# Oracle® FLEXCUBE Investor Servicing Subscription Workflow User Guide





Oracle FLEXCUBE Investor Servicing Subscription Workflow User Guide, Release 14.8.0.0.0

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# Contents

Purp	oose	
Aud	ience	i
Doc	umentation Accessibility	i
Criti	cal Patches	ii
Dive	ersity and Inclusion	ii
Con	ventions	ii
Scre	eenshot Disclaimer	ii
Acro	onyms and Abbreviations	ii
	acle FLEXCUBE Transaction Process Management	
	acle FLEXCUBE Transaction Process Management	
Tra		1
Tra	unsaction Workflow Setup	1
Tra 2.1 Ro	unsaction Workflow Setup  Conductor DSL Upload  uting Hub Configuration	1
Tra 2.1 Ro	nsaction Workflow Setup  Conductor DSL Upload	1
Tra 2.1  Ro W0 4.1	Conductor DSL Upload uting Hub Configuration orkflow Operation Configuration	
Tra 2.1  Ro  Wc 4.1 4.2	Conductor DSL Upload uting Hub Configuration orkflow Operation Configuration Process Code Create	1
Tra 2.1 Ro	Conductor DSL Upload uting Hub Configuration  orkflow Operation Configuration  Process Code Create Process Code View	1
Tra 2.1  R0  4.1 4.2 4.3	Conductor DSL Upload  uting Hub Configuration  orkflow Operation Configuration  Process Code Create Process Code View Business Process Create	1 1 2

# 6 Transaction Creation Process

6.1	Trans	sactio	on Initiation Stage	2
6.2	Initia	te Tra	ansaction	3
	6.2.1	Tran	saction Information	5
	6.2.2	Tran	saction Summary	6
6.3	Tran	sactio	on Entry Stage	10
	6.3.1	Basi	ic Information	10
	6.3.2	Tran	saction Preference	11
	6.3.3	Tran	saction Intermediary Details	11
	6.3.4	Tran	saction Load Override Details	12
	6.3.5	Tran	saction Settlement Details	12
	6.3.6	Stag	ge Summary	13
	6.3.7	Stag	ge Submit	14
	6.3	3.7.1	Overrides	14
	6.3	3.7.2	Checklist	15
	6.3	3.7.3	Outcome	15
	6.3	3.7.4	Free Task	16
6.4	Tran	sactio	on Approval Stage	17
	6.4.1	Tran	saction Information	17
	6.4.2	Appr	roval Details	18
	6.4.3	Appr	roval Summary	18
	6.4.4	Stag	ge Submit	19
	6.4	1.4.1	Overrides	19
	6.4	1.4.2	Checklist	20
	6.4	1.4.3	Outcome	20
	6.4	1.4.4	Tasks	21
6.5	Tran	sactio	n Handoff Retry	22
	6.5.1	TXN	l Handoff Retry	23
	6.5.2	Subr	mit	23
	6.5	5.2.1	Overrides	23
	6.5	5.2.2	Checklist	24
	6.5	5.2.3	Outcome	24
6.6	Actio	n Tab	os	25
	6.6.1	Appl	lication Info	25
	6.6.2	Rem	narks	26



## **Preface**

**Oracle FLEXCUBE Investor Servicing** is a comprehensive mutual funds automation software from Oracle® Financial Servicing Software Ltd.©.

You can use the system to achieve optimum automation of all your mutual fund investor servicing processes, as it provides guidelines for specific tasks, descriptions of various features and processes, and general information.

This topic contains the following sub-topics:

- Purpose
- Audience
- Documentation Accessibility
- Critical Patches
- Diversity and Inclusion
- Conventions
- Screenshot Disclaimer
- Acronyms and Abbreviations

# Purpose

This manual is designed to help acquaint you with the installation of **Oracle FLEXCUBE Investor Servicing** application.

### **Audience**

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

Table 1 Users and Roles

Users	Roles
Implementation team	Implementation of Oracle FLEXCUBE Investor Servicing
Presales team	Install Oracle FLEXCUBE Investor Servicing for demo purpose
Bank personnel	Who installs Oracle FLEXCUBE Investor Servicing

# **Documentation Accessibility**

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



#### **Access to Oracle Support**

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#### **Critical Patches**

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

# **Diversity and Inclusion**

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

#### Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
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.

# Screenshot Disclaimer

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

# Acronyms and Abbreviations

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

Table 2 Acronyms and Abbreviations

Abbreviation	Description
FCIS	Oracle FLEXCUBE Investor Servicing
OEM	Oracle Enterprise Manager



#### Table 2 (Cont.) Acronyms and Abbreviations

Abbroviction	Description
Abbreviation	Description
EMS	Electronic Messaging Service
EJB	Enterprise Java Bean
MDB	Message Driven Beans

1

# Oracle FLEXCUBE Transaction Process Management

This topic provides information on Oracle FLEXCUBE transaction process management.

This document provides an overview of the transaction (Subscription) process and takes you through the various steps involved in handling all the necessary activities in the life cycle of a transaction process.

# **Transaction Workflow Setup**

This topic provides information on transaction workflow setup.

This topic consists the following sub-topics:

Conductor DSL Upload
 This topic provides information on conductor DSL upload.

# 2.1 Conductor DSL Upload

This topic provides information on conductor DSL upload.

Subscription workflow uses JSON-based DSL (short for, domain-specific language) to define the workflows and workflow steps (tasks). DSL will specify the stages, outcome of stages and what action has to be taken based on outcome. Example, PROCEED or REJECT.

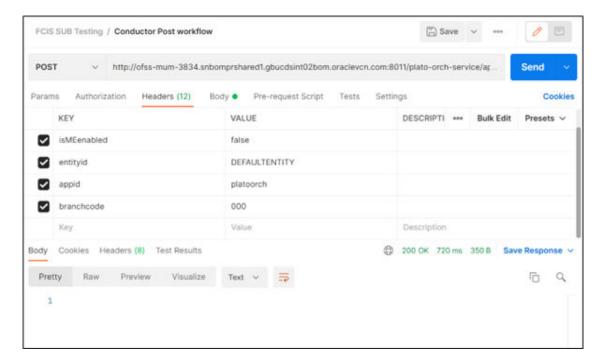
Download the obis-process-flow.zip and extract TRANSACTION.json and HOSTORCHESTRATOR.json on your desktop. In postman send the following request.

Table 2-1 Operation - Post

Operation	Post
URL	http://ofss- mum-3505.snbomprshared1.gbucdsint02bom.oracl evcn.com:8011/plato-orch-service/api/metadata/ workflow
Header	isMEenabled:false entityid:DEFAULTENTITY appid:platoorch branchcode:000
Body	TRANSACTION.json and HOSTORCHESTRATOR.json



Figure 2-1 Conductor Post Workflow



# **Routing Hub Configuration**

This topic provides information on routing hub configuration.

Download obis-obrh-config.zip from shipment and extract FCIS\_Consumer\_Service.json. Go to Service Consumers and Import FCIS\_Consumer\_Service.json.

Figure 3-1 Request Audit

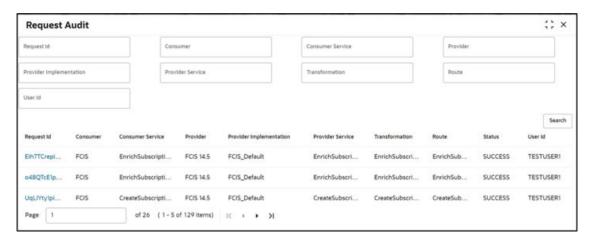


Figure 3-2 Service Consumers





After import, kindly update the host, port, and header details (Module Code, User Id) as per the FCIS rest setup.

# **Workflow Operation Configuration**

This topic provides information on workflow operation configuration.

This topic consists the following sub-topics:

Process Code Create

This topic provides information on creating process code.

Process Code View

This topic provides information on view of process code.

Business Process Create

This topic provides information on creating the business process.

Business Process View

This topic provides information on view of business process.

Business Product Create

This topic provides information on creation of business product.

Business Product View

This topic provides information on view of business product.

# 4.1 Process Code Create

This topic provides information on creating process code.

The process code created should be in sync with the DSL, and the functional activity code must be added to the user role.

Figure 4-1 Process Code



# 4.2 Process Code View

This topic provides information on view of process code.



Following image shows the Process Code View screen.

Figure 4-2 View Process Code



# 4.3 Business Process Create

This topic provides information on creating the business process.

User has to create a business process and provide the process code, once process code is selected the stages will be listed in the filmstrip and user has to map the respective data segments.

Figure 4-3 Business Process Definition





Figure 4-4 Application Inti - Business Process Definition

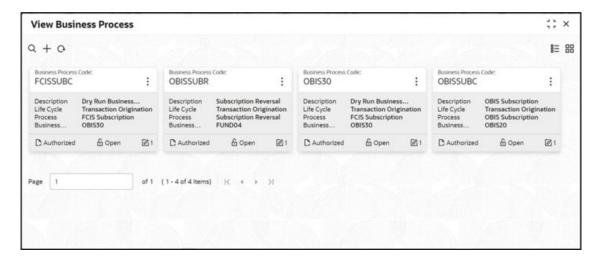


# 4.4 Business Process View

This topic provides information on view of business process.

Following image shows the Business Process View screen.

Figure 4-5 View Business Process



# 4.5 Business Product Create

This topic provides information on creation of business product.

Product has to be created for which the transaction will be done, the same will be mapped while defining the business process.



Figure 4-6 Business Product Details



Figure 4-7 Attribute - Business Product Details



Fund in which the transaction will take place will be mapped in this as part of host mapping.

Figure 4-8 Host Mapping - Business Product Details





Figure 4-9 Preference - Business Product Details



# 4.6 Business Product View

This topic provides information on view of business product.

Following image shows the **Business Product View** screen.

Figure 4-10 Business Product View



# Overview of Oracle FLEXCUBE Transaction Creation Process

This topic provides information on overview of Oracle FLEXCUBE transaction creation process.

Transaction creation process will enable the investment banks to leverage on the state of the art technology used for business modelling, help extend the boundaries of potential markets and ensure the convenience with primary focus on customer service.

We shall look at the reference workflows of the transaction process before understanding how the configuration and capture of data can be done. These stages can be made mandatory or non-mandatory based on the business process configurations. The process management flow is basically routed through various stages to capture relevant data before it is ready to be sent to the host for transaction creation.

The pre-defined process flow for transaction process is as follows:

- Initiation Stage
- Application Entry Stage
- Supervisor Approval Stage
- Transaction Creation

The convenience of configuring appropriate stages and the respective data segments within each of these stages, which can be business driven, is hosted and architectured by our new platform solution. The random-access navigation between data segments within a given stage with appropriate validations, helps enable the business user to capture apt information anytime during the subscription process before the transaction is created in the host.

The business process definition will determine the different stages which are required for a given combination of the Process Code, Life Cycle and Business Product Code. The workflow management of these stages and the relevant stage movements are defined in the Process Orchestrator to help us orchestrate the subscription based process flow and ensure seamless transition of the transaction creation process across various stages in that given order. The workflow process drives the application from one stage to another based on the process outcomes at the respective stages and subject to fulfilling of the mandatory data capture/ submission at the respective stages.

# **Transaction Creation Process**

This topic provides information on transaction creation process.

 From Home screen, click Menu and then select Investor Service. Click Operations and the select Transaction.

The following screen will displays.

Figure 6-1 Subscription Page



On click of Select button, it will launch Unit Holder Search page, where you can search for Unit Holder based on Unit Holder ID's.

The following screen will displays.

Figure 6-2 Unit Holder Search View



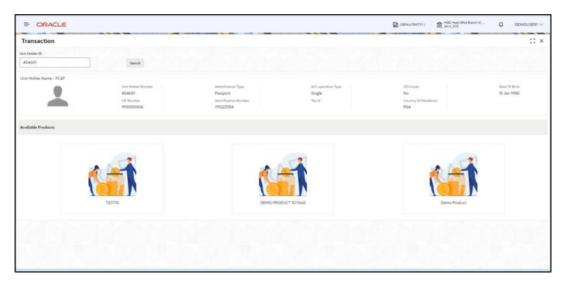
Specify the unit holder that has requested the transaction, in the Unit Holder Search section. Alternatively, you can click on search button to get unit holder ID list. The list displays all valid unit holder ID maintained in the system.



 After selection Unit Holder it will provide details of Unit Holder and available products and existing funds.

The following screen will displays.

Figure 6-3 Unit Holder Detail Page



5. Once you click on available product it will launch the initiation screen.

This topic consists the following sub-topics:

- Transaction Initiation Stage
  - This topic provides information on transaction initiation stage.
- Initiate Transaction

This topic provides information on initiate transaction.

- Transaction Entry Stage
  - This topic provides information on transaction entry stage.
- Transaction Approval Stage
  - This topic provides information on transaction approval stage.
- Transaction Handoff Retry
  - This topic provides information on transaction handoff retry.
- Action Tabs
  - This topic provides information on action tabs.

# 6.1 Transaction Initiation Stage

This topic provides information on transaction initiation stage.

All the transaction are initiated in the Application Initiation stage. Once the transaction creation process is initiated as a single product origination, process orchestrator generates the transaction creation process reference number on click of Subscription. Process orchestrator also updates the record in the Free Task process for the Initiation stage also referred as Task from orchestrator perspective.

The Initiation stage is the first stage in the Transaction Creation process. After the initiate process is completed successfully, the application can be acquired by the user who has the access rights for the given stage and progress with the data capture.



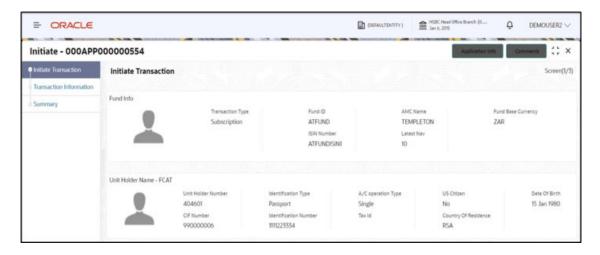
Initiation Stage two screens are mapped, Initiate Transaction and Transaction Information. Stage Summary is show by default in workflow for all stages.

#### 6.2 Initiate Transaction

This topic provides information on initiate transaction.

In Initiation page, please input the required fields like User reference number, Transaction date, transaction subtype, Sub Payment mode, transaction mode and respective field and click **Next**, it will take you to the Transaction Information Page.

Figure 6-4 Initiation Page



Fund Info Panel section will display fallowing values:

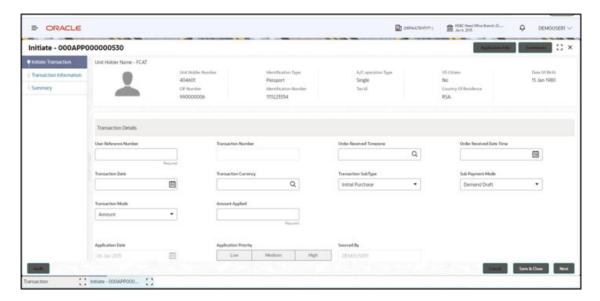
- Transaction Type
- Fund ID
- ISIN Number
- AMC Name
- Latest Nav
- Fund Base Currency

Unit Holder Panel section will display fallowing values:

- Unit Holder Number
- CIF Number
- Identification Type
- Identification Number
- A/C Operation Type
- Tax ID
- Country of Residence
- Date of Birth



Figure 6-5 Initiation Page



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

Table 6-1 Field - Description

Field	Description
User Reference Number	Alphanumeric; 16 Characters; Mandatory
	Specify the reference number for the transaction. If the reference number is designated to be system-generated for the agency branch, then the Reference Number field is locked and the number will be generated by the system when you save the transaction
Transaction Number	Specify the transaction number for the transaction.
Order Received Time Zone	Optional
	Specify the <b>Order Received Time Zone</b> . Alternatively, you can select it from the option list. The list displays all Time Zones maintained in the system.
Order Received Date Time	Date Format; Optional
	Specify the Order Received Date Time.
	<b>Note:</b> Order Received Date will not be defaulted for system generated transactions.
Transaction Date	Date Format; Mandatory
	Specify the transaction date alternatively you can default it by providing the order receive time zone or order receive date time.
Transaction Currency	Alphanumeric; 3 Characters; Optional
	Specify the currency in which the amount value for the transaction will be reckoned. Alternatively, you can select transaction currency from the option list. The list displays all valid transaction currency maintained in the system.
Transaction Sub Type	Optional
	Specify the transaction sub type for the transaction.
Sub Payment Mode	Optional
	Specify the sub payment mode for the transaction.
	•



Table 6-1 (Cont.) Field - Description

Field	Description
Transaction Mode	Mandatory
	Select the transaction mode from the drop-down list. Following are the options available in the drop-down list:
	Amount
	Units
Units Applied	Numeric; 27 Characters
	You can specify the details in this field only if you have selected <b>Transaction Mode</b> field as Units.
Amount Applied	Numeric; 27 Characters; Optional
	Specify the amount applied details. You can specify the details in this field only if you have selected <b>Transaction Mode</b> field as Amount. Else, while clicking <b>Next</b> button, the system will display an error message.

Transaction Information

This topic provides information on transaction information.

Transaction Summary

This topic provides information on transaction summary.

#### 6.2.1 Transaction Information

This topic provides information on transaction information.

In Transaction Information page will provides information for all segments like:

- Transaction Basic Details
- Intermediary Details
- Load Override Details
- Preference Details
- Settlement Details

On click of each panel will provide detail information on pop-up with view mode only.



Figure 6-6 Transaction Information Page

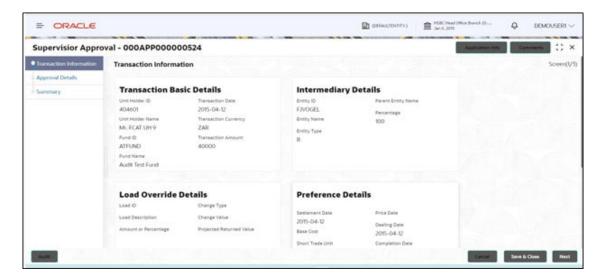
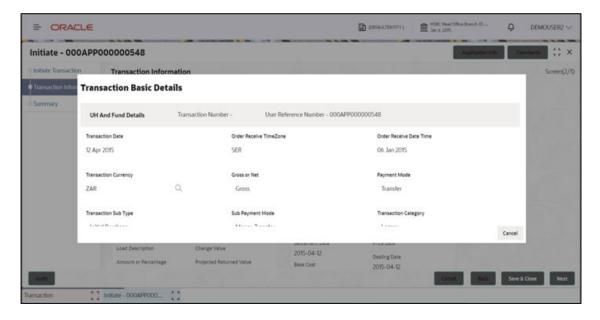


Figure 6-7 Transformation Basic Details



# 6.2.2 Transaction Summary

This topic provides information on transaction summary.

While clicking on the next from Transaction information screen it will launch summary page it will contains with summary of Initiate Transaction and Transaction Information with completed (Green) and incomplete (Red) indicators.

On click of each panel it will detail information on popup.



Figure 6-8 Transaction Summary Page

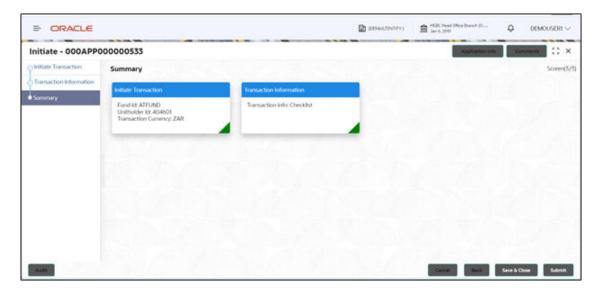
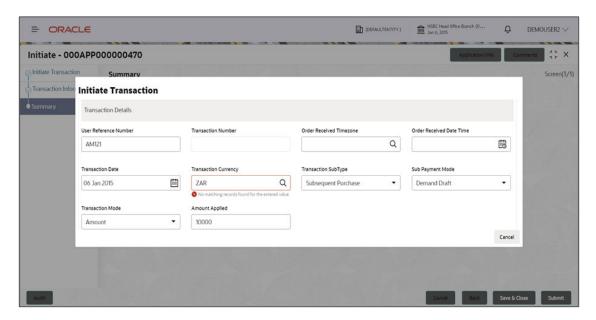


Figure 6-9 Transaction Summary Page Popup



While submitting the initiation segment it will take you to the submit flow.

Transaction Override will be displayed with check list or if no override then no override message will be displayed. On click of proceed and next it will navigate to checklist view.

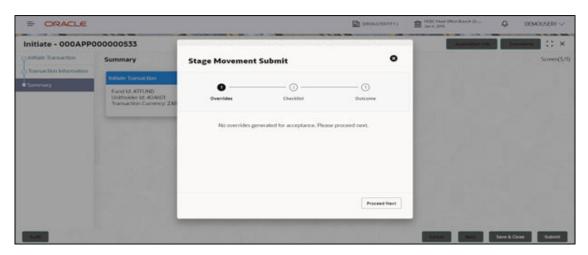


Figure 6-10 Transaction initiation submit override flows



In check list view will ask for validated the transaction details or not. On click of save & proceed it Will navigate to outcome view.

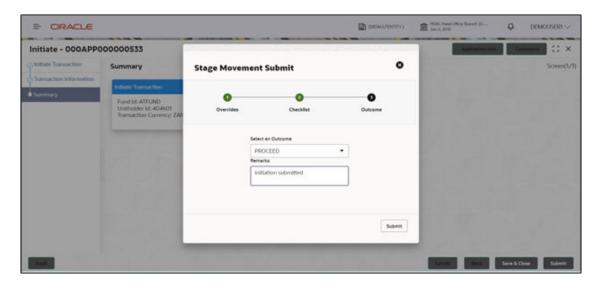
Figure 6-11 Transaction initiation submit checklist flows



In outcome view it will be having outcome drop down with proceed and proceed for approval and remark field.



Figure 6-12 Transaction Initiation submit Flows



Once initiation submitted it will prompt a success message with application reference number and other details if you click on go to free task it will launch the free task page.

Figure 6-13 Initiation Success popup

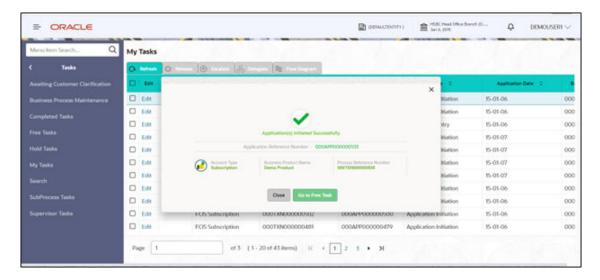
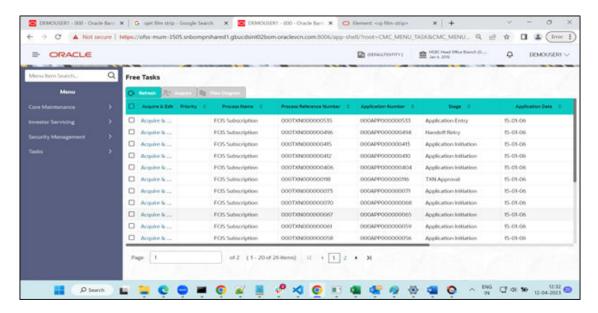




Figure 6-14 Free task page



# 6.3 Transaction Entry Stage

This topic provides information on transaction entry stage.

All the data segment is these stages are marked as read only.

Transaction entry stage following screens are mapped.

This topic consists the following sub-topics:

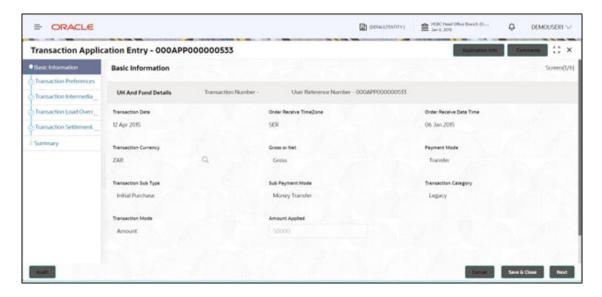
- Basic Information
  - This topic provides information on basic information.
- Transaction Preference
  - This topic provides information on transaction preference.
- Transaction Intermediary Details
  - This topic provides information on transaction intermediary details.
- Transaction Load Override Details
  - This topic provides information on transaction load override details.
- <u>Transaction Settlement Details</u>
  - This topic provides information on transaction settlement details.
- Stage Summary
  - This topic provides information on stage summary.
- Stage Submit
  - This topic provides information on stage submit.

#### 6.3.1 Basic Information

This topic provides information on basic information.



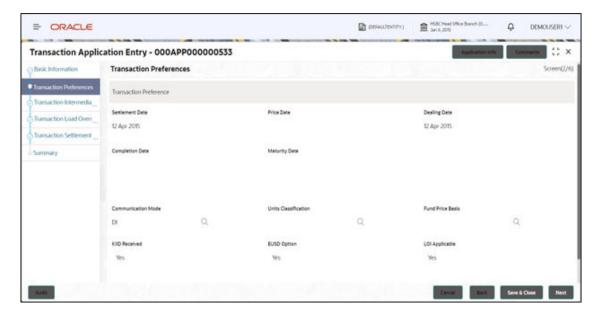
Figure 6-15 Basic Information page



#### 6.3.2 Transaction Preference

This topic provides information on transaction preference.

Figure 6-16 Transaction Preference page

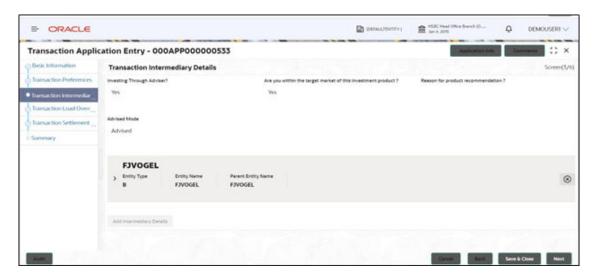


# 6.3.3 Transaction Intermediary Details

This topic provides information on transaction intermediary details.



Figure 6-17 Transaction Intermediary page



#### 6.3.4 Transaction Load Override Details

This topic provides information on transaction load override details.

Figure 6-18 Transaction Load Override page

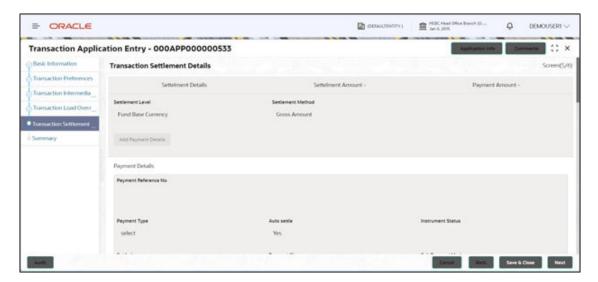


# 6.3.5 Transaction Settlement Details

This topic provides information on transaction settlement details.



Figure 6-19 Transaction Settlement page

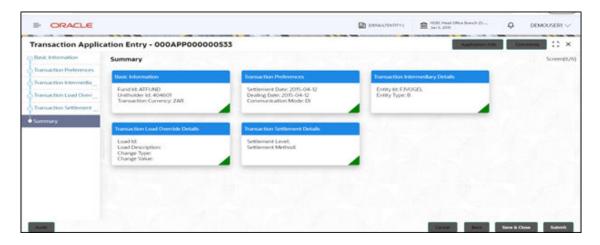


# 6.3.6 Stage Summary

This topic provides information on stage summary.

On click of each panel it will give detailed information in view mode.

Figure 6-20 Transaction Entry Summary





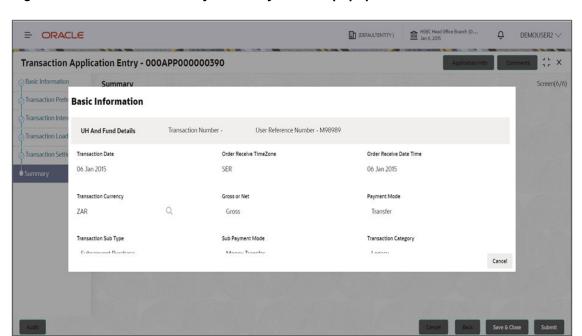


Figure 6-21 Transaction Entry Summary detailed popup with view mode

# 6.3.7 Stage Submit

This topic provides information on stage submit.

While submitting the application entry it will prompt the submit process flow once submitted it will move approval stage.

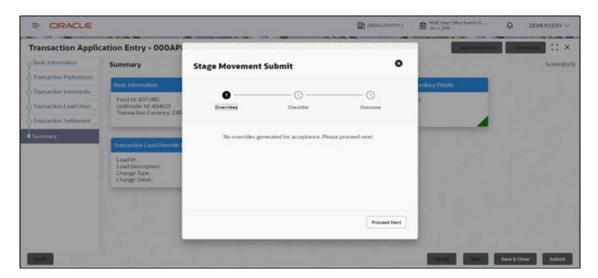
- Overrides
  - This topic provides information on overrides.
- Checklist
  - This topic provides information on checklist.
- Outcome
  - This topic provides information on outcome.
- Free Task
  - This topic provides information on free task.

#### 6.3.7.1 Overrides

This topic provides information on overrides.



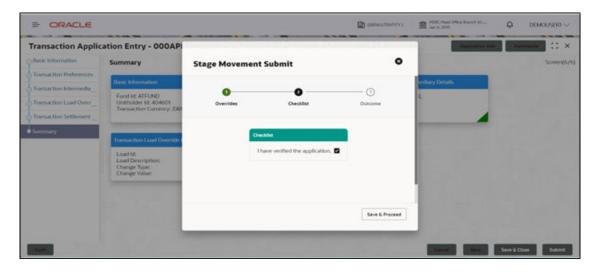
Figure 6-22 Transaction Entry Submit flow



#### 6.3.7.2 Checklist

This topic provides information on checklist.

Figure 6-23 Transaction Entry Submit flow

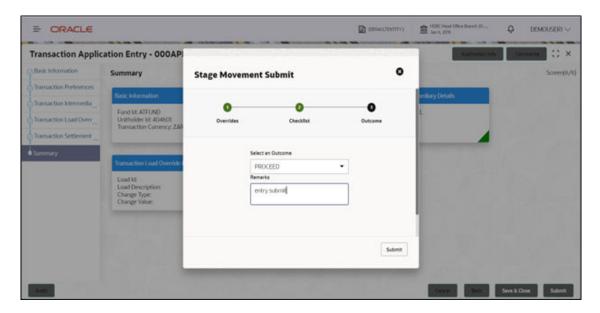


#### 6.3.7.3 Outcome

This topic provides information on outcome.



Figure 6-24 Stage movement Submit



#### 6.3.7.4 Free Task

This topic provides information on free task.

In free task page application will be approval stage once Acquire it will launch application approval segments.



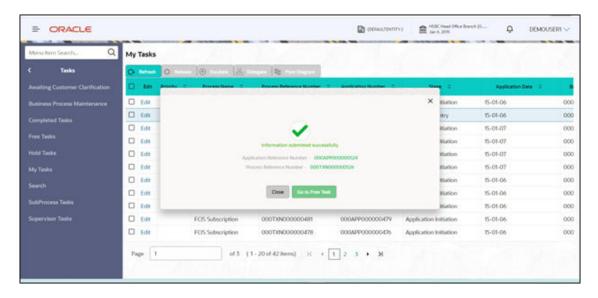
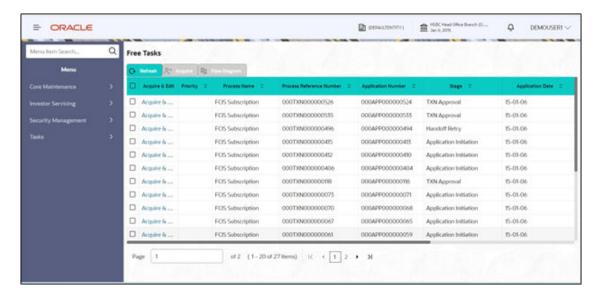




Figure 6-26 Free task page



# 6.4 Transaction Approval Stage

This topic provides information on transaction approval stage.

From free task if you acquire the approval transaction it will launch the approval screen where you can reject or approve the transaction.

Transaction entry stage following screens are mapped.

This topic consists of sub-topics:

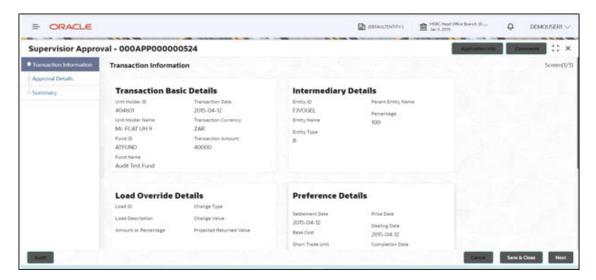
- Transaction Information
  - This topic provides information on transaction information.
- Approval Details
  - This topic provides information on approval details.
- Approval Summary
  - This topic provides information on approval summary.
- Stage Submit
  - This topic provides information on stage submit.

#### 6.4.1 Transaction Information

This topic provides information on transaction information.



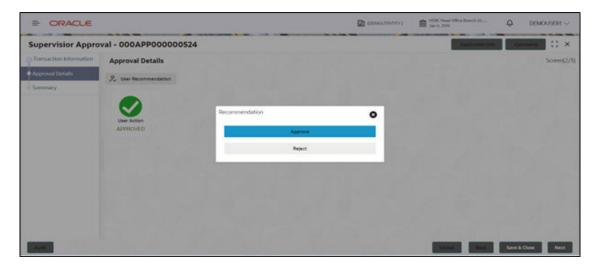
Figure 6-27 Transaction Information page



# 6.4.2 Approval Details

This topic provides information on approval details.

Figure 6-28 Approval page

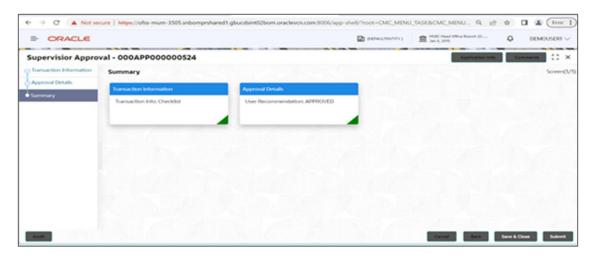


# 6.4.3 Approval Summary

This topic provides information on approval summary.



Figure 6-29 Transaction approval stage summary page



# 6.4.4 Stage Submit

This topic provides information on stage submit.

This topic consists the following sub-topics:

- Overrides
  - This topic provides information on overrides.
- Checklist
  - This topic provides information on checklist.
- Outcome
  - This topic provides information on outcome.
- <u>Tasks</u>
  - This topic provides information on tasks.

#### 6.4.4.1 Overrides

This topic provides information on overrides.



Supervisior Approval - 000APP000000

Transaction Information
Summary

Stage Movement Submit

Transaction Info: Checklist
Overrides

Overrides

Overrides generated for acceptance, Please proceed next.

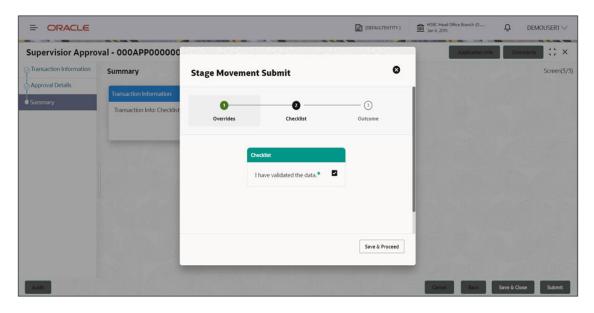
Proceed Next

Figure 6-30 Transaction approval stage submit flow

#### 6.4.4.2 Checklist

This topic provides information on checklist.

Figure 6-31 Transaction approval stage submit flow



#### 6.4.4.3 Outcome

This topic provides information on outcome.

Supervisior Approval - 000APP00000C

Transaction Information
Approval Details

Summary

Stage Movement Submit

Summary

Stage Movement Submit

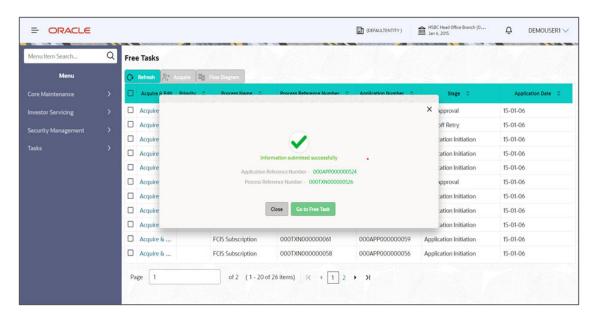
Outcome

PROCEED
Remarks
Approved

Submit

Figure 6-32 Transaction approval stage submit flow

Figure 6-33 Free Tasks



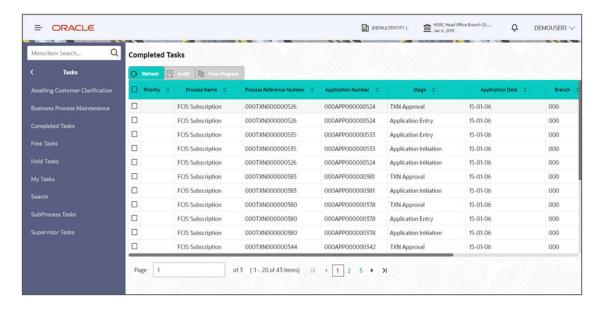
Now application will be available in completed task.

#### 6.4.4.4 Tasks

This topic provides information on tasks.



Figure 6-34 Completed task view

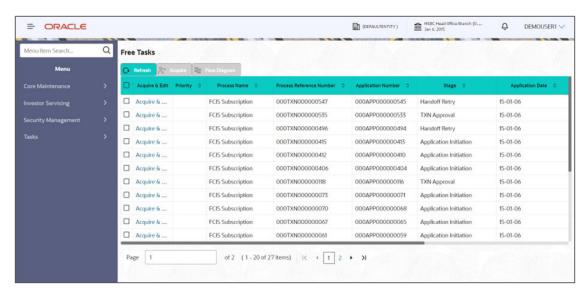


# 6.5 Transaction Handoff Retry

This topic provides information on transaction handoff retry.

In case of failure of transaction creation from the host system, the application will navigate to Handoff Retry Stage.

Figure 6-35 Handoff Retry grid view



Once user acquires the task it will launch the back-office error page.

TXN Handoff Retry
 This topic provides information on TXN handoff retry.



Submit

This topic provides information on submit.

# 6.5.1 TXN Handoff Retry

This topic provides information on TXN handoff retry.

Figure 6-36 Back-office error page



#### **6.5.2 Submit**

This topic provides information on submit.

While submitting the back-office error it will prompt with submission flow.

Overrides

This topic provides information on overrides.

Checklist

This topic provides information on checklist.

Outcome

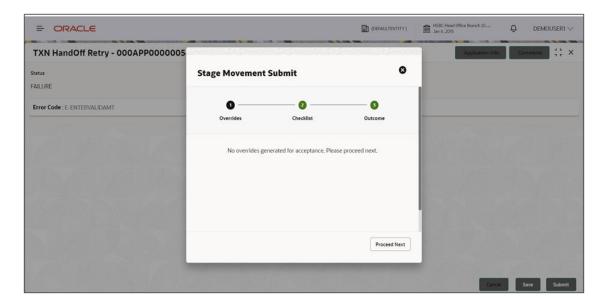
This topic provides information on outcome.

#### 6.5.2.1 Overrides

This topic provides information on overrides.



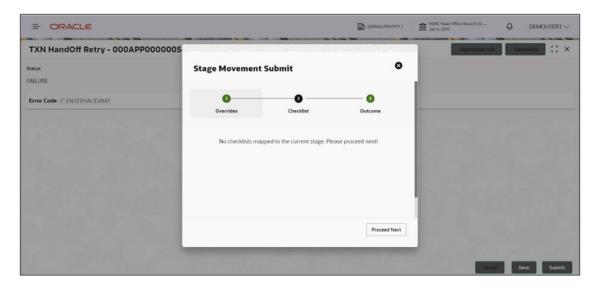
Figure 6-37 Submit flow



#### 6.5.2.2 Checklist

This topic provides information on checklist.

Figure 6-38 Submit flow

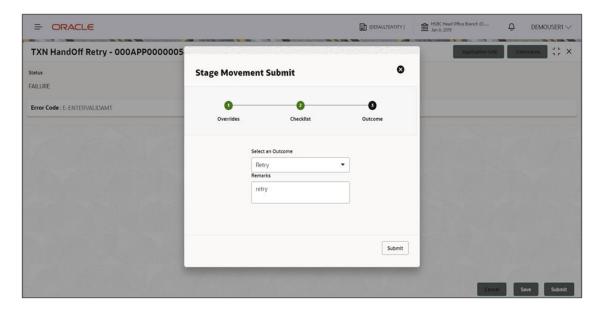


# 6.5.2.3 Outcome

This topic provides information on outcome.



Figure 6-39 submit flow



# 6.6 Action Tabs

This topic provides information on action tabs.

This section includes the following subsections:

- Application Info
- Remarks

The functions available in the various tabs can be accessed during any point in the Application Entry stage. Details about the tabs are as follows:

Application Info
 This topic provides information on application info.

Remarks

This topic provides information on remarks.

# 6.6.1 Application Info

This topic provides information on application info.

Click **Application Info** to view the application information.

Application Information screen is displayed.



Figure 6-40 Application Information



#### 6.6.2 Remarks

This topic provides information on remarks.

Click **Remarks** to update any remarks that you want to post for the application that you are working on.

The Remarks screen is displayed.

Figure 6-41 Remarks

