

**Oracle FLEXCUBE Direct Banking
Release 12.0.0
Corporate Customer Services User Manual**



Part No. E52305-01

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1. Transaction Host Integration Matrix

Legends

NH	No Host Interface Required.
★	Standard Host Interface Available. Integration to be done separately
✓	Pre integrated Host interface available
×	Pre integrated Host interface not available
SR	Service Request

Transaction Name	FLEXCUBE UBS	Third Party Host System
Login(First time login)	NH	NH
Logout	NH	NH
Ad-hoc Account Statement Request	★	★
Change Password	NH	NH
Stop Or Unblock Cheque Request	✓	★
Cheque Book Request	✓	★
Cheque Status Inquiry	✓	★

Transaction Host Integration Matrix

Transaction Name	FLEXCUBE UBS	Third Party Host System
Register reports	NH	NH
Manage External Accounts	NH	NH
External Accounts Statement	✓	★
Alerts- User Alerts	×	NH
Alerts-Account Alerts	×	NH
Alerts- Customer Alerts	×	NH
E Statements Subscription/	×	★
E Statements Un-subscription	×	★
Preferences	NH	NH
Session Summary	NH	NH
Mailbox	NH	NH
Electronic Form initiate	NH	★
Interest Rates Inquiry	×	★
Exchange Rate Inquiry	✓	★
Reissue Transaction Password	NH	SR/NH
Account Closure	NH	SR
Force change password	NH	NH
Lock Transaction Password	NH	NH
Open Additional Account	×	SR/NH

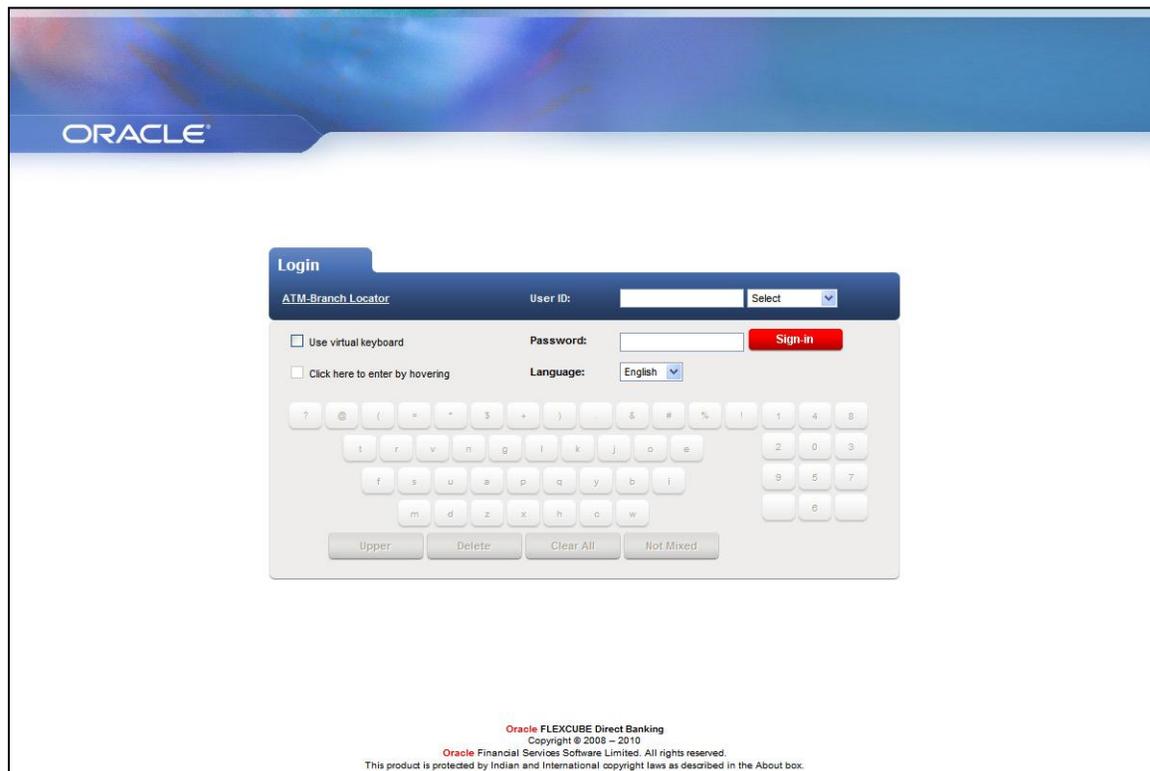
2. Login

This option allows the user to log in to the ORACLE FCDB application. By default, the security keyboard option is checked. This enables the user to access the interface through a virtual keyboard appearing on the screen by either clicking or hovering on the keys. Alternatively, the user can clear the security keyboard option and can use the keyboard.

To log in to ORACLE FCDB

1. Enter the appropriate URL of the application provided in the address bar
2. The system displays the main page of the **Oracle FLEXCUBE Direct Banking** application

Oracle FLEXCUBE Direct Banking



Oracle FLEXCUBE Direct Banking
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Field Description

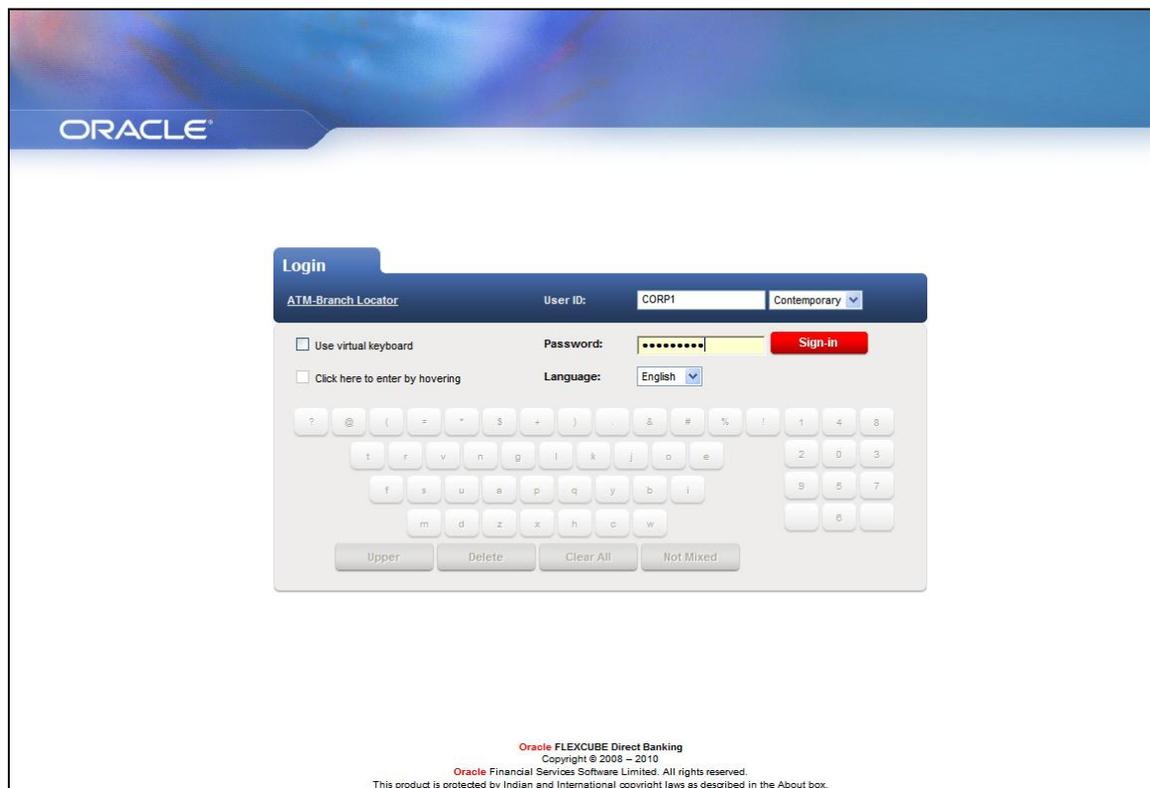
Field Name	Description
User ID	[Mandatory, Alphanumeric, 20] Type the unique user ID.
Password	[Mandatory, Alphanumeric, 20] Type the password.
Theme selection	[Optional, Dropdown] Select the theme from the dropdown displayed inline to the user id field. By default the theme will be set as per the set preferences.
Language	[Optional, Dropdown] Select the language for the application.
Use Virtual Keyboard	[Optional, Check Box] Select the Use Virtual Keyboard check box to use the virtual keyboard. By default, this check box is checked.

Field Name	Description
Click here to enter by hovering	[Optional, Check Box] Select the Click here to enter by hovering check box to enter the password by moving the mouse over the keyboard without clicking the keys.

Virtual Keyboard Functions

3. Click on the Upper button to arrange the key board using Upper case characters. The Caption of the button will change to Lower. Click on it to arrange the key board using Lower case characters
4. Click on the Delete button to delete previously entered characters
5. Click on Clear All to clear the password field.
6. Click on the Not Mixed to arrange the keyboard as per standard key board layout. Caption of the button changes to Mixed. Click on the Mixed to change the keyboard layout after every character click.

ORACLE FLEXCUBE DIRECT BANKING



7. Enter the **Use ID** and **Password**.
8. Click the **Sign In** button to log in to the application. The system displays the home page - **View Initiated Transactions** screen.

View Initiated Transactions

ORACLE
Change Password | Own Account Transfer | Session Summary | Sitemap | Logout

WELCOME, SMITH CORP
Red

Currency Wise Position

Currency	Assets	Liabilities
GBP	73,145.36	4,000.00
Total Assets:	73,145.36 GBP	
Total Liabilities:		4,000.00 GBP

Pending for Authorization
No Record found.

Inward Remittance Inquiry
• No records found, to search again please amend your inputs

Account Balance
00400164101-004-004001641

Current Balance
26,305.34 GBP

Amount on Hold
0.00 GBP

Uncleared Funds
0.00 GBP

Overdraft Limit
0.00 GBP

Available Balance
26,305.34 GBP

Minimum Balance
0.00 GBP

Last Updated On 23:46 PM

Total Position

Assets



Saving and Current Account (100%)

Account Type	Current Balance
Saving and Current Account	73,145.36 GBP
Total Assets	73,145.36 GBP

Liabilities



Loans (100%)

Account Type	Outstanding Balance
Loans	19,860.50 GBP
Total Liabilities	19,860.50 GBP

Mini Statement
00400164101-004-004001641

Scheduled Transactions
• No records found, to search again please amend your inputs

Credit Line Utilisations

Line ReferenceID	Limit Amount	Utilization	Outstanding
UNDEFINED	GBP 0.00	GBP 167.00	GBP 0.00
UNDEFINED	GBP 0.00	GBP 1,615.00	GBP 0.00
UNDEFINED	GBP 0.00	GBP 2,000.00	GBP 0.00

Last Updated On 23:45 PM

Notifications

Alerts

Subject	Date
Change Login Password	23-Apr-2012
Change Transaction pin	23-Apr-2012
User Created	23-Apr-2012
New User Login Password	23-Apr-2012
New User transaction pin	23-Apr-2012
User Created	23-Apr-2012

Request Status
No Service Requests available to be displayed.

Last 10 Used Cheques
• No Records Found.

Quick Task

- Pay Bills Now
- Download Statement Now
- Request for a Cheque Book
- Foreign Exchange Rate
- Transfer Funds Now
- Order Demand Draft
- Outward Remittance Inquiry

Tools
Select [] GO

3. First time login

For the first time login user needs to change the password, change account nick names, and modify the limits. Once the process is completed user lands to the first screen or the Landing page.

To log in to the Oracle FLEXCUBE Direct Banking

1. Enter the appropriate URL of the application provided in the address bar
2. The system displays the main page of the Oracle FLEXCUBE Direct Banking application
3. Logon to the Internet Banking application through new User id and password. The system displays the First Time Login screen.

Step 1- Terms and Conditions

Step 1: Terms and Conditions → Step 2: Force Change Password → Step 3: Set Account Nicknames → Step 4: Set Payment Limits → Step 5: Complete

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Accept **Decline**

4. Read the **Terms and conditions** and accept or decline the terms and conditions.
5. Click the **Accept** button to accept the terms and conditions. The system proceeds to the next step.
OR
Click the **Decline** button to reject the terms and conditions.

Step 2- Force change Password

Step 1: Terms and Conditions **Step 2: Force Change Password** Step 3: Set Account Nicknames Step 4: Set Payment Limits Step 5: Complete

It is also a mandatory step and you need to change the password provided by the bank. This is a security measure and is required to enhance the security of your online access to banking services.

9001334 : Thank you for accepting Terms and Conditions.

Change Login Password

User Id: CUSER17

Existing Password:

New Password: **Normal**

Confirm New Password:

Use virtual keyboard

Virtual Keyboard :



Click here to enter by hovering

Change Transaction Password

User Id: CUSER17

Existing Password:

New Password: **Normal**

Confirm New Password:

Rules for Login Password	Rules for Transaction Password
Password should be minimum 6 characters	Password should be minimum 6 characters
Password should be maximum 20 characters	Password should be maximum 20 characters
Password can contain lowercase alphabets	Password can contain lowercase alphabets
Password can contain uppercase alphabets	Password can contain uppercase alphabets
Password can contain special characters	Password can contain numeric characters
Password can contain numeric characters	
Password must contain one of the following as first char	Password must contain one of the following as first char -- Lowercase alphabets

The screenshot displays a multi-step login process. Step 2, 'Force Change Password', is highlighted in red. A notification box states: 'It is also a mandatory step and you need to change the password provided by the bank. This is a security measure and is required to enhance the security of your online access to banking services.' Below this, there are two sections for password changes. The 'Change Login Password' section includes fields for 'User Id: CUSER11', 'Enter Old Password', 'New Password' (with a strength indicator 'Normal'), and 'Confirm New Password'. The 'Change Transaction Password' section has similar fields. A 'Virtual Keyboard' is available with a 'Use virtual keyboard' checkbox. At the bottom, there are two columns of 'Rules for Login Password' and 'Rules for Transaction Password'.

Field Description

Field Name	Description
Change Login Password	
User ID	[Display] This field displays the user ID.
Existing Password	[Mandatory, Alphanumeric, 18] Type the old password.
New Password	[Mandatory, Alphanumeric, 18] Type the new password. The strength of the password will be displayed as the user types the new password.
Confirm New Password	[Mandatory, Alphanumeric, 18] Type the new password to confirm.
Change Transaction Password	

Field Name	Description
User ID	[Display] This field displays the user ID.
Existing Password	[Mandatory, Alphanumeric, 18] Type the old password.
New Password	[Mandatory, Alphanumeric, 18] Type the new password. The strength of the password will be displayed as the user types the new password.
Confirm New Password	[Mandatory, Alphanumeric, 18] Type the new password to confirm.
Use Virtual Keyboard	[Optional, Check Box] Select the Use Virtual Keyboard check box to use the virtual keyboard. By default, this check box is checked.
Click here to enter by hovering	[Optional, Check Box] Select the Click here to enter by hovering check box to enter the password by moving the mouse over the keyboard without clicking the keys. By default this checkbox is checked.

6. Enter the appropriate details in the relevant field.
7. Click the Change button. The system displays the next step.
OR
Click the Clear button to clear the data in the fields

Step 3- Set Account Nicknames

Step 1:
Terms and Conditions ✔

Step 2:
Force Change Password ✔

Step 3:
Set Account Nicknames

Step 4:
Set Payment Limits

Step 5:
Complete

✔ Password changed successfully.

Disable Account Nickname:

Term Deposits
Current and Savings
Loan

Account No	Account Nickname	Set As Favourite
PKM003341		
PKMJSHG080650001 PKM INR	<input type="text"/>	<input type="checkbox"/>
PKMJSHG080650004 PKM INR	<input type="text"/>	<input type="checkbox"/>
PKMMLFI073370002 PKM INR	<input type="text"/>	<input type="checkbox"/>
PKMMLFI073370004 PKM INR	<input type="text"/>	<input type="checkbox"/>
PKMMLFI080150005 PKM INR	<input type="text"/>	<input checked="" type="checkbox"/>
PKMMLFI080150006 PKM INR	<input type="text"/>	<input type="checkbox"/>
PKMMLFI080150007 PKM INR	<input type="text"/>	<input type="checkbox"/>
PKMMLFI080150008 PKM INR	<input type="text"/>	<input type="checkbox"/>
PKMMLFJ073370001 PKM INR	<input type="text"/>	<input type="checkbox"/>
PKMMLFK082800002 PKM INR	<input type="text"/>	<input type="checkbox"/>
PKMMLFK082800003 PKM INR	<input type="text"/>	<input type="checkbox"/>
RT1LRT3073380007 RT1 GBP	<input type="text"/>	<input type="checkbox"/>
RT1LRT3080460008 RT1 GBP	<input type="text"/>	<input type="checkbox"/>
RT1LRT3080460009 RT1 GBP	<input type="text"/>	<input type="checkbox"/>
RT1LRT4073380003 RT1 GBP	<input type="text"/>	<input type="checkbox"/>
RT1LRT4073380004 RT1 GBP	<input type="text"/>	<input type="checkbox"/>
RT1LRT4073380006 RT1 GBP	<input type="text"/>	<input type="checkbox"/>

Save

Skip

Field Description

Field Name	Description
Account Type	Select the account type from the available account types tabs.
The following fields are displayed on selecting the Account type	
Disable Account Nicknames	[Optional, Checkbox] Select the checkbox for the Disable account Nicknames to disable the Account nick names for the selected accounts.
Account Number	[Display] This column displays the Account number.

Field Name	Description
Account Nick name	[Optional, Alphanumeric, 20] Type the Account nick name.
Set as favorite	[Optional, Checkbox] Select the checkbox for the account for which you want to select the nickname.

8. Select The Checkbox
9. Click the **Save** button. The system saves the settings and displays the next step.
10. Click the **Skip** button to skip the step for the time being. The system displays the next step

Step 4- Set Payments limit

Step 1: Terms and Conditions Step 2: Force Change Password Step 3: Set Account Nicknames **Step 4: Set Payment Limits** Step 5: Complete

User Preferences saved successfully.

My Transactions

- Own Account Transfer
- Direct Collection
- Export Collection
- SEPA Credit Transfer
- Demand Draft-Pay Order Request
- Internal Remittance
- International Account Transfer
- SEPA Card Payment
- Fetch Deals
- Fixed Domestic Funds Transfer
- International Draft
- SEPA Direct Debit
- UK Payments
- Outward Guarantee Amendment
- Forex Deal Booking

Own Account Transfer

Limit Type	Initiation Limit		Authorization Limit	
	Min. Amount	Max. Amount	Total Amount	No. of Transactions
Bank allocated limits	1.00 USD	1,000,000.00 USD	1,000,000.00 USD	45
Current Limits	1.00 USD	1,000,000.00 USD	1,000,000.00 USD	45
New limits	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

11. Select the transactions from the list of My Transactions available to you.
 12. Enter the new limits for initiation limit and daily authorization limit in the box provided for limits modification. You can modify the limits for all the transactions available to you.
 13. Click the **Change** button. The system displays the next step.
- OR
- Click the **Skip** button to continue to the next screen.

Step 5- Complete

Step 1:
Terms and Conditions



Step 2:
Force Change Password



Step 3:
Set Account Nicknames



Step 4:
Set Payment Limits



Step 5:
Complete

Thank you for setting up your Internet Banking Preferences.

Enjoy the Net Banking

Step	Step Name	Completion Status	Completion Message
1	Terms and Conditions	Complete	Thank you for accepting Terms and Conditions.
2	Force Change Password	Complete	Password changed successfully.
3	Set Account Nicknames	Complete	User Preferences saved successfully.
4	Set Payment Limits	Skipped	Step skipped.

Continue

14. Click the **Continue** button. The system displays the landing page.

4. Logout

This option allows the user to log out of the ORACLE FCDB application.

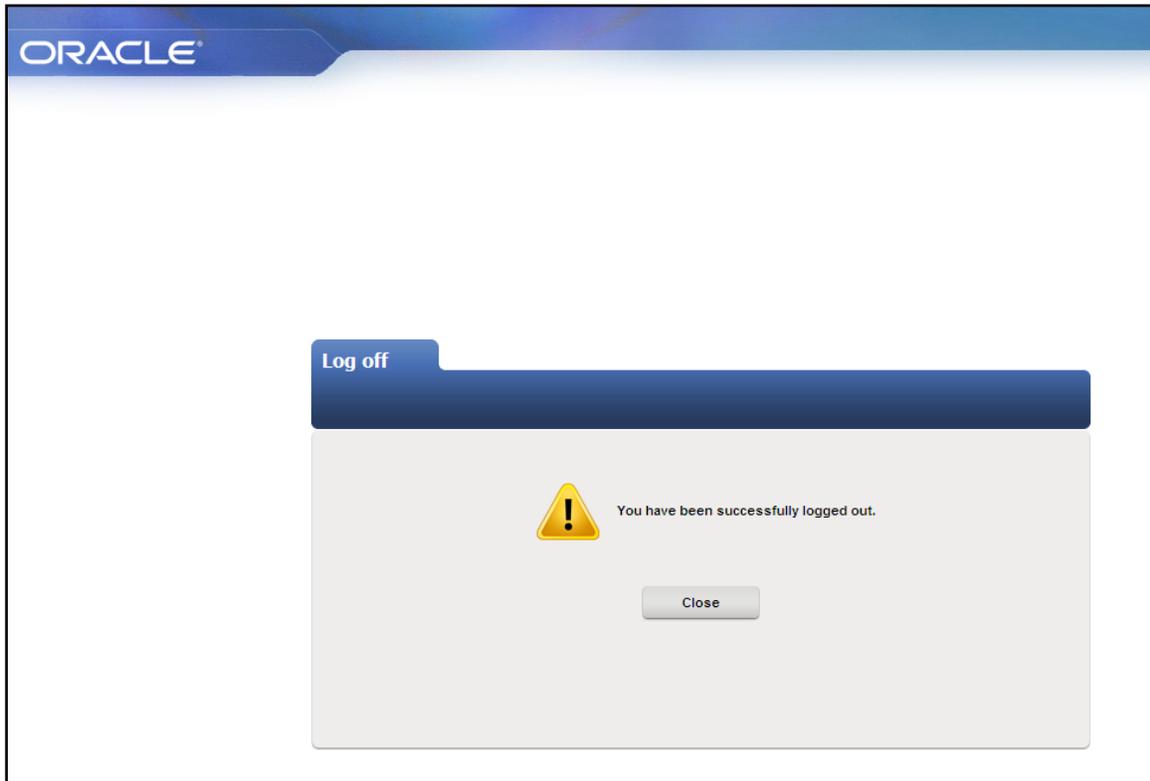
To log out of the Oracle FLEXCUBE Direct Banking

1. Log in to the Oracle FLEXCUBE Direct Banking application
2. Navigate through **Default Transaction > Logout**.

Oracle FLEXCUBE Direct Banking



FLEXCUBE Internet Banking - Log off



3. Click the **Close** button to close the window.

5. Ad-hoc Account Statement Request

Regular statements are sent to the customers as per their desired periodicity. This option allows the user to request for an ad-hoc account statement for any of the CASA accounts.

To request an ad-hoc account statement

1. Navigate through the menus to **Customer Services > Self Services > Adhoc Account Statement Request**. The system displays the Adhoc Statement Request screen.

Adhoc Statement Request

Adhoc Statement Request 13-08-2010 03:00:14 GMT -0600

Account Type: Submit

Field Description

Field Name	Description
Account Type	<p>[Mandatory, Drop-Down]</p> <p>Select the account type from the drop-down list for which the ad-hoc account statement is to be generated.</p> <p>The options are</p> <ul style="list-style-type: none"> • Current and Savings • Term Deposits

2. Select the Account Type
3. Click the Submit button. The system displays Adhoc Statement Request screen

Adhoc Statement Request

Field Description

Field Name	Description
Account Type	[Display] This field displays the account type selected for which the ad-hoc account statement is to be generated.
Account Number	[Mandatory, Drop-Down] Select the account number from the drop-down list. It displays the customer IDs and account numbers of the selected account type under them.
From Date	[Mandatory, Pick List] Select the start date from the pick list. It is the date from which the account statement is required.
To Date	[Mandatory, Pick List] Select the end date from the pick list. It is the date up to which the account statement is required.

4. Click the Submit button, the system displays the Adhoc Statement Request - Verify screen
OR
Click the **Another Account Type** button to go to the previous screen.

Adhoc Statement Request - Verify

5. Click the Confirm button. The system displays the Adhoc Statement Request - Confirm screen with the status message.
OR
Click the Change button to change the transaction

Adhoc Statement Request - Confirm

 Transaction submitted for Adhoc Account Statement Request having reference 617407119160348 has been Initiated

Adhoc Statement Request-Confirm 13-08-2010 02:57:31 GMT -0600

Transaction Reference: 617407119160348
Number:

Account Type: Current and Savings	Account Number: 33300002804
From Date: 03-01-2010	To Date: 08-08-2010

[Another Request](#)

6. Click the **Another Request** button. The system displays the Adhoc Statement Request screen.

6. Stop Or Unblock Cheque Request

This option allows you to block/unblock a cheque. It also allows you to block/unblock set or batch of a cheque by entering the cheque range.

To stop or unblock a cheque.

1. Navigate through **Customer Services > Cheques > Stop or Unblock Cheque Request**. The system displays the Stop or Unblock Cheque Request screen.

Stop or Unblock Cheque Request

Stop Or Unblock Cheque Request 01-06-2011 13:00:00 GMT +0530

Select Action *:

Select Account *:

Reason *:

Cheque Number:

Cheque Range: -

Field Description

Field Name	Description
------------	-------------

Field Name	Description
Select Action	[Mandatory, Drop-Down] Select the action to be performed on the cheque. The options are: <ul style="list-style-type: none"> • Stop Cheque Request • Unblock Cheque Request
Select Account	[Mandatory, Drop-Down] Select the account number from the drop-down list.
Reason	[Mandatory, Alphanumeric, 40] Type the reason to stop a cheque. <div style="border: 1px solid black; padding: 2px; background-color: #e0f0ff;">Note: This field is disable if the action is selected as unblock.</div>
Cheque Number	[Optional, Radio Button, Numeric,20] Click the Cheque Number radio button to enter the cheque number in the adjacent field. The adjacent field gets enabled only if the Cheque Number radio button is selected.
Cheque Range	[Optional, Radio Button, Numeric,20] These fields get enabled only if the Cheque Range radio button is selected. Type the cheque range in this field. Type first and last cheque number of the desired range in the two fields. For Example: If the user enters the cheque range as 1-5, then all the cheques from 1-5 are blocked/ unblocked.

2. Click the Submit button. The system displays the Stop Cheque Request Verify screen.

Stop Cheque Request Verify

Stop Cheque Request Verify 13-08-2010 03:01:32 GMT -0600

Account Number: 33300002811
Reason: Stop Payment
Cheque Number:

3. Click the Confirm button. The system displays the Unblock Cheque Request Confirmed screen with the status message.

Unblock Cheque Request Confirmed

Stop Or Unblock Cheque Request

 Transaction submitted for Stop Or Unblock Cheque Request having reference 192412163160356 has been Initiated

Stop Cheque Request Confirmed 13-08-2010 03:01:32 GMT -0600

EBanking Reference No.: 192412163160356
Account Number: 33300002811
Reason: Stop Payment
Cheque Number:



4. Click the OK button. The system displays the Stop Or Unblock Cheque Request screen.

7. Cheque Book Request

The Cheque Book Request option allows you to request for a cheque book.

To request for a cheque book

1. Navigate through **Customer Services > Cheques > Cheque Book Request**. The system displays the Cheque Book Request screen.

Cheque Book Request

Cheque Book Request
15-04-2011 13:00:00 GMT +0530

Your request for Cheque Book will be processed and the Cheque Book shall be mailed to the address registered with us.

Select Account*:

No of Cheque Books*:

Cheque Book Type*:

Cheque Book Option*:

Delivery Details

Mode of Delivery *: Branch Courier

Name*:

Address***:

City:

State:

Country:

Zip/Postal Code:

Phone:

Field Description

Field Name	Description
Select Account	[Mandatory, Drop-Down] Select the account number from the accounts displayed in the drop-down list.
No of Cheque Books	[Mandatory, Drop-Down] Select the no of cheque books from the drop down list.
Cheque Book Type	[Mandatory, Drop-Down] Select the type of cheque books from the drop down list.
Cheque Book Option	[Mandatory, Drop-Down] Select the number of cheque leaves needed from the drop-down list. The options are: <ul style="list-style-type: none"> Cheque Book With 10 Leaves Cheque Book With 25 Leaves Cheque Book With 50 Leaves
Delivery details	

Field Name	Description
Mode of delivery	<p>[Mandatory, Radio button]</p> <p>Select the Radio button from the available radio buttons</p> <p>The options available are</p> <ul style="list-style-type: none"> • Branch • Courier <p>Note: On selecting the Branch radio button the fields mention below shall be display fields.</p>
City	<p>[Conditional, Dropdown]</p> <p>Select the City to which the branch belongs from the drop down list.</p>
Branch	<p>[Conditional, Dropdown]</p> <p>Select the branch from where the cheque book will be collected from the drop down list.</p>
Name	<p>[Optional, Alphanumeric, 35]</p> <p>Type the Name to which the delivery shall be done.</p>
Address	<p>[Optional, Alphanumeric, 34*3]</p> <p>Type the address for delivery of cheque book(s).</p>
City	<p>[Optional, Alphanumeric, 35]</p> <p>Type the city to which the address belongs.</p>
State	<p>[Optional, Alphanumeric, 35]</p> <p>Type the state to which the city belongs.</p>
Country	<p>[Optional, Alphanumeric, 35]</p> <p>Type the country of the address.</p>
Postal code	<p>[Optional, Alphanumeric, 35]</p> <p>Type the postal code.</p>
Phone	<p>[Optional, Alphanumeric, 35]</p> <p>Type the phone number.</p>

2. Click the Submit button. The system displays the Cheque Book Request - Verify screen.

Cheque Book Request - Verify

Cheque Book Request - Verify
15-04-2011 13:00:00 GMT +0530

Account Number: QT100177401
 No of Cheque Books: 1
 Cheque Book Type: CASCHQINR
 Cheque Book Option: Cheque Book With 10 Leaves

Delivery Details

 Mode of Delivery: Branch
 City: USA
 Branch Name: Bank Futura
 Name: Oxy Trading Inc Changed
 Address: Unit 1, Block A, California
 USA
 USA
 City: USA
 State:
 Country: UNITED KINGDOM
 Zip/Postal Code:
 Phone:

Change
Confirm

5. Click the Confirm button. The system displays the Cheque Book Request – Confirm screen with the status message.
OR
Click the Change button to change the cheque book details.

Cheque Book Request - Confirm

✔ Transaction submitted for Cheque Book Request having reference 194003853411994 has been Auto Authorized .

Cheque Book Request - Confirm
15-04-2011 13:00:00 GMT +0530

Account Number: QT100177401
 No of Cheque Books: 1
 Cheque Book Type: CASACHQINR
 Cheque Book Option: Cheque Book With 10 Leaves

Delivery Details

 Mode of Delivery: Branch
 City: USA
 Branch Name: Bank Futura
 Name: Oxy Trading Inc Changed
 Address: Unit 1, Block A, California
 USA
 USA
 City: USA
 State:
 Country: UNITED KINGDOM
 Zip/Postal Code:
 Phone:

OK

6. Click the OK button. The system displays the Cheque Book Request screen.

8. Cheque Status Inquiry

This allows you to view the status of cheques for an account. Specific reports can be generated for paid cheques, stopped cheques, paid cheques for a given period and for a given cheque range. Alternatively, a generic report can also be generated. Report can be generated for a single cheque also. A generic report without entering a cheque number can also be found out.

Note: The Cheque Status shall be displayed if the Cheque is a valid cheque for selected account

To inquire cheque status.

1. Navigate through the menus to **Customer Services > Cheques > Cheque Status Inquiry**. The system displays the Cheque Status Inquiry screen.

Cheque Status Inquiry

Cheque Status Inquiry
13-08-2010 03:05:43 GMT -0600

The Cheque Status shall be displayed if the Cheque is a valid cheque. Additional information for the Cheque shall be available if the Cheque has been presented to the bank.

Select Account: *

Status: *

From Date:

To Date:

Search By Cheque Number

Cheque Number:

Cheque Range: -

Field Description

Field Name	Description
Select Account	[Mandatory, Dropdown] Select the account for which the stop payment report is to be generated from the dropdown list.
Status	[Mandatory, Dropdown] Select the status of cheque for which report is generated from the dropdown list.
From Date	[Mandatory, Pick List] Select the date from which the report is to generated .
To Date	[Mandatory, Pick List] Select the date from which the report is to be generated.
Search by Cheque Number	[Optional, cheque box] Select the check box if the search criterion is to be defined by cheque number.
Cheque Number	[Conditional, Numeric, 20] Enter the particular cheque number whose status is to be inquired This field will be displayed only if “Search by cheque number” is ticked.
Cheque Range	[Conditional, Numeric, 20] Enter the cheque range whose status is to be required This field will be displayed only if “Search by cheque number” is ticked.

2. Select the account number from the drop-down menu.
3. Select the cheque status and date range.

Cheque Status Inquiry

4. Click the Submit button. The system displays the status of the cheque and cheque amount.

Cheque Status Inquiry

13-08-2010 03:10:53 GMT -0600

The Cheque Status shall be displayed if the Cheque is a valid cheque. Additional information for the Cheque shall be available if the Cheque has been presented to the bank.

Select Account: * ▼

Status: * ▼

Search By Cheque Number

Account	Cheque Number	Cheque Status	Reason	Amount
33300003807	47	NOT USED		0.00 USD
33300003807	48	REJECTED		0.00 USD
33300003807	49	NOT USED		0.00 USD
33300003807	50	NOT USED		0.00 USD
33300003807	51	NOT USED		0.00 USD
33300003807	52	NOT USED		0.00 USD
33300003807	53	NOT USED		0.00 USD
33300003807	54	NOT USED		0.00 USD
33300003807	55	NOT USED		0.00 USD
33300003807	56	NOT USED		0.00 USD
33300003807	57	NOT USED		0.00 USD
33300003807	58	NOT USED		0.00 USD
33300003807	59	NOT USED		0.00 USD
33300003807	60	NOT USED		0.00 USD
33300003807	61	NOT USED		0.00 USD
33300003807	62	NOT USED		0.00 USD
33300003807	63	NOT USED		0.00 USD
33300003807	64	NOT USED		0.00 USD
33300003807	65	NOT USED		0.00 USD
33300003807	66	NOT USED		0.00 USD

Field Description

Field Name	Description
Account	[Display] This column displays the Account Number specified
Cheque Number	[Display] This column displays the Cheque number whose report is generated.
Cheque Status	[Display] This column displays the Status of cheque for which report is generated.
Reason	[Display] This column displays the Reason for stopping the payment of the cheque.

9. Register Report

This option allows the user to download, view and register a report.

To download a report

1. Navigate through the menus to **Customer Services > Self Services > Register Report**.
The system displays the Register Report screen.

Register Report



Register Report 13-08-2010 03:13:35 GMT -0600

Report Type: CUSTOMER PROFILE DETAIL (CRT01) GO

Field Description

Field Name	Description
Select Report Type	[Mandatory, Drop-Down] Select the report type from the drop-down list.

2. Click the Go button. The system displays the Register Report screen.

Register Report

Register Report 13-08-2010 03:13:43 GMT -0600

Report Type:

Frequency:* Report Output Format:

Activation Date: Deactivation Date:

Hour: Minute:

Report Parameters

Customer Id:

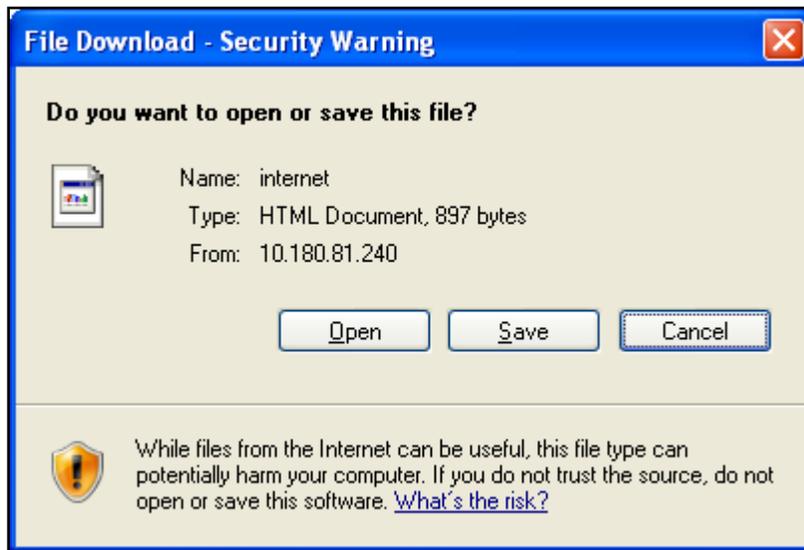
Field Description

Field Name	Description
Frequency	[Mandatory, Drop-Down] Select the report frequency from the drop-down list. The options are <ul style="list-style-type: none">• Daily• Weekly• Monthly• Once
Report Output Format	[Mandatory, Drop-Down] Select the report output format from the drop-down list. The options are <ul style="list-style-type: none">• PDF• HTML• Excel
Activation Date	[Conditional, Pick List] Select the report activation date from the pick list. This field is displayed depending upon the selection in the frequency field.
Deactivation Date	[Conditional, Pick List] Select the report deactivation date from the pick list. This field is displayed depending upon the selection in the frequency field.

Field Name	Description
Hour	[Conditional, Drop-Down] Select the time in hours from the drop-down list. This field is displayed depending upon the selection in the frequency field.
Minute	[Conditional, Drop-Down] Select the time in minutes from the drop-down list. This field is displayed depending upon the selection in the frequency field.

3. Select the report frequency and report download format.
4. Enter the date range.
5. Click the Run Report button. The system displays the File Download - **Security Warning** screen.

File Download - Security Warning



6. Click the Save button to **save the file.**
OR
Click the Cancel button to close the window.

To Register a report

7. Click the Register button on the Register Report screen. The system displays the Report Registration - Verification screen.

Report Registration - Verification

Report Registration - Verification 13-08-2010 03:17:00 GMT -0600

Schedule Type	Report ID	Activation Date	Deactivation Date	Schedule Time
Daily	CRTC01	14-08-2010	19-08-2010	15:45

Report Parameters

Customer Id: 333000028-ACC LTD (FLEXCUBE DIRECT BANKING-B001)

8. Click the Confirm button. The system displays the Register Reports screen.
- OR
- Click the Back button to navigate to the previous screen.

Report Registration Confirmation

 Transaction submitted for Register Report having reference 213151885160523 has been Initiated

Report Registration - Confirmation 13-08-2010 03:17:00 GMT -0600

Schedule Type	Report ID	Activation Date	Deactivation Date	Schedule Time
Daily	CRTC01	14-08-2010	19-08-2010	15 :45

Report Parameters

Customer Id: 333000028-ACC LTD (FLEXCUBE DIRECT BANKING-B001)

To View a report

9. Log on to the Internet Banking application.
10. Navigate through **Customer Services > Self Services > View Registered Reports**. The system displays the Register Report screen.
11. Click the GO button. The system displays the Register Report screen.
12. Select the report frequency and report download format.
13. Enter the date range.
14. Click the View Reports button. The system displays the Report screen.

10. Manage External Accounts

The user may have accounts in multiple banks. This option enables statement access for the external accounts.

The Add External Accounts option allows the user to add external accounts. .

To add external accounts.

1. Navigate through the menus to Manage **External Accounts** > **Add External Accounts**.
The system displays the Manage External Accounts screen.

Manage External Accounts

Manage External Accounts
13-08-2010 03:20:42 GMT -0600

Account Number*:

Account Name:

SWIFT Code*:

Bank Name:

Address:

Currency: EUR

Effective Date*:

Closing Date:

Field Description

Field Name	Description
------------	-------------

Field Name	Description
Account Number	[Mandatory, Alphanumeric, 20] Type the account number in this field.
Account Name	[Optional, Alphanumeric, 50] Type the account name in this field.
SWIFT Code	[Mandatory, Radio Button] Click SWIFT Code to search bank details based on SWIFT code. Type the search characters in the adjacent field to perform search based on the typed characters, if required.
Bank Name	[Mandatory, Radio Button] Click Bank Name to search bank details based on bank name. Type the search characters in the adjacent field to perform search based on the typed characters, if required.
Address	[Display] This field displays the address of the bank. This field will be activated on selecting the Bank name radio button.
Currency	[Mandatory, Dropdown] Select the currency from the dropdown list.
Effective date	[Mandatory, Pick list] Select the effective date for the external account.
Closing date	[Mandatory, Pick list] Select the closing date for the external account.

2. Click SWIFT Code or Bank Name radio button to select SWIFT Code or bank name as base criteria for searching bank details. Type the corresponding search characters, if required.
3. Click the Find button. The system displays the Bank Details pop-up screen with the search results.

Bank Details

Bank Details 13-08-2010 03:21:29 GMT -0600

SWIFT Code*: Bank Name:

SWIFT Code	Bank Name	Address	City	Country
<input type="radio"/> BCITITM1	BANCA INTESA SPA	116, VIA TERRASANTA PALERMO	PALERMO	ITALY
<input type="radio"/> BCITITM1	BANCA INTESA SPA	242, VIALE MARCONI QUARTU SANT ' ELENA	QUARTU SANT ' ELENA	ITALY
<input type="radio"/> BCITITM1	BANCA INTESA SPA	VIA VALVERDE IGLESIAS	IGLESIAS	ITALY
<input type="radio"/> BCITITM1	BANCA INTESA SPA	10, VIA SALARIS CAGLIARI	CAGLIARI	ITALY
<input type="radio"/> BCITITM1	BANCA INTESA SPA	VIA TUVERI: PIAZZA PALESTRINA CAGLIARI	CAGLIARI	ITALY
<input type="radio"/> BCITITM1	BANCA INTESA SPA	N. 84 / G, VIALE CARLO PEPOLI BOLOGNA	BOLOGNA	ITALY
<input type="radio"/> BCITITM1	BANCA INTESA SPA	132, CORSO ITALIA CATANIA	CATANIA	ITALY
<input type="radio"/> BCITITM1	BANCA INTESA SPA	231, VIA VITTORIO EMANUELE II CATANIA	CATANIA	ITALY

- Select the required bank details and click the OK button. The system displays the Manage External Accounts screen with the bank details.
OR
Re-enter the search criteria to filter the bank details again.

Manage External Accounts

Manage External Accounts 13-08-2010 03:20:42 GMT -0600

Account Number*:

Account Name:

SWIFT Code*: BCITITM1

Bank Name: BANCA INTESA SPA

Address:

Currency:

Effective Date*:

Closing Date:

Field Description

Field Name	Description
Address	[Display] This field displays the bank address.
Currency	[Mandatory, Drop-Down] Select the currency for the external account from the drop-down list.

Field Name	Description
Effective Date	[Mandatory, Pick List] Select the effective date for the external account from the pick list.
Closing Date	[Optional, Pick List] Select the closing date for the external account from the pick list.

- Click the Submit button. The system displays the Manage External Account - Verify screen.

Manage External Account - Verify

13-08-2010 03:23:48 GMT-0600

Account Number: 00000005910 SWIFT Code: BCITITM1 Address: 116, VIA TERRASANTA PALERMO Currency: EUR Effective Date: 14-08-2010	Account Name: RITE account Bank Name: BANCA INTESA SPA Closing Date: 30-08-2010
--	---

Back
Confirm

- Click the Confirm button. The system displays the Manage External Account – Confirm screen with the status message.

Manage External Account - Confirm

✓ External Account Details Added Successfully

13-08-2010 03:23:48 GMT-0600

Account Number: 00000005910 SWIFT Code: BCITITM1 Address: 116, VIA TERRASANTA PALERMO Currency: EUR Effective Date: 14-08-2010	Account Name: RITE account Bank Name: BANCA INTESA SPA Closing Date: 30-08-2010
--	---

OK

- Click the OK button. The system displays the Manage External Accounts screen.

11. External Account Statement

Using External Account statement you can see the Account statements for external accounts registered. Account statement will be displayed only if any MT940 statement is received from the other Bank.

To view external account statement

1. Navigate through the menus to **Manage External Accounts > External Account Statement**. The system displays the **External Account Statement** screen.

External Account Statement

External Account Statement
26-08-2010 03:10:18 GMT -1000

Predefined Period: Last 7 Days ▼
 Effective Date: ⌘

Closing Date: ⌘

Account Number	Currency Description	Effective Date	Closing Date
BANCA INTESA SPA			
<input checked="" type="radio"/> 123456	INR abc	12-08-2010	02-09-2010

View Statement
Delete

Field Description

Field Name	Description
Select any one of the radio button given below	
Predefined Period	<p>[Optional, Radio Button, Dropdown]</p> <p>Click the Predefined Period radio button to select the predefined Date ranges configured in the application.</p> <p>Select the predefined from the dropdown list</p> <p>The options are</p> <p>Last 7 days</p> <p>Last 15 days</p> <p>Last 30 days.</p>
Effective date	<p>[Optional, Radio Button, Pick list]</p> <p>Click on the Effective date radio button to select the date range for the statement.</p> <p>Select the Effective date from the pick list.</p> <p>This field is enabled if Choose Date Range radio button is selected</p>
Closing Date	<p>[Conditional, Pick list]</p> <p>Select the closing date from the pick list.</p> <p>This field is enabled if Choose Date Range radio button is selected.</p>
Column Name	Description
Account Number	<p>[Display]</p> <p>This column displays external account numbers mapped to the user.</p> <p>Click the radio button adjacent to the Account Number column to view the account statement.</p>
Currency	<p>[Display]</p> <p>This column displays the account currency.</p>
Description	<p>[Display]</p> <p>This column displays the account description.</p>
Effective Date	<p>[Display]</p> <p>This column displays the effective date of the account statement registration.</p>
Closing Date	<p>[Display]</p> <p>This column displays the closing date of the account statement registration.</p>

2. Click the View Statement button. The system displays the External Account Statement Details screen.
OR
Click the Delete button to de-link the external account from statement view. The system displays the Verify and Confirm screen for Delete External Account statement.

External Account Statement Details

26-08-2010 03:09:44 GMT -1000

Bank: BANCA INTESA SPA
Account Statement Period: 19-Aug-2010 to 26-Aug-2010
Account Number: 123456
Currency: INR

Statement Number	Effective Date	Closing Date	Pages Available	Opening Balance	Closing Balance	Receiving Date
1	24-08-2010	31-08-2010	1	500.000000	0.000000	

Back

Field Description

Column Name	Description
Statement Number	[Display] This column displays the statement number of the selected account. Click the link to view the account statement related to the selected account number.
Effective Date	[Display] This column displays the effective date of the account statement.
Closing Date	[Display] This column displays the closing date of the account statement.
Pages Available	[Display] This column displays the number of pages for a particular statement number.
Opening Balance	[Display] This column displays the opening balance of the account as on statement date.
Closing Balance	[Display] This column displays the closing balance of the account.
Receiving Date	[Display] This column displays the statement receipt date.

3. Click the link below the Statement Number column. The system displays the External Account Transaction Details screen.

External Account Transaction Details

External Account Transaction Details						2001-03-15 14:00:00
Bank:	Kalika Bank					
Account Number:	200001					
Currency:	GBP					
Statement Number:	4					
Receiving Date:	13-08-2008					
Opening Balance:	517.85					
Closing Balance:	776.65					
Transaction Period:	05-07-2000 to 05-07-2000					
Page Number:	1					
Transaction Date	Effective Date	Description	Customer Reference	Credit Amount	Debit Amount	
05-07-2000	05-07-2000	iflex	NONREF	258.80		
05-07-2000	05-07-2000	iflex	NONREF	258.80		
Total				517.60		

[Back](#)

Field Description

Column Name	Description
Transaction Date	[Display] This column displays the date of transaction
Effective Date	[Display] This column displays the effective date of the transaction
Description	[Display] This column displays the transaction description.
Customer Reference	[Display] This column displays the customer reference number.
Credit Amount	[Display] This column displays the credit amount.
Debit Amount	[Display] This column displays the debit amount.

4. Select the page number from the drop-down list. The system displays the details on the selected page.
5. Click the Back button to navigate to the previous screen.

12. Alerts

12.1. Alerts- User Alerts

These alerts are sent when there is user level change like change in password; change in email, account is locked etc.

To Register user alerts

1. Navigate through the menus to **Customer Services > Self Services > Alerts**. The system displays the Alerts screen.

Alerts

Field Description

Field Name	Description
User Alerts/ Customer Alerts/ Account Alerts	[Optional, Radio button] Click the User Alerts radio button to select any one of the alerts.
Customer Number	[Conditional, Drop-Down] Select the customer number from the drop down list. This field is enabled if the Customer Alerts radio button is selected.
Account Number	[Conditional, Drop-Down] Select the account number from the drop down list. This field is enabled if the Account Alerts radio button is selected.

2. Select the User Alerts radio button.
3. Click the **Get Alerts** button. The system displays the **Alerts** screen with the description.

Alerts

Alerts
23-04-2012 23:49:00 GMT +0530

User Alerts
 Customer Alerts
 Account Alerts

Customer No:
 Account Number:

Alert Description	Email	SMS	Parameters
<input type="checkbox"/> Limit Threshold Alert	<input type="text" value="abc@d.com"/>	<input type="text" value="98353893"/>	Threshold(%)> <input type="text"/>
<input type="checkbox"/> Limit Utilized Alert	<input type="text" value="abc@d.com"/>	<input type="text" value="98353893"/>	
<input type="checkbox"/> Login Alert	<input type="text" value="abc@d.com"/>	<input type="text" value="98353893"/>	
<input type="checkbox"/> Login Failed Alert	<input type="text" value="abc@d.com"/>	<input type="text" value="98353893"/>	

Field Description

Field Name	Description
Alert Description	[Display] This column displays the alert description. Select the checkbox of the alert to register for the Alert. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> Note: Alerts shown in screen are for sample purpose. Actual alerts configured in application might be different. </div>
Email	[Display] This column displays the email id at which the alert will be sent.
SMS	[Display] This column displays the Mobile SMS at which the alert will be sent.
Parameters	[Conditional, Numeric, 100] Type the threshold percentage for Alerts Registration. This field is enabled if the Limit threshold Alert checkbox is selected as the alert description

4. Select the Alert Description.
5. Click the Register button. The system displays the **Alert** verification screen.

Alerts

Alerts
23-04-2012 23:51:24 GMT +0530

User Alerts:

Alert Description	Email	SMS	Parameters
Limit Threshold Alert	abc@d.com	9835389311	
Limit Utilized Alert	abc@d.com	9835389312	Not Applicable

6. Click the **Confirm** button. The system displays the Alert screen with confirmation message.
OR
Click the **Back** button to return to the previous screen.

Alert - Confirm

✔ Alerts updated successfully

Alerts

23-04-2012 23:51:24 GMT +0530

User Alerts:

Alert Description	Email	SMS	Parameters
Limit Threshold Alert	abc@d.com	9835389311	
Limit Utilized Alert	abc@d.com	9835389312	Not Applicable

Register/De register Another

7. Click the **Register/De Register Another** button to register another alert.

12.2. Alerts- Customer Alerts

These alerts are sent when any transactions are done in the customer number selected.

To Register Customer alerts

1. Navigate through the menus to **Customer Services > Self Services > Alerts**. The system displays the Alerts screen.

Alerts

Field Description

Field Name	Description
User Alerts/ Customer Alerts/ Account Alerts	[Optional, Radio button] Click the User Alerts radio button to select any one of the alerts.
Customer Number	[Conditional, Drop-Down] Select the customer number from the drop down list. This field is enabled if the Customer Alerts radio button is selected.
Account Number	[Conditional, Drop-Down] Select the account number from the drop down list. This field is enabled if the Account Alerts radio button is selected.

2. Click the Customer Alerts radio button. Select the Customer No. Click the Get Alerts button. The system displays the **Alerts** detail screen.

Alerts

Field Description

Field Name	Description
Alert Description	<p>[Optional, Check Box]</p> <p>Select the Alert Description check box to set an alert. It displays the brief description of an alert.</p> <p>Note: Alerts shown in screen are for sample purpose. Actual alerts configured in application might be different.</p>

Note: In Case Customer Alerts, alert will be delivered to the e-mail and mobile number specified at customer profile.

3. Select the alert description.
4. Click the **Register/De-Register** button. The system displays the **Alert** verification screen.

Alerts - Verify

Alert Description	Email	SMS	Parameters
TD Status Alert	Not Applicable	Not Applicable	Not Applicable

5. Click the **Confirm** button. The system displays the **Alert** screen with the confirmation message.
OR
Click the **Back** button to return to the previous screen.

Alert - Confirm

6. Click **the** Register Another button to register another alert.

12.3. Alerts-Account Alerts

These alerts are sent when any transactions are done in the account selected.

To send account alerts

1. Navigate through the menus to **Customer Services > Self Services > Alerts**. The system displays the Alerts screen.

Alerts

Alerts
24-04-2012 00:08:42 GMT +0530

User Alerts
 Customer Alerts
 Account Alerts

Customer No:
 Account Number:

2. Click the **Get Alerts** button The Alerts detail screen is displayed.

Alerts

Alerts
24-04-2012 00:11:00 GMT +0530

User Alerts
 Customer Alerts
 Account Alerts

Customer No:
 Account Number:

Alert Description	Email	SMS	Parameters
<input type="checkbox"/> Account Balance Alert	<input type="text" value="abc@d.com"/>	<input type="text" value="9835389311"/>	
<input type="checkbox"/> Account Status Alert	<input type="text" value="abc@d.com"/>	<input type="text" value="9835389311"/>	
<input type="checkbox"/> Cheque Stop Alert	<input type="text" value="abc@d.com"/>	<input type="text" value="9835389311"/>	
<input type="checkbox"/> Clearing Cheque Returned Alert	<input type="text" value="abc@d.com"/>	<input type="text" value="9835389311"/>	
<input type="checkbox"/> Funds Transfer Alert	<input type="text" value="abc@d.com"/>	<input type="text" value="9835389311"/>	
<input type="checkbox"/> Transaction Status Alert	<input type="text" value="abc@d.com"/>	<input type="text" value="9835389311"/>	

Field Description

Field Name	Description
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Alert Description	[Display] This column displays the alert description. Select the checkbox of the alert description to register for the Alert.
--------------------------	---

Note: Alerts shown in screen are for sample purpose. Actual alerts configured in application might be different.

Field Name	Description
Email	[Display] This column displays the Mail id at which the alert will be sent. This field will get displayed
SMS	[Display] This column displays the Mobile SMS at which the alert will be sent.
Parameters	[Conditional, Numeric, 100] Type the threshold percentage for Alerts Registration. This field will get activated on selecting the Limit threshold Alert checkbox.

3. Select the Alert Description.
4. Click the **Register/De-Register** button. The system displays the **Alert** verification screen.

Alerts - Verify

24-04-2012 00:12:26 GMT +0530

Account Alerts: Account Number: 00400164101

Alert Description	Email	SMS	Parameters
Account Balance Alert	abc@d.com	9835389311	Not Applicable
Account Status Alert	abc@d.com	9835389311	Not Applicable

5. Click the **Confirm** button. The system displays the **Alert** screen with confirmation message.
OR
Click the **Back** button to return to the previous screen.

Alert - Confirm

Alerts updated successfully

24-04-2012 00:24:46 GMT +0530

Account Alerts: Account Number: 00400164101

Alert Description	Email	SMS	Parameters
Account Balance Alert	abc@d.com	9835389311	Not Applicable
Account Status Alert	abc@d.com	9835389311	Not Applicable

6. Click the **Register/De-Register Another** button to register another alert.

13. E-statement Subscription / unsubscription

This allows you to subscribe/unsubscribe for e statement .

To subscribe/unsubscribe for E statement

1. Navigate through the menus to **Customer Services > Self Services > E statement Subscription / Un subscription**. The system displays the **E-statement Subscribe/Un-subscribe** screen.

E statement Subscription / Un subscription



Field Description

Field Name	Description
Account Type	[Mandatory, Dropdown] Select the account type from the dropdown list.
Account No/ Credit Card No	[Mandatory, Dropdown] Select the account No/ Credit Card No from the dropdown list.

2. Click the **Submit** button. The system displays the E statement subscription/ un subscription screen with detailed.

E statement Subscription / Unsubscription

E Statement Subscription/Unsubscription		13-08-2010 04:15:51 GMT -0600
Account Type*:	CASA	
Account No*:	333000028 33300002807 ACC LTD JPY 549,808	
<input type="button" value="Submit"/>		
Primary Email Id*:	<input type="text"/>	Secondary Email Id: <input type="text"/>
Frequency*:	Select	Month**:
Day Of the Week**:	Select	Day Of the Month**:
<input type="checkbox"/> Terms and Conditions		
<input type="button" value="Subscribe"/> <input type="button" value="Unsubscribe"/>		
<small>* Indicates mandatory fields.** Indicates mandatory if particular option is enabled.</small>		

Field Description

Field Name	Description
Primary Email id	[Mandatory, Alphanumeric] Type the primary email id to which the E-statement is to be sent.
Secondary Email id	[Optional, Alphanumeric] Type the secondary email id to which the E-statement is to be sent.
Frequency	[Mandatory, Dropdown] Select the frequency at which the e-statement is required. The options are <ul style="list-style-type: none"> • Annual • Daily • Fortnightly • Monthly • Quarterly • Semi Annual • Weekly
Month	[Conditional, Dropdown] Select the Month on which the e statement is required. This field will be enabled on selecting Annual, quarterly, Semi annually in the frequency field
Day of the week	[Conditional, Dropdown] Select the day of the week on which the e statement is required. This field will be enabled on selecting fortnightly, weekly in the frequency field.

Field Name	Description
Day of the Month	[Conditional, Dropdown] Select the day of the month on which the e statement is required. This field will be enabled on selecting Monthly in the frequency field
Terms and Conditions	[Mandatory, Checkbox] Select the checkbox of terms and conditions.

3. Click the **Terms and Conditions** link to view the terms and conditions.
4. Click the **Subscribe** button to subscribe for the E statement, the system displays the E statement Subscription / Unsubscription verify screen.
OR
Click the **Unsubscribe** button to unsubscribe for the statement.

E statement Subscription / Unsubscription- Verify

E Statement Subscription/Unsubscription-Verify 13-08-2010 04:16:56 GMT -0600

Account Type: CASA Account No*: 333000028 33300002807 ACC LTD JPY 549,808	
Primary Email Id: abc@yahoo.com Frequency: Annual	Secondary Email Id: abcd@yahoo.com Month: August

Change
Confirm

5. Click the **Change** button to return to the previous screen to modify the input data.
OR
Click the **Confirm** button. The system displays the **E statement Subscription / Unsubscription - confirm** screen

E statement Subscription / Unsubscription- Confirm

✔

Transaction submitted for E Statement having reference 126570435160919 has been Initiated

E Statement Subscription/Unsubscription-Confirm 13-08-2010 04:16:56 GMT -0600

Account Type: CASA Account No*: 333000028 33300002807 ACC LTD JPY 549,808	
Primary Email Id: abc@yahoo.com Frequency: Annual	Secondary Email Id: abcd@yahoo.com Month: August

OK

6. Click the **OK** button to return to the E-statement Subscribe / unsubscribe screen.

14. Deactivate User Channel

This transaction allows you to deactivate/disable the access to the existing user through other channels. These additional channels can be any channels like browser based or J2ME mobile banking channel. Using this transactions you can deactivate your mobile banking channel users.

To deactivate user channel

1. Navigate through the menu to **Customer Services > Self Services > Channel Deactivation**. The system displays the **Channel Deactivation** screen.

Channel Deactivation

Channel Deactivation				11-10-2010 11:25:52 GMT +0530	
Channel Deactivation					
Channel	User Id	From Date	To Date		
<input checked="" type="checkbox"/> J2ME based mobile banking	MICORP	12-10-2010	14-10-2010		
<input type="checkbox"/> Browser based mobile banking	MICORP	<input type="text"/>	<input type="text"/>		

Deactivate

Field Description

Column Name	Description
Channel	[Display] This column displays the channel description. Select the checkbox of the channel for which you want to deactivate the user.

Column Name	Description
User Id	[Display] This column displays the user id with respect to the channel.
From Date	[Mandatory, Picklist] Select the start date for deactivation from the pick list.
To Date	[Mandatory, Picklist] Select the end date for deactivation from the pick list.

- Click the **Deactivate** button. The system displays **Channel Deactivation Verify** screen.

Channel Deactivation Verify

11-10-2010 11:26:31 GMT +0530

Channel	User Id	From Date	To Date
J2ME based mobile banking	MICORP	12-10-2010	14-10-2010

Change
Deactivate

- Click the **Change** button to navigate to the previous screen of Channel Deactivation.
OR
Click the **Deactivate** button for confirmation. The system displays **Channel Deactivation Conform** screen.

Channel Deactivation Conform

✔ Mobile User Deactivated Successfully.
 Transaction submitted for Channel Deactivation having reference 168717678199335 has been Auto Authorized .

11-10-2010 11:26:31 GMT +0530

Channel	User Id	From Date	To Date
J2ME based mobile banking	MICORP	12-10-2010	14-10-2010

OK

- Click the **OK** button. The system displays initial **Channel Deactivation** screen.

15. Subscribe /unsubscribe additional Channels

This transaction allows you to subscribe or unsubscribe for additional channels. These additional channels can be any channels like SMS, mobile or any other channel.

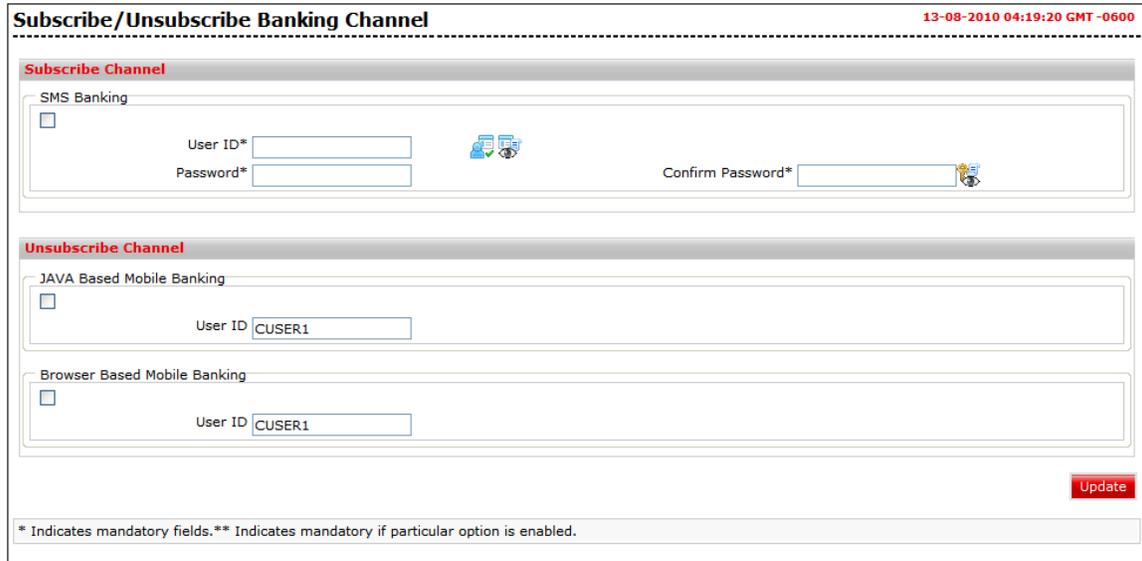
You can directly subscribe/Unsubscribe from these channels

15.1. Unsubscribe from other channels

To Unsubscribe for other channels

1. Navigate through the menu to **Customer Services > Self Services > Subscribe / Unsubscribe additional Channels**. The system displays the Subscribe / Unsubscribe additional Channels screen.

Subscribe/ Unsubscribe additional channels

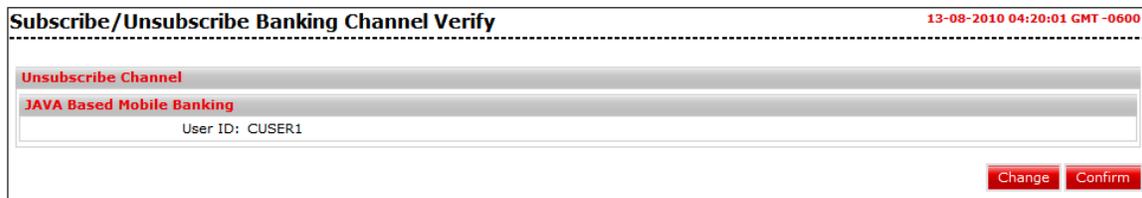


2. The above screen shows channel that have already been subscribed by the user

In order to unsubscribe from the channels

3. Select the check box to unsubscribe for sms Banking.
OR/AND
Select the check box to unsubscribe for JAVA Based Mobile Banking.
OR/AND
Select the check box to unsubscribe for Browser Based Mobile Banking.
4. Click the update button. The system displays the Subscribe / unsubscribe Banking channels verify screen.

Subscribe/ Unsubscribe additional channel-Verify



5. Click the **Back** button to return to the previous screen to make the changes.
OR

Subscribe /unsubscribe additional Channels

Click the **Confirm** button to unsubscribe the selected channels. The system displays the Subscribe / unsubscribe Banking channels Confirm screen.

Subscribe/ Unsubscribe additional channel-Confirm

 Transaction submitted for Subscribe/Unsubscribe Banking Channel having reference 177130520160933 has been Initiated

Subscribe/Unsubscribe Banking Channel Confirm 13-08-2010 04:20:01 GMT -0600

Unsubscribe Channel

JAVA Based Mobile Banking

User ID: CUSER1

6. Click the Ok button to Return to the Subscribe/ Subscribe Banking Channels.

15.2. Subscribe for Other Channels

To Subscribe for other channels

1. Navigate through the menu to Subscribe / Unsubscribe additional Channels. The system displays the Subscribe / Unsubscribe additional Channels screen.

Subscribe/ Unsubscribe additional channels

13-08-2010 04:19:20 GMT-0600

Subscribe Channel

SMS Banking

User ID*

Password*

Confirm Password*

Unsubscribe Channel

JAVA Based Mobile Banking

User ID

Browser Based Mobile Banking

User ID

Update

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

Field Name	Description
Subscribe Channel	
Check Box	[Optional Checkbox] Select the check box for the channel stated with the check box.
User Id	[Mandatory, Alphanumeric] Type the user id of the initiator of the transaction.
Password	[Mandatory, Alphanumeric] Type the New Password that you want to set for the user.
Confirm Password	[Mandatory, Alphanumeric] Type the Password to confirm the password that you want to set for the user.
Transaction Password	[Mandatory, Alphanumeric] Type the New Transaction Password that you want to set for the user.
Confirm transaction Password	[Mandatory, Alphanumeric] Type the Transaction Password that you want to set for the user.

Subscribe /unsubscribe additional Channels

2. Click the **check availability**  button to check the availability of the user.
3. Click the **view user id policy**  button to check the availability for the password.
4. Click the **view user id policy**  button to check the password policy.
5. Select the required checkbox, Input the required data.
6. Click the Update button. The system displays the Subscribe / Unsubscribe additional Channels- Verify screen.

Subscribe / Unsubscribe additional Channels- Verify

Subscribe/Unsubscribe Banking Channel Verify 13-08-2010 04:20:01 GMT-0600

Unsubscribe Channel

JAVA Based Mobile Banking

User ID: CUSER1

7. Click the **Back** button to return to the previous screen to make the changes.
OR
Click the **Confirm** button to unsubscribe the selected channels. The system displays the Subscribe / unsubscribe Banking channels Confirm screen.

Subscribe/ Unsubscribe additional channel-Confirm

 Transaction submitted for Subscribe/Unsubscribe Banking Channel having reference 177130520160933 has been Initiated

Subscribe/Unsubscribe Banking Channel Confirm 13-08-2010 04:20:01 GMT-0600

Unsubscribe Channel

JAVA Based Mobile Banking

User ID: CUSER1

8. Click the **Ok** button to Return to the Subscribe/ Subscribe Banking Channels.

16. Preferences

The Preferences option allows you to change the user ID, set the preferred language, preferred color, home page, favorite transactions, and favorite accounts and nick names. The user can access favorite transactions and accounts directly instead of accessing it through the main menu.

To set user preferences.

1. Navigate through the menus **Customer Services > Self Services > Preferences**. The system displays the Preferences screen.

Preferences

Preferences
13-08-2010 04:25:00 GMT-0600

Set User ID

Existing User ID : CUSER1
 Specify New User ID : [View User ID Policy](#)

Set Language Preference

Languages :

Set Colour Preference

Colours :

Set Timezone Preference

TimeZone :

Set Landing Page

Transaction List** :

Set As Favourite

<input type="checkbox"/> Account Activity <input type="checkbox"/> Account Overview <input type="checkbox"/> Add External Accounts <input type="checkbox"/> Amend Term Deposit <input type="checkbox"/> Beneficiary Maintenance <input type="checkbox"/> Change Users Limits <input type="checkbox"/> Cheque Status Inquiry <input type="checkbox"/> Credit Limit Enquiry <input type="checkbox"/> Demand Draft-Pay Order Request <input type="checkbox"/> Domestic Funds Transfer <input type="checkbox"/> E Statement <input type="checkbox"/> Export Collection <input type="checkbox"/> Financing Account Activity <input type="checkbox"/> Financing Profit Percentage <input type="checkbox"/> Financing Settlement <input type="checkbox"/> Forex Deal Booking <input type="checkbox"/> Interest Rate Inquiry <input type="checkbox"/> International Account Transfer <input type="checkbox"/> Investors Account Opening Inquiry <input type="checkbox"/> LC Amendment Initiate <input type="checkbox"/> Loan Calculator <input type="checkbox"/> Loan Repayment Inquiry <input type="checkbox"/> Lock Transaction Password <input type="checkbox"/> Modify Account Structure <input type="checkbox"/> Multiple Internal Transfer <input type="checkbox"/> Open Term Deposit <input type="checkbox"/> Own Account Transfer <input type="checkbox"/> Pending Transfer <input type="checkbox"/> Redeem Term Deposit <input type="checkbox"/> Repayment Enquiry <input type="checkbox"/> SEPA Credit Transfer <input type="checkbox"/> Setup Account Structure <input type="checkbox"/> Stop Or Unblock Cheque Request <input type="checkbox"/> Subscribe/Unsubscribe Banking Channel <input type="checkbox"/> Transactions <input type="checkbox"/> View Account Structure <input type="checkbox"/> View Export Bill <input type="checkbox"/> View Import LC <input type="checkbox"/> View Registered Reports	<input type="checkbox"/> Account Consolidated View <input type="checkbox"/> Account Statement <input type="checkbox"/> Adhoc Account Statement Request <input type="checkbox"/> Assignment Enquiry <input type="checkbox"/> Bulk File Upload <input type="checkbox"/> Channel Deactivation <input type="checkbox"/> Contract Term Deposit View <input type="checkbox"/> Customer Acceptance <input type="checkbox"/> Direct Collection <input type="checkbox"/> Draw Down Details <input type="checkbox"/> Exchange Rate Inquiry <input type="checkbox"/> External Account Statement <input type="checkbox"/> Financing Details <input type="checkbox"/> Financing Repayment Inquiry <input type="checkbox"/> Fixed Domestic Funds Transfer <input type="checkbox"/> Initiate BG <input type="checkbox"/> Internal Account Transfer <input type="checkbox"/> International Draft <input type="checkbox"/> Invoice Enquiry <input type="checkbox"/> Line Limit Details <input type="checkbox"/> Loan Details <input type="checkbox"/> Loan Schedule <input type="checkbox"/> Lookup Maintenance <input type="checkbox"/> Mortgage Rate Calculator <input type="checkbox"/> New Service Request <input type="checkbox"/> Outward Guarantee Amendment <input type="checkbox"/> Pay Bill <input type="checkbox"/> Preferences <input type="checkbox"/> Register Biller <input type="checkbox"/> Request Processing <input type="checkbox"/> SEPA Direct Debit <input type="checkbox"/> Standing Instruction Cancellation <input type="checkbox"/> Structured Deposit Subscription <input type="checkbox"/> Term Deposit Activity <input type="checkbox"/> UK Payments <input type="checkbox"/> View Deal Details <input type="checkbox"/> View Export LC <input type="checkbox"/> View Limits Utilization <input type="checkbox"/> View Standing Instruction	<input checked="" type="checkbox"/> Account Details <input type="checkbox"/> Account Summary <input type="checkbox"/> Alerts <input type="checkbox"/> Attach Documents <input type="checkbox"/> Bulk File View <input type="checkbox"/> Cheque Book Request <input type="checkbox"/> Create Group Linkage <input type="checkbox"/> Delete Group Linkage <input type="checkbox"/> Domestic Collection Inquiry <input type="checkbox"/> Electronic Form-Initiate <input type="checkbox"/> Export Bill Under LC <input type="checkbox"/> FCY Collection Inquiry <input type="checkbox"/> Financing Inquiry <input type="checkbox"/> Financing Schedule <input type="checkbox"/> Foreign Exchange Rate Inquiry <input type="checkbox"/> Initiate LC <input type="checkbox"/> Internal Remittance <input type="checkbox"/> Investors Account Inquiry <input type="checkbox"/> Inward Remittance Inquiry <input type="checkbox"/> Loan Account Activity <input type="checkbox"/> Loan Interest Rates <input type="checkbox"/> Loan Settlement <input type="checkbox"/> Mailbox <input type="checkbox"/> MT101 TRANSFER <input type="checkbox"/> Open Contract TD <input type="checkbox"/> Outward Remittance Inquiry <input type="checkbox"/> Payment Notification Inquiry <input type="checkbox"/> Purchase Order Details <input type="checkbox"/> Register Report <input type="checkbox"/> SEPA Card Payment <input type="checkbox"/> Set Account Preferences <input type="checkbox"/> Stock Agent Transaction Inquiry <input type="checkbox"/> Structure TD Status <input type="checkbox"/> Term Deposit Details <input type="checkbox"/> User Manuals <input type="checkbox"/> View Draft Details <input type="checkbox"/> View Import Bill <input type="checkbox"/> View Outward Guarantee <input type="checkbox"/> Virtual Account and Inquiry
--	--	--

Set Favourite Accounts and NickNames

**Landing Page functionality is only applicable for Classic version.

Field Description

Field Name	Description
Set User ID	
Existing User ID	[Display] This field displays the existing user ID.
Specify New User ID	[Optional, Alphanumeric, 15] Type the new user ID in this field.
Set Language Preference	
Languages	[Optional, Drop-Down] Select the preferred language from the drop-down list.
Set Color Preference	
Colors	[Optional, Drop-Down] Select the preferred colour from the drop-down list.
Set Landing Page	
Transaction List	[Optional, Drop-Down] Select the transaction list from the drop-down list. The selected transaction will be set as the landing page.
Set As Favorite	
Set As Favorite	[Optional, Check Box] Select the check box against the transactions that you want to set as favorite transactions. The user can access the favorite transactions directly instead of accessing it through the main menu.
Set Favorite Accounts and Nick Names	
Customer Id	[Display] This column displays the customer ID.
Account Number	[Display] This column displays the customer's account number.
Account Nickname	[Optional, Alphanumeric, 16] Type the account nick name in this field.

Field Name	Description
Set as favorite	<p>[Optional, Check Box]</p> <p>Select the check box against the accounts that you want to set as favorite accounts.</p> <p>The user can access favorite accounts directly instead of accessing it through the main menu.</p>

2. Click the **set favorite account and Nicknames link**. The system displays the set account preference screen.

Set Account Preference

Set Account Preferences 13-08-2010 04:29:23 GMT -0600

Disable Account Nickname:

Term Deposits | Current and Savings

Account No	Account Nickname	Set As Favourite
333000028		
0000005878 333 INR	<input type="text" value="A"/>	<input type="checkbox"/>
0000005882 333 INR	<input type="text"/>	<input type="checkbox"/>
0000005883 333 INR	<input type="text"/>	<input type="checkbox"/>
0000005962 333 INR	<input type="text"/>	<input type="checkbox"/>
0000005972 333 INR	<input type="text"/>	<input type="checkbox"/>
0000005973 333 INR	<input type="text"/>	<input type="checkbox"/>
0000005986 333 INR	<input type="text"/>	<input type="checkbox"/>
0000005987 333 INR	<input type="text"/>	<input type="checkbox"/>
0000005994 333 USD	<input type="text"/>	<input type="checkbox"/>
0000005997 333 USD	<input type="text"/>	<input type="checkbox"/>
0000005998 333 INR	<input type="text"/>	<input type="checkbox"/>
0000005999 333 INR	<input type="text"/>	<input type="checkbox"/>
0000006109 333 INR	<input type="text"/>	<input type="checkbox"/>
0000006116 333 INR	<input type="text"/>	<input type="checkbox"/>
0000006122 333 INR	<input type="text"/>	<input type="checkbox"/>
0000006133 333 USD	<input type="text"/>	<input type="checkbox"/>
0000006134 333 USD	<input type="text"/>	<input type="checkbox"/>
0000006141 333 INR	<input type="text"/>	<input type="checkbox"/>
0000006153 333 USD	<input type="text"/>	<input type="checkbox"/>
0000006210 333 USD	<input type="text"/>	<input type="checkbox"/>
0000006211 333 USD	<input type="text"/>	<input type="checkbox"/>
0000006212 333 USD	<input type="text"/>	<input type="checkbox"/>
0000006216 333 USD	<input type="text"/>	<input type="checkbox"/>
0000006230 333 GBP	<input type="text"/>	<input type="checkbox"/>
0000006232 333 USD	<input type="text"/>	<input type="checkbox"/>
0000006240 333 USD	<input type="text"/>	<input type="checkbox"/>
0000006243 333 USD	<input type="text"/>	<input type="checkbox"/>

Field Description

Field Name	Description
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Field Name	Description
Account No.	[Display] This column displays the Account number.
Account Nick name	[Conditional, Alphanumeric] Type the nick name for the account number. This field is activated for the account number for which the check box is selected.
Set as favorite	[Conditional, Checkbox] Select the check box to make the account as a favorite account..

3. Click the **Save** button. The system saves the settings and displays the preferences screen.
4. Click the Set Preference button. The system displays the Preferences - Verify screen.

Preferences - Verify

13-08-2010 04:41:33 GMT -0600

Existing User ID : CUSER1
Colours : Dark Blue
TimeZone : America/Denver
Landing Transaction : ACCOUNT CONSOLIDATED VIEW

Favourite Transactions

ACCOUNT ACTIVITY	ACCOUNT DETAILS	ACCOUNT OVERVIEW
ADD EXTERNAL ACCOUNT	TERM DEPOSIT PAYOUT INSTRUCTIONS	

Back
Confirm

5. Click the Confirm button. The system displays the Preferences - Confirm screen with the status message.
OR
Click the Back button to change the user preferences.

Preferences - Confirm

Transaction submitted for Preferences having reference 684104534161036 has been Initiated

13-08-2010 04:41:38 GMT -0600

Existing User ID : CUSER1
Colours : Dark Blue
TimeZone : America/Denver
Landing Transaction : ACCOUNT CONSOLIDATED VIEW

Favourite Transactions

ACCOUNT ACTIVITY	ACCOUNT DETAILS	ACCOUNT OVERVIEW
ADD EXTERNAL ACCOUNT	TERM DEPOSIT PAYOUT INSTRUCTIONS	

OK

5. Click the OK button. The system displays the Preferences screen.

17. Session Summary

This option allows the user to track activity details of last five logins. The user can view the entire session summary of the previous five log sessions, and transactions carried out in each session along with the transactions' status and time.

To view user session

1. Navigate through the menus to Session Summary. The system displays **View User Session** screen.

View User Session

Session Summary			13-08-2010 04:43:28 GMT -0600
Channel User Id	Channel	Session Start	Session
CUSER1	Internet Banking	13-08-2010 03:55:32 GMT -0600	View Session Info
CUSER1	Internet Banking	13-08-2010 03:45:16 GMT -0600	View Session Info
CUSER1	Internet Banking	13-08-2010 03:37:32 GMT -0600	View Session Info
CUSER1	Internet Banking	13-08-2010 02:56:29 GMT -0600	View Session Info
CUSER1	Internet Banking	13-08-2010 02:45:43 GMT -0600	View Session Info

Field Description

Column Name	Description
Channel User Id	[Display] This field displays the channel user IDs accessed during the session.
Channel	[Display] This field displays the channel accessed during the session.
Session Start	[Display] This field displays the date and time of access.

2. This screen allows the user to view the list of last five sessions accessed by the user.
3. Click the View Session Info button to view the list of transactions done for the session specified. The system displays the View User Session screen.

View User Session

Session Summary 13-08-2010 04:43:36 GMT -0600

Channel User Id	CUSER1	Session Start	13-08-2010 03:55:32 GMT -0600
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Back

Transaction Name	Status	Transaction Date
Login (LGN)	Success	13-08-2010 03:55:32 GMT -0600
Transactions (VAT)	Success	13-08-2010 03:55:50 GMT -0600
Transactions (VAT)	Success	13-08-2010 03:55:51 GMT -0600
Loan Interest Rates (LIR)	Success	13-08-2010 03:55:53 GMT -0600
Mailbox (IMS)	Success	13-08-2010 03:55:56 GMT -0600
Transactions (VAT)	Success	13-08-2010 03:55:51 GMT -0600
Transaction Blackout (TBO)	Success	13-08-2010 03:56:00 GMT -0600
Alerts (ALR)	Success	13-08-2010 04:09:12 GMT -0600
Alerts (ALR)	Success	13-08-2010 04:11:12 GMT -0600
Alerts (ALR)	Success	13-08-2010 04:13:19 GMT -0600
Preferences (UPS)	Success	13-08-2010 04:25:00 GMT -0600
Preferences (UPS)	Success	13-08-2010 04:27:58 GMT -0600
Preferences (UPS)	Success	13-08-2010 04:28:49 GMT -0600
Preferences (UPS)	Success	13-08-2010 04:29:18 GMT -0600
Set Account Preferences (ACN)	Success	13-08-2010 04:37:23 GMT -0600
Set Account Preferences (ACN)	Success	13-08-2010 04:38:55 GMT -0600
Preferences (UPS)	Success	13-08-2010 04:39:25 GMT -0600
Set Account Preferences (ACN)	Success	13-08-2010 04:39:49 GMT -0600
Set Account Preferences (ACN)	Success	13-08-2010 04:39:55 GMT -0600
Set Account Preferences (ACN)	Success	13-08-2010 04:40:14 GMT -0600
Preferences (UPS)	Success	13-08-2010 04:40:30 GMT -0600
Preferences (UPS)	Success	13-08-2010 04:41:18 GMT -0600
Preferences (UPS)	Success	13-08-2010 04:41:33 GMT -0600
Preferences (UPS)	Success	13-08-2010 04:41:38 GMT -0600

Field Description

Field Name	Description
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Field Name	Description
Channel User Id	[Display] This field displays the channel user ID accessed during the session.
Session Start	[Display] This field displays the date and time of access.
Transaction Name	[Display] This field displays the name of the transaction performed.
Status	[Display] This field displays the status of the transaction.
Transaction Date	[Display] This field displays the date and time of the transaction.

4. This screen allows the user to view the list of transactions processed for a specified session along with the login and logoff details with date and time.
5. Click the Back button to navigate go to the previous screen.

18. Mailbox

The Mailbox option is an integrated communication system within the internet banking system for you to communicate with the bank and vice versa. It allows you to view all the notifications, alert messages and general messages sent by the bank; allows you to send messages to the bank and view the sent messages.

Like popular e-mail clients that you may have used, the Mailbox offers an Inbox - where you can view messages and notifications sent to you, a Send Message facility using which you can send messages to the bank and a Sent folder, which allows you to view all the sent items.

Mail Box functionality is subdivided into the following sub-sections:

- Viewing received messages (Inbox)
- Viewing sent messages (Sent Messages)
- Sending messages(Compose)

18.1. Viewing Received Message

The Inbox folder stores all the bulletin messages sent to you. You can view the individual messages by clicking on the sender's name. The following procedure explains the steps to access Inbox and view a message stored within it.

To view received messages

1. Navigate through the menus to **Customer Service > Mailbox**. The system displays the Messages screen.

Mailbox



2. Click the Inbox tab. The system displays following screen.

Mailbox Inbox

Message Id	Subject	Sender	Customer Id	Received	Expires	Is Read
177673105362211	Demand Draft and Cheques	Accounts Department	004004500	23-04-2012 22:32:48	23-08-2012 05:30:00	N

Field Description

Field Name	Description
Message Id	[Display] This field displays the conversation id. This will be displayed only in the Interactions / Messages folder.
Subject	[Display] This field displays the descriptive synopsis of the message. It also acts as a link to access the message.

Field Name	Description
Sender	[Display] This field displays the name of the sender of the message. If the message has been sent by the bank, then the Department Name will be displayed as the Sender. The names for the departments ids are already maintained in the system. If the message has been sent by another user, then the customer id for which the mail is being sent will be displayed as the sender.
Customer Id	[Display] This field displays the date on which the message was received.
Received	[Display] This field displays the date on which the message was received.
Expires	[Display] This field displays the expiry date for the transaction.
Is Read	[Display] This field displays the Is Read flag as Y/N.

3. Click on Subject link to view the message. The system displays following screen.

The screenshot shows the Mailbox interface. On the left is a navigation pane with options: Compose Message, Inbox, Interactions, Alerts, Bulletins, Tasks, and Sent Messages. The main area displays a table of interactions. The table has columns: Message Id, Subject, Sender, Customer Id, Received, Expires, and Is Read. One record is shown with Message Id 177673105382211, Subject Demand Draft and Cheques, Sender Accounts Department, Customer Id 004004500, Received 23-04-2012 22:32:48, Expires 23-08-2012 05:30:00, and Is Read N. Below the table, the detailed view of the message is shown, including a 'Reply' section with headers: Sent by: Accounts Department, To: ABCD CORP, Customer: 004004500, Subject: Demand Draft and Cheques, Date: 23-04-2012 17:02:48, Expires: 23-08-2012 00:00:00, Channel: FCDB. The body of the message contains the text 'Demand Draft Request accepted.' Below this is a 'Response To' section with headers: Sent by: ABCD CORP, To: Accounts Department, Customer: 004004500, Subject: Demand Draft and Cheques, Date: 23-04-2012 17:01:54, Expires: 23-09-2012 00:00:00, Channel: FCDB. The body of the response contains the text 'Demand Draft Request'.

18.2. Sending Messages

To communicate with the bank authorities, the Mailbox offers a message sending option. You can write about any problems that you may have faced, errors in the system, transactions that may have not completed and any other issues and address them to the bank. It is a very effective method of communicating with the bank.

To send messages

1. Navigate through the menus to Mailbox. The system displays the Messages screen.

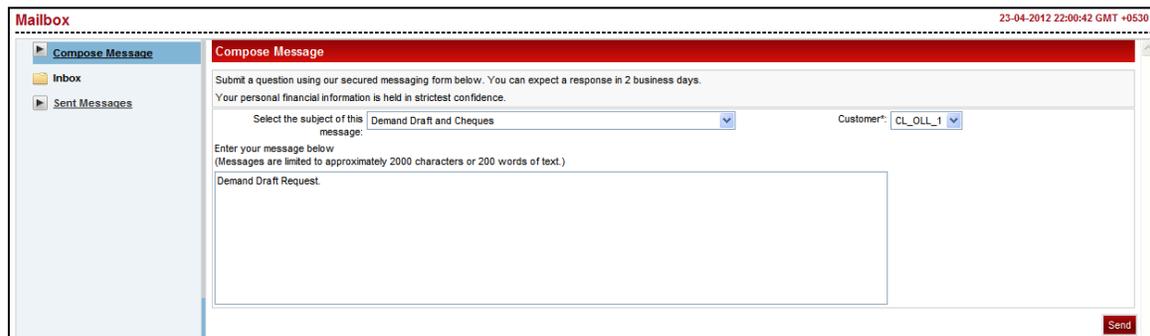
Mailbox



The screenshot shows the 'Mailbox' interface with a 'Compose Message' form. The form includes a navigation menu on the left with 'Compose Message', 'Inbox', and 'Sent Messages'. The main content area has a red header 'Compose Message' and a timestamp '23-04-2012 22:00:42 GMT +0530'. Below the header, there is a message submission instruction: 'Submit a question using our secured messaging form below. You can expect a response in 2 business days. Your personal financial information is held in strictest confidence.' The form contains two dropdown menus: 'Select the subject of this message:' and 'Customer:'. Below these is a large text area for the message, with a note: 'Enter your message below (Messages are limited to approximately 2000 characters or 200 words of text.)'. A 'Send' button is located at the bottom right of the form.

2. Select an appropriate category for this message from the drop-down list adjacent to Step 1: Select what this message is about.
3. Select a subject for the message from the drop-down list adjacent to Step 2: Select the subject of this message.
4. Type the message in the message box.

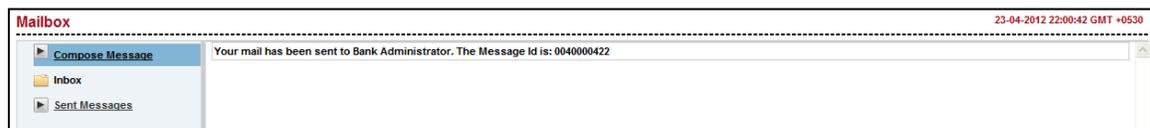
Message Mailbox Compose



The screenshot shows the 'Compose Message' interface in a mailbox application. The top bar is red and contains the text 'Mailbox' on the left and '23-04-2012 22:00:42 GMT +0530' on the right. Below the bar, the left sidebar shows a tree view with 'Compose Message' selected, and 'Inbox' and 'Sent Messages' below it. The main content area has a red header 'Compose Message'. Below the header, there is a message: 'Submit a question using our secured messaging form below. You can expect a response in 2 business days. Your personal financial information is held in strictest confidence.' Below this message, there are two dropdown menus: 'Select the subject of this message:' with 'Demand Draft and Cheques' selected, and 'Customer*' with 'CL_OLL_1' selected. Below the dropdowns, there is a text input field with the placeholder text 'Enter your message below (Messages are limited to approximately 2000 characters or 200 words of text.)' and the text 'Demand Draft Request.' A red 'Send' button is located at the bottom right of the form.

5. To send the message, click the **Send** button. The system displays the following confirmation message.

Mailbox Message Compose Confirmation



The screenshot shows the 'Mailbox' application displaying a confirmation message. The top bar is red and contains the text 'Mailbox' on the left and '23-04-2012 22:00:42 GMT +0530' on the right. Below the bar, the left sidebar shows a tree view with 'Compose Message' selected, and 'Inbox' and 'Sent Messages' below it. The main content area has a red header 'Compose Message'. Below the header, there is a confirmation message: 'Your mail has been sent to Bank Administrator. The Message Id is: 0040000422'.

19. Reminders

The Reminder functionality enables business users to register for reminders. Once a reminder is registered the user can view the reminder under the Reminder schedule. The reminder schedule will display all registered reminders i.e. reminders that are due on the current date and also reminders that are due in the future. Once the reminder is due, it appears under the, 'Reminders for Today' screen section of the Reminder schedule. The system will enable the user to take action on the reminder.

19.1. Registration

Here, business user can register reminders.

To register reminder

1. Navigate through the menus to **Customer Services > Self Services > Reminder**. The system displays **Reminder Schedule** screen for reminder.

Reminder Schedule

Reminder Schedule 24-04-2012 17:36:40 GMT +0530

Reminders for Today Reminders due during this week Reminders due during this month

24-04-2012

Draft Reminder Daily - End Date: 25-04-2012

Demand Draft [Dismiss](#) [Delete](#) [Modify](#)

[Register New Reminder](#)

2. Initially it shows **Reminders for today** tab showing today's reminders.
3. Click the Dismiss/Delete/Modify links in order to dismiss, delete or modify the reminder respectively.

Reminder Schedule

Reminder Schedule 24-04-2012 17:36:40 GMT +0530

Reminders for Today Reminders due during this week Reminders due during this month

24-04-2012

Draft Reminder Daily - End Date: 25-04-2012

Demand Draft [Dismiss](#) [Delete](#) [Modify](#)

[Register New Reminder](#)

4. Click on the **Reminder Due during this week** tab. The system displays reminders due for current week.

Reminder Schedule

Reminder Schedule 23-04-2012 23:23:46 GMT +0530

Reminders for Today Reminders due during this week Reminders due during this month

> 24-04-2012

> 25-04-2012

> 26-04-2012

> 27-04-2012

> 28-04-2012

[Register New Reminder](#)

5. Click on the date link to view the reminder set for that particular day. The system displays screen as below.

Reminder Schedule

6. Click the Delete/Modify link on order to delete or modify that respective reminder.
7. Click the **Reminders Due during this months** tab in order to view reminders due for current month.

Reminder Schedule

8. Click on the date link to view the reminder set for that particular day. The system displays screen as below.

Reminder Schedule

9. Click the Delete/Modify link on order to delete or modify that respective reminder
10. Click the **Register New Reminder** button. The system displays below **Registration** screen.

Registration

Field Description

Field Name	Description
Subject	[Mandatory, Alphanumeric,50] Type the subject for which the reminder is to be set.
Frequency	[Mandatory, Dropdown] Select the frequency from the dropdown.
Start Date	[DatePicker] Select the start date for the reminders.
End Date	[DatePicker] Select the end date for the reminders.
Description	[Mandatory, Alphanumeric,100] Type the description for the reminder to be set.

11. Click the **Register** button. The system displays **Remindres Registration Confirm** screen.

OR

Click the **Cancel** button to go back to the previous screen.

Remindres Registration Confirm

12. Click the **OK** button. The system displays initial **Remindre Schedule** screen.

20. Electronic Form Initiate

The Electronic form initiate section enables you to initiate electronic form to inquire or request updates/changes on the transactions:

You should be able to write a query to the bank for a particular transaction.

To Initiate Electronic form

1. Navigate through **Customer Service > Electronic Form-Initiate**. The system displays Electronic Form Initiate screen.

Electronic Form initiate

Electronic Form - Initiate 13-08-2010 00:56:42 GMT -1000

Transaction Date*:

Transaction Type*: Bulk Files Upload

Query Type*: other

Message*:

Field Description

Field Name	Description
Transaction Date	[Mandatory, Pick list] Select the d ate of the transaction from the drop down list.
Transaction Type	[Mandatory, Pick list] Select the type of the transaction from the drop down list.
Query Type	[Mandatory, Pick list] Select the type of the query from the drop down list.
Message	[Mandatory, Alphanumeric,] Type the message for the electronic form initiation.

2. Click the **Submit for Authorization** button to verify and confirm the transaction
OR
Click the **Reset** button to reset the electronic form initiate

Electronic Form - Verify

13-08-2010 05:02:03 GMT -0600

Country: FLEXCUBE DIRECT BANKING	Primary Customer Name: ACC LTD
Primary Customer Id: 333000028	

Date: 13-8-2010
Transaction Type: Internal Transfer
Query Type: Cancel Transaction
Message: Cancel for reason.

Cancel
Confirm

3. **Click** the **Cancel** button to cancel the Transactions
OR
Click the **Confirm** button. The system displays the Electronic **f**orm Confirm screen.

Electronic Form - Confirm

✔ Transaction submitted for Electronic Form-Initiate having reference 408109210161173 has been Initiated

13-08-2010 05:02:07 GMT -0600

Electronic Mail has been initiated successfully !

OK

4. Click the **OK** button to return to the Electronic form initiate screen.

21. Foreign Exchange Rate Inquiry

The exchange rate (also known as the foreign-exchange rate, forex rate or FX rate) between two currencies specifies how much one currency is worth in terms of the other. For example an exchange rate of 102 Japanese yen (JPY, ¥) to the United States dollar (USD, \$) means that JPY 102 is worth the same as USD 1.

The Exchange Rate Inquiry option allows the user to view the latest exchange rates for various currencies offered for buying and selling by the bank. The exchange rates will be displayed against the base currency of FCDB. The option provides the buying and selling rates for cash as well as the buying and selling rates applicable for telegraphic transfers. If you wish to buy or sell foreign exchange, refer to this option to find the latest rates offered by the bank before doing so.

To inquire for the current Exchange Rates

1. Navigate through the menus to **Exchange Rate Inquiry**. The system displays the Exchange Rate Inquiry screen.

Exchange Rate Inquiry

Exchange Rate Inquiry		13-08-2010 05:04:21 GMT-0600			
FX Rate Unit USD					
These are indicative rates only. For actual rates please contact your branch.					
To Currency	Cash Buy	Cash Sell	TT Buy	TT Sell	
AUS DOLLAR (AUD)	1.11	1.11	0.00	0.00	
US DOLLAR (USD)	1.00	1.00	0.00	0.00	
INDIAN RUPEE (INR)	48.00	52.00	0.00	0.00	
GBP (GBP)	1.47	1.47	0.00	0.00	
TAIWAN DOLLAR (TWD)	33.07	33.07	0.00	0.00	
EURO (EUR)	1.33	1.31	0.00	0.00	
JPY (JPY)	97.95	97.95	0.00	0.00	

Column Description

Column Name	Description
To Currency	[Display] This column displays the name of currency that bank offers for buying or selling against foreign currency
Cash Buy	[Display] This column displays the exchange rate at which the bank will buy the foreign currency if the transaction is in cash.
Cash Sell	[Display] This column displays the exchange rate at which the bank will sell the foreign currency if the transaction is in cash.
TT Buy	[Display] This column displays the exchange rate at which the bank will buy the foreign currency if the transaction is through a telegraphic transfer.
TT Sell	[Display] This column displays the exchange rate at which the bank will sell the foreign currency if the transaction is through a telegraphic transfer.

22. New Service Request

Using this option you can initiate a service request for any transaction given in the list.

To initiate service request:

1. Navigate through **Customer Services > New Service Request**. The system displays the New Service Request screen.

Service Request

Field Description

Field Name	Description
Select Transaction	[Mandatory, Drop-Down] Select the transaction from the drop-down list.

2. Select the transaction for which the request needs to be given and click the **Submit button**.

22.1. Reissue Transaction Password

Using this Service Request option you can raise a request to reissue transaction password.

To register a Service Request to Reissue Transaction Password

1. Navigate through the menus to New Service Request > Reissue transaction password.
The system displays the Reissue transaction password screen.

Reissue Transaction Password

Field Description

Field Name	Description
Channel	[Mandatory, Drop-Down] Select the channel for which the transaction password is to be reissued from the dropdown list.
Mode of delivery	[Mandatory, Radio button] Select the Radio button from the available radio buttons The options available are <ul style="list-style-type: none"> • Branch • Courier • Post Note: On selecting the Branch radio button the fields mention below shall be display fields.

Field Name	Description
City	[Conditional, Dropdown] Select the City to which the branch belongs from the drop down list.
Branch	[Conditional, Dropdown] Select the branch from where the cheque book will be collected from the drop down list.
Name	[Optional, Alphanumeric, 35] Type the Name to which the delivery shall be done.
Address	[Optional, Alphanumeric, 34*3] Type the address for delivery of cheque book(s).
City	[Optional, Alphanumeric, 35] Type the city to which the address belongs.
State	[Optional, Alphanumeric, 35] Type the state to which the city belongs.
Country	[Optional, Alphanumeric, 35] Type the country of the address.
Postal code	[Optional, Alphanumeric, 35] Type the postal code.
Phone	[Optional, Alphanumeric, 35] Type the phone number.
3.	Click the Submit button and the Reissue transaction password - Verify page is displayed OR Click the Another Service Request button to return to the service request screen.

Reissue transaction Password - Verify

Reissue Transaction Password - Verify 25-08-2010 20:08:42

Channel: Internet

Delivery Details

Mode of Delivery: Branch
City: Mumbai
Branch Name: Bank Futura-Capital Market Branch1
Name: Mr Amey Corp
Address: 79 Strand
Charing Cross, London
Mumbai
City: Mumbai
State:
Country: UNITED KINGDOM
Zip/Postal Code:
Phone:

User Reference :

disclaimer Note.

4. Click the **Confirm** button. The system displays the **Reissue transaction Password - Confirm** screen
OR
Click the **Change** the button to change the details.

 Transaction submitted for Reissue Transaction Password having reference 122167389184959 has been Auto Authorized .

Reissue Transaction Password - Confirm 25-08-2010 20:08:42

Channel*: Internet

Delivery Details

Mode of Delivery: Branch
City: Mumbai
Branch Name: Bank Futura-Capital Market Branch1
Name: Mr Amey Corp
Address: 79 Strand
Charing Cross, London
Mumbai
City: Mumbai
State:
Country: UNITED KINGDOM
Zip/Postal Code:
Phone:

User Reference :

5. Click the **Ok** button. The system displays **Reissue Transaction Password** Service Request screen.
OR
Click the **Another Service Request**. The system displays the **New Service Request** screen.

22.2. Account Closure

Using this Service Request option you can raise a request for Account Closure.

To Register a Service Request for Account Closure

1. Navigate through the menus to **Customer Services > New Service Request > Account Closure**. The system displays the **Account Closure** screen.

Account Closure

Field Description

Field Name	Description
Account	[Mandatory, Dropdown] Select the Credit Card Number from the dropdown list.
Reason	[Mandatory, Dropdown] Select the Reason from the dropdown list.

2. Click the Submit button and the **Account Closure - Verify** page is displayed
OR
Click the **Another Service Request** button to return to the service request screen.

Account Closure - Verify

3. Click the **Confirm** button. The system displays the **Account Closure - Confirm** screen
OR
Click the **Back** to navigate to the previous screen.

Account Closure - Confirm

✔ Transaction submitted for Account Closure having reference 551050953161452 has been Auto Authorized .

Account Closure - Confirm 13-08-2010 01:46:08 GMT -1000

Account: 111111112	Balance: 100,000.00 GBP
Reason: Migrating to another country	

Another Service Request OK

4. Click the Another **Account Closure** button. The system displays **Another Account Closure Service Request** screen.
OR
Click the **Another Service Request** button. The system displays the **New Service Request** screen.

23. Change Password

This option allows you to change the login or transaction password

To change the password

1. Logon to the Internet Banking application.
2. Navigate through **Default Transaction > Change Password** . The system displays the **Change Password** screen.

Change Password

Change Password
04-03-2011 15:21:09 GMT +0530

User Id : CUSER11

Change Option : Login Password

Existing Password : ●●●●●●

New Pasword : ●●●●●●●●

Medium

Confirm New Password : ●●●●●●●●

Use virtual keyboard

Virtual Keyboard :

~	@	+)	?	%	=	^	&	~	!	2	3	4		
w	a	b	o	g	h	j	v	z	q	a	d	n	5	1	7
e	t	u	k	i	x	r	c	f	l	p	y	m	9	6	8
Upper	Delete	Clear All	Not Mixed												

Click here to enter by hovering

Clear
Change

Policy to be followed

Password should be minimum 6 characters.

Password should be maximum 20 characters.

Password can contain lowercase alphabets.

Password can contain uppercase alphabets.

Password can contain special characters.

Password can contain numeric characters.

Password must contain one of the following as first char :

- Lowercase alphabets
- Uppercase alphabets
- Numeric characters

Password must contain one of the following as last char :

- Lowercase alphabets
- Uppercase alphabets
- Numeric characters

Allowed Special characters .

Password can contain 5 successive characters.

Password can contain 5 repetitions.

Following personal details should not be included in your password:

- First Name
- Last Name
- Birth Date
- User Id
- Customer Id

Field Description

Field Name	Description
User Id	[Display] This field displays your user id.
Change Option	[Mandatory, Dropdown] Select the login or transaction password which is to be changed.
<p>Note: You can enter details in the below fields using virtual keyboard by checking the check-box Use Virtual Keyboard or can manually enter details.</p>	
Existing Password	[Mandatory, Numeric,] Type the old password.

Field Name	Description
New Password	[Mandatory, Numeric] Type your New Password. The password strength is displayed on entering the new password. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;">Note: This new password should be as per Password Policy (displayed below the text fields in the above screen) set by the bank.</div>
Confirm New Password	[Mandatory, Numeric] Type the new password.

- Click the **Change** button. The system displays **Change Password – Verify** screen.
OR
Click the **Clear** button to clear the fields.

Change Password – Verify

Change Password - Verify 12-08-2010 01:46:45 GMT -1000

Do you want to change your login password?

- Click the **Confirm** button. The system displays **Change Password – Confirm** screen with the status message.
OR
Click the **Edit** button to edit the entered details.

Change Password – Confirm

 Password Changed Successfully

Change Password - Confirm 12-08-2010 01:46:45 GMT -1000

Your login password has been changed successfully

- Click the **OK** button. The system displays initial **Change Password** screen.

24. Force Change Password

During login, a first time user should be forced to change the initial login password and transaction password (if configured) provided by the bank. Force Change Password will also be applicable when the password of the user has been reset by the Bank Administrator.

To change password

1. Logon to the Internet Banking application through new User id and password. The system displays the Force change password screen.

Force Change Password

Change Password
28-02-2011 11:20:41 GMT +0530

Change Login Password
 User Id: CUSER11
 Existing Password:
 New Password:
 Confirm New Password:
 Normal

Change Transaction Password
 User Id: CUSER11
 Existing Password:
 New Password:
 Confirm New Password:
 Normal

Use virtual keyboard
Virtual Keyboard :

 Click here to enter by hovering

Rules for Login Password

- Password should be minimum 6 characters
- Password should be maximum 20 characters
- Password can contain lowercase alphabets
- Password can contain uppercase alphabets
- Password can contain special characters
- Password can contain numeric characters
- Password must contain one of the following as first char
 - Lowercase alphabets
 - Uppercase alphabets
 - Numeric characters
- Password must contain one of the following as last char
 - Lowercase alphabets
 - Uppercase alphabets
 - Numeric characters
- Allowed Special characters
- Password can contain 5 successive characters
- Password can contain 5 repetitions
- Following personal details should not be included in your password...

Rules for Transaction Password

- Password should be minimum 6 characters
- Password should be maximum 20 characters
- Password can contain lowercase alphabets
- Password can contain uppercase alphabets
- Password can contain numeric characters
- Password must contain one of the following as first char
 - Lowercase alphabets
 - Uppercase alphabets
 - Numeric characters
- Password must contain one of the following as last char
 - Lowercase alphabets
 - Uppercase alphabets
 - Numeric characters
- Allowed Special characters
- Password can contain 5 successive characters
- Password can contain 5 repetitions
- Following personal details should not be included in your password:
 - First Name

Field Description

Field Name	Description
Change Login Password	
User ID	[Display] This field displays the user ID.
Existing Password	[Mandatory, Alphanumeric, 18] Type the old password.
New Password	[Mandatory, Alphanumeric, 18] Type the new password. The password strength is displayed on entering the new password.

Field Name	Description
Confirm New Password	[Mandatory, Alphanumeric, 18] Type the new password to confirm.
Change Transaction Password	
User ID	[Display] This field displays the user ID.
Existing Password	[Mandatory, Alphanumeric, 18] Type the old password.
New Password	[Mandatory, Alphanumeric, 18] Type the new password. The password strength is displayed on entering the new password.
Confirm New Password	[Mandatory, Alphanumeric, 18] Type the new password to confirm.
Use Virtual Keyboard	[Optional, Check Box] Select the Use Virtual Keyboard check box to use the virtual keyboard. By default, this check box is checked.
Click here to enter by hovering	[Optional, Check Box] Select the Click here to enter by hovering check box to enter the password by moving the mouse over the keyboard without clicking the keys. By default this checkbox is checked.

2. Enter the appropriate details in the relevant field.
3. Click the **Change** button. The system displays the home page / landing page.
OR
Click the **Clear** button to clear the data in the fields.

25. Lock Transaction Password

Using the Lock Transaction Password option you can lock the transaction Password. In order to unlock the password the password needs to reset which unlocks the transaction password.

To Lock a Transaction password

1. Navigate through the menus to **Customer Services > Self Services > Lock Transaction Password**. The system displays the Lock Transaction Password screen.

Lock Transaction Password

Lock Transaction Password		24-08-2010 00:54:54 GMT -1000
<input type="checkbox"/>	Channel	User Id
<input type="checkbox"/>	Internet	CUSER13

Lock

Field Description

Field Name	Description
Channel	[Display] This field displays the channel to which the user belongs.
User Id	[Display] This field displays the User id for which transaction password needs to be locked.

2. Select the checkbox of the channel for which the transaction password needs to be locked.
3. Click the Lock button. The system displays the **Lock Transaction PIN** Verify screen.

Lock Transaction PIN Verify

Lock Transaction Pin - Verify		24-08-2010 00:56:02 GMT -1000
Channel	User Id	
Internet	CUSER13	
		<input type="button" value="Back"/> <input type="button" value="Confirm"/>

4. Click the Edit button to modify the entered password
OR
Click the Confirm button. The system displays the **Lock Transaction PIN – Confirm** screen with the status message.

Lock Transaction PIN – Confirm

 Transaction submitted for Lock Transaction Password having reference 596075418180429 has been Auto Authorized .		
Lock Transaction Pin - Confirm		24-08-2010 00:56:32 GMT -1000
Channel	User Id	
		<input type="button" value="OK"/>

5. Click the OK button. The system displays the **Lock Transaction PIN** screen.

26. Open Additional Account

This transaction allows you to open a new account directly through internet banking.

Note: This transaction is available only for conventional CASA product.

To Open Additional account

1. Navigate through the menus to Customer Services > Open New Account. The system displays the Open new Account screen

Open Additional account

The screenshot shows a web interface titled "Open New Account" with a timestamp "25-08-2010 20:50:48 GMT +0530" in the top right corner. Below the title bar, there are three dropdown menus stacked vertically: "Select Product : Select", "Branch: Select", and "Currency: Select". Each dropdown menu has a small downward-pointing arrow on its right side.

Field Description

Field Name	Description
Select Product	[Optional, Dropdown] Select the Product for which a New account is to be created from the dropdown list.
Branch	[Optional, Dropdown] Select the branch in which a New account is to be created from the dropdown list..

Field Name	Description
Currency	[Optional, Dropdown] Select the currency in which a New account is to be created from the dropdown list.

On selecting the above fields the following fields are displayed.

Product details

Cheque book facility	[Display] This field displays if the cheque book facility is allowed.
Overdraft allowed	[Display] This field displays if the overdraft is allowed.
Minimum Balance required	[Display] This field displays the minimum balance require for the product.

2. Enter the appropriate details in the relevant field.
3. Click the Submit button. The system displays the Open New account verify screen

Open New account - Verify

Open New Account 25-08-2010 20:51:14 GMT +0530

Account Details

Product : SAVINGS ACCOUNT - PREMIER
 Product Type : Saving Account
 Branch : BANK FUTURA - ILM 4
 Currency : GBP

Product Details

Cheque Book Facility : Yes
 Overdraft Allowed : Yes
 Minimum Balance Required : 0.00

4. Click the Back button to return to the previous screen.
OR
Click the Submit button. The system displays the **Open New Account Confirm** screen

Open New Account - Confirm

 Transaction submitted for Open New Account having reference 102123860185222 has been Auto Authorized .

Open New Account

25-08-2010 20:51:27 GMT +0530

Account Details

Product : SAVINGS ACCOUNT - PREMIER
Product Type : Saving Account
Branch : BANK FUTURA - ILM 4
Currency : GBP

Product Details

Cheque Book Facility : Yes
Overdraft Allowed : Yes
Minimum Balance Required : 0.00

OK

5. Click the **OK** button. The system displays the open new account initiate screen.

27. ATM/Branch Locator

This transaction allows you view the address and location of the ATM and the Branch.

To Open Additional account

1. Navigate through the menus to **Tools > ATM & Branch Locator**. The system displays the ATM Branch locator screen.

Open Additional account

ATM Branch Locator

Enter location*:

Fields marked as * are mandatory.

Field Description

Field Name	Description
Enter Location	[Mandatory, alphanumeric] Select the Product for which a New account is to be created from the dropdown list.

2. Type the location and click the **search** button, the system displays the ATM and branches in the location mentioned.

ATM Branch Locator

Field Description

Field Name	Description
ATM/ Branch List	[Display] This column displays the ATM / Branch list to select to view the ATM/Branch address.
Branch Details	
Name	[Display] This field displays the name of the branch of the bank.
Branch Code	[Display] This field displays the branch code of the bank.
Address	[Display] This field displays the address of the branch of the bank.

3. Click the Map/satellite to view the map view / satellite view of the ATM/Branch resopectively.

Open New Account - Confirm

ATM Branch Locator

Enter location*:

ATM/Branch List	Map	Branch Details
<ul style="list-style-type: none">Bank FuturaBank Futura		<p>Branch Details</p> <p>Name: Bank Futura Branch: E09 code: E09 Address: Unit 1, Block A, California USA, Unit 1, Block A, California</p>



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Corporate Customer Services User Manual
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Hardware and Software

Engineered to Work Together