1. Login Screen

This is the initial screen displayed when the system is launched

The user is Employee of the bank and has the Username and Password issued by the bank.

Validation

a) Validate the Username and Password against the Employee table.

Processing

a) If the customer username and the password are valid, direct the user to “Back Office Menu” screen; store the user details in session variables.
b) If “Clear” is clicked, refresh the values in Username and Password fields.

2. Back Office Menu

Back Office Menu

Customer Requests

Queries

Bill payment

Signout

Processing

a) If “Customer Requests” is clicked, display “List of customer requests” screen.
b) If “Queries” is clicked, display the “List of Queries” screen.
c) If “Bill payment” is clicked, display the “Bill payment” screen.

d) If signout is selected, clear the session and return to the Login page.

3. List of Customer Requests

This screen displays the list of customer requests. These could be any of the following -

Chequebook requests
Disputed transactions
Add-on card requests
Lost/Stolen cards
Increase in credit limit

List of Customer Requests

Request Type

Status

Submit

Request Type	Account Number	Account type	Customer Name	Request Date	Status

Back

Processing

a) User can choose from one of the following request types: Chequebook requests, disputed transactions, add-on card requests, lost/Stolen cards, and increase in credit limit.
b) User can choose from one of the following status values: pending, rejected, processing.
c) When submit is clicked,
   - Requests of the corresponding type and status will be displayed. If a request type is not selected, all request types will be displayed. If a status is not selected, all statuses will be considered.
   - Requests should be displayed in the descending order of date (i.e. Latest one on top).
d) When clicked on request type, the corresponding request details will be displayed.
   - If the request type = “Cheque Book”, display “Chequebook request” screen.

- If the request type = “Disputed Transaction”, display “Disputed Transaction” screen.
- If the request type = “Add-on card”, display “Add-on card request” screen.
- If the request type = “Lost/stolen card”, display “Lost/stolen card request” screen.
- If the request type = “Increase in credit limit”, display “Increase in credit limit” screen.

e) On click of “Back”, display the “Back Office Menu”.

4. <u>Chequebook request</u>

This screen is used to process the cheque book requests. The request status is updated.

Chequebook Request

Account Number	XXXXXXXXX
Account type	XXXX
Customer Name	XXXXXXXXXXXXXXXXXX
Request Date	DD/MM/YYYY
Number of Leaves	XX
*Status	
Reason for Rejection	

Submit   Back

<u>Validation</u>

a) If status is “rejected”, reason must be entered

<u>Processing</u>

a) On click of “Submit”, change the status of request in customer request table. Store the reason for rejection, if entered.
b) On click of “Back”, display the “List of Customer Requests”.

5. Add on Card

This screen is used to process the add-on card requests. The request status is updated.

Add on Card

Account Number	XXXX
Customer Name	XXXX
Request Date	DD/MM/YYYY
Name on card	XXXXXXXXXX
*Status	
Reason for Rejection	

Submit Back

Validation

a) If status is "rejected", reason must be entered.

Processing

a) On click of "Submit", change the status of request in customer request table. Store the reason for rejection, if entered.
b) On click of "Back", display the "List of Customer Requests".

6. Disputed Transaction

This screen is used to process the disputed transactions. The request status is updated.

Disputed Transaction

Customer Name	XXXX
Merchant Name	XXXX
Credit/Debit card number	XXXXX
Date of Transaction	DD/MM/YYYY
Amount Disputed	XXXX
Reasons for Dispute	XXX
*status	
*Response	

Submit Back

Validation

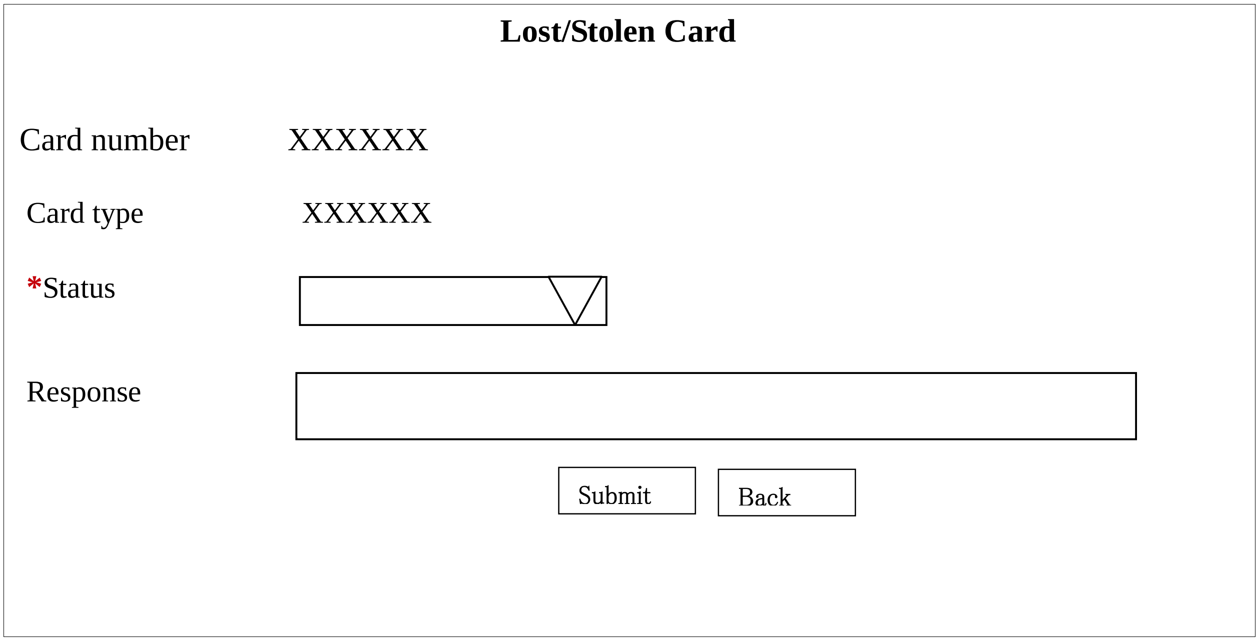
a) If status is “rejected”, reason must be entered.

Processing

a) On click of “Submit”, change the status of request in customer request table. Store the response, if entered.
b) On click of “Back”, display the “List of Customer Requests”.

7. Lost/Stolen Card

This screen is used to process the lost/stolen card requests. The request status is updated.



Validation

a) If status is “rejected”, reason must be entered.

Processing

a) On click of “Submit”, change the status of request in customer request table. Store the response if entered.
b) On click of “Back”, display the “List of Customer Requests”.

8. Increase Credit Limit

This screen is used to process “increase in credit limit” requests. The request status is updated.

Increase Credit Limit

Name	XXXX
Card Type	XXXXXX
Card Number	XXXX
Current Credit Limit	XXX
Maximum Credit Limit	XXXX
Requested Credit Limit	XXXX
*Status	
Approved Credit Limit	
Response	
	Submit Back

Validation

a) If status is changed to “approved”
   - Approved credit limit should not be greater than maximum credit limit.

Processing

a) On click of “Submit”, change the status of request in customer request table. Store the response, if entered.
b) Update the new credit limit in credit card account table
c) On click of “Back”, display the “List of Customer Requests”.

9. List of Queries

This screen displays the queries from customers.

List of Customer Queries

Status Submit

Query Number	Customer Name	Customer Query	Query response	Status

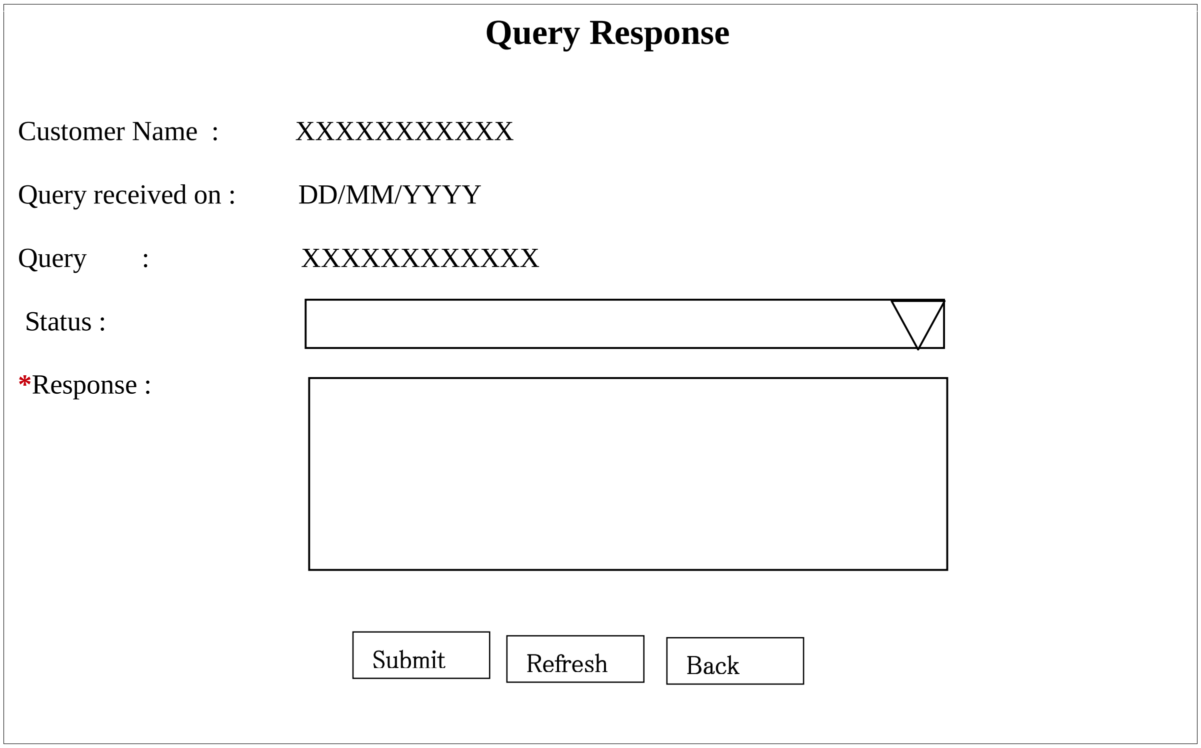
Back

Processing

a) User can choose from one of the following status values: pending, responded.
b) When submit is clicked,
   - Requests in the selected status will be displayed. If a status is not selected, all statuses will be considered.
   - Requests should be displayed in the descending order of date (i.e. Latest one on top).
c) When clicked on query number, the corresponding query details will be displayed in "Query response" screen.
d) On click of "Back", display the "Back Office Menu".

10.Query Response

This screen is used by the bank employee to respond to a customer query.



Processing

a) On click of “Submit”, update the status and response into the database.
b) On click of “Refresh”, refresh the screen values to original values.
c) On click of “Back”, display the “List of Customer Requests”.

11. Bill Payment

This screen displays the List of Bill Payment Requests pending as of today.

List of Customer Bill Payment Requests

Biller Id	Customer Name	Customer Request	Account Number	Account Balance	Bill Amount			
						Pay	Force Pay	Reject
						Pay	Force Pay	Reject
						Pay	Force Pay	Reject
						Pay	Force Pay	Reject

Back

Processing

a) From the payment instructions table, display the list of instructions which have a payment date of < or = today and status = “pending”
b) If sufficient balance is there to make the payment, Enable “Pay” link and disable “Force Pay” and “Reject” links.
c) If sufficient balance is not available to pay the bill, Enable “Force Pay” and “Reject” links. Disable the “Pay” link.
d) If “Pay” or “Force Pay” is clicked,
   - Subtract the bill amount from account balance and update the account record
   - Update Payment Instruction status to “Force Paid” or “Paid”
e) If “Reject “is clicked
   - Update Payment Instruction status to “Rejected”
f) On click of “Back”, display the “Back Office Menu”.