

Oracle® Banking Collections Cloud Service

Getting Started User Guide



Release 14.8.0.0.0

G30156-01

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The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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Oracle Banking Collections Cloud Service Getting Started User Guide, Release 14.8.0.0.0

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Preface

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Purpose

This guide helps to get started with Oracle Banking applications. It explains the basic design of Oracle and the common operations that you can follow while using it. The guide must be used as a supplement and read in conjunction with Common Core, Security Management System, and other application user guides.

Audience

This guide is intended for the Customer Service Representatives (CSR) and staff responsible for setting up new products in your bank.

Documentation Accessibility

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

Access to Oracle Support

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

Diversity and Inclusion

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

Related Resources

For more information, see these related Oracle resources:

- Oracle Banking Collections License Guide - On-Premise
- Oracle Banking Collections Security Guide
- Oracle Banking Collections Maintenance User Guide
- Oracle Banking Collections Transactions User Guide

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.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

1

Welcome to Getting Started User Guide

This topic provides an overview of getting started user guide.

This guide helps you get started with Oracle Banking applications and explains the basic design of Oracle and the common operations that you can follow while using it. The guide must be used as a supplement and must be read in conjunction with Common Core User Guide, Security Management System User Guide, and other application user guides.

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

2

Access Application

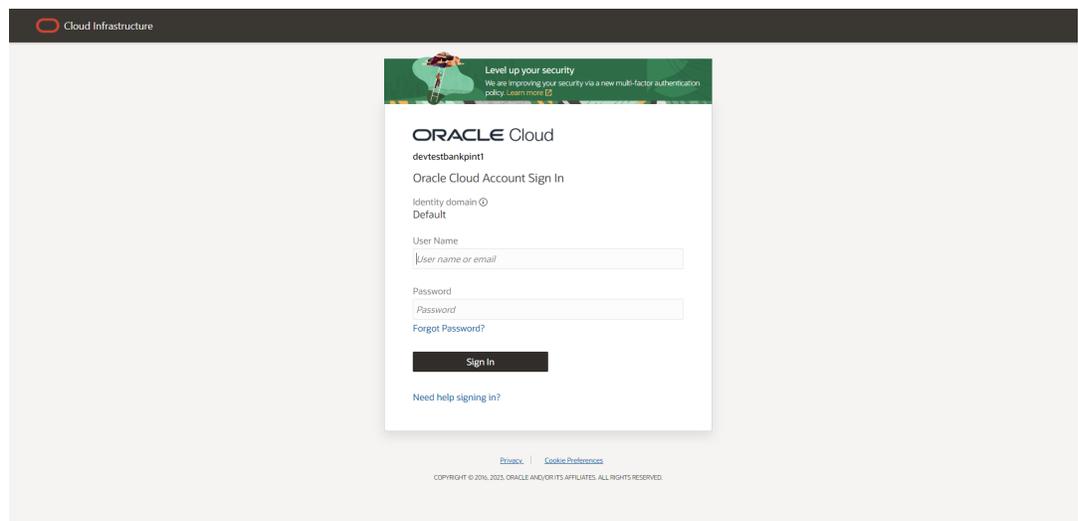
You can access any application using the link provided by the administrator. Contact the administrator for the URL and the login credentials. For more information on Users and Roles, refer to **Oracle Banking Security Management System User Guide**.

Sign In

To sign in to the product application:

1. Specify the URL in the browser address and press **Enter**. The Sign In page appears.

Figure 2-1 Sign In



2. In the **User Name** field, enter the user name using which you wish to login.
3. In the **Password** field, enter the set password of the entered user name.
4. Click **Sign In** to log in to the application.

Log out

1. In the selected application navigate to the **Toolbar**.
2. Under **Toolbar**, click the user name logged into the application. The User Profile fly-out menu appears.

Figure 2-2 Log Out

Logged in time: 5:49:11 PM

About

Change Password

Virtual Assistant

Log Out

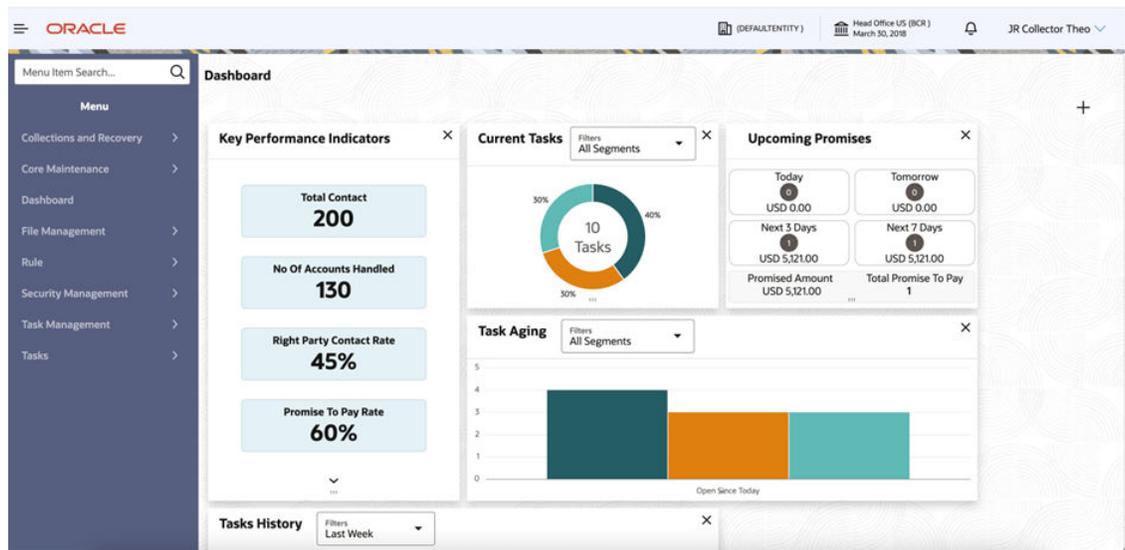
3

Application Environment

This topic describes about the various fields available in the application environment.

On successful login, the application environment screen appears depending on the user privileges.

Figure 3-1 Application Environment



Call-out details

1. **HamburgerMenu:** Use to expand/collapse the menu.
2. **Menu:** Use to navigate/open the screens associated with the application.
3. **Sub-Menu:** Click to view the sub-menus associated with the menu. These screens are associated with the menu depending on the user privileges.
4. **DisplayGrid:** Displays the screens/dashboards selected using the menu.
5. **BankName:** Displays the name of the bank and its branch code. Click to select the branches associated with the logged in user.

Note:

Depending on the logged in user and the branches associated, you can switch between branches and view the records

6. **ApplicationDate:** Displays the application date on which the branch's EOD was last performed.
7. **UserProfile:** User profile related options and actions are available.

- [Screen Environment](#)
This topic describes about the various components in the screen environment.

3.1 Screen Environment

This topic describes about the various components in the screen environment.

There are three types of screens in the application.

- Dashboard
- Maintenance Screen
- Summary Screen
- [Dashboard](#)
This topic describes about the various components in the dashboard.
- [Summary Screen](#)
This topic describes about the various components on the summary screen.
- [Maintenance Screen](#)
This topic describes about the various components in the maintenance screen.

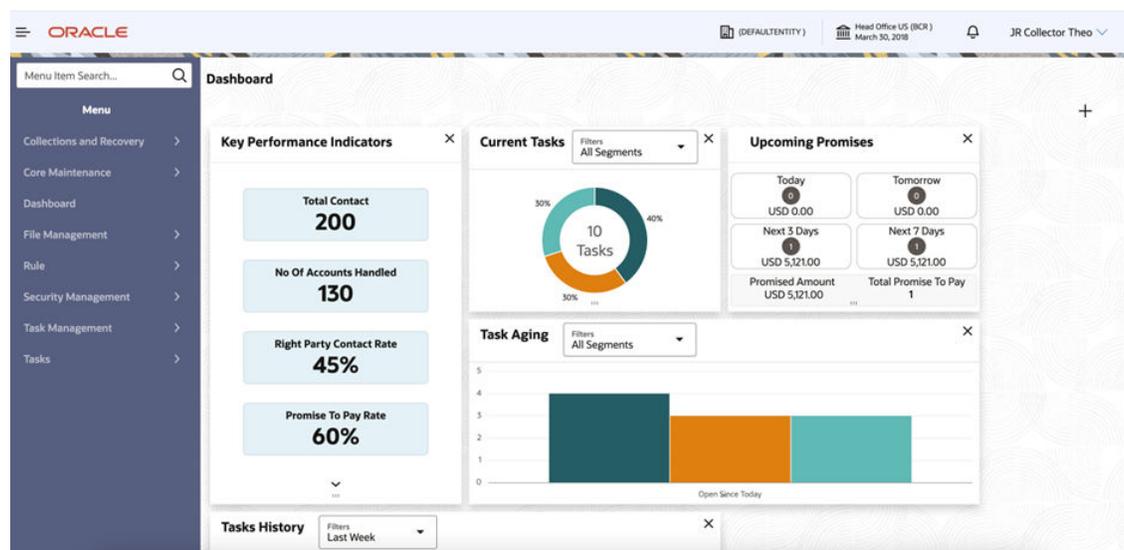
3.1.1 Dashboard

This topic describes about the various components in the dashboard.

Depending on the access/permission provided to the logged-in user, the user can view the dashboards associated with the user. These dashboard helps the user to analyse the situation and take the necessary actions.

A sample screenshot of Dashboard is shown below:

Figure 3-2 Dashboard

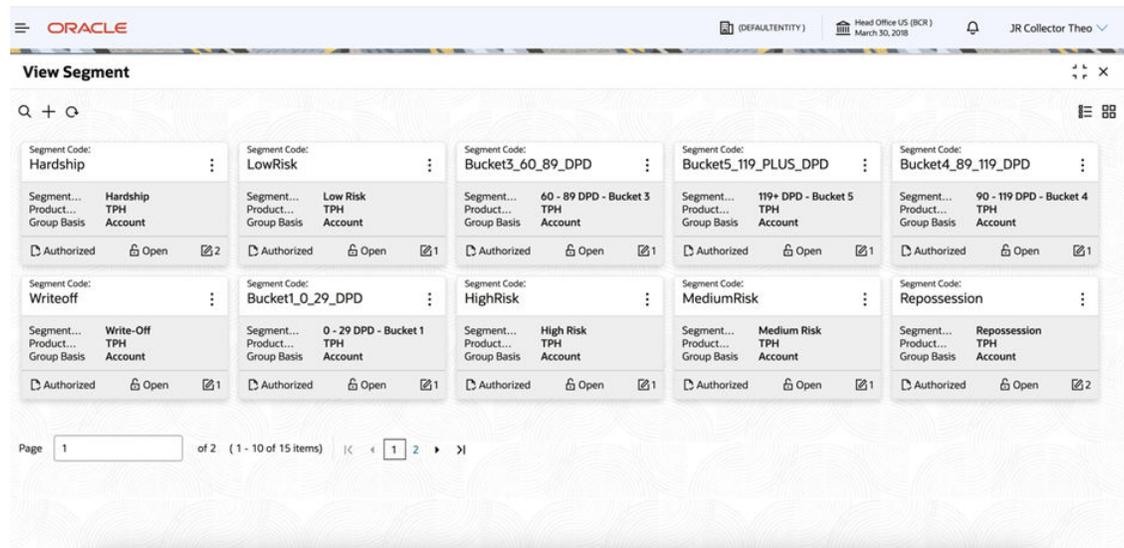


3.1.2 Summary Screen

This topic describes about the various components on the summary screen.

Depending on the access/permission provided to the logged in user, the user can access the summary screen. The summary screen provides the information about the configured records, where the user can perform few common actions and view the records.

Figure 3-3 Summary Screen



Call-out details

- Search:** Click to search/view a record from a selected summary screen.
- Refresh:** Click to refresh all records configured in the selected summary screen.
- Add:** Click to create/configure a new record.
- Pagination:** Displays the number of items available and the page numbers.
- Title bar:** Displays the name of the screen and couple of common actions such as minimize and remove. For more information, refer to **1.3.15 Minimizing Records** and **1.3.16 Closing Records**.
- Records:** Displays the configured records, you can view the records in different format. For more information, refer to **1.3.2 Viewing Records**.
- TileView:** Displays the configured records in the tile format.
- ListView:** Displays the configured records in the list format.

3.1.3 Maintenance Screen

This topic describes about the various components in the maintenance screen.

Depending on the access/permission provided to the logged-in user, the user can access the create screen. The create screen allows the user to create/configure the new records using the fields associated with the selected create screen. These new records can also be saved.

Figure 3-4 Maintenance

Create Strategy

Basic Details

Code Required

Description Required

Effective Date Required

Expiry Date Required

Task Details

<input type="checkbox"/>	S. No	Task	Mandatory	Wait Period (Days:Hours:Mins)	Escalation (Days:Hours:Mins)	Expiration (Days:Hours:Mins)	Dependency	Template
No data to display.								

Cancel Save

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

Call-out Details

1. **Fields:** Displays the fields associated with the selected maintenance screen. There are several types of fields such as text box, dropdown, and so on, these fields can also be either mandatory or optional fields. For more information, refer to **Mandatory and Optional Fields**.
2. **Title bar:** Displays the name of the screen and couple of common actions such as minimize and remove. For more information, refer to **Minimizing Records** and **Closing Records**.
3. **Save:** Click **Save** to save the specified details in the maintenance screen.
4. **Cancel:** Click **Cancel** to reset the specified details in the maintenance screen.

4

How to's

This topic describes about the different types of actions that the user can perform.

As a new user, the user need to perform a set of tasks that are similar in all the screens such as view, edit, delete existing records, and more.

When the user is working with records, it is important to remember that any records that user create, view, edit, delete, and more are determined by administrator settings such as user profile or permission set. Work with the administrator to ensure that the user have access to the records and data.

Now, you have learned how to work with your records, you might want to explore more advanced features.

- [Access the Records](#)
This topic provides the systematic instructions to access the records.
- [View the Records](#)
This topic describes about the various formats to view the records.
- [Search the Records](#)
This topic provides the systematic instructions to search the records.
- [Refresh the Records](#)
This topic provides the systematic instructions to refresh the records.
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- [Print the Records](#)
This topic provides the systematic instructions to print the record.
- [Authorize the Records](#)
This topic provides the systematic instructions to authorize the record.
- [Minimize and Maximize the Records](#)
This topic provides the systematic instructions to minimize and maximize the records.
- [Close the Records](#)
This topic provides the systematic instructions to close the record.
- [Audit the Records](#)
This topic provides the systematic instructions to audit the record.

4.1 Access the Records

This topic provides the systematic instructions to access the records.

The user can access the screens depending on the permissions/rights provided.

Specify **User ID** and **Password**, and login to **Home** screen.

1. Navigate to the hamburger menu.
By default, the hamburger menu is expanded.
2. Click <sub-menu>, and click <name of the screen>.
The screens associated with the sub-menu displays.
3. Click Create <name of the screen>.
The Create <name of the screen> screen displays. The user can create/configure the new records.
4. Click View <name of the screen>.
The View <name of the screen> screen displays. The user can view the configured records.

4.2 View the Records

This topic describes about the various formats to view the records.

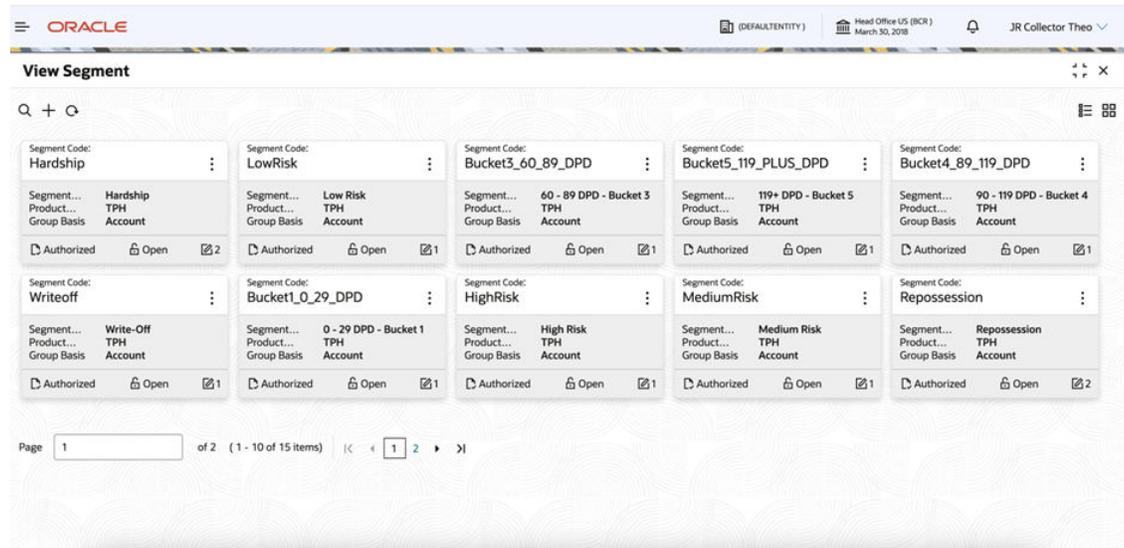
You can view the summary of all configured records in the selected summary screen. This helps you to find the required record faster. A few different formats to view the records are described.

Tile View

The default summary view of the records are tile view. Displays the configured records in a tile format with few key fields that are associated with the screen. You can click a tile to open a record in a full screen and view the details.

A sample screenshot is shown below:

Figure 4-1 Tile View



Tile View with Context Menu

Tile view with context menu is similar to any tile view summary record. The context menu allows you to perform any actions that are associated with the records.

Call - Out Details

- **Context Menu:**The icon appears only to the selected number of screens. The context menu allows you to perform actions that are associated with the record.
- **Context Menu Flyout:**A list of all of the actions appear, and the list of actions depend on the status of the record

4.3 Search the Records

This topic provides the systematic instructions to search the records.

You can search the required number of records.

1. In the selected screen, click **Search**, the fields associated with the selected screen appear in a drop-down menu.

A sample screenshot is shown below.

Figure 4-2 Searching Records

The image shows a 'Search Filter' dialog box with a close button (X) in the top right corner. Below the title bar, there are four input fields: 'Segment Code' (a text box with a vertical cursor), 'Segment Description' (a text box), 'Authorization Status' (a dropdown menu with a downward arrow), and 'Record Status' (a dropdown menu with a downward arrow). At the bottom of the dialog, there are two buttons: a dark 'Search' button and a light 'Reset' button.

2. Provide the required details associated with the selected screen.
3. Click **Search**. The requested record displays.

4.4 Refresh the Records

This topic provides the systematic instructions to refresh the records.

In the selected screen, click **Refresh**, the records associated with the selected screen is updated with the latest details.

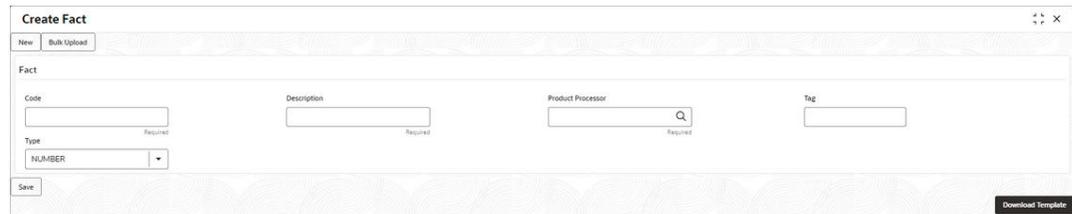
4.5 Creating / Configuring the Records

This topic provides the systematic instructions to create / configure the records.

You can create/configure records with any of the following two ways:

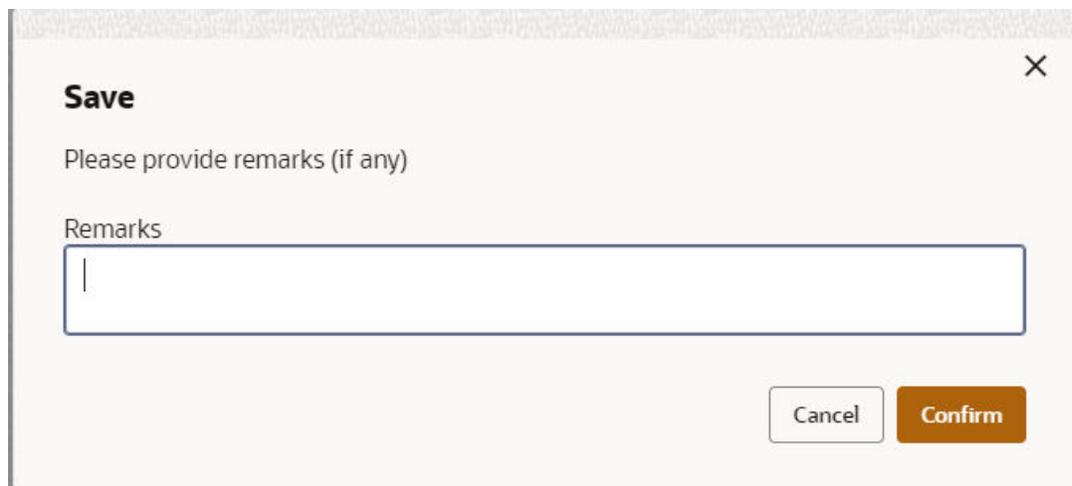
1. In the selected view screen, click **Add** icon to create/configure a record.
2. On the **menu**, select a **sub-menu** and click **<Create name of the screen>**.

The **Create or Configure the record** screen shown for reference.

Figure 4-3 Create or Configure the record

3. Specify the required details in the respective fields.
4. Click **Save**.

The **Save - Confirmation Message** popup screen displays.

Figure 4-4 Save

5. Specify the remarks on the **Remarks** field.
6. Click **Confirm** to save the details.
The record is created and the maker remarks can be viewed in **Audit** screen. Refer **Auditing Record** topic for the detailed explanation.
7. Click **Cancel** to discard the changes.

4.6 Copy the Records

This topic provides the systematic instructions to copy the record.

Perform the following steps to copy a record.

1. In a selected screen, click a record.
2. Click **Copy** to copy the selected record details and do the required changes to the record.
3. Click **Save** to save the modified record.

4.7 Unlock the Records

This topic provides the systematic instructions to unlock the record.

Perform the following steps to unlock a record.

1. In a selected screen, click a record.
2. Click **Unlock** to unlock the selected record details and do the required changes to the record.
3. Click **Save** to save the modified record.

4.8 Reopen the Records

This topic provides the systematic instructions to reopen the record.

1. Navigate to **Summary** screen.
2. Click on the record that need to reopen.
3. Click **Reopen**.
The **Confirmation** screen displays.
4. Specify a remark.
5. Click **Confirm** to reopen the record.

4.9 Delete the Records

This topic provides the systematic instructions to delete the record.



Note:

Make sure that the user have privileges and know the guidelines to delete the records.

1. Navigate to **Summary** screen.
2. Click the record that needs to be deleted.
3. Click **Delete**.
The selected record is deleted.

4.10 Print the Records

This topic provides the systematic instructions to print the record.

1. Navigate to **Summary** screen.
2. Click the record that needs to be printed.
3. Click **Print** to view the record in a print format.
The selected record is printed.

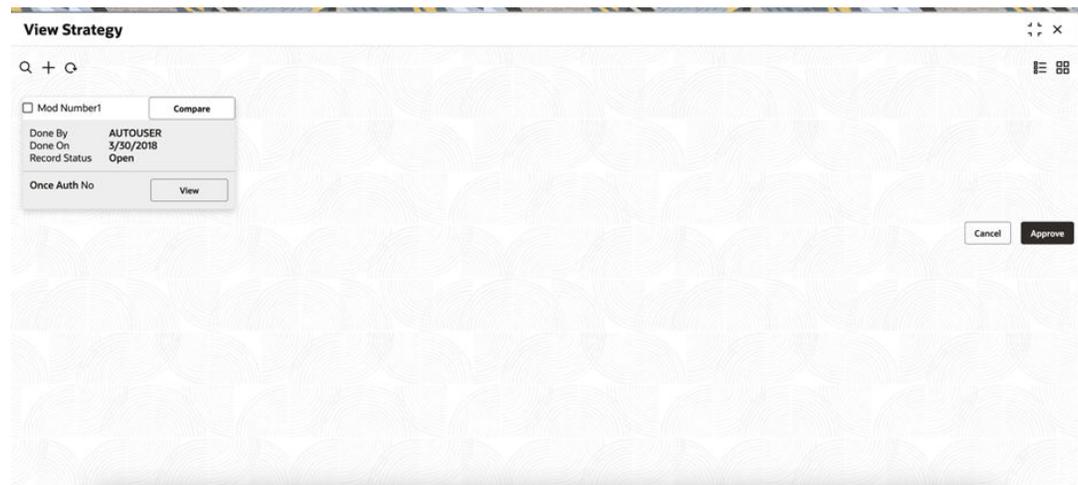
4.11 Authorize the Records

This topic provides the systematic instructions to authorize the record.

1. Navigate to **Summary** screen.
2. Click  icon on the unauthorized record which needs to be authorized.
3. Click **Authorize**.

The **Authorization** screen displays.

Figure 4-5 Authorization



4. Click **View** to view the record.

 **Note:**

If the **Enforce View before Authorize** toggle is enabled in **External Bank Parameter Maintenance** screen, the user must view the record before approving or rejecting.

5. Click **Cancel** to cancel the authorization of the record.
6. Select the required modification number that must be approved/rejected.

 **Note:**

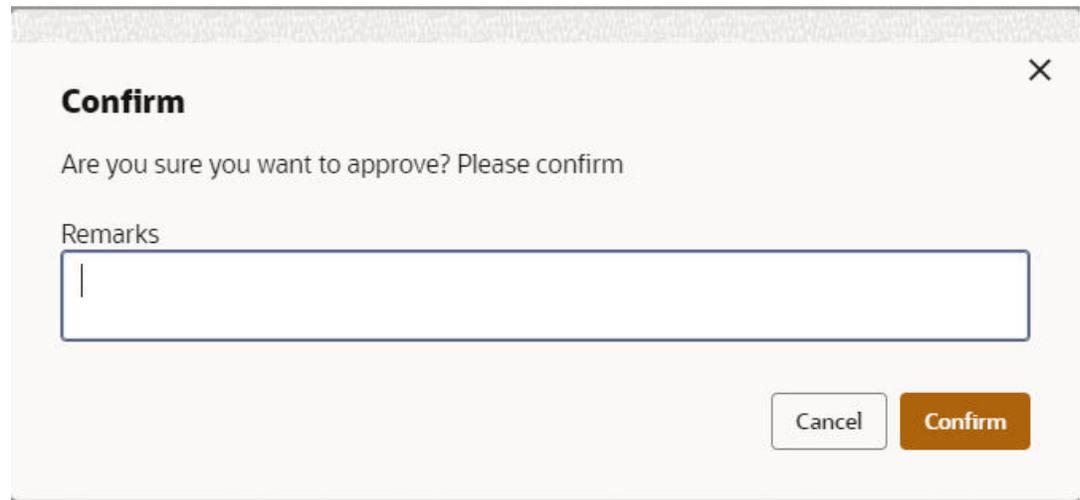
- If the lower modification has to be rejected, all the higher modifications (if any) must also be rejected.
- If the higher modification has to be approved, all the lower modifications (if any) must also be approved.

To approve the record:

7. Click **Approve** to approve the record.

The **Approve - Confirmation Message** pop-up screen displays.

Figure 4-6 Confirmation



8. Specify the approval remarks in the **Remarks** field.
9. Click **Confirm** to approve the record.
The selected record is approved and the approval remarks can be viewed in **Audit** screen. Refer [Audit the Records](#) topic for the detailed explanation.
10. Click **Cancel** to discard the approval.

To reject the record:

11. Click **Reject** to reject the record.
The **Reject - Confirmation Message** pop-up screen displays.
12. Specify the rejection remarks in the **Remarks** field.

 **Note:**

The **Remarks** is mandatory while rejecting the record.

13. Click **Confirm** to reject the record.
The selected record is rejected and the rejection remarks can be viewed in **Audit** screen. Refer **Audit Record** topic for the detailed explanation.
14. Click **Cancel** to discard the rejection.

4.12 Minimize and Maximize the Records

This topic provides the systematic instructions to minimize and maximize the records.

In the selected screen, click Collapse to minimize the screen. The minimized screen appears at the bottom left corner of the screen. You can click to maximize the screen.

4.13 Close the Records

This topic provides the systematic instructions to close the record.

In the selected screen, click **Remove** to close the screen. If you are in the middle of creating/modi-fying the records in a selected screen, an error/warning message appears prompting to save the changes.

4.14 Audit the Records

This topic provides the systematic instructions to audit the record.

1. Navigate to **Summary** screen.
2. Click  icon and click **Unlock** or **View** button to modify/view the record.
3. On **Maintenance** screen, click **Audit** to view the change history of the record.
The **Audit** detail pop-up screen displays.

Figure 4-7 Audit Details

Maker	Checker
 COLLADMIN1	 COLLADMIN2
 March 30, 2018 at 7:27:33 AM	 March 30, 2018 at 7:28:07 AM
Status	Modification No
<input checked="" type="checkbox"/> Authorized	3
<input checked="" type="checkbox"/> Open	Show History

4. Click **Show History** hyperlink to view the modification history of the record.

 **Note:**

This hyperlink appears only if the **Modification Number** is greater than 1.

The **Modification History** pop-up screen displays in the reverse chronological order.

5. Click **Back** to navigate to the previous screen.
6. Click anywhere the screen to close the audit detail pop-up screen.

5

Screen / Dashboard

This topic describes about the various components in Screen / Dashboard.

Pagination

The number of records are displayed on the bottom left corner of the selected view screen. Depending on the records available the number of pages appear. You can navigate using the first page, last page, previous page, next page and by using the numbers option.

Mandatory and Optional Fields

There are mandatory and optional fields available for any screen. Mandatory fields are mentioned as **Required**. If you try to save the record without providing all the mandatory fields, a red exclamation mark or an error appears against the field to update the details.

Removing Tile

Click **Remove** to remove the dashboard widget from the landing page. The removed widgets are available under the **Add Tiles** option.

Reordering Tile

Select and drag the **Drag to Reorder** option to drop the dashboard widget at the desired place. The page is automatically refreshed and displays the updated order.

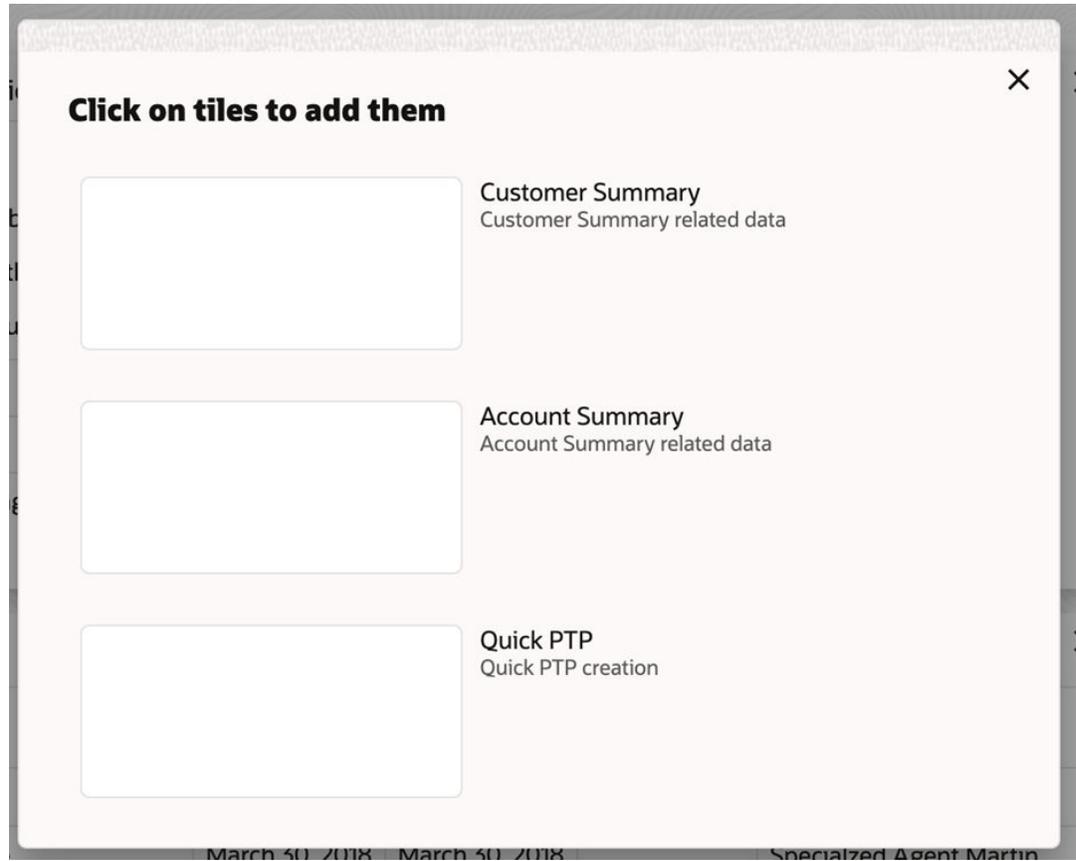
Expanding Tile

Click **Expand Tile** to view all the information of the dashboard widget. The expanded widget appears on a complete row to view more information.

Adding Tile

Perform the following steps to add a tile.

1. Click **Add Tiles** to Dashboard to add more available dashboard widget to the dashboard landing page.
The **Click on tiles to add Dashboard** pop-up appears.

Figure 5-1 Click on tiles to add Dashboard

2. Click on the dashboard you want to add to the dashboard landing page. The page is automatically refreshed and displays the added dashboard widget

6

Common Buttons/Icons

This topic provides the information about all the common buttons/icons used in the application. The list of common buttons and icons are described as follows.

Table 6-1 List of Buttons/Icons

Button/Icon	Description
New	Creates a new record for the selected screen.
Query	View all the configured records for the selected screen.
Unlock	Unlock the configured record for the selected screen.
Search	Search the configured record and select the required record for the selected screen.
Copy	Copy the configured record, modify the details, and save with a different name for the record.
Delete	Remove the configured record for the selected screen.
Reopen	Reopens a closed record for the selected screen.
Close	Closes the configured record for the selected screen.
Print	Prints the configured record for the selected screen.
Approve	Approve the configured record for the selected screen.
Reject	Rejects the configured record for the selected screen.
Collapse	Minimises the opened screen to the bottom left corner of the screen.
Remove	Closes the opened screen.
Audit	Check the history of the configured records for the selected screen.
Save	Save the configured record for the selected scree
Cancel	Discard the configured record before saving it.
+	Add a row in the grid to provide the required record for the selected screen.
-	Remove a row in the grid for the selected screen.
>	Select a record and move it to the required selected list grid.
<	Select a record and move it back to the available list grid.
> 	Move all the available list of records to the selected list of grid.
 <	Move back all the selected list of records to the available list of grid.

7

Common Fields

This topic provides the information about all the common fields used in the application.

The list of common fields are described as follows.

Table 7-1 Common Fields

Field	Description
Branch Code	The user can select a configured branch code which the user wants to associate with the selected screen.
Maker	Displays the name of the logged in user who created the record.
Source System	The user can select a configured source system which the user wants to associate with the selected screen. The user can configure the source system using the Create Upload Source screen.
Host Code	The user can select a configured host code which the user wants to associate with the selected screen. The user can configure the host code using the Create Host Code screen.
Currency	The user can select a configured currency which the user wants to associate with the selected screen. The user can configure the currency using the Create Currency Definition screen.
Status	Displays the status of the record. <ul style="list-style-type: none">• Authorized: The record is verified and authorized.• Unauthorized: The record is not verified.• Rejected: The record is rejected.• Open: The record is open and waiting for verification.• Locked: The record is locked.• Closed: The record is closed.

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