Oracle® Banking Payments

Exception Queues User Guide

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Preface

- Purpose
- Audience
  This manual is intended for the following User/User Roles:
- Documentation Accessibility
- Critical Patches
- Diversity and Inclusion
- Conventions
- Related Resources
- Screenshot Disclaimer
- Acronyms and Abbreviations
- Basic Actions
- Symbols, Definitions and Abbreviations
  The following are some of the Symbols you are likely to find in the manual:

Purpose

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

Audience

This manual is intended for the following User/User Roles:

Table 1 User Roles

Role	Function
Implementation & IT Staff	Implementation & Maintenance of the Software

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

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

Conventions

The following text conventions are used in this document:

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

Related Resources

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

- *Getting Started User Guide*
- *Oracle Banking Security Management System User Guide*
- *Oracle Banking Microservices Platform Foundation User Guide*
- *Routing Hub Configuration User Guide*
- *Oracle Banking Common Core User Guide*
- *Interest and Charges User Guide*
- *Oracle Banking Liquidity Management Configuration Guide*
- *Oracle Banking Liquidity Management File Upload User Guide*

Screenshot Disclaimer

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

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Acronyms and Abbreviations

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

Table 2 Acronyms and Abbreviations

Abbreviation	Description
DDA	Demand Deposit Accounts
ECA	External Credit Approval
EOD	End of Day
IBAN	International Bank Account Number

Basic Actions

The basic actions performed in the screens are as follows:

Table 3 Basic Actions

Actions	Description
New	Click **New** to add a new record. The system displays a new record to specify the required data. The fields marked with asterisk are mandatory. - This button is displayed only for the records that are already created.
Save	Click **Save** to save the details entered or selected in the screen.
Unlock	Click **Unlock** to update the details of an existing record. The system displays an existing record in editable mode. - This button is displayed only for the records that are already created.
Authorize	Click **Authorize** to authorize the record created. A maker of the screen is not allowed to authorize the same. Only a checker can authorize a record. - This button is displayed only for the already created records. For more information on the process, refer Authorization Process.
Approve	Click **Approve** to approve the initiated record. - This button is displayed once the user click **Authorize**.
Audit	Click **Audit** to view the maker details, checker details of the particular record. - This button is displayed only for the records that are already created.
Close	Click **Close** to close a record. This action is available only when a record is created.
Confirm	Click **Confirm** to confirm the action performed.
Cancel	Click **Cancel** to cancel the action performed.
Compare	Click **Compare** to view the comparison through the field values of old record and the current record. - This button is displayed in the widget once the user click **Authorize**.
View	Click **View** to view the details in a particular modification stage. - This button is displayed in the widget once the user click **Authorize**.

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Table 3 (Cont.) Basic Actions

Actions	Description
View Difference only	Click **View Difference only** to view a comparison through the field element values of old record and the current record, which has undergone changes. - This button is displayed once the user click **Compare**.
Expand All	Click **Expand All** to expand and view all the details in the sections. - This button is displayed once the user click **Compare**.
Collapse All	Click **Collapse All** to hide the details in the sections. - This button is displayed once the user click **Compare**.
OK	Click **OK** to confirm the details in the screen.

Symbols, Definitions and Abbreviations

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

Table 4 Symbols

Icons	Function
	Exit
	Add row
	Delete row
	Option List

Table 5 Common Icons and its Definitions

Icon Names	Applicable Stages	Operation
Minimize	Initiation, Approval and Hand-off Retry	Users can minimize the transaction input screen. When the screen is minimized, it appears as to 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.

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1

Exception and Investigation Queues Overview

Exception queues are a logical stage of the payment processing where the payments are made available for further investigation or exception processing. If any exception is encountered during processing, payment transactions are moved to a queue specific to the type of exception.

Actions that can be performed on a payment that is pending in a queue are predefined. Transactions with exceptions, pertaining to your logged in Host only are listed in the Queues.

Below mentioned exception and investigation queues are supported in Oracle Banking Payments:

Table 1-1 Exception and Investigation Queues

Payments Queue	Queue Code
Repair Queue	TR
Business Override Queue	BO
Authorization Limit 1 Queue	AL
Authorization Limit 2 Queue	AL
Processing Cutoff Queue	PC
Sanction Check Queue	SC
Exchange Rate Queue	EE/ER
FX Unwind Queue	FC
EAC Queue	EA
ECA Queue	EC
Network Cutoff Queue	NC
Processing Exception Queue	PE
Inbound Message STP Queue	MC
External Pricing Queue	EP
Settlement Review Queue	SI
Warehouse Queue	FV
Accounting Queue	AC
Network Resolution Queue	NW
EU Payer Queue	EQ
R Processing Queue	RQ
Dispatch Queue	DQ
Dispatch Browser	DS
Template Queue	TQ
Outbound Charge Claim Queue	CO
Inbound Charge Claim Queue	CI
Standing Instruction Queue	ST
Standing Instruction Execution	SE
Inbound Cancellation Request Browser	CQ
Inbound Cancellation Request Queue	IR

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Note

Authorization limit queues are not applicable for Direct Debits and Faster Payments.

Network/Process cutoff queues are not applicable for Direct Debits.

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2

Exception & Investigation Queues - Internal

- Repair Queue
- Business Override Queue
- Process Exception Queue
- Authorization Limit 1 Queue
- Authorization Limit 2 Queue
- Processing Cut Off Queue
- Network Cutoff Queue
- Non STP Queue
- Warehouse Queue
- Exchange Rate Queue
- FX Unwind Queue
- Network Resolution Queue
- Settlement Review Queue
- EU Payer Compliance Queue
- Document Approval Queue

2.1 Repair Queue

Usage of Repair Queues

A payment is moved to Repair Queue if the exception is a repairable error, as listed below:

Outbound payments

- Payment Chain Failure
- SWIFT related validations failure (F72, F59 length validations, F59 not present)
- IBAN not valid
- Counterparty bank code not available
- Counterparty bank code not valid
- Debit & Credit account are same
- Invalid Receiver BIC
- MIS Codes Invalid

Inbound Payments

- Account Status - Closed / Unauthorized
- Debit / Credit account Resolution failure
- Beneficiary name mismatch

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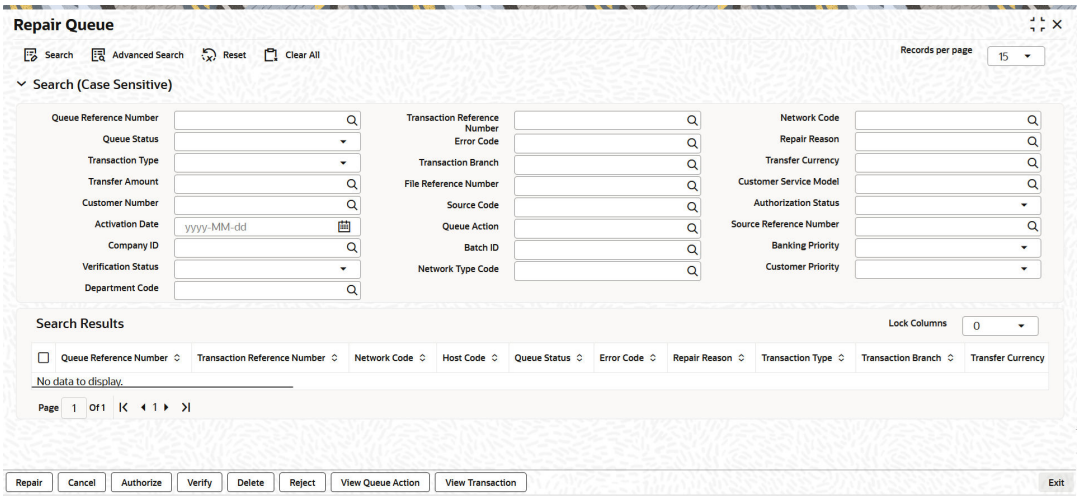
- MIS Code Invalid

1. On Homepage, specify **PQSREPQU** in the text box, and click next arrow.

   Repair Queue screen is displayed.

Figure 2-1 Repair Queue



2. Search using one or more of the following parameters:
   - **Queue Reference Number**
   - **Transaction Reference Number**
   - **Network Code**
   - **Queue Status**
   - **Error Code**
   - **Repair Reason**
   - **Transaction Type**
   - **Transaction Branch**
   - **Transfer Currency**
   - **Transfer Amount**
   - **File Reference Number**
   - **Customer Service Model**
   - **Customer Number**
   - **Source Code**
   - **Authorization Status**
   - **Activation Date**
   - **Queue Action**
   - **Source Reference Number**
   - **Company ID**
   - **Batch ID**

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- **Banking Priority**
- **Verification Status**
- **Network Type Code**
- **Customer Priority**
- **Department Code**

3. Once you specified the parameters, click the **Search** button.

   System displays the records that match the search criteria.

4. The queue records can be sorted out based on the Network Cutoff time. Cutoff time is listed as part of the queue records. This applicable for all the Payment Types.

> **Note**
>
> For Cross-Border transactions, the cutoff time is based on the BIC cutoff time applicable.

- Repair Action
- Cancel/Return/Suppress Action
- View Queue Action
- Verify
- Reject
- Other Actions Supported

2.1.1 Repair Action

This action enables you to modify the payment details and submit for re-processing. On completion of repair action, transaction is re-processed, starting from initial validations.

> **Note**
>
> You can modify only those erroneous data due to which, the payment is moved to repair queue.

1. On screen, click **Repair Action** button present at the bottom.

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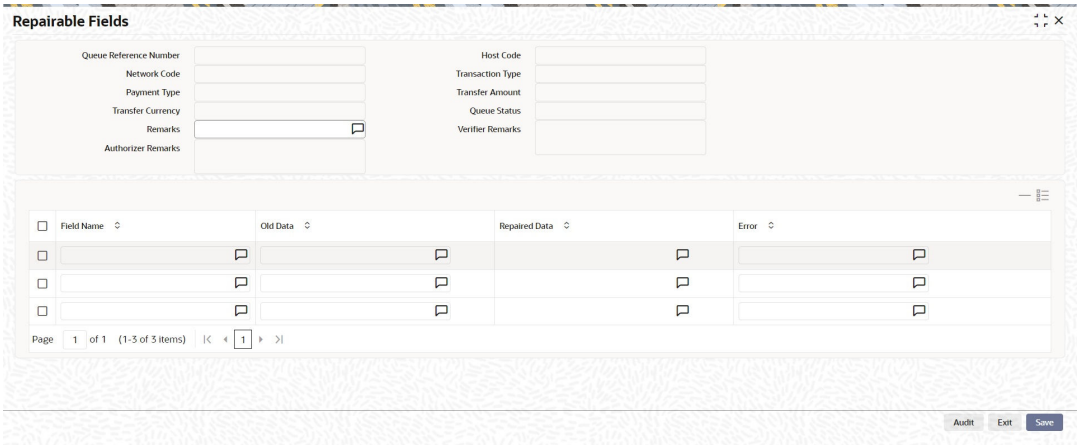
Figure 2-2 Repair Action



2. On selecting a record in the Repair Queue screen and on clicking Repair Action button, details pertaining to that Transaction reference are displayed.
3. On **Repair Action** screen, specify the fields.

   For more information about the fields, refer to field description below:

Table 2-1 Repair Action - Field Description

Field	Description
Remarks	Specify any remarks, if any against the field that is likely to be repaired. This is a mandatory field.
Repaired Data	• Current inputted data is listed in the Old Data field. By default the same is listed on Repaired Data field as well. You can edit & correct the Repaired Data & repair the payment. • If repaired new data is not proper, payment lands in the repair queue again. • For a cross border payment, landed in repair queue when receiver BIC is unable to resolve from address details present, new learned record is created in DtoA (PMDDAMNT) screen on repair.

2.1.2 Cancel/Return/Suppress Action

For the details on processes followed on canceling a payment, refer to Cancellation from Exception Queues.

2.1.3 View Queue Action

The View Queue Action screen displays all queue activities performed for the selected transaction.

- On screen, click **View Queue Action** button present at the bottom.

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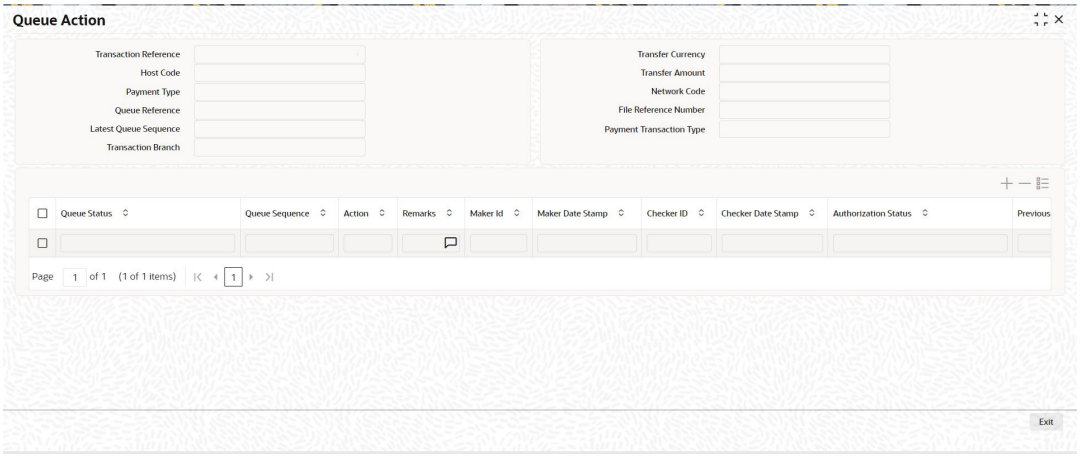
Figure 2-3 View Queue Action



2.1.4 Verify

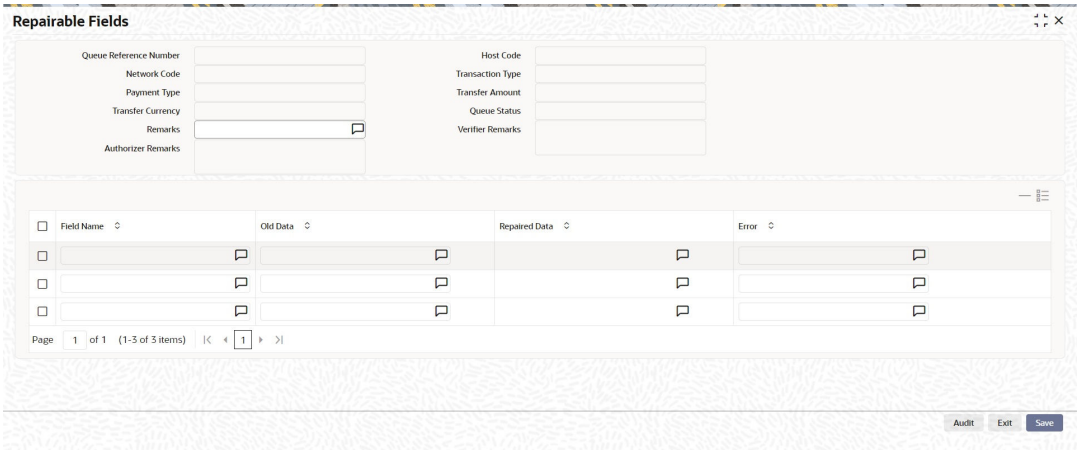
This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Verify'.
- Queue authorization status is 'Authorized', and Verification Status is 'Unauthorized'.
- If the 'Dual Authorization' is checked and if the derived Threshold amount is above the Threshold Amount maintained in the Dual Authorization preferences.
- If the 'Dual Authorization' is checked and Threshold Amount/Currency is not maintained in the Dual Authorization preferences.

1. On screen, click **Verify** button present at the bottom,

   Repairable Fields sub screen is displayed.

Figure 2-4 Repairable Fields



2. Verifier validates whether Verifier ID is different from Maker and Checker. Verifier ID, Verification Status and Verification Date Stamp are captured in this sub screen.
3. Click OK, then below actions are performed:
   - Verification Status is marked as 'Authorized'.

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- Verifier ID and Verification Date Stamp gets updated.
- Queue Action Log is updated with Verifier ID, Verification Date stamp and Authorization Status.
- Transaction is sent for Repair validations.

2.1.5 Reject

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action ‘Authorizer’ or 'Verify'.
- Queue authorization status is 'Unauthorized', and Queue Verification Status is 'Unauthorized'.

1. On screen, click **Reject** button present at the bottom,

   Repairable Fields sub screen is displayed.

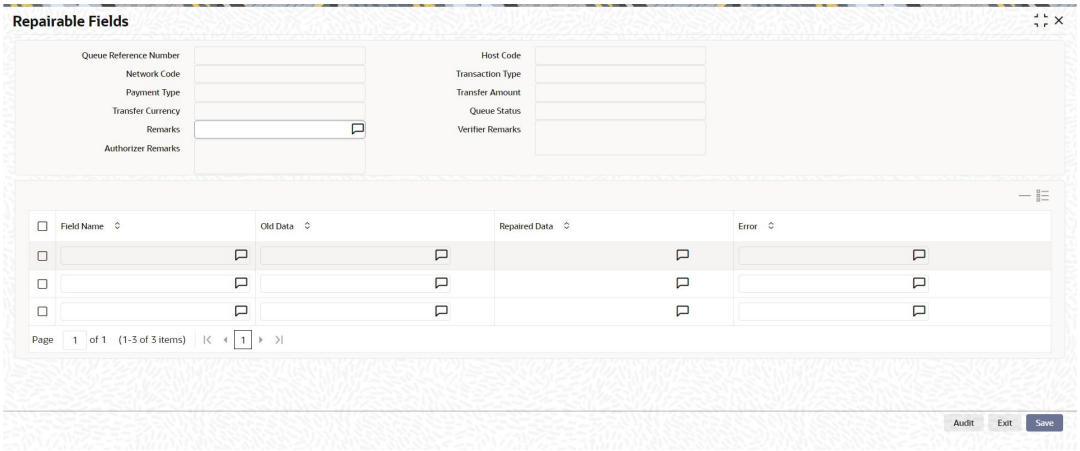
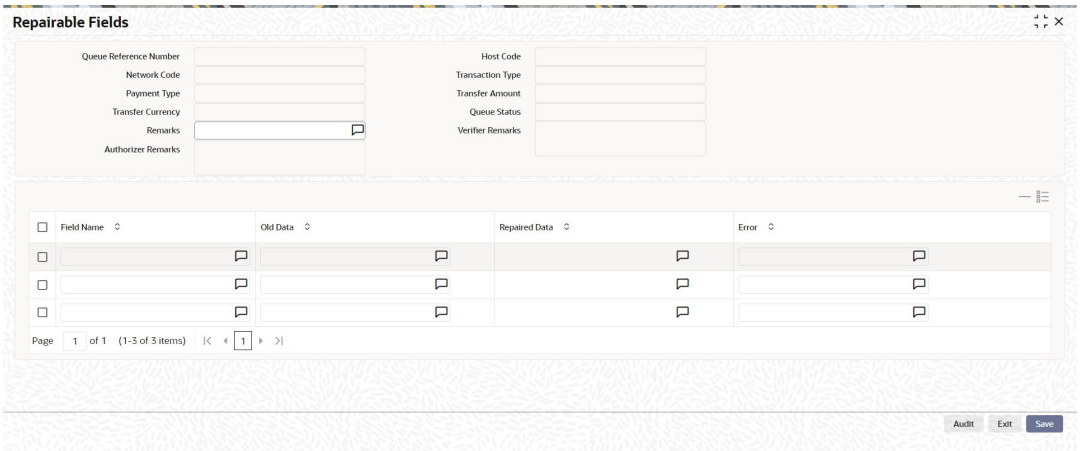


Figure 2-5 Repairable Fields



2. Click OK, then below actions are performed:
   - If the Reject action is by Authorizer (Authorization Status is Unauthorized),
     – Authorization Status is marked as 'Rejected'. Checker ID, Checker Date stamp is updated.

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  - Queue Action Log is updated with Authorization status as 'Rejected'. Checker ID, Checker Date stamp are updated for the Queue action.

- If the Reject action is by Verifier (Verification Status is Unauthorized),
  - Verification Status is marked as 'Rejected'. Verifier ID and Verification Date Stamp will be updated.
  - Queue Action Log is updated with Verification Status as 'Rejected'. Verifier ID and Verification Date Stamp are updated for the Queue action.
  - Queue status is set to 'Pending'.
  - Repaired fields values are reset (No repaired information is stored).

> **Note**
>
> If Dual Authorization is not enabled, Verification status is set as ‘Not Required’.
>
> If the derived Threshold amount is below the Threshold Amount maintained in the Dual Authorization preferences, then 'Verification Status’ value becomes ‘Blank’.

2.1.6 Other Actions Supported

On selecting a record in the Repair Queue screen and on clicking View Queue Action button, queue details pertaining to that Transaction reference are displayed.

Table 2-2 Repair Queue - Other Actions

Actions	Functions
Authorize	Repair and Cancel operation initiated by a maker can be authorized by another user.
View Transaction	You can view both the inbound and outbound payment transactions that are available in Repair Queue in this screen. You can view the transaction details for the selected record.
Delete	Allows deletion of the Repair or Cancel action initiated by a maker, before authorization.

2.2 Business Override Queue

Payment transactions are logged in Business Override Queue if the exception encountered an overridable business exception as listed below:

- Duplicate Payment
- F23E is HOLD
- F72 Validation failure

1. On Homepage, specify **PQSOVRQU** in the text box, and click next arrow.

   Business Override Queue screen is displayed.

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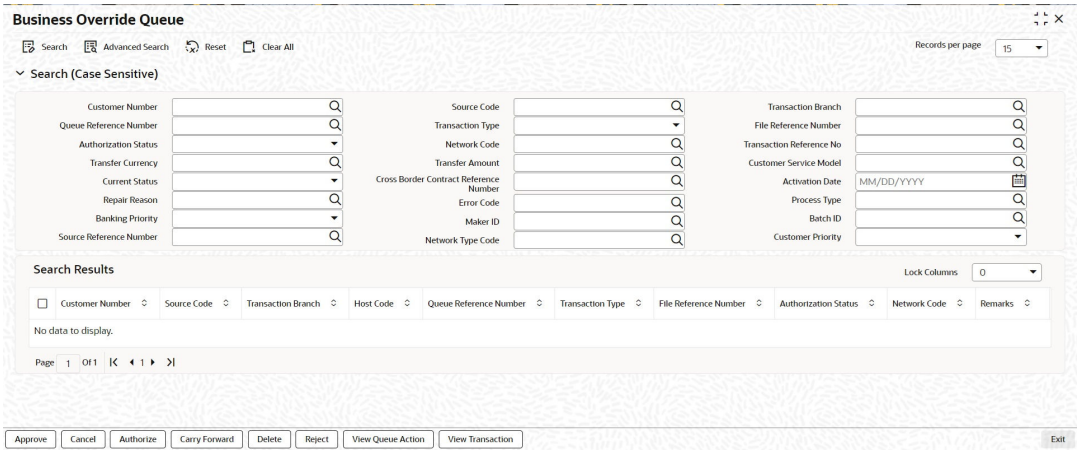
Figure 2-6 Business Override Queue



2. Search using one or more of the following parameters:
   - Customer Number
   - Source Code
   - Transaction Branch
   - Queue Reference Number
   - Transaction Type
   - File Reference Number
   - Authorization Status
   - Network Code
   - Transaction Reference Number
   - Transfer Currency
   - Transfer Amount
   - Customer Service Model
   - Current Status
   - Cross Border Contract Reference Number
   - Activation Date
   - Repair Reason
   - Error Code
   - Process Type
   - Banking Priority
   - Maker ID
   - Batch ID
   - Source Reference Number
   - Network Type Code
   - Customer Priority
3. Once you specified the parameters, click the Search button.

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System displays the records that match the search criteria.

4. User can perform following actions:

Table 2-3 Business Override Queue - Action

Actions	Functions
Approve	Approve a payment with overrides. The payment is released for further processing.
Cancel	For the details on, processes followed on canceling a payment, refer to Section Cancellation from Exception Queues.
Authorize	Approve/Cancel operation initiated by a user can be authorized by another user.
Carry Forward	• You can manually move the transaction for processing on next working day. You can move forward the Activation Date manually through this screen. • If a record is released from a queue to proceed with the processing (approve action authorization) with a back date as activation date, system will move the activation date as current date and initiate the processing from initial validations.
Delete	This action allows the user, who initiated the action to delete the action before authorization.
View Queue Actions	This action displays all queue activities performed for the selected transaction.
View Transaction	You can view the selected transaction details.

- Reject Action

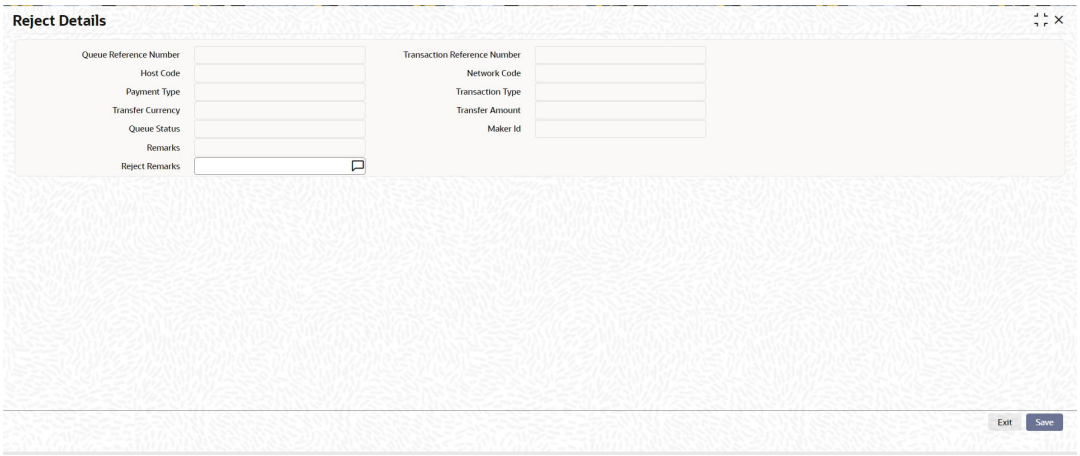
2.2.1 Reject Action

Reject action opens a new sub screen **PQDBORJT** to capture remarks during 'Reject' action by Checker.

Reject action is allowed only if Authorization status is Unauthorized and if the user has access right for 'Authorize' action at Role/User level.

1. On screen, click **Reject Action** button present at the bottom.

Figure 2-7 Business Override Queue - Reject Action



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2. Click on OK button in this sub screen, then below processing changes are done:
   - Queue Authorization status is updated as 'Rejected'
   - Authorization status in Queue action log is updated as 'Rejected'
   - Queue status gets reset to 'Pending'
   - Reject Remarks if provided by user gets populated against Checker remarks fields of Queue action log
3. User actions Approve / Cancel / Carry Forward are allowed on the Rejected queue record.

2.3 Process Exception Queue

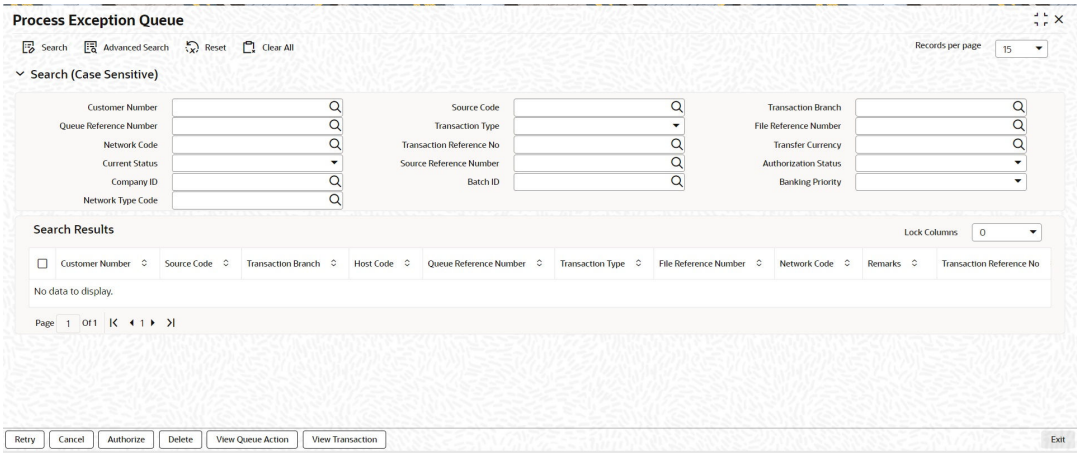
In case of runtime errors or specific missing maintenances errors (which may not be critical for transaction generation), payment transactions are moved to Process Exception Queue:

- Amount not within network limits
- Maintenance missing during processing (Accounttemplate, Currency pair etc)
- Customer account is blacklisted for network
- Non-existent customer account

1. On Homepage, specify **PQSPRQUE** in the text box, and click next arrow.

   Process Exception Queue screen is displayed.

Figure 2-8 Process Exception Queue



2. Search using one or more of the following parameters:
   - Customer Number
   - Transaction Branch
   - Queue Reference Number
   - File Reference Number
   - Network Code
   - Transfer Currency
   - Source Reference Number
   - Authorization Status

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- Company ID
- Batch ID
- Banking Priority
- Network Type Code

3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.

4. User can perform following actions:

Table 2-4 Process Exception Queue - Action

Actions	Functions
Retry	Retry a record. The record is released for further processing.
Cancel	For the details on, processes followed on canceling a payment, refer to section Cancellation from Exception Queues
Authorize	Cancel initiated by a user can be authorized by another user.
Delete	Allows the user who initiated the action, to delete the action before authorization.
View Queue Actions	Allows the user to view the action.
View Transaction	Allows you to view the transaction of the record.

2.4 Authorization Limit 1 Queue

Highlights of Authorization Limit Queues

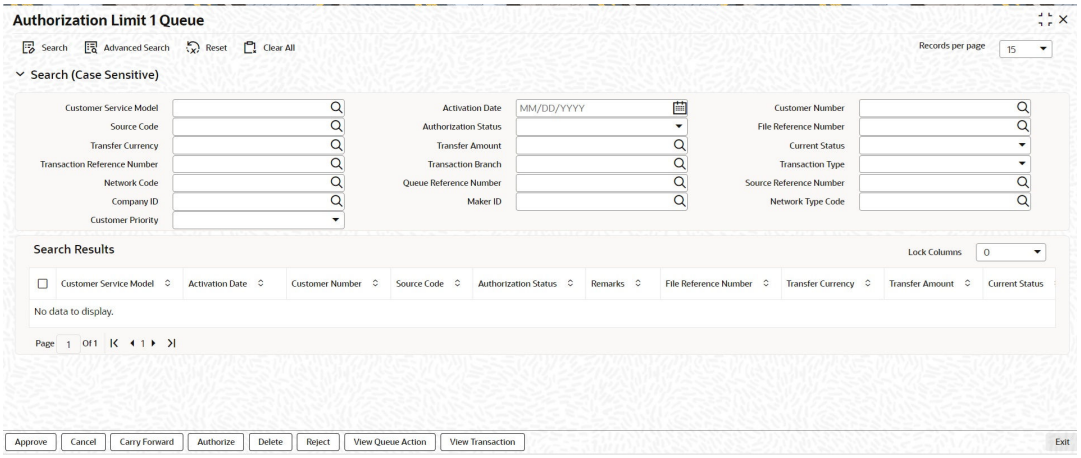
Facility to define two levels of authorization for transaction limits.

When Transfer Amount exceeds the authorization limit 1 amount configured in network currency preferences, a payment is moved to the Authorization Limit Level 1 Queue.

1. On Homepage, specify **PQSAU1QU** in the text box, and click next arrow.

   Authorization Limit 1 Queue screen is displayed.

Figure 2-9 Authorization Limit 1 Queue



2. Search using one or more of the following parameters:

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- Customer Service Model
- Activation Date
- Customer Number
- Source Code
- Authorization Status
- File Reference Number
- Authorization Status
- Transfer Currency
- Transfer Amount
- Transaction Reference Number
- Transaction Branch
- Transaction Type
- Network Code
- Queue Reference Number
- Source Reference Number
- Company ID
- Maker ID
- Network Type Code
- Customer Priority

3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.

4. User can perform following actions:

Table 2-5 Authorization Limit 1 Queue - Action

Actions	Functions
Approve	This option enables the further processing of the transaction even if the amount exceeds authorization limit level 1. On the click of Approve button, you will be re-directed to a screen to enter necessary remarks. The transaction is released for further processing after you enter the required remarks and click the **OK** button.
Cancel	For the details on, processes followed on canceling a payment, refer to section Cancellation from Exception Queues.
View Queue Actions	You can view the View Queue Action of the selected transaction details.
View Transaction	You can view the selected transaction details.
Authorize	Cancel/Carry Forward operation initiated by a user can be authorized by another user.
Delete	Allows the user who initiated the action, to delete the action before authorization.
Reject	This action allows you to reject the unauthorized user action. For more details refer to Section Reject.

- Reject

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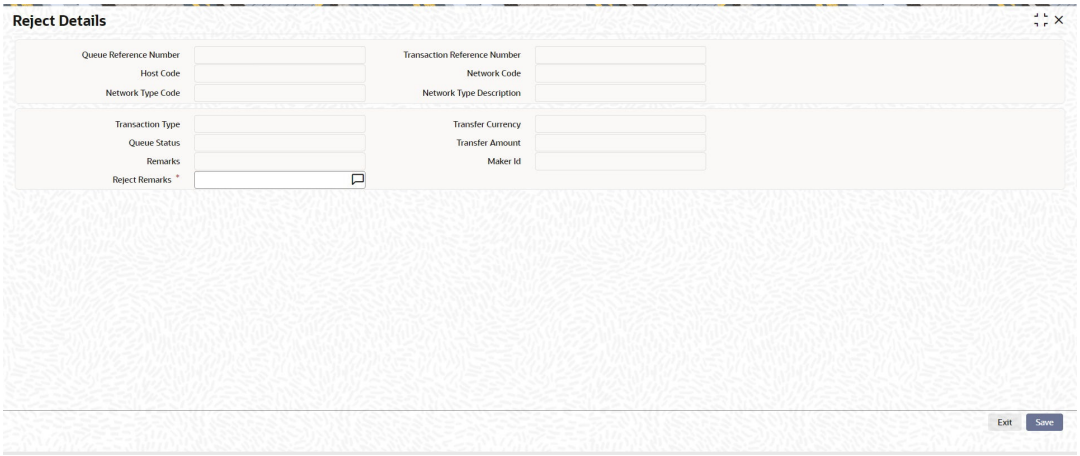
2.4.1 Reject

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action ‘Authorize’.
- Transaction Authorization Status is 'Unauthorized'.
- Reject action is allowed if only one record is selected.

1. On main screen, click **Reject** button present at the bottom.

Figure 2-10 Reject Action



2. Click on OK button in this sub screen, then below processing changes are done:
   - Queue Authorization status is updated as 'Rejected'.
   - Queue status gets reset to 'Pending'.
   - In the Queue Action log, the Authorization status updates as ‘Rejected’. The Reject Remarks populates against the Checker Remarks field.

> **Note**
>
> Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.

2.5 Authorization Limit 2 Queue

Highlights of Authorization Limit Queues

Facility to define two levels of authorization for transaction limits.

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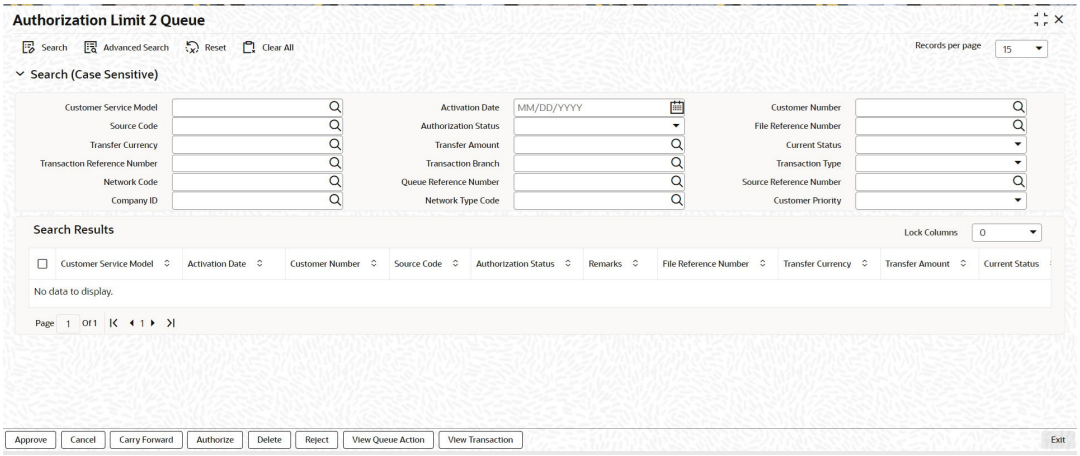
> **Note**
>
> - Authorization Limits can be configured in Source Network Preferences screen.
> - Authorization Limit Level 2 checks is performed after Authorization Limit Level 1 checks.
> - Authorization Limit Level 2 checks are not applicable for Batch Booking Payments.
> - A payment is moved to the Authorization Limit Level 2 Queue when Transfer Amount exceeds the authorization limit 2 configured in source network preferences.

1. On Homepage, specify **PQSAU2QU** in the text box, and click next arrow.

   Authorization Limit 2 Queue screen is displayed.

Figure 2-11 Authorization Limit 2 Queue



2. Search using one or more of the following parameters:
   - Customer Service Model
   - Activation Date
   - Customer Number
   - Source Code
   - Authorization Status
   - File Reference Number
   - Authorization Status
   - Transfer Currency
   - Transfer Amount
   - Transaction Reference Number
   - Transaction Branch
   - Transaction Type
   - Network Code

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- Queue Reference Number
- Source Reference Number
- Company ID
- Maker ID
- Network Type Code
- Customer Priority

3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.

4. User can perform following actions:

Table 2-6 Authorization Limit 2 Queue - Action

Actions	Functions
Approve	This option enables the further processing of the transaction even if the amount exceeds authorization limit level 2. On the click of Approve button, you will be re-directed to a screen to enter necessary remarks. The transaction is released for further processing after you enter the required remarks and click the **OK** button.
Cancel	For the details on, processes followed on canceling a payment, refer to Cancellation from Exception Queues.
View Queue Actions	You can view the View Queue Action of the selected transaction details.
View Transaction	You can view the selected transaction details.
Authorize	Cancel/Carry Forward operation initiated by a user can be authorized by another user.
Delete	This action allows the user who initiated the action, to delete the action before authorization.
Reject	This action allows you to reject the unauthorized user action. For more details refer to Reject.

- Reject

2.5.1 Reject

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action ‘Authorize’.
- Transaction Authorization Status is 'Unauthorized'.
- Reject action is allowed if only one record is selected.

1. On main screen, click **Reject** button present at the bottom.

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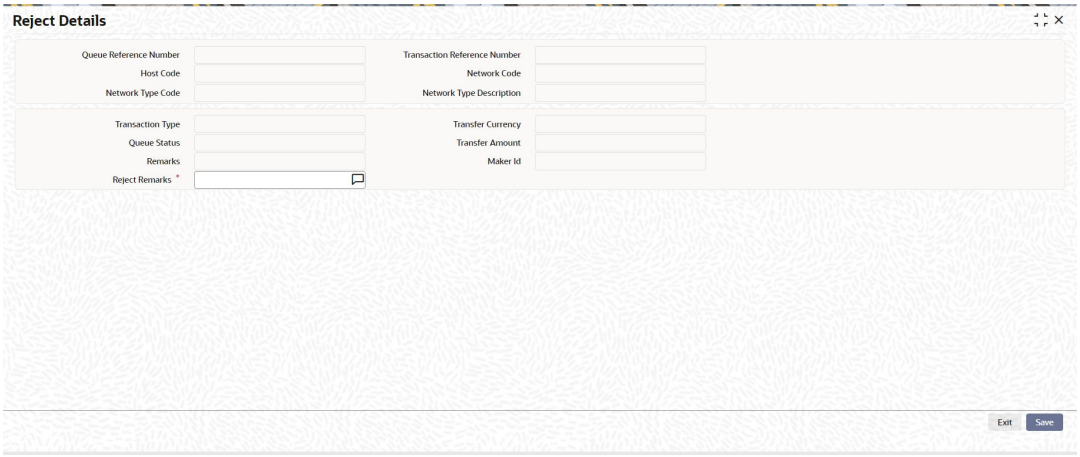
Figure 2-12 Reject Action



2. Click on OK button in this sub screen, then below processing changes are done:
   - Queue Authorization status is updated as 'Rejected'.
   - Queue status gets reset to 'Pending'.
   - In the Queue Action log, the Authorization status updates as ‘Rejected’. The Reject Remarks populates against the Checker Remarks field.

> **Note**
>
> Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.

2.6 Processing Cut Off Queue

If a payment receipt date time is after the Processing Cutoff time maintained, then the payment transaction is moved to this queue. This validation is applicable only for current dated transactions.

1. On Homepage, specify **PQSPRCUQ** in the text box, and click next arrow.

   Processing Cut Off Queue screen is displayed.

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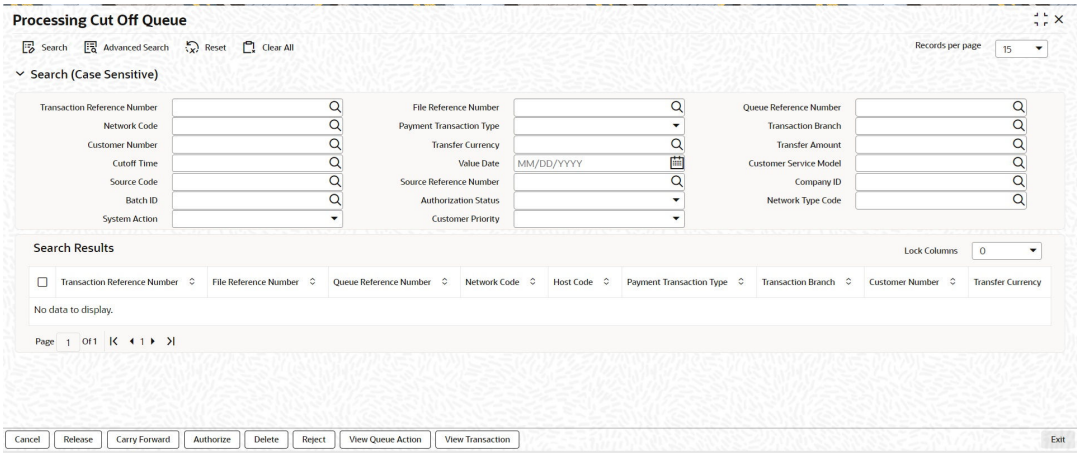
Figure 2-13 Processing Cut Off Queue



2. Search using one or more of the following parameters:
   - Transaction Reference Number
   - File Reference Number
   - Queue Reference Number
   - Network Code
   - Payment Transaction Type
   - Transaction Branch
   - Customer Number
   - Transfer Currency
   - Transfer Amount
   - Cutoff Time
   - Value Date
   - Customer Service Model
   - Source Code
   - Source Reference Number
   - Company ID
   - Batch ID
   - Authorization Status
   - Network Type Code
   - System Action
   - Customer Priority
3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.
4. User can perform following actions:

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Table 2-7 Processing Cut Off Queue - Action

Actions	Functions
Cancel	For the details on, processes followed on canceling a payment, refer to section Cancellation from Exception Queues.
Release	Although transaction cut off is over, payment can be released for current day processing. Payment value date will remain as current date. Authorization is supported for this action. Payments released from Processing Cutoff queue does not undergo transaction cut-off time checks again. You can select multiple records and initiate 'Release' action.
Carry Forward	You can manually move the transaction for processing on next working day. Value date will be moved to next working day. Existing value date will be stored in 'Original Value Date' field. Authorization is supported for this action.
Delete	Allows the user who initiated the action, to delete the action before authorization.
Reject	This action allows you to reject the unauthorized user action. For more details refer to section Reject.
Authorize	Cancel/Release/Carry Forward operation initiated by a user can be authorized by another user.
View Queue Actions	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.

- Reject

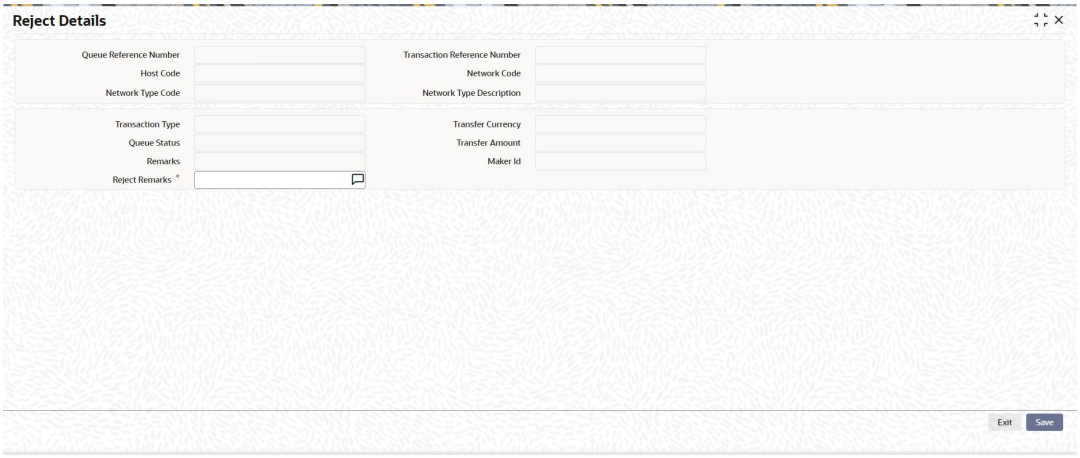
2.6.1 Reject

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action 'Authorize'.
- Transaction Authorization Status is 'Unauthorized'.
- Reject action is allowed if only one record is selected.

1. On main screen, click **Reject** button present at the bottom.

Figure 2-14 Reject Action



2. Click on OK button in this sub screen, then below processing changes are done:

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- Queue Authorization status is updated as 'Rejected'.
- Queue status gets reset to 'Pending'.
- In the Queue Action log, the Authorization status updates as ‘Rejected’. The Reject Remarks populates against the Checker Remarks field.

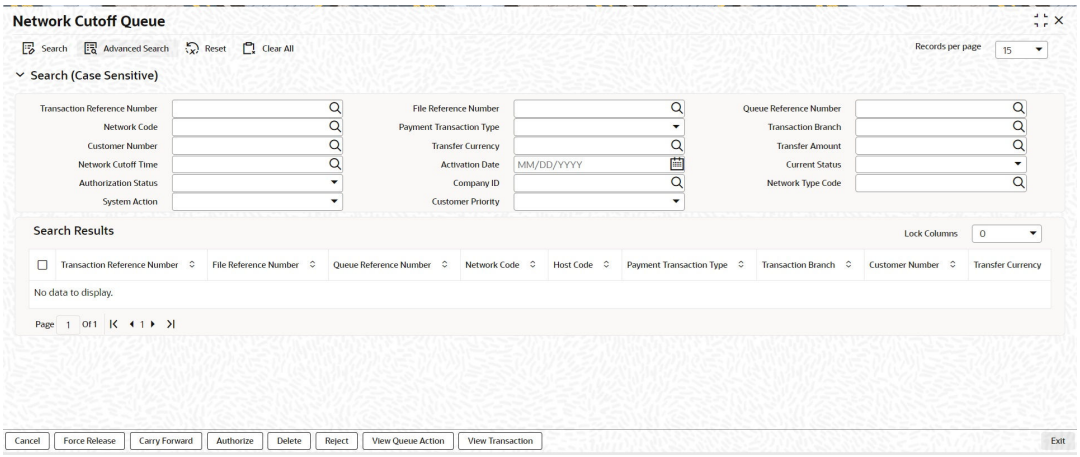
> **Note**
>
> Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.

2.7 Network Cutoff Queue

1. On Homepage, specify **PQSNETCQ** in the text box, and click next arrow.

   Network Cutoff Queue screen is displayed.

Figure 2-15 Network Cutoff Queue



2. Search using one or more of the following parameters:
   - Transaction Reference Number
   - File Reference Number
   - Queue Reference Number
   - Network Code
   - Payment Transaction Type
   - Transaction Branch
   - Customer Number
   - Transfer Currency
   - Transfer Amount
   - Network Cutoff Time
   - Activation Date
   - Authorization Status

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- Company ID
- Network Type Code
- System Action
- Customer Priority

3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.

4. Payments processed after network cutoff time will be resolved as Network Post cutoff Payment Transactions. Single payment and batch entries are logged into this queue.

5. User can perform following actions:

Table 2-8 Network Cutoff Queue - Action

Action	Functions
Cancel	For the details on, processes followed on canceling a payment, refer to section Cancellation from Exception Queues.
Force Release	• Although transaction cut off is over, payment can be released for current day processing. • Payment value date will remain as current date. Payments released from Network Cutoff queue will not undergo network cut-off time checks again. • You can select multiple records from the queue and perform this action. • Payments of different payment types can be selected together.
Carry Forward	• .User can manually move the transaction for processing on next working day. Value date will be moved to next working day. Existing value date will be stored in 'Original Value Date' field.
Delete	Allows the user who initiated the action, to delete the action before authorization.
Reject	This action allows you to reject the unauthorized user action. For more details refer to section Reject.
Authorize	Cancel/Force Release/Carry Forward operation initiated by a user can be authorized by another user.
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.

> **Note**
>
> When transaction is canceled from NC Queue, ECA reversal request is sent to DDA system, if ECA amount block was already performed.
>
> On cancellation, the remarks specified in the NC Queue is passed in the <REMARKS> tag in the ECA reversal request.

- Reject

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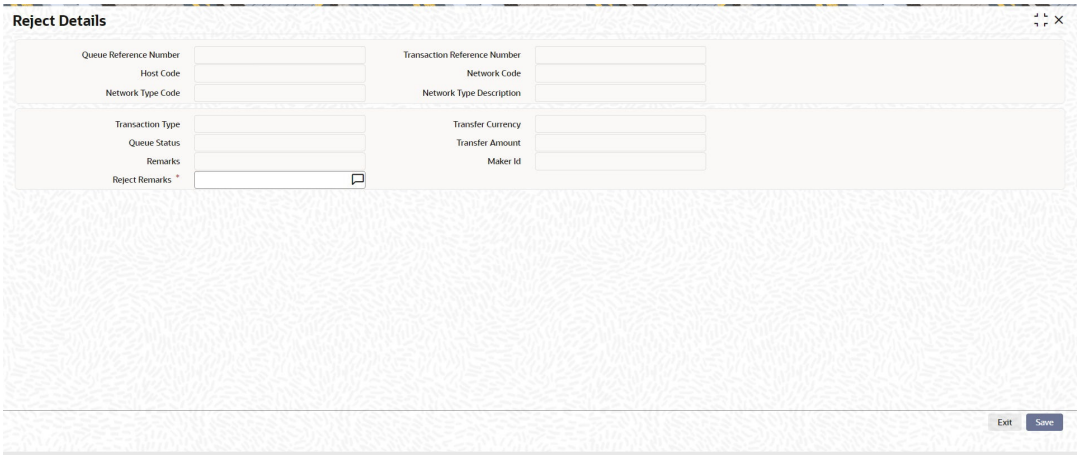
2.7.1 Reject

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action ‘Authorize’.
- Transaction Authorization Status is 'Unauthorized'.
- Reject action is allowed if only one record is selected.

1. On main screen, click **Reject** button present at the bottom.

Figure 2-16 Reject Action



2. Click on OK button in this sub screen, then below processing changes are done:
   - Queue Authorization status is updated as 'Rejected'.
   - Queue status gets reset to 'Pending'.
   - In the Queue Action log, the Authorization status updates as ‘Rejected’. The Reject Remarks populates against the Checker Remarks field.

> **Note**
>
> Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.

2.8 Non STP Queue

The Non STP Queue screen lists all the transaction which are not required to be processed as STP for specific customers based on STP rule and Customer Restriction Preference maintenance.

1. On Homepage, specify **PQSNSTPQ** in the text box, and click next arrow.

   Non STP Queue screen is displayed.

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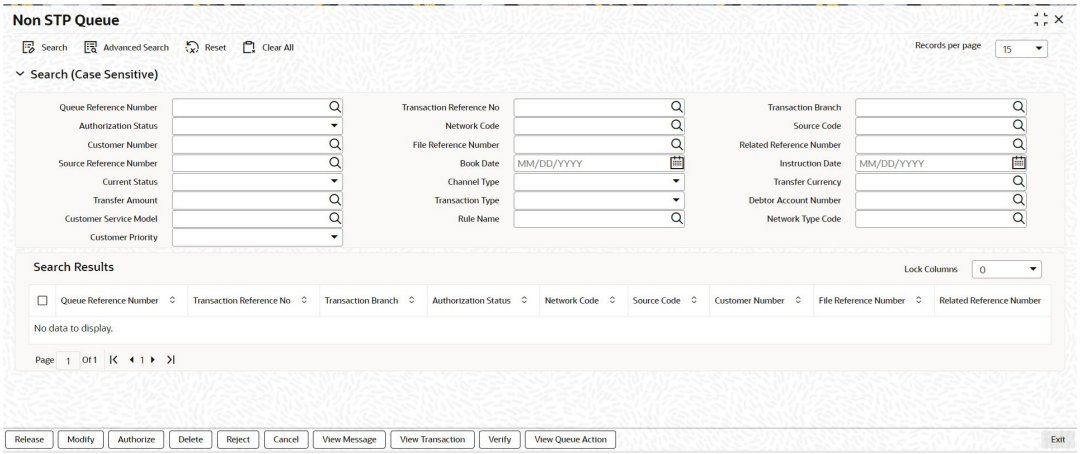
Figure 2-17 Non STP Queue



2. Search using one or more of the following parameters:
   - Queue Reference Number
   - Transaction Reference Number
   - Transaction Branch
   - Authorization Status
   - Network Code
   - Source Code
   - Customer Number
   - File Reference Number
   - Related Reference Number
   - Source Reference Number
   - Book Date
   - Instruction Date
   - Current Status
   - Channel Type
   - Transfer Currency
   - Transfer Amount
   - Transaction Type
   - Debtor Account Number
   - Customer Service Model
   - Rule Name
   - Network Type Code
   - Verification Status
   - Customer Priority
3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.

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> **Note**
>
> - The Non-STP rule evaluation processing evaluates all rules defined in the Non-STP Rule maintenance (PMDNSRLE) for an uploaded transaction. It does not stop the rule evaluation processing immediately after a successful rule evaluation (Non-STP Rule is applicable for the transaction).
> - The uploaded transaction moves to Non-STP Queue (PQSSTPQU) and shows all the rules satisfied in the Rule Name field. A semi-colon separates the rules.
> - The rule name field length is a maximum of 500 characters.

4. User can perform following actions:

- Release
- Modify
- Authorize
- Delete
- Reject
- Cancel
- View Message
- View Transaction
- Verify
- View Queue Action

2.8.1 Release

This action allows you to release the transaction to further processing, depending on the payment type (Book/SEPA/Cross Border etc.) and the transaction type (outgoing/Incoming).

2.8.2 Modify

After clicking Modify button for the selected transaction, respective Transaction Input screen gets launched in unlock mode.

Modify action opens the transaction input screen based on the last authorized version of the transaction.

> **Note**
>
> - The Modify user action allows you to edit only the amendable fields list maintained in Non STP Amend Allowed Fields Detailed (PMDNSAMD) screen for the Source Code, Channel Type, and Transaction Input combination.
> - If there is no maintenance found, the amendable fields list gets enabled for user modification which is maintained in the Non STP Default Amend Allowed Fields Detailed (PMDNSDAM) screen for the Channel Type and Transaction Input combination.

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2.8.3 Authorize

After clicking Authorize button for the selected transaction, respective transaction input screen is opened in Authorize mode.

2.8.4 Delete

This action allows you to delete last user action. For example, If maker takes a Cancel user action by mistake, the maker can undo that action using this 'Delete' action button. If maker has modified a transaction by mistake, the maker can delete the modification using 'delete' action.

2.8.5 Reject

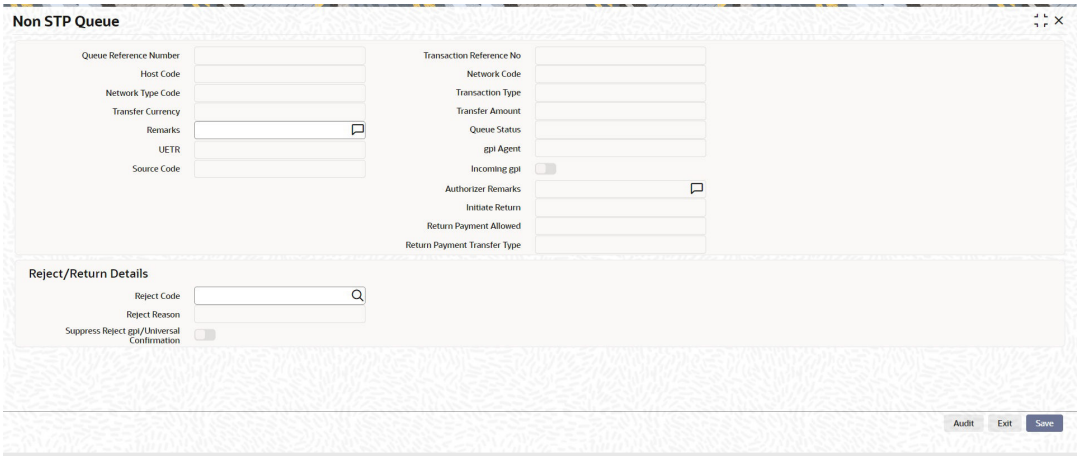
This action allows you to reject the unauthorized user action.

2.8.6 Cancel

1. On screen, click **Cancel** button present at the bottom

   Non STP Queue sub screen is displayed to capture the Remarks.

Figure 2-18 Non STP Queue - Cancel



2. User can view the following fields:

Table 2-9 Non STP Queue_Cancel - Field Description

Field	Description
Queue Reference number	This field displays Queue Reference of selected Transaction.
Transaction Reference Number	This field displays Transaction Reference of selected Transaction.
Host Code	This field displays Host Code of selected Transaction.
Network Code	This field displays Network Code of selected Transaction.
Payment Type	This field displays Payment Type of selected Transaction.
Transaction Type	This field displays Transaction Type of selected Transaction.

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Table 2-9 (Cont.) Non STP Queue_Cancel - Field Description

Field	Description
Transfer Currency	This field displays Transfer Currency of selected Transaction.
Transfer Amount	This field displays Transfer Amount of selected Transaction.
Remarks	Specify the Remarks.
Queue Status	This field displays Queue Status of selected Transaction.
Reject Code	This field displays the Reject Code (Same list of codes captured in PQDCANQU screen). **Note** Reject code is same as the reject codes on PQDCANQU screen which intern fetches the Reject code from PMDRJMNT screen.
Reject Reason	This field displays the Reason of the Reject Code selected.

2.8.7 View Message

After clicking View Message, it fetches the underlying message from different data stores, based on its Channel Type selected and displays the View Message sub screen.

2.8.8 View Transaction

After clicking View Transaction button, system launches the respective transaction view screen based on Payment Type and Transaction Type (Outgoing / Incoming). E.g. For Book Transfer, the function id 'PBDOTNVW' / For Fedwire Outbound 'PBDOTNVW'. etc.

Note

You can view all the versions of transaction data.

You can view the old value and new value (modified value) from the initial version and the current modified version using ‘View Change Log’ button / sub screen.

The above feature is supported for Book Transfer / Cross Border / RTGS and US Fedwire payment types.

2.8.9 Verify

After clicking Verify button for the selected transaction, respective transaction input screen is launched.

2.8.10 View Queue Action

You can view all the queue activities performed for the selected transaction.

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2.9 Warehouse Queue

This queue contains all Future valued payments, or basically payments whose Activation date is not the current date, of all Payment types.

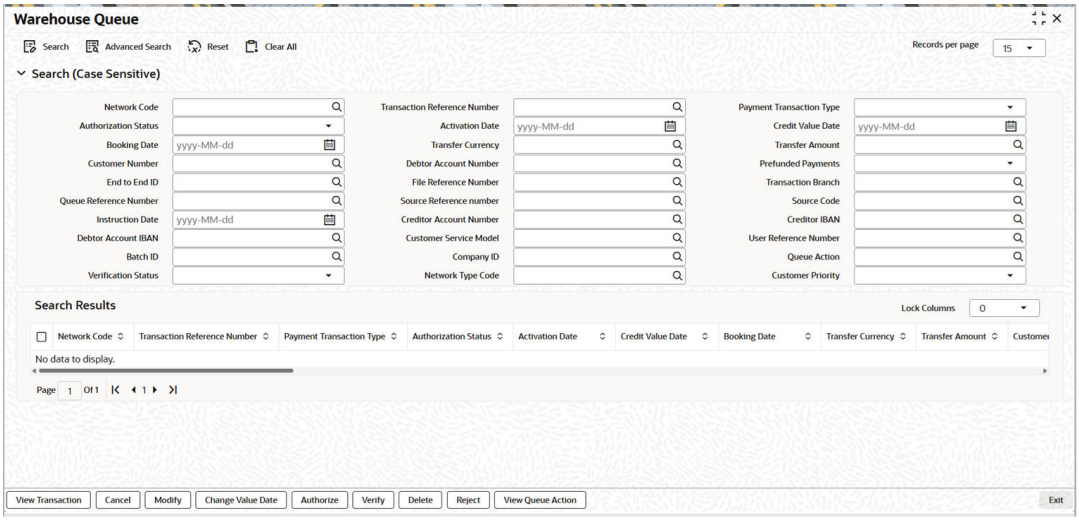
This Warehouse Queue displays both Outgoing and Incoming payments of all Payment types.

Support for Cancellation of payment from the Warehouse queue is provided.

1. On Homepage, specify **PQSFUVAQ** in the text box, and click next arrow.

   Warehouse Queue screen is displayed.

Figure 2-19 Warehouse Queue



2. Search using one or more of the following parameters:
   - Network Code
   - Transaction Reference Number
   - Payment Transaction Type
   - Authorization Status
   - Activation Date
   - Credit Value Date
   - Booking Date
   - Transfer Currency
   - Transfer Amount
   - Customer Number
   - Debtor Account Number
   - Prefunded Payments
   - End to End Identification
   - File Reference Number

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- Transaction Branch
- Queue Reference Number
- Source Reference number
- Source Code
- Instruction Date
- Creditor Account Number
- Creditor IBAN
- Debtor Account IBAN
- Customer Service Model
- User Reference Number
- Company ID
- Queue Action
- Verification Status
- Network Type Code
- Customer Priority

3. Once you specified the parameters, click the **Search** button.

   System displays the records that match the search criteria.

4. User can perform following actions:

Table 2-10 Warehouse Queue - Action

Action	Functions
View Transaction	Select a particular transaction in this queue and click this action button. The screen display the transaction details in the View screen of the applicable payment type.
Cancel	For the details on, processes followed on canceling a payment, refer to section Cancellation from Exception Queues.
Modify	This action is applicable for Cross Border MT and book transfer transactions. This action allows dual authorization. Modify action is not applicable for Non–urgent consol batches available in Warehouse Queue.
Change Value Date	Click this action button for the selected payment. The system enables you to move the transaction Activation date (and also the Value date) further ahead in the future or move back the date through to the current day (if required).
Authorize	Click this button to authorize action for selected transactions. Cancel and Value Date Change actions require authorization by another user unless the maker has auto-authorization rights.
Verify	If dual authorization is enabled, the Verifier can verify an authorized transaction record.
View Queue Action	Select a transaction and click this action button to show the actions taken by system or users and the associated audit trail.
Delete	You can delete the action taken on a particular transaction before authorization by clicking this button.

- Reject

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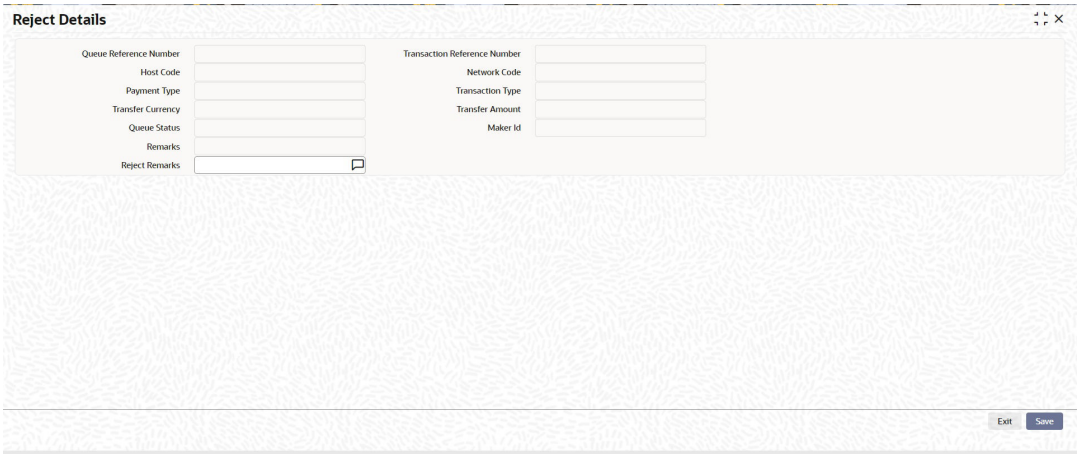
2.9.1 Reject

1. Reject action is allowed only, if Authorization status is Unauthorized and if the user has access right for 'Authorize' action at Role/User level.
2. Reject action opens a new sub screen **PQDFVRJT** to capture remarks during 'Reject' action by Checker.

   Reject Details sub screen is displayed.

Figure 2-20 Warehouse Queue - Reject



3. Click OK button in this sub screen, then below processing changes are done:
   - Queue Authorization status is updated as 'Rejected'
   - Authorization status in Queue action log is updated as 'Rejected'
   - Queue status gets reset to 'Pending'
   - Reject Remarks if provided by user gets populated against Checker remarks fields of Queue action log
   - If the last Queue action was 'Change Value Date' [CHG_VAL_DT], then the value dates are reset

   User actions Change Value Date, Cancel are allowed on the Rejected queue record.

   After clicking View Request Action, existing Queue Action screen (PQDVWQAC) gets launched and it displays all the user actions taken on this message.

2.10 Exchange Rate Queue

1. On Homepage, specify **PQSEXEXQ** in the text box, and click next arrow.

   Exchange Rate Queue screen is displayed.

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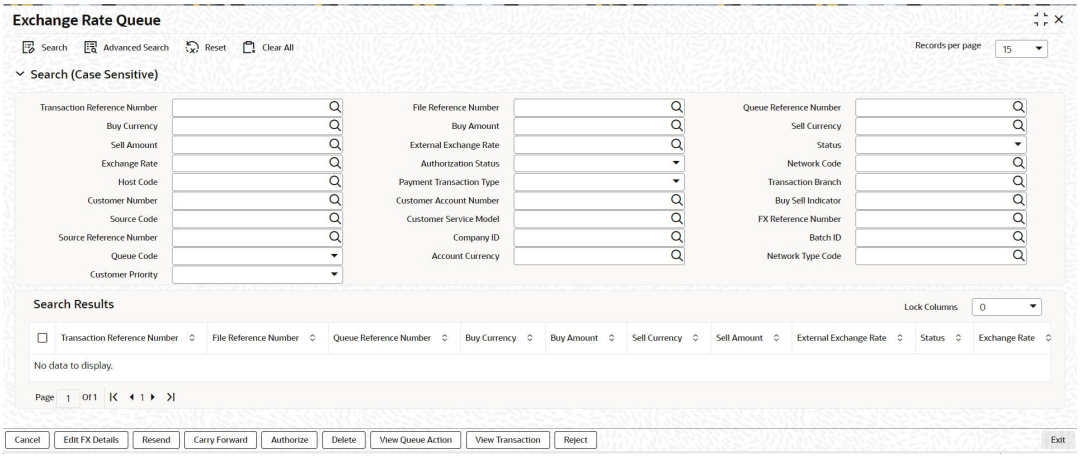
Figure 2-21 Exchange Rate Queue



2. Search using one or more of the following parameters:
   - Transaction Reference Number
   - File Reference Number
   - Queue Reference Number
   - Buy Currency
   - Buy Amount
   - Sell Currency
   - Sell Amount
   - External Exchange Rate
   - Status
   - Exchange Rate
   - Authorization Status
   - Network Code
   - Host Code
   - Payment Transaction Type
   - Transaction Branch
   - Customer Number
   - Customer Account Number
   - Buy Sell Indicator
   - Source Code
   - Customer Service Model
   - FX Reference Number
   - Source Reference Number
   - Company ID
   - Batch ID
   - Queue Code

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- Account Currency
- Network Type Code
- Customer Priority

3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.

4. User can perform following actions:

Table 2-11 Exchange Rate Queue - Action

Actions	Functions
Cancel	For the details on, processes followed on canceling a payment, refer to section Cancellation from Exception Queues.
Edit FX Details	You can input Exchange Rate manually on this screen & proceed, if transaction is in Internal Exchange Rate Queue Exchange Rate, FX reference number & Send Request are allowed only for transactions in External Exchange Rate Queue, subject to: • Outbound transactions with Queue status Rejected • Inbound transactions with Queue status Retain in Queue If Send Request is Yes, an additional request will be sent to the External Exchange Rate System. If No, the Exchange Rate input on this screen will be considered as final, and transaction will be proceeded further.
Resend	This action is allowed only for transactions with Queue Code as External Exchange Rate Queue, and Queue status is Timed Out or Pending. This action re-sends a duplicate request to External Exchange Rate System. No edit of FX details are allowed for queue statuses – 'Pending/Time out'. You can select multiple records and initiate 'Resend' action. Resend Action will not support authorization.
Carry Forward	You can manually move the transaction for processing on next working day. You can move forward the Activation Date manually through this screen. If a record is released from a queue to proceed with the processing (approve action authorization) with a back date as activation date, system will move the Activation Date as current date and initiate the processing from initial validations. This action is applicable only for Internal Exchange Rate.
Authorize	Cancel/ Approve initiated by a user can be authorized by another user.
Delete	Allows the user who initiated the action, to delete the action before authorization.
View Queue Actions	Displays all queue activities performed for the selected transaction.
View Transaction	You can view the selected transaction details.
Reject	This action allows you to reject the unauthorized user action. For more details refer to section Reject.

- Reject

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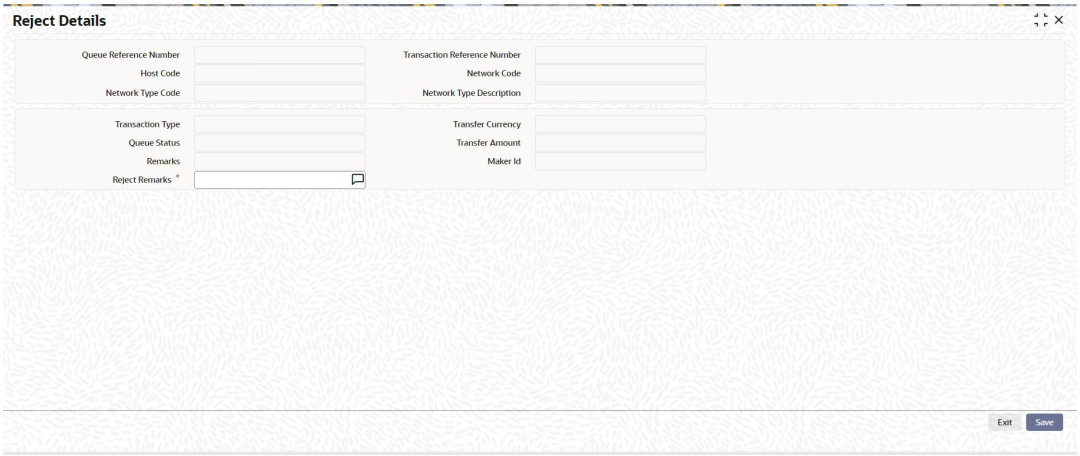
2.10.1 Reject

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action ‘Authorize’.
- Transaction Authorization Status is 'Unauthorized'.
- Reject action is allowed if only one record is selected.

1. On main screen, click **Reject** button present at the bottom.

Figure 2-22 Reject Action



2. Click on OK button in this sub screen, then below processing changes are done:
   - Queue Authorization status is updated as 'Rejected'.
   - Queue status gets reset to 'Pending'.
   - In the Queue Action log, the Authorization status updates as ‘Rejected’. The Reject Remarks populates against the Checker Remarks field.

> **Note**
>
> Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.

2.11 FX Unwind Queue

On cancellation or rollover of a transaction which has completed external FX processing, a reversal request is handed off to FX system automatically. This is parameterized and is done only when, ‘External FX Cancel’ mode is maintained as ‘Auto’ in Payments Network Preferences screen (PMDNWPRF).

1. On Homepage, specify **PQSFXCAN** in the text box, and click next arrow.

   FX Unwind Queue screen is displayed.

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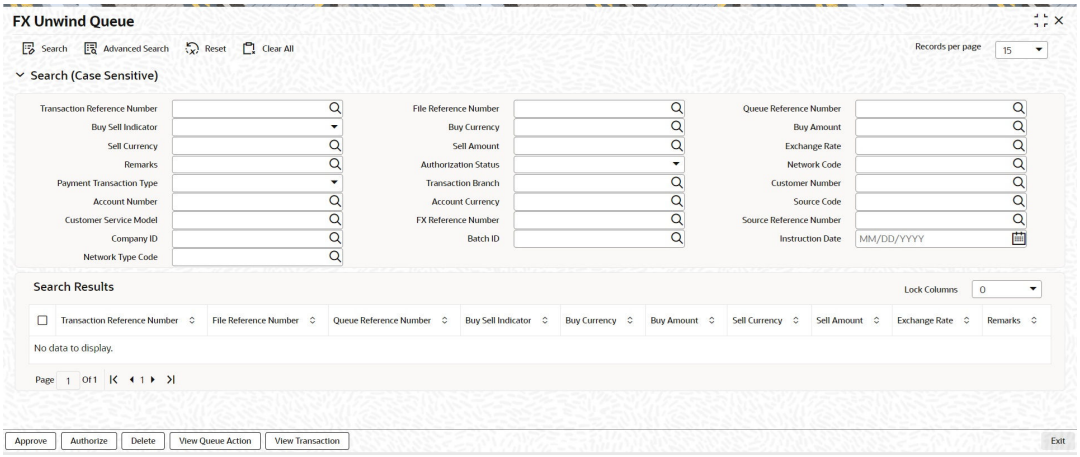
Figure 2-23 FX Unwind Queue



2. Following scenarios are covered with FX Unwind Queue:
   - Auto/Manual Rollover
   - Cancellation from any queue
3. Following are the status updates and process that happens in the FX Unwind Queue:
   - The cancel/rollover processing continues in parallel irrespective of the fact that the transaction is logged in FX unwind queue.
   - In rollover cases the transaction is moved to FV queue and on the value date the processing are done when the job is run for the current value dated transactions, even if the transaction is pending in the FX unwind queue.
   - Releasing the transaction before value date from FX unwind queue, to be operationally handled.
4. Search using one or more of the following parameters:
   - Transaction Reference Number
   - File Reference Number
   - Queue Reference Number
   - Buy Sell Indicator
   - Buy Currency
   - Buy Amount
   - Sell Currency
   - Sell Amount
   - Exchange Rate
   - Remarks
   - Authorization Status
   - Network Code
   - Payment Transaction Type
   - Transaction Branch
   - Customer Number
   - Account Number

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- Account Currency
- Source Code
- Customer Service Model
- FX Reference Number
- Source Reference Number
- Company ID
- Batch ID
- Instruction Date
- Network Type Code

5. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.

6. User can perform following actions:

Table 2-12 FX Unwind Queue - Action

Actions	Functions
Approve	Upon sending necessary requests for external systems manually for FX reversal, the user can invoke 'Release' action so that the transaction can be processed further. Cancellation or rollover processing can be continued. However, no reversal FX request generation is applicable. Authorization is supported for this action. You can provide edit FX reference and FX rate while initiating Approve action for a transaction pending for rollover.
Authorize	Approve action requires authorization.
Delete	Allows the user who initiated the action, to delete the action before authorization for the Approve action.
View Queue Actions	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.

2.12 Network Resolution Queue

Payment transactions initiated from Single Payment / C2B / SWIFT pass through / MT101 undergoes network resolution based on the network rule maintained. Payments failed to derive network, lands in network resolution queue.

1. On Homepage, specify **PQSNWRQU** in the text box, and click next arrow.

   Network Resolution Queue screen is displayed.

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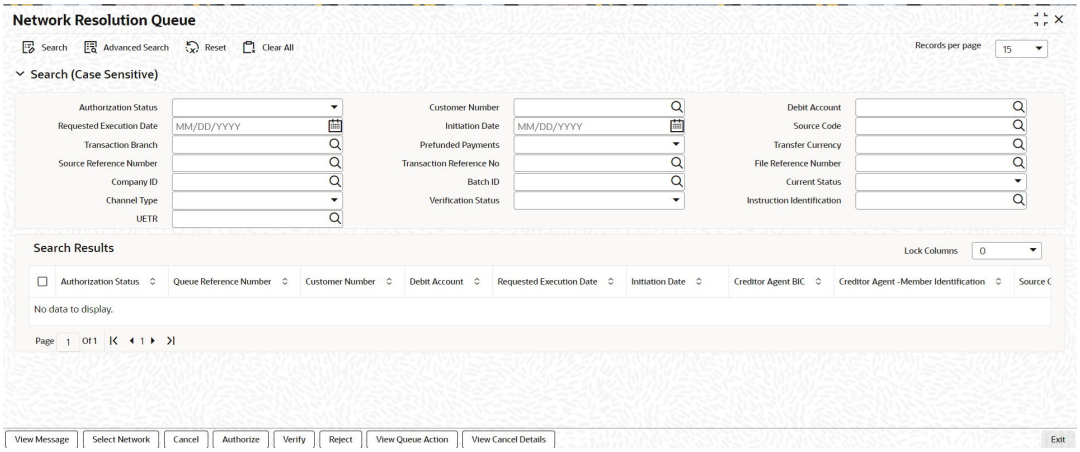
Figure 2-24 Network Resolution Queue



2. Search using one or more of the following parameters:
   - Authorization Status
   - Customer Number
   - Debit Account
   - Requested Execution Date
   - Initiation Date
   - Source Code
   - Transaction Branch
   - Prefunded Payments
   - Transfer Currency
   - Source Reference Number
   - Transaction Reference Number
   - File Reference Number
   - Company ID
   - Batch ID
   - Current Status
   - Channel Type
   - Verification Status
3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.
4. Double click a record after selecting a record to view the detailed screen.

> **Note**
>
> Network Resolution Queue displays the transactions that canceled also in the Queue. If the Queue status is 'Canceled' and Authorization Status is 'Authorized', then no user action is allowed.

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5. User can perform following actions:

Table 2-13 Network Resolution Queue - Action

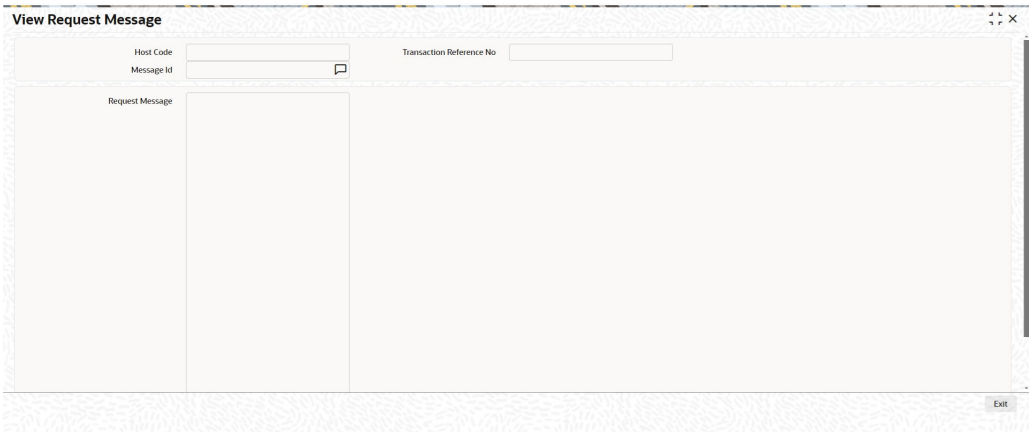
Action	Functions
View Message	Select a particular network in this queue and then click this action button to view the message.
Select Network	Select a particular network in this queue and click this action button.
Cancel	Specify the Cancel and Reject/Return related details.
Authorize	Select a particular network in this queue and then click this action button to authorize the network
View Queue Action	Select a network and click this action button to show the actions taken by system or users and the associated audit trail.
Verify	User can verify the transaction only if dual authorization is enabled.
Reject	Either the Authorization status or Verification status is Unauthorized, the you can reject the transaction.
View Cancel Details	User can view Cancel and Sanction Check related details.

- View Message
- Select Network
- Cancel
- Verify
- Reject
- View Queue Action
- View Cancel Details

2.12.1 View Message

- View Message button opens the underlying message of the selected transaction, as below:
  - If its Channel is SWIFT (MT103 / MT202), this action will fetch the underlying message from PMTB_MSG_DLY_MSG_IN data store - SWIFT inbound browser. The message is displayed on a new sub screen as below:

Figure 2-25 View Message



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- If its Channel is SPS: This action check for the Channel Sub Type of the transaction and display the message as below:
  - If booked via ReST or GW or JSON Over JMS (MDB), then View Message will fetch the underlying message from PMTB_INCOMING_LOG data store, which is the staging area for ReST & GW requests of SPS. This sub screen appears as below:
  - If booked via UI, then error message "View message not supported for transaction booked via UI" is displayed.
  - If booked via Bulk SPS, then error message " View message restricted for bulk transactions " is displayed.
- If its Channel is MT101 / MT204 / C2B : Error message will pop up indicating, view message restricted for bulk transactions. These inbound messages could have multiple transactions. While the network resolution could have failed for one of its transaction, displaying all transactions in the message will mislead.

2.12.2 Select Network

1. This sub screen is launched if you have the required Role/User Level access right for the User Action 'Select Network'.
2. You can invoke the ‘Select Network’ screen by clicking on the action button present at the bottom.
3. The ‘Select Network’ screen allows user to resolve the network code.
4. This screen contains two section:
   - View section: In this section data is displayed as received from the message.
   - Edit section: In this section user can update the data.

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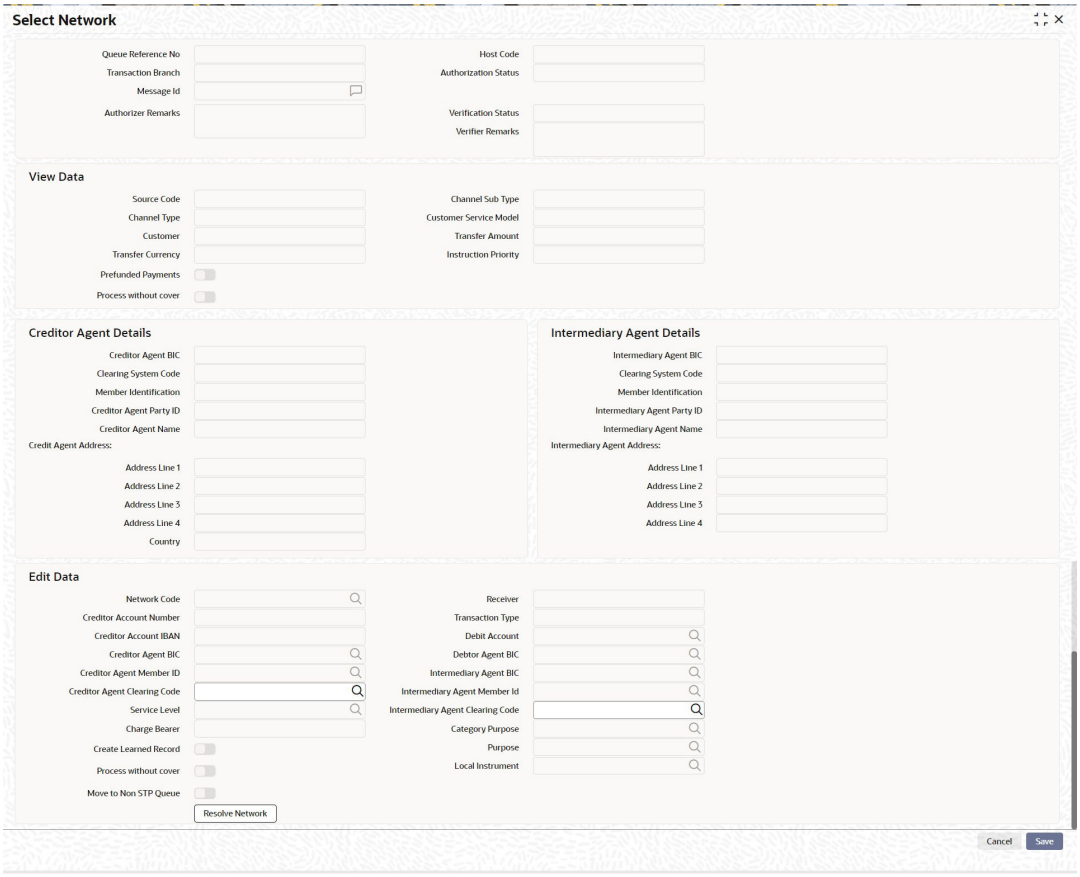
Figure 2-26 Select Network



2.12.3 Cancel

1. This sub screen is launched if:
   - You have the required Role/User Level access right for the User Action 'Verify'
   - Current Queue status is 'Pending', and Authorization status is 'Authorized'
   - Only one transaction is selected
2. Click on **Cancel** button to invoke Cancel Details screen.

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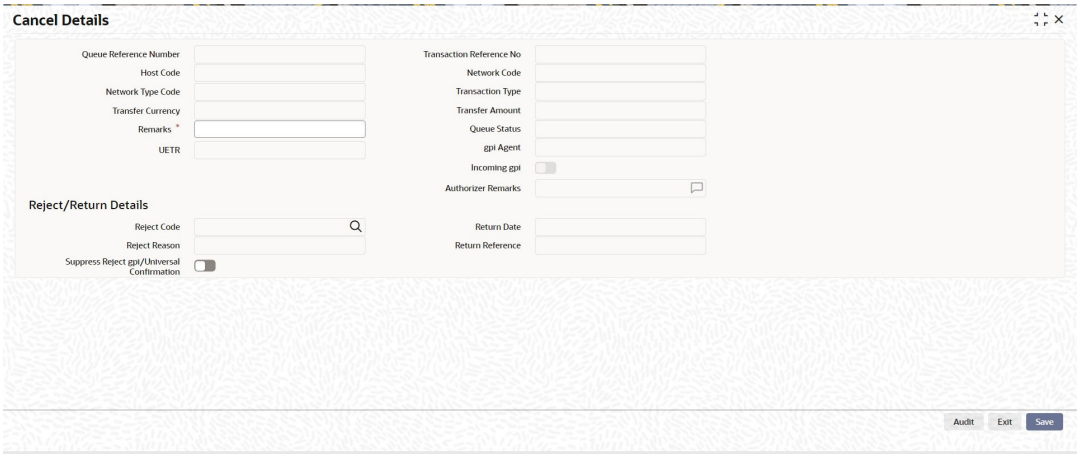
Figure 2-27 Cancel Details



3. Remarks field is mandatory. If not entered, an error message is displayed.
4. Reject Code is mandatory if the channel type is SWIFT. The Reject codes displays all the 'gpi Reject Reason codes' maintained in SWIFT gpi Static Preferences (PXDGPIST) maintenance.

2.12.4 Verify

1. This sub screen is launched if:
   - You have the required Role/User Level access right for the User Action 'Verify'
   - Queue authorization status is 'Authorized', and Verification Status is 'Unauthorized'
   - User is different from Maker & Checker
   - If the 'Dual Authorization' is checked and if the derived Threshold amount is above the Threshold Amount maintained in the Dual Authorization preferences
   - If the ‘Dual Authorization’ is checked and Threshold Amount/Currency is not maintained in the Dual Authorization preferences
2. Click on **Verify** button at the bottom to invoke Verify screen.

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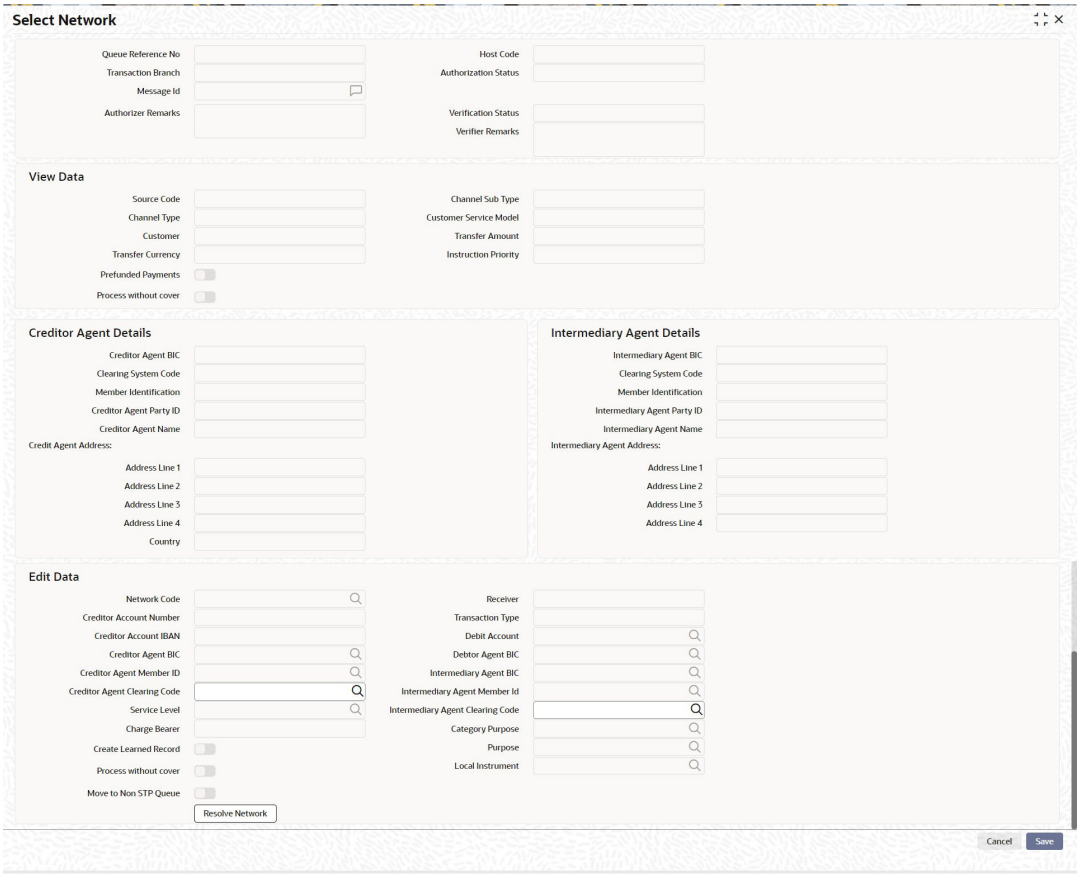
Figure 2-28 Select Network



3. Verifier validates whether Verifier ID is different from Maker and Checker. Verifier ID, Verification Status and Verification Date Stamp are captured in this sub screen.
4. Click OK, then below actions are performed:
   - Verification Status is marked as 'Authorized'
   - Verifier ID and Verification Date Stamp gets updated
   - Queue Action Log is updated with Verifier ID, Verification Date stamp and Authorization Status
   - Transaction is sent for Network Resolution validations

2.12.5 Reject

1. This sub screen is launched if:
   - You have the required Role/User Level access right for the User Action ‘Authorizer’ or 'Verify'
   - Queue authorization status is 'Unauthorized', and Queue Verification Status is 'Unauthorized'.
2. Click **Reject** button at the bottom to invoke Reject screen.

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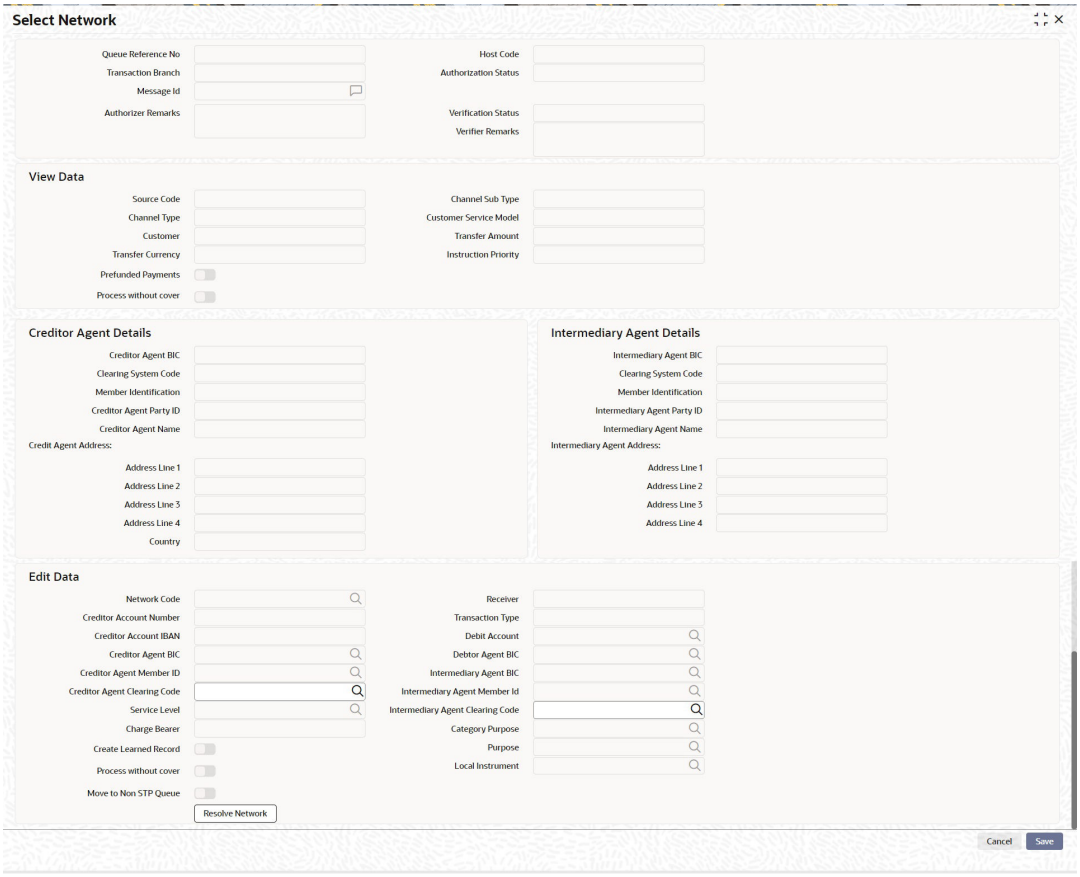
Figure 2-29 Select Network



3. Click OK, then below actions are performed:

   If the Reject action is by Authorizer (Authorization Status is Unauthorized):

   - Authorization Status is marked as 'Rejected'. Checker ID, Checker Date stamp is updated
   - Queue Action Log is updated with Authorization status as 'Rejected'. Checker ID, Checker Date stamp are updated for the Queue action
   - Queue status is set to 'Pending'
   - Values provided by Maker for network resolution will be reset

   If the Reject action is by Verifier (Verification Status is Unauthorized):

   - Verification Status is marked as 'Rejected'. Verifier ID and Verification Date Stamp will be updated
   - Queue Action Log is updated with Verification Status as 'Rejected'. Verifier ID and Verification Date Stamp are updated for the Queue action
   - Queue status is set to 'Pending'
   - Values provided by Maker for network resolution will be reset

2.12.6 View Queue Action

1. User can view all the queue activities performed for the selected transaction.
2. Click on **View Queue Action** button at the bottom to invoke View Queue Action screen.

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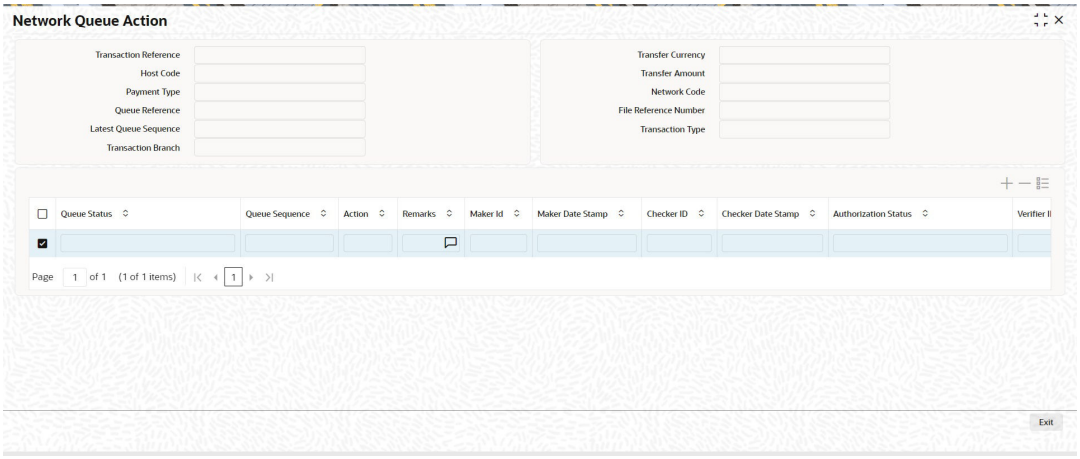
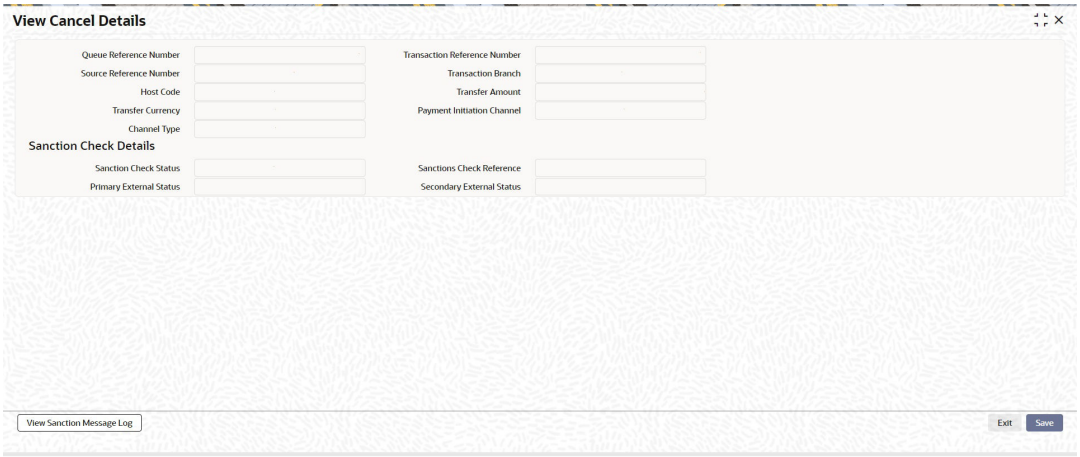
Figure 2-30 View Queue Action



2.12.7 View Cancel Details

1. Click **View Cancel Details** button, to view the 'View Cancel Details' sub screen to display the Sanctions Statuses and Sanctions Request/Response Messages.

Figure 2-31 Network Resolution Queue - View Cancel Details



2. In this screen, View Sanction Queue Action log displays the sanctions request/response messages.

2.13 Settlement Review Queue

When the source preference is 'Default and Verify', all payment transactions lands in this queue.

If the customer of the payment has a default SSI, the same is picked by default and is moved here, for verification.

If the customer of the payment doesn't have a default SSI setup, transaction moves here, expecting user to manually review and fill.

If the SSI label specified in the transaction is invalid, then the transaction lands on this queue.

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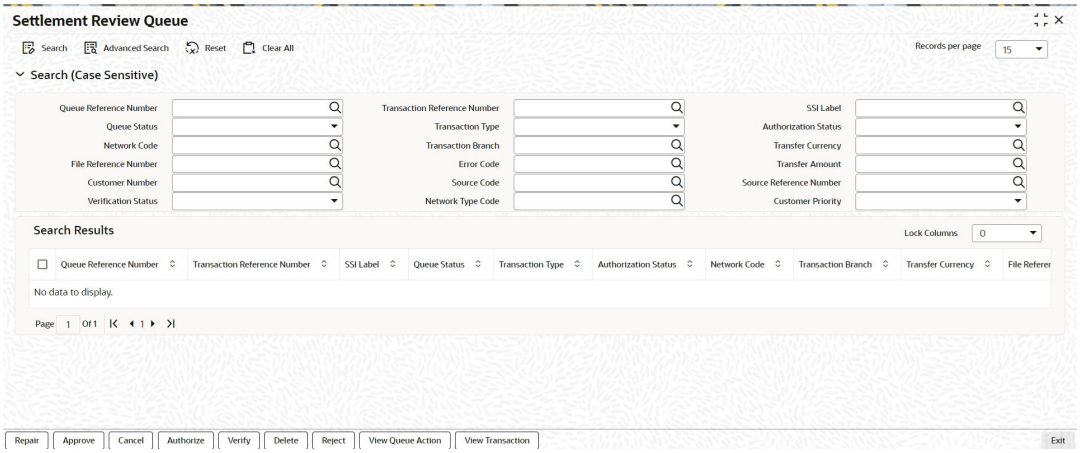
1. On Homepage, specify **PQSSSIQU** in the text box, and click next arrow.

   Settlement Review Queue screen is displayed.

Figure 2-32 Settlement Review Queue



2. Search using one or more of the following parameters:
   - Queue Reference Number
   - Transaction Reference Number
   - SSI Label
   - Queue Status
   - Transaction Type
   - Authorization Status
   - Network Code
   - Transaction Branch
   - Transfer Currency
   - File Reference Number
   - Error Code
   - Transfer Amount
   - Customer Number
   - Source Reference Number
   - Verification Status
   - Network Type Code
   - Customer Priority
3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.
4. Double click a record after selecting a record to view the detailed screen.
5. User can perform following actions:

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Table 2-14 Settlement Review Queue - Action

Action	Functions
Repair	SSI label update is allowed for all Payment types. The list of values will fetch the SSI labels applicable for the customer network and transfer currency
Approve	User can view the settlement details as populated in the transaction and approve the same. This does not require authorization by another user. The SSI details screen is opened in view mode on initiating Approve action. Click **OK** button and complete the action.
Cancel	For the details on, processes followed on cancelling a payment, refer to section Cancellation from Exception Queues.
Authorize	Cancel/ Approve initiated by a user can be authorized by another user.
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.
Delete	This action allows the user who initiated the action, to delete the action before authorization.
Verify	You can verify the transaction only if dual authorization is enabled.
Reject	Either the Authorization status or Verification status is Unauthorized, the you can reject the transaction.

- Verify
- Reject Action
- View Queue Action

2.13.1 Verify

1. This sub screen is launched if:
   - You have the required Role/User Level access right for the User Action 'Verify'.
   - Queue authorization status is 'Authorized', and Verification Status is 'Unauthorized'.
   - User is different from Maker & Checker.
   - If the 'Dual Authorization' check is checked and if the derived Threshold amount is above the Threshold Amount maintained in the Dual Authorization preferences.
   - If the ‘Dual Authorization’ flag is checked and Threshold Amount/Currency is not maintained in the Dual Authorization preferences.
2. For Cross Border Outgoing transactions, specify **PQDSSIRE** in the text box, and click next arrow.

   Settlement Party Details screen is displayed.

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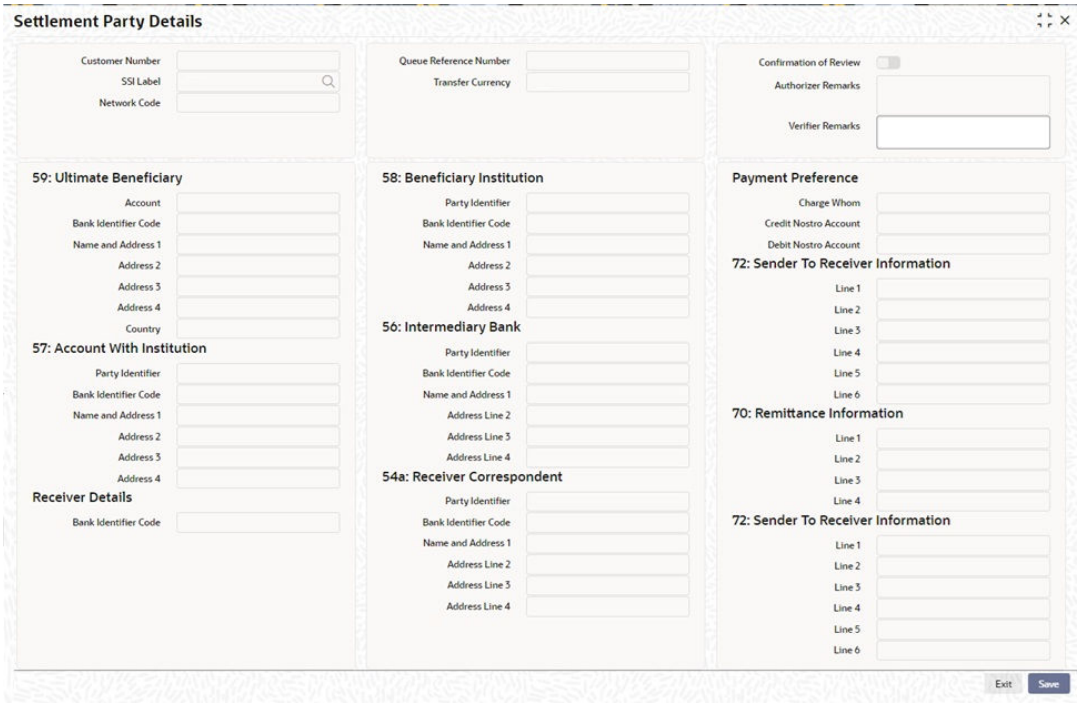
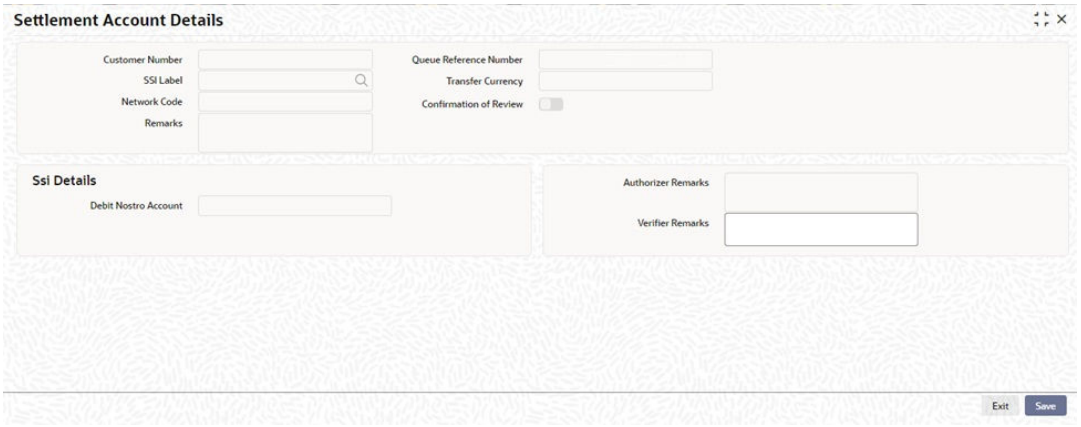
Figure 2-33 Settlement Party Details



3. For Cross Border Incoming transactions, specify **PQDXISIQ** in the text box, and click next arrow.

   Settlement Account Details screen is displayed.

Figure 2-34 Settlement Account Details



4. For Non Cross Border Outgoing transactions, specify **PQDBSIRE** in the text box, and click next arrow.

   Settlement Beneficiary Details screen is displayed.

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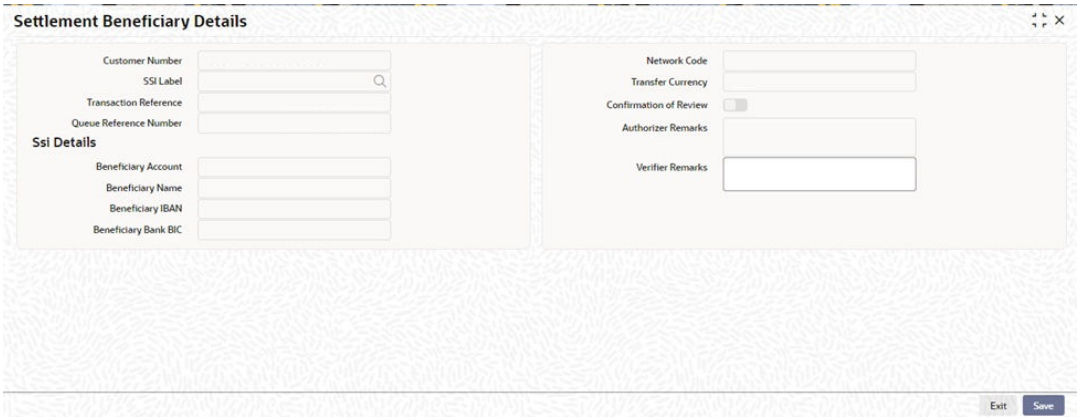
Figure 2-35 Settlement Beneficiary Details



Click OK, then below actions are performed:

- Verification Status is marked as 'Authorized'.
- Verifier ID and Verification Date Stamp gets updated.
- Queue Action Log is updated with Verifier ID, Verification Date stamp and Verification Status.
- Transaction is sent for Settlement validations.

2.13.2 Reject Action

1. This sub screen is launched if:
   - You have the required Role/User Level access right for the User Action ‘Authorizer’ or 'Verify'.
   - Queue authorization status is 'Unauthorized', and Queue Verification Status is 'Unauthorized'.
2. You can invoke “Settlement Party Details” screen by clicking on the action button present at the bottom depending on the payment type/transaction type as mentioned above in Verify section.
3. When you click OK, below actions are performed:
   - If the Reject action is by Authorizer (Authorization Status is Unauthorized):
     - Authorization Status is marked as 'Rejected'. Checker ID, Checker Date stamp is updated
     - Queue Action Log is updated with Authorization status as 'Rejected'. Checker ID, Checker Date stamp are updated for the Queue action
     - Queue status is set to 'Pending'
     - Settlement Party Details provided by user are reset
   - If the Reject action is by Verifier (Verification Status is Unauthorized):
     - Verification Status is marked as 'Rejected'. Verifier ID and Verification Date Stamp will be updated
     - Queue Action Log is updated with Verification Status as 'Rejected'. Verifier ID and Verification Date Stamp are updated for the Queue action

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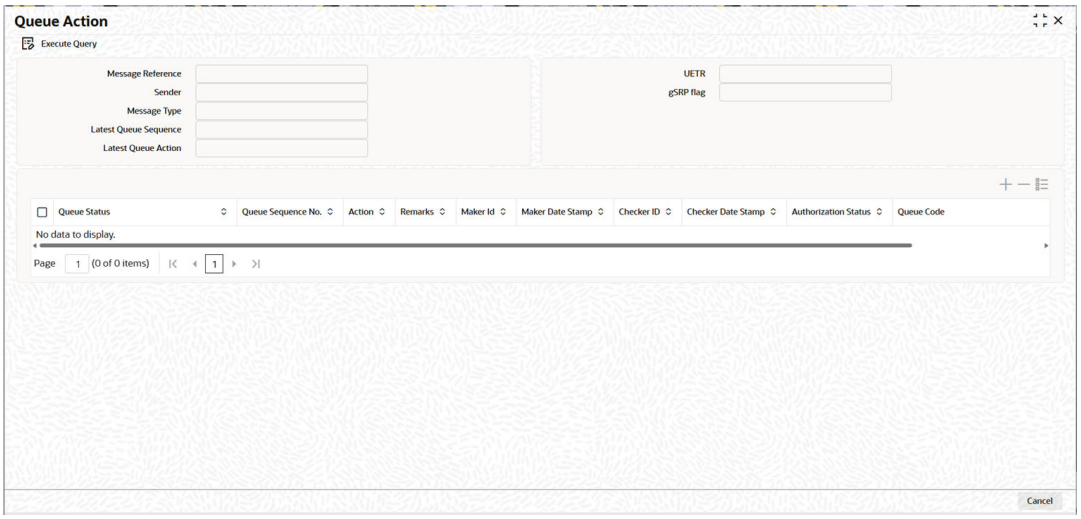
- Queue status is set to 'Pending'
- Settlement Party Details provided by user are reset

2.13.3 View Queue Action

1. The View Queue Action screen allows user to view all the queue activities performed for the selected transaction.
2. On screen, click **View Queue Action** button present at the bottom.

   View Queue Action sub screen is displayed.

Figure 2-36 Settlement Review Queue - View Queue Action



2.14 EU Payer Compliance Queue

Exceptions arising out of the EU Payer Compliance checks, can be handled as part of the EU Payer Compliance Queue.

Payment moves to EU Payer Compliance Queue, if the Payment does not have the required information and is suspended based on the STP Action maintained at EU Payer Rule. You can repair the missing Payment Attributes and authorize it from the Queue so that the Payment can get into the STP flow again.

1. On Homepage, specify **PQSEUPQU** in the text box, and click next arrow.

   EU Payer Compliance Queue screen is displayed.

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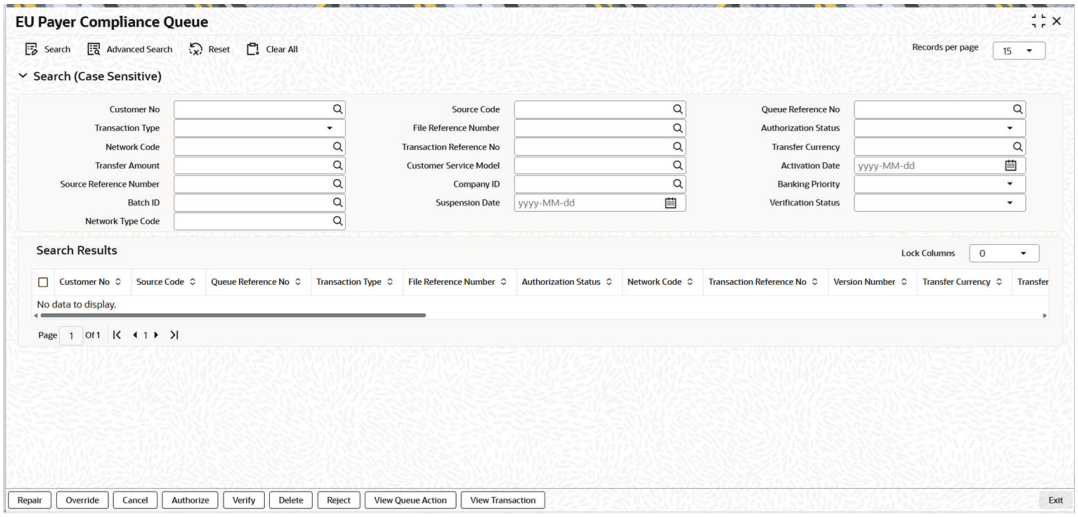
Figure 2-37 EU Payer Compliance Queue



2. Search using one or more of the following parameters:
   - Customer No
   - Source Code
   - Queue Reference Number
   - Transaction Type
   - File Reference Number
   - Authorization Status
   - Network Code
   - Transaction Reference Number
   - Transfer Currency
   - Transfer Amount
   - Customer Service Model
   - Activation Date
   - Source Reference Number
   - Company ID
   - Banking Priority
   - Batch ID
   - Suspension Date
   - Verification Status
   - Network Type Code
3. Once you specified the parameters, click the **Search** button.

   System displays the records that match the search criteria.
4. Double click a record after selecting a record to view the detailed screen.
5. The EU Payer Compliance Queue is standard Operations Queue, similar to any other Operations Queue like a Repair Queue or a Business Override Queue.

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6. The Queue Screen itself is a Summary Screen, available with the options of both Search & Actions. Any payment pending on the EU Payer Compliance Queue will be displayed on the Dashboards.
7. In addition, the EU Payer Compliance Queue also shows the aging of the Payment based on the Deadline days, for receipt of information from the Payer PSP (Payee PSP, in the case of Collections). When a payment is suspended and moves to the EU Payer Compliance Queue. Suspension date is derived based on the Suspended Payments retention days maintained at EU Payer preferences. Beyond which payment is considered as aged.

   User can perform following actions:

- Repair
- Override
- Authorize
- Cancel
- Authorize
- Verify
- Reject
- View Queue Action
- Delete
- View Transaction

2.14.1 Repair

Below Repair screens are launched based on the transaction Network type code and transaction type:

Payment Type	Transaction Type	Screen Name
SWIFT CBRPPlus	Outgoing	PSDOCBCT
SWIFT CBRPPlus	Incoming	PSDICBCT
TARGET2 ISO	Outgoing	PSDOT2CT
TARGET2 ISO	Incoming	PSDIT2CT

The fields that can be modified are enabled based on the Repair Amend Allowed Field Maintenance for the function ID and Network Code.

- 'Amend only repairable fields 'flag is checked, only the repair required fields as per the exception raised only is allowed to be amended. If the flag is not checked all the fields listed as amendable is enabled for modification.

User can edit the payment attributes only, for any of the missing/ incomplete information. EU Payer relevant attributes are Name, Account No. and Address of either Payer or Payee.

On Repair, Rule check is repeated for Missing/incomplete information and if it is Compliance failure then the respective STP action is applied.

Repair is not allowed if user doesn’t modify any of the missing information.

If repair is done on the transaction for which payment attributes are not mandatory, then it is treated as an approval and the transaction is processed further.

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If any of the field details are changed on Repair, the transaction is marked as ‘Repaired’ and the sanction XML has the Repaired field as ‘Y’.

2.14.2 Override

The 'Override' action is only available if the error codes from EU Payer validation are of the 'Override' type; else, an error message is displayed.

> **Note**
>
> If some of the fields are to be repaired and some other fields are to be overridden, then perform the Repair action, and the transaction will be in the EU Payer Compliance Queue for any unmodified fields. Afterward, the 'Override' action can be initiated to release it.
>
> Select a single transaction to initiate override action. Override actions supports save, authorize, verify, delete & reject of the action in applicable cases.

2.14.3 Authorize

All the actions performed in this queue screen requires authorization. Repair and Cancel operation initiated by a maker can be authorized by another user.

2.14.4 Cancel

This action allows the user to cancel the selected record. On cancel, Payment status is marked as cancelled.

2.14.5 Authorize

All the actions performed in this queue screen requires authorization. Repair and Cancel operation initiated by a maker can be authorized by another user.

2.14.6 Verify

1. This sub screen is launched if:
   - You have the required Role/User Level access right for the User Action 'Verify'
   - Queue authorization status is 'Authorized', and Verification Status is 'Unauthorized'
   - User is different from Maker & Checker
   - If the 'Dual Authorization' check is checked and if the derived Threshold amount is above the Threshold Amount maintained in the Dual Authorization preferences
   - If the ‘Dual Authorization’ flag is checked and Threshold Amount/Currency is not maintained in the Dual Authorization preferences
2. Click on **Verify** button present at the bottom to invoke this screen.

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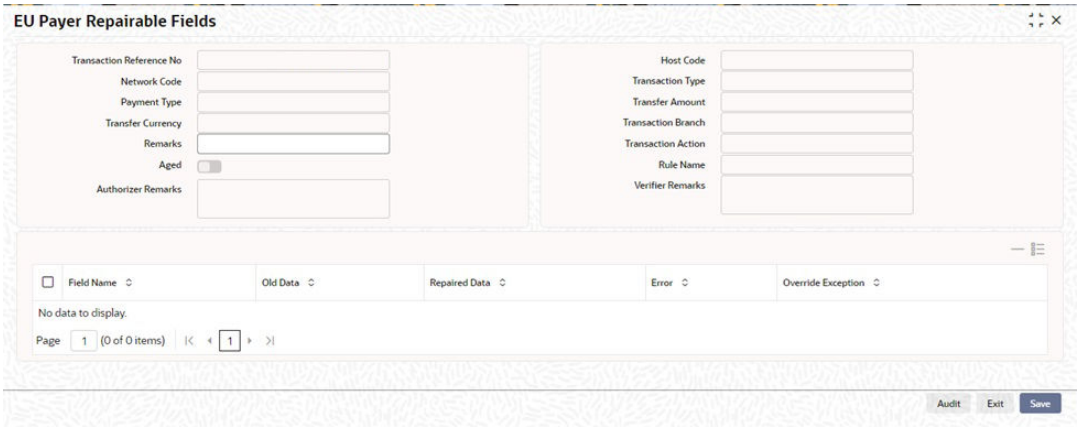
Figure 2-38 Verify

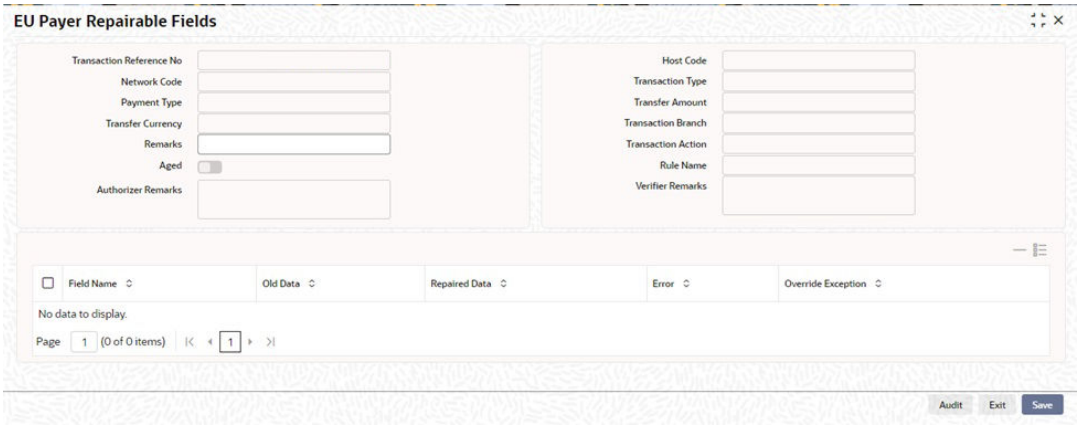


3. Verifier ID, Verification Status and Verification Date Stamp are captured in this sub screen.
4. Click OK, then below actions are performed:
   - Verification Status is marked as 'Authorized'
   - Verifier ID and Verification Date Stamp gets updated
   - Queue Action Log is updated with Verifier ID, Verification Date stamp and Verification Status
   - Transaction is sent for EU Payer Repair validations

2.14.7 Reject

1. This sub screen is launched if:
   - You have the required Role/User Level access right for the User Action ‘Authorizer’ or 'Verify'.
   - Queue authorization status is 'Unauthorized', and Queue Verification Status is 'Unauthorized'.
2. Click **Reject** button present at the bottom to invoke this screen.

Figure 2-39 Reject



3. Click OK, then below actions are performed:

   If the Reject action is by Authorizer (Authorization Status is Unauthorized):

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- Authorization Status is marked as 'Rejected'. Checker ID, Checker Date stamp is updated
- Queue Action Log is updated with Authorization status as 'Rejected'. Checker ID, Checker Date stamp are updated for the Queue action
- Queue status is set to 'Pending'
- Repaired fields values are reset (No repaired information is stored)

> **Note**
>
> 'Verification Status' value is Blank.

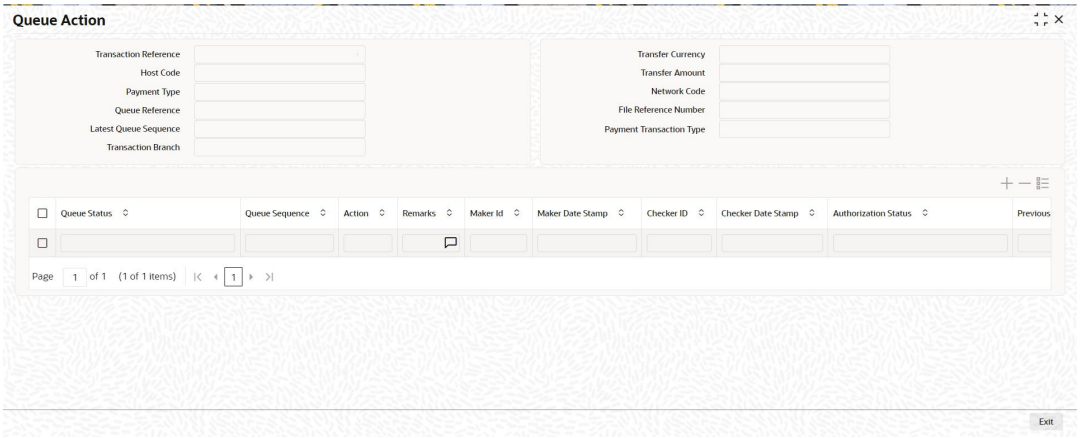
If the Reject action is by Verifier (Verification Status is Unauthorized):

- Verification Status is marked as 'Rejected'. Verifier ID and Verification Date Stamp are updated
- Queue Action Log is updated with Verification Status as 'Rejected'. Verifier ID and Verification Date Stamp are updated for the Queue action
- Queue status is set to 'Pending'
- Repaired fields values are reset (No repaired fields information is retained)

2.14.8 View Queue Action

1. User can view all the queue activities performed for the selected transaction.
2. Click on **View Queue Action** button present at the bottom to invoke this screen.

Figure 2-40 View Queue Action



2.14.9 Delete

Allows deletion of the Repair or Cancel action initiated by a maker, before authorization.

2.14.10 View Transaction

You can view the details of the payment transaction selected.

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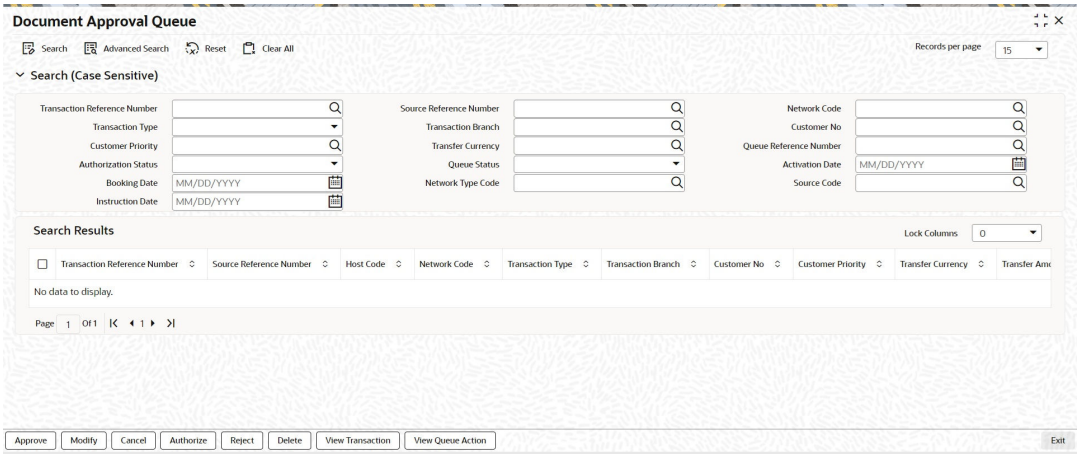
2.15 Document Approval Queue

If any of the documents linked to a transaction is not in Verified status, then transaction is moved to Document verification Queue.

1. On Homepage, specify **PQSDOCAQ** in the text box, and click next arrow.

   Document Approval Queue screen is displayed.

Figure 2-41 Document Approval Queue



2. Search using one or more of the following parameters:
   - Transaction Reference Number
   - Transaction Branch
   - Transfer Currency
   - Queue Status
   - Network Type Code
   - Source Reference Number
   - Customer No
   - Queue Reference Number
   - Activation Date
   - Source Code
   - Network Code
   - Customer Priority
   - Authorization Status
   - Booking Date
   - Instruction Date
3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.

   User can perform following actions:

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Actions	Functions
Approve	You can verify the documents and approve the transction. If the documents are not proper there is provision to notify the source system. Queue status updated as 'Notified to Source' in this case. Source system can send the modified details and the queue status is moved as 'Modified by the source'. You can approve such transactions again. Approve and Notify to Source actions support save and authorize.
Modify	You can modify the document details ad mark the as verified. This action requires save and authorize.
Cancel	Canceling the transaction in Document Approval Queue.
Authorize	Authorization of the queue action.
Reject	Rejection of unauthorized user action by Checker.
Delete	Deletion unauthorized user action by Maker.
View Transaction	You can view the transaction details for the selected record.
View Queue Action	This action displays all queue activities performed for the selected transaction.

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3
Exception & Investigation Queues - External

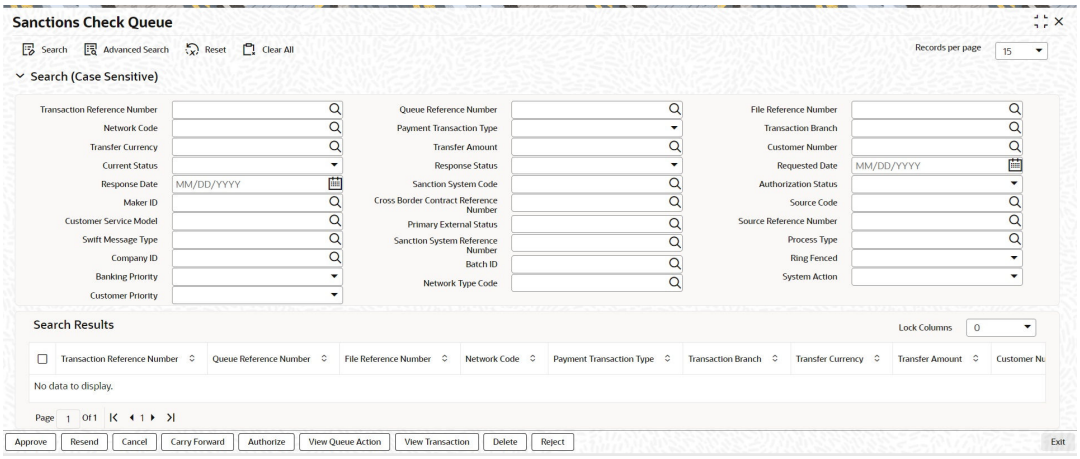
- Sanctions Check Queue
- External Credit Approval Queue
- External Account Check Queue
- External Credit Approval Reversal Queue
  Use the **External Credit Approval Reversal Queue** screen to track External Credit Approval (ECA) reversals.
- External Pricing Queue
- Accounting Queue
  Use the **Accounting Queue** screen to track transactions that trigger accounting entries.
- Accounting Resend Summary
- Accounting Reversal Queue
  Use the **Accounting Reversal Queue** screen to track transactions that trigger accounting reversals.
- Bulk File Action Support in Exception Queues
  Bulk File Action Support in Exception Queues enables users to efficiently perform actions such as retry, authorize, cancel, reject, or delete on multiple exception queue entries simultaneously by uploading a file that lists specific records or details.

3.1 Sanctions Check Queue

1. On Homepage, specify **PQSSNCKQ** in the text box, and click next arrow.

   Sanctions Check Queue screen is displayed.

Figure 3-1 Sanctions Check Queue



2. Search using one or more of the following parameters:
   - Transaction Reference Number

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- File Reference Number
- Queue Reference Number
- Network Code
- Payment Transaction Type
- Transaction Branch
- Transfer Currency
- Transfer Amount
- Customer Number
- Current Status
- Response Status
- Requested Date
- Response Date
- Sanction System Code
- Authorization Status
- Maker ID
- Cross Border Contract Reference Number
- Source Reference Number
- Customer Service Model
- Primary External Status
- Source Reference Number
- Swift Message Type
- Sanction System Reference Number
- Process Type
- Company ID
- Batch ID
- Ring Fenced
- Banking Priority
- Network Type Code
- System Action
- Customer Priority

3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.

4. Payment transaction can have the following sanction check status based on the response from Sanction check system:
   - P-Pending
   - A-Approved
   - R-Rejected

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- O-Interim (Any of the interim status from the external system will be treated as an override)
- T-Timed Out
- Z-Seized

5. All payment transactions with the status ‘R’,’O’,’T’ are listed in Sanction check queue. If the response is received as rejected-’R’, then system cancels the transaction automatically if the external system status code is marked for auto cancellation. If auto cancellation is not opted, transaction is retained in this queue, with response status as Rejected, enabling user to manually cancel the payment.

> **Note**
>
> If an outbound payment transaction stays in Sanction Queue overnight, as part of the EOD job, a ring fence block is executed, to hold the funds till Sanction response is received. An ECA amount block request is triggered to DDA system, while the payment still remains in Sanction Q. Force block flag is set on, on this request. When Sanction system responds, following action is taken, based on response:
>
> - Approve or Reject: The Ring fence block is released and transaction is processed further.
> - Seize & Seizure accounting: The Ring fence block is released and transaction is marked as Seized, after posting seizure accounting.
> - Interim Response: Ring fence is not released & waits for final response.

6. User can perform following actions:

Table 3-1 Sanctions Check Queue - Action

Actions	Functions
Approve	User can approve the payments. Authorization is supported for this action.
Resend	This option allows the submission of transaction for reprocessing. You can select multiple records and initiate ‘Resend’ action. Resend Action do not support authorization. Resend is allowed only when SC status is Timed Out.
Cancel	For the details on, processes followed on canceling a payment, refer to section Cancellation from Exception Queues.
Carry Forward	Carry Forward action is supported, if a payment is approved by Sanction system, on a later day and the customer’s rollover preference is Retain in Queue. You can manually move the transaction for processing on next working day. If a record is released from a queue to proceed with the processing (approve action authorization) with a back date as activation date, system will move the Activation Date as current date and initiate the processing from initial validations.
Authorize	Cancel/ Approve initiated by a user can be authorized by another user.
View Queue Actions	Displays all queue activities performed for the selected transaction.
View Transaction	You can view the selected transaction details.

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Table 3-1 (Cont.) Sanctions Check Queue - Action

Actions	Functions
Delete	Allows the user who initiated the action, to delete the action before authorization.
Reject	This action allows you to reject the unauthorized user action. For more details refer to Cancellation from Exception Queues.

- Reject

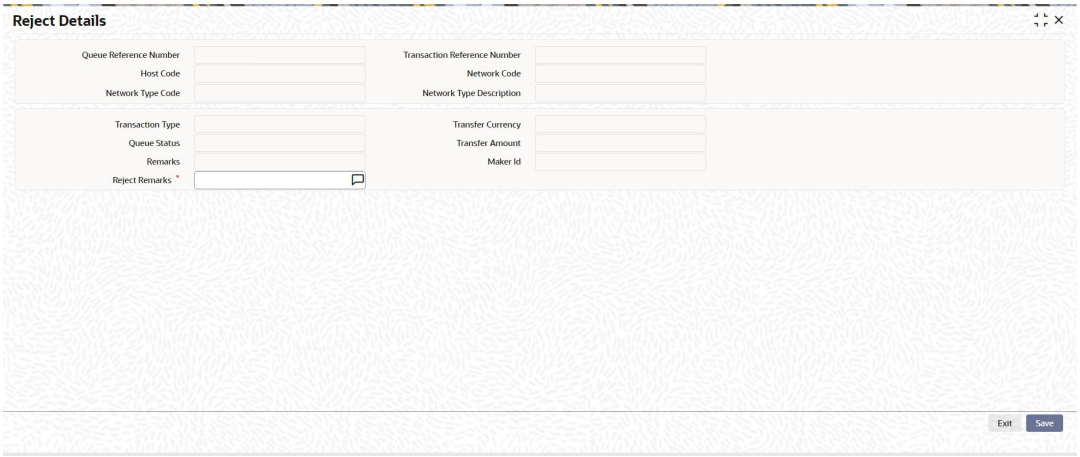
3.1.1 Reject

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action ‘Authorize’.
- Transaction Authorization Status is 'Unauthorized'.
- Reject action is allowed if only one record is selected.

1. On main screen, click **Reject** button present at the bottom.

Figure 3-2 Reject Action



2. Click on OK button in this sub screen, then below processing changes are done:
   - Queue Authorization status is updated as 'Rejected'.
   - Queue status gets reset to 'Pending'.
   - In the Queue Action log, the Authorization status updates as ‘Rejected’. The Reject Remarks populates against the Checker Remarks field.

> **Note**
>
> Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.

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3.2 External Credit Approval Queue

Payment transactions which fail/pending Credit approval check for debit entries with DDA system are moved to ECA queue.

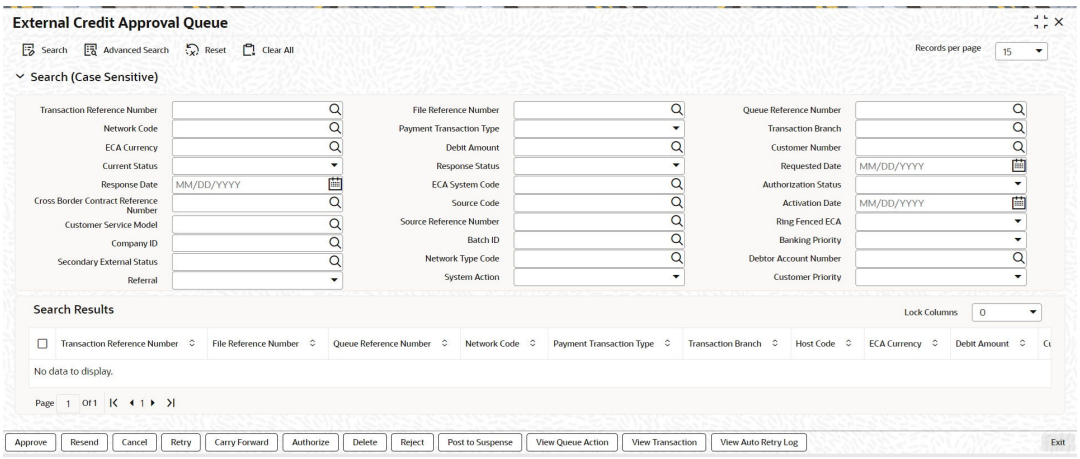
ECA information sent from Payments system includes account number, account currency, CIF ID, branch code, transaction amount and value date of the transaction. The DDA system has to perform the below validations based on the received information based on the following parameters the received information:

- Existence of the account
- Currency of the account specified is correct
- Account belongs to the customer specified and the customer status
- Account exists on the specified branch
- Account is authorized, active & open
- Account status
- No Debit is not enabled in the account
- Clear available balance in the account is greater than the transaction amount specified
- Expiry date of the transaction is transaction value date
- The DDA system puts an amount block so that the specified transaction can be executed on the transaction value date

1. On Homepage, specify **PQSECAQU** in the text box, and click next arrow.

   External Credit Approval Queue screen is displayed.

Figure 3-3 External Credit Approval Queue



2. Search using one or more of the following parameters:
   - Transaction Reference Number
   - File Reference Number
   - Queue Reference Number
   - Network Code

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- Payment Transaction Type
- Transaction Branch
- ECA Currency
- ECA Amount
- Customer Number
- Current Status
- Response Status
- Requested Date
- Response Date
- ECA System Code
- Authorization Status
- Cross Border Contract Reference Number
- Source Code
- Activation Date
- Customer Service Model
- Source Reference Number
- Ring Fenced ECA
- Company ID
- Batch ID
- Banking Priority
- Secondary External Status
- Network Type Code
- Debtor Account Number
- Referral
- System Action
- Customer Priority
- Accounting Enabled

3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.

4. Payment transactions are moved to external credit approval queue for the following responses:
   - Pending - status ‘P’
   - Reject - status ‘R
   - Response resulted in Interim - status “O’
   - Response is timed out - status ‘T’
5. If a response is received as rejected, then the system cancels the transaction automatically. Only View Exception option is applicable to such transactions.
6. Single payment and as well as batch entries are logged into this queue.

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7. If transaction is in ‘O’, ‘P’ or ‘T’ status for ECA, then the following actions are allowed in addition to view exceptions:

Table 3-2 External Credit Approval Queue - Action

Actions	Functions
Approve	You can approve the payment. Transaction gets reprocessed.
Resend	• This option allows the submission of transaction for ECA again if the request is T status. New reference number is created. • You can select multiple records and initiate, ‘Resend’ action. • Resend Action does not support authorization.
Cancel	For the details on processes followed on canceling a payment, refer to Cancellation from Exception Queues. Manual cancel from ECA queue is allowed only when ECA request is in Rejected or Retain in Queue Status.
Retry	User can initiate Retry action if: • The current ECA status of the ECA record is 'Rejected' and transaction cancellation is not done • Activation Date is current date, not a back date Retry of a record in ECA queue generates a new Queue Reference. Retry allows save and authorize. **Note**: If ECA/Accounting system is FCUBS and overdraft is allowed for the account, user can force post the entries despite ECA failure.
Carry Forward	• User can manually move the transaction for processing on next working day. You can move forward the Activation Date manually through this screen. • If a record is released from a queue to proceed with the processing (approve action authorization) with a back date as activation date, system will move the activation date as current date and initiate the processing from initial validations.
Authorize	Cancel/ Approve initiated by a user can be authorized by another user.
Delete	Allows the user who initiated the action, to delete the action before authorization.
View Queue Actions	Displays all queue activities performed for the selected transaction.
View Transaction	User can view the selected transaction details.
Delete	Allows the user who initiated the action to delete the action before authorization.
Reject	This action allows you to reject the unauthorized user action. For more details refer to Reject.

Note

- The Remarks received from DDA system on the ECA response is displayed under Remarks column in View Queue Action log, against ECA response.
- When an ECA request is canceled from ECA Queue. ECA reversal request is sent to DDA system.
- On the above case, the Remarks received in the ECA response is sent on the ECA reversal request in the tag.

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You can select multiple outbound payments and initiate below queue actions:

- Approve
- Cancel
- Authorize
- Reject

- Reject

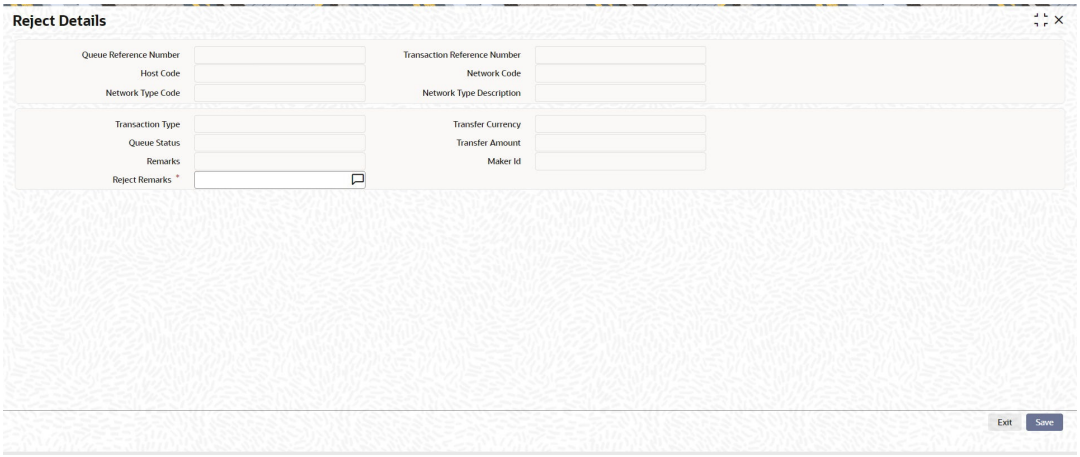
3.2.1 Reject

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action ‘Authorize’.
- Transaction Authorization Status is 'Unauthorized'.
- Reject action is allowed if only one record is selected.

1. On main screen, click **Reject** button present at the bottom.

Figure 3-4 Reject Action



2. Click on OK button in this sub screen, then below processing changes are done:
   - Queue Authorization status is updated as 'Rejected'.
   - Queue status gets reset to 'Pending'.
   - In the Queue Action log, the Authorization status updates as ‘Rejected’. The Reject Remarks populates against the Checker Remarks field.

> **Note**
>
> Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.

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3.3 External Account Check Queue

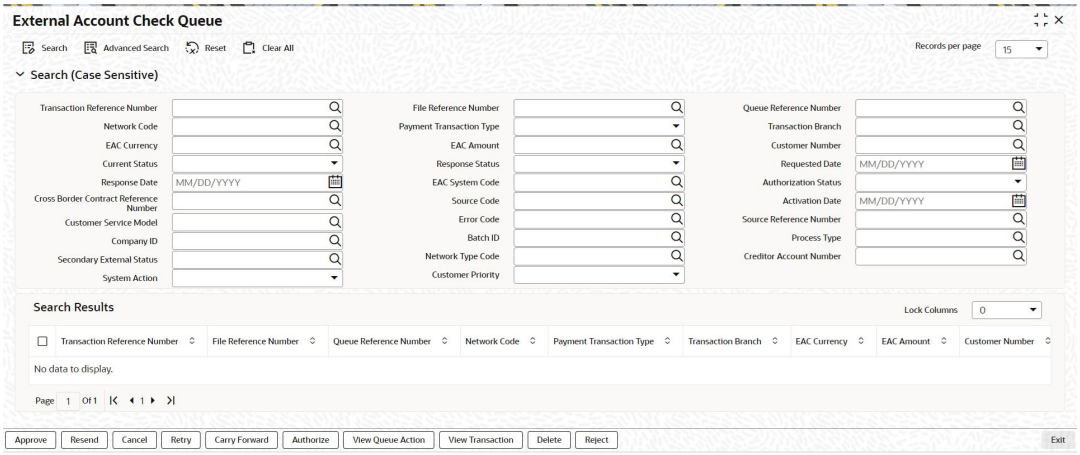
The External Account Check (EAC) request sent from Payment system for credit entries of an account. This request includes information about account number, account currency, CIF ID and branch code. The external DDA system has to perform the following validations:

- Existence of the account
- Currency of the account specified is correct
- Account belongs to the customer specified and the customer status
- Account exists on the specified branch
- Account is authorized, active & open
- Account status
- Credit is not restricted on the account

1. On Homepage, specify **PQSEACQU** in the text box, and click next arrow.

   External Account Check Queue screen is displayed.

Figure 3-5 External Account Check Queue



2. Search using one or more of the following parameters:
   - Transaction Reference Number
   - File Reference Number
   - Queue Reference Number
   - Network Code
   - Payment Transaction Type
   - Transaction Branch
   - EAC Currency
   - EAC Amount
   - Customer Number
   - Current Status

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- Response Status
- Requested Date
- Response Date
- EAC System Code
- Authorization Status
- Cross Border Contract Reference Number
- Source Code
- Activation Date
- Customer Service Model
- Maker ID
- Checker ID
- Error Code
- Source Reference Number
- Company ID
- Batch ID
- Process Type
- Secondary External Status
- Network Type Code
- Creditor Account Number
- System Action
- Customer Priority
- Accounting Included

3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.

4. User can perform following actions:

Table 3-3 External Account Check Queue - Action

Actions	Functions
Approve	User can approve the payment. Transaction gets reprocessed.
Resend	• This option allows the submission of transaction for EAC again if the request is in Timed Out - 'T' status. • User can select multiple records and initiate, ‘Resend’ action. • Resend Action do not support authorizations.
Cancel	For the details on, processes followed on canceling a payment, refer to section Cancellation from Exception Queues.
Retry	User can initiate Retry action if the current EAC status of the EAC record is 'Rejected' and transaction cancellation is not done. The Retry action does not require authorization. The Queue Reference number remain same after Retry of a record in EAC queue.

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Table 3-3 (Cont.) External Account Check Queue - Action

Actions	Functions
Carry Forward	• User can manually move the transaction for processing on next working day. User can move forward the Activation Date manually through this screen. • If a record is released from a queue to proceed with the processing (approve action authorization) with a back date as activation date, system will move the activation date as current date and initiate the processing from initial validations.
Authorize	Cancel / Approve / Carry Forward initiated by a user can be authorized by another user.
Delete	Allows the user who initiated the action, to delete the action before authorization.
View Queue Actions	System displays all queue activities performed for the selected transaction.
View Transaction	User can view the selected transaction details.
Reject	This action allows user to reject the unauthorized user action. For more details refer to Reject.

- Reject

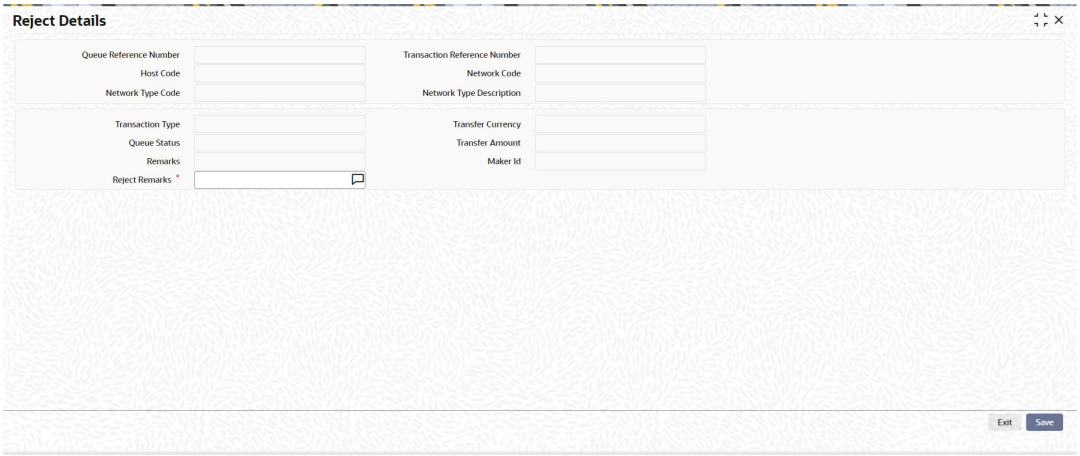
3.3.1 Reject

This sub-screen is launched if:

- User have the required Role/User Level access right for the User Action ‘Authorize’.
- Reject action is allowed if only one record is selected.

1. On main screen, click the **Reject** button present at the bottom.

Figure 3-6 Reject Action



2. Click OK button in this sub-screen, then following processing is done:
   - Queue Authorization status is updated as 'Rejected'.
   - Queue status gets reset to 'Pending'.
   - In the Queue Action log, the Authorization status updates as ‘Rejected’. The Reject Remarks populates against the Checker Remarks field.

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> **Note**
>
> - Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.
> - When the Transaction Queue Authorization Status is 'Unauthorized', on clicking the OK button, the system validates the authorization status and allow only if the authorization status is 'Unauthorized'.

3.4 External Credit Approval Reversal Queue

Use the **External Credit Approval Reversal Queue** screen to track External Credit Approval (ECA) reversals.

Transactions appear in the ECA Reversal Queue in the following scenarios:

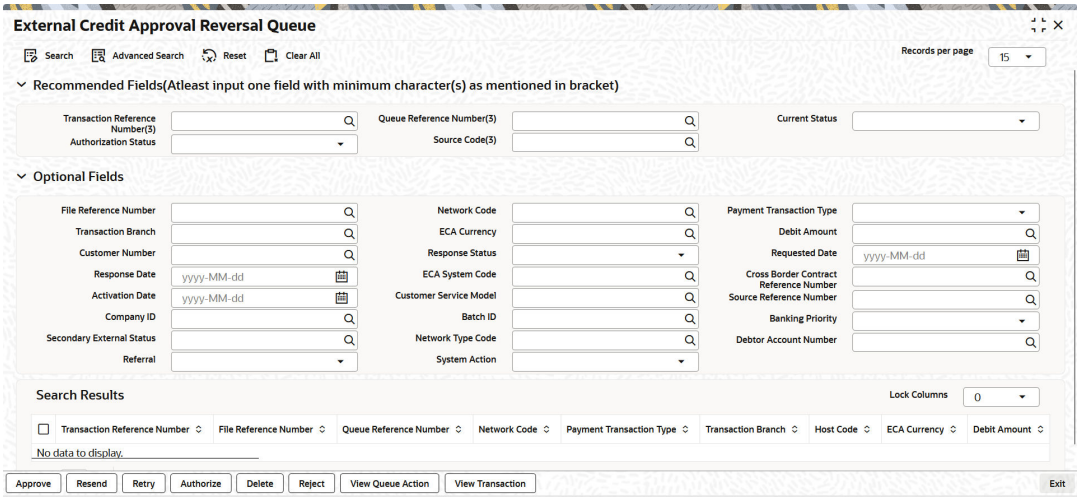
- The ECA reversal response is pending from the external system.
- The ECA reversal request is rejected by the external system.
- An interim response is received for the ECA reversal and the system is awaiting a final response.

> **Note**
>
> This queue is applicable for Generic wires / ACH CT and Book Transfer. System Parameter **MESSGING_AFTER_ACCOUNTING** is to be maintained as **Y** for ECA reversal changes to take effect.

1. On Homepage, specify **PQSECRVQ** in the text box, and click next arrow.

   The **External Credit Approval Queue** screen is displayed.

Figure 3-7 External Credit Approval Reversal Queue



2. On the **External Credit Approval Queue** screen, search using one or more of the following parameters:

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- **File Reference Number**
- **Transaction Branch**
- **Customer Number**
- **Response Date**
- **Activation Date**
- **Company ID**
- **Secondary External Status**
- **Referral**
- **Network Code**
- **ECA Currency**
- **Response Status**
- **ECA System Code**
- **Customer Service Model**
- **Batch ID**
- **Network Type Code**
- **System Action**
- **Payment Transaction Type**
- **Debit Amount**
- **Requested Date**
- **Cross Border Contract Reference Number**
- **Source Reference Number**
- **Banking Priority**
- **Debtor Account Number**

3. Once you specified the parameters, click the **Search** button.

   The system displays the records that match the search criteria.

4. Double click a record after selecting a record to view the detailed screen.
5. User can perform following actions:

Table 3-4 External Credit Approval Queue - Action

Action	Functions
Approve	You can approve the payment. Transaction will be reprocessed.
Resend	This option will allow the submission of transaction for ECA reversal again if the transaction is **T** (timed out) status. You can select multiple records and initiate **Resend** action. **Resend** Action does not support authorization.
Retry	You can initiate **Retry** action if ECA reversal is in **Rejected** status. Retry of a record in ECA queue generates a new Queue Reference. **Retry** allows save and authorize.
Authorize	Cancel/ Approve initiated by a user can be authorized by another user.

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Table 3-4 (Cont.) External Credit Approval Queue - Action

Action	Functions
Delete	Allows the user who initiated the action, to delete the action before authorization.
Reject	This action allows you to reject the unauthorized user action.
View Queue Action	Displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.

3.5 External Pricing Queue

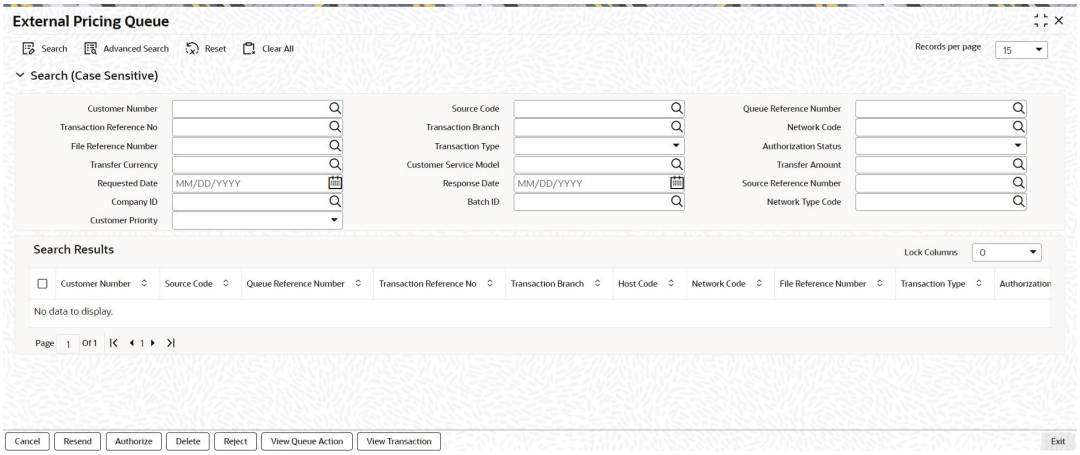
Transaction are moved to External Pricing Exception Queue on the below scenarios:

- Response Timeout
- Unable to handle the response

1. On Homepage, specify **PQSEXPRQ** in the text box, and click next arrow.

   External Pricing Queue screen is displayed.

Figure 3-8 External Pricing Queue



2. Search using one or more of the following parameters:
   - Customer Number
   - Source Code
   - Queue Reference Number
   - Transaction Reference Number
   - Transaction Branch
   - Network Code
   - File Reference Number
   - Transfer Type
   - Authorization Status
   - Transaction Currency
   - Customer Service Model

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- Transaction Amount
- Requested Date
- Response Date
- Source Reference Number
- Company ID
- Batch ID
- Network Type Code
- Customer Priority

3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.

4. Double click a record after selecting a record to view the detailed screen.
5. User can perform following actions:

Table 3-5 External Pricing Queue - Action

Action	Functions
Cancel	For the details on, processes followed on canceling a payment, refer to section Cancellation from Exception Queues.
Resend	This option allows you to resend a transaction present in the queue. You can select multiple record and initiate ‘Resend’ action.
Delete	Allows the user who initiated the action, to delete the action before authorization.
Reject	This action allows you to reject the unauthorized user action. For more details refer to Reject.
View Queue Action	System displays all queue activities performed for a transaction.
View Transaction	You can view the selected transaction details.
Authorize	Cancel/ Approve initiated by a user can be authorized by another user.

- Reject

3.5.1 Reject

This sub screen is launched if:

- You have the required Role/User Level access right for the User Action ‘Authorize’.
- Transaction Authorization Status is 'Unauthorized'.
- Reject action is allowed if only one record is selected.

1. On main screen, click **Reject** button present at the bottom.

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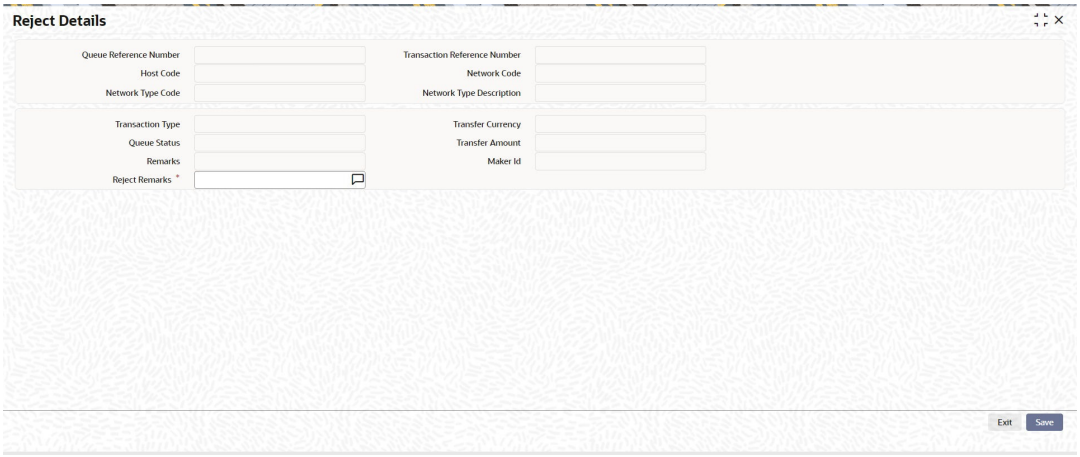
Figure 3-9 Reject Action



2. Click on OK button in this sub screen, then below processing changes are done:
   - Queue Authorization status is updated as 'Rejected'.
   - Queue status gets reset to 'Pending'.
   - In the Queue Action log, the Authorization status updates as ‘Rejected’. The Reject Remarks populates against the Checker Remarks field.

> **Note**
>
> Queue User actions like Approve/ Cancel/ Carry Forward are allowed on the Rejected transaction.

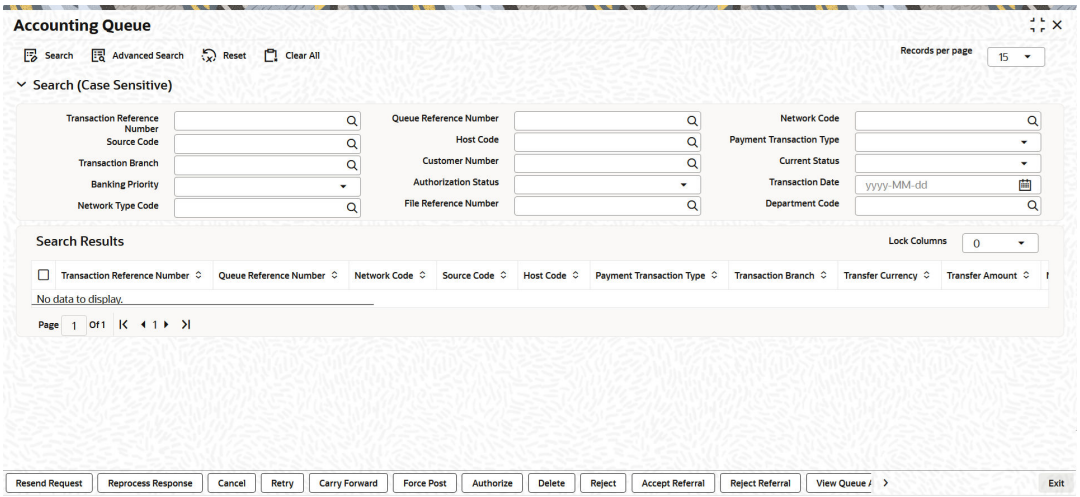
3.6 Accounting Queue

Use the **Accounting Queue** screen to track transactions that trigger accounting entries.

1. On Homepage, specify **PQSACCQU** in the text box, and click next arrow.

   The **Accounting Queue** screen is displayed.

Figure 3-10 Accounting Queue



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2. On the **Accounting Queue**, search using one or more of the following parameters:
   - **Transaction Reference Number**
   - **Queue Reference Number**
   - **Network Code**
   - **Source Code**
   - **Host Code**
   - **Payment Transaction Type**
   - **Transaction Branch**
   - **Customer Number**
   - **Current Status**
   - **Banking Priority**
   - **Authorization Status**
   - **Transaction Date**
   - **Network Type Code**
   - **File Reference Number**
   - **Department Code**
3. Once you specified the parameters, click the Search button.

   The system displays the records that match the search criteria.
4. Double click a record after selecting a record to view the detailed screen.
5. User can perform following actions:

Table 3-6 Accounting Queue - Action

Action	Functions
Resend	This option allows the submission of transaction for accounting again if the transaction is in **Rejected** status. New reference number is created. You can select multiple records and initiate, **Resend** action. Resend action does not support authorizations.
View Transactions	Select a particular transaction in this queue and then click this action button to view the transaction.
View Queue Action	Select a transaction and click this action button to show the actions taken by system or users and the associated audit trail.
Force Post	When accounting is rejected by the external accounting system, click this action to retry accounting. The **Force Post** action is allowed only for accounting entries where the current status is **Rejected**. When the user clicks **Force Post**, they are redirected to the **Force Post Queue Details** screen to enter remarks and save the action. **Remarks** field is mandatory for performing a **Force Post**.

3.7 Accounting Resend Summary

Any accounting entries that are failed in posting to accounting hand off queue, to the DDA system, are logged on this screen.

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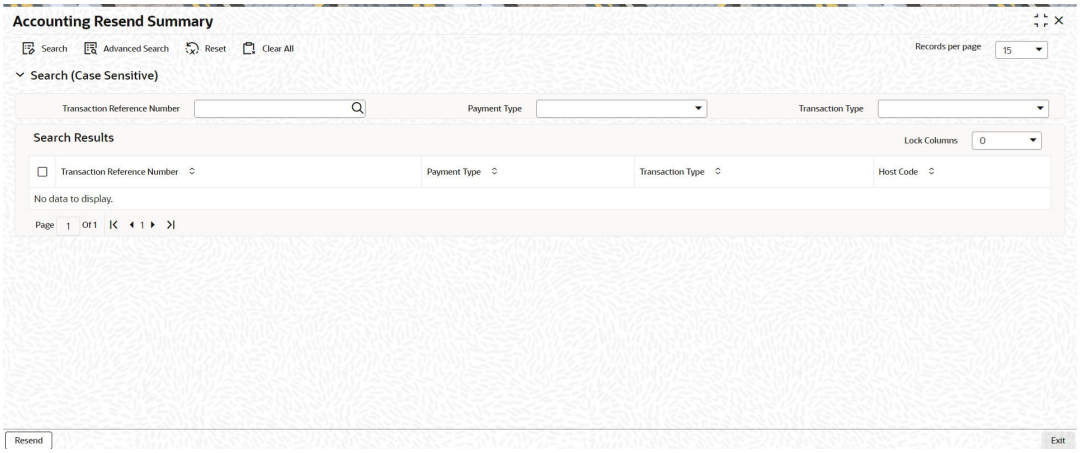
1. On Homepage, specify **PMSACRES** in the text box, and click next arrow.

   Accounting Resend Summary screen is displayed.

Figure 3-11 Accounting Resend Summary



2. Search using one or more of the following parameters:
   - Transaction Reference Number
   - Payment Type
   - Transaction Type
3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.
4. Double click a record after selecting a record to view the detailed screen.
5. User can perform following actions:

Table 3-7 Accounting Resend Summary - Action

Actions	Functions
Resend	You can resend the same entries from the screen. Once successfully posted, the transaction is removed from this screen.

3.8 Accounting Reversal Queue

Use the **Accounting Reversal Queue** screen to track transactions that trigger accounting reversals.

Transactions appear in the Accounting Reversal Queue in the following scenarios:

- The accounting reversal response is pending from the external system.
- The accounting reversal request is rejected by the external system.
- An interim response is received for the accounting reversal and the system is awaiting a final response.

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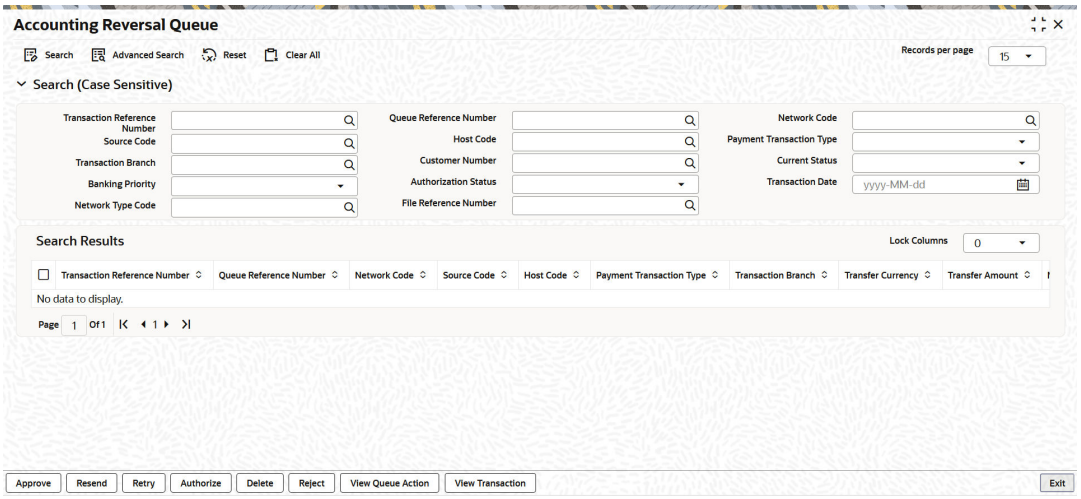
> **Note**
>
> This screen is applicable for Generic wires / ACH CT and Book Transfer. System Parameter **MESSGING_AFTER_ACCOUNTING** is to be maintained as Y for Accounting reversal changes to take effect.

1. On Homepage, specify **PQSACRVQ** in the text box, and click next arrow.

   The **Accounting Reversal Queue** screen is displayed.

Figure 3-12 Accounting Reversal Queue



2. On the **Accounting Reversal Queue** screen, search using one or more of the following parameters:
   - **Transaction Reference Number**
   - **Source Code**
   - **Transaction Branch**
   - **Banking Priority**
   - **Network Type Code**
   - **Queue Reference Number**
   - **Host Code**
   - **Customer Number**
   - **Authorization Status**
   - **File Reference Number**
   - **Network Code**
   - **Payment Transaction Type**
   - **Current Status**
   - **Transaction Date**
3. Once you specified the parameters, click the **Search** button.

   The system displays the records that match the search criteria.

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4. Double click a record after selecting a record to view the detailed screen.
5. User can perform following actions:

Table 3-8 Accounting Reversal Queue - Action

Action	Functions
Approve	You can approve the payment. This will mark Accounting Reversal as completed.
Resend	This option allows the submission of the transaction as **T** status. You can select multiple records and initiate **Resend** action. **Resend** Action does not support authorization.
Retry	This action is allowed for the records which are in **Rejected** status.
Authorize	This action is allowed for Cancel/Accept Referral/Reject Referral actions.
Delete	This action is applicable for both **Carry Forward** and **Cancel** actions in accounting queue. User can delete the transaction.
Reject	This action is applicable for both **Carry Forward** and **Cancel** actions in accounting queue. User can reject the transaction.
View Queue Action	You can select a transaction and click this action button to show the actions taken by system or users and the associated audit trail. On clicking this button, **Queue Action Log Details (PQDCANQR)** sub-screen is displayed.
View Transaction	You can select a particular transaction in this queue and then click this action button to view the transaction.

3.9 Bulk File Action Support in Exception Queues

Bulk File Action Support in Exception Queues enables users to efficiently perform actions such as retry, authorize, cancel, reject, or delete on multiple exception queue entries simultaneously by uploading a file that lists specific records or details.

Multi records selection is provided for the following listed queues and actions.This is in addition to the multi-record support already mentioned for each queues:

Table 3-9 Exception Queues and Action Supported

Exception Queues	Action Supported
Business Override Queue	Approve, Cancel, Authorize, Delete and Reject
Repair Queue	Authorize, Reject and Cancel
Future Values Queue	Authorize, Reject, Cancel and Delete
EAC Queue	Retry, Approve, Authorize, Delete, Reject and Cancel
ECA Reversal Queue	Retry, Approve, Authorize, Delete, Reject
Accounting Queue	Retry, Cancel, Resend, Authorize, Delete and Reject
Accounting Reversal Queue	Retry, Approve, Authorize, Delete, Reject and Resend
Sanctions Queue	Approve, Cancel, Authorize, Delete, Reject and Resend

Bulk Cancel and Authorization of Cancel is restricted for incoming and pass through payments from the following listed Queues:

- Business Override Queue
- Repair Queue

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- EAC or ECA Queue
- Accounting Queue
- Future Valued Queue
- Sanctions Check Queue

Bulk authorize of Repair is restricted from Repair queue.

A facility is provided to select records across multiple pages. Users must first query and list the required records on the respective queue screen. A new field, **Select Records In**, is available in the header of the multi-block. To select records across pages, select the **All Pages** option.

When the user clicks **OK** on the **Bulk Action** screen, the system displays an override message displaying the total number of transactions that is submitted for processing. Upon accepting the override, the selected queue action is applied to all applicable transaction records.

> **Note**
>
> Bulk action is applied to all eligible transactions selected. Any transaction that is selected but can’t be acted upon is ignored during background processing.

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4

Custom Queues

- Custom Queue Code Maintenance
- Custom Queue Rule Maintenance
- Custom Queue Processing

4.1 Custom Queue Code Maintenance

The Custom Queue Code Maintenance screen allows user to maintain Custom Queue Codes.

1. On Homepage, specify **PMDQCODE** in the text box, and click next arrow.

   Custom Queue Code Maintenance Detailed screen is displayed.

Figure 4-1 Custom Queue Code Maintenance Detailed

2. Click **New** button on the Application toolbar.
3. On **Custom Queue Code Maintenance Detailed** screen, specify the fields.

   For more information on fields, refer to the field description below:

Table 4-1 Custom Queue Code Maintenance Detailed - Field Description

Field	Description
Queue Code	Specify the Queue Code.
Queue Title	Specify the Queue Title.

- Custom Queue Code Maintenance Summary

4.1.1 Custom Queue Code Maintenance Summary

1. On Homepage, specify **PMSQCODE** in the text box, and click next arrow.

   Custom Queue Code Maintenance Summary screen is displayed.

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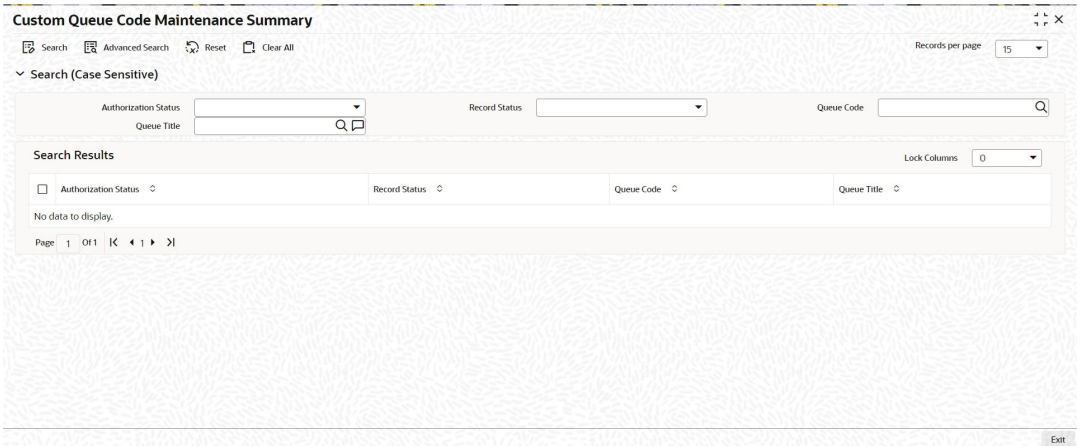
Figure 4-2 Custom Queue Code Maintenance Summary



2. Search using one or more of the following parameters:
   - Authorization Status
   - Record Status
   - Queue Code
   - Queue Title
3. Once you specified the parameters, click the **Search** button.

   System displays the records that match the search criteria.

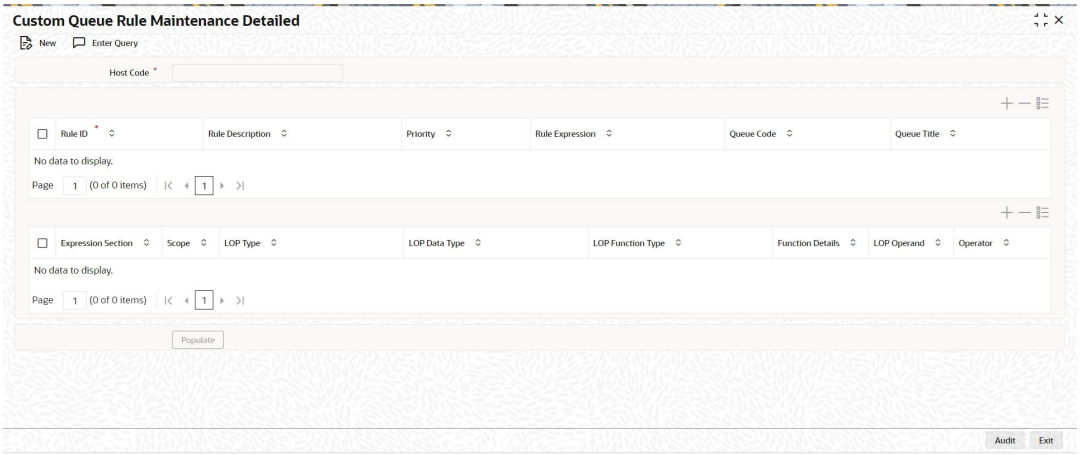
4.2 Custom Queue Rule Maintenance

The Custom Queue Rule Maintenance screen allows user to maintain rules for marking the transaction to custom queue. This can be done in the initial stage of transaction processing only before any system validation is done.

1. On Homepage, specify **PMDCQRLE** in the text box, and click next arrow.

   Custom Queue Rule Maintenance Detailed screen is displayed.

Figure 4-3 Custom Queue Rule Maintenance Detailed



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2. Click **New** button on the Application toolbar.
3. On **Custom Queue Rule Maintenance Detailed** screen, specify the fields.

   For more information on fields, refer to the field description below:

Table 4-2 Custom Queue Rule Maintenance Detailed - Field Description

Field	Description
Host Code	System defaults the Host Code of transaction branch on clicking 'New'.
Rule ID	Specify the Rule ID.
Rule Description	Specify the Description of the Rule.
Priority	Specify the Priority.
Rule Expression	The expression can be filled in the Expression Details multi block. On the click of Populate button, the expression gets built and displayed in this field.
Queue Code	Specify the Queue Code from the list of values.
Queue Title	System defaults the Queue Title on the Queue Code selected.

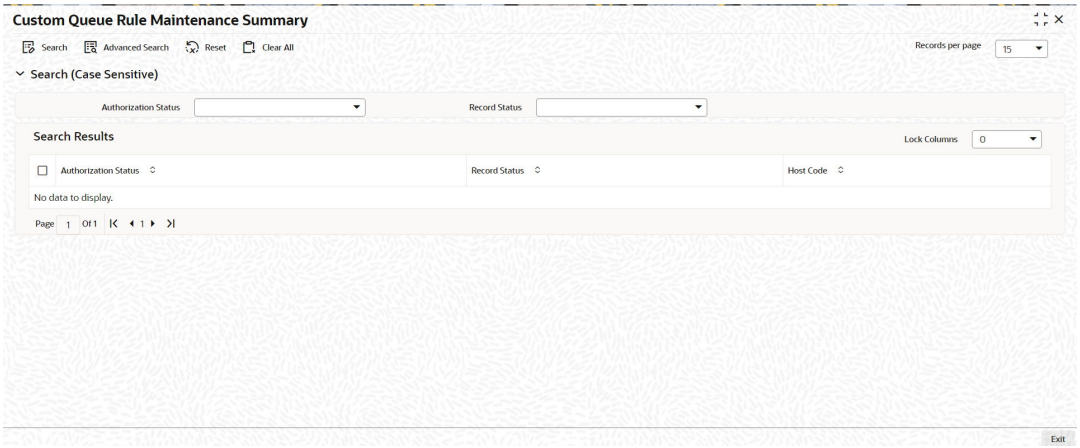
- Custom Queue Rule Maintenance Summary

4.2.1 Custom Queue Rule Maintenance Summary

1. On Homepage, specify **PMDCQRLE** in the text box, and click next arrow.

   Custom Queue Rule Maintenance Summary screen is displayed.

Figure 4-4 Custom Queue Rule Maintenance Summary



2. Search using one or more of the following parameters:
   - Authorization Status
   - Record Status
3. Once you specified the parameters, click the **Search** button.

   System displays the records that match the search criteria.

4.3 Custom Queue Processing

Custom Queues support is provided for Outbound Cross border/RTGS/Book Transfer transactions as part of initial processing stage.

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The Custom queue rules are evaluated on completion of future value check for processing on Booking Date. If Booking dated validations are set as not required, Custom Queue validations are done for current dated transactions only.

If any rule is satisfied, system marks the transaction as exception with custom queue code linked. The transaction is stored in a separate table for the custom queue processing. Custom Queue / Queue actions / Queue action log are to be handled in the extension layer.

Once the custom queue processing is over, transaction can be sent back to the product processor for proceeding with the processing. A rest service is provided for the same.

If resultant status can be TRUE (Approved) or FALSE (Rejected). If the processing is approved, then transaction status is updated as 'In Progress', Queue code gets removed. Transaction will proceed with Document verification and Non STP queue validations.

If resultant status is rejected, transaction is marked as Cancelled.

On completion of Custom Queue check, Document Verification/Non STP Queue Check and other Process Exception /Business Override /Repair validations are done, as existing.

Note

- Queue Browsers are to be created in the custom layer with required actions.
- Custom Queues can be placed only before system queues and inserting custom queues in between system queues not supported.
- Modification of field values is not allowed.

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5

Exception & Investigation Queues - Cross border / RTGS

- Outbound Claim Queue
- Inbound Claim Queue
- Inbound Cancellation Browser
- Inbound Cancellation Request Queue
- Inbound Messages STP Queue
- Inbound Non-gpi n99 Queue
- Incoming Unmatched Queue
- Verification Queue
- Transaction Amendment Request Queue

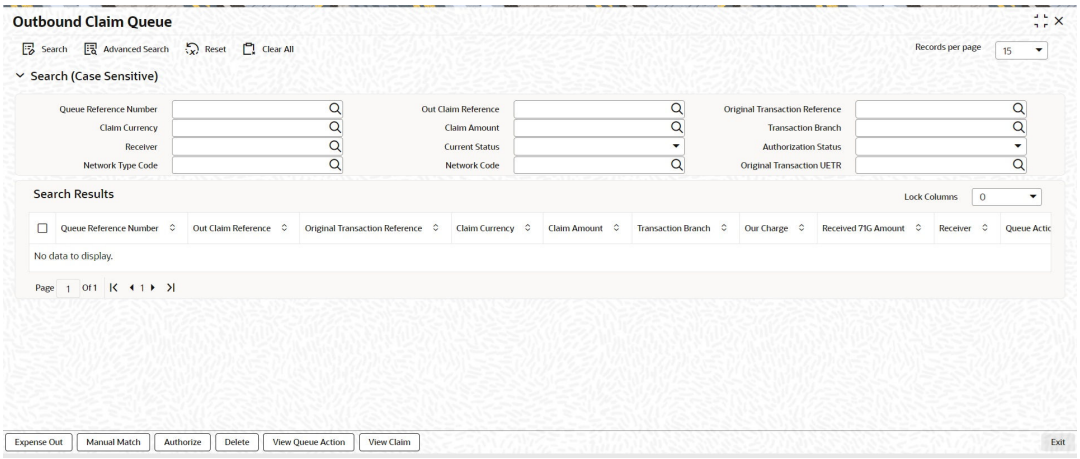
5.1 Outbound Claim Queue

All the outbound charge claim message sent is logged in Outbound Charge Claim Queue.

1. On Homepage, specify **PQSCOCLQ** in the text box, and click next arrow.

   Outbound Claim Queue screen is displayed.

Figure 5-1 Outbound Claim Queue



2. Search using one or more of the following parameters:
   - Queue Reference Number
   - Out Claim Reference
   - Original Transaction Reference
   - Claim Currency

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- Claim Amount
- Transaction Branch
- Receiver
- Current Status
- Authorization Status
- Network Type Code
- Network Code

3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.

4. Double click a record after selecting a record to view the detailed screen.
5. User can perform following actions:

- Expense Out
- Manual Match
- Authorize
- Delete
- View Queue Action
- View Claim

5.1.1 Expense Out

You can invoke the Notify Message screen by clicking on ‘Notify Message ‘action button available at the left bottom in the ‘Notify Message Details ‘screen (PMSNOTFY).

Select the record and invoke this action, to close the outstanding claim by reversing the Receivable GL outstanding to an expense GL.

The expense GL maintained in Default Claim preferences PXD191PF is used as the debit GL.As the entries are posted, claim is marked as Liquidated.

5.1.2 Manual Match

Select a record and click the ‘Manual Match’ button to launch the Manual Match detailed screen, The outstanding claim can be matched with any of the inbound Bank transfer transaction or with inbound MT 910 received.

Enter the settlement amount in Manual Match screen on selecting MT 202/MT 910 for matching, where the settlement amount should be less than or equal to Min (Claim amount, matched message amount).

- If the settlement amount is same as the claim amount the claim will be marked as liquidated. No entries are posted.
- If the settlement amount is less than the claim amount, tolerance will be checked. If the difference is within the tolerance then the accounting for expensing out the difference will be passed.
- If the difference is above the tolerance the claim will remain as outstanding. No accounting is posted.

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> **Note**
>
> Charge Claim Manual Match (PXDCLMMM) screen can be invoked by clicking the action button ‘Manual Match’. This will open as standalone screen on clicking the action button:
>
> - On selecting a specific record and on clicking ‘Manual Match’ button, all the details pertaining to Outbound Claim details, Match Transaction details are displayed.

5.1.3 Authorize

Following actions requires authorization:

- Expense Out
- Manual Match

5.1.4 Delete

Select a claim for the initiated actions like - ‘Expense Out’, ‘Manual Match’ and click on ‘Delete’ button to delete the actions before authorizing the same.

5.1.5 View Queue Action

View the queue actions for the selected claim with the maker/checker details.

> **Note**
>
> Queue rights and transaction limit rights will be verified for every action initiated.

5.1.6 View Claim

- Outbound Claim message details are displayed in this screen **PXDCLMVW** Click on **View Claim** to open this screen. All the payments received against the claim are listed.

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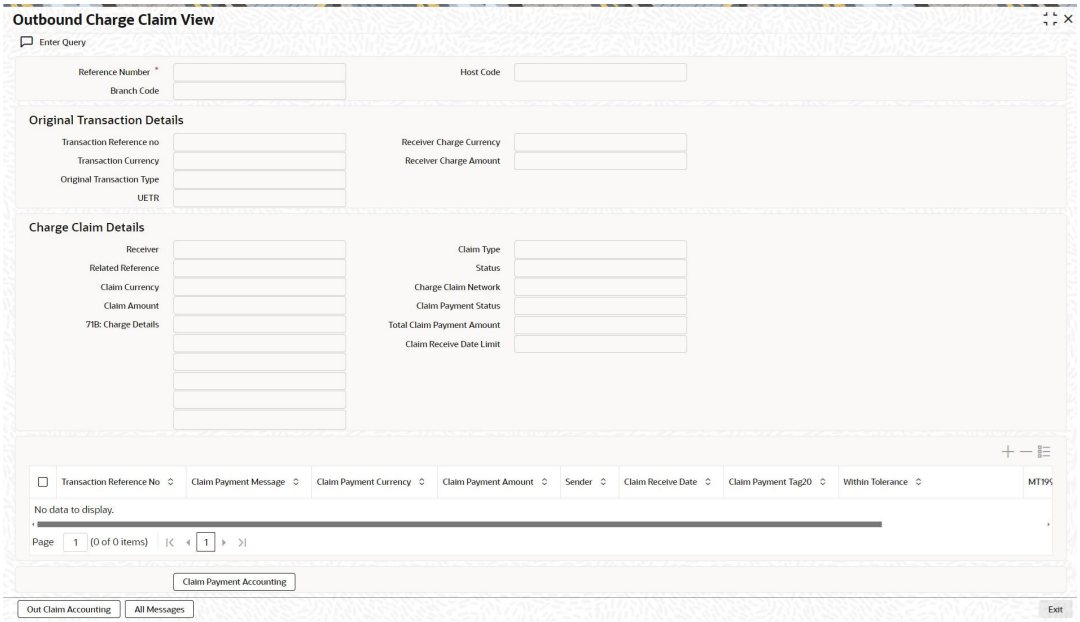
Figure 5-2 Outbound Claim Queue - View Claim



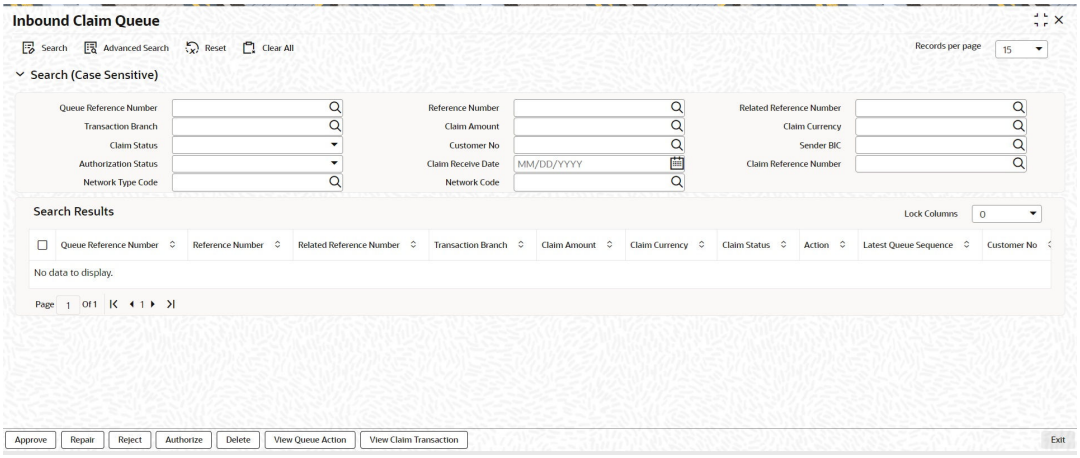
5.2 Inbound Claim Queue

Any repair type validation failure is encountered while processing inbound claims, the claim is move to Inbound Charge Claim Queue. Refer *Exception Queues User Manual* for further details.

1. On Homepage, specify **PQSCLMQU** in the text box, and click next arrow.

   Inbound Claim Queue screen is displayed.

Figure 5-3 Inbound Claim Queue



2. Search using one or more of the following parameters:
   - Queue Reference Number
   - Reference Number
   - Related Reference Number

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- Transaction Branch
- Claim Amount
- Claim Currency
- Claim Status
- Customer No
- Sender BIC
- Authorization Status
- Claim Receive Date
- Claim Reference Number
- Network Type Code
- Network Code

3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.
4. Double click a record after selecting a record to view the detailed screen.
5. User can perform following actions:

- Approve
- Repair
- Reject
- Authorize
- Delete
- View Queue Action
- View Claim Transaction

5.2.1 Approve

Select the record to Approve the outstanding claim settlement. On approving, customer account or Payable GL is debited and Nostro is credited.

5.2.2 Repair

You can modify the Claim Currency, Claim Amount, Debit Account & Settlement Date from the repair screen Repairing the existing details requires authorization.

1. On screen, click **Repair** Action button present at the bottom.

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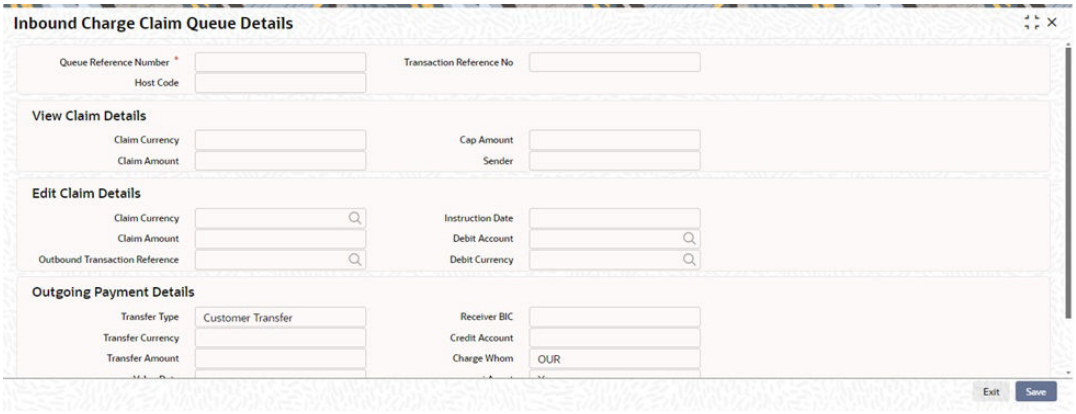
Figure 5-4 Inbound Claim Queue - Repair



2. You can view below fields:

Table 5-1 Inbound Claim Queue - Repair

Field	Description
Outgoing Payment Details	The Outgoing Payment Details display outgoing transaction (i.e. MT103, MT202) details. Fields displayed in the outgoing payment details section are read only fields. Outgoing Payment Details section displays the transaction details only for the transaction status matched.
Edit Claim Details	Fields Instruction Date, Debit Account, Claim Currency, Claim Amount on the screen are displayed under section Edit Claim Details.
Related Reference	Specify the Related Reference from the list of values. This field shows the Reference Numbers of original Unmatched transactions.

5.2.3 Reject

Select the record to reject the claim. Records selected are marked as rejected. This requires authorization.

5.2.4 Authorize

Following actions requires authorization:

- Approve
- Repair
- Reject

5.2.5 Delete

Select a claim for the initiated actions like - ‘Approve’, ‘Repair’, ‘Reject’ and click on ‘Delete’ button to delete the actions before authorizing the same.

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5.2.6 View Queue Action

View the queue actions for the selected claim with the maker/checker details.

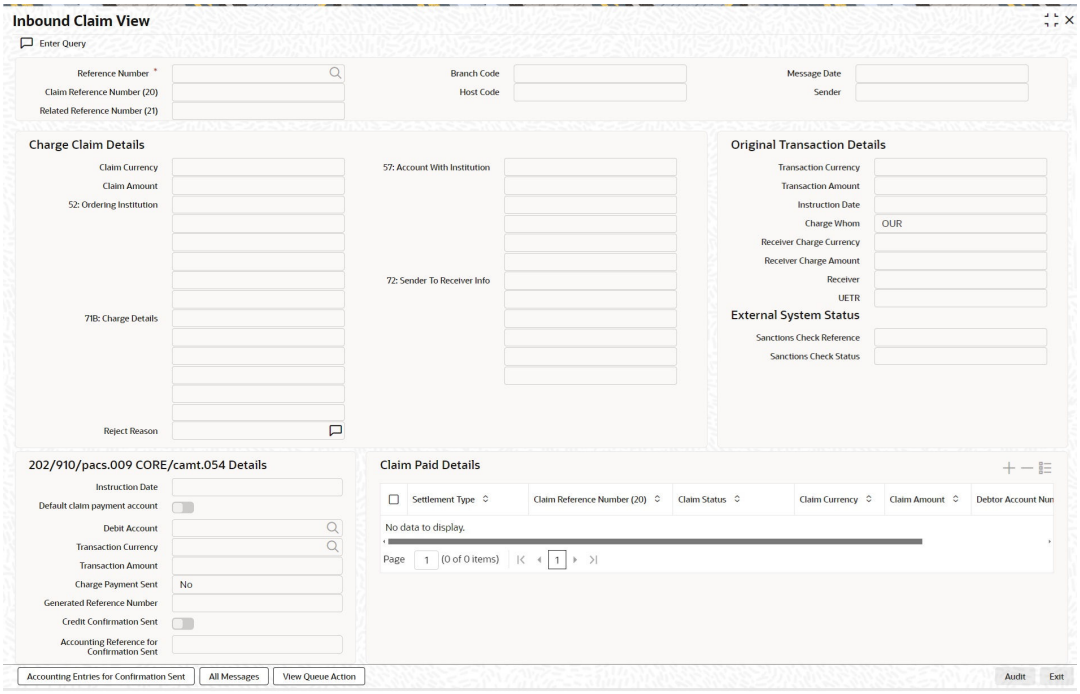
> **Note**
>
> Queue rights and transaction limit rights are verified for every action initiated.

5.2.7 View Claim Transaction

Claim message details and the liked transaction details is displayed in this screen 'PXDCHGCM'. All the payments made against the claim are listed.

- On screen, click **View Claim Transaction** action button present at the bottom.

Figure 5-5 Inbound Claim Queue - View Claim Transaction



5.3 Inbound Cancellation Browser

Inbound cancellation request messages (Received for both gSRP and non-gSRP) are available in this browser.

1. On Homepage, specify **PXSICLBR** in the text box, and click next arrow.

   Inbound Cancellation Browser screen is displayed.

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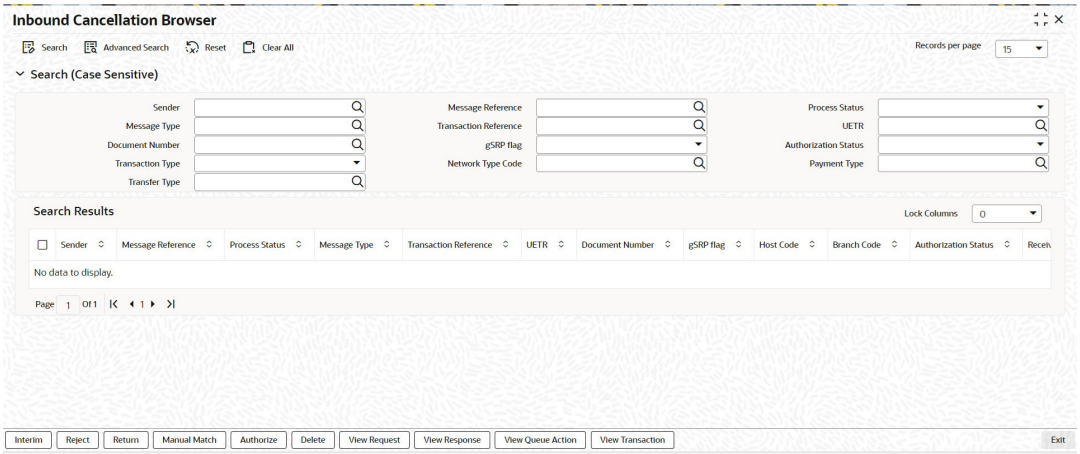
Figure 5-6 Inbound Cancellation Browser



2. Search using one or more of the following parameters:
   - Sender
   - Message Reference
   - Process Status
   - Message Type
   - Transaction Reference
   - UETR
   - Document Number
   - gSRP flag
   - Authorization Status
   - Transaction Type
   - Network Type Code
   - Payment Type
   - Transfer Type
3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.
4. Double click a record after selecting a record to view the detailed screen.
5. User can perform following actions:

- Manual Match
- Interim/Reject
- Authorize
- Delete
- View Request Action
- View Response Action
- View Queue Action
- View Transaction

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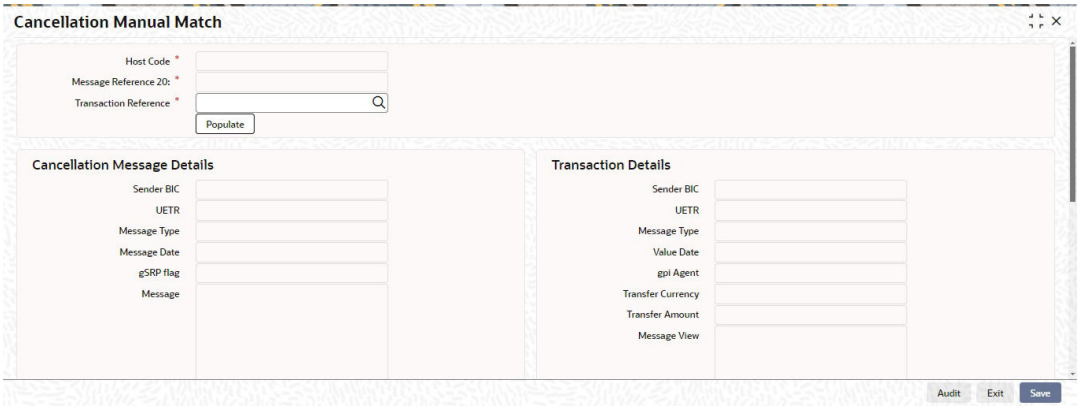
5.3.1 Manual Match

1. Manual Match action PXDCANMM screen is allowed only if the Process status of the selected record is ‘Unmatched’. Manual Match requires authorization and queue access / limit rights.
2. On screen, click **Manual Match** Action button present at the bottom

   Manual Match sub screen is displayed.

Figure 5-7 Inbound Cancellation Browser - Manual Match



3. On **Manual Match** sub screen, specify the fields.

   For more information about the fields, refer to field description below:

Table 5-2 Inbound Cancellation Browser_Manual Match - Field Description

Field	Description
Host Code	System displays the Host Code of the selected branch of the logged in user.
Message Reference 20	System defaults the value of Field 20 received in cancellation request message.
Transaction Reference	Select a Transaction Reference from the list of Inbound transaction references which are not matched with the Inbound cancellation requests.
Cancellation Message Details	--
Sender BIC	System displays the Sender BIC of the cancellation request message.
UETR	System displays the UETR value from 121 tag received in the message.
Message Type	System displays the SWIFT message type received (192/292).
Message Date	System displays the date on which the inbound cancellation message is received.
Message	System displays the cancellation message received.

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Table 5-2 (Cont.) Inbound Cancellation Browser_Manual Match - Field Description

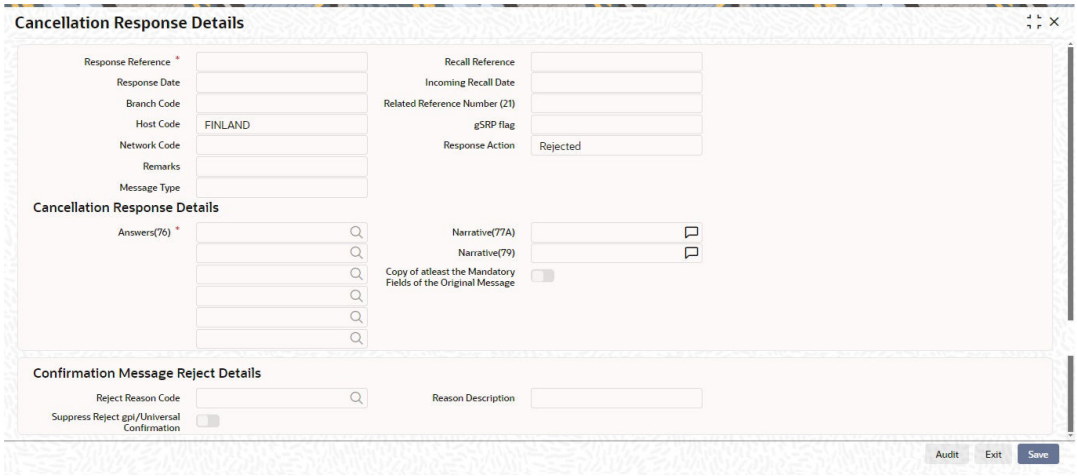
Field	Description
Transaction Details	On clicking the Populate button in PXDCANMM screen, system defaults the following fields under this section from the inbound transaction reference selected in the LOV. • Sender BIC • Transfer Currency • Transfer Amount • Value Date • gpi Enabled • Message On Authorization of manual match action, a cancellation request is logged against the matched transaction. You can view the cancellation request in the 'Exception' tab of the matched inbound transaction. In queue action log of the matched inbound transaction, a record is logged with action as 'MATCH'.

5.3.2 Interim/Reject

1. Interim/Reject action screen is allowed only if the Process status of the selected record is 'Unmatched' or 'Matched'. Reject action is not allowed if the Last Response Action is 'Rejected'. Interim/Reject action requires authorization and queue access / limit rights.
2. On screen, click **Interim/Reject** Action button present at the bottom.

   Cancellation Response Details sub screen is displayed.

Figure 5-8 Inbound Cancellation Browser - Interim/Reject



3. On **Cancellation Response Details** sub screen, specify the fields.

   For more information about the fields, refer to field description below:

Table 5-3 Inbound Cancellation Browser_Interim/Reject - Field Description

Field	Description
Response Reference	System displays an auto generated reference number in this field.
Response Date	System defaults the current branch date in this field.

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Table 5-3 (Cont.) Inbound Cancellation Browser_Interim/Reject - Field Description

Field	Description
Branch Code	System defaults the Branch code of the matched transaction.
Host Code	System defaults the Host code of the matched transaction.
Network Code	System defaults the Network code of the matched transaction
Recall Reference	System displays the Field 20 of the incoming MT n92/gSRP request message.
Incoming Recall Date	System displays the Date on which the incoming MT n92/gSRP request message received.
Related Reference	System displays the transaction reference of the matched inbound transaction.
Response Action	System displays the action selected from the PXSCIBLR screen (Interim/Reject).
gSRP flag	System displays 'Yes' in this field if the request is a gSRP request. Else system displays 'No' in this field.
Answers (76)	Specify the response details in the field by selecting the reason codes from the LOV. You can input 6 lines of 35 characters. Line 1 LOV displays various reason codes and reason statuses based on the action selected and the gpi Enabled flag of the matched transaction. Please refer below table
Narrative (77A)	Specify the narrative details up to 20 lines with 35 characters each.
Narrative (79)	Specify the narrative details up to 35 lines with 35 characters each.
Copy of at least the Mandatory Fields of the Original Message	Check the Copy of at least the Mandatory Fields of the Original Message check box if the fields of the original request message needs to be populated. • On Authorization of the Interim/Reject action, a gSRP response message is generated if the request is a gSRP request message. Else a non-gSRP response message is generated. • On save and authorization of the 'Reject' action, system validates whether the response is processed within the days allowed if the transaction is gpi-transaction. If the response date is beyond the 'Recall Response days' maintained in gpi Host preferences (PXDGPIPF), system shows an information message 'Final gSRP response is being provided to the Tracker after x calendar days from the receipt of gSRP request'. • In the field Answers (76), line 1 is mandatory for gpi payments. Other lines in Answers (76), 'Copy of at least the Mandatory Fields of the Original Message' checkbox, field Narrative 77A and field Narrative 79 are not allowed for gpi payments. • In View queue action log, queue action is logged for the user action taken against the message reference. Last Response action in PXSICLBR is updated with the user action taken. If the Process status is 'Matched', Recall Response is logged in the Exception tab of the matched inbound transaction.
Confirmation Message Reject Details	--
Reject Reason Code	Specify the Rejest Reason Code from the list of values. Lists all the gpi Confirmation Reject Reason codes from SWIFT gpi Host Preferences (PXDGPIST).
Reason Description	This field displays the Description of the reject reason code selected.

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Table 5-4 Inbound Cancellation Browser_Interim/Reject - Answers (76) field LOV

Action	gpi Enabled flag	Response Statuses/Recon Codes
Interim	Yes	Displays gSRP Response code for Interim status within '/' followed by gSRP Reason codes for the Interim status. E.g. /PDCR/RQDA
Interim	No	Displays all response/reason codes applicable for n96 message.
Reject	Yes	Displays gSRP Response code for Reject status within '/' followed by gSRP Reason codes for the Reject status. E.g. /RJCT/LGCL
Reject	No	Displays all response/reason codes applicable for n96 message.

5.3.3 Authorize

You can perform the Authorize action only if the authorization status is 'Unauthorized'. On Authorize action, the authorization status of the record is marked as 'Authorized'.

5.3.4 Delete

You can perform the Delete action only if the authorization status is 'Unauthorized'. On Authorize action, the system reverts the Process status of the record to previous status.

5.3.5 View Request Action

You can view the inbound cancellation request message by performing View Request Action.

5.3.6 View Response Action

You can view the response messages sent out by performing View Response Action. The latest response message sent out is displayed first in the screen.

5.3.7 View Queue Action

You can view the action logs for the cancellation message received against the reference.

5.3.8 View Transaction

On clicking the View Transaction button, system launches Inbound SWIFT Payment View (PSDIVIEW) screen if the matched transaction is of type 'Incoming Message'.

5.4 Inbound Cancellation Request Queue

Inbound cross border transactions for which cancellation request messages are received are available in this queue screen.

1. On Homepage, specify **PQSICLRQ** in the text box, and click next arrow.

   Inbound Cancellation Request Queue screen is displayed.

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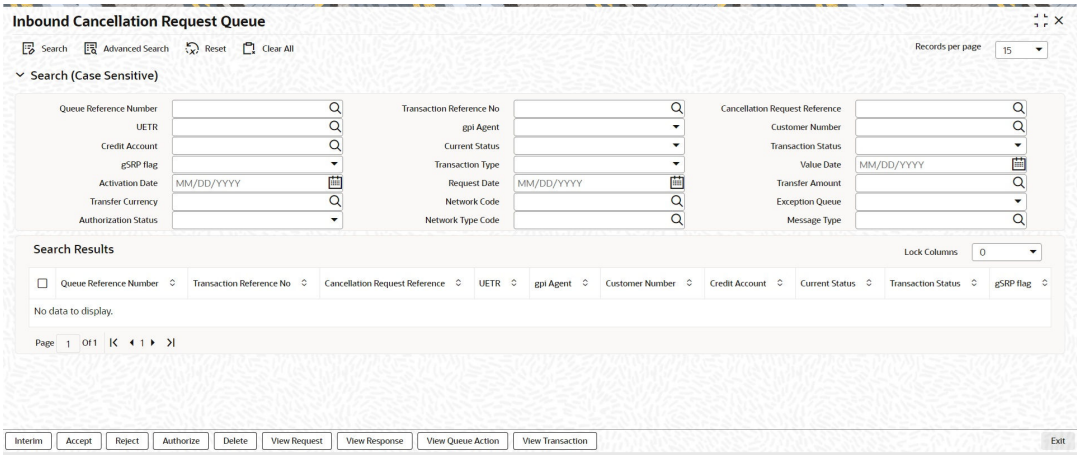
Figure 5-9 Inbound Cancellation Request Queue



2. Search using one or more of the following parameters:
   - Queue Reference Number
   - Transaction Reference Number
   - Cancellation Request Reference
   - UETR
   - gpi Agent
   - Customer Number
   - Credit Account
   - Current Status
   - Transaction Status
   - gSRP flag
   - Transaction Type
   - Value Date
   - Activation Date
   - Request Date
   - Transfer Amount
   - Transfer Currency
   - Network Code
   - Exception Queue
   - Authorization Status
   - Network Type Code
   - Message Type
3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.
4. Double click a record after selecting a record to view the detailed screen.
5. User can perform following actions:

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- Interim/Accept/Reject
- Authorize
- Delete
- View Request Action
- View Response Action
- View Queue Action
- View Transaction

5.4.1 Interim/Accept/Reject

You can invoke the Cancellation Response Details screen PQDCANRP by a selecting a record and clicking on ‘Interim/Accept/Reject’ or action button available at the left bottom in this browser.

Interim/Accept/Reject action requires authorization and queue access / limit rights. Accept action is not allowed when the transaction status is Canceled / Seized / Reversed and the transaction type is incoming.

Field and the validations is same as Cancellation Response Details screen which is launched from inbound cancellation browser. For more details, refer section Interim/Reject.

5.4.2 Authorize

You can perform the Authorize action only if the authorization status is ‘Unauthorized’. On Authorize action, the authorization status of the record is marked as ‘Authorized’.

5.4.3 Delete

You can perform the Delete action only if the authorization status is ‘Unauthorized’. On Authorize action, the system reverts the Process status of the record to previous status.

5.4.4 View Request Action

You can view the inbound cancellation request message by performing View Request Action.

5.4.5 View Response Action

You can view the response messages sent out by performing View Response Action. The latest response message sent out is displayed first in the screen.

5.4.6 View Queue Action

You can view the action logs for the cancellation message received against the reference.

5.4.7 View Transaction

This action launches the Inbound Cross Border Transaction View Detailed (PXDIVIEW) if the 'Transaction Type' field value is 'Incoming' and Incoming SWIFT Payment View screen (PSDIVIEW) if the value is 'Incoming Message.

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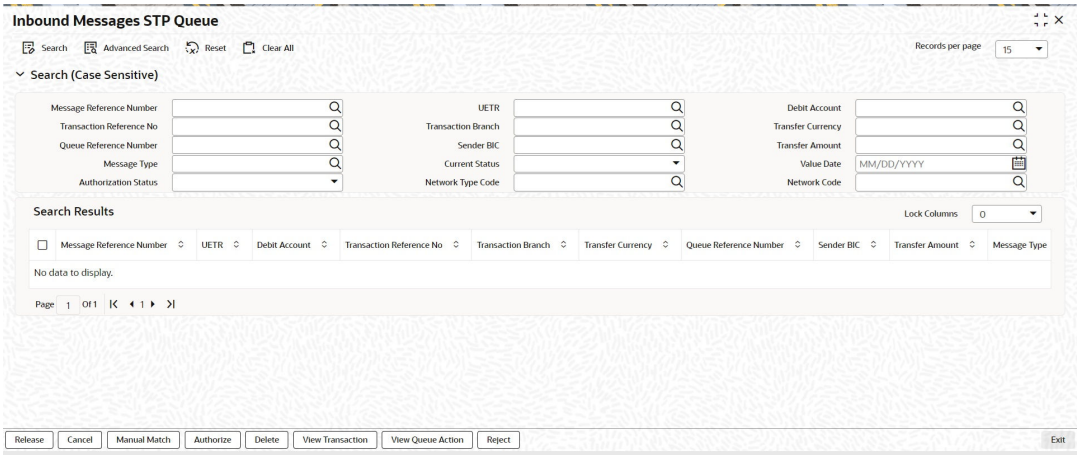
5.5 Inbound Messages STP Queue

Inbound MT103 / MT 202 / Cov messages awaiting match is listed in this queue screen.

1. On Homepage, specify **PQSSTPQU** in the text box, and click next arrow.

   Inbound Messages STP Queue screen is displayed.

Figure 5-10 Inbound Messages STP Queue



2. Search using one or more of the following parameters:
   - Message Reference 20:
   - UETR
   - Debit Account
   - Transaction Reference Number
   - Transaction Branch
   - Transfer Currency
   - Queue Reference Number
   - Sender BIC
   - Transfer Amount
   - Message Type
   - Current Status
   - Value Date
   - Authorization Status
   - Network Type Code
   - Network Code
3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.
4. Payments processed after network cutoff time will be resolved as Network Post cutoff Payment Transactions. Single payment and batch entries are logged into this queue.

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5. User can perform following actions:

Table 5-5 Inbound Messages STP Queue - Action

Actions	Functions
Release	• This action is applicable for both Non-STP and waiting for cover messages. • System skips the cover matching and release the message for further processing. • This action requires authorization and queue access / limit rights.
Suppress	• You can invoke this action, if no further processing is required / allowed for a message in STP queue. • This action requires authorization and queue access / limit rights.
Manual Match	This action is applicable for only cover pending messages. Manual Match requires authorization and queue access / limit rights.
Authorize	Authorization is applicable for the Unauthorized Release, Suppress and Manual Match actions.
Delete	Allows the user to delete the actions – Release, Suppress and Manual Match that are unauthorized.
View Queue Action	Displays all queue activities performed for the selected transaction.
View Transaction	You can view the selected transaction details.

- Reject Action
- Manual Match Action
- Auto Cover Match Processing

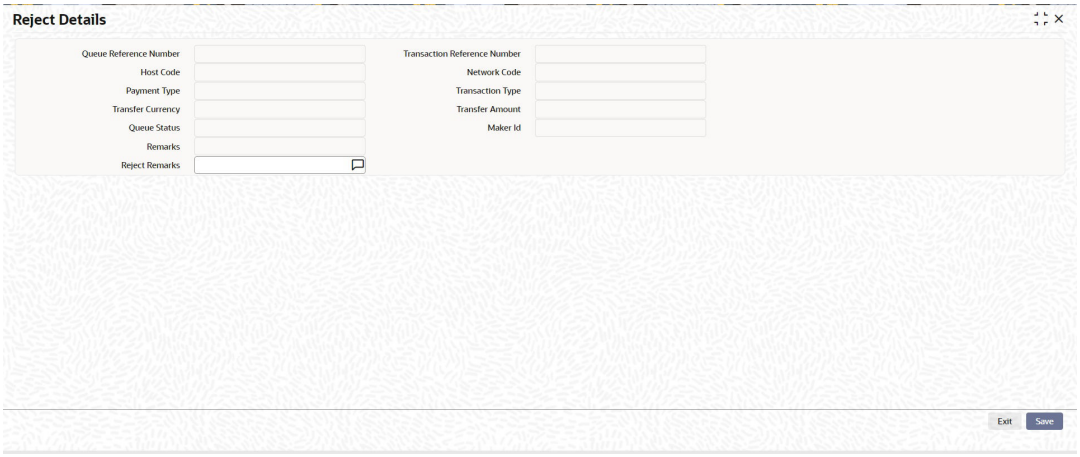
5.5.1 Reject Action

Reject action opens a new sub screen **PQDBORJT** to capture remarks during 'Reject' action by Checker.

Reject action is allowed only if Authorization status is Unauthorized and if the user has access right for 'Authorize' action at Role/User level.

1. On screen, click **Reject Action** button present at the bottom.

Figure 5-11 Inbound Messages STP Queue - Reject Action



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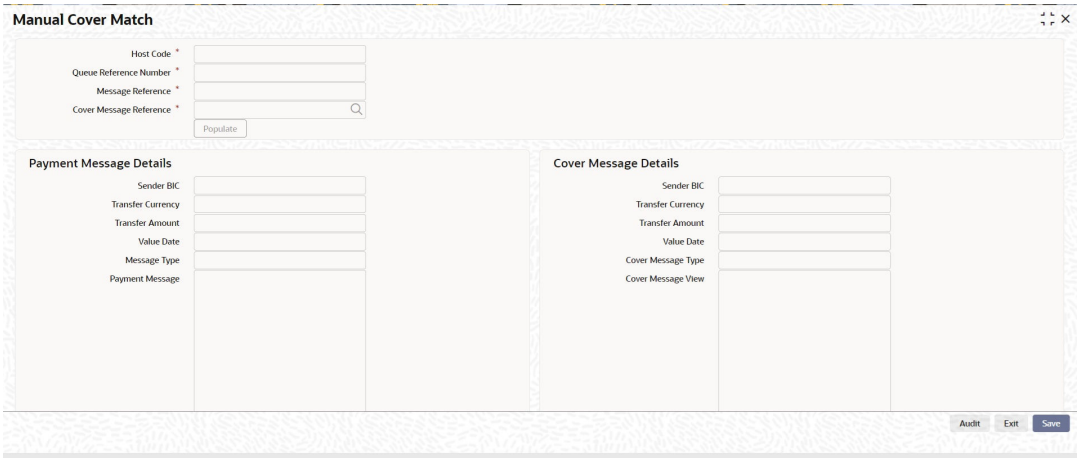
2. Click OK button in this sub screen, then below processing changes are done:
   - Queue Authorization status is updated as 'Rejected'
   - Authorization status in Queue action log is updated as 'Rejected'
   - Queue status gets reset to 'Pending'
   - Reject Remarks if provided by user gets populated against Checker remarks fields of Queue action log
   - If the last Queue action is 'Manual Match', then the cover match reference gets reset. Similarly, if the last Queue action is 'Cancel', then the Reject reason code gets reset
3. User actions Manual Match, Release, Cancel are allowed on the Rejected queue record.

5.5.2 Manual Match Action

This action is applicable for only cover pending messages. Manual Match requires authorization and queue access / limit rights.

1. On screen, click **Manual Match Action** button present at the bottom.

Figure 5-12 Inbound Messages STP Queue - Manual Match Action



2. Select the cover message MT 202COV / MT 910 which is pending for match. While processing manual match, system tries to match the currency of the payment and cover message only.

> **Note**
>
> - Any difference in amount due to intermediary charges etc. has to be manually handled.
> - Both payment message and cover message are marked as manually matched. Payment value date is derived based on the preference maintained in PMDCMPRF.

5.5.3 Auto Cover Match Processing

Auto cover matching of the messages MT 103 and MT 202 are supported.

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Based on the rule condition mentioned in the Cover Queue Rule maintenance (PMDQURLE), an incoming payment message (MT103/MT 202) is routed to a STP queue. All payment messages in this queue await Cover matching. Incoming Cover messages are also routed to this queue based on the Cover queue rule condition.

- Sanction scanning of MT 202 COV and MT 910 inbound messages are done upfront.
- On successful completion of sanctions screening, the messages are matched with MT 103/ MT 202 messages pending in STP queue for cover match.
- Auto matching considers the following fields value matching between the original payment message & cover message:
  - Reference Number
  - Field 20 of payment message with Field 21 of cover message
  - Currency & Amount match
- If the auto cover match is successful both payment message and cover message are marked as 'Matched', and payment message is released from STP queue for further processing.
- Further the payment is sent for Network resolution and forwarded to the resultant payment processor.

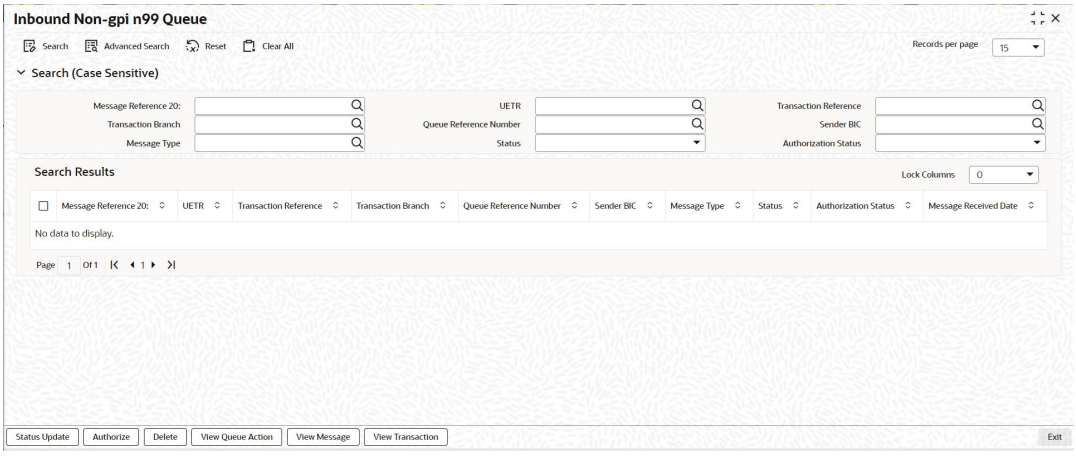
5.6 Inbound Non-gpi n99 Queue

The Non STP Queue screen lists all the transaction which are not required to be processed as STP for specific customers based on STP rule and Customer Restriction Preference maintenance.

1. On Homepage, specify **PQSING99** in the text box, and click next arrow.

   Inbound Non-gpi n99 Queue screen is displayed.

Figure 5-13 Inbound Non-gpi n99 Queue



2. Search using one or more of the following parameters:
   - Message Reference 20
   - UETR
   - Transaction Reference (Indicated by Field 21 & Fetch transaction reference number from PXDOVIEW, PXDIVIEW)

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- Transaction Branch
- Queue Reference Number
- Sender BIC
- Message Type (199, 299, 999 only)
- Status (Pending, Confirmed, Rejected, No Action Required)
- Authorization Status (Authorized, Unauthorized)

3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.

4. Double click a record after selecting a record to view the detailed screen.
5. User can perform following actions:

- Status Update
- Authorize
- View Message
- View Transaction
- View Queue Action
- Delete

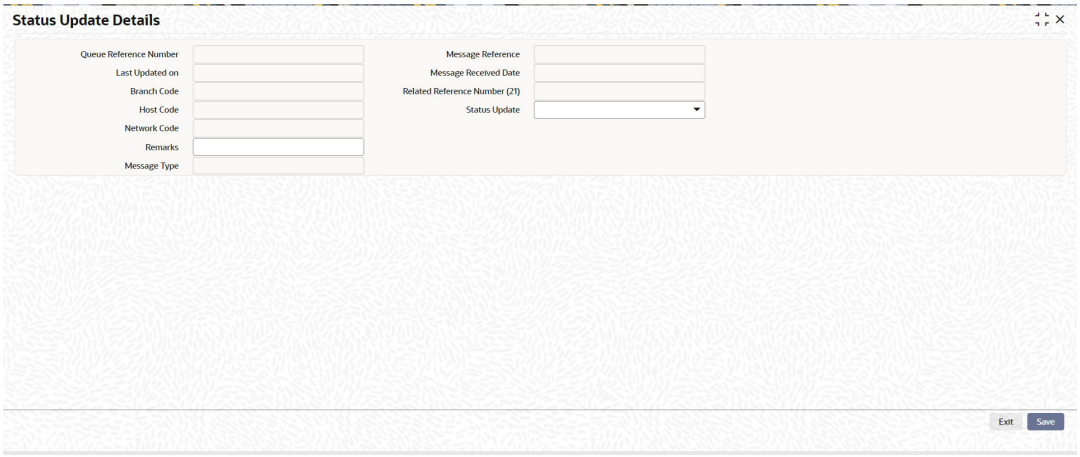
5.6.1 Status Update

The Status Update Details screen allows user to specify the Remarks and select appropriate update status 'Pending, Confirmed, Rejected, No Action Required', as applicable. You can save the status update.

1. On screen, click **Status Update** button present at the bottom

   Status Update Details sub screen is displayed.

Figure 5-14 Inbound Non-gpi n99 Queue - Status Update Details



2. Specify / display the following fields:

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Table 5-6 Inbound Non-gpi n99 Queue_Status Update Details - Field Description

Field	Description
Queue Reference Number	This field displays the system generated 16-digit status update reference number.
Message Reference	This field displays Field 20 of the incoming 'n99' message.
Last Updated on	This field displays the Date of Update.
Message Received Date	This field displays the date of receipt of the 'n99' message.
Branch Code	This field displays the Branch Code.
Related Reference Number (21)	This field displays the Field 21 of the incoming 'n99' message.
Host Code	This field displays the Host Code.
Status Update	This field lists the below values for the user to select as appropriate and update: • Pending • Confirmed • Rejected • No Action Required
Remarks	You can specify Remarks, as applicable.
Message Type	This field displays the MT messages such as 199, 299, 999.

3. On click of 'OK' the status update gets saved and submitted for authorization.

5.6.2 Authorize

After clicking Authorize, you can authorize an unauthorized queue action.

5.6.3 View Message

After clicking View Message, you can view the incoming MT 'n99' non-gpi message.

5.6.4 View Transaction

After clicking View Transaction, you can view the underlying transaction details (incoming or outgoing).

5.6.5 View Queue Action

After clicking View Queue Action, it displays all the actions undertaken for the message from the queue.

1. On screen, click **View Queue Action** button present at the bottom

   View Queue Action Details sub screen is displayed.

2. You can search using one or more of the following parameters:
   - Queue Reference Number
   - Reference Id
   - Queue Code

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5.6.6 Delete

After clicking Delete, you can delete an unauthorized queue action.

5.7 Incoming Unmatched Queue

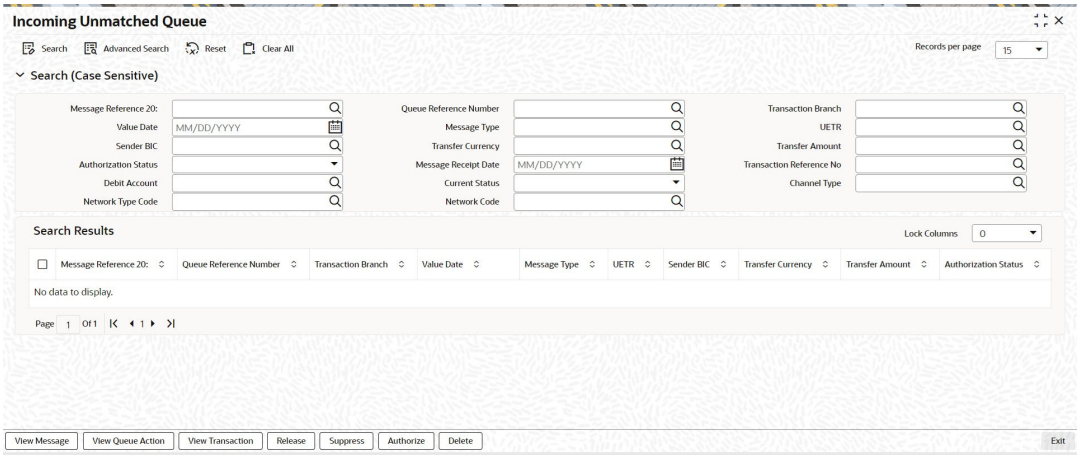
The 'Incoming Unmatched Queue' screen lists all the below items:

- All incoming MT202/205 messages which are terminating and credit account resolution fails.
- All incoming MT202COV/205COV messages received for cover matching but not matched against Customer Transfer/Bank Transfer.
- All incoming MT910 messages which are not matched against Customer Transfer/Bank Transfer & Outbound Claim.
- All incoming MT940/MT950 statement entries which are not matched against Customer Transfer/Bank Transfer & Outbound Claim.

1. On Homepage, specify **PQSIUNMQ** in the text box, and click next arrow.

   Incoming Unmatched Queue screen is displayed.

Figure 5-15 Incoming Unmatched Queue



2. Search using one or more of the following parameters:
   - Message Reference 20:
   - Queue Reference Number
   - Transaction Branch
   - Value Date
   - Message Type
   - UETR
   - Sender BIC
   - Transfer Currency
   - Transfer Amount

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- Authorization Status
- Message Receipt Date
- Transaction Reference Number
- Debit Account
- Current Status
- Channel Type
- Network Type Code
- Network Code

3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.

4. Double click a record after selecting a record to view the detailed screen.

> **Note**
>
> Beneficiary Institution fields are not populated in the search results section when the message type is MT910, MT940, MT950.

5. User can perform following actions:

- View Message
- View Queue Action
- View Transaction
- Release
- Authorize
- Delete

5.7.1 View Message

After clicking View Message, existing Message Details screen (PMDVWMSG) gets launched and details of incoming message is displayed.

This action is allowed only for the MT910, MT202, MT205, MT202COV, MT205COV message types.

5.7.2 View Queue Action

After clicking View Queue Action, existing Queue Action screen (PQDVWQAC) gets launched and it displays all the user actions taken on this message.

5.7.3 View Transaction

After clicking View Transaction, you can view the underlying transaction details (incoming or outgoing).

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5.7.4 Release

After clicking Release, new sub screen will get launched. Below are details of the of fields to be displayed in this sub screen. This action is allowed only for MT202/205 message types.

5.7.5 Authorize

After clicking Authorize, the above-mentioned sub screen gets launched to capture authorizer's remarks and Authorize the Release action. Only Checker Remarks are made available for User Input for 'Authorize' user action.

5.7.6 Delete

After clicking Delete, the above-mentioned sub screen gets launched. You can specify both Maker Remarks/ Check Remarks fields.

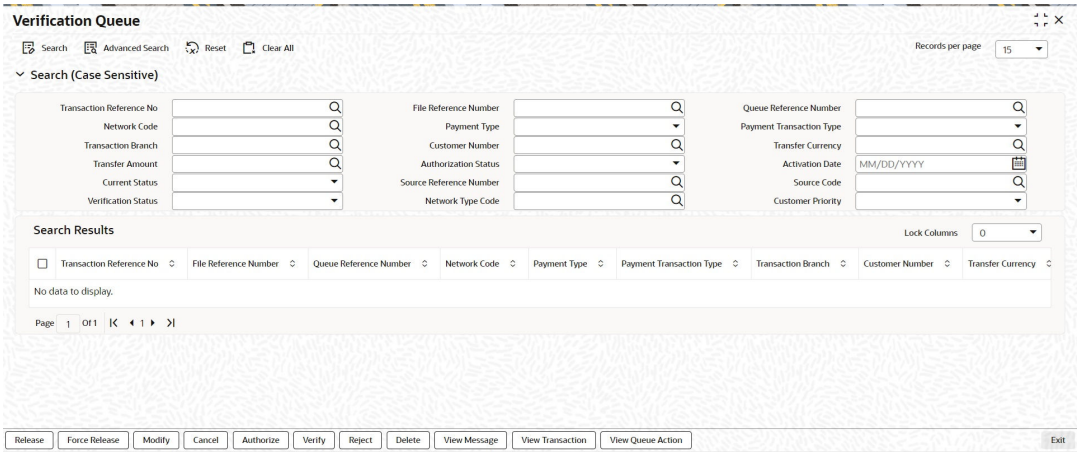
5.8 Verification Queue

The Verification Queue screen allows user to maintain the Verification Rule. This Rule maintenance would be at the Host level and for a specific Network Code.

1. On Homepage, specify **PQSVERFQ** in the text box, and click next arrow.

   Verification Queue screen is displayed.

Figure 5-16 Verification Queue



2. Search using one or more of the following parameters:
   - Transaction Reference Number
   - File Reference Number
   - Queue Reference Number
   - Network Code
   - Payment Type
   - Payment Transaction Type

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- Transaction Branch
- Customer Number
- Transfer Amount
- Authorization Status
- Activation Date
- Current Status
- Source Reference Number
- Source Code
- Verification Status
- Network Type Code
- Customer Priority

3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.

4. Double click a record after selecting a record to view the detailed screen.
5. User can perform following actions:

Table 5-7 Verification Queue - Action

Action	Functions
View Transaction	View outgoing transaction view.
View Queue Action	To view all the user actions taken on the transaction.
View Message	Preview the generated payment messages.
Force Release	Release the transaction from the queue even if network cutoff is crossed.
Release	Release the transaction from the queue to process the transaction further.
Modify	Allowing modification of the transaction data. Branch Input screen gets launched in unlock mode and you can do modification based on the amendable fields list.
Cancel	Canceling the transaction in Verification Queue.
Authorize	Authorization of the queue action.
Verify	This action displays the status of the 2nd Authorization. The Outbound Cross Border/RTGS Transaction Input (PXDOTONL) is displayed with menu 'Verify' in the screen.
Delete	To delete the unauthorized user action by Maker.
Reject	To reject the unauthorized user action by Checker.

5.9 Transaction Amendment Request Queue

The webservice captures the outbound transaction amendment requests and the system validates the received request.

This screen log all the amendment request received from channels for Cross Border/RTGS transactions.

1. On Homepage, specify **PQSAMNAQ** in the text box, and click next arrow.

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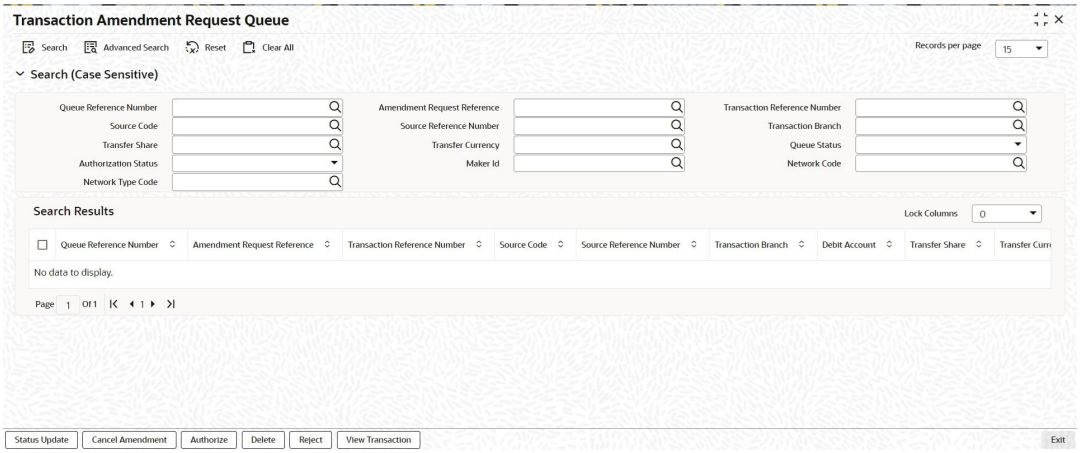
Transaction Amendment Request Queue screen is displayed.

Figure 5-17 Transaction Amendment Request Queue



2. Search using one or more of the following parameters:
   - Queue Reference Number
   - Amendment Request Reference
   - Transaction Reference Number
   - Transaction Branch
   - Source Code
   - Network Code
   - Transfer Currency
   - Transfer Amount
   - Source Reference Number
   - Current Status
   - Authorization Status
   - Maker Id
   - Debit Account
   - Network Type Code
3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.
4. Double click a record after selecting a record to view the detailed screen.
5. User can perform following actions:

Table 5-8 Transaction Amendment Request Queue - Action

Action	Functions
Status Update	Launches a new sub screen to capture the action taken on the amendment request.
Cancel Amendment	This action mark the request as cancelled.

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Table 5-8 (Cont.) Transaction Amendment Request Queue - Action

Action	Functions
Authorize	Authorization of the action taken by maker.
Delete	This action is for maker to undo the action taken.
Reject	Rejection of unauthorized user action by Maker.
View Transaction	This action show the outbound original transaction. The Outbound Cross-border/RTGS Transaction View Screen (PXDOVIEW) get launched.

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6

Exception & Investigation Queues - Domestic ACH

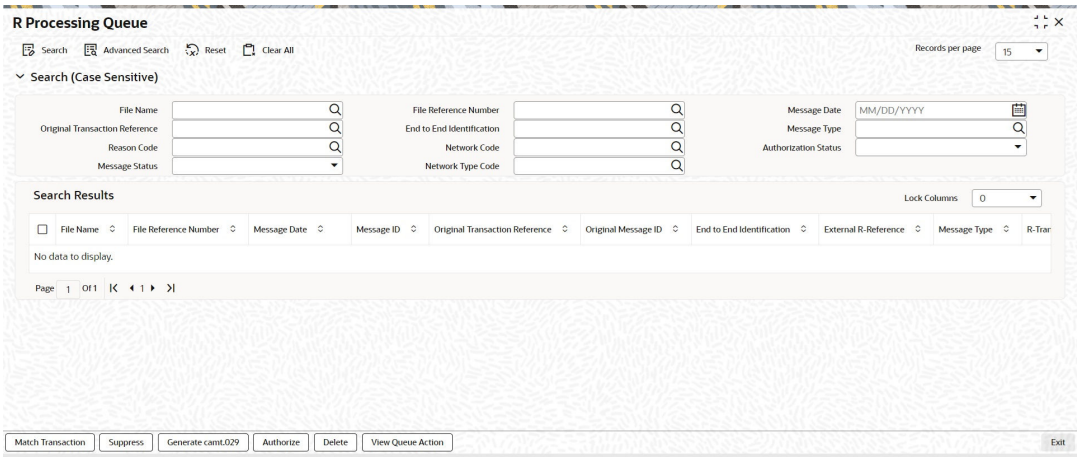
- R Processing Queue
- Dispatch File Browser

6.1 R Processing Queue

1. On Homepage, specify **PMSRMSQU** in the text box, and click next arrow.

   R Processing Queue screen is displayed.

Figure 6-1 R Processing Queue



2. Search using one or more of the following parameters:
   - File Name
   - File Reference Number
   - Message Date
   - Original Transaction Reference
   - End to End Identification
   - Message Type
   - Reason Code
   - Network Code
   - Authorization Status
   - Message Status
   - Network Type Code
3. Once you specified the parameters, click the Search button.

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System displays the records that match the search criteria.

4. Double click a record after selecting a record to view the detailed screen.
5. User can perform following actions:

Table 6-1 R Processing Queue - Action

Action	Functions
Match Transaction	This action allows the user to manually match an R-message which is in unmatched status. You can select one of the existing transaction (ACH or direct debit transaction) depending on payment type.
Suppress Action	This action allows the user to suppress an unmatched R-message. This can be done when the original match is not found.
Generate camt.029	This action is applicable for unmatched camt.056 messages received for a payment transaction (SCT). If no original transaction is found, the receiving bank can send back the camt.029 message.
Authorize	Select a particular record from the queue and then click this action button to authorize the record.
Delete	Select a particular record from the queue and then click this action button to delete the record.
View Queue Action	Select a record and click this action button to show the actions taken by system or users and the associated audit trail.

> **Note**
>
> All actions, Match Transaction, Suppress and Generate camt.029 require authorization.

6.2 Dispatch File Browser

Dispatch File browser lists all the dispatch records based on the dispatch reference. A single dispatch reference can have multiple files attached to it. This screen lists the records for both SCT and SDD.

1. On Homepage, specify **PMSDSPBR** in the text box, and click next arrow.

   Dispatch File Browser screen is displayed.

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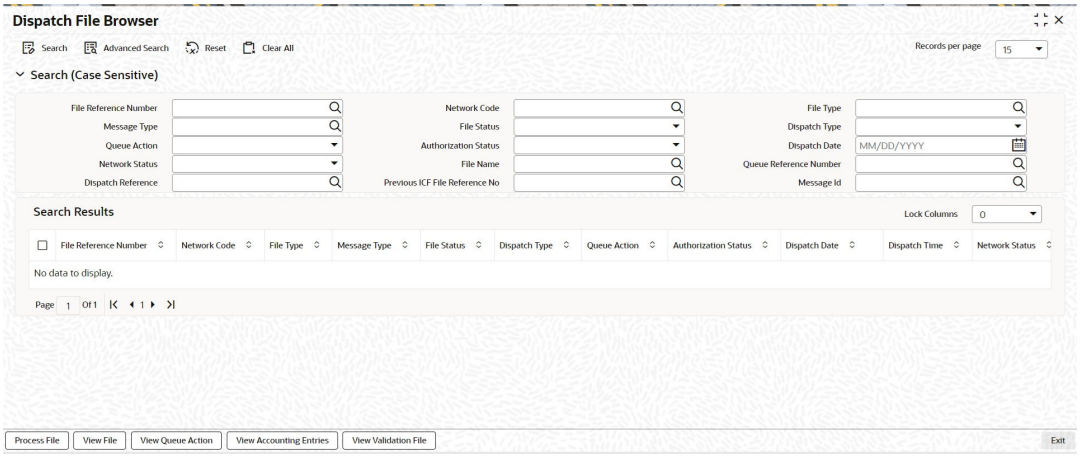
Figure 6-2 Dispatch File Browser



2. Search using one or more of the following parameters:
   - File Reference Number
   - Network Code
   - File Type
   - Dispatch Type
   - Queue Action
   - Authorization Status
   - Dispatch Date
   - Network Status
   - File Name
   - Queue Reference Number
   - Dispatch Reference
   - Previous ICF File Reference No
3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.
4. Double click a record after selecting a record to view the detailed screen.
5. This queue screen is applicable for both ACH and DD transactions.
6. Following actions can be performed for transactions in this queue:

Table 6-2 Dispatch File Browser - Action

Action	Functions
Process File	Select a record and click on Process File to process the file. Process File is allowed only when the File Status is either – Pending/Posted. System checks the Network cutoff and change the settlement date accordingly on clicking Process File.
View File	You can view the dispatch file generated using this option.
View Queue Action	You can select a record and click this action button to show the actions taken by system or users and the associated audit trail.

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Table 6-2 (Cont.) Dispatch File Browser - Action

Action	Functions
View Accounting	The file level accounting can be viewed from the Accounting Entries screen opened on invoking this action.
View Validation File	This action will open Validation File Details screen (PMDVLDVW) which provides the CVF/DVF file details received for the dispatch file.

- View Validation File
- View Bulk Details

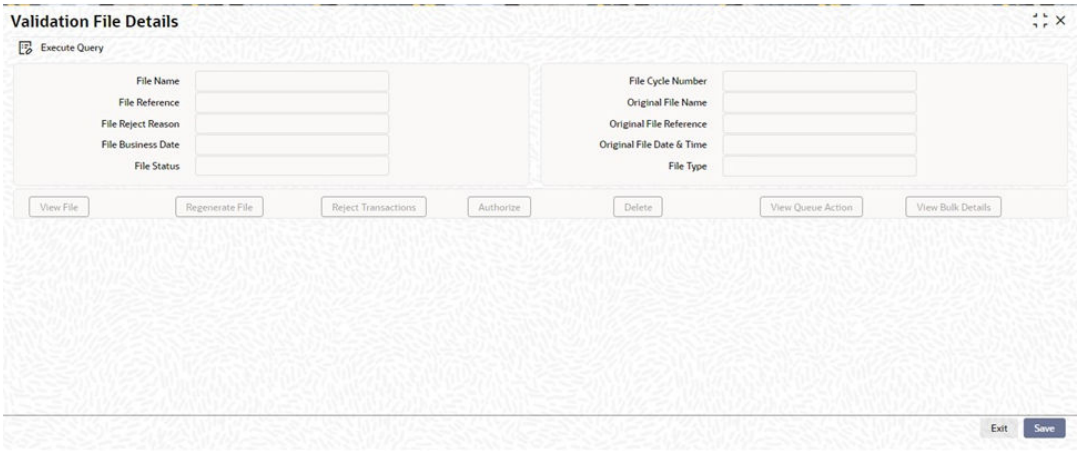
6.2.1 View Validation File

This action will open Validation File Details screen, which provides the CVF/DVF file details received for the dispatch file. The File level network rejects are displayed in this screen.

1. On screen, click **View Validation File** button present at the bottom.

   Validation File Details screen is displayed.

Figure 6-3 Dispatch File Browser - Validation File Details



2. Search using one or more of the following parameters:
   - File Name
   - File Reference
   - File Reject Reason
   - File Business Date
   - File Status
   - File Cycle Number
   - Original File Name
   - Original File Reference
   - Original File Date & Time
   - File Type
3. Once you specified the parameters, click the Search button.

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System displays the records that match the search criteria.

4. Double click a record after selecting a record to view the detailed screen.
5. User can perform following actions:

Table 6-3 Dispatch File Browser_Validation File Details - Action

Action	Functions
View File	You can view the entire XML CVF/DVF file received.
Regenerate File	• This is applicable if the Network status is rejected or partially accepted. • For a partially accepted file only transactions which are rejected only will be re-generated. • A new file reference is generated for the new file populated as re-generated file reference, for the original file record. • The original file record is marked as re-generated and no further actions is possible on this record. • The re-generated file creates a new record and the CVF/DVF file received against the new file is linked to this record. • System throws an Override message on re-generating the file. Once the user accepts the override, action is saved. • Regeneration action requires, authorization and Queue access rights.
Reject Transactions	• This initiates the Network reject of the transactions which are rejected. These transactions can be part of a fully rejected or partially accepted file/ bulk. • Existing auto reject of transactions for a partially accepted file will be removed. Transaction rejection has to be manually triggered. • System throws an Override message on rejecting the transaction. Once the user accepts the override, action is saved. • Reject Transactions action requires, authorization and Queue access rights.
Authorize	You can select a particular record from the queue and then click this action button to authorize the record.
Delete	You can select a particular record from the queue and then click this action button to delete the record.
View Queue Action	You can select a record and click this action button to show the actions taken by system or users and the associated audit trail.
View Bulk Details	You can view the bulks received in the Network Validation File in this screen on clicking, View Bulk Details.

Accounting Entries for a fully Rejected file

- For a file, if the reject transactions/re-generation is for the entire file, DCLG reversal of the original entries will be passed.
- If the file is re-generated, re-posting of the entries with the new settlement date will be done.

> **Note**
>
> Existing upfront reversal of DCLG entries on receipt of a Network reject of a full file is not applicable.

Accounting Entries for a partially Accepted file

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- For a file, if the reject transactions/re-generation is for the partially accepted file, DCLG reversal of the original entries will be passed for the transactions which are rejected/ regenerated.
- If the file is re-generated, re-posting of the entries with the new settlement date will be done.

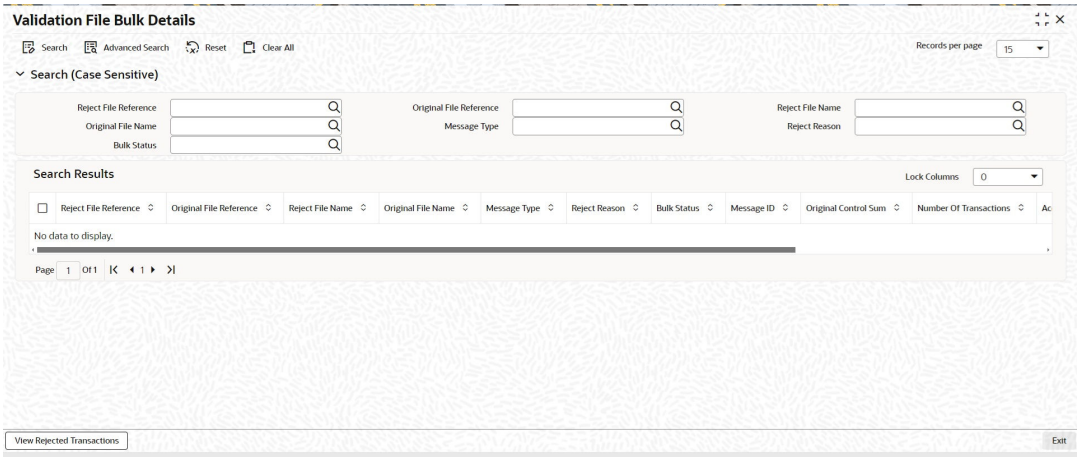
6.2.2 View Bulk Details

The View Bulk Details allows user to view the bulk level network rejects. The bulks rejects that are part of the Network Reject file can be viewed.

1. On screen, click **View Bulk Details** button present at the bottom.

   Validation File Bulk Details screen is displayed.

Figure 6-4 Dispatch File Browser - Validation File Bulk Details



2. Search using one or more of the following parameters:
   - Reject File Reference
   - Original File Name
   - Bulk Status
   - Original File Reference
   - Message Type
   - Reject File Name
   - Reject Reason
3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.
4. Double click a record after selecting a record to view the detailed screen.
5. User can perform following actions:

   View Rejected Transaction: You can view the network rejects at the individual transaction level here. You can invoke this screen by clicking ‘View Rejected Transactions’ from the ‘Validation File Bulk Details’ screen.

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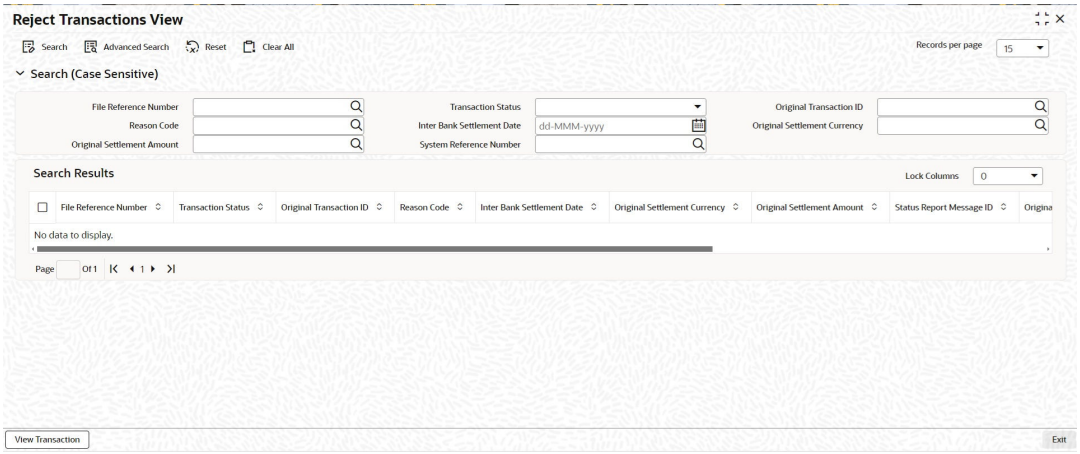
Figure 6-5 Dispatch File Browser_View Bulk Details - View Rejected Transaction



Further more you can view the rejected transaction and its complete details by clicking ‘View Transaction’ action button, which launches the actual transaction screen.

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7

External Response Exception Log Summary

- External Response Exception Log Summary

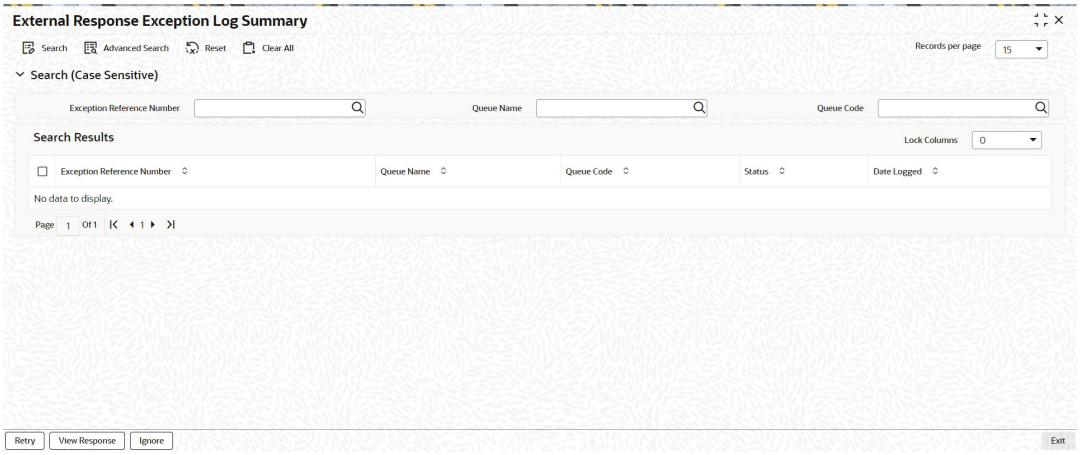
7.1 External Response Exception Log Summary

External System response failed during processing, due to technical errors is logged in this screen. Responses from SC, ECA, External Exchange Rate & Accounting queue are logged on this.

1. On Homepage, specify **PMSEXPLG** in the text box, and click next arrow.

   External Response Exception Log Summary screen is displayed.

Figure 7-1 External Response Exception Log Summary



2. Search using one or more of the following parameters:
   - Authorization Status
   - Queue Name
   - Queue Code
3. Once you specified the parameters, click the Search button.

   System displays the records that match the search criteria.
4. Double click a record after selecting a record to view the detailed screen.
5. User can perform following actions:

- Retry
- View Response
- Ignore

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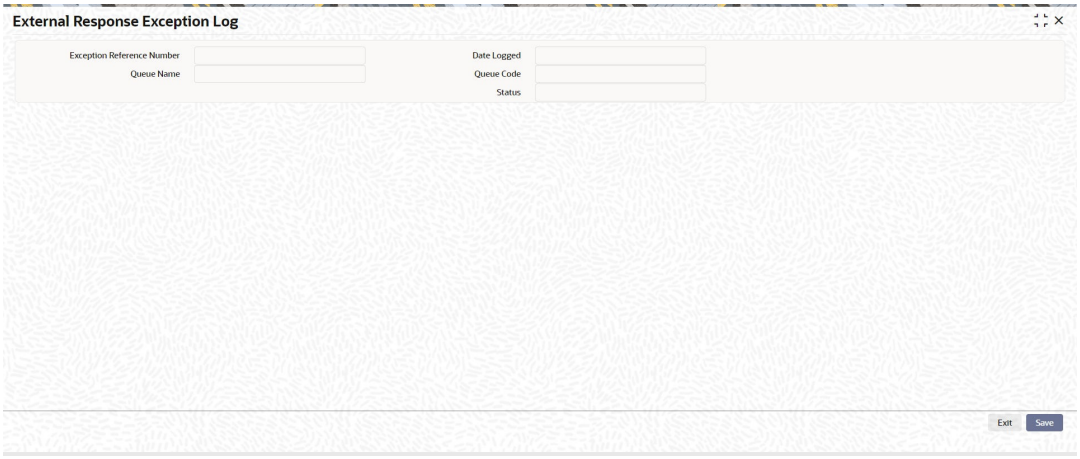
7.1.1 Retry

1. On screen, click **Retry** button present at the bottom,

   External Response Exception Log sub screen is displayed.

Figure 7-2 External Response Exception Log Summary - Retry



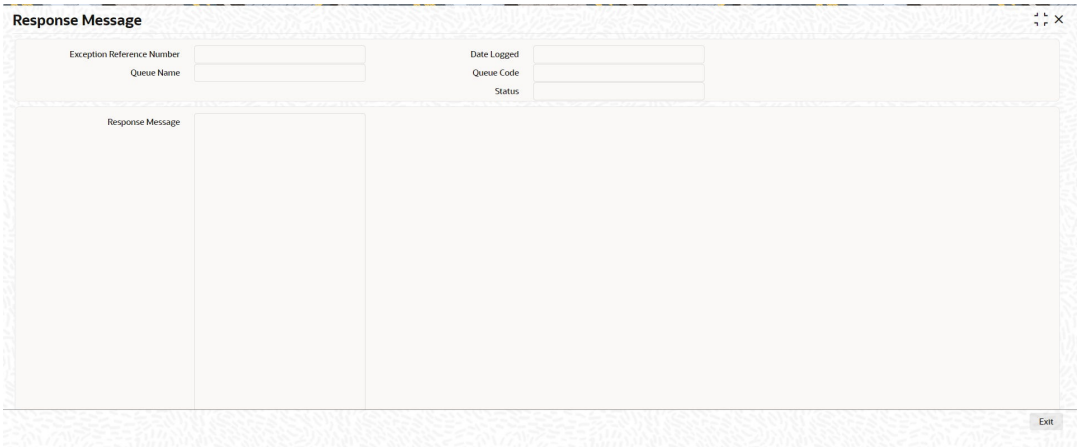
2. When a response from external system is failed in processing due to any technical reasons, the transaction is not be processed further, remains in the same queue. And, the response is displayed on this screen.
3. You can retry, which re-processes the same response received from the external system.
4. On successful re-processing, transaction proceeds further and the response is removed from this screen.

7.1.2 View Response

1. On screen, click **View Response** button present at the bottom,

   Response Message sub screen is displayed.

Figure 7-3 External Response Exception Log Summary - Response Message



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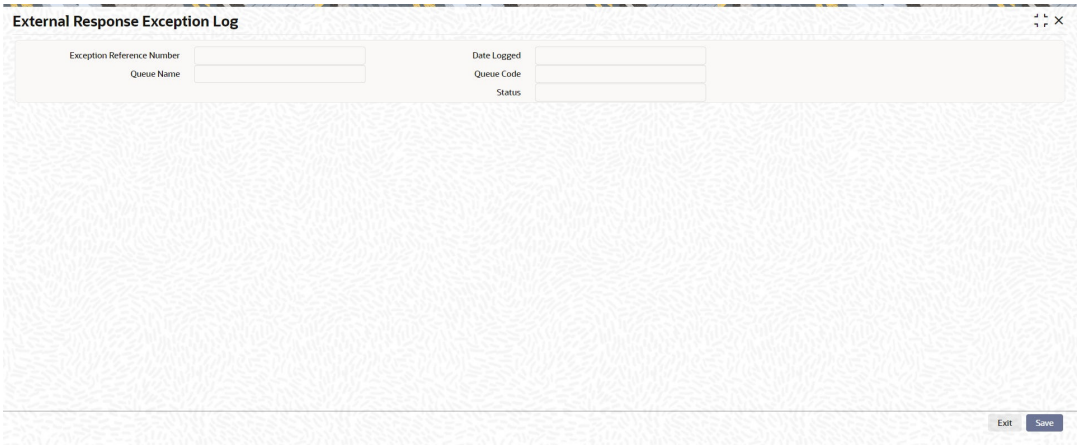
2. The external system response which has failed during process, due to technical reasons are shown.

7.1.3 Ignore

1. On screen, click **Ignore** button present at the bottom,

   External Response Exception Log sub screen is displayed.

Figure 7-4 External Response Exception Log Summary - External Response Exception Log



2. Ignore option on this screen is to ignore the response. So the response is removed from this screen. Thus the payment could be manually acted from the corresponding exception.

> **Note**
>
> This is supported for Sanction, ECA and Accounting queues.

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8
Features

- Cancellation from Exception Queues
- Locking of Records in Processing Queues
- Acting from an Exception Queue on a later day
- Export Option

8.1 Cancellation from Exception Queues

You can invoke “Cancel Action” screen-by clicking on the Cancel button present in every Exception Queue.

On cancelling a payment transaction from any Exception Queue, if it has not undergone Sanction scanning yet, the transaction is sanctioned before cancellation. If the Sanction response is Approve or Reject, transaction is cancelled. Else, if it is Seize, transaction is seized.

If the transaction stayed in an Exception Queue over days and canceled on a later day, Sanctioning will be done considering SC retry days – even if was sanction scanned earlier.

Remarks to be filled in mandatorily in the cancellation screen.

Additionally, the following changes are executed on a payment, on cancellation, based on its payment direction.

- Canceling Outbound Payment
- Canceling Inbound Payment

8.1.1 Canceling Outbound Payment

If the transaction has crossed ECA stage, on cancellation, the amount is released, by triggering a release block request to DDA system.

If the payment is a cross currency transfer (transfer currency & debit account currency are different) and External FX rate was fetched, the FX utilization is undone, by triggering a FX unwind request.

If the transaction is canceled from Sanction Queue on a later day, the Ring Fence block made on booking day EOD is undone, by triggering a ECA undo request to DDA system.

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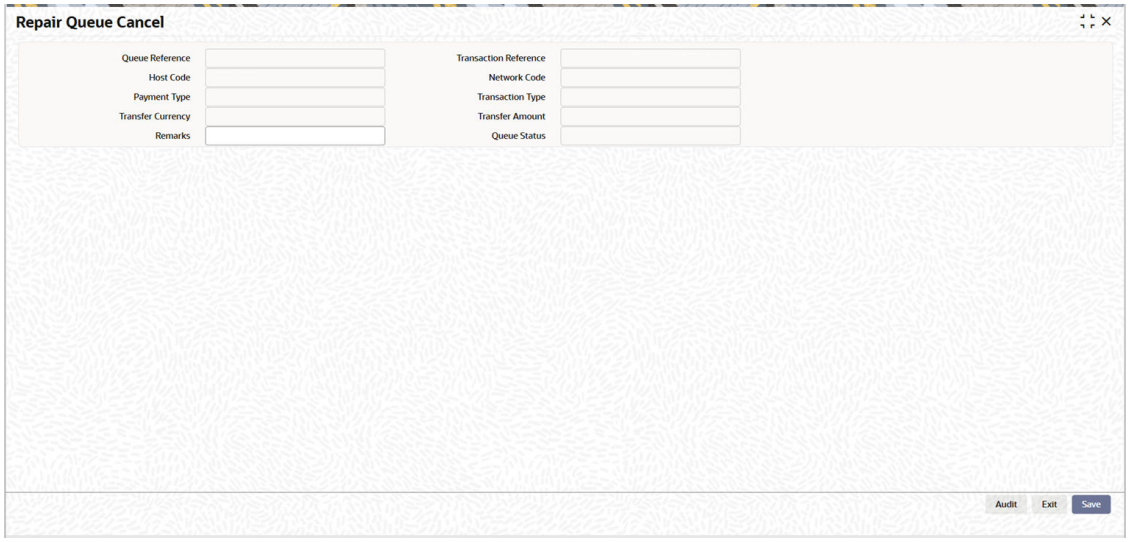
Figure 8-1 Canceling Outbound Payment - Repair Queue Cancel



8.1.2 Canceling Inbound Payment

Cross border / SWIFT based RTGS : Option is available to post the credit to Return GL or to suppress the entries. Reject / Return details are not applicable.

SEPA ACH: pacs.004 message is sent back to the sender of pacs.008 automatically, to return the funds of the canceled payment. Reject / Return details are mandatory.

SEPA DD: pacs.004 or pacs.002 message (considering the network settlement date & time) is sent back to the sender of pacs.008 automatically, to return the funds of the canceled payment. Reject / Return details are mandatory.

India RTGS: pacs.004 is sent back to the sender of pacs.008 automatically, to return the funds of the canceled payment. Reject / Return details are mandatory.

You can invoke “Cancel Action” screen by clicking on the Cancel button present at bottom of the ‘Repair Queue ‘screen ‘PQSREPQU’.

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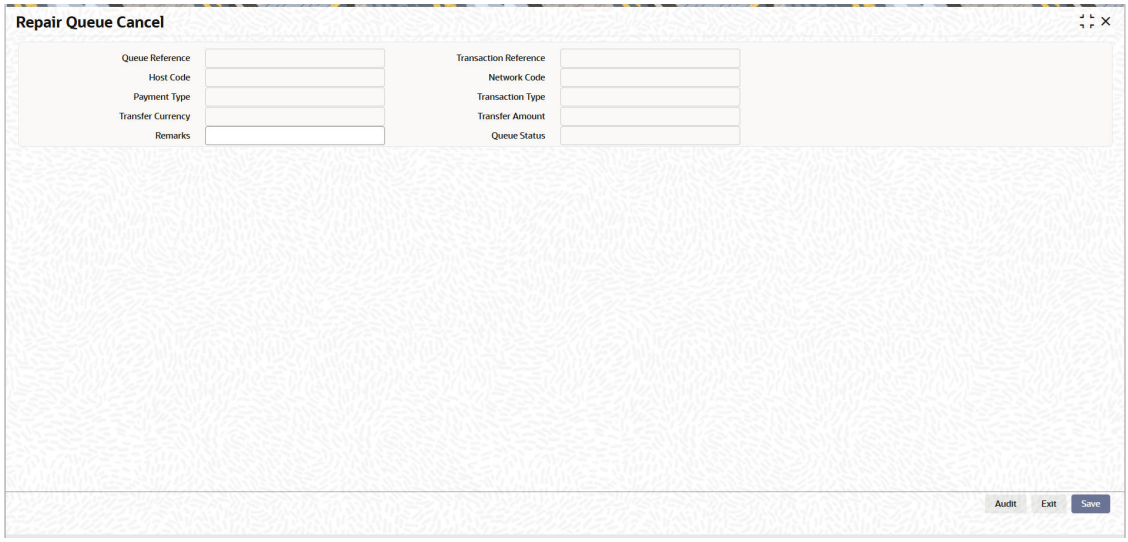
Figure 8-2 Repair Queue Cancel



> **Note**
>
> Suppress and Cancel actions are not allowed for Inbound ACH and Direct Debits. Only Return action is allowed.
>
> Return action is not allowed for Cross Border and RTGS transactions.
>
> Remarks is mandatory to be given.

8.2 Locking of Records in Processing Queues

Locking of transaction records on a user initiating Queue Action is provided for the below listed queues for all actions except View Action:

- Document Approval Queue (PQSDOCAQ)
- Non STP Queue (PQSNSTPQ)
- Repair Queue (PQSREPQU)
- Verification Queue (PQSVERFQ)
- Exchange Rate Queue (PQSEXEXQ)
- Warehouse Queue (PQSFUVAQ)

This is enabled by maintaining cstb_param OBPM_QUEUE_ACTION_LOCK as Y.

If the user has opened any of the Queue Action screens except View actions, system locks the payment record selected. If another user tries to initiate any other Queue Action from the same Exception Queue, the below error is thrown:

“Payment record is locked for User Action”.

Lock is removed if the first user cancels or completes the Queue Action.

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> **Note**
>
> If the queue action screen is closed without using OK or Exit button, the lock is to be removed manually using the below detailed screen.

- Clear Queue Action Lock

8.2.1 Clear Queue Action Lock

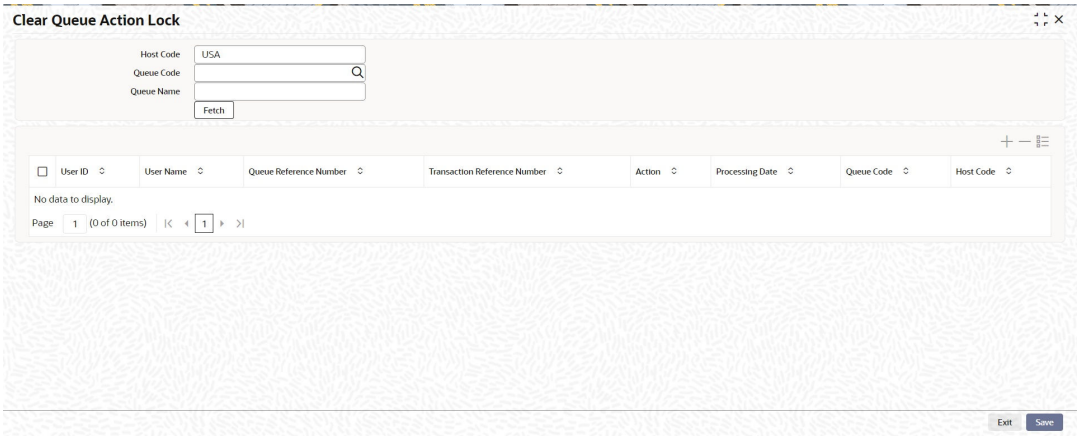
The Clear Queue Action Lock screen allows user to release the Queue Action Lock manually.

Any user having access to this screen is able to release any existing lock. Select one or more records and click 'Clear' button to Release the block.

1. On Homepage, specify **PMDCLRQU** in the text box, and click next arrow.

   Clear Queue Action Lock screen is displayed.

Figure 8-3 Clear Queue Action Lock



2. Click **New** button on the Application toolbar.
3. On **Clear Queue Action Lock** screen, specify the fields.

   For more information on fields, refer to the field description below:

Table 8-1 Clear Queue Action Lock - Field Description

Field	Description
Host Code	System defaults the Host Code of transaction branch on clicking ‘New’.
Queue Code	Specify the Queue Code from the list of values.
Queue Name	System defaults the Name of the Queue Code displayed.

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Table 8-1 (Cont.) Clear Queue Action Lock - Field Description

Field	Description
Fetch	Click on Fetch, following fields are displayed: • User ID • User Name • Queue Reference Number • Transaction Reference Number • Action • Processing Date • Queue Code • Host Code

8.3 Acting from an Exception Queue on a later day

When payment transaction moves to an Exception Queue and an action is taken a later day, than the booking day, an override “Activation date is in the past, the dates are re-derived. Do you want to proceed?” would be sought.

On acceptance, activation date of the payment is force reset to current date. And, by this its instruction date is re derived and entire exception handling process is re-executed from beginning.

Processing cutoff is not validated when a payment is processed from a queue on a later day.

When an outbound payment is approved from Sanction or ECA Q on a later day, then Customer Rollover Preference is applied. Refer Payments Core manual on this.

Alternatively you can disagree on this override and in turn cancel the payment, if it need not be executed on a later day.

8.4 Export Option

An option is provided in the below listed exception queues to export the user selected records to an excel sheet:

- Auth Limit1 Queue
- Auth Limit2 Queue
- Business Override Queue
- EAC Queue
- ECA Queue
- EU Payer Queue
- Exchange Rate Queue
- External Pricing Queue
- Network Cut-off Queue
- Non STP Queue
- Process Cut-off Queue
- Process Exception Queue
- Repair Queue

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- Sanction Check Queue
- Settlement Review Queue
- Verification Queue
- Warehouse Queue

Export action is considered only on selected records and export the queue records to an excel sheet.

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Glossary

PMDCLRQU

Clear Queue Action Lock

PMDCQRLE

Custom Queue Rule Maintenance

PMDQCODE

Custom Queue Code Maintenance

PMSACRES

Accounting Resend Summary

PMSDSPBR

Dispatch File Browser

PMSEXPLG

External Response Exception Log Summary

PMSQCODE

Custom Queue Code Maintenance Summary

PMSRMSQU

R Processing Queue

PQSACCQU

Accounting Queue

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PQSAMNAQ

Transaction Amendment Request Queue

PQSAU1QU

Authorization Limit 1 Queue

PQSCLMQU

Inbound Claim Queue

PQSDOCAQ

Document Approval Queue

PQSEACQU

External Account Check Queue

PQSECAQU

External Credit Approval Queue

PQSEUPQU

EU Payer Compliance Queue

PQSEXPRQ

External Pricing Queue

PQSFUVAQ

Warehouse Queue

PQSFXCAN

FX Unwind Queue

PQSING99

Inbound Non-gpi n99 Queue

PQSIUNMQ

Incoming Unmatched Queue

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PQSNETCQ

Network Cutoff Queue

PQSNSTPQ

Non STP Queue

PQSNWRQU

Network Resolution Queue

PQSOVRQU

Business Override Queue

PQSPRCUQ

Processing Cut Off Queue

PQSREPQU

Repair Queue

PQSSNCKQ

Sanctions Check Queue

PQSSSIQU

Settlement Review Queue

PQSSTPQU

Inbound Messages STP Queue

PQSVERFQ

Verification Queue

PXDCHGCM

View Claim Transaction

PXDCLMMM

Manual Match

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PXDCLMVW

View Claim

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