Tablet Teller Override

Teller Override Configuration
(Application: 5ab0edf7-bc0c-4b69-b857-8d5c7fe9880b)

Overview:

The Tablet Teller Override is an iPad® based app. This app provides the capability to the Financial Institution supervisors to review and process transaction exception approvals requested by tellers. Supervisors can review - Approve / Reject / Pass remote override requests placed by the tellers from their iPads. This relieves the supervisors from being tied down to their workstations and wait for remote override requests.

This app has been designed keeping in mind the information and data security needs of Financial Institutions. The app validates the iPad and the supervisor by authenticating the supervisor credentials on the DNA database. It also authenticates the iPad being used to login into the app. Every iPad must be registered on the DNA database to allow the iPad to be able to review and process transaction exception requests.

Processing:

This app consists of 3 key components:
- Apple iPad App
- WCF Service
- DNA App

The WCF service, which is deployed within the DNA Domain acts as the bridge between DNA and iPad users.

To ensure security the iPad app works on VPN (Virtual Private Network) or the branch's Wi-Fi network.

Please refer to the 'Teller Override Setup' document supplied along with the User Manual for installation and setup information.

Process Flow

Tellers post monetary transactions. Whenever any transaction requires a supervisor override, the teller is presented with the Override screen. The teller has the ability to select a supervisor from the Remote Override Section and send the request for review.

This app keeps a track of all logged in users – who have logged in from their iPads. Whenever such requests are found, the app identifies the supervisor and his iPad and pushes the teller's request to the iPad.

The iPad app presents the supervisor the request along with the account's transaction history and holds. This enables the supervisor to take a decision and approve / reject the override request.

If the iPad is in sleep mode, the app sends out an alert notification to the supervisor (similar to other iPad app notifications) to alert the user of any pending requests. The supervisor can activate the iPad and review the requests.

Since these are real-time transactions, the wait time is of prime importance. The app has the ability to wait for the stipulated time period (configurable) and return back to the teller. This allows the teller to select a different supervisor and forward the request.

Variables:

Calculation Variables:

The following calculation variables are essential for the iPad application. They are populated within the 'BANK - Inst Processing' calculation type:

Variable	Code	Description (how used)	Data Type	Default
iPad Remote Ovrd Service Url	IROU	This defines the URL of the hosted web service	STR	<Blank>

The URL where the Web Service is hosted is essential to set in calculation variable 'IROU – iPad Remote Ovrd Service Url' through the following navigation:

Services → System → Institution → Variables

Please refer the 'Configure Service URL in DNA' section from 'Teller Override Setup' document.

Application Messages:

The following messages are displayed on the new screen 'Teller Override Configuration':

1. The following message is displayed to the user on 'Teller Override Configuration' screen when service is down and DNA core is not able to establish the connection with the service:

2. The following message is displayed to the user on 'Teller Override Configuration' screen if no URL is provided in the Calculation Variable 'IROU - iPad Remote Ovrd Service Url':
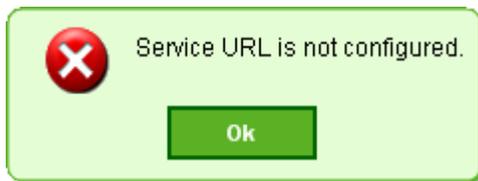
3. If no value is provided in mandatory fields of 'Teller Override Configuration' screen the following exception message is raised on the screen on click of 'Process' button:
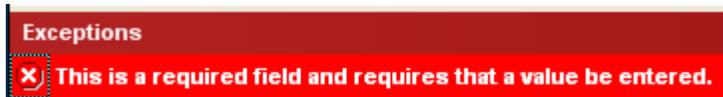
4. The following message is displayed on 'Teller Override Configuration' screen on click of 'Validate' button if the 'User Name' provided by the user is not available in DNA database:

5. The following message is displayed to the user on click of 'Validate' button if invalid 'Password' provided by the user in 'Password' field on 'Teller Override Configuration' screen:

> ❌ The credentials entered failed authentication for the following reason:
>
> Invalid password.
>
> [Ok]
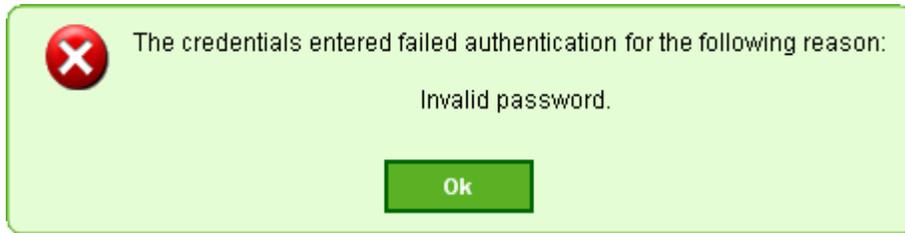
6. If invalid credential entered by the user in 'User Name' and 'Password' field consecutively more than the times set in 'Maximum Failed Login Attempts' column (Navigation: SAF → Administration → Product → Maintenance → Select SAF product → Edit → Property Browser → Maximum Failed Login Attempts), the account will be inactivated for the specific user and below message will be displayed:

> ❌ The credentials entered failed authentication for the following reason:
>
> Account inactivated due to failed login attempts.
>
> [Ok]
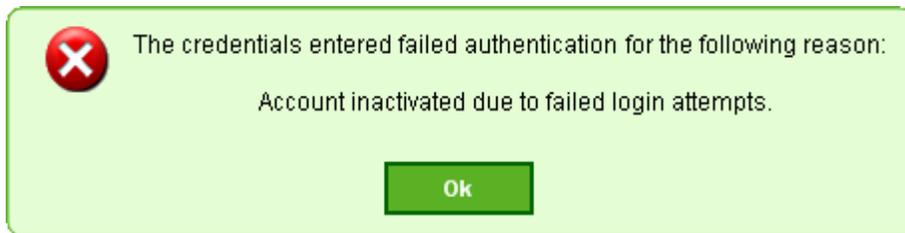
7. If No value provided in 'User Id' field then following message is displayed to the user on click of 'Validate' button on 'Teller Override Configuration' screen:

> ❌ User Id must have a value.
>
> [Ok]

8. If No value provided in 'Password' field then following message is displayed to the user on click of 'Validate' button on 'Teller Override Configuration' screen:

Password must have a value.

Ok
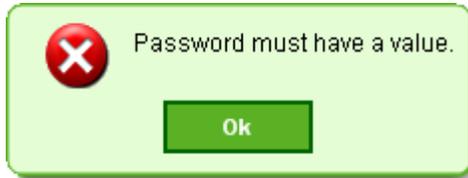
The following messages are displayed on the iPad Application:

- A message is displayed on iPad application if 'User Name' entered by the user is not available in DNA database. The following message is displayed on click of 'Login' button:

User 'HSHARMA1' not found.

OK

- A message is displayed on iPad application if 'Password' entered by the user is invalid. The following message is displayed on click of 'Login' button:

Invalid password.

OK

- A message is displayed on iPad application at the time of iPad application login if user entered the wrong 'Password' consecutively more than the times set in 'Maximum Failed Login Attempts' in SAF. The following message is displayed and the account of the respective user will be inactivated on click of 'Login' button:

- The following message is displayed on iPad Login screen on click of 'Login', if the user does not have appropriate authorization (i.e. RIOR – iPad override) to login into the iPad application:

- The following message is displayed on iPad Login screen, when MAC address of iPad is not setup in 'Network Node Manager' screen:

- The following message is displayed on iPad login screen on click of 'Login' button, if iPad Override Configuration setup is not done properly. User is required to Process the complete iPad override setup through 'Teller Override Configuration' screen.

Invalid Application Nbr for CORE API Transactions

OK
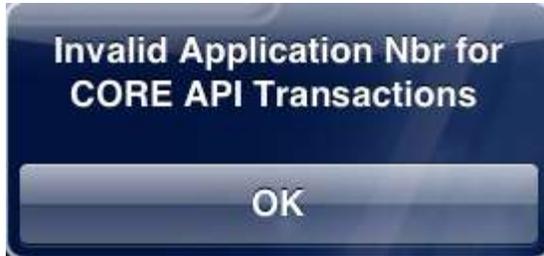
- If no transaction is available for override a message is displayed on iPad application as "No records". The message is displayed below:

No records

OK

- When any request of transaction override is approved by the iPad user the following message is displayed on iPad override application:

Request approved

OK

- When any request of transaction override is rejected by the iPad user the following message is displayed on iPad override application:

Request rejected

OK

- When the iPad user clicks on 'Pass' button to pass the override request, the following message is displayed on iPad application:

- When the iPad user does not have proper authorization for overriding the exceptions displayed in 'Request Details' on iPad application, the following message is displayed on iPad application on click of 'Approve/Reject/Pass':

- If the selected override request is already approved by another supervisor, then the following message is displayed to the iPad user on click of 'Approve/Reject/Pass':

- If the selected override request is already cancelled by the requester, then the following message is displayed to the iPad user on click of 'Approve/Reject/Pass':

- If the selected override request is already locked by another supervisor for editing, then the following message is displayed to the iPad user on click of 'Approve/Reject/Pass':

- If the same override request is locked by another user from DNA before iPad User, the following message is displayed to the iPad user on selection of the respective override request:

- If the selected override request is already updated as 'Rejected' or 'Passed' by another supervisor, then the following message is displayed to the iPad user:

- The following message is displayed to the user, if iPad could not connect to the server:

- The following message is displayed to the user, when user logoff the iPad application. To logoff, click on 'YES' button and user will be directed to the 'Supervisor Login' screen of iPad application.

Real-time Interaction with Other Applications:
The application helps Financial Institution to provide an interface between the DNA Core and iPad application through a Web Service. All communications between DNA Core and iPad application are passed through the Web Service. Once the override request pulled at Service, the service will present the override request to the nominated online user and send back the updated response to DNA database.

Screens:

1. A new screen is created in DNA as 'Teller Override Configuration'.
2. New screens are created for iPad App which are part of iPad application.

Navigation: Teller Override Configuration

Services → Services → Institution → Teller Override Configuration

Screen Appearance: Teller Override Configuration

The above 'Teller Override Configuration' screen is created to configure the settings to be applicable on iPad App for teller override. The Financial Institution is required to process the configuration settings in this screen before login into the iPad application.

Field Listing:

Field	Description

Field	Description
Service Session Settings	
This group box have the following fields in it:	
Notify Inactive Users after (in mins.)	The iPad user will receive a Notification as 'Continue Session' after specified minutes as provided in this field, if iPad application is in sleep mode for specified number of minutes. This is a mandatory field and the value entered must be between 1 to 180. By default 30 is pre-filled in this field.
Terminate Inactive Session if no response (in mins.)	After the notification message for inactive user is raised, if there is no response provided within the specified minutes as provided in this field, the session will be terminated and no requests for approval will be sent to the respective iPad user. This is a mandatory field and the value entered must be between 1 to 60. By default 2 is pre-filled in this field.
Cache Expiration Time (in mins.)	If no response provided by the iPad user for override request the cache will expire after the specified number of minutes. The respective override request will be removed from the service cache to reduce the unnecessary load on service cache. This is a mandatory field and the value entered must be between 1 to 20. By default 5 is pre-filled in this field.
Polling Parameters	
This group box have the following fields in it:	
Check new request after (in secs.)	The service will check for new override requests after the specified number of seconds. This is a mandatory field and the value entered must be between 1 to 3600. By default 5 is pre-filled in this field.
User Id	The User Id is provided in this field. This is a mandatory field. If left blank, a message 'User ID must have a value' is raised on click of 'Validate' button. This User Id provided in this field is used by the service for polling over DNA database to check for new override requests.
Password	The password for the respective user id is provided in this field. This is a mandatory field. If left blank, a message 'Password must have a value' is raised on click of 'Validate' button.
Validate	On click, the User Id and password as specified in 'User Id' & 'Password' field is validated. An exception message is raised if 'User Id' provided is not found in DNA database on click of 'Validate' button. An exception message is raised if 'Password' provided in this field is invalid on click of 'Validate' button. If validated successfully, this button is disabled and enable only when value in 'User Id' and 'Password' field is edited.
Transaction History Parameters	
This group box have the following fields in it:	

Field	Description
Max Number of Records	The user will provide the maximum number of records in this field to be displayed in 'Transaction' pop-up screen on iPad. The latest transaction records are considered to be displayed in iPad. This is a mandatory field and the value entered must be between 1 to 300. By default 20 is pre-filled in this field.
Max Number of Days	The user will provide the maximum number of days in this field to be considered for displaying the latest records in 'Transaction' pop-up screen on iPad. This is a mandatory field and the value entered must be between 1 to 365. By default 180 is pre-filled in this field.
Close/Cancel	To close the screen, click on this button.
Process	On click, the iPad configuration setting as provided in 'Teller Override Configuration' screen becomes applicable on the service. The 'Polling Parameters' will be used by the service for polling over DNA database to check for new override requests. If no value is provided in any mandatory field, an exception 'This is a required field and requires that a value be entered' is raised on the screen.

iPad Application Screens:

Screen Appearance: Supervisor Login
On click of the icon of 'Teller Override' the following Login screen is displayed:
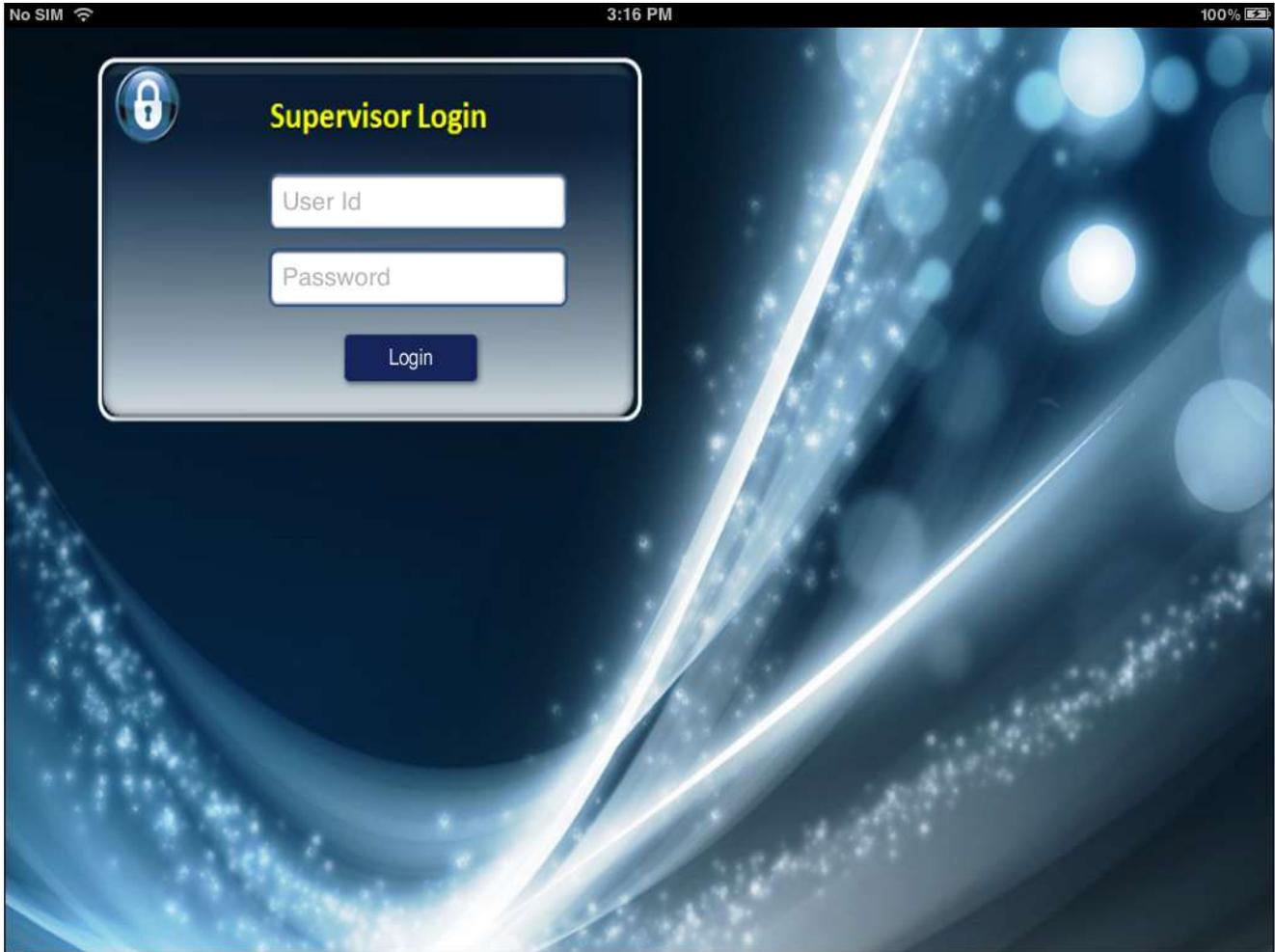
Field Listing:

Field	Description
Supervisor Login	
This is the first screen of iPad Override application, which allows the user to login in to the application. The user has to be a valid DNA Core user with necessary access rights.	
User Id	This field enables the user to enter the User Id of the employee for iPad Override Application.
Password	This field enables the user to enter the password.

Field	Description
Login	By clicking, the user will be logged on in to the application. If a wrong user Id or password is entered, an application error message is displayed as "User Id not found or Invalid password".

Screen Appearance: Teller Override

The 'iPad Teller Override' screen is displayed on click of 'Login' button on iPad Login screen.

Field Listing:

Field	Description
Override Requests	
The list of override approval requests are displayed in this column. When transactions are available for remote authorizations the details in the right hand group box is filled. A notification message 'New Override Request' is displayed on the iPad if new override request is received when iPad override application is in sleep mode. By default the first entry detail is displayed in the requests detail group box. The service regularly updates the transaction list for the transactions are available for remote authorizations. On click of any transaction, the Request Details group box is highlighted and displays the respective override transaction detail.	
Request Details	
The details of the selected requests are displayed in this group box. If no transactions are available for remote authorizations the detail group box displays the labels only and a pop up message 'No records' is displayed. The buttons 'Approve', 'Reject' and 'Pass' are disabled.	
Account No	The account number of the transaction for which the override is requested.
Transaction Description	The transaction description of the override request.
Amount	The transaction amount of the requested override transaction.
Requestor WorkStation	The requestor's workstation is displayed in this field.
Effective Date	The effective date of the requested override transaction.
Request No	The system generated request number of the override transaction request.
Exception	The list of all the exceptions raised on the transaction, for which the override is requested.
Transaction	On click, the transaction history of the particular account number is displayed in a pop-up window. The transaction history records are displayed as per the values provided in 'Transaction History Parameter' group box in 'Teller Override Configuration' screen.
Hold	On click, all active holds details applicable on the respective account are displayed in a pop-up window.
Requestor Note	The note provided by the requestor while sending the override request is displayed in this text box. This is a view only text box and iPad user will not be able to edit in this.
Approver Note	The text box is used to provide the specific note in this field while approving, rejecting or passing the override request.
Approve	On click, the override request is approved and an application message is displayed to the user as 'Request approved'. The approved transaction will be removed from the list of 'Override Requests' column.

Field	Description
Reject	On click, the override request is rejected and an application message is displayed to the user as 'Request rejected'. The rejected transaction will be removed from the list of 'Override Requests' column.
Pass	On click, the override request is passed and an application message is displayed to the user as 'Request passed'. The passed transaction will be removed from the list of 'Override Requests' column.
Logoff	On click, the supervisor is logged off from the iPad application. A message will be displayed to the user to confirm the action. After successful logoff, the user is directed to the 'Supervisor Login' screen of iPad application.
Online/Offline	This indicator displays the status of the iPad user as 'Online' or 'Offline'.

Navigation: Transaction

Teller Override Application → Teller Override → Request Details → Transaction

Screen Appearance: Transaction

Transaction			
Transaction Desc	Post Date	Amount	Running Balance
Withdrawal	01-17-2012	(10.00)	(18494.09)
Deposit	01-17-2012	50.00	(18484.09)
Withdrawal	01-17-2012	(10.00)	(18534.09)
Withdrawal	01-17-2012	(0.08)	(18524.09)
Withdrawal	01-17-2012	(0.07)	(18524.01)
Withdrawal	01-17-2012	(0.02)	(18523.94)
Withdrawal	01-17-2012	(0.09)	(18523.92)
Withdrawal	01-17-2012	(0.08)	(18523.83)
Withdrawal	01-17-2012	(0.06)	(18523.75)
Withdrawal	01-17-2012	(0.05)	(18523.69)

The core API 'Account Transaction History' (ReqTypCd = 7703) is called to display the transaction history of the account number displayed in 'Account No' field in 'Request Details' group box.

Field Listing:

Field	Description
Transaction	
The pop-up screen 'Transaction' is displayed on click of 'Transaction' button on 'Request Details' group box. This pop-up screen displays the latest transaction history as per the values provided in 'Transaction History Parameters' on 'Teller Override Configuration' screen for the account number displayed in 'Request Details' group box. The screen have the following fields in it:	
Transaction Desc	Transaction description of the transaction is displayed in this column.
Post Date	The Post Date of the respective transaction is displayed in this column.
Amount	The transaction amount of the respective transaction is displayed in this column.
Running Balance	The running balance of the account after the respective transaction is displayed in this column.

Navigation: Transaction

Teller Override Application → Teller Override → Request Details → Hold

Screen Appearance: Holds

The core API 'Account Holds Inquiry' (ReqTypCd = 7787) is called to display the active holds on the account number displayed in 'Account No' field in 'Request Details' group box.

Field Listing:

Field	Description
Field	Description
Holds	
The pop-up screen 'Holds' is displayed on click of 'Hold' button on 'Request Details' group box. This pop-up screen displays the active holds on the account number displayed in 'Request Details' group box. The screen have the following fields in it:	
Hold Desc	The description of the respective hold applicable on the account.
Effective Date	The effective date of the hold applicable on the account.
Release Date	The release date of the respective hold.
Amount	The amount of the respective hold.

Additional Requirements:

The iPad application is available on apple's appstore. The iPad user is required to download the iPad app from the apple's appstore and install it on the iPad.

The iPad app can be downloaded from the below link:
http://itunes.apple.com/us/app/telleroverrride/id553825487?ls=1&mt=8

Alternatively, the app can also be downloaded through iTunes by searching for "R Systems" or "Teller Override". See sample iTunes screen below.
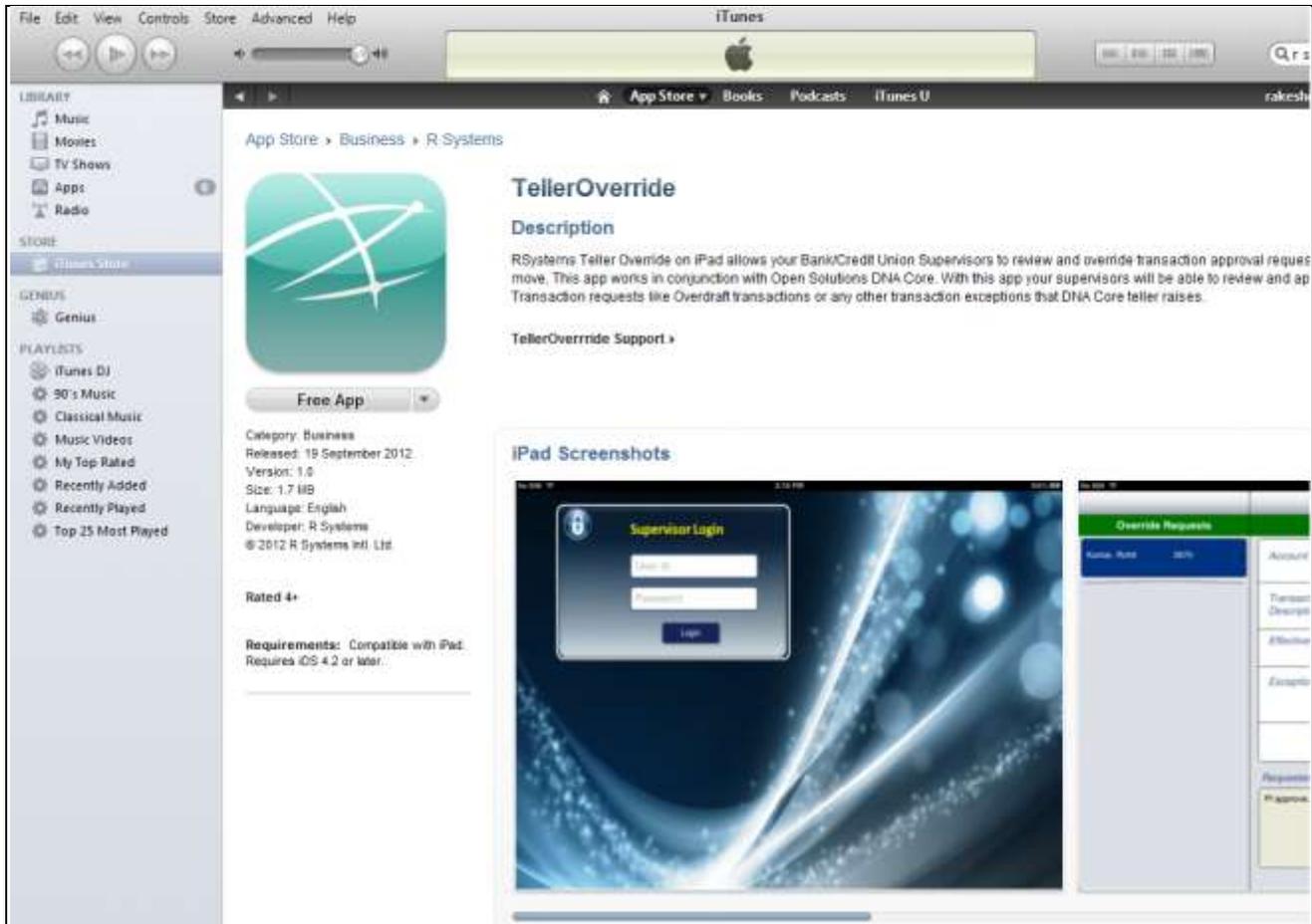
Before executing this application, the Financial Institution require following prerequisites at their environment:

- Either DNA 3.2 or the higher version of DNA is available.
- The required set-up script/ steps have been executed before running this application.
- This application is available if the Financial Institution has provided the authorization rights for the same to the respective users.
  The authorization for 'RIOR – iPad Override' is required to assign to the polling user and to the iPad user for iPad override application through the navigation: Services → Security → Employee
- Server URL is provided in iPad settings to run the iPad App for Teller Override.
- Windows Server 2003 R2/Windows server – 2008 standard 32 bit

- .Net framework – SDK 4.0
- Web Server – IIS Version 6.0 or above
- Oracle Data Access – Oracledataaccess.dll version 10.2.0.100
- Refer to the 'Installing/Uninstalling iPad Service' section in 'iPad Teller Override Setup' document to install/Uninstall the Service.
- Refer the 'Configure service URL in DNA' section from 'iPad Teller Override Setup' document to configure the URL in DNA.
- Refer the 'Configure service URL in iPad device' section from 'iPad Teller Override Setup' document to configure the URL in iPad device.
- The server machine that has hosted the iPad Service needs to be registered in DNA as a Network Node. Please refer the 'Configure Service Machine Name in DNA as network node' section from 'iPad Teller Override Setup' document.
- The unique MAC address of iPad is required to be stored in DNA database in Network Node table through the navigation: Services → System → Manage → Network Nodes Please refer the 'Configure iPad Device in DNA as network node' section from 'iPad Teller Override Setup' document.
- Refer the 'Enabling Log Activity' section from 'iPad Teller Override Setup' document to store the log activity.

Notes:
This app can be deployed in the following conditions:
- The user is required to have proper setup of VPN tunnel or Wi-Fi in his iPad.
- Restricted usage if the iPad is in the Wi-Fi of the Financial Institution.

Configuration Checklist:

Item	Test Environment	Production Environment
Variables		

Revisions

Date	App Version **#**	Change
09/2012	1.0.0.0	Application Created

Disclaimer:
iPad is a term used for Apple's Mobile device. The trademarks are owned by the respective owners.
This document references the term 'iPad' to refer to the mobile device from Apple. These references are meant for the reader to understand that this product (Teller Override) is compatible with and works on iPad. This document or product in no way propagates or derogates the iPad product or any product from any company.