Oracle Banking Digital Experience

Corporate Credit Card User Manual
Release 15.1.0.0.0

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ORACLE®

Corporate Credit Card User Manual

October 2015

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1. Preface

1.1 Intended Audience

This document is intended for the following audience:

* Customers
* Partners

1.2 Documentation Accessibility

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

1.3 Access to OFSS Support

https://support.us.oracle.com

1.4 Structure

This manual is organized into the following categories:

Preface gives information on the intended audience. It also describes the overall structure of the User Manual.

Transaction Host Integration Matrix provides information on host integration requirements for the transactions covered in the User Manual.

The subsequent chapters provide information on transactions covered in the User Manual.

Each transaction is explained in the following manner:

* Introduction to the transaction
* Screenshots of the transaction

The images of screens used in this user manual are for illustrative purpose only, to provide improved understanding of the functionality; actual screens that appear in the application may vary based on selected browser, theme, and mobile devices.

* Procedure containing steps to complete the transaction- The mandatory and conditional fields of the transaction are explained in the procedure.

If a transaction contains multiple procedures, each procedure is explained. If some functionality is present in many transactions, this functionality is explained separately.

1.5 Related Information Sources

For more information on Oracle Banking Digital Experience Release 15.1.0.0.0, refer to the following documents:

* Oracle Banking Digital Experience Licensing Guide
* Oracle Banking Digital Experience Installation Manuals

2. Transaction Host Integration Matrix

Legends

NH	No Host Interface Required.
★	Host Interface to be developed separately.
✔	Pre integrated Host interface available.
✕	Pre integrated Host interface not available.
SR	Service Request. Processing to be handled Operationally.

Transaction Name	FLEXCUBE UBS	Third Party Host System
Credit Card Summary	✕	★
Credit Card Details	✕	★
Secondary Credit Card Details	✕	★
Credit Card Statement	✕	★
Credit Card Payment	✕	★
Register Credit Card	✕	★
Activate Credit Card	✕	SR
Credit Card ATM PIN Change	✕	SR
Credit Card Hot Listing	✕	SR
Credit Card Replacement	✕	SR
Deactivation of Credit Card	✕	SR
Deregister Credit Card	✕	SR

3. Credit Card Summary

Using this option, you can view a summary of credit cards that you hold with the bank. You can also view the details of credit card and monthly statements for the selected credit card.

To view Credit Card summary details

1. From the **Cards** menu, select **Credit Cards**, and then select **Credit Card Summary**. The **Credit Card Summary** screen appears.

Credit Card Summary

Card Number	Product Name	Card Type	Credit Limit	Cash Limit	Amount Utilized	Available Limit	Expiry Date	Card Currency	Current Outstanding Balance	Credit Card Statement
XXXXXXXXXXXX6751	GOLD REWARDS	Primary	90,000.00	40,000.00	20,000.00	70,000.00	23-Jan-2016	INR	5,000.00	View
XXXXXXXXXXXX0245	GOLD REWARDS	Supplementary	20,000.00	10,000.00	5,500.00	18,000.00	23-Jan-2012	INR	4,000.00	View

CREDIT CARD SUMMARY   09-06-2015 09:44:04 GMT +0000

Column Description

Column Name	Description
Card Number	[Display, Hyperlink] Displays the nickname of the credit card, if any, or the credit card number. Displays the link to view details of the credit card.
Product Name	[Display] Displays the name of the product.
Card Type	[Display] Displays the card type.
Credit limit	[Display] Displays the card credit limit.
Cash Limit	[Display] Displays the card cash limit.
Amount Utilized	[Display] Displays the amount utilized.

Column Name	Description
Available Limit	[Display]
	Displays the available limit.
Expiry Date	[Display]
	Displays the expiry date.
Card Currency	[Display]
	Displays the card currency.
Current Outstanding Balance	[Display]
	Displays the current outstanding balance

2.   Click the required **Card Number** link.
The detailed **Credit Card Summary** screen appears.
OR
Click the **View** link in the **Credit Card Statement** column.
The **Credit Card Statement** screen appears.

Note: Please refer **Credit Card Statement** section for more information on Credit Card Statement.

Credit Card Summary- Details

Field Description

Field Name	Description
Credit Card Details	
Card Number	[Display] Displays the credit card number.
Product Name	[Display] Displays the product name of the credit card.
Card Type	[Display] Displays the type of the credit card, The credit card type can be either primary or supplementary.
Card Currency	[Display] Displays the currency of the credit card.

Points Available	[Display]
	Displays the loyalty points rewarded to the selected credit card.
Total Credit Limit	[Display]
	Displays the total sanctioned limit for credit purchases.
Available Credit Limit	[Display]
	Displays the available card limit for utilization.
Total Cash Limit	[Display]
	Displays the total cash withdrawal limit, (a sub-limit of sanctioned credit limit).
Available Cash Limit	[Display]
	Displays the cash limit available for utilization.
Current Balance	[Display]
	Displays the balance amount for the credit card as on current date.
Total Unbilled Amount	[Display]
	Displays the total amount yet to be billed by the bank.
Total Billed Amount	[Display]
	Displays the total bill amount raised for a specific bill date.
Statement Date	[Display]
	Displays the last date for which billing statement is generated.
Last Payment Date	[Display]
	Displays the last date on which the credit card payment is completed.
Last Payment Amount	[Display]
	Displays the latest amount that you have paid with the credit card.
Total Payment Due	[Display]
	Displays the amount outstanding for the selected credit card as on last statement date.
Auto Payment Options	[Display]
	Displays whether the auto- payment facility is available for the selected credit card.
	Displays **Yes** only if you have opted for auto payment facility for the selected credit card.

Recovery Account	[Display]
	Displays the CASA account that is to be debited when Auto Pay option is 'Yes'
Expiry Date	[Display]
	Displays the expiry date of card.
Current Authorisation	[Display]
	Displays the total amount of transactions for which authorizations is completed (card limit is utilized, but the transaction is not yet claimed).
Payment Due Details	
Statement Due Amount	[Display]
	Displays the total billed amount of the card for the last statement generated.
Minimum Amount Due	[Display]
	Displays the mandatory amount to be paid out of the total billed amount.
Payment Due Date	[Display]
	Displays the date before which minimum, part or full payment is to be made.

3. Click **Back**.
   The **Credit Card Summary** screen appears.

4. Click **View Statement**.
   The **Credit Card Statement** screen appears.
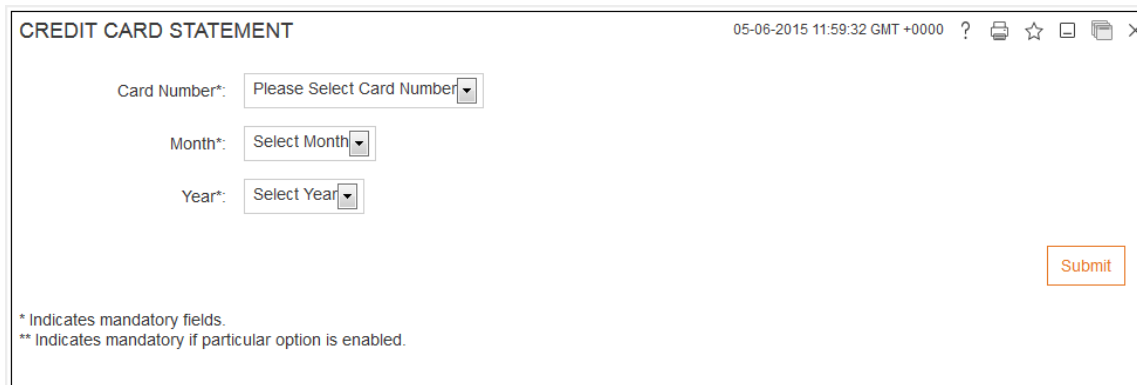
4. Credit Card Statement

Using this option, you can view monthly credit card statements mapped to your account in the application.

To view monthly Credit Card statement

1. From the **Cards** menu, select **Credit Cards**, and then select **Credit Card Statement**. The **Credit Card Statement** screen appears.

Credit Card Statement

Field Description

Field Name	Description
Card Number	[Mandatory, Drop-Down] Indicates the credit card number.
Month	[Mandatory, Drop-Down] Indicates the month for which you want the credit card statement.
Year	[Mandatory, Drop-Down] Indicates the year for which you want the credit card statement.

2. From the **Card Number** list, select the appropriate option.

3. From the **Month** list, select the appropriate option.

4. From the **Year** list, select the appropriate option.

5. Click **Submit**. The detailed **Credit Card Statement** screen appears.

Credit Card Statement – Details 1

CREDIT CARD STATEMENT   05-06-2015 10:00:23 GMT +0000   ?   🖨   ☆   ▭   ▦   ✕

Card Number*:   XXXXXXXXXXXX0245   ▾

Month: March   ▾

Year: 2015   ▾

Submit

* Indicates mandatory fields.
** Indicates mandatory if particular option is enabled..

Credit Card Details

Card Number: XXXXXXXXXXXX0245

Card Currency: INR   Expiry Date: 23-Jan-2012

Total Credit Limit: 20,000.00   Available Credit Limit: 18,000.00

Total Cash Limit: 10,000.00   Available Cash Limit: 11,000.00

Total Billed Amount: 4,000.00   Total Unbilled Amount: 1,500.00

Minimum Payment Due: 200.00   Payment Due Date: 20-Feb-2010

Address Details   ««

Full Name: PQR SHARMA

Mailing Address: B-104, CITY OF JOY

L.B.S. Marg

Mulund West

Credit Card Statement – Details 2

Field Description

Field Name	Description
Credit Card Details	
Card Number	[Display] Displays the number of the credit card.
Card Currency	[Display] Displays currency of the credit card.
Expiry Date	[Display] Displays the expiry date of the credit card.

Field Name	Description
Total Credit Limit	[Display] Displays the total sanctioned limit available for credit purchases.
Available Credit Limit	[Display] Displays the available card limit for utilization.
Total Cash Limit	[Display] Displays the total cash withdrawal limit, (a sub limit of sanctioned credit limit).
Available Cash Limit	[Display] Displays the cash limit available for utilization.
Total Unbilled Amount	[Display] Displays the total amount yet to be billed by the bank.
Total Billed Amount **Minimum Payment Due**	[Display] Displays the mandatory amount that is to be paid out of the total billed amount.
Payment Due Date	[Display] Displays the date before which minimum, part or full payment is to be made.
Address Details	
Full name	[Display] Displays the full name of the credit card holder.
Mailing Address	[Display] Displays the complete mailing address of the credit card holder. The details include: • Flat Number • Street Name • City • Country • Postal Code

Column Description

Column Name	Description
Credit Card Transactions for the Month	
Reference Number	[Display] Displays the reference number of the transaction.
Transaction Date	[Display] Displays the transaction date of the transaction.
Description	[Display] Displays a short description of the transaction.
Debit	[Display] Displays the debit amount of the transaction.
Credit	[Display] Displays the credit amount of the transaction.

The options mentioned below are applicable for records of credit card transactions.

To enable the word wrap in the columns, select the **Word Wrap** check box.

Click **Customize Columns** to reorder the columns or select the columns that appear in the credit card transactions list.

Click **Download** to download all or selected columns in the credit card transactions list. You can download the list in PDF, XLS, QIF, OFX and MT940 formats.

Click **Print** to print the credit card transactions list and open the list as a PDF document.

Click to view the first page of the credit card transactions list.

Click to view the previous page of the credit card transactions list.

Click to view the next page of the credit card transactions list.

Click to view the last page of the credit card transactions list.

From the **Page** list, select the required page number of the credit card transactions list.

From the **Show Rows** list, select the number of rows to be displayed in the credit card transactions list.

Click next to the required column to sort the records of credit card transactions in ascending or descending order.

5. Credit Card Payment

Using this option, you can pay for transactions on existing (registered) or new (unregistered) credit cards in the application. You can transfer funds from your CASA accounts in the application.

You can either pay the total outstanding amount, minimum outstanding amount or a specific amount for the credit cards.

To make a Credit Card payment

1. From the **Cards** menu, select **Credit Cards**, and then select **Credit Card Payment**. The **Credit Card Payment** screen appears.

Credit Card Payment

Field Description

Field Name	Description
From Account	[Mandatory, Drop-Down] Indicates your current and savings accounts. Click the **View Balance** link to view the account balance of the selected account. Click [search icon] to search all current and savings accounts in the application.
Card Number	[Mandatory, Option, Drop-Down, Alphanumeric] Indicates whether you want to select your existing credit card or enter a new credit card number. Indicates your existing credit card or a new credit card number.

Payment Instruction

Field Name	Description
Total Amount Due	[Option, Display]
	Indicates that you have to pay the total payable amount for your existing credit card.
	To enable this field, select an existing credit card number, from the **Card Number** field.
	Displays the total bill amount of the credit card.
Minimum Amount Due	[Conditional, Option, Display]
	Indicates that you have to pay the minimum payable amount for your existing credit card.
	To enable this field, select an existing credit card number, from the **Card Number** field.
	Displays the minimum amount to be paid for the credit card.
Amount	[Mandatory, Option, Numeric, 15]
	Indicates that you have to pay the specified bill amount for your existing or new credit card.
	To enable this field, select an existing credit card number or enter a new credit card number in the **Card Number** field.
	Indicates the specific amount that you want to pay for the credit card.
Payment Due Date	[Display]
	Displays the date before which minimum, part or full payment is to be made for the credit card.

2. From the **From Account** list, select the appropriate option.

3. From the **Card Number** field, select the appropriate option and enter the credit card number, if required.

4. In the **Amount** field, select the appropriate option and enter the specific amount that you want to pay for the credit card.

5. Click **Submit**.
    The **Credit Card Payment – Verify** screen appears.

Credit Card Payment- Verify

6.   Click **Confirm**.
     The **Credit Card Payment - Confirm** screen appears.
     OR
     Click **Back**.
     The **Credit Card Payment** screen appears.

Credit Card Payment - Confirm

7.   Click **e-receipt** to generate the e-receipt of the transaction.
     OR
     Click **OK**.
     The **Credit Card Payment** screen appears.

6. Register Credit Card

Using this option you register a new credit card issued by the bank for accessing Internet and Mobile Banking.

To register a credit card

1. From the **Cards** menu, select **Credit Cards**, and then select **Register Credit Card**. The **Register Credit Card** screen appears.

Register Credit Card

Field Description

Field Name	Description
Card No.	[Mandatory, Numeric, 16]
	Indicates the credit card number for registration.
Credit Card Expiry	
Month	[Mandatory, Drop-Down]
	Indicates the month of credit card expiry.
Year	[Mandatory, Drop-Down]
	Indicates the year of credit card expiry.
CVV Number	[Mandatory, Numeric, 4]
	Indicates the Credit Card Verification Value number (CVV) available on the credit card in encrypted form.
Credit Card Pin	[Mandatory, Numeric]
	Indicates the credit card PIN in encrypted form.

Field Name	Description
Disclaimer	[Display] Displays the disclaimer by the bank, if any.
User Reference	[Optional, Alphanumeric, 25] Indicates the reference number for tracking the registration.

2. In the **Card No**. field, enter the credit card number.

3. From the **Month** list, select the appropriate option.

4. From the **Year** list, select the appropriate option.

5. In the **CVV Number** field, enter the credit card CVV number.

6. In the **Credit Card Pin** field, enter the credit card PIN.

7. Click **Submit**.
   The **Register Credit Card - Verify** screen appears.

Register Credit Card - Verify

REGISTER CREDIT CARD - VERIFY   18-Jun-2015 11:39:32 GMT +0000 ? 🖶 ☆ ▭ ⧉ ✕

Card No: 6078243156780123

Credit Card Expiry: Month: May   Year: 2019

User Reference:

Change   Confirm

8. Click **Confirm**.
   The **Register Credit Card - Confirm** screen appears.
   OR
   Click **Change**.
   The **Register Credit Card** screen appears.

Register Credit Card - Confirm

REGISTER CREDIT CARD - CONFIRM	18-Jun-2015 11:39:32 GMT +0000 ? 🖶 ☆ ▭ ❐ ✕
Card No: 6078243156780123	
Credit Card Expiry: Month: May Year: 2019	
User Reference:	
	OK

9.   Click **OK**.
The **Register Credit Card** screen appears.

7.   Service Requests

Using this option you can initiate a service request.

To initiate service request

1.   From the **Customer Services** menu, select **New Service Request**.
The **Service Requests** screen appears.

Service Requests

7.1   Activate Credit Card

Using this service request option, you can raise a request to activate credit card, when bank issues you a new credit card or when your existing credit cards are deactivated.

To initiate service request to activate a Credit Card

1.   From the **Select Transaction** list, select the **Activate Credit Card** option on the **Service Request** screen.

2.   Click **Submit**.
The **Activate Credit Card** screen appears.

Activate Credit Card

Field Description

Field Name	Description
Credit Card Number	[Mandatory, Drop-Down] Indicates the number of the credit card that you want to activate.
Reason	[Mandatory, Drop-Down] Indicates the reason of credit card activation. The options are: • Deactivated Card • New Card
Credit Card Expiry Month	[Mandatory, Drop-Down] Indicates the month of credit card expiry.
Year	[Mandatory, Drop-Down] Indicates the year of credit card expiry.
Embossing Name	[Mandatory, Alphanumeric, 35] Indicates the embossing name as displayed on the credit card.

Field Name	Description
Disclaimer	[Display] Displays the disclaimer by the bank, if any.
User Reference	[Optional, Alphanumeric, 25] Indicates the reference number for tracking the activation.

3. In the **Credit Card Number** field, enter the credit card number.

4. From the **Reason** list, select the appropriate option.

5. From the **Credit Card Expiry Month** list, select the appropriate option.

6. From the **Year** list, select the appropriate option.

7. In the **Embossing Name** field, enter the embossed name as present on the credit card.

8. Click **Submit**.
   The **Activate Credit Card - Verify** screen appears.
   OR
   Click **Another Service Request**.
   The **Service Requests** screen appears.

Activate Credit Card – Verify

9. Click **Confirm**.
   The **Activate Credit Card - Confirm** screen appears.
   OR
   Click **Back.**
   The **Activate Credit Card** screen appears.

Activate Credit Card- Confirm

ACTIVATE CREDIT CARD - CONFIRM   22-Jun-2015 04:42:18 GMT +0000   ?

⚠ Transaction submitted for Activate Credit Card having reference 104454963560211 has been set to status Auto Authorized.

Credit Card Number: XXXXXXXXXXXX6751

Reason: New Card

Credit Card Expiry Month: May

Year: 2019

Embossing Name: John Smith

User Reference: 001256

OK

Another Service Request
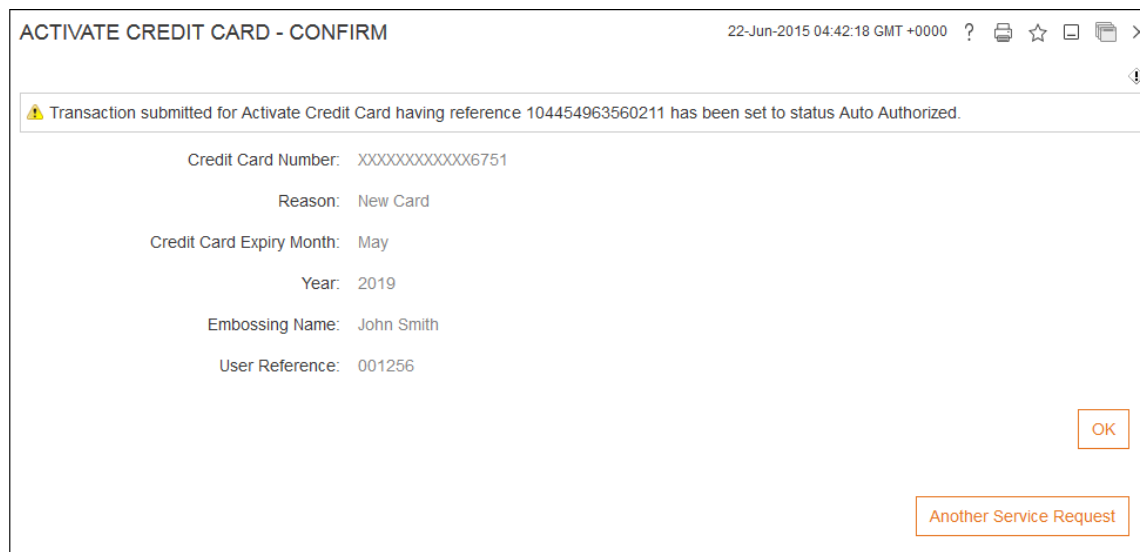
10.   Click **OK**.
The **Activate Credit Card** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

7.2   Credit Card ATM PIN Change

Using this service request option you can raise a request to change credit card PIN.

To initiate service request to change a credit card PIN

1.   From the **Select Transaction** list, select the **Credit Card ATM PIN Change** option on the **Service Request** screen.

2.   Click **Submit**.
The **Credit Card ATM PIN Change** screen appears.

Credit Card ATM PIN Change

Field Description

Field Name	Description
Card No.	[Mandatory, Drop-Down] Indicates the credit card number.

Field Name	Description
Delivery Details	
Mode of Delivery	[Mandatory, Option] Indicates the mode of delivery of the modified PIN of the credit card. The options are: • Branch • Post/Courier
Select City	[Conditional, Drop-Down] Indicates the city in which the bank branch is located. To enable this field, select the **Branch** option, from the **Mode of Delivery** field.
Select Branch	[Conditional, Drop-Down] Indicates the branch from where the modified PIN of the credit card is to be collected. To enable this field, select the **Branch** option, from the **Mode of Delivery** field.
Name	[Mandatory, Display, Alphanumeric] Displays your Customer Name as present in the application. Indicates the name of the receiver to whom the modified credit card PIN is to be delivered.
Address	[Mandatory, Alphanumeric, 34 x 3, Display] Indicates the address of the receiver to whom the modified credit card PIN is to be delivered. Displays the address of the bank branch if you select the **Bank** option from the **Mode of Delivery** field. Displays your address as present in the application if you select the **Courier** option from the **Mode of Delivery** field.
City	[Optional, Alphanumeric, 35, Display] Indicates the city of the receiver to whom the modified credit card PIN is to be delivered. Displays the city of the bank branch if you select the **Bank** option from the **Mode of Delivery** field.

Field Name	Description
State	[Optional, Alphanumeric, 35, Display] Indicates the state of the receiver to whom the modified credit card PIN is to be delivered. Displays the state of the bank branch if you select the **Bank** option from the **Mode of Delivery** field.
Country	[Optional, Alphanumeric, 35, Display] Indicates the country of the receiver to whom the modified credit card PIN is to be delivered. Displays the country of the bank branch if you select the **Bank** option from the **Mode of Delivery** field.
Zip/Postal Code	[Optional, Alphanumeric, 10, Display] Indicates the zip or postal code of the receiver to whom the modified credit card PIN is to be delivered. Displays the zip or postal code of the bank branch if you select the **Bank** option from the **Mode of Delivery** field.
Phone	[Optional, Numeric, 35] Indicates the phone number (or multiple phone numbers separated with commas) of the receiver to whom the modified credit card PIN is to be delivered.
Disclaimer	[Display] Displays the disclaimer by the bank, if any.
User Reference	[Optional, Alphanumeric, 25] Indicates the reference number for future tracking.

3. In the **Card No**. field, enter the credit card number.

4. In the **Mode of Delivery** field, select the appropriate option.

   a. If you select the **Bank** option:

      i. From the **Select City** list, select the appropriate option.

      ii. From the **Select Branch** list, select the appropriate option.
      Your Customer Name in the application and the address details of the selected bank branch appear.

   b. If you select the **Courier** option:

      i. In the **Name** field, enter the name of the receiver to whom the modified credit card PIN is to be delivered, if required.

      ii. In the **Address** field, enter the address of the receiver to whom the modified credit card PIN is to be delivered, if required.

5.   Click **Submit**.
The **Credit Card ATM PIN Change - Verify** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

Credit Card ATM PIN Change - Verify

CREDIT CARD ATM PIN CHANGE - VERIFY	09-06-2015 10:38:47 GMT +0000 ? 🖶 ☆ ▭ ▭ ✕
Card No: XXXXXXXXXXXX6751	♦

Delivery Details

Mode of Delivery:	Branch
City:	USA
Branch Name:	Bank Futura - TD
Name:	Ketki Gupte
Address:	Unit 1, Block A, California
	USA
	USA
City:	USA
State:	
Country:	United Kingdom
Zip/Postal Code:	
Phone:	
User Reference:	

Back   Confirm

6.   Click **Confirm**.
The **Credit Card ATM PIN Change - Confirm** screen appears.
OR
Click **Back**.
The **Credit Card ATM PIN Change** screen appears.

Credit Card ATM PIN Change - Confirm

CREDIT CARD ATM PIN CHANGE - CONFIRM   08-06-2015 09:23:24 GMT +0000   ? 🖨 ☆ ▢ 🗗 ✕

⚠ Transaction submitted for Credit Card ATM PIN Change having reference 105504873395573 has been set to status Auto Authorized.

Card No: XXXXXXXXXXXXX6751

Delivery Details

Mode of Delivery:	Branch
City:	USA
Branch Name:	Bank Futura TD Branch TD1
Name:	Ketki Gupte
Address:	Unit 1, Block A, California
	USA
	USA
City:	USA
State:	
Country:	United Kingdom
Zip/Postal Code:	
Phone:	
User Reference:	Test5

7.   Click **OK**.
        The **Credit Card ATM PIN Change** screen appears.
        OR
        Click **Another Service Request**.
        The **Service Requests** screen appears.

7.3 Credit Card Hot Listing

Using this service request option you can raise a request for credit card hot listing.

To initiate service request for a Credit Card Hot Listing

1. From the **Select Transaction** list, select the **Credit Card Hot Listing** option on the **Service Request** screen.

2. Click **Submit**.
   The **Credit Card Hot Listing** screen appears.

Credit Card Hot Listing

Field Description

Field Name	Description
Credit Card Number	[Mandatory, Drop-Down] Indicates the credit card number.
Credit Card Hot Listing Reason	[Mandatory, Drop-Down] Indicates the reason for hot listing the credit card. The options are: • Others • Captured in Other Bank's ATM • Captured in Own Bank's ATM • Fraud Suspected • Lost • Stolen
Others	[Conditional, Alphanumeric, 25] Indicates the specific reason for hot listing the credit card. This field appears if you select the **Others** option from the **Credit Card Hot Listing Reason** list.
New Credit Card Required	[Mandatory, Option] Indicates that a new credit card is required. The options are: • Yes • No
Delivery Details	
Mode of Delivery	[Mandatory, Option] Indicates the mode of delivery of the new credit card. The options are: • Branch • Post/Courier
Select City	[Conditional, Drop-Down] Indicates the city in which the bank branch is located. To enable this field, select the **Branch** option, from the **Mode of Delivery** field.

Field Name	Description
Select Branch	[Conditional, Drop-Down] Indicates the branch from where the new credit card is to be collected. To enable this field, select the **Branch** option, from the **Mode of Delivery** field.
Name	[Mandatory, Display, Alphanumeric] Displays your Customer Name as present in the application. Indicates the name of the receiver to whom the new credit card is to be delivered.
Address	[Mandatory, Alphanumeric, 34 x 3, Display] Indicates the address of the receiver to whom the new credit card is to be delivered. Displays the address of the bank branch if you select the **Bank** option from the **Mode of Delivery** field. Displays your address as present in the application if you select the **Courier** option from the **Mode of Delivery** field.
City	[Optional, Alphanumeric, 35, Display] Indicates the city of the receiver to whom the new credit card is to be delivered. Displays the city of the bank branch if you select the **Bank** option from the **Mode of Delivery** field.
State	[Optional, Alphanumeric, 35, Display] Indicates the state of the receiver to whom the modified credit card PIN is to be delivered. Displays the state of the bank branch if you select the **Bank** option from the **Mode of Delivery** field.
Country	[Optional, Alphanumeric, 35, Display] Indicates the country of the receiver to whom the new credit card is to be delivered. Displays the country of the bank branch if you select the **Bank** option from the **Mode of Delivery** field.
Zip/Postal Code	[Optional, Alphanumeric, 10, Display] Indicates the zip or postal code of the receiver to whom the new credit card is to be delivered. Displays the zip or postal code of the bank branch if you select the **Bank** option from the **Mode of Delivery** field.

Field Name	Description
Phone	[Optional, Numeric, 35] Indicates the phone number (or multiple phone numbers separated with commas) of the receiver to whom the new credit card is to be delivered.
Disclaimer	[Display] Displays the disclaimer by the bank, if any.
User Reference	[Optional, Alphanumeric, 25] Indicates the reference number for future tracking.

3.   In the **Credit Card Number** field, enter the credit card number.

4.   In the **Credit Card Hot Listing Reason** field, select the appropriate option.

   a.   If you select the **Others** option:

      i.   In the **Others** field, enter the specific reason for hot listing the credit card.

5.   In the **New Credit Card Required** field, select the appropriate option.

6.   In the **Mode of Delivery** field, select the appropriate option.

   a.   If you select the **Bank** option:

      i.   From the **Select City** list, select the appropriate option.

      ii.   From the **Select Branch** list, select the appropriate option.
      Your Customer Name in the application and the address details of the selected bank branch appear.

   b.   If you select the **Courier** option:

      i.   In the **Name** field, enter the name of the receiver to whom the new credit card is to be delivered, if required.

      ii.   In the **Address** field, enter the address of the receiver to whom the new credit card is to be delivered, if required.

7.   Click **Submit**.
The **Credit Card Hot Listing- Verify** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

Credit Card Hot Listing - Verify

CREDIT CARD HOT LISTING - VERIFY   09-06-2015 10:53:25 GMT +0000

Credit Card Number:	XXXXXXXXXXXX6751
Credit Card Hot Listing Reason:	Others
Other**:	Upgrade
New Credit Card Required:	Yes

Delivery Details

Mode of Delivery:	Branch
City:	USA
Branch Name:	Bank Futura - TD
Name:	Ketki Divyesh Shah
Address:	Unit 1, Block A, California
	USA
	USA
City:	USA
State:	
Country:	United Kingdom
Zip/Postal Code:	
Phone:	
User Reference:	

Back   Confirm

8. Click **Confirm**.
   The **Credit Card Hot Listing - Confirm** screen appears.
   OR
   Click **Back**.
   The **Credit Card Hot Listing** screen appears.

Credit Card Hot Listing - Confirm

CREDIT CARD HOT LISTING - CONFIRM	05-06-2015 09:13:27 GMT +0000 ? 🖨 ☆ ⬜ 🗗 ✕

⚠ Transaction submitted for Credit Card Hot Listing having reference 780677310378887 has been set to status Auto Authorized.

Credit Card Number:	XXXXXXXXXXXX6751
Credit Card Hot Listing Reason:	Others
Other**:	Upgrade
New Credit Card Required:	Yes

Delivery Details

Mode of Delivery:	Branch
City:	USA
Branch Name:	Bank Futura TD Branch TD1
Name:	Ketki Divyesh Shah
Address:	Unit 1, Block A, California
	USA
	USA
City:	USA
State:	
Country:	United Kingdom
Zip/Postal Code:	
Phone:	
User Reference:	Test2

9.   Click **OK**.
        The **Credit Card Hot Listing** screen appears.
        OR
        Click **Another Service Request**.
        The **Service Requests** screen appears.

7.4 Credit Card Replacement

Using this service request option, you can raise a request for credit card replacement.

To initiate service request for a Credit Card replacement

1. From the **Select Transaction** list, select the **Credit Card Replacement** option on the **Service Request** screen.

2. Click **Submit**.
   The **Credit Card Replacement** screen appears.

Credit Card Replacement

Field Description

Field Name	Description
Credit Card Number	[Mandatory, Drop-Down] Indicates the credit card number.
Reason	[Mandatory, Drop-Down] Indicates the reason for credit card replacement.
Embossing Name	[Mandatory, Alphabets, 35] Indicates the name as embossed on the credit card.
Delivery Details	
Mode of Delivery	[Mandatory, Option] Indicates the mode of delivery of the new credit card. The options are: • Branch • Post/Courier
Select City	[Conditional, Drop-Down] Indicates the city in which the bank branch is located. To enable this field, select the **Branch** option, from the **Mode of Delivery** field.
Select Branch	[Conditional, Drop-Down] Indicates the branch from where the new credit card is to be collected. To enable this field, select the **Branch** option, from the **Mode of Delivery** field.
Name	[Mandatory, Display, Alphanumeric] Displays your Customer Name as present in the application. Indicates the name of the receiver to whom the new credit card is to be delivered.

Field Name	Description
Address	[Mandatory, Alphanumeric, 34 x 3, Display] Indicates the address of the receiver to whom the new credit card is to be delivered. Displays the address of the bank branch if you select the **Bank** option from the **Mode of Delivery** field. Displays your address as present in the application if you select the **Courier** option from the **Mode of Delivery** field.
City	[Optional, Alphanumeric, 35, Display] Indicates the city of the receiver to whom the new credit card is to be delivered. Displays the city of the bank branch if you select the **Bank** option from the **Mode of Delivery** field.
State	[Optional, Alphanumeric, 35, Display] Indicates the state of the receiver to whom the modified credit card PIN is to be delivered. Displays the state of the bank branch if you select the **Bank** option from the **Mode of Delivery** field.
Country	[Optional, Alphanumeric, 35, Display] Indicates the country of the receiver to whom the new credit card is to be delivered. Displays the country of the bank branch if you select the **Bank** option from the **Mode of Delivery** field.
Zip/Postal Code	[Optional, Alphanumeric, 10, Display] Indicates the zip or postal code of the receiver to whom the new credit card is to be delivered. Displays the zip or postal code of the bank branch if you select the **Bank** option from the **Mode of Delivery** field.
Phone	[Optional, Numeric, 35] Indicates the phone number (or multiple phone numbers separated with commas) of the receiver to whom the new credit card is to be delivered.
Disclaimer	[Display] Displays the disclaimer by the bank, if any.
User Reference	[Optional, Alphanumeric, 25] Indicates the reference number for future tracking.

3.   In the **Credit Card Number** field, enter the credit card number.

4.   From the **Reason** list, select the appropriate option.

5.   In the **Embossing Name** field, enter the name as embossed on the credit card.

6.   In the **Mode of Delivery** field, select the appropriate option.

    a. If you select the **Bank** option:

        i.   From the **Select City** list, select the appropriate option.

        ii.   From the **Select Branch** list, select the appropriate option.
           Your Customer Name in the application and the address details of the selected bank branch appear.

    b. If you select the **Courier** option:

        i.   In the **Name** field, enter the name of the receiver to whom the new credit card is to be delivered, if required.

        ii.   In the **Address** field, enter the address of the receiver to whom the new credit card is to be delivered, if required.

7.   Click **Submit**.
     The **Credit Card Replacement- Verify** screen appears.
     OR
     Click **Another Service Request**.
     The **Service Requests** screen appears.

Credit Card Replacement - Verify

8.   Click **Confirm**.
The **Credit Card Replacement- Confirm** screen appears.
OR
Click **Back**.
The **Credit Card Replacement** screen appears.

Credit Card Replacement - Confirm

CREDIT CARD REPLACEMENT - CONFIRM   05-06-2015 10:06:12 GMT +0000   ? 🖨 ☆ ▢ ▢ ✕

⚠ Transaction submitted for Credit Card Replacement having reference 344757120382167 has been set to status Auto Authorized.

Credit Card Number:	XXXXXXXXXXXX6751
Replacement Reason:	Change Embossing Name
Embossing Name:	Chetan

Delivery Details

Mode of Delivery:	Branch
City:	USA
Branch Name:	Bank Futura
Name:	Abhishek Shukla
Address:	Unit 1, Block A, California
	USA
	USA
City:	USA
State:	
Country:	United Kingdom
Zip/Postal Code:	
Phone:	
User Reference:	Delivery

Another Service Request   OK

9. Click **OK**.
The **Credit Card Replacement** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

7.5   Deactivation of Credit Card

Using this service request option, you can raise a request to deactivate credit card.

To initiate service request to deactivate a Credit Card

1. From the **Select Transaction** list, select the **Deactivation of Credit Card** option on the **Service Request** screen.

2. Click **Submit**.
   The **Deactivation of Credit Card** screen appears.

Deactivation of Credit Card

Field Description

Field Name	Description
Credit Card Number	[Mandatory, Drop-Down] Indicates credit card number.
Reason	[Mandatory, Drop-Down] Indicates the reason for deactivation of credit card. The options are: • Others • Captured in Other Bank's ATM • Captured in Own Bank's ATM • Fraud Suspected • Lost • Stolen
Others	[Conditional, Alphanumeric, 25] Indicates the specific reason for deactivating the credit card. This field appears if you select the **Others** option from the **Reason** list.

Field Name	Description
Disclaimer	[Display] Displays the disclaimer by the bank, if any.
User Reference	[Optional, Alphanumeric, 25] Indicates the reference number for future tracking.

3. In the **Credit Card Number** field, enter the credit card number.

4. From the **Reason** list, select the appropriate option.

    a. If you select the **Others** option:

        i. In the **Others** field, enter the specific reason for deactivating the credit card.

5. Click **Submit**.
    The **Deactivation of Credit Card - Verify** screen appears.
    OR
    Click **Another Service Request**.
    The **Service Requests** screen appears.

Deactivation of Credit Card - Verify

6. Click **Confirm**.
    The **Deactivation of Credit Card - Confirm** screen appears.
    OR
    Click **Back**.
    The **Deactivation of Credit Card** screen appears.

Deactivation of Credit Card - Confirm

DEACTIVATION OF CREDIT CARD - CONFIRM   05-06-2015 09:26:33 GMT +0000   ?   ☆   ✕

⚠ Transaction submitted for Deactivation of Credit Card having reference 178286776379468 has been set to status Auto Authorized.

Credit Card Number: XXXXXXXXXXXX6751

Deactivation Reason: Lost

User Reference: 3435446646

Another Service Request   OK
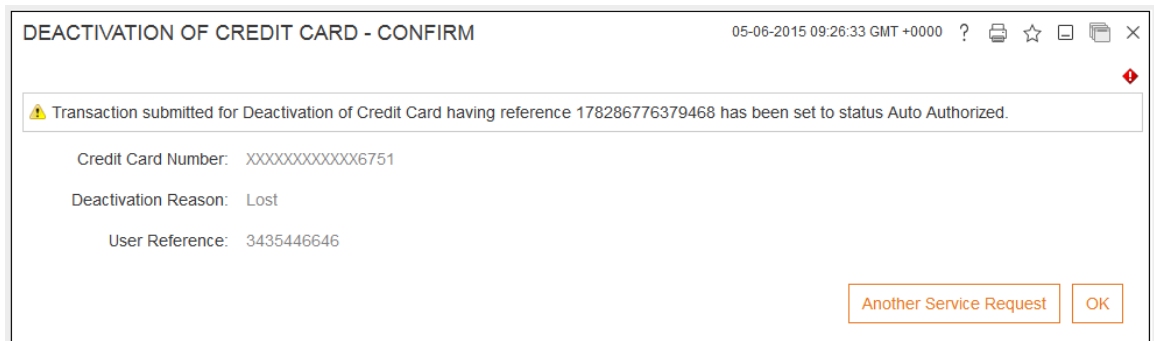
7.   Click **OK**.
The **Deactivation of Credit Card** screen appears.
OR
Click **Another Service Request**.
The **Service Requests** screen appears.

7.6 Deregister Credit Card

Using this service request option, you can raise a request to deregister credit card.

To initiate service request to deregister a Credit Card

1. From the **Select Transaction** list, select the **Deregister Credit Card** option on the **Service Request** screen.

2. Click **Submit**.
   The **Deregister Credit Card** screen appears.

Deregister Credit Card

Field Description

Field Name	Description
Credit Card Number	[Mandatory, Drop-Down] Indicates the credit card number.
Disclaimer	[Display] Displays the disclaimer by the bank, if any.
User Reference	[Optional, Alphanumeric, 25] Indicates the reference number for future tracking.

3. In the **Credit Card Number** field, enter the credit card number.

4. Click **Submit**.
   The **Deregister Credit Card - Verify** screen appears.
   OR
   Click **Another Service Request**.
   The **Service Requests** screen appears.

Deregister Credit Card - Verify

DEREGISTER CREDIT CARD - VERIFY 19-Jun-2015 06:22:19 GMT +0000 ? ☆ ✕
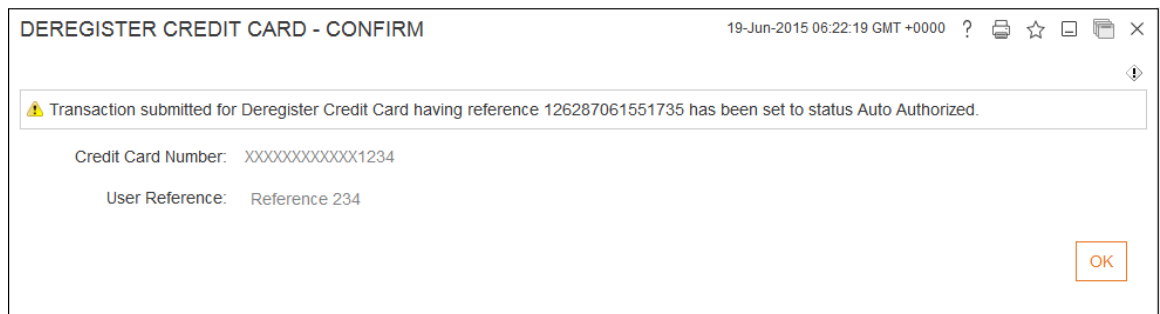
Credit Card Number: XXXXXXXXXXXX1234

User Reference: Reference 234

Change Confirm

5.   Click **Confirm**.
      The **Deregister Credit Card - Confirm** screen appears.
      OR
      Click **Back**.
      The **Deregister Credit Card** screen appears.

Deregister Credit Card - Confirm

DEREGISTER CREDIT CARD - CONFIRM 19-Jun-2015 06:22:19 GMT +0000 ? ☆ ✕

⚠ Transaction submitted for Deregister Credit Card having reference 126287061551735 has been set to status Auto Authorized.

Credit Card Number: XXXXXXXXXXXX1234

User Reference: Reference 234

OK

6.   Click **OK**.
      The **Deregister Credit Card** screen appears.
      OR
      Click **Another Service Request**.
      The **Service Requests** screen appears.