

## 1. Login Screen

This is the initial screen displayed to customers and bank employees when they launch the module.

### Welcome to Credit card Self-service System

**\*User Name:**

**\*Password :**

The user is a Customer or Employee of the bank and has the Username and Password issued by the bank. These need to be validated before providing access to the Credit card self-service System.

### Validations

- Validate the Username and Password against the Customer table. Customer should have at least one credit card account to get access to this module.

### Processing

- In case the user is an employee of the bank, take the user to “Maintain Reward Catalog” screen.
- If the user is a customer, direct the user to “Credit card self-service menu”.
- If “clear” is clicked, refresh the values in username and password fields.

## **2. Customer Service**

This is the main menu of credit card self-service module.

**Credit card self-service menu**

**Welcome xxxxxx**

**Signout**

**Redeem reward points**

**Add-on card request**

**Dispute transaction**

**Request increase in credit limit**

**View request status**

### **Processing**

- a) When one of the menu options is selected, direct the user to list of credit card accounts screen.
- b) If sign out is selected, return to the Login page.

**1. List of credit card accounts**

This screen displays the list of credit card accounts held by the customer.

**Select the Credit card**

**XXXXXXXXXXXX**

Account Number	Card type	Account Balance	Reward points
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Back

**Processing**

- When account number is clicked, display the corresponding transaction screen.
- On click of “Back”, display the “Customer Service Menu”.

## **2. Redeem rewards request**

Customer can use this screen to redeem reward points for attractive gifts. Points, once redeemed, can not be reversed.

<b><u>Redeem reward points</u></b>		<b>XXXXXXXXXXXXX</b>		
Account number :	<b>XXXXXXXXXXXXXXXXXX</b>			
Points available :	<b>XXXXX</b>			
Product Description	Product Image	Points needed per unit	Quantity	Points redeemed
				Total points redeemed
<div>Submit</div>		<div>Back</div>		

### **Validations**

- Total points redeemed should be less than or equal to the points available in customer account

### **Processing**

- System should display only those products that can be redeemed within the number of points available
- When quantity is entered, compute the “points redeemed” and “total points redeemed”.
- On click of “Submit” store the details in customer service request table with CSR\_type = 6 (Redemption request).
- On click of “Back”, display the “Select the credit card” screen.

### **3. Report Lost / stolen card**

Customer can request for an add-on card that is linked to his existing credit card.

#### **Request an add-on credit card**

**XXXXXXXXXXXX**

**Account Number :**

**XXXXXXXXXXXXXXXXXX**

**\*Add-on card holder name :**

**\* Relationship with card holder :**

Submit

Back

#### **Processing**

- The account number field should display the account selected in My Credit Cards screen
- On click of “Submit” store the details in customer service request table with CSR\_type = 2 (Add-on card request).
- On click of “Back”, display the “Select the credit card” screen.

#### **4. Increase/Decrease Credit Limit**

The customer can request an increase or decrease in his current credit limit using this screen.

##### **Increase Credit Limit Request**

XXXXXXXXXXXX

Card Number XXXXXXXXXXXXXXXXXXXX

Current Credit Limit XXXXXX

Maximum Credit Limit XXXXX

Minimum Credit Limit XXXX

\*Enter new Credit Limit

Submit

Back

#### **Validations**

- a) New credit limit should be within the maximum and minimum credit limits.
- b) New credit limit must be higher than the current credit limit.

#### **Processing**

- a) The account number field should display the account selected in My Credit Cards screen
- b) If “Submit” selected, store the request in Customer service request table with CSR\_type = 4 (Increase credit limit).
- c) On click of “Back”, display the “Select the credit card” screen.

## **5. Disputed Transaction**

Customer can report a disputed transaction using this screen.

### **Disputed Transaction**

Credit/Debit card number	XXXXXXXXXXXXXXXXXX	
*Merchant Name	<input type="text"/>	
*Merchant Address	<input type="text"/>	
*Date of Transaction	<input type="text"/>	DD/MM/YYYY
*Amount Disputed	<input type="text"/>	
*Reasons for Dispute	<input type="text"/>	
<div><input type="button" value="Submit"/> <input type="button" value="Back"/></div>		

### **Validations**

- Date of transaction should be a past date

### **Processing**

- The account number field should display the account selected in My Credit Cards screen
- If “Submit” selected, store the request in Customer service request table with CSR\_type = 5 (Disputed transaction).
- On click of “Back”, display the “Select the credit card” screen.

## 6. View Request Status

This screen allows the customer to see the status of his/her service requests and responses to his/her queries.

### View Request Status

Name: xxxxxxxxxxxxxxxxxxxx

Request type :

Request Date	Request type	Request detail	Response	Status
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### Processing

- If request type is selected, display requests of the selected type. Else, display requests of all types.
- Display the requests in the reverse chronological order of the request date.
- If “Back” is selected, display the “Credit Card Self-service Menu” screen.



## 7. Maintain Reward Catalog

This screen allows the user to add new rewards and modify or inactivate existing rewards.

<u>List of Reward Products</u>			<u>Logout</u>
Product Description	Product Image	Points needed per unit	Status

Add

Update

### Processing

- All the rewards currently available are loaded into the screen when it is displayed.
- If “Add” is clicked, display the “Add Reward” page
- If a product description is clicked, display the “Update Reward” page
- If “Logout” is selected, clear the session and log out the user.

## 8. Add a New Reward

This screen is used to add a new reward product.

Add a New Reward

Product Description

Points needed per unit

Product Image

\*

\*

Upload..

Submit

Back

### Processing

- a) If "Upload" is clicked
  - Open a file selection dialog box from which the user can specify the product image.
- b) If "Submit" is clicked
  - Generate product code (next sequence number)
  - Store Reward details in the Reward Catalog Table and refresh the screen.
- c) If "Back" is selected,
  - Return to "List of Reward Products" screen

## 9. Modify Reward details

This screen is used to modify the details of an existing reward product.

Modify Reward

Product Description	*	<input type="text"/>
Points needed per unit	*	<input type="text"/>
Product Image		<input type="button" value="Upload.."/>
Status		* <input checked="" type="radio"/> Active <input type="radio"/> Inactive
		<input type="button" value="Update"/> <input type="button" value="Back"/>

### Validations

- Modification should be allowed only if there are no outstanding reward requests for the selected product in the customer service request table.

### Processing

- If "Update" is selected, modify the reward details in the Reward Catalog table.  
Return to "List of Reward Products" screen
- If "Back" is selected, Return to "List of Reward Products" screen