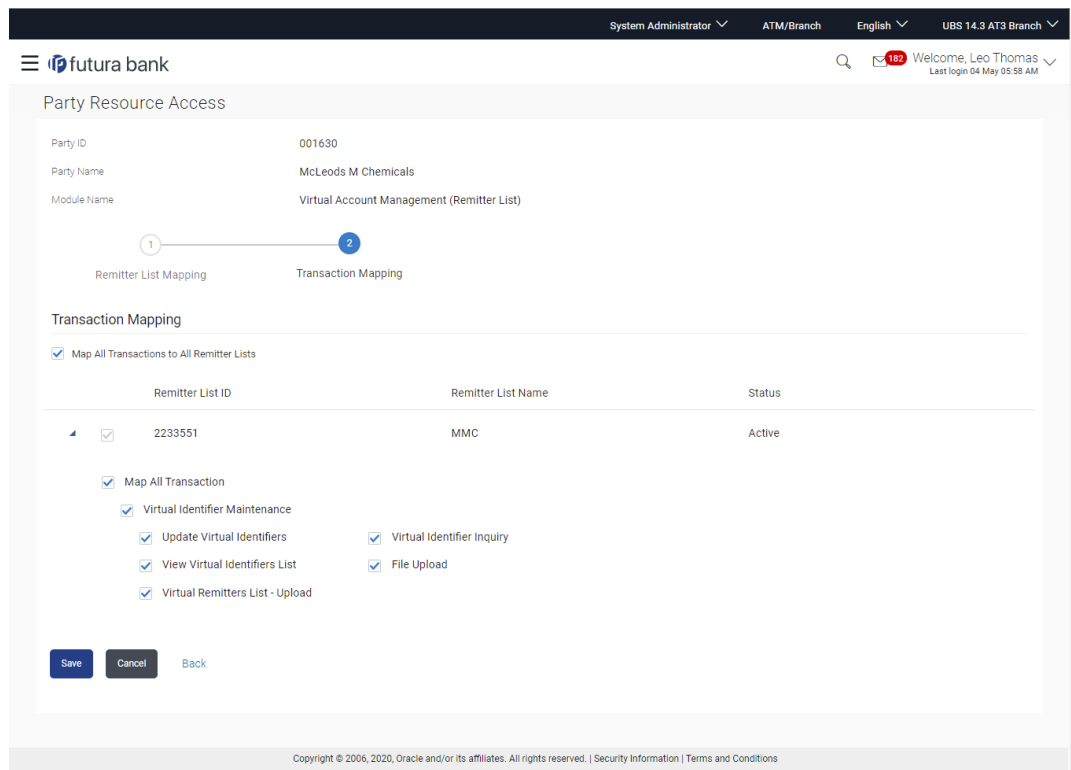
OR

Click **Cancel** to cancel the transaction.

OR

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

**Figure 13-9 Party Resource Access - Transaction Mapping - Edit**



- To map the transactions to the Remitter lists, click against the particular remitter list ID to view the transaction mapping.

- Select the respective check boxes preceding the transaction to be mapped.

OR



- Select **Map All Transactions**, if you want to map all the transactions to all remitter list IDs.
12. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
  13. The **Party Resource Access - Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
  14. The screen with success message appears along with the reference number and status of the transaction.  
Click **OK** to complete the transaction.

## 13.4 Party Resource Access - Delete

As part of this option, remitter list mapping and /transaction mapping can be deleted.  
**To delete remitter list and transaction access for the party:**

1. Navigate to one of the above paths.  
The **Party Resource Access** screen appears.
2. In the **Party ID** enter the party id of the user.  
In the **Party Name** field, enter the party name of the user.
3. Click **Search**.  
For a searched party, **Remitter List Mapping Summary** section appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the details.
4. If there is no mapping done for a party (own/ linked), the message **No Remitters mapped for the party** with **Map option** appears.
5. Click the **Remitter List** link to view/delete the details.  
The **Party Resource Access - View** screen appears.
6. Click **Delete**.  
The application prompt the administrator with a message 'Are you sure you want to delete Remitter List Mapping setup for Party ID – Party name' with an option of Yes / No.
7. Click **Yes** to proceed with the deletion request. It will navigate to confirmation page with a success message and the status.

OR

Click **No** if you do not wish to proceed with deletion.

8. The success message and the status appears.

Click **OK** to complete the transaction.

# 14

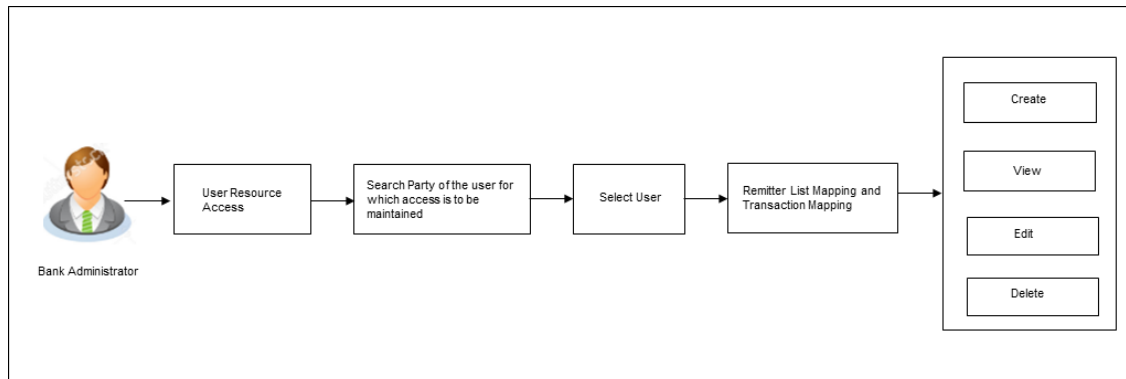
## User Resource Access

Using this option the System/ Bank Administrator can set up remitter list mapping and transaction access for user(s) of the corporate party. This maintenance can be done only after the Party Resource Access is setup for the party of the user(s).

### Pre-Requisites

- Resource Access should be maintained for the party of the user for which access is to be maintained
- Party preferences should be created for the party of the user for which access is to be maintained
- Channel Access should be enabled for party of the user for which resource access is to be maintained
- Transaction access is provided to Bank Administrator.
- Approval rule set up for Bank Administrator to perform the actions.

**Figure 14-1 Workflow**



### Features Supported In Application

The following options are available as part of this maintenance:

- User Resource Access - Mapping
- User Resource Access – View
- User Resource Access - Edit
- User Resource Access - Delete

### Navigation Path:

From **Bank Administrator Dashboard**, under **Resource Access**, click **User Resource Access**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Access Management** , Under **Access Management** , click **Resource Access**, then click **User Resource Access**.

- [User Resource Access - Mapping \(Create\)](#)
- [User Resource Access- Search](#)
- [User Resource Access - Edit](#)
- [User Resource Access - Delete](#)

## 14.1 User Resource Access - Mapping (Create)

This option allows the administrator to provide access to specific users of a party.  
**To provide the user with account and transaction access:**

1. Navigate to one of the above paths.

The **User Resource Access - Mapping** screen appears.

2. In the **Party ID** enter the party id of the user.

In the **Party Name** field, enter the party name of the user.

3. Click **Search**.

For a searched party, there will be a list of users displayed with information like user ID, full name of the user and initials of the user.

OR

Click **Cancel** to cancel the transaction.

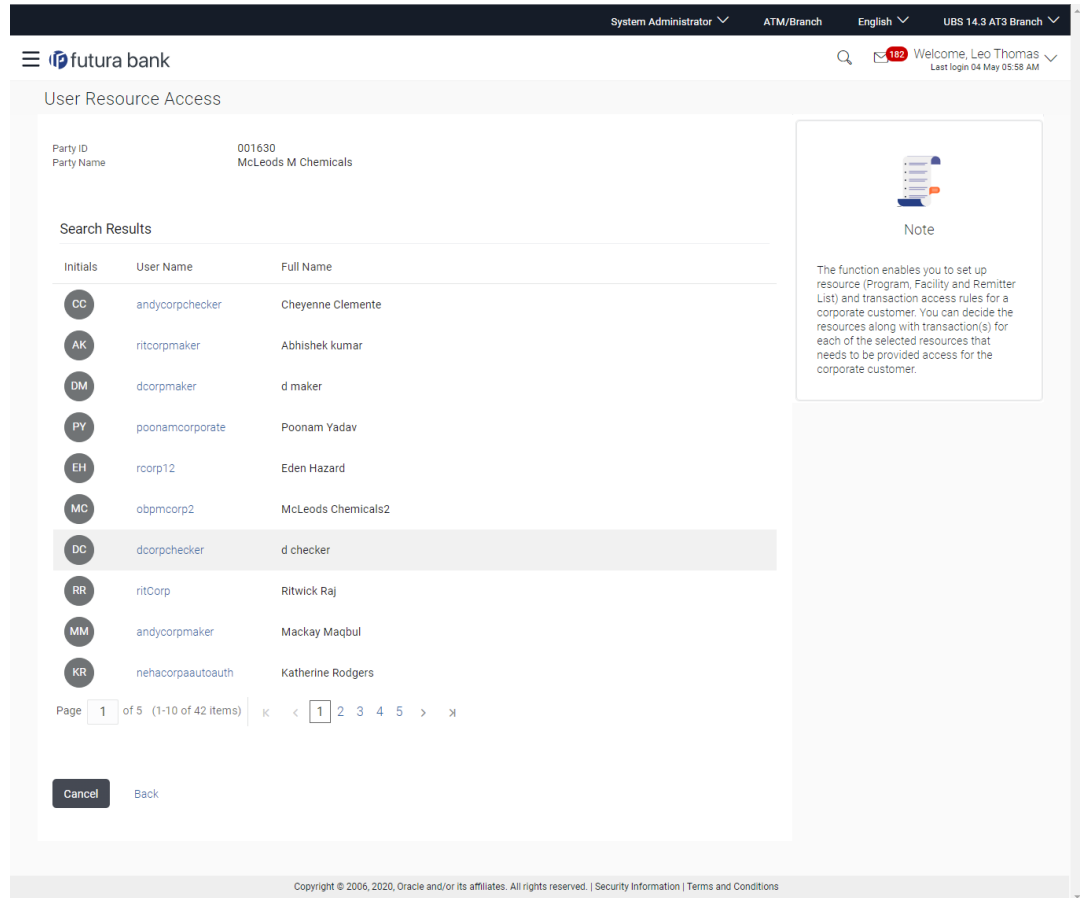
OR

Click **Clear** to clear the search parameters.

**Figure 14-2 User Resource Access – Search**

The screenshot shows the 'User Resource Access' search interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main header includes the 'futura bank' logo and a user profile for 'Leo Thomas' with a last login of '04 May 05:58 AM'. The search area contains two input fields: 'Party ID' and 'Party Name'. Below these fields are three buttons: 'Search' (highlighted in blue), 'Cancel', and 'Clear'. To the right of the search area is a 'Note' box with a document icon and text explaining the function's purpose: 'The function enables you to set up resource (Program, Facility and Remitter List) and transaction access rules for a corporate customer. You can decide the resources along with transaction(s) for each of the selected resources that needs to be provided access for the corporate customer.' At the bottom right, there is a blue button that says 'Hey, I am here to help if you need it!' and a circular help icon. The footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Figure 14-3 User Resource Access - Search Result**



**Table 14-1 Field Description**

Field Name	Description
<b>Party ID</b>	The party ID searched by the Bank Administrator.
<b>Party Name</b>	The name of the party.
<b>Search Result</b>	
<b>Initials</b>	Initials of the selected user.
<b>User Name</b>	User name of the selected user.
<b>Full Name</b>	Full name of the selected user.

- Click the **User Name** link against the user record for which you want to create the mapping.

The **User Resource Access – Mapping Summary** screen appears.

OR

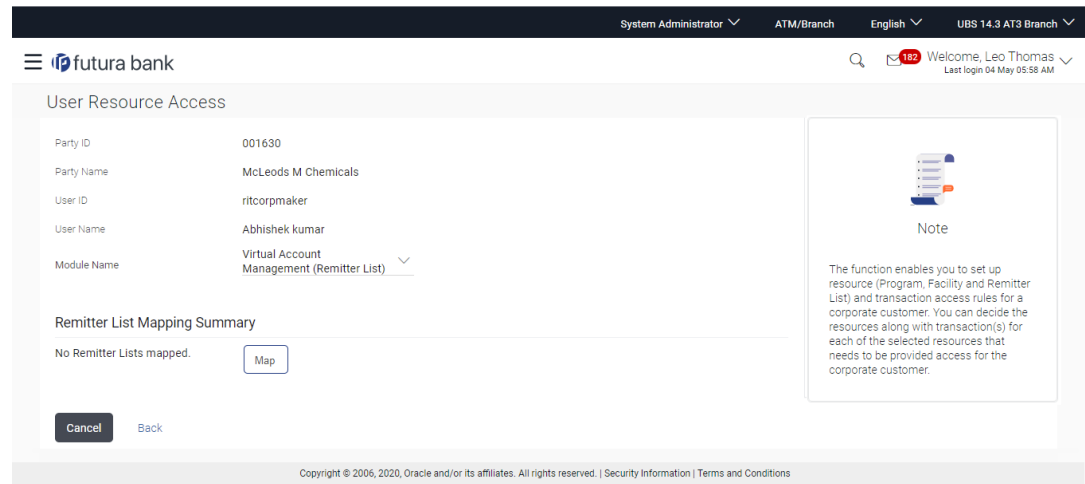
Click **Cancel** to cancel the transaction.

OR

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

- If there is no mapping done for the user for a party, there will be a message **No Remitter List mapped** with **Map** button.
- If the access for the party to which the user belongs to is not done, then there will be no **Map** button

**Figure 14-4 User Resource Access – Summary Page**



**Table 14-2 Field Description**

Field Name	Description
<b>Party ID</b>	The party ID searched by the Bank Administrator.
<b>Party Name</b>	The name of the party.
<b>User ID</b>	User ID of the selected user.
<b>User Name</b>	User name of the selected user
<b>Module Name</b>	The name of the module. Only Virtual Account Management (Remitter List) is available.
<b>Remitter List Mapping Summary</b>	

- Click **Map**.  
The **User Resource Access - Create** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

Figure 14-5 User Resource Access - Create

Table 14-3 Field Description

Field Name	Description
<b>Party ID</b>	The party ID searched by the Bank Administrator.
<b>Party Name</b>	The name of the party.
<b>User ID</b>	User ID of the selected user.
<b>User Name</b>	User name of the selected user
<b>Module Name</b>	The name of the module.
<b>Remitter List Mapping</b>	
<b>Apply Party Level Changes Automatically</b>	User will get access to remitters that are allowed/disallowed at the party level.
<b>Map All Remitter List</b>	Mapping all the remitters of the VAM module to the existing resource.
<b>Remitter List ID</b>	List of remitter IDs present in a particular resource type.
<b>Remitter List Name</b>	Name of the remitter list available under the party.
<b>Status</b>	Status of the remitter access for the party

8. All the remitters held by the selected party as a relationship with the bank as available in the core banking system will be fetched and displayed.
9. Select a global check box of **Map All Remitter** List to enable all the existing remitters for channel banking (on screen, it will serve as a **Select All** function).

OR

If specific remitter is required to be given access to the user, then the bank administrator needs to select the respective check boxes preceding the remitter ID.

10. Select **Apply Party Level Changes Automatically** to automatically apply the party changes.
11. Click **Next**.

The **User Resource Access - Create** (Transaction Mapping) screen appears.

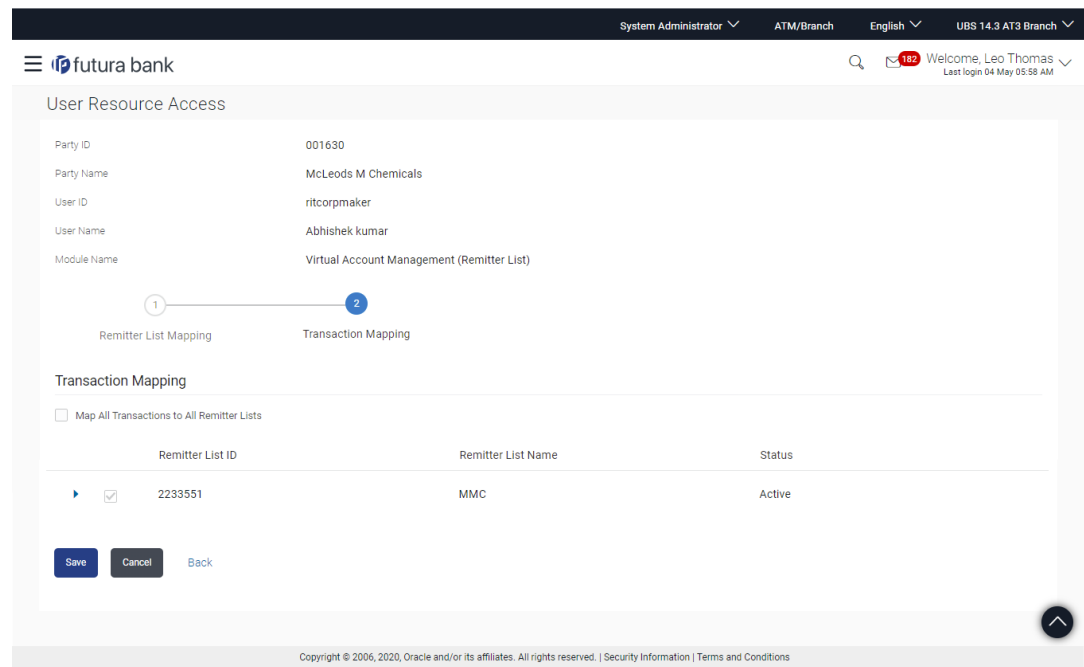
OR

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

OR

Click **Cancel** to cancel the transaction.

**Figure 14-6 User Resource Access - Transaction Mapping - Create**



**Table 14-4 Field Description**

Field Name	Description
<b>Party ID</b>	The party ID searched by the Bank Administrator.
<b>Party Name</b>	The name of the party.
<b>User ID</b>	User ID of the selected user.
<b>User Name</b>	User name of the selected user
<b>Module Name</b>	The name of the module.
<b>Transaction Mapping</b>	
<b>Map All Transactions to All Remitter List</b>	Mapping all the transactions to all the remitter list.
<b>Remitter List ID</b>	List of remitter IDs present in a particular resource type.



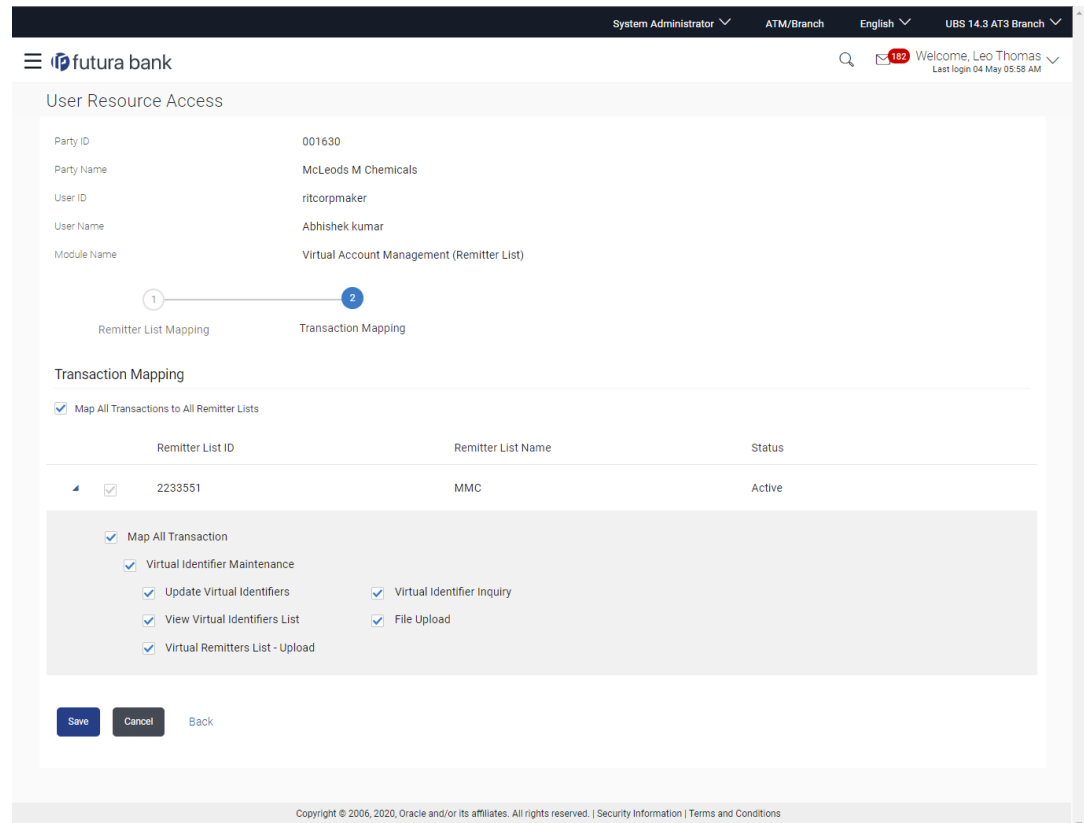
**Table 14-4 (Cont.) Field Description**

Field Name	Description
<b>Remitter List Name</b>	Name of the remitter list available under the party.
<b>Status</b>	Status of the remitter access for the party

12. To **map** the transactions to the account.

click  icon against the particular remitter ID to view the transaction mapping.

**Figure 14-7 User Resource Access - Transaction Mapping (Map Transaction) - Create**



13. Select the respective check boxes preceding the transaction to be mapped.

OR

Select **Map All Transactions**, if you want to map all the transactions to all accounts.

14. Select **Apply Party Level Changes Automatically** to automatically apply the party changes.

15. Click **Save**.

OR

Click **Cancel** to cancel the transaction.

OR

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

16. The **User Resource Access - Review** screen appears.

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

OR

Click **Cancel** to cancel the transaction.

OR

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

17. The screen with success message appears along with the reference number and status of the transaction.

Click **OK** to complete the transaction.

## 14.2 User Resource Access- Search

The Bank Administrator can view the list of remitter(s) and transactions for which access has been provided to the user.

**To view the remitter and transaction access:**

1. Navigate to one of the above paths.

The **User Resource Access - Search** screen appears.

2. In the **Party ID** enter the party id of the user.

In the **Party Name** field, enter the party name of the user.

3. Click **Search**.

For a searched party, there will be a list of users displayed with information like user ID, full name of the user and initials of the user.

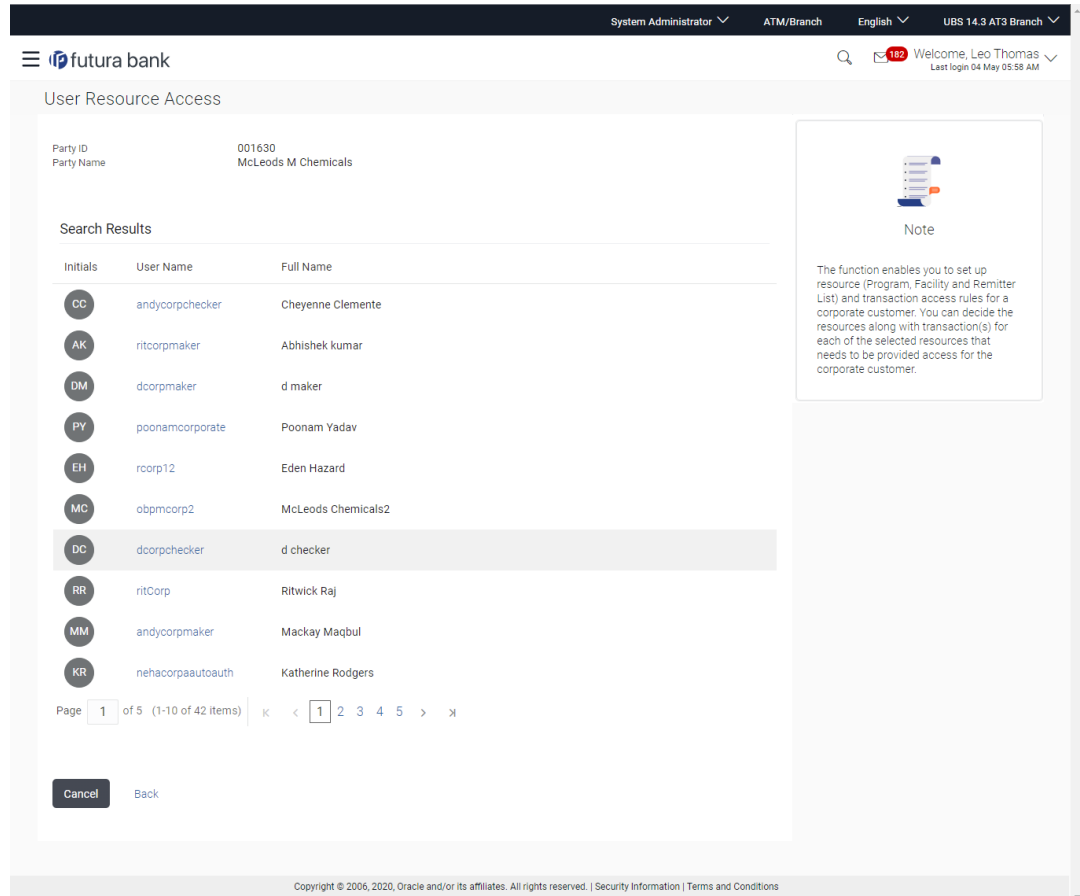
OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to clear the search parameters.

**Figure 14-8 User Resource Access - Search Result**



**Table 14-5 Field Description**

Field Name	Description
<b>Party ID</b>	The party ID searched by the Bank Administrator.
<b>Party Name</b>	The name of the party.
<b>Search Result</b>	
<b>Initials</b>	Initials of the selected user.
<b>User Name</b>	User name of the selected user.
<b>Full Name</b>	Full name of the selected user.

- Click the **User Name** link against the user record for which you want to view the details. The **User Resource Access – Mapping Summary** screen appears.

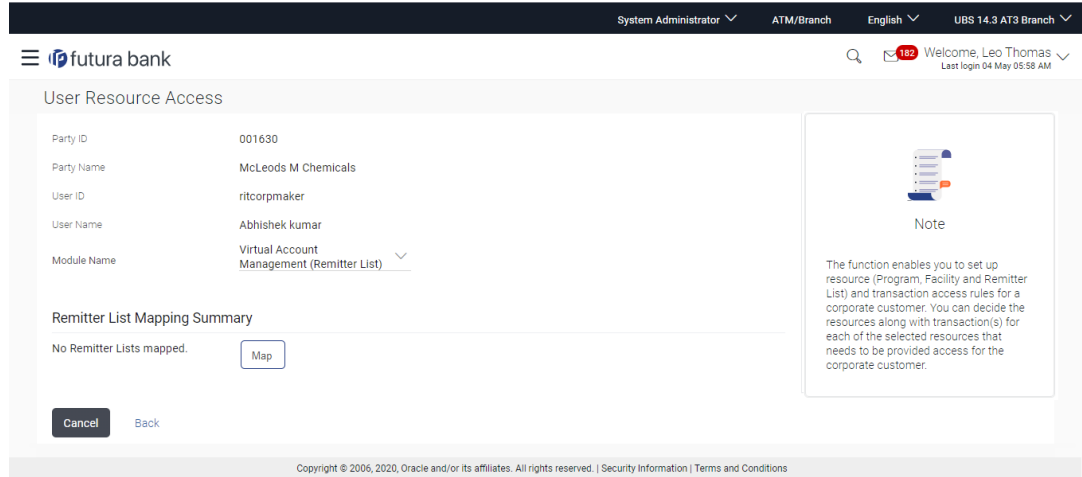
OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear**, if you want to reset the search parameters.

**Figure 14-9 User Resource Access – Summary Page**



**Table 14-6 Field Description**

Field Name	Description
<b>Party ID</b>	The party ID searched by the Bank Administrator.
<b>Party Name</b>	The name of the party.
<b>User ID</b>	User ID of the selected user.
<b>User Name</b>	User name of the selected user
<b>Module Name</b>	The name of the module.
<b>Remitter List Mapping Summary</b>	
<b>Resource Type</b>	The resource types available under the party. The resource type can be: <ul style="list-style-type: none"> <li>• Remitter List</li> </ul>
<b>Total Number of Remitter Lists</b>	Total number of remitter lists available under the party.
<b>Number of Remitter Lists Mapped</b>	Number of remitter lists mapped to the particular resource type.

5. Click the **Remitter List** link to view the remitter mapping.

The **User Resource Access – View** screen, displaying remitter list mapping appears.

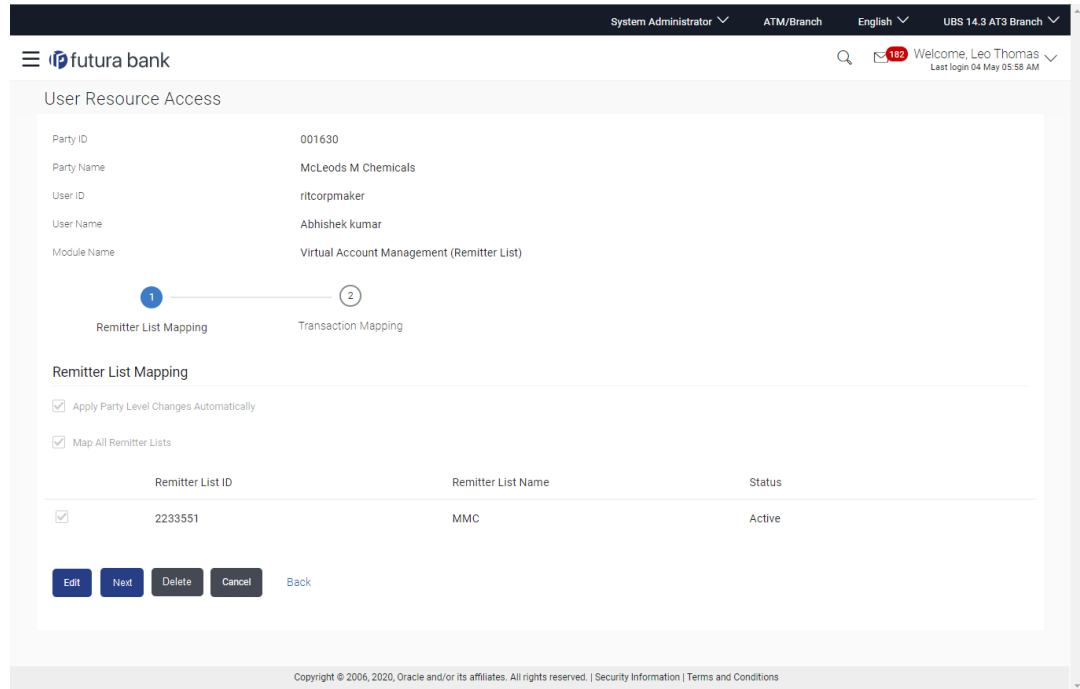
OR

Click **Cancel** to cancel the transaction.

OR

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

**Figure 14-10 User Resource Access – View**



**Table 14-7 Field Description**

Field Name	Description
<b>Party ID</b>	The party ID searched by the Bank Administrator.
<b>Party ID</b>	The party ID searched by the Bank Administrator.
<b>Party Name</b>	The name of the party.
<b>User ID</b>	User ID of the selected user.
<b>User Name</b>	User name of the selected user.
<b>Module Name</b>	The name of the module.
<b>Remitter List Mapping</b>	
<b>Apply Party Level Changes Automatically</b>	User will get access to remitter lists that are allowed/ disallowed at the party level.
<b>Map All Remitter List</b>	Mapping all the remitter lists to the user that are allowed at the party level.
<b>Remitter List ID</b>	Remitter List Identifier.
<b>Remitter List Name</b>	Name of the remitter list available under the party.
<b>Status</b>	Status of the remitter access for the party

6. Click **Next** .

The **User Resource Access – View** (Transaction Mapping) screen appears.

OR

Click **Edit** to modify the remitter list mapping.

OR

Click **Delete** to delete the User Resource Access setup.

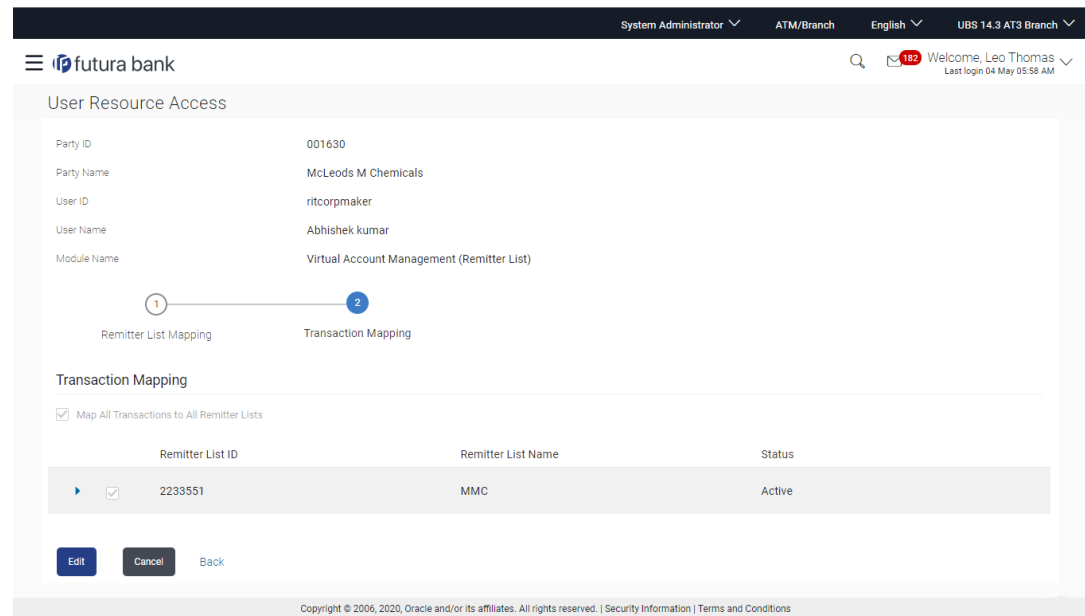
OR

Click **Cancel** to cancel the transaction.

OR

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

**Figure 14-11 User Resource Access - Transaction Mapping - View**



7. Click against the particular Remitter List to view the mapped transactions.

OR

Click **Edit** to edit the mapping.

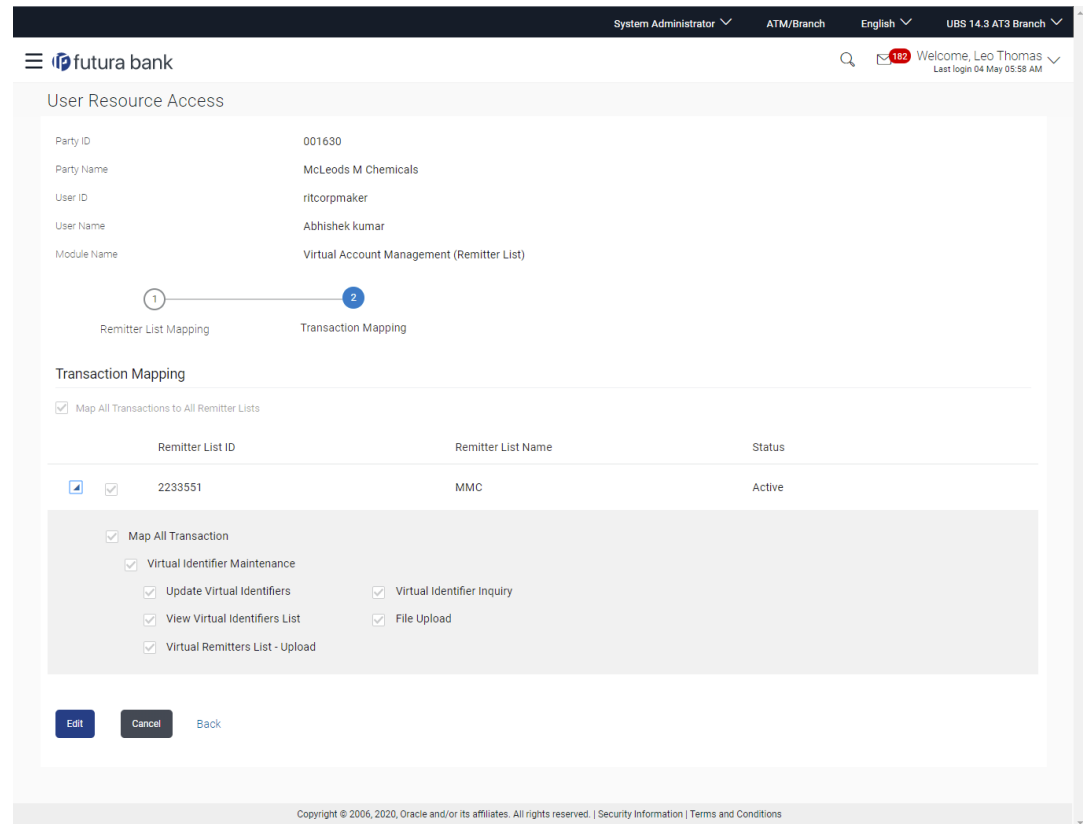
OR

Click **Cancel** to cancel the transaction.

OR

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

**Figure 14-12 User Resource Access - Transaction Mapping - View Mapping**



8. Click **Edit** to update the User Resource Access mapping.
- OR
- Click **Cancel** to cancel the transaction.
- OR
- Click **Back** to navigate to the previous screen.

## 14.3 User Resource Access - Edit

The Bank Administrator gets a request with the list of remitter lists and transactions for which access details needs to be edited for a selected user of the party.

**To edit remitter list and transaction access for the user:**

1. Navigate to one of the above paths.  
The **User Resource Access - Edit** screen appears.
2. In the **Party ID** enter the party id of the user.  
In the **Party Name** field, enter the party name of the user.
3. Click **Search**.  
For a searched party, there will be a list of users displayed with information like user ID, full name of the user and initials of the user.
4. Click the **User Name** link against the user record for which you want to edit the details.  
The **User Resource Access – Mapping Summary** screen appears.

OR

Click **Cancel** to cancel the transaction.

OR

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

5. Click the **Remitter List** link.

The **User Resource Access – View** screen, displaying remitter list mapping appears.

6. Click **Edit**.

The **User Resource Access - Edit** screen appears.

This enables the selection and de-selection option against the remitter list. There is also an option to edit check box **Apply Party Level Changes Automatically** to apply/ remove the party changes.

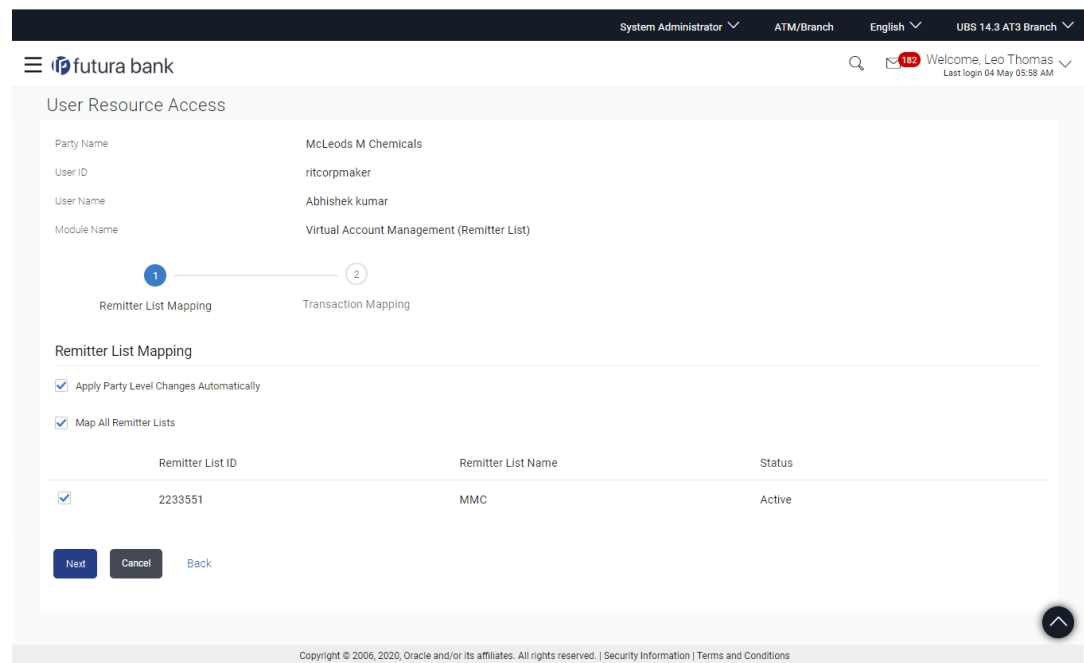
OR

Click **Cancel** to cancel the transaction.

OR

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

**Figure 14-13 User Resource Access – Edit**



7. Select the respective check boxes preceding the **Remitter List ID** to be mapped.

OR

Select **Map All Remitter List**, if you want to map all the Remitter Lists available

Select/ De-select check box **Apply Party Level Changes Automatically** to apply/remove the party changes.

8. Click **Next** .




The **User Resource Access - Edit** screen with mapped remitter list appears.

OR

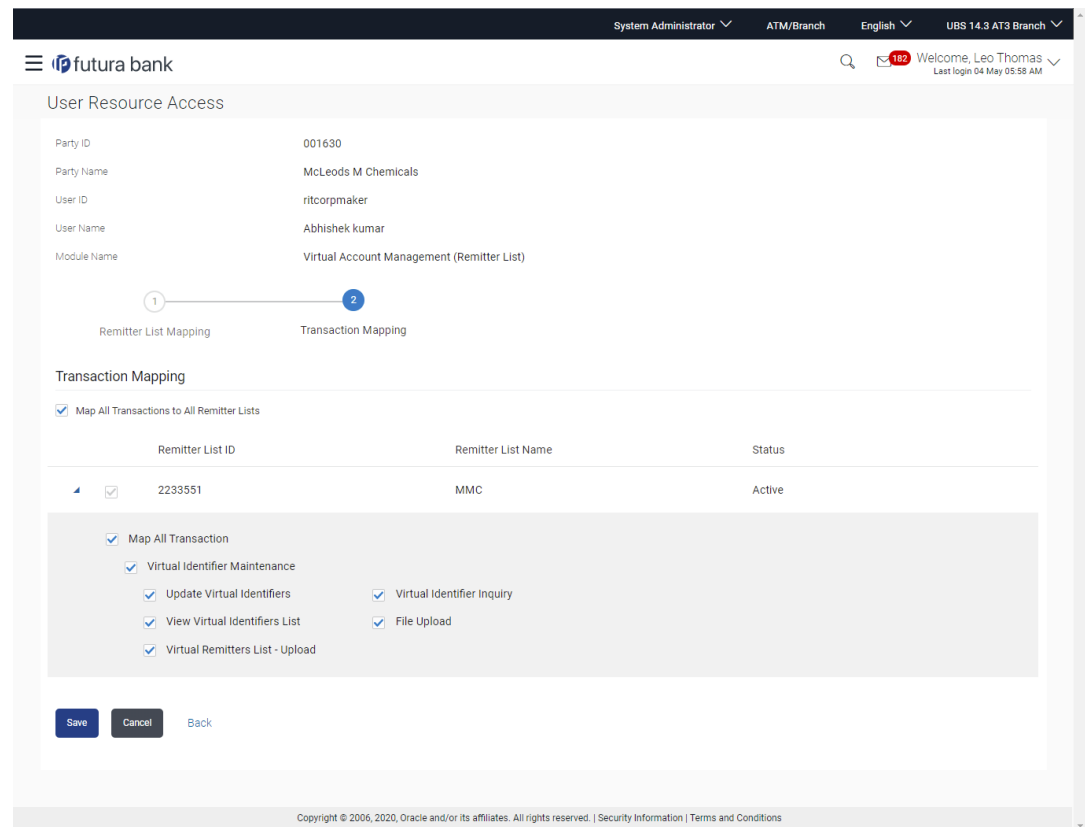
Click **Back** to navigate to the previous screen.

OR

Click **Cancel** to cancel the transaction.

- To map the transactions to the remitter lists, click  icon against the particular **Remitter List ID** to view the transaction mapping.

**Figure 14-14 User Resource Access - Transaction- Resource Mapping - Edit**



- Select the respective check boxes preceding the transaction to be mapped.

OR

Select **Map All Transactions**, if you want to map all the transactions to all Remitter Lists

- Click **Save**.

OR

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

OR

Click **Cancel** to cancel the transaction.

- The **User Resource Access - Review** screen appears.

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

OR

Click **Edit** to edit the transaction.

OR

Click **Cancel** to cancel the transaction.

13. The **User Resource Access - Confirmation** screen with success message appears along with the reference number and status of the transaction.

Click **OK** to complete the transaction.

## 14.4 User Resource Access - Delete

The Bank Administrator gets a request with the user information of a party for which access details needs to be deleted. As part of this option, remitter list mapping can be deleted for a user.

**To delete remitter and transaction access for the user:**

1. Navigate to one of the above paths.

The **User Resource Access** screen appears.

2. In the **Party ID** enter the party id of the user.

In the **Party Name** field, enter the party name of the user.

3. Click **Search**.

For a searched party, there will be a list of users displayed with information like user ID, full name of the user and initials of the user.

4. Click the **User Name** link against the user record for which you want to delete the details.

The **User Resource Access – Mapping Summary** screen appears.

5. Click the **Remitter List** link. The **User Resource Access – View** screen, displaying remitter list mapping appears.

6. Click **Delete**.

The application will prompt the administrator with a deletion message with an option of Yes / No.

OR

Click **Edit** to modify the remitter list mapping.

OR

Click **Next** to go to the next screen.

The **User Resource Access – View** (Transaction Mapping) screen appears.

OR

Click **Cancel** to cancel the transaction.

OR

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

7. Click **Yes** to proceed with the deletion request. It will navigate to confirmation page with a success message and the status.

OR

Click **No** if you do not wish to proceed with deletion.

8. Click **OK** to complete the transaction.

# Approvals

Each user is assigned a particular task to perform as per their position in the hierarchy of the bank/corporate. For instance, some user(s) may be given rights to do data entry for transactions such as domestic fund transfer, draft issuance by logging in to channel banking. Transaction created by initiator in the system is routed to the appropriate authorized signatory or group of signatories for approval depending upon the rules configured. A transaction once approved by all the required approvers gets processed.

Approval Management function enables the Bank Administrator to configure approval flows for various financial and non-financial transactions on channel banking for bank's customers and for administrators.

Approval flow includes configuration of rules for the users with following access types:

- Maker/ Initiator – User who is a creator of the transaction.
- Authorizer/ Approver – User who authorizes the transactions created by the maker. His authorization rights are maintained by an administrator.

## Features supported in application

Approval management supported for Bank administrator users includes;

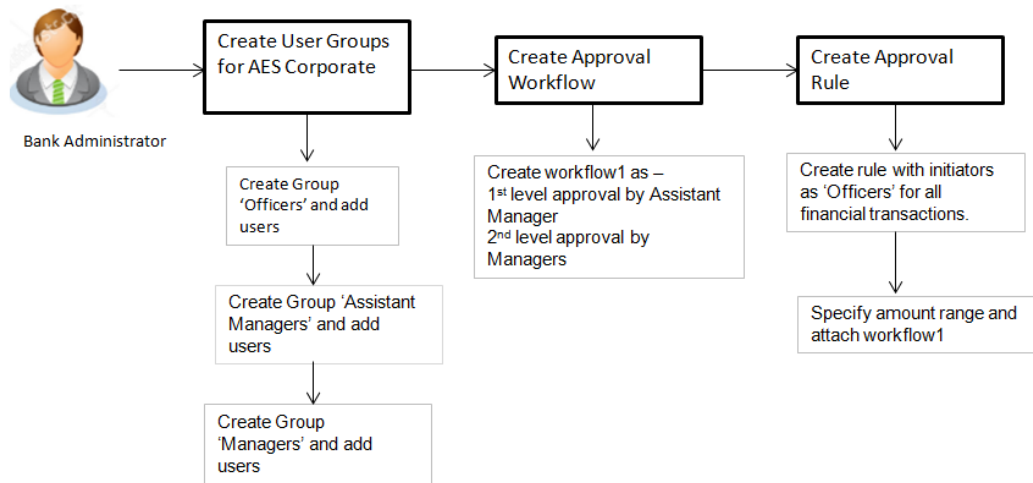
- Approval Workflow Maintenance
- Approval Rule Maintenance

 **Note:**

Approval Workflow and Rules can also be maintained for Non Customer Corporates (for which the party id is not maintained in UBS or in Core banking system). For Non Customer Corporate (counterparties on boarded by Corporates) the system will look for the party ID in OBSCF/OBCMS.

## Business scenario

AES Corporation wants to enable approval workflow for all financial transactions. The requirement is – All the financial transactions will be initiated by 'Officers' of the corporate. The transactions initiated by 'Officers' should be sent to 'Assistant Managers' for 1st level approval. After the transaction is approved by any one user from a group of 'Assistant Managers' then the transaction should be sent to 'Managers' for final level of approval. The transaction processing should happen only after final approval.



- [Workflow Management](#)
- [Approval Rules](#)
- [FAQ](#)

## 15.1 Workflow Management

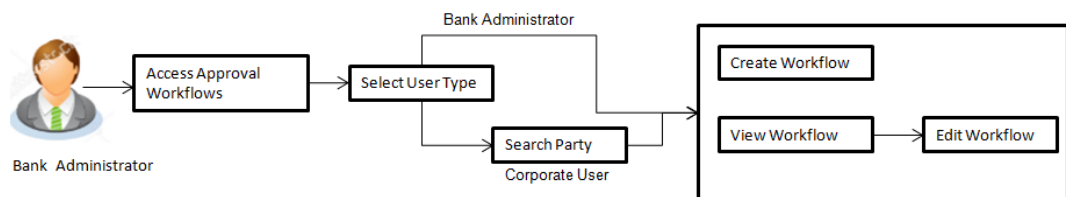
Approval workflows are created to support requirements where multiple levels of approval are required in a specific sequence for a transaction/maintenance. Each workflow can be configured to have up to five levels of approval with a specific user or a user group configured at each level.

Workflows can be created independently and can be attached to a specific transaction/maintenance as part of the Approval Rule configuration.

### Prerequisites

- Transaction access is provided to Bank Administrator.
- Party preference is maintained.
- Multiple users are maintained under a party or as Bank Administrators
- Approval rule set up for Bank Administrator to perform the actions.
- Necessary user groups are maintained using User Group Management.

**Figure 15-1 Workflow**



## Features Supported In Application

Approval Rule maintenance allows Bank Administrator to:

- View Approval Workflows
- Create Approval Workflows
- Edit Approval Workflows

### Navigation Path:

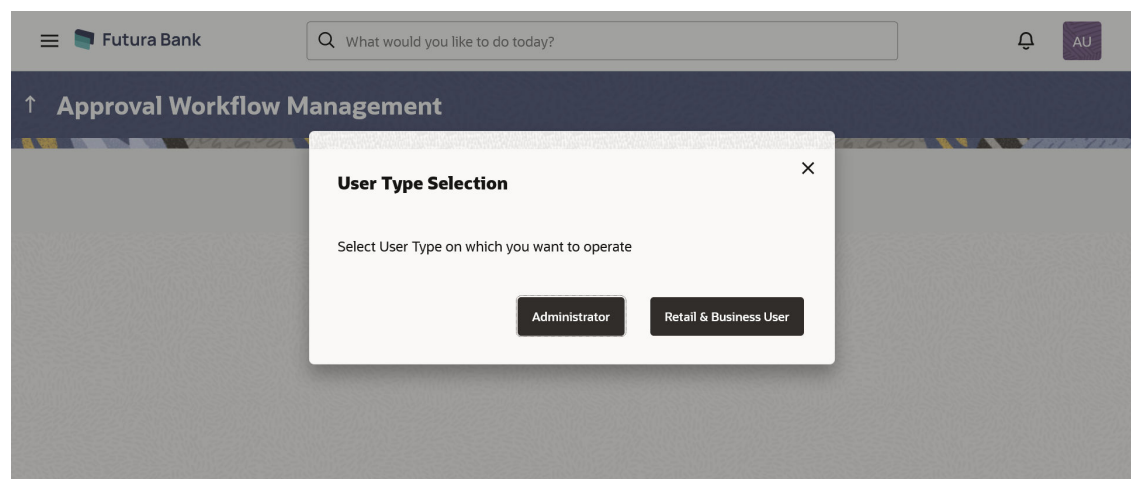
From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Approvals**, Under **Approvals** , click **Workflow Management**.

- [Approval Workflow – Select User Type](#)
- [Approval Workflow - Admin User - Workflow Management](#)
- [Approval Workflow - Retail & Business User - Workflow Management](#)
- [FAQ](#)

## 15.1.1 Approval Workflow – Select User Type

Bank Administrator logs into the system and navigates to the **Approval Workflow** screen. On accessing the 'Approval Workflow Management' menu, bank administrator has to select the user type for whom the workflows are to be maintained.

**Figure 15-2 Approval Workflow – Select User Type**



1. Navigate to one of the above paths.  
The **Workflow Management** screen appears.
2. Click **Admin User** to access the workflow management of bank administrator users.  
The **Admin Workflow Management** screen appears.
3. Click **Retail & Business User** to access the workflow management for Retail and Business users.  
The **Workflow Management** screen appears.

## 15.1.2 Approval Workflow - Admin User - Workflow Management

Further drill down is provided on the each workflow to view the details of the users/ user groups who are the part of workflow.

**To view the approval workflow for corporate users:**

1. Navigate to one of the above paths.  
The **Workflow Management** screen appears.
2. Enter the search parameters and click **Search**.  
The **Workflow Management** screen with search results appears based on the searched criteria.
3. Click the **Workflow Code** link to view details of the selected Approval Workflow  
The **Workflow Management - View** screen appears.

**Figure 15-3 Approval Workflow Management**

**Table 15-1 Field Description**

Field Name	Description
<b>Workflow Code</b>	Code of the already maintained approval workflow.
<b>Workflow Description</b>	Description of the already maintained approval workflow.

4. Click **Create** to create new admin workflow.  
The **Admin Workflow Management – Create** screen appears.  
OR

Click **Cancel** to cancel the operation and navigate the user back to 'Dashboard'.

OR

Enter the search parameters and click **Search** to search the matching records.

OR

Click **Clear** to clear the input search parameters.

- [Admin Workflow Management – Search](#)
- [Admin Workflow Management – View](#)
- [Admin Workflow Management – Create](#)
- [Admin Workflow Management - Edit](#)

### 15.1.2.1 Admin Workflow Management – Search

Bank Administrator user can search the workflows maintained for administrator users.

Workflows maintained (if any) for admin users are displayed on the screen after searching with valid input. User can view the details of existing workflow by clicking on the search results or can create new approval workflow using this screen.

**To search the approval workflow for admin users:**

1. In the **Admin Workflow Management** screen, enter the search parameters and click **Search**.

The **Admin Workflow Management** screen with search results appears based on the searched criteria.

**Figure 15-4 Workflow Management – Search**

The screenshot displays the 'Administrator Workflow Management' interface. At the top, there is a search bar with the placeholder text 'What would you like to do today?'. Below this, the 'Administrator Workflow Management' title is visible. The main area contains two input fields: 'Workflow Code' with the value '0' and 'Workflow Description'. Below the input fields are three buttons: 'Search', 'Create', and 'Clear'. A table of search results is displayed below the buttons. The table has three columns: 'Workflow Code', 'Workflow Description', and 'Approval Levels'. The results are as follows:

Workflow Code	Workflow Description	Approval Levels
0001	0001	1
CHECKWF009	CHECKWF009	1
aaatest8708	huiafe	1
test001	test0012	2
test002	test002	2
test004	test004	3

At the bottom left of the table area, there is a 'Cancel' button.



**Table 15-2 Field Description**

Field Name	Description
<b>Workflow Code</b>	The approval workflow code to search the approval workflows.
<b>Workflow Description</b>	The approval workflow description to search the approval workflows.
<b>Search Results</b>	
<b>Workflow Code</b>	Unique code of the already maintained approval workflow.
<b>Workflow Description</b>	Description of the already maintained approval workflow.
<b>Approval Level</b>	Number of approval levels in each workflow.

2. Click the **Work Flow code** link, to view details of the selected Approval Workflow.

The **Workflow Management - View** screen appears.

OR

Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

OR

Click **Clear** to reset the data entered.

OR

Click **Create** create new Approval Workflow for admin users.

### 15.1.2.2 Admin Workflow Management – View

Further drill down is given on the each workflow to view the details of the users/ user groups who are the part of workflow.

**To view the approval workflow for corporate users:**

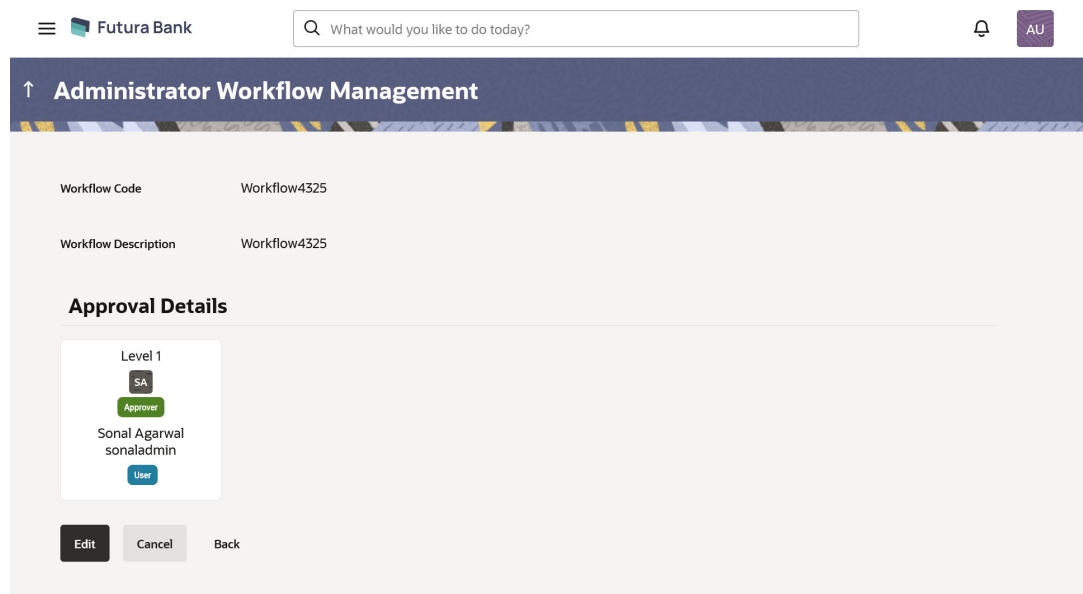
1. In the **Admin Workflow Management** screen, enter the search parameters and click **Search**.

The **Admin Workflow Management** screen with search results appears based on the searched criteria.

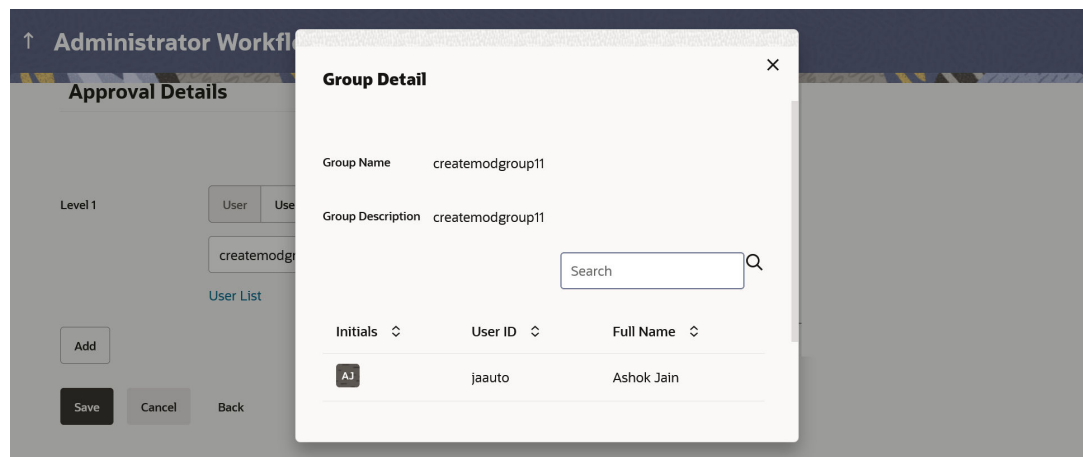
2. Click the **Work Flow code** link, to view details of the selected Approval Workflow.

The **Workflow Management - View** screen appears.

**Figure 15-5 Workflow Management – View**



**Figure 15-6 Group Details**



**Table 15-3 Field Description**

Field Name	Description
<b>View</b>	
<b>Workflow Code</b>	Workflow code is displayed.
<b>Workflow Description</b>	Workflow description is displayed.
<b>Approval Details</b>	
<b>Approval Level</b>	User / user group maintained at each approval level. There can be up to five levels of approval levels.

**Table 15-3 (Cont.) Field Description**

Field Name	Description
<b>User Name / User Groups</b>	User or a user group maintained at each level of approval. On Approval -Workflow screen, Admin User can click on the Name of the user group that is part of the workflow to see the list of users which are part of that Group  User can search specific user name, by using the search window on Group Details overlay.

3. Click **Edit** to edit the workflow.

The **Workflow Management - Edit** screen with values in editable form appears.

OR

Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

OR

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

### 15.1.2.3 Admin Workflow Management – Create

Bank Administrator can create approval workflows for the Admin users. By default, user can specify minimum one and maximum five levels of approvals as a part of workflow.

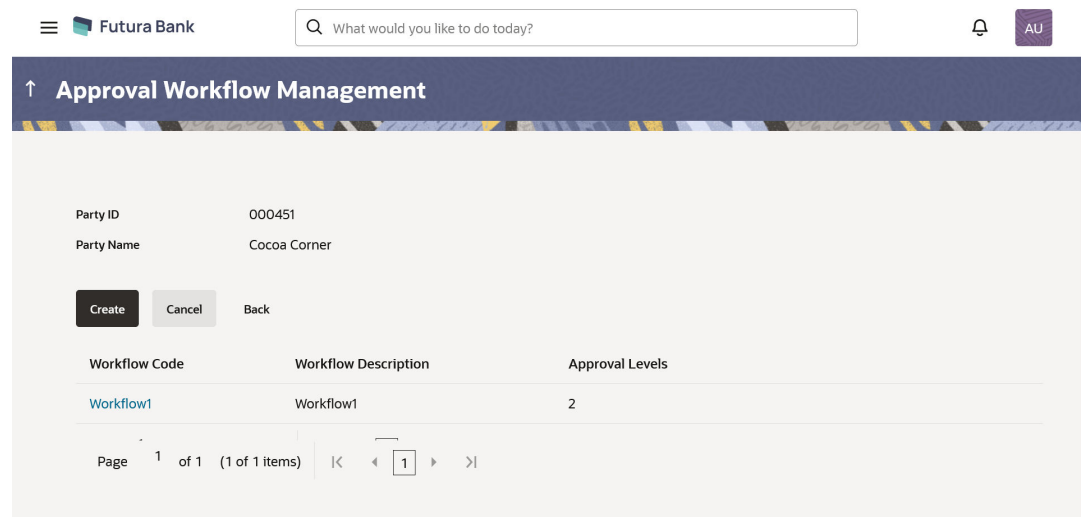
Administrator can set either an individual user or user group of a corporate as a part of each level of approval. Approval type (sequential/non-sequential/no authorization) is defined at the party preference.

#### To create an approval workflow:

1. In the **Admin Workflow Management** screen, click **Create**.

The **Admin Workflow Management - Create** screen appears.

**Figure 15-7 Admin Workflow Management – Create**




**Table 15-4 Field Description**

Field Name	Description
<b>Create</b>	
<b>Workflow Code</b>	To specify approval workflow code.
<b>Workflow Description</b>	To specify approval workflow description.
<b>Approval Details</b> Approval levels for a user / user group. You can click <b>Add</b> for multi level approval process.	
<b>Approval Level</b>	Approval levels for a user / user group. User can click Add for multi level approval process.
<b>User / User Group</b>	To select specific user or a user group at each level of approval.

2. In the **Workflow Code** field, enter the workflow code.
3. In the **Workflow Description** field, enter the name of the workflow.
4. In the **Approval Details** section, from the **Level 1** field, click appropriate user / user group.
5. From the **User Name / User Groups** list, select the approver user name.
6. Click **Add** to add the selected user/ user group at specific level of approval.

OR

Click  delete icon to remove specific approval level.

7. Enter the party id in the In the **Party Id** field.  
In the **Party Name** field, enter the party name.
8. Click **Save** to save Approval Workflow.

OR

Click **Cancel** to cancel the transaction.

OR

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

9. The **Workflow Management - Create - Review** screen appears post necessary validations.

Verify the details and click **Confirm** to confirm the details.

OR

Click **Cancel** to cancel the transaction.

OR

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

10. The success message of saving the created approval workflow appears along with the transaction reference number and status.

Click **OK** to complete the transaction.

### 15.1.2.4 Admin Workflow Management - Edit

This function enables the Bank Administrator to update the description of the workflow and also to remove existing and add the new approval levels. Edited workflows are applicable for

new transactions initiated post workflow update, whereas the previously initiated and transactions pending approval follows the old workflow.

**To edit an approval workflow:**

1. In the **Admin Workflow Management** screen, enter the search parameters and click **Search**.

The **Admin Workflow Management** screen with search results appears based on the searched criteria.

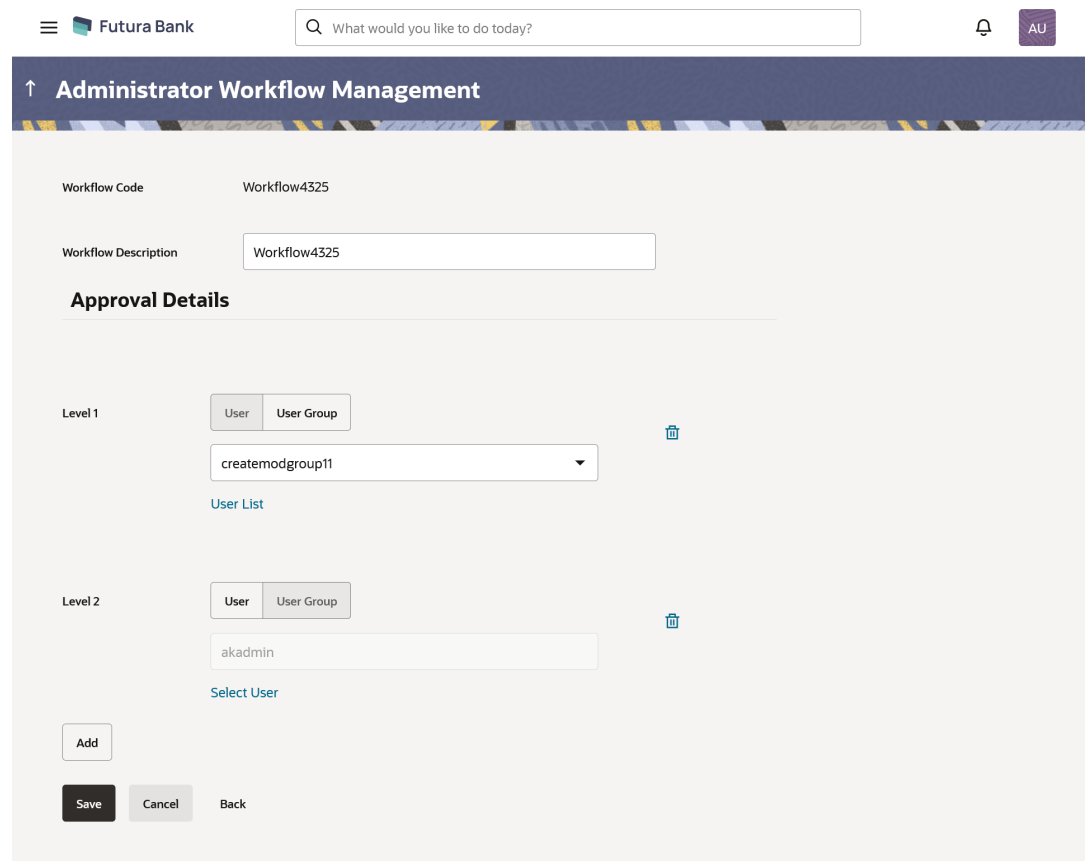
2. In the **Admin Workflow Management** screen, click the **Work Flow code** link, for which you want to view the details.

The **Admin Workflow Management - View** screen appears.

3. Click **Edit**.

The **Admin Workflow Management - Edit** screen appears.

**Figure 15-8 Workflow Management - Edit**




**Table 15-5 Field Description**

Field Name	Description
<b>Edit</b>	
<b>Workflow Code</b>	Workflow code is displayed.

**Table 15-5 (Cont.) Field Description**

Field Name	Description
<b>Workflow Description</b>	Workflow description is displayed in editable form.
<b>Approval Details</b>	
<b>Approval Level</b>	Approval levels for a user / user group. Administrator can remove or add approval levels in a workflow.
<b>User Name / User Groups</b>	User or a user group maintained at each level of approval. Administrator can edit an existing user/user group maintained at each level and can also specify user/user group for additional approval level.

4. Edit the required details.
5. Click **Add** to add the selected user/ user group at specific level of approval.  
OR  
Click  icon to remove specific approval level.
6. Click **Save** .  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
7. The **Workflow Management - Edit- Review** screen appears post necessary validations.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
8. The success message of saving the approval workflow modification appears along with the transaction reference number and status.  
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

### 15.1.3 Approval Workflow - Retail & Business User - Workflow Management

System displays a screen to enter the party information (party ID or party name) and search party for which the approval workflows are to be maintained/ viewed.

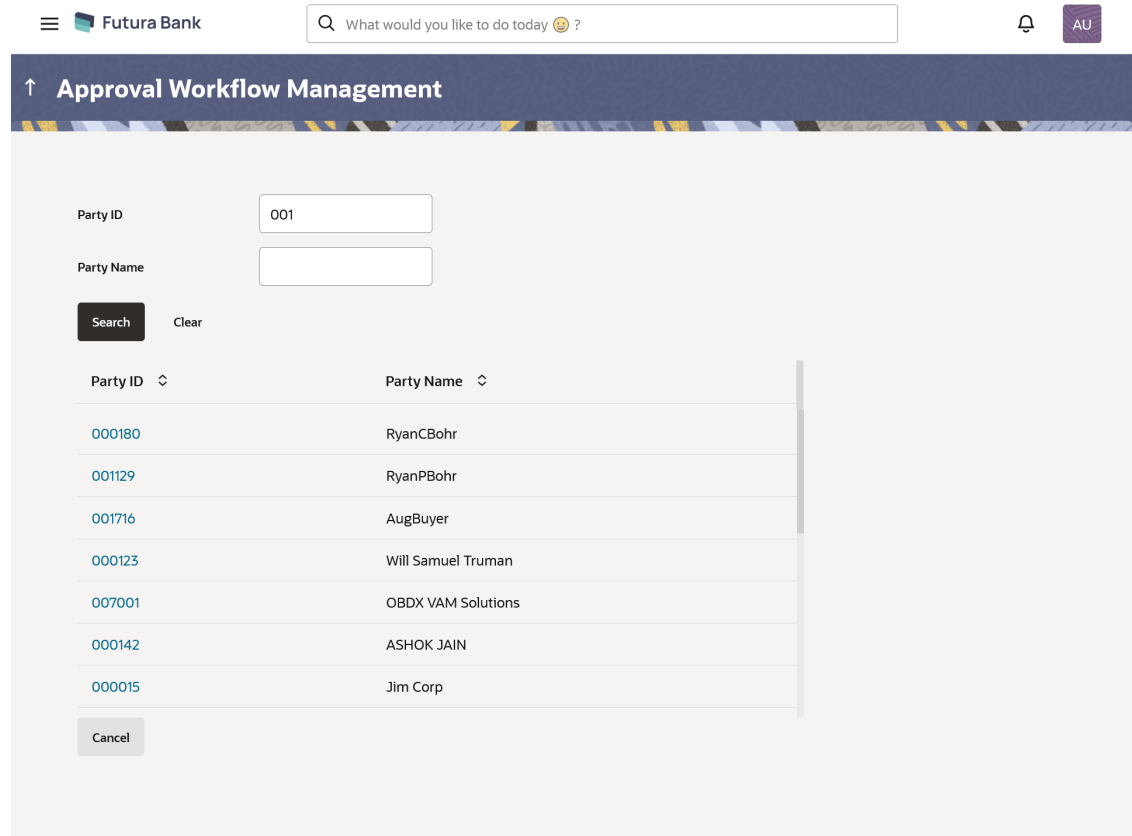
User can enter the party ID (if known) or the party name with a minimum of five characters.

System matches the input provided by the user with the party name records and displays the matching party records.

In case of a party search by party ID, it is an exact match and system displays the workflows maintained if any.

In case of a party search by name, system displays the matching party records. The records have parties listed with both Party ID and Party Name information. User can select the record by clicking on the Party ID from the list.

**Figure 15-9 Workflow Management**



**Table 15-6 Field Description**

Field Name	Description
<b>Party ID</b>	Party ID to be searched.
<b>Party Name</b>	Party name of the party ID to be searched.
<b>Search Result</b>	
<b>Party ID</b>	Party IDs as per search input. Click on the link to view workflows maintained under the party.
<b>Party Name</b>	Party name of the party ID.

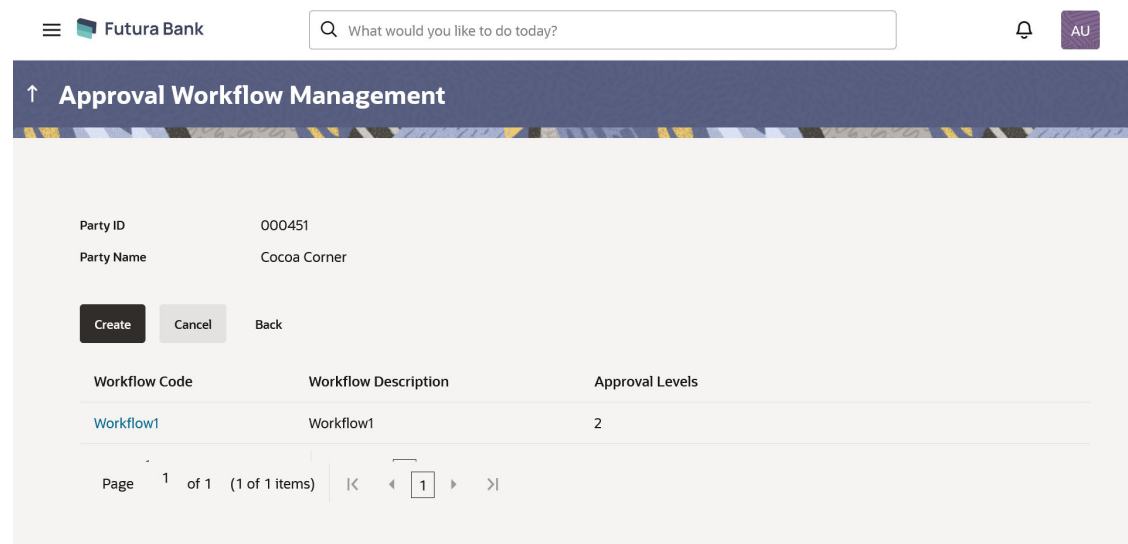
1. Navigate to one of the above paths.  
The **Workflow Management** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click on **Clear** to clear the input search parameters.

2. Click on the **Party ID** link to view the workflows maintained under the selected party.
  - [Retail & Business Workflow Management – Summary](#)
  - [Retail & Business Workflow Management – View](#)
  - [Workflow Management – Create](#)
  - [Retail & Business Workflow Management - Edit](#)

### 15.1.3.1 Retail & Business Workflow Management – Summary

Clicking on **Workflow Code** hyperlink, workflows maintained (if any) under a party are displayed on the screen. User can opt to view the details of existing workflows or can create new approval workflow using this screen.

**Figure 15-10 Workflow Management – Summary**



**Table 15-7 Field Description**

Field Name	Description
<b>Party ID</b>	Party ID of which workflows to be viewed/ edited.
<b>Party Name</b>	Party name of Party ID of which workflows to be viewed/ edited.
<b>Workflow Code</b>	Code of the already maintained approval workflow. This field will be displayed only if there are existing approval workflows available under a party.
<b>Workflow Description</b>	Description of the already maintained approval workflow. This field will be displayed only if there are existing approval workflows available under a party
<b>Approval Levels</b>	Number of approval levels in each workflow. This field will be displayed only if there are existing approval workflows available under a party.

- Click the **Workflow Code** link to view details of the selected Approval Workflow.  
The **Workflow Management - View** screen appears.



OR

Click **Create**. The **Workflow Management - Create** screen appears.

OR

Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

OR

Click **Back** to go back to previous screen.

### 15.1.3.2 Retail & Business Workflow Management – View

Further drill down is provided on the each workflow to view the details of the users/ user groups who are the part of workflow.

**To view the approval workflow for corporate users:**

1. Navigate to one of the above paths.

The **Workflow Management** screen appears.

2. In the **Workflow Management** screen, enter the party id in the In the **Party Id** field.

OR

In the **Party Name** field, enter the party name.

3. Click **Search**.

The **Workflow Management** screen with both **Party ID** and **Party Name** appears.

OR

Click **Clear** to clear the search parameters.

OR

Click **Cancel** to cancel the transaction.

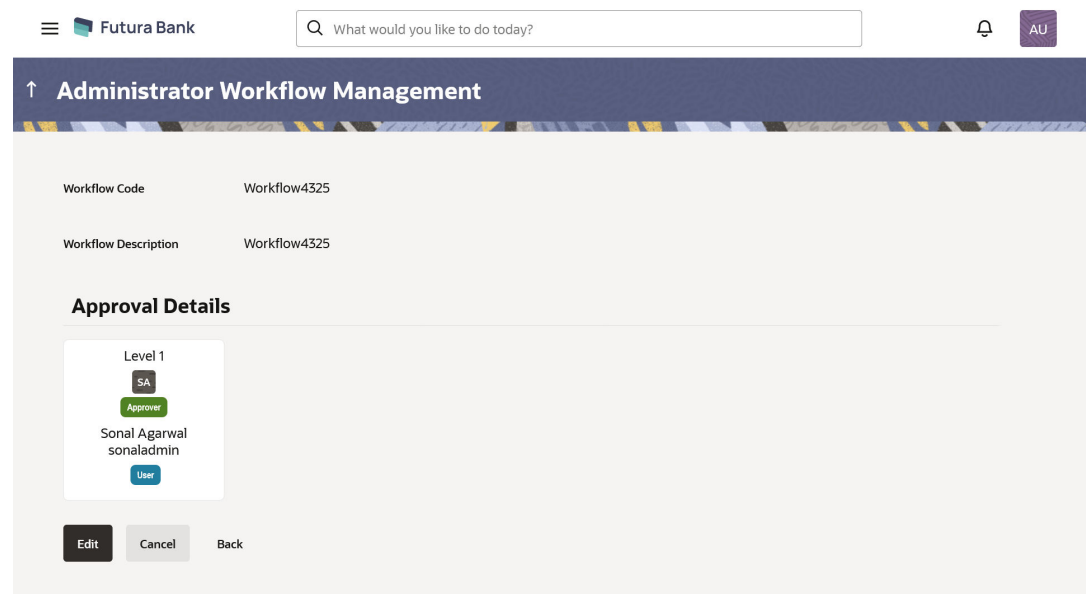
4. In the **Workflow Management** screen, enter the search parameters and click **Search**.

The **Workflow Management** screen with search results appears based on the searched criteria.

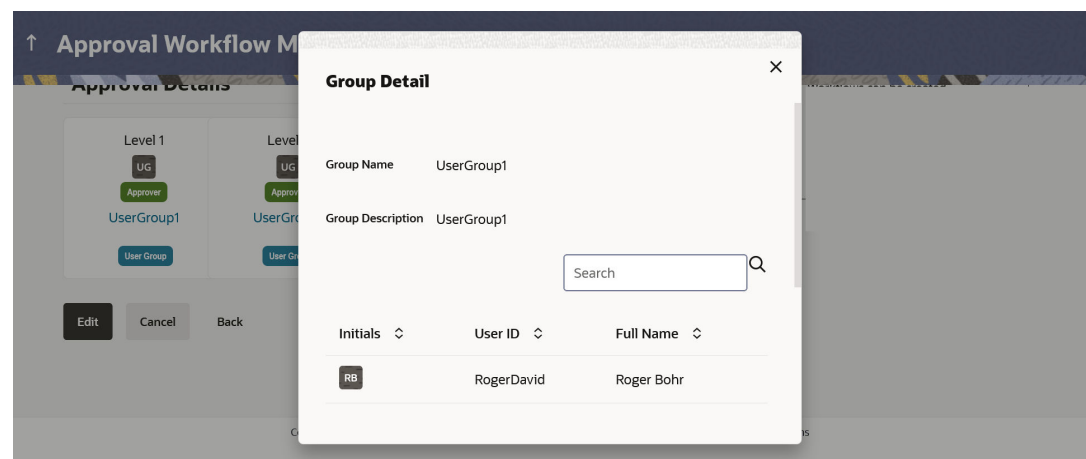
5. Click the **Workflow Code** link to view details of the selected **Approval Workflow**.

The **Workflow Management - View** screen appears.

**Figure 15-11 Workflow Management – View**



**Figure 15-12 Group Details**



**Table 15-8 Field Description**

Field Name	Description
<b>View</b>	
<b>Party ID</b>	Party ID of which workflows to be viewed/ edited.
<b>Party Name</b>	Party name of Party ID of which workflows to be viewed/ edited.
<b>Workflow Code</b>	Workflow code is displayed.
<b>Workflow Description</b>	Workflow description is displayed.
<b>Approval Details</b>	
<b>Approval Level</b>	User / user group maintained at each approval level.

**Table 15-8 (Cont.) Field Description**

Field Name	Description
<b>User / User Group</b>	User or a user group maintained at each level of approval. On Approval -Workflow screen, Admin User can click on the Name of the user group that is part of the workflow to see the list of users which are part of that Group  User can search specific user name, by using the search window on Group Details overlay.

6. Click Edit to edit the workflow.

The **Workflow Management - Edit** screen with values in editable form appears.

OR

Click **Cancel** to cancel the transaction.

OR

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

### 15.1.3.3 Workflow Management – Create

Bank Administrator can create approval workflows for retail and business users. By default, user can specify minimum one and maximum five levels of approvals as a part of workflow.

Administrator can set either an individual user or user group of a retail and business as a part of each level of approval. Approval type (sequential/non-sequential/no authorization) is defined at the party preference.

#### To create an approval workflow:

1. Navigate to one of the above paths.

The **Workflow Management** screen appears.

2. Enter the party id in the In the **Party ID** field.

OR

In the **Party Name** field, enter the party name.

3. Click **Search**.

The **Workflow Management** screen with both Party ID and Party Name appears.

OR

Click **Clear** to clear the search parameters.

OR

Click **Cancel** to cancel the transaction.

**Figure 15-13 Workflow Management – Party Search**

The screenshot shows the 'Approval Workflow Management' interface. At the top, there is a search bar with the text 'What would you like to do today 😊?'. Below this, the 'Approval Workflow Management' header is visible. The main content area contains a search form with two input fields: 'Party ID' (containing '001') and 'Party Name'. There are 'Search' and 'Clear' buttons. Below the form is a table of search results with columns for 'Party ID' and 'Party Name'. The results are as follows:

Party ID	Party Name
000180	RyanCBohr
001129	RyanPBohr
001716	AugBuyer
000123	Will Samuel Truman
007001	OBDX VAM Solutions
000142	ASHOK JAIN
000015	Jim Corp

At the bottom of the table, there is a 'Cancel' button.

**Table 15-9 Field Description**

Field Name	Description
<b>Party ID</b>	Party ID to be searched.
<b>Party Name</b>	Party name of the party ID to be searched.
<b>Search Result</b>	
<b>Party ID</b>	Party IDs as per search input. Click on the link to view workflows maintained under the party.
<b>Party Name</b>	Party name of the party ID.

4. Enter the search parameters and click **Search** to search the matching records.  
OR  
Click **Cancel** to cancel the operation and navigate the user back to 'Dashboard'.  
OR  
Click on '**Clear**' to clear the input search parameters.
5. Click on the **Party ID** link to view the workflows maintained under the selected party.
6. Click **Create**.  
The **Workflow Management - Create** screen appears.  
OR  
Click the **Workflow Code** link to view details of the selected **Approval Workflow**.


The **Workflow Management - View** screen appears.

**Figure 15-14 Workflow Management – Create**

**Table 15-10 Field Description**

Field Name	Description
<b>Create</b>	
<b>Party ID</b>	Party ID of which workflows to be viewed/ edited.
<b>Party Name</b>	Party name of Party ID of which workflows to be viewed/ edited.
<b>Workflow Code</b>	To specify approval workflow code.
<b>Workflow Description</b>	To specify approval workflow description.
<b>Approval Details</b>	
<b>Approval Level</b>	Approval levels for a user / user group. User can click Add for multi level approval process.
<b>User / User Group</b>	To select specific user or a user group at each level of approval.

7. In the **Workflow Code** field, enter the workflow code.
8. In the **Workflow Description** field, enter the name of the workflow.
9. In the **Approval Details** section, from the **Level 1** field, click appropriate user / user group.
10. From the **User Name / User Groups** list, select the approver user name.

11. Click **Add** to add the selected user/ user group at specific level of approval.  
OR
12. Click  icon to remove specific approval level.
13. Click **Save** to save Approval Workflow.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
14. The **Workflow Management - Create - Review** screen appears post necessary validations.  
Verify the details and click **Confirm** to confirm the details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
15. The success message of saving the created approval workflow appears along with the transaction reference number and status.  
Click **OK** to complete the transaction.

#### 15.1.3.4 Retail & Business Workflow Management - Edit

This function enables the Bank Administrator to update the description of the workflow and also to remove existing and add the new approval levels. Edited workflows are applicable for new transactions initiated post workflow update, whereas the previously initiated and transactions pending approval follows the old workflow.

**To edit an approval workflow:**

1. Navigate to one of the above paths.  
The **Workflow Management** screen appears.
2. Enter the party id in the In the **Party Id** field.  
OR  
In the **Party Name** field, enter the party name.
3. Click **Search**.  
The **Workflow Management** screen with both **Party ID** and **Party Name** appears.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** to cancel the transaction.
4. In the **Workflow Management** screen, enter the search parameters and click **Search**.

The **Workflow Management** screen with search results appears based on the searched criteria.

5. Click the **Workflow Code** link to view details of the selected **Approval Workflow**.

The **Workflow Management - View** screen appears.

6. Click the **Workflow Code** link to view details of the selected Approval Workflow.

The **Workflow Management - View** screen appears.

7. Click **Edit** to edit the workflow.

The **Workflow Management - Edit** screen with values in editable form appears.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Back** to go back to the previous screen.

**Figure 15-15 Workflow Management - Edit**

The screenshot displays the 'Approval Workflow Management - Edit' interface. At the top, there is a search bar with the text 'What would you like to do today?' and a notification bell icon. The main content area is titled 'Approval Workflow Management' and contains the following fields:

- Party ID: 000451
- Party Name: Cocoa Corner
- Workflow Code: Workflow1
- Workflow Description: Workflow1


Below these fields is the 'Approval Details' section, which includes two levels of approval:

- Level 1:** Features 'User' and 'User Group' tabs, a dropdown menu set to 'UserGroup1', and a 'User List' link.
- Level 2:** Features 'User' and 'User Group' tabs, a dropdown menu set to 'UserGroup1', and a 'User List' link.

At the bottom of the screen, there are four buttons: 'Add', 'Save', 'Cancel', and 'Back'.

**Table 15-11 Field Description**

Field Name	Description
<b>Edit</b>	
<b>Party ID</b>	Party ID of which workflows to be viewed/ edited.
<b>Party Name</b>	Party name of Party ID of which workflows to be viewed/ edited.
<b>Workflow Code</b>	Workflow code is displayed.
<b>Workflow Description</b>	Workflow description is displayed in editable form.
<b>Approval Details</b>	
<b>Approval Level</b>	Approval levels for a user / user group. Administrator can remove or add approval levels in a workflow.
<b>User Name / User Groups</b>	User or a user group maintained at each level of approval. Administrator can edit an existing user/user group maintained at each level and can also specify user/user group for additional approval level.

8. Edit the required details.
9. Click **Add** to add the selected user/ user group at specific level of approval.  
OR  
Click  icon to remove specific approval level.
10. Click **Save** .  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
11. The **Workflow Management - Edit- Review** screen appears post necessary validations.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
12. The success message of saving the approval workflow modification appears along with the transaction reference number and status.  
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

## 15.1.4 FAQ

1. **What is approval management?**  
Approval Management enables a bank administrator to set up approval conditions for various transactions on channel banking. The approval management allows setting up the maker / checker flow, wherein a transaction is initiated by a maker and the same is authorized by a single / multiple checkers depending on the configuration.
2. **What is approval workflow maintenance?**



Approval workflows are created to support requirements where multiple levels of approval are required in a specific sequence for a transaction/maintenance. Each workflow can be configured to have up to 5 levels of approval with a specific user or a user group configured at each level.

**3. How many approval levels can I set up in the system?**

Administrator can set up minimum one and maximum five levels of approvals as a part of approval workflow.

**4. Can I get the list of users associated with a group from workflow management screen?**

No, list of the users associated with a group cannot be viewed using workflow management screen. However you can view the same from User Group Management screen.

## 15.2 Approval Rules

This function enables the Bank Administrator to set up conditions for approval as per the bank/corporate requirements. Rule can be set up for financial transactions, non-financial, non account financial transactions, and for maintenances. Flexibility exists to define approval rules with conditions stating that 'specific transaction' if initiated by a 'specific user/ user group' has to be approved by a 'specific approver/approver group' along with other attributes like amount range etc.

### Pre-Requisites

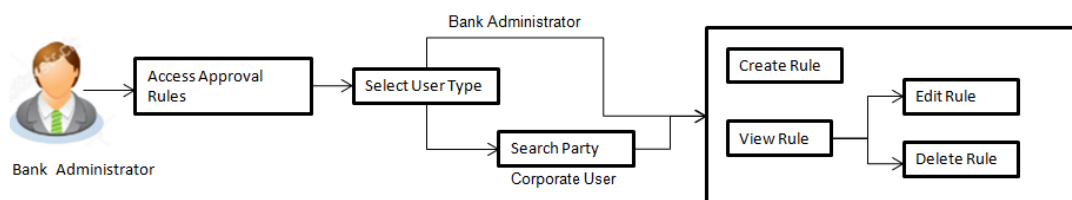
- Transaction access is provided to Bank Administrator
- Party preference is maintained for setting up rules for corporates
- Corporate and Administrator users are maintained
- Workflow configuration is maintained if approval required is to be set as 'Yes'
- Approval rule set up for Bank Administrator to perform the actions
- Necessary user groups and approval workflows are maintained

### Features Supported In Application

The Approval Rule maintenances allow the bank administrator to:

- Create Approval Rules
- View Approval Rules
- Edit Approval Rules
- Delete Approval Rules

**Figure 15-16 Workflow**



**Navigation Path:**

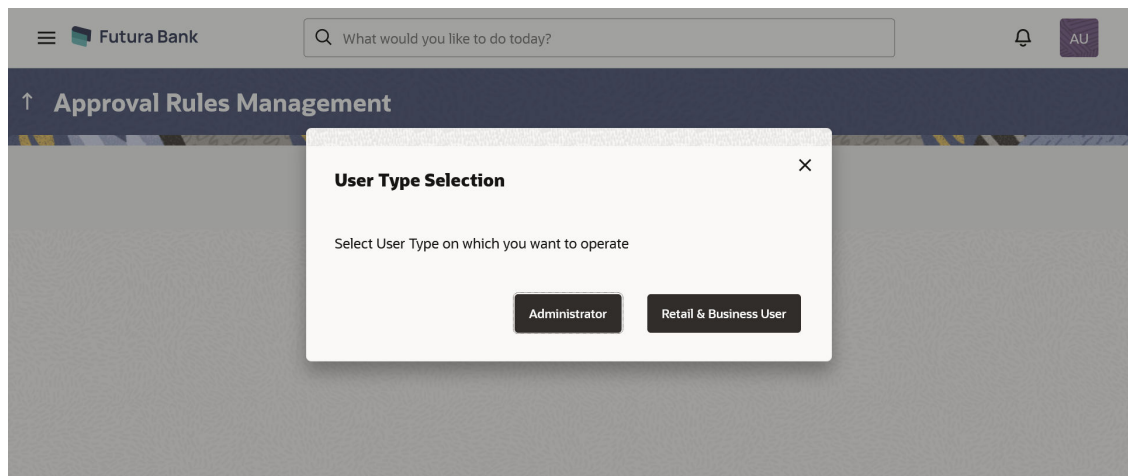
From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Approvals**, and then click **Rule Management**, Under **Rule Management**, click **Approval Rules**.

- [Approval Rules – Select User Type](#)
- [Approval Rules - Admin User](#)
- [Approval Rules - Retail & Business User](#)

## 15.2.1 Approval Rules – Select User Type

Bank Administrator logs into the system and navigates to the Rule Management screen. On accessing the 'Approval Rules Management' menu, Bank Administrator has to select the user type for which the rules are to be maintained.

**Figure 15-17 Approval Rules – Select User Type**



1. Navigate to one of the above paths.  
The **Approvals Rules Management** screen appears.
2. Click **Admin User** to access the Approval Rules of Bank Administrator users.  
The **Admin Approval Rules** screen appears.
3. Click **Retail & Business User** to access the Approval Rules for **Retail and Business** users.  
The **Approval Rules** screen appears.

## 15.2.2 Approval Rules - Admin User

**Figure 15-18 Admin Approval Rules**

**Table 15-12 Field Description**

Field Name	Description
<b>Rule Code</b>	Search rules with a rules code of the already maintained approval rule.
<b>Rule Description</b>	Search rules with a rule description of the already maintained approval rule.

- Navigate to one of the above paths.  
The **Administrator Approval Rules** screen appears.
  - Click **Create** to create new admin workflow.  
The **Admin Approval Rules - Create** screen appears.  
OR  
Enter the search parameters and click **Search** to search the matching records.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click on '**Clear**' to clear the input search parameters.
- [Admin Approval Rules – Search](#)
  - [Admin Approval Rules – View](#)
  - [Admin Approval Rules – Create](#)

- [Admin Approval Rules - Edit](#)

### 15.2.2.1 Admin Approval Rules – Search

Approval rules maintained (if any) for administrator users are displayed on the screen after searching with valid input. User can to view the details of existing rule or can create new approval rule using this screen.

**To search the approval rules for admin users:**

1. Navigate to one of the above paths.

The **Admin Approval Rules** screen appears.

2. Enter the search parameters and click **Search**.

The **Admin Approval Rules** screen with search results appears based on the searched criteria.

**Figure 15-19 Admin Approval Rules – Search**

The screenshot shows the 'Administrator Rules Management' interface. At the top, there is a search bar with the placeholder text 'What would you like to do today?'. Below this, the 'Administrator Rules Management' header is visible. The main content area contains two input fields: 'Rule Code' (empty) and 'Rule Description' (containing the text 'rule'). Below these fields are three buttons: 'Search', 'Create', and 'Clear'. The 'Search' button is highlighted. Below the buttons is a table with two columns: 'Rule Code' and 'Rule Description'. The table contains the following rows:

Rule Code	Rule Description
SanRule	SanRule
RD_Auto_Auth_Rule	Rule for RAdmin user
CreateRule	Create Rule
VAMADMINRLO	VAMADMIN Rule Level 0
AdminSRRuleNew	Service Request Process Rule
SRKADMINAUTOAPPR	SRK Admin Auto Approval Rule
akrule	rule for akadmin

At the bottom of the table, there is a 'Cancel' button.

**Table 15-13 Field Description**

Field Name	Description
<b>Search Results</b>	
<b>Rule Code</b>	Code of the already maintained approval rule.
<b>Rule Description</b>	Description of the already maintained approval rule.

3. Click the **Rule code** link, to view details of the selected Approval Rule.  
The **Approval Rules - View** screen appears.  
OR  
Click **Create** to create new Approval Rules for admin users.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

### 15.2.2.2 Admin Approval Rules – View

Further drill down is given on the each workflow to view the details of the users/ user groups who are the part of workflow.

**To view the admin approval rules:**

1. Navigate to one of the above paths.  
The **Admin Approval Rules** screen appears.
2. Click the **Rule Code** link, for which user wants to view the details.  
The **Admin Approval Rules - View** screen appears.

**Figure 15-20 Admin Approval Rules - View**

The screenshot shows the 'Administrator Rules Management' interface for 'Futura Bank'. At the top, there is a search bar with the text 'What would you like to do today?' and a notification bell icon. The main content area is titled 'Administrator Rules Management' and displays the following details:

- Rule Code:** RD\_Auto\_Auth\_Rule
- Rule Description:** Rule for RDadmin user
- Initiator:** User - rdadmin
- Transactions:**  All Transactions  Select Specific Transactions
- Workflow Details:** Approval Required:

At the bottom of the screen, there are four buttons: **Edit**, **Delete**, **Cancel**, and **Back**.

Copyright © 2006, 2025, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions

**Table 15-14 Field Description**

Field Name	Description
<b>View</b>	
<b>Rule Code</b>	Approval rule code.
<b>Rule Description</b>	Approval rule description.
<b>Initiator</b>	
<b>Initiator Type</b>	Initiator type specified while creating a rule.
<b>User Name / User Groups</b>	Name of the user or user group defined as initiator for the rule condition.
<b>Transactions</b>	Transaction for which the rule is set up.
<b>Workflow Details</b>	
<b>Approval Required</b>	Field displays whether approval is required or not for the set condition.
<b>Workflow Details</b>	Field displays the approval workflow details along with the defined approval levels. This field appears if you select <b>Yes</b> in the <b>Approval Required</b> field.

3. Click **Edit** to edit the approval rule.

The **Admin Approval Rule - Edit** screen with values in editable form appears.

OR

Click **Delete** to delete the approval rule.

Click **Yes** to confirm. User is directed to **Admin Approval Rule – Delete** confirmation page.

The application will prompt the administrator with a deletion message,

OR

Click **Cancel** to cancel the transaction.

OR

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

### 15.2.2.3 Admin Approval Rules – Create

Approval rules can be setup based on the following parameters.

- Transactions
- Initiator
- Specific User
- User Group

Bank Administrator can create multiple approval rules for Administrator users. In a scenario when a transaction is initiated and multiple rules are applicable as per set conditions, then the complex rule amongst all the applicable rules is applied for approval.

User can further define if for a condition, the transaction should be auto approved (which means there is no approval workflow and the transaction gets approved as soon as initiator submits the transaction) or should follow a set approval workflow and should get approved by the defined set of approvers. The same is achieved by attaching a workflow maintained for the administrator users.

**To create an approval rule:**

1. Navigate to one of the above paths.  
The **Admin Approval Rules** screen appears.
2. Click **Create**.  
The **Admin Approval Rules - Create** screen appears.

**Figure 15-21 Admin Approval Rules - Create**

The screenshot shows the 'Create Approval Rule' interface. At the top, there's a search bar and a notification icon. The main form is divided into sections: 'Rule Code' and 'Rule Description' with text input fields; 'Initiator' section with 'Initiator Type' (radio buttons for 'User' and 'User Group') and a text field containing 'SWATIADMIN'; 'Transactions' section with radio buttons for 'All Transactions' (selected) and 'Select Specific Transactions'; and 'Workflow Details' section with 'Approval Required' (radio buttons for 'Yes' and 'No') and a 'Workflow' dropdown menu showing 'CHECKWF009'. A 'Level 1' approval card is visible, showing a 'DA Approver' role with users 'deepak approver2' and 'dcapprove2'. At the bottom, there are 'Save', 'Cancel', and 'Back' buttons. A 'Rules Management' sidebar on the right explains the functionality: 'In Rules Management functionality you can assign approval rules for transactions initiated by a specific user or user groups. Once in the Create screen you can define the details of the rule like - rule description, user/user groups to whom the rules apply as initiators, transactions that need approval, whether approval is needed and if yes, the workflow that the approval has to go through.'

Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

**Table 15-15 Field Description**

Field Name	Description
Rule Code	To specify approval rule code.
Rule Description	To specify approval rule description.

**Table 15-15 (Cont.) Field Description**

Field Name	Description
<b>Initiator</b>	
<b>Initiator Type</b>	Initiator type who initiates the transaction. This has options as 'User' and 'User Group'.
<b>User Name / User Groups</b>	Name of the user or user group as initiator. If initiator is selected as User, then all the users belongs to administrator user segment will be listed for selection.  If initiator is selected as <b>User Group</b> , then all the user groups belongs to the administrator user segment will be listed for selection.
<b>Transactions</b>	All transactions to set the approval rules are listed. User can select specific transaction or all admin transactions.
<b>Workflow Details</b>	
<b>Approval Required</b>	Option to decide whether approval is required or not for the set condition.
<b>Workflow</b>	Field has description of the approval workflow. All workflows maintained for the administrator type of user segment are listed here along with the defined approval level for each of them. This field appears if you select <b>Yes</b> in the <b>Approval Required</b> field.

3. In the **Rule Code** field, enter the code.
4. In the **Rule Description** field, enter the rule name.
5. From the **Initiator Type** field, click appropriate user / user group and select the user/ user group.
6. From the **Transaction** list, select the transactions to be mapped to the rule.
7. In the **Workflow Details** section, select whether approval is required for the mapped transactions.
  - a. If you select **Yes** option, select the appropriate **Workflow**.
8. Click **Save** to save approval rule.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
9. The **Approval Rule - Create Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
10. The success message of saving the created approval rule appears along with the transaction reference number and status.  
Click **OK** to complete the transaction and navigate back to the 'Dashboard'.



## 15.2.2.4 Admin Approval Rules - Edit

Bank Administrator can edit the approval rules. An Administrator is allowed to change the description of the rule and is also allowed to change the parameters associated with the specific approval rule.

Edited rules are applicable for new transactions initiated post rule update. Previously initiated transactions which are pending approval will follow a rule which was applied at the time of transaction initiation.

### To edit an approval workflow:

1. Navigate to one of the above paths.  
The **Admin Approval Rules** screen appears.
2. Click the **Rule Code** link, for which you want to view the details.  
The **Admin Approval Rules - View** screen appears.
3. Click **Edit**.  
The **Admin Approval Rules - Edit** screen appears.

**Figure 15-22 Admin Approval Rules - Edit**

The screenshot shows the 'Update Approval Rule' form in the Futura Bank system. The form is titled 'Update Approval Rule' and includes the following fields and options:

- Rule Code:** RD\_Auto\_Auth\_Rule
- Rule Description:** Rule for RDadmin user
- Initiator:**
  - Initiator Type:** User (selected), User Group
  - Initiator Name:** SDADMIN
  - [Select User](#)
- Transactions:**
  - Transactions:**  All Transactions,  Select Specific Transactions
- Workflow Details:**
  - Approval Required:** Yes (selected), No

Buttons: Save, Cancel, Back

Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions

**Table 15-16 Field Description**

Field Name	Description
<b>Edit</b>	
<b>Rule Code</b>	Approval rule code provided by the user.
<b>Rule Description</b>	Approval rule description provided by the user in editable form.
<b>Initiator</b>	
<b>Initiator Type</b>	Initiator type who initiates the transaction will be displayed in editable form.
<b>User Name / User Groups</b>	Name of the user or user group as initiator will be displayed in editable form. If initiator is selected as User, then all the users belonging to the administrator type of user segment will be listed for selection. If initiator is selected as User Group, then all the user groups belonging to the administrator type of user segment will be listed for selection.
<b>Workflow Details</b>	
<b>Approval Required</b>	Whether approval is required will be displayed in editable form.
<b>Workflow</b>	Details of the approval workflow along with the defined approval levels for a condition will be displayed in editable form. This field appears if you select <b>Yes</b> in the <b>Approval Required</b> field.

4. Edit the required details.
5. Click **Save** to save the approval rule.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
6. The **Admin Approval Rule – Edit - Review** screen appears post necessary validations.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
7. The success message of saving the approval rule modification appears along with the transaction reference number and status.  
Click **OK** to complete the transaction and navigate back to the 'Dashboard'.

### 15.2.3 Approval Rules - Retail & Business User

This function will enable the Bank Administrator to set up conditions for approval as per the business requirements. A rule can be set up for financial, non-financial, and non-account financial transactions and for maintenance. Flexibility is provided to define approval rules with conditions stating that a 'specific transaction', if initiated by a 'specific user/ user group/All users', has to be approved by a 'specific approver/approver group' along with other attributes like amount range etc.

- [Approval Rules – Retail & Business User - Search](#)
- [Retail & Business Approval Rules – Create](#)
- [Approval Rules – Retail & Business User – Rule Summary](#)
- [Approval Rules – Retail & Business User - View](#)
- [FAQ](#)

### 15.2.3.1 Approval Rules – Retail & Business User - Search

System displays a screen to enter the party ID or party name to search the approval rules that are maintained. User can enter the party ID (if known) or the party name with a minimum of 5 characters. System matches the input provided by the user with the party name records and displays the matching party records.

In case of a party search by party ID, it is an exact match and system displays the rules maintained if any.

In case of a party search by name, system displays the matching party records. The records have parties listed with both Party ID and Party Name information. User can select the record by clicking on the Party ID from the list.

**Figure 15-23 Approval Rules - Retail & Business – Search**

The screenshot shows a web application interface for 'Futura Bank'. At the top, there is a navigation menu icon, the bank name, and a search bar with the placeholder text 'What would you like to do today?'. To the right of the search bar are a notification bell icon and a user profile icon labeled 'AU'. Below this is a dark blue header bar with the text 'Approval Rules Management' and an upward-pointing arrow. The main content area is a light gray box containing two input fields: 'Party ID' and 'Party Name'. Below these fields are three buttons: 'Search' (dark gray), 'Cancel' (light gray), and 'Clear' (light gray). At the bottom of the page, there is a small copyright notice: 'Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions'.

**Table 15-17 Field Description**

Field Name	Description
Party ID	Party ID as per search input.
Party Name	Party name of the party ID.

**To search the approval rules for admin users:**

1. Navigate to one of the above paths.  
The **Approval Rules** screen appears.
2. Enter the party ID in the **Party ID** field.

OR

In the **Party Name** field, enter the party name.

3. Click **Search** to search the matching records.

The **Approval Rules** screen with search results appears based on the searched criteria.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to clear the input search parameters.

**Figure 15-24 Approval Rules - Retail & Business – Search Result**

The screenshot shows the 'Approval Rules Management' interface. At the top, there's a search bar with the placeholder 'What would you like to do today?'. Below it, the 'Party ID' field contains '001' and the 'Party Name' field is empty. There are 'Search' and 'Clear' buttons. The search results are displayed in a table with two columns: 'Party ID' and 'Party Name'. The results are as follows:

Party ID	Party Name
000015	Jim Corp
000112	ABZ Solutions
000151	RyanM Bohr
001251	MRF Tyres
000013	Jim James
000014	Jim Jack

At the bottom of the table, there is a 'Cancel' button. The footer of the page contains the text: 'Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions'.

**Table 15-18 Field Description**

Field Name	Description
<b>Search Results</b>	
<b>Party ID</b>	List of the Party ID as per search input.
<b>Party Name</b>	List of the Party names of the party IDs as per search input.

4. Click the **Party ID** link, to view details.

The **Approval Rule - Summary** screen appears.

OR

Click **Cancel** to cancel the transaction.

**Figure 15-25 Approval Rules - Retail & Business – Summary**

The screenshot displays the 'Approval Rules Management' interface for Futura Bank. At the top, there is a search bar with the text 'What would you like to do today?' and a user profile icon labeled 'AU'. The main content area shows the following details:

- Party ID: 000451
- Party Name: Cocoa Corner

Below the details are three buttons: **Create** (highlighted in black), **Cancel** (disabled), and **Back** (disabled). A table below the buttons has two columns: **Rule Code** and **Rule Description**. The table contains one row with the value **Rule1** in both columns. At the bottom of the table, there is a pagination bar showing 'Page 1 of 1 (1 of 1 Items)' and navigation icons.

5. Click the **Rule Code** link, to view details of the selected Approval Rule.

The **Approval Rules - View** screen appears.

OR

Click **Create** to create new Approval Rules for Retail & Business users.

OR

Click **Cancel** to cancel the transaction.

OR

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

### 15.2.3.2 Retail & Business Approval Rules – Create

Bank Administrator can create approval rules for the Retail & Business users. Administrator is allowed to create an approval rule only if the party preference is maintained and party is in active status.

Approval rules can be setup based on the following parameters.

- Type of Transaction
  - Financial Transactions  
This option is used to setup approval rules for the transactions, this involves exchange of money.  
E.g. Money Transfer, Draft Issuance, Redeem Term Deposit etc.
  - Non Financial Transactions  
This option is used to setup approval rules for the transaction which are for an account, but does not involve exchange of money.  
E.g. Cheque Book Request, Statement Request, Stop Cheque etc.
  - Maintenance

This option is used to setup approval rules for the transaction which are at the party level and not for a specific account

E.g. Payee Maintenance, Biller Maintenance etc.

- Administration

Option is used to setup approval rules for the maintenances which corporate administrator can initiate. These are mainly configurations related transactions for that corporate

E.g. Account-Transaction mapping, Approval related maintenances etc.

- Non Account Financial Transactions:

This option is used to setup approval rules for the transaction with amount range and no debit account

E.g. Initiate LC, Supply Chain Finance related transactions like create Invoice.

- Initiator

- \* Specific User

- \* User Group

- \* All Users

- Accounts

- Transactions

- Currency

- Amount Range

Administrator can create multiple approval rules for party users. In a scenario when a transaction is initiated and multiple rules are applicable as per set conditions, then the complex rule amongst all the applicable rules is applied for approval.

User can further define if for a condition, the transaction should be auto approved (which means there is no approval workflow and the transaction gets approved as soon as initiator submits the transaction) or should follow a set approval workflow and should get approved by the defined set of approvers. The same is achieved by attaching a workflow maintained for the Retail & Business party.

#### To create an approval rule for Retail & Business user:

1. Navigate to one of the above paths.

The **Approval Rules** screen appears.

2. Enter the search parameters and click **Search**.

The **Approval Rules** screen with both **Party ID** and **Party Name** appears.

3. Click the **Party ID** link to view details.

The **Approval Rule - Summary** screen appears.

4. Click **Create**.

The **Approval Rules - Create** screen appears.

Figure 15-26 Approval Rules – Retail & Business User - Create

Futura Bank

🔔 AU

↑ Approval Rules Management

Party ID: 000451

Party Name: Cocoa Corner

Rule Type: Financial

Rule Code:

Rule Description:

### Initiator

---

### Transactions

All Transactions     Select Specific Transactions

- ▶  Account Aggregation
- ▶  Term Deposits (Financial)
- ▶  Electronic Bill Payment
- ▶  Credit Card Financial
- ▶  Loans
- ▶  File Upload
- ▶  Virtual Account Management Transacti
- ▶  Payments

### Accounts

All Accounts     Select Specific Accounts

### Currency

Currency: USD

### Amount Range

From Amount:

To Amount:

### Workflow Details

Approval Required: Yes No

Workflow: Workflow1

Level 1

UG

Approver

UserGroup1

User Group

Level 2

UG

Approver

UserGroup1

User Group

Save
Cancel
Back

Table 15-19 Field Description


Field Name	Description
<b>Party ID</b>	Party ID for which an approval rule is to be maintained.
<b>Party Name</b>	Party name of Party ID for which an approval rule is to be maintained.
<b>Rule Type</b>	<p>Transaction rule type for which the approval rule needs to be set up. The transaction rule for Retail &amp; Business user are:</p> <ul style="list-style-type: none"> <li>• Financial</li> <li>• Non Financial</li> <li>• Maintenance</li> <li>• Administration</li> <li>• Non Account Financial</li> </ul> <p>The transaction rule types for a non-customer Retail &amp; Business user are:</p> <ul style="list-style-type: none"> <li>• Maintenance</li> <li>• Non Account Financial</li> <li>• Administration</li> </ul>
<b>Rule Code</b>	To specify approval rule code.
<b>Rule Description</b>	To specify approval rule description.
<b>Initiator</b>	
<b>Initiator Type</b>	Initiator type who initiates the transaction. This has options as <b>'User'</b> , <b>'User Group'</b> and <b>'All Users'</b>
<b>User / User Group</b>	<p>Name of the user or user group as initiator.</p> <p>If initiator is selected as <b>User</b>, then all the users belongs to the party will be listed for selection.</p> <p>If initiator is selected as <b>User Group</b>, then all the user groups belongs to the party will be listed for selection.</p> <p>If Initiator is selected as <b>All Users</b>, then the rule which is being created is applicable for all users of Corporate Party.</p>
<b>Transactions</b>	Type of transactions to set the approval rules. Type of transactions depends on the selection of rule type.
<b>Accounts</b>	Type of accounts. This field appears if you select <b>Financial</b> and <b>Non Financial</b> in the <b>Rule Type</b> field.
<b>Currency</b>	<p>Currency type in which the financial approval rule for a corporate is defined.</p> <p>This field appears if you select Financial and <b>Non Account Financial</b> in the <b>Rule Type</b> field.</p>
<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <ol style="list-style-type: none"> <li>a. Entity's base currency (maintained in system configuration) will be defaulted in the currency field.</li> <li>b. User will be able to select the currency other than the default currency from the currency list.</li> </ol> </div>	
<b>Amount Range</b>	
<b>From Amount/ To Amount</b>	Transactions allowed for the user between the amount range. This field appears if you select Financial and <b>Non Account Financial</b> in the <b>Rule Type</b> field.



Table 15-19 (Cont.) Field Description

Field Name	Description
<b>Workflow Details</b>	
<b>Approval Required</b>	Option to decide whether approval is required or not for the set condition.
<b>Workflow</b>	Field has description of the approval workflow. All workflows maintained for the party are listed here along with the defined approval level for each of them. This field appears if you select <b>Yes</b> in the <b>Approval Required</b> field.

5. In the **Rule Type** field, select the appropriate transaction rule type.
6. In the **Rule Code** field, enter the code.
7. In the **Rule Description** field, enter the rule name.
8. From the **Initiator Type** field, click appropriate user / user group and select the user/ user group.
9. From the **Transaction** list, select the transactions to be mapped to the rule.
10. From the **Accounts** list, select the appropriate account, if you have selected **Financial** option in the **Rule Type** field.
11. From the **Currency** list, select the appropriate account currency, if you have selected **Financial** option in the **Rule Type** field.
12. In the **Amount Range** section, enter the appropriate amount if you have selected **Financial** and **Non Account Financial** option in the **Rule Type** field.
13. In the **Workflow Details** section, select whether approval is required for the mapped transactions.
  - a. If you select **Yes** option, select the appropriate **Workflow**.
14. Click **Save** to save approval rule.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
15. The **Approval Rule - Create Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
16. The success message of saving the created approval rule appears along with the transaction reference number and status.  
Click **OK** to complete the transaction and navigate back to the 'Dashboard'.

### 15.2.3.3 Approval Rules – Retail & Business User – Rule Summary

Bank Administrator logs into the system and navigates to the Rules Management screen, and searches the party. On accessing the party ID, approval rules maintained (if any) for the party mapped to the user are displayed on the screen. User can opt to view the details of existing rules or can create new approval rule using this screen.

#### **Navigation Path:**

From **Dashboard**, click **Toggle Menu**, then click **Approvals** and then click **Rule Management**, Under **Rule Management** click **Retail & Business User**, then click **Search Party** and then click **View Rule summary**

**Figure 15-27 Approval Rule – Search**

**Table 15-20 Field Description**

Field Name	Description
<b>Party ID</b>	Party ID for which an approval rule is to be viewed.
<b>Party Name</b>	Party name of Party ID for which an approval rule is to be viewed.
<b>Search Results</b>	
<b>Party ID</b>	List of the Party IDs as per search input.
<b>Party Name</b>	List of the Party names of the party IDs as per search input.

1. Navigate to one of the above paths.  
The **Approval Rule Management** screen appears.
2. Click the **Party ID** link to view details.  
The **Approval Rule - Summary** screen appears.

Figure 15-28 Approval Rule – Summary

The screenshot displays the 'Approval Rules Management' interface for Futura Bank. At the top, there is a navigation bar with the Futura Bank logo, a search bar containing the text 'What would you like to do today?', and a notification bell icon. Below the navigation bar, the page title 'Approval Rules Management' is shown with an upward arrow icon. The main content area displays the following information:

- Party ID: 000451
- Party Name: Cocoa Corner

Below this information are three buttons: 'Create' (dark grey), 'Cancel' (light grey), and 'Back' (light grey). A table with two columns, 'Rule Code' and 'Rule Description', both with dropdown arrows, contains one row with the value 'Rule1' in both columns. At the bottom of the table area, there is a pagination control showing 'Page 1 of 1 (1 of 1 items)' and navigation icons for first, previous, current (1), next, and last.

Figure 15-29 Approval Rule – View Details

Futura Bank

🔔 AU

↑ Approval Rules Management

Party ID: 000451

Party Name: Cocoa Corner

Rule Type: Financial

Rule Code: Rule2

Rule Description: rule2-financial

**Initiator**

**Transactions**

All Transactions     Select Specific Transactions

- ▶  Account Aggregation
- ▶  Term Deposits (Financial)
- ▶  Electronic Bill Payment
- ▶  Credit Card Financial
- ▶  Loans
- ▶  File Upload
- ▶  Virtual Account Management Transacti
- ▶  Payments

**Accounts**

All Accounts     Select Specific Accounts

**Currency**

Currency: USD

**Amount Range**

From Amount: USD 1.00

To Amount: USD 12,000,000.00

**Workflow Details**

Approval Required: Yes No

Workflow: Workflow1

Level 1

UG

Approver

UserGroup1

User Group

Level 2

UG

Approver

UserGroup1

User Group

Save
Cancel
Back

**Table 15-21 Field Description**

Field Name	Description
<b>Party ID</b>	Party ID for which an approval rule is to be viewed.
<b>Party Name</b>	Party name of Party ID for which an approval rule is to be viewed.
<b>Search Results</b>	
<b>Rule Code</b>	The approval rule code.
<b>Maker</b>	Initiator type (User ID or User Group Code) of the transaction. This field will be displayed only if existing approval rules are available under a party.
<b>Approval Required</b>	Whether approval is required for each rule maintained.
<b>Workflow Code</b>	The approval workflow code.

3. Click the **Rule code** link, to view details of the selected Approval Rule.

The **Approval Rules - View** screen appears.

OR

Click **Cancel** to cancel the transaction.

OR

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

OR

Click **Create** to create new Approval Rule for corporate users.

### 15.2.3.4 Approval Rules – Retail & Business User - View

On accessing 'Rules Management' menu option, and searching rules by providing party ID, summarized view of all the approval rules maintained (if any) for the party are displayed on the screen. Further drill down is given on the each rule to view the details of approval rule.

#### To view the approval rules for Retail & Business users:

1. Navigate to one of the above paths.  
The **Approval Rules** screen appears.
2. Enter the search parameters and click **Search**.  
The **Approval Rules** screen with both **Party ID** and **Party Name** appears.
3. Click the **Party ID** link, to view details.  
The **Approval Rule - Summary** screen appears.
4. Click the **Rule Code** link, for which you want to view the details.

**Figure 15-30 Approval Rule - View**

**Approval Rules Management**

Party ID: 000451  
 Party Name: Cocoa Corner  
 Rule Type: Financial  
 Rule Code: Rule1  
 Rule Description: Rule1

**Initiator**

Initiator Type: User - IvanaRossi

**Transactions**

Transactions:  All Transactions  Select Specific Transactions

**Accounts**

Accounts:  All Accounts  Select Specific Accounts

**Currency**

Currency: GBP

**Amount Range**

From Amount: GBP 100.00  
 To Amount: GBP 10,000.00

**Workflow Details**



Approval Required:  Yes  No

**Edit** **Delete** **Cancel** **Back**

**Table 15-22 Field Description**

Field Name	Description
<b>View</b>	
<b>Party ID</b>	Party ID for which an approval rule is to be viewed.
<b>Party Name</b>	Party name of Party ID for which an approval rule is to be viewed.

Table 15-22 (Cont.) Field Description

Field Name	Description
<b>Rule Type</b>	<p>Transaction rule type for which the approval rule is set up. The transaction rule for Retail &amp; Business user are:</p> <ul style="list-style-type: none"> <li>• Financial</li> <li>• Non-Financial</li> <li>• Maintenance</li> <li>• Administration</li> <li>• Non Account Financial</li> </ul> <p>The transaction rule types for a non-customer Retail &amp; Business user are:</p> <ul style="list-style-type: none"> <li>• Maintenance</li> <li>• Non Account Financial</li> <li>• Administration</li> </ul>
<b>Rule Code</b>	Approval rule code.
<b>Rule Description</b>	Approval rule description.
<b>Initiator</b>	
<b>Initiator Type</b>	Initiator type specified while creating a rule.
	<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <p>“ <b>All Users</b>” will be displayed for <b>Initiator Type</b> if rule is created with Initiator type as “<b>All users</b>”</p> </div>
<b>User Name / User Groups</b>	Name of the user or user group defined as initiator for the rule condition.
<b>Transactions</b>	Transaction for which the rule is set up.
<b>Accounts</b>	Field will display the account for which rule being viewed is set up. This field appears if you select <b>Financial</b> and <b>Non Financial</b> in the <b>Rule Type</b> field.
<b>Currency</b>	<p>Currency type in which the financial approval rule for a corporate is defined.</p> <p>This field appears if you select <b>Financial</b> and <b>Non Account Financial</b> in the <b>Rule Type</b> field.</p>
	<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <ol style="list-style-type: none"> <li>Entity's base currency</li> <li>User will be able to select the currency other than the default currency from the currency list.</li> </ol> </div>
<b>Amount Range</b>	
<b>From Amount/ To Amount</b>	Transactions allowed for the user between the amount range. This field appears if you select <b>Financial</b> and <b>Non Account Financial</b> in the <b>Rule Type</b> field.
<b>Workflow Details</b>	
<b>Approval Required</b>	Field displays whether approval is required or not.

**Table 15-22 (Cont.) Field Description**

Field Name	Description
<b>Workflow Details</b>	Field displays the approval workflow details along with the defined approval levels. This field appears if you select <b>Yes</b> in the <b>Approval Required</b> field.

- Click **Edit** to edit the approval rule.  
The **Approval Rule Management - Edit** screen with values in editable form appears.  
OR  
Click **Delete** to delete the approval rule.  
The application will prompt the administrator with a deletion message, click **Yes** to confirm.  
User is directed to **Approval Rule – Delete** confirmation page.  
Click **OK** to complete the transaction and navigate back to the 'Dashboard'.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to go back to the previous screen.

### 15.2.3.5 FAQ

- How many approval levels can I set up in the system?**  
Administrator can set up minimum one and maximum five levels of approvals as a part of approval workflow. Whereas, maximum levels of approvals that the user can set is configurable as Day0.
- Which approval rule will get applied when multiple applicable approval rules are found for specific transaction?**  
In a scenario when a transaction is initiated and multiple rules are applicable as per set conditions, then the complex rule amongst all the applicable rules is applied for approval.
- What happens to the approval process when approval rule gets edited and a transaction is pending with one of the approver for approval?**  
Edited rules are applicable for new transactions initiated post rule update. Previously initiated transactions which are pending for approval will follow a rule which was applied at the time of transaction initiation.
- What happens if the transaction is initiated in the currency in which approval rule is not maintained?**  
If the rule is not maintained in specific currency, then the approval rule set in the local currency for the transaction and amount combination will be applied.
- What happens if the approval rule in local currency is not maintained in above scenario?**  
If the approval rule is not set for both transaction currency and local currency, then transaction cannot be initiated.

## 15.3 FAQ

- How many approval levels can I set up in the system?**



---

Administrator can set up minimum one and maximum five levels of approvals as a part of approval workflow. Whereas, maximum levels of approvals that the user can set is configurable as Day0.

**2. Which approval rule will get applied when multiple applicable approval rules are found for specific transaction?**

In a scenario when a transaction is initiated and multiple rules are applicable as per set conditions, then the complex rule amongst all the applicable rules is applied for approval.

**3. What happens to the approval process when approval rule gets edited and a transaction is pending with one of the approver for approval?**

Edited rules are applicable for new transactions initiated post rule update. Previously initiated transactions which are pending for approval will follow a rule which was applied at the time of transaction initiation.

**4. What happens if the transaction is initiated in the currency in which approval rule is not maintained?**

If the rule is not maintained in specific currency, then the approval rule set in the local currency for the transaction and amount combination will be applied.

**5. What happens if the approval rule in local currency is not maintained in above scenario?**

If the approval rule is not set for both transaction currency and local currency, then transaction cannot be initiated.

# 16

## Group Corporate Onboarding

Corporate onboarding is the process that bank undertakes when bringing a new business customer onboard. OBAPIS furnishes integrating the onboarding workflow to a business rules engine that facilitates uninterrupted corporate onboarding processing. Generally, the customer onboarding process constitutes of multiple activities.

Group corporate onboarding allows the administrator to onboard the corporate party on OBAPIS along with definition of various attributes including Group Corporate Profiling, Party and User Account Access, User Onboarding, User Group Maintenance, User Reports Mapping, Approvals Workflow and Rules Maintenance etc. in a single flow. After performing these onboarding steps in a single flow, the applications send the same as a single approval.

Group corporate onboarding allows corporate parties belonging to different entities to map under a Group Corporate ID. The new flag 'Group Corporate' is introduced in System Rules screen for banks to decide the mode of corporate onboarding.

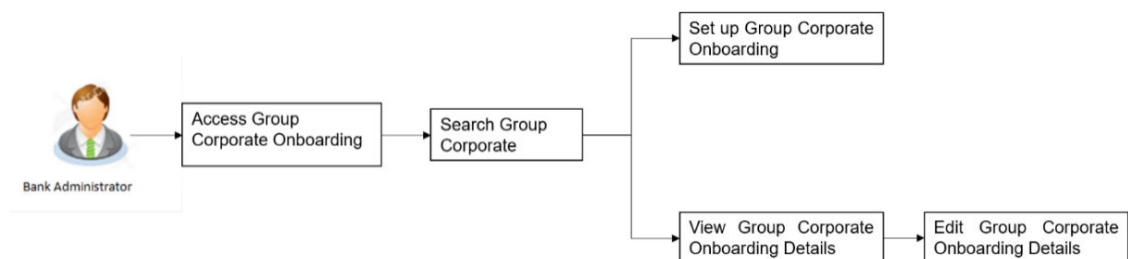
If Group Corporate flag is set 'ON' then Bank would be able to onboard Group Corporate using the mentioned approach. If this flag is set 'OFF', none of the Group Corporate functions would be available in OBAPIS.

Group Corporate onboarding function would be a two-step process. Bank admin would be required to onboard Corporate using his party ID and then proceed to Group Corporate Onboarding wizard.

This maintenance is done only for corporate type of parties and is not applicable for retail & business type of parties. Parameter values maintained against a Group Corporate defines the system behavior for the following:

- Accessible Roles for Group Corporate
- Workflow and Approval Flow preference
- Party and User level account access
- User onboarding with multi-entity setup and accessible Party Maintenance
- User Group Maintenance for Group Corporate users
- Corporate user report mapping maintenance to generate user reports
- Approval workflow and Rules setup for banking transaction

**Figure 16-1 Workflow**



**Features supported in Application:**

- Setup Group Corporate Onboarding
  - [Group Corporate Profiling](#)
  - [Party Account Access](#)
  - [User Onboarding](#)
  - [User Group Maintenance](#)
  - [User Account Access](#)
  - [User Reports Mapping](#)
  - [Approval –Workflow Management](#)
  - [Approval – Rules Management](#)
- View Group Corporate Onboarding Details
- Edit Group Corporate Onboarding Details

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Corporate Onboarding**, Under **Corporate Onboarding** , click **Group Corporate Onboarding**.

OR

From **System/ Bank Administrator Dashboard**, under **Corporate Onboarding** widget, click **Group Corporate Maintenance**.

- [Group Corporate Onboarding – Search Corporate](#)
- [Step 1: Group Corporate Profiling](#)
- [Step 2: Party Account Access](#)
- [Step 3: User Onboarding](#)
- [Step 4: User Group Maintenance](#)
- [Step 5: User Account Access](#)
- [Step 6: Report Mapping](#)
- [Step 7: Workflow Management](#)
- [Step 8: Approval Rules](#)
- [Send to Modify](#)
- [FAQ](#)

## 16.1 Group Corporate Onboarding – Search Corporate

Bank administrator logs in to the application and navigates to the Group Corporate onboarding Screen. On this screen, the administrator will be required to search a Group Corporate and select the required Group Corporate name from the search results, for setting up the onboarding functions.

System allows bank admin to search Group Corporate by using either Group Corporate details or Corporate Party details.

To search using Group Corporate details, application gives a provision to enter the Group Corporate information including Group Corporate ID and Group Corporate Name.

User can enter the Group Corporate ID (if known) or the Group Corporate name with a minimum of 1 characters. System matches the input provided by the user with the Group Corporate name records and displays the matching group corporate records.

User can enter party information including Entity ID, Party ID or Party Name, if searching the Group Corporate using Party details.

User can enter the Entity ID, Party ID (if known) or the Party Name with a minimum of 5 characters. System matches the input provided by the user with the Party Name records and displays the matching group corporate details.

**To search Group Corporate (Using Group Corporate Details):**

1. Navigate to one of the above paths.

The **Group Corporate Maintenance** screen appears.

2. In the **Search By** field, select the appropriate option to search the Group Corporate.

- a. If you select the **Group Corporate** option;

- i. In the **Group Corporate ID** field, enter the Group Corporate ID whose Group Corporate Details you want to view.

OR

In the **Group Corporate Name** field, enter the name of the Group Corporate whose Group Corporate Details you want to view.

- b. If you select the **Party** option;

- i. In the **Party ID** field, enter the party ID mapped to Group Corporate you wish to view.

The **Search Party** popup appears.

- ii. From the **Entity ID** list, select the entity from which party to be searched.

- iii. In the **Party ID** field, enter the party ID to be searched.

OR

In the **Party Name** field, enter the name of the party to be searched.

- iv. Click **Search** to search the party mapped to the Group Corporate.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the details.

3. Click **Search**.

The Group Corporate summary screen appears with search results as per the searched criteria

In case of invalid Group Corporate details, appropriate error message is shown on the screen.

OR

Click **Clear** to reset the details.

OR

Click **Cancel** to cancel the transaction.

**Figure 16-2 Group Corporate – Search by Group Corporate Name**

Search By:  Group Corporate  Party

Group Corporate ID:

Group Corporate Name:

Buttons: Search, Cancel, Clear

Group Corporate ID	Group Corporate Name	Onboarding Status	Modification Status	Last Updated
000084	Profile Issue GCIF	Completed	Pending-For-Approval	dmaker On-5/15/23, 12:12 PM
000085	Profile Issue GCIF 2	Completed	Pending-For-Approval	rkadminmaker1 On-5/16/23, 9:29 AM
000110	Manasigcif	Completed		superadmin On-6/15/23, 5:53 PM
000029	EduGCIF	Completed		superadmin On-1/27/23, 12:57 PM
000096	Dont use this GCIF	Completed		superadmin On-2/24/23, 9:44 PM

Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions

Figure 16-3 Group Corporate – Search by Group Corporate ID

The screenshot displays the 'Group Corporate Onboarding' search interface. At the top, there is a search bar with the placeholder text 'What would you like to do today?'. Below this, the 'Group Corporate Onboarding' header is visible. The search criteria are set to 'Search By' with 'Group Corporate' selected. The 'Group Corporate ID' field contains '001', and the 'Group Corporate Name' field is empty. There are 'Search', 'Cancel', and 'Clear' buttons. Below the search area is a table with the following data:

Group Corporate ID	Group Corporate Name	Onboarding Status	Modification Status	Last Updated
000011	AcmeCorp	Completed	In-Progress	superadmin On-6/14/23, 12:04 PM
000110	Manasigcif	Completed		superadmin On-6/15/23, 5:53 PM
000013	futuraneW01	Completed		superadmin On-5/15/23, 3:30 PM
000015	CFPMOBDX	Completed	Rejected	dchecker On-5/29/23, 4:52 PM
000018	AshokBank1	Completed	Pending-For-Approval	dmaker On-5/26/23, 11:30 AM

Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions

Figure 16-4 Group Corporate – Search by Party ID

**Search Party** [X]

Entity ID: Entity ID  
OBO 14.4

Party ID: 001129

Party Name:

**Search** Cancel Clear

Party ID	Party Name
001129	RyanPBohr

Figure 16-5 Group Corporate – Search by Party Name

Table 16-1 Field Description

Field Name	Description
<b>Search By Group Corporate Details</b>	
Group Corporate ID	Group Corporate ID for which Group Corporate onboarding is to be maintained/ viewed.
Group Corporate Name	Group Corporate Name for which Group Corporate onboarding is to be maintained/ viewed.
<b>Search By Corporate Party Details</b>	
Entity ID	Entity ID of the Corporate Party
Party ID	Party ID for which Group Corporate onboarding is to be maintained/ viewed.
Party Name	Party Name for which Group Corporate onboarding is to be maintained/ viewed.
<b>Search Results</b>	
Group Corporate ID	Group Corporate ID for which Group Corporate onboarding is to be maintained/ viewed.



**Table 16-1 (Cont.) Field Description**

Field Name	Description
<b>Group Corporate Name</b>	Group Corporate ID for which Group Corporate onboarding is to be maintained/ viewed.
<b>Onboarding Status</b>	Onboarding status of Group Corporate in Application
<b>Modification Status</b>	Modification status of Group Corporate in Application
<b>Last Updated</b>	Last updated details for the Group Corporate.

4. Click the **Onboarding Status** link, to view details of the selected Group Corporate.

The **Group Corporate - View** screen appears.

OR

Click **Cancel** to cancel the transaction.

OR


Click **Clear** to clear the input search preference.

- [View Linked Parties under Group Corporate](#)
- [Comments](#)
- [Ready to Submit](#)

## 16.1.1 View Linked Parties under Group Corporate

The Bank Administrator can view the linked parties under Group Corporate on the Group Corporate Onboarding screen.

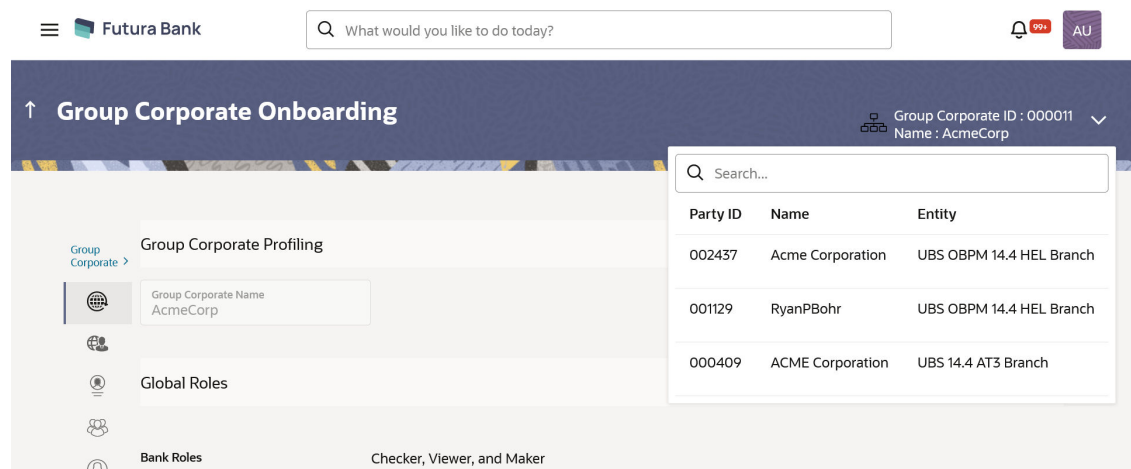
### To search linked parties under GCIF:

1. Click on  icon adjacent to the Group Corporate ID. An expansion will be visible on the Group Corporate ID from where the user can view the list of parties mapped to the Group Corporate along with the ID, name and entity details of the party.

 **Note:**

Enter the Party Name, and click **Search** to search specific party.


**Figure 16-6 View Linked Parties under Group Corporate**



**Table 16-2 Field Description**

Field Name	Description
<b>Search</b>	Allows user to search for the specific Party ID and Name.
<b>Party ID</b>	Display Party ID of the Existing linked party for respective group corporate ID/ Name.
<b>Name</b>	Display Party Name of the Existing linked party for respective group corporate ID/ Name.
<b>Entity</b>	Display Entity of the Existing linked party for respective group corporate ID/ Name.

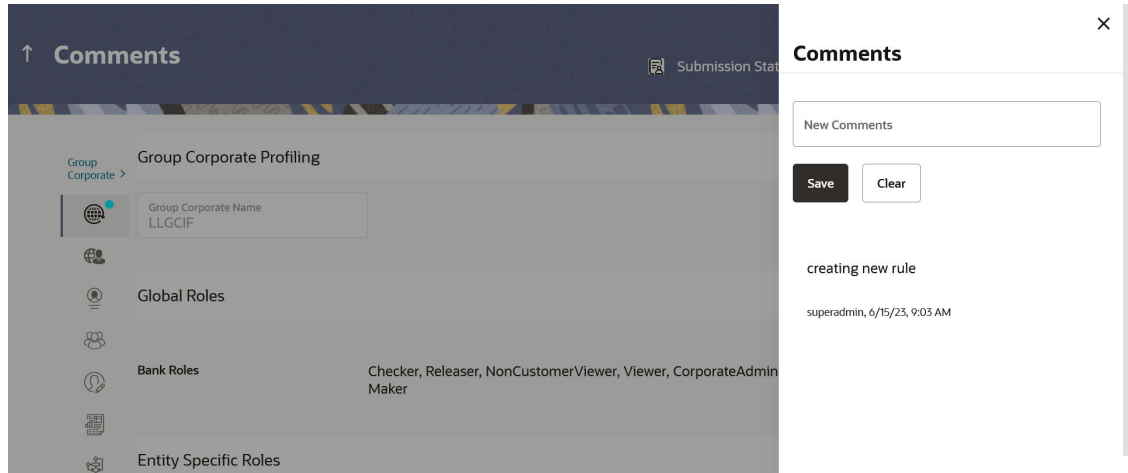
## 16.1.2 Comments

Click on  Comments icon to view / add stage wise comments. These comments can be added by any user involved in the maintenance journey e.g., maker, checker etc.

### Note:

- The comments can be captured at each resource level.
- Multiple comments can be captured for one resource.
- The user ID and date timestamp will be available for each comment.
- The user can add comments however the added comments cannot be modified or deleted.
- The comments will be available in the activity log for the Group Corporate against the transaction reference number as long as the Group Corporate data is not purged.
- A history of comments will be available in case the maintenance is picked up by another approver of same user group for action. The reference number of the transaction continues to be the same and hence the comments trail can be viewed.

Figure 16-7 Comments Captured



1. Enter the comments.
2. Click **Save** to save the comments.

OR

Click **Clear** to reset the data entered.


### 16.1.3 Ready to Submit

Any user who modifies a resource in the entire Group Corporate maintenance is registered in the system as a contributor. When any user submits a transaction, a check is performed if all the contributors have given readiness for submission or not.

When any user submits a transaction, a check is performed and if all contributors have given readiness, then the transaction gets submitted successfully.

#### **Note:**

Any user who has not performed any data modification on any step in the Group Corporate onboarding wizard but has only entered comments for a resource will not be considered as a contributor.

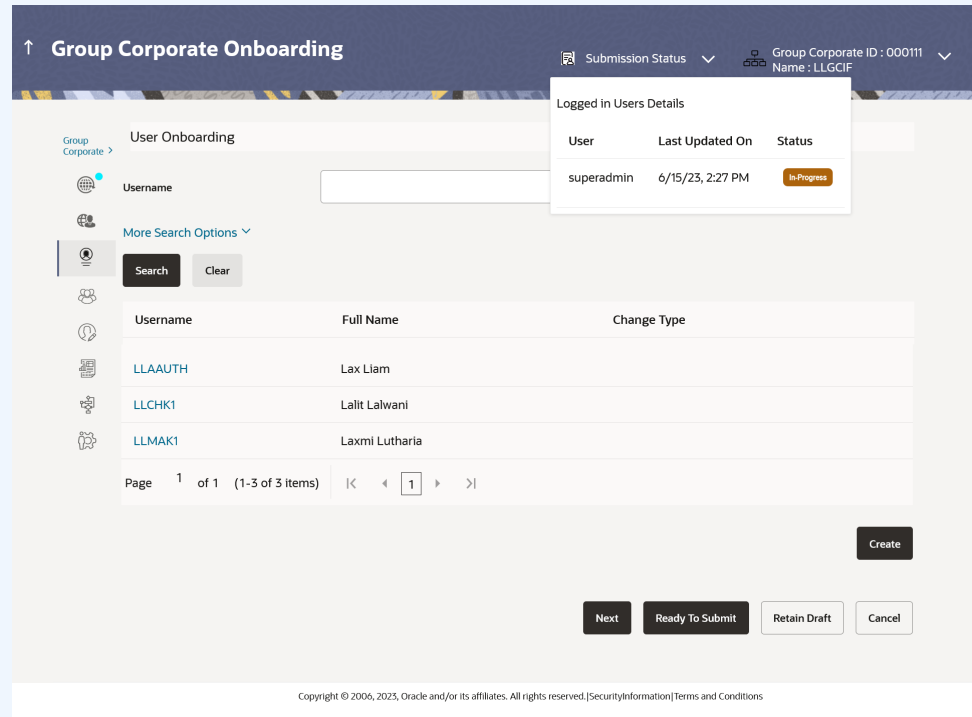
1. Update the transaction details and click **Save**.
2. On the **Group Corporate Onboarding** screen on top right corner, click on  icon adjacent to **Submission Status**.

Displays the status of the transaction submission readiness.

 **Note:**

The status of the transaction is **In-progress** until the user provides readiness for submission

**Figure 16-8 Modified Transaction with status**

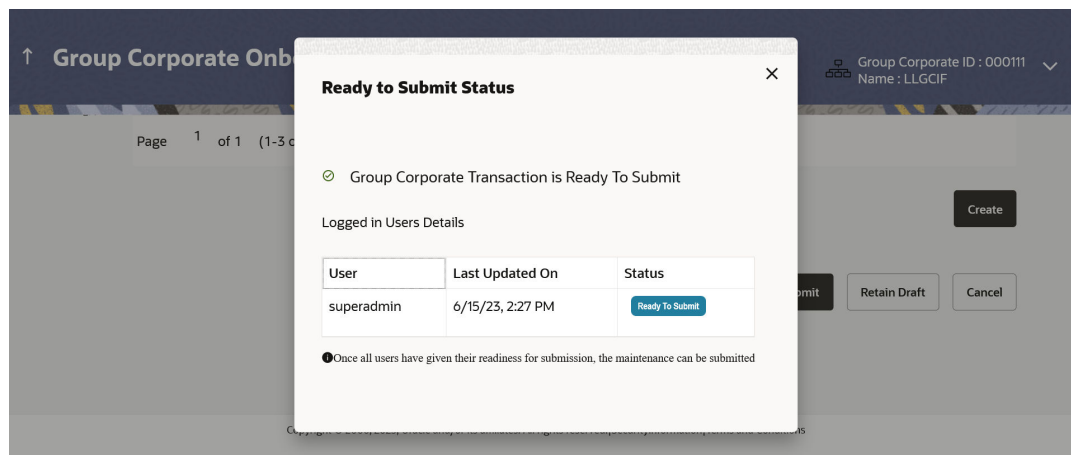


3. Click **Ready to Submit**.

The **Ready to Submit Status** modal window appears.

 **Note:**

The status of the transaction changes to **Ready to Submit**.

**Figure 16-9 Ready to Submit Status modal window**

4. A check is performed and after all contributors have given readiness, the transaction is submitted successfully.

## 16.2 Step 1: Group Corporate Profiling

Group Corporate Profiling will allow the bank administrator to maintain Group Corporate Profiling considering various aspect.

While setting up the Profiling, bank administrator can define the accessible roles at Group corporate level. System will display all the roles available at enterprise level (Application roles are created using Role Transaction Mapping screen).

Administrator can enable corporate administration facility to handle various administrative maintenance on behalf of the Group Corporate . Such delegated users with an administrator role will have restricted scope over these administration functionalities and manage the Group Corporate to which they belong.

Administrator can select and assign the roles available at enterprise level as is, or user can create a custom role for the Group Corporate by cloning a role available at Group Corporate level.

If Administrator creates a custom role for the Group Corporate by cloning a bank role, user can make the changes in that role on the overlay and save it with a different name. Admin will be able to remove touch points, modules, transactions, actions at the time of modifying the role (on the overlay).

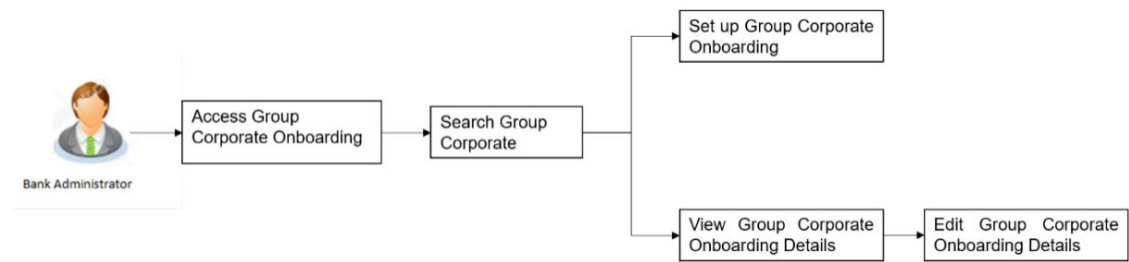
User can define the Approval workflow type, if it has to be sequential or parallel.

The admin can also specify whether release facility is enabled at the Group Corporate level or not.

### Pre-Requisites

- Transaction access is provided to Bank Administrator.
- Approval rule set up for Bank Administrator to perform the actions.
- Party for which Group corporate needs to be set up is created in core banking application

**Figure 16-10 Workflow**



**Navigation Path:**

From **System/ Bank Administrator Dashboard**, under **Corporate Onboarding**, click **Group Corporate Onboarding** and then click **Group Corporate Profiling**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Group Corporate Onboarding**, Under **Group Corporate Onboarding**, click **Group Corporate Profiling**.

- [Group Corporate Profiling - Create](#)
- [Group Corporate Profiling - View](#)
- [Group Corporate Profiling - Edit](#)

## 16.2.1 Group Corporate Profiling - Create

Using this option, Bank Administrator can configure Group Corporate Profiling for a specific Group Corporate ID.

**To setup a Group Corporate Profiling:**

1. Navigate to one of the above paths.

The **Group Corporate Profiling** screen appears.

2. In the **Search By** field, select the appropriate option to search the Group Corporate.

a. If you select the **Group Corporate** option;

- i. In the **Group Corporate ID** field, enter the Group Corporate ID whose Group Corporate Details you wish to view.

OR

In the **Group Corporate Name** field, enter the name of the Group Corporate whose Group Corporate Details you want to view.

b. If you select the **Party** option;

- i. In the **Party ID** field, enter the party ID mapped to Group Corporate you wish to view.

The **Search Party** popup appears.

- ii. From the **Entity ID** list, select the entity from which party to be searched.

- iii. In the **Party ID** field, enter the party ID to be searched.

OR

In the **Party Name** field, enter the name of the party to be searched.

- iv. Click **Search** to search the party mapped to the Group Corporate.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the entered details.

- 3. Click Search.

The **Group Corporate summary** screen appears with search results as per the searched criteria.

- 4. Select **Group Corporate ID**, from Group Corporate summary details.

Figure 16-11 Group Corporate Profiling – Create

Futura Bank

↑ Group Corporate Onboarding
Group Corporate ID : 000111  
Name : LLGCIF

Group Corporate >
Group Corporate Profiling

Group Corporate Name  
LLGCIF

Bank Roles

SRKCORPCHECKVERIFIERPYMT
 DCTEST01
 maker\_only
 SRKCORPRELEASEPYMT
 dcc444

SRKCORPERFORMAKERPYMT
 SRKCORPADCHECKEROLR
 SRKCORPADAPPROVEPYMT
 Releaser
 ccxxxc

viewer\_only
 CorporateAdminChecker
 Checker
 Viewer
 CorporateAdminMaker
 Maker

NonCustomerChecker
 NonCustomerViewer
 NonCustomerMaker
 DefaultCorporateRole
 Verifier

SRKCORPAPPROVEPYMT
 SRKCORPADMAKEROLE
 entity144roleAll
 testissuerole
 CORPADMINAUTOAPPR

dccrole
 RoleCreated
 TEST123

Custom Roles

SRKCORPCHECKVERIFIE...
▼

Add Role

Entity Specific Roles

▼
UBS OBPM 14.4 HEL Branch

Bank Roles

EntityspecificRol144
 AnkRoleEntSp

Custom Roles

EntityspecificRol144
▼

Add Role

Workflow Preferences

Corporate Level
Rule Level

Approval Flow

Sequential
Parallel
No Approval

Approval Routing Type

Auto
Manual

Release Facility

Enable
Disable

Corporate Administrator Facility

Enable
Disable

Save
Back

Next
Submit
Retain Draft
Cancel



**Table 16-3 Field Description**



Field Name	Description
<b>Group Corporate Name</b>	Name of the group corporate.
<b>Global Role</b>	
<b>Bank Roles</b>	Display all the roles available at enterprise level.
<b>Entity Specific Roles</b>	The roles associated with different entities.
<b>Customer Role</b>	Create a custom role for the Group Corporate by cloning a role available at Group Corporate level.
<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;">  <b>Note:</b> Admin will be able to assign a mix of bank roles and custom roles to a Group Corporate                 </div>	
<b>Workflow Preferences</b>	The preference to implement the workflow. Possible value will be <ul style="list-style-type: none"> <li>• Corporate Level</li> <li>• Rule Level</li> </ul>
<b>Approval Flow</b>	Define the Approval workflow type. Possible value will be <ul style="list-style-type: none"> <li>• Sequential</li> <li>• Parallel</li> <li>• No Approval</li> </ul> This field is enabled if <b>Corporate Level</b> option is selected in <b>Workflow Preferences</b> field.

Table 16-3 (Cont.) Field Description

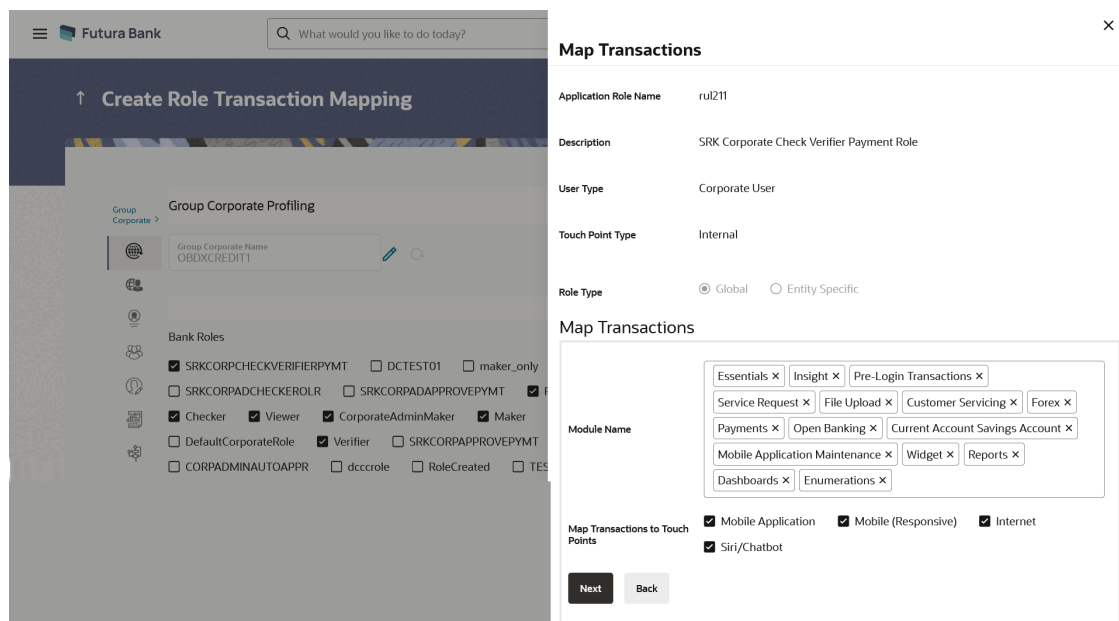
Field Name	Description
<b>Approval Routing Type</b>	<p>Define the approval routing type. Possible value will be</p> <ul style="list-style-type: none"> <li>• Auto- System will resolve the rule and the transaction will be sent for approval as per the rule resolved by the system. A rule which is having amount slab closest to the transaction amount will be resolved. The user will not have an option to select the approval workflow if routing type is Auto</li> <li>• Manual- User will be able to select a workflow from the resolved rules as part of transaction initiation</li> </ul>
	<p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>a. In case system resolves multiple rules with different min-max slabs, then as per rule resolution logic, it will resolve the rule which has the nearest 'max' value in the defined slab. <ul style="list-style-type: none"> <li>i. A Day 0 configuration is provided to define if weightage needs to be checked during rule evaluation (Auto-routing/Manual routing) <ul style="list-style-type: none"> <li>• If the Day 0 configuration is yes, then the rules will be evaluated irrespective of the currency. However, the final rule which is resolved will be as per the calculated weightage <ul style="list-style-type: none"> <li>– If the Day 0 configuration is yes, then the rules will be evaluated irrespective of the currency. However, the final rule which is resolved will be as per the calculated weightage</li> <li>– If the Day 0 configuration is no, then the rules will be evaluated irrespective of the currency. All the rules falling within the amount range (post currency conversion) will be resolved. Whichever approver picks the transaction first, that rule will be the final resolved rule</li> </ul> </li> </ul> </li> </ul> </li> </ul>
<b>Release Facility</b>	<p>Specify whether the release functionality is enabled or disabled at the Group Corporate level.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Enable – It means the transaction release facility is enabled at Group Corporate level. If enabled, user can specify the workflow and rules for release functionality.</li> <li>• Disable – It means the transaction release facility is disabled at Group Corporate level. If disabled, user cannot specify the workflow and rules for release functionality</li> </ul>
<b>Corporate Administrator Facility</b>	<p>Set this flag if Corporate Admin facility is required for the Group Corporate.</p>
<b>Accessible Roles for Corporate Administrator</b>	<p>Select the Roles that should be available to Corporate admin for onboarding new users</p>

5. In the **Bank Role Name** field, select the checkbox (s) against the application roles and assign the Application Roles available at enterprise level (This Application roles are created using Role Transaction Mapping screen).
6. From the **Custom Role** list, select the role if a custom role is required to be added for the Group Corporate.
7. Click **Add role** to create application role.  
The **Map Transaction** overlay screen appears.
8. The **Application Role Creation** screen to add transaction modules and touch points appears.  
OR  
Click **Cancel** to cancel the transaction.

### Create Custom Role - Application Role Creation

Using this option, System Administrator can select and assign the roles available at enterprise level as is, or can create a custom role for the Group Corporate by cloning a role available at Group Corporate level and map transactions to it for the selected touch points.

**Figure 16-12 Application Role Creation**



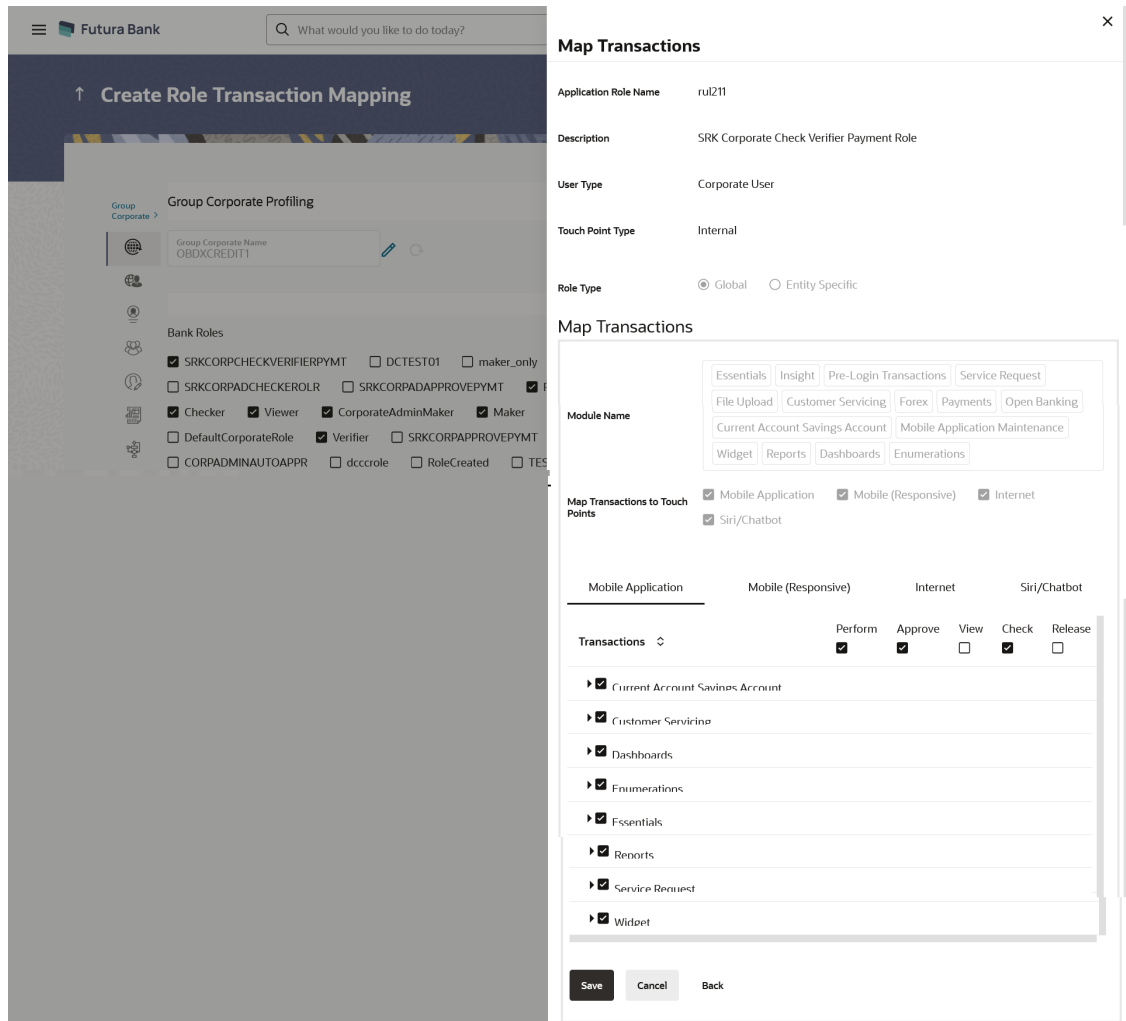


Table 16-4 Field Description

Field Name	Description
<b>Create Customer Role</b>	
<b>Application Role Name</b>	Name of the application role.
<b>Custom Application Role Name</b>	Name for the Custom Application role.
<b>Description</b>	Displays the the description of the application role.
<b>User Type</b>	Displays the user type for whom an application role is to be created.
<b>Touch Point Type</b>	Displays the touch point type for whom an application role is to be created.
<b>Role Type</b>	Displays the role type for whom an application role is to be created.
<b>Map Transactions</b>	
<b>Module Name</b>	The modules for which the transaction mapping is to be done. Transactions under the selected modules will get displayed for mapping

**Table 16-4 (Cont.) Field Description**

Field Name	Description
<b>Map Transactions to Touch Points</b>	The internal touch points for which the transaction mapping is done for application role. All the internal touch point maintained in the system gets displayed here. This field is displayed and enabled, only if you select the Internal option in the Touch Point Type field.
<b>Transaction Name</b>	Name of transaction to be mapped to the application role.
<b>Action</b>	Name of the action that can be performed for that transaction by the user to which this application role is assigned. <ul style="list-style-type: none"> <li>• Perform- This action allows the user to perform or initiate that transaction and should be given to maker role.</li> <li>• Approve- This action allows the user to approve that transaction and should be provided to approval role</li> <li>• View- This action allows the user to view the initiated and approved transactions by other users and should be given to viewer role</li> <li>• Check- This action allows the user to check the initiated transactions by other users and should be given to checker role</li> <li>• Release- This action allows the user to release the initiated transactions by other users and should be given to releaser role</li> </ul>

9. In the **Application Role Name** field, the existing application role from which the clone of the application role is being created will be displayed.
10. In the **Custom Application Role Name** field, enter the name of the application role.
11. Select appropriate **Module Name** for transactions mapping.
12. Select the check box against the list of **Touch Points** to map the transactions to selected touch points.
13. Click **Next** to proceed to next step.  
OR  
Click **Back** to go back to previous step.
14. To map the **Transactions** to the role, click ► icon against the particular module, then select the transaction type, and then transactions to be mapped
15. Select the respective check boxes preceding to transaction to be mapped.  
OR  
Select the checkbox at every transaction header level if you want to map all the transactions belong to that parent transactions at one instance.
16. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
17. Select the appropriate **Workflow Preference** to specify the preference to implement the workflow, whether at Corporate Level or at Rule Level.
  - If **Workflow Preference** is selected as **Corporate Level**;

- i. Select the **Approval Flow** to define the Approval workflow type, if it has to be **sequential** or **parallel** or **No Approval** is required.
18. Select the **Approval Routing Type**;
- Select **Auto** if you wish system should resolve the rule and send the transaction for approval as per the rule resolved by the system.
- OR
- Select **Manual** if you wish to allow initiator to choose workflow from the resolved rules as part of transaction initiation.
19. Select the **Release Facility** flag if the release functionality needs to be enabled at Group Corporate level.
20. Select the **Corporate Administrator Facility** flag if Corporate Admin facility is required for the Group Corporate.
21. Select **Accessible Roles for Corporate Administrator** field, select the Roles that should be available to Corporate admin for onboarding new users.
22. Click **Save** to save the maintenance, and redirect to the review page.
- OR
- Click **Back** to navigate back to previous screen.
- OR
- Click **Next** to proceed to the next logical step.
- OR
- Click **Submit** to submit the steps performed so far for approval.
- OR
- Click **Retain Draft** to save the details entered as draft.
- OR
- Click **Cancel** to cancel the transaction.

 **Note:**

Admin can submit the maintenance after any step. Maintenances saved so far will be sent for approval in one flow. Admin would not be able to make any changes or maintain another step for the same Group Corporate till the time the approval of the wizard is not done.

23. The **Review** screen appears.
- Verify the details, and click **Submit**.
- OR
- Click **Edit** to modify the details entered.
- OR
- Click **Next** to proceed to next step.
- OR

Click **Retain Draft** to save all the steps completed so far, and allow Admin resume the same application.

OR

Click **Cancel** to cancel the transaction.

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

Click **OK** to complete the transaction.

## 16.2.2 Group Corporate Profiling - View

Using this option, System/ Bank administrators can search and view profiling details of the existing Group Corporate.

**To search and view Profiling details of the Group Corporate:**

1. Navigate to one of the above paths.

The **Group Corporate Profiling** screen appears.

2. In the **Search By** field, select the appropriate option to search the Group Corporate.

- a. If you select the **Group Corporate** option;

- i. In the **Group Corporate ID** field, enter the Group Corporate ID whose Group Corporate Details you wish to view.

OR

In the **Group Corporate Name** field, enter the name of the Group Corporate whose Group Corporate Details you want to view.

- b. If you select the **Party** option;

- i. In the **Party ID** field, enter the party ID mapped to Group Corporate you wish to view.

The **Search Party** popup appears.

- ii. From the **Entity ID** list, select the entity from which party to be searched.

- iii. In the **Party ID** field, enter the party ID to be searched.

OR

In the **Party Name** field, enter the name of the party to be searched.

- iv. Click **Search** to search the party mapped to the Group Corporate.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to rest the entered details.

3. Click **Search**.

The **Group Corporate summary** screen with search results appears based on the searched criteria

In case of invalid **Group Corporate** details, error message is shown on the screen.

OR

Click **Clear** to reset the details.

OR

Click **Cancel** to cancel the transaction.

- Click the link under the **Onboarding Status or Modification Status** column.  
The search result according to the search criteria appears

**Figure 16-13 Group Corporate Profiling – View**

The screenshot displays the 'Group Corporate Profiling' view for 'SRKGCIFCORP'. The interface includes a search bar at the top with the text 'What would you like to do today?'. The main content area is organized into several sections:



- Group Corporate Name:** SRKGCIFCORP
- Global Roles:** (Empty section)
- Bank Roles:** SRKCORPADAPPROVEPYMT, Checker, SRKCORPRELEASEPYMT, SRKCORPADMAKEROLE, SRKCORPAPPROVEPYMT, SRKCORPADCHECKEROLR, SRKCORPCHECKVERIFIERPYMT, CorporateAdminMaker, SRKCORPERFORMAKERPYMT, CorporateAdminChecker, and Maker
- Entity Specific Roles:**
  - UBS OBPM 14.4 HEL Branch:**
    - Bank Roles:**
 EntityspecificRol144  AnkRoleEntSp
- Workflow Preferences:**
  - Corporate Level
  - Approval Flow: Sequential
  - Approval Routing Type: Manual
  - Release Facility: Enable
  - Corporate Administrator Facility: Enable
  - Accessible Roles for Corporate Administration: SRKCORPADAPPROVEPYMT, SRKCORPADMAKEROLE, and SRKCORPADCHECKEROLR

At the bottom of the page, there are buttons for 'Edit', 'Next', 'Submit', 'Retain Draft', and 'Cancel'.


Copyright © 2006, 2025, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions



**Table 16-5 Field Description**

Field Name	Description
<b>Group Corporate Name</b>	Name of the group corporate.
<b>Global Role</b>	
<b>Bank Roles</b>	Display all the roles mapped at Group Corporate level.
<b>Entity Specific Roles</b>	The roles associated with a particular entity.
	<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>• If an application role is assigned to an entity to which the administrator is not mapped, then the administrator is not able to access the role for view/modify/delete.</li> <li>• If a Group Corporate specific application role is created by extending an existing entity specific application role, the entity mapping applicable to the parent role from which the Group Corporate specific application role has been created, would be applicable to the Group Corporate specific application role. An administrator will not be able to modify the 'Entity' of custom application roles once created.</li> </ul> </div>
<b>Custom Role</b>	Display the custom role assigned for the Group Corporate (If any ) by cloning a role available at Group Corporate level.
	<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <p>Admin will be able to assign a mix of bank roles and custom roles to a Group Corporate</p> </div>
<b>Workflow Preferences</b>	Display the workflow preference set up to implement the workflow. Possible values will be <ul style="list-style-type: none"> <li>• Corporate Level</li> <li>• Rule Level</li> </ul>
<b>Approval Flow</b>	Display the Approval workflow type, Possible values will be <ul style="list-style-type: none"> <li>• Sequential</li> <li>• Parallel</li> <li>• No Approval</li> </ul> <p>This field is enabled if <b>Corporate Level</b> option is selected in <b>Workflow Preferences</b> field.</p>

**Table 16-5 (Cont.) Field Description**

Field Name	Description
<b>Approval Routing Type</b>	Displays the approval routing type. Possible value will be <ul style="list-style-type: none"> <li>• Auto</li> <li>• Manual</li> </ul>
<p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>a. In case system resolves multiple rules with different min-max slabs, then as per rule resolution logic, it will resolve the rule which has the nearest 'max' value in the defined slab.               <ul style="list-style-type: none"> <li>i. A Day 0 configuration is provided to define if weightage needs to be checked during rule evaluation (Auto-routing/Manual routing)                   <ul style="list-style-type: none"> <li>• If the Day 0 configuration is yes, then the rules will be evaluated irrespective of the currency. However, the final rule which is resolved will be as per the calculated weightage                       <ul style="list-style-type: none"> <li>– If the Day 0 configuration is yes, then the rules will be evaluated irrespective of the currency. However, the final rule which is resolved will be as per the calculated weightage</li> <li>– If the Day 0 configuration is no, then he rules will be evaluated irrespective of the currency. All the rules falling within the amount range (post currency conversion) will be resolved. Whichever approver picks the transaction first, that rule will be the final resolved rule</li> </ul> </li> </ul> </li> </ul> </li> </ul>	
<b>Release Facility</b>	Displays the whether the release functionality is enabled or disabled at Group Corporate level.
<b>Corporate Administrator Facility</b>	Display the flag if Corporate Admin facility is maintained for the Group Corporate.
<b>Accessible Roles for Corporate Administrator</b>	Display the Roles that made available to Corporate admin for onboarding new users

**View Custom Role - Application Role**

Using this option, System Administrator can view the custom created application role details assigned for viewing Group corporate at enterprise level.

**Table 16-6 Field Description**

Field Name	Description
<b>View Custom Role</b>	
<b>Application Role Name</b>	Name of the application role.
<b>Custom Application Role Name</b>	Name for the Custom Application role

**Table 16-6 (Cont.) Field Description**

Field Name	Description
<b>Module Name</b>	The modules for which the transaction mapping is done. Transactions under the selected modules will get displayed for mapping
<b>Map Transactions to Touch Points</b>	The internal touch points for which the transaction mapping is done for application role. All the internal touch point maintained in the system gets displayed here. This field is displayed and enabled, only if you select the Internal option in the Touch Point Type field.
<b>Transaction Name</b>	Name of transaction mapped to the application role.
<b>Action</b>	Name of the action that can be performed for that transaction by the user to which this application role is assigned. <ul style="list-style-type: none"> <li>• Perform- This action allows the user to perform or initiate that transaction and should be provided to maker role.</li> <li>• Approve- This action allows the user to approve that transaction and should be given to approval role</li> <li>• View- This action allows the user to view the initiated and approved transactions by other users and should be given to viewer role</li> <li>• Check- This action allows the user to check the initiated transactions by other users and should be given to checker role</li> <li>• Release- This action allows the user to release the initiated transactions by other users and should be given to releaser role</li> </ul>

5. Click **Back** to navigate back to previous screen.

OR

Click **Next** to proceed to the next logical step.

OR

Click **Submit** to submit the steps performed so far for approval.

OR

Click **Retain Draft** to save the details entered as draft.

OR

Click **Cancel** to cancel the transaction.

### 16.2.3 Group Corporate Profiling - Edit

This function enables administrator user to edit the exiting Group Corporate Profiling details.

**To edit the Profiling details of the Group Corporate:**

1. Navigate to one of the above paths.

The **Group Corporate Profiling** screen appears.

2. In the **Search By** field, select the appropriate option to search the Group Corporate.

a. If you select the **Group Corporate** option;

- i. In the **Group Corporate ID** field, enter the Group Corporate ID whose Group Corporate Details you wish to view.

OR

In the **Group Corporate Name** field, enter the name of the Group Corporate whose Group Corporate Details you want to view.

- b. If you select the **Party** option;
  - i. In the **Party ID** field, enter the party ID mapped to Group Corporate you wish to view.

The **Search Party** popup appears.

- ii. From the **Entity ID** list, select the entity from which party to be searched.
- iii. In the **Party ID** field, enter the party ID to be searched.

OR

In the **Party Name** field, enter the name of the party to be searched.

- iv. Click **Search** to search the party mapped to the Group Corporate.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to rest the entered details.

3. Click **Search**.

The **Group Corporate summary** screen with search results appears based on the searched criteria

In case of **invalid Group Corporate** details, error message is shown on the screen.

OR


Click **Clear** to reset the details.

OR

Click **Cancel** to cancel the transaction.

4. Click the link under the **Onboarding Status or Modification Status** column.

The search result according to the search criteria appears

5. Click on the  icon adjacent to **Group Corporate Name** field to modify the name of the Group Corporate.
  - Enter the new Group Corporate name, and click **Check Availability** to check the uniqueness of the name.

 **Note:**

If the user ID is already used.


- i. Displays **Available** status if new name assigned is unique and can be used.
- ii. The  icon is provided to reset and re-enter the new name.
- iii. **Available** status is shown if new name assigned is unique and hence can be used.
- iv. If user clicks on **Save** without checking the availability, system displays the an error message.

Figure 16-14 Group Corporate Profiling – Edit

Futura Bank

99% AU

↑ Group Corporate Onboarding
Group Corporate ID : 000111  
Name : LLGCIF

**Group Corporate Profiling**

Group Corporate Name: LLGCIF

---

**Bank Roles**

SRKCORPCHECKVERIFIERPYMT  
  DCTEST01  
  maker\_only  
  SRKCORPRELEASEPYMT  
  dcc444  
 SRKCORPERFORMAKERPYMT  
  SRKCORPADCHECKEROLR  
  SRKCORPADAPPROVEPYMT  
 Releaser  
  ccxxcxc  
 viewer\_only  
 CorporateAdminChecker  
 Checker  
 Viewer  
 CorporateAdminMaker  
 Maker  
 NonCustomerChecker  
 NonCustomerViewer  
 NonCustomerMaker  
 DefaultCorporateRole  
 Verifier  
 SRKCORPAPPROVEPYMT  
 SRKCORPADMAKEROLE  
 entity144roleAll  
 testissuerole  
 CORPADMINAUTOAPPR  
 dccrole  
 RoleCreated  
 TEST123

**Custom Roles**

SRKCORPCHECKVERIFIE... ▼

**Add Role**

---

**Entity Specific Roles**

▼ UBS OBPM 14.4 HEL Branch

**Bank Roles**

EntityspecificRol144  
  AnkRoleEntSp

**Custom Roles**

EntityspecificRol144 ▼

**Add Role**

---

**Workflow Preferences**

Corporate Level | Rule Level

**Approval Flow**

Sequential | Parallel | No Approval

**Approval Routing Type**

Auto | Manual

**Release Facility**

Enable | Disable

**Corporate Administrator Facility**



Enable | Disable

**Save** **Back**


Next Submit Retain Draft Cancel

- Click **Edit** to edit the Group Corporate Profiling details.

**Table 16-7 Field Description**


Field Name	Description
<b>Group Corporate Name</b>	Name of the group corporate. This field is editable.
<b>Global Role</b>	
<b>Bank Roles</b>	All the roles available at enterprise level. This field is editable.
<b>Customer Roles</b>	Create a custom role for the Group Corporate by cloning a role available at Group Corporate level. This field is editable.
<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b> Admin will be able to assign a mix of bank roles and custom roles to a Group Corporate.</p> </div>	
<b>Entity Specific Roles</b>	The roles associated with a particular entity. This field is editable.
<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>If an application role is assigned to an entity to which the administrator is not mapped, then the administrator is not able to access the role for view/modify/delete.</li> <li>If a Group Corporate specific application role is created by extending an existing entity specific application role, the entity mapping applicable to the parent role from which the Group Corporate specific application role has been created, would be applicable to the Group Corporate specific application role. An administrator will not be able to modify the 'Entity' of custom application roles once created.</li> </ul> </div>	

**Table 16-7 (Cont.) Field Description**

Field Name	Description
<b>Customer Role</b>	<p>Create a custom role for the Group Corporate by cloning a role available at Group Corporate level.</p> <p>This field is editable.</p> <div data-bbox="732 422 1471 594" style="border: 1px solid #0070C0; background-color: #E6F2FF; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>Admin will be able to assign a mix of bank roles and custom roles to a Group Corporate</p> </div>
<b>Workflow Preferences</b>	<p>The preference to implement the workflow.</p> <p>This field is editable.</p> <p>Possible value will be</p> <ul style="list-style-type: none"> <li>• Corporate Level</li> <li>• Rule Level</li> </ul>
<b>Approval Flow</b>	<p>Define the Approval workflow type.</p> <p>This field is editable.</p> <p>Possible value will be</p> <ul style="list-style-type: none"> <li>• Sequential</li> <li>• Parallel</li> <li>• No Approval</li> </ul> <p>This field enable if <b>Corporate Level</b> option is selected in <b>Workflow Preferences</b> field.</p>



**Table 16-7 (Cont.) Field Description**

Field Name	Description
<b>Approval Routing Type</b>	<p>Define the approval routing type.</p> <p>This field is editable.</p> <p>Possible value will be</p> <ul style="list-style-type: none"> <li>• Auto- System will resolve the rule and the transaction will be sent for approval as per the rule resolved by the system. A rule which is having amount slab closest to the transaction amount will be resolved. The user will not have an option to select the approval workflow if routing type is Auto</li> <li>• Manual- User will be able to select a workflow from the resolved rules as part of transaction initiation</li> </ul>
	<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>a. In case system resolves multiple rules with different min-max slabs, then as per rule resolution logic, it will resolve the rule which has the nearest 'max' value in the defined slab. <ul style="list-style-type: none"> <li>i. A Day 0 configuration is provided to define if weightage needs to be checked during rule evaluation (Auto-routing/Manual routing) <ul style="list-style-type: none"> <li>• If the Day 0 configuration is yes, then the rules will be evaluated irrespective of the currency. However, the final rule which is resolved will be as per the calculated weightage <ul style="list-style-type: none"> <li>– If the Day 0 configuration is yes, then the rules will be evaluated irrespective of the currency. However, the final rule which is resolved will be as per the calculated weightage</li> <li>– If the Day 0 configuration is no, then the rules will be evaluated irrespective of the currency. All the rules falling within the amount range (post currency conversion) will be resolved. Whichever approver picks the transaction first, that rule will be the final resolved rule</li> </ul> </li> </ul> </li> </ul> </li> </ul> </div>
<b>Release Facility</b>	<p>Specify whether the release functionality is to be enabled or disabled at Group Corporate level.</p> <p>This field is editable.</p>
<b>Corporate Administrator Facility</b>	<p>Set this flag if Corporate Admin facility is required for the Group Corporate.</p> <p>This field is editable.</p>

**Table 16-7 (Cont.) Field Description**

Field Name	Description
<b>Accessible Roles for Corporate Administrator</b>	Select the Roles that should be available to Corporate admin for onboarding new users.  This field is editable.

7. In the **Bank Role Name** field, select the checkbox (s) against the application roles and assign the **Application Roles** available at enterprise level (This Application roles are created using Role Transaction Mapping screen).
8. From the **Custom Role** list, select the role, if a custom role is required to be added for the Group Corporate.
9. Click **Add role** to create application role.  
The **Map Transaction** overlay screen appears.
10. The **Application Role Creation** screen to add transaction modules and touch points appears.

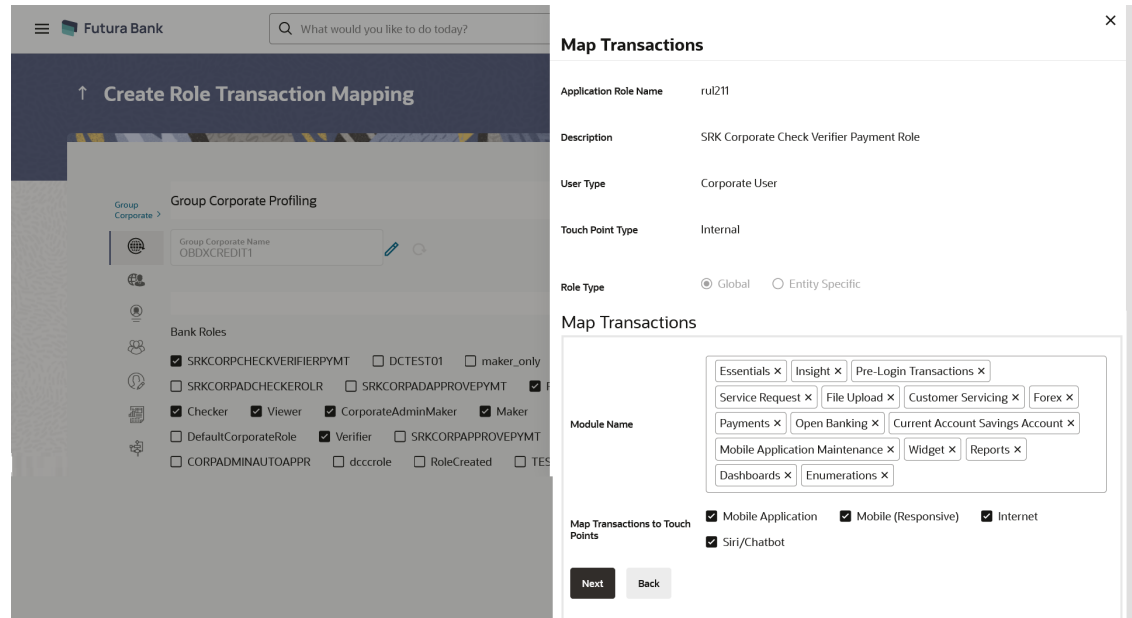
OR

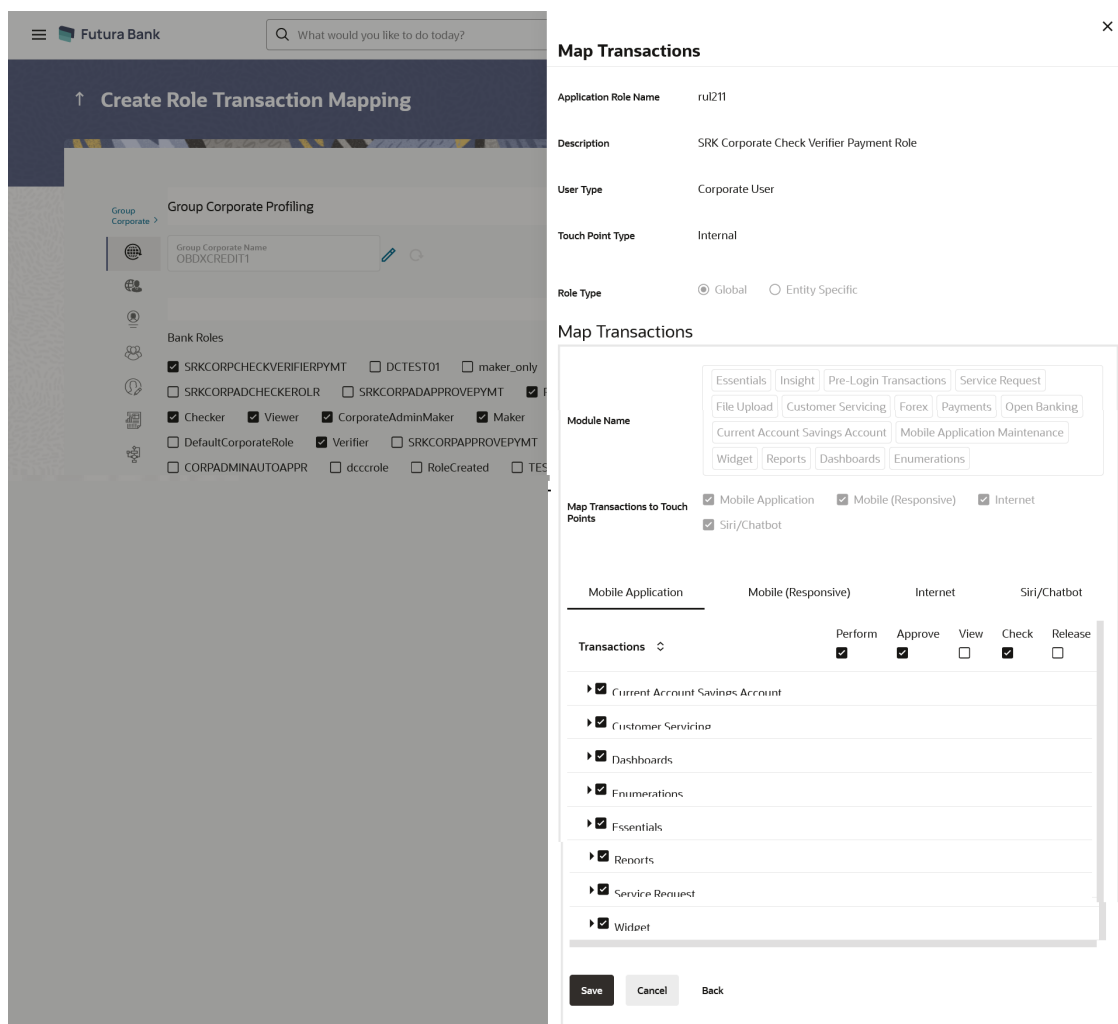
Click **Cancel** to cancel the transaction and to go back to previous screen.

**Create Customer Role - Application Role Creation**

Using this option, System Administrator can select and assign the roles available at enterprise level as is, or he can create a custom role for the Group Corporate by cloning a role available at Group Corporate level and map transactions to it for selected touch points.

**Figure 16-15 Application Role Creation**





**Table 16-8 Field Description**

Field Name	Description
<b>Create Customer Role</b>	
<b>Application Role Name</b>	Name of the application role.
<b>Custom Application Role Name</b>	Name for the Custom Application role
<b>Module Name</b>	The modules for which the transaction mapping is to be done. Transactions under the selected modules will get displayed for mapping
<b>Map Transactions to Touch Points</b>	The internal touch points for which the transaction mapping is done for application role. All the internal touch point maintained in the system gets displayed here. This field is displayed and enabled, only if you select the Internal option in the Touch Point Type field.
<b>Transaction Name</b>	Name of transaction to be mapped to the application role.

**Table 16-8 (Cont.) Field Description**


Field Name	Description
<b>Action</b>	<p>Name of the action that can be performed for that transaction by the user to which this application role is assigned.</p> <ul style="list-style-type: none"> <li>• Perform- This action lets the user to perform or initiate that transaction and should be given to maker role.</li> <li>• Approve- This action lets the user to approve that transaction and should be given to approval role</li> <li>• View- This action lets the user to view the initiated and approved transactions by other users and should be given to viewer role</li> <li>• Check- This action allows the user to check the initiated transactions by other users and should be given to checker role</li> <li>• Release- This action allows the user to release the initiated transactions by other users and should be given to releaser role</li> </ul>

11. In the **Application Role Name** field, the existing application role from which the clone of the application role is being created will be displayed.
12. In the **Custom Application Role Name**, enter the name of the application role.



**Note:**

Enter the new **Custom Application Role Name**, and click **Check Availability** to check the uniqueness of the name.

13. Select appropriate **Module Name** for transactions mapping.
14. Select the check box against the list of **Touch Points** to map the transactions to selected touch points.
15. Click **Next** to proceed to the next logical step.  
OR  
Click **Back** to navigate to the previous screen.
16. To map the **Transactions** to the role, click  icon against the particular module, then select the transaction type, and then transactions to be mapped
17. Select the respective check boxes preceding to transaction to be mapped.  
OR  
Select the checkbox at every transaction header level if you want to map all the transactions belong to that parent transactions at one instance.
18. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
19. Select the appropriate **Workflow Preference** to specify the preference to implement the workflow, whether at Corporate Level or at Rule Level.
  - Select the **Approval Flow** to define the Approval workflow type, if it has to be sequential or parallel or No Approval is required.

20. Select the **Approval Routing Type**;

Select **Auto** if you wish system should resolve the rule and send the transaction for approval as per the rule resolved by the system.

OR

Select **Manual** if you wish to allow initiator to choose workflow from the resolved rules as part of transaction initiation.

21. Select the **Release Facility** flag if the release functionality needs to be enabled at Group Corporate level.

22. the **Accessible Roles for Corporate Administrator** field, select the roles that should be available to Corporate Administrator for onboarding new users.

23. Click **Save** to save the maintenance, and redirect to the review page.

OR

Click **Next** to proceed to the next logical step.

OR

Click **Submit** to submit the steps performed so far for approval.

OR

Click **Retain Draft** to save the details entered as draft.

OR

Click **Cancel** to cancel the transaction.

 **Note:**

Admin can submit the maintenance after any step. Maintenances saved so far will be sent for approval in one flow. Admin would not be able to make any changes or maintain another step for the same Group Corporate till the time the approval of the wizard is not done.

24. The **Review** screen appears.

Verify the details, and click **Submit**.

OR

Click **Edit** to modify the details entered.

OR

Click **Next** to proceed to next step.

OR

Click **Retain Draft** to save all the steps completed so far, and allow Admin resume the same application.

OR

Click **Cancel** to cancel the transaction.

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

Click **OK** to complete the transaction.

## 16.3 Step 2: Party Account Access

System/Bank Administrator can set up account and transaction access at the Group corporate level. The System/ Bank Administrator can provide access to accounts held by the corporate parties associated with Group corporate with as available in the core banking application or the respective mid-office application.

Bank administrator can set up the Account access for multiple corporate parties under Group Corporate a single step

Using this function system administrator can manage access for Current and Savings Accounts for both Conventional and Islamic, Credit Card, Term Deposit, Loan accounts along with Liquidity Management enabled Real Accounts (including External Accounts if any) and VAM enabled Real and virtual accounts for a Corporate.

Upon navigating to the specific category tab viz. Demand Deposits, Term Deposits, Loans etc., the administrator can select a global check box of 'Map accounts' for All ,to enable all the existing accounts under the selected category for channel banking. If specific accounts are required to be given access then the user needs to select the respective check boxes preceding the account number.



### Note:

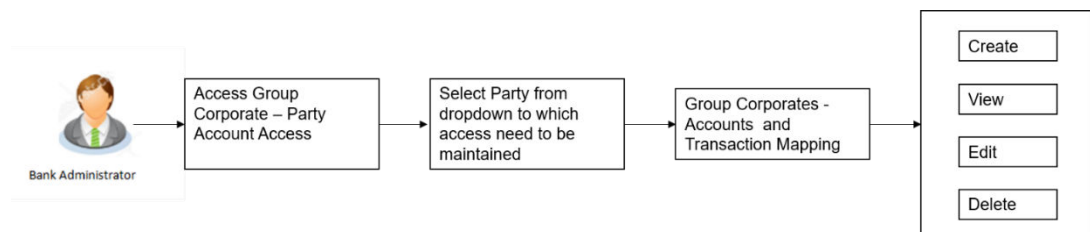
Access Management for Loan Accounts is for accounts fetched from Core Banking System i.e. FCUBS. It is not supported for accounts from Oracle Banking Corporate Loan (OBCL) system.

As part of this maintenance, Accounts and Transaction mapping maintenance can be done for all the corporate party ID mapped under Group Corporate in a single step.

### Pre-requisites

- Party preferences should be created for the party for which access is to be maintained
- Channel Access should be enabled for party for which account access is to be maintained
- Transaction access is provided to Bank Administrator.
- Approval rule set up for Bank Administrator to perform the actions.

**Figure 16-16 Workflow**



### Features Supported In Application

The following options are available as part of this maintenance:

- [Party Account Access - Mapping](#)
- [Party Account Access – View](#)
- [Party Account Access - Edit](#)
- [Party Account Access - Delete](#)

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, under **Corporate Onboarding** , click **Group Corporate Onboarding** and then click **Party Account Access**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Group Corporate Onboarding**, Under **Group Corporate Onboarding** , click **Party Account Access**.

- [Party Account Access – Create](#)
- [Party Account Access - View](#)
- [Party Account Access- Edit](#)
- [Party Account Access- Delete](#)

## 16.3.1 Party Account Access – Create

Using this option, Bank Administrator can maintain Accounts and Transaction access for the corporate parties associated with a specific Group Corporate ID.

**To provide the corporate party (Associated to Group Corporate) with account and transaction access:**

1. Navigate to one of the above paths.  
The **Party Account Access** screen appears.
2. From the **Mapping Summary** of Party dropdown list, select the corporate party id.
3. For a searched party, summary screen will be displayed with total accounts associated with corporate party, status of the accounts mapped for the internet banking, modified accounts if any and Auto account mapping status .

Figure 16-17 Mapping Summary of Party

The screenshot shows the 'Mapping Summary of Party' interface in the Futura Bank system. The page title is 'Group Corporate Onboarding' and the user is logged in as 'AU'. The main content area displays a table of account mapping data for the party '000315 | NSDL Bank | UBS OBPM 14.4 HEL Branch'.

Modules	Total Accounts	Mapped Accounts	Modified Accounts	Auto Mapped Accounts	Edit
Current & Savings - Conventional	6	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Current & Savings - Islamic	0	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Loans - Conventional	6	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Loans - Islamic	0	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Term Deposits - Conventional	224	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Term Deposits - Islamic	10	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Credit Cards	10	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Virtual Account Management - Real Accounts	0	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Virtual Accounts	0	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>

At the bottom of the interface, there are buttons for 'Map', 'Next', 'Submit', 'Retain Draft', and 'Cancel'.

Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation]Terms and Conditions

Table 16-9 Field Description

Field Name	Description
<b>Mapping Summary of Party</b>	The corporate party for which Party accounts access is being viewed
<b>Modules</b>	Banking Module names
<b>Total Accounts</b>	Total number of accounts available under the party.
<b>Mapped Accounts</b>	Number of accounts mapped to the particular account type.
<b>Modified Accounts</b>	Number of accounts modified for the particular account type.



**Table 16-9 (Cont.) Field Description**

Field Name	Description
<b>Auto Mapped Accounts</b>	<p>Mapping status of the accounts. The options can be:</p> <ul style="list-style-type: none"> <li>• <b>Auto</b>: gives default access to all newly added accounts and transactions of the party as soon as the account is opened in future.</li> <li>• <b>Manual</b>: gives specific access to future accounts. The new accounts and transactions need to be mapped explicitly if access needs to be provided</li> </ul>
<b>Edit or Map</b>	Click on the icon next to every module or click on Map button to edit party account access

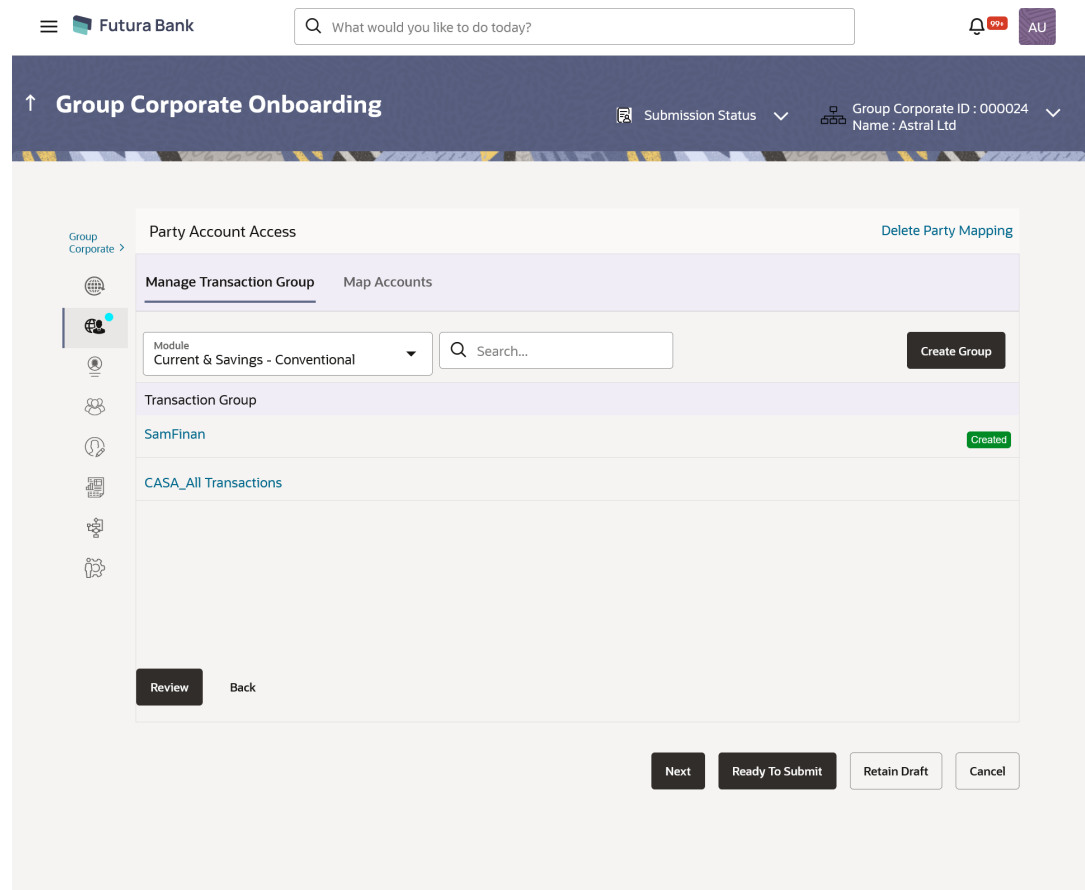
4. If there is no mapping done for a party, the count for the **Mapped Accounts** will be '0'
5. All the accounts held by the selected party as a relationship with the bank as available in the core banking system or the respective mid-office system will be fetched and displayed in the respective categories i.e. Current and Savings Accounts for both Conventional and Islamic, Credit Card, Term Deposit, Loan accounts along with Liquidity Management enabled Real Accounts (including External Accounts if any) and VAM enabled Real and virtual accounts for a Corporate.
6. Click **Map** or **Edit** (available across each banking module).

The **Party Account Access - Create** screen appears.

OR

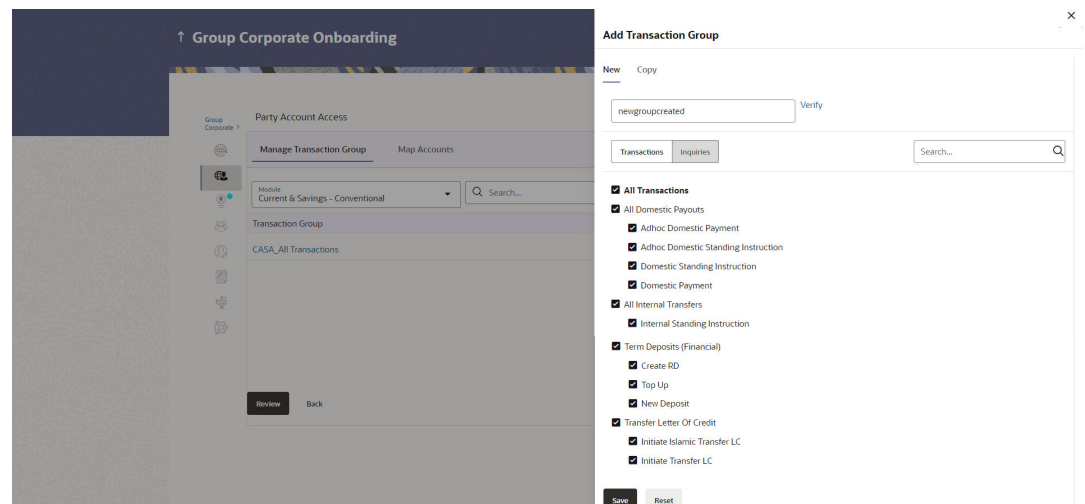
Click **Cancel** to cancel the transaction.

Figure 16-18 Party Account Access (Create) – Manage Transaction Group tab



Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions

Figure 16-19 Add Transaction Group



**Table 16-10 Field Description**

Field Name	Description
<b>Manage Transaction Group</b> tab	
<b>Modules</b>	Select Banking Module to setup account access.
<b>Select Transaction Groups</b>	Select the Transaction group to map transactions and maintaining access in Account Access screens.
<b>Add Transaction Group</b>	Create a new transaction group by clicking the 'ADD' button.

 **Note:**

- A new group can also be created by cloning/copying an existing transaction group
- Multiple transaction groups can be created.
- Transaction groups of one Group Corporate will be available for selection only for that Group Corporate

Following fields appears in overlay window when user click on **Add** to add new transaction group

<b>Name of Transaction Group</b>	Specify the new transaction group to map transactions. Click <b>Verify</b> to check the availability the specific Transaction Group name.
----------------------------------	--



**Figure 16-20 Party Account Access (Create) – Map Accounts tab**

The screenshot shows the 'Party Account Access' web interface. At the top, there is a search bar with the text 'What would you like to do today?'. Below the search bar, the page title is 'Group Corporate Onboarding'. On the right side, there are two dropdown menus: 'Submission Status' and 'Group Corporate ID : 000024 Name : Astral Ltd'. The main content area is divided into two tabs: 'Manage Transaction Group' and 'Map Accounts'. The 'Map Accounts' tab is active. Below the tabs, there are several form fields: 'Party' (003988 | ROSNEFT1 | UBS OBPM 14.4 HEL Branch), 'Module' (Current & Savings - Conventional), 'Auto Map' (toggle), and 'Action' (radio buttons for 'Map Transaction Group' and 'Unmap'). Below the action section, there is a 'Transaction Groups' list containing 'SamFinan x'. Underneath, there is an 'Account Selection' section with radio buttons for 'All Accounts' and 'Selected Accounts'. A list of accounts is shown with checkboxes: 'All', 'ROSNEFT HEL0398800019 EUR Active', 'ROSNEFT HEL0398800028 EUR Active', and 'ROSNEFT HEL0398800030 EUR Active'. At the bottom, there are buttons for 'Save', 'Review', 'Back', 'Next', 'Ready To Submit', 'Retain Draft', and 'Cancel'. A copyright notice is visible at the very bottom: 'Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Table 16-11 Field Description**

Field Name	Description
<b>Map Accounts tab</b>	
<b>Party</b>	Select the party to map accounts.
<b>Module</b>	Select Banking Module to setup account access.

**Table 16-11 (Cont.) Field Description**

Field Name	Description
<b>Auto Map</b>	<p>Mapping status of the accounts. The options can be:</p> <ul style="list-style-type: none"> <li>• <b>Auto:</b> gives default access to all newly added accounts and transactions of the party as soon as the account is opened in future.</li> <li>• <b>Manual:</b> gives specific access to future accounts. The new accounts and transactions need to be mapped explicitly if access needs to be provided</li> </ul>
<b>Action</b>	<p>Select the action to be done for selected transaction group. The options are:</p> <ul style="list-style-type: none"> <li>• <b>Map Transaction Group:</b> Select Transaction Group, then select the account numbers and then click on Save to map the transaction groups to the selected accounts. Multiple transactions can be mapped</li> <li>• <b>Unmap:</b> Select Unmap option, specify the transaction group to be unmapped and then select the accounts. On clicking Save, the selected transaction group will be unmapped from the account/accounts..</li> </ul> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>Only one transaction group can be unmapped at a time. A transaction group can be unmapped from All Accounts or Selected Accounts.</p> </div>
<b>Transaction Group</b>	<p>Select one or multiple transaction group/s to be mapped to the selected accounts. Select one transaction group to be unmapped from the selected account/accounts.</p>
<b>Account Selection</b>	<p>Select the account numbers to be mapped to the Transaction groups. User can select all the accounts available under selected party ID or click on filter and select the specific accounts.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <ol style="list-style-type: none"> <li>a. System will show a tag as 'Modified' followed by the transaction group name after the account number.</li> <li>b. System displays the Account Number along with the Account Name, Account Currency, and Branch Code.</li> </ol> </div>
<b>Delete Party Mapping</b>	<p>Click on <b>Delete Party Mapping</b> to delete all the Transaction and party account access maintenance done for corporate party all at once</p>

7. The **Party Account Access** screen has two tabs. Header of the screen shows the Group Corporate Name and Group ID. The manage Transaction Group tab lists down all the **modules, transaction groups** created.

8. Navigate and select specific **module** tab (Including viz. Current and Savings Accounts for both Conventional and Islamic, Credit Card, Term Deposit, Loan accounts along with Liquidity Management enabled Real Accounts (including External Accounts if any) and VAM enabled Real and virtual accounts for a Corporate.) in the first column for which account and transaction access mapping maintenance need to be setup.
9. The user can create a new **transaction group** by clicking the '**ADD**' button. On clicking **Add**, a new overlay will open where all the transactions and inquiries will be listed. User can provide a name the group and select the required transactions and inquiries and click the **Save** button.

OR

Click **Reset** to clear added details in overlay screen.

10. A new group can also be created by **cloning/copying an existing transaction group**. Once the user selects an existing **transaction group**, system will populate the screen with the transactions selected in the copied group in editable mode. User can select or deselect some of the transactions as per his requirements and create a new group by providing a different transaction group name
11. There will be one factory shipped **Transaction group** for each module, which will have all transactions and inquiries grouped together.



**Note:**

Factory shipped user group cannot be deleted or modified.

12. Once the transaction group/s are created, user can map these transaction groups to one or multiple accounts . Click on **Map Accounts** tab and select Party, then select Transaction Groups, select the account numbers and then click on **Save** to map the transaction groups to the selected accounts.
13. Click on the **Transaction Group** link, to view the list of transactions within the mapped transaction group in an overlay.
14. Select '**All Accounts**' option to map/ unmap transaction groups from all accounts.  
OR  
If specific accounts are required to be mapped, then select the respective check boxes preceding the account number.
15. Once the user maps the accounts, system will show a tag as '**Modified**' followed by the transaction group name after the account number.
16. To map the new accounts, select appropriate option from **Auto Map** toggle button; ;  
Select **Auto** if you wish to allow access to all future Accounts across banking module.  
OR  
Select **Manual** if you wish to explicitly map new accounts and transactions.
17. User can unmap the transaction groups by selecting accounts and then clicking on **Save** to reset their mapping.
18. User can click on **Delete Party Mapping** to delete all the Transaction and account access maintenance done for corporate party in one step.
19. User can drill down his search by applying Filter to search an account basis on the account number, transaction group, account access status, account status and currency.
20. Click **Save** to save the maintenance, and redirect to the review page.

OR

Click **Next** to proceed to the next logical step.

OR

Click **Submit** to submit the steps performed so far for approval.

OR

Click **Retain Draft** to save the details entered as draft.

OR

Click **Cancel** to cancel the transaction.

 **Note:**

Admin can submit the maintenance after any step. Maintenances saved so far will be sent for approval in one flow. Admin would not be able to make any changes or maintain another step for the same Group Corporate till the time the approval of the wizard is not done.

21. The **Review** screen appears.

Verify the details, and click **Submit**.

OR

Click **Edit** to modify the details entered.

OR

Click **Next** to proceed to next step.

OR

Click **Retain Draft** to save all the steps completed so far, and allow Admin resume the same application.

OR

Click **Cancel** to cancel the transaction.

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

Click **OK** to complete the transaction.

## 16.3.2 Party Account Access - View

The Bank Administrator can view the list of account(s) and transactions for which access has been provided to the party.

**To Search and view the party account and transaction access:**

1. Navigate to one of the above paths.

The **Party Account Access** screen appears.

2. From the **Mapping Summary** of Party dropdown list, select the corporate party id.

3. For a searched party, summary screen will be displayed with total accounts associated with corporate party, status of the accounts mapped for the internet banking, modified accounts if any and Auto account mapping status .

4. Click the link under the total **Mapped accounts** or **Modified accounts**, The **Party Account Access – View** (Transaction Mapping) screen appears. The search result according to the search criteria appears  
OR  
Click **Cancel** to cancel the transaction.

**Figure 16-21 Party Account Access - Summary Results**

The screenshot displays the 'Party Account Access' summary results in the Futura Bank interface. The page title is 'Group Corporate Onboarding' with a search bar and user profile 'AU'. The main content area is titled 'Party Account Access' and shows a 'Mapping Summary of Party' for 'Party Summary 000315 | NSDL Bank | UBS OBPM 14.4 HEL Branch'. A table lists various banking modules with columns for Total Accounts, Mapped Accounts, Modified Accounts, and Auto Mapped Accounts. At the bottom, there are 'Map', 'Next', 'Submit', 'Retain Draft', and 'Cancel' buttons.

Modules	Total Accounts	Mapped Accounts	Modified Accounts	Auto Mapped Accounts	Edit
Current & Savings - Conventional	6	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Current & Savings - Islamic	0	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Loans - Conventional	6	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Loans - Islamic	0	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Term Deposits - Conventional	224	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Term Deposits - Islamic	10	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Credit Cards	10	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Virtual Account Management - Real Accounts	0	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Virtual Accounts	0	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>

Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. | Security | Information | Terms and Conditions

**Table 16-12 Field Description**

Field Name	Description
Modules	Banking Module names

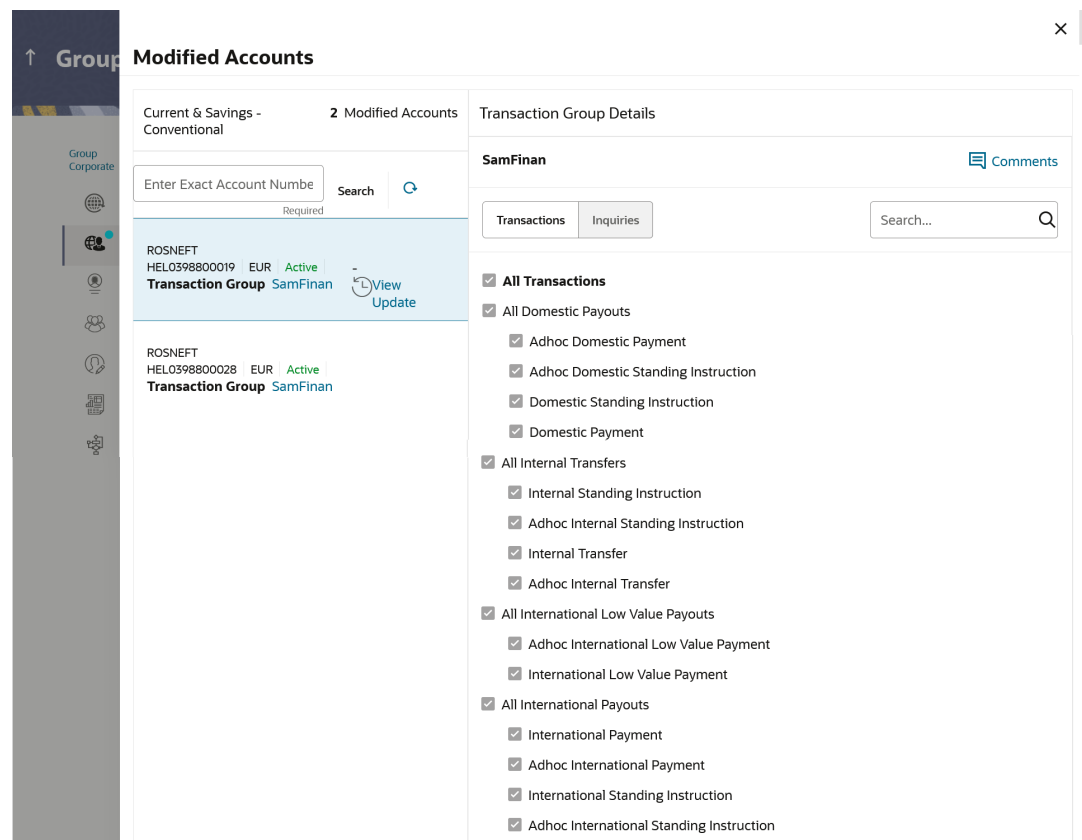


**Table 16-12 (Cont.) Field Description**

Field Name	Description
<b>Total Accounts</b>	Total number of accounts available under the party.
<b>Mapped Accounts</b>	Number of accounts mapped to the particular account type.
<b>Modified Accounts</b>	Number of accounts modified for the particular account type.
<b>Auto Mapped Accounts</b>	Mapping status of the accounts. The options can be: <ul style="list-style-type: none"> <li><b>Auto:</b> gives default access to all newly added accounts and transactions of the party as soon as the account is opened in future.</li> <li><b>Manual:</b> gives specific access to future accounts. The new accounts and transactions need to be mapped explicitly if access needs to be provided</li> </ul>
<b>Edit or Map</b>	Click on the icon next to every module or click on Map button to edit party account access

- If there is no mapping done for a party, the count for the **Mapped Accounts** will be '0'
- All the accounts held by the selected party as a relationship with the bank as available in the core banking system or the respective mid-office system will be fetched and displayed in the respective categories

**Figure 16-22 Party Account Access – View**



**Table 16-13 Field Description**

Field Name	Description
<b>Modules</b>	Display name of the product for which account access is being viewed.
<b>Mapped Accounts</b>	Display Account number associated with corporate party, and the mapped transaction groups <ul style="list-style-type: none"> <li>• Display account number along with the name, currency and status of the account as Active or Inactive. The mapped transaction group names can also be viewed against each account</li> </ul>
<b>Transaction Groups Details</b>	Display the Transaction group details which are mapped to each account of the selected party. The details of the transaction group includes information related to transactions and inquiries.

- The Party Account Access details screen has two sections. First column lists down all the Account numbers mapped with the corporate party, including Status of the account (Active or Inactive) and transaction group name.
- In the second column, user can view the **transaction group** details with all the transactions and inquiries access.  
OR  
Click **Cancel** to cancel the transaction.
- Click **Edit / Map** to update the **Party Account Access** account mapping for new accounts and existing accounts.  
OR  
Click **Cancel** to cancel the transaction.
- Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the operation.

### 16.3.3 Party Account Access- Edit

The Bank Administrator gets a request with the list of account(s) and transactions for which access details needs to be edited for the party.

**To Search and Edit the party account and transaction access:**

- Navigate to one of the above paths.  
The **Party Account Access** screen appears.
- From the **Mapping Summary of Party** dropdown list, select the corporate party id.
- For a searched party, summary screen will be displayed with total accounts associated with corporate party, status of the accounts mapped for the internet banking, modified accounts if any and Auto account mapping status .

4. Click the link under the total **Mapped accounts** or **Modified accounts**, The **Party Account Access – View** (Transaction Mapping) screen appears. . The search result according to the search criteria appears.  
OR  
Click **Cancel** to cancel the transaction.
5. If there is no mapping done for a party, the count for the **Mapped Accounts** will be '0'
6. All the accounts held by the selected party as a relationship with the bank as available in the core banking system or the respective mid-office system will be fetched and displayed in the respective categories
7. Click **Map** or **Edit** (available across each banking module).  
The **Party Account Access - Edit** screen appears.  
OR  
Click **Cancel** to cancel the transaction.

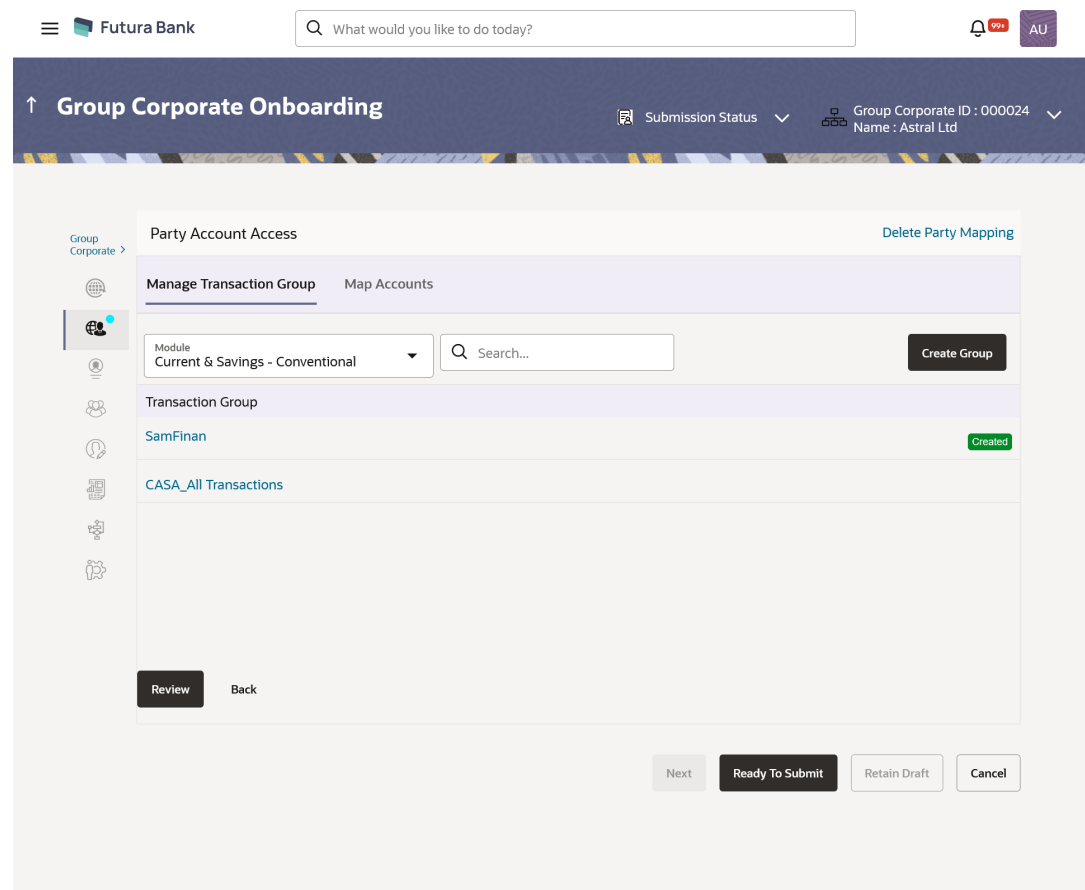
**Figure 16-23 Party Account Access – Edit**

The screenshot displays the 'Party Account Access' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS OBPM 14.4 HEL Branch'. Below this is a search bar and a user profile for 'Jack Nikon'. The main content area is titled 'Party Account Access' and includes a 'Mapping Summary of Party' section for a specific party. A table lists various banking modules with their respective account counts and mapping status.

Modules	Total Accounts	Mapped Accounts	Modified Accounts	Auto Mapped Accounts	Edit
Current & Savings - Conventional	2	0	0	Off	<a href="#">Edit</a>
Current & Savings - Islamic	0	0	0	Off	<a href="#">Edit</a>
Loan	0	0	0	Off	<a href="#">Edit</a>
Term Deposit	0	0	0	Off	<a href="#">Edit</a>
Credit Card	10	0	0	Off	<a href="#">Edit</a>
Virtual Account Management - Real Accounts	0	0	0	Off	<a href="#">Edit</a>
Liquidity Management	0	0	0	Off	<a href="#">Edit</a>
Virtual Account	0	0	0	Off	<a href="#">Edit</a>

At the bottom of the table, there is a 'Map' button. Below the table, there are four action buttons: 'Next', 'Submit', 'Retain Draft', and 'Cancel'. The footer contains the copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions'.

**Figure 16-24 Party Account Access – Edit Details**



Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions

8. The **Party Account Access** screen has two tabs. Header of the screen shows the Group Corporate Name and Group ID. The manage Transaction Group tab lists down all the **modules, transaction groups** created.
9. Navigate and select specific **module** tab (Including viz. Current and Savings Accounts for both Conventional and Islamic, Credit Card, Term Deposit, Loan accounts along with Liquidity Management enabled Real Accounts (including External Accounts if any) and VAM enabled Real and virtual accounts for a Corporate.) in the first column for which account and transaction access mapping maintenance need to be setup.
10. The user can create a new **transaction group** by clicking the '**ADD**' button. On clicking Add, a new overlay will open where all the transactions and inquiries will be listed. User can provide a name the group and select the required transactions and inquiries and click the **Save** button.  
OR  
Click **Reset** to clear added details in overlay screen.
11. A new group can also be created by **cloning/copying** an existing transaction group. Once the user selects an existing **transaction group**, system will populate the screen with the transactions selected in the copied group in editable mode. User can select or deselect some of the transactions as per requirements and create a new group by providing a different transaction group name.
12. There will be one factory shipped **Transaction group** for each module, which will have all transactions and inquiries grouped together.

 **Note:**

Factory shipped user groups cannot be deleted or modified.

13. Once the transaction groups are created, user can select specific module, along with the transaction groups and can select '**All Accounts**' to map the selected transaction group/s to all the existing accounts under the selected party.

OR

If transaction groups need to be mapped to specific accounts, then the user needs to select the respective check boxes preceding the account number.

14. Once the user maps the accounts, system will show a tag as '**Modified**' followed by the transaction group name after the account number.
15. To map the new accounts, select appropriate option from **Auto Map** toggle button; Select **Auto** if you wish to allow access to all future Accounts across banking module.

OR

Select **Manual** if you wish to explicitly map new accounts and transactions.

16. User can **unmap** the transaction groups by selecting accounts and then clicking on **Save** to reset their mapping with Group Corporate.
17. User can click on **Delete Party Mapping** to delete all the transaction and party account access maintenance done for corporate party in one step.
18. User can drill down his search by applying filter to search an account basis on Transaction Group, currency, mapping status
19. Click **Save** to save the maintenance, and redirect to the review page.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Submit** to submit the steps performed so far for approval.

OR

Click **Retain Draft** to save the details entered as draft.

OR

Click **Cancel** to cancel the transaction.

 **Note:**

Admin can submit the maintenance after any step. Maintenances saved so far will be sent for approval in one flow. Admin would not be able to make any changes or maintain another step for the same Group Corporate till the time the approval of the wizard is not done.

20. The **Review** screen appears.  
Verify the details, and click **Submit**.

OR

Click **Edit** to modify the details entered.

OR

Click **Next** to proceed to next step.

OR

Click **Retain Draft** to save all the steps completed so far, and allow Admin resume the same application.

OR

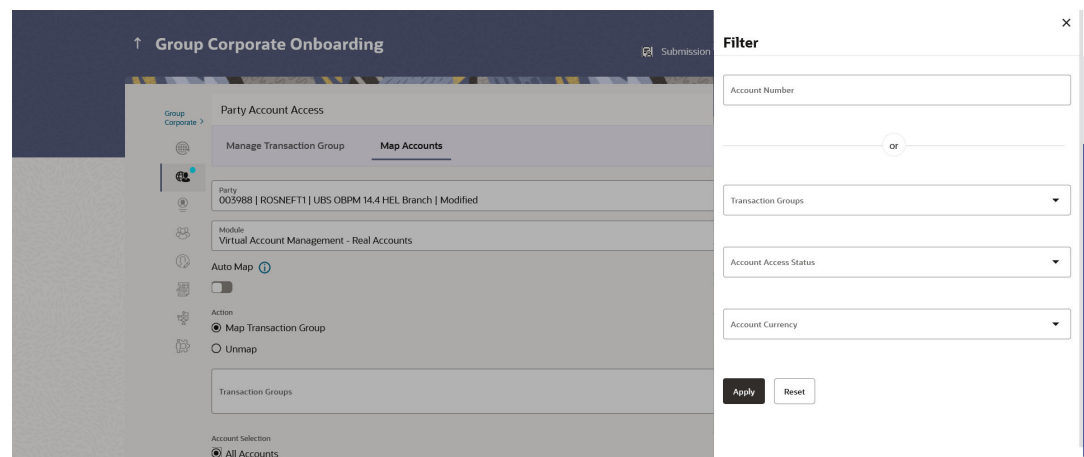
Click **Cancel** to cancel the transaction.

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

 **Note:**

Following flow explains the Drill down options to search by applying Filter to search an account for Virtual Accounts Management & Liquidity Management module –

**Figure 16-25 Virtual Account Management (Real Account ) Tab-**



To view Virtual Account Management - Real Accounts:

1. Navigate to one of the above paths.  
The **Party Account Access** screen appears.
2. In the **Account Number** field, enter the exact Real Account number.  
OR  
From the **Branch name** drop down, select the Branch name.  
OR  
From the **Transaction groups**, select the transaction group.  
OR

From the **Account Access Status** field, select an appropriate status.

OR

From the **Currency** field, select the required currency.

3. Click **Apply** to Apply the filter.

OR

Click **Reset** to reset the entered data.

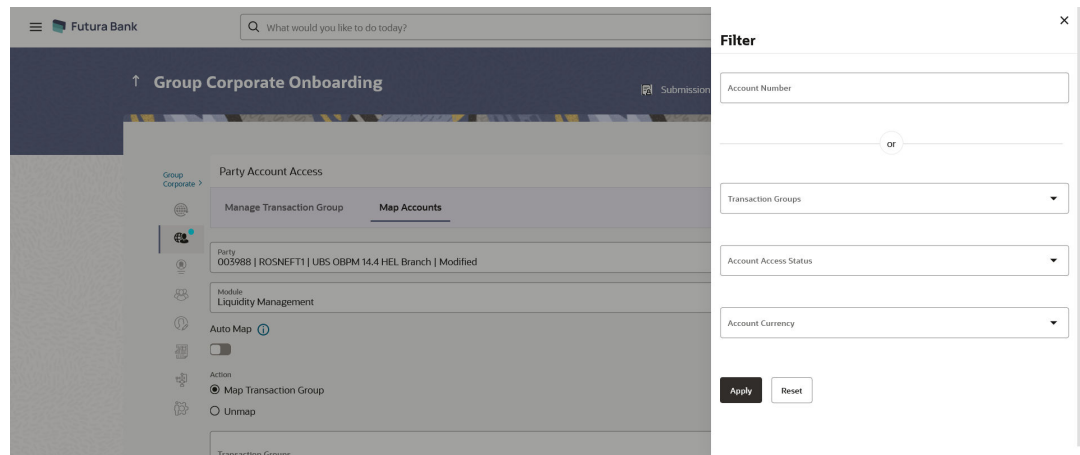
4. The user can filter through two sections :

1. On the basis of the Account Number.

OR

2. A combination of branch name, currency filters and other parameters . After the OR division, the user can use these search parameters alone or in a combination to filter search results.

**Figure 16-26 Liquidity Management Tab -**



To view Liquidity Management Accounts:

1. Navigate to one of the above paths.  
The **Party Account Access** screen appears.
2. In the **Account Number** field, enter the exact Real Account number.

OR

From the **Branch name** drop down, select the Branch name.

OR

From the **Transaction groups**, select the transaction group.

OR

From the **Account Access Status** field, select an appropriate status.

OR

From the **Currency** field, select the required currency.

3. Click **Apply** to Apply the filter.

OR

Click **Reset** to reset the entered data.

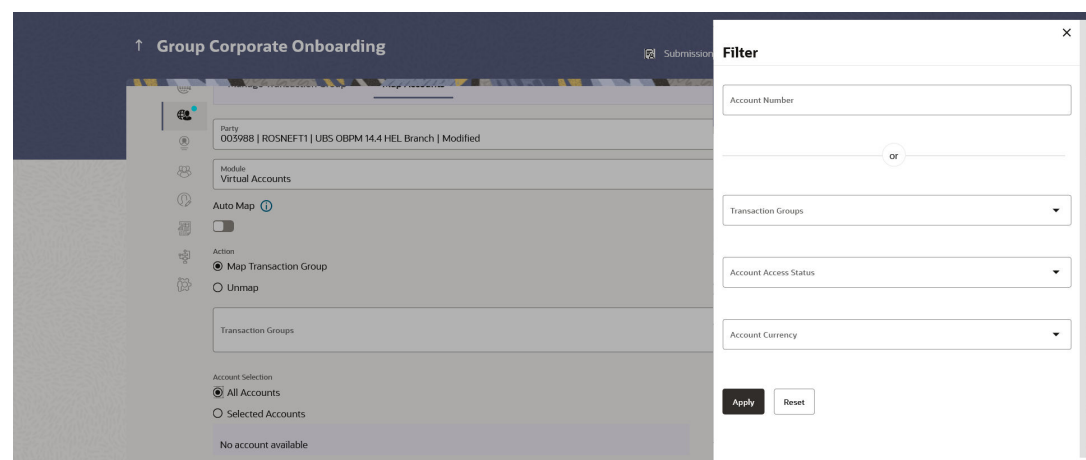
4. The user can filter through two sections :

1. On the basis of the Account Number.

OR

2. A combination of branch name, currency filters and other parameters . After the OR division, the user can use these search parameters alone or in a combination to filter search results.

**Figure 16-27 Virtual Accounts Tab -**



To view Virtual Accounts:

1. Navigate to one of the above paths.  
The **Party Account Access** screen appears.

2. In the **Virtual Account Number** field, enter the exact Virtual Account number.

OR

In the **Virtual Account Name** field, enter the Virtual Account Name.

OR

From the **Virtual Entity** search, select the Virtual Entity name.

OR

From the **Branch name** drop down, select the Branch name.

OR

From the **Transaction groups** , select the transaction group.

OR

From the **Account Access Status** field, select an appropriate status.

OR



From the **Status** drop down, select the status.

OR

From the **Currency** field, select the required currency

3. Click **Apply** to Apply the filter.

OR

Click **Reset** to reset the entered data.

4. The user can filter through two sections :

1. On the basis of the Account Number.

OR

2. A combination of branch name, currency filters and other parameters . After the OR division, the user can use these search parameters alone or in a combination to filter search results .

## 16.3.4 Party Account Access- Delete

As part of this option, party account mapping can be deleted.

**To delete account and transaction access for the party:**

1. Navigate to one of the above paths.

The **Party Account Access** screen appears.

2. From the **Mapping Summary of Party** dropdown list, select the corporate party id.

3. For a searched party, summary screen will be displayed with total accounts associated with corporate party, status of the accounts mapped for the internet banking, modified accounts if any and Auto account mapping status .

4. Click the link under the total **Mapped accounts** or **Modified accounts**, The **Party Account Access – View** (Transaction Mapping) screen appears. The search result according to the search criteria appears

OR

All the accounts held by the selected party as a relationship with the bank as available in the core banking system or the respective mid-office system will be fetched and displayed in the respective categories

5. Click **Map** or **Edit** (available across each banking module).

The **Party Account Access - Edit** screen appears.

OR

Click **Cancel** to cancel the transaction.

6. Click on **Delete Party Mapping** to delete all the Transaction and account access maintenance done for corporate party in one-step.

The application prompt the administrator with a message **Are you sure you want to delete Party Account Access setup for linked Party ID – Party name** with an option of Yes / No.

7. Click **Yes** to proceed with the deletion request.

It will navigate to confirmation page with a success message and the status.

OR

Click **No** if you do not wish to proceed with deletion.

8. Click **OK** to complete the transaction.
9. Click **Save** to save the maintenance, and redirect to the review page.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Submit** to submit the steps performed so far for approval.

OR

Click **Retain Draft** to save the details entered as draft.

OR

Click **Cancel** to cancel the transaction.

10. The **Review** screen appears.  
Verify the details, and click **Submit**.

OR

Click **Edit** to modify the details entered.

OR

Click **Next** to proceed to next step.

OR

Click **Retain Draft** to save all the steps completed so far, and allow Admin resume the same application.

OR

Click **Cancel** to cancel the transaction.

11. The success message of user creation appears along with the transaction reference number

## 16.4 Step 3: User Onboarding

Using this step user(s) is onboarded under a Group Corporate. This function allow system/ bank administrator to create a new user from scratch or by copying an existing user.

User Management function enables System/ Bank Administrator to onboard and manage users and their login credentials for channel banking access.

This function also lets the System/Bank Administrator to define the various touch points from which the user can access the channel banking and limit package applicable for the same.

In a multi entity scenario, this function enables system/ bank administrator to provide access to multiple entities to users.

When Corporate User switches to an accessible entity, the roles associated with the new entity are applicable, allowing the user to perform transactions specific to the switched entity (accessible entity).

Roles mapped to the specific entity shall be available for mapping it to the users.

 **Note:**

When an administrator creates/modifies a user through User Management either via Group Corporate onboarding (for corporate user) or via standalone screens (for administrator and retail user), the global roles would be available for assignment to the user in the same manner as is available in the current system, however, the entity specific roles would be listed in Entity-specific sections for each user. Administrator will be able to map multiple roles to the user under each entity.

The user details also shows the list all the user groups associated with a particular user. In order to remove a particular user from a user group, the administrator must manually go to the particular user group screen and remove the user.

A DND (do not disturb) flag is also enabled at User Onboarding level. It allows System/ Bank Administrator to enable/disable Do not disturb (DND) Flag for Mandatory Alerts. User will not receive any alerts for the transactions marked as DND. User will receive the alerts only after performing any transactions of respective category post removing DND flag.

**Internal Users**

- System Administrator
- Bank Administrator

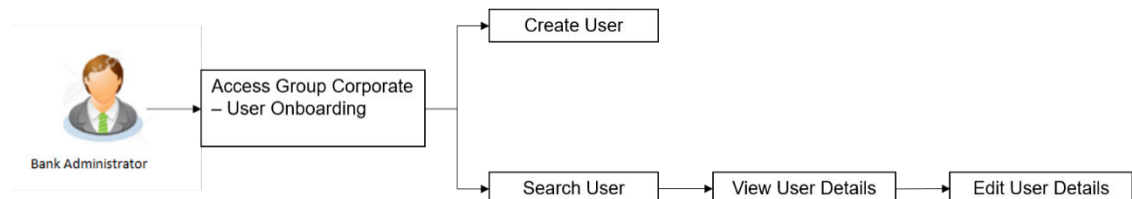
**External Users**

- Corporate User
- Corporate Administrator

**Pre-Requisites**

- User Segment and Application roles are maintained
- Transactions are associated with each Application role
- Transaction (User Management) access is provided to System/Bank Administrator.
- Approval rule set up for Bank administrator to perform the actions.
- Party Preference is maintained for corporate user

**Figure 16-28 Workflow**



**Navigation Path:**

From **System/ Bank Administrator Dashboard**, under **Corporate Onboarding** , click **Group Corporate Onboarding** and then click **User Onboarding tab**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Group Corporate Onboarding**, Under **Group Corporate Onboarding** , click **User Onboarding tab**.

- [User Management - Search and View](#)
- [User Management - Edit](#)
- [User Management - Create](#)

## 16.4.1 User Management - Search and View

Using this option, System/ bank administrators can search and view details of the existing users.

Default search is available with User Name, but the user can also be searched by providing other details like First Name, Last Name, Party ID. Email ID and Mobile Number.

**To search for a user:**

1. Navigate to one of the above paths.

The **User Onboarding** screen appears.

2. Enter the search criteria, click **Search**.

The search results appear on the **User Management** screen based on the search parameters.

OR

Click **Cancel** if you want to cancel the transaction.

OR

Click **Clear** if you want to reset the search parameters.

OR

Click **Create** to create the to create internal and external users.

Figure 16-29 User Management - Search

The screenshot displays the 'User Onboarding' search interface within the 'Group Corporate Onboarding' section of the Futura Bank system. The interface includes a search bar at the top, a table of users, and navigation controls.

**Search Interface:**

- Group Corporate > User Onboarding
- Search bar: Username
- More Search Options
- Search and Clear buttons

**User Table:**

Username	Full Name	Action
admaker1	deep Testdcc maker1	
adapprover3	deepak DD chhabraappr3	
adapprover4	deepakk chhabraappr4	
admaker4	deep1 dddd maker4	
deepcheck	deep check	

**Navigation and Controls:**

- Page 1 of 6 (1-5 of 30 items)
- Navigation arrows: < 1 2 3 4 5 6 >
- Create button
- Next, Submit, Retain Draft, Cancel buttons

Copyright © 2006, 2025, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions

Figure 16-30 User Management - More Search Options

The screenshot shows the 'Group Corporate Onboarding' interface for Futura Bank. At the top, there is a search bar with the placeholder text 'What would you like to do today?'. Below this, the page title 'Group Corporate Onboarding' is displayed, along with 'Group Corporate ID : 000034' and 'Name : directbank01'. The main content area is titled 'User Onboarding' and features a sidebar with icons for various search criteria: Username, First Name, Last Name, Email, Mobile Number, and Party ID. The 'Last Name' option is currently selected. Below the sidebar, there are input fields for each criterion. The 'Party ID' field is a dropdown menu with the text 'Please select the party id'. A 'Less Search Options ^' link is visible below the input fields. Below the input fields, there are 'Search' and 'Clear' buttons. A table displays the search results with columns for 'Username', 'Full Name', and 'Action'. The table contains six rows of data. At the bottom of the table, there is a pagination control showing 'Page 1 of 6 (1-5 of 30 items)' and navigation arrows. To the right of the table, there is a 'Create' button. At the bottom right of the page, there are 'Next', 'Submit', 'Retain Draft', and 'Cancel' buttons. The footer contains the copyright notice: 'Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions'.

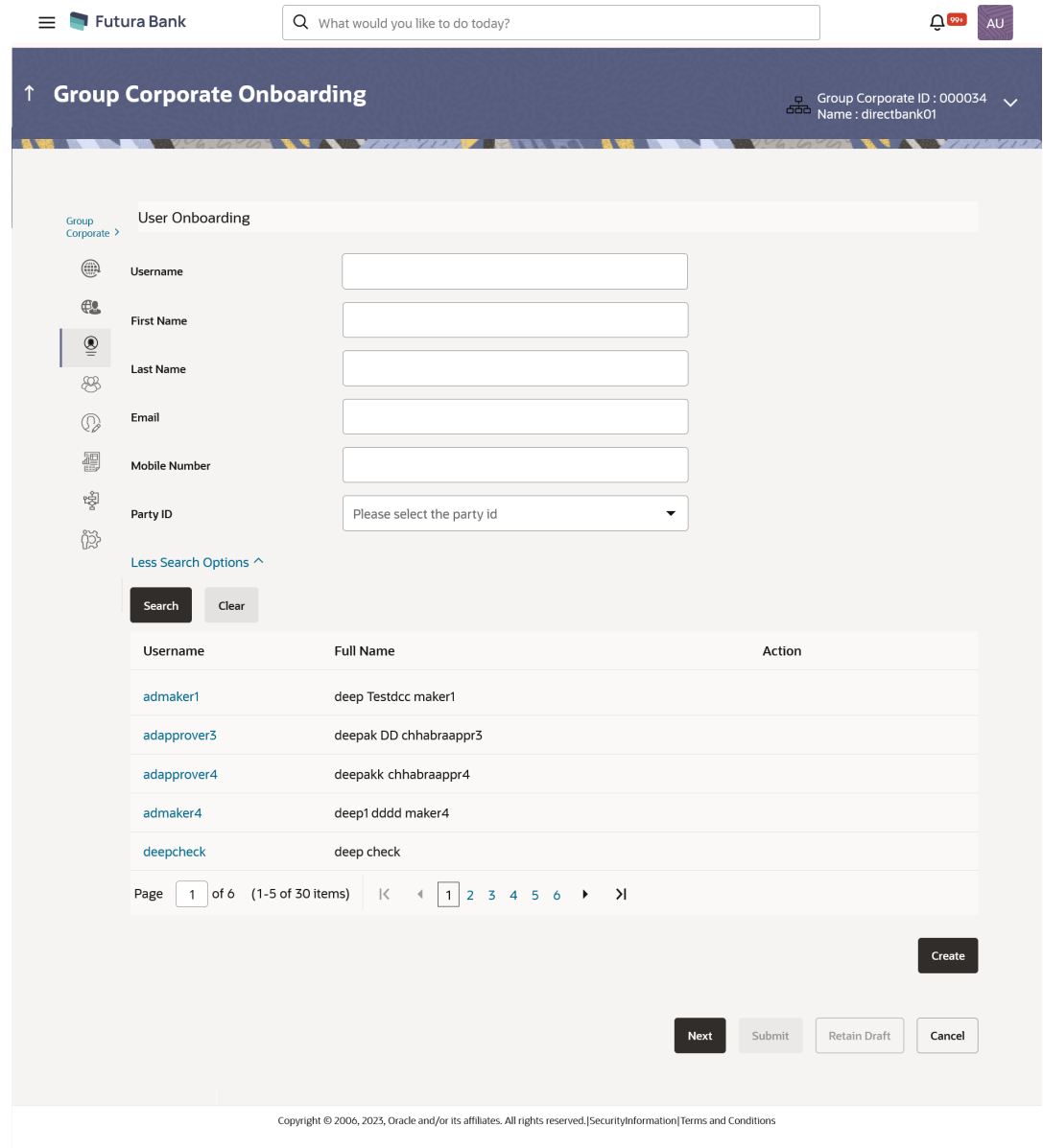
Table 16-14 Field Description

Field Name	Description
<b>User Name</b>	To search the user with the user name. Partial search is allowed.
<b>More Search Options</b>	Below fields appears if you click the More Search Options link.
<b>First Name</b>	Allows to search based on first name or given name of the user.
<b>Last Name</b>	Allows to search based on last name/ surname of the user.
<b>Email</b>	Allows to search based on email id of the user.
<b>Mobile Number</b>	Allows to search based on mobile number of the user.
<b>Party ID</b>	Allows to search based on Party id.

**To view the user details:**

3. Enter the search criteria and click **Search** in the **User Management** screen.  
The search results appear based on the search parameters.

**Figure 16-31 User Management - Search Results**



**Table 16-15 Field Description**

Field Name	Description
<b>Search Results</b>	
<b>User Name</b>	User Name of the user.
<b>Full Name</b>	First name and last name of the user.

**Table 16-15 (Cont.) Field Description**

Field Name	Description
Action	Status of the user.

4. Click the **User Name** link of the record for which you want to view the user details.  
The **User Management - View** screen appears.



Figure 16-32 User Management – View

Futura Bank

🔔 00+ AU

↑ Group Corporate Onboarding
Group Corporate ID : 000034  
Name : directbank01

Group Corporate >
User Onboarding Summary 0
[Download profile](#)

	<b>User Type</b>	Corporate User
	<b>Group Corporate ID</b>	000034
	<b>Party ID</b>	004476

---

### Personal Information

	<b>Username</b>	deeptestsanity
	<b>Title</b>	Mr
	<b>First Name</b>	deepak
	<b>Middle Name</b>	test
	<b>Last Name</b>	sanity
	<b>Date of Birth</b>	5/7/90

---

### Contact Details

	<b>Email ID</b>	deepak.chhabra@oracle.com
	<b>Contact Number (Mobile)</b>	8080214009
	<b>Contact Number (Landline)</b>	-
	<b>Address Line 1</b>	ad1
	<b>Address Line 2</b>	ad2
	<b>Address Line 3</b>	ad3
	<b>Address Line 4</b>	ad4
	<b>Country</b>	India
	<b>City</b>	Mumbai
	<b>Zip Code</b>	400063

---

### User Groups And Global Roles

	<b>User Groups</b>	No User Group Assigned to the user
	<b>Roles</b>	Maker
	<b>Is Corporate Administrator</b>	No

---

### DND Alerts

	<b>DND Alerts</b>	-
--	-------------------	---

---

### Device Registration

	<b>Android Devices</b>	Off
	<b>iOS Devices</b>	Off

---

### Push Notification

	<b>Android Devices</b>	Off
	<b>iOS Devices</b>	Off

---

### Primary Entity

**Table 16-16 Field Discription**



Field Name	Description
<b>View</b>	
<b>User Type</b>	Type of user. The user will be: <ul style="list-style-type: none"> <li>Corporate User</li> </ul>
<b>Group Corporate ID</b>	Group Corporate ID mapped to the user is displayed.
<b>Party ID</b>	Party ID for which the user is created will be displayed.
<b>Personal Information</b>	
<b>User Name</b>	Name of the user (login ID) of the user.
<b>Title</b>	Title of the user. The options are: <ul style="list-style-type: none"> <li>Mr</li> <li>Mrs</li> <li>Miss</li> <li>Ms</li> <li>Dr</li> <li>Master</li> </ul>
<b>First Name</b>	First name of the user.
<b>Middle Name</b>	Middle name of the user.
<b>Last Name</b>	Last name/ surname of the user.
<b>Date of Birth</b>	Date of birth of the user.
<b>Contact Details</b>	
<b>Email ID</b>	Email id of the user.
<b>Contact Number (Mobile)</b>	Mobile number of the user.
<b>Contact Number (Land Line)</b>	Phone number (land line) number of the user.
<b>Address Line 1-4</b>	Address of the user.
<b>Country</b>	Country of the user.
<b>City</b>	City in which the user resides.
<b>Zip Code</b>	The postal code of the city in which the user resided.
<b>User Groups And Global Roles</b>	
<b>User Groups</b>	The list of all user groups to which the selected user belongs.
<p> <b>Note:</b></p> <ol style="list-style-type: none"> <li>a. This information is read-only and hence cannot be modified.</li> <li>b. If a particular user needs to be removed from a user group, then the administrator must manually go to the particular user group screen and remove the user.</li> </ol>	
<b>Roles</b>	The global roles which are mapped to the users.
<b>Is Corporate Administrator</b>	Displays whether the corporate user is corporate administrator or not.
<b>DND Alerts</b>	
<b>DND Alerts</b>	The list of categories for which DND is configured.
<b>Device Registration</b>	

Table 16-16 (Cont.) Field Discription

Field Name	Description
<b>Android Devices</b>	This option shows if the user has registered futura Bank application on any android devices/s. Enabling of the device happens when the user installs and registers on the app on the android device. Administrator cannot manually enable the device. If the Administrator deregisters the device, the user gets logged out from all the android devices and his alternate login gets disabled from all the android devices on which the user has installed the application.
<b>iOS Devices</b>	This option shows if the user has registered futura Bank application on any iOS devices/s. Enabling of the device happens when the user installs and registers on the app on the iOS device. Administrator cannot manually enable the device. If the Administrator deregisters the device, the user gets logged out from all the iOS devices and his alternate login gets disabled from all the iOS devices on which the user has installed the application.
<b>Push Notifications</b>	
<b>Android Devices</b>	This option shows if the user has registered for push notifications for android devices. Enabling of the push notification is done by user himself and administrator cannot do the same. If the administrator disables this, the user will stop getting notifications as a pop-up message (push notification) on the user's registered mobile number.
<b>iOS Devices</b>	This option shows if the user has registered for push notifications for iOS devices. Enabling of the push notification is done by user himself and administrator cannot do the same. If the administrator disables this, the user will stop getting notifications as a pop-up message (push notification) on the user's registered mobile number.
 <b>Note:</b> To receive push notification user will have to allow the same on the device settings.	
<b>Primary Entity Details</b>	
<b>Entity Name</b>	Primary Entity name associated to the user.
<b>Map Parties</b>	
<b>Primary Party</b>	Primary Entity name associated to the user.
<b>Accessible Parties</b>	Accessible Entities associated to the user.
<b>Limits</b>	Limits attached to the user.
<b>Touch Points</b>	Name of touch points/ groups maintained under a specific entity for which the limit packages are mapped.
<b>Map Roles</b>	Displays the roles to which the entities are mapped.
<b>Accessible Entity Details</b>	
<b>Entity Name</b>	Accessible Entity name associated to the user.
<b>Map parties</b>	
<b>Primary Party</b>	Primary Party ID details of the user is associated with the New Entity
<b>Accessible Parties</b>	Accessible Party Details that user has access.
<b>Limits</b>	Limits package associated to the user for the accessible entity.

**Table 16-16 (Cont.) Field Discription**

Field Name	Description
<b>Touch Points/ Group</b>	Name of touch points/ groups maintained under a specific entity for which the limit packages are mapped.
<b>Map Role</b>	The roles to which the entities are mapped.

5. Click **Edit** to edit the user details.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Back** to navigate back to previous screen.

OR

Click  **Download Profile** to download the user details.

OR

Click **Next** to proceed to the next logical step

OR

Click **Submit** to submit the steps performed so far for approval.

OR

Click **Retain Draft** to save the details entered as draft.

OR

Click **Cancel** to cancel the transaction.

## 16.4.2 User Management - Edit

This function enables the Administrator to edit the existing user details.

Figure 16-33 User Management – Edit

What would you like to do today?

↑ Group Corporate Onboarding
Group Corporate ID : 000034  
Name : directbank01

Group Corporate >
User Onboarding Summary

Party ID ▼

004476|dccorp name76|UBS OBPM 14.4 HEL ...

### Personal Information

Username

deeptestsanity

Title

Mr ▼

First Name

deepak

Middle Name

Last Name

sanity

Date of Birth

05/07/1990

### Contact Details

Email ID

deepak.chhabra@oracle.com

Contact Number (Mobile)

8080214009

Contact Number (Landline)

Address Line 1

Park Avenue

Address Line 2

South Block,

Address Line 3

M G Road

Address Line 4

Los Angeles

Country

United States ▼

City

los angeles

Zip Code

90005

### User Groups And Global Roles

User Groups

No User Group Assigned to the user

Roles	<input type="checkbox"/> copychecker11©	<input type="checkbox"/> Releaser
	<input type="checkbox"/> ccxxxc	<input type="checkbox"/> CorporateAdminChecker
	<input checked="" type="checkbox"/> Checker	<input type="checkbox"/> Viewer
	<input checked="" type="checkbox"/> CorporateAdminMaker	<input checked="" type="checkbox"/> Maker
	<input type="checkbox"/> NonCustomerViewer	<input type="checkbox"/> Verifier
	<input type="checkbox"/> copiedReleaser©	<input type="checkbox"/> copiedMaker©

Is Corporate Administrator

### DND Alerts

Category

Approval

### Device Registration

Android Devices

Off


iOS Devices

Off

Table 16-17 Field Description

Field Name	Description
<b>Edit</b>	
<b>Party ID</b>	Party ID for which the user is created will be displayed. This is editable field.
<b>Personal Information</b>	
<b>User Name</b>	Name of the user (login ID) of the user.
<b>Title</b>	Title of the user. This is editable field. The options are: <ul style="list-style-type: none"><li>• Mr</li><li>• Mrs</li><li>• Miss</li><li>• Ms</li><li>• Dr</li><li>• Master</li></ul>
<b>First Name</b>	First name of the user. This is editable field.
<b>Middle Name</b>	Middle name of the user. This is editable field.
<b>Last Name</b>	Last name/ surname of the user. This is editable field.
<b>Date of Birth</b>	Date of birth of the user. This is editable field.
<b>Contact Details</b>	
<b>Email ID</b>	Email id of the user. This is editable field.
<b>Contact Number (Mobile)</b>	Mobile number of the user. This is editable field.
<b>Contact Number (Land Line)</b>	Phone number (land line) number of the user. This is editable field.
<b>Address Line 1-4</b>	Address of the user. This is editable field.
<b>Country</b>	Country of the user. This is editable field.

Table 16-17 (Cont.) Field Description

Field Name	Description
<b>City</b>	City in which the user resides.  This is editable field.
<b>Zip Code</b>	The postal code of the city in which the user resided.  This is editable field.
<b>Roles</b>	Application roles mapped to the user. In case of multi entity setup, these roles will be for the default/home entity of the user.  This is editable field.
<b>User Groups And Global Roles</b>	
<b>User Groups</b>	The list of all user groups to which the selected user belongs.  This is editable field.
<div data-bbox="899 852 1468 1220" style="border: 1px solid #0070C0; background-color: #E6F2FF; padding: 10px;"> <p> <b>Note:</b></p> <ol style="list-style-type: none"> <li>1. This information is read-only and hence cannot be modified.</li> <li>2. If a particular user needs to be removed from a user group, then the administrator must manually go to the particular user group screen and remove the user.</li> </ol> </div>	
<b>Roles</b>	The global roles which are mapped to the users.  This is editable field.
<b>Is Corporate Administrator</b>	Define whether the corporate user is corporate administrator or not.  This is editable field.
<b>DND Alerts</b>	
<b>Category</b>	Select the categories for which DND (do not disturb) needs to be enabled.  All the categories for which DND is applicable are listed for selection.
<b>Device Registration</b>	
This is non editable section.	
<b>Android Devices</b>	This option shows if the user has registered futura Bank application on any android devices/s. Enabling of the device happens when the user installs and registers on the app on the android device. Administrator cannot manually enable the device. If the Administrator deregisters the device, the user gets logged out from all the android devices and his alternate login gets disabled from all the android devices on which the user has installed the application.

**Table 16-17 (Cont.) Field Description**

Field Name	Description
<b>iOS Devices</b>	This option shows if the user has registered futura Bank application on any iOS devices/s. Enabling of the device happens when the user installs and registers on the app on the iOS device. Administrator cannot manually enable the device. If the Administrator deregisters the device, the user gets logged out from all the iOS devices and his alternate login gets disabled from all the iOS devices on which the user has installed the application.
<b>Push Notifications</b>	
This is non editable section.	
<b>Android Devices</b>	This option shows if the user has registered for push notifications for android devices. Enabling of the push notification is done by user himself and administrator cannot do the same. If the administrator disables this, the user will stop getting notifications as a pop-up message (push notification) on the user's registered mobile number.
<b>iOS Devices</b>	This option shows if the user has registered for push notifications for iOS devices. Enabling of the push notification is done by user himself and administrator cannot do the same. If the administrator disables this, the user will stop getting notifications as a pop-up message (push notification) on the user's registered mobile number.

 **Note:**

To receive push notification user will have to allow the same on the device settings.

**Primary Entity Details**

<b>Entity Name</b>	Primary Entity name associated to the user.
<b>Map Parties</b>	
<b>Primary Party</b>	Primary Entity name associated to the user.
<b>Accessible Parties</b>	Accessible Entities associated to the user.
<b>Limits</b>	Limits attached to the user.
<b>Touch Points</b>	Name of touch points/ groups maintained under a specific entity for which the limit packages are mapped.
<b>Map Roles</b>	Displays the roles to which the entities are mapped.
<b>Accessible Entity Details</b>	
<b>Entity</b>	Accessible Entity name associated to the user.
<b>Map parties</b>	
<b>Primary Party</b>	Primary Party ID details of the user is associated with the New Entity
<b>Accessible Parties</b>	Accessible Party Details that user has access.
<b>Limits</b>	Limits package associated to the user for the accessible entity.
<b>Touch Points/ Group</b>	Name of touch points/ groups maintained under a specific entity for which the limit packages are mapped.
<b>Map Role</b>	The roles to which the entities are mapped.



**To edit or update a user details:**

1. Navigate to one of the above paths.  
The **User Onboarding** screen appears.
2. Enter the search criteria and click **Search**.  
The search results appear on the **User Management** screen based on the search parameters.  
  
OR  
  
Click **Clear** if you want to reset the search parameters.  
  
OR  
  
Click **Cancel** to cancel the transaction.
3. In the **User Management - Search Results** section, click the **User Name** link of the record for which you want to edit the user details.  
The **User Management - View** screen appears.
4. Click **Edit** to update the user information.
5. From the **Party ID** list, select the Party ID for which the user is created.
6. In the **Personal Information** section, enter the required details.
7. In the **Contact Details** section, enter the required details.
8. In the **User Groups and Global Roles** section, select the checkbox (s) against the **Roles** field to map roles to the user.
9. In the **Is Corporate Administrator** field, select the appropriate option to define whether the corporate user is corporate administrator or not.
10. In the **Category** field, select the checkbox(es) categories for which DND (do not disturb) needs to be enabled.
11. In the **Accessible Entity Details** section, add the accessible entities for the user.
12. In the **Limits** section,
  - a. In the **Touch Points** section, select the touch points to be mapped to user.
  - b. Select the appropriate limit package under the **Package** for each touch point column.
  - c. In the **Map Roles** field, select the checkbox(es) adjacent to roles to which the entities are to be mapped.
13. In the **Accessible Entity** section, add the accessible entities for the user and select the party and limits for that entity (applicable only if Bank has Multi Entity setup).
  - a. In the **Primary Party ID** field, Sselect the Primary Party ID detailsmapped to of the user which is associated with the New Entity.
  - b. In the **Limits** section, select the appropriate limit package under the Package for each touch point column.
  - c. In the **Touch Points** section, select the touch points to be mapped to user.
  - d. Select the appropriate limit package under the **Package** for each touch point column.
  - e. In the **Map Roles** field, select the checkbox(es) adjacent to roles to which the entities are to be mapped.

Figure 16-34 Touch Points Group - View Details

**View Details** [X]

Group Code: dcgrp1

Group Description: dcgrp1

Touch Point Group Type:  Internal  External

Internal [v]

**Touch Points**

- dctest66
- testdc

[Ok]

Table 16-18 Field Description

Field Name	Description
<b>Group Code</b>	Group code defined for touch point group.
<b>Group Description</b>	Group description defined for touch point groups.
<b>Group Type</b>	Type of touch point i.e. whether touch point is of type internal or external.
<b>Touch Points</b>	List of the internal or external touch points.

14. Click **Save** to save the maintenance, and redirect to the review page.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Back** to navigate back to previous screen.

OR

Click **Next** to proceed to the next logical step

OR

Click **Submit** to submit the steps performed so far for approval.

OR

Click **Retain Draft** to save the details entered as draft.

OR

Click **Cancel** to cancel the transaction.

15. The **Review** screen appears.

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

OR

Click **Cancel** to cancel the operation.

OR

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

16. The success message of updates appears.

## 16.4.3 User Management - Create

System/Bank Administrator logs into the system and navigates to the User Management screen. This function allows the administrator to create internal and external users.

### Note:

In case of multi entity implementation, if the system/bank administrator has access to multiple entities, then the administrator can select the entity from the entity switcher on which the user needs to be onboarded. The selected entity of the user as part of onboarding will be the default/home entity of the user being created.

Figure 16-35 Group corporate Onboarding - User Onboarding

The screenshot displays the 'Futura Bank' interface for 'Group Corporate Onboarding - User Onboarding'. At the top, there is a search bar with the placeholder text 'What would you like to do today?'. To the right of the search bar, there are notification icons for '92%' and 'AU'. Below the search bar, the main header shows 'Group Corporate Onboarding' with a dropdown menu displaying 'Group Corporate ID : 000034' and 'Name : directbank01'. The main content area is titled 'User Onboarding' and includes a 'Summary' button. Underneath, there are radio buttons for 'New' (selected) and 'Copy From'. A dropdown menu is open, showing the selected entity '004501|reliance jio 4501|OBPM 14.5 HEL BR'. Below this, there is a section for 'Personal Information'.

**Table 16-19 Field Discription**

Field Name	Description
<b>New</b>	Allows selecting a Parent Party ID of the user.
<b>Copy From</b>	Allows to select an already created user (user created under the same Group Corporate) and screen will display the copied data for all the sections except Personal and Contact information. System/ Bank Administrator would require to fill Personal and Contact information and he can make the changes in the copied data as well.
<b>Party ID</b>	Parent Party ID of the user for mapping it to the user.

**To onboard a user:**

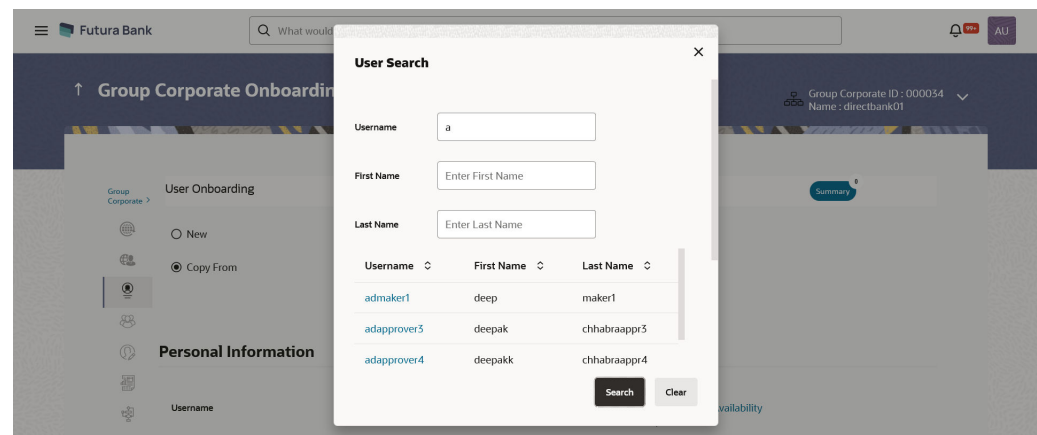
1. Navigate to one of the above paths.  
The **User Onboarding** screen appears.
2. In the **User Management** screen, Click **Create**.
3. Select the option to create a new or by copying an existing user.
4. If you select **New** option;
  - From the **Party ID** list, select a Parent Party ID of the user.  
The **Personal Information, Contact Details, Touch Points, Roles, Limits and Accessible Entity** sections appear.
5. If you select the **Copy From** option;
  - a. The **User Search** popup window appears.
  - b. Enter the search criteria, and click **Search**.

The search results appear on the **Search User** screen based on the search parameters.

OR

Click **Clear** if you want to reset the search parameters.

**Figure 16-36 User Management – User Search**



**Table 16-20 Field Description**

Field Name	Description
<b>Search</b>	
<b>User Name</b>	To search the user with the user name. Partial search is allowed.
<b>First Name</b>	Allows to search based on first name or given name of the user.
<b>Last Name</b>	Allows to search based on last name/ surname of the user.
<b>Search Results</b>	
<b>User ID</b>	User ID of the user.
<b>First Name</b>	First Name of the user.
<b>Last Name</b>	Last Name of the user.

- c. Click the **User ID** link of the record for which you want to onboard.

The **Personal Information, Contact Details, Touch Points, Roles, Limits and Accessible Entity** sections appear.

Figure 16-37 User Onboarding

Futura Bank

🔔 029 AU

↑ Group Corporate Onboarding
Group Corporate ID : 000034  
Name : directbank01

Group Corporate >
User Onboarding Summary 0

New 004501|reliance jio 4501|OBPM 14.5 HEL BR

Copy From

### Personal Information

Username:  Available

Title:

First Name:

Middle Name:

Last Name:

Date of Birth:  📅

### Contact Details

Email ID:

Contact Number (Mobile):

Contact Number (Landline):

Address Line 1:

Address Line 2:

Address Line 3:

Address Line 4:

Country:

City:

Zip Code:

### Global Roles

<input type="checkbox"/> copychecker1f	<input type="checkbox"/> Releaser
<input type="checkbox"/> ccxxcx	<input type="checkbox"/> CorporateAdminChecker
<input checked="" type="checkbox"/> Checker	<input checked="" type="checkbox"/> Viewer
<input type="checkbox"/> CorporateAdminMaker	<input checked="" type="checkbox"/> Maker
<input type="checkbox"/> NonCustomerViewer	<input checked="" type="checkbox"/> Verifier
<input checked="" type="checkbox"/> copiedReleaser	<input type="checkbox"/> copiedMaker

Is Corporate Administrator:

### DND Alerts

Category:  Approval

### Primary Entity

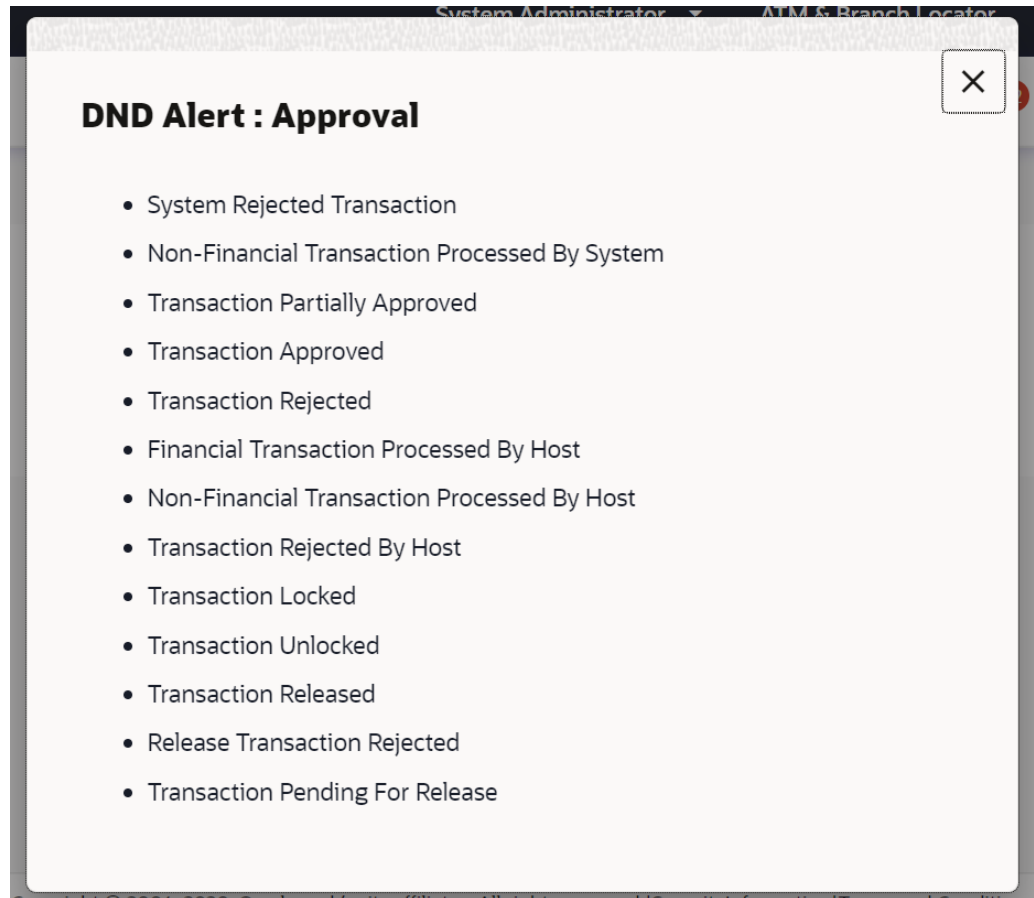
Entity Name:

### Map Parties

Primary Party:

Accessible Parties:

**Figure 16-38 DND Alerts - Category Details**



**Table 16-21 Field Discription**

Field Name	Description
<b>Create</b>	
<b>Personal Information</b>	
<b>User Name</b>	Name of the user (login ID) of the user.
<b>Title</b>	Title of the user. The options are: <ul style="list-style-type: none"> <li>• Mr</li> <li>• Mrs</li> <li>• Miss</li> <li>• Ms</li> <li>• Dr</li> <li>• Master</li> </ul>
<b>First Name</b>	First name of the user.
<b>Middle Name</b>	Middle name of the user.
<b>Last Name</b>	Last name/ surname of the user.
<b>Date of Birth</b>	Date of birth of the user.
<b>Contact Details</b>	
<b>Email ID</b>	Email id of the user.
<b>Contact Number (Mobile)</b>	Mobile number of the user.

**Table 16-21 (Cont.) Field Discription**


Field Name	Description
<b>Contact Number (Land Line)</b>	Phone number (land line) number of the user.
<b>Address Line 1-4</b>	Address of the user.
<b>Country</b>	Country of the user.
<b>City</b>	City in which the user resides.
<b>Zip Code</b>	The postal code of the city in which the user resided.
<b>Roles</b>	Application roles mapped to the user. In case of multi entity setup, these roles will be for the default/home entity of the user.
<b>Global Roles</b>	
<b>Roles</b>	The global roles which are mapped to the users.
<b>Is Corporate Administrator</b>	Define whether the corporate user is corporate administrator or not.
<b>Touch Points</b>	
<b>Selected Touch Points</b>	The touch points (banking channels) selected for a user to perform transactions. The touch points could be: <ul style="list-style-type: none"> <li>• Mobile Application</li> <li>• Mobile (Responsive)</li> <li>• Internet</li> <li>• Missed Call Banking</li> <li>• SMS Banking</li> <li>• Wearables</li> <li>• Snapshot</li> <li>• Siri / Chatbot</li> <li>• API Access</li> <li>• Soft Token Application</li> </ul>
<b>DND Alerts</b>	
<b>Category</b>	The categories for which DND needs to be enabled. All the categories for which DND is applicable are available for selection.
 <b>Note:</b> Click on <b>category</b> link to view list of all the events for which alerts will not be sent to the user.	
<b>Primary Entity</b>	
<b>Entity Name</b>	Primary Entity name associated to the user.
<b>Map Parties</b>	
<b>Primary Party</b>	Primary party name associated to the user.
<b>Accessible Parties</b>	Accessible Party Details that user has access.
<b>Limits</b>	
<b>Limits attached to the user.</b>	
<b>Touch Points/ Group</b>	Name of touch points/ groups maintained under a specific entity for which the limit packages are mapped.



Table 16-21 (Cont.) Field Discription

Field Name	Description
<b>Package</b>	Name of the limit package mapped against specific touch points / touch point groups.
<b>Touch Points</b>	The touch points (banking channels) selected for a user to perform transactions. The touch points could be: <ul style="list-style-type: none"> <li>• Mobile Application</li> <li>• Mobile (Responsive)</li> <li>• Internet</li> <li>• Missed Call Banking</li> <li>• SMS Banking</li> <li>• Wearables</li> <li>• Snapshot</li> <li>• Siri / Chatbot</li> <li>• API Access</li> <li>• Soft Token Application</li> </ul>
<b>Map Roles</b>	The roles to which the entities are mapped.
<b>Accessible Entity Details</b>	
<b>Entity</b>	Accessible Entity name associated to the user.
<b>Map Parties</b>	
<b>Primary Party</b>	Primary Party ID details of the user is associated with the New Entity.
<b>Accessible Parties</b>	Accessible Party Details that user has access.
<b>Limits</b>	
<b>Limits package associated to the user for the accessible entity.</b>	
<b>Touch Points</b>	The touch points (banking channels) selected for a user to perform transactions.
<b>Package</b>	Name of the limit package mapped against specific touch points / touch point groups.
<b>Map Role</b>	The roles to which the entities are mapped.

6. In the **User Name** field, enter the required details. Click **Check Availability** to check the uniqueness of the user ID. If the user ID is already used, then enter a unique valid username.
7. In the rest of the **Personal Information** section, enter the required details.
8. In the **Contact Details** section, enter the required details.
9. In the **Global Roles** section, select the checkbox (s) against the **Roles** field to map roles to the user.
10. In the **Is Corporate Administrator** field, select the appropriate option to define whether the corporate user is corporate administrator or not.
11. In the **Category** field, select the checkbox(es) categories for which DND (do not disturb) needs to be enabled.
12. In the **Accessible Parties** field in the **Map Parties** section, select the parties to map with user.
13. In the **Limits** section,
  - a. In the **Touch Points** section, select the touch points to be mapped to user.
  - b. Select the appropriate limit package under the **Package** for each touch point column.

- c. In the **Map Roles** field, select the checkbox(es) adjacent to roles to which the entities are to be mapped.
- 14. In the **Accessible Entity** section, add the accessible entities for the user and select the party and limits for that entity (applicable only if Bank has Multi Entity setup).
  - a. In the **Primary Party ID** field, select the Primary Party ID details mapped to of the user which is associated with the New Entity.
  - b. In the **Limits** section, select the appropriate limit package under the Package for each touch point column.
  - c. In the **Touch Points** section, select the touch points to be mapped to user.
  - d. Select the appropriate limit package under the **Package** for each touch point column.
  - e. In the **Map Roles** field, select the checkbox(es) adjacent to roles to which the entities are to be mapped.
  - f. Click **Add Entities** button, to add accessible entity to a user.

#### Touch Points Group - View Details

This pop-up screen appears on clicking ⓘ beside a touch point group in the **Limits** section, which appears when onboarding corporate user types.

Figure 16-39 Touch Points Group - View Details

**View Details** [X]

Group Code: dcgrp1

Group Description: dcgrp1

Touch Point Group Type:
 

- Internal
- External

Touch Points:
 

- Internal ▾
- dctest66
- testdc

[Ok]

**Table 16-22 Field Description**

Field Name	Description
<b>Group Code</b>	Group code defined for touch point group.
<b>Group Description</b>	Group description defined for touch point groups.
<b>Group Type</b>	Type of touch point i.e. whether touch point is of type internal or external.
<b>Touch Points</b>	List of the internal or external touch points.

15. Click **Save** to save the maintenance, and redirect to the review page.

OR

Click **Next** to proceed to the next logical step

OR

Click **Submit** to submit the steps performed so far for approval.

OR

Click **Retain Draft** to save the details entered as draft.

OR

Click **Cancel** to cancel the transaction.

 **Note:**

Admin can submit the maintenance after any step. Maintenances saved so far will be sent for approval in one flow. Admin would not be able to make any changes or maintain another step for the same Group Corporate till the time the approval of the wizard is not done.

16. The **Review** screen appears.

Verify the details, and click **Submit**.

OR

Click **Add Another** to add another maintenance of the same step.

OR

Click **Edit** to modify the details entered.

OR

Click **Next** to proceed to next step.

OR

Click **Retain Draft** to save all the steps completed so far, and allow Admin resume the same application.

OR

Click **Cancel** to cancel the transaction.

17. The success message of user creation appears along with the transaction reference number.

## 16.5 Step 4: User Group Maintenance

User group is a set of x users with similar interests and goals.

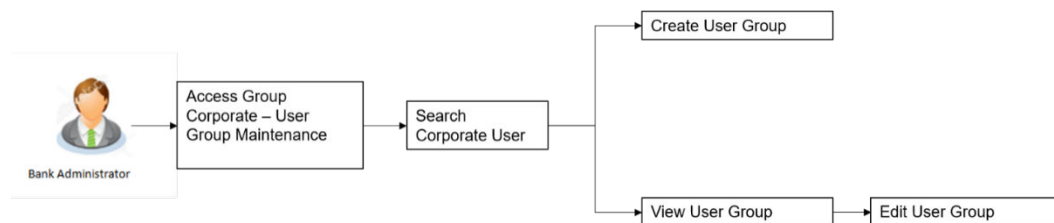
Using User Group maintenance option Bank administrator can maintain the user groups of corporate users of Group corporate irrespective of Corporate Party. User Groups will be created at the Group Corporate level.

User groups maintained by administrators for corporate users are used while creating approval workflows and approval rules.

### Prerequisites:

- Transaction access is provided to Bank Administrator.
- Multiple corporate users are maintained.
- Approval rule set up for Bank administrator to perform the actions.
- Party preference for which the groups are to be created is maintained and is active.

**Figure 16-40 Workflow**



### Features Supported In Application

User Group Management allows Bank Administrator to:

- [Create User Groups](#)
- [View User Groups](#)
- [Modify User Groups](#)

### Navigation Path:

From **System/ Bank Administrator Dashboard**, under **Corporate Onboarding**, click **Group Corporate Onboarding** and then click **User Group**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Group Corporate Onboarding**, Under **Group Corporate Onboarding**, click **User Group**.

- [User Groups – Create](#)
- [User Groups – Summary & View](#)
- [User Groups – Edit](#)

## 16.5.1 User Groups – Create

Bank Administrator can create a new User Group for the Group Corporate ID by using this option. Only the users of single Group Corporate ID can be clubbed together in a User Group. Administrator can create multiple user groups and one user can be part of multiple user groups. Bank Administrator will be allowed to create user group even without adding a single user.

### To create a user group:

1. Navigate to one of the above paths.  
The **User Group** screen appears.
2. The User selection screen appears. Select the appropriate option.

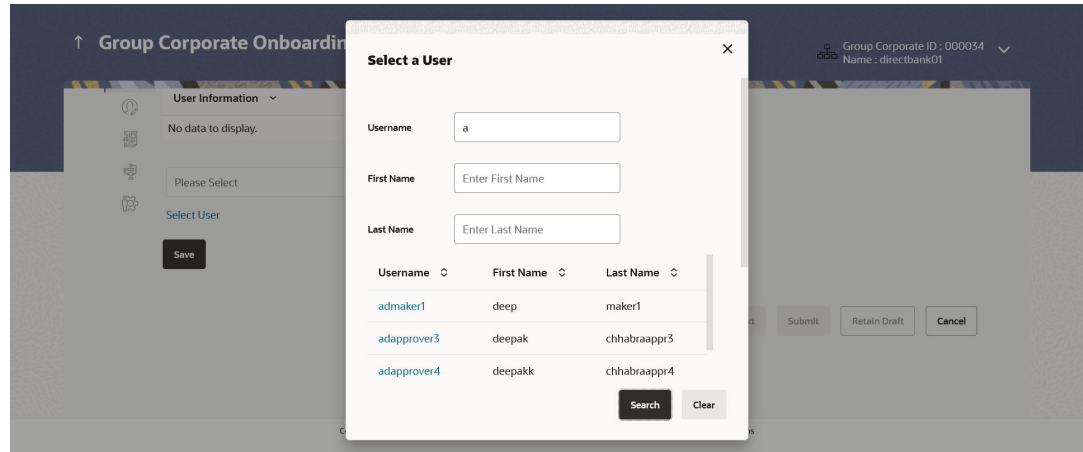
**Figure 16-41 User Group - Create**

The screenshot displays the 'User Group - Create' interface. At the top, there is a search bar and a notification icon. The main header shows 'Group Corporate Onboarding' with a 'Submission Status' dropdown and 'Group Corporate ID : 000034 Name : directbank01'. The left sidebar has 'User Groups' selected. The main content area includes a 'Group Code' field with 'Corp1', a 'Group Description' field with 'CorpUsergrp', and a 'User Information' section with a list of users: 'adapprover4' and 'deeptestsanity'. At the bottom, there are 'Add', 'Save', 'Next', 'Ready To Submit', 'Retain Draft', and 'Cancel' buttons.

**Table 16-23 Field Description**

Field Name	Description
<b>Group Code</b>	To specify User Group code.
<b>Group Description</b>	To specify User Group description.
<b>User Information</b>	Search and select user to map with User Group which is being created

**Figure 16-42 Search User**



**Table 16-24 Field Description**

Field Name	Description
<b>Search User</b>	
<b>Username</b>	Search User by using User name to map with user group
<b>First Name</b>	Search and select user by using First name and add a user to the user group. Users belonging to the same Group Corporate will be listed.
<b>Last Name</b>	Search and select user by using Last name and add a user to the user group. Users belonging to the same Group Corporate will be listed.
<b>Search Result</b>	
<b>Username</b>	Display username of the searched user
<b>First Name</b>	Display First name of the searched user
<b>Last Name</b>	Display Last name of the searched user

3. Click **Create**.
4. In the **Group Code** field, enter the group code.
5. In the **Group Description** field, enter the group name.
6. In the **User Group** section, Click **Add** to add the selected user in the User Group.

Click on the **Select User** link, the **Select User** popup appears.


Search the user by adding search criteria, and click **Search**.

Based on search criteria, search result appears.

Click on the user which to be added, and click **Add** to add to table.

 **Note:**

Once added, the user name will be removed from the user drop-down to avoid duplication of users.

Click  icon to remove a user from the User Group.

7. Click **Save** to save the maintenance, and redirect to the review page.

OR

Click **Next** to proceed to the next logical step.

OR

Click **Submit** to submit the steps performed so far for approval.

OR

Click **Retain Draft** to save the details entered as draft.

OR

Click **Cancel** to cancel the transaction.

 **Note:**

Admin can submit the maintenance after any step. Maintenances saved so far will be sent for approval in one flow. Admin would not be able to make any changes or maintain another step for the same Group Corporate till the time the approval of the wizard is not done.

8. Click **Add Another** to add another maintenance of the same step.

OR

Click **Edit** to modify the details entered.

OR

Click **Next** to proceed to next step.

OR

Click **Retain Draft** to save all the steps completed so far, and allow Admin resume the same application.

OR

Click **Cancel** to cancel the transaction.

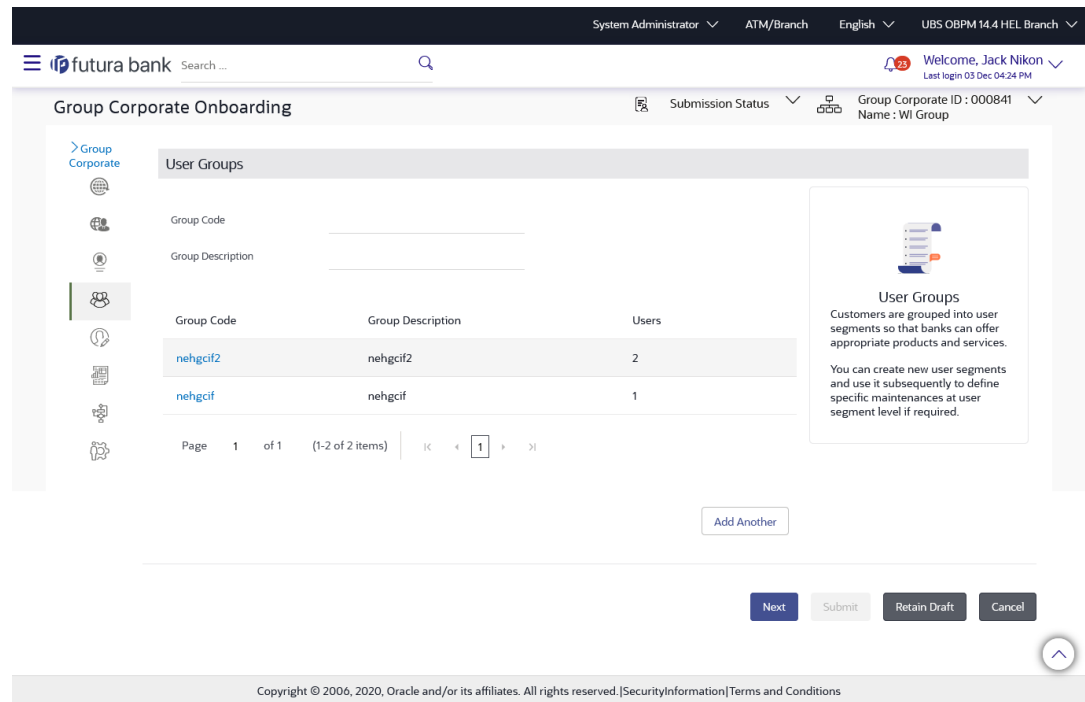
## 16.5.2 User Groups – Summary & View

Once the logged in Bank Administrator navigates to User Group Management screen, and searches User Group Code. User groups maintained if any under the Group Corporate would be displayed on the screen. User can opt to view the details of existing user groups. The summarized view of all the user groups created (if any) for the Group corporate is displayed on the screen. Further drill down is given on each user group to view the details of the users who are part of the user group.

**To search and view User Group details of the Group Corporate:**

1. Navigate to one of the above paths.  
The **User Groups** screen appears.
2. In **User Group Management** screen, in the **Group Code** or in **Group Description** enter the respective details.
3. Click **Search**. **User groups maintained** if any under the **Group Code** or **Group Description** are displayed on the screen.

**Figure 16-43 Summary screen**



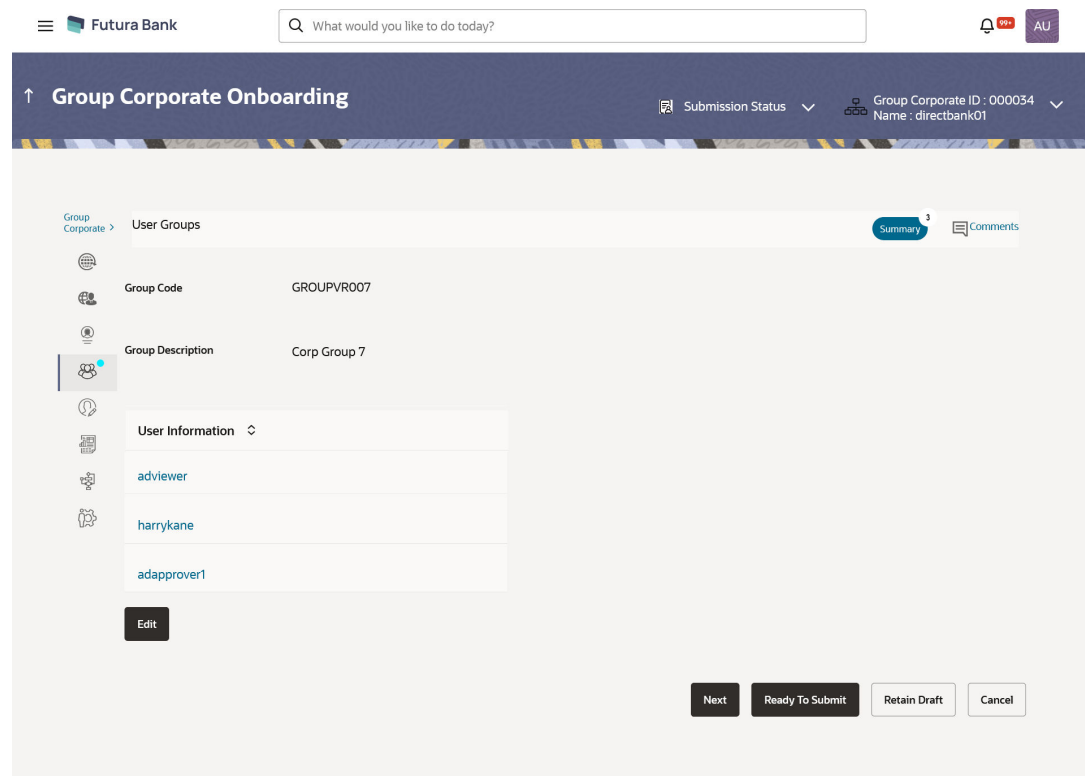
**Table 16-25 Field Description**

Field Name	Description
<b>Search User Group</b>	
<b>Group Code</b>	Enter User group code
<b>Group Description</b>	Enter Description provided to the user group.
<b>Search Result</b>	
<b>Group Code</b>	Display user group code
<b>Group Description</b>	Display description provided to the user group
<b>User Count</b>	Display Number of users available in each user group

4. Click on **Group Code** hyperlink to view details of list of users associated with entered user group.



**Figure 16-44 User Group – View**



**Table 16-26 Field Description**

Field Name	Description
<b>Group Code</b>	Display user group code
<b>Group Description</b>	Display description provided to the user group
<b>User Information</b>	
<b>Username</b>	Username of the user who is part of the user group is displayed. Click on the link to view the user details.
<b>Name</b>	Display name of the User
<b>Mobile Number</b>	Display Mobile Number of the user that maintain with bank

5. Click **Back** to navigate back to previous screen.  
OR  
Click **Next** to proceed to the next logical step  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.

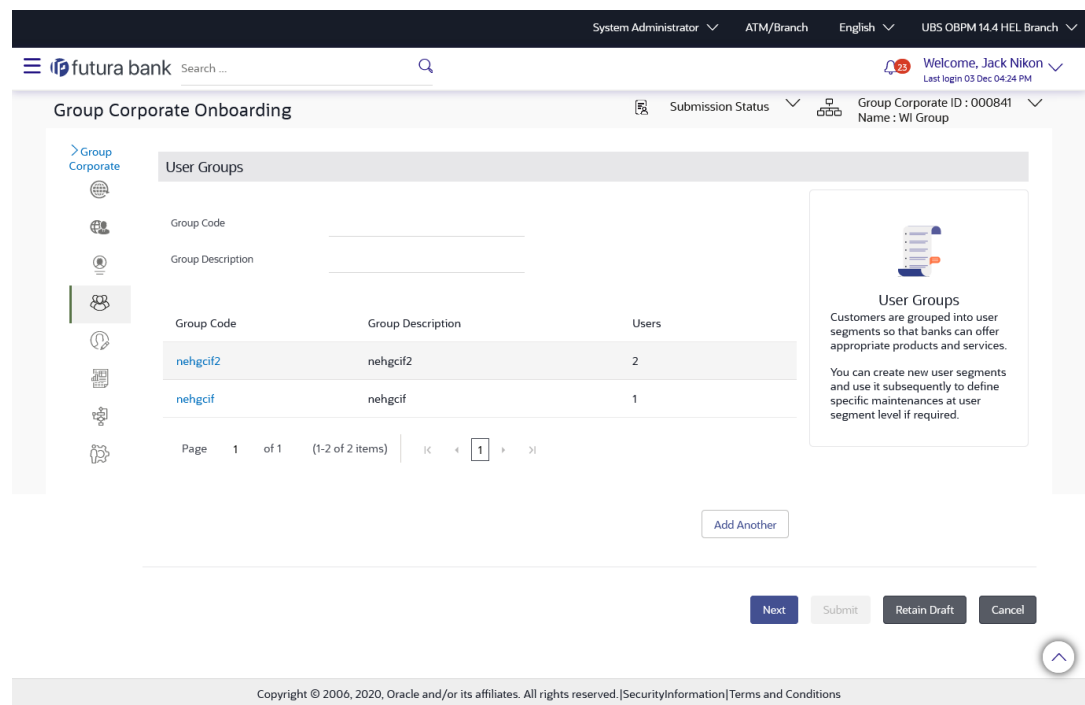
### 16.5.3 User Groups – Edit

This function enables the Bank Administrator to edit the description of existing user groups mapped under Group Corporate. Bank Administrator can also add new users and remove existing users of the user group as part of this function. A check is performed on minimum and maximum number of users allowed as a part of user group while adding or removing the users from the user group.

**To edit or update a user group:**

1. Navigate to one of the above paths.  
The **User Groups** screen appears.
2. In **User Group Management** screen, in the **Group Code** or in **Group Description** enter the Respective details.
3. Click **Search**. **User groups maintained** if any under the **Group Code** or **Group Description** are displayed on the screen.

**Figure 16-45 Summary screen**



**Table 16-27 Field Description**

Field Name	Description
<b>Search User Group</b>	
<b>Group Code</b>	Enter User group code
<b>Group Description</b>	Enter Description provided to the user group.
<b>Search Result</b>	
<b>Group Code</b>	Display user group code

**Table 16-27 (Cont.) Field Description**

Field Name	Description
<b>Group Description</b>	Display description provided to the user group
<b>User Count</b>	Display Number of users available in each user group

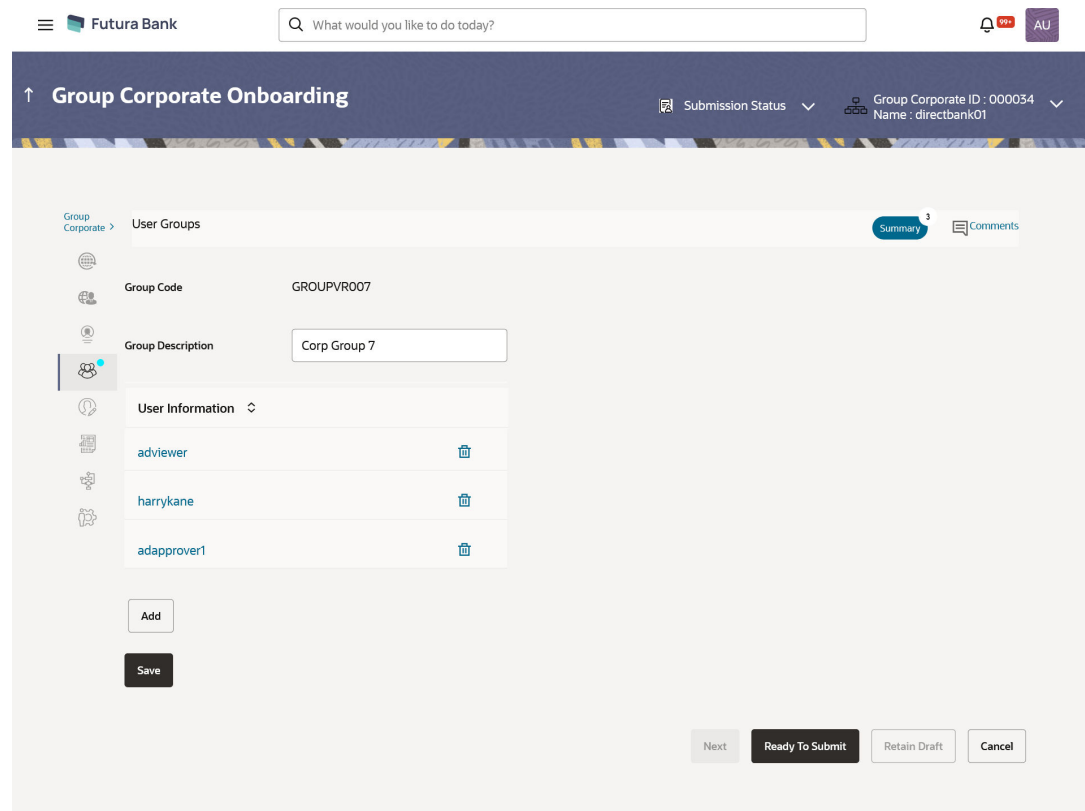
4. Click on **Group Code** hyperlink to view details of list of users associated with entered user group.
5. Click **Edit** to edit the user group.

The **User Groups - Edit** screen displays the mapping of the user group.

OR

Click **Cancel** to cancel the transaction.

**Figure 16-46 User Group – Edit**




**Table 16-28 Field Description**

Field Name	Description
<b>Edit</b>	
<b>Group Code</b>	Display user group code
<b>Group Description</b>	Enter Description provided to the user group.
<b>User Information</b>	

**Table 16-28 (Cont.) Field Discription**

Field Name	Description
<b>Username</b>	Username of the user who is part of the user group is displayed. Click on the link to view the user details.

- In the **User Group** section, Click **Add** to add the selected user in the User Group. Once added, the user name will be removed from the user drop-down to avoid duplication of users.

Click  icon to remove a user from the User Group.

- Click **Save** to save the maintenance, and redirect to the review page.

OR

Click **Next** to proceed to the next logical step.

OR

Click **Submit** to submit the steps performed so far for approval.

OR

Click **Retain Draft** to save the details entered as draft.

OR

Click **Cancel** to cancel the transaction.

- The **Edit** to modify the details entered.

OR

Click **Add Another** to add another maintenance of the same step.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Back** to navigate back to previous screen.

- The success message of user group creation appears along with the transaction reference number.

## 16.6 Step 5: User Account Access

Using this option the Bank Administrator can set up account and transaction access for user(s) of the Group Corporate. This maintenance can be done only after the Party Account Access is setup for the parent party of the user(s). The user level mapping of accounts and transactions must be done to provide access to the accounts for performing transactions to the specific user. If this step is not followed, the corresponding user will not be able to view any accounts on the dashboard screen or at the individual transactions.

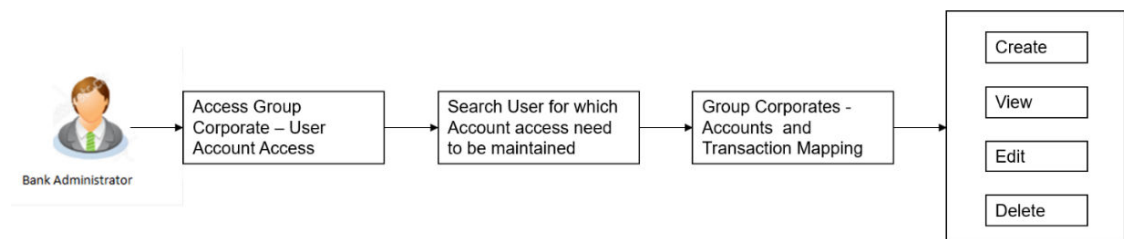
 **Note:**

User Account Access is a non-mandatory step. If the Admin does not maintain the user account access for any of the corporate users, system will refer to the party account access rules maintained for his associated party ID.

**Pre-requisites**

- Account Access should be maintained for the corporate party of the user for which access is to be maintained
- Account Access for the party should be maintained for associated party accounts if the user needs access to associated party accounts.
- Party preferences should be created for the party of the user for which access is to be maintained
- Channel Access should be enabled for party of the user for which account access is to be maintained
- Transaction access is provided to Bank Administrator.
- Approval rule set up for Bank Administrator to perform the actions.

**Figure 16-47 Workflow**



**Features supported in Application:**

The following options are available as part of this maintenance:

- [User Account Access - Mapping](#)
- [User Account Access – View](#)
- [User Account Access - Edit](#)
- [User Account Access - Delete](#)

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, under **Corporate Onboarding** , click **Group Corporate Onboarding** and then click **User Account Access**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Group Corporate Onboarding**, Under **Group Corporate Onboarding** , click **User Account Access**.

- [User Account Access – Create](#)

- [User Account Access – View](#)
- [User Account Access – Edit](#)
- [User Account Access – Delete](#)

## 16.6.1 User Account Access – Create

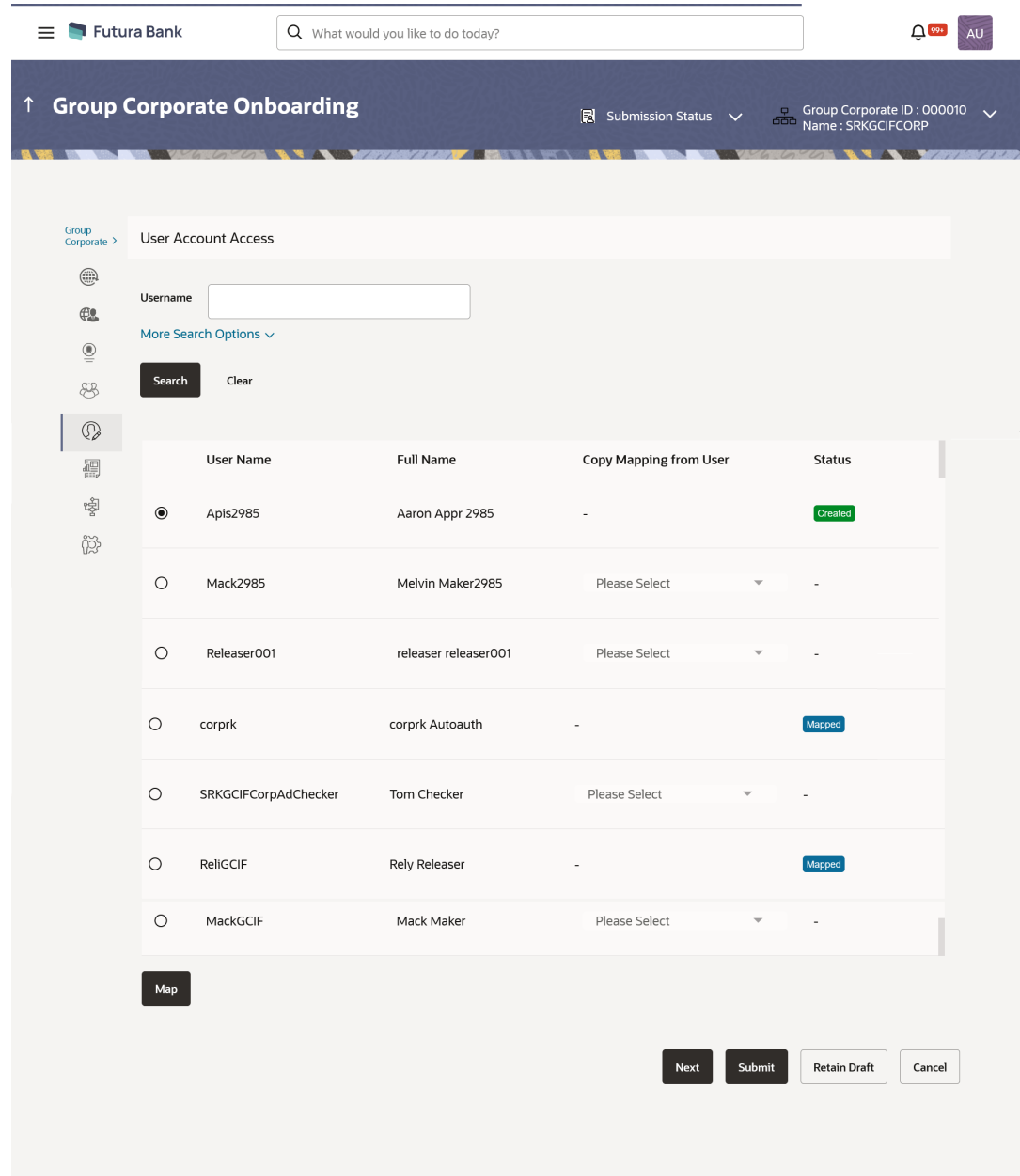
Using this option, Bank Administrator can maintain Accounts and Transaction access for the corporate users associated with a specific Group Corporate ID.

This option lets the administrator to provide account access to specific users of a party.

**To provide the user with account and transaction access:**

1. Navigate to one of the above paths.  
The **User Account Access** screen appears.
2. In the **User Search** field search users for whom Transaction Account access need to be maintained.  
OR  
Select the user from list displayed below.
3. Select the user ID and click on “**Map**” to navigate to **Account Access summary**

**Figure 16-48 User Account Access – Search and Search Result**



Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions

**Table 16-29 Field Description**

Field Name	Description
<b>Search (User)</b>	User quick search panel so search user for setting up the account access.
<b>Search Result</b>	
<b>User ID</b>	User ID the corporate user
<b>User Name</b>	User name of the corporate user
<b>Copy Mapping from User</b>	Select this to Inherit and copy account maintenance from already setup user to new user

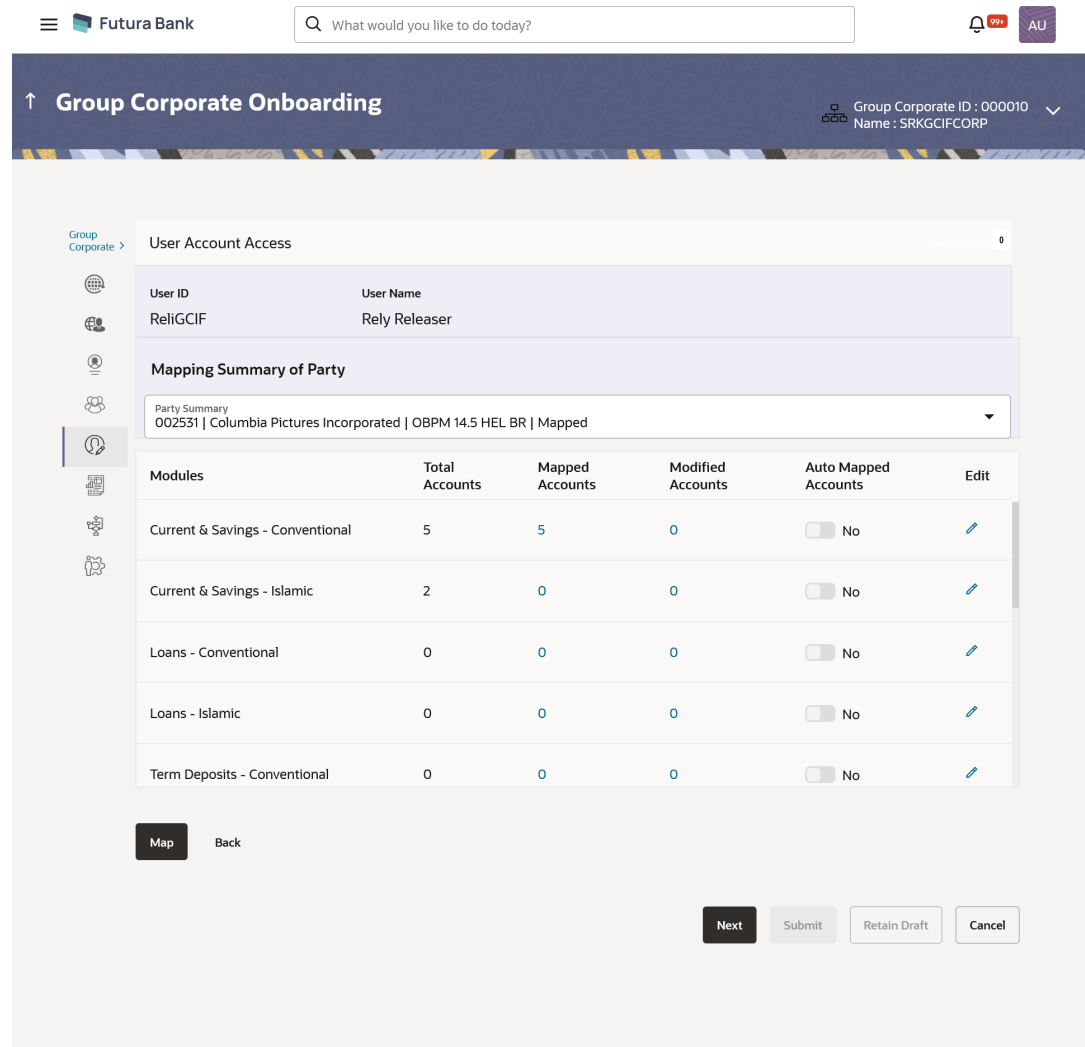
**Table 16-29 (Cont.) Field Description**

Field Name	Description
<b>Status</b>	<p>Displays the account mapping status for the corporate user.</p> <ul style="list-style-type: none"> <li>• <b>Mapped:</b> Corporate user for which accounts mapping is being done and authorized.</li> <li>• <b>Modified:</b> Corporate user for which accounts mapping is being done but pending approval by authorizer.</li> <li>• <b>Deleted:</b> Corporate user for which accounts mapping is deleted.</li> </ul>

- From the **Mapping Summary of Party** dropdown list, select the corporate party id associated with Corporate User.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
- For a searched user, summary screen will be displayed with total accounts associated with corporate party of that user, status of the accounts mapped for the internet banking for user, modified accounts if any and Auto account mapping status.



Figure 16-49 User Account Access – Summary



Copyright © 2006, 2025, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions

Table 16-30 Field Description

Field Name	Description
<b>User ID</b>	User ID the corporate user
<b>User Name</b>	User name of the corporate user
<b>Mapping Summary of Party</b>	The corporate party for which Party accounts access is being viewed
<b>Modules</b>	Banking module names.
<b>Total Accounts</b>	Total number of accounts available under the party that can be map with corporate user.
<b>Mapped Accounts</b>	Number of accounts mapped to the particular account type of corporate user.
<b>Modified Accounts</b>	Number of accounts modified for the particular account type of corporate user.

**Table 16-30 (Cont.) Field Description**

Field Name	Description
<b>Auto Mapped Accounts</b>	Mapping status of the accounts. The options can be: <ul style="list-style-type: none"> <li>• <b>Auto</b>: gives default access to all newly added accounts and transactions of the party as soon as the account is opened in future.</li> <li>• <b>Manual</b>: gives specific access to future accounts. The new accounts and transactions need to be mapped explicitly if access needs to be provided</li> </ul>
<b>Mapping Summary of Modified Transaction Group</b>	
<b>Modules</b>	Banking module names.
<b>Modified Groups</b>	Number of transaction groups modified for the particular module.
<b>Edit or Map</b>	Click on the icon next to every module or click on Map button to edit User account access

6. If there is no **mapping done** for a user, the count for the Mapped Accounts will be '0'.
7. All the accounts held by the selected party as a relationship with the bank as available in the core banking system or the respective mid-office system will be fetched and displayed in the respective categories i.e. Current and Savings Accounts for both Conventional and Islamic, Credit Card, Term Deposit, Loan accounts along with Liquidity Management enabled Real Accounts (including External Accounts if any) and VAM enabled Real and virtual accounts for a Corporate.
8. User Account Access will inherit the account access setup at the party level for all the parties associated to him (party association will be done at the time of user onboarding in user management screen). The screen will show the inherited Maintenance in **User Account Access** screen. In the **Auto Mapped Accounts** field, toggled **ON** to allow access to all future Accounts across banking module.  
OR  
In the **Auto Mapped Accounts** field, toggled **OFF** to explicitly map new accounts and transactions manually.
9. Click **Map** or **Edit** (available across each banking module).  
The **User Account Access - Create** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

Figure 16-50 User Account Access – Manage Transaction Group

The screenshot shows the Oracle Futura Bank user interface for managing transaction groups. At the top, there is a search bar with the text "What would you like to do today?". The main header area displays "Group Corporate Onboarding" and "Group Corporate ID : 000010 Name : SRKGCFORP". The central content area is titled "User Account Access" and includes a "Delete Party Mapping" link. Below this, there is a table with columns for "User ID" and "User Name", showing the entry "ReliGCIF" and "Rely Releaser". A "Manage Transaction Group" section is active, showing a "Map Accounts" tab. A dropdown menu for "Module" is set to "Current & Savings - Conventional", and a search box contains "Search...". Under the "Transaction Group" section, "CASA\_All Transactions" is listed. At the bottom of the main content area, there are "Review" and "Back" buttons. At the very bottom of the page, there are "Next", "Submit", "Retain Draft", and "Cancel" buttons.

Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. | Security | Information | Terms and Conditions

Figure 16-51 User Account Access – Map Accounts Tab

The screenshot displays the 'Map Accounts' tab within the 'User Account Access' section. The user 'ReliGCIF' (Rely Releaser) is associated with the 'CASA\_All Transactions' group. The interface allows for mapping this group to specific accounts. The 'Account Selection' section shows a list of accounts, with two accounts selected: 'Columbia Pic Inc HEL0253100010 EUR Active Mapped' and 'Columbia Pic Inc HEL0253100021 GBP Active Mapped'. Other accounts listed include 'Columbia Pic Inc HEL0253100032 GBP Active Mapped', 'Columbia Pic Inc HEL0253100065 GBP Active Mapped', and 'Columbia Pic Inc HEL0253100076 EUR Active Mapped'. The interface includes a 'Save' button and a 'Review' button at the bottom left, and 'Next', 'Submit', 'Retain Draft', and 'Cancel' buttons at the bottom right.

Copyright © 2006, 2025, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions

**Table 16-31 Field Description**

Field Name	Description
<b>User ID</b>	User ID the corporate user for whom account access is being setup.
<b>User Name</b>	User name of the corporate user.
<b>Manage Transaction Groups</b> tab.	
<b>Module</b>	Select Banking Module types available under the selected party to setup account access.
<b>Select Transaction Groups</b>	Select the Transaction group to map transactions and maintain access in Account Access screens.

 **Note:**



- a. Transaction groups mapped to the accounts at party level will be shown on this screen.
- b. In user account access, the accounts can be mapped to the same transaction group to which the accounts are mapped at the party level

<b>Transactions Groups</b>	Search and add the transaction groups.
<b>Map Accounts Tab</b>	
<b>Mapping Summary of Party</b>	The corporate party for which user accounts access is being viewed.
<b>Modules</b>	Select Banking Module available under the selected party to setup account access.
<b>Apply Party level Changes</b>	Toggle to enable to apply party level changes automatically.
<b>Action</b>	Option to map/unmap the transactions and maintain access in Account Access screens of Transaction Groups. The options are: <ul style="list-style-type: none"> <li>a. Map Transaction Group</li> <li>b. Unmap</li> </ul>


 **Note:**

Only one transaction group can be unmapped at a time. A transaction group can be unmapped from All Accounts or Selected Accounts.

**Table 16-31 (Cont.) Field Description**

Field Name	Description
<b>Transaction Groups</b>	Select one or multiple Transaction group/s to map transactions and maintain access in Account Access screens.
	<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>a. Transaction groups mapped to the accounts at party level will be shown on this screen.</li> <li>b. In user account access, the accounts can be mapped to the same transaction group to which the accounts are mapped at the party level</li> </ul> </div>
<b>Account Selection</b>	Select accounts to map the transaction groups. The options are: <ul style="list-style-type: none"> <li>• All Accounts</li> <li>• Selected Accounts</li> </ul>
	<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <p>System will show a tag as 'Modified' followed by the transaction group name after the account number</p> </div>
<b>All Accounts</b>	Click to select all the accounts available under the selected module.
<b>Selected Accounts</b>	
<b>Selected Accounts</b>	Select the desired accounts to map the transaction group. System displays the Account Number along with the Account Name, Account Currency, and Branch Code.
<b>Number of Accounts Selected</b>	Number of accounts selected under the particular module selected transaction group of the module.
<b>Delete Party Mapping</b>	Click on <b>Delete Party Mapping</b> to delete all the Transaction and account access maintenance done for corporate users in one step.


**10.** In the **Manage Transaction Group** Tab;

- a. Select specific **module** tab (Including viz. Current and Savings Accounts for both Conventional and Islamic, Credit Card, Term Deposit, Loan accounts along with Liquidity Management enabled Real Accounts (including External Accounts if any) and VAM enabled Real and virtual accounts for a Corporate.) for which account and transaction access mapping maintenance need to be setup.
- b. Click on the  icon to search & select the **Transaction group/s** under selected module.  
User can modify the transaction group other than the factory shipped to select or deselect the transaction access.
- c. Click on the **Transaction Group** link, the **Transaction Group Details** overlay screen appears.  
Click **Edit** to modify the transaction/ inquires.  
Click **Save** to save the changes.

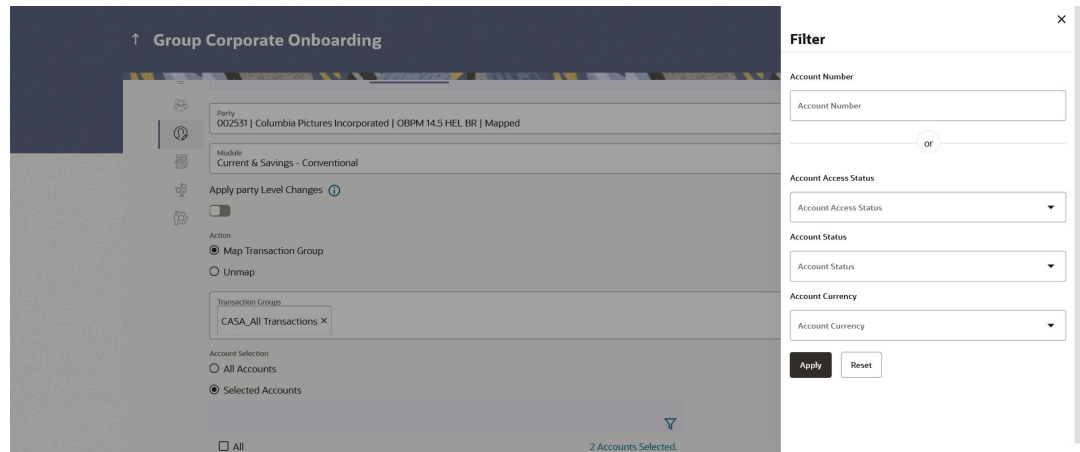
11. In the **Map Accounts** Tab;
  - a. From the **Module** list, select the factory shipped **Transaction group** under selected module which will have all transactions and inquiries grouped together.

 **Note:**

Factory shipped user group cannot be deleted or modified.

- b. In the **Apply Party Level Changes** field, toggle to enable to apply party level changes automatically.
  - c. In **Action** field, select the desired option to map/ unmap the Transaction Group.
  - d. If the **Map Transaction Group** option is selected;
  - e. In the **Transaction Groups** list, select the transaction Group/s to map / unmap from the drop-down list.
  - f. In **Account Selection** field, select the option to map the transaction groups to all the accounts or specific accounts..
  - g. Once the transaction group/s are created, user can map these transaction groups to one or multiple accounts . Click on **Map Accounts** tab and select Party, then select Transaction Groups, select the account numbers and then click on **Save** to map the transaction groups to the selected accounts.
  - h. Click on the **Transaction Group link**, to view the list of transactions within the mapped transaction group in an overlay.
  - i. Select '**All Accounts**' option to map/ unmap transaction groups from all accounts.  
OR  
If specific accounts are required to be mapped, then select the respective check boxes preceding the account number.
  - j. Once the user maps the accounts, system will show a tag as '**Modified**' followed by the transaction group name after the account number.
  - k. To map the new accounts, select appropriate option from **Auto Map** toggle button; Select **Auto** if you wish to allow access to all future Accounts across banking module.  
OR  
Select **Manual** if you wish to explicitly map new accounts and transactions.
12. Once the user maps the accounts, system will show a tag as '**Modified**' followed by the transaction group name after the account number.
13. If the **Unmap** option is selected;
  - a. User can **unmap** the accounts by selecting accounts and then clicking on **Unmap** button to reset their mapping with Group Corporate.
14. User can click on **Delete Party Mapping** to delete all the Transaction and account access maintenance done for corporate user in one step.
15. Click on the  icon to further drill down by applying new sear criteria in **Filter** overlay screen on basis of Account Number, Transaction Group, Currency, Mapping Status.

**Figure 16-52 User Account Access – Filter Criteria**



a. Click **Apply** to apply the filter.

OR

Click **Reset** to reset the entered data.

16. Click **Save** to save the maintenance.

OR

Click **Review** screen appears. Verify the details, and click **Submit**.

OR

Click **Back** to navigate back to previous screen.

OR

Click **Next** to proceed to the next logical step.

OR

Click **Submit** to submit the steps performed so far for approval.

OR

Click **Retain Draft** to save the details entered as draft.

OR

Click **Cancel** to cancel the transaction.

OR

 **Note:**

Admin can submit the maintenance after any step. Maintenances saved so far will be sent for approval in one flow. Admin would not be able to make any changes or maintain another step for the same Group Corporate till the time the approval of the wizard is not done.

17. The **Review** screen appears. Verify the details, and click **Submit**.



OR

Click **Edit** to modify the details entered.

OR

Click **Next** to proceed to next step.

OR

Click **Retain Draft** to save all the steps completed so far, and allow Admin resume the same application.

OR

Click **Cancel** to cancel the transaction.

18. The success message of user creation appears along with the transaction reference number

## 16.6.2 User Account Access – View

The Bank Administrator can view the list of account(s) and transactions for which access has been provided to the user.

**To view the account and transaction access:**

1. Navigate to one of the above paths.

The **User Account Access** screen appears.

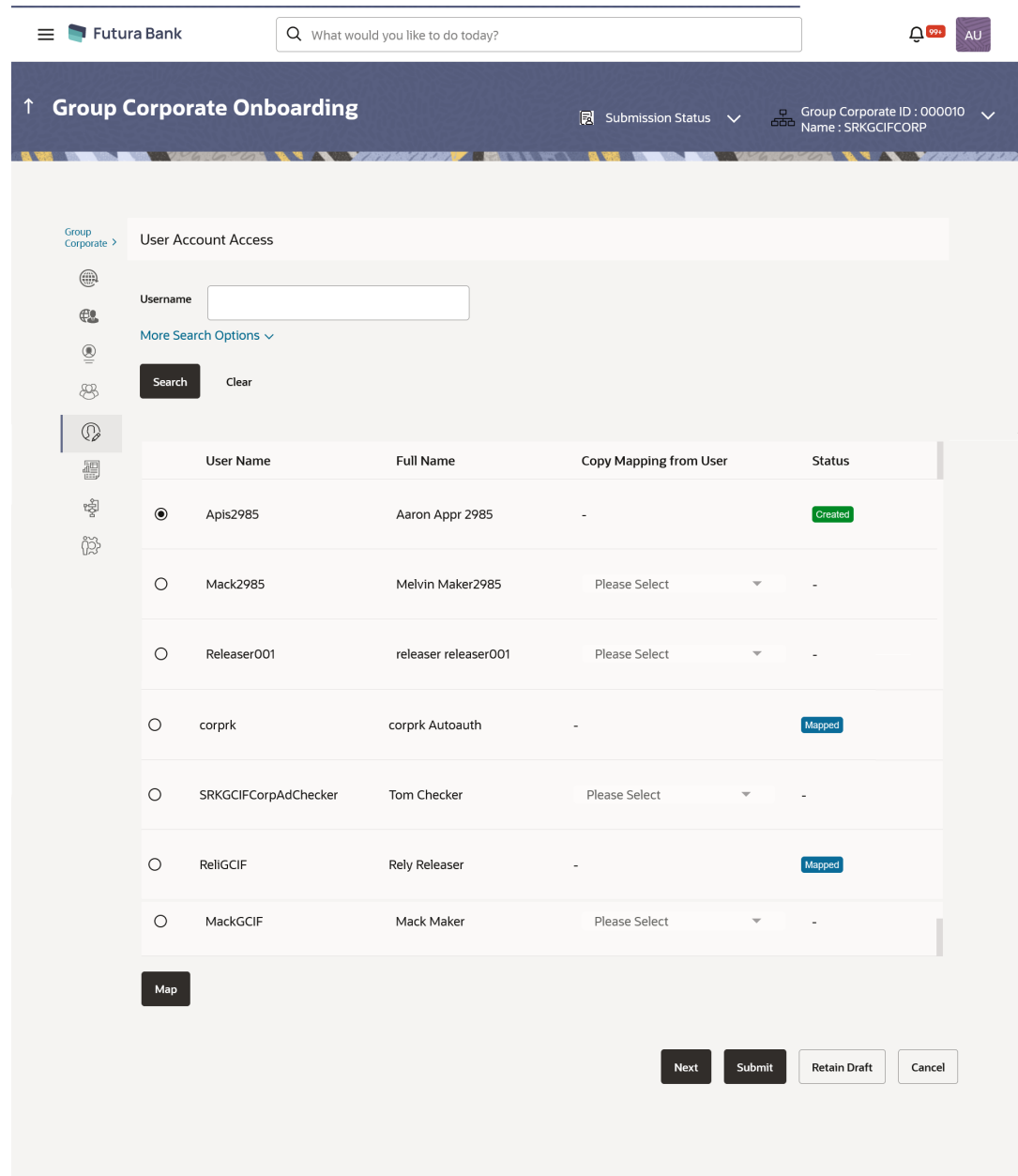
2. In the **User Search** field search users for whom Transaction Account access is being viewed.

OR

Select the user from list displayed below.

3. Select the user ID and click on “**Map**” to navigate to **Account Access summary**.

**Figure 16-53 User Account Access – Search and Search Result**



Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions

**Table 16-32 Field Description**

Field Name	Description
<b>Search (User)</b>	User quick search panel so search user for setting up the account access.
<b>Search Result</b>	
<b>User ID</b>	User ID the corporate user
<b>User Name</b>	User name of the corporate user
<b>Copy Mapping from User</b>	Select this to Inherit and copy account maintenance from already setup user to new user

Table 16-32 (Cont.) Field Description

Field Name	Description
<b>Status</b>	Displays the account mapping status for the corporate user. <ul style="list-style-type: none"><li>• <b>Mapped:</b> Corporate user for which accounts mapping is being done and authorized.</li><li>• <b>Modified:</b> Corporate user for which accounts mapping is being done but pending approval by authorizer.</li><li>• <b>Deleted:</b> Corporate user for which accounts mapping is deleted.</li></ul>

4. From the **Mapping Summary of Party** dropdown list, select the corporate party id associated with Corporate User.

OR

Click **Cancel** to cancel the transaction.

OR

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

5. For a searched user, summary screen will be displayed with total accounts associated with corporate party of that user, status of the accounts mapped for the internet banking for user, modified accounts if any and Auto account mapping status.

Figure 16-54 User Account Access – Summary Results

The screenshot displays the 'User Account Access' interface. At the top, it shows the 'Futura Bank' logo and a search bar. The main header indicates 'Group Corporate Onboarding' with 'Group Corporate ID : 000010' and 'Name : SRKGCIFCORP'. The user details section shows 'User ID: ReliGCIF' and 'User Name: Rely Releaser'. The 'Mapping Summary of Party' section features a dropdown menu with the selected party: 'Party Summary 002531 | Columbia Pictures Incorporated | OBPM 14.5 HEL BR | Mapped'. The main table lists various banking modules with their respective account counts and mapping status. The 'Auto Mapped Accounts' column includes toggle switches and 'No' labels. Navigation buttons 'Map', 'Back', 'Next', 'Submit', 'Retain Draft', and 'Cancel' are located at the bottom of the interface.

Modules	Total Accounts	Mapped Accounts	Modified Accounts	Auto Mapped Accounts	Edit
Current & Savings - Conventional	5	5	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Current & Savings - Islamic	2	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Loans - Conventional	0	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Loans - Islamic	0	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Term Deposits - Conventional	0	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>

Copyright © 2006, 2025, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions

Table 16-33 Field Description

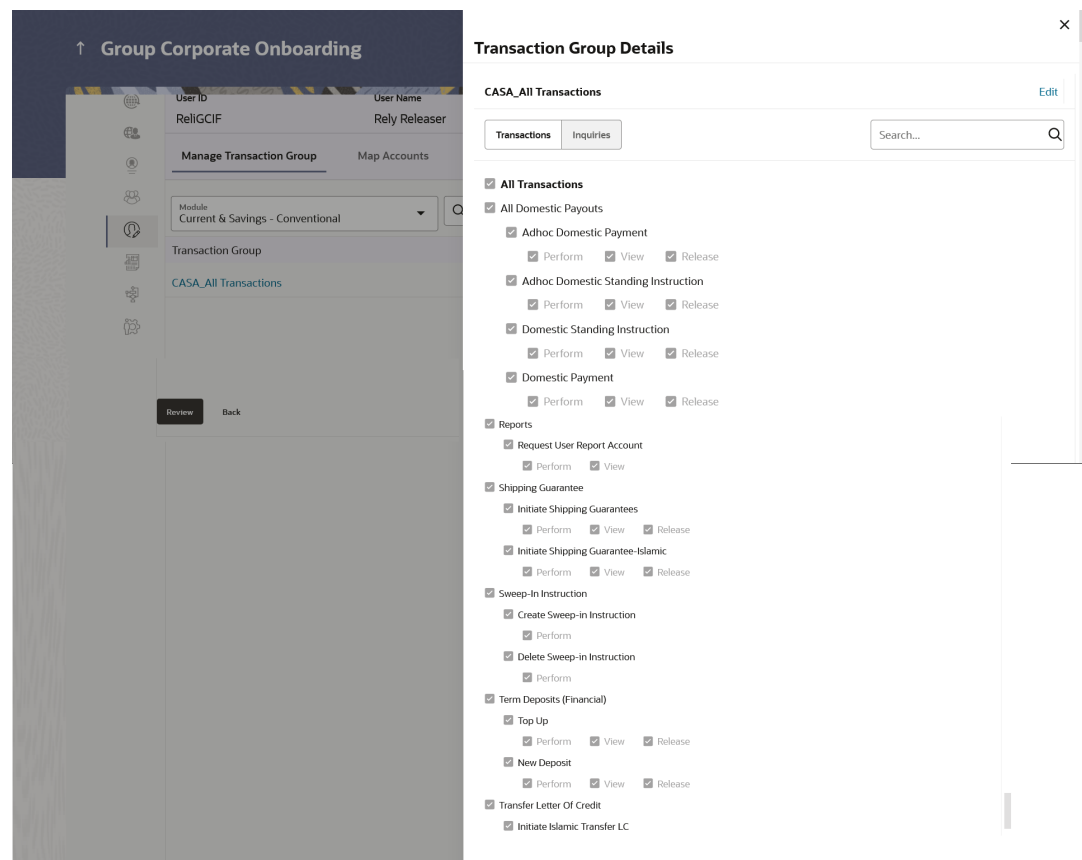
Field Name	Description
<b>User ID</b>	User ID the corporate user
<b>User Name</b>	User name of the corporate user
<b>Mapping Summary of Party</b>	The corporate party for which Party accounts access is being viewed
<b>Modules</b>	Banking module names.
<b>Total Accounts</b>	Total number of accounts available under the party that can be map with corporate user.
<b>Mapped Accounts</b>	Number of accounts mapped to the particular account type of corporate user.
<b>Modified Accounts</b>	Number of accounts modified for the particular account type of corporate user.

**Table 16-33 (Cont.) Field Description**

Field Name	Description
<b>Auto Mapped Accounts</b>	<p>Mapping status of the accounts. The options can be:</p> <ul style="list-style-type: none"> <li><b>Auto:</b> gives default access to all newly added accounts and transactions of the party as soon as the account is opened in future.</li> <li><b>Manual:</b> gives specific access to future accounts. The new accounts and transactions need to be mapped explicitly if access needs to be provided</li> </ul>
<b>Edit or Map</b>	Click on the icon next to every module or click on Map button to edit User account access

- If there is no **mapping done** for a user, the count for the Mapped Accounts will be '0'.
- All the accounts held by the selected party as a relationship with the bank as available in the core banking system or the respective mid-office system will be fetched and displayed in the respective categories

**Figure 16-55 User Account Access – View**



**Table 16-34 Field Discription**

Field Name	Description
<b>Modules</b>	Display name of the product for which account access is being viewed.
<b>Mapped Transaction Group</b>	Display the transaction groups selected to setup the user account access.
<b>Transaction Groups Details</b>	Display the Transaction group details with which user account access is maintained along with transaction and inquiries mapped to it.

8. The User Account Access details screen has two section. First section displays the lists down all the transaction groups mapped.
9. In the second column, user can view the **transaction group** details with all the transactions and inquiries access.
10. Click **Edit / Map** to update the **User Account Access** account mapping for new accounts and existing accounts.

OR

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

OR

Click **Next** to proceed to the next logical step.

OR

Click **Submit** to submit the steps performed so far for approval.

OR

Click **Retain Draft** to save the details entered as draft.

OR

Click **Cancel** to cancel the transaction.

### 16.6.3 User Account Access – Edit

The Bank Administrator gets a request with the list of account(s) and transactions for which access details needs to be edited for a selected user of the party.

**To Search and Edit the User account and transaction access:**

1. Navigate to one of the above paths.  
The **User Account Access** screen appears.
2. In the **User Search** field search users for whom Transaction Account access is being viewed.  
OR  
Select the user from list displayed below.
3. Select the user ID and click on “**Map**” to navigate to **Account Access summary**.
4. From the **Mapping Summary of Party** dropdown list, select the corporate party id.
5. For a searched user, summary screen will be displayed with total accounts associated with corporate party of that user, status of the accounts mapped for the internet banking for user, modified accounts if any and Auto account mapping status .

6. Click the link under the total **Mapped accounts** or **Modified accounts**, The **User Account Access – View** (Transaction Mapping) screen appears. . The search result according to the search criteria appears  
OR  
Click **Cancel** to cancel the transaction.
7. If there is no **mapping done** for a user, the count for the Mapped Accounts will be '0'.
8. All the accounts held by the selected user as a relationship with the bank as available in the core banking system or the respective mid-office system will be fetched and displayed in the respective categories
9. Click **Map** or **Edit** (available across each banking module).  
The **User Account Access - Edit** screen appears.

Figure 16-56 User Account Access – Search and Search Result

Group Corporate > User Account Access

Username

More Search Options

User Name	Full Name	Copy Mapping from User	Status
<input checked="" type="radio"/> Apis2985	Aaron Aprr 2985	-	<span>Created</span>
<input type="radio"/> Mack2985	Melvin Maker2985	Please Select	-
<input type="radio"/> Releaser001	releaser releaser001	Please Select	-
<input type="radio"/> corprk	corprk Autoauth	-	<span>Mapped</span>
<input type="radio"/> SRKGCIFCorpAdChecker	Tom Checker	Please Select	-
<input type="radio"/> RelIGCIF	Rely Releaser	-	<span>Mapped</span>
<input type="radio"/> MackGCIF	Mack Maker	Please Select	-

Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions



Figure 16-57 User Account Access – Summary

**Group Corporate Onboarding** | Group Corporate ID : 000010 | Name : SRKGCFCORP

**User Account Access** | Summary 0

User ID: ReliGCIF | User Name: Rely Releaser

**Mapping Summary of Party**

Party Summary: 002531 | Columbia Pictures Incorporated | OBPM 14.5 HEL BR | Mapped

Modules	Total Accounts	Mapped Accounts	Modified Accounts	Auto Mapped Accounts	Edit
Current & Savings - Conventional	5	5	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Current & Savings - Islamic	2	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Loans - Conventional	0	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Loans - Islamic	0	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>
Term Deposits - Conventional	0	0	0	<input type="checkbox"/> No	<a href="#">Edit</a>

Map | Back

Next | Submit | Retain Draft | Cancel

Copyright © 2006, 2025, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions

Figure 16-58 User Account Access – Manage Transaction Group

The screenshot shows the 'User Account Access' interface for 'Group Corporate Onboarding'. At the top, there is a search bar with the text 'What would you like to do today?' and a user profile icon labeled 'AU'. The main header displays 'Group Corporate Onboarding' and 'Group Corporate ID : 000010 Name : SRKGCFORP'. The main content area is titled 'User Account Access' and includes a 'Delete Party Mapping' link. Below this, there is a table with columns 'User ID' and 'User Name', showing 'ReliGCIF' and 'Rely Releaser'. A 'Manage Transaction Group' section is active, showing a 'Module' dropdown set to 'Current & Savings - Conventional' and a search box. Underneath, the 'Transaction Group' section lists 'CASA\_All Transactions'. At the bottom of the main content area, there are 'Review' and 'Back' buttons. At the very bottom of the page, there are 'Next', 'Submit', 'Retain Draft', and 'Cancel' buttons.

Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

Figure 16-59 User Account Access – Map Accounts Tab

The screenshot displays the 'User Account Access' interface for 'ReliGCIF' (User Name: Rely Releaser). The 'Map Accounts' tab is active, showing a list of accounts for selection. The 'Party' is set to 'Columbia Pictures Incorporated | OBPM 14.5 HEL BR | Mapped' and the 'Module' is 'Current & Savings - Conventional'. The 'Apply party Level Changes' toggle is off. The 'Action' is set to 'Map Transaction Group'. The 'Transaction Groups' field contains 'CASA\_All Transactions'. The 'Account Selection' section shows 'Selected Accounts' with a filter icon and '2 Accounts Selected'. The list of accounts includes:

Account ID	Currency	Status	Mapping
<input checked="" type="checkbox"/> HEL0253100010	EUR	Active	Mapped
<input checked="" type="checkbox"/> HEL0253100021	GBP	Active	Mapped
<input type="checkbox"/> HEL0253100032	GBP	Active	Mapped
<input type="checkbox"/> HEL0253100065	GBP	Active	Mapped
<input type="checkbox"/> HEL0253100076	EUR	Active	Mapped

Buttons at the bottom include 'Save', 'Review', 'Back', 'Next', 'Submit', 'Retain Draft', and 'Cancel'.

Copyright © 2006, 2025, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions

- The User Account Access screen has four section. Header of the screen shows the User ID and User Name. First column lists down all the **modules** in tabular form, second column

list down the **transaction groups** and third column list down banking module wise **account number**

11. Navigate and select specific **module** tab (Including viz. Current and Savings Accounts for both Conventional and Islamic, Credit Card, Term Deposit, Loan accounts along with Liquidity Management enabled Real Accounts (including External Accounts if any) and VAM enabled Real and virtual accounts for a Corporate.) in the first column for which account and transaction access mapping maintenance need to be setup.
12. In the second column, There will be one factory shipped **Transaction group** for each module, which will have all transactions and inquiries grouped together.

 **Note:**

Factory shipped user group cannot be deleted or modified.

13. Once the transaction groups are created, user can select specific module , along with the transaction groups and can select '**All Accounts**' to map the selected transaction group/s to all the existing accounts under the selected party.

OR

If transaction groups need to be mapped to specific accounts, then the user needs to select the respective check boxes preceding the account number.

14. Once the user maps the accounts, system will show a tag as '**Modified**' followed by the transaction group name after the account number.
15. To map the new accounts, select appropriate option from **Auto Map** toggle button; select **Auto** if you wish to allow access to all future Accounts across banking module.

OR

Select **Manual** if you wish to explicitly map new accounts and transactions.

16. User can **unmap** the transaction groups by selecting accounts and then clicking on **Save** to reset their mapping with Group Corporate
17. User can click on **Delete Party Mapping** to delete all the Transaction and account access maintenance done for corporate user in one step.
18. User can drill down his search by applying Filter to search an account basis on Transaction Group, currency, mapping status
19. Click **Save** to save the maintenance, and redirect to the review page.

OR

Click **Next** to proceed to the next logical step.

OR

Click **Submit** to submit the steps performed so far for approval.

OR

Click **Retain Draft** to save the details entered as draft.

OR

Click **Cancel** to cancel the transaction.

 **Note:**

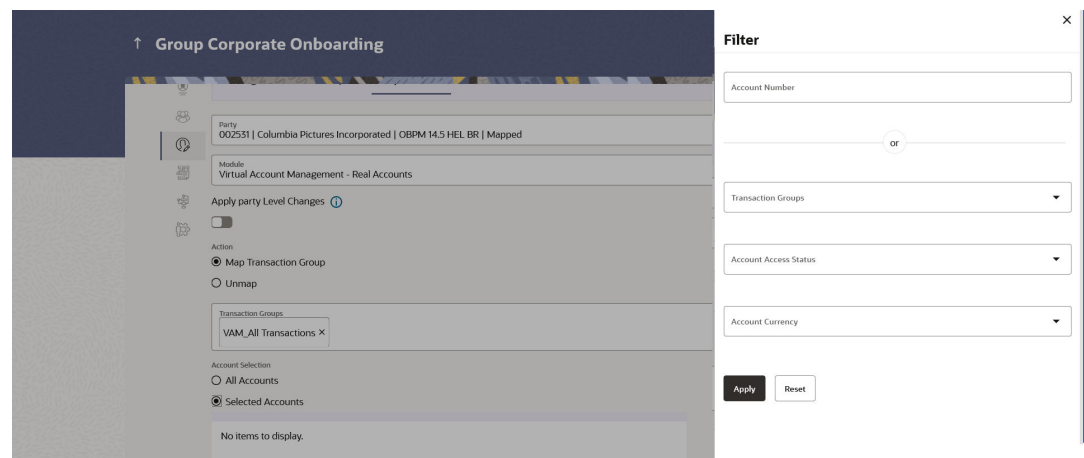
Admin can submit the maintenance after any step. Maintenances saved so far will be sent for approval in one flow. Admin would not be able to make any changes or maintain another step for the same Group Corporate till the time the approval of the wizard is not done.

20. The **Review** screen appears.  
Verify the details, and click **Submit**.  
  
OR  
Click **Edit** to modify the details entered.  
  
OR  
Click **Next** to proceed to next step.  
  
OR  
Click **Retain Draft** to save all the steps completed so far, and allow Admin resume the same application.  
  
OR  
Click **Cancel** to cancel the transaction.
21. The success message of user creation appears along with the transaction reference number

 **Note:**

Following flow explains the Drill down options to search by applying Filter to search an account for Virtual Accounts Management & Liquidity Management module.

**Figure 16-60 Virtual Account Management (Real Account) Tab-**

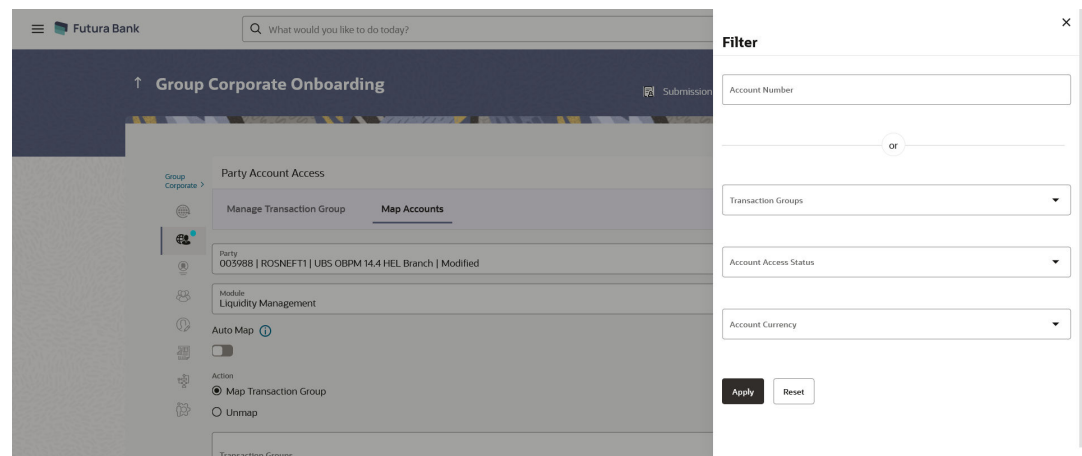


**To view Virtual Account Management - Real Accounts:**

1. Navigate to one of the above paths.  
The **User Account Access** screen appears.

2. In the **Account Number** field, enter the exact Real Account number.  
OR  
From the **Branch** name drop down, select the Branch name.  
OR  
From the **Account Access Status** field, select an appropriate status.  
OR  
From the **Currency** field, select the required currency.
3. Click **Apply** to Apply the filter.  
OR  
Click **Reset** to reset the entered data.
4. The user can filter through two sections :
  1. On the basis of the Account Number
  - OR
  2. A combination of branch name, currency filters and other parameters. The user can use these search parameters alone or in a combination to filter search results.

**Figure 16-61 Liquidity Management Tab -**



**To view Liquidity Management Accounts:**

1. Navigate to one of the above paths.  
The **User Account Access** screen appears.
2. In the **Account Number** field, enter the exact Real Account number.  
OR  
From the **Branch name** drop down, select the Branch name.  
OR  
From the **Account Access Status** field, select an appropriate status.  
OR  
From the **Currency** field, select the required currency.
3. Click **Apply** to Apply the filter.  
OR

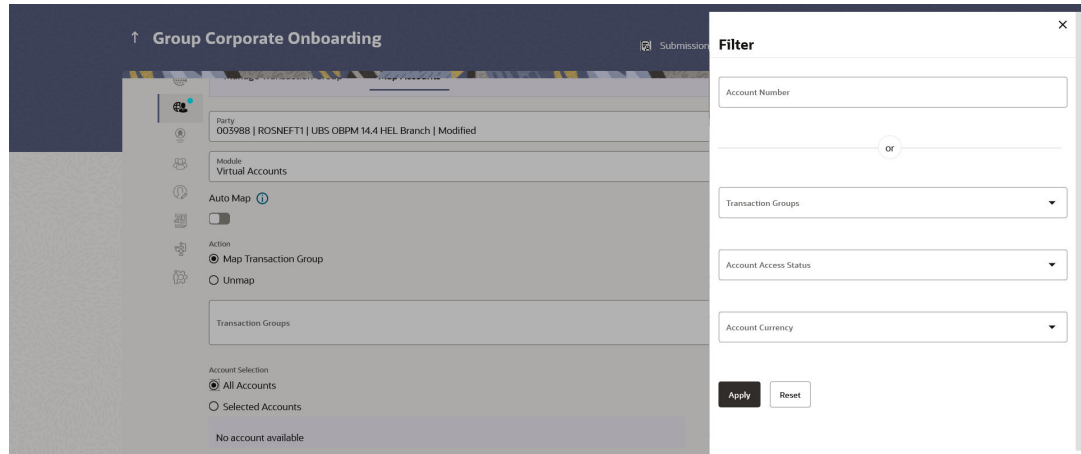
Click **Reset** to reset the entered data.

4. The user can filter through two sections :
  1. On the basis of the Account Number.

OR

2. A combination of branch name, currency filters and other parameters. The user can use these search parameters alone or in a combination to filter search results.

**Figure 16-62 Virtual Accounts Tab -**



**To view Virtual Accounts:**

1. Navigate to one of the above paths.  
The **User Account Access** screen appears.
2. In the **Virtual Account Number** field, enter the exact Virtual Account number.  
OR

In the **Virtual Account Name** field, enter the Virtual Account Name.

OR

From the **Virtual Entity** search, select the Virtual Entity name.

OR

From the **Branch name** drop down, select the Branch name.

OR

From the **Account Access Status** field, select an appropriate status.

OR

From the **Status** drop down, select the status.

OR

From the **Currency** field, select the required currency

3. Click **Apply** to apply the filter.  
OR

Click **Reset** to reset the entered data.

4. The user can filter through two sections :
  1. On the basis of the Account Number.

OR

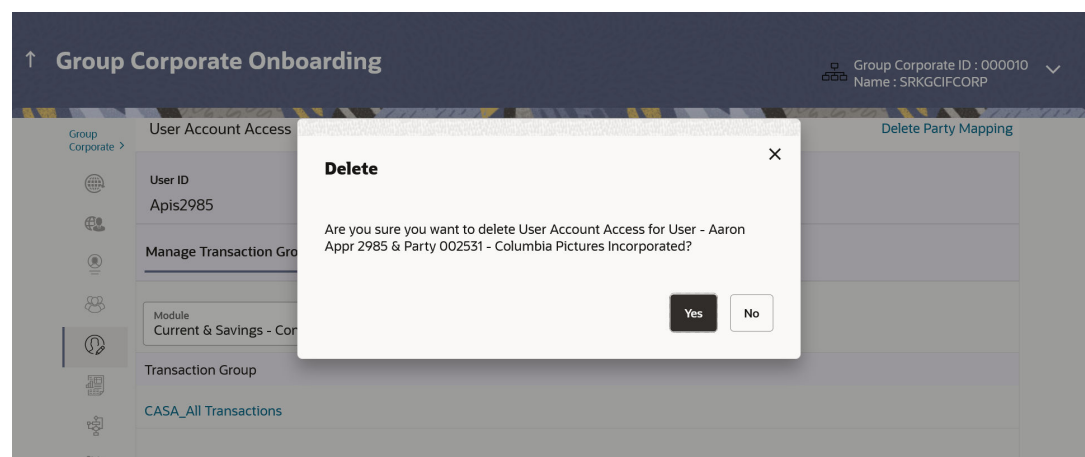
2. A combination of branch name, currency filters and other parameters. The user can use these search parameters alone or in a combination to filter search results.

## 16.6.4 User Account Access – Delete

The Bank Administrator gets a request with the user information of a party for which access details needs to be deleted. As part of this option, account mapping can be deleted for a user.  
**To delete account and transaction access for the User:**

1. Navigate to one of the above paths.  
The **User Report Mapping** screen appears.
2. In the **User Search** field search users for whom Transaction Account access is to modify.  
OR  
Select the user from list displayed below.
3. Select the user ID and click on “**Map**” to navigate to **Account Access summary**.
4. From the **Mapping Summary of Party** dropdown list, select the corporate party id.
5. For a searched user, summary screen will be displayed with total accounts associated with corporate party of that user, status of the accounts mapped for the internet banking for user, modified accounts if any and Auto account mapping status .
6. Click the link under the total **Mapped accounts** or **Modified accounts**, The **User Account Access – View** (Transaction Mapping) screen appears. .  
The search result according to the search criteria appears.  
OR  
Click **Cancel** to cancel the transaction.
7. User can click on **Delete Party Mapping** to delete all the Transaction and account access maintenance done for corporate user in one step.

**Figure 16-63 User Account Access – Delete party Mapping**





8. Click **Yes** to delete the party mapping.  
OR  
Click **No** to cancel the process.
9. Click **Save** to save the maintenance, and redirect to the review page.  
OR  
OR  
Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.

 **Note:**

Admin can submit the maintenance after any step. Maintenances saved so far will be sent for approval in one flow. Admin would not be able to make any changes or maintain another step for the same Group Corporate till the time the approval of the wizard is not done.

10. The **Review** screen appears.  
Verify the details, and click **Submit**.  
OR  
Click **Edit** to modify the details entered.  
OR  
Click **Next** to proceed to next step.  
OR  
Click **Retain Draft** to save all the steps completed so far, and allow Admin resume the same application.  
OR  
Click **Cancel** to cancel the transaction.
11. The success message of user creation appears along with the transaction reference number

## 16.7 Step 6: Report Mapping

The user report mapping maintenance allows the Bank Administrators to map the report or set of reports to first to at group corporate level and then at the a specific corporate user. The corporate users can generate and view the reports to which they have an access. If 'map to all

user' option is enabled , then the reports mapped at the group corporate level will be automatically mapped to all the user in the group Corporate. If disabled, you can select the user and map the reports manually.

Bank Administrator searches a corporate user, onboarded on Group corporate and view the reports mapped to him, he can also un-map the reports from specific corporate user so that access of the specific report/ s can be removed to that corporate user.

#### **Pre-requisites**

- Transaction access is provided to System Administrator
- Approval rule set up for Administrator to perform the actions

#### **Navigation Path:**

From **System/ Bank Administrator Dashboard**, under **Corporate Onboarding** , click **Group Corporate Onboarding** and then click **Report Mapping tab**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Group Corporate Onboarding**, Under **Group Corporate Onboarding** , click **Report Mapping tab**.

- [User Report Mapping – Search & View](#)
- [User Report Mapping - Create](#)
- [User Report Mapping - Edit](#)

## 16.7.1 User Report Mapping – Search & View

Using this option Bank Administrator can search and view the reports mapped to the user.  
**To search and view the reports mapping:**

1. Navigate to one of the above paths.  
The **Group Corporate Profiling** screen appears.
2. In the **Map Report to** field, select the appropriate option whose mapped reports to be viewed.
  - a. If you select **Group Corporate** option;  
System displays the report mapping summary at group corporate level.
  - b. If you select **User** option;
    - i. Enter the search criteria, click **Search**.

The **User Report Mapping** screen with search results appears.

OR

Click **Clear** to clear the search parameters.

OR

Click **Cancel** to cancel the transaction.

Figure 16-64 User Report Mapping - Mapping Summary (User Level)

Group Corporate > Report Mapping

Map Report to:  Group Corporate  User

User Name:

First Name:

Last Name:

Email:

Mobile Number:

Party ID: 004200 | Aksha...

Less Search Options ^

Search Clear

User Name	Full Name	Mapping
SRKGCIFCorpAdChecker	Tom Checker	✓
SRKGCIFCorpAdMaker	Paul Maker	✓
amitcorp	Amit	CREATED
Apis2531	APIS GCIF	🗑️
Apis2985	Aaron Appr 2985	🗑️
ApisGCIF	Apis Approver	🗑️
approver003	approver user003	🗑️

Page 4 of 4 (31-32 of 32 items) | 1 2 3 4 >

Next Submit Retain Draft Cancel

Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation]Terms and Conditions

Table 16-35 Field Description



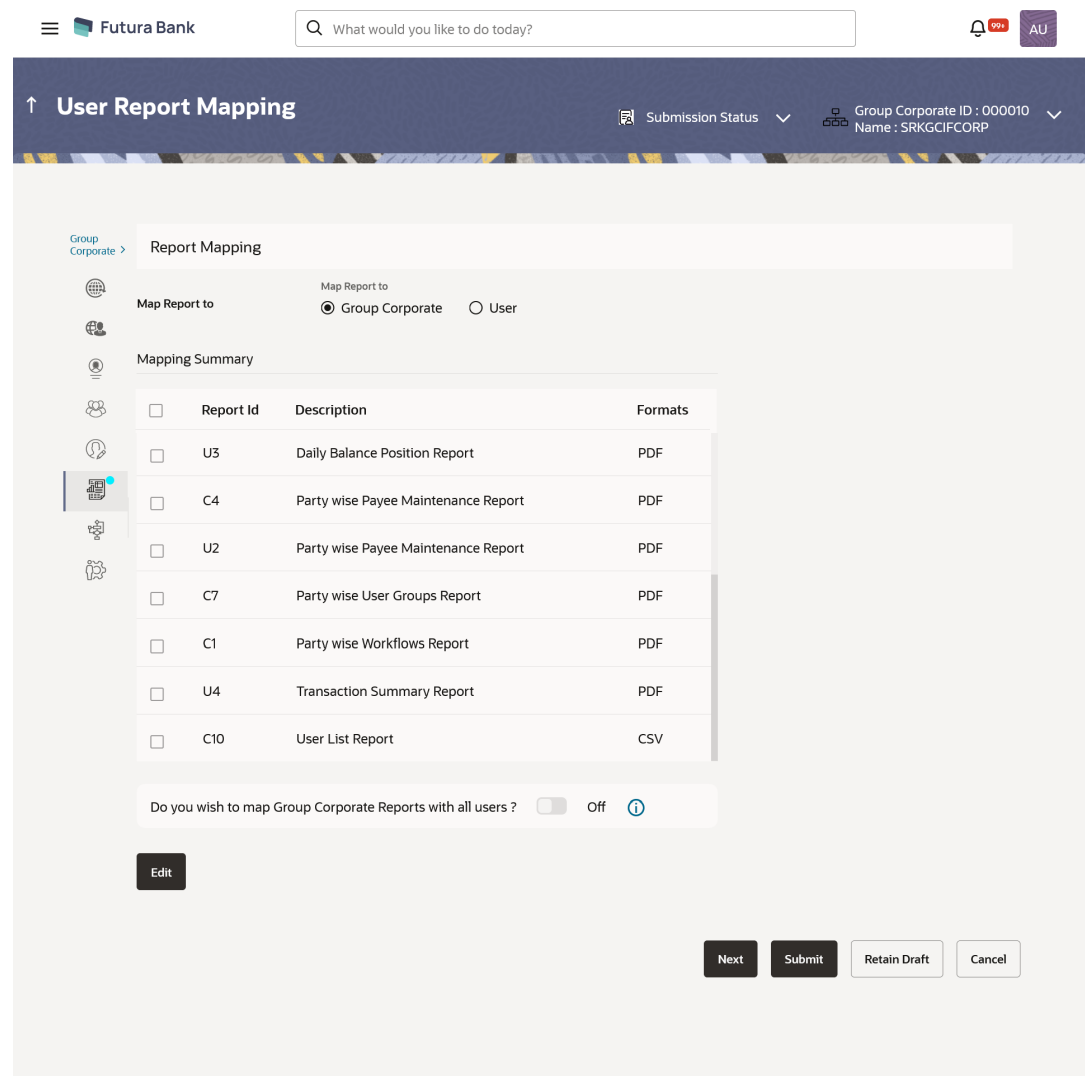
Field Name	Description
<b>Map Report to</b>	Select the appropriate option whose mapped reports to be viewed. The options are: <ul style="list-style-type: none"><li>• Group Corporate</li><li>• User</li></ul>
Below fields appears if you select <b>User</b> option in the <b>Map Report to</b> field.	
<b>User ID</b>	To search the user with the user ID. Partial search is allowed.
<b>First Name</b>	To search the user with the user first name. Partial search is allowed.
<b>Last Name</b>	To search the user with the user last name. Partial search is allowed.
<b>Email</b>	To search the user with the email address of the user. Partial search is allowed.
<b>Mobile Number</b>	To search the user with the mobile number of the user. Partial search is allowed.
<b>Party ID</b>	To search the user with the party ID. Partial search is allowed.
<b>Search Result</b>	
<b>Initials</b>	The initials of the user.
<b>User Name</b>	User name of the corporate user.
<b>Full Name</b>	The full name of the corporate user.
<b>Mapping</b>	Displays whether the file identifier is mapped to the user. <ul style="list-style-type: none"><li>•  - denotes that the report is mapped to the user</li><li>•  - denotes that the report is not mapped to the user.</li></ul>

Figure 16-65 User Report Mapping – Mapping Summary (Group Corporate Level)



Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved.[SecurityInformation]Terms and Conditions

Table 16-36 Field Description

Field Name	Description
<b>Map Report to</b>	Select the appropriate option whose mapped reports to be viewed. The options are: <ul style="list-style-type: none"> <li>• Group Corporate</li> <li>• User</li> </ul>
<b>Mapping Summary</b>	
<b>Report ID</b>	Unique id assigned to the mapped report.
<b>Description</b>	Description of the report.
<b>Formats</b>	Formats in which a report can be generated.

- Click against the record for which you want to view the details. The **User Report Mapping - View** screen appears.

Figure 16-66 User Report Mapping - View

The screenshot displays the 'User Report Mapping - View' page in the Futura Bank system. At the top, there is a search bar and navigation elements. The main content area shows the user's profile information and a 'Mapping Summary' table. The table lists various reports with their IDs, descriptions, and supported formats. At the bottom of the page, there are several action buttons for navigation and submission.

Report ID	Description	Formats
C5	File Identifier wise Party User Mapping Report	PDF,CSV
C6	Party User wise File Identifiers Mapping Report	PDF
C3	Party wise File Identifiers Mapping Report	PDF,CSV
C4	Party wise Payee Maintenance Report	PDF
U2	Party wise Payee Maintenance Report	PDF
C7	Party wise User Groups Report	PDF

Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions

Table 16-37 Field Description

Field Name	Description
<b>User Name</b>	Name of the corporate user.
<b>User ID</b>	User ID of the corporate user.
<b>Mapping Summary</b>	
<b>Report ID</b>	Unique id assigned to the mapped report.
<b>Description</b>	Description of the report.
<b>Formats</b>	Formats in which a report can be generated.

- Click **Edit** to update the user report mapping.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.  
OR

Click **Next** to proceed to the next logical step.

OR

Click **Submit** to submit the steps performed so far for approval.

OR

Click **Retain Draft** to save the details entered as draft.

OR

Click **Cancel** to cancel the transaction.

## 16.7.2 User Report Mapping - Create

Using this option Bank Administrator can map the reports to a specific corporate user.

**To setup a Group Corporate Profiling:**

1. Navigate to one of the above paths.

The **User Report Mapping** screen appears.


2. Enter the search criteria, click **Search**.

OR

Click **Clear** to clear the search parameters.

OR

Click **Cancel** to cancel the transaction.

3. Click  icon of user record, for which you want to map the report/ s.

The **User Report Mapping** screen to create the report mapping appears.

Figure 16-67 User Report Mapping - Create

The screenshot shows the 'User Report Mapping' interface. At the top, there's a search bar and navigation elements. The main content area is titled 'Report Mapping' and includes a 'Map Report to' section with radio buttons for 'Group Corporate' (selected) and 'User'. Below this is the 'Mapping Summary' section, which contains a table of reports. The table has columns for 'Report Id', 'Description', and 'Formats'. Three reports are selected with checkboxes: C4 (Party wise Payee Maintenance Report, PDF), U2 (Party wise Payee Maintenance Report, PDF), and C7 (Party wise User Groups Report, PDF). Other reports listed include U3, C1, U4, and C10. At the bottom of the mapping summary, there is a toggle switch for 'Do you wish to map Group Corporate Reports with all users?' which is currently 'Off'. A 'Save' button is located below the toggle, and a row of action buttons ('Next', 'Submit', 'Retain Draft', 'Cancel') is at the bottom right.

Report Id	Description	Formats	
<input type="checkbox"/>	U3	Daily Balance Position Report	PDF
<input checked="" type="checkbox"/>	C4	Party wise Payee Maintenance Report	PDF
<input checked="" type="checkbox"/>	U2	Party wise Payee Maintenance Report	PDF
<input checked="" type="checkbox"/>	C7	Party wise User Groups Report	PDF
<input type="checkbox"/>	C1	Party wise Workflows Report	PDF
<input type="checkbox"/>	U4	Transaction Summary Report	PDF
<input type="checkbox"/>	C10	User List Report	CSV

Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved.[SecurityInformation]Terms and Conditions

Table 16-38 Field Description

Field Name	Description
<b>User Name</b>	Name of the corporate user.
<b>User ID</b>	User ID of the corporate user.
<b>Mapping Summary</b>	
<b>Report ID</b>	Unique id assigned to a report.
<b>Description</b>	Description of the report.
<b>Formats</b>	The format in which the report is to be generated. The format could be PDF, XLSX.

4. In the **Mapping Summary** section, select the report id of the report which you want to map to the user.
5. Click **Save** to save the maintenance, and redirect to the review page.



OR

Click **Back** to navigate back to previous screen.

OR

Click **Next** to proceed to the next logical step

OR

Click **Submit** to submit the steps performed so far for approval.

OR

Click **Retain Draft** to save the details entered as draft.

OR

Click **Cancel** to cancel the transaction.

6. The **Review** screen appears.

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

OR

Click **Add Another** to add another maintenance of the same step.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Back** to navigate back to previous screen.

7. The success message appears along with the transaction reference number and status of the transaction.

### 16.7.3 User Report Mapping - Edit

Using this option Bank Administrator can edit the mapping or un-map the reports from specific corporate user.

#### To edit a User Report Mapping:

1. Navigate to one of the above paths.

The **User Report Mapping** screen appears.

2. Enter the search criteria, click **Search**.


The **User Report Mapping** screen with search results appears.

OR

Click **Clear** to clear the search parameters.

OR

Click **Cancel** to cancel the transaction.

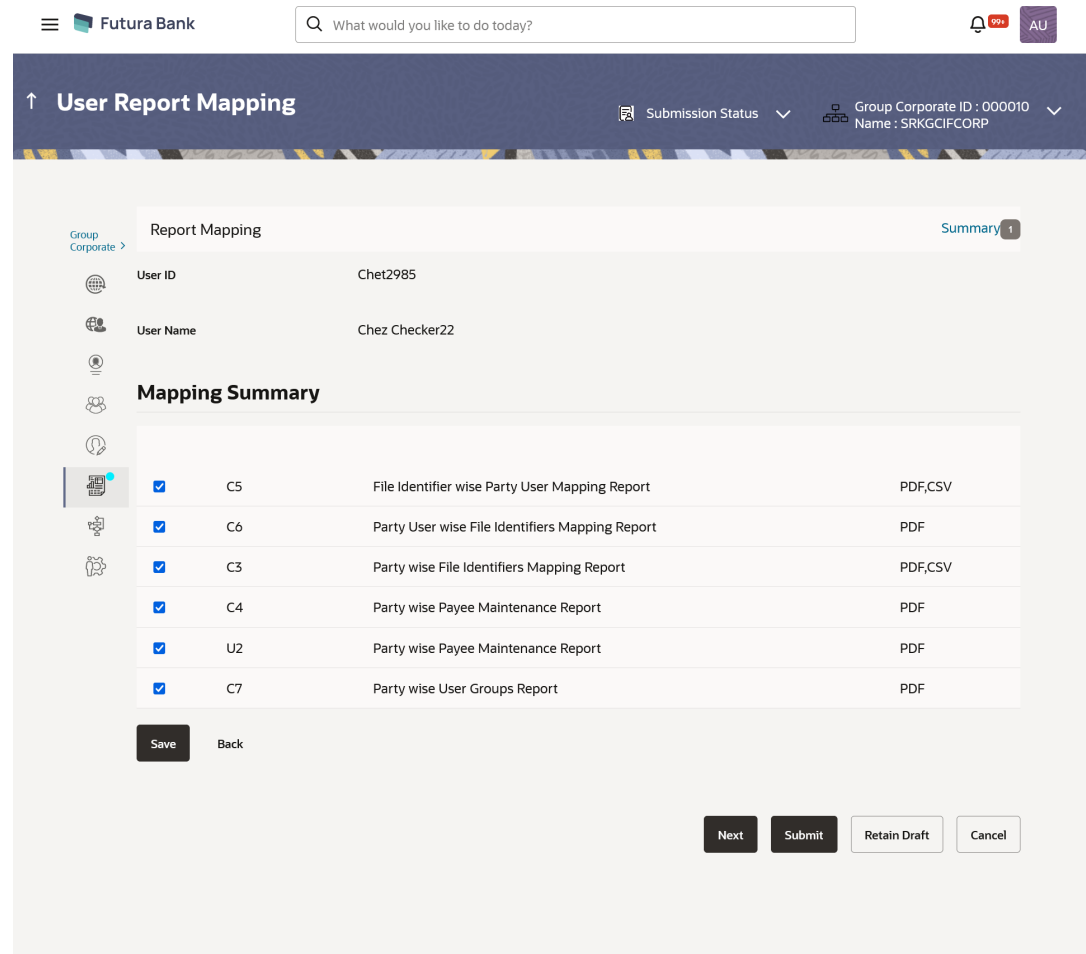
3. Click  icon against the record for which you want to view the details.

The **User Report Mapping - View** screen appears.

4. Click **Edit**.

The **User Report Mapping - Edit** screen appears.

**Figure 16-68 User Report Mapping - Edit**



- View the details of report mapping already saved. Select or de-select the report id record to map / un-map a report to a user.

OR

Click **Cancel** to cancel the transaction.

- Click **Save** to save the modified details.

OR

Click **Back** to navigate to previous screen.

OR

Click **Next** to proceed to the next logical step.

OR

Click **Submit** to submit the steps performed so far for approval.

OR

Click **Retain Draft** to save the details entered as draft.

OR

Click **Cancel** to cancel the transaction.

7. The **Review** screen appears.

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

OR

Click **Cancel** to cancel the transaction.

OR

Click **Back** to navigate to previous screen.

8. The success message appears along with the transaction reference number and status of the transaction.

## 16.8 Step 7: Workflow Management

Approval workflows are created to support requirements where multiple levels of approval are required in a specific sequence for a transaction/maintenance. Each workflow can be configured to have up to five levels of approval with a specific user or a user group configured at each level. The number of levels can be configured.

Workflows can be configured for approval as well as release.

Workflows can be created independently and can be attached to a specific transaction/maintenance as part of the Approval Rule configuration.

The approver is responsible for giving formal authorization to proceed with a transaction. The approver decides to approve or reject the transaction based on its validity and compliance with regulations.

The checker is responsible for verifying the accuracy and completeness of the transaction details before they are approved or released. The checker reviews supporting documents and ensures all information is correct and complete.

The releaser is responsible for the final step of authorizing and executing the transaction, often after it has been checked and approved. The releaser initiates the actual release of funds or completion of the transaction.

**Workflow Type:** The workflow can be created for Approval or Release types of flows.

Within the '**Approval**' workflow type, user can configure either an approver or checker at each level. The Approval workflow can be setup with a specific user or a user group configured at each level. The number of levels is configurable for 'Approval' workflow type. There is no restriction on the count of checkers/approvers within an 'Approval' workflow type.

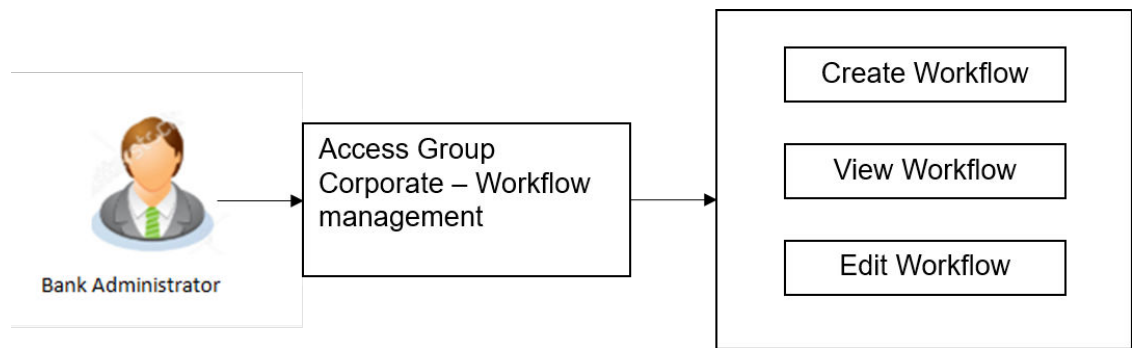
Within the '**Release**' workflow type, user can configure a releaser workflow. The Release workflow can be setup with a specific user or a user group configured at a single level. Only 1 level can be configured for 'Release' workflow type.

### Pre-Requisites

- Transaction access is provided to Bank Administrator.
- Party preference is maintained.
- Multiple users are maintained under a party or as Bank Administrators
- Approval rule set up for Bank Administrator to perform the actions.

- Necessary user groups are maintained using User Group Management.

**Figure 16-69 Workflow**



**Navigation Path:**

From **System/ Bank Administrator Dashboard**, under **Corporate Onboarding** , click **Group Corporate Onboarding** and then click **Workflow Management tab**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Group Corporate Onboarding**, Under **Group Corporate Onboarding** , click **Workflow Management tab**.

- [Workflow Management – Summary](#)
- [Workflow Management – View](#)
- [Workflow Management – Create](#)
- [Workflow Management - Edit](#)

## 16.8.1 Workflow Management – Summary

User can opt to view the details of existing workflows or can create new approval workflow using this screen based on the choose workflow type

Figure 16-70 Workflow Management – Summary

The screenshot shows the Oracle Workflow Management interface. At the top, there is a search bar with the text "What would you like to do today?". Below this, the page title is "Group Corporate Onboarding" with a dropdown menu showing "Group Corporate ID : 000010" and "Name : SRKGCIFCORP".

The main content area is titled "Workflow Management" and contains several input fields:
 

- Workflow Code**: An empty text input field.
- Workflow Description**: An empty text input field.
- Workflow Type**: Radio buttons for "Approval" (selected) and "Release".

Below the input fields is a table of existing workflows:

Workflow Code	Workflow Description	Approval Levels	Workflow Type
srk1011chkraprchkr	srk1011chkraprchkr	1	APPROVAL
FINRULEFORPAYMET	financial rule for payment 2985	2	APPROVAL
CHECKAPPRWFLO2980	Checker Approver Workflow for 002980	2	APPROVAL
CHECKWFL2980	Checker Workflow 2980	1	APPROVAL
CorpAdCheckApprWF	Corporate Admin Checker Approver Workflow	2	APPROVAL
CHECKAPPROVEWF2985	Checker Approver Workflow 2985	2	APPROVAL

At the bottom of the table, there is a pagination control showing "Page 1 of 2 (1-10 of 20 items)" and navigation arrows. Below the table, there are buttons for "Add Another", "Next", "Submit", "Retain Draft", and "Cancel".

Table 16-39 Field Description

Field Name	Description
<b>Workflow Code</b>	Enter the approval workflow code to be searched.
<b>Workflow Description</b>	Enter the description of the approval workflow to be searched.
<b>Workflow Type</b>	Specify the workflow type to be searched. The options are: <ul style="list-style-type: none"> <li>• Approval</li> <li>• Release</li> </ul>
<b>Search Result</b>	
<b>Workflow Code</b>	Code of the already maintained approval workflow. This field will be displayed only if there are existing approval workflows available.
<b>Workflow Description</b>	Description of the already maintained approval workflow. This field will be displayed only if there are existing approval workflows available.
<b>Approval Levels</b>	Number of approval levels in each workflow. This field will be displayed only if there are existing approval workflows available.

Table 16-39 (Cont.) Field Description

Field Name	Description
<b>Workflow Type</b>	Displays the type of workflow whether it is for Approval or Release.

**To setup a Group Corporate Profiling:**

- Navigate to one of the above paths.  
The **Workflow Management** screen appears.
- In the **Workflow Code** field, enter the approval workflow code to be searched.
- In the **Workflow Description** field, enter the description of the approval workflow to be searched.
- In the **Workflow Type** field, select the type of workflow to be searched.
- Click **Search**.  
The **Workflow Management** screen with search results appears based on the searched criteria.
- Click the **Workflow Code** link to view details of the selected Approval Workflow.  
The **Workflow Management - View** screen appears.  
OR  
Click **Create**.  
The **Workflow Management - Create** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

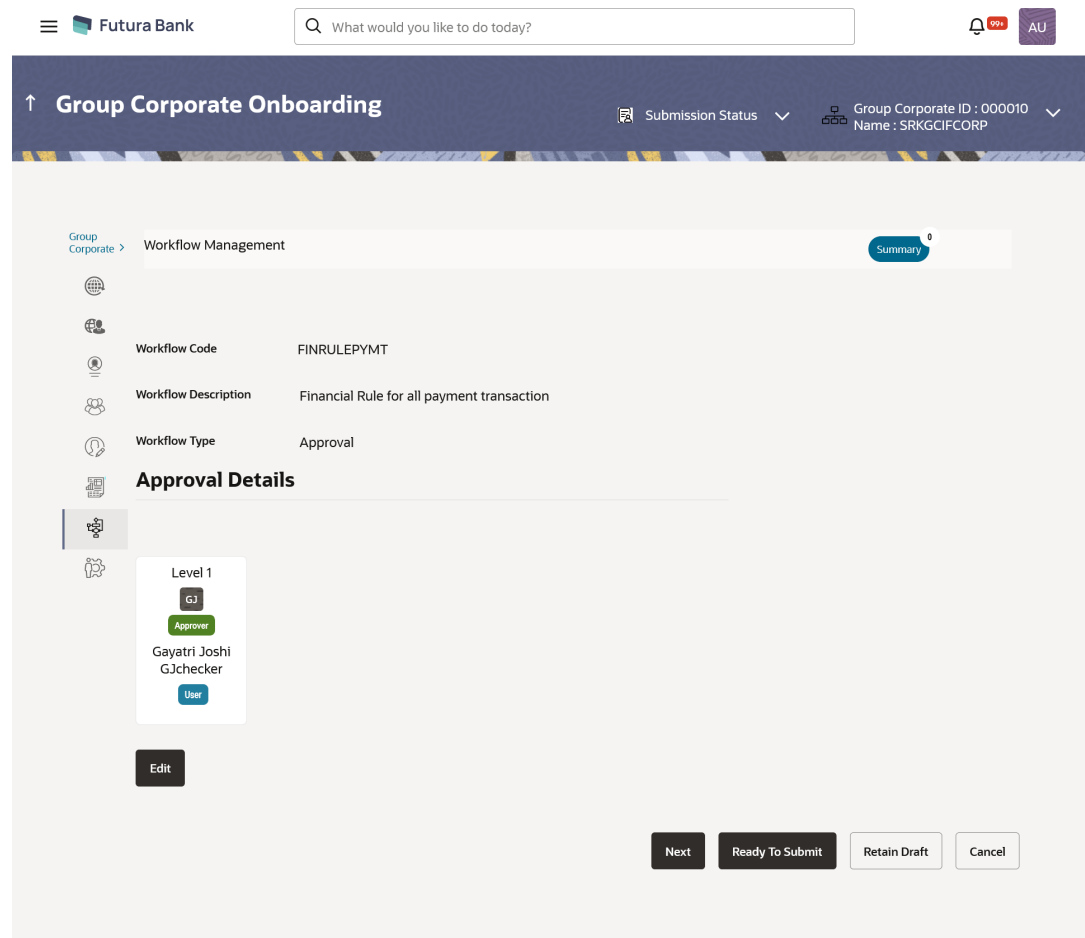
## 16.8.2 Workflow Management – View

Further drill down is provided on each workflow to view the details of the users/ user groups who are a part of the workflow

**To view the approval workflow for corporate users:**

- Navigate to one of the above paths.  
The **Workflow Management** screen appears.
- In the **Workflow Management** screen, enter the search parameters and click **Search**.  
The **Workflow Management** screen with search results appears based on the searched criteria.
- Click the **Workflow Code** link to view details of the selected Approval Workflow.  
The **Workflow Management - View** screen appears.

**Figure 16-71 Workflow Management – View**



**Table 16-40 Field Description**

Field Name	Description
<b>View</b>	
<b>Workflow Code</b>	Workflow code is displayed.
<b>Workflow Description</b>	Workflow description is displayed.
<b>Workflow Type</b>	The type of workflow i.e. whether it is for approval or release.
<b>Approval Details</b>	
<b>Approval Level</b>	User / user group maintained at each approval level.
<b>User / User Group</b>	User or a user group maintained at each level of approval. On Approval -Workflow screen, Admin User can click on the Name of the user group that is part of the workflow to see the list of users which are part of that Group. User can search specific user name, by using the search window on Group Details overlay.
<b>Release Details</b>	
<b>User / User Group</b>	Displays the user or a user group maintained to release the transaction.

4. Click **Edit** to edit the workflow.

The **Workflow Management - Edit** screen with values in editable form appears.

OR

Click **Cancel** to cancel the transaction.

OR

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

OR

Click **Next** to proceed to the next logical step.

OR

Click **Submit** to submit the steps performed so far for approval.

OR

Click **Retain Draft** to save the details entered as draft.

OR

Click **Cancel** to cancel the transaction.

### 16.8.3 Workflow Management – Create

Bank Administrator can create approval workflows for corporate users. By default, user can specify minimum one and maximum five levels of approvals as a part of workflow.

Bank admin can also create workflow for release if the Release Facility is enabled at Group Corporate Level. Admin can specify user or user group who will release the transaction. All the users and user groups created under the Corporate Group will be made available for mapping.

If level type is Approver, the user can provide multiple levels within the workflow. Each level can be specified as an Approver or Checker and for each level (approver or checker), the type can be selected as User or User Group.

#### **Note:**

1. Release functionality can be configured only for corporate user's transactions.
2. Only one level of releaser can be configured in the workflow.
3. The same user can act on the same transaction only once in a particular role (checker or approver). For example, the same user can check the same transaction only once as a checker.
4. The bank needs to operationally ensure that approver levels are also added. If only checkers are added and no approver is added, then the transaction will be processed without an approver.

Administrator can set either an individual user or user group of a corporate as part of each approval level. Approval type (sequential/non-sequential/no authorization) is defined at the party preference.



Figure 16-72 Workflow Management – Create

The screenshot shows the 'Create' form for a workflow in the Oracle system. The form is part of the 'Group Corporate Onboarding' process. It includes the following fields and options:

- Workflow Code:** Wrkflow111
- Workflow Description:** Financialwrkflow
- Workflow Type:** Approval (selected), Release
- Approval Details:**
  - Level Type:** Approver (selected), Checker
  - Level 1:** User (selected), User Group. Value: SRKGCIFCorpAdAppr


Buttons at the bottom include 'Add', 'Save', 'Next', 'Ready To Submit', 'Retain Draft', and 'Cancel'.

Table 16-41 Field Description

Field Name	Description
<b>Create</b>	
<b>Workflow Code</b>	To specify approval workflow code.
<b>Workflow Description</b>	To specify approval workflow description.
<b>Workflow Type</b>	Specify whether the workflow which the administrator is creating are for approval or for release functionality. The options are: <ul style="list-style-type: none"> <li>• Approval</li> <li>• Release</li> </ul>
<b>Approval Details</b> Below fields appears if you select <b>Approval</b> option in the <b>Workflow Type</b> field.	
<b>Level Type</b>	Specify the level type for the workflow. The options are: <ul style="list-style-type: none"> <li>• Approver</li> <li>• Checker</li> </ul>
<b>Level</b>	Approval levels for a user / user group. User can click Add for multi-level approval process.

**Table 16-41 (Cont.) Field Description**

Field Name	Description
<b>User / User Group</b>	To select specific user or a user group at each level of approval.


 **Note:**

All the users and user groups created under the Group Corporate will be made available for mapping.

**Release Details**


Below fields appears if you select **Release** option in the **Workflow Type** field.

<b>User / User Group</b>	To select specific user or a user group to release the transaction.
--------------------------	---

 **Note:**

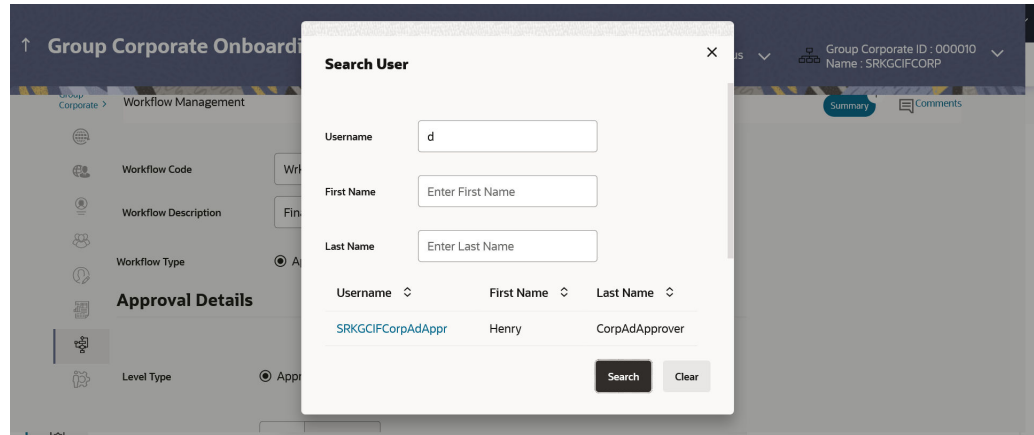
1. All the users and user groups created under the Group Corporate will be available for mapping.
2. Only one level of releaser can be configured in the workflow.

**To create an approval workflow:**

1. Navigate to one of the above paths.  
The **Workflow Management** screen appears.
2. Click on the **Add Another** to create new create approval workflows for corporate users.  
The **Workflow Management – Create** appears.
3. In the **Workflow Code** field, enter the workflow code.
4. In the **Workflow Description** field, enter the name of the workflow.
5. If you have selected **Approval** option in the **Workflow Type** field;
  - a. In the **Level Type** field, specify the level type for workflow.
  - b. In the **Level 1** field, select the appropriate user / user group in the Approval Details section.
  - c. Click  icon to add appropriate user / user group.




The **User Search** popup appears. All the users and User groups created under the Group Corporate will be available for assigning at various approval levels.

**Figure 16-73 Workflow Management – User Search**



**Table 16-42 Field Description**

Field Name	Description
<b>Search</b>	
<b>User Name</b>	To search the user with the user name. Partial search is allowed.
<b>First Name</b>	Allows to search based on first name or given name of the user.
<b>Last Name</b>	Allows to search based on last name/ surname of the user.
<b>Search Results</b>	
<b>User ID</b>	User ID of the user.
<b>Full Name</b>	Full Name of the user.
<b>Last Name</b>	Last Name of the user

- d. From the **User Name / User Groups** list, click & select the approver user name at specific level of approval.  
OR  
Click  icon to remove user/ user group.
- e. Click **Add** to add the selected user/ user group at specific level of approval.  
OR  
Click  icon to remove specific approval level.
6. If you have selected **Release** option in the **Workflow Type** field;
  - a. In the **Level 1** field, select the appropriate user / user group in the **Approval Details** section.
  - b. Click  icon to add appropriate user / user group.  
  
The **User Search** popup appears. All the users and User groups created under the Group Corporate will be available for assigning at various approval levels.
7. Click **Save** to save Approval Workflow.  
OR  
Click **Back** to navigate back to previous screen.  
OR

Click **Next** to proceed to the next logical step.

OR

Click **Submit** to submit the steps performed so far for approval.

OR

Click **Retain Draft** to save the details entered as draft.

OR

Click **Cancel** to cancel the transaction.

8. Click **Edit** to modify the details entered.  
OR

Click on **Add Another** to new Workflow.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Back** to navigate back to previous screen.

9. The success message of saving the created approval workflow appears along with the transaction reference number and status.

## 16.8.4 Workflow Management - Edit

This function enables the Bank Administrator to update the description of the workflow and also to remove existing and add new approval levels. Edited workflows are applicable for new transactions initiated post workflow update, whereas the previously initiated and pending approval transactions pending will follow the old workflow.

**To edit an approval workflow:**

1. Navigate to one of the above paths.

The **Workflow Management** screen appears.

2. In the **Workflow Management** screen, enter the search parameters and click **Search**.

The **Workflow Management** screen with search results appears based on the searched criteria.

3. Click the **Workflow Code** link to view details of the selected Approval Workflow.

The **Workflow Management - View** screen appears.

4. Click **Edit** to edit the workflow.

The **Workflow Management - Edit** screen with values in editable form appears.

OR

Click **Cancel** to cancel the transaction.

OR


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


Figure 16-74 Workflow Management - Edit

Table 16-43 Field Description

Field Name	Description
<b>Edit</b>	
<b>Workflow Code</b>	Workflow code is displayed.
<b>Workflow Description</b>	Workflow description is displayed in editable form.
<b>Workflow Type</b>	Type of workflow can be selected as Approval or Release. The options are: <ul style="list-style-type: none"> <li>• Approval</li> <li>• Release</li> </ul>
<b>Approval Details</b>	
Below fields appears if you select <b>Approval</b> option in the <b>Workflow Type</b> field.	

**Table 16-43 (Cont.) Field Description**

Field Name	Description
<b>Level Type</b>	Specify the level type for the workflow. The options are: <ul style="list-style-type: none"> <li>• Approver</li> <li>• Checker</li> </ul>
<b>Level</b>	Approval levels for a user / user group. Administrator can remove or add approval levels in a workflow.  This is editable field.
<b>User Name / User Groups</b>	User or a user group maintained at each level of approval. Administrator can edit an existing user/user group maintained at each level and can also specify user/user group for additional approval level.  This is editable field.
<b>Release Details</b> Below fields appears if you select <b>Release</b> option in the <b>Workflow Type</b> field.	
<b>User / User Group</b>	To select specific user or a user group to release the transaction.  This is editable field.
<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b> All the users and user groups created under the Group Corporate will be made available for mapping.</p> </div>	

5. Edit the required details.
6. Click **Add** to add the selected user/ user group at specific level of approval.  
OR  
Click  icon to remove specific approval level.
7. Click **Save** to save Approval Workflow.  
OR  
Click **Back** to navigate back to previous screen.  
OR  
Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.  
OR  
Click **Retain Draft** to save the details entered as draft.  
OR  
Click **Cancel** to cancel the transaction.

8. Click **Edit** to modify the details entered.  
OR  
Click on **Add Another** to add new Workflow.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
9. The success message of saving the approval workflow modification appears along with the transaction reference number and status.  
Click **OK** to complete the transaction.

## 16.9 Step 8: Approval Rules

This function enables the Bank Administrator to set up conditions for approval as well as for Releaser as per the bank/corporate requirements. A rule can be set up for financial, non-financial, non-account financial transactions and for maintenances. Flexibility is provided to define approval rules with conditions stating that 'specific transaction' if initiated by a 'specific user/ user group/All users' has to be approved by a 'specific approver/approver group' along with other attributes like amount range etc.

For an approval rule, the user has an option to select one workflow within which different levels are available for approver and checker. The release rules should be resolved at the time of transaction initiation. The users mapped at the time of transaction initiation will be able to release the transaction. The rules specific to release can be configured for a combination of initiator type (user, user group), transactions and accounts. User can set up the release rule only for those transactions for which the release functionality is required. If no rule is configured for a combination of values, then it will be considered as 'no release required'. All the transactions as per the specified rule, will be sent for release to the configured users/user groups post successful approval at all levels.

### Pre-Requisites

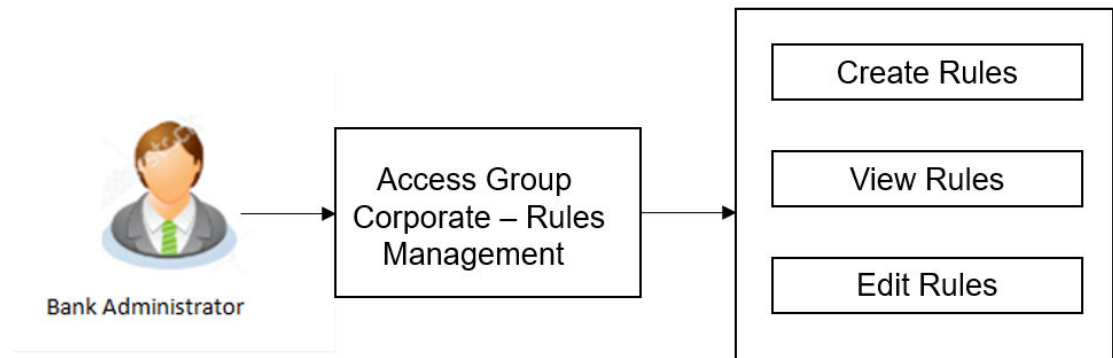
- Transaction access is provided to Bank Administrator
- Party preference is maintained for setting up rules for corporates
- Corporate and Administrator users are maintained
- Workflow configuration is maintained if approval required is to be set as 'Yes'
- Approval rule set up for Bank Administrator to perform the actions
- Necessary user groups and approval workflows are maintained

### Features supported in application

The Approval Rule maintenances allow the bank administrator to:

- [Create Approval Rules](#)
- [View Approval Rules](#)
- [Edit Approval Rules](#)
- [Delete Approval Rules](#)

**Figure 16-75 Workflow**



**Navigation Path:**

From **System/ Bank Administrator Dashboard**, under **Corporate Onboarding** , click **Group Corporate Onboarding** and then click **Approval Rules tab**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Group Corporate Onboarding**, Under **Group Corporate Onboarding** , click **Approval Rules tab**.

- [Approval Rules – Summary](#)
- [Approval Rules - View](#)
- [Approval Rules - Edit](#)
- [Approval Rule – Create](#)

## 16.9.1 Approval Rules – Summary

Bank Administrator logs into the system and navigates to the Rules Management screen. User can opt to view the details of existing Approval Rules or can create new approval rule using this screen.



Figure 16-76 Rules Management – Summary

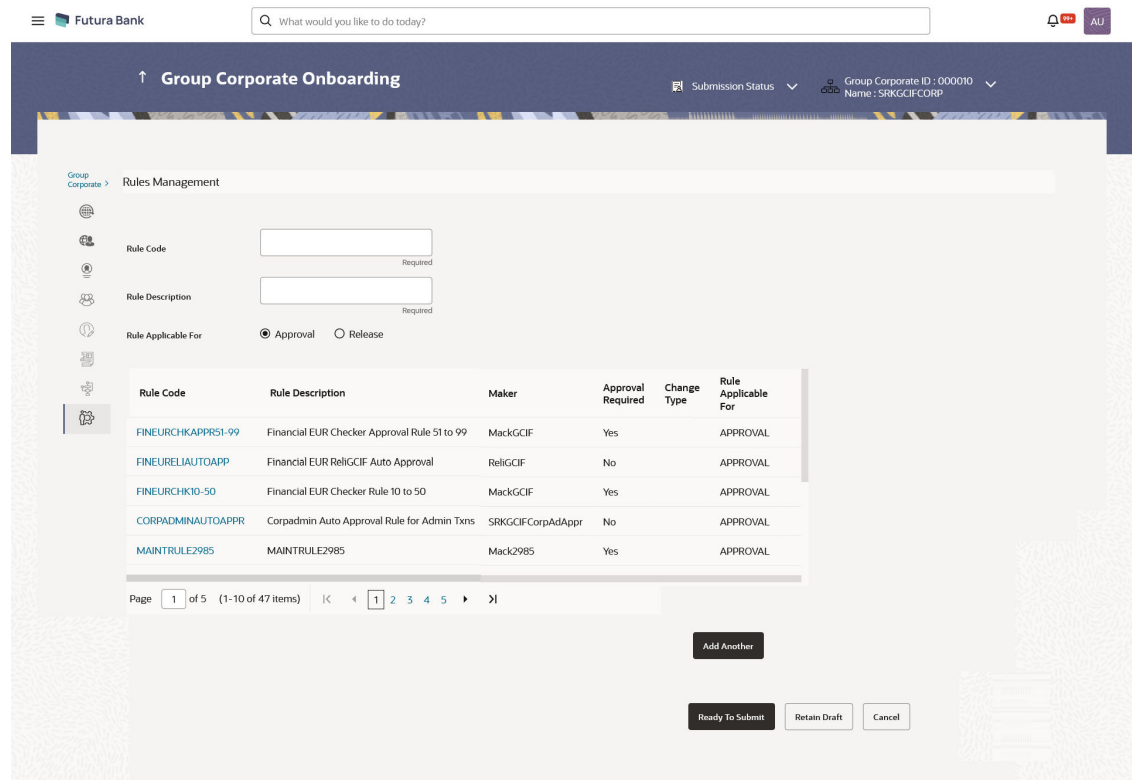


Table 16-44 Field Description

Field Name	Description
<b>Rule Code</b>	Search with Approval rule code.
<b>Rule Description</b>	Search with Approval rule description.
<b>Rule Applicable For</b>	Search whether rule is applicable for Release or Approval.
<b>Search Result</b>	
<b>Rule Code</b>	The Approval rule code.
<b>Rule Description</b>	The Approval rule description.
<b>Maker</b>	Initiator type (User ID or User Group Code) of the transaction. This field will be displayed only if existing approval rules are available.
<b>Approval Required</b>	Whether approval is required for each rule maintained.
<b>Change Type</b>	Displays the status of the record i.e. if it is created or modified.
<b>Rule Applicable for</b>	Displays the whether the approval rule is applicable for Release or Approval.

1. Navigate to one of the above paths.  
The **Approval Rules** screen appears.
2. In the **Rule Code** field, enter the approval Rule code to be searched.
3. In the **Rule Description** field, enter the description of the approval Rule to be searched.
4. In the **Rule Applicable For** field, specify whether the approval rule is applicable for Release or Approval.

5. Click **Search**.

OR

The **Rule Management** screen with search results appears based on the searched criteria.

6. Click the **Rule code** link, to view details of the selected Approval Rule.

OR

The **Approval Rules - View** screen appears.

OR

Click on **Add Another** to add the **Approval Rules**.

OR

Click **Cancel** to cancel the transaction.

OR

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

OR

Click **Create** to create new Approval Rule for corporate users.

## 16.9.2 Approval Rules - View

On accessing 'Rules Management' menu option, and searching rules, summarized view of all the approval rules maintained (if any) for the party are displayed on the screen. Further drill down is given on each rule to view the details of approval rule.

**To view the approval rules for corporate users:**

1. Navigate to one of the above paths.

The **Approval Rules** screen appears.

2. In the **Approval Rules** screen, enter the search parameters and click Search.

The **Approval Rules** screen with search results appears based on the searched criteria.

3. Click the **Rule Code** link, for which you want to view the details.

The **Approval Rules - View** screen appears.

Figure 16-77 Approval Rules View

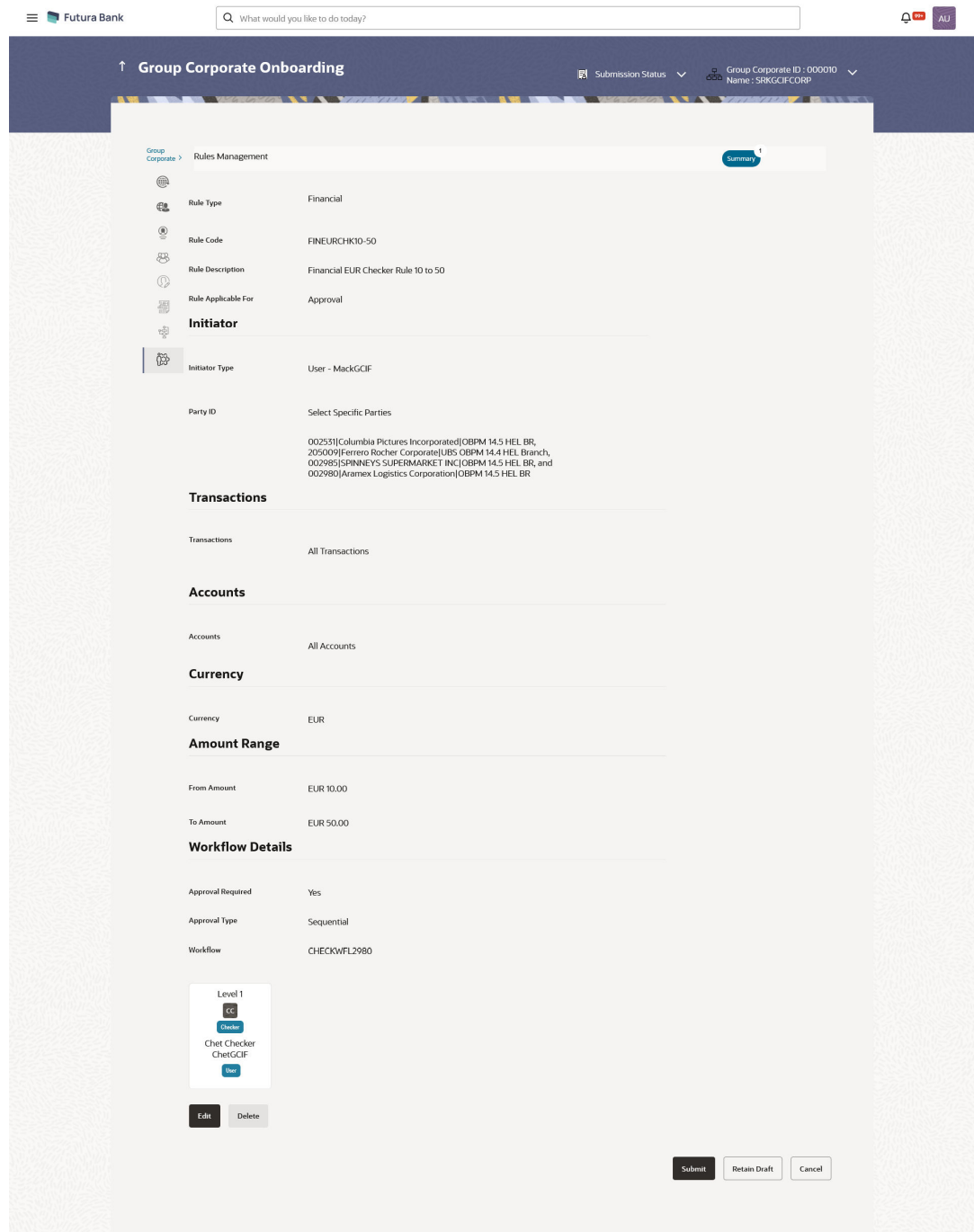




Table 16-45 Field Description

Field Name	Description
View	

**Table 16-45 (Cont.) Field Description**

Field Name	Description
<b>Rule Type</b>	Transaction rule type for which the approval rule is set up. The transaction rule for corporate user are: <ul style="list-style-type: none"> <li>• Financial</li> <li>• Non Financial</li> <li>• Maintenance</li> <li>• Non Account Financial</li> <li>• Administration</li> <li>• Service Request</li> </ul>
<b>Rule Code</b>	Approval rule code.
<b>Rule Description</b>	Approval rule description.
<b>Rule Applicable For</b>	Displays for which the rule is set up. It could be: <ul style="list-style-type: none"> <li>• Approval</li> <li>• Releaser</li> </ul>
<b>Initiator</b>	
<b>Initiator Type</b>	Initiator type specified while creating a rule.
<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF; margin: 10px auto; width: fit-content;">  <b>Note:</b>                      “ All Users’ will be displayed for Initiator Type if rule is created with Initiator type as “All users”                 </div>	
<b>User Name / User Groups</b>	Name of the user or user group defined as initiator for the rule condition.
<b>Party ID</b>	Displays one or multiple Party IDs mapped to the selected Group Corporate ID.
<b>Transactions</b>	<p>The transactions for which the rule is being set up. The options are:</p> <ul style="list-style-type: none"> <li>• All Transactions</li> <li>• Select Specific Transactions</li> <li>• All Service Request – rule will be applicable for all the service requests available in the form builder</li> <li>• Select Specific Category – all the service request categories available in the form builder will be listed for selection where one category can be selected</li> <li>• Select Specific Service Request - all the service requests available in the form builder will be listed for selection where one service requests can be checked</li> </ul> <p>Type of transactions available depends on the selection of rule type. The option ‘<b>All Service Requests</b>’, ‘<b>Specific Service Request</b>’ or ‘<b>Specific Category</b>’ is enabled only if the <b>Service Request</b> option is selected in <b>Rule Type</b> field.</p>
<b>Accounts</b>	<p>Field will display the accounts along with their names mapped based on the Party ID selection for which rule being viewed is set up. The options are:</p> <ul style="list-style-type: none"> <li>• All Accounts</li> <li>• Select Specific Accounts</li> </ul> <p>This field appears if you select <b>Financial</b> and <b>Non Financial</b> in the <b>Rule Type</b> field.</p>

**Table 16-45 (Cont.) Field Description**

Field Name	Description
<b>Currency</b>	<p>Currency type in which the financial approval rule for a corporate is defined.</p> <p>This field appears if you select <b>Financial</b> and <b>Non Account Financial</b> in the <b>Rule Type</b> field.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>1) Entity's base currency (maintained in System Configuration) will be defaulted in the currency field.</p> <p>2) User will be able to select the currency other than the default currency from the currency list.</p> </div>
<b>Amount Range</b>	
<b>From Amount/ To Amount</b>	<p>Transactions allowed for the user between the amount range.</p> <p>This field appears if you select <b>Financial</b> and <b>Non Account Financial</b> in the <b>Rule Type</b> field.</p>
<b>Workflow Details</b>	
<b>Approval Required</b>	<p>Field displays whether approval is required or not.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
<b>Approval Type</b>	<p>Displays the Approval workflow type.</p> <p>Possible value will be:</p> <ul style="list-style-type: none"> <li>• Sequential</li> <li>• Parallel</li> </ul> <p>This field is displayed if <b>Yes</b> option is selected in <b>Approval Required</b> field and when workflow preference is set at <b>Rule Level</b> in Group Corporate Profiling setup.</p>
<b>Workflow</b>	<p>Field displays the approval workflow details along with the defined approval levels. For release, it displays the release workflow details.</p> <p>This field appears if you select <b>Yes</b> in the <b>Approval Required</b> field.</p>

4. Click **Edit** to edit the approval rule.

The **Approval Rule - Edit** screen with values in editable form appears.

OR

Click **Delete** to delete the approval rule.

OR

Click **Back** to navigate back to previous screen.

OR

Click **Next** to proceed to the next logical step.

OR

Click **Submit** to submit the steps performed so far for approval.

OR

Click **Retain Draft** to save the details entered as draft.

OR

Click **Cancel** to cancel the transaction.

### 16.9.3 Approval Rules - Edit

Bank Administrator can edit the approval rules. An administrator is allowed to change the description of the rule and is also allowed to change the parameters associated with the specific approval rule.

Edited rules are applicable for new transactions initiated post rule update. Previously initiated transactions which are pending approval will follow a rule which was applied at the time of transaction initiation.

#### To edit an approval workflow:

1. Navigate to one of the above paths.  
The **Approval Rules** screen appears.
2. In the **Approval Rules** screen, enter the search parameters and click Search.  
The **Approval Rules** screen with search results appears based on the searched criteria.
3. Click the **Rule Code** link, for which you want to view the details.  
The **Approval Rules - View** screen appears.
4. Click **Edit** to edit the approval rule.  
The **Approval Rule - Edit** screen with values in editable form appears.

Figure 16-78 Approval Rules - Edit

**Group Corporate Onboarding** | Submission Status | Group Corporate ID : 000010 | Group Corporate Name : SRKGGICCORP

**Rules Management** | Summary

**Rule Type:** Financial

**Rule Code:** FINEURCHK10-50

**Rule Description:** Financial EUR Checker Rule 10 to 50

**Rule Applicable For:**  Approval  Release

**Initiator**

**Initiator Type:**  User  User Group  All Users

Input: MackGClF

**Party ID:**  All Parties  Select Specific Parties

Selected Parties:

- 002531|Columbia Pictures Incorporated|OBPM 14.5 HEL BR
- 205009|Ferrero Rocher Corporate|UBS OBPM 14.4 HEL Branch

**Transactions**

All Transactions  Select Specific Transactions

Search: [ ]

- Account Aggregation
  - Create Account Aggregation Payment
- Term Deposits (Financial)
- Open Banking Payments
- Electronic Bill Payment
- Credit Card Financial
- Loans
- Virtual Account Management Transactions
- File Upload
- Payments

**Accounts**

**Accounts:**  All Accounts  Select Specific Accounts

**Currency**

**Currency:** EUR

**Amount Range**

**From Amount:** EUR 10.00

**To Amount:** EUR 200,000.00

**Workflow Details**

**Approval Required:**  Yes  No

**Approval Type:**  Sequential  Parallel


**Workflow:** FINRULEFORPAYMET

**Level 1:** GJ2985 | Approve | User

**Level 2:** groupelev1 | Approve | User Group

**Buttons:** Save, Submit, Retain Draft, Cancel

**Table 16-46 Field Description**

Field Name	Description
<b>Edit</b>	
<b>Rule Type</b>	Transaction rule type for which the approval rule is set up will be displayed. The rule type cannot be modified. The transaction rule for corporate user are: <ul style="list-style-type: none"> <li>• Financial</li> <li>• Non Financial</li> <li>• Maintenance</li> <li>• Non Account Financial</li> <li>• Administration</li> <li>• Service Request</li> </ul>
<b>Rule Code</b>	Approval rule code provided by the user.
<b>Rule Description</b>	Approval rule description provided by the user in editable form.
<b>Rule Applicable For</b>	The rule applicable for Release or Approval in editable form. The rule applicable for cannot be modified
<b>Initiator</b>	
<b>Initiator Type</b>	Initiator type who initiates the transaction will be displayed in editable form.
<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;">  <b>Note:</b> If 'All Users' is selected, then the rule being created is applicable for all users of Corporate Party </div>	
<b>User Name / User Groups</b>	Name of the user or user group as initiator will be displayed in editable form.  If initiator is selected as User, then all the users belonging to the party will be listed for selection.  If initiator is selected as User Group, then all the user groups belonging to the party will be listed for selection.
<b>Party ID</b>	The one or multiple Party IDs mapped to the selected Group Corporate ID will be displayed in editable form.
<b>Transactions</b>	The transactions to set the approval rules will be displayed in editable form. The options are: <ul style="list-style-type: none"> <li>• All Transactions</li> <li>• Select Specific Transactions</li> <li>• All Service Request – rule will be applicable for all the service requests available in the form builder</li> <li>• Select Specific Category – all the service request categories available in the form builder will be listed for selection where one category can be selected</li> <li>• Select Specific Service Request - all the service requests available in the form builder will be listed for selection where one service requests can be checked</li> </ul> Type of transactions available depends on the selection of rule type. The option ' <b>All Service Requests</b> ', ' <b>Specific Service Request</b> ' or ' <b>Specific Category</b> ' is enabled only if the <b>Service Request</b> option is selected in <b>Rule Type</b> field.



**Table 16-46 (Cont.) Field Description**

Field Name	Description
<b>Accounts</b>	Type of accounts based on the Party ID selection will be displayed in editable form. The options are: <ul style="list-style-type: none"> <li>All Accounts – If selected, the rule can be setup for all accounts within the selected Party IDs</li> <li>Select Specific Accounts – Specific accounts can be selected for which the rule is applicable. The Party ID, Account Type and Account Numbers along with their names are listed for selection</li> </ul> This field appears if you select <b>Financial and Non Account Financial</b> in the <b>Rule Level</b> field.
<b>Currency</b>	Currency type in which the financial approval rule for a corporate is defined.
<b>Amount Range</b>	
<b>From Amount/ To Amount</b>	Transactions allowed for the user between the defined amounts ranges will be displayed in editable form. This field appears if you select <b>Financial and Non Account Financial</b> in the <b>Rule Level</b> field.
<b>Workflow Details</b>	
<b>Approval Required</b>	Whether approval is required will be displayed in editable form. The options are: <ul style="list-style-type: none"> <li>Yes</li> <li>No</li> </ul>
<b>Approval Type</b>	Define the Approval workflow type. Possible value will be <ul style="list-style-type: none"> <li>Sequential</li> <li>Parallel</li> </ul> This field is enabled if <b>Yes</b> option is selected in <b>Approval Required</b> field and when workflow preference is set at <b>Rule Level</b> in Group Corporate Profiling setup.
<b>Workflow</b>	Details of the approval workflow within which different levels are available for approver and checker will be displayed in editable form. For release, the release workflow can be selected. This field appears if you select <b>Yes</b> in the <b>Approval Required</b> field.

5. Edit the required details.

6. Click **Save** to save approval rule.

OR

Click **Back** to navigate back to previous screen.

OR

Click **Next** to proceed to the next logical step.

OR

Click **Submit** to submit the steps performed so far for approval.

OR

Click **Retain Draft** to save the details entered as draft.

OR

Click **Cancel** to cancel the transaction.

7. The **Approval Rule - Edit Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click on **Add Another** to add new Workflow.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.
8. The success message of saving the approval rule modification appears along with the transaction reference number and status.  
Click **OK** to complete the transaction.

## 16.9.4 Approval Rule – Create

Bank Administrator can create approval rules for the corporate users. In Approval Rules, Bank Administrator can define the rule conditions for various type of transactions.

Approval rules can be setup based on the following parameters.

Type of Transaction:

- Financial Transactions
  - This option is used to setup approval rules for the transactions, this involves exchange of money.
  - E.g. Money Transfer, Draft Issuance, Redeem Term Deposit etc.
- Non Financial Transactions
  - This option is used to setup approval rules for the transaction which are for an account but does not involve exchange of money.
  - E.g. Cheque Book Request, Statement Request, Stop Cheque etc.
- Maintenance
  - This option is used to setup approval rules for the transaction which are at the party level and not for a specific account
  - E.g. Payee Maintenance, Biller Maintenance etc.
- Non Account Financial Transactions:
  - This option is used to setup approval rules for the transaction with amount range and no debit account
  - E.g. Initiate LC, Supply Chain Finance related transactions like create Invoice.
- Initiator
  - Specific User
  - User Group
  - All Users
- Party ID
  - This option allows to select one or multiple Party IDs

- Accounts
  - All Accounts based on party selection
  - Select Specific Accounts based on party selection
- Transactions
  - All Transactions
  - Select Specific Transactions
- Currency
- Amount Range
- Service Requests
  - All Service Requests
  - Specific Service Request
  - Specific Category

Administrator can create multiple approval rules for corporate users. In a scenario when a transaction is initiated and multiple rules are applicable as per set conditions, then the most applicable rule amongst all the resolved rules is applied for approval.

User can further define if for a condition, the transactions should be auto approved (which means there is no approval workflow and the transactions gets approved as soon as initiator submits the transactions) or should follow a set approval workflow and should get approved by the defined set of approvers. The same is achieved by attaching a workflow maintained for the corporate party.

Figure 16-79 Approval Rules – Corporate User - Create

Futura Bank

🔔 AU

↑ Group Corporate Onboarding
Submission Status
Group Corporate ID : 000010  
Name : SRKGCJFCORP

Group Corporate > Rules Management
Summary
Comments

**Rule Type**

**Rule Code**

**Rule Description**

**Rule Applicable For**  Approval  Release

**Initiator**

Initiator Type:

[Select User](#)

**Party ID**

All Parties  Select Specific Parties

002980|Aramex Logistics Corporation|OBPM 14.5  
HEL BR x

205009|Ferrero Rocher Corporate|UBS OBPM 14.4  
HEL Branch x

**Transactions**

All Transactions  Select Specific Transactions

- Account Aggregation
  - Create Account Aggregation Payment
- Term Deposits (Financial)
  - Top Up
  - Redeem TD
  - New Deposit
- Open Banking Payments
  - Electronic Bill Payment
  - Credit Card Financial
- Loans
  - Virtual Account Management Transactions
  - File Upload
  - Payments

**Accounts**

Accounts:  All Accounts  Select Specific Accounts

**Currency**

Currency:

**Amount Range**

From Amount:

To Amount:

**Workflow Details**

Approval Required:

Approval Type:

Workflow:


Level 1

Chet Checker  
ChetGCJF

Table 16-47 Field Description

Field Name	Description
<b>Rule Type</b>	Transaction rule type for which the approval rule needs to be set up. The transaction rule for corporate user are: <ul style="list-style-type: none"> <li>• Financial</li> <li>• Non Financial</li> <li>• Maintenance</li> <li>• Non Account Financial</li> <li>• Administration</li> <li>• Service Request</li> </ul>
<b>Rule Code</b>	To specify approval rule code.
<b>Rule Description</b>	To specify approval rule description.
<b>Rule Applicable For</b>	Specify the rule applicable for Release or Approval. The options are: <ul style="list-style-type: none"> <li>• Approval</li> <li>• Release</li> </ul>
<b>Initiator</b>	
<b>Initiator Type</b>	Initiator type who initiates the transaction. The options are: <ul style="list-style-type: none"> <li>• User - For creating an approval rule for a single user. A lookup will be provided to search for a specific user</li> <li>• User Group - For creating an approval rule for a User Group</li> <li>• All Users - For creating an approval rule of all the users of the Group Corporate</li> </ul>
<b>User / User Group</b>	Name of the user or user group as initiator. If initiator is selected as User, then all the users belonging to the party will be listed for selection. If initiator is selected as User Group, then all the user groups belonging to the party will be listed for selection. If Initiator is selected as 'All Users', then the rule being created is applicable for all users of Corporate Party.
<b>Party ID</b>	The one or multiple Party IDs to be mapped to the selected Group Corporate ID.
<b>Transactions</b>	Select the transactions for which the rule is being set up. The options are: <ul style="list-style-type: none"> <li>• All Transactions</li> <li>• Select Specific Transactions</li> <li>• All Service Request – rule will be applicable for all the service requests available in the form builder</li> <li>• Select Specific Category – all the service request categories available in the form builder will be listed for selection where one category can be selected</li> <li>• Select Specific Service Request - all the service requests available in the form builder will be listed for selection where one service requests can be checked</li> </ul> Type of transactions available depends on the selection of rule type. The option ' <b>All Service Requests</b> ', ' <b>Specific Service Request</b> ' or ' <b>Specific Category</b> ' is enabled only if the <b>Service Request</b> option is selected in <b>Rule Type</b> field.


**Table 16-47 (Cont.) Field Description**

Field Name	Description
<b>Accounts</b>	<p>Specify the accounts mapped based on the Party ID selection for which rule being viewed is set up. The options are:</p> <ul style="list-style-type: none"> <li>• All Accounts - Allow to select all the accounts of the selected Party ID</li> <li>• Select Specific Accounts - Allow to select specific accounts within each party ID</li> </ul> <p>Based on the Party ID selection, accounts associated to the party ID are available for selection. This field appears if you select <b>Financial and Non Financial</b> in the <b>Rule Type</b> field.</p>
<b>Counts of Accounts Mapped</b>	Displays the number of accounts mapped to the Group Corporate.
<b>Currency</b>	<p>Currency type in which the financial approval rule for a corporate is defined. This field appears if you select <b>Financial and Non Account Financial</b> in the <b>Rule Type</b> field.</p>
<div style="border-left: 2px solid #0070C0; padding-left: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <ol style="list-style-type: none"> <li>1. Entity's base currency (maintained in system configuration) will be defaulted in the currency field.</li> <li>2. User will be able to select the currency other than the default currency from the currency list.</li> </ol> </div>	
<b>Amount Range</b>	
<b>From Amount/ To Amount</b>	<p>Transactions allowed for the user between the amount range. This field appears if you select <b>Financial and Non Account Financial</b> in the <b>Rule Type</b> field.</p>
<b>Workflow Details</b>	
<b>Approval Required</b>	<p>Option to decide whether approval is required or not for the set condition. The options are:</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
<b>Approval Type</b>	<p>Define the Approval workflow type. Possible value will be</p> <ul style="list-style-type: none"> <li>• Sequential</li> <li>• Parallel</li> </ul> <p>This field is enabled if <b>Yes</b> option is selected in <b>Approval Required</b> field and when workflow preference is set at <b>Rule Level</b> in Group Corporate Profiling setup.</p>

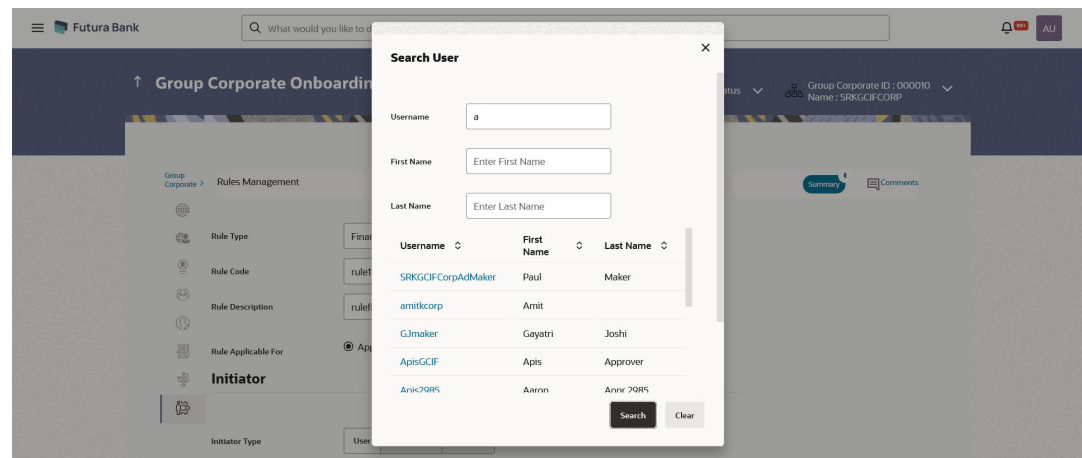
**Table 16-47 (Cont.) Field Description**

Field Name	Description
<b>Workflow</b>	All workflows maintained for the party are listed here along with the defined approval level for each of them. Select one workflow within which different levels are available for approver and checker. For release, the release workflow can be selected. This field appears if you select <b>Yes</b> in the <b>Approval Required</b> field.

**To create an approval rule for corporate user:**

- Navigate to one of the above paths.  
The **Approval Rules** screen appears.
- In the **Rule Type** field, select the appropriate transaction rule type.
- In the **Rule Code** field, enter the code.
- In the **Rule Description** field, enter the rule name.
- In the **Rule Applicable For** field, specify the rule applicable for Release or Approval.
- From the **Initiator Type** field, click appropriate user / user group and select the user/ user group or Select 'All Users'.
- Click  icon to add appropriate user / user group.  
The **Search User to Copy Mapping** popup appears.

**Figure 16-80 Approval Rules – Search User**




**Table 16-48 Field Description**


Field Name	Description
<b>Search</b>	
<b>User ID</b>	To search the user with the user ID. Partial search is allowed.
<b>First Name</b>	Allows to search based on first name or given name of the user.
<b>Last Name</b>	Allows to search based on last name/ surname of the user.

**Table 16-48 (Cont.) Field Description**

Field Name	Description
<b>Search Results</b>	
<b>User ID</b>	User ID of the user.
<b>Full Name</b>	Full Name of the user.

- a. From the **User Name / User Groups** list, click & select the user ID.
8. Click **Add** to add the selected user/ user group as a initiator.
9. From the **Party ID** list, click and select one or multiple Party IDs to be mapped to the selected Group Corporate ID.
10. From the **Transaction** list, select the transactions to be mapped to the rule.
  - If you have selected Select **Specific Transactions** option, select one or multiple transactions within modules to mapped to the selected Group Corporate ID.  
Click  icon to search and add specific transaction from the search lookup.
11. If you have selected **Financial** option in the **Rule Type** field;
  - a. From the **Accounts** list, select the appropriate accounts.
    - i. If you have selected **Select Specific Accounts** option;
      - i. Click the Party ID whose accounts needs to be mapped, and then select one or multiple accounts to mapped to the selected Group Corporate.

 **Note:**

Click  icon to search and add specific account from the search lookup.

- b. From the **Currency** list, select the appropriate account currency.
12. If you have selected **Financial** and **Non Account Financial** option in the **Rule Type** field;
  - In the **Amount Range** section, enter the appropriate amount.
13. In the **Workflow Details** section, select whether approval is required for the mapped transactions.
  - If you select **Yes** option,
    - i. In the **Approval Type** field, select approval workflow type.
    - ii. From the **Workflow** list, select the appropriate Workflow.
14. Click **Save** to save approval rule.  
OR  
Click **Back** to navigate back to previous screen.  
OR  
Click **Next** to proceed to the next logical step.  
OR  
Click **Submit** to submit the steps performed so far for approval.



OR

Click **Retain Draft** to save the details entered as draft.

OR

Click **Cancel** to cancel the transaction.

15. The **Review** screen appears.

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

OR

Click on **Add Another** to add the **Approval Rule**.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Back** to navigate back to previous screen.

16. The success message of saving the created approval rule appears along with the transaction reference number and status.

## 16.10 Send to Modify

Approver dashboard is available for Bank administrator users whose main responsibility is of approving the transactions initiated by Bank administrator in maker role. Approver has the responsibility to ensure correctness of the maintenances as per the bank and corporate mandate, to ensure speedy and accurate processing.

When the maker sends the Group Corporate Onboarding maintenance for approval, the approver will have an option to send the maintenance back for modification.

When the transaction is sent back for modification, then all the users who have access to perform modifications on Group Corporate onboarding will be able to view the maintenance in their activity log. Any of the users can pick up the transaction and make the necessary modification.



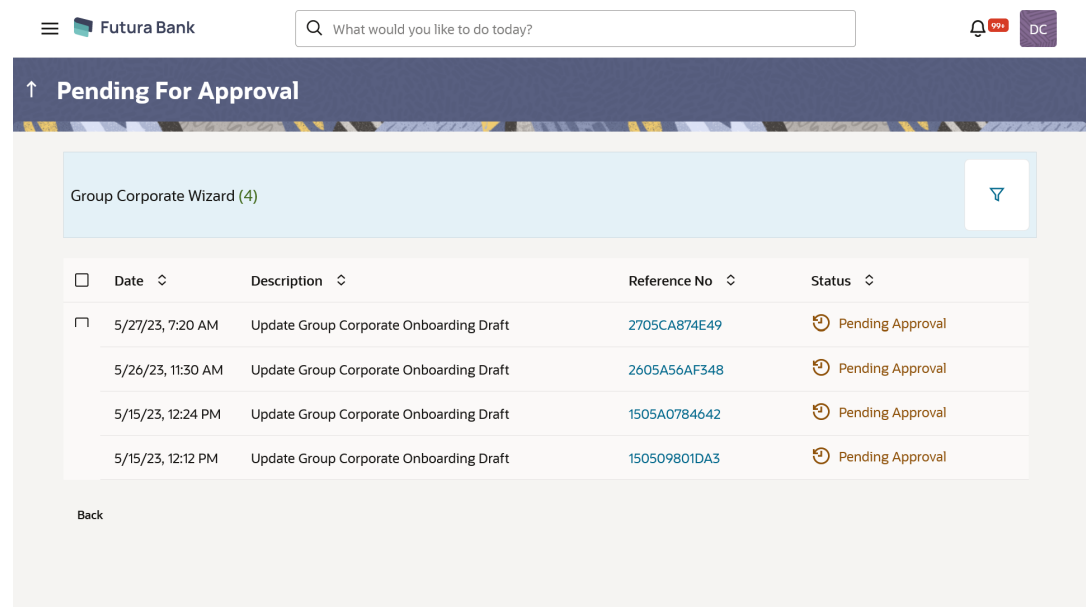
### Note:

During **Send to Modify**, the comments capture by approver are optional. The bank needs to handle operationally to ensure that specific comments are captured during send for modification.

1. Login to OBDX internet banking application as an approver.
2. Navigate to:

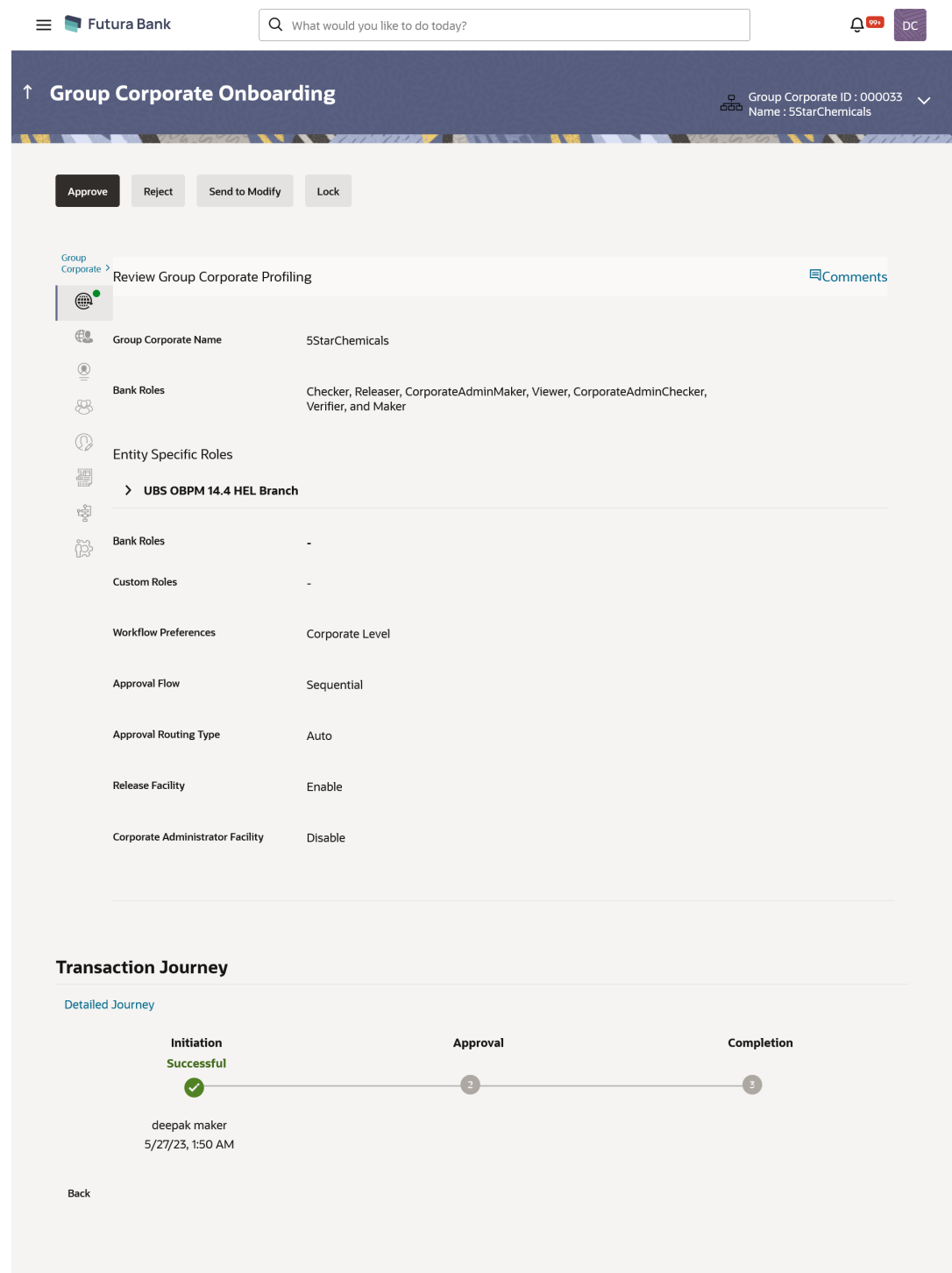
From **Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Transactions**, Under **Transactions**, click **Pending for Approval**, and then select **Group Corporate Wizard**.

**Figure 16-81 Send to Modify - Pending for Approval screen**



3. Click on the **Reference No** link adjacent to record which to be modify/ approve/reject/lock. The **Group Corporate Onboarding** screen appears.

Figure 16-82 Send to Modify - Group Corporate Onboarding screen



Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions

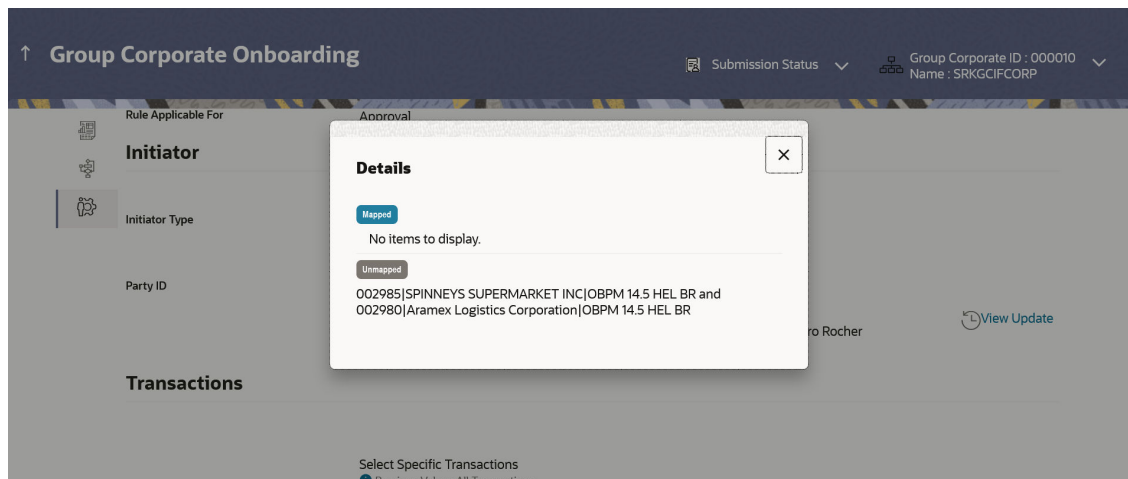
4. Click **Send to Modify** to send the Group Corporate Onboarding maintenance back to maker for modification.  
A popup appears.
5. Enter the comments while sending for modification to specify the reason for sending the maintenance for modification.

6. Click **Send to Modify** to save the comments and send the maintenance to maker for modification.  
OR  
Click **Cancel** to cancel the transaction.
7. Now login to **OBDX** internet banking application as an maker.
8. View the **Group Corporate Onboarding maintenance** in **My Initiated List** tab from the **Transactions** menu, and make the necessary modifications and send back to approver.
9. On re-login as approver, then the modified data will be highlighted for the approver to understand the changes.

 **Note:**

- a. For all the updated values, the previous as well as new value will be shown  
The modified value will be highlighted even in cases when the maker modifies any existing data and send it for approval
- b. Click on the **View Update** to view the new changes in case the field has multiple values.

**Figure 16-83 View Update**



**Figure 16-84 Modified data highlight**

The screenshot shows a web interface titled "Modified Accounts" with a close button (X) in the top right corner. The interface is divided into several sections:

- Header:** "Credit Card" and "10 Modified Accounts".
- Search Section:** "Enter Exact Account Number" with a "Search" button and a refresh icon. A "Required" label is below the input field.
- Account List:** A table listing accounts with columns for account number, currency (GBP), and status (Active/Inactive). The first row is highlighted in blue.
 

Account Number	Currency	Status
6247000000000001	GBP	Active
6247000000000002	GBP	Active
6247000000000003	GBP	Inactive
6247000000000004	GBP	Inactive
6247000000000005	GBP	Inactive
6247000000000006	GBP	Inactive
- Transaction Group Details:**
  - Section: "Card\_All Transactions"
  - Buttons: "Transactions", "Inquiries", and a search input "Search..." with a magnifying glass icon.
  - Checkboxes for permissions:
    - All Transactions
    - Credit Card Financial
      - Card Payment
        - Perform
        - View
        - Approve
    - Credit Card Inquiries
      - Fetch CC Bill Cycle
        - Perform
    - Credit Card Transactions
- Comments:**
  - Buttons: "Save" and "Clear"
  - Text: "Mappings accounts to card txn User level superadmin, 11/25/22, 11:39 AM"

10. Click on highlighted data to view the modifications.
11. Verify the changes and approve the transaction.

## 16.11 FAQ

### Step 1: Group Corporate Profiling

**1. Can administrator modify Bank role before assigning to Group Corporate?**

No, if the Administrator assigns a Bank role to Group Corporate, all the entitlements available in the selected roles will be assigned at Group Corporate level. Any modification required in the bank roles can be done using Role transaction mapping screen. If in future bank assigns a new transaction access in the bank role (from Role transaction mapping screen), it will automatically be given to the all the Group Corporates having that roles mapped

**2. Is mapping of custom role is mandatory?**

No. Administrator can select and assign the roles available at enterprise level as is, or he can create a custom role as per his requirement for the Group corporate by cloning a role available at Group Corporate level.

Admin will be able to assign a mix of bank roles and custom roles to a Group Corporate.

**3. Are the Customize bank roles will be applicable across the application?**

No, The Customize bank role will be available only for the Group Corporate for which it was created. Any changes done in the bank roles, from which this custom role has been created, will not have any impact on the custom created roles

**4. What is sequential and parallel type of approval flow?**

Under Sequential approval flow, the approval can be done only in the sequence as mentioned in approval workflow. It is "Non-Sequential" type of approval flow, which does not follow any specific sequence. Any user (who is part of the approval flow) from any approval level can pick up the transaction/maintenance and approve it. This will be applicable across Group Corporate

**5. What is the approval currency?**

Approval Currency is the preferred currency for setting up the approval rules.

**6. How can the user define Sequential or Parallel approval flow at the Corporate Level and Rule Level?**

During Group Corporate Profiling setup, the user has an option to select the workflow preference at Corporate Level or Rule Level. If Corporate Level is specified, then the approval flow (Sequential/Parallel/No Approval) can be captured on the same screen. If Rule Level is selected, then the approval flow (Sequential/Parallel) must be specified during rule creation.

**Step 2: Party Account Access****1. Is it necessary to setup Party Account Access Management before setting up User Account Access for Group Corporate?**

Yes. For the Group Corporate, the party account access setup must be done before the user level mapping of accounts and transactions

**2. What is the significance of Transactions or Inquiry Group?**

Transaction groups are for the purpose of grouping transactions and maintaining access in Account Access screens.

There will be one factory shipped Transaction group for each module, which will have all transactions and inquiries grouped together. Factory shipped user group cannot be deleted or modified.

A new group can also be created by cloning/copying an existing transaction group. Deletion of custom transaction group will be allowed.

Transaction groups of one Group Corporate will be available for selection only for that Group Corporate

**3. Can we setup Party Account Access for multiple corporate parties associated with Group Corporate in single flow?**

Yes, All the party ID mapped under Group Corporate will be listed in the dropdown. Admin can select one party at a time and setup the party account access for the same. Once he is done he can follow the same flow by selecting another party for Account maintenance before final submission.

OR

He can save the application in draft for further modification.

**4. What is the significance of Auto and Manual option in 'Map Accounts'?**

This feature allows the administrator to configure access policies for accounts and associated transactions, which may get added subsequently in the future.

Auto: Gives access to the newly added accounts and transactions of the party as soon as the account is opened. This option can be selected whenever bank administrator wishes to provide access by default

Manual: Denies the newly added accounts and transactions by default. This is to ensure that access to accounts and transactions is provided only upon receiving specific instructions from corporates

**5. Will Party Account Access – Deletion for a party (Own/Linked) lead to automatic deletion of User Account Access?**

Yes. Deletion of account access for a party will lead to automatic deletion of access for the users of that party.

**Step 3: User Onboarding****1. Who can create / update the user at Group Corporate level?**

System administrator and bank administrator can create or edit the users.

**2. Does the application allows admin to create new user by cloning the exiting one?**

Yes. An option to create a new user from by copying an existing user is provided.

If 'Copy' is selected, admin will be able to select an already created user (user created under the same Group Corporate) and screen will be displayed the copied data for all the sections except Personal and Contact information. Admin will be required to fill Personal and Contact information and he can make the changes in the copied data as well.

**3. Can one assign multiple Application roles to a user?**

Yes, multiple Application roles can be assigned to the user. All the Roles (both Enterprise and Customer) mapped at the Group Corporate level will be available for selection while setting up the user management.

**4. What is the significance of primary and Accessible parties?**

Corporate users at Group Corporate level will have one primary party and multiple assessable parties for each entity. Show primary party selected on the top will by default as selected under Primary Party for that Entity.

**Step 4: User Group Maintenance**

**1. Is the user selection for user group maintenance is depends on the parent party?**

No, user selection is not depend upon the parent corporate party. Application will list down the entire user associated with group corporate for user group creation irrespective of parent party.

**2. Can a user be the part of multiple user groups created under a Group Corporate?**

Yes, same user can be part of multiple user groups under group corporate. Whereas, User Group would be allowed to create even without adding a single user.

**3. Can I delete an existing user group?**

No, user groups cannot be deleted but can be edited. Administrator can add new users and remove existing users of the user group.

**Step 5: User Account Access**

**1. If user is associated with one parent corporate party and multiple accessible parties, then will he be allowed to setup account access for the corporate parties in single flow?**

Yes, All the party ID mapped under Group Corporate and associated with corporate user will be listed in the dropdown. Admin can select one party at a time and setup the user account access for the same. Once he is done he can follow the same flow by selecting another party for user Account maintenance before final submission.

OR

He can save the application in draft for further modification.

**2. Will Party Account Access – Deletion for a party lead to automatic deletion of User Account Access?**

Yes, deletion of account access for a party will lead to automatic deletion of access for the users of that party.

**3. If I remove access of account(s) and transaction(s) for a party, will it lead to automatic access removal for the users of that party?**

Yes, access removal at party level for an account and/or transaction will automatically remove access at user level of the selected party.

**4. Have mapped/edited/deleted user account access for a party but it is not reflecting in the system even after a successful maintenance save message?**

There is a possibility that the maintenance is saved but the status is 'Pending Approval'. For the maintenance, if there is an approval required then the changes will reflect only once the approver(s) approve the submitted request. If the setup does not require an approval workflow or is self / auto approved, then the same will reflect immediately.

**Step 6: User Report Mapping**

- 1. What is the significance of user report mapping?**  
The user report mapping maintenance allows the Bank Administrators to map the report or set of reports to a specific corporate user. The corporate users can generate and view the reports to which they have an access.
- 2. Is the user selection for user report mapping maintenance is depends on the parent party?**  
No, user selection is not depend upon the parent corporate party. Application will list down the entire user associated with group corporate for user report mapping irrespective of parent party.

#### **Step 7: Workflow Management**

- 1. Is the user selection for workflow maintenance is depends on the parent party?**  
No, user selection is not depend upon the parent corporate party. Application will list down the entire user associated with group corporate for workflow maintenance irrespective of parent party.
- 2. What is approval workflow maintenance?**  
Approval workflows are created to support requirements where multiple levels of approval are required in a specific sequence for a transaction/maintenance. Each workflow can be configured to have up to five levels of approval with a specific user or a user group configured at each level.
- 3. How many approval levels can I set up in the system?**  
Administrator can set up minimum one and maximum five levels of approvals as a part of approval workflow.
- 4. Can I get the list of users associated with a group from workflow management screen?**  
Yes, list of the users associated with a group can be viewed using workflow management screen.

#### **Step 8: Approval Rules**

- 1. Is the user selection for workflow maintenance is depends on the parent party?**  
No, user selection is not depend upon the parent corporate party. Application will list down the entire user associated with group corporate for approval -rules maintenance irrespective of parent party.
- 2. How many approval levels can I set up in the system?**  
Administrator can set up minimum one and maximum five levels of approvals as a part of approval workflow. Whereas, maximum levels of approvals that the user can set is configurable as Day0.
- 3. What happens if the transaction is initiated in the currency in which approval rule is not maintained?**  
If the rule is not maintained in specific currency, then the application will check the preferred currency selected while setting up the group corporate.
- 4. Explain [AB1] by examples how the rules are resolved during auto and manual approval routing?**  
If the Day 0 configuration is yes (i.e., weightage needs to be checked), then the rules will be evaluated irrespective of the currency. However, the final rule which is resolved will be as per the calculated weightage.  
  
If the Day 0 configuration is no (i.e., weightage need not be checked), then the rules will be evaluated irrespective of the currency, and all the rules falling within the amount range (post currency conversion) will be resolved. For Manual Routing, whichever rule the maker picks up will be the resolved rule. For Auto Routing, the nearest 'max' value logic will be checked and the rule with nearest max slab will be evaluated. However, if two rules have



the same nearest 'max' slab, then whichever approver picks the transaction first, that rule will be the final resolved rule.

Some use cases are listed below for better understanding:

**Table 16-49 Use Case 1: Rule CCY = TXN CCY**

Maintenance	System Behavior
Entity Base CCY – AED Approval Type – Auto Routing Rules maintained are as follows: Rule 1 - CCY – USD, Amount Range 5k to 25k Rule 2 - CCY – QAR, Amount Range 50k to 100k Rule 3 - CCY – BHD, Amount Range 5k to 10k The customer is initiating a transaction in BHD 9K (equivalent to USD 23.8k, QAR 86.9k) *Considering all other rule criteria are matching	Applicable Rules*: Day 0 – when weightage check is enabled Rule 3 - CCY – BHD, Amount Range 5k to 10k <u>Reason</u> – System will evaluate all the rules irrespective of any currency. The rules (Rule 1, Rule 2 and Rule 3) falling within the transaction range will be resolved, however as per the weightage logic, the rule maintained in TXN CCY will have higher weightage. Hence only Rule 3 will be resolved Day 0 – when weightage check is disabled Rule 1 - CCY – USD, Amount Range 5k to 25k Rule 2 - CCY – QAR, Amount Range 50k to 100k Rule 3 - CCY – BHD, Amount Range 5k to 10k <u>Reason</u> – System will evaluate all the rules irrespective of any currency without checking any rule weightage Note: Out of the box, the weightage check will always be enabled for auto routing.

**Table 16-50 Use Case 2: Rule CCY = Entity Base CCY**

Maintenance	System Behavior
Entity Base CCY – AED Approval Type – Auto Routing Rules maintained are as follows: Rule 1 - CCY – USD, Amount Range 5k to 25k Rule 2 - CCY – QAR, Amount Range 50k to 100k Rule 3 - CCY – AED, Amount Range 50k to 100k The customer is initiating a transaction in BHD 10K (equivalent to USD 26.5k, AED 97.5k, QAR 96.5k) *Considering all other rule criteria are matching	Applicable Rules*: Day 0 – when weightage check is enabled Rule 2 - CCY – QAR, Amount Range 50k to 100k Rule 3 - CCY – AED, Amount Range 50k to 100k <u>Reason</u> – The system will check if any rule is available in the TXN CCY as per weightage logic. If the TXN CCY rule is not available, all the other rules irrespective of any CCY will be applicable provided it matches the amount slab Day 0 – when weightage check is disabled Rule 2 - CCY – QAR, Amount Range 50k to 100k Rule 3 - CCY – AED, Amount Range 50k to 100k <u>Reason</u> – System will evaluate all the rules irrespective of any currency without checking any rule weightage Note: Out of the box, the weightage check will always be enabled for auto routing.

**Table 16-51 Use Case 3: Rule CCY = Multiple TXN CCY rules**

Maintenance	System Behavior
<p>Entity Base CCY – AED</p> <p>Approval Type – Auto Routing Rules maintained are as follows:</p> <p>Rule 1 - CCY – USD, Amount Range 5k to 25k</p> <p>Rule 2 - CCY – QAR, Amount Range 50k to 100k</p> <p>Rule 3 - CCY – BHD, Amount Range 5k to 10k</p> <p>Rule 4 - CCY – BHD, Amount Range 9k to 10k</p> <p>Rule 5 - CCY – BHD, Amount Range 10k to 50k</p> <p>Rule 6 - CCY – AED, Amount Range 50k to 100k</p> <p>The customer is initiating a transaction in BHD 10K (equivalent to USD 26.5k, AED 97.5k, QAR 96.5k)</p> <p>*Considering all other rule criteria are matching</p>	<p>Applicable Rules*:</p> <p>Day 0 – when weightage check is enabled</p> <p>Rule 3 - CCY – BHD, Amount Range 5k to 10k</p> <p>Rule 4 - CCY – BHD, Amount Range 9k to 10k</p> <p><u>Reason</u> – System will evaluate all the rules irrespective of any currency, however as per the weightage and 'to/max' amount logic, the rule maintained in TXN CCY will have higher weightage. Hence Rule 3 and Rule 4 will be resolved. Based on the users approving at each level, exact rule will be determined</p> <p>Day 0 – when weightage check is disabled</p> <p>Rule 2 - CCY – QAR, Amount Range 50k to 100k</p> <p>Rule 3 - CCY – BHD, Amount Range 5k to 10k</p> <p>Rule 4 - CCY – BHD, Amount Range 9k to 10k</p> <p>Rule 5 - CCY – BHD, Amount Range 10k to 50k</p> <p>Rule 6 - CCY – AED, Amount Range 50k to 100k</p> <p><u>Reason</u> – System will evaluate all the rules irrespective of any currency without checking any rule weightage</p> <p>Note: Out of the box, the weightage check will always be enabled for auto routing.</p>

**Table 16-52 Use Case 4: Rule CCY = TXN CCY (Flexi Routing)**

Maintenance	System Behavior
<p>Entity Base CCY – AED</p> <p>Approval Type – Flexi Routing</p> <p>Rules maintained are as follows:</p> <p>Rule 1 - CCY – USD, Amount Range 5k to 25k</p> <p>Rule 2 - CCY – QAR, Amount Range 50k to 100k</p> <p>Rule 3 - CCY – BHD, Amount Range 5k to 10k</p> <p>Rule 4 - CCY – BHD, Amount Range 9k to 10k</p> <p>Rule 5 - CCY – BHD, Amount Range 10k to 20k</p> <p>Rule 6 - CCY – AED, Amount Range 50k to 100k</p> <p>The customer is initiating a transaction in BHD 9K (equivalent to USD 23.8k, AED 87.6k, QAR 86.9k)</p> <p>*Considering all other rule criteria are matching</p>	<p>Applicable Rules*:</p> <p>Day 0 – when weightage check is enabled</p> <p>Rule 3 - CCY – BHD, Amount Range 5k to 10k</p> <p>Rule 4 - CCY – BHD, Amount Range 9k to 10k</p> <p><u>Reason</u> – System will evaluate all the rules irrespective of any currency, however as per the weightage and 'to/max' amount logic, the rule maintained in TXN CCY will have higher weightage</p> <p>Day 0 – when weightage check is disabled</p> <p>Rule 1 - CCY – USD, Amount Range 5k to 25k</p> <p>Rule 2 - CCY – QAR, Amount Range 50k to 100k</p> <p>Rule 3 - CCY – BHD, Amount Range 5k to 10k</p> <p>Rule 4 - CCY – BHD, Amount Range 9k to 10k</p> <p>Rule 5 - CCY – BHD, Amount Range 10k to 20k</p> <p>Rule 6 - CCY – AED, Amount Range 50k to 100k</p> <p><u>Reason</u> – System will evaluate all the rules irrespective of any currency. Maker will be expected to select one rule and route for approval.</p>

**Table 16-53 Use Case 5: Sequential/Non-Sequential Rules (Flexi Routing)**

Maintenance	System Behavior
Entity Base CCY – AED Approval Type – Flexi Routing Rules maintained are as follows: Rule 1 - CCY – USD, Amount Range 5k to 25k Rule 2 - CCY – QAR, Amount Range 50k to 100k Rule 3 - CCY – BHD, Amount Range 5k to 10k (Sequential) Rule 4 - CCY – BHD, Amount Range 9k to 10k (Non-Sequential) The customer is initiating a transaction in BHD 9K (equivalent to USD 23.8k, QAR 86.9K) *Considering all other rule criteria are matching	Applicable Rules*: Day 0 – when weightage check is enabled Rule 3 - CCY – BHD, Amount Range 5k to 10k (Sequential) <u>Reason</u> – System will evaluate all the rules irrespective of any currency, however as per the weightage and 'to/max' amount logic, the rule maintained in TXN CCY will have higher weightage. In this case based on the Day0 configuration, the default behavior is 'Sequential' rule which needs to be given precedence. However, bank can change this configuration to 'Non-sequential' rule to be given precedence Day 0 – when weightage check is disabled Rule 1 - CCY – USD, Amount Range 5k to 25k Rule 2 - CCY – QAR, Amount Range 50k to 100k Rule 3 - CCY – BHD, Amount Range 5k to 10k Rule 4 - CCY – BHD, Amount Range 9k to 10k <u>Reason</u> – System will evaluate all the rules irrespective of any currency. Maker will be expected to select one rule and route for approval.

**Table 16-54 Use Case 6: Sequential/Non-Sequential Rules (Auto Routing)**

Maintenance	System Behavior
Entity Base CCY – AED Approval Type – Auto Routing Rules maintained are as follows: Rule 1 - CCY – USD, Amount Range 5k to 25k Rule 2 - CCY – QAR, Amount Range 50k to 100k Rule 3 - CCY – BHD, Amount Range 5k to 10k (Sequential) Rule 4 - CCY – BHD, Amount Range 9k to 10k (Non-Sequential) The customer is initiating a transaction in BHD 9K (equivalent to USD 23.8k) *Considering all other rule criteria are matching	Applicable Rules*: Day 0 – when weightage check is enabled Rule 3 - CCY – BHD, Amount Range 5k to 10k (Sequential) In case of auto routing, based on the Day0 configuration, the default behavior is 'Sequential' rule which needs to be given precedence. However, bank can change this configuration to 'Non-sequential' rule to be given precedence Day 0 – when weightage check is disabled Rule 1 - CCY – USD, Amount Range 5k to 25k Rule 2 - CCY – QAR, Amount Range 50k to 100k Rule 3 - CCY – BHD, Amount Range 5k to 10k Rule 4 - CCY – BHD, Amount Range 9k to 10k <u>Reason</u> – System will evaluate all the rules irrespective of any currency. Maker will be expected to select one rule and route for approval.

**Use Case 7: Rule Weightage Logic**

Entity Base CCY – AED

Rules maintained are as follows:

**Table 16-55 Use Case 7: Rule Weightage Logic**

Rules	Accounts	Transactions	CCY	Amount Slab	Approval Flow
Rule 1	10000909 10000908 10000907	All Financial Transactions <International Fund Transfer is a part of Payment Transaction Group>	USD	5k to 25k	Group A > Group B > Group C
Rule 2	All Accounts	International Fund Transfer	AED	50k to 100k	Group A > Group D > Group E
Rule 3	All Accounts	International Fund Transfer	BHD	5k to 10k	Group A > Group C > User X
Rule 4	10000908 10000907	International Fund Transfer, Multiple Payment Transactions	BHD	9k to 10k	User P > User Q

The customer is initiating an **International Fund Transfer** from account **10000907** of **BHD** 9K (equivalent to USD 23.8k, AED 87.6k)

#### Applicable Rules

##### **Auto Routing (when weightage check is enabled) -**

Rule 4 - CCY – **BHD**, Amount Range 9k to 10k

Reason – System will first check if the matching rule is available in TXN CCY (BHD). There are 2 rules available in BHD, Rule 3 and Rule 4. However, in auto routing only Rule 4 will be resolved as specific values are maintained for account and transactions as compared to Rule 3.

Flexi Routing (when weightage check is disabled) -

Rule 1- CCY – **USD**, Amount Range 5k to 25k

Rule 2- CCY – **AED**, Amount Range 50k to 100k

Rule 3 - CCY – **BHD**, Amount Range 5k to 10k

Rule 4 - CCY – **BHD**, Amount Range 9k to 10k

Reason – System will evaluate all the rules irrespective of any currency. As all the rules fall within the amount range, hence all the rules will be displayed to the user for selection.

# Origination Workflow Configuration

Banks across different geographies can have varied requirements with regards to sequence of steps in originations for different products.

Workflow configuration is an administrative maintenance using which the bank administrator can define the sequence of the sections in application form for each of the products as well as for the bundle application.

There will be a default workflow defined in the system as part of Day0 definition for each of the product along with identified set of steps.

You can create and maintain the priority to be assigned to each product category that can be part of a bundled application. This will dictate the sequence of steps within the bundled application form.

Bank administrator will have an option to view the default workflow for each of the products. If the sequence defined for a product does not suit the bank requirements, the administrator can opt to create a custom workflow by re-arranging the steps.

Bank administrator also will have a choice to decide on the workflow to be applied for products i.e. default / custom.

## Prerequisites

- Transaction access is provided to Bank Administrator
- Default Workflow with set of steps applicable for each product category is defined in the system

## Features supported in application

Workflow configuration allows Bank Administrator to:

- Single Product Application
  - View Default Workflow
  - View Custom Workflow
  - Edit Custom Workflow
- Bundle Application
  - View Default Workflow
  - View Custom Workflow
  - Edit Custom Workflow

 **Note:**

This functionality is available for Retail as well as Small and medium Business Origination workflows.

For retail originations, joint account applications workflow configuration is allowed for supported products.

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Others**, Under **Others** , click **Origination Workflow Configuration**.

- [View Workflows](#)
- [Single Product Application](#)
- [Bundle Application](#)
- [FAQ](#)

## 17.1 View Workflows

Using this option Bank Administrator can view the workflow defined for the single as well as for bundle application. Both the default and the custom workflow will be visible on the landing screen side by side.

**To view the origination workflows:**

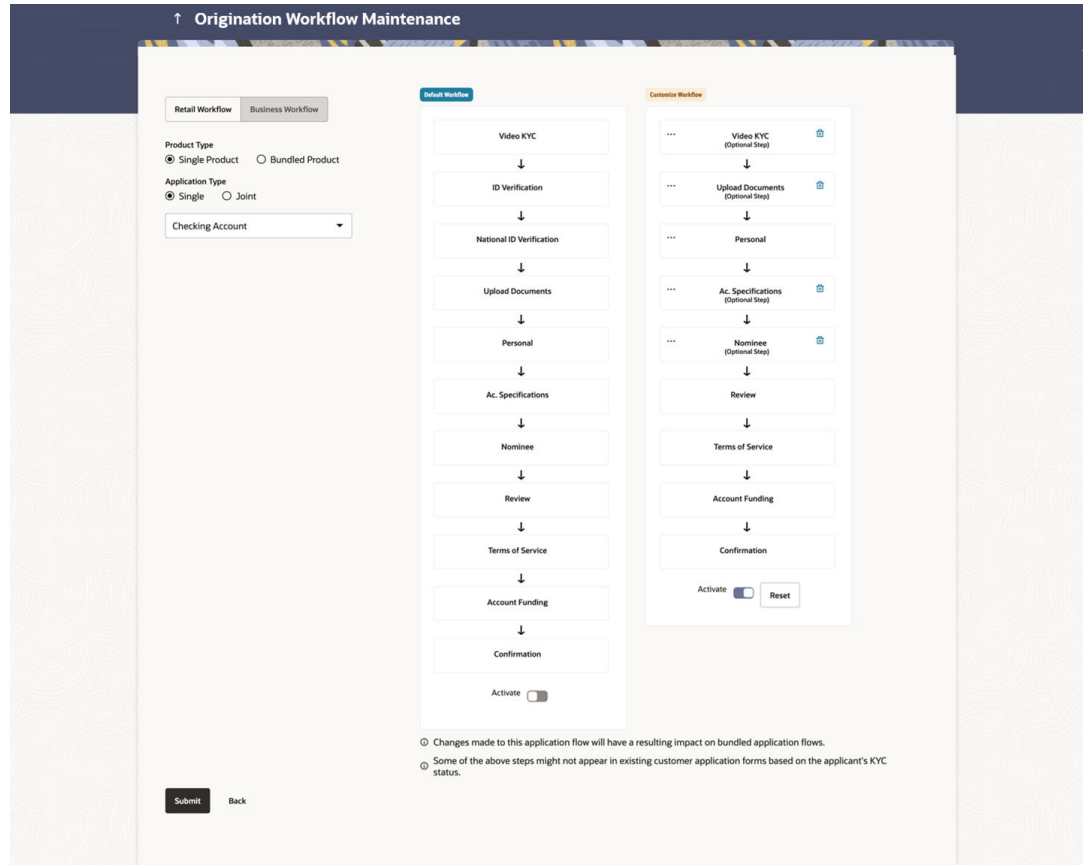
1. Navigate to the above paths.

The **Origination Workflow Configuration** screen appears.

2. On the landing page, user needs to select Workflow Type, Product Type, Application Type (if applicable) and Product Name (if applicable).

On selecting values for these fields, both the default and custom workflows appears on the screen.

**Figure 17-1** Origination Workflow Configuration- View Workflows



**Table 17-1** Field Description

Field Name	Description
<b>Workflow Type</b>	Workflows can be configured for Retail as well as Business products. Select the desired option.
<b>Configure workflow for</b>	Select the desired product application for which the workflow needs to be viewed or custom workflow is to be defined. The options are: <ul style="list-style-type: none"> <li>• Single Product Application</li> <li>• Bundle Application</li> </ul>

Table 17-1 (Cont.) Field Description

Field Name	Description
<b>Select Product Category</b>	<p>Select the product category name for which the workflow needs to be viewed or configured. The list will be populated based on the Day 0 configurations done in the application.</p> <p>The options available for Retail are:</p> <ul style="list-style-type: none"> <li>• Savings Account</li> <li>• Checking Account</li> <li>• Term Deposits</li> <li>• Credit Card</li> <li>• Auto Loan</li> <li>• Personal Loan</li> <li>• Home Loan</li> <li>• Education Loan</li> </ul> <p>The options available for Business are:</p> <ul style="list-style-type: none"> <li>• Savings Account</li> <li>• Checking Account</li> <li>• Term Loan</li> <li>• Working Capital Loan</li> </ul> <p>This field is appears only if the <b>Single Product Application</b> tab is selected in the <b>Configure workflow</b> for field.</p>
<b>Applicant type - Single/ Joint</b>	Select whether this workflow is for a single or a joint account application. This is available for Retail Savings and Checking accounts.
<b>Default Workflow</b>	On the screen, the user can see a sequence of steps that will be followed by default for the given product and application type.
<b>Custom Workflow</b>	Adjacent to the default workflow, the user can see a custom workflow. The user can change the sequence of steps as described in upcoming sections.
<b>Activate</b>	An activate button is present at the bottom of both the default and custom workflows. User can select to activate one of the workflows.

- In the **Actions** column, click **View** to view the default/ custom workflow details and activate it for selected product.

OR

Click **Create** to create a new custom workflow (Link is enabled only if no workflow is created for selected product).

OR

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

## 17.2 Single Product Application

Using this option, Bank administrator can view the sequence in which the origination steps will be presented as a part of the default workflow to the end customer when an application is initiated for the product available under the selected product category.

Administrator can further define the custom workflow for each product category if required.

- [Edit Custom Workflow](#)



## 17.2.1 Edit Custom Workflow

Using this option, the bank administrator can choose to create a new application workflow if required for the specific product category. User can simply drag and drop the steps to change the sequence.

Administrator can even see and compare the custom workflow with the default workflow set for the selected product category and make the changes accordingly. Further user can choose to delete the specific step if required which is configured as an 'optional' step. The custom workflow is automatically activated upon creation.

However, all the steps configured as a product origination workflow will be shown to the end user based on the type of the customer who is initiating an application. E.g. for Guest user, the sequence of the steps defined in the workflow will remain the same, but for an existing customer having valid KYC in place will not be asked to furnish the personal, and employment information and even for providing the documents again if already present in bank's records.

Sequence configured as a part of custom workflow will have an impact on flows defined for bundled applications.

### **To view the origination workflows:**

1. Navigate to the above paths.

The **Origination Workflow Configuration** screen appears.

2. The custom workflow is visible on the main screen adjacent to the default workflow. There will be an option to rearrange the steps in the order as required. User can compare the custom workflow with the default workflow as they are present side by side.

Figure 17-2 Origination Workflow Configuration - Edit Customize Workflow

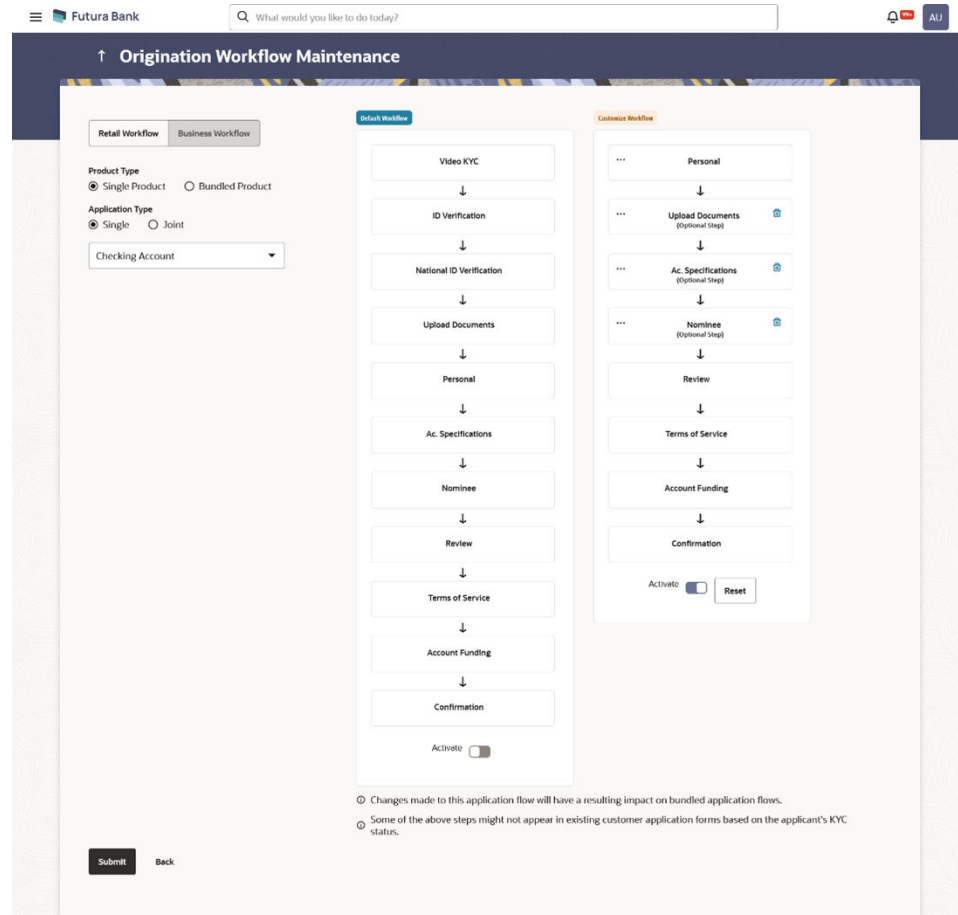




Table 17-2 Field Description

Field Name	Description
<b>Workflow Details</b>	
<b>Default Workflow</b>	Default application workflow defined for the selected product category is displayed on the screen. It shows the sequence in which the information will be asked to the end user as a part of product application.
<b>Custom Workflow</b>	Displays the customized application workflow for the selected product. Drag and drop blocks to customize application workflow. User is allowed only to change the sequence of the steps or to delete the optional steps. However, user will not be allowed to change the sequence of few steps which are placed logically e.g. Review, Confirmation etc.
<b>Activate</b>	An activate button is present at the bottom of both the default and custom workflows. User can select to activate one of the workflows.
<b>Reset</b>	A reset button is provided below the custom workflow. This button resets all the changes to the custom workflow including re-ordering and deletion of steps and makes the custom workflow similar to the default workflow.

3. Click the cards marked with  icon and drop to the area where it needs to be placed in workflow.

 **Note:**

You can  icon to remove the step from the application flow if not required.

4. Click **Submit** to save the transaction.  
OR  
Click **Back** to navigate to the previous screen.
5. The **Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
6. The success message of workflow creation appears. The workflow needs to be activated using **Activate** button at the bottom of the workflows.  
Click **OK** to complete the transaction.

## 17.3 Bundle Application

Using this option Bank Administrator can create and maintain the priority to be assigned to each product category that can be part of a bundled application. This will dictate the sequence of steps within the bundled application form.

Based on the product category sequence, the workflows defined at the 'Single product application' are considered for auto-generating the workflow for a bundled application. When the bundled application is initiated by the end-user, common steps across the different products, will be asked only once to the end-user. However, uncommon steps will be sequenced based on the priority set as a part of bundled application only for the products selected by the customer in the bundle. Example:

Assume, the following is the workflow defined at each product category (defined using Single Product Application – custom flow) and the priority set against each product category (Defined using Bundled application – custom flow)

**Table 17-3 Priority set in bundled application workflow**

Checking Account (Priority set in bundled application workflow - 1)	Personal Loan (Priority set in bundled application workflow - 2)	A u t o L o a n ( P r i o r i t y s e t i n b u n d l e d a p p l i c a t i o n w o r k f l o w - 3 )
Upload Documents	Upload Documents	U p l o a d D

Table 17-3 (Cont.) Priority set in bundled application workflow

Checking Account (Priority set in bundled application workflow - 1)	Personal Loan (Priority set in bundled application workflow - 2)	A u t o L o a n ( P r i o r i t y s e t i n b u n d l e d a p p l i c a t i o n w o r k f l o w - 3 )
		o c c u m e n t

Table 17-3 (Cont.) Priority set in bundled application workflow

Checking Account (Priority set in bundled application workflow - 1)	Personal Loan (Priority set in bundled application workflow - 2)	A u t o L o a n ( P r i o r i t y s e t i n b u n d l e d a p p l i c a t i o n w o r k f l o w - 3 )
		t s

Table 17-3 (Cont.) Priority set in bundled application workflow

Checking Account (Priority set in bundled application workflow - 1)	Personal Loan (Priority set in bundled application workflow - 2)	A u t o L o a n ( P r i o r i t y s e t i n b u n d l e d a p p l i c a t i o n w o r k f l o w - 3 )
Personal Information	Financial Profile	H o m e L o a

Table 17-3 (Cont.) Priority set in bundled application workflow

Checking Account (Priority set in bundled application workflow - 1)	Personal Loan (Priority set in bundled application workflow - 2)	Autoloan (Priority set in bundled application workflow - 3)
		n R e q u i r



Table 17-3 (Cont.) Priority set in bundled application workflow

Checking Account (Priority set in bundled application workflow - 1)	Personal Loan (Priority set in bundled application workflow - 2)	Autoloan (Priority set in bundled application workflow - 3)
		ements

**Table 17-3 (Cont.) Priority set in bundled application workflow**

Checking Account (Priority set in bundled application workflow - 1)	Personal Loan (Priority set in bundled application workflow - 2)	A u t o L o a n ( P r i o r i t y s e t i n b u n d l e d a p p l i c a t i o n w o r k f l o w - 3 )
Account Preferences	Personal Loan Requirements	P e r s o n a

Table 17-3 (Cont.) Priority set in bundled application workflow

Checking Account (Priority set in bundled application workflow - 1)	Personal Loan (Priority set in bundled application workflow - 2)	Autoloan (Priority set in bundled application workflow - 3)
		Information

Table 17-3 (Cont.) Priority set in bundled application workflow

Checking Account (Priority set in bundled application workflow - 1)	Personal Loan (Priority set in bundled application workflow - 2)	A u t o L o a n ( P r i o r i t y s e t i n b u n d l e d a p p l i c a t i o n w o r k f l o w - 3 )
		a t i o n

**Table 17-3 (Cont.) Priority set in bundled application workflow**

Checking Account (Priority set in bundled application workflow - 1)	Personal Loan (Priority set in bundled application workflow - 2)	A u t o L o a n ( P r i o r i t y s e t i n b u n d l e d a p p l i c a t i o n w o r k f l o w - 3 )
Review	Personal Information	F i n a n c i

**Table 17-3 (Cont.) Priority set in bundled application workflow**

Checking Account (Priority set in bundled application workflow - 1)	Personal Loan (Priority set in bundled application workflow - 2)	Autoloan (Priority set in bundled application workflow - 3)
		a l P r o f i

Table 17-3 (Cont.) Priority set in bundled application workflow

Checking Account (Priority set in bundled application workflow - 1)	Personal Loan (Priority set in bundled application workflow - 2)	A u t o L o a n ( P r i o r i t y s e t i n b u n d l e d a p p l i c a t i o n w o r k f l o w - 3 ) l e

**Table 17-3 (Cont.) Priority set in bundled application workflow**

Checking Account (Priority set in bundled application workflow - 1)	Personal Loan (Priority set in bundled application workflow - 2)	A u t o L o a n ( P r i o r i t y s e t i n b u n d l e d a p p l i c a t i o n w o r k f l o w - 3 )
Terms of Service	Employment Information	E m p l o y m



Table 17-3 (Cont.) Priority set in bundled application workflow

Checking Account (Priority set in bundled application workflow - 1)	Personal Loan (Priority set in bundled application workflow - 2)	A u t o L o a n ( P r i o r i t y s e t i n b u n d l e d a p p l i c a t i o n w o r k f l o w - 3 )  e n t i n f o

Table 17-3 (Cont.) Priority set in bundled application workflow

Checking Account (Priority set in bundled application workflow - 1)	Personal Loan (Priority set in bundled application workflow - 2)	Autoloan (Priority set in bundled application workflow - 3)
		r m a t i o n

Table 17-3 (Cont.) Priority set in bundled application workflow

Checking Account (Priority set in bundled application workflow - 1)	Personal Loan (Priority set in bundled application workflow - 2)	A u t o L o a n ( P r i o r i t y s e t i n b u n d l e d a p p l i c a t i o n w o r k f l o w - 3 )
Confirmation	Review	R e v i e w

**Table 17-3 (Cont.) Priority set in bundled application workflow**

Checking Account (Priority set in bundled application workflow - 1)	Personal Loan (Priority set in bundled application workflow - 2)	A u t o L o a n ( P r i o r i t y s e t i n b u n d l e d a p p l i c a t i o n w o r k f l o w - 3 )
	Terms of Service	T e r m s o f

**Table 17-3 (Cont.) Priority set in bundled application workflow**

Checking Account (Priority set in bundled application workflow - 1)	Personal Loan (Priority set in bundled application workflow - 2)	A u t o L o a n ( P r i o r i t y s e t i n b u n d l e d a p p l i c a t i o n w o r k f l o w - 3 )
		S e r v i c e

**Table 17-3 (Cont.) Priority set in bundled application workflow**

Checking Account (Priority set in bundled application workflow - 1)	Personal Loan (Priority set in bundled application workflow - 2)	A u t o L o a n ( P r i o r i t y s e t i n b u n d l e d a p p l i c a t i o n w o r k f l o w - 3 )
	Confirmation	C o n f i r m

Table 17-3 (Cont.) Priority set in bundled application workflow

Checking Account (Priority set in bundled application workflow - 1)	Personal Loan (Priority set in bundled application workflow - 2)	A u t o L o a n ( P r i o r i t y s e t i n b u n d l e d a p p l i c a t i o n w o r k f l o w - 3 )
		a t i o n

from all the above three product categories from the digital platform. In this scenario, the sequence in which the information asked as a part of the application will be as follows:

1. Upload Documents
  2. Personal Information
  3. Account Preferences
  4. Financial Profile
  5. Personal Loan Requirements
  6. Employment Information
  7. Home Loan Requirements
  8. Review
  9. Terms of Service
  10. Confirmation
- [View Default and Custom Workflows](#)
  - [Edit Custom Workflow](#)

### 17.3.1 View Default and Custom Workflows

Using this option Bank Administrator can view the default workflow for the bundle application product. Bank Administrator can view the priority assigned to each product category that can be part of a bundled application. Apart from this, an option is provided to see the sequence of steps in which the information will be asked to the end customer in case of bundled application.

**To view the bundle application workflow:**

1. Navigate to the above paths.

The **Origination Workflow Configuration** screen appears.

2. In the **Origination Workflow Configuration** page, the user selects the product type as bundled application.

This opens both the default and the custom workflows for the bundled applications.



Figure 17-3 Origination Workflow Configuration - View

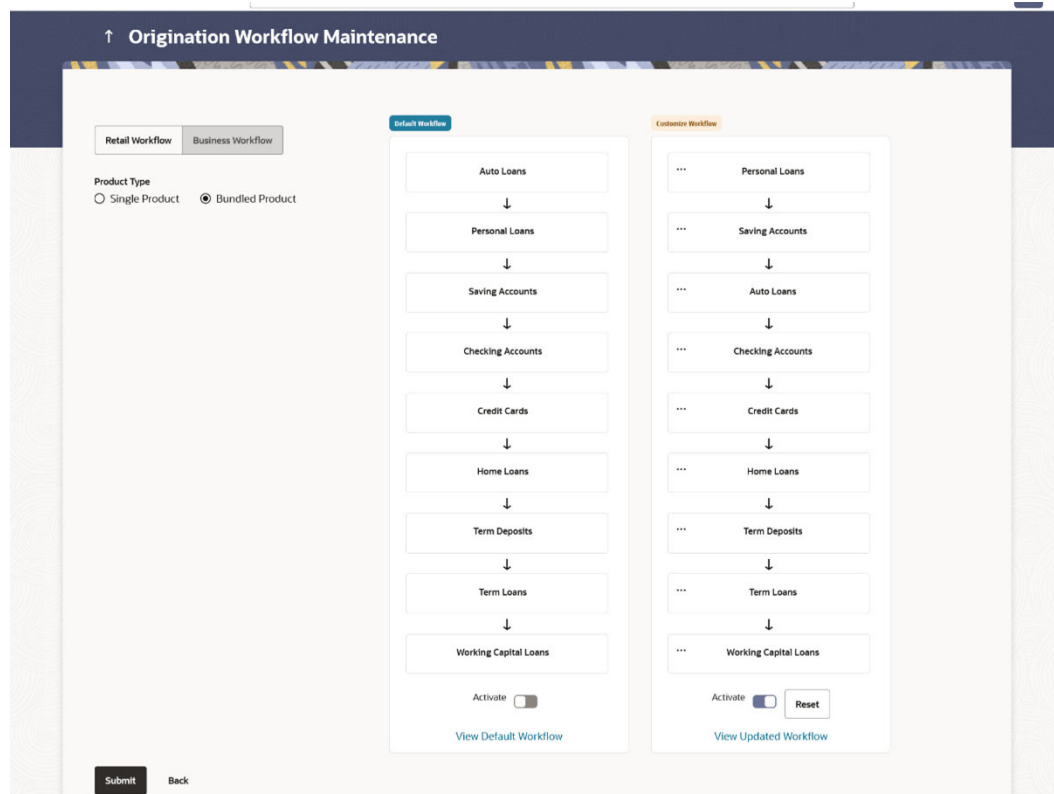


Table 17-4 Field Description

Field Name	Description
<b>Workflow Details</b>	
<b>Type</b>	Displays the type of flow. The options are Retail and Business.
<b>Product Type</b>	The product type is selected as Bundled in this case.
<b>Product Priority for Bundled Application</b>	
<b>Default Workflow</b>	Displays the default bundle application flow which includes product category priority offered by the bank. The default flow is: <ul style="list-style-type: none"> <li>• Auto Loan</li> <li>• Personal Loan</li> <li>• Savings Account</li> <li>• Checking Account</li> <li>• Credit Card</li> <li>• Home Loan</li> <li>• Term Deposit</li> </ul>
<b>View Default Workflow</b>	Clicking on this option shows the default sequence of steps as per the priority given to the products by the bank.
<b>Custom Workflow</b>	Displays the application flow in which the user can change the product category priority as per their requirements.

Table 17-4 (Cont.) Field Description

Field Name	Description
<b>View Updated Workflow</b>	Click on the link to view the product categories and application stages flow in bundle application. Bank administrator can select any 2 or more product categories (maximum allowed in the bundle is 3 products) to view the default application workflow if those products which are selected in a bundle.

3. Click on the **View Default Workflow** link to view the product categories and application stages flow in bundle application.

The **Default Application Flow** overlay screen appears.

- a. By selecting checkbox in product categories and add the product categories to view the same Application Flow.
- b. Click **OK**.

 **Note:**

You can add maximum of three Product Categories to view the resulting Application Flow.

Figure 17-4 Default Application Flow

**futura bank**

Checking Accounts

Home Loans

Term Deposits

View Application Flow

The priority defined for each individual product application on this page will be

Activate Flow Back

**Default Application Flow**

Select a maximum of three Product Categories to view the resulting Application Flow

Saving Accounts  Checking Accounts  Auto Loans

Personal Loans  Term Deposits  Home Loans

**Application Flow**

Default Flow

Video KYC

National ID Verification

Upload Documents

Financial Profile

Loan Requirements (Auto Loan)

Disbursement and Repayment (Auto Loan)

Personal Information

Employment Information

Account Preferences (Savings Account)

Account Preferences (Checking Account)

Loan Requirements (Personal Loan)

Review

Terms of Service

Confirmation

Steps Personal Information and Review will not be part of the existing customer application form.

The application flow being displayed here is conditional to change based on changes made to workflow of individual product applications.

Help

OK


**Table 17-5 Field Description**

Field Name	Description
<b>Select Product Categories to see Application Flow</b>	Displays the product categories offered by the bank in card form. User can select the product categories to view how the workflow will look like if these products are selected by the customer in the bundled application. User will be allowed to select maximum of 3 product categories.
<b>Application Flow</b>	Displays the default application flow for the bundle application.

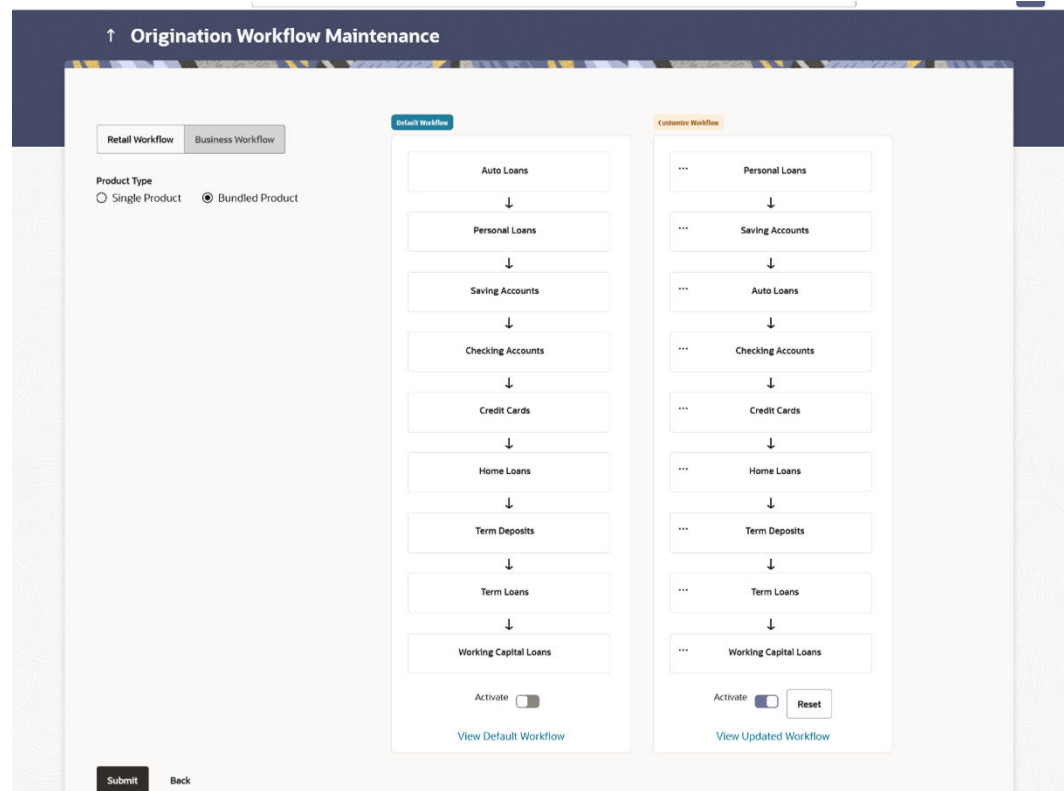
## 17.3.2 Edit Custom Workflow

Using this option, bank administrator can edit the custom workflow for bundle application. The workflow will be automatically activated upon creation.

### To edit the bundle application workflow:

1. Navigate to the above paths.  
The **Origination Workflow Configuration** screen appears.
2. The custom workflow is visible on the main screen adjacent to the default workflow.
3. There will be an option to rearrange the steps in the order as required. User can compare the custom workflow with the default workflow as they are present side by side.
4. Click the cards marked with  icon and drop to the area where it needs to be placed in workflow.

**Figure 17-5 Bundle Application Workflow**



- Click on the **View Updated Workflow** link to select the product categories and application stages flow in bundle application.

The **Proposed Application Flow** overlay screen appears.

**Figure 17-6 Proposed Application Flow**

The screenshot displays the 'Proposed Application Flow' overlay. On the left, a sidebar shows the 'View Application Flow' section with a 'Submit' button and a note: 'This workflow will be automatically activated upon creation.' The main area is titled 'Proposed Application Flow' and includes a selection interface for product categories. The selected categories are Saving Accounts, Auto Loans, and Personal Loans. Below this, two columns of application flow steps are shown: 'Default Flow' and 'Custom Flow'. Both flows follow the same sequence of steps: Video KYC, National ID Verification, Upload Documents, Financial Profile, Loan Requirements (Auto Loan), Disbursement and Repayment (Auto Loan), Personal Information, Employment Information, Account Preferences (Savings Account), Review, Terms of Service, and Confirmation. A legend at the bottom states: 'Steps Personal Information and Review will not be part of the existing customer application forms.' and 'The application flow being displayed here is conditional to change based on changes made to workflow of individual product applications.' An 'OK' button is located at the bottom center.

Table 17-6 Field Description

Field Name	Description
<b>Select Product Categories to see Application Flow</b>	Displays the product categories offered by the bank in card form. Select the product categories for the bundle application.
<b>Application Flow</b>	Displays the default and custom application flow for the bundle application. Bank administrator can select any 2 or more product categories (maximum allowed in the bundle is 3 products) to view the default application workflow if those products which are selected in a bundle.

- a. In the **Select Product Categories to see Application Flow** field, select the checkbox against the product category card which you wish to add in Bundle application, and whose application workflow to configured.
  - b. Click **OK** to add the product categories to bundle application.
6. Click **Submit** to save the transaction.
- OR
- Click **Back** to navigate to the previous screen.
7. The success message of workflow creation appears along with the transaction reference number and status of transaction.

## 17.4 FAQ

1. **Do I have to activate the custom flow once created?**  
Yes, custom workflow needs to be activated from the button present at the bottom of custom workflow diagram .
2. **Is it mandatory to create custom workflow?**  
No, bank can use default workflows if no changes are required in the flow.
3. **What will be the expected system behaviour when the specific step is configured as an optional step?**  
If the step is configured as an optional step, user can choose to skip that step while filling the application form.
4. **Can I delete the optional step from the workflow?**  
Yes, once you delete the optional step, end user will not be shown that step as part application origination.
5. **What will happen to the applications which are in draft status with the old origination workflow?**  
The application will be processed as per the new workflow defined by the banker. The information which is already filled by the customer will be pre-populated. In addition, user will be asked to provide the information if any as per the newly configured workflow.
6. **How many custom flows can I create per product category?**  
Banker would be allowed to create only one custom flow. Modifications can be made in the custom flow at the later stage as per the bank's requirement.
7. **Can I configure the workflows at the product level available under each product category?**  
No, as of now banker will be allowed to configure the workflows at product category level.

# Service Request Form Builder

Service Request Form Builder transaction allows the system administrator to define service requests by defining its attributes and by building the form (Request page that should be available to business user) which are then available for Retail users for creating a new Service Request.

This screen is divided in three sections – Request Parameters, Build your Form and Preview

**Request Parameters** section lets the System/Bank Administrator to create a service requests by defining attributes like, SR Name, description, Product, Category name, SR type, severity, and status etc.

Second tab which is the **Form Builder** page lets the System/Bank administrator define the request form and the fields that needs to be available on the Service Request screen to retail user. Field attributes like field name, field type, allowed characters and error message with respect to that field can also be defined for each field.

**Preview** Section lets the administrator preview the Service Request form created in the same way as it will be shown to the retail user while raising the Service Request.

## Pre-Requisites

- Transaction access is provided to System/Bank Administrator.

## Features Supported In Application

The module supports following features:

- [Create Service Requests Form](#)
- [Search and View Service Request](#)
- [Copy and Create a new Request](#)
- [Edit Service Requests](#)

## Navigation Path:

From **System/ Bank Administrator Dashboard**, under **Templates** widget, click **Service Request - Form Builder**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Templates**, Under **Templates** , click **Service Request - Form Builder**.

- [Service Request Definition - Summary](#)
- [Service Request Definition - Search and View](#)
- [Service Request Form Builder - Create](#)
- [Service Request Form Builder - Edit](#)
- [Deactivate/Activate Service Request](#)
- [FAQ](#)

## 18.1 Service Request Definition - Summary

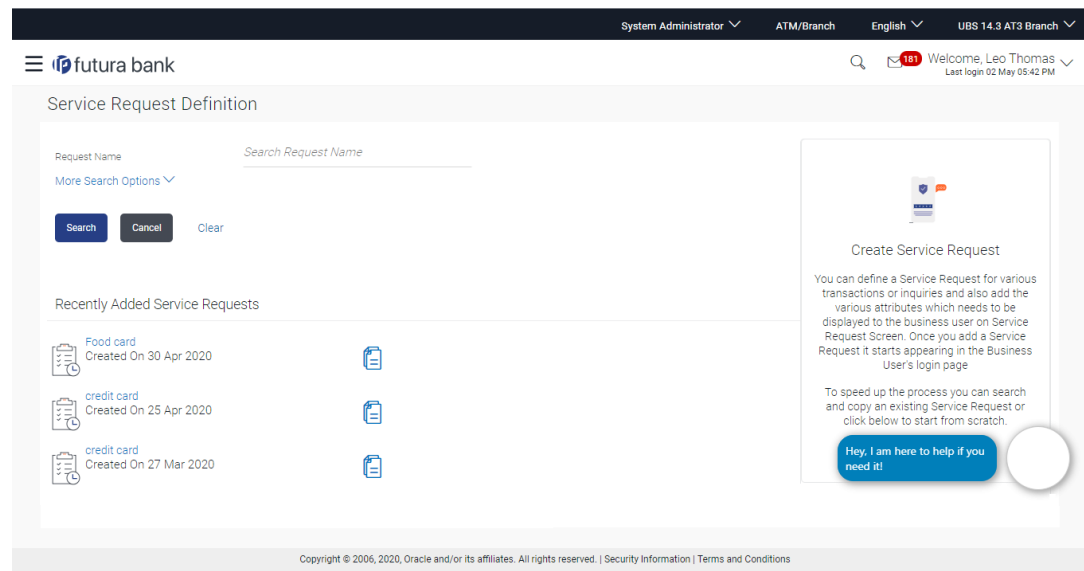
Last three service requests that are created by the administrator are by default displayed on the Service Request Definition summary screen.


**To view the service requests:**

1. Navigate to one of the above paths.

The **Service Request Definition - summary** screen appears.

**Figure 18-1 Service Request Definition - Summary**



2. Click  icon against a specific service request record if you want to create a new Service Request definition by copying the definition of that service request.

## 18.2 Service Request Definition - Search and View

The System/Bank Administrator can search and view Service Request using a search criteria.

**To search and view an existing Service Request definition:**

1. Navigate to one of the above paths.

The **Service Request Definition** screen appears.

2. In the **Request Name** field, enter the name of the service request.

OR

In the **Request Description** field, enter the description of the service request.

OR

From the **Product Name** list, select the name of the product.

OR

From the **Request Type** list, select the type of request.



**Figure 18-2 Service Request - Search**

The screenshot shows the 'Service Request Definition' search page. At the top, there are navigation elements for 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is identified as 'Leo Thomas' with a last login of '02 May 05:42 PM'. The search filters are: Request Name (Search Request Name), Request Description (Type Request Description), Product Name (Product), and Request Type (Select Transaction). Below the filters are 'Search', 'Cancel', and 'Clear' buttons. The search results table is as follows:

Request Name	Request Description	Product Name	Request Type	Activation Status	Copy
Copied Request	Copied Product and Category	Product	Request	Active	
Copied Request new	Copied Product and Category	Product	Complaint	Active	
Copied Request new1	Copied Product and Category	Product	Complaint	Active	
Copied Request news	Copied Product and Category	Product	Complaint	Active	
Copied Request11	Copied Product and Category	Product	Complaint	Active	
Copied RequestS	Copied Product and Category	Product	Request	Active	
Edited Request	Edited Description	Product	Request	Active	
Existing Request	Existing Product and Category	Product	Request	Active	
Existing RequestS	Existing Product and Category	Product	Request	Active	
New Request	New Product and Category	Product	Request	Active	

Below the table is a pagination control: 'Page 1 of 2 (1-10 of 12 items)'. The 'Create Service Request' sidebar on the right contains a 'Create' button and explanatory text: 'You can define a Service Request for various transactions or inquiries and also add the various attributes which needs to be displayed to the business user on Service Request Screen. Once you add a Service Request it starts appearing in the Business User's login page. To speed up the process you can search and copy an existing Service Request or click below to start from scratch.'

**Table 18-1 Field Description**

Field Name	Description
<b>Search Criteria</b>	
<b>Request Name</b>	The name of the service request that is to be searched.
<b>Request Description</b>	The description of the service request.
<b>Product Name</b>	The name of the product for which service request is to be searched.

**Table 18-1 (Cont.) Field Description**

Field Name	Description
<b>Request Type</b>	The administrator can select the type of service request to be displayed in the search result records. The options are: <ul style="list-style-type: none"> <li>• Complaint</li> <li>• Feedback</li> <li>• Query</li> <li>• Request</li> <li>• Lead</li> <li>• Fraud</li> </ul>
<b>Search Results</b>	
<b>Request Name</b>	The name of the service request.
<b>Request Description</b>	The description of the service request.
<b>Request Type</b>	The type of service request.
<b>Product Name</b>	The name of the product.
<b>Activation Status</b>	The link to activate or de-activate the service request. The statuses are: <ul style="list-style-type: none"> <li>• Active</li> <li>• Inactive</li> </ul>
<b>Copy</b>	The administrator can create a new Service Request Definition by copying of the service request.
<b>Recently Added Service Request</b>	
<b>Request Name</b>	The name of the service request that is added recently.
<b>Created On</b>	Date on which the service request is created.

3. Click **Search**.

The **Service Request Definition** screen with search results appears based on the searched criteria.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to clear the search parameters.

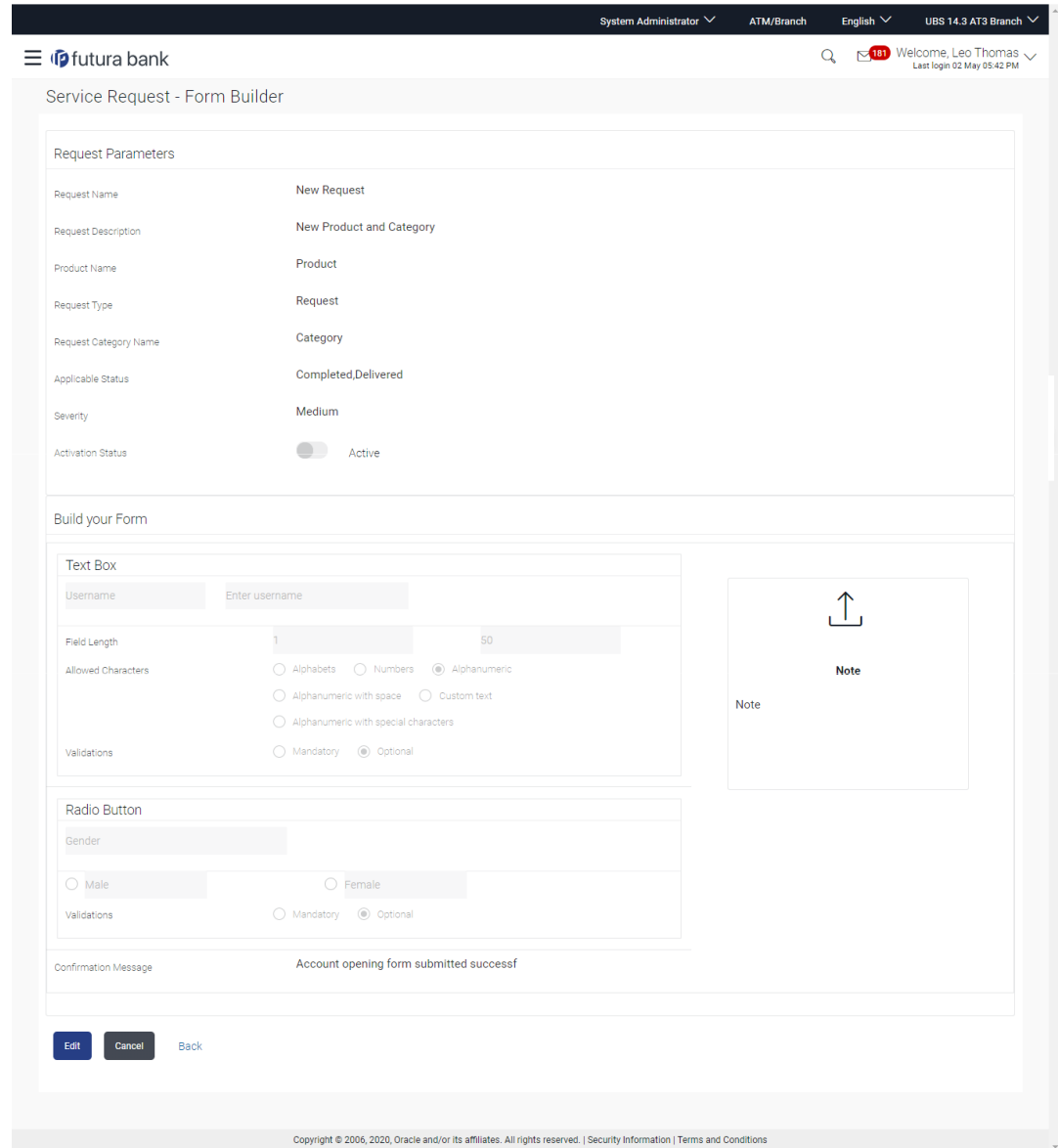
4. Click the **Request Name** of the record for which you want to view the details.

The **Service Request Form Builder - View** screen appears.

OR

In the **Recently Added Service Request** section click the Service Request that you want to view.

**Figure 18-3 Service Request Form Builder - View**



**Table 18-2 Field Description**

Field Name	Description
<b>Request Parameters</b>	
<b>Request Name</b>	The name of the service request.
<b>Request Description</b>	The description of the service request.
<b>Product Name</b>	The name of the product for which service request is applicable.
<b>Request Category Name</b>	The service request category name that appears on the business user's screen.
<b>Request Type</b>	The type of service request.
<b>Applicable Status</b>	The statuses that are applicable for the service request.

**Table 18-2 (Cont.) Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Severity</b>	The severity of the service request.
<b>Activation Status</b>	The option to activate or deactivate the service request. The statuses are: <ul style="list-style-type: none"> <li>• Active</li> <li>• Inactive</li> </ul>
<b>Build Your Form</b> This section displays all the fields available in the form builder for the selected Service Request definition	
<b>Text Box</b>	
<b>Type Label Name</b>	The label name of the field. This field is mandatory if the user selects Text box.
<b>Type Hint Text</b>	The hint text to explain the field.
<b>Field Length - Min Value-Max Value</b>	The field length of the text box for the text to be entered.
<b>Allowed Characters</b>	Characters that should be allowed in the text box as input. The options are: <ul style="list-style-type: none"> <li>• Alphabets</li> <li>• Numbers</li> <li>• Alphanumeric</li> <li>• Alphanumeric with space</li> <li>• Alphanumeric with special characters</li> </ul>
<b>Validations</b>	The validation to define whether the field is mandatory or optional.
<b>Error Message</b>	The error message to be displayed to the business user if he does not enter data in the field which is defined as mandatory field.
<b>Radio Button</b>	
<b>Type Label Name</b>	The label name of the field.
<b>Type Value 1</b>	The first option of the radio button field.
<b>Type Value 2</b>	The second option of the radio button field.
<b>Validations</b>	The validation to define whether the field is mandatory or optional.
<b>Error Message</b>	The error message to be displayed to the business user if he does not enter data in the field which is defined as mandatory field.
<b>Check Box - Multiple Choice</b>	
<b>Type Value</b>	The label name of the multiple-choice field.
<b>Type Value 1</b>	The first option of the multiple-choice field.
<b>Type Value 2</b>	The second option of the multiple-choice field.
<b>Validations</b>	The validation to define whether the field is mandatory or optional.
<b>Error Message</b>	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
<b>Drop List</b>	
<b>Type Value</b>	The label name of the drop-down list field.

**Table 18-2 (Cont.) Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Combo Box for Drop - down values</b>	The combo box to enter the options of the drop-down list.
<b>Validations</b>	The validation to define whether the field is mandatory or optional.
<b>Error Message</b>	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
<b>File Upload</b>	
<b>Type Label Name</b>	The label name of the field, against which the user has to upload the file.
<b>Validations</b>	The validation to define whether the field is mandatory or optional.
<b>Error Message</b>	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
<b>Multi Select</b>	
<b>Type Value</b>	The label name of the multi select field.
<b>Combo Box for Drop - down values</b>	The combo box to enter the options of the multi select field.
<b>Validations</b>	The validation to define whether the field is mandatory or optional.
<b>Error Message</b>	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
<b>Predefined Elements</b>	<p>The fields that are already defined and are commonly used, can be added directly in the business user form. Value for these fields gets auto populated, administrator can only define the label name, validations and error message for the same.</p> <p>Following predefined elements are defined in this option:</p> <ul style="list-style-type: none"> <li>• <b>Account Number:</b> Text box to enter the account number of the user. This field populates all active accounts for the customer who is raising that Service Request when displayed on the Service request form.</li> <li>• <b>Account Number &amp; Debit Card:</b> Drop-down to select the account number and debit card. This field populates all active accounts and debit cards (for the selected account) for the customer who is raising that Service Request when displayed on the Service request form.</li> <li>• <b>Gender:</b> Drop-down to select the gender of the user.</li> <li>• <b>Salutation:</b> Drop-down to select the salutation of the user</li> <li>• <b>Date:</b> Date picker to select the date</li> <li>• <b>Country And States:</b> Drop-down to select the country and state of the user</li> </ul>

**Table 18-2 (Cont.) Field Description**

Field Name	Description
<b>Page Elements</b>	The page elements consists of text that needs to be displayed to the business user. The page elements are: <ul style="list-style-type: none"> <li>Confirmation Message: confirmation message that is to be displayed to the business user after submission of the request.</li> </ul>
<b>Information Box</b>	This field displays the information header, text and icon uploaded by administrator that should be available to the retail user in information panel section while raising this service request.

5. Click **Edit** to edit the service request.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Back** to navigate to the previous screen

 **Note:**

The above mentioned fields appear in the Build Your Form section depending upon the on type of field you have selected to build the service request definition.

## 18.3 Service Request Form Builder - Create

Service Request Form Builder feature allows the System/Bank Administrator to create Service requests. The Service Request Form Builder involves following steps to create a service request form.

- Request Parameters: This step involves entering the request name, description, product, type of service request etc.
- Build Your Form: In this steps System/ Bank administrator defines the various form fields and its attributes like field name, field type, field validations and error message which will be used to create business user's 'Service Request' screen for raising a new SR.
- Preview: After completing the screen creation System/Bank administrator previews the created Service Request in this step.

**To create a new service request:**

1. Navigate to one of the above paths.

The **Service Request Definition** screen appears.

2. Click **Create**

The **Service Request - Form Builder** screen appears.

**Figure 18-4 Service Request Form Builder - Request Parameters**

The screenshot shows the 'Request Parameters' step of the Service Request Form Builder. The interface includes a navigation bar at the top with 'System Administrator', 'ATM & Branch Locator', 'English', and 'UBS OBPM 14.4 HEL Branch'. Below the navigation bar is the 'futura bank' logo and a search bar. The main content area is titled 'Service Request - Form Builder' and features a progress indicator with three steps: 'Request Parameters' (active), 'Build Your Form', and 'Preview'. The form fields are as follows:

- User Type:** Corporate User X
- Request Name:** Check Book Request
- Request Description:** Product
- Product Name:** 752e0
- Request Category Name:** Chqbk
- Request Type:** Request
- Applicable Status:** Initiated X, Requested X
- Severity:** Low
- Activation Status:** Active

At the bottom of the form, there are 'Next', 'Cancel', and 'Back' buttons. A copyright notice is visible at the bottom of the page: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved.[SecurityInformation]Terms and Conditions'.

**Table 18-3 Field Description**

Field Name	Description
<b>User Type</b>	Specify the user type for whom the service request that is to be created. The options are: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Retails User</li> </ul>
<b>Request Name</b>	The name of the service request that is to be created.
<b>Request Description</b>	The description of the service request.
<b>Product Name</b>	The name of the product for which service request is applicable. Service request definition will get listed in the business user's login, under the Product name selected in this field. Click the Add New link to add a new product that is not listed in the drop-down list.

**Table 18-3 (Cont.) Field Description**

Field Name	Description
<b>Request Category Name</b>	Category list gets populated on the basis of the product name selected. Service request definition will get listed in the business user's login, under the category name selected in this field. Click the Add New link to add a category that is not listed in the drop-down list.
<b>Request Type</b>	The type of service request. The options are: <ul style="list-style-type: none"> <li>• Complaint</li> <li>• Feedback</li> <li>• Query</li> <li>• Request</li> <li>• Lead</li> <li>• Fraud</li> </ul>
<b>Applicable Status</b>	The statuses that should be applicable for the service request. Administrator can select multiple status in this field. Default status for any request that raised by user will in 'Initiated' status.
<b>Severity</b>	The severity of the service request.
<b>Activation Status</b>	The option to activate or de-activate the service request. Only Active requests will be available for getting raised by business user. The statuses are: <ul style="list-style-type: none"> <li>• Active</li> <li>• Inactive</li> </ul>

3. In the **User Type** field, select the appropriate user type for whom the service request that is to be created
4. In the **Request Name** field, enter the name of the service request.
5. In the **Request Description** field, enter the description of the service request.
6. From **Product Name** list, select the appropriate product for the service request.  
OR  
Click the **Add New** link, if you want to add a product that is not listed in the drop-down list.
7. From **Request Category Name** list, select the appropriate product category for the service request.  
OR  
Click the **Add New** link, if you want to add a new product category that is not listed in the drop-down list.
8. From **Request Type** list, select the appropriate type of service request.
9. From **Applicable Status** list, select the status applicable for the service request.
10. From **Severity** list, select the severity of the service request.
11. In the **Activation Status** toggle field, select the activation status of the service request.
12. Click **Next**.



The **Service Request Form Builder - Build Your Form** screen appears.

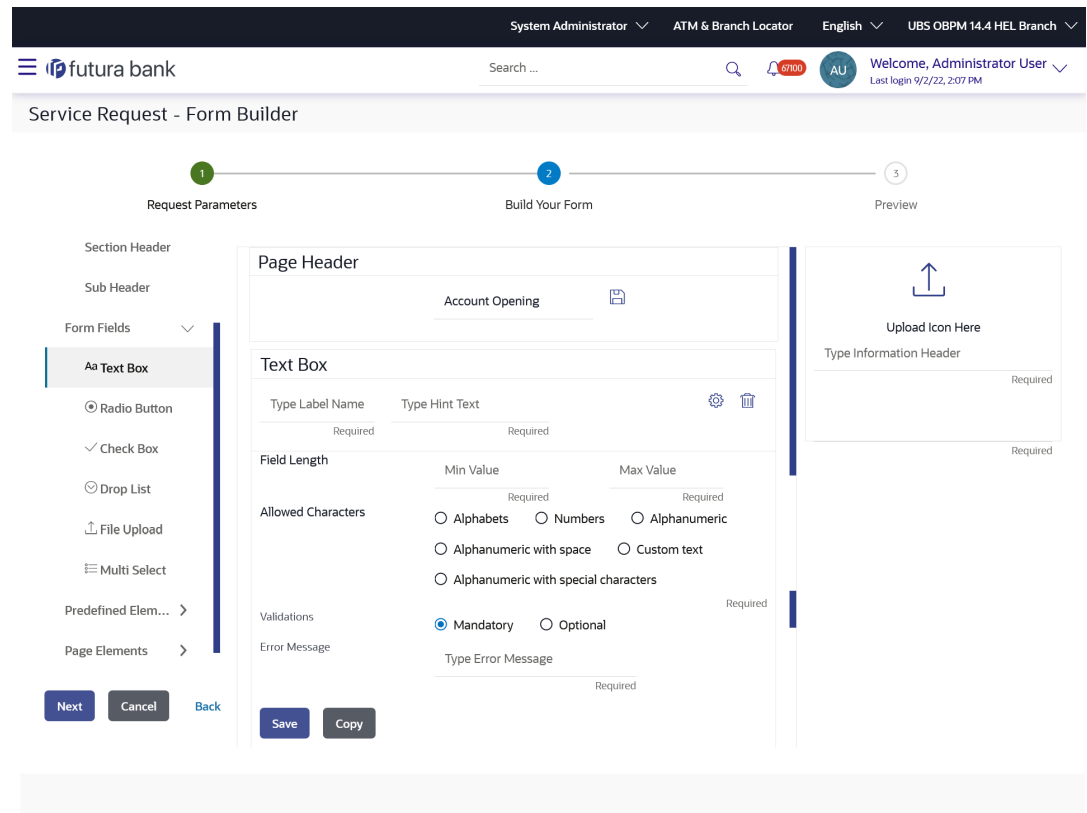
OR

Click **Cancel** to cancel the transaction.

OR

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

**Figure 18-5 Service Request Form Builder - Build Your Form**



**Table 18-4 Field Description**

Field Name	Description
<b>Header</b>	
<b>H1 Page Header</b>	Page header for the request form. By default the header is available on the form, there it is shown is disabled mode on the left side panel.
<b>H2 Section Header</b>	The section header of the request form.
<b>H3 Sub Header</b>	The section sub header of the request form.
<b>Form Fields</b>	
<b>Text Box</b>	
<b>Type Label Name</b>	The label name of the field. This fields is mandatory If the user selects Text box.

Table 18-4 (Cont.) Field Description

Field Name	Description
<b>Type Hint Text</b>	The hint text to explain the field.
<b>Field Length - Min Value-Max Value</b>	Minimum and maximum field length of the text box for the text to be entered.
<b>Allowed Characters</b>	Characters that should be allowed in the text box as input. The options are: <ul style="list-style-type: none"> <li>• Alphabets</li> <li>• Numbers</li> <li>• Alphanumeric</li> <li>• Alphanumeric with space</li> <li>• Alphanumeric with special characters</li> </ul>
<b>Validations</b>	The validation to define whether the field is mandatory or optional.
<b>Error Message</b>	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
<b>Radio Button</b>	
<b>Type Label Name</b>	The label name of the field.
<b>Type Value 1</b>	The first option of the radio button field.
<b>Type Value 2</b>	The second option of the radio button field.
<b>Add More Values</b>	The button to add more options to the radio button.
<b>Validations</b>	The validation to define whether the field is mandatory or optional.
<b>Error Message</b>	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
<b>Check Box - Multiple Choice</b>	
<b>Type Value</b>	The label name of the multiple-choice field.
<b>Type Value 1</b>	The first option of the multiple-choice field.
<b>Type Value 2</b>	The second option of the multiple-choice field.
<b>Add More Values</b>	The button to add more options to the multiple-choice check box.
<b>Validations</b>	The validation to define whether the field is mandatory or optional.
<b>Error Message</b>	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
<b>Drop List</b>	
<b>Type Value</b>	The label name of the drop-down list field.
<b>Combo Box for Drop - down values</b>	The combo box to enter the options of the drop-down list.
<b>Validations</b>	The validation to define whether the field is mandatory or optional.
<b>Error Message</b>	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
<b>File Upload</b>	

**Table 18-4 (Cont.) Field Description**

Field Name	Description
<b>Type Label Name</b>	The label name of the field, where the user want to upload the file.
<b>Validations</b>	The validation to define whether the field is mandatory or optional.
<b>Error Message</b>	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
<b>Multi Select</b>	
<b>Type Value</b>	The label name of the multi select field.
<b>Combo Box for Drop - down values</b>	The combo box to enter the options of the multi select field.
<b>Validations</b>	The validation to define whether the field is mandatory or optional.
<b>Error Message</b>	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
<b>Predefined Elements</b>	<p>The fields that are already defined and are commonly used, can be added directly in the business user form. Value for these fields gets auto populated, administrator can only define the label name, validations and error message for the same.</p> <p>Following predefined elements are defined in this option:</p> <ul style="list-style-type: none"> <li>• <b>Account Number:</b> Text box to enter the account number of the user. This field populates all active accounts for the customer who is raising that Service Request when displayed on the Service request form.</li> <li>• <b>Account Number &amp; Debit Card:</b> Drop-down to select the account number and debit card. This field populates all active accounts and debit cards (for the selected account) for the customer who is raising that Service Request when displayed on the Service request form.</li> <li>• <b>Gender:</b> Drop-down to select the gender of the user</li> <li>• <b>Salutation:</b> Drop-down to select the salutation of the user</li> <li>• <b>Date:</b> Date picker to select the date</li> <li>• <b>Country And States:</b> Drop-down to select the country and state of the user</li> </ul>
<b>Page Elements</b>	<p>The page elements consists of text that needs to be displayed to the business user.</p> <p>The page elements are:</p> <p><b>Confirmation Message:</b> confirmation message that is to be displayed to the business user after submission of the request.</p>
<b>Information Header</b>	The header name and the information notes that is to be displayed on information panel section of the Service request page of the business user.

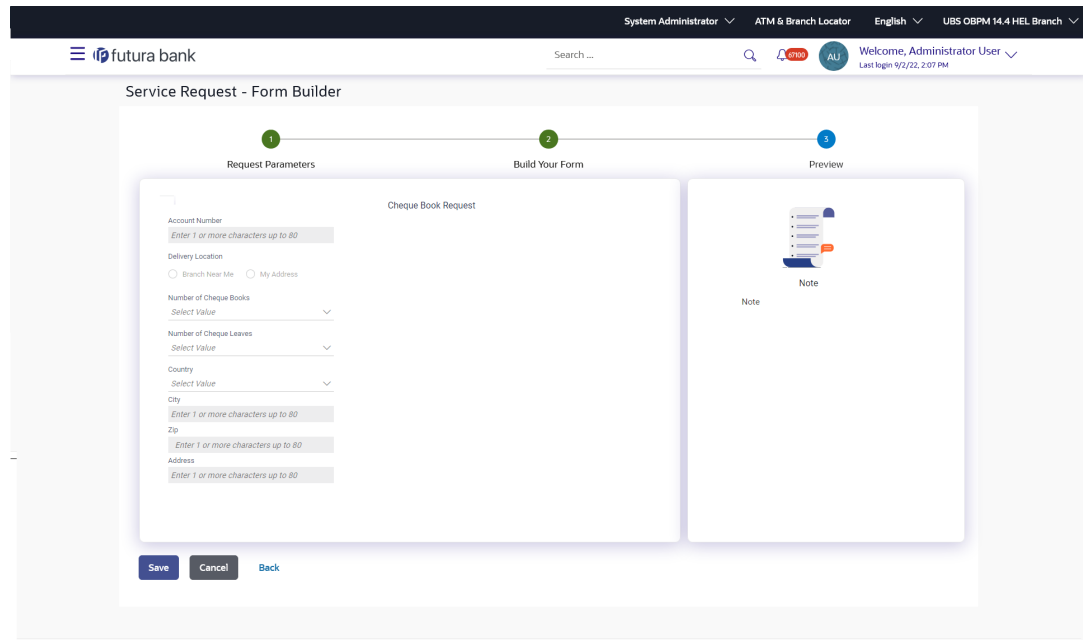


13. In the **H1 Page Header** field, enter the header of the service request form and click icon.
14. Select the **H2 Section Header** and **H3 Sub Header** field (if required) and enter the H2 header name and H3 sub header name on the request form.
15. In the **Form Fields**,  
click the **Text Box** field if required, the text box section appears.
  - a. In the **Type Label Name** field, enter the label name of the field.
  - b. In the **Field Length** field, enter the minimum and maximum value for the length of the field.
  - c. In the **Allowed Characters** field, select the appropriate option.
  - d. In the **Error Message** field, enter the error message to be displayed to the business user.
  - e. Click **Save** to save the details.

OR

Click **Copy** if you want to make the copy of this field with similar field attributes.
16. In the **Form Fields**, click the **Radio button** field if you want to add radio button in the business user request form the radio button section appears.  
  
OR  
  
Click **Add More Values** to add more options of radio button.
17. Enter the required detail and click **Save** to save the details.  
  
OR  
  
Click **Copy** if you want to make the copy of this field with similar field attributes.
18. You can also add Check Box, Drop-Down list, Multi Select fields, if required to build the business user request form.
19. You can drag and drop the field attributes window, if you want to change the sequence of the fields.
20. Click the **Predefined Elements** section, if you want to add the fields that are already defined.
21. In the **Page Elements** field select **Confirmation message**, enter the required text message which you want to appear in the business user form on the confirmation page.
22. In the **Information box**, enter the header name and the information notes that you want to appear in the right side of the business user service request form.  
  
Click the **Upload** icon, if you want to upload an image.
23. Click **Next**.  
  
The **Service Request Form Builder - Preview** screen appears.  
  
OR  
  
Click **Cancel** to cancel the transaction.  
  
OR  
  
Click **Back** to navigate to the previous screen.

**Figure 18-6 Service Request Form Builder - Preview**



24. Click **Save** to save the details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
25. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
26. The success message appears along with the reference number and status.  
Click **OK** to complete the transaction.
  - [Copy and Create a new Request](#)

### 18.3.1 Copy and Create a new Request

This option allows the system administrator to create a new service request by copying the already existing service request.

**To create a new service request by copying the existing service request:**


1. Navigate to one of the above paths.  
The **Service Request Definition** screen appears.
2. In the **Service Request** screen, enter the search criteria.

3. Click **Search**.

The **Service Request Definition** screen with search results appears based on the searched criteria.


**Figure 18-7 Service Request Definition**

The screenshot displays the 'Service Request Definition' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user welcome message: 'Welcome, Leo Thomas Last login 02 May 05:42 PM'. The main content area is titled 'Service Request Definition' and contains search filters for Request Name, Request Description, Product Name, and Request Type. A 'Search' button is visible. Below the filters is a table of service requests with columns for Request Name, Request Description, Product Name, Request Type, Activation Status, and Copy. The table lists several requests, including 'Copied Request', 'Copied Request new', 'Copied Request new1', 'Copied Request news', 'Copied Request11', 'Copied RequestS', 'Edited Request', 'Existing Request', 'Existing RequestS', and 'New Request'. A pagination bar shows 'Page 1 of 2 (1-10 of 12 items)'. Below the table is a 'Recently Added Service Requests' section with three entries: 'Food card Created On 30 Apr 2020', 'credit card Created On 25 Apr 2020', and 'credit card Created On 27 Mar 2020'. On the right side, there is a 'Create Service Request' sidebar with a 'Create' button and explanatory text.

4. Click  icon against the record for which you want to create a new service request definition. A confirmation message of creating a copy of the service request appears.

Click **Ok** to continue to the **Service Request Form Builder** screen. A copy of the Service requests selected will get open in editable mode, administrator can define a new name for the request, change the required fields and save the request.

OR

In the **Recently Added Service Request** section click  icon against the record for which you want to create a new service request definition.

## 18.4 Service Request Form Builder - Edit

The System Administrator can edit the available Service Requests definitions only if there are no service requests raised by the business user for that SR definition.

**To modify the service request definition:**

1. Navigate to one of the above paths.

The **Service Request Definition** screen appears.

2. Enter the search criteria and click **Search**.

The **Service Request Definition - Edit** screen with search results appears based on the searched criteria.

OR

In the **Recently Added Service Request** section click the **Service Request** that you want to modify.

3. Click the **Request Name** of the record for which you want to edit the details.

The **Service Request Form Builder - View** screen appears.

4. Click **Edit** to edit the service request.

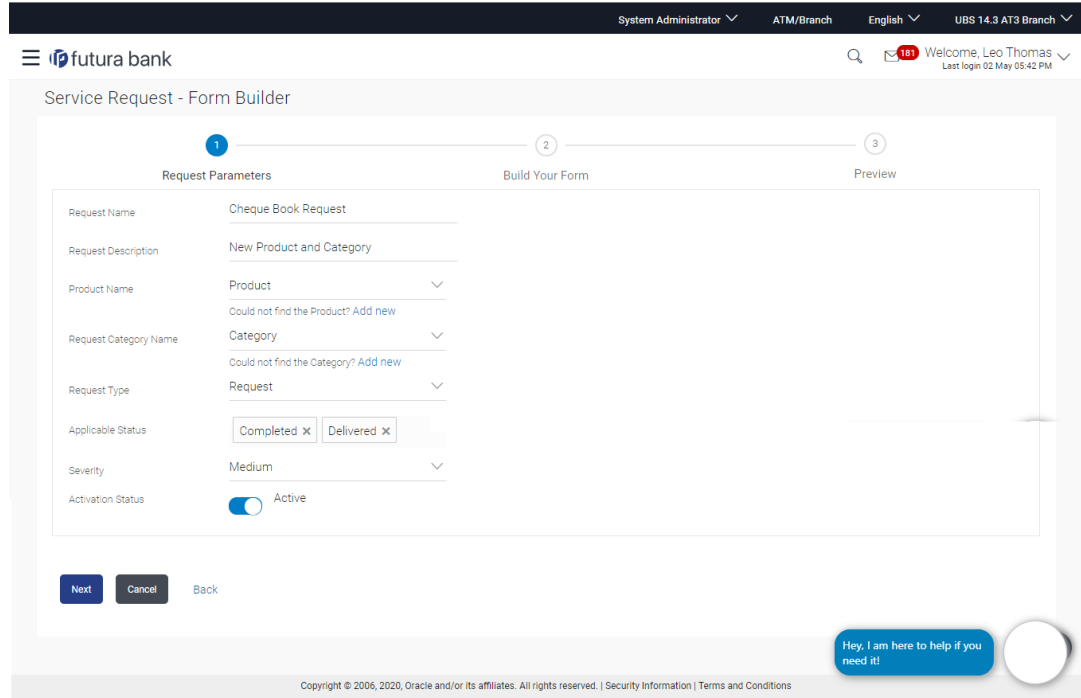
OR

Click **Cancel** to cancel the transaction.

OR

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

**Figure 18-8 Service Request Form Builder – Edit**



**Table 18-5 Field Description**

Field Name	Description
<b>Request Name</b>	The name of the service request that is to be searched.
<b>Request Name</b>	The name of the service request that is to be created.
<b>Request Description</b>	The description of the service request.
<b>Product Name</b>	The name of the product for which service request is applicable. Service request definition will get listed in the business user's login, under the product name selected in this field. Click the Add New link to add a product that is not in the drop-down list.
<b>Request Category Name</b>	Service request definition will get listed in the business user's login, under the category name selected in this field. Click the Add New link to add a category that is not in the drop-down list.
<b>Request Type</b>	The type of service request. The options are: <ul style="list-style-type: none"> <li>• Complaint</li> <li>• Feedback</li> <li>• Query</li> <li>• Request</li> <li>• Lead</li> <li>• Fraud</li> </ul>



**Table 18-5 (Cont.) Field Description**

Field Name	Description
<b>Applicable Status</b>	The statuses that should be applicable for the service request. Default status for any request that raised by user will in 'Initiated' status.
<b>Severity</b>	The severity of the service request.
<b>Activation Status</b>	The option to activate or de-activate the service request. The statuses are: <ul style="list-style-type: none"> <li>• Active</li> <li>• Inactive</li> </ul>

5. Edit the required details and click **Next**.

The **Service Request Form Builder - Build Your Form** screen appears.

OR

Click **Cancel** to cancel the transaction.

OR

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

**Figure 18-9 Service Request Form Builder - Build Your Form**

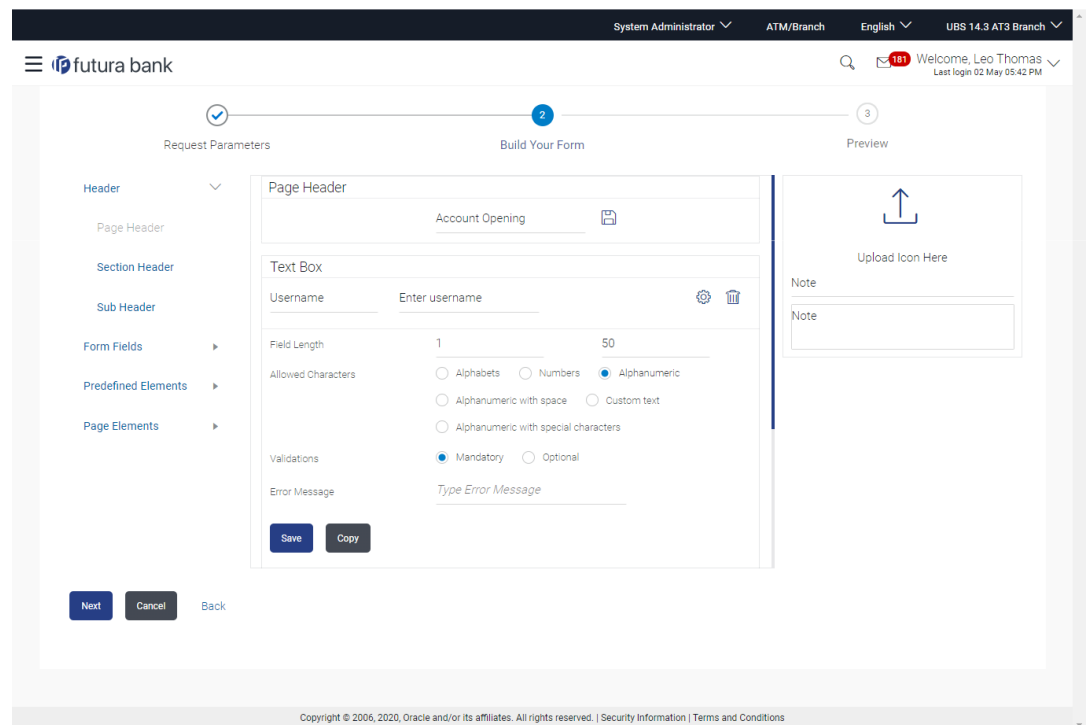


Table 18-6 Field Description

Field Name	Description
<b>Header</b>	
<b>H1 Page Header</b>	Page header for the request form.
<b>H2 Section Header</b>	The section header of the request form.
<b>H3 Sub Header</b>	The section sub header of the request form.
<b>Form Fields</b>	
<b>Text Box</b>	
<b>Type Label Name</b>	The label name of the field. This field is mandatory if the user selects Text box.
<b>Type Hint Text</b>	The hint text to explain the field.
<b>Field Length - Min Value-Max Value</b>	The field length of the text box for the text to be entered.
<b>Allowed Characters</b>	Characters that should be allowed in the text box as input. The options are: <ul style="list-style-type: none"> <li>• Alphabets</li> <li>• Numbers</li> <li>• Alphanumeric</li> <li>• Alphanumeric with space</li> <li>• Alphanumeric with special</li> </ul>
<b>Validations</b>	The validation to define whether the field is mandatory or optional.
<b>Error Message</b>	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
<b>Radio Button</b>	
<b>Type Label Name</b>	The label name of the field.
<b>Type Value 1</b>	The first option of the radio button field.
<b>Type Value 2</b>	The second option of the radio button field.
<b>Add More Values</b>	The button to add more options to the radio button.
<b>Validations</b>	The validation to define whether the field is mandatory or optional.
<b>Error Message</b>	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
<b>Check Box - Multiple Choice</b>	
<b>Type Value</b>	The label name of the multiple-choice field.
<b>Type Value 1</b>	The first option of the multiple-choice field.
<b>Type Value 2</b>	The second option of the multiple-choice field.
<b>Add More Values</b>	The button to add more options to the multiple-choice check box.
<b>Validations</b>	The validation to define whether the field is mandatory or optional.
<b>Error Message</b>	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
<b>Drop List</b>	

Table 18-6 (Cont.) Field Description

Field Name	Description
<b>Type Value</b>	The label name of the drop-down list field.
<b>Combo Box for Drop - down values</b>	The combo box to enter the options of the drop-down list.
<b>Validations</b>	The validation to define whether the field is mandatory or optional.
<b>Error Message</b>	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
<b>File Upload</b>	
<b>Type Label Name</b>	The label name of the field, where the user want to upload the file.
<b>Validations</b>	The validation to define whether the field is mandatory or optional.
<b>Error Message</b>	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
<b>Multi Select</b>	
<b>Type Value</b>	The label name of the multi select field.
<b>Combo Box for Drop - down values</b>	The combo box to enter the options of the multi select field.
<b>Validations</b>	The validation to define whether the field is mandatory or optional.
<b>Error Message</b>	The error message to be displayed to the business user if he does not enter data in the field that is defined as mandatory field.
<b>Predefined Elements</b>	The fields that are already defined and are commonly used, can be added directly in the business user form. The predefined elements can be Account Number, Gender, Salutation, Date, Country And States etc.
<b>Page Elements</b>	The page elements consists of text that needs to be displayed to the business user, like confirmation message that is to be displayed to the user after completion of the transaction.
<b>Information Header</b>	The header name and the information notes that is to be displayed on information panel section of the Service request page of the business user.

6. Edit the required details.

OR

You can add more fields if required from **Form Fields** section.

7. Click **Next**.

The **Service Request Form Builder - Preview** screen appears.

OR

Click **Cancel** to cancel the transaction.

OR

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

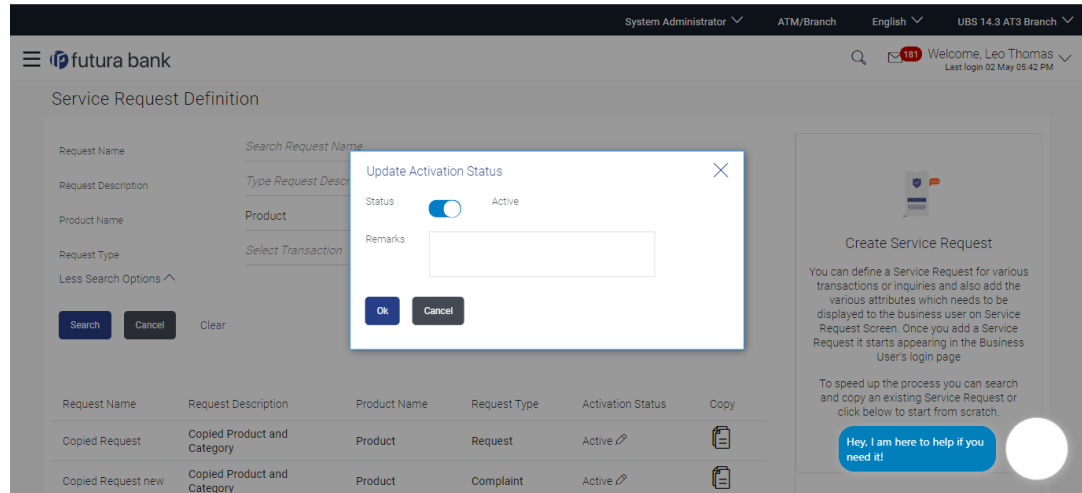
8. Click **Save** to save the details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
9. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
10. The success message appears along with the reference number and status.  
Click **OK** to complete the transaction.

## 18.5 Deactivate/Activate Service Request

System/Bank Administrator can deactivate the Service Request which is no longer required by the bank and it will not be available to the business users.  
The System/Bank administrator can also activate the service requests whenever it is required by the bank.

### To deactivate the service request:

1. Navigate to one of the above paths.  
The **Service Request Definition** screen appears.
2. Enter the search criteria and click **Search**.  
The **Service Request Definition** screen with search results appears based on the searched criteria.
3. Click the **Activation Status** link, of the service request record, which you want to deactivate.  
The **Service Request Definition screen** with Update Activation Status pop-up box appears.

**Figure 18-10 Deactivate Service Request**

4. In the **Status toggle** field, click the toggle to deactivate.
5. In the **Remarks** field, enter the remarks.
6. Click **Ok**.

The success message appears.

Using the same flow Admin can activate a deactivated Service Request.

## 18.6 FAQ

1. **How can I change the sequence of fields defined on form builder while creating the Service Request-form?**  
You can drag and drop the fields for changing the sequence of the form fields at the time of creation.
2. **Can I edit the fields on preview page?**  
No, you cannot edit the form fields on preview page, but you can go back to form builder page and edit the fields.
3. **Can I edit an existing Service Request Form?**  
You can only update a Service Request form only if there are no service request raised for that Service Request- form, by business users.
4. **Can I delete a Service Request –form?**  
No, Service Request form cannot be deleted. However you can deactivate the Service Request –form and it will stop appearing in the business user’s login.
5. **Can I create two Service Request forms with the same names?**  
No, Service Request Forms are unique, so two forms cannot have the same names.
6. **Can I maintain the Service Request forms in the language other than English?**  
No, as of now using this maintenance service request forms can be built in English only.

# 19

## Feedback

Customer experience and satisfaction are very important aspects for the banks and it differentiates one bank from another, hence measuring customer satisfaction is exceedingly important. Feedback capture allows the customers to express their opinion on the services offered by the bank.

The following capabilities are available as part of feedback:

- Feedback Template definition
- Feedback capture on transaction completion
- General Feedback capture
- Feedback Analytics

As part of feedback template definition, the administrator can define the feedback question, the rating scale, question and option set along with deciding the set of transaction(s) for which feedback capture needs to be enabled.

The business users i.e. retail and corporate users will get an option to capture feedback on completion of transaction depending upon whether the transaction is part of the feedback template applicable to the role of the user.

The business user also has an option to capture general feedback if required and not necessarily perform a transaction to capture feedback.

Feedback captured by the user in terms of the rating and the options selected on the subsequent questions asked are stored in the system for the bank to carry out analysis for corrective actions if required. The administrator will have an option to view the details.

- [Feedback Template Maintenance](#)
- [FAQ](#)
- [Feedback Analytics](#)

### 19.1 Feedback Template Maintenance

Using this option, the System Administrator can maintain the feedback templates by defining the feedback question, selecting the rating scale, adding new questions along with new options, selecting the transactions for which feedback capture needs to be enabled.

The administrator can also decide whether an additional question is to be asked for a scale weight and select the applicable options for the question.

**Navigation Path:**

From **System Administrator Dashboard**, under **Templates** widget, click **Feedback Template**.

OR

From **System Administrator Dashboard**, under **Others**, click **Feedback**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu** , then click **Menu** and then click **Templates**, Under **Templates** , click **Feedback Template**.

- [Feedback Template Maintenance - Search](#)
- [Feedback Template Maintenance - Edit](#)
- [Feedback Template Maintenance - Create](#)

## 19.1.1 Feedback Template Maintenance - Search

**To search feedback template:**

1. Navigate to one of the above paths.  
The **Feedback Template Maintenance** screen appears.
2. In the **Template ID** field, enter an appropriate template ID if you wish to search by template ID.
3. In the **Template Name** field, enter the name of the template to be searched.
4. Select appropriate role(s) if you wish to search the template based on the parameter **Applicable to Role**.
5. Click **Search**.

OR

Click **Clear** to reset the search parameters

OR

Click **Cancel** to cancel the transaction

**Figure 19-1 Feedback Template Maintenance - Search**

The screenshot displays the 'Feedback Template Maintenance' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this, the 'futura bank' logo is visible. The main content area contains the following elements:

- Template Id:** A text input field with the placeholder 'Enter Template Id'.
- Template Name:** A text input field with the placeholder 'Enter Template Name'.
- Applicable to Role:** Two checkboxes: 'Corporate User' and 'Retail User'.
- Buttons:** 'Search' (blue), 'Cancel' (grey), and 'Clear' (light blue).
- Feedback Template Definition:** A box on the right containing a document icon, the title 'Feedback Template Definition', and a paragraph: 'Feedback template allows definition of Feedback Question, Scale selection, Question bank along with applicable options and selection of transactions for which feedback needs to be enabled'. Below this is a 'Create' button.

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

**Table 19-1 Field Description**

Field Name	Description
Template ID	Specify the template ID you want to search.

**Table 19-1 (Cont.) Field Description**

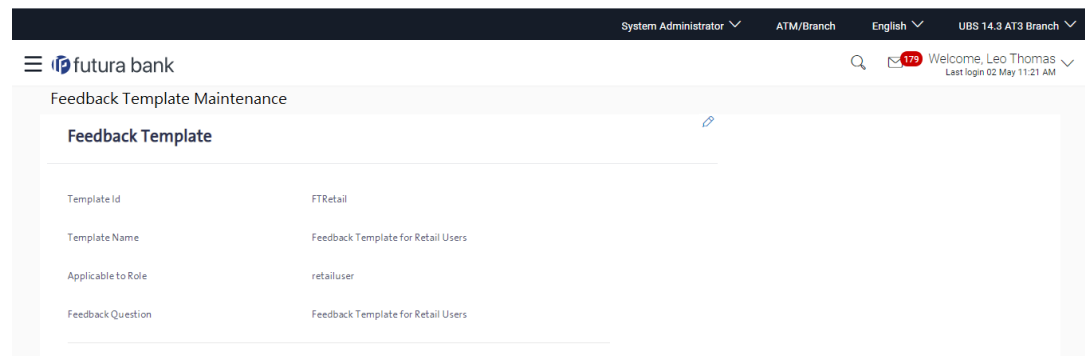
Field Name	Description
<b>Template Name</b>	Specify the template name you want to search.
<b>Applicable To Role</b>	Select the role if you wish the search the template based on the role.
<b>Search Results</b>	
<b>Template ID</b>	Displays the template ID of the applicable template based on the search criteria.
<b>Template Name</b>	Displays the template name of the applicable template based on the search criteria.
<b>Applicable To Role</b>	The role to which the searched feedback template is applicable.

- Click the link under the **Template ID** column.

OR

The **Feedback Template Maintenance** screen appears with the details of the feedback template i.e. template ID, template name, feedback question, question and option set along with the set of transactions for which template is applicable.

**Figure 19-2 Feedback Template – View**





**Figure 19-3 Select Scale – View**





<b>Select Scale</b> 	
<b>Select Question</b> 	
Question 1	What went wrong?
Options	Add-On-Features There should be less clicks for the transaction System took too long to process the request Transaction can be made available on alternate channel Error while using Too much information capture Difficult to locate the transaction Application is slow Not Sure
Question 2	Tell us, what areas can be improved?
Options	System took too long to process the request Not Sure UI UI Transaction can be made available on alternate channel Navigation and User Experience UI
Question 3	What did you feel was very bad in the process?
Options	Transaction can be made available on alternate channel Difficult to locate the transaction Add-On-Features Application is slow Error while using UI System took too long to process the request

Figure 19-4 Link Transaction – View

### Link Transaction

---


General 

 What went wrong?

Please Select Applicable Options

- Add-On-Features
- There should be less clicks for the transaction
- System took too long to process the request
- Transaction can be made available on alternate channel
- Error while using
- Too much information capture
- Difficult to locate the transaction
- Application is slow
- Not Sure


---

 Tell us, what areas can be improved?

Please Select Applicable Options

- System took too long to process the request
- Not Sure
- UI
- UI
- Transaction can be made available on alternate channel
- Navigation and User Experience
- UI


---

 Can it be improved anymore?

Please Select Applicable Options

- Yes
- Not Sure
- No


---

 What did you not like?

Please Select Applicable Options

- UI
- Transaction can be made available on alternate channel
- Not Sure
- There should be less clicks for the transaction
- System took too long to process the request
- Too much information capture
- System took too long to process the request


---

 What did you like the most with us?

Please Select Applicable Options

- There should be less clicks for the transaction
- Too much information capture
- UI
- UI
- Add-On-Features
- Easy to use

The screenshot displays a feedback form with five sections, each starting with a star rating and a question. The first section has a 4-star rating and asks 'What went wrong?' with options: 'System took too long to process the request', 'Too much information capture', 'Difficult to locate the transaction', and 'Site takes too much time to load'. The second section has a 4-star rating and asks 'What went wrong?' with options: 'Difficult to locate the transaction', 'option1', 'Complex navigation', and 'option 2'. The third section has a 5-star rating and asks 'Tell us, what areas can be improved?' with options: 'Navigation and User Experience' and 'Transaction can be made available on alternate channel'. The fourth section has a 5-star rating and asks 'What did you like the most about our ...' with options: 'Everything', 'Navigat', and 'Look and Feel'. The fifth section has a 5-star rating and asks 'Would you recommend our website to...' with options: 'Cant say', 'No', and 'Yes'. At the bottom, there are 'Cancel' and 'Back' buttons.

7. Click  icon against the respective section to edit the feedback template.

OR

Click **Cancel** to cancel the transaction.

OR

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

## 19.1.2 Feedback Template Maintenance - Edit

Using this option, the administrator can modify details in the feedback template i.e. update feedback question, change the rating scale, add new questions and options, add / remove transactions from the template.

**To edit or modify feedback template:**

1. Navigate to one of the above paths.

The **Feedback Template Maintenance** screen appears.


2. Search the Feedback template by specifying different search criteria and click **Search**.  
The search results appear on the **Feedback Template Maintenance** screen based on the search parameters.
3. In the **Template Name** field, enter the name of the template to be searched.
4. Click the link under the **Template ID** column.  
The **Feedback Template Maintenance** screen appears.
5. Click  icon to edit the details in respective section of the feedback template.  
The **Feedback Template Maintenance - Edit** screen appears. OR  
Click **Clear** to reset the search parameters  
OR  
Click **Cancel** to cancel the transaction
6. Click **Search**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
7. The administrator will be navigated to the respective section i.e. feedback template details or scale definition or select question or link transaction depending on the edit option selected against the respective section.
8. As part of feedback template details, feedback question, template ID, template name and applicable to role can be modified.
9. As part of scale definition, the administrator can change the rating scale.
10. As part of select question section, the administrator can add new questions and also add new options for existing as well as new questions defined.
11. As part of link transaction section, the administrator can add new transactions as well as remove existing transactions.  
Administrator can also add new options, to the existing questions associated to each scale weight of the rating scale applicable to general feedback as well as for transactions.
12. Edit the required details in the respective section and click **Save** if you need to go to review page  
OR  
Click **Next**, to go to the next step in the process and edit details wherever required.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction.

Figure 19-5 Feedback Template - Edit

System Administrator ATM/Branch English UBS 14.3 AT3 Branch

futura bank Welcome, Leo Thomas Last login 02 May 11:21 AM

### Feedback Template Maintenance

Template Id: FTRetail

Template Name: Feedback Template for Retail User

Applicable to Role:  
 Corporate User  
 Retail User

Feedback Question: Feedback Template for Retail User

Save Cancel Next

#### Feedback Template Definition

Feedback template allows definition of Feedback Question, Scale selection, Question bank along with applicable options and selection of transactions for which feedback needs to be enabled

Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

Figure 19-6 Select Scale - Edit

System Administrator ATM/Branch English UBS 14.3 AT3 Branch

futura bank Welcome, Leo Thomas Last login 02 May 11:21 AM

### Feedback Template Maintenance

1 Select Scale 2 Select Question 3 Link Transaction

Scale 1 ★★★★★

Scale 2 ♥♥♥♥♥

Scale 3 👍👍👍👍👍

Save Next Cancel Back

Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

Figure 19-7 Select Question – Edit

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank
Welcome, Leo Thomas  
Last login 02 May 11:21 AM

Feedback Template Maintenance

1 — 2 — 3  
Select Scale      Select Question      Link Transaction

Question 1	What went wrong?
Options	<ul style="list-style-type: none"> <li>Difficult to locate the transaction</li> <li>Transaction can be made available on alternate channel</li> <li>Error while using</li> <li>There should be less clicks for the transaction</li> <li>Too much information capture</li> <li>Not Sure</li> <li>Add-On-Features</li> <li>Application is slow</li> <li>System took too long to process the request</li> </ul> <input style="width: 100%; height: 20px; margin-top: 5px;" type="text"/>
Question 2	Tell us, what areas can be improved?
Options	<ul style="list-style-type: none"> <li>System took too long to process the request</li> <li>Not Sure</li> <li>UI</li> <li>UI</li> <li>Transaction can be made available on alternate channel</li> <li>UI</li> <li>Navigation and User Experience</li> </ul> <input style="width: 100%; height: 20px; margin-top: 5px;" type="text"/>
Question 3	What did you feel was very bad in the process?
Options	<ul style="list-style-type: none"> <li>There should be less clicks for the transaction</li> <li>System took too long to process the request</li> <li>Transaction can be made available on alternate channel</li> <li>Application is slow</li> <li>Error while using</li> <li>Difficult to locate the transaction</li> <li>UI</li> <li>Add-On-Features</li> </ul> <input style="width: 100%; height: 20px; margin-top: 5px;" type="text"/>
Question 4	What did you not like?
Options	<ul style="list-style-type: none"> <li>Transaction can be made available on alternate channel</li> <li>There should be less clicks for the transaction</li> <li>Not Sure</li> <li>System took too long to process the request</li> <li>Too much information capture</li> <li>System took too long to process the request</li> <li>UI</li> </ul> <input style="width: 100%; height: 20px; margin-top: 5px;" type="text"/>
Question 5	What should be improved?
Options	<ul style="list-style-type: none"> <li>There should be less clicks for the transaction</li> <li>UI</li> <li>AI</li> <li>Too much information capture</li> <li>More features</li> <li>Not Sure</li> <li>UI</li> </ul> <input style="width: 100%; height: 20px; margin-top: 5px;" type="text"/>
Question 6	Can it be improved anymore?
Options	<ul style="list-style-type: none"> <li>Not Sure</li> <li>Yes</li> </ul>

**Figure 19-8 Link Transaction - Edit**

System Administrator ATM/Branch English UBS 14.3 AT3 Branch

futura bank Welcome, Leo Thomas Last login 02 May 11:21 AM

Feedback Template Maintenance

Select Scale Select Question **Link Transaction**

Feedback Type  General  Transactions

General

What went wrong?

Please Select Applicable Options

- Add-On-Features
- There should be less clicks for the transaction
- System took too long to process the request
- Transaction can be made available on alternate channel
- Error while using
- Too much information capture
- Difficult to locate the transaction
- Application is slow
- Not Sure

Tell us, what areas can be improved?

Please Select Applicable Options

- System took too long to process the request
- Not Sure
- UI
- UI
- Transaction can be made available on alternate channel
- Navigation and User Experience
- UI

Can it be improved anymore?

Please Select Applicable Options

- Yes
- Not Sure
- No

What did you not like?

Please Select Applicable Options

- UI
- Transaction can be made available on alternate channel
- Not Sure
- There should be less clicks for the transaction
- System took too long to process the request
- Too much information capture
- System took too long to process the request

What did you like the most with us?

Please Select Applicable Options

- There should be less clicks for the transaction
- Too much information capture
- UI
- UI
- Add-On-Features
- Easy to use

Transactions

Save Cancel Back

Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

- The **Review** screen appears.  
Verify the details, and click **Confirm**.

OR

Click **Cancel** to cancel the transaction.

OR

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

14. The success message with reference number appears.

Click **OK** to complete the transaction.

## 19.1.3 Feedback Template Maintenance - Create

Using this option, the administrator can create feedback template for a specific user type i.e. retail / corporate by defining the details i.e. the feedback question, selecting the rating scale, addition of new questions along with options, select transactions for which the feedback capture needs to be enabled.

**To create feedback template:**

1. Navigate to one of the above paths.

The **Feedback Template Maintenance** screen appears.

2. click **Create**.

The **Feedback Template Maintenance - Create** screen appears.

3. In the **Template ID** field, enter the template ID.

4. In the **Template Name** field, enter the name of the template.

5. Select the role(s) for which the feedback template is applicable by selecting check box in the **Applicable to Role** field.

6. In the **Feedback Question** field, enter the name of the feedback question.

**Figure 19-9 Feedback Template Maintenance - Create**

The screenshot shows the 'Feedback Template Maintenance - Create' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below that, the 'futura bank' logo is visible. The main content area is divided into two columns. The left column contains a form with the following fields: 'Template Id' (007), 'Template Name' (OBDX\_007), 'Applicable to Role' (with checkboxes for 'Corporate User' and 'Retail User', where 'Retail User' is checked), and 'Feedback Question' (OBDX Experience Feedback). At the bottom of the form are three buttons: 'Next', 'Cancel', and 'Back'. The right column features a 'Feedback Template Definition' section with a sub-header and a paragraph explaining that the feedback template allows for defining questions, scales, and applicable options for specific transactions.

**Table 19-2 Field Description**

Field Name	Description
Template ID	Enter the template ID.



**Table 19-2 (Cont.) Field Description**

Field Name	Description
<b>Template Name</b>	Enter the template name for the template being created.
<b>Applicable To Role</b>	Select the role(s) for which the template will be applicable. You can select multiple roles and the system will resolve the template based on the role of the user when the user wishes to capture feedback.
<b>Feedback Question</b>	Define the feedback question. This is the question that will be asked to the user as part of feedback capture on which he/she can rate on the rating scale.

7. Click **Next**.

The **Feedback Template Maintenance** screen is displayed.

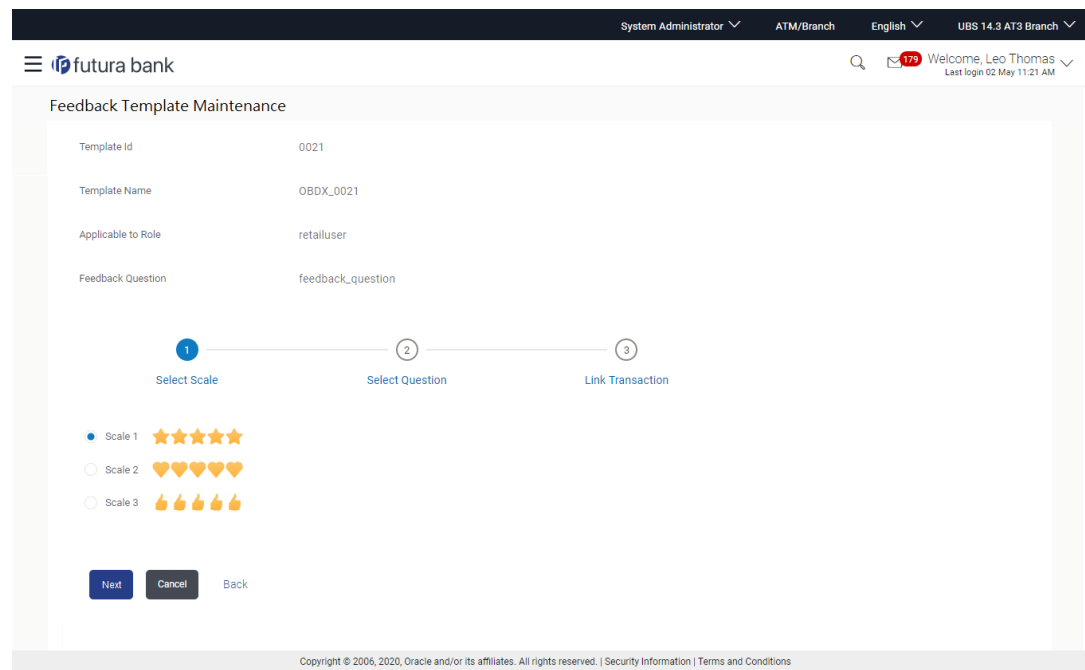
OR

Click **Cancel** to cancel the transaction.

OR

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

**Figure 19-10 Feedback Template Maintenance - Select Scale**



**Table 19-3 Field Description**

Field Name	Description
<b>Select Scale</b>	Select the required scale. The scale will be available for the user to rate as part of feedback capture.

8. In the **Select Scale** field, select the appropriate option.

9. Click **Next**.

The **Feedback Template Maintenance** screen is displayed.

OR

Click **Cancel** to cancel the transaction.

OR

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

Figure 19-11 Feedback Template Maintenance - Select Question

The screenshot displays the 'Feedback Template Maintenance' interface for 'futura bank'. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is identified as 'Leo Thomas' with a last login of '02 May 11:21 AM'. The main content area is titled 'Feedback Template Maintenance' and shows the following details:

- Template Id: 021
- Template Name: OBDX\_Ret\_User
- Applicable to Role: retailuser

A progress bar indicates the current step is 'Select Question' (step 2 of 3). The steps are: 1. Select Scale (checked), 2. Select Question (active), 3. Link Transaction.

Three questions are listed:

- Question 1:** What went wrong?  
Options: Difficult to locate the transaction, Transaction can be made available on alternate channel, Error while using, There should be less clicks for the transaction, Too much information capture, Not Sure, Add-On-Features, Application is slow, System took too long to process the request.
- Question 2:** Tell us, what areas can be improved?  
Options: System took too long to process the request, Not Sure, UI, UI, Transaction can be made available on alternate channel, UI, Navigation and User Experience.
- Question 3:** What did you feel was very bad in the process?  
Options: There should be less clicks for the transaction, System took too long to process the request, Transaction can be made available on alternate channel, Application is slow, Error while using, Difficult to locate the transaction, UI, Add-On-Features.


Each question has an associated input field for additional comments. At the bottom, there is an 'Add Another question' button and a set of navigation buttons: 'Next', 'Cancel', and 'Back'. A copyright notice at the very bottom reads: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Table 19-4 Field Description**

Field Name	Description
<b>Select Question</b>	
<b>Question</b>	Displays the default questions as defined in the system. The user can add new questions as part of the template definition. The default questions as well as the newly added questions will be associated to the scale weight of the rating scale.
<b>Options</b>	Displays the default options as defined in the system. The user can add new options as part of the template definition. The newly added options can be associated to the existing default questions as well as newly added questions.

10. Click in the **Options** field to add more options to the existing questions.
11. To add a new question, type the question in the text area in 'Add another question' and click the **Add button**.
12. Once the question is added, click in the **Options** field to add answers to the newly added questions.

 **Note:**

Click  icon to delete the newly added question.

13. Click **Next**.  
The **Feedback Template Maintenance** screen is displayed.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

Figure 19-12 Feedback Template Maintenance - Link Transaction

System Administrator
ATM/Branch
English
UBS 14.3 AT3 Branch

futura bank
Welcome, Leo Thomas  
Last login 02 May 11:21 AM

### Feedback Template Maintenance

Template Id: 0021

Template Name: OBDX\_0021

Applicable to Role: retailuser

Feedback Question: feedback\_question

Feedback Type:  General  Transactions

**General**

What went wrong?

Please Select Applicable Options

- Add-On-Features
- There should be less clicks for the transaction
- System took too long to process the request
- Transaction can be made available on alternate channel
- Error while using
- Too much information capture
- Difficult to locate the transaction
- Application is slow
- Not Sure

Tell us, what areas can be improved?

Please Select Applicable Options

- System took too long to process the request
- Not Sure
- UI
- UI
- Transaction can be made available on alternate channel
- Navigation and User Experience
- UI

Can it be improved anymore?

Please Select Applicable Options

- Yes
- Not Sure
- No

What did you not like?

Please Select Applicable Options

- UI
- Transaction can be made available on alternate channel
- Not Sure
- There should be less clicks for the transaction
- System took too long to process the request
- Too much information capture
- System took too long to process the request

What did you like the most with us?

Please Select Applicable Options

- There should be less clicks for the transaction
- Too much information capture
- UI
- UI
- Add-On-Features
- Easy to use

**Transactions**

Save
Cancel
Back

**Table 19-5 Field Description**

Field Name	Description
Link Transactions	
Feedback Type	<p>Indicates whether feedback type is general or is specific to transaction.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• <b>General:</b> This is very generic in nature and not feedback specific to a transaction. The template defined will be applicable when the user wishes to leave feedback generally through the menu option.</li> <li>• <b>Transactions:</b> This is in case wherein administrator wants to define the template very specific to a set of transaction or a set of transactions.</li> </ul>

14. Select the applicable feedback type i.e. general or transactions or both
15. If you select **General** option, there will be a panel available to define questions along with options against each of the scale weights of the rating scale. It is not mandatory to assign a question to each scale weight.
16. If you select **Transaction** option, there will be a panel available to select the transactions in the '**Select transaction**' field and also define questions along with options against each of the scale weights of the rating scale. It is not mandatory to assign a question to each scale weight.

17. Click **Save** to save the template information.

OR

Click **Cancel** to cancel the transaction.

OR

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

18. The **Review** screen appears.

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

OR

Click **Cancel** to cancel the transaction.

OR

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

## 19.2 FAQ

1. **Can I define multiple feedback questions as part of the template definition?**  
No. Only one feedback question can be defined as part of the template and this will be asked to the business user on which he/she will rate. The same question will be applicable to General feedback and for transactions.
2. **What is the relevance of the questions and option set defined as part of select question section?**  
The questions and options defined as part of the select question section are used for association to the scale weights if required which will be asked to the user on he/she selecting the weight on the rating scale as part of actual feedback capture.

**3. Can I have separate questions associated at scale weight level for different transactions?**

Yes, you will need to select and group transactions for which you wish to have common questions and options at scale weight level. Click on Add Another Transaction to add transactions that require different set of questions and options at scale weight level.

**4. Can I remove the questions associated at scale weight level as part of edit?**

No. Currently questions once defined can't be removed.

**5. Can the same feedback template be applicable to multiple roles?**

Yes, provided multiple roles have been selected in the 'Applicable to Role' field.

## 19.3 Feedback Analytics

Feedback Analytics gives the bank a quick analysis of the feedback information collected from the customers. The analytics covers information about the average of feedback ratings that transactions have got, trends in how the average ratings have changed the top and bottom transactions in terms of ratings etc. The analytics helps banks in quickly identifying the pain points in customer journeys and points out the specific areas for improvement and action.

Using this option, the System Administrator can analyse the feedback given by users.

The following information will be available to the administrator as part of analytics:

- Top three and bottom three transactions: Shows the top three and bottom three transactions based on user given rating
- Individual Transactions: Shows the user given ratings, distribution of the ratings given, the answer options chosen for the associated question & change of ratings over three time periods for an individual transaction
- All Transactions : Shows the user given ratings, distribution of the ratings given, and change of ratings over three time periods
- General Feedback: Shows the user's general feedback i.e. Average rating for the selected time period, Rating over time (last month, last quarter, last year), Recent comments by user grouped based on ratings, and the Customer response for the question associated with each rating

**Navigation Path:**

From **System Administrator Dashboard**, under **Controls & Monitoring** widget, click **Feedback Analytics**.

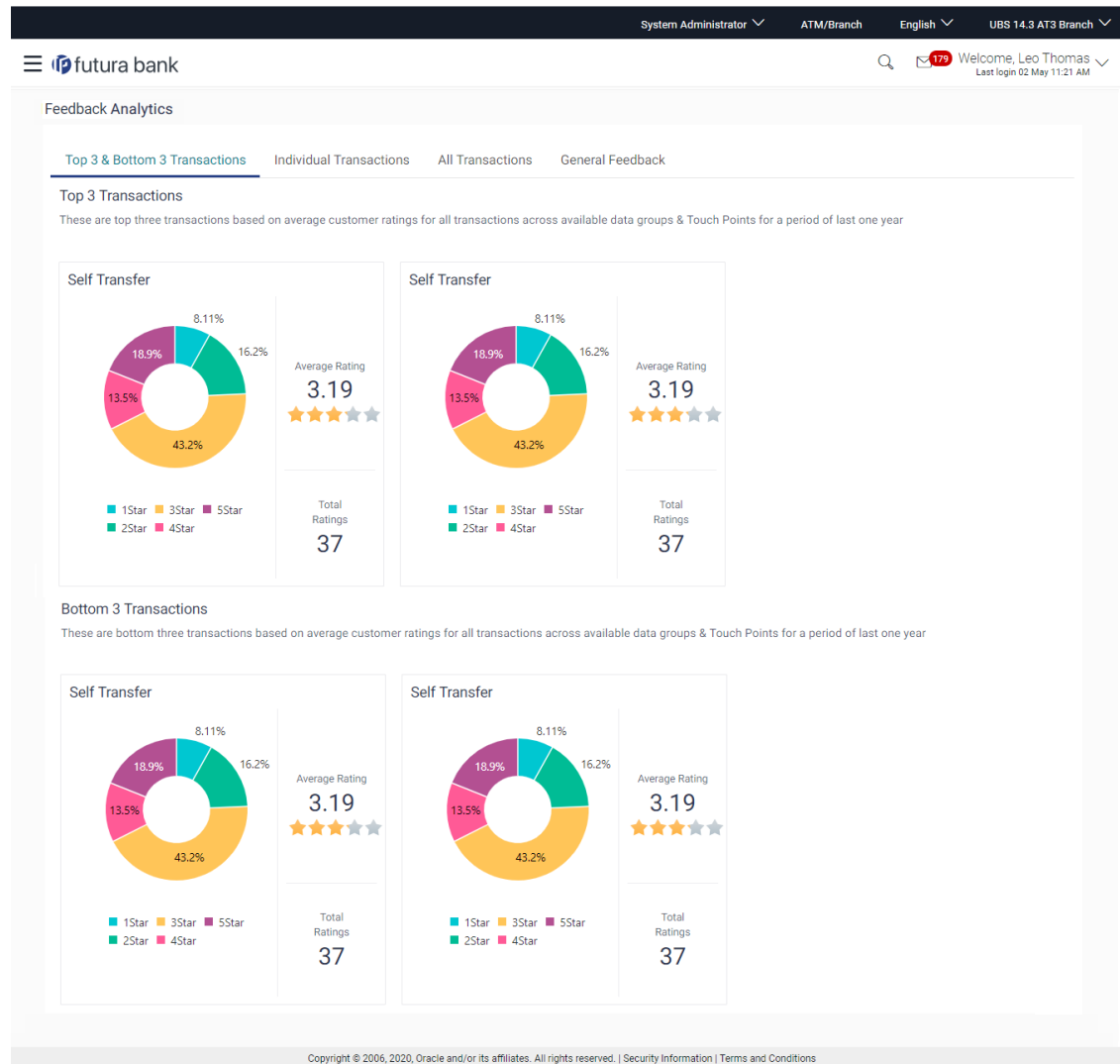
OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu** , then click **Menu** and then click **Controls & Monitoring**, Under **Controls & Monitoring** , click **Feedback Analytics**.

- [Top Three and Bottom Three Transactions](#)
- [Individual Transactions](#)
- [All Transactions](#)
- [General Feedback](#)

## 19.3.1 Top Three and Bottom Three Transactions

**Figure 19-13** Top three and bottom three transactions



**Table 19-6** Field Description

Field Name	Description
<b>Top / Bottom 3 Transactions</b>	Displays the top / bottom three transactions in graphical format. It also displays the ratings given by the user to that particular transaction.

## 19.3.2 Individual Transactions

**To view individual transactions:**

1. Navigate to one of the above path.  
The **Feedback Analytics** screen appears.



2. From the **Data Set** list, select the user for which the transaction is to be searched.
3. From the **Touch Point** list, select the banking channel.
4. From the **Select Transaction** list, select the transaction name for which the feedback is to be searched.
5. From the **Time Frame** list, select the duration in number of months / years.
6. Click **Submit**.

The search results are displayed.

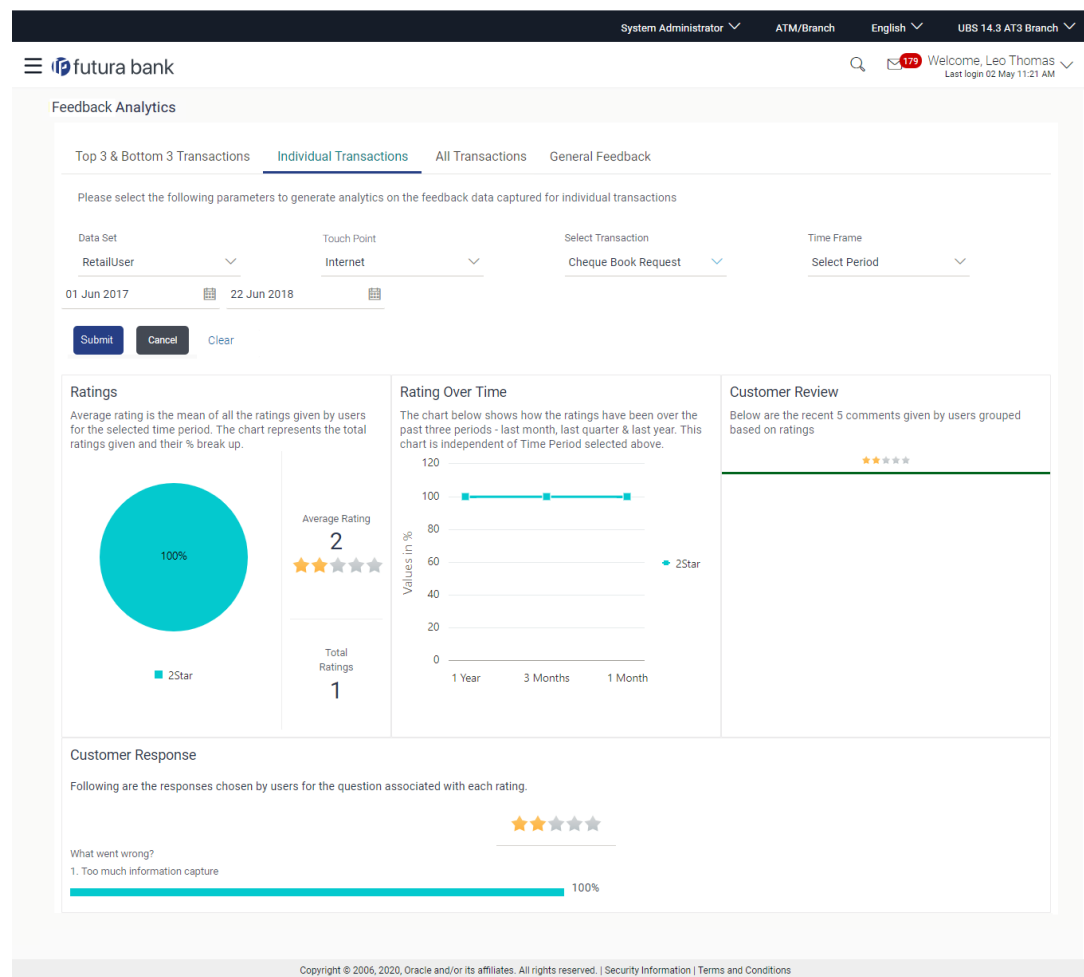
OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to clear the search criteria.

**Figure 19-14 Individual Transactions**



**Table 19-7 Field Description**

Field Name	Description
<b>Data Set</b>	Select the type of the user from the list. The options are: <ul style="list-style-type: none"><li>• Administrator</li><li>• Corporate User</li><li>• Retail User</li></ul>
<b>Touch Point</b>	Select the banking touch point from the list. The options are: <ul style="list-style-type: none"><li>• Mobile Application</li><li>• Internet</li><li>• Mobile (Responsive)</li><li>• Wearables</li><li>• Missed Call Banking</li><li>• SMS Banking</li><li>• Siri / Chatbot</li><li>• Snapshot</li></ul>
<b>Select Transaction</b>	Select the transaction from the list for which you wish to analyze the feedback.
<b>Time Frame</b>	Select the time period for which you wish analyze the feedback. You can search the feedback on the basis of time range, by entering the <b>From Date</b> and <b>To Date</b> . The <b>From Date</b> and <b>To Date</b> fields are displayed, if you select <b>Select Period</b> option from the <b>Time Frame</b> field.

### 19.3.3 All Transactions

**To view all transactions:**

1. Navigate to one of the above path.  
The **Feedback Analytics** screen appears.
2. From the **Data Set** list, select the user for which the transaction is to be searched.
3. From the **Touch Point** list, select the banking channel.
4. From the **Select Transaction** list, select the transaction name for which the feedback is to be searched.
5. From the **Time Frame** list, select the duration in number of months / years.
6. Click **Submit**.

The search results are displayed.

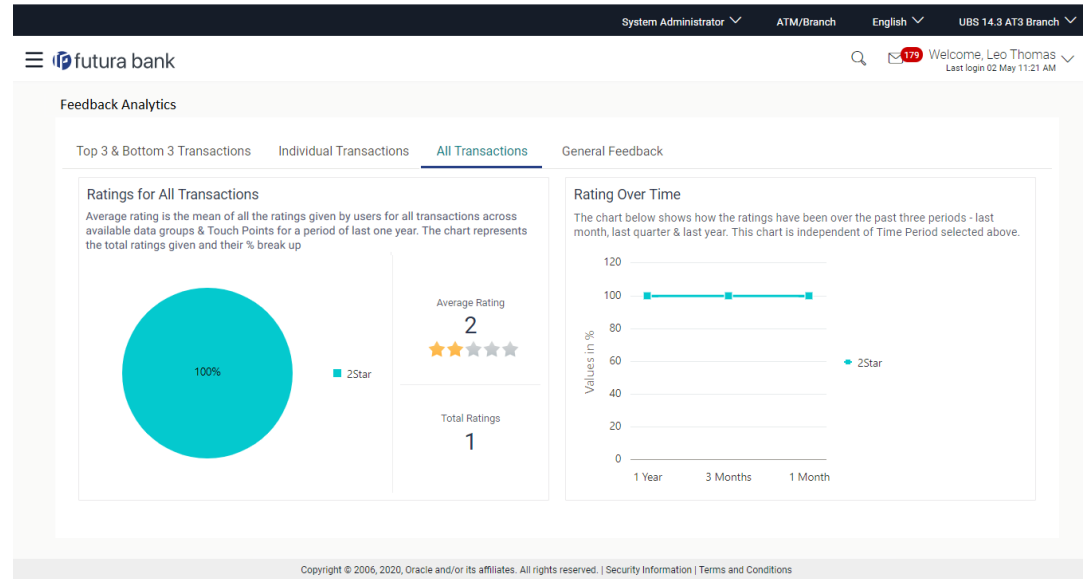
OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to clear the search criteria.

**Figure 19-15 All Transactions**



**Table 19-8 Field Description**

Field Name	Description
<b>All Transactions</b>	<p>Displays the feedback for all transactions and for a period. The feedback is segregated in:</p> <ul style="list-style-type: none"> <li>• <b>Ratings for All Transactions:</b> It is a rating given by the users for all transactions across available data groups and touch point for last one year.</li> <li>• <b>Rating Over Time:</b> It is a rating given for a period of time, for example, one month, three month and one year.</li> </ul>

### 19.3.4 General Feedback

**To view general feedback:**

1. Navigate to one of the above path.  
The **Feedback Analytics** screen appears.
2. From the **Data Set** list, select the user type for which general feedback is to be viewed.
3. From the **Touch Point** list, select the banking channel for which feedback information needs to be viewed.
4. From the **Time Frame** list, select the duration for which the feedback information needs to be viewed.
5. Click **Submit**.

The results are displayed based on the search criteria input.

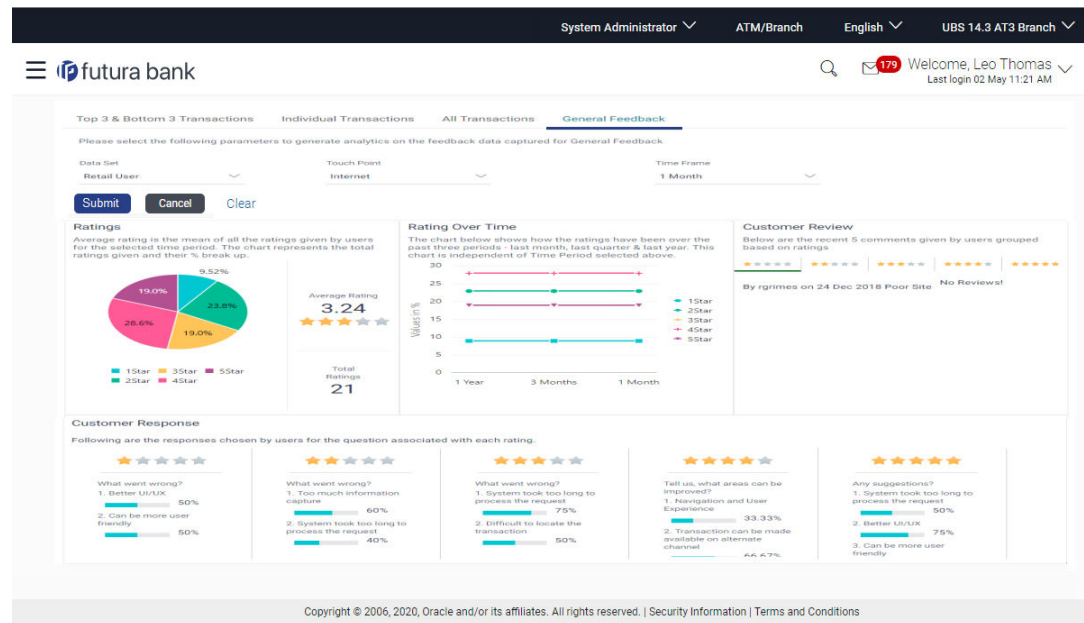
OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to clear the search criteria.

**Figure 19-16 General Feedback**



**Table 19-9 Field Description**

Field Name	Description
Data Set	Select the type of the user from the list. The options are: <ul style="list-style-type: none"> <li>Corporate User</li> <li>Retail User</li> </ul>
Touch Point	Select the touch point from the list. The options are: <ul style="list-style-type: none"> <li>Internet</li> <li>Mobile (Responsive)</li> <li>Mobile Application</li> </ul>
Time Frame	Select the time period for which you wish analyze the feedback from the customer. You can search the feedback on the basis of time range, by entering the <b>From Date</b> and <b>To Date</b> . The <b>From Date</b> and <b>To Date</b> fields are displayed, if you select <b>Select Period</b> option from the <b>Time Frame</b> field.
Search Result	

**Table 19-9 (Cont.) Field Description**

Field Name	Description
<b>General Feedback</b>	<p>Displays the general feedback details for and the selected search parameters.</p> <ul style="list-style-type: none"><li>• Ratings: It displays the percentage of ratings for each rating given by the users as part of general feedback. It also displays the average rating value and also displays the total no. of ratings.</li><li>• Rating Over Time: It displays the general feedback ratings given over a time period i.e. last month, last quarter, last year.</li><li>• Customer Review: It displays the recent 5 comments provided by users and grouped based on ratings.</li><li>• Customer Response: It displays responses chosen by users for the question associated with each rating</li></ul>

# 20

## SMS Banking

SMS and Missed call banking gives business user the control to manage his/her account whenever and wherever needed by sending a SMS or by giving a missed call on a designated number.

Business user just needs to register his/her mobile number with the bank and explicitly opt for SMS/Missed Call banking services to access the required information.

Using this option, the system administrator can maintain the following templates:

- **SMS Banking:** The template for an event and locale combination can be created by defining the input keyword, data attributes, whether PIN required and response message.
- **Missed Call Banking:** The template for an event and locale combination can be created by defining the contact number on which the customer would need to give a missed call and response message.

### Navigation Path:

From **System Administrator Dashboard**, under **Templates** widget, click **SMS and Missed Call Banking** and then click **SMS**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Templates**, Under **Templates** , click **SMS and Missed Call Banking**.

**Figure 20-1 SMS Banking - Search**

The screenshot displays the 'SMS Banking' search interface. At the top, there is a search bar with the placeholder text 'What would you like to do today?'. Below the search bar, the page title 'SMS Banking' is visible. The main content area contains a search form with two dropdown menus: 'Event Name' and 'Locale', both marked as 'Required'. Below the dropdowns are 'Search' and 'Cancel' buttons. The page also shows a navigation menu on the left and a user profile icon on the right.

### To search SMS template:

1. Navigate to one of the above path.  
The **SMS Banking** screen appears.
2. From the **Event Name** list, select the appropriate event.

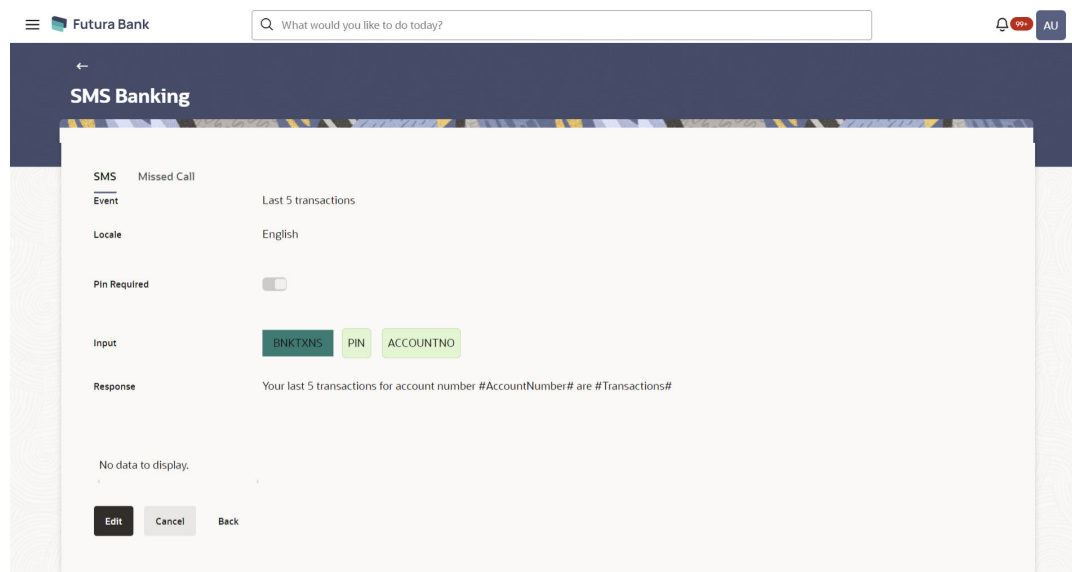
3. From the **Locale** list, select the language.
4. Click **Search**.

The **View** screen appears, depending on the search criteria.

OR

Click **Cancel** to cancel the transaction.

**Figure 20-2 SMS Banking - View**



**Table 20-1 Field Description**

Field Name	Description
<b>Event Name</b>	Select the event name.
<b>Locale</b>	Select the locale of the template. Currently only 'English' is supported
<b>Event Name</b>	Displays the event name as selected on the search page for which the template details are to be viewed.
<b>Locale</b>	Displays the language in which the SMS template is defined i.e. input syntax as well as the response message
<b>Pin Required</b>	Indicates whether PIN is required while requesting information from the bank.

**Table 20-1 (Cont.) Field Description**

Field Name	Description
<b>Input</b>	Displays the input syntax containing the keyword, data attribute(s) and PIN (if required) for the selected event and locale combination The format in which the user needs to send the text message with the required attribute(s) to receive appropriate information. For example: If the account holder wishes to receive account balance information from the bank and the template is defined as MBAL <PIN> <AccountNumber>, user's PIN is defined as 5678, and account number is AT30012100012, then user will need to send SMS as MBAL 5678 AT30012100012.
<b>Response</b>	Displays the response message along with the data attributes as defined for the event and locale combination. It is the response message that the account holder would be receiving on sending a SMS for a specific inquiry or transaction
<b>Data Attributes</b>	Displays the data attributes used as part of response message for the respective event.

5. Click **Edit** to if you want to edit the SMS template.

OR

Click **Cancel** to cancel the transaction.

OR

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

- [SMS Banking - Edit](#)
- [Missed Call Banking - Search](#)
- [Missed Call Banking - Edit](#)
- [FAQ](#)

## 20.1 SMS Banking - Edit

Using this option, System Administrator can modify the SMS Banking template defined for an event and locale combination.

**To edit or update a SMS template:**

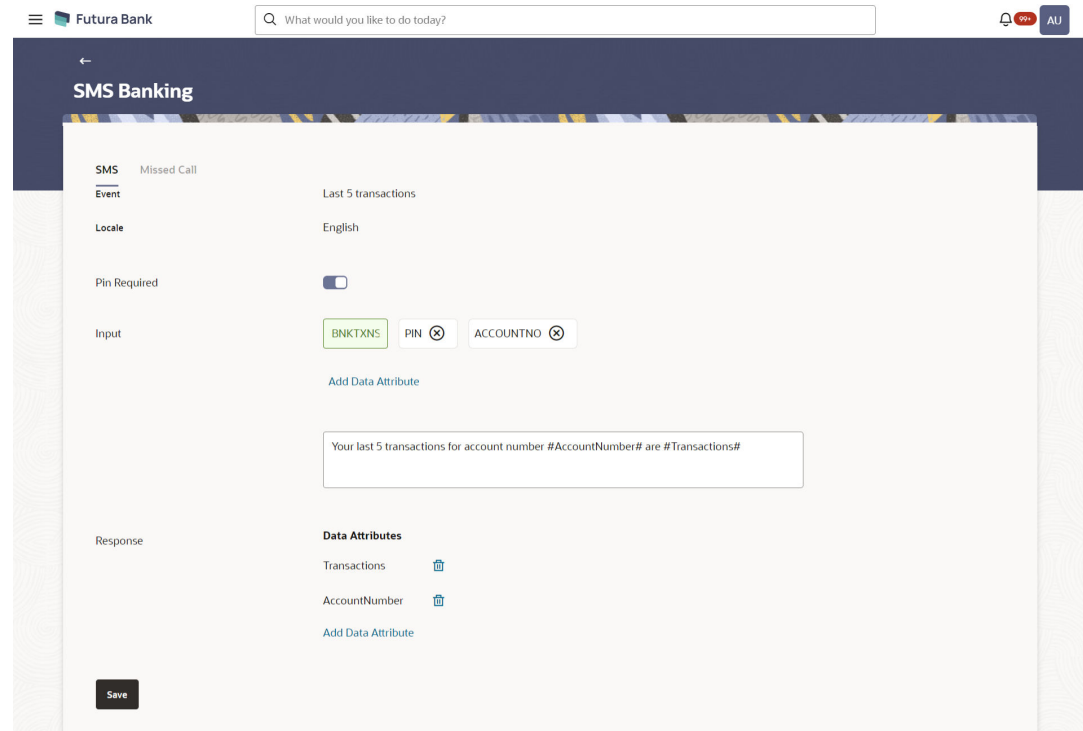
1. Navigate to one of the above path.  
The **SMS Banking** screen appears.
2. Select the Event and Locale and click **Search**.  
You will be navigated to the SMS Banking Template in View mode.
3. Click **Edit** to modify the details.  
The **SMS Banking- Edit** screen appears.  
OR  
Click **Cancel** to cancel the transaction.



OR

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

**Figure 20-3 SMS Banking - Edit**



4. As part of edit, you can modify the keyword defined for the event, include new data attributes in the input syntax or remove existing data attributes, modify the response message and also include new data attributes as part of response message.

5. Click **Save** to update the changes.

OR

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

OR

Click **Cancel** to cancel the transaction.

6. The **Review** screen appears.

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

OR

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

OR

Click **Cancel** to cancel the transaction.

7. The success message about modification appears.

Click **OK** to complete the transaction.

## 20.2 Missed Call Banking - Search

### **Navigation Path:**

From **Administrator Dashboard**, click **Templates**, then click **SMS and Missed Call Banking** and then click **Missed Call**.

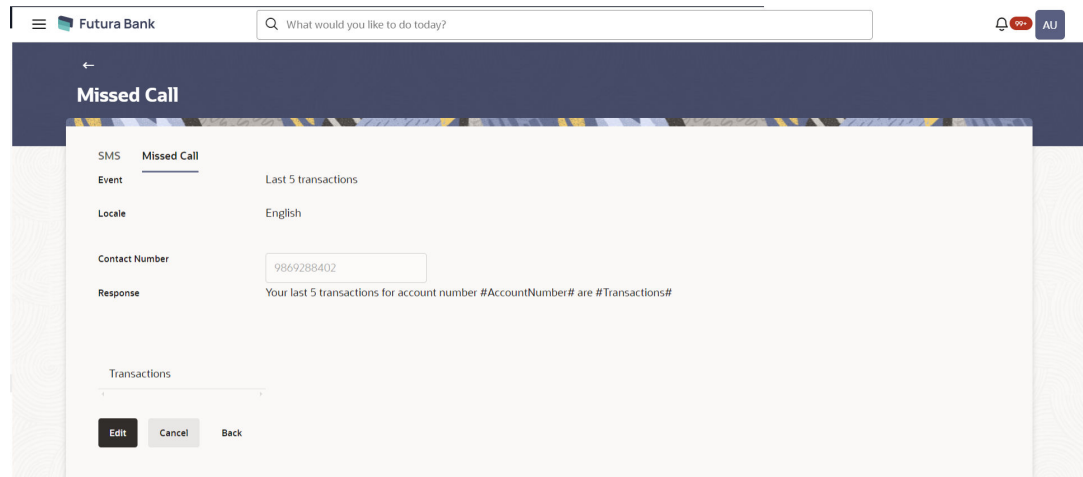
**Figure 20-4 Missed Call Banking – Search**

The screenshot shows the 'Missed Call' search interface within the Futura Bank administrator dashboard. At the top, there is a search bar with the placeholder text 'What would you like to do today?' and a user profile icon labeled 'AU'. Below the search bar, the 'Missed Call' screen is displayed. It features a dark blue header with a back arrow and the title 'Missed Call'. The main content area has a light gray background and contains two dropdown menus: 'Event Name' and 'Locale', both marked as 'Required'. Below the dropdowns are two buttons: 'Search' and 'Cancel'.

### **To search Missed Call Banking template:**

1. Navigate to the above path.  
The **Missed Call** screen appears.
  2. From the **Event Name** list, select the appropriate event.
  3. From the **Locale** list, select the language.
  4. Click **Search**.  
The **View** screen appears, depending on the search criteria.
- OR
- Click **Cancel** to cancel the transaction.

**Figure 20-5 Missed Call Banking - View**



**Table 20-2 Field Description**

Field Name	Description
<b>Event Name</b>	Select the event name from the list.
<b>Locale</b>	Select the locale of the template. Currently only 'English' is supported.
<b>Event Name</b>	Displays the event name as selected on the search page for which the template details are to be viewed
<b>Locale</b>	Displays the locale as selected on the search page for which the template details are to be viewed It is the language in which the information is communicated to the account holder on request.
<b>Contact Number</b>	Displays the contact number defined for the selected event and locale combination on which the user needs to give a missed call to get the required information.
<b>Response</b>	Displays the response message as defined for the event and locale combination with the required data attributes. It is the response message that the account holder would be receiving when he gives a missed call on a specific contact number
<b>Data Attributes</b>	Data attributes that are used as part of response message for the respective event.

- Click **Edit** to if you want to edit the missed call template.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## 20.3 Missed Call Banking - Edit

Using this option, System Administrator can modify the Missed Call Banking template defined for an event and locale combination.

**To edit or update a missed call template:**

1. Navigate to one of the above path.  
The **Missed Call** screen appears.
2. Select the Event and Locale from the list and click **Search**.  
You will be navigated to the **Missed Call Banking** template in View mode.
3. Click **Edit** to if you want to edit the missed call template.  
The **Missed Call Banking- Edit** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

**Figure 20-6 Missed Call Banking - Edit**

The screenshot shows the 'Missed Call' edit screen in the Futura Bank app. At the top, there's a search bar with the text 'What would you like to do today?' and a user profile icon labeled 'AU'. Below the search bar, the title 'Missed Call' is displayed. The main content area is a form with the following fields and sections:

- SMS Missed Call** (Section Header)
- Event**: Last 5 transactions
- Locale**: English
- Contact Number**: 9869288402
- Response**: Your last 5 transactions for account number #AccountNumber# are #Transactions#
- Data Attributes**: Transactions (with a trash icon) and Add Data Attribute (with a plus icon)
- Save** button at the bottom left.

4. As part of edit, you can modify the contact number as well as the response message
5. Edit the required details.
6. Click **Save** to update the changes.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction.

7. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction.
8. The success message about modification appears.  
Click **OK** to complete the transaction.

## 20.4 FAQ

1. **How can the business user register for SMS Banking?**  
User can send a SMS with the required keywords and data attributes defined by the bank to a specified contact number. User needs to send the SMS from his/her registered mobile number with the bank. Alternatively he/she can login to Internet Banking and register for SMS Banking.
2. **Is it mandatory to have a PIN in each of the request for SMS Banking?**  
It will depend on the template defined for event and locale combination. If PIN is required, then user needs to define the PIN as part of registration process and subsequently send that as part of the request.
3. **Does the user need to specify an account number as part of the request while sending SMS?**  
No, it is not necessary. If the user does not specify the account number, system will return response for the primary account number if defined.
4. **For which account does system return the response in case of Missed Call Banking?**  
System will always return the response for the primary account number (if defined) on receipt of request through missed call banking
5. **User is unable to receive information and getting an error, how can he/she find the correct keyword?**  
User might be getting an error due to keyword and/or account number not being valid or the required data attributes not present. He/she can find the keywords by sending a help message and system will return the set of business functions supported through SMS Banking along with keywords for each of the transactions.
6. **Should the user be on-boarded on channel platform for him/her to access SMS Banking?**  
Yes, the user needs to be on-boarded on OBAPIS with SMS Banking as a touch point enabled to access SMS Banking.

# 21

## System Rules

System rules are defined to set different parameters for each enterprise role (User Type- Retail, Corporate and Administrator). Various parameters that can be set for each enterprise role are Party Mapping required Limits check, Party Preferences check, Account Transaction Mapping and Approvals check, Group Corporate Check. Enabling these parameters at enterprise role, enforces the system to check if respective maintenances are available for users associated with those enterprise roles.

E.g. if Approval check flag is enabled for 'Corporate User' type of enterprise role; then transactions initiated by corporate type of users will follow the approval maintenance for a party mapped to user and vice versa.

The flag 'Group Corporate' is applicable only for 'Corporate User' type of enterprise role. This flag in System Rules screen defines the mode of corporate onboarding.

If **Group Corporate** flag is set 'ON' then Bank administration will be able to onboard Group Corporate. The **Group Corporate** flag is enabled by default and always "ON".

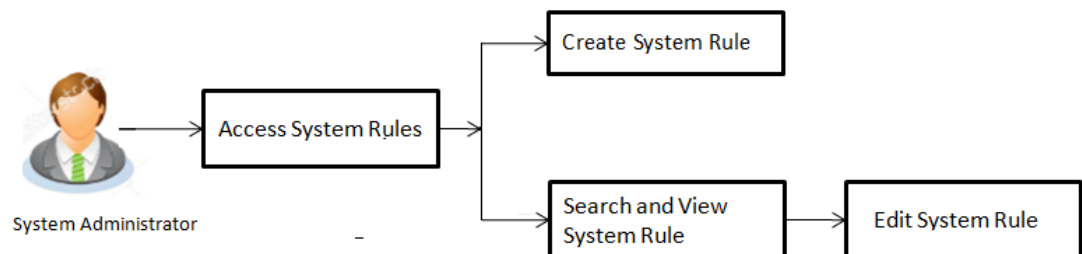
When in the **Enterprise Role** field user type is selected as **Corporate User**, then the **Group Corporate** flag will get displayed in non-editable mode.

This screen allows the System Administrator to search and view existing system rules, and create new system rule.

### Pre-Requisites

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.
- Enterprise roles are maintained in application.
- Touch point groups are maintained, if required.
- Limit packages are maintained.

**Figure 21-1 Workflow**



### Features Supported In Application

This option allows the System Administrator to:

- Maintain system rules
- View system rules
- Edit system rules

**Navigation Path:**

From **System Administrator Dashboard**, Under **Configuration** widget, click **System Rules**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle menu**, then click **Menu** and then click **Configuration**, Under **Configuration** , click **System Rules**.

Figure 21-2 System Rules

Enterprise Role: Corporate User

Party Mapping Required: On

Account Transaction Mapping: On

Approvals Check: On

Account Relationship Check: Off

Group Corporate: On

Limits Check: On

UBS OBPM 14.4 HEL Branch

testdc	Please select Limit Package	▼	🔍
testtouchpoint	Please select Limit Package	▼	🔍
ALL 125 ⓘ	Please select Limit Package	▼	🔍
updated Description given ⓘ	Please select Limit Package	▼	🔍
GP11 ⓘ	Please select Limit Package	▼	🔍
Test1 ⓘ	Please select Limit Package	▼	🔍
dcgrp1 ⓘ	Please select Limit Package	▼	🔍
dcctest90edited ⓘ	Please select Limit Package	▼	🔍
test002 ⓘ	Please select Limit Package	▼	🔍
testgroup009updateddddd ⓘ	Please select Limit Package	▼	🔍
Global	Global_user_pkg	▼	🔍

- > TRADE FINANCE OBDXBU2
- > OBO 14.4
- > Retail-DDA
- > 14.7UBS
- > UBS OBPM 14.5
- > OBPM 14.7.1 INNOV HEL
- > TF14.7.0.0.0 OBDX147
- > Third Party
- > OBDX148
- > OBDX149
- > OBPM 14.7 MNT HEL
- > FCR11.10
- > UBS 14.4 AT3 Branch
- > test001
- > OBPM 14.7.4 INN HEL
- > ThirdParty
- > RPM
- > Test
- > TESTTEST
- > Maintenance line/entity
- > OBPM 14.7 MNT JAK
- > OBDX-OBRL
- > Test9766
- > dsadsadsa
- > OBO Demo 3848
- > OBO 3848




**Table 21-1 Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Enterprise Role</b>	Name of enterprise roles set in application. The options can be: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Administrator</li> <li>• Retail User</li> </ul> On selecting an application role, system rules maintained if any, are shown in editable form.
<b>Party Mapping Required</b>	Party mapping check is required for a particular enterprise role or not.
<b>Party Preferences Check</b>	Party preferences check is required or not.
<b>Account Transaction Mapping</b>	Account transaction mapping check is required or not.
<b>Approvals Check</b>	Approvals check is required or not.
<b>Account Relationship Check</b>	Account Relationship check is required or not.

**Note:**


The Account relationship check has to be disabled for the corporate user.

Table 21-1 (Cont.) Field Description


Field Name	Description
Group Corporate Check	Group Corporate onboarding is required for corporate or not
<div style="border: 1px solid blue; padding: 10px; background-color: #e6f2ff;"> <p> <b>Note:</b></p> <ol style="list-style-type: none"> <li>1. The <b>Group Corporate</b> flag is enabled by default and always “ON”. When in the <b>Enterprise Role</b> field user type is selected as <b>Corporate User</b>, then the <b>Group Corporate</b> flag will get displayed in non-editable mode.</li> <li>2. Group Corporate flag = ‘On’, then Bank administration will be able to onboard Group Corporate.</li> </ol> </div>	
<b>Limits Check</b>	Limits check is required or not.
<p><b>Limits - Entity Level Configuration</b>  <b>If limit check is required, assign a limit package.</b>            In case of multi entity set up, limit packages needs to be mapped at each entity level.</p>	
<b>Name of the entity</b>	Name of entity under which limit packages are to be mapped is shown in the header.
<b>Touch Points/ Group</b>	Name of touch points/ groups under a specific entity to whom the limit packages are to be mapped. Also an option is provided to map the limit package at Global level (a group created with all internal and external touch points)
<b>Package</b>	List of the packages which are to be mapped to a touch points/ groups. Only limit packages maintained for the selected touch point will get listed here.


**To set the system rules:**

1. Navigate to one of the above paths.  
The **System Rules** screen appears.
2. From the **Enterprise Role** list, select the appropriate option.

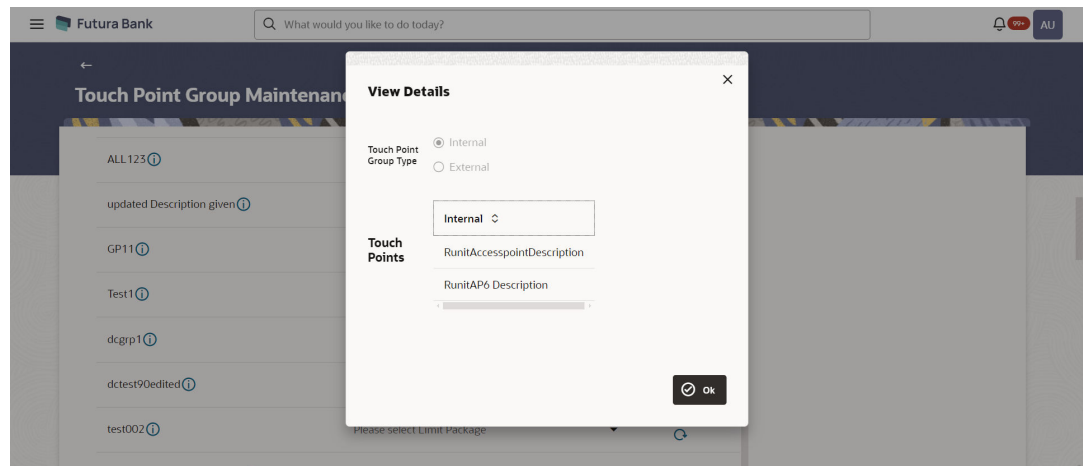
3. In the **Party Mapping Required** field, select the appropriate option.
4. In the **Party Preferences Check** field, select the appropriate option.
5. In the **Account Transaction Mapping Check** field, select the appropriate option.
6. In the **Approvals Check** field, select the appropriate option.
7. In the **Account Relationship Check** field, select the appropriate option.
8. In the **Group Corporate Check** field, select the appropriate option.
9. In the **Limits Check** field, select the appropriate option.
  - a. Click  icon of desired entity to whom limit package to be mapped.  
Displays the list of touch points/ groups to map limit package.
  - b. From the **Package** list, select the appropriate option.

 **Note:**

Click  icon to refresh the option.

- c. Repeat steps a to b of step 8 for all touch points/ groups.
  - i. Click  icon to view the details of touch points group.  
The **View Details -Touch Point Group** popup window appears.

**Figure 21-3 View Details -Touch Point Group**



**Table 21-2 Field Description**

Field Name	Description
<b>Group Code</b>	Group code defined for a touch point group.
<b>Group Description</b>	Group description defined for a touch point groups.

**Table 21-2 (Cont.) Field Description**

Field Name	Description
<b>Touch Point Group Type</b>	Type of touch point i.e. whether touch point is of type internal or external.
<b>Touch Points</b>	List of the internal or external touch points.

10. Click **Submit** to save system rules.  
OR  
Click **Cancel** to cancel the transaction.  
The success message appears.
  11. The **System Rules - Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction.
  12. The success message of System Rules maintenance appears along with the transaction reference number.  
Click **OK** to complete the transaction.
- [FAQ](#)

## 21.1 FAQ

1. **Who can create-edit this maintenance?**  
System Administrator can create and edit this maintenance.
2. **How can I find out what checks are granted to a particular role and can I change it?**  
You can select a role and view the checks mapped to the role, you can also edit the type of checks.
3. **How can I group the touch points?**  
A separate menu option 'Touch Point Group Maintenance' is available to the system administrator user to maintain the groups. Groups maintained under specific entity are shown on the System Rules screen against which a consolidated limit package can be assigned.
4. **Is it mandatory to map packages for all the touch points and groups available under each entity?**  
Mapping the limit packages for each touch point and for all groups available under each entity is not mandatory. But it is mandatory to map a limit package at Global level for each entity.

## First Time Login

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

The first time login event are configurable at Entity Level. Bank Admin would be able to define the mandatory and skippable steps for each entity.

Post first time login to the application , system will check the configured steps for the logged in entity and will be displayed to user. Once the user completes the first time login steps for his primary entity, and switches to another entity, system will check if the user has completed the first time login steps for the switched entity, if not system will ask the user to complete the same for the switched entity.



### Note:

Each step will either have Next or Skip button basis on the configuration (mandatory/ optional) done by Bank Administrator.

User will be allowed to skip Non-Mandatory Steps.

### Pre-Requisites

- Transaction access is provided to System Administrator.
- Enterprise roles are maintained in application.
- Touch point groups are maintained, if required.
- Limit packages are maintained.

### Features Supported In Application

This option allows the System Administrator to:

- Maintain First Time Login Event
- View First Time Login Event
- Edit First Time Login Event

### Navigation Path:

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Configuration**, Under **Configuration** , click **First Time Login**.

Figure 22-1 First Time Login

System Administrator | ATM/Branch | English | UBS OBPM 14.4 HEL Branch

Search... | Welcome, Jack Nikon | Last login: 15 Aug 04:28 PM

### First Time Login

Enterprise Role: Corporate User

Select	Name of Screens	Level	Mandatory	Reorder
<input checked="" type="checkbox"/>	Accept Terms and Conditions	ENTITY	<input checked="" type="checkbox"/>	↑ ↓
<input checked="" type="checkbox"/>	View user Profile	ENTERPRISE	<input checked="" type="checkbox"/>	↑ ↓
<input type="checkbox"/>	Setup Security Questions	ENTERPRISE	<input type="checkbox"/>	↑ ↓
<input type="checkbox"/>	View limits	ENTITY	<input type="checkbox"/>	↑ ↓

Submit | Cancel | Back

**Note**  
Use this feature to set up the first-time login step for different entities. You can define the mandatory and skippable steps, as well as you can reorder the steps in a order in which those should be shown to the user



Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | SecurityInformation | Terms and Conditions

Table 22-1 Field Description

Field Name	Description
<b>Enterprise Role</b>	Name of enterprise roles set in application. The options can be: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Administrator</li> <li>• Retail User</li> </ul> On selecting an application role, system rules maintained if any, are shown in editable form.
<b>First Time Login Steps</b>	First time login steps to be followed or not. Administrator can also configure the steps along with the order of the steps that need to be displayed to use
<b>Below field are displayed if the First Time Login Steps option is enabled</b>	
<b>Select</b>	Option to decide whether that transaction is to be displayed as part of the first time login steps.
<b>Name of Screen</b>	Name of the transaction which is to be included as part of First Time Login Steps process.
<b>Level</b>	Display the Level for First Time Login event .whether its Entity or Enterprise Level (non-editable)
<b>Mandatory</b>	Option which will decide whether the transaction is mandatory to execute as part of First Time Login Steps process.
<b>Reorder</b>	Order in which the transactions will get displayed when the user logs in for the first time. Administrator can click on the reorder icon and configure the order of steps in which these steps need to be displayed to user.

#### To set up the First Time Login Steps:

1. Navigate to the above paths.  
The **First Time Login** screen appears.

2. In the **First Time Login Steps** field, select the appropriate option.
    - a. To include in the **First Time Login Steps** process, select the checkbox(s) against the transaction and configure the steps.
    - b. Slide Mandatory option to enabled /disabled the execution of transaction in the **First Time Login Steps** process.
    - c. Slide   icon to set order in which transaction are executed in the **First Time Login Steps** process.
  3. Click **Submit** to save **First Time Login** events.

The search results are displayed.

OR

Click **Cancel** to cancel the transaction.

The success message appears.
  4. The **First Time Login - Review** screen appears.

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

OR

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

OR

Click **Cancel** to cancel the transaction.
  5. The success message of **First Time Login** maintenance appears along with the transaction reference number.

Click **OK** to complete the transaction.
- [FAQ](#)

## 22.1 FAQ

1. **Who can create-edit this maintenance?**

System Administrator can create and edit this maintenance.
2. **How can I find out first time login checks are granted to a particular role and can I change it?**

You can select a role and view the first time login checks mapped to the role, you can also edit the type of checks ,reorder it and define it those checks are mandatory or not post login to the application
3. **If user closes the window without completing any mandatory step post first time login in to application , what will be the system behaviour?**

In case the user closes the window without completing any mandatory step, user will be asked to set up the same in his subsequent login.

# Transaction Aspects

Using this option, System Administrator can define the aspects for a transaction. Depending on the aspects defined for a transaction through this maintenance, the transaction will be available/ unavailable for selection in the respective maintenance screen.

User can view the aspects for a selected transaction and also edit the aspects i.e. enable/ disable the aspects for the selected transaction.

The following aspects are available for a transaction:

- Limits Check
- Approvals
- Grace Period
- Working Window
- Blackout
- 2 Factor Authentication
- Audit
- e-Receipts
- Customer Relationship Matrix

## Pre-Requisites

System Administrator has access to the specified transaction

 **Note:**

There are certain transactions in the system for which all the aspects are not applicable. In such cases on selection of the transaction, the aspect(s) that are not applicable will not get displayed to user.

## Features supported in Application:

- [View Transaction Aspects](#)
- [Edit Transaction Aspects](#)

## Navigation Path:

From **System Administrator Dashboard**, under **Configuration** widget, click **Transaction Aspects**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu** , then click **Menu** and then click **Configuration**, Under **Configuration** , click **Transaction Aspects**

- [View Transaction Aspects](#)



- [Update Transaction Aspects](#)

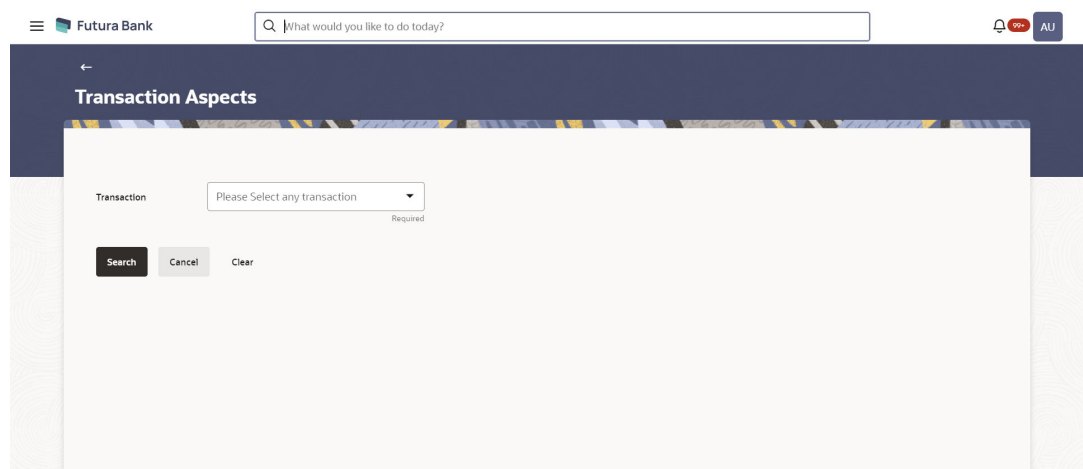
## 23.1 View Transaction Aspects

System Administrator can view the aspects enabled/disabled for a transaction.

**To view the transaction aspects:**

1. Navigate to one of the above paths.  
The **Transaction Aspects** screen appears.
2. From the **Transaction** list, select the transaction for which you wish to view the defined aspects.

**Figure 23-1 Transaction Aspects**

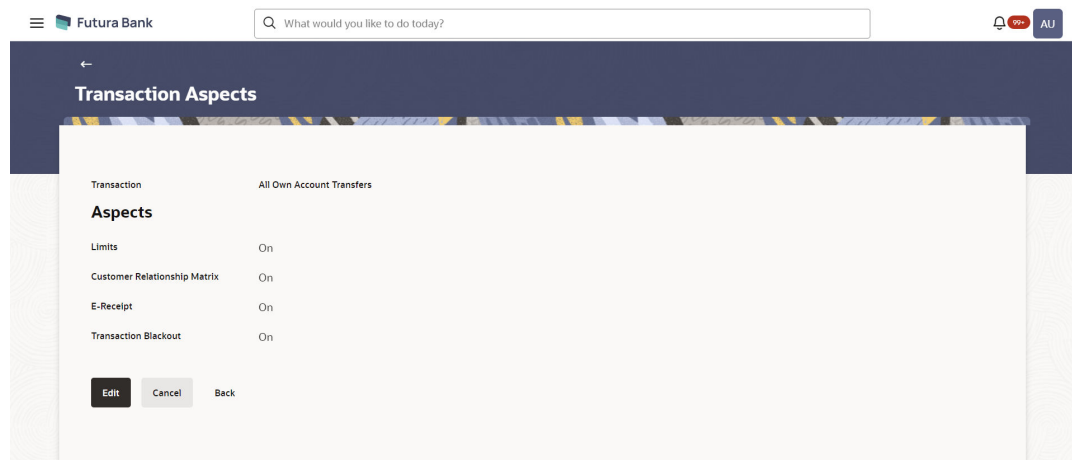


**Table 23-1 Field Description**

Field Name	Description
Transaction	The name of the transaction for which aspects are to be listed.

3. Click **Search**.  
The **Transaction Aspects- View** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the selected transaction.

**Figure 23-2 Transaction Aspects - View**



**Table 23-2 Field Description**

Field Name	Description
<b>Transaction</b>	The name of the transaction for which aspects are to be listed.
<b>Aspects</b>	
<b>List of Aspects</b>	The list of aspects for a transaction.

4. Click **Edit** to modify the aspects.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## 23.2 Update Transaction Aspects

Using this option user can update the listed aspects for a transaction by enabling or disabling it.

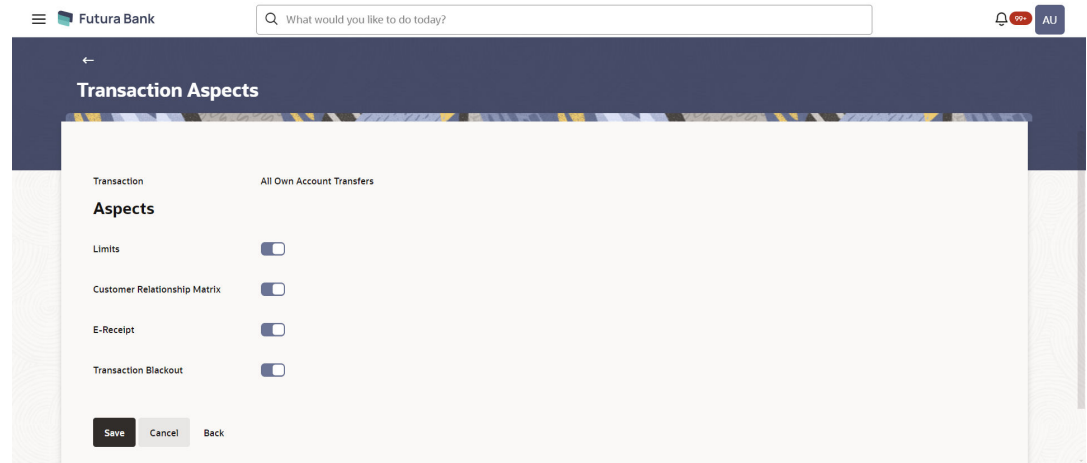
**To modify the transaction aspects:**

1. Navigate to one of the above path.  
The **Transaction Aspects** screen appears.
2. From the **Transaction** list, select the appropriate transaction.
3. Click **Search**.  
The **Transaction Aspects- View** screen appears.
4. Click **Edit** to modify the aspects i.e. the aspect for a transaction can be enabled/disabled.  
The **Transaction Aspects- Edit** screen appears.  
OR  
Click **Cancel** to cancel the transaction.

OR

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

**Figure 23-3 Transaction Aspects- Edit**



**Table 23-3 Field Description**

Field Name	Description
<b>Transaction</b>	The name of the transaction for which aspects are to be updated.
<b>Aspects</b>	
<b>List of Aspects</b>	The list of aspects applicable for the selected transaction.

5. Click on the toggle button against the respective aspect to enable/disable the aspect.

6. Click **Save** to confirm the changes.

OR

Click **Cancel** to cancel the transaction.

OR

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

7. The **Review** screen appears.

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

OR

Click **Cancel** to cancel the transaction.

OR

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

8. The success message appears confirming the modification of aspects for the transaction.

## ATM / Branch Maintenance

ATM Branch Locator feature available to the bank customers enables the users to locate the bank's ATMs/ branches available within a specific radius of his current location.

Default radius is 2.5 Kms which can be configured by updating the value of `DEFAULT_SEARCH_RADIUS` in `indigx_fw_config_all_b`. Changed value will be in effect post server restart.

For the customers, to fetch the relevant information related to ATMs and Branches, System Administrator maintains the data at their local databases. The details of ATMs and Branches are fetched from the core banking application, which is further enriched and stored in local database. This is a one-time activity at the time of implementation. Subsequently, as and when branches and ATMs are added, or any details regarding them updated, the administrator performs the necessary updates to the bank database.

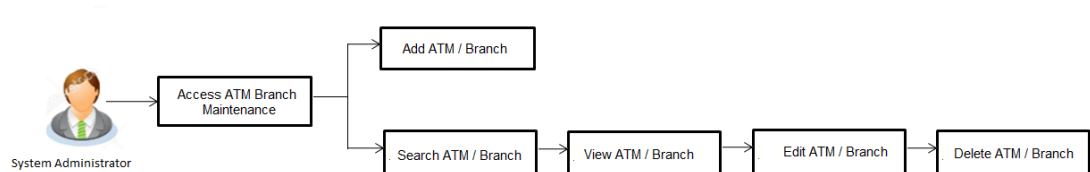
Using this option, the System Administrator can search and view the ATM/ branch and its details (Fetched from core banking application) which include branch/ ATM ID, branch name, address details, phone number, work timings and services offered by the bank. New ATM and branch details can also be manually added, viewed and edited.

The System Administrator can manually add new branch/ ATM details one by one, or add multiple branches / ATMs details simultaneously through file upload.

### Pre-requisites

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.
- ATM and Branches are maintained in core banking application.

**Figure 24-1 Workflow**



### Features Supported In Application

- Add ATM/ branches
- View ATM/ branches
- Edit ATM/ branches
- Delete ATM / branches

### Navigation Path:

From **System Administrator Dashboard**, under **Configuration** widget, click **ATM/ Branch Maintenance**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu**, and then click **Configuration**, Under **Configuration** , click **ATM/ Branch Maintenance**

- [ATM/ Branch Maintenance - Search](#)
- [ATM/ Branch Maintenance - Add](#)
- [ATM/ Branch Maintenance - Edit](#)
- [ATM/ Branch Maintenance - Delete](#)
- [FAQ](#)

## 24.1 ATM/ Branch Maintenance - Search

Using this option, System Administrator can search for particular ATM/ Branch based on search parameters. The search results display a list of ATM/ Branch corresponding to the search inputs.

If the search parameters are not specified, records of all the limits maintained in the application are displayed.

### To search the ATM/ branch:

1. Navigate to one of the above paths.

The **ATM/ Branch Maintenance** screen appears.

2. Click **Search**.

The **ATM/ Branch Maintenance - Search** screen with search results appears based on the searched criteria.

OR

Click **Clear** to clear the search criteria.

OR

Click **Cancel** to cancel the transaction.

Figure 24-2 ATM/ Branch Maintenance - Search

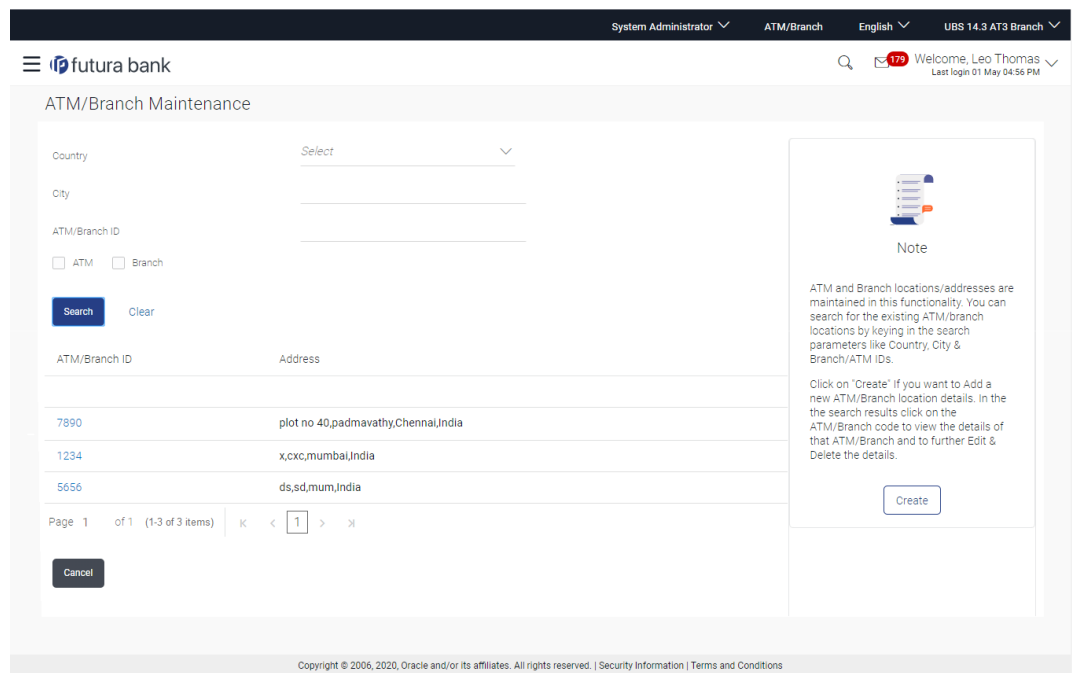


Table 24-1 Field Description

Field Name	Description
<b>Country</b>	Select the country in which you want to locate a branch or ATM of the bank.
<b>City</b>	Select the city in which you want to locate a branch or ATM of the bank.
<b>ATM/ Branch ID</b>	Unique key to identify the ATM / Branch. Specify valid Branch / ATM ID maintained in the system.
<b>ATM/ Branch</b>	Select if the search is for a branch or ATM.
<b>Search Result</b>	
<b>ATM/ Branch ID</b>	Unique key of the ATM / Branch.
<b>Address</b>	The address of the ATM / branch that corresponds with the ATM / branch ID.

- View the search results. Click the **ATM/ Branch ID** link of the record for which you want to view the details.

The **ATM/ Branch Maintenance - View** screen appears.

Figure 24-3 ATM/ Branch Maintenance - View

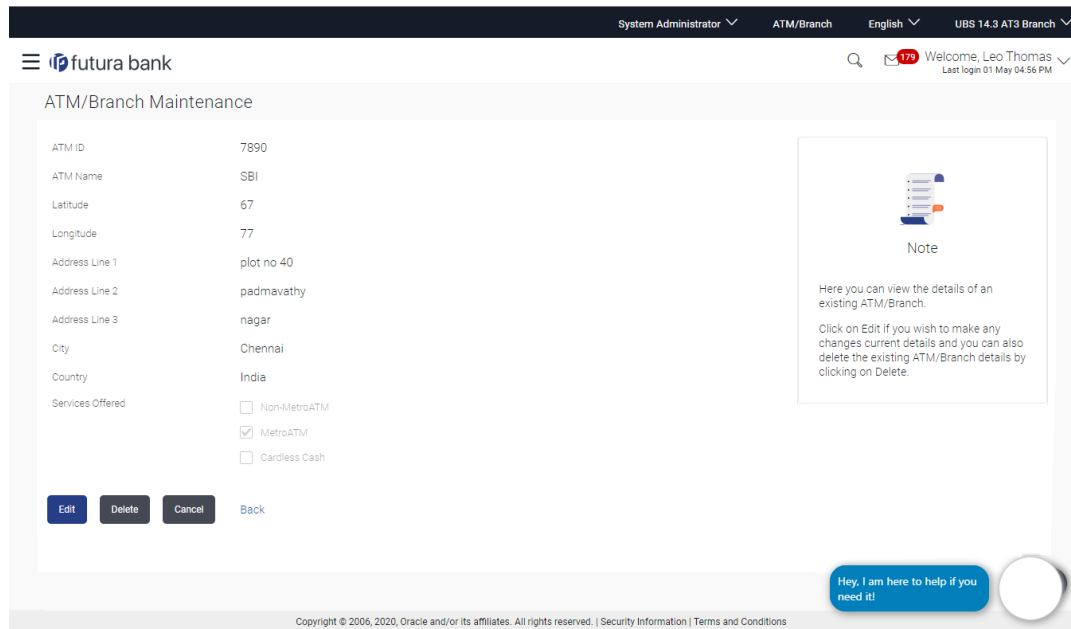


Table 24-2 Field Description

Field Name	Description
<b>ATM/ Branch ID</b>	Unique key to identify the ATM / branch.
<b>ATM/ Branch Name</b>	Name of the ATM / branch.
<b>Latitude</b>	The location of the ATM/ branch in term of latitude which is the angular distance, north or south of the equator (an imaginary circle around the Earth halfway between the North Pole and the South Pole).
<b>Longitude</b>	The location of the ATM/ branch in term of longitude which is angular distance, east or west of the prime meridian (an imaginary line running from north to south through Greenwich, England).
<b>Address Line 1 - 4</b>	The address of the ATM / branch that corresponds with the ATM / branch ID.
<b>City</b>	The city of the ATM / branch that corresponds with the ATM / branch ID.
<b>Country</b>	The country of the ATM / branch.
<b>Work Timings</b>	The operating hours of the branch / ATM. This field appears if you are viewing the details of a Branch of the bank.
<b>Additional Details</b>	Additional details if any. This field appears if you are viewing the details of a Branch of the bank.
<b>Phone Number</b>	The phone number of the branch / ATM. This field appears if you are viewing the details of a Branch of the bank.
<b>Services Offered</b>	The services offered by the bank branch / ATM.

4. Click **Edit** to edit the ATM/ branch details.

OR

Click **Delete** to delete the ATM/ branch details.

OR

Click **Cancel** to cancel the transaction.

OR

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

## 24.2 ATM/ Branch Maintenance - Add

Using this option, System Administrator can add ATM or branch details. Single ATM/ branch details can be added directly using the Add ATM/ branch Details screen. Multiple ATMs or branches can be added by uploading a File.

Adding ATM/ branches feature allows the bank administrator to:

- Add Single ATM/ Branches
- Add Multiple ATM/ Branches

**To add an ATM/ Branch:**

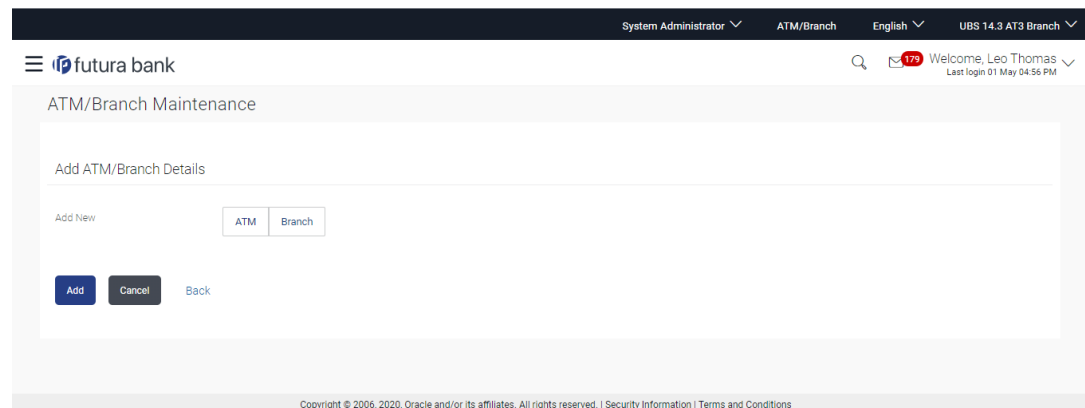
1. Navigate to one of the above paths.

The **ATM/ Branch Maintenance** screen appears.

2. Click **Create**.

The **ATM/ Branch Maintenance - Add ATM/ Branch Details** screen appears.

**Figure 24-4 ATM/ Branch Maintenance - Add Single ATM/ Branch Details**



**Table 24-3 Field Description**

Field Name	Description
Add ATM/ Branch Details	



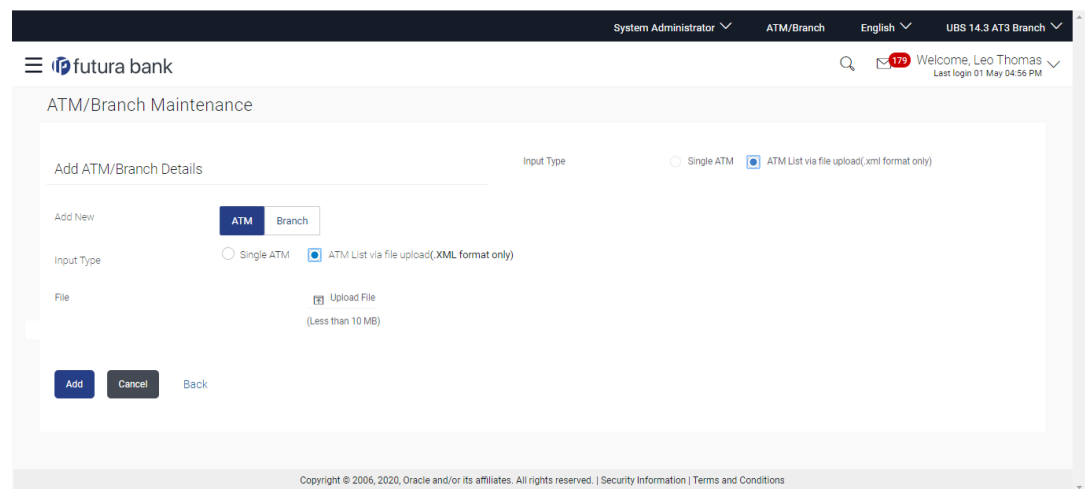
**Table 24-3 (Cont.) Field Description**

Field Name	Description
<b>Add New – ATM / Branch</b>	Buttons to be selected for adding either the ATM or the branch details. The buttons are: <ul style="list-style-type: none"> <li>• ATM</li> <li>• Branch</li> </ul>

- In the **Add New** field, click the appropriate button to add the ATM or branch details.

The **ATM/ Branch Maintenance - Add ATM/ Branch Details** screen with options to add single or multiple ATM/ Branch details appear.

**Figure 24-5 ATM/ Branch Maintenance - Add ATM/ Branch Details**



**Table 24-4 Field Description**

Field Name	Description
<b>Add New – ATM / Branch</b>	Buttons for adding either the ATM or the branch details.
<b>Input Type</b>	Options to add single or multiple ATM/ branch details. <ul style="list-style-type: none"> <li>• Add Single ATM/ Branches</li> <li>• Add Multiple ATM/ Branches</li> </ul>
<b>File</b>	Select the file to be uploaded.

- In the **Input Type** field, click the appropriate option to add the single or multiple ATM/ branch details.
  - If you select **Single ATM/ Branches** option, the fields for adding the details appears on the **ATM/ Branch Maintenance - Add ATM/ Branch Details** screen.

Figure 24-6 Add Single ATM/ Branches Details

The screenshot shows the 'Add ATM/Branch Details' form in the Futura Bank system. The form is titled 'Add ATM/Branch Details' and includes the following fields and options:

- Add New:** Two buttons, 'ATM' and 'Branch', are visible.
- Input Type:** Two radio buttons: 'Single ATM' (selected) and 'ATM List via file upload(.XML format only)'.
- ATM/Branch ID:** Text input field containing '1111'.
- ATM/Branch Name:** Text input field containing 'ABC Branch'.
- Coordinates:** Two text input fields containing '30' and '100'. A 'Search Location' link is present to the right.
- Address Line 1:** Text input field containing 'xyz street'.
- Address Line 2:** Empty text input field.
- Address Line 3:** Empty text input field.
- Address Line 4:** Empty text input field.
- City:** Text input field containing 'Mumbai'.
- Country:** Dropdown menu showing 'India'.
- Services Offered:** Three checkboxes: 'Non-MetroATM' (unchecked), 'MetroATM' (checked), and 'Cardless Cash' (unchecked).
- Buttons:** 'Add', 'Cancel', and 'Back' buttons are located at the bottom left.

Table 24-5 Field Description

Field Name	Description
<b>Add ATM/ Branch Details</b>	
<b>Add New – ATM / Branch</b>	Buttons for adding either the ATM or the branch details.
<b>Input Type</b>	Options to add single or multiple ATM/ branch details. <ul style="list-style-type: none"> <li>• Single ATM/ Branch</li> <li>• Multiple ATMs/ Branches via file upload (.xml format only)</li> </ul>
<b>ATM/ Branch ID</b>	Unique key to identify the ATM / branch.
<b>ATM/ Branch Name</b>	Name of the ATM / branch which is to be added.
<b>Coordinates</b>	The location of the new ATM/ branch in term of latitude which is the angular distance, north or south of the equator (an imaginary circle around the Earth halfway between the North Pole and the South Pole). The location of the new ATM/ branch in term of longitude which is angular distance, east or west of the prime meridian (an imaginary line running from north to south through Greenwich, England). Click the Search Location link to auto populate the coordinates value.
<b>Address Line 1 - 4</b>	The address of the ATM / branch that corresponds with the ATM / branch ID.
<b>City</b>	The city in which a branch or ATM of the bank is located.
<b>Country</b>	The country a branch or ATM of the bank is located.
<b>Work Timings</b>	The operating hours of the branch This field appears if you click <b>Branch</b> button in the <b>Add New</b> field.

Table 24-5 (Cont.) Field Description

Field Name	Description
<b>Additional Details</b>	Additional details if any. This field appears if you click <b>Branch</b> button in the <b>Add New</b> field.
<b>Phone Number</b>	The phone number of the branch / ATM. This field appears if you click <b>Branch</b> button in the <b>Add New</b> field.
<b>Alternate Phone Number</b>	A contact number other than your main phone number, if you have any. This field appears if you click <b>Branch</b> button in the <b>Add New</b> field.
<b>Services Offered</b>	Services offered by the bank. Following services are offered if you click <b>ATM</b> button in the <b>Add New</b> field. (The information will be fetched based on the data maintained as Day 0). <ul style="list-style-type: none"> <li>• Non-Metro ATM</li> <li>• Metro ATM</li> <li>• Cardless Cash</li> </ul> Following services are offered if you click <b>Branch</b> button in the <b>Add New</b> field. (The information will be fetched based on the data maintained as Day 0). <ul style="list-style-type: none"> <li>• Wealth branch</li> <li>• Loan Servicing Branch</li> <li>• Forex Branch</li> <li>• Gold Loan Branch</li> <li>• Touch Banking Branch</li> <li>• Lockers Enabled Branch</li> <li>• Retail Branch</li> </ul>

- b. In the **ATM/ Branch ID** field, enter the unique id for ATM/ branch.
- c. In the **ATM/ Branch Name** field, enter the name of the new ATM/ branch.
- d. In the **Coordinates** field, click the **Search Location** link to enter the location.  
The coordinate value appears in the field.
- e. In the **Address Line 1, 2** field, enter the address of the new ATM/ branch.
- f. In the **City** field, enter the city of the ATM/ branch.
- g. From the **Country** list, select the country of the new ATM/ branch.
- h. In the **Phone Number** field, enter the phone number of the bank branch.
- i. Click **Add** to add the ATM/ branch details.  
OR  
Click **Cancel** to cancel current transaction.
- j. The **Add ATM/ Branch Details - Review** screen appears post necessary validations.  
Verify the details, and click **Confirm**.  
OR  
Click **Edit** to make the changes if any.  
User is directed to the **Add ATM/ Branch Details** screen with values in editable form.  
OR

Click **Cancel** to cancel current transaction.

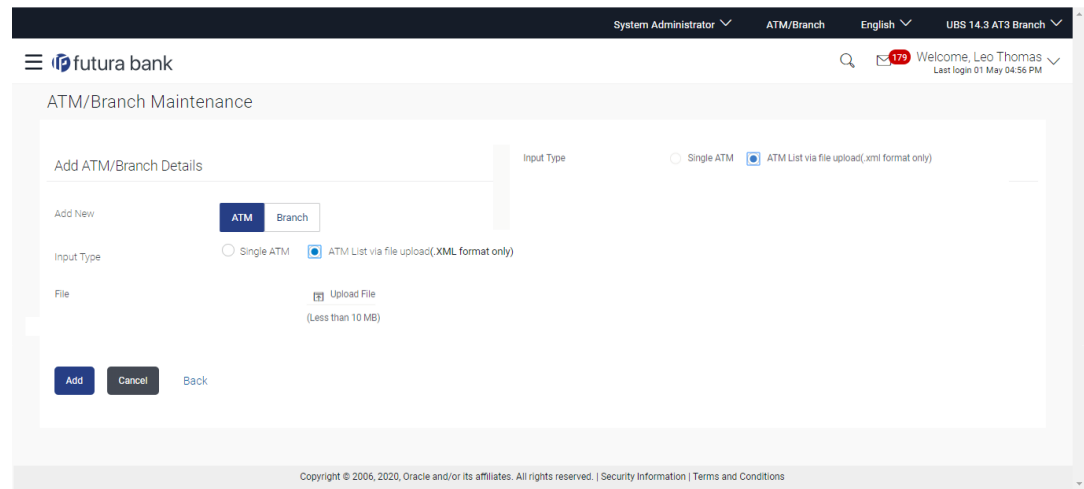
- k. The success message of saving the ATM/ Branch maintenance appears along with the transaction reference number and status of the transaction.

Click **OK** to complete the transaction and navigate back to 'Dashboard'.

- 5. In the **ATM/ Branch Maintenance - Add Branch Details** screen, if you select **Multiple ATM/ Branches** option.

The **ATM/ Branch Maintenance - Add ATM/ Branch Details** screen for uploading the files appears.

**Figure 24-7 ATM/ Branch Maintenance - Add Multiple ATM/ Branch Details**



**Table 24-6 Field Description**

Field Name	Description
<b>Add ATM/ Branch Details</b>	
<b>Add New</b>	Buttons to be selected for adding either the ATM or the branch details.
<b>Input Type</b>	Options to add single or multiple ATM/ branch details. <ul style="list-style-type: none"> <li>• Single ATM/ Branch</li> <li>• Multiple ATM/ Branches</li> </ul>
<b>File</b>	Select the file to be uploaded.

- 6. In the **Input Type** field, click the appropriate option to add the single or multiple ATM/ branch option.
  - a. If you select **Multiple ATM/ Branches** option, the fields for uploading file (specific file format is mentioned here – XML only) appears on the **ATM/ Branch Maintenance - Add ATM/ Branch Details** screen.
  - b. In the **File** field, select the file to be uploaded.
  - c. Click **Add** to add the ATM/ branch details.

OR

Click **Cancel** to cancel current transaction.

- d. The **Add ATM/ Branch Details - Review** screen appears post necessary validations. Verify the details, and click **Confirm**.  
OR  
Click **Edit** to make the changes if any.  
User is directed to the **Add ATM/ Branch Details** screen with values in editable form.  
OR  
Click **Cancel** to cancel current transaction.
- e. The success message of saving the ATM/ Branch maintenance appears along with the transaction reference number and status of the transaction.  
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

**Figure 24-8 ATM file template example**

```

<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<ATMs xmlns:datatype="http://datatype.fc.ofss.com" xmlns:validationdtoapp="http://validation.dto.app.fc.ofss.com" xmlns:dtocommondomainframework="
http://dto.common.domain.framework.fc.ofss.com" xmlns:ns4="http://enumeration.fc.ofss.com">
  <ATM>
    <coordinates>
      <latitude>19.1547995</latitude>
      <longitude>72.8562558</longitude>
    </coordinates>
    <ID>DBA001</ID>
    <name>Demo Bank Branch1</name>
    <PostalAddress>
      <datatype:city>Mumbai</datatype:city>
      <datatype:country>INDIA</datatype:country>
      <datatype:line1>Line1</datatype:line1>
      <datatype:line2>Line2</datatype:line2>
    </PostalAddress>
    <Services>
      <id>3</id>
    </Services>
    <Services>
      <id>2</id>
    </Services>
    <type>ATM</type>
  </ATM>
  <ATM>
    <coordinates>
      <latitude>19.16</latitude>
      <longitude>72.86</longitude>
    </coordinates>
    <ID>DBA002</ID>
    <name>Demo Bank Branch2</name>
    <PostalAddress>
      <datatype:city>Nagpur</datatype:city>
      <datatype:country>INDIA</datatype:country>
      <datatype:line1>Line1</datatype:line1>
      <datatype:line2>Line2</datatype:line2>
    </PostalAddress>
    <Services>
      <id>5</id>
    </Services>
    <Services>
      <id>2</id>
    </Services>
    <type>ATM</type>
  </ATM>
</ATMs>

```

**Figure 24-9 Output**

1547995 72.8562558 DBA001 Demo Bank Branch1 Mumbai INDIA Line1 Line2 3 2 ATM 19.16 72.86 DBA002 Demo Bank Branch2 Nagpur INDIA Line1 Line2 5 2 ATM

Figure 24-10 Branch file template example

```

<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<Branches xmlns:datatype="http://datatype.fc.ofss.com" xmlns:validationtoapp="http://validation.dto.app.fc.ofss.com" xmlns:dtocommondomainframework="
http://dto.common.domain.framework.fc.ofss.com" xmlns:ns4="http://enumeration.fc.ofss.com">
  <!-- Sample Record to Upload branch -->
  <Branch>
    <coordinates>
      <latitude>17.900840</latitude>
      <longitude>102.5332620</longitude>
    </coordinates>
    <ID>STBRECORD01</ID>
    <name>ST Bank RM8</name>
    <PostalAddress>
      <datatype:city>Vientiane</datatype:city>
      <datatype:country>LAO PEOPLES DEMOCRATIC REPUBLIC</datatype:country>
      <datatype:line1>Somvang Village</datatype:line1>
      <datatype:line2>Hadsayfong District</datatype:line2>
    </PostalAddress>
    <Services>
      <id>1</id>
    </Services>
    <Services>
      <id>7</id>
    </Services>
    <type>BRANCH</type>
    <phone>
      <number>021-315712</number>
    </phone>
    <workDays>Mon-Fri</workDays>
    <Timings>09:00-17:00</Timings>
    <!-- In case of multiple branch timings required -->
    <workDays>Sat</workDays>
    <Timings>09:00-17:00</Timings>
  </Branch>

  <Branch>
    <coordinates>
      <latitude>17.900840</latitude>
      <longitude>102.5332620</longitude>
    </coordinates>
    <ID>STBRECORD02</ID>
    <name>ST Bank RM8</name>
    <PostalAddress>
      <datatype:city>Vientiane</datatype:city>
      <datatype:country>LAO PEOPLES DEMOCRATIC REPUBLIC</datatype:country>
      <datatype:line1>Somvang Village</datatype:line1>
      <datatype:line2>Hadsayfong District</datatype:line2>
    </PostalAddress>
    <Services>
      <id>1</id>
    </Services>
    <Services>
      <id>7</id>
    </Services>
    <type>BRANCH</type>
    <phone>
      <number>021-315712</number>
    </phone>
    <workDays>Mon-Fri</workDays>
    <Timings>09:00-17:00</Timings>
    <!-- In case of multiple branch timings required -->
    <workDays>Sat</workDays>
    <Timings>09:00-17:00</Timings>
  </Branch>
</Branches>

```

Figure 24-11 Output

```

17.900840 102.5332620 STBRECORD01 ST Bank KMS Vientiane LAO PEOPLES DEMOCRATIC REPUBLIC Somvang Village Hadsayfong District 1 7 BRANCH 021-315712 Mon-Fri 09:00-17:00 Sat
09:00-17:00 17.900840 102.5332620 STBRECORD02 ST Bank KMS Vientiane LAO PEOPLES DEMOCRATIC REPUBLIC Somvang Village Hadsayfong District 1 7 BRANCH 021-315712 Mon-Fri
09:00-17:00 Sat 09:00-17:00

```

## 24.3 ATM/ Branch Maintenance - Edit

Using this option, System Administrator can update or edit an ATM/ branch details.

### To edit an ATM/ branch details:

1. Navigate to one of the above paths.

The **ATM/ Branch Maintenance** screen appears.

2. Click **Search**.

The **ATM/ Branch Maintenance** screen with search results appears based on the search criteria.

OR

Click **Clear** to reset the search parameters.

OR

Click **Cancel** to cancel the search process.

3. Click the **ATM/ Branch ID** link of the record for which you want to view the details.  
The **ATM/ Branch Maintenance - View** screen appears.
4. Click **Edit** to edit the ATM/ branch details.  
The **ATM/ Branch Maintenance - Edit** screen appears.

**Figure 24-12 ATM/ Branch Maintenance - Edit**

The screenshot shows the 'ATM/Branch Maintenance' edit form. The top navigation bar includes 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The Futura Bank logo is on the left, and a user welcome message 'Welcome, Leo Thomas' is on the right. The form fields are as follows:

- ATM ID: 7890
- ATM Name: SBI
- Coordinates: 67, 77 (with a 'Search Location' link)
- Address Line 1: plot no 40
- Address Line 2: padmavathy
- Address Line 3: nagar
- Address Line 4: (empty)
- City: Chennai
- Country: India
- Services Offered:
  - Non-MetroATM
  - MetroATM
  - Cardless Cash

Buttons at the bottom left are 'Save', 'Cancel', and 'Back'. A 'Note' box on the right contains the text: 'In the Edit screen you can modify the existing details of the ATM/Branch. Details like ATM/Branch Name, address, co-ordinates and services offered can be modified.'

**Table 24-7 Field Description**

Field Name	Description
<b>ATM/ Branch ID</b>	Unique key to identify the ATM / branch. This field is not editable.
<b>ATM/ Branch Name</b>	Name of the ATM / branch which is to be edited.
<b>Latitude</b>	The location of the ATM/ branch in term of latitude which is the angular distance, north or south of the equator (an imaginary circle around the Earth halfway between the North Pole and the South Pole).
<b>Longitude</b>	The location of the ATM/ branch in term of longitude which is angular distance, east or west of the prime meridian (an imaginary line running from north to south through Greenwich, England).
<b>Address Line 1 - 4</b>	The address of the ATM / branch that corresponds with the ATM / branch ID.
<b>City</b>	The city of the ATM / branch that corresponds with the ATM / branch ID.
<b>Country</b>	The country of the ATM / branch.

**Table 24-7 (Cont.) Field Description**

Field Name	Description
<b>Work Timings</b>	The operating hours of the branch / ATM. This field is only applicable when the user is editing details of the <b>Branch</b> .
<b>Additional Details</b>	Additional details if any. This field appears if you are viewing the details of a Branch of the bank.
<b>Phone Number</b>	The phone number of the branch / ATM. This field is only applicable when the user is editing details of the <b>Branch</b> .
<b>Services Offered</b>	The services offered by the bank branch/ ATM.

5. In the **ATM/ Branch Name** field, edit the name of the new ATM/ branch if required.
6. In the **Coordinates** field, click the **Search Location** link to enter the location.
7. In the **Address Line 1, 2** field, edit the address of the new ATM/ branch if required.
8. In the **City** field, edit the city of the ATM/ branch (if required).
9. From the **Country** list, select the country of the new ATM/ branch.
10. In the **Phone Number** field, edit the phone number of the bank branch if required.
11. Click **Save** to update the ATM/ branch details.  
OR  
Click **Cancel** to cancel current transaction.  
OR  
Click **Back** to navigate to the previous screen.
12. The **Edit ATM/ Branch Details - Review** screen appears post necessary validations.  
Verify the details, and click **Confirm**.  
OR  
Click **Edit** to make the changes if any.  
User is directed to the **Add ATM/ Branch Details** screen with values in editable form.  
OR  
Click **Cancel** to cancel current transaction.
13. The success message of saving the ATM/ Branch maintenance appears along with the status of the transaction.  
Click **OK** to complete the transaction and navigate back to 'Dashboard'.

## 24.4 ATM/ Branch Maintenance - Delete

Using this option, System Administrator can search for particular ATM/ Branch based on search parameters. The search results display a list of ATM/ Branch corresponding to the search inputs.

If the search parameters are not specified, records of all the limits maintained in the application are displayed.



**To search the ATM/ branch:**

1. Navigate to one of the above paths.

The **ATM/ Branch Maintenance** screen appears.

2. Click **Search**.

The **ATM/ Branch Maintenance** screen with search results appears based on the search criteria.

OR

Click **Clear** to reset the search parameters.

OR

Click **Cancel** to cancel the search process.

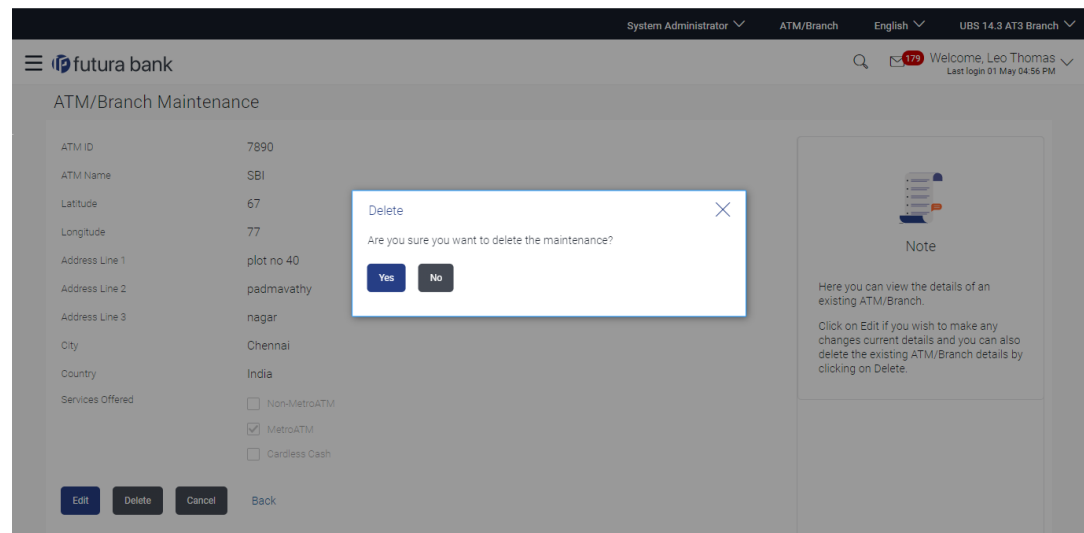
3. Click the **ATM/ Branch ID** link of the record for which you want to view the details

The **ATM/ Branch Maintenance - View** screen appears.

4. Click **Delete** to delete the ATM/ branch details.

The application will prompt the administrator with a deletion message with an option of Yes / No.

**Figure 24-13 ATM/ Branch Maintenance - Delete**



5. Click **Yes** to delete ATM / Branch. It will navigate to confirmation page with a success message and the status.

Click **No** if you do not wish to delete the ATM / Branch.

6. Click **OK** to complete the transaction.

## 24.5 FAQ

1. **In which format I can upload a file with ATM and Branch details?**

You can upload a file in xml format to add new branches and ATMs.

2. **Do I need to remember the latitude and longitude while updating single ATM/ Branch?**

No, you may search the location. Based on the location selected latitude and longitude data will be auto fetched and shown on the screen.

- 3. Can I edit the address and other details of already saved ATM/Branch?**  
Yes, an option to edit the information of already saved ATM/Branches is provided.

# Product Maintenance

Product Maintenance feature allows the System Administrator to map products to users from the channel.

System Administrator can map products maintained in the core banking system to different User type and all the users falling under that user type can open accounts for the mapped products only. This option is currently enabled for Term Deposit and Recurring Deposit module.

For example: A user can open a term deposit or a recurring deposit only under those products which are mapped to the User Type/ /Party Type/User Segment assigned to the user. Products which are not mapped, will not be available (for opening deposit accounts) to a channel user. This will be a part of Day 1 setup.

**Note:**

For User Type – Retail, & Business, product mapping can be done for User Type, Party Type and User Segment combination.

**Pre-requisites**

- Transaction access is provided to System Administrator.
- Approval rule is set up for System Administrator to perform the actions.
- Necessary products are maintained in core banking application.

**Features Supported In Application**

The module supports following features:

- [View Product Maintenance](#)
- [Edit Product Maintenance](#)
- [Create Product Maintenance](#)

**Navigation Path:**

From **System Administrator Dashboard**, under **Configuration** widget, click **Product Maintenance** .

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu**, and then click **Configuration** , Under **Configuration** , click **Product Maintenance**

- [Product Maintenance - View](#)
- [Product Maintenance - Edit](#)
- [Product Maintenance - Create](#)
- [FAQ](#)

## 25.1 Product Maintenance - View

Using Product Maintenance view option, System Administrators can view the list of products mapped to the product module. The System Administrator can view the mapping details by clicking the User Segments link.

**To view the product mapping:**

1. Navigate to one of the above paths.

The **Product Maintenance** screen with mapped products appears.

OR

Click **Cancel** to cancel the transaction.

**Figure 25-1 Product Maintenance**

**Table 25-1 Field Description**

Field Name	Description
User Type	The user type available for mapping products. The user types are <b>“Corporate”</b> and <b>“Retail &amp; Business”</b>

Table 25-1 (Cont.) Field Description

Field Name	Description
<b>Party Type</b>	If the User Type is selected as "Retail and Business" then a new option Party Type is shown. The possible values are Retail and Business. Based on the party type selected, product mapping will be shown in the search results.
<b>Product Module</b>	Following product modules are available for mapping: <ul style="list-style-type: none"><li>• Term Deposit</li><li>• Recurring Deposit</li></ul>
<b>Product Type</b>	The type of products available to be mapped to the user segment or to the role for that product module.
<b>Search Result</b>	
<b>User Type</b>	The user for which products are mapped.
<b>Party Type</b>	The Type of party for the user. Applicable only for user type Retail & Business user
<b>User Segment</b>	The user segments for which products mapped. This field is applicable only for Retail user type.
<b>Products Mapped</b>	The number of products mapped to the user segment or user type for that product type and product module.

2. Click the **Product Mapped** link of the user record for which you want to view the details. The **Product Maintenance - View** screen appears.

Figure 25-2 Product Maintenance - View

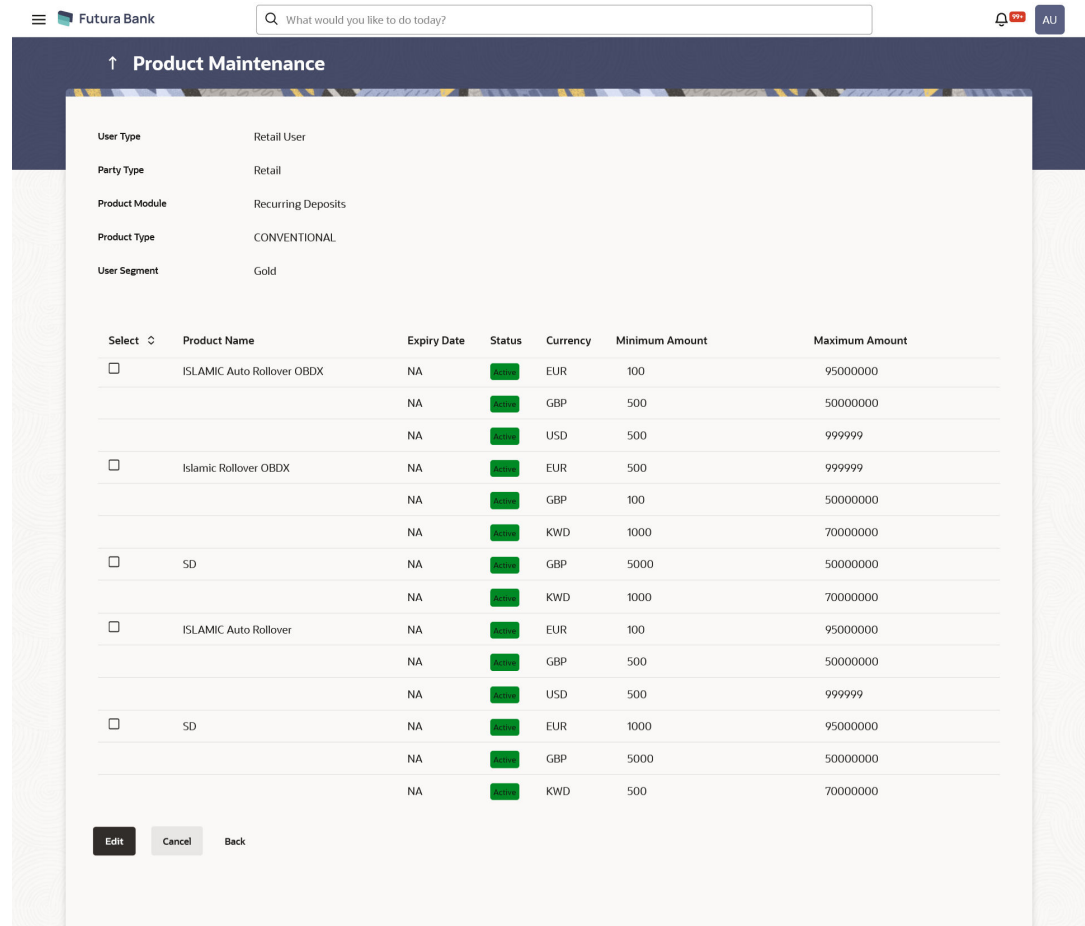


Table 25-2 Field Description

Field Name	Description
<b>View</b>	
<b>User Type</b>	The user for which products are mapped.
<b>Party Type</b>	The Type of party for the user. Applicable only for user type Retail & Business user.
<b>Product Module</b>	Following product modules are available for mapping: <ul style="list-style-type: none"> <li>• Term Deposit</li> <li>• Recurring Deposit</li> </ul>
	<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b> For corporate only Term Deposit product module is available</p> </div>
<b>Product Type</b>	The type of product under the selected module for which the product list needs to be fetched .

Table 25-2 (Cont.) Field Description

Field Name	Description
<b>User Segment</b>	The user segment for which products are mapped. This field is applicable only for Retail user type.
<b>Product Name</b>	Name of the product which is mapped to the user type for the selected product type and product module.
<b>Expiry Date</b>	The expiry date of the product. If the product is expired, an 'Expired' flag is shown against the product.
<b>Status</b>	The current status of the product.
<b>Currency</b>	The currency in which products are maintained.
<b>Minimum Amount</b>	The minimum permissible amount for opening deposit under the selected product.
<b>Maximum Amount</b>	The maximum permissible amount for opening deposit under the selected product.

3. Click **Edit** to edit the user-segment - product mapping.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## 25.2 Product Maintenance - Edit

This function enables the System Administrator to edit the product mapping. The System Administrator can map or delete the products to the product module.

**To search feedback template:**

1. Navigate to one of the above path.  
The **Product Maintenance** screen appears.
2. Click the **Product Mapped** link of the user record for which you want to edit the details.  
The **Product Maintenance - View** screen appears.
3. Click **Edit** to edit the user-segment - product mapping.  
The **Product Maintenance - Edit** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

Figure 25-3 Product Maintenance - Edit

Select	Product Name	Expiry Date	Status	Currency	Minimum Amount	Maximum Amount
		NA	Active	EUR	1000	95000000
		NA	Active	GBP	5000	50000000
		NA	Active	USD	1500	70000000
		NA	Active	EUR	1000	50000000
		NA	Active	GBP	5000	95000000
		NA	Active	USD	1500	70000000
		NA	Active	EUR	1000	95000000
		NA	Active	GBP	5000	50000000
		NA	Active	KWD	500	70000000
		NA	Active	USD	1500	70000000
		NA	Active	EUR	1000	95000000
		NA	Active	GBP	5000	50000000
		NA	Active	USD	1500	70000000
		NA	Active	EUR	1000	95000000

Table 25-3 Field Description

Field Name	Description
<b>Edit</b>	
<b>User Type</b>	The user for which products are mapped.
<b>Party Type</b>	The Type of party for the user. Applicable only for user type <b>Retail &amp; Business</b> user.
<b>Product Module</b>	One of the following product modules for which the mapping is to be edited: <ul style="list-style-type: none"> <li>• Term Deposit</li> <li>• Recurring Deposit</li> </ul>
<b>Product Type</b>	The list of product type, available for mapping.
<b>User Segment</b>	The user segment, for which products are mapped.
<b>Product Name</b>	Name of the product which is mapped to the user type for the selected product type and product module.
<b>Expiry Date</b>	The expiry date of the product. If the product is expired, an 'Expired' flag is shown against products.
<b>Status</b>	The current status of the product.
<b>Currency</b>	The currency in which products are maintained.



**Table 25-3 (Cont.) Field Description**

Field Name	Description
<b>Minimum Amount</b>	The minimum permissible amount for opening deposit under the selected product.
<b>Maximum Amount</b>	The maximum permissible amount for opening deposit under the selected product.

4. Edit View the defined values for fields, in an editable form.
5. Edit the required details.
6. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
7. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
8. The success message of transaction submission appears along with the transaction reference number and status.  
Click **OK** to complete the transaction.

## 25.3 Product Maintenance - Create

This option enables the System Administrator to select the products and map it to the Product Module.

### To create a new product mapping:

1. Navigate to one of the above path.  
The **Product Maintenance** screen appears.
2. Select the **User Type** for which the product mapping needs to be maintained.
3. Select the **User Segment** (applicable only for Retail user type).

Figure 25-4 Product Maintenance

Product Maintenance

User Type: Retail & Business User

Party Type:  Retail  Business

Product Module: Term Deposits

Product Type: CONVENTIONAL

Search

User Type	Party Type	User Segments	Products Mapped
Retail User	Retail	Silver	<a href="#">Map Products</a>
Retail User	Retail	defr	<a href="#">Map Products</a>
Retail User	Retail	Gold	<a href="#">Map Products</a>
Retail User	Retail	rahulusersegment	<a href="#">Map Products</a>
Retail User	Retail	defrft	<a href="#">Map Products</a>
Retail User	Retail	Diamond	<a href="#">Map Products</a>
Retail User	Retail	Mass	<a href="#">Map Products</a>
Retail User	Retail	Copper	<a href="#">Map Products</a>
Retail User	Retail		2

Cancel

4. Click **Map Products**.

The **Product Maintenance - Create** screen appears.

**Note:**

The **Map Products** link is available only if no products are mapped to the user segment.

Figure 25-5 Product Maintenance - Create

The screenshot shows the 'Product Maintenance - Create' interface. At the top, there's a search bar and a notification icon. Below that, the 'Product Maintenance' header is visible. The main form contains the following fields:

- User Type: Retail User
- Party Type: Retail
- Product Module: Recurring Deposits
- Product Type: CONVENTIONAL
- User Segment: Gold

Below the form is a table with the following columns: Select, Product Name, Expiry Date, Status, Currency, Minimum Amount, and Maximum Amount. The table contains 14 rows of data:


Select	Product Name	Expiry Date	Status	Currency	Minimum Amount	Maximum Amount
		NA	Active	EUR	1000	95000000
		NA	Active	GBP	5000	50000000
		NA	Active	USD	1500	70000000
<input type="checkbox"/>	Islamic Rollover OBDX	NA	Active	EUR	1000	50000000
		NA	Active	GBP	5000	95000000
		NA	Active	USD	1500	70000000
		NA	Active	EUR	1000	95000000
		NA	Active	GBP	5000	50000000
<input type="checkbox"/>	SD	NA	Active	KWD	500	70000000
		NA	Active	USD	1500	70000000
		NA	Active	EUR	1000	95000000
		NA	Active	GBP	5000	50000000
		NA	Active	USD	1500	70000000
		NA	Active	EUR	1000	95000000

At the bottom of the table, there are three buttons: 'Save', 'Cancel', and 'Back'.

Table 25-4 Field Description

Field Name	Description
<b>Create</b>	
<b>User Type</b>	The user for which products are mapped.
<b>Party Type</b>	The Type of party for the user. Applicable only for user type <b>Retail &amp; Business</b> user.
<b>Product Module</b>	Following product modules are available for mapping: <ul style="list-style-type: none"> <li>• Term Deposit</li> <li>• Recurring Deposit</li> </ul>
<b>Product Type</b>	The list of product, available for mapping.
<b>User Segment</b>	The user segment, for which products are to be mapped.
<b>Product Name</b>	Name of the product which is mapped to the user type for the selected product type and product module.
<b>Expiry Date</b>	The expiry date of the product. If the product is expired, an 'Expired' flag is shown against products.

Table 25-4 (Cont.) Field Description

Field Name	Description
<b>Status</b>	The current status of the product.
	<div style="border: 1px solid #0070c0; padding: 5px; background-color: #e6f2ff;">  <b>Note:</b> Only the active products are displayed </div>
<b>Currency</b>	The currency in which products are maintained.
<b>Minimum Amount</b>	The minimum permissible amount for opening deposit under the selected product.
<b>Maximum Amount</b>	The maximum permissible amount for opening deposit under the selected product.

5. From the **User Type** list, select user for which products are mapped.
6. From the **Product Module** list, select product modules which are available for mapping.
7. From the **Product Type** list, select product type available for mapping.
8. Select the checkbox(s) for the product which has to be mapped to the user.
9. In the **Minimum Amount** field, enter the minimum permissible amount for opening deposit under the selected product.
10. In the **Maximum Amount** field, enter the maximum permissible amount for opening deposit under the selected product.
11. Click **Save** to save the mapping.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
12. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
13. The success message of transaction submission appears along with the transaction reference number and status.  
Click **OK** to complete the transaction.

## 25.4 FAQ

1. **For which type of products, product mapping functionally is available?**  
As of now, product mapping feature is enabled only for Term Deposit and Recurring Deposit type of products for retail users and Term Deposit for corporate users.

**2. Can customer view the account details of an account opened under a product which is not mapped?**

Yes, user can view the account details of an account opened under a product which is not mapped. The restriction will only be for opening new account from channel.

**3. What will happen once the products mapped gets expired?**

The expired products will no longer be available for product mapping. Also customers will not be able to open new accounts using expired product.

**4. What will happen if the products are not mapped to any user segment and are only mapped to user type?**

In this case, all the products mapped to the user type will be available for account opening to the users associated to that user type.

# 26

## User Profile Maintenance

This function enables the System/Bank Administrator user to manage the user profile details that needs to be shown and needs to be made available for modification for Retail users. Details maintained on user profile includes date of birth, PAN card number, Aadhar number, passport number, national ID, driving license, communication address, email ID, and contact number, fax number, etc.

In a multi entity scenario, Administrator can do this setup for each entity by selecting the entity.

### Note:

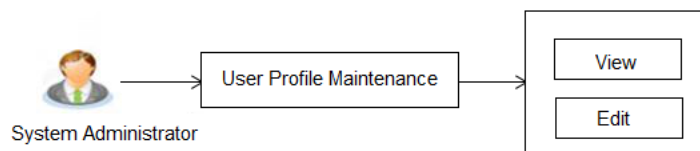
For the business users to be able to modify the 'My Profile' fields, the modification of those fields should be allowed in FCUBS or in the backend Host System.

FCUBS has a separate maintenance for allowing modification of user's details, please make sure that modification of the required user details is enabled (if the FCUBS is configured as a backend system).

### Pre-requisites

- User must have a valid Login credentials
- Transaction access is provided to system administrator.
- Approval rule set up for Bank administrator to perform the actions.

Figure 26-1 Workflow



### Features supported in application

The administrator can perform the following actions:

- [View User Profile](#)
- [Edit User Profile](#)

### Navigation Path:

From **System/ Bank Administrator Dashboard**, under **Configuration** widget, click **User Profile Maintenance**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu** , then click **Menu** and then click **Configuration**, Under **Configuration** , click **User Profile Maintenance**.

- [User Profile - View](#)
- [User Profile - Edit](#)
- [FAQ](#)

## 26.1 User Profile - View

This screen displays the setup done for user profile maintenance done for user type -Retail  
**To view user profile details:**

- Navigate to one of the above paths.

The **User Profile Maintenance** screen appears, the user profile maintained for the user appears.

**Figure 26-2 User Profile Maintenance- View**

The screenshot displays the 'User Profile Maintenance' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a search bar. The main content area is titled 'User Profile Maintenance' and contains a section 'Details to be displayed on User Profile'. This section is divided into three categories: 'Personal Information' (Adhaar Card Number, Driving License, Passport, Pan Card Number), 'Contact Information' (Fax Number, Contact Number(Mobile), Communication Address, Email ID, Contact ISD Number(Mobile)), and 'User Details'. The 'User Details' section is a table with two columns: the field name and a 'Modification Allowed' toggle switch. The toggle switches for Fax Number, Contact Number(Mobile), Communication Address, Email ID, Contact ISD Number(Mobile), Adhaar Card Number, Driving License, Passport, and Pan Card Number are all currently turned off. At the bottom of the form, there are 'Edit' and 'Cancel' buttons. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

User Details	Modification Allowed
Fax Number	<input type="checkbox"/>
Contact Number(Mobile)	<input type="checkbox"/>
Communication Address	<input type="checkbox"/>
Email ID	<input type="checkbox"/>
Contact ISD Number(Mobile)	<input type="checkbox"/>
Adhaar Card Number	<input type="checkbox"/>
Driving License	<input type="checkbox"/>
Passport	<input type="checkbox"/>
Pan Card Number	<input type="checkbox"/>

**Table 26-1 Field Description**

Field Name	Description
<b>User Type</b>	Displays the user type for whom the user profile is to be created. The user can be: <ul style="list-style-type: none"> <li>• Retail</li> </ul>
<b>Details to be displayed on User Profile</b>	
<b>Personal Information</b>	Displays the personal details maintained for the bank/system administrator for being shown to business user on his/her profile. The options against each field are: <ul style="list-style-type: none"> <li>• Enable: If the toggle is displayed as enabled, that field can be modified by the business user.</li> <li>• Disable: If the toggle is displayed as disabled, that field cannot be modified by the business user.</li> </ul>
<b>Contact Information</b>	Displays the contact details maintained for the bank/system administrator for being shown to business user on his/her profile. The options against each field are: <ul style="list-style-type: none"> <li>• Enable: If the toggle is displayed as enabled, that field can be modified by the business user.</li> <li>• Disable: If the toggle is displayed as disabled, that field cannot be modified by the business user.</li> </ul>

## 26.2 User Profile - Edit

This function enables the bank/system administrator to modify the existing setup done for user profile details.

**To modify user profile details:**

1. Navigate to one of the above paths.

The **User Profile Maintenance** screen appears, if the user profile is already maintained for user, appears on **User Profile Maintenance- View** screen.

2. Click **Edit** to modify the user profile details.

The **User Profile Maintenance - Edit** screen appears with the details.

OR

Click **Cancel** to cancel the transaction.



**Figure 26-3 User Profile Maintenance- Edit**

The screenshot displays the 'User Profile Maintenance - Edit' page. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user welcome message for 'Leo Thomas' with the last login time '27 Apr 05:15 PM'. The main content area is titled 'User Profile Maintenance' and contains a section 'Details to be displayed on User Profile'. This section is divided into three parts: 'Personal Information' (Adhaar Card Number, Driving License, Passport, Pan Card Number), 'Contact Information' (Fax Number, Contact Number(Mobile), Communication Address, Email ID, Contact ISD Number(Mobile)), and 'User Details'. The 'User Details' part is a table with two columns: the field name and a 'Modification Allowed' toggle switch. The 'Driving License' row is highlighted in grey and has its toggle switch turned off. At the bottom of the form, there are three buttons: 'Save', 'Cancel', and 'Back'. A copyright notice is visible at the very bottom of the page.

3. Modify the required details, e.g. date of birth, PAN number, Aadhar number, passport number communication address and phone number, fax number etc.
4. Click **Save** to save the user profile details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
5. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

6. The success message of user profile maintenance completed successfully appears along with the transaction reference number and status.

Click **OK** to complete the transaction.

## 26.3 FAQ

1. **For which type of products, product mapping functionally is available?**  
As of now, product mapping feature is enabled only for Term Deposit and Recurring Deposit type of products for retail users and Term Deposit for corporate users.
2. **Can customer view the account details of an account opened under a product which is not mapped?**  
Yes, user can view the account details of an account opened under a product which is not mapped. The restriction will only be for opening new account from channel.
3. **What will happen once the products mapped gets expired?**  
The expired products will no longer be available for product mapping. Also customers will not be able to open new accounts using expired product.
4. **What will happen if the products are not mapped to any user segment and are only mapped to user type?**  
In this case, all the products mapped to the user type will be available for account opening to the users associated to that user type.

# Payee Restriction Setup

Bank customers add payees or beneficiaries to transfer funds from one account to another. Bank can limit the number of payees that can be added by the retail user in a day.

Payee Restriction set up maintenance allows the System Administrator to restrict the number of payees that a retail user can create for each payment network per day.

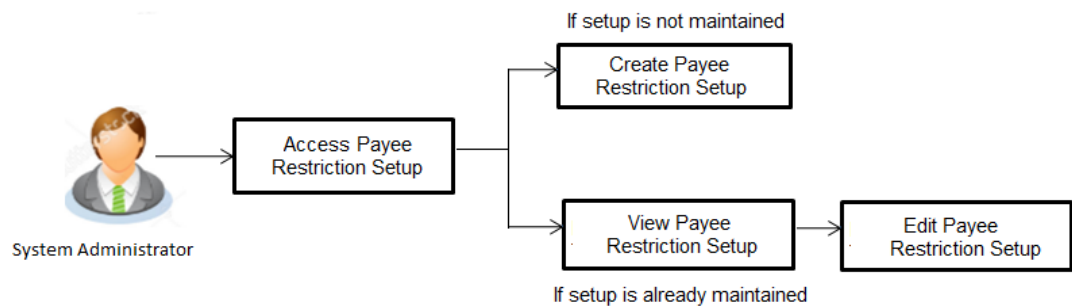
System Administrator can also restrict the total number of payees irrespective of payment network that the retail user can create per day.

Payee restriction setup can be done for a User type and also for a User type and Segment combination.

## Pre-Requisites

- Transaction access is provided to System Administrator
- Approval rule set up for System Administrator to perform the actions

**Figure 27-1 Workflow**



## Features supported in Application:

Payee Restriction Setup maintenance is created only once at the 'Day 1' configuration by the System Administrator. However it can later be viewed and modified.

This option allows an administrator to:

- [Create Payee Restriction Maintenance](#)
- [View Existing Maintenance](#)
- [Edit Maintenance](#)

## Navigation Path:

From **System Administrator Dashboard**, under **Payments** widget, click **Payee Restrictions**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu** , then click **Menu** and then click **Payments**, Under **Payments**, click **Payee Restrictions**.

- [Payee Restriction Setup - View](#)
- [Payee Restriction Setup - Edit](#)
- [Payee Restriction Setup - Create](#)
- [FAQ](#)

## 27.1 Payee Restriction Setup - View

Using this option, administrator can search for particular payee restriction set up based on different search parameters. The search results displays a payee restriction set up based on search filters selected.

System displays the payee restriction set up for the search criteria entered. When System Administrator user is accessing Payee Restriction Set-up for the very first time, the limit set up for payment network type is defaulted to 'No'.

### To view payee restriction setup:

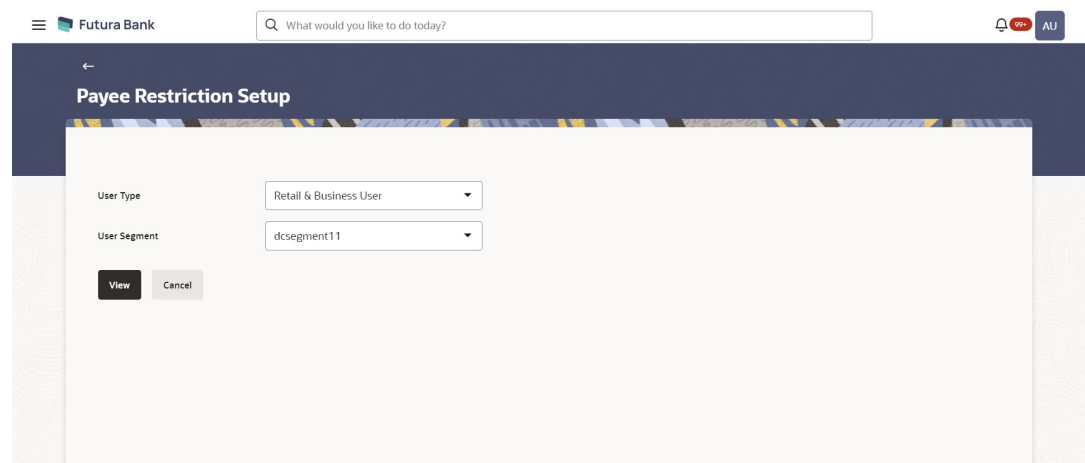
1. Navigate to one of the above paths.  
The **Payee Restriction Setup** screen appears.
2. From the **User Type** list, select the appropriate user whose payee restriction setup to be viewed.
3. From the **User Segment** list, select the appropriate name of segment whose payee restriction setup to be viewed.
4. Click **View**.

The **Payee Restriction Setup** screen with payee restriction setup appears.

OR

Click **Cancel** to cancel the transaction.

**Figure 27-2 Payee Restriction Setup**



The screenshot displays the 'Payee Restriction Setup' interface. At the top, there is a search bar with the placeholder text 'What would you like to do today?'. Below the search bar, the 'Payee Restriction Setup' title is visible. The main form contains two dropdown menus: 'User Type' with 'Retail & Business User' selected, and 'User Segment' with 'dcsegment11' selected. At the bottom of the form, there are two buttons: 'View' and 'Cancel'.

**Table 27-1 Field Description**

Field Name	Description
<b>User Type</b>	Select the user type for which payee restriction setup details needs to be searched.
<b>User Segment</b>	Select the name of segment or which payee restriction setup details needs to be searched.

**Figure 27-3 Payee Restriction Setup- View**

The screenshot shows the 'Payee Restriction Setup' form. At the top, there's a search bar with 'What would you like to do today?' and a user profile 'AU'. The form is titled 'Payee Restriction Setup' and contains the following fields:

- User Type:** retalluser
- User Segment:** dcsegment11
- Cumulative Payee Restriction:** Yes/No (No is selected)
- Total number of Payees permitted per day:** 11
- Internal Payment:**
  - Account Payee:** Payee Restriction Yes/No (No is selected)
  - Payees per day:** 1
- Domestic Payment:**
  - Account Payee:** Payee Restriction Yes/No (No is selected)
  - Draft Payee:** Payee Restriction Yes/No (No is selected)
- International Payment:**
  - Account Payee:** Payee Restriction Yes/No (No is selected)
  - Draft Payee:** Payee Restriction Yes/No (No is selected)

At the bottom, there are 'Edit' and 'Cancel' buttons.

**Table 27-2 Field Description**

Field Name	Description
<b>User Type</b>	The user type for which payee restriction setup is done.
<b>User Segment</b>	The user segment for which payee restriction setup is done.
<b>Cumulative Payee Restriction</b>	Whether the cumulative payee restriction is enabled or not.
<b>Total number of Payees permitted per day</b>	Displays the total number of payees that are permitted, if the cumulative payee restriction is enabled.
<b>Internal Payment</b>	
<b>Account Payee - Payee Restriction</b>	Whether the account payee restriction is enabled or not, for internal payment.

Table 27-2 (Cont.) Field Description

Field Name	Description
<b>Payees Per Day</b>	Displays the total number of payees that are permitted, if the account payee restriction for internal payment is enabled.
<b>Domestic Payment</b>	
<b>Account Payee - Payee Restriction</b>	Whether the account payee restriction is enabled or not, for domestic payment. For India region this will be applicable for all the payments falling under domestic type of payment (NEFT, RTGS and IMPS).
<b>Payees Per Day</b>	Displays the total number of payees that are permitted, if the account payee restriction for internal payment is enabled.
<b>Draft Payee - Payee Restriction</b>	Whether the account payee restriction is enabled or not, for a domestic draft payment.
<b>Payees Per Day</b>	Displays the total number of payees that are permitted, if the account payee restriction for internal payment is enabled.
<b>International Payment</b>	
<b>Account Payee - Payee Restriction</b>	Whether the account payee restriction is enabled or not, for international payment.
<b>Payees Per Day</b>	Displays the total number of payees that are permitted, if the account payee restriction for international payment is enabled.
<b>Draft Payee - Payee Restriction</b>	Whether the account payee restriction is enabled or not, for international draft payment.
<b>Payees Per Day</b>	Displays the total number of payees that are permitted, if the account payee restriction for international draft payment is enabled.

- Click **Edit** to edit the payee restriction set up.

The **Payee Restriction Set-up-Edit** screen with values in editable form appears.

OR

Click **Cancel** to cancel the transaction.

## 27.2 Payee Restriction Setup - Edit

System Administrator can modify existing payee restriction maintenance.

Using this option, System Administrator can edit the payee restriction option for a specific payment network. Also an edit is permitted on number of payees per payment network and for cumulative combined limit irrespective of payment network.

### To edit a payee restriction setup:

- Navigate to one of the above paths.  
The **Payee Restriction Setup** screen appears.
- Select the **User Type** for which the product mapping needs to be maintained
- Click **Edit**.

The **Payee Restriction Setup - Edit** screen appears.

Figure 27-4 Payee Restriction Setup - Edit

The screenshot shows the 'Payee Restriction Setup - Edit' form. At the top, there's a search bar with the text 'What would you like to do today?' and a user profile icon for 'AU'. The form is titled 'Payee Restriction Setup' and contains the following fields:

- User Type:** retailuser
- User Segment:** dcsegment11
- Cumulative Payee Restriction:** Yes/No (Yes is selected)
- Total number of Payees permitted per day:** 21 (dropdown menu)
- Internal Payment:**
  - Account Payee:** Payee Restriction: Yes/No (Yes is selected)
- Domestic Payment:**
  - Account Payee:** Payee Restriction: Yes/No (Yes is selected)
  - Draft Payee:** Payee Restriction: Yes/No (Yes is selected)
- International Payment:**
  - Account Payee:** Payee Restriction: Yes/No (Yes is selected)
  - Draft Payee:** Payee Restriction: Yes/No (Yes is selected)

At the bottom, there are three buttons: 'Save', 'Cancel', and 'Back'.

Table 27-3 Field Description

Field Name	Description
<b>User Type</b>	The user type for which payee restriction setup is done.
<b>User Segment</b>	The user segment for which payee restriction setup is done.
<b>Cumulative Payee Restriction</b>	Whether the cumulative payee restriction is enabled or not. This field is not editable.
<b>Total number of Payees permitted per day</b>	Displays the total number of payees that are permitted, if the cumulative payee restriction is enabled. This field will only be displayed if cumulative payee restriction is enabled.
<b>Internal Payment</b>	
<b>Account Payee - Payee Restriction</b>	Whether the account payee restriction is enabled or not, for internal payment. For India region this will be applicable for all the payments falling under domestic type of payment (NEFT, RTGS and IMPS).

**Table 27-3 (Cont.) Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Payees Per Day</b>	Displays the total number of payees that are permitted, if the account payee restriction for internal payment is enabled. Field will not be displayed if Account - Payee Restriction for Internal Payment is disabled.
<b>Domestic Payment</b>	
<b>Account Payee - Payee Restriction</b>	Whether the account payee restriction is enabled or not, for domestic payment.
<b>Draft Payee - Payee Restriction</b>	Whether the account payee restriction is enabled or not, for a domestic draft payment.
<b>Payees Per Day</b>	Displays the total number of payees that are permitted, if the account payee restriction for internal payment is enabled. Field will not be displayed if Draft - Payee Restriction for Domestic Payment is disabled.
<b>International Payment</b>	
<b>Account Payee - Payee Restriction</b>	Whether the account payee restriction is enabled or not, for international payment.
<b>Payees Per Day</b>	Displays the total number of payees that are permitted, if the account payee restriction for international payment is enabled. Field will not be displayed if International Payment - Payee Restriction for Domestic Payment is disabled.
<b>Draft Payee - Payee Restriction</b>	Whether the account payee restriction is enabled or not, for international draft payment.
<b>Payees Per Day</b>	Displays the total number of payees that are permitted, if the account payee restriction for international draft payment is enabled. Field will not be displayed if International Draft - Payee Restriction for Domestic Payment is disabled.

4. In the **Cumulative Payee Restriction/ Account Payee - Payee Restriction/ Draft Payee - Payee Restriction** field, select the appropriate option.

a. If user select **Yes** option:

i. Edit the values in Total number of Payees permitted per day field.

OR

Click  or  icon to edit the values.

b. If user select **No** option:

i. Fields Total Number of payees per day and Payees per day are not displayed for respective payment type.

5. Select the transactions whose details you want to edit.

6. Click **Save** to save the changes made to the payee restriction set up.

The message box informing that the changes will be effective next day appears.

OR



Click **Cancel** to cancel the transaction.

OR

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

7. The **Payee Restriction Set-up – Edit – Review** screen appears.

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

OR

Click **Cancel** to cancel the transaction.

OR

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

8. The success message of **Payee Restriction Set-up – Edit** appears along with the transaction reference number.
9. Click **OK** to complete the transaction.

## 27.3 Payee Restriction Setup - Create

System Administrator can setup Payee Restriction at the 'Day 1' configuration for a user type or a user type and user segment combination.

Using this option, System Administrator can setup payee restriction for a specific payment network. Administrator can also define permitted number of payees per payment network along with the cumulative combined limit for the number of payees irrespective of payment network.

### To create payee restriction setup:

1. Navigate to one of the above paths.

The **Payee Restriction Setup** screen appears.

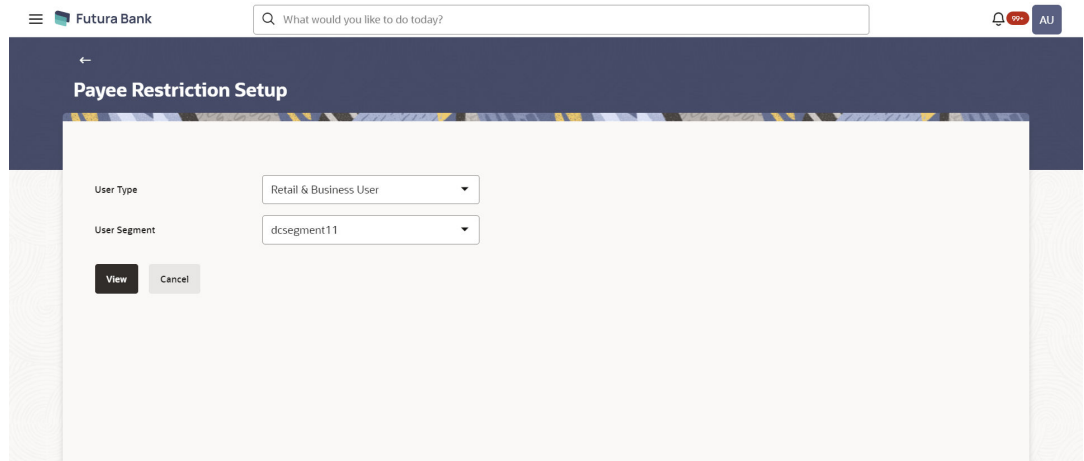
2. From **User Type** list, select appropriate user for whom payee restriction setup is to be done.

3. From the **User Segment** list, select appropriate user segment for whom payee restriction setup is to be done.

4. Click **View**.

The popup message of Payee Restriction Setup for the selected segment not done appears.

**Figure 27-5 Payee Restriction Setup screen**



**Table 27-4 Field Description**

Field Name	Description
User Type	The user type for which payee restriction setup is done.
User Segment	The user segment for which payee restriction setup is done.

- Click **Set Up Now** to create Payee Restriction Setup.

**Payee Restriction Setup - Create** screen appears.

OR

Click **Cancel** to cancel the transaction.

OR

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

**Figure 27-6 Payee Restriction Setup screen**

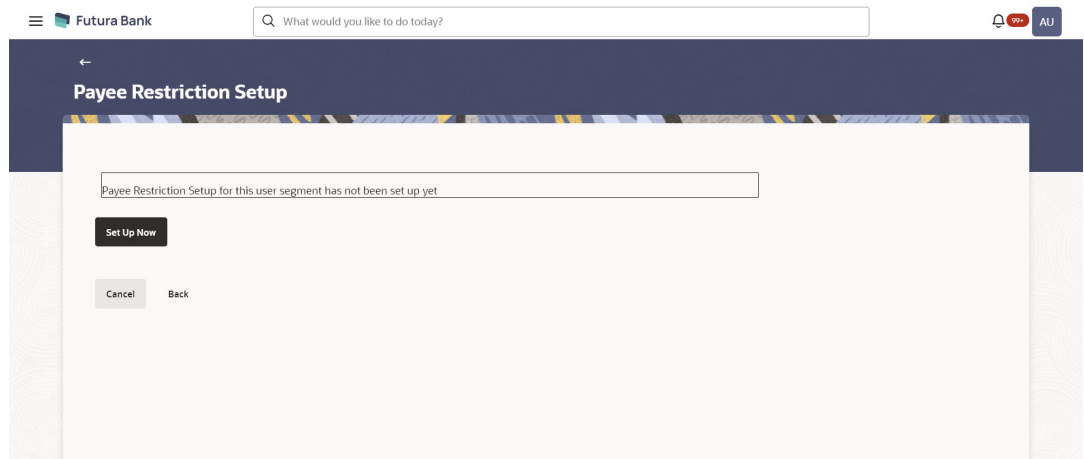




Figure 27-7 Payee Restriction Setup - Create

Table 27-5 Field Description

Field Name	Description
<b>Cumulative Payee Restriction</b>	Enable cumulative payee restriction to define the total number of payees across the network types
<b>Total number of Payees permitted per day</b>	Specify the total number of payees that are permitted, if the cumulative payee restriction is enabled. This field will only be displayed if cumulative payee restriction is enabled.
<b>Internal Payment</b>	
<b>Account Payee - Payee Restriction</b>	Enable cumulative payee restriction to define the number of payees for internal payment. For India region this will be applicable for all the payments falling under domestic type of payment (NEFT, RTGS and IMPS).
<b>Payees Per Day</b>	Specify the total number of payees that are permitted, if the account payee restriction for internal payment is enabled. Field will not be displayed if Account - Payee Restriction for Internal Payment is disabled.
<b>Domestic Payment</b>	
<b>Account Payee - Payee Restriction</b>	Enable cumulative payee restriction to define the number of payees for domestic payment.

**Table 27-5 (Cont.) Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Payees Per Day</b>	Specify the total number of payees that are permitted, if the account payee restriction for internal payment is enabled. Field will not be displayed if Account Payee Restriction for Domestic Payment is disabled.
<b>Draft Payee - Payee Restriction</b>	Enable cumulative payee restriction to define the number of payees for a domestic draft payment.
<b>Payees Per Day</b>	Specify the total number of payees that are permitted, if the account payee restriction for internal payment is enabled. Field will not be displayed if Draft - Payee Restriction for Domestic Payment is disabled.
<b>International Payment</b>	
<b>Account Payee - Payee Restriction</b>	Enable cumulative payee restriction to define the number of payees for international payment.
<b>Payees Per Day</b>	Specify the total number of payees that are permitted, if the account payee restriction for international payment is enabled. Field will not be displayed if International Payment - Payee Restriction for Domestic Payment is disabled.
<b>Draft Payee - Payee Restriction</b>	Enable cumulative payee restriction to define the number of payees for international draft payment.
<b>Payees Per Day</b>	Specify the total number of payees that are permitted, if the account payee restriction for international draft payment is enabled. Field will not be displayed if International Draft - Payee Restriction for Domestic Payment is disabled.

6. In the **Cumulative Payee Restriction/ Account Payee - Payee Restriction/ Draft Payee - Payee Restriction** field, select the appropriate option.
  - a. If user select **Yes** option:
    - i. Update the values for the **Total number of Payees permitted per day** or **Payees Per Day** fields.  
OR  
Click  or  icon to increase or decrease the values.
  - b. If user select **No** option:
    - i. Fields Total Number of payees per day and Payees per day are not displayed for respective payment type.
7. Select the transactions whose details you want to define.
8. Click **Save** to save the changes made to the payee restriction set up.  
The message box informing that the changes will be effective next day appears.  
OR  
Click **Cancel** to cancel the transaction.

OR

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

9. The **Payee Restriction Set-up– Review** screen appears.

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

OR

Click **Cancel** to cancel the transaction.

OR

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

10. The success message of **Payee Restriction Set-up** creation appears along with the transaction reference number.
11. Click **OK** to complete the transaction.

## 27.4 FAQ

1. **Will edited maintenance be applicable from immediate effect?**  
No, edited maintenance will be applicable from next calendar date.
2. **What happens if the user’s cumulative payee limit for a day is fully utilized but network for which he is creating a payee is available?**  
System will first check the availability of cumulative payee limit. If available, will check network level payee availability limit. If both the conditions are met, user is allowed to create a payee.
3. **Is this maintenance is also applicable for corporate type of users?**  
No, currently this maintenance is applicable only to Retail Users.

# 28

## Forex Deal Maintenance

Using this option System Administrator can maintain currency pair. The maintained currency pairs are made available to corporate users to book deals and utilize those while making payments.

### Features supported in application

Using this option System Administrator can perform the following actions:

- Maintain currency Pair

### Navigation Path:

From **System Administrator Dashboard**, under **Payments** widget, click **Forex Deal Maintenance**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu** , then click **Menu** and then click **Payments**, Under **Payments** , click **Forex Deal Maintenance**.

- [Add Currency Pairs](#)
- [Update Forex Deal](#)

## 28.1 Add Currency Pairs

Using this option System Administrator can define currency pairs.

### To add currency pair:

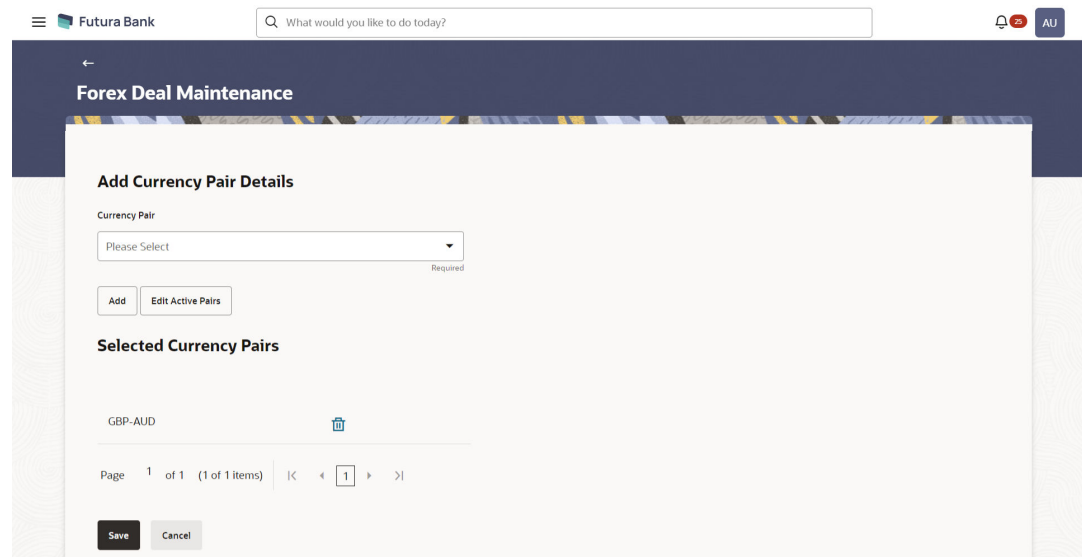
1. Navigate to one of the above paths.  
The **Forex Deal Maintenance** screen appears.
2. From the **Currency Pair** list, select the appropriate currency pair.

**Figure 28-1 Forex Deal Maintenance - Add Currency Pair**

The screenshot shows the 'Forex Deal Maintenance' interface. At the top, there is a search bar with the text 'What would you like to do today?' and a user profile icon labeled 'AU'. Below the search bar is a dark blue header with a back arrow and the title 'Forex Deal Maintenance'. The main content area is a white card titled 'Add Currency Pair Details'. It contains a 'Currency Pair' dropdown menu with the text 'Please Select' and a 'Required' label. Below the dropdown are two buttons: 'Add' and 'Edit Active Pairs'.


3. Click **Add** to add the currency pair.

**Figure 28-2 Forex Deal Maintenance - Create**



**Table 28-1 Field Description**

Field Name	Description
<b>Add Currency Pair Details</b>	
<b>Currency Pair</b>	List of the permissible currency combinations in which corporate user can book a deal.
<b>Selected Currency Pairs</b>	
<b>Currency Pair</b>	The maintained currency pair for corporate users.
<b>Action</b>	Allows user to maintain i.e. delete the selected currency pairs.

4. The Currency pair gets added in the **Selected Currency Pairs** section.
5. Click  icon to delete the added currency pair.
6. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Reset** to clear the entered details.
7. The **Forex Deal Maintenance - Review** screen appears. Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate back to previous screen.

8. The success message of Forex Deal Maintenance appears along with the transaction reference number.
9. Click **OK** to complete the transaction and navigate back to 'Dashboard'.

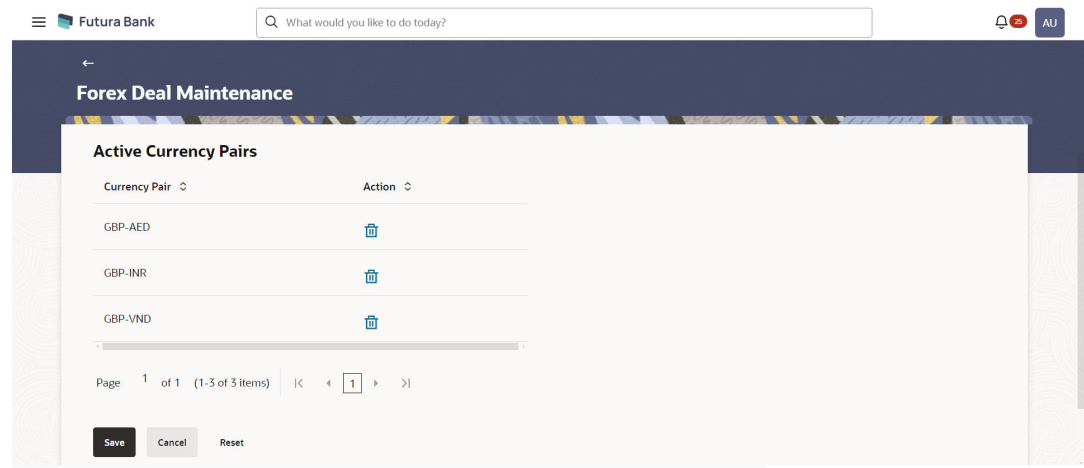
## 28.2 Update Forex Deal

Using this option, System Administrator can modify active currency pairs maintained in the application. System Administrator can delete the existing maintained currency pair.

**To update forex deal:**


1. Navigate to one of the above paths.  
The **Forex Deal Maintenance** screen appears.
2. Click **Edit Active Pairs**.  
The list of active currency pairs maintained in application appears.

**Figure 28-3 Forex Deal Maintenance- Edit**



**Table 28-2 Field Description**

Field Name	Description
<b>Active Currency Pairs</b>	
<b>Action</b>	Allows user to maintain i.e. delete the existing currency pairs.

3. Click  icon to delete the selected currency pair.
4. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Reset** to clear the entered details.
5. The **Forex Deal Maintenance - Review** screen appears. Verify the details, and click **Confirm**.



OR

Click **Cancel** to cancel the transaction.

OR

Click **Back** to navigate back to previous screen.

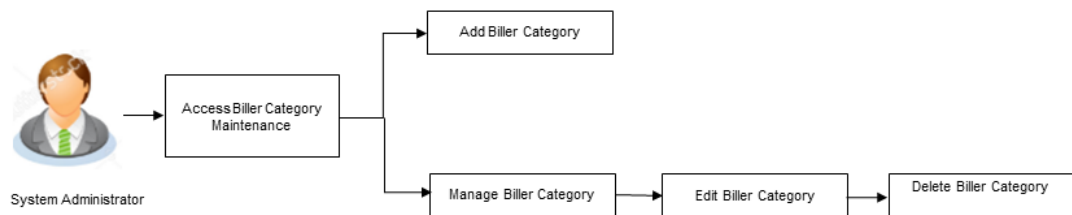
6. The success message of Forex Deal Maintenance appears along with the transaction reference number.
7. Click **OK** to complete the transaction and navigate back to 'Dashboard'.

# Biller Category Maintenance

Using this function System Administrator can create new biller categories and can upload an image (image file type allowed SVG & PNG only) for that biller, which will appear as icon for these categories. These categories are mapped to billers when system administrator is creating billers. E.g. administrator can create biller category as 'Insurance' and link this Biller Category when creating Insurance billers like 'United Healthcare' and 'Healthspring' and 'WellCare Health Plans'.

The System administrators can change the order of the categories as per their priority by dragging the categories. In the Biller Category drop-down these categories appear in the same order for selection to the customers, as defined by the administrators.

**Figure 29-1 Workflow**



## Pre-Requisites

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.

## Features supported in Application:

This option allows the System Administrator to:

- [Manage Biller Category](#)
- [Add Biller Category](#)
- [Edit Biller Mapping Category](#)
- [Delete Biller Category](#)

## Navigation Path:

From **System Administrator Dashboard**, under **Payments** widget, click **Biller Category Maintenance**.

OR

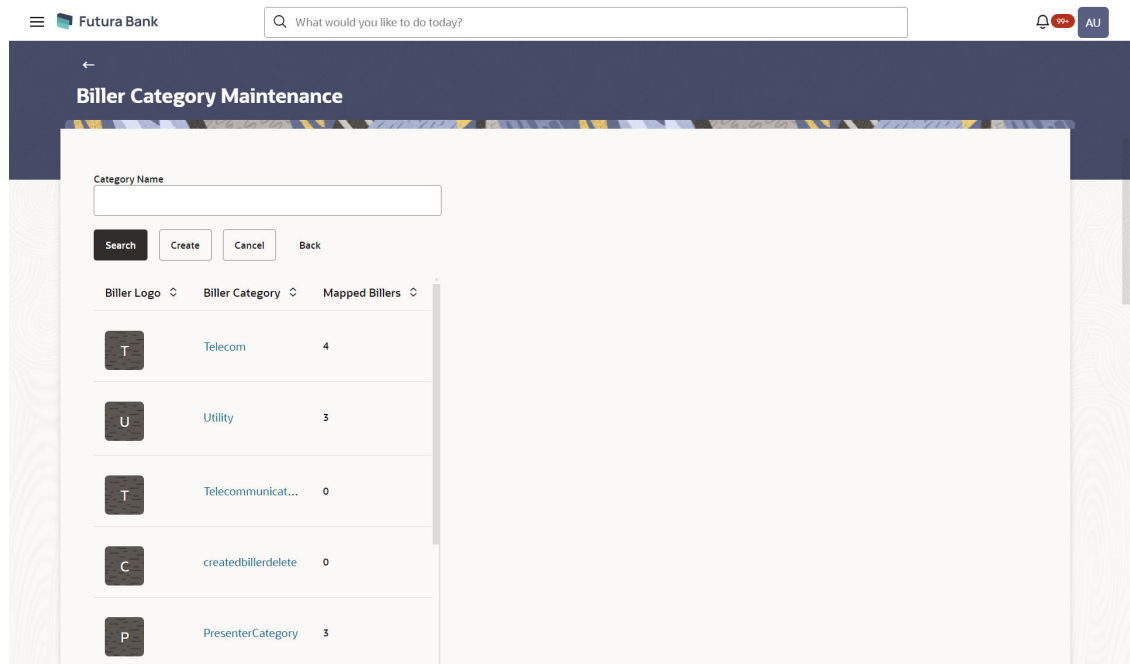
From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Payments**, Under **Payments** , click **Biller Category Maintenance**.

- [Biller Category Maintenance - Summary](#)
- [Biller Category Maintenance - Add Category](#)
- [Biller Category Maintenance - Edit Category](#)
- [Biller Category Maintenance - Delete](#)

## 29.1 Biller Category Maintenance - Summary

Biller Category Maintenance screen displays a list of all the billers along with the biller icon and number of billers mapped to the selected biller category.

**Figure 29-2 Biller Category Maintenance - Summary**



**Table 29-1 Field Description**

Field Name	Description
<b>Biller Icon</b>	Select the transaction from the list for which you wish to analyze the feedback.
<b>Biller Category</b>	The name of the biller category.
<b>Mapped Billers</b>	The number of billers mapped to the category at a given point of time.

**To create a new product mapping:**

1. Navigate to one of the above paths.  
 The **Biller Category Maintenance** screen appears.
2. Click the **Biller Category** link to view the details of a biller category.  
 OR  
 Click **Search** to search the biller category.

OR

Click **Create** to create biller category.

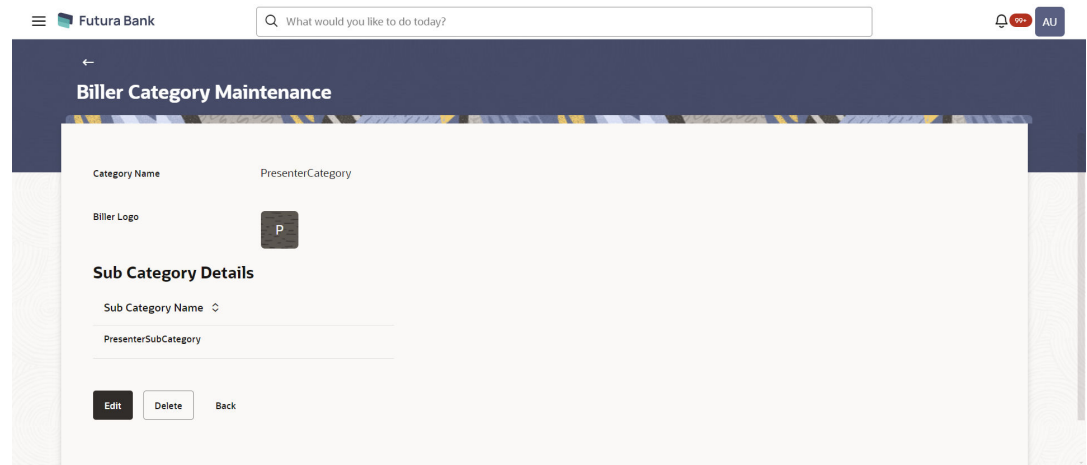
OR

Click **Cancel** to cancel the transaction.

OR

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

**Figure 29-3 Biller Category Maintenance - View**



**Table 29-2 Field Description**

Field Name	Description
<b>Category Name</b>	The name of the biller category.
<b>Biller Logo</b>	The image associated with the category.
<b>Sub Category Details</b>	
<b>Sub Category Name</b>	The name of the biller sub category.

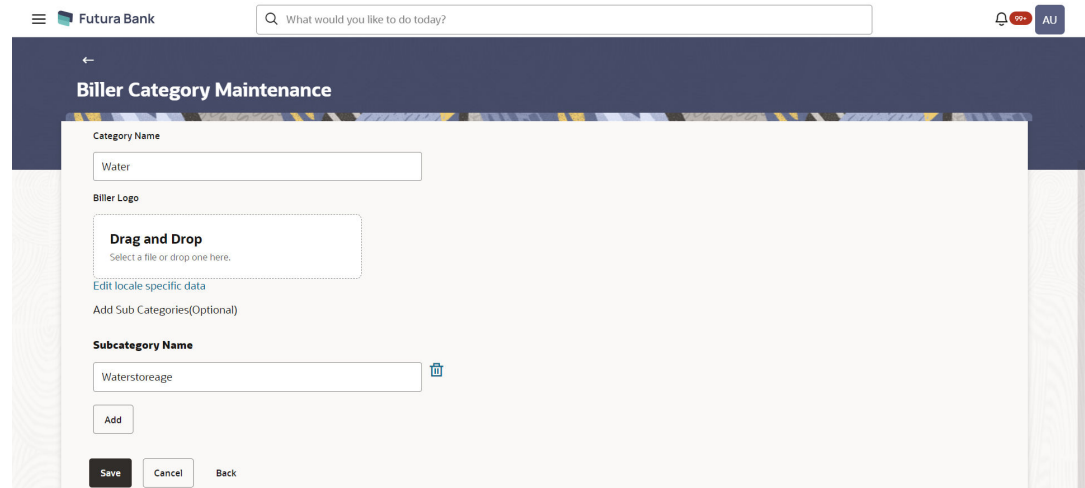
## 29.2 Biller Category Maintenance - Add Category

Using this option, the System Administrator can add a new biller category.

**To add a new biller category:**


1. Navigate to one of the above paths.  
 The **Biller Category Maintenance** screen appears.
2. Click **Create** to create biller category.  
 The **Biller Category Maintenance** screen with a row to add new category appears.

**Figure 29-4 Biller Category Maintenance - Create Category**



**Table 29-3 Field Description**

Field Name	Description
<b>Category Name</b>	The name of the biller category. Category name should be unique. Category name entered here will appear as a Biller Category drop-down to the customers screens.
<b>Biller Logo</b>	The image associated with the category. Displays the preview of the image uploaded for the category.
<b>Biller Logo</b>	Browse or drag and drop image associated with the biller category. Displays the preview of the image uploaded for the category.
<b>Subcategory Name</b>	The name of the sub biller category.

3. In the **Biller Category** field, enter the name of the biller category.
4. Drag and Drop the biller logo or browse the biller logo . OBAPIS provides a set of icons for categories out of the box. These image files have to be copied to the user's local drive before selection. Alternatively user can select his own icon images as long as they are in SVG or PNG format.
5. In the **Subcategory Name** field, enter the name of the sub biller category.
6. Click **Add** to add subcategory of the biller.  
 OR  
 Click  to delete the subcategory of the biller.  
 OR  
 Click **Save** to save the changes and create biller category.  
 OR  
 Click **Back** to navigate back to previous screen.  
 OR  
 Click **Cancel** to cancel the transaction.

OR

Click on the **Remove** link to remove the uploaded image and upload a new biller image.

7. The success message of saving the biller category appears along with the status and reference number.

Click **OK** to complete the transaction.

## 29.3 Biller Category Maintenance - Edit Category

System Administrator can modify the existing biller category using this screen.

**To edit a biller category:**

1. Navigate to one of the above paths.  
The **Biller Category Maintenance** screen appears.
2. Search the biller categories.
3. Click on the **Biller Category** link to which you want to edit the biller category.  
The **Biller Category Maintenance** screen appears.
4. Click **Edit** to update the biller category details.  
The **Biller Category Maintenance** screen appears in the editable form.

**Figure 29-5 Biller Category Maintenance - Edit Category**

The screenshot displays the 'Biller Category Maintenance' interface. At the top, there is a navigation bar with the 'Futura Bank' logo and a search bar. Below the navigation bar, the main content area is titled 'Biller Category Maintenance'. The form contains the following elements:

- Category Name:** A text input field containing 'PresenterCategory'.
- Biller Logo:** A 'Drag and Drop' area with the instruction 'Select a file or drop one here.' Below it, there are links for 'Edit locale specific data' and 'Add Sub Categories(Optional)'. There is also a trash icon next to the logo area.
- Subcategory Name:** A text input field containing 'PresenterSubCategory'.
- Buttons:** An 'Add' button, a 'Save' button, a 'Cancel' button, and a 'Back' button.

5. Update the details.
6. Click **Save** to save the changes of a biller category.

OR

Click **Back** to navigate back to previous screen.

OR

Click **Cancel** to cancel the transaction.

7. The success message of saving the biller category appears along with the status and reference number.

Click **OK** to complete the transaction.

## 29.4 Biller Category Maintenance - Delete

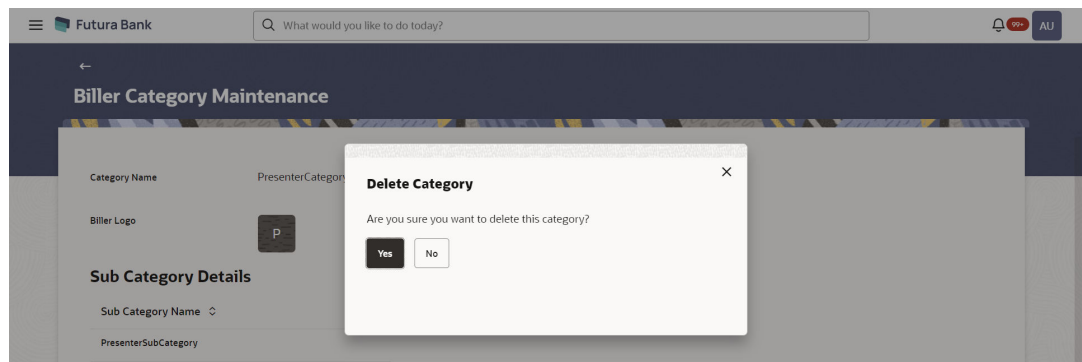
Using this option the system administrator can delete a biller category. As part of this option, only those biller category can be deleted if there are no billers mapped to the existing biller category.

### To delete a biller category:

1. Navigate to one of the above paths.  
 The **Biller Category Maintenance** screen appears.
2. Search the biller categories.
3. Click on the **Biller Category** link which you want to edit the biller category.  
 The **Biller Category Maintenance** screen appears.
4. Click **Edit** to update the biller category details.  
 The **Biller Category Maintenance** screen appears in the editable form.
5. Click **Delete** to delete the biller category.

The **Delete Category** popup appears. The application prompt the administrator with a message '**Are you sure you want to delete the category**' with an option of Yes / No.

**Figure 29-6 Biller Category Maintenance - Delete**



- a. Click **Yes** to proceed with the deletion request.

It will navigate to confirmation page with a success message along with the status and reference number.

OR

Click **No** if you do not wish to proceed with deletion.

6. Click **OK** to complete the transaction.

# Touch Point Maintenance

Touch points are different channels/medium through which transactions or inquiries can be performed in OBAPIS.

Touch points in OBAPIS are of type 'Internal' and 'External'.

Internal Touch points are defined as part of Day 0 definition whereas External Touch Points are typically third party applications that can be defined by the System Administrator as part of onboarding in OBAPIS.

Internal Touch Points defined/available as parts of OBAPIS system are as follows:

- Internet
- Mobile App
- Mobile Browser
- SMS
- Missed Call
- Siri/Chatbot
- Snapshot
- Wearables

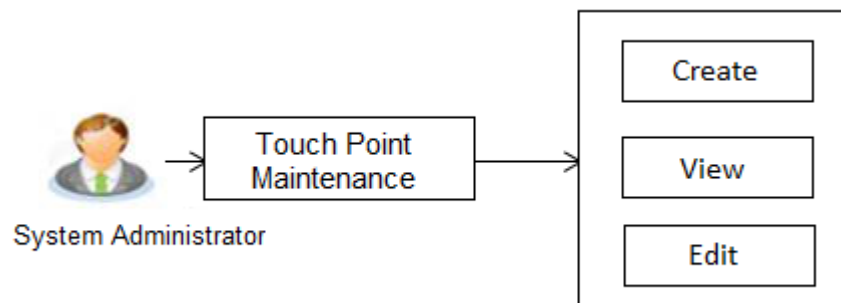
External Touch Points enable the user to perform inquiries and transactions from Third Party applications provided the user has provided consent to the Third Party Application. Each Third Party application i.e. Client defined on the OAuth Server is onboarded as an External Touch Point.

As part of Touch Point Maintenance, Touch Points can be defined/created, viewed/inquired and modified by the System Administrator.

## Prerequisites

- Transaction Access has been provided to the System Administrator
- Approval Rules have been setup for approval of Touch Point Maintenance

**Figure 30-1 Workflow**





### Features supported in application

The administrator can perform the following actions:

- [Search/ View Touch Point](#)
- [Create Touch Point](#)
- [Edit Touch Point](#)

### Navigation Path:

From **System Administrator Dashboard**, under **Authorization and Access Controls** widget, click **Touch Points**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Authorization and Access Controls**, Under **Authorization and Access Controls** , click **Touch Points**.

- [Touch Point Maintenance - View](#)
- [Touch Point Maintenance - Edit](#)
- [Touch Point Maintenance - Create](#)

## 30.1 Touch Point Maintenance - View

### To view touch points:

1. Navigate to one of the above paths.

The **Touch Point Maintenance** screen appears.

2. Enter the search parameters and click **Search**.

The **Touch Point Maintenance** screen with search results appears based on the search criteria.

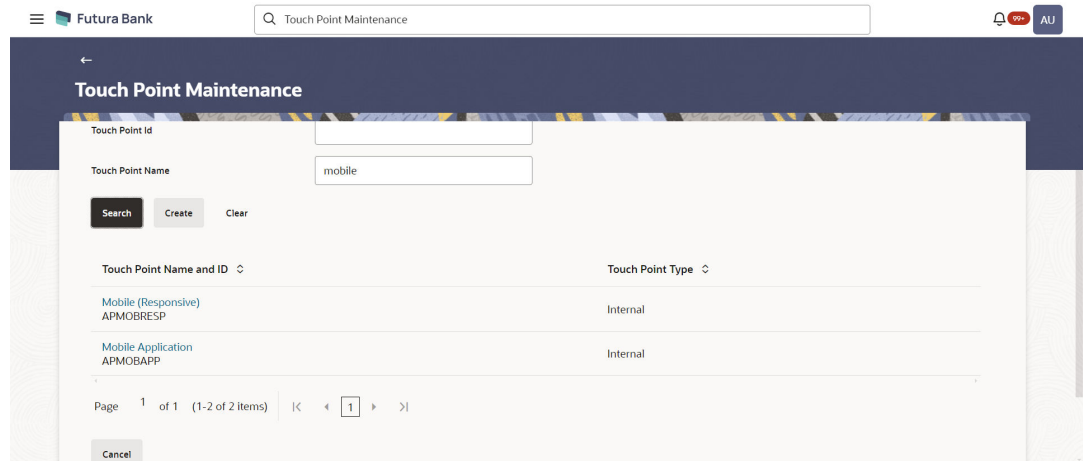
OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

**Figure 30-2 Touch Point Maintenance - Search**



**Table 30-1 Field Description**

Field Name	Description
<b>Touch Point ID</b>	Specify the touch point ID to search a specific Touch point by ID.
<b>Touch Point Name</b>	Specify the touch point name to search a Touch point by name.
<b>Search Results</b>	
<b>Touch Point Name and ID</b>	Displays the touch point name and unique ID defined for a Touch point.
<b>Touch Point Type</b>	Displays the touch point type i.e. internal/ external against the Touch points.

3. Click the **Touch Point Name and ID** link to view details of the touch point. The **Touch Point Maintenance - View** screen appears.

**Figure 30-3 Touch Point Maintenance - View**

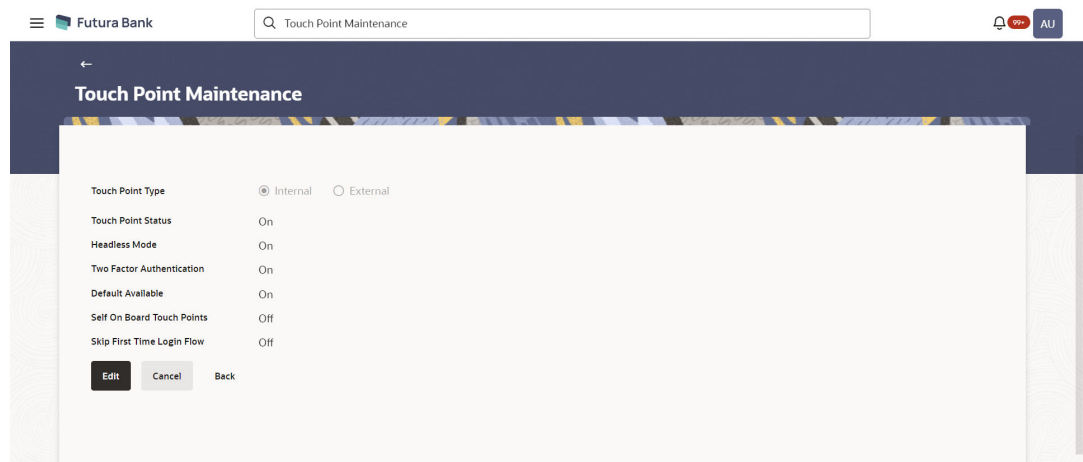



Table 30-2 Field Description

Field Name	Description
<b>Touch Point ID</b>	Unique ID defined for the Touch Point.
<b>Touch Point Name</b>	Name of the touch point.
<b>Touch Point Type</b>	Type of touch point i.e. whether touch point is of type internal or external.
<b>Client ID</b>	Client ID of the touch point if touch point is of type internal or external.
<b>Scope</b>	The applicable scope(s) defined for touch point in case of type <b>External</b> .
<b>Upload Logo</b>	The logo of the Third Party. This field is displayed if the <b>Touch Point Type</b> is <b>External</b> .
<b>Touch Point Status</b>	Status of the Touch Point i.e. whether it is Inactive or Active. If touch point is marked as Inactive, then the system will not honor the request i.e. transaction or inquiry is initiated from that touch point.
<b>Headless Mode</b>	Mode in which the touch point operates i.e. headless mode enabled / disabled. If headless mode is enabled, it means the touch point is capable of working without user interface and session parameters
<div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-left: 20px;">  <b>Note:</b> By default, the mode is in disabled state. </div>	
<b>Two Factor Authentication</b>	Two Factor Authentication enabled / disabled for the touch point.
<b>Default Available</b>	Touch point default available to users. If enabled, then the user gets access to touch points which are default available.
<b>Self On Board Touch Points</b>	Whether the user can self on board himself on the touch point or by bank administrator.
<b>Skip First Time Login Flow</b>	Displays if Skip First Time Login Flow option is checked by the user. If this option is enabled for the selected touch point, user will not be shown the first time login steps (configured in system rule), when he/she logs in for the first time.
<b>Consent Required</b>	To decide if Consent definition and validation is required for a Touch Point i.e. TPPs. For UK/ Berlin Open Banking, it should always be defined as 'Y'.

4. Click **Edit** to modify touch point details  
OR  
Click **Cancel** to cancel the transaction.  
OR

Click **Back** to navigate back to previous screen.

## 30.2 Touch Point Maintenance - Edit

Using this option, System Administrator can modify the details of a touch point.

**To modify touch point details:**

1. Navigate to one of the above paths.

The **Touch Point Maintenance** screen appears.

2. Enter the search parameters and click **Search**.

The **Touch Point Maintenance** screen with search results appears based on the search criteria.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

3. Click the **Touch Point Name and ID** link to view details of the touch point.

The **Touch Point Maintenance - View** screen appears.

4. Click **Edit** to modify the touch point details.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Back** to navigate back to previous screen.

**Figure 30-4 Touch Point Maintenance - Edit**

The screenshot shows the 'Touch Point Maintenance' edit screen. At the top, there is a search bar with 'Touch Point Maintenance' entered. Below the search bar, the form fields are as follows:

Field Name	Value / State
Touch Point Id	APMOBRESP
Touch Point Name	Mobile (Responsive)
Touch Point Type	Internal (Selected), External
Client Id	wfd
Touch Point Status	Off
Headless Mode	Off
Two Factor Authentication	Off
Default Available	Off
Self On Board Touch Points	Off
Skip First Time Login Flow	Off

At the bottom of the form, there are three buttons: 'Save', 'Cancel', and 'Back'.

Table 30-3 Field Description

Field Name	Description
<b>Touch Point ID</b>	Displays the Unique ID for the Touch Point and cannot be modified.
<b>Touch Point Name</b>	Displays the name of the touch point. The same can be modified.
<b>Touch Point Type</b>	Displays the type of touch point i.e. whether touch point is of type internal or external. The same can be modified
<b>Client ID</b>	Displays the Client ID of the touch point if touch point is of type External. The same can be modified. This field is mandatory for External type of touch point.
<b>Scope</b>	Displays the applicable scope(s) defined for touch point in case of type External. The same can be modified i.e. new scopes can be added and/or existing can be removed.
<b>Upload Logo</b>	The logo of the Third Party. This field is displayed if the <b>Touch Point Type</b> is <b>External</b> .
<b>Touch Point Status</b>	Displays the status of touch point. The same can be modified to enable to an active state or disable to make it inactive.
<b>Headless Mode</b>	Displays the mode in which the touch point operates i.e. headless mode enabled / disabled. The same can be modified to enable/disable the mode
<b>Two Factor Authentication</b>	Displays if Two Factor Authentication is enabled/disabled for the touch point. The same can be modified.
<b>Default Available</b>	Displays if Touch point is available to users by default. If enabled, then the user gets access to touch points which are default available.
<b>Self On Board Touch Points</b>	Displays if Touch point can be on boarded by the user. The same can be modified.
<b>Skip First Time Login Flow</b>	Displays if Skip First Time Login Flow option is checked by the user. If this option is enabled for the selected touch point, user will not be shown the first time login steps (configured in system rule), when he/she logs in for the first time. The same can be modified.
<b>Consent Required</b>	To decide if Consent definition and validation is required for a Touch Point i.e. TPPs. For UK/Berlin Open Banking, it should always be defined as 'Y'. The same can be modified.

5. Modify the required details, e.g. Touch Point Name, Touch Point Type, Client ID, Scope, Logo, Touch Point Status, Headless Mode, Two Factor Authentication, Default Available and Self On board Touch Points.

6. Click **Save** to save the template information.

OR

Click **Cancel** to cancel the transaction.

OR

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

7. The **Review** screen appears.

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

OR

Click **Cancel** to cancel the transaction.

OR

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

8. The success message of Touch Point Maintenance saved successfully appears along with the transaction reference number.

Click **OK** to complete the transaction.

## 30.3 Touch Point Maintenance - Create

Using this option, System Administrator can create new touch point of type Internal or External.  
**To create a touch point:**

1. Navigate to one of the above paths.

The **Touch Point Maintenance** screen appears.

2. Click **Create**.

The **Touch Point Maintenance - Create** screen appears.


**Figure 30-5 Touch Point Maintenance - Create**

The screenshot shows the 'Touch Point Maintenance - Create' form in the Futura Bank system. The form is displayed within a mobile application interface. At the top, there is a search bar containing 'Touch Point Maintenance' and a user profile icon labeled 'AU'. The form itself has a dark blue header with a back arrow and the title 'Touch Point Maintenance'. The form fields are as follows:

- Touch Point Id:** Text input field containing 'SD34'.
- Touch Point Name:** Text input field containing 'Passpolicy'.
- Touch Point Type:** Radio button selection with 'Internal' and 'External' options. 'External' is selected.
- Client Id:** Text input field containing 'SD11'.
- Scope:** A container with three tags: 'Payments x', 'Domestic Transfers x', and 'fundsconfirmations x'.
- Upload Logo:** A section with an upload icon and a file name: '404396642\_1037535370778884\_7742619814185351075\_n.jpg'.
- Touch Point Status:** Toggle switch (ON).
- Headless Mode:** Toggle switch (ON).
- Two Factor Authentication:** Toggle switch (ON).
- Self On Board Touch Points:** Toggle switch (ON).
- Skip First Time Login Flow:** Toggle switch (ON).
- Consent Required:** Toggle switch (ON).

At the bottom of the form, there are three buttons: 'Save' (highlighted in black), 'Cancel', and 'Back'.

Table 30-4 Field Description

Field Name	Description
<b>Touch Point ID</b>	Specify the unique ID for the Touch Point.
<b>Touch Point Name</b>	Specify the name for the Touch Point.
<b>Touch Point Type</b>	Select the type of Touch point type i.e. whether the type is Internal or External
<b>Client ID</b>	Specify the Client ID for the touch point. This field is mandatory for External Type of Touch point.
<b>Scope</b>	Specify the applicable scope(s) for the touch point. This field is enabled, if you select <b>External</b> option in the <b>Touch Point Type</b> field.
<b>Upload Logo</b>	Upload logo of the Third Party Provider through browse and upload image option. This field is enabled, if you select <b>External</b> option in the <b>Touch Point Type</b> field.
<b>Touch Point Status</b>	Select the status for the touch point i.e. whether it is active/inactive.
<b>Headless Mode</b>	Select the mode in which the touch point operates i.e. whether headless mode is to be enabled for a touch point.
<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;">  <b>Note:</b> By default this mode is in disabled state. </div>	
<b>Two Factor Authentication</b>	Select if Two Factor Authentication is required for a touch point.
<b>Default Available</b>	Select if Touch point is to be default made available to users. If enabled, then the user gets access to touch points which are default available
<b>Self On Board Touch Points</b>	Select if user will self on board himself on the touch point or by the bank administrator. If the bank administrator on boards the user on a touch point, then the same needs to be disabled.
<b>Skip First Time Login Flow</b>	Select if user wants to skip the first time login flow for a touch point. If this option is enabled for the selected touch point, user will not be shown the first time login steps (configured in system rule), when he/she logs in for the first time.
<b>Consent Required</b>	Select if user wants Consent definition and validation is required for a Touch Point i.e. TPPs. For UK/Berlin Open Banking, it should always be defined as 'Y'.

3. In the **Touch Point ID** field, enter the unique ID for the touch point.
4. In the **Touch Point Name** field, enter the name for touch point.
5. In the **Touch Point Type** field, select the appropriate option i.e. Internal or External.

6. In the **Client ID** field, enter the client ID.
  - If you select **External**;
    - i. Click **Scope**; select the appropriate scope from the drop-down.
    - ii. Click on upload icon to upload a logo for the external type of touch point.
7. Click the **Touch Point Status** toggle to enable it to mark the touch point 'Active'.
8. Click the **Headless Mode** toggle to enable the touch point in headless mode.
9. Click the **Two Factor Authentication** toggle to enable 2FA for a touch point.
10. Click the **Default Available** toggle to make the touch point available to users by default in case of self-onboarding.
11. Click the **Self On board Touch Point** toggle if the user will self-onboard himself on the touch point and not by bank administrator.
12. Click the **Skip First Time Login Flow** toggle if the user wants to skip it for touch point.
13. Click **Save** to save the template information.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Back** to navigate to the previous screen.
14. The **Review** screen appears.

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

OR

Click **Cancel** to cancel the transaction.

OR

Click **Back** to navigate to the previous screen.
15. The success message of touch point creation successfully appears along with the transaction reference number.

Click **OK** to complete the transaction.



# 31

## Touch Point Group Maintenance

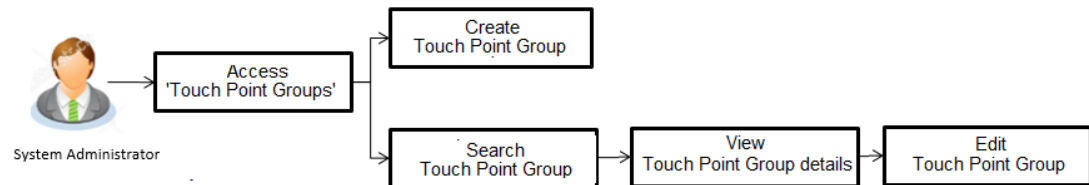
Touch points are different channels e.g. Internet, Mobile, SMS, Third Party applications etc. through which the OBAPIS services can be accessed. This maintenance enables the System Administrator user to group two or multiple touch points together for the purpose of defining common limits for a transaction accessed from any Touch point grouped together.

Further this maintenance facilitates user to view and modify the touch point groups.

### Pre-requisites

- Transaction access is provided to system administrator.
- Approval rule set up for system administrator to perform the actions.
- Multiple touch points are maintained.

**Figure 31-1 Workflow**



### Features Supported In Application

The administrator can perform the following actions:

- [Create Touch Point Groups](#)
- [Search/ View Touch Point Groups](#)
- [Edit Touch Point Groups](#)

### Navigation Path:

From **System Administrator Dashboard**, click **Authorization and Access Controls**, then click **Touch Point Groups**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu**, and then click **Authorization and Access Controls**, In the **Authorization and Access Controls** screen, click **Touch Point Groups**.

- [Touch Point Group Maintenance - View](#)
- [Touch Point Group Maintenance - Edit](#)
- [Touch Point Group Maintenance - Create](#)
- [FAQ](#)

## 31.1 Touch Point Group Maintenance - View

Using this option, System Administrator can search and view details for particular touch point groups based on different search parameters like group code and/or group description.

**To search and view touch point group:**

1. Navigate to one of the above paths.

The **Touch Point Group Maintenance** screen appears.

2. Enter the search parameters and click **Search**.

The **Touch Point Group Maintenance** screen with search results appears based on the search criteria.

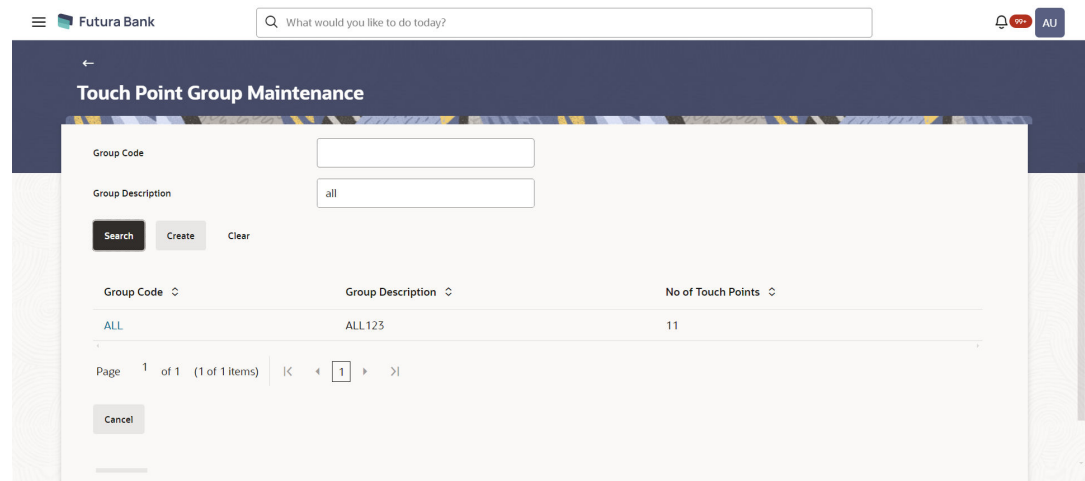
OR

Click **Cancel** to cancel the search process.

OR

Click **Clear** to reset the search parameters.

**Figure 31-2 Touch Point Group Maintenance - Search**

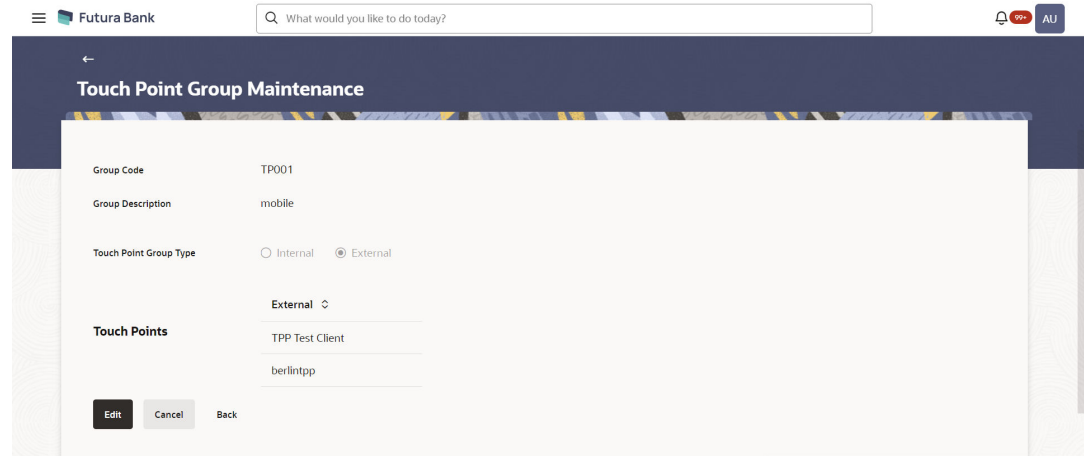


**Table 31-1 Field Description**

Field Name	Description
<b>Group Code</b>	Search the touch point groups with group code.
<b>Group Description</b>	Search the touch point groups with group description.
<b>Search Results</b>	
<b>Group Code</b>	Displays the group code defined for Touch Point Groups.
<b>Group Description</b>	Displays the group description defined for Touch Point Group.
<b>No of Touch Points</b>	Displays the number of touch points associated with the touch point groups.

- Click the **Group Code** link to view the touch point group details.  
The **Touch Point Group Maintenance - View** screen appears.

**Figure 31-3 Touch Point Group Maintenance - View**



**Table 31-2 Field Description**

Field Name	Description
<b>Group Code</b>	Group code defined for touch point group.
<b>Group Description</b>	Group description defined for touch point groups.
<b>Touch Point Group Type</b>	Type of touch point group i.e. whether touch point group type is internal or external.
<b>Internal Touch Points</b>	Displays internal touch points which are part of touch point group in disable mode.
<b>External Touch Points</b>	Displays external touch points which are part of touch point group in disable mode.

- Click **Edit** to add or remove the touch points from the touch point group.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## 31.2 Touch Point Group Maintenance - Edit

Using this option, System Administrator can add or remove the touch points from the touch point group. Clubbing of touch points as a part of multiple groups is not allowed. Touch points already grouped as a part of other groups will not be available for selection.

### To modify touch point group:

- Navigate to one of the above paths.  
The **Touch Point Group Maintenance** screen appears.
- Enter the search parameters and click **Search**.

The **Touch Point Group Maintenance** screen with search results appears based on the search criteria.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

3. Click the **Group Code** link to view details of the touch point.

The **Touch Point Group Maintenance - View** screen appears.

4. Click **Edit**.

The **Touch Point Group Maintenance - Edit** screen appears.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Back** to navigate back to previous screen.

**Figure 31-4 Touch Point Group Maintenance - Edit**

The screenshot displays the 'Touch Point Group Maintenance' edit screen. At the top, there is a search bar with the text 'What would you like to do today?' and a user profile icon for 'AU'. The main form contains the following fields and options:

- Group Code:** TP001
- Group Description:** mobile
- Touch Point Group Type:** Radio buttons for 'Internal' and 'External', with 'External' selected.
- Touch Points:** A list of touch points with checkboxes. The selected items are 'berlintpp' and 'TPP Test Client'. Other items include 'External', '001test', 'Test1', 'Voice Assistant Banking', 'Test TPP4', 'touch001', 'Test009', 'PayTM2', 'PayTM1', 'PayTM', 'Test11', 'Test TPP3', and 'anktestpen1'.

At the bottom of the form, there are three buttons: 'Save', 'Cancel', and 'Back'.

**Table 31-3 Field Description**

Field Name	Description
<b>Group Code</b>	Group code defined for touch point group.
<b>Group Description</b>	Group description defined for touch point groups.
<b>Touch Point Group Type</b>	Displays the type of touch point group i.e. whether touch point group is of type internal or external. The same can be modified.
<b>Touch Points</b>	
<b>Internal Touch Points</b>	Displays all the internal touch points. Touch points which are the part of a group will be shown as pre-selected.

 **Note:**

- 1) User can de-select a pre-selected internal touch points which are already part of the group.
- 2) Other Internal touch points which are not part of any other group will be listed for selection.
- 3) The touch points which are already a part of one of the groups will be shown in disable mode. (one Touch point can be part of on group only)

**External Touch Points**

Displays all the external touch points. Touch points which are the part of a group will be shown as pre-selected.

 **Note:**

- 1) User can de-select an external touch points which are already part of a group will be shown as pre-selected.
- 2) Other external touch points which are not part of any other group will be listed for selection.
- 3) The touch points which are already a part of one of the group will be shown in disable mode.

5. Modify the required details, e.g. Group Description, Internal / External Touch Points.
6. Click **Save** to save the touch point group details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
7. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
8. The success message of Touch Point Group Maintenance saved successfully appears along with the transaction reference number.  
Click **OK** to complete the transaction.

## 31.3 Touch Point Group Maintenance - Create

Using this option, System Administrator can create a new touch point group and add touch points to a group.



### Note:

System Administrator cannot club one touch point as part of multiple groups. While creating group, touch points which are already part of a group will not be available for selection.

### To create a touch point group:

1. Navigate to one of the above paths.  
The **Touch Point Group Maintenance** screen appears.
2. Click **Create**.  
The **Touch Point Group Maintenance** screen appears.

**Figure 31-5 Touch Point Group Maintenance - Create**

The screenshot shows a web form for creating a Touch Point Group. At the top, there's a search bar and a user profile 'AU'. The form title is 'Touch Point Group Maintenance'. The fields are:
 

- Group Code:** TP001
- Group Description:** mobile
- Touch Point Group Type:** Radio buttons for Internal (selected) and External.
- Touch Points:** A scrollable list of checkboxes:
  - Internal
  - Mobile Application
  - testouchpoint
  - TP11dc
  - testTPupdated
  - Test123
  - test01
  - Mobile (Responsive)
  - Internet
  - Siri/Chatbot
  - SMS Banking
  - Wearables
  - Snapshot
  - Missed Call Banking
  - API Access


 At the bottom, there are 'Save', 'Cancel', and 'Back' buttons.

**Table 31-4 Field Description**

Field Name	Description
<b>Group Code</b>	Unique group code defined for touch point group.
<b>Group Description</b>	Touch point group description defined for touch point groups.
<b>Touch Point Group Type</b>	Select the type of Touch point group type i.e. whether the type is Internal or External.
<b>Touch Points</b>	

**Table 31-4 (Cont.) Field Description**


Field Name	Description
<b>Internal Touch Points</b>	Displays all the internal touch points maintained.

 **Note:**

1) Internal touch points which are not part of any other group will be listed for selection.

2) Touch points which are already a part of any other group will be shown in disabled mode.

<b>External Touch Points</b>	Displays all the external touch points maintained.
------------------------------	--

 **Note:**

1) External touch points which are not part of any other group will be listed for selection.

2) Touch points which are already a part of any other group will be shown in disabled mode.

3. In the **Group Code** field, enter the unique group code for touch point group.
4. In the **Group Description** field, enter the touch point group description.
5. In the **Touch Points** field, select the checkbox against the Internal / External Touch Points.

 **Note:**

To select all available Internal / External Touch Points in one instance, select the checkbox adjacent to Internal / External Touch Points.

6. Click **Save** to save the Touch point group details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
7. The **Review** screen appears.  
Verify the details, and click **Confirm**.



OR

Click **Cancel** to cancel the transaction.

OR

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

8. The success message of Touch Point Group Maintenance saved successfully appears along with the transaction reference number.

## 31.4 FAQ

1. **From where can I get the list of touch points which I can club together?**  
Internal and external touch points maintained by the System Administrator using 'Touch Point Maintenance' will be listed for group creation.
2. **Can I club internal and external touch points together in one group?**  
No, clubbing of internal and external touch points together in one group is not allowed.
3. **Can I club one touch point as a part of multiple groups?**  
No, one touch point can be a part of only one group.
4. **Where can I use these touch point groups?**  
You can create a transaction limit package using 'Limit Package Management' for touch point group.

## Role Transaction Mapping

OBAPIS application has many roles for different type of users defined under different user types i.e. Retail & Business, Corporate, and Admin. These roles are defined for internal as well as for external touch points.

In case of Business user type, roles can be mapped at the time of specifying the Party Preference for Business type of party. The end user will be able to see/access only those transactions and widgets based on the roles mapped at the Party Level while inquiring about contextual information

Application roles mapped to Internal Touch Points (Internet, Mobile Application, SIRI, Chatbot, etc.) are used by OBAPIS itself, whereas Application roles mapped to External Touch Points are defined for being used by third party system. Each External role is mapped to a scope (defined in Identity Management System) and the same scopes are mapped to External Touch Points in **Touch Point Maintenance** screen.

For Internal Touch Points, a user can perform only those transactions which are mapped to the application role assigned to that user. Whereas for External Touch Points, third party system can only perform only those transactions (on behalf of the user), which are mapped to the application role, mapped to the scope assigned to that external touch point (third party system).

Using this option the system administrator can define an Application role along with entity information. However, mapping an Entity to a role is not mandatory. If no entity is mapped to an application role, it would be globally available across all entities. Factory shipped roles will be always 'Global' roles.

Application Roles are mapped to Entitlements for various Touch Points, so that System Administrator can decide which all transactions should be available for which touch points.

Apart from the transactions, OBAPIS widgets are also available as entitlement and can be mapped to the application roles.

System displays only those menu options widgets and dashboard which are mapped to the application role assigned to the logged in user. For e.g. If a user with application role 'Retail' does not have access to transactions widgets & dashboard related to Wealth Management module, then those transactions, widgets and dashboard will not be shown on the UI to user.

System Administrator user will be able to map transactions and privileges such as Perform, Approve and View, Release and Check to the various roles.

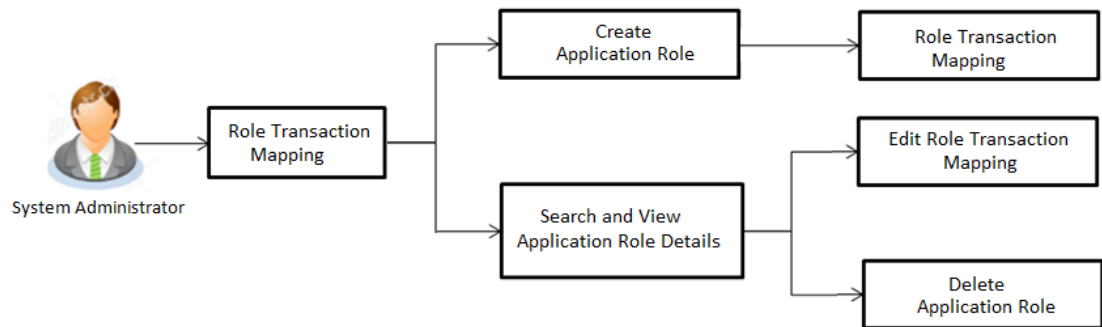
 **Note:**

The users can have access only to those transactions, dashboards and widget which are mapped to the role associated to the him/her.

### Prerequisites

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.

**Figure 32-1 Workflow**



### Features supported in application

Using this option System Administrator can perform the following actions:

- Create Application Roles
- View Application Roles
- Edit Application Roles
- Delete Application Roles

### Navigation Path:

From **System Administrator Dashboard**, under **Authorization and Access Controls** widget, then click **Role Transaction Mapping**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Authorization and Access Controls**. Under **Authorization and Access Controls** , click **Role Transaction Mapping**.

- [Search & View Application Role](#)
- [Edit Application Role](#)
- [Delete Application Role](#)
- [Create Application Role](#)
- [FAQ](#)

## 32.1 Search & View Application Role

Using this option, System Administrator can search application roles based on the search criteria. By default all the application roles will be displayed on this screen, Administrator can filter the list by entering the values in search criteria.

### **To search & view application role/ application roles:**

1. Navigate to one of the above paths.  
The **Role Transaction Mapping** screen appears.
2. In the **User Type** field, select the user type.
3. In the **Touchpoint Type** field, select desired option.

4. In the **Role Type** field, select the desired option. If entity specific is selected, the entity needs to be specified
5. In the **Touchpoint Type** field, select desired option.
6. In the **Role Type** field, select the desired option.
7. In the **Application Role Name** field, enter the name of the application role.
8. Click **Search**.

The search result based on search criteria displayed in **Application Role Details** section.

OR

Click **Clear** to reset the search parameters.

OR

Click **Cancel** to cancel the transaction.

**Figure 32-2 Search Application Roles - Search Results**

The screenshot shows the 'Role Transaction Mapping' search interface. At the top, there is a search bar with the placeholder text 'What would you like to do today?'. Below the search bar, there are several filter sections:

- User Type:** A dropdown menu with 'Retail & Business User' selected.
- Touch Point Type:** Radio buttons for 'Internal' (selected) and 'External'.
- Role Type:** Radio buttons for 'Global' (selected) and 'Entity Specific'.
- Application Role Name:** A text input field with the placeholder text 'Application Role Name'.

Below the filters, there are four buttons: 'Search', 'Create', 'Cancel', and 'Clear'. The 'Search' button is highlighted.

Below the buttons, there is a table with two columns: 'Application Role Name' and 'Application Role Description'. The table contains the following data:

Application Role Name	Application Role Description
testsegmentrole	testsegmentrole
SMBTestRole	SMBTestRole
Customer	CustomerDisplayName
Member	MemberDisplayName
TDRole	TDRole
WalletRole	Wallet

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

**Table 32-1 Field Description**

<b>Field Name</b>	<b>Description</b>
<b>User Type</b>	User type for which the application role is created. Retail & Business User , Corporate User and Administrator are three user types available in the application.
<b>Touchpoint Type</b>	Type of the touchpoint. The options are: <ul style="list-style-type: none"> <li>• Internal</li> <li>• External</li> </ul>
<b>Role Type</b>	Type of the role. The options are: <ul style="list-style-type: none"> <li>• Global</li> <li>• Entity Specific - For entity specific, the entity needs to be selected</li> </ul>
<b>Application Role Name</b>	Name of the application role.
<b>Application Role Details</b> Application roles can be views based on Touch Point Type-Internal and External in different tabs. Application roles are grouped and displayed User Segment wise.	
<b>Application Role Name</b>	Name of the application role.
<b>Application Role Description</b>	Description of the application role.

9. Click on the **Application Role Name** to view the details.

The **Role Transaction Mapping - View** screen appears.

Figure 32-3 Role Transaction Mapping - View

The screenshot displays the 'Role Transaction Mapping' interface. At the top, there's a search bar and navigation elements. The main content area shows the following details:

- Application Role Name:** Customer
- Description:** CustomerDisplayName
- User Type:** Retail & Business User
- Touch Point Type:** Internal
- Role Type:**  Global  Entity Specific

The 'Map Transactions' section includes:

- User Segment:** USSEGMENT
- Module Name:** A grid of transaction modules including Account Aggregation, Credit Card, Loan, Process Management, Essentials, Insight, OAuth Maintenance, Wallet, Pre-Login Transactions, Service Request, Term Deposit, Customer Servicing, Forex, Electronic Bill Payment, Open Banking, Payments, Current Account Savings Account, Mobile Application Maintenance, Wealth Management, Personal Finance Management, Widget, Reports, Dashboards, and Enumerations.
- Map Transactions to Touch Points:** A list of checkboxes for various touch points such as Wearables, Soft Token Application, API Access, Mobile Application, Mobile (Responsive), Internet, Siri/Chatbot, SMS Banking, Test123, Snapshot, Missed Call Banking, 001testing, dctest66, and testdc.
- Transaction Actions:** A table with columns for Perform, Approve, View, Check, and Release. The 'Release' column has a checked checkbox.
- Transaction List:** A list of transaction types with checkboxes: Account Aggregation, Credit Card, Current Account Savings Account, Customer Servicing, Dashboards (checked), Electronic Bill Payment, and Enumerations (checked).

At the bottom of the 'Map Transactions' section are 'Delete', 'Cancel', and 'Back' buttons.

Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. (SecurityInformation)Terms and Conditions


Table 32-2 Field Description

Field Name	Description
<b>Application Role View</b>	
<b>Application Role Name</b>	Name of the application role.
<b>Description</b>	Description of the application role.
<b>User Type</b>	User type for which the application role is created.
<b>Touch Point Type</b>	Type of Touch Point.

**Table 32-2 (Cont.) Field Description**

Field Name	Description
<b>User Segment</b>	Segment of the user for which the application role is created. This is applicable only for <b>Retail &amp; Business user</b> type and <b>Internal</b> touch point type.
<b>Map Transactions</b>	
<b>Module Name</b>	Name of the module for which role transaction mapping is done.
<b>Map Transactions to Touch Points</b>	Touch points for which the transaction mapping is done for application role.
<b>Transactions</b>	Displays all the transactions for the selected module which are mapped to the application role for the selected touch points. Transactions are grouped under Transaction Categories and Module.
<b>Type of Action</b>	Name of the action that can be performed for that transaction by the user to which this application role is assigned. <ul style="list-style-type: none"> <li>• Perform- This action lets the user to perform or initiate those transactions and should be given to maker role.</li> <li>• View- This action lets the user to view the initiated and approved transactions by other users and should be given to viewer role.</li> <li>• Check- This action lets the user to check those transactions to which he/she has access and should be given to checker role.</li> <li>• Approve- This action lets the user to approve those transactions and should be given to approver role</li> <li>• Release- This action lets the user to release those transactions to which he/she has access and should be given to releaser role</li> </ul>

10. Click  icon against the particular category to view the transaction mapping details.

11. Click to  icon modify the transaction role mapping.

The **Role Transaction Mapping** screen appears in editable form.

Click **Delete** To delete the application role along with the transaction mapping.

(Deletion of any role is only allowed if there are no users attached to that role)

OR

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


OR

Click **Cancel** to cancel the transaction.

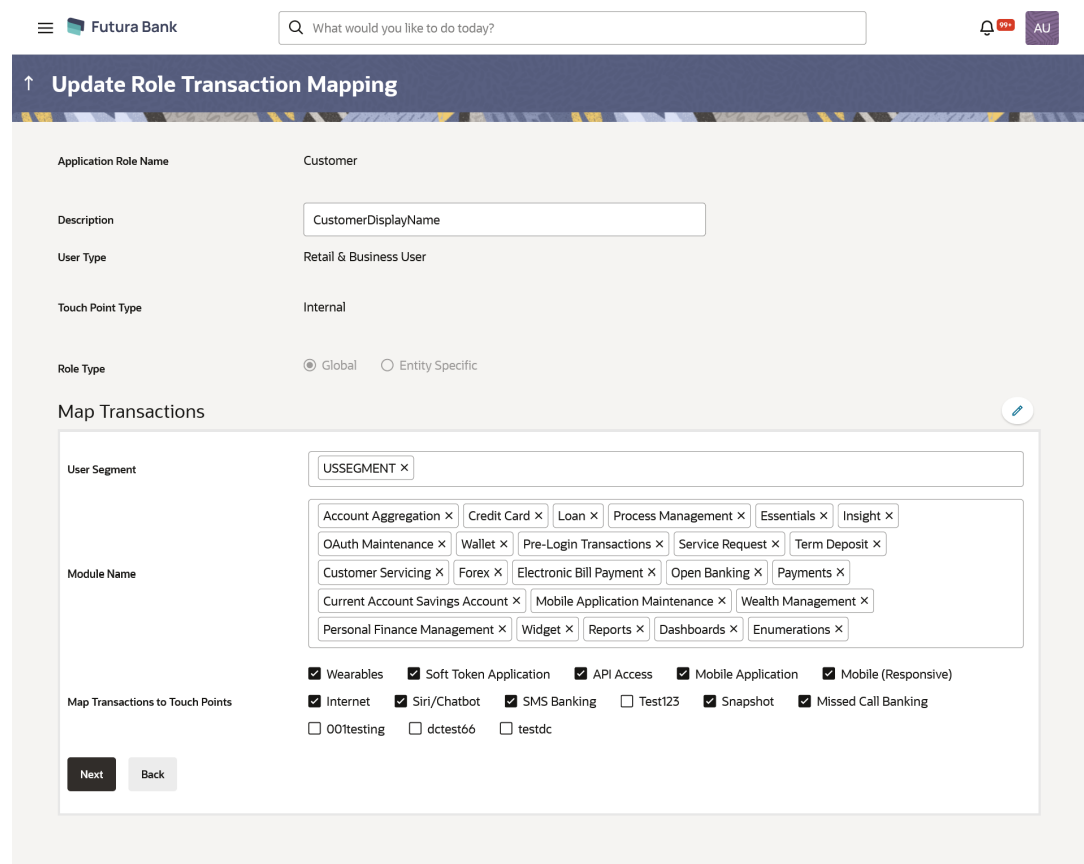
## 32.2 Edit Application Role

Using this option System Administrator can edit or update the details of an existing role transaction mapping.

**To modify role transaction mapping:**

1. Navigate to one of the above paths.  
The **Role Transaction Mapping** screen appears.
2. Repeat step 1 to 4 of **Search Application Role** section.
3. Click  icon against the **Map Transactions**.  
Screen in editable mode appears.

**Figure 32-4 Role Transaction Mapping - Edit**



The screenshot displays the 'Update Role Transaction Mapping' interface. At the top, there's a search bar with the text 'What would you like to do today?' and a user profile 'AU'. The main content area is titled 'Update Role Transaction Mapping' and contains the following fields:

- Application Role Name:** Customer
- Description:** CustomerDisplayName
- User Type:** Retail & Business User
- Touch Point Type:** Internal
- Role Type:**  Global  Entity Specific

Below these fields is the 'Map Transactions' section, which includes:

- User Segment:** USSEGMENT
- Module Name:** A grid of module tags including Account Aggregation, Credit Card, Loan, Process Management, Essentials, Insight, OAuth Maintenance, Wallet, Pre-Login Transactions, Service Request, Term Deposit, Customer Servicing, Forex, Electronic Bill Payment, Open Banking, Payments, Current Account Savings Account, Mobile Application Maintenance, Wealth Management, Personal Finance Management, Widget, Reports, Dashboards, and Enumerations.
- Map Transactions to Touch Points:** A list of checkboxes for various touch points: Wearables, Soft Token Application, API Access, Mobile Application, Mobile (Responsive), Internet, Siri/Chatbot, SMS Banking, Test123, Snapshot, Missed Call Banking, 001testing, dctest66, and testdc.

At the bottom of the 'Map Transactions' section are 'Next' and 'Back' buttons.

Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. (SecurityInformation) Terms and Conditions

### Note:

Application Role Name, User Type, and Touch Point Type fields cannot be edited.



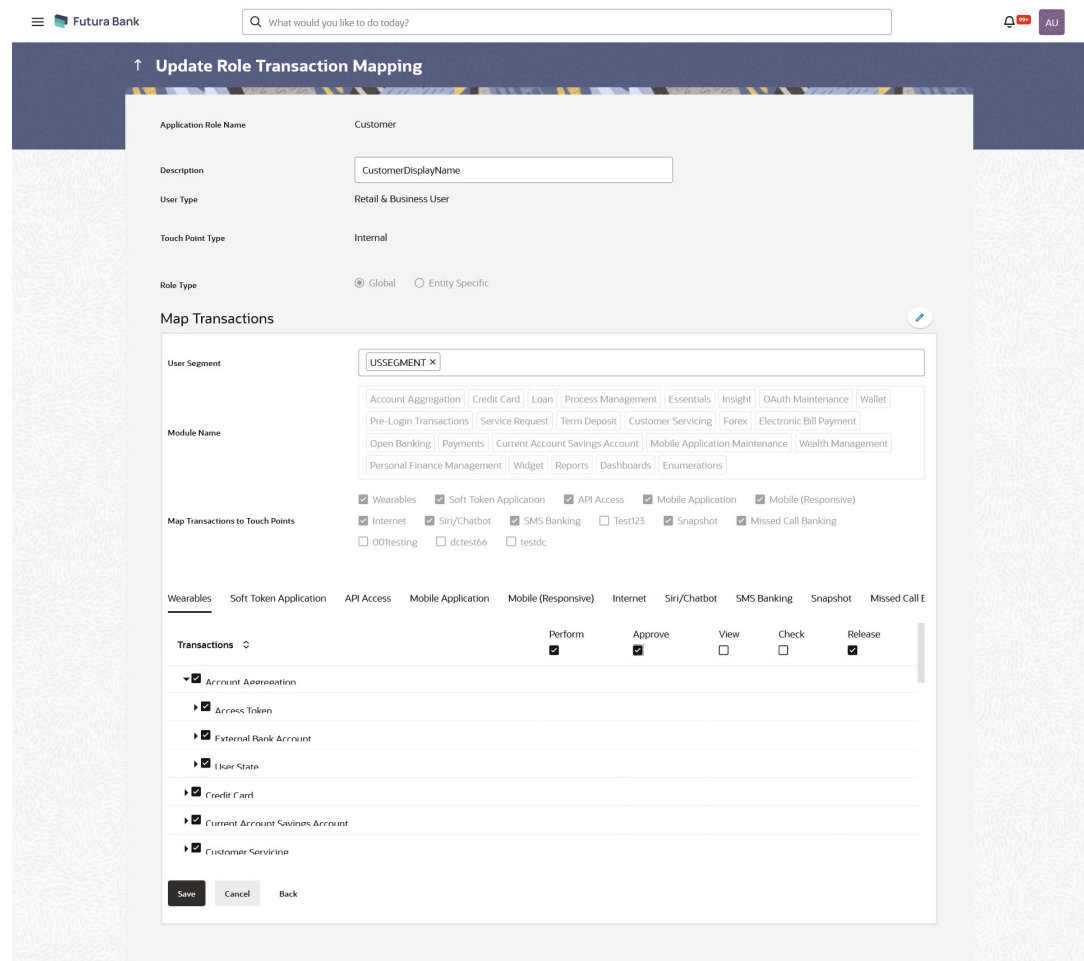
4. Update the role description if required.
5. Add/ remove the user segment as per requirement.
6. Select/ deselect module names for which the transaction mapping is to be done.
7. Check/uncheck the touch points for which the transaction mapping is to be done.
8. Click **Next** to link/ delink transactions.

OR

Click **Back** to go back to previous screen.

 **Note:**

If the administrator deselects a module from Module name field, transaction mapping done for all the transactions under that module will get removed for that module. Similarly if the administrator unchecks an existing touch point, transaction mapping done for all modules for that touch point will get removed for that Touch Point.



**Update Role Transaction Mapping**

Application Role Name: Customer

Description: CustomerDisplayName

User Type: Retail & Business User

Touch Point Type: Internal

Role Type:  Global  Entity Specific

**Map Transactions**

User Segment: USSEGMENT X


Module Name: Account Aggregation, Credit Card, Loan, Process Management, Essentials, Insight, OAuth Maintenance, Wallet, Pre-Login Transactions, Service Request, Term Deposit, Customer Servicing, Forex, Electronic Bill Payment, Open Banking, Payments, Current Account Savings Account, Mobile Application Maintenance, Wealth Management, Personal Finance Management, Widget, Reports, Dashboards, Enumerations

Map Transactions to Touch Points:  Wearables  Soft Token Application  API Access  Mobile Application  Mobile (Responsive)  Internet  Siri/Chatbot  SMS Banking  Test123  Snapshot  Missed Call Banking  001testing  dctest66  testdc

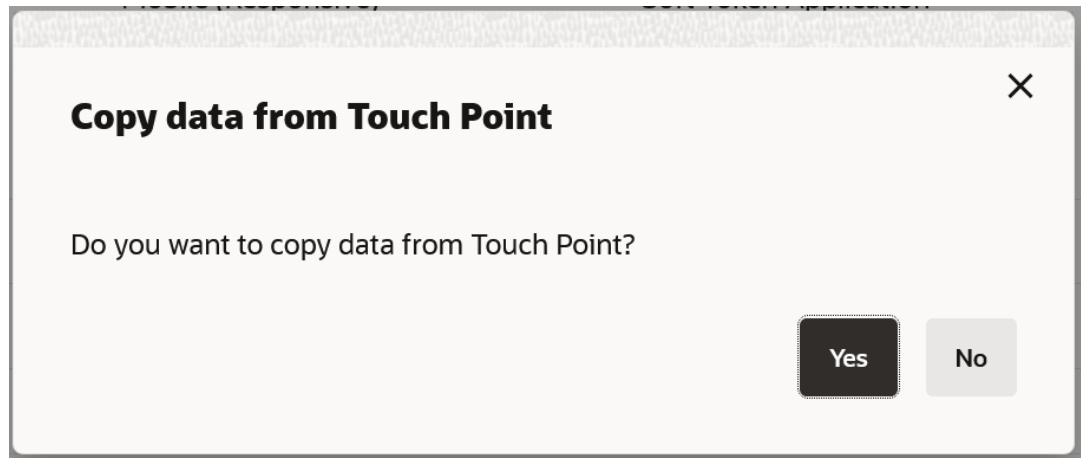
Transactions	Perform	Approve	View	Check	Release
<input checked="" type="checkbox"/> Account Aggregation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Access Token	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> External Bank Account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> User State	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Credit Card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Current Account Savings Account	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Customer Servicing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Save Cancel Back

9. Modify the transactions mapping for different touch points.

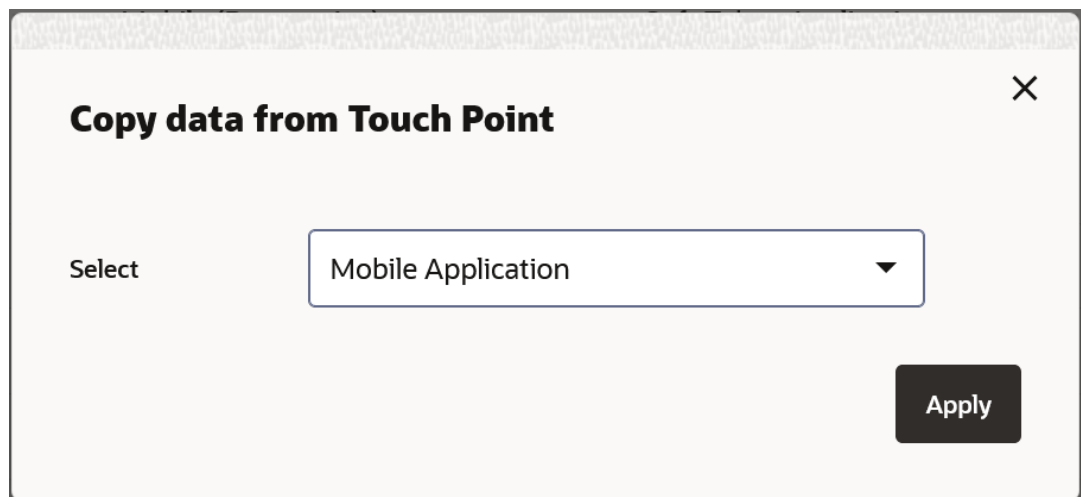
- Click  icon against the particular category to view and update the transaction mapping.
- Click on the next touch point tab, a pop up window appears for asking **Copy data from touch point**.

**Figure 32-5 Copy data from touch point Confirmation popup window**



- Click **Yes** to select the touch point from which the data has to be copied.
- Copy transaction mapping details of touch point to another popup window.

**Figure 32-6 Copy data from touch point Confirmation popup window**



- From the Select list, select the touch point from the list.
  - Click **Apply**.
- OR
- Click **No**. to do the mapping operationally.
- Modify the transactions mapping for current touch points if required.

12. Click **Save** to save the updates.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
13. The screen with success message appears.  
Click **OK** to close the message screen.

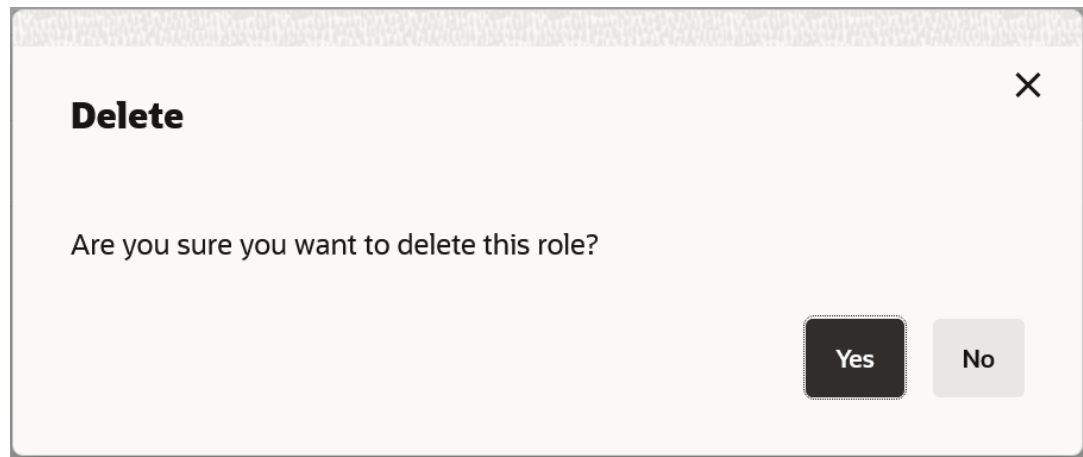
## 32.3 Delete Application Role

Using this option System Administrator can delete an existing role transaction mapping. Deletion of any role is only allowed if there are no users attached to that role.

### To delete role transaction mapping:

1. Navigate to one of the above paths.  
The **Role Transaction Mapping** screen appears.
2. Repeat step 1 to 4 of **Search Application Role** section.
3. Click **Delete** to delete the application role along with the transaction mapping.  
The **Delete Warning** message appears.

**Figure 32-7 Delete Application Role**



4. From the **Time Frame** list, select the duration for which the feedback information needs to be viewed.
5. Click **Yes**.  
The **Role Transaction Mapping** screen with the successful role deletion message appears.  
OR  
Click **No** to cancel the transaction.

## 32.4 Create Application Role

Using this option System Administrator can define an application role and map transactions to it for selected touch points.

**To create an application role transaction mapping:**

1. Navigate to one of the above paths.  
The **Role Transaction Mapping** screen appears.
2. Click **Create**.  
The **Role Transaction Mapping - Create** screen appears.

**Figure 32-8 Application Role Creation**

Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions

**Table 32-3 Field Description**

Field Name	Description
<b>Application Role Name</b>	Name of the application role.
<b>Description</b>	Description of the application role.
<b>User Type</b>	Type of the user for which the application role is to be created. The options are: <ul style="list-style-type: none"> <li>• Retail &amp; Business User</li> <li>• Corporate User</li> <li>• Administrator</li> </ul>

Table 32-3 (Cont.) Field Description



Field Name	Description
<b>Touch Point Type</b>	Type of Touch Point. The options are: <ul style="list-style-type: none"> <li>Internal: (for internal touch points like internet, Mobile Application, Siri, Chatbot etc.)</li> <li>External : (for third Party applications)</li> </ul>
<b>User Segment</b>	User segments of selected user type for which the maintenance is to be done. This field is applicable only for <b>Retail &amp; Business user type</b> and <b>Internal touch point</b> type.
<b>Role Type</b>	Type of the role. The options are: <ul style="list-style-type: none"> <li>Global</li> <li>Entity Specific</li> </ul>
<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <p>Mapping an Entity to a role will not be a mandatory step. If no entity is mapped to an application role, it would be globally available across all entities. Factory shipped roles will be always 'Global' roles.</p> </div>	
<hr/> <p><b>Map Transactions</b> In following section user can do entitlement mapping.</p>	
<b>Module Name</b>	The modules for which the transaction mapping is to be done. Transactions under the selected modules will get displayed for mapping.
<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <p>Select <b>All</b> option from the drop-down to select all modules.</p> </div>	
<b>Map Transactions to Touch Points</b>	The internal touch points for which the transaction mapping is done for application role. All the internal touch point maintained in the system gets displayed here.
<hr/> <p><b>Transactions</b></p>	
<b>Transaction Name</b>	Name of transaction to be mapped to the application role.

Table 32-3 (Cont.) Field Description

Field Name	Description
<b>Action</b>	Name of the action that can be performed for that transaction by the user to which this application role is assigned. <ul style="list-style-type: none"> <li>• Perform- This action lets the user to perform or initiate those transactions and should be given to maker role.</li> <li>• View- This action lets the user to view the initiated and approved transactions by other users and should be given to viewer role.</li> <li>• Check- This action lets the user to check those transactions to which he/she has access and should be given to checker role.</li> <li>• Approve- This action lets the user to approve those transactions and should be given to approver role</li> <li>• Release- This action lets the user to release those transaction and should be given to releaser role</li> </ul>
<b>Scope Name</b>	List the scopes for the external touch point. This field is displayed and enabled, if you select <b>External</b> option in the <b>Touch Point Type</b> field. Once a scope is mapped to a role, it cannot be mapped to any other role.

3. In the **Application Role** Name field, enter the name of the application role.
4. In the **Description** field, enter the description of the application role.
5. From the **User Type** list, select appropriate type for which role is to be created.
6. From the **Touch Point** Type list, select appropriate option.
  - a. If you select **External**;
    - i. From the **Scope Name** list, select the appropriate scope to map to application role.
  - b. If you select **Internal and User Type as Retail & Business**;
    - i. From the **User Segment** list, select the appropriate segments for which maintenance is to be done.
    - ii. If you select **Internal**;
      - i. From the **Role Type** list, select the role type **Global** or If there is any specific role then select **Entity Specific**.
        - i. If you select **Entity Specific** option, then select the Entity specific role from list.
7. From the **Role Type** list, select the role type Global or If there is any specific role then select **Entity Specific**.
  - If you select **Entity Specific** option, then select the Entity specific role from list.
8. Click **Map Transaction** to map transaction to the role.

The **Application Role Creation** screen to add transaction modules and touch points appears.

OR

Click **Back** to navigate back to previous screen.

OR

Click **Cancel** to cancel the transaction.

**Figure 32-9 Role Transaction Mapping - Application Role Creation**

Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions

**Table 32-4 Field Description**

Field Name	Description
<b>Map Transactions</b>	In following section user can do entitlement mapping.

<b>Module Name</b>	The modules for which the transaction mapping is to be done. Transactions under the selected modules will get displayed for mapping.
--------------------	--

**Note:**

Select **All** option from the drop-down to select all modules.

**Table 32-4 (Cont.) Field Description**

Field Name	Description
<b>Map Transactions to Touch Points</b>	The internal touch points for which the transaction mapping is done for application role. All the internal touch point maintained in the system gets displayed here.

9. Select appropriate modules for transactions mapping.
10. Select the check box (against the list of Touch Points to map the transactions to selected touch points.
11. Click **Next**.

The entitlement mapping section Map Transaction appears.

OR

Click **Clear** to reset the entered details.

OR

Click **Cancel** to cancel the transaction.

OR

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




Figure 32-10 Role Transaction Mapping - Map Transaction

Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions


Table 32-5 Field Description

Field Name	Description
<b>Transactions</b>	
<b>Transaction Name</b>	Name of transaction to be mapped to the application role.

 **Note:**  
Note: It is mandatory to map the transactions under the **Essential** category to the application role.

**Table 32-5 (Cont.) Field Description**

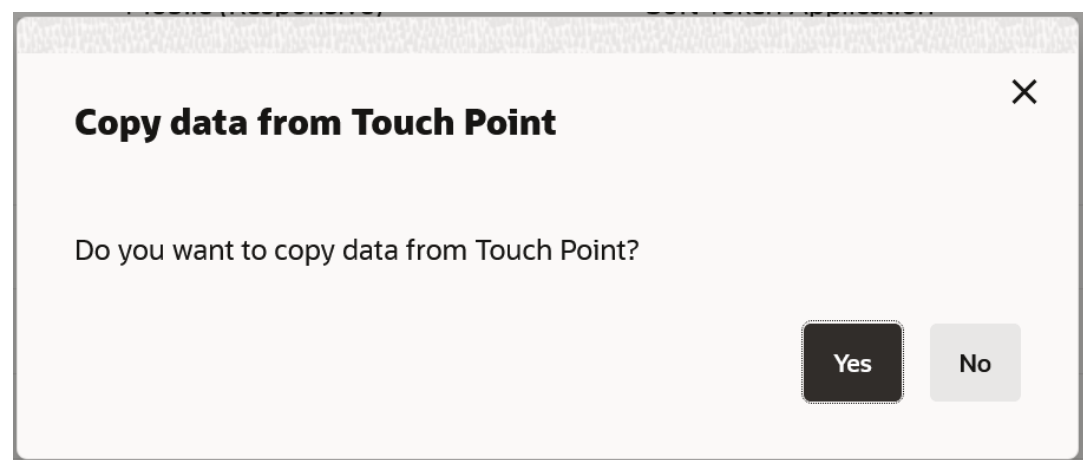
Field Name	Description
Action	<p>Name of the action that can be performed for that transaction by the user to which this application role is assigned.</p> <ul style="list-style-type: none"><li>• Perform- This action lets the user to perform or initiate those transactions and should be given to maker role.</li><li>• View- This action lets the user to view the initiated and approved transactions by other users and should be given to viewer role.</li><li>• Check- This action lets the user to check those transactions to which he/she has access and should be given to checker role.</li><li>• Approve- This action lets the user to approve those transactions and should be given to approver role</li><li>• Release- This action lets the user to release those transaction and should be given to releaser role</li></ul>

12. Click on the desired Touch Point tab for e.g. Internet.
13. To map the transactions to the role, click  icon against the particular module, then select the transaction type, and then transactions to be mapped.
14. Select the respective check boxes preceding to transaction to be mapped.

OR

Select the checkbox at header level if you want to map all the transactions below that at one instance.

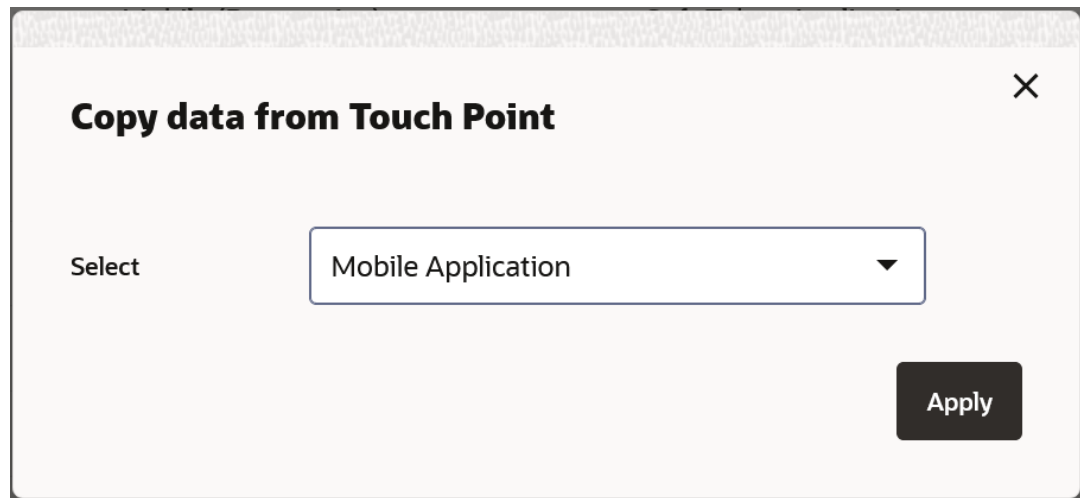
15. Click on the next touch point tab, a pop up window appears for asking **Copy data from touch point**.

**Figure 32-11 Copy data from touch point Confirmation popup window**

- a. Click **Yes** to select the touch point from which the data has to be copied.

- b. Copy transaction mapping details of touch point to another popup window.

**Figure 32-12 Copy data from touch point Confirmation popup window**



- a. From the **Select** list, select the touch point from the list.
  - b. Click **Apply**.  
OR  
Click **No.** to do the mapping operationally.
16. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
17. The **Role Transaction Mapping - Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
18. The screen with success message of **Application Role Policy Map** appears.  
Click **OK** to complete the transaction.

## 32.5 FAQ

1. **Is it mandatory to map transactions to the created application role?**  
Yes. You will need to associate transactions for at least one module for a touch point, once an application role is created.

- 2. Do I need to mandatorily map transactions for each touch point for the new application role created?**  
No, it is not mandatory to map transactions for each touch point for the new role created but if the same are not defined then on initiation of transaction from that touch point, system will give an access denied message.
- 3. Why am I unable to select an action against a specific entitlement for a transaction?**  
This could be because that the specific action is not applicable or relevant for an entitlement i.e. approve as an action is not applicable to inquiry entitlement for a transaction.
- 4. Can I copy the same transaction mapping for an application role from one touch point to another?**  
Yes, you can copy the details along with an option to decide from which touch point the details need to be copied. On selection of a touch point, system will prompt to select the touch point from which the entitlements need to be copied. If you had selected 'No' and later wish to copy the details, then you will need to click on the touch point tab again for the system to provide that option.
- 5. Once I select the module and touch points for transaction mapping to an application, can I include additional modules and touch points?**  
Yes, you can click on 'Edit' and include additional modules and touch points for mapping.
- 6. Can I associate multiple scopes to an application role of type external and how are they associated to external touch points?**  
No. Only one scope can be mapped to an application role to map transactions. Once a scope is mapped to an application role, that scope cannot be mapped to another application role. Multiple scopes can be associated to an external touch point as part of touch point definition and the same scope can be mapped to different external touch points.

# 33

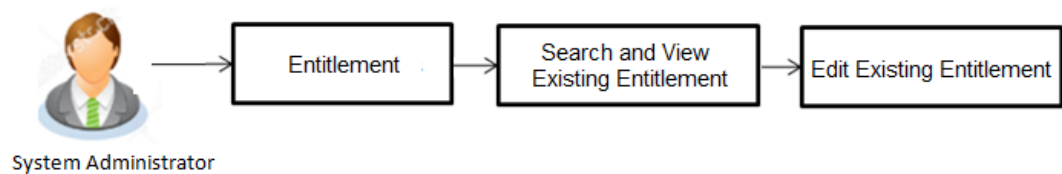
## Entitlements

Entitlements are the transactions that the user can perform. Each Entitlement is linked to a single or group of resources. Access of these entitlements to a role is given basis on the necessity and relevance of entitlement to that role. For creation of role and mapping entitlements to that role please refer to Role Transaction Mapping screen.

### Pre-Requisites

- Transaction access is provided to System Administrator.

**Figure 33-1 Workflow**



### Features supported in Application:

Using this option system administrator can perform the following actions:

- [View Entitlement](#)
- [Edit Entitlement](#)

### Navigation Path:

From **System Administrator Dashboard**, under **Authorization and Access Controls** widget, click **Entitlements**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Authorization and Access Controls**. Under **Authorization and Access Controls**, click **Entitlements**.

- [Entitlements - View](#)
- [Entitlements - Edit](#)

## 33.1 Entitlements - View

Using this option, Administrator can search and view the existing entitlements.

### To search entitlement (s):

1. Navigate to one of the above paths.  
The **Entitlements** screen appears.

2. From the **Module Name** list, select the appropriate module for which the entitlements are to be viewed.
3. From the **Category Name** list, select the appropriate category of the selected module.
4. Enter the entitlement name.
5. Click **Search**.

The based on the search criteria the list of entitlements appears.

OR

Click **Cancel** to cancel the transaction.

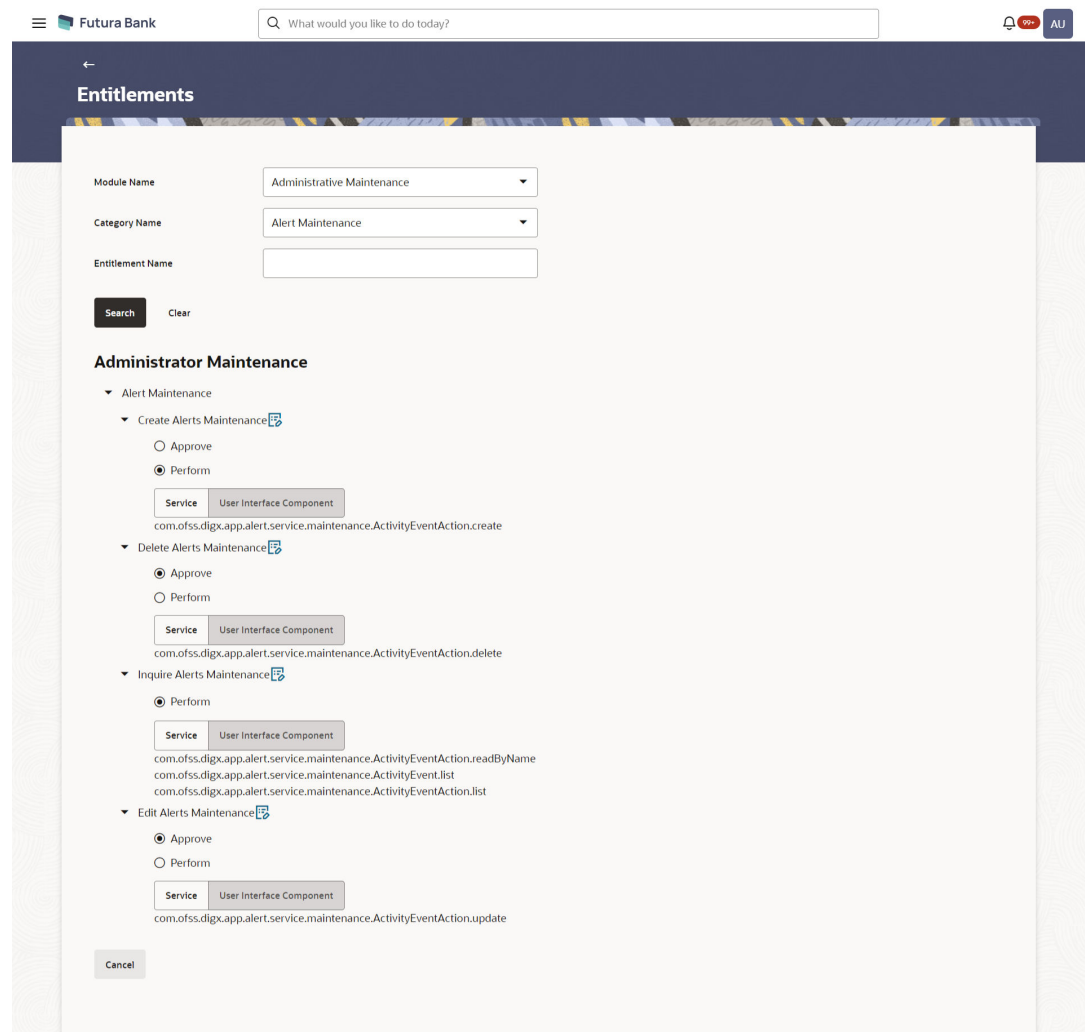
OR

Click **Clear** to reset the entered details.

OR


Enter the value directly in the **Entitlement Name** field and Click **Search**.


**Figure 33-2 Entitlements - View**



**Table 33-1 Field Description**

Field Name	Description
<b>Module Name</b>	Name of the module under which all transactions are maintained. This field lists all the module names for the entitlements maintained in the system.
<b>Category Name</b>	Name of the category.
<b>Entitlement Name</b>	Name of entitlement/ transaction.
<b>Entitlement Details</b>	
<b>Module Name</b>	Name of the module under which all transactions/ entitlements are maintained.
<b>Category Name</b>	Name of the category under the module. Under each module entitlements are grouped under a category.
<b>Transaction Name</b>	Name of entitlement/ transaction.
<b>Service</b>	Displays the list of service resources mapped to the entitlements.
<b>User Interface Component</b>	Displays the list of user interface components mapped to entitlements.
<b>Action Name</b>	Name of available actions for an entitlement. The options are: <ul style="list-style-type: none"> <li>• Approve</li> <li>• Perform</li> <li>• View</li> </ul>
<b>Resource Name</b>	Name of the resources mapped to entitlement for each action- Approve/Perform/View under Services or User Interface Component.

6. Click  icon against the particular category to view the entitlement under that category.
7. Select the **Service** or **User Interface Component** tab to view respective details.

8. Click  icon to update entitlement details.

OR

Click **Cancel** to cancel the transaction.

## 33.2 Entitlements - Edit

Using this option, Administrator can add or delete the resources under Services and User Interface Component.


### To update entitlement details:


1. Navigate to one of the above paths.  
The **Entitlements** screen appears.
2. From the **Module Name** list, select the appropriate module for which the entitlements are to be viewed.
3. From the **Category Name** list, select the appropriate category of the selected module.
4. Enter the entitlement name.
5. Click **Search**.

The based on the search criteria the list of entitlements appears.

OR

Enter the value directly in the **Entitlement Name** field and Click **Search**.

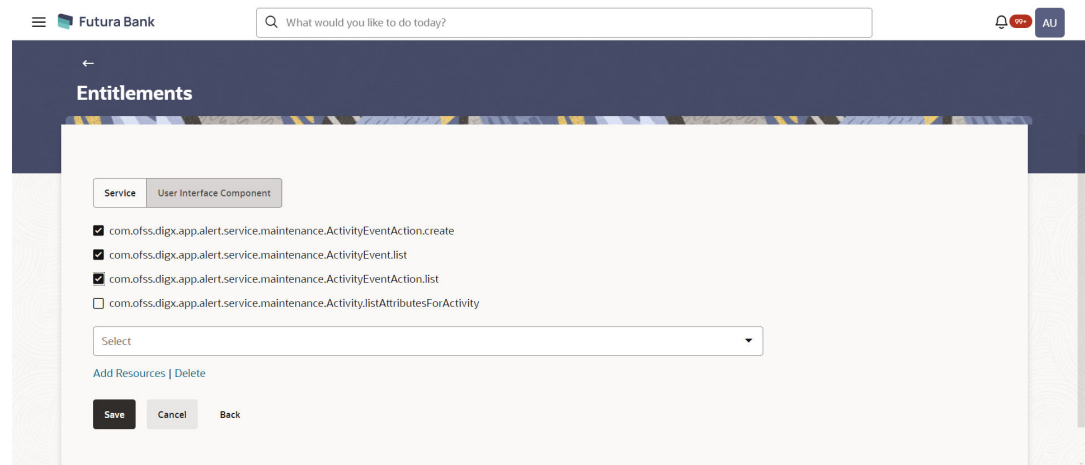
- Click  icon against the particular category to view the entitlement under that category.

- Click  icon to update entitlement details.

OR

The **Entitlements - Edit** screen appears.

**Figure 33-3 Entitlements - Edit**



**Table 33-2 Field Description**

Field Name	Description
<b>Module Name</b>	Name of the module under which all transactions are maintained. This field lists all the module names for the entitlements maintained in the system.
<b>Category Name</b>	Name of the category.
<b>Entitlement Name</b>	Name of entitlement/ transaction.
<b>Service</b>	Displays the list of service resources mapped to the entitlements.
<b>User Interface Component</b>	Displays the list of user interface components mapped to entitlements.
<b>Action Name</b>	Name of available actions for an entitlement. The options are: <ul style="list-style-type: none"> <li>• Approve</li> <li>• Perform</li> <li>• View</li> </ul>
<b>Resource Name</b>	Name of the resources mapped to entitlement for each action- Approve/Perform/View under Services or User Interface Component.

- Select the **Service** or **User Interface Component** tab to update the respective details.
- Click **Add Resources** link to add resource.

This field populates all the existing resources in the system for selection.

OR



Select the existing resources and click **Delete** link to delete the selected resource.

10. Click **Save** to save the changes made to the entitlements.

OR

Click **Cancel** to cancel the transaction.

OR

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

11. The **Review** screen appears.

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

OR

Click **Cancel** to cancel the transaction.

OR

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

12. The success message of entitlements updation appears.

Click **OK** to complete the transaction.

# User Segment Maintenance

In order to offer appropriate product and services to the customers, banks can employ some method of segmentation. Banks can group customers into different segments on the basis of different attributes of the customer; it could be demographic information, geographical information, behavioral information etc.

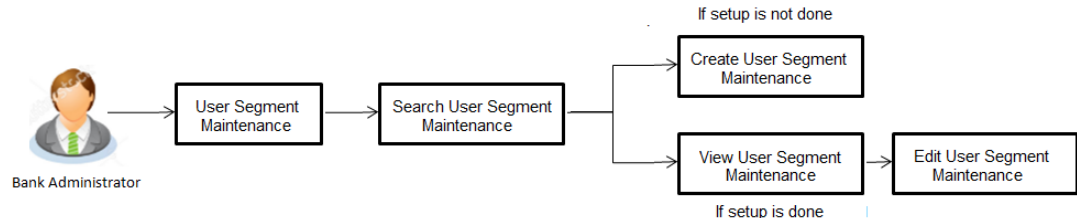
Banks can have different communication mailers, authentication mechanisms, transaction limits and branding aspects on the basis of customer segmentation.

User segment maintenance screen allows the system administrator to create new segments and subsequently use these segments to define specific maintenances at user segment level. Limits can also be defined specific to a user segment. Within each user segment, limits package can be associated to different touch points.

## Pre-Requisites

- Transaction access is provided to System / Bank Administrator.
- Application roles are maintained

**Figure 34-1 Workflow**



## Pre-Requisites

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.

## Features supported in Application:

- [Create User Segment](#)
- [Search and View User Segment](#)
- [Edit User Segment](#)

## Navigation Path:

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Authorization and Access Controls**. Under **Authorization and Access Controls**, click **User Segments Maintenance**.

OR

From **System/ Bank Administrator Dashboard**, under **Authorization and Access Controls** widget, click **User Segments Maintenance**.

- [User Segment Maintenance - Search](#)
- [User Segment Maintenance - Edit](#)
- [User Segment Maintenance - Create](#)
- [FAQ](#)

## 34.1 User Segment Maintenance - Search

Using this option, System Administrator user can search the user segments maintained for retail users. The search result displays matching results based on search criteria entered. System Administrator can view details of a specific segment by selecting the segment ID to get required details for a segment.

**To search user segments:**

1. Navigate to one of the above paths.

The **User Segment Maintenance** screen appears.

2. In the **Segment Code** field, enter the segment code whose details you want to view.

OR

In the **Segment Name** field, enter the name of the segment whose details you want to view.

OR

From the **User Type** list, select the user type for which you wish to view user segment details. Currently only segments for user type 'Retail' can be defined.

3. Click **Search**.

The search results appear on the **User Segment Maintenance** screen based on the search parameters.

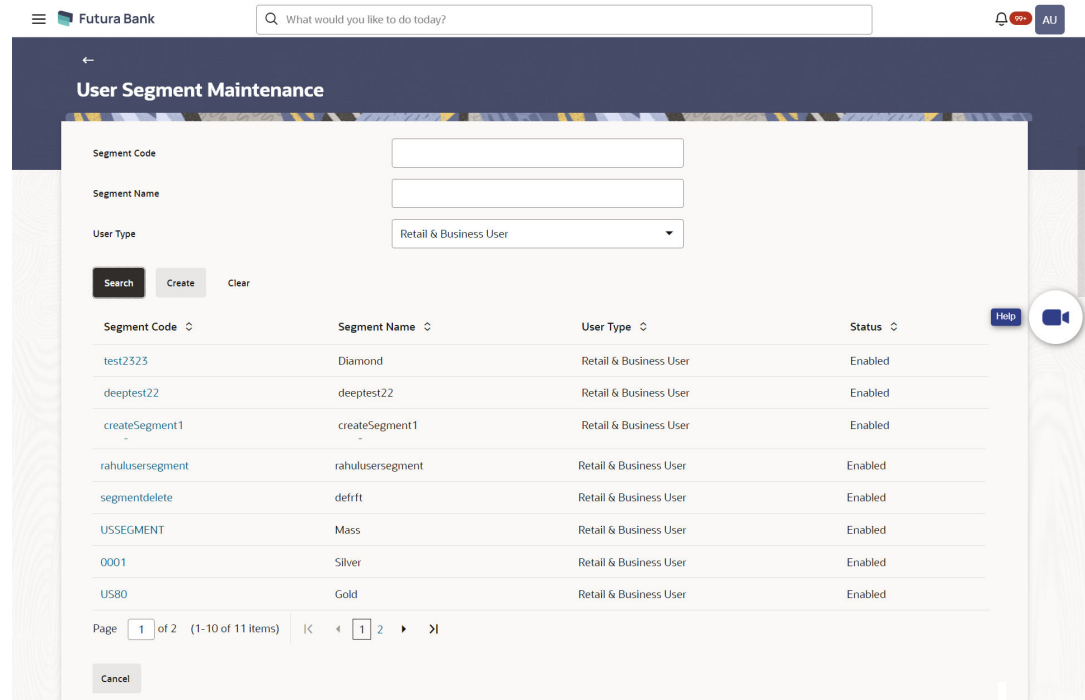
OR

Click **Clear** to reset the details.

OR

Click **Cancel** to cancel the transaction.

**Figure 34-2 User Segment Maintenance- Search Result**



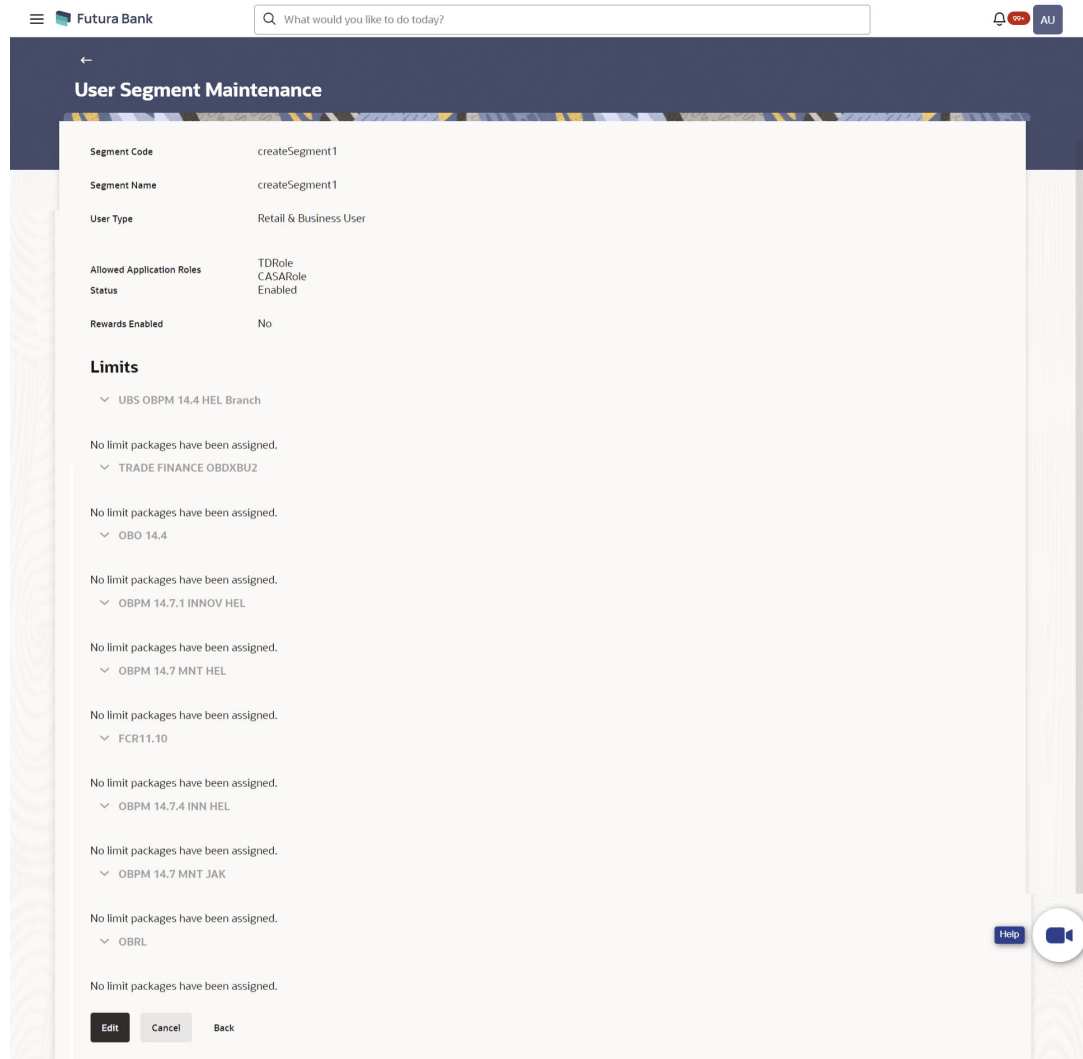
**Table 34-1 Field Description**

Field Name	Description
<b>Search Parameters</b>	
<b>Segment Code</b>	Enter the segment code of the segment that needs to be searched.
<b>Segment Name</b>	Enter the name of the segment that needs to be searched
<b>User Type</b>	Select the user type for which segment details needs to be searched
<b>Search Result</b>	
<b>Segment Code</b>	System displays the code of the segment(s) based on the search criteria input.
<b>Segment Name</b>	System displays the name of segment(s) based on the search criteria input.
<b>User Type</b>	System will display the user type i.e. Retail / Corporate against each of the search result.
<b>Status</b>	System displays the status of the segment whether it is active/inactive.

4. Click the **Segment Code** link of the record for which you want to view the user segment details.

The **User Segment Maintenance - View** screen appears.


**Figure 34-3 User Segment Maintenance- View**



**Table 34-2 Field Description**

Field Name	Description
<b>Segment Code</b>	System displays the Segment Code of the segment that was selected to view details.
<b>Segment Name</b>	System displays the name of the segment that was selected to view details.
<b>User Type</b>	System displays the user type of the segment that was selected to view the details.
<b>Allowed Application Roles</b>	System displays the application roles that are mapped to the selected segment.

Table 34-2 (Cont.) Field Description

Field Name	Description
<b>Status</b>	System displays the current status of the selected segment i.e. whether the segment is active / inactive.
<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <p>If the user segment is no longer active and needs to be disabled then the same can be done in <b>Edit</b> mode.</p> </div>	
<p><b>Limits - Touch Points /Group/ Global</b> Limits package can be optionally attached at user segment level. All the touch points and touch point groups maintained in the system are listed under each entity in case of multi entity setup. Limits Package can be mapped for each touch point and for a touch point group.</p>	
<b>Touch Points/ Group/ Global</b>	Name of touch points/ groups/ global under a specific entity (with all internal and external touch points).
<b>Internal Touch Points Group for All</b>	Displays the touch points which are the part of a group.
<b>Touch Points</b>	Displays the touch points (banking channels) which allows a user to perform transactions using the touch points. The touch points could be: <ul style="list-style-type: none"> <li>• Mobile Application</li> <li>• Mobile (Responsive)</li> <li>• Internet</li> <li>• Mobile Banking</li> <li>• Missed Call Banking</li> <li>• SMS Banking</li> <li>• Wearables</li> <li>• Snapshot</li> <li>• Siri / Chatbot</li> </ul>

5. Click **Edit** to modify the segment details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## 34.2 User Segment Maintenance - Edit

Using this option, System Administrator can modify the details of the existing user segment.  
**To edit the user segment details:**

1. Navigate to one of the above paths.  
The **User Segment Maintenance** screen appears.
2. In the **Segment Code** field, enter the segment code whose details you want to modify.

OR

In the **Segment Name** field, enter the name of the segment whose details you want to modify.

OR

From the **User Type** list, select the user type whose user segment details you want to modify.

**3. Click Search.**

The search results appear on the **User Segment Maintenance** screen based on the search parameters.

OR

Click **Clear** to reset the details.

OR

Click **Cancel** to cancel the transaction.

**4. Click Edit** to modify the User Segment details.

The **User Segment Maintenance - Edit** screen appears.

Figure 34-4 User Segment Maintenance - Edit

The screenshot displays the 'User Segment Maintenance - Edit' interface. At the top, there is a navigation bar with the 'Futura Bank' logo and a search bar. The main content area is titled 'User Segment Maintenance' and contains a form with the following fields:

- Segment Code:** createSegment1
- Segment Name:** createSegment1
- User Type:** Retail & Business User
- Allowed Application Roles:** CASARole x, TDRole x, WalletRole x
- Status:**
- Rewards Enabled:**

Below the form is the 'Limits' section, which is a scrollable list of categories. The '14.7UBS' category is expanded, showing a table of limits:

Category	Limit Package	Action
001testing	Please select Limit Package	Refresh
Test123	Please select Limit Package	Refresh
Internet	Please select Limit Package	Refresh
Missed Call Banking	Please select Limit Package	Refresh
Mobile Application	Please select Limit Package	Refresh
Mobile (Responsive)	Please select Limit Package	Refresh
Siri/Chatbot	Please select Limit Package	Refresh
SMS Banking	Please select Limit Package	Refresh
Snapshot	Please select Limit Package	Refresh
Soft Token Application	Please select Limit Package	Refresh

Other categories in the list include UBS OBPM 14.4 HEL Branch, TRADE FINANCE OBDBUZ, OBO 14.4, Retail-DDA, UBS OBPM 14.5, OBPM 14.7.1 INNOV HEL, TF14.7.0.0 OBDX147, Third Party, OBDX148, OBDX149, OBPM 14.7 MNT HEL, FCR11.10, UBS 14.4 AT3 Branch, test001, OBPM 14.7.4 INN HEL, ThirdParty, RPM, Test, TESTTEST, Maintenance line/entity, OBPM 14.7 MNT JAK, OBDX-OBRL, Test9766, dsadsadsa, OBO Demo 3848, OBO 3848, and OBRL.



Table 34-3 Field Description


Field Name	Description
<b>Segment Code</b>	System displays the segment code of the segment selected and is non-editable.
<b>Segment Name</b>	System displays the name of the selected segment and is available for edit.
<b>User Type</b>	System displays the User type for the selected segment and is non-editable
<b>Allowed Application Roles</b>	System displays the application roles that have been mapped to the selected segment and are available for edit. As part of edit, new application roles can be mapped and existing roles can be removed.
<b>Status</b>	System displays the current status of the user segment and is available for edit.

 **Note:**

You can modify the segment status to Active if the current state is Inactive and vice-versa.

**Limits****Limit - Touch Points /Group**

Limits package can be optionally attached at user segment level. All the touch points and touch point groups maintained in the system are listed under each entity in case of multi entity setup. Limits Package can be mapped for each touch point and for a touch point group.

<b>Touch Points/ Group</b>	Name of touch points/ groups maintained under a specific entity to which the limit packages can be mapped.
<b>Package</b>	System lists the packages available for mapping to a touch point/ touch point group. If there was any limits package to a touch point/group mapped earlier, it will be shown in editable form.
<b>Actions</b>	Click  icon to reset the limit packages defined for a segment.

5. Edit the required details i.e. segment name, allowed Application Roles, Status, and Limits package for any of the touch point/touch point group.
6. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
7. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR

Click **Cancel** to cancel the transaction.

OR

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

8. The success message of modification appears.  
Click **OK** to complete the transaction.

## 34.3 User Segment Maintenance - Create

Using this option, System Administrator can create new user segment for a user type 'Retail'.

**To create the user segment:**

1. Navigate to one of the above paths.  
The **User Segment Maintenance** screen appears.
2. Click **Create**.  
The **User Segment Maintenance - Create** screen appears.

Figure 34-5 User Segment Maintenance- Create

Futura Bank
What would you like to do today?
99% AU

← **User Segment Maintenance**

Segment Code:

Segment Name:

User Type:

Allowed Application Roles:

Rewards Enabled:

**Limits**



▼ UBS OBPM 14.4 HEL Branch

001testing	Please select Limit Package	▼	🔄
Test123	Please select Limit Package	▼	🔄
Internet	Please select Limit Package	▼	🔄
Missed Call Banking	Please select Limit Package	▼	🔄
Mobile Application	Please select Limit Package	▼	🔄
Mobile (Responsive)	Please select Limit Package	▼	🔄
Siri/Chatbot	Please select Limit Package	▼	🔄
SMS Banking	Please select Limit Package	▼	🔄
Snapshot	Please select Limit Package	▼	🔄
Soft Token Application	Please select Limit Package	▼	🔄

> TRADE FINANCE OBDBU2  
 > OBO 14.4  
 > Retail-DDA  
 > 14.7UBS  
 > UBS OBPM 14.5  
 > OBPM 14.7.1 INNOV HEL  
 > TF14.7.0.0.0 OBDX147  
 > Third Party  
 > OBDX148  
 > OBDX149  
 > OBPM 14.7 MNT HEL  
 > FCR11.10  
 > UBS 14.4 AT3 Branch  
 > test001  
 > OBPM 14.7.4 INN HEL  
 > ThirdParty  
 > RPM  
 > Test  
 > TESTTEST  
 > Maintenance line/entity  
 > OBPM 14.7 MNT JAK  
 > OBDX-OBRL  
 > Test9766  
 > dsadsadsa  
 > OBO Demo 3848  
 > OBO 3848  
 > OBRL


Save
Cancel
Back

**Table 34-4 Field Description**

Field Name	Description
<b>Segment Code</b>	Enter the unique code for the user segment to be created.
<b>Segment Name</b>	Enter the name of the user segment to be created.
<b>User Type</b>	Select the User type from the list for which the user segment is to be created. Currently only user type 'Retail' is supported
<b>Allowed Application Roles</b>	Select the application role(s) that needs to be associated to the user segment being created. The selected application role(s) will be by default available to the users to whom the created segment is associated.
<b>Limits</b>	
<b>Limit - Touch Points /Group</b> In this section user can define limits package for a user segment so that, bank can have varying limits depending on the segment of the user.	
<b>Touch Points/ Group</b>	Name of touch points/ groups maintained under a specific entity to which the limit packages can be mapped.
<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b> The limits package will be associated to a touch point/touch point within a segment. It is not mandatory to associate limits package to each touch point / touch point group.</p> </div>	
<b>Package</b>	Select the limits package from the list of packages available for mapping to a touch points/ groups.
<b>Actions</b>	Click  icon to reset the limit packages selected against the touch point.

3. In the **Segment Code** field, enter the unique code for the user segment to be created.
4. In the **Segment Name** field, enter the name of the user segment to be created.
5. In the **User Type** list, select the appropriate user type for the user segment being created.
6. In the **Allowed Application Roles** list, select the application role(s) to be mapped to the segment.
7. In the **Limits** section, select the limit packages to be mapped to touch points / touch point from the limit package list. The limits package selected as part of this definition will be applicable to the users to whom this segment is associated and will also depend on the limits preference applicability.

 **Note:**

Click  icon to reset the limit packages applicable to a segment.

8. Click **Save** to save the user segment details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
9. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.  
The user will be navigated back to the create screen.
10. The success message of transaction completion appears.  
Click **OK** to complete the transaction.

## 34.4 FAQ

1. **Is it mandatory to create a User Segment as part of Day 1 maintenances?**  
No. It is not mandatory to create User Segments as part of Day 1 definition. If User Segments are created, then the same will be available for association to user as part of User Onboarding but it is not mandatory to associate user segment to business users as part of onboarding.
2. **What is the relationship between User Segment and Application Roles?**  
Association of application roles to user segment is not mandatory. Multiple application roles can be assigned to a user segment and those application roles will be by default available to all users who are assigned that segment. The same application role can be mapped to multiple user segments.
3. **Can I remove specific application role(s) from the user level if I associate user segment?**  
The application role(s) that are mapped to a user segment cannot be removed from the user if the segment is associated to the user, however the application role(s) that are not associated to any user segment will be available for mapping/unmapping at user level.
4. **What will happen if I disable a Segment which is associated to Users?**  
Access to all the maintenances done on that segment level like Dashboard Builder, Product mapping, 2FA, Limits will not be referred. System will start referring to the maintenance done for the User Type associated to the users attached to the disabled segment, for Dashboard Builder, Product mapping, 2FA and Limits.  
  
Users associated to the disabled segment will not have access to the application roles attached to that segment, hence bank user should attach new segment or application operationally to those users.

# Authentication

Passwords are the most common form of authentication used in the world today. But passwords can easily be forgotten and commonly compromised. Two-factor authentication (2FA) adds an extra layer of security by requiring users to use two different authentication factors to verify their identity.

The two step verification or 2 Factor Authentication is an extra layer of security that is known as "multi factor authentication" that requires not only a password and username but also something that only, and only, the user knows e.g. tokens, OTP, answer of security questions etc. Using a Two Factor Authentication process can help to lower the number of cases of identity theft on the Internet, as well as phishing via email. For security reason authentication is used by user (Retail/ Corporate) while performing transactions through digital platform.

The Two Factor Authentication requires two different kinds of evidence before executing transaction successfully. This option enables the System Administrator to maintain authentication pattern for each transaction of a specific user segment.

Second Factor authentication can be set for each User type (Retail & Corporate) and for user type and User Segment combination (as of now user segment is only available for Retail user type).

This maintenance can be setup for each entity in a multi entity setup, which enables banks in defining different authentication mode for a same transaction for each entity.

In a multi entity setup, if the user is changing his entity, post login, then system should ask for second factor authentication.

The types of 2 factor authentication used are as follows:

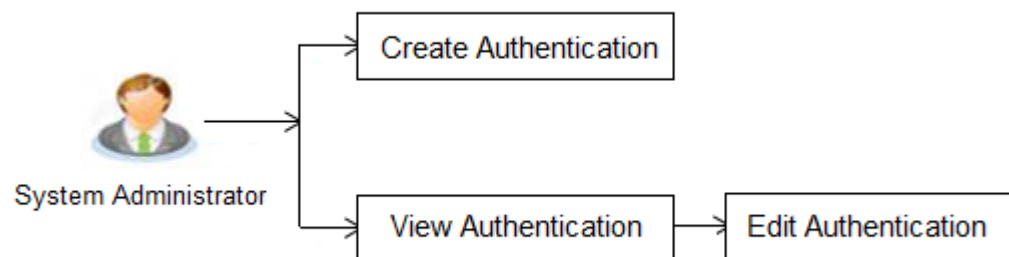
- OTP : A onetime password will sent on user's registered mobile number or email id .
- Security Questions: User will be asked to answer the security questions set up by him.
- Random Number based Soft Token: The token randomly changes on the soft token app after the system defined time, and user will be required to enter the same on screen to authenticate the transaction.
- Time based Soft Token : It is a time based soft token that gets generated on the soft token application. Token gets expired after a defined time and user will be required to generate a new token.
- Push Notifications based 2FA :User will get a push notification to authenticate and complete a transactions on his registered device (mobile/wearable), on initiation of a transaction from a different form factor .
- Since the user is required to authenticate the transaction on the device where he has received the push notification, It acts as an additional security wherein the user can approve/reject the transaction only from his registered device. For receiving push notifications user should allow the same for the respective app on his device.

**Note:**

Two factor authentication is only for retail and corporate user.

**Pre-requisites**

- Transaction access is provided to System Administrator.
- Approval rule set up for Bank Administrator to perform the actions.
- Transactions are enabled for 2 Factor Authentication aspect.

**Figure 35-1 Workflow****Features supported in Application:**

The following options are available as part of this maintenance:

- [View Authentication](#)
- [Edit Authentication](#)
- [Create Authentication](#)

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, under **Security** widget, click **Authentication**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Security**. Under **Security**, click **Authentication**.

- [Authentication - View](#)
- [Authentication - Edit](#)
- [Authentication - Create](#)
- [FAQ](#)

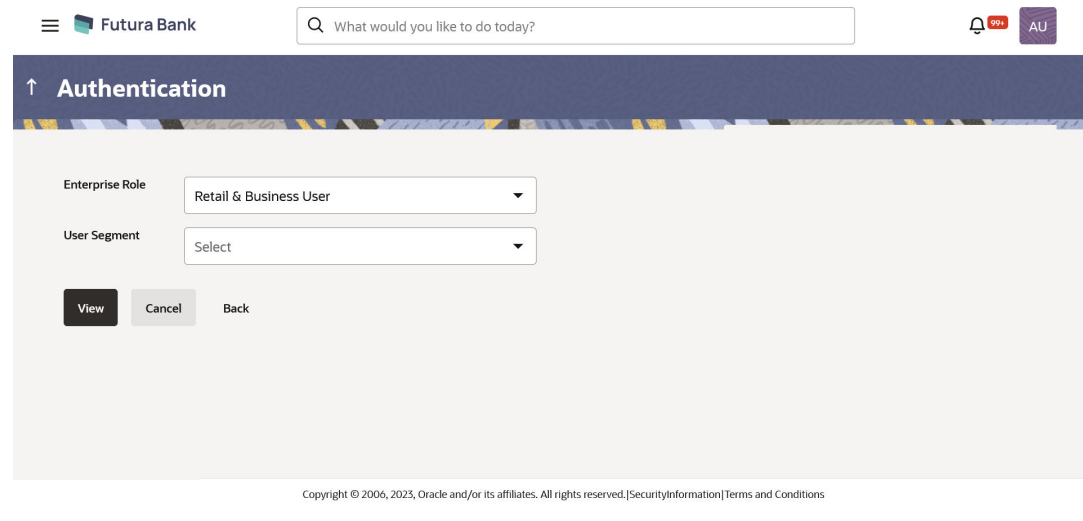
## 35.1 Authentication - View

On accessing 'Authentication' menu, system displays the existing maintenance available for selected user segment to view the authentication setup for user segment.

**To view the authentication setup for user segment:**

1. Navigate to one of the above paths.  
The **Authentication** screen appears.
2. From the **Enterprise Role** list, select the appropriate role.
3. From the **User Segment** list, select the appropriate user segment.

**Figure 35-2 Authentication Setup**



**Table 35-1 Field Description**

Field Name	Description
<b>Enterprise Role</b>	Name of enterprise roles set in application. The options are: <ul style="list-style-type: none"> <li>• Retail User</li> <li>• Corporate User</li> </ul>
<b>User Segment</b>	The user segments maintained by the Bank (applicable for Retail User type only).

4. Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to go back to Dashboard.  
OR  
Click **View** to view the 2FA maintained for the user segment.  
The **Authentication - View** screen appears.



 **Note:**

- a. If the existing maintenance is not available for selected user segment, message will be displayed "2 Factor Authentication for this user segment has not been set up yet" with the **Set up now** button which launches the screen to maintain 2 Factor Authentication.
- b. Only OTP should be maintained as the second factor authentication mode for 'Wallet Registration' event. Other second factor authentication modes like Soft Token and Security Questions are not supported for this event.
- c. 2FA mode Push Notification based 2FA is not supported for the following transactions:
  - Login
  - Push Notification registration
  - Soft Token registration
- d. If the user is changing his entity post login, system will check the 2FA mode configured for Login event for the changed/destination entity, and if the 2FA mode for 'Login' event is different for the changed/destination entity then the user will be asked for the incremental second factor authentication (as per the setup).
- e. If the 2FA mode is same for both the entities, then on switching the entity user will not be asked for any second factor authentication.
- f. Following modes of 2FA will be supported on Login event :
  - OTP
  - OTP
  - Soft Token

Figure 35-3 Authentication Setup- View

Transaction Type	Level 1	Level 2
Forgot Password	One Time Password	
Forgot User ID	One Time Password	
Create International Payee	One Time Password	
Create Generic Domestic Payee	One Time Password	
Service Request - Debit Card Change		
Bulk Payment - File Upload		
Adhoc Domestic Payment		
Mixed Payee - File Level Approval		
Create Discount Offer		
Cancel User Report		
Initiate Islamic Transfer LC		
Create MT101 Inbound Agreement Request		
Update Additional Condition Maintenance		
International Demand Draft - File Level Approval		
Delete International Payee		
Import Collection Modify		
Update Demand Draft Payee		
Initiate Import LC Amendment		
Update Internal Payee		
Demand Draft Payee - Record Level Approval		
Delete External Account		
International Payment		
Mixed Payment - Record Level Approval		
Reroute Transaction		
Update International Payee		
Adhoc International Demand Draft		
Loan and Finance Repayment		
Domestic Demand Draft - Record Level Approval		
Set SMS/Chatbot PIN		
International Payment - UK Open Banking		

Update User Report
Domestic Demand Draft
Update order status placed by user
International Payment - File Level Approval
Manual Allocation
Domestic Standing Instruction
Domestic Payer
Onboard Associated Party
Create Expected Cash Flow
Mobile Device Registration
Initiate Guarantee Claim Lodgement-Islamic
Request User Report Account
Outward Bank Guarantee Cancellation
Request User Report
Multiple Bill Payments
Multi Select Approval Action
Trade Collection Settlement
Update Netting Transaction status

**Table 35-2 Field Description**

Field Name	Description
<b>View</b>	
<b>Enterprise Role</b>	View the enterprise role for which the 2 Factor Authentication is set-up.
<b>User Segment</b>	View the user segment for which the 2 Factor Authentication is set-up.
<b>Transactions</b>	
<b>Transaction Type</b>	The transaction type for which the 2 Factor Authentication is set-up.
<b>Level 1</b>	Displays the first level of two factor authentication mode (Security Questions, One Time Password, Soft Token, Push Notification based 2FA) set for the transaction type.
<b>Number of Question</b>	Number of security questions to be asked from user at level 1 authentication. This field appears only if the <b>Security Question</b> option is selected as the <b>Authentication</b> .
<b>Level 2</b>	Displays the second level of two factor authentication mode (Security Questions, One Time Password , Soft Token, Push Notification based 2FA) set for the transaction type.
<b>Number of Question</b>	Number of security questions to be asked from user at level 2 authentication. This field appears only if the <b>Security Question</b> option is selected in the <b>Authentication</b> .

5. Click **Edit** to update the details.

the screen in editable mode appears.

OR

Click **Cancel** to cancel the transaction.

OR

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

## 35.2 Authentication - Edit

System Administrator can modify existing authentication maintenance.

### To edit the authentication setup:

1. Navigate to one of the above paths.  
The **Authentication** screen appears.
2. From the **Enterprise Role** list, select the appropriate role.
3. From the **User Segment** list, select the appropriate user segment (if applicable).
4. Click **View** to view the 2 Factor Authentications maintained for the user segment.  
The **Authentication - View** screen appears.
5. Click **Edit**.  
The **Authentication – Edit** screen with values in editable form appears.

Figure 35-4 Authentication - Edit

Futura Bank  9:24 AU

**Authentication**

Enterprise Role      Retail & Business User

Transaction Type	Level 1	Level 2
Forgot Password	One Time Password	Time Based Soft Token
Forgot User ID	One Time Password	Security Question No of Security Questions: 0
Edit Reconciliation/Allocation Rule	None	None
Prioritize/Non-prioritize Transaction	None	None
Create Periodic Payment - Berlin Open Banking	None	None
Create RD	None	None
Service Request - Debit Card Change	None	None
Bulk Payment - File Upload	None	None
Adhoc Domestic Payment	None	None
Mixed Payee - File Level Approval	None	None
Create Discount Offer	None	None
Cancel User Report	None	None
Initiate Islamic Transfer LC	None	None
Create MT101 Inbound Agreement Request	None	None
Update Additional Condition Maintenance	None	None
International Demand Draft - File Level Approval	None	None
Delete International Payee	None	None
Import Collection Modify	None	None
Update Demand Draft Payee	None	None
Initiate Import LC Amendment	None	None
Update Internal Payee	None	None
Demand Draft Payee - Record Level Approval	None	None
Initiate Letter of Credit	None	None
Delete External Account	None	None
International Payment	None	None
Mixed Payment - Record Level Approval	None	None
Update International Payee	None	None
Adhoc International Demand Draft	None	None
Loan and Finance Repayment	None	None

Apply to all

Manual Allocation	None	▼	None	▼
Domestic Standing Instruction	None	▼	None	▼
Domestic Payer	None	▼	None	▼
Onboard Associated Party	None	▼	None	▼
Create Expected Cash Flow	None	▼	None	▼
Mobile Device Registration	None	▼	None	▼
Initiate Guarantee Claim Lodgement-Islamic	None	▼	None	▼
Request User Report Account	None	▼	None	▼
Outward Bank Guarantee Cancellation	None	▼	None	▼
Request User Report	None	▼	None	▼
Delete Assignee Maintenance	None	▼	None	▼
Multi Select Approval Action	None	▼	None	▼
Trade Collection Settlement	None	▼	None	▼
Update Netting Transaction status	None	▼	None	▼

Save Cancel Back

**Table 35-3 Field Description**

Field Name	Description
<b>Edit</b>	
<b>Enterprise Role</b>	The enterprise role for which the 2 Factor Authentication is set-up.
<b>User Segment</b>	The user segment for which the 2 Factor Authentication is set-up.
<b>Transactions</b>	
<b>Transaction Type</b>	The transaction type for which the 2 Factor Authentication is set-up.
<b>Level 1</b>	<p>The first level of two factor authentication mode (Security Questions, One Time Password , Soft Token, Push Notification based 2FA) set for the transaction type.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• None</li> <li>• Security Question</li> <li>• One Time Password</li> <li>• Soft Token</li> <li>• Push Notification</li> </ul>
<b>Number of Question</b>	<p>Number of security questions to be asked from user at level 1 authentication.</p> <p>This field appears only if the <b>Security Question</b> option is selected as the <b>Authentication</b> mode.</p>

**Table 35-3 (Cont.) Field Description**

Field Name	Description
<b>Level 2</b>	The second level of two factor authentication mode (Security Questions, One Time Password , Soft Token, Push Notification based 2FA) set for the transaction type. The options are: <ul style="list-style-type: none"> <li>• None</li> <li>• Security Question</li> <li>• One Time Password</li> <li>• Soft Token</li> <li>• Push Notification</li> </ul>
<b>Number of Question</b>	Number of security questions to be asked at level 2 authentication. This field appears only if the <b>Security Question</b> option is selected as the <b>Authentication</b> mode.

6. In **Transactions** section, in **Level 1** of authentication select the appropriate option.
  - If user selects **Security Question** option: In the Number of questions field enter the number of security questions to be asked.
7. In the **Number of questions** field enter the number of security questions to be asked.
8. In **Transactions** section, in **Level 2** of authentication select the appropriate option.
  - If user selects **Security Question** option: In the Number of questions field enter the number of security questions to be asked.
9. In the **Number of questions** field enter the number of security questions to be asked.

 **Note:**

Click **Apply to all** to apply the same kind of level 1 & level 2 authentication for all transaction types.

10. Click **Save** to save the changes made.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
11. The **Authentication Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Edit** to make the changes if any.  
The **Authentication – Edit** screen with values in editable form screen appears.  
OR  
Click **Cancel** to cancel the operation.
12. The success message of Authentication setup appears along with the transaction reference number.

Click **OK** to complete the transaction.

## 35.3 Authentication - Create

System Administrator can create authentication maintenance if the maintenance is not available.

**To create the authentication setup for user segment:**

1. Navigate to one of the above paths.  
The **Authentication** screen appears.
2. From the **Enterprise Role** list, select the appropriate role.
3. From the **User Segment** list, select the appropriate user segment (if applicable).

**Figure 35-5 Authentication Setup**

The screenshot shows the 'Authentication' setup screen. At the top, there is a search bar with the text 'What would you like to do today?' and a notification bell icon. The main content area has a header 'Authentication' with an upward arrow. Below the header, there are two dropdown menus: 'Enterprise Role' with 'Retail & Business User' selected, and 'User Segment' with 'Select' selected. At the bottom of the form, there are three buttons: 'View', 'Cancel', and 'Back'.

**Table 35-4 Field Description**

Field Name	Description
<b>Enterprise Role</b>	The enterprise role for which the 2 Factor Authentication is set-up.
<b>User Segment</b>	The user segments maintained by the Bank. The options are: <ul style="list-style-type: none"> <li>• Retail User</li> <li>• Corporate User</li> </ul>

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

OR

Click **View** to view the 2 Factor Authentications maintained for the user segment.

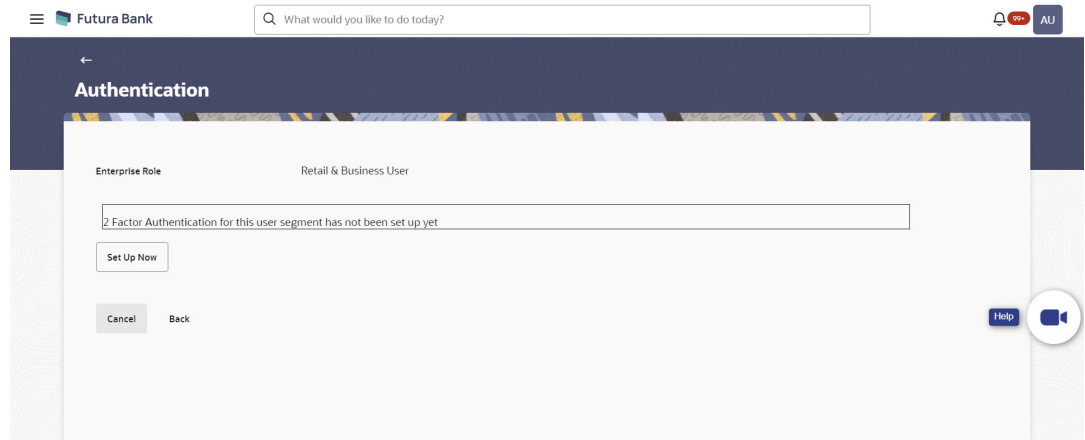
The **Authentication - View** screen appears.

 **Note:**

If the existing maintenance is not available for selected user segment, message will be displayed "Authentication for this user segment has not been set up yet" with a setup now button.

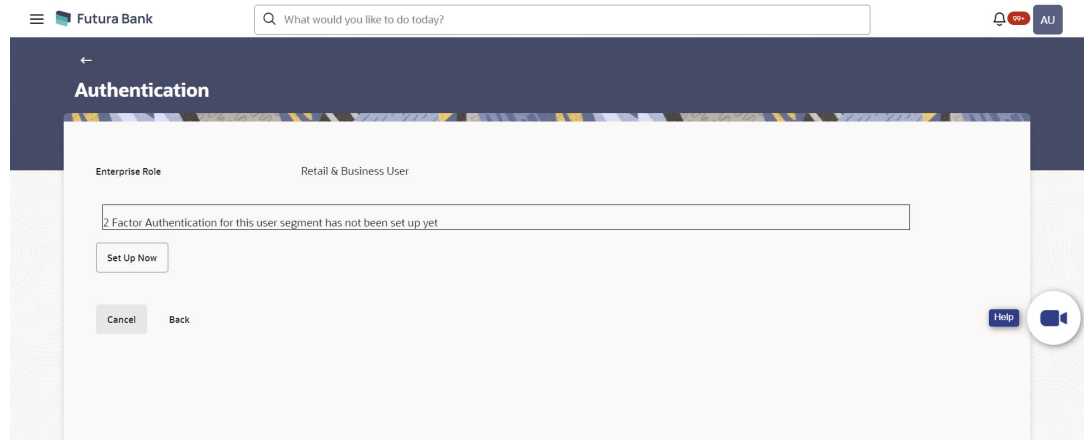


**Figure 35-6 Authentication - Create**



5. Click **Set up now** to create new 2Factor Authentication.  
The **Authentication - Create** screen appears.

**Figure 35-7 Authentication - Create**



Futura Bank  9:20 AU

## Authentication

Enterprise Role      Retail & Business User

Transaction Type	Level 1	Level 2
Forgot Password	One Time Password	Time Based Soft Token
Forgot User ID	One Time Password	Security Question No of Security Questions: 0
Edit Reconciliation/Allocation Rule	None	None
Prioritize/Non-prioritize Transaction	None	None
Create Periodic Payment - Berlin Open Banking	None	None
Create RD	None	None
Service Request - Debit Card Change	None	None
Bulk Payment - File Upload	None	None
Adhoc Domestic Payment	None	None
Mixed Payee - File Level Approval	None	None
Create Discount Offer	None	None
Cancel User Report	None	None
Initiate Islamic Transfer LC	None	None
Create MT101 Inbound Agreement Request	None	None
Update Additional Condition Maintenance	None	None
International Demand Draft - File Level Approval	None	None
Delete International Payee	None	None
Import Collection Modify	None	None
Update Demand Draft Payee	None	None
Initiate Import LC Amendment	None	None
Update Internal Payee	None	None
Demand Draft Payee - Record Level Approval	None	None
Initiate Letter of Credit	None	None
Delete External Account	None	None
International Payment	None	None
Mixed Payment - Record Level Approval	None	None
Update International Payee	None	None
Adhoc International Demand Draft	None	None
Loan and Finance Repayment	None	None

Manual Allocation	None	▼	None	▼
Domestic Standing Instruction	None	▼	None	▼
Domestic Payer	None	▼	None	▼
Onboard Associated Party	None	▼	None	▼
Create Expected Cash Flow	None	▼	None	▼
Mobile Device Registration	None	▼	None	▼
Initiate Guarantee Claim Lodgement-Islamic	None	▼	None	▼
Request User Report Account	None	▼	None	▼
Outward Bank Guarantee Cancellation	None	▼	None	▼
Request User Report	None	▼	None	▼
Delete Assignee Maintenance	None	▼	None	▼
Multi Select Approval Action	None	▼	None	▼
Trade Collection Settlement	None	▼	None	▼
Update Netting Transaction status	None	▼	None	▼

Save Cancel Back

**Table 35-5 Field Description**

Field Name	Description
<b>Create</b>	
<b>Enterprise Role</b>	The enterprise role for which the 2 Factor Authentication is set-up.
<b>User Segment</b>	The user segment for which the 2 Factor Authentication is set-up from. The options are: <ul style="list-style-type: none"> <li>• Retail User</li> <li>• Corporate User</li> </ul>
<b>Transactions</b>	
<b>Transaction Type</b>	The transaction type for which the 2 Factor Authentication is set-up.
<b>Level 1</b>	The first level of two factor authentication mode (Security Questions, One Time Password , Soft Token, Push Notification based 2FA) set for the transaction type. The options are: <ul style="list-style-type: none"> <li>• None</li> <li>• Security Question</li> <li>• One Time Password(OTP)</li> <li>• Soft Token</li> <li>• Push Notification</li> </ul>
<b>Number of Question</b>	Number of security questions to be asked from user at level 1 authentication. This field appears only if the <b>Security Question</b> option is selected as the <b>Authentication</b> mode.

**Table 35-5 (Cont.) Field Description**

Field Name	Description
<b>Level 2</b>	The second level of two factor authentication mode (Security Questions, One Time Password , Soft Token, Push Notification based 2FA) set for the transaction type. The options are: <ul style="list-style-type: none"> <li>• None</li> <li>• Security Question</li> <li>• One Time Password(OTP)</li> <li>• Soft Token</li> <li>• Push Notification</li> </ul>
<b>Number of Question</b>	Number of security questions to be asked from user at level 2 authentication. This field appears only if the <b>Security Question</b> option is selected as the <b>Authentication</b> mode.

6. In **Transactions** section, in **Level 1** of authentication select the appropriate option.
  - If user selects **Security Question** option: In the Number of questions field enter the number of security questions to be asked.
7. In **Transactions** section, in **Level 2** of authentication select the appropriate option.
  - If user selects **Security Question** option: In the Number of questions field enter the number of security questions to be asked.

 **Note:**

Click **Apply to all** to apply the same kind of level 1 & level 2 authentications for all transaction types.

8. Click **Save** to save the changes made.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
9. The **Authentication Create– Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Edit** to make the changes if any.  
The **Authentication – Edit** screen with values in editable form screen appears.  
OR  
Click **Cancel** to cancel the operation.
10. The success message of Authentication setup appears along with the transaction reference number.  
Click **OK** to complete the transaction.

## 35.4 FAQ

- 1. Can I also set the 2 Factor Authentication for transaction approval?**  
You don't have to set up separate 2 Factor Authentication for transaction approval. The 2 Factor Authentication set for transaction initiation will also be applied for transaction approval as well.
- 2. When will the changes made in authentication maintenance be applied?**  
Changes made in the authentication maintenance will be effective from an immediate effect. This will be applicable to new transactions initiated as well as for transactions pending for approval post the changes are effective.
- 3. Is it mandatory to set authentication method at both the levels?**  
No, you may set 1 level authentication for specific transaction. This can be achieved by selecting specific authentication method at level 1 and by specifying 'None' option at level 2.
- 4. Can I set 'No additional authentication required' for specific transaction?**  
Yes, this can be achieved by selecting 'None' option at level 1 and level 2. No additional authentication is required for transaction initiation and approval if both levels are set as 'None'.
- 5. Where can I define which security questions to be asked to the users?**  
A separate maintenance 'Manage Security Questions' is available to set up the questions which are to be asked to the users as a part of authentication process.
- 6. Is it mandatory to set up 2 factor authentication for a User Type and User Segment Combination**  
No, User Segment is an optional field and is applicable only for Retail type of users. If the Bank doesn't want to set up the authentication for a user segment, they can simply do it for each user type.
- 7. Can I set up this maintenance for each entity in case of a multi entity setup?**  
Yes, Authentication can be set up for each entity in case of a multi entity setup. User can select the entity from the entity selection drop-down available on the top right corner of the application to set up the maintenance.
- 8. If Push notifications is set as a second factor authentication, then how will the user authenticate a transaction ?**  
User will receive a push notification on his registered device (mobile/wearable), he can click on the notification and authenticate and complete the transaction on the device where he has received the notification.
- 9. If the user initiates a transaction from his mobile app and Push notification is set as the 2FA for that transaction, in this case where will he receive the push notification ?**  
User will receive the notification on his registered device i.e. mobile or wearable. He can complete the transaction by clicking on the same on the mobile itself.

# 36

## Security Questions Maintenance

This function allows the System Administrator to set up security questions, which will then be used as another layer of security (Over & above the Login credentials), before a user (Retail/ Corporate/ Administrator) can complete transactions through the internet channel.

Through the Manage Security Questions functionality, the administrator user can create and modify security questions. He / She can add the security questions, if required.

### Features Supported In Application

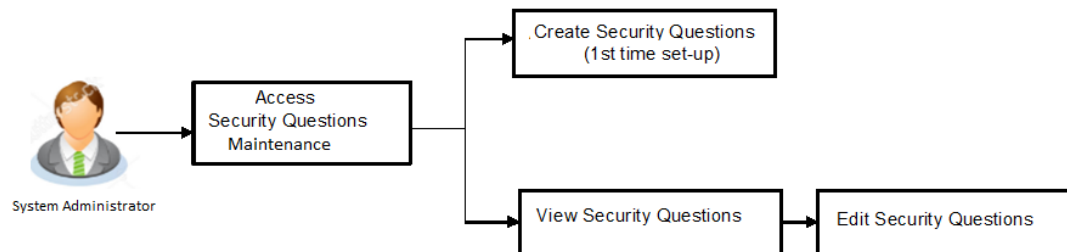
The following options are available to the administrator user as part of this maintenance:

- [View Security Questions](#)
- [Edit Security Questions \(Add new\)](#)
- [Setup Security Questions \(1st time setup\)](#)

### Pre-requisites

- Transaction access is provided to System Administrator.

**Figure 36-1 Workflow**



### Navigation Path:

From **System Administrator Dashboard**, under **Security** widget, click **Security Questions Maintenance**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Security**. Under **Security**, click **Security Questions Maintenance**.

- [View Security Questions](#)
- [Security Questions Maintenance - Edit](#)
- [Security Questions Maintenance - Create](#)
- [FAQ](#)

## 36.1 View Security Questions

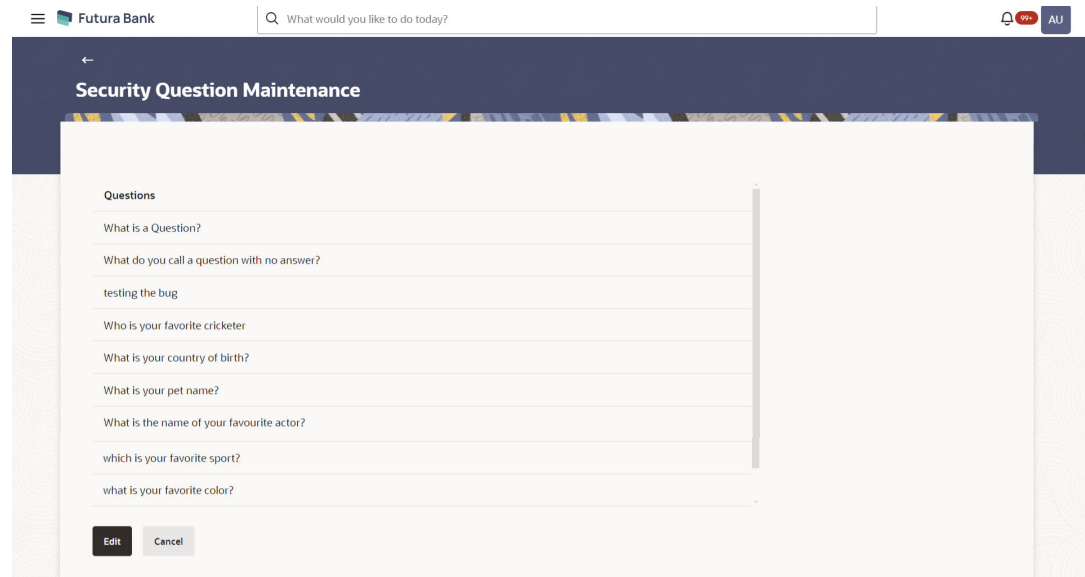
On accessing 'Manage Security Questions' option, system displays the existing security questions already maintained if any.

**To view the existing security questions maintenance:**

1. Navigate to one of the above paths.

The **Security Questions Maintenance** screen appears.

**Figure 36-2 Security Questions Maintenance - View**



**Table 36-1 Field Description**

Field Name	Description
<b>View</b>	
<b>Questions</b>	The list of security questions set for users, as an added layer of security.

 **Note:**

If the first-time maintenance is not already done, a message will be displayed "Security Questions has not been set up yet". With a button alongside – 'Set up now'

2. Click **Edit** to update the set of security questions.

An editable screen appears.

OR

Click **Cancel** to cancel the transaction.

## 36.2 Security Questions Maintenance - Edit

System Administrator can modify existing maintenance for security questions. Administrator is allowed to add security questions but cannot delete the existing questions.

**To edit the security questions set:**

1. Navigate to one of the above paths.  
The **Security Questions Maintenance** screen appears.
2. Click **View** to view the security questions already set.  
The **Security Questions Maintenance - View** screen appears.
3. Click **Edit**.  
The **Security Questions Maintenance – Edit** screen appears.

**Figure 36-3 Security Questions Maintenance - Edit**

The screenshot displays the 'Security Question Maintenance' interface. At the top, there is a search bar with the text 'What would you like to do today?' and a user profile icon for 'AU'. Below the search bar, the title 'Security Question Maintenance' is visible. The main content area contains a list of security questions, each with an input field for editing. The questions are: 'What is a Question?', 'What do you call a question with no answer?', 'testing the bug', 'Who is your favorite cricketer', 'What is your country of birth?', 'What is your pet name?', 'What is the name of your favourite actor?', 'which is your favorite sport?', 'what is your favorite color?', and 'which is your favorite city?'. At the bottom of the list, there is an 'Add More' button and a row of three buttons: 'Save', 'Cancel', and 'Back'.

**Table 36-2 Field Description**

Field Name	Description
Edit	



**Table 36-2 (Cont.) Field Description**

Field Name	Description
<b>Questions</b>	This section displays the security questions.
<b>Questions</b>	The list of security questions.

4. Click **Add More** to add more security questions.
  - Type the new question to be added in the set.
5. Click **Confirm** to save the changes made.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
6. The **Security Questions Maintenance – Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
7. The success message of security question setup appears along with the transaction reference number.  
Click **OK** to complete the transaction.

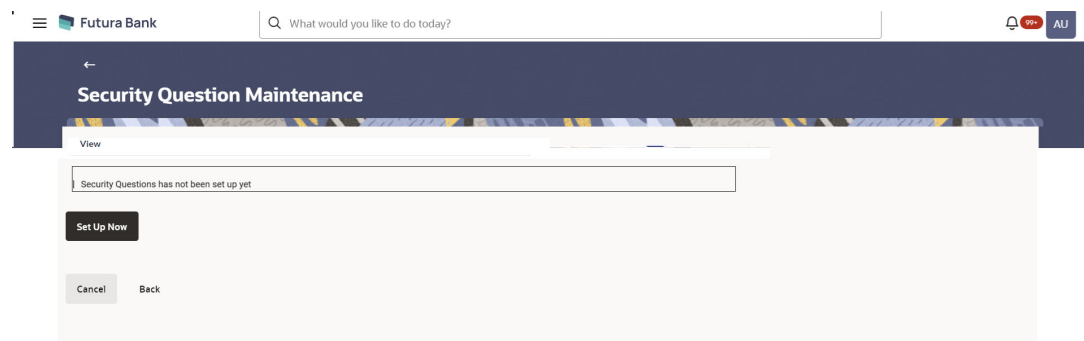
## 36.3 Security Questions Maintenance - Create

As a part of first-time maintenance of Security Questions, the System Administrator can set-up security questions.

**To set security questions:**

1. Navigate to one of the above paths.  
The **Security Questions Maintenance** screen appears.

**Figure 36-4 Security Question Maintenance - Setup**

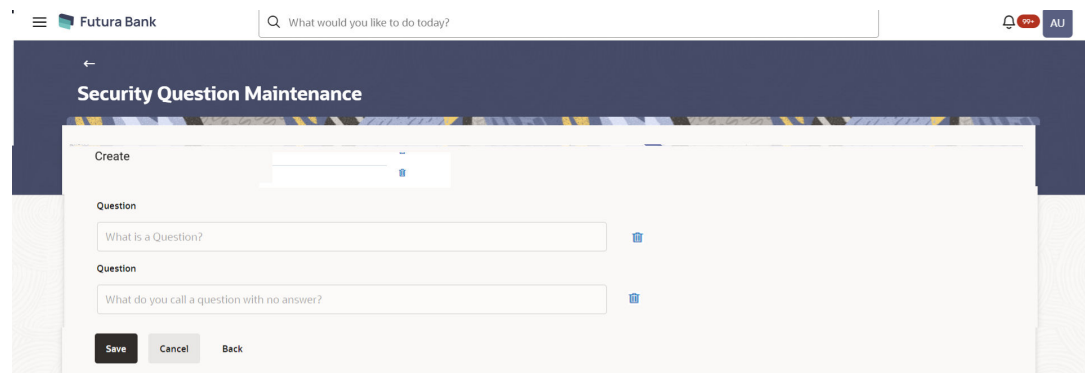


 **Note:**

Since the security question maintenance is not available, message will be displayed "Security Questions have not been set up yet". Alongside a button – "Set up now"

2. Click **Set up now** to set-up security questions.  
The **Security Questions Maintenance - Create** screen appears.

**Figure 36-5 Security Questions Maintenance - Create**




**Table 36-3 Field Description**

Field Name	Description
<b>Create</b>	
<b>Questions</b>	
<b>Questions</b>	The list of security questions

3. Type the security question to be added.

 **Note:**

Click  icon adjacent to question to delete the particular question.

4. Click **Add More** to add more security questions.
  - Type the new question to be added in the set.
5. Click **Save** to save the changes made.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
6. The **Security Questions Maintenance – Review** screen appears.

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

OR

Click **Cancel** to cancel the transaction.

OR

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

7. The success message of security question setup appears along with the transaction reference number.

Click **OK** to complete the transaction.

## 36.4 FAQ

1. **Can I delete the existing security questions?**  
No, you can add more questions, but cannot delete the existing questions.
2. **How many questions will be asked to the user as layer of security?**  
Number of questions to be asked shall be defined while defining 'Authentication' mode using 'Authentication' maintenance.

# Password Policy Maintenance

Password policy maintenance enables System Administrator to define password parameters for users. Using this option System Administrator can create, view and edit, password policy for different user types (Admin, Retail and Corporate). Password policy maintenance contains following sections:

- **Password Validators:** This section contains the validations for a password. The validations include minimum and maximum length of the password, allowed characters in a password, repetitive and successive characters allowed, details to be excluded in the password like, date of birth, first and last name, user ID and party ID and Bank defined restricted passwords. User can also define, number of successive incorrect attempts allowed, and number of previous passwords disallowed.
- **Password Expiry Parameters:** This section contains details about password expiry period in days, first password expiry period in days and whether to force user to change password if there is a change in password policy(so that users can change their password as per the new password policy).



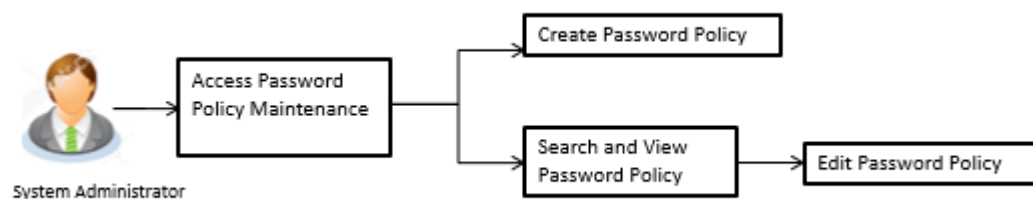
### Note:

This feature will only be available with OBAPIS DB authenticator as Identity Management System.

### Prerequisites

- Provide transaction access to System Administrator.

**Figure 37-1 Workflow**



### Navigation Path:

From **System/ Bank Administrator Dashboard**, under **Security** widget, click **Password Policy Maintenance**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Security**. Under **Security**, click **Password Policy Maintenance**.

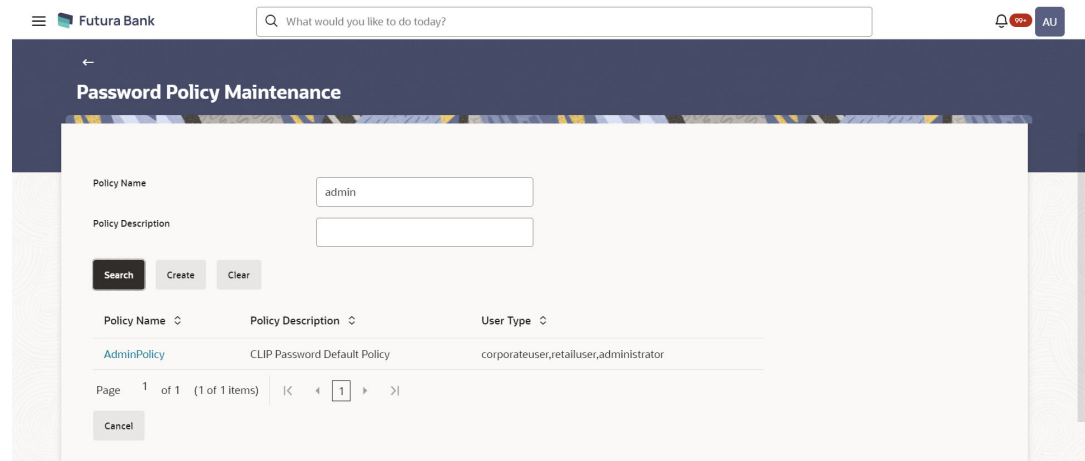
- [Password Policy Maintenance - Search](#)
- [Password Policy Maintenance - View](#)
- [Password Policy Maintenance - Create](#)
- [Password Policy Maintenance - Edit](#)
- [FAQ](#)

## 37.1 Password Policy Maintenance - Search

To search password policy:

1. Navigate to one of the above paths.  
The **Password Policy Maintenance** screen appears.
2. In the **Policy Name** field, enter the password policy name.
3. Click **Search**.  
The search results corresponding to the search criteria are displayed.  
OR  
Click **Clear** to reset the entered details.  
OR  
Click **Cancel** to cancel the transaction.

**Figure 37-2 Password Policy Maintenance - Search**



**Table 37-1 Field Description**

Field Name	Description
<b>Search Criteria</b>	
<b>Policy Name</b>	Password policy name.
<b>Policy Description</b>	Brief description of the password policy.
<b>Search Result</b>	

**Table 37-1 (Cont.) Field Description**

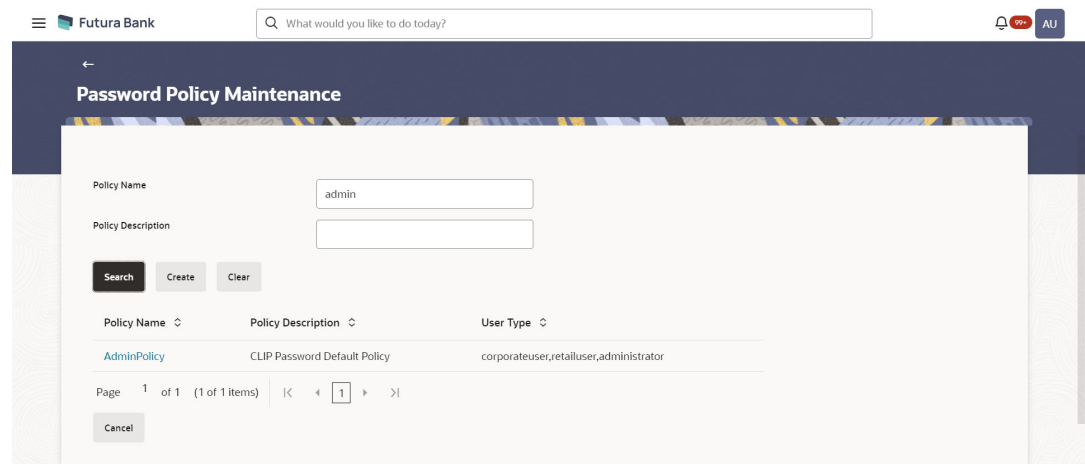
Field Name	Description
<b>Policy Name</b>	Password policy name.
<b>Policy Description</b>	Brief description of the password policy.
<b>User Type</b>	Type of users for which the password policy to be applied.

## 37.2 Password Policy Maintenance - View

To view password policy details:

1. Navigate to one of the above paths.  
The **Password Policy Maintenance** screen appears.
2. In the **Policy Name** field, enter the password policy name.
3. Click **Search**.  
The search results corresponding to the search criteria are displayed.  
OR  
Click **Clear** to reset the selected transaction.  
OR  
Click **Cancel** to cancel the transaction.

**Figure 37-3 Password Policy Maintenance - Search**



4. Click the **Policy Name** link of the record for which you want to view the password policy details.  
The **Password Policy Maintenance - View** screen appears.

Figure 37-4 Password Policy Maintenance - View

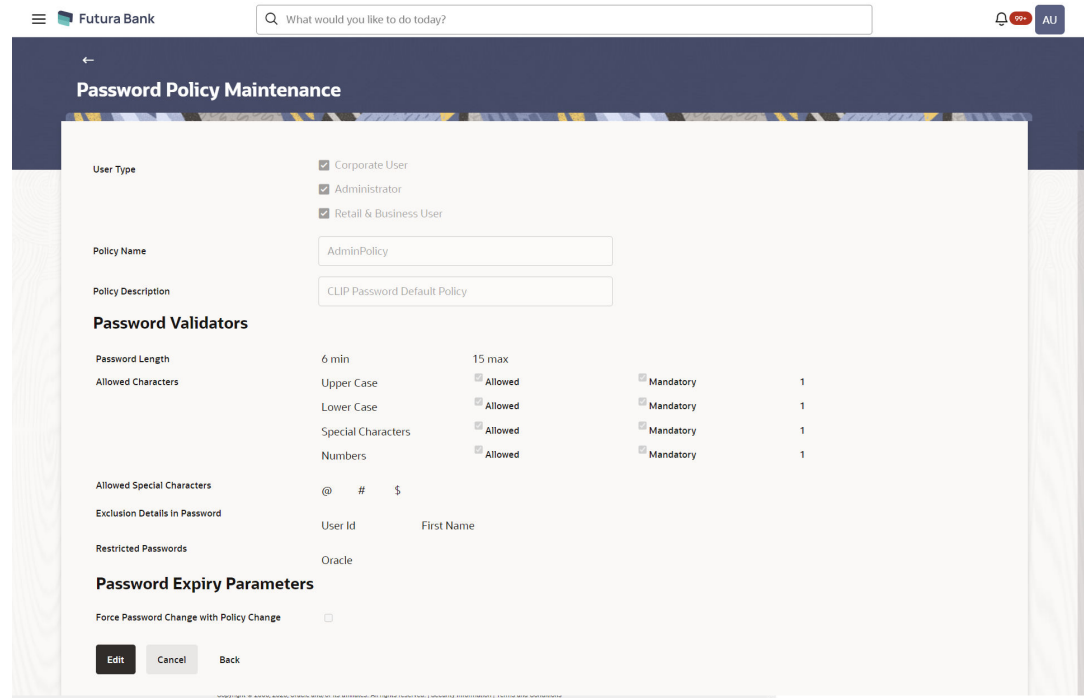


Table 37-2 Field Description

Field Name	Description
<b>User Type</b>	Indicates the user type for which the password policy is applied. Multiple user types can be selected for a single policy. The user type are: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Administrator</li> <li>• Retail User</li> </ul>
<b>Policy Name</b>	Password policy name.
<b>Policy Description</b>	Brief description of the password policy.
<b>Password Validators</b>	
<b>Password Length</b>	The minimum and maximum length of the password.
<b>Allowed Characters</b>	Characters allowed in the password. Different types of characters are: <ul style="list-style-type: none"> <li>• Upper Case</li> <li>• Lower Case</li> <li>• Special Characters</li> <li>• Numbers</li> </ul>
<b>Allowed Special Characters</b>	The allowed Special characters in the password. The example of special characters could be, @, #, &, etc.  This field only gets enabled if the Administrator has allowed special characters in the password (in Allowed Characters field).

Table 37-2 (Cont.) Field Description

Field Name	Description
<b>Repetitive Characters Allowed</b>	Number of repetitive characters allowed in the password. For example: If you enter 2 in this field, user can enter 2 repetitive characters in his password like aabcd. If user enters aaabcd as his password, system will display error.
<b>Successive Characters Allowed</b>	Number of successive characters allowed. For example: If you enter 4 in this field, then user cannot enter four successive characters (aaaa/1111) in the password.
<b>Exclusion Details in Password</b>	The exclusion options. It can be multiple values. Exclusion details includes: <ul style="list-style-type: none"> <li>• First Name</li> <li>• Last Name</li> <li>• User ID</li> <li>• Date of Birth</li> <li>• Party ID</li> </ul>
<b>Restricted Password</b>	The restricted password. The multiple commonly used passwords which are entered by user which the Bank does not want it's user to define as password.. For example: If you enter restricted password as Password123, the system does not allow the user to set his password as 'Password123'.
<b>Successive Invalid Login Allowed</b>	The number of attempts allowed for login with incorrect password. User will get locked once he reached the maximum invalid attempts allowed.
<b>Previous Password Disallowed</b>	The disallowed number of historic passwords. For example: If you enter 5 in this field user can not define his last five passwords as his new password.
<b>Password Expiry Parameters</b>	
<b>Password Expiry Period</b>	The number of days after which the password will get expired.
<b>Password Warning Period</b>	The period in days in this field, post which user will get a warning message to change his password. This field gets only enabled if the <b>Password Expiry Period</b> is set.
<b>First Password Expiry Period</b>	The number of days after which user's first system generated password will get expired.
<b>Force Password Change with Policy Change</b>	The check box to force change the password if there is a change in any of the parameter in the password validators section.

5. Click **Edit** if you want to edit the password policy details.

OR

Click **Cancel** to cancel the transaction.

OR

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



## 37.3 Password Policy Maintenance - Create

To create a new password policy:

1. Navigate to one of the above paths.  
The **Password Policy Maintenance** screen appears.
2. From the **Enterprise Role** list, select the appropriate role.
3. To apply the password policy, select the appropriate user type.
4. In the **Policy Name** field, enter the password policy name.
5. In the **Policy Description** field, enter the password description.
6. In the **Password Validators** section, enter the minimum and maximum length of the password in the min and max field.

Figure 37-5 Create New Password Policy

The screenshot shows the 'Password Policy Maintenance' form in the Futura Bank system. The form is titled 'Create New Password Policy' and is set to 'Retail & Business User' and 'Corporate User'. The policy name is 'SMB001' and the description is 'Password pilicy'. The password length is set to 3 min and 12 max. The allowed characters are Upper Case, Lower Case, Special Characters, and Numbers, all of which are allowed and mandatory. The allowed special characters are '@', '#', '\$', and 'x'. The repetitive characters allowed is 4, and the successive characters allowed is 4. The exclusion details in password are 'User Id', and the restricted passwords are 'Oracle'. The successive invalid login allowed is 4, and the previous password disallowed is 4. The password expiry parameters are: Password Expiry Period in Days (6), Password Expiry Warning Period in Days (2), and First Password Expiry Period in Days (6). The 'Force Password Change with Policy Change' checkbox is checked. The form has 'Save', 'Cancel', and 'Back' buttons at the bottom.

Table 37-3 Field Description

Field Name	Description
<b>User Type</b>	Indicates the user type for which the password policy is applied. Multiple user types can be selected for a single policy. The user type are: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Administrator</li> <li>• Retail User</li> </ul>
<b>Policy Name</b>	Password policy name.
<b>Policy Description</b>	Brief description of the password policy.
<b>Password Validators</b>	
<b>Password Length</b>	The minimum and maximum length of the password.
<b>Allowed Characters</b>	Characters allowed in the password. Different types of characters are: <ul style="list-style-type: none"> <li>• Upper Case</li> <li>• Lower Case</li> <li>• Special Characters</li> <li>• Numbers</li> </ul>
<b>Mandatory</b>	Select the <b>Mandatory</b> check box to make the selected allowed character mandatory in the password. This field only gets enabled if the user has selected 'Allowed' for that character.
<b>Mandatory Characters Allowed</b>	Enter the number of mandatory characters that should be present in the password. This field only gets enabled if the user has selected 'Mandatory' for that character.
<b>Allowed Special Characters</b>	Enter the allowed Special characters in the password. The example of special characters could be, @, #, &, etc. This field only gets enabled if the Administrator has allowed special characters in the password (in Allowed Characters field).
<b>Repetitive Characters Allowed</b>	Number of repetitive characters allowed in the password. For example: If you enter 2 in this field, user can enter 2 repetitive characters in his password like aabcd. If user enters aaabcd as his password, system will display error.
<b>Successive Characters Allowed</b>	Number of successive characters allowed. For example: If you enter 4 in this field, then user cannot enter four successive characters (aaaa/ 1111) in the password.

**Table 37-3 (Cont.) Field Description**

Field Name	Description
<b>Exclusion Details in Password</b>	Select the exclusion option from the list. You can select multiple values from the list. Exclusion details includes: <ul style="list-style-type: none"> <li>• First Name</li> <li>• Last Name</li> <li>• User ID</li> <li>• Date of Birth</li> <li>• Party ID</li> </ul>
<b>Restricted Password</b>	Enter the restricted password. User can input multiple commonly used passwords which the Bank does not want it's user to define as password. For example: If you enter restricted password as Password123, the system does not allow the user to set his password as 'Password123'.
<b>Successive Invalid Login Allowed</b>	Enter the number of attempts allowed for login with incorrect password. User will get locked once he reached the maximum invalid attempts allowed.
<b>Previous Password Disallowed</b>	Enter the disallowed number of historic passwords. For example: If you enter 5 in this field user can not define his last five passwords as his new password.
<b>Password Expiry Parameters</b>	
<b>Password Expiry Period</b>	Enter the number of days after which the password will get expired.
<b>Password Warning Period</b>	Enter the period in days in this field, post which user will get a warning message to change his password. This field should only be enabled if the <b>Password Expiry Period</b> is set.
<b>First Password Expiry Period</b>	Enter the number of days after which user's first system generated password will get expired.
<b>Force Password Change with Policy Change</b>	Select the check box to force change the password if there is a change in any of the parameter in the password validators section.

7. Click **Save** to save the password policy details.

OR

Click **Cancel** to cancel the transaction.

OR

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

8. The **Review** screen appears.

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

OR

Click **Cancel** to cancel the transaction.

OR

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

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

Click **OK** to complete the transaction.

## 37.4 Password Policy Maintenance - Edit

**To edit password policy:**

1. Navigate to one of the above paths.  
The **Password Policy Maintenance** screen appears.
2. In the **Policy Name** field, enter the password policy name.
3. Click **Search**.  
The search results corresponding to the search criteria are displayed.

**Figure 37-6 Edit Password Policy - Search**

The screenshot shows the 'Password Policy Maintenance' screen. At the top, there is a search bar with the text 'What would you like to do today?'. Below it, the 'Policy Name' field contains 'admin'. There are 'Search', 'Create', and 'Clear' buttons. Below the buttons, a table displays search results. The table has three columns: 'Policy Name', 'Policy Description', and 'User Type'. The first row shows 'AdminPolicy', 'CLIP Password Default Policy', and 'corporateuser,retailuser,administrator'. At the bottom, there is a 'Cancel' button.

**Table 37-4 Field Description**

Field Name	Description
<b>Search Criteria</b>	
<b>Policy Name</b>	Password policy name.
<b>Policy Description</b>	Brief description of the password policy.
<b>Search Result</b>	
<b>Policy Name</b>	Password policy name.
<b>Policy Description</b>	Brief description of the password policy.
<b>User Type</b>	Type of users for which the password policy to be applied.

4. Click the password policy name in the **Policy Name** column.
5. Click **Edit**.  
The password policy details screen is displayed.

Figure 37-7 Edit Password Policy

Table 37-5 Field Description

Field Name	Description
<b>User Type</b>	Indicates the user type for which the password policy is applied. Multiple user types can be selected for a single policy. The user type are: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Administrator</li> <li>• Retail User</li> </ul>
<b>Policy Name</b>	Password policy name.
<b>Policy Description</b>	Brief description of the password policy.
<b>Password Validators</b>	
<b>Password Length</b>	The minimum and maximum length of the password.

Table 37-5 (Cont.) Field Description

Field Name	Description
<b>Allowed Characters</b>	<p>Characters allowed in the password. Different types characters are:</p> <ul style="list-style-type: none"> <li>• Upper Case</li> <li>• Lower Case</li> <li>• Special Characters</li> <li>• Number</li> </ul>
<b>Mandatory</b>	<p>Select the Mandatory check box to make the selected allowed character mandatory in the password.</p> <p>This field only gets enabled if the user has selected 'Allowed' for that character.</p>
<b>Mandatory Characters Allowed</b>	<p>Number of mandatory characters that should be present in the password.</p> <p>This field only gets enabled if the user has selected 'Mandatory' for that character.</p>
<b>Allowed Special Characters</b>	<p>Special characters allowed in the password. The example of special characters could be, @, #, &amp;, etc.</p> <p>This field only gets enabled if the Administrator has allowed special characters in the password (in Allowed Characters field).</p>
<b>Repetitive Characters Allowed</b>	<p>Number of repetitive characters allowed in the password.</p> <p>For example: If you enter 2 in this field, user can enter 2 repetitive characters in his password like, aabcd. If user enters aaabcd as his password, system will display error.</p>
<b>Successive Characters Allowed</b>	<p>Number of successive characters allowed.</p> <p>For example: If you enter 4 in this field, then user cannot enter four successive characters (aaaa/ 1111) in the password.</p>
<b>Exclusion Details in Password</b>	<p>Select the exclusion option from the list. You can select multiple values from the list.</p> <p>Exclusion details includes:</p> <ul style="list-style-type: none"> <li>• First Name</li> <li>• Last Name</li> <li>• User ID</li> <li>• Date of Birth</li> <li>• Party ID</li> </ul>
<b>Restricted Password</b>	<p>Enter the restricted password. User can input multiple commonly used passwords which the Bank does not want its user to define as password.</p> <p>For example: If you enter restricted password as Password123, the system does not allow the user to set his password as 'Password123'.</p>
<b>Successive Invalid Login Allowed</b>	<p>Enter the number of attempts allowed for login with incorrect password. User will get locked once he reached the maximum invalid attempts allowed.</p>

Table 37-5 (Cont.) Field Description

Field Name	Description
<b>Previous Password Disallowed</b>	Enter the disallowed number of historic passwords. For example: If you enter 5 in this field user can not define his last five passwords as his new password.
<b>Password Expiry Parameters</b>	
<b>Password Expiry Period</b>	Enter the number of days after which the password will get expired.
<b>Password Warning Period</b>	Enter the period in days in this field, post which user will get a warning message to change his password. This field should only be enabled if the <b>Password Expiry Period</b> is set.
<b>First Password Expiry Period</b>	Enter the number of days after which user's first system generated password will get expired.
<b>Force Password Change with Policy Change</b>	Select the check box to force change the password if there is a change in any of the parameter in the password validators section.

6. Modify the appropriate details.
7. Click **Save** to save the password policy details.  
OR  
Click **Cancel** to cancel the transaction.
8. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
9. The success message of password creation appears along with the transaction reference number.  
Click **OK** to complete the transaction.

## 37.5 FAQ

1. **If I edit a password policy, will the new policy be applied for the existing users mapped under the user category?**  
Yes, the new password policy will get applied to existing as well as new users.
2. **If an existing password policy has changed will the existing users be asked to change their password to meet criteria as per the new policy**  
Existing users will only be asked to change their password if the **Force Password Change with Policy Change** checkbox is checked in the password policy.
3. **Will the user be shown any warning before the password expiry?**  
Yes, user will be shown a message on his dashboard prompting him to change his password starting from the number of days maintained in password warning period until the password gets expired.

4. **Can the Bank define more than one password policy for a user type (Administrator/Corporate/Retail)?**  
No, only one policy can be defined for a particular user type.
5. **Can the System Administrator delete a Password policy?**  
No, deletion of password policy is not permitted; however system administrator can make changes to the existing password policy.



# 38

## Security Keys

- [Password Encryption and Decryption with Public and Private Key Pairs](#)
- [API Key](#)
- [JWT Encryption Key](#)

### 38.1 Password Encryption and Decryption with Public and Private Key Pairs

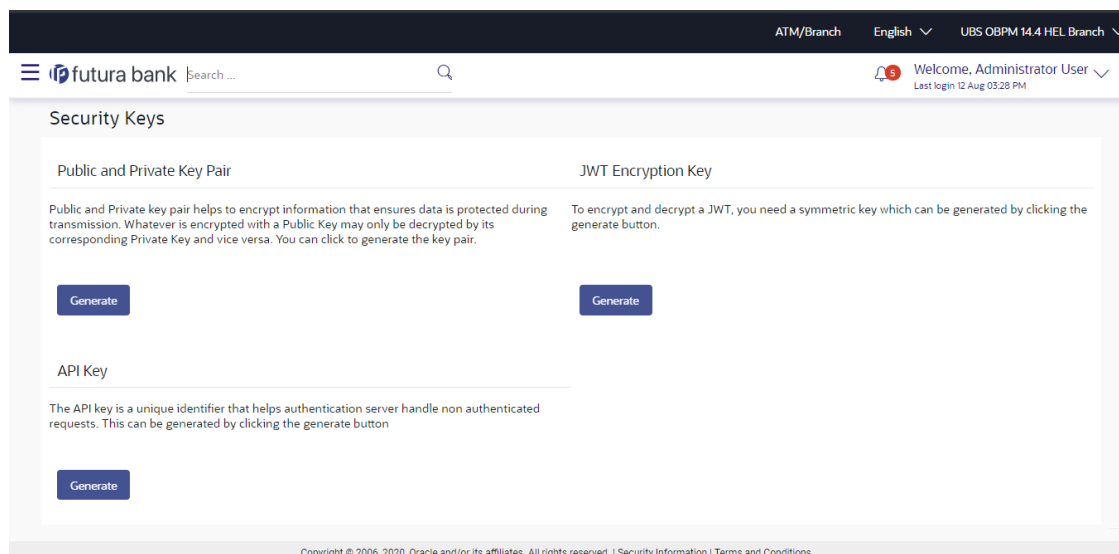
Encryption and decryption allow communication between two parties to disguise information. The sender encrypts information before sending it and the receiver decrypts the information after receiving it. While in transit, the information is encrypted to ensure that it is protected from an intruder.

Public and Private key pair helps to encrypt information that ensures sensitive data is protected during transmission. Whatever is encrypted with a Public Key can only be decrypted by its corresponding Private Key and vice versa.

### 38.2 API Key

The API key is unique identifier that helps authentication server handle non authenticated requests. This can be generated by clicking the generate button.

**Figure 38-1** API Key



**Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Security**. Under **Security**, click **Security Keys**, then click **API Key**.

## 38.3 JWT Encryption Key

A JSON web token is a JSON object to represent a set of information. On sign in, user is authenticated and JWT token is generated. This JWT is subsequently passed to make API calls.

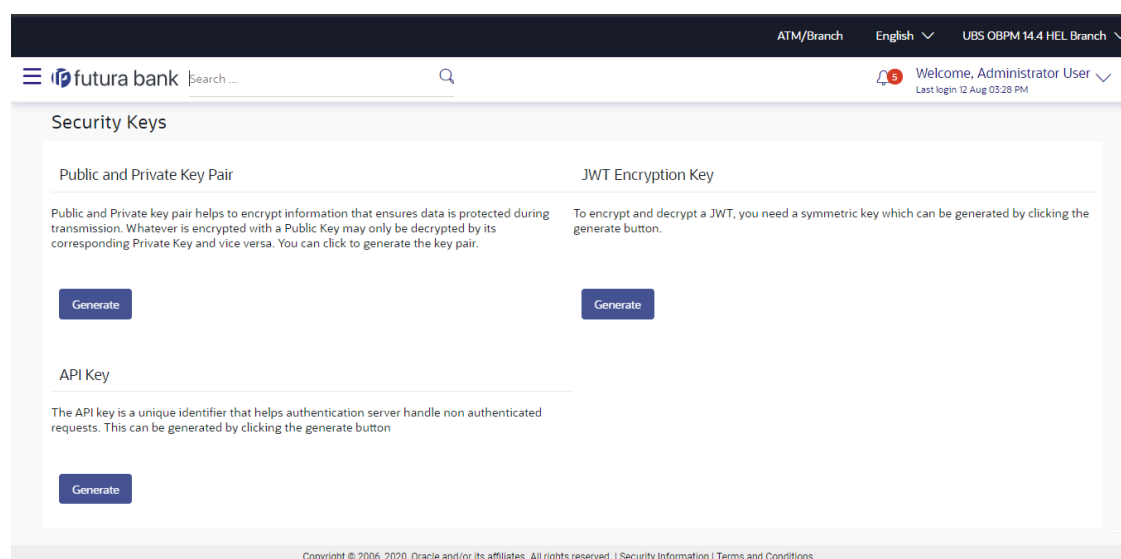
To keep sensitive information hidden from the bearer (client) or third parties, JWT should be encrypted.

A single key can be used to encrypt the data, if the JWT is encrypted with the key then the data can be decrypted using the same key.

### Navigation Path:

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Security**. Under **Security**, click **Security Keys**.

**Figure 38-2 Security Keys**



### To generate the security keys:

1. Navigate to one of the above paths.  
The **Security Keys** screen appears.
2. The default behaviour in the product will be no encryption for password as well as JWT.
3. If encryption needs to be enabled, then the system administrator should generate the respective keys.
4. Click **Generate** against the **Public and Private Key Pair**.  
System will generate public as well as private keys.
5. Click **Generate** against the **JWT Encryption Key**.  
System will generate the symmetric key for encryption.

6. Click **OK** to complete the transaction.

 **Note:**

The server will need to be restarted post key generation.

## User Group - Subject Mapping

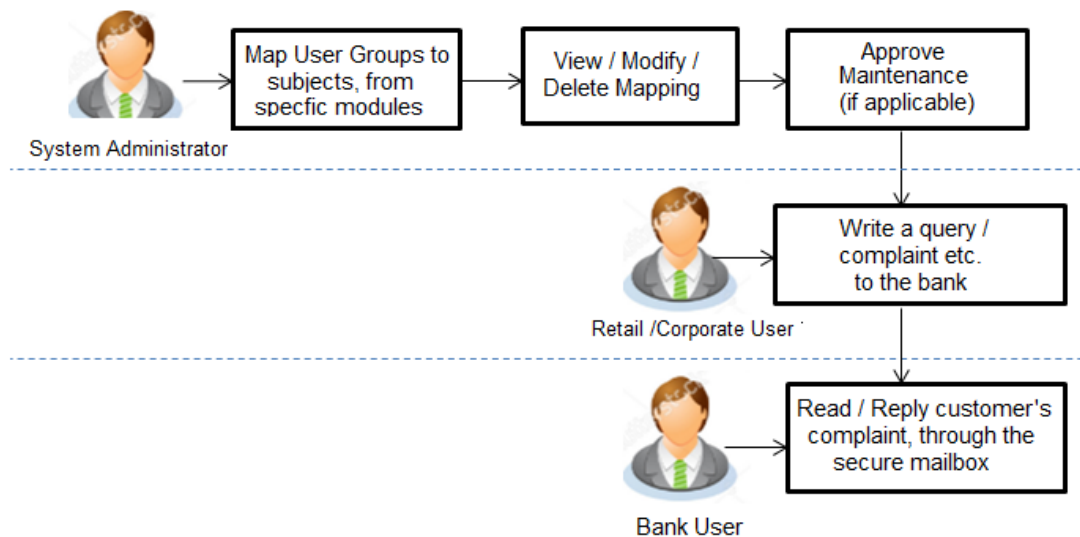
This maintenance facilitates mapping of subjects, to user groups in the bank, to streamline communication between the bank's users and its end customers.

Once User Groups are mapped to certain transactions or modules, users, in that group can reply to communication pertaining to the specific subject. The communication channel used is the bank's secure mailbox. For instance, employees in the Credit Card department of the bank will be able to reply to / address queries raised by customers who are overdue on their payments or who want to seek clarification on their monthly statement.

### Pre-requisites

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.
- Administrator user groups are maintained.
- Maintain applicable subjects, for each Module.

**Figure 39-1 Workflow**



### Features supported in Application:

The following options are available as part of this maintenance:

- [Search User Group - Subject Mapping](#)
- [Create User Group - Subject Mapping](#)
- [Modify User Group - Subject Mapping](#)

### Navigation Path:

From **System/ Bank Administrator Dashboard**, under **Communications** widget, click **User Group Subject Mapping**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Communications**. Under **Communications** , click **User Group Subject Mapping**.

- [User Group - Subject Mapping - Search](#)
- [User Group - Subject Mapping - Create](#)
- [User Group - Subject Mapping - Modify](#)
- [FAQ](#)

## 39.1 User Group - Subject Mapping - Search

User Group – subject mapping search option allows System Administrator to view the existing User Group - Subject Mapping.

**To view User Group - Subject Mapping:**

1. Navigate to one of the above paths.

The **User Group - Subject Mapping** screen appears.

2. In the **Mapping Code** field, enter the user group - subject mapping code for which you want to view the details.

OR

In the **Description** field, enter the user group - subject mapping description for which you want to view the details.

OR

From the **Group Code** list, select the group code already maintained to view the details of the same.

3. Click **Search**.

OR

Click **Clear** to reset the details.

OR

Click **Cancel** to cancel the transaction.

**Figure 39-2 User Group - Subject Mapping - Search**

The screenshot shows the 'User Group - Subject Mapping' search interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user profile for 'Sweta Thakur' with a 'Welcome' message and 'Last login 29 Apr 02:46 PM'. The main content area is titled 'User Group - Subject Mapping' and contains a search form with three input fields: 'Mapping Code', 'Description', and 'Group Code'. The 'Group Code' field has a dropdown menu showing 'AdminGroupforMails-AdminGroupf...'. Below the form are three buttons: 'Search', 'Clear', and 'Cancel'. Underneath the form is a 'Mapping Details' table with three columns: 'Mapping Code', 'Description', and 'Group Code'. The table contains one row with the values 'AdminGroupforMails', 'AdminGroupforMails', and 'AdminGroupforMails'. To the right of the search form is a 'Note' box with a document icon and the text: 'You can map group of users of the Bank to various mail subjects. This ensures to simplify the communication between the Bank and end customers through secured mailbox.' Below the note is a 'Create' button. At the bottom of the page, there is a copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Table 39-1 Field Description**

Field Name	Description
<b>Mapping Code</b>	The user group - subject mapping code.
<b>Description</b>	The user group - subject mapping description.
<b>Group Code</b>	The group code to enquire about user group subject mapping, already maintained.

4. Click the **Mapping Code** for which you want to view the mapping details.

The **User Group - Subject Mapping - View** screen displays the mapping of subject to the user group.

**Figure 39-3 User Group - Subject Mapping - View**

The screenshot displays the 'User Group - Subject Mapping' interface. At the top, the Futura Bank logo and user information (System Administrator, ATM/Branch, English, UBS 14.3 AT3 Branch) are visible. The main content area includes:

- Mapping Code:** AdminGroupforMails
- Mapping Description:** AdminGroupforMails
- Mapping Details:**
  - Group Code:** AdminGroupforMails-AdminGroupforMails
- Subjects:**
  - All Subjects
    - Current and Savings Accounts
      - Transaction Dispute
      - Unblock Debit / ATM card
      - Others
      - Reissue of lost ATM/Debit Card
    - Miscellaneous
      - Complaint
    - Term Deposits
      - Others
    - Loans
      - Personal Loan
      - Automobile Loan
      - Home Loan
    - Credit Cards
      - Block Credit Card
      - Apply for New Credit Card
      - Others
      - Change Communication Address
    - Reissue Debit card PIN
    - Change Communication Address
    - Open New Bank Account
    - Block Debit / ATM card
    - Feedback
    - Term Deposit Certificate
    - Others
    - Education Loan
    - Transaction Dispute
    - Reward Points related queries
    - Reissue Credit Card PIN

At the bottom of the form, there are buttons for 'Edit', 'Cancel', and 'Back'. A copyright notice is visible at the very bottom: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Table 39-2 Field Description**

Field Name	Description
<b>Mapping Code</b>	The user group - subject mapping code.
<b>Description</b>	The user group - subject mapping description.
<b>Mapping Details</b>	
<b>Group Code</b>	The group code assigned to user group subject mapping.

**Table 39-2 (Cont.) Field Description**

Field Name	Description
<b>Subjects</b>	The list of all subjects maintained.

 **Note:**

1) All Subjects: if this is checked, then all subjects will be mapped with selected group code within the CASA, TD, Loans, Credit Cards modules.

2) List of Individual Subject: Module wise list of subjects will be available with check box against those. If this is checked, then individual subject is mapped with selected group code within the CASA, TD, Loans, Credit Cards and other modules.

5. Click **Edit** to edit the subject mapping details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## 39.2 User Group - Subject Mapping - Create

Using User Group – Subject mapping - Create option, System Administrator can create the user group - subject mapping.

**To create User Group - Subject Mapping:**

1. Navigate to one of the above paths.  
The **User Group - Subject Mapping** screen appears.
2. Click **Create**.  
The **User Group - Subject Mapping - Create** screen appears.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction.



**Figure 39-4 User Group - Subject Mapping - Create**

The screenshot shows the 'User Group - Subject Mapping' form in the futura bank system. The form includes the following fields and options:

- Mapping Code:** 10029
- Mapping Description:** Admin
- Mapping Details:**
  - Group Code:** Group111-Group Admin
- Subjects:**
  - All Subjects
  - Current and Savings Accounts
    - Block Debit / ATM card
    - Open New Bank Account
    - Reissue of lost ATM/Debit Card
    - Unblock Debit / ATM card
  - Term Deposits
    - Term Deposit Certificate
  - Loans
    - Automobile Loan
    - Home Loan
    - Others
  - Credit Cards
    - Apply for New Credit Card
    - Change Communication Address
    - Reward Points related queries
    - Others
  - Miscellaneous
    - Complaint

At the bottom of the form, there are three buttons: **Save**, **Cancel**, and **Back**.

**Table 39-3 Field Description**

Field Name	Description
<b>Mapping Code</b>	The user group - subject mapping code.
<b>Description</b>	The user group - subject mapping description.
<b>Mapping Details</b>	
<b>Group Code</b>	The group code assigned to user group subject mapping.

**Table 39-3 (Cont.) Field Description**

Field Name	Description
<b>Subjects</b>	The list of all subjects maintained.

 **Note:**

- a. All Subjects: if this is checked, then all subjects will be mapped with selected group code within the CASA, TD, Loans, and Credit Cards modules.
- b. List of Individual Subject: Module wise list of subjects will be available with check box against those. If this is checked, then individual subject is mapped with selected group code within the CASA, TD, Loans, Credit Cards and other modules.

3. In the **Mapping Code** field, enter the user group - subject mapping code.
4. In the **Description** field, enter the user group - subject mapping description.
5. From the **Group Code** list, select the appropriate option.
6. Select the respective check boxes preceding the subject to be mapped.  
OR  
Select **All Subjects** check box, if you want to map all subjects.
7. Update the required details.
8. Click **Save** to save the modified details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
9. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Edit** to modify the details.
10. The success message of creation of user group - subject mapping along with the transaction reference number appears.  
Click **OK** to complete the transaction.

## 39.3 User Group - Subject Mapping - Modify

Using User Group – Subject Mapping - Modify option; System Administrator can edit the user group - subject mapping.

**To edit the User Group - Subject Mapping:**

1. Navigate to one of the above paths.

The **User Group - Subject Mapping** screen appears.

2. In the **Mapping Code** field, enter the user group - subject mapping code for which you want to view the details.

OR

In the **Description** field, enter the user group - subject mapping description for which you want to view the details.

OR

From the **Group Code** list, select the group code already maintained to view the details of the same.

3. Click **Search** to display results based on search criteria.
4. Click the **Mapping Code** for which you want to view the mapping details.

The **User Group - Subject Mapping - View** screen displays the mapping of subject to the user group.

**Figure 39-5 User Group - Subject Mapping - Edit**

The screenshot shows the 'User Group - Subject Mapping' edit interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main header includes the 'futura bank' logo and a user profile for 'Sweta Thakur'. The form contains the following sections:

- Mapping Code:** AdminGroupforMails
- Mapping Description:** AdminGroupforMails
- Mapping Details:**
  - Group Code:** AdminGroupforMails-AdminGroupforMails
  - Subjects:**
    - All Subjects
      - Current and Savings Accounts
        - Transaction Dispute
        - Unblock Debit / ATM card
        - Others
        - Reissue of lost ATM/Debit Card
      - Miscellaneous
        - Complaint
      - Term Deposits
        - Others
      - Loans
        - Personal Loan
        - Automobile Loan
        - Home Loan
      - Credit Cards
        - Block Credit Card
        - Apply for New Credit Card
        - Others
        - Change Communication Address

At the bottom of the form, there are three buttons: 'Save', 'Cancel', and 'Back'. A footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Table 39-4 Field Description**

Field Name	Description
<b>Mapping Code</b>	The user group - subject mapping code.
<b>Description</b>	The user group - subject mapping description.
<b>Mapping Details</b>	
<b>Group Code</b>	The group code assigned to user group subject mapping.

**Table 39-4 (Cont.) Field Description**

Field Name	Description
<b>Subjects</b>	The list of all subjects maintained.

 **Note:**

- a. All Subjects: if this is checked, then all subjects will be mapped with selected group code within the CASA, TD, Loans, and Credit Cards modules.
- b. Individual Subject: if this is checked, then individual subject is mapped with selected group code within the CASA, TD, Loans, Credit Cards modules.

5. Select the respective check boxes preceding the subject to be mapped.  
OR  
Select **All Subjects** check box, if you want to map all subjects.
6. Update the required details.
7. Click **Save** to save the modified details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
8. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Edit** to modify the details.
9. The success message of update along with the transaction reference number appears.  
Click **OK** to complete the transaction.

## 39.4 FAQ

1. **If a user has been mapped to all subjects in the CASA module, what does it mean?**  
If the bank user is mapped to all subjects in CASA, he will be able to receive and reply to the business users on those CASA subjects.
2. **How does this maintenance help the bank and its customers?**

This set-up is a way to allow or restrict access, to the users of the bank. This enables a secure communication channel between the bank and its end customers.

**3. I am an employee of the bank, and I belong to the user group that is mapped to all Term Deposits subjects. Can I initiate an email and send it to the customer?**

No, you cannot initiate a correspondence with a customer, you can only reply to his queries on Term Deposits, through the mailbox.

## User Group - Service Request Mapping

Using this screen, the bank admin user can map the service requests to the user groups. A specific user group can be mapped to either all service requests or specific service requests. Once User Groups are mapped to all or specific service requests, bank admin users in that group will be able to work on the raised service requests.

The bank needs to ensure that the user group-service request mapping is maintained. Administrator will be able to enable the specific service request only when Service Request is mapped to the specific user group.

If service requests are mapped at the product level like CASA, Loan etc. to the specific user group and later a new service request gets added under the product, then the service request will be automatically mapped to the user group.

Similarly if the service requests are already raised by the corporate users and later the service request gets assigned to a new group, then the new group will be able to view the service requests raised before the 'User Group-Service Request Mapping' was done.

In case the access of the specific service request or service request group (product level) is removed from the user group, the check will be performed real-time and only those user groups who have access will be able to work on the respective service requests.

The new users who are mapped to the user group, will get access to the service requests automatically (as they are now a part of the user group).

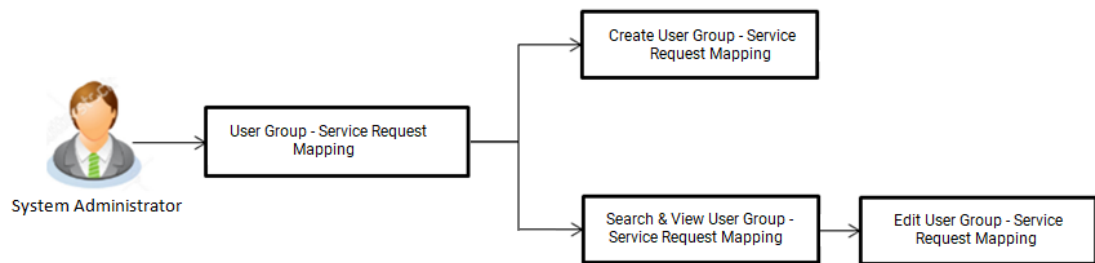
 **Note:**

1. When the service request is fully approved by the corporate approver, the service request will be assigned to the bank admin user group for resolution.
2. Alert will be sent to the maker when the service request is initiated and alerts will be sent to the admin users of the selected user group, once the service request is assigned (i.e., once it is fully approved).

**Pre-requisites**

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.
- Administrator user groups are maintained.
- Maintain applicable subjects, for each Module.

**Figure 40-1 Workflow**



**Features supported in Application:**

The following options are available as part of this maintenance:

- [Search User Group - Service Request Mapping](#)
- [Create User Group - Service Request Mapping](#)
- [Modify User Group - Service Request Mapping](#)

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, under **Communications** widget, click **User Group - Service Request Mapping**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Communications**. Under **Communications**, click **User Group - Service Request Mapping**.

- [User Group - Service Request Mapping - Search](#)
- [User Group - Service Request Mapping - Create](#)
- [User Group - Service Request Mapping - Modify](#)
- [FAQ](#)

## 40.1 User Group - Service Request Mapping - Search

User Group – Service Request mapping search option allows System Administrator to view the existing User Group - Service Request Mapping.

**To view User Group - Service Request Mapping:**

1. Navigate to one of the above paths.

The **User Group - Service Request Mapping** screen appears.

2. In the **Mapping Code** field, enter the user group - service request code for which you want to view the details.

OR

In the **Description** field, enter the user group - service request mapping description for which you want to view the details.



OR

From the **Group Code** list, select the group code already maintained to view the details of the same.

3. Click **Search** to display results based on search criteria..

OR

Click **Clear** to reset the details.

OR

Click **Cancel** to cancel the transaction.

**Figure 40-2 User Group - Service Request Mapping - Search**

Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved.[SecurityInformation]Terms and Conditions

**Table 40-1 Field Description**

Field Name	Description
<b>Mapping Code</b>	The user group - service request mapping code.
<b>Description</b>	The user group - service request mapping description.
<b>Group Code</b>	The group code to enquire about user group service request mapping, already maintained.

4. Click the **Mapping Code** for which you want to view the mapping details.

The **User Group - Service Request Mapping - View** screen displays the mapping of service request to the user group.

Figure 40-3 User Group - Service Request Mapping - View

ATM & Branch Locator   English   UBS OBPM 14.4 HEL Branch

futura bank
Search ...
Welcome, deepak admin  
Last login 10/19/22, 9:32 AM

### User Group - Service Request Mapping

Mapping Code: automap1

Mapping Description: CreditcardSRMapping

#### Mapping Details

Group Code: GR01-Group code


Service Requests

All Service Requests

- CLoan
  - Corp Laon
  - Corp Laon map
  - Test Corp SR
- Product
  - test
  - Existing RequestTest814
  - new Existing RequestTest
  - Existing Request1
- Credit Card
  - Happy Hours
  - Request For Corporate user
  - New Request Credit Card1
  - delete2
  - Update Card Limits
  - AddOn Card
  - Update Bill Cycle
  - Update Credit Card Auto Payment
  - Deregister Credit Card Auto Payment
  - Deactivate Card
  - Unblock Card
  - Happy Hours2
  - New Request Credit Card
  - delete1
  - Credit Card PIN Request
  - Credit Card Hotlisting
  - Replace Credit Card
  - Credit Card Statement Dispute
  - Register Credit Card Auto Payment
  - Activate Credit Card
  - Cancel Card
- CASA
  - RD SR template
  - auto map4
  - auto map6
  - auto map8
  - RD SR template 2
  - auto map5
  - auto map7
- Loan
  - 1228286
  - Test SR Form 2
  - Header Update Test
  - Q22b1
  - Loan
  - Test Form Redit
  - 6e98c
  - Loan Top Up
- KYC
  - Corp KYC
- karate
  - New Request Credit Card 1
- Home Loan
  - Home Loan Request
- corp prod
  - corp role
  - corp mime
- Debit Card
  - Test Request
  - RetailTest
  - Debit Card PIN Request
  - Activate Debit Card
  - Unblocked Debit Card
  - Change Debit Card
  - Service Request Form
  - New Debit Card Request
  - Block Debit Card
  - Replace Debit Card
  - Blocked Debit Card
  - Update Debit Card Limit

**Table 40-2 Field Description**

Field Name	Description
<b>Mapping Code</b>	The user group - service request mapping code.
<b>Description</b>	The user group - service request mapping description.
<b>Mapping Details</b>	
<b>Group Code</b>	The group code assigned to user group service request mapping.
<b>Service Requests</b>	The list of all service request maintained.

 **Note:**

- a. All Service Request: if this is checked, then all service requests will be mapped with selected group code within the CASA, TD, Loans, Credit Cards modules.
- b. List of Individual Service Request: Module wise list of service requests will be available with check box against those. If this is checked, then individual service request is mapped with selected group code within the CASA, TD, Loans, Credit Cards and other modules.

5. Click **Edit** to edit the service requests mapping details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## 40.2 User Group - Service Request Mapping - Create

Using User Group – Service Request mapping - Create option, System Administrator can create the user group - Service Request mapping.

**To create User Group - Service Request Mapping:**

1. Navigate to one of the above paths.  
The **User Group - Service Request Mapping** screen appears.
2. Click **Create**.  
The **User Group - Service Request Mapping - Create** screen appears.  
OR  
Click **Back** to navigate to the previous screen.

OR

Click **Cancel** to cancel the transaction.

Figure 40-4 User Group - Service Request Mapping - Create

ATM & Branch Locator   English   UBS OBPM 14.4 HEL Branch

futura bank
Search ...
Welcome, deepak admin  
Last login 10/19/22, 9:32 AM

### User Group - Service Request Mapping

Mapping Code:

Mapping Description:

**Mapping Details**

Group Code:

Service Requests

All Service Requests

- CLoan
  - Corp Laon
  - Corp Laon map
  - Test Corp SR
- Product
  - test
  - Existing RequestTest814
  - new Existing RequestTest
  - Existing Request1
- Credit Card
  - Happy Hours
  - Request For Corporate user
  - New Request Credit Card1
  - delete2
  - Update Card Limits
  - AddOn Card
  - Update Bill Cycle
  - Update Credit Card Auto Payment
  - Deregister Credit Card Auto Payment
  - Deactivate Card
  - Unblock Card
  - Happy Hours2
  - New Request Credit Card
  - delete1
  - Credit Card PIN Request
  - Credit Card Hotlisting
  - Replace Credit Card
  - Credit Card Statement Dispute
  - Register Credit Card Auto Payment
  - Activate Credit Card
  - Cancel Card
- d8a44
  - d8a44
- CASA
  - RD SR template
  - auto map4
  - auto map6
  - auto map8
  - RD SR template 2
  - auto map5
  - auto map7
- Loan
  - 1228286
  - Test SR Form 2
  - Header Update Test
  - 022b1
  - Loan
  - Test Form Redit
  - 6e98c
  - Loan Top Up
- KYC
  - Corp KYC
- karate
  - New Request Credit Card 1
- Home Loan
  - Home Loan Request
- corp prod
  - corp role
  - aa
  - Test CU
  - corp mime
  - Test
  - Test4545
- Debit Card
  - Test Request
  - RetailTest
  - Debit Card PIN Request
  - Activate Debit Card
  - Unblocked Debit Card
  - Change Debit Card
  - Service Request Form
  - New Debit Card Request
  - Block Debit Card
  - Replace Debit Card
  - Blocked Debit Card
  - Update Debit Card Limit

Save
Cancel
Back

**Table 40-3 Field Description**

Field Name	Description
<b>Mapping Code</b>	The user group - service request mapping code.
<b>Description</b>	The user group - service requests mapping description.
<b>Mapping Details</b>	
<b>Group Code</b>	The group code to create user group service request mapping.
<b>Service Requests</b>	The list of all service request maintained.

 **Note:**

- a. All Service Request: if this is checked, then all service requests will be mapped with selected group code within the CASA, TD, Loans, Credit Cards modules.
- b. List of Individual Service Request: Module wise list of service requests will be available with check box against those. If this is checked, then individual service request is mapped with selected group code within the CASA, TD, Loans, Credit Cards and other modules.

3. In the **Mapping Code** field, enter the user group - service request mapping code.
4. In the **Description** field, enter the user group - service request mapping description.
5. From the **Group Code** list, select the appropriate option.
6. Select the respective check boxes preceding the service request to be mapped.  
 OR  
 Select **All Subjects** check box, if you want to map all subjects.
7. Update the required details.
8. Click **Save** to save the modified details.  
 OR  
 Click **Cancel** to cancel the transaction.  
 OR  
 Click **Back** to navigate to the previous screen.
9. The **Review** screen appears.  
 Verify the details, and click **Confirm**.  
 OR  
 Click **Cancel** to cancel the transaction.

OR

Click **Edit** to modify the details.

10. The success message of creation of user group - service request mapping along with the transaction reference number appears

Click **OK** to complete the transaction.

 **Note:**

- a. If the mapping setup requires an approval workflow, the maintenance will be initiated. Once approved by the required number of approvers, the mapping will be in effect.
- b. If the setup does not require an approval or is self / auto approved, then the mapping will be in effect immediately.

## 40.3 User Group - Service Request Mapping - Modify

Using User Group – Service Request Mapping - Modify option; System Administrator can edit the user group - Service Request mapping.

### To edit the User Group - Service Request Mapping:

1. Navigate to one of the above paths.

The **User Group - Service Request Mapping** screen appears.

2. In the **Mapping Code** field, enter the user group - service request mapping code for which you want to view the details.

OR

In the **Description** field, enter the user group - service request mapping description for which you want to view the details.

OR

From the **Group Code** list, select the group code already maintained to view the details of the same.

3. Click **Search** to display results based on search criteria.
4. Click the **Mapping Code** for which you want to view the mapping details.

The **User Group - Service Request Mapping - View** screen displays the mapping of service request to the user group.

Figure 40-5 User Group - Service Request Mapping - Edit

ATM & Branch Locator
English
UBS OBPM 14.4 HEL Branch

futura bank
Search ...
DA
Welcome, deepak admin  
Last login 10/19/22, 9:32 AM

### User Group - Service Request Mapping

Mapping Code:

Mapping Description:

Mapping Details

Group Code:

Service Requests

All Service Requests

- CLoan
  - Corp Laon
  - Corp Laon map
- Product
  - test
  - Existing RequestTest814
- Credit Card
  - Happy Hours
  - Request For Corporate user
  - New Request Credit Card1
  - delete2
  - Update Card Limits
  - AddOn Card
  - Update Bill Cycle
  - Update Credit Card Auto Payment
  - Deregister Credit Card Auto Payment
  - Deactivate Card
  - Unblock Card
- CASA
  - RD SR template
  - auto map4
  - auto map6
  - auto map8
- Loan
  - 1228286
  - Test SR Form 2
  - Header Update Test
  - 022b1
- KYC
  - Corp KYC
- karate
  - New Request Credit Card 1
- Home Loan
  - Home Loan Request
- corp prod
  - corp role
- Debit Card
  - Test Request
  - RetailTest
  - Debit Card PIN Request
  - Activate Debit Card
  - Unblocked Debit Card
  - Change Debit Card

- Test Corp SR
- new Existing RequestTest
- Existing Request1
- Happy Hours2
- New Request Credit Card
- delete1
- Credit Card PIN Request
- Credit Card Hotlisting
- Replace Credit Card
- Credit Card Statement Dispute
- Register Credit Card Auto Payment
- Activate Credit Card
- Cancel Card
- RD SR template 2
- auto map5
- auto map7
- Loan
- Test Form Redit
- 6e98c
- Loan Top Up
- corp mime
- Service Request Form
- New Debit Card Request
- Block Debit Card
- Replace Debit Card
- Blocked Debit Card
- Update Debit Card Limit

Save
Cancel
Back



**Table 40-4 Field Description**

Field Name	Description
<b>Mapping Code</b>	The user group - service request mapping code.
<b>Description</b>	The user group - service requests mapping description.
<b>Mapping Details</b>	
<b>Group Code</b>	The group code to create user group service request mapping.
<b>Service Requests</b>	The list of all service request maintained.

 **Note:**

- a. All Service Request: if this is checked, then all service requests will be mapped with selected group code within the CASA, TD, Loans, Credit Cards modules.
- b. List of Individual Service Request: Module wise list of service requests will be available with check box against those. If this is checked, then individual service request is mapped with selected group code within the CASA, TD, Loans, Credit Cards and other modules.

5. Select the respective check boxes preceding the service request to be mapped.  
OR  
Select **All Subjects** check box, if you want to map all service requests.
6. Update the required details.
7. Click **Save** to save the modified details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
8. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Edit** to modify the details.

9. The success message of update along with the transaction reference number appears. Click **OK** to complete the transaction.

 **Note:**

- a. If the mapping setup requires an approval workflow, the maintenance will be initiated. Once approved by the required number of approvers, the mapping will be effected.
- b. If the setup does not require an approval workflow or is self / auto approved, then the mapping will be effected immediately.

## 40.4 FAQ

1. **If a user has been mapped to all service requests in the CASA module, what does it mean?**  
If the user group is mapped to all service requests in CASA, bank admin users in that group will be able to work on the raised service requests with respect to that module, and if later a new service request gets added under the product, then the service request will be automatically mapped to the user group.
2. **How does this maintenance help the bank and its customers?**  
This set-up allow bank admin user to map the service requests to the user groups so bank admin users in that group can work on the raised service requests.
3. **Can bank enable service request without User Group – Service Request mapping?**  
No, unless the User Group – Service Request mapping maintenance is done for the all group or specific group is done, bank cannot enable service request.

# Alerts Maintenance

Alerts maintenance allows the System Administrator to define required parameters for each alert that is to be sent to the banks internal (Administrators) and external users (Business users). User can define the alert messages to be sent to different recipients on different channels. Also the type of alert Mandatory or subscribed can be defined by the user for each event.

Application also supports actionable alerts. Actionable alerts help user taking an action on the alert message received so that he/she does not have to navigate to the respective transaction manually to take specific action on the message. These alerts can be defined for any of the delivery mode i.e. email, SMS, push notification and on screen.

 **Note:**

If both Retail and Business parties are mapped to a user, then the alerts behavior will be as below:

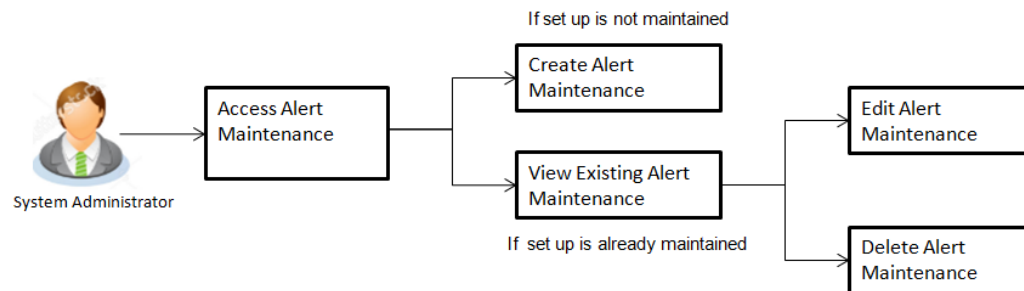
1. For the transactions done in a Retail Party, alert will be sent to the user's contact information available in the respective core banking application.
2. For the transactions done in a Business Party, alert will be sent to the user's contact information available at the user level in Digital Banking.

**Factory shipped Actionable Alerts:**

Corporate Approval – User will be able to click on the link available in the alert and he or she will be redirected to transaction approval page.

**Pre-requisites**

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.
- Various events are maintained

**Figure 41-1 Workflow****Features supported in Application:**

Alert maintenance available features available to System Administrator users in the application:

- [View alerts already maintained](#)
- [Create a new alert](#)
- [Edit an alert](#)
- [Delete an alert](#)

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, under **Communications** widget, click **Alert Maintenance**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Communications**. Under **Communications**, click **Alert Maintenance**.

- [Alerts Maintenance - Search](#)
- [Alerts Maintenance - Create](#)
- [Alerts Maintenance - Edit](#)
- [Alerts Maintenance- Delete](#)
- [FAQ](#)

## 41.1 Alerts Maintenance - Search

Using this option, System Administrator can search and view the details of any alerts maintained based on the search parameters. If the search parameters are not specified, records of all the alerts maintained in the application are displayed (i.e. a blank search is allowed).

**To view alerts:**

1. Navigate to one of the above paths.  
The **Alert Maintenance** screen appears.

2. From the **Module Name** list, select the appropriate option whose alerts you to view.
3. From the **Event Name** list, select the event, for which one wants to view the alerts maintained.
4. Click **Search**.

The alerts maintained appear based on the entered search parameters.

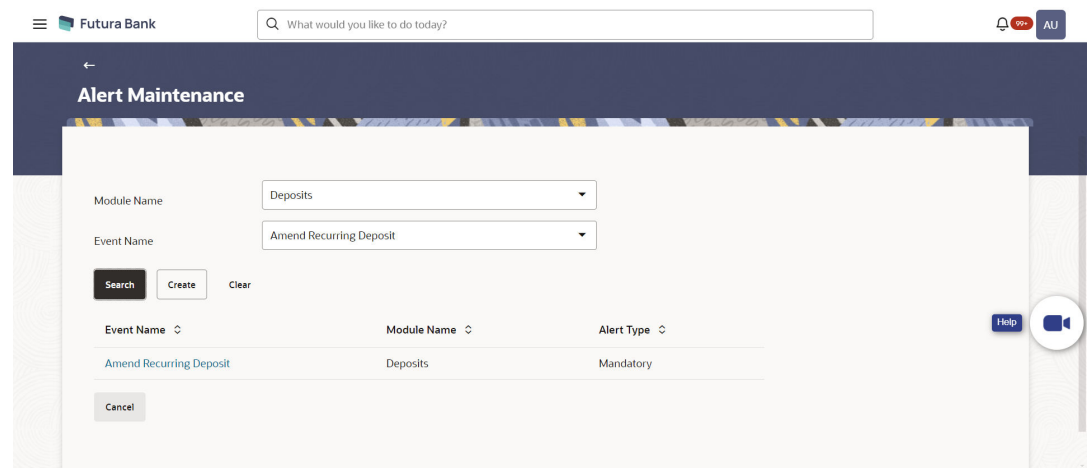
OR

Click **Clear** to reset the details.

OR

Click **Cancel** to cancel the transaction.

**Figure 41-2 Alerts Maintenance- Search**



**Table 41-1 Field Description**

Field Name	Description
<b>Module Name</b>	Name of the module to which alert is maintained.
<b>Event Name</b>	The event activity associated with the alert based on the Module name selection.
<b>Search Results</b>	
<b>Event Name</b>	The event activity associated with the alert.
<b>Module Name</b>	Name of the module to which the event was linked.
<b>Alert Type</b>	The type of alert i.e. if the alert is a subscription based alert or is one that is sent by the bank by default. The options are: <ul style="list-style-type: none"> <li>• Subscribed</li> <li>• Mandatory (Bank Notification)</li> </ul>

5. To view the details of a specific alert, click the **Event Name** field, in the Search Results table.

OR

The **Alert Maintenance- View** screen with maintained details appears.

Figure 41-3 Alerts Maintenance – Detailed View

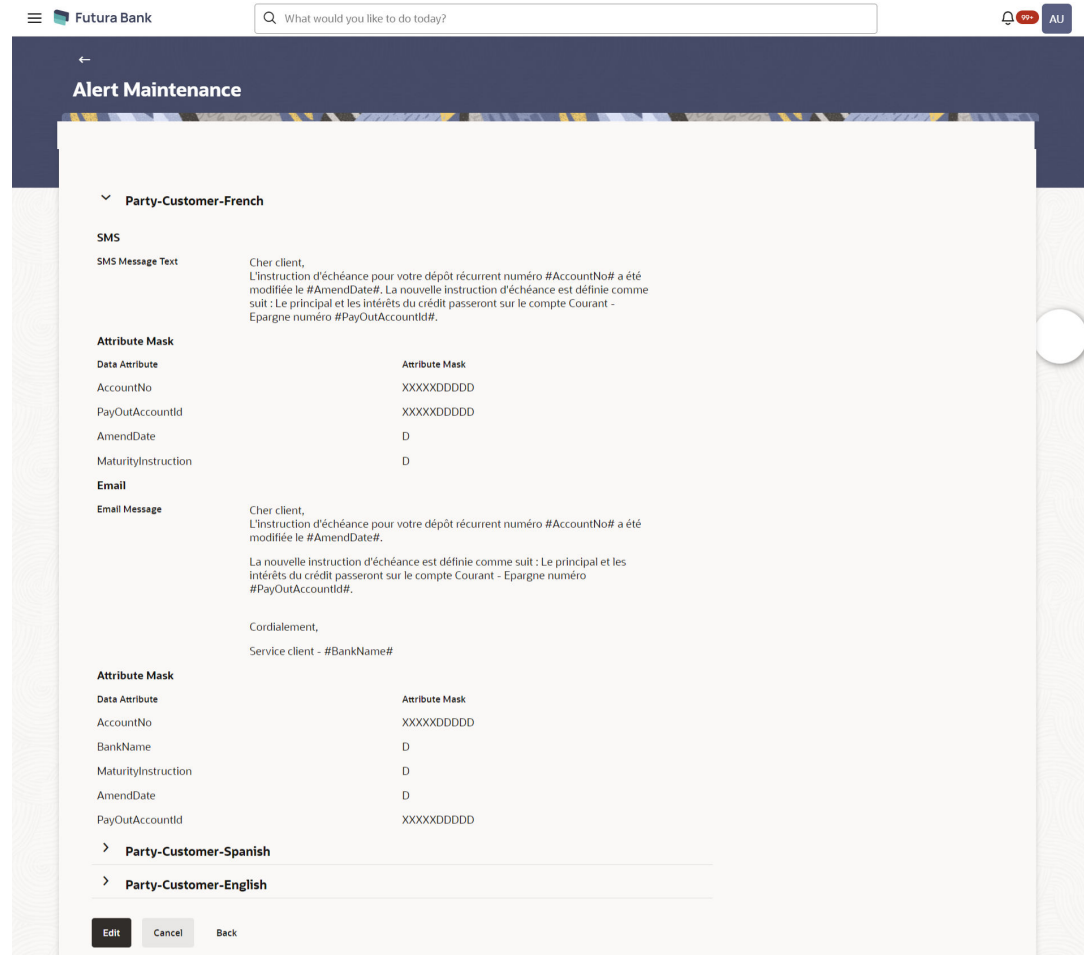


Table 41-2 Field Description

Field Name	Description
<b>Module Name</b>	Name of the module for which alert is maintained.
<b>Event Name</b>	The event activity associated with the alert based on the Module name selection.
<b>Alert Type</b>	The type of alert i.e. if the alert is a subscription based alert or is one that is sent by the bank by default (mandatory). The options are: <ul style="list-style-type: none"> <li>• S: Subscribed</li> <li>• M: Mandatory (Bank Notification)</li> </ul>
<b>Message Settings</b>	

Table 41-2 (Cont.) Field Description

Field Name	Description
<b>Recipient Type</b>	The facility to select the category of recipients of the alert. The values can be: <ul style="list-style-type: none"> <li>• Corporate <ul style="list-style-type: none"> <li>– Approver</li> <li>– Initiator</li> <li>– Next Approver</li> <li>– Previous Approver</li> <li>– User</li> </ul> </li> <li>• Banker <ul style="list-style-type: none"> <li>– Approver</li> <li>– Initiator</li> <li>– Next Approver</li> <li>– Previous Approver</li> </ul> </li> <li>• External <ul style="list-style-type: none"> <li>– User</li> </ul> </li> <li>• Party <ul style="list-style-type: none"> <li>– Customer</li> </ul> </li> </ul>
<b>Locale</b>	Language in which the message is defined.
<b>Alert Type</b>	The type of alert i.e. if the alert is a subscription based alert or is one that is sent by the bank by default. The options are: <ul style="list-style-type: none"> <li>• S: Subscribed</li> <li>• M: Mandatory (Bank Notification)</li> </ul>
<b>Delivery Mode</b>	The delivery mode through which the alert is to be sent. The options are: <ul style="list-style-type: none"> <li>• Email: alert is to be sent as an email</li> <li>• SMS: alert is to be sent as an SMS on the user's mobile number</li> <li>• On screen: Alert is sent as a message to customer's secured mail box (mailbox available within OBAPIS).</li> <li>• Push Notification: notifications are sent as a banner or pop-up message on the user's mobile number</li> </ul>
Below fields appears, if the <b>Delivery Mode</b> is <b>Email</b> .	
<b>Email Subject</b>	The subject as specified in the template.
<b>Email Message</b>	The content of the template.
<b>Attribute Mask</b>	The attribute mask may be in the form of masking all but the last 4 digits of the account number.
<b>Data Attribute</b>	The data attribute that is to be masked, in the communication.
Below fields appear, if the <b>Delivery Mode</b> is <b>On Screen</b> .	
<b>On Screen Subject</b>	The subject as specified in the On Screen template.
<b>On Screen Message</b>	The content of the template.
<b>Attribute Mask</b>	The attribute mask may be in the form of masking all but the last 4 digits of the account number.
<b>Data Attribute</b>	The data attribute that is to be masked, in the communication.
Below fields appear, if the <b>Delivery Mode</b> is <b>Push Notification</b> .	
<b>Message Title</b>	The title as specified in the Push Notification template.
<b>Notification Message</b>	The content of the notification template.
<b>Attribute Mask</b>	The attribute mask may be in the form of masking all but the last 4 digits of the account number.
<b>Data Attribute</b>	The data attribute that is to be masked, in the communication.

**Table 41-2 (Cont.) Field Description**

Field Name	Description
Below fields appears, if the <b>Delivery Mode</b> is <b>SMS</b> .	
<b>SMS Message Text</b>	The content of the SMS template.
<b>Attribute Mask</b>	The attribute mask may be in the form of masking all but the last 4 digits of the account number.
<b>Actions</b> The below fields are applicable only for Actionable Alerts.	
<b>Action ID</b>	The unique action ID assigned to the action defined for the event. This is defined at the time of creating the alert. Admin user will not be able to make any changes in it from UI.
<b>Description</b>	The description about the action added on the alerts for a specific delivery mode. This field is not editable.
<b>Action Text</b>	The text that needs to be displayed instead of the URL in the alert message. By clicking on which the user will be redirected to the respective URL.
<b>Status</b>	The current status of the alert. The options are: <ul style="list-style-type: none"> <li>• Disabled- does not allow user to take action on alert message</li> <li>• Enabled- allow user to take action on alert message</li> </ul>

6. Click **Edit** to edit the alerts details.

OR

Click **Delete** to delete the alert. (Only non-mandatory alerts can be deleted).

OR

Click **Cancel** to cancel the transaction.

OR

Click **Back** to navigate to previous screen.

## 41.2 Alerts Maintenance - Create

Using this option, the System Administrator defines the alerts. User has to select the module-event combination for which the alert needs to be maintained. Further user has to select the recipients for whom the alerts need to be sent on an event.

### To create an alert:

1. Navigate to one of the above paths.  
The **Alert Maintenance** screen appears.
2. Click **Create** to create an alert.  
The **Alert Maintenance - Create** screen appears.



Figure 41-4 Alerts Maintenance - Create

**Futura Bank** | What would you like to do today? | AU

### Alert Maintenance

Module Name: Deposits

Event Name: Amend Recurring Deposit

Alert Type: Subscribed

#### Message Settings

Banker-Approver-English

Recipient Type: Approver

Locale: English

Delivery Mode:  Email

**Email Subject:** balance

**Email Message:** Dear Customer

**Attribute Mask:**

Data Attribute	Attribute Mask
PayOutAccountId	D

Push Notification  
 On Screen  
 SMS  
 WhatsApp

**Table 41-3 Field Description**

Field Name	Description
<b>Module Name</b>	<p>The unique name to be given to the module for which alert is to be created.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Term Deposits</li> <li>• Current and Savings Account</li> <li>• Loan</li> <li>• Originations</li> <li>• Payments</li> <li>• Host</li> <li>• User Management</li> <li>• Back Office</li> <li>• File Upload</li> <li>• Approvals</li> <li>• Credit Card</li> <li>• PFM</li> <li>• Reports</li> <li>• Wallets</li> </ul>
<b>Event Name</b>	The event activity associated with the alert.
<b>Alert Type</b>	<p>The type of alert i.e. if the alert is a subscription based alert or is one that is sent by the bank by default.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• S: Subscribed</li> <li>• M: Mandatory (Bank Notification)</li> </ul>
<b>Message Settings</b>	
Click the 'add' button to enable the following fields. Click on the drop down for Recipient type 1. (Repeat the following steps, for every new recipient you wish to add)	
<b>Recipient Type</b>	<p>The facility to select the category of recipients of the alert.</p> <p>The values can be:</p> <ul style="list-style-type: none"> <li>• Corporate <ul style="list-style-type: none"> <li>– Approver</li> <li>– Initiator</li> <li>– Next Approver</li> <li>– Previous Approver</li> <li>– User</li> </ul> </li> <li>• Banker <ul style="list-style-type: none"> <li>– Approver</li> <li>– Initiator</li> <li>– Next Approver</li> <li>– Previous Approver</li> </ul> </li> <li>• External <ul style="list-style-type: none"> <li>– User</li> </ul> </li> <li>• Party <ul style="list-style-type: none"> <li>– Customer</li> </ul> </li> </ul>
<b>Locale</b>	Language in which the message is to be defined.
<b>Alert Type</b>	<p>The type of alert i.e. if the alert is a subscription based alert or is one that is sent by the bank by default.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• S: Subscribed</li> <li>• M: Mandatory (Bank Notification)</li> </ul>

Table 41-3 (Cont.) Field Description

Field Name	Description
<b>Delivery Mode</b>	The delivery mode through which the alert is to be sent. The options are: <ul style="list-style-type: none"> <li>• Email: alert is to be sent as an email</li> <li>• SMS: alert is to be sent as an SMS on the user's mobile number</li> <li>• On screen: Alert is sent as a message to customer's secured mail box (mailbox available within OBAPIS). Push Notification: notifications are sent as a banner or pop-up message on the user's mobile number</li> </ul>

 **Note:**


For Push Notification alerts, user can define separate sound/notification tone for different notifications so that, there can be a clear differentiation in the tone between an update (related to an account) and promotions.

Click on one or more of the delivery mode to enable the following fields

Below fields appears, if the <b>Email</b> option is selected in <b>Delivery Mode</b> field.	
<b>Email Subject</b>	The subject as specified in the template.
<b>Email Message</b>	The content of the template.
<b>Attribute Mask</b>	The attribute mask may be in the form of masking all but the last 4 digits of the account number. Click <b>Add</b> to add one or more data attributes.
<b>Data Attribute</b>	The data attribute that is to be masked, in the communication.
Below fields appear, if the <b>On Screen</b> option is selected in <b>Delivery Mode</b> field.	
<b>On Screen Subject</b>	The subject as specified in the On Screen template.
<b>On Screen Message</b>	The content of the template.
<b>Attribute Mask</b>	The attribute mask may be in the form of masking all but the last 4 digits of the account number. Click <b>Add</b> to add one or more data attributes.
<b>Data Attribute</b>	The data attribute that is to be masked, in the communication.
Below fields appear, if the <b>Push Notification</b> option is selected in <b>Delivery Mode</b> field.	
<b>Message Title</b>	The title as specified in the Push Notification template.
<b>Notification Message</b>	The content of the Notification template.
<b>Attribute Mask</b>	The attribute mask may be in the form of masking all but the last 4 digits of the account number. Click <b>Add</b> to add one or more data attributes.
<b>Data Attribute</b>	The data attribute that is to be masked, in the communication.
Below fields appear, if the <b>SMS</b> option is selected in <b>Delivery Mode</b> field.	
<b>SMS Message Text</b>	The content of the SMS template.
<b>Attribute Mask</b>	The attribute mask may be in the form of masking all but the last 4 digits of the account number. Click <b>Add</b> to add one or more data attributes.
<b>Actions</b>	The below fields are applicable only for Actionable Alerts.

**Table 41-3 (Cont.) Field Description**

Field Name	Description
<b>Action ID</b>	The unique action ID assigned to the action defined for the event. This is defined at the time of creating the alert. Admin user will not be able to make any changes in it from UI.
<b>Description</b>	The description about the action added on the alerts for a specific delivery mode. Admin user will not be able to make any changes in it from UI.
<b>Action Text</b>	The text that needs to be displayed instead of the URL in the alert message. By clicking on which the user will be redirected to the respective URL.
<b>Status</b>	The current status of the alert. The options are: <ul style="list-style-type: none"> <li>• Disabled- does not allow user to take action on alert message</li> <li>• Enabled- allow user to take action on alert message</li> </ul>

3. From the **Module Name** list, select the appropriate option for which you want to create alert.
4. From the **Event Name** list, select the appropriate option which you want to create alert.
5. From the **Alert Type** list, select the appropriate option.
6. In the Message Settings section, click **Add**, the **Recipient Type** field appears.
7. Click  icon against the **Recipient Type** field.
8. From the **Recipient** list, select the appropriate recipient type.
9. From the **Locale** list, select the appropriate option
10. From the **Alert Type** list, select the appropriate option.
11. In the **Delivery Mode** field, select the appropriate option. If you select **Email** option:
  - a. In the **Email Subject** field, enter the subject for the email message.
  - b. In the **Email Message** field, enter the content for the email message.
  - c. In the **Attribute Mask** section, select the **Data Attribute** that is to be masked, in the communication.
  - d. In the **Attribute Mask** field, enter the information to be masked.
  - e. Click **Save** to save the details entered.



OR

Click **Add** to add more attributes.
12. In the **Delivery Mode** field, if you select **On Screen** option:
  - a. Select the **Copy Content from Email** option, if you want to copy the contents from email.
  - b. In the **On Screen Subject** field, enter the subject for the On Screen message.
  - c. In the **On Screen Message** field, enter the content for the On Screen message.
  - d. Repeat steps 10 c to e.
13. In the **Delivery Mode** field, if you select **Push Notification** option:
  - a. In the **Message Title** field, enter the subject for the push notification message.

- b. In the **Notification Message** field, enter the content for the push notification message.
        - c. Repeat steps 10 c to e.
14. In the **Delivery Mode** field, if you select **SMS** option:
  - a. In the **SMS Text Message** field, enter the content for the SMS message.
  - b. Repeat steps 10 c to e.
15. For **Actionable Alerts**:
  - a. Define the **Data Attributes** for the alert message.
  - b. Provide the **Action Text** that needs to get displayed instead of the URL in the alert message.
  - c. Enable the toggle button against the **Status** to send the actionable link in the alert, of applicable

OR

Disable the toggle button against the **Status** to send the alert as normal alert without any actionable link.
16. Click **Add** if you want to add more recipients.
- OR

Click  icon if you want to delete the added recipients.
17. Click  icon against the message template to enter the required details.
18. Click **Save** to save the details entered.
19. The **Review** screen appears.

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

OR

Click **Edit** to make the changes if any.

The **Alert Maintenance – Edit** screen with values in editable form screen appears.

OR

Click **Cancel** to cancel the transaction.
20. The success message appears.

Click **OK** to complete the transaction.

## 41.3 Alerts Maintenance - Edit

Using this option, System Administrator can edit the details of selected alerts maintenance defined in the application.

### To create an alert:

1. Navigate to one of the above paths.

The **Alert Maintenance** screen appears.
2. Enter the search criteria, and click **Search**.

The alerts maintained appear based on the entered search parameters.

OR

Click **Clear** to reset the details.

OR

Click **Cancel** to cancel the transaction.

3. Click on alert whose details you want to modify.

The **Alert Maintenance- View** screen with maintained details appears.

4. Click **Edit** to edit the alerts details.

The **Alert Maintenance- Edit** screen appears.

**Figure 41-5 Alerts Maintenance- Edit**

**Message Settings**

Party-Customer-French

Recipient Type: Customer

Locale: Français

Alert Type: Mandatory

Delivery Mode:  Email

Email Subject: Compte de dépôt récurrent modifié

Email Message:

Cher client,

L'instruction d'échéance pour votre dépôt récurrent numéro #AccountNo# a été modifiée le #AmendDate#.

La nouvelle instruction d'échéance est définie comme suit :  
Le principal et les intérêts du crédit passeront sur le compte Courant - Epargne numéro #PayOutAccountId#.

Cordialement,  
Service client - #BankName#

Data Attribute	Attribute Mask
AccountNo	XXXXXXXXXX
BankName	D
MaturityInstruction	D
AmendDate	D
PayOutAccountId	XXXXXXXXXX

Push Notification


On Screen

SMS

[Edit](#)

WhatsApp

Save Cancel Back

5. Update the required fields. Module Name, Event Name and Alert Type fields are read only, and cannot be edited.
6. You can click  icon against the particular message template to delete it.
7. View the value for recipient type – modify if required.
8. If **Alert Type** field selection is mandatory above, this field will be defaulted.
9. Click to enable / disable the delivery mode, by clicking the check box.
10. Click **Edit**, against each delivery Mode to view the Subject, Message and Attribute masks (if any). Modify if required.
11. Click **Save** to update the alert maintenance.  
User will be directed to the **Alert Maintenance - Edit - Review** page post necessary validations.
12. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Edit** to make the changes if any.  
The **Alert Maintenance – Edit** screen with values in editable form appears.  
OR  
Click **Cancel** to cancel the transaction.
13. The success message appears.  
Click **Done** to complete the transaction.

## 41.4 Alerts Maintenance- Delete

Using this option, you can search and delete an existing alert. Note that mandatory alerts cannot be deleted.

### To delete an alert:

1. Navigate to one of the above paths.  
The **Alert Maintenance** screen appears.
2. Repeat steps 1 to 2 of **Edit** Alert section.
3. To delete an alert, click **Delete**.
4. The **Delete Warning** message appears, click **Yes**.
5. The **Alert Maintenance** screen with the successful object deletion message appears.
6. Click **OK** to complete the transaction.

The list of events for Alert Maintenance,

**Table 41-4 Alerts Event List**

SR No.	Description	Event
1	UPI transfer Account failed	ADHOC_UPI_ACCOUNT_FAILU RE

Table 41-4 (Cont.) Alerts Event List

SR No.	Description	Event
2	UPI transfer Account Successful	ADHOC_UPI_ACCOUNT_SUCC ESS
3	UPI transfer VPAID failed	ADHOC_UPI_VPAID_FAILURE
4	UPI transfer VPAID Successful	ADHOC_UPI_VPAID_SUCCESS
5	System Rejected Transaction	AP_SYSTEM_REJECTED_TRA NSACTION
6	Onboard Counter Party Initiated	ASP_COUNTER_PARTY_CREA TE_INITIATED
7	Send Non-customer Link to upload KYC documents	ASP_COUNTER_PARTY_KYC_ UPLOAD
8	Create Help Desk Session	BO_HELPDESKSESSION_CRE ATE
9	Delete Help Desk Session	BO_HELPDESKSESSION_DELE TE
10	Replace Credit Card Successful	CC_REPLACE_CARD
11	Collateral Evaluation Offer Success Alert	CF_APPLICATION_OFFER_SUC CESS
12	Collateral Revaluation Offer Success Alert	CF_APPLICATION_REVAL_OFF ER_SUCCESS
13	Collateral Revaluation Application Submission Success Alert	CF_APPLICATION_SUCCESS
14	Collateral Evaluation Application Submission Success Alert	CF_APPLICATION_SUCCESS
15	Account Status Changed	CH_ACCOUNT_STATUS_CHAN GED
16	Account Statement Generated	CH_ACC_STATEMENT_GENER ATION
17	CASA Adhoc Statement Request	CH_ADHOC_STATEMENT_REQ UEST
18	ATM Cash Withdrawal	CH_ATM_CASH_WITHDRAWAL
19	Account Balance Changed	CH_BALANCE_CHANGED
20	Bill Payment Debited	CH_BILL_PAYMENT
21	Cash Deposited	CH_CASH_CREDIT
22	Cash Refund Credited	CH_CASH_REFUND
23	Stop/Unblock Cheque Number	CH_CHEQUENUMBERINSTRUC TION
24	Stop/Unblock Cheque Range	CH_CHEQUERANGEINSTRUCT ION
25	Cheque Book Request	CH_CHEQUE_BOOK_REQUEST
26	Cheque Clearance Credited	CH_CHEQUE_CLEARED_CR
27	Cheque Clearance Debited	CH_CHEQUE_CLEARED_DR
28	Debit Card Payment	CH_DEBIT_CARD_PAYMENT
29	E-Statement Subscription	CH_ESTATEMENT_SUBSCRIPT ION
30	External Transfer Credited	CH_EXTERNAL_TRANSFER_C R



Table 41-4 (Cont.) Alerts Event List

SR No.	Description	Event
31	External Transfer Debited	CH_EXTERNAL_TRANSFER_DR
32	Future Dated Payment Instruction Failed	CH_FUTURE_INSTRUCTION_FAILURE
33	Internal Transfer Credited	CH_INTERNAL_TRANSFER_CR
34	Internal Transfer Debited	CH_INTERNAL_TRANSFER_DR
35	Inward Cheque returned	CH_INWARD_CHEQUE_RETURNED
36	Maintenance Charges Debited	CH_MAINTAINENCE_CHARGES_DR
37	Outward Cheque returned	CH_OUTWARD_CHEQUE_RETURNED
38	Standing Instruction Payment Instruction Failure	CH_SI_INSTRUCTION_FAILURE
39	Create Sweep-in Instruction	CH_SWEEP_IN_CASA_CREATION
40	Delete Sweep-in Instruction	CH_SWEEP_IN_CASA_DELETE
41	Create Sweep-in Instruction	CH_SWEEP_IN_FD_CREATION
42	Delete Sweep-in Instruction	CH_SWEEP_IN_FD_DELETE
43	Forget Password	FORGOTPASSWORD_ALERT_ON_SUCCESS
44	File Status Changed - Approved Successfully	FU_FILE_APPROVAL_SUCCESS
45	File Status Changed - Approved Successfully	FU_FILE_APPROVAL_SUCCESS
46	File Status Changed - Deleted Successfully	FU_FILE_DELETE_SUCCESS
47	Error in file processing	FU_FILE_ERROR_OCCUR
48	Error in file processing	FU_FILE_ERROR_OCCUR
49	File Status Changed - Processed Successfully With Exception	FU_FILE_PROCESSEXCP_SUCCESS
50	File Status Changed - Processed Successfully	FU_FILE_PROCESSING_IN_PROGRESS_SUCCESS
51	File Status Changed - Processed Successfully	FU_FILE_PROCESSING_IN_PROGRESS_SUCCESS
52	File Status Changed - Processed Successfully	FU_FILE_PROCESS_SUCCESS
53	File Status Changed - Uploaded Successfully	FU_FILE_UPLOAD_SUCCESS
54	File verification failed during preprocessing	FU_FILE_VERIFICATION_FAILURE
55	File Status Changed - Verified Successfully	FU_FILE_VERIFICATION_SUCCESS
56	Forex Deal Created Successfully	FX_DEAL_CREATION
57	initiateLoanApplication	GR_initiateLoanApplication_create
58	Invoice Accepted Sucess Alert	INV_INVOICE_ACCEPTED

Table 41-4 (Cont.) Alerts Event List

SR No.	Description	Event
59	Invoice Canceled Success Alert	INV_INVOICE_CANCELLED
60	Invoice Creation Success Alert	INV_INVOICE_CREATED
61	Invoice Rejected Success Alert	INV_INVOICE_REJECTED
62	Invoice Modified Success Alert	INV_INVOICE_UPDATED
63	Loan Repayment	LN_ACCOUNT_REPAYMENT
64	Loan Drawdown Application Success Alert	LN_APPLICATION_DRAWDOWN_SUCCESS
65	Structure Creation	LQM_STRUCTURE_CREATION
66	Structure Execution	LQM_STRUCTURE_EXECUTION
67	Structure Status Resumed	LQM_STRUCTURE_STATUS_A
68	Structure Status Paused	LQM_STRUCTURE_STATUS_P
69	Structure Updation	LQM_STRUCTURE_UPDATION
70	Push OOB 2FA	OOB_AUTHENTICATION
71	Associate Coapplicants successful	OR_ASSOCIATE_COAPPLICANTS
72	Origination Current Submission	OR_CURRENT_SUBMISSION
73	Origination Loan Submission	OR_LOAN_SUBMISSION
74	Saved Originations Application	OR_SAVE_SUBMISSION
75	Origination Savings Submission	OR_SAVINGS_SUBMISSION
76	UPI transfer Account using payee failed	PAYEE_UPI_ACCOUNT_FAILURE
77	UPI transfer Account using payee successful	PAYEE_UPI_ACCOUNT_SUCCESS
78	UPI transfer VPAID using payee failed	PAYEE_UPI_VPAID_FAILURE
79	UPI transfer VPAID using payee successful	PAYEE_UPI_VPAID_SUCCESS
80	Biller registration auto pay cancelled Successful	PC_AUTOPAY_CANCEL_SUCCESS
81	Biller registration auto pay modified Successful	PC_AUTOPAY_UPDATE_SUCCESS
82	Biller registration auto pay setup Successful	PC_AUTO_PAY_SUCCESS
83	Biller Creation	PC_BILLER_CREATION
84	Delete Biller Successful	PC_BILLER_DELETE_SUCCESS
85	Biller Deletion	PC_BILLER_DELETION
86	Biller registration Successful	PC_BILLER_REGISTRATION_SUCCESS
87	Biller Updation	PC_BILLER_UPDATION
88	Create bill Successful	PC_BILL_CREATION_SUCCESS
89	Bill Payment Initiation	PC_BILL_PAYMENT_INITIATION
90	Demand Draft Fund Transfer Payee Modification	PC_DEMAND_DRAFT_PAYEE_MODIFICATION

**Table 41-4 (Cont.) Alerts Event List**

SR No.	Description	Event
91	Domestic Demand Draft Initiation	PC_DOMESTIC_DRAFT_INITIATION
92	Domestic Draft Pay Later Initiation	PC_DOMESTIC_DRAFT_INSTRUCTION_INITIATION
93	Domestic Demand Draft Payee Creation	PC_DOMESTIC_DRAFT_PAYEE_CREATION
94	Domestic Demand Draft Payee Deletion	PC_DOMESTIC_DRAFT_PAYEE_DELETION
95	Domestic Fund Transfer Payee Creation	PC_DOMESTIC_PAYEE_CREATION
96	Domestic Fund Transfer Payee Deletion	PC_DOMESTIC_PAYEE_DELETION
97	Domestic Fund Transfer Payee Modification	PC_DOMESTIC_PAYEE_MODIFICATION
98	Domestic Payer Deletion	PC_DOMESTIC_PAYER_DELETION
99	Domestic Payer Creation	PC_DOMESTIC_PAYER_INITIATION
100	Domestic Payin Initiation	PC_DOMESTIC_PAYIN_INITIATION
101	Domestic Fund Transfer Pay Later Initiation	PC_DOMESTIC_TRANSFER_INITIATION
102	Domestic Fund Transfer Initiation	PC_DOMESTIC_TRANSFER_INITIATION
103	Domestic Fund Transfer SI Initiation	PC_DOMESTIC_TRANSFER_SI_INITIATION
104	External Transfer Initiation	PC_EXTERNAL_TRANSFER_INITIATION
105	Internal Transfer Initiation	PC_FX_INTERNAL_TRANSFER_INITIATION
106	Internal Transfer Initiation	PC_FX_INTERNAL_TRANSFER_INITIATION
107	International Fund Transfer Initiation	PC_FX_INTERNATIONAL_TRANSFER_INITIATION
108	International Fund Transfer Initiation	PC_FX_INTERNATIONAL_TRANSFER_INITIATION
109	Own Account Transfer Initiation	PC_FX_OWN_TRANSFER_INITIATION
110	Own Account Transfer Initiation	PC_FX_OWN_TRANSFER_INITIATION
111	Cancellation of Standing Instructions	PC_INSTRUCTION_CANCELLATION
112	Internal Fund Transfer Payee Creation	PC_INTERNAL_PAYEE_CREATION
113	Internal Fund Transfer Payee Deletion	PC_INTERNAL_PAYEE_DELETION
114	Internal Fund Transfer Payee Modification	PC_INTERNAL_PAYEE_MODIFICATION

Table 41-4 (Cont.) Alerts Event List

SR No.	Description	Event
115	Internal Fund Transfer Initiation	PC_INTERNAL_TRANSFER_INITIATION
116	Internal Fund Transfer Pay Later Initiation	PC_INTERNAL_TRANSFER_INITIATION
117	Internal Fund Transfer SI Initiation	PC_INTERNAL_TRANSFER_SI_INITIATION
118	International Demand Draft Initiation	PC_INTERNATIONAL_DRAFT_INITIATION
119	International Draft Pay Later Initiation	PC_INTERNATIONAL_DRAFT_INSTRUCTION_INITIATION
120	International Demand Draft Payee Creation	PC_INTERNATIONAL_DRAFT_PAYEE_CREATION
121	International Demand Draft Payee Deletion	PC_INTERNATIONAL_DRAFT_PAYEE_DELETION
122	International Fund Transfer Payee Creation	PC_INTERNATIONAL_PAYEE_CREATION
123	International Fund Transfer Payee Deletion	PC_INTERNATIONAL_PAYEE_DELETION
124	International Fund Transfer Payee Modification	PC_INTERNATIONAL_PAYEE_MODIFICATION
125	International Fund Transfer Pay Later Initiation	PC_INTERNATIONAL_TRANSFER_INITIATION
126	International Fund Transfer Initiation	PC_INTERNATIONAL_TRANSFER_INITIATION
127	International Fund Transfer SI Initiation	PC_INTERNATIONAL_TRANSFER_SI_INITIATION
128	Self Transfer Pay Later Initiation	PC_OWN_TRANSFER_INITIATION
129	Self Transfer Initiation	PC_OWN_TRANSFER_INITIATION
130	Self Transfer SI Initiation	PC_OWN_TRANSFER_SI_INITIATION
131	Peer to Peer Fund Transfer Payee Creation	PC_P2P_PAYEE_CREATION
132	Peer to Peer Fund Transfer Payee Deletion	PC_P2P_PAYEE_DELETION
133	Peer to peer Fund Transfer Payee Modification	PC_P2P_PAYEE_MODIFICATION
134	Peer to Peer Fund Transfer Initiation - Receiver	PC_PEER_TO_PEER_RECEIVER_INITIATION
135	Peer to Peer Fund Transfer Confirmation	PC_PEER_TO_PEER_SENDER_CONFIRMATION
136	Peer to Peer Fund Transfer Initiation - Sender	PC_PEER_TO_PEER_SENDER_INITIATION
137	Cancellation of Pending Instructions	PC_PENDING_INSTRUCTION_CANCELLATION
138	QR Payment	PC_QR_TRANSFER_INITIATION

Table 41-4 (Cont.) Alerts Event List

SR No.	Description	Event
139	Billor registration schedule pay cancelled Successful	PC_SCHEDULED_PAY_CANCEL_SUCCESS
140	Billor registration schedule pay setup Successful	PC_SCHEDULED_PAY_SUCCESS
141	Billor registration schedule pay modified Successful	PC_SCHEDULED_PAY_UPDATE_SUCCESS
142	Update Payee	PC_UPDATE_PAYEE_SUCCESS
143	Token Generation	PI_AUTHENTICATION_TOKEN_GENERATION
144	Token Generation for a day	PI_AUTHENTICATION_TOKEN_GENERATION_DAY
145	Token Generation through media	PI_AUTHENTICATION_TOKEN_GENERATION_MEDIA
146	Financial Transaction Token Generation through media	PI_AUTHENTICATION_TOKEN_GENERATION_MEDIA_FIN
147	Non-Financial Transaction Token Generation through media	PI_AUTHENTICATION_TOKEN_GENERATION_MEDIA_NONFIN
148	CREATE NOMINEE	PI_NOMINEE_CREATION
149	DELETE NOMINEE	PI_NOMINEE_DELETE
150	UPDATE NOMINEE	PI_NOMINEE_UPDATE
151	Amend Recurring Deposit	RD_ACCOUNT_AMENDMENT
152	Create Recurring Deposit	RD_ACCOUNT_CREATION
153	Redeem Recurring Deposit	RD_ACCOUNT_REDEMPTION
154	Recurring Deposit Adhoc Statement Request	RD_ADHOC_STATEMENT_REQUEST
155	User Registration	REGISTRATION_ALERT_ON_SUCCESS
156	Report Request	RT_REPORT_GENERATION
157	Rewards Initiation	RW_SEND_NOTIF
158	Create Associated Party Initiated	SCF_ASSOCIATED_PARTY_CREATE_INITIATED
159	SCF Finance Request Successful	SCF_FINANCE_CREATE_SUCCESSFUL
160	SCF Finance Repayment Successful	SCF_FINANCE_REPAY_SUCCESSFUL
161	SCF Invoice Accept Successful	SCF_INVOICE_ACCEPT_SUCCESSFUL
162	SCF Invoice Cancel Successful	SCF_INVOICE_CANCEL_SUCCESSFUL
163	SCF Invoice Creation Initiated	SCF_INVOICE_CREATE_SUCCESSFUL
164	SCF Invoice Reject Successful	SCF_INVOICE_REJECT_SUCCESSFUL
165	SCF Invoice Update Successful	SCF_INVOICE_UPDATE_SUCCESSFUL
166	SCF Program Creation Initiated	SCF_PROGRAM_CREATION_INITIATED

Table 41-4 (Cont.) Alerts Event List

SR No.	Description	Event
167	SCF Program Update Initiated	SCF_PROGRAM_UPDATE_INITIATED
168	Forget User Id	SMS_USERNAME_ALERT_ON_SUCCESS
169	Service Request Closure Success	SR_SERVICE_REQUEST_CLOSURE
170	Service Request Submission Failure	SR_SERVICE_REQUEST_SUBMISSION_FAILURE
171	Service Request Submission Alert Notification	SR_SERVICE_REQUEST_SUBMISSION_NOTIFICATION_SUCCESS
172	Service Request submission Success	SR_SERVICE_REQUEST_SUBMISSION_SUCCESS
173	Transaction Blackout create Successful	TB_CREATE_SUCCESS
174	Transaction Blackout delete Successful	TB_DELETE_SUCCESS
175	Transaction Blackout update Successful	TB_UPDATE_SUCCESS
176	Amend Term Deposit	TD_ACCOUNT_AMENDMENT
177	Term Deposit Closure	TD_ACCOUNT_CLOSURE
178	Create Term Deposit	TD_ACCOUNT_CREATION
179	Open Term Deposit	TD_ACCOUNT_OPENING
180	Redeem Term Deposit	TD_ACCOUNT_REDEMPTION
181	Change in Term Deposit Account Status	TD_ACCOUNT_STATUS_CHANGED
182	Term Deposit Adhoc Statement Request	TD_ADHOC_STATEMENT_REQUEST
183	Transaction Approved	TRANSACTION_APPROVED
184	Update User Party Account Access - Auto Approved	TRANSACTION_AUTO_APPROVED
185	Create Rule - Auto Approved	TRANSACTION_AUTO_APPROVED
186	Delete Rule - Auto Approved	TRANSACTION_AUTO_APPROVED
187	Update Rule - Auto Approved	TRANSACTION_AUTO_APPROVED
188	Add User in UserGroup - Auto Approved	TRANSACTION_AUTO_APPROVED
189	Create UserGroup - Auto Approved	TRANSACTION_AUTO_APPROVED
190	Delete User from UserGroup - Auto Approved	TRANSACTION_AUTO_APPROVED
191	Update UserGroup - Auto Approved	TRANSACTION_AUTO_APPROVED
192	Create Workflow - Auto Approved	TRANSACTION_AUTO_APPROVED

**Table 41-4 (Cont.) Alerts Event List**

<b>SR No.</b>	<b>Description</b>	<b>Event</b>
193	Update Workflow - Auto Approved	TRANSACTION_AUTO_APPROVED
194	Create File Identifier Maintenance - Auto Approved	TRANSACTION_AUTO_APPROVED
195	Delete File Identifier Maintenance - Auto Approved	TRANSACTION_AUTO_APPROVED
196	Update File Identifier Maintenance - Auto Approved	TRANSACTION_AUTO_APPROVED
197	Create User FI Mapping - Auto Approved	TRANSACTION_AUTO_APPROVED
198	Update User FI Mapping - Auto Approved	TRANSACTION_AUTO_APPROVED
199	Create Party Preference - Auto Approved	TRANSACTION_AUTO_APPROVED
200	Update Party Preference - Auto Approved	TRANSACTION_AUTO_APPROVED
201	System Rules - Auto Approved	TRANSACTION_AUTO_APPROVED
202	User Creation - Auto Approved	TRANSACTION_AUTO_APPROVED
203	User Modification - Auto Approved	TRANSACTION_AUTO_APPROVED
204	Create Party to Party Relationship - Auto Approved	TRANSACTION_AUTO_APPROVED
205	Delete Party to Party Relationship - Auto Approved	TRANSACTION_AUTO_APPROVED
206	Update Party to Party Relationship - Auto Approved	TRANSACTION_AUTO_APPROVED
207	Amend Term Deposit - Auto Approved	TRANSACTION_AUTO_APPROVED
208	Open Term Deposit - Auto Approved	TRANSACTION_AUTO_APPROVED
209	Redeem Term Deposit - Auto Approved	TRANSACTION_AUTO_APPROVED
210	Term Deposit Adhoc Statement Request - Auto Approved	TRANSACTION_AUTO_APPROVED
211	Term Deposit Top-Up - Auto Approved	TRANSACTION_AUTO_APPROVED
212	Account Relationship Maintenance - Auto Approved	TRANSACTION_AUTO_APPROVED
213	Account Relationship Maintenance - Auto Approved	TRANSACTION_AUTO_APPROVED
214	Create Biller - Auto Approved	TRANSACTION_AUTO_APPROVED
215	Delete Biller - Auto Approved	TRANSACTION_AUTO_APPROVED
216	Update Biller - Auto Approved	TRANSACTION_AUTO_APPROVED

**Table 41-4 (Cont.) Alerts Event List**

<b>SR No.</b>	<b>Description</b>	<b>Event</b>
217	Forex Deal Creation - Auto Approved	TRANSACTION_AUTO_APPROVED
218	Create Biller Registration - Auto Approved	TRANSACTION_AUTO_APPROVED
219	Delete Biller Registration - Auto Approved	TRANSACTION_AUTO_APPROVED
220	Update Biller Registration - Auto Approved	TRANSACTION_AUTO_APPROVED
221	Create Bill Payment - Auto Approved	TRANSACTION_AUTO_APPROVED
222	Delete Bill Payment - Auto Approved	TRANSACTION_AUTO_APPROVED
223	Update Bill Payment - Auto Approved	TRANSACTION_AUTO_APPROVED
224	Create Structure - Auto Approved	TRANSACTION_AUTO_APPROVED
225	Edit Structure - Auto Approved	TRANSACTION_AUTO_APPROVED
226	Execute Structure - Auto Approved	TRANSACTION_AUTO_APPROVED
227	Create Structure - Auto Approved	TRANSACTION_AUTO_APPROVED
228	Create Structure - Auto Approved	TRANSACTION_AUTO_APPROVED
229	Update internal payee - Auto Approved	TRANSACTION_AUTO_APPROVED
230	Update International payee - Auto Approved	TRANSACTION_AUTO_APPROVED
231	Update Domestic payee - Auto Approved	TRANSACTION_AUTO_APPROVED
232	Update DemandDraft payee - Auto Approved	TRANSACTION_AUTO_APPROVED
233	Create Task Group - Auto Approved	TRANSACTION_AUTO_APPROVED
234	Delete Task Group - Auto Approved	TRANSACTION_AUTO_APPROVED
235	Update Task Group - Auto Approved	TRANSACTION_AUTO_APPROVED
236	Create Limit Package - Auto Approved	TRANSACTION_AUTO_APPROVED
237	Delete Limit Package - Auto Approved	TRANSACTION_AUTO_APPROVED
238	Update Limit Package - Auto Approved	TRANSACTION_AUTO_APPROVED
239	Create Limit - Auto Approved	TRANSACTION_AUTO_APPROVED
240	Delete Limit - Auto Approved	TRANSACTION_AUTO_APPROVED



Table 41-4 (Cont.) Alerts Event List

SR No.	Description	Event
241	Domestic Fund Transfer File Upload For FLA - Auto Approve	TRANSACTION_AUTO_APPROVED
242	Domestic Fund Transfer File Upload For RLA - Auto Approve	TRANSACTION_AUTO_APPROVED
243	Internal Fund Transfer File Upload For FLA - Auto Approved	TRANSACTION_AUTO_APPROVED
244	Internal Fund Transfer File Upload For RLA - Auto Approved	TRANSACTION_AUTO_APPROVED
245	International Fund Transfer File Upload For FLA - Auto Appr	TRANSACTION_AUTO_APPROVED
246	International Fund Transfer File Upload For RLA - Auto Appr	TRANSACTION_AUTO_APPROVED
247	Mixed Fund Transfer File Upload For FLA - Auto Approved	TRANSACTION_AUTO_APPROVED
248	Mixed Fund Transfer File Upload For RLA - Auto Approved	TRANSACTION_AUTO_APPROVED
249	Stop/Unblock Cheque - Auto Approved	TRANSACTION_AUTO_APPROVED
250	Request Cheque Book - Auto Approved	TRANSACTION_AUTO_APPROVED
251	CASA Adhoc Statement Request - Auto Approved	TRANSACTION_AUTO_APPROVED
252	Loan Settlement - Auto Approved	TRANSACTION_AUTO_APPROVED
253	Biller Deletion - Auto Approved	TRANSACTION_AUTO_APPROVED
254	Update Party Biller Relation - Auto Approved	TRANSACTION_AUTO_APPROVED
255	Biller Creation - Auto Approved	TRANSACTION_AUTO_APPROVED
256	Domestic Draft Request - Auto Approved	TRANSACTION_AUTO_APPROVED
257	International Draft Request - Auto Approved	TRANSACTION_AUTO_APPROVED
258	Adhoc Domestic Payment - Auto Approved	TRANSACTION_AUTO_APPROVED
259	Adhoc Internal Payment - Auto Approved	TRANSACTION_AUTO_APPROVED
260	Adhoc International Payment - Auto Approved	TRANSACTION_AUTO_APPROVED
261	Payment Instruction Cancellation - Auto Approved	TRANSACTION_AUTO_APPROVED
262	Domestic Draft Pay Later Request - Auto Approved	TRANSACTION_AUTO_APPROVED
263	International Draft Pay Later Request - Auto Approved	TRANSACTION_AUTO_APPROVED
264	Domestic Fund Transfer Instruction - Auto Approved	TRANSACTION_AUTO_APPROVED

Table 41-4 (Cont.) Alerts Event List

SR No.	Description	Event
265	International Fund Transfer Instruction - Auto Approved	TRANSACTION_AUTO_APPROVED
266	Internal Fund Transfer Instruction - Auto Approved	TRANSACTION_AUTO_APPROVED
267	Self Transfer Instruction - Auto Approved	TRANSACTION_AUTO_APPROVED
268	Demand Draft Payee Creation - Auto Approved	TRANSACTION_AUTO_APPROVED
269	Domestic Transfer Payee Deletion - Auto Approved	TRANSACTION_AUTO_APPROVED
270	Domestic Transfer Payee Creation - Auto Approved	TRANSACTION_AUTO_APPROVED
271	Internal Transfer Payee Deletion - Auto Approved	TRANSACTION_AUTO_APPROVED
272	Internal Transfer Payee Creation - Auto Approved	TRANSACTION_AUTO_APPROVED
273	International Transfer Payee Deletion - Auto Approved	TRANSACTION_AUTO_APPROVED
274	International Transfer Payee Creation - Auto Approved	TRANSACTION_AUTO_APPROVED
275	Domestic Fund Transfer - Auto Approved	TRANSACTION_AUTO_APPROVED
276	International Fund Transfer - Auto Approved	TRANSACTION_AUTO_APPROVED
277	Bill Payment - Auto Approved	TRANSACTION_AUTO_APPROVED
278	Internal Fund Transfer - Auto Approved	TRANSACTION_AUTO_APPROVED
279	Self Transfer - Auto Approved	TRANSACTION_AUTO_APPROVED
280	Financial Transaction Auto Approved	TRANSACTION_AUTO_APPROVED
281	Non-Financial Transaction Auto Approved	TRANSACTION_AUTO_APPROVED
282	Maintenance Transaction Auto Approved	TRANSACTION_AUTO_APPROVED
283	Amount Financial Transaction Auto Approved	TRANSACTION_AUTO_APPROVED
284	Create Party Account Access - Auto Approved	TRANSACTION_AUTO_APPROVED
285	Delete Party Account Access - Auto Approved	TRANSACTION_AUTO_APPROVED
286	Update Party Account Access - Auto Approved	TRANSACTION_AUTO_APPROVED
287	Create User Party Account Access - Auto Approved	TRANSACTION_AUTO_APPROVED
288	Delete User Party Account Access - Auto Approved	TRANSACTION_AUTO_APPROVED

Table 41-4 (Cont.) Alerts Event List

SR No.	Description	Event
289	Financial Transaction Processed By Host	TRANSACTION_F_PROCESSED_BY_HOST
290	Delete User from UserGroup - Initiated	TRANSACTION_INITIATED
291	Update UserGroup - Initiated	TRANSACTION_INITIATED
292	Create Workflow - Initiated	TRANSACTION_INITIATED
293	Update Workflow - Initiated	TRANSACTION_INITIATED
294	Create File Identifier Maintenance - Initiated	TRANSACTION_INITIATED
295	Delete File Identifier Maintenance - Initiated	TRANSACTION_INITIATED
296	Update File Identifier Maintenance - Initiated	TRANSACTION_INITIATED
297	Create User FI Mapping - Initiated	TRANSACTION_INITIATED
298	Update User FI Mapping - Initiated	TRANSACTION_INITIATED
299	Create Party Preference - Initiated	TRANSACTION_INITIATED
300	Update Party Preference - Initiated	TRANSACTION_INITIATED
301	System Rules - Initiated	TRANSACTION_INITIATED
302	User Creation - Initiated	TRANSACTION_INITIATED
303	User Modification - Initiated	TRANSACTION_INITIATED
304	Create Party to Party Relationship - Initiated	TRANSACTION_INITIATED
305	Delete Party to Party Relationship - Initiated	TRANSACTION_INITIATED
306	Update Party to Party Relationship - Initiated	TRANSACTION_INITIATED
307	Create Task Group - Initiated	TRANSACTION_INITIATED
308	Delete Task Group - Initiated	TRANSACTION_INITIATED
309	Update Task Group - Initiated	TRANSACTION_INITIATED
310	Create Limit Package - Initiated	TRANSACTION_INITIATED
311	Delete Limit Package - Initiated	TRANSACTION_INITIATED
312	Update Limit Package - Initiated	TRANSACTION_INITIATED
313	Create Limit - Initiated	TRANSACTION_INITIATED
314	Delete Limit - Initiated	TRANSACTION_INITIATED
315	Domestic Fund Transfer File Upload For FLA - Initiated	TRANSACTION_INITIATED
316	Domestic Fund Transfer File Upload For RLA - Initiated	TRANSACTION_INITIATED
317	Internal Fund Transfer File Upload For FLA - Initiated	TRANSACTION_INITIATED
318	Internal Fund Transfer File Upload For RLA - Initiated	TRANSACTION_INITIATED

Table 41-4 (Cont.) Alerts Event List

SR No.	Description	Event
319	International Fund Transfer File Upload For FLA - Initiated	TRANSACTION_INITIATED
320	International Fund Transfer File Upload For RLA - Initiated	TRANSACTION_INITIATED
321	Mixed Fund Transfer File Upload For FLA - Initiated	TRANSACTION_INITIATED
322	Mixed Fund Transfer File Upload For RLA - Initiated	TRANSACTION_INITIATED
323	Stop/Unblock Cheque - Initiated	TRANSACTION_INITIATED
324	Request Cheque Book - Initiated	TRANSACTION_INITIATED
325	CASA Adhoc Statement Request - Initiated	TRANSACTION_INITIATED
326	Loan Settlement - Initiated	TRANSACTION_INITIATED
327	Biller Deletion - Initiated	TRANSACTION_INITIATED
328	Update Party Biller Relation - Initiated	TRANSACTION_INITIATED
329	Biller Creation - Initiated	TRANSACTION_INITIATED
330	Domestic Draft Request - Initiated	TRANSACTION_INITIATED
331	Financial Transaction Initiated	TRANSACTION_INITIATED
332	Non-Financial Transaction Initiated	TRANSACTION_INITIATED
333	Maintenance Transaction Initiated	TRANSACTION_INITIATED
334	Amount Financial Transaction Initiated	TRANSACTION_INITIATED
335	Create Party Account Access - Initiated	TRANSACTION_INITIATED
336	Delete Party Account Access - Initiated	TRANSACTION_INITIATED
337	Update Party Account Access - Initiated	TRANSACTION_INITIATED
338	Create User Party Account Access - Initiated	TRANSACTION_INITIATED
339	Delete User Party Account Access - Initiated	TRANSACTION_INITIATED
340	Update User Party Account Access - Initiated	TRANSACTION_INITIATED
341	Create Rule - Initiated	TRANSACTION_INITIATED
342	Delete Rule - Initiated	TRANSACTION_INITIATED
343	Update Rule - Initiated	TRANSACTION_INITIATED
344	Add User in UserGroup - Initiated	TRANSACTION_INITIATED
345	Create UserGroup - Initiated	TRANSACTION_INITIATED
346	International Draft Request - Initiated	TRANSACTION_INITIATED
347	Adhoc Domestic Payment - Initiated	TRANSACTION_INITIATED
348	Adhoc Internal Payment - Initiated	TRANSACTION_INITIATED

Table 41-4 (Cont.) Alerts Event List

SR No.	Description	Event
349	Adhoc International Payment - Initiated	TRANSACTION_INITIATED
350	Payment Instruction Cancellation - Initiated	TRANSACTION_INITIATED
351	Domestic Draft Pay Later Request - Initiated	TRANSACTION_INITIATED
352	International Draft Pay Later Request - Initiated	TRANSACTION_INITIATED
353	Domestic Fund Transfer Instruction - Initiated	TRANSACTION_INITIATED
354	International Fund Transfer Instruction - Initiated	TRANSACTION_INITIATED
355	Internal Fund Transfer Instruction - Initiated	TRANSACTION_INITIATED
356	Self Transfer Instruction - Initiated	TRANSACTION_INITIATED
357	Demand Draft Payee Creation - Initiated	TRANSACTION_INITIATED
358	Domestic Transfer Payee Deletion - Initiated	TRANSACTION_INITIATED
359	Domestic Transfer Payee Creation - Initiated	TRANSACTION_INITIATED
360	Internal Transfer Payee Deletion - Initiated	TRANSACTION_INITIATED
361	Internal Transfer Payee Creation - Initiated	TRANSACTION_INITIATED
362	International Transfer Payee Deletion - Initiated	TRANSACTION_INITIATED
363	International Transfer Payee Creation - Initiated	TRANSACTION_INITIATED
364	Domestic Fund Transfer - Initiated	TRANSACTION_INITIATED
365	International Fund Transfer - Initiated	TRANSACTION_INITIATED
366	Bill Payment - Initiated	TRANSACTION_INITIATED
367	Internal Fund Transfer - Initiated	TRANSACTION_INITIATED
368	Self Transfer - Initiated	TRANSACTION_INITIATED
369	Amend Term Deposit - Initiated	TRANSACTION_INITIATED
370	Open Term Deposit - Initiated	TRANSACTION_INITIATED
371	Redeem Term Deposit - Initiated	TRANSACTION_INITIATED
372	Term Deposit Adhoc Statement Request - Initiated	TRANSACTION_INITIATED
373	Term Deposit Top-Up - Initiated	TRANSACTION_INITIATED
374	Account Relationship Maintenance - Initiated	TRANSACTION_INITIATED
375	Account Relationship Maintenance - Initiated	TRANSACTION_INITIATED
376	Create Biller - Initiated	TRANSACTION_INITIATED
377	Delete Biller - Initiated	TRANSACTION_INITIATED

Table 41-4 (Cont.) Alerts Event List

SR No.	Description	Event
378	Update Biller - Initiated	TRANSACTION_INITIATED
379	Forex Deal Creation - Initiated	TRANSACTION_INITIATED
380	Create Biller Registration - Initiated	TRANSACTION_INITIATED
381	Delete Biller Registration - Initiated	TRANSACTION_INITIATED
382	Update Biller Registration - Initiated	TRANSACTION_INITIATED
383	Create Bill Payment - Initiated	TRANSACTION_INITIATED
384	Delete Bill Payment - Initiated	TRANSACTION_INITIATED
385	Update Bill Payment - Initiated	TRANSACTION_INITIATED
386	Create Structure - Initiated	TRANSACTION_INITIATED
387	Edit Structure - Initiated	TRANSACTION_INITIATED
388	Execute Structure - Initiated	TRANSACTION_INITIATED
389	Create Structure - Initiated	TRANSACTION_INITIATED
390	Create Structure - Initiated	TRANSACTION_INITIATED
391	Update internal payee - Initiated	TRANSACTION_INITIATED
392	Update International payee - Initiated	TRANSACTION_INITIATED
393	Update Domestic payee - Initiated	TRANSACTION_INITIATED
394	Update DemandDraft payee - Initiated	TRANSACTION_INITIATED
395	Financial Transaction Modification Requested	TRANSACTION_MODIFICATION_REQUESTED
396	Maintenance Transaction Modification Requested	TRANSACTION_MODIFICATION_REQUESTED
397	Non-Financial Transaction Modification Requested	TRANSACTION_MODIFICATION_REQUESTED
398	Amount Financial Transaction Modification Requested	TRANSACTION_MODIFICATION_REQUESTED
399	Non-Financial Transaction Processed By Host	TRANSACTION_N_PROCESSED_BY_HOST
400	Transaction Partially Approved	TRANSACTION_PARTIALLY_APPROVED
401	Transaction Rejected	TRANSACTION_REJECTED
402	Transaction Rejected By Host	TRANSACTION_REJECTED_BY_HOST
403	Userprofile Address Update	USERPROFILE_UPDATE_ADDRESS
404	Userprofile Adhaar Number Update	USERPROFILE_UPDATE_ADHAARNO
405	Userprofile Email Update	USERPROFILE_UPDATE_EMAILID
406	Userprofile Fax Update	USERPROFILE_UPDATE_FAX
407	Userprofile PAN Number Update	USERPROFILE_UPDATE_PANNO

Table 41-4 (Cont.) Alerts Event List

SR No.	Description	Event
408	Userprofile Phone Number Update	USERPROFILE_UPDATE_PHONENO
409	Send User Password	USER_CREDENTIALS_SEND_PASSWORD
410	Send Users Username	USER_CREDENTIALS_SEND_USERNAME
411	Reset Credentials	USER_RESET_PASSWORD
412	Internal Credit Line Created	VAM_CREDIT_LINE_CREATED
413	Internal Credit Line Closed	VAM_CREDIT_LINE_DELETED
414	Internal Credit Line Linkage Created	VAM_CREDIT_LINE_LINKAGE_CREATED
415	Internal Credit Line Linkage Closed	VAM_CREDIT_LINE_LINKAGE_DELETED
416	Internal Credit Line Linkage Updated	VAM_CREDIT_LINE_LINKAGE_UPDATED
417	Internal Credit Line Updated	VAM_CREDIT_LINE_UPDATED
418	Internal Transfer Success Alert	VAM_INTERNAL_TRANSFER_SUCCESS
419	Special Rates Created	VAM_SPECIAL_RATE_CREATED
420	Virtual Accounts Structure Creation Success Alert	VAM_VIRTUAL_ACCOUNTS_STRUCTURE_CREATION_SUCCESS
421	Virtual Accounts Structure Deletion Success Alert	VAM_VIRTUAL_ACCOUNTS_STRUCTURE_DELETION_SUCCESS
422	Virtual Accounts Structure Modification Success Alert	VAM_VIRTUAL_ACCOUNTS_STRUCTURE_UPDATION_SUCCESS
423	Virtual Account Created	VAM_VIRTUAL_ACCOUNT_CREATED
424	Virtual Account Deleted	VAM_VIRTUAL_ACCOUNT_DELETED
425	Virtual Account Updated	VAM_VIRTUAL_ACCOUNT_UPDATED
426	VAM Virtual Entity Created	VAM_VIRTUAL_ENTITY_CREATED
427	VAM Virtual Entity Deleted	VAM_VIRTUAL_ENTITY_DELETED
428	VAM Virtual Entity Updated	VAM_VIRTUAL_ENTITY_UPDATED
429	Virtual Multi-Currency Account Creation Success Alert	VAM_VMCA_CREATION_SUCCESS
430	Virtual Multi-Currency Account Deletion Success Alert	VAM_VMCA_DELETION_SUCCESS
431	Virtual Multi-Currency Account Modification Success Alert	VAM_VMCA_UPDATION_SUCCESS
432	Virtual Payment Address Create Successful	VIRTUAL_PAYMENT_ADDRESS_CREATE_SUCCESS

Table 41-4 (Cont.) Alerts Event List

SR No.	Description	Event
433	Wallet PayIn Request	WALLET_PAYIN_REQUEST_ALERT_ON_SUCCESS
434	Wallet Account Opening Successful	WA_WALLET_ACCOUNT_OPENING_ALERT_ON_SUCCESS
435	Wallet Registration Success	WA_WALLET_REGISTRATION_ALERT_ON_SUCCESS
436	Investment Account Creation Alert Successfully	WM_MF_ACCOUNT_CREATION_SUCCESS
437	Mutual Fund Delete Order Alert Success	WM_MF_DELETE_ORDER_SUCCESS
438	Mutual Fund Purchase One Time Fund Alert Success	WM_MF_PURCHASE_ONETIME_SUCCESS
439	Mutual Fund SIP Fund Alert Success	WM_MF_PURCHASE_SIP_SUCCESS
440	Mutual Fund Purchase SI Fund Alert Success	WM_MF_PURCHASE_SI_SUCCESS
441	Mutual Fund Redeem One Time Fund Alert Success	WM_MF_REDEEM_ONETIME_SUCCESS
442	Mutual Fund Redeem SWP Fund Alert Success	WM_MF_REDEEM_SWP_SUCCESS
443	Mutual Fund Risk Profile Create Success	WM_MF_RISKPROFILE_CREATE_SUCCESS
444	Mutual Fund Switch One Time Fund Alert Success	WM_MF_SWITCH_ONETIME_SUCCESS
445	Mutual Fund Switch PSTP Alert Success	WM_MF_SWITCH_PSTP_SUCCESS
446	Mutual Fund Switch STP Fund Alert Success	WM_MF_SWITCH_STP_SUCCESS

## 41.5 FAQ

- 1. What is a significance of Mandatory and Subscribe types of alerts?**  
 Recipients will get an alert by default for the alert types defined as Mandatory and will have to subscribe for those alerts for which the alert type is defined as 'Subscribe'.
- 2. What is a reason for applying attribute masking?**  
 The main reason for applying masking to a [data field](#) is to protect data that is classified as [personal identifiable data](#), [personal sensitive data](#) or commercially sensitive data as a communication between the customer and Bank.
- 3. Can I define the masking for data attribute available in subject?**  
 No, data attribute masking can be defined only for the data available in the message body.
- 4. Can I add an attribute masks for more the one data attribute for a specific recipient and channel?**  
 Yes, you can add multiple attribute masks for different data attributes for a specific recipient and channel.
- 5. Can I delete specific recipient added for an alert event in Alert Maintenance?**  
 Yes, administrator can delete specific recipient mapped to an event.



**6. What happens to the in-transit transactions if I edit the alert maintenance for specific recipient?**

An updated maintenance will be applicable for any new event performed after maintenance is saved successfully.

**7. Can the administrator define any of the existing alerts as an actionable alert by defining the Action ID and Action Text?**

No, actionable alerts cannot be configured by the Administrator, these alerts are factory shipped or can be defined at the time of implementation. Administrator can only define the Action Text for and can enable/disable the actionable alert.

# 42

## Mailers

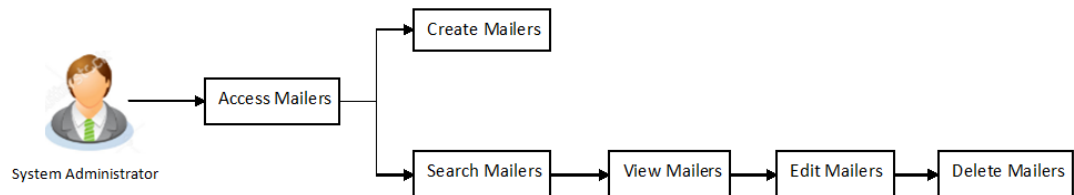
Mailers are information or messages published by the Bank, to communicate about the Bank's Products, services and other information to its users. Bank may send mailers to announce a limited period promotional product rate, launch of a product or service, etc.

Using this option, the System Administrator creates Mailers which are sent to specific users, parties or user segments. Mailers can be customized to reach some or all users, to be sent now or on a specific date and time, in the future.

### Pre-requisites

- Transaction access is provided to System Administrator
- Approval rule set up for Administrator to perform the actions

**Figure 42-1 Workflow**



### Features supported in Application:

The Mailers module supports following features:

- [Search and View Mailers](#)
- [Create Mailers](#)
- [Edit Mailers](#) (Only for Scheduled Mailers)
- [Delete Mailers](#) (Only for Scheduled Mailers)

### Navigation Path:

From **System/ Bank Administrator Dashboard**, under **Communications** widget, click **Mailers**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Communications** , click **Mailers**.

- [Mailers - Search and View](#)
- [Mailers - Create](#)
- [Mailers - Edit](#)

- [Mailers - Delete](#)
- [FAQ](#)

## 42.1 Mailers - Search and View

Using Mailers – search option, System Administrators can search and view the list of mailers created in the application. System Administrator enters the mailer code or mailer description to search the user, however blank search is also allowed.

The information will be displayed sorted by Date of creation.

### To search the mailer:

1. Navigate to one of the above paths.  
The **Mailers** screen appears.
2. In the **Mailer Code** field, enter the mailer code to view the mailer details.  
OR

In the **Mailer Description** field, enter the mailer description to view the mailer details.

3. Click **Search**.  
The search results appear on the **Mailers** screen.

OR

Click **Clear** if you want to reset the search parameters.

OR

Click **Cancel** to cancel the transaction.

**Figure 42-2 Mailers - Search**

The screenshot displays the 'Mailers' search interface in the Futura Bank system. At the top, the user is identified as 'System Administrator' with a dropdown menu. The page title is 'futura bank'. The search form includes two input fields: 'Mailer Code' and 'Mailer Description', with 'Search' and 'Clear' buttons. Below the form is a table listing mailers:

Mailer Code	Mailer Description	Date Created	Send Date	Status
ML111	Debit card Platinum	25 Nov 2019 11:41:41 AM	29 Nov 2019 12:00:00 AM	Expired
ML112	Credit Card desk2	25 Nov 2019 11:38:18 AM	27 Nov 2019 12:00:00 AM	Expired
newmailer1	newmailer1	05 Dec 2019 02:35:18 PM	07 Dec 2019 12:00:00 AM	Expired
TestMail	TestMailDesc	05 Dec 2019 03:26:38 PM	05 Dec 2019 12:00:00 AM	Sent
12345	Test	17 Dec 2019 10:32:38 AM	19 Dec 2019 12:00:00 AM	Expired
Mailer12	Mailer to test confirmation page	17 Dec 2019 10:39:22 AM	01 Jan 2020 12:00:00 AM	Expired
code10	description	26 Feb 2020 05:58:10 PM	26 Feb 2020 06:00:00 PM	Expired
code1	description	26 Feb 2020 05:51:36 PM	26 Feb 2020 06:00:00 PM	Expired
code7	description	26 Feb 2020 05:54:15 PM	26 Feb 2020 06:00:00 PM	Expired
code8	description	26 Feb 2020 05:56:06 PM	26 Feb 2020 06:00:00 PM	Expired

At the bottom of the table, there is a pagination control showing 'Page 1 of 2 (1-10 of 18 items)' and a 'Cancel' button. On the right side, a 'Note' box provides information about mailers and includes a 'Create' button. The footer contains the text: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Table 42-1 Field Description**

Field Name	Description
<b>Mailer Code</b>	The unique key to identify the mailer.
<b>Mailer Description</b>	The description of the mailer corresponding to mailer code.
<b>Search Results</b>	
<b>Mailer Code</b>	The mailer code.
<b>Mailer Description</b>	The description of the mailer corresponding to mailer code.
<b>Date Created</b>	The date on which the mailer was created.
<b>Send Date</b>	The date on which mailer is sent.
<b>Status</b>	The status of the mailer - viz., scheduled, sent and expired.

**To view the mailer details:**

1. Navigate to one of the above paths.  
The **Mailers** screen appears.
2. Click the **Mailer Code** link of the record for which you want to view the details.  
The search results appear on the **Mailers - View** screen appears.

**Figure 42-3 Mailer - View**

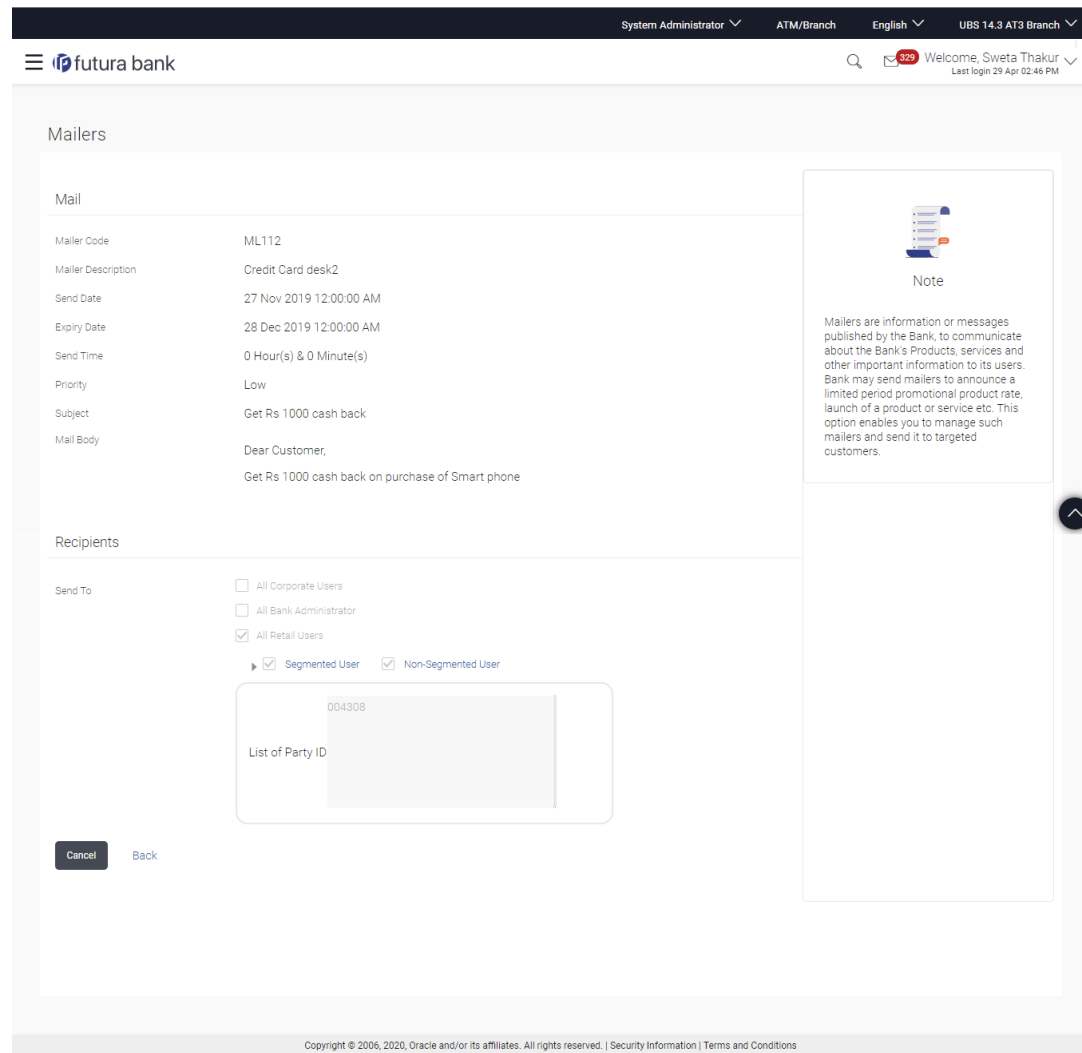


Table 42-2 Field Description

Field Name	Description
<b>Mail</b>	
<b>Mailer Code</b>	The unique key to identify the mailer.
<b>Mailer Description</b>	The description of the mailer corresponding to the mailer code.
<b>Send Date</b>	The date and time on which the mailer was sent.
<b>Expiry Date</b>	The date and time on which the mailer will expire and will stop appearing in user's mailbox.
<b>Send Time</b>	The time on which the mailer was sent.
<b>Priority</b>	The priority of the mailer. The options can be: <ul style="list-style-type: none"> <li>• Low</li> <li>• Medium</li> <li>• High</li> </ul>
<b>Subject</b>	The subject of the mailer.
<b>Mail Body</b>	The content of the main body of the mailer.
<b>Recipients</b>	
<b>Send To</b>	The recipients of the mailer. The recipients can be: <ul style="list-style-type: none"> <li>• All Corporate Users</li> <li>• All Bank Administrator</li> <li>• All Retail Users</li> <li>• Segmented Users</li> <li>• Non-Segmented Users</li> <li>• User IDs</li> <li>• PartyIDs</li> </ul>

3. Click **Edit** to edit the mailer.  
OR

Click **Delete** to delete the mailer.

OR

Click **Cancel** to cancel the transaction.

OR

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

 **Note:**

The **Edit** and **Delete** option is available only for Mailers that have a status as **'Scheduled'**.

## 42.2 Mailers - Create

This function allows the System Administrator to create mailers. The System Administrator creates the content of the mailers, specifies the date - when a mailer is to be sent, priority of the mailer, and the recipients to whom the mailer needs to be sent.

**To create a new mailer:**

1. Navigate to one of the above paths.  
The **Mailers** screen appears.
2. Click **Create**.  
The **Mailers - Create** screen appears.

**Figure 42-4 Mailer - Create**

**Table 42-3 Field Description**

Field Name	Description
<b>Mailer Code</b>	Specify the unique key to identify the mailer.
<b>Mailer Description</b>	The description of the mailer corresponding to the mailer code.
<b>Send Date</b>	The desired date and time for sending the mailer.
<b>Expiry Date</b>	The date and time on which the mailer will expire and it will stop appearing in the user's mailbox.
<b>Priority</b>	The priority of the mailer. The options are: <ul style="list-style-type: none"> <li>• Low</li> <li>• Medium</li> <li>• High</li> </ul>
<b>Subject</b>	The subject of the mailer.
<b>Mail Body</b>	The content of the main body of the mailer.
<b>Recipients</b>	
<b>Send To</b>	The recipients of the mailer. The options are: <ul style="list-style-type: none"> <li>• All Corporate Users</li> <li>• All Bank Administrator</li> <li>• All Retail Users</li> <li>• Segmented Users</li> <li>• Non-Segmented Users</li> <li>• List of User ID: This field is enabled, if you click the <b>Add List of User ID</b> button.</li> <li>• List of PartyID: This field is enabled, if you click the <b>Add List of Party ID</b> button.</li> </ul>

3. In the **Mailer Code** field, enter the mailer id.
4. In the **Mailer Description** field, enter the mailer description.
5. From the **Send Date** list, select the appropriate date and time to send the mailer.
6. From the **Expiry Date** list, select the appropriate date and time on which the mailer will expire.
7. In the **Priority** field, select the priority to send the mailer.
8. In the **Subject** field, enter the appropriate subject for the mailer.
9. In the **Mail Body** field, enter the appropriate content for the mailer.
10. To send the mailer, select the type of recipients from the Send To list.

OR

Click the  icon against the Segmented Users/ Non Segmented Users field to view and select the desired user.

OR

Select the check box to select all the segmented users/ non segmented users.

11. Click **Add List of User ID** and enter the user ids, if you want to add specific user ids as mailer recipients.

OR

Click **Add List of Party ID** and enter the party ids, if you want to add specific party ids as mailer recipients.

12. Click **Save** to save the details.

OR

Click **Cancel** to cancel the transaction.

OR

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

13. The **Review** screen appears.

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

OR

Click **Cancel** to cancel the operation.

OR

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

14. The success message of mailer creation appears along with the transaction reference number.

Click **OK** to complete the transaction.

## 42.3 Mailers - Edit

This function enables the System Administrator to edit the mailer details.



**Note:**

This option is available only for Mailers, which have status as '**Scheduled**' (future dated).

**To edit or update a mailer details:**

1. Navigate to one of the above paths.  
The **Mailers** screen appears.
2. Enter the search criteria, click **Search**.  
The search results appear on the **Mailers** screen.
3. In the **Mailer - Search Results** section, click the **Mailer Code** link of the record for which you want to view the details.  
The search results appear on the **Mailers - View** screen appears.
4. Click **Edit** to edit the mailer.  
The **Mailers - Edit** screen appears  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.



Figure 42-5 Mailers - Edit

The screenshot displays the 'Mailers - Edit' page in the Futura Bank system. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main header shows the 'futura bank' logo and a user profile for 'Welcome, Sweta Thakur' with a last login time of '29 Apr 02:46 PM'. The page title is 'Mailers'. Below this, the 'Mail' section contains the following fields:

- Mailer Code:** 10010
- Mailer Description:** Credit Card Discount
- Send Date:** 04/29/20 17:55
- Expiry Date:** 05/15/20 17:55
- Priority:** Radio buttons for Low, Medium (selected), and High.
- Subject:** 5% Discount on credit card

The **Mail Body** section features a rich text editor with a toolbar. The content of the mail body is:

Now Avail 5% discount on shopping with credit card

Regards  
Customer care

The **Recipients** section includes a 'Send To' area with the following options:

- All Corporate Users
- All Bank Administrator
- All Retail Users
  - Segmented User
  - Non-Segmented User

Below these options are two buttons: 'Add List of User ID' and 'Add List of Party ID'. At the bottom of the form, there are three buttons: 'Save', 'Cancel', and 'Back'. A copyright notice at the very bottom reads: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Table 42-4 Field Description

Field Name	Description
<b>Edit</b>	
<b>Mailer Code</b>	The unique key to identify the mailer. This field is not editable.
<b>Mailer Description</b>	The description of the mailer corresponding to mailer code.
<b>Send Date</b>	The desired date and time for sending the mailer.
<b>Expiry Date</b>	The date and time on which the mailer will expire.

**Table 42-4 (Cont.) Field Description**

Field Name	Description
<b>Priority</b>	The priority of the mailer. The options are: <ul style="list-style-type: none"> <li>• Low</li> <li>• Medium</li> <li>• High</li> </ul>
<b>Mail</b>	
<b>Subject</b>	The subject of the mailer.
<b>Mail Body</b>	The content for the mail body of the mailer.
<b>Recipients</b>	
<b>Send To</b>	The recipients of the mailer. The options are: <ul style="list-style-type: none"> <li>• All Corporate Users</li> <li>• All Bank Administrator</li> <li>• All Retail Users</li> <li>• Segmented Users</li> <li>• Non-Segmented Users</li> <li>• List of User ID: This field is enabled, if you click the <b>Add List of User ID</b> button.</li> <li>• List of PartyID: This field is enabled, if you click the <b>Add List of Party ID</b> button.</li> </ul>

5. View the defined values for fields, in an editable form.
6. Modify the required details.
7. Click **Save** to update the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
8. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
9. The success message of mailer update appears along with the transaction reference number.  
Click **OK** to complete the transaction.

## 42.4 Mailers - Delete

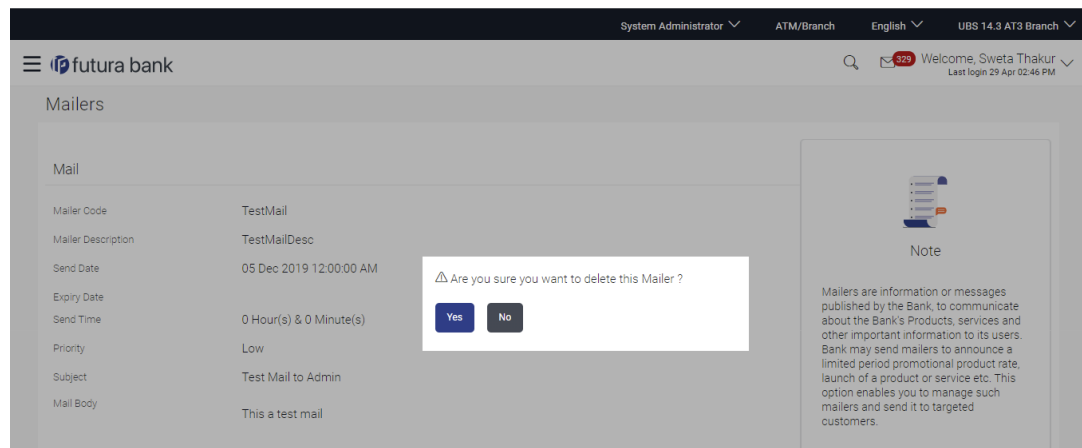
Using this option, the System Administrator can delete the mailer.

**Note:**

This option is available only for Mailers, which have status as '**Scheduled**' (future dated).

**To delete the mailer:**

1. Navigate to one of the above paths.  
The **Mailers** screen appears.
2. Enter the search criteria, click **Search**.  
The search results appear on the **Mailers** screen.
3. In the **Mailer - Search Results** section, click the **Mailer Code** link of the record for which you want to view the details.  
The search results appear on the **Mailers - View** screen appears.
4. Click **Delete**.  
The application prompt the System Administrator with a delete confirmation message with an option of **Yes / No**.

**Figure 42-6 Mailers - Delete**

5. Click **Yes** to continue.  
OR  
Click **No** to cancel the deletion process.
6. The screen with success message appears.  
Click **OK** to complete the transaction.

## 42.5 FAQ

1. **Can I attach a file while creating a Mailer?**  
No, option to attach files is not supported.
2. **Till which date I can see the mailers which are already sent to the customers?**  
You can view already sent mailers till the date, data is available in the system. This will be based on the Bank's purging policy.

**3. Can I send mailers to specific customers?**

Mailers can be sent to all the customers (Retail/corporate/Administrators), specific user segments or to specific user(s) by specifying the user IDs or party IDs.

**4. Who will be the recipients of the mailers incase if mailers are targeted for specific party id(s)?**

The users to whom the party ID is mapped as primary party will receive the mailers on scheduled date and time.

# 43

## Account Aggregation

Account aggregation feature allows retail users to link their external bank accounts to OBAPIS and provides with an ability to view and access all their savings, term deposits and loan accounts information anytime, anywhere using single digital platform. The benefit of account aggregation is that retail users get a snapshot of all financial accounts while being able to easily retrieve account details, such as net balance available across all the current and savings accounts, recent transactions, etc. in one place. Using this feature, the user log on to the application to see all financial accounts, instead of log in to several accounts to tally up a financial overview, which saves time and effort of the user.

As a part of Account Aggregation module OBAPIS enables a retail user to access external bank accounts, and aggregate accounts with OBDX, the system administrator has to perform External Bank Maintenance.

- [External Bank Maintenance](#)

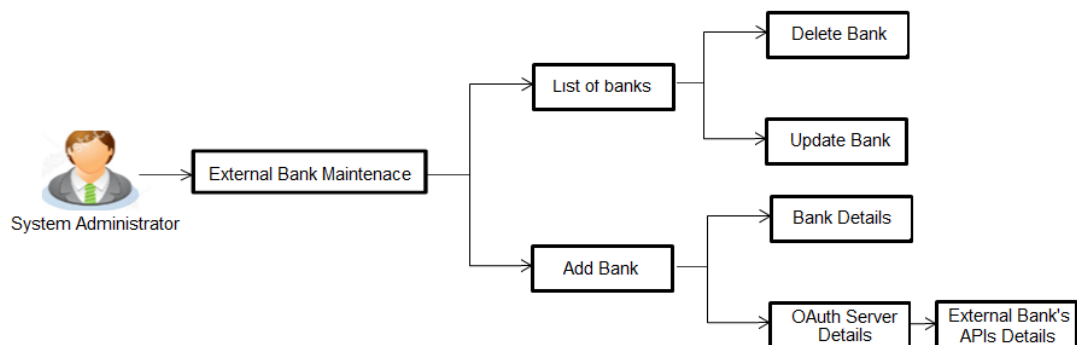
### 43.1 External Bank Maintenance

Using external bank maintenance, System Administrators can add an external bank. The external bank logo, address, URL and other details can be maintained. In addition to this, the authorization details can be captured, that will enable linking of OBAPIS with the external bank. Multiple external APIs can be saved, to facilitate access of data, which will then be available for the perusal of the OBAPIS customer.

#### Prerequisites

- Transaction access is provided to System Administrator
- Approval rule set up for System Administrator to perform the actions

**Figure 43-1 Workflow**



#### Features Supported In Application

This option allows the System Administrator to:

- [View External Bank Details](#)
- [Add External Bank](#)
- [Update External Bank Details](#)
- [Delete External Bank](#)

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, under **Personal Finance** widget, click **External Bank Maintenance**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Personal Finance**. Under **Personal Finance**, click **External Bank Maintenance**.

- [Search and View External Bank's Details](#)
- [Add External Bank](#)
- [Update External Bank's Details](#)
- [Delete External Bank's Details](#)

## 43.1.1 Search and View External Bank's Details

System Administrators can search and view the details of the external banks already maintained in the application.

**To view external bank's details:**

1. Navigate to one of the above paths.

The **External Bank Maintenance** screen appears.

2. In the **Bank Name** field, enter the bank name to search for a specific external bank.
3. Click **Search**.

List of external banks matching search criteria appears in search summary section.

OR

Click **Cancel** to cancel the transaction.

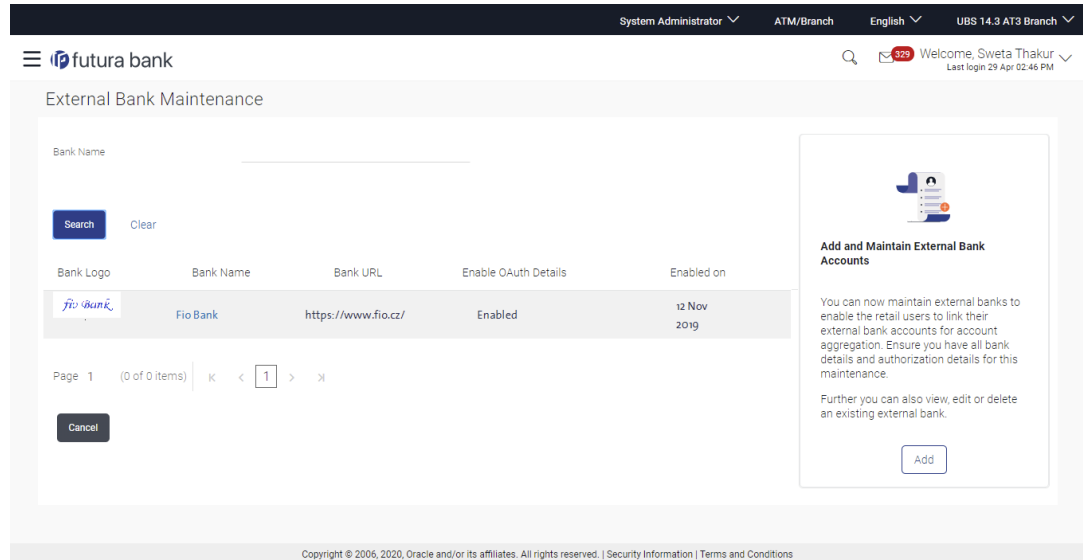
OR

Click **Clear** to reset the details.

OR

Click **ADD** to add new external bank.

**Figure 43-2 External Bank Maintenance - Search Result**



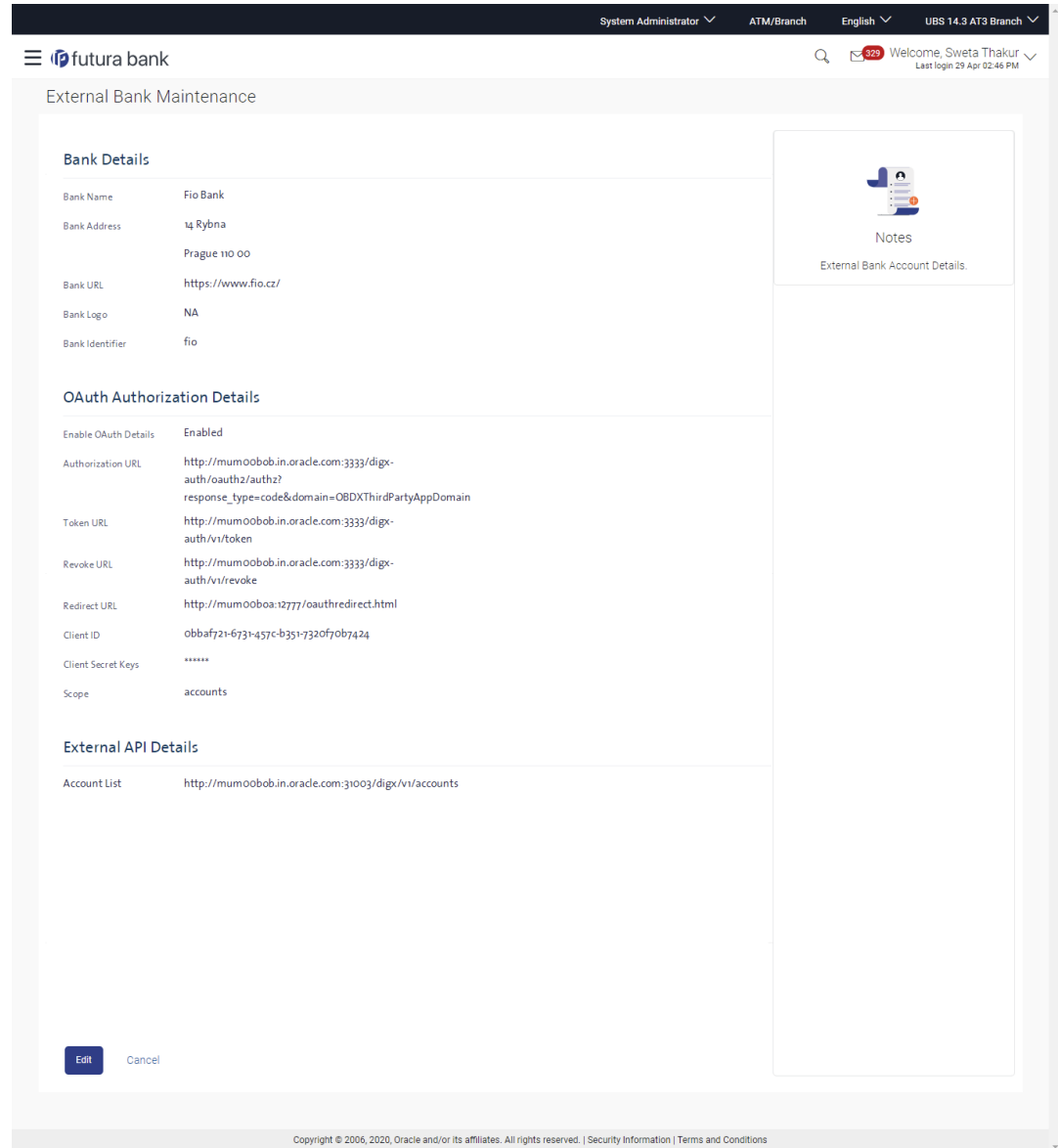
**Table 43-1 Field Description**

Field Name	Description
<b>Bank Logo</b>	The external Bank's logo.
<b>Bank Name</b>	The name of the external bank maintained in OBAPIS.
<b>Bank URL</b>	The URL of the external bank maintained in OBAPIS.
<b>Enable OAuth Details</b>	The status of the external bank's authorization details, if enabled or disabled.
<b>Enabled on</b>	If the status of an external bank is enabled, then date and time on which the bank is enabled for customers.

4. Click **Bank Name** link on **External Bank Maintenance** screen.

The bank details maintained appears on **External Bank Maintenance - View** screen.

**Figure 43-3 External Bank Maintenance - View**



**Table 43-2 Field Description**

Field Name	Description
<b>Bank Details</b>	
<b>Bank Name</b>	The name of the external bank maintained in OBAPIS.
<b>Bank Address</b>	The address of the external bank maintained in OBAPIS.
<b>Bank URL</b>	The URL of the external bank maintained in OBAPIS.
<b>Bank Logo</b>	The external Bank's logo.
<b>Bank Identifier</b>	The external bank identifier.
<b>OAuth Authorization Details</b>	



Table 43-2 (Cont.) Field Description

Field Name	Description
<b>Enable OAuth Details</b>	Displays the authorization details status for the external bank i.e. whether to enable /disable.
<b>Authorization URL</b>	Displays the authorization url.
<b>Token URL</b>	Displays the Token url.
<b>Revoke URL</b>	Displays the Revoke url.
<b>Redirect URL</b>	Displays the Redirect url.
<b>Client ID</b>	Displays the Client ID.
<b>Client Secret Keys</b>	Displays the Client secret keys.
<b>Scope</b>	Displays the applicable scope(s) for the external bank.
<b>External API Details</b>	
<b>External API's</b>	Displays the category of external API's exchanged between the Banks.
<b>API URL</b>	Displays the API URL.

5. Click **Edit** to edit the external bank details.

OR

Click **Delete** to delete the external bank details.

OR

Click **Cancel** to cancel the transaction.

OR

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

## 43.1.2 Add External Bank

System Administrators can add an external bank - so that it is available to the Retail User for account aggregation services (on successful authorization of this maintenance). System Administrators can add external bank details like Bank details, Bank Authorization details, multiple external APIs (to facilitate access of data between OBAPIS and the External Bank).

### To add external bank:

1. Navigate to one of the above paths.  
The **External Bank Maintenance** screen appears.
2. Click **Add**.  
The **External Bank Maintenance** screen appears.

**Figure 43-4 External Bank Maintenance - Add**

**Table 43-3 Field Description**

Field Name	Description
<b>Bank Details</b>	
<b>Bank Name</b>	Specify the name of the external bank.
<b>Bank Address</b>	Enter address of the external bank.
<b>Bank URL</b>	Specify the URL of the external bank.
<b>Bank Logo</b>	Upload logo of the bank through browse and upload image option.
<b>Bank Identifier</b>	Enter the external bank identifier.
<b>OAuth Authorization Details</b>	
<b>Enable OAuth Details</b>	Select the authorization details status for the external bank i.e. whether to enable /disable.
Below fields is enabled only if the <b>Enable OAuth Details</b> field is <b>enable</b> under <b>OAuth Authorization Details</b> section	
<b>Authorization URL</b>	Specify the authorization URL.

**Table 43-3 (Cont.) Field Description**

Field Name	Description
<b>Token URL</b>	Specify the Token URL.
<b>Revoke URL</b>	Specify the Revoke url.
<b>Redirect URL</b>	Specify the Redirect url.
<b>Client ID</b>	Specify the Client ID.
<b>Client Secret Keys</b>	Specify the Client secret keys.
<b>Scope</b>	Specify the applicable scope(s) for the external bank.
<b>External API Details</b>	
<b>External API's</b>	<p>Select the external API's category, to access data between OBAPIS and the External Bank.</p> <p>The External API could be to access the following information of the User's External Bank accounts:</p> <ul style="list-style-type: none"> <li>• Account List</li> <li>• Account Details</li> <li>• Account Summary</li> <li>• Account Activity</li> </ul>
<b>API URL</b>	Specify the API URL.

3. In the **Bank Name** field, enter the external bank's name.
4. In the **Bank Address** field, enter the external bank's address.
5. In the **Bank URL** field, enter the external bank's url.
6. Click **Choose Files** or **Drag Files here**, browse and upload image of bank logo.
7. In the **Bank Identifier** field, enter the external bank's identifier.
8. Click the **Enable OAuth Details** toggle button to enable or disable the authorization details.

 **Note:**


**OAuth Authorization Details** are maintained for the external bank, if the status of the **Enable OAuth Details** field is enabled.

9. In the **Authorization URL** field, enter the external bank's authorization url.
10. In the **Token URL** field, enter the external bank's token url.
11. In the **Revoke URL** field, enter the external bank's revoke url.
12. In the **Redirect URL** field, enter the external bank's redirect url.
13. In the **Client ID** field, enter the external bank's client ID.
14. In the **Client Secret Keys** field, enter the external bank's client secret keys.
15. In the **Scope** field, enter the appropriate scope for the external bank.
16. From the **External APIs** list, select the external API's exchanged between the Banks in **External API Details** section.
17. Click **+ Add External API** to add more APIs.
 

The list appears to select the APIs.

  - a. From the drop-down list, select the appropriate option.

- b. In the **API URL** field, enter the API url.
- c. OR

Click  icon against the particular already added External API to delete it.

- 18. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
- 19. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
- 20. The success message of external bank details creation appears.  
Click **OK** to complete the transaction.

### 43.1.3 Update External Bank's Details

System Administrators can view and update the details of the external banks already maintained in the application. System Administrators can modify Bank details, Authorization details and External API information.

**To edit External bank details:**

- 1. Navigate to one of the above paths.  
The **External Bank Maintenance** screen appears.
- 2. In the **Bank Name** field, enter the bank name to search for a specific external bank.
- 3. Click **Search**.  
List of external banks matching search criteria appears in search summary section.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the details.
- 4. Click **Bank Name** link on **External Bank Maintenance** screen.  
The bank details maintained appears on **External Bank Maintenance - View** screen.
- 5. Click **Edit** to edit the external bank details.  
The **External Bank Maintenance - Edit** screen appears with values in editable form.

**Figure 43-5 External Bank Maintenance - Edit**

**Table 43-4 Field Description**

Field Name	Description
<b>Bank Details</b>	
<b>Bank Name</b>	Displays the name of the external bank. This field is editable.
<b>Bank Address</b>	Displays an address of the external bank. This field is editable.
<b>Bank URL</b>	Displays the URL of the external bank. This field is editable.
<b>Bank Logo</b>	Displays the logo of the bank. This field is editable.
<b>Bank Identifier</b>	Displays the external bank identifier. This field is editable.
<b>OAuth Authorization Details</b>	

**Table 43-4 (Cont.) Field Description**

Field Name	Description
<b>Enable OAuth Details</b>	Displays the authorization details status for the external bank i.e. whether it is enable /disable. This field is editable.
<b>Authorization URL</b>	Displays the Authorization URL. This field is editable.
<b>Token URL</b>	Displays the Token URL. This field is editable.
<b>Revoke URL</b>	Displays the Revoke url. This field is editable.
<b>Client ID</b>	Displays the Client ID. This field is editable.
<b>Client Secret Keys</b>	Displays the Client keys. This field is editable.
<b>External API Details</b>	
<b>External API's</b>	Displays the category of external API's to access data between OBAPIS and the External Bank. The options are: <ul style="list-style-type: none"> <li>• Account List</li> <li>• Account Details</li> <li>• Account Summary</li> <li>• Account Activity</li> </ul> This field is editable.
<b>API URL</b>	Displays the API URL. This field is editable.

6. Update the required details.
7. Click **Save** to update the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
8. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
9. The success message of updates appears.  
Click **OK** to complete the transaction.

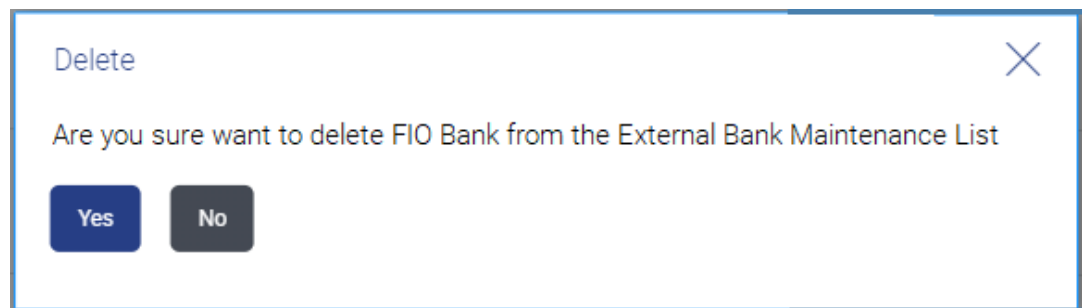
## 43.1.4 Delete External Bank's Details

System Administrators can search and delete existing external bank details.

**To delete external bank details:**

1. Navigate to one of the above paths.  
The **External Bank Maintenance** screen appears.
2. In the **Bank Name** field, enter the bank name to search for a specific external bank.
3. Click **Search**.  
List of external banks matching search criteria appears in search summary section.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the details.
4. Click **Bank Name** link on **External Bank Maintenance** screen.  
The bank details maintained appears on **External Bank Maintenance - View** screen.
5. Click **Delete** to delete the external bank details.
6. The **Delete Warning** message appears, click **Yes**.

**Figure 43-6 External Bank Maintenance - Delete**



7. The **External Bank Maintenance** screen with the successful object deletion message appears.  
Click **OK** to complete the transaction.

# Spend Category

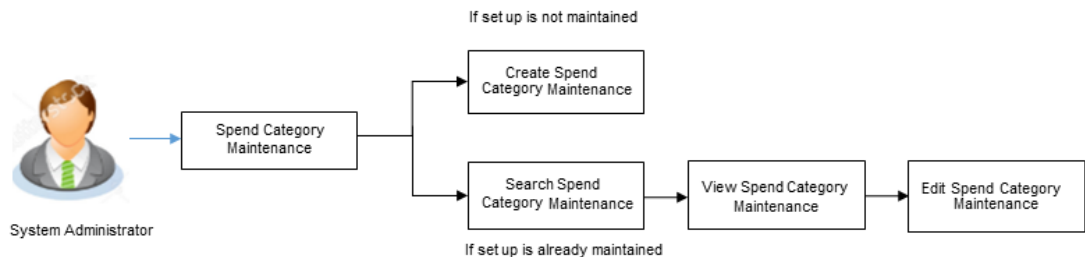
Using this option, the System Administrator can maintain the spend categories. Spend Category maintenance allows the System Administrator to create, modify or expire categories. For each of the Spend Category, System Administrator shall be able to map its corresponding sub categories under which the transactions will be tagged. This maintenance is done only for retail customers. Any time there can be a maximum of 7 categories available and each will have a unique category code. Spend categories cannot be deleted.

The each spend category can have up to four sub categories each.

## Prerequisites

- Transaction access is provided to System Administrator
- Transactions which needs to be mapped to different categories are maintained
- Transaction description must have keywords which can be distinguished by rule engine for classification into subcategories

**Figure 44-1 Workflow**



## Features supported in application

The Spend Category maintenance allows the System Administrator to:

- [Search and View Spend Category](#)
- [Create Spend Category](#)
- [Edit Spend Category](#)
- Add Spend Sub Category
- Edit Spend Sub Category

### Navigation Path:

From **System/ Bank Administrator Dashboard**, under **Personal Finance** widget, click **Spend Category**.

OR



From **System/ Bank Administrator Dashboard**, click **Toggle Menu** , then click **Menu** and then click **Personal Finance**. Under **Personal Finance** , click **Spend Category**.

- [Spend Category - Search](#)
- [Spend Category - Create](#)
- [Spend Category - Edit](#)
- [FAQ](#)

## 44.1 Spend Category - Search

Using Spend category search option, System Administrators search the existing spend category. The search result displays a particular spend categories based on search criteria entered.

If the search parameters are not specified, then it displays all the records.

**To search a spend category:**

1. Navigate to one of the above paths.

The **Spend Category Maintenance** screen appears.

2. Enter the search criteria, click **Search**.

The search results appear on the **Spend Category** screen based on the search parameters.

OR

Click **Clear** if you want to reset the search parameters.

OR

Click **Cancel** to cancel the transaction.

Figure 44-2 Spend Category - Search

The screenshot displays the 'Spend Category Maintenance' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user welcome message for 'Sweta Thakur'. The main content area is titled 'Spend Category Maintenance' and includes search fields for 'Category Code' and 'Category Name', a 'Search' button, and a 'Clear' link. A table below shows search results with columns for 'Category Code' and 'Category Name'. The results include: Essentials, Monthly Expenses, Code 1, Wallet\_Fund, Investment, Travel, and Spend1. To the right of the table is a 'Note' box with a document icon, explaining that these are various categories for customer expenses and providing a 'Create' button. At the bottom of the page, there is a 'Cancel' button and a footer with copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Table 44-1 Field Description

Field Name	Description
<b>Category Code</b>	Unique ID maintained for the spend category.
<b>Category Name</b>	Name of the spend category. Transactions are mapped to the category name to classify spending under each category.
<b>Search Results</b>	
<b>Category Code</b>	Category codes of the searched spend categories.
<b>Category Name</b>	Name of the searched categories.

- [Spend Category - View](#)

## 44.1.1 Spend Category - View

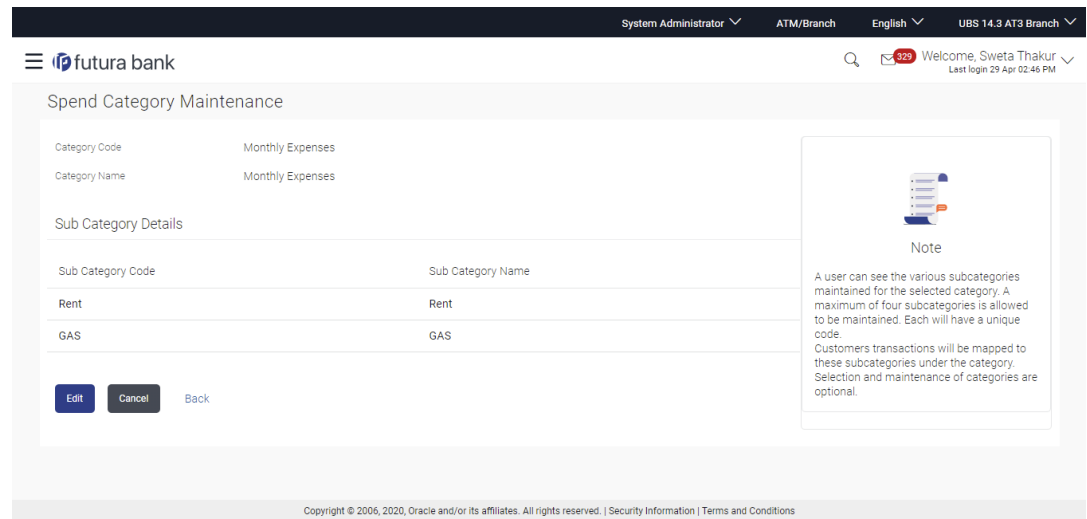
Using spend category view option, the System Administrator can view the spend categories and sub categories.

**To view a spend category:**

1. Navigate to one of the above paths.  
The **Spend Category Maintenance** screen appears.
2. Enter the search criteria, click **Search**.  
The search results appear on the **Spend Category** screen based on the search parameters.
3. Click the **Category Name** link of the record for which you want to view the spend category.

The **Spend Category - View** screen appears.

**Figure 44-3 Spend Category - View**



**Table 44-2 Field Description**

Field Name	Description
<b>Category Code</b>	Unique ID maintained for the spend category
<b>Category Name</b>	Name of the category. Transactions are mapped to the category name to classify spending under each category.
<b>Sub Category Details</b>	
<b>Sub Category Code</b>	Unique ID maintained for the spend sub-category.
<b>Sub Category Name</b>	Name of the subcategory based on the category name. Transactions can be further classified under the sub categories available under a category. For e.g. Spend category name could be Household Expenses and under that, sub categories could be Grocery, Rent etc.

- Click **Edit** to if you want to edit the spend category.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## 44.2 Spend Category - Create

Using spend category create option, the System Administrator can create new spend categories and sub categories.

**To create a spend category:**

1. Navigate to one of the above paths.  
The **Spend Category Maintenance** screen appears.
2. Click **Create**.  
The **Spend Category - Create** screen appears.


**Figure 44-4 Spend Category - Create**

**Table 44-3 Field Description**

Field Name	Description
<b>Category Code</b>	Unique ID maintained for the spend category.
<b>Category Name</b>	Name of the category. Transactions are mapped to the category name to classify spending under each category.
<b>Sub Category Details</b>	
<b>Sub Category Code</b>	Unique ID maintained for the spend sub-category.
<b>Sub Category Name</b>	Name of the subcategory based on the category name. Transactions can be further classified under the sub categories available under a category. For e.g. Spend category name could be Household Expenses and under that, sub categories could be Grocery, Rent etc.

3. In the **Category Code** field, enter the code for the spend category.
4. In the **Category Name** field, enter the name of the spend category
5. In the **Sub Category Details** section, enter the relevant information for subcategories.
6. Repeat step 4 to add more sub categories to a sub category.

 **Note:**

You can click  icon to delete a spend sub category or click **Add** to add more spend sub categories.

7. Click **Save** to save the category and sub category details.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction.
8. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Edit** to modify the details.  
The user will be navigated back to the create screen.  
OR  
Click **Cancel** to cancel the transaction.
9. The success message of spend category creation appears.  
Click **OK** to complete the transaction.

## 44.3 Spend Category - Edit

Using spend category edit option, System Administrator can modify the spend category details.

**To edit or update a spend category:**

1. Navigate to one of the above paths.  
The **Spend Category Maintenance** screen appears.
2. Enter the search criteria, click **Search**.  
The search results appear on the **Spend Category** screen based on the search parameters.
3. Click the **Category Name** link of the record for which you want to view the spend category.  
The **Spend Category - View** screen appears.
4. Click **Edit** to edit the spend category.  
The **Spend Category- Edit** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.

Figure 44-5 Spend Category - Edit

System Administrator | ATM/Branch | English | UBS 14.3 AT3 Branch

futura bank | Welcome, Sweta Thakur | Last login 29 Apr 02:46 PM

### Spend Category Maintenance

Category Code: Code 2

Category Name: Online Shopping

Add Sub Categories (optional)

Sub Category Code	Sub Category Name	
Electronic Devices	Mobile phone	

**Note**

A user can see the various subcategories maintained for the selected category. A maximum of four subcategories is allowed to be maintained. Each will have a unique code. Customers transactions will be mapped to these subcategories under the category. Selection and maintenance of categories are optional.

Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

5. Edit the required details.
6. Click **Save** to update the changes.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction.
7. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Edit** to modify the details.  
The user will be navigated back to the create screen.  
OR  
Click **Cancel** to cancel the transaction.
8. The success message of updates appears.  
Click **OK** to complete the transaction.

## 44.4 FAQ

1. **How many spend categories can a System Administrator can create?**  
A System Administrator can create maximum of seven categories. However this is a Data base configuration and can be increased or decreased at the time of implementation.
2. **How many spend sub-categories can a System Administrator can create?**  
A System Administrator can create a maximum of four sub-categories under a main category.
3. **What is category code used for?**

It is used as a unique key to distinguish different categories.

**4. How are the transactions being mapped to the categories?**

The categories would be linked to a rule engine which will use some keywords in the description of transaction and get mapped to the category or sub category on its own.

# Goal Category Maintenance

Goal Category maintenance allows the System Administrator to create, modify or expire goal categories. For each of the Goal Category, System Administrator can map the Product under which the goals will be opened. This maintenance is done only for retail type of parties and is not applicable for corporate type of parties. Any time there can be a maximum of 10 categories available and each will have a unique category code.

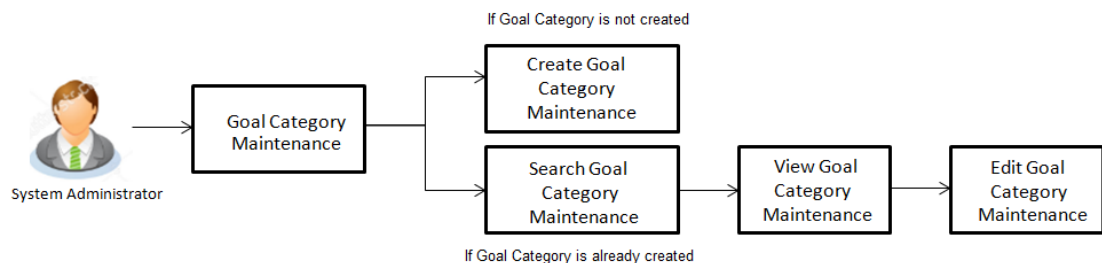
Administrator created categories needs to be linked with a product which will decide the other key parameters which will govern the Goal category. These parameters would be:

- Goal Amount Range ( Minimum and Maximum Value)
- Interest Rate Offered
- Tenure Range ( Minimum and Maximum)

### Prerequisites

- Transaction access is provided to System Administrator
- Products which needs to be mapped to different categories are well maintained
- Goal categories to be made are limited and cannot be deleted

**Figure 45-1 Workflow**



### Features Supported In Application

Goal category maintenance available for System administrator include

- Search Goal Category
- Create Goal Category
- Edit Goal Category

### Navigation Path:

From **System/ Bank Administrator Dashboard**, under **Personal Finance** widget, click **Goal Category**.

OR



From **System/ Bank Administrator Dashboard**, click **Toggle Menu** , then click **Menu** and then click **Personal Finance**. Under **Personal Finance** , click **Goal Category**.

- [Goal Category - Search](#)
- [Goal Category - Create](#)
- [Goal Category - Edit](#)
- [FAQ](#)

## 45.1 Goal Category - Search

Using this option, System Administrators can search the existing goal category already created. The search result displays matching results of the goal based on search criteria entered.

If the search parameters are not specified, then it displays all the records. The search criteria comprises of two parameters:

- Category Code
- Category Name

**To search a goal category:**

1. Navigate to one of the above paths.

The **Goal Category Maintenance** screen appears.

2. Enter the search criteria, click **Search**.

The search results appear on the **Goal Category** screen based on the search parameters.

OR

Click **Clear** if you want to reset the search parameters.

OR

Click **Cancel** to cancel the transaction.

Figure 45-2 Search Goal Category

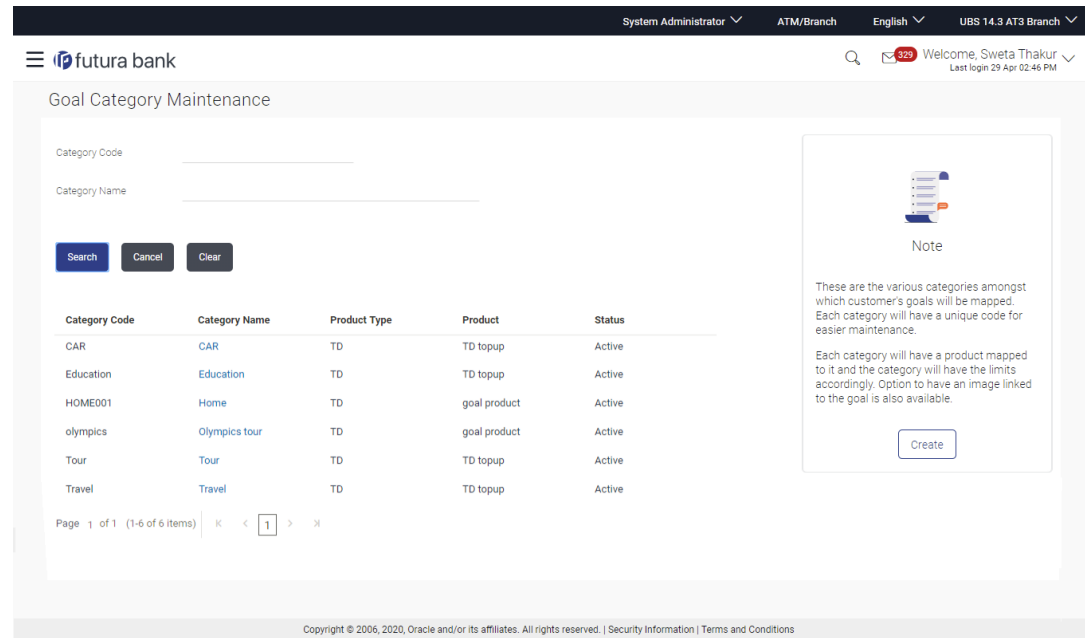


Table 45-1 Field Description

Field Name	Description
<b>Category Code</b>	Unique ID maintained for the category for internal search for bank administrator.
<b>Category Name</b>	Name of the category.
<b>Search Results</b>	
<b>Category Code</b>	Category code of the searched goal(s).
<b>Category Name</b>	Name of the searched category.
<b>Product Type</b>	Type of product mapped to the category under which the goals are opened.
<b>Product</b>	Name of the product which is mapped to the category.
<b>Status</b>	Status of the category, whether it is active or expired.

- [Goal Category - View](#)

### 45.1.1 Goal Category - View

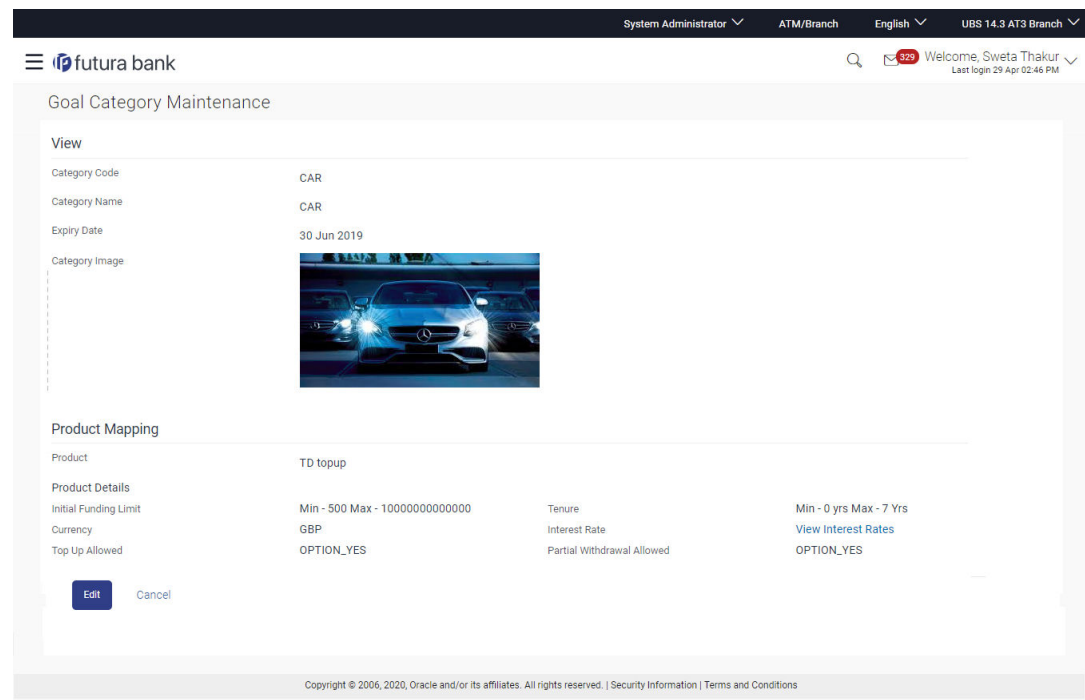
Using Goal category view option, the System Administrator can view the goal categories which already exist.

**To view a goal category:**

1. Navigate to one of the above paths.  
The **Goal Category Maintenance** screen appears.
2. Enter the search criteria, click **Search**.  
The search results appear on the **Goal Category** screen based on the search parameters.
3. Click the **Category Name** link of the record for which you want to view the goal category.

The **Goal Category - View** screen appears.

**Figure 45-3 Goal Category - View**



**Table 45-2 Field Description**

Field Name	Description
<b>Category Code</b>	Unique ID maintained for the category for internal search for bank administrator.
<b>Category Name</b>	Name of the category.
<b>Expiry Date</b>	Expiry date of the goal category. If the expiry date reaches, the user will not able to view the category.
<b>Category Image</b>	Image assigned for goal category.
<b>Product Mapping</b>	
<b>Product</b>	Name of the product mapped to the category under which the goal shall be opened.
<b>Product Details</b>	
<b>Initial Funding Limit</b>	The initial amount that the user can invest for his goal.
<b>Tenure</b>	The period of the goal created should fall within this range.
<b>Currency</b>	The currency with which a goal can be created.
<b>Interest Rate</b>	Click the <b>View Interest Rates</b> hyperlink to view the interest rate slab. Interest rate slab is set for the particular tenure, and is displayed according to the amount selected.
<b>Top Up Allowed</b>	Whether top up for the goal is allowed or not.
<b>Partial Withdrawal Allowed</b>	Whether partial withdrawal of the goal is allowed or not.

4. Click **Edit** if you want to edit the goal category.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Back** to navigate to previous screen.

## 45.2 Goal Category - Create

Using Goal category create option, the System Administrator can create new goal categories and sub categories.

**To create a goal category:**

1. Navigate to one of the above paths.  
The **Goal Category Maintenance** screen appears.
2. Click **Create**.  
The **Goal Category - Create** screen appears.

**Figure 45-4 Goal Category - Create**

**Table 45-3 Field Description**

Field Name	Description
<b>Category Code</b>	Unique id maintained for the category. Which will be used for internal search for bank administrator.
<b>Category Name</b>	Name of the category.

**Table 45-3 (Cont.) Field Description**

Field Name	Description
<b>Expiry Date</b>	Expiry date of the goal category. If the expiry date reaches, the user will not be able to view the category while creating a new goal.
<b>Category Image</b>	Image of the category for which category to be created.
<b>Product Mapping</b>	
<b>Product</b>	Name of the product to be mapped to the category under which the goal shall be opened. Bank maintains different products based on the category of the goal.
<b>Product Details</b>	
<b>Initial Funding Limit</b>	The initial amount that the user is investing for his goal. It must be within the limits of the product mapped.
<b>Tenure</b>	The period of the goal created should fall within this range.
<b>Currency</b>	The currency with which a goal can be created.
<b>Interest Rate</b>	Click the View Interest Rates hyperlink to view the interest rate slab. Interest rate slab is set for the particular tenure, and is displayed according to the amount selected.
<b>Top Up Allowed</b>	Whether top up for the goal is allowed or not.
<b>Partial Withdrawal Allowed</b>	Whether partial withdrawal of the goal is allowed or not.

3. In the **Category Code** field, enter the code for the goal category.
4. In the **Category Name** field, enter the name of the goal category.
5. From the **Expiry Date** list, select the appropriate date.
6. Click **Choose Files** to choose the category image.
7. From the **Product** list, select the appropriate option.
8. Click **Save** to save the category details.

OR

Click **Cancel** to cancel the transaction.

OR

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

9. The **Review** screen appears.  
Verify the details, and click **Confirm**.

OR

Click **Cancel** to cancel the transaction.

OR

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

10. The success message of goal category creation appears.  
Click **OK** to complete the transaction.

## 45.3 Goal Category - Edit

Using Goal category edit option, System Administrator can modify the goal details at any time during the tenure of the goal. Administrator can edit Category Name, Expiry Date and Interest Rate fields.

**To edit or update a goal category:**

1. Navigate to one of the above paths.  
The **Goal Category Maintenance** screen appears.
  2. Enter the search criteria, click **Search**.  
The search results appear on the **Goal Category** screen based on the search parameters.
  3. Click the **Category Name** link of the record for which you want to view the goal category.  
The **Goal Category - View** screen appears.
  4. Click **Edit** to edit the goal category.  
The **Goal Category Edit** screen appears.
- OR
- Click **Cancel** to cancel the transaction.
- OR
- Click **Cancel** to cancel the transaction.

**Figure 45-5 Goal Category - Edit**

The screenshot displays the 'Goal Category Maintenance' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user profile for 'Sweta Thakur' with a 'Welcome' message and 'Last login 29 Apr 02:46 PM'. The main content area is titled 'Goal Category Maintenance' and contains a 'Create' form. The form fields are: 'Category Code' (HOME01), 'Category Name' (Home), 'Expiry Date' (14 Jun 2019), and 'Category Image' (a photo of a house with a pool). A 'Note' box on the right states: 'A user can add multiple goal categories. Every goal category will have a product mapped to it which will be underlying for all the goals set under the category. It will have an expiry date after which no goals under that category can be set. A relevant image can be linked to the goal category which user can relate to.' Below the form is a 'Product Mapping' section with a dropdown menu set to 'goal product' and a table of details: 'Initial Funding Limit' (Min - 500 Max - 100000000000000), 'Currency' (GBP), 'Top Up Allowed' (OPTION\_YES), 'Tenure', 'Interest Rate', and 'View Interest Rates' (OPTION\_YES). At the bottom are 'Save', 'Cancel', and 'Back' buttons. The footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

5. Edit the required details.
6. Click **Save** to update the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
7. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
8. The success message of updates appears.  
Click **OK** to complete the transaction.

## 45.4 FAQ

1. **Can I create a category with unique category code but a common category name?**  
No, category code and category name, both should be unique.
2. **Can I delete a goal category?**  
No, goal category once created cannot be deleted. However you can update an expiry date.
3. **How many Goal categories can be created?**  
Administrator can create a maximum of ten goal categories. At a time there can be a maximum of ten active goal categories. Expired goal categories are treated as inactive categories.

# Manage Brand

Banks can have varied requirements with regards to the theme and for look and feel of the application.

Manage Brand is an administrative maintenance that allows the System Administrator to define the theme using brand logo, colors, fonts and font sizes.

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

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

- Rearrange columns
- Remove specific columns.

 **Note:**

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

System Administrator can configure the style / theme by selecting brand logo, header, background, label, button and font colors, font type and sizes for header text, menu, buttons etc. The administrator can define multiple themes with the above-mentioned attributes and once defined, the administrator can activate one of the themes from the available list. The administrator defines brand attributes for user segments.

This function also enables the System Administrator to create themes which will be available for Retail user for personalizing his view.

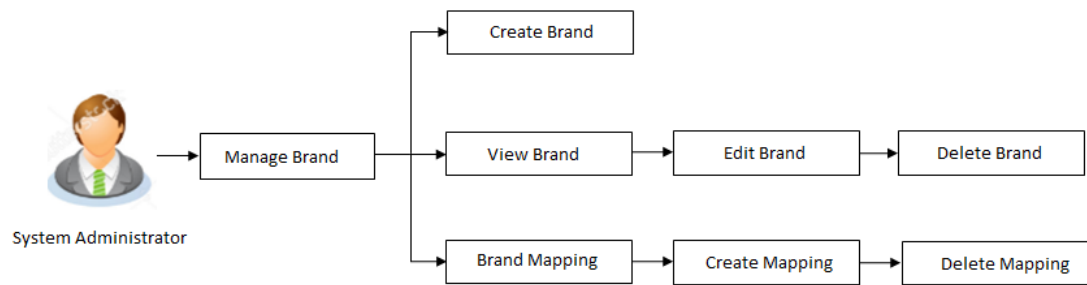
At any point in time, the administrator can deactivate a theme and activate another one.

### Prerequisites

- Transaction access is provided to System Administrator



Figure 46-1 Workflow



### Features supported in application

- View Brand
- Create Brand
- Edit Brand
- Delete Brand
- Brand Mapping

### Navigation Path:

From **System/ Bank Administrator Dashboard**, under **Templates** widget, click **Manage Brand**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **User Experience**. Under **User Experience**, click **Manage Brand**.

Figure 46-2 Manage Brand – Summary

Brand Mapping

**Brand Management**  
18 Record(s)

Download Manage Columns

Brand Name	Brand Description	Date Created	Actions
Expansive Grid Table View	expansion of table cells	January 15, 2024	View
Holi hai	Rang Barse	March 20, 2024	View
quick brand	quick brand	March 7, 2024	View
gold theme	gold theme	March 13, 2024	View
brand087	brand087	March 21, 2024	View
testt theme	testt theme	March 26, 2024	View
testbrand	testbrand	March 21, 2024	View
Global Blue Bank	Test Branding	February 2, 2024	View
World Bank	Number 1 bank of world	January 15, 2024	View

Create

Table 46-1 Field Description

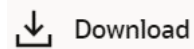
Field Name	Description
<b>Brand Name</b>	Displays the theme name as defined.
<b>Brand Description</b>	Displays the theme description as defined.
<b>Date Created</b>	Displays the date of theme creation.
<b>Actions</b>	The available action buttons against the theme are displayed. The action button can be: <ul style="list-style-type: none"> <li>View: Click to view the created theme.</li> </ul>

1. In the **Action** column, click the **View** link to view the already created theme.

OR

Click **Create** to create a new theme.

2. Click on the



icon to download the records in CSV & PDF format.

OR

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

- [Manage Brand - Create](#)
- [Manage Brand - View](#)
- [Manage Brand - Edit](#)
- [Manage Brand - Delete](#)
- [Brand Mapping](#)

## 46.1 Manage Brand - Create

Using this option, System Administrator can create a new theme for retail, corporate and administrator users.

**To create a brand:**

1. Navigate to one of the above paths.  
The **Create Brand** screen appears.

Figure 46-3 Manage Brand - Create

**Brand Information**

Brand Name: Expansive Grid Table View

Brand Description: expansion of table cells

Available for business user:

**Assets**

Images: **Drag and Drop**  
Select a file or drop one here.

**Customize Brand**

Form Controls

Controls

Buttons

Layout

Framework

Collections

Graphs, charts and maps

Application wide theming

**Form Controls Preview**

this is label hint  
Test Value

this is label hint  
.....

this is label hint  
10

this is label hint  
Required

this is label hint  
Required

this is label hint  
Test Value

labelHint20  
labelValueLinkText

labelHint13

labelHint14

labelHint15





labelHint15

--oj-radio-checkbox-input-color-selected	rgb(var(--oj-palette-neutral-rgb-190))	
--oj-radio-checkbox-label-to-edge-padding	0	
--oj-radio-checkbox-input-to-label-padding	0.5rem	
--oj-radio-checkbox-input-to-edge-padding	0	
--oj-radio-checkbox-item-divider-color	transparent	
--oj-radio-checkbox-input-transform-active	scale(0.75)	
--oj-radio-checkbox-item-bg-color-active	transparent	
--oj-date-picker-cell-font-size	var(--oj-typography-body-sm-font-size)	
--oj-date-picker-cell-border-color-today	rgb(var(--oj-palette-neutral-rgb-160))	
--oj-listbox-item-padding-horizontal	var(--oj-text-field-text-to-edge-padding)	
--oj-user-assistance-inline-text-color	var(--oj-core-text-color-secondary)	
--oj-user-assistance-inline-font-size	var(--oj-typography-body-xs-font-size)	
--base-font-url		
--base-font-family		
__mapping__	true	





[style documentation](#)

Save Cancel Back

Table 46-2 Field Description

Field Name	Description
<b>Brand Name</b>	Enter a name for the brand being created.
<b>Brand Description</b>	Enter a description for the brand being created.
<b>Available for Business Users</b>	The toggle button to define whether the brand will be available to business users or not for personalization. If this toggle is enabled, then the created theme will be available for Retail users for personalization. Retail user can select from the available themes and can personalize his view.
<b>Customized Brands</b>	
<b>Assets</b>	Upload a zip file which contains the icons and logo for the brand. The name of the assets uploaded should be same as the ones available in the application. For e.g. if the logo is available in the application with the name "logo.svg", the updated logo should be uploaded with the same name. The file path should be like "common/logo.svg".
<div style="border-left: 2px solid #0070C0; border-right: 2px solid #0070C0; border-bottom: 2px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <p>For mac users, create the zip file using command line to exclude DS_Store files.</p> </div>	
<b>Typography</b>	The typography of the brand being created is defined in this section. The typography includes: <ul style="list-style-type: none"> <li>• Base Font URL</li> <li>• Base Font Family</li> </ul>
<b>Base Font URL</b>	The URL for the base font that is to be used in the brand. This field appears if you click  icon against the Typography field.
<b>Base Font Family</b>	The name of the base font family that is to be applied for creating the brand. This field appears if you click  icon against the Typography field.
<b>Header</b>	
A <b>header of the application</b> is the most valuable area. It runs across the top of the page and has important information and links, which make the navigation across the application easier and quick. The application header related attributes are defined in this section.	
A preview of how the header will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.	
Below fields appear if you click  icon against the <b>Header</b> field.	
<b>Background</b>	The header background color is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Icon Size</b>	The size of the header icon is defined in this section.
<b>Typography</b>	The typography color, font size and weight for the header is defined in this section.
<b>Header Height</b>	The height of the brand header is defined in this section.
<b>Border</b>	The color of the border for the header is defined in this section.

**Table 46-2 (Cont.) Field Description**

Field Name	Description
<b>Footer</b>	<p>The area that appears at the bottom on every page of the application is known as the footer. It contains site information for e.g. the copyright details and the release year of the application.</p> <p>The application footer related attributes are defined in this section.</p> <p>A preview of how the footer will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.</p> <p>Below fields appear if you click  icon against the Footer field.</p>
<b>Background</b>	<p>The footer background color is defined in this section.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	<p>The typography color, font size and weight for the footer is defined in this section.</p>
<b>Footer Height</b>	<p>The height of the brand footer is defined in this section.</p>
<b>Help Panel</b>	<p>The area that appears on the right side of the form on every page of the application is the Help Panel. It contains brief information related to the module it appears on.</p> <p>The application help panel related attributes are defined in this section.</p> <p>A preview of how the help panel will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.</p> <p>Below fields appear if you click  icon against the <b>Help Panel</b> field.</p>
<b>Background</b>	<p>The typography color, size and weight for the header is defined in this section.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	<p>The typography color, body and header font size and weight for the help panel is defined in this section.</p>
<b>Header</b>	<p>The color, font size and weight of the help panel is defined in this section.</p>
<b>Icon Size</b>	<p>The size of the header icon is defined in this section.</p>
<b>Menu</b>	<p>The collapsible area that appears on the click of the Hamburger menu  icon on the top left corner of the application is known as the menu. It contains links to navigate across application.</p> <p>The application Menu related attributes are defined in this section.</p> <p>A preview of how the menu will be displayed, based on brand definition can be viewed. By clicking on the hamburger icon on the top left corner of the header.</p> <p>Below fields appear if you click  icon against the <b>Menu</b> field.</p>

**Table 46-2 (Cont.) Field Description**

Field Name	Description
<b>Background</b>	The menu background color is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, body and header font size and weight for the Menu is defined in this section.
<b>Hover</b>	The mouse hover color on the menu items is defined in this section.
<b>Interaction</b>	The type of menu interaction is selected from this section. The options are: <ul style="list-style-type: none"> <li>• Collapsible</li> <li>• Sliding</li> </ul>

**Table**

A formatted structure with rows and columns to represent the data is known as the table.

The application table related attributes are defined in this section.

A preview of how the table will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.

Below fields appear if you click  icon against the **Table** field.

**Header**

<b>Background</b>	The background color of the table header is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, body and header font size and weight for the Menu is defined in this section.
<b>Body</b>	
<b>Background</b>	The background color of the table body is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, body and body font size and weight for the Menu is defined in this section.
<b>Hover</b>	The color of the hover on the table is defined in this section.

**Form**

A structural representation of user related input fields is known as a form.

The application form related attributes are defined in this section.

A preview of how the form will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.

Below fields appear if you click  icon against the **Form** field.

**Form Section Header**

Table 46-2 (Cont.) Field Description






Field Name	Description
<b>Background</b>	The background color of the section header of the form is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, body font size and weight for the section header of form is defined in this section.
<b>Label</b>	
<b>Typography</b>	The typography color, body font size and weight for the Labels of form is defined in this section.
<b>Information Text</b>	
<b>Typography</b>	The typography color, body font size and weight for the Information text of form is defined in this section.
<b>Icon</b>	
<b>Size</b>	The size of the icon used is defined in this section.
<b>Hover</b>	The color of the hover in the form is defined in this section.
<b>Disabled Input</b>	
<b>Background</b>	The background color of the disabled input is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, body font size and weight for the disabled text of form is defined in this section.
<b>Link</b>	
<b>Typography</b>	The typography color, body font size and weight for the links in form is defined in this section.
<b>Hover</b>	The color of the hover of disabled field in the form is defined in this section.
<b>Button</b>	An element that allows the user to take actions with a single tap and interact with them is known as the button. The application buttons related attributes are defined in this section. A preview of how the buttons will be displayed, based on brand definition is focused and appears on the right-hand side of the screen. Below fields appear if you click  icon against the <b>Button</b> field.
<b>Primary / Secondary / Tertiary/ Help</b>	
<b>Border</b>	The color of the border for the buttons is defined in this section. The border attribute includes: <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>

Table 46-2 (Cont.) Field Description

Field Name	Description
<b>Background</b>	The background color of the Primary, Secondary, Tertiary and Help button is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
Typography	The typography color, font size and weight for button text is defined in this section.
<b>Icon Size</b>	The size of the icon used in the button.
<b>Button Set</b>	
A preview of how the button set for e.g. Toggle buttons, Switch buttons will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.	
Below fields appear if you click  icon against the <b>Button Set</b> field.	
<b>Border</b>	The color of the border for the button set is defined in this section. The border attribute includes: <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Background</b>	The background color of the button set is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, font size and weight for the button text in the button set is defined in this section.
<b>Selected</b>	
<b>Border</b>	The color of the border for the selected button in the button set is defined in this section. The border attribute includes: <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Background</b>	The background color of the selected button in the button set is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, font size and weight for the selected button in the button set text is defined in this section.
<b>Generic Components</b>	
The accordion includes components which are generic to the application.	
Below fields appear if you click  icon against the <b>Generic Components</b> field.	



**Table 46-2 (Cont.) Field Description**

Field Name	Description
<b>Background</b>	The background color of the application is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Page Title</b>	
<b>Typography</b>	The typography color, font size and weight for the Page Title text is defined in this section.
<b>Default Base Border</b>	
<b>Border</b>	The color of the border for the application in general is defined in this section.
<b>Font Size Small/ Medium / Large/ Larger/ Default</b>	The size of the small, medium, large, larger and default fonts to be used in the brand application is defined in this section.
<b>Modal Window</b>	
An element that appears as a subordinate to the main page where an action is to be taken or information is provided is known as the Modal Window. The window disables the main page which it is on, making it its child.	
The application modal window related attributes are defined in this section.	
A preview of how the modal window will be displayed, based on brand definition can be viewed by clicking on the Show Modal Window button on the right-hand side of the screen.	
Below fields appear if you click  icon against the <b>Modal Window</b> field.	
<b>Header</b>	
<b>Background</b>	The background color of the Modal Window header is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, font size and weight for the Modal Window header text is defined in this section.
<b>Body</b>	
<b>Background</b>	The background color of the Modal Window body is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, font size and weight for the Modal Window body text is defined in this section.
<b>Navigation List</b>	
An element that appears as quick links which makes switching between different pages of the same component easier is known as the Navigation List.	
The application Navigation List related attributes are defined in this section.	
A preview of how the Navigation List will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.	
Below fields appear if you click  icon against the <b>Navigation List</b> field.	

**Table 46-2 (Cont.) Field Description**



Field Name	Description
<b>Default</b>	
<b>Typography</b>	The default typography color, font size and weight for the Navigation List body text is defined in this section.
<b>Hover</b>	
<b>Typography</b>	The hover typography color, font size and weight for the Navigation List body text is defined in this section.
<b>Border</b>	The hover color of the border for the Navigation List is defined in this section. The border attribute includes: <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Background</b>	The hover background color for the Navigation List is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Selected</b>	
<b>Typography</b>	The selected typography color, font size and weight for the Navigation List body text is defined in this section.
<b>Border</b>	The selected color of the border for the Navigation List is defined in this section. The border attribute includes: <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Information Banner</b>	
An area where the information summary about any transaction is available in the application is known as the Information Banner.	
The application Information Banner related attributes are defined in this section.	
A preview of how the Information Banner will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.	
Below fields appear if you click  icon against the <b>Information Banner</b> field.	
<b>Background</b>	The background color for the Information Banner is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, font size and weight for the Information Banner body text is defined in this section.
<b>Review Banner</b>	
A preview of how the Review Banner will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.	
Below fields appear if you click  icon against the Review Banner field.	

Table 46-2 (Cont.) Field Description






Field Name	Description
<b>Background</b>	The background color for the Review Banner is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Border</b>	The color of the border for the Review Banner is defined in this section. The border attribute includes: <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Typography</b>	The typography color, font size and weight for the Review Banner body text is defined in this section.
<b>Confirmation / Error Banner</b>	
A preview of how the Confirmation/Error Banner will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.	
Below fields appear if you click  icon against the <b>Confirm</b> Screen field.	
<b>Border</b>	The color of the border for the Confirmation/Error Banner is defined in this section. The border attribute includes: <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Typography</b>	The typography color, font size and weight for the Confirmation/Error Banner body text is defined in this section.
<b>Success</b>	
<b>Background</b>	The background color for the Confirmation Banner is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Border</b>	The color of the border for Confirmation Banner is defined in this section. The border attribute includes: <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Error</b>	
<b>Background</b>	The background color for the Error Banner is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>

Table 46-2 (Cont.) Field Description

Field Name	Description
<b>Border</b>	The color of the border for Error Banner is defined in this section. The border attribute includes: <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Scroll Bar</b>	An example of how the scroll bar will be displayed, based on brand definition appears in the scroll bar on the form section (right hand side) of the screen.  Below fields appear if you click  icon against the <b>Scroll Bar</b> field.
<b>Scroll Track</b>	
<b>Border</b>	The color of the border for the Scroll track is defined in this section.
<b>Scroll Thumb</b>	
<b>Border</b>	The color of the border for the Scroll Thumb is defined in this section.
<b>Accordion</b>	A vertically stacked element which allows the user to toggle between sections of content. The application Accordion related attributes are defined in this section. A preview of how the Accordion will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.  Below fields appear if you click  icon against the <b>Accordion</b> field.
<b>Border</b>	The color of the border for Accordion is defined in this section. The border attribute includes: <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Header</b>	
<b>Background</b>	The background color for the Accordion header is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, font size and weight for the Accordion header text is defined in this section.
<b>Body</b>	
<b>Background</b>	The background color for the Accordion body is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, font size and weight for the Accordion body text is defined in this section.
<b>Disabled Accordion Header</b>	

**Table 46-2 (Cont.) Field Description**

Field Name	Description
<b>Background</b>	The background color for the Disabled Accordion header is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, font size and weight for the Disabled Accordion header text is defined in this section.
<b>Overlay</b>	An element that appears as a subordinate to the main page overlaying the same where an action is to be taken or information is provided is known as the Overlay. The window disables the main page which it is on, making it it's child. The application overlay related attributes are defined in this section. A preview of how the Overlay will be displayed, based on brand definition can be viewed by clicking on the Show Overlay button on the right-hand side of the screen  Below fields appear if you click  icon against the <b>Overlay</b> field.
<b>Background</b>	The background color for the Overlay header is defined in this section. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Header</b>	
<b>Typography</b>	The typography color, font size and weight for the Overlay header text is defined in this section.
<b>Alert Message</b>	The application Alert Message related attributes are defined in this section. A preview of how the Alert Message will be displayed, based on brand definition can be viewed by clicking on the Show Alert Message button on the right-hand side of the screen  Below fields appear if you click  icon against the <b>Alert Message</b> field.
<b>Border</b>	The color of the border for Alert Message is defined in this section. The border attribute includes: <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Header</b>	
<b>Typography</b>	The typography color, font size and weight for the Alert Message header text is defined in this section.
<b>Body</b>	
<b>Typography</b>	The typography color, font size and weight for the Alert Message body text is defined in this section.
<b>Font Color</b>	Text displaying the color of the font, as defined.
<b>Anchor Text Color</b>	The anchor text color of the brand.
<b>Label Color</b>	The label color, as defined.
<b>Input Properties</b>	An example of how an input field will be displayed.
<b>Primary Button Properties</b>	An example of how a primary button will be displayed.

**Table 46-2 (Cont.) Field Description**

Field Name	Description
<b>Secondary Button Properties</b>	An example of how a secondary button will be displayed.
<b>Tertiary Button Properties</b>	An example of how a tertiary button will be displayed.
<b>Help Button Properties</b>	An example of how a help button will be displayed.
<b>Option 1, 2, 3</b>	An example of how the navigation list will be displayed, based on brand definition.
<b>Table Example</b>	An example of how the table will be displayed, based on brand definition.
<b>Button Sets</b>	An example of how the button sets will be displayed, based on brand definition.
<b>Show Modal Window</b>	Clicking on the button displays how the modal window will appear, based on brand definition.
<b>Show Overlay</b>	Clicking on the button displays how the overlay will appear, based on brand definition.
<b>Show Alert Box</b>	Clicking on the button displays how the alert box will appear, based on brand definition.
<b>Help Panel</b>	An example of how the help panel will be displayed, based on brand definition.
<b>Information Banner</b>	An example of how the information banner will be displayed, based on brand definition.
<b>Review Banner</b>	An example of how the review banner will be displayed, based on brand definition.
<b>Confirmation Banner</b>	An example of how the confirmation banner will be displayed, based on brand definition.
<b>Error Banner</b>	An example of how the error banner will be displayed, based on brand definition.
<b>Footer</b>	An example of how the footer will be displayed, based on brand definition.

2. In the **Brand Name** field, enter the name of the theme.
3. In the **Brand Description** field, enter the description for the theme.
4. Under the **Customized Brands** section:
  - a. In the **Asset** section, click **Choose File** to browse and upload the assets like the logo, icons, images for brand.
  - b. In the **Typography** section, enter the base font family name and base font URL.
  - c. In the **Header/ Footer** section, enter the values for background color, icon size and header/ footer size.
  - d. In the **Help Panel** section, enter the required details for help panel.
  - e. In the **Menu** section, select the background, typography, menu hover color and interaction type for the menu to be defined.
  - f. In the **Table** section, select the background, typography of table header and table body.
  - g. In the **Form** section, select the form background color and typography for form header, form disabled input, label, info text icon and links.
  - h. In the **Button/ Button Sets** section, select the values for border, background and typography for primary, secondary, tertiary, help button and other buttons.

- i. In the **Generic Components** section, define the background color and font size for various components in the application.
  - j. In the **Modal Window** section, select the values for modal window header, and modal window body.
  - k. In the **Navigation Bar** section, colors to be assigned to the various components that form part of the navigation bar.
  - l. In the **Information Banner** section, select the colors and size to be assigned to the various components that form part of banners.
  - m. In the **Review Banner** section, select the colors and size to be assigned to the various components that form part of review banner.
  - n. In the **Confirmation/ Error Banner** section, select the colors and dimension to be assigned to the various components that form part of confirm/error banner.
  - o. In the **Scroll Bar** section, click and select the border colors for scroll track and scroll thumb.
  - p. In the **Accordion** section, select the colors and typography to be assigned to the various components of accordion.
  - q. In the **Overlay** section, select the background colors and header typography to be assigned to the various components of overlay window.
  - r. In the **Alert Message** section, select the colors and typography to be assigned to the various components of alert messages.
5. From the **Time Frame** list, select the duration in number of months / years.
  6. An example of how the various components of the brand will be displayed, based on brand definition appears in the form section (right hand side) of the screen.

Click **Show Modal Window** to view the defined modal window.

OR

Click **Show Overlay** to view the defined overlay window.

OR

Show **Alert Box** to view the defined alert box.

7. Click **Save** to save the the details.

OR

Click **Preview** to preview the defined brand.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Reset** to clear the entered values entered in all sections under **Customize Brand**.

OR

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

8. The **Review** screen appears.

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

OR

Click **Edit** to make the changes if any.

OR

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

9. The success message appears along with the status of maintenance.  
Click **OK** to complete the transaction.

## 46.2 Manage Brand - View

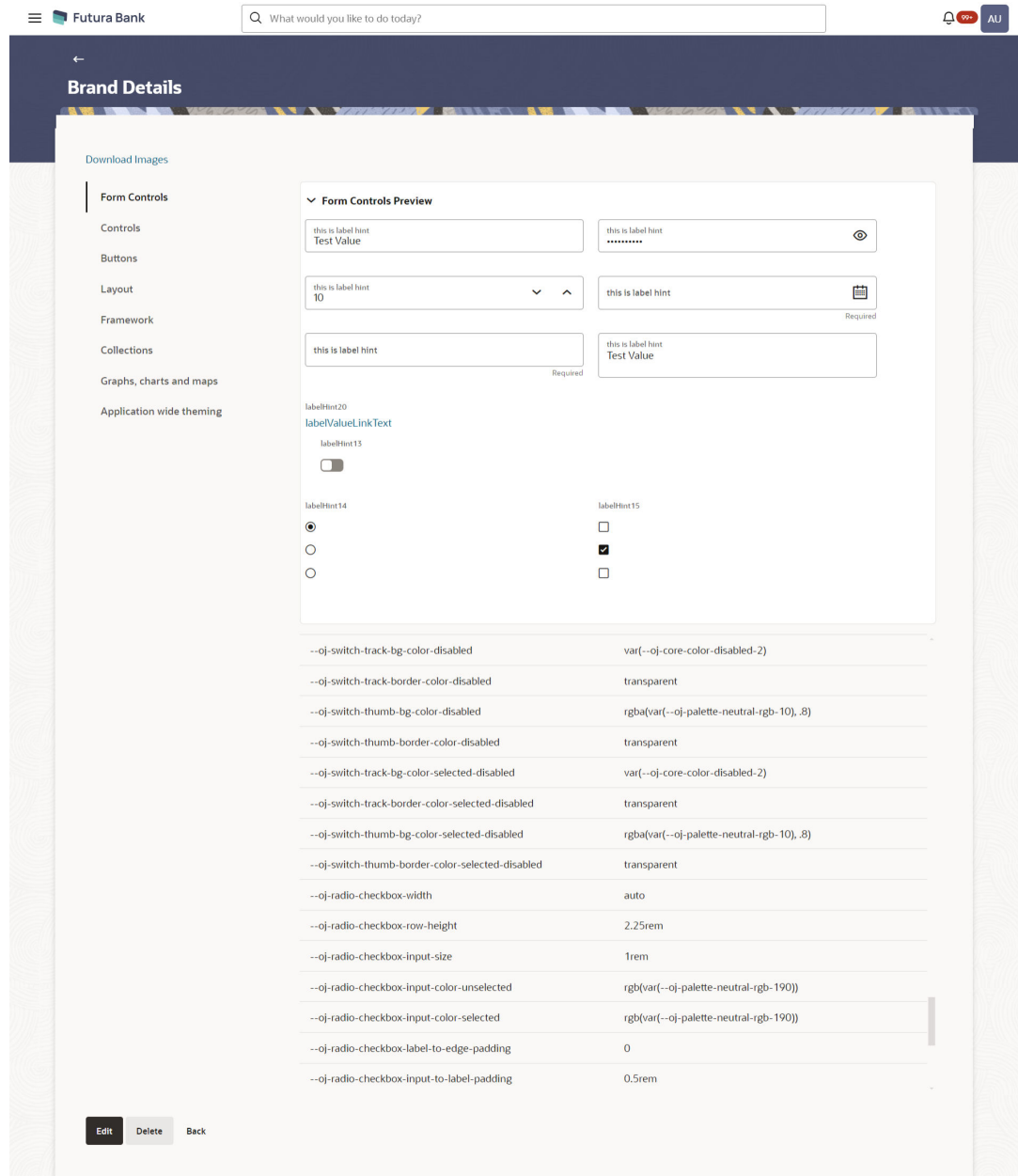
Using this option System Administrator can view the created theme or brand.

**To create a brand:**

1. Navigate to one of the above paths.  
The **Brand Details** screen appears.
2. In the **Action** column, click **View** against the brand which you want to view.  
The **Manage Brand - View** screen appears.



Figure 46-4 Manage Brand - View



- Click **Edit** to edit the theme.  
The **Manage Brand - Edit** screen appears.  
OR  
Click **Delete** to delete the brand.  
OR  
Click **Back** to navigate to the previous screen.

## 46.3 Manage Brand - Edit

If the defined theme does not suit the requirement, then system administrator can edit the defined theme using the Update option.

**To edit the brand:**

1. Navigate to one of the above paths.
2. In the **Action** column, click [View](#) against the brand which you want to edit.

The **Manage Brand - View** screen appears.

Figure 46-5 Manage Brand - View

Futura Bank

9:20 AU

← **Update Brand**

### Brand Information

Brand Name:

Brand Description:

Available for business user:

### Assets

Images: 

**Drag and Drop**  
 Select a file or drop one here.

### Customize Brand

- Form Controls
- Controls
- Buttons
- Layout
- Framework
- Collections
- Graphs, charts and maps
- Application wide theming

**Form Controls Preview**

this is label hint

this is label hint

this is label hint

labelHint20  
labelValueLinkText

labelHint14

labelHint14

labelHint14

this is label hint

this is label hint

this is label hint

labelHint15

labelHint15





labelHint15

<code>--oj-form-control-font-weight-read-only</code>	normal	
<code>--oj-text-field-border-radius</code>	var(--oj-core-border-radius-md)	
<code>--oj-text-field-border-width</code>	1px	
<code>--oj-text-field-icon-to-text-padding</code>	var(--oj-core-spacing-5x)	
<code>--oj-text-field-icon-to-edge-padding</code>	var(--oj-core-spacing-5x)	
<code>--oj-text-field-text-to-edge-padding</code>	var(--oj-core-spacing-5x)	
<code>--oj-text-field-text-align</code>	start	
<code>--oj-text-field-height</code>	2.75rem	
<code>--oj-text-field-font-size</code>	var(--oj-typography-body-md-font-size)	
<code>--oj-text-field-bg-color</code>	rgb(var(--oj-palette-neutral-rgb-0))	
<code>--oj-text-field-border-color</code>	rgba(var(--oj-palette-neutral-rgb-190),5)	
<code>--oj-text-field-placeholder-color</code>	var(--oj-core-text-color-secondary)	
<code>--oj-text-field-placeholder-font-style</code>	normal	
<code>--oj-text-field-text-color</code>	var(--oj-core-text-color-primary)	



[style documentation](#)

Update
Cancel
Back

Table 46-3 Field Description

Field Name	Description
<b>Brand Name</b>	Name for the brand is displayed in editable form.
<b>Brand Description</b>	Description for the brand is displayed in editable form.
<b>Available for Business Users</b>	The toggle defining whether the brand is available to business users or not for personalization. If this toggle is enabled, then the created theme will be available for Retail users for personalization. Retail user can select from the available themes and can personalize his view
<b>Customized Brands</b>	
<b>Assets</b>	<p>Upload a zip file which contains the icons and logo for the brand. The name of the assets uploaded should be same as the ones available in the application.</p> <p>For e.g. if the logo is available in the application with the name "logo.svg", the updated logo should be uploaded with the same name.</p> <div style="border: 1px solid #0070c0; padding: 10px; margin-top: 10px;"> <p> <b>Note:</b></p> <p>For mac users, create the zip file using command line to exclude DS_Store files.</p> </div>
<b>Typography</b>	<p>The typography of the brand is defined in this section and available for edit.</p> <p>The typography includes:</p> <ul style="list-style-type: none"> <li>• Base Font URL</li> <li>• Base Font Family</li> </ul>
<b>Base Font URL</b>	<p>The URL for the base font that is used in the brand is displayed in editable form.</p> <p>This field appears if you click  icon against the Typography field.</p>
<b>Base Font Family</b>	<p>The name of the base font family that is to be applied for creating the brand.</p> <p>This field appears if you click  icon against the Typography field.</p>
<b>Header</b>	
<p>A <b>header of the application</b> is the most valuable area. It runs across the top of the page and has important information and links, which make the navigation across the application easier and quick. The application header related attributes are defined in this section.</p> <p>A preview of how the header will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.</p> <p>Below fields appear if you click  icon against the <b>Header</b> field.</p>	
<b>Background</b>	<p>The header background color is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Icon Size</b>	The size of the header icon is defined in this section and is displayed in the editable form.

**Table 46-3 (Cont.) Field Description**

Field Name	Description
<b>Typography</b>	The typography color, font size and weight for the header is defined in this section and is displayed in the editable form.
<b>Header Height</b>	The height of the brand header is defined in this section and is displayed in the editable form.
<b>Border</b>	The color of the border for the header is defined in this section and is displayed in the editable form.
<b>Footer</b>	<p>The area that appears at the bottom on every page of the application is known as the footer. It contains site information for e.g. the copyright details and the release year of the application.</p> <p>The application footer related attributes are defined in this section.</p> <p>A preview of how the footer will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.</p> <p>Below fields appear if you click  icon against the <b>Footer</b> field.</p>
<b>Background</b>	<p>The footer background color is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, font size and weight for the footer is defined in this section and is displayed in the editable form.
<b>Footer Height</b>	The height of the brand footer is defined in this section and is displayed in the editable form.
<b>Help Panel</b>	<p>The area that appears on the right side of the form on every page of the application is the Help Panel. It contains brief information related to the module it appears on.</p> <p>The application help panel related attributes are defined in this section.</p> <p>A preview of how the help panel will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.</p> <p>Below fields appear if you click  icon against the <b>Help Panel</b> field.</p>
<b>Background</b>	<p>The typography color, size and weight for the header is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, body and header font size and weight for the help panel is defined in this section and is displayed in the editable form.
<b>Header</b>	The color, font size and weight of the help panel is defined in this section and is displayed in the editable form.
<b>Icon Size</b>	The size of the header icon defined in this section and is displayed in the editable form.

**Table 46-3 (Cont.) Field Description**




Field Name	Description
<b>Menu</b>	<p>The collapsible area that appears on the click  icon of the Hamburger menu icon on the top left corner of the application is known as the menu. It contains links to navigate across application. The application Menu related attributes are defined in this section.</p> <p>A preview of how the menu will be displayed, based on brand definition can be viewed. By clicking on the hamburger icon on the top left corner of the header.</p> <p>Below fields appear if you click  icon against the <b>Menu</b> field.</p>
<b>Background</b>	<p>The menu background color is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	<p>The typography color, body and header font size and weight for the Menu is defined in this section and is displayed in the editable form.</p>
<b>Hover</b>	<p>The mouse hover color on the menu items is defined in this section and is displayed in the editable form.</p>
<b>Interaction</b>	<p>The type of menu interaction is selected from this section, and is displayed in the editable form.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Collapsible</li> <li>• Sliding</li> </ul>
<b>Table</b>	<p>A formatted structure with rows and columns to represent the data is known as the table. The application table related attributes are defined in this section.</p> <p>A preview of how the table will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.</p> <p>Below fields appear if you click  icon against the <b>Table</b> field.</p>
<b>Header</b>	
<b>Background</b>	<p>The background color of the table header is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	<p>The typography color, body and header font size and weight for the Menu is defined in this section and is displayed in the editable form.</p>
<b>Body</b>	
<b>Background</b>	<p>The background color of the table body is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>

Table 46-3 (Cont.) Field Description


Field Name	Description
<b>Typography</b>	The typography color, body and body font size and weight for the Menu is defined in this section and is displayed in the editable form.
<b>Hover</b>	The color of the hover on the table is defined in this section and is displayed in the editable form.
<b>Form</b>	<p>A structural representation of user related input fields is known as a form.</p> <p>The application form related attributes are defined in this section.</p> <p>A preview of how the form will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.</p> <p>Below fields appear if you click  icon against the <b>Form</b> field.</p>
<b>Form Section Header</b>	
<b>Background</b>	<p>The background color of the section header of the form is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, body font size and weight for the Section header of form is defined in this section and is displayed in the editable form.
<b>Label</b>	
<b>Typography</b>	The typography color, body font size and weight for the Labels of form is defined in this section and is displayed in the editable form.
<b>Information Text</b>	
<b>Typography</b>	The typography color, body font size and weight for the Information text of form is defined in this section and is displayed in the editable form.
<b>Icon</b>	
<b>Size</b>	The size of the icon used is defined in this section.
<b>Hover</b>	The color of the hover in the form is defined in this section and is displayed in the editable form.
<b>Disabled Input</b>	
<b>Background</b>	<p>The background color of the disabled input is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, body font size and weight for the disabled text of form is defined in this section and is displayed in the editable form.
<b>Link</b>	
<b>Typography</b>	The typography color, body font size and weight for the links in form is defined in this section and is displayed in the editable form.
<b>Hover</b>	The color of the hover of disabled field in the form is defined in this section and is displayed in the editable form.

Table 46-3 (Cont.) Field Description



Field Name	Description
<b>Button</b>	<p>An element that allows the user to take actions with a single tap and interact with them is known as the button.</p> <p>The application buttons related attributes are defined in this section.</p> <p>A preview of how the buttons will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.</p> <p>Below fields appear if you click  icon against the <b>Button</b> field.</p>
<b>Primary / Secondary / Tertiary/ Help</b>	
<b>Border</b>	<p>The color of the border for the buttons is defined in this section and is displayed in the editable form.</p> <p>The border attribute includes:</p> <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Background</b>	<p>The background color of the Primary, Secondary, Tertiary and Help button is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	<p>The typography color, font size and weight for button text is defined in this section and is displayed in the editable form.</p>
<b>Icon Size</b>	<p>The size of the icon used in the button and is displayed in the editable form.</p>
<b>Button Set</b>	<p>A preview of how the button set for e.g. Toggle buttons, Switch buttons will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.</p> <p>Below fields appear if you click  icon against the <b>Button Set</b> field.</p>
<b>Border</b>	<p>The color of the border for the button set is defined in this section and is displayed in the editable form.</p> <p>The border attribute includes:</p> <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Background</b>	<p>The background color of the button set is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	<p>The typography color, font size and weight for the button text in the button set is defined in this section and is displayed in the editable form.</p>
<b>Selected</b>	



Table 46-3 (Cont.) Field Description




Field Name	Description
<b>Border</b>	The color of the border for the selected button in the button set is defined in this section and is displayed in the editable form. The border attribute includes: <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Background</b>	The background color of the selected button in the button set is defined in this section and is displayed in the editable form. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, font size and weight for the selected button in the button set text is defined in this section and is displayed in the editable form.
<b>Generic Components</b>	
The accordion includes components which are generic to the application.	
Below fields appear if you click  icon against the <b>Generic Components</b> field.	
<b>Background</b>	The background color of the application is defined in this section and is displayed in the editable form. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Page Title</b>	
<b>Typography</b>	The typography color, font size and weight for the Page Title text is defined in this section and is displayed in the editable form.
<b>Default Base Border</b>	
<b>Border</b>	The color of the border for the application in general is defined in this section and is displayed in the editable form.
<b>Font Size Small/ Medium / Large/ Larger/ Default</b>	The size of the small, medium, large, larger and default fonts to be used in the brand application is defined in this section and is displayed in the editable form.
<b>Modal Window</b>	
An element that appears as a subordinate to the main page where an action is to be taken or information is provided is known as the Modal Window. The window disables the main page which it is on, making it it's child.	
The application modal window related attributes are defined in this section.	
A preview of how the modal window will be displayed, based on brand definition can be viewed by clicking on the Show Modal Window button on the right-hand side of the screen.	
Below fields appear if you click  icon against the <b>Modal Window</b> field.	
<b>Header</b>	

Table 46-3 (Cont.) Field Description

Field Name	Description
<b>Background</b>	The background color of the Modal Window header is defined in this section and is displayed in the editable form. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, font size and weight for the Modal Window header text is defined in this section and is displayed in the editable form.
<b>Body</b>	
<b>Background</b>	The background color of the Modal Window body is defined in this section and is displayed in the editable form. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, font size and weight for the Modal Window body text is defined in this section and is displayed in the editable form.
<b>Navigation List</b>	An element that appears as quick links which makes switching between different pages of the same component easier is known as the Navigation List. The application Navigation List related attributes are defined in this section. A preview of how the Navigation List will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.
	Below fields appear if you click  icon against the <b>Navigation List</b> field.
<b>Default</b>	
<b>Typography</b>	The default typography color, font size and weight for the Navigation List body text is defined in this section and is displayed in the editable form.
<b>Hover</b>	
<b>Typography</b>	The hover typography color, font size and weight for the Navigation List body text is defined in this section and is displayed in the editable form.
<b>Border</b>	The hover color of the border for the Navigation List is defined in this section and is displayed in the editable form. The border attribute includes: <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Background</b>	The hover background color for the Navigation List is defined in this section and is displayed in the editable form. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Selected</b>	

**Table 46-3 (Cont.) Field Description**



Field Name	Description
<b>Typography</b>	The selected typography color, font size and weight for the Navigation List body text is defined in this section and is displayed in the editable form.
<b>Border</b>	The selected color of the border for the Navigation List is defined in this section and is displayed in the editable form. The border attribute includes: <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<p><b>Information Banner</b> An area where the information summary about any transaction is available in the application is known as the Information Banner. The application Information Banner related attributes are defined in this section. A preview of how the Information Banner will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.</p> <p>Below fields appear if you click  icon against the <b>Information Banner</b> field.</p>	
<b>Background</b>	The background color for the Information Banner is defined in this section and is displayed in the editable form. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, font size and weight for the Information Banner body text is defined in this section and is displayed in the editable form.
<p><b>Review Banner</b> A preview of how the Review Banner will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.</p> <p>Below fields appear if you click  icon against the <b>Review Banner</b> field.</p>	
<b>Background</b>	The background color for the Review Banner is defined in this section and is displayed in the editable form. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Border</b>	The color of the border for the Review Banner is defined in this section and is displayed in the editable form. The border attribute includes: <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Typography</b>	The typography color, font size and weight for the Review Banner body text is defined in this section and is displayed in the editable form.

Table 46-3 (Cont.) Field Description






Field Name	Description
<b>Confirmation / Error Banner</b>	
A preview of how the Confirmation/Error Banner will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.	
Below fields appear if you click  icon against the <b>Confirm</b> Screen field.	
<b>Border</b>	The color of the border for the Confirmation/Error Banner is defined in this section and is displayed in the editable form. The border attribute includes: <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Typography</b>	The typography color, font size and weight for the Confirmation/Error Banner body text is defined in this section and is displayed in the editable form.
<b>Success</b>	
<b>Background</b>	The background color for the Confirmation Banner is defined in this section and is displayed in the editable form. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Border</b>	The color of the border for Confirmation Banner is defined in this section and is displayed in the editable form. The border attribute includes: <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Error</b>	
<b>Background</b>	The background color for the Error Banner is defined in this section and is displayed in the editable form. The color includes: <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Border</b>	The color of the border for Error Banner is defined in this section and is displayed in the editable form. The border attribute includes: <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Scroll Bar</b>	
An example of how the scroll bar will be displayed, based on brand definition appears in the scroll bar on the form section (right hand side) of the screen.	
Below fields appear if you click  icon against the <b>Scroll Bar</b> field.	
<b>Scroll Track</b>	
<b>Border</b>	The color of the border for the Scroll track is defined in this section and is displayed in the editable form.
<b>Scroll Thumb</b>	

Table 46-3 (Cont.) Field Description

Field Name	Description
<b>Border</b>	The color of the border for the Scroll Thumb is defined in this section and is displayed in the editable form.
<b>Accordion</b>	<p>A vertically stacked element which allows the user to toggle between sections of content.</p> <p>The application Accordion related attributes are defined in this section.</p> <p>A preview of how the Accordion will be displayed, based on brand definition is focused and appears on the right-hand side of the screen.</p> <p>Below fields appear if you click  icon against the <b>Accordion</b> field.</p>
<b>Border</b>	<p>The color of the border for Accordion is defined in this section and is displayed in the editable form.</p> <p>The border attribute includes:</p> <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Header</b>	
<b>Background</b>	<p>The background color for the Accordion header is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, font size and weight for the Accordion header text is defined in this section and is displayed in the editable form.
<b>Body</b>	
<b>Background</b>	<p>The background color for the Accordion body is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, font size and weight for the Accordion body text is defined in this section and is displayed in the editable form.
<b>Disabled Accordion Header</b>	
<b>Background</b>	<p>The background color for the Disabled Accordion header is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Typography</b>	The typography color, font size and weight for the Disabled Accordion header text is defined in this section and is displayed in the editable form.

**Table 46-3 (Cont.) Field Description**

Field Name	Description
<b>Overlay</b>	<p>An element that appears as a subordinate to the main page overlaying the same where an action is to be taken or information is provided is known as the Overlay. The window disables the main page which it is on, making it its child.</p> <p>The application overlay related attributes are defined in this section.</p> <p>A preview of how the Overlay will be displayed, based on brand definition can be viewed by clicking on the Show Overlay button on the right-hand side of the screen</p> <p>Below fields appear if you click  icon against the <b>Overlay</b> field.</p>
<b>Background</b>	<p>The background color for the Overlay header is defined in this section and is displayed in the editable form.</p> <p>The color includes:</p> <ul style="list-style-type: none"> <li>• Solid Color - A flat single color to be used in the background</li> <li>• Gradient - Two colors appearing in progression in a particular direction</li> <li>• Transparent - No color is defined to be used in the background</li> </ul>
<b>Header</b>	
<b>Typography</b>	The typography color, font size and weight for the Overlay header text is defined in this section and is displayed in the editable form.
<b>Alert Message</b>	<p>The application Alert Message related attributes are defined in this section.</p> <p>A preview of how the Alert Message will be displayed, based on brand definition can be viewed by clicking on the Show Alert Message button on the right-hand side of the screen</p> <p>Below fields appear if you click  icon against the <b>Alert Message</b> field.</p>
<b>Border</b>	<p>The color of the border for Alert Message is defined in this section and is displayed in the editable form.</p> <p>The border attribute includes:</p> <ul style="list-style-type: none"> <li>• Border Color</li> <li>• Border Width</li> <li>• Border Radius</li> </ul>
<b>Header</b>	
<b>Typography</b>	The typography color, font size and weight for the Alert Message header text is defined in this section and is displayed in the editable form.
<b>Body</b>	
<b>Typography</b>	The typography color, font size and weight for the Alert Message body text is defined in this section and is displayed in the editable form.
<b>Form</b>	The following section displays a preview of all the components comprising of the brand theme as defined under the Customize Brand section.
<b>Font Color</b>	Text displaying the color of the font, as defined.
<b>Anchor Text Color</b>	The anchor text color of the brand.
<b>Label Color</b>	The label color, as defined.
<b>Input Properties</b>	An example of how an input field will be displayed.
<b>Primary Button Properties</b>	An example of how a primary button will be displayed.
<b>Secondary Button Properties</b>	An example of how a secondary button will be displayed.
<b>Tertiary Button Properties</b>	An example of how a tertiary button will be displayed.

**Table 46-3 (Cont.) Field Description**

Field Name	Description
<b>Help Button Properties</b>	An example of how a help button will be displayed.
<b>Option 1, 2, 3</b>	An example of how the navigation list will be displayed, based on brand definition.
<b>Table Example</b>	An example of how the table will be displayed, based on brand definition.
<b>Button Sets</b>	An example of how the button sets will be displayed, based on brand definition.
<b>Show Modal Window</b>	Clicking on the button displays how the modal window will appear, based on brand definition.
<b>Show Overlay</b>	Clicking on the button displays how the overlay will appear, based on brand definition.
<b>Show Alert Box</b>	Clicking on the button displays how the alert box will appear, based on brand definition.
<b>Help Panel</b>	An example of how the help panel will be displayed, based on brand definition.
<b>Information Banner</b>	An example of how the information banner will be displayed, based on brand definition.
<b>Review Banner</b>	An example of how the review banner will be displayed, based on brand definition.
<b>Confirmation Banner</b>	An example of how the confirmation banner will be displayed, based on brand definition.
<b>Error Banner</b>	An example of how the error banner will be displayed, based on brand definition.
<b>Footer</b>	An example of how the footer will be displayed, based on brand definition.

- Click **Edit** to edit the theme.


The **Manage Brand** screen appears.

OR

Click **Delete** to delete the brand.

OR

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

- In the **Brand Name** field, edit the name of the brand, if required.
- In the **Brand Description** field, edit the description of the theme, if required.
- Under the **Customized Brands** sections, click  icon and expand any sub section and make changes to any component as required.
- Click **Update** to save the changes.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Reset** to clear the entered values in the screen.

OR

- Click **Back** to navigate to the previous screen.
- The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
  - The success message appears along with the status of maintenance.  
Click **OK** to return to the dashboard.

## 46.4 Manage Brand - Delete

The System Administrator can delete a created brand maintained in the application.  
**To delete the brand:**

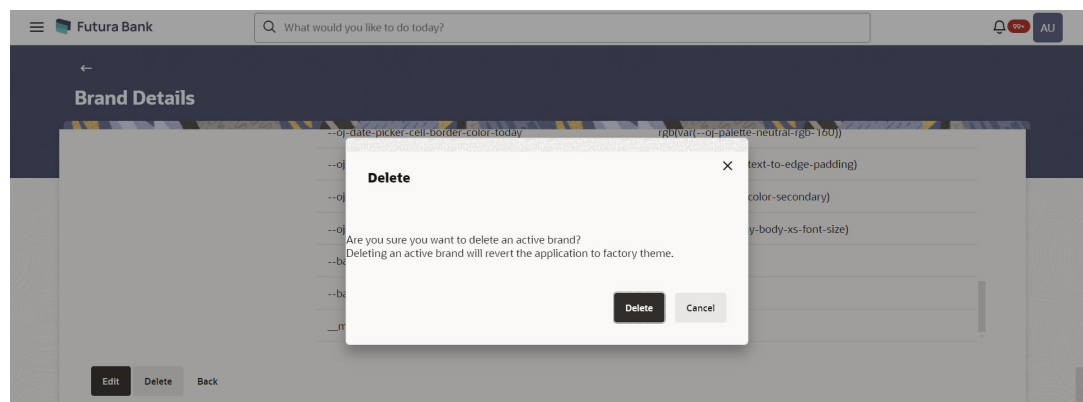
- Navigate to one of the above paths.  
The **Brand Details** screen appears.
- In the **Action** column, click **View** against the brand which you want to delete.  
The **Manage Brand - View** screen appears.
- Click **Delete** to delete the theme.

A message appears asking the user to confirm brand deletion. Click **Delete** to confirm deletion of the brand.

OR

Click **Cancel** to cancel deletion and return to the **Manage Brand – View** screen.

**Figure 46-6 Delete Brand**



- The success message appears along with the status of maintenance.  
Click **OK** to return to the dashboard.



## 46.5 Brand Mapping

Using this option System Administrator can map the existing brands to any user, party, role or entity.

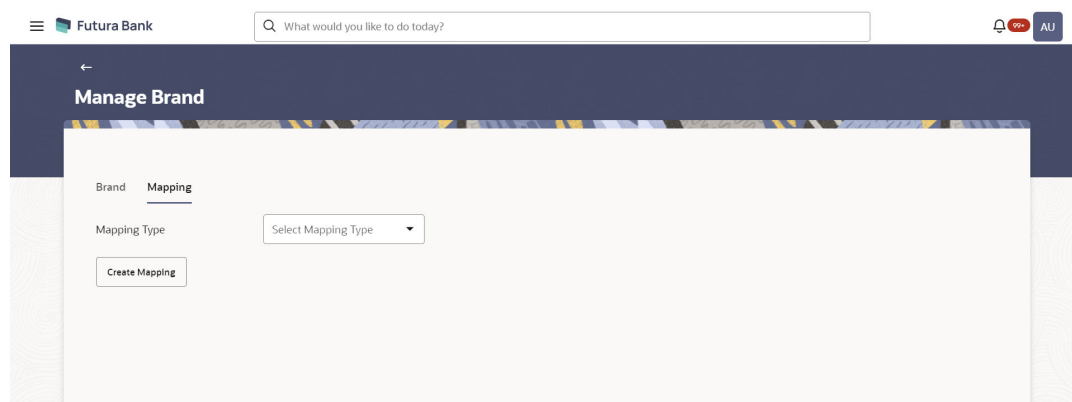
- [Brand Mapping Search](#)
- [Create Mapping](#)
- [Delete Mapping](#)

### 46.5.1 Brand Mapping Search

To view the brand mapping details:

1. Navigate to one of the above paths.  
The **Manage Brand** screen appears.
2. Click the **Brand Mapping** tab.  
The Manage Brand - Brand Mapping screen appears.

**Figure 46-7 Brand Mapping**



**Table 46-4 Field Description**

Field Name	Description
<b>Mapping Type</b>	A list of options for the mapping type to search which brand it is mapped to appear. The options are: <ul style="list-style-type: none"> <li>• User</li> <li>• Party</li> <li>• Segment</li> <li>• User Type</li> <li>• Entity</li> </ul>

3. From the **Mapping Type** list, select the option for which you want to view the mapping.  
The **Manage Brand – Search Results** appear.

Figure 46-8 Manage Brand - Brand Mapping Summary

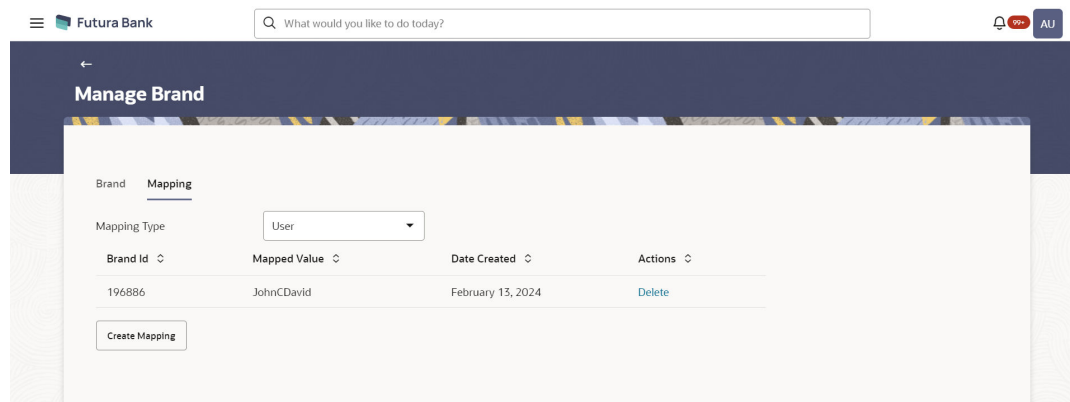


Table 46-5 Field Description

Field Name	Description
<b>Brand Mapping Summary</b>	
<b>Brand Id</b>	The identification number of the mapped theme.
<b>Mapped Value</b>	The value, which is mapped to the brand. The mapped value depends on the selected mapping type. For example,  If the mapping type is 'user' the mapping value will be 'user ID',  If the mapping type is 'party' the mapping value will be 'party ID', If the mapping type is 'role' the mapping value will be user role, such as 'Corporate' 'Retail' and 'Administrator', If the mapping type is 'entity' the mapping value will be 'entities'.
<b>Mapping Type</b>	The level at which the brand is mapped.
<b>Date Created</b>	The date on which the brand mapping was performed.
<b>Actions</b>	The available actions that can be performed against the brand mapping are displayed. The options can be: <ul style="list-style-type: none"> <li>Delete</li> </ul>

- Click **Delete** against a record to delete the brand mapping.

OR

Click **Create Mapping in the Help Panel**, to create a brand mapping.

## 46.5.2 Create Mapping

Using this option System Administrator can create a brand mapping.

**To create the brand mapping:**

- Navigate to one of the above paths.  
The **Manage Brand** screen appears.
- Click **Create Mapping button in the Help Panel**.  
The **Manage Brand - Create Mapping** screen appears.

Figure 46-9 Manage Brand- Create Mapping

Table 46-6 Field Description

Field Name	Description
<b>Mapping Type</b>	Select the level at which the brand is to be mapped. The options are: <ul style="list-style-type: none"> <li>• User</li> <li>• Party</li> <li>• User Type</li> <li>• Entity</li> </ul>
<b>Brand</b>	Select a brand to be mapped at the level selected under Mapping Type.
<b>Mapping Value</b>	Enter a mapping value. This field appears if you select <b>Party</b> option from the <b>Mapping Type</b> list, click the <b>Party Search</b> link and search for a party. The result will populate in the <b>Mapping Value</b> field.
<b>Segment</b>	Segment of the user for which the value is to be mapped. This field appears if you select <b>User Type</b> option from the <b>Mapping Type</b> list.

- From the **Mapping Type** list, select the appropriate option to be mapped.
- From the **Brand** list, select a brand.
- In the **Mapping Value** field, enter the value to be mapped.

OR

If you have selected **Party** option from the **Mapping Type** list, click **Party Search**, to search the party Id. The Mapping Value field gets populated.

If you have selected User Type option from the Mapping Type list, click Segment list to select the segment.

- Click **Save**.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Back** to return to the previous screen.

7. The success message along with the status of maintenance appears.  
Click **Ok** to return to the dashboard.

### 46.5.3 Delete Mapping

Using this option System Administrator can delete a brand mapping.

**To delete a brand mapping:**

1. Navigate to one of the above paths.  
The **Manage Brand** screen appears.
2. Select the appropriate option from the **Mapping Type** list.  
The **Brand Mapping Summary** screen appears.
3. Click **Delete** against a mapping record in the action column, that you want to delete.
4. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Edit** to make the changes if any.  
OR  
Click **Cancel** to cancel the transaction.
5. The success message appears along with the status of maintenance.  
Click **OK** to return to the dashboard.

# Dashboard Overview

Dashboard Builder provides an ability to the Bank to build custom dashboards.

Dashboard Builder is an administrative maintenance that allows the System Administrator to create and configure dashboard templates for Retail & Business, Corporate and Administrator users.

For the Retail & Business type of user, the Bank administrator can map brands and dashboards at the Party Type level. Thus while accessing Retail Party and Business Party details, the user will be able to see relevant dashboards and brands.

The administrator can further assign the Dashboards at the party level (Retail or Business)/ user level, however only the transactions and widgets mapped at the party level will be accessible by the user post login.

System Administrator can configure new dashboards by dragging and dropping the desired widget at desired location in template. System administrator can define the dashboard for a user segment, application role, module and for a user type. Facility is provided to search, view, edit and delete the configured dashboards.

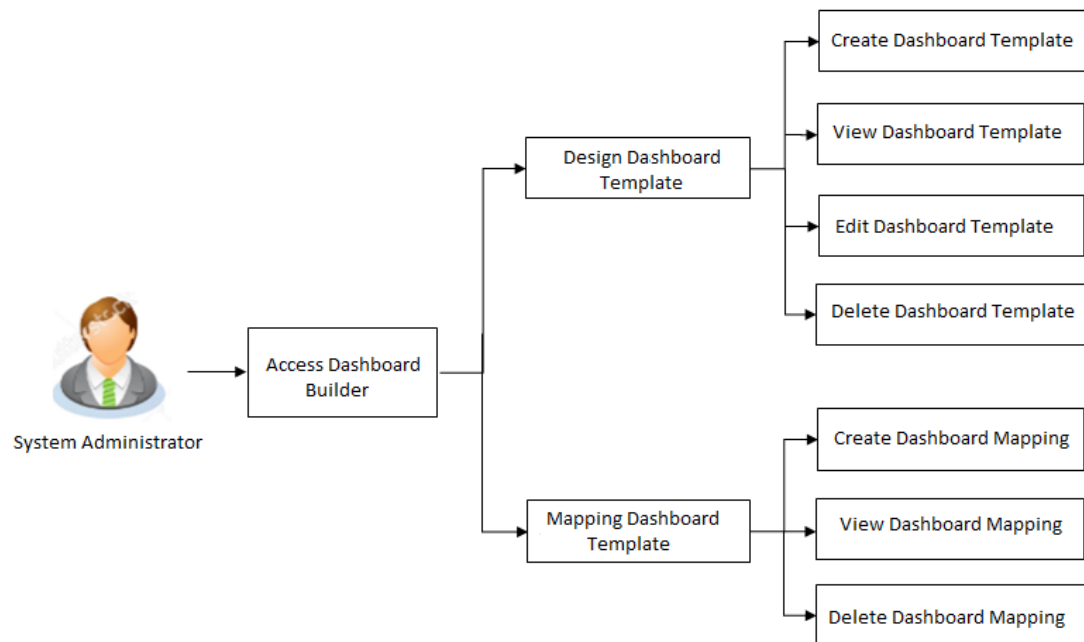
These dashboards are responsive and can adapt to any type of device i.e. desktop, mobile and tablet. System allows the user to design new template and preview it for different types of devices before enabling it. The user can also change the size of the widget (expand and compress) and can remove the widget from the template if desired. The widgets on the dashboard auto adjust itself according to the place available on the dashboard.

The administrator can define multiple dashboards with the various attributes/ widgets. Further these templates can be mapped to the roles, party or even to a specific user.

## Prerequisites

- Transaction access is provided to System Administrator
- Approval rule set up for System Administrator to perform the actions
- Application roles are maintained in application and widgets are mapped to application roles

Figure 47-1 Workflow



### Features supported in application

#### Design

- [Create New Dashboard](#)
- [View Dashboard](#)
- [Edit Dashboard](#)
- [Delete Dashboard](#)

#### Mapping

- View Dashboard Mapping
- Create Dashboard Mapping
- Delete Dashboard Mapping

#### Navigation Path:

From **System/ Bank Administrator Dashboard**, under **Templates** widget, click **Dashboard Builder**.


OR

From **System Administrator Dashboard**, click **Toggle Menu** , then click **Menu** and then click **User Experience**. Under **User Experience** , click **Dashboard Overview**.

- [Dashboard Overview– Summary](#)
- [Dashboard Overview – View](#)
- [Dashboard Overview – Create](#)
- [Dashboard Overview – Design – Create Administrator Template](#)

- [Dashboard Overview – Edit](#)
- [Dashboard Overview – Clone](#)
- [Dashboard Overview – Delete](#)
- [Dashboard Mapping – Summary](#)
- [FAQ](#)

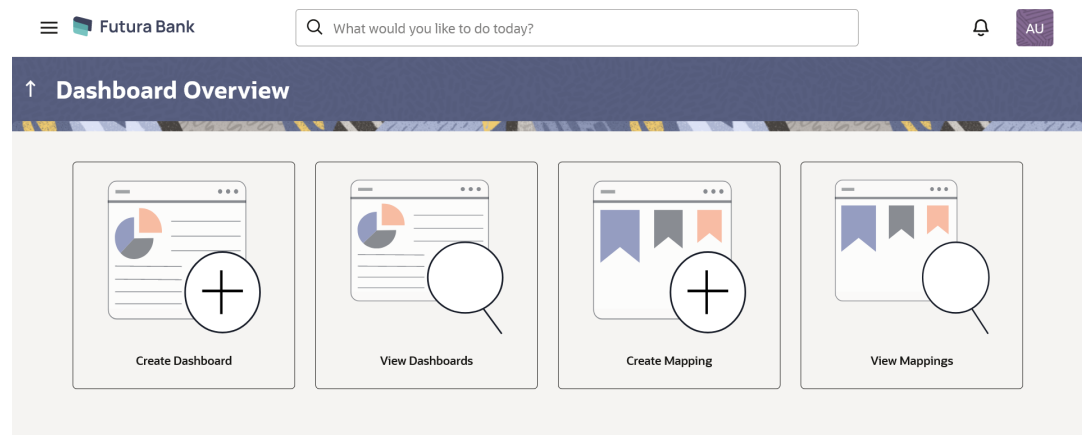
## 47.1 Dashboard Overview– Summary

Dashboard Overview- Design summary page displays the list of already designed templates, with template name, description, dashboard type, value and date of creation. The administrator can view the dashboard template details by clicking the **View/Edit Dashboard** link in  menu icon under the **Action** column against the respective template.

**To view the Dashboard summary:**

1. Navigate to the screen, the **Dashboard Overview** screen appears.

**Figure 47-2 Dashboard Overview**



**Table 47-1 Field Description**

Field Name	Description
<b>Create Dashboard</b>	Click to create Dashboard for the specific user segment or module or user type.
<b>View Dashboard</b>	Click to view already created dashboard template.
<b>Create Mapping</b>	Click to create dashboard of the dashboard type, the dashboard template and to a user/party/user segment/user type.
<b>View Mapping</b>	Click to view dashboard mapping already created for the dashboard template with the user/party/user segment/user type.

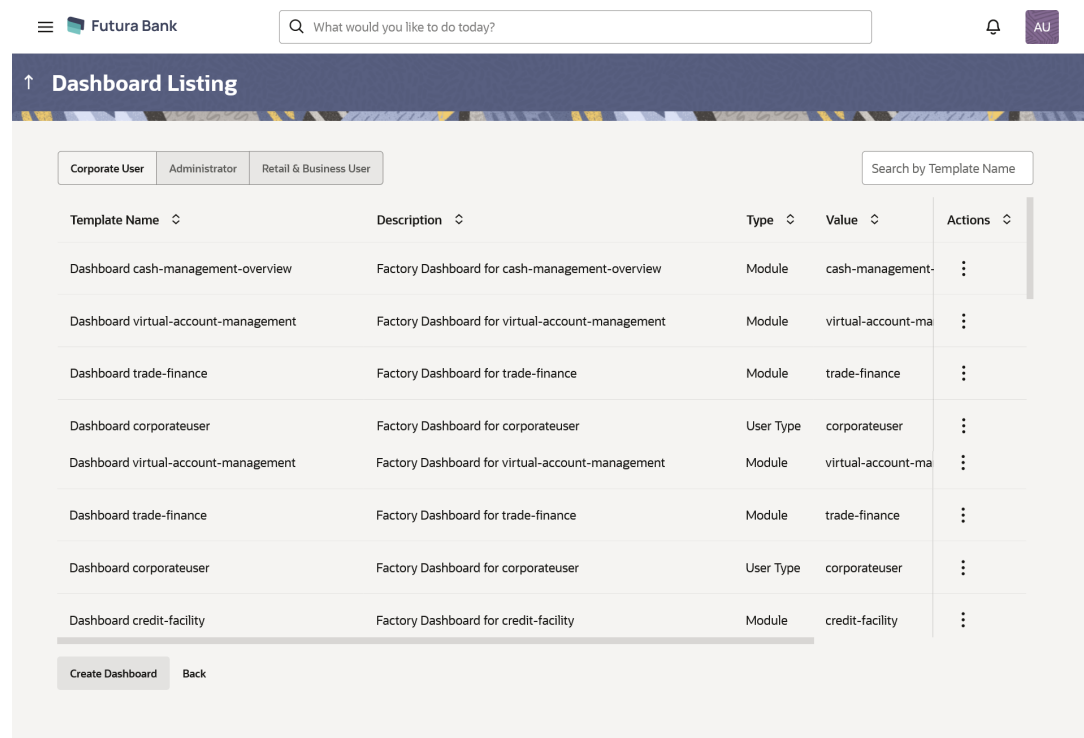
## 47.2 Dashboard Overview – View

Using this option, System Administrator can view the details of already created dashboard template. The system administrator can view the template in desktop, tablet and for mobile mode by clicking the respective icons.

### To search and view a dashboard template:

1. Navigate to one of the above paths.  
The **Dashboard Overview** screen appears.
2. On the **Dashboard Overview** screen, click on **View Dashboard** tab.  
The **Dashboard Listing** screen appears.

**Figure 47-3 Dashboard Overview – Dashboard Listing**



Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

**Table 47-2 Field Description**

Field Name	Description
<b>User Type</b>	The user type for which the dashboard template needs to be viewed. The options are: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Administrator</li> <li>• Retail &amp; Business User</li> </ul>



Table 47-2 (Cont.) Field Description

Field Name	Description
<b>Template Name</b>	Name of the template that the administrator can enter to view the specific template.
<b>Search Results</b>	
<b>Template Name</b>	Displays the name of the custom dashboard template.
<b>Description</b>	Displays the description as defined for the custom dashboard template.
<b>Type</b>	Displays the type for which the dashboard template is created i.e. segment, user type or module.
<b>Value</b>	Displays the name of the segment / module for which the dashboard template is defined.
<b>Actions</b>	<p>The available action buttons against the dashboard template are displayed.</p> <p>The action button can be:</p> <ul style="list-style-type: none"> <li>• View/Edit Dashboard: Click to view/edit the created dashboard template.</li> <li>• Clone Dashboard: Click to clone an existing dashboard template.</li> <li>• Delete Dashboard: Click to delete existing dashboard template.</li> <li>• Create Mapping: Click to create dashboard mapping of the dashboard type, the dashboard template to a user/party/user segment/user type.</li> </ul>


3. In the **Dashboard Listing** screen, select the appropriate type of user in the **User Type** field.

All the dashboard templates of the selected user type appears on the screen.

OR

In the **Template Name** field, enter the name of the template that you want to search.

The searched dashboard template appears on the screen.

4. In **Action** column against the already created dashboard template, click on the  icon, and then click **View/Edit Dashboard** link to view the dashboard template details.

The **Dashboard Overview - View Dashboard** screen appears.

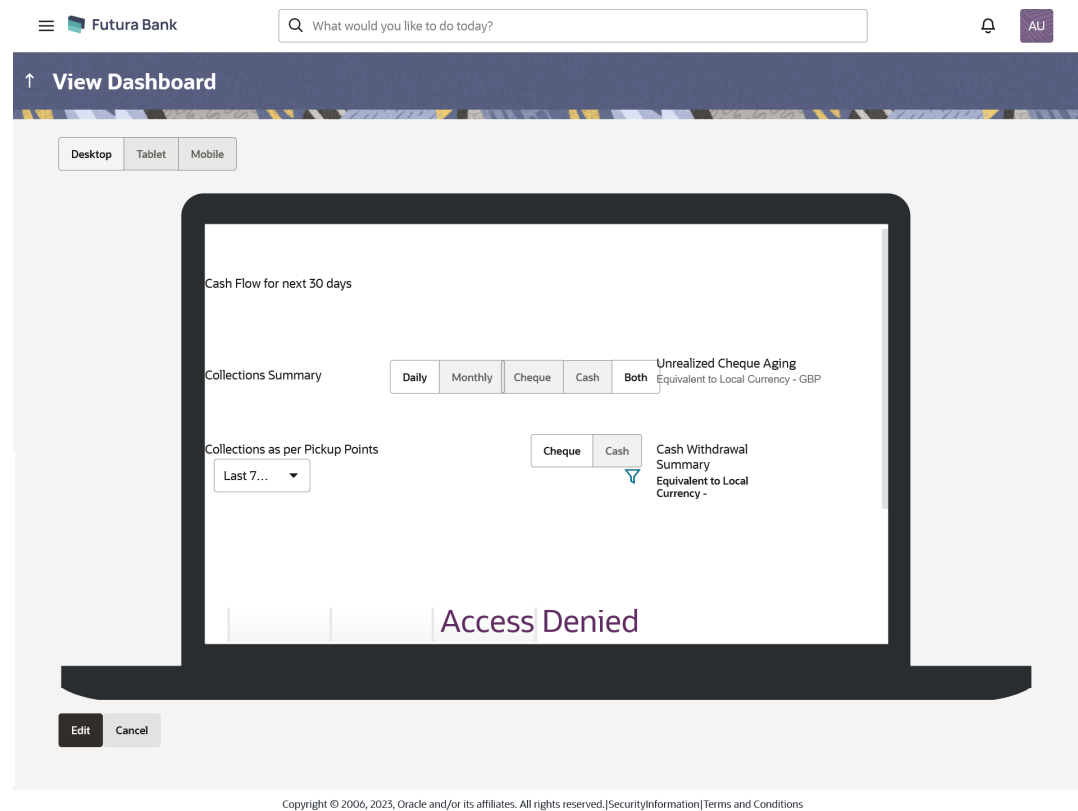
OR

Click **Create Dashboard** to create a new dashboard template.

OR

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

**Figure 47-4 View Dashboard Template**



5. Click **Edit** to modify the template.

The **Dashboard Listing – Edit Dashboard** screen appears.

OR

Click **Cancel** to cancel the transaction.

OR

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

OR

Click the **Desktop/ Tab/ Mobile** icon to view the template in desktop, tab or mobile mode.

## 47.3 Dashboard Overview – Create

System Administrator can create new custom dashboard template for Retail & Business, Corporate and Administrator user using this option.

As part of creation of custom dashboard, the administrator needs to select the appropriate tab for which the dashboard needs to be created/ designed i.e. user segment or module or user type.

System will facilitate the user with a default dashboard available and the administrator can decide to create a custom dashboard by dragging and dropping new widgets available from the list of widgets.

Following types of dashboard can be created:

- Segment Dashboard - Design dashboard for a user segment
- Application Role Dashboard - Design dashboard for an application role
- Module Dashboard - Design dashboard for the available application modules i.e. CASA, Term Deposit, Loans etc.
- User Type Dashboard - Design dashboard for a user type i.e. Retail & Business, Corporate or Administrator.

**To create a new dashboard template:**

1. Navigate to one of the above paths.  
The **Dashboard Overview** screen appears.
2. On the **Dashboard Overview** screen, click on **Create Dashboard** tab.  
The **Create Dashboard** screen appears.

**Figure 47-5 Create Dashboard Template**

The screenshot shows the 'Create Dashboard' form in the Futura Bank system. The form is titled 'Create Dashboard' and includes the following fields and options:

- Dashboard Name:** Retail Dashboard
- Dashboard Description:** Retail Dashboard- Financial
- Touch Points:** Desktop (checked), Tablet (checked), Mobile (checked)
- Dashboard Type:** Segment Dashboard (radio), Module Dashboard (radio, selected), User Type Dashboard (radio)
- User Type:** Corporate User (radio), Administrator (radio), Retail & Business User (radio, selected)
- Modules:** Dashboard retail-loans (dropdown menu)


At the bottom of the form, there are 'Next' and 'Cancel' buttons. The Futura Bank logo and a search bar are visible at the top of the page.

Copyright © 2006, 2025, Oracle and/or its affiliates. All rights reserved. [SecurityInformation]Terms and Conditions

**Table 47-3 Field Description**

Field Name	Description
Template Description	Description for the template.
Design	The type of device on which the template will be enabled.
Select Module	System lists the dashboard for the segments / user type / module depending on the option selected.

**Table 47-3 (Cont.) Field Description**

Field Name	Description
<b>User Type</b>	Select the user type for which the dashboard needs to be created.
	<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <p>If dashboard needs to be created for a user segment then user type 'Retail &amp; Business' needs to be selected. User Segment is not supported for Corporate and Administrator user.</p> </div>
<b>Select Module Icon</b>	Select the dashboard icon that is displayed based on the selected segments / user type / module.
<b>List of Dashboards</b>	System displays the list of dashboards available for selection based on the selected module type.
<b>Template Name</b>	Name of the template that the System Administrator user wants to create.

3. In the **Template Name** field, enter the name of the new template that is to be created.
4. In the **Template Description** field, enter the description of the new template.
5. To enable the template for Desktop/ Tablet / Mobile, select the required options from the **Design** check box.
6. From the **Segment Dashboard/ Application Role Dashboard/ Module Dashboard/ User Type Dashboard** tabs, select the appropriate module.

The **Dashboard Overview - Design** screen of the selected module appears.

For example, Retail & Business is selected from the **User Type Dashboard**.

The **Dashboard Overview - Design template** for retail user appears.

7. In the **User Type** field, select the appropriate user type.

 **Note:**

If dashboard needs to be created for a user segment then user type 'Retail & Business' needs to be selected. User Segment is not supported for Corporate and Administrator user.

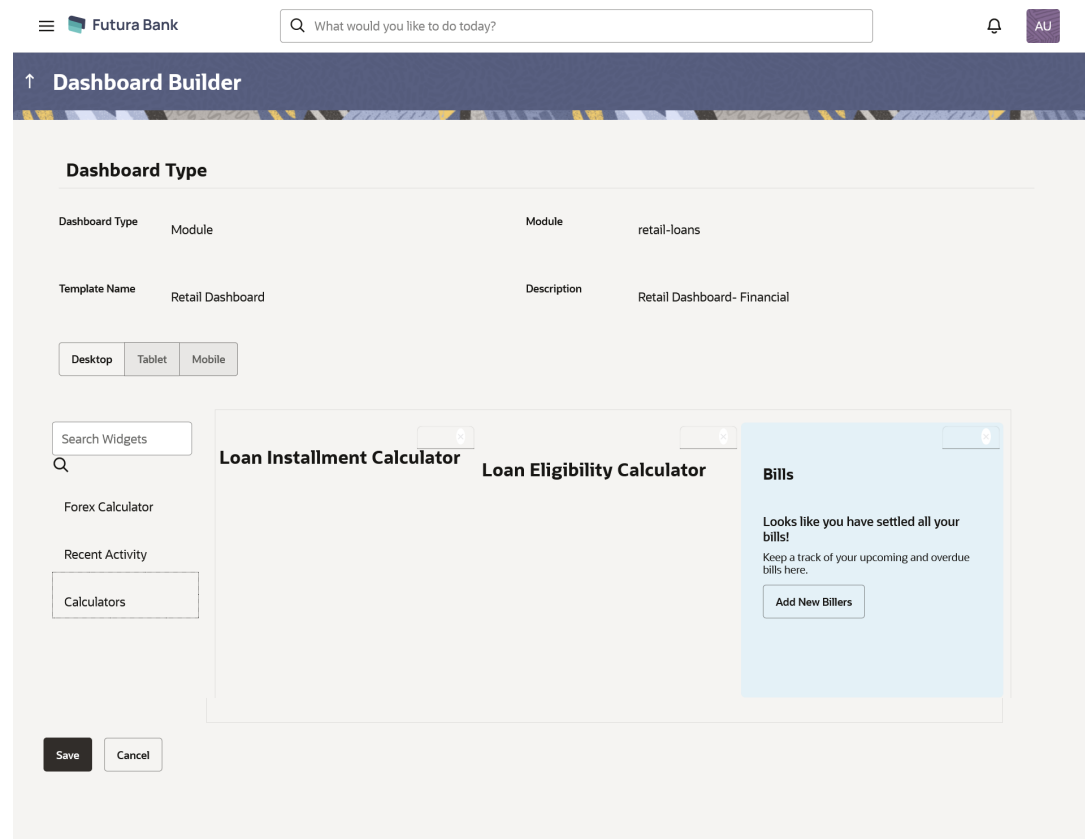
8. Select the appropriate dashboard from the list of dashboards displayed based on the selected module.
9. Click **Next**.

The **Dashboard Overview** template screen appears.

OR

Click **Cancel** to cancel the transaction.


**Figure 47-6 Create Dashboard Template**



Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions


10. Click on the desired widgets from the widget list to appear on dashboard.

OR


In the **Search Widget** field, enter the name of the widget that you want to appear on the dashboard and click  icon.

OR


Click on the desired widgets of the dashboard to the desired location. System highlights the area where the widget can be placed.

11. Click  icon on the upper right corner of the widget, if you want to expand the widget.

OR

Click  icon on the upper right corner of the widget, if you want to compress the widget.

OR

Click  icon on the upper right corner of the widget, if you want to remove the widget from the dashboard.

12. If the selected widget has multiple widgets on the same like quick links, select the required widget that you want to appear on the dashboard.

13. Click **Save** to save the template information.

OR

Click **Cancel** to cancel the transaction.

OR

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

14. The **Review** screen appears.

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

OR

Click the **Desktop/ Tab/ Mobile** icon to review the created template in desktop, tab or mobile mode.

OR

Click **Cancel** to cancel the transaction.

A warning message of canceling the operation appears.

Click **Yes** to confirm.

OR

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

15. The success message appears along with the status of transaction.

Click **OK** to complete the transaction.

## 47.4 Dashboard Overview – Design – Create Administrator Template

The system administrator can select a default dashboard available for administrator or can create a custom dashboard by dragging and dropping new widgets available from the list of components.

The administrator can create the administrator dashboard template either by selecting the administrative maintenance or group of administrative functions.

As part of administrative maintenances UI component, there are individual transaction quick links put in a single widget to component mapping available, the administrator user on actual login will be shown only those quick links that user has access to.

As part of system functions UI component, there is a logical group of transactions that can placed as a widget on the dashboard by selecting the administrative function from the group.

### To create a new administrative dashboard template:

1. Navigate to one of the above paths.  
The **Dashboard Builder** screen appears.
2. the **Dashboard Overview** screen, click **Create**.  
The **Create Dashboard** screen appears.

**Figure 47-7 Create Dashboard Template – For Administrator User Type**

The screenshot shows the 'Create Dashboard' interface for Futura Bank. At the top, there is a search bar with the placeholder text 'What would you like to do today?' and a user profile icon labeled 'AU'. Below the search bar is a blue header with the text 'Create Dashboard'. The main form area contains several fields: 'Dashboard Name' with the value 'Admin Dashboard', 'Dashboard Description' with 'Administrator Dashboard ADM001', 'Touch Points' with three checked checkboxes for 'Desktop', 'Tablet', and 'Mobile', 'Dashboard Type' with three radio buttons where 'User Type Dashboard' is selected, and 'Modules' with a dropdown menu showing 'Administrator'. At the bottom left of the form are two buttons: 'Next' and 'Cancel'. Below the form, there is a small copyright notice: 'Copyright © 2006, 2025, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions'.

**Table 47-4 Field Description**

Field Name	Description
<b>Template Name</b>	Name of the template that the System Administrator user wants to create.
<b>Template Description</b>	Description for the template.
<b>Design</b>	The type of device on which the template will be enabled.
<b>Select Module</b>	System lists the dashboard for the segments / application roles / user type / module depending on the option selected.
<b>User Type</b>	Select administrator from the user type list.
<b>List of Dashboards</b>	System displays the list of dashboards available for selection based on the selected module type.

3. In the **Template Name** field, enter the name of the new template that is to be created.
4. In the **Template Description** field, enter the description of the new template.
5. To enable the template for Desktop/ Tablet / Mobile, select the required options from the **Design** check box.
6. From the **Segment Dashboard/ Application Role Dashboard/ Module Dashboard/ User Type Dashboard** tabs, select the appropriate module.

The **Dashboard Overview - Design** screen of the selected module appears.

To create a dashboard for a newly created administrator application role or to customize the dashboard for an existing administrator application role, user will need to select Application Role Dashboard/ User Type Dashboard tab.

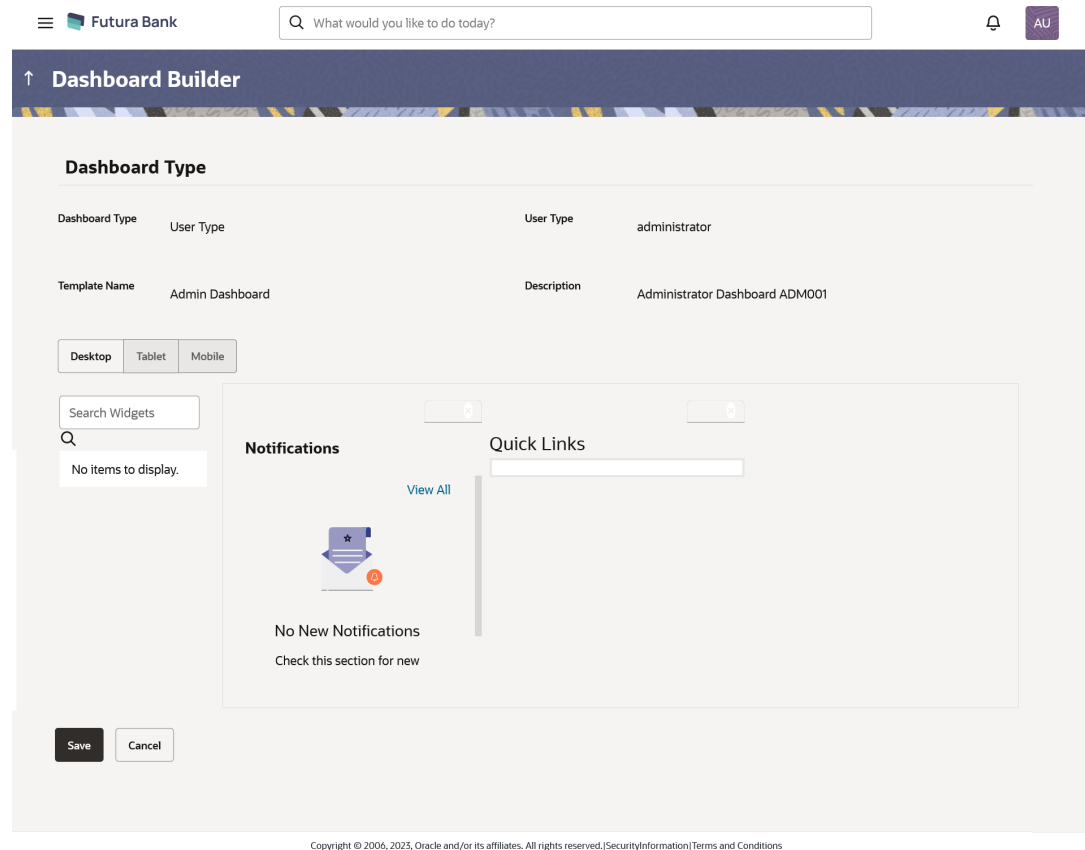
7. In the **User Type** field, select the administrator user.
8. Select the appropriate dashboard from the list of dashboards displayed based on the selected module.
9. Click **Next**.

The **Dashboard Overview - Design** template for Administrator appears.

OR


Click **Cancel** to cancel the transaction.

**Figure 47-8 Dashboard Overview - Design – Create Administrator Template**




10. Click on the desired widgets from the widget list to appear on the dashboard.

OR


In the **Search Widget** field, enter the name of the widget that you want to appear on the dashboard and click  icon.

OR


Click on the desired widgets of the dashboard to the desired location. System highlights the area where the widget can be placed.

11. Click  icon on the upper right corner of the widget, if you want to expand the widget.

OR

Click  icon on the upper right corner of the widget, if you want to compress the widget.

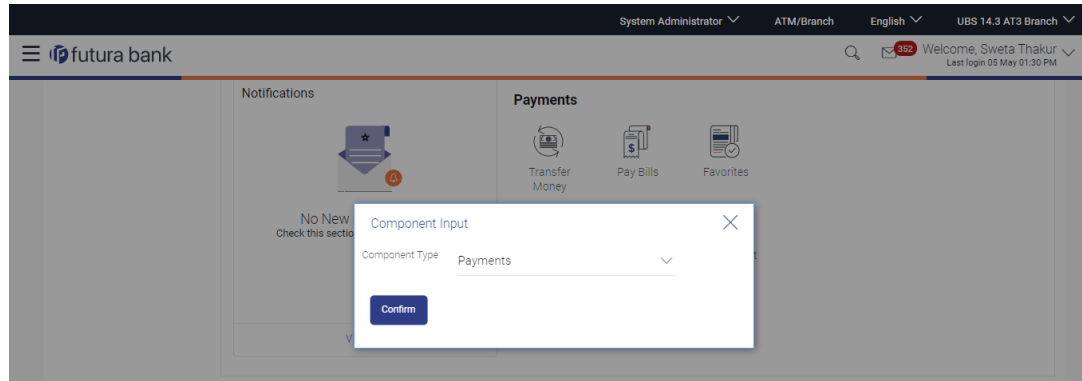
OR

Click  icon on the upper right corner of the widget, if you want to remove the widget from the dashboard.

12. If the selected widget has multiple widgets on the same component like 'System Administrator Action Card', select the required widget that you want to appear on the dashboard.



**Figure 47-9 Dashboard Overview - Component Input box**



**Table 47-5 Field Description**

Field Name	Description
<b>Component Type</b>	Select the component type, which you want to appear on your dashboard. This field is applicable only if the selected widget has multiple components.

- a. From the **Component Type** list, select the widget component that you want to appear on the dashboard.
  - b. Click **Confirm**.  
  
The selected component appears as a widget on the selected location of your dashboard.
13. Click **Save** to save the template information.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
  14. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click the **Desktop/ Tab/ Mobile** icon to review the template in desktop, tab or mobile mode.
  15. The success message appears.  
Click **Go to Dashboard** to view your customized dashboard.

## 47.5 Dashboard Overview – Edit

The system administrator can modify the configured dashboard using the **Edit** option. The administrator can edit the dashboard widgets for desktop, tablet or mobile devices by clicking the specific icons.

 **Note:**

1. Dashboard Overview - Edit section is common for Administrator user and business users.
2. System Administrator will not be able to edit the factory shipped dashboards.

**To edit the configured dashboard:**

1. Navigate to one of the above paths.  
The **Dashboard Overview** screen appears.
2. In the **Dashboard Overview - Summary** screen, click the **View** link, against the dashboard, which you want to edit.

The **Dashboard Overview - View** screen appears.

3. Click the **Edit** link to modify the dashboard template.

The **Dashboard Overview** screen appears in edit mode.

OR

Click **Delete** to delete the dashboard template.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Back** to navigate to previous screen.

**Figure 47-10 Edit Dashboard Template**

The screenshot shows the 'Create Dashboard' form in the Futura Bank interface. At the top, there is a search bar with the text 'What would you like to do today?' and a user profile icon labeled 'AU'. The form itself is titled 'Create Dashboard' and contains the following fields and options:



- Dashboard Name:** Retail Dashboard
- Dashboard Description:** Retail Dashboard- Financial
- Touch Points:**  Desktop  Tablet  Mobile
- Dashboard Type:**  Segment Dashboard  Module Dashboard  User Type Dashboard
- User Type:**  Corporate User  Administrator  Retail & Business User
- Modules:** Dashboard retail-loans

At the bottom of the form, there are 'Next' and 'Cancel' buttons. A copyright notice is visible at the very bottom: 'Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

The screenshot shows the 'Dashboard Builder' interface in the Futura Bank system. At the top, there is a search bar with the text 'What would you like to do today?' and a user profile icon labeled 'AU'. The interface is titled 'Dashboard Builder' and displays the following information:

- Dashboard Type:** Module
- Module:** retail-loans
- Template Name:** Retail Dashboard
- Description:** Retail Dashboard- Financial

Below this information, there are buttons for 'Desktop', 'Tablet', and 'Mobile'. A search bar labeled 'Search Widgets' is present, with a list of widgets including 'Forex Calculator', 'Recent Activity', and 'Calculators'. The main preview area shows three widgets: 'Loan Installment Calculator', 'Loan Eligibility Calculator', and 'Bills'. The 'Bills' widget has a message: 'Looks like you have settled all your bills! Keep a track of your upcoming and overdue bills here.' and an 'Add New Billers' button. At the bottom, there are 'Save' and 'Cancel' buttons. A copyright notice is visible at the very bottom: 'Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

4. Click on the desired widgets to add from the widget list if required.
  5. Click  icon on the upper right corner of the widget, if you want to expand the widget.
- OR
- Click  icon on the upper right corner of the widget, if you want to compress the widget.

OR

Click **X** icon on the upper right corner of the widget, if you want to remove the widget from the dashboard.

6. Click **Save** to save the changes.

OR

Click **Cancel** to cancel the transaction.

OR

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

7. The **Review** screen appears.

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

OR

Click the **Desktop/ Tablet/ Mobile** icon to review the template in desktop, tablet or mobile mode.

OR

Click **Edit** to make the changes if any for the selected device type.

OR

Click **Cancel** to cancel the transaction.

OR

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

OR

8. The success message appears along with the status of transaction.

Click **OK** to complete the transaction.

## 47.6 Dashboard Overview – Clone

To speed up the process of creating new dashboard template, System Administrator can clone an existing dashboard template. All the values available in an existing dashboard template are shown in an editable format, administrator is allowed to make changes in it and save the dashboard template with different name.


Following types of dashboard can be created:

- Segment Dashboard - Design dashboard for a user segment
- Module Dashboard - Design dashboard for the available application modules i.e. CASA, Term Deposit, Loans etc.
- User Type Dashboard - Design dashboard for a user type i.e. Retail & Business, Corporate or Administrator.

**To clone a new dashboard template:**

1. Navigate to one of the above paths.  
The **Dashboard Overview** screen appears.
2. On the **Dashboard Overview** screen, click on **View Dashboard** tab.

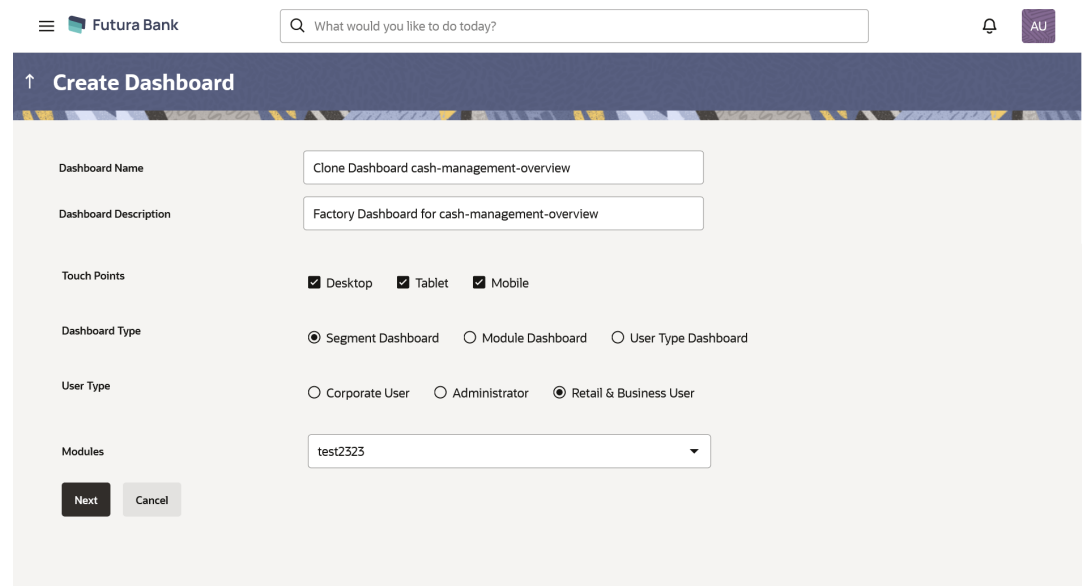
The **Dashboard Overview – Dashboard Listing** screen appears.

3. In **Action** column against the already created dashboard template, click on the  icon, and then click **Clone Dashboard** link to clone the dashboard template details.

The **Dashboard Overview – Create** screen appears with existing dashboard template details.

4. The **Dashboard Overview – Create** screen appears with existing dashboard template details.

**Figure 47-11 Clone Dashboard Template**

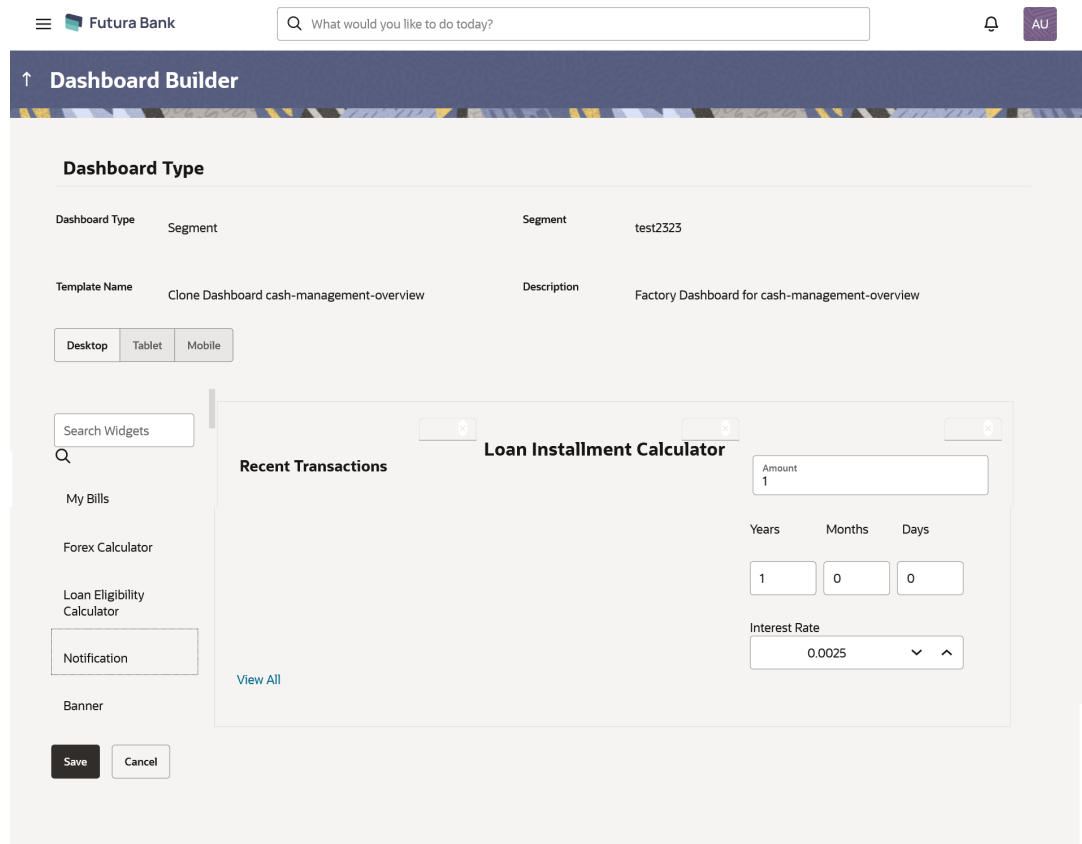


The screenshot shows the 'Create Dashboard' form in the Futura Bank application. The form is titled 'Create Dashboard' and includes the following fields and options:

- Dashboard Name:** Clone Dashboard cash-management-overview
- Dashboard Description:** Factory Dashboard for cash-management-overview
- Touch Points:**  Desktop,  Tablet,  Mobile
- Dashboard Type:**  Segment Dashboard,  Module Dashboard,  User Type Dashboard
- User Type:**  Corporate User,  Administrator,  Retail & Business User
- Modules:** test2323

At the bottom of the form, there are two buttons: 'Next' (highlighted) and 'Cancel'.

Copyright © 2006, 2025, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions



Copyright © 2006, 2025, Oracle and/or its affiliates. All rights reserved. [SecurityInformation]Terms and Conditions

5. Update dashboard template with required changes.
6. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
7. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click the **Desktop/ Tablet/ Mobile** icon to review the template in desktop, tablet or mobile mode.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.  
OR
8. The success message appears along with the status of transaction.  
Click **OK** to complete the transaction.


## 47.7 Dashboard Overview – Delete

The System Administrator can delete the custom dashboard templates maintained in the application. Deleting specific template will also result in deleting the template and revert back to the default dashboard.

### To delete the configured dashboard:

1. Navigate to one of the above paths.

The **Dashboard Overview - Dashboard Listing** screen appears.

2. In **Action** column against the already created dashboard template, click on the  icon, and then click **Delete Dashboard** link to delete the existing dashboard template.

The **Delete Dashboard** popup window appears.

OR

Click **Create Dashboard** to create a new dashboard template.

OR

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

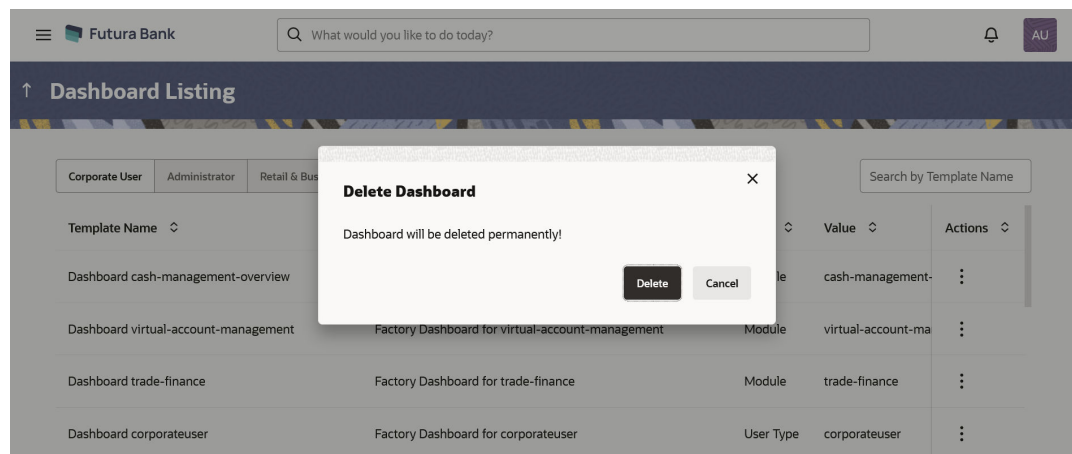
3. In the **Dashboard Overview - Summary** screen, click the **View** link, against the dashboard, which you want to delete.

The **Dashboard Overview - View** screen appears.

4. Click **Delete**.

The application prompts the administrator with a warning message 'Are you sure you want to switch to default dashboard' with an option of Confirm / Cancel.

**Figure 47-12 Dashboard Builder - Delete**



5. The application prompts the administrator with a warning message '**Dashboard will be deleted permanently!**' with an option of Delete / Cancel.

6. Click **Delete** to proceed with the deletion request.

It will navigate to confirmation page with a success message along with the status and reference number.

OR

Click **Cancel** if you do not wish to proceed with deletion.

- Click **OK** to complete the transaction.

## 47.8 Dashboard Mapping – Summary

Using this option, System Administrator can map the configured dashboards to the user or party, or user type or user segments depending on the dashboard template selected. The system administrator can create mapping and can delete the mapping.

**To view the Dashboard mapping summary:**

- Navigate to one of the above paths.  
The **Dashboard Overview** screen appears.
- In the **Dashboard Overview** screen, click the **View Mapping**.
- Select the **Mapping Type** from the list i.e. User / Party / Segment / User Type.
- In the **Dashboard Overview** screen, click the **View Mapping**.

The **Dashboard Overview - Mapping Summary** screen appears.

**Figure 47-13 Dashboard Mapping summary**

The screenshot displays the 'Dashboard Mapping' summary page in the Oracle system. The page header includes 'futura bank' and user information for 'deepak admin'. The main content is a table with the following data:

Dashboard Name	Dashboard Type	Mapped Value	Date Created	Actions
corporateDashboard	User Type Dashboard	corpadmin01	11/23/22	Delete
corporateDashboard	User Type Dashboard	newcorpadmin02	11/22/22	Delete
admHomeEntityRole	Application Role Dashboard	dcadmin990	8/20/22	Delete
AdminAllRolesExceptAdminMaint	Application Role Dashboard	adminglobal	8/20/22	Delete
ankadminap1	Application Role Dashboard	ankadm	8/16/22	Delete
dcglobalAllRolesExceptPayments	Application Role Dashboard	dcnet005	8/1/22	Delete
Entity145AllRoles	Application Role Dashboard	adminDC001	7/26/22	Delete

At the bottom of the table area, there are two buttons: 'Create Mapping' and 'Back'.



**Table 47-6 Field Description**

Field Name	Description
<b>Mapping Type</b>	Select the mapping type to search the dashboard template. The options are: <ul style="list-style-type: none"> <li>• User</li> <li>• Party</li> <li>• Segment</li> <li>• User Type</li> </ul>
<b>Dashboard Name</b>	System displays the name of the dashboard template.
<b>Dashboard Type</b>	System displays the type of the dashboard i.e. module / application role / user type.
<b>Mapped Value</b>	System displays the value that is mapped to the template. In case if the dashboard is mapped to the user, user ID to whom the dashboard is mapped will be shown as mapped value. In case if the dashboard is mapped to the party, party ID to whom the dashboard is mapped will be shown as mapped value. In case if the dashboard is mapped to the Role, role name to whom the dashboard is mapped will be shown as mapped value.
<b>Date Created</b>	The date on which template mapping was created.
<b>Actions</b>	Link to delete the mapping.

- From the **Mapping Type** list, select the appropriate option for which you want to view the mapping.

The **Dashboard Builder - Mapping Summary** screen appears.

- [Create Mapping](#)
- [Delete Mapping](#)

## 47.8.1 Create Mapping

Using this option, System Administrator selects the dashboard type, the dashboard template and then map either to a user/party/user segment/user type. The mapping type will depend on the type of dashboard selected.

### To map dashboard templates:

- Navigate to one of the above paths.  
The **Dashboard Overview** screen appears.
- Click **Create Mapping**.  
The **Dashboard Overview - Create Mapping** screen appears.

Figure 47-14 Create Mapping

Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions

Table 47-7 Field Description

Field Name	Description
<b>Dashboard Type</b>	Select the dashboard type that is to be mapped.
<b>User Type</b>	Select the user type for which the dashboard template needs to be mapped.
<b>Template</b>	Select the template from the list that needs to be mapped.
<b>Mapping Type</b>	<p>Select the mapping type i.e. the selected dashboard template to map to the required option.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• User</li> <li>• Party</li> <li>• Segment</li> <li>• User Type</li> </ul> <p>The mapping type options will also depend on the dashboard type selected i.e. for user type dashboard, system will not have options of User, Party and Segment</p>
<b>Mapping Value</b>	The mapping value will depend on the option selected in the mapping type. For Party selected in the mapping type, the admin can capture the party for which the dashboard template is applicable. For user selected in the mapping type, the admin can capture the user for which the dashboard template is applicable. For segment selected as the mapping type, admin can capture the segment for which the dashboard template is applicable.
<b>Party ID</b>	<p>Party Id to search a party that is to be mapped to the dashboard template.</p> <p>This field appears if you select <b>Party</b> option from the <b>Mapping Type</b> list.</p>
<b>Party Name</b>	<p>Party name to search a party that is to be mapped to the dashboard template.</p> <p>This field appears if you select <b>Party</b> option from the <b>Mapping Type</b> list.</p>
<b>User ID</b>	<p>User ID that is to be mapped to the dashboard template.</p> <p>This field appears if you select <b>User</b> option from the <b>Mapping Type</b> list.</p>

**Table 47-7 (Cont.) Field Description**


Field Name	Description
<b>Select Segment</b>	Select the user segment that is to be mapped to the dashboard template. This field appears if you select <b>Segment</b> option from the <b>Mapping Type</b> list.

3. From the **Dashboard Type**, select the appropriate dashboard type i.e. Application Role Dashboard or Segment Dashboard or Module Dashboard or User Type Dashboard.
4. From the **User Type**, select the user type for which the Template mapping needs to be done.
5. Select the **Template** from the list that needs to be mapped.
6. From the **Mapping Type** list, select the appropriate option to be mapped.
  - a. If you select **User** option, enter the user name.
  - b. If you select **Party** option, enter the party Id in the **Party ID** field, and click **Search**.  
The **Mapping Value** appears. Click link under the Party ID column to view the party details.  
  
OR  
  
In the **Party Name** field enter the party name and click **Search**.  
  
The **Mapping Value** appears. Click link under the Party ID column to view the party details.  
  
OR  
  
Click **Cancel** to cancel the transaction.  
  
OR  
  
Click **Clear** to clear the entered value.
  - c. If you select **Segment** option, select the role from the **User Segment** list.
7. Click **Save**.  
The success message along with the status of transaction appears.

## 47.8.2 Delete Mapping

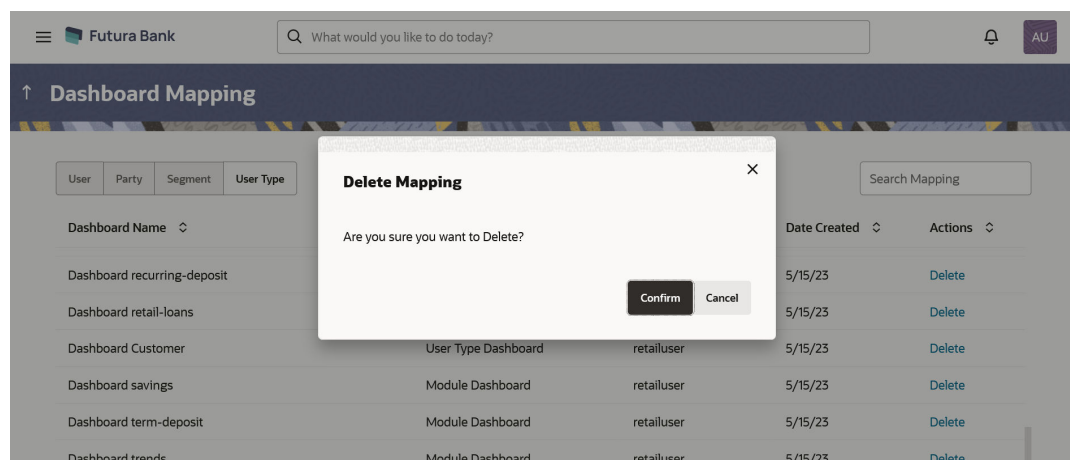
Using this option System Administrator can delete the templates mapped to a User or Party or User Segment or to a User Type.

### To delete the mapped dashboard template:

1. Navigate to one of the above paths.  
The **Dashboard Overview** screen appears.
2. In the **Dashboard Overview** screen, click the **View Mapping** tab.  
The **Dashboard Overview - Mapping summary** screen appears.
3. Select the **Mapping Type** from the list i.e. User / Party / Segment / User Type
4. In **Action** column against the already created dashboard template, click on the  icon, and then click **Delete** against the template mapping that you want to delete. T

The application will prompt the administrator with a deletion message with an option of Confirm/ Cancel.

**Figure 47-15 Delete Mapping**



5. Click **Confirm** to delete the mapping. It will navigate to confirmation page with a success message and the status.

OR

Click **Cancel** if you do not wish to delete the mapping.

6. Click **OK** to complete the transaction.

## 47.9 FAQ

1. **Can I design new widgets using Dashboard Builder functionality?**  
No, designing of a new widget is not allowed using this functionality. Administrator can use the existing widgets and can design the required dashboard.
2. **Can I design different dashboards for different device types (desktop, mobile and tablet) using one template?**  
Yes, you can design different dashboards for different types of devices using one template. An edit option is available while previewing the dashboard on each type of device, which will help the user to make the necessary changes for specific device type.  
  
However the system will always display the widgets mapped to a combination of application role and internet as touch point, irrespective of any device size the user selects
3. **Can I delete the template that is mapped to a user / party / segment / user type?**  
Yes, you can delete the template that are already mapped to a user / party / segment or user type. A warning message informing about the mapping deletion is shown to the administrator while deleting a template.
4. **Can I map the same template to multiple users or parties?**  
Yes, you can map the same template to multiple parties or users. Separate entries are required for such mapping.
5. **Can the system/bank administrator edit a Factory shipped dashboard ?**  
No, Factory shipped dashboards can't be modified. However system/bank administrator can modify a custom made dashboard. Can I design the dashboard and map for administrator types of users (Bank/system administrator and corporate administrator)?
6. **Can I design a dashboard for System Admin or Bank Admin?**  
Yes, you can design the administrative dashboards using Dashboard Builder maintenance.

**7. When will the newly mapped dashboard be visible to the end customer?**

Newly mapped dashboard will be available to the end user with an immediate effect.

**8. Can an end user (Retail/Corporate users) design their own dashboards or set their preferences to see required widgets?**

Yes Retail and Corporate users can personalize and design their dashboard.

**9. In case of dashboard templates available at user level, segment level, application role level and user type level, which dashboard will the system resolve? Also what is the order in which the dashboards are resolved?**

If there is a dashboard template mapped at a user level, then the system will display the user level dashboard on login.

Before rendering the dashboard, system will first check if there is a dashboard at user level, followed by segment, application role and then at user type.

In case where a retail user has personalize his/her dashboard, the system will give the priority to user defined dashboard followed by Administrator defined dashboards as user, segment, application role and then at user type.

# Analytics Dashboard

The analytics dashboard provides insight into digital banking platform usage patterns and customer trends. It helps the bank's product managers to gain a complete understanding of how products are used, helps improve decision-making by providing easy performance indicators, and keep track of progress over a period of time. It presents key metrics neatly on a user interface that shows trends and changes in data over time.

An option to download the information presented on the screen is also provided.

**Following KPIs (Key Performance Indicator) and widgets are displayed in on the Analytics Dashboard:**

**KPIs:**

- Total Users
- Active Users
- Logins
- Average Transactions
- Average Time Spent

**Widgets:**

- Total Users
- User Status
- Users by Touch Points
- Segment Distribution
- Business User Statistics
- User logins by devices
- User Activity
- Device Preferences
- Age wise Primary Touch points Usage
- Top 20 Transactions

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu** , then click **Menu** and then click **Controls & Monitoring** , Under **Controls & Monitoring** , click **Analytics Dashboard** .

OR

From **Search Bar**, type **Controls & Monitoring - Analytics Dashboard**

**To view analytic dashboard:**

1. Navigate to one of the above paths.  
The **Analytics Dashboard** screen appears.

- Select the user type from the drop-down list.

The search results appears based on the selected user type. By default Retail user and the KPIs/Widgets associated with it appear.

**Figure 48-1 Analytic Dashboard – Retail User**

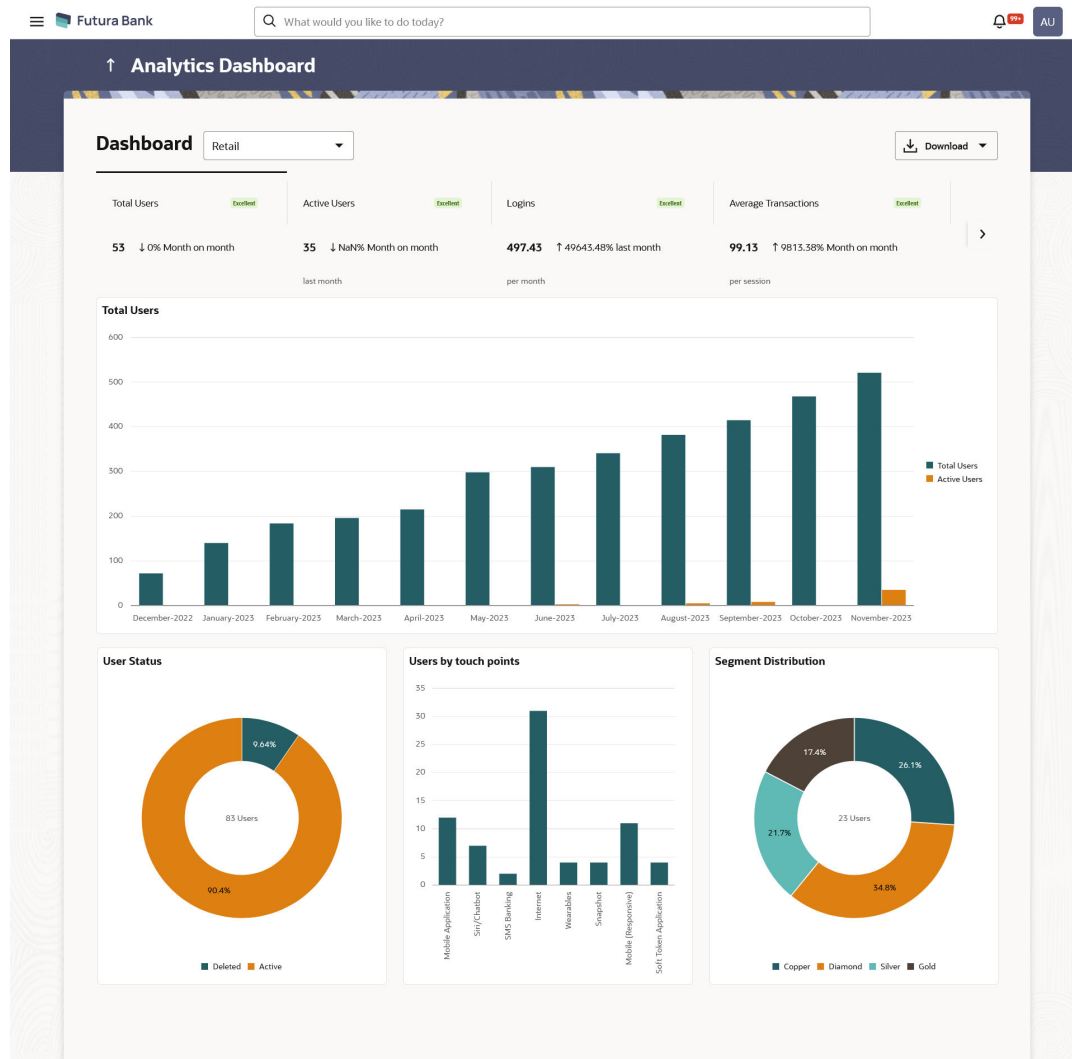


Figure 48-2 Analytic Dashboard – Business User

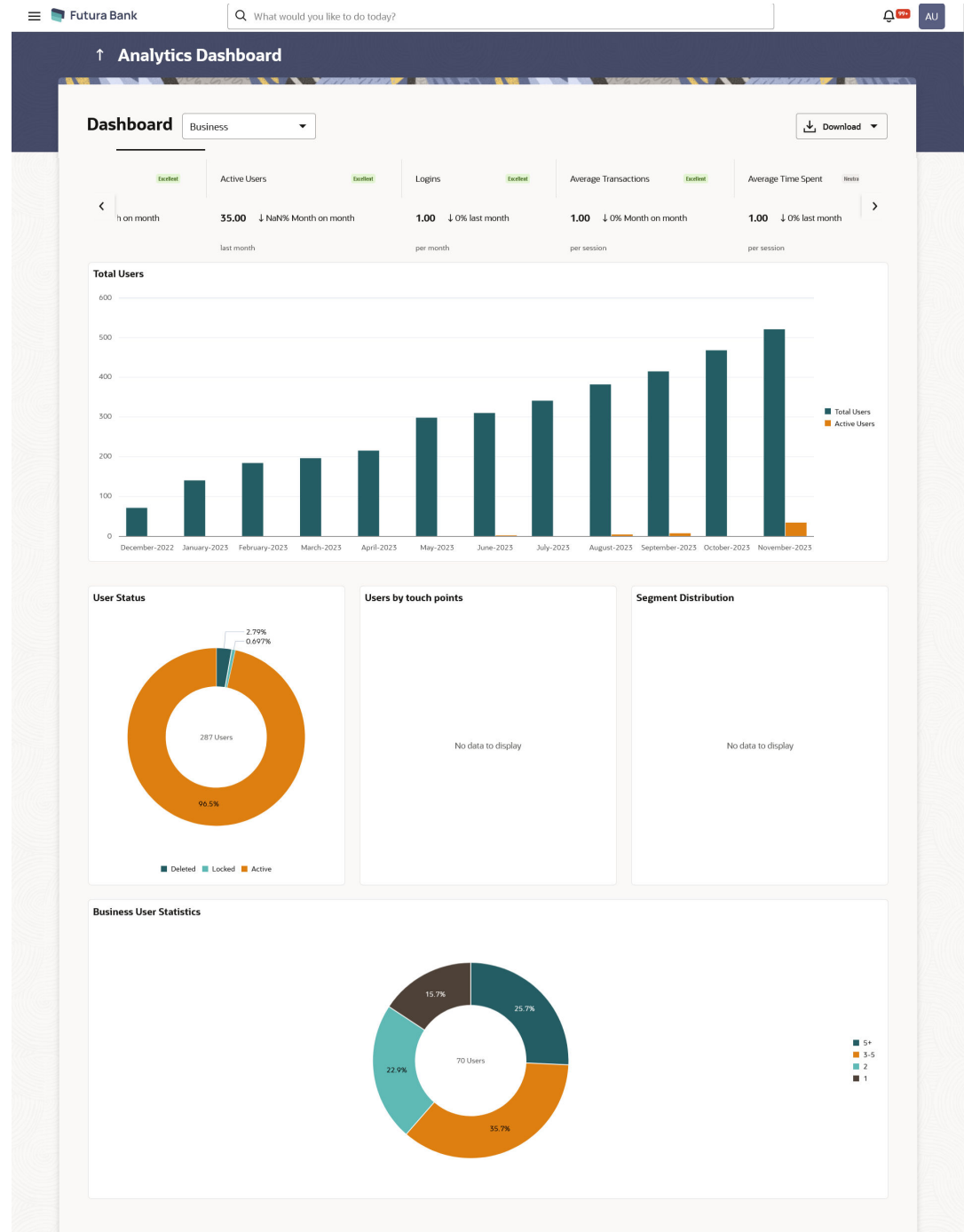
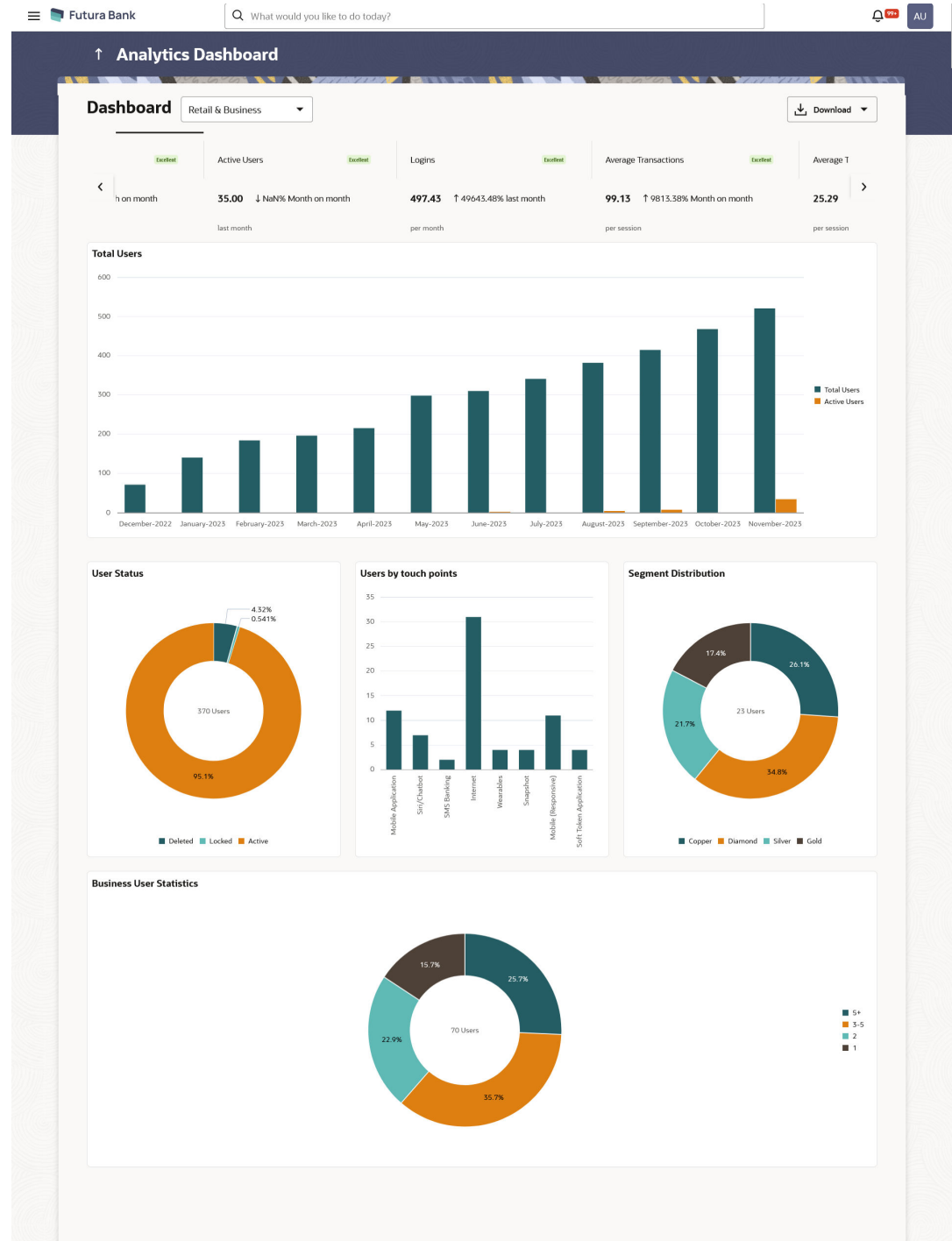




Figure 48-3 Analytic Dashboard – Retail & Business User



**Table 48-1 Field Description**

Field Name	Description
<b>User Type</b>	Type of user. The user can be: <ul style="list-style-type: none"> <li>• Retail</li> <li>• Business</li> <li>• Retail &amp; Business</li> </ul>
Following are the widgets gets displayed on dashboard	
<b>KPIs</b>	
Following are the different performance indicators shown	
<b>Total Users</b>	This card displays change in total users on month-by-month basis ( in %), and the status based on that.
<b>Active Users</b>	This card displays the change in active users in the last month on a month-by-month basis (in%) and the status based on that.
<b>Logins</b>	This card displays the change in total number of logins ( in %) per month in comparison to the last month, and the status based on that.
<b>Average Transactions</b>	This card displays the average transactions performed per session on month-by-month basis ( in %), and the status based on that.
<b>Average Time Spent</b>	This card displays the average time spent to complete a task for transactions by user in comparison to the last month ( in %), and the status based on that.
<b>Status</b>	The status displayed on performance indicators. The options are: <ul style="list-style-type: none"> <li>• Excellent - &gt; +10%</li> <li>• Good – between +5% and +10%</li> <li>• Neutral – between -5% and +5%</li> <li>• Warning - between -10% and -5%</li> <li>• Critical - &gt;-10%</li> </ul>
<b>Widgets</b>	
<b>Total Users</b>	This graph provides a quick snapshot of the total users and active users in the last 12 months. The user can view the more information in each month by hovering over each slice of the graph.
<b>User Status</b>	This widget displays the allocation of different users ( in %) in donut graph form. It provides view of the deleted users and active users with respect to total number of users. The user can view detailed information by hovering over a donut graph in each slice.
<b>Users by touch points</b>	This graph provides a quick snapshot of the total users with respect to some selected touch point. The user can view the more information in each touch point by hovering over each slice of the graph.
<b>Segment Distribution</b>	This widget displays the allocation of different users as per the segment ( in %) in donut graph form. The user can view detailed information by hovering over a donut graph in each slice.
<b>Business User Statistics</b>	This widget displays the number of users per business ( in %) in donut graph form.

**Table 48-1 (Cont.) Field Description**

Field Name	Description
<b>User Logins by Devices</b>	This chart enables the users to track the distribution of user logins across different devices and mostly used touch points for selected quarter. The user can view the more information in each device by hovering over each slice of the graph.
<b>User Activity</b>	This widget helps identify the users logins frequency for the selected quarter. The user can view detailed information by hovering over a donut graph in each slice.
<b>Device Preferences</b>	The bank can identify the users who are using the multiple devices for accessing the platform their banking needs. The user can view detailed information by hovering over a donut graph in each slice.
<b>Age wise Primary Touch Points Usage</b>	The users can explore the age-wise device usage trends using this widget. The user can view detailed information by hovering over a donut graph in each slice.
<b>Top 20 Transactions</b>	This widget enables the user to gain insights into the most widely used transactions, providing a snapshot of user behaviour while accessing the banking services through channel banking platform. The user can view the more information in transaction listed by hovering over each slice of the graph.

3. Click **Download** to download the details report in pdf & CSV format.
- [FAQ](#)

## 48.1 FAQ

1. **Can the user modify the widget, KPIs or change the parameters on which the graph will be plotted?**  
Though the option has been provided to the bank users to select the date ranges to get the desired details for certain widgets for the selected period; these widgets, KPIs or filter criteria cannot be modified using configuration. However configuration properties has been provided for modification of the KPI performance indicators from back-end.

# Relationship Maintenance

Customer Relationship Maintenance enables the System Administrator to set up the transaction access logic for Bank's retail customers from Digital Banking Platform based on their account - mode of operation or relationship.

E.g. If a customer relationship (Mode of operation) is 'Either or Survivor', provide an access of all transactions whereas, if a customer relationship (Mode of operation) is 'Jointly', provide an access of all Inquiries and restrict all financial transactions from Digital Banking Platform. Such account and transaction access rules can be set up by the System Administrator using 'Relationship Maintenance Module'.

This account relationship maintenance is a two-step process.

- Relationship Mapping Maintenance - Using this maintenance System Administrator can map OBAPIS relationship codes with core banking relationship codes
- Relationship Matrix Definition - Using this maintenance System Administrator can define the transaction access based on the account relationships
- [Relationship Mapping](#)
- [Relationship Matrix](#)
- [FAQ](#)

## 49.1 Relationship Mapping

Using this option a System Administrator can map OBAPIS account relationship codes with account relationship codes defined in Core Banking Application so that the corresponding matrix defined in OBAPIS will be followed based on the available account relationship in the core application.

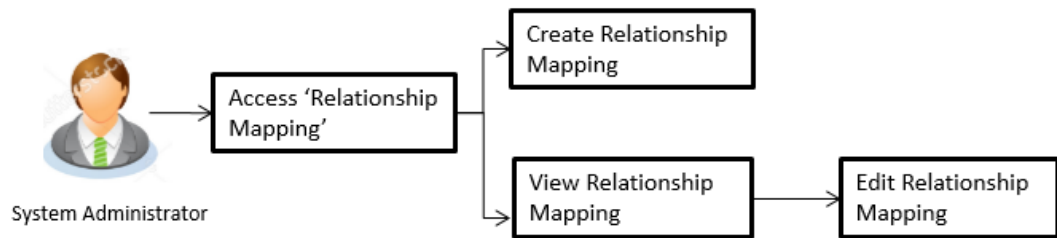
**Note:**

The relationship matrix maintenance is done using **Relationship Matrix Maintenance** transaction.

**Prerequisites:**

- Transaction access is provided to System Administrator.
- Account relationship codes are maintained in OBAPIS and in Core Banking Application.

Figure 49-1 Workflow



### Features supported in application

The administrator can perform the following actions:

- Create Relationship Mapping
- [Search/ View Relationship Mapping](#)
- [Edit Relationship Mapping](#)

### Navigation Path:

From **System/ Bank Administrator Dashboard**, under **Control & Monitoring** widget, click **Relationship Mapping**

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Control & Monitoring**. Under **Control & Monitoring**, click **Relationship Mapping**.

- [Relationship Mapping Maintenance - View](#)
- [Relationship Mapping Maintenance - Edit](#)

## 49.1.1 Relationship Mapping Maintenance - View

By accessing this menu option, System Administrator can view the account relationship codes maintained in OBAPIS and paired with the codes maintained in Core Banking Application. Relationship code maintained in OBAPIS appears on left side of the screen and paired codes if any appears on right side of the screen.

### To view relation mapping:

1. Navigate to one of the above paths.  
The **Relationship Mapping Maintenance** screen appears.
2. All the relationships maintained under user account appears on **Relationship Mapping Maintenance** screen.

OR

Click **Edit** to edit the maintenance.

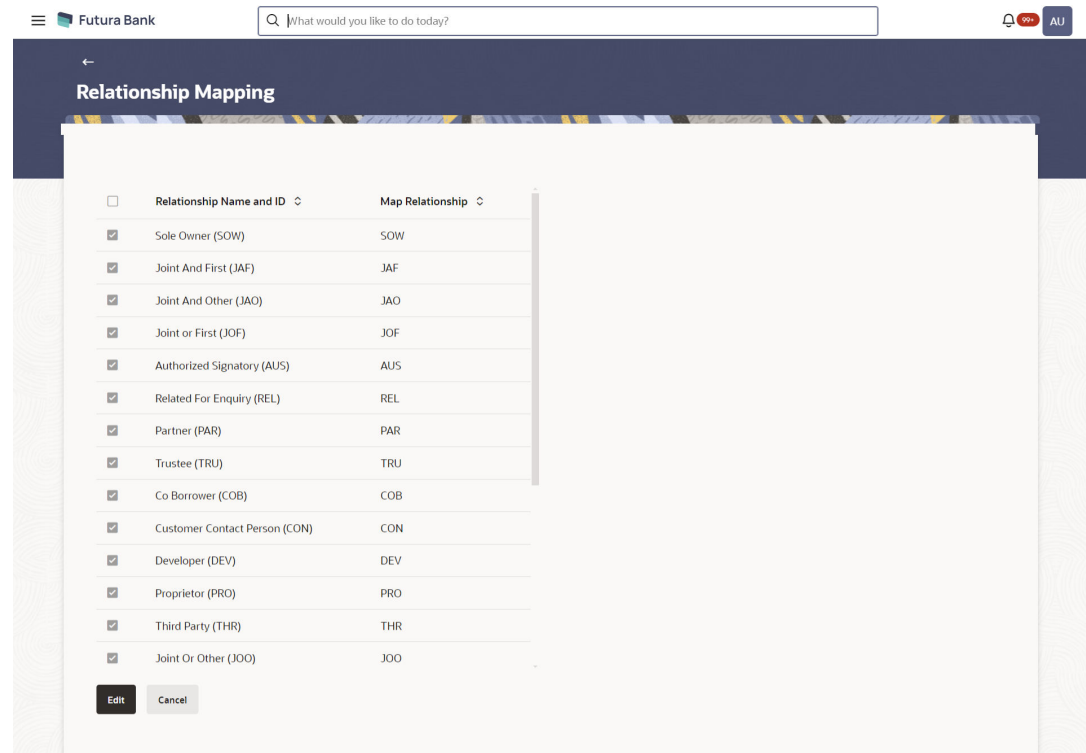
OR

Click **Cancel** to cancel the transaction.

 **Note:**

Instead of the **Edit** option, the **Save** option available if user is accessing it for the first time.

**Figure 49-2 Relationship Mapping Maintenance**



**Table 49-1 Field Description**

Field Name	Description
<b>Relationship Name and ID</b>	Lists all the relationships maintained in OBAPIS.
<b>Map Relationship</b>	Lists all the relationships maintained in Core Banking Application.

## 49.1.2 Relationship Mapping Maintenance - Edit

Using this option, System Administrator is allowed to map the newly added relationship codes with the codes defined in core application. As well as System Administrator can remove the relationship codes which are selected from the default list.

**To modify relation mapping:**

1. Navigate to one of the above paths.  
The **Relationship Mapping Maintenance** screen appears.
2. All the relationships maintained under user account appears on **Relationship Mapping Maintenance** screen.

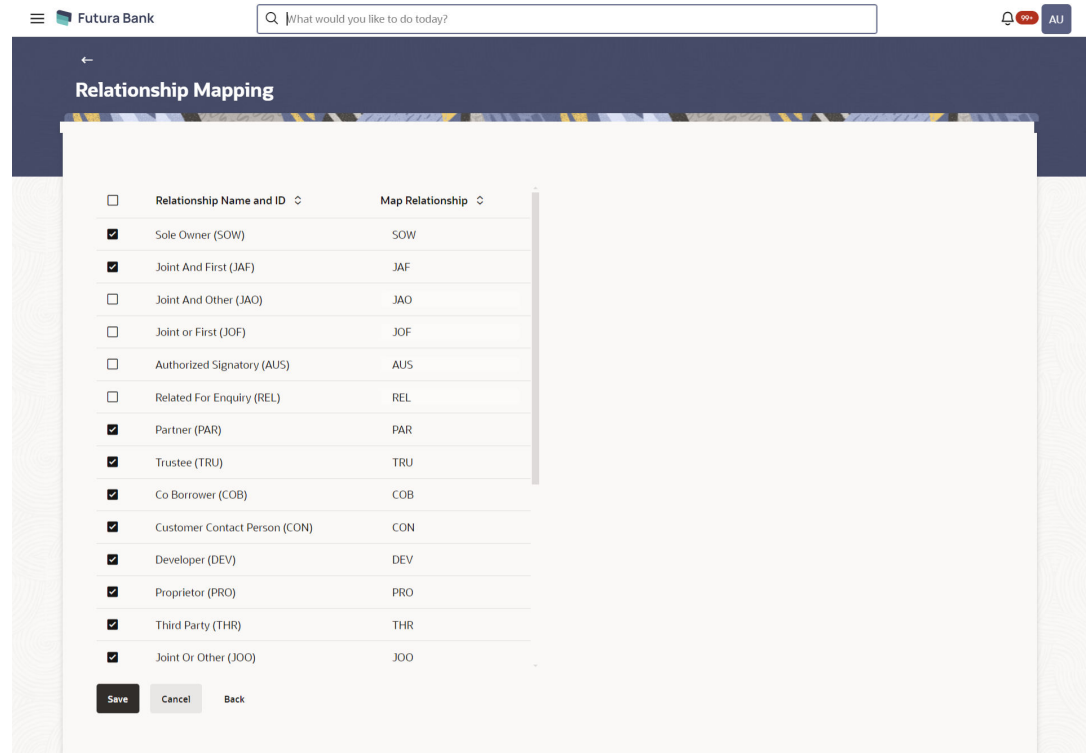
OR

Click **Edit** to edit the maintenance.

OR

Click **Cancel** to cancel the transaction.

**Figure 49-3 Relationship Mapping Maintenance - Edit**



**Table 49-2 Field Description**

Field Name	Description
Relationship Name and ID	To map the OBAPIS relationships with the relationship codes available in the Core Banking system.


 **Note:**  
Lists all the relationships maintained in OBAPIS.

Table 49-2 (Cont.) Field Description

Field Name	Description
Map Relationship	Relationship ID to be mapped with OBAPIS relationship ID.

 **Note:**

Lists all the relationships maintained in Core Banking Application.

If an existing mapping is available, a value will be shown in **Map Relation** field.

3. Select the checkbox against Relationship Name and ID to map Core Banking relationships to OBAPIS relationships.

 **Note:**

- a. Select the checkbox adjacent to **Relationship Name and ID** in header row to select all relationships in one instance.
- b. To unmap the relation mapping, uncheck the checkbox

4. In the **Map Relationship** field, enter the relationships value as maintained in Core Banking Application.
5. Click **Save** to save the relationship mapping maintenance.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
6. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
7. The success message of Relationship Mapping Maintenance saved successfully appears along with the transaction reference number.  
Click **OK** to complete the transaction.



## 49.2 Relationship Matrix

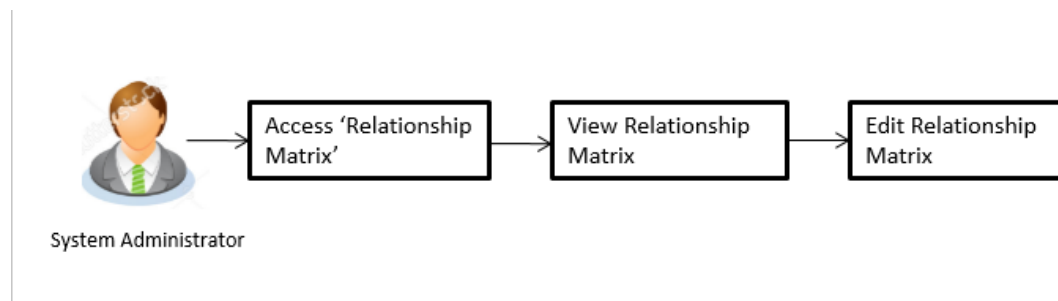
Relationship Matrix maintenance allows the System Administrator to define the transaction access based on the account relationships. Administrator can enable or disable each transaction for each relationship code.

OBAPIS first checks if the transaction is mapped to the role attached to the user and then if it is enabled in relationship matrix. If both the conditions are satisfied, an access of a transaction and of an account is provided to the user.

### Prerequisites:

- Transaction access is provided to System Administrator.
- Approval rule set up for System Administrator to perform the actions.
- Account relationship codes are maintained in OBAPIS and in Core Banking Application.
- Relationship mapping (mapping of OBAPIS relationship codes with codes maintained in Core Banking application) is maintained.

**Figure 49-4 Workflow**



### Features supported in application

The administrator can perform the following actions:

- [View Relationship Matrix](#)
- [Edit Relationship Matrix](#)

### Navigation Path:

From **System/ Bank Administrator Dashboard**, under **Controls & Monitoring** widget, click **Relationship Matrix**.

OR

From **System Administrator Dashboard**, click **Toggle Menu** , then click **Menu** and then click **Controls & Monitoring**. Under **Controls & Monitoring** , click **Relationship Matrix**.

- [Relationship Matrix Maintenance - View](#)
- [Relationship Matrix Maintenance - Edit](#)

## 49.2.1 Relationship Matrix Maintenance - View

Based on the account relationship and transaction access matrix, System Administrator will know the account relationships IDs for which the channel access has been granted.

**To view relationship matrix:**

1. Navigate to one of the above paths.

The **Relationship Matrix Maintenance** screen appears.

2. Displays the details maintained under user account relationship and transaction access matrix in **Relationship Matrix Maintenance - View** screen..

OR

Click **Edit** to modify the maintenance.

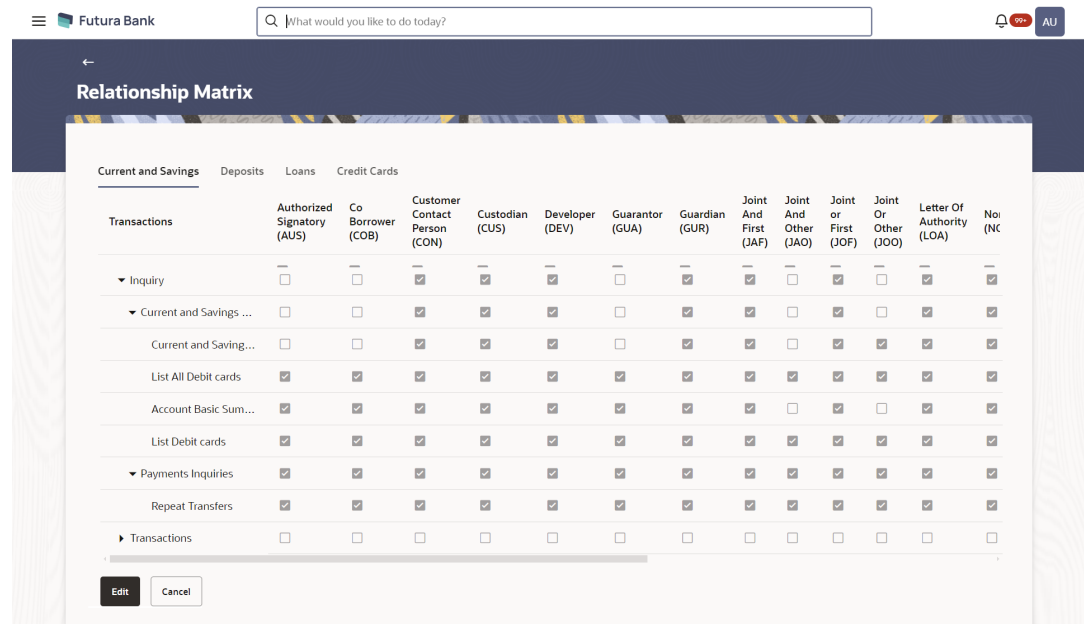
OR

Click **Cancel** to cancel the transaction.

 **Note:**

Instead of the **Edit** option, the **Save** option available if user is accessing it for the first time.

**Figure 49-5 Relationship Matrix Maintenance - View**



Transactions	Authorized Signatory (AUS)	Co Borrower (COB)	Customer Contact Person (CON)	Custodian (CUS)	Developer (DEV)	Guarantor (GUA)	Guardian (GUR)	Joint And First (JAF)	Joint And Other (JAO)	Joint or First (JOF)	Joint Or Other (JOO)	Letter Of Authority (LOA)	Noi (NC)
▼ Inquiry	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
▼ Current and Savings ...	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Current and Saving...	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
List All Debit cards	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Account Basic Sum...	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
List Debit cards	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
▼ Payments Inquiries	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Repeat Transfers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
► Transactions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Edit** **Cancel**

**Table 49-3 Field Description**

Field Name	Description
<b>Module Name</b>	Name of the module under which all transactions are maintained for Relationship Matrix. <ul style="list-style-type: none"><li>• Current and Savings</li><li>• Deposits</li><li>• Loans</li><li>• Credit Cards</li></ul>
<b>Transaction Name</b>	Lists all the transactions under a specific module for which a channel access has been granted based on account relationship and transaction access matrix. Under each module transactions are mainly grouped as: <ul style="list-style-type: none"><li>• Inquiry</li><li>• Transactions</li></ul>
<b>Relationship ID</b>	Lists all the relationship IDs maintained in OBAPIS for which the codes available in core banking application are mapped.

## 49.2.2 Relationship Matrix Maintenance - Edit

Using this option, System Administrator can modify the account relationship and transaction access matrix.

**To modify relationship matrix:**

1. Navigate to one of the above paths.  
The **Relationship Matrix Maintenance** screen appears.
2. Displays the details maintained under user account relationship and transaction access matrix in **Relationship Matrix Maintenance - View** screen.
3. Click **Edit** to modify the maintenance.

The **Relationship Matrix Maintenance - Edit** screen appears.

Figure 49-6 Relationship Matrix Maintenance - Edit

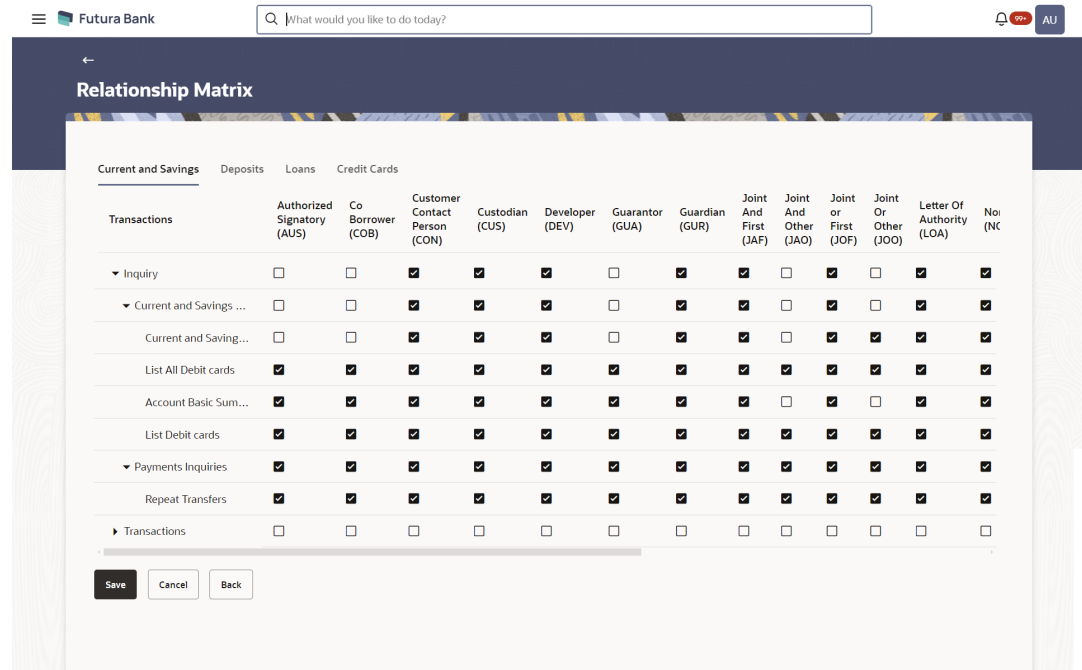


Table 49-4 Field Description

Field Name	Description
<b>Module Name</b>	Name of the module under which all transactions are maintained for Relationship Matrix. <ul style="list-style-type: none"> <li>• Current and Savings</li> <li>• Deposits</li> <li>• Loans</li> <li>• Credit Cards</li> </ul>
<b>Transaction Name</b>	Lists all the transactions of a specific account for which a channel access has been granted based on account relationship and transaction access matrix. The transaction categories are: <ul style="list-style-type: none"> <li>• Inquiry</li> <li>• Transactions</li> </ul> Select/ deselect the transactions to maintain relationship matrix.
<b>Relationship ID</b>	Lists all the relationship IDs maintained in OBAPIS for which the codes available in core banking application are mapped.

- Select the check box available in the header of transaction category (Inquiry and Transactions), to select all transactions for selected category in one instance.

OR

Select the check box available against the **Relationship ID**) for each transaction.

 **Note:**

- a. Select / deselect the check box against the Transaction category (Inquiry and Transactions) to select all transactions under it.
- b. To unmap the relation mapping, deselect the check box.

5. Repeat step 2 for all modules as per requirement.
6. Click **Save** to save the relationship matrix maintenance.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
7. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
8. The success message of Relationship Matrix Maintenance saved successfully appears along with the transaction reference number.  
Click **OK** to complete the transaction.

## 49.3 FAQ

1. **Is relationship mapping a mandatory step?**  
Yes, relationship mapping is a mandatory step, without which the accounts will not be fetched from the core banking application.
2. **Will all transactions available be listed under a respective module on relationship matrix screen?**  
Transactions for which the Customer Relationship Matrix maintenance flag is enabled in 'Transaction Aspects' screen will be listed under the respective modules.
3. **Will a user get the access of a transaction and of an account, based on the relationship matrix definition?**  
No, OBAPIS first checks if the transaction is mapped to the role attached to the user and then if it is enabled in relationship matrix. If both the conditions are satisfied, access of the transaction and of account is provided to the user.
4. **What will happen if an inquiry access for current and savings accounts module have been granted for a specific relationship code e.g. JAF (Joint and First) and not provided for a non-inquiry transactions?**  
In the above case user having an account with the relationship code JAF, will be able to access all inquiry transactions from digital platform but the account will not be listed in non-inquiry transaction screen.

# Transaction Blackout

A blackout period is duration of time when access to something usually available is prohibited.

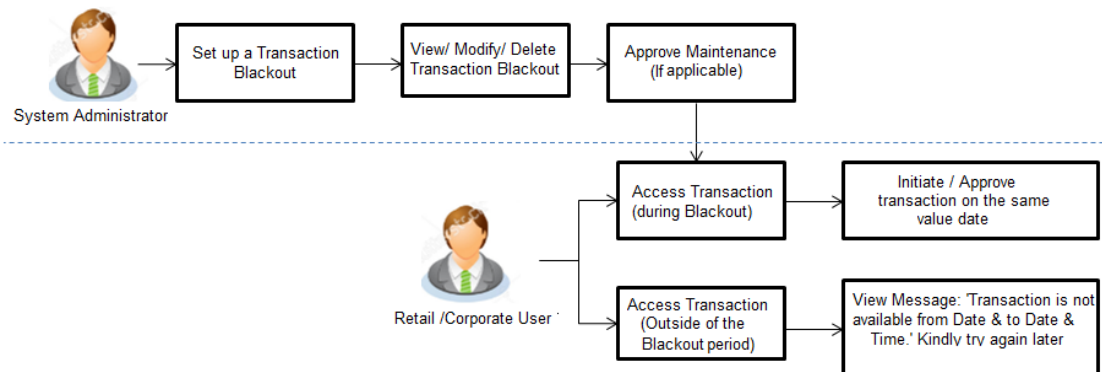
When a System Administrator maintains a transaction blackout, for a period, transaction/s are not accessible to users of the bank's retail and corporate or even to the administrator users for a preset time period.

The system administrator may use the time, when a transaction is blacked-out, to do necessary maintenances.

## Pre-Requisites

- Transaction access is provided to System Administrator.
- Approval rule set up for system administrator to perform the actions.

**Figure 50-1 Workflow**



Access Transaction (during blackout) – Blackout message needs to be displayed

Check the flow, message part is against access of transaction outside blackout period.

## Features Supported In Application

The following options are available as part of this maintenance:

- [Create a new Transaction Blackout Maintenance](#)
- [Search and View Transaction blackouts already maintained](#)
- [Delete or Edit transaction blackouts maintained.](#)

## Navigation Path:

From **System/ Bank Administrator Dashboard**, under **Controls & Monitoring** widget, click **Transaction Blackout**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Controls & Monitoring**. Under **Controls & Monitoring** , click **Transaction Blackout**.

- [Transaction Blackout - Search](#)
- [Transaction Blackout - Create](#)
- [Transaction Blackout - Edit](#)
- [Transaction Blackout - Delete](#)
- [FAQ](#)

## 50.1 Transaction Blackout - Search

This function allows the System Administrator to search for transactions under a particular user type and also to create a new Transaction blackout. The search is available on the basis of User type, Transaction Type, Transaction and date. The search result displays only those transactions under a user type for which the 'Transaction Blackout' is maintained.

**To search for transactions under a particular user type:**

1. Navigate to one of the above paths.  
The **Transaction Blackout** screen appears.
2. Enter the search criteria.
3. Click **Search**, displays results based on search criteria.

OR

Click **Clear** to reset the details.

OR

Click **Cancel** to cancel the transaction.

**Figure 50-2 Transaction Blackout- Search**

The screenshot shows the 'Transaction Blackout' search interface. At the top, there are navigation links for 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main header includes the 'futura bank' logo and a search bar with the text 'transa'. A user profile for 'Welcome, Sweta Thakur' is visible in the top right corner.

The search filters are as follows:

- Date: Select date (calendar icon)
- Transaction Type: Inquiries (dropdown)
- User Type: Select (dropdown)
- Transaction: Facility Transaction Summ... (dropdown)

Buttons for 'Search' and 'Clear' are located below the filters. A table displays the search results:

Transaction	Start Date	End Date	Blackout Type	Status
Facility Transaction Summary	13 Mar 2020	13 Mar 2020	Full	Completed
Facility Transaction Summary	15 Mar 2020	15 Mar 2020	Daily	Completed
Facility Transaction Summary	23 Mar 2020	23 Mar 2020	Daily	Completed

Buttons for 'Search' and 'Cancel' are located below the table. On the right side, there is a 'Transaction Blackout' section with a 'Create' button and a description: 'Make transactions inaccessible to customers for periods when maintenance is planned by setting up transaction blackout. Search for an existing blackout to view and edit or delete the maintenance. Click on the Create option provided to the setup a new transaction blackout maintenance.'

Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

**Table 50-1 Field Description**

Field Name	Description
<b>Date</b>	Date of the transaction blackout.
<b>User Type</b>	The type of user for whom the transaction is blacked out. The user types could be: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Administrator</li> <li>• Retail User</li> <li>• Prospect</li> </ul>
<b>Transaction Type</b>	Transaction type to be blacked out. The options are: <ul style="list-style-type: none"> <li>• Maintenances</li> <li>• Administration</li> <li>• Inquiries</li> <li>• Non-Financial</li> <li>• Financial</li> </ul>
<b>Transaction</b>	The specific transaction, for which a blackout is maintained. Transactions list displayed here gets populated basis on the transaction type selected in the previous field.
<b>Search Result</b>	
<b>Transaction</b>	The specific transaction, for which a blackout is maintained
<b>Start Date</b>	Start date for the blackout.
<b>End Date</b>	End Date End date for the blackout.
<b>Blackout Type</b>	Type of black out. <ul style="list-style-type: none"> <li>• Full: Indicates that it will be complete transaction blackout for the set date and time.</li> <li>• Daily: Indicates that it will be daily blackout for the set date and time.</li> </ul>
<b>Status</b>	The transaction blackout status. The options are: <ul style="list-style-type: none"> <li>• Ongoing: Indicates that blackout is ongoing.</li> <li>• Scheduled: Indicates that scheduled for some day in the future.</li> </ul>

4. View the table with search results. This table contains the start date and end date of the blackout maintenance. Transaction for which the blackout is applicable, the type of blackout (full or daily) and the status – whether the blackout is ongoing, or scheduled for some day in the future.
5. Click on the field **Transaction** to view more details.



Figure 50-3 Transaction Blackout- View details

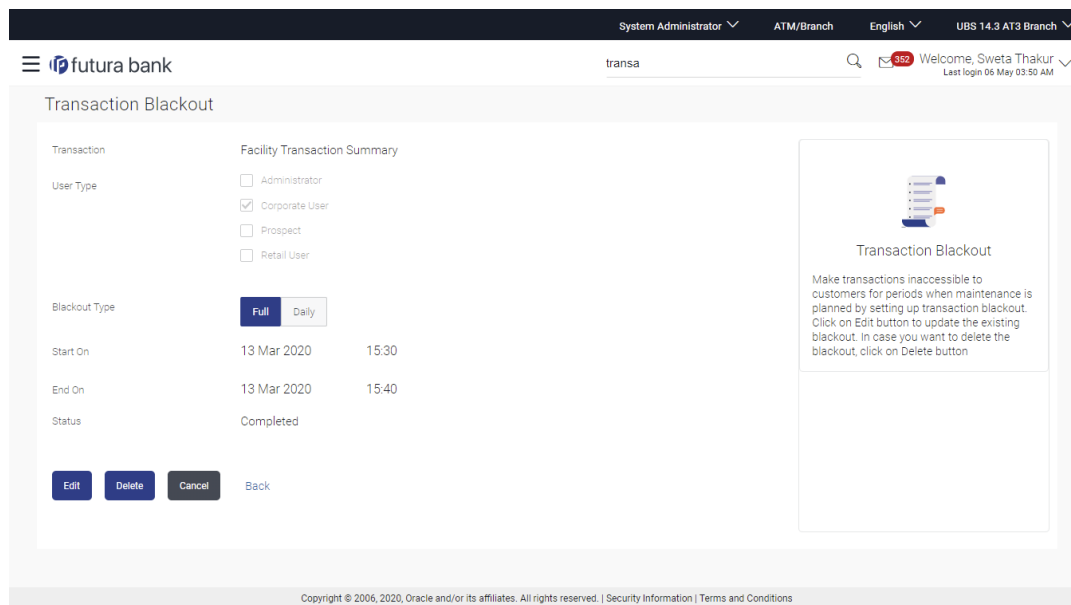



Table 50-2 Field Description

Field Name	Description
<b>Transaction</b>	The specific transaction, for which a blackout is maintained.
<b>User Type</b>	The type of user for whom the transaction is blacked out. The user types could be: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Administrator</li> <li>• Retail User</li> <li>• Prospect</li> </ul>
<b>Blackout Type</b>	Type of black out. <ul style="list-style-type: none"> <li>• Full: Indicates that it will be complete transaction blackout for the set date and time.</li> <li>• Daily: Indicates that it will be daily blackout for the set date and time.</li> </ul>
<b>Start On</b>	Start date and time for the blackout. This field will be displayed if the Blackout type is selected as ' <b>Full</b> '.
<b>End On</b>	End date and time for the blackout. This field will be displayed if the Blackout type is selected as ' <b>Full</b> '.
<b>Date Range</b>	Blackout start and end date. This field will be displayed if the Blackout type is selected as ' <b>Daily</b> '.

**Table 50-2 (Cont.) Field Description**

Field Name	Description
<b>Time Range</b>	Blackout start and end time. This field will be displayed if the Blackout type is selected as <b>Daily</b> .
	<div style="border-left: 2px solid #0070C0; padding-left: 10px; background-color: #E6F2FF;"> <p> <b>Note:</b></p> <p>When blackout type is full - the following fields are displayed and enabled: Start On (Date and Time) End On and (Date and Time)</p> <p>When blackout type is Daily - the following fields are displayed and enabled - Date Range - From and To. Time Range - From and To. And, an option to Add Time</p> </div>
<b>Status</b>	The transaction blackout status. The options are: <ul style="list-style-type: none"> <li>• Ongoing: Indicates that blackout is ongoing.</li> <li>• Scheduled: Indicates that scheduled for some day in the future.</li> </ul>

- Click **Edit** to edit the maintenance.  
Click **Delete** to delete the maintenance.  
OR  
Click **Cancel** to cancel the operation.  
OR  
Click **Back** to navigate to the previous screen.

## 50.2 Transaction Blackout - Create

System Administrator can create new transaction blackout maintenance for the selected transaction. User needs to select the particular transaction and user type for whom blackout needs to be applied.

Further user can set up blackout type:

- Full – Black out for the entire period.
- Daily - Blackout between start and end time daily, for the days set.

### To create new transaction blackout:

- Navigate to one of the above paths.  
The **Transaction Blackout** screen appears.
- Click **Create**.
- From the **Transaction** list select the appropriate option.

 **Note:**

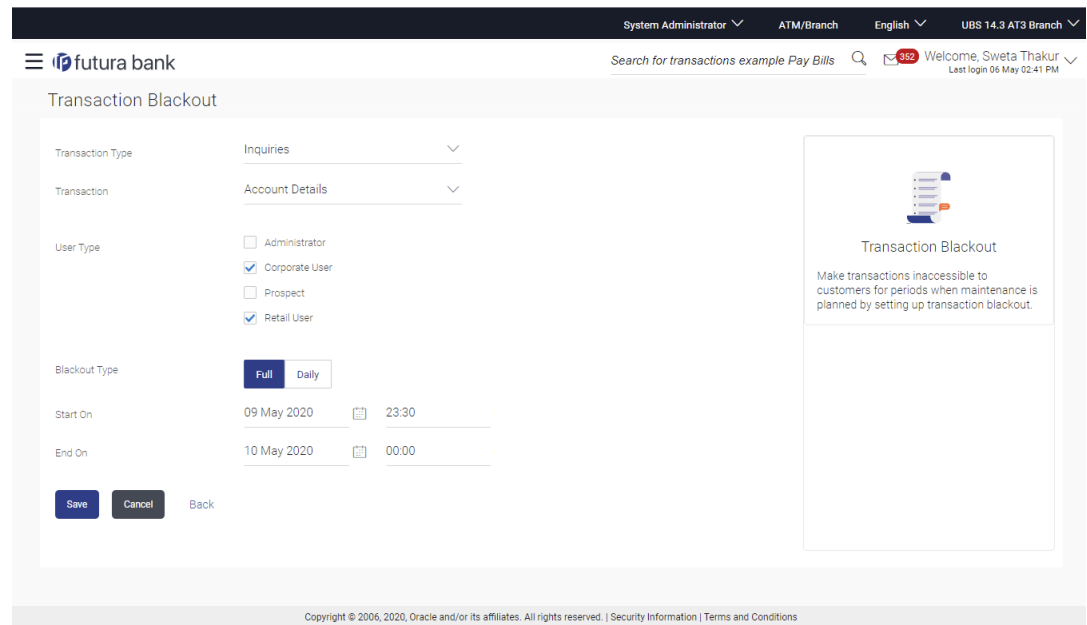
- You can select multiple transactions out of the listed transactions for setting up the blackout in one go.
- There will be an option as 'All transactions' in the dropdown, on selecting the same all the listed transactions, will get selected for maintaining the blackout.

4. From the **User Type** select the appropriate option.
5. From the **Blackout Type** select the appropriate option:
6. If you select **Full Day**:
  - a. From the **Start On** list, select the start date and time of the transaction blackout.
  - b. From the **End On** list, select the end date and time of the transaction blackout.
7. If you select **Daily**:
  - a. From the **Date Range** list select the start and end date of the transaction blackout.
  - b. From the **Time Range** list select the start and end time of the transaction blackout.

 **Note:**

You can click **+Add Time Range** button, to add multiple time options for transaction blackout.

**Figure 50-4 Transaction Blackout- Create**




The screenshot shows the 'Transaction Blackout' creation interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below that, the 'futura bank' logo and a search bar are visible. The main form area is titled 'Transaction Blackout' and contains several sections:

- Transaction Type:** A dropdown menu set to 'Inquiries'.
- Transaction:** A dropdown menu set to 'Account Details'.
- User Type:** A list of checkboxes with 'Corporate User' and 'Retail User' selected.
- Blackout Type:** Two buttons, 'Full' (selected) and 'Daily'.
- Start On:** A date and time selector set to '09 May 2020' and '23:30'.
- End On:** A date and time selector set to '10 May 2020' and '00:00'.

At the bottom left of the form are 'Save', 'Cancel', and 'Back' buttons. On the right side, there is an information box titled 'Transaction Blackout' with a sub-header and a paragraph: 'Make transactions inaccessible to customers for periods when maintenance is planned by setting up transaction blackout.' The footer of the page contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Table 50-3 Field Description**

Field Name	Description
<b>Transaction Type</b>	<p>Transaction type to be blacked out. The options are:</p> <ul style="list-style-type: none"> <li>• Maintenances</li> <li>• Administration</li> <li>• Inquiries</li> <li>• Non-Financial</li> <li>• Financial</li> </ul>
<b>Transaction</b>	<p>The specific transaction, for which a blackout is to be maintained.</p>
<b>User Type</b>	<p>The type of user for whom the transaction is blacked out. The user types could be:</p> <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Administrator</li> <li>• Retail User</li> <li>• Prospect</li> </ul>
<b>Blackout Type</b>	<p>Type of black out.</p> <ul style="list-style-type: none"> <li>• Full: A Full transaction blackout prevents access to a transaction from a certain day/ time to certain day / time. The transaction is not enabled at all, during a full blackout</li> <li>• Daily: A daily transaction blackout prevents access to a transaction for the defined time in a day, over few days. The transaction is enabled, outside of the blackout window, in case of a daily blackout</li> </ul>

 **Note:**

- You can select multiple transactions out of the listed transactions for setting up the blackout in one go.
- There will be an option as 'All transactions' in the dropdown, on selecting the same all the listed transactions, will get selected for maintaining the blackout.
- Selected transactions will go as an individual maintenance for approval (one approval for one transaction)
- Selected transactions will be available as a single maintenance in view and edit.
- Multiple selection would be available only at the time of set up. Maintained blackout can be inquired and edited only for one transaction at a time

Table 50-3 (Cont.) Field Description

Field Name	Description
<b>Start On</b>	Start date and time for the blackout. This field will be displayed if the Blackout type is selected as <b>'Full'</b> .
<b>End On</b>	End date and time for the blackout. This field will be displayed if the Blackout type is selected as <b>'Full'</b> .
<b>Date Range</b>	Blackout start and end date. This field will be displayed if the Blackout type is selected as <b>'Daily'</b> .
<b>Time Range</b>	Blackout start and end time. This field will be displayed if the Blackout type is selected as <b>'Daily'</b> .

 **Note:**

When blackout type is full - the following fields are displayed and enabled: Start On (Date and Time) End On and (Date and Time)

When blackout type is Daily - the following fields are displayed and enabled - Date Range - From and To. Time Range - From and To. And, an option to Add Time Range

- Click **Save** to create the transaction blackout.  
User will be directed to the **Transaction Blackout-Create - review** page post necessary validations.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
- The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
- The success message appears along with the transaction reference number.  
Click **OK** to complete the transaction.

## 50.3 Transaction Blackout - Edit

System Administrator can modify existing blackout instructions. This screen displays the inputs captured for Daily/Full, End date and End time in the create transaction blackout screen in an editable form. Whereas user is not allowed to edit Transaction.

**To modify blackout instructions:**

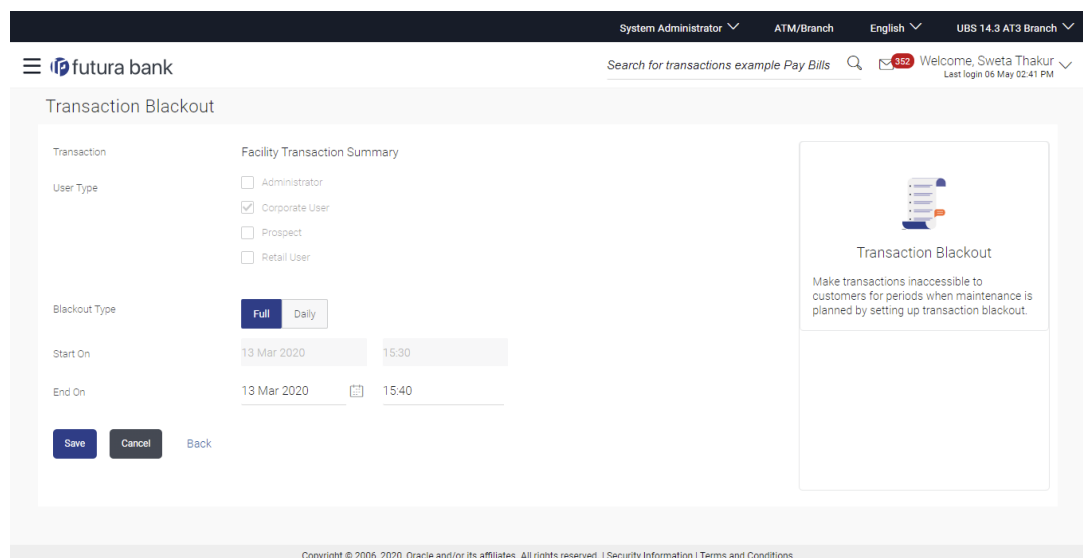
1. Navigate to one of the above paths.  
The **Transaction Blackout** screen appears.
2. Enter the search criteria like **Transaction, Date, or User Type**.

 **Note:**

Alternately, the user can perform a blank search.

3. Click **Search**, displays results based on search criteria.  
OR  
Click **Clear** to reset the details.  
OR  
Click **Cancel** to cancel the transaction.
4. Click on the transaction.
5. Click **Edit** to edit the maintenance.

**Figure 50-5 Editing a scheduled Maintenance**



The screenshot displays the 'Transaction Blackout' edit interface. At the top, the navigation bar includes 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is identified as 'Sweta Thakur' with a 'Last login 06 May 02:41 PM'. The main form area is titled 'Transaction Blackout' and contains the following sections:

- Transaction:** A search bar with the placeholder text 'Search for transactions example Pay Bills'.
- User Type:** Radio buttons for Administrator, Corporate User (selected), Prospect, and Retail User.
- Blackout Type:** Two buttons, 'Full' (selected) and 'Daily'.
- Start On:** A date and time selector showing '13 Mar 2020' and '15:30'.
- End On:** A date and time selector showing '13 Mar 2020' and '15:40'.
- Buttons:** 'Save', 'Cancel', and 'Back' buttons are located at the bottom left of the form.
- Facility Transaction Summary:** A section on the right side of the form, currently empty.

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

Table 50-4 Field Description

Field Name	Description
<b>Transaction</b>	The specific transaction, for which a blackout is to be modified.
<b>User Type</b>	The type of user for whom the transaction is blacked out. The user types could be: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Administrator</li> <li>• Retail User</li> <li>• Prospect</li> </ul>
<b>Blackout Type</b>	Type of black out. <ul style="list-style-type: none"> <li>• Full: A Full transaction blackout prevents access to a transaction from a certain day/ time to certain day / time. The transaction is not enabled at all, during a full blackout</li> <li>• Daily: A daily transaction blackout prevents access to a transaction for the defined time in a day, over few days. The transaction is enabled, outside of the blackout window, in case of a daily blackout</li> </ul>
<b>Start On</b>	Start date and time for the blackout. This field will be displayed if the Blackout type is selected as ' <b>Daily</b> '.
<b>End On</b>	End date and time for the blackout. This field will be displayed if the Blackout type is selected as ' <b>Daily</b> '.
<b>Date Range</b>	Blackout start and end date. This field will be displayed if the Blackout type is selected as ' <b>Daily</b> '.
<b>Time Range</b>	Blackout start and end time. This field will be displayed if the Blackout type is selected as ' <b>Daily</b> '.

 **Note:**

When blackout type is full - the following fields are displayed and enabled: Start On (Date and Time) End On and (Date and Time)

When blackout type is Daily - the following fields are displayed and enabled - Date Range - From and To. Time Range - From and To. And, an option to Add Time Range

6. From the **User Type** select the appropriate option.
7. From the **Blackout Type** select the appropriate option:
8. If you select **Full Day**:

- a. From the **Start On** list, select the start date and time of the transaction blackout.
- b. From the **End On** list, select the end date and time of the transaction blackout.
9. If you select **Daily**:
  - a. From the **Date Range** list, select the start and end date of the transaction blackout.
  - b. From the **Time Range** list, select the start and end time of the transaction blackout.

 **Note:**

You can click **+Add Time Range** button, to add multiple time options for transaction blackout.

10. Click **Save** to button to save Transaction Blackout Maintenance.  
User is directed to **Transaction Blackout-Edit - review** page post necessary validations.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
11. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the operation.  
OR  
Click **Back** to navigate to the previous screen.
12. The success message appears along with the transaction reference number.  
Click **OK** to complete the transaction.

## 50.4 Transaction Blackout - Delete

System Administrator can delete existing blackout instructions. User is allowed to delete future dated blackouts. Deleting ongoing blackout will stop the blackout and the transaction will be available to the users post approved by necessary levels of approvals.

**To delete maintenance:**

1. Navigate to one of the above paths.  
The **Transaction Blackout** screen appears.
2. Enter the search criteria like **Transaction, Date, or User Type**.

 **Note:**

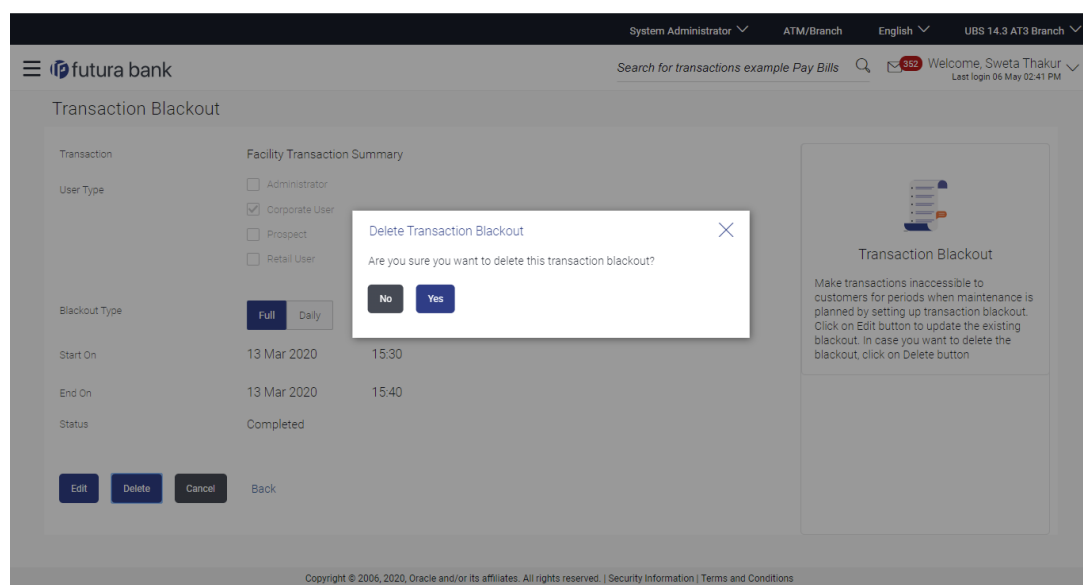
Alternately, the user can perform a blank search.

3. Click **Search**, displays results based on search criteria.



- OR
- Click **Clear** to clear the search criteria.
- OR
- Click **Cancel** to cancel the transaction.
4. On the **Detailed View** screen, click **Delete** to delete the maintenance.
- OR
- Click **Edit** to edit the maintenance.
- OR
- Click **Cancel** to cancel the transaction.
- OR
- Click **Back** to navigate to previous screen.
5. The Pop-up Message to confirm deletion appears.

**Figure 50-6 Deleting an Ongoing / scheduled Maintenances**



6. On the Detailed View screen, of the blackout, click **Delete**.
7. The Pop-up Message to confirm deletion appears.
8. Click **Yes** to delete.
- OR
- Click **No** to go back to the maintenance.
9. The **Review** screen appears.
- Verify the details, and click **Confirm**.
- OR
- Click **Cancel** to cancel the operation.
- OR

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

10. The success message appears along with the transaction reference number.  
Click **OK** to complete the transaction.

## 50.5 FAQ

1. **Can I edit an Ongoing Transaction Blackout?**  
Only the End time and End Date of the ongoing blackout can be edited, that too only if it is greater than the current system date and time.
2. **Can I edit scheduled Transaction Blackout?**  
Yes. System Administrator has more flexibility in editing a scheduled transaction blackout.
3. **Can I delete an ongoing Transaction blackout?**  
Yes, ongoing transaction blackout can be deleted. Deleting ongoing blackout will stop the blackout and the transaction will be available to the users post approved by necessary levels of approvals.
4. **Any notification will be sent to the users about the planned blackout?**  
Administrator can send a notification to the users using the mailers feature available.
5. **What happens when user tries to access the transaction which is blacked out?**  
A message is shown on the screen informing about transaction blackout.

# 51

## Working Window

A transaction working window is the period in a day, when a transaction can be initiated, approved and processed. This is essentially like business hours, for a transaction. It is a time window within which electronic payments, such as domestic transfers, international transfers etc., must be submitted for an entry in the system so that the transaction is processed with same value date.

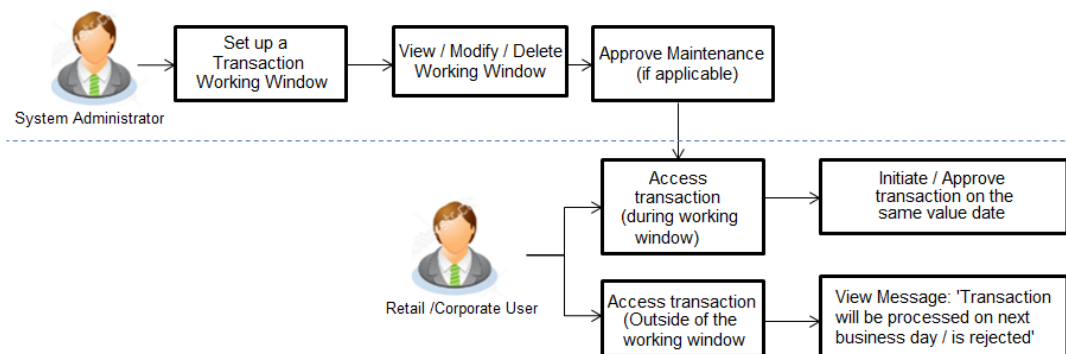
A working window is maintained, by the System Administrator for each transaction for which the value date is applicable for processing. In order to enable such transactions on channel, it is mandatory to define the working window for all the days of a week as day 0 maintenance. By doing this maintenance, user defines the channel working window for each day of the week for a specific transaction. Further, administrator can also define the processing pattern if the transaction is initiated by customers after the window is closed. Transactions, that are initiated or approved outside of the working window, are either processed on the next value date or rejected. Transaction working window can also be maintained for specific date which will be considered as exceptional working window, e.g. maintenance for specific public holiday. Working window set for an exception, overrides the normal working window.

Administrator can set up two different weekly and exceptional working windows for a specific transaction for different user types (Retail and Corporate User).

### Pre-Requisites

- Transaction access is provided to System Administrator
- Approval rule set up for System Administrator to perform the actions
- Enable only those transactions for which the working window maintenance is applicable

Figure 51-1 Workflow



### Features Supported In Application

The following options are available as part of this maintenance:

- [Create a Transaction Working Window](#) and an Exception for a particular date for all seven days
- [Search and View Transaction working windows](#) and Exceptions already maintained
- [Delete](#) or [Edit](#) transaction working windows / Exceptions maintained.

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, under **Controls and Monitoring** widget, click **Working Window**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Controls and Monitoring**. Under **Controls and Monitoring**, click **Working Window**.

- [Transaction Working Window - Search](#)
- [Transaction Working Window - Create](#)
- [Transaction Working Window - Edit](#)
- [Transaction Working Window - Delete](#)
- [FAQ](#)

## 51.1 Transaction Working Window - Search

This function allows the System Administrator to search the working windows which are already maintained. The search is available on the basis of specific date, transaction and user type.

The screen is broadly divided into:

- Normal Window
- Exception Window

**To search the working windows:**

1. Navigate to one of the above paths.

The **Transaction Working Window** screen appears.

2. If you select **Normal Window** tab,
  - a. Enter the search criteria like **Transaction**, **Effective Date**, or **User Type**.
  - b. Click **Search**, displays results based on search criteria.

OR

Click **Clear** to clear the search parameters.

OR

Click **Cancel** to cancel the transaction.

Figure 51-2 Search Normal Window

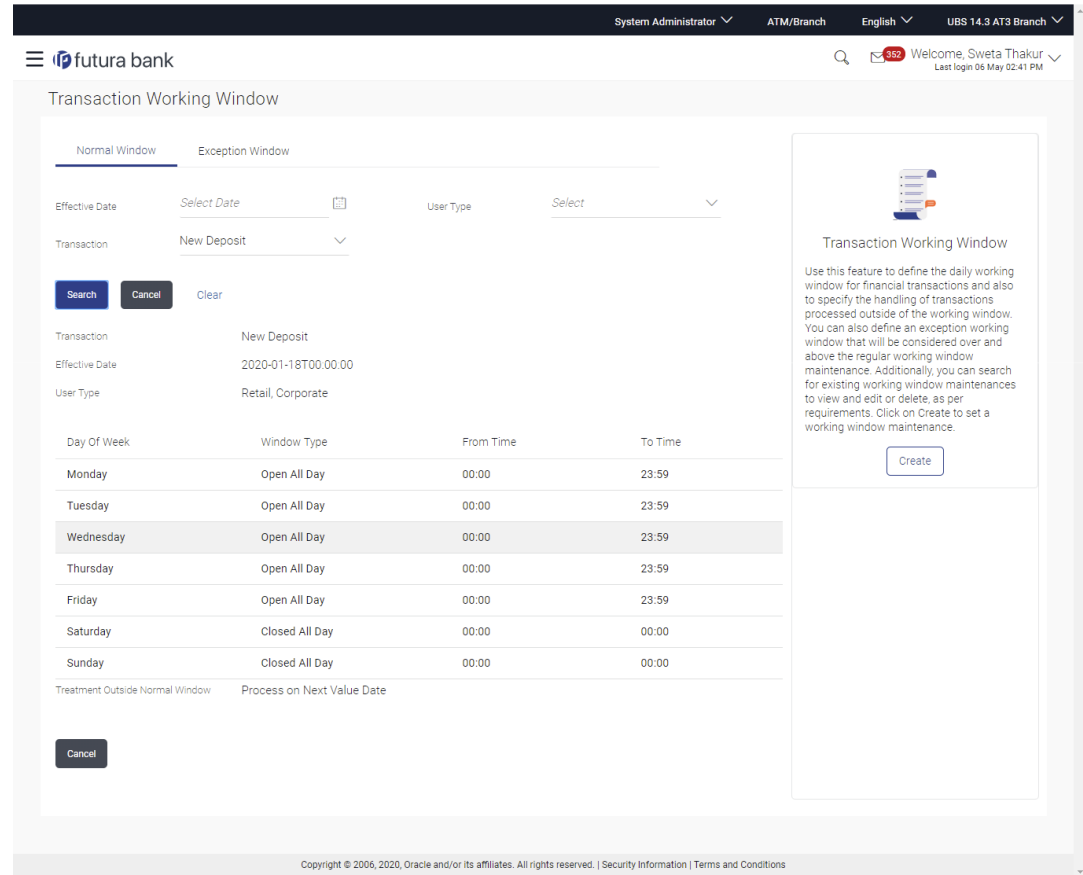


Table 51-1 Field Description

Field Name	Description
<b>Normal Window</b>	
<b>Effective Date</b>	Effective date of working window.
<b>Transaction</b>	The specific financial transaction, for which a working window is maintained.
<b>User Type</b>	The type of user for whom the transaction working window is being maintained. The user types could be: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Retail User</li> </ul>
<b>Search Result</b>	
<b>Day of Week</b>	Day of week for which the transaction working window is applicable.
<b>Window Type</b>	Type of working window for the transaction. The type can be: <ul style="list-style-type: none"> <li>• Limited Time</li> <li>• Open All Day</li> <li>• Closed All Day</li> </ul>

**Table 51-1 (Cont.) Field Description**

Field Name	Description
<b>From Time</b>	Start time of transaction working window. This field is enabled if you select <b>Limited Time</b> from the <b>Window Type</b> field.
<b>To Time</b>	End time of transaction working window. This field is enabled if you select <b>Limited Time</b> from the <b>Window Type</b> field.
<b>Other Details</b>	
<b>Treatment Outside Normal Window</b>	Indicates the treatment outside normal window: The options are: <ul style="list-style-type: none"> <li>• Process on Next Value Date</li> <li>• Reject Transaction</li> </ul>

3. View the working window - Current Working Window and Future working window (if any), with the effective date. This is split day wise. Go through the working window time for each day and also how processing is set-up, outside the working window.

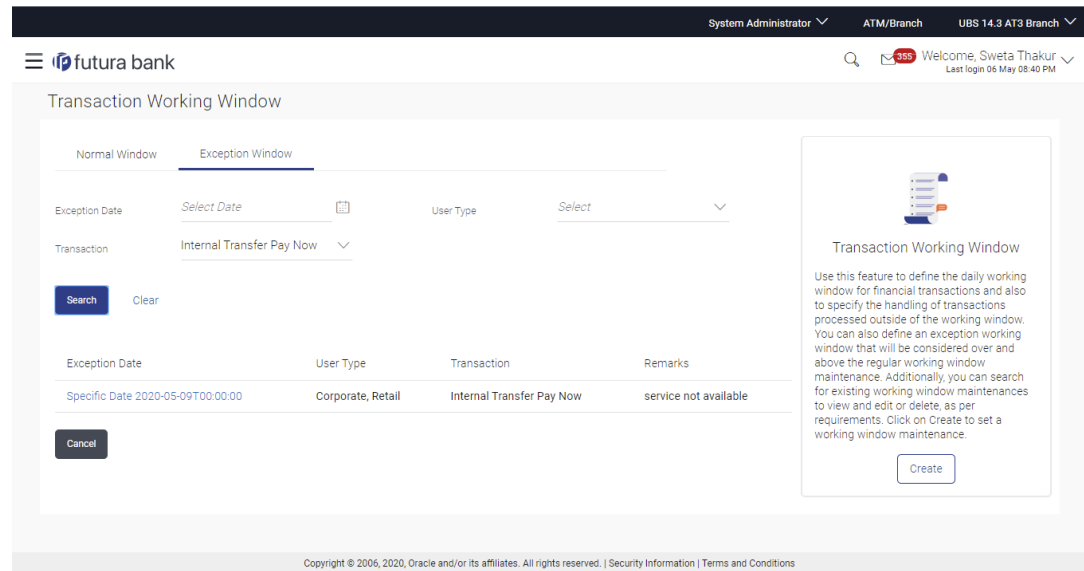
4. Click **Edit** to edit the maintenance.

OR

Click **Delete** to delete the maintenance.

If you select **Exception Window** tab,

**Figure 51-3 Search Exception Window**



**Table 51-2 Field Description**

Field Name	Description
<b>Exception Window</b>	

Table 51-2 (Cont.) Field Description

Field Name	Description
<b>Exception Date</b>	Exception date for which the transaction is allowed during the specific date or date range. The exception date could be: <ul style="list-style-type: none"><li>• Specific Date: Transaction allowed for a specific date.</li><li>• Date Range: Transaction allowed during a specified period.</li></ul>
<b>User Type</b>	Type of user, whether the transaction exception is applicable for a retail or corporate user.
<b>Transaction</b>	The specific financial transaction, for which a working window is maintained.
<b>Remarks</b>	Reason for exception.
<b>User Type</b>	Type of user, whether the transaction exception is applicable for a retail or corporate user.
<b>Exceptions</b>	
<b>Date and Day</b>	Day and date for which the exception is applicable.
<b>Window Type</b>	Transaction exception applicable window. Window types: <ul style="list-style-type: none"><li>• Limited Time: Transaction is applicable for a limited time.</li><li>• Open all Day: Transaction can be done for the entire day.</li><li>• Close all Day: Transaction is closed for the whole day.</li></ul>
<b>Time Range</b>	Transactions are open during the specific time. This field is enabled, if you select <b>Limited Time</b> , option from the <b>Window Type</b> list.

5. Click the **Exception Date** field to launch the **Detailed View** screen.

Figure 51-4 Search Exception Window- Detailed View

The screenshot displays the 'Transaction Working Window' search exception window. At the top, it shows the user 'System Administrator' and the branch 'ATM/Branch UBS 14.3 AT3 Branch'. The user is 'Welcome, Sweta Thakur' and the last login was on 06 May 08:40 PM. The main content area is titled 'Transaction Working Window' and contains the following details:

- Exception Date:** 09 May 2020 (Saturday)
- User Type:**  Corporate User,  Retail User
- Transaction:** Internal Transfer Pay Now
- Remarks:** service not available
- Exceptions Table:**

Window Type	From Time	To Time
Limited Time	16:00	23:59

At the bottom left, there are buttons for 'Edit', 'Delete', 'Cancel', and 'Back'. On the right side, there is a help box titled 'Transaction Working Window' with the following text: 'Use this feature to define the daily working window for financial transactions and also to specify the handling of transactions processed outside of the working window. You can also define an exception working window that will be considered over and above the regular working window maintenance. Additionally, you can search for existing working window maintenances to view and edit or delete, as per requirements.'

Table 51-3 Field Description

Field Name	Description
<b>Exception Date</b>	Exception date for which the transaction is allowed during the specific date or date range. The exception date could be: <ul style="list-style-type: none"> <li>• Specific Date: Transaction allowed for a specific date.</li> <li>• Date Range: Transaction allowed during a specified period.</li> </ul>
<b>User Type</b>	Type of user, whether the transaction exception is applicable for a retail or corporate user.
<b>Transaction</b>	The specific financial transaction, for which a working window is maintained.
<b>Remarks</b>	Reason for exception.
<b>Exceptions</b>	
<b>Window Type</b>	Type of working window for the exception. Window types: <ul style="list-style-type: none"> <li>• Limited Time: Transaction is enabled, for the set limited time – the business hours of the transaction</li> <li>• Open all Day: Transaction is enabled, for the entire day.</li> <li>• Close all Day: Transaction is disabled, for the whole day.</li> </ul>
<b>Time Range</b>	Business hours of the transaction. This field is enabled, if you select <b>Limited Time</b> , option from the <b>Window Type</b> list.

6. Click **Edit** to edit the maintenance.



OR

Click **Delete** to delete the maintenance.

OR

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

OR

Click **Cancel** to cancel the transaction.

## 51.2 Transaction Working Window - Create

System Administrator can create new transaction working window maintenance for the selected transaction. Working window can be set as 'Normal' working window (for all days of the week) and 'Exception Window'.

**To create normal window:**

1. Navigate to one of the above paths.  
The **Transaction Working Window** screen appears.
2. If you select **Normal Window** tab,
  - a. Click **Create**.

**Figure 51-5 Create Working Window**

The screenshot displays the 'Transaction Working Window' configuration interface. At the top, the user is identified as 'System Administrator' with a search icon and a welcome message for 'Sweta Thakur'. The main content area is divided into two tabs: 'Normal Window' (selected) and 'Exception Window'. The 'Normal Window' tab contains the following fields:

- Effective Date:** 07/05/2020
- User Type:**  Corporate User,  Retail User
- Transaction:** New Deposit
- Day Of Week Table:**

Day Of Week	Window Type	From Time	To Time
Monday	Open All Day	00:00	23:59
Tuesday	Open All Day	00:00	23:59
Wednesday	Open All Day	00:00	23:59
Thursday	Open All Day	00:00	23:59
Friday	Open All Day	00:00	23:59
Saturday	Open All Day	00:00	23:59
Sunday	Limited Time	08:00	15:00
- Other Details:**
  - Treatment Outside Normal Window:  Process on Next Value Date,  Reject Transaction

At the bottom left, there are buttons for 'Save', 'Cancel', and 'Back'. On the right side, there is a help box titled 'Transaction Working Window' with explanatory text. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Table 51-4 Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Effective Date</b>	Effective date of working window.
<b>User Type</b>	The type of user for whom the transaction working window is being maintained. The user types could be: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Retail User</li> </ul>
<b>Transaction</b>	The specific financial transaction, for which a working window is maintained.
<b>Day of Week</b>	Day of week for which the transaction working window is applicable.
<b>Window Type</b>	Type of working window for the transaction. The type can be: <ul style="list-style-type: none"> <li>• Limited Time</li> <li>• Open All Day</li> <li>• Closed All Day</li> </ul>
<b>From Time</b>	Start time of transaction working window. This field is enabled if you select <b>Limited Time</b> from the <b>Window Type</b> field.
<b>To Time</b>	End time of transaction working window. This field is enabled if you select <b>Limited Time</b> from the <b>Window Type</b> field.
<b>Other Details</b>	
<b>Treatment Outside Normal Window</b>	Indicates the treatment outside normal window: The options are: <ul style="list-style-type: none"> <li>• Process on Next Value Date</li> <li>• Reject Transaction</li> </ul>

- b. From the **Effective Date** list, select the start date of the transaction working window.
  - c. From the **Window Type**, select the appropriate option.
  - d. If you select the **Window Type as Limited Time**, from the **From Time / To Time** list select the start and end time of the transaction working window.
  - e. In the **Other Details** section, from the **Treatment Outside Normal Window** field, select the appropriate option.
3. Click **Save** to create the transaction working window.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
  4. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Edit** to modify details if any.  
OR

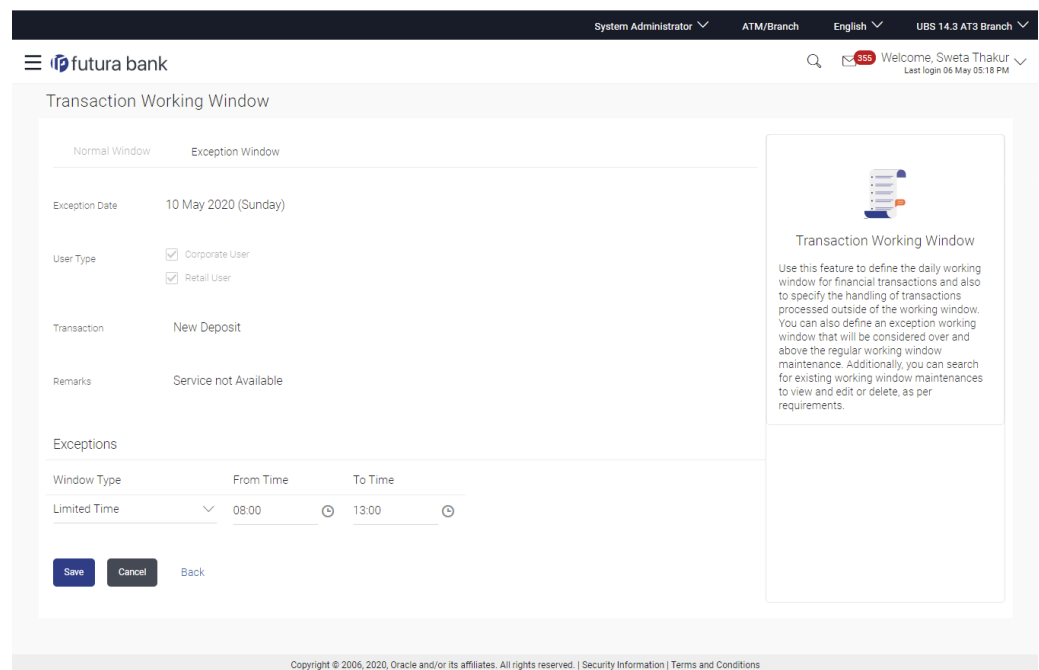
Click **Back** to navigate to the previous screen.

- The success message is displayed along with the transaction reference number.  
Click **OK** to complete the transaction.

**To create Exception window:**

- Navigate to one of the above paths.  
The **Transaction Working Window** screen appears.
- Select the working window.
- If you select **Exception Window** tab,
  - Click **Create**.

**Figure 51-6 Create Exception Window**



**Table 51-5 Field Description**

Field Name	Description
<b>Exception Date</b>	Exception date or date range, when processing for a transaction, overrides that set in the normal transaction working window. The exception date could be: <ul style="list-style-type: none"> <li>• Specific Date: Exception for a single day</li> <li>• Date Range: Exception for a date range</li> </ul>
<b>User Type</b>	Type of user, whether the transaction exception is applicable for a retail or corporate user.
<b>Transaction</b>	The specific financial transaction, for which an exceptional working window is maintained.
<b>Remarks</b>	Reason for exception for e.g. a national holiday.

Table 51-5 (Cont.) Field Description

Field Name	Description
<b>Exceptions</b>	Type of working window for the transaction. Window types: <ul style="list-style-type: none"> <li>• Limited Time</li> <li>• Open all Day</li> <li>• Close all Day</li> </ul>
<b>Window Type</b>	Type of working window for the exception. Window types: <ul style="list-style-type: none"> <li>• Limited Time: Transaction is applicable for a limited time.</li> <li>• Open all Day: Transaction can be done for the entire day.</li> <li>• Close all Day: Transaction is closed for the whole day.</li> </ul>
<b>Time Range</b>	Business hours of the transaction. This field is enabled, if you select <b>Limited Time</b> , option from the <b>Window Type</b> list.

- b. From the **Exception Date** list, select the start date of the working window - exception.
  - c. From the **Window Type**, select the appropriate option.
  - d. If you select the **Window Type as Limited Time**, from the **From Time / To Time** list select the start and end time of the working window - exception.
4. Click **Save** to create the transaction working window.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
  5. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Edit** to modify details if any.  
OR  
Click **Back** to navigate to the previous screen.
  6. The success message is displayed along with the transaction reference number.  
Click **OK** to complete the transaction.

## 51.3 Transaction Working Window - Edit

System Administrator can modify existing working window maintenance. In case of normal working window, edit is allowed only if the effective date is a future date. In case of exception working window, future window can be edited current exceptional window can also be edited if the set time is less than the actual time.

1. Navigate to one of the above paths.  
The **Transaction Working Window** screen appears.

2. If you select **Normal Window** tab,
  - a. Enter the search criteria like **Transaction, Effective Date, or User Type**.
  - b. Click **Search**, displays results based on search criteria.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** to cancel the transaction.
  - c. Click **Edit** to edit the working window, from the Detailed View page.  
OR  
Click **Delete** to delete the maintenance.

**Figure 51-7 Edit Normal Window**

The screenshot shows the 'Transaction Working Window' configuration page. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below that is the 'futura bank' logo and a user profile for 'Welcome, Sweta Thakur' with a last login time of '06 May 05:18 PM'. The main content area has two tabs: 'Normal Window' (selected) and 'Exception Window'. Under 'Normal Window', there are several fields: 'Effective Date' (07/05/2020), 'User Type' (checked for Corporate User and Retail User), and 'Transaction' (Internal Transfer Pay Now). Below these is a table for 'Day Of Week' with columns for 'Window Type', 'From Time', and 'To Time'. The table shows 'Open All Day' for Monday through Friday, and 'Limited Time' for Saturday and Sunday. At the bottom, there are radio buttons for 'Treatment Outside Normal Window' (selected for 'Process on Next Value Date') and 'Reject Transaction'. There are also 'Save', 'Cancel', and 'Back' buttons.

**Table 51-6 Field Description**

Field Name	Description
Effective Date	Effective date of working window.

Table 51-6 (Cont.) Field Description

Field Name	Description
<b>User Type</b>	The type of user for whom the transaction working window is being maintained. The user types could be: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Retail User</li> </ul>
<b>Transaction</b>	The specific financial transaction, for which a working window is maintained.
<b>Window Type</b>	Type of working window for the transaction. The type can be: <ul style="list-style-type: none"> <li>• Limited Time</li> <li>• Open All Day</li> <li>• Closed All Day</li> </ul>
<b>From Time</b>	Start time of transaction working window. This field is enabled if you select <b>Limited Time</b> from the <b>Window Type</b> field.
<b>To Time</b>	End time of transaction working window. This field is enabled if you select <b>Limited Time</b> from the <b>Window Type</b> field.
<b>Other Details</b>	
<b>Treatment Outside Normal Window</b>	Indicates the treatment outside normal window: The options are: <ul style="list-style-type: none"> <li>• Process on Next Value Date</li> <li>• Reject Transaction</li> </ul>

- d. View the effective date, from when the modified maintenance will be effective. Modify if required.
- e. The user can view the days of the week – from Monday through Sunday with a drop-down of three values against each day( Open all Day, Closed all day, Limited Time)

 **Note:**

For open all day and closed all day options, system defaults from and to time values of– 00:00 and 23:59 hours, for the former and 00:00 hours, for the latter. For the limited time option, specify from and to time, to define the transaction working window.

- f. View the preferred processing, when transaction is initiated or approved outside of the working window.  
Either Process on Next Value Date or Reject Transaction Modify if required.
3. Click **Save** to create the transaction working window.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
  4. The **Review** screen appears.  
Verify the details, and click **Confirm**.

OR

Click **Edit** to modify details if any.

OR

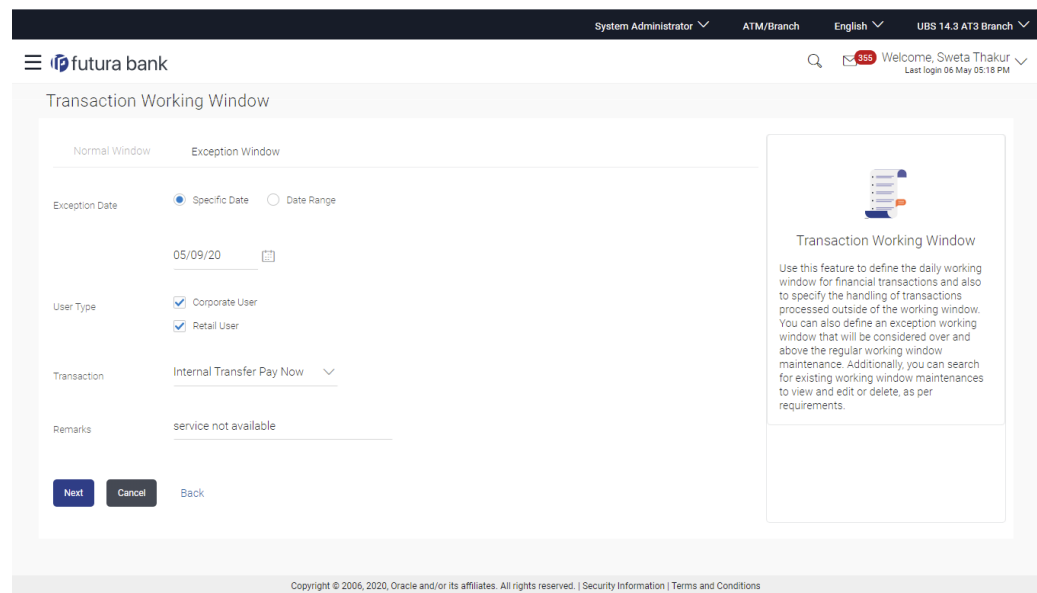
Click **Back** to navigate to the previous screen.

5. The success message is displayed along with the transaction reference number.  
Click **OK** to complete the transaction.

**To modify exception window:**

1. Navigate to one of the above paths.  
The **Transaction Working Window** screen appears.
2. Select the working window.
3. If you select Exception Window tab,
  - a. Enter the search criteria like **Transaction, Effective Date, or User Type**.
  - b. Click **Search**, displays results based on search criteria.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** to cancel the transaction.
  - c. Click **Edit** to edit the working window - exception, from the Detailed View page.  
OR  
Click **Delete** to delete the maintenance.

**Figure 51-8 Edit Exception Window**



The screenshot shows the 'Transaction Working Window' interface. At the top, there are navigation menus for 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is logged in as 'Welcome, Sweta Thakur' with a last login of '06 May 05:18 PM'. The main content area is titled 'Transaction Working Window' and has two tabs: 'Normal Window' and 'Exception Window'. The 'Exception Window' is active, showing an 'Exception Date' of '09 May 2020 (Saturday)'. Under 'User Type', both 'Corporate User' and 'Retail User' are checked. The 'Transaction' field is 'Internal Transfer Pay Now' and the 'Remarks' field contains 'service not available'. Below this is an 'Exceptions' section with a table for 'Window Type', 'From Time', and 'To Time'. The 'Window Type' is 'Limited Time', 'From Time' is '16:00', and 'To Time' is '23:59'. At the bottom left, there are 'Save', 'Cancel', and 'Back' buttons. On the right, a help box titled 'Transaction Working Window' explains the feature: 'Use this feature to define the daily working window for financial transactions and also to specify the handling of transactions processed outside of the working window. You can also define an exception working window that will be considered over and above the regular working window maintenance. Additionally, you can search for existing working window maintenances to view and edit or delete, as per requirements.'

**Table 51-7 Field Description**

Field Name	Description
<b>Exception Date</b>	Exception date or date range, when processing for a transaction, overrides that set in the normal transaction working window. The exception date could be: <ul style="list-style-type: none"> <li>• Specific Date: Exception for a single day</li> <li>• Date Range: Exception for a date range</li> </ul>
<b>User Type</b>	Type of user, whether the transaction exception is applicable for a retail or corporate user.
<b>Transaction</b>	The specific transaction, for which exception is being maintained.
<b>Remarks</b>	Reason for exception for e.g. a national holiday.
<b>Exceptions</b>	
<b>Window Type</b>	Type of working window for the exception. Window types: <ul style="list-style-type: none"> <li>• Limited Time: Transaction is applicable for a limited time.</li> <li>• Open all Day: Transaction can be done for the entire day.</li> <li>• Close all Day: Transaction is closed for the whole day.</li> </ul>
<b>Time Range</b>	Business hours of the transaction. This field is enabled, if you select <b>Limited Time</b> , option from the <b>Window Type</b> list.

4. Update the required details.
5. Click **Save** to create the transaction working window.  
OR



Click **Cancel** to cancel the transaction.

OR

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

6. The **Review** screen appears.  
Verify the details, and click **Confirm**.

OR

Click **Edit** to modify details if any.

OR

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

7. The success message is displayed along with the transaction reference number.  
Click **OK** to complete the transaction.

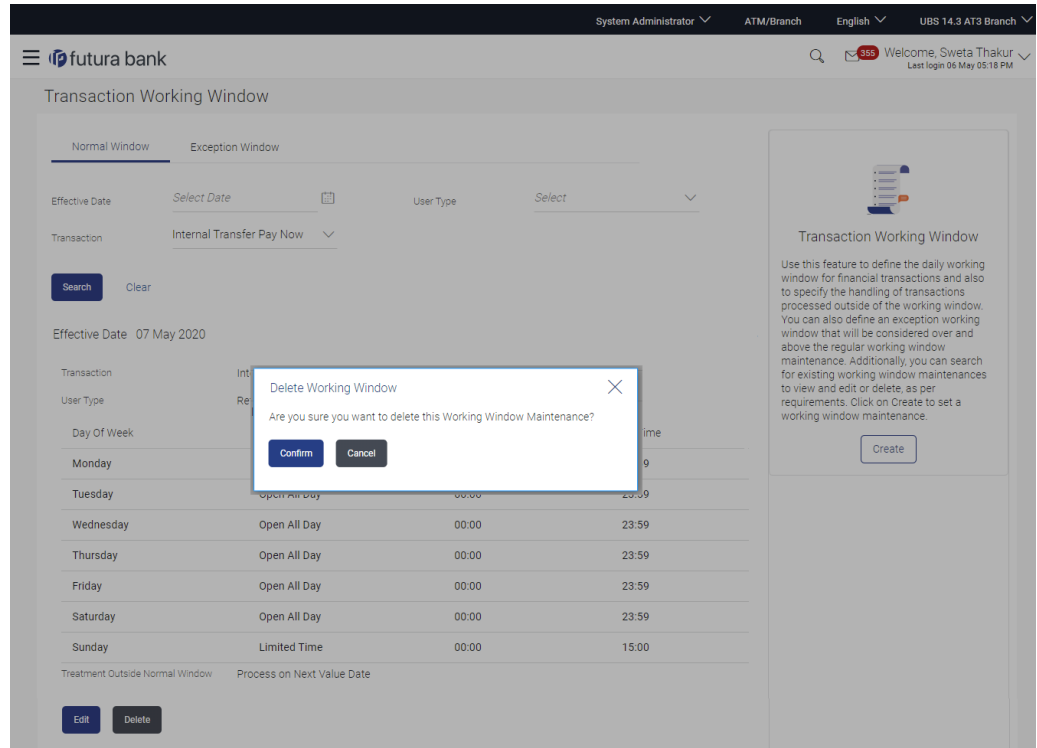
## 51.4 Transaction Working Window - Delete

System Administrator can delete existing working window maintenance. User is allowed to delete future dated maintenances.

**To delete normal window:**

1. Navigate to one of the above paths.  
The **Transaction Working Window** screen appears.
2. If you select **Normal Window** tab,
  - a. Enter the search criteria like **Transaction**, **Effective Date**, or **User Type**.
  - b. Click **Search**, displays results based on search criteria.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** to cancel the transaction.
  - c. Click **Edit** to edit the working window, from the Detailed View page.  
OR  
Click **Delete** to delete the working window, from the Detailed View page.

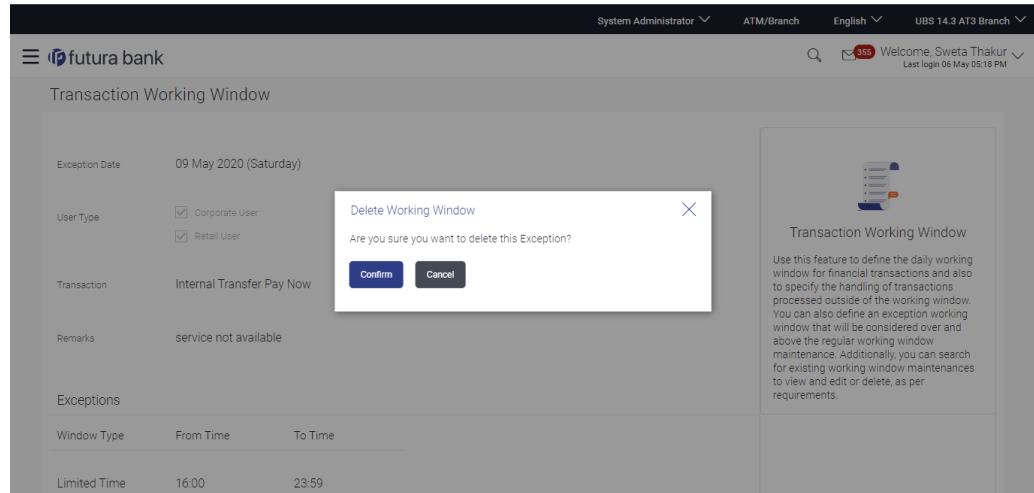
**Figure 51-9 Delete Normal Window**



## To delete exception window:

1. Navigate to one of the above paths.  
The **Transaction Working Window** screen appears.
2. If you select **Exception Window** tab,
  - a. Enter the search criteria like **Transaction**, **Effective Date**, or **User Type**.
  - b. Click **Search**, displays results based on search criteria.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** to cancel the transaction.
  - c. Click **Edit** to edit the working window, from the Detailed View page.  
OR  
Click **Delete** to delete the working window - exception, from the Detailed View page.

Figure 51-10 Delete Exception Window



- The user can delete a future transaction working window or an exception with an effective date in the future.
- Navigate to the particular working window or the exception and click on Delete.
- The system displays a pop-up message with Confirm and Cancel buttons. On confirming deletion, system displays a transaction successful message, provides a reference number and the status of the maintenance (e.g. pending approval)
- If the user chooses to cancel the transaction, he's directed to the admin dashboard

## 51.5 FAQ

- 1. Can I set the transaction working window from the current date?**  
No, you cannot set the transaction working window date from current date. You can set that from future date.
- 2. If a particular day, have both a normal working window set, and an exception – which will take precedence?**  
Working window set for an exception, overrides the normal working window set.
- 3. If the normal working window for a transaction is set for Open all Day and an Exception is set as Closed all Day, will I be able to initiate transaction, on that day?**  
No, I will not be able to initiate the transaction on that day. The transaction will either have the next working day's value date or be rejected.
- 4. Can I delete or edit current applicable normal working window?**  
No, current applicable normal working window cannot be edited or deleted. User can add a new window with future effective date.
- 5. Can I set 'behavior of transaction outside working window' for exceptional days?**  
No, behavior of transaction outside working window for exceptional date maintenance will remain same as normal window maintenance.

# Audit Log

Audit log is set of records that provide information about operations performed in the application and details of the user who has performed it along with date and time when it was performed.

Audit logs are useful both for maintaining security and for auditing any disputed transaction. As part of this function, the bank administrator and/or system administrator can view details about the transactions and maintenances performed by different user(s) in the system.

The administrator can search records by providing specific search parameters and system will display matching records for the search criteria. Maintenances created/edited/deleted/inquired by bank administrator can be audited through this function by the system administrator. Maintenances created/edited/deleted/inquired by corporate administrator can be audited through this function by the bank as well as system administrator.

Transactions carried out by corporate users can be audited if required by the Corporate or Bank administrator and also by system administrator.

## Prerequisites

- Transaction access is provided to System and Bank administrator.
- Transactions are available under respective users to check audit log.

## Navigation Path:

From **System/ Bank Administrator Dashboard**, under **Controls and Monitoring** widget, click **Audit Log**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Others** and then click **Controls and Monitoring**. Under **Controls and Monitoring**, click **Audit Log**.

- [Search Audit Details](#)
- [FAQ](#)

## 52.1 Search Audit Details

### To view audit log:

1. Navigate to one of the above paths.  
The **Audit Log Maintenance** screen appears.
2. From the **Date and Time** list, select the period for which you want to view the audit log.
3. Enter required search criteria. Click **Search**.

**Audit log** appears based on the entered search parameters.

OR

Click **Clear** to reset the details.

OR

Click **Cancel** to cancel the transaction.

**Figure 52-1 Audit Log- Search**

The screenshot shows the Oracle Audit Log Maintenance search interface. At the top, there is a navigation bar with user information: System Administrator, ATM/Branch, English, and UBS 14.3 AT3 Branch. Below this is the 'futura bank' logo and a user welcome message: 'Welcome, Sweta Thakur' with a last login time of '06 May 05:18 PM'. The main section is titled 'Audit Log Maintenance' and contains several search filters: 'Date and Time\*' (set to 'Today'), 'Party ID', 'User ID', 'Action' (with checkboxes for Initiated, Approved, Enquired, Edited, Created, Deleted), 'Status' (with checkboxes for Successful, Failed), 'User Type', and 'Reference Number'. There is a 'Less search options' link and a 'Search' button. Below the filters is a table with the following columns: Date / Time, User ID / Name, Party ID / Name, User Type, Event, Action, Reference Number, and Status. The table contains 10 rows of audit log entries, all with a status of 'SUCCESS'. At the bottom of the table, there is a pagination control showing 'Page 1 of 143 (1-10 of 1427 items)' and a 'Cancel' button. The footer contains the copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Table 52-1 Field Description**

Field Name	Description
<b>Date and Time</b>	The date and time from which audit log is to be generated. The options are: <ul style="list-style-type: none"> <li>• Today</li> <li>• Yesterday</li> <li>• Last 3 days</li> <li>• Date Range</li> </ul>
<b>From</b>	Start date and time of the request processing. This field appears if you select <b>Date Range</b> option from the <b>Date and Time</b> list.

Table 52-1 (Cont.) Field Description

Field Name	Description
<b>To</b>	End date and time of the request processing. This field appears if you select <b>Date Range</b> option from the <b>Date and Time</b> list.
<b>Activity</b>	Select specific transaction or maintenance from the list.
<b>Party ID</b>	Party ID of the logged in user for which audit details are logged.
<b>Search Party Name</b>	Click on the <b>Search Party Name</b> link, the pop up window appears. User can search the Party ID by entering keywords of party name.  Click <b>Search</b> to search the party ID. The search result appears based on party name, select appropriate party.  OR  Click <b>Clear</b> to reset the search parameters.
<b>User ID</b>	User ID for which the audit details are logged.
<b>Action</b>	Type of action. The options are: <ul style="list-style-type: none"> <li>• <b>Initiated</b>: To be selected if only initiated transactions are to be searched</li> <li>• <b>Approved</b>: To be selected if only transactions/maintenances in approved state are to be searched.</li> <li>• <b>Enquired</b>: To be selected if only maintenances which were enquired are to be searched</li> <li>• <b>Edited</b>: To be selected if only maintenances which were edited are to be searched</li> <li>• <b>Created</b>: To be selected if only maintenances which were created are to be searched</li> <li>• <b>Deleted</b>: To be selected if only maintenances which were deleted</li> </ul>
<b>Status</b>	Status of the transaction. The options are: <ul style="list-style-type: none"> <li>• Success</li> <li>• Failed</li> </ul>
<b>User Type</b>	To be selected if the search is to be based on the user type. Multiple user types can be selected. Following are user types. <ul style="list-style-type: none"> <li>• Retail User</li> <li>• Corporate User</li> <li>• Administrator</li> </ul>
<b>Reference Number</b>	Search based on Reference number of the transaction.
<b>Search Result</b>	
<b>Date / Time</b>	The date and time of the activity i.e. transaction/maintenance.
<b>User ID/ Name</b>	User ID and Name of the user who performed the transaction or carried out the maintenance. Click on the hyperlink available on the User ID to view the Request/response details of the transaction/maintenance in json format.
<b>Party ID/ Name</b>	Party ID and Party name for which the maintenance or transaction was carried out.
<b>User Type</b>	User type of the user who performed an activity i.e. maintenance/transaction.
<b>Event</b>	Name of transaction/maintenance for which audit details of transaction are logged.

**Table 52-1 (Cont.) Field Description**

Field Name	Description
<b>Action</b>	Name of transaction action. <ul style="list-style-type: none"><li>• Enquired</li><li>• Initiated</li><li>• Created</li><li>• Edited</li><li>• Deleted</li><li>• Approved</li></ul>
<b>Reference Number</b>	Reference number of the transaction/maintenance.
<b>Status</b>	Status of the transaction. The options are: <ul style="list-style-type: none"><li>• Success</li><li>• Failed</li></ul>

## 52.2 FAQ

- 1. Do I need to enter all the parameters to search?**  
No. You need to enter at least the date and time criteria to proceed with audit search. Rest of the search parameters are optional and can be entered if the search results are to be narrowed down.
- 2. I do not remember the party ID for input, can I search a party if I need to view audit details for a specific party?**  
Yes. You can search a party by clicking 'Search Party' and searching the party by entering the party name.
- 3. As part of input search criterion/parameters, in the action field there are certain options disabled. Is there a specific reason?**  
If you select any maintenance in the activity field, 'Initiated' as an action will not be available.  
  
If you select any transaction in the activity field, 'Created', 'Edited' or 'Deleted' as actions will not be available.

# File Upload

File Uploads facilitates processing of multiple transactions through a single file. This is a faster way of processing transactions than entering single screen transactions. Salary payments, fund transfers, vendor payments are few examples of financial transactions that can be supported through file upload. A non-financial transaction to facilitate upload of multiple payee details, at a single instance, is also possible through file upload.

OBAPIS has made File Upload functionality available for both Corporate and Bank Users.

Some of the file uploads available for Corporate User are:

- Internal payments (within the bank)
- Domestic payments (within the country)
- International payments (cross border)
- Mixed payments
- Create Payees / Beneficiaries
- Create Virtual Accounts, Structure & Identifiers

File upload available for Bank User

- Bill Presentment

Oracle Banking Digital Experience File Upload module enables banks to process files of payments according to agreed operational and business rules and save time. File Uploads facility is simple to use, has daily transaction limits and comes with the security of dual / multi signatory approvals.

- File Upload Set up: Enables the administrator to create file identifiers, and map users to file identifiers.
- File Upload Servicing: Enables the corporate user to upload, view and approve files, (files that the user has access to).

## File Upload Set up

File Upload set up covers the maintenance part of file upload and is performed by an administrator user. As a part of the initial set-up, the administrator user -

- Creates a File Identifier for a File Template using the 'File Identifier' option
- Maps a File Identifier to a user using the 'User File Identifier Mapping' option
- [File Identifier Maintenance](#)
- [FAQ](#)
- [User File Identifier Mapping](#)
- [FAQ](#)
- [File Upload – Bill Presentment](#)
- [Uploaded Files Inquiry](#)
- [FAQ](#)



## 53.1 File Identifier Maintenance

Bank Administrator can create file identifiers (FI) to upload files for corporate as well as bank administrator users. This enables the corporate users and bank administrators to process file uploads. A File Identifier is always mapped to a specific file template. It permits configuration of party preferences like approval type (file level / record level) for a particular type of file.

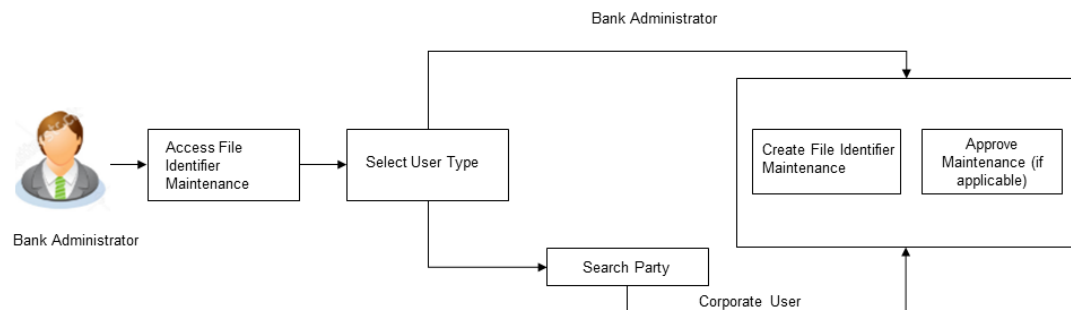
### Prerequisites

- Transaction access is provided to Bank Administrator
- User Creation
- Set up Party Account access (for corporate file upload)
- Set up Transaction Account access (for corporate file upload)
- Set up Approval Rules (for corporate file upload)

### Features Supported In Application

- [Search File Identifier](#)
- [Create File Identifier](#)
- [Edit File Identifier](#)

**Figure 53-1 Workflow**



### Navigation Path:

From **System Administrator Dashboard**, under **Quick Links**, click **File Upload** and then click **File Identifier Maintenance**.

OR

From **System Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **File Upload**. Under **File Upload**, click **File Identifier Maintenance**.

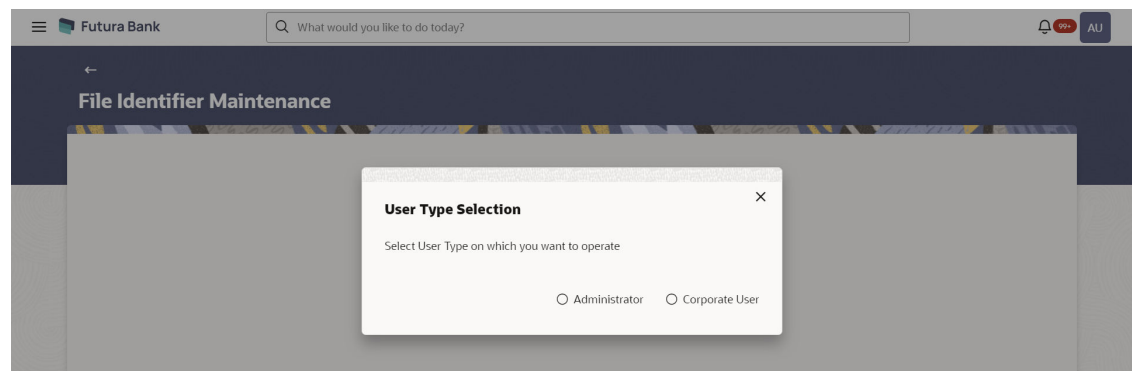
- [File Identifier Maintenance – User Type Selection](#)
- [File Identifier Maintenance - Administrator User – Summary](#)
- [File Identifier Maintenance - Administrator User - Create](#)
- [File Identifier Maintenance - Administrator User – Edit](#)

- [File Identifier Maintenance - Corporate User – Search and View](#)
- [File Identifier Maintenance - Corporate User - Create](#)
- [File Identifier Maintenance - Corporate User – Edit](#)

## 53.1.1 File Identifier Maintenance – User Type Selection

Bank Administrator logs into the system and navigates to the File Identifier Maintenance screen. On accessing the 'File Identifier Maintenance' menu, bank administrator has to select the user type.

**Figure 53-2 File Identifier Maintenance – User Type Selection**



1. Navigate to one of the above paths.  
Click **Administrator** to access the file identifier for bank administrator users.  
The **File Identifier Maintenance** screen appears.
2. Click **Corporate User** to access the file identifier of corporate users.  
The **File Identifier Maintenance** screen appears.

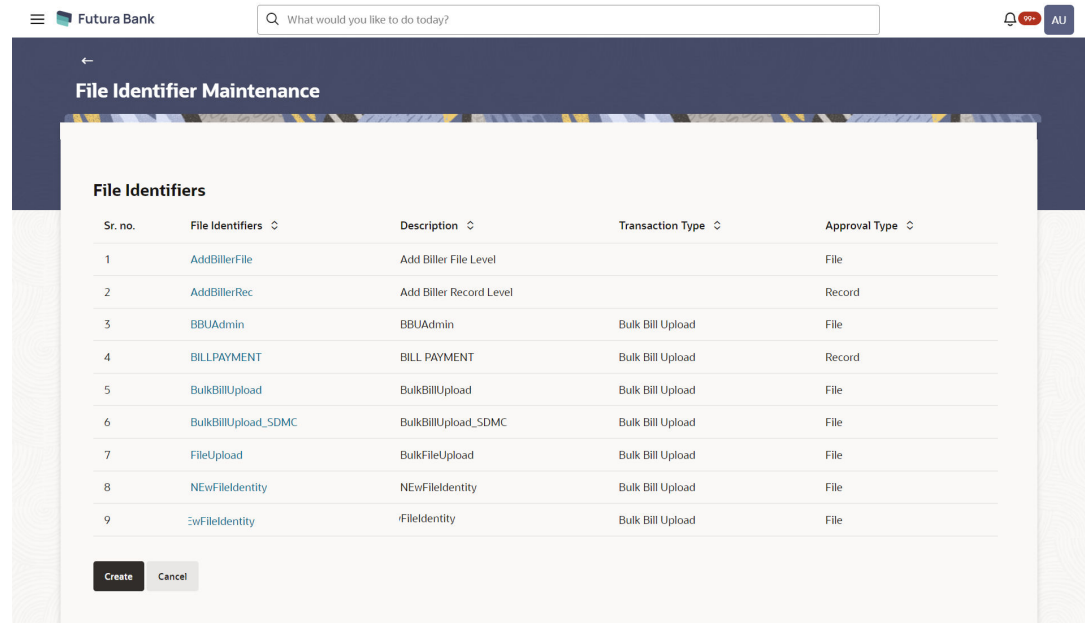
## 53.1.2 File Identifier Maintenance - Administrator User – Summary

For the bank administrators the only file upload available is for the uploading of Bill Presentment file. Once the logged in user navigates to File Identifier Maintenance (Administrator User) screen, user can view the record details of the File Identifiers already created.

**To search and view the file identifiers:**

1. Navigate to one of the above paths.  
The **File Identifier Maintenance - Summary** screen appears.

**Figure 53-3 File Identifier - Summary**



**Table 53-1 Field Description**

Field Name	Description
<b>File Identifiers</b>	
<b>Sr. No.</b>	Serial number of the record.
<b>File Identifiers</b>	Unique code/ name assigned as per party preferences for handling of payment files.
<b>Description</b>	File name / code description corresponding to the file upload code.
<b>Transaction Type</b>	Type of transaction: The Transaction types could be: <ul style="list-style-type: none"> <li>Bulk Bill Upload</li> </ul>
<b>Approval Type</b>	The approval type is at file level or record level.

- Click the **File Identifier** link against the record, for which you want to view the details.

The **File Identifier Maintenance- View** screen appears.

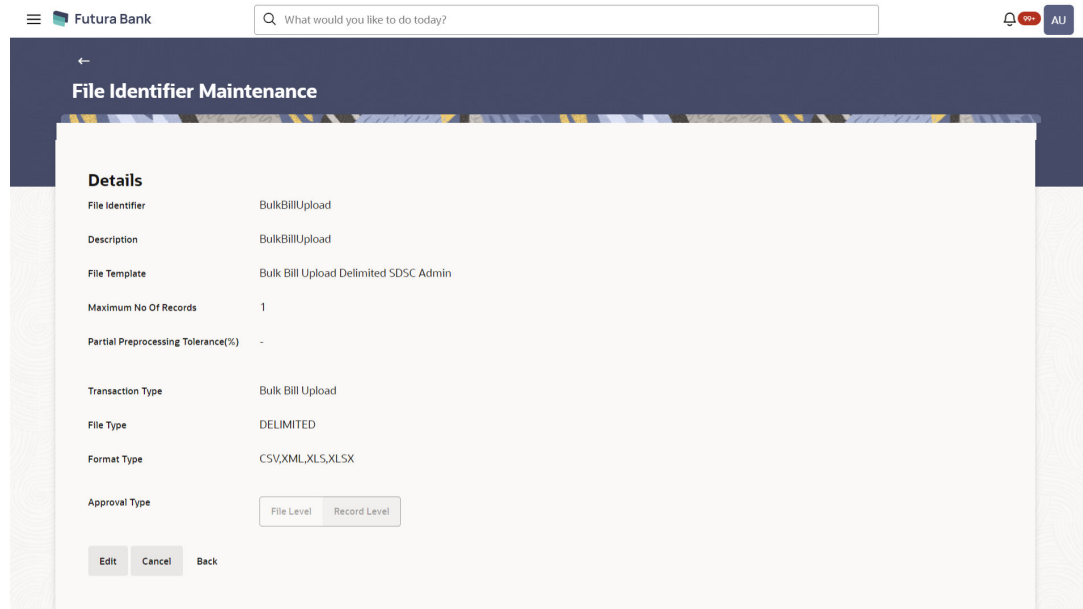
OR

Click **Cancel** to cancel the transaction.

OR

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

**Figure 53-4 File Identifier Maintenance - View**



**Table 53-2 Field Description**

Field Name	Description
<b>Details</b>	
<b>File Identifier</b>	Unique code/ name assigned for handling of payment files.
<b>Description</b>	File name / code description corresponding to the file upload code.
<b>File Template</b>	Predefined file templates. Following file templates are available: <ul style="list-style-type: none"> <li>Bulk Bill Upload</li> </ul>
<b>Maximum No of Records</b>	Maximum number of records permissible in the uploaded file.
<b>Partial Processing Tolerance (%)</b>	The partial processing tolerance for a file (in percentage terms). Suppose, the user sets this value at 60% - this implies that if 60% or more, of the records in a file clear the validation stage, then the file can go for further processing. If less than 60% of the records in a file clear the validation stage, then the file is rejected.
<b>Transaction Type</b>	Type of transaction: The Transaction type can be: <ul style="list-style-type: none"> <li>Bulk Bill Upload</li> </ul>
<b>File Type</b>	The file type - delimited or fixed length.
<b>Format Type</b>	The format in which file is uploaded. The format could be .CSV, .XLS, .XLSX.
<b>Approval Type</b>	The approval type is at file level or record level. <ul style="list-style-type: none"> <li><b>File Level</b> - The approver accepts or rejects the entire file, and all records are either processed or rejected en-masse.</li> <li><b>Record Level</b>- The approver accepts some records, and rejects others. Payments are processed only for approved records.</li> </ul>

3. Click **Edit** to modify the file identifier.

OR

Click **Cancel** to cancel the transaction.

OR

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

### 53.1.3 File Identifier Maintenance - Administrator User - Create

Using this option the administrator user can create a new file identifier.

**To create a file identifier:**

1. Navigate to one of the above paths.  
The **File Identifier Maintenance** screen appears.
2. Click **Create**.  
The **File Identifier Maintenance - Create** screen appears.

**Figure 53-5 File Identifier Maintenance - Create**

**Table 53-3 Field Description**

Field Name	Description
<b>Details</b>	
<b>File Identifier</b>	Unique code or name assigned to the uploaded file.
<b>Description</b>	Descriptions corresponding to the file identifier.
<b>File Template</b>	Predefined file templates. Following file templates are available: <ul style="list-style-type: none"> <li>• Bulk Bill Upload</li> </ul>
<b>Maximum No of Records</b>	Maximum number of records permissible in the uploaded file.

**Table 53-3 (Cont.) Field Description**

Field Name	Description
<b>Partial Processing Tolerance (%)</b>	The partial processing tolerance for a file (in percentage terms). Suppose, the user sets this value at 60% - this implies that if 60% or more, of the records in a file clear the Validation stage, then the file can go for further processing. If less than 60% of the records in a file clear the validation stage, then the file is rejected. This field is enabled if approval is 'Record Type'.
<b>Transaction Type</b>	Type of transaction: The Transaction type could be: <ul style="list-style-type: none"> <li>• Bulk Bill Upload</li> </ul>
<b>File Type</b>	The file type – delimited or fixed length.
<b>Format Type</b>	The format in which file is uploaded. The format could be CSV, XLS, XLSX.
<b>Approval Type</b>	The approval type is at file level or record level. <ul style="list-style-type: none"> <li>• File Level - The approver accepts or rejects the entire file, and all records are either processed or rejected en-masse.</li> <li>• Record Level- The approver accepts some records, and rejects others. Payments are processed only for approved records.</li> </ul>

 **Note:**

Approval Type cannot be modified once it is created.

3. In the **File Identifier** field, enter the code of the file to be maintained for upload.
4. In the **Description** field, enter the file description corresponding to the file code.
5. From the **File Template** list, select the file template.
6. Select the appropriate **Approval Type**.
7. Click **Save**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
8. The **File Identifier Maintenance - Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the operation.  
OR  
Click **Back** to navigate to the previous screen.
9. The success message appears along with the transaction reference number and status.  
Click **OK** to complete the transaction.

## 53.1.4 File Identifier Maintenance - Administrator User – Edit

Using this option the administrator can edit and update a file identifier.  
**To edit file identifier:**

1. Navigate to one of the above paths.  
The **File Identifier Maintenance** screen appears.
2. Click the **File Identifier** link against the record, which you want to modify.  
The **File Identifier Maintenance- View** screen appears.
3. Click **Edit** to edit the file identifier.  
The **File Identifier Maintenance - Edit** screen appears.

**Figure 53-6 File Identifier Maintenance - Edit**

The screenshot displays the 'File Identifier Maintenance - Edit' interface. At the top, there is a search bar with the text 'What would you like to do today?' and a user profile icon labeled 'AU'. The main content area is titled 'File Identifier Maintenance' and contains a 'Details' section. The fields are as follows:

- File Identifier:** BulkBillUpload
- Description:** BulkBillUpload
- File Template:** Bulk Bill Upload Delimited SDSC Admin
- Maximum No Of Records:** 1
- Partial Preprocessing Tolerance(%):** .03
- Transaction Type:** Bulk Bill Upload
- File Type:** DELIMITED
- Format Type:** CSV,XML,XLS,XLSX
- Approval Type:** File Level, Record Level

At the bottom of the form, there are three buttons: 'Save', 'Cancel', and 'Back'.

4. Edit the required fields of file identifiers. E.g. Description, Maximum Number of Records, and Partial Processing Tolerance, Debit Account Number – if required.

**Table 53-4 Field Description**

Field Name	Description
<b>Description</b>	Descriptions corresponding to the file upload code.
<b>Maximum No of Records</b>	Maximum number of records permissible in the uploaded file.
<b>Partial Processing Tolerance (%)</b>	The partial processing tolerance for a file (in percentage terms) Suppose, the user sets this value at 60% - this implies that if 60% or more, of the records in a file clear the Validation stage, then the file can go for further processing. If less than 60% of the records in a file clear the validation stage, then the file is rejected.

5. Click **Save** to save the details.  
OR  
Click **Cancel** to cancel the transaction.

OR

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

6. The **File Identifier Maintenance – Edit - Review** screen appears.

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

OR

Click **Cancel** to cancel the operation.

OR

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

7. The success message appears along with the transaction reference number and status.

Click **OK** to complete the transaction.

### 53.1.5 File Identifier Maintenance - Corporate User – Search and View

Once the logged in user navigates to File Identifier Maintenance (for Corporate User) screen, user can search and view the files that are uploaded under a party with the future date with file type as SDSC(Single Debit Single Credit), SDMC (Single Debit Multiple Credit), and MDMC (Multiple Debit Multiple Credit) and view the record details of the File Identifiers already created.

**To search and view the file identifiers:**

1. Navigate to one of the above paths.

The **File Identifier Maintenance** screen appears.

2. In the **Party ID** field, enter the party id of the user.

OR

In the **Party Name** field, enter the name of the party.

3. Click **Search**.

The **File Identifier Maintenance** screen with search results appears.

OR

Click **Clear** to clear the search parameters.

OR

Click **Cancel** to cancel the transaction.



Figure 53-7 File Identifier Maintenance - Search

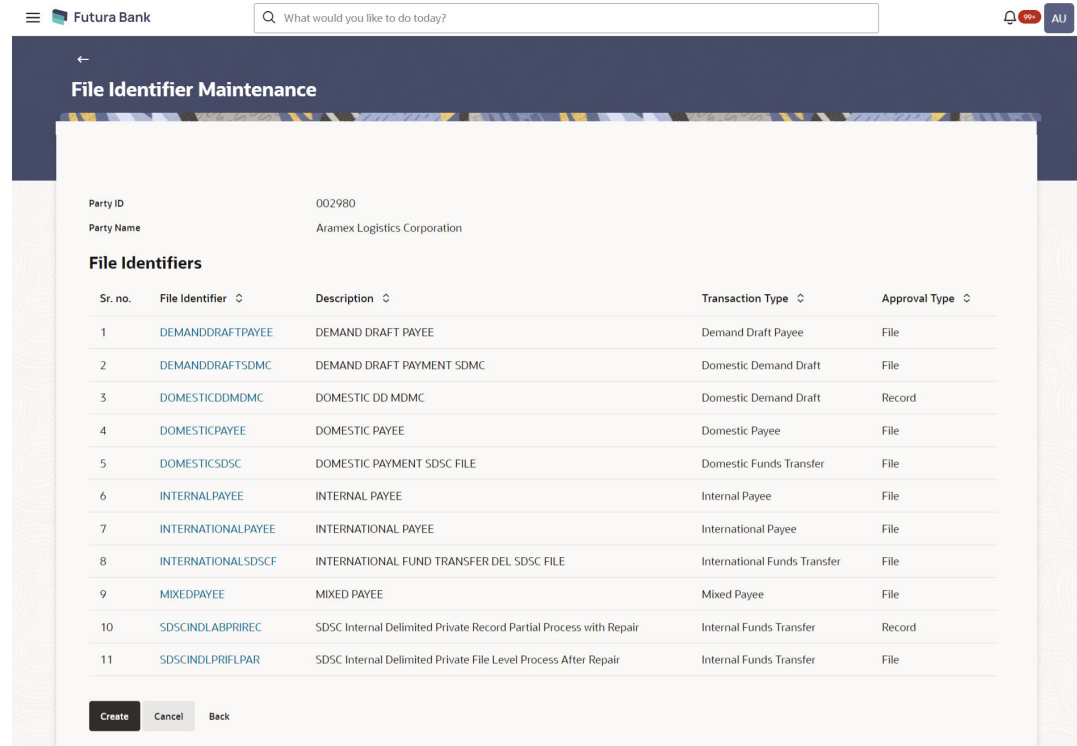


Table 53-5 Field Description

Field Name	Description
<b>Party ID</b>	Party ID of the corporate for whom the file identifier is created.
<b>Party Name</b>	Party name corresponding to the party id.
<b>File Identifiers</b>	
<b>Sr. No.</b>	Serial number of the record.
<b>File Identifier</b>	Unique code/ name assigned as per party preferences for handling of payment files.
<b>Description</b>	File name / code description corresponding to the file upload code.

Table 53-5 (Cont.) Field Description

Field Name	Description
<b>Transaction Type</b>	Type of transaction: The Transaction types could be: <ul style="list-style-type: none"><li>• Internal Funds Transfer</li><li>• Domestic Funds Transfer</li><li>• International Funds Transfer</li><li>• Mixed Transfer</li><li>• Internal Payee</li><li>• Domestic Payee</li><li>• International Payee</li><li>• Mixed Payee</li><li>• Domestic Demand Draft Payee</li><li>• International Demand Draft Payee</li><li>• Create Virtual Accounts</li><li>• Delete Virtual Accounts</li><li>• Create Virtual Account structure</li><li>• Create Virtual Identifier</li><li>• Create Invoice</li><li>• Bulk Bill Upload</li></ul>
<b>Approval Type</b>	The approval type is at file level or record level.

4. Click the **File Identifier** link against the record, for which you want to view the details.

The **File Identifier Maintenance- View** screen appears.

OR

Click **Cancel** to cancel the transaction.

OR

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

**Figure 53-8 File Identifier Maintenance - View**

The screenshot shows the 'File Identifier Maintenance - View' page in the Futura Bank system. The page has a dark blue header with the bank logo and a search bar. Below the header, there is a 'File Identifier Maintenance' title and a 'Details' section. The details section contains the following information:

- Party ID: 002980
- Party Name: Aramex Logistics Corporation
- File Identifier: sd001
- Description: BulkBillUpload-SD001
- File Template: Domestic Demand Draft Delimited MDMC
- Maximum No Of Records: 1
- Partial Preprocessing Tolerance(%): 1
- Transaction Type: Domestic Demand Draft
- Accounting Type: Multiple Debit Multiple Credit
- File Type: DELIMITED
- Format Type: CSV,XML,XLS,XLSX
- Approval Type: File Level (selected), Record Level
- Access Type: Private (selected), Public

At the bottom of the details section, there are three buttons: 'Edit', 'Cancel', and 'Back'.

**Table 53-6 Field Description**

Field Name	Description
<b>Party ID</b>	The party id searched by the bank administrator.
<b>Party Name</b>	Party name corresponding to the party ID.
<b>Details</b>	
<b>File Identifier</b>	Unique code/ name assigned for handling of payment files.
<b>Description</b>	File name / code description corresponding to the file upload code.

Table 53-6 (Cont.) Field Description

Field Name	Description
<b>File Template</b>	<p>Predefined file templates. Following file templates are available:</p> <ul style="list-style-type: none"> <li>• Domestic Funds Transfer Delimited SDSC</li> <li>• Domestic Funds Transfer Fixed SDSC</li> <li>• Domestic Funds Transfer Delimited MDMC</li> <li>• Domestic Funds Transfer Fixed MDMC</li> <li>• Domestic Funds Transfer Delimited SDMC</li> <li>• Domestic Funds Transfer Fixed SDMC</li> <li>• Domestic Funds Transfer Delimited SDSC with Account ID defined at File Identifier level</li> <li>• Internal and Domestic Funds Transfer Delimited SDMC</li> <li>• Internal and Domestic Funds Transfer Fixed SDMC</li> <li>• Internal Funds Transfer Delimited SDSC</li> <li>• Internal Funds Transfer Fixed SDSC</li> <li>• Internal Funds Transfer Delimited MDMC</li> <li>• Internal Funds Transfer Fixed MDMC</li> <li>• Internal Funds Transfer Delimited SDMC</li> <li>• Internal Funds Transfer Fixed SDMC</li> <li>• Internal Funds Transfer Delimited SDMC with Account ID defined at File Identifier level</li> <li>• Internal Funds Transfer Delimited SDSC with Account ID defined at File Identifier level</li> <li>• International Funds Transfer Delimited SDSC</li> <li>• International Funds Transfer Fixed SDSC</li> <li>• International Funds Transfer Delimited MDMC</li> <li>• International Funds Transfer Fixed MDMC</li> <li>• International Funds Transfer Delimited SDMC</li> <li>• International Funds Transfer Fixed SDMC</li> <li>• Demand Draft Payees</li> <li>• Domestic Payees</li> <li>• Internal payees</li> <li>• International Payees</li> <li>• Mixed Payees</li> <li>• Mixed Payments Delimited MDMC</li> <li>• Mixed Payments Fixed MDMC</li> <li>• Mixed Payments Delimited SDSC</li> <li>• Mixed Payments Fixed SDSC</li> <li>• Create Virtual Accounts</li> <li>• Create Virtual Accounts Structure</li> <li>• Create Virtual Identifier</li> <li>• Create Invoice</li> <li>• Bulk Bill Upload</li> </ul>
<b>Maximum No of Records</b>	Maximum number of records permissible in the uploaded file.
<b>Partial Processing Tolerance (%)</b>	The partial processing tolerance for a file (in percentage terms). Suppose, the user sets this value at 60% - this implies that if 60% or more, of the records in a file clear the validation stage, then the file can go for further processing. If less than 60% of the records in a file clear the validation stage, then the file is rejected.
<b>Debit Account Number</b>	Account number from which amount is to be debited. This field appears for templates having <b>AcctId defined at FI level</b> .

**Table 53-6 (Cont.) Field Description**

Field Name	Description
<b>Transaction Type</b>	Type of transaction: The Transaction type can be: <ul style="list-style-type: none"> <li>• Internal Funds Transfer</li> <li>• Domestic Funds Transfer</li> <li>• International Funds Transfer</li> <li>• Mixed Transfer</li> <li>• Internal Payee</li> <li>• Domestic Payee</li> <li>• International Payee</li> <li>• Mixed Payee</li> <li>• Domestic Demand Draft Payee</li> <li>• International Demand Draft Payee</li> <li>• Virtual Account</li> <li>• Virtual Account Structure</li> <li>• Virtual Identifier</li> <li>• Virtual Account Structure</li> <li>• Create Invoice</li> <li>• Bulk Bill Upload</li> </ul>
<b>Accounting Type</b>	Accounting type of transaction: The accounting type can be: <ul style="list-style-type: none"> <li>• SDSC: Single Debit Single Credit</li> <li>• SDMC: Single Debit Multi Credit</li> <li>• MDMC: Multi Debit Multi Credit</li> </ul> <p>This field does not appear for <b>Demand Draft Payees, Domestic Payees, Internal payees, International Payee</b> and <b>Mixed Payees, Invoice</b> and <b>Virtual Account templates</b>.</p>
<b>File Type</b>	The file type - delimited or fixed length.
<b>Format Type</b>	The format in which file is uploaded. The format could be .CSV, .XML, .XLS, .XLSX.
<b>Approval Type</b>	The approval type is at file level or record level. <ul style="list-style-type: none"> <li>• File Level - The approver accepts or rejects the entire file, and all records are either processed or rejected en-masse.</li> <li>• Record Level - The approver could approve some records, and rejects others. Payments are processed only for approved records.</li> </ul>

5. Click **Edit** to modify the file identifier.

OR

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

OR

Click **Cancel** to cancel the operation.

## 53.1.6 File Identifier Maintenance - Corporate User - Create

Using this option the administrator user can create a new file identifier.

**To create a file identifier:**

1. Navigate to one of the above paths.

The **File Identifier Maintenance** screen appears.

2. In the **Party ID** field, enter the party id of the user.  
OR  
In the **Party Name** field, enter the name of the party.
3. Click **Search**.  
The **File Identifier Maintenance** screen with search results appears.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** to cancel the transaction.
4. Click **Create**.  
The **File Identifier Maintenance - Create** screen appears.

**Figure 53-9 File Identifier Maintenance - Create**

The screenshot displays the 'File Identifier Maintenance - Create' screen. At the top, there is a navigation bar with the Futura Bank logo and a search bar. Below this, the main title 'File Identifier Maintenance' is shown. The central part of the screen is a 'Details' form with the following fields and values:

- File Identifier:** sd001
- Description:** BulkBillUpload-SD001
- File Template:** Domestic Demand Draft Delimited MDMC
- Maximum No Of Records:** 1
- Partial Pre-processing Tolerance(%):** 1
- Approval Type:** File Level, Record Level
- Access Type:** Private, Public

At the bottom of the form, there are three buttons: 'Save', 'Cancel', and 'Back'.

**Table 53-7 Field Description**

Field Name	Description
<b>Party ID</b>	Party id for whom the file identifier is created.
<b>Party Name</b>	Party name corresponding to the party id.
<b>Details</b>	

Table 53-7 (Cont.) Field Description

Field Name	Description
<b>File Template</b>	<p>Predefined file templates. Following file templates are available:</p> <ul style="list-style-type: none"> <li>• Domestic Funds Transfer Delimited SDSC</li> <li>• Domestic Funds Transfer Fixed SDSC</li> <li>• Domestic Funds Transfer Delimited MDMC</li> <li>• Domestic Funds Transfer Fixed MDMC</li> <li>• Domestic Funds Transfer Delimited SDMC</li> <li>• Domestic Funds Transfer Fixed SDMC</li> <li>• Domestic Funds Transfer Delimited SDSC with Account ID defined at File Identifier level</li> <li>• Internal and Domestic Funds Transfer Delimited SDMC</li> <li>• Internal and Domestic Funds Transfer Fixed SDMC</li> <li>• Internal Funds Transfer Delimited SDSC</li> <li>• Internal Funds Transfer Fixed SDSC</li> <li>• Internal Funds Transfer Delimited MDMC</li> <li>• Internal Funds Transfer Fixed MDMC</li> <li>• Internal Funds Transfer Delimited SDMC</li> <li>• Internal Funds Transfer Fixed SDMC</li> <li>• Internal Funds Transfer Delimited SDMC with Account ID defined at File Identifier level</li> <li>• Internal Funds Transfer Delimited SDSC with Account ID defined at File Identifier level</li> <li>• International Funds Transfer Delimited SDSC</li> <li>• International Funds Transfer Fixed SDSC</li> <li>• International Funds Transfer Delimited MDMC</li> <li>• International Funds Transfer Fixed MDMC</li> <li>• International Funds Transfer Delimited SDMC</li> <li>• International Funds Transfer Fixed SDMC</li> <li>• Demand Draft Payees</li> <li>• Domestic Payees</li> <li>• Internal payees</li> <li>• International Payees</li> <li>• Mixed Payees</li> <li>• Mixed Payments Delimited MDMC</li> <li>• Mixed Payments Fixed MDMC</li> <li>• Mixed Payments Delimited SDSC</li> <li>• Mixed Payments Fixed SDSC</li> <li>• Create Virtual Accounts</li> <li>• Create Virtual Accounts Structure</li> <li>• Create Virtual Identifier</li> <li>• Create Invoice</li> <li>• Bulk Bill Upload</li> </ul>
<b>Maximum No of Records</b>	Maximum number of records permissible in the uploaded file.
<b>Partial Processing Tolerance (%)</b>	<p>The partial processing tolerance for a file (in percentage terms). Suppose, the user sets this value at 60% - this implies that if 60% or more, of the records in a file clear the Validation stage, then the file can go for further processing. If less than 60% of the records in a file clear the validation stage, then the file is rejected.</p> <p>This field is enabled if approval is 'Record Type'.</p>
<b>Debit Account Number</b>	<p>Account number from where amount has to be debited. This field appears for templates having <b>AcctId defined at FI level</b>.</p>

**Table 53-7 (Cont.) Field Description**

Field Name	Description
<b>Transaction Type</b>	Type of transaction: The Transaction type could be: <ul style="list-style-type: none"> <li>• Internal Funds Transfer</li> <li>• Domestic Funds Transfer</li> <li>• International Funds Transfer</li> <li>• Mixed Transfer</li> <li>• Internal Payee</li> <li>• Domestic Payee</li> <li>• International Payee</li> <li>• Mixed Payee</li> <li>• Domestic Demand Draft Payee</li> <li>• International Demand Draft Payee</li> <li>• Virtual Account</li> <li>• Virtual Account Structure</li> <li>• Virtual Identifier</li> <li>• Virtual Account Structure</li> <li>• Create Invoice</li> <li>• Bulk Bill Upload</li> </ul>
<b>Accounting Type</b>	Accounting type of transaction: The accounting type could be: <ul style="list-style-type: none"> <li>• SDSC: Single Debit Single Credit</li> <li>• SDMC: Single Debit Multi Credit</li> <li>• MDMC: Multi Debit Multi Credit</li> </ul> <p>This field does not appear for <b>Demand Draft Payees, Domestic Payees, Internal payees, International Payee, Mixed Payees, Invoice</b> and <b>Virtual Account</b> templates.</p>
<b>File Type</b>	The file type – delimited or fixed length.
<b>Format Type</b>	The format in which file is uploaded. The format could be CSV, XML, XLS, XLSX.
<b>Approval Type</b>	The approval type is at file level or record level. <ul style="list-style-type: none"> <li>• File Level - The approver accepts or rejects the entire file, and all records are either processed or rejected en-masse.</li> <li>• Record Level - The approver could approve some records, and reject others. Payments are processed only for approved records.</li> </ul>

 **Note:**

Approval Type cannot be modified once it is created.

5. In the **File Identifier** field, enter the code of the file to be maintained for upload.
6. In the **Description** field, enter the file description corresponding to the file code.
7. From the **File Template** list, select the file template.
  - If you have selected a file template with **AcctId defined at FI level** from the **File Template** list, enter the Debit Account Number.
8. Select the appropriate **Approval Type**.



9. Click **Save**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
10. The **File Identifier Maintenance - Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the operation.  
OR  
Click **Back** to navigate to the previous screen.
11. The success message appears along with the transaction reference number and status.  
Click **OK** to complete the transaction.

### 53.1.7 File Identifier Maintenance - Corporate User – Edit

Using this option the administrator can edit and update a file identifier.

**To edit file identifier:**

1. Navigate to one of the above paths.  
The **File Identifier Maintenance** screen appears.
2. In the **Party ID** field, enter the party id of the user.  
OR  
In the **Party Name** field, enter the name of the party.
3. Click **Search**.  
The **File Identifier Maintenance** screen with search results appears.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** to cancel the transaction.
4. Click the file identifier record.  
The **File Identifier Maintenance- View** screen appears.
5. Click **Edit** to edit the file identifier mapping.  
The **File Identifier Maintenance- Edit** screen appears.

**Figure 53-10 File Identifier Maintenance - Edit**

The screenshot shows the 'File Identifier Maintenance - Edit' interface. The form contains the following details:

- Party ID:** 002980
- Party Name:** Aramex Logistics Corporation
- File Identifier:** sd001
- Description:** BulkBillUpload-SD001
- File Template:** Domestic Demand Draft Delimited MDMC
- Maximum No Of Records:** 22
- Partial Preprocessing Tolerance(%):** 1
- Transaction Type:** Domestic Demand Draft
- Accounting Type:** Multiple Debit Multiple Credit
- File Type:** DELIMITED
- Format Type:** CSV,XML,XLS,XLSX
- Approval Type:** File Level, Record Level
- Access Type:** Private, Public

At the bottom of the form, there are three buttons: Save, Cancel, and Back.

6. Edit the required fields of file identifiers. E.g. Description, Maximum Number of Records, and Partial Processing Tolerance, Debit Account Number – if required.

**Table 53-8 Field Description**

Field Name	Description
<b>Description</b>	Descriptions corresponding to the file upload code.
<b>Maximum No of Records</b>	Maximum Number of records permissible in the uploaded file.
<b>Partial Processing Tolerance (%)</b>	The partial processing tolerance for a file (in percentage terms) Suppose, the user sets this value at 60% - this implies that if 60% or more, of the records in a file clear the Validation stage, then the file can go for further processing. If less than 60% of the records in a file clear the validation stage, then the file is rejected.

7. Click **Save** to save the details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
8. The **File Identifier Maintenance – Edit - Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the operation.

OR

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

9. The success message appears along with the transaction reference number and status.  
Click **OK** to complete the transaction.

## 53.2 FAQ

### 1. For bank administrators which transactions have file upload support?

Currently the file upload feature for bank administrators is available for addition of billers only.

### 2. What are the different transaction types, accounting types and file formats supported?

The following table details the different transaction types, accounting types and file formats supported. A file identifier with a specific template is a combination of the parameters below:

Sr. No.	Parameter	Types
1	Transaction Type	Internal funds Transfer Domestic Funds Transfer International Funds Transfer Mixed Transfer Admin Biller (available only for admin user) Payee Files (Internal / Domestic / International Or Mixed Payee Files) Virtual Account related (Accounts, Structure & Identifiers creation) Invoice Creation Bulk Bill Upload
2	Accounting Type	Single Debit, Single Credit (SDSC) Single Debit, Multi Credit (SDMC) Multi Debit, Multi Credit (MDMC)
3	Approval Type	File Level Record Level
4	Format Type	CSV, XML, XLS, XLSX

### 3. Why do we have different accounting types?

File templates support different accounting types, and business users can use the template that best support their needs. Details with business examples below:

Sr. No.	Accounting Type	Business Example	Approval Type
1	Single Debit, Single Credit (SDSC)	A corporate may want to make monthly payments to its various vendors from one central account. So though the debit account is the same across all records, the credit accounts are different and the debit accounting entry is not consolidated.	Record Type or File Type
2	Single Debit, Multi Credit (SDMC)	A corporate may want to make monthly salary payments to all its employees. A single consolidated debit entry is required to be passed, against multiple credits to different accounts.	File Type
3	Multi Debit, Multi Credit (MDMC)	This file format caters to a lot of one to one transfers between two parties for various payments. Organizations that are brokers or intermediaries in trade contracts, may find this format more suitable for their business needs.	Record Type

**4. What is the business rationale of having different approval types?**

A record type approval, gives more flexibility to the corporate user – in the sense, that even if some records are not validated, the file could still be processed (only those records that have passed validations) and file type approval, gives more control to the corporate user. Since all records in the file have to pass validations, before a file is processed.

**5. Who can create File Identifiers for a corporate party?**

Only a bank administrator or a corporate administrator with required rights can create file identifiers for a corporate party.

**6. What is a 'File Upload Template'?**

A template that is used to upload a file is called as file template. It distinguishes one file from another depending on:

- a. Transaction type of the file
- b. Format of the file to be uploaded
- c. Approval type set-up for the file
- d. Accounting type of a payment file

## 53.3 User File Identifier Mapping

This function can be used by the administrator to map the required file identifier to a specific user or a set of users so that the user can upload and view the required file types. In case of

corporate user the mapping will be done for the Party ID and for bank administrators mapping will be done for the User ID.

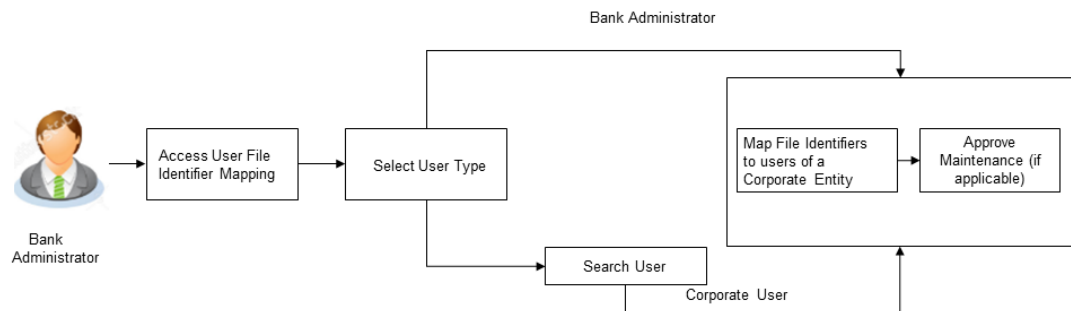
### Prerequisites

- Transaction access is provided to Bank Administrator User Creation
- Party and Account access (for corporate file upload)
- Set up Transaction and account access (for corporate file upload)
- Set up Approval Rules (for corporate file upload)
- File Identifier Maintenance

### Features Supported In Application

- Search User File Identifier Mapping
- Create User File Identifier Mapping
- Edit User File Identifier Mapping

**Figure 53-11 Workflow**



### Navigation Path:

From **System/ Bank Administrator Dashboard**, click **Toggle Menu** , then click **Menu** and then click **File Upload**. Under **File Upload** , click **User File Identifier Mapping**.

OR

From **System Administrator Dashboard**, under **Quick Links** , then click **Menu** and then click **File Upload**.

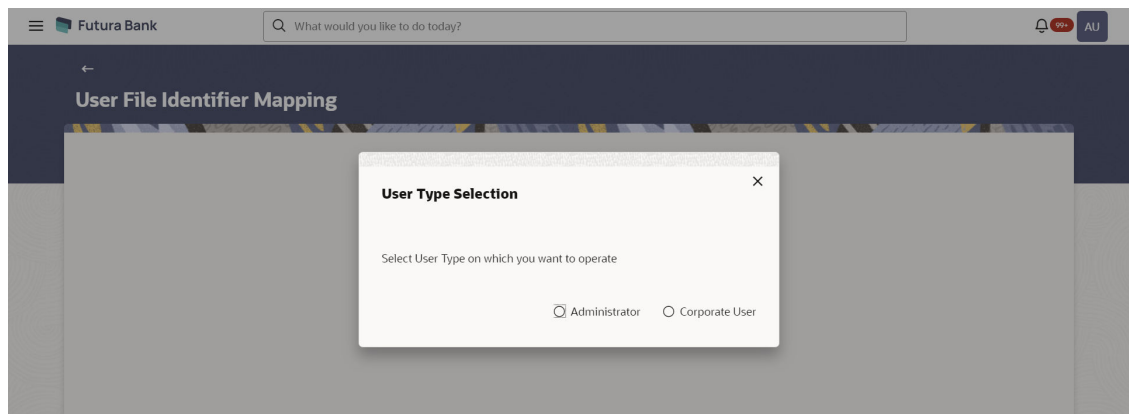
OR

- [User File Identifier Mapping – User Type Selection](#)
- [User File Identifier Mapping – Administrator - Search](#)
- [User File Identifier Mapping – Administrator - Create](#)
- [User File Identifier Mapping – Administrator - Edit](#)
- [User File Identifier Mapping - Corporate User - Search](#)
- [User File Identifier Mapping - Corporate User - Create](#)
- [User File Identifier Mapping - Corporate User - Edit](#)

### 53.3.1 User File Identifier Mapping – User Type Selection

Bank Administrator logs into the system and navigates to the User File Identifier Mapping screen. On accessing the 'User File Identifier Mapping' menu, bank administrator has to select the user type.

**Figure 53-12 User File Identifier Mapping – User Type Selection**



1. Navigate to one of the above paths.  
Click **Administrator** to access the file identifier for bank administrator users.  
The **User File Identifier Mapping** screen appears.
2. Click **Corporate User** to access the file identifier of corporate users.  
The **User File Identifier Mapping** screen appears.

### 53.3.2 User File Identifier Mapping – Administrator - Search

Using this option the administrator can search and view the file identifiers mapped to the user.  
**To search and view the file identifiers:**

1. Navigate to one of the above paths.  
The **User File Identifier Mapping** screen appears, enter any one search criteria.
2. Click **Search**.  
The **User File Identifier Mapping** screen with search results appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** if you want to reset the search parameters.

Figure 53-13 User File Identifier Mapping - Search

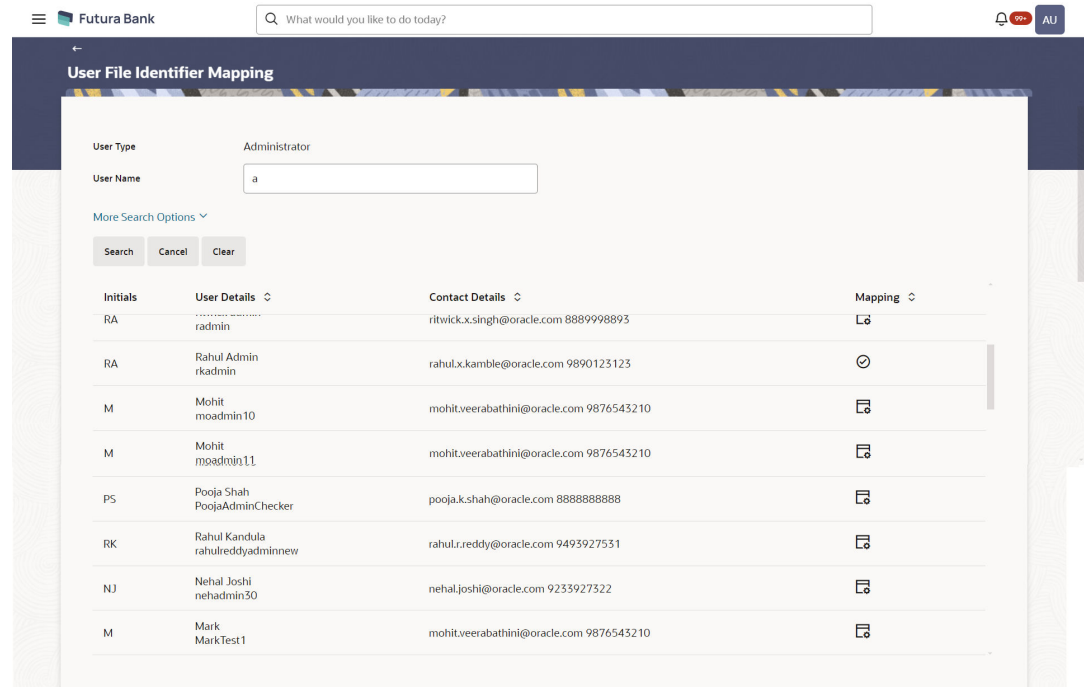





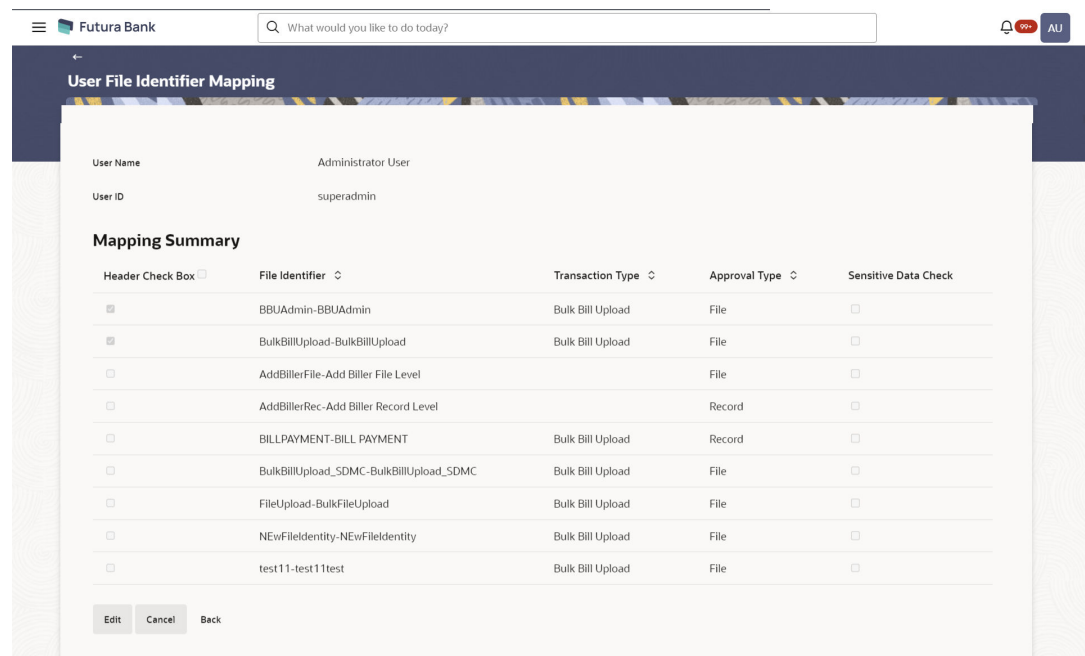
Table 53-9 Field Description

Field Name	Description
<b>User Type</b>	The type of user as selected in the User File Identifier Mapping – User Type Selection screen. The options are: <ul style="list-style-type: none"> <li>Administrator</li> <li>Corporate User</li> </ul>
<b>User Name</b>	To search the user with the user name. Partial search is allowed.
<b>More Search Options</b>	Below fields appears if you click the <b>More Search Options</b> link.
<b>First Name</b>	To search based on first name or given name of the user.
<b>Last Name</b>	To search based on last name/ surname of the user.
<b>Email</b>	To search based on email id of the user.
<b>Mobile Number</b>	To search based on mobile number of the user.
<b>Search Result</b>	
<b>Initials</b>	The initials of the user.
<b>User Details</b>	The details of the user like user name or user id.
<b>Contact Details</b>	Email and contact number of the user.
<b>Mapping</b>	Displays whether the file identifier is mapped to the user. <ul style="list-style-type: none"> <li> - denotes that the file identifier is mapped to the user</li> <li> - denotes that the file identifier is not mapped to the user.</li> </ul>

- Click  icon against the file identifier record of which you want to view the details.

The **User File Identifier Mapping - View** screen appears.

**Figure 53-14 User File Identifier Mapping - View**



**Table 53-10 Field Description**

Field Name	Description
<b>User Name</b>	User name of the logged-in user.
<b>User Id</b>	User id of the user.
<b>Mapping Summary</b>	
<b>Header Check Box</b>	The check box to select the records for mapping.
<b>File Identifier</b>	Unique code assigned to the uploaded file.
<b>Transaction Type</b>	Type of transaction: The transaction type could be: <ul style="list-style-type: none"> <li>Admin Biller</li> </ul>
<b>Approval Type</b>	The approval type is at file level or record level. <ul style="list-style-type: none"> <li>File Level - The approver accepts or rejects the entire file, and all records are either processed or rejected</li> <li>Record Level - The approver could approve some records, and reject others. Payments are processed only for approved records</li> </ul>
<b>Sensitive Data Check</b>	If selected, the users are barred from viewing the contents of the file.

- Click **Edit** to modify the user file identifier mapping.

OR

Click **Cancel** to cancel the transaction.

OR


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



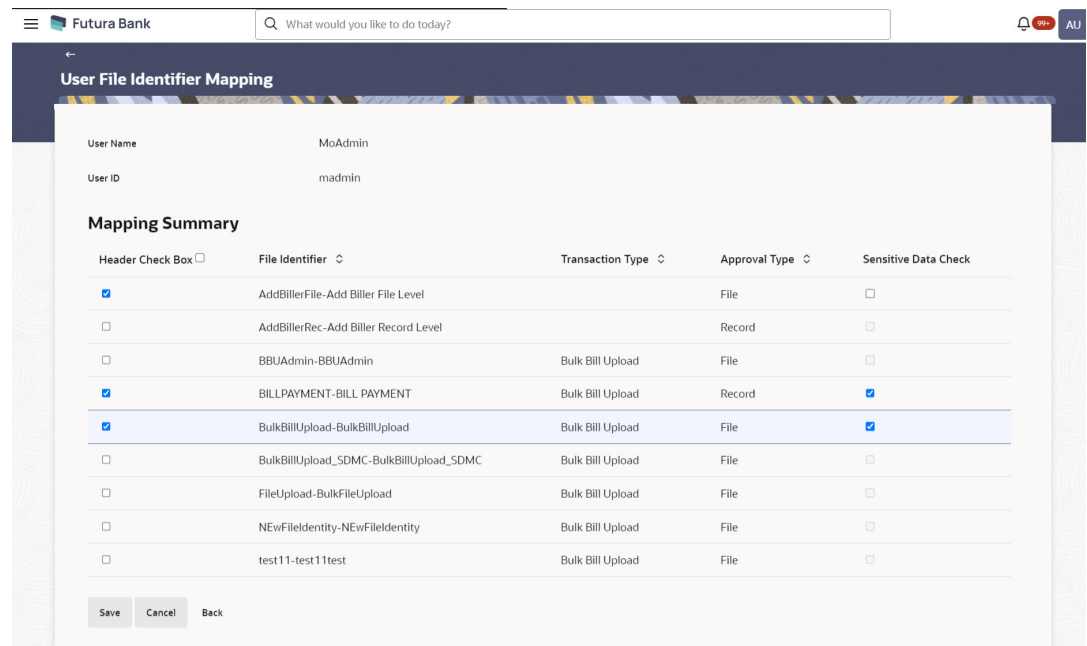
### 53.3.3 User File Identifier Mapping – Administrator - Create

Using this option the administrator can map the file identifiers to a user.

**To map a user to a file identifier:**

1. Navigate to one of the above paths.  
The **User File Identifier Mapping** screen appears, enter any one search criteria.
2. Click **Search**.  
The **User File Identifier Mapping** screen with search results appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to clear the search parameters.
3. Click  icon against the file identifier record, for which you want to map the user.  
The **User File Identifier Mapping** screen appears.

**Figure 53-15 User File Identifier Mapping - Create**



**Table 53-11 Field Description**

Field Name	Description
<b>User Name</b>	User name.
<b>User Id</b>	User id of the user.
<b>Mapping Summary</b>	

**Table 53-11 (Cont.) Field Description**

Field Name	Description
<b>Header Check Box</b>	The check box to select the records for mapping.
<b>File Identifier</b>	Unique code assigned to the uploaded file.
<b>Transaction Type</b>	Type of transaction: The Transaction type could be: <ul style="list-style-type: none"> <li>• Bulk Bill Upload</li> </ul>
<b>Approval Type</b>	The approval type is at file level or record level. <ul style="list-style-type: none"> <li>• File Level - The approver accepts or rejects the entire file, and all records are either processed or rejected</li> <li>• Record Level - The approver could approve some records, and reject others. Payments are processed only for approved records</li> </ul>
<b>Sensitive Data Check</b>	If selected, the users are barred from viewing the contents of the file.

- In the **Mapping Summary** section, select the file identifier which you want to map to the user.
- Check / Uncheck the **Sensitive Data** check field, to enable / disable access to the contents of the file.
- Click **Save**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
- The **User File Identifier Mapping - Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the operation.  
OR  
Click **Back** to navigate to the previous screen.
- The success message appears along with the transaction reference number and status of the transaction.  
Click **OK** to complete the transaction.

### 53.3.4 User File Identifier Mapping – Administrator - Edit

Using this option the administrator can edit and update mapping of a file identifier, to a user.

**To edit a User File Identifier Mapping:**


- Navigate to one of the above paths.  
The **User File Identifier Mapping** screen appears.
- In the **User Name** field, enter the username of the user.
- Click **Search**.  
The **User File Identifier Mapping** screen with search results appears.

OR

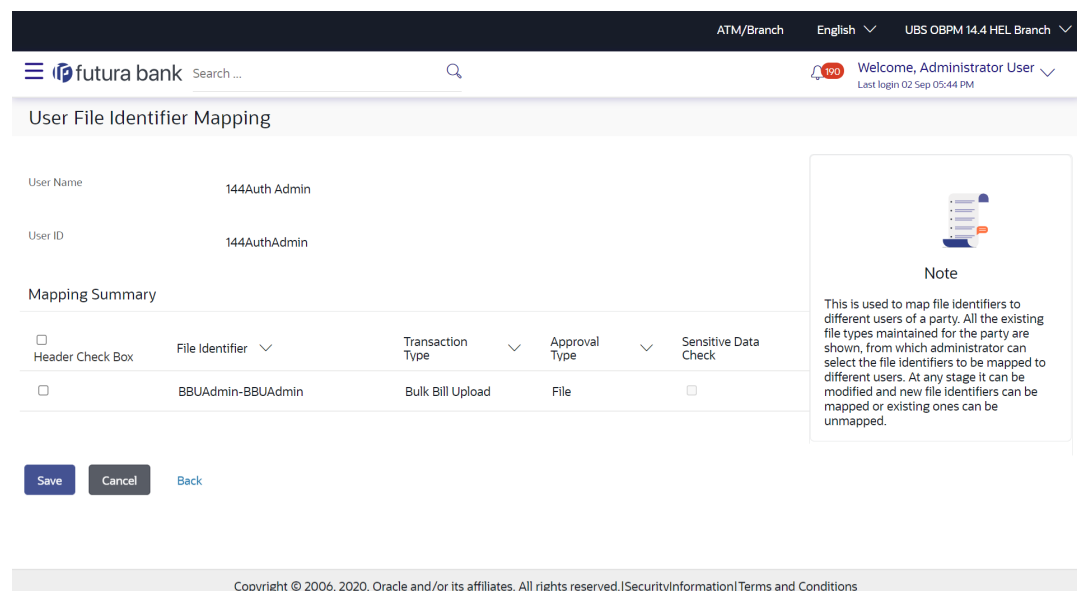
Click **Clear** to clear the search parameters.

OR

Click **Cancel** to cancel the transaction.

4. Click  icon against the file identifier record.  
The **User File Identifier Mapping - View** screen appears.
5. Click **Edit**.  
The **User File Identifier Mapping - Edit** screen appears.

**Figure 53-16 User File Identifier Mapping - Edit**



The screenshot shows the 'User File Identifier Mapping - Edit' interface. At the top, there's a navigation bar with 'futura bank' logo, search bar, and user information: 'Welcome, Administrator User' with 'Last login 02 Sep 05:44 PM'. Below the title, user details are shown: 'User Name: 144Auth Admin' and 'User ID: 144AuthAdmin'. A 'Mapping Summary' table is present with columns: 'Header Check Box', 'File Identifier', 'Transaction Type', 'Approval Type', and 'Sensitive Data Check'. The table contains one row with values: 'BBUAdmin-BBUAdmin', 'Bulk Bill Upload', 'File', and 'Sensitive Data Check' is unchecked. At the bottom, there are 'Save', 'Cancel', and 'Back' buttons. A 'Note' box on the right explains the mapping process.

Header Check Box	File Identifier	Transaction Type	Approval Type	Sensitive Data Check
<input type="checkbox"/>	BBUAdmin-BBUAdmin	Bulk Bill Upload	File	<input type="checkbox"/>

**Note**  
This is used to map file identifiers to different users of a party. All the existing file types maintained for the party are shown, from which administrator can select the file identifiers to be mapped to different users. At any stage it can be modified and new file identifiers can be mapped or existing ones can be unmapped.

6. View the details of File Identifier mapping already saved. Select or de-select the File Identifier record to map / un-map a File Identifier to a user.
7. Check / Uncheck the Sensitive Data Check, to enable / disable the complete access to file content.
8. Click **Save** to save the modified details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
9. The **User File Identifier Mapping - Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the operation.  
OR

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

10. The success message appears along with the transaction reference number and status of the transaction.

Click **OK** to complete the transaction.

### 53.3.5 User File Identifier Mapping - Corporate User - Search

Using this option bank administrator can search and view the file identifiers mapped to the corporate user.

**To search and view the file identifiers:**

1. Navigate to one of the above paths.

The **User File Identifier Mapping** screen appears, enter any one search criteria.

2. In the **Party Id** field, enter the party id of the user.

In the **Party Name** field, enter the name of the party.

3. Click **Search**.

The **User File Identifier Mapping** screen with search results appears.

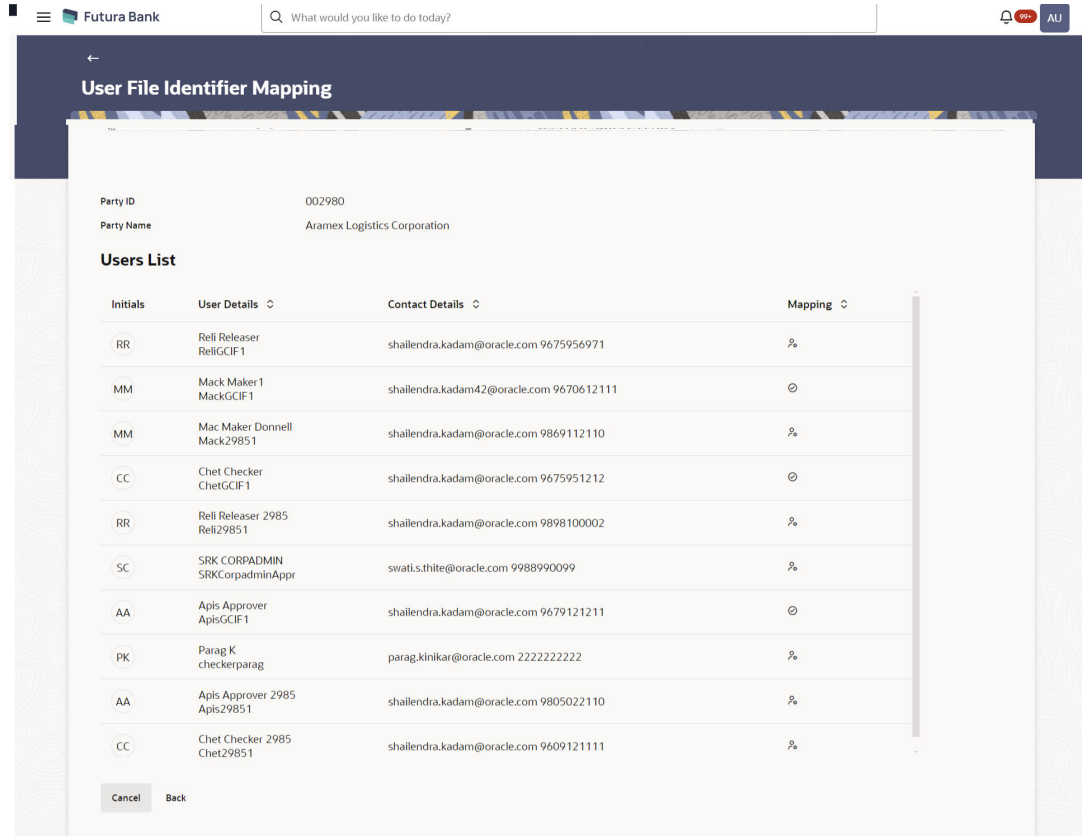
OR

Click **Cancel** to cancel the transaction.

OR


Click **Clear** to clear the search parameters.

**Figure 53-17 User File Identifier Mapping - Search**



**Table 53-12 Field Description**

Field Name	Description
<b>Party ID</b>	Party ID of the user.
<b>Party Name</b>	Party name corresponding to the party ID.
<b>Users List</b>	
<b>Initials</b>	The initials of the user.
<b>User Details</b>	The details of the user like user name or user id.
<b>Contact Details</b>	Email and contact number of the user.
<b>Mapping</b>	Displays whether the file identifier is mapped to the user. <ul style="list-style-type: none"> <li>☑ - denotes that the file identifier is mapped to the user</li> <li>⊗ - denotes that the file identifier is not mapped to the user</li> </ul>

- Click  icon against the file identifier record of which you want to view the details.

The **User File Identifier Mapping - View** screen appears.

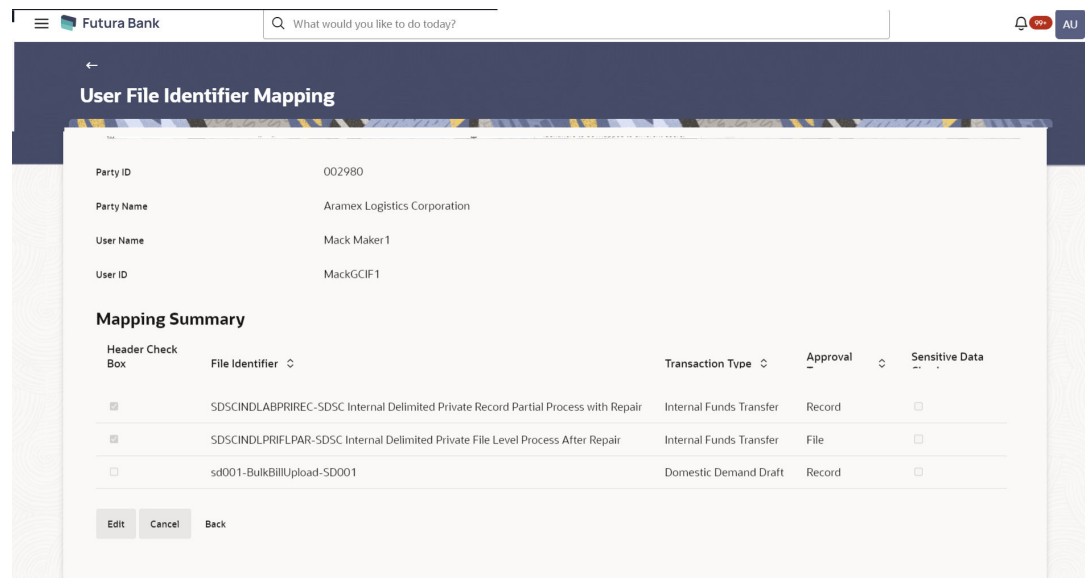
OR

Click **Back** to go back to previous screen.

OR

Click **Cancel** to cancel the transaction.

**Figure 53-18 User File Identifier Mapping - View**



**Table 53-13 Field Description**

Field Name	Description
<b>User Name</b>	User name of the logged-in user.
<b>User Id</b>	User id of the user.
<b>Mapping Summary</b>	
<b>File Identifier</b>	Unique code assigned to the uploaded file.
<b>Transaction Type</b>	Type of transaction: The transaction type could be: <ul style="list-style-type: none"> <li>• Internal Funds Transfer</li> <li>• Domestic Funds Transfer</li> <li>• International Funds Transfer</li> <li>• Mixed Transfer</li> <li>• Internal Payee</li> <li>• Domestic Payee</li> <li>• International Payee</li> <li>• Mixed Payee</li> <li>• Domestic Demand Draft Payee</li> <li>• International Demand Draft Payee</li> <li>• Create Virtual Accounts</li> <li>• Create Virtual Accounts Structure</li> <li>• Create Virtual Identifier</li> <li>• Create Invoice</li> <li>• Bulk Bill Upload</li> </ul>
<b>Approval Type</b>	<ul style="list-style-type: none"> <li>• File Level - The approver accepts or rejects the entire file, and all records are either processed or rejected</li> <li>• Record Level - The approver could approve some records, and reject others. Payments are processed only for approved records</li> </ul>

**Table 53-13 (Cont.) Field Description**

Field Name	Description
<b>Sensitive Data Check</b>	If selected, the users are barred from viewing the contents of the file.

5. Click **Edit** to modify the user file identifier mapping.

OR

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

OR

Click **Cancel** to cancel the transaction.

### 53.3.6 User File Identifier Mapping - Corporate User - Create

Using this option the administrator can map the file identifiers to a user.

**To map a user to a file identifier:**

1. Navigate to one of the above paths.

The **User File Identifier Mapping** screen appears, enter any one search criteria.

2. In the **Party Id** field, enter the party id of the user.

In the **Party Name** field, enter the name of the party.

3. Click **Search**.


The **User File Identifier Mapping** screen with search results appears.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to clear the search parameters.

4. Click  icon against the file identifier record, for which you want to map the user.

The **User File Identifier Mapping - Create** screen appears.

**Figure 53-19 User File Identifier Mapping - Create**

The screenshot shows a web interface for 'User File Identifier Mapping'. At the top, there's a search bar and a notification icon. The main content area has a dark blue header with the title 'User File Identifier Mapping'. Below the header, there's a form with the following fields:

- Party ID: 002980
- Party Name: Aramex Logistics Corporation
- User Name: SRK CORPADMIN
- User ID: SRKCorpadminAppr

Below these fields is a 'Mapping Summary' section. It contains a table with the following columns: Header Check Box, File Identifier, Transaction Type, Approval, and Sensitive Data. The table has three rows:

Header Check Box	File Identifier	Transaction Type	Approval	Sensitive Data
<input checked="" type="checkbox"/>	sd001-BulkBillUpload-SD001	Domestic Demand Draft	Record	<input type="checkbox"/>
<input checked="" type="checkbox"/>	SDSCINDLABPRIREC-SDSC Internal Delimited Private Record Partial Process with Repair	Internal Funds Transfer	Record	<input type="checkbox"/>
<input type="checkbox"/>	SDSCINDLPRIFLPAR-SDSC Internal Delimited Private File Level Process After Repair	Internal Funds Transfer	File	<input type="checkbox"/>

At the bottom of the form, there are three buttons: 'Save', 'Cancel', and 'Back'.

**Table 53-14 Field Description**

Field Name	Description
<b>Party ID</b>	Party ID of the user
<b>Party Name</b>	Party name corresponding to the party ID.
<b>User Name</b>	User name.
<b>User Id</b>	User id of the user.
<b>Mapping Summary</b>	
<b>File Identifier</b>	Unique code assigned to the uploaded file.
<b>Transaction Type</b>	Type of transaction: The Transaction type could be: <ul style="list-style-type: none"> <li>• Internal Funds Transfer</li> <li>• Domestic Funds Transfer</li> <li>• International Funds Transfer</li> <li>• Mixed Transfer</li> <li>• Internal Payee</li> <li>• Domestic Payee</li> <li>• International Payee</li> <li>• Mixed Payee</li> <li>• Domestic Demand Draft Payee</li> <li>• International Demand Draft Payee</li> <li>• Create Virtual Accounts</li> <li>• Create Virtual Accounts Structure</li> <li>• Create Virtual Identifier</li> <li>• Create Invoice</li> <li>• Bulk Bill Upload</li> </ul>
<b>Approval Type</b>	The approval type is at file level or record level. <ul style="list-style-type: none"> <li>• File Level - The approver accepts or rejects the entire file, and all records are either processed or rejected</li> <li>• Record Level - The approver could approve some records, and rejects others. Payments are processed only for approved records</li> </ul>



**Table 53-14 (Cont.) Field Description**


Field Name	Description
<b>Sensitive Data Check</b>	If selected, the users are barred from viewing the contents of the file.

5. In the **Mapping Summary** section, select the file identifier which you want to map to the user.
6. Check / Uncheck the **Sensitive Data** check field, to enable / disable access to the contents of the file.
7. Click **Save**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
8. The **User File Identifier Mapping - Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the operation.  
OR  
Click **Back** to navigate to the previous screen.
9. The success message appears along with the transaction reference number and status of the transaction.  
Click **OK** to complete the transaction.

### 53.3.7 User File Identifier Mapping - Corporate User - Edit

Using this option the administrator can edit and update mapping of a file identifier, to a user.

**To edit a User File Identifier Mapping:**

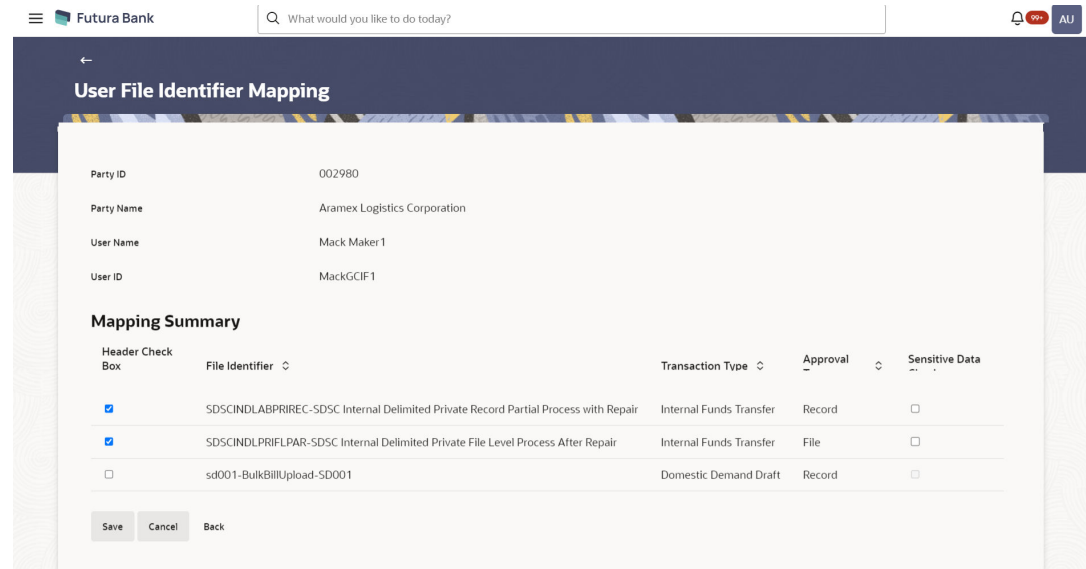
1. Navigate to one of the above paths.  
The **User File Identifier Mapping** screen appears, enter any one search criteria.
2. In the **Party Id** field, enter the party id of the user.  
In the **Party Name** field, enter the name of the party.
3. Click **Search**.  
The **User File Identifier Mapping** screen with search results appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to clear the search parameters.
4. Click  icon against the file identifier record.

The **User File Identifier Mapping - View** screen appears.

5. Click **Edit**.

The **User File Identifier Mapping - Edit** screen appears

**Figure 53-20 User File Identifier Mapping - Edit**



6. View the details of File Identifier mapping already saved. Select or de-select the File Identifier record to map / un-map a File Identifier to a user.

7. Check / Uncheck the **Sensitive Data** check field, to enable / disable access to the contents.

8. Click **Save** to save the modified details.

OR

Click **Cancel** to cancel the transaction.

OR

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

9. The **User File Identifier Mapping - Review** screen appears.

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

OR

Click **Cancel** to cancel the operation.

OR

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

10. The success message appears along with the transaction reference number and status of the transaction.

Click **OK** to complete the transaction.

## 53.4 FAQ

**1. Can all users of a particular corporate access all file types, mapped to the corporate?**

User/s have to be mapped to file identifiers to be able to access files. For example, only the user/s of Human Resource Department of a corporate may have access to upload / view and enquire status of salary files.

Mapping File Identifier's to specific users thus enables access of certain types of file/s to certain user/s.

**2. If a user is mapped to a File Identifier and he has uploaded a file – but after this, he is no longer mapped to the File Identifier – can he view the status of the file?**

No, the user will not be able to view the status of the file, if he is not mapped to it, at the point in time when he is checking for the status.

## 53.5 File Upload – Bill Presentment

Using this option bank administrator can upload a file containing multiple bills which are to be presented for payment on behalf of the biller.

**Prerequisites**

- File Identifier Maintenance
- User – File Identifier Mapping

**Features Supported In Application**

- Upload a File

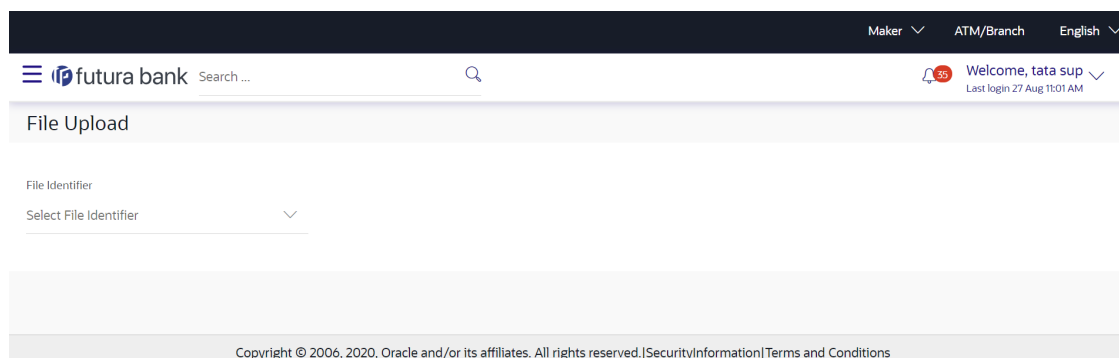
**Navigation Path:**

From **Corporate Dashboard**, click **Toggle Menu**, then click **Menu** and then click **File Upload**.

OR

From **Corporate Dashboard**, under **Quick Links**, click **File Upload**.

**Figure 53-21 File Upload**



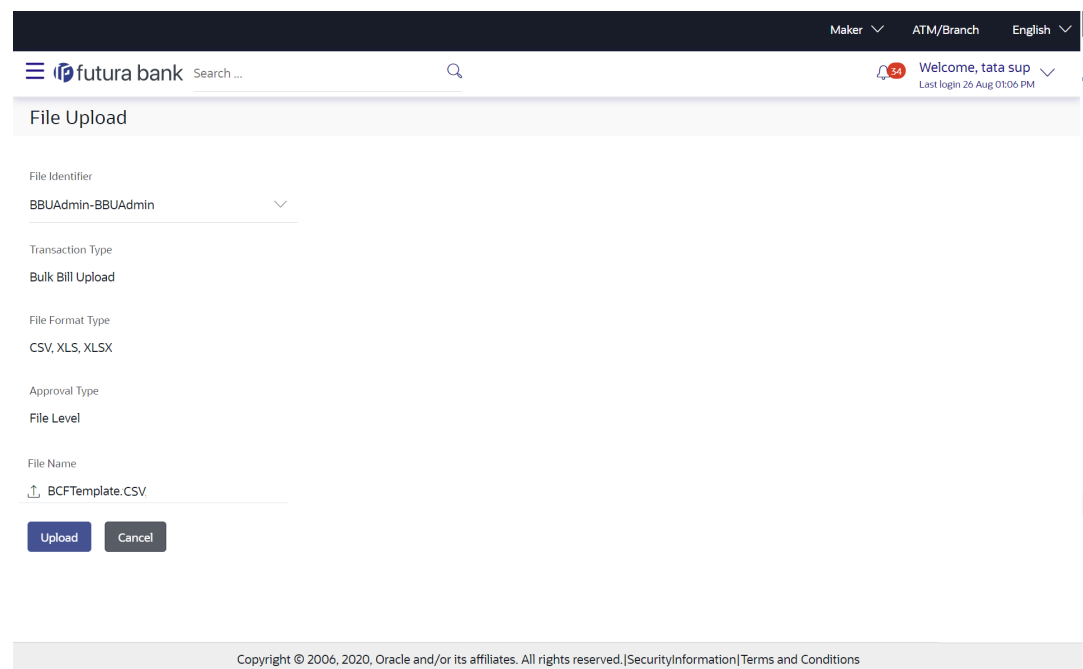
**Table 53-15 Field Description**

Field Name	Description
<b>File Identifier</b>	File identifier created earlier, in order to identify the file. This will list the file identifiers assigned by the administrator user to the logged in user for handling of file uploads.
<b>File Name</b>	Browse and select the file to be uploaded.

**To upload a file:**

1. Navigate to one of the above paths.  
The **File Upload** screen appears.
2. From the **File Identifier** list, select the file identifier.  
The **file identifier** details appear.
3. In the **File Name** field, select the file to be uploaded.  
The **file identifier** details appear.

**Figure 53-22 File Upload**



**Table 53-16 Field Description**

Field Name	Description
<b>File Identifier</b>	Select the File identifier created earlier and mapped to the user in order to identify the file.
<b>Transaction Type</b>	Displays the transaction type of the file upload. Information is displayed based on the parameters defined at the file identifier selected by the user.

**Table 53-16 (Cont.) Field Description**

Field Name	Description
<b>File Format Type</b>	<p>Displays the format in which the file can be uploaded. The file formats could be:</p> <ul style="list-style-type: none"> <li>• CSV</li> <li>• XLS</li> <li>• XLSX</li> </ul> <p>Information is displayed based on the parameters defined at the file identifier selected by the user.</p>
<b>Approval Type</b>	<p>Displays approval level of the file. For bill presentment type of a file, the approval type will always remain as Fil Level approval.</p> <ul style="list-style-type: none"> <li>• File Level: In a file type approval, the approver accepts or rejects the entire file, and all records are either processed or rejected.</li> </ul> <p>Information is displayed based on the parameters defined at the file identifier selected by the user.</p>
<b>Accounting Type</b>	<p>Displays accounting type of the file. This field is displayed for the files which are financial in nature.</p>
<b>File Name</b>	<p>Choose the file from the local machine for upload. Post choosing the file, displays the file name.</p>

4. Click **Upload**.

OR

Click **Cancel** to abort the file uploading process.

## 5. The success message along with the file reference ID and status of the transaction appears.

Click **OK** to complete the file upload.

OR

Click the **File Reference ID** to inquire about the uploaded file status.The **Uploaded File Inquiry** screen appears.

OR

Click **Home** to go to the Dashboard screen.

Click to view sample for file upload

**Figure 53-23 Sample data for File Upload**

1448	101	424	1	UNPAID	30-03-202	31-03-202	30-04-202	516.7	GBP
1534	451	3176	12	UNPAID	30-03-202	31-03-202	30-04-202	143.13	EUR
15235	101	3038	104	UNPAID	30-03-202	31-03-202	30-04-202	1235.11	EUR

## 53.6 Uploaded Files Inquiry

Through this option the user can view the files uploaded by the bank administrator user using OBAPIS platform (only those files that the user has access to) and their status.

- The search can be filtered on various parameters like status and file reference ID.

- The user can track the status of the file and if there is an error in the file, he / she can download the error file to arrive at the exact reason for error.
- For files in the 'Processed' status, the user can download Response file, to vet status of processing (in the host) for each record, of the file.
- The user can track file history and also check Individual record details.

**Prerequisites**

- File Identifier Maintenance
- User – File Identifier Mapping

**Features Supported In Application**

- View Uploaded File & its Status (Uploaded File Inquiry)

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **File Upload**. Under **File Upload** , click **Uploaded File Inquiry**.

OR

From **Corporate Dashboard**, click **Toggle Menu**, then click **Menu** and then click **File Upload**. Under **File Upload** , click **Uploaded File Inquiry**.

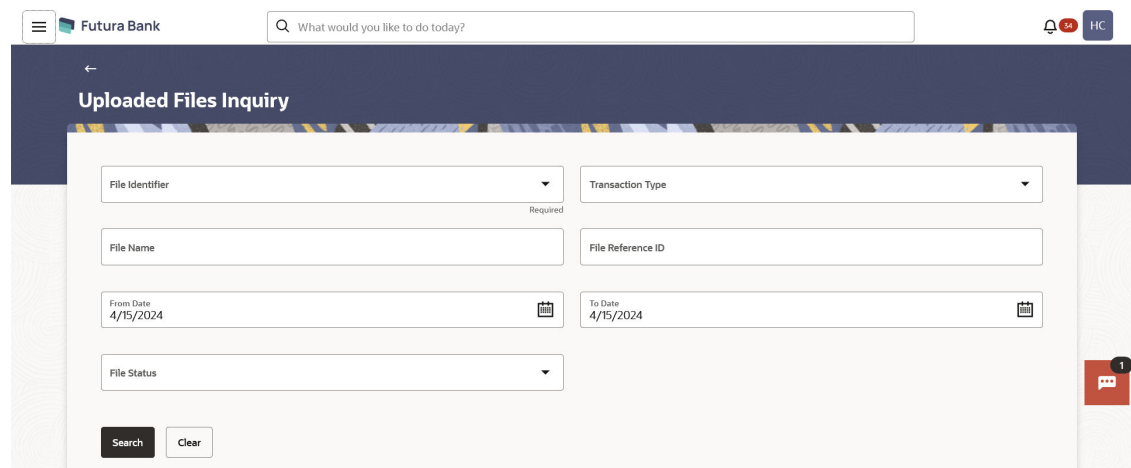
OR

From **Corporate Dashboard**, under **Quick Links**, click **Uploaded File Inquiry**.


- [Uploaded File Inquiry – Default View](#)
- [Uploaded File Inquiry – Search Filters](#)
- [Uploaded File Inquiry – File Details – Bill Presentment](#)

## 53.6.1 Uploaded File Inquiry – Default View

On accessing 'Uploaded File Inquiry' option from the menu, by default screen displays the summary of the files uploaded on that day with respective statuses. User can choose to view the details of the file by clicking on the **File Reference ID** or can even choose to search the files uploaded on previous days clicking search filters.



## 53.6.2 Uploaded File Inquiry – Search Filters

On clicking the  icon search filters gets enabled on the screen, bank administrator can search and view the files that are uploaded under a party with the file identifier, date range, transaction type, transaction reference ID and view the record details under the same.

User is expected to provide at least two search parameters to get the better result.

### To search and view the uploaded files:

1. Navigate to one of the above path.

The **Uploaded File Inquiry** screen appears.

2. Click  icon to expand the search criteria

The search section appears.

3. Enter any two search criteria in the search section.

4. Click **Search**.

The search results appear on the **Uploaded File Inquiry** screen based on the search parameters.

OR

Click **Clear** to reset the search criteria.

OR

Click **Cancel** to close the search panel.

Figure 53-24 Uploaded File Inquiry – Search

Upload Details	Type	File Identifier	File Name	File Reference ID	File Status	Total Amount
3/6/2024	Internal Funds Transfer	Int_SDSC_PPR_R-Internal sdsc rec PPR	bulk_upload.txt	743193310603	Processed	100
2/17/2024	Internal Funds Transfer	Int_SDSC_PPR_R-Internal sdsc rec PPR	SDSC_Internalrec22.txt	890465021702	Processed	66.54
2/9/2024	Internal Funds Transfer	Int_SDSC_PPR_R-Internal sdsc rec PPR	SDSC_InternalrecTEST47.txt	174241980902	Verified	67.57
2/9/2024	Internal Funds Transfer	Int_SDSC_PPR_R-Internal sdsc rec PPR	SDSC_InternalrecTEST47.txt	648964670902	Error	67.57
2/1/2024	Internal Funds Transfer	Int_SDSC_PPR_R-Internal sdsc rec PPR	SDSC_Internal2980.txt	196400190102	Verified	33.02
2/1/2024	Internal Funds Transfer	Int_SDSC_PPR_R-Internal sdsc rec PPR	SDSC_Internal2980.txt	848622170102	Verified	11.51
2/1/2024	Internal Funds Transfer	Int_SDSC_PPR_R-Internal sdsc rec PPR	bulk_upload.txt	297977010102	Processing In Progress	195.54
2/1/2024	Internal Funds Transfer	Int_SDSC_PPR_R-Internal sdsc rec PPR	bulk_upload.txt	260273820102	Processing In Progress	65.18
1/17/2024	Internal Funds Transfer	Int_SDSC_PPR_R-Internal sdsc rec PPR	SDSC_Internal2980.txt	880312811701	Processed	67.87

**File Status**

- **Uploaded** : File has been uploaded and file reference number is generated.
- **Approved** : File has been approved.
- **Rejected** : File has been rejected.
- **Processing In Progress** : File has been pre-processed and contains error.
- **Processed** : File is liquidated.
- **Processed with Exceptions** : File is processed but some of the records are in error.
- **Deleted** : File has been deleted.
- **Verified** : File has been pre-processed and authorization checks are done (limit + account access check).
- **Expired** : File has been expired.
- **Under Repair** :
- **Repaired** :

Table 53-17 Field Description

Field Name	Description
<b>Search</b>	
<b>File Identifier</b>	File identifier created earlier in order to identify the file. This will list the file identifiers assigned by the administrator user to the logged in user for handling of file uploads
<b>Transaction Type</b>	Search with the transaction type associated with the file.
<b>File Name</b>	Search with the file name of the uploaded file.
<b>File Reference ID</b>	Search with the file reference number which was generated while uploading the file.




Table 53-17 (Cont.) Field Description

Field Name	Description
<b>File Status</b>	Search with the status of the file uploads. <ul style="list-style-type: none"> <li>• Uploaded</li> <li>• Approved</li> <li>• Rejected</li> <li>• Processing In Progress</li> <li>• Error</li> <li>• Processed</li> <li>• Processed with Exceptions</li> <li>• Deleted</li> <li>• Verified</li> <li>• Expired</li> </ul>
<b>From Date</b>	From Date, to search for an uploaded file, in the specified date range.
<b>To Date</b>	To Date, to search for an uploaded file, in the specified date range.
<b>Search Results</b>	
<b>Upload Details</b>	Displays the file upload date and time.
<b>Type</b>	Displays the transaction type of file uploaded
<b>File Identifier</b>	Displays the file identifier selected while uploading the file.
<b>File Name</b>	Displays the name of the uploaded file.
<b>File Reference ID</b>	Displays the file reference number generated after the file was uploaded.
<b>File Status</b>	Displays the status of the uploaded file. The file status could be: <ul style="list-style-type: none"> <li>• Uploaded: File Uploaded and file reference number is generated.</li> <li>• Verified: File has been pre-processed and authorization checks done (limit + account access check). File is now Pending Approval.</li> <li>• Error: File has been pre-processed and contains error. The end of the life cycle of the file (File Level).The user can download the error file at this stage.</li> <li>• Processing in Progress: File is not yet liquidated.</li> <li>• Rejected: File has been rejected (File level). The end of the life cycle of the file.</li> <li>• Approved: File has been fully approved.</li> <li>• Processed: File is completely liquidated. The user can download a response file at this stage.</li> <li>• Processed with exception: File is partially liquidated – i.e. while some records are processed, others are not.</li> <li>• Expired: File has expired.</li> <li>• Deleted: File was deleted.</li> </ul>
<b>Action</b>	The available action icon against the uploaded file. The action is to delete the uploaded file. Only those files with record type of approval, and which are uploaded with a future date can be deleted. Such files are in Processing in Progress status.

5. Click the **File Reference ID** link to view the details.

The **Uploaded File Inquiry - File Details** screen appears.

OR

Click  icon against a specific file upload record to delete the record. A delete icon will be shown against a record, only when if a record is of a future date and is fully approved.

## 53.6.3 Uploaded File Inquiry – File Details – Bill Presentment

On clicking on the **File Reference ID** from the summary page of bill payment file, following screen is displayed to the user. The user can view the files uploaded by the bank administrator for bill presented for payments. Screen displays the basic file details like name, status, reference id etc. along with the file journey.

User can download file, error report if the file is in error status and even can download response file to know the record level details.

File details section also shows the records of the file in a summarized view along with respective status of each record. User can further delete the specific record if of the future date or not processed.

User can also choose to view the record details by clicking on the link available on each record. User gets directed to the screen which shows the individual record details along with the file details using which the record was uploaded. Each record details is specific to the transaction type which user is inquiring.



### Note:

The maximum number of records permissible in the uploaded file is a configurable parameter at the File Identifier.

**Figure 53-25 File Details**

The screenshot displays the 'Uploaded Files Inquiry' interface for 'Futura Bank'. The main section is titled 'File Details' and shows the following information:

- File Name:** SDSC\_Internal2980.txt
- File Reference Id:** 790001621801
- File Status:** Processed
- Transaction Type:** Internal Funds Transfer
- Number of Records:** 5
- Response File Download:** [Download icon]

**File Workflow:** A progress bar shows five steps: 1. Uploaded, 2. Verified, 3. Approved, 4. Processing In Progress, and 5. Processed (highlighted).

**File Summary:** A table summarizes the transactions:

Transaction Type	Currency	Total No. of Transactions	Amount
Internal Funds Transfer	EUR	5	68.86

**Transaction Records Table:**

Reference No.	Value Date	Debit Account No.	Amount	Transfer Currency	Credit Account Details	Type	Record Status	Action
<input checked="" type="checkbox"/> 790001621801000001	12/18/2023	HELO298500038	EUR 11.32	EUR	Neil Patrick Harris HELO251000059	Internal Funds Transfer	Completed	[Download icon]
<input checked="" type="checkbox"/> 790001621801000002	12/18/2023	HELO298500038	EUR 12.49	EUR	SB HELO289200040	Internal Funds Transfer	Completed	[Download icon]
<input type="checkbox"/> 790001621801000003	12/18/2023	HELO298500038	EUR 13.91	EUR	Jim Manfred Parsons HELO250900032	Internal Funds Transfer	Completed	[Download icon]
<input type="checkbox"/> 790001621801000004	12/18/2023	HELO298500038	EUR 14.53	EUR	SB HELO289200040	Internal Funds Transfer	Completed	[Download icon]
<input type="checkbox"/> 790001621801000005	12/18/2023	HELO298500038	EUR 16.61	EUR	Ehlert Motors Incorporated HELO291000026	Internal Funds Transfer	Completed	[Download icon]

At the bottom, there is a 'Download as' dropdown menu and a 'Back' button.


**Table 53-18 Field Description**

Field Name	Description
<b>File Name</b>	File name of the uploaded file. User can download the file by clicking in the icon available besides the file name.
<b>Transaction Type</b>	Displays the transaction type associated with the file.
<b>File Reference ID</b>	Displays the file reference number, which was generated while uploading the file.
<b>Number of Records</b>	Displays the total number of records uploaded as a part of the file.
<b>File Status</b>	Displays the status of the file uploads.
<b>Error Report</b>	Shows an icon to download the error file in case the uploaded file faced some runtime issue and failed to execute.
<b>Response File Download</b>	Shows an icon to download the error response file.
<b>Transaction Reference ID</b>	The transaction reference number, which was generated at the time of transaction execution.
<b>File Workflow</b>	Flow displaying various stages and status of file upload.

**To view all transactions:**

1. Navigate to the above path.

The **Uploaded File Inquiry** screen appears.

2. In the **File Name** field, click  icon to download the originally uploaded file.

In the **Response File Download** field click  icon to download the response file.

3. Click **Download** as to download the file in .pdf or .csv format.

The search results are displayed.

OR

Click **Delete** to delete the uploaded file.

OR

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

 **Note:**

If there is an error during file verification (i.e. the file is in error status), an option will be available to download the generated error file.

## 53.7 FAQ

1. **What are some of the validations that a file goes through at various stages, in its life cycle?**

The following are the validations performed on an uploaded file by OBAPIS and subsequently by the Host, before file is liquidated.

<b>Sr No</b>	<b>Events</b>	<b>Applicable to</b>	<b>Checks</b>
1	On File Upload	All Files	File contents should not match an already uploaded file
2	On File Upload	All Files	File should not exceed the Maximum Size limit
3	On File Upload	All Files	The File Extension type should be the ones permitted
4	On File Upload	All Files	The file should not be Malicious
5	At Pre-Processing	All Files	The format for all fields, should be as templated viz., Date, Currency in accordance with ISO standards, Party-numeric, account number-alphanumeric etc.
6	At Pre-Processing	All Files	The Party should be valid, should exist
7	File At Pre-Processing	All Files	Party and Debit account should belong to each other
8	At Pre-Processing	All Files	User should have access to Debit Account (If applicable for the type of file selected)
9	At Pre-Processing	All Files	Debit account should not be in closed status (If applicable for the type of file selected)
10	At Pre-Processing	All Files	Transaction Limits are not violated at user level (If applicable for the type of file selected)
11	At Pre-Processing	All Files	Payment date should not be in the past (If applicable for the type of file selected)
12	At Pre-Processing	All Files	Payment date should not be a holiday as per the host calendar maintenance (If applicable for the type of file selected)
13	At Pre-Processing	All Files	Debit account should be a CASA account, not loan or TD (If applicable for the type of file selected)

<b>Sr No</b>	<b>Events</b>	<b>Applicable to</b>	<b>Checks</b>
14	At Pre-Processing	All Files	Debit currency in the file, should match the currency of the CASA account (If applicable for the type of file selected)
15	At Pre-Processing	Internal Files	Transaction currency should match either the debit or credit CASA (If applicable for the type of file selected)
16	At Pre-Processing	Internal Files	The Credit Account should be a CASA account, not loan or TD (If applicable for the type of file selected)
17	At Pre-Processing	All SDSC and SDMC files	A file with multiple records, should have the same debit account (If applicable for the type of file selected)
18	At Pre-Processing	Internal Ad hoc	The Purpose of remittance should be valid (If applicable for the type of file selected)
19	At Pre-Processing	Domestic Files	The NEFT / RTGS code should be valid (If applicable for the type of file selected)
20	At Approval	All Files	Cumulative limits should not be violated either for the Approver and the Party (If applicable for the type of file selected)
21	Validations in Core	All Files	The Debit account should have sufficient balance (If applicable for the type of file selected)
22	Validations in Core	All Files	Debit account should not be in dormant status (If applicable for the type of file selected)
23	Validations in Core	All Files	Debit account should not be in debit block status (If applicable for the type of file selected)

Sr No	Events	Applicable to	Checks
24	Validations in Core	Internal Files	The Credit CASA account should not be closed (If applicable for the type of file selected)
25	Validations in Core	Internal Files	There should not be a Credit Block on the CASA account (If applicable for the type of file selected)
26	Validations in Core	International Files	The BIC / SWIFT code should be valid, as per the BIC / Clearing directory as maintained in the host system (If applicable for the type of file selected)

**2. If some records in a file are liquidated, others are deleted, what will the status of the file be?**

The following table shows the file status which is followed to depict various status of the file upload. So if all the records of file are liquidated then the file status is processed, and if any of the records in the file is liquidated while all the other are rejected the file status will be processed, and if any of the records is liquidated and rest all have an error the file status will be processed with exception.

Verified	Approved	Processing in Progress	Liquidated	Rejected	Deleted	Error	File Status
All							Verified
	All						Approved
		All					Processing in Progress
			All				Processed
				All			Rejected
					All		Deleted
						All	Error
			1	1			Processed
			1		1		Processed
			1			1	Processed with exception
			1	1	1		Processed
			1	1	1	1	Processed with exception
				1	1		Deleted
				1		1	Processed with exception

Verified	Approved	Processing in Progress	Liquidated	Rejected	Deleted	Error	File Status
					1	1	Processed with exception

**3. If a payment file is in the approved status, does it mean that all the records are successfully liquidated?**

No, the file still has to successfully pass validations in the host system, before records are processed.

**4. Can a user delete the entire file or deletion of only individual records within a file is allowed?**

Whether only records can be deleted, or the entire file will be deleted depends on the accounting type of the file, and the approval type (Record Level or File level)

The table below throws light on the combinations allowed

Sr No	Accounting Type	Authorization Type	File / Record Deletion allowed?
1	SDMC	File Level	Not allowed
2	SDSC	File Level	Not allowed
3	SDSC	Record Level	Only records can be deleted, and not the entire file
4	MDMC	Record Level	Only records can be deleted, and not the entire file

**5. If a working window is set for the File Upload transaction – how will processing be impacted outside of the working window?**

Outside of the transaction working window set for file uploads, processing will depend on whether the file has a Record Level approval or a File Type approval.

Files with a File Type approval – will be rejected, outside of the transaction working window

Files with Record Type approval – if some records are processed within the working window, will be completed – if processing of some records, falls outside of the working window – these will be rejected.

**6. What is the impact of limits on processing of File Upload transactions?**

File uploads transaction will utilize limits depending on if the transfer is an internal, domestic, or international funds transfer.

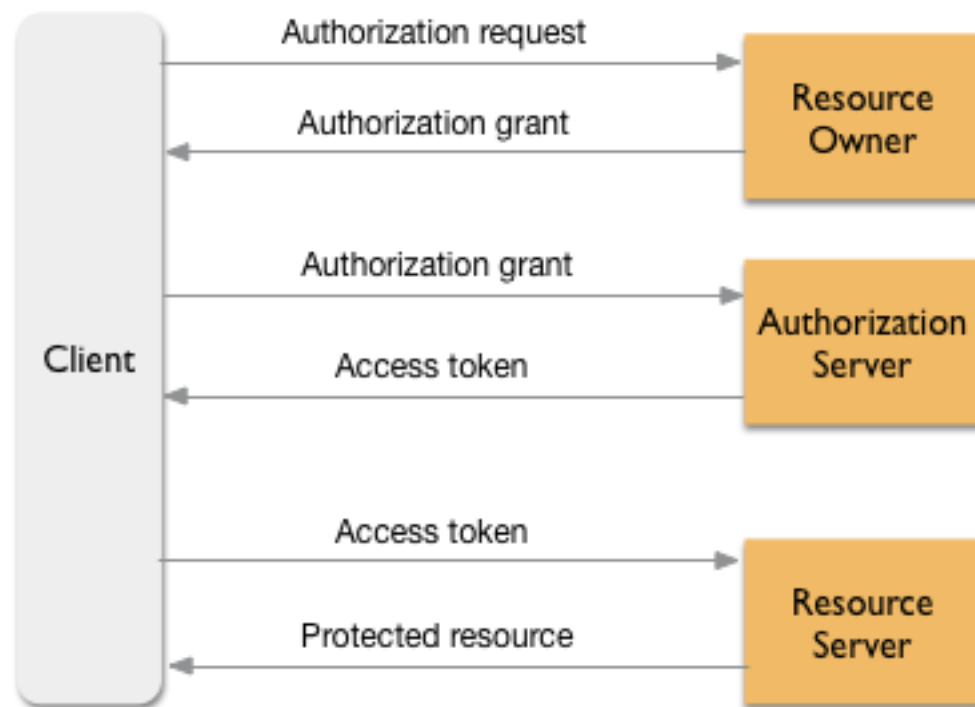
Further, for domestic funds transfer – limits are defined for each network – NEFT, RTGS and IMPS. Limits will be checked at the pre-processing's stage for file uploads.

**7. After a file is successfully uploaded, is the user provided notifications on its status?**

Yes, Users mapped to the FI – initiators and approvers of the file, are provided with alerts / notification, as file progresses from the Uploaded stage to Approved to Processing in Progress to the Processed stage. Alternately, users can log in to view the status of the file.

## OAuth 2.0

The OAuth 2.0 authorization framework enables a third-party application to obtain limited access to an HTTP service, either on behalf of a resource owner by orchestrating an approval interaction between the resource owner and the HTTP service, or by allowing the third-party application to obtain access on its own behalf.



- **Client** - It is the third party app (running on mobile or on browser) that makes requests to the resource server for protected resources on behalf of the resource owner. The resource owner must give the app permission to access the protected resources.
- **Resource owner** - The person who is capable of granting access to a protected resource.
- **Resource server** - The resource server needs some kind of authorization before it will serve up protected resources to the app.
- **Authorization server** - The authorization server is implemented in compliance with the OAuth 2.0 specification, and it is responsible for validating authorization grants and issuing the access tokens that give the app access to the user's data on the resource server.

**The following administrative maintenances needs to be done as part of OAuth Server Setup:**

- Identity Domain Definition
- Resource Server Definition



- [Client Definition](#)
- [Identity Domain Maintenance](#)
- [Resource Server Maintenance](#)
- [Client Maintenance](#)

## 54.1 Identity Domain Maintenance

The Identity Domain corresponds to the notion of a tenant and each identity domain corresponds to an identity store. All artifacts such as resource server and client needs to be created under an identity domain.

As part of the Identity Domain definition, Identity store as well as token settings can be defined.

Currently only 'Embedded LDAP' i.e. DB Authenticator as Identity Store is supported.

### **Pre-Requisites**

- Transaction access is provided to System Administrator.

### **Features supported in application**

Using this option System Administrator can perform the following actions:

- [Create Identity Domain](#)
- [Edit Identity Domain details](#)
- [View Identity Domain details](#)

### **Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **OAuth**. Under **OAuth** , click **Identity Domain Maintenance**.

- [Identity Domain Maintenance - Search](#)
- [Identity Domain Maintenance – Edit](#)
- [Identity Domain Maintenance – Create](#)

### 54.1.1 Identity Domain Maintenance - Search

User can search for any maintained Identity Domains by entering the required search parameters.

#### **To view all transactions:**

1. Navigate to the above path.

The **Identity Domain Maintenance** screen appears.

2. Enter the Identity Domain Name.
3. Click **Search**.

The search results appears.

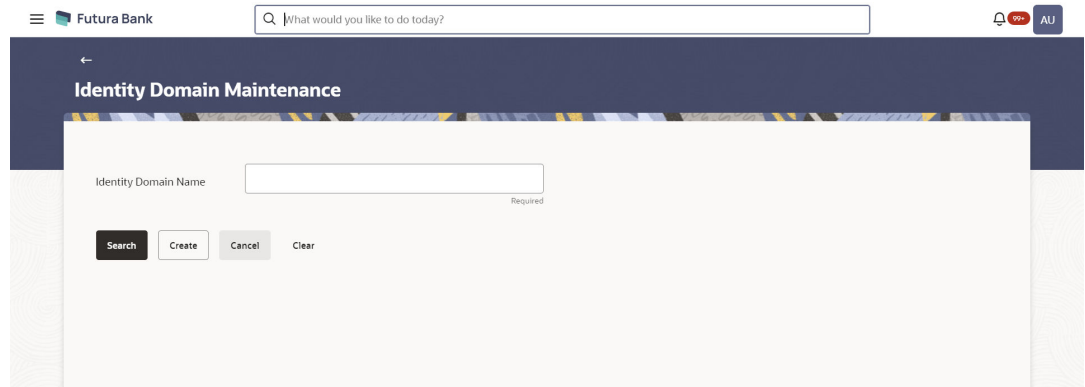
OR

Click **Cancel** to cancel the transaction.

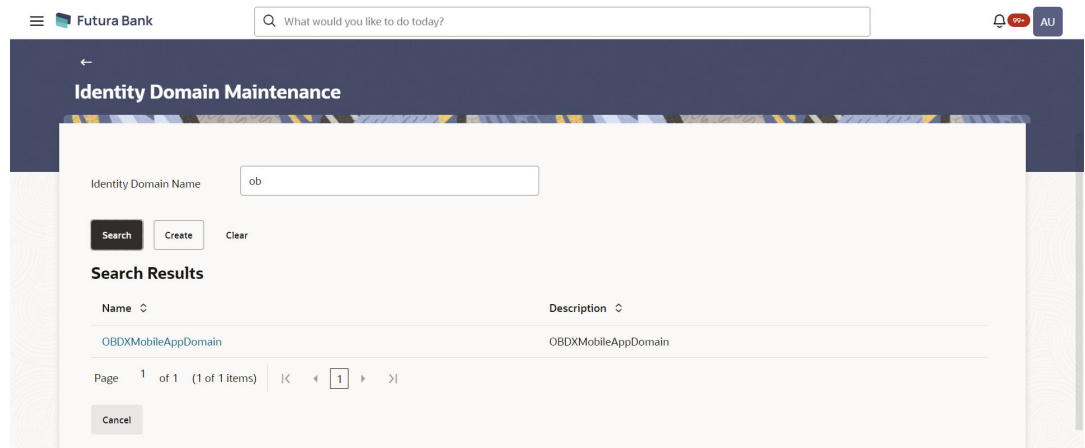
OR

Click **Clear** if you want to reset the search parameters.

**Figure 54-1 Identity Domain Maintenance – Search**



**Figure 54-2 Identity Domain Maintenance – Search Results**



**Table 54-1 Field Description**

Field Name	Description
<b>Identity Domain Name</b>	Specify the name of the identity domain that is to be searched
<b>Search Result</b>	
<b>Name</b>	System displays the name of the identity domain based on the input search parameter
<b>Description</b>	System displays the description of the identity domain

4. Click on **Name** link to view details of a specific identity domain.

Figure 54-3 Identity Domain Maintenance – View

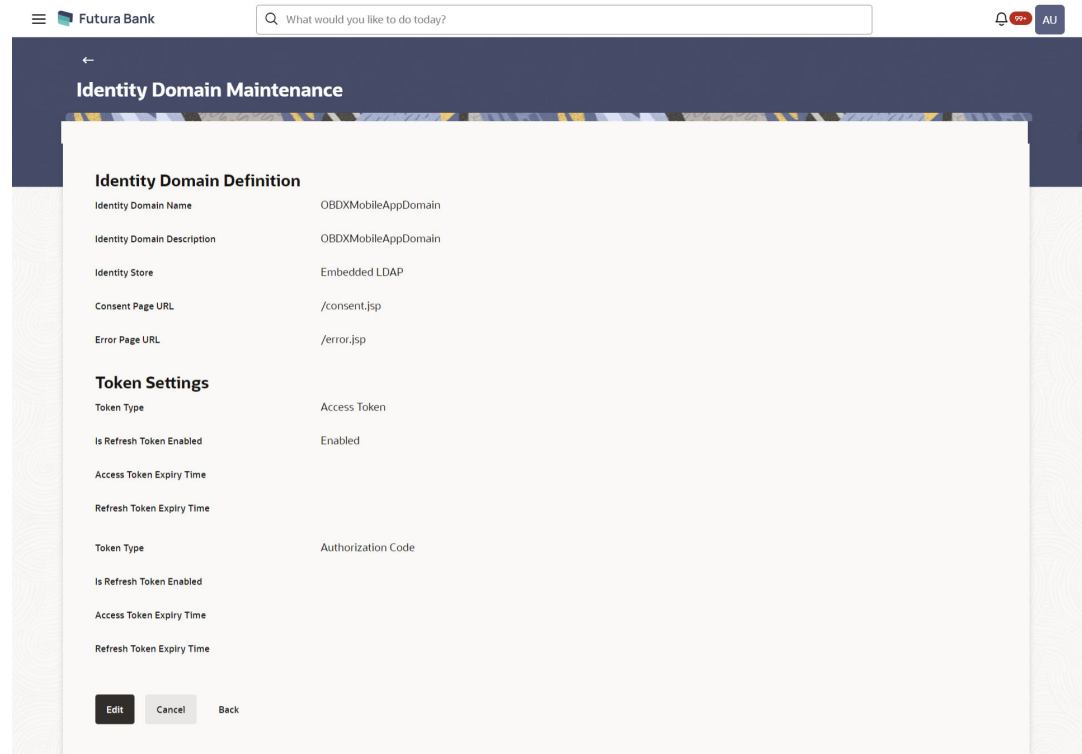


Table 54-2 Field Description

Field Name	Description
<b>Identity Domain Definition</b>	
<b>Identity Domain Name</b>	Displays the name of the Identity Domain.
<b>Identity Domain Description</b>	Displays the description of the Identity Domain.
<b>Identity Store</b>	Displays the Identity Domain store.
<b>Consent page URL</b>	Displays the Consent page URL.
<b>Error page URL</b>	Displays the Error page URL.
<b>Token Settings</b>	
<b>Token Type</b>	Displays the token type i.e. Access Token or Authorization Code.
<b>Is Refresh Token Enabled</b>	Displays whether refresh token is enabled.
<b>Access Token Expiry Time</b>	Displays the maintained expiry time for an access token.
<b>Refresh Token Expiry Time</b>	Displays the maintained expiry time for a refresh token.
<b>Token Type</b>	Displays the token type i.e. Access Token or Authorization Code.
<b>Is Refresh Token Enabled</b>	Displays whether refresh token is enabled for token type 'Authorization Code'.
<b>Access Token Expiry Time</b>	Displays the maintained expiry time for an access token with token type 'Authorization Code'.
<b>Refresh Token Expiry Time</b>	Displays the maintained expiry time for refresh token with token type 'Authorization Code'.

5. Click **Edit** to edit the **Identity Domain** details.

User is directed to the **Identity Domain Maintenance - Edit** screen with values in editable form.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Back** to navigate to previous screen.

## 54.1.2 Identity Domain Maintenance – Edit

This function enables the System Administrator to edit the details of maintained identity domains. As part of edit, System Administrator can modify the details i.e. URLs as well as token settings for an identity domain.

**To edit or update an identity domain:**

1. Navigate to the above path.

The **Identity Domain Maintenance** screen appears.

2. In **Identity Domain Maintenance** screen, in the **Identity Domain Name** field, enter the identity domain name.

3. Click **Search**.

The search results appears.

4. Click the **Name** link of the record whose details you want to view.

The **Identity Domain Maintenance – View** screen appears.

5. Click **Edit** to modify the identity domain details.

The **Identity Domain Maintenance – Edit** screen appears in editable form.

**Figure 54-4 Identity Domain Maintenance – Edit**

6. Click **Save** to save the template information.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
7. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
8. The success message of identity domain details modification appears along with the reference number.  
Click **OK** to complete the transaction.

## 54.1.3 Identity Domain Maintenance – Create

This function enables the System Administrator to create an identity domain. As part of Identity Domain definition, the administrator can define the identity store, different URLs i.e. redirect and Error URLs and the token settings.

**To create an identity domain:**

1. Navigate to the above path.  
The **Identity Domain Maintenance** screen appears.
2. Click **Create** to create a new Identity Domain.  
The **Identity Domain Maintenance - Create** screen appears.

**Figure 54-5 Identity Domain Maintenance – Create**

**Table 54-3 Field Description**

Field Name	Description
<b>Identity Domain Definition</b>	
<b>Identity Domain Name</b>	Specify the name of the Identity Domain.
<b>Identity Domain Description</b>	Specify the Identity Domain description.
<b>Identity Store</b>	Select the Identity store to be mapped for the identity domain. Currently only Embedded LDAP is supported for the identity store.

**Table 54-3 (Cont.) Field Description**

Field Name	Description
<b>Consent page URL</b>	Specify the Consent page URL. This is the page on which the user will get re-directed to provide consent to the Third Party Provider (TPP)
<b>Error page URL</b>	Specify the Error page URL. This is the page on which the user will get re-directed to in case of incorrect details.
<b>Token Setting</b>	
<b>Token Type</b>	Displays the token type as Access Token. Token settings can be defined for both token types i.e. Authorization Code and Access Token
<b>Access Token Expiry Time</b>	Specify the expiry time for the access token.
<b>Is Refresh Token Enabled</b>	Specify whether the refresh token needs to be enabled. If enabled, the TPP will be provided with a refresh token along with access token.
<b>Refresh Token Expiry Time</b>	Specify the expiry time for refresh token. This field will be enabled to enter the expiry time only if <b>Refresh Token</b> is enabled.
<b>Token Type</b>	Displays the token type as Authorization Code. Token settings can be defined for both token types i.e. Authorization Code and Access Token
<b>Access Token Expiry Time</b>	Specify the expiry time for the access token for token type as authorization code
<b>Is Refresh Token Enabled</b>	Specify whether the refresh token needs to be enabled. If enabled, the TPP will be provided with a refresh token along with access token for token type Authorization Code.
<b>Refresh Token Expiry Time</b>	Specify the expiry time for refresh token. This field will be enabled to enter expiry time only if <b>Refresh Token</b> is enabled for token type 'Authorization Code'

3. In the **Identity Domain Name** field, enter name for an identity domain to be created.
4. In the **Identity Domain Description** field, enter description for an identity domain to be created.
5. From the **Identity Store** list, select the Identity store for the identity domain.
6. In the **Consent Page URL** field, enter URL for the consent page on which the user needs to be re-directed for providing consent to the TPP.
7. In the **Error Page URL** field, enter URL for the error page on which the user needs to be re-directed in case of incorrect details entered.
8. In the **Access Token Expiry Time** field for token type **Access Token**, enter the expiry time for the access token in days and hh:mm format.
9. Click the **Is Refresh Token Enabled** toggle to 'Y' if there is a need to provide with a refresh token along with an access token.
  - In the **Refresh Token Expiry Time** field, enter the expiry time for the refresh token in days and hh:mm format.
10. In the **Access Token Expiry Time** field of **Authorization Code Token** type, enter the expiry time for the access token in days and hh:mm format.
11. Click the **Is Refresh Token Enabled** toggle to 'Y' if there is a need to provide with a refresh token along with an access token for token type 'Authorization Code'

- In the **Refresh Token Expiry Time** field, enter the expiry time for the refresh token in days and hh:mm format. This expiry time is for refresh token with token type 'Authorization Code'
12. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
  13. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
  14. The success message of identity domain details modification appears along with the reference number.  
Click **OK** to complete the transaction.

## 54.2 Resource Server Maintenance

The resource server is the server that contains the user's information that is being accessed by the third party application and handles authenticated requests after the application has obtained an access token.

Resource Server is always associated to one Identity Domain. Through this maintenance, the administrator can define scopes for the resource server. Scopes are transactions or inquiries that are provided to the client so that the TPP/client can transact or inquire on behalf of the customer with an access token provided the customer has provided consent to the TPP.

### Pre-Requisites

- Transaction access is provided to System Administrator.

### Features supported in application

Using this option System Administrator can perform the following actions:

- Create Resource Server
- Edit Resource Server
- View Resource Server

### Navigation Path:

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **OAuth**. Under **OAuth**, click **Resource Server Maintenance**.

- [Resource Server Maintenance - Search](#)
- [Resource Server Maintenance – Edit](#)
- [Resource Server Maintenance – Create](#)



## 54.2.1 Resource Server Maintenance - Search

User can search for any maintained Resource Servers by entering the required search parameters.

**To search for a Resource Server:**

1. Navigate to the above path.

The **Resource Server Maintenance** screen appears.

2. In the **Resource Server Name** field, enter name of the resource server that is to be searched.
3. From the **Identity Domain** list, select the appropriate identity domain from which resource servers are to be searched. One Identity Domain can have multiple resource servers associated.
4. Click **Search**.

Based on the input search parameters, system will display the search results i.e. Resource Server Name and Description.

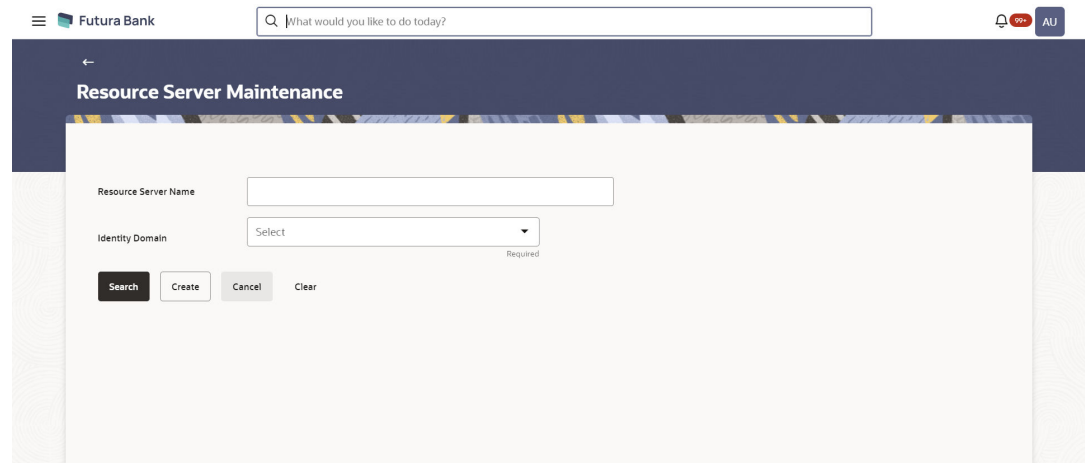
OR

Click **Cancel** to cancel the transaction.

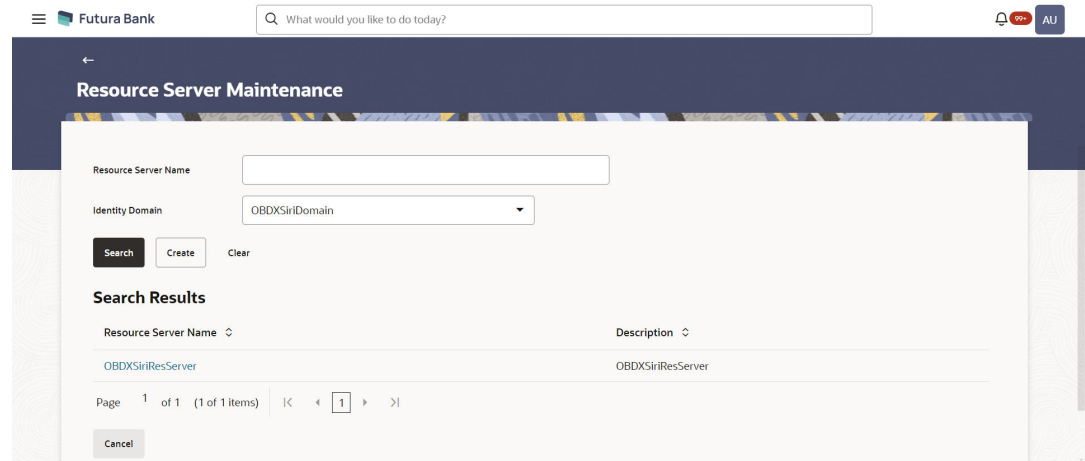
OR

Click **Clear** if you want to reset the search parameters.

**Figure 54-6 Resource Server Maintenance – Search**



**Figure 54-7 Resource Server Maintenance – Search Summary**

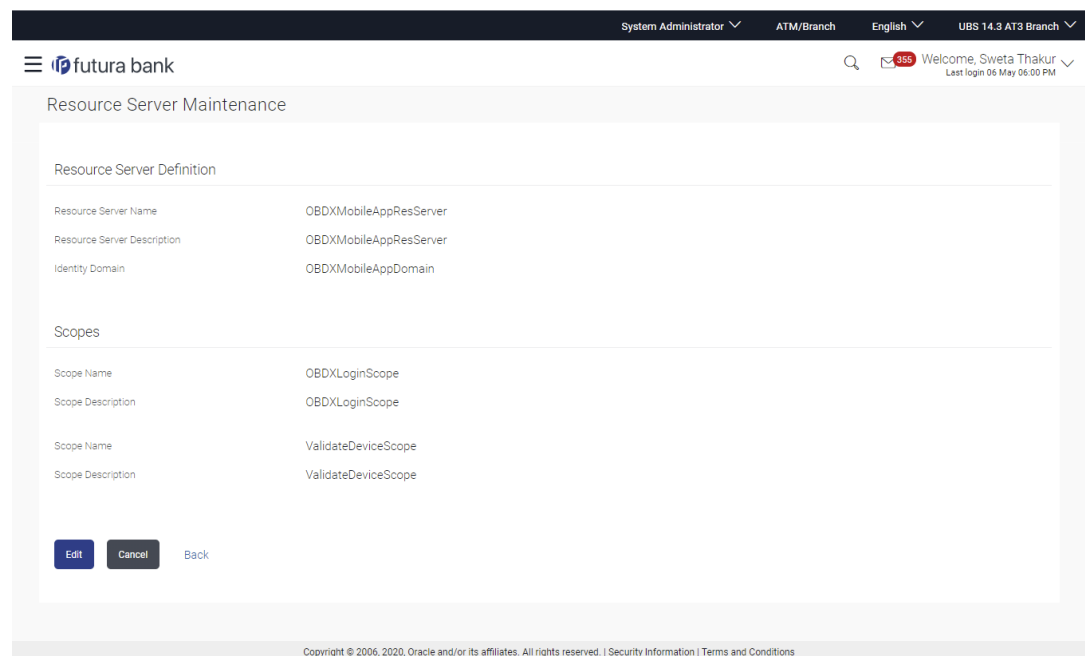


**Table 54-4 Field Description**

Field Name	Description
<b>Resource Server Name</b>	Specify the name of the resource server that is to be searched
<b>Identity Domain Name</b>	Select the name of the identity domain in which resource server(s) are to be searched
<b>Search Result</b>	
<b>Resource Server Name</b>	System displays the name of the resource server based on the input search parameter
<b>Description</b>	System displays the description of the resource server.

5. Click on **Resource Server Name** link to view details of a specific resource server.

**Figure 54-8 Resource Server Maintenance – View**



**Table 54-5 Field Description**

Field Name	Description
<b>Resource Server Definition</b>	
<b>Resource Server Name</b>	Displays the name of the resource server.
<b>Resource Server Description</b>	Displays the resource server description.
<b>Identity Domain</b>	Displays the Identity Domain name to which resource server belongs.
<b>Scopes</b>	
<b>Scope Name</b>	Displays the name of the scopes for resource server.
<b>Scope Description</b>	Displays the description of the defined scopes for resource server.

- Click **Edit** to edit the Resource Server details if required.

User is directed to the **Resource Server Maintenance - Edit** screen with values in editable form.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Back** to navigate to previous screen.

## 54.2.2 Resource Server Maintenance – Edit

This function enables the System Administrator to update the details of the maintained resource servers. System Administrator can modify the resource server details i.e. add new scopes or remove existing scopes.


### To update resource server details:


- Navigate to the above path.  
The **Resource Server Maintenance** screen appears.
- In the **Resource Server Name** field, enter name of the resource server which is to be searched.
- From the **Identity Domain** list, select the appropriate identity domain from which resource server is to be searched.
- Click **Search**.  
The search results appears.
- Click the **Resource Server Name** link of the record whose details you want to view.  
The **Resource Server Maintenance – View** screen appears.
- Click **Edit** to edit the Resource Server.  
The **Resource Server Maintenance – Edit** screen appears in editable form.

**Figure 54-9 Resource Server Maintenance – Edit**

7. Update the details as required.

 **Note:**

Click on  icon to add new scope(s) for the resource server.

Click on  icon against the already added scope to remove the scope from the resource server.

8. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
9. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
10. The success message of resource server details modification appears along with the transaction reference number.  
Click **OK** to complete the transaction.

## 54.2.3 Resource Server Maintenance – Create

This function enables the System Administrator to create a resource server. As part of Resource definition, the administrator can select the Identity Domain in which the resource server needs to be created and also define the scopes for the resource server.

**To create resource server:**

1. Navigate to the above path.  
The **Resource Server Maintenance** screen appears.
2. Click **Create** to create a new Identity Domain.  
The **Resource Server Maintenance - Create** screen appears.

**Figure 54-10 Resource Server Maintenance – Create**

The screenshot shows the 'Resource Server Definition' form within the 'Resource Server Maintenance' interface. The form contains the following fields and controls:


- Resource Server Name:** Text input field containing 'OBDXSIRIServer'.
- Resource Server Description:** Text input field containing 'OBDXSIRIServer'.
- Identity Domain:** Dropdown menu showing 'OBDXSiriDomain'.
- Scopes:**
  - Scope Name:** Text input field containing 'validateddevicescope'. A 'Delete Scope' button is to its right.
  - Scope Description:** Text input field containing 'validateddevicescope'.
  - Add Scope:** Button below the scope fields.
- Save, Cancel, Back:** Buttons at the bottom of the form.


**Table 54-6 Field Description**


Field Name	Description
<b>Resource Server Definition</b>	
<b>Resource Server Name</b>	Specify the name of the resource server.
<b>Resource Server Description</b>	Specify the resource server description.
<b>Identity Domain</b>	Select an Identity Domain in which the Resource Server needs to be created.
<b>Scopes</b>	
<b>Scope Name</b>	Specify the name of the scope to be created for a resource server
<b>Scope Description</b>	Specify the description for the scope to be created for a resource server.

3. In the **Resource Server Name** field, enter name for resource server to be created.
4. In the **Resource Server Description** field, enter description for resource server to be created.
5. From the **Identity Domain** list, select the appropriate identity domain in which the resource server is to be created.

6. In the **Scope Name** field, enter the scope name for resource server.
7. In the **Scope Description** field, enter the description for the scope to be defined for resource server.

 **Note:**

Click on  icon to add new scope(s) for the resource server.

Click on  icon against the already added scope to delete it.

8. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
9. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
10. The success message of resource server creation appears along with the reference number.  
Click **OK** to complete the transaction.

## 54.3 Client Maintenance

Clients are Third Party Provides (TPPs) that can access information from the resource server on behalf of the user provided the user has provided consent to the TPPs. As part of this definition, the administrator can define client details i.e. client ID, client name, scopes, redirect URLs etc.

### Pre-Requisites

- Transaction access is provided to System Administrator.

### Features supported in application

Using this option System Administrator can perform the following actions:

- [Create Client](#)
- [Edit Client](#)
- [View Client](#)

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **OAuth**. Under **OAuth** , click **Client Maintenance**.

- [Client Maintenance - Search](#)
- [Client Maintenance – Edit](#)
- [Client Maintenance – Create](#)

## 54.3.1 Client Maintenance - Search

User can search for any maintained Clients by entering the required search parameters.

**To search for any maintained client:**

1. Navigate to the above path.  
The **Client Maintenance** screen appears.
  2. Enter the **Client Name** as one of the search criteria.
  3. Click **Search**.  
The search summary appears.
- OR
- Click **Cancel** to cancel the transaction.
- OR
- Click **Clear** if you want to reset the search parameters.

**Figure 54-11 Client Maintenance – Search**

The screenshot displays the 'Client Maintenance' search interface. At the top, there is a navigation bar with the 'Futura Bank' logo on the left, a search bar with the placeholder text 'What would you like to do today?', and a user profile icon labeled 'AU' on the right. Below the navigation bar is a dark blue header with a back arrow and the text 'Client Maintenance'. The main content area is a light gray form with the following fields: 'Client Id' (text input), 'Client Name' (text input), 'Identity Domain' (dropdown menu with 'Please Select' and a 'Required' label), and 'Client Type' (dropdown menu with 'Please Select'). At the bottom of the form are four buttons: 'Search' (dark gray), 'Create' (light gray), 'Cancel' (light gray), and 'Clear' (light gray).

**Figure 54-12 Client Maintenance – Search Summary**

The screenshot displays the 'Client Maintenance' search interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main header shows the 'futura bank' logo and a user greeting 'Welcome, Sweta Thakur' with a 'Last login 06 May 06:00 PM' timestamp. The search filters include 'Client Id', 'Client Name', 'Identity Domain' (dropdown set to 'OBDXMobileAppDomain'), and 'Client Type' (dropdown set to 'Please Select'). A 'Search' button and a 'Clear' link are provided. The search results table has columns for 'Client Id', 'Client Name', 'Identity Domain', and 'Client Type', with one entry: '2d79e939e0424mobapp8e5fab436fb5581', 'OBDXMobileAppClient', 'OBDXMobileAppDomain', and 'Confidential'. A 'Page 1 of 1 (1 of 1 items)' indicator and a 'Cancel' button are also present. On the right, a 'Client' section explains that clients are Third Party Providers and includes a 'Create' button. The footer contains copyright information: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Table 54-7 Field Description**

Field Name	Description
<b>Client ID</b>	Specify the Client ID that is to be searched.
<b>Client Name</b>	Specify the Client Name if the client needs to be searched based on client name.
<b>Identity Domain</b>	Select the Identity Domain in which the client needs to be searched.
<b>Client Type</b>	Select the type of client based on which search is to be done.
<b>Search Result</b>	
<b>Client ID</b>	System displays the client ID of the client based on the input search parameters.
<b>Client Name</b>	System displays the client name of the client based on the input search parameters.
<b>Identity Domain</b>	System displays the name of identity domain to which client belongs.
<b>Client Type</b>	System displays the client type for the searched client.

4. Click on **Client Id** link to view details of the selected client.



Figure 54-13 Client Maintenance – View

The screenshot shows the 'Client Maintenance - View' interface. The top navigation bar includes 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The user is logged in as 'Welcome, Sweta Thakur' with a last login of '06 May 06:00 PM'. The main content area is titled 'Client Maintenance' and contains the following information:

Client Definition	
Client Id	2d79e939e0424mobapp8e5fab436fo5581
Client Name	OBDXMobileAppClient
Client Description	OBDXMobileAppClient
Identity Domain	OBDXMobileAppDomain
Client Type	Confidential Client
Grant Type	PASSWORD REFRESH_TOKEN

Redirect URL	
Redirect URL	http://localhost:8080/Sample.jsp

Scope	
Resource Server	OBDXMobileAppResServer
Scope	OBDXLoginScope ValidateDeviceScope
Default Scope	OBDXMobileAppResServer.ValidateDeviceScope

At the bottom of the form, there are three buttons: 'Edit' (blue), 'Cancel' (grey), and 'Back' (text link).

Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

Table 54-8 Field Description

Field Name	Description
<b>Client Definition</b>	
<b>Client ID</b>	Displays the Client ID of the selected Client
<b>Client Name</b>	Displays the Client Name of the selected client.
<b>Client Description</b>	Displays the Client description of the selected client.
<b>Identity Domain</b>	Displays the name of the Identity Domain to which client belongs.
<b>Grant Type</b>	Displays the grant type for the selected client.
<b>Redirect URL</b>	
<b>Redirect URL</b>	Displays the redirect page URLs for the selected client.
<b>Scope</b>	
<b>Resource Server</b>	Displays the name of the resource server to which the mapped scopes belong.
<b>Scope</b>	Displays the scope name defined for the client.
<b>Default Scope</b>	Displays the default scope defined for the client.

- Click **Edit** to update details of the client.

User is directed to the **Client Maintenance - Edit** screen with values in editable form.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Back** to navigate to previous screen.

## 54.3.2 Client Maintenance – Edit

This function enables the System Administrator to update the details of the maintained clients. System Administrator can update specific client details, Redirect URL, and scopes.

**To update client details:**

1. Navigate to the above path.  
The **Client Maintenance** screen appears.
2. Enter the search criteria.
3. Click **Search**.  
The search results appears.
4. Click the **Client ID** link of the record whose details you want to view.  
The **Client Maintenance – View** screen appears.
5. Click **Edit** to update the client details.  
The **Client Maintenance – Edit** screen appears in editable form.

**Figure 54-14 Client Maintenance – Edit**

The screenshot shows the 'Client Maintenance – Edit' interface. The form is organized into several sections: 'Client Definition', 'Redirect URL', and 'Select Scopes'. The 'Client Definition' section includes fields for Client Id, Client Name, Client Description, Identity Domain, Client Secret, Client Type, and Grant Type. The 'Redirect URL' section includes a field for the Redirect URL and an 'Add Redirect URL' button. The 'Select Scopes' section includes a Resource Server dropdown, a Scope field, and a Default Scope dropdown. At the bottom of the form, there are 'Add Redirect URL', 'Add Scope', and 'Add Default Scope' buttons, and 'Save', 'Cancel', and 'Back' buttons.

6. Update the details as required.

7. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
8. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
9. The success message of client details modification appears along with the transaction reference number.  
Click **OK** to complete the transaction.

### 54.3.3 Client Maintenance – Create

This function enables the System Administrator to create a new client i.e. Third Party Provider and define details like Client ID, Client Secret, Scopes, Redirect URLs etc.

**To create client:**

1. Navigate to the above path.  
The **Client Maintenance** screen appears.
2. Click **Create** to create a new client.  
The **Client Maintenance - Create** screen appears.


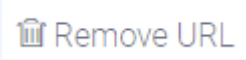
Figure 54-15 Client Maintenance - Create

Table 54-9 Field Description

Field Name	Description
<b>Client ID</b>	Specify the Client ID or click <b>Generate</b> to auto-generate the client Id for the client to be created.
<b>Client Name</b>	Specify the client name for the client to be created.
<b>Client Description</b>	Specify the client description for the client to be created.
<b>Identity Domain</b>	Select the Identity Domain to which client belongs.
<b>Client Secret</b>	Specify the client secret or click Generate to auto-generate the client secret for the client to be created.
<b>Client Type</b>	Select the client type for the client to be created.
<b>Grant Type</b>	Select the grant type for the client to be created. User can select multiple grant types.
<b>Redirect URL</b>	
<b>Redirect URL</b>	Specify the redirect page URL. It is the page that the user will need to be re-directed to post Authorization Code flow
<b>Select Scopes</b>	
<b>Resource Server</b>	Select the resource server from which the scopes need to be selected for the client.
<b>Scope</b>	Select the scope to be defined for the client. User can select multiple scopes from the same resource server.
<b>Default Scope</b>	Select the default scope to be defined for the client.


3. In the **Client Id** field, enter the client Id or click Generate to auto-generate the client Id for the client to be created.
4. In the **Client Name** field, enter name for the client to be created.
5. In the **Client Description** field, enter description for the client to be created.
6. From the **Identity Domain** list, select the identity domain in which the client needs to be created.
7. In the **Client Secret** field, enter the client secret or click Generate to auto-generate the client secret for the client to be created.
8. From the **Client Type** list, select the appropriate client type for the client to be created.
9. From the **Grant Type** list, select the appropriate grant type for the client to be created.

 **Note:**

Click  icon to add Redirect page URL.  
OR  
Click  icon to remove already added Redirect page URL.

10. From the **Default Scope** list, select the default scope to be defined for the client.

 **Note:**

Click **Add Scope** to add scope.  
OR  
Click Add Default Scope to add default scope.  
OR  
Click  icon to remove already added default scope.

11. Click **Save** to save the changes.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
12. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR

Click **Cancel** to cancel the transaction.

OR

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

13. The success message of client creation appears along with the reference number.

Click **OK** to complete the transaction.

# User Group Management

User group is a set of x users with similar interests and goals.

Using User Group Management option Bank administrator can maintain the user groups of Bank administrator and of corporate users of same party ID. User groups maintained by administrators for Bank administrator users and corporate users are used while creating approval workflows and approval rules.

Also the user groups created for Bank administrator type of user are used for mapping secured mail subjects. Each subject category can be linked to a group of Bank Administrator users. So that administrators will receive the mails only of the subjects mapped to the users.

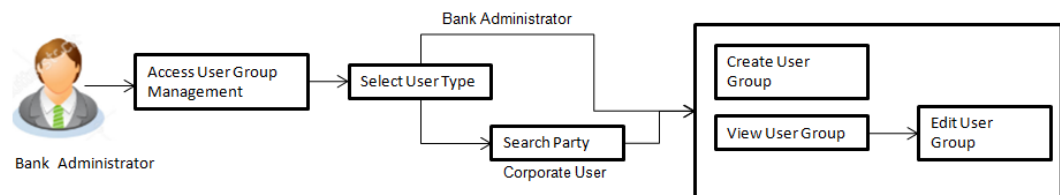
## Note:

- If Group corporate Flag is set as “ON” in system rules, then the corporate users group creation will not be allowed using this menu option. The Corporate Users Group can be setup using Group Corporate onboarding only,
- If Group corporate Flag is set as “OFF” in system rules, then the corporate user group must be setup using below mentioned steps.

## Prerequisites:

- Transaction access is provided to Bank Administrator.
- Multiple corporate and administrator users are maintained.
- Approval rule set up for Bank administrator to perform the actions.
- Party preference for which the groups are to be created is maintained and is active.

**Figure 55-1 Workflow**



## Features Supported In Application

User Group Management allows Bank Administrator to:

- [Create User Groups](#)

- [View User Groups](#)
- [Modify User Groups](#)

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Others**. Under **Others** , click **User Group Management**.



**Note:**

User Groups can also be maintained for Non Customer Corporates (for which the party id is not maintained in UBS or in Core banking system). For such cases i.e. non customer corporate (counterparties on boarded by Corporates) the system will look for the party ID in OBSCF/OBCMS.

- [User Groups – Select User Type](#)
- [User Groups – Admin User](#)
- [User Groups – Retail & Business User](#)
- [FAQ](#)

## 55.1 User Groups – Select User Type

Bank Administrator logs into the system and navigates to the User Group screen. On accessing the 'User Group Management' menu, Bank Administrator has to select the user type for whom the user groups are to be maintained.

1. Navigate to the above path.

The **User Type Selection** popup screen appears on **User Group Management** screen.

Select the appropriate option.

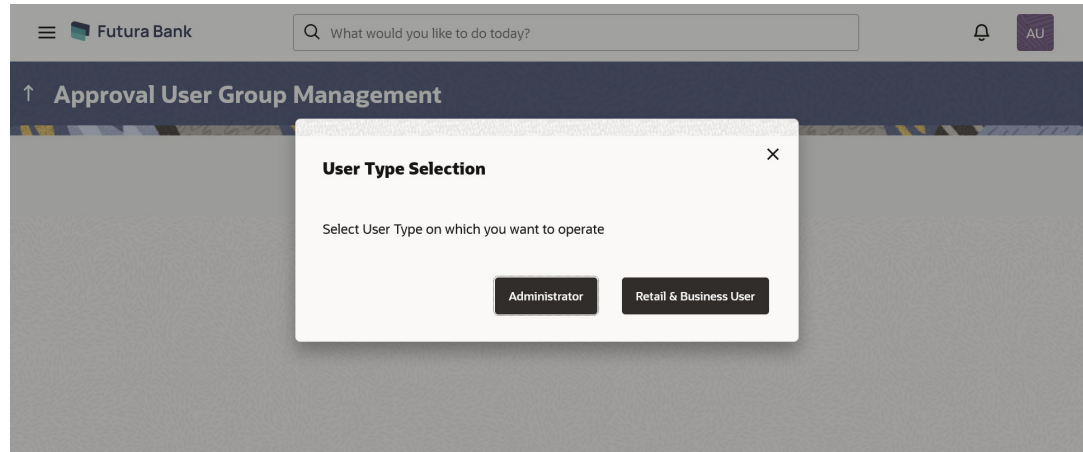
Click **Admin User** to access the user group management of Bank Administrator users.

OR

Click **Retail & Business User** to access the user group management of Retail & Business users.



**Figure 55-2 User Type Selection**



**User Group- Admin User:**

Bank Administrator user can search the user groups maintained for administrator users.

2. Click **Search** to search the matching records.

OR

Click **Cancel** to the transaction.

OR

Click **Clear** to reset the entered details.

## 55.2 User Groups – Admin User

- [User Groups - Admin User – Create](#)
- [User Groups - Admin User – Search Summary](#)
- [User Groups - Admin User – Edit Group](#)

### 55.2.1 User Groups - Admin User – Create

Bank Administrator can create user groups for the Administrator users. Administrator can create multiple user groups and one user can be part of multiple user groups, whereas creating a user group without any user is not allowed.

**To create a user group:**

1. Navigate to the above path.  
The **Administrator User Group** screen appears.
2. The **User selection** screen appears. Select the appropriate option.

**Figure 55-3 Admin User Group -Create**

The screenshot shows the 'Administrator User Groups' creation interface. At the top, there's a search bar with the text 'What would you like to do today?'. Below that, the title 'Administrator User Groups' is displayed. The form contains two main input fields: 'Group Code' with the value 'Admin1' and 'Group Description' with the value 'Admingrp1'. Underneath is a section titled 'User Information' which contains a list of users: 'SDADMIN' and 'nehabz1', each with a trash icon to its right. At the bottom of the form, there are four buttons: 'Add', 'Save', 'Cancel', and 'Back'.

**Table 55-1 Field Description**

Field Name	Description
<b>Create</b>	
<b>Group Code</b>	User group code.
<b>Group Description</b>	Description provided to the user group.
<b>Search Results - User Group</b>	
<b>User Name</b>	User name list to select and add a user to the user group. All the administrator users will be listed down
<b>User ID</b>	User IDs of each user selected from user list are displayed.

3. Click **Create**.
4. In the **Group Code** field, enter the group code.
5. In the **Group Description** field, enter the group name.
6. In the **User Group** section, click **Add** to add the selected user in the User Group. Once added, the user name will be removed from the user drop-down to avoid duplication of users.
7. Click **Save** to create the user groups.  
OR  
Click **Cancel** to close the maintenance creation process.  
OR  
Click **Back** to navigate to the previous screen.
8. The **Review** screen appears.  
Verify the details, and click **Confirm**.

OR

Click **Cancel** to cancel the operation.


OR

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

9. The success message of user group creation appears along with the transaction reference number.

Click **OK** to complete the transaction.

 **Note:**

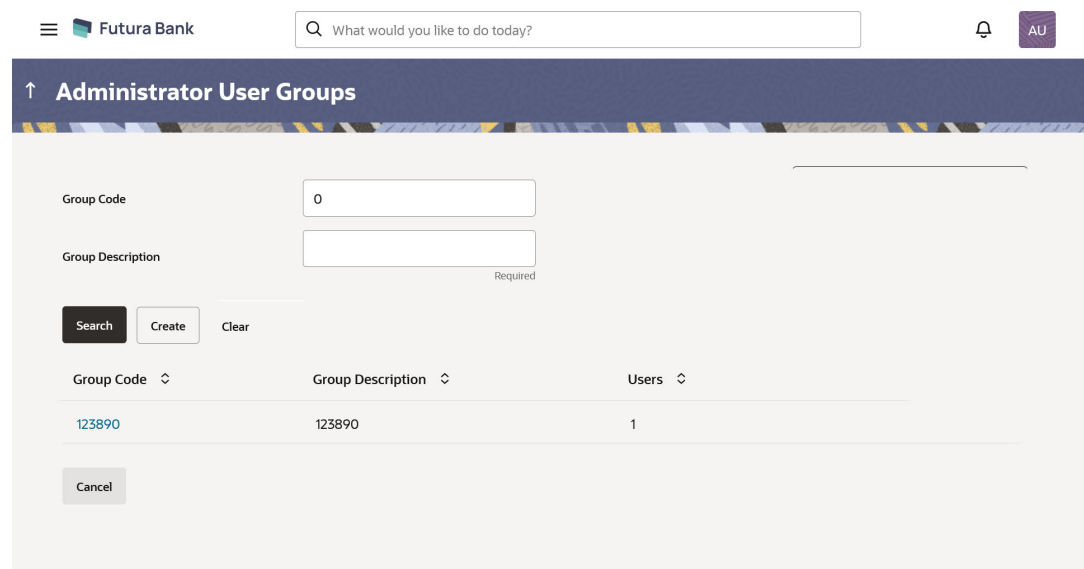
You can click  to delete a record.

## 55.2.2 User Groups - Admin User – Search Summary

User Groups maintained (if any) for administrator users are displayed on the screen after searching with valid input. User can opt to view the details of existing user groups or can create new user group using this screen.

1. Navigate to the above path.  
The **Administrator User Group** screen appears.
2. In the **Group Code** field, enter the group code.  
OR  
In the **Group Description** field, enter the group name.
3. Click **Search**.  
The search summary appears.

**Figure 55-4 Admin User – Search Summary**



Futura Bank

Q What would you like to do today?

↑ Administrator User Groups

Group Code

Group Description  Required

Search Create Clear

Group Code	Group Description	Users
123890	123890	1

Cancel

**Table 55-2 Field Description**

Field Name	Description
<b>Summary</b>	
<b>Group Code</b>	Code of the already maintained user group.
<b>Group Description</b>	Description of the already maintained User group.
<b>Users</b>	Number of users associated with each user group.

4. Click **Create** to create new user group.

OR

Click **Back** to navigate to previous screen.

OR

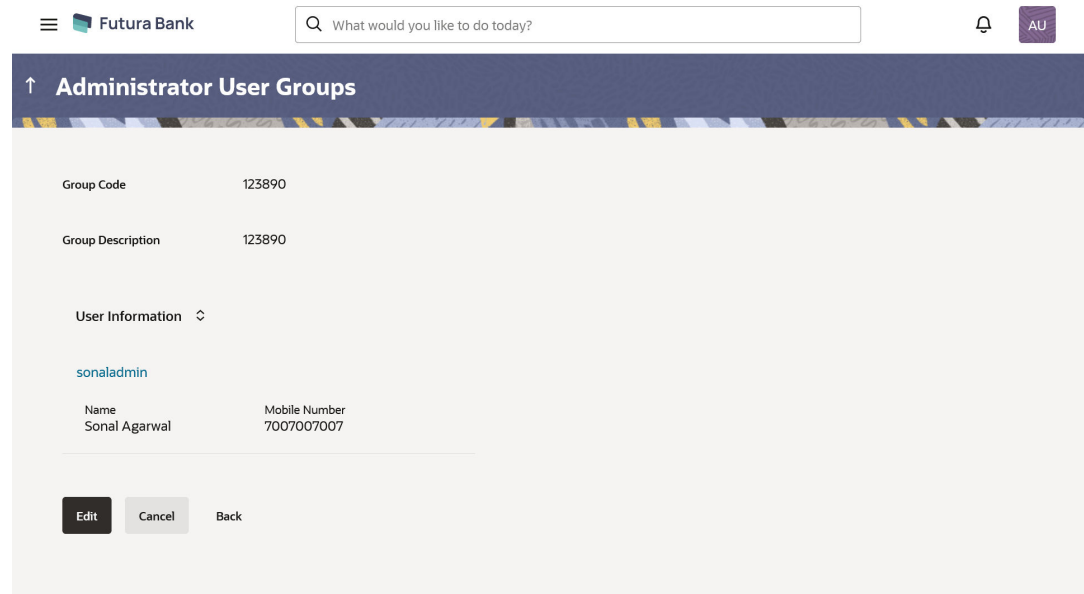
Click **Cancel** to cancel the transaction.

OR

Click on **Group Code** link to view details of the selected User Group.

Further drill down is given on the each user group to view the details of the users mapped to each group.

**Figure 55-5 Admin User – View Group Details**



**Table 55-3 Field Description**

Field Name	Description
<b>View</b>	
<b>Group Code</b>	User Group code is displayed.

**Table 55-3 (Cont.) Field Description**

Field Name	Description
<b>Group Description</b>	User Group code description is displayed.
<b>User Name</b>	User name of the user who is part of the selected user group is displayed.
<b>User ID</b>	User ID of the user who is part of the user group is displayed.

5. Click **Back** to navigate to previous screen.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Edit** to edit the user group.

User is directed to the **User Group-Edit** screen with values in editable form.

### 55.2.3 User Groups - Admin User – Edit Group

This function enables the Bank Administrator to edit the description of existing user groups. Bank Administrator can also add new users and remove existing users of the user group as part of this function. A check is performed on minimum and maximum number of users allowed as a part of user group while adding or removing the users from the user group.

#### To edit or update a user group:

1. Navigate to the above path.

The **Administrator User Group** screen appears.

2. In the **Group Code** field, enter the group code.

OR

In the **Group Description** field, enter the group name.

3. Click **Search**.

The search summary appears.

4. Click the **Group Code** link of the record whose details you want to view.

The **User Groups - View** screen appears.

5. Click **Edit** to edit the user group.


The **User Groups - Edit** screen displays the mapping of the user group.

**Figure 55-6 Admin User – Edit Group**

**Table 55-4 Field Description**

Field Name	Description
<b>Summary</b>	
<b>Group Code</b>	User Group description is displayed in editable form.
<b>Group Description</b>	User name of the user who is part of the user group. User name list to select and add a new user to the user group.
<b>Users</b>	Number of users available in each user group. (This field will be displayed only if there are existing user groups available under a party).

- Click **Add** to add the selected user in the User Group. Once added, the user name will be removed from the user drop-down to avoid duplication of users.

Click  icon to remove a user from the User Group.

- Click **Save** to save the User Group.

The **User Group-Create - Review** screen post necessary validations appear.

OR

Click **Cancel** to cancel the transaction.

OR

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

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

The **User Group-Edit – Confirmation** screen appears..

OR

Click **Cancel** to cancel the operation.

OR

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

9. The success message of user group creation appears along with the transaction reference number.

Click **OK** to complete the transaction.

## 55.3 User Groups – Retail & Business User

- [User Groups - Retail & Business User – Search Party](#)
- [User Groups - Retail & Business User – Create](#)
- [User Groups - Retail & Business User – Edit Group](#)
- [User Groups - Retail & Business User – Group Summary](#)

### 55.3.1 User Groups - Retail & Business User – Search Party

Bank Administrator logs into the system and navigates to the User Group Management screen.

1. Navigate to the above path.

The **User Group Management** screen appears.

2. The **User Type Selection** screen appears.

Select the appropriate option.

Click **Retail & Business User** to access user group management of Retail & Business users.

System displays a screen to enter the party information (party ID or party name) and search party for which the user groups are to be maintained/ viewed.

User can enter the party ID (if known) or the party name with a minimum of 5 characters. System matches the input provided by the user with the party name records and displays the matching party records.

In case of a party search by party ID, it is an exact match and system displays the user groups maintained if any.

**Figure 55-7 Retail & Business User – Search Party**

The screenshot shows the 'Approval User Group Management' interface. At the top, there is a search bar with the placeholder text 'What would you like to do today?'. Below this, the page title 'Approval User Group Management' is displayed. The main content area contains two input fields: 'Party ID' and 'Party Name'. Below these fields are three buttons: 'Search' (highlighted in dark grey), 'Cancel' (light grey), and 'Clear' (light grey).

System displays a screen to enter the party information (party ID or party name) and search party for which the user groups are to be maintained/ viewed.

In case of a party search by name, system displays the matching party records. The records have parties listed with both Party ID and Party Name information. User can select the record by clicking on the Party ID from the list.

**Figure 55-8 Retail & Business User – Search by Party Name**

The screenshot shows the search results for the party 'Cocoa Corner' (Party ID: 000451). The interface includes buttons for 'Create', 'Back', and 'Cancel'. Below the buttons is a table with the following data:

Group Code	Group Description	Users
UserGroup1	UserGroup1	3
demo	demo	3

At the bottom of the table, there is a pagination control showing 'Page 1 of 1 (1-2 of 2 items)' and navigation arrows.

**Table 55-5 Field Description**

Field Name	Description
Search	



**Table 55-5 (Cont.) Field Description**

Field Name	Description
<b>Party ID</b>	List of the Party IDs as per search input.
<b>Party Name</b>	List of the Party names of the party IDs as per search input.

3. After providing party ID or name of party, click **Search**.  
Click on **Party ID** hyperlink to view details of the selected user group.  
OR  
Click **Clear** to clear the input search parameters.  
OR  
Click **Cancel** to cancel the operation.

## 55.3.2 User Groups - Retail & Business User – Create

Bank Administrator can create a new User Group for a specific Party ID by using this option. Only the users of party ID can be clubbed together in a User Group.

Administrator can create multiple user groups and one user can be part of multiple user groups, whereas creating a user group without any user is not allowed.

### To create a user group:

1. Navigate to the above path.  
The **User Group** screen appears.
2. The **User selection** screen appears. Select the appropriate option.

**Figure 55-9 Retail & Business User Group -Create**

The screenshot shows the 'Approval User Group Management' interface. At the top, there is a search bar with the text 'What would you like to do today?' and a notification bell icon. The main header is 'Approval User Group Management'. Below this, the form contains the following fields and sections:

- Party ID:** 000451
- Party Name:** Cocoa Corner
- Group Code:** Usergrp002
- Group Description:** Grpbusiness
- User Information:** A section with a dropdown arrow containing a list of users:
  - IvanaRossi (with a trash icon)
  - JohnCDoe (with a trash icon)
- Buttons:** 'Add', 'Save', 'Cancel', and 'Back'.

**Table 55-6 Field Description**

Field Name	Description
<b>Party ID</b>	Party ID mapped for which user group to be created is displayed.
<b>Party Name</b>	Party name of Party ID for which user group to be created is displayed.
<b>Group Code</b>	To specify User Group code.
<b>Group Description</b>	To specify User Group description.
<b>User Name</b>	User name list to select and add a user to the user group. Users belonging to the same Party are listed.
<b>User ID</b>	User IDs of each user selected from user list are displayed.

3. Click **Create**.
4. In the **Group Code** field, enter the group code.
5. In the **Group Description** field, enter the group name.
6. In the **User Group** section, click **Add** to add the selected user in the User Group. Once added, the user name will be removed from the user drop-down to avoid duplication of users.
7. Click **Save** to save the user groups.

OR

Click **Cancel** to cancel the transaction.

OR

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

8. The **Review** screen appears.

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

OR

Click **Cancel** to cancel the operation.

OR

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

9. The success message of user group creation appears along with the transaction reference number.

Click **OK** to complete the transaction.

 **Note:**

You can click  icon to delete a record.

### 55.3.3 User Groups - Retail & Business User – Edit Group

This function enables the Bank Administrator to edit the description of existing user groups. Bank Administrator can also add new users and remove existing users of the user group as part of this function.

A check is performed on minimum and maximum number of users allowed as a part of user group while adding or removing the users from the user group.

**To edit or update a user group:**

1. Navigate to the above path.

The **User Group Management** screen appears.

2. In the **Party ID** field, enter the **Party ID**.

3. Click **Search**.

User groups maintained if any under the party are displayed on the screen.

4. Click on **Party ID** link to view details of the selected Approval Workflow.

5. Click **Edit** to edit the user group.

The **User Groups - Edit** screen displays the mapping of the user group.

**Figure 55-10 Retail & Business User – Edit Group**


The screenshot displays the 'Approval User Group Management' interface. At the top, there is a search bar with the placeholder text 'What would you like to do today?' and a notification bell icon. The main content area is divided into several sections:

- Party Information:** Party ID (000451), Party Name (Cocoa Corner), Group Code (Usergrp002), and Group Description (Grpbusiness).
- User List:** A list of users associated with the group. Two users are shown: JohnCDoe (Name: John Doe, Mobile Number: 9988887766) and IvanaRossi. Each user entry has a trash icon to its right for removal.
- Actions:** An 'Add' button is located below the user list. At the bottom of the form, there are 'Save', 'Cancel', and 'Back' buttons.

**Table 55-7 Field Description**

Field Name	Description
<b>Edit</b>	
<b>Party ID</b>	Party ID of which user groups are to be viewed/ edited.
<b>Party Name</b>	Party name of Party ID of which user groups are to be viewed/ edited.
<b>Group Code</b>	User Group code is displayed.
<b>Group Description</b>	User Group description is displayed in editable form.
<b>User Name</b>	User name of the user who is part of the user group. User name list to select and add a new user to the user group.
<b>User ID</b>	User ID of the user who is a part of the user group is displayed.

- Click **Add** to add the selected user in the User Group. Once added, the user name will be removed from the user drop-down to avoid duplication of users.

Click  icon to remove a user from the User Group.

- Click **Save** to save the User Group.

The **User Group-Edit- Review** screen post necessary validations appear.

OR

Click **Cancel** to cancel the transaction.

OR

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

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

The **User Group-Edit – Confirmation** screen appears.

OR

Click **Cancel** to cancel the operation.

OR

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

9. The success message of user group updation appears along with the transaction reference number.

Click **OK** to complete the transaction.

### 55.3.4 User Groups - Retail & Business User – Group Summary

Once the logged in Bank Administrator navigates to User Group Management screen, and searches the party ID. User groups maintained if any under the party are displayed on the screen. User can opt to view the details of existing user groups or can create new user group using this screen.

1. Navigate to the above path.

The **User Group Management** screen appears.

2. In the **Party ID** field, enter the Party ID.

3. Click **Search**.

User groups maintained if any under the party are displayed on the screen.

4. Click on **Party ID** hyperlink to view details of the selected Approval Workflow.

**Figure 55-11 Retail & Business User – Search Summary**

Group Code	Group Description	Users
UserGroup1	UserGroup1	3
demo	demo	3
Usergrp002	Grpbusiness	2

Page 1 of 1 (1-3 of 3 items)

**Table 55-8 Field Description**

Field Name	Description
<b>Summary</b>	
<b>Party ID</b>	Party ID of which user groups are to be viewed/ edited.
<b>Party Name</b>	Party name of Party ID of which user groups are to be viewed/ edited.
<b>Search Result</b>	
<b>Group Code</b>	User group code. (This field will be displayed only if there are existing user groups available under a party).
<b>Group Description</b>	Description provided to the user group. (This field will be displayed only if there are existing user groups available under a party).
<b>Users</b>	Number of users available in each user group. (This field will be displayed only if there are existing user groups available under a party).

5. Click **Create** to create new user group.

OR

Click **Back** to navigate to previous screen.

OR

Click **Cancel** to cancel the transaction.

OR

Click on **Group Code** link to view details of the selected User Group.

Further drill down is given on the each user group to view the details of the users mapped to each group.

#### **Retail & Business User- View Group Details**

On accessing 'User Group Management' menu option and searching the user groups of specific party, summarized view of all the user groups created (if any) for the Party is displayed on the screen. Further drill down is given on the each user group to view the details of the users who are the part of user group.

**Figure 55-12 Retail & Business User – View Group Details**

The screenshot shows the 'Approval User Group Management' interface. At the top, there is a search bar with the text 'What would you like to do today?' and a notification bell icon. The main content area displays the following details:

- Party ID: 000451
- Party Name: Cocoa Corner
- Group Code: Usergrp002
- Group Description: Grpbusiness

Below the group details, there is a section titled 'User Information' with a dropdown arrow. Two users are listed:

- JohnCDoe**
  - Name: John Doe
  - Mobile Number: 9988887766
- IvanaRossi**

At the bottom of the screen, there are three buttons: 'Edit', 'Cancel', and 'Back'.

**Table 55-9 Field Description**

Field Name	Description
<b>View</b>	
<b>Party ID</b>	Party ID of which user groups are to be viewed/ edited.
<b>Party Name</b>	Party name of Party ID of which user groups are to be viewed/ edited.
<b>Group Code</b>	User Group code is displayed.
<b>Group Description</b>	User Group description is displayed.
<b>User Name</b>	User name of the user who is part of the selected user group is displayed.
<b>User ID</b>	User ID of the user who is part of the user group is displayed.

6. Click **Back** to navigate to previous screen.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Edit** to edit the user group.

User is directed to the **User Group-Edit** screen with values in editable form.

## 55.4 FAQ

**1. Can a user be the part of multiple user groups created under a party?**

Yes, same user can be part of multiple user groups. Whereas creating a user group without any user is not allowed.

**2. Where can these Administrator User Groups be used?**

User groups created for Administrator users are used for approval and for User Group – mail subject mapping.

**Approval** - User groups maintained by administrators are used while creating approval workflows and approval rules.

**Secured Mailbox** - Each subject category is linked to a group of Bank Administrator users. Depending upon the mail-subject mapping to each Bank Administrator user, administrators will receive the mails only of the subjects mapped to the users and initiated by bank's customers.

**3. Can I delete an existing user group?**

No, user groups cannot be deleted but can be edited. Administrator can add new users and remove existing users of the user group.

**4. Can I add users of linked party ID while creating a user group for primary party?**

No, only users of primary party can be the part of user group.



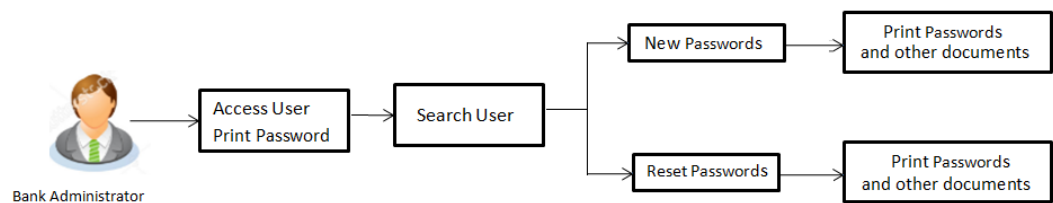
# Print Password

When a new user opens an account in the bank and registers for channel banking, the bank sends the printed password along with some other documents like Welcome letter, Terms & Conditions document and applicable promotional offers to the registered user via courier or post. This screen allows the Bank Administrator to print the password along with these documents for new users as well as for existing users who have requested for reset password.

## Pre-Requisites

- Application roles and child roles are maintained
- Transaction access is provided to Bank Administrator.

**Figure 56-1 Workflow**



## Features Supported In Application

The Print Password allows the Bank Administrator to

- [Print Password](#) and other welcome documents for new and existing users

## Navigation Path:

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Others**. Under **Others**, click **Print Password**.

**Figure 56-2 Print Password**

The screenshot shows the 'Print Password' search interface in the Futura Bank system. At the top, there is a search bar with the placeholder text 'What would you like to do today?' and a user profile icon labeled 'AU'. The main form is titled 'Print Password' and contains the following fields and controls:

- User Type:** A dropdown menu currently set to 'Corporate User'.
- User Name:** A text input field.
- Party ID:** A text input field.
- First Name:** A text input field.
- Last Name:** A text input field.
- Email ID:** A text input field.
- Mobile Number:** A text input field.
- Password Generation From:** A date picker field with a calendar icon and a 'Required' label.
- Password Generation To:** A date picker field with a calendar icon and a 'Required' label.
- Password Type:** A set of three buttons: 'New', 'Reset', and 'All'.
- Less Search Options:** A link with an upward arrow (^).
- Search Buttons:** 'Search', 'Cancel', and 'Clear' buttons at the bottom left.

- [Print Password - Search](#)
- [Print Password - Print](#)
- [FAQ](#)

## 56.1 Print Password - Search

Using this option, Bank Administrators can search the users to send the printed password. All the users (new & existing) for which the password has been generated for first time or got reset will be available on this screen. Once the password gets successfully printed for a user, that record will get removed from the list.

### To search user:

1. Navigate to the above path.  
The **Print Password** screen appears.
2. From the **User Type** list, select the appropriate type of user.  
OR  
Click **Cancel** to cancel the transaction.
3. In the **Party ID** field, enter the party id of the user.
4. From the **Password Type** list, select the appropriate option.
5. Enter the other search criteria if required.

**Figure 56-3 Print Password - Search**

**Table 56-1 Field Description**

Field Name	Description
<b>User Type</b>	Type of user, which is to be searched. The user types are: <ul style="list-style-type: none"> <li>• Corporate</li> <li>• Retail</li> <li>• Administrator</li> </ul>
<b>User Name</b>	To search the user with the user name. Partial search is allowed.
<b>Party ID</b>	Allows to search based on Party id.
<b>First Name</b>	Allows to search based on first name or given name of the user.
<b>Last Name</b>	Allows to search based on last name/ surname of the user.
<b>Email ID</b>	Allows to search based on email id of the user.
<b>Mobile Number</b>	Allows to search based on mobile number of the user.
<b>Password Generation From</b>	Allows to search based on password generation date.
<b>Password Generation To</b>	Allows to search based on password generation date.
<b>Password Type</b>	Allows to search based on password type. The options are: <ul style="list-style-type: none"> <li>• New- Password created for new users of the bank.</li> <li>• Reset- Password created for the existing users of the bank who are requested for the password reset.</li> <li>• All- Password created for new users as well as existing users of the bank.</li> </ul>

**Table 56-1 (Cont.) Field Description**

Field Name	Description
<b>Search Results</b>	
<b>Full Name</b>	First name and last name of the user.
<b>User Name</b>	User Name of the user.
<b>Print Status</b>	Print status of the password. If the password printing gets failed due to some reason for a user, system will show the status as 'error in printing' for that record. If the record gets successfully printed that record will get removed from the list. For the records which are not printed yet, this status remains blank.

6. Click **Search**.

The search results appear on the **Print Password** screen based on the search parameters.

OR

Click **Clear** if you want to reset the search parameters.

OR

Click **Print** if you want to print the password letter, welcome letter, terms and conditions documents.

OR

Click **Cancel** to cancel the transaction.

## 56.2 Print Password - Print

This feature allows the Bank Administrator to print the password letter, welcome letter, terms and conditions document etc.

**To print the password letter for the user:**

1. Navigate to the above path.

The **Print Password** screen appears.

2. In the **Print Password - Search Results** section, select the user record for which you want to print the password letter.

3. 2. Click **Print**.

The '**Select Documents**' pop up window appears.

Figure 56-4 Print Password

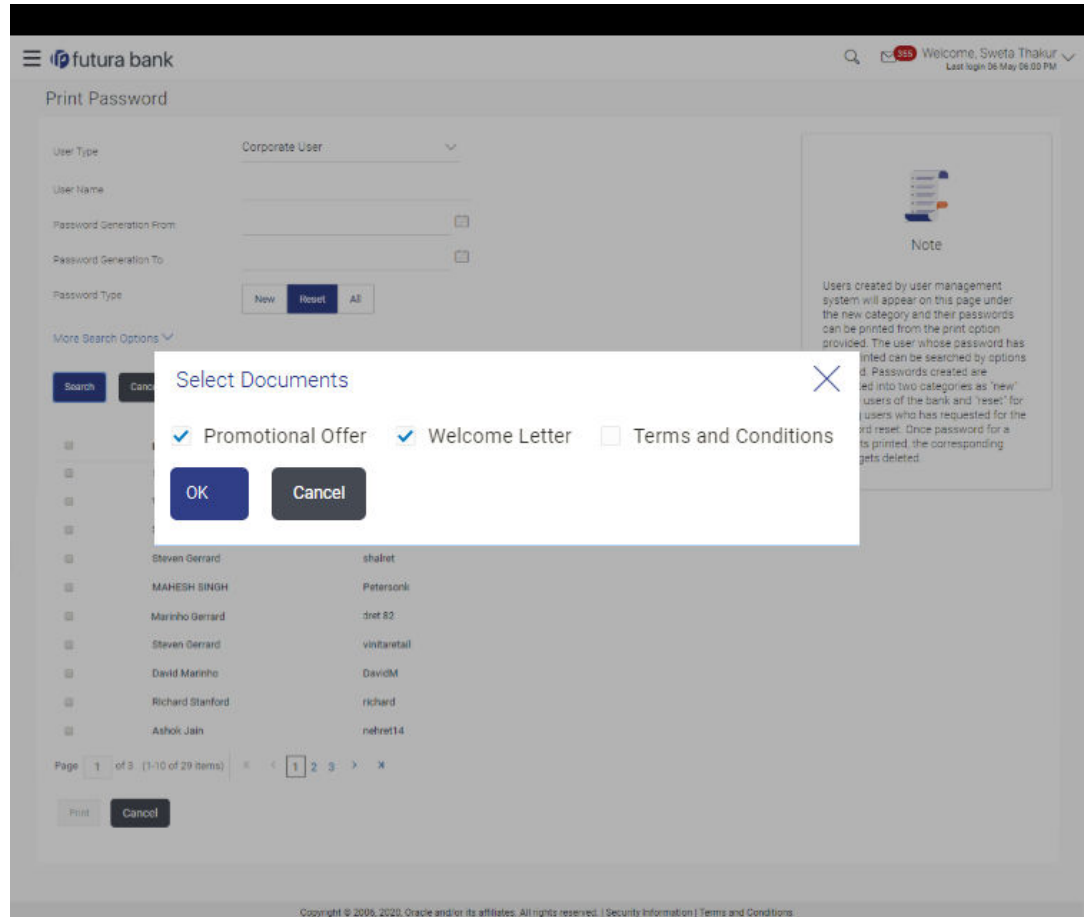


Table 56-2 Field Description

Field Name	Description
<b>Select Documents</b>	
<b>Terms &amp; Conditions</b>	Document containing terms and conditions of the bank.
<b>Welcome Letter</b>	Welcome letter for the user for opening the account.
<b>Promotional Offer</b>	Promotional offers of the bank.

4. Select the documents, which you desire to print.
5. Click **Print** to print the documents.

OR

Click **Cancel** to cancel the transaction.

 **Note:**

For printing the password, the implementation team will need to write a utility. For more information on implementation of 'Print Password', refer Oracle Banking Digital Experience **Security Guide**.

## 56.3 FAQ

- 1. Can the password be only printed by the same Administrator user who has created the user/reset the password or it can be done by any other Administrator user as well?**  
All the reset/new passwords can be printed by all the admin users who have access to Print Password Screen.
- 2. Can the Bank maintain separate documents for each type of user role?**  
No, documents cannot be maintained as per the user role. Same documents will be available for all type of users (Retail/Corporate/Administrator).

## User Alerts Subscription

Using this option System/Bank Administrator can subscribe alerts for a user for selected events. Retail and Corporate users of the bank, can contact the bank to subscribe to alerts. The Bank Administrator subscribes users to alerts, delivered through Email, SMS, through push notification or in their on-screen mailbox.

Note that this functionality is for non-mandatory alerts.

### The subscribed alert types are:

- User Level Alerts
- Customer Level Alerts
- Account Level Alerts

### Pre-Requisites

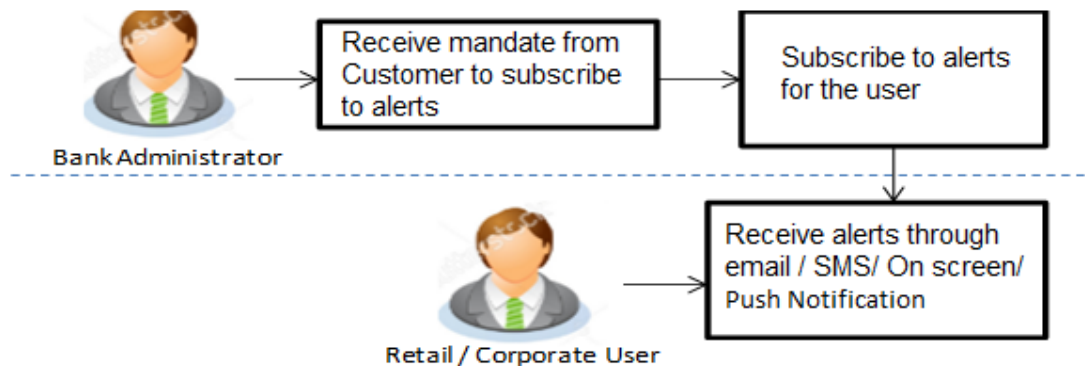
- Transaction access is provided to Bank Administrator.
- Approval rule set up for Bank Administrator to perform the actions.
- Maintain Alerts, so that these are available for subscription

Customers (retail and corporate users) are maintained

### Features Supported In Application

- [Search alerts subscribed](#)
- [Subscribe / unsubscribe to alerts](#)

**Figure 57-1 Workflow**



### Navigation Path:

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Others**. Under **Others**, click **User Alerts Subscription**.

- [User Alerts Subscription - Search](#)

- [Subscribe/ Unsubscribe Alerts](#)
- [FAQ](#)

## 57.1 User Alerts Subscription - Search

Using this option, the Bank Administrator can search and view the details of alerts subscribed for the Retail or Corporate users of a Party. Here, bank admin is required to search user to whom alert maintenance is to be set up by entering party id of retail/ corporate user . Once party id is identified application will display all the user records on boarded for selected Party Id with their Alerts Subscription Status. For the users whose alerts subscription is completed will be displayed with an indicator as alert subscription is done. Once, Admin selects the user, he will be navigated to User alert subscription detailed page.

All the alerts subscribed for a party will be displayed in the respective categories viz. Current and Savings, Term Deposits, Loans etc. in a table.

### To view subscribed alerts for a Party:

1. Navigate to the above path.  
The **User Alerts Subscription** screen appears.
2. In the **Party Id** field, enter the party id of the user.  
OR  
In the **Party Name** field, enter the name of the party.
3. Click **Search**.  
The party id will be displayed based on the search criteria  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to clear the search criteria.

**Figure 57-2 User Alerts Subscription – Party Search**

The screenshot displays the 'User Alerts Subscription' search interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS OBPM 14.4 HEL Branch'. Below this is the 'futura bank' logo and a search bar. The main content area is titled 'User Alerts Subscription' and contains two input fields: 'Party ID' with the value '000462' and 'Party Name' with the value 'ABZ Solutions'. There are three buttons: 'Search', 'Cancel', and 'Clear'. Below the input fields, there is a table with two columns: 'Party ID' and 'Party Name'. The table contains one row with the values '000462' and 'ABZ Solutions'. At the bottom of the table, it says 'Page 1 of 1 (1 of 1 items)'. On the right side of the interface, there is a 'Note' box with a document icon and the text: 'As Bank Administrator you can subscribe alerts for users or update existing ones. Start by searching for the customer by using party id or party Name. Select the customer you want and proceed to do the alert subscription'. The footer of the page contains the text: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. |SecurityInformation|Terms and Conditions'.



**Table 57-1 Field Description**

Field Name	Description
<b>Party ID</b>	Party Id of the user.
<b>Search Party Name</b>	Enter Party Id, and click to search the party name of the user.
<b>Search Result</b>	
<b>Party Id</b>	Display Party ID
<b>Party Name</b>	Display Party name

## To view subscribed alerts for a User:

### To view subscribed alerts for a User:

1. Navigate to the above path.  
The **User Alerts Subscription** screen appears.
2. From the **User Name** list, select the appropriate option whose alerts you wish to view.
3. In the **User Name** field, enter the user name.
4. Click **Search**.

The search result appears based on the search criteria.

OR

Click **Back** to go back to previous step.

**Figure 57-3 User Alerts Subscription – User Search**

The screenshot shows the 'User Alerts Subscription' screen in the 'futura bank' system. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS OBPM 14.4 HEL Branch'. The main header includes 'Welcome, Jack Nikon' and 'Last login 12 Aug 02:51 PM'. The search criteria are 'Party ID: 000462' and 'Party Name: ABZ Solutions'. The search results are displayed in a table with columns for 'Initials', 'User Name', and 'Full Name'. The table lists several users, some of whom are marked as 'Subscribed'. A 'Note' box on the right explains the function's purpose. The page number is 3 of 4, and there are 21-30 of 39 items displayed.

Initials	User Name	Full Name	Status
SD	SDVAMVWR	Shashodhar Dutta	Subscribed
NJ	nehcorp1	nehal joshi	Subscribed
SD	SDVAMMAK	Sam Dworthy	Subscribed
N	nikitaChecker	Nikita	Subscribed
SD	SDVAMAUTH	Shashank Damodar	
GA	walterchecker	Gavara Abhishek	
MG	detectchecker	Mason Greenwood	
GA	waltermaker	Gavara Abhishek	Subscribed
RC	rosecorp_4	rose corp	
RC	rosecorp_5	rose corp5	

**Note**  
The function enables you to set up account and transaction access rules for a corporate customer. You can decide the account(s) along with transaction(s) for each of the selected account that needs to be provided access for the corporate customer Accounts of the parent as well as of the linked party (if any) will be available for access definition.

Page 3 of 4 (21-30 of 39 Items) | < > 1 2 3 4 >

[Back](#)

Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security | Information | Terms and Conditions

**Table 57-2 Field Description**

Field Name	Description
<b>Party ID</b>	Display Party ID
<b>Party Name</b>	Display Party name
<b>Search User</b>	Enter user name maintained in the core banking application for retail users and maintained for corporate users.
<b>Search Result</b>	
<b>Initials</b>	Display Initials of the User
<b>User Name</b>	Display User Name
<b>Full Name</b>	Display Corporate / Retail users Full name

 **Note:**

For the users whose alerts subscription is completed will be displayed with an indicator as alert subscription is done.

- For the detailed view, click on **User Name** field. The tabs for all modules CASA/ Term Deposit/ Loans / Profile that the user has access to with the respective account numbers appears.
- Select the particular account number to view alert type and delivery mode, for each CASA (Current and Savings Accounts) / TD (Term Deposits) / Loans account.

 **Note:**


View the  icon on the delivery mode against the alert, if the user has subscribed to any alerts for that.

Figure 57-4 User Alerts Subscription - Detailed View

Party ID: 000462, Party Name: ABZ Solutions, User Name: corpchecker3

**Select Module:** Current And Savings, Loan, Party, Term Deposits

**Select Account:** Search...  
 Select All Accounts  
 HEL0046200013 | Subscribed  
 HEL0046200024  
 HEL0046200057  
 HEL0046200046  
 HEL0046200035  
 Page 1 of 1

**Subscribe Alert Modes:**

- Map All Modes
  - PUSH NOTIFICATION
  - SMS
  - SECURE MAIL BOX
  - EMAIL
- Account Status Changed
  - Push Notification
  - SMS
  - On Screen
  - Email
- Account Statement Generated
  - Push Notification
  - SMS
  - On Screen
  - Email
- ATM Cash Withdrawal
  - Push Notification
  - SMS
  - On Screen
  - Email
- Account Balance Changed
  - Push Notification
  - SMS
  - On Screen
  - Email
- Bill Payment Debited
  - Push Notification
  - SMS
  - On Screen
  - Email
- Cash Deposited
  - Push Notification
  - SMS
  - On Screen
  - Email
- Cash Refund Credited
  - Push Notification
  - SMS
  - On Screen
  - Email
- Cheque Clearance Credited
  - Push Notification
  - SMS
  - On Screen
  - Email
- Cheque Clearance Debited
  - Push Notification
  - SMS
  - On Screen
  - Email
- Debit Card Payment
  - Push Notification
  - SMS
  - On Screen
  - Email

Page 1 of 3 (1-10 of 27 items)

**Save**

**Confirm** **Back**

Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. |SecurityInformation|Terms and Conditions

- Subscribe/ unsubscribe alerts, and click **confirm** to subscribe/ unsubscribe alerts.

OR

Click **Cancel** to cancel the transaction.

OR

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

## 57.2 Subscribe/ Unsubscribe Alerts

Using this option, Bank Administrator can modify the alerts subscribed for the user.

**To subscribe / unsubscribe alerts:**


1. Navigate to the above path.  
The **User Alerts Subscription** screen appears.
2. Repeat steps 1 to 5 of **Alerts Subscription- Search** section  
The categories viz details of an alert subscribed appears.
3. Select the particular account number to view the alerts subscribed.

**Figure 57-5 User Alerts Subscription - Subscribe / Unsubscribe**

The screenshot displays the 'User Alerts Subscription' interface. At the top, the 'futura bank' logo is visible along with user details: 'System Administrator', 'ATM/Branch', 'English', and 'UBS OBPM 14.4 HEL Branch'. The user is identified as 'Welcome, Jack Nikon' with a last login of '13 Aug 03:18 PM'. The main section is titled 'User Alerts Subscription' and contains three primary sections: 'Select Module', 'Select Account', and 'Subscribe Alert Modes'.  
 - **Select Module:** Lists 'Current And Savings', 'Loan', 'Party', and 'Term Deposits'.  
 - **Select Account:** Features a search bar and a list of accounts. The account 'HEL0046200024' is selected and highlighted with a green 'Subscribed' badge. Other accounts listed include HEL0046200057, HEL0046200046, and HEL0046200035.  
 - **Subscribe Alert Modes:** A list of alert categories with checkboxes for 'Map All Modes', 'Account Status Changed', 'Account Statement Generated', 'ATM Cash Withdrawal', 'Account Balance Changed', 'Bill Payment Debited', 'Cash Deposited', 'Cash Refund Credited', 'Cheque Clearance Credited', 'Cheque Clearance Debited', and 'Debit Card Payment'. Each category has sub-checkboxes for 'Push Notification', 'SMS', 'On Screen', and 'Email'.  
 At the bottom of the interface, there are 'Confirm' and 'Back' buttons on the left, and a 'Save' button on the right. The footer contains the text: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. |Security|Information|Terms and Conditions'.

Table 57-3 Field Description

Field Name	Description
<b>Party ID</b>	Party Id of the user for whom alerts to be subscribed.
<b>Party Name</b>	Party Name of The user.
<b>User Name</b>	User name maintained in the core banking application for retail users and maintained for corporate users.
<b>Module Name</b>	Name of the module to which alerts is maintained. The options can be: <ul style="list-style-type: none"><li>• CASA</li><li>• Loan</li><li>• TD</li><li>• Profile</li><li>• Payments</li></ul>
<b>Account Number</b>	Account number for which the user is viewing/ updating the alert subscription.

 **Note:**

- Bank Admin will be allowed to select and setup alert subscription for multiple or all accounts in single maintenance.
- Once the subscription is done for an account that account will be shown with a 'Subscribed' tag.
- Bank admin will be able to quick search account number from search panel for the alert subscription

---

**CASA /TD/ Loans/ Payments**  
Subscribed alerts displayed in tabs for all modules that the user has access to with the respective account numbers.


---

<b>Alert Name</b>	The alert type mostly in the form of an event for which an alert is to send to a user.
-------------------	--


**Table 57-3 (Cont.) Field Description**

Field Name	Description
<b>Send Alert Via</b>	<p>The delivery mode through which the alert is to be sent.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Email: alert is to be sent as an email</li> <li>• SMS : alert is to be sent as an SMS on the user's mobile number</li> <li>• On screen Mailbox: on screen, alert sent to as an email to user's mailbox</li> <li>• Push Notification: notifications are sent as a banner or pop-up message on the user's mobile number</li> </ul>


 **Note:**

The selected mode has  icon against it.  
Bank Admin will be allowed to map all modes of alerts subscription for all the transactions in one go for the selected account

4. Click against the particular account number to update the details.

- Click  icon to send alert as an email.


OR


Click  icon to send alert as a mail to On screen mailbox.

OR

Click  icon to send alert as SMS on the user's mobile number.

OR

Click  icon to send alert via push notifications. Push notification is as a banner or pop-up message on the user's mobile number.

5. The selected mode has an  icon against it.

6. Click **Save** to save the Alert Subscription.

User will be directed to the **Alert Subscription - Edit - Review** page post necessary validations.

OR

Click **Cancel** to cancel the transaction.

OR

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

7. The **Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
8. The success message along with the transaction reference number appears.  
Click **OK** to complete the transaction.

## 57.3 FAQ

1. **Which alerts can the Bank Administrator subscribe or unsubscribe, for the retail or corporate user?**  
The alerts which are not mandatory can be subscribed or unsubscribed, by the Bank Administrator for the retail/corporate user.
2. **What if a Retail or Corporate customer wants to opt-out of alerts?**  
The Bank Administrator can unsubscribe the alerts for a Retail or Corporate customer. Please note that the customer will continue to receive the mandatory alerts irrespective of his choice on the subscribed alerts.

# Group Corporate Alerts Subscription

Using this option System/Bank Administrator can subscribe alerts at the Group Corporate level for selected events. The Bank Administrator subscribes the Corporate Party associated with Group Corporate to alerts, delivered through Email, SMS, through push notification or in their on-screen mailbox.

If Group Corporate Alerts Subscription has been maintained for particular corporate Party, then the same will be inherited to the users of that corporate party and will be available at User Alert subscription for any modification.

Incase User Alert Subscription is not maintained for a user and Group Corporate Alerts subscription is maintained then system will read whatever is maintained at the corporate Party level.

If both Party and User level subscription is not maintained, no alerts will be sent to the user.

Note that this functionality is for non-mandatory alerts.

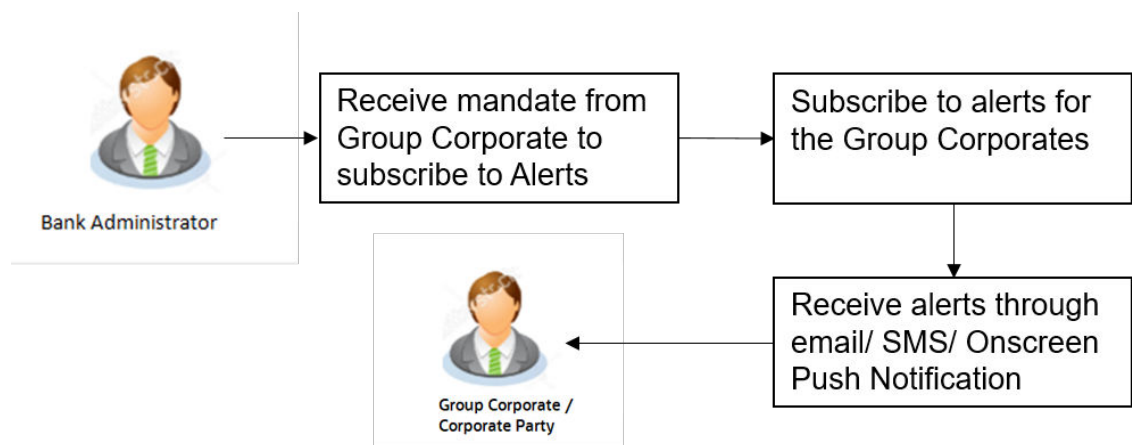
### The subscribed alert types are:

- Group Corporate Level Alerts
- Party Level Alerts
- Account Level Alerts

### Pre-Requisites

- Transaction access is provided to Bank Administrator.
- Approval rule set up for Bank Administrator to perform the actions.
- Maintain Alerts, so that these are available for subscription
- Party Preferences is maintained

**Figure 58-1 Workflow**



### Features Supported In Application



- [Search alerts subscribed](#)
- [Subscribe / unsubscribe to alerts](#)

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Others**. Under **Others** , click **Group Corporate Alerts Subscription**.

- [Group Corporate Alerts Subscription - Search](#)
- [Subscribe/ Unsubscribe Alerts](#)
- [FAQ](#)

## 58.1 Group Corporate Alerts Subscription - Search

Using this option, the Bank Administrator can search and view the details of alerts subscribed for the Corporate Party associated with Group Corporate. Here, bank admin is required to search Group corporate for whom the alert maintenance is to be set up by entering Group Corporate ID or Group Corporate Name.

Once the Group Corporate is identified, application will navigate the user to Alerts Subscription detailed page. Here user can select the corporate party associated with Group Corporate from the available list and Application will display their current Alerts Subscription Status.

For the Corporate Parties whose alerts subscription is completed will be displayed with an indicator as alert subscription is done with tag name as “subscribed”

All the alerts subscribed for a party will be displayed in the respective categories viz. Current and Savings, Term Deposits, Loans etc. in a table.

**To view subscribed alerts for a Party:**

1. Navigate to the above path.

The **Group Corporate Alerts Subscription** screen appears.

2. In the **Group Corporate ID** field, enter the Group Corporate id of the corporate Party.

OR

In the **Group Corporate Name** field, enter the name of the Group Corporate.

3. Click **Search**.

The Group Corporate id will be displayed based on the search criteria.

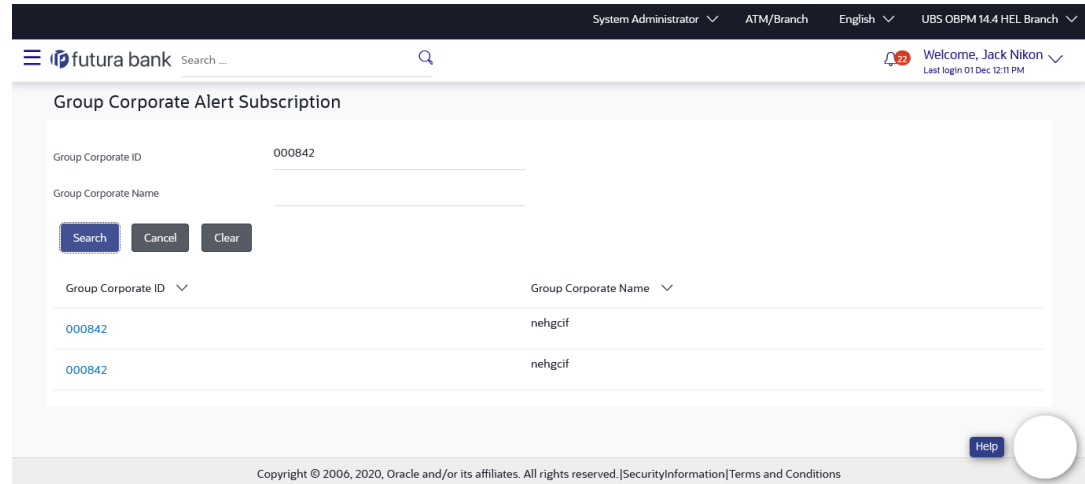
OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to clear the search criteria.

**Figure 58-2 Group Corporate Alerts Subscription - Group Corporate search**



**Table 58-1 Field Description**

Field Name	Description
<b>Group Corporate ID</b>	Enter Group Corporate ID for which the Alerts subscription to be maintained or viewed
<b>Group Corporate Name</b>	Enter Group Corporate name for which the Alerts subscription to be maintained or viewed
<b>Search Result</b>	
<b>Group Corporate ID</b>	Group Corporate ID for which the Alerts subscription to be maintained or viewed
<b>Group Corporate Name</b>	Group Corporate Name for which the Alerts subscription to be maintained or viewed.

- For the detailed view, click on **Group Corporate ID** field.  
The tabs for all modules CASA/ Term Deposit/ Loans / Profile that the Group Corporate has access to with the respective Corporate Party associated and account numbers appears.
- Select the particular Corporate party from the available list and account number to view alert type and delivery mode, for each CASA (Current and Savings Accounts) / TD (Term Deposits) / Loans account.

 **Note:**


View the  icon on the delivery mode against the alert, if the corporate party has subscribed to any alerts for that.

Figure 58-3 Group Corporate Alerts Subscription - Detailed View

The screenshot shows the 'Group Corporate Alert Subscription' interface. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS OBPM 14.4 HEL Branch'. Below that, the Futura Bank logo and search bar are visible. The main content area is titled 'Group Corporate Alert Subscription' and contains the following information:

- Group Corporate ID: 000842
- Group Corporate Name: nehgcif

The interface is divided into three main sections:

- Select Module:** A list of modules including Current And Savings, Loan, Payment, Party, and Term Deposits.
- Select Accounts/Party:** A list of accounts, each with a 'Subscribed' status. The accounts listed are:
  - \*\*\*462
  - HEL0302300013
  - HEL0302300068
  - HEL0302300046
  - HEL0302300024
  - HEL0046200046
  - HEL0302300015
  - HEL0302300057
  - HEL0302300079
  - HEL0302300057
  - HEL0302300079
- Subscribe Alert Modes:** A list of alert modes with checkboxes for various notification types:
  - Map All Modes (checked)
  - PUSH NOTIFICATION (checked)
  - SMS (checked)
  - ON SCREEN (checked)
  - EMAIL (checked)
  - Account Statement Generated (checked)
  - ATM Cash Withdrawal (checked)
  - Account Balance Changed (checked)
  - Bill Payment Debited (checked)
  - Cash Deposited (checked)
  - Cash Refund Credited (checked)
  - Cheque Clearance Credited (checked)
  - Cheque Clearance Debited (checked)
  - Debit Card Payment (checked)
  - External Transfer Credited (checked)

At the bottom of the interface, there are 'Confirm' and 'Back' buttons, and a 'Save' button. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. |Security|Information|Terms and Conditions'.

- Subscribe/ unsubscribe alerts, and click **confirm** to subscribe/ unsubscribe alerts.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

## 58.2 Subscribe/ Unsubscribe Alerts

Using this option, Bank Administrator can modify the alerts subscribed for the Corporate Party associated with Group Corporate.

**To subscribe / unsubscribe alerts:**

1. Navigate to the above path.  
The **Group Corporate Alerts Subscription** screen appears.
2. Repeat steps 1 to 5 of **Alerts Subscription- Search** section.  
The categories viz details of an alert subscribed appears.
3. Select the particular account number to view the alerts subscribed.

Figure 58-4 Alerts Subscription- Search

The screenshot displays the 'Group Corporate Alert Subscription' interface. At the top, it shows the user's role as 'System Administrator' and the current branch as 'UBS OBPM 14.4 HEL Branch'. The main content area is divided into three sections: 'Select Module', 'Select Accounts/Party', and 'Subscribe Alert Modes'. The 'Select Accounts/Party' section lists several accounts, with some marked as 'Subscribed'. The 'Subscribe Alert Modes' section contains a list of alert types, each with a 'Map All Modes' checkbox and four sub-checkboxes for 'PUSH NOTIFICATION', 'SMS', 'ON SCREEN', and 'EMAIL'. A 'Save' button is located at the bottom right of the table. Below the table, there are 'Confirm' and 'Back' buttons.

Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. |Security|Information|Terms and Conditions

Table 58-2 Field Description

Field Name	Description
<b>Group Corporate ID</b>	Group Corporate ID for which the Alerts subscription to be maintained.
<b>Group Corporate Name</b>	Group Corporate Name for which the Alerts subscription to be maintained.
<b>Select Party ID</b>	Corporate Party associated with the Group Corporate for whom alerts to be subscribed

**Table 58-2 (Cont.) Field Description**

Field Name	Description
<b>Module Name</b>	Name of the module to which alerts is maintained. The options can be: <ul style="list-style-type: none"> <li>• CASA</li> <li>• Loan</li> <li>• TD</li> <li>• Party</li> <li>• Payments</li> </ul>
<b>Account Number</b>	Account number for which the user is viewing/ updating the alert subscription.

 **Note:**

- Bank Admin will be allowed to select and setup alert subscription for multiple or all accounts in single maintenance.
- Once the subscription is done for an account that account will be shown with a 'Subscribed' tag.

**CASA /TD/ Loans/ Payments**


Subscribed alerts displayed in tabs for all modules that the user has access to with the respective account numbers.

<b>Alert Name</b>	The alert type mostly in the form of an event for which an alert is to send to a Corporate Party of Group Corporate.
<b>Send Alert Via</b>	The delivery mode through which the alert is to be sent. The options are: <ul style="list-style-type: none"> <li>• Email: alert is to be sent as an email</li> <li>• SMS : alert is to be sent as an SMS on the Corporate Party of Group Corporates mobile number</li> <li>• On screen Mailbox: on screen, alert sent to as an email to Corporate Party of Group Corporates Mailbox</li> <li>• Push Notification: notifications are sent as a banner or pop-up message on the Corporate Party of Group Corporates mobile number</li> </ul>


 **Note:**

The selected mode has icon against it.  
Bank Admin will be allowed to map all modes of alerts subscription for all the transactions in one go for the selected account

4. Click against the particular account number to update the details.

- Click  icon to send alert as an email.


OR


Click  icon to send alert as a mail to On screen mailbox.

OR

Click  icon to send alert as SMS on the user's mobile number.

OR

Click  icon to send alert via push notifications. Push notification is as a banner or pop-up message on the Corporate Party's mobile number.

5. The selected mode has an  icon against it.
6. Click **Save** to save the Group Corporate Alert Subscription.  
User will be directed to the **Alert Subscription - Edit - Review** page post necessary validations.

OR

Click **Cancel** to cancel the transaction.

OR

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

7. The **Review** screen appears.  
Verify the details, and click **Confirm**.

OR

Click **Cancel** to cancel the transaction.

OR

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

8. The success message along with the transaction reference number appears.  
Click **OK** to complete the transaction.

## 58.3 FAQ

1. **For which type of products, product mapping functionally is available?**  
As of now, product mapping feature is enabled only for Term Deposit and Recurring Deposit type of products for retail users and Term Deposit for corporate users.
2. **Can customer view the account details of an account opened under a product which is not mapped?**  
Yes, user can view the account details of an account opened under a product which is not mapped. The restriction will only be for opening new account from channel.
3. **What will happen once the products mapped gets expired?**  
The expired products will no longer be available for product mapping. Also customers will not be able to open new accounts using expired product.
4. **What will happen if the products are not mapped to any user segment and are only mapped to user type?**  
In this case, all the products mapped to the user type will be available for account opening to the users associated to that user type.

# Request Processing

This feature enables the Bank Administrator to view the details of each service request initiated by business user and hence, enables the administrator to take an informed decision regarding the approval or rejection of the service request. Alternately, the administrator can also select multiple service request records from the summary page to approve or reject multiple requests at once. The search criteria provided enables the administrator to filter service requests based on various criteria such as request type, status, reference number, etc.

For the requests built using Service Request Form builder feature, once the Administrator approves/rejects a Service Request, he can change the status of the request and can also enter the comments while updating the status.

Below are the Service Requests that are available out of the box in the system:

- Credit Card Supplementary
- Credit Card PIN Request
- Replace Credit Card
- Update Card Limits
- Update Credit Card Auto Payment
- Register Credit Card Auto Payment
- Deregister Credit Card Auto Payment
- Activate Credit Card
- Hotlist Debit Card
- Cancel Debit Card
- Debit Card PIN Request
- Apply Debit Card
- Replace Debit Card
- Block Debit Card (temporary block)
- Unblock Debit Card (remove temporary block)
- Upgrade Debit Card

Apart from the above mentioned Service Requests, Bank can define new Service Requests definitions using Service Request-Form builder.

## **Pre-Requisites**

- Transaction access is provided to Bank Administrator.

## **Features Supported In Application**

The module supports following features:

- View details of Service Request raised by customers
- Approve / Reject Service Requests



- Changes status of Service Request and input comments (for service requests built using Service Request-form builder)

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Others**. Under **Others** , click **Request Processing**.

OR

From **Bank Administrator Dashboard**, under **Others**, click **Request Processing**.

- [Request Processing - Summary](#)
- [Service Request Details \(For Service Requests available out of the box\)](#)
- [Service Request Details \(Requests created using Service Request-Form Builder\)](#)

## 59.1 Request Processing - Summary

**To view service requests:**

1. Navigate to one of the above paths.  
The **Request Processing** screen appears.
2. Select the **Request Processing** option on the dashboard or menu.  
The initial (summary) page of the **Request Processing** appears.

**Figure 59-1 Request Processing - Summary**

The screenshot displays the 'Request Processing' summary page. At the top, there's a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main header shows 'futura bank' and a user greeting 'Welcome, Sweta Thakur'. The search filters include: Products (Products), Severity (Severity), Request Name (Request Name), Request Category (Request Category), Status (Pending), and Request Type (All). Below the filters are 'Search' and 'Reset' buttons. A table lists 13 pending requests. The table has columns: Date, Request Name, Requested By, User Name, Party ID, Reference No, and Status. The first row is highlighted. At the bottom, there are 'Approve' and 'Reject' buttons, a pagination bar showing 'Page 1 of 2 (1-10 of 13 items)', and a 'Cancel' button.

Date	Request Name	Requested By	User Name	Party ID	Reference No	Status
2020-05-01	Update Card Limits	Williamson Son1	RyanIslamBohr	***707	2149	Pending
2020-04-30	Credit Card PIN Request	Williamson Son1	retailpmg	***968	2148	Pending
2020-04-30	Update Card Limits	Williamson Son1	retailpmg	***968	2147	Pending
2020-04-30	Change Debit Card	Williamson Son1	RyanCCBohr	***968	2146	Pending
2020-04-29	Change Debit Card	Williamson Son1	RyanCCBohr	***968	2140	Pending
2020-04-29	Change Debit Card	Williamson Son1	RyanCCBohr	***968	2139	Pending
2020-04-29	Change Debit Card	Vikram J Gupta	ATRetu192	***327	2133	Pending
2020-04-29	AddOn Card	Vikram J Gupta	ATRetu192	***327	2132	Pending
2020-04-29	Register Credit Card Auto Payment	Vikram J Gupta	ATRetu192	***327	2131	Pending
2020-04-29	Replace Credit Card	Vikram J Gupta	ATRetu192	***327	2130	Pending

Table 59-1 Field Description

Field Name	Description
<b>Search Criteria</b>	
<b>Product</b>	The administrator can search for service requests based on type of product.
<b>Request Category</b>	The administrator can search for service requests based on service request category. Category list gets populated on the basis of the product name selected.
<b>Severity</b>	The administrator can search for service requests based on severity of the service request.
<b>Status</b>	The administrator can search for service requests based on status. On selecting a status, the administrator is required to mandatorily specify a date range so as to be displayed all the service requests that were initiated within the specified date range and that are in the particular status.
<b>Request Name</b>	The administrator can search for service requests on the basis of name of the service request.
<b>Request Type</b>	The administrator can select the type of service request to be displayed in the search result records.
<b>Reference No</b>	The administrator can search for a service request based on reference number that was generated at the time the service request was initiated.
<b>Date Range</b>	The administrator can search for service requests initiated between two dates by specifying a date range. The administrator cannot specify a date range that exceeds 30 days. (The maximum date range is configurable).
<b>First Name</b>	The administrator can search for service requests initiated by a particular business user by specifying the user's first name
<b>Last Name</b>	The administrator can search for service requests initiated by a particular business user by specifying the user's last name or surname
<b>User Name</b>	The administrator can search for service requests initiated by a particular business user by specifying the user's user name.
<b>Party ID</b>	The administrator can search for service requests initiated by business users on the basis of party ID.
<b>Search Results</b>	
<b>Date</b>	The date on which the service request was raised.
<b>Request Name</b>	The name of the service request.
<b>Requested by</b>	The name of the customer who has raised the service request.
<b>User Name</b>	The user name of the customer who has raised the service request

**Table 59-1 (Cont.) Field Description**

Field Name	Description
<b>Party ID</b>	The party ID of the user who has raised the service request.
<b>Reference No</b>	The reference number generated at the time the service request was raised.
<b>Status</b>	The current status of the service request.

- Click on a specific service request record to view the details of that service request.  
OR

Select the checkbox of one or multiple service requests to approve or reject service requests.

**To search for specific service requests:**

- Navigate to one of the above paths.  
The **Request Processing** screen appears.
- Enter the required information in the search criteria fields.
- Click **Search**.  
The specific service request records are displayed based on the search criteria specified.

OR

Click **Reset** to clear the search parameters.

**Figure 59-2 Service Request - Search Result**

The screenshot shows the 'Request Processing' interface for Futura Bank. At the top, there are navigation elements including 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main header includes the Futura Bank logo and a user login area for 'Welcome, Sweta Thakur' with the last login time '06 May 06:00 PM'. The search filters are set to: Products: Credit Card, Severity: Severity, Request Name: Request Name, Request Category: Request Category, Status: Pending, and Request Type: All. Below the filters are 'Search' and 'Reset' buttons. A table displays the search results with the following data:

Date	Request Name	Requested By	User Name	Party ID	Reference No	Status
2020-05-01	Update Card Limits	Williamson Son1	RyanIslamBohr	***707	2149	Pending
2020-04-30	Credit Card PIN Request	Williamson Son1	retailpmg	***968	2148	Pending
2020-04-30	Update Card Limits	Williamson Son1	retailpmg	***968	2147	Pending
2020-04-29	AddOn Card	Vikram J Gupta	ATRetu192	***327	2132	Pending
2020-04-29	Register Credit Card Auto Payment	Vikram J Gupta	ATRetu192	***327	2131	Pending
2020-04-29	Replace Credit Card	Vikram J Gupta	ATRetu192	***327	2130	Pending
2020-04-29	Credit Card PIN Request	Vikram J Gupta	ATRetu192	***327	2129	Pending

At the bottom of the table, there is a pagination control showing 'Page 1 of 1 (1-7 of 7 items)' and a 'Cancel' button.

4. Click on a specific service request record to view the details of that service request.  
OR  
Select the check box of one or multiple service requests to approve or reject service requests.

## 59.2 Service Request Details (For Service Requests available out of the box)

This page is displayed once the Bank Administrator selects a service request record from the previous summary page. This screen comprises of three sections which display the details of the service request, the details of the initiator of the service request and also the transaction journey i.e. a time line graph depicting the stages of the service request.

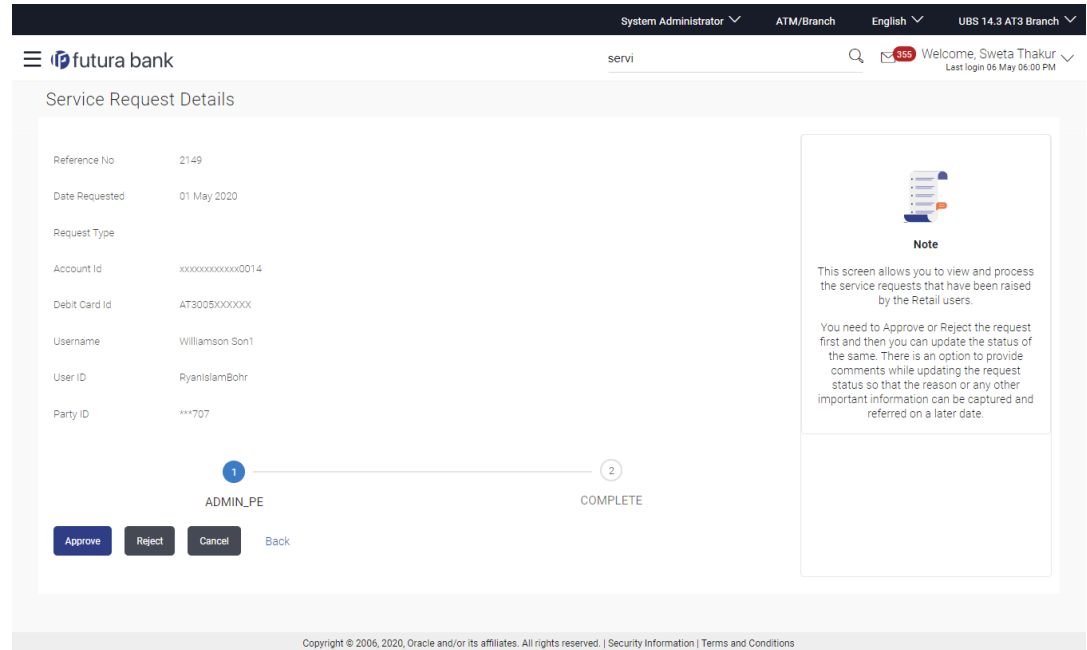
Below are the Service Requests that are available out of the box in the system:

- Credit Card Supplementary
- Credit Card PIN Request
- Replace Credit Card
- Update Card Limits
- Update Credit Card Auto Payment
- Register Credit Card Auto Payment
- Deregister Credit Card Auto Payment
- Activate Credit Card
- Hotlist Debit Card
- Cancel Debit Card
- Debit Card PIN Request
- Apply Debit Card
- Replace Debit Card
- Block Debit Card (temporary block)
- Unblock Debit Card (remove temporary block)
- Upgrade Debit Card

### To view the service requests details:

1. Navigate to one of the above paths.  
The **Request Processing** screen appears.
2. Enter the required information in the search criteria fields.
3. Click **Search**.  
The specific service request records are displayed based on the search criteria specified.  
OR  
Click **Reset** to clear the search parameters.
4. Click on a specific service request record to view the details of that service request.  
The service request details appears on the **Service Request Details** screen.

**Figure 59-3 Service Request Details**



**Table 59-2 Field Description**

Field Name	Description
<b>Request Details</b>	
<b>Reference No</b>	The reference number generated at the time the service request was raised.
<b>Date Requested</b>	The date on which the service request was raised.
<b>Request Type</b>	The type of service request initiated.
<b>User Details</b>	
<b>User Name</b>	The user name of the business user who initiated the service request.
<b>User ID</b>	The user Id of the business user who initiated the service request.
<b>Party ID</b>	The party Id of the user who initiated the service request.
<b>Transaction Journey</b>	
This section displays the stages of the service request in the form of a timeline graph. Details pertaining to when the service request was initiated along with when the service request was approved or rejected are displayed with the help of this timeline.	

5. Click **Approve** to Approve the Service Request.  
OR  
Click **Reject** to Reject the Service Request.
  6. Click **Back** to navigate back to the **Request Processing - Summary** screen.
- [Approve or Reject Service Requests \(For Service Requests available out of the box\)](#)

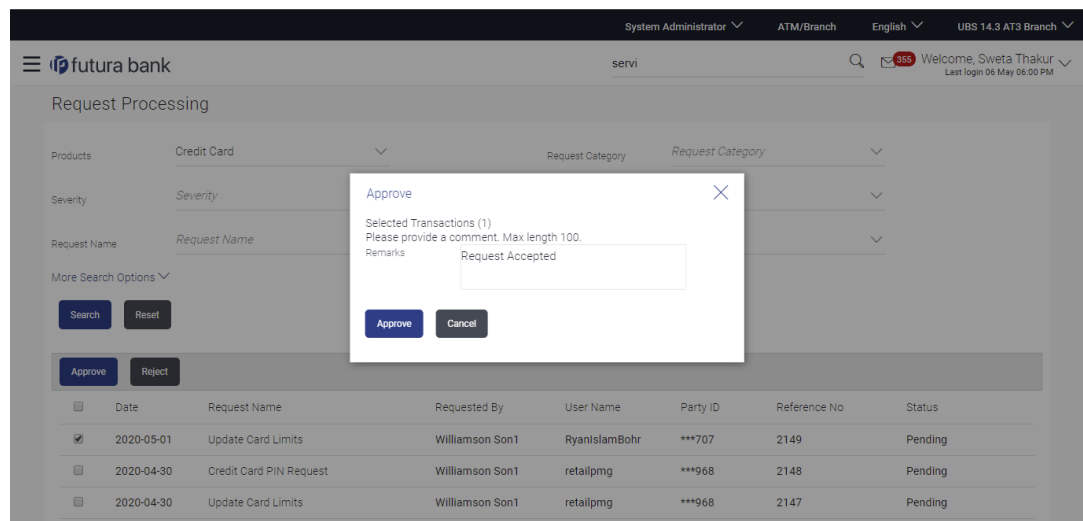
## 59.2.1 Approve or Reject Service Requests (For Service Requests available out of the box)

The Bank Administrator can take action on service requests initiated by business users by either approving or rejecting requests. The Administrator can select multiple service requests to approve or reject from the Service Request Summary page and can also approve or reject a service request individually after having viewed the details of the request from the Service Request Details page.

### To approve / reject service requests from Service Requests Summary page:

1. Navigate to one of the above paths.  
The **Request Processing** screen appears.
2. Select the check boxes of the service requests that you wish to take action on.  
The pop up on which to specify remarks for Approval/Rejection is displayed.
3. Enter **Remarks** and click **Approve/Reject**.  
The service requests get approved / rejected.

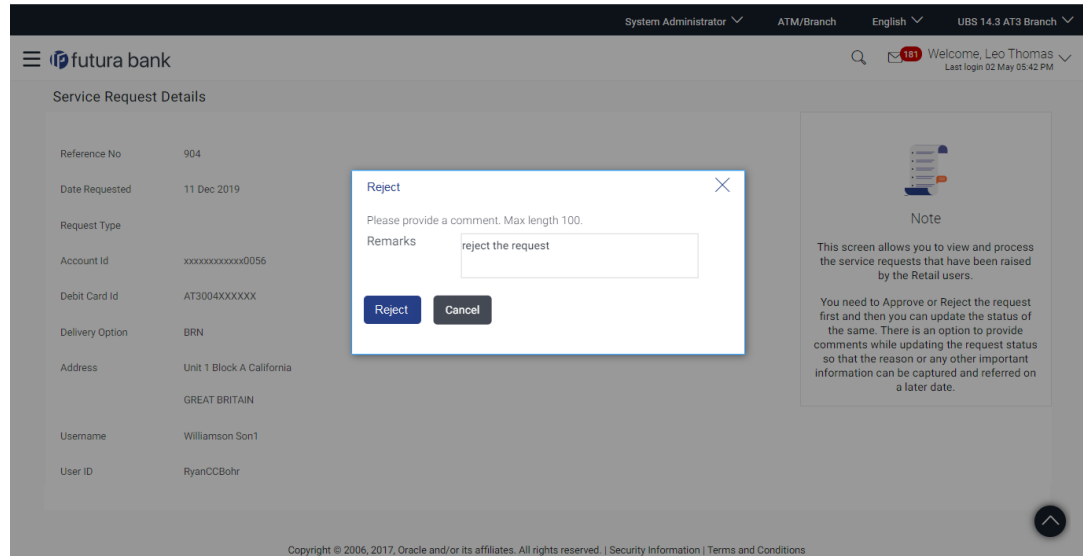
**Figure 59-4 Multiple Service Request Approve or Reject**



### To approve / reject a service request from the Service Requests Details page:

1. Navigate to one of the above paths.  
The **Request Processing** screen appears.
2. Select the service request on which you wish to take action from the Service Request Summary page
3. Click **Approve** or **Reject** button.  
The pop up on which to specify remarks for Approval/Rejection is displayed.
4. Enter **Remarks** and click **Approve/Reject**.  
The service requests get approved/ rejected.

Figure 59-5 Individual Service Request Rejection



## 59.3 Service Request Details (Requests created using Service Request-Form Builder)

This page appears for the service requests created using 'Service Request Form Builder' screen.

The Bank Administrator selects a service request record from the summary page. This screen comprises of three sections which display the request attributes, the details of the service request and the user details.

### To view the service requests details:

1. Navigate to one of the above paths.  
The **Request Processing** screen appears.
2. Enter the required information in the search criteria fields.
3. Click **Search**.

The specific service request records are displayed based on the search criteria specified.

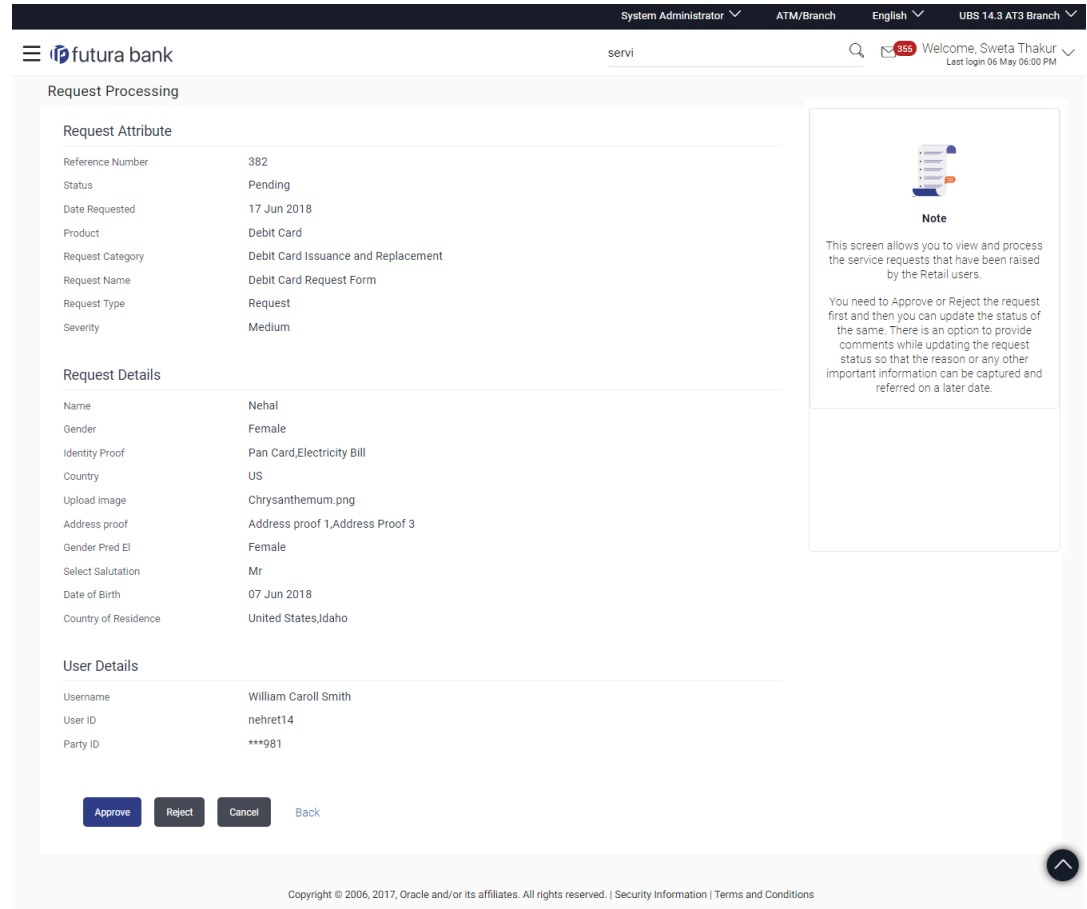
OR

Click **Reset** to clear the search parameters.

4. Click on a specific service request record to view the details of that service request.

The service request details appears on the **Request Processing details** screen.

**Figure 59-6 Request Processing - Details**



**Table 59-3 Field Description**

Field Name	Description
<b>Request Attribute</b>	
<b>Reference No</b>	The reference number generated at the time the service request was raised.
<b>Status</b>	The status of the service request.
<b>Date Requested</b>	The date on which the service request was raised.
<b>Product</b>	The type of product for which the service request was raised.
<b>Request Category</b>	The service request category for which the service request was raised. Category is based on the type of product name selected.
<b>Request Name</b>	The name of the service request.
<b>Request Type</b>	The type of service request initiated.
<b>Severity</b>	The severity of the service request.
<b>Request Details</b>	This section displays the details of the service request. The fields vary depending on the type of service request.



**Table 59-3 (Cont.) Field Description**

Field Name	Description
<b>User Details</b>	
<b>User name</b>	The user name of the business user who initiated the service request.
<b>User ID</b>	The user Id of the business user who initiated the service request.
<b>Party ID</b>	The party Id of the user who initiated the service request.

5. Click **Approve** to Approve the Service Request.  
OR  
Click **Reject** to Reject the Service Request.
6. Click **Back** to navigate back to the **Request Processing - Summary** screen.
  - [Approve or Reject Service Requests \(created using Service Request Form Builder\)](#)

### 59.3.1 Approve or Reject Service Requests (created using Service Request Form Builder)

The Bank Administrator can take action on service requests initiated by business users by either approving or rejecting requests. The Administrator can select multiple service requests to approve or reject from the Service Request Summary page and can also approve or reject a service request individually after having viewed the details of the request from the Service Request Details page.

**To approve / reject a service request:**

1. Navigate to one of the above paths.  
The **Request Processing** screen appears.
2. Select the service request on which you wish to take action from the **Service Request Summary** page.
3. Click **Approve** or **Reject button**.  
The pop up on which to specify remarks for Approval/Rejection is displayed.

Figure 59-7 Service Request Approval

The screenshot displays the 'Request Processing' page for a 'Debit Card Request'. The request details are as follows:

Request Attribute	
Reference Number	382
Status	Pending
Date Requested	17 Jun 2018
Product	Debit Card
Request Category	Debit Card Issuance
Request Name	Debit Card Request
Request Type	Request
Severity	Medium

Request Details	
Name	Nehal
Gender	Female
Identity Proof	Pan Card,Electricity Bill
Country	US
Upload image	Chrysanthemum.png
Address proof	Address proof 1,Address Proof 3
Gender Pred EI	Female
Select Salutation	Mr
Date of Birth	07 Jun 2018
Country of Residence	United States,Idaho

User Details	
Username	William Carol Smith
User ID	nehret14
Party ID	***981

The 'Approve' dialog box contains the following text:

Approve

Please provide a comment. Max length 100.

Remarks: Request Accepted

Buttons: Approve, Cancel

Main screen buttons: Approve, Reject, Cancel, Back

4. Enter **Remarks** and click **Approve/Reject**.

The success message along with the reference number, service request number and status appears.

5. Click **Ok** to complete the transaction and navigate the dashboard.
6. Navigate to the **Request Processing** transaction and search the service request that you have approved.

The **Request Processing** details screen appears.

**Figure 59-8 Request Processing - Details**

The screenshot displays the 'Request Processing - Details' page in the futura bank system. The page is divided into several sections:

- Request Attribute:**

Reference Number	382
Status	Completed
Date Requested	17 Jun 2018
Product	Debit Card
Request Category	Debit Card Issuance and Replacement
Request Name	Debit Card Request Form
Request Type	Request
Severity	Medium
- Request Details:**

Name	Nehal
Gender	Female
Identity Proof	Pan Card,Electricity Bill
Country	US
Upload image	Chrysanthemum.png
Address proof	Address proof 1,Address Proof 3
Gender Pred El	Female
Select Salutation	Mr
Date of Birth	07 Jun 2018
Country of Residence	United States,Idaho
- User Details:**

Username	Administrator User
User ID	superadmin
Party ID	***981
- Closure Comments from Bank:** (Empty text area)

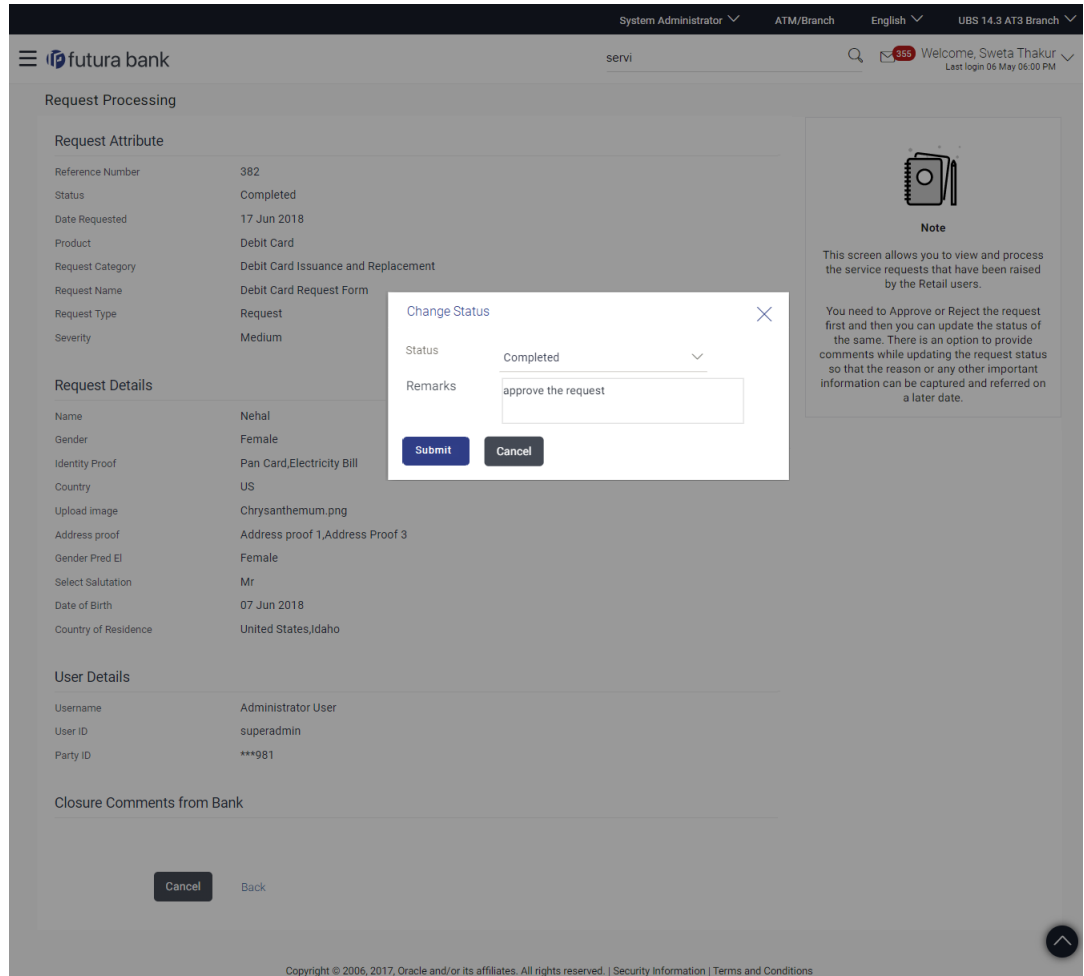
At the bottom of the page, there are three buttons: **Change Status** (blue), **Cancel** (grey), and **Back** (grey). A 'Note' box on the right side of the page provides instructions on how to use the system.

**Note**  
This screen allows you to view and process the service requests that have been raised by the Retail users.  
You need to Approve or Reject the request first and then you can update the status of the same. There is an option to provide comments while updating the request status so that the reason or any other important information can be captured and referred on a later date.

Copyright © 2006, 2017, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

7. Click **Change Status** to change the status of the service request.  
A pop up to specify remarks appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.

**Figure 59-9 Request Processing - Change Status**



**Table 59-4 Field Description**

Field Name	Description
<b>Change Status</b>	
<b>Status</b>	The status of the service request.
<b>Remarks</b>	Remarks for changing the status of the service request.

8. From the **Status** list, select the status of the service request.
9. In the **Remarks** field, enter the remarks if any.
10. Click **Submit**.

The success message along with the reference number, service request number and status appears.

# Terms and Conditions Maintenance

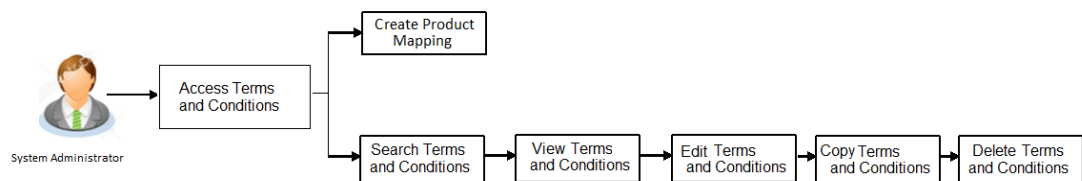
Terms and Conditions are set by Bank to layout the expected guidelines, and act as the backbone for the transactional agreement between customer and the bank.

Terms and Conditions Maintenance screen allows the bank administrator user to maintain terms and condition text for All/Specific Parties for All/Specific Transactions, so that corporate users get to view and accept it while initiating a trade finance transaction.

## Pre-Requisites

- Transaction access is provided to Bank Administrator.
- Approval rule set up for Bank Administrator to perform the actions.
- Party for which preference needs to be set up is created in core banking application.

**Figure 60-1 Workflow**



## Features supported in Application:

Terms and Conditions maintenance available for bank administrator in the application includes:

- Create Terms and Conditions
- View Terms and Conditions
- Edit Terms and Conditions
- Delete Terms and Conditions
- Copy Terms and Conditions

## Navigation Path:

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Others**. Under **Others**, click **Terms and Conditions Maintenance**.

- [Terms and Conditions - Search and View](#)
- [Create Terms and Conditions](#)
- [Edit Terms and Conditions](#)
- [Copy Terms and Conditions](#)

- [Delete Terms and Conditions](#)

## 60.1 Terms and Conditions - Search and View

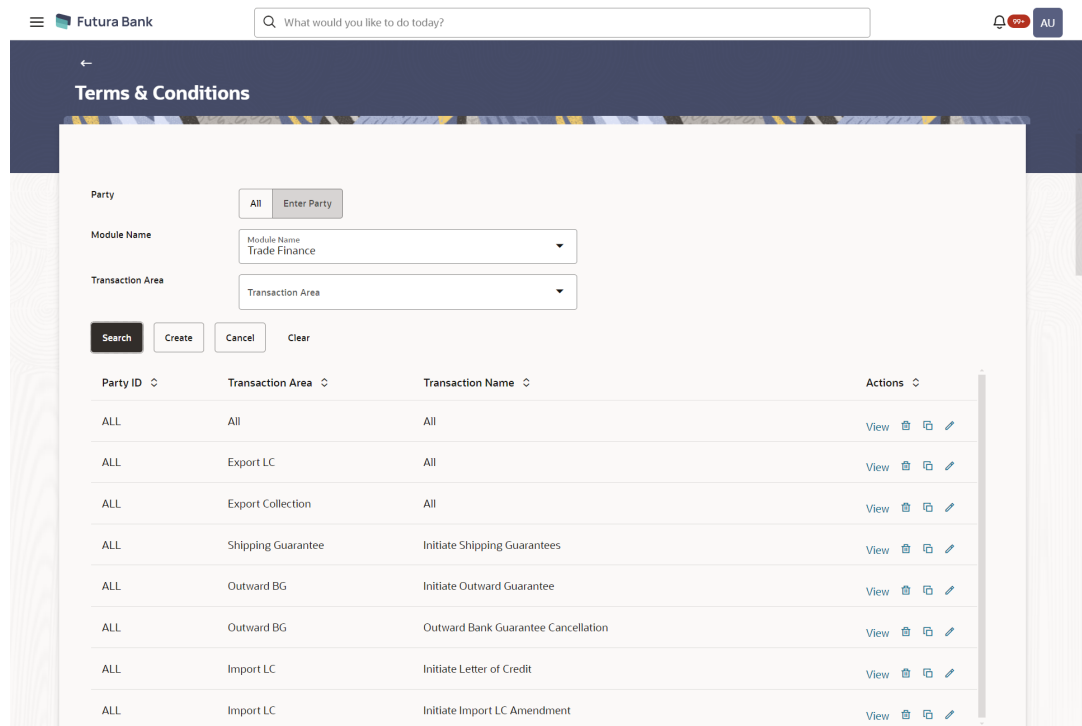
Bank Administrator can search and view the previously maintained Terms and Conditions. Administrator can narrow the result using the available fields as filters such as ALL or Specific Party ID, Module, Transaction Area and Transaction Name (Only If he selects any Specific Transaction Area).

All the applicable transactions will be listed here, and user can select any maintenances from the list, by clicking on view to see the details.

### To search Terms and Conditions:

1. Navigate to the above path.  
The **Terms and Conditions Maintenance** screen appears.
2. In the **Party** field, select the appropriate tab.  
The **Mailers - Create** screen appears.




**Figure 60-2 Terms and Conditions - Search and View**



**Table 60-1 Field Description**

Field Name	Description
<b>Party</b>	Option to select the party type. The options are: <ul style="list-style-type: none"> <li>• All</li> <li>• Enter Party</li> </ul>

**Table 60-1 (Cont.) Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Party ID</b>	Party ID for which the term and conditions are maintained/ viewed. This field appears if <b>Enter Party</b> option is selected in the <b>Party</b> field.
<b>Module Name</b>	The name of the module. Only Trade Finance is supported.
<b>Transaction Area</b>	The list of transaction area which are a part of transaction group.
<b>Transaction Name</b>	Name of transactions which are a part of transaction group. This field appears if any transaction other than <b>All</b> is selected in the <b>Transaction Area</b> list.
<b>Search Result</b>	
<b>Party ID</b>	Party ID for which the term and conditions are maintained/ viewed.
<b>Transaction Area</b>	The list of transaction groups of Trade Finance Module.
<b>Transaction Name</b>	Name of transactions which are a part of transaction group. This field appears if any transaction other than <b>All</b> is selected in the <b>Transaction Area</b> list.
<b>Actions</b>	The available actions that can be performed against the term and conditions for transactions are displayed. The actions can be: <ul style="list-style-type: none"> <li>• View: Click to view the already maintained terms and conditions.</li> <li>• Delete (  ): Click to delete the already maintained terms and conditions.</li> <li>• Copy (  ): Click to copy the already maintained terms and conditions.</li> <li>• Edit (  ): Click to edit the already maintained terms and conditions.</li> </ul>

3. If you have selected **Enter Party** option, specify the party ID in the **Party ID** field.
4. From the **Transaction Area** list, select the appropriate option.
5. From the **Module Name** list, select the listed option.
6. If you have selected any transaction other than **All**;
7. From the **Transaction Name** list, select the appropriate transaction.
8. Click **Search**.

The screen displays results based on search criteria.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the details.

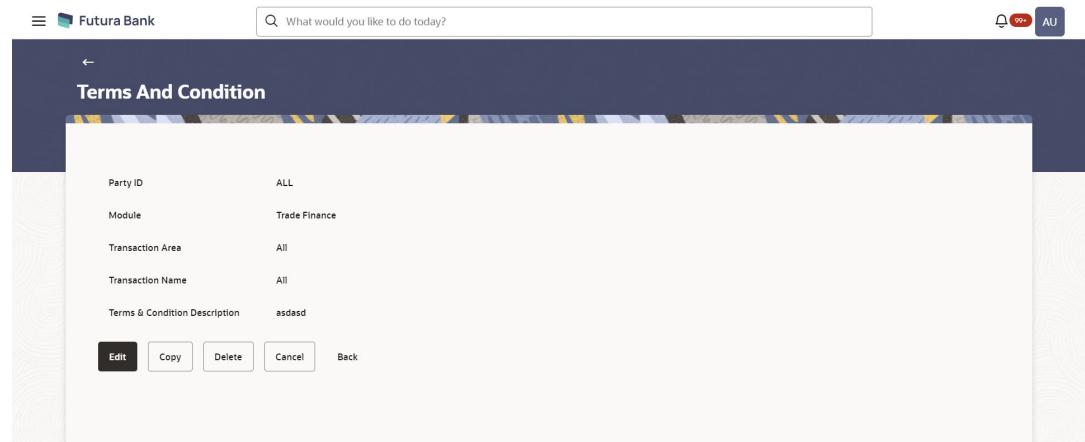
- [Terms and Conditions - View](#)

## 60.1.1 Terms and Conditions - View

To create a new mailer:

1. Navigate to the above path.  
The **Terms and Conditions Maintenance** screen appears.
2. Click the **View** link to view the already maintained terms and conditions.

**Figure 60-3 Terms and Conditions - View**



**Table 60-2 Field Description**

Field Name	Description
<b>Party ID</b>	Party ID for which the term and conditions are maintained/ viewed.
<b>Module Name</b>	The name of the module. Only Trade Finance is supported.
<b>Transaction Area</b>	The list of transaction area which are a part of transaction group.
<b>Transaction Name</b>	Name of transactions.
<b>Terms &amp; Conditions Description</b>	The description of already maintained terms and conditions.

3. Click **Edit** to edit the Terms & Conditions description.  
OR  
Click **Copy** to copy the Terms & Conditions text.  
OR  
Click **Delete** to delete the Terms & Conditions description.  
OR  
Click **Cancel** to cancel the transaction.  
OR



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

## 60.2 Create Terms and Conditions

Using this option, Bank Administrator can configure terms and conditions for a specific party. The administrator user can select the maintenance for all parties or for a specific party. The administrator user can also select the term and condition text to appear for all transactions or specific ones.

Admin will get a list of transactions areas, which are high level classification. Under each Transaction area, there can be several Transactions names which are the actual transactions getting initiated at OBAPIS. Admin user can select one of them, or all and have the Terms and Condition maintained for it.

### To create Terms and Conditions text:

1. Navigate to the above path.  
The **Terms and Conditions Maintenance** screen appears.
2. Click **Create Terms and Conditions**.  
The **Create Terms and Conditions** screen appears.

**Figure 60-4 Create Terms and Conditions**

The screenshot shows the 'Create Terms And Condition' interface. At the top, there's a search bar and user profile 'AU'. The main form has the following fields:

- Party:** Radio buttons for 'All' and 'Enter Party'.
- Module Name:** A dropdown menu currently showing 'Trade Finance'.
- Transaction Area:** A dropdown menu currently showing 'Import Collection'.
- Transaction Name:** A dropdown menu currently showing 'ALL'.
- Terms & Condition Description:** A text area containing 'test description'.

At the bottom of the form, there are three buttons: 'Submit', 'Cancel', and 'Clear'.

**Table 60-3 Field Description**

Field Name	Description
<b>Party</b>	Option to select the party type. The options are: <ul style="list-style-type: none"> <li>• All</li> <li>• Enter Party</li> </ul>
<b>Party ID</b>	Party ID for which the term and conditions are maintained/ viewed. This field appears if <b>Enter Party</b> option is selected in the <b>Party</b> field.

**Table 60-3 (Cont.) Field Description**

Field Name	Description
<b>Module Name</b>	The name of the module. Only Trade Finance is supported currently.
<b>Transaction Area</b>	The list of transaction area which are a part of transaction group.
<b>Transaction Name</b>	Name of transactions which are a part of transaction group. This field appears if any transaction other than <b>All</b> is selected in the <b>Transaction Area</b> list.
<b>Terms &amp; Conditions Description</b>	The description of terms and conditions that is to be created.

3. If you have selected **Enter Party** option, specify the party ID in the **Party ID** field.
4. From the **Transaction Area** list, select the appropriate option.
5. From the **Module Name** list, select the listed option.
6. If you have selected any transaction other than **All**;
7. From the **Transaction Name** list, select the appropriate transaction.
8. In the **Terms & Conditions Description** field, enter the description terms and conditions.
9. Click **Submit**.

The screen displays results based on search criteria.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the details.

10. The **Review Terms and Conditions** screen appears.

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

OR

Click **Cancel** to cancel the operation.

OR

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

11. The success message appears along with the transaction reference number and status.

Click **OK** to complete the transaction.

## 60.3 Edit Terms and Conditions

Administrator can edit the party terms and conditions description.

**To edit the terms and conditions description:**

1. Navigate to the above path.

The **Terms and Conditions Maintenance** screen appears.

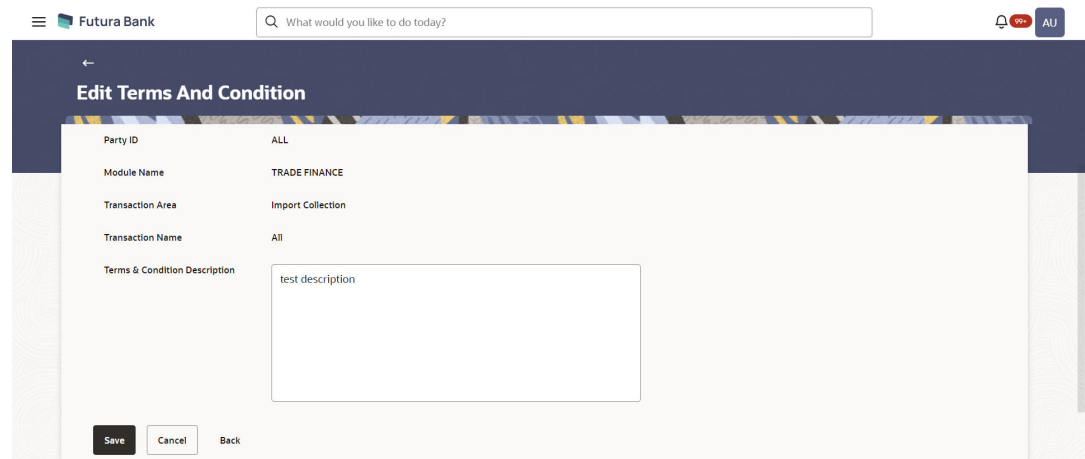
2. click the  icon to view the already maintained terms and condition description.

OR

In the **Terms and Conditions View** screen, click **Edit** to edit the already maintained terms and condition description.

The **Edit Terms and Conditions** screen appears.

**Figure 60-5 Edit Terms and Conditions**



3. In the **Terms & Conditions Description** field, modify the description of terms and conditions, if required.

4. Click **Submit**. The screen displays results based on search criteria.

OR

Click **Cancel** to cancel the transaction.

OR

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

5. The **Review Terms and Conditions** screen appears.

Verify the details, and click **Submit**.

OR

Click **Cancel** to cancel the operation.

OR

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

6. The success message appears along with the transaction reference number and status.

Click **OK** to complete the transaction.


## 60.4 Copy Terms and Conditions

Administrator can copy the already maintained terms and conditions description.

**To copy the terms and conditions description:**

1. Navigate to the above path.

The **Terms and Conditions Maintenance** screen appears.

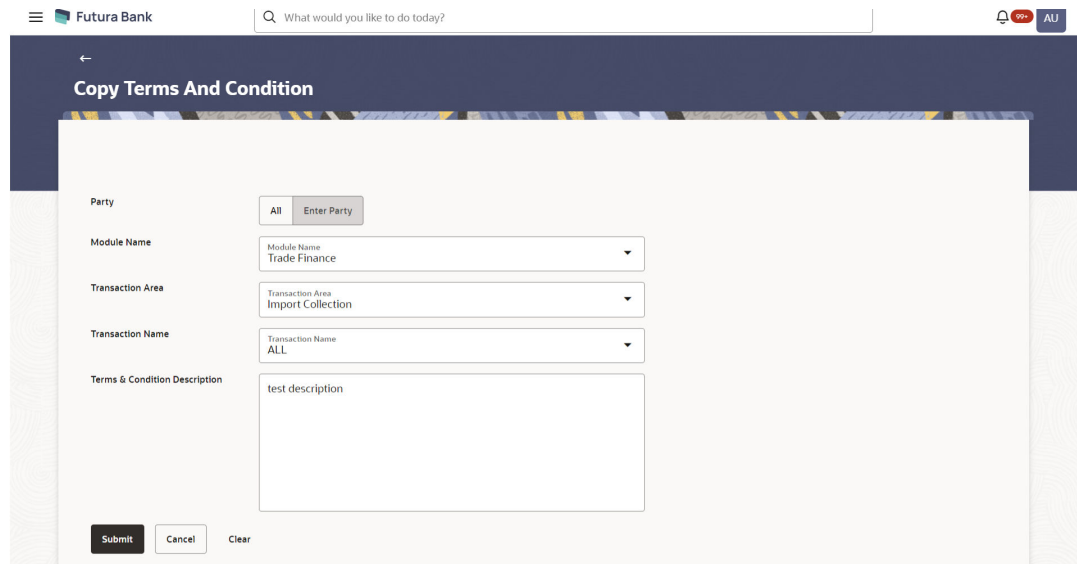
- click the  icon to copy the already maintained terms and condition description.

OR

In the **Terms and Conditions View** screen, click **Copy** to copy the already maintained terms and condition description.

The **Copy Terms and Conditions** screen appears.

**Figure 60-6 Copy Terms and Conditions**



**Table 60-4 Field Description**

Field Name	Description
<b>Party</b>	Option to select the party type. The options are: <ul style="list-style-type: none"> <li>• All</li> <li>• Enter Party</li> </ul>
<b>Party ID</b>	Party ID for which the term and conditions are maintained/ viewed.
<b>Module Name</b>	The name of the module. Only Trade Finance is supported.
<b>Transaction Area</b>	The list of transaction area which are a part of transaction group.
<b>Transaction Name</b>	Name of transactions.
<b>Terms &amp; Conditions Description</b>	The description of already maintained terms and conditions.

- In the **Terms & Conditions Description** field, modify the description of terms and conditions and conditions.

- Click **Submit**. The screen displays results based on search criteria.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the details.

5. The **Review Terms and Conditions** screen appears.

Verify the details, and click **Submit**.

OR

Click **Cancel** to cancel the operation.

OR

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

6. The success message appears along with the transaction reference number and status.

Click **OK** to complete the transaction.


## 60.5 Delete Terms and Conditions

Administrator can delete the terms and conditions description.

**To delete the terms and conditions description:**

1. Navigate to the above path.

The **Terms and Conditions Maintenance** screen appears.

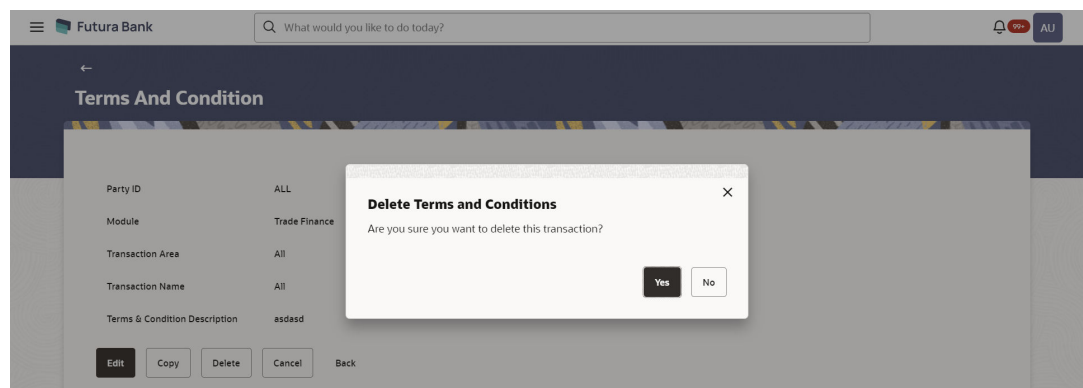
2. click the  icon to delete the already maintained terms and condition description.

OR

In the **Terms and Conditions View** screen, click **Delete** to delete the already maintained terms and condition.

The application will prompt the administrator with a deletion message.

**Figure 60-7 Delete Terms and Conditions**



3. Click **Yes** to proceed with the deletion request. It will navigate to confirmation page with a success message and the status.

4. Click **Ok** to close the screen and navigate to the dashboard.

# 61

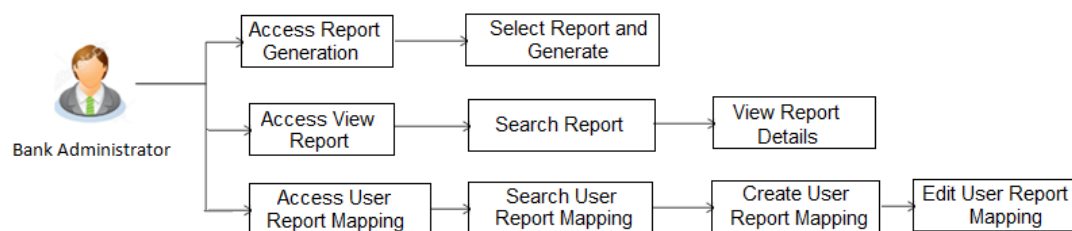
## Reports

Using this option, Administrators can generate various adhoc and schedule banking reports. Application provides an option to generate and schedule reports using Oracle Analytics Publisher Oracle Analytics and also by using an internal application. The adoption Oracle Analytics Publisher provides a simple and easy tool for the Operational and MIS reports

Prerequisites:

- Transaction access is provided to Bank Administrator
- Approval rule set up for Bank Administrator to perform the actions.
- Oracle Analytics Publisher is configured.

**Figure 61-1 Workflow**



### Features supported in application

Reports module allows Bank Administrator to:

- Generate and schedule Customer and Administrative Reports
- View/ Download generated Reports.
- View User Report Mapping
- Create User Report Mapping
- Edit User Report Mapping
- View Scheduled Report

### Report Generation

Bank Administrator logs into the system and navigates to Report Generation screen. On accessing 'Report Generation menu, Bank Administrator has to select an option if an adhoc report is to be generated or report needs to be scheduled.

Reports are categorized as:

- Adhoc Reports: When a report needs to be generated immediately on a need basis
- Schedule Reports: When report generation needs to be scheduled at fixed intervals e.g. daily, weekly, monthly etc.

After selecting the report generation category, user has to select a type of a report which needs to be generated. Other reports parameters with respect to each report are displayed on the screen as input fields so that report can be requested with specific data.

 **Note:**

If 2 factor authentication is enabled, the reports get generated only after successful authentication.

The list of reports is:

- API Consumption Report
- Bill Payment Pay Later Report
- Biller Reconciliation Report
- Biller Registration Report
- Date wise User Creation Report
- EPI Payment reconciliation Report
- FATCA & CRS Declaration Report
- File Identifier wise Party User Mapping Report
- Party User wise File Identifiers Mapping Report
- Party wise Approval Rule Report
- Party wise File Identifiers Mapping Report
- Party wise Payee Maintenance Report
- Party wise User Groups Report
- Party wise Workflows Report
- User Segment Summary Report
- Wallet Transaction Activity Report
- Wallets KYC Report
- Wallets Creation for a Date Range Report
- User List Report
- User Entitlement Report
- Approval Rule Report

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Reports**. Under **Reports** , click **Report Generation**.

**Figure 61-2 Report Generation**

The screenshot shows the 'Generate Report' page in the Futura Bank application. At the top, there is a search bar with the placeholder text 'What would you like to do today?'. Below the search bar, there are two tabs: 'Adhoc' (selected) and 'Scheduled'. Under the 'Adhoc' tab, there is a 'Report Name' field with a dropdown menu labeled 'Select Report Type' and a 'Required' label. At the bottom, there are three buttons: 'Generate Report', 'Cancel', and 'Clear'.

**Table 61-1 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.

- [Adhoc Reports](#)
- [Schedule Reports](#)
- [API Consumption Report](#)
- [Biller Registration Report](#)
- [Biller Reconciliation Report](#)
- [Bill Payment Pay Later Report](#)
- [Date Wise User Creation Report](#)
- [EPI Payment Reconciliation Report](#)
- [FATCA & CRS Declaration Report](#)
- [File Identifier wise Party User Mapping Report](#)
- [Party User wise File Identifiers Mapping Report](#)
- [Party wise Approval Rule report](#)
- [Party wise File Identifiers Mapping Report](#)
- [Party wise Payee Maintenance Report](#)
- [Party wise User Group Report](#)
- [User Segment Summary Report](#)
- [Wallets Creation for a Date Range Report](#)
- [Wallet KYC Report](#)
- [Wallets Transaction Activity Report](#)
- [Approval Rule Report](#)
- [User List Report](#)



- User Entitlement Report

## 61.1 Adhoc Reports

Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

**Figure 61-3 Adhoc Reports**

The screenshot shows the 'Generate Report' screen in the Futura Bank application. At the top, there is a search bar with the text 'What would you like to do today?' and a notification icon. The main content area is titled 'Generate Report' and has two tabs: 'Adhoc' (selected) and 'Scheduled'. The form contains the following fields:

- Report Name:** A dropdown menu with 'API Consumption Report' selected.
- Report Format:** A dropdown menu with 'PDF' selected.
- Duration:** Two date pickers showing 'April 25, 2' and 'April 30, 2'.
- Frequency:** A dropdown menu with 'WEEKLY' selected.
- Touch Point:** A dropdown menu with 'testTPupdated' selected.
- Party Id:** A text input field containing '002890'.
- User Type:** A dropdown menu with 'Retail & Business User' selected.
- User Id:** An empty text input field.

At the bottom of the form, there are three buttons: 'Generate Report' (highlighted in black), 'Cancel', and 'Clear'.

**Table 61-2 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics Publisher Oracle Analytics are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>



**Note:**

Other reports parameters with respect to each report are displayed on the screen as input fields so that report can be requested with specific data.

## 61.2 Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**Figure 61-4** Schedule Reports

Report Name	Report Id	Schedule Frequency	Start Date	End Date
API Consumption Report	230452242248	WEEKLY	April 23, 2024	May 15, 2024
Date wise User creation Report	170420765486	WEEKLY	April 17, 2024	April 29, 2024
Biller Registration Report	020473978759	ONCE	April 29, 2024	-

**Table 61-3** Field Description

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics Publisher/Oracle Analytics are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Start date of the date range from which you want to generate the report.
<b>Stop Generating</b>	End date of the date range up-to which you want to generate the report.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled by the logged in user and other Bank administrator users.



**Note:**

Other reports parameters with respect to each report are displayed on the screen as input fields so that report can be requested with specific data.

- [View Scheduled Reports](#)
- [Edit Schedule Reports](#)
- [Delete Schedule Reports](#)

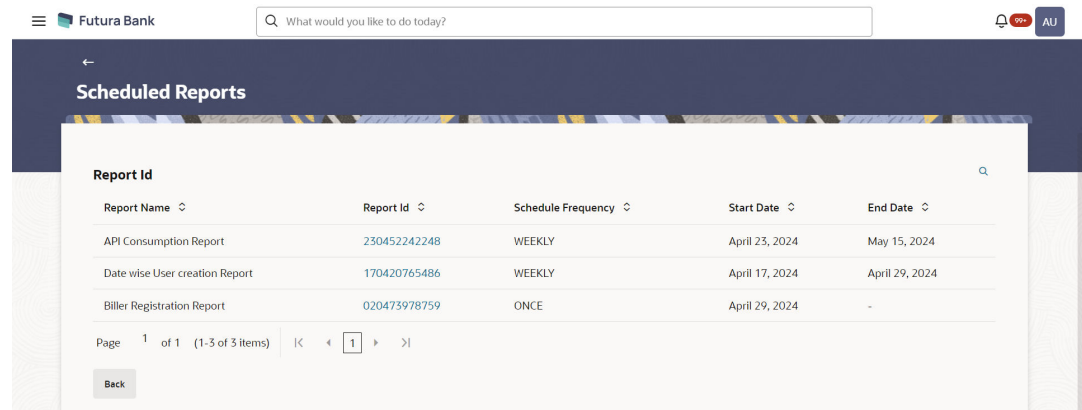
## 61.2.1 View Scheduled Reports

Using this option, Bank Administrator can view all the reports and its details that are scheduled by logged in user or any other Bank Administrator user with the future date.

**To view the scheduled reports:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Schedule** tab.  
The **Scheduled Report Generation** screen appears.
3. Click the **View Scheduled Reports** link.  
The **Scheduled Reports** screen appears.

**Figure 61-5 Scheduled Reports**



**Table 61-4 Field Description**

Field Name	Description
<b>Search</b>	
<b>Report Name</b>	Select the report that is to be searched.
<b>Search Results</b>	
<b>Report Name</b>	Name of the scheduled reports.
<b>Report ID</b>	IDs of the reports that are scheduled.
<b>Schedule Frequency</b>	The frequency on which the report is scheduled.


**Table 61-4 (Cont.) Field Description**

Field Name	Description
<b>Start Date</b>	Date from which the report will be generated as per the frequency defined.
<b>End Date</b>	Date till which the report will be generated as per the frequency defined.

4. Click on **desired Report ID** to view the details of the scheduled report.

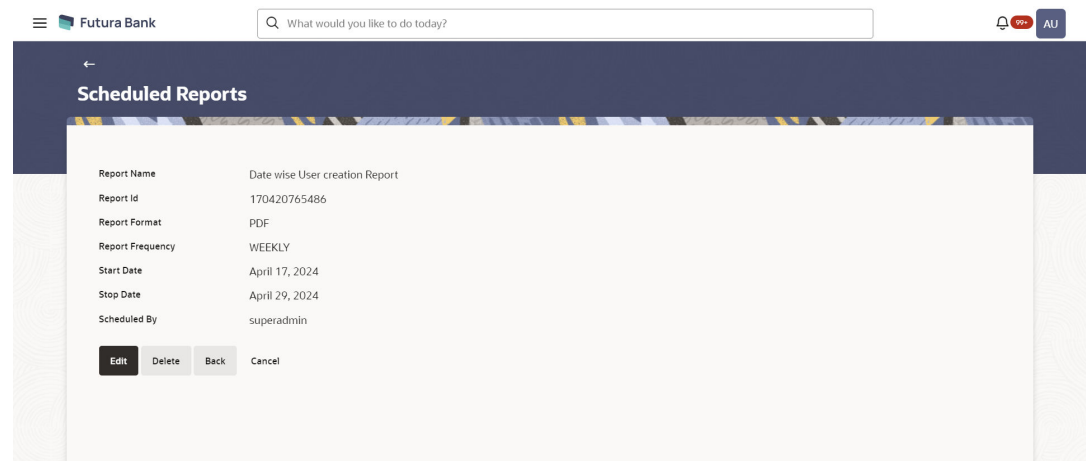
The View Reports Schedule screen appears.

OR

Click on the  icon against the Report ID, to select the Report from the list, which you want to view.

The searched report appears in the search result section.

Click the **Report ID** to view the details of the scheduled report.

**Figure 61-6 View Reports Schedule****Table 61-5 Field Description**

Field Name	Description
<b>Report Name</b>	Name of the scheduled report.
<b>Report ID</b>	ID of the scheduled report.
<b>Report Format</b>	Select the format in which the report is to be generated.
<b>Report Frequency</b>	The frequency at which the reports are scheduled to run.
<b>Start Date</b>	Date from which the report will be generated as per the frequency defined.
<b>Stop Date</b>	Date till which the report will be generated as per the frequency defined.

**Table 61-5 (Cont.) Field Description**

Field Name	Description
Scheduled By	User ID of the user who has scheduled the report generation.

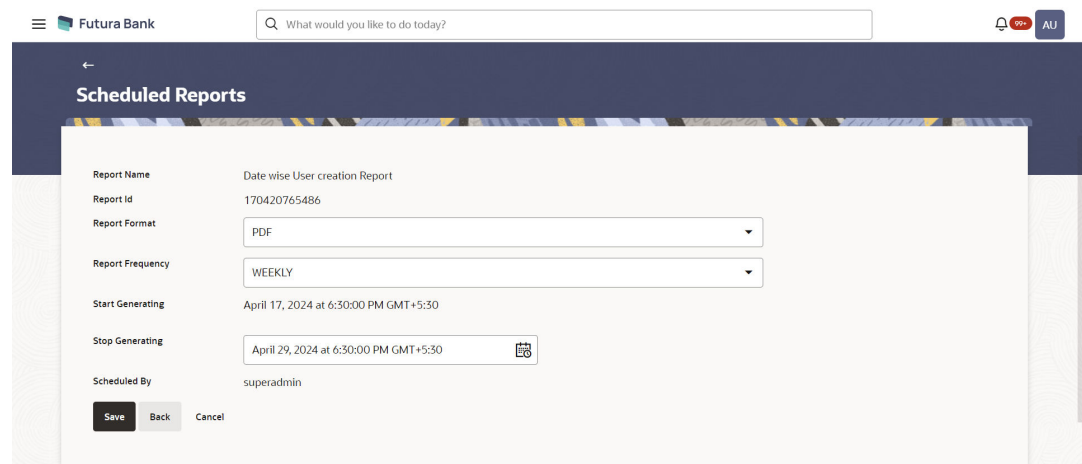
## 61.2.2 Edit Schedule Reports

Using this option, Bank Administrator can edit the parameters defined for scheduled reports. These changes are applied to generate the reports of next scheduled cycle.

**To edit the schedule reports:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Schedule** tab.  
The **Scheduled Report Generation** screen appears.
3. Click on desired **Report ID** to edit the details of the scheduled report.  
The **View Report Schedule** screen appears.
4. Click **Edit** to modify the report schedule.  
The **Edit Report Schedule** screen appears.  
OR  
Click **Delete** to delete the report schedule.  
OR  
Click **Back** to navigate to the previous screen.  
OR  
Click **Cancel** to cancel the transaction.

**Figure 61-7 Edit Reports Schedule**



**Table 61-6 Field Description**

Field Name	Description
<b>Report Name</b>	Name of the scheduled reports. Name of the report will be displayed in non-editable form.
<b>Report ID</b>	ID of the reports that are scheduled. This is a non-editable field.
<b>Report Format</b>	The report format of the scheduled report.
<b>Report Frequency</b>	The frequency of the scheduled report. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	The start date of the scheduled report. This field can be edited only if the date and time is in future.
<b>Stop Generating</b>	The date till which the report is to be generated.
<b>Scheduled By</b>	User ID of the user who scheduled the report generation.

5. Modify the details, if required. You can modify the Report Format, Report Frequency, Start generation date and time (if future date) and Stop Generating date and time.

6. Click **Save** to save the details.

The **Confirm Edit Report Schedule** screen appears.

OR

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

OR

Click **Cancel** to cancel the operation.

7. Click **Confirm**.

OR

Click **Cancel** to cancel the operation.

8. The success message along with the reference number and status appears.

Click **OK** to complete the transaction.

### 61.2.3 Delete Schedule Reports

The Bank Administrator can delete the scheduled reports which are no longer required.

**To delete account and transaction access for the user:**

1. Navigate to the above path.

The **Report Generation** screen appears.

2. Click the **Schedule** tab.

The **Scheduled Report Generation** screen appears.

3. Click the **View Scheduled Reports** link.

The **Schedule Reports** screen appears.

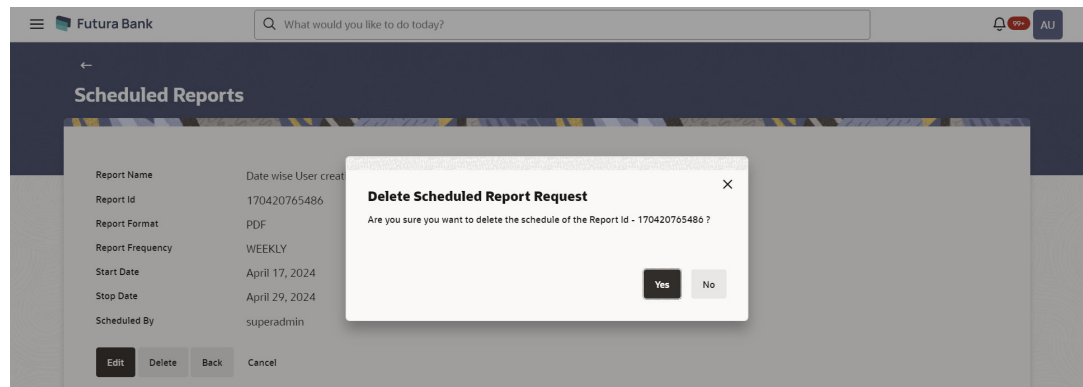
- Click on desired **Report ID** to delete the scheduled report.

The **View Report Schedule** screen appears.

- Click **Delete**.

The application will prompt the administrator with a deletion message.

**Figure 61-8 Delete Reports Schedule**



- Click **Confirm** to proceed with the deletion request.

It will navigate to confirmation page with a success message and the status.

- Click **Ok** to close the screen and navigate to the dashboard.

## 61.3 API Consumption Report

API Consumption report provides information on API consumption for a selected access point for a particular user.

The user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

### Navigation Path:

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Reports**. Under **Reports**, click **Report Generation**.

- [API Consumption - Adhoc Report](#)
- [API Consumption - Schedule Reports](#)

### 61.3.1 API Consumption - Adhoc Report

API Consumption Adhoc report is generated on demand or on request. Report can be requested from the 'Report Generation' screen. Adhoc reports can be viewed using 'My Reports' screen.

#### **To generate the API Consumption adhoc report:**

- Navigate to the above path.  
The **Report Generation** screen appears.
- Click the **Adhoc** tab.

- From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-9 API Consumption - Adhoc Report**

**Table 61-7 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated The options with Oracle Analytics PublisherOracle Analytics are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Duration</b>	The period for which the report is to be generated. Start date of the date range from which you want to generate the report. End date of the date range up-to which you want to generate the report.
<b>Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Touch Point</b>	The different channels/ medium for which you want to generate the report.



**Table 61-7 (Cont.) Field Description**

Field Name	Description
<b>Party ID</b>	The party ID for whom the report is to be generated.
<b>User Segment</b>	The segment of user for whom the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Retail User</li> <li>• Administrator</li> </ul>
<b>User id</b>	The user id of the user for whom the report is to be generated.

4. From the **Report Format** list, select the appropriate report output format.
5. From the **Duration - From Date and Duration - To Date** list, select the appropriate duration.
6. From the **Frequency** list, select the appropriate option.
7. From the **Touch Point** list, select the appropriate option.
8. In the **Party ID** field, enter the party id.
9. From the **User Segment** list, select the appropriate type of user.
10. In the **User Id** field, enter the id of the user for whom the report is to be generated.
11. Click **Generate Report** to generate the report.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

12. The success message along with the reference number, status and **Report Request Id** appears.

Click **Ok** to close the screen and navigate to the dashboard.

OR

Click on the **View Reports** link to download the report.

The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Generate another report** to generate another report.

13. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.


A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**.

**Figure 61-10** For reference, a specimen of the report generated is given below:

**API Consumption Details Report**  
 From Date : 2018-10-12 | To Date : 2018-11-12  
 Frequency : WEEKLY | Touch Point : APINTERNET  
 Party Id : | Party Name :  
 User Segment : | User Id :



API Name					
/accessPointGroups					
From Date	To Date	Count:	Touch Point	Status	
29-OCT-2018	05-NOV-2018	919	APINTERNET	Success Count: 906Failure Count:13	

API Name					
/accessPointGroups/{accessPointGroupId}					
From Date	To Date	Count:	Touch Point	Status	
29-OCT-2018	05-NOV-2018	1	APINTERNET	Success Count: 1Failure Count:0	

API Name					
/accessPointScopes					
From Date	To Date	Count:	Touch Point	Status	
29-OCT-2018	05-NOV-2018	42	APINTERNET	Success Count: 42Failure Count:0	

API Name					
/accessPoints					
From Date	To Date	Count:	Touch Point	Status	
29-OCT-2018	05-NOV-2018	2872	APINTERNET	Success Count: 2857Failure Count:15	

API Name					
/accessPoints/{accessPointId}					
From Date	To Date	Count:	Touch Point	Status	
29-OCT-2018	05-NOV-2018	42	APINTERNET	Success Count: 42Failure Count:0	

API Name					
/accesstokens					
From Date	To Date	Count:	Touch Point	Status	
29-OCT-2018	05-NOV-2018	2823	APINTERNET	Success Count: 2821Failure Count:2	

API Name					
/accesstokens/{id}					
From Date	To Date	Count:	Touch Point	Status	
29-OCT-2018	05-NOV-2018	2	APINTERNET	Success Count: 2Failure Count:0	

API Name					
/accesstokens/{stateId}/{code}					
From Date	To Date	Count:	Touch Point	Status	
29-OCT-2018	05-NOV-2018	11	APINTERNET	Success Count: 6Failure Count:5	

API Name					
/accountAccess					
From Date	To Date	Count:	Touch Point	Status	
29-OCT-2018	05-NOV-2018	752	APINTERNET	Success Count: 723Failure Count:29	

**1** Report generated by superadmin | 14 Nov 2018, 08:03

**Table 61-8 Field Description**

Field Name	Description
<b>Report Parameters</b>	
<b>From Date</b>	Date from which the report is generated.
<b>To Date</b>	Date till which the report is generated.
<b>Frequency</b>	The frequency at which the report is generated.
<b>Access Point (Touch Point)</b>	The different channels/ medium for which report is generated.
<b>Party ID</b>	The party ID for whom the report is generated.
<b>Party Name</b>	The name of the party for whom the report is generated.
<b>User Segment</b>	The user segment for which, the report is generated.
<b>User ID</b>	ID of the user.
<b>API Name</b>	The name of the API for which the report is generated.
<b>From Date</b>	Date from which the report is generated.
<b>To Date</b>	Date till which the report is generated.
<b>Count</b>	The total count of transactions that are successful and failed.
<b>Touch Point</b>	The different channels/ medium for which report is generated.
<b>Status</b>	The status of the transaction.

### 61.3.2 API Consumption - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the API consumption schedule report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Schedule** tab.  
The **Scheduled Report Generation** screen appears.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-11 API Consumption Report - Schedule Report**

**Table 61-9 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per frequency defined.
<b>Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>

**Table 61-9 (Cont.) Field Description**

Field Name	Description
<b>Touch Point</b>	The different channels/ medium for which you want to generate the report.
<b>Party ID</b>	The party ID for whom the report is to be generated.
<b>User Segment</b>	The user segment for which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Retail User</li> <li>• Administrator</li> </ul>
<b>User id</b>	The user id of the user for whom report is to be generated.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

- From the **Report Format** list, select the appropriate report output format.
- From the **Select Frequency** list, select the appropriate option.
- From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
- From the **Frequency** list, select the appropriate option.
- From the **Touch Point** list, select the appropriate option.
- In the **Party ID** field, enter the party id.
- From the **User Segment** list, select the appropriate segment.
- In the **User Id** field, enter the id of the user for whom the report is to be generated.
- Click **Schedule Report** to generate and view the report.

OR

Click the **View Scheduled Reports** link to view all the scheduled reports.

The **Scheduled Reports** screen appears.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

- The success message along with the reference number, status and **Report Request Id** appears.

Click **Ok** to close the screen and navigate to the dashboard.

OR

Click on the **View Reports** link to download the report.

The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Schedule another Report** to generate another report.

14. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**, In the **My Reports** screen, click **Scheduled Reports**.

## 61.4 Biller Registration Report

Biller Registration report provides the details of customers registered to a biller for online bill payment. Administrator has to select the biller id of which the report is to be generated.

Further, the administrator user can choose the report format as CSV or pdf. The generation of both Adhoc and Scheduled reports are supported. This report is available only with the internal reporting system.

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Reports**. Under **Reports** , click **Report Generation**.

- [Biller Registration - Adhoc Report](#)
- [Biller Registration - Schedule Reports](#)

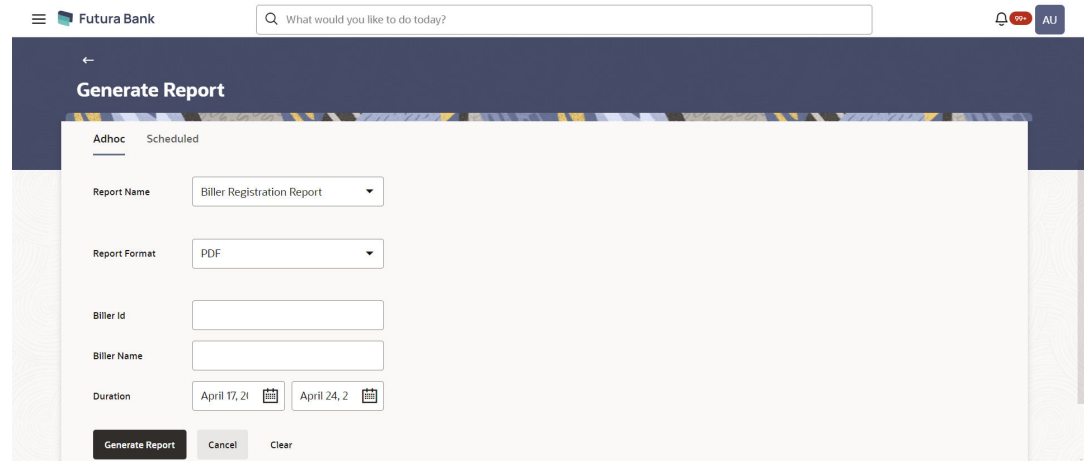
### 61.4.1 Biller Registration - Adhoc Report

Biller Registration Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

**To generate the Biller Registration adhoc report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Adhoc** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-12 Biller Registration - Adhoc Report**



**Table 61-10 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Biller Id</b>	Specify the unique code assigned to a specific biller.
<b>Biller Name</b>	Specify the name of the biller.
<b>Duration</b>	Select the date range for which the report is to be generated. User has to enter From and To dates.

- From the **Report Format** list, select the format in which the report is to be generated.
- In the **Biller Id** field, enter the id of the biller for whom the report to be generated.
- In the **Biller Name** field, enter the name of the biller.
- From the **Duration - From and Duration - To** list, select the appropriate duration.
- Click **Generate Report** to generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears.  
Click **Ok** to close the screen and navigate to the dashboard.  
OR

Click on the **View Reports** link to download the report.

The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Generate another report** to generate another report.

- In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**.

**Figure 61-13** For reference, a specimen of the report generated is given below:



### EBPP Admin - Registration Report

Biller ID : 1 Biller Name : Test  
 Date From:2018-06-04 Date To:2018-06-14

---

Customer ID	Customer Name	Phone No and Email	Biller Nick Name	Registration Date	Registration Status
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	vodafone3	22 May 2018	APPROVED
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	eleh3	24 May 2018	APPROVED
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	waterh2	22 May 2018	APPROVED
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	homewater2	24 May 2018	APPROVED
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	office3	22 May 2018	APPROVED
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	movies1	25 May 2018	APPROVED
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	vany1	25 May 2018	APPROVED
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	dthome2	22 May 2018	APPROVED
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	dthome3	22 May 2018	APPROVED
001868	Gary John Oldman	Phone: Email: shailendra.kadam@oracle.com	TellBiller	22 May 2018	APPROVED
001868	Gary John Oldman	Phone:	WaterBill	22 May 2018	APPROVED

1 Report generated by



**Table 61-11 Field Description**

Field Name	Description
<b>Report Parameters</b>	
<b>Biller ID</b>	The unique ID of the biller.
<b>Biller Name</b>	The name of the biller.
<b>Date From</b>	The date from which the report is generated.
<b>Date To</b>	Date till which the report is generated. .
<b>Customer Id</b>	The unique id of the customer/Party.
<b>Customer Name</b>	The name of the customer/party.
<b>Customer Phone No and Email</b>	The phone number and Email address of the customer.
<b>Biller Nickname</b>	The nick name of the biller.
<b>Registration Date</b>	The date on which customer is registered to the biller.
<b>Registration Status</b>	The status of registration.

## 61.4.2 Biller Registration - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the Biller Registration schedule report:**

1. Navigate to the above path.  
 The **Report Generation** screen appears.
2. Click the **Schedule** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
 The respective report generation screen appears.

**Figure 61-14 Biller Registration - Schedule Report**

The screenshot shows the 'Generate Report' screen for 'Biller Registration Report' in the 'Scheduled' tab. The interface includes the following elements:

- Report Name:** Biller Registration Report (dropdown)
- Report Format:** PDF (dropdown)
- Select Frequency:** DAILY (dropdown)
- Start Generating:** April 25, 2024 at 12:00:00 AM (calendar icon)
- Stop Generating:** April 30, 2024 at 12:00:00 AM (calendar icon)
- Biller Id:** (input field)
- Biller Name:** (input field)
- Buttons:** Schedule Report, Cancel, Clear
- Link:** View Scheduled Reports

**Table 61-12 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per frequency defined.
<b>Biller Id</b>	The unique code assigned to a specific biller.
<b>Biller Name</b>	The name of the biller.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

- From the **Report Format** list, select the format in which the report is to be generated.
- From the **Select Frequency** list, select the appropriate option.
- From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
- From the **Frequency** list, select the appropriate option.
- In the **Biller Id** field, enter the id of the biller for whom the report to be generated.
- In the **Biller Name** field, enter the name of the biller.
- Click **Schedule Report** to view and generate the report.

OR

Click the **View Scheduled Reports** link to view all the scheduled reports.

The **Scheduled Reports** screen appears.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

- The success message along with the reference number, status and **Report Request Id** appears.

Click **Ok** to close the screen and navigate to the dashboard.

OR

Click on the **View Reports** link to download the report.

The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Schedule another Report** to generate another report.

12. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**, In the **My Reports** screen, click **Scheduled Reports**.

## 61.5 Biller Reconciliation Report

Biller Reconciliation report provides information on reconciliation of bill payment transactions made to a biller for a selected period. Administrator has to select the biller id of which the report is to be generated.

The administrator user can choose the report format as CSV or pdf. The generation of both Adhoc and Scheduled reports are supported. This report is available only with the internal reporting system.

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Reports**. Under **Reports** , click **Report Generation**.

- [Biller Reconciliation - Adhoc Report](#)
- [Biller Reconciliation - Schedule Reports](#)

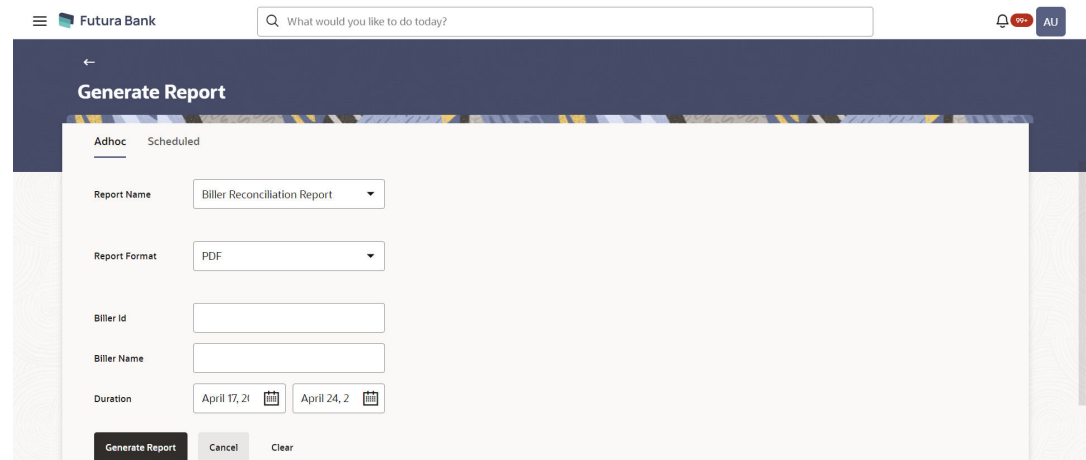
### 61.5.1 Biller Reconciliation - Adhoc Report

Biller Reconciliation Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

**To generate the Biller Reconciliation adhoc report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Adhoc** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-15 Biller Reconciliation - Adhoc Report**



**Table 61-13 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated..
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Biller Id</b>	The unique code assigned to a specific biller.
<b>Biller Name</b>	The name of the biller.
<b>Duration</b>	Select the date range for which the report is to be generated. User has to enter From and To dates.

4. From the **Report Format** list, select the appropriate report output format.
5. In the **Biller Id** field, enter the id of the biller for whom the report is to be generated.
6. In the **Biller Name** field, enter the name of the biller.
7. From the **Duration - From and Duration - To** list, select the appropriate duration.
8. Click **Generate Report** to generate the report.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

9. The success message along with the reference number, status and **Report Request Id** appears.

Click **Ok** to close the screen and navigate to the dashboard.

OR

Click on the **View Reports** link to download the report.

The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Generate another report** to generate another report.

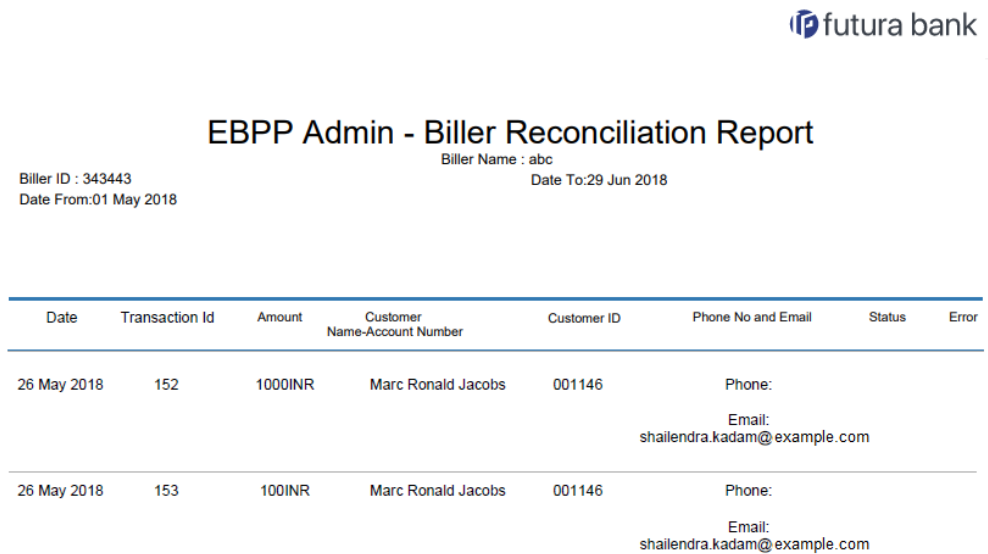
10. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**.

**Figure 61-16** For reference, a specimen of the report generated is given below:



The screenshot shows a report header with the Futura Bank logo. The title is "EBPP Admin - Biller Reconciliation Report". Below the title, there are report parameters: Biller ID : 343443, Date From: 01 May 2018, Biller Name : abc, and Date To: 29 Jun 2018. The main body of the report is a table with columns: Date, Transaction Id, Amount, Customer Name-Account Number, Customer ID, Phone No and Email, Status, and Error. Two rows of data are shown, both for transactions on 26 May 2018 with Customer Name-Account Number "Marc Ronald Jacobs" and Customer ID "001146". The first row has a Transaction Id of 152 and an Amount of 1000INR. The second row has a Transaction Id of 153 and an Amount of 100INR. The "Phone No and Email" column contains "Phone:" and "Email: shailendra.kadam@example.com".

Date	Transaction Id	Amount	Customer Name-Account Number	Customer ID	Phone No and Email	Status	Error
26 May 2018	152	1000INR	Marc Ronald Jacobs	001146	Phone: Email: shailendra.kadam@example.com		
26 May 2018	153	100INR	Marc Ronald Jacobs	001146	Phone: Email: shailendra.kadam@example.com		

**Table 61-14** Field Description

Field Name	Description
<b>Report Parameters</b>	
<b>Biller ID</b>	The unique ID of the biller.
<b>Biller Name</b>	The name of the biller.
<b>Date From</b>	Date from which the report is generated.

**Table 61-14 (Cont.) Field Description**

Field Name	Description
<b>Date To</b>	Date till which the report is generated.
<b>Date</b>	Transaction date and time.
<b>Transaction ID</b>	The transaction Id of the transaction.
<b>Amount</b>	The amount of the transaction in local currency.
<b>Customer Name &amp; Account Number</b>	The name of the customer and an account number
<b>Customer Id</b>	The unique id of the customer/party.
<b>Customer Phone No and Email</b>	The phone number and Email address of the customer.
<b>Status</b>	The status of the transaction.
<b>Error</b>	Error if any.

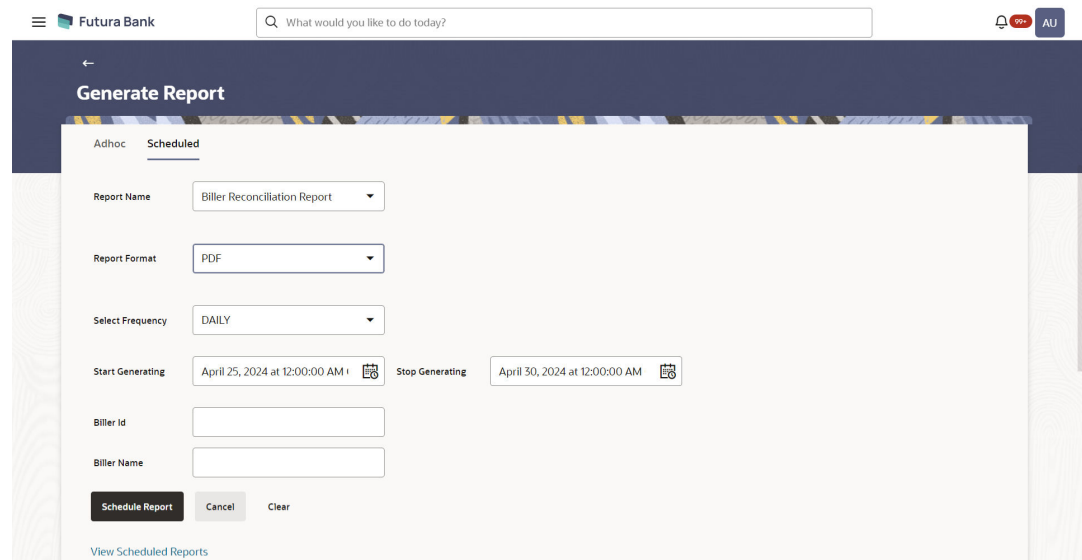
## 61.5.2 Biller Reconciliation - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the Biller Reconciliation schedule report:**

1. Navigate to the above path.  
 The **Report Generation** screen appears.
2. Click the **Schedule** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
 The respective report generation screen appears.

**Figure 61-17 Biller Reconciliation - Schedule Report**



**Table 61-15 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is generated.
<b>Stop Generating</b>	Date till which the report is generated.
<b>Biller Id</b>	The unique code assigned to a specific biller.
<b>Biller Name</b>	The name of the biller.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

4. From the **Report Format** list, select the appropriate report output format.
5. From the **Select Frequency** list, select the appropriate option.
6. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
7. In the **Biller Id** field, enter the id of the biller for whom the report is to be generated.
8. In the **Biller Name** field, enter the name of the biller.
9. From the **Duration - From Date and Duration - To Date** list, select the appropriate duration.
10. Click **Schedule Report** to generate and view the report.

OR

Click the **View Scheduled Reports** link to view all the scheduled reports.

The **Scheduled Reports** screen appears.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

11. The success message along with the reference number, status and **Report Request Id** appears.

Click **Ok** to close the screen and navigate to the dashboard.

OR

Click on the **View Reports** link to download the report.

The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Schedule another Report** to generate another report.

12. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**, In the **My Reports** screen, click **Scheduled Reports**.

## 61.6 Bill Payment Pay Later Report

Bill Payment Pay Later report provides the details of "Pay Later" transactions set up for a biller for a given period. The user has to select the biller id of which the report is to be generated.

The administrator user can choose the report format as CSV or pdf. The generation of both Adhoc and Scheduled reports are supported. This report is available only with the internal reporting system.

### Navigation Path:

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Reports**. Under **Reports** , click **Report Generation**.

- [Bill Payment Pay Later - Adhoc Report](#)
- [Bill Payment Pay Later - Schedule Reports](#)

### 61.6.1 Bill Payment Pay Later - Adhoc Report

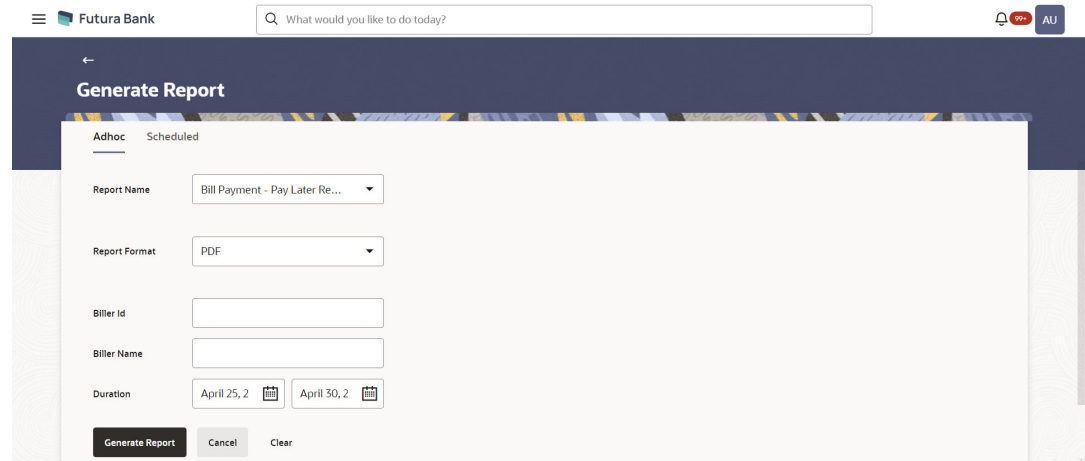
Bill Payment Pay Later Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

#### **To generate the Bill Payment Pay Later adhoc report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Adhoc** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.



**Figure 61-18 Bill Payment Pay Later - Adhoc Report**



**Table 61-16 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Biller Id</b>	The unique code assigned to a specific biller.
<b>Biller Name</b>	The name of the biller.
<b>Duration</b>	Select the date range for which the report is to be generated. User has to enter From and To dates.

4. From the **Report Format** list, select the format in which the report is to be generated.
5. In the **Biller Id** field, enter the id of the biller for whom the report is to be generated.
6. In the **Biller Name** field, enter the name of the biller.
7. From the **Duration - From and Duration - To** list, select the appropriate duration.
8. Click **Generate Report** to generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
9. The success message along with the reference number, status and **Report Request Id** appears.  
Click **Ok** to close the screen and navigate to the dashboard.  
OR

Click on the **View Reports** link to download the report.

The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Generate another report** to generate another report.


10. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**.

**Figure 61-19** For reference, a specimen of the report generated is given below:



### EBPP Admin - Bill Payments Pay-Later Report

Bill ID : 343443
Bill Name : abc
Date To: 23 Aug 2018

Date From: 12 Jun 2018

---

Customer ID	Customer Name	Customer PhoneNo & Email	Biller Nickname	Pay Later Set-Up Date	Pay Later Date	Status	Deletion Date
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	mydthn1	12 Jun 2018	30 Jun 2018	COMPLETED	NA
001868	David Stevens	Phone: Email: ritwick.x.singh@oracle.com	dthome2	12 Jun 2018	28 Jun 2018	COMPLETED	NA

1

Report generated by

**Table 61-17 Field Description**

Field Name	Description
<b>Report Parameters</b>	
<b>Biller ID</b>	The unique ID of the biller.
<b>Biller Name</b>	The name of the biller.
<b>Date From</b>	Date from which the report is generated.
<b>Date To</b>	Date until which the report is generated.
<b>Customer Id</b>	The unique id of the customer/party.
<b>Customer Name</b>	The name of the customer/party.
<b>Customer Phone No and Email</b>	The phone number and Email address of the customer.
<b>Biller Nickname</b>	The nick name of the biller.
<b>Pay Later Setup Date</b>	This is a date on which the request for bill payment is initiated.
<b>Pay Later Date</b>	The future date on which the funds are to be transferred to the billers.
<b>Status</b>	Status of the bill payment
<b>Deletion Date</b>	The date on which the future bill payment cancellation request was initiated

## 61.6.2 Bill Payment Pay Later - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the Bill Payment Pay Later schedule report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Schedule** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The receptive report generation screen appears.

**Figure 61-20 Bill Payment Pay Later - Schedule Report**

The screenshot shows the 'Generate Report' page in the Futura Bank system. The 'Scheduled' tab is active. The report name is 'Bill Payment - Pay Later Re...'. The report format is set to 'PDF'. The frequency is 'DAILY'. The start generating date is 'April 25, 2024 at 12:00:00 AM' and the stop generating date is 'April 30, 2024 at 12:00:00 AM'. There are input fields for 'Biller Id' and 'Biller Name'. At the bottom, there are buttons for 'Schedule Report', 'Cancel', and 'Clear'. A link for 'View Scheduled Reports' is also present.

**Table 61-18 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated..
<b>Report Format</b>	Select the format in which the report is to be generated.. The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated .
<b>Stop Generating</b>	Date till which the report is to be generated,
<b>Biller Id</b>	The unique code assigned to a specific biller.
<b>Biller Name</b>	The name of the biller.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

4. From the **Report Format** list, select the format in which the report is to be generated.
5. From the **Select Frequency** list, select the appropriate option.
6. From the **Start Generating and Stop Generating** list, select the appropriate duration.
7. In the **Biller Id** field, enter the id of the biller for whom the report is to be generated.
8. In the **Biller Name** field, enter the name of the biller.

9. From the **Duration - From Date and Duration - To** Date list, select the appropriate duration.
10. Click **Schedule Report** to generate and view the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports.  
The **Scheduled Reports** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
11. The success message along with the reference number, status and **Report Request Id** appears.  
Click **Ok** to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report.  
The user is directed to the **My Reports** screen. The list of reports appears.  
OR  
Click **Schedule another Report** to generate another report.
12. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.  
A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**, In the **My Reports** screen, click **Scheduled Reports**.

## 61.7 Date Wise User Creation Report

Date wise user creation report provides a list of users created with particular application role within given duration. An administrator can request to generate an adhoc report with following additional parameters:

- User Type (Application Roles)
- Party ID
- Frequency
- Date Range

Further, user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Reports**. Under **Reports** , click **Report Generation**.

- [Date Wise User Creation - Adhoc Report](#)
- [Date Wise User Creation - Schedule Reports](#)

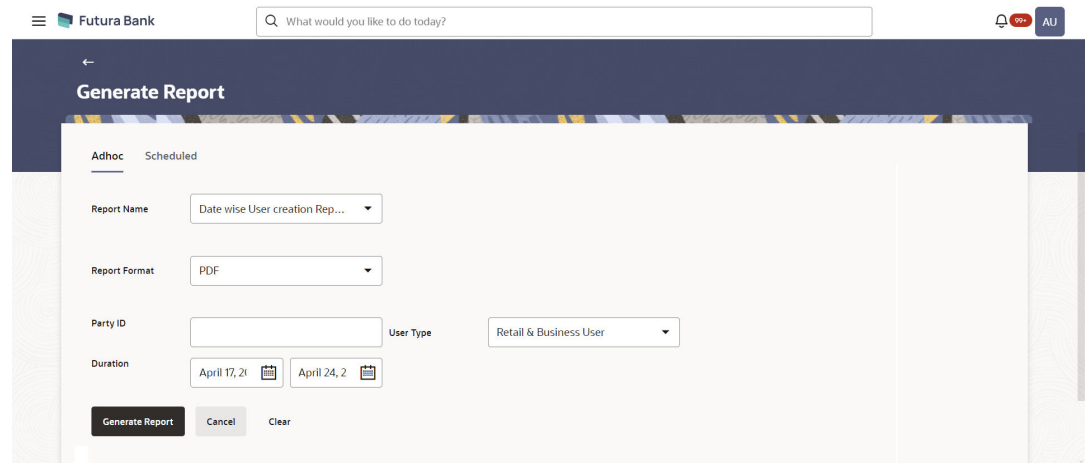
## 61.7.1 Date Wise User Creation - Adhoc Report

Date Wise User Creation Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

**To generate the date wise user creation adhoc report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Adhoc** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-21 Date Wise User Creation - Adhoc Reports**



**Table 61-19 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>

**Table 61-19 (Cont.) Field Description**

Field Name	Description
<b>Party ID</b>	The party ID of the users of whom the report is to be generated.
<b>User Type</b>	The user type for whom report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Retail User</li> <li>• Administrator</li> </ul>
<b>Duration</b>	Specify the date range for which the report is to be generated. Date from which the report is to be generated. . Date till which the report is to be generated

4. From the **Report Format** list, select the format in which the report is to be generated.
5. In the **Party ID** field, enter the party ID.
6. From the **User Type** list, select the appropriate user.
7. From the **Duration - From and Duration - To** list, select the appropriate duration.
8. Click **Generate Report** to generate the report.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

9. The success message along with the reference number, status and **Report Request Id** appears.

Click **Ok** to close the screen and navigate to the dashboard.

OR

Click on the **View Reports** link to download the report.

The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Generate another report** to generate another report.

10. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

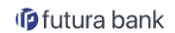
 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**.

**Figure 61-22** For reference, a specimen of the report generated is given below:

Date wise User Creation

Party Id : 001164 | Party Name : Exxon Mobil  
Date From:01 Oct 2017 | Date To:18 Oct 2017  
User Type : corporateuser



User Type - Corporate User					
Name	Roles	User Name	Email Id	Mobile No	Creation Date and Time
Mr Rahul Kamble	CorporateAdminMaker CorporateAdminChecker	rkcadmin	rahul.x.kamble@oracle.com	7788664433	07 Oct 2017 14:03:01
Mr Rahul Kamble	CorporateAdminMaker CorporateAdminChecker	rkcadmin1	rahul.x.kamble@oracle.com	1122334466	07 Oct 2017 14:07:00
Mr RK Auto	Maker Checker	corpauto1	rahul.x.kamble@oracle.com	9890231214	12 Oct 2017 09:13:05
Mr BU Auto	Maker Checker	BUAuto	rahul.x.kamble@oracle.com	9890121415	12 Oct 2017 10:27:05

User Type - Retail User					
Name	Roles	User Name	Email Id	Mobile No	Creation Date and Time

User Type - Bank Administrator					
Name	Roles	User Name	Email Id	Mobile No	Creation Date and Time

**Table 61-20** Field Description

Field Name	Description
<b>Report Parameters</b>	
<b>Party ID</b>	The ID of party for whom the report is generated.
<b>Party Name</b>	The name of the party for whom the report is generated.
<b>Date From</b>	Date from which the report is generated.
<b>Date To</b>	Date till which the report is generated.
<b>User Type</b>	The user type for whom report is generated and is selected at the time of report generation.
<b>Name</b>	Name of the user.
<b>Roles</b>	Child roles assigned to each user.
<b>User Name</b>	User ID assigned to the user.
<b>Email ID</b>	Email ID of the user.
<b>Mobile No</b>	Mobile number of the user.
<b>Creation Date and Time</b>	Date on which the user is created.

## 61.7.2 Date Wise User Creation - Schedule Reports

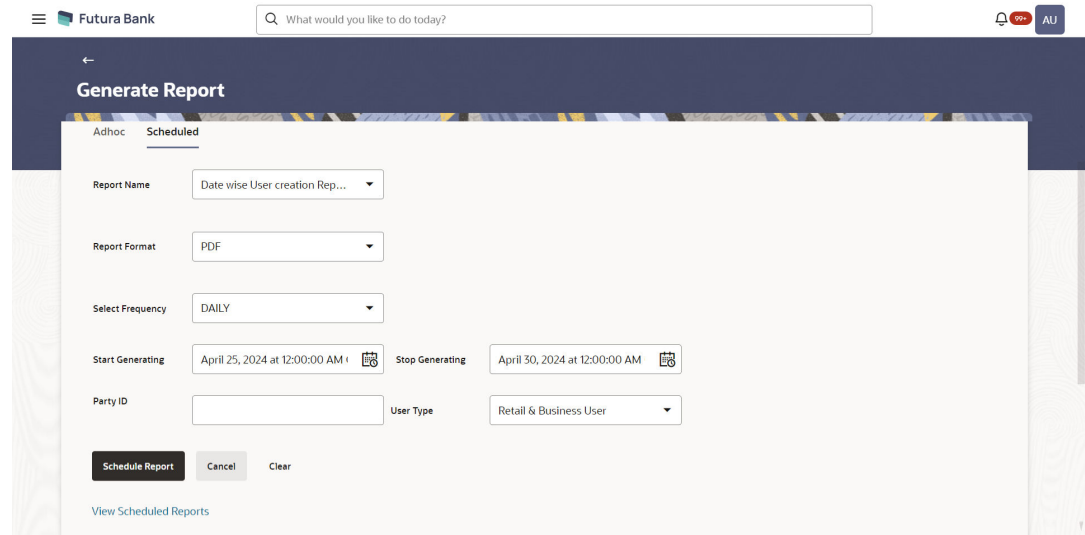
The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports. An administrator can schedule – Date wise user creation report.



**To generate the Date Wise User Creation schedule report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Schedule** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-23 Date Wise User Creation - Schedule Report**



**Table 61-21 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per the frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per the frequency defined.
<b>Party ID</b>	The ID of party of whom the report is to be generated.

**Table 61-21 (Cont.) Field Description**

Field Name	Description
<b>User Type</b>	The user type for whom report is generated and is selected at the time of report generation.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

4. From the **Report Format** list, select the format in which the report is to be generated.
5. From the **Select Frequency** list, select the appropriate option.
6. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
7. In the **Party ID** field, enter the party id.
8. From the **User Type** list, select the appropriate user.
9. Click **Schedule Report** to generate and view the report.

OR

Click the **View Scheduled Reports** link to view all the scheduled reports.

The **Scheduled Reports** screen appears.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

10. The success message along with the reference number, status and **Report Request Id** appears.

Click **Ok** to close the screen and navigate to the dashboard.

OR

Click on the **View Reports** link to download the report.

The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Schedule another Report** to generate another report.

11. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**, In the **My Reports** screen, click **Scheduled Reports**.

## 61.8 EPI Payment Reconciliation Report

EPI Payment Reconciliation report provides the status of all reconciled transactions, in a given duration. The user has to select the merchant code for which the report is to be generated,

Further, user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

### **Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Reports**. Under **Reports**, click **Report Generation**.

- [EPI Payment Reconciliation - Adhoc Report](#)
- [EPI Payment Reconciliation – Schedule Report](#)

### 61.8.1 EPI Payment Reconciliation - Adhoc Report

EPI Payment Reconciliation Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

#### **To generate the EPI Payment Reconciliation adhoc report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Adhoc** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-24 EPI Payment Reconciliation Report - Adhoc Report**

**Table 61-22 Field Description**

Field Name	Description
Report Name	Select the type of report to be generated.

**Table 61-22 (Cont.) Field Description**

Field Name	Description
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Merchant Code</b>	The unique code assigned to a specific merchant by the Bank.
<b>Duration</b>	Specify the date range for which the report is to be generated. User has to enter From and To Date.

- From the **Report Format** list, select the format in which the report is to be generated.
- In the **Merchant Code** field, enter the merchant's code for whom the report to be generated.
- From the **Duration - From and Duration - To** list, select the appropriate duration.
- Click **Generate Report** to generate the report.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

- The success message along with the reference number, status and **Report Request Id** appears.

Click **Ok** to close the screen and navigate to the dashboard.

OR

Click on the **View Reports** link to download the report.

The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Generate another report** to generate another report.

- In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**.

**Figure 61-25** For reference, a specimen of the report generated is given below:

**Merchant - Transaction Reconciliation**

Merchant Description: **Myntra**  
Merchant Code: **Myntra**  
Date From: **01 Jan 2014** | Date To: **01 Feb 2014**



Date Time	Transaction Id	Description	Customer Name-Account Number	Merchant Account Number	Transaction Type	Amount,CCY	Status
02 Jan 2014 00:00:00	47HWGXNEP3	RCodePayment	Marc Ronald Jacobs AT30011460023	AT30011600020	QR Transfer	£56.00	Completed
02 Jan 2014 00:00:00	4SGIF1L0C1	est1	Marc Ronald Jacobs AT30011460034	AT30011600020	QR Transfer	£50.00	Completed
02 Jan 2014 00:00:00	6IWUR4V1NN	esting123	Marc Ronald Jacobs AT30011460023	AT30011600020	QR Transfer	£45.99	Completed
02 Jan 2014 00:00:00	CVKX58VV83	est	Marc Ronald Jacobs AT30011460023	AT30011600020	QR Transfer	£125.45	Completed
02 Jan 2014 00:00:00	FFBPVQJX7W	est123	Marc Ronald Jacobs AT30011460023	AT30011600020	QR Transfer	£56.00	Completed
02 Jan 2014 00:00:00	G8ECFT86P6	esting123	Marc Ronald Jacobs AT30011460023	AT30011600020	QR Transfer	£45.99	Completed
02 Jan 2014 00:00:00	GJ96C3QJSC	est	Marc Ronald Jacobs AT30011460023	AT30011600020	QR Transfer	£125.45	Completed
02 Jan 2014 00:00:00	H1PNSKRS7M	est	Marc Ronald Jacobs AT30011460023	AT30011600020	QR Transfer	£1.00	Completed
02 Jan 2014 00:00:00	ZGR95L2C9M	est123	Marc Ronald Jacobs AT30011460023	AT30011600020	QR Transfer	£56.00	Completed

1 Report generated by Shalendra Kadam | 18 Sep 2017, 06:36

**Table 61-23** Field Description

Field Name	Description
<b>Report Parameters</b>	
<b>Merchant Description</b>	The description of the merchant.
<b>Merchant Code</b>	The unique code assigned to a specific merchant by the bank.
<b>Date From</b>	The start date of period for which the report is generated.
<b>Date To</b>	The end date of the date for which the report is generated.
<b>Date Time</b>	Transaction date and time.

**Table 61-23 (Cont.) Field Description**

Field Name	Description
<b>Transaction ID</b>	The transaction Id of the transaction.
<b>Description</b>	The description of the transaction.
<b>Customer Name-Account Number</b>	The name and account number of the customer.
<b>Merchant Account Number</b>	The merchant's account number.
<b>Transaction Type</b>	The transaction type. The options are: <ul style="list-style-type: none"> <li>• Sale</li> <li>• Commission</li> </ul>
<b>Amount, CCY</b>	The amount of the transaction in local currency.
<b>Status</b>	The status of the transaction.

## 61.8.2 EPI Payment Reconciliation – Schedule Report

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the EPI Payment Reconciliation scheduled report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Schedule** tab.
3. From the **Report Name** list, select the appropriate report to be generated.

The respective report generation screen appears.

**Figure 61-26 EPI Payment Reconciliation - Schedule Report**

The screenshot shows the 'Generate Report' interface for Futura Bank. The 'Scheduled' tab is active. The form contains the following fields and controls:

- Report Name:** External Payments Interface...
- Report Format:** PDF
- Select Frequency:** DAILY
- Start Generating:** April 25, 2024 at 12:00:00 AM
- Stop Generating:** April 30, 2024 at 12:00:00 AM
- Merchant Code:** (Empty field)
- Buttons:** Schedule Report, Cancel, Clear
- Footer:** View Scheduled Reports

**Table 61-24 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per the frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per the frequency defined.
<b>Merchant Code</b>	The unique code assigned to a specific merchant by the Bank.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

4. From the **Report Format** list, select the format in which the report is to be generated.
5. From the **Select Frequency** list, select the appropriate option.
6. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
7. In the **Merchant Code** field, enter the merchant's code for whom the report to be generated.
8. Click **Schedule Report** to generate and view the report.

OR

Click the **View Scheduled Reports** link to view all the scheduled reports.

The **Scheduled Reports** screen appears.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

9. The success message along with the reference number, status and **Report Request Id** appears.

Click **Ok** to close the screen and navigate to the dashboard.

OR

Click on the **View Reports** link to download the report.

The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Schedule another Report** to generate another report.

10. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**, In the **My Reports** screen, click **Scheduled Reports**.

## 61.9 FATCA & CRS Declaration Report

The FATCA & CRS Declaration report contains details related to the information submitted by the users in the forms along with information pertaining to the date and time at which each form was submitted. The administrator can generate separate reports for the FATCA & CRS Self-Certification form for Individuals and the FATCA & CRS Self-Certification form for Entities.

The generation of both Adhoc and Scheduled FATCA & CRS Declaration reports are supported. These reports can be generated in CSV format.

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Reports**. Under **Reports** , click **Report Generation**.

- [FATCA & CRS Declaration - Adhoc Report](#)
- [FATCA & CRS Declaration - Schedule Reports](#)

### 61.9.1 FATCA & CRS Declaration - Adhoc Report

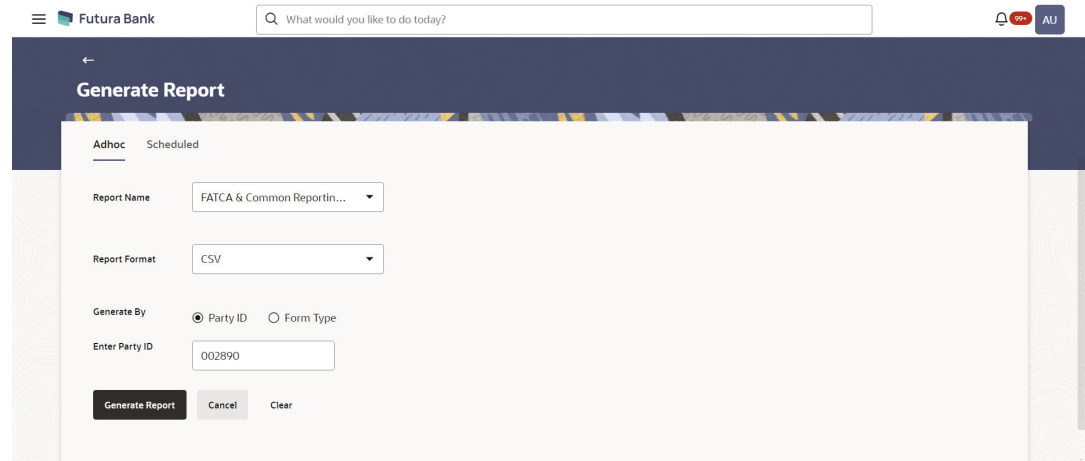
Adhoc reports are generated on demand or on request.

**To generate the FATCA & CRS Declaration Adhoc report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Adhoc** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.



**Figure 61-27 FATCA & CRS Declaration - Adhoc Report**



**Table 61-25 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The FATCA & CRS Declaration report can be generated in format CSV only.
<b>Generate By</b>	Specify whether the report is to be generated on the basis of party ID or form type as Individual or Entity. The options are: <ul style="list-style-type: none"> <li>• Party ID</li> <li>• Form Type</li> </ul>
<b>Enter Party ID</b>	Specify the party ID of the user for whom report is to be generated. This field appears if you have selected Party ID in the Generate By field.
<b>Form Type</b>	Select whether you want to generate the report for the FATCA & CRS forms of entities or individuals. The options are: <ul style="list-style-type: none"> <li>• FATCA &amp; CRS - Entity</li> <li>• FATCA &amp; CRS - Individual</li> </ul> This field appears if you have selected Form Type in the Generate By field.
<b>Duration</b>	Specify the period for which the report is to be generated. <ul style="list-style-type: none"> <li>• From – The date from which you want to generate the report.</li> <li>• To – The date until which you want to generate the report.</li> </ul>

4. From the **Report Format** list, select the format in which the report is to be generated.
5. In the **Generate By** field, select the option of choice.

- a. If you have selected the option **Party ID**, enter the **party ID** of the user for whom the report is to be generated in the Enter **Party ID** field.
- b. If you have selected the option **Form Type**, select the required form type from the **Form Type** list.

From the **Duration - From and Duration - To** list, select the desired duration.

6. Click **Generate Report** to generate the report.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

7. The success message along with the reference number, status and **Report Request Id** appears.

Click **Ok** to close the screen and navigate to the dashboard.

OR

Click on the **View Reports** link to download the report.


The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Generate another report** to generate another report.

8. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**.

**Figure 61-28 For reference, a specimen of the report generated is given below:**

Form Type	Duration	Party ID	Party Name	Form Submitte d by User ID	User Name	Address Type	Address Line 1	Address Line 2	City	State	Country	Zip Code	Mailing Address Line 1	Mailing Address Line 2	Mailing Address City	Mailing Address State	Mailing Address Country	Mailing Address Zip Code	Nationality	Country of Birth	City/Place of Birth	Identificat ion Number	Identificat ion Number	Father's Name	Spouse's Name	Occupatio n	Gr Ann Incc
43877.27218.Branch	01-06-2016 - 05-06-2018	***662	OFFSET LOANS CA FCRTST	OFFSET LOA Permanent	Algrove PIA ABC Layout	London					United King	United King	KD 32 193	Algrove PIA ABC Layout	London	United King	United King	KD 32 193	Australian	Australia	Melbourne	Passport	AU1292841	John Brady	Angeline	Business	1
43133.93274.Branch		***123	Tom Brady	TDM123	Tom Brady Permanent	A12 - Borde Brecon Bee Brecon					Wales	United King	RJ 12 990	A12 - Borde Brecon Bee Brecon	Wales	United King	RJ 12 990	British	Great Britic	Cardiff	Driving Lic	WA1243	John Brady		Service	1	
43109.5008.Offline		***123	Chris Hemsworth	CHR779	Chris Hems Work Addn	Algrove Place 22A	London				United King	United King	KD 32 193	Algrove Place 22A	London	United King	United King	KD 32 193	Australian	Australia	Melbourne	Passport	AU129284399		Business	1	
43143.40925.Offline		***3123	Mark Wahlberg	MM353	Mark Wahl Current	Reg ABC Layout	London				United King	United King	AB 01 220	ABC Layout	London	United King	United King	AB 01 220	Italian	United Stat	California	Driving Lic	KC4564		Others		

**Table 61-26 Field Description**

Field Name	Description
<b>FATCA &amp; CRS Declaration report for Individuals</b>	
	The following four fields comprise of the criteria on the basis of which the report has been generated.

Table 61-26 (Cont.) Field Description

Field Name	Description
<b>Party ID</b>	The party ID of the user who has submitted the form. This field is displayed only if at the time of report generation, the administrator chose to generate the report by specifying a party ID.
<b>Form Type</b>	The type of FATCA & CRS form for which the report is being generated. The form types are: <ul style="list-style-type: none"> <li>• Entity</li> <li>• Individual</li> </ul>
<b>Duration</b>	The period for which the report is generated. This field is displayed only if at the time of report generation, the administrator chose to generate the report on the basis of form type.
<b>The following fields comprise of the main body of the report.</b>	
<b>FATCA Submission Date &amp; Time</b>	The date at time at which the form was submitted by the user.
<b>Mode of Submission</b>	The mode through which the form was submitted e.g. online, branch.
<b>Party ID</b>	The party ID of the user who submitted the form.
<b>Party Name</b>	The party name of the user who submitted the form.
<b>Form Submitted by User ID</b>	The user ID of the user who has filled and submitted the FATCA and CRS form.
<b>User Name</b>	The name of the user who has filled and submitted the FATCA and CRS form.
<b>Address Line 1-2</b>	The address details of the user, as entered in the form.
<b>City</b>	The name of the city, as entered in the form.
<b>State</b>	The state, as entered in the form.
<b>Country</b>	The country, as entered in the form.
<b>Zip Code</b>	The zip code of the user, as entered in the form.
<b>Mailing Address Line 1-2</b>	The mailing address of the user, as entered in the form.
<b>Mailing Address City</b>	The city of the user's mailing address, as entered in the form.
<b>Mailing Address State</b>	The state of the user's mailing address, as entered in the form.
<b>Mailing Address Country</b>	The country of the mailing address of the user.
<b>Mailing Address Zip Code</b>	The zip code of the mailing address of the user.
<b>Nationality</b>	The nationality of the user, as entered in the form.
<b>Country of Birth</b>	The country of birth of the user, as entered in the form.
<b>City/ Place of Birth</b>	The city of birth of the user, as entered in the form.
<b>Identification Type</b>	The identification document that serves as proof of identity.

Table 61-26 (Cont.) Field Description

Field Name	Description
<b>Identification Number</b>	The identification number corresponding to the identification type.
<b>Father's Name</b>	The name of the user's father, as entered in the form.
<b>Spouse's Name</b>	The name of the user's spouse, as entered in the form.
<b>Occupation</b>	The employment type of the user, as entered in the form. The occupation type could be any of the following: <ul style="list-style-type: none"> <li>• Service</li> <li>• Business</li> <li>• Others</li> </ul>
<b>Gross Annual Income</b>	The gross annual income that the user enters, as entered in the form.
<b>Politically Exposed Person(PEP) Status</b>	The political status of the user.
<b>Was the Entity established in a country other than &lt;country name&gt;?</b>	The value in this field will identify whether the entity was established in the country in which the bank accounts are held. This field is applicable to sole proprietors only.
<b>Are you a tax resident of any country other than &lt;country name&gt;?</b>	Whether the user is a tax resident of any country other than the country in which the bank accounts are held.
<b>Country of Tax Residence</b>	The name of the country in which the user is a tax resident. A value will be displayed against this field only if the value against the field ' <b>Are you a tax resident of any country other than &lt;country name&gt;</b> ' is <b>Yes</b> .
<b>TIN Available</b>	Whether the user's taxpayer identification number of the country in which he is a tax resident, is available or not. A value will be displayed against this field only if the value against the field ' <b>Are you a tax resident of any country other than &lt;country name&gt;</b> ' is <b>Yes</b> .
<b>Tax Identification Type</b>	The tax identification type of the user. A value will be displayed against this field only if the value against the field ' <b>Are you a tax resident of any country other than &lt;country name&gt;</b> ' is <b>Yes</b> and if the value displayed against ' <b>TIN Available</b> ' is <b>Yes</b> .
<b>TIN / TIN Equivalent</b>	The user's taxpayer identification number or equivalent. A value will be displayed against this field only if the value against the field ' <b>Are you a tax resident of any country other than &lt;country name&gt;</b> ' is <b>Yes</b> and if the value displayed against ' <b>TIN Available</b> ' is <b>Yes</b> .

**Table 61-26 (Cont.) Field Description**

Field Name	Description
<b>Reason for Non Availability</b>	The reason for which the user's taxpayer identification number is not available. The user's taxpayer identification number or equivalent. A value will be displayed against this field only if the value against the field ' <b>Are you a tax resident of any country other than &lt;country name&gt;</b> ' is <b>Yes</b> and if the value displayed against ' <b>TIN Available</b> ' is <b>No</b> .
<b>Are you a citizen of United States of America</b>	Whether the user has a citizenship of the United States of America.
<b>Do you meet the Substantial Presence Test?</b>	Whether the user meets the Substantial Presence Test criteria.
<b>Do you have a green card?</b>	Whether the user holds a United States green card.

For reference, a specimen of the report generated for FATCA & CRS forms for Entities is displayed below:

Form Type	ENTITY	Duration	Party Name	Form Submitted by User ID	Capacity	Address Line 1	Address Line 2	City	State	Country	Zip Code	Mailing Address Line 1	Mailing Address Line 2	Mailing Address City	Mailing Address State	Mailing Address Country	Mailing Address Zip Code	Country of Incorporation or Organization of any country other than Domestic Country?	Is the entity a tax resident of any country other than Domestic Country?	Country of Tax Residence 1	TIN Available?	TIN Type	TIN/TIN Equivalent	Reason for Non Availability	Country of Tax Residence 2	TIN Available?	
FATCA Submission Date & Time	Mode of Submission																										
42877.27569	Branch	***62	OFFSET LC	FCRTEST	AUS	Algrove Pl	ABC Layou	London		United Ki	United Ki	KO 32 193	Algrove Pl	ABC Layou	London	United Ki	United Ki	KO 32 193	United St	No	No					No	
43133.92684	Online	***123	ABC Inc	TOM123	TOM123	AUS	A12 - Borc	Brecon Bl	Brecon	Wales	United Ki	Ri 12 990	A12 - Borc	Brecon Bl	Brecon	Wales	United Ki	Ri 12 990	Great Brit	No	No					No	
43105.50069	Branch	***124	Pizza Higl	CHR779	CHR779	AUS	Algrove Pkce	204	London	United Ki	United Ki	KO 31 359	Algrove Pkce	204	London	United Ki	United Ki	KO 31 359	Australia	No	No					No	
43143.40625	Branch	***9903	Taco Tue	MM333	MM333	SOW	ABC Layout	London		United Ki	United Ki	AB 01 220	ABC Layout	London	United Ki	United Ki	AB 01 220	United St	Yes	United St	Yes	SSN	771-09-1293	India	No		

**Table 61-27 Field Description**

Field Name	Description
<b>FATCA &amp; CRS Declaration report for Entity</b>	
<b>The following four fields comprise of the criteria on the basis of which the report has been generated.</b>	
<b>Party ID</b>	The party ID of the user who has submitted the form. This field is displayed only if at the time of report generation, the administrator chose to generate the report by specifying a party ID.
<b>Form Type</b>	The type of FATCA & CRS form for which the report is being generated. The form types are: <ul style="list-style-type: none"> <li>Entity</li> <li>Individual</li> </ul>
<b>Duration</b>	The period for which the report is generated. This field is displayed only if at the time of report generation, the administrator chose to generate the report on the basis of form type.
<b>The following fields comprise of the main body of the report.</b>	
<b>FATCA Submission Date &amp; Time</b>	The date at time at which the form was submitted by the user.

Table 61-27 (Cont.) Field Description

Field Name	Description
<b>Mode of Submission</b>	The mode through which the form was submitted e.g. online, branch.
<b>Party ID</b>	The party ID of the organization on behalf of which the form was submitted.
<b>Party Name</b>	The party name of the organization on behalf of which the form was submitted.
<b>Form Submitted by User ID</b>	The user id of the user who has filled and submitted the FATCA and CRS form on the behalf of the organization.
<b>User Name</b>	The name of the user who has filled and submitted the FATCA and CRS form on behalf of the organization.
<b>Capacity</b>	The capacity in which the user has submitted the form on behalf of the organization. The values that can be displayed under this column are TRU for trustee, AUS for Authorized Signatory or SOW for Single Ownership.
<b>Address Line 1-2</b>	The address details of the organization.
<b>City</b>	The city name of the organization.
<b>State</b>	The state of the organization.
<b>Country</b>	The country of the organization.
<b>Zip Code</b>	The zip code of the organization.
<b>Mailing Address Line 1-2</b>	The mailing address of the organization.
<b>Mailing Address City</b>	The city of the mailing address of the organization.
<b>Mailing Address State</b>	The state of the of the organization's mailing address.
<b>Mailing Address Country</b>	The country of the mailing address of the organization.
<b>Mailing Address Zip Code</b>	The zip code of the mailing address of the organization.
<b>Country of Incorporation or Organization</b>	The country in which the organization was incorporated.
<b>Is the Entity a tax resident of any country other than &lt;country name&gt;?</b>	Whether the entity is a tax resident of country other than country in which the entity's accounts are held within the bank.
<b>Country of Tax Residence</b>	The name of the country in which the organization is a tax resident. A value will be displayed against this field only if the value against the field ' <b>Is the Entity a tax resident of any country other than &lt;country name&gt;?</b> ' is <b>Yes</b> .
<b>TIN Available</b>	Whether the organization's taxpayer identification number of the country of which it is a tax resident, is available or not. A value will be displayed against this field only if the value against the field ' <b>Is the Entity a tax resident of any country other than &lt;country name&gt;?</b> ' is <b>Yes</b> .

Table 61-27 (Cont.) Field Description

Field Name	Description
<b>Tax Identification Type</b>	The tax identification type of the organization. A value will be displayed against this field only if the value against the field ' <b>Is the Entity a tax resident of any country other than &lt;country name&gt;?</b> ' is <b>Yes</b> and if the value displayed against ' <b>TIN Available</b> ' is <b>Yes</b> .
<b>TIN / TIN Equivalent</b>	The taxpayer identification number or equivalent. A value will be displayed against this field only if the value against the field ' <b>Is the Entity a tax resident of any country other than &lt;country name&gt;?</b> ' is <b>Yes</b> and if the value displayed against ' <b>TIN Available</b> ' is <b>Yes</b> .
<b>Reason for Non Availability</b>	The reason for which the entity's taxpayer identification number is not available. A value will be displayed against this field only if the value against the field ' <b>Is the Entity a tax resident of any country other than &lt;country name&gt;?</b> ' is <b>Yes</b> and if the value displayed against ' <b>TIN Available</b> ' is <b>No</b> .
<b>Entity incorporated in the United States of America?</b>	Whether the entity was incorporated in the United States of America or not.
<b>Entity has any ultimate beneficial owners who are tax residents of countries other than &lt;country name&gt;?</b>	Whether any of the beneficial owners including the controlling persons of the entity/ organization is a tax resident of any country other than the country in which the entity's accounts are held within the bank.
<b>Entity Category</b>	The category to which the entity belongs. The categories are: Financial Institution and Non- Financial Institution.
<b>An Investment Entity located in a Non-Participating Jurisdiction and managed by another Financial Institution</b>	Whether the entity is an investment entity located in a Non-Participating Jurisdiction and managed by another Financial Institution. The value against this field will be Yes or No if the entity is a Financial Institution and an Investment Entity. If the entity is a non-financial institution or a financial institution that is a Depository Institution, Custodial Institution or Specified Insurance Company the value will be NA.
<b>Other Investment Entity</b>	Whether the entity is a type of investment entity that is different from that of an investment entity located in a Non-Participating Jurisdiction and managed by another Financial Institution. The value against this field will be Yes or No if the entity is a Financial Institution and an Investment Entity. If the entity is a non-financial institution or a financial institution that is a Depository Institution, Custodial Institution or Specified Insurance Company the value will be NA.
<b>Depository Institution, Custodial Institution or Specified Insurance Company</b>	Whether the entity is a depository institution, custodial institution or an insurance company. The value against this field will be Yes or No if the entity is a Financial Institution. If the entity is a non-financial institution, the value will be NA.

Table 61-27 (Cont.) Field Description

Field Name	Description
<b>GIIN Available</b>	Whether the entity's Global Intermediary Identification Number, is available or not. The value against this field will be Yes or No if the entity is a Financial Institution. If the entity is a non-financial institution, the value will be NA.
<b>GIIN</b>	The entity's Global Intermediary Identification Number. The value against this field will be defined if the entity is a Financial Institution and if the value against GIIN Available is Yes. If the entity is a non-financial institution, the value will be NA.
<b>Reason for Non Availability</b>	The reason for which the entity's GIIN is not available. The value against this field will be defined if the entity is a Financial Institution and if the value against GIIN Available is No. If the entity is a non-financial institution, the value will be NA.
<b>Active NFE - A corporation, the stock of which is regularly traded on an established securities market</b>	Whether the entity is an active NFE and the entity's stock is regularly traded on an established securities market. The value against this field will be Yes or No if the entity is an Active Non-Financial Institution. If the entity is a financial institution, the value will be NA.
<b>Name of the established securities market on which the corporation is regularly traded</b>	The name of securities market on which the entity trades regularly. The value against this field will be defined if the entity is an Active Non-Financial Institution and is a corporation, the stock of which is regularly traded on an established securities market. The value displayed against this field will be NA if the entity is a financial institution or is any type of non-financial institution other than Active NFE – whose the stock of which is regularly traded on an established securities market.
<b>Active NFE - Entity is related to a corporation whose stock is regularly traded on an established securities market</b>	Whether the entity is an active non-financial entity and is related to a corporation whose stock is regularly traded on an established securities market. The value against this field will be Yes or No if the entity is an Active Non-Financial Institution. If the entity is a financial institution, the value will be NA.
<b>Name of the related corporation whose stock is traded</b>	The name of securities market on which the entity's stock is traded regularly. The value against this field will be defined if the entity is an Active Non-Financial Institution and is related to a corporation whose stock is regularly traded on an established securities market. The value displayed against this field will be NA if the entity is a financial institution or is any type of non-financial institution other than Active NFE and is related to a corporation whose stock is regularly traded on an established securities market.



Table 61-27 (Cont.) Field Description

Field Name	Description
<b>Nature of relation</b>	<p>The relation that the entity has with the company whose stock is traded. The value against this field will be defined if the entity is an Active Non-Financial Institution and is related to a corporation whose stock is regularly traded on an established securities market. The value displayed against this field will be NA if the entity is a financial institution or is any type of non-financial institution other than Active NFE and is related to a corporation whose stock is regularly traded on an established securities market. The value displayed can be any one of the following:</p> <ul style="list-style-type: none"> <li>• Subsidiary of the listed company</li> <li>• Controlled by a listed company</li> <li>• Common control as a listed company</li> </ul>
<b>Name of the established securities market on which the stock of the related corporation is regularly traded</b>	<p>The name of security market in which the stock of the related corporation is traded regularly. The value against this field will be defined if the entity is an Active Non-Financial Institution and is related to a corporation whose stock is regularly traded on an established securities market. The value displayed against this field will be NA if the entity is a financial institution or is any type of non-financial institution other than Active NFE and is related to a corporation whose stock is regularly traded on an established securities market.</p>
<b>Active NFE - A Governmental Entity or Central Bank</b>	<p>Whether the entity is an active non-financial Governmental Entity or Central Bank. The value against this field will be Yes or No if the entity is an Active Non-Financial Institution. If the entity is a financial institution, the value will be NA.</p>
<b>Active NFE - An International Organization</b>	<p>Whether the entity is an active non-financial international organization. The value against this field will be Yes or No if the entity is an Active Non-Financial Institution. If the entity is a financial institution, the value will be NA.</p>
<b>Active NFE - Other - e.g. a start-up NFE or a non-profit NFE</b>	<p>Whether the entity is any other type of active non-financial organization e.g. a start-up NFE or a non-profit NFE. The value against this field will be Yes or No if the entity is an Active Non-Financial Institution. If the entity is a financial institution, the value will be NA.</p>
<b>Sub-Category of Active NFE</b>	<p>The sub-category of the active non-financial entity. The value against this field will be defined if the entity is an Active Non-Financial Institution and is either a government entity or central bank, an international organization or any other type of active NFE. If the entity is a financial institution, the value will be NA.</p>

**Table 61-27 (Cont.) Field Description**

Field Name	Description
<b>Passive Non-Financial Entity (NFE)</b>	Specify Whether the entity is a passive non-financial entity. The value against this field will be Yes or No if the entity is a Non-Financial Institution. If the entity is a financial institution, the value will be NA.

## 61.9.2 FATCA & CRS Declaration - Schedule Reports

The reports that are generated in a specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the FATCA & CRS Declaration schedule report:**

1. Navigate to the above path.  
 The **Report Generation** screen appears.
2. Click the **Schedule** tab.  
 The **Scheduled Report Generation** screen appears.
3. From the **Report Name** list, select **FATCA & CRS Declaration Report** as the report to be generated.  
 The respective report generation screen appears.

**Figure 61-29 FATCA & CRS Declaration - Schedule Report**

**Table 61-28 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.

**Table 61-28 (Cont.) Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Report Format</b>	Select the format in which the report is to be generated. The FATCA & CRS Declaration report can be generated in format CSV only.
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per frequency defined.
<b>Generate By</b>	Specify whether the report is to be generated on the basis of party ID or form type as Individual or Entity. The options are: <ul style="list-style-type: none"> <li>• Party ID</li> <li>• Form Type</li> </ul>
<b>Enter Party ID</b>	Specify the party ID of the user for whom report is to be generated. This field appears if you have selected Party ID in the Generate By field.
<b>Form Type</b>	Select whether you want to generate the report for the FATCA & CRS forms of entities or individuals. The options are: <ul style="list-style-type: none"> <li>• FATCA &amp; CRS - Entity</li> <li>• FATCA &amp; CRS - Individual</li> </ul> This field appears if you have selected Form Type in the Generate By field.
<b>Duration</b>	Specify the period for which the report is to be generated. <ul style="list-style-type: none"> <li>• From – The date from which you want to generate the report.</li> <li>• To – The date until which you want to generate the report.</li> </ul>
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

4. From the **Report Format** list, select the format in which the report is to be generated.
5. From the **Select Frequency** list, select the appropriate option.
6. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
7. In the **Generate By** field, select the option of choice.
  - a. If you have selected the option **Party ID**, enter the **party ID** of the user for whom the report is to be generated in the Enter **Party ID** field.
  - b. If you have selected the option **Form Type**, select the required form type from the **Form Type** list.  
 From the **Duration - From and Duration - To** list, select the desired duration.

8. Click **Schedule Report** to generate and view the report.

OR

Click the **View Scheduled Reports** link to view all the scheduled reports.

The **Scheduled Reports** screen appears.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

9. The success message along with the reference number, status and **Report Request Id** appears.

Click **Ok** to close the screen and navigate to the dashboard.

OR

Click on the **View Reports** link to download the report.

The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Schedule another Report** to generate another report.

10. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**, In the **My Reports** screen, click **Scheduled Reports**.

## 61.10 File Identifier wise Party User Mapping Report

File Identifier wise Party User Mapping report provides the summary of user IDs mapped to each file identifiers under a specific party ID. Administrator has to provide a party ID for which the File identifier – user mapping request is to be generated.

Further, user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

### **Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Reports**. Under **Reports**, click **Report Generation**.

- [File Identifier wise Party User Mapping - Adhoc Report](#)
- [File Identifier wise Party User Mapping - Schedule Report](#)

## 61.10.1 File Identifier wise Party User Mapping - Adhoc Report

File Identifier wise Party User Mapping Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

**To generate the File Identifier wise Party User Mapping adhoc report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Adhoc** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-30 File Identifier wise Party User Mapping - Adhoc Report**

The screenshot shows the 'Generate Report' interface. At the top, there's a search bar and user profile 'AU'. The main area has a 'Generate Report' title and two tabs: 'Adhoc' (selected) and 'Scheduled'. Below the tabs are three input fields: 'Report Name' with a dropdown menu showing 'File Identifier wise Party Us...', 'Report Format' with a dropdown menu showing 'PDF', and 'Party ID' with a text input field containing '002890'. At the bottom, there are three buttons: 'Generate Report' (highlighted), 'Cancel', and 'Clear'.

**Table 61-29 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Party ID</b>	The ID of party of whom the report is to be generated.

4. From the **Report Format** list, select the format in which the report is to be generated.
5. From the **Frequency** list, select the appropriate option to generate a frequency based report.

6. In the **Party ID** field, enter the party id.
7. Click **Generate Report** to view and generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
8. The success message along with the reference number, status and **Report Request Id** appears.  
Click **Ok** to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report.  
The user is directed to the **My Reports** screen. The list of reports appears.  
OR  
Click **Generate another report** to generate another report.
9. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.  
A report will be generated in the format specified at the time of scheduling or generating an adhoc report.



**Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**.

**Figure 61-31** For reference, a specimen of the report generated is given below:

**File Identifier wise Party User Mapping**  
Party Id: **001164** | Party Name: **Exxon Mobil**



File Identifier Code:	MDMCDomABR	Transaction Type : Domestic Funds Transfer	Approval Type: RECORD LEVEL
Sr No	User Name	User Id	
1	Corp Auth1	coprpauth1	
2	Corp Init1	corpinit1	
3	Auto Auth	rkautocorp	
4	Corp User1	rkcorpuser1	
5	Rahul Kamble	rkcorpadmin	

File Identifier Code:	MDMCINTABR	Transaction Type : Internal Funds Transfer	Approval Type: RECORD LEVEL
Sr No	User Name	User Id	
1	Corp Init1	corpinit1	
2	Auto Auth	rkautocorp	
3	Corp User1	rkcorpuser1	

File Identifier Code:	MixePayee	Transaction Type : Mixed Payee	Approval Type: RECORD LEVEL
Sr No	User Name	User Id	
1	Corp User1	rkcorpuser1	

File Identifier Code:	SDMCInternationalABF	Transaction Type : International Funds Transfer	Approval Type: FILE LEVEL
Sr No	User Name	User Id	
1	Corp Init1	corpinit1	
2	Corp User1	rkcorpuser1	
3	Auto Auth	rkautocorp	

File Identifier Code:	SDMCMIXABFile	Transaction Type : Mixed Payments	Approval Type: FILE LEVEL
Sr No	User Name	User Id	
1	Corp User1	rkcorpuser1	

**1** Report generated by Suyog Initiator | 12 Oct 2017, 11:29

**Table 61-30** Field Description

Field Name	Description
<b>Report Parameters</b>	
<b>Party ID</b>	The party ID of whom the report is generated.
<b>Party Name</b>	The name of the party of whom the report is generated.
<b>File Identifier Code</b>	The file identifier code mapped to the users.
<b>Transaction Type</b>	The transaction type associated with the file identifier code.

**Table 61-30 (Cont.) Field Description**

Field Name	Description
Approval Type	Approval type for the file - either Record or File.
Sr No	Serial number of the records.
User Name	Name of the user to whom the file identifiers are mapped.
User ID	ID of the user.

## 61.10.2 File Identifier wise Party User Mapping - Schedule Report

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the File Identifier wise Party User Mapping scheduled report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Schedule** tab.  
The **Scheduled Report Generation** screen appears.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-32 File Identifier wise Party User Mapping - Schedule Report**

The screenshot shows the 'Generate Report' interface for Futura Bank. The 'Scheduled' tab is selected. The form contains the following fields and controls:

- Report Name:** A dropdown menu showing 'File Identifier wise Party Us...'.
- Report Format:** A dropdown menu showing 'PDF'.
- Select Frequency:** A dropdown menu showing 'DAILY'.
- Start Generating:** A date and time picker set to 'April 25, 2024 at 12:00:00 AM'.
- Stop Generating:** A date and time picker set to 'April 30, 2024 at 12:00:00 AM'.
- Party ID:** A text input field containing '002890'.
- Buttons:** 'Schedule Report' (dark), 'Cancel' (light), and 'Clear' (light).
- Footer:** A link labeled 'View Scheduled Reports'.

**Table 61-31 Field Description**

Field Name	Description
Report Name	Select the type of report to be generated.



**Table 61-31 (Cont.) Field Description**

Field Name	Description
<b>Report Format</b>	Select the format in which the report is to be generated The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per the frequency defined
<b>Stop Generating</b>	Date till which the report is to be generated as per the frequency defined.
<b>Party ID</b>	Party ID of whom the report is to be generated.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

4. From the **Report Format** list, select the format in which the report is to be generated.
5. From the **Select Frequency** list, select the appropriate option.
6. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
7. In the **Party ID** field, enter the party ID.
8. From the **Duration - From and Duration - To** list, select the appropriate duration.
9. Click **Schedule Report** to generate and view the report.

OR

Click the **View Scheduled Reports** link to view all the scheduled reports.

The **Scheduled Reports** screen appears.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

10. The success message along with the reference number, status and **Report Request Id** appears.

Click **Ok** to close the screen and navigate to the dashboard.

OR

Click on the **View Reports** link to download the report.

The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Schedule another Report** to generate another report.

11. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**, In the **My Reports** screen, click **Scheduled Reports**.

## 61.11 Party User wise File Identifiers Mapping Report

Party User wise File Identifiers Mapping Report provides a summary of file identifiers mapped to each user of a specific party. Administrator has to provide a party ID for which the Party User wise File Identifiers Mapping Report is to be generated. Further, user has to select a format in which the report needs to be generated.

The generation of both Adhoc and Scheduled reports are supported.

### Navigation Path:

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Reports**. Under **Reports** , click **Report Generation**.

- [Party User wise File Identifiers Mapping - Adhoc Report](#)
- [Party User wise File Identifiers Mapping - Schedule Reports](#)

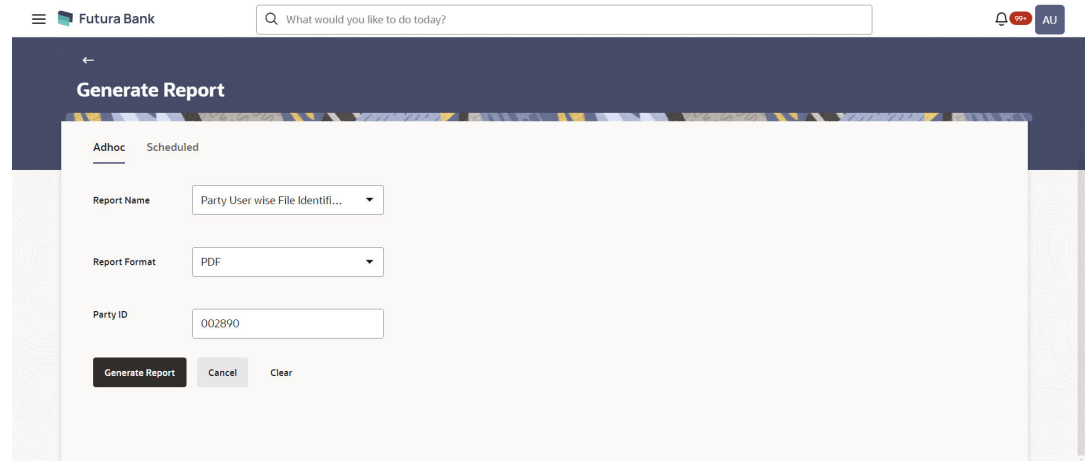
### 61.11.1 Party User wise File Identifiers Mapping - Adhoc Report

Party User wise File Identifiers Mapping Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

#### **To generate the Party User wise File Identifiers Mapping adhoc report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Adhoc** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-33 Party User wise File Identifiers Mapping - Adhoc Reports**



**Table 61-32 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated.. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Party ID</b>	Party ID for which the report is to be generated.

- From the **Report Format** list, select the format in which the report is to be generated.
- In the **Party ID** field, enter the party id.
- Click **Generate Report** to generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears.  
Click **Ok** to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report.  
The user is directed to the **My Reports** screen. The list of reports appears.  
OR

Click **Generate another report** to generate another report.

8. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**.

**Figure 61-34** For reference, a specimen of the report generated is given below:

Party User wise File Identifiers Mapping  
Party Id : 001164 | Party Name : Exxon Mobil



User Name : Corp User1				User Id : rkcorpuser1			
File Identifier Code	Description	File Type	Transaction Type	Accounting Type	Approval Type	File Template	Format Type
MDMCDomABR	MDMC Domestic Adhoc Bene Record Level	DELIMITED	Domestic Funds Transfer	MDMC	RECORD level	DomesticFTMD MC	CSV
MDMCINTABR	MDMC Internal Adhoc Bene Record Level	DELIMITED	Internal Funds Transfer	MDMC	RECORD level	InternalFTMDMC	CSV
MixePayee	Mixed Payee Upload	DELIMITED	Mixed Payee	SDSC	RECORD level	MixedPayee	CSV
SDMCINTABF	SDMC Internal Adhoc Bene File Level	DELIMITED	Internal Funds Transfer	SDMC	FILE level	InternalFTSDMC	CSV
SDMCInternationalABF	SDMC International Adhoc Bene File Level	DELIMITED	International Funds Transfer	SDMC	FILE level	InternationalFTSDMC	CSV
SDMCMIXABFile	SDMC Mix Adhoc Bene File Level	DELIMITED	Mixed Payments	SDMC	FILE level	InternalDomSDMC	CSV
SDSCINABFileLevel	SDSC Internal Adhoc Bene File Level	DELIMITED	Internal Funds Transfer	SDSC	FILE level	InternalFT	CSV
SDSCInternalAR	SDSC Internal Adhoc Bene Record Level	DELIMITED	Internal Funds Transfer	SDSC	RECORD level	InternalFT	CSV

User Name : Auto Auth				User Id : rkautocorp			
File Identifier Code	Description	File Type	Transaction Type	Accounting Type	Approval Type	File Template	Format Type
MDMCDomABR	MDMC Domestic Adhoc Bene Record Level	DELIMITED	Domestic Funds Transfer	MDMC	RECORD level	DomesticFTMD MC	CSV
MDMCINTABR	MDMC Internal Adhoc Bene Record Level	DELIMITED	Internal Funds Transfer	MDMC	RECORD level	InternalFTMDMC	CSV
SDMCINTABF	SDMC Internal Adhoc Bene File Level	DELIMITED	Internal Funds Transfer	SDMC	FILE level	InternalFTSDMC	CSV
SDMCInternationalABF	SDMC International Adhoc Bene File Level	DELIMITED	International Funds Transfer	SDMC	FILE level	InternationalFTSDMC	CSV
SDSCINABFileLevel	SDSC Internal Adhoc Bene File Level	DELIMITED	Internal Funds Transfer	SDSC	FILE level	InternalFT	CSV
SDSCInternalAR	SDSC Internal Adhoc Bene Record Level	DELIMITED	Internal Funds Transfer	SDSC	RECORD level	InternalFT	CSV
SDSCMixFile	SDSCMixFile	DELIMITED	Mixed Payments	SDSC	FILE level	InternalIntDomSDC	CSV

User Name : Rahul Kamble				User Id : rkcorpadmin			
--------------------------	--	--	--	-----------------------	--	--	--

1 Report generated by Suyog Initiator | 27 Oct 2017, 07:43

**Table 61-33 Field Description**

Field Name	Description
<b>Report Parameters</b>	
<b>Party ID</b>	The party ID for which the report is generated.
<b>Party Name</b>	The name of the party for which the report is generated.
<b>User Name</b>	Name of the users to whom the file identifiers are mapped.
<b>User ID</b>	ID of the user
<b>File Identifier Code</b>	The file identifier code mapped to the users.
<b>Description</b>	Description of the file identifier mapped to the user.
<b>File Type</b>	File type of the file identifier mapped to the user.
<b>Transaction Type</b>	Transaction type of the file identifier mapped to the user
<b>Accounting Type</b>	The accounting type of the file identifier mapped to the user.
<b>Approval Type</b>	Approval type of the file identifier mapped to the user
<b>File Template</b>	File template of the file identifier mapped to the user.
<b>Format Type</b>	Format type of the file identifier mapped to the user.

## 61.11.2 Party User wise File Identifiers Mapping - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the Party User wise File Identifiers Mapping schedule report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Schedule** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-35 Party User wise File Identifiers Mapping – Schedule Report**

The screenshot shows the 'Generate Report' window in the Futura Bank application. The 'Scheduled' tab is active. The 'Report Name' is 'Party User wise File Identifi...'. The 'Report Format' is set to 'PDF'. The 'Select Frequency' is 'DAILY'. The 'Start Generating' date is 'April 25, 2024 at 12:00:00 AM' and the 'Stop Generating' date is 'April 30, 2024 at 12:00:00 AM'. The 'Party ID' is '002890'. There are buttons for 'Schedule Report', 'Cancel', and 'Clear'. A link 'View Scheduled Reports' is at the bottom.

**Table 61-34 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per the frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per the frequency defined.
<b>Party ID</b>	The party ID for which the report is to be generated.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

4. From the **Report Format** list, select the format in which the report is to be generated.
5. From the **Select Frequency** list, select the appropriate option.
6. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
7. In the **Party ID** field, enter the party ID.

8. Click **Schedule Report** to generate and view the report.  
OR  
Click the **View Scheduled Reports** link to view all the scheduled reports.  
The **Scheduled Reports** screen appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
9. The success message along with the reference number, status and **Report Request Id** appears.  
Click **Ok** to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report.  
The user is directed to the **My Reports** screen. The list of reports appears.  
OR  
Click **Schedule another Report** to generate another report.
10. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.  
A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**, In the **My Reports** screen, click **Scheduled Reports**.

## 61.12 Party wise Approval Rule report

Party wise approval rule report provides summary of approval rules set for a party. Approval rule maintenance is used to configure the conditions that define an approval flow. Administrator has to provide a party ID for which the Party wise Approval Rule Report is to be generated.

Further, user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

### **Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Reports**. Under **Reports** , click **Report Generation**.

- [Party wise Approval Rule - Adhoc Report](#)
- [Party wise Approval Rule - Schedule Reports](#)



## 61.12.1 Party wise Approval Rule - Adhoc Report

Party wise Approval Rule Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

**To generate the Party wise Approval Rule adhoc report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Adhoc** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-36 Party wise Approval Rule - Adhoc Reports**

The screenshot shows the 'Reports' section of the Futura Bank system. The 'Adhoc' tab is selected, and the 'Party wise Approval Rules Report' is chosen. The report format is set to PDF, and the Party ID is 004308. A 'Generate Report' button is visible. A 'Tips' box on the right provides additional information about adhoc reports.

**Table 61-35 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Party ID</b>	The party ID of whom the report is to be generated.

4. From the **Report Format** list, select the format in which the report is to be generated.

5. In the **Party ID** field, enter the party id.
6. Click **Generate Report** to generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
7. The success message along with the reference number, status and **Report Request Id** appears.  
Click **Ok** to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report.  
The user is directed to the **My Reports** screen. The list of reports appears.  
OR  
Click **Generate another report** to generate another report.
8. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.  
A report will be generated in the format specified at the time of scheduling or generating an adhoc report.




**Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**.

**Figure 61-37** For reference, a specimen of the report generated is given below:

**Party wise Approval Rules**  
Party Id: **001164** | Party Name: **Exxon Mobil**



Sr No	Rule Type	Rule Code	Rule Description	Initiator Type	Transactions	Accounts	Approval Required	Workflow
1		rkcorpadmin	rkcorpADMINn	User			Yes	rkcorpadmin1
2	Financial	AutoApprovalRule	AutoApprovalRule	User		ALL	No	
3	Maintenance	rkcorpadmin1	rkcorpadmin1	User			No	
4	Maintenance	abc	abc	User			Yes	SingleLevelAppWF
5	Financial	AutoauthUser	AutoauthUser	User		ALL	No	
6	Maintenance	MaintanceAutoAuthRul	MaintanceAutoAuthRule	User			No	

1 Report generated by Mustufa Gari | 27 Oct 2017, 05:39

**Table 61-36** Field Description

Field Name	Description
<b>Report Parameters</b>	
<b>Party ID</b>	Party ID of whom the report is generated.
<b>Party Name</b>	Party name of whom the report is generated.
<b>Sr No</b>	Serial number of the records.
<b>Rule Type</b>	Transaction rule type. The transaction rule type could be: <ul style="list-style-type: none"> <li>• Financial</li> <li>• Non Financial</li> <li>• Maintenance</li> </ul>
<b>Rule Code</b>	Approval rule code.
<b>Rule Description</b>	Description given to an approval rule.
<b>Initiator Type</b>	Type of the initiator if specific user or group to whom the approval rule is applicable.
<b>Transactions</b>	Type of transactions for which the approval rule is applicable.

**Table 61-36 (Cont.) Field Description**

Field Name	Description
<b>Accounts</b>	Type of accounts for which the approval rule is applicable.
<b>Approval Required</b>	Whether approval is required for the condition set. Yes or No.
<b>Workflow</b>	Workflow mapped for approving the transaction.

## 61.12.2 Party wise Approval Rule - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the Party wise Approval Rule schedule report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Schedule** tab.  
The **Scheduled Report Generation** screen appears.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-38 Party wise Approval Rule - Schedule Report**

The screenshot shows the 'Party wise Approval Rule - Schedule Report' interface. At the top, there is a navigation bar with 'System Administrator', 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo and a user profile 'Welcome, Sweta Thakur' with 'Last login 30 Apr 05:40 PM'. The main content area is titled 'Reports' and has two tabs: 'Adhoc' and 'Schedule'. The 'Schedule' tab is active. It contains the following fields and controls:

- Report Name:** Party wise Approval Rules Report (dropdown menu)
- Report Format:** PDF (dropdown menu)
- Select Frequency:** WEEKLY (dropdown menu)
- Start Generating:** 04/30/20 20:00 (calendar icon)
- Stop Generating:** 04/01/21 20:00 (calendar icon)
- Party ID:** 004308

At the bottom of the form, there are three buttons: 'Schedule Report' (blue), 'Cancel' (grey), and 'Clear' (grey). Below the buttons is a link 'View Scheduled Reports'. On the right side, there is a 'Tips' box with a lightbulb icon and the following text:

**Tips**  
With this option, you can schedule reports which are internal or related to customers. You need to select the Report Name, Frequency and Duration for which you want to generate it. Once submitted you can either go to My Reports option and can view or download reports from there or can simply click on View Scheduled Reports link provided on the same page.

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

**Table 61-37 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.

**Table 61-37 (Cont.) Field Description**

Field Name	Description
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per the frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per the frequency defined.
<b>Party ID</b>	Party ID of whom the report is to be generated.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

4. From the **Report Format** list, select the format in which the report is to be generated.
5. From the **Select Frequency** list, select the appropriate option.
6. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
7. In the **Party ID** field, enter the party ID.
8. Click **Schedule Report** to generate and view the report.

OR

Click the **View Scheduled Reports** link to view all the scheduled reports.

The **Scheduled Reports** screen appears.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

9. The success message along with the reference number, status and **Report Request Id** appears.

Click **Ok** to close the screen and navigate to the dashboard.

OR

Click on the **View Reports** link to download the report.

The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Schedule another Report** to generate another report.

10. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**, In the **My Reports** screen, click **Scheduled Reports**.

## 61.13 Party wise File Identifiers Mapping Report

Party wise file identifier mapping report provides summary of file identifiers mapped to a specific party ID. Administrator has to provide a party ID for which Party wise file identifier mapping report is to be generated.

Further, user has to select a format in which the report needs to be generated.

The generation of both Adhoc and Scheduled reports are supported.

### Navigation Path:

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Reports**. Under **Reports** , click **Report Generation**.

- [Party wise File Identifiers Mapping - Adhoc Report](#)
- [Party wise File Identifiers Mapping - Schedule Reports](#)

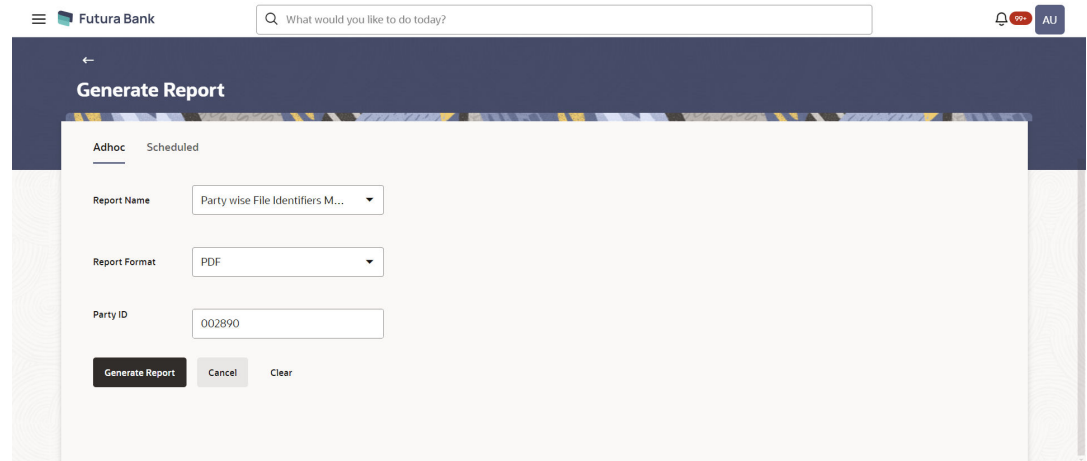
### 61.13.1 Party wise File Identifiers Mapping - Adhoc Report

Party wise File Identifiers Mapping Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

#### **To generate the Party wise File Identifiers Mapping adhoc report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Adhoc** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-39 Party wise File Identifiers Mapping - Adhoc Report**



**Table 61-38 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated.. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Party ID</b>	Party ID of whom the report is to be generated.

- From the **Report Format** list, select the format in which the report is to be generated.
- In the **Party ID** field, enter the party id.
- Click **Generate Report** to generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears.  
Click **Ok** to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report.  
The user is directed to the **My Reports** screen. The list of reports appears.  
OR

Click **Generate another report** to generate another report.

8. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**.



**Figure 61-40** For reference, a specimen of the report generated is given below:

Party wise File Identifiers Mapping  
Party Id : 001164 | Party Name : Exxon Mobil



Sr No	File Identifier Code	Description	File Type	Transaction Type	Accounting Type	Approval Type	File Template	Format Type
1	MDMCDomABR	MDMC Domestic Adhoc Bene Record Level	DELIMITED	Domestic Funds Transfer	MDMC	RECORD LEVEL	DomesticFTDMC	CSV
2	MDMCINTABR	MDMC Internal Adhoc Bene Record Level	DELIMITED	Internal Funds Transfer	MDMC	RECORD LEVEL	InternalFTMDM	CSV
3	MixPayee	Mixed Payee Upload	DELIMITED	Mixed Payee	SDSC	RECORD LEVEL	MixedPayee	CSV
4	SDMCINTABF	SDMC Internal Adhoc Bene File Level	DELIMITED	Internal Funds Transfer	SDMC	FILE LEVEL	InternalFTSDM	CSV
5	SDMCInternationalABF	SDMC International Adhoc Bene File Level	DELIMITED	International Funds Transfer	SDMC	FILE LEVEL	InternationalFTSDM	CSV
6	SDMCMIXABFile	SDMC Mix Adhoc Bene File Level	DELIMITED	Mixed Payments	SDMC	FILE LEVEL	InternalDomSDMC	CSV
7	SDSCINABFile Level	SDSC Internal Adhoc Bene File Level	DELIMITED	Internal Funds Transfer	SDSC	FILE LEVEL	InternalFT	CSV
8	SDSCInternalAR	SDSC Internal Adhoc Bene Record Level	DELIMITED	Internal Funds Transfer	SDSC	RECORD LEVEL	InternalFT	CSV
9	SDSCMixFile	SDSCMixFile	DELIMITED	Mixed Payments	SDSC	FILE LEVEL	InternalIntiDomSDSC	CSV

**Table 61-39 Field Description**

Field Name	Description
<b>Report Parameters</b>	
<b>Party ID</b>	Party ID of whom the report is generated.
<b>Party Name</b>	Party name of whom the report is generated.
<b>Sr No</b>	Serial number of the records.
<b>File Identifier Code</b>	The file identifier codes mapped to the specific party.
<b>Description</b>	Description of file identifiers mapped to the party.
<b>File Type</b>	File type of file identifiers mapped to the party.
<b>Transaction Type</b>	Transaction type of file identifiers mapped to the party.
<b>Accounting Type</b>	The accounting type of file identifiers mapped to the party.
<b>Approval Type</b>	Approval type of file identifiers mapped to the party.
<b>File Template</b>	File template of file identifiers mapped to the party.
<b>Format Type</b>	Format type of file identifiers mapped to the party..

## 61.13.2 Party wise File Identifiers Mapping - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the Party wise File Identifiers Mapping schedule report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Schedule** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-41 Party wise File Identifiers Mapping - Schedule Report**

**Table 61-40 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated.. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per the frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per the frequency defined,
<b>Party ID</b>	Party ID of which the report is to be generated.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

4. From the **Report Format** list, select the format in which the report is to be generated.
5. From the **Select Frequency** list, select the appropriate option.
6. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
7. In the **Party ID** field, enter the party ID.
8. Click **Schedule Report** to generate and view the report.

OR

Click the **View Scheduled Reports** link to view all the scheduled reports.

The **Scheduled Reports** screen appears.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

9. The success message along with the reference number, status and **Report Request Id** appears.

Click **Ok** to close the screen and navigate to the dashboard.

OR

Click on the **View Reports** link to download the report.

The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Schedule another Report** to generate another report.

10. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**, In the **My Reports** screen, click **Scheduled Reports**.

## 61.14 Party wise Payee Maintenance Report

Party wise Payee Maintenance Report provides summary of account and draft payees maintained under a specific party ID. Administrator has to provide a party ID for which Party wise Payee Maintenance Report is to be generated.

Further, user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Reports**. Under **Reports** , click **Report Generation**.

- [Party wise Payee Maintenance - Adhoc Report](#)
- [Party wise Payee Maintenance - Schedule Reports](#)

## 61.14.1 Party wise Payee Maintenance - Adhoc Report

Party wise Payee Maintenance Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

**To generate the Party wise Payee Maintenance adhoc report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Adhoc** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-42 Party wise Payee Maintenance - Adhoc Reports**

**Table 61-41 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> </ul>
<b>Party ID</b>	Party ID of which the report is to be generated.

4. From the **Report Format** list, select the format in which the report is to be generated.
5. In the **Party ID** field, enter the party id.
6. Click **Generate Report** to generate the report.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

7. The success message along with the reference number, status and **Report Request Id** appears.

Click **Ok** to close the screen and navigate to the dashboard.

OR

Click on the **View Reports** link to download the report.

The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Generate another report** to generate another report.

8. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**.

**Figure 61-43** For reference, a specimen of the report generated is given below:

Party wise Payee Maintenance   
Party Id : 000941 | Party Name : EMI Music Publishing Ltd

Account Payees					
Payee-Biller Name	Account Type	Account Details	NickName	Created By	Access Type
aa	INTERNAL	AT30009610072	aa	corpchecker124	Private
bank dom payee	DOMESTIC	AT3065456789 NWBKGB99	bank dom payee	corpchecker124	Private
dom bank payee	DOMESTIC	AT387698789 NWBKGB99	dom bank payee	corpchecker124	Public
international bank payee	INTERNATIONAL	AT3897878798 NWBKGB99	international bank payee	corpchecker124	Private

Demand Draft Payee				
Payee-Biller Name	Draft Type	Draft Favouring	Created By	Access Type
DomesticPayee	DOMESTIC	Payee1	corpchecker124	Private
InternationalDraftPayee	INTERNATIONAL	Payee2	corpchecker124	Public

1 Report generated by Suyog Approver | 06 Oct 2017, 10:12

**Table 61-42** Field Description

Field Name	Description
<b>Report Parameters</b>	
<b>Party ID</b>	Party ID of whom the report is generated.
<b>Party Name</b>	Party name of the party for whom the report is to be generated.
<b>Report Parameters</b> Below field appears for Account type payee	
<b>Payee Name</b>	Name of the payee.
<b>Account Type</b>	Type of account associated with the payee.
<b>Account Details</b>	The details of the account i.e. the account number of the payee's account.
<b>Nickname</b>	Account nickname of the payee to identify the account for fund transfer.
<b>Created By</b>	ID of the corporate user who created a payee.

**Table 61-42 (Cont.) Field Description**

Field Name	Description
<b>Access Type</b>	The access type of the payee. The options are: <ul style="list-style-type: none"> <li>Public</li> <li>Private</li> </ul>
<b>Report Parameters</b> Below field appears for Demand Draft type payee	
<b>Payee Name</b>	Name of the payee.
<b>Draft Type</b>	Type of draft associated with the Payee. The type can be: <ul style="list-style-type: none"> <li>Domestic</li> <li>International</li> </ul>
<b>Draft Favouring</b>	Draft favouring details.
<b>Created By</b>	ID of the corporate user who created a payee.
<b>Access Type</b>	The access type for payee. The options are: <ul style="list-style-type: none"> <li>Public</li> <li>Private</li> </ul>

## 61.14.2 Party wise Payee Maintenance - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the Party wise Payee Maintenance schedule report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Schedule** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-44 Party wise Payee Maintenance - Schedule Report**

The screenshot shows the 'Generate Report' interface for Futura Bank. At the top, there is a search bar and a user profile icon. The main heading is 'Generate Report'. Below this, there are two tabs: 'Adhoc' and 'Scheduled', with 'Scheduled' being the active tab. The form contains the following fields and controls:

- Report Name:** A dropdown menu showing 'Party wise Payee Maintena...'.
- Report Format:** A dropdown menu showing 'PDF'.
- Select Frequency:** A dropdown menu showing 'WEEKLY'.
- Start Generating:** A date and time picker showing 'April 25, 2024 at 12:00:00 AM'.
- Stop Generating:** A date and time picker showing 'April 29, 2024 at 12:00:00 AM'.
- Party ID:** A text input field containing '002890'.

At the bottom of the form, there are three buttons: 'Schedule Report' (highlighted in dark blue), 'Cancel', and 'Clear'. Below the buttons, there is a link that says 'View Scheduled Reports'.



**Table 61-43 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated.. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per the frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per the frequency defined.
<b>Party ID</b>	Party ID of which the report is to be generated.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

4. From the **Report Format** list, select the format in which the report is to be generated.
5. From the **Select Frequency** list, select the appropriate option.
6. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
7. In the **Party ID** field, enter the party ID.
8. Click **Schedule Report** to generate and view the report.

OR

Click the **View Scheduled Reports** link to view all the scheduled reports.

The **Scheduled Reports** screen appears.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

9. The success message along with the reference number, status and **Report Request Id** appears.

Click **Ok** to close the screen and navigate to the dashboard.

OR

Click on the **View Reports** link to download the report.

The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Schedule another Report** to generate another report.

10. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**, In the **My Reports** screen, click **Scheduled Reports**.

## 61.15 Party wise User Group Report

Party wise User Group Report provides a summary of User Groups created under a specific party ID. Administrator has to provide a party ID for which the Party wise User Group Report is to be generated.

Further, user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Reports**. Under **Reports**, click **Report Generation**.

- [Party wise User Group - Adhoc Report](#)
- [Party wise User Group - Schedule Report](#)

### 61.15.1 Party wise User Group - Adhoc Report

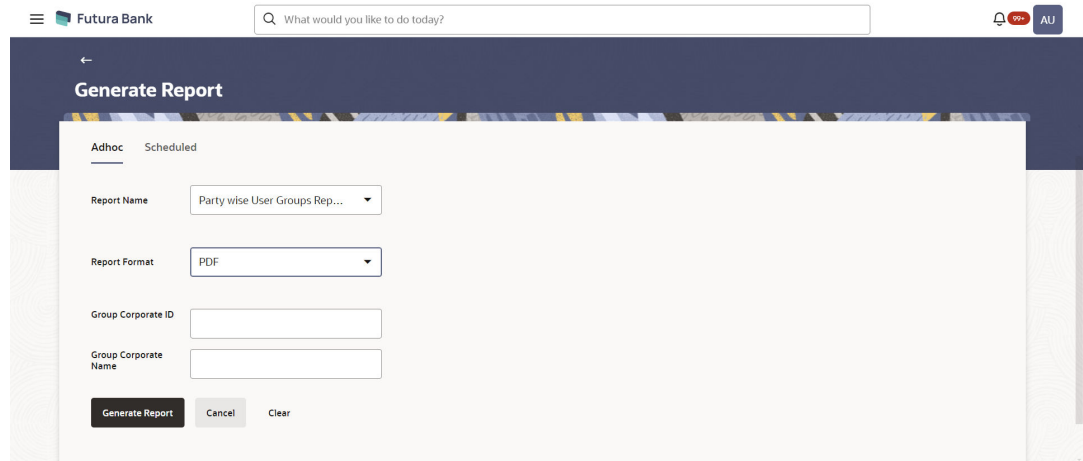
Party wise User Groups Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

**To generate the Party wise User Group adhoc report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Adhoc** tab.
3. From the **Report Name** list, select the appropriate report to be generated.

The respective report generation screen appears.

**Figure 61-45 Party wise User Group - Adhoc Reports**



**Table 61-44 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated..
<b>Report Format</b>	Select the format in which the report is to be generated.. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Party ID</b>	Party ID of which the report is to be generated.

- From the **Report Format** list, select the format in which the report is to be generated.
- In the **Party ID** field, enter the party id.
- Click **Generate Report** to view and generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears.  
Click **Ok** to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report.  
The user is directed to the **My Reports** screen. The list of reports appears.  
OR

Click **Generate another report** to generate another report.

- In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.


A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**.

**Figure 61-46** For reference, a specimen of the report generated is given below:

**Party wise User Group**  
Party Id : 001164 | Party Name : Exxon Mobil



Group Code: rkcorpuser1		Group Description:	Number of Users: 1
Sr No	User Name	User Id	
1	Corp User1	rkcorpuser1	

Group Code: rkcorpadmin1		Group Description:	Number of Users: 1
Sr No	User Name	User Id	
1	Rahul Kamble	rkcorpadmin1	

Group Code: rkcorpadmin		Group Description:	Number of Users: 1
Sr No	User Name	User Id	
1	Rahul Kamble	rkcorpadmin	

Group Code: rkautocorp		Group Description:	Number of Users: 1
Sr No	User Name	User Id	
1	Auto Auth	rkautocorp	

Group Code: corpinit1		Group Description:	Number of Users: 1
Sr No	User Name	User Id	
1	Corp Init1	corpinit1	

**1** Report generated by Mustufa Gari | 27 Oct 2017, 07:00

**Table 61-45 Field Description**

Field Name	Description
<b>Report Parameters</b>	
<b>Party ID</b>	Party ID for which the report is generated.
<b>Party Name</b>	Party name for which the report is generated.
<b>Group Code</b>	The group code of the user groups available under a party.
<b>Group Description</b>	The group description of the user groups available under a party.
<b>Number of Users</b>	Count of the users available in a group.
<b>Sr No</b>	Serial number of the records.
<b>User Name</b>	Name of the users available in a user group.
<b>User ID</b>	User ID of the users available in a group.

## 61.15.2 Party wise User Group - Schedule Report

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the Party wise User Groups schedule report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Schedule** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-47 Party wise User Group - Schedule Report**

The screenshot shows the 'Generate Report' interface for Futura Bank. The 'Scheduled' tab is active. The form contains the following fields and controls:

- Report Name:** A dropdown menu showing 'Party wise User Groups Rep...'.
- Report Format:** A dropdown menu showing 'PDF'.
- Select Frequency:** A dropdown menu showing 'WEEKLY'.
- Start Generating:** A date and time picker set to 'April 25, 2024 at 12:00:00 AM'.
- Stop Generating:** A date and time picker set to 'April 29, 2024 at 12:00:00 AM'.
- Group Corporate ID:** An empty text input field.
- Group Corporate Name:** An empty text input field.
- Buttons:** 'Schedule Report' (highlighted), 'Cancel', and 'Clear'.
- Footer:** A link for 'View Scheduled Reports'.

**Table 61-46 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per the frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per the frequency defined,
<b>Party ID</b>	Party ID of which the report is to be generated.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

4. From the **Report Format** list, select the format in which the report is to be generated.
5. From the **Select Frequency** list, select the appropriate option.
6. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
7. In the **Party ID** field, enter the party ID.
8. Click **Schedule Report** to generate and view the report.

OR

Click the **View Scheduled Reports** link to view all the scheduled reports.

The **Scheduled Reports** screen appears.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

9. The success message along with the reference number, status and **Report Request Id** appears.

Click **Ok** to close the screen and navigate to the dashboard.

OR

Click on the **View Reports** link to download the report.

The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Schedule another Report** to generate another report.

10. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**, In the **My Reports** screen, click **Scheduled Reports**.

## 61.16 User Segment Summary Report

User Segment Summary Report enables the System Administrator user to view the count of users mapped to a segment.

System Administrator has to select a format in which the report needs to be generated. Generation of both Adhoc and Scheduled reports are supported.

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Reports**. Under **Reports** , click **Report Generation**.

- [User Segment Summary - Adhoc Report](#)
- [User Segment Summary - Schedule Reports](#)

### 61.16.1 User Segment Summary - Adhoc Report

User Segment Summary Report Adhoc reports are generated on demand or on request. Reports can be requested from the 'Reports' screen. Adhoc reports can be viewed using 'My Reports' screen.

**To generate the User Segment Summary adhoc report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Adhoc** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-48 User Segment Summary Report - Adhoc Report**

**Table 61-47 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>User Type</b>	The user type for which, the report is generated. The options are: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Administrator User</li> <li>• Retail User</li> </ul>
<b>User Segment</b>	The user segment for which the report is to be generated.

4. From the **Report Format** list, select the format in which the report is to be generated.
5. From the **User Type** list, select the appropriate type of user.
6. From the **User Segment** list, select the appropriate user segment.
7. Click **Generate Report** to generate the report.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

8. The success message along with the reference number, status and **Report Request Id** appears.



Click **Ok** to close the screen and navigate to the dashboard.

OR

Click on the **View Reports** link to download the report.

The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Generate another report** to generate another report.

9. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.


 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**.

**Figure 61-49** For reference, a specimen of the report generated is given below:

**User Segment Summary Report**

User Type: **retailuser** | UserSegments: **vishal yretail CASATDLOANS CASATDLOANSPAY**



User Segment	Status	Count Of Users
CASATDLOANSPAY	ENABLED	3

User Segment	Status	Count Of Users
CASATDLOANS	ENABLED	2

**Table 61-48 Field Description**

Field Name	Description
<b>Report Parameters</b>	
<b>User Type</b>	The user type for which, the report is generated.
<b>User Segments</b>	The user segments mapped to the user type.
<b>User Segment</b>	The user segment for which, the report is generated.
<b>Status</b>	The status of the transaction.
<b>Count of Users</b>	The count of users mapped to a segment for which, the report is generated.

## 61.16.2 User Segment Summary - Schedule Reports

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the user segment summary schedule report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Schedule** tab.  
The **Scheduled Report Generation** screen appears.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-50 User Segment Summary - Schedule Report**

The screenshot shows the 'Generate Report' interface for 'User Segment Summary - Schedule Report'. The interface is divided into 'Adhoc' and 'Scheduled' tabs, with 'Scheduled' selected. The form includes the following fields and controls:

- Report Name:** A dropdown menu showing 'User Segment Summary Re...'
- Report Format:** A dropdown menu showing 'PDF'
- Select Frequency:** A dropdown menu showing 'WEEKLY'
- Start Generating:** A date and time picker set to 'April 25, 2024 at 12:00:00 AM' with a calendar icon.
- Stop Generating:** A date and time picker set to 'April 29, 2024 at 12:00:00 AM' with a calendar icon.
- User Type:** A dropdown menu showing 'Retail & Business User'
- User Segments:** A text input field containing 'createSegment1' with a close icon (X).

At the bottom of the form, there are three buttons: 'Schedule Report' (highlighted in dark grey), 'Cancel', and 'Clear'. Below the buttons is a link labeled 'View Scheduled Reports'.

**Table 61-49 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per frequency defined.
<b>User Type</b>	The user type for which, the report is generated. The options are: <ul style="list-style-type: none"> <li>• Corporate User</li> <li>• Administrator User</li> <li>• Retail User</li> </ul>
<b>User Segment</b>	The user segment for which the report is to be generated.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

4. From the **Report Format** list, select the format in which the report is to be generated.
5. From the **Select Frequency** list, select the appropriate option.
6. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
7. From the **User Type** list, select the appropriate type of user.
8. From the **User Segment** list, select the appropriate user segment.
9. Click **Schedule Report** to generate and view the report.

OR

Click the **View Scheduled Reports** link to view all the scheduled reports.

The **Scheduled Reports** screen appears.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

10. The success message along with the reference number, status and **Report Request Id** appears.

Click **Ok** to close the screen and navigate to the dashboard.

OR

Click on the **View Reports** link to download the report.

The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Schedule another Report** to generate another report.

11. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**, In the **My Reports** screen, click **Scheduled Reports**.

## 61.17 Wallets Creation for a Date Range Report

This is bank's internal report. Wallet creation report provides the summary of wallets created during specific date range. User has to specify the date range and select a format in which the report needs to be generated.

Further, user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

### **Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Reports**. Under **Reports**, click **Report Generation**.

- [Wallets Creation for a Date Range - Adhoc Report](#)
- [Wallets Creation for a Date Range - Schedule Report](#)

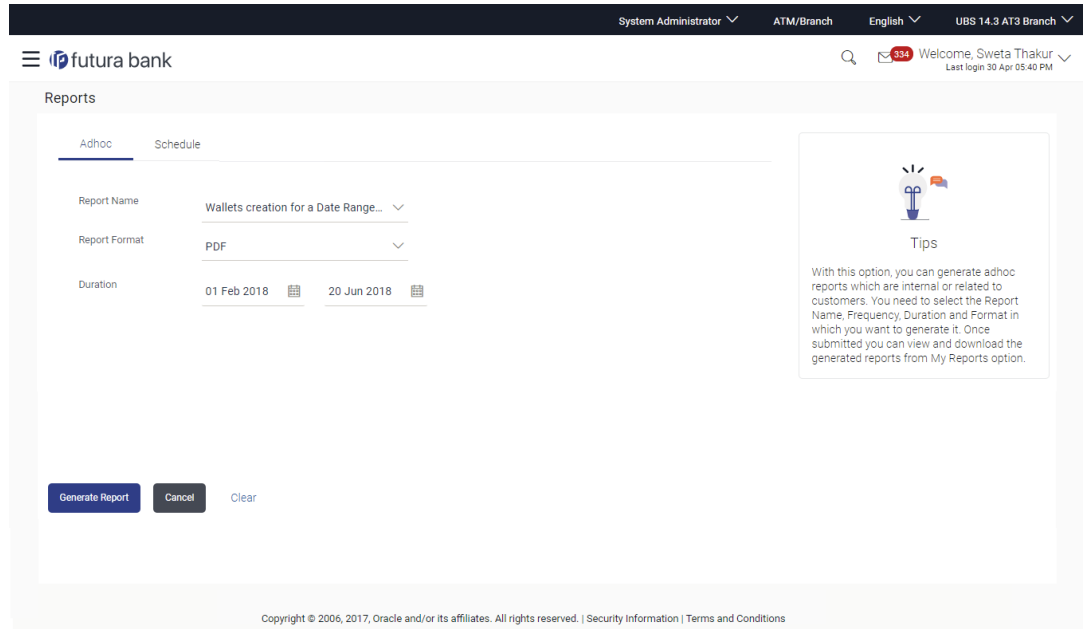
### 61.17.1 Wallets Creation for a Date Range - Adhoc Report

Wallets Creation for a Date Range Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

#### **To generate the Wallets Creation for a Date Range adhoc report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Adhoc** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-51** Wallets Creation for a Date Range - Adhoc Reports



**Table 61-50** Field Description

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated..
<b>Report Format</b>	Select the format in which the report is to be generated.. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Duration</b>	Specify the Date range for which the report is to be generated. User has to enter From and To dates.

- From the **Report Format** list, select the format in which the report is to be generated.
- Click **Generate Report** to view and generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears.  
Click **Ok** to close the screen and navigate to the dashboard.  
OR

Click on the **View Reports** link to download the report.

The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Generate another report** to generate another report.

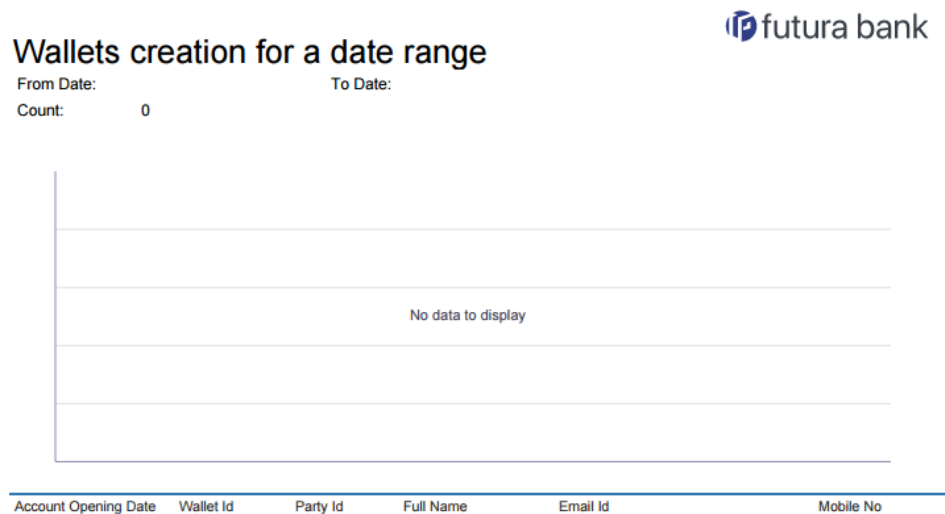
7. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**.

**Figure 61-52** For reference, a specimen of the report generated is given below:



Wallets creation for a date range

From Date: To Date:

Count: 0

No data to display

Account Opening Date	Wallet Id	Party Id	Full Name	Email Id	Mobile No
----------------------	-----------	----------	-----------	----------	-----------

**Table 61-51 Field Description**

Field Name	Description
<b>Report Parameters</b>	
<b>From Date</b>	Date from which the report is to be generated.
<b>To Date</b>	Date till which the report is to be generated.
<b>Account Opening Date</b>	The wallet account opening date.
<b>Wallet ID</b>	The wallet user ID.
<b>Party ID</b>	The party Id under which wallet is opened.
<b>Full Name</b>	First name and last name of the wallet user.
<b>Email Id</b>	Email id of the wallet user.
<b>Mobile Number</b>	Mobile number of the wallet user.

## 61.17.2 Wallets Creation for a Date Range - Schedule Report

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the Wallets Creation for a Date Range scheduled report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Schedule** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-53 Wallets Creation for a Date Range**

**Table 61-52 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated.. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per the frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per the frequency defined.
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

4. From the **Report Format** list, select the format in which the report is to be generated.
5. From the **Select Frequency** list, select the appropriate option.
6. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
7. Click **Schedule Report** to generate and view the report.

OR

Click the **View Scheduled Reports** link to view all the scheduled reports.

The **Scheduled Reports** screen appears.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

8. The success message along with the reference number, status and **Report Request Id** appears.

Click **Ok** to close the screen and navigate to the dashboard.

OR

Click on the **View Reports** link to download the report.

The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Schedule another Report** to generate another report.



9. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**, In the **My Reports** screen, click **Scheduled Reports**.

## 61.18 Wallet KYC Report

This is bank's internal report. Wallet KYC report provides the KYC status of specific wallet account/s. User has to specify email ID, mobile number, date range and select KYC status with which the report is to be generated.

Further, user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Reports**. Under **Reports** , click **Report Generation**.

- [Wallets KYC - Adhoc Report](#)
- [Wallets KYC - Schedule Report](#)

### 61.18.1 Wallets KYC - Adhoc Report

Wallets KYC Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

**To generate the Wallets KYC adhoc report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Adhoc** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

Figure 61-54 Wallets KYC - Adhoc Reports

The screenshot shows the 'Reports' section of the Futura Bank interface. It has two tabs: 'Adhoc' (selected) and 'Schedule'. The form contains the following fields and values:

- Report Name: Wallets KYC Report
- Report Format: PDF
- Email Id: john.smith@example.com
- Mobile Number: 4155550100
- Duration: 13 Jan 2018 to 13 Jun 2018
- KYC Status: COMPLETED

Buttons at the bottom include 'Generate Report', 'Cancel', and 'Clear'. A 'Tips' box on the right states: 'With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.'

Table 61-53 Field Description

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Email ID</b>	Email ID of the wallet user of whom report is to be generated.
<b>Mobile Number</b>	Mobile number of the wallet user of whom report is to be generated.
<b>Duration</b>	Specify the date range for which the report is to be generated. User has to enter From and To dates.
<b>KYC Status</b>	KYC status of the wallet user. The options are: <ul style="list-style-type: none"> <li>• Pending</li> <li>• Complete</li> </ul>

4. From the **Report Format** list, select the format in which the report is to be generated.

5. In the **Email ID** field, enter the email address of the user.

OR

In the **Mobile Number** field, enter the mobile number of the user.


6. From the **Duration - From and Duration - To** list, select the appropriate duration.
7. From the **KYC Status** list, select the appropriate option.
8. Click **Generate Report** to view and generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
9. The success message along with the reference number, status and **Report Request Id** appears.  
Click **Ok** to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report.  
The user is directed to the **My Reports** screen. The list of reports appears.  
OR  
Click **Generate another report** to generate another report.
10. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.  
A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**.

**Figure 61-55** For reference, a specimen of the report generated is given below:

Wallet KYC  
 Email Id :rahul.x.kamble@oracle.com Mobile No :7890008797  
 Date From:01 Feb 2017 Date To:27 Oct 2017  
 KYC Status :Completed



Sr No	Name	Email Id	Mobile No	Opened Date	KYC Status
-------	------	----------	-----------	-------------	------------

1 Report generated by Mustafa Garl | 27 Oct 2017, 10:12

**Table 61-54** Field Description

Field Name	Description
<b>Report Parameters</b>	
<b>Email ID</b>	Email id of the wallet user.
<b>Mobile No</b>	Mobile number of the wallet user.
<b>Date From</b>	Date from which the report is generated.
<b>Date To</b>	Date till which the report is generated.
<b>KYC Status</b>	Current KYC status.
<b>Sr No</b>	Serial number of the records.
<b>Name</b>	First name and last name of the wallet user.
<b>Email Id</b>	Email ID of the wallet user.
<b>Mobile No</b>	Mobile number of the wallet user.
<b>Opened Date</b>	Wallet open date with the time stamp.
<b>KYC Status</b>	Current KYC status. generated.

## 61.18.2 Wallets KYC - Schedule Report

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the Wallets KYC scheduled report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Schedule** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-56** Wallets KYC - Schedule Report

The screenshot shows the 'Reports' section of the Futura Bank interface. The 'Schedule' tab is active. The form contains the following fields and values:

- Report Name:** Wallets KYC Report
- Report Format:** PDF
- Select Frequency:** MONTHLY
- Start Generating:** 06/13/18 00:00
- Stop Generating:** 12/31/18 00:00
- Email Id:** john.smith@example.com
- Mobile Number:** 4155550100
- Duration:** 13 Jan 2018 to 13 Jun 2018
- KYC Status:** COMPLETED

Buttons at the bottom include 'Schedule Report', 'Cancel', and 'Clear'. A 'View Scheduled Reports' link is also present. A 'Tips' box on the right states: 'With this option, you can generate adhoc reports which are internal or related to customers. You need to select the Report Name, Frequency, Duration and Format in which you want to generate it. Once submitted you can view and download the generated reports from My Reports option.'

**Table 61-55** Field Description

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>

Table 61-55 (Cont.) Field Description

Field Name	Description
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per the frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per the frequency defined.
<b>Email ID</b>	Email ID of the wallet user for whom report is to be generated.
<b>Mobile Number</b>	Mobile number of the wallet user for whom report is to be generated.
<b>Duration</b>	Specify the date range for which the report is to be generated. User has to enter From and To dates.
<b>KYC Status</b>	KYC status of the wallet user. The options are: <ul style="list-style-type: none"> <li>• Pending</li> <li>• Complete</li> </ul>
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

4. From the **Report Format** list, select the format in which the report is to be generated.
5. From the **Select Frequency** list, select the appropriate option.
6. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
7. Click **Schedule Report** to generate and view the report.

OR

Click the **View Scheduled Reports** link to view all the scheduled reports.

The **Scheduled Reports** screen appears.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

8. The success message along with the reference number, status and **Report Request Id** appears.

Click **Ok** to close the screen and navigate to the dashboard.

OR

Click on the **View Reports** link to download the report.

The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Schedule another Report** to generate another report.

9. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**, In the **My Reports** screen, click **Scheduled Reports**.

## 61.19 Wallets Transaction Activity Report

This is bank's internal report Wallet transaction activity report provides the list of transaction activities done in specific wallet. User has to specify email Id, mobile number, date range and select transaction type with which the report is to be generated.

Further, user has to select a format in which the report needs to be generated. The generation of both Adhoc and Scheduled reports are supported.

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Reports**. Under **Reports** , click **Report Generation**.

- [Wallets Transaction Activity - Adhoc Report](#)
- [Wallets Transaction Activity - Schedule Report](#)

### 61.19.1 Wallets Transaction Activity - Adhoc Report

Wallets Transaction Activity Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

**To generate the Wallets Transaction Activity adhoc report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Adhoc** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-57 Wallets Transaction Activity - Adhoc Report**

The screenshot shows the 'Reports' section of the Futura Bank interface. It features two tabs: 'Adhoc' (selected) and 'Schedule'. Under the 'Adhoc' tab, there are several input fields: 'Report Name' (Wallet Transaction Activity Report), 'Report Format' (PDF), 'Email Id' (john.smith@example.com), 'Mobile Number' (4155550100), 'Duration' (01 Jan 2018 to 13 Jun 2018), and 'Transaction Type' (CREDIT). At the bottom, there are three buttons: 'Generate Report', 'Cancel', and 'Clear'. A 'Tips' box on the right provides instructions on how to use the adhoc report feature.

**Table 61-56 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Email ID</b>	Email ID of the wallet user for whom report is to be generated.
<b>Mobile Number</b>	Mobile number of the wallet user for whom report is to be generated.
<b>Duration</b>	Specify the date range for which the report is to be generated. User has to enter From and To dates.
<b>Transaction Type</b>	The transactions providing transaction type. The options are: <ul style="list-style-type: none"> <li>• Debit</li> <li>• Credit</li> </ul>

4. From the **Report Format** list, select the format in which the report is to be generated.
5. In the **Email ID** field, enter the email address of the user.

OR

In the **Mobile Number** field, enter the mobile number of the user.




6. From the **Duration - From and Duration - To** list, select the appropriate duration.
7. From the **Transaction Type** list, select the appropriate option.
8. Click **Generate Report** to view and generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
9. The success message along with the reference number, status and **Report Request Id** appears.  
Click **Ok** to close the screen and navigate to the dashboard.  
OR  
Click on the **View Reports** link to download the report.  
The user is directed to the **My Reports** screen. The list of reports appears.  
OR  
Click **Generate another report** to generate another report.
10. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.  
A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**.

**Figure 61-58** For reference, a specimen of the report generated is given below:

**Wallet Transaction Activity**  
From Date: 2017-02-01 | To Date: 2019-02-26



Sr. No.	Name	Email Id	Mobile No	Date	Description	Reference Number	Amount
---------	------	----------	-----------	------	-------------	------------------	--------

1
Computer generated report | Shallendra Kadam | 10 Feb 2017, 16:29

**Table 61-57** Field Description

Field Name	Description
<b>Report Parameters</b>	
<b>From Date</b>	Date from which the report is to be generated.
<b>To Date</b>	Date till which the report is to be generated.
<b>Sr No</b>	Serial number of the records.
<b>Name</b>	First name and last name of the wallet user.
<b>Email ID</b>	Email Id of the user.
<b>Mobile No</b>	Mobile number of the user.
<b>Date</b>	Date of the transaction.
<b>Description</b>	Description of the transaction.
<b>Reference Number</b>	Reference number for each transaction.
<b>Amount</b>	Amount of the transaction.

## 61.19.2 Wallets Transaction Activity - Schedule Report

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To generate the Wallets Transaction Activity scheduled report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Schedule** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-59** Wallets Transaction Activity - Schedule Report

The screenshot shows the 'Reports' section of the Futura Bank interface. The 'Schedule' tab is active. The form contains the following fields and values:

- Report Name: Wallet Transaction Activity Report
- Report Format: PDF
- Select Frequency: MONTHLY
- Start Generating: 06/13/18 00:00
- Stop Generating: 12/13/18 00:00
- Email Id: john.smith@example.com
- Mobile Number: 4155550100

Buttons: Schedule Report, Cancel, Clear. A 'View Scheduled Reports' link is also present. A 'Tips' box on the right provides instructions on generating adhoc reports.

**Table 61-58** Field Description

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated.. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Select Frequency</b>	Select the frequency at which the report is to be generated. The options are: <ul style="list-style-type: none"> <li>• Once</li> <li>• Daily</li> <li>• Weekly</li> <li>• Monthly</li> </ul>
<b>Start Generating</b>	Date from which the report is to be generated as per the frequency defined.
<b>Stop Generating</b>	Date till which the report is to be generated as per the frequency defined.
<b>Email ID</b>	Email ID of the wallet user of whom report is to be generated.
<b>Mobile Number</b>	Mobile number of the wallet user of whom report is to be generated.

**Table 61-58 (Cont.) Field Description**

Field Name	Description
<b>Transaction Type</b>	The transactions providing transaction type. The options are: <ul style="list-style-type: none"> <li>• Debit</li> <li>• Credit</li> </ul>
<b>View Scheduled Reports</b>	Link to view all the reports that are scheduled.

4. From the **Report Format** list, select the format in which the report is to be generated.
5. From the **Select Frequency** list, select the appropriate option.
6. From the **Start Generating** and **Stop Generating** list, select the appropriate duration.
7. In the **Email ID** field, enter the email address of the user.

OR

In the **Mobile Number** field, enter the mobile number of the user.

8. From the **Duration - From and Duration - To** list, select the appropriate duration.
9. From the **Transaction Type** list, select the appropriate option.
10. Click **Schedule Report** to generate and view the report.

OR

Click the **View Scheduled Reports** link to view all the scheduled reports.

The **Scheduled Reports** screen appears.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

11. The success message along with the reference number, status and **Report Request ID** appears.

Click **Ok** to close the screen and navigate to the dashboard.

OR

Click on the **View Reports** link to download the report.

The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Schedule another Report** to generate another report.

12. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**. In the **My Reports** screen, click **Scheduled Reports**.

## 61.20 Approval Rule Report

Approval Rule Report provides the list of rules and workflows belonging to a group corporate. Administrator has to provide a party ID for which the Approval RuleReport is to be generated.

System Administrator has to select a format in which the report needs to be generated. This report can be generated only on an Adhoc basis and is not available under 'Schedule' option.

**Navigation Path:**

From **Administrator Dashboard**, click **Toggle Menu**, then click **Menu**, and then click **Reports**. Under **Reports**, click **Report Generation**.

- [Approval Rule Report - Adhoc Report](#)

### 61.20.1 Approval Rule Report - Adhoc Report

Approval Rule Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

**To generate the Approval Rule adhoc report:**

1. Navigate to the above path.  
The **Reports** screen appears.
2. Click the **Adhoc** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The receptive report generation screen appears.

**Figure 61-60 Approval Rule Report - Adhoc Reports**

**Table 61-59 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Group Corporate ID</b>	The Group Corporate ID of the user for whom report has been generated
<b>Group Corporate Name</b>	The Group Corporate Name of the user for whom report has been generated.

4. From the **Report Format** list, select the format in which the report is to be generated.
5. In the **Group Corporate ID** field, enter the Group Corporate ID.
6. In the **Group Corporate Name** field, enter the Group Corporate name.
7. Click **Generate Report** to view and generate the report.

OR

Click **Cancel** to cancel the transaction.

OR

Click **Clear** to reset the search parameters.

- The success message along with the reference number, status and **Report Request ID** appears.

Click **Ok** to close the screen and navigate to the dashboard.  
OR


Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Generate another report** to generate another report.

- In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports**, and then click **My Reports**

**Figure 61-61** For reference, a specimen of the report generated is given below:

Report Date:	10 Sep 2022 13:08:07										
Report Generated by:	DAVID										
Approval Report											
Group Corporate ID	10001111										
Group Corporate Name	TATA Corporation										
Rule Type	Code	Rule Desc	Rule/Workflow Initiator	Party ID	Transac Accounts	Currency	From Amt	To Amount	Approval	Workflow	Workflow Levels in Workflow
Administr	R89	Approve	All Users	PTY67	Party Preference, Create Spend Category, Biller Mail	No				Sequential	WKFLW1 Workflow, Level 1 : Checker User Group - USGRP1; Level 2 : Approver User - USR2;
Financial	R1	Approve	User Group	PTY1; PTY All Transa	All Account	USD	100	50000	Yes	Parallel	WKFLW3 Workflow, Level 1 : Releaser User Group - USGRP4;
Financial	R3	Release	User Group	PTY1; PTY Top Up,	xxxxxxxxx	GBP	50	75000	Yes		
Maintenan	R56	Release	User	USFPTY91; PT All Transactions					No		
Non Accou	R006	Approve	All Users	PTY9	Facility Amendment,	EUR	10	50000	No		
Non Accou	R30	Approve	User Group	PTY003	Facility Amendment,	USD	200	1500	Yes	Parallel	WKFLW20 Workflow, Level 1 : Checker User - USR03; Level 2 : Approver User Group - USGRP400;
Non-Finan	R102	Approve	User	USFPTY93; PT Initiate Transfer	L.C.	SGD	1	300000	Yes	Parallel	WKFLW24 Workflow, Level 1 : Approver User Group - USR89;
Non-Finan	R2	Approve	User	USFPTY4; PTY All Transa	All Accounts				Yes	Sequential	WKFLW2 Workflow, Level 1 : Checker User - USR1; Level 2 : Checker User Group - USGRP2; Level 3 : Approver User Group - USGRP3;
Non-Finan	R4	Release	User Group	PTY2; PTY Cheque B	xxxxxxxxx5573; xxxxxxxx7493; xxxxxxxx	No					

**Table 61-60** Field Description

Field Name	Description
<b>Report Parameters</b>	
<b>Group Corporate ID</b>	The Group Corporate ID of the user for whom report has been generated
<b>Group Corporate Name</b>	The Group Corporate Name of the user for whom report has been generated
<b>Rule Type</b>	Transaction rule type for which the approval rule is set up.
<b>Rule Code</b>	Approval rule code.
<b>Rule Description</b>	Approval rule description.
<b>Rule/Workflow Applicable For</b>	User name /group name of the user maintained in a workflow at level.
<b>Initiator Type</b>	Initiator type specified while creating a rule.
<b>Party ID</b>	Party ID of workflow.
<b>Transactions</b>	Transaction for which the rule is set up.

**Table 61-60 (Cont.) Field Description**

Field Name	Description
<b>Accounts</b>	Accounts for which the rule is set up.
<b>Currency</b>	Currency set for the rule.
<b>From Amount</b>	The minimum amount for the transactions allowed for the user.
<b>To Amount</b>	The maximum amount for the transactions allowed for the user.
<b>Approval Required</b>	Field displays whether approval is required or not for the set condition.
<b>Workflow Preference</b>	The preference of the approval workflow.
<b>Workflow Code</b>	Code of the approval workflow.
<b>Workflow Description</b>	The approval workflow description.
<b>Levels in Workflow</b>	Approval levels for a user / user group.

## 61.21 User List Report

User List Report enables the System Administrator user to view the list of users belonging to a specific party/group corporate ID.

System Administrator has to select a format in which the report needs to be generated. The User List Report supports only Adhoc report generation. This report will not be available under 'Schedule' option.

### **Navigation Path:**

From **System/Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu**, and then click **Reports**. Under **Reports**, click **Report Generation**.

- [User List Report - Adhoc Report](#)

### 61.21.1 User List Report - Adhoc Report

User Adhoc reports are generated on demand or on request. Reports can be requested from the 'Reports' screen. Adhoc reports can be viewed using 'My Reports' screen.

#### **To generate the User List adhoc Report:**

1. Navigate to the above path.  
The **Reports** screen appears.
2. Click the **Adhoc** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The receptive report generation screen appears.



**Figure 61-62 User List Report - Adhoc Reports**

**Table 61-61 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated. The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• CSV</li> </ul>
<b>User Type</b>	The user type for whom the report is to be generated.
<b>Party ID</b>	The party ID of the user for whom the report is to be generated.
<b>Duration</b>	The period for which the report is to be generated. Start date of the date range from which you want to generate the report. End date of the date range up-to which you want to generate the report

- From the **Report Format** list, select the format in which the report is to be generated.
- In the **Party ID** field, enter the party ID.
- From the **Duration - From Date and Duration - To Date** list, select the appropriate duration.
- Click **Generate Report** to view and generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears.

Click **Ok** to close the screen and navigate to the dashboard.  
OR


Click on the **View Reports** link to download the report. The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Generate another report** to generate another report.

- In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports**, and then click **My Reports**

**Figure 61-63** For reference, a specimen of the report generated is given below:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	
1	User List Report																							
2																								
3	User Type	administrator																						
4	Start Date																							
5	End Date																							
6																								
7	Organizati Manager	Employee User Name	Title	First Name	Middle Na	Last Name	Date of Bir	Email Id	Mobile No	Status	Touch Poir	Primary Er	Primary Pe	Accessible	Accessible	Primary Pa	Accessible	Roles	Creation D	Created By				
8	OFSS	Tim	1234567	144Auth	AcMs	144Auth		Admin	#####	merrill.ser	9.88E+09	GRANT	Internet	(COBDX_BU										
9	OFSS	Tim	1234565	144Admin	Mr	Sipry		Bohr	#####	merrill.ser	9.88E+09	GRANT	Internet	(COBDX_BU										
10	OFSS	Tim	6789898	144Admin	Mr	Rheo		Bohr	#####	merrill.ser	9.88E+09	GRANT	Internet	(COBDX_BU										
11	aaa	aaa	222	ameyadmi	Mr	amey		admin	#####	amey.sakg	1E+10	GRANT	Internet	(COBDX_BU										
12	oracle	keshav	232323	dipadmi	Mr	Narotam		k	#####	dipen.v.sh	4.34E+09	GRANT	Mobile	(R	COBDX_BU									
13	OFSS	abhishek	219411	nutanAdm	Mr	Nutan		Admin	#####	nutan.kalit	8.88E+09	GRANT	Mobile	(R	COBDX_BU									
14	Oracle	Senthil	123	anushaadr	Ms	Anusha		Sivaraman	#####	anusha.siv	7.02E+09	GRANT	Mobile	Ap	COBDX_BU									
15	Oracle	Managar	112345	installera	Mr	Installer		A	#####	aniket.pat	9.9E+09	GRANT	Mobile	Ap	COBDX_BU									
16			8391239	superadm	Mr	Administrator		User	#####	rahu.l.x.kar	9.89E+09	GRANT	Internet	(COBDX_BU										
17	Oracle Fini	Nelson Ds	216380	mustuadm	Mr	Mustufa		Yusuf	#####	pratik.k.ka	7.78E+09	GRANT	Internet	(COBDX_BU										
18	FUTURA BI	MO7	1	SDADMIN	Mr	Shailesh		Dhawan	#####	saurabh.d.	9.87E+09	GRANT	Internet	(COBDX_BU										
19																								
20																								

**Table 61-62** Field Description

Field Name	Description
<b>Report Parameters</b>	
<b>User Type</b>	The Type of the user for whom the report has been generated.
<b>Party ID</b>	The party ID of the user for whom the report has been generated.
<b>Group Corporate ID</b>	The Group Corporate ID of the user for whom report has been generated
<b>Start Date</b>	Date from which the report is generated.
<b>End Date</b>	Date till which the report is generated.
<b>Group Corporate ID</b>	The Group Corporate ID of the user for whom report has been generated
<b>Group Corporate Name</b>	The group corporate name of the user for whom report has been generated
<b>User Name</b>	The user name of the user for whom the report has been generated.
<b>Title</b>	Title of the user.

Table 61-62 (Cont.) Field Description

Field Name	Description
<b>First Name</b>	First name of the user.
<b>Middle Name</b>	Middle name of the user.
<b>Last Name</b>	Last name of the user.
<b>Date of Birth</b>	Date of birth of the user.
<b>Email ID</b>	Email ID of the user.
<b>Contact Number</b>	Contact number of the user.
<b>Status</b>	Status of the user.
<b>Touchpoints</b>	Name of the touch points.
<b>Primary Entity</b>	Name of the primary entity.
<b>Primary Party</b>	Name of the primary party.
<b>Accessible Party</b>	Name of the accessible party.
<b>Accessible Entity</b>	Name of the accessible entity.
<b>Primary Party (Accessible Entity)</b>	Name of the primary entity.
<b>Accessible Party (Accessible Entity)</b>	Name of the accessible party.
<b>Roles</b>	Details of user role.
<b>User Creation Date/Time</b>	Details of user creation date/time.
<b>Created By</b>	Name of the user who created report.

## 61.22 User Entitlement Report

User Entitlement Report enables the System Administrator user to view the details of corporate user's entitlement within the OBDX application.

System Administrator has to select a format in which the report needs to be generated. The User Entitlement Report supports only Adhoc report generation. This report will not be available under 'Schedule' option.

### **Navigation Path:**

From **Administrator Dashboard**, click **Toggle Menu**, then click **Menu**, and then click **Reports**. Under **Reports**, click **Report Generation**.

- [User Entitlement Report- Adhoc Report](#)

### 61.22.1 User Entitlement Report- Adhoc Report

User Entitlement Adhoc reports are generated on demand or on request. Reports can be requested from the 'Reports' screen. Adhoc reports can be viewed using 'My Reports' screen.

#### **To generate the User Entitlement adhoc Report:**

1. Navigate to the above path.  
The **Report Generation** screen appears.
2. Click the **Adhoc** tab.
3. From the **Report Name** list, select the appropriate report to be generated.  
The respective report generation screen appears.

**Figure 61-64 User Entitlement Report - Adhoc Report**

**Table 61-63 Field Description**

Field Name	Description
<b>Report Name</b>	Select the type of report to be generated.
<b>Report Format</b>	Select the format in which the report is to be generated The options with Oracle Analytics Publisher are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• XLS</li> </ul> The options with Internal Reporting Application are: <ul style="list-style-type: none"> <li>• PDF</li> <li>• CSV</li> </ul>
<b>Party ID</b>	The party ID of the user for whom the report is to be generated.
<b>User id</b>	The user id of the user for whom the report is to be generated.

- From the **Report Format** list, select the format in which the report is to be generated.
- In the **Party ID** field, enter the party id & click on '**Search**'
- From the **User Id** list, select the appropriate id of the user for whom the report is to be generated.
- Click **Generate Report** to view and generate the report.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Clear** to reset the search parameters.
- The success message along with the reference number, status and **Report Request Id** appears.  
Click **Ok** to close the screen and navigate to the dashboard.  
OR

Click on the **View Reports** link to download the report.

The user is directed to the **My Reports** screen. The list of reports appears.

OR

Click **Generate another report** to generate another report.

9. In the **My Reports** screen, click on desired **Report Sub ID** to view and download the generated report.

A report will be generated in the format specified at the time of scheduling or generating an adhoc report.

 **Note:**

You can also download the requested report from **Administrator Dashboard**, click **Toggle Menu**, then click **Reports** and then click **My Reports**.

Figure 61-65 For reference, a specimen of the report generated is given below:

User Entitlement Report						
Group Corporate ID : 000842 Group Corporate Name : nehgcif Party Id : 000462 Party Name : ABZ Solutions						Digital Banking
User Id : nehcorp			Active			
Full Name : nehal joshi						
Touch Point Enable	Transaction Names		Permission		Party Id	Account Number
Internet	Admin Maintenance	ATM/Branch Maintenance	Delete ATM	Perform Approve		
			Upload ATM/Branch	Perform Approve		
			Delete Branch	Perform Approve		
			Inquire ATM	Perform		
			Edit Branch	Perform Approve		
			Inquire Branch	Perform		
			Edit ATM	Perform Approve		
			Add Branch	Perform Approve		
			Add ATM	Perform Approve		
			Download Status of Uploaded ATM/Branch	Perform		
		Access Point Maintenance	Inquire Access Points	Perform		
			Set Access Points	Perform Approve		
			Set Access Point Group	Perform Approve		
			Inquire Access Point Group	Perform		
			Edit Access Point Group	Perform Approve		
			Edit Access Points	Perform Approve		
		Account Relationship Mapping	Inquire Task to Account Relationship Mapping	Perform		
			Create Account Relationship Host Code Mapping	Perform Approve		
			Inquire Account Relationship Host Code Mapping	Perform		
			Update Account Relationship Host Code Mapping	Perform Approve		
			Update Task to Account Relationship Mapping	Perform Approve		
			Create Task to Account Relationship Mapping	Perform Approve		
		Alert Maintenance	Edit Alerts Maintenance	Perform Approve		
			Delete Alerts Maintenance	Perform Approve		
			Inquire Alerts Maintenance	Perform		
			Create Alerts Maintenance	Perform Approve		
		Application Message Maintenance	Inquire Error Message	Perform		
			Edit Error Message	Perform Approve		
		Approvals- Workflow Configuration	Inquire Workflow Configuration	Perform		
			Edit Workflow Configuration	Perform Approve		
			Create Workflow Configuration	Perform Approve		
		Audit Log	Inquire Audit Log	Perform		
		Authentication Maintenance	Edit Authentication Factors	Perform Approve		
			Create Soft Token Seed Admin	Perform		
			Setup Authentication Factors	Perform Approve		
			Inquire Authentication Factors	Perform Approve		
			Create Soft Token Seed Admin	Perform		

1 Report generated by pmgadmin | 30 Nov 2021, 11:57

Table 61-64 Field Description

Field Name	Description
<b>Report Parameters</b>	
<b>Group Corporate ID</b>	The Group Corporate ID of the user for whom report has been generated
<b>Group Corporate Name</b>	The Group Corporate Name of the user for whom report has been generated
<b>Party ID</b>	The party ID of the user for whom the report has been generated.

**Table 61-64 (Cont.) Field Description**

<b>Field Name</b>	<b>Description</b>
<b>Party Name</b>	The party Name of the user for whom the report has been generated.
<b>User ID</b>	The user id of the user for whom the report has been generated.
<b>User Status</b>	The User Status in the OBAPIS application
<b>Report Details</b>	
<b>Touch Point Enable</b>	The touch points enabled for the User to access the application
<b>Transaction Name</b>	The accessible transaction for the user
<b>Permission</b>	The permission to access the transaction whether its perform, Approve or view
<b>Party ID</b>	The Party ID of Accessible Transactions Account number
<b>Account Number</b>	The Account number to which user has access to perform the transactions.

# 62

## My Reports

This option enables the user to download the adhoc/scheduled reports generated using Report Generation screen. On accessing 'My Reports' menu, last 10 reports which generated by the system are listed with the respective report status. User can choose to search the specific report using the search criteria or can opt to view/ download detailed report.

The reports generated on adhoc basis will appear under 'Adhoc' tab, whereas the scheduled reports generated as per set frequency will appear under 'Scheduled' tab.

### **Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Reports**. Under **Reports** , click **My Reports**.

- [My Reports - Adhoc](#)
- [My Reports - Scheduled](#)
- [FAQ](#)

### 62.1 My Reports - Adhoc

Adhoc reports are generated on demand or on request. Generated reports can be viewed using 'My Reports' screen.

**To view and download the generated adhoc reports:**



Figure 62-1 My Reports - Adhoc

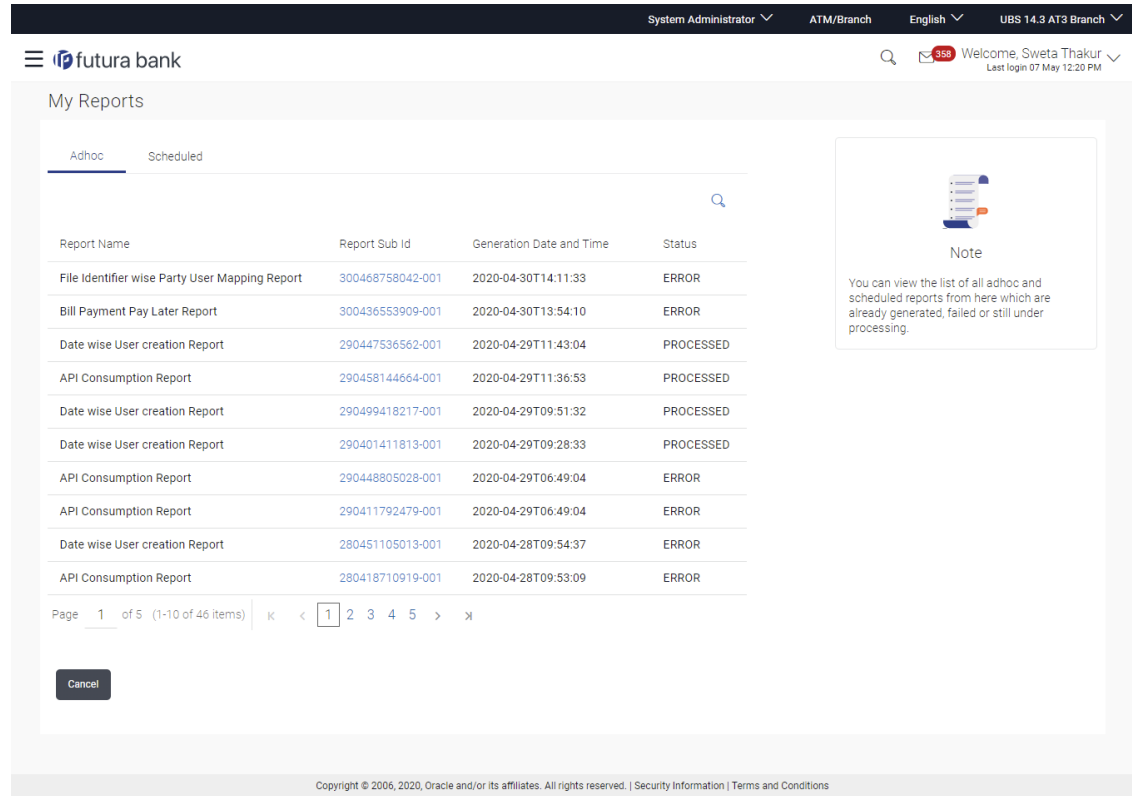



Table 62-1 Field Description

Field Name	Description
<b>Search</b>	
<b>Report ID</b>	Report ID to search specific report. All the report IDs will be listed.
<b>Report Name</b>	Report Name to search specific report. All the reports with the names will be listed.
<b>Generation Date</b>	To search generated reports between specific date ranges. <ul style="list-style-type: none"> <li>From date – To search the reports generated from specific date.</li> <li>To date – To search the reports generated till specific date</li> </ul>
<b>Report List</b>	
<b>Report Name</b>	Report Name to search specific report. All the reports with the names are listed.
<b>Report Sub Id</b>	Report sub ID with the hyperlink to see the report details. .
<b>Generation Date and Time</b>	Report generation time and date.
<b>Status</b>	Status of generated reported. The status can be: <ul style="list-style-type: none"> <li>Processed</li> <li>Pending</li> <li>Error</li> </ul>

- Navigate to the above path.  
The **My Reports** screen appears.
- Click search  icon to search the reports with given search criteria.

The search results matching to the search criteria are shown on the same screen

3. Click on **Report Sub Id** hyperlink to view the detailed report. (Refer specimen provided for each report)

## 62.2 My Reports - Scheduled

The reports that are generated in specific time frame such as daily, weekly, monthly, quarterly, and annually are categorized under scheduled reports.

**To view and download the generated scheduled reports:**


1. Navigate to the above path.

The **My Reports** screen appears.

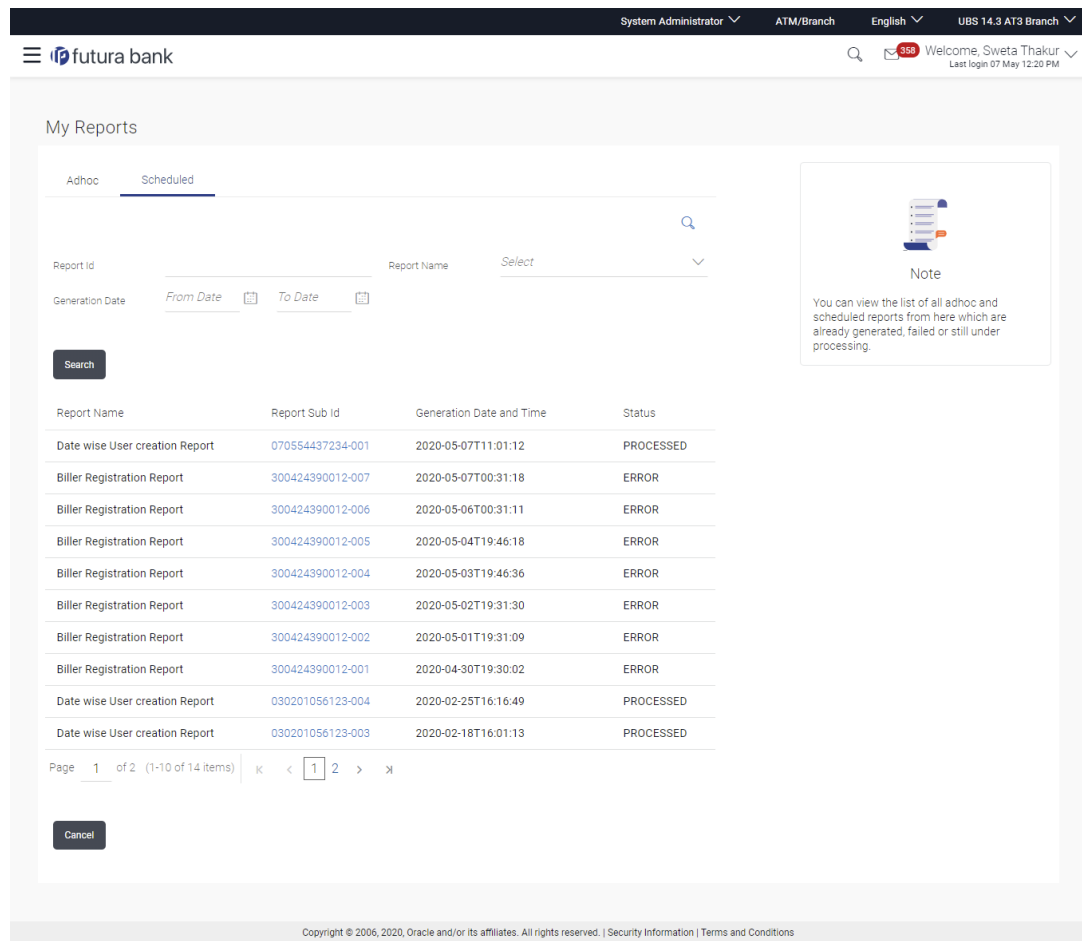
2. Click the **Scheduled** tab.

The list of scheduled reports appear.

OR

Click search  icon to search the reports with given search criteria.

**Figure 62-2 My Reports - Scheduled**



The screenshot shows the 'My Reports' page with the 'Scheduled' tab selected. A search bar is visible at the top right of the report list area. Below the search bar is a table with the following data:

Report Name	Report Sub Id	Generation Date and Time	Status
Date wise User creation Report	070554437234-001	2020-05-07T11:01:12	PROCESSED
Billier Registration Report	300424390012-007	2020-05-07T00:31:18	ERROR
Billier Registration Report	300424390012-006	2020-05-06T00:31:11	ERROR
Billier Registration Report	300424390012-005	2020-05-04T19:46:18	ERROR
Billier Registration Report	300424390012-004	2020-05-03T19:46:36	ERROR
Billier Registration Report	300424390012-003	2020-05-02T19:31:30	ERROR
Billier Registration Report	300424390012-002	2020-05-01T19:31:09	ERROR
Billier Registration Report	300424390012-001	2020-04-30T19:30:02	ERROR
Date wise User creation Report	030201056123-004	2020-02-25T16:16:49	PROCESSED
Date wise User creation Report	030201056123-003	2020-02-18T16:01:13	PROCESSED

A 'Note' box on the right side of the interface states: "You can view the list of all adhoc and scheduled reports from here which are already generated, failed or still under processing."

3. Click on **Report Sub ID** hyperlink to view the detailed report. (Refer specimen provided for each report)

## 62.3 FAQ

1. Can I choose a format in which a report is to be downloaded from My Reports screen?  
A report can be downloaded in a format selected while generating a report.
2. Can I view and download a report which is generated by other administrator users?  
Yes, you can view and download the reports which are generated by other administrator users using **My Reports** screen.

# 63

## User Report Mapping

The user report mapping maintenance will allow the Bank Administrators to map the report or set of reports to a specific business user. The business users can generate and view the reports of which they have an access to.

Bank Administrator can search a business user based on the user details and view the reports mapped to the user for each business party. Administrator can also un-map the reports from specific business user – Party combination so that access of the specific report/ s can be removed to that business user for a party.

### **Navigation Path:**

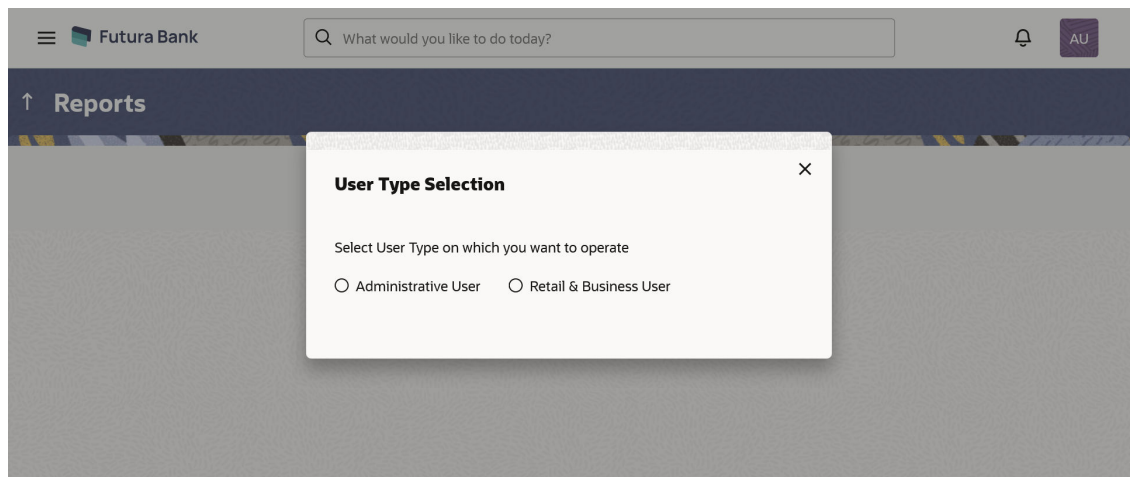
From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Reports**. Under **Reports** , click **User Report Mapping**.

- [User Report Mapping – Select User Type](#)
- [User Report Mapping - Administrator User](#)
- [User Report Mapping – Retail and Business User](#)

### 63.1 User Report Mapping – Select User Type

Bank Administrator logs into the system and navigates to the User Report Mapping screen. On accessing the 'User Report Mapping' menu, bank administrator has to select the user type for whom the reports are to be maintained.

**Figure 63-1 User Report Mapping – Select User Type**



#### **To map the reports to a user:**

1. Navigate to the above path.

The **User Report Mapping** screen appears with the **User Type Selection** popup screen.

2. Click **Administrator User** to map the report or set of reports to the bank administrator users.

The **User Report Mapping - Administrator** screen appears.

OR

Click **Retail and Business User** to map the report or set of reports to a specific business user.

The **User Report Mapping - Retail and Business** screen appears.

## 63.2 User Report Mapping - Administrator User

- [User Report Mapping - Create](#)
- [User Report Mapping - Search](#)
- [User Report Mapping - Edit](#)

### 63.2.1 User Report Mapping - Create

Using this option Bank Administrator can map the reports to a specific corporate user.

**To map the reports to a user:**

1. Navigate to the above path.

The **User Report Mapping** screen appears.

2. In the **Username** field, enter the username of the user whose report mapping to be done.

OR

In the **First Name** field, enter the first name of the user whose report mapping to be done.

OR

In the **Last Name** field, enter the last name of the user whose report mapping to be done.

OR

In the **Email** field, enter the email of the user whose report mapping to be done.

OR

In the **Mobile** field, enter the mobile number of the user whose report mapping to be done.

3. Click **Search**.


The **User Report Mapping** screen with search results appears.

OR

Click **Clear** to clear the search parameters.

OR

Click **Cancel** to cancel the transaction.

4. Click  icon of user record, for which you want to map the report/ s.

The **User Report Mapping** screen to create the report mapping appears.

Figure 63-2 User Report Mapping - Create

The screenshot displays the 'User Report Mapping - Create' screen. At the top, the Futura Bank logo and a search bar are visible. Below the header, the user's details are shown: User ID (VAMMAK) and User Name (Shalil Talvar). The main section is titled 'Mapping Summary' and contains a table with the following data:

<input checked="" type="checkbox"/>	Report ID	Description	Formats
<input checked="" type="checkbox"/>	C11	Approval Rule Report	CSV
<input checked="" type="checkbox"/>	U3	Daily Balance Position Report	PDF
<input checked="" type="checkbox"/>	C5	File Identifier wise Party User Mapping Report	PDF,CSV
<input checked="" type="checkbox"/>	C6	Party User wise File Identifiers Mapping Report	PDF
<input checked="" type="checkbox"/>	C3	Party wise File Identifiers Mapping Report	PDF,CSV
<input checked="" type="checkbox"/>	C4	Party wise Payee Maintenance Report	PDF
<input checked="" type="checkbox"/>	U2	Party wise Payee Maintenance Report	PDF

At the bottom of the mapping summary section, there are three buttons: 'Save', 'Cancel', and 'Back'.

Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions

Table 63-1 Field Description

Field Name	Description
<b>User Name</b>	Name of the admin user.
<b>User ID</b>	User Id of the admin user.
<b>Mapping Summary</b>	
<b>Report ID</b>	Unique id assigned to a report.
<b>Description</b>	Description of the report.
<b>Formats</b>	The format in which the report is to be generated. The format could be PDF, XLSX.

5. In the **Mapping Summary** section, select the report id of the report which you want to map to the user.
6. Click **Save** to save the mapping.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
7. The **User Report Mapping - Review** screen appears.

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

OR

Click **Cancel** to cancel the transaction.

OR

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

8. The success message appears along with the transaction reference number and status of the transaction.

Click **OK** to complete the transaction.

## 63.2.2 User Report Mapping - Search

Using this option Bank Administrator can search and view the reports mapped to the user.

**To search and view the reports mapping:**

1. Navigate to the above path.

The **User Report Mapping** screen appears.

2. In the **Username** field, enter the username of the user whose report mapping to be done.

OR

In the **First Name** field, enter the first name of the user whose report mapping to be done.

OR

In the **Last Name** field, enter the last name of the user whose report mapping to be done.

OR

In the **Email** field, enter the email of the user whose report mapping to be done.

OR

In the **Mobile Number** field, enter the mobile number of the user whose report mapping to be done.

 **Note:**

Click on **More Search Options** to allows search based on more criteria.

3. Click **Search**.

The **User Report Mapping** screen with search results appears.

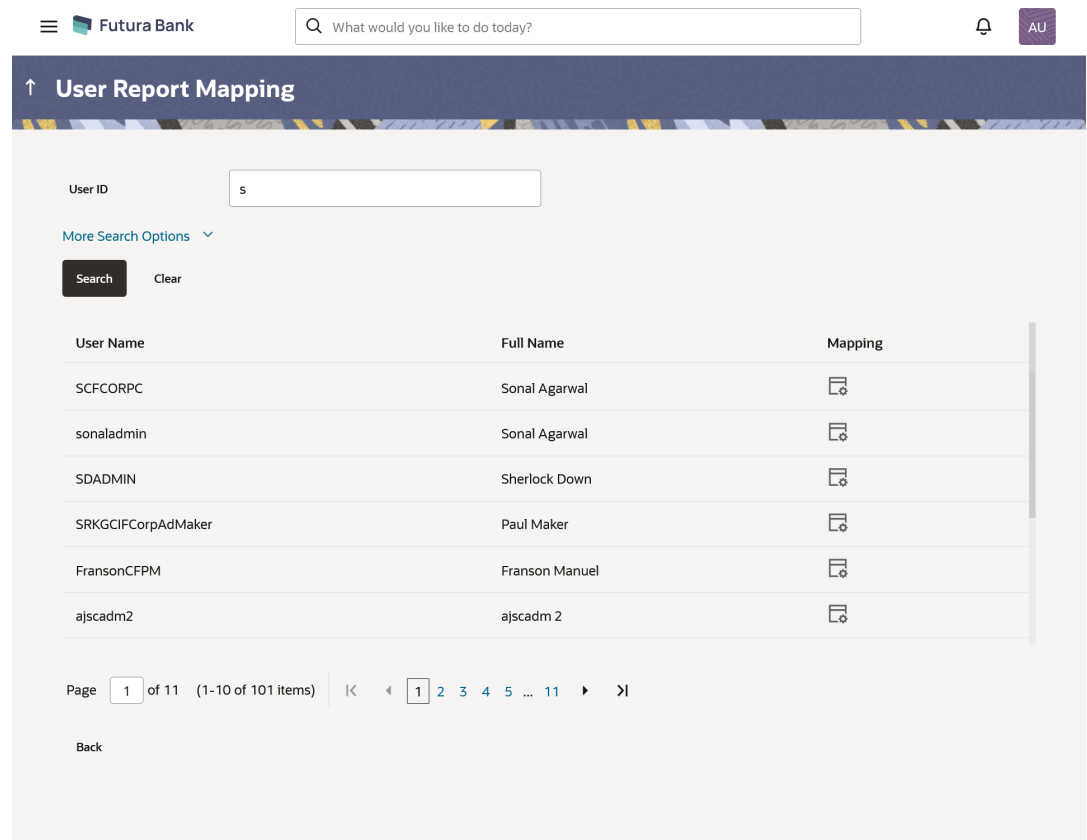
OR

Click **Clear** to clear the search parameters.

OR

Click **Cancel** to cancel the transaction.

**Figure 63-3 User Report Mapping - Search**





Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions

**Table 63-2 Field Description**

Field Name	Description
<b>Search Filter Criteria</b>	
<b>Username</b>	Allows to search based on username of the user whose report mapping to be done.
<b>First Name</b>	Allows to search based on first name of the user whose report mapping to be done.
<b>Last Name</b>	Allows to search based on last name of the user whose report mapping to be done.
<b>Email</b>	Allows to search based on email ID by the user whose report mapping to be done.
<b>Mobile</b>	Allows to search based on mobile number of the user whose report mapping to be done.
<b>Party ID</b>	Allows to search based on party ID of the user whose report mapping to be done.
<b>Search by Party Name</b>	Click on the link to search by party name corresponding to the party ID.
<b>Search Result</b>	
<b>Initials</b>	The initials of the user.
<b>User ID</b>	The User ID of the user.

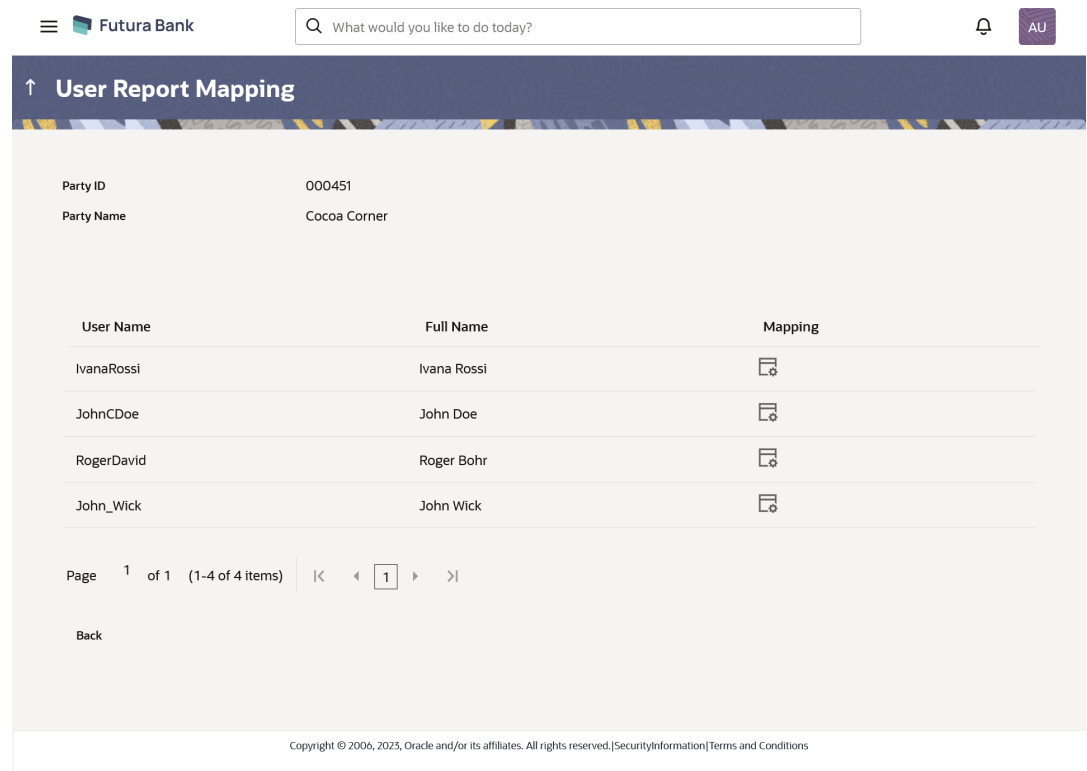


**Table 63-2 (Cont.) Field Description**

Field Name	Description
<b>User Details</b>	The details of the user like user name or user id.
<b>Mapping</b>	<p>Displays whether the file identifier is mapped to the user.</p> <ul style="list-style-type: none"> <li> - denotes that the report is mapped to the user</li> <li> - denotes that the report is not mapped to the user.</li> </ul>

- Click on the **Party ID** link to view the details.  
The **User Report Mapping - View** screen appears.

**Figure 63-4 User Report Mapping - View**



**Table 63-3 Field Description**

Field Name	Description
<b>Party ID</b>	Party Id of the admin user.
<b>Party Name</b>	Party name of the admin user.
<b>Users List</b>	
<b>Initials</b>	The initials of the user.
<b>User Details</b>	The details of the user like user name or user id.

**Table 63-3 (Cont.) Field Description**

Field Name	Description
<b>Mapping</b>	<p>Displays whether the file identifier is mapped to the user.</p> <ul style="list-style-type: none"> <li>☑ - denotes that the report is mapped to the user.</li> <li>⚙️ - denotes that the report is not mapped to the user.</li> </ul>

- Click ☑ icon against the user record for which you want to view the details.

The **User Report Mapping – Mapping Summary** screen appears.

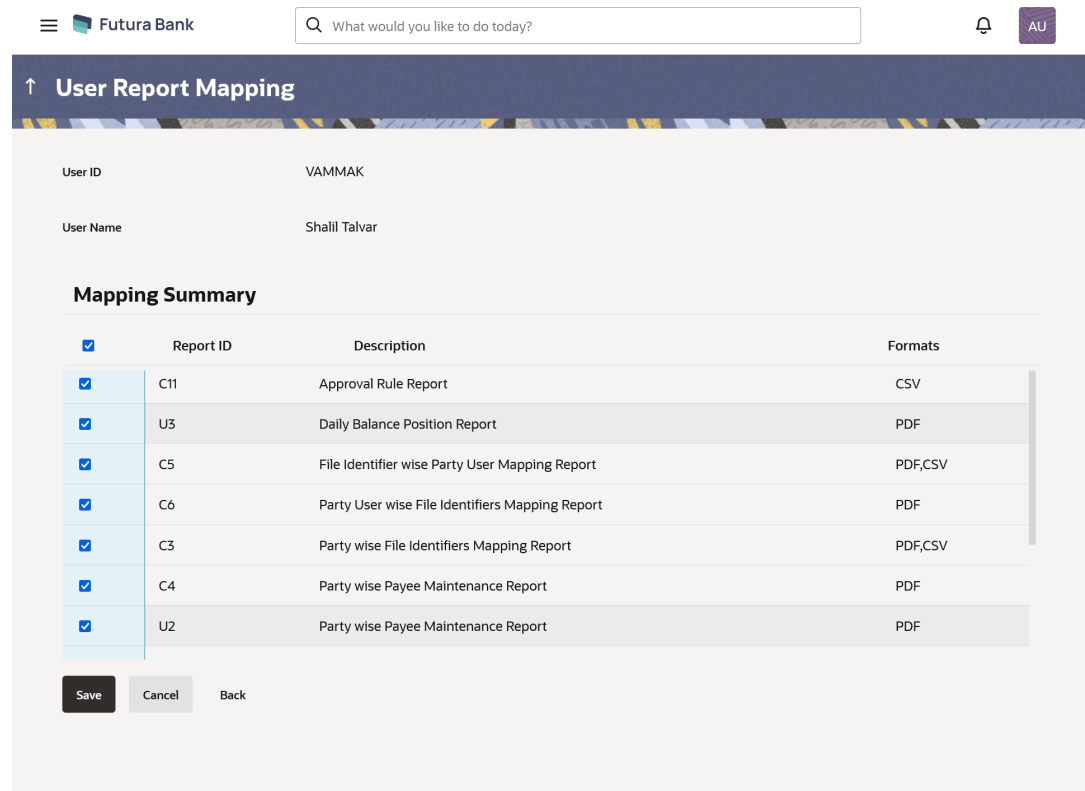
OR

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

OR

Click **Cancel** to cancel the transaction.

**Figure 63-5 User Report Mapping – Mapping Summary**



Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions

**Table 63-4 Field description**


Field Name	Description
<b>User Name</b>	Name of the admin user.
<b>User ID</b>	User Id of the admin user.
<b>Mapping Summary</b>	
<b>Report ID</b>	Unique id assigned to the mapped report.
<b>Description</b>	Description of the report.
<b>Formats</b>	Formats in which a report can be generated.

6. Click **Edit** to modify the user report mapping.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.

### 63.2.3 User Report Mapping - Edit

Using this option Bank Administrator can edit the mapping or un-map the reports from specific user.

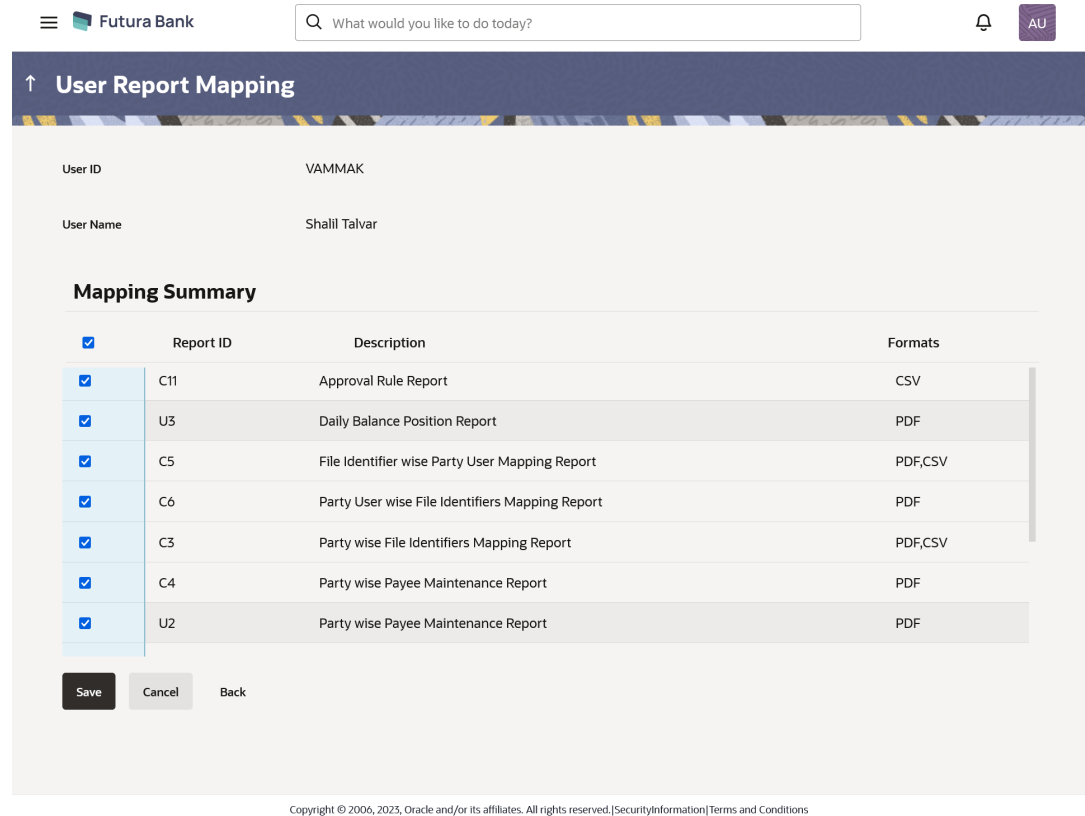
**To edit a User Report Mapping:**

1. Navigate to the above path.  
The **User Report Mapping** screen appears.
2. In the **Username** field, enter the username of the user whose report mapping to be done.  
OR  
In the **First Name** field, enter the first name of the user whose report mapping to be done.  
OR  
In the **Last Name** field, enter the last name of the user whose report mapping to be done.  
OR  
In the **Email** field, enter the email of the user whose report mapping to be done.  
OR  
In the **Mobile** field, enter the mobile number of the user whose report mapping to be done.
3. Click **Search**.  
The **User Report Mapping** screen with search results appears.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** to cancel the transaction.
4. Click  icon against the file identifier record for which you want to view the details.  
The **User Report Mapping - View** screen appears.

5. Click **Edit**.

The **User Report Mapping - Edit** screen appears.

**Figure 63-6 User Report Mapping - Edit**



6. View the details of report mapping already saved.

Select or de-select the report id record to map / un-map a report to a user.

7. Click **Save** to save the modified details.

OR

Click **Cancel** to cancel the transaction.

OR

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

8. The **User Report Mapping - Review** screen appears.

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

OR

Click **Cancel** to cancel the transaction.

OR

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

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

Click **OK** to complete the transaction.

## 63.3 User Report Mapping – Retail and Business User

Using this option Bank Administrator can search and view the reports mapped to the user. This option allows mapping a report or set of reports to a specific business user under a party.

- [User Report Mapping - Search](#)
- [User Report Mapping - Create](#)
- [User Report Mapping - Edit](#)

### 63.3.1 User Report Mapping - Search

Using this option Bank Administrator can search and view the reports mapped to the user.  
**To search and view the reports mapping:**

1. Navigate to the above path.  
The **User Report Mapping** screen appears.
2. In the **Party ID** field, enter the party id of the user.  
OR  
In the **Party Name** field, enter the name of the party.
3. Click **Search**.  
The **User Report Mapping** screen with search results appears.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** to cancel the transaction.

**Figure 63-7 User Report Mapping - Search**

The screenshot displays the 'User Report Mapping' search interface. At the top, there is a search bar with the placeholder text 'What would you like to do today?'. Below this, the 'User Report Mapping' header is visible. The main form contains two input fields: 'Party ID' with the value '00045' and an empty 'Party Name' field. There are 'Search' and 'Clear' buttons. Below the form, a table shows search results with columns for 'Party ID' and 'Party Name'. The results are as follows:

Party ID	Party Name
000450	Ivana K Rossi
000451	Cocoa Corner
000452	Greens Cafe

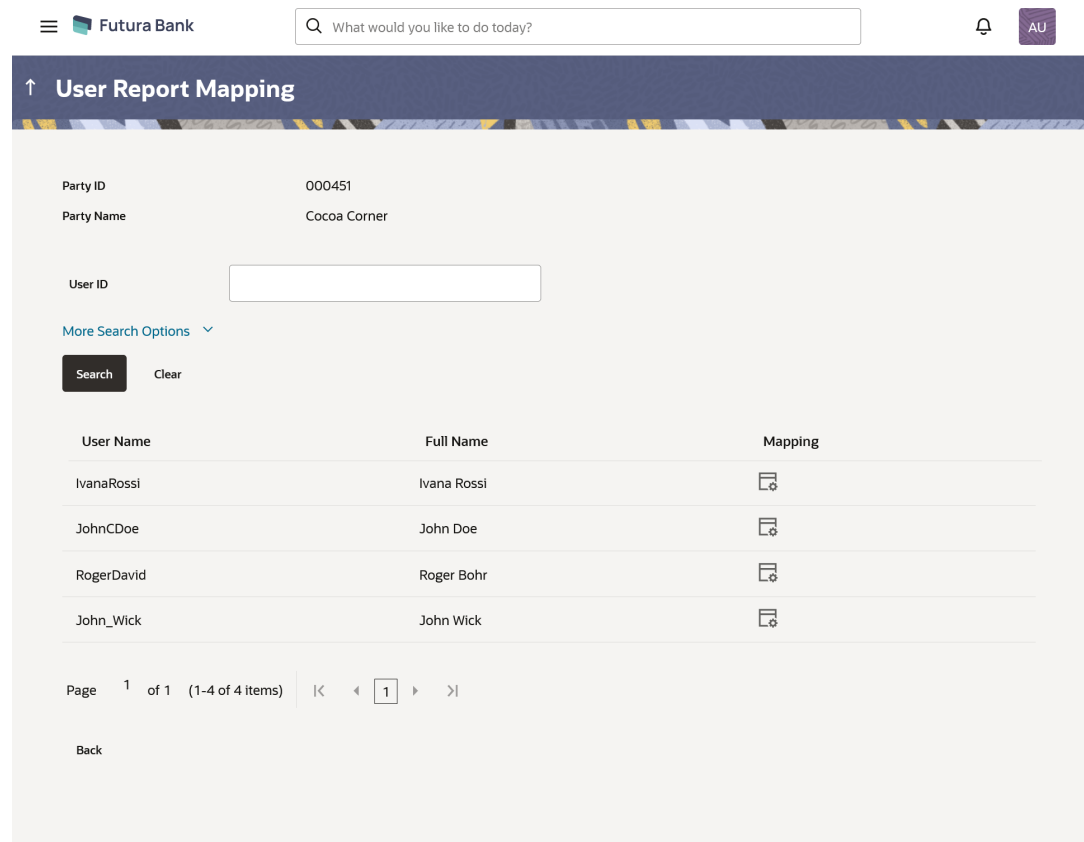
At the bottom of the form, there is a 'Cancel' button. The footer of the page contains the copyright notice: 'Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. [SecurityInformation] Terms and Conditions'.

**Table 63-5 Field Description**

Field Name	Description
<b>Search Filter Criteria</b>	
<b>Party ID</b>	Allows to search based on party ID of the user whose report mapping to be done.
<b>Search by Party Name</b>	Click on the link to search by party name corresponding to the party ID.
<b>Search Result</b>	
<b>Party ID</b>	The ID of the searched party.
<b>Party Name</b>	The name of the searched party.

- Click on the **Party ID** link to view the details.  
The **User Report Mapping - View** screen appears.

**Figure 63-8 User Report Mapping - View**



Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

**Table 63-6 Field Description**

Field Name	Description
<b>Party ID</b>	Party ID of the retail & business user.
<b>Party Name</b>	Party name of the retail & business user.
<b>User ID</b>	Allows to search based on ID of the user whose report mapping to be done.
<b>Username</b>	Allows to search based on username of the user whose report mapping to be done.
<b>First Name</b>	Allows to search based on first name of the user whose report mapping to be done.
<b>Last Name</b>	Allows to search based on last name of the user whose report mapping to be done.
<b>Email</b>	Allows to search based on email ID by the user whose report mapping to be done.
<b>Mobile Number</b>	Allows to search based on mobile number of the user whose report mapping to be done.
<b>Users List</b>	
<b>User Name</b>	The name of the user.
<b>Full Name</b>	The full name of the user.

**Table 63-6 (Cont.) Field Description**

Field Name	Description
<b>Mapping</b>	<p>Displays whether the file identifier is mapped to the user.</p> <ul style="list-style-type: none"> <li>☑ - denotes that the report is mapped to the user.</li> <li>🗑️ - denotes that the report is not mapped to the user.</li> </ul>

- Click ☑ icon against the user record for which you want to view the details.

The **User Report Mapping – Mapping Summary** screen appears.

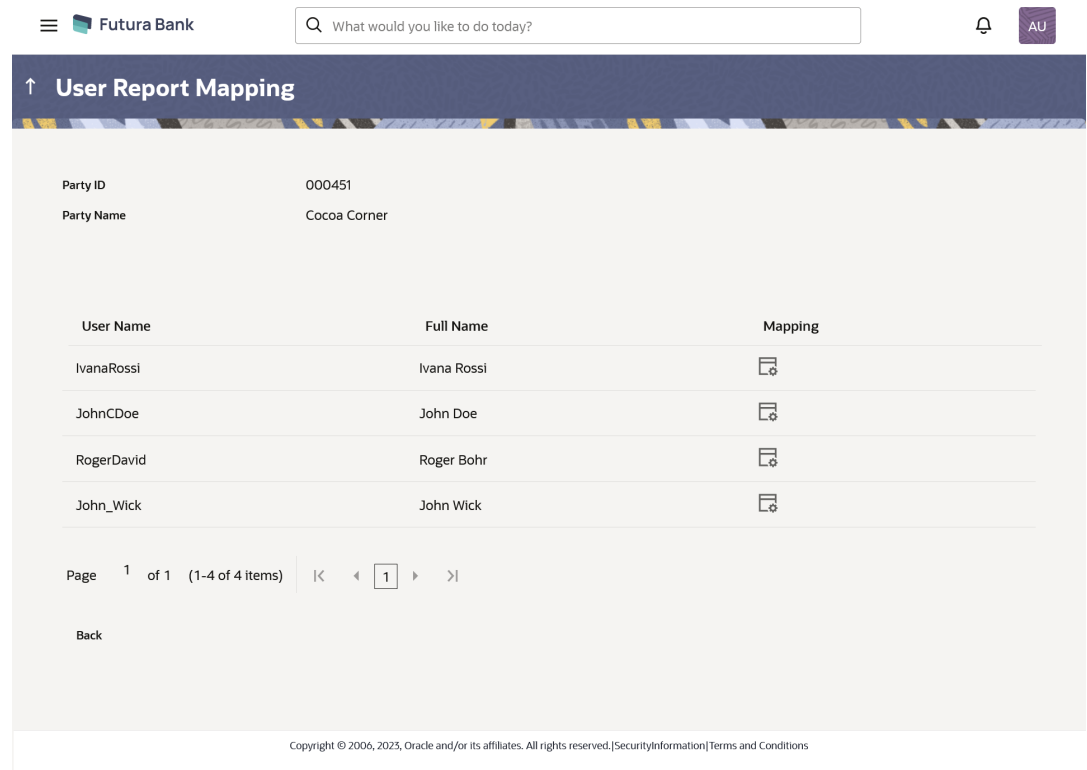
OR

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

OR

Click **Cancel** to cancel the transaction.

**Figure 63-9 User Report Mapping – Mapping Summary**



**Table 63-7 Field description**

Field Name	Description
<b>User Name</b>	Name of the corporate user.



**Table 63-7 (Cont.) Field description**


Field Name	Description
<b>User ID</b>	User Id of the corporate user.
<b>Mapping Summary</b>	
<b>Report ID</b>	Unique id assigned to the mapped report.
<b>Description</b>	Description of the report.
<b>Formats</b>	Formats in which a report can be generated.

6. Click **Edit** to modify the user report mapping.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.

## 63.3.2 User Report Mapping - Create

Using this option Bank Administrator can map the reports to a specific corporate user.

**To map the reports to a user:**

1. Navigate to the above path.  
The **User Report Mapping** screen appears.
2. In the **Party ID** field, enter the party id of the user.  
OR  
In the **Party Name** field, enter the name of the party.
3. Click **Search**.  
The **User Report Mapping** screen with search results appears.  
OR  
Click **Clear** to clear the search parameters.  
OR  
Click **Cancel** to cancel the transaction.
4. Click  icon of user record, for which you want to map the report/ s.  
The **User Report Mapping** screen to create the report mapping appears.

**Figure 63-10 User Report Mapping - Create**

The screenshot displays the 'User Report Mapping - Create' screen. At the top, the Futura Bank logo and a search bar are visible. The user's details are shown as User ID: IvanaRossi and User Name: Ivana Rossi. Below this is the 'Mapping Summary' section, which contains a table with the following data:

Report ID	Description	Formats
<input checked="" type="checkbox"/> U3	Daily Balance Position Report	PDF
<input checked="" type="checkbox"/> U2	Party wise Payee Maintenance Report	PDF
<input checked="" type="checkbox"/> U4	Transaction Summary Report	PDF

At the bottom of the mapping summary, there are three buttons: 'Save', 'Cancel', and 'Back'.

Copyright © 2006, 2023, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

**Table 63-8 Field Description**

Field Name	Description
<b>User Name</b>	Name of the retail & business user.
<b>User ID</b>	User Id of the retail & business user.
<b>Mapping Summary</b>	
<b>Report ID</b>	Unique id assigned to a report.
<b>Description</b>	Description of the report.
<b>Formats</b>	The format in which the report is to be generated. The format could be PDF, XLSX.

5. In the **Mapping Summary** section, select the report id of the report which you want to map to the user.
6. Click **Save** to save the mapping.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
7. The **User Report Mapping - Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.

OR

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

8. The success message appears along with the transaction reference number and status of the transaction.

Click **OK** to complete the transaction.

### 63.3.3 User Report Mapping - Edit

Using this option Bank Administrator can edit the mapping or un-map the reports from specific user.

#### To edit a User Report Mapping:

1. Navigate to the above path.

The **User Report Mapping** screen appears.

2. In the **Party ID** field, enter the party id of the user.

OR

In the **Party Name** field, enter the name of the party.

3. Click **Search**.


The **User Report Mapping** screen with search results appears.

OR

Click **Clear** to clear the search parameters.

OR

Click **Cancel** to cancel the transaction.

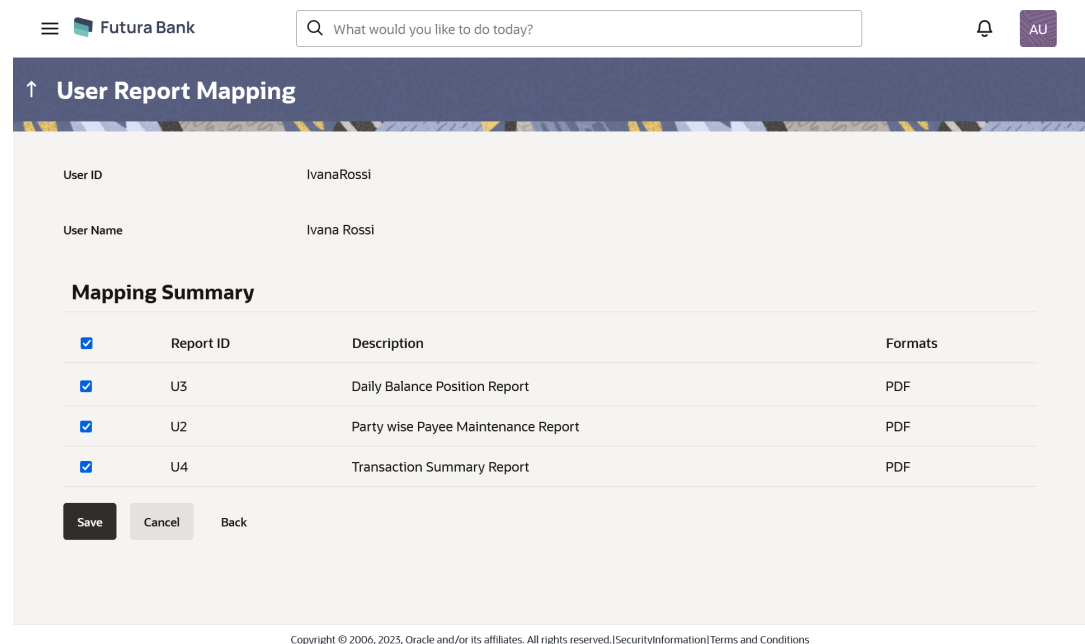
4. Click  icon against the file identifier record for which you want to view the details.

The **User Report Mapping - View** screen appears.

5. Click **Edit**.

The **User Report Mapping - Edit** screen appears.

**Figure 63-11 User Report Mapping - Edit**



6. View the details of report mapping already saved. Select or de-select the report id record to map / un-map a report to a user.
7. Click **Save** to save the modified details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
8. The **User Report Mapping - Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
9. The success message appears along with the transaction reference number and status of the transaction.  
Click **OK** to complete the transaction.

# 64

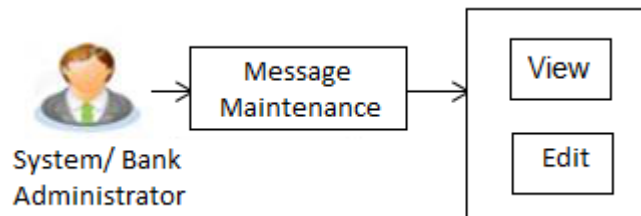
## Message Maintenance

Using this option, System Administrator can inquire the existing Error Messages defined in the system for an OBAPIS error code. It also allows you to modify the text defined for a message code for a particular Language.

### Pre-requisites

- Transaction access is provided to the administrator.
- Approval rule is setup

**Figure 64-1 Workflow**



### Features supported in Application:

This option allows the System/Bank Administrator to:

- [View Message Maintenance](#)
- [Edit Message Maintenance](#)

### Navigation Path:

From **System/ Bank Administrator Dashboard**, under **Communications** widget, click **Mailers**.

OR

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Others**. Under **Others**, click **Message Maintenance**.

- [Message Maintenance - View](#)
- [Message Maintenance - Edit](#)

## 64.1 Message Maintenance - View

This screen allows the System Administrator to view the Error Messages defined in the system.

### To view the Error Messages:

1. Navigate to one of the above path.  
The **Message Maintenance** screen appears.

2. Enter the search Criteria.
3. Click **Search**.

The search summary appears.

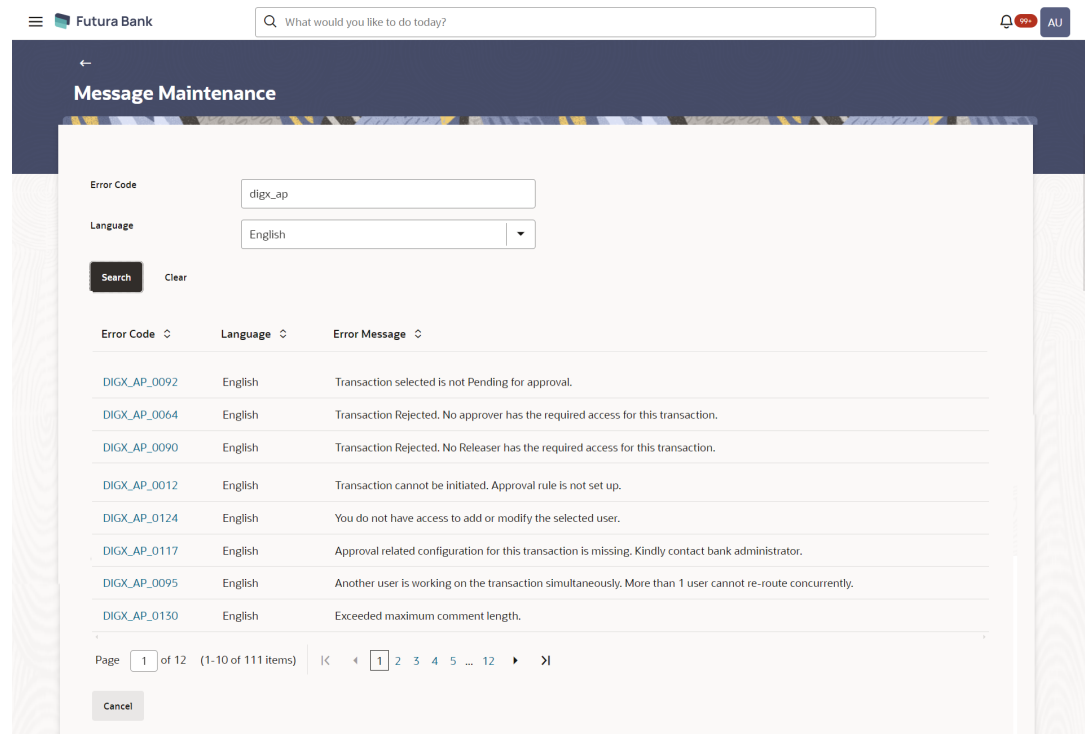
OR

Click **Clear** to clear the search parameters.

OR

Click **Cancel** to cancel the transaction.

**Figure 64-2 Message Maintenance - Search Result**

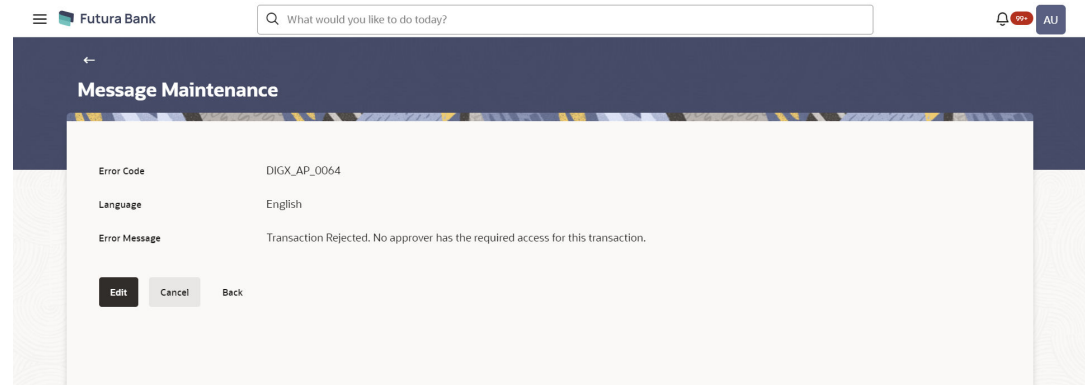


**Table 64-1 Field Description**

Field Name	Description
<b>Error Code</b>	Enter the name of the error code to be searched.
<b>Language</b>	Select language in which the error message is defined.
<b>Search Result</b>	
<b>Error Code</b>	Displays the error code.
<b>Language</b>	Displays the language in which the error messages are defined.
<b>Error Message</b>	Displays the error message content.

4. Click on **Error Code** link to view details of the selected error message.
5. The **Message Maintenance – View** screen appears with the details.

**Figure 64-3 Message Maintenance – View**



**Table 64-2 Field Description**

Field Name	Description
<b>Error Code</b>	Displays the name of the error code.
<b>Language</b>	Displays the language in which the error message is defined.
<b>Error Message</b>	Displays the error message content.

- Click **Edit** to update details of the client.  
User is directed to the **Message Maintenance - Edit** screen with values in editable form.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to previous screen.

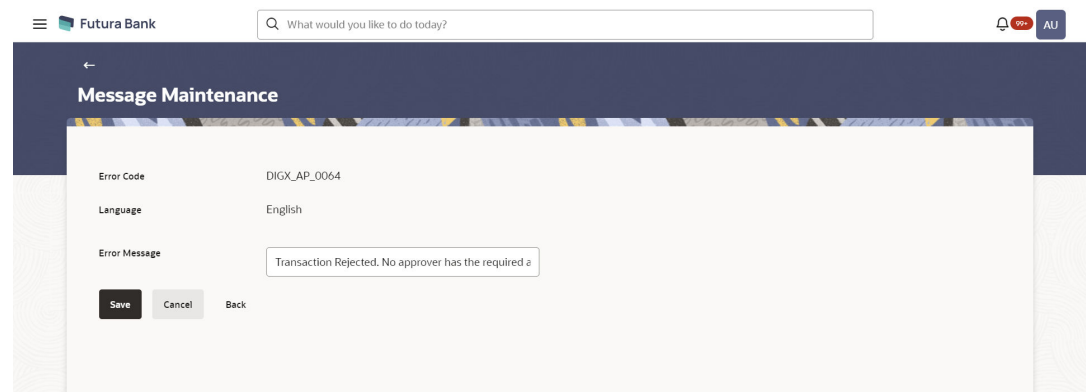
## 64.2 Message Maintenance - Edit

You can modify the text defined for a message code for a particular Language.  
**To modify the error Messages:**

- Navigate to one of the above path.  
The **Message Maintenance** screen appears.
- Enter the search Criteria.
- Click **Search**.  
The search summary appears.
- Click on **Error Code** link to view details of the selected error message.
- The **Message Maintenance – View** screen appears with the details.
- Click **Edit** to make changes, if any.  
The user is directed to the **Message Maintenance - Edit** screen with values in editable form.  
OR

Click **Cancel** to cancel the transaction.

**Figure 64-4 Message Maintenance - Edit**



7. Modify the message of the error code.
8. Click **Save** to save the details.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
9. The **Review** screen appears.  
Verify the details, and click **Confirm**.
10. The message confirming updation appears along with the transaction reference number.  
Click **OK** to complete the transaction.



# User Helpdesk

This feature will allow Bank administrator to create business user's session and perform the transaction requested by business user if he has forgotten his internet banking password or is unable to perform a transaction using his internet banking. To authenticate the user, system will send an OTP to the customer and the same OTP needs to be communicated to the administrator user so that he can enter it on the screen to create user's session.

**Note:**

OTP should be maintained as the second factor authentication for 'Create Helpdesk Session' event in Authentication setup.

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Others**. Under **Others**, click **User Helpdesk**.

OR

From **System/ Bank Administrator Dashboard**, under **Others** widget, click **User Helpdesk**.

**User Helpdesk - Search****To search user helpdesk:**

1. Navigate to one of the above path.  
The **User Helpdesk** screen appears.
2. From the **User Type** list, select the user.
3. In the **User Name** field, enter the name of the user.

OR

In the **Party ID** field, enter the party ID.

4. Click **Search**.

Figure 65-1 User Helpdesk - Search

The screenshot displays the 'User Helpdesk' search interface. At the top, there's a search bar with the placeholder 'What would you like to do today?'. Below it, the 'User Helpdesk' title is visible. The search form includes a dropdown for 'User Type' (set to 'Retail & Business User'), a text input for 'User Name' (containing 'retail'), and a 'Party ID' field with a 'Search Party' label. A 'Search' button and a 'Clear' link are present. Below the form is a table of search results with columns: Full Name, User Name, Lock Status, and Channel Access. The table lists 10 users. At the bottom, there's a pagination bar showing 'Page 1 of 5 (1-10 of 26 items)' and a 'Cancel' button.

Full Name	User Name	Lock Status	Channel Access
Ankit kothari MLE	retailuser009	Unlock	Granted
Deepak chhabra	dcretail4	Unlock	Granted
Deepak Chhabra	dcretail2	Unlock	Granted
James Smith	SanUpdateRetailBusiness	Unlock	Granted
Deepak Chhabra	dcretail1	Unlock	Granted
Deepak Chhabra	ankitaretail	Unlock	Granted
Rahul kambale	SanRetailuser1	Unlock	Granted
ark biz	retailbiz	Unlock	Granted
Deepak Chhabra	retailUserdc77	Unlock	Granted
Pete Sampras	ankretail	Unlock	Granted

Table 65-1 Field Description

Field Name	Description
<b>User Type</b>	The user type for which the help desk session has to be created.
<b>User Name</b>	User name (User ID) of the user for which help desk session has to be created.
<b>Party ID</b>	Party ID of the user for which the help desk session has to be created. Administrator can enter either the party ID or the user name.
<b>Search Result</b>	
<b>Full Name</b>	Displays the full name of the user.
<b>User Name</b>	Displays the user name (user ID) of the user.
<b>Party ID</b>	Displays the party ID of the user.
<b>User Type</b>	Displays the type of the user (Retail/Corporate).

5. Click on the **User Name**.

Session of the selected user gets displayed.

#### User Helpdesk - Detail


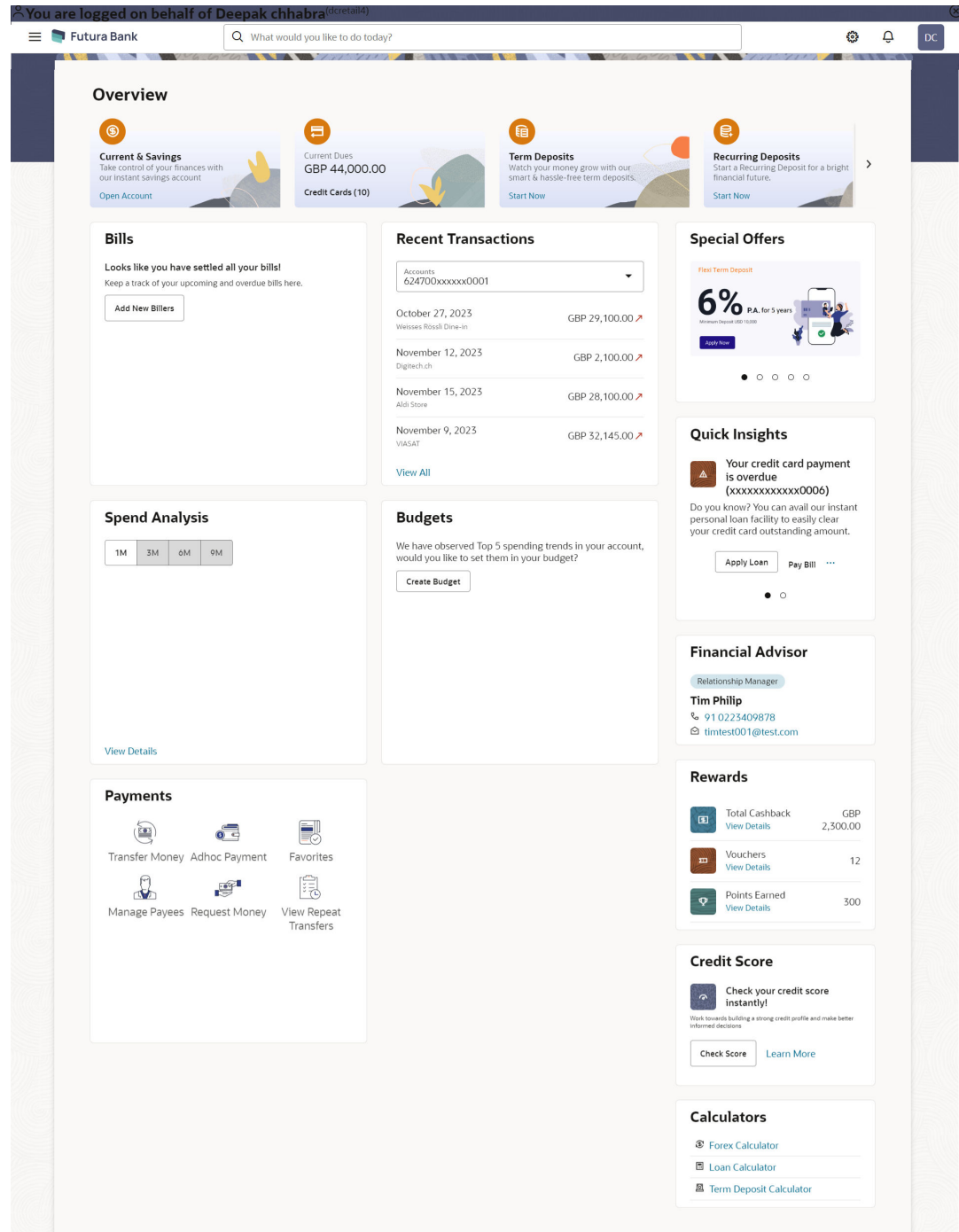
The header displays the user name on behalf of whom the session is in progress. You can click  icon to close the active session. Once the active session is successfully closed, the Administrator will be navigated to the Dashboard.

Figure 65-2 User Helpdesk - Detail



- FAQ

## 65.1 FAQ

1. **Can the Bank administrator create the helpdesk session for a new user (who has channel banking facility but has never logged in)?**  
No, for new users helpdesk session cannot be created, new users must login himself for the first time.

**2. Can the administrator set the 2FA mode anything else other than OTP for 'Create Helpdesk session' event in the Authentication screen?**

System does not restrict the administrator from selecting a mode while setting up 2FA for 'Create Helpdesk session', however Administrator must set OTP as the 2FA mode for creating user helpdesk session.

**3. Can the administrator create the helpdesk session for the user, whose status is updated as 'Locked'?**

No, the system will alert Bank Administrator to update the status of the user to "Unlock" from the User Management before creating the helpdesk session.

# Mailbox

Mailbox is a two way communication channel between Bank customers and Bank administrators. Customers communicate with the bank via secured mailbox facility. Customers can send mail messages to the bank with specific pre-defined subjects for their queries/ complaints /feedback. In application, as day 0 maintenance each subject category is linked to a group of bank administrators' users. Depending upon the mail-subject mapping to each bank administrator user, administrators will receive the mails only of the subjects mapped to the users.

Administrators can view the number of received e-mails and access all received and sent e-mails from their secured mailbox. User can click the message to read the detailed content of the message. The subject of the message gives a brief understanding of what the message is about. User can view the message details, the sender information and also view the chain of messages exchanged if any.

The complete chain of message helps user to understand and know the information exchanged with the bank on a particular subject. Bank administrators can also view the alert messages sent by the bank on various banking events.

As a Day 0 maintenance, Bank has to define whether the OBAPIS mailbox should point to the UBS-interaction module or to the internal mailbox. In case if the mailbox is pointed to the UBS-Interaction module, the mail initiated by customers will be sent to the UBS bank user for his action and will not be sent to the OBAPIS administrator.

## Pre-requisites

- Roles and departments for various Bank Administrator must be defined in reference to mail section
- Alerts must be pre-set by bank and gets auto triggered if subscribed by customer or set as mandatory

## Features supported in Application:

- **Inbox:** Where bank administrators can view the messages sent by the customers and also can reply and delete the mails.
- **Sent Mail folder:** This allows user to view the mails replied by logged in user. Also an option is provided to delete the mails.
- **Deleted Mail Folder:** This allows the user to view mails deleted from user's inbox and sent folders and can permanently delete the mails. There is an option to restore the deleted mails to respective folder.
- **Alerts:** View the alerts sent by the bank and received by logged in user. Also an option is provided to delete the alerts.
- **Notifications** - This section allows the logged in user to view all the notifications sent by the bank. Also an option is provided to delete the notifications.

## Navigation Path:

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Mailbox**. Under **Mailbox** , click **Mails**.

OR

From **System/ Bank Administrator Dashboard**, click on the  icon.

- [Mails](#)
- [Alerts](#)
- [Notifications](#)
- [FAQ](#)

## 66.1 Mails

The following features are available under Mails:

- **Inbox:** This folder displays all the mail messages received by the user.
- **Sent Mails:** This folder displays the list of mail messages sent by the user to the bank.
- **Deleted Mails:** This folder contains the list of mail messages deleted by the user from the inbox and the sent mail folders.

### Navigation Path:

From the **System/ Bank Administrator Dashboard**, click **Toggle menu**, click **Menu**, and click **Mailbox**. Under **Mailbox**, click **Mails**

OR

From **System/ Bank Administrator Dashboard**, click , click **Mails**, then click **View All**.

- [Inbox](#)
- [Sent Mail](#)
- [Sent Mail - Details](#)
- [Deleted Mail](#)

### 66.1.1 Inbox

Using this feature, the user can view the messages received in his Inbox. The user can view an individual message by clicking on the subject of the specific mail.

### Navigation Path:

From the **System/ Bank Administrator Dashboard**, click **Toggle menu**, click **Menu**, and click **Mailbox**. Under **Mailbox**, click **Mails**, then click **Inbox**

OR

Access through the kebab menu of any other screens available under **Mailbox**

### **To view received mails:**

1. Navigate to one of the above paths.  
The list of received messages appears on the **Inbox** screen.
2. Click on the subject link of an individual message to view the details of that message.

Figure 66-1 Inbox

ATM & Branch Locator English UBS OBPM 14.4 HEL Branch

futura bank Search ... Welcome, Mustufa Gari Last login 27 Apr 10:45 AM

Inbox (190)

Mails (190) Alerts (380) Notifications (4) Refresh | Delete

<input type="checkbox"/>	From	Subject	Date
<input type="checkbox"/>	keron Bohr	Block Debit / ATM card	25 Apr 2022 09:28:15 AM
<input checked="" type="checkbox"/>	Roger Bohr	Re :Change Communication Address	24 Apr 2022 08:55:42 PM
<input checked="" type="checkbox"/>	Roger Bohr	Re :Change Communication Address	24 Apr 2022 08:55:33 PM
<input type="checkbox"/>	Roger Bohr	Change Communication Address	24 Apr 2022 08:55:18 PM
<input type="checkbox"/>	Jesal Bohr	Change Communication Address	18 Apr 2022 12:59:25 PM
<input type="checkbox"/>	Admin1 User1	Re :Reissue of lost ATM/Debit Card	11 Apr 2022 11:18:01 AM
<input type="checkbox"/>	Admin1 User1	Re :Reissue of lost ATM/Debit Card	08 Apr 2022 12:10:55 PM
<input type="checkbox"/>	Roger Bohr	Block Debit / ATM card	11 Mar 2022 04:02:25 PM
<input type="checkbox"/>	Jeff CBohr	Change Communication Address	11 Mar 2022 03:58:01 PM
<input type="checkbox"/>	Admin1 User1	Re :Change Communication Address	11 Mar 2022 12:45:51 PM

Page 1 of 23 (1-10 of 224 items) | 1 2 3 4 5 ... 23

Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved.[SecurityInformation]Terms and Conditions

Table 66-1 Field Description

Field Name	Description
<b>From</b>	The name of the sender of the mail.
<b>Subject</b>	The subject of the mail is displayed against each mail record.
<b>Date</b>	The date and time on which the mail was received is displayed against each mail record.

**To access the Inbox:**

3. Click the subject of a mail you want to view.

The mail details are displayed on the overlay window.

OR

Click **Refresh** to refresh the folder.

OR

To delete one or multiple messages, select the specific check boxes against the mail and click **Delete**.

OR

Click on kebab menu to access mailbox related transactions.

Figure 66-2 Inbox - Message Details

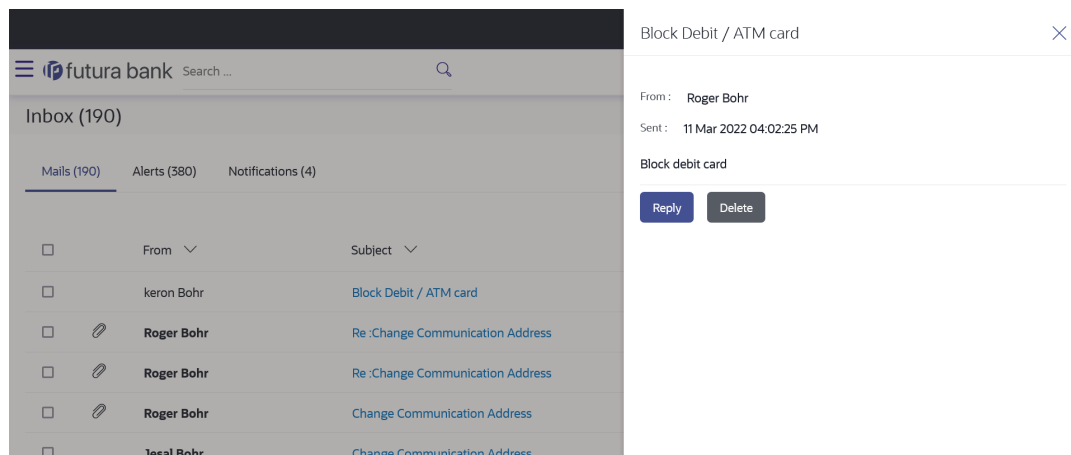


Table 66-2 Field Description

Field Name	Description
<b>Message Details</b>	
<b>Message Heading</b>	The subject of the received mail.
<b>From</b>	The name of the sender of the mail.
<b>Sent</b>	The date and time on which the mail was received.
<b>Content</b>	The content of the mail.
<b>Mail Chain</b>	<p>All the mails forming part of the mail chain being viewed are displayed one below the other with the mail received most recently displayed on top.</p> <p>Each mail in the chain contains the following:</p> <ul style="list-style-type: none"> <li>The name or ID of the sender of the mail. Mails sent by you will have your name displayed against the From field and those sent by a bank administrator will have the ID of the bank administrator displayed.</li> <li>The date and time at which the mail was sent.</li> <li>The content of the mail as sent by you or the administrator.</li> </ul>

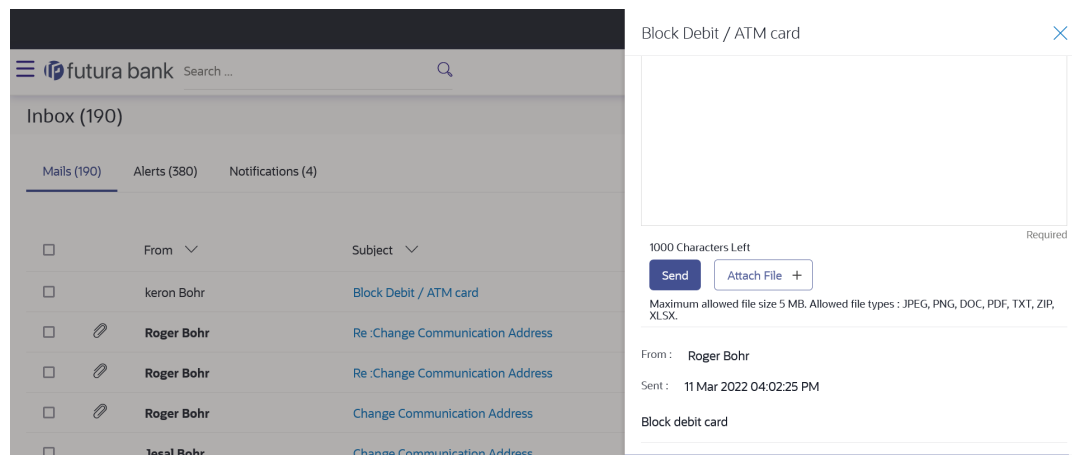
 **Note:**

A mail chain is formed when a user sends a mail to the bank and a bank administrator responds to the mail.

- An overlay containing the details of the mail appears.
- Click **Reply** if you wish to respond to the mail.  
OR  
Click **Delete** to delete the message.  
OR  
Click **X** to close the overlay window.




**Figure 66-3** Inbox - Reply



**Table 66-3** Field Description

Field Name	Description
<b>Message - Reply</b>	
<b>Message</b>	Enter a response to be sent to the bank.
<b>Attach File +</b>	Browse and select the reference document file sent along with an email message.

 **Note:**  
Maximum allowed file size 5MB and allowed file types are JPEG, PNG, DOC, PDF, TXT, ZIP.

- Click **Send** to send the response to the bank.  
A message confirming that the mail has been sent successfully appears.  
OR  
Click **Attach File +** to add an attachment to the response mail.

## 66.1.2 Sent Mail

This folder displays all the messages sent by the user to the bank.

**Navigation Path:**

Access through the kebab menu of any other screens available under Mailbox

**To view the sent messages:**

- Navigate to above path.  
The list of sent mails appears on the **Sent Mail** screen.  
Click on the subject link of an individual message to view the details of that message.

Figure 66-4 Sent Mail

The screenshot displays the 'Sent Mails' section of the Futura Bank mobile application. At the top, there is a navigation bar with 'futura bank' and a search bar. Below this, the 'Sent Mails' header is visible, along with filters for 'Mails (190)', 'Alerts (380)', and 'Notifications (4)'. A 'Refresh | Delete' link is present in the top right of the list area. The list itself has columns for checkboxes, 'To', 'Subject', and 'Date'. The items are as follows:

	To	Subject	Date
<input type="checkbox"/>	keron Bohr	Re :Block Debit / ATM card	25 Apr 2022 09:33:40 AM
<input type="checkbox"/>	keron Bohr	Re :Reissue Debit card PIN	11 Oct 2021 12:40:48 PM
<input type="checkbox"/>	keron Bohr	Re :Reissue Debit card PIN	11 Oct 2021 12:34:18 PM
<input type="checkbox"/>	keron Bohr	Re :Block Debit / ATM card	07 Oct 2021 06:09:42 PM
<input type="checkbox"/>	Ryan Bohr	Re :Transaction Dispute	07 Oct 2021 04:27:10 PM

At the bottom of the list, there is a pagination bar: 'Page 1 of 1 (1-5 of 5 items)'. The footer contains the text: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

Table 66-4 Field Description

Field Name	Description
<b>To</b>	The name of user whom the mail has been sent.
<b>Subject</b>	The subject of the mail is displayed against each mail record.
<b>Date</b>	The date and time on which the mail was sent is displayed against each mail record.

- Click the link on the subject of the specific sent message that you wish to view.

OR

Click **Refresh** to refresh the mailbox.

OR

To delete a single or multiple mails, select the check box (s) against the mail, and click **Delete** to delete the message.

OR

Click on kebab menu to access other mailbox related transactions.

- An overlay with details of the selected mail appears.

Click **Reply** if you wish to respond further to the mail.

Type the reply, and click **Send**.

The success message appears.

OR

Click **Delete** to delete the message.

## 66.1.3 Sent Mail - Details

Figure 66-5 Sent Mail - Details

The screenshot shows the 'Sent Mail - Details' overlay. On the left, a list of sent mails is visible, including entries from 'keron Bohr' and 'Ryan Bohr'. The right pane shows the details for a mail with the subject 'Re :Block Debit / ATM card'. The sender is 'Mustafa Gari', sent on '25 Apr 2022 09:33:40 AM'. The content is 'reply to just block'. Below this, the sender is identified as 'keron Bohr', sent on '25 Apr 2022 09:28:15 AM', with the subject 'Just block'. 'Reply' and 'Delete' buttons are present at the bottom of the detailed view.

Table 66-5 Field Description

Field Name	Description
<b>Message Details</b>	This section displays the detailed message.
<b>Message Heading</b>	The subject of the sent mail.
<b>From</b>	The name of the sender of the mail.
<b>Sent</b>	The date and time on which the mail was sent.
<b>Content</b>	The content of the mail.
<b>Mail Chain</b>	<p>All the mails forming part of the mail chain being viewed are displayed one below the other with the mail received most recently displayed on top.</p> <p>Each mail in the chain contains the following:</p> <ul style="list-style-type: none"> <li>The name or ID of the sender of the mail. Mails sent by you will have your name displayed against the <b>From</b> field and those sent by a bank administrator will have the ID of the bank administrator displayed.</li> <li>The date and time at which the mail was sent.</li> <li>The content of the mail as sent by you or the administrator.</li> </ul>
	<p><b>Note:</b></p> <p>A mail chain is formed when a user sends a mail to the bank and a bank administrator responds to the mail.</p>
<b>Message - Reply</b>	This section will be displayed if you have selected the option <b>Reply</b> .
<b>Message</b>	Enter a response to be sent to the bank.

1. The overlay with details of the selected **Sent Mail** appears.

2. Click **Reply** if you wish to send a response to the bank.

- Type the reply and click **Send**.

The success message appears.

OR

Click **Attach File** to add an attachment to the response mail.

OR

Click **Delete** to delete the message.

OR

Click **X** to close the overlay window.

## 66.1.4 Deleted Mail

This folder displays all the messages that are deleted by the user from the Inbox and Sent Mail folders.

### Navigation Path:

Access through the kebab menu of any other screens available under Mailbox

### **To view the deleted messages:**

1. The list of deleted messages appears on the screen.

Click the link on the subject of any individual message to view the details of that message.

**Figure 66-6 Deleted Mail**

The screenshot shows the 'Deleted Mails' folder in the Futura Bank mobile app. The interface includes a top navigation bar with the 'futura bank' logo, a search bar, and user profile information for 'Mustafa Garl'. Below the folder name, there are tabs for 'Mails (190)', 'Alerts (580)', and 'Notifications (4)'. The main content is a list of deleted messages with columns for 'From', 'Subject', and 'Received'. The first message is selected with a blue checkmark. The list includes messages from 'keron Bohr', 'Jesal Bohr', and 'Roger Bohr' with subjects like 'Open New Bank Account', 'Block Debit / ATM card', and 'Change Communication Address'. At the bottom, there is a pagination bar showing 'Page 1 of 3 (1-10 of 26 items)' and a footer with copyright information.

<input type="checkbox"/>	From	Subject	Received
<input checked="" type="checkbox"/>	keron Bohr	Open New Bank Account	29 Mar 2022 05:08:31 PM
<input type="checkbox"/>	keron Bohr	Open New Bank Account	29 Mar 2022 05:08:14 PM
<input type="checkbox"/>	keron Bohr	Block Debit / ATM card	29 Mar 2022 05:07:58 PM
<input type="checkbox"/>	keron Bohr	Change Communication Address	29 Mar 2022 05:07:25 PM
<input type="checkbox"/>	Jesal Bohr	Block Debit / ATM card	19 Mar 2022 06:32:47 PM
<input type="checkbox"/>	Roger Bohr	Block Debit / ATM card	16 Mar 2022 03:48:27 PM
<input type="checkbox"/>	Roger Bohr	Block Debit / ATM card	16 Mar 2022 11:20:05 AM
<input type="checkbox"/>	Jesal Bohr	Open New Bank Account	14 Mar 2022 08:23:27 PM
<input type="checkbox"/>	Jesal Bohr	Reissue of lost ATM/Debit Card	14 Mar 2022 11:24:42 AM
<input type="checkbox"/>	Roger Madan	Re :Change Communication Address	11 Mar 2022 08:14:09 PM

- The overlay with details of the selected **Sent Mail** appears.

**Table 66-6 Field Description**

Field Name	Description
<b>From</b>	The name of the sender of the mail.
<b>Subject</b>	The subject of the mail is displayed against each mail record.
<b>Received</b>	The date and time on which the message was sent/received is displayed against each mail record.

- Click the subject link of the deleted message that you wish to view.

OR

Click **Refresh** to refresh the folder.

OR

To delete a single or multiple mails, select the check box (s) against the mail, and click **Delete** to delete the message/s.

OR

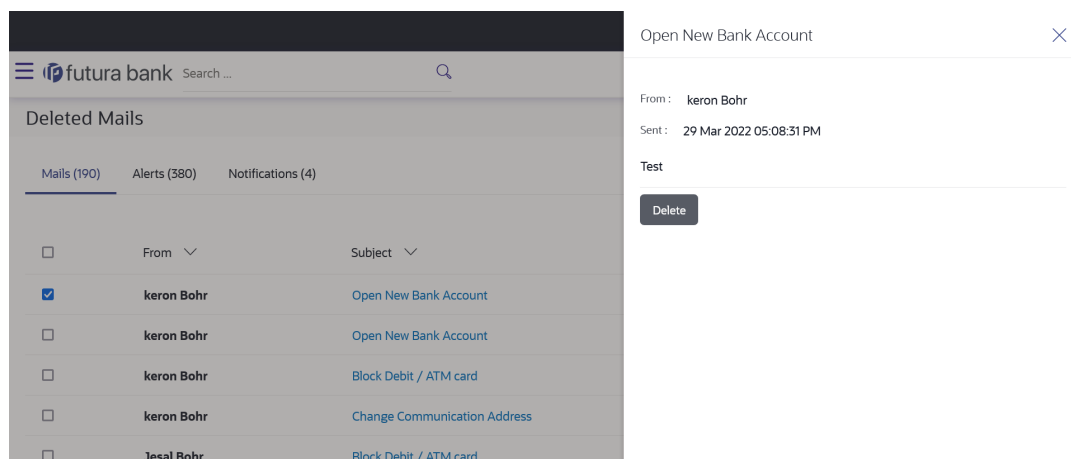
To restore the deleted mails back to inbox, select the check box(s) against the mail, and click **Restore**.

OR

Click on kebab menu to access mailbox related transactions.

- The overlay screen on which details of the selected mail are displayed, appears.

Click **X** to close the overlay window.

**Figure 66-7 Deleted Mail Details**

**Table 66-7 Field Description**

Field Name	Description
<b>Message Details</b>	This section displays the detailed message.
<b>Message Heading</b>	The subject of the deleted mail.
<b>From</b>	The name of the sender of the mail.
<b>Sent</b>	The date and time on which the message was sent/received.
<b>Message Contents</b>	The content of the deleted mail.

5. Click **Delete** to delete the message.

OR

Click **X** to close the overlay window.

## 66.2 Alerts

Under this section, all the alerts auto generated and sent to the logged in user will be displayed. User is not allowed to reply to the alerts received in his mailbox. Number of unread mail count if any will be shown in this section.

### Navigation Path:

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Mailbox**. Under **Mailbox**, click **Alerts**.

OR

From **System/ Bank Administrator Dashboard**, click on the  icon, then click **Alerts** and then click **View All**.

OR

Access through the kebab menu of any other screens available under Mailbox

### **To view the alerts:**

1. Navigate to one of the above paths.

The **Alerts** screen appears.

**Figure 66-8 Alerts**

- Click on the subject link of an individual message to view the details of that message.


**Table 66-8 Field Description**

Field Name	Description
<b>Subject</b>	The subject of the alert is displayed against the specific alert record.
<b>Received</b>	The date and time on which the alert was sent is displayed against the specific alert record.


- Click an individual alert to view the details of the alert.

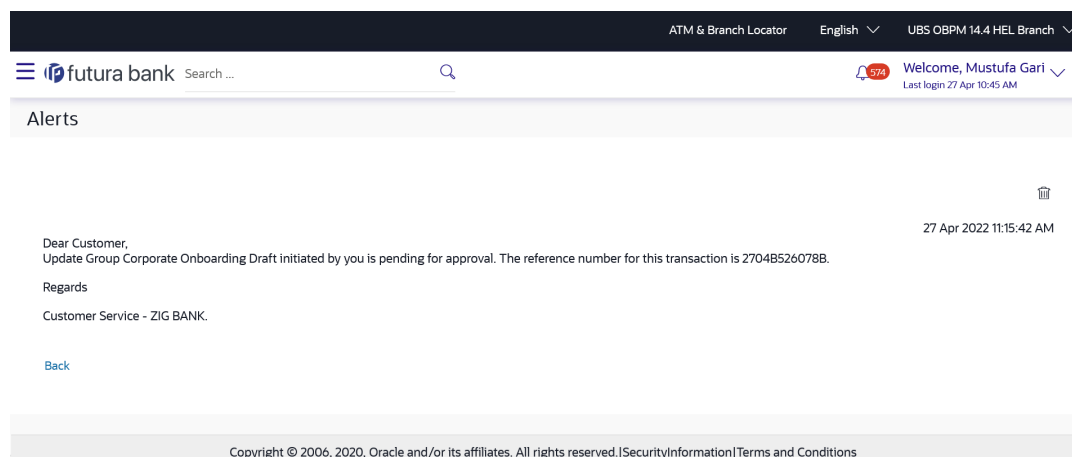
The details of the alert appears.

OR


Click  icon to refresh the mailbox.

OR

To delete multiple alerts, select the check box (s) against the alert, and click  icon to delete the alert.

**Figure 66-9 Alerts Details****Table 66-9 Field Description**

Field Name	Description
<b>Alerts Details</b>	
<b>Received Date &amp; Time</b>	The date and time on which the alert was received.
<b>Message</b>	The content of the alert.

- Click  icon to delete the alert.  
The delete warning message appears.  
OR  
Click **Back** to navigate back to the previous screen.

## 66.3 Notifications

This section lists all the notifications sent to the logged in user will be displayed. The user can view the detailed notifications but cannot reply to these notifications. Number of unread notification count if any will be shown in this section.

### **Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Mailbox**. Under **Mailbox**, click **Notifications**.

OR

From **System/ Bank Administrator Dashboard**, click on the  icon, then click **Notifications** and then click **View All**.

OR

Access through the kebab menu of any other screens available under Mailbox

### **To view the notifications:**

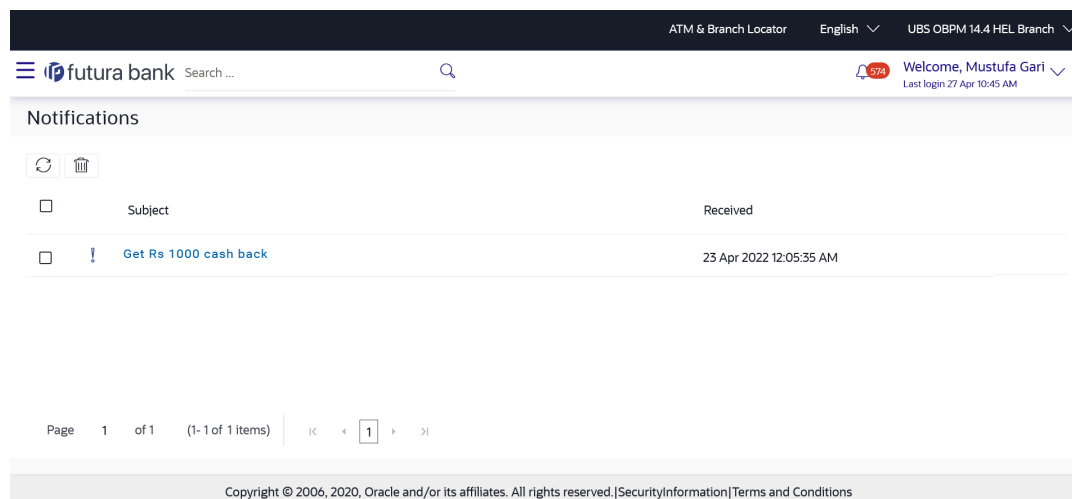
- Navigate to one of the above paths.  
The **Notifications** screen appears.




- Click the **Notifications** tab.


The notifications section displays list all the notifications.

**Figure 66-10 Notifications**



**Table 66-10 Field Description**


Field Name	Description
<b>Subject</b>	Subject of the alert. The  icon against the record denotes that the notification is sent at high priority.
<b>Received</b>	Date and time on which the notification was received.

- Click  icon to refresh the Notifications.

OR

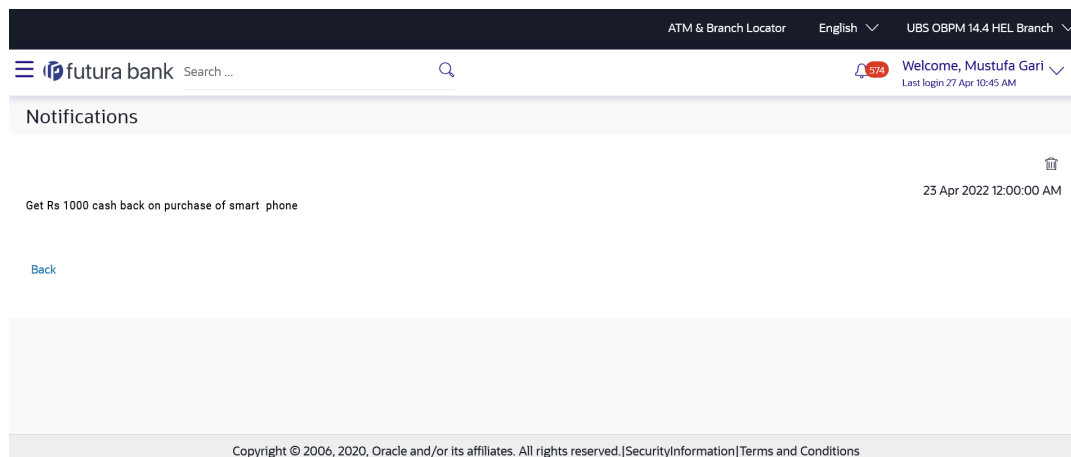
Click  icon to delete the Notifications.

 **Note:**

For multiple alerts deletion, select the check box (s) against the Notifications, and click  icon.

- Click **individual notifications** to view the details.

The details appear depend upon the type of notification being received.

**Figure 66-11 Notifications Details****Table 66-11 Field Description**

Field Name	Description
<b>Subject</b>	Subject of the notification.
<b>Received</b>	Date and time on which the notification was received.
<b>Message</b>	Message Body of the notification.

5. Click **Delete** to delete the notification.

OR

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

## 66.4 FAQ

1. **Can Bank Administrator initiate fresh mails?**  
No, Bank administrator can not initiate fresh mail. Administrator will be allowed only to reply to the mails received in their inbox.
2. **Will Bank Administrators receive all mails initiated by bank's customers?**  
Bank Administrators will receive only those mails of which the mail subject is mapped to individual user or group of users. E.g. Mail initiated by customer with subject 'Change of communication address' will only be sent to the users whom this subject is mapped.
3. **Can Bank Administrator view reply sent by other Administrator to customer's mail?**  
Yes, bank administrators can view the mails replied by other administrators, only if the mail subject is mapped to the user.
4. **Can Bank Administrator delete multiple mails?**  
Yes, user can select multiple mails and delete the same.
5. **Can Bank Administrator restore the deleted mails?**  
Deleted mails from inbox and sent mail folder will be stored in Deleted Mails folder. User can view the details of deleted mail and can restore the mail back in respective folders. Mails will get permanently deleted from user's view if further deleted from 'Deleted Mail folder'.

# 67

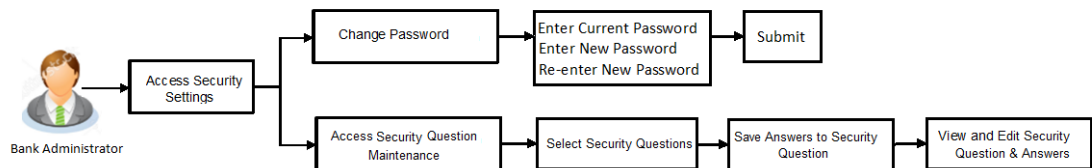
## Security Settings

Security settings includes changing of password and setting of security questions for the user.

### Pre-requisites

- User must have a valid Login credentials
- Transaction access is provided to Bank Administrator

**Figure 67-1 Workflow**



### Features supported in application

The Security Settings maintenance allow the Bank Administrator to:

- Changing of old password to new Password
- Set Security Questions
- View Security Questions
- Edit Security Questions

### Navigation Path:

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Security & Login**.

- [Set Security Question](#)
- [Change Password](#)
- [FAQ](#)

## 67.1 Set Security Question

Security Questions are the second layer of authentication mode set by the Bank to complete various transactions.

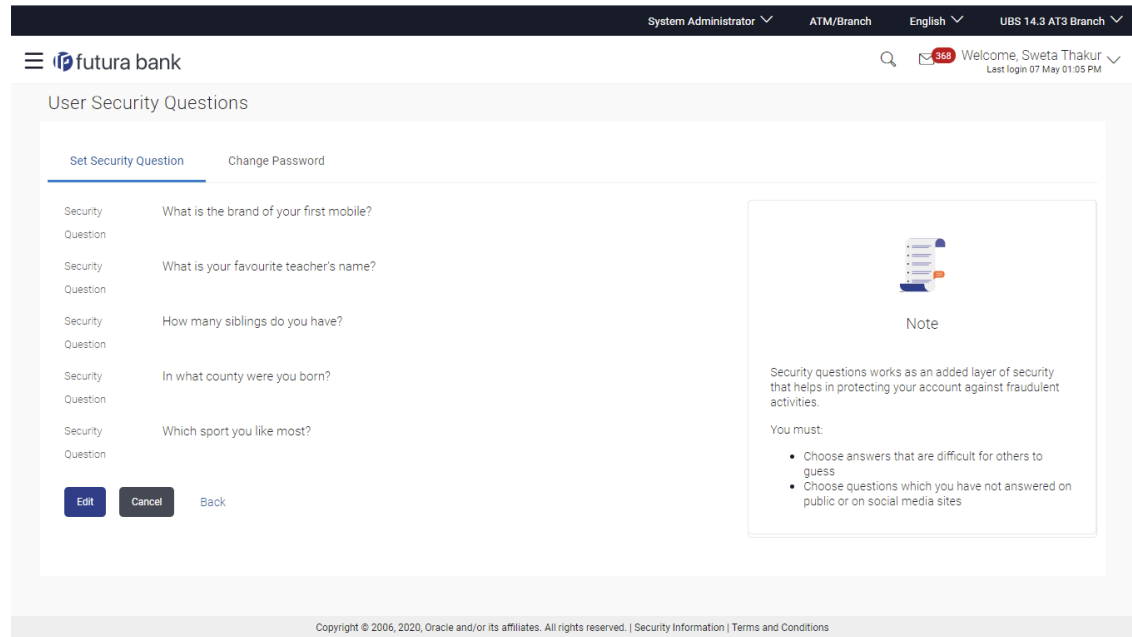
This feature allows the administrator user to set up the answers of the security questions, which will then be used as another layer of security (Over and above the Login credentials).

User will be asked to answer these security questions to complete the transactions for which bank would have set Security Question as the second factor authentication.

### Navigation Path:

From **Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Security & Login**. Under **Security & Login**, click **Set Security Question**.

**Figure 67-2 Set Security Question**



 **Note:**

Since security questions have not been set-up by the user, message will be displayed "Security Questions are not set up yet".

**To set up security questions:**

1. Navigate to the above path.

The **Set Security Question** screen appears.

2. Click **Set up now** to set-up security questions.

The **User Security Question** screen appears.

OR

Click **Cancel** to cancel the operation and navigate back to 'Dashboard'.

OR

Click **Back** to go back to the previous screen.

Figure 67-3 User Security Question

System Administrator ATM/Branch English UBS 14.3 AT3 Branch

futura bank Welcome, Sweta Thakur Last login 07 May 01:05 PM

### Security Question Maintenance

#### User Security Questions

Security Question  
What is the brand of your first mobi...  
Answer

Security Question  
What is your favourite teacher's na...  
Answer

Security Question  
How many siblings do you have?  
Answer

Security Question  
In what county were you born?  
Answer

Security Question  
Which sport you like most?  
Answer

Submit Cancel Back

**Note**

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

You must:

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

Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

Table 67-1 Field Description

Field Name	Description
<b>User Security Questions</b>	
<b>Security Question</b>	Questions available for selection for setup.
<b>Answer</b>	Enter the answers corresponding to the security question.

- From the **Security Questions** list, select the appropriate security question to be added in set.
- In the **Answers** field, enter the answers corresponding to the security question.
- Click **Save** to save the changes made.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
- The **User Security Question – Review** screen appears.  
Verify the details, and click **Confirm**.  
OR

Click **Cancel** to cancel the transaction.

OR

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

7. The **User Security Question – Edit** screen with values in editable form screen. appears

OR

Click **Cancel** to cancel the transaction.

8. The success message appears along with the status of transaction.

Click **OK** to complete the transaction.

- [View Security Questions](#)
- [User Security Question - Edit](#)

## 67.1.1 View Security Questions

On accessing 'Manage Security Questions' option, system displays the existing security questions already maintained if any.

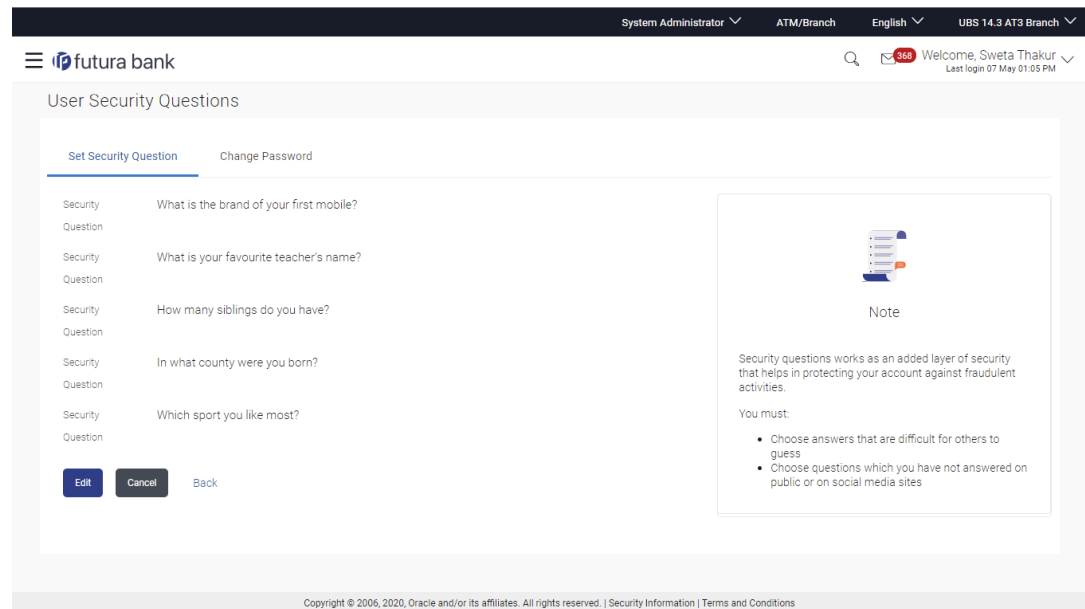
**To view the existing t security questions maintenance:**

1. Navigate to the above path.

The **Set Security Question** screen appears.

2. Navigate to **Set Security Question** screen, **Set Security Question - View** screen appears.

**Figure 67-4 Set Security Question - View**



**Table 67-2 Field Description**

Field Name	Description
<b>Set Security Question - View</b>	
<b>User ID</b>	User ID of the logged in user.
<b>Security Questions</b>	The list of security question, which is the existing set, for the user

3. Click **Edit** to make the changes if any.  
The **User Security Question – Edit** screen with values in editable form appears.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to go back to previous screen.

## 67.1.2 User Security Question - Edit

Bank Administrator can modify existing maintenance for security questions. Administrator is allowed to add security questions but cannot delete the existing questions.

**To edit the security questions set:**

1. Navigate to the above path.  
The **Set Security Question** screen appears.
2. Click **View** to view the security questions already set.  
The **User security questions – View** screen appears.
3. Click **Edit**.  
The **User Security Question - Edit** screen with values in editable form screen appears.

**Figure 67-5 User Security Question - Edit**

The screenshot displays the 'User Security Questions' maintenance page in the futura bank system. It features a list of five security questions, each with a dropdown menu for the question and a text field for the answer. The questions are: 'What is the brand of your first mobile phone?', 'What is your favourite teacher's name?', 'How many siblings do you have?', 'In what county were you born?', and 'Which sport you like most?'. A 'Note' box on the right states: 'Security questions works as an added layer of security that helps in protecting your account against fraudulent activities. You must: • Choose answers that are difficult for others to guess • Choose questions which you have not answered on public or on social media sites'. At the bottom of the form, there are three buttons: 'Submit', 'Cancel', and 'Back'. The footer contains the copyright notice: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Table 67-3 Field Description**

Field Name	Description
<b>User Security Question - Edit</b>	
<b>Questions</b>	The list of security question, which is the existing set, for the user.
<b>Answer</b>	Answers will not be visible in edit mode due to security reasons.

4. From the **Security Questions** list, view the existing questions. Modify if required.
5. Click **Save** to save the changes made.  
OR  
Click **Cancel** to cancel the transaction.  
OR  
Click **Back** to navigate to the previous screen.
6. The **User Security Question – Review** screen appears.  
Verify the details, and click **Confirm**.  
OR  
Click **Cancel** to cancel the transaction.



OR

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

OR

7. The **User Security Question – Edit** screen with values in editable form screen. appears

OR

Click **Cancel** to cancel the transaction.

8. The success message of security question setup appears along with the transaction reference number.

Click **OK** to complete the transaction.

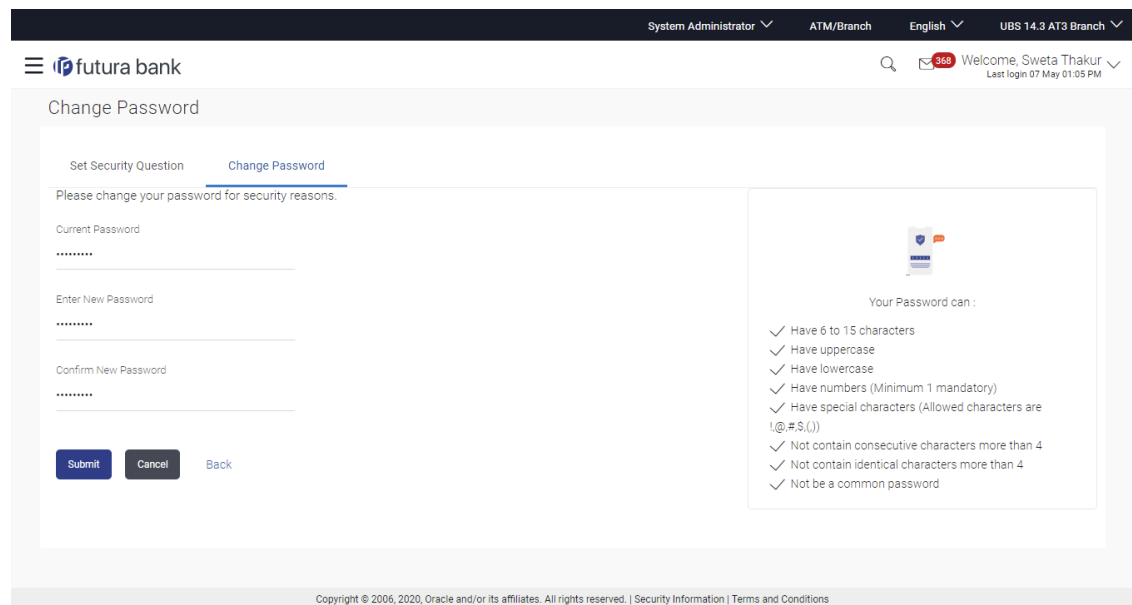
## 67.2 Change Password

This feature allows the Administrator to change their password.

**Navigation Path:**

From **Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Security & Login**. Under **Security & Login** , click **Change Password**.




**Figure 67-6 Change Password**



**Table 67-4 Field Description**

Field Name	Description
<b>Old Password</b>	Old password for channel access.
<b>New Password</b>	New password for channel access.
<b>Re-enter Password</b>	Re-enter the new password to confirm.

**To reset the password:**

1. Navigate to the above path.  
The **Change Password** screen appears.
2. In the **Current Password** field, enter the password.  
OR  
Click  icon to enter the password using the virtual keyboard.
3. In the **New Password** field, enter the password.  
OR  
Click  icon to enter the new password using the virtual keyboard.  
(See Password Condition section on the application screen to view the policy of setting a new password.)
4. In the **Re-enter Password** field, re-enter the password.  
OR  
Click  icon to re-enter the password using the virtual keyboard.
5. Click **Submit**.  
OR  
Click **Cancel** to cancel the transaction.
6. The success message of changing the password appears.
7. As the login user changed his password using '**Change Password**' option, system will logout the user and user will be shown a confirmation message of password change along with an option to login again. Click **Login on confirmation** screen to log in to the application.

 **Note:**

Password Conditions gets highlighted in green if the user's password is meeting the Password Policy criteria and similarly in Red if the password is not as per the Password Policy maintained.

## 67.3 FAQ

1. **Can I modify the security questions already set by me?**  
Yes, Answer to security Questions can be modified.

# 68

## Profile

Using this option, the bank administrator can view his profile details. Details that can be viewed include user name, last login time, email id, phone number, and date of birth and address of the user.

### Pre-requisites

User must have a valid Login credentials

### Features Supported In Application

- View the profile details of bank administrator user

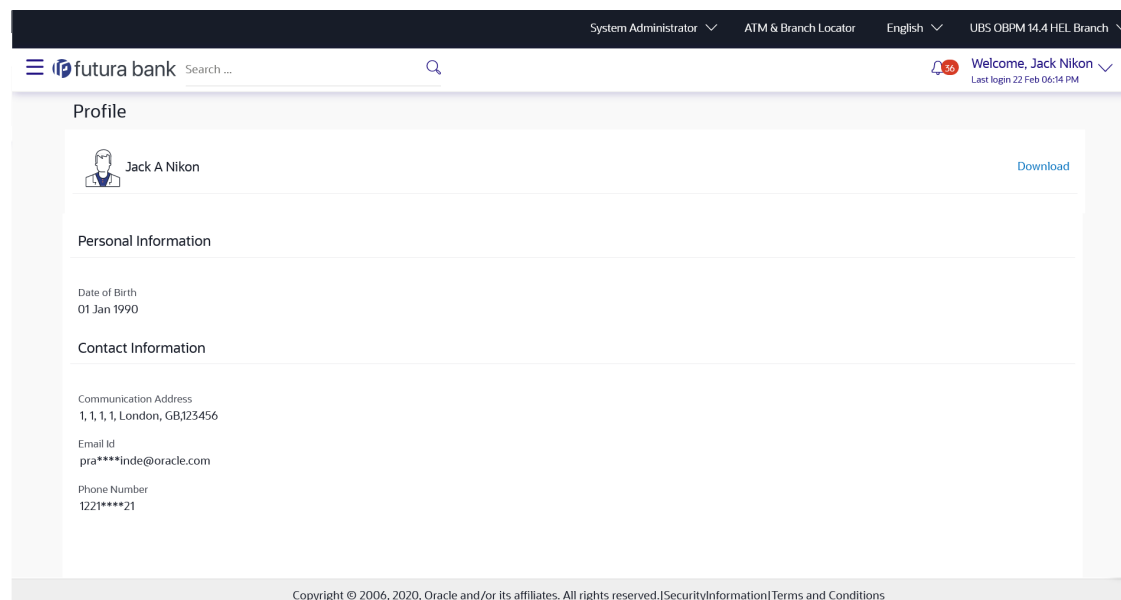
### Navigation Path:

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Account Setting** . Under **Account Setting** , click **Profile**

OR

From **User Name** icon (top right corner of the screen), click **Profile**.

**Figure 68-1 Profile**



**Table 68-1 Field Description**

Field Name	Description
User Name	First name and last name of the logged in user.
Personal Information	

Table 68-1 (Cont.) Field Description

Field Name	Description
Date of Birth	Date of birth of the user.
<b>Contact Information</b>	
Communication Address	Address of the user.
Email	Email id of the user, in masked format.
Phone Number	The mobile number of the user, in masked format.

1. Click **OK** to navigate to the previous screen.

- [FAQ](#)

## 68.1 FAQ

1. **Can the bank administrator user edit his profile information?**

No, the bank administrator user cannot edit his profile information; he/she can only view the profile details.

# 69

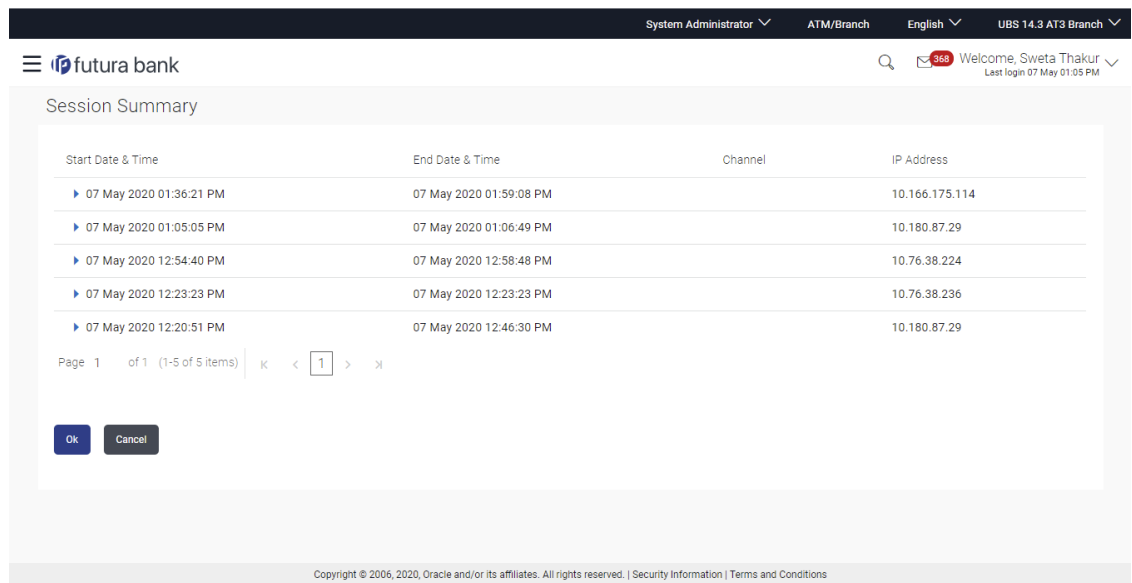
## Session Summary

The option used by the user to check the log of transactions and login details for the previous five logins. The System Administrator can view the entire session summary of the previous five logins, login and logoff date and time for each session, channel in which transactions are carried out in each session along with the IP address of the channel.

**Navigation Path:**

From **System/ Bank Administrator Dashboard**, click **Toggle Menu**, then click **Menu** and then click **Account Settings**. Under **Account Settings** , click **Session Summary**.

**Figure 69-1 Session Summary**



**Table 69-1 Field Description**

Field Name	Description
<b>Start Date &amp; Time</b>	The start date and time of the session.
<b>End Date &amp; Time</b>	The end date and time of the session.
<b>Channel</b>	The channel of access for the session (Desktop Browser).
<b>IP Address</b>	IP address of the channel.

1. Navigate to the above path.  
The **Session Summary** screen appears.
2. Click ▶ icon against a specific record to view the details of that session.  
The session details appear.

OR

Click **OK** to navigate to the Dashboard screen.

**Figure 69-2 Session Summary - Details**

Start Date & Time	End Date & Time	Channel	IP Address
07 May 2020 01:36:21 PM	07 May 2020 01:59:08 PM		10.166.175.114
Transaction Name	Status	Transaction Date & Time	
No data to display.			
07 May 2020 01:05:05 PM	07 May 2020 01:06:49 PM		10.180.87.29
07 May 2020 12:54:40 PM	07 May 2020 12:58:48 PM		10.76.38.224
07 May 2020 12:23:23 PM	07 May 2020 12:23:23 PM		10.76.38.236
07 May 2020 12:20:51 PM	07 May 2020 12:46:30 PM		10.180.87.29

Page 1 of 1 (1-6 of 6 items) | < 1 >

Ok Cancel

Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions

**Table 69-2 Field Discription**

Field Name	Description
<b>Start Date &amp; Time</b>	The start date and time of the session.
<b>End Date &amp; Time</b>	The end date and time of the session.
<b>Channel</b>	The channel of access for the session (Desktop Browser).
<b>IP Address</b>	IP address of the channel.
<b>Session Summary - Details</b>	
<b>Transaction Name</b>	Name of the transaction, performed in the session.
<b>Status</b>	Status of the transaction.
<b>Transaction Date &amp; Time</b>	The date and time of the transaction.

# Session Timeout

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

The below configurations are provided:

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

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

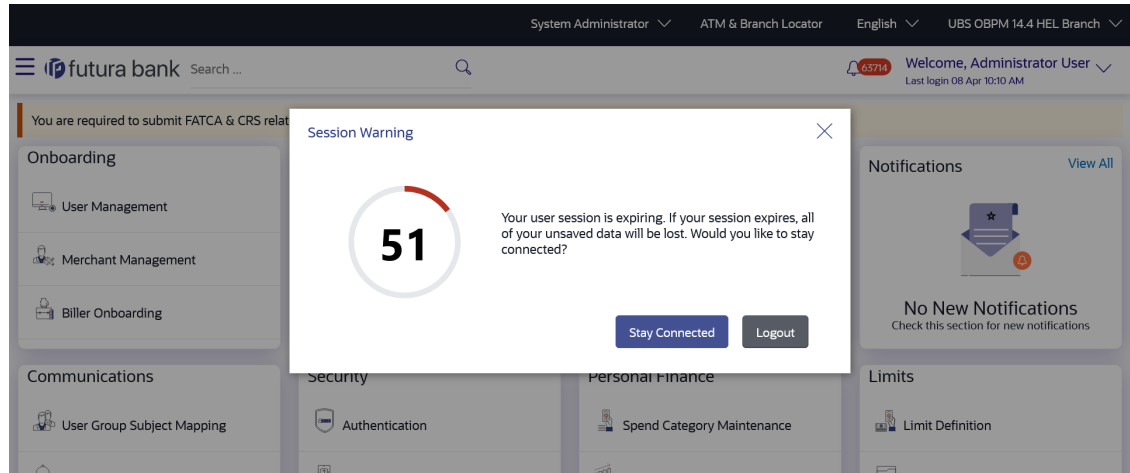
A timeout warning message will be shown when the configured inactive time is reached. The user can view the time remaining for timeout in the warning message. The below actions will be visible to the user on the timeout warning message:

1. Stay Connected
2. Logout

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

 **Note:**

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

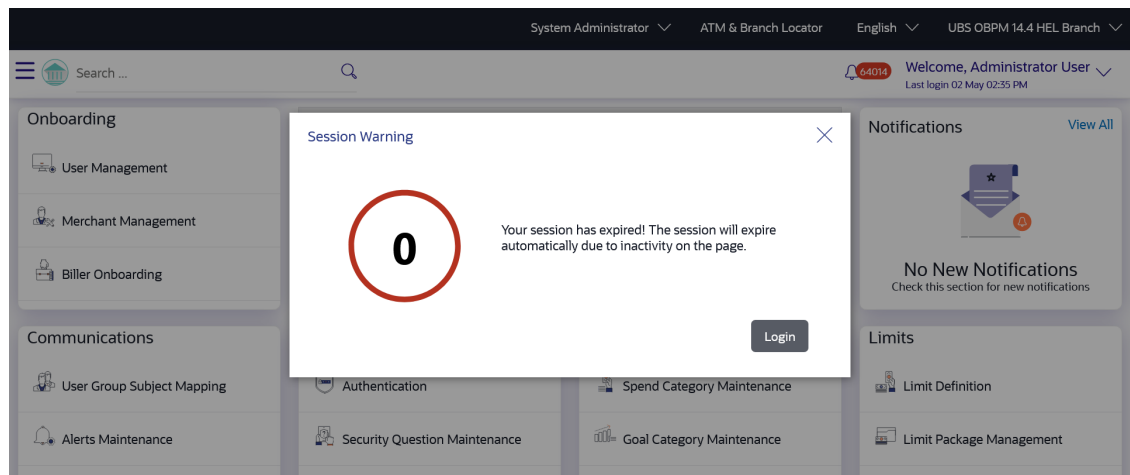
**Figure 70-1 Session Warning – Pre Session Timeout Message**

1. Click **Stay Connected** to continue.

OR

Click **Logout** to log out of the application.

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

**Figure 70-2 Session Warning – Post Session Timeout Message**

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



# Forgot Password

The login password is the password using which the user can log into the internet banking platform. The user cannot access his bank accounts without this password. The Forgot Password feature enables users to reset their login password. While resetting password system displays the password policy block as a popup message.

The user is required to enter his User ID and Date of Birth. His identity is validated through the 2factor authentication process, post which, the user can setup a new login password for channel access.

## Pre-requisites

- The user must have valid login credentials to access the digital banking platform.
- The system administrator must have setup 2 factor authentication for Forgot Password.

## Features Supported In the Application

- User Verification
- New Password Creation

## Navigation Path:

From **OBDX Portal**, click **Forgot Password** .

## To reset the password:

1. In the **Login** page, click **Forgot Password**.  
The **Forgot Password** screen appears.

**Figure 71-1** Forgot Password - User Verification

The screenshot displays the 'Forgot Password' interface. At the top, there is a navigation bar with 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. Below this is the 'futura bank' logo. The main content area is titled 'Forgot Password' and contains the text: 'Okay, no problem. Just enter the details below.' The form includes a 'Username' field with the value 'reatailuser01' and a 'Date of Birth' field with the value '01 Jan 1990'. There are 'Submit' and 'Cancel' buttons. To the right, a box contains the heading 'Forgot your internet banking password?' and a list of three steps: 1. Enter your Username and Date of birth. 2. Authenticate your details by entering OTP received on your mobile. 3. Reset password by entering a new password of your choice on the link sent to your registered email address. The footer contains the text: 'Copyright © 2006, 2020, Oracle and/or its affiliates. All rights reserved. | Security Information | Terms and Conditions'.

**Table 71-1 Field Description**

Field Name	Description
<b>Username</b>	Enter your login username.
<b>Date of birth</b>	Enter your date of birth.

2. In the **Username** field, enter your login username.
3. In **Date of birth** field, enter your date of birth.
4. Click **Continue**.

OR

Click **Cancel** to cancel the transaction.

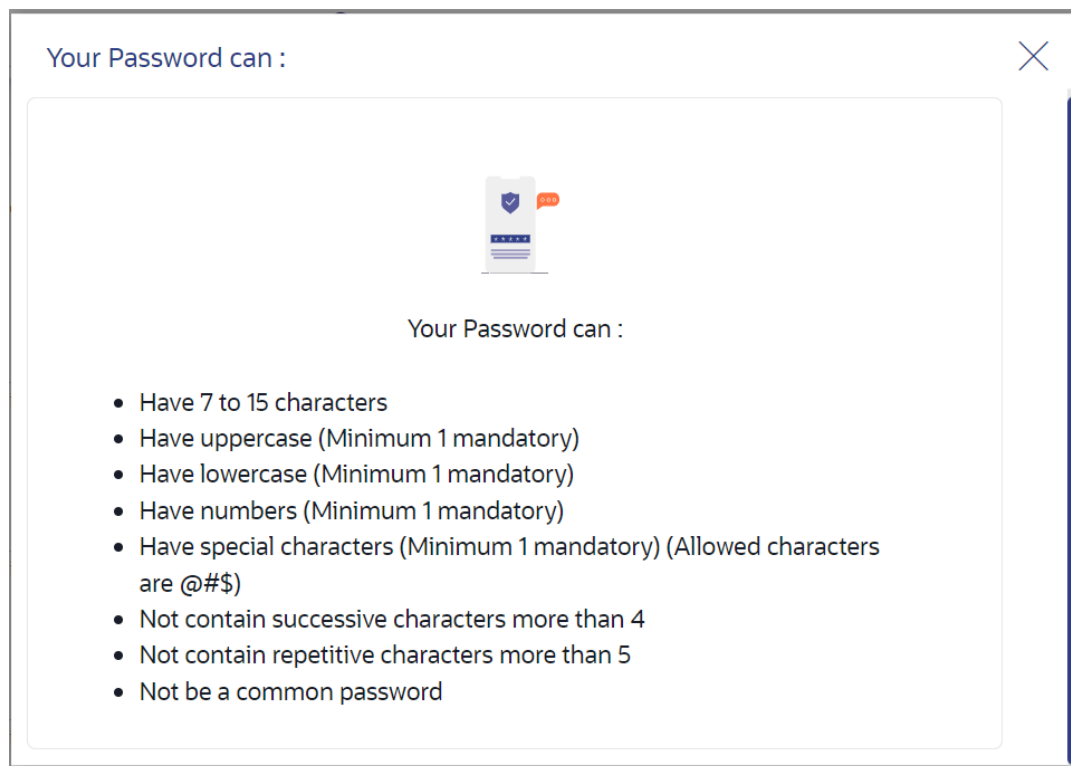
5. The **Verification** screen appears. The user has to pass the 2factor authentication, before he can proceed. 2 factor authentication (OTP/Security question/Soft Token) will be as per the setup done by the system administrator.
6. The **Forgot Password** screen appears.

**Figure 71-2 Forgot Password – New Password Creation**



The screenshot displays the 'Reset Password' interface for Futura Bank. At the top right, there are navigation links for 'ATM/Branch', 'English', and 'UBS 14.3 AT3 Branch'. The main content area is titled 'Reset Password' and contains the following elements:

- A header with the Futura Bank logo and the text 'futura bank'.
- A sub-header 'Reset Password'.
- A prompt: 'Please enter your new password'.
- A text input field labeled 'Password' with a toggle icon to its right.
- A prompt: 'Re-enter Password'.
- A text input field labeled 'Re-enter Password' with a toggle icon to its right.
- Two buttons: 'Submit' (in blue) and 'Cancel' (in grey).

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

**Figure 71-3 Password Policy popup****Table 71-2 Field Description**

Field Name	Description
<b>Please enter your new password</b>	
<b>Password</b>	Enter a new password for channel access.
<b>Re-enter Password</b>	Re-enter the new password to confirm the same.

- In the **Password** field, enter a new password.  
OR  
Click  icon to enter a new password using the virtual keyboard.
- In the **Re-enter Password** field, re-enter the new password.  
OR  
Click  icon to re-enter the new password using the virtual keyboard.
- Click **Submit**.  
OR  
Click **Cancel** to cancel the transaction.
- A message confirming the successful reset of the password appears.  
Click **Login** to log in to the application.

# Forgot Username

Using this feature user can retrieve his channel banking Username, in case he has forgotten the same.

## Pre-requisites

- The user must have valid login credentials to access the digital banking platform.
- The system administrator must have setup 2 factor authentication for Forgot Username.

## Navigation Path:

From **OBDX Portal**, click **Forgot Username**.

## To reset the username:

1. In the **Login** page, click **Forgot Username**.

The **Forgot Username** screen appears.

**Figure 72-1** Forgot Username - User Verification

**Table 72-1** Field Description

Field Name	Description
<b>Email</b>	Enter your email ID that is registered with the bank.
<b>Date of birth</b>	Enter your date of birth.

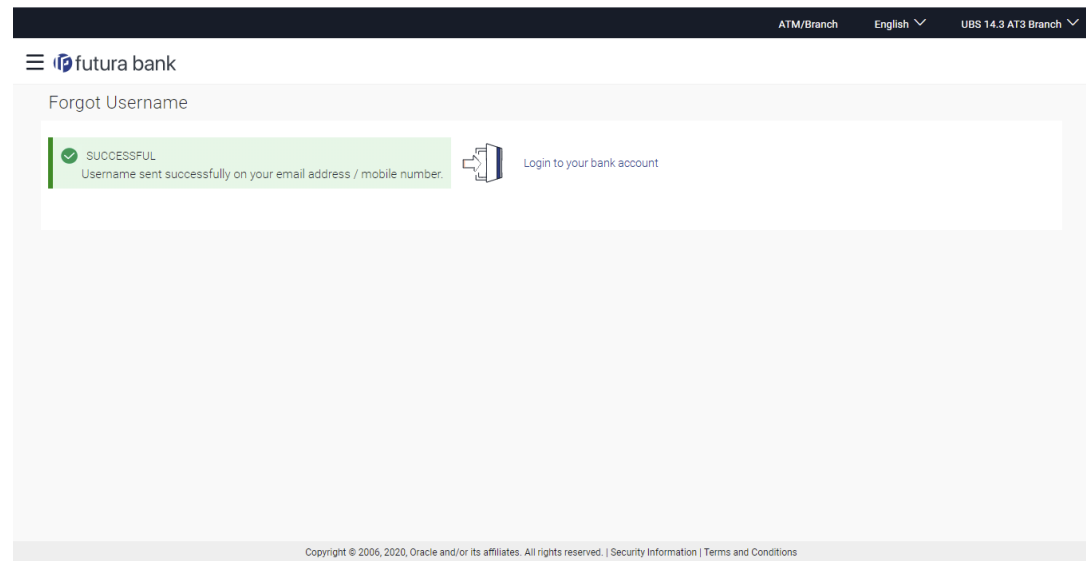
2. In the **Email** field, enter your email ID that is registered with the bank.
3. In **Date of birth** field, enter your date of birth.
4. Click **Submit**.

OR

Click **Cancel** to cancel the transaction.

5. The **verification** screen appears if the transaction is configured for Two Factor Authentication.
6. Enter the details required for second factor authentication.  
The **Forgot Username** confirmation screen appears.

**Figure 72-2** Forgot Username – Confirmation Page



7. A message stating that the username has been sent to your registered email address appears.

Click the **Click here** link to log in to the application.

 **Note:**

If a user has more than one user ID with the same email ID and DOB, then he/she will not be able to retrieve his/her User ID using the above function. In that case, the user will have to contact the bank for retrieving his/her user ID.

# Manage DND Alerts

This option allow user to enable/disable DND flag for mandatory alerts for the selected categories. Day 0 configuration will be provided for the events which are applicable for DND. The bank can create a category of events for which DND needs to be configured.

## Pre-requisites

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

## Features Supported In the Application

- Definition of Primary Account Number

## Navigation Path:

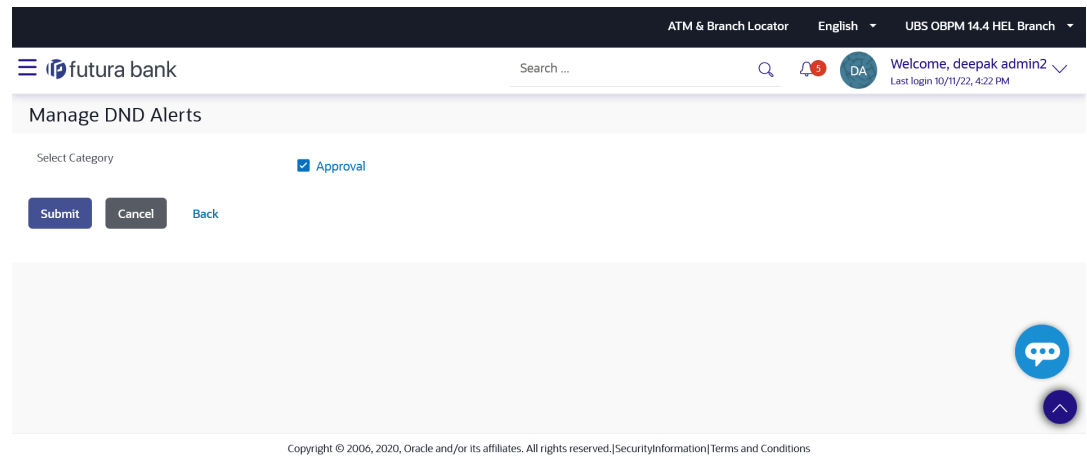
From the Dashboard, click **Toggle menu**, click **Menu**, and click **Account Settings** and then click **Preferences** . Under **Preferences** , click **Manage DND Alerts**

## To set DND alerts to category:

1. Navigate to above path.


The **Manage DND Alerts** screen appears.

**Figure 73-1** Manage DND Alerts



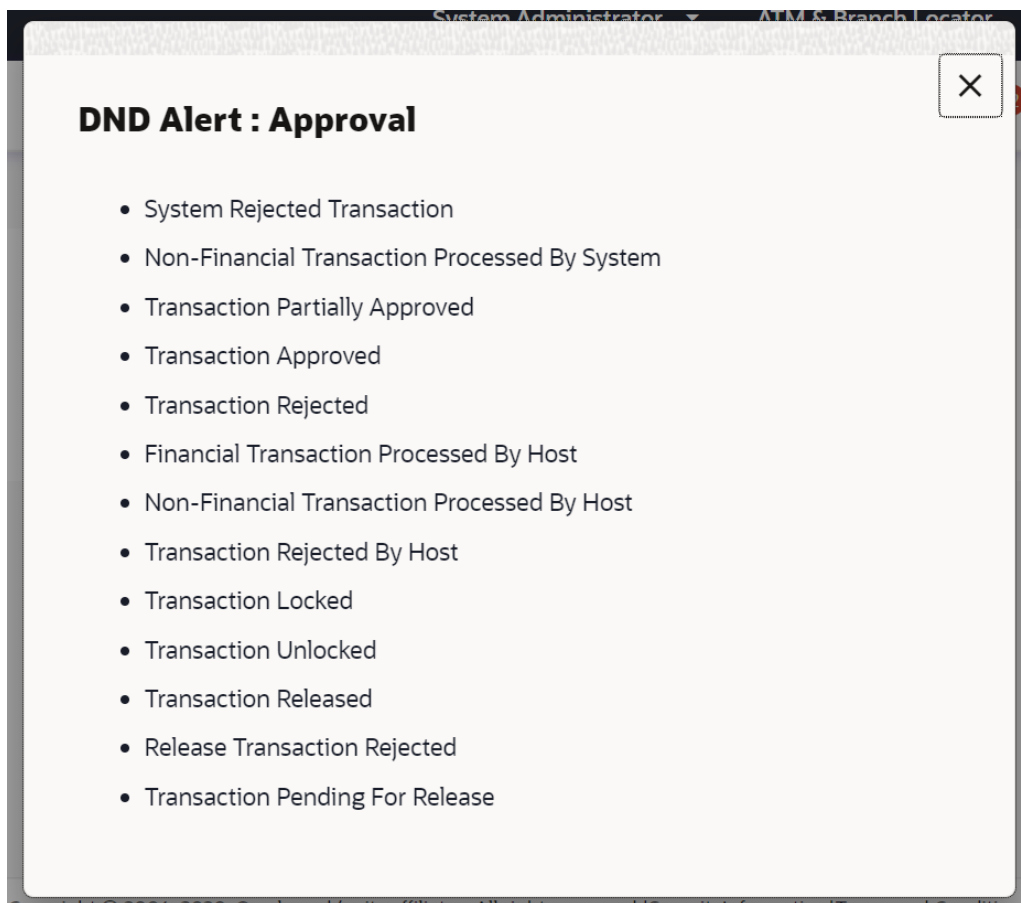
**Table 73-1 Field Description**

Field Name	Description
<b>Select Category</b>	Select the categories for which DND need to be configured. All the categories for which DND is applicable will be available for selection.

 **Note:**

Click on category link to view list of all the events for which alerts will not be sent to the user.

2. In the **Select Category** field, select the desired categories for which DND need to be configured.
  - Click on category link to view list of all the events for which alerts will not be sent to the user.

**Figure 73-2 DND Alerts**

3. Click **Submit**.  
A message confirming DND alert set appears.  
OR

Click **Cancel** to cancel the transaction.

OR

Click **Back** to navigate back to the previous screen.



# ATM & Branch Locator

Using this option a user can view the address and location of the ATMs and the branches of the Bank available to serve the user in a certain location. The user is provided with the options to search for the bank's ATMs and branches in his vicinity by entering a location. The search results display the list of ATMs / branches name and distance from the user's current location.

This feature enables the user to locate the bank's ATMs/ branches available within a specific radius of his current location. The user can select a Branch / ATM from the search list and on clicking the View Details icon; the user will be able to view the address and services provided by the specific ATM/ branch. The additional filter feature is provided to search the ATM/Branch based on their services. In addition the user can view the detailed directions to the ATM/ branch by clicking Get Directions, and will also be able to view its location on a map.

### Features supported in the application

- Locate Branches
- Locate ATMs

### Navigation Path:

OBDX portal landing page, click **ATM & Branch Locator**

OR

From the Dashboard, click **Toggle menu**, click **Menu**, and click **ATM & Branch Locator**.

OR

From the Dashboard, click **ATM & Branch Locator**

**Figure 74-1 ATM & Branch Locator**

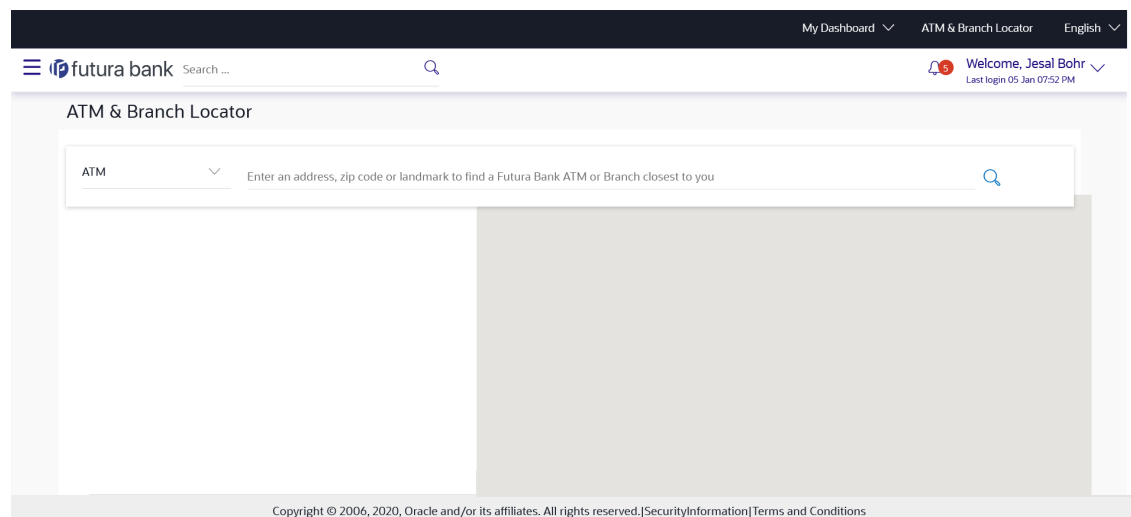


Table 74-1 Field Description

Field Name	Description
ATM & Branch	Specify whether you want to search for the bank's ATMs or branches. The options are: <ul style="list-style-type: none"> <li>ATM</li> <li>Branch</li> </ul>

#### To locate an ATM or Branch:

1. Select the desired option and enter the location in which you wish to locate ATMs or Branches:
  - a. If you select the **Branch** option, the list of all the branches and their locations appear.
  - b. If you select the **ATM** option, the list of all the ATMs and their locations appear.

Figure 74-2 ATM &amp; Branch Locator - Search

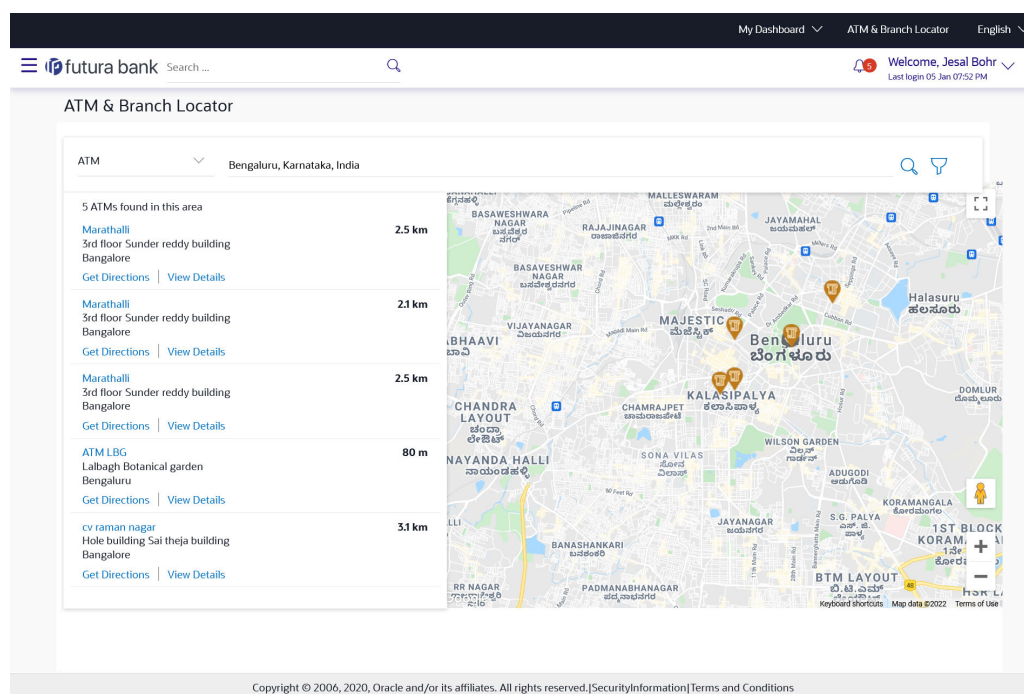


Table 74-2 Field Description

Field Name	Description
Location	Key in the address/location/pin-code or city to search for an ATM / Branch.
Number of ATMs/ Branches	A statement identifying the number of ATMs/Branches, as the case may be, will be displayed
The following will be displayed per ATM/Branch record:	
Name	The name of the ATM / branch.
Distance	The distance of the ATM / branch from the location entered.
Address	The address of the ATM / branch that you have searched for.

Table 74-2 (Cont.) Field Description

Field Name	Description
<b>Get Directions</b>	Click the link, to view the directions to the branch / ATM from your current location in the map.
<b>View Details</b>	Clicking this link displays the following details.
<b>Services</b>	The services offered by the bank's ATM / branch.
<b>Additional Information</b>	Any additional information of the bank's ATM/branch as maintained with the bank will be displayed.



- In the **Search** box, enter the desired location.  
The list of ATMs / branches with Name and Distance details appear.
- Click the  icon to view the ATMs/branches in the location entered.
- Click the **View Details** link, to view the detailed address, phone number (applicable for a branch), work timings (applicable for a branch) and services provided by the bank branch/ ATM.
- Click the  icon to filter ATMs or Branches on the basis of services that the ATMs or Branches provide.


Figure 74-3 ATM &amp; Branch Locator - View Details

The screenshot displays the 'ATM & Branch Locator' interface for futura bank. The search results show 5 ATMs found in Bengaluru, Karnataka, India. The list includes:

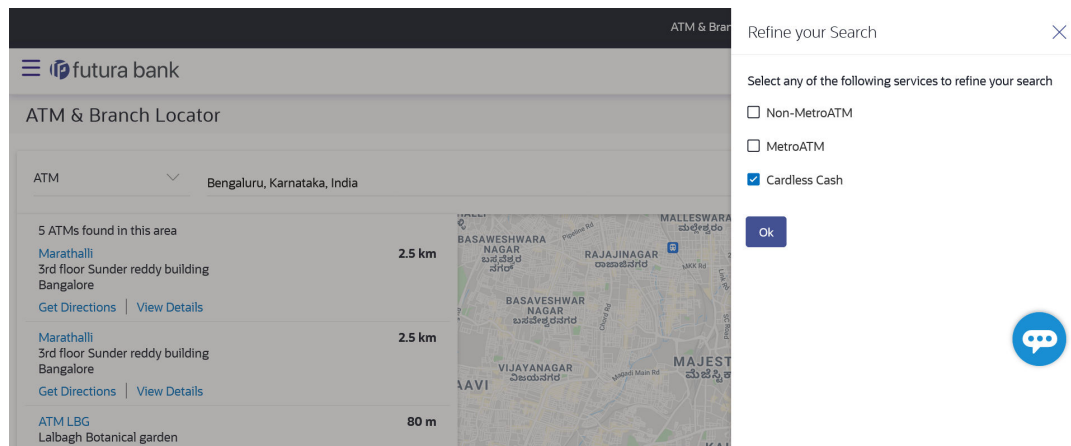
- Marathalli, 3rd floor Sunder reddy building, Bangalore, 2.5 km. Services: MetroATM, Non-MetroATM, Cardless Cash. Links: Get Directions, Hide Details.
- Marathalli, 3rd floor Sunder reddy building, Bangalore, 2.1 km. Links: Get Directions, View Details.
- Marathalli, 3rd floor Sunder reddy building, Bangalore, 2.5 km. Links: Get Directions, View Details.
- ATM LBG, Lalbagh Botanical garden, Bengaluru, 80 m. Links: Get Directions, View Details.
- cv raman nagar, Hole building Sai theja building, 3.1 km.

The map on the right shows the location of these ATMs in Bengaluru, with markers for each. The interface also includes a search bar, a filter icon, and a list of services (MetroATM, Non-MetroATM, Cardless Cash).

- Click on **Hide Details** to hide the details of the specific ATM/branch.  
OR  
Hover over the ATM/branch marker on the map to view the address of the ATM/branch.  
OR

Click the  icon to filter ATMs or Branches on the basis of services that the ATMs or Branches provide.

**Figure 74-4 ATM & Branch Locator – Refine your Search**

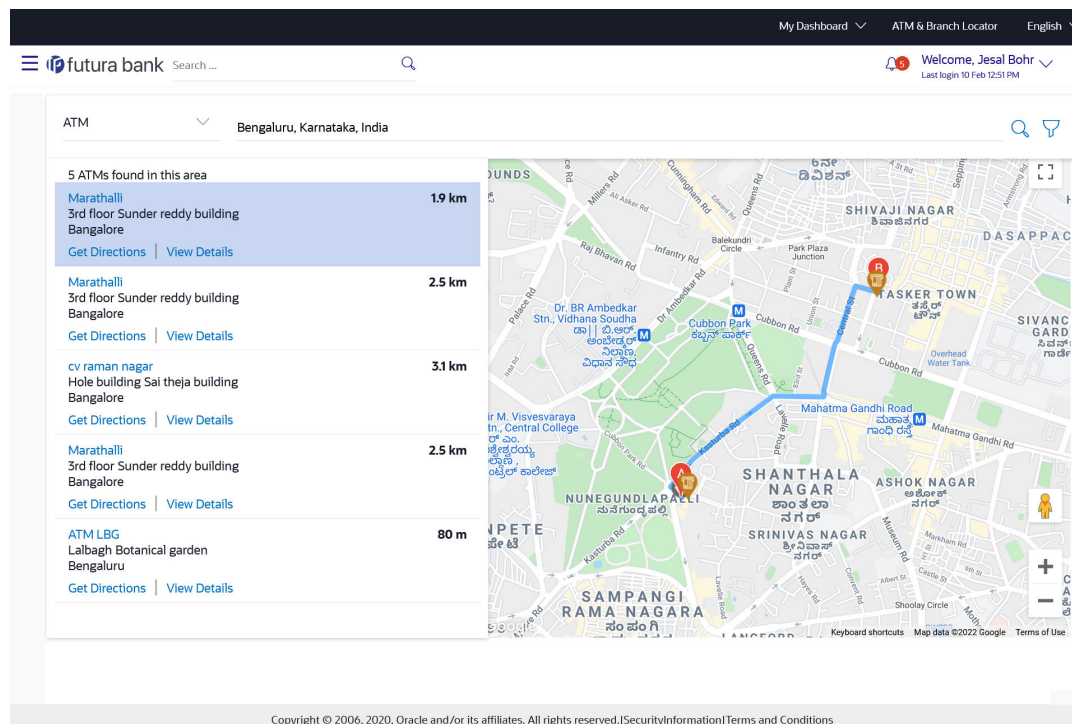


**Table 74-3 Field Description**

Field Name	Description
<b>Service</b>	The list of services provided by the bank in the bank's ATMs or Branches will be listed down with checkboxes available against each. Select any checkbox to filter your search for ATMs or Branches on the basis of service.

7. Select any checkbox to filter your search for ATMs or Branches on the basis of desired service.
8. Click **Ok** to search for ATMs or Branches on the basis of the services selected. The system filters ATMs/Branches on the basis of services selected.

Figure 74-5 ATM & Branch Locator – Get Directions



9. Hover over the ATM/branch marker on the map to view the address of the ATM/branch.
- [FAQ](#)

## 74.1 FAQ

1. **Can I view ATM/ Branches of other cities/ states/ countries?**  
Yes, you can view the ATMs or Branches of the bank located in any city/state or country in the map and also get their details such as address and phone numbers, working hours, services offered, etc.

# List of Topics

This user manual is organized as follows:

**Table 75-1 List Of Topics**

<b>Topics</b>	<b>Description</b>
<b>Preface</b>	This topic provides information on the introduction, intended audience, list of topics, and acronyms covered in this guide
<b>Transaction Host Integration Matrix</b>	This topic provides information on integration of the Core with Oracle FLEXCUBE Core Banking, Oracle FLEXCUBE Universal Banking and Oracle Banking SCF / Oracle Banking Cash Management.
<b>Dashboards</b>	This topic provides information on the OBAPIS Administrator dashboard which are mapped at various available levels like Party, Segment, User Type or User. This displays the end user's dashboard auto painted based on the roles assigned.
<b>User Management</b>	This topic enables System/ Bank Administrator to onboard and manage users and their login credentials for channel banking access for both internal and external users.
<b>Party Preferences</b>	This topic allows the administrator to onboard the party on OBAPIS along with definition of attributes like limits, Approval flow, grace period etc.
<b>Merchant Management</b>	This topic explains about setting up and maintaining merchants using the channel banking platform, which in turn enables the users to initiate merchant based payments using the channel banking facility.
<b>Billers Onboarding</b>	This topic provides information on how System Administrators can create billers and defines payment methods accepted by biller
<b>Limits Definition</b>	This topic provides information about the limits defined by the bank to set up amount and duration based restrictions on the transactions which can be carried out by the user.
<b>Limit Package Management</b>	This topic provides information on a group of transaction limits and how limits defined mapped to each transaction or to a transaction group.
<b>User Limits</b>	This topic provides information on how to view System/Bank Administrator current available and utilized limits of specific retail user and to modify these limits as per the requirement.
<b>Transaction Group Maintenance</b>	This topic enables the System Administrator to create and maintain a transaction group for the purpose of defining consolidated transaction limits.
<b>Party Account Access</b>	This topic provides information on how access to accounts held by the party with the bank as available in the core banking application or the respective mid-office application.
<b>User Account Access</b>	This topic provides information on how System/ Bank Administrator can provide access to Virtual Account Management Resource 'Remitter List'.
<b>Party Resource Access</b>	This topic provides information on how System/ Bank Administrator can provide access to Virtual Account Management Resource 'Remitter List'.
<b>User Resource Access</b>	This topic provides information on the set up remitter list mapping and transaction access for user(s) of the corporate party.

Table 75-1 (Cont.) List Of Topics

Topics	Description
<b>Approvals</b>	This topic provides information on Approval Management Function which enables the Bank Administrator to configure approval flows for various financial and non-financial transactions on channel banking for bank's customers and for administrators & retail and bBusiness users.
<b>Wokflow Management</b>	This topic provides information on how approval workflow are created to support requirements where multiple levels of approval are required in a specific sequence for a transaction/maintenance.
<b>Approval Rules</b>	This topic provides information on how to set a rule financial transactions, non-financial, non account financial transactions, and for maintenances. bank/corporate requirements.
<b>Group Corporate Onboarding</b>	This topic provides information on the administrator to allow onboard the corporate party on OBAPIS along with definition of various attributes including Group Corporate Profiling, Party and User Account Access, User Onboarding, User Group Maintenance, User Reports Mapping, Approvals Workflow and Rules Maintenance etc.
<b>Origination Workflow Configuration</b>	This topic explains an administrative maintenance using which the bank administrator can define the sequence of the sections in application form for each of the products as well as for the bundle application.
<b>Service Request Form Builder</b>	This topic explains how system administrator can define service requests by defining its attributes and by building the form which are available for Retail users for creating a new Service Request.
<b>Feedback Template Maintenance</b>	This topic provides information on how System Administrator can maintain the feedback templates by defining the feedback question, selecting the rating scale, adding new questions along with new options, selecting the transactions for which feedback capture needs to be enabled.
<b>Feedback Analytics</b>	This topic provides information on Feedback Analytics which gives the bank a quick analysis of the feedback information collected from the customers.
<b>SMS Banking</b>	This topic provides information on giving control to business user using SMS and Missed call banking to manage there account whenever and wherever needed by sending a SMS or by giving a missed call on a designated number.
<b>System Rules</b>	This topic provides information on how to set different parameters for each enterprise role (User Type- Retail, Corporate and Administrator).
<b>First Time Login</b>	This topic explains the certain tasks that a new user needs to fulfil before being able to access the online services of the bank when he/she logs into the application for the first time with the user name and password provided by bank.
<b>Transaction Aspects</b>	This topic provides information on how to view the aspects for a selected transaction and also edit the aspects like Limits Check, Approvals etc.
<b>ATM / Branch Maintenance</b>	This topic explains how System Administrator can search and view the ATM/ branch and its details like branch/ ATM ID, branch name, address details, phone number, work timings and services offered by the bank or add/edit ATM and branch details.
<b>Product Maintenance</b>	This topic provides information on how the System Administrator can map products to users from the channel for Term Deposit and Recurring Deposit module.
<b>User Profile Maintenance</b>	This topic provides information on how the System Administrator can setup the user profile details for reatil user.
<b>Payee Restriction Setup</b>	This topic explains how System Administrator can restrict the number of payees that a retail user can create for each payment network per day.

Table 75-1 (Cont.) List Of Topics

Topics	Description
<b>Forex Deal Maintenance</b>	This topic provides information on the maintaining currency pair and making it available to corporate users to book deals and utilize those while making payments.
<b>Billor Category Maintenance</b>	This topic provides information on maintenance of biller categories i.e. Manage Biller Category, Add Biller Category, Edit Biller Mapping Category, Delete Biller Category.
<b>Touch Point Maintenance</b>	This topic provided information on how Touch Points can be defined/ created, viewed/inquired and modified by the System Administrator.
<b>Touch Point Group Maintenance</b>	This topic provided information on how system administrator can view and modify the touch point groups.
<b>Role Transaction Mapping</b>	This topic provides information on how system administrator can create/ view/edit/delete application roles.
<b>Entitlements</b>	This topic provides information on how system administrator can view/ edit existing entitlements.
<b>User Segment Maintenance</b>	This topic allows the system administrator to create new segments or view/edit it and subsequently use these segments to define specific maintenances at user segment level.
<b>Authentication</b>	This topic provided information on maintenance of each entity in a multi entity setup, which enables banks in defining different authentication mode for a same transaction for each entity
<b>Security Questions Maintenance</b>	This topic provided information on setting up and managing the security questions, which used as another layer of security.
<b>Password Policy Maintenance</b>	This topic provided information on how to create, view and edit of password policy for different user types.
<b>Security Keys</b>	This topic provided information about the Password Encryption and Decryption with Public and Private Key Pairs, API Key, and JWT Encryption Key
<b>User Group - Subject Mapping</b>	This topic explains about mapping of subjects to user groups in the bank to streamline communication between the bank's users and its end customers.
<b>Alerts Maintenance</b>	This topic provided information on how System Administrator can define required parameters for each alert that is to be sent to the banks internal (Administrators) and external users (Business users).
<b>Mailers</b>	This topic provided information on creating Mailers which are sent to specific users, parties or user segments and customized to reach some or all users, to be sent now or on a specific date and time, in the future.
<b>External Bank Maintenance</b>	This topic provided information on how to System Administrators can add an external bank and enable linking of OBAPIS with the external bank. The System Administrators can view, update/ delete the external bank details using this
<b>Spend Category</b>	This topic explains the Spend Category maintenance which allows the System Administrator to create, modify categories.
<b>Goal Category Maintenance</b>	This topic explains the Goal Category maintenance which allows the System Administrator to create, modify categories and map the Product to Goal Category .
<b>Manage Brand</b>	This topic gives information on how the System Administrator using Manage Brand administrative maintenance defines the theme using brand logo, colors, fonts and font sizes, and create themes for retail users for personalizing his/her view.



Table 75-1 (Cont.) List Of Topics

Topics	Description
<b>Dashboard Builder</b>	This topic explains about the administrative maintenance that allows the System Administrator to create and configure dashboard templates for Retail, Corporate and Administrator users.
<b>Relationship Mapping</b>	This topic provides information on how the System Administrator can map OBAPIS account relationship codes with account relationship codes defined in Core Banking Application so that the corresponding matrix defined in OBAPIS will be followed based on the available account relationship in the core application.
<b>Relationship Matrix</b>	This topic provides information on how the System Administrator can define the transaction access based on the account relationships.
<b>Transaction Blackout</b>	This topic provides information on how the System Administrator maintains a transaction blackout.i.e. create /view/edit the transaction blackout.
<b>Working Window</b>	This topic provides information on the how System Administrator can set up two different weekly and exceptional working windows for a specific transaction for different user types (Retail and Corporate User).
<b>Audit Log</b>	This topics explains how system administrator can view the operations performed in the application and details of the user who has performed it along with date and time when it was performed.
<b>File Identifier Maintenance</b>	This topics explains how the Bank Administrator can create file identifiers (FI) to upload files for corporate as well as bank administrator users.
<b>User File Identifier Mapping</b>	This topics explains how the Bank Administrator can map the required file identifier to a specific user or a set of users so that the user can upload and view the required file types.
<b>File Upload - Bill Presentment</b>	This topics explains how the Bank Administrator can upload a file containing multiple bills which are to be presented for payment on behalf of the biller .
<b>Uploaded Files Inquiry</b>	This topics explains how the user can view the files uploaded by the bank administrator user using OBAPIS platform (only those files that the user has access to) and their status.
<b>Identity Domain Maintenance</b>	This topics explains how the system administrator can create/view/ edit Identity Domain details.
<b>Resource Server Maintenance</b>	This topics explains how the system administrator can define scopes for the resource server.
<b>Client Maintenance</b>	This topics explains how the system administrator can define client details i.e. client ID, client name, scopes, redirect URLs etc.
<b>User Group Management</b>	This topics explains how the Bank administrator can maintain the user groups of Bank administrator and of corporate users of same party ID.
<b>Print Password</b>	This topics explains how the Bank Administrator can print the password along with these documents for new users as well as for existing users who have requested for reset password.
<b>User Alerts Subscription</b>	This topic explains about how the System/Bank Administrator can subscribe alerts for a Retail and Corporate users for selected events.
<b>Group Corporate Alerts Subscription</b>	This topic explains how the System/Bank Administrator can subscribe alerts at the Group Corporate level for selected events Email, SMS, through push notification or in their on-screen mailbox.
<b>Request Processing</b>	This topic explains how the Bank Administrator can view the details of each service request initiated by business user and hence, enables the administrator to take an informed decision regarding the approval or rejection of the service request.

Table 75-1 (Cont.) List Of Topics

Topics	Description
<b>Terms and Conditions Maintenance</b>	This topic explains how the Bank Administrator can maintain terms and condition text for All/Specific Parties for All/Specific Transactions and corporate users gets to view and accept it while initiating a trade finance transaction.
<b>Reports</b>	This topic explains how the Bank Administrators can generate various adhoc and schedule banking reports.
<b>Report Generation</b>	This topic explains how the Bank Administrators can generate adhoc report or scheduled report.
<b>My Reports</b>	This topic provide information about the downloading the adhoc/scheduled reports generated using Report Generation screen.
<b>User Report Mapping</b>	This topic explains how the Bank Administrators can map the report or set of reports to a specific corporate user.
<b>Message Maintenance</b>	This topic explains how the System Administrator can inquire the existing Error Messages defined in the system for an OBAPIS error code, and also modify the text defined for a message code for a particular Language.
<b>User Helpdesk</b>	This topic explains how the Bank administrator can create business user's session and perform the transaction requested by business user if he has forgotten his internet banking password or is unable to perform a transaction using his internet banking.
<b>Mailbox</b>	This topic provides information on the two way communication channel between Bank customers and Bank administrators.
<b>Security Settings</b>	This topic explains about the changing of password and setting of security questions for the user.
<b>Profile</b>	This topic explains how the bank administrator can view his/her profile details.
<b>Session Summary</b>	This topic explains how the System Administrator can view the entire session summary of the previous five logins
<b>Forgot Password</b>	This topic provides information on resetting users login password.
<b>Forgot Username</b>	This topic provides information on retrieving users channel banking Username.
<b>Session Timeout</b>	This topic provides information on the event occurring when a user does not perform any action on an application during a configured interval.
<b>ATM &amp; Branch Locator</b>	This topic provides information on how to view address and location of the ATMs and the branches of the Bank available to serve the user in a certain location.
<b>Manage DND Alerts</b>	This topic provides information on how to enable/disable do not disturb (DND) flag for mandatory alerts for the selected categories.
<b>User Group - Service Request Mapping</b>	This topic explains about mapping of service requests to user groups in the bank either all service requests or specific service requests.
<b>Analytics Dashboard</b>	This topic provides insight into digital banking platform usage patterns and customer trends.

# Glossary

## **Account Activity**

A banking term that refers to any activity that creates a debit or credit in an account. In a bank account, this would include deposits and withdrawals.

## **Administrator**

Administrator can be an individual having the administrative rights of the system. He can be a internal user (Bank Administrator) or a external user with the limited administrative functionality (Corporate Administrator)

# Index

## A

---

Account Aggregation, [43-1](#)  
Add Currency Pairs, [28-1](#)  
Add External Bank, [43-5](#)  
Adhoc Reports, [61-4](#)  
Admin Approval Rules - Edit, [15-30](#)  
Admin Approval Rules – Create, [15-27](#)  
Admin Approval Rules – Search, [15-25](#)  
Admin Approval Rules – View, [15-26](#)  
Admin Workflow Management - Edit, [15-9](#)  
Admin Workflow Management – Create, [15-8](#)  
Admin Workflow Management – Search, [15-5](#)  
Administrative Approver Transactions, [2-19](#)  
Administrative Maker Transactions, [2-17](#)  
Alerts, [66-10](#)  
Alerts Maintenance, [41-1](#)  
Alerts Maintenance - Create, [41-6](#)  
Alerts Maintenance - Edit, [41-11](#)  
Alerts Maintenance - Search, [41-2](#)  
Alerts Maintenance- Delete, [41-13](#)  
All Transactions, [19-21](#)  
Analytics Dashboard, [48-1](#)  
API Consumption - Adhoc Report, [61-10](#)  
API Consumption - Schedule Reports, [61-14](#)  
API Consumption Report, [61-10](#)  
API Key, [38-1](#)  
Approval Rule – Create, [16-153](#)  
Approval Rule Report, [61-112](#)  
Approval Rule Report - Adhoc Report, [61-112](#)  
Approval Rules, [15-22](#)  
Approval Rules - Admin User, [15-24](#)  
Approval Rules - Edit, [16-149](#)  
Approval Rules - Retail & Business User, [15-31](#)  
Approval Rules - View, [16-145](#)  
Approval Rules – Retail & Business User - Search, [15-32](#)  
Approval Rules – Retail & Business User - View, [15-42](#)  
Approval Rules – Retail & Business User – Rule Summary, [15-39](#)  
Approval Rules – Select User Type, [15-23](#)  
Approval Rules – Summary, [16-143](#)  
Approval Workflow - Admin User - Workflow Management, [15-4](#)

Approval Workflow - Retail & Business User - Workflow Management, [15-11](#)  
Approval Workflow – Select User Type, [15-3](#)  
Approvals, [15-1](#)  
Approve or Reject Service Requests (created using Service Request Form Builder), [59-10](#)  
Approve or Reject Service Requests (For Service Requests available out of the box), [59-7](#)  
ATM / Branch Maintenance, [24-1](#)  
ATM & Branch Locator, [74-1](#)  
ATM/ Branch Maintenance - Add, [24-5](#)  
ATM/ Branch Maintenance - Delete, [24-13](#)  
ATM/ Branch Maintenance - Edit, [24-11](#)  
ATM/ Branch Maintenance - Search, [24-2](#)  
Audit Log, [52-1](#)  
Authentication, [35-1](#)  
Authentication - Create, [35-11](#)  
Authentication - Edit, [35-7](#)  
Authentication - View, [35-2](#)

## B

---

Bill Payment Pay Later - Adhoc Report, [61-27](#)  
Bill Payment Pay Later - Schedule Reports, [61-30](#)  
Bill Payment Pay Later Report, [61-27](#)  
Biller Category Maintenance, [29-1](#)  
Biller Category Maintenance - Add Category, [29-3](#)  
Biller Category Maintenance - Delete, [29-6](#)  
Biller Category Maintenance - Edit Category, [29-5](#)  
Biller Category Maintenance - Summary, [29-2](#)  
Biller Onboarding, [6-1](#)  
Biller Onboarding - Create, [6-4](#)  
Biller Onboarding - Delete, [6-17](#)  
Biller Onboarding - Edit, [6-14](#)  
Biller Onboarding - Search, [6-2](#)  
Biller Onboarding - View, [6-10](#)  
Biller Reconciliation - Adhoc Report, [61-22](#)  
Biller Reconciliation - Schedule Reports, [61-25](#)  
Biller Reconciliation Report, [61-22](#)  
Biller Registration - Adhoc Report, [61-17](#)  
Biller Registration - Schedule Reports, [61-20](#)  
Biller Registration Report, [61-17](#)  
Brand Mapping, [46-34](#)  
Brand Mapping Search, [46-34](#)  
Bundle Application, [17-7](#)

## C

---

Change Password, [67-7](#)  
 Client Maintenance, [54-15](#)  
 Client Maintenance - Search, [54-16](#)  
 Client Maintenance – Create, [54-20](#)  
 Client Maintenance – Edit, [54-19](#)  
 Comments, [16-9](#)  
 Copy and Create a new Request, [18-15](#)  
 Copy Terms and Conditions, [60-7](#)  
 Create Application Role, [32-11](#)  
 Create Mapping, [46-35](#), [47-21](#)  
 Create Terms and Conditions, [60-5](#)

## D

---

Dashboard, [2-1](#)  
 Dashboard Mapping – Summary, [47-20](#)  
 Dashboard Overview, [47-1](#)  
 Dashboard Overview – Clone, [47-16](#)  
 Dashboard Overview – Create, [47-6](#)  
 Dashboard Overview – Delete, [47-19](#)  
 Dashboard Overview – Design – Create Administrator Template, [47-10](#)  
 Dashboard Overview – Edit, [47-14](#)  
 Dashboard Overview – View, [47-4](#)  
 Dashboard Overview– Summary, [47-3](#)  
 Date Wise User Creation - Adhoc Report, [61-33](#)  
 Date Wise User Creation - Schedule Reports, [61-35](#)  
 Date Wise User Creation Report, [61-32](#)  
 Deactivate/Activate Service Request, [18-22](#)  
 Delete Application Role, [32-10](#)  
 Delete External Bank's Details, [43-11](#)  
 Delete Mapping, [46-37](#), [47-23](#)  
 Delete Schedule Reports, [61-9](#)  
 Delete Terms and Conditions, [60-9](#)  
 Deleted Mail, [66-8](#)

## E

---

Edit Application Role, [32-7](#)  
 Edit Custom Workflow, [17-5](#), [17-32](#)  
 Edit Schedule Reports, [61-8](#)  
 Edit Terms and Conditions, [60-6](#)  
 Electronic Bill Presentment and Payment, [6-1](#)  
 Entitlements, [33-1](#)  
 Entitlements - Edit, [33-3](#)  
 Entitlements - View, [33-1](#)  
 EPI Payment Reconciliation - Adhoc Report, [61-38](#)  
 EPI Payment Reconciliation – Schedule Report, [61-41](#)  
 EPI Payment Reconciliation Report, [61-38](#)  
 External Bank Maintenance, [43-1](#)

## F

---

FAQ, [3-37](#), [4-31](#), [5-19](#), [7-11](#), [8-20](#), [9-13](#), [10-10](#), [15-21](#), [15-45](#), [16-164](#), [17-34](#), [18-23](#), [19-17](#), [20-8](#), [21-7](#), [22-3](#), [24-14](#), [25-10](#), [26-5](#), [27-11](#), [31-9](#), [32-18](#), [34-12](#), [35-16](#), [36-6](#), [37-12](#), [39-10](#), [40-12](#), [41-30](#), [42-10](#), [44-7](#), [45-8](#), [47-24](#), [48-6](#), [49-10](#), [50-13](#), [51-17](#), [52-4](#), [53-20](#), [53-36](#), [53-44](#), [55-18](#), [56-6](#), [57-9](#), [58-8](#), [62-4](#), [65-3](#), [66-14](#), [67-8](#), [68-2](#)  
 FATCA & CRS Declaration - Adhoc Report, [61-43](#)  
 FATCA & CRS Declaration - Schedule Reports, [61-53](#)  
 FATCA & CRS Declaration Report, [61-43](#)  
 Feedback, [19-1](#)  
 Feedback Analytics, [19-18](#)  
 Feedback Template Maintenance, [19-1](#)  
 Feedback Template Maintenance - Create, [19-11](#)  
 Feedback Template Maintenance - Edit, [19-6](#)  
 Feedback Template Maintenance - Search, [19-2](#)  
 File Identifier Maintenance, [53-2](#)  
 File Identifier Maintenance - Administrator User - Create, [53-6](#)  
 File Identifier Maintenance - Administrator User – Edit, [53-8](#)  
 File Identifier Maintenance - Administrator User – Summary, [53-3](#)  
 File Identifier Maintenance - Corporate User - Create, [53-14](#)  
 File Identifier Maintenance - Corporate User – Edit, [53-18](#)  
 File Identifier Maintenance - Corporate User – Search and View, [53-9](#)  
 File Identifier Maintenance – User Type Selection, [53-3](#)  
 File Identifier wise Party User Mapping - Adhoc Report, [61-56](#)  
 File Identifier wise Party User Mapping - Schedule Report, [61-59](#)  
 File Identifier wise Party User Mapping Report, [61-55](#)  
 File Upload, [53-1](#)  
 File Upload – Bill Presentment, [53-36](#)  
 First Time Login, [22-1](#)  
 Forex Deal Maintenance, [28-1](#)  
 Forgot Password, [71-1](#)  
 Forgot Username, [72-1](#)

## G

---

General Feedback, [19-22](#)  
 Goal Category - Create, [45-5](#)  
 Goal Category - Edit, [45-7](#)  
 Goal Category - Search, [45-2](#)  
 Goal Category - View, [45-3](#)

Goal Category Maintenance, [45-1](#)  
 Group Corporate Alerts Subscription, [58-1](#)  
 Group Corporate Alerts Subscription - Search, [58-2](#)  
 Group Corporate Onboarding, [16-1](#)  
 Group Corporate Onboarding – Search Corporate, [16-2](#)  
 Group Corporate Profiling - Create, [16-13](#)  
 Group Corporate Profiling - Edit, [16-26](#)  
 Group Corporate Profiling - View, [16-22](#)

## I

---

Identity Domain Maintenance, [54-2](#)  
 Identity Domain Maintenance - Search, [54-2](#)  
 Identity Domain Maintenance – Create, [54-7](#)  
 Identity Domain Maintenance – Edit, [54-5](#)  
 Inbox, [66-2](#)  
 Individual Transactions, [19-19](#)

## J

---

JWT Encryption Key, [38-2](#)

## L

---

Limit Package Management, [8-1](#)  
 Limit Package Management - Clone, [8-14](#)  
 Limit Package Management - Create, [8-5](#)  
 Limit Package Management - Delete, [8-18](#)  
 Limit Package Management - Edit, [8-9](#)  
 Limit Package Management - View, [8-2](#)  
 Limits Definition, [7-1](#)  
 Limits Definition - Create, [7-4](#)  
 Limits Definition - Delete Limit, [7-9](#)  
 Limits Definition - View, [7-2](#)  
 List Of Topics, [75-1](#)

## M

---

Mailbox, [66-1](#)  
 Mailers, [42-1](#)  
 Mailers - Create, [42-4](#)  
 Mailers - Delete, [42-9](#)  
 Mailers - Edit, [42-6](#)  
 Mailers - Search and View, [42-2](#)  
 Mails, [66-2](#)  
 Manage Brand, [46-1](#)  
 Manage Brand - Create, [46-3](#)  
 Manage Brand - Delete, [46-33](#)  
 Manage Brand - Edit, [46-19](#)  
 Manage Brand - View, [46-17](#)  
 Manage DND Alerts, [73-1](#)  
 Merchant Management, [5-1](#)  
 Merchant Management - Delete, [5-18](#)

Merchant Management – Inward Remittance, [5-12](#)  
 Merchant Management – Inward Remittance – Create Merchant, [5-13](#)  
 Merchant Management – Inward Remittance – Edit, [5-15](#)  
 Merchant Management – Inward Remittance – View, [5-12](#)  
 Merchant Management – Outward Remittance, [5-3](#)  
 Merchant Management – Outward Remittance – Create Merchant, [5-6](#)  
 Merchant Management – Outward Remittance – Edit, [5-9](#)  
 Merchant Management – Outward Remittance – View, [5-4](#)  
 Merchant Management – Search, [5-2](#)  
 Message Maintenance, [64-1](#)  
 Message Maintenance - Edit, [64-3](#)  
 Message Maintenance - View, [64-1](#)  
 Missed Call Banking - Edit, [20-7](#)  
 Missed Call Banking - Search, [20-5](#)  
 My Reports, [62-1](#)  
 My Reports - Adhoc, [62-1](#)  
 My Reports - Scheduled, [62-3](#)

## N

---

Notifications, [66-12](#)

## O

---

OAuth 2.0, [54-1](#)  
 Origination Workflow Configuration, [17-1](#)

## P

---

Party Account Access, [11-1](#)  
 Party Account Access - Delete, [11-16](#)  
 Party Account Access - Edit, [11-13](#)  
 Party Account Access - Mapping (Create), [11-2](#)  
 Party Account Access - View, [16-46](#)  
 Party Account Access – Create, [16-38](#)  
 Party Account Access- Delete, [16-56](#)  
 Party Account Access- Edit, [16-49](#)  
 Party Account Access- View, [11-10](#)  
 Party Preferences, [4-1](#)  
 Party Preferences - Create, [4-5](#)  
 Party Preferences - Edit, [4-24](#)  
 Party Preferences - View, [4-21](#)  
 Party Preferences- Search, [4-2](#)  
 Party Resource Access, [13-1](#)  
 Party Resource Access - Delete, [13-12](#)  
 Party Resource Access - Edit, [13-9](#)  
 Party Resource Access - Mapping (Create), [13-2](#)  
 Party Resource Access- View, [13-6](#)

Party User wise File Identifiers Mapping - Adhoc Report, [61-61](#)

Party User wise File Identifiers Mapping - Schedule Reports, [61-65](#)

Party User wise File Identifiers Mapping Report, [61-61](#)

Party wise Approval Rule - Adhoc Report, [61-68](#)

Party wise Approval Rule - Schedule Reports, [61-71](#)

Party wise Approval Rule report, [61-67](#)

Party wise File Identifiers Mapping - Adhoc Report, [61-73](#)

Party wise File Identifiers Mapping - Schedule Reports, [61-77](#)

Party wise File Identifiers Mapping Report, [61-73](#)

Party wise Payee Maintenance - Adhoc Report, [61-80](#)

Party wise Payee Maintenance - Schedule Reports, [61-83](#)

Party wise Payee Maintenance Report, [61-79](#)

Party wise User Group - Adhoc Report, [61-85](#)

Party wise User Group - Schedule Report, [61-88](#)

Party wise User Group Report, [61-85](#)

Password Encryption and Decryption with Public and Private Key Pairs, [38-1](#)

Password Policy Maintenance, [37-1](#)

Password Policy Maintenance - Create, [37-6](#)

Password Policy Maintenance - Edit, [37-9](#)

Password Policy Maintenance - Search, [37-2](#)

Password Policy Maintenance - View, [37-3](#)

Payee Restriction Setup, [27-1](#)

Payee Restriction Setup - Create, [27-7](#)

Payee Restriction Setup - Edit, [27-4](#)

Payee Restriction Setup - View, [27-2](#)

Print Password, [56-1](#)

Print Password - Print, [56-4](#)

Print Password - Search, [56-2](#)

Product Maintenance, [25-1](#)

Product Maintenance - Create, [25-7](#)

Product Maintenance - Edit, [25-5](#)

Product Maintenance - View, [25-2](#)

Profile, [68-1](#)

## R

---

Ready to Submit, [16-10](#)

Relationship Maintenance, [49-1](#)

Relationship Mapping, [49-1](#)

Relationship Mapping Maintenance - Edit, [49-3](#)

Relationship Mapping Maintenance - View, [49-2](#)

Relationship Matrix, [49-6](#)

Relationship Matrix Maintenance - Edit, [49-8](#)

Relationship Matrix Maintenance - View, [49-7](#)

Reports, [61-1](#)

Request Processing, [59-1](#)

Request Processing - Summary, [59-2](#)

Reset Password, [3-34](#)

Resource Server Maintenance, [54-9](#)

Resource Server Maintenance - Search, [54-10](#)

Resource Server Maintenance – Create, [54-14](#)

Resource Server Maintenance – Edit, [54-12](#)

Retail & Business Approval Rules – Create, [15-34](#)

Retail & Business Workflow Management - Edit, [15-19](#)

Retail & Business Workflow Management – Summary, [15-13](#)

Retail & Business Workflow Management – View, [15-14](#)

Role Transaction Mapping, [32-1](#)

## S

---

Schedule Reports, [61-5](#)

Search & View Application Role, [32-2](#)

Search and View External Bank's Details, [43-2](#)

Search Audit Details, [52-1](#)

Security Keys, [38-1](#)

Security Questions Maintenance, [36-1](#)

Security Questions Maintenance - Create, [36-4](#)

Security Questions Maintenance - Edit, [36-3](#)

Security Settings, [67-1](#)

Send to Modify, [16-160](#)

Sent Mail, [66-5](#)

Sent Mail - Details, [66-7](#)

Service Request Definition - Search and View, [18-2](#)

Service Request Definition - Summary, [18-2](#)

Service Request Details (For Service Requests available out of the box), [59-5](#)

Service Request Details (Requests created using Service Request-Form Builder), [59-8](#)

Service Request Form Builder, [18-1](#)

Service Request Form Builder - Create, [18-8](#)

Service Request Form Builder - Edit, [18-17](#)

Session Summary, [69-1](#)

Session Timeout, [70-1](#)

Set Security Question, [67-1](#)

Single Product Application, [17-4](#)

SMS Banking, [20-1](#)

SMS Banking - Edit, [20-3](#)

Spend Category, [44-1](#)

Spend Category - Create, [44-4](#)

Spend Category - Edit, [44-6](#)

Spend Category - Search, [44-2](#)

Spend Category - View, [44-3](#)

Step 1: Group Corporate Profiling, [16-12](#)

Step 2: Party Account Access, [16-37](#)

Step 3: User Onboarding, [16-57](#)

Step 4: User Group Maintenance, [16-83](#)

Step 5: User Account Access, [16-91](#)

Step 6: Report Mapping, [16-120](#)

Step 7: Workflow Management, [16-130](#)

Step 8: Approval Rules, [16-142](#)  
 Subscribe/ Unsubscribe Alerts, [57-5](#), [58-5](#)  
 System Administrative Transactions, [2-5](#)  
 System Rules, [21-1](#)

## T

---

Terms and Conditions - Search and View, [60-2](#)  
 Terms and Conditions - View, [60-4](#)  
 Terms and Conditions Maintenance, [60-1](#)  
 Top Three and Bottom Three Transactions, [19-19](#)  
 Touch Point Group Maintenance, [31-1](#)  
 Touch Point Group Maintenance - Create, [31-6](#)  
 Touch Point Group Maintenance - Edit, [31-3](#)  
 Touch Point Group Maintenance - View, [31-2](#)  
 Touch Point Maintenance, [30-1](#)  
 Touch Point Maintenance - Create, [30-7](#)  
 Touch Point Maintenance - Edit, [30-5](#)  
 Touch Point Maintenance - View, [30-2](#)  
 Transaction Aspects, [23-1](#)  
 Transaction Blackout, [50-1](#)  
 Transaction Blackout - Create, [50-5](#)  
 Transaction Blackout - Delete, [50-11](#)  
 Transaction Blackout - Edit, [50-9](#)  
 Transaction Blackout - Search, [50-2](#)  
 Transaction Group Maintenance, [10-1](#)  
 Transaction Group Maintenance - Create, [10-4](#)  
 Transaction Group Maintenance - Delete, [10-7](#)  
 Transaction Group Maintenance - Edit, [10-5](#)  
 Transaction Group Maintenance - View, [10-2](#)  
 Transaction Host Integration Matrix, [1-1](#)  
 Transaction Working Window - Create, [51-7](#)  
 Transaction Working Window - Delete, [51-15](#)  
 Transaction Working Window - Edit, [51-10](#)  
 Transaction Working Window - Search, [51-2](#)

## U

---

Update External Bank's Details, [43-8](#)  
 Update Forex Deal, [28-3](#)  
 Update Transaction Aspects, [23-3](#)  
 Uploaded File Inquiry – Default View, [53-39](#)  
 Uploaded File Inquiry – File Details – Bill  
 Presentment, [53-43](#)  
 Uploaded File Inquiry – Search Filters, [53-40](#)  
 Uploaded Files Inquiry, [53-38](#)  
 User Account Access, [12-1](#)  
 User Account Access - Delete, [12-22](#)  
 User Account Access - Edit, [12-17](#)  
 User Account Access - Mapping (Create), [12-2](#)  
 User Account Access – Create, [16-93](#)  
 User Account Access – Delete, [16-119](#)  
 User Account Access – Edit, [16-109](#)  
 User Account Access – View, [16-104](#)  
 User Account Access- View, [12-12](#)  
 User Alerts Subscription, [57-1](#)

User Alerts Subscription - Search, [57-2](#)  
 User Entitlement Report, [61-118](#)  
 User Entitlement Report- Adhoc Report, [61-118](#)  
 User File Identifier Mapping, [53-21](#)  
 User File Identifier Mapping - Corporate User -  
 Create, [53-32](#)  
 User File Identifier Mapping - Corporate User -  
 Edit, [53-34](#)  
 User File Identifier Mapping - Corporate User -  
 Search, [53-29](#)  
 User File Identifier Mapping – Administrator -  
 Create, [53-26](#)  
 User File Identifier Mapping – Administrator - Edit,  
[53-27](#)  
 User File Identifier Mapping – Administrator -  
 Search, [53-23](#)  
 User File Identifier Mapping – User Type  
 Selection, [53-23](#)  
 User Group - Service Request Mapping, [40-1](#)  
 User Group - Service Request Mapping - Create,  
[40-5](#)  
 User Group - Service Request Mapping - Modify,  
[40-9](#)  
 User Group - Service Request Mapping - Search,  
[40-2](#)  
 User Group - Subject Mapping, [39-1](#)  
 User Group - Subject Mapping - Create, [39-5](#)  
 User Group - Subject Mapping - Modify, [39-8](#)  
 User Group - Subject Mapping - Search, [39-2](#)  
 User Group Management, [55-1](#)  
 User Groups - Admin User – Create, [55-3](#)  
 User Groups - Admin User – Edit Group, [55-7](#)  
 User Groups - Admin User – Search Summary,  
[55-5](#)  
 User Groups - Retail & Business User – Create,  
[55-11](#)  
 User Groups - Retail & Business User – Edit  
 Group, [55-13](#)  
 User Groups - Retail & Business User – Group  
 Summary, [55-15](#)  
 User Groups - Retail & Business User – Search  
 Party, [55-9](#)  
 User Groups – Admin User, [55-3](#)  
 User Groups – Create, [16-84](#)  
 User Groups – Edit, [16-89](#)  
 User Groups – Retail & Business User, [55-9](#)  
 User Groups – Select User Type, [55-2](#)  
 User Groups – Summary & View, [16-86](#)  
 User Helpdesk, [65-1](#)  
 User Limits, [9-1](#)  
 User Limits - Edit, [9-6](#)  
 User Limits - View, [9-2](#)  
 User List Report, [61-115](#)  
 User List Report - Adhoc Report, [61-115](#)  
 User Management, [3-1](#)  
 User Management - Create, [3-3](#), [16-74](#)



User Management - Edit, [3-26](#), [16-67](#)  
User Management - Search and View, [3-12](#),  
[16-59](#)  
User Profile - Edit, [26-3](#)  
User Profile - View, [26-2](#)  
User Profile Maintenance, [26-1](#)  
User Report Mapping, [63-1](#)  
User Report Mapping - Administrator User, [63-2](#)  
User Report Mapping - Create, [16-126](#), [63-2](#),  
[63-14](#)  
User Report Mapping - Edit, [16-128](#), [63-8](#), [63-16](#)  
User Report Mapping - Search, [63-4](#), [63-10](#)  
User Report Mapping – Retail and Business User,  
[63-10](#)  
User Report Mapping – Search & View, [16-121](#)  
User Report Mapping – Select User Type, [63-1](#)  
User Resource Access, [14-1](#)  
User Resource Access - Delete, [14-16](#)  
User Resource Access - Edit, [14-13](#)  
User Resource Access - Mapping (Create), [14-2](#)  
User Resource Access- Search, [14-8](#)  
User Security Question - Edit, [67-5](#)  
User Segment Maintenance, [34-1](#)  
User Segment Maintenance - Create, [34-9](#)  
User Segment Maintenance - Edit, [34-5](#)  
User Segment Maintenance - Search, [34-2](#)  
User Segment Summary - Adhoc Report, [61-90](#)  
User Segment Summary - Schedule Reports,  
[61-93](#)  
User Segment Summary Report, [61-90](#)

## V

---

View Default and Custom Workflows, [17-28](#)  
View Linked Parties under Group Corporate, [16-8](#)  
View Scheduled Reports, [61-6](#)  
View Security Questions, [36-2](#), [67-4](#)  
View Transaction Aspects, [23-2](#)  
View Workflows, [17-2](#)

## W

---

Wallet KYC Report, [61-100](#)  
Wallets Creation for a Date Range - Adhoc  
Report, [61-95](#)  
Wallets Creation for a Date Range - Schedule  
Report, [61-98](#)  
Wallets Creation for a Date Range Report, [61-95](#)  
Wallets KYC - Adhoc Report, [61-100](#)  
Wallets KYC - Schedule Report, [61-104](#)  
Wallets Transaction Activity - Adhoc Report,  
[61-106](#)  
Wallets Transaction Activity - Schedule Report,  
[61-109](#)  
Wallets Transaction Activity Report, [61-106](#)  
Workflow Management, [15-2](#)  
Workflow Management - Edit, [16-139](#)  
Workflow Management – Create, [15-16](#), [16-135](#)  
Workflow Management – Summary, [16-131](#)  
Workflow Management – View, [15-6](#), [16-133](#)  
Working Window, [51-1](#)