

Oracle Banking Branch

Current Account and Saving Account User Guide



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Preface

This manual is designed to help you quickly get acquainted with the Oracle Banking Branch Current Account and Savings Account Services. It provides an overview of the module and provides information on using the Current and Savings Account sub-module of Oracle Banking Branch Current Account and Savings Account Services.

- [Audience](#)
- [Conventions](#)
- [Symbols, Definitions and Abbreviations](#)
- [List of Topics](#)
- [Screenshot Disclaimer](#)

Audience

This manual is for the Customer Service Representatives (CSRs) and staff in charge of setting up new products in your bank.

Conventions

The following text conventions are used in this document:

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

Symbols, Definitions and Abbreviations

The following are some of the Symbols you are likely to find in the manual:

Table 1 Symbols


Icons and Buttons	Description
	Edit Icon

Table 1 (Cont.) Symbols






















Icons and Buttons	Description
	Delete Icon
	Exit Icon
	Search Icon
	Customer Information Icon
	Add Tiles to Dashboard
	Add New Event
	Calendar Icon
	Filter
	First
	Last
	Previous
	Next
	Expand
	Collapse
	View
	Modify
	Close
	Bell
	Attachments
	Alert
	Information

Table 2 Common Icons and its Definitions

Icon Names	Applicable Stages	Operation
Document	Initiation, Approval and Hand-off Retry	The maker of the transaction can click on 'Document' to upload documents that are relevant to the transaction. Once uploaded, the documents are available for viewing during authorization or by the maker.
Change Log	Approval	When the authorizer clicks on the Change Log button, the system displays the changes made to the transaction in a pop-up window. By default, the change log is set to display only modified values. The Change Log button has two options, they are, All and Updated . The All button displays both modified and non-modified fields and the Updated button displays only the modified fields. The old and new values are displayed so that the authorizer can compare or verify the values and decide on further action. Also, the new values appear in red for easy recognition.
Remarks	Initiation, Approval and Hand-off Retry	'Remarks' can be used either by the maker or the authorizer of the transaction to optionally capture useful information about the transaction.
Host Error	Hand Off Retry	'Hand off Retry' comes into use whenever a transaction input from the mid-office system fails authorization due to Host System rejection. The authorizer of the transaction can view the reason for Host rejection and take appropriate action.
i icon	Initiation, Approval and Hand-off Retry	To view the Customer details such as the photograph, signature, customer ID, Account Branch, and balance, the 'i' icon is used. The 'i' icon becomes active once the maker of the transaction inputs the account number and tabs out of the field. The 'i' icon is useful to inquire customer information about both the debit and the credit account numbers.
Minimize	Initiation, Approval and Hand-off Retry	Users can minimize the transaction input screen. When the screen is minimized, it appears as a separate tab within the same web page.
Maximize	Initiation, Approval and Hand off Retry	User can maximize the transaction input screen.
Close	Initiation, Approval and Hand off Retry	Users can close the transaction input screen. The system displays a warning message to the user that any unsaved data would be lost. User can either choose to ignore the message and close the screen or choose to 'save and close' the transaction.
Save and Close	Initiation	In case a transaction has to be closed midway due to a lack of sufficient information, the maker of the transaction can choose this option. On 'Save & Close', the input details are saved and the transaction screen is closed. Saved transaction details will be available in 'My task'. Users can select the transaction from 'My Task' and proceed with the transaction or delete it.

Table 2 (Cont.) Common Icons and its Definitions

Icon Names	Applicable Stages	Operation
Submit	Initiation	After submitting the initiation stage, the system validates the transaction with the host and displays the errors or overrides if any. In case of an error, you can modify and resubmit or cancel the transaction. In case of an override, you can modify and resubmit or proceed with the transaction by accepting the overrides.
Cancel	Initiation, Approval and Hand off Retry	Cancel operation cancels the transaction input midway without saving any data. The user is alerted that the input data would be lost before confirming the cancellation.
Delete	Initiation	Delete operation deletes the transaction without saving any data. The user is alerted that the input data would be lost before confirming the deletion.
Approve	Approval	The system displays a section where approval remarks if any can be input. Click OK to submit. The transaction is sent to the Host system through OBRH. The Host system validates the transaction again and the transaction is created if all the validations are successful. If the transaction fails, the system displays an error message, and the transaction is moved to Hand-off retry stage. In this stage, the authorizer can retry or reject the transaction. On reject, the transaction is sent back to the maker to modify or delete it.
Reject	Approval and Hand off Retry	When an authorizer chooses to reject a transaction, the 'Reject' icon is used. The system displays a pop-up screen to capture the Rejection remarks if any. Click OK for the transaction to be routed back to the initiation stage. Subsequently, the maker can modify or delete the transaction details.
Retry	Hand off Retry	The possibility of retrying a transaction arises when transaction input from the mid-office system fails authorization due to Host System rejection. Such host-rejected transactions will be present in the Hand off Retry queue in the Task Wizard. The Retry option is available only to the authorizer. Upon 'Retry', the transaction is sent to the host once again through Oracle Banking Routing Hub. Optionally, the authorizer can also 'Reject' the transaction in which case it is routed back to the maker.
Audit	Initiation, Approval and Hand off Retry	Audit details provide the logs of users who have acted on the transaction, the transaction date, and the time for all stages that the transaction has passed through.
Reset	Hand off Retry	The reset button clears all the details displayed on the screen and allows input or selection of a different customer number.

Table 2 (Cont.) Common Icons and its Definitions

Icon Names	Applicable Stages	Operation
Overrides	Initiation, Approval and Hand-off Retry	<p>If override messages had appeared during initiation stage and they were accepted by the maker during submission, the Overrides button appears in the Initiation screen if the transaction is subsequently rejected by the authorizer.</p> <p>On the Override Details section, click Decline to go back to the transaction screen to modify or cancel it, or click Accept to complete the initiation stage and move the transaction to the approval stage. The Overrides button is displayed in the Approval and Hand-off retry stage if there were any override messages generated during initiation and accepted by the maker. When the Overrides button is clicked, the system displays the overrides accepted by the maker.</p> <p>After verifying the transaction and override details, the authorizer can either approve or reject the transaction. Existing Approve Transaction section is modified to display the overrides if any overrides are raised during the initiation submits.</p>

List of Topics

This manual is organized as follows:

Table 3 List of Topics

Topics	Description
Preface	This topic provides the general information about the manual. It also list the various topics covered in the User Manual.
Dashboard	<p>The Dashboard provides an overview of the goings-on at the bank to its users, which helps the user in managing the transaction life cycle of different activities in an efficient manner.</p> <ul style="list-style-type: none"> • Pending Documentation • Bulletin Board • My Diary • Service Request • My Pending Tasks
Account View	<p>Following topic is part of Account View:</p> <ul style="list-style-type: none"> • Account 360
Maintenance	<p>The topics which are part of Maintenance are:</p> <ul style="list-style-type: none"> • Account Address Update • Account Documents Update • Primary Party Change • Joint Holder Maintenance • Nominee Details Update • Memo Maintenance • Bulletin Board Maintenance • Account Preferences

Table 3 (Cont.) List of Topics

Topics	Description
Statement	The topics which are part of Statement are: <ul style="list-style-type: none"> • Ad hoc Account Statement • Account Statement Frequency
Status Update	The topics which are part of Status update are: <ul style="list-style-type: none"> • Activate Dormant Account • Account Status Change
Limits	The topics which are part of Limits are: <ul style="list-style-type: none"> • Overdraft Limits Summary • Temporary Overdraft Limit • Secured Overdraft Limits • Unsecured Overdraft Limits • Advance against Uncollected Funds
Amount Block	The topics which are part of Amount Block are: <ul style="list-style-type: none"> • Amount Block • View and Modify Amount Block • Consolidated Amount Block
Cheque Book	The topics which are part of Cheque Book are: <ul style="list-style-type: none"> • Stop Cheque Payment • View and Modify Stop Cheque Payment • Cheque Book Status • Cheque Book Request
Debit Card	The topics which are part of Debit Card are: <ul style="list-style-type: none"> • Card Status Change • ATM and POS Limits • Debit Card Request
Standing Instruction	The topics which are part of Standing Instructions are: <ul style="list-style-type: none"> • Scheduled Transfer • View and Modify Scheduled Transfer • Sweep In to Account • View and Modify Sweep In to Account • Sweep Out from Account • View and Modify Sweep Out from Account • Term Deposit Instruction • Online Account Sweep In
Inquiry	The topics which are part of Inquiry are: <ul style="list-style-type: none"> • Account Balance Inquiry • Account Transaction Inquiry • Cheque Status Inquiry • Tax Deducted at Source Inquiry • Online Account Sweep History
Track Receivables	This topic describes about the Track Receivables <ul style="list-style-type: none"> • Release Track Receivable • Delete Track Receivable

Table 3 (Cont.) List of Topics

Topics	Description
Others	The topics which are part of Others are: <ul style="list-style-type: none">• Account Branch Transfer• Uncollected Funds Release• Tax Waiver at Customer Level• Branch Transfer Log• Account Product Transfer

Screenshot Disclaimer

Personal information used in the interface or documents are dummy and does not exist in the real world. It is only for reference purposes.

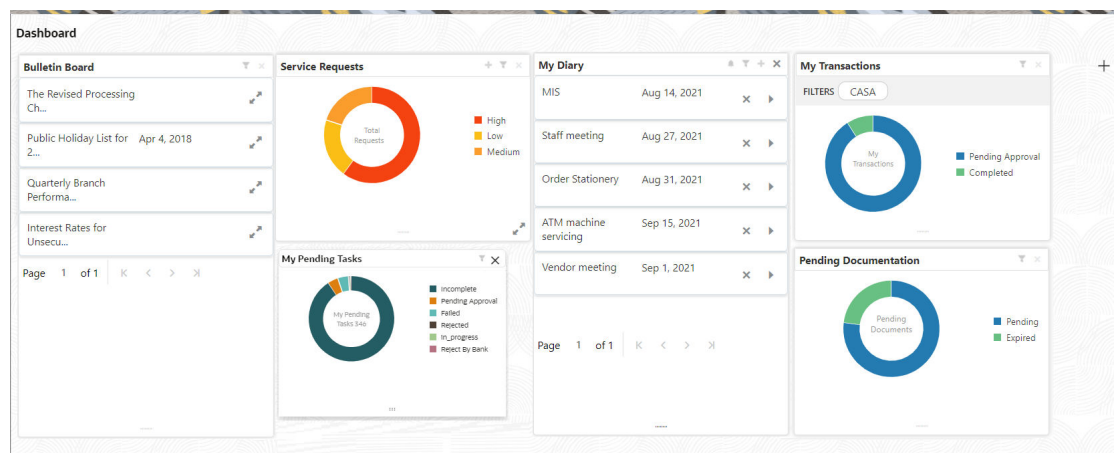
1

Dashboard

This topic describes the systematic instructions about Dashboard and various widgets used. This Dashboard provides an overview of the goings-on at the bank to its users, which helps the user in managing the transaction life cycle of different activities in an efficient manner.

The Dashboard is used to visualize the data by graphically representing them using a doughnut wheel. In Dashboard the filters are used to narrow down the data to the transaction level.

Figure 1-1 Dashboard



The Dashboard displays widgets for which access is granted to the user. Following widgets are available in the Account Dashboard and described in the sub-sections:

- [Pending Documentation](#)
This topic describes the systematic instruction about the Pending Documentation widget in Dashboard.
- [Bulletin Board](#)
This topic describes the systematic instruction about the Bulletin Board widget in Dashboard.
- [My Diary](#)
This topic describes the systematic instruction about the My Diary widget in Dashboard.
- [Service Request](#)
This topic describes the systematic instruction about the Service Request widget in Dashboard.
- [My Pending Tasks](#)
This topic describes the systematic instruction about My Pending Tasks widget in Dashboard.

1.1 Pending Documentation

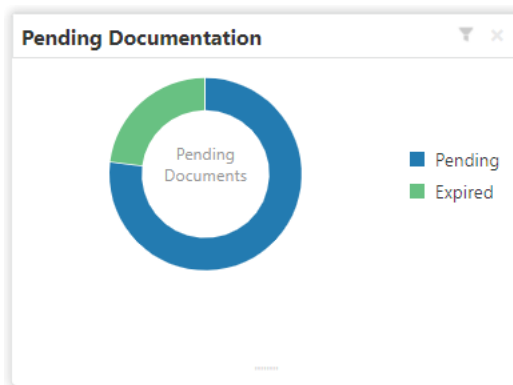
This topic describes the systematic instruction about the Pending Documentation widget in Dashboard.

The Pending documentation widget provides users a view of pending, expired, expiring this month documents.

The Pending Documentation doughnut is classified as follows:

- Pending
- Expired
- Expiring this Month

Figure 1-2 Pending Documentation

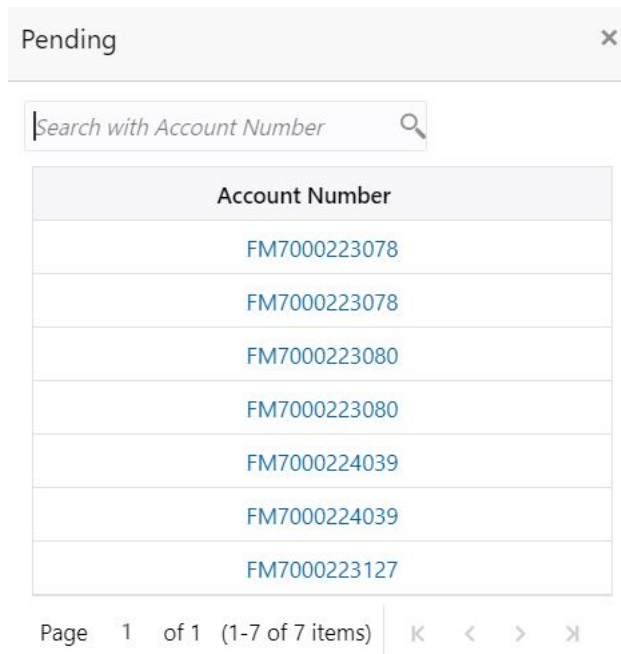


1. Hover the mouse on each section of the widget, it displays the total number of documents outstanding for each respective segment.
2. Click on a particular section of the widget.

For example, when you click on the Pending section, the pop-up window lists all the account numbers from which documents are pending to be collected.

A pop-up window displays the account numbers available.

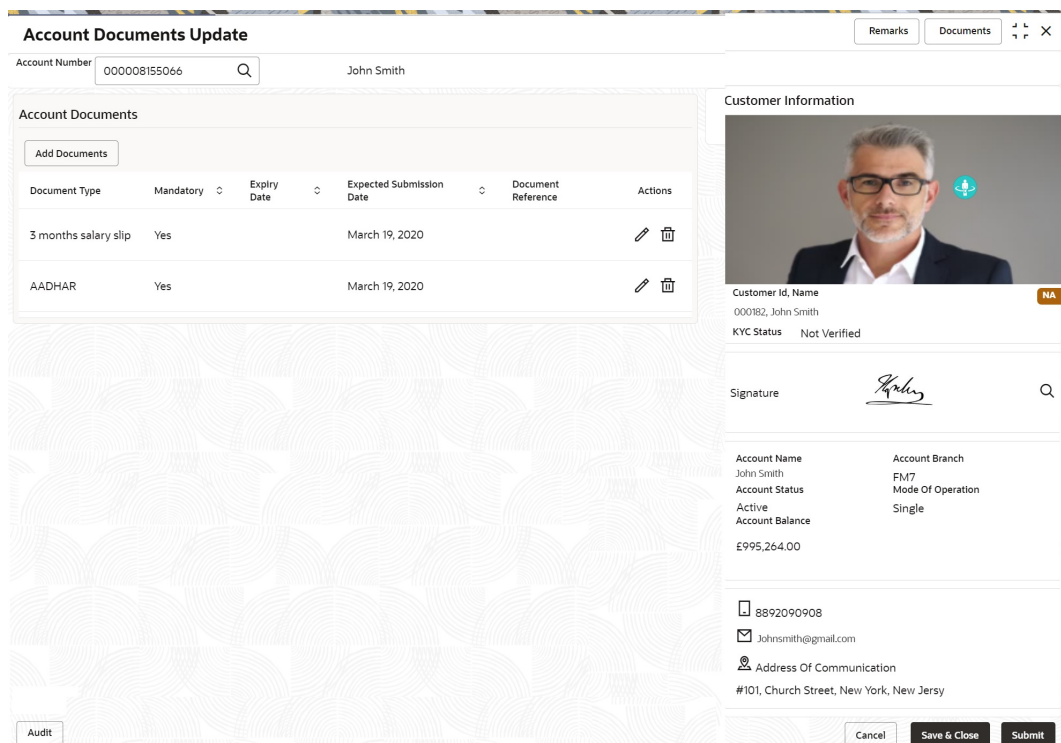
Figure 1-3 Pending



3. Search for a specific account number by entering the search field and click the search icon.
4. Click the account number.


Account Documents Update screen is displayed.

Figure 1-4 Account Documents Update



5. On the **Account Documents Update** screen, the following fields are displayed.
 - a. Document Type
 - b. Mandatory
 - c. Expiry Date
 - d. Expected Submission Date
 - e. Actual Submission Date
 - f. Document Reference
 - g. Actions


For more information on the fields, refer to .

6. Click  to filter the pending documentation based on the sub domain and product.

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

Table 1-1 Pending Documentation-Filter


Field	Description
Filter by Sub Domain	Displays all the modules supported by widget from the drop down list.
Filter by Product	Enter the Account Class Code or click the search icon to view the Filter by Product pop-up window. By default, this window lists all the Account Class codes present in the system. You can search Account Class code , Account Class description or Account Type and click on the Fetch button.

7. Click the **Filter** button.
The applied Filters will appear in the band within the widget.
8. To remove the filters, click  icon and click the clear button.

1.2 Bulletin Board

This topic describes the systematic instruction about the Bulletin Board widget in Dashboard.

The Bulletin Board widget posts all messages about the business in between the bank

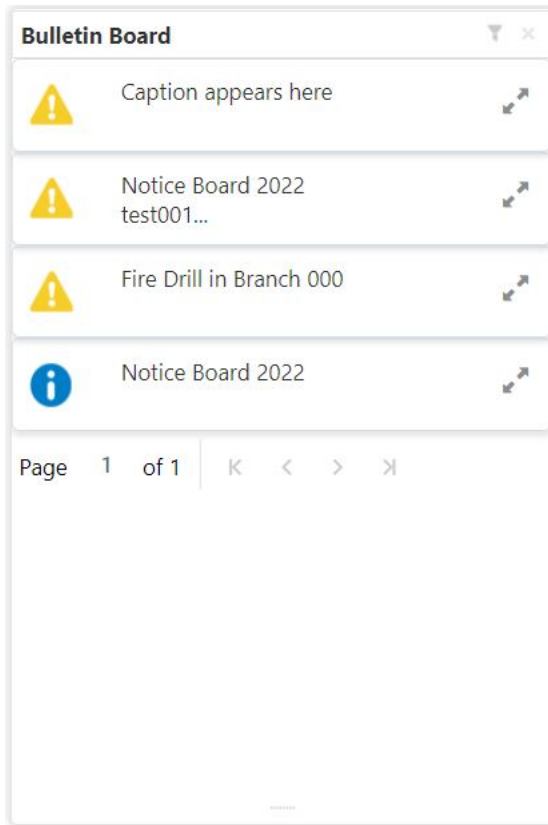
and its customers. If the bulletin message is Alert, the  icon is displayed and if

the bulletin message is information, the  icon is displayed.

The messages are:

- Public news and its messages
- Bank policies and notices
- System Messages like system downtime information, network failures, etc.

Figure 1-5 Bulletin Board




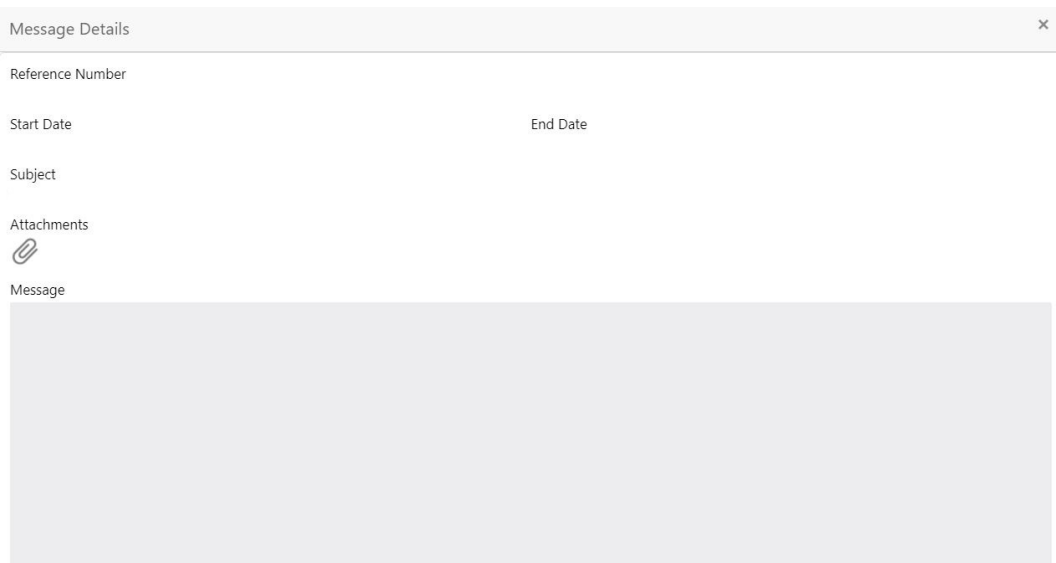
1. To view the details of the bulletin, click  icon. **Message Details** pop-up window is displayed.

Figure 1-6 Message Details




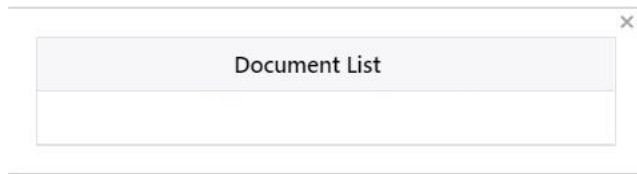

- Click the  icon, to view the list of attachments.
Document List pop-up window is displayed.


Figure 1-7 Document List

- Click the attachment to view the document.
- Click  icon to filter the bulletin board based on Reference Number, Start Date, End Date.

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

Table 1-2 Bulletin Board-Filter - Field Description

Field	Description
Reference Number	Enter the Reference Number or click the search icon to view the Reference Number pop-up window. By default, this window lists all the Reference Numbers present in the system. You can search for a specific Reference Number by providing Reference Number , and click on the Fetch button.
Start Date	Click on the adjoining calendar icon and specify the Start Date .
End Date	Click on the adjoining calendar icon and specify the End Date .

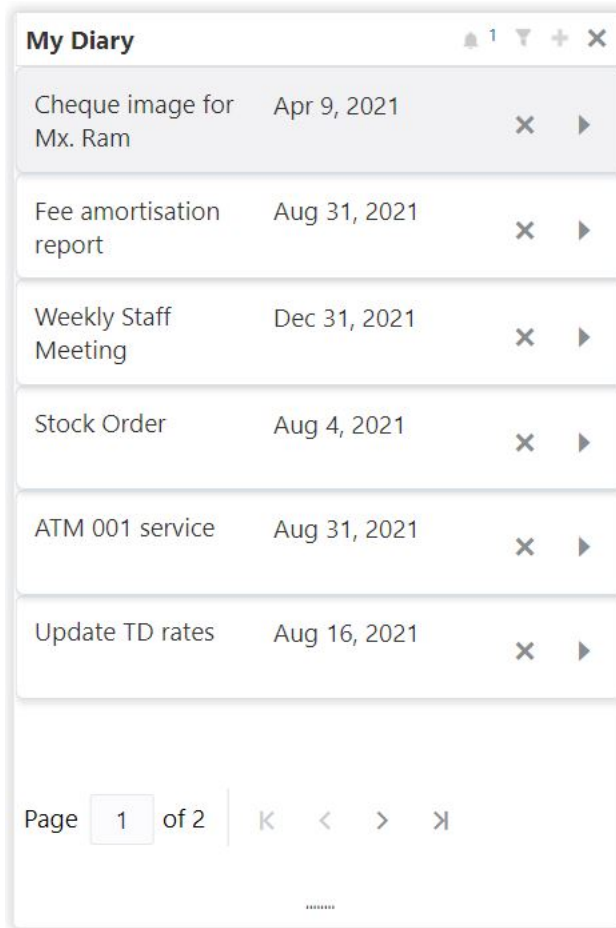
- Click the **Filter** button.
The applied Filters will appear in the band within the widget.
- To remove the filters, click  icon and click the clear button.

1.3 My Diary

This topic describes the systematic instruction about the My Diary widget in Dashboard.

My Diary widget helps users to keep a record of activities that they would perform in the near future or perform at regular intervals. This widget allows users to set reminders, define a frequency for reminders as well as define an end date to the event.

Figure 1-8 My Diary




1. Click  to filter the events based on due date.
For more information on fields, refer to the field description table.

Table 1-3 My Diary-Filter

Field	Description
Filter By Due Date	Click on the adjoining calendar icon and specify the Due date.





2. The dairy event within the widget will show the Title and the End-Date. Click  to view or edit the diary event.
3. When the user defines the reminder date for a dairy event, the bell icon with the number of reminder events will be displayed. Click  icon to view the events that are due for the day.
4. Click  to create a new Diary event
Add Event pop up screen is displayed.

Figure 1-9 My Diary - Add Event

5. On **Add Event** pop up screen, specify the fields.
For more information on fields, refer to the field description table.

Table 1-4 My Diary-Add Event

Field	Description
Title	Enter an appropriate title for the diary event. When event is saved, the title appears on the widget.
Message	Enter details about the diary event.
Reminder	Click on the adjoining calendar icon and specify the reminder date.
Reminder Frequency	Users can define a reminder frequency for the diary event in Days, Months, or Years. By using the increment and decrement button, the frequency can be increased or decreased.
End Date	Click on the adjoining calendar icon and specify the End date. On this date, the event will be removed from the widget. <div style="border: 1px solid #0070C0; padding: 5px; background-color: #E6F2FF;"> <p> Note: If the Due Date is not specified, the event remains in the widget indefinitely.</p> </div>

6. Click the **Filter** button.
The applied Filters will appear in the band within the widget.
7. To remove the filters, click  icon and click the clear button.

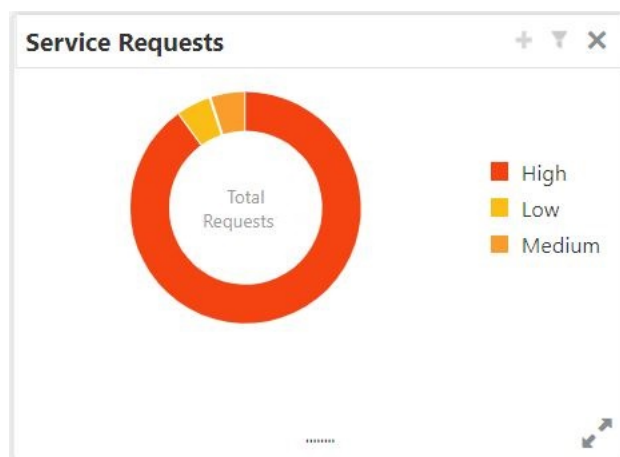
1.4 Service Request

This topic describes the systematic instruction about the Service Request widget in Dashboard.

Service Request widget helps the user to capture the service requests on behalf of customers whose transactions cannot be completed in a straight-through processing sequence or which might take time to analyze or investigate. Transactions such as double debits, incorrect charges, ambiguous transactions fall into this category. The Service Requests widget is classified based on priority namely:

- High
- Medium
- Low

Figure 1-10 Service Requests




1. To view the Service Requests, hover the mouse on each section of the doughnut.
2. The Service Request details are derived from the function id **STDSRQST** (Service Request Input screen). Users can edit and save the details in this screen.
3. On the Service Request doughnut, when a section is clicked the doughnut pops out. Whenever the page is navigated away from the dashboard, this pop-out will reset and go back to the default view.

Service Request Doughnut pop-out is displayed.

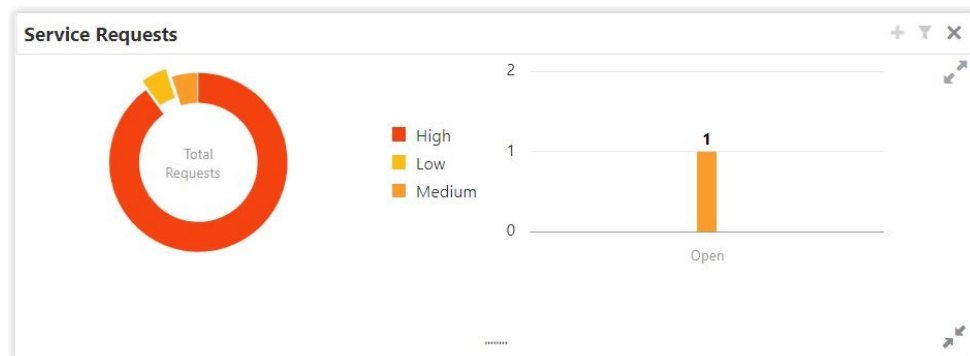
Figure 1-11 Service Request Doughnut pop-out





4. Click  icon to view the bar graph which displays different status of the service requests. Each bar displays the total number of service requests at the top of the bar.

Service Request-Bar Graph is displayed.

Figure 1-12 Service Request-Bar Graph



5. The bar graph displays different status like Open, Closed, Escalated, Pending. For a specific status, users can click the bar to view the following service request details in a tabular format.
 - a. Service Request Number
 - b. Service Request Type
 - c. Customer Number
 - d. Account Number
6. Click  icon to close the bar graph.
7. On the Service Request widget, click  icon to view available service requests for selected priority with the status in tabular format.

Priority Service Request pop-up window gets displayed.

Figure 1-13 Priority Service Request Pop Up Window

Low Priority Service Requests

Service Request Number: Search with Service Request No
 Customer Number: Search
 Account Number: Search
 Status: [Dropdown]

Service Request Number	Service Request Type	Customer Number	Account Number	Status
000XXX000024	Auto Payment			Open

Page 1 of 1 (1 of 1 items) [Navigation icons]

8. Users can view the following details in the Service Requests table,
 - a. Service Request Number
 - b. Service Request Type
 - c. Customer Number
 - d. Account Number
 - e. Status
9. Click **+** icon to create New Service Requests.
New Service Request screen is displayed.



Figure 1-14 Service request-New Service request

New Service Request

Account Number * [Search icon]
 Service Request Type * [Dropdown]
 Full Name
 Priority: Low [Dropdown]
 Telephone
 Status: Open [Dropdown]
 Mobile Number
 Service Request Date *: Mar 30, 2018 [Calendar icon]
 Email
 Target Completion Date [Calendar icon]
 Service Request Description: Please enter description [Text area]
 Save


10. On the **New Service Request** screen, specify the fields.
 For more information on fields, refer to the field description table.

Table 1-5 Service Request-New Service Request

Field	Description
Account Number	Account Number is displayed based on the Customer Number selected. Alternatively, users can also enter or click the search icon to view the Customer Account Details pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing the Account Number or Account Name and click the Fetch button. After the Account Number is selected, the system defaults the Customer Number.
Service Request Type	Select the service request type.
Full Name	Displays the full name defined at the customer record.
Priority	Users can select any one of the Priority Type from the drop-down list. The Priority drop-down lists the below values, <ul style="list-style-type: none"> • High • Medium • Low <div style="border: 1px solid #0070c0; padding: 5px; margin-top: 10px;"> <p> Note: By default, the Low option is selected.</p> </div>
Telephone	Displays the telephone number defined at the customer record.
Status	Users can select any one of the Status from the drop-down list. The Status drop-down lists the below values, <ul style="list-style-type: none"> • Open • Pending • Closed • Escalated
Mobile Number	Displays the mobile number defined at the customer record.
Service Request Date	Click on the adjoining calendar icon and specify the Service Request Date . <div style="border: 1px solid #0070c0; padding: 5px; margin-top: 10px;"> <p> Note: By default, the branch date is displayed.</p> </div>
Email	Display the Email ID defined at the customer record.
Target Completion Date	Click on the adjoining calendar icon and specify the Target Completion Date of the service request.
Service Request Description	Users can enter the description about the Service Request.

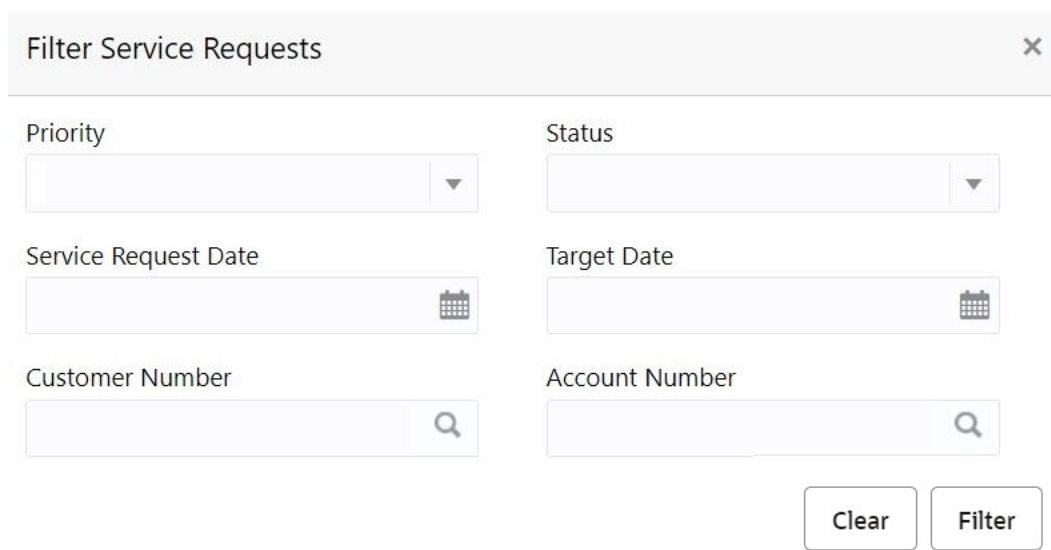
11. After entering all the details users need to click on **Save** button. The system generates a service request number and populates in the Service Request Number field & displays a success message **SR is saved successfully**. When the

user accepts the message, the screen is closed and the service request appears on the widget.

12. Click  to filter the service requests

Filter Service Requests pop up window is displayed.

Figure 1-15 Filter Service Requests Pop Up Window



13. On **Filter Service Requests** pop up window, specify the fields.
For more information on fields, refer to the field description table.

Table 1-6 Filter Service Requests

Field	Description
Priority	Users can select any one of the Priority Type from the drop-down list. The Priority drop-down lists the below values, <ul style="list-style-type: none"> • High • Medium • Low
Status	Users can select any one of the Status from the drop-down list. The Status drop-down lists the below values, <ul style="list-style-type: none"> • Open • Pending • Closed • Escalated
Service Request Date	Click on the adjoining calendar icon and specify the Service Request Date .
Target Date	Click on the adjoining calendar icon and specify the Target Date of the service request.
Customer Number	Enter the Customer Number or click the search icon to view the Customer Details pop-up window. By default, this window lists all the Customer Numbers present in the system. You can search for a specific Customer Details by providing Customer Number or Customer Name and click the Fetch button.

Table 1-6 (Cont.) Filter Service Requests

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Customer Account Details pop-up window. By default, this window lists all the Customer Numbers present in the system. You can search for a specific Customer Account Details by providing Customer Number , Account Number or Account Name and click the Fetch button.

14. Click the **Filter** button.

The applied Filters will appear in the band within the widget.

15. To remove the filters, click  icon and click the clear button.

1.5 My Pending Tasks

This topic describes the systematic instruction about My Pending Tasks widget in Dashboard.

My Pending Tasks widget provides the user list of transactions that are in different statuses such as rejected, failed, and incomplete. Users can click on each section of the widget to access the transactions and proceed to complete them.

My Pending Tasks doughnut is classified as follows:

- Failed
- Incomplete
- Rejected

Figure 1-16 My Pending Tasks




1. To view the Pending Tasks, hover the mouse on each section of the doughnut.

2. Click  to display the transactions based on process name.

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

Table 1-7 My Pending Tasks-Filter

Field	Description
Process Name	Enter the Process Name or click on the search icon to select the processes available under a particular sub-domain.

3. Click the **Filter** button.
The applied Filters will appear in the band within the widget.
4. To remove the filters, click  icon and click the clear button.

2

Servicing Charge

You can configure online service charge configure account servicing screens. The system validates the charge amount against the account balance when you modify or waive the charge details. You can define multiples charges for the servicing transactions.

Based on the charge maintenance, you can configure the charges in the following screens:

- **Account Address Update**
- **Activate Dormant Account**
- **Cheque Book Request**
- **Cheque Book Status**
- **Stop Cheque Payment**

To configure charge details:

1. In the **Charge Details** section, view the required details.

Figure 2-1 Charge Details

Charge Code	Currency	Defaulted Amount	Modified Amount	Charge Details	Waiver
ADDCHR	GBP	50	50		<input type="checkbox"/>
STAX	GBP	5	5		<input type="checkbox"/>




Total Charge Amount in Local Currency: 55 Total Charge Amount in Account Currency: 55

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

Table 2-1 Charge Details - Field Description

Field	Description
Charge Code	Displays the charge code applied on the account.
Currency	Displays the currency of the charge amount.
Defaulted Amount	Displays the defaulted charge amount.
Modified Amount	Displays the modified charge amount.

Table 2-1 (Cont.) Charge Details - Field Description

Field	Description
Charge Details	<p>Displays the  icon to view more details on the charge.</p> <p>Note: For more information, refer View Charge Details.</p>
Waiver	<p>Switch to  to waive the particular charge applied on the account.</p> <p>Switch to  to retain the charges applied on the account.</p> <p>Note: To enabled the field, you need to double click in the field.</p>
Total Charge Amount in Local Currency	Displays the total charge amount in local currency.
Total Charge Amount in Account Currency	Displays the total charge amount in account currency.

View Charge Details

- If you click the  icon from the **Charge Details** field, the following section is displayed:

Figure 2-2 Charge Details

< >×

Charge Details

Charge Code
ADDCHR

Currency
GBP

Charge Amount
50

Charge in Transaction Currency
GBP 50

Charge in Local Currency
GBP 50

Basis
TXNAMT

Minimum Charge
5

Maximum Charge
100

Pricing Rule ID
PRCRULE300318_0000003002

Credit Account
313300010

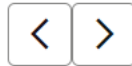
Debit Account
DR_LEG

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


Table 2-2 View Charge Details - Field Description

Field	Description
Charge Code	Displays the charge code applied on the account.
Currency	Displays the currency of the charge amount.
Charge Amount	Displays the charge amount on the account.
Charge in Transaction Currency	Displays the charge amount in transaction currency.
Charge in Local Currency	Displays the charge amount in local currency.
Basis	Displays the basis of the charge.
Minimum Charge	Displays the minimum charge amount applied on the account.
Maximum Charge	Displays the maximum charge amount applied on the account.
Pricing Rule ID	Displays the pricing rule ID applied on the charge.
Credit Account	Displays the credit account number.
Debit Account	Displays the debit account number.

- If there are multiple charges applied on the account, you can click the



icon to move forward or backward, to view the details of a specific charge code.

2. Click , to close the section.

3

Account View

Under the **Account View** menu, you can view and perform various vital transactions on a CASA account.

This topic contains the following subtopics:

- [Account 360](#)
The Account 360 screen helps the user provide an overview of Account Holder Details, Account Balance, Account Details, Suggested Actions, Overdraft Details, Alerts, Standing Instructions, Pending Requests, Recent transactions, and Interest Details.

3.1 Account 360

The Account 360 screen helps the user provide an overview of Account Holder Details, Account Balance, Account Details, Suggested Actions, Overdraft Details, Alerts, Standing Instructions, Pending Requests, Recent transactions, and Interest Details.

To view the 360 account details:



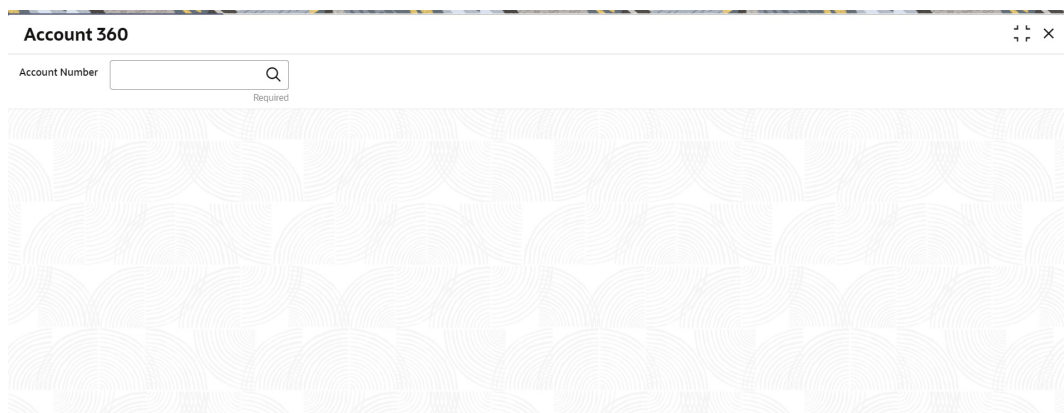
Note:

The fields marked as **Required** are mandatory.

1. On the **Home** screen, from **Retail Account Services**, under **Inquiry**, click **Account 360**, or specify the **Account 360** in the Search icon bar.

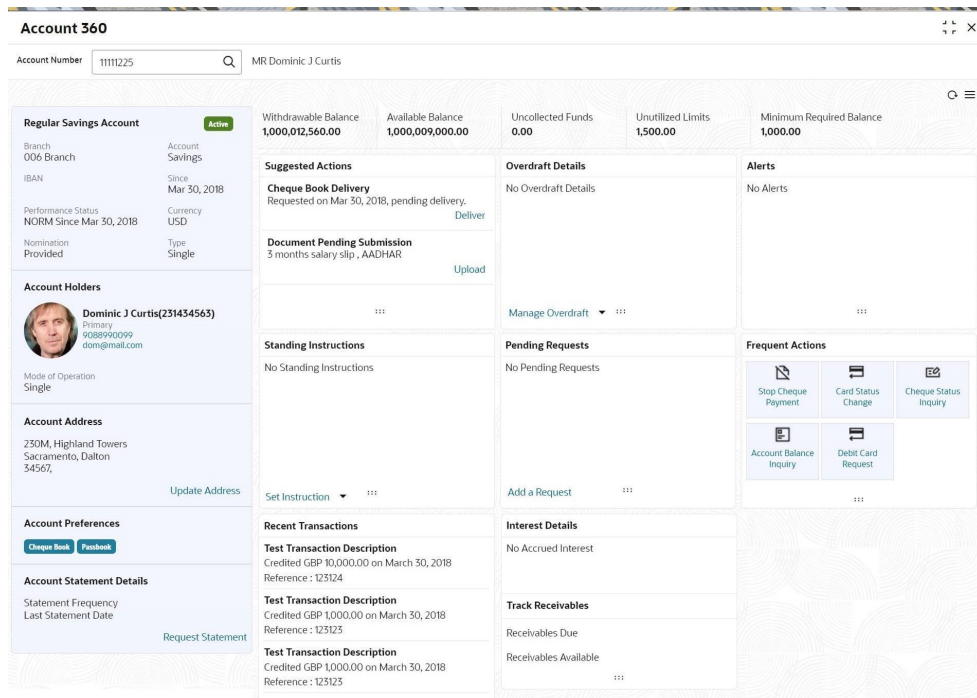
The **Account 360** screen is displayed.

Figure 3-1 Account 360



2. On **Account 360** screen, specify the account number.
Account 360 details for account is displayed.


Figure 3-2 Account 360 Details for Active Account





3. On **Account 360** screen, specify the fields.

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

Table 3-1 Account 360 - Field Description

Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and clicking on the Fetch button.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>The Account Name is displayed adjacent to this field as the account number is selected.</p> </div>

4. On the **Account 360** screen, click on  icon to refresh the information on the screen.
5. On the **Account 360** screen, click  icon to browse the account services menu.

- [Account Balance](#)
This topic helps the user to know the account balance details while performing account servicing transactions.
- [Account Information](#)
This topic helps the user to know the account information details while performing account servicing transactions.
- [Account Holder Details](#)
This topic helps the user to know the Account Holder details while performing account servicing transactions.
- [Account Details](#)
This topic helps the user to know the Account Address details and facilities enabled to the account.
- [Account Statement Details](#)
This topic helps the user to know the statement frequency and the last statement details for the account.
- [Suggested Actions](#)
This topic describes the systematic instruction about the Suggested Actions in Account 360 screen. The Suggested Actions widget in the Account 360 screen displays the account's upcoming events and pending actions. This helps the user to inform the account holder and take the required actions.
- [Overdraft Details](#)
This topic describes the systematic instruction about the **Overdraft Details** in the **Account 360** screen. The **Overdraft Details** help the user know the limits and can modify the existing limit details.
- [Alerts](#)
This topic describes the systematic instruction about the Alerts in Account 360 screen. The Alerts widget helps the user view alerts on the account.
- [Standing Instructions](#)
This topic describes the systematic instruction about the Standing Instructions in Account 360 screen. The Standing Instructions widget helps the user to view or modify the existing standing instruction details.
- [Pending Requests](#)
This topic describes the systematic instruction about the Pending Requests in the Account 360 screen. Specific requests raised by the customer with the bank sometimes take time to process or investigate. Such requests are captured as Service Requests.
- [Recent Transactions](#)
This topic describes the systematic instruction to view the Recent Transactions in the Account 360 screen.
- [Interest Details](#)
This topic describes about Interest Details in the Account 360 screen.
- [Frequent Actions](#)
This topic describes the about the Frequent Actions in the Account 360 screen. The Frequent Actions helps the user to perform account servicing related transactions from the account 360 view screen without navigating to the main menu.

3.1.1 Account Balance

This topic helps the user to know the account balance details while performing account servicing transactions.

On the **Account 360** screen, the system displays the following details for the account balance:

- Withdrawable Balance
- Available Balance
- Uncollected Fund
- Unutilized Limits
- Minimum Required Balance

Figure 3-3 Account Balance

Withdrawable Balance	Available Balance	Uncollected Funds	Unutilized Limits	Minimum Required Balance
1,000,012,560.00	1,000,009,000.00	0.00	1,500.00	1,000.00

3.1.2 Account Information

This topic helps the user to know the account information details while performing account servicing transactions.

On the **Account 360** screen, the system displays the following account information details:

- Account Product Description
- Account Branch Description
- Account Status
- IBAN
- Account class Type (Savings/Current)
- Account Currency
- Account Opening Date
- Nomination Status
- Performance Status
- Account Type

Figure 3-4 Account Information

Regular Savings Account		Active
Branch	006 Branch	Account Savings
IBAN		Since Mar 30, 2018
Performance Status	NORM Since Mar 30, 2018	Currency USD
Nomination	Provided	Type Single

 **Note:**

Account status is displayed as Active/Frozen/Dormant/Closed based on account status. If the account is frozen and Dormant, the status is displayed as Frozen. If the account is Dormant and Closed, the status is displayed as Closed.

3.1.3 Account Holder Details

This topic helps the user to know the Account Holder details while performing account servicing transactions.

On the Account 360 screen, the system displays the following account holder details:

- Account holders photo
- Name
- Customer ID
- Account holder relation (Primary/Joint and first/Joint and other etc)
- Mobile Number with ISD code
- Email Id
- Mode of Operation

Figure 3-5 Account Holder



3.1.4 Account Details

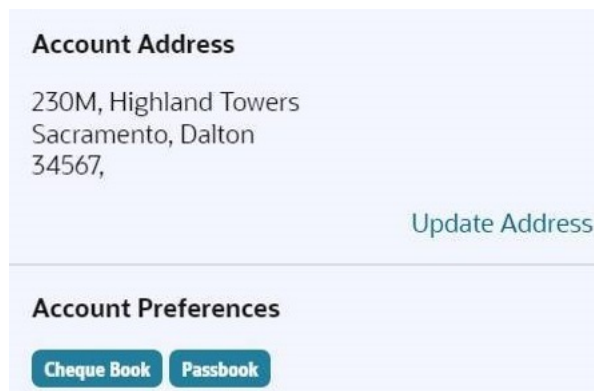
This topic helps the user to know the Account Address details and facilities enabled to the account.

On the **Account 360** screen, the Account Details widget provides the Account Address.

The Account Details widget displays the below facilities enabled for the account:

- ATM
- Cheque Book
- Passbook
- Overdraft
- Online Sweep

Figure 3-6 Account Details



To update the account address, click **Update Address** hyperlink and the system displays the **Account Address Update** screen.

**Note:**

Fore more information, refer [Account Address Update](#).

On the **Account Address Update** screen, user can modify the below details:

- Building
- Street
- City
- State
- Country
- Zip Code

3.1.5 Account Statement Details

This topic helps the user to know the statement frequency and the last statement details for the account.

The below account statement details are displayed:

- Account Statement Frequency and Cycle
- Last Statement Date

Figure 3-7 Account Statement Details



To generate the ad hoc account statement, click Request Statement hyperlink.

**Note:**

Fore more information, refer [Ad hoc Account Statement](#).

On the **Ad hoc Account Statement** screen, user can generate the account statement using the below details:

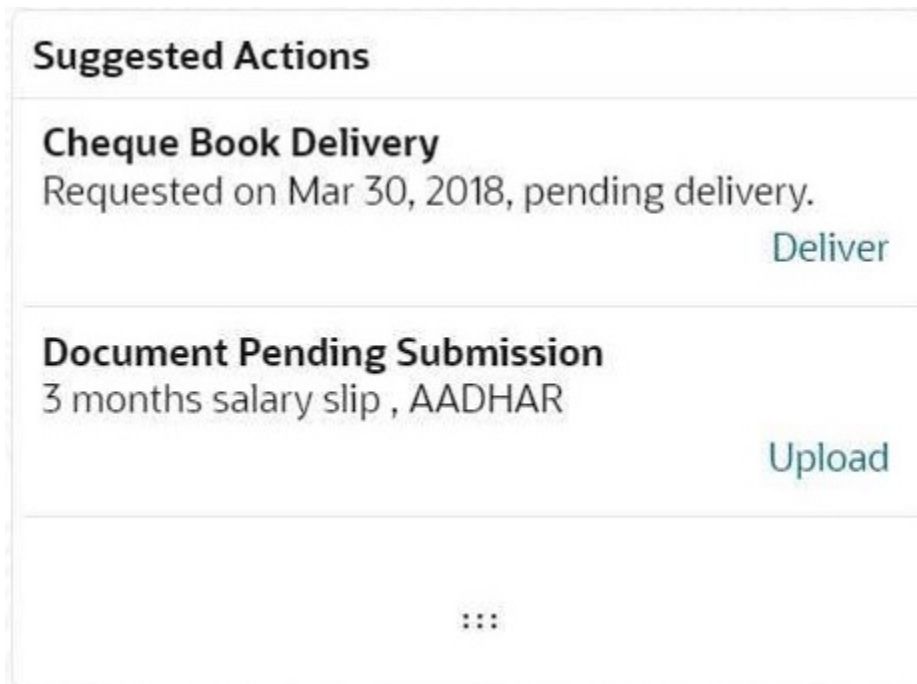
- Period
- Date Range

3.1.6 Suggested Actions


This topic describes the systematic instruction about the Suggested Actions in Account 360 screen. The Suggested Actions widget in the Account 360 screen displays the account's upcoming events and pending actions. This helps the user to inform the account holder and take the required actions.

On the **Account 360** screen, the system displays the suggested actions for the account.

Figure 3-8 Suggested Actions




The suggested actions widget displays two suggested actions at a time. If more than 2 suggested actions are present for the account, the **View All** button is enabled to the user.

1. To view all the suggested actions, click on **View All** button.
2. Click  icon on the **Suggested Actions** pop-up window.
The view all display is closed.
3. On the **Suggested Actions** widget, the below cases are displayed. If no suggested actions are displayed, the system displays the message as **No Suggested Actions**.

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

Table 3-2 Suggested Actions - Field Description

Field	Description
Deliver Cheque Book	<p>Displayed, if any cheque book delivery is pending for the account at branch. To deliver the cheque book, click on Deliver button, and the Cheque Book Status screen is launched.</p> <p>The system displays the message with cheque book request date and status.</p> <p>For example, Requested on March 30, 2019, pending delivery.</p>
Renew Debit Card	<p>Displayed, if any debit card is expiring for the account in specified number of days defined at Account 360 parameter. By default the number of days is 30 and can modify the value. To renew the debit card, click on Renew button, and the Debit Card Request screen is launched.</p> <p>The system displays the message with card number and expiry date. For example, Card 098976569876XXX expiring on Jan 15, 2022.</p>
Request Cheque Book	<p>Displayed, if the number of pending cheque leaves are less than or equal to the specified limit at Account 360 parameter. By default the limit is 5 and can modify the value. To request new cheque book, click on Request button, and the Cheque Book Request screen is launched.</p> <p>For example, Unused leaves are 5.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> Note:</p> <p>The pending cheque leaves consider unused, stopped, and rejected cheques. It excludes canceled and used cheques.</p> </div>
Document Expiring	<p>Displayed, if any document attached to the account is getting expired in a specified number of days defined at the Account 360 parameter. By default, the number of days is 30 and can modify the value. To upload the new document, click on the Upload button, and the Account Documents Update screen is launched.</p> <p>The system displays the message with the document name and expiry date.</p> <p>For example, DRIVING LICENSE expiring on Feb 25, 2022.</p>
Document Pending Submission	<p>Displayed, if any document is pending for submission. To upload the new document, click on the Upload button, and the Account Documents Update screen is launched.</p> <p>For example, AADHAR or PAN or Driving License.</p>
Activate Dormant Account	<p>Displayed, if the account status is dormant. To activate the dormant account, click on the Activate button, and the Activate Dormant Account screen is launched.</p> <p>The system displays the message with a dormant date.</p> <p>For example: Dormant since Jan 10, 2022.</p>

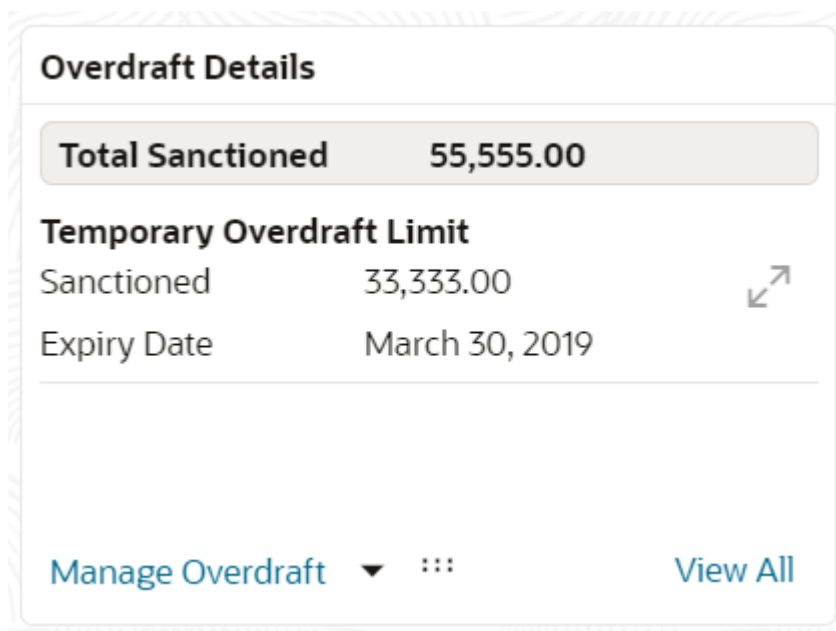
3.1.7 Overdraft Details

This topic describes the systematic instruction about the **Overdraft Details** in the **Account 360** screen. The **Overdraft Details** help the user know the limits and can modify the existing limit details.

1. On the **Account 360** screen, the system displays the overdraft details linked to the account.

Overdraft Details are displayed.

Figure 3-9 Overdraft Details



The **Total Sanctioned** amount is displayed in the **Overdraft Details** widget. To calculate the total sanctioned amount, the system must consider all the active overdrafts mapped to the account except any expired overdraft available for the account.

2. The **Overdraft Details** widget displays one limit at a time. If more than one limit is present for the account, the **View All** button is enabled to the user.

Expiring overdraft details are highlighted based on the number of days defined for overdraft expiring in the account 360 parameters. The badge **Expiring** should be provided to highlight the expiring overdraft details. The default parameter value is **30 Days**. Expired overdraft details are highlighted based on the number of days defined for displaying expired overdraft in the account 360 parameters. The badge **Expired** should be provided to highlight the expired overdraft details. The default parameter value is **30 Days**.

 **Note:**

If no overdraft is linked to the account, **No Overdraft Details** message is displayed.


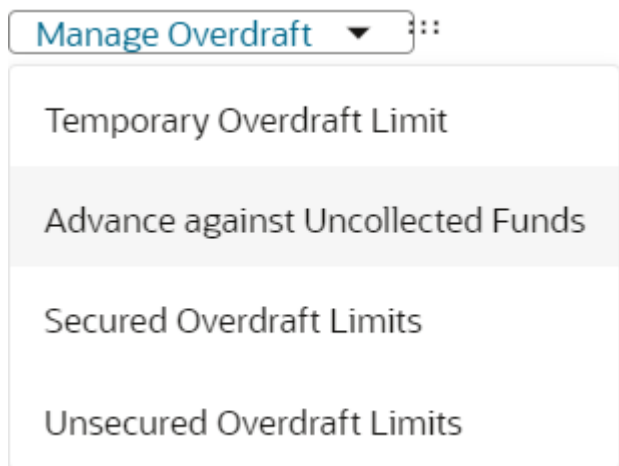
- To view all limits, click on **View All** button.
Overdraft Limits pop-up window is displayed.
- On the **Overdraft Details** widget, click  icon, to view or modify the limit details.
Related limit screen is displayed and user can modify the details.
- To link new limits for an account, click **Manage Overdraft** drop-down.
The drop-down lists the below values:
 - **Temporary Overdraft Limit**
 - **Advance Against Uncollected Funds**
 - **Secured Overdraft Limits**
 - **Unsecured Overdraft Limits**

Figure 3-10 Manage Overdraft



On clicking the required overdraft option, the system launches the related screen that defaults the **Account Number** and **Overdraft Details** if available, and the user can create or modify the overdraft details. On the **Overdraft Details** widget, the following limit details are displayed:

- **Limit Type**
- **Sanctioned Amount**
- **Expiry Date**
- **Collateral Type** and **Related Reference Number**
- **Renewal Amount** and **Renewal Date** for a Temporary overdraft, if any.

- The system displays the badge **Expiring** or **Expired** based on the number of days specified at the Account 360 parameter.

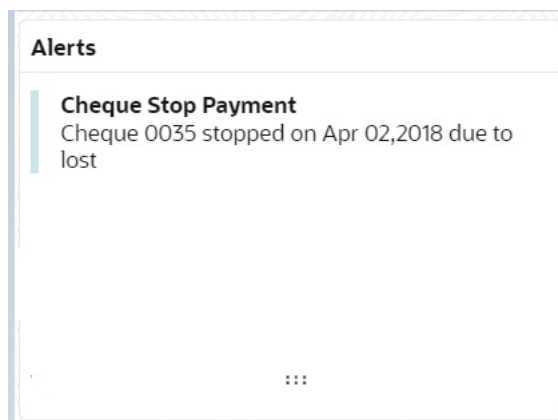
3.1.8 Alerts

This topic describes the systematic instruction about the Alerts in Account 360 screen. The Alerts widget helps the user view alerts on the account.

1. On the **Account 360** screen, the system displays the alerts of any exceptions, memo, and warnings on the account.


Account Alert details are displayed.

Figure 3-11 Alerts



2. The alerts widget displays two alerts at a time. If more than 2 alerts are present for the account, the **View All** button is enabled to the user.
3. To view all alerts, click on **View All** button.

Alerts pop-up window is displayed.

4. Click  icon on the **Alerts** pop-up window.

Alerts pop-up window is closed.

5. On the **Alerts** widget, the below details are displayed.

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

 **Note:**

If no alerts are displayed, the system displays the message as **No Alerts**.

Table 3-3 Alerts - Field Description

Alerts	Description
Cheque Stop Payment	Displayed if any active stop payment is available on the account. The alert message displays the cheque number, Stop payment date, and stop payment reason. For example, Cheque 0002 stopped on Jan 10, 2022 due to an incorrect amount.
Debit Card Blocked	Displayed if any debit card is blocked. The alert message displays the card number and block reason. For example, Card XXXXXXXXXXXXX1230 is blocked due to a lost card.
Cheque Rejected	Displayed if any cheque clearing is rejected on the account. The alert message displays the Cheque Number, Rejected date, and Reject reason. For example, Cheque CHQ00000003023063 Rejected on Jan 15, 2022, due to Insufficient Balance.
Amount Block	Displayed if any active amount is blocked on the account. The alert message displays the Blocked amount, Date, and Block reason details. For example, GBP 10,000.00 blocked on Dec 10, 2021, due to legal notice.
Memo	Displayed if any active memo is maintained for the account. The memo message is displayed in the alert.
Debit Restricted	Displayed if any debit restriction is there for the account.
Credit Restricted	Displayed if any credit restriction is there on the account.
Debit Override	Displayed if any debit override is there on the account.
Credit Override	Displayed if any credit override is there on the account.

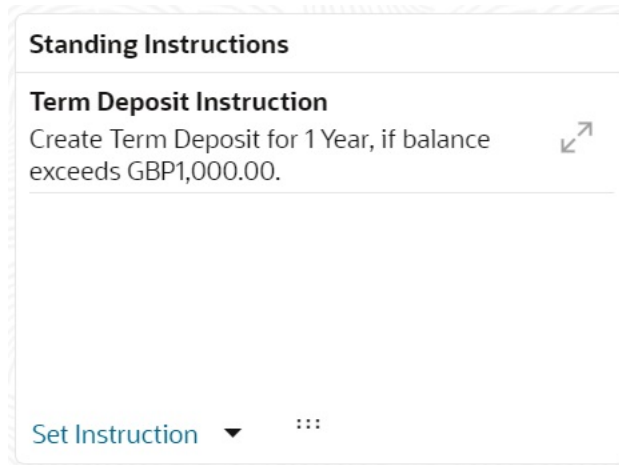
3.1.9 Standing Instructions

This topic describes the systematic instruction about the Standing Instructions in Account 360 screen. The Standing Instructions widget helps the user to view or modify the existing standing instruction details.

1. On the **Account 360** screen, the system displays the Standing Instructions linked to the account

Standing Instructions details for the account are displayed.

Figure 3-12 Standing Instructions




2. On the **Standing Instructions** widget, click  icon, to view or modify the instruction details
3. The standing instructions widget displays two standing instructions at a time. If more than 2 standing instructions are present for the account, the **View All** button is enabled to the user.
If no standing instructions are displayed, the system displays the message as **No Standing Instructions**.
4. To view all standing instructions, click on **View All** button.
View All - Standing Instructions pop-up window is displayed.
5. On the **Standing Instructions** widget, click on **Set Instructions** drop-down to capture new instructions.
 - a. Scheduled Transfer
 - b. Sweep Out from Account
 - c. Term Deposit
 - d. Online Sweep
 - e. Sweep In to Account
6. On the **Standing Instructions** widget the following instruction types are displayed.

Table 3-4 Standing Instructions - Types - Field Description

Instruction Type	Description
Scheduled Transfer	Displayed, if any active scheduled transfer is available for the account. The message displays the following details: <ul style="list-style-type: none"> • Instruction Type • Instruction Amount • Currency • Beneficiary Account Name • Frequency Details • Next Liquidation Date

Table 3-4 (Cont.) Standing Instructions - Types - Field Description

Instruction Type	Description
Sweep In	Displayed, if any active sweep in instruction is available for the account. The message displays the following details: <ul style="list-style-type: none"> • Instruction Type • Threshold Amount • Currency • Provider Account Name
Sweep Out	Displayed, if any active sweep out instruction is available for the account. The message displays the following details: <ul style="list-style-type: none"> • Instruction Type • Threshold Amount • Currency • Beneficiary Account Name
Term Deposit	Displayed, if any active term deposit instruction is available for the account. The message displays the following details: <ul style="list-style-type: none"> • Instruction Type • Threshold Amount • Currency • Deposit Account Tenor Details
Online Sweep	Displayed, if any active online sweep instruction is available for the account. The message displays the following details: <ul style="list-style-type: none"> • Instruction Type • Sweep Eligible Balance • Currency

3.1.10 Pending Requests

This topic describes the systematic instruction about the Pending Requests in the Account 360 screen. Specific requests raised by the customer with the bank sometimes take time to process or investigate. Such requests are captured as Service Requests.

Service Requests help the users track customer requests, maintain a target completion date, priority for a request, change severity for an ageing request, and update brief details of information exchanged with the customer. The Pending Requests widget helps the user Add, Modify, Edit, or View the service requests raised by the Customer.

1. On the **Account 360** screen, the system displays the Pending Requests for the account. Pending Request details for the account are displayed.

Figure 3-13 Pending Requests




2. On the **Pending Request** widget, the system displays the total number of requests available for the account. If no pending requests are displayed, the system displays the message as **No record to display**.
3. On the **Pending Request** widget, the system displays the following fields.
For more information on fields, refer to the field description table.

Table 3-5 Pending Request - Field Description

Field	Description
Service Request Type	Displays the Service Request type. For example, Statement Copy, Transaction Dispute etc.
Due Date	Displays the target completion date.
Status	Displays the service request status. The status types are: <ul style="list-style-type: none"> • Escalated • Pending • Open

4. To add a new request, click on **Add a Request** button.
New Service Request pop-up window is displayed.

Figure 3-14 New Service Request

5. On the **New Service Request** pop-up window, specify the fields. For more information on fields, refer to [Table 1-5](#).
6. Click the **Save** button.
Request saved successfully message is displayed.
7. Click **OK**.
A new record is displayed in the **Pending Request** widget.
8. On the **Pending Requests** widget, click  icon to view or modify the service requests.
Service Request Details screen is displayed.
9. The Pending Requests widget displays two service request details at a time. If more than two service request details are present for the account, the **View All** button is enabled to the user.
10. To view all Pending Requests, click on **View All** button.
View All - Pending Requests pop-up window is displayed.

3.1.11 Recent Transactions

This topic describes the systematic instruction to view the Recent Transactions in the Account 360 screen.

1. On the **Account 360** screen, the system displays the Recent Transactions performed for the account.
Recent Transactions details for the account are displayed.

Figure 3-15 Recent Transactions

Recent Transactions
Test Transaction Description Credited GBP 10,000.00 on March 30, 2018 Reference : 123124
Test Transaction Description Credited GBP 1,000.00 on March 30, 2018 Reference : 123123
Test Transaction Description Credited GBP 1,000.00 on March 30, 2018 Reference : 123123

...

2. The Recent Transactions widget displays latest 5 transaction details at a time. If more than 5 transaction details are present for the account, the **View more** button is enabled to the user.
3. To view more Recent Transactions, click on **View more** button.

Account Transaction screen is displayed.

 **Note:**

In this view, 15 records are shown at a time and can be configured in Account 360 parameter.

3.1.12 Interest Details

This topic describes about Interest Details in the Account 360 screen.

The below Interest Details widget displays the following details:

- Accrued Credit Interest
- Accrued Debit Interest
- Receivable Due
- Receivable Available

Figure 3-16 Interest Details

Interest Details	
No Accrued Interest	
Track Receivables	
Receivables Due	0.00
Receivables Available	0.00
:::	






The system displays the No Accrued Interest message if accrued debit and credit interest are unavailable.

3.1.13 Frequent Actions

This topic describes the about the Frequent Actions in the Account 360 screen. The Frequent Actions helps the user to perform account servicing related transactions from the account 360 view screen without navigating to the main menu.

The Frequent Actions widget displays the frequently used account servicing transactions.

Figure 3-17 Frequent Actions

Frequent Actions		
 Stop Cheque Payment	 Card Status Change	 Cheque Status Inquiry
 Account Balance Inquiry	 Debit Card Request	
:::		

 **Note:**

A maximum of 6 transactions are allowed for frequent actions.

Users can configure the frequently used account servicing transactions screens.

When users click on the configured account servicing transactions, the system launches the related transaction screen by defaulting the account number.

4

Maintenance

Under the **Maintenance** menu, you can maintain the details of a CASA account.

This topic contains the following subtopics:

- [Account Address Update](#)
This topic describes the systematic instruction about Account Address Update. While entering the account number, the system displays the current address details of the account and the user can modify these details.
- [Account Documents Update](#)
You can view, update, or delete documents submitted by the customer against document types specified for the account class using the **Account Documents Update** screen.
- [Joint Holder Maintenance](#)
You can either add joint holders for the first time or modify the existing joint holder relationship using this screen.
- [Nominee Details Update](#)
You can modify the existing nominee details, add a new nominee, and delete the existing nominee details added to the CASA account using this screen.
- [Primary Party Change](#)
This topic provides systematic instructions to change the primary **Customer Id** linked to an account on the customer request. The new primary **Customer Id** can be the existing joint holder or any existing customer.
- [Account Preferences](#)
You can set or modify the preferences for the CASA account using this screen.
- [Memo Maintenance](#)
This topic describes the systematic instruction to maintain the Memo instructions against the Current and Savings Account or Deposit Account.
- [Bulletin Board Maintenance](#)
This topic helps you to create, view, modify or delete the bulletin messages.

4.1 Account Address Update

This topic describes the systematic instruction about Account Address Update. While entering the account number, the system displays the current address details of the account and the user can modify these details.

If the Branch Transfer fails for any reason, details of such failed transfers are updated in the Branch Transfer Log. After clearing the faults due to which the Account Branch transfer failed, this screen allows you to resubmit the transfer request again for processing.

To update the account address:

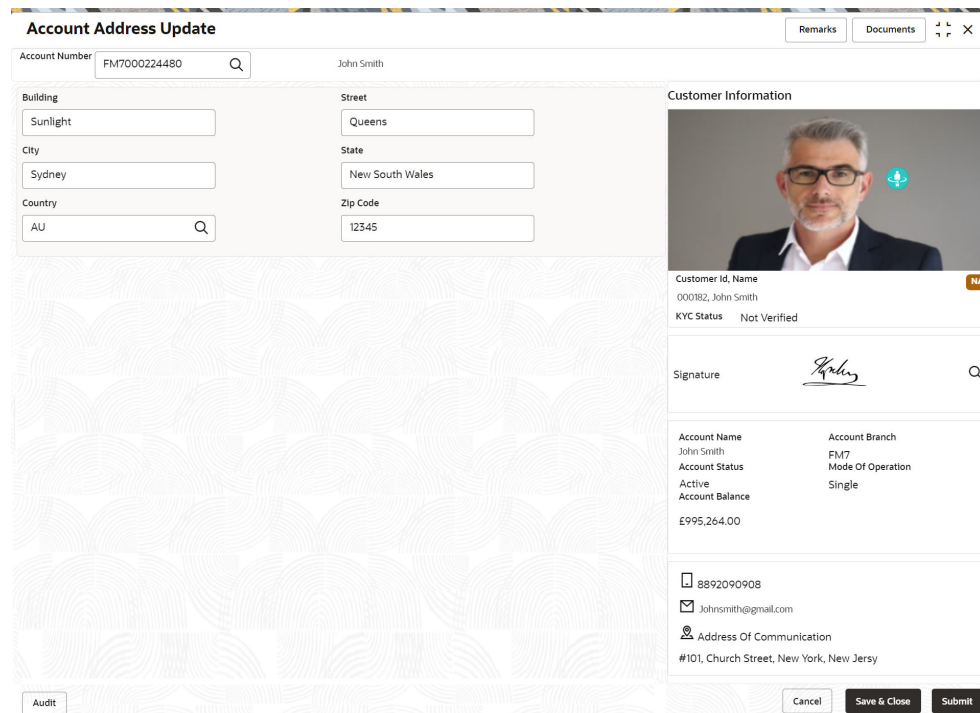
 **Note:**

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Maintenance**, click **Account Address Update**, or specify the **Account Address Update** in the Search icon bar.

The **Account Address Update** screen is displayed.

Figure 4-1 Account Address Update



Account Address Update [Remarks] [Documents] [X]

Account Number: FM7000224480 [Q] John Smith

Building Sunlight	Street Queens
City Sydney	State New South Wales
Country AU [Q]	Zip Code 12345

Customer Information

Customer Id, Name: 000182, John Smith [NA]

KYC Status: Not Verified

Signature: *John Smith* [Q]


Account Name John Smith	Account Branch FM7
Account Status Active	Mode Of Operation Single
Account Balance £995,264.00	

8892090908
Johnsmith@gmail.com
Address Of Communication
#101, Church Street, New York, New Jersey

[Audit] [Cancel] [Save & Close] [Submit]

2. On the **Account Address Update** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 4-1 Account Address Update - Field Description

Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and clicking on the Fetch button.</p> <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 10px;"> <p> Note:</p> <ul style="list-style-type: none"> The Account Name is displayed adjacent to this field as the account number is selected. The customer information is also displayed to the left of the screen. </div>
Building	Current Building details will be displayed and the user can modify the details.
Street	Current Street details will be displayed and the user can modify the details.
City	Current City details will be displayed and the user can modify the details.
State	The current State will be displayed and the user can modify it.
Country	<p>Click the search icon to view the Country pop-up window. On the Country pop-up window, specify any one of the following fields, and click Fetch. By default, this window lists all the Country codes present in the system. You can search for a specific Country by providing Country Code or Country Name and clicking on the Fetch button. The available fields on the Country Pop-Up window are:</p> <ul style="list-style-type: none"> Country Code Country Name
Zip Code	The current Zip code will be displayed, and the user can modify it.

- Click **Submit**.

The screen is successfully submitted for authorization.

4.2 Account Documents Update

You can view, update, or delete documents submitted by the customer against document types specified for the account class using the **Account Documents Update** screen.

To update the documents for the account:



Note:

The fields marked as **Required** are mandatory.

- On the **Homepage**, from **Account Services**, under **Other Services**, click **Account Documents Update**, or specify the **Account Documents Update** in the Search icon bar.

Account Documents Update screen is displayed.

Figure 4-2 Account Documents Update

Account Documents Update Remarks Documents

Account Number: 000008155066 John Smith

Account Documents

Add Documents

Document Type	Mandatory	Expiry Date	Expected Submission Date	Document Reference	Actions
3 months salary slip	Yes		March 19, 2020		
AADHAR	Yes		March 19, 2020		

Customer Information

Customer Id, Name: 000082, John Smith
KYC Status: Not Verified

Signature:

Account Name: John Smith
Account Status: Active
Account Balance: £995,264.00

Account Branch: FM7
Mode Of Operation: Single

8892090908
Johnsmith@gmail.com
Address Of Communication: #101, Church Street, New York, New Jersey




Audit Cancel Save & Close Submit

Note:

After the Account Number is selected, the system displays the available documents in the Account Documents section.

2. On **Account Documents Update** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 4-2 Account Documents Update - Field Description

Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and clicking on the Fetch button.</p> <div style="border-left: 2px solid #0070C0; border-right: 2px solid #0070C0; border-bottom: 2px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> Note:</p> <ul style="list-style-type: none"> The Account Name is displayed adjacent to this field as the account number is selected. The customer information is also displayed to the left of the screen. </div>
Account Documents	This section displays the available documents.
Document Type	Displays the document type added for the account.
Mandatory	Displays whether the documents are of mandatory type.
Expiry Date	Displays the expiry date for the documents.
Expected Submission Date	Displays the expected submission date of the document.
Document Reference	Displays the document reference number.
Actions	<p>Displays the following icons:</p> <ul style="list-style-type: none">  : Click to edit the document details. For more information, refer Edit Documents.  : Click to delete the attached document.

- **To add a document:**
 - In the **Account Documents** section, click **Add Documents**.
The **Account Documents** section is displayed.

Figure 4-3 Add Account Documents

Account Documents ✕

Document Type
BANK STATEMENT ▼

Mandatory
No

Expiry Date
June 30, 2023 📅

Expected Submission Date
June 30, 2022 📅

Upload

Bank Statement.png 🗑️

Attachments

Drag and Drop
Select a file or drop one here.

Acceptable File types: PDF, JPEG, PNG





Cancel
Add Another
Add Documents

- b. In the **Account Documents** section, maintain the required details. For more information on fields, refer to the field description table.

Table 4-3 Add Account Documents - Field Description

Field	Description
Document Type	Select the type of document to be added to the account.

Table 4-3 (Cont.) Add Account Documents - Field Description


Field	Description
Mandatory	Displays whether the document is mandatory. <div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> Note: By default, the field displays the value as No.</p> </div>
Expiry Date	Select or specify the expiry date of the document.
Expected Submission Date	Select or specify the expected submission date of the document, if the document is not submitted while adding the details.
Upload	Displays the documents uploaded. <div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> Note:</p> <ul style="list-style-type: none"> – The uploaded document name appears as link. You can click and view the documents. – To remove the added document, click the  icon. </div>
Attachments	Click to Drag and Drop box to upload the document. <div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> Note: You can upload only PDF, JPEG, and PNG document format.</p> </div>

c. Click **Add Documents**.

The documents are added successfully and displayed in the **Account Documents** section.

- To add more documents, you can click **Add Another**.

• **To edit the documents:**

- a. In the **Account Documents** section, click the  icon, from the **Actions** field.

The **Account Documents** section is displayed.

Figure 4-4 Edit Account Documents

Account Documents

Document Type
PASSPORT

Mandatory
Yes

Expiry Date

Expected Submission Date
April 3, 2020

Upload

Attachments

Drag and Drop
Select a file or drop one here.

Acceptable File types: PDF, JPEG, PNG

Cancel Save

- b. For information on the fields, refer [Add Documents Field Description](#), as the fields are same.
 - c. Click **Save**.
 3. Click **Submit**.

The screen is successfully submitted for authorization.

4.3 Joint Holder Maintenance

You can either add joint holders for the first time or modify the existing joint holder relationship using this screen.

The Joint Holder can be a Guarantor, Authorized Signatory, Power of Attorney, and so on. A customer can be the sole or joint owner of a CASA account. The joint accounts

are accounts that are shared between two or more individuals. They can be operated either singly or jointly.

To maintain joint holder details:




Note:

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from the **Deposit Services** mega menu, under **Maintenance**, click **Joint Holder** or specify **Joint Holder** in the search icon bar and select the screen.

The **Joint Holder Maintenance** screen is displayed.

Figure 4-5 Joint Holder Maintenance

2. Click the  icon or specify the account number in the **Account Number** field, and press **Enter** or **Tab**.

The details are displayed in the screen.

Figure 4-6 Joint Holder Details

The screenshot displays the 'Joint Holder Maintenance' application. At the top, there's a search bar for 'Account Number' (00008155383) and 'John Smith'. Below this, the 'Primary Holder' is identified as 'John Gilbert Ben(008155)' with a 'Mode Of Operation' dropdown set to 'Single'. A section titled 'Joint Holder Details' contains a table with columns for 'Customer Number', 'Customer Name', 'Joint Holder Type', 'Start Date', 'End Date', and 'Actions', but it shows 'No data to display.' To the right, the 'Customer Information' section features a profile picture of a man with glasses, a signature, and fields for 'Customer Id, Name' (000182, John Smith) and 'KYC Status' (Not Verified). Below this, 'Account Information' lists 'Account Name' (John Smith), 'Account Branch' (FM7), 'Account Status' (Active), 'Mode Of Operation' (Single), and 'Account Balance' (£995,264.00). Contact details include a phone number (8892090908), email (johnsmith@gmail.com), and address (#101, Church Street, New York, New Jersey). Buttons for 'Audit', 'Cancel', 'Save & Close', and 'Submit' are visible at the bottom.

3. You can view the details of the CASA account selected. For more information on fields, refer to the field description table.

Table 4-4 Joint Holder Maintenance – Field Description





Field	Description
Account Number	<p>Click the  icon and select the account number or specify the account number to maintain the joint holder details.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> Note:</p> <ul style="list-style-type: none"> The customer information is displayed at the right of the screen. </div>
Amount Name	Displays the name of the account holder for the selected account number.
Primary Holder	Displays the name of the primary holder of the CASA account.
Mode of Operation	<p>Specify the mode of operation. The options are:</p> <ul style="list-style-type: none"> • Single • Jointly • Either Anyone or Survivor • Former or Survivor • Mandate Holder

Table 4-4 (Cont.) Joint Holder Maintenance – Field Description

Field	Description
Joint Holder Details	<p>This section displays the existing joint holder details.</p> <p> Note:</p> <p>You can perform the following actions in this section:</p> <ul style="list-style-type: none"> • Add Joint Holder Details: For details on this action, refer Add Joint Holder. • Edit Joint Holder Details: For details on this action, refer Edit Joint Holder Details. • Delete Joint Holder Details: From the Actions field, click the  icon. A confirmation message is displayed that the action cannot be recovered. Click Delete to proceed with the deletion. • Convert Joint Account to Single Account: From the Mode of Operations field, select the Single option. A confirmation message is displayed. Click Confirm to proceed with the conversion.

4. Click **Submit**.

The screen is successfully submitted for authorization.

- [Maintain Joint Holder Details](#)

You can add, edit, or delete a joint holder of a CASA account. Also, you can convert a joint holder account to single holder account.

4.3.1 Maintain Joint Holder Details

You can add, edit, or delete a joint holder of a CASA account. Also, you can convert a joint holder account to single holder account.

To maintain the joint holder details:

1. From the **Joint Holder Maintenance** screen, perform any of the following actions as required:

- **Add Joint Holder**

- Select the **Jointly** option from the **Mode of Operation** field.
- In the **Joint Holder Details** section, click **Add Joint Holder**.

The **Add Joint Holder Details** section is displayed.

Figure 4-7 Add Joint Holder Details

Add Joint Holder Details

Customer Number
001671

Customer Name
Jessica J Jacob

Joint Holder Type
Joint And First

Start Date
02 Jun 2022

End Date
02 Jun 2023

Cancel Add Another Add

- c. You can maintain the required details in this section. For more information on fields, refer to the field description table.

Table 4-5 Add Joint Holder – Field Description

Field	Description
Customer Number	Select or specify the customer number to be added as joint holder.
Customer Name	Displays the customer name for the customer number selected.
Joint Holder Type	Select the type of joint holder to be added to the account.
Start Date	Select or specify the date from which the joint holder will be applicable to the account.
End Date	Select or specify the date till which the joint holder will be applicable to the account.



- d. Click **Add**.
 - You can add multiple joint holders to the account by clicking **Add Another**.

The added joint holder details are displayed in the **Joint Holder Details** section.

Figure 4-8 Joint Holder Details

Joint Holder Details

Add Joint Holder

Customer Number	Customer Name	Joint Holder Type	Start Date	End Date	Actions
001671	Jessica J Jacob	Joint And First	June 02 ,2022	June 02 ,2023	 

- **Edit Joint Holder Details**




- In the **Joint Holder Details** section, click the  icon, from the **Actions** field. The **Edit Joint Holder Details** section is displayed.


Figure 4-9 Edit Joint Holder Details


Edit Joint Holder Details

Customer Number
001671 

Customer Name
Jessica J Jacob

Joint Holder Type
Joint And First 

Start Date
02 Jun 2022 

End Date
02 Jun 2023 

- You can update the joint holder details as required. The fields are same as displayed in the **Add Joint Holder Details** section. For more information, refer [Add Joint Holder](#).

2. Click **Submit**.

4.4 Nominee Details Update

You can modify the existing nominee details, add a new nominee, and delete the existing nominee details added to the CASA account using this screen.

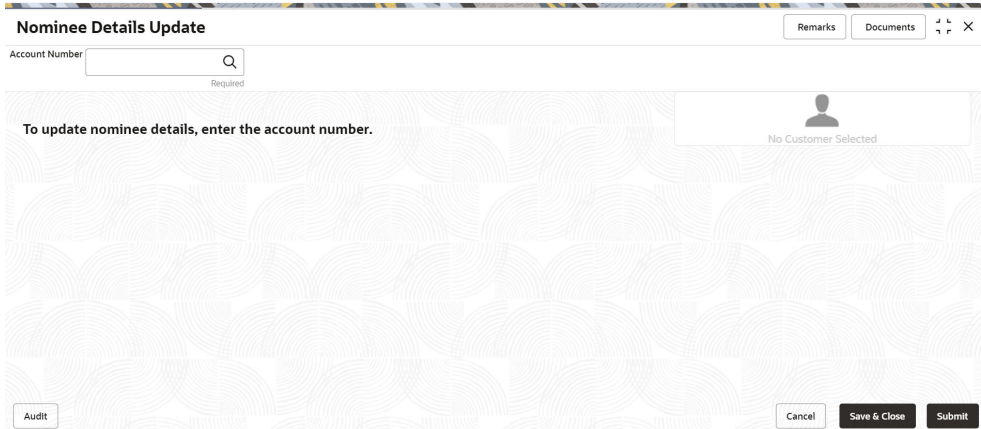
To update nominee details:

 **Note:**

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from the **Deposit Services** mega menu, under **Maintenance**, click **Nominee** or specify **Nominee** in the search icon bar and select the screen. The **Nominee Details Update** screen is displayed.

Figure 4-10 Nominee Details Update




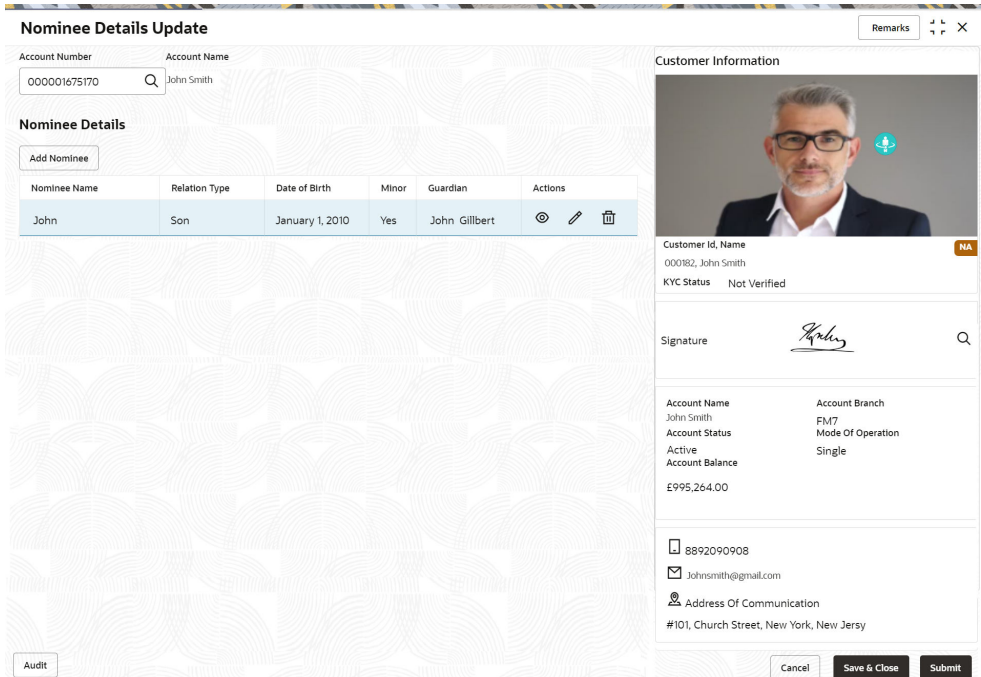




2. Click the  icon or specify the account number in the **Account Number** field, and press **Enter** or **Tab**. The details are displayed in the screen.

Figure 4-11 Nominee Details



- In the **Nominee Details** section, you can view the details of the nominee if already added to the account. For more information on fields, refer to the field description table.

Table 4-6 Nominee Details Update – Field Description

Field	Description
Account Number	<p>Click the  icon and select the account number or specify the account number to update the nominee details.</p> <p>Note:</p> <ul style="list-style-type: none"> The customer information is displayed at the right of the screen.
Amount Name	Displays the name of the account holder for the selected account number.
Nominee Details	<p>This section displays the details of the nominee added to the CASA account.</p> <p>Note:</p> <p>For information on adding a nominee, refer Add Nominee.</p>
Nominee Name	Displays the name of the nominee added.
Relation Type	Displays the relationship of the nominee.
Date of Birth	Displays the nominee's date of birth.
Minor	Displays whether the nominee is a minor.
Guardian	Displays the name of the guardian, if the nominee is a minor.
Actions	<p>Displays the following icons to perform the action:</p> <ul style="list-style-type: none">  : For information on this action, refer View Nominee Details.  : For information on this action, refer Edit Nominee Details.  <p>: If you click this icon, then a confirmation message is displayed that the nominee details will not be recovered. To proceed with deletion, you need to click Delete.</p>

- Click **Submit**.
The screen is successfully submitted for authorization.
- [Add Nominee](#)
You can add a nominee to a CASA account.

- [View Nominee Details](#)
You can view the details of the nominee added to a CASA account.
- [Edit Nominee Details](#)
You can edit the nominee details that are already added to a CASA account.

4.4.1 Add Nominee

You can add a nominee to a CASA account.

To add a nominee:

1. In the **Nominee Details** section, click **Add Nominee**.
The **Add Nominee** section is displayed.

Figure 4-12 Add Nominee

The screenshot shows a web form titled "Add Nominee". It is divided into two main sections: "Nominee Details" and "Address Details".

Nominee Details:



- Customer ID:** A text input field containing "001920" with a search icon on the right.
- Relation Type:** A dropdown menu with "Daughter" selected and a downward arrow.
- First Name:** A text input field containing "Jessica".
- Date of Birth:** A date picker field showing "November 1, 2000" with a calendar icon.
- Minor:** A text input field containing "Yes".

Address Details:

- Default Account Address:** A toggle switch that is currently turned off.
- Building:** A text input field containing "Sunshine".
- Street:** A text input field containing "Dove".
- City:** A text input field containing "Sydney".
- State:** A text input field containing "NSW".
- Country:** A text input field containing "AU" with a search icon on the right.
- Zip Code:** A text input field containing "000012".

2. You can maintain the required details in the sections displayed. For more information on fields, refer to the field description table.

Table 4-7 Add Nominee – Field Description

Field	Description
Nominee Details	This section displays the fields for capturing the basic nominee details.
Customer ID	Select or specify the customer ID to be added as a nominee.
Relationship Type	Select the relationship type with the nominee.
Title	Select a title for the nominee.
First Name	Specify the nominee's first name.
Date of Birth	Select or specify the nominee's date of birth.
Minor	Displays whether the added nominee is a minor based on the date of birth selected or specified.
Address Details	This section displays the fields to capture the nominee's address.
Default Account Address	<p>Switch to  to default the account address specified.</p> <p>Switch to  to not to default the account address specified.</p>
Building	Specify the building of the nominee.
Street	Specify the street of the nominee.
City	Specify the city of the nominee.
State	Specify the state of the nominee.
Country	Select or specify the country of the nominee.
Zip Code	Specify the zip code of the nominee.

- If the added nominee is a minor, you need to add the guardian details:

Figure 4-13 Guardian Details

Guardian Details

Customer ID

Relation Type

Title

First Name

Middle Name

Last Name

Address Details

Default Address

Building

Street

City

State

Country

Zip Code

Contact Details

Mobile Number

Email ID

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

Table 4-8 Guardian Details – Field Description

Field	Description
Customer ID	Select or specify the customer ID to be added as a guardian.
Relationship Type	Select the relationship type with the guardian.
Title	Select a title for the guardian.
First Name	Specify the guardian's first name.
Middle Name	Specify the guardian's middle name.
Last Name	Specify the guardian's last name.
Address Details	This section displays the fields to capture the guardian's address details.
Default Address	Select the default address for the guardian. The options are: <ul style="list-style-type: none"> – Nominee – Account
Building	Specify the building of the guardian.
Street	Specify the street of the guardian.
City	Specify the city of the guardian.

Table 4-8 (Cont.) Guardian Details – Field Description

Field	Description
State	Specify the state of the guardian.
Country	Select or specify the country of the guardian.
Zip Code	Specify the zip code of the guardian.
Contact Details	This section displays the fields to capture the contact details.
Mobile Number	Specify the mobile number of the guardian.
Email ID	Specify the email ID number of the guardian.

3. Click **Add Nominee**.

- To add another nominee, you can click **Add Another**.

The nominee details are saved and displayed in the **Nominee Details** section.

Figure 4-14 Nominee Details

Nominee Details					
Add Nominee					
Nominee Name	Relation Type	Date of Birth	Minor	Guardian	Actions
MR Jessica J Jacob	Daughter	May 1, 2010	Yes	Mary John	

4. Click **Submit**.

The screen is successfully submitted for authorization.

4.4.2 View Nominee Details

You can view the details of the nominee added to a CASA account.

To view the nominee details:

- In the **Nominee Details** section, click the icon from the **Actions** field.

The **Nominee Details** section is displayed.

Figure 4-15 View Nominee Details - Personal

Nominee Details

Personal Details
Guardian Details

Nominee Name Mr. Jessica J Jacob	Relation Type Daughter
Possession (%)	Date of Birth May 1, 2010
Minor Yes	Mobile Number
Email ID	Address Sunshine, Dove, Sydney, NSW, AU, 00001

Close

2. You can view the required details in the section displayed. For more information on fields, refer to the field description table.

Table 4-9 Nominee Details - Personal Details – Field Description

Field	Description
Personal Details	This section displays the personal details of the nominee.
Nominee Name	Displays the nominee name.
Possession (%)	Displays the percentage of possession to the nominee.
Date of Birth	Displays the nominee's date of birth.
Minor	Displays whether the added nominee is a minor.
Mobile Number	Displays the nominee's mobile number.
Email ID	Displays whether the email ID of the nominee.
Address	Displays the complete address of the nominee.

Figure 4-16 View Nominee Details - Guardian

Nominee Details

Personal Details
Guardian Details

Guardian Name
Mary John

Mobile Number
3344455577

Address
Sunshine, Dove,
Sydney, NSW, AU,
00001

Relation Type
Mother

Email
a@b.com

Close

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

Table 4-10 Nominee Details - Guardian Details – Field Description

Field	Description
Guardian Details	This tab displays the guardian details. <div style="border-left: 2px solid #0070c0; border-right: 2px solid #0070c0; border-bottom: 2px solid #0070c0; padding: 5px; background-color: #e6f2ff;"> Note: This tab is displayed if the added nominee is a minor. </div>
Guardian Name	Displays the name of the guardian.
Relation Type	Displays the type of relationship with nominee.
Mobile Number	Displays the guardian's mobile number.
Email ID	Displays whether the email ID of the guardian.
Address	Displays the guardian's address.

3. Click **Close**.

4.4.3 Edit Nominee Details

You can edit the nominee details that are already added to a CASA account.

To edit a nominee:


1. In the **Nominee Details** section, click the  icon from the **Actions** field. The **Edit Nominee** section is displayed.

Figure 4-17 Edit Nominee

Edit Nominee

Nominee Details

<p>Customer ID</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="001920"/>	<p>Relation Type</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="Daughter"/>
<p>First Name</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="Jessica"/>	<p>Minor</p> <input checked="" type="checkbox"/> Yes
<p>Date of Birth</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="November 1, 2000"/>	

Address Details

Default Account Address

<p>Building</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="Sunshine"/>	<p>Street</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="Dove"/>
<p>City</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="Sydney"/>	<p>State</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="NSW"/>
<p>Country</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="AU"/>	<p>Zip Code</p> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="000012"/>

2. For information on fields and description, refer [Add Nominee](#), as the fields in the **Add Nominee** section are same.
3. Click **Save**.

4.5 Primary Party Change

This topic provides systematic instructions to change the primary **Customer Id** linked to an account on the customer request. The new primary **Customer Id** can be the existing joint holder or any existing customer.

To change primary party:

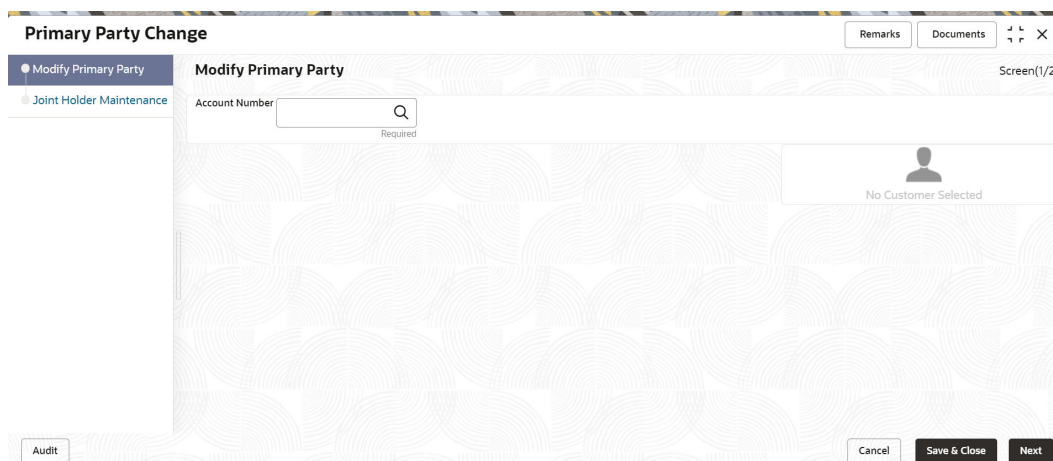
 **Note:**

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Maintenance**, click **Primary Party Change**, or specify the **Primary Party Change** in the Search icon bar.

Primary Party Change screen is displayed.

Figure 4-18 Primary Party Change



2. On the **Primary Party Change** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 4-11 Primary Party Change - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.
Account Name	Account Name is displayed by default based on the account selected.

Current Primary Holder, Joint Holder (if any) details are displayed.

Figure 4-19 Primary Party Change - Joint Account Holder

The screenshot shows the 'Primary Party Change' interface. At the top, there are tabs for 'Remarks' and 'Documents'. The main header is 'Modify Primary Party' with a sub-tab 'Joint Holder Maintenance'. The account number is 'FM7000223069' and the name is 'John Smith'. The current primary holder is 'FAISAL_FM7_(000223)'. Under 'Select New Primary Holder', there are three options: 'Asit Pradhan164' (Developer), '004023_Walkin' (Custodian), and 'Other'. A 'Reason' field contains 'Modify party details'. On the right, 'Customer Information' includes a photo of John Smith, 'Customer Id, Name' (000182, John Smith), 'KYC Status' (Not Verified), a signature, and account details: 'Account Name' (John Smith), 'Account Status' (Active), 'Account Balance' (£995,264.00), 'Account Branch' (FM7), and 'Mode Of Operation' (Single). Contact information includes phone number '8892090908', email 'Johnsmith@gmail.com', and address '#101, Church Street, New York, New Jersey'. Buttons for 'Audit', 'Cancel', 'Save & Close', and 'Submit' are visible.

Note:

If the **Account Type** is **Single**, the **New Primary Holder** field displays without any joint holder details.

Figure 4-20 Primary Party Change - Single Account Holder

The screenshot shows a web application interface for "Primary Party Change". The main title is "Modify Primary Party" with a sub-tab "Joint Holder Maintenance". The account number is FM7000223080 and the account holder is John Smith. The interface is divided into two main sections: "Current Primary Holder" and "New Primary Holder".

Current Primary Holder: FAISAL_FM7_(000223) with a "View Details" link.

New Primary Holder: A search field containing "001671" and a "View Details" link for "JeJa1644560527". Below this is a "Reason" dropdown menu set to "Primary".

Customer Information: A profile card for John Smith (Customer ID: 00082) with a "NA" tag and "KYC Status: Not Verified". It includes a signature, account name, branch (FM7), status (Active), and balance (£995,264.00). Contact information includes phone (8892090908), email (Johnsmith@gmail.com), and address (#101, Church Street, New York, New Jersey).

Buttons at the bottom include "Audit", "Cancel", "Save & Close", and "Submit".

- Under **Select New Primary Holder**, Click the joint holder to change the Joint Holder as the Primary Account Holder or click the **Other** option to add a new primary account holder from the existing customers.

New Primary Holder field is displayed.

Figure 4-21 Primary Party Change - On Selection of Other Option

The screenshot shows the 'Primary Party Change' application window. The main title is 'Primary Party Change'. Below it, there's a sub-header 'Modify Primary Party'. The interface is divided into several sections:

- Account Information:** Account Number: FM7000223069, Name: John Smith.
- Current Primary Holder:** FAISAL_FM7_(000223) with a 'View Details' link.
- Select New Primary Holder:** Three options are listed: 'Asst Pradhan164' (Developer, ID 000173), '004023_Walkin' (Custodian, ID 004023), and 'Other' (highlighted in blue).
- New Primary Holder:** A search field containing '001673' and a 'View Details' link for 'JeJa1644560604'.
- Reason:** A dropdown menu currently showing 'Modify party details'.
- Customer Information:** Includes a customer photo, KYC Status (Not Verified), a signature, and account details: Account Name (John Smith), Account Status (Active), Account Balance (£995,264.00), Account Branch (FM7), and Mode Of Operation (Single).
- Contact Information:** Phone (8892090908), Email (johnsmith@gmail.com), and Address (#101, Church Street, New York, New Jersey).
- Buttons:** 'Audit', 'Cancel', 'Save & Close', and 'Submit'.

4. On **Primary Party Change** screen, **Modify Primary Party** sub-screen, specify the fields.

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


Table 4-12 Primary Party Change - Field Description

Field	Description
Current Primary Holder	The system displays the current primary holder's name and customer Id details.
Select New Primary Holder	<p>The new primary holder can be the existing joint holder or any other existing customer.</p> <p>In the case of joint account, the joint holder details (Customer Name, Customer ID, and Joint holder Type) are displayed under the Select New Primary Holder field.</p> <p>Click on the Other option to select an existing customer as the primary account holder than the existing joint holder.</p>

Note:

If the number of joint holders are more than 3, a navigation button is enabled.

Table 4-12 (Cont.) Primary Party Change - Field Description

Field	Description
New Primary Holder	<p>On clicking the Other option, the New Primary Holder field is displayed.</p> <p>Enter or select the New Primary Holder from the List of Values screen. The system displays all existing customer Ids. In the List of Values screen, the search criteria provides following details:</p> <ul style="list-style-type: none"> • Customer ID • Customer Name <p>When the user selects the New Primary Holder, the system displays the Customer Name and View Details button to display the customer information details. On clicking the View Details button, the system displays the below customer details:</p> <ul style="list-style-type: none"> • Customer Image • Customer ID • Customer Name • KYC Status • Signature • Option to view customer 360 details <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>New Primary Holder can not be the same as the Current Primary Holder.</p> </div>
Reason	Enter the reason for primary party change.

5. Click the **Next** button.

While initiating the primary party change, the system validates the party change with the host and displays errors/overrides if any. Users can proceed with the transaction by accepting the overrides.

Joint Holder Maintenance screen is displayed.

Figure 4-22 Joint Holder Maintenance

The Joint Holder Details section can be used to either input joint holder details for the first time or to modify existing details of joint holding.

Note:

For More information on Joint Holder Maintenance screen, refer to the topic [Joint Holder Maintenance](#).

6. Click the **Submit** button.

On submitting, the system validates if the **New Primary Holder** is not the same as the joint holder.

4.6 Account Preferences

You can set or modify the preferences for the CASA account using this screen.

To set the account preferences:

Note:


The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Maintenance**, click **Account Preferences**, or specify the **Account Preferences** in the Search icon bar.

The **Account Preferences** screen is displayed.

Figure 4-23 Account Preferences

The screenshot shows the 'Account Preferences' screen. At the top, there are 'Remarks' and 'Documents' buttons. Below them is the 'Account Number' field with a search icon and a 'Required' label. The main area contains the text 'Enter Account number to View Account Preferences' and a 'No Customer Selected' message with a person icon. At the bottom, there are 'Audit', 'Cancel', 'Save & Close', and 'Submit' buttons.



2. On the **Account Preferences** screen, click the  icon or specify the account number in the **Account Number** field, and press **Tab** or **Enter**.

The fields to set the preferences for the account are displayed.

Figure 4-24 Set Account Preferences

The screenshot shows the 'Account Preferences' screen with the account number '000004649053' and 'KARNA' selected. The settings are organized into sections:

- ATM Facility:** ATM Required (toggle off)
- Cheque Book Facility:**
 - Cheque Book Required (toggle off)
 - Cheque Book Name 1: Jessica M
 - Cheque Book Name 2: (empty)
 - Auto Reorder Cheque Book (toggle off)
 - Reorder Cheque Level: 1
 - Reorder Number Of Leaves: 20
- Passbook Facility:** Passbook (toggle off)
- Banking Channels:** Banking Channel Required (toggle off). Below is an 'Add Channel' button and a table:

Banking Channel	Channel Name	Action
		 
- Sweep Facility:**
 - Enable Sweep in (toggle off)
 - Enable Reverse Sweep in (toggle off)

 At the bottom, there are 'Audit', 'Cancel', 'Save & Close', and 'Submit' buttons. A pagination bar shows 'Page 1 of 1 (1 of 1 items)'.

- On the **Account Preferences** screen, you can set the preferences for the account based on the requirement.

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

Table 4-13 Account Preferences - Field Description








Field	Description
Account Number	<p>Specify the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and click on the Fetch button.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>As you specify or select the account number:</p> <ul style="list-style-type: none"> The account name is displayed adjacent to the Account Number field. The customer information is displayed in a widget, to the right of the screen. </div>
ATM Facility	This section displays the field to set preference for the ATM facility.
ATM Required	<p>Switch to  to subscribe for ATM facility for the account.</p> <p>Switch to  to unsubscribe for ATM facility for the account.</p>
Cheque Book Facility	This section displays the fields to set the preferences for cheque book.
Cheque Book Required	<p>Switch to  to subscribe for cheque book facility for the account.</p> <p>Switch to  to unsubscribe for cheque book facility for the account.</p>
Cheque Book Name 1	<p>Specify the primary name on the cheque book.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>This field is displayed if you switch to  from the Cheque Book Required field.</p> </div>

Table 4-13 (Cont.) Account Preferences - Field Description











Field	Description
Cheque Book Name 2	<p>Specify the secondary name on the cheque book.</p> <p> Note:</p> <p>This field is displayed if you switch to  from the Cheque Book Required field.</p>
Auto Reorder Cheque Book	<p>Switch to  to reorder the cheque book automatically.</p> <p>Switch to  to stop reordering of the cheque book automatically.</p>
Reorder Cheque Level	<p>Specify the level for the cheque reorder.</p> <p> Note:</p> <p>This field is displayed if you switch to  from the Auto Reorder Cheque Book field.</p>
Reorder Number Of Leaves	<p>Specify the number of leaves for the cheque book reorder.</p> <p> Note:</p> <p>This field is displayed if you switch to  from the Auto Reorder Cheque Book field.</p>
Passbook Facility	<p>This section displays the field to set the preference for passbook.</p>
Passbook	<p>Switch to  to avail the passbook facility for the account.</p> <p>Switch to  to unavail the passbook facility for the account.</p>
Banking Channels	<p>This section displays the fields to set the preference for banking channels.</p>

Table 4-13 (Cont.) Account Preferences - Field Description



















Field	Description
Banking Channel Required	<p>Switch to  to set the banking channel facility for the account.</p> <p>Switch to  to stop the banking channel facility for the account.</p>
Banking Channel	<p>Select the preferred banking channel for the account.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <ul style="list-style-type: none"> This field is displayed if you switch to  from the Banking Channel Required field. This field is enabled if you click Add Channel. </div>
Channel Name	<p>Displays the channel name based on the banking channel selected.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>This field is displayed if you switch to  from the Banking Channel Required field.</p> </div>
Action	<p>Displays the following icons to perform required action:</p> <ul style="list-style-type: none">  : Click to edit the baking channel set for the account.  : Click to delete the banking channel set for the account. <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>This field is displayed if you switch to  from the Banking Channel Required field.</p> </div>
Sweep Facility	<p>This section displays the fields to set the preferences for sweep in.</p>

Table 4-13 (Cont.) Account Preferences - Field Description

Field	Description
<p>Enable Sweep in</p>	<p>Switch to  to enable the sweep in facility for the account.</p> <p>Switch to  to stop the sweep in facility for the account.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>This field is displayed if you switch to  from the Sweep Facility field.</p> </div>
<p>Enable Reverse Sweep in</p>	<p>Switch to  to enable reverse sweep in facility for the account.</p> <p>Switch to  to stop the reverse sweep in facility for the account.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>This field is displayed if you switch to  from the Sweep Facility field.</p> </div>

4. Click **Submit**.

The screen is successfully submitted for authorization.

4.7 Memo Maintenance

This topic describes the systematic instruction to maintain the Memo instructions against the Current and Savings Account or Deposit Account.

The memo maintenance screen helps you to maintain the information or important actions that take place when the account holder visits the branch or user performs any transactions on the account. This memo details are displayed to the bank user or the account holder performs any channel transactions.

To maintain memo:



Note:

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Interaction Services**, under **Maintenance**, click **Memo Maintenance**, or specify the **Memo Maintenance** in the Search icon bar.
Memo Maintenance screen is displayed.

Figure 4-25 Memo Maintenance

2. On **Memo Maintenance** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 4-14 Memo Maintenance - Field Description

Field	Description
Category	<p>The user can select the following categories from the drop-down list. The drop-down lists the below values:</p> <ul style="list-style-type: none"> • Current and Savings Account • Deposit Account <p>When the user selects the Current and Savings Account category, the system displays the fields Account Number, Account Name, and Branch.</p> <p>When the user selects the Deposit Account category, the system displays the fields Deposit Account Number, Account Name, and Branch.</p>
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and clicking on the Fetch button.</p>

Table 4-14 (Cont.) Memo Maintenance - Field Description

Field	Description
Deposit Account Number	Enter the Deposit Account Number or click the search icon to view the Deposit Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Deposit Account Number by providing Customer ID , Deposit Account Number , or Account Name and clicking on the Fetch button.
Account Name	Account Name is displayed based on the account number selected.
Branch	Displays the branch code for the selected Current and Savings Account Number or Deposit Account Number .

- When users input the **Current and Savings Account Number** or **Deposit Account Number**, the system displays the existing memo instructions if any or the system displays a message as **Active Memo instruction details are not available**.

Memo Details screen is displayed.

Figure 4-26 Memo Details

The screenshot shows the 'Memo Maintenance' application window. At the top, there are buttons for 'Remarks' and 'Documents'. Below that, a header bar contains fields for 'Category' (Current and Savings Account), 'Account Number' (FM7000223014), 'Account Name' (John Smith), and 'Branch' (FM7). The main area is titled 'Memo Details' and contains an 'Override' section with a text area displaying: 'Banker Message: Loan Amount \$1000 is due from March 10, 2020' and 'Customer Message: N/A'. Below the text area are icons for delete, edit, and refresh. At the bottom of the main area, there is a pagination control showing 'Page 1 of 1 (1-2 of 2 items)'. At the very bottom of the window are buttons for 'Audit', 'Cancel', 'Save & Close', and 'Submit'.

Figure 4-27 No Active memo instructions

The screenshot shows the 'Memo Maintenance' application window. At the top, there are buttons for 'Remarks' and 'Documents'. Below that, a header bar contains fields for 'Category' (Current and Savings Account), 'Account Number' (1005000000000117), 'Account Name' (Anna Smith), and 'Branch' (005). The main area is titled 'Memo Details' and contains a message: 'Active Memo instruction details are not available'. At the bottom of the main area, there is a pagination control showing 'Page 1 of 1 (1-2 of 2 items)'. At the very bottom of the window are buttons for 'Audit', 'Cancel', 'Save & Close', and 'Submit'.


- To create a new memo instructions, click  icon.
Add Memo pop up screen is displayed.



Figure 4-28 Add Memo


- On **Add Memo** pop up screen, specify the fields.
For more information on fields, refer to the field description table.

Table 4-15 Add Memo - Field Description

Field	Description
Type	Select the Type from the drop-down list. The drop-down lists the below values: <ul style="list-style-type: none"> Information Override
Banker Message	Specify the memo instruction message which displays to the bank user.

Table 4-15 (Cont.) Add Memo - Field Description

Field	Description
Start Date	The system defaults the start date as the current branch date, and the user can modify the start date to any future date using the adjoining Calendar button.
	<div style="border: 1px solid #0070c0; padding: 10px; background-color: #e6f2ff;"> <p> Note: The Start Date cannot be backdated.</p> </div>
End Date	Click on the adjoining calendar icon to specify the end date of the memo instruction.
Show to Customer	Users can click on the Show to Customer toggle button to capture memo instruction, which displays to the account holder.
	<div style="border: 1px solid #0070c0; padding: 10px; background-color: #e6f2ff;"> <p> Note: The Customer Message and Channel fields are available if the user enables the Show to Customer toggle button.</p> </div>
Customer Message	Specify the memo instruction message, which displays to the Account holder.
Channel	Select the channel to display the memo to the account holder from the drop-down list. The drop-down lists the below values: <ul style="list-style-type: none"> • Dashboard • E-Mail • SMS

6. On click of **Add Another** button, the **Add Memo** screen refreshes to capture another instruction detail and a new memo tile displays under the Memo Details.
7. Click the **Add** button to add new memo details. After the click on **Add** button, the **Add Memo** pop-up window is closed.
8. On **Memo Maintenance** screen, under **Memo Details**, click  on the tile to view the memo instruction.

View Memo pop up screen is displayed.

Figure 4-29 View Memo

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

Type	Banker Message
Override	Loan Amount \$1000 is due from March 10, 2020
Start Date	End Date
Apr 5, 2018	
Show to Customer	
Off	

A 'Close' button is located at the bottom right of the window.


9. On the **View Memo** screen, users can view the following details:
 - a. Type
 - b. Banker Message
 - c. Start Date
 - d. End Date
 - e. Show to Customer
 - f. Customer Message
 - g. Channel
10. On **Memo Maintenance** screen, under **Memo Details**, click  on the tile to modify the memo instructions.
Modify Memo pop up screen is displayed.

Figure 4-30 Modify Memo

Modify Memo

Type: Override

Banker Message: Loan Amount \$1000 is due from March 10, 2020

Start Date: Apr 5, 2018


End Date:

Show to Customer:

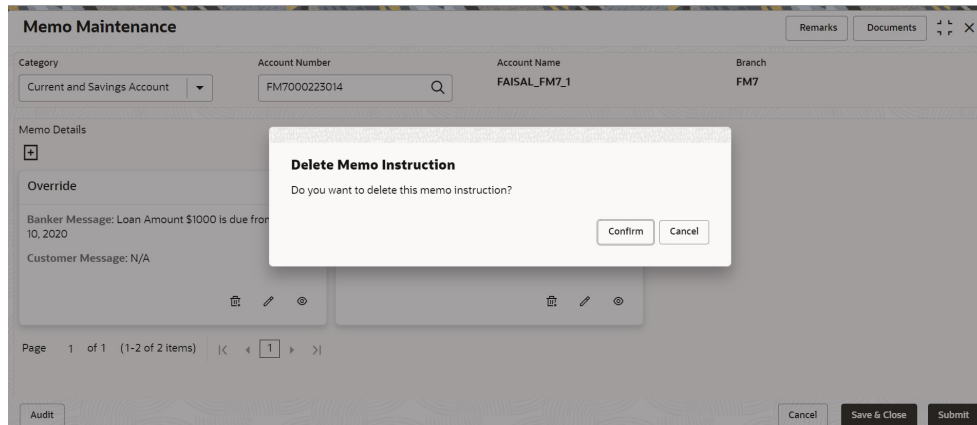
Customer Message: message from customer

Channel:

Save Cancel

11. On the **Modify Memo** screen, users can modify the following fields:
 - a. Type
 - b. Banker Message
 - c. Start Date
 - d. End Date
 - e. Show to Customer
 - f. Customer Message
 - g. Channel
12. Click the **Save** button to update the memo details and the updated instruction details displayed in the tile.
13. On **Memo Maintenance** screen, under **Memo Details**, click  on the tile to delete the memo instruction.

Delete Memo Instruction pop up window is displayed.

Figure 4-31 Delete Memo Instruction

14. Click the **Cancel** button to cancel the Delete Memo Instruction operation.
15. Delete the Memo instruction by clicking on the **Confirm** button.

4.8 Bulletin Board Maintenance

This topic helps you to create, view, modify or delete the bulletin messages.

This topic contains the following subtopics:

- [Create Bulletin](#)
This topics helps you to create, view, modify or delete the bulletin messages.
- [View Bulletin](#)
This topic describes the systematic instructions to View or Modify the Bulletin Message.

4.8.1 Create Bulletin

This topics helps you to create, view, modify or delete the bulletin messages.

However, Joint account holders share equal responsibility for charges or any other liability arising from holding such accounts.

To create bulletin:

Note:

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Interaction Services**, under **Maintenance**, **Bulletin**, click **Create Bulletin**, or specify the **Create Bulletin** in the Search icon bar.
Create Bulletin screen is displayed.

Figure 4-32 Create Bulletin

- On the **Create Bulletin** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 4-16 Create Bulletin - Field Description




Field	Description
Message Type	<p>Select the message type from the drop-down list. The available options are:</p> <ul style="list-style-type: none"> Alert - Select this option if the message requires immediate attention from the users. When this option is selected, the Bulletin message is represented with  icon on the widget. Information - Select this option if the bulletin is for information purposes only. When this option is selected, the Bulletin message is represented with  icon on the widget.
Start Date	<p>Select the date from which the bulletin message displays on the widget.</p> <div style="background-color: #e6f2ff; padding: 10px; border: 1px solid #0070c0;"> <p> Note:</p> <p>This date cannot be lesser than the current business date.</p> </div>


Table 4-16 (Cont.) Create Bulletin - Field Description


Field	Description
End Date	Users can specify the expiry date of the bulletin message. Once the bulletin message reaches the expiry date, the message gets removed from the bulletin board widget.
Subject	Enter a brief description of the bulletin message.
Message	Enter a detailed description of the message.
Attachments	You can attach relevant documents using this option. You can either drag and drop files into the space provided or select documents from your local drive. You can preview or delete an attachment before submitting the transaction for authorization.

- To preview an attached document, click the document link.
The **Document Uploaded** pop up window is displayed.

 **Note:**


The document preview is available only to those document types that support the preview feature by default. Where the preview feature is not supported, click on **Download** button to download the attached document before viewing.

- Click  icon to close the **Document Uploaded** pop up window.
- You can target bulletin messages towards user groups or specific users. Using the **User Role Mapping** table, you can configure User Roles or Users to a particular bulletin.

- Click  icon to specify User Role or User mapping to the bulletin message.

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

Table 4-17 User Role Mapping - Field Description

Field	Description
User/Role	Select User/Role from the drop-down list.
ID	When User is selected, click the search icon to view the User Mapping pop-up window. By default, this window lists all the Users present in the system. You can search for a specific User by providing User, or Username and click Fetch . When Role is selected, click the search icon to view the Role Mapping pop-up window. By default, this window lists all the Roles present in the system. You can search for a specific Role by providing Role, or Role Name and click Fetch .
Name	User or Role name is displayed based on the user id or role id selected.
Actions	Displays the  icon, to remove the respective user or role.

- After the message is created, the status of the message is updated as **Active** or **Awaited**.

System updates the status of the Bulletin message as **Active** if the start date is equal to the current business date.

 **Note:**

If the Start Date is future dated, then the status of Bulletin message is updated as **Awaited** until the date is reached. The system automatically updates the status to **Active** once the start date is reached

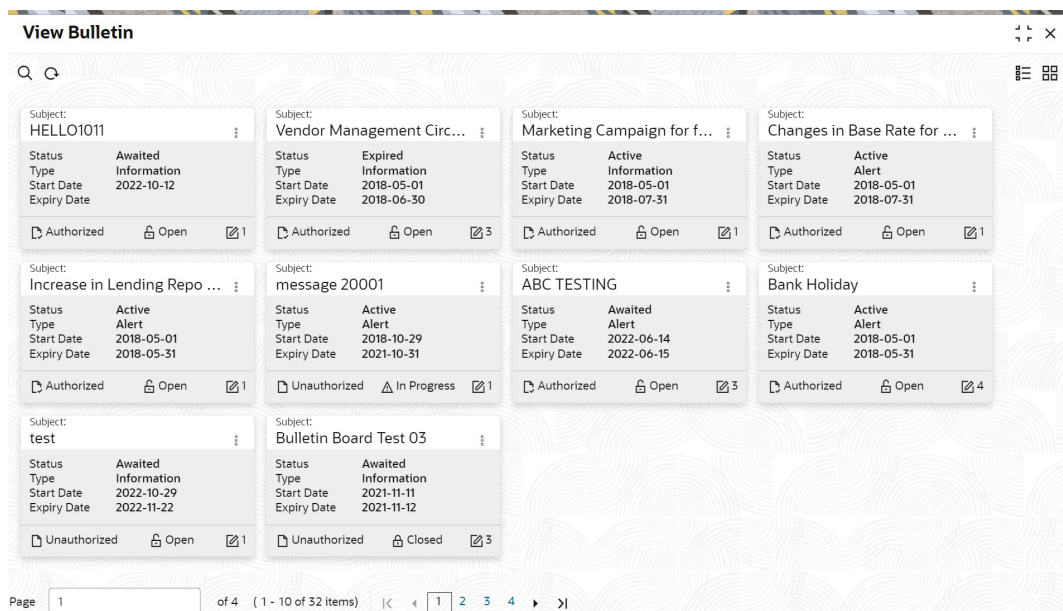
4.8.2 View Bulletin

This topic describes the systematic instructions to View or Modify the Bulletin Message.

- On the **Homepage**, from **Interaction Services**, under **Maintenance**, **Bulletin**, click **View Bulletin**, or specify the **View Bulletin** in the Search icon bar.

View Bulletin screen is displayed.


Figure 4-33 View Bulletin





The screenshot shows the 'View Bulletin' interface with a search bar and a grid of bulletin messages. Each message card displays the following information:

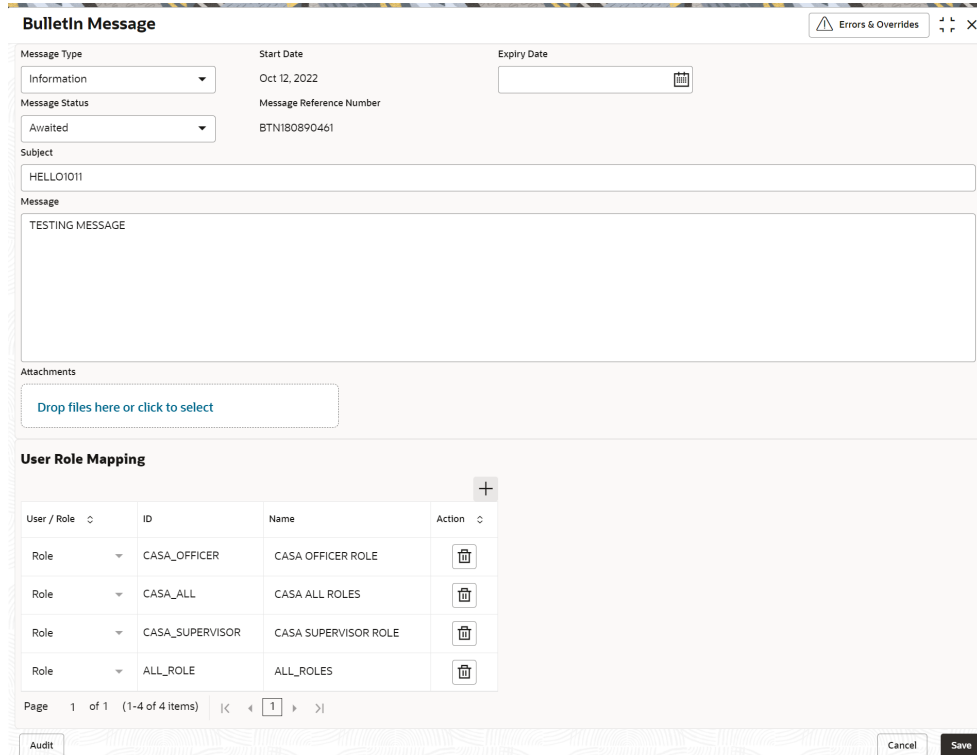
Subject	Status	Type	Start Date	Expiry Date	Authorized	Open	Count
HELLO1011	Awaited	Information	2022-10-12		Authorized	Open	1
Vendor Management Circ...	Expired	Information	2018-05-01	2018-06-30	Authorized	Open	3
Marketing Campaign for f...	Active	Information	2018-05-01	2018-07-31	Authorized	Open	1
Changes in Base Rate for ...	Active	Alert	2018-05-01	2018-07-31	Authorized	Open	1
Increase in Lending Repo ...	Active	Alert	2018-05-01	2018-05-31	Authorized	Open	1
message 20001	Active	Alert	2018-10-29	2021-10-31	Unauthorized	In Progress	1
ABC TESTING	Awaited	Alert	2022-06-14	2022-06-15	Authorized	Open	3
Bank Holiday	Active	Alert	2018-05-01	2018-05-31	Authorized	Open	4
test	Awaited	Information	2022-10-29	2022-11-22	Unauthorized	Open	1
Bulletin Board Test 03	Awaited	Information	2021-11-11	2021-11-12	Unauthorized	Closed	3

Page 1 of 4 (1 - 10 of 32 Items) |< < 1 2 3 4 > >|

- On **View Bulletin** screen, the system displays all the bulletin messages with status:
 - Awaited
 - Active
 - Paused
 - Expired
- On the **View Bulletin** screen, you can search for specific bulletin using the  icon. You can use any of the following options to search:

- a. Message Type
 - b. Message Status
 - c. Message Reference Number
 - d. Subject
 - e. Start Date
 - f. Expiry Date
 - g. Authorization Status
 - h. Record Status
4. After the input of any options mentioned above, click the **Search** button.
 5. Click  icon to display the following options:
 - a. Unlock
 - b. Authorize
 - c. Delete
 - d. Close
 - e. Copy
 - f. View
 6. To modify an existing bulletin message, click the **Unlock** option from  icon.

Bulletin Message screen is displayed.



Bulletin Message Errors & Overrides

Message Type: Information
 Start Date: Oct 12, 2022
 Expiry Date:

Message Status: Awaited
 Message Reference Number: BTN180890461

Subject: HELLO!011

Message: TESTING MESSAGE


Attachments: [Drop files here or click to select](#)

User Role Mapping

User / Role	ID	Name	Action
Role	CASA_OFFICER	CASA OFFICER ROLE	
Role	CASA_ALL	CASA ALL ROLES	
Role	CASA_SUPERVISOR	CASA SUPERVISOR ROLE	
Role	ALL_ROLE	ALL_ROLES	

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

Audit Cancel Save

7. To view the bulletin message, click the **View** option from  icon.

Create Bulletin screen is displayed.

 **Note:**

On the create bulletin screen, all the fields are non-editable.

Figure 4-34 Create Bulletin



8. To replicate an existing bulletin, click the **Copy** option from  icon.
9. To permanently delete the existing bulletin, click the **Delete** option from  icon.
10. On **View Bulletin** screen, the system displays all the bulletin messages with status:
For more information on fields, refer to the field description table.

Table 4-18 Tax Deducted at Source Inquiry - Field Description

Field	Description
Customer ID	Enter the Customer ID or click the search icon to view the Customer ID pop-up window. By default, this window lists all the Customer ID's present in the system. You can search for a specific Customer ID by providing Customer Number or Customer Name and click on the Fetch button.
Customer Name	Customer Name is displayed based on the Customer ID selected.
Account Number	You can enter a specific account number of the customer and search Tax Deducted at Source details or click the drop-down list to select the available account numbers listed for the customer id to search the Tax Deducted at Source details. This is an optional field.
Financial Year	By default, the current financial year is displayed in this field. You can select the previous financial years from the drop-down. The system displays the Tax Deducted at Source details financial year-wise.

Table 4-18 (Cont.) Tax Deducted at Source Inquiry - Field Description

Field	Description
Branch	The system displays the Branch Code based on the account number.
Account Number	The system displays the Account Number.
Account Name	The system displays the Account Name.
Interest Amount	The system displays the Credit interest on the account.
Taxation Date	The system displays the date of the tax application on the account.
Tax Amount	The system displays the Tax amount calculated on the credit interest.

5

Statement

Under the **Statement** menu, you can perform the required actions related to statement of CASA account.

This topic contains the following subtopics:

- [Ad hoc Account Statement](#)
This topic describes the systematic instruction to generate account statement based on a given date range or selected period on the account holder's request.
- [Account Statement Frequency](#)
This topic describes the systematic instruction about Account Statement Frequency Update. After specifying the account number, system displays existing account statement cycle details, and the user can modify the frequency.

5.1 Ad hoc Account Statement

This topic describes the systematic instruction to generate account statement based on a given date range or selected period on the account holder's request.

To generate and view ad hoc account statement:

1. On the **Home** screen, from **Account Services**, under **Statement**, click **Ad hoc Account Statement**, or specify the **Ad hoc Account Statement** in the Search icon bar.

Ad hoc Account Statement screen is displayed.

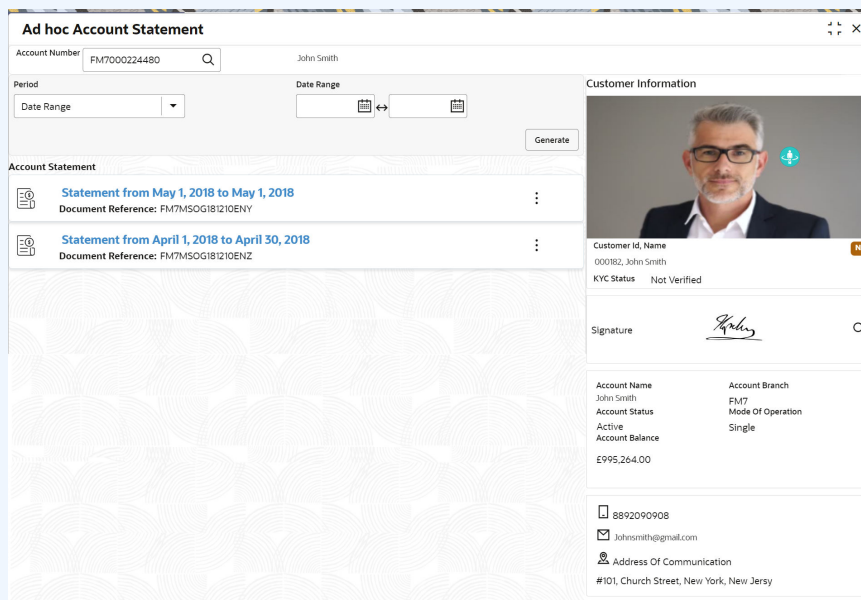
Figure 5-1 Ad hoc Account Statement

2. Enter the **Account Number**.
Ad hoc Account Statement details are displayed.

 **Note:**

Account statement details get displayed if any statement is generated today.

Figure 5-2 Ad hoc Account Statement Details



3. On the **Ad hoc Account Statement** screen, specify the fields. For more information on fields, refer to the field description table below.

Table 5-1 Ad hoc Account Statement - Field Description




Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and clicking on the Fetch button.</p> <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 10px;"> <p> Note:</p> <ul style="list-style-type: none"> • The Account Name is displayed adjacent to this field as the account number is selected. • The customer information is also displayed to the left of the screen. </div>

Table 5-1 (Cont.) Ad hoc Account Statement - Field Description

Field	Description
Period	<p>Users can select the period for account statement generation from the drop-down list. The drop-down lists the below values:</p> <ul style="list-style-type: none"> • Date Range • Last Month • Last 2 Months • Last 3 Months • Last 6 Months <p>When you select the Date Range in the Period drop-down, you can specify the account statement generation date manually.</p> <p>When you select the Last Month or Last 2 Months or Last 3 Months or Last 6 months in the Period drop-down, the Date Range field defaults, and the user cannot modify the date.</p> <p>For Example:</p> <ul style="list-style-type: none"> • If the user selects the Period drop-down as Last Month, the date will be default as last one month from the current date. • If the user selects the Period drop-down as Last 2 Months, the system defaults the account statement generation date as last 2 months from the current date, and the user cannot modify the date. • If the user selects the Period drop-down as Last 3 Months, the system defaults the account statement generation date as last 3 months from the current date, and the user cannot modify the date. • If the user selects the Period drop-down as Last 6Months, the system defaults the account statement generation date as last 6 months from the current date, and the user cannot modify the date.
Date Range	<p>Click the calendar and specify the from date and to date.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>The Date Range cannot be blank and less than from date.</p> </div>

4. On the **Ad hoc Account Statement** screen, click **Generate** button to generate the account statement for selected period.
5. On the **Generated Account Statement**, the following details are displayed:
 - Statement Period
 - Document Reference
6. Click the  icon to view, or print the generated account statement.

5.2 Account Statement Frequency

This topic describes the systematic instruction about Account Statement Frequency Update. After specifying the account number, system displays existing account statement cycle details, and the user can modify the frequency.

To modify the account statement frequency:

 **Note:**

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Statement**, click **Account Statement Frequency**, or specify the **Account Statement Frequency** in the Search icon bar.

Account Statement Frequency screen is displayed.

Figure 5-3 Account Statement Frequency

2. On **Account Statement Frequency** screen, specify the account number.
For more information on fields, refer to the field description table.

Table 5-2 Account Statement Frequency - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.
Account Name	Account Name is displayed by default based on the account selected.
Last Statement Date	The last statement generation date will be displayed.
Frequency	<p>Users can modify the frequency for generating the account statements. To specify the frequency of the statements, click on the adjoining drop-down list. The following list is displayed:</p> <ul style="list-style-type: none"> • Annual • Semiannual • Quarterly • Monthly • Fortnightly • Weekly • Daily <p>For the Annual, Semiannual, Quarterly and Daily cycles, the account statement will be generated on the last day of that cycle.</p> <p>For a weekly and fortnightly statement, the user can specify the day of the week on which account statements must be generated. To specify weekly and fortnightly statements, click on the adjoining drop-down list. The following list of days will be displayed:</p> <ul style="list-style-type: none"> • Sunday • Monday • Tuesday • Wednesday • Thursday • Friday • Saturday <p>For monthly statements the user can specify the dates of the month, between 1 and 31(corresponding to the system date).</p> <p>For example:</p> <ul style="list-style-type: none"> • If the user selected the statement date to 30, then account statements will be generated on the last working day for months with < 30 days. • If the user sets the statement date to 31, then account statements will be generated on the last working day for months with <31 days. • If 30th or 31st is a holiday on the next working day the account statement gets generated.

3. Click **Submit**.

6

Status Update

Under the **Status Update** menu, you can update the status of a CASA account.

This topic contains the following subtopics:

- [Activate Dormant Account](#)
You can activate a Dormant account based on the account holder's request using the **Activate Dormant Account** screen.
- [Account Status Change](#)
This topic describes the systematic instructions about account status change. The bank or the customer can request for changing the status of current and savings account status like No Debit, No Credit, Debit Override, Credit Override, and Frozen.

6.1 Activate Dormant Account

You can activate a Dormant account based on the account holder's request using the **Activate Dormant Account** screen.

To activate dormant account:

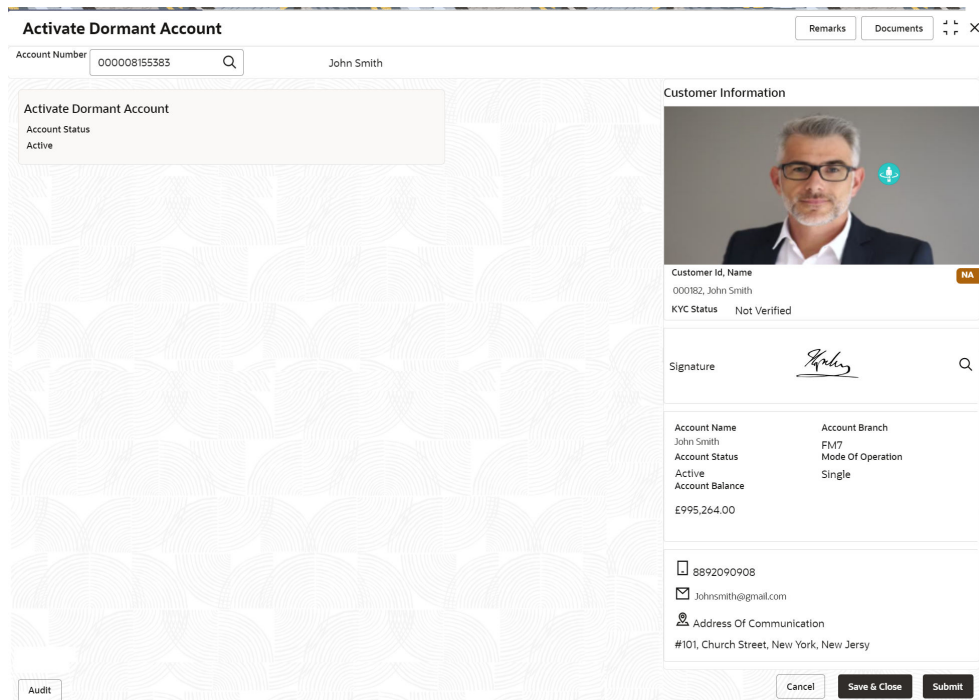


Note:

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Status Update**, click **Activate Dormant Account**, or specify the **Activate Dormant Account** in the Search icon bar.
The **Activate Dormant Account** screen is displayed.

Figure 6-1 Activate Dormant Account





2. On **Activate Dormant Account** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 6-1 Activate Dormant Account - Field Description

Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and clicking on the Fetch button.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>As you specify or select the account number:</p> <ul style="list-style-type: none"> • The account name is displayed adjacent to the Account Number field. • The customer information is displayed in a widget, to the right of the screen. </div>
Activate Dormant Account	This section displays the current status of the account.
Account Status	<p>Displays the current account status. The possible options are:</p> <ul style="list-style-type: none"> • Active • Dormant

Table 6-1 (Cont.) Activate Dormant Account - Field Description

Field	Description
Dormant Since	<p>Dormant Since is a display-only field, the system defaults the dormant date while choosing/entering the Account Number.</p> <p> Note:</p> <p>This field is not displayed, if the status of the account is Active.</p>
Activate Account	<p>The user can activate the dormant account by enabling the toggle button.</p> <p> Note:</p> <p>This field is not displayed, if the status of the account is Active.</p>

3. Click **Submit**.

The screen is successfully submitted for authorization.

6.2 Account Status Change

This topic describes the systematic instructions about account status change. The bank or the customer can request for changing the status of current and savings account status like No Debit, No Credit, Debit Override, Credit Override, and Frozen.

To change account status:

 **Note:**

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Status Update**, click **Account Status Change**, or specify the **Account Status Change** in the Search icon bar.

Account Status Change screen is displayed.

Figure 6-2 Account Status Change

2. On **Account Status Change** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 6-2 Account Status Change - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.
Account Name	Account Name is displayed by default based on the account selected.
Account Status	The existing account statuses will be displayed, and users can modify them (No Debit, No Credit, Debit Override, Credit Override, and Frozen) by enabling or disabling the toggle button.

7

Limits

Under the **Limits** menu, you can perform actions related to limits for a CASA account.

This topic contains the following subtopics:

- [Overdraft Limits Summary](#)
This topic provides systematic instructions to inquire about the details of limits granted to the account holder and allows user to view, modify, or add limit types based on customer requests.
- [Secured Overdraft Limits](#)
This topic provides systematic instructions to capture **Term Deposit** or **Local Collateral** details offered by the account holder against the secured overdraft limit and to update, modify or delete the existing limits on the account.
- [Unsecured Overdraft Limits](#)
This topic provides systematic instructions to create an unsecured limit for an account and to update, modify, or delete the existing unsecured limits on the account.
- [Temporary Overdraft Limit](#)
This topic describes the systematic instructions to maintain Temporary Overdraft Limit. The temporary OD limit is the limit up to which any overdraft is allowed for a specified time over and above the limit provided for an account.
- [Advance against Uncollected Funds](#)
This topic provides systematic instructions to capture details of limits granted to the account holder towards advance against uncollected funds and to update, modify or delete the existing limits.

7.1 Overdraft Limits Summary

This topic provides systematic instructions to inquire about the details of limits granted to the account holder and allows user to view, modify, or add limit types based on customer requests.

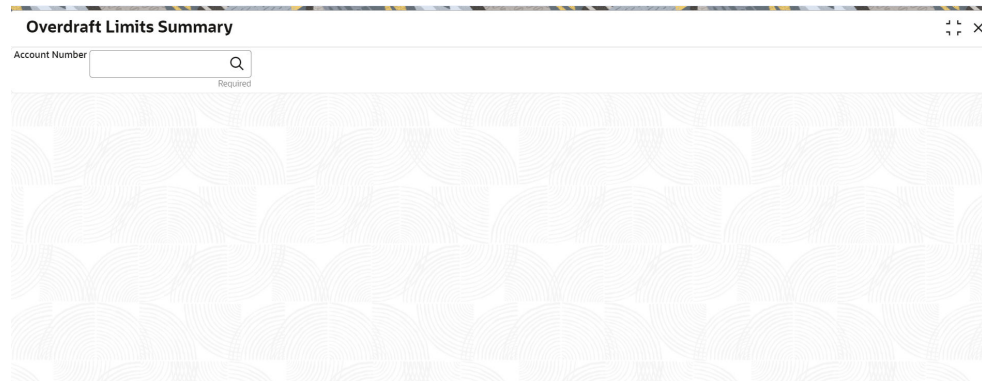
To manage overdraft limit:

 **Note:**

The fields marked as **Required** are mandatory.


1. On the **Homepage**, from **Account Services**, under **Limits**, click **Overdraft Limits Summary**, or specify the **Overdraft Limits Summary** in the Search icon bar.
Overdraft Limits Summary screen is displayed.

Figure 7-1 Overdraft Limits Summary



2. On **Overdraft Limits Summary** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 7-1 Overdraft Limits Summary - Field Description







Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and clicking on the Fetch button.</p> <div style="border-left: 2px solid #0070C0; border-bottom: 2px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> Note:</p> <p>The Account Name is displayed adjacent to this field as the account number is selected.</p> </div>

Limit Type details are displayed for the selected **Account Number**.

 **Note:**

If account is not linked to any limit type, the system displays the message **Account not Linked to Limit Type**.



Figure 7-2 Limit Type

Overdraft Limits Summary				
Account Number		FAISAL_FM7,1		
FM7000225014				
Limit Type	Limit Reference	Validity	Limit Amount	Actions
Unsecured Overdraft Limits				
Unsecured Limits	LIM01	May 1, 2018 - May 31, 2018	3,999.00	 
Temporary Overdraft Limit	-	May 1, 2018 - May 31, 2018	5,000.00	 
Secured Overdraft Limits				
Advance against Uncollected Funds	-	April 18, 2022 -	2,500.00	 
			11,499.00	

An accumulative value of all limit amounts is displayed in the **Limit Amount** column at the bottom of all records.

- For **Term Deposits** and **Collateral**, the Linked Amount in FCUBS (limits subsystem) is displayed in the **Limit Amount** column.
- For **TOD**, **AUF**, and **Unsecured Limits**, the limit granted at the time of the creation of the record is displayed in the **Limit Amount** column.

The TD account number for **Term Deposit**, Collateral Code of **Collateral**, and Unsecured limit reference for Unsecured limits is displayed in **Limit Reference** column. For **TOD** and **AUF**, since there is no reference number, this column displays -.

3. Click  icon to view the existing limit.
On clicking this icon, it allows user to view a non-editable summary screen.
4. Click  icon to modify the existing limit.
On clicking this icon, in edit mode, it allows user to edit the existing record.
5. On **Overdraft Limits Summary** screen, click the **Add** drop-down button to add new limit types.


If an account is not linked to any account, the system displays the following limit types.

- **Temporary Overdraft Limit:** This option is displayed when temporary overdraft and advance against uncollected funds are not present.
- **Advance against Uncollected Funds:** This option is displayed when temporary overdraft and advance against uncollected funds are not present.
- **Secured Overdraft Limits**
- **Unsecured Overdraft Limits**

 **Note:**

Even if an account is linked to multiple limits such as **Secured Limits** (Term deposits and Collaterals) and **Unsecured Limits**, the system displays limits under the **Add an Overdraft** link.

- To add a new limit type, click on the required **Limit Type** option.
The respective screen is displayed on the new page.

 **Note:**

A newly added limit type is displayed in the **Overdraft Limits Summary** screen after completing the new limit type transaction cycle.

7.2 Secured Overdraft Limits

This topic provides systematic instructions to capture **Term Deposit** or **Local Collateral** details offered by the account holder against the secured overdraft limit and to update, modify or delete the existing limits on the account.

To maintain secured overdraft limit:

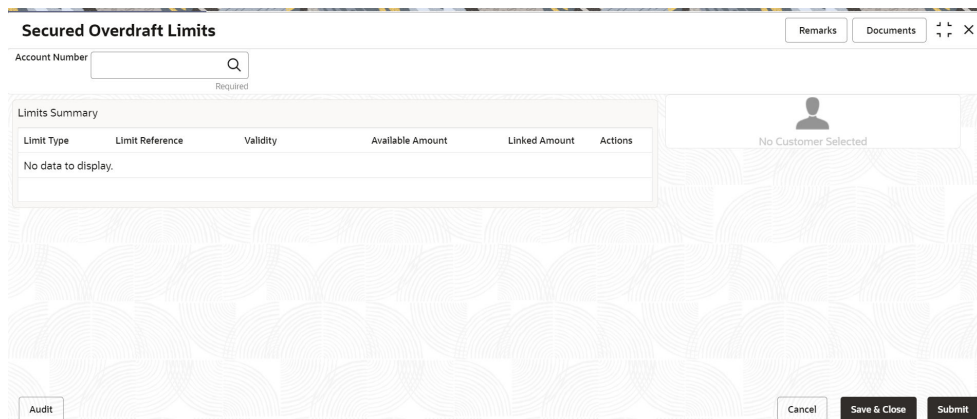
 **Note:**

The fields marked as **Required** are mandatory.

- On the **Homepage**, from **Account Services**, under **Limits**, click **Secured Overdraft Limits**, or specify the **Secured Overdraft Limits** in the Search icon bar.

Secured Overdraft Limits screen is displayed.

Figure 7-3 Secured Overdraft Limits




- On **Secured Overdraft Limits** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 7-2 Secured Overdraft Limits - Field Description

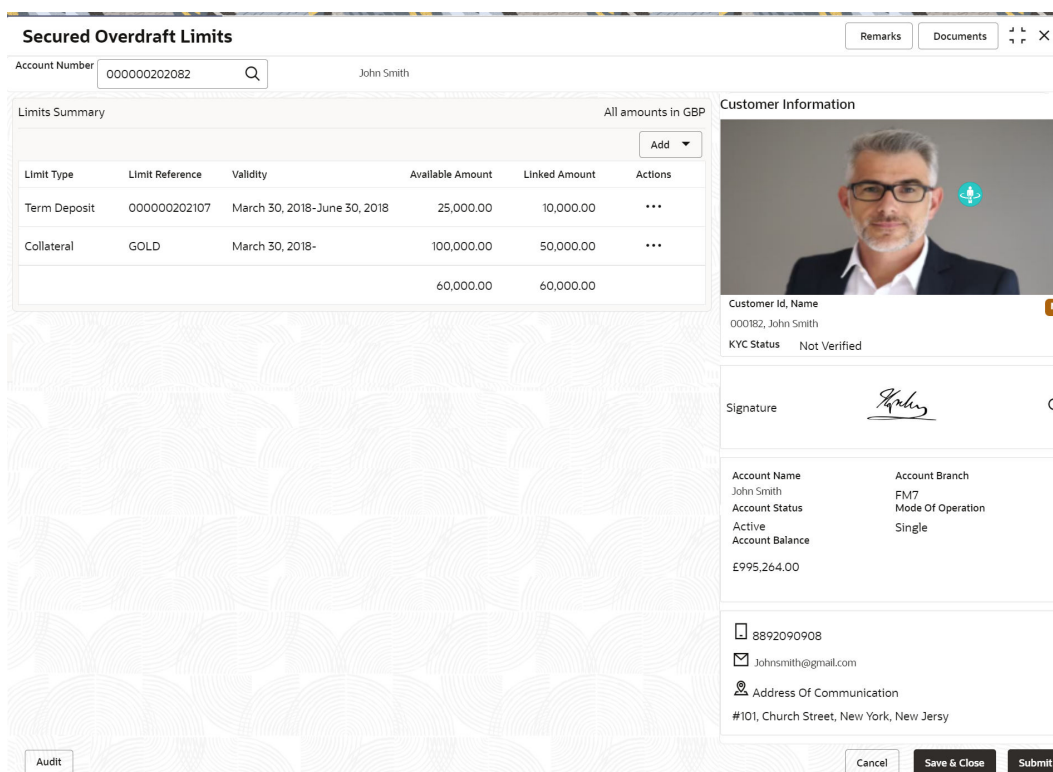
Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Account Number , or Account Name and clicking on the Fetch button.
Account Name	Account Name is displayed by default based on the account selected.

Customer Information and **Limits Summary** is displayed for the selected **Account Number** with existing records.

 **Note:**

If no secured limits are linked to the account, the system displays the message **No records found**.

Figure 7-4 Customer Information - Secured Overdraft Limits




The screenshot shows the 'Secured Overdraft Limits' interface. At the top, there is a search bar for 'Account Number' with the value '000000202082' and a search icon. To the right, the name 'John Smith' is displayed. Below the search bar, there are two main sections: 'Limits Summary' and 'Customer Information'.

Limits Summary: This section contains a table with columns: Limit Type, Limit Reference, Validity, Available Amount, Linked Amount, and Actions. The table lists two limit types: 'Term Deposit' and 'Collateral'. The 'Term Deposit' row shows a limit reference of '000000202107', validity from 'March 30, 2018-June 30, 2018', an available amount of '25,000.00', and a linked amount of '10,000.00'. The 'Collateral' row shows a limit reference of 'GOLD', validity from 'March 30, 2018-', an available amount of '100,000.00', and a linked amount of '50,000.00'. A total row at the bottom of the table shows '60,000.00' for both available and linked amounts. An 'Add' button is located to the right of the table.

Customer Information: This section displays a profile picture of John Smith. Below the photo, the following information is shown: Customer Id, Name (000182, John Smith), KYC Status (Not Verified), Signature (with a handwritten signature), Account Name (John Smith), Account Branch (FM7), Account Status (Active), Mode Of Operation (Single), and Account Balance (£995,264.00). At the bottom of the customer information section, there are contact details: a phone number (8892090908), an email address (Johnsmith@gmail.com), and an address of communication (#101, Church Street, New York, New Jersey).

At the bottom of the interface, there are three buttons: 'Audit', 'Cancel', and 'Save & Close' (with a 'Submit' button next to it).

3. On **Secured Overdraft Limits** screen, under **Limits Summary**, click  icon.

The system displays the following options:

- View

- Edit
 - Delete
4. Click on the **View**, **Edit**, or **Delete** option to view, modify or delete the existing secured limits record.
If **View** or **Delete** options are clicked, non-editable **Term Deposit** or **Collateral** window is displayed.
 5. On **Secured Overdraft Limits** screen, click the **Add** drop-down button to add new secured limits.
The system displays the following options:
 - **Term Deposit**
 - **Collateral**
 6. Click the **Term Deposit** option.
Term Deposit window is displayed.

Figure 7-5 Term Deposit

Term Deposit

Deposit Number: 0000002230014 Required

Available Amount: 25,000.00

Linked Amount: 2,500.00

Start Date: March 30, 2018

End Date:

Interest Details

Interest Rate: Fixed Floating 300

Spread:

Final Rate: 300

Buttons: Save Save & Add Another Cancel

7. On **Term Deposit** window, specify the fields.
For more information on fields, refer to the field description table.

Table 7-3 Term Deposit - Field Description

Field	Description
Deposit Number	The Deposit Number field displays all Term Deposits belonging to the account customer. This field displays the only deposits that are in account currency.

Table 7-3 (Cont.) Term Deposit - Field Description






Field	Description
Available Amount	<p>This field displays the available amount for linking the deposit as a limit. The Available Amount is always displayed in the account currency. Deposits created in other branches are also displayed in this LOV.</p> <p>If the deposit is already linked as Collateral to a different account of the same customer, then the only remaining amount is displayed as the Available Amount.</p>
	<p> Note:</p> <p>Once Secured Overdraft Limits screen is refreshed, the field displays the available amount.</p>
Linked Amount	<p>Enter the amount equal to or lesser than the Available Amount to be linked as the overdraft limit. This amount gets blocked against the deposit until the overdraft limit is manually unlinked or the utilized amount is completely paid off.</p>
Start Date	<p>The system defaults the Start Date as the current Branch Date. You can modify the Start Date to any future date.</p>
	<p> Note:</p> <p>Start Date cannot be backdated.</p>
End Date	<p>This field displays the maturity date of the deposit. You can modify the end date to an earlier date.</p>
	<p> Note:</p> <p>The end date of the limit cannot be greater than the end date of the deposit.</p>

Table 7-3 (Cont.) Term Deposit - Field Description

Field	Description
Interest Rate	<p>Select the Interest Rate Type from the following options:</p> <ul style="list-style-type: none">• Fixed• Floating <p>The system defaults the interest rate type as Fixed.</p> <p>If the Floating option is selected, a field next to the Floating button allows the user to select a Floating Rate Id by using a LOV option. If the Fixed option is selected, a field next to the Fixed button allows the user to input an Interest Rate value.</p> <p>The system allows user to select one option at a time.</p> <div data-bbox="711 619 1377 850"><p> Note:</p><p>Interest Rate Type and actual Interest Rates defaults from the account class level if defined. In such cases, the Interest Rate Type and Interest Rates automatically defaults in these fields.</p></div>
Spread	<p>This is an optional field and can be Positive Spread or Negative Spread.</p>
Final Rate	<p>The system defaults the Final rate by adding the Interest rate.</p> <div data-bbox="711 1024 1377 1171"><p> Note:</p><p>The additional of interest rate can be +/- spread.</p></div>

8. Click the **Collateral** option.
Collateral window is displayed.

Figure 7-6 Collateral

Collateral

Collateral	Available Amount
<input type="text" value="GOLD"/>	100,000.00
Linked Amount	Start Date
<input type="text" value="50,000.00"/>	March 30, 2018
End Date	
<input type="text"/>	

Interest Details

Interest Rate	Spread
<input type="button" value="Fixed"/> <input type="button" value="Floating"/> <input type="text"/>	<input type="text"/>
Final Rate	
0	

9. On **Collateral** window, specify the fields.
For more information on fields, refer to the field description table.

Table 7-4 Collateral - Field Description




Field	Description
Collateral	Select a Collateral from all local collaterals created in FCUBS for the customer. This field displays the Collateral Code after selecting the collateral.
Available Amount	<p>This field displays the available amount for linking the collateral as a limit. The Available Amount is always displayed in the account currency using mid-rate. Collateral can be in any currency other than the account currency. If the collateral is already linked as Collateral to a different account of the same customer, then the only remaining amount is displayed as the Available Amount.</p> <div style="border: 1px solid #0070C0; background-color: #E6F2FF; padding: 5px;"> <p> Note: Once Secured Overdraft Limits the screen is refreshed, the field displays the available amount.</p> </div>

Table 7-4 (Cont.) Collateral - Field Description

Field	Description
Linked Amount	Enter the amount equal to or lesser than the Available Amount to be linked as the overdraft limit. This amount gets blocked against the deposit until the overdraft limit is manually unlinked or the utilized amount is completely paid off.
Start Date	The system defaults the Start Date as the current branch date. You can modify the Start Date to any future date.
End Date	If the End Date is not entered, the limit is infinite.
Interest Rate	<p>Select the Interest Rate Type from the following options:</p> <ul style="list-style-type: none"> • Fixed • Floating <p>The system defaults the interest rate type as Fixed.</p> <p>If the Floating option is selected, a field next to the Floating button allows the user to select a Floating Rate Id by using a LOV option. If the Fixed option is selected, a field next to the Fixed button allows the user to input an Interest Rate value.</p> <p>The system allows user to select one option at a time.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> Note:</p> <p>Interest Rate Type and actual Interest Rates defaults from the account class level if defined. In such cases, the Interest Rate Type and Interest Rates automatically defaults in these fields.</p> </div>
Spread	This is an optional field and can be Positive Spread or Negative Spread.
Final Rate	<p>The system defaults the Final Rate by adding the Interest rate.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> Note:</p> <p>The additional of interest rate can be +/- spread.</p> </div>

On clicking **Save** button, newly added secured limit is displayed in the **Limits Summary**.

7.3 Unsecured Overdraft Limits

This topic provides systematic instructions to create an unsecured limit for an account and to update, modify, or delete the existing unsecured limits on the account.

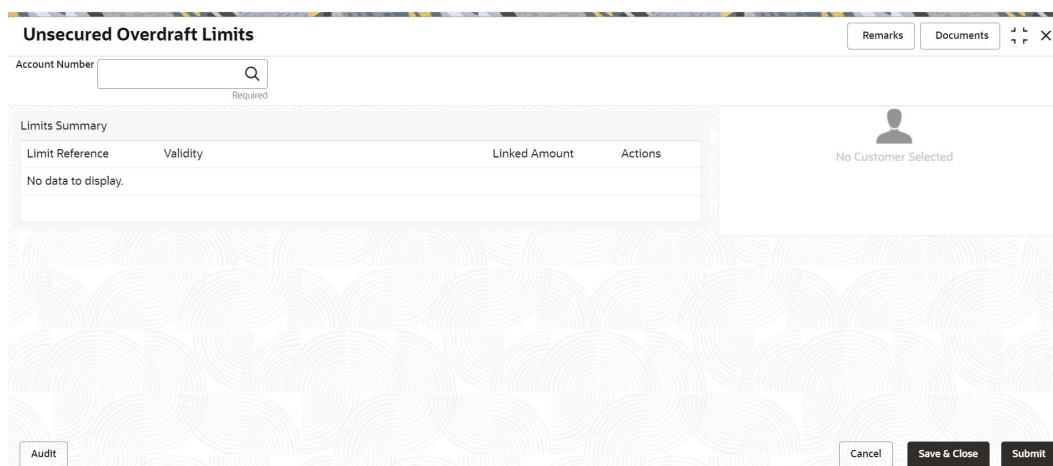
To create or update unsecured limit for an account:

 **Note:**

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Limits**, click **Unsecured Overdraft Limits**, or specify the **Unsecured Overdraft Limits** in the Search icon bar.
Unsecured Overdraft Limits screen is displayed.

Figure 7-7 Unsecured Overdraft Limits



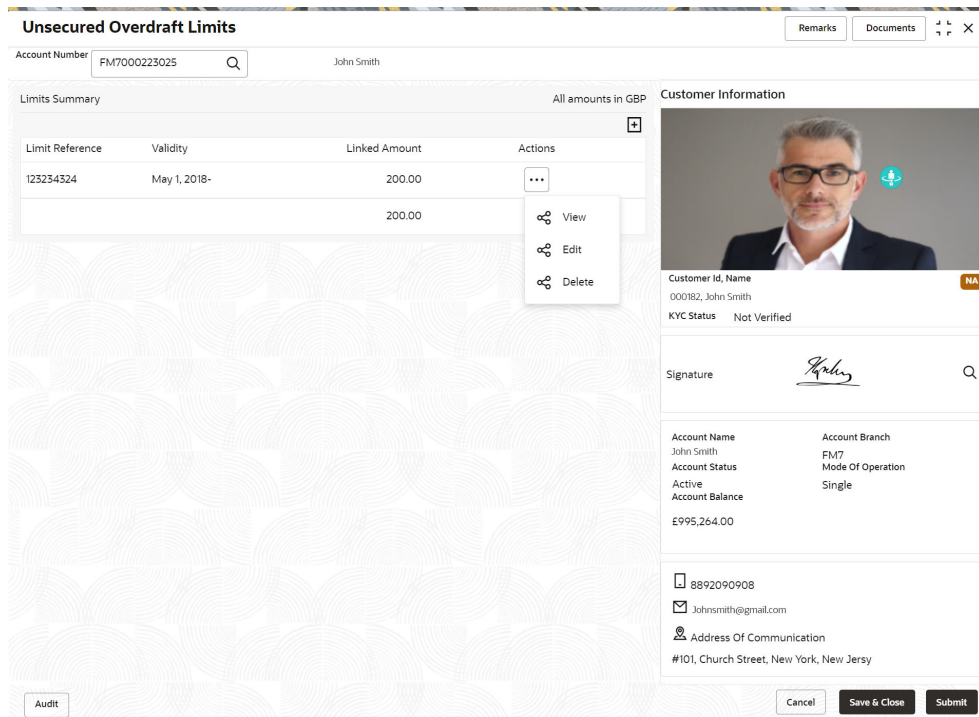
2. On **Unsecured Overdraft Limits** screen, specify the fields
For more information on fields, refer to the field description table.

Table 7-5 Unsecured Overdraft Limits - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Account Number , or Account Name and clicking on the Fetch button.
Account Name	Account Name is displayed based on the account number selected.

Customer Information and **Limits Summary** is displayed for the selected **Account Number** with existing records.

Figure 7-8 Customer Information - Unsecured Overdraft Limits




3. On **Unsecured Overdraft Limits** screen, under **Limits Summary**, click  icon. The system displays the following options:
 - **View**
 - **Edit**
 - **Delete**
4. Click the **View** or **Delete** option to view or delete the existing unsecured limits record. The non- editable **Unsecured Limits** window is displayed.

Figure 7-9 Unsecured Limits - View or Delete

Unsecured Limits

Line Reference	Linked Amount
123234324	200.00
Start Date	End Date
May 1, 2018	

Interest Details

Interest Rate	Spread
<input type="radio"/> Fixed <input checked="" type="radio"/> Floating	30
Final Rate	
30	

Cancel

5. Click the **Edit** option to modify the existing unsecured limits record. The editable **Unsecured Limits** window is displayed.

Figure 7-10 Unsecured Limits - Edit

Unsecured Limits

Line Reference: 123234324

Linked Amount: 200.00

Start Date: May 1, 2018

End Date:

Interest Details

Interest Rate: Fixed Floating 30

Spread:

Final Rate: 30

Save Cancel


6. To add new unsecured limits, click the  icon. **Unsecured Limits** window is displayed.

Figure 7-11 Unsecured Limits

Unsecured Limits

Line Reference: Required

Linked Amount: Required

Start Date: May 1, 2018

End Date:

Interest Details

Interest Rate: Fixed Floating Required




Spread:

Final Rate:

Save Save & Add Another Cancel

7. On **Unsecured Limits** window, specify the fields.
For more information on fields, refer to the field description table.

Table 7-6 Unsecured Limits - Field Description

Field	Description
Line Reference	Enter any reference number to identify the clean unsecured limit being granted to the account holder.
Linked Amount	Enter the amount of unsecured limit being granted to the customer.
Start Date	<p>The system defaults the Start date as the current branch date. You can modify the Start Date to any future date using the adjoining calendar button.</p> <div style="border: 1px solid #0070C0; padding: 5px; background-color: #E6F2FF;"> <p> Note: The Start Date cannot be backdated.</p> </div>
End Date	Click on the adjoining calendar icon and specify the End Date of the unsecured limit.
Interest Rate	<p>Select the Interest Rate Type from the following options:</p> <ul style="list-style-type: none"> • Fixed • Floating <p>The system defaults the interest rate type as Fixed.</p> <p>If the Floating option is selected, a field next to the Floating button allows user to select a Floating Rate Id by using a LOV option. If the Fixed option is selected, a field next to the Fixed button allows user to input an Interest Rate value.</p> <p>The system allows user to select one option at a time and if one option is selected, the other option is disable.</p> <div style="border: 1px solid #0070C0; padding: 5px; background-color: #E6F2FF;"> <p> Note: Interest Rate Type and actual Interest Rate can default from the account class level if defined. In such cases, the Interest Rate Type and Interest Rate should automatically default in these fields.</p> </div>
Spread	This is an optional field and can be Positive Spread or Negative Spread.
Final Rate	<p>The system defaults the Final Rate by adding the Interest rate.</p> <div style="border: 1px solid #0070C0; padding: 5px; background-color: #E6F2FF;"> <p> Note: The additional of interest rate can be +/- spread.</p> </div>

On clicking **Save** button, newly added unsecured limit is displayed in the **Limits Summary**.

7.4 Temporary Overdraft Limit

This topic describes the systematic instructions to maintain Temporary Overdraft Limit. The temporary OD limit is the limit up to which any overdraft is allowed for a specified time over and above the limit provided for an account.

This limit is independent of any credit line linked to the account. This facility is mostly opted by the customer for short-term overdrawn.

To maintain temporary overdraft limit:

 **Note:**

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Limits**, click **Temporary Overdraft Limit**, or specify the **Temporary Overdraft Limit** in the Search icon bar.

Temporary Overdraft Limit screen is displayed.

Figure 7-12 Temporary Overdraft Limit

2. On **Temporary Overdraft Limit** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 7-7 Temporary Overdraft Limit - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.
Temporary Overdraft Start Date	The current Business Date defaults in the Temporary Overdraft Start Date field. This can be changed to any future date. However, it cannot be backdated.
Temporary Overdraft End Date	The date on which the temporary overdraft limit comes to an end. This date cannot be lesser than the Temporary Overdraft Start Date. Input to this field is optional. If a date is not specified it means that the temporary overdraft facility is extended to the customer for an indefinite period.
Temporary Overdraft Limit	The limit amount can be input in the Temporary Overdraft Limit field. The ISO currency code will be defaulted in this field based on the Account Currency. This field highlights the limit up to which any overdraft is allowed for a specified period over and above the limit set for this account. This limit is independent of any credit line linked to this account. This is mostly used for short-term overdrawn. Any amount greater than equal one can be input. Negative values not allowed.
Temporary Overdraft Renewal	Optionally, temporary overdraft renewal details can also be specified. Fields specific to renewal become visible only when the Temporary Overdraft Renewal slider is turned on. When the Temporary Overdraft Renewal slider is turned on, specifying Renewal Unit, Renewal Frequency and Next Renewal Limit becomes mandatory.
Renewal Frequency	Renewal frequency for temporary overdraft is specified in the Renewal Frequency field. The user has the option to specify the renewal frequency in: <ul style="list-style-type: none"> • Days • Months • Years
Next Renewal Limit	Specify the new renewal limit amount in the Next Renewal Limit field. A value greater than or equal to 1 is specified.

7.5 Advance against Uncollected Funds

This topic provides systematic instructions to capture details of limits granted to the account holder towards advance against uncollected funds and to update, modify or delete the existing limits.

Uncollected funds are the funds whose value date for the fund availability is in the future. Typically in a Retail banking scenario, cheques deposited into the account for collection represent an uncollected funds since the clearing process generally takes time.

To perform action on uncollected funds:

 **Note:**

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Limits**, click **Advance against Uncollected Funds**, or specify the **Advance against Uncollected Funds** in the Search icon bar.

Advance against Uncollected Funds screen is displayed.

Figure 7-13 Advance against Uncollected Funds

2. On **Advance against Uncollected Funds** screen, specify the account number. For more information on fields, refer to the field description table.

Table 7-8 Advance against Uncollected Funds - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Account Number , or Account Name and clicking on the Fetch button.
Account Name	Account Name is displayed by default based on the account selected.

If an existing AUF Limit is present for the account, the system displays the AUF Limit and if there are no records found, the message 'Given account does not have any AUF limit' is displayed.

Customer Information is displayed for the entered Account Number.

Figure 7-14 Customer Information - Advance against Uncollected Funds

3. On **Advance against Uncollected Funds** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 7-9 Advance against Uncollected Funds - Field Description

Field	Description
AUF Limits	Enter the AUF Limit amount. The withdrawable uncollected fund for an account will be either the AUF limit or the uncollected fund whichever is lesser. AUF Limit is always displayed in the account currency.
Start Date	The system defaults the Start Date as the current branch date. You can modify the start date to any future date using the adjoining calendar button.



 **Note:**
Start Date cannot be backdated.

Table 7-9 (Cont.) Advance against Uncollected Funds - Field Description

Field	Description
End Date	This is an optional field. Click the calendar icon and specify the expiry date.

 **Note:**
End Date cannot be less than **Start Date**.

4. Click **Submit**.
The transaction is initiated successfully.

8

Amount Block

Under the **Amount Block** menu, you can perform the amount block related actions for a CASA account.

This topic contains the following subtopics:

- [Amount Block](#)
This topic describes the systematic instruction about Amount Block. An amount block is that part of the balance in a customer's account, which is reserved for a specific purpose.
- [View and Modify Amount Block](#)
This topic describes the systematic instruction to View, Modify and Close the Amount Block. The View and Modify Amount Block screen displays the summary of all amount blocks that are present against a Customer's account and allows the user to modify or close the existing amount block.
- [Consolidated Amount Block](#)
This topic describes the systematic instructions about the Consolidated Amount Block. The consolidated amount block allows the user to view all the accounts of the customer and the possible amount blocks or No-debits placed on those accounts.

8.1 Amount Block

This topic describes the systematic instruction about Amount Block. An amount block is that part of the balance in a customer's account, which is reserved for a specific purpose.

It can be specified for an account either on the directions of the customer or of that of the bank. When an amount block is set for an account, the balance available for withdrawal is the current balance of the account minus the blocked amount. On the expiry of the period for which the amount block is defined, the system automatically updates the amount block check in the Customer Accounts table.

To create amount block:

 **Note:**

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Amount Block**, click **Amount Block**, or specify the **Amount Block** in the Search icon bar.
Amount Blockscreen is displayed.

Figure 8-1 Amount Block

Amount Block Remarks Documents

Account Number 000008155383 John Smith

Amount To Be Blocked GBP 200.00

Block Reason 28-ATM FEE

Effective Date March 30, 2018

Expiry Date

Narrative Amount Block

Customer Information

Customer Id, Name 000182, John Smith NA

KYC Status Not Verified

Signature

Account Name John Smith Account Branch FM7
Account Status Active Mode Of Operation Single
Account Balance £995,264.00

8892090908
Johnsmith@gmail.com
Address Of Communication #101, Church Street, New York, New Jersey

Audit Cancel Save & Close Submit

- On the **Amount Block** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 8-1 Amount Block - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.
Account Name	Account Name is displayed by default based on the account selected.
Amount To be Blocked	Specify the amount to be blocked. The ISO currency code will be defaulted in this field based on the Account Currency.
Effective Date	The date from which the funds in the account need to be blocked can be specified in the Effective Date field. The effective date is the current date of the Branch and is defaulted. The effective date can be changed to a future date. However, backdating the effective date is not allowed.
Expiry date	The date on which the amount block is to be released can be specified in the Expiry Date field. From this date onwards, the blocked amount will be unlocked and is available for withdrawal to the customer. Block instruction amount cannot be modified after the expiry date. This is an optional input field and can be left blank which would mean that the block would remain on the account for an indefinite period.

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

Field	Description
Block Reason	Click the search icon to view the Block Code pop-up window. By default, this window lists all the available Block Codes. You can search for a specific Block Reason by providing Block Code or Block Description and clicking on the Fetch button. The available fields on the Block Code Pop-Up window are: <ul style="list-style-type: none"> • Block Code • Block Description When a Block Reason is selected, the Block Description is automatically populated.
Narrative	The Narrative is defaulted to Amount Block. You can edit the defaulted narrative to a narrative of your choice.

8.2 View and Modify Amount Block

This topic describes the systematic instruction to View, Modify and Close the Amount Block. The View and Modify Amount Block screen displays the summary of all amount blocks that are present against a Customer's account and allows the user to modify or close the existing amount block.

If the Branch Transfer fails for any reason, details of such failed transfers are updated in the Branch Transfer Log. After clearing the faults due to which the Account Branch transfer failed, this screen allows you to resubmit the transfer request again for processing.

To view and modify amount block:



Note:

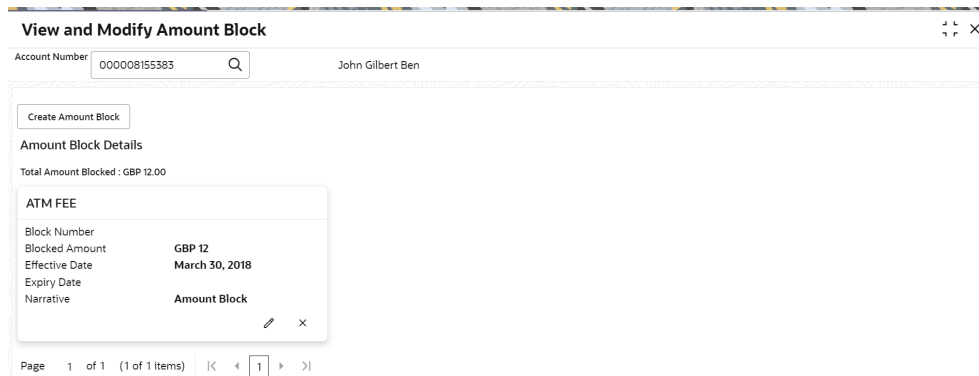
The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Amount Block**, click **View and Modify Amount Block**, or specify the **View and Modify Amount Block** in the Search icon bar.

If active amount blocks are available for the account number, the system displays them in tile layout and displays the total amount blocked for all the blocks.


View and Modify Amount Block screen is displayed.


Figure 8-2 View and Modify Amount Block



2. On the **View and Modify Amount Block** screen, specify the fields. For more information on fields, refer to the field description table.

Table 8-2 View and Modify Amount Block - Field Description

Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and clicking on the Fetch button.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> Note:</p> <ul style="list-style-type: none"> • The Account Name is displayed adjacent to this field as the account number is selected. • The customer information is also displayed to the left of the screen. </div>

 **Note:**

If an active amount blocks are unavailable for the account number, then a message that no amount blocks are present for the given account number is displayed in the **Amount Block Details** section.

3. Click **Create Amount Block**, to add a new amount block. **Amount Block** screen is displayed.

Figure 8-3 Amount Block

The screenshot shows a web interface for managing an amount block. At the top, there are buttons for 'Remarks' and 'Documents'. Below that, the account number '00008155383' and customer name 'John Smith' are displayed. The main form area is divided into two columns. The left column contains:

- Amount To Be Blocked:** A dropdown menu set to 'GBP' and a text input field containing '200.00'.
- Block Reason:** A dropdown menu set to '28-ATM FEE'.
- Effective Date:** A date picker set to 'March 30, 2018'.
- Narrative:** A text input field containing 'Amount Block'.

 The right column contains:

- Customer Information:** A profile picture of a man with glasses, a 'NA' status indicator, and text: 'Customer Id, Name: 000182, John Smith' and 'KYC Status: Not Verified'.
- Signature:** A handwritten signature 'John Smith' with a search icon.
- Account Details:** A table-like layout showing:


Account Name	Account Branch
John Smith	FM7
Account Status	Mode Of Operation
Active	Single
Account Balance	
£995,264.00	
- Contact Information:** Phone number '8892090908', email 'Johnsmith@gmail.com', and address '#101, Church Street, New York, New Jersey'.

 At the bottom of the form, there are buttons for 'Audit', 'Cancel', 'Save & Close', and 'Submit'.

4. On the **Amount Block** screen, specify the fields and click **Submit** button.

For more information on fields, refer to [Table 8-1](#).

A new amount block tile is displayed on the **View and Modify Amount Block** screen.

5. On the **View and Modify Amount Block** screen, under **Amount Block Details**, click  on the tile to modify the Amount Block.

Modify Amount Block screen is displayed.

Figure 8-4 Modify Amount Block

- On the **Modify Amount Block** screen, specify the fields the user can modify. For more information on fields, refer to the field description table.

Table 8-3 Modify Amount Block - Field Description

Field	Description
Amount To be Blocked	You can can modify the Amount To be Blocked. The ISO currency code is defaulted based on the Account Currency. <div style="border-left: 2px solid #0070C0; border-right: 2px solid #0070C0; border-bottom: 2px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> Note: The amount cannot be in negative or zero value.</p> </div>
Block Reason	You can modify the block reason, by clicking the search icon. You can search for a specific Block Reason by providing Block Code or Block Description and clicking on the Fetch button. When a Block Reason is selected, the Block Description is automatically updated in the field.
Effective Date	You can modify the effective date. The effective date can be changed to a future date. <div style="border-left: 2px solid #0070C0; border-right: 2px solid #0070C0; border-bottom: 2px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> Note: The Effective Date cannot be backdated.</p> </div>

Table 8-3 (Cont.) Modify Amount Block - Field Description

Field	Description
Expiry Date	This is an optional input field. Users can modify the expiry date. From this date onwards, the blocked amount will be unlocked and is available for withdrawal to the customer.
Narrative	You can modify the Narrative field.

7. Click the **Submit** button.

8. On **View and Modify Amount Block** screen, under **Amount Block Details**, click on the tile to close the Amount block.



Close Amount Block screen is displayed.

Note:
All the fields are non-editable.

Figure 8-5 Close Amount Block

Close Amount Block
Remarks Documents ⌵ ⌴ ✕

Account Number 000008155383
John Smith

Amount To Be Blocked	Block Reason
GBP 12.00	28-ATM FEE
Effective Date	Expiry Date
March 30, 2018	
Narrative	
Amount Block	

Customer Information

Customer Id, Name
000182, John Smith NA

KYC Status Not Verified

Signature

Account Name John Smith	Account Branch FM7
Account Status Active	Mode Of Operation Single
Account Balance £995,264.00	

8892090908

Johnsmith@gmail.com

Address Of Communication
#101, Church Street, New York, New Jersey

Audit
Cancel Save & Close Submit

9. Close the Amount Block by clicking on the **Submit** button.

8.3 Consolidated Amount Block

This topic describes the systematic instructions about the Consolidated Amount Block. The consolidated amount block allows the user to view all the accounts of the customer and the possible amount blocks or No-debits placed on those accounts.

It also allows users to modify existing records, add new ones, or a premature closure. Multiple transactions can be performed at the same time on different accounts before submitting them for authorization.

To view and modify consolidated amount block:

Note:

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Amount Block**, click **Consolidated Amount Block**, or specify the **Consolidated Amount Block** in the Search icon bar.

Consolidated Amount Block screen is displayed.

Figure 8-6 Consolidated Amount Block







The screenshot shows the 'Consolidated Amount Block' interface. At the top, there's a header with 'Consolidated Amount Block' and buttons for 'Remarks' and 'Documents'. Below the header, the 'Customer ID' is set to '001671' and the user name is 'Jessica J Jacob'. The main content area is titled 'Account Details' and contains a table with the following data:

Account Number	Currency	Available Balance	Amount Blocked	Details	No Debits
000001671781	GBP	999.00	0.00		<input type="checkbox"/>
000001671930	GBP	101.00	0.00		<input type="checkbox"/>
000000262200	GBP	999,999,900.00	100.00		<input type="checkbox"/>
000001671839	GBP	11,089.00	22.00		<input type="checkbox"/>
000001671103	GBP	10,000.00	46.00		<input type="checkbox"/>


Below the table, there is a pagination control showing 'Page 1 of 1 (1-5 of 5 items)' and navigation arrows. At the bottom of the screen, there are buttons for 'Audit', 'Cancel', 'Save & Close', and 'Submit'.

2. On **Consolidated Amount Block** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 8-4 Consolidated Amount Block - Field Description


Field	Description
Customer ID	<p>Enter the Customer ID or click the search icon to view the Customer ID pop-up window. By default, this window lists all the Customer ID's present in the system. You can search for a specific Customer ID by providing Customer ID or Customer Name and click on the Fetch button.</p> <p> Note:</p> <p>Customer Name is displayed based on the Customer ID selected.</p>
Account Details	This section account details of the customer.
Account Number	Displays the account number of the customer.
Currency	Displays the currency of the amount.
Available Balance	Displays the available balance on the customer's account.
Amount Blocked	Displays the amount blocked on the account.
Details	<p>Displays  icon to view the details of the individual amount blocks placed on the selected account.</p> <p> Note:</p> <p>If you click the icon, the Account Blocked Details section is displayed. For more information, refer Amount Blocked Details section.</p>
No Debits	<p>Switch to  to block the total available balance on the account.</p> <p> Note:</p> <p>A warning message is displayed to confirm the action. Click Confirm to proceed.</p> <p>Switch to  to not to block the total available balance on the account.</p>


- **To view amount blocked details:**

- a. Click  icon from the **Details** field.

The **Amount Blocked Details** section is displayed.

Figure 8-7 Account Holder Details

 **Note:**



If no amount blocks are available for the account, then the screen displays a message to add an amount block. You need to click  to proceed. For more information, refer [Add Amount Block](#).

- b. In the **Account Blocked Details** section, perform the required action. For more information on fields, refer to the field description table.

Table 8-5 Account Blocked Details - Field Description

Field	Description
Account Number	Displays the account number of the customer.
Available Balance	Displays the available balance in the account.
Amount Blocked	Displays the total amount blocked for the account.
Sequence No	Displays the sequence number for the details.
Block Reason	Displays the reason for blocking the account.
Effective Date	Displays the effective date of the amount block.
Expiry Date	Displays the expiry date of the amount block.
Currency	Displays the currency of the account.
Amount Blocked	Displays the amount blocked for each sequence.

Table 8-5 (Cont.) Account Blocked Details - Field Description

Field	Description
Pre Closed	<p>Displays a blank field or a value as Yes.</p> <div style="border: 1px solid #0070C0; padding: 5px; background-color: #E6F2FF;"> <p> Note:</p> <p>A blank field is displayed when the amount block is active. Yes value is displayed when amount block is pre-closed before its expiry date.</p> </div>
Action	<p>Displays  icon to perform the following action:</p> <ul style="list-style-type: none"> – Edit: If you select this option, then the fields are enabled. You can update the required details and click icon to confirm the updates. – Pre-close: If you select this option, then a warning message is displayed before submitting the record. You need to click Confirm to proceed.

c. Click **Save**.

- **To add new amount block:**

a. Click  .

A new row is added and enabled.

b. All the fields are similar as displayed in the [Table 8-5](#) table, except here all the fields are enabled and there are **Edit** and **Delete** links displayed in the **Action** field.

c. Click **Save**.

3. Click **Submit**.

9

Cheque Book

Under the **Cheque Book** menu, you can perform the cheque book related actions for a CASA account.

This topic contains the following subtopics:

- [Cheque Book Request](#)
This topic describes the systematic instructions to request Cheque book. Subject to the facility being available for the category of account the Customer owns, Cheque Books can be requested by the Customer.
- [Stop Cheque Payment](#)
This topic describes the systematic instructions for stopping the payment of the cheque. Based on customer requests, the bank can stop payment on an uncleared cheque. Stop payment requests can either be for a single cheque or a continuous sequence of cheques or an amount.
- [View and Modify Stop Cheque Payment](#)
You can modify or delete an existing stop payment cheque, based on the customer request.
- [Cheque Book Status](#)
This topic describes the systematic instructions about the Cheque Book Status.

9.1 Cheque Book Request

This topic describes the systematic instructions to request Cheque book. Subject to the facility being available for the category of account the Customer owns, Cheque Books can be requested by the Customer.

Generally, Cheque Books come in pre-defined book sizes and customers can request for issuance of new Cheque books when they run out of Cheque leaves.

To request cheque book:



Note:

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Cheque Book**, click **Cheque Book Request**, or specify the **Cheque Book Request** in the Search icon bar.

Cheque Book Request screen is displayed.

Figure 9-1 Cheque Book Request

2. On **Cheque Book Request** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 9-1 Cheque Book Request - Field Description


Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and clicking on the Fetch button.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> Note:</p> <ul style="list-style-type: none"> • The Account Name is displayed adjacent to this field as the account number is selected. • The customer information is also displayed to the left of the screen. </div>

Table 9-1 (Cont.) Cheque Book Request - Field Description




Field	Description
Number of Cheque Leaves	<p>Input the Number of Cheque Leaves per Cheque book. The number of leaves is a drop-down field that contains numbers that define the size of the Cheque book.</p> <p> Note:</p> <p>The cheque book sizes for a given account number can differ based on the configuration maintained in the Business Product Maintenance.</p>
Request Date	<p>The Request Date defaults to the current business date and this field is not allowed to edit.</p>
Delivery Mode	<p>In the Delivery Mode drop-down, the available options are:</p> <ul style="list-style-type: none"> • Post/Courier • Branch <p>Selecting the Branch option indicates that the customer would collect the Cheque book at the Branch whereas selecting the Post/Courier option indicates that the Cheque book will be delivered at the registered mailing address of the account.</p> <p> Note:</p> <p>There will be no option to select a delivery address since the mailing address is verified at the time of account opening and all customer communication happens at this address.</p>
Delivery Address	<p>If the Delivery Mode field is selected as Post/Courier, the Delivery Address field displays. The Delivery Address defaults to the address maintained at the Account. This field cannot be edited.</p>
Delivery Branch	<p>If the Delivery Mode field is selected as Branch, the Delivery Branch field displays. The Delivery Branch field displays the account branch by default but this field can be edited.</p> <p> Note:</p> <p>This field allows selecting a branch Id different from the account branch while requesting a new cheque book to be delivered or collected. Enter the new Delivery Branch or click the Search icon to view the Branch ID pop-up window. By default, this window lists all the branches present in the system. You can search for a specific Delivery Branch by providing a Branch ID or Branch Name, and click on the Fetch button.</p>

Table 9-1 (Cont.) Cheque Book Request - Field Description

Field	Description
Narrative	The Narrative field defaults to the Cheque Book Request and allows editing.

3. Click **Submit**.

The screen is successfully submitted for authorization.

9.2 Stop Cheque Payment

This topic describes the systematic instructions for stopping the payment of the cheque. Based on customer requests, the bank can stop payment on an uncleared cheque. Stop payment requests can either be for a single cheque or a continuous sequence of cheques or an amount.

Note:

Users can select the option Single Cheque or Range of Cheques or Amount for a stop payment. If stop payment to be performed for multiple sequential cheque numbers, the user has to select the Range of cheques option. To input a stop payment instruction based on Amount, the user has to select the Amount option.

To stop cheque payment:

Note:

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Cheque Book**, click **Stop Cheque Payment**, or specify the **Stop Cheque Payment** in the Search icon bar.
The **Stop Cheque Payment** screen is displayed.

Figure 9-2 Stop Cheque Payment - Single Cheque tab

Stop Cheque Request
Remarks Documents

Account Number 000000262222
John Smith

Single Cheque
Range of Cheques
Amount


Cheque Number

Stop Reason

Effective Date

Expiry Date


Customer Information



Customer Id, Name
000182, John Smith

KYC Status Not Verified

Signature



Account Name
John Smith

Account Status
Active

Account Balance
£995,264.00

Account Branch
FM7

Mode Of Operation
Single

8892090908

Johnsmith@gmail.com

Address Of Communication
#101, Church Street, New York, New Jersey

Cancel
Save & Close
Submit

Figure 9-3 Stop Cheque Payment - Range of Cheque tab

Stop Cheque Request
Remarks Documents

Account Number 000000262222
John Smith

Single Cheque
Range of Cheques
Amount

Cheque Start Number

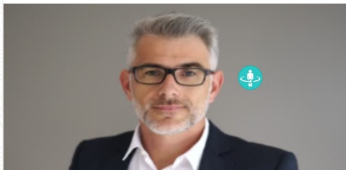
Cheque End Number

Effective Date

Expiry Date

Stop Reason


Customer Information



Customer Id, Name
000182, John Smith

KYC Status Not Verified

Signature



Account Name
John Smith

Account Status
Active

Account Balance
£995,264.00

Account Branch
FM7

Mode Of Operation
Single

8892090908

Johnsmith@gmail.com

Address Of Communication
#101, Church Street, New York, New Jersey

Cancel
Save & Close
Submit

Figure 9-4 Stop Cheque Payment - Amount tab

The screenshot displays the 'Stop Cheque Request' interface. At the top, the title 'Stop Cheque Request' is visible along with 'Remarks' and 'Documents' buttons. Below this, the 'Account Number' field contains '000000262222' and the customer name 'John Smith' is shown. The main form area is divided into two sections: 'Amount' and 'Customer Information'. The 'Amount' section includes tabs for 'Single Cheque', 'Range of Cheques', and 'Amount'. Under 'Amount', there are fields for 'Amount' (GBP, 2,000.00), 'Stop Reason' (Low Balance), 'Effective Date' (March 30, 2018), and 'Expiry Date'. The 'Customer Information' section features a customer photo, 'Customer Id, Name' (000192, John Smith), 'KYC Status' (Not Verified), a 'Signature' field with a handwritten signature, and account details including 'Account Name' (John Smith), 'Account Branch' (FM7), 'Account Status' (Active), and 'Account Balance' (£995,264.00). Contact information like phone number, email, and address is also listed. At the bottom, there are 'Audit', 'Cancel', 'Save & Close', and 'Submit' buttons.

2. On **Stop Cheque Payment** screen, specify the fields
For more information on fields, refer to the field description table.

Table 9-2 Stop Payment Cheque - Single Cheque - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.
Account Name	Account Name is displayed by default based on the account selected.
Cheque Number	Enter the Cheque Number on which payment has to be stopped. Note: The option to input a single cheque number is available when Single Cheque is selected. This field is mandatory.
Stop Reason	User can capture the reason for stop payment instruction.

Table 9-2 (Cont.) Stop Payment Cheque - Single Cheque - Field Description



Field	Description
Effective Date	<p>Select or specify the start date for the stop cheque payment instruction based.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> Note:</p> <p>The effective date should be equal or greater than the current business date.</p> </div>
Expiry Date	<p>Select or specify the end date for the stop cheque payment instruction.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> Note:</p> <p>The effective date should be equal or greater than the current business date.</p> </div>

Table 9-3 Stop Payment Cheque - Range of Cheque - Field Description


Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and clicking on the Fetch button.</p>
Cheque Start Number	<p>Enter the first cheque number in a series of cheques on which payment has to be stopped.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> Note:</p> <p>The option to input Cheque Start Number is available when Range of Cheques is selected.</p> </div>

Table 9-3 (Cont.) Stop Payment Cheque - Range of Cheque - Field Description






Field	Description
Cheque End Number	<p>Enter the last cheque number in a series of cheques on which payment has to be stopped.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <ul style="list-style-type: none"> The option to input Cheque End Number is available when Range of Cheques is selected. Cheque End Number cannot be less than the Cheque Start Number. The cheque numbers must always be sequential. </div>
Stop Reason	User can capture the reason for stop payment instruction.
Effective Date	<p>Select or specify the start date for the stop cheque payment instruction.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>The effective date should be equal or greater than the current business date.</p> </div>
Expiry Date	<p>Select or specify the end date for the stop cheque payment instruction.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>The effective date should be equal or greater than the current business date.</p> </div>

Table 9-4 Stop Payment Cheque - Amount - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Account Number , or Account Name and clicking on the Fetch button.
Account Name	Account Name is displayed based on the account selected.
Amount	Enter the amount on which payment has to stop. If the Stop Payment Type is selected as an Amount , the cheque amount represents the amount for which the cheque was drawn.
Expiry Date	Click the Calendar icon and specify the expiry date. The stop payment expires on the selected date. A stop payment is effective till the End of Day is executed on the expiry date.

Table 9-4 (Cont.) Stop Payment Cheque - Amount - Field Description

Field	Description
Stop Reason	Specify the reason for including the Stop Cheque Payment instruction.
Effective Date	Select or specify the start date for the stop cheque payment instruction.  Note: The effective date should be equal or greater than the current business date.
Expiry Date	Select or specify the end date for the stop cheque payment instruction.  Note: The effective date should be equal or greater than the current business date.

3. Click **Submit**.

The screen is successfully submitted for authorization.

9.3 View and Modify Stop Cheque Payment

You can modify or delete an existing stop payment cheque, based on the customer request.

When such an action is performed, the status of the cheque or a series of cheques is updated to **Not Used**. In future, when a cheque based transaction is initiated by the customer using any of these cheque numbers, payments are honored by the bank.

To manage the stop cheque payment details:

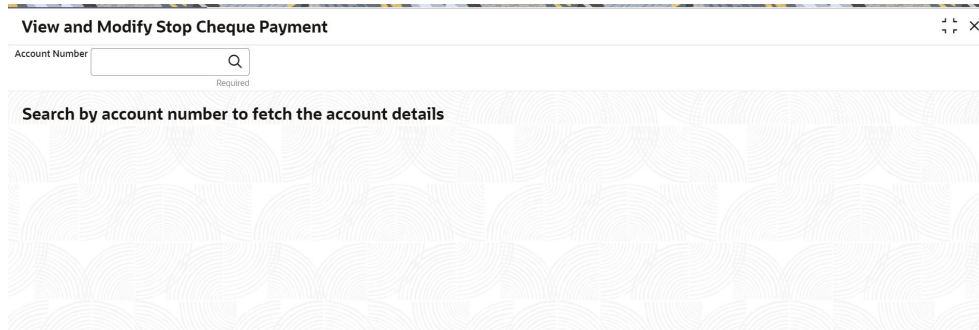



Note:

The fields marked as **Required** are mandatory.

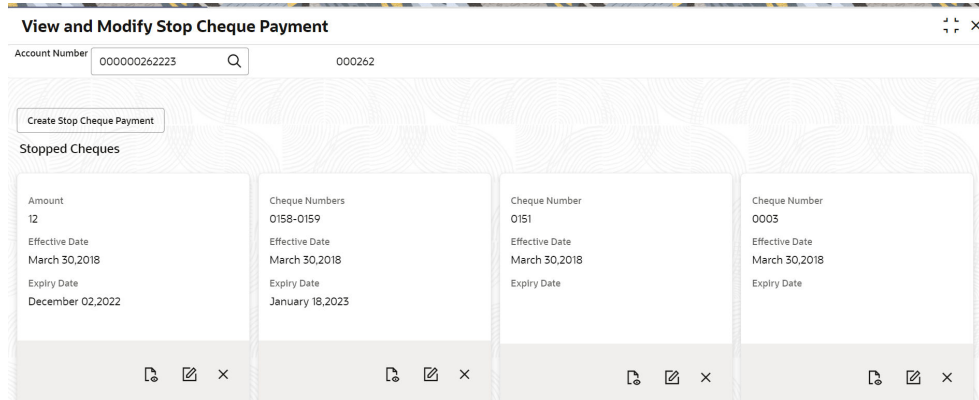
1. On the **Homepage**, from **Account Services**, under **Cheque Book**, click **View and Modify Stop Cheque Payment**, or specify the **View and Modify Stop Cheque Payment** in the Search icon bar.

The **View and Modify Stop Cheque Payment** screen is displayed.



2. On the **View and Modify Stop Cheque Payment** screen, click the  icon or specify the account number in the **Account Number** field, and press **Tab** or **Enter**.

The details are displayed in the **Stopped Cheques** section.





 **Note:**

If there are no stop payment records available for a given account number, the system displays a message that there are no stopped payments for the account.

3. On the **View and Modify Stop Cheque Payment** screen, you can view a summary of the stopped cheques for the account.

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

Table 9-5 View and Modify Stop Cheque Payment - Field Description

Field	Description
Account Number	<p>Specify the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and click on the Fetch button.</p> <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 10px;"> <p> Note:</p> <p>As you specify or select the account number:</p> <ul style="list-style-type: none"> The account name is displayed adjacent to the Account Number field. </div>
Stopped Cheques	This section lists all the cheques for which the payments are stopped.
Amount, Cheque Numbers, or Cheque Number	<p>Displays the type of stop cheque payment created for the account.</p> <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 10px;"> <p> Note:</p> <p>While creating the stop cheque payment:</p> <ul style="list-style-type: none"> If you select the Amount option, then Amount is displayed in the widget. If you select the Range of Cheques option, then Cheque Numbers is displayed in the widget. If you select the Single Cheque option, then Cheque Number is displayed in the widget. <p>For more information on creating stop cheque payment, refer Stop Cheque Payment screen.</p> </div>
Effective Date	Displays the effective date from when the stop cheque payment is active.
Expiry Date	Displays the end date till when the stop cheque payment should be active.

4. On the **View and Modify Stop Cheque Payment** screen, you can perform any of the following actions:
- Create Stop Cheque Payment:** The Stop Cheque Payment screen is displayed. You can perform the required action in this screen. For more information, refer the [Stop Cheque Payment](#) screen.
 - View Stop Cheque Payment Details:** The Stop Cheque Payment screen is displayed. For more information, refer the [View Stop Cheque Payment](#).
 - Modify Stop Cheque Payment:** The Stop Cheque Payment screen is displayed. For more information, refer the [Modify Stop Cheque Payment](#).
 - Close Stop Cheque Payment:** The Stop Cheque Payment screen is displayed. For more information, refer the [Close Stop Cheque Payment](#).

 **Note:**

While performing a reversal of stop cheque payment, you are allowed to select only one action, that is View, Edit, or Close.

- [View Stop Cheque Payment](#)
You can view the detailed information of the stop cheque payment in this screen.
- [Modify Stop Cheque Payment](#)
You can modify the required information of the stop cheque payment in this screen.
- [Close Stop Cheque Payment](#)
You can close or delete a stop payment request placed on a cheque, series of cheques, or stop payments based on amounts before the expiry date of the instruction using this screen.

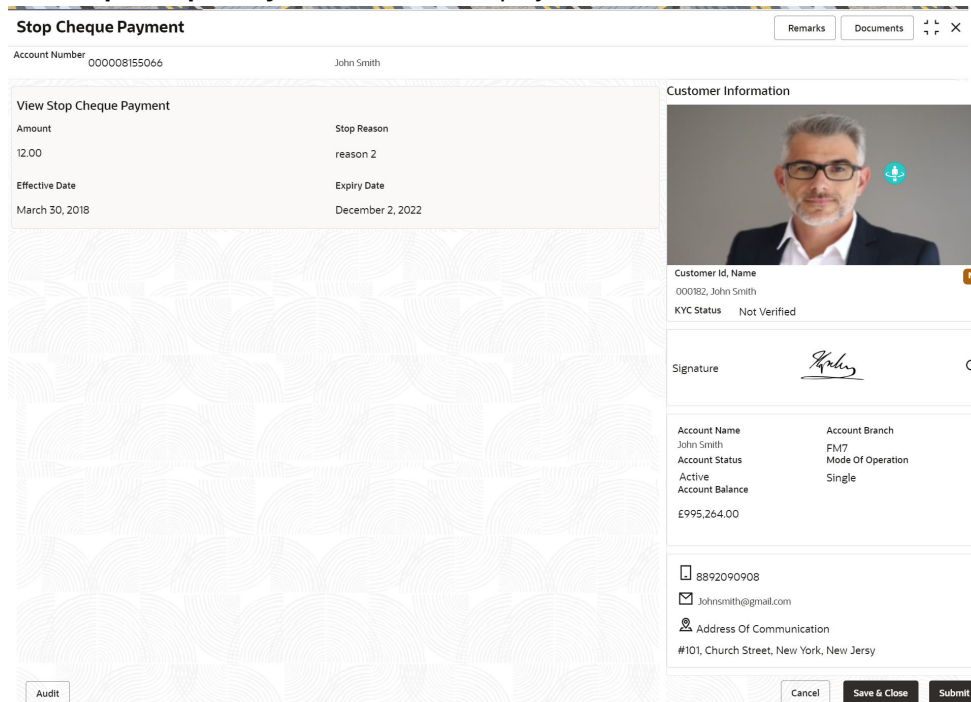
9.3.1 View Stop Cheque Payment

You can view the detailed information of the stop cheque payment in this screen.

To view the stop cheque payment details:

1. From the **View and Modify Stop Cheque Payment** screen, click  icon from the required widget, in the **Stopped Cheques** section.


The **Stop Cheque Payment** screen is displayed.



The screenshot shows the 'Stop Cheque Payment' screen with the following details:

View Stop Cheque Payment	
Amount	Stop Reason
12.00	reason 2
Effective Date	Expiry Date
March 30, 2018	December 2, 2022

Customer Information

Customer Id, Name: 000182, John Smith
 KYC Status: Not Verified
 Signature: 
 Account Name: John Smith, Account Branch: FM7, Account Status: Active, Mode Of Operation: Single, Account Balance: E995,264.00
 Address Of Communication: #101, Church Street, New York, New Jersey

2. You can view the details in the **View Stop Cheque Payment** section.
For more information on fields, refer to the field description table.

Table 9-6 View Stop Cheque Payment - Field Description








Field	Description
Account Number	<p>Displays the account number for which the stop payment cheque details are viewed.</p> <div style="background-color: #e6f2ff; padding: 10px; border: 1px solid #0070c0;"> <p> Note:</p> <ul style="list-style-type: none"> The account holder name is displayed adjacent to this field. The customer information is displayed on the right. </div>
View Stop Cheque Payment	<p>This section displays the stop cheque payment details.</p>
Amount	<p>Displays the cheque amount for stop cheque payment.</p> <div style="background-color: #e6f2ff; padding: 10px; border: 1px solid #0070c0;"> <p> Note:</p> <p>This field is displayed if the stop cheque payment is of Amount type.</p> </div>
Stop Reason	<p>Displays the reason for stop cheque payment.</p> <div style="background-color: #e6f2ff; padding: 10px; border: 1px solid #0070c0;"> <p> Note:</p> <p>This field is displayed if the stop cheque payment is of Amount, Cheque Number, and Cheque Numbers types.</p> </div>
Effective Date	<p>Displays the effective date from when the stop cheque payment is active.</p> <div style="background-color: #e6f2ff; padding: 10px; border: 1px solid #0070c0;"> <p> Note:</p> <p>This field is displayed if the stop cheque payment is of Amount, Cheque Number, and Cheque Numbers types.</p> </div>

Table 9-6 (Cont.) View Stop Cheque Payment - Field Description

Field	Description
Expiry Date	<p>Displays the end date till when the stop cheque payment should be active.</p> <p> Note: This field is displayed if the stop cheque payment is of Amount, Cheque Number, and Cheque Numbers types.</p>
Start Cheque Number	<p>Displays the start cheque number issued for the stop cheque payment.</p> <p> Note: This field is displayed if the stop cheque payment is of Cheque Number and Cheque Numbers types.</p>
End Cheque Number	<p>Displays the end cheque number issued for the stop cheque payment.</p> <p> Note: This field is displayed if the stop cheque payment is of Cheque Number and Cheque Numbers types.</p>

3. Click **Submit**.

The **View and Modify Stop Cheque Payment** screen is displayed.

9.3.2 Modify Stop Cheque Payment

You can modify the required information of the stop cheque payment in this screen.

To modify the stop cheque payment details:

1. From the **View and Modify Stop Cheque Payment** screen, click  icon from the required widget, in the **Stopped Cheques** section.

The **Stop Cheque Payment** screen is displayed.

- You can modify the details in the **Modify Stop Cheque Payment** section. For more information on fields, refer to the field description table.

Table 9-7 Modify Stop Cheque Payment - Field Description

Field	Description
Account Number	<p>Displays the account number for which the stop payment cheque details are being modified.</p> <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 10px;"> <p>Note:</p> <ul style="list-style-type: none"> The account holder name is displayed adjacent to this field. The customer information is displayed on the right. </div>
Modify Stop Cheque Payment	<p>This section displays the stop cheque payment details, which can be modified based on your requirement.</p>

Table 9-7 (Cont.) Modify Stop Cheque Payment - Field Description







Field	Description
Amount	<p>Specify the cheque amount for stop cheque payment.</p> <div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> Note:</p> <ul style="list-style-type: none"> By default, the existing stop cheque payment amount is displayed in this field. You can modify the amount if required. This field is displayed if the stop cheque payment is of Amount type. </div>
Stop Reason	<p>Specify the reason for stop cheque payment.</p> <div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> Note:</p> <ul style="list-style-type: none"> By default, the existing reason for stop cheque payment is displayed in this field. You can modify the amount if required. This field is displayed if the stop cheque payment is of Amount, Cheque Number, and Cheque Numbers types. </div>
Effective Date	<p>Specify the effective date from when the stop cheque payment should be active.</p> <div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> Note:</p> <ul style="list-style-type: none"> By default, the existing effective date for stop cheque payment is displayed in this field. You can modify the amount if required. This field is displayed if the stop cheque payment is of Amount, Cheque Number, and Cheque Numbers types. </div>

Table 9-7 (Cont.) Modify Stop Cheque Payment - Field Description

Field	Description
Expiry Date	<p>Specify the end date till when the stop cheque payment will be active.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <ul style="list-style-type: none"> • By default, the existing expiry date for stop cheque payment is displayed in this field. You can modify the amount if required. • This field is displayed if the stop cheque payment is of Amount, Cheque Number, and Cheque Numbers types. </div>
Start Cheque Number	<p>Displays the start cheque number initiated for the stop cheque payment.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <ul style="list-style-type: none"> • By default, the existing expiry date for stop cheque payment is displayed in this field. You can modify the amount if required. • This field is displayed if the stop cheque payment is of Cheque Number and Cheque Numbers types. </div>
End Cheque Number	<p>Displays the end cheque number initiated for the stop cheque payment.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <ul style="list-style-type: none"> • By default, the existing expiry date for stop cheque payment is displayed in this field. You can modify the amount if required. • This field is displayed if the stop cheque payment is of Cheque Number and Cheque Numbers types. </div>

3. Click Submit.

The transaction is submitted for authorization. The **View and Modify Stop Cheque Payment** screen is displayed.

9.3.3 Close Stop Cheque Payment

You can close or delete a stop payment request placed on a cheque, series of cheques, or stop payments based on amounts before the expiry date of the instruction using this screen.

To close the stop cheque payment:

- From the **View and Modify Stop Cheque Payment** screen, click  icon from the required widget, in the **Stopped Cheques** section.

The **Stop Cheque Payment** screen is displayed.

- You can view the details in the **Close Stop Cheque Payment** section. For more information on fields, refer to the field description table.

Table 9-8 Close Stop Cheque Payment - Field Description


Field	Description
Account Number	<p>Displays the account number for which the stop payment cheque details are viewed.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> Note:</p> <ul style="list-style-type: none"> The account holder name is displayed adjacent to this field. The customer information is displayed on the right. </div>
Close Stop Cheque Payment	This section displays the stop cheque payment details of the account.

Table 9-8 (Cont.) Close Stop Cheque Payment - Field Description







Field	Description
Start Cheque Number	<p>Displays the start cheque number of the cheque initiated for stop cheque payment.</p> <p> Note:</p> <p>This field is displayed if the stop cheque payment is of Cheque Number and Cheque Numbers types.</p>
End Cheque Number	<p>Displays the end cheque number of the cheque initiated for stop cheque payment.</p> <p> Note:</p> <p>This field is displayed if the stop cheque payment is of Cheque Number and Cheque Numbers types.</p>
Effective Date	<p>Displays the effective date from when the stop cheque payment is active.</p> <p> Note:</p> <p>This field is displayed if the stop cheque payment is of Amount, Cheque Number, and Cheque Numbers types.</p>
Expiry Date	<p>Displays the end date till when the stop cheque payment should be active.</p> <p> Note:</p> <p>This field is displayed if the stop cheque payment is of Amount, Cheque Number, and Cheque Numbers types.</p>
Stop Reason	<p>Displays the reason for stop cheque payment was initiated.</p> <p> Note:</p> <p>This field is displayed if the stop cheque payment is of Amount, Cheque Number, and Cheque Numbers types.</p>

Table 9-8 (Cont.) Close Stop Cheque Payment - Field Description

Field	Description
Amount	<p>Displays the cheque amount for stop cheque payment.</p> <p> Note:</p> <p>This field is displayed if the stop cheque payment is of Amount type.</p>

3. Click **Submit**.

The **View and Modify Stop Cheque Payment** screen is displayed.

9.4 Cheque Book Status

This topic describes the systematic instructions about the Cheque Book Status.

The Cheque Book Status screen helps the user to inquire about the delivery status of the cheque book that the customer has requested for and be able to update its status to Delivered once it is delivered to the customer.

To view the cheque book status:



Note:

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Cheque Book**, click **Cheque Book Status**, or specify the **Cheque Book Status** in the Search icon bar.

Cheque Book Status screen is displayed.



Figure 9-5 Cheque Book Status

2. On **Cheque Book Status** specify the fields.
For more information on fields, refer to the field description table.

Table 9-9 Cheque Book Status - Field Description

Field	Description
Account Number	Enter the debit account number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Account Number , or Account Name and clicking on the Fetch button.
Account Name	Account Name is displayed based on the account selected.
First Cheque Number	By default, the system displays the most recent Cheque book request that the customer has made.

Table 9-9 (Cont.) Cheque Book Status - Field Description

Field	Description
Status	<p>The system displays the following status of the Cheque book request.</p> <ul style="list-style-type: none"> • Requested • Delivered • Destroyed <p>Delivery Awaited or Destruction Awaited is updated as interim status when the transaction is pending approval for delivery or destruction.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p style="text-align: right;">Destroyed</p> <p>When the cheque book is updated as Destroyed, the delivery date is updated to the current business date and highlighted in red.</p> </div>
Requested Date	The system displays the date on which the customer requested the cheque book.
Delivery Date	<p>The system displays the date on which the cheque book is delivered to the customer. Automatically the current business date is updated when the status of the cheque book is changed to Delivered.</p> <p>The delivery date is blank for cheque books where the status is Requested.</p>
Delivery Mode	<p>The system defaults the following type of cheque delivery mode.</p> <ul style="list-style-type: none"> • Branch • Delivery
Address	<p>The system displays the Branch Code and Name by default when the delivery mode is Branch.</p> <p>The system displays the Account Address by default when the delivery mode is Delivery.</p>
Actions	<p>Click  icon to update the cheque book status from updated to:</p> <ul style="list-style-type: none"> • Deliver • Destory

- On click of the **Deliver** option, the status is updated as **Delivery Pending**. Upon authorization the status is updated as **Delivered**.
- On click of the **Destory** option, the status is updated as **Destruction Pending**. Upon authorization the status is updated as **Destroyed**.
- Click **Submit**.
The screen is successfully submitted for authorization.

10

Debit Card

Under the **Debit Card** menu, you can perform the debit card related actions for a CASA account.

This topic contains the following subtopics:

- [Card Status Change](#)
This topic describes the systematic instructions about Card Status Change.
- [Debit Card Request](#)
This topic describes the systematic instructions about Debit Card Request. This screen will help the user to capture the request for a new debit card or reissue an existing debit card or request for an add-on card.
- [ATM and POS Limits](#)
This topic describes the systematic instructions about ATM and POS Limits. This screen will help to capture the customer's request for editing the existing limits on ATM and POS transactions defined on the debit card.

10.1 Card Status Change

This topic describes the systematic instructions about Card Status Change.

To change card status:



Note:

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Debit Card**, click **Card Status Change**, or specify the **Card Status Change** in the Search icon bar.
Card Status Change screen is displayed.

Figure 10-1 Card Status Change

2. On **Card Status Change** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 10-1 Card Status Change - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.
Account Name	Account Name is displayed by default based on the account selected.
Card Number	Enter the Card Number or click the search icon to view the Card Number pop-up window. By default, this window lists all the Card Numbers linked to the Account Number. You can search for a specific Card Number by providing Card Number , Name on the Card , or Card Type and click on the Fetch button.
Name on the Card	The system defaults this field, based on the Card Number.
Card Type	The system defaults this field based on the Card Number.
Expiry Date	Expiry Date of the Card is defaulted based on the Card Number.

Table 10-1 (Cont.) Card Status Change - Field Description

Field	Description
Card Status	Select the Card status from the drop-down list. Users can Block or Activate the Card by selecting the appropriate value in the drop-down list.
Reason for change	Specify the reason for change.

10.2 Debit Card Request

This topic describes the systematic instructions about Debit Card Request. This screen will help the user to capture the request for a new debit card or reissue an existing debit card or request for an add-on card.

Service Request widget helps the user to capture the service requests on behalf of customers whose transactions cannot be completed in a straight-through processing sequence or which might take time to analyze or investigate. Transactions such as double debits, incorrect charges, ambiguous transactions fall into this category.

To request debit card:

Note:

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Debit Card**, click **Debit Card Request**, or specify the **Debit Card Request** in the Search icon bar.

Debit Card Request screen is displayed.

Figure 10-2 Debit Card Request

2. On **Debit Card Request** screen, specify the fields.
On the **Account Name**, click the **i** icon to view the Customer Information.
For more information on fields, refer to the field description table.

Table 10-2 Debit Card Request - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and click on the Fetch button.
Account Name	Account Name is displayed based on the account number selected.
Request Type	By default the Request Type will be disabled. On the Request Type the following options are available: <ul style="list-style-type: none"> • New • Reissue • Add On <p>The button will be enabled only after entering an active account number.</p>

3. On **Debit Card Request** screen, under **Card Details**, the **New Debit Card** request screen will be enabled if the account holder does not have any debit card. **New Card** screen is displayed.

Figure 10-3 Debit Card Request-New Card

The screenshot displays the 'Debit Card Request' interface. At the top, there are tabs for 'Remarks' and 'Documents'. The main form area is divided into sections: 'Request Type' with buttons for 'New', 'Reissue', and 'Add On'; 'New Card' with input fields for 'Name On Card' (John Gilbert Ben), 'Card Type' (PP2), 'Pin Delivery Channel' (BRANCH), and 'Card Delivery Channel' (BRANCH); and 'Customer Information' on the right, which includes a customer photo, ID (00082, John Smith), KYC status (Not Verified), a signature, account details (Name: John Smith, Status: Active, Balance: €995,264.00, Branch: FM7, Mode: Single), and contact information (Phone: 8892090908, Email: Johnsmith@gmail.com, Address: #101, Church Street, New York, New Jersey). At the bottom, there are 'Audit', 'Cancel', 'Save & Close', and 'Submit' buttons.

4. On the **New Card**, specify the fields.
For more information on fields, refer to the field description table.

Table 10-3 New Card - Field Description

Field	Description
Name On Card	The customer name will be displayed, on selecting the Account number. The user is can change the defaulted name. This name will be printed on the Debit Card.
Card Type	Enter the Card Type or click the search icon to view the Card Type pop-up window. By default, this window lists all the Card Type present in the system. You can search for a specific Card Type by providing Card Type , Card product , or Card Bin and click on the Fetch button. To view the card limit details, click the Card Limits link.
Card Limits	The Card Limits link will be displayed on selecting the card type. Click on Card limits link to view the Card Limits pop-up window. Users can view the ATM and POS limits details for the selected card type.
Pin Delivery Channel	Users can select the appropriate Pin Delivery Channel from the drop-down list.
Card Delivery Channel	Users can select the appropriate Card Delivery Channel from the drop-down list.

- On **Debit Card Request** screen, under **Card Details**, the **Reissue Debit Card** request screen will be active if the account holder has any debit card. **Reissue Card** screen is displayed.

Figure 10-4 Debit Card Request-Reissue Card

The screenshot displays the 'Debit Card Request' interface for a 'Reissue Card' request. At the top, the account number '00008155383' and customer name 'John Smith' are visible. The 'Request Type' section includes buttons for 'New', 'Reissue', and 'Add On'. The 'Reissue Card' form contains the following fields:

- Reason:** Renewal (dropdown)
- Select Card:** XXXXXX5502 (dropdown)
- Name On Card:** John Gilbert Ben (text input)
- Card Type:** GOLD (text input with search icon)
- Pin Delivery Channel:** BRANCH (dropdown)
- Card Delivery Channel:** BRANCH (dropdown)

A 'Card Limits' link is present next to the Card Type field. On the right, the 'Customer Information' panel shows a profile picture of John Smith, KYC Status 'Not Verified', a signature, and account details: Account Name 'John Smith', Account Branch 'FM7', Account Status 'Active', and Account Balance '£995,264.00'. Contact information includes phone number '8892090908', email 'Johnsmith@gmail.com', and address '#101, Church Street, New York, New Jersey'. At the bottom, there are 'Audit', 'Cancel', 'Save & Close', and 'Submit' buttons.

- On **Reissue Card** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 10-4 Reissue Card - Field Description

Field	Description
Reason	Users can select the Reason from the drop-down list. Reason drop-down list the below values: <ul style="list-style-type: none"> • Damaged • Renewal • Lost
Select Card	On the Select Card drop-down, users can view all the cards available to the customer. The Card Numbers are masked to protect the data privacy of the customers. Hence the last 4 digits of the card are displayed.
Name On Card	The customer name will be displayed, on selecting the Account number. The user is can change the defaulted name. This name will be printed on the Debit Card.
Card Type	The Existing card type is displayed on selecting the Card Number. Users can change the Card Type based on the customer request. Click the search icon to view the Card Type pop-up window. By default, this window lists all the Card Type present in the system. You can search for a specific Card Type by providing Card Type , Card product , or Card Bin and click on the Fetch button. To view the card limit details, click the Card Limits link.
Card Limits	The Card Limits link will be displayed on selecting the card type. Click on Card limits link to view the Card Limits pop-up window. Users can view the ATM and POS limits details for the selected card type.
Pin Delivery Channel	Users can select the appropriate Pin Delivery Channel from the drop-down list.
Card Delivery Channel	Users can select the appropriate Card Delivery Channel from the drop-down list.

7. On **Debit Card Request** screen, under **Card Details**, the **Add On Card request** screen will be active if the account holder has any debit card.

Add On Card screen is displayed.

Figure 10-5 Debit Card Request-Add On Card

- On **Add On Card** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 10-5 Add On Card - Field Description

Field	Description
Name On Card	Users can enter the name, this name will be printed on the Debit Card.
Card Type	Users can modify or retain the Card Type based on the customer request. Click the search icon to view the Card Type pop-up window. By default, this window lists all the Card Type present in the system. You can search for a specific Card Type by providing Card Type , Card product , or Card Bin and click on the Fetch button. To view the card limit details, click the Card Limits link.
Card Limits	The Card Limits link will be displayed on selecting the card type. Click on Card limits link to view the Card Limits pop-up window. Users can view the ATM and POS limits details for the selected card type
Additional Holder Date Of Birth	Click on the adjoining calendar icon and specify Additional Holder Date Of Birth .
Additional Holder Relation	Users need to select the Relation type from the drop-down list. The Additional Holder Relation drop-down list the below values, <ul style="list-style-type: none"> • Father • Mother • Son • Daughter • Spouse

Table 10-5 (Cont.) Add On Card - Field Description

Field	Description
Pin Delivery Channel	Users can select the appropriate Pin Delivery Channel from the drop-down list.
Card Delivery Channel	Users can select the appropriate Card Delivery Channel from the drop-down list.

10.3 ATM and POS Limits

This topic describes the systematic instructions about ATM and POS Limits. This screen will help to capture the customer's request for editing the existing limits on ATM and POS transactions defined on the debit card.

Online sweep enables the customer to utilize funds available in these accounts when there is a shortfall of balance in the Primary Account during a debit transaction.

To edit the ATM and POS limits:



Note:

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Debit Card**, click **ATM and POS Limits**, or specify the **ATM and POS Limits** in the Search icon bar.

ATM and POS Limits screen is displayed.

Figure 10-6 ATM and POS Limits

The screenshot displays the 'ATM and POS Limits' interface. At the top, there are search and navigation options. The main area is divided into several sections:

- Account Information:** Account Number (FM7000223014), Customer Name (John Smith).
- Card Information:** Card Number (4353453453), Card Type (GOLD).
- Limit Applicability:** Special.
- Limit Details Table:**

	Maximum Limit (GBP)	Card Limit (GBP)
ATM Daily Transaction Limit	20,000.00	20,000.00
ATM Daily Count Limit	5	5
POS Daily Transaction Limit	100,000.00	50,000.00
POS Daily Count Limit	10	5
- Customer Information:** Includes a profile picture, Customer ID (000182, John Smith), and KYC Status (Not Verified).
- Signature:** A digital signature field.
- Account Details:** Account Name (John Smith), Account Status (Active), Account Balance (£995,264.00), Account Branch (FM7), and Mode Of Operation (Single).
- Contact Information:** Phone (8892090908), Email (Johnsmith@gmail.com), and Address (#101, Church Street, New York, New Jersey).

At the bottom, there are buttons for 'Audit', 'Cancel', 'Save & Close', and 'Submit'.

2. On **ATM and POS Limits** screen, specify the fields

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

Table 10-6 ATM and POS Limits - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.
Account Name	Account Name is displayed based on the account number selected.
Card Number	Enter the Card Number or click the search icon to view the Card Number pop-up window. By default, this window lists all the Card Numbers linked to the Account Number. You can search for a specific Card Number by providing, Card Number or Card Type and click on the Fetch button. Once the Card Number is fetched from Card Number pop-up window, the system will populate the Card Type, Limit Applicability, Maximum Limit, and Card Limit fields.
Card type	The system defaults this field based on the Card Number.
Limit Applicability	The Limit Applicability type will be displayed once the card number is selected. Users can select the Limit Applicability from the drop-down list. The drop-down lists the below values: <ul style="list-style-type: none"> • Default - The Maximum Limit and Card Limit values will be the same and remain non-editable. • Special - The system allows the users to enter or edit the daily ATM/POS limits in the Card Limit column.


3. In the **ATM and POS Limits**, under **Limits**, specify the fields.

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

Table 10-7 Limits - Field Description

Field	Description
Maximum Limit	Account Currency is defaulted when the user inputs the account number. The Maximum Limit column displays the ATM/POS limits maintained at the Card Transaction limit and will remain non-editable.

Table 10-7 (Cont.) Limits - Field Description

Field	Description
Card Limit	Account Currency is defaulted when the user inputs the account number. The Card Limit column displays the ATM/POS limits maintained at the Card Transaction limit. Users can edit the Card Limit only when the Limit Applicability is set to Special.
<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> Note:</p> <p>If the user maintain the ATM/POS Card limit amount that exceeds the 'Maximum Limit', a validation error will be displayed.</p> </div>	
ATM Daily Transaction Limit	Daily transaction limit applicable for ATM transactions.
ATM Daily Count Limit	Daily limit for number of ATM transactions.
POS Daily Transaction Limit	Daily transaction limit applicable for POS transactions.
POS Daily Count Limit	Daily limit for number of POS transactions.

11

Standing Instructions

Under the **Standing Instructions** menu, you can perform the standing instruction related actions for a CASA account.

This topic contains the following subtopics:

- [Online Account Sweep In](#)
This topic describes the systematic instructions about Online Account Sweep In. This screen helps the users to link Savings accounts, Auto Deposits, and Term Deposits to a Primary Account to enable online sweep-in and reverse sweep-in feature.
- [Term Deposit Instruction](#)
This topic describes the systematic instructions to Create Term Deposit Instruction, Modify or Close the existing term deposit instruction.
- [Schedule Transfer](#)
This topic describes the systematic instruction to maintain scheduled transfer. A customer can issue standing instructions to the bank, to perform a certain transaction for a particular period without any follow-up or intervention by either party.
- [View and Modify Scheduled Transfer](#)
This topic describes the systematic instruction to View, Modify and Close the Schedule Transfer. A new User Interface is required for finding the existing scheduled transfer contract and modifying or closing the contract or viewing the schedule transfer cycle details.
- [Sweep In to Account](#)
This topic describes the systematic instructions to request Sweep In to Account. This screen helps to define sweep requests on customer accounts that get executed when the account balance falls below a predefined threshold value.
- [View and Modify Sweep In to Account](#)
This topic describes the systematic instructions to **View and Modify Sweep In to Account**. This screen will help the user to Modify, View or Close the existing Sweep In To Account instruction.
- [Sweep Out from Account](#)
This topic describes the systematic instructions to request Sweep Out from Account. This screen will help to define sweep-out requests on customer accounts that get executed when the account balance goes above the threshold value.
- [View and Modify Sweep Out from Account](#)
This topic describes the systematic instructions to View and Modify Sweep Out to Account. This screen will help the user to Modify, View or Close the existing Sweep Out from Account instruction.

11.1 Online Account Sweep In

This topic describes the systematic instructions about Online Account Sweep In. This screen helps the users to link Savings accounts, Auto Deposits, and Term Deposits to a Primary Account to enable online sweep-in and reverse sweep-in feature.

Online sweep enables the customer to utilize funds available in these accounts when there is a shortfall of balance in the Primary Account during a debit transaction.

To perform online account sweep in:

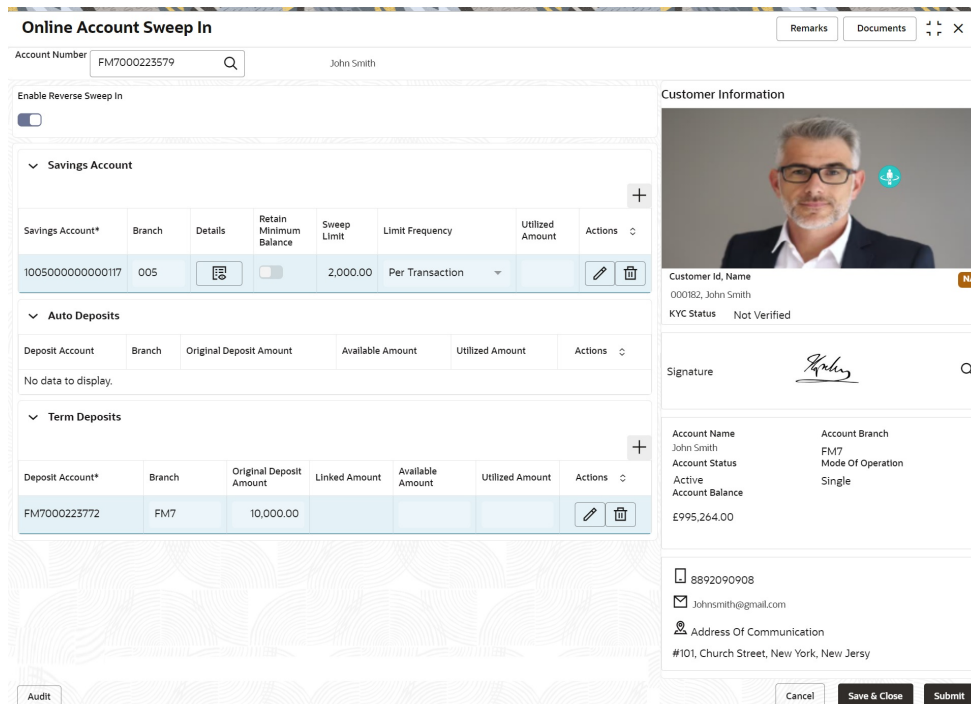
 **Note:**

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Standing Instruction Maintenance**, click **Online Account Sweep In**, or specify the **Online Account Sweep In** in the Search icon bar.

Online Account Sweep In screen is displayed.

Figure 11-1 Online Account Sweep In



Online Account Sweep In

Account Number: FM7000223579 | John Smith

Enable Reverse Sweep In:

Savings Account

Savings Account*	Branch	Details	Retain Minimum Balance	Sweep Limit	Limit Frequency	Utilized Amount	Actions
1005000000000117	005		<input type="checkbox"/>	2,000.00	Per Transaction		


Auto Deposits

Deposit Account	Branch	Original Deposit Amount	Available Amount	Utilized Amount	Actions
No data to display.					


Term Deposits

Deposit Account*	Branch	Original Deposit Amount	Linked Amount	Available Amount	Utilized Amount	Actions
FM7000223772	FM7	10,000.00				

Customer Information



Customer Id, Name: 000182, John Smith
KYC Status: Not Verified

Signature: 


Account Name: John Smith | Account Branch: FM7
Account Status: Active | Mode Of Operation: Single
Account Balance: E995,264.00

8892090908
Johnsmith@gmail.com
Address Of Communication: #101, Church Street, New York, New Jersey


Audit | Cancel | Save & Close | Submit


2. On **Online Account Sweep In** screen, specify the fields.
For more information on fields, refer to the field description table.


Table 11-1 Scheduled Transfer - Field Description


Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and click on the Fetch button.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <ul style="list-style-type: none"> The Account Name is displayed adjacent to this field as the account number is selected. The customer information is also displayed to the left of the screen. </div>
Search	Users need to click on Search button to view the Sweep History details.

3. After clicking on the Search button, the system displays the existing records for Savings Account, Auto Deposits, and Term Deposits in a tabular format. If no records are found, the system displays a message 'No records exist for the given account number'.

4. Users can link new Savings Account, Term Deposits by clicking on  icon.

5. To input the editable fields like Savings Account, Seep Limit, Limit Frequency, Deposit Account, Linkage Percentage, Linked Amount click  icon.

6. To link the new Savings Account, Term Deposits click  icon.

7. To delete the linked Savings Account, Auto Deposits and Term Deposits by clicking  icon.



8. On **Savings Account**, specify the fields.

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

Table 11-2 Online Account Sweep In-Savings Account

Field	Description
Savings Account	Displays the saving account numbers that are linked as a part of the sweep structure.
Branch	Displays the branch code for the selected Savings account number.

Table 11-2 (Cont.) Online Account Sweep In-Savings Account


Field	Description
Details	<p>Displays  icon to view more details about the cover account that is linked to the parent account.</p> <div style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>If you click the icon, the following details are displayed:</p> <ul style="list-style-type: none"> • Customer Name • Available Balance • Currency • Last sweep in Amount </div>
Retain Minimum Balance	<p>Users can click on the toggle button to enable or disable the minimum balance.</p> <p>When the Toggle button is enabled, the amount swept from the Savings Account is the difference between the available balance and the minimum balance maintained. The system considers the minimum balance of the Savings Account when the account balance goes below the minimum balance.</p> <p>If the toggle button is not enabled, the available balance in the Savings Account is swept during a transaction.</p>
Sweep Limit	<p>Users can input the maximum amount to be swept from the Savings Account.</p>
Limit Frequency	<p>Users can select the Limit Frequency from the drop-down list. The drop-down lists the below values:</p> <ul style="list-style-type: none"> • Per Transaction - The sweep limit maintained for the Savings Account is applied for every transaction that requires the amount to be swept from the Savings Account. • Daily - The sweep limit maintained for the Savings Account is the cumulative limit up to which the sweep transactions will be allowed for the day.
Utilized Amount	<p>Displays the amount utilized by the receiving account number during a sweep in transaction.</p>
Actions	<p>Enables the options to Create, Modify, Delete.</p>

9. When Primary Account and Auto Deposit account classes are enabled for Sweep in, then the system by default includes auto deposits of a primary account in Sweep structure maintained for the primary account and allocates 100% of Auto Deposit amount as Linked Amount.
10. On Auto Deposits, system displays the following fields.
 - a. Linkage Order
 - b. Branch
 - c. Deposit Account
 - d. Original Deposit Amount
 - e. Available Amount
 - f. Utilized Amount

11. On **Term Deposits**, specify the fields.

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

Table 11-3 Online Account Sweep In-Term Deposits

Field	Description
Linkage Order	Displays the sequential order of the Term Deposit account linked. This is automatically updated by the system.
Branch	Displays the branch code for the selected Deposit account number.
Deposit Account	Enter the Deposit Account number or click on the search icon to view the Deposit Account pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Deposit Account by providing Customer ID , Account Number , or Account Name and click on the Fetch button.
Credit Account Name	Credit Account Name is displayed based on the account selected.
Original Deposit Amount	Displays the amount for the Deposit Account.
Linkage Percentage	Users can input the percentage. The value can be less than or equal to 100.
<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;">  Note: The value cannot be in negative value. If the entered value is more than 100, the system displays an error. </div>	
Linked Amount	Users can specify the amount. This amount cannot be greater than the available deposit amount.
Available Amount	Displays the available amount for the Deposit Account.
Utilized Amount	Displays the amount utilized by the receiving account number during a sweep in transaction.
Actions	Enables the options to Delete, Create.

12. To **Enable Reverse Sweep In**, click on the toggle button.

11.2 Term Deposit Instruction

This topic describes the systematic instructions to Create Term Deposit Instruction, Modify or Close the existing term deposit instruction.

This screen helps to capture the customer requests for creating a term deposit account if the account balance goes above the threshold limit. This will ensure a better interest return to account holders.

To set term deposit instruction:



Note:

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Standing Instructions**, click **Term Deposit Instruction**, or specify the **Term Deposit Instruction** in the Search icon bar.

Term Deposit Instruction screen is displayed.

Figure 11-2 Term Deposit Instruction



2. When the user inputs the account number, the system displays **Create Instruction** screen, If an active deposit instruction is unavailable.
3. On **Term Deposit Instruction** screen, specify the fields.

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

Table 11-4 View and Modify Scheduled Transfer - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.
Account Name	Account Name is displayed by default based on the account selected.
Threshold Amount	Account Currency will default to Threshold Amount filed. User can define the threshold amount for creating the term deposit account if the current account and savings account balance exceed the threshold amount, the system creates a term deposit account for the excess amount after considering the sweep multiples.
Sweet Multiples	Users can define the sweep multiples of which the term deposit to be created, this will avoid term deposit creation for a small amount.

Table 11-4 (Cont.) View and Modify Scheduled Transfer - Field Description

Field	Description
Start Date	<p>Users can define the start date from which the term deposit instruction to be valid, using the adjoining calendar. The system will default the start date as the current branch date, user can modify the start date to any future date.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 5px; margin-top: 10px;"> <p> Note: Start Date cannot be backdated.</p> </div>
End Date	<p>Users can define the end date of term deposit instruction, using the adjoining calendar, the system will not execute the term deposit instruction after the end date.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 5px; margin-top: 10px;"> <p> Note: End Date cannot be less than Start Date.</p> </div>
Tenor	<p>Users can define the tenor details for creating the term deposit account. Term Deposit account will be created for the selected tenor. The tenor drop down list the below values:</p> <ul style="list-style-type: none"> • Days • Months • Years <p>Users can increase or decrease the selected tenor with up and down arrow buttons.</p>

4. When the user input the account number, the system displays **Edit instruction** screen with existing instruction details, If an active deposit instruction is available.

Edit Instruction screen is displayed.

Figure 11-3 Edit Instruction

Term Deposit Instruction Remarks Documents

Account Number: FM7000223014 John Smith

Edit Instruction Close Instruction

Threshold Amount: GBP 20.00

Sweep Multiples: GBP

Start Date: May 1, 2018

End Date:

Tenor: 1 Days

Customer Information

Customer Id, Name: 000182, John Smith

KYC Status: Not Verified

Signature: *John Smith*

Account Name: John Smith Account Branch: FM7

Account Status: Active Mode Of Operation: Single

Account Balance: £995,264.00

8892090908

Johnsmith@gmail.com

Address Of Communication: #101, Church Street, New York, New Jersey

Audit Cancel Save & Close Submit

5. On the **Edit Instruction** screen, users can modify the following details:
 - a. Threshold Amount
 - b. Sweep Multiples
 - c. End Date
 - d. Tenor
6. To close the **Term Deposit Instruction**, click on **Close Instruction** button on the **Edit Instruction** screen and click **Submit**.

11.3 Schedule Transfer

This topic describes the systematic instruction to maintain scheduled transfer. A customer can issue standing instructions to the bank, to perform a certain transaction for a particular period without any follow-up or intervention by either party.

For example, a customer can instruct the bank to debit a CASA account by a fixed amount at a predefined frequency and transfer the funds to another account. When the customer requests a scheduled transfer to CASA, the operation officer can capture the instruction details on this screen.

To maintain schedule transfer details:

Note:

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Standing Instruction Maintenance**, click **Scheduled Transfer**, or specify the **Scheduled Transfer** in the Search icon bar. **Scheduled Transfer** screen is displayed.

Figure 11-4 Scheduled Transfer

The screenshot shows a web form for scheduling a transfer. At the top, there's a header with 'Scheduled Transfer' and buttons for 'Remarks' and 'Documents'. Below this, the 'Account Number' is FM7000223014 and the account holder is John Smith. The form is divided into several sections:

- Beneficiary Account Number:** 1005000000000117
- Transfer Amount:** GBP 20.00
- Start Date:** Mar 30, 2018
- Month End Execution:** A toggle switch is currently turned off.
- Narrative:** Scheduled Transfer
- Beneficiary Account Name:** Anna Smith
- Frequency:** 3 Months
- Number of Transfers:** A dropdown menu is set to 1.
- End Date:** A date picker is set to Mar 30, 2018.
- Customer Information:** Includes a photo of John Smith, his signature, and details: Customer Id (000182), Name (John Smith), KYC Status (Not Verified), Account Name (John Smith), Account Status (Active), Account Balance (£995,264.00), and Address (#101, Church Street, New York, New Jersey).



 At the bottom, there are buttons for 'Audit', 'Cancel', 'Save & Close', and 'Submit'.

2. On **Scheduled Transfer** specify the fields.
For more information on fields, refer to the field description table.

Table 11-5 Scheduled Transfer - Field Description

Field	Description
Debit Account Number	Enter the debit account number or click the search icon to view the Debit Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Debit Account Number , or Debit Account Name and clicking on the Fetch button.
Debit Account Name	Debit Account Name is displayed based on the account selected.
Credit Account Number	Enter the credit account number, or click the search icon to view the Credit Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Credit Account Number , or Credit Account Name and click Fetch .
Credit Account Name	Credit Account Name is displayed based on the account selected.

Table 11-5 (Cont.) Scheduled Transfer - Field Description

Field	Description
Transfer Amount	Input the Transfer Amount for scheduled transfer, this amount will be transferred on a predefined frequency. Field Transfer Amount is appended with transaction currency. Credit account number currency will be default as transfer amount currency while choosing the credit account number.
Frequency	The user can select the execution frequency from the Frequency drop-down list. Standing instruction transfer to CASA will be executed on the selected frequency. Frequency drop-down list the below values: <ul style="list-style-type: none"> • Days • Months • Years
Start Date	The system defaults the start date as the current branch date and the user can modify the start date to any future date using the adjoining calendar button. The first Standing instruction will be executed on the start date. <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note: Start Date cannot be backdated.</p> </div>
Number of Transfers	The User can define the number of transfers to be executed on a predefined frequency, it is not a mandatory field, if the user sets the number of transfers, the expiry date will be auto-calculated based on the Start date, Frequency, Month End Execution, and the number of transfers. The value for the Number of Transfers can be increased or decreased using the Up and Down buttons.
Month End Execution	The user can make sure that the standing instruction transfer to CASA is executed every month-end by enabling the month-end execution. Month End execution cannot be defined as the daily frequency. By default month-end, execution will be off.
End Date	Click the calendar and specify the expiry date. The expiry date is a non-mandatory field. If the expiry date is not captured, the system considers the standing instruction as open-ended <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note: End Date cannot be less than Start Date.</p> </div>
Narrative	The Narrative defaults as Scheduled Transfer. The user can modify the defaulted value.

11.4 View and Modify Scheduled Transfer

This topic describes the systematic instruction to View, Modify and Close the Schedule Transfer. A new User Interface is required for finding the existing scheduled transfer

contract and modifying or closing the contract or viewing the schedule transfer cycle details.

To view and modify schedule transfer:

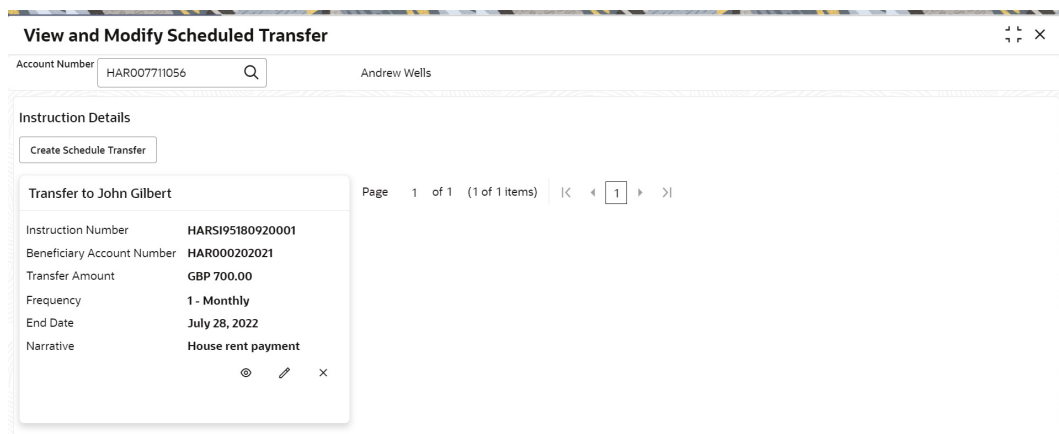
 **Note:**

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Standing Instructions**, click **View and Modify Scheduled Transfer**, or specify the **View and Modify Scheduled Transfer** in the Search icon bar.

The **View and Modify Scheduled Transfer** screen is displayed.

Figure 11-5 View and Modify Scheduled Transfer



 **Note:**


To create schedule transfer, click **Create Schedule Transfer**. The **Scheduled Transfer** screen is displayed. For more information, refer [Scheduled Transfer](#).

Figure 11-6 Schedule Transfer Cycle Details

Figure 11-7 Modify Scheduled Transfer

2. On **View and Modify Scheduled Transfer** screen, specify the fields. For more information on fields, refer to the field description table.

Table 11-6 View and Modify Scheduled Transfer - Field Description

Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and clicking on the Fetch button.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> Note:</p> <p>The Account Name is displayed adjacent to this field as the account number is selected.</p> </div>
Instruction Details	This section displays the instruction details for the account selected.
Transfer to <>	Displays the transfer account number.
Search Result	<p>The contract details are displayed in tile format. The available basic details displayed are:</p> <ul style="list-style-type: none"> • Instruction Number • Beneficiary Account Number • Transfer Amount • Frequency • End Date • Narrative
View Transaction	Click to view the Schedule Transfer Cycle Details . For more information, refer to the Schedule Transfer Cycle Details – Field Description.



- Click  icon to view the more details in the **Schedule Transfer Cycle Details** screen.

Table 11-7 Schedule Transfer Cycle Details – Field Description

Field	Description
Instruction Details	This section displays the instruction details for the account selected.
Basic Details	This section displays the basic instruction details.
Instruction Number	Displays the instruction number.
Beneficiary Account Number	Displays the account number of the beneficiary.
Beneficiary Account Name	Displays the account name of the beneficiary.
Transfer Amount	Displays the amount for transfer.
Start Date	Displays the start date of the instruction.
End Date	Displays the end date of the instruction.
Narrative	Displays the narration for the instruction.
Execution Preferences	This section displays the execution preferences for the instruction.
Frequency	Displays the frequency defined for the instruction.
Number of Transfers	Displays the number of transfers allowed.
Month End Execution	Displays whether month end execution is allowed or not.
Next Execution Date	Displays the date for the new execution.

Table 11-7 (Cont.) Schedule Transfer Cycle Details – Field Description

Field	Description
Last Cycle Number	Displays the last cycle number of the instruction.
Suspend Execution	Displays whether there was a suspend execution.
Cycle Details	This section displays the cycle details for the selected account.
Cycle	Displays the cycle number.
Scheduled Date	Displays the scheduled date for the transfer cycle.
Success Date	Displays the success date of the transfer cycle.
Retry Count	Displays the number of retries in the transfer cycle.
Transfer Amount	Displays the transfer amount in the cycle.
Execution Status	Displays the execution status in the transfer cycle.


4. Click  icon to edit the details in the **Modify Scheduled Transfer** screen.

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

Table 11-8 Modify Transaction - Field Description

Field	Description
Modify Transaction	Click to modify the scheduled transfer contract details. User can modify the below details: <ul style="list-style-type: none"> • Transfer Amount • Frequency • Number of Transfers • Month End Execution • End Date • Narrative • Suspend Execution
Transfer Amount	The Transfer Amount displayed can be modified by the user.
Frequency	Users can modify the execution frequency from the Frequency drop-down list. Standing instruction transfer to Current and Savings Account will be executed on the selected frequency. Frequency drop-down list the below values: <ul style="list-style-type: none"> • Days • Months • Years Users can easily increase or decrease the value for the selected the frequency with the up and down button.
Number of Transfers	Users can modify the number of transfers to be executed on predefined frequency, it is not a mandatory field, if the user sets the number of transfers, the expiry date will be auto-calculated based on the following criteria: <ul style="list-style-type: none"> • Start Date • Frequency • Month End Execution • Number of Transfer

Table 11-8 (Cont.) Modify Transaction - Field Description

Field	Description
Month End Execution	<p>User can modify and ensure that standing instruction transfer to Current and Savings Account is executed every month-end by enabling the month-end execution.</p> <p>Month End flag can be enabled only if the start date is falling on month-end.</p> <p>Month End flag cannot be enabled for daily frequency.</p>
End Date	<p>The system displays the existing value and the user can modify the value, user can modify the expiry date from the adjoining calendar. The expiry date is a non-mandatory Field, if the expiry date is not captured, the system considers the standing instruction as open-ended.</p> <p>In case the number of transfers is defined, the system updates the expiry date based on Start Date, Frequency, and month-end execution. Date format example- Sep 15, 2020.</p> <p>System updates the number of transfers based on start date, Frequency, and End date.</p>
Narrative	<p>The Narrative defaults as Scheduled Transfer.</p> <div style="border: 1px solid #0070C0; background-color: #E6F2FF; padding: 10px; margin-top: 10px;"> <p> Note: Users can modify the defaulted value.</p> </div>
Suspend Execution	<p>Scheduled Transfer execution can be stopped or started by enabling or disabling Suspend Execution.</p>

5. On **View and Modify Schedule Transfer** screen, under **Instruction Details**, click on the tile to close the scheduled transfer.

Close Scheduled Transfer screen is displayed.

Figure 11-8 Close Scheduled Transfer

6. Close the schedule transfer by clicking on the **Submit** button.

11.5 Sweep In to Account

This topic describes the systematic instructions to request Sweep In to Account. This screen helps to define sweep requests on customer accounts that get executed when the account balance falls below a predefined threshold value.

To define sweep in to account:



Note:

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Standing Instruction Maintenance**, click **Sweep In To Account**, or specify the **Sweep In To Account** in the Search icon bar.

The **Sweep In To Account** screen is displayed.



Figure 11-9 Sweep In to Account

2. On **Sweep In to Account** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 11-9 Sweep In to Account - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.
Account Name	Account Name is displayed based on the account number selected.
Provider Account Number	Enter the Provider Account Number or click the search icon to view the Provider Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Provider Account Number , or Provider Account Name , and click Fetch button.
Provider Account Name	Provider Account Name is displayed by default based on the Provider Account Number selected.
Threshold Amount	Enter the Threshold Amount , and the account currency is defaulted. The sweep in the transaction will be executed during the end-of-day batch process if the balance in the credit account goes below the threshold amount.

Table 11-9 (Cont.) Sweep In to Account - Field Description

Field	Description
Minimum Balance After Sweep	Minimum Balance After Sweep is the amount that is left in the Provider Account after the Sweep In instruction is executed. The minimum balance after sweep ensures that a certain balance is left in the Provider Account and only the excess amount is swept. This is an optional field.
Frequency	Select the frequency for the sweep in.
Month End Execution	<p>Switch to  to enable the month end execution for the sweep in.</p> <p>Switch to  to stop the month end execution for the sweep in.</p>
Start Date	Users can define the Start Date for the sweep in instruction. Start date cannot be backdated.
End Date	Users can define the End Date for Sweep In instruction, Sweep In instruction will be closed after the end date.
Narrative	The narrative will be defaulted to Sweep In to Account. The defaulted value is modifiable.

11.6 View and Modify Sweep In to Account

This topic describes the systematic instructions to **View and Modify Sweep In to Account**. This screen will help the user to Modify, View or Close the existing Sweep In To Account instruction.

To view and modify sweep in to account:



Note:

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from Account Services, under **Standing Instructions**, click **View and Modify Sweep In to Account**, or specify the **View and Modify Sweep In to Account** in the Search icon bar.

The **View and Modify Sweep In to Account** screen is displayed.

Figure 11-10 View and Modify Sweep In to Account


Note:

To create schedule transfer, click **Create Sweep In**. The **Sweep In to Account** screen is displayed. For more information, refer [Sweep In to Account](#).

2. On **View and Modify Sweep In to Account** screen, specify the fields. For more information on fields, refer to the field description table.

Table 11-10 View and Modify Sweep In to Account - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Account Number , or Account Name and clicking on the Fetch button. Note: The Account Name is displayed adjacent to this field as the account number is selected.
Instruction Details	This section displays the instruction details for the account selected.
Sweep from <Account Name>	Displays the account name from which sweep in is to be performed.
Instruction Number	Displays the instruction number for sweep in.
Provider Account Number	Displays the account number of the sweep in provider.
Threshold Amount	Displays the threshold amount with currency for sweep in.
Frequency	Displays the frequency set for the sweep in.
End Date	Displays the end date for sweep in.
Narrative	Displays if any narration or description for sweep in.

- On **View and Modify Sweep In to Account** under **Instruction Details**, click  on the tile to view the sweep-in instruction.

View Sweep In To Account screen is displayed.

Figure 11-11 View Sweep In To Account

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

Table 11-11 View Sweep In to Account - Field Description

Field	Description
Account Number	Displays the account number and account name selected in the View and Modify Sweep In to Account screen.
Instruction Details	This section displays the instruction details for the account selected.
Basic Details	This section displays the basic instruction details.
Instruction Number	Displays the instruction number.
Provider Account Number	Displays the account number of the provider.
Provider Account Name	Displays the account name of the provider.
Threshold Amount	Displays the threshold amount for the instruction.
Minimum Balance Sweep	Displays the minimum sweep amount balance.
Narrative	Displays the narration for the instruction.
Execution Preferences	This section displays the execution preferences set for the sweep in.
Start Date	Displays the start date of the instruction.
End Date	Displays the end date of the instruction.
Frequency	Displays the frequency set for the sweep in instruction.
Month End Execution	Displays whether the month end execution is enabled for the instruction.
Next Execution Date	Displays the next execution date for the instruction.
Sweep History	This section displays the history for the sweep.

Table 11-11 (Cont.) View Sweep In to Account - Field Description

Field	Description
Transaction Date	Displays the sweep transaction date.
Sweep Amount	Displays the sweep amount.

 **Note:**

By default, the latest transaction is displayed as the first record in sweep history.





- On **View and Modify Sweep In To Account** screen, under **Instruction Details**, click  on the tile to modify the sweep-in instruction.
Modify Sweep In to Account screen is displayed.


Figure 11-12 Modify Sweep In To Account

- On the **Modify Sweep In To Account** screen, specify the fields that the user can modify. For more information on fields, refer to the field description table.
For more information on fields, refer to the field description table.

Table 11-12 Modify Sweep In To Account - Field Description

Field	Description
Threshold Amount	<p>Users can modify the threshold amount. The sweep in to account instruction will be executed during the end-of-day batch process if the balance in the account goes below the threshold amount.</p> <p> Note: The amount cannot be in negative or zero value.</p>
Minimum Balance After Sweep	<p>Users can modify the Minimum Balance After Sweep. Minimum Balance After Sweep is the amount that is left in the Provider Account after the Sweep In instruction is executed. The minimum balance after sweep ensures that a certain balance is left in the Provider Account and only the excess amount is swept.</p> <p> Note: The amount cannot be in negative value.</p>
End Date	<p>Users can modify the end date for Sweep In instruction, Sweep In instruction will be closed after the end date. The calender will display the branch holiday details.</p> <p> Note: End Date cannot be less than Start Date.</p>
Narrative	Users can modify the Narrative field.

- On **View and Modify Sweep In To Account** screen, under **Instruction Details**,

click  on the tile to close the sweep-in instruction.

Close Sweep In To Account screen is displayed.

Figure 11-13 Close Sweep in To Account

7. Click **Submit** to close the sweep-in instruction.

11.7 Sweep Out from Account

This topic describes the systematic instructions to request Sweep Out from Account. This screen will help to define sweep-out requests on customer accounts that get executed when the account balance goes above the threshold value.

To define sweep out from account:

 **Note:**

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Standing Instructions**, click **Sweep Out from Account**, or specify the **Sweep Out from Account** in the Search icon bar.
The **Sweep Out from Account** screen is displayed.

Figure 11-14 Sweep Out from Account

The screenshot shows a web interface for setting up a sweep out from an account. The main form is titled "Sweep Out from Account" and contains several input fields and sections:




- Account Number:** FM7000223014
- Beneficiary Account Number:** FM7000224480
- Threshold Amount:** GBP, 20.00
- Minimum Sweep Amount:** GBP
- Frequency:** 5 Months
- Start Date:** Mar 30, 2018
- Narrative:** Sweep Out to CASA
- Customer Information:**
 - Customer Id, Name: 000182, John Smith
 - KYC Status: Not Verified
 - Signature: [Handwritten Signature]
 - Account Name: John Smith
 - Account Status: Active
 - Account Balance: £995,264.00
 - Account Branch: FM7
 - Mode Of Operation: Single
 - Address Of Communication: #101, Church Street, New York, New Jersey

2. On **Sweep Out from Account** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 11-13 Sweep Out from Account - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.
Account Name	Account Name is displayed by default based on the account selected.
Threshold Amount	Enter the Threshold Amount . The currency is defaulted based on the account currency. The Sweep-Out transaction will be executed during the end-of-day batch process if the balance in the account goes above the threshold amount.
Minimum Sweep Amount	The Minimum Sweep Amount and currency will be defaulted based on the product parameter and account currency. Sweep out instruction is executed only if the derived sweep amount (Account balance minus the Threshold Amount) is greater than or equal to Minimum Sweep Amount. This is an optional field that can be input during the sweep setup.

Table 11-13 (Cont.) Sweep Out from Account - Field Description

Field	Description
Beneficiary Account Number	Enter the Beneficiary Account Number or click the search icon to view the Beneficiary Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Beneficiary Account Number , or Beneficiary Account Name and click the Fetch button.
Beneficiary Account Name	Beneficiary Account Name is displayed based on the Beneficiary account number selected.
Frequency	Select the frequency for the sweep out.
Month End Execution	<p>Switch to  to enable the month end execution for the sweep out.</p> <p>Switch to  to stop the month end execution for the sweep out.</p>
Start Date	Users can define the Start Date for sweep-out instruction. The start date cannot be backdated.
End Date	<p>Users can define the End Date for sweep-out instruction, Sweep out instruction will be closed after the end date.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> Note:</p> <p>End Date cannot be less than Start Date.</p> </div>
Narrative	The narrative will be defaulted as Sweep Out from Account. The defaulted value is modifiable.

11.8 View and Modify Sweep Out from Account

This topic describes the systematic instructions to View and Modify Sweep Out to Account. This screen will help the user to Modify, View or Close the existing Sweep Out from Account instruction.

To view and modify sweep out from account:



Note:

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Standing Instructions**, click **View and Modify Sweep Out from Account**, or specify the **View and Modify Sweep Out from Account** in the Search icon bar.

The **View and Modify Sweep Out from Account** screen is displayed.

Figure 11-15 View and Modify Sweep Out from Account

 **Note:**

To create schedule transfer, click **Create Sweep In**. The **Sweep Out from Account** screen is displayed. For more information, refer [Sweep Out from Account](#).

2. On **View and Modify Sweep Out from Account** screen, specify the fields. For more information on fields, refer to the field description table.

Table 11-14 View and Modify Sweep Out from Account - Field Description



Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Account Number , or Account Name and clicking on the Fetch button.  Note: The Account Name is displayed adjacent to this field as the account number is selected.
Instruction Details	This section displays the instruction details for the account selected.
Sweep to <Account Name>	Displays the sweep to account holder's name.
Instruction Number	Displays the instruction number.
Beneficiary Account Number	Displays the account number of the beneficiary.
Frequency	Displays the frequency set for the sweep out.

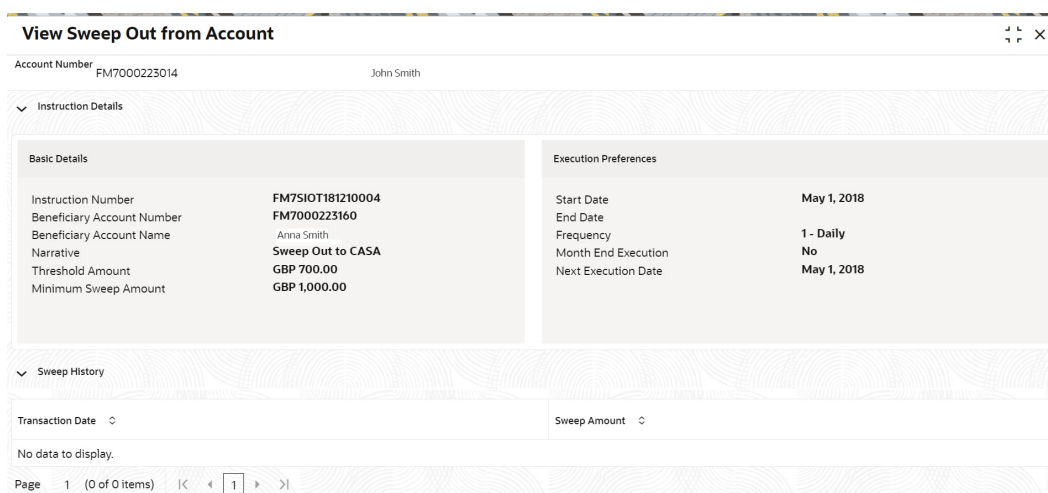
Table 11-14 (Cont.) View and Modify Sweep Out from Account - Field Description

Field	Description
End Date	Displays the end date of the instruction.
Threshold Amount	Displays the threshold amount for the instruction.
Narrative	Displays the narration for the instruction.

3. On **View and Modify Sweep Out from Account** screen, under **Instruction Details**, click  on the tile to view the sweep-out instruction.

View Sweep Out from Account screen is displayed.

Figure 11-16 View Sweep Out from Account



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

Table 11-15 View Sweep Out from Account - Field Description

Field	Description
Account Number	Displays the account number and account name selected in the View and Modify Sweep Out From Account screen.
Instruction Details	This section displays the instruction details for the account selected.
Basic Details	This section displays the basic instruction details.
Instruction Number	Displays the instruction number.
Beneficiary Account Number	Displays the account number of the beneficiary.
Beneficiary Account Name	Displays the account name of the beneficiary.
Narrative	Displays the narration for the instruction.
Threshold Amount	Displays the threshold amount for the instruction.
Minimum Sweep Amount	Displays the minimum sweep amount for the instruction.

Table 11-15 (Cont.) View Sweep Out from Account - Field Description

Field	Description
Execution Preferences	This section displays the execution preferences set for the sweep out.
Start Date	Displays the start date of the instruction.
End Date	Displays the end date of the instruction.
Frequency	Displays the frequency set for the sweep out instruction.
Month End Execution	Displays whether the month end execution is enabled for the instruction.
Next Execution Date	Displays the next execution date for the instruction.
Sweep History	This section displays the history for the sweep.
Transaction Date	Displays the sweep transaction date.
Sweep Amount	Displays the sweep amount.

 **Note:**

By default, the latest transaction is displayed as the first record in sweep history.





4. On **View and Modify Sweep Out from Account** screen, under **Instruction Details**, click  on the tile to modify the sweep-out instruction. **Modify Sweep Out from Account** screen is displayed.


Figure 11-17 Modify Sweep Out from Account

- On the **Modify Sweep Out from Account** screen, specify the fields that the user can modify.

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

Table 11-16 Modify Sweep Out from Account - Field Description

Field	Description
Threshold Amount	<p>Users can modify the Threshold Amount. The sweep out from account instruction will be executed during the end-of-day batch process if the balance in the account goes above the threshold amount.</p> <p> Note: The amount cannot be in negative or zero value.</p>
Minimum Sweep Amount	<p>Users can modify the Minimum Sweep Amount. The Sweep out instruction is executed only if the derived sweep amount (Account balance minus the Threshold Amount) is greater than or equal to Minimum Sweep Amount.</p> <p> Note: The amount cannot be in negative value.</p>
End Date	<p>Users can modify the end date for Sweep Out instruction, Sweep Out instruction will be closed after the end date.</p> <p> Note: End Date cannot be less than Start Date.</p>
Narrative	Users can modify the Narrative field.


- On **View and Modify Sweep Out from Account** screen, under **Instruction Details**, click  on the tile to close the sweep-out instruction.

Close Sweep Out from Account screen is displayed.

Figure 11-18 Close Sweep Out from Account


Close Sweep Out from Account		Remarks	Documents
Account Number	FM7000223014	John Smith	
Threshold Amount	GBP 700.00	Minimum Sweep Amount	GBP 1,000.00
Beneficiary Account Number	FM7000223160	Beneficiary Account Name	Anna Smith
Frequency	1 Days	Month End Execution	Off
Start Date	May 1, 2018	End Date	
Narrative	Sweep Out to CASA		

Customer Information



Customer Id, Name
000182, John Smith NA

KYC Status Not Verified

Signature 

Account Name John Smith
Account Status Active
Account Balance £995,264.00

Account Branch FM7
Mode Of Operation Single

8892090908
Johnsmith@gmail.com
Address Of Communication
#101, Church Street, New York, New Jersey

7. Click **Submit** to close the sweep-out instruction.

12

Inquiry

Under the **Inquiry** menu, you can perform inquire the details of a CASA account.

This topic contains the following subtopics:

- [Account Balance Inquiry](#)
This topic describes the systematic instructions about Account Balance Inquiry. The Account Balance Inquiry screen helps the users to inquire the account balance, accrued interest and charge due, turnover and receivable tracking details.
- [Account Transactions](#)
This topic provides the systematic instructions for the users to view, and download all the transactions posted to the current account and saving accounts for a particular date range or last n transactions.
- [Cheque Status Inquiry](#)
This topic describes the systematic instructions about Cheque Status Inquiry. This screen helps the user to inquire the status of a cheque and its beneficiary details for a given account number and cheque number.
- [Online Account Sweep History](#)
This topic describes the systematic instructions about Online Account Sweep History. This screen helps in inquiring about the sweep in and reverse sweep in transactions that have taken place as a result of the customer opting for the Current Account and Savings Account sweep in feature on the primary account.
- [Tax Deducted at Source Inquiry](#)
This topic describes the systematic instructions about Tax Deducted at Source Inquiry. This screen helps to inquire the Tax deducted by the bank on the credit interest (Tax deducted at Source) paid on customer's accounts.

12.1 Account Balance Inquiry

This topic describes the systematic instructions about Account Balance Inquiry. The Account Balance Inquiry screen helps the users to inquire the account balance, accrued interest and charge due, turnover and receivable tracking details.

To inquire account balance:



Note:

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Inquiry**, click **Account Balance Inquiry**, or specify the **Account Balance Inquiry** in the Search icon bar.
Account Balance Inquiry screen is displayed.

Figure 12-1 Account Balance Inquiry

Account Balance Inquiry ⌵ ⌵ ×

Account Number: John Smith

All amounts in GBP

Total Available Balance 100,000.00 Show Calculation	Current Balance 100,000.00 Available Balance 100,000.00	Uncollected Balance 0.00 Withdrawable Uncollected 0.00	Sweep Eligible 0.00 Unutilized Limits 0.00	Minimum Required Balance 10,000.00 Amount Block 0.00
--	--	---	---	---

Interest and Charge Details		Turnover Details		Receivable Tracking	
Accrued Credit Interest	0.00			Amount Due	0.00
Accrued Debit Interest	0.00	Daily Turnover	0.00 0.00	Amount Available	0.00
Interest Due	0.00	Month to Date Turnover	0.00 0.00		
Charge Due	0.00	Last Transaction Date	Apr 3, 2018		

2. On **Account Balance Inquiry** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 12-1 Account Balance Inquiry - Field Description

Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and clicking on the Fetch button.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <ul style="list-style-type: none"> The Account Name is displayed adjacent to this field as the account number is selected. The customer information is also displayed to the left of the screen. </div>

3. After the account number is input, the system displays the following details:
 - a. Account Currency
 - b. Account Balance
 - c. Interest and Charge Details
 - d. Turnover Details
 - e. Receivable Tracking
4. To view the total available balance calculation, click on **Show Calculation**.
Show Calculation screen is displayed.

Figure 12-2 Show Calculation

Account Balance Inquiry				
Account Number <input type="text" value="FM7000223579"/>		John Smith		
All amounts in GBP				
Total Available Balance	Current Balance	Uncollected Balance	Sweep Eligible	Minimum Required Balance
100,000.00	100,000.00	0.00	0.00	10,000.00
Hide Calculation	Available Balance	Withdrawable Uncollected	Unutilized Limits	Amount Block
	100,000.00	0.00	0.00	0.00
Current Balance	100,000.00	Turnover Details		Receivable Tracking
Uncollected Balance	(-) 0.00		Credit	Debit
Amount Block	(-) 0.00	Daily Turnover	0.00	0.00
Unauthorized Credit	(-) 0.00	Month to Date Turnover	0.00	0.00
Receivable	(-) 0.00	Last Transaction Date	Apr 3, 2018	
Available Balance	100,000.00			
Withdrawable Uncollected	(+) 0.00			
Sweep Eligible	(+) 0.00			
Auto Term Deposit	0.00			
Savings and Current Account	0.00			
Term Deposit Account	0.00			
Unutilized Limits	(+) 0.00			
Total Available Balance	100,000.00			
Interest and Charge Details				
Accrued Credit Interest	0.00			
Accrued Debit Interest	0.00			
Interest Due	0.00			
Charge Due	0.00			

5. On the **Account Balance**, the system displays the following details:
 - a. Total Available Balance
 - b. Current Balance
 - c. Available Balance
 - d. Uncollected Balance
 - e. Withdrawable Uncollected
 - f. Sweep Eligible
 - g. Unutilized Limits
 - h. Minimum Required Balance
 - i. Amount Block
6. On the **Interest and Charge Details**, the system displays the following details:
 - a. Accrued Debit Interest
 - b. Accrued Credit Interest
 - c. Interest Due
 - d. Charge Due
7. On the **Turnover Details**, the system displays the details.
For more information on fields, refer to the field description table.

Table 12-2 Turnover Details - Field Description

Field	Description
Daily Turnover	Displays the sum of Daily Credit and Debit Turnover.

Table 12-2 (Cont.) Turnover Details - Field Description

Field	Description
Month to Date Turnover	Displays the sum of current month to business date debit and credit turnover.
Last transaction Date	Displays the last debit and credit transactions date.

8. On the **Receivable Tracking**, the system displays the following details:
 - a. Amount Due
 - b. Amount Available

12.2 Account Transactions

This topic provides the systematic instructions for the users to view, and download all the transactions posted to the current account and saving accounts for a particular date range or last n transactions.

To view account transaction details:



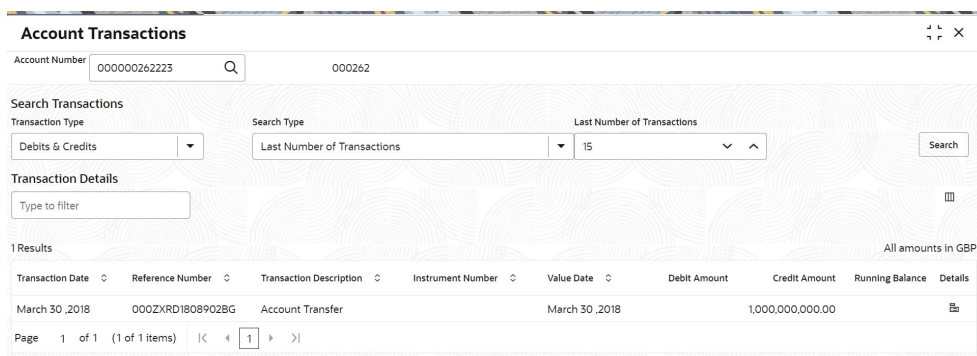
Note:

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Inquiry**, click **Account Transactions**, or specify the **Account Transaction Inquiry** in the Search icon bar.

Account Transactions screen is displayed.

Figure 12-3 Account Transactions



2. On **Account Transactions** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 12-3 Account Transactions - Field Description







Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and click Fetch.</p> <p> Note:</p> <p>The Account Name is displayed adjacent to this field as the account number is selected.</p>
Search Transactions	This section displays the fields to perform the search.
Transaction Type	<p>Select the type of transactions to be searched. The options are:</p> <ul style="list-style-type: none"> • Debits & Credits • Debits • Credits
Search Type	<p>Select the search type for the transaction. The options are:</p> <ul style="list-style-type: none"> • Data Range • Current Month • Current Month Plus Previous Month • Current Month Plus Previous 3 Month • Current Month Plus Previous 6 Month • Last Number of Transactions
Date Range	<p>Select or specify the from and to date for fetching the transaction details.</p> <p> Note:</p> <p>This field is displayed if you select Date Range from the Search Type field.</p>
Last Number of Transactions	<p>Select or specify the last number of the transaction to be fetched.</p> <p> Note:</p> <p>This field is displayed if you select Last Number of Transactions from the Search Type field.</p>

Table 12-3 (Cont.) Account Transactions - Field Description

Field	Description
Transactional Details	<p>This section displays the transaction details for the account selected.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 10px; margin-top: 10px;"> <p> Note:</p> <p>You can click the  icon to view only the selected transaction details.</p> </div>
Filter	Specify a value to filter the details as required.
Transaction Date	Displays the date of the transaction.
Reference Number	Displays the transaction's reference number.
Transaction Description	Displays the description for the transaction.
Instrument Number	Displays the instrument number used for the transaction.
Value Date	Displays the value date of the transaction.
Debit Amount	Displays the transaction's debit amount.
Credit Amount	Displays the transaction's credit amount.
Running Balance	Displays the current running balance of the transaction.
Details	Displays the  icon to view more details of the transaction. For more information, refer View Details .

To view more transaction details:


- a. Click the  icon from the **Details** field.
The **Account Transfer** section is displayed.

Figure 12-4 View Details

Account Transfer
0002XR01808990280

Transaction Date	Value Date	Transaction Branch	Instrument Number
March 30 ,2018	March 30 ,2018	000	

Account Branch	Account Number	Account Name	Account Currency	Debit/Credit	Local Currency Amount	Foreign Currency Amount	Exchange Rate

Audit Details

Authorized	Maker	Checker	Source
------------	-------	---------	--------

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

Table 12-4 Account Transfer - Field Description

Field	Description
Account Transfer	This section displays the account transfer details. The transaction number is displayed below the section header.
Transaction Date	Displays the date when the transaction was performed.
Value Date	Displays the value date of the transaction.
Transaction Branch	Displays the branch code where the transaction was performed.
Instrument Number	Displays the instrument number used for the transaction.
Account Branch	Displays the name of the account branch.
Account Number	Displays the transaction account number.
Account Name	Displays the account name of the transaction.
Account Currency	Displays the transaction account currency.
Debit/Credit	Displays whether the transaction of debit or credit type.
Local Currency Amount	Displays the local currency amount of the transaction.
Foreign Currency Amount	Displays the foreign currency amount of the transaction.
Exchange Rate	Displays the exchange rate of the transaction.
Audit Details	This section displays the audit details.
Authorized	Displays whether the transaction is authorized.
Maker	Displays the name of the maker along with the date and time.
Checker	Displays the name of the checker along with the date and time.
Source Code	Displays the source code for the transaction.

- b. Click **OK**.

12.3 Cheque Status Inquiry

This topic describes the systematic instructions about Cheque Status Inquiry. This screen helps the user to inquire the status of a cheque and its beneficiary details for a given account number and cheque number.

If the cheque is archived, the screen displays two additional fields, Archival Date and Remarks.

To inquire the cheque status:



Note:


The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Inquiry**, click **Cheque Status Inquiry**, or specify the **Cheque Status Inquiry** in the Search icon bar.
Cheque Status Inquiry screen is displayed.

Figure 12-5 Cheque Status Inquiry

2. On **Cheque Status Inquiry** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 12-5 Cheque Status Inquiry - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Account Number , or Account Name and click Fetch .  Note: The Account Name is displayed adjacent to this field as the account number is selected.
Cheque Number	Enter the Cheque Number and click the Search button to view the Input Cheque Number details.
Input Cheque Number	This section displays the details of specified cheque number.
Status	The Status displays if the cheque is Used, Not Used, Canceled, Rejected and Part Used. For cheques that are stopped from payment, an additional remark, 'Stopped' will be displayed in the status.
Amount	Displays the Amount for which the cheque is drawn.
Presented On	Displays the date on which the Cheque was presented for encashment.
Date On Cheque	Displays the date mentioned on the cheque.
Beneficiary	Displays the beneficiary of the cheque.

3. After input of the account number, the Sweep History details are displayed in a tabular format.
4. On **Sweep History** details, users can view the fields.
For more information on fields, refer to the field description table.

Table 12-6 Sweep History Details

Field	Description
Account Number	Displays the linked Account Number.
Branch	Displays the branch code for the account number.
Account Type	Displays if the linked account is Savings Account, Auto Deposit or Term Deposit.
Operation	Displays the operation performed on the sweep transaction if it is a Sweep In or Reverse Sweep In transaction.
Transaction Date	Displays the date of sweep in or reverse sweep in transaction.
Transfer Amount	Displays the transfer amount involved in sweep in or reverse sweep in.

5. **View Sweep Setup** remains inactive until the account number is input and the Search button is clicked. When users click on the **View Sweep Setup, Account Sweep In Definition** pop up window is displayed.
6. In the **Account Sweep In Definition** screen, users can view the Account Sweep In details. The details are as follows:
 - a. Enable Reverse Sweep In
 - b. Savings Accounts
 - c. Auto Deposits
 - d. Term Deposits

12.4 Online Account Sweep History

This topic describes the systematic instructions about Online Account Sweep History. This screen helps in inquiring about the sweep in and reverse sweep in transactions that have taken place as a result of the customer opting for the Current Account and Savings Account sweep in feature on the primary account.

The system computes the Sweep history details when Savings Accounts, Auto Deposits or Term Deposits are linked to the primary account in 'Online Account Sweep In' screen at a customer account level.

To view online account sweep history:

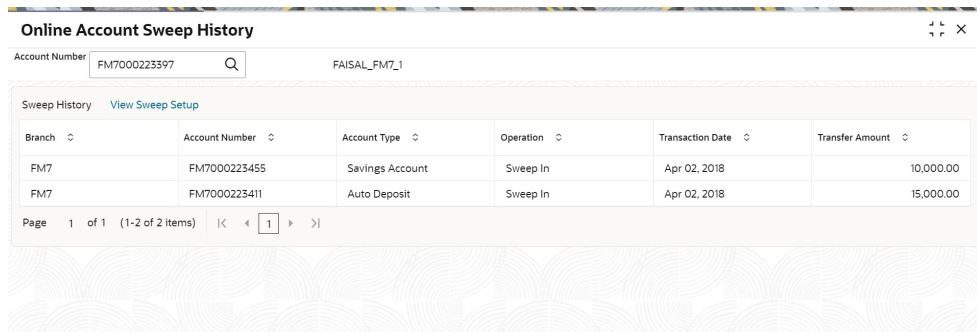


Note:

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Inquiry**, click **Online Account Sweep History**, or specify the **Online Account Sweep History** in the Search icon bar. **Online Account Sweep History** screen is displayed.

Figure 12-6 Online Account Sweep History



2. On **Online Account Sweep History** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 12-7 Sweep History

Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and click Fetch.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> Note:</p> <p>The Account Name is displayed adjacent to this field as the account number is selected.</p> </div>

3. After input of the account number, the Sweep History details are displayed in a tabular format.
4. On **Sweep History** details, users can view the fields.
For more information on fields, refer to the field description table.

Table 12-8 Sweep History Details

Field	Description
Account Number	Displays the linked Account Number.
Branch	Displays the branch code for the account number.
Account Type	Displays if the linked account is Savings Account, Auto Deposit or Term Deposit.
Operation	Displays the operation performed on the sweep transaction if it is a Sweep In or Reverse Sweep In transaction.
Transaction Date	Displays the date of sweep in or reverse sweep in transaction.
Transfer Amount	Displays the transfer amount involved in sweep in or reverse sweep in.

5. **View Sweep Setup** remains inactive until the account number is input and the Search button is clicked. When users click on the **View Sweep Setup, Account Sweep In Definition** pop up window is displayed.
6. In the **Account Sweep In Definition** screen, users can view the Account Sweep In details. The details are as follows:
 - a. Enable Reverse Sweep In
 - b. Savings Accounts
 - c. Auto Deposits
 - d. Term Deposits

12.5 Tax Deducted at Source Inquiry

This topic describes the systematic instructions about Tax Deducted at Source Inquiry. This screen helps to inquire the Tax deducted by the bank on the credit interest (Tax deducted at Source) paid on customer's accounts.

To inquire tax deducted at source:



Note:

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Inquiry**, click **Tax Deducted at Source Inquiry**, or specify the **Tax Deducted at Source Inquiry** in the Search icon bar. **Tax Deducted at Source Inquiry** screen is displayed.

Figure 12-7 Tax Deducted at Source Inquiry

2. On **Tax Deducted at Source Inquiry** screen, specify the fields. For more information on fields, refer to the field description table.

Table 12-9 Tax Deducted at Source Inquiry - Field Description

Field	Description
Customer ID	Enter the Customer ID or click the search icon to view the Customer ID pop-up window. By default, this window lists all the Customer ID's present in the system. You can search for a specific Customer ID by providing Customer Number or Customer Name and click on the Fetch button.
Customer Name	Customer Name is displayed based on the Customer ID selected.
Account Number	You can enter a specific account number of the customer and search Tax Deducted at Source details or click the drop-down list to select the available account numbers listed for the customer id to search the Tax Deducted at Source details. This is an optional field.
Financial Year	By default, the current financial year is displayed in this field. You can select the previous financial years from the drop-down. The system displays the Tax Deducted at Source details financial year-wise.
Branch	The system displays the Branch Code based on the account number.
Account Number	The system displays the Account Number.
Account Name	The system displays the Account Name.
Interest Amount	The system displays the Credit interest on the account.
Taxation Date	The system displays the date of the tax application on the account.
Tax Amount	The system displays the Tax amount calculated on the credit interest.

13

Track Receivables

Under the **Track Receivables** menu, you can track the receivables and perform required action for a CASA account.

This topic contains the following subtopics:

- [Release Track Receivable](#)
This topic describes the systematic instructions to release the amount tracked against the receivables due. This increases the available balance in the account since the amount is released, and customers can utilize the amount for other priority transactions.
- [Delete Track Receivable](#)
This topic describes the systematic instructions to delete the track receivable records which are not required to be processed.

13.1 Release Track Receivable

This topic describes the systematic instructions to release the amount tracked against the receivables due. This increases the available balance in the account since the amount is released, and customers can utilize the amount for other priority transactions.

The Release Track Receivable screen helps the user view receivable due transaction details and release the amount tracked against the due amount.

To release track receivable:

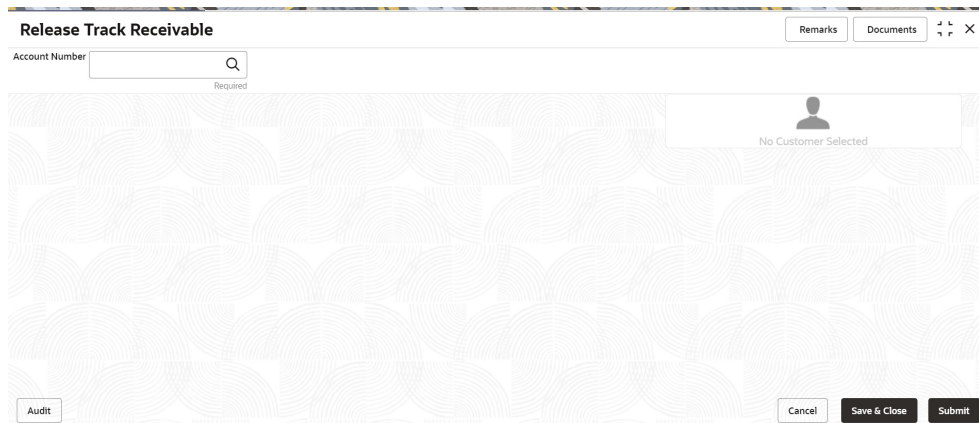


Note:

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Track Receivables**, click **Release Track Receivable**, or specify the **Release Track Receivable** in the Search icon bar.
Release Track Receivable screen is displayed.

Figure 13-1 Release Track Receivable

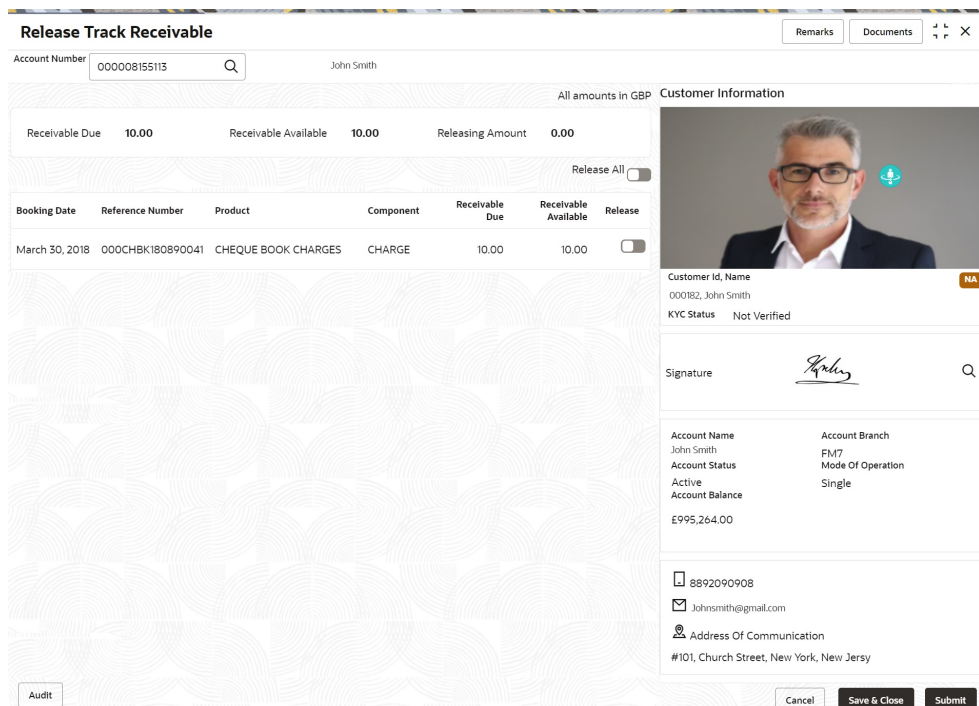


2. On **Release Track Receivable** screen, specify the account number.
Release Track Receivable details for account is displayed.

 **Note:**

The system displays the message **Track receivable not available for the account** if no record is available for a selected account for release.

Figure 13-2 Release Track Receivable for Active Account



3. On the **Release Track Receivable** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 13-1 Release Track Receivable - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.
Account Name	Account Name is displayed based on the account number selected.
Account Currency	Account Currency is displayed based on the account number selected.
Receivable Due	The system displays the total receivable due against the account.
Receivable Available	The system displays the total amount tracked to settle the receivable due amount.
Releasing Amount	The system displays the total amount selected for release. When the user selects the record for release, the system updates the releasing amount.
Release All	Users can enable the Release All toggle button to select all records for release track receivable and vice versa.
Booking Date	The system displays the date on which the track receivable record is created.
Reference Number	The system displays the contract reference number of the track receivable record.
Product	The system displays the Product description of the track receivable record.
Component	The system displays the component code of the track receivable record.
Receivable Due	The system display the receivable due amount for the component.
Receivable Available	The system displays the amount which is tracked against the receivable due.
Release	Users can enable the toggle button to select the record for release track receivable.

- Click the **Submit** button to submit the record for release.

 **Note:**

On submitting, the system validates whether the user selected any record for release; else, the system displays the error message **Record not selected for release**.

13.2 Delete Track Receivable

This topic describes the systematic instructions to delete the track receivable records which are not required to be processed.

To delete track receivable:

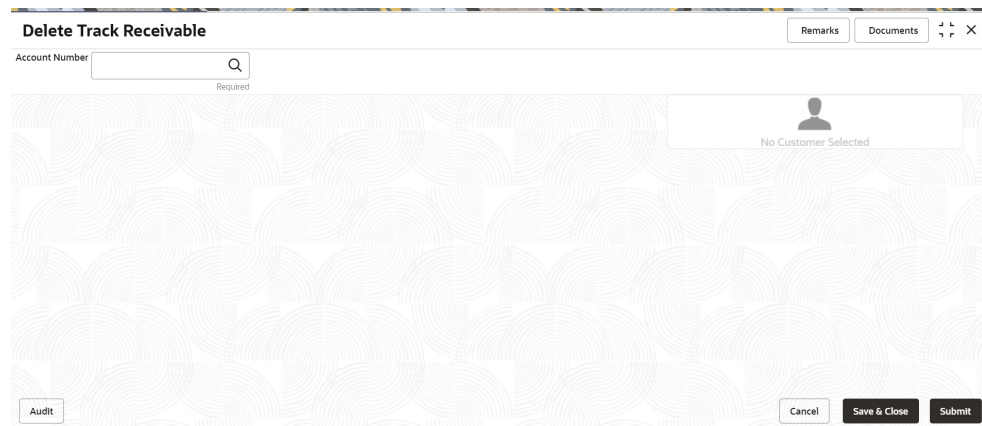
 **Note:**

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Track Receivables**, click **Delete Track Receivable**, or specify the **Delete Track Receivable** in the Search icon bar.

Delete Track Receivable screen is displayed.

Figure 13-3 Delete Track Receivable



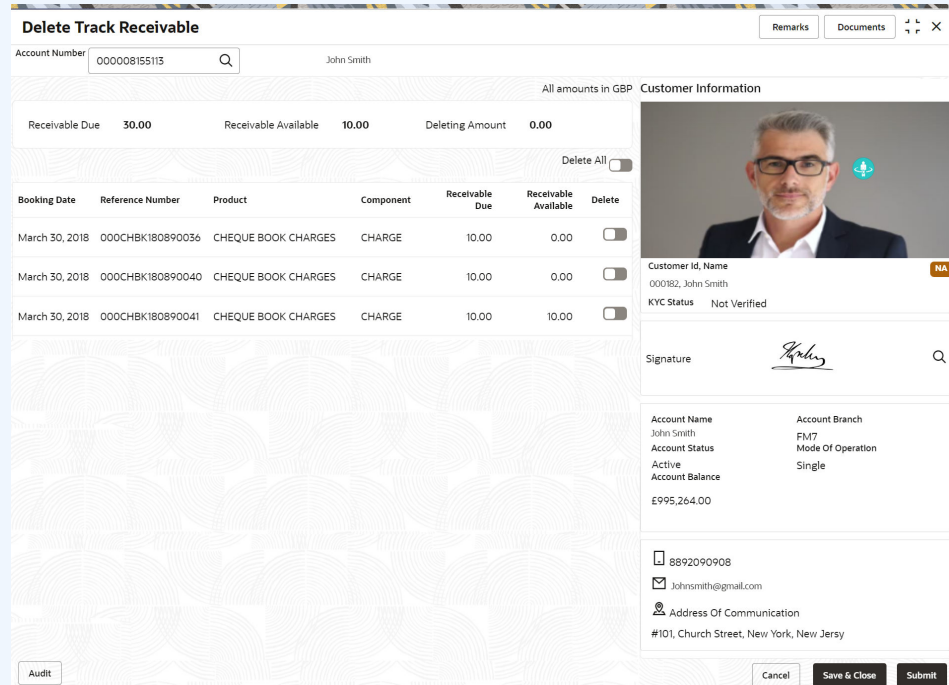
2. On **Delete Track Receivable** screen, specify the account number.

Delete Track Receivable details for account is displayed.

 **Note:**

The system displays the message **Track receivable not available for the account** if no record is available for a selected account for release.

Figure 13-4 Delete Track Receivable for Active Account



3. On **Delete Track Receivable** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 13-2 Delete Track Receivable - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.
Account Name	Account Name is displayed based on the account number selected.
Account Currency	Account Currency is displayed based on the account number selected.
Receivable Due	The system displays the total receivable due against the account.
Receivable Available	The system displays the total amount tracked to settle the receivable due amount.

Table 13-2 (Cont.) Delete Track Receivable - Field Description

Field	Description
Deleting Amount	The system displays the total amount selected for delete. When the user selects the record to delete, the system updates the deleting amount.
Delete All	Users can enable the Delete All toggle button to select all records for delete track receivable and vice versa.
Booking Date	The system displays the date on which the track receivable record is created.
Reference Number	The system displays the contract reference number of the track receivable record.
Product	The system displays the Product description of the track receivable record.
Component	The system displays the component code of the track receivable record.
Receivable Due	The system displays the receivable due amount for the component.
Receivable Available	The system displays the amount which is tracked against the receivable due.
Delete	Users can enable the toggle button to delete the record for delete track receivable.

4. Click the **Submit** button to submit the record for delete.

 **Note:**

On submitting, the system validates whether the user selected any record for delete; else, the system displays the error message as **Record not selected for delete.**

14

Others

Under the **Others** menu, you can perform other required actions for a CASA account.

- [Account Branch Transfer](#)
This topic describes the systematic instructions about customer requests for the transfer of their Current and Saving accounts from one branch to a different branch.
- [Uncollected Funds Release](#)
This topic describes the systematic instructions to view or release uncollected funds on a customer account.
- [Tax Waiver at Customer Level](#)
This topic provides systematic instructions to link a specific Tax Group to a Customer Id. By this, the customer becomes eligible for tax waivers on the credit income earned through account and deposit products.
- [Branch Transfer Log](#)
This topic describes the systematic instructions about Branch Transfer Log. Customer requests to transfer their Account from one Branch to another are processed during the End of Day batch process.
- [Account Product Transfer](#)
This topic describes the systematic instructions for Account Product Transfer where the user can change the existing product of the account to a different product. Customers request the account product transfer for enhanced banking features or better facilities and offers without changing the existing account number.

14.1 Account Branch Transfer

This topic describes the systematic instructions about customer requests for the transfer of their Current and Saving accounts from one branch to a different branch.

To transfer account branch:

 **Note:**

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Others**, click **Account Branch Transfer**, or specify the **Account Branch Transfer** in the Search icon bar.

Account Branch Transfer screen is displayed.

Figure 14-1 Account Branch Transfer

The screenshot displays the 'Account Branch Transfer' application. At the top, there are tabs for 'Remarks' and 'Documents'. The main form is divided into several sections:

- Account Information:** Account Number (FM7000223579), Current Branch Code (FM7), Transfer Branch Code (006), and Transfer Date (Feb 10, 2023).
- Customer Information:** Includes a customer photo, KYC Status (Not Verified), and a signature.
- Account Details:** Account Name (John Smith), Account Status (Active), Account Balance (£995,264.00), and Account Branch (FM7 Mode Of Operation Single).
- Contact Information:** Phone number (8892090908), email (Johnsmith@gmail.com), and address (#101, Church Street, New York, New Jersey).

Buttons at the bottom include 'Audit', 'Cancel', 'Save & Close', and 'Submit'.


- On **Account Branch Transfer** screen, specify the fields
For more information on fields, refer to the field description table.

Table 14-1 Account Branch Transfer - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Account Number , or Account Name and clicking on the Fetch button. When users enter the account number, the customer information is displayed.
Account Name	Account Name is displayed based on the account number selected.
Current Branch Code	Current Branch Code is displayed based on the account number selected.
Current Branch Name	Current Branch Name is displayed based on the account number selected.
Transfer Branch Code	Enter the Transfer Branch Code or click the search icon to view the list of available branch codes. You can search a specific branch code by providing Branch Code or Branch Name and click on the Fetch button.
Transfer Branch Name	The system displays the transfer branch name based on the transfer branch selected.

Table 14-1 (Cont.) Account Branch Transfer - Field Description

Field	Description
Transfer Date	Click on the Calendar icon, and select the From and To date for account statement generation.

 **Note:**


Transfer Date cannot be current date or back dated.

14.2 Uncollected Funds Release

This topic describes the systematic instructions to view or release uncollected funds on a customer account.

Uncollected funds are funds that become available to the customer for withdrawal after a specified time interval. The availability information is maintained for each kind of transaction at the Bank, represented by transaction codes. The Bank can release uncollected funds before the value date is reached based on the customer request. This screen displays a summary of all uncollected funds, available dates, and the cumulative amount present against a customer's account.

To view or release uncollected funds:

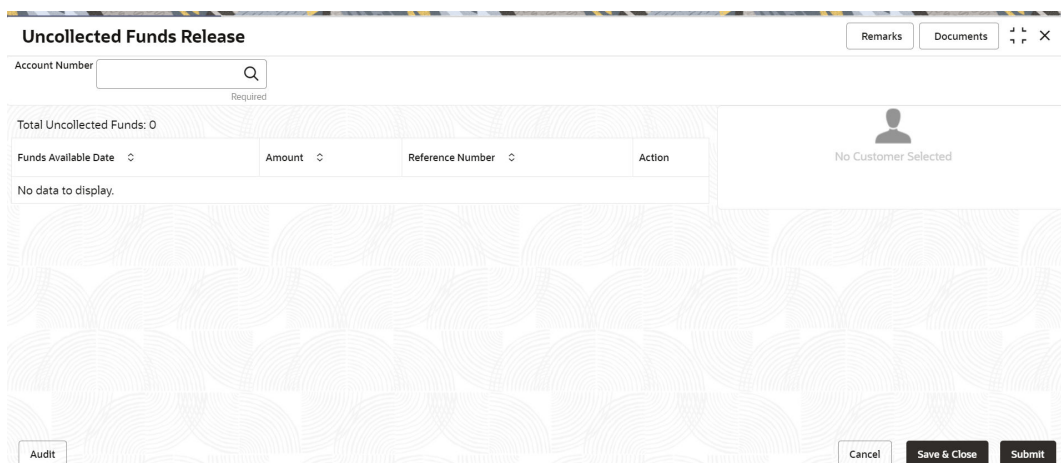
 **Note:**

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Inquiry**, click **Uncollected Funds Release**, or specify the **Uncollected Funds Release** in the Search icon bar.

Uncollected Funds Release screen is displayed.

Figure 14-2 Uncollected Funds Release



2. Enter the **Account Number**.
Uncollected funds details are displayed.


Figure 14-3 Uncollected funds Details for Account

3. On the **Uncollected funds** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 14-2 Uncollected Funds Release - Field Description

Field	Description
Account Number	Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Account Number , or Account Name and click on the Fetch button.
Account Name	Account Name is displayed by default based on the account selected.
Total Uncollected Funds	Total Uncollected Funds displays the cumulative amount of all uncollected funds across business dates.
Funds Available Date	The date when the funds become available to the account holder for use is displayed.
Amount	The system displays the transaction amount.
Reference Number	The system displays the reference number.

Table 14-2 (Cont.) Uncollected Funds Release - Field Description

Field	Description
Action	<p>By default, the actions field is displayed as Release to release the funds immediately to the account. The system displays the following actions:</p> <ul style="list-style-type: none"> • Release • Unrelease <p>Click on the Release button to release and the entire row gets blurred. Once Release is clicked, you have the option of reversing this action before submitting the transaction for approval.</p> <p>Once the Release action is performed, the system automatically updates the Release action to Unreleased action.</p> <div style="border: 1px solid #0070C0; padding: 5px; margin-top: 10px;"> <p> Note:</p> <p>Only one button (or hyperlink) is displayed.</p> </div>

- When multiple uncollected fund records are released for an account and subsequently submitted for authorization, the authorizer has to either authorize or decline all transactions at once. The system does not provide the option of partially authorizing a few transactions and declining others.

If the authorizer declines a transaction and is deleted by the initiator, the status of uncollected funds will remain unchanged. In such a case, the funds are automatically released to the account on the Funds available date.

14.3 Tax Waiver at Customer Level

This topic provides systematic instructions to link a specific Tax Group to a Customer Id. By this, the customer becomes eligible for tax waivers on the credit income earned through account and deposit products.

When a Tax Group is either modified or linked to a customer id in the mid-office, the customer becomes eligible to receive a tax waiver on all the business products that are linked to that tax group where tax waiver percentages are defined.

To maintain tax group:

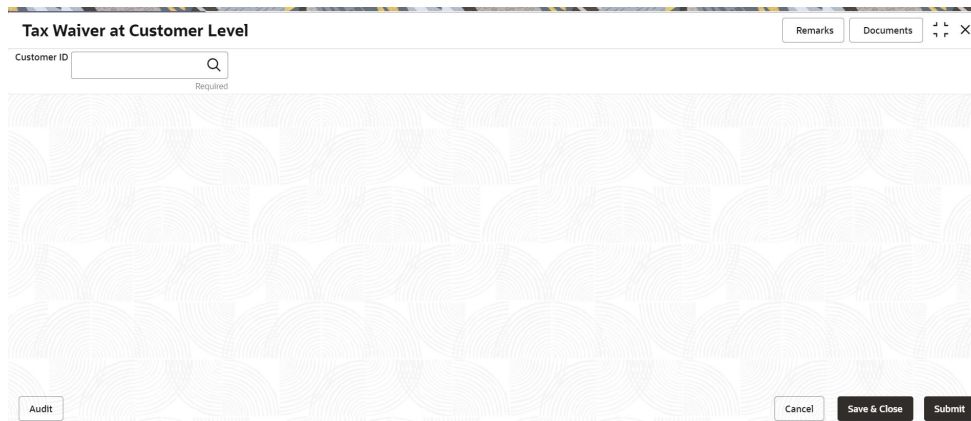


Note:

The fields marked as **Required** are mandatory.

- On the **Homepage**, from **Account Services**, under **Others**, click **Tax Waiver at Customer Level**, or specify the **Tax Waiver at Customer Level** in the Search icon bar. **Tax Waiver at Customer Level** screen is displayed.

Figure 14-4 Tax Waiver at Customer Level



2. On **Tax Waiver at Customer Level** screen, specify the fields
For more information on fields, refer to the field description table.

Table 14-3 Tax Waiver at Customer Level - Field Description

Field	Description
Customer ID	Enter the Customer ID or click the search icon to view the Customer ID pop-up window. By default, this window lists all the Customer ID's present in the system. You can search for a specific Customer ID by providing Customer Number or Customer Name and click on the Fetch button.
Customer Name	Customer Name is displayed based on the Customer ID selected.

Table 14-4 If the customer is already mapped to any of the Tax Group, Current Tax Group details are displayed as following:

Field	Description
Product	This field displays the Product or Account Class for which the tax waiver is defined. The field value ALL indicates that the tax waiver applies to all products and account classes.
Tax Waiver Percentage	Tax waiver in percentage that applies for the defined period. The value should be greater than 0 and less than or equal to 100.
Effective Date	The Effective Date from which the tax waiver rule is applicable.

Table 14-4 (Cont.) If the customer is already mapped to any of the Tax Group, Current Tax Group details are displayed as following:


Field	Description
Expiry Date	Expiry Date is the date up to which the tax waiver rule is effective. This field can also be left blank which indicates that the tax waiver will be for an open-ended period. When a backdated transaction comes in, the waiver maintenance will be picked up based on Effective Date and Expiry Date .
<div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> Note:</p> <p>Expiry Date should be greater than or equal to the Effective Date.</p> </div>	
Tax Category	Tax Category for which Tax Waiver is maintained.
Tax Currency	The currency in which the tax waiver is defined. All Currencies indicates that tax waiver is for all currencies.

Figure 14-5 Tax Waiver at Customer Level - Current Tax Group

 **Note:**

- If a single Tax Group Id is linked to multiple Tax Waiver records then, each tax waiver record is displayed separately under the Tax Group.
- If the customer is not mapped to any tax group, then a message that the customer is not linked to any tax group and to link click **Modify Tax Group** is displayed.

3. Click the **Modify Tax Group** button to modify the existing tax group of the customer or to link the customer to Tax Group.

Modify Tax Group window is displayed.

Figure 14-6 Modify Tax Group

Modify Tax Group

Tax Group

Select

Required

Tax Group Description

Cancel Select

4. On **Modify Tax Group** window, specify the fields.
For more information on fields, refer to the field description table.

Table 14-5 Modify Tax Group - Field Description

Field	Description
Tax Group	Select TAXGRP option from the drop-down list. This window lists all the Tax Groups maintained in the Host (Tax group code and description).
Tax Group Description	Tax Group Description is displayed based on the Tax Group selected.

On selecting the **TAXGRP** from the drop-down list, the system displays the detailed information of the selected Tax Group.

Figure 14-7 Modify Tax Group - New Tax Group Selection

Modify Tax Group

Tax Group

Select TAX	▼
---------------	---

Tax Group Description

Tax Group

CACCS		
Tax Waiver Percentage:	100%	Effective Date: March 1, 2000
Customer ID: ALL	Expiry Date: December 31, 2031	Tax Category: FXTAX
		Tax Currency: GBP
SAVIN		
Tax Waiver Percentage:	100%	Effective Date: March 1, 2000
Customer ID: ALL	Expiry Date: March 31, 2031	Tax Category: FXTAX
		Tax Currency: GBP

Cancel

Select

- To proceed with the transaction, click the **Select** button, or to cancel the transaction, click the **Cancel** button.

On **Tax Waiver at Customer Level** screen, newly selected Tax Group is displayed.

- On **Tax Waiver at Customer Level** screen, click the **Submit** button and then the **Close** button to end the tax waiver transaction.

14.4 Branch Transfer Log

This topic describes the systematic instructions about Branch Transfer Log. Customer requests to transfer their Account from one Branch to another are processed during the End of Day batch process.

If the Branch Transfer fails for any reason, details of such failed transfers are updated in the Branch Transfer Log. After clearing the faults due to which the Account Branch transfer failed, this screen allows you to resubmit the transfer request again for processing.

- On the **Homepage**, from **Account Services**, under **Others**, click **Branch Transfer Log**, or specify the **Branch Transfer Log** in the Search icon bar.

Branch Transfer Log screen is displayed.

Figure 14-8 Branch Transfer Log

2. On the **Branch Transfer Log** screen, provide the search criteria in the **Search Filters** panel.

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

Table 14-6 Branch Transfer Log - Field Description

Field	Description
Source Branch	The Source Branch is the branch from which the account is to be transferred from. Enter the Source Branch or click the search icon to view the Source Branch pop-up window. By default, this window lists all the branch codes present in the system. Users can search for a specific branch codes by providing Source Branch and click the Fetch button.
Target Branch	The Target Branch is the branch to which the account is to be transferred. Enter the Target Branch or click the search icon to view the Target Branch pop-up window. By default, this window lists all the branch codes present in the system. Users can search for a specific branch codes by providing Target Branch and click the Fetch button.
Transfer Date	Click the calendar icon to specify the date on which the branch transfer transaction was initiated.
Customer ID	Enter the Customer ID on whose behalf account transfer was initiated or click the search icon to view the Customer ID pop-up window. By default, this window lists all the Customer ID's present in the system. You can search for a specific Customer ID by providing Customer ID or Customer Name and click the Fetch button.
Account Number	Enter the Account Number whose branch was changed or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID , Account Number , or Account Name and click the Fetch button.

3. Click the **Submit** button.

Failed Branch Transfer Details are displayed.

Figure 14-9 Failed Branch Transfer Details

The screenshot shows the 'Branch Transfer Log' interface. At the top, there are search filters for Source Branch (CS1), Target Branch (CS2), Transfer Date, Customer ID, and Account Number. Below the filters is a 'Failed Branch Transfer Details' section with a 'Resubmit' button. A table lists six failed transfers with columns for Customer ID, Account Number, Account Name, Transfer Date, Source Branch, Target Branch, Transfer Status, and Actions.

Customer ID	Account Number	Account Name	Transfer Date	Source Branch	Target Branch	Transfer Status	Actions
000007	CS1000007014	CORP1	2018-04-11	CS1	CS2	Resubmitted	View
000007	CS1000007036	CORP1	2018-04-18	CS1	CS2	Resubmitted	View
000182	CS1000182080	John Smith	2018-04-16	CS1	CS2	Error	View
004689	CS1004689018	Flying Pigeon	2018-04-20	CS1	CS2	Error	View
004689	CS1004689038	Flying Pigeon	2018-04-26	CS1	CS2	Error	View

4. On the **Failed Branch Transfer Details**, the following details are displayed.
- Customer ID
 - Account Number
 - Account Name
 - Transfer Date
 - Source Branch
 - Target Branch
 - Transfer Status
 - Actions

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


Table 14-7 Failed Branch Transfer Details - Field Description

Field	Description
Account Name	Account Name is displayed based on the account number selected.
Transfer Status	Displays the below values: <ul style="list-style-type: none"> Error Resubmitted Error status is displayed when the account branch transfer is failed. When records are selected and Resubmit button is clicked, the value in the Transfer Status changes from Error to Resubmitted.
Actions	Displays only the View button.

5. To view the error details, click the **View** button. **Error Details** pop-up window is displayed.

Figure 14-10 Error Details for Account Number

Error Details for CS1004689038	
Error Code	Error Description
AC-OVD05	Available Balance 0.00 for CS1004689038 is lesser than the Min balance 500.00 for the Account Class
CS-TRFR-25	Failed while doing Transfer Process
AC-UPD01	Could Not Obtain Lock on Account CS1004689038

6. On the **Error Details** pop-up window, the system displays the following details.
 - a. Error Code
 - b. Error Description
7. Click  icon to close the **Error Details** pop-up window.
8. On the **Failed Branch Transfer Details**, select the Error record and click the **Resubmit** button.
The **Transfer Status** changes from Error to Resubmitted.
9. Click the **Reset** button to clear all specified search criteria.

14.5 Account Product Transfer

This topic describes the systematic instructions for Account Product Transfer where the user can change the existing product of the account to a different product. Customers request the account product transfer for enhanced banking features or better facilities and offers without changing the existing account number.

To transfer account product:

 **Note:**

The fields marked as **Required** are mandatory.

1. On the **Homepage**, from **Account Services**, under **Others**, click **Account Product Transfer**, or specify the **Account Product Transfer** in the Search icon bar.
Account Product Transfer screen is displayed.

Figure 14-11 Account Product Transfer

2. Enter the **Account Number**.
Account Product Transfer details are displayed.


Figure 14-12 Account Product Transfer Details for Account

Note:

If more than 2 products are available click on or icons to navigate for other products.

- On **Account Product Transfer** screen, specify the fields.
For more information on fields, refer to the field description table.

Table 14-8 Account Product Transfer - Field Description

Field	Description
Account Number	<p>Enter the Account Number or click the search icon to view the Account Number pop-up window. By default, this window lists all the Account Numbers present in the system. You can search for a specific Account Number by providing Customer ID, Account Number, or Account Name and clicking on the Fetch button.</p> <div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF;"> <p> Note:</p> <ul style="list-style-type: none"> The Account Name is displayed adjacent to this field as the account number is selected. The customer information is also displayed to the left of the screen. </div>
Current Product	The system displays the existing product name for the selected account number.
Accrued Credit Interest	The system displays the accrued credit interest details if any accrued interest is available for the account.
Accrued Debit Interest	The system displays the accrued debit interest details if any accrued debit interest available for the account.
Filter	User can search the product by using this search filter.

The system displays all eligible products for the account under the **Select New Product** section. The following details are displayed in this section:

- Product Name
- Product Facilities

 **Note:**

- The above details are displayed when the data is fetched from Oracle Banking Onboarding and this can be configured on OBRH.
- When the data is fetched from Oracle FLEXCUBE Universal Banking, the system displays the following product details:
 - Product Name
 - Product Facilities

- Select the product for account product transfer and to know more about the product click on **know more**.
- Click **Know more** hyperlink to view full product details.
Product Details pop-up screen is displayed.

Figure 14-13 Product Details

Instant Savings Account ×

Description Select

TEST

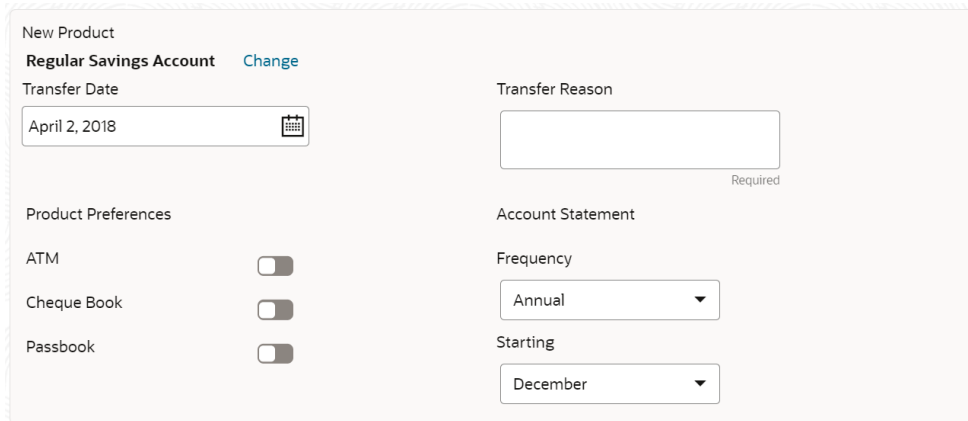
Eligibility

- ★ If you are an Indian citizen residing in India and are 60 years old or above, you can open a Senior Citizen Savings Bank Account with us, India's best Small Finance Bank.

<p>Features</p> <ul style="list-style-type: none"> ★ Earn up to 7%* on your Savings Account & receive monthly interest payouts. ★ Enjoy the services of a dedicated Relationship Officer who will act as your single point of contact across all your banking and financial needs. ★ Enjoy preferential interest rates on Fixed Deposits and earn a special 0.5% extra on your investments with the option of monthly and quarterly interest payout. ★ No need to visit a branch; now get all your banking transactions & other service requests executed from the comfort of your home with the help of our Video Banking facilities. ★ Enjoy the convenience of depositing funds into your account without the hassle of using a deposit slip. ★ Walk right up to the dedicated senior citizen desk available at every branch for a quick resolution of your banking requirements. ★ INR 5000 for Urban Branches and INR 2000 for Core Branches or Fixed Deposit of INR 25000 	<p>Interest and Charges</p> <ul style="list-style-type: none"> ★ Acceptable ★ Nil Charges
---	--

6. On the **Product Details** pop-up screen, the system displays the following details:
 - a. Product Name
 - b. Product Description
 - c. Eligibility
 - d. Features
 - e. Interest and Charges
7. Click on the **Select** button to which the customer account has to be transferred. Selected product details are defaulted.

Figure 14-14 Selected Product Details



The screenshot shows a 'New Product' form for a 'Regular Savings Account'. The 'Transfer Date' is set to 'April 2, 2018'. The 'Transfer Reason' field is empty and marked as 'Required'. Under 'Product Preferences', 'ATM', 'Cheque Book', and 'Passbook' are all disabled. The 'Account Statement' section shows 'Frequency' set to 'Annual' and 'Starting' set to 'December'.

8. User can specify the product transfer details and modify the defaulted details. For more information on fields, refer to the field description table.

Table 14-9 Select New Product - Field Description



Field	Description
Select New Product	This section displays the product and details in each widget.
Change	Click the Change button, and the system displays the account product selection screen where the user can select the product.
Effective Date	By default, the system displays the effective date as next working day and user can modify to any future date. The Effective Date cannot be current date or backdated. <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 10px;"> <p> Note:</p> <p>If the effective date is specified as Holiday, the system displays an error as Transfer date cannot be a holiday.</p> </div>
Transfer Reason	Enter the transfer reason. <div style="border-left: 2px solid #0070C0; padding-left: 10px; margin-top: 10px;"> <p> Note:</p> <p>The Transfer Reason cannot be blank.</p> </div>
ATM	The user can enable or disable the defaulted ATM facility by clicking the toggle button.
Cheque Book	The user can enable or disable the defaulted Cheque Book facility by clicking the toggle button.
Passbook	The user can enable or disable the defaulted Passbook facility by clicking the toggle button.

Table 14-9 (Cont.) Select New Product - Field Description

Field	Description
Frequency	<p>Users can modify the defaulted frequency for generating the account statements from the drop-down. The drop-down lists the below values:</p> <ul style="list-style-type: none">• Annual• Semi Annual• Quarterly• Monthly• Fortnightly• Weekly• Daily• Blank <p>By default, the Frequency is displayed as Blank from selected product.</p>
Starting	<p>Users can modify the defaulted starting details from the drop-down based on the selected frequency. The value gets defaulted from the selected product. The drop-down lists the below values:</p> <ul style="list-style-type: none">• January to December - If the user selects statement frequency as Annual or Semi Annual or Quarterly.• 1 to 31 - If the user selects statement frequency as monthly.• Sunday to Saturday - If the user selects statement frequency as weekly or fortnightly.• Blank - The system defaults the blank value if the user selects statement frequency as daily.

9. Click the **Submit** button to submit the transfer request for authorization.

A

Functional Activity Codes

This topic contains the functional activity codes available in the Current and Savings Accounts.

Table A-1 Functional Activity Codes

Screen Name/API Name	Functional Activity Code	Action	Description
Account Status Change	CSR_FA_ACC STAT_CHANG E_SAVE	Initiation	This is required for the Maker to initiate the account status change request.
Account Status Change	CSR_FA_ACC STAT_CHANG E_AUTH	Authorization	This is required for Authorizer to Approve or Reject the account status change request.
Account Status Change	CSR_FA_ACC STAT_CHANG E_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the account status change request from handoff retry stage.
Cheque Book Request	CSR_FA_CHE QUEBOOKRE Q_POST	Initiation	This is required for the Maker to initiate the cheque book request.
Cheque Book Request	CSR_FA_CHE QUEBOOKRE Q_AUTH	Authorization	This is required for Authorizer to Approve or Reject the cheque book request.
Cheque Book Request	CSR_FA_CHE QUEBOOKRE Q_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the cheque book request from handoff retry stage.
Stop Cheque Payment	CSR_FA_STO PCHEQUE_SA VE	Initiation	This is required for the Maker to initiate the stop cheque payment request.
Stop Cheque Payment	CSR_FA_STO PCHEQUE_AU TH	Authorization	This is required for Authorizer to Approve or Reject the stop cheque payment request.
Stop Cheque Payment	CSR_FA_STO PCHEQUE_RE TRY	Handoff Retry	This is required for Authorizer to Retry or Reject the stop cheque payment request from handoff retry stage.
Cheque Book Status Change	CSR_FA_CHE QSTATCHANG E_SAVE	Initiation	This is required for the Maker to initiate the cheque book status change request.
Cheque Book Status Change	CSR_FA_CHE QSTATCHANG E_AUTH	Authorization	This is required for Authorizer to Approve or Reject the cheque book status change request.
Cheque Book Status Change	CSR_FA_CHE QSTATCHANG E_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the cheque book status change request from handoff retry stage.
Debit Card Request	CSR_FA_DEBI T_REQ_SAVE	Initiation	This is required for the Maker to initiate the debit card request.

Table A-1 (Cont.) Functional Activity Codes

Screen Name/API Name	Functional Activity Code	Action	Description
Debit Card Request	CSR_FA_DEBIT_CARD_REQ_AUTH	Authorization	This is required for Authorizer to Approve or Reject the debit card request.
Debit Card Request	CSR_FA_DEBIT_CARD_REQ_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the debit card request from handoff retry stage.
Card Status Change	CSR_FA_CARDB_SAVE	Initiation	This is required for the Maker to initiate the card status change request.
Card Status Change	CSR_FA_CARDB_AUTH	Authorization	This is required for Authorizer to Approve or Reject the card status change request.
Card Status Change	CSR_FA_CARDB_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the card status change request from handoff retry stage.
Account Branch Transfer	CSR_FA_ACCBRN_TRFR_SAVE	Initiation	This is required for the Maker to initiate the account branch transfer request.
Account Branch Transfer	CSR_FA_ACCBRN_TRFR_AUTH	Authorization	This is required for Authorizer to Approve or Reject the account branch transfer request.
Account Branch Transfer	CSR_FA_ACCBRN_TRFR_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the account branch transfer request from handoff retry stage.
Address Update	CSR_FA_ADDR_SAVE	Initiation	This is required for the Maker to initiate the address update request.
Address Update	CSR_FA_ADDR_AUTH	Authorization	This is required for Authorizer to Approve or Reject the address update request.
Address Update	CSR_FA_ADDR_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the address update request from handoff retry stage.
Account Document Update	CSR_FA_DOCUPDATE_SAVE	Initiation	This is required for the Maker to initiate the account document update request.
Account Document Update	CSR_FA_DOCUPDATE_AUTH	Authorization	This is required for Authorizer to Approve or Reject the account document update request.
Account Document Update	CSR_FA_DOCUPDATE_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the account document update request from handoff retry stage.
Joint Holder Maintenance	CSR_FA_JOINT_HOLDER_SAVE	Initiation	This is required for the Maker to initiate the joint holder update request.
Joint Holder Maintenance	CSR_FA_JOINT_HOLDER_AUTH	Authorization	This is required for Authorizer to Approve or Reject the joint holder update request.
Joint Holder Maintenance	CSR_FA_JOINT_HOLDER_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the joint holder update request from handoff retry stage.

Table A-1 (Cont.) Functional Activity Codes

Screen Name/API Name	Functional Activity Code	Action	Description
Nominee Update	CSR_FA_NOM_SAVE	Initiation	This is required for the Maker to initiate the nominee update request.
Nominee Update	CSR_FA_NOM_AUTH	Authorization	This is required for Authorizer to Approve or Reject the nominee update request.
Nominee Update	CSR_FA_NOM_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the nominee update request from handoff retry stage.
Primary Party Change	CSR_FA_PRIIPAR_CHG_SAVE	Initiation	This is required for the Maker to initiate the primary party change request.
Primary Party Change	CSR_FA_PRIIPAR_CHG_RETRY	Authorization	This is required for Authorizer to Approve or Reject the primary party change request.
Primary Party Change	CSR_FA_PRIIPAR_CHG_AUTH	Handoff Retry	This is required for Authorizer to Retry or Reject the primary party change request from handoff retry stage.
Ad hoc Account Statement	CSR_FA_ACC_STMT_REQ_SAVE	Initiation	This is required to launch the ad hoc account statement screen.
Ad hoc Account Statement	CSR_FA_ACC_STMT_GEN	Inquiry	This is required to generate the ad hoc account statement.
Account Statement Frequency	CSR_FA_ACC_STMT_STATEMENT_FREQ_SAVE	Initiation	This is required for the Maker to initiate the account statement frequency request.
Account Statement Frequency	CSR_FA_ACC_STMT_STATEMENT_FREQ_AUTH	Authorization	This is required for Authorizer to Approve or Reject the account statement frequency request.
Account Statement Frequency	CSR_FA_ACC_STMT_STATEMENT_FREQ_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the account statement frequency from handoff retry stage.
Activate Dormant Account	CSR_FA_ACTIVATE_DORMANT_ACCT_SAVE	Initiation	This is required for the Maker to initiate the activation of the Inactive or Dormant account request.
Activate Dormant Account	CSR_FA_ACTIVATE_DORMANT_ACCT_RETRY	Authorization	This is required for Authorizer to Approve or Reject the activation of Inactive or Dormant account request.
Activate Dormant Account	CSR_FA_ACTIVATE_DORMANT_ACCT_AUTH	Handoff Retry	This is required for Authorizer to Retry or Reject the activation of Inactive or Dormant account from handoff retry stage.
Create Amount Block	CSR_FA_AMNT_SAVE	Initiation	This is required for the Maker to initiate the create amount block request.
Create Amount Block	CSR_FA_AMNT_AUTH	Authorization	This is required for Authorizer to Approve or Reject the create amount block request.

Table A-1 (Cont.) Functional Activity Codes

Screen Name/API Name	Functional Activity Code	Action	Description
Create Amount Block	CSR_FA_AMN T_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the create amount block from handoff retry stage.
View and Modify Amount Block	CSR_FA_AMN TM_SAVE	Initiation	This is required for the Maker to initiate the modify amount block request.
View and Modify Amount Block	CSR_FA_AMN TM_AUTH	Authorization	This is required for Authorizer to Approve or Reject the modify amount block request.
View and Modify Amount Block	CSR_FA_AMN TM_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the modify amount block from handoff retry stage.
View and Modify Amount Block	CSR_FA_CLO SE_AMNTM_S AVE	Initiation	This is required for the Maker to initiate the close amount block request.
View and Modify Amount Block	CSR_FA_CLO SE_AMNTM_A UTH	Authorization	This is required for Authorizer to Approve or Reject the close amount block request.
View and Modify Amount Block	CSR_FA_CLO SE_AMNTM_R ETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the close amount block from handoff retry stage.
Consolidated Amount Block	CSR_FA_CON AMTBLK_SAV E	Initiation	This is required for the Maker to initiate the consolidated amount block request.
Consolidated Amount Block	CSR_FA_CON AMTBLK_AUT H	Authorization	This is required for Authorizer to Approve or Reject the consolidated amount block request.
Consolidated Amount Block	CSR_FA_CON AMTBLK_RET RY	Handoff Retry	This is required for Authorizer to Retry or Reject the consolidated amount block from handoff retry stage.
Account 360	CSR_FA_CAS A_DASH	Inquiry	This is required to fetch account 360 details.
Account 360	CASA_FA_CU ST_ACC_360_ ACCOUNT_AM OUNTSANDDA TES	Inquiry	This is required to fetch account 360 details.
Account 360	CASA_FA_CU ST_ACC_360_ LAST_TXN_FE TCH	Inquiry	This is required to fetch account 360 details.
Account Balance Inquiry	CSR_FA_ACC _BLN_INQ	Inquiry	This is required to get account balance details.
Account Transactions	CSR_FA_ACC _TRN	Inquiry	This is required to get account transactions.
Check Status Inquiry	CSR_FA_CHE QUE_STATUS_ INQUIRY	Inquiry	This is required to get cheque status details.

Table A-1 (Cont.) Functional Activity Codes

Screen Name/API Name	Functional Activity Code	Action	Description
Uncollected Funds Release	CASA_FA_UNCOLLECTED_FUNDS_SAVE	Initiation	This is required for the Maker to initiate the uncollected funds release request.
Uncollected Funds Release	CASA_FA_UNCOLLECTED_FUNDS_AUTH	Authorization	This is required for Authorizer to Approve or Reject the uncollected funds release request.
Uncollected Funds Release	CASA_FA_UNCOLLECTED_FUNDS_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the uncollected funds release from handoff retry stage.
Create Scheduled Transfer	CSR_FA_CUST_TRANSFER_TO_CASA_SAVE	Initiation	This is required for the Maker to initiate the standing instructions request.
Create Scheduled Transfer	CSR_FA_CUST_TRANSFER_TO_CASA_AUTH	Authorization	This is required for Authorizer to Approve or Reject the standing instructions request.
Create Scheduled Transfer	CSR_FA_CUST_TRANSFER_TO_CASA_RETRY	Handoff Retry	This is required for Authorizer to Retry or Reject the standing instructions from handoff retry stage.

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