YODLEE CUSTOMERCARE

APPLICATION CONFIGURATION GUIDE

VERSION 8.0.2

TABLE OF CONTENTS

TABLE OF CONTENTS

TABLE OF CONTENTS

1 INTRODUCTION

This document contains information about parameters and strings that can be used to customize the user interface and functionality of the Yodlee CustomerCare application.

1.1 Audience

This document is used by Deployment, QA, and cobranding teams to perform cobrand deployments. The reader must be familiar with cobranding concepts and the Yodlee CustomerCare tool.

1.2 Administration

1.2.1 Manage Customer Service Representatives

Cobrandable parameters are used to customize the user interface and functionality of the Manage Customer Service Representatives feature in Yodlee CustomerCare.

Manage Customer Service Representatives Cobrand Parameters
`com.yodlee.app.ycc.pagination.pagesize=25`   `com.yodlee.app.ycc.csrlist.pagination.pagesize={com.yodlee.app.ycc.pagination.pagesize}`   `com.yodlee.apps.ycc.csrlist.page.title=Manage Customer Service Representatives`   `com.yodlee.apps.ycc.csrlist.page.subtitle.text=You can click on Customer Support Representative's name to view profile information or perform any of the following action.`   `com.yodlee.apps.ycc.csrlist.column.head.name= Name`   `com.yodlee.apps.ycc.csrlist.column.head.emailAddress = Email`   `com.yodlee.apps.ycc.csrlist.column.head.location = Location`   `com.yodlee.apps.ycc.csrlist.column.head.accessLevel = Access Level`   `com.yodlee.apps.ycc.csrlist.column.head.status = Status`   `com.yodlee.apps.ycc.csrlist.pagenocsreps.text = There are no registered Customer Service Representatives`

1.2.2 Customer Service Representatives Details Page

Cobrandable parameters are used to customize the user interface and functionality of the **Customer Service Representatives Detail** page.

Customer Service Representative Details Page co-branding Parameters and Strings
`com.yodlee.apps.ycc.csrdetails.page.title=Customer Service Representative Details`

- `com.yodlee.apps.ycc.csrdetails.page.subtitile=Account Details-{FIRST_NAME} {LAST_NAME}`
- `com.yodlee.apps.ycc.csrdetails.results.page.name.label=Name:`
- `com.yodlee.apps.ycc.csrdetails.results.page.emailAddress.label=Email:`
- `com.yodlee.apps.ycc.csrdetails.results.page.custserviceid.label=Customer Service ID:`
- `com.yodlee.apps.ycc.csrdetails.results.page.userName.label=Username:`
- `com.yodlee.apps.ycc.csrdetails.results.page.lastlogin.label=Last Login:`
- `com.yodlee.apps.ycc.csrdetails.results.page.accessLevel.label=Access Level:`
- `com.yodlee.apps.ycc.csrdetails.results.page.username.label=Username:`
- `com.yodlee.apps.ycc.csrdetails.results.page.phone.label=Phone Number:`
- `com.yodlee.apps.ycc.csrdetails.results.page.lastupdated.label= Last Modified Date:`
- `com.yodlee.apps.ycc.csrdetails.results.page.createddate.label=Account Created Date:`
- `com.yodlee.apps.ycc.csrdetails.results.page.status.label=Access Status:`
- `com.yodlee.apps.ycc.csrdetails.page.accessLevel.option.label=Change agent's level of access:`
- `com.yodlee.apps.ycc.csrdetails.page.accessLevel.admin.option=Administrator`
- `com.yodlee.apps.ycc.csrdetails.page.accessLevel.supervisor.option=Supervisor`
- `com.yodlee.apps.ycc.csrdetails.page.accessLevel.representative.option=Representative`
- `com.yodlee.apps.ycc.csrdetails.page.status.option.label=Change agent's account status:`
- `com.yodlee.apps.ycc.csrdetails.page.status.activate.option=Activate User`
- `com.yodlee.apps.ycc.csrdetails.page.status.suspend.option=Suspend User`
- `com.yodlee.apps.ycc.csrdetails.page.status.delete.option=Delete User`
- `com.yodlee.apps.ycc.csrdetails.page.unlock.checkbox=Unlock User`

1.2.3 Update Customer Service Representative Account Page

The following cobrandable strings are used to customize the functionality of the Customer Service Representative Account Page.

Cobrandable Strings for the Customer Service Representative Account Page

- **Update Customer Service Representative Account Page**
- **com.yodlee.apps.ycc.csrdetails.update.page.title=Update Customer Service Representative Account**
- **com.yodlee.apps.ycc.csrdetails.update.page.donotupdate.link= « Do not update account**
- **com.yodlee.apps.ycc.csrdetails.update.page.subtitle=Update Account -{FIRST_NAME} {LAST_NAME}**
- **com.yodlee.apps.ycc.csrdetails.update.page.areusure.label= Are you sure You want to update {FIRST_NAME} {LAST_NAME}'s Customer Service Account ?**

1.2.4 Delete Customer Service Representatives

The delete customer service representative cobrandable parameters and strings are used to customize the user interface and functionality for deleting a customer service representative (CSR) account in the **Customer Service Representative Details** page.

Delete Customer Service Representative Cobrand Parameters and Strings

- **com.yodlee.apps.ycc.csrdetails.delete.page.title=Delete Customer Service Representative Account**
- **com.yodlee.apps.ycc.csrdetails.delete.page.subtitle=Delete Customer Service Representative Account - {FIRST_NAME} {LAST_NAME}**
- **com.yodlee.apps.ycc.csrdetails.delete.page.subtitle.text=Are you sure u want to delete account? Deleting the account cannot be reversed. The agent's historical activity logs will be retained in the system for auditing purposes.**
- **com.yodlee.apps.ycc.csrdetails.delete.page.reason.label= Reason for Account Termination:**
- **com.yodlee.apps.ycc.csrdetails.delete.page.donotupdate.link= « Do not update account**

1.2.5 Register Individual Customer Service Representatives

The individual customer service representative registration parameters and strings are used to customize the user interface and functionality of the **Register Customer Service Representative** page of the Administration module.

Component	Parameters and Strings

Individual Registration Page Strings	▪ **com.yodlee.apps.ycc.registration.form.firstName.label=First Name** ▪ **com.yodlee.apps.ycc.registration.form.lastName.label=Last Name** ▪ **com.yodlee.apps.ycc.registration.form.middleName.label=Middle Name** ▪ **com.yodlee.apps.ycc.registration.form.userName.label=Username** ▪ **com.yodlee.apps.ycc.registration.form.password.label=Password** ▪ **com.yodlee.apps.ycc.registration.form.passwordConfirm.label=Confirm Password** ▪ **com.yodlee.apps.ycc.registration.form.emailAddress.label=E-Mail Address** ▪ **com.yodlee.apps.ycc.registration.form.emailAddressConfirm.label=Confirm E-Mail Address** ▪ **com.yodlee.apps.ycc.registration.form.location.label=Location** ▪ **com.yodlee.apps.ycc.registration.form.customerServiceId.label=Customer Service ID No** ▪ **com.yodlee.apps.ycc.registration.form.workPhone.label=Work Phone** ▪ **com.yodlee.apps.ycc.registration.form.accessLevel.label=Access Level** ▪ **com.yodlee.apps.ycc.registration.form.accessLevel.administrator=Administrator** ▪ **com.yodlee.apps.ycc.registration.form.platformversion.label=Choose Platform Version** ▪ **com.yodlee.apps.ycc.registration.form.financialinstituition.label=Choose the Financial Institution** ▪ **com.yodlee.apps.ycc.registration.form.error.platformversion.label=Platform Version** ▪ **com.yodlee.apps.ycc.registration.form.error.financialinstituition.label=Financial Institution** ▪ **com.yodlee.apps.ycc.registration.form.platformversion.defaulttext=Choose** ▪ **com.yodlee.apps.ycc.registration.form.financialinstituition.defaulttext=Choose** ▪ **com.yodlee.apps.ycc.registration.errorCodes.mandatory={_FIELD_NAME_} is mandatory** ▪ **com.yodlee.apps.ycc.registration.errorCodes.alphaNumeric={_FIELD_NAME_} should be alphanumeric** ▪ **com.yodlee.apps.ycc.registration.errorCodes.misMatch={_FIELD_NAME_} entered doesn't match with previous entry** ▪ **com.yodlee.apps.ycc.registration.page.title=Register**

	Customer Service Representative ▪ `com.yodlee.apps.ycc.csa.registration.page.title=Register Customer Service Administrator` ▪ `com.yodlee.apps.ycc.registration.page.subTitle=Customer Service Representative Information` ▪ `com.yodlee.apps.ycc.csa.registration.page.subTitle=Customer Service Administrator Information` ▪ `com.yodlee.apps.ycc.sr.registration.page.regularText=Register an Individual Customer Service Representative` ▪ `com.yodlee.apps.ycc.csa.registration.page.regularText=Register an Individual Customer Service Administrator` ▪ `com.yodlee.apps.ycc.registration.page.donotregister.link = Do not Complete Registration` ▪ `com.yodlee.apps.ycc.registration.submit.button.title = Register` ▪ `com.yodlee.apps.ycc.registration.submit.button.tooltip = Submit registration information` ▪ `com.yodlee.apps.ycc.registration.page.password.explanatorytext=Password should contain at least one number and no special characters.`
Individual Registration confirmation strings	▪ `com.yodlee.apps.ycc.registerconfirm.page.title = Registration Confirmation` ▪ `com.yodlee.apps.ycc.registerconfirm.page.subtitle = Registration Successful` ▪ `com.yodlee.apps.ycc.registerconfirm.page.subtitle.text =Your Customer Service Representatives have been successfully registered.` ▪ `com.yodlee.apps.ycc.registerconfirm.page.column.head.username = Username` ▪ `com.yodlee.apps.ycc.registerconfirm.page.column.head.name = Name` ▪ `com.yodlee.apps.ycc.registerconfirm.page.column.head.emailAddress = Email` ▪ `com.yodlee.apps.ycc.registerconfirm.page.column.head.accessLevel =Access Level` ▪ `com.yodlee.apps.ycc.registerconfirm.page.column.head.location = Location`

1.2.6 Batch Customer Service Representative Registration

The batch customer service representative registration parameters and strings are used to customize the user interface and functionality of the **Batch Register Customer Service Representative** page. The Admin user can register multiple Yodlee CustomerCare users at one time by registering a batch of Customer Service Representatives specified in the .csv file.

Feature Switch to enable or disable Batch Registraton/Deletion

```
1=Enable
0=Disable
feature.switch.BATCH_PROCESS=1
```

Batch Customer Service Representative Registration Cobrandable Parameters and Strings
Batch Registration page • **com.yodlee.apps.ycc.batchregister.page.title=Batch Register Customer Service Representatives** • **com.yodlee.apps.ycc.batchregister.page.subtitle=Upload Batch File** • **com.yodlee.apps.ycc.batchregister.page.file.text = Click "Browse" to select a file**
Batch Registration Results page • **com.yodlee.apps.ycc.batchregister.results.page.title=Batch Registration Results** • **com.yodlee.apps.ycc.batchregister.results.page.subtitle.successful =Registration Successful** • **com.yodlee.apps.ycc.batchregister.results.page.subtitle.successful .text=Your Customer Service Representatives have been successfully registered.** • **com.yodlee.apps.ycc.batchregister.results.page.column.head.usernam e = Username** • **com.yodlee.apps.ycc.batchregister.results.page.column.head.name = Name** • **com.yodlee.apps.ycc.batchregister.results.page.column.head.emailAd dress = Email** • **com.yodlee.apps.ycc.batchregister.results.page.column.head.accessL evel =Access Level** • **com.yodlee.apps.ycc.batchregister.results.page.column.head.locatio n = Location** • **com.yodlee.apps.ycc.batchregister.results.page.subtitle.failed=Reg istration Failed** • **com.yodlee.apps.ycc.batchregister.results.page.subtitle.failed.tex t=Followingerrors were encountered while registering your Customer Service Representatives.Please correct them and try again.** • **com.yodlee.apps.ycc.batchregister.results.page.column.head.errors=**

```
Error(s)
```
- **com.yodlee.apps.ycc.batchregister.results.page.failed.text=Batch Registration of Customer Service Representatives failed due to the incorrect file format. Please save the file in .CSV (comma delimited) format to your PC and try to upload it again**
- **com.yodlee.apps.ycc.batchregister.results.page.backtobatchregister .link=«Back to Batch Registration**

1.2.7 Batch Customer Service Representative Deletion

The Yodlee CustomerCare application allows batch deletion of Customer Service Representatives. The cobrandable parameters and strings for batch customer service representative deletion are used to customize the user interface and functionality of the **Batch Delete page** and the **Batch Delete Results page**.

Feature Switch to enable or disable Batch Registration/Deletion

```
1=Enable

0=Disable

feature.switch.BATCH_PROCESS=1
```

New Cobrand Parameters and Strings

Batch Delete page
   • **com.yodlee.apps.ycc.batchdelete.page.title=Batch Delete Customer Service Representatives**
   • **com.yodlee.apps.ycc.batchdelete.page.subtitle = Upload Batch File**
   • **com.yodlee.apps.ycc.batchdelete.page.browse.text=Click "Browse" to select a file**

Batch Delete Results page
   • **com.yodlee.apps.ycc.batchdelete.results.page.title=Delete Account Confirmation**
   • **com.yodlee.apps.ycc.batchdelete.results.page.subtitle.successful=Delete Accounts Successful**
   • **com.yodlee.apps.ycc.batchdelete.results.page.subtitle.successful.text=The following Customer Service Representatives have been deleted successfully .**
   • **com.yodlee.apps.ycc.batchdelete.results.page.column.head.username = Username**
   • **com.yodlee.apps.ycc.batchdelete.results.page.column.head.name = Name**
   • **com.yodlee.apps.ycc.batchdelete.results.page.column.head.emailAddress = Email**

- **com.yodlee.apps.ycc.batchdelete.results.page.column.head.accessLevel =Access Level**
- **com.yodlee.apps.ycc.batchdelete.results.page.column.head.location = Location**
- **com.yodlee.apps.ycc.batchdelete.results.page.column.head.reason=Reason**
- **com.yodlee.apps.ycc.batchdelete.results.page.subtitle.failed=Delete Account Failed**
- **com.yodlee.apps.ycc.batchdelete.results.page.subtitle.failed.text=Following errors were encountered while deleting your Customer Service Representatives.Please correct them and try again.**
- **com.yodlee.apps.ycc.batchdelete.results.page.column.head.errors=Error(s)**
- **com.yodlee.apps.ycc.batchdelete.results.page.failed.text=Batch Deletion of Customer Service Representatives failed due to the incorrect file format. Please save the file in .CSV (comma delimited) format to your PC and try to upload it again**
- **com.yodlee.apps.ycc.batchdelete.results.page.backtobatchdelete.link =« Back to Batch Delete**

1.2.8 Customer Service Representative Change Password

The **Change Password** page provides a Customer Service Representative or an Administrator an opportunity to change their current password instantly. Cobrandable parameters and strings are used to customize the user interface and functionality of the **Change Password** page.

Customer Service Representative Change Password Cobrandable Parameters and Strings
com.yodlee.apps.ycc.promptpasswordchange.page.title=Create a New Permanent Password   **com.yodlee.apps.ycc.promptpasswordchange.page.sidebar.text=Your Password has been reset. You will not be able to perform any activity until a new permanent password has been created.**   **com.yodlee.apps.ycc.createpermanentpwd.page.subtitle.text=To change your password, first type your existing password and then type your new password twice.**   **com.yodlee.apps.ycc.createpermanentpwd.page.oldpassword.label=Old Password:**   **com.yodlee.apps.ycc.createpermanentpwd.page.newpassword.label=Password:**   **com.yodlee.apps.ycc.createpermanentpwd.page.newpasswordconfirm.label=Confirm Password:**

1.2.9 Customer Service Representative Reset Password and Create Temporary Password

The Create Temporary Password page appears after clicking the Password Reset link on the **Customer Service Representative (CSR) Account Details** page. Only an administrative level account should possess the ACL that includes the ability to reset an agent's password. After an Administrator creates a temporary password, the CSR must be notified about the temporary password. Once the CSR logs back into Yodlee CustomerCare with a new password, the agent will be prompted to create a new and permanent password. Cobrandable parameters and strings are used to customize the user interface and functionality of the **Create Temporary Password** page.

Customer Service Representative Change Password Cobrandable Parameters and Strings
`com.yodlee.apps.ycc.resetpassword.page.title=Create Temporary Password`   `com.yodlee.apps.ycc.resetpassword.page.subtitle.text=Please enter a new temporary password for {FIRST_NAME} {LAST_NAME}`   `com.yodlee.apps.ycc.resetpassword.page.password.label= Password:`   `com.yodlee.apps.ycc.resetpassword.page.confirmpassword.label=Confirm Password:`   `com.yodlee.apps.ycc.resetpassword.page.donotcreate.link= Do Not Create Temporary Password`   `com.yodlee.apps.ycc.resetpassword.sidebar.accountdetails.link=View Account Details`   `com.yodlee.apps.ycc.resetpassword.sidebar.accesslog.link=View Access Log`   `com.yodlee.apps.ycc.changepassword.page.title=Change Password`   `com.yodlee.apps.ycc.promptpasswordchange.page.title=Create a New Permanent Password`   `com.yodlee.apps.ycc.changepassword.page.subtitle.text=To change your password, first type your existing password and then type your new password twice`   `com.yodlee.apps.ycc.changepassword.page.oldpassword.label=Old Password:`   `com.yodlee.apps.ycc.changepassword.page.newpassword.label= New Password:`   `com.yodlee.apps.ycc.changepassword.page.newpasswordconfirm.label=Confirm Password:`   `com.yodlee.apps.ycc.changepassword.page.donotchangepassword.link= Do Not Change Password`   `com.yodlee.apps.ycc.changepassword.sidebar.accountdetails.link=View Account Details`   `com.yodlee.apps.ycc.changepassword.sidebar.accesslog.link=View Access Log`

```
▪ com.yodlee.apps.ycc.changepassword.form.tempPassword.label=Old
  Password
▪ com.yodlee.apps.ycc.changepassword.form.newPassword.label= New
  Password
▪ com.yodlee.apps.ycc.changepassword.form.newPasswordConfirm.label=
  Confirm Password
```

1.2.10 Customer Support Representative Log

Cobrandable parameters and strings are used to customize the user interface and functionality of the View Access Log page and the Access Log Results page. The Customer Support Representative Log allows the agent to access the logs for the following actions:

- Customer Support Representative Administration
- Member Account Management
- Account and Transaction Management

Cobrandable Parameters and Strings for Access Activity Log

```
▪ com.yodlee.apps.ycc.accessactivitylog.page.title=Access Activity Log
▪ com.yodlee.apps.ycc.accessactivitylog.page.subtitle=Access Activity
  Log-{FIRST_NAME} {LAST_NAME}
▪ com.yodlee.apps.ycc.accessactivitylog.page.subtitle.text=Enter one or
  more fields to look up access logs for - {FIRST_NAME} {LAST_NAME}
▪ com.yodlee.apps.ycc.accessactivitylog.page.chooseactivity.label=Choose
  type of activity:
▪ com.yodlee.apps.ycc.accessactivitylog.page.chooseaction.label=Choose
  specific action to narrow the search:
▪ com.yodlee.apps.ycc.accessactivitylog.page.startdate.label= From Date:
▪ com.yodlee.apps.ycc.accessactivitylog.page.enddate.label=To Date:
▪ com.yodlee.apps.ycc.accessactivitylog.page.activity.default.option= -
  Any Activity Type-
▪ com.yodlee.apps.ycc.accessactivitylog.page.activity.agentadmin.option=
  Agent Administration
▪ com.yodlee.apps.ycc.accessactivitylog.page.activity.customermgmt.optio
  n=Customer Account Management
▪ com.yodlee.apps.ycc.accessactivitylog.page.activity.accounttransaction
  .option=Account/Transaction Management
▪ com.yodlee.apps.ycc.accessactivitylog.page.action.default.option=-Any
  Action Type-
```

Cobrandable Parameters and Strings for Access Activity Log Results
▪ `com.yodlee.apps.ycc.accessactivitylog.results.page.title=Access Log Results` ▪ `com.yodlee.apps.ycc.accessactivitylog.results.page.subtitle=Access Log Information` ▪ `com.yodlee.apps.ycc.accessactivitylog.results.page.subtitle.text = Access Information for  - {FIRST_NAME} {LAST_NAME}` ▪ `com.yodlee.apps.ycc.accessactivitylog.results.page.name.label=Name:` ▪ `com.yodlee.apps.ycc.accessactivitylog.results.page.emailAddress.label=Email:` ▪ `com.yodlee.apps.ycc.accessactivitylog.results.page.custserviceid.label=Customer Service ID:` ▪ `com.yodlee.apps.ycc.accessactivitylog.results.page.userName.label =Username:` ▪ `com.yodlee.apps.ycc.accessactivitylog.results.page.lastlogin.label= Last Login:` ▪ `com.yodlee.apps.ycc.accessactivitylog.results.page.accessLevel.label =Access Level:` ▪ `com.yodlee.apps.ycc.accessactivitylog.results.page.table.head.username=Username` ▪ `com.yodlee.apps.ycc.accessactivitylog.results.page.table.head.functionsaccessed= Functions Accessed` ▪ `com.yodlee.apps.ycc.accessactivitylog.results.page.table.head.timestamp=TimeStamp` ▪ `com.yodlee.apps.ycc.accessactivitylog.results.page.activitylog.title = Activity Log - {FIRST_NAME} {LAST_NAME}`

Cobrandable Parameters and Strings for All Agents Activity Log

▪ `com.yodlee.apps.ycc.allaccessactivitylog.page.subtitle=Look Up Activity Log`
 	
▪ `com.yodlee.apps.ycc.allaccessactivitylog.page.subtitle.text= Enter one or more fields to look up access logs for a specific agent or across all agents .`
 	
▪ `com.yodlee.apps.ycc.allaccessactivitylog.page.chooseagent.label=Specify agent's`
`username or leave blank`
 	
▪ `com.yodlee.apps.ycc.allaccessactivitylog.page.chooseactivity.label= Choose type of activity:`
 	
▪ `com.yodlee.apps.ycc.allaccessactivitylog.page.chooseaction.label=Choose specific action to`
`narrow the search:`

- **com.yodlee.apps.ycc.allaccessactivitylog.page.startdate.label= From Date:**
- **com.yodlee.apps.ycc.allaccessactivitylog.page.enddate.label=To Date:**
- **com.yodlee.apps.ycc.allaccessactivitylog.page.activity.default.opti on= -Any Activity Type-**
- **com.yodlee.apps.ycc.allaccessactivitylog.page.activity.agentadmin.o ption= Agent Administration**
- **com.yodlee.apps.ycc.allaccessactivitylog.page.activity.customermgmt .option=Customer Account Management**
- **com.yodlee.apps.ycc.allaccessactivitylog.page.activity.accounttrans action.option= Account/Transaction Management**
- **com.yodlee.apps.ycc.allaccessactivitylog.page.action.default.option =-Any Action Type-**

Access all Agent Activity log results
- **com.yodlee.apps.ycc.allaccessactivitylog.results.page.title=Activit y Log Results**
- **com.yodlee.apps.ycc.allaccessactivitylog.results.page.table.head.ag entusername=Rep Name**
- **com.yodlee.apps.ycc.allaccessactivitylog.results.page.table.head.cu stusername=Customer Name**
- **com.yodlee.apps.ycc.allaccessactivitylog.results.page.table.head.fu nctionsaccessed= Activity Performed**
- **com.yodlee.apps.ycc.allaccessactivitylog.results.page.table.head.ti mestamp=TimeStamp**
- **com.yodlee.apps.ycc.allaccessactivitylog.results.page.backtocsrlist .link=« Back to Customer Service Administration**
- **com.yodlee.apps.ycc.allaccessactivitylog.results.page.nolog.text = No access log information found.**

1.2.11 Customer Service Representative Group Management

The following cobrandable strings support the Customer Service Representative Group Management.

Cobrandable Strings for CSR Entitlements
- com.yodlee.apps.ycc.menu.title.gpm.csrGroupManagement=CSR Group Management
- com.yodlee.apps.ycc.gpm.admin.creategroup.stepOne=Step 1: Create CustomerCare Group
- com.yodlee.apps.ycc.gpm.admin.creategroup.maxCharFifty=(max

character: 50)

- com.yodlee.apps.ycc.gpm.admin.creategroup.maxCharTwoFiftySix=(max character: 256)
- com.yodlee.apps.ycc.gpm.admin.creategroup.entitlementFor=Select a template for:
- com.yodlee.apps.ycc.gpm.admin.creategroup.selectEntCategory=Select an Entitlement Category:
- com.yodlee.apps.ycc.gpm.admin.creategroup.stepTwo=Step 2: Assign entitlements to this CustomerCare Group
- com.yodlee.apps.ycc.gpm.admin.creategroup.heading=Create CustomerCare Group
- com.yodlee.apps.ycc.gpm.admin.creategroup.subheading=From this page, you can create a group and assign entitlements to this group.
- com.yodlee.apps.ycc.gpm.admin.creategroup.newGroupName=Group Name:
- com.yodlee.apps.ycc.gpm.admin.creategroup.newGroupDescription=Description:
- com.yodlee.apps.ycc.gpm.admin.creategroup.successHeading=CustomerCare Group Created
- com.yodlee.apps.ycc.gpm.admin.creategroup.successMessage= {_ACL_GROUP_NAME_} has been created successfully.
- com.yodlee.apps.ycc.gpm.creategroup.groupexists.error=A group called {_ACL_GROUP_NAME_} already exists.
- com.yodlee.apps.ycc.gpm.findgroup.pageTitle=Find Customer Group
- com.yodlee.apps.ycc.gpm.admin.findgroup.heading=Find CustomerCare Group
- com.yodlee.apps.ycc.gpm.admin.findgroup.customerGroup=CustomerCare Group:
- com.yodlee.apps.ycc.gpm.admin.findgroup.customerGroup.dropDownValue =Choose a CustomerCare Group
- com.yodlee.apps.ycc.gpm.admin.findgroup.optionMessage=Choose a CustomerCare Group
- com.yodlee.apps.ycc.gpm.admin.findgroup.button.text=Show »
- com.yodlee.apps.ycc.gpm.admin.findgroup.button.title=Show Group Details
- com.yodlee.apps.ycc.gpm.admin.editgroup.heading.noGroups=Edit CustomerCare Group
- com.yodlee.apps.ycc.gpm.admin.editgroup.heading={_ACL_GROUP_NAME_} Profile
- com.yodlee.apps.ycc.gpm.admin.editgroup.subheading=On this page you can add or remove group users, add this group to other groups, edit this group's properties, and edit the group's entitlements.
- com.yodlee.apps.ycc.gpm.admin.editgroup.customerCareGroupName=Group

```
         Name:
   ▪ com.yodlee.apps.ycc.gpm.admin.editgroup.customerCareGroupDesc=Group
     Description:
   ▪ com.yodlee.apps.ycc.gpm.admin.editgroup.customerCareGroupStatus=Cur
     rent Group Status:
   ▪ com.yodlee.apps.ycc.gpm.admin.editgroup.customerCareChangeStatusTo=
     Change Status To:
   ▪ com.yodlee.apps.ycc.gpm.admin.editgroup.customerCareUsersInGroup=Us
     ers in Group:
   ▪ com.yodlee.apps.ycc.gpm.csrDetails.sidebar.editGroupPolicy=Edit
     Group Policy
   ▪ com.yodlee.apps.ycc.gpm.admin.csrprofile.heading={_USER_NAME_}
     Profile
   ▪ com.yodlee.apps.ycc.gpm.admin.csrprofile.Tableheading=Assign
     {_USER_NAME_} to Group(s)
```

1.2.12 Audit Enhancements

The audit feature allows the user to view all the actions a Customer Service Representative has taken on a customer account. Customer service logs can be viewed in the **Customer Profile** page. The user can search for customer service logs associated with a particular Customer Service Representative. In the **Access Activity Log** page, the user can view actions taken by a Customer Service Representative.

Cobrandable strings are used to customize audit functionality.

Cobrandable Strings for Audit Support
▪ **com.yodlee.ycc.audit.event.1=Resend Share Request** ▪ **com.yodlee.ycc.audit.event.2=Update Share Request** ▪ **com.yodlee.ycc.audit.event.3=Unshare By Sharer** ▪ **com.yodlee.ycc.audit.event.17=Update ID Verification Status** ▪ **com.yodlee.ycc.audit.event.4= View CSR Account Details** ▪ **com.yodlee.ycc.audit.event.5=Unlock Account** ▪ **com.yodlee.ycc.audit.event.6=Suspend Account** ▪ **com.yodlee.ycc.audit.event.7=Activate (unsuspend) Account** ▪ **com.yodlee.ycc.audit.event.8=Delete Account** ▪ **com.yodlee.ycc.audit.event.9=Individual Account Registration** ▪ **com.yodlee.ycc.audit.event.10=Reset Password** ▪ **com.yodlee.ycc.audit.event.11=View Customer Profile Information** ▪ **com.yodlee.ycc.audit.event.12=Unlock Member Account** ▪ **com.yodlee.ycc.audit.event.13=Unsuspend User**

- **`com.yodlee.ycc.audit.event.14=Account Un-registration`**
- **`com.yodlee.ycc.audit.event.15=Suspend User`**
- **`com.yodlee.ycc.audit.event.16=Reset Password`**
- **`com.yodlee.ycc.audit.event.18=SEARCH_USER`**

1.3 Customer Management

1.3.1 User Activity Report

The following cobrandable strings support the customization of the User Activity Report.

Cobrandable User Activity Report Strings
`com.yodlee.apps.ycc.useractivity.ftdirect.page.title= Customer Activity {_APPLICATION_}`   **`com.yodlee.apps.ycc.useractivity.ftdirect.page.subtitle=Customer Activity  {_APPLICATION_}`**   **`com.yodlee.apps.ycc.useractivity.ftdirect.table.header.metric=Metric`**   **`com.yodlee.apps.ycc.useractivity.ftdirect.table.header.cumulative=Cumulative`**   **`com.yodlee.apps.ycc.useractivity.ftdirect.table.column.header.noofusers=Number of Customers`**   **`com.yodlee.apps.ycc.useractivity.ftdirect.table.column.header.numoftransfers=Number of Transfers`**   **`com.yodlee.apps.ycc.useractivity.ftdirect.table.column.header.valueoftransfers=Value of Transfers`**   **`com.yodlee.apps.ycc.useractivity.ftdirect.table.column.header.numofnewusers=Number of New Customers`**   **`com.yodlee.apps.ycc.useractivity.ftdirect.table.column.header.numoffailedtransfers=Number of Failed transfers`**   **`com.yodlee.apps.ycc.useractivity.ftdirect.table.column.header.valueoffailedtransfers=Value of Failed Transfers`**   **`com.yodlee.apps.ycc.useractivity.ftdirect.table.column.header.nuofdeletedaccounts=Number of Deleted Accounts`**   **`com.yodlee.apps.ycc.useractivity.sidebar.text=Use this page to view the usage statistics for the different products. Usage statistics for the current date as well as cumulative since the launch of the service is available. You can click on the link corresponding to the product that you want to access.`**</li><li>**`com.yodlee.apps.ycc.useractivity.sidebar.title=Customer Activity`**</li><li>**`com.yodlee.apps.ycc.useractivity.appname=FT Direct`**</li><li>**`com.yodlee.apps.ycc.useractivity.table.header.date=As on`**

1.3.2 Search Transaction/Customer

The following strings support the customization of the **Search Transaction/Customer** page.

Cobrandable Strings

Search Transaction/Customer Page Strings

- `Search Transaction/Customer Strings`
- `com.yodlee.apps.ycc.search.pageTitle=Search Transaction/Customer`
- `com.yodlee.apps.ycc.search.pageSubTitle={com.yodlee.apps.ycc.search.pageTitle}`
- `com.yodlee.apps.ycc.search.regularText=Customer Service Representatives can search for a transaction or a customer.`
- `com.yodlee.apps.ycc.search.ofac.sidebar=Find OFAC Match`
- `com.yodlee.apps.ycc.search.ofac.sidebar.OFACheading={com.yodlee.apps.ycc.ofac.page.title}`

Customer Search Form Strings

- `com.yodlee.apps.ycc.search.customer.sidebar.find=Find Customer or Transaction`
- `com.yodlee.apps.ycc.search.customer.sidebar.userActivity=View Customer Activity Reports`
- `com.yodlee.apps.ycc.search.customer.heading=Find Customer`
- `com.yodlee.apps.ycc.search.customer.text=Enter one or more fields to search for specific Customer(s).`
- `com.yodlee.apps.ycc.search.customer.fieldset.legend=Customer Lookup`
- `com.yodlee.apps.ycc.search.customer.username.label=Username`
- `com.yodlee.apps.ycc.search.customer.matchString.label=Match String`
- `com.yodlee.apps.ycc.search.customer.username.caption=(require min 3 characters)`
- `com.yodlee.apps.ycc.search.customer.firstname.label=First Name`
- `com.yodlee.apps.ycc.search.customer.lastname.label=Last Name`
- `com.yodlee.apps.ycc.search.customer.accountNumber.label=Payment Account Number`
- `com.yodlee.apps.ycc.search.customer.accountType.label=Payment Account Type`
- `com.yodlee.apps.ycc.search.customer.accountType.bank.text=DDA`
- `com.yodlee.apps.ycc.search.customer.accountType.card.text=Card`
- `com.yodlee.apps.ycc.search.customer.submit.text=Find Customer`
- `com.yodlee.apps.ycc.search.transaction.js.saerchtype.error=Please choose a search type to perform the search`
- `com.yodlee.apps.ycc.search.transaction.js.amount.error=Please enter a valid Amount.`
- `com.yodlee.apps.ycc.search.transaction.js.todate.error=To Date entered must be a date after the From Date`
- `com.yodlee.apps.ycc.search.transaction.js.anyfeilds.error=Enter one or more fields`
- `com.yodlee.apps.ycc.search.transaction.js.userName.validation.error=`

{com.yodlee.apps.ycc.sr.customer.userName} cannot have characters other than letters and numbers ▪ com.yodlee.apps.ycc.search.transaction.js.userName.validation.minLength.error= {com.yodlee.apps.ycc.sr.customer.userName} requires minimum 3 characters ▪ com.yodlee.apps.ycc.search.transaction.js.payeeName.validation.error= Payee Name cannot have characters other than letters and numbers ▪ com.yodlee.apps.ycc.search.Customer.js.userNameFirstName.validation.error=First Name cannot have characters other than letters and numbers ▪ com.yodlee.apps.ycc.search.Customer.js.userNameLastName.validation.error=Last Name cannot have characters other than letters and numbers ▪ com.yodlee.apps.ycc.search.Customer.js.paymentAccountNumber.validation.error=Payment Account Number cannot have characters other than letters and numbers ▪ com.yodlee.apps.ycc.search.transaction.js.payeeNameSD.validation.error=Source/Destination Account Name cannot have characters other than alphabets and numbers
Customer Search Error Strings ▪ com.yodlee.apps.ycc.search.customer.accountNumber.error=Please enter Payment Account Number ▪ com.yodlee.apps.ycc.search.customer.accountType.error=Please select Payment Account Type ▪ com.yodlee.apps.ycc.search.customer.global.error=Enter any one or more fields

1.3.3 Customer Search Results Page

The following strings support the customization of the **Customer Search Results** page.

Cobrandable Strings
Customer Search Results Page Strings ▪ com.yodlee.apps.ycc.searchresults.customer.page.title=Customer Search Results ▪ com.yodlee.apps.ycc.searchresults.customer.page.text=Review the search results listed below. You may want to narrow down your search by entering additional search criteria. ▪ com.yodlee.apps.ycc.searchresults.customer.table.heading=Search Results ▪ com.yodlee.apps.ycc.searchresults.customer.table.column.customername.displayName=Customer ▪ com.yodlee.apps.ycc.searchresults.customer.table.column.username.displayName=Username ▪ com.yodlee.apps.ycc.searchresults.customer.table.column.userstatus.displayName=Customer Status

- **`com.yodlee.apps.ycc.searchresults.customer.table.column.accountcreated`**
  `.displayName=Account Created`
- **`com.yodlee.apps.ycc.searchresults.customer.table.column.lastaccessed.d`**
  `isplayName=Last Accessed`
- **`com.yodlee.apps.ycc.searchresults.customer.zeroResults.text=Your`**
  `search did not return any customers.`

1.3.4 Transaction Search Results

Cobrandable strings and parameters are used to customize the user interface and functionality for customer payment and autopay in the **Transaction Search Results** page.

Cobrandable Search Strings for Transfer

- **`com.yodlee.apps.ycc.txnsearchresults.transfer.table.column.con`**
  `firmationNum.displayName=Confirmation No.`
- **`com.yodlee.apps.ycc.txnsearchresults.transfer.table.column.cus`**
  `tomer.displayName=Customer`
- **`com.yodlee.apps.ycc.txnsearchresults.transfer.table.column.sou`**
  `rce.displayName=Source Account Name`
- **`com.yodlee.apps.ycc.txnsearchresults.transfer.table.column.des`**
  `tination.displayName=Destination Account Name`
- **`com.yodlee.apps.ycc.txnsearchresults.transfer.table.column.sta`**
  `tus.displayName=Status`
- **`com.yodlee.apps.ycc.txnsearchresults.transfer.table.column.amo`**
  `unt.displayName=Amount`
- **`com.yodlee.apps.ycc.txnsearchresults.transfer.table.column.tra`**
  `nsferDate.displayName=Transfer Date`
- **`com.yodlee.apps.ycc.txnsearchresults.transfer.table.column.tra`**
  `nsferType.displayName=Transfer Type`

Cobrandable Transaction Search Results Parameters

- **`com.yodlee.app.ycc.txnsearch.paymentdate.format={com.yodlee.app.datetime.f`**
  `ormat.SHORT_DATE}`
- **`com.yodlee.app.ycc.txnsearch.autopaydate.format={com.yodlee.app.datetime.f`**
  `ormat.SHORT_DATE}`

Cobrandable Transaction Search Results Strings

- **`com.yodlee.apps.ycc.txnsearchresults.pageTitle=Transaction`**
  `Search Results`
- **`com.yodlee.apps.ycc.txnsearchresults.pageSubTitle=Transaction Search`**
  `Results`
- **`com.yodlee.apps.ycc.txnsearchresults.regularText=Review the list of`**
  `the results for your transaction search below. You may want to narrow`
  `down your search by entering additional search criteria.`

- **com.yodlee.apps.ycc.txnsearchresults.zeroresults.text=Your search returned zero transactions.**
- **com.yodlee.apps.ycc.txnsearchresults.payments.table.column.confirmatio nNum.displayName=Confirmation #**
- **com.yodlee.apps.ycc.txnsearchresults.payments.table.column.customer.di splayName=**
Customer
- **com.yodlee.apps.ycc.txnsearchresults.payments.table.column.payee.displ ayName=Payee**
- **com.yodlee.apps.ycc.txnsearchresults.payments.table.column.paymentacco unt.displayName=Payment Account #**
- **com.yodlee.apps.ycc.txnsearchresults.payments.table.column.status.disp layName=Payment Status**
- **com.yodlee.apps.ycc.txnsearchresults.payments.table.column.amount.disp layName=Amount**
- **com.yodlee.apps.ycc.txnsearchresults.payments.table.column.paymentDate .displayName=Payment Date**
- **com.yodlee.apps.ycc.txnsearchresults.payments.table.column.paymentRail .displayName=PaymentRail**
- **com.yodlee.apps.ycc.txnsearchresults.autopay.table.column.confirmation Num.displayName=Confirmation #**
- **com.yodlee.apps.ycc.txnsearchresults.autopay.table.column.customer.dis playName=Customer**
- **com.yodlee.apps.ycc.txnsearchresults.autopay.table.column.payee.displa yName=Payee**
- **com.yodlee.apps.ycc.txnsearchresults.autopay.table.column.paymentaccou nt.displayName=Payment Account #**
- **com.yodlee.apps.ycc.txnsearchresults.autopay.table.column.status.displ ayName=Autopay Status**
- **com.yodlee.apps.ycc.txnsearchresults.autopay.table.column.amount.displ ayName=Amount**
- **com.yodlee.apps.ycc.txnsearchresults.autopay.table.column.autopayDate. displayName=Autopay Date**

1.3.5 Customer Profile

The following strings support the customization of the **Customer Profile** page.

Cobrandable Strings
Customer Profile Page Strings - **com.yodlee.apps.ycc.customerprofile.page.title={_USER_NAME_} -**   **Profile** - **com.yodlee.apps.ycc.customerprofile.page.text=You may edit this**

```
customer's status and profile information, view recent activity, and
auto-login to their Yodlee MoneyCenter account on this page.
```
- `com.yodlee.apps.ycc.customerprofile.profile.heading=Customer Summary`
- `com.yodlee.apps.ycc.customerprofile.profile.name=Name`
- `com.yodlee.apps.ycc.customerprofile.profile.username=Username`
- `com.yodlee.apps.ycc.customerprofile.profile.address=Address`
- `com.yodlee.apps.ycc.customerprofile.profile.email=E-Mail Address`
- `com.yodlee.apps.ycc.customerprofile.profile.phone=Phone Number`
- `com.yodlee.apps.ycc.customerprofile.profile.lastLogin=Last Login`
- `com.yodlee.apps.ycc.customerprofile.profile.accountCreationDate=Account Created Date`
- `com.yodlee.apps.ycc.customerprofile.profile.accessStatus=Access Status`
- `com.yodlee.apps.ycc.customerprofile.profile.idVerificationStatus=Identity Verification Status`
- `com.yodlee.apps.ycc.customerprofile.profile.ofacStatus=OFAC Match:`
- `com.yodlee.apps.ycc.customerprofile.profile.assignedToGroups=Assigned to Groups:`
- `com.yodlee.apps.ycc.customerprofile.profile.action.verify=ID Verification`
- `com.yodlee.apps.ycc.customerprofile.profile.action.unlock=Unlock Account`
- `com.yodlee.apps.ycc.customerprofile.profile.action.suspend=Suspend Account`
- `com.yodlee.apps.ycc.customerprofile.profile.action.unsuspend=Activate Account`
- `com.yodlee.apps.ycc.customerprofile.profile.action.delete=Delete Account`
- `com.yodlee.apps.ycc.customerprofile.profile.action.oboLogin=Log In as Customer`
- `com.yodlee.apps.ycc.customerprofile.profile.action.email=Send E-Mail to Customer`
- `com.yodlee.apps.ycc.customerprofile.profile.actionTaken.editProfile=Profile successfully updated`
- `com.yodlee.apps.ycc.customerprofile.profile.actionTaken.resetPassword=Password successfully updated`
- `com.yodlee.apps.ycc.customerprofile.page.usernamehyphen={_USER_NAME_}`

- –
- **com.yodlee.apps.ycc.customerprofile.page.username={_USER_NAME_}**
- **com.yodlee.apps.ycc.customerprofile.profile.actionTaken.suspend=Successfully Suspended**
- **com.yodlee.apps.ycc.customerprofile.profile.actionTaken.unSuspend=Successfully Activated**
- **com.yodlee.apps.ycc.customerprofile.profile.actionTaken.unlock=Successfully Unlocked**
- **com.yodlee.apps.ycc.customerprofile.profile.actionTaken.canceltransfer =The Transfer was successfully cancelled.**
- **com.yodlee.apps.ycc.customerdetails.paymentactivity.text1=You may also view**
- **com.yodlee.apps.ycc.customerdetails.paymentactivity.link.text=all payment activity.**
- **com.yodlee.apps.ycc.customerdetails.autopayactivity.text1=You may also view**
- **com.yodlee.apps.ycc.customerdetails.autopayactivity.link.text=all autopay enrollments.**

Customer Details Sidebar
- **com.yodlee.apps.ycc.customerdetails.sidebar.overview=Overview**
- **com.yodlee.apps.ycc.customerdetails.sidebar.paymentActivity=All Payment Activity**
- **com.yodlee.apps.ycc.customerdetails.sidebar.enrollments=All Auto-Pay Enrollments**
- **com.yodlee.apps.ycc.customerdetails.sidebar.errors=All Errors**
- **com.yodlee.apps.ycc.customerdetails.sidebar.accounts=All Accounts**
- **com.yodlee.apps.ycc.customerdetails.sidebar.csrlog=Customer Service Log**
- **com.yodlee.apps.ycc.customerdetails.sidebar.switchingActivity=All Switching Activity**
- **com.yodlee.apps.ycc.customerdetails.sidebar.editAccounts=Edit Accounts**
- **com.yodlee.apps.ycc.customerdetails.sidebar.editUserStatus=Edit Customer Status**
- **com.yodlee.apps.ycc.customerdetails.sidebar.alltransfer= All Transfer Activity**
- **com.yodlee.apps.ycc.customerdetails.sidebar.allobotransfer= All OBO Transfer Activity**
- **com.yodlee.apps.ycc.customerdetails.sidebar.editProfile=Edit Customer Profile**
- **com.yodlee.apps.ycc.customerdetails.sidebar.customersr= All Service Requests**

Customer Management Strings
- **com.yodlee.apps.ycc.customermgmt.suspend.confirmationtext=Are you sure**

```
        you want to suspend user: {_USER_NAME_}?
    ▪  com.yodlee.apps.ycc.customermgmt.suspend.cancel=Do not Suspend
    ▪  com.yodlee.apps.ycc.customermgmt.suspend=Suspend

    ▪  com.yodlee.apps.ycc.customermgmt.unsuspend.confirmationtext=Are you
       sure you want to activate user: {_USER_NAME_}?
    ▪  com.yodlee.apps.ycc.customermgmt.unsuspend.cancel=Do not Activate
    ▪  com.yodlee.apps.ycc.customermgmt.unsuspend=Activate

    ▪  com.yodlee.apps.ycc.customermgmt.unregister.confirmationtext=Are you
       sure you want to delete user: {_USER_NAME_}?
    ▪  com.yodlee.apps.ycc.customermgmt.unregister.warning=You will not be
       able to undo this action.
    ▪  com.yodlee.apps.ycc.customermgmt.unregister.cancel=Do not Delete
    ▪  com.yodlee.apps.ycc.customermgmt.unregister=Delete

    ▪  com.yodlee.apps.ycc.customermgmt.unlock.confirmationtext=Are you sure
       you want to unlock user: {_USER_NAME_}?
    ▪  com.yodlee.apps.ycc.customermgmt.unlock.cancel=Do not Unlock
    ▪  com.yodlee.apps.ycc.customermgmt.unlock=Unlock

    ▪  com.yodlee.apps.ycc.customermgmt.resetPassword.heading=Create
       Temporary Password
    ▪  com.yodlee.apps.ycc.customermgmt.resetPassword.text=Please enter a new
       temporary password for {_USER_NAME_}
    ▪  com.yodlee.apps.ycc.customermgmt.resetPassword.newPasswordLabel=New
       Password
    ▪  com.yodlee.apps.ycc.customermgmt.resetPassword.confirmPasswordLabel=Co
       nfirm New Password
    ▪  com.yodlee.apps.ycc.customermgmt.resetPassword.passwordrestrictions1=A
       t least six characters
    ▪  com.yodlee.apps.ycc.customermgmt.resetPassword.passwordrestrictions2=A
       t least one letter
    ▪  com.yodlee.apps.ycc.customermgmt.resetPassword.passwordrestrictions3=A
       t least one number or symbol
    ▪  com.yodlee.apps.ycc.customermgmt.resetPassword.cancel=Do not Create
       Temporary Password
    ▪  com.yodlee.apps.ycc.customermgmt.resetPassword.submit=Create Temporary
       Password
```

1.3.6 All Errors

The **All Errors** page displays all error messages for the customer.The following strings support the customization of the **All Errors** page.

All Error Messages Page Cobrandable Strings
Customer All Errors Page Size
▪ `com.yodlee.app.ycc.customer.allerrors.pagination.pagesize =` `{com.yodlee.app.ycc.pagination.pagesize}`
▪ `com.yodlee.apps.ycc.allerrors.page.title= {_USER_NAME_} -  Errors`

- **com.yodlee.apps.ycc.allerrors.page.title.text=You may view all unresolved account and payment errors from this page.**
- **com.yodlee.apps.ycc.allerrors.page.accounts.label=Show errors for:**
- **com.yodlee.apps.ycc.allerrors.page.accounts.default.option = All Accounts**
- **com.yodlee.apps.ycc.allerrors.page.showerrors.label= Go Back:**
- **com.yodlee.apps.ycc.allerrors.page.showerrors.default.option=6 Months**
- **com.yodlee.apps.ycc.allerrors.page.showerrors.1week.option= 1 Week**
- **com.yodlee.apps.ycc.allerrors.page.showerrors.1month.option= 1 Month**
- **com.yodlee.apps.ycc.allerrors.page.showerrors.3months.option =3 Months**
- **com.yodlee.apps.ycc.allerrors.page.showerrors.6months.option=6 Months**
- **com.yodlee.apps.ycc.allerrors.page.showerrors.12months.option =12 Months**
- **com.yodlee.apps.ycc.allerrors.page.showerrors.all.option=All Errors**
- **com.yodlee.apps.ycc.allerrors.page.table.column.head.accountaffected=Account Affected**
- **com.yodlee.apps.ycc.allerrors.page.table.column.head.errorcode=Error Code**
- **com.yodlee.apps.ycc.allerrors.page.table.column.head.errormsg= Error Message**
- **com.yodlee.apps.ycc.allerrors.page.table.column.head.date=Date**
- **com.yodlee.apps.ycc.allerrors.page.noerrors.text=This customer has no records in this category.**

1.3.7 Customer Payment Activity

The **Payment Activity** page displays all Payment Activity for a user. Cobrandable strings are used to customize the user interface and functionality of the **Payment Activity** page.

Cobrandable Strings
Payment Activity
com.yodlee.apps.ycc.paymentactivity.message.txt1=Click Details if there is a record of activity.If no record exists,   **com.yodlee.apps.ycc.paymentactivity.message.txt2=click here**   **com.yodlee.apps.ycc.paymentactivity.message.txt3=to submit a generic service request**   **com.yodlee.apps.ycc.paymentactivity.pageTitle=All Payment Activity**   **com.yodlee.apps.ycc.paymentactivity.pageSubTitle={_USER_NAME_} - Payment Activity**

```
▪  com.yodlee.apps.ycc.paymentactivity.regularText=You may view all
   scheduled, in progress, completed, and failed payment requests from
   this page.
▪  com.yodlee.apps.ycc.paymentactivity.notfound.text=This customer has no
   records in this category.
▪  com.yodlee.apps.ycc.paymentactivity.table.header=Payment Activity
▪  com.yodlee.apps.ycc.paymentactivity.table.column.deliverOnDate.display
   Name=Deliver On
▪  com.yodlee.apps.ycc.paymentactivity.table.column.status.displayName=St
   atus
▪  com.yodlee.apps.ycc.paymentactivity.table.column.payee.displayName=Pay
   ee
▪  com.yodlee.apps.ycc.paymentactivity.table.column.paymentamount.display
   Name=Amount
▪  com.yodlee.apps.ycc.paymentactivity.table.column.paymentAccount.displa
   yName=Payment Account
▪  com.yodlee.apps.ycc.paymentactivity.table.column.paymentdetails.displa
   yName=View Details
▪  com.yodlee.apps.ycc.paymentactivity.message.txt1=Click Details if
   there is a record of activity.If no record exists,
▪  com.yodlee.apps.ycc.paymentactivity.message.txt2=click here
▪  com.yodlee.apps.ycc.paymentactivity.message.txt3=to submit a generic
   service request.
```

1.3.8   Customer Payment Details

The **Payment Details** page displays the details of a payment. Cobrandable strings are used to customize the user interface and functionality of the **Payment Details** page.

- Transaction Search Results
- Payment Detail
- Yodlee BillPay Payment Details
- Yodlee BillPay Payment Credit Instruction
- PayAnyOne Payment Debit Instruction
- Stop Payment

Cobrandable Parameters
Transaction Search Results ▪ `com.yodlee.app.ycc.txnsearch.paymentdate.format={com.yodlee.app.datetime.format.SHORT_DATE}` ▪ `com.yodlee.app.ycc.txnsearch.autopaydate.format={com.yodlee.app.datetime.format.SHORT_DATE}`

Cobrandable Strings

Payment Detail

- `com.yodlee.apps.ycc.paymentdetail.pageTitle=Payment Details`
- `com.yodlee.apps.ycc.paymentdetail.pageSubTitle=Payment Details`
- `com.yodlee.apps.ycc.paymentdetail.regularText=`
- `com.yodlee.apps.ycc.paymentdetail.form.header=Payment Details - Confirmation Number:`
- `com.yodlee.apps.ycc.paymentdetail.form.legend=Payment Details`
- `com.yodlee.apps.ycc.paymentdetail.form.customername.displayName=Customer Name`
- `com.yodlee.apps.ycc.paymentdetail.form.partnerConfirmationNumber.displayName=Partner Confirmation #`
- `com.yodlee.apps.ycc.paymentdetail.form.paymentRail.displayName=Payment Rail`
- `com.yodlee.apps.ycc.paymentdetail.form.paymentamount.displayName=Payment Amount`
- `com.yodlee.apps.ycc.paymentdetail.form.convenienceFee.displayName=Convenience Fee`
- `com.yodlee.apps.ycc.paymentdetail.form.paymentaccount.displayName=Payment Account`
- `com.yodlee.apps.ycc.paymentdetail.form.paymentRequestDate.displayName=Payment Scheduled On`
- `com.yodlee.apps.ycc.paymentdetail.form.paymentSentDate.displayName=Payment Sent Timestamp`
- `com.yodlee.apps.ycc.paymentdetail.form.paymentStatus.displayName=Payment Status`
- `com.yodlee.apps.ycc.paymentdetail.form.additionalInfo.displayName=Additional Info`
- `com.yodlee.apps.ycc.paymentdetail.form.payee.displayName=Payee`
- `com.yodlee.apps.ycc.paymentdetail.form.remittanceAddress.displayName=Payee Remittance Address`
- `com.yodlee.apps.ycc.paymentdetail.form.paymentAccount.displayName=Payment Account`
- `com.yodlee.apps.ycc.paymentdetail.form.deliverOnDate.displayName=Deliver on Date`
- `com.yodlee.apps.ycc.paymentdetail.form.debitTimeStamp.displayName=Debit Timestamp`
- `com.yodlee.apps.ycc.paymentdetail.form.paymentRejectedTimeStamp.displayName=Payment Rejected Timestamp`
- `com.yodlee.apps.ycc.paymentdetail.form.checkNumber.displayName=Check Number`
- `com.yodlee.apps.ycc.paymentdetail.form.refundTimeStamp.displayName=Refund Timestamp`
- `com.yodlee.apps.ycc.paymentdetail.form.attemptNumber.displayName=Attempt`

Number

Yodlee BillPay Payment Details

- **com.yodlee.apps.ycc.paymentdetail.payanyone.transactionId.displayName= Payment TransactionId**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.paymentRequestDate.display Name=Payment Scheduled On**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.paymentStatus.displayName= Payment Status**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.paymentAmount.displayName= Payment Amount**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.paymentRail.displayName=Pa yment Rail**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.estimatedCreditDate.displa yName=Estimated Credit Date**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.estimatedDebitDate.display Name=Estimated Credit Date**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.riskMode.displayName=Risk Model**

Yodlee BillPay Payment Credit Instruction

- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstructions=Credit Instructions**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction=Credit Instruction**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.requestI nfo=Credit Request Information**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.response Info=Credit Response Information**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.retur nInfo=Credit Return Information**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.requestI nfo. requestCreatedTimestamp.displayName=Request Created Time**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.requestI nfo. requestSentTimestamp.displayName=Request Sent Time**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.requestI nfo.**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.requestI nfo.requestScheduledTimestamp.displayName=Request Scheduled Time**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.requestI nfo.amount.displayName=Amount**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.requestI nfo.paymentRail.displayName=Payment Rail**

- com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.requestI
  nfo.chequeNumber.displayName=Cheque Number
- com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.response
  Info.
  responseRecievedTimestamp.displayName=Response Received Time
- com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.response
  Info.
  responseCode.displayName=Response Code
- com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.response
  Info.
  responseMessage.displayName=Response Message
- com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.response
  Info.
  actualPaymentRail.displayName=Actual Payment Rail

  com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.retur
  nInfo.
  returnTimestamp.displayName=Return Time Stamp
- com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.returnIn
  fo.
  returnCode.displayName=Return Code
- com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.returnIn
  fo.
  returnMessage.displayName=Return Message

  com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.partn
  er.displayName=Payment Partner

PayAnyOne Payment Debit Instruction

- com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstructions=Debit
  Instructions
- com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstruction=Debit
  Instruction
- com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstruction.requestInfo=D
  ebit Request Information
- com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstruction.returnInfo=De
  bit Return Information
- com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstruction.requestInfo.r
  equestCreatedTimestamp.displayName=Request Created Time
- com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstruction.requestInfo.r
  equestSentTimestamp.displayName=Request Sent Time
- com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstruction.requestInfo.a
  mount.displayName=Amount
- com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstruction.returnInfo.re
  turnTimestamp.displayName=Return Time Stamp
- com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstruction.returnInfo.re
  turnCode.displayName=Return Code
- com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstruction.returnInfo.re
  turnMessage.displayName=Return Message

Stop Payment Cobrandable Strings

The stop payment status is shown in the Payment Service Request page if a stop payment request has been made for the payment.

- **`com.yodlee.apps.moneycenter.billpay.stoppaymentrequest.pageTitle`**
- **`com.yodlee.apps.moneycenter.billpay.stoppaymentsubmitted.pageTitle`**
- **`com.yodlee.apps.billpay.stoppayment.heading`**
- **`com.yodlee.apps.billpay.stoppayment.lable`**
- **`com.yodlee.apps.billpay.stoppayment.reason1`**
- **`com.yodlee.apps.billpay.stoppayment.reason2`**
- **`com.yodlee.apps.billpay.stoppayment.reason3`**
- **`com.yodlee.apps.billpay.stoppayment.reason4`**
- **`com.yodlee.apps.billpay.stoppayment.buttonvalue`**
- **`com.yodlee.apps.billpay.stoppayment.numberofcharacters`**
- **`com.yodlee.apps.billpay.stoppayment.remaingcharacters`**
- **`com.yodlee.apps.billpay.stoppayment.confirmStoppaymentrequest`**
- **`com.yodlee.apps.billpay.stoppayment.cancelrequest`**
- **`com.yodlee.apps.billpay.stoppayment.pagesubtitle`**
- **`com.yodlee.apps.billpay.stoppayment.confirmQuestion`**
- **`com.yodlee.apps.billpay.stoppayment.checknumber`**
- **`com.yodlee.apps.billpay.stoppayment.accountnumber`**
- **`com.yodlee.apps.billpay.stoppayment.accountname`**
- **`com.yodlee.apps.billpay.stoppayment.checkissuedondate`**
- **`com.yodlee.apps.billpay.stoppaymentsubmitted.pagesubtitle`**
- **`com.yodlee.apps.billpay.stoppaymentsubmitted.formtitle`**
- **`com.yodlee.apps.billpay.stoppaymentsubmitted.message`**
- **`com.yodlee.apps.billpay.stoppaymentsubmitted.error`**
- **`com.yodlee.apps.billpay.stoppaymentsubmitted.stopPaymentrequest.link`**
- **`com.yodlee.apps.billpay.stoppayment.reason.required`**
- **`com.yodlee.apps.billpay.paymentDetail.stopstatus.label=Stop Payment Status`**
- **`com.yodlee.apps.billpay.stoppayment.status.STOP_IN_PROCESS=Stop In Progress`**
- **`com.yodlee.apps.billpay.stoppayment.status.STOP_APPROVED=Stop Approved`**
- **`com.yodlee.apps.billpay.stoppayment.status.STOP_DENIED=Stop Denied`**
- **`com.yodlee.apps.billpay.stoppayment.status.STOP_CANCELLED=Stop Cancelled`**

Stop Payment Cobrandable Strings

Cobrandable strings are used to customize the user interface and functionality of stop payment in the **Payment Details** page.

- **`com.yodlee.apps.ycc.paymentdetail.form.stopPayment.requestStatus=St`**

```
  op Payment Request Status:
▪ com.yodlee.apps.ycc.paymentdetail.form.stopPayment.requestStatus.op
  tion.stopInProgress=Stop In Progress
▪ com.yodlee.apps.ycc.paymentdetail.form.stopPayment.requestStatus.op
  tion.stopApproved=Stop Approved
▪ com.yodlee.apps.ycc.paymentdetail.form.stopPayment.requestStatus.op
  tion.stopDenied=Stop Denied
▪ com.yodlee.apps.ycc.paymentdetail.form.stopPayment.requestStatus.op
  tion.stopCancelled=Stop Cancelled
▪ com.yodlee.apps.ycc.paymentdetail.form.updateStatus.update=Update
  Status
▪ com.yodlee.apps.ycc.paymentdetail.form.updateStatus.updatetooltip=U
  pdate Status
▪ com.yodlee.apps.ycc.paymentdetail.form.stopThisPayment.stopPayment=
  Stop This Payment
▪ com.yodlee.apps.ycc.paymentdetail.form.stopThisPayment.stopPaymentt
  ooltip=Stop This Payment
▪ com.yodlee.apps.ycc.paymentdetail.updatePayment.pageTitle=Payment
  Details
▪ com.yodlee.apps.ycc.paymentdetail.updatePayment.pageSubTitle=Paymen
  t Details
▪ com.yodlee.apps.ycc.paymentdetail.updatePayment.regularText=
▪ com.yodlee.apps.ycc.paymentdetail.form.stopPayment.header=Stop This
  Payment
▪ com.yodlee.apps.ycc.paymentdetail.form.stopPayment.text=To stop
  this payment,please provide a reason :
▪ com.yodlee.apps.ycc.paymentdetail.form.stopPayment.reasonone=Duplic
  ate Payment
▪ com.yodlee.apps.ycc.paymentdetail.form.stopPayment.reasontwo=Paymen
  t Dispute
▪ com.yodlee.apps.ycc.paymentdetail.form.stopPayment.reasonthree=Wron
  g Payee
▪ com.yodlee.apps.ycc.paymentdetail.form.stopPayment.reasonfour=Other
▪ com.yodlee.apps.ycc.paymentdetail.form.stopPayment.NumberOfCharacte
  rs=(up to 1024 Characters)
▪ com.yodlee.apps.ycc.paymentdetail.updatePaymentStatusConfirm.pageTi
  tle=Stop Payment Request Confirmation Page
▪ com.yodlee.apps.ycc.paymentdetail.updatePaymentStatusConfirm.pageSu
  bTitle=Stop Payment Request Confirmation Page
▪ com.yodlee.apps.ycc.paymentdetail.updatePaymentStatusConfirm.regula
  rText=Your request to stop payment has not been processed yet.
▪ com.yodlee.apps.ycc.paymentdetail.form.updatePaymentStatusConfirm.h
```

```
                eader=Confirm Stop Payment Request
          ▪  com.yodlee.apps.ycc.paymentdetail.form.updatePaymentStatusConfirm.s
             ubtitle=Confirm Stop Payment Request
          ▪  com.yodlee.apps.ycc.paymentdetail.form.stopPaymentStatus=Stop In
             Process
          ▪  com.yodlee.apps.ycc.paymentdetail.form.paymentStatus=In Progress
          ▪  com.yodlee.apps.ycc.paymentdetail.form.updatePaymentStatusConfirm.c
             ancelRequest=Cancel Request
          ▪  com.yodlee.apps.ycc.paymentdetail.form.updatePaymentStatusConfirm.p
             aymentAccountName=Payment Account Name
          ▪  com.yodlee.apps.ycc.paymentdetail.form.updatePaymentStatusConfirm.p
             aymentAccountNumber=Payment Account Number
          ▪  com.yodlee.apps.ycc.paymentdetail.form.stopPaymentStatus.STOP_IN_PR
             OCESS=Stop In Process
          ▪  com.yodlee.apps.ycc.paymentdetail.form.stopPaymentStatus.STOP_APPRO
             VED=Stop Approved
          ▪  com.yodlee.apps.ycc.paymentdetail.form.stopPaymentStatus.STOP_CANCE
             LLED=Stop Cancelled
          ▪  com.yodlee.apps.ycc.paymentdetail.payanyone.statusChangeReason.disp
             layName=Status Change Reason
          ▪  com.yodlee.apps.ycc.paymentdetail.form.updateStatus=Update Status
```

1.3.9   Stop Payment Request Confirmation Page

The following strings support the customization of the **Stop Payment Request Confirmation** page.

Stop Payment Request Confirmation Cobrandable Strings

Autopay Enrollment Detail
   ▪ `com.yodlee.apps.ycc.paymentdetail.updatePaymentStatusConfirm.pageTitle=Stop Payment Request Confirmation`
   ▪ `com.yodlee.apps.ycc.paymentdetail.updatePaymentStatusConfirm.pageSubTitle={_USER_NAME_} - Stop Payment Request Confirmation`
   ▪ `com.yodlee.apps.ycc.paymentdetail.updatePaymentStatusConfirm.regularText=Your request to stop payment has not been processed yet.`
   ▪ `com.yodlee.apps.ycc.paymentdetail.form.updatePaymentStatusConfirm.header=Confirm Stop Payment Request`
   ▪ `com.yodlee.apps.ycc.paymentdetail.form.updatePaymentStatusConfirm.subtitle=Confirm Stop Payment Request`
   ▪ `com.yodlee.apps.ycc.paymentdetail.form.stopPaymentStatus=Stop In Process`
   ▪ `com.yodlee.apps.ycc.paymentdetail.form.paymentStatus=Payment Made`
   ▪ `com.yodlee.apps.ycc.paymentdetail.form.updatePaymentStatusConfirm.cancelRe`

```
      quest=Do not Update
▪ com.yodlee.apps.ycc.paymentdetail.form.updatePaymentStatusConfirm.paymentA
  ccountName=Payment Account Name
▪ com.yodlee.apps.ycc.paymentdetail.form.updatePaymentStatusConfirm.paymentA
  ccountNumber=Payment Account Number
▪ com.yodlee.apps.ycc.paymentdetail.form.stopPaymentStatus.STOP_IN_PROCESS=S
  top In Process
▪ com.yodlee.apps.ycc.paymentdetail.form.stopPaymentStatus.STOP_APPROVED=Sto
  p Approved
▪ com.yodlee.apps.ycc.paymentdetail.form.stopPaymentStatus.STOP_CANCELLED=St
  op Cancelled
▪ com.yodlee.apps.ycc.paymentdetail.form.stopPaymentStatus.STOP_DENIED=Stop
  Denied
▪ com.yodlee.apps.ycc.paymentdetail.payanyone.statusChangeReason.displayName
  =Reason for Stop Payment
▪ com.yodlee.apps.ycc.paymentdetail.form.updateStatus=Update Status
▪ com.yodlee.apps.ycc.paymentdetail.form.updateMessage.stopPayment=Your
  request for stop payment has been sent successfully.
▪ com.yodlee.apps.ycc.paymentdetail.form.updateMessage.updateStatus.stopAppr
  oved=Stop Payment Approved
▪ com.yodlee.apps.ycc.paymentdetail.form.updateMessage.updateStatus.stopDeni
  ed=Stop Payment Denied
▪ com.yodlee.apps.ycc.paymentdetail.form.page.default.option=Choose
▪ com.yodlee.apps.ycc.paymentdetail.form.updateMessage.stopPayment.2=Your
  request for stop payment has been approved.
▪ com.yodlee.apps.ycc.paymentdetail.form.updateMessage.stopPayment.3=Your
  request for stop payment has been denied.
▪ com.yodlee.apps.ycc.paymentdetail.form.updateMessage.stopPayment.4=Your
  request for stop payment has been cancelled.
▪ com.yodlee.apps.ycc.paymentdetail.update.confirmationmessage.unsuspend=You
  r Payment Account details have been unsuspended successfully.
▪ com.yodlee.apps.ycc.paymentdetail.update.confirmationmessage.suspend=Your
  Payment Account details have been suspended successfully.
▪ com.yodlee.apps.ycc.paymentdetail.update.confirmationmessage.delete=Your
  Payment Account details have been deleted successfully.
```

1.3.10 Customer Payee Details

Payee details can be viewed and edited in the **Payee Details** page. Cobrandable strings are used to customize the user interface and functionality of the **Payee Details** page.

```
Cobrandable Strings for the Payee Details Page
▪ com.yodlee.apps.ycc.payeedetail.pageTitle=Payee Account Details
▪ com.yodlee.apps.ycc.payeedetail.pageSubTitle=Payee Account Details
```

- `com.yodlee.apps.ycc.payeedetail.regularText=`
- `com.yodlee.apps.ycc.payeedetail.form.header=Payee Account Details -`
- `com.yodlee.apps.ycc.payeedetail.form.element.nameOnFile.displayName=Name on File`
- `com.yodlee.apps.ycc.payeedetail.form.element.payee.displayName=Payee`
- `com.yodlee.apps.ycc.payeedetail.form.element.accountnumber.displayName=Account Number`
- `com.yodlee.apps.ycc.payeedetail.form.element.address1.displayName=Address 1`
- `com.yodlee.apps.ycc.payeedetail.form.element.address2.displayName=Address 2`
- `com.yodlee.apps.ycc.payeedetail.form.element.city.displayName=City`
- `com.yodlee.apps.ycc.payeedetail.form.element.state.displayName=State`
- `com.yodlee.apps.ycc.payeedetail.form.element.zipcode.displayName=Zip Code`
- `com.yodlee.apps.ycc.payeedetail.form.element.createdDate.displayName=Account Created Date`
- `com.yodlee.apps.ycc.payeedetail.form.element.lastUpdatedDate.displayName=Last Modified Date`
- `com.yodlee.apps.ycc.payeedetail.form.element.update.displayName=Update Account`
- `com.yodlee.apps.ycc.payeedetail.form.element.delete.displayName=Delete Account`
- `com.yodlee.apps.ycc.payeedetail.delete.confirmationtext=Confirm whether you want to delete payee {_PAYEE_NAME_}`
- `com.yodlee.apps.ycc.payeedetail.delete.cancel=« Do not Delete`
- `com.yodlee.apps.ycc.payeedetail.delete=Delete`
- `com.yodlee.apps.ycc.payeedetail.delete.invalidStateChange.confirmation text=Failed to delete payee {_PAYEE_NAME_}. Payee deletion fails if active payments or autopay is in process for the payee.`
- `com.yodlee.apps.ycc.payeedetail.delete.invalidStateChange.discard=« Skip to payee Details`

Cobrandable Strings for Edit Payee Account Error

- `com.yodlee.apps.ycc.payeedetail.empty.nameOnAccount.message=Please enter a name on file`
- `com.yodlee.apps.ycc.payeedetail.empty.name.message=Please enter a valid payee name`
- `com.yodlee.apps.ycc.payeedetail.empty.accountNumber.message=Please enter a valid Account Number`
- `com.yodlee.apps.ycc.payeedetail.empty.address1.message=Please enter a valid address`
- `com.yodlee.apps.ycc.payeedetail.empty.city.message=Please enter a valid city`

- **com.yodlee.apps.ycc.payeedetail.empty.state.message=Please select a state**
- **com.yodlee.apps.ycc.payeedetail.empty.zipCode1.message=Please enter a valid zipcode**

1.3.11 Customer Payment Account Details

The user can view or edit payment account details in the **Payment Account Details** page. Cobrandable strings are used to customize the user interface and functionality of the **Payment Account Details** page.

Cobrandable Strings for Customer Payment Account Details
Card Type Display Names ▪ **com.yodlee.app.ycc.common.cardtype.unknown=Unknown** ▪ **com.yodlee.app.ycc.common.cardtype.visa=Visa** ▪ **com.yodlee.app.ycc.common.cardtype.mastercard=MasterCard** ▪ **com.yodlee.app.ycc.common.cardtype.american_express=American Express** ▪ **com.yodlee.app.ycc.common.cardtype.discover_card=Discover Card** ▪ **com.yodlee.app.ycc.common.cardtype.diners_club=Diners Club**
Dfi Account Type DisplayNames ▪ **com.yodlee.app.ycc.common.dfi_account_type.savings=Savings** ▪ **com.yodlee.app.ycc.common.dfi_account_type.checking=Checking**
Month Display Names ▪ **com.yodlee.app.ycc.common.month.0.displayname=January** ▪ **com.yodlee.app.ycc.common.month.1.displayname=February** ▪ **com.yodlee.app.ycc.common.month.2.displayname=March** ▪ **com.yodlee.app.ycc.common.month.3.displayname=April** ▪ **com.yodlee.app.ycc.common.month.4.displayname=May** ▪ **com.yodlee.app.ycc.common.month.5.displayname=June** ▪ **com.yodlee.app.ycc.common.month.6.displayname=July** ▪ **com.yodlee.app.ycc.common.month.7.displayname=August** ▪ **com.yodlee.app.ycc.common.month.8.displayname=September** ▪ **com.yodlee.app.ycc.common.month.9.displayname=October** ▪ **com.yodlee.app.ycc.common.month.10.displayname=November** ▪ com.yodlee.app.ycc.common.month.11.displayname=December
Edit Payment Account Error Strings ▪ **com.yodlee.apps.ycc.paymentaccount.card.empty.nickName.message=Please enter a valid nickname** ▪ **com.yodlee.apps.ycc.paymentaccount.card.empty.nameOnCard.message=Please enter a valid name**

- com.yodlee.apps.ycc.paymentaccount.card.empty.address1.message=Please enter a valid address
- com.yodlee.apps.ycc.paymentaccount.card.empty.cardNumber.message=Please enter a valid card number
- com.yodlee.apps.ycc.paymentaccount.card.empty.city.message=Please enter a valid city
- com.yodlee.apps.ycc.paymentaccount.card.empty.expiryMonth.message=Please enter a valid Expiration month
- com.yodlee.apps.ycc.paymentaccount.card.empty.expiryYear.message=Please enter a valid year
- com.yodlee.apps.ycc.paymentaccount.card.empty.state.message=Please enter a valid state
- com.yodlee.apps.ycc.paymentaccount.card.empty.cardType.message=Please enter a valid card type
- com.yodlee.apps.ycc.paymentaccount.card.empty.zipCode1.message=Please enter a valid zipcode
- com.yodlee.apps.ycc.paymentaccount.card.empty.futureExpiryDate.message=Expiration dates should always be a future date
- com.yodlee.apps.ycc.paymentaccount.bank.empty.bankName.message=Please enter a valid bank name
- com.yodlee.apps.ycc.paymentaccount.bank.empty.routingNumber.message=Please enter a Routing Number

Payment Account Details Page Strings
- com.yodlee.apps.ycc.paymentaccount.pageTitle=Payment Account Details
- com.yodlee.apps.ycc.paymentaccount.pageSubTitle=Payment Account Details
- com.yodlee.apps.ycc.paymentaccount.regularText=
- com.yodlee.apps.ycc.paymentaccount.suspend.link.text=Suspend Account
- com.yodlee.apps.ycc.paymentaccount.delete.link.text=Delete Account
- com.yodlee.apps.ycc.paymentaccount.unsuspend.link.text=Unsuspend Account
- com.yodlee.apps.ycc.paymentaccount.delete.pageTitle=Delete Payment Account
- com.yodlee.apps.ycc.paymentaccount.delete.pageSubTitle=Delete Payment Account
- com.yodlee.apps.ycc.paymentaccount.delete.regularText=
- com.yodlee.apps.ycc.paymentaccount.delete.confirmationtext=Confirm whether you want to delete Payment Account {_PAYM_ACOUNT_NAME_}
- com.yodlee.apps.ycc.paymentaccount.delete.cancel=« Do not Delete
- com.yodlee.apps.ycc.paymentaccount.delete=Delete
- com.yodlee.apps.ycc.paymentaccount.suspend.pageTitle=Suspend Payment Account
- com.yodlee.apps.ycc.paymentaccount.suspend.pageSubTitle=Suspend Payment Account

- `com.yodlee.apps.ycc.paymentaccount.suspend.regularText=`
- `com.yodlee.apps.ycc.paymentaccount.suspend.confirmationtext=Confirm whether you want to suspend Payment Account {_PAYM_ACOUNT_NAME_}`
- `com.yodlee.apps.ycc.paymentaccount.suspend.cancel=« Do not Suspend`
- `com.yodlee.apps.ycc.paymentaccount.suspend=Suspend`
- `com.yodlee.apps.ycc.paymentaccount.unsuspend.pageTitle=Unsuspend Payment Account`
- `com.yodlee.apps.ycc.paymentaccount.unsuspend.pageSubTitle=Unspend Payment Account`
- `com.yodlee.apps.ycc.paymentaccount.unsuspend.regularText=`
- `com.yodlee.apps.ycc.paymentaccount.unsuspend.confirmationtext=Confirm whether you want to unsuspend Payment Account {_PAYM_ACOUNT_NAME_}`
- `com.yodlee.apps.ycc.paymentaccount.unsuspend.cancel=« Do not Unsuspend`
- `com.yodlee.apps.ycc.paymentaccount.unsuspend=Unsuspend`
- `com.yodlee.apps.ycc.paymentaccount.invalidStateChange.confirmationtext =Failed to perform requested action on Payment Account {_PAYM_ACOUNT_NAME_}. Payment Account deletion/suspension fails if active payments or autopay is in process for this payment account.`
- `com.yodlee.apps.ycc.paymentaccount.invalidStateChange.discard=« Skip to Payment Account Details`

Card Payment Account Details Page Strings
- `com.yodlee.apps.ycc.paymentaccount.card.form.header=Payment Account Details - {_USER_NAME_}.`
- `com.yodlee.apps.ycc.paymentaccount.card.form.element.nameOnFile.displa yName=Name on File`
- `com.yodlee.apps.ycc.paymentaccount.card.form.element.address1.displayN ame=Address 1`
- `com.yodlee.apps.ycc.paymentaccount.card.form.element.address2.displayN ame=Address 2`
- `com.yodlee.apps.ycc.paymentaccount.card.form.element.city.displayName= City`
- `com.yodlee.apps.ycc.paymentaccount.card.form.element.state.displayName =State`
- `com.yodlee.apps.ycc.paymentaccount.card.form.element.zipcode.displayNa me=Zip Code`
- `com.yodlee.apps.ycc.paymentaccount.card.form.element.nickName.displayN ame=Payment Account`
- `com.yodlee.apps.ycc.paymentaccount.card.form.element.cardType.displayN ame=Account Type`
- `com.yodlee.apps.ycc.paymentaccount.card.form.element.accountNumber.dis playName=Account Number`
- `com.yodlee.apps.ycc.paymentaccount.card.form.element.expirationDate.di splayName=Expiration Date`

- - com.yodlee.apps.ycc.paymentaccount.card.form.element.createdDate.displ
ayName=Account Created Date
  - com.yodlee.apps.ycc.paymentaccount.card.form.element.lastUpdatedDate.d
isplayName=Last Modified Date
  - com.yodlee.apps.ycc.paymentaccount.card.form.element.update.displayNam
e=Update Account

Bank Payment Account Details Page Strings
- com.yodlee.apps.ycc.paymentaccount.bank.form.header=Payment Account Details - {_USER_NAME_}.   - com.yodlee.apps.ycc.paymentaccount.bank.form.element.bankName.displayName=Bank Name   - com.yodlee.apps.ycc.paymentaccount.bank.form.element.routingNumber.displayName=Routing Number   - com.yodlee.apps.ycc.paymentaccount.bank.form.element.accountNumber.displayName=Account Number   - com.yodlee.apps.ycc.paymentaccount.bank.form.element.accountType.displayName=Account Type   - com.yodlee.apps.ycc.paymentaccount.bank.form.element.createdDate.displayName=Account Created Date   - com.yodlee.apps.ycc.paymentaccount.bank.form.element.lastUpdatedDate.displayName=Last Modified Date   - com.yodlee.apps.ycc.paymentaccount.bank.form.element.update.displayName=Update Account

1.3.12 All Transfer Activity

The following cobrandable strings support the customization of the **Transfer Activity** page.

Transfer Activity Page Cobrandable Strings
- com.yodlee.apps.ycc.paymentactivity.message.txt1=Click Details if there is a record of activity.If no record exists,   - com.yodlee.apps.ycc.paymentactivity.message.txt2=click here   - com.yodlee.apps.ycc.paymentactivity.message.txt3=to submit a generic service request   - com.yodlee.apps.ycc.transferacitvity.page.pagetitle={_USER_NAME_} - Transfer Activity   - com.yodlee.apps.ycc.transferacitvity.page.title=Transfer Activity   - com.yodlee.apps.ycc.transferacitvity.page.subtitle=You may view all in progress, scheduled, completed, and failed funds transfer requests from this page.   - com.yodlee.apps.ycc.transferacitvity.page.notransfer.text=This customer has no records in this category.   - com.yodlee.apps.ycc.transferacitvity.page.noobotransfer.text=This

> **customer has no records in this category.**
> - **com.yodlee.apps.ycc.transferacitvity.page.viewdetails.text=Details**
> - **com.yodlee.apps.ycc.transferacitvity.page.table.amount.title=Amount**
> - **com.yodlee.apps.ycc.transferacitvity.page.table.destAcct.title=Destination Account Name**
> - **com.yodlee.apps.ycc.transferacitvity.page.table.sourceAcct.title=Source Account Name**
> - **com.yodlee.apps.ycc.transferacitvity.page.table.status.title=Status**
> - **com.yodlee.apps.ycc.transferacitvity.page.viewdetails.title=View Details**
> - **com.yodlee.apps.ycc.transferacitvity.page.table.transferDate.title=Transfer timestamp**
> - **com.yodlee.apps.ycc.transferacitvity.page.showtransferfrom.label=Show transfers From:**
> - **com.yodlee.apps.ycc.transferacitvity.page.showtransferto.label= To:**
> - **com.yodlee.apps.ycc.transferacitvity.page.showtransfergoing.label=Go Back:**
> - **com.yodlee.apps.ycc.transferactivity.message.txt1=Click Details if there is a record of activity.If no record exists,**
> - **com.yodlee.apps.ycc.transferactivity.message.txt2=click here**
> - **com.yodlee.apps.ycc.transferactivity.message.txt3=to submit a generic service request.**
> - **com.yodlee.apps.ycc.transferactivity.alldestacct=All Destination Accounts**
> - **com.yodlee.apps.ycc.transferactivity.allsourceacct=All Source Accounts**
> - **com.yodlee.apps.ycc.transferacitvity.page.showobotransferfrom.label = Show obo transfers From:**

1.3.13 Transfer Details

The following strings support the customization of the **Transfer Details** page.

> Cobrandable Strings for the Transfer Details Page
> - **com.yodlee.apps.ycc.transferDetails.page.title={_USER_NAME_} - Transfer Details**
> - **com.yodlee.apps.ycc.transferDetails.debitInstruction.title=Debit Instruction Details**
> - **com.yodlee.apps.ycc.transferDetails.creditInstruction.title=Credit Instruction Details**
> - **com.yodlee.apps.ycc.transferDetails.formoftransfer=Form Of Transfer:**
> - **com.yodlee.apps.ycc.transferDetails.noc.title=NOC Change Applied:**

- `com.yodlee.apps.ycc.transferDetails.noc.no=No`
- `com.yodlee.apps.ycc.transferDetails.noc.yes=Yes`
- `com.yodlee.apps.ycc.transferDetails.routingNum=Routing Number:`
- `com.yodlee.apps.ycc.transferDetails.accountNum=Account Number:`
- `com.yodlee.apps.ycc.transferDetails.accountName=Account Name:`
- `com.yodlee.apps.ycc.transferDetails.destAcct.title=Destination Account`
- `com.yodlee.apps.ycc.transferDetails.sourceAcct.title=Source Account`
- `com.yodlee.apps.ycc.transferDetails.status=Status:`
- `com.yodlee.apps.ycc.transferDetails.transferType=Transfer Type:`
- `com.yodlee.apps.ycc.transferDetails.fee=Fee:`
- `com.yodlee.apps.ycc.transferDetails.transferAmt=Transfer Amount:`
- `com.yodlee.apps.ycc.transferDetails.deliveryDate=Transfer  Delivery Date:`
- `com.yodlee.apps.ycc.transferDetails.requestDate=Transfer Request Date:`
- `com.yodlee.apps.ycc.transferDetails.confNum=Yodlee Confirmation No.:`
- `com.yodlee.apps.ycc.transferDetails.summary.title=Transfer Summary`
- `com.yodlee.apps.ycc.transferDetails.cancel.page.title=Cancel Transfer`
- `com.yodlee.apps.ycc.transferDetails.cancel.page.subtitle=Your request to manually cancel this transfer has not been processed yet.`
- `com.yodlee.apps.ycc.transferdetails.page.donotcancel.link=« Do Not Cancel`
- `com.yodlee.apps.ycc.transferdetails.page.debit=Debit`
- `com.yodlee.apps.ycc.transferdetails.page.credit=Credit`
- `com.yodlee.apps.ycc.transferDetails.transferDate=Transfer Timestamp:`
- `com.yodlee.apps.ycc.transferDetails.transferID=Transfer ID:`
- `com.yodlee.apps.ycc.transferDetails.scheduledDate=Scheduled Date:`
- `com.yodlee.apps.ycc.transferDetails.bankAccountName=Bank Account Name:`
- `com.yodlee.apps.ycc.transferDetails.bankAccountNumber=Bank Account Number:`

1.3.14 Transfer Account (DDA Account) Details

The following cobrandable strings support the customization of the **Transfer Account Details** page.

Cobrandable Strings for the Transfer Account Details

- `com.yodlee.apps.ycc.transferAcctDetails.page.subtitle=DDA Account Details-`
- `com.yodlee.apps.ycc.transferAcctDetails.page.acctName= Account Name:`
- `com.yodlee.apps.ycc.transferAcctDetails.page.acctType=  Account Type:`
- `com.yodlee.apps.ycc.transferAcctDetails.page.acctNum=Account Number:`
- `com.yodlee.apps.ycc.transferAcctDetails.page.routingNum= Routing`

Number:
- `com.yodlee.apps.ycc.transferAcctDetails.page.verStatus= Verification Status:`
- `com.yodlee.apps.ycc.transferAcctDetails.page.verType= Verification Type:`
- `com.yodlee.apps.ycc.transferAcctDetails.page.verMethod=Verification Method:`
- `com.yodlee.apps.ycc.transferAcctDetails.page.acctStatus= Account Status:`
- `com.yodlee.apps.ycc.transferAcctDetails.page.modifiedDate= Last Modified:`
- `com.yodlee.apps.ycc.transferAcctDetails.page.createdDate= Account Created:`
- `com.yodlee.apps.ycc.transferAcctDetails.page.suspend.option=Suspend Account:`
- `com.yodlee.apps.ycc.transferAcctDetails.page.unsuspend.option=Unsuspend Account:`
- `com.yodlee.apps.ycc.transferAcctDetails.page.reasonCode.option=Choose Reason Code`
- `com.yodlee.apps.ycc.transferAcctDetails.page.activate.option=Activate Account`
- `com.yodlee.apps.ycc.transferAcctDetails.page.deactivate.option=De-Activate Account`
- `com.yodlee.apps.ycc.transferAcctDetails.page.submitsr.link=Submit a Service Request for this Account`
- `com.yodlee.apps.ycc.transferAcctDetails.page.suspHistory.reasonCode=Reason Code`
- `com.yodlee.apps.ycc.transferAcctDetails.page.suspHistory.action=Action`
- `com.yodlee.apps.ycc.transferAcctDetails.page.suspHistory.date=Date`
- `com.yodlee.apps.ycc.transferAcctDetails.page.suspHistory.title=Suspension History`
- `com.yodlee.apps.ycc.transferAcctDetails.page.ddaAcctNotCreated.text=The DDA Account has not been suspended.`
- `com.yodlee.apps.ycc.transferAcctDetails.page.verHistory.type=Verification Type`
- `com.yodlee.apps.ycc.transferAcctDetails.page.verHistory.status=Status`
- `com.yodlee.apps.ycc.transferAcctDetails.page.verHistory.date=Date`
- `com.yodlee.apps.ycc.transferAcctDetails.page.verHistory.title=Account Verification History`
- `com.yodlee.apps.ycc.transferAcctDetails.page.reasoncode.error=Reason code is not choosen. Please choose a reason code`
- `com.yodlee.apps.ycc.transferAcctDetails.update.page.subtitle=Update Transfer Account -`
- `com.yodlee.apps.ycc.transferAcctDetails.page.delete.option=Delete Account`

- com.yodlee.apps.ycc.transferAcctDetails.page.donot.action=« Do not {_ACTION_} Account
- com.yodlee.apps.ycc.transferAcctDetails.page.do.action={_ACTION_} Account
- com.yodlee.apps.ycc.transferAcctDetails.page.pageTitle={_USER_NAME_} - Transfer Account Details
- com.yodlee.apps.ycc.transferAcctDetails.page.verfiyAccount=Verfiy Account
- com.yodlee.apps.ycc.transferAcctDetails.confrimPage.accountName={com.yodlee.apps.ycc.transferAcctDetails.page.acctName}
- com.yodlee.apps.ycc.transferAcctDetails.confrimPage.routingNumber={com.yodlee.apps.ycc.transferAcctDetails.page.routingNum}
- com.yodlee.apps.ycc.transferAcctDetails.confrimPage.accountNumber={com.yodlee.apps.ycc.transferAcctDetails.page.acctNum}
- com.yodlee.apps.ycc.transferAcctDetails.confrimPage.createdDate={com.yodlee.apps.ycc.transferAcctDetails.page.createdDate}

Cobrandable Strings for Funds Transfer Display Strings

- com.yodlee.apps.ycc.ft.strings.Cancelled=Cancelled
- com.yodlee.apps.ycc.ft.strings.Scheduled=Scheduled
- com.yodlee.apps.ycc.ft.strings.InProgress=InProgress
- com.yodlee.apps.ycc.ft.strings.Success=Success
- com.yodlee.apps.ycc.ft.strings.Failed=Failed
- com.yodlee.apps.ycc.ft.strings.Standard=Standard
- com.yodlee.apps.ycc.ft.strings.NextDay=Next Day
- com.yodlee.apps.ycc.ft.strings.Direct=OBO Transfer
- com.yodlee.apps.ycc.ft.strings.Suspended=Suspended
- com.yodlee.apps.ycc.ft.strings.Active=Active
- com.yodlee.apps.ycc.ft.strings.Unsuspended=Unsuspended
- com.yodlee.apps.ycc.ft.reasonCode.NSF=Excessive No Sufficient Funds (NSF)
- com.yodlee.apps.ycc.ft.reasonCode.SuspiciousActivity=Suspicious Activity
- com.yodlee.apps.ycc.ft.reasonCode.RiskExposure=Risk Exposure
- com.yodlee.apps.ycc.ft.reasonCode.AdministrativeReturnProblem=Administrative Return Problem
- com.yodlee.apps.ycc.ft.reasonCode.CobrandRequest=Cobrand Request
- com.yodlee.apps.ycc.ft.reasonCode.Other=Other
- com.yodlee.apps.ycc.ft.reasonCode.NoNSF=No NSF Activity for Required Time Period
- com.yodlee.apps.ycc.ft.reasonCode.NoSuspiciousActivity=No Suspicious Activity
- com.yodlee.apps.ycc.ft.reasonCode.RiskExposureReduced=Risk Exposure Reduced

- **`com.yodlee.apps.ycc.ft.reasonCode.AdministrativeReturnProblemFixed=Adm inistrative Return Problem Fixed`**
- **`com.yodlee.apps.ycc.ft.reasonCode.SuspendedinError=Suspended in Error`**
- **`com.yodlee.apps.ycc.ft.strings.InProgress=InProgress`**
- **`com.yodlee.apps.ycc.ft.strings.Verified=Verified`**
- **`com.yodlee.apps.ycc.ft.strings.Unverified=Unverified`**
- **`com.yodlee.apps.ycc.ft.strings.VerifyFailed=Verify Failed`**
- **`com.yodlee.apps.ycc.ft.strings.IAV=Instant Account Verification`**
- **`com.yodlee.apps.ycc.ft.strings.CD=Challenge Deposit`**
- **`com.yodlee.apps.ycc.ft.strings.Initiated=Initiated`**
- **`com.yodlee.apps.ycc.ft.strings.CDinstructioncompleted=CD instruction completed`**
- **`com.yodlee.apps.ycc.ft.strings.CDinstructionfailed=CD instruction failed`**

1.3.15 OBO Transfer Activity

The following cobrandable strings support the customization of the **OBO Transfer Activity** page.

Cobrandable OBO Transfer Strings
`com.yodlee.apps.ycc.obotransferacitvity.page.pagetitle={_USER_NAME_} – OBO Transfer Activity`   **`com.yodlee.apps.ycc.obotransferacitvity.page.title=OBO Transfer Activity`**   **`com.yodlee.apps.ycc.obotransferacitvity.page.notransfer.text=This customer has no records in this category.`**   **`com.yodlee.apps.ycc.ft.strings.AgentError=Agent Error`**   **`com.yodlee.apps.ycc.ft.strings.UserError=User Error`**   **`com.yodlee.apps.ycc.ft.strings.SiteError=Site Error`**
Cobrandable FT Error codes
`com.yodlee.apps.base.fundstransfer.error.402=<span class="error">Username or password incorrect.</span> Update username and password for instant verification or <a href="{_CD_VERIFY_URL_}">verify using challenge deposits</a>.`

1.3.16 OBO Transfer Details

The following cobrandable strings support the customization of the OBO Transfer Details page.

Cobrandable OBO Transfer Details Page Strings
▪ `com.yodlee.apps.ycc.obotransferdetails.page.pagetitle={_USER_NAME_} - OBO Transfer Details` ▪ `com.yodlee.apps.ycc.obotransferdetails.page.errorclass=Error Class`

1.3.17 Customer Autopay Enrollments

The Autopay Enrollment Detail page shows the details of an autopay enrollment. Cobrandable strings are used to customize the functionality of the Autopay Enrollment Detail page.

Cobrandable Strings
Autopay Enrollment Detail ▪ `com.yodlee.apps.ycc.enrollmentdetail.pageTitle=Auto-Pay Enrollment Details` ▪ `com.yodlee.apps.ycc.enrollmentdetail.pageSubTitle=Auto-Pay Enrollment Details` ▪ `com.yodlee.apps.ycc.enrollmentdetail.regularText=` ▪ `com.yodlee.apps.ycc.enrollmentdetail.form.header=Auto-Pay Enrollment Details - Confirmation Number:` ▪ `com.yodlee.apps.ycc.enrollmentdetail.form.legend=Auto-Pay Enrollment Details` ▪ `com.yodlee.apps.ycc.enrollmentdetail.form.customername.displayName=Customer Name` ▪ `com.yodlee.apps.ycc.enrollmentdetail.form.payee.displayName=Payee` ▪ `com.yodlee.apps.ycc.enrollmentdetail.form.paymentaccount.displayName=Payment Account` ▪ `com.yodlee.apps.ycc.enrollmentdetail.form.requestDate.displayName=Request Date` ▪ `com.yodlee.apps.ycc.enrollmentdetail.form.completionDate.displayName=Completion Date` ▪ `com.yodlee.apps.ycc.enrollmentdetail.form.autopayStatus.displayName=Enrollment Status` ▪ `com.yodlee.apps.ycc.enrollmentdetail.form.additionalInfo.displayName=Additional Info`

1.3.18 Yodlee Billpay AccountAccelerator Support

Yodlee CustomerCare has access to the BillPay AccountAccelerator **User Action Details** page and uses the information to effectively answer queries from consumers on the status of their switching. BillPay AccountAccelerator sources are available in the Consumer Details page, from which the switching details corresponding to each source can be viewed.

Yodlee CustomerCare users who have Yodlee BillPay AccountAccelerator support permission will be able to view the switching details for a consumer in the BillPay Activity page. Cobrandable strings are used to customize viewing switching details.

Cobrandable Strings

- `com.yodlee.apps.ycc.bpaaactivity.page.title=Switching Activity`
- `com.yodlee.apps.ycc.bpaaactivity.page.subtitle=Switching Activity`
- `com.yodlee.apps.ycc.bpaaactivity.results.page.table.head.switchedondate=Switched Timestamp`
- `com.yodlee.apps.ycc.bpaaactivity.results.page.table.head.payees=Payees`
- `com.yodlee.apps.ycc.bpaaactivity.results.page.table.head.srcacct=Source Account`
- `com.yodlee.apps.ycc.bpaaactivity.results.page.table.head.destacct=Destination Account`
- `com.yodlee.apps.ycc.bpaaactivity.results.page.table.head.status=Status`
- `com.yodlee.apps.ycc.bpaaactivity.results.page.table.head.viewdetails=View Details`
- `com.yodlee.apps.ycc.bpaaactivity.table.column.switchingdetails.displayName=Details`
- `com.yodlee.apps.ycc.bpaaactivity.page.title={_USER_NAME_} - Switching Activity`
- `com.yodlee.apps.ycc.bpaaactivity.page.subtitle.text=You may view Switching Details.`
- `com.yodlee.apps.ycc.bpaaactivity.page.noswitching.text=This customer has no records in this category.`
- `com.yodlee.apps.ycc.bpaaactivity.page.showswitchingfrom.label=Show switching activity from:`
- `com.yodlee.apps.ycc.bpaaactivity.page.showswitchingto.label=To:`
- `com.yodlee.apps.ycc.bpaaactivity.page.showswitchinggoing.label= Go Back:`
- `com.yodlee.apps.ycc.switchingactivity.page.title=Switching Details for`
- `com.yodlee.apps.ycc.switchingactivity.page.switchinghistory.title=Consumer's switching history`
- `com.yodlee.apps.ycc.switchingactivity.details.table.head.payee=Payee`

- `com.yodlee.apps.ycc.switchingactivity.details.table.head.slash=/`
- `com.yodlee.apps.ycc.switchingactivity.details.table.head.payment=Payment`
- `com.yodlee.apps.ycc.switchingactivity.details.table.head.status=Status`
- `com.yodlee.apps.ycc.switchingactivity.scheduledpayment.label=Scheduled Payment:`
- `com.yodlee.apps.ycc.switchingactivity.recurringpayment.label=Recurring Payment:`
- `com.yodlee.apps.ycc.switchingactivity.amount.label=Amount:`
- `com.yodlee.apps.ycc.switchingactivity.scheduleddate.label=Scheduled on:`
- `com.yodlee.apps.ycc.switchingactivity.status.label=Status:`
- `com.yodlee.apps.ycc.switchingactivity.payee.status.notswitched=Payee could not be switched`
- `com.yodlee.apps.ycc.switchingactivity.payee.status.comment.paymonoperator=Comment from Paymon Operator:`
- `#com.yodlee.apps.ycc.switchingactivity.payment.switchstatus.success=Payment Switched successfully to`
- `#com.yodlee.apps.ycc.switchingactivity.payment.switchstatus.failed=Payment Switch Failed to`
- `com.yodlee.apps.ycc.switchingactivity.payment.noscheduledpayments=There are no Scheduled Payments`
- `com.yodlee.apps.ycc.switchingactivity.payment.norecurringpayments=There are no Recurring Payments`
- `com.yodlee.apps.ycc.switchingactivity.payment.switchstatus.successed=Payment Switch Successed`
- `com.yodlee.apps.ycc.switchingactivity.payment.switchstatus.failed=Payment Switch Failed`
- `com.yodlee.apps.ycc.switchingactivity.payment.switchstatus.not_initiated=Payment Switch Not Initiated`
- `com.yodlee.apps.ycc.switchingactivity.payment.switchstatus.created=Payment Switch Created`
- `com.yodlee.apps.ycc.switchingactivity.payment.switchstatus.cancelled=Payment Switch Cancelled`
- `com.yodlee.apps.ycc.switchingactivity.payment.switchstatus.in_progress=Payment Switch In Progress`
- `com.yodlee.apps.ycc.switchingactivity.payment.switchstatus.failed_final=Payment Switch Failed Final`
- `com.yodlee.apps.ycc.switchingactivity.payment.switchstatus.success_partial=Payment Switch Success Partial`
- `com.yodlee.apps.ycc.switchingactivity.payee.switchstatus.successed=Su`

```
ccess
```
- `com.yodlee.apps.ycc.switchingactivity.payee.switchstatus.failed=Faile`
  `d`
- `com.yodlee.apps.ycc.switchingactivity.payee.switchstatus.not_initiate`
  `d=Not Initiated`
- `com.yodlee.apps.ycc.switchingactivity.payee.switchstatus.created=Crea`
  `ted`
- `com.yodlee.apps.ycc.switchingactivity.payee.switchstatus.cancelled=Ca`
  `ncelled`
- `com.yodlee.apps.ycc.switchingactivity.payee.switchstatus.in_progress=`
  `In Progress`
- `com.yodlee.apps.ycc.switchingactivity.payee.switchstatus.failed_final`
  `=Failed Final`
- `com.yodlee.apps.ycc.switchingactivity.payee.switchstatus.success_part`
  `ial=Success Partial`
- `com.yodlee.apps.ycc.switchingactivity.payee.switched.successfully=Pay`
  `ee Switched <strong>successfully</strong> to`
- `com.yodlee.apps.ycc.switchingactivity.paymentdetails.paymentof =`
  `Payment of`
- `com.yodlee.apps.ycc.switchingactivity.paymentdetails.willbedelivered=`
  `will be delivered by`
- `com.yodlee.apps.ycc.switchingactivity.paymentdetails.on = on`
- `com.yodlee.apps.ycc.switchingactivity.paymentdetails.removingpayment`
  `= We are removing the payment from`
- `com.yodlee.apps.ycc.switchingactivity.backtoswitchingactivity.link=&l`
  `aquo; Back to Switching Activity`
- `com.yodlee.apps.ycc.switchingactivity.youmayview = You may also view`
- `com.yodlee.apps.ycc.switchingactivity.allswitchingactivity = all`
  `switching activity`
- `com.yodlee.apps.ycc.switchingactivity.here = here.`
- `com.yodlee.apps.ycc.switchingactivity.switching.details.subtitle= -`
  `Switching Details`
- `com.yodlee.apps.ycc.switchingdetails.payee.switchstatus.notinitiated=`
  `Payee Switch Not Initiated.`
- `com.yodlee.apps.ycc.switchingdetails.payee.switchstatus.created=Payee`
  `Switch Created.`
- `com.yodlee.apps.ycc.switchingdetails.payee.switchstatus.inprogress=Pa`
  `yee Switch In Progress.`
- `com.yodlee.apps.ycc.switchingdetails.payee.switchstatus.cancelled=Pay`
  `ee Switch Cancelled.`
- `com.yodlee.apps.ycc.switchingdetails.payee.switchstatus.failedfinal=P`
  `ayee Switch Failed Final.`

```
■  com.yodlee.apps.ycc.switchingdetails.payee.switchstatus.successpartia
   l=Payee Switch Success Partial.
```

1.3.19 Customer Service Logs

Cobrandable parameters and strings are used to customize the user interface and functionality of the **Customer Service Log page**. The **Customer Service Log page** displays all service logs to the customer.

Customer Service logs pagesize cobrand parameter

```
■  com.yodlee.app.ycc.customer.servicelogs.pagination.pagesize
   ={com.yodlee.app.ycc.pagination.pagesize}
```

Cobrandable Strings

```
■  com.yodlee.apps.ycc.customerservicelog.page.title= Customer Service
   Log for {FIRST_NAME} {LAST_NAME}

■  com.yodlee.apps.ycc.customerservicelog.page.subtitle= Customer Service
   Log

■  com.yodlee.apps.ycc.customerservicelog.page.subtitle.text=From this
   page, you may view all the entries into the customer's service log.

■  com.yodlee.apps.ycc.customerservicelog.page.showlog.label=Show log
   entries for going back:

■  com.yodlee.apps.ycc.customerservicelog.page.showlog.default.option=6
   Months

■  com.yodlee.apps.ycc.customerservicelog.page.showlog.1week.option= 1
   Week

■  com.yodlee.apps.ycc.customerservicelog.page.showlog.1month.option= 1
   Month

■  com.yodlee.apps.ycc.customerservicelog.page.showlog.3months.option =3
   Months

■  com.yodlee.apps.ycc.customerservicelog.page.showlog.6months.option=6
   Months

■  com.yodlee.apps.ycc.customerservicelog.page.showlog.12months.option
   =12 Months

■  com.yodlee.apps.ycc.customerservicelog.results.page.table.head.agentus
   ername=Agent UserName

■  com.yodlee.apps.ycc.customerservicelog.results.page.table.head.timesta
   mp=TimeStamp

■  com.yodlee.apps.ycc.customerservicelog.results.page.table.head.functio
   nsaccessed= Functions Accessed

■  com.yodlee.apps.ycc.customerservicelog.results.page.nolog.text=Ther
   e are no log's for customer.
```

1.3.20 Edit Customer Status

The following cobrandable strings support the **Edit Customer Status** page.

Edit Customer Status Page Cobrandable Strings
▪ **com.yodlee.apps.ycc.userStatus.pageTitle=Edit Customer Status** ▪ **com.yodlee.apps.ycc.userStatus.pageSubTitle={_USER_NAME_} - Edit Status** ▪ **com.yodlee.apps.ycc.userStatus.regularText=You can edit the customer's Identity Verification status and OFAC Verification status from this page.** ▪ **com.yodlee.apps.ycc.userStatus.form.heading=Customer Status** ▪ **com.yodlee.apps.ycc.userStatus.form.lable.current.idVerificationSta tus=Current Identity Verification {com.yodlee.apps.label.seperator}** ▪ **com.yodlee.apps.ycc.userStatus.form.lable.idVerificationStatus=Iden tity Verification Status:** ▪ **com.yodlee.apps.ycc.userStatus.form.lable.userAclGroup=Customer Entitlement Group:** ▪ **com.yodlee.apps.ycc.userStatus.form.idVerificationStatus.verified_f ailure=Verification Failed** ▪ **com.yodlee.apps.ycc.userStatus.form.idVerificationStatus.verified_s uccess=Verified Successfully** ▪ **com.yodlee.apps.ycc.userStatus.form.idVerificationStatus.verified_m anually=Verified Manually** ▪ **com.yodlee.apps.ycc.userStatus.form.update=Update Status** ▪ **com.yodlee.apps.ycc.userStatus.update.successfull=The user status was updated successfully.**

1.3.21 Edit Customer Profile

The following strings support the customization of the Edit Customer Profile page.

Cobrandable Edit Customer Profile Strings
▪ **com.yodlee.apps.ycc.editcustomerprofile.page.title=Edit Profile** ▪ **com.yodlee.apps.ycc.editcustomerprofile.page.mainHeading= {_USER_NAME_} - Edit Profile** ▪ **com.yodlee.apps.ycc.editcustomerprofile.page.text=You may edit the profile information for this customer from this page.** ▪ **com.yodlee.apps.ycc.editcustomerprofile.page.heading=Update Profile Information** ▪ **com.yodlee.apps.ycc.editcustomerprofile.page.explanatorytext=Fields marked with an asterisk *are mandatory.** ▪ **com.yodlee.apps.ycc.editcustomerprofile.page.email.label=E-Mail**

- **com.yodlee.apps.ycc.editcustomerprofile.page.emailFormat.label=E-Mail Format**
- **com.yodlee.apps.ycc.editcustomerprofile.page.firstName.label=First Name**
- **com.yodlee.apps.ycc.editcustomerprofile.page.middleInitial.label=Middle Initial**
- **com.yodlee.apps.ycc.editcustomerprofile.page.lastName.label=Last Name**
- **com.yodlee.apps.ycc.editcustomerprofile.page.address1.label= Address 1**
- **com.yodlee.apps.ycc.editcustomerprofile.page.address2.label=Address 2**
- **com.yodlee.apps.ycc.editcustomerprofile.page.city.label=City**
- **com.yodlee.apps.ycc.editcustomerprofile.page.state.label=State**
- **com.yodlee.apps.ycc.editcustomerprofile.page.country.label=Country**
- **com.yodlee.apps.ycc.editcustomerprofile.page.phone.label=Phone Number**
- **com.yodlee.apps.ycc.editcustomerprofile.page.zip.label=Zip Code**
- **com.yodlee.apps.ycc.editcustomerprofile.page.mandatoryError.text={FIELD_NAME} is mandatory**
- **com.yodlee.apps.ycc.editcustomerprofile.page.error.text={FIELD_NAME} is invalid**
- **com.yodlee.apps.ycc.editcustomerprofile.emailformat.html=HTML**
- **com.yodlee.apps.ycc.editcustomerprofile.emailformat.text=PLAIN TEXT**
- **com.yodlee.apps.ycc.editcustomerprofile.page.alphaNumericError.text={FIELD_NAME} cannot have characters other than letters and numbers**

1.3.22 Edit Accounts Page

The following cobrandable strings support the customization of the **Edit Accounts** page.

Edit Accounts Page Cobrandable Strings
com.yodlee.apps.ycc.editAccounts.pageTitle={_USER_NAME_} - Edit Accounts   **com.yodlee.apps.ycc.editAccounts.pageSubTitle={_USER_NAME_} - Edit Accounts**   **com.yodlee.apps.ycc.editAccounts.regularText=You may update payee and payment accounts associated with this customer from this page.**   **com.yodlee.apps.ycc.editAccounts.payees.header=Payees**   **com.yodlee.apps.ycc.editAccounts.payees.nopayee.text=There are no**

Payees. ▪ **com.yodlee.apps.ycc.editAccounts.paymentAccounts.header=Payment Accounts** ▪ **com.yodlee.apps.ycc.editAccounts.paymentAccounts.nopayment.text=There are no Payment Accounts.** ▪ **com.yodlee.apps.ycc.editAccounts.filter.all=All Accounts** ▪ **com.yodlee.apps.ycc.editAccounts.filter.payees=All Payees** ▪ **com.yodlee.apps.ycc.editAccounts.filter.paymentAccounts=All Payment Accounts**
Suspend/Unsuspend User Confirmation Strings
▪ **customer mgmt (suspend/delete)** ▪ **com.yodlee.apps.ycc.customermgmt.suspend.confirmationtext=Are you sure you want to suspend user: {_USER_NAME_}?** ▪ **com.yodlee.apps.ycc.customermgmt.suspend.cancel=Do not Suspend** ▪ **com.yodlee.apps.ycc.customermgmt.suspend=Suspend** ▪ **com.yodlee.apps.ycc.customermgmt.unsuspend.confirmationtext=Are you sure you want to activate user: {_USER_NAME_}?** ▪ **com.yodlee.apps.ycc.customermgmt.unsuspend.cancel=Do not Activate** ▪ **com.yodlee.apps.ycc.customermgmt.unsuspend=Activate**
Unlock User Confirmation Strings
▪ **com.yodlee.apps.ycc.customermgmt.unlock.confirmationtext=Are you sure you want to unlock user: {_USER_NAME_}?** ▪ **com.yodlee.apps.ycc.customermgmt.unlock.cancel=Do not Unlock** ▪ **com.yodlee.apps.ycc.customermgmt.unlock=Unlock**

1.3.23 Customer Account Summary

The **Account Summary** page shows all of a user's accounts (Payment/Payee/Other accounts). Cobrandable strings are used to customize the user interface and functionality of the **Account Summary** page.

Cobrandable Strings
All Accounts (Accounts Summary)
▪ **com.yodlee.apps.ycc.accountsummary.pageTitle=All Accounts** ▪ **com.yodlee.apps.ycc.accountsummary.pageSubTitle=All Accounts for {LAST_NAME} {FIRST_NAME}** ▪ **com.yodlee.apps.ycc.accountsummary.regularText=From this page, you may view all of the customer's payee and payment accounts.**

- **com.yodlee.apps.ycc.accountsummary.payees.header=Payees**
- **com.yodlee.apps.ycc.accountsummary.payees.accountName=Account Name**
- **com.yodlee.apps.ycc.accountsummary.payees.accountNumber=Account Number**
- **com.yodlee.apps.ycc.accountsummary.payees.eBillSettings=E-Bill**
- **com.yodlee.apps.ycc.accountsummary.payees.paymentSettings=Payment Settings**
- **com.yodlee.apps.ycc.accountsummary.payees.details=View Details**
- **com.yodlee.apps.ycc.accountsummary.paymentAccounts.header=Payment Accounts**
- **com.yodlee.apps.ycc.accountsummary.paymentAccounts.accountName=Account Name**
- **com.yodlee.apps.ycc.accountsummary.paymentAccounts.accountNumber=Account Number**
- **com.yodlee.apps.ycc.accountsummary.paymentAccounts.accountStatus=Account Status**
- **com.yodlee.apps.ycc.accountsummary.paymentAccounts.accountStatus.suspended=Suspended**
- **com.yodlee.apps.ycc.accountsummary.paymentAccounts.accountStatus.active= Active**
- **com.yodlee.apps.ycc.accountsummary.paymentAccounts.details=View Details**
- **com.yodlee.apps.ycc.accountsummary.otherAccounts.header=Other Accounts**
- **com.yodlee.apps.ycc.accountsummary.otherAccounts.accountName=Account Name**
- **com.yodlee.apps.ycc.accountsummary.otherAccounts.accountNumber=Account Number**
- **com.yodlee.apps.ycc.accountsummary.otherAccounts.accountStatus=Account Status**

1.3.24 Show Payment Details for Payment

The **Payment Details** page lists the details of transactions the customer has made. Cobrandable parameters and strings are used to customize the user interface and functionality of the **Payment Details** page.

Cobrandable Parameters

Transaction Search Results Params
 	
  ▪ **com.yodlee.app.ycc.txnsearch.paymentdate.format={com.yodlee.app.datetime.format.SHORT_DATE}**
 	
  ▪ **com.yodlee.app.ycc.txnsearch.autopaydate.format={com.yodlee.app.datetime.format.SHORT_DATE}**

Cobrandable Strings
Payment Detail Strings

- `com.yodlee.apps.ycc.paymentdetail.pageTitle=Payment Details`
- `com.yodlee.apps.ycc.paymentdetail.pageSubTitle=Payment Details`
- `com.yodlee.apps.ycc.paymentdetail.regularText=`
- `com.yodlee.apps.ycc.paymentdetail.form.header=Payment Details Confirmation Number:`
- `com.yodlee.apps.ycc.paymentdetail.form.legend=Payment Details`
- `com.yodlee.apps.ycc.paymentdetail.form.customername.displayName=Customer Name`
- `com.yodlee.apps.ycc.paymentdetail.form.partnerConfirmationNumber.displayName=Partner Confirmation #`
- `com.yodlee.apps.ycc.paymentdetail.form.paymentRail.displayName=Payment Rail`
- `com.yodlee.apps.ycc.paymentdetail.form.paymentamount.displayName=Payment Amount`
- `com.yodlee.apps.ycc.paymentdetail.form.convenienceFee.displayName=Convenience Fee`
- `com.yodlee.apps.ycc.paymentdetail.form.paymentaccount.displayName=Payment Account`
- `com.yodlee.apps.ycc.paymentdetail.form.paymentRequestDate.displayName=Payment Scheduled On`
- `com.yodlee.apps.ycc.paymentdetail.form.paymentSentDate.displayName=Payment Sent Timestamp`
- `com.yodlee.apps.ycc.paymentdetail.form.paymentStatus.displayName=Payment Status`
- `com.yodlee.apps.ycc.paymentdetail.form.additionalInfo.displayName=Additional Info`
- `com.yodlee.apps.ycc.paymentdetail.form.payee.displayName=Payee`
- `com.yodlee.apps.ycc.paymentdetail.form.remittanceAddress.displayName=Payee Remittance Address`
- `com.yodlee.apps.ycc.paymentdetail.form.paymentAccount.displayName=Payment Account`
- `com.yodlee.apps.ycc.paymentdetail.form.deliverOnDate.displayName=Deliver on Date`
- `com.yodlee.apps.ycc.paymentdetail.form.debitTimeStamp.displayName=Debit Timestamp`
- `com.yodlee.apps.ycc.paymentdetail.form.paymentRejectedTimeStamp.displayName=Payment Rejected Timestamp`
- `com.yodlee.apps.ycc.paymentdetail.form.checkNumber.displayName=Check Number`
- `com.yodlee.apps.ycc.paymentdetail.form.refundTimeStamp.displayName=Refund Timestamp`

▪ **com.yodlee.apps.ycc.paymentdetail.form.attemptNumber.displayName=Attempt Number**

PayAnyOne Payment Details Strings

- **com.yodlee.apps.ycc.paymentdetail.payanyone.transactionId.displayName=Payment TransactionId**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.paymentRequestDate.displayName=Payment Scheduled On**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.paymentStatus.displayName=Payment Status**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.paymentAmount.displayName=Payment Amount**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.paymentRail.displayName=Payment Rail**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.estimatedCreditDate.displayName=Estimated Credit Date**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.estimatedDebitDate.displayName=Estimated Credit Date**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.riskMode.displayName=Risk Model**

PayAnyOne Payment Credit Instruction Strings

- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstructions=Credit Instructions**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction=Credit Instruction**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.requestInfo=Credit Request Information**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.responseInfo=Credit Response Information**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.returnInfo=Credit ReturnInformation**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.requestInfo.requestCreatedTimestamp.displayName=Request Created Time**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.requestInfo.requestSentTimestamp.displayName=Request Sent Time**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.requestInfo.requestScheduledTimestamp.displayName=Request Scheduled Time**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.requestInfo.amount.displayName=Amount**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.requestInfo.paymentRail.displayName=Payment Rail**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.requestInfo.chequeNumber.displayName=Cheque Number**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.responseInfo.responseRecievedTimestamp.displayName=Response Received Time**

- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.responseInfo
  .responseCode.displayName=Response Code**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.responseInfo
  .responseMessage.displayName=Response Message**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.responseInfo
  .actualPaymentRail.displayName=Actual Payment Rail**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.returnInfo.r
  eturnTimestamp.displayName=Return Time Stamp**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.returnInfo.r
  eturnCode.displayName=Return Code**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.returnInfo.r
  eturnMessage.displayName=Return Message**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.partner.disp
  layName=Payment Partner**

PayAnyOne Payment Debit Instruction Strings

- **com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstructions=Debit
  Instructions**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstruction=Debit
  Instruction**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstruction.requestInfo=D
  ebit Request Information**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstruction.returnInfo=De
  bit Return Information**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstruction.requestInfo.r
  equestCreatedTimestamp.displayName=Request Created Time**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstruction.requestInfo.r
  equestSentTimestamp.displayName=Request Sent Time**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstruction.requestInfo.a
  mount.displayName=Amount**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstruction.returnInfo.re
  turnTimestamp.displayName=Return Time Stamp**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstruction.returnInfo.re
  turnCode.displayName=Return Code**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstruction.returnInfo.re
  turnMessage.displayName=Return Message**

1.3.25 Other Account Details Page

The following strings support the **Account Details** page.

Other Account Details Cobrandable Strings

- **com.yodlee.apps.ycc.accountsummary.allaccounts.pageTitle=Account
  Details**
- **com.yodlee.apps.ycc.accountsummary.allaccounts.header=Account**

Details

- `com.yodlee.apps.ycc.accountsummary.allaccounts.pageheader={_USER_NAME_} - Account Details`
- `com.yodlee.apps.ycc.accountsummary.allaccounts.accountName=Account Name:`
- `com.yodlee.apps.ycc.accountsummary.allaccounts.accountType=Account Type:`
- `com.yodlee.apps.ycc.accountsummary.allaccounts.accountNumber=Account Number:`
- `com.yodlee.apps.ycc.accountsummary.allaccounts.nickName=Nick Name:`
- `com.yodlee.apps.ycc.accountsummary.allaccounts.accountStatus=Account Status:`
- `com.yodlee.apps.ycc.accountsummary.allaccounts.lastModifiedDate=Last Modified:`
- `com.yodlee.apps.ycc.accountsummary.allaccounts.accountCreatedDate=Account Created:`
- `com.yodlee.apps.ycc.accountsummary.allaccounts.updateAccount=Update Account`
- `com.yodlee.apps.ycc.accountsummary.allaccounts.deleteAccount=Delete Account`
- `com.yodlee.apps.ycc.accountsummary.allaccounts.deactivateAccount=Deactivate Account`
- `com.yodlee.apps.ycc.accountsummary.allaccounts.reactivateAccount=Reactivate Account`
- `com.yodlee.apps.ycc.accountsummary.confirmation.page.title=Confirmation Page`
- `com.yodlee.apps.ycc.accountsummary.confirmation.page.subtitle=Confirmation Page`
- `com.yodlee.apps.ycc.accountsummary.update.page.donotdelete.link=Do Not Delete Account`
- `com.yodlee.apps.ycc.accountsummary.update.page.donotactivate.link=Do Not Deactivate Account`
- `com.yodlee.apps.ycc.accountsummary.submitService.request=Submit a Service Request for this Account`
- `com.yodlee.apps.ycc.accountsummary.allaccounts.successMessage.deleteAccount=Your account has been deleted successfully.`
- `com.yodlee.apps.ycc.accountsummary.allaccounts.errorMessage.deleteAccount=Your account has not been deleted successfully.`
- `com.yodlee.apps.ycc.accountsummary.allaccounts.successMessage.deactivatedAccount=Your account has been deactivated successfully.`
- `com.yodlee.apps.ycc.accountsummary.allaccounts.errorMessage.deactivatedAccount=Your account has not been deactivated successfully.`

- **com.yodlee.apps.ycc.accountsummary.allaccounts.successMessage.activatedAccount=Your account has been activated successfully.**
- **com.yodlee.apps.ycc.accountsummary.allaccounts.errorMessage.activatedAccount=Your account has not been activated successfully.**
- **com.yodlee.apps.ycc.accountsummary.allaccounts.accountstatus.active=Active**
- **com.yodlee.apps.ycc.accountsummary.allaccounts.accountstatus.inactive=Inactive**
- **com.yodlee.apps.ycc.accountsummary.allaccounts.accountstatus.deleted=Deleted**

1.3.26 View and Edit Payee Account Details

The **Payee Account Details** page allows the user to view and edit payee account details. Cobrandable strings are used to customize the user interface and functionality of the **Payee Account Details** page.

Cobrandable Strings
Payee Account Details Page Strings - **com.yodlee.apps.ycc.payeedetail.pageTitle=Payee Account Details** - **com.yodlee.apps.ycc.payeedetail.pageSubTitle=Payee Account Details** - **com.yodlee.apps.ycc.payeedetail.regularText=** - **com.yodlee.apps.ycc.payeedetail.form.header=Payee Account Details -** - **com.yodlee.apps.ycc.payeedetail.form.element.nameOnFile.displayName=Name on File** - **com.yodlee.apps.ycc.payeedetail.form.element.payee.displayName=Payee** - **com.yodlee.apps.ycc.payeedetail.form.element.accountnumber.displayName=Account Number** - **com.yodlee.apps.ycc.payeedetail.form.element.address1.displayName=Address 1** - **com.yodlee.apps.ycc.payeedetail.form.element.address2.displayName=Address 2** - **com.yodlee.apps.ycc.payeedetail.form.element.city.displayName=City** - **com.yodlee.apps.ycc.payeedetail.form.element.state.displayName=State** - **com.yodlee.apps.ycc.payeedetail.form.element.zipcode.displayName=Zip Code** - **com.yodlee.apps.ycc.payeedetail.form.element.createdDate.displayName=Account Created Date** - **com.yodlee.apps.ycc.payeedetail.form.element.lastUpdatedDate.displa**

```
yName=Last Modified Date
```

- ```
  com.yodlee.apps.ycc.payeedetail.form.element.update.displayName=Upd
  ate Account
  ```
- ```
  com.yodlee.apps.ycc.payeedetail.form.element.delete.displayName=Del
  ete Account
  ```
- ```
  com.yodlee.apps.ycc.payeedetail.delete.pageTitle=Delete Payee
  Confirmation
  ```
- ```
  com.yodlee.apps.ycc.payeedetail.delete.pageSubTitle=Delete Payee
  Confirmation
  ```
- ```
  com.yodlee.apps.ycc.payeedetail.delete.regularText=
  ```
- ```
  com.yodlee.apps.ycc.payeedetail.delete.confirmationtext=Confirm
  whether you want to delete payee {_PAYEE_NAME_}
  ```
- ```
  com.yodlee.apps.ycc.payeedetail.delete.cancel=&laquo; Do not Delete
  ```
- ```
  com.yodlee.apps.ycc.payeedetail.delete=Delete
  ```
- ```
  com.yodlee.apps.ycc.payeedetail.delete.invalidStateChange.confirmat
  iontext=Failed to delete payee {_PAYEE_NAME_}. Payee deletion fails
  if  active payments or autopay is in process for the payee.
  ```
- ```
  com.yodlee.apps.ycc.payeedetail.delete.invalidStateChange.discard=&
  laquo; Skip to payee Details
  ```
- ```
  com.yodlee.apps.ycc.payeedetail.update.confirmationmessage=Your
  Payee Account details have been updated successfully.
  ```

Edit Payee Account Error Strings

```
com.yodlee.apps.ycc.payeedetail.empty.nameOnAccount.message=Please
enter a name on file
```

```
com.yodlee.apps.ycc.payeedetail.empty.name.message=Please enter a
valid payee name
```

```
com.yodlee.apps.ycc.payeedetail.empty.accountNumber.message=Please
enter a valid Account Number
```

```
com.yodlee.apps.ycc.payeedetail.empty.address1.message=Please enter
a valid address
```

```
com.yodlee.apps.ycc.payeedetail.empty.city.message=Please enter a
valid city
```

```
com.yodlee.apps.ycc.payeedetail.empty.state.message=Please select a
state
```

```
com.yodlee.apps.ycc.payeedetail.empty.zipCode1.message=Please enter
a valid zipcode
```

1.3.27 User Verification History Page

The following strings support the customization of the **User Verification** page.

User Verification Page Cobrandable Strings
`com.yodlee.apps.ycc.homepage.customerMgt.subtitle=Customer Management Page`   `com.yodlee.apps.ycc.customer.eid.verification.HistoryPage={_USER_NA ME_} - User Verification History Page`   `com.yodlee.apps.ycc.customer.eid.verification.Summary=eIDVerificati on Summary`   `com.yodlee.apps.ycc.customer.eid.verification.Username=Username`   `com.yodlee.apps.ycc.customer.eid.verification.VerificationStatus=Ve rification Status`   `com.yodlee.apps.ycc.customer.eid.verification.FailedAttempts=Number of Failed Attempts`   `com.yodlee.apps.ycc.customer.eid.verification.VerificationAttempt=V erification Attempt`   `com.yodlee.apps.ycc.customer.eid.verification.VerificationTimestamp =Verification Timestamp`   `com.yodlee.apps.ycc.customer.eid.verification.VerificationScore=Ver ification Score`   `com.yodlee.apps.ycc.customer.eid.verification.CobrandRequirement=Co brand Requirement`   `com.yodlee.apps.ycc.customer.eid.verification.ResponseCodes=Respons e Codes`   `com.yodlee.apps.ycc.customer.eid.verification.ProfileData=Profile Data`   `com.yodlee.apps.ycc.customer.eid.verification.FirstName=First Name`   `com.yodlee.apps.ycc.customer.eid.verification.MiddleName=Middle Name`   `com.yodlee.apps.ycc.customer.eid.verification.LastName=Last Name`   `com.yodlee.apps.ycc.customer.eid.verification.Addr1=Address`   `com.yodlee.apps.ycc.customer.eid.verification.Addr2=Address2`   `com.yodlee.apps.ycc.customer.eid.verification.City=City`   `com.yodlee.apps.ycc.customer.eid.verification.State=State`   `com.yodlee.apps.ycc.customer.eid.verification.ZipCode=Zip Code`   `com.yodlee.apps.ycc.customer.eid.verification.YearsCurrAddr=Years at Current Address`   `com.yodlee.apps.ycc.customer.eid.verification.lessthan2yrs=Less than 2 years`   `com.yodlee.apps.ycc.customer.eid.verification.greaterthan2yrs=Great`

er than 2 years
- `com.yodlee.apps.ycc.customer.eid.verification.PreviousAddr1=Previous Address 1`
- `com.yodlee.apps.ycc.customer.eid.verification.PreviousAddr2=Previous Address 2`
- `com.yodlee.apps.ycc.customer.eid.verification.PreviousCity=Previous City`
- `com.yodlee.apps.ycc.customer.eid.verification.PreviousState=Previous State`
- `com.yodlee.apps.ycc.customer.eid.verification.PreviousZipCode=Previous Zip Code`
- `com.yodlee.apps.ycc.customer.eid.verification.HomePhone=Home Phone Number`
- `com.yodlee.apps.ycc.customer.eid.verification.Email=E-Mail Address`
- `com.yodlee.apps.ycc.customer.eid.verification.DLNumber=Driver's License Number`
- `com.yodlee.apps.ycc.customer.eid.verification.StateOfIssue=State of Issue`
- `com.yodlee.apps.ycc.customer.eid.verification.Last4OfSSN=Last 4 Digits of SSN`
- `com.yodlee.apps.ycc.customer.eid.verification.DOB=Date of Birth`
- `com.yodlee.apps.ycc.customer.eid.verification.Gender=Gender`
- `com.yodlee.apps.ycc.sr.search.form.lable.serviceRequestId.errortext=The Service Request ID must contain only numbers.`
- `com.yodlee.apps.ycc.customer.eid.verification.status.1=Not Verified`
- `com.yodlee.apps.ycc.customer.eid.verification.status.2=Verified Error`
- `com.yodlee.apps.ycc.customer.eid.verification.status.3=Verified Success`
- `com.yodlee.apps.ycc.customer.eid.verification.status.4=Verified Manual`
- `com.yodlee.apps.ycc.customer.eid.verification.status.5=Verified Failure`
- `com.yodlee.apps.policy.privacyPolicy.title=Privacy Policy`
- `com.yodlee.apps.policy.securityPolicy.title=Security Policy`
- `com.yodlee.apps.policy.disclaimer.title=Disclaimer`

1.3.28 Group Policy Manager

The Group Policy Manager cobrandable strings are used to customize the user interface and functionality for managing Yodlee CustomerCare users and customer entitlements using Group Policy Manager.

Group Policy Manager Cobrandable Strings
`com.yodlee.apps.ycc.homepage.customerMgt.subtitle=Customer Management Page`   `com.yodlee.apps.ycc.homepage.administration.subtitle=CustomerCare Administration Page`   `com.yodlee.apps.ycc.menu.title.gpm=Group Policy Management`   `com.yodlee.apps.ycc.gpm.findgroup.optionMessage=Select a Customer Group`   `com.yodlee.apps.ycc.menu.title.gpm.creategroup=Create Customer Group`   `com.yodlee.apps.ycc.menu.title.gpm.editgroup=Edit Group`   `com.yodlee.apps.ycc.menu.title.gpm.findgroup=Find a Customer Group`   `com.yodlee.apps.ycc.gpm.creategroup.pageTitle=Create Customer Group`   `com.yodlee.apps.ycc.gpm.creategroup.heading=Create Customer Group`   `com.yodlee.apps.ycc.gpm.creategroup.newGroupName=Group Name:`   `com.yodlee.apps.ycc.gpm.creategroup.newGroupDescription=Description:`   `com.yodlee.apps.ycc.gpm.creategroup.successHeading=Customer Group Created`   `com.yodlee.apps.ycc.gpm.creategroup.successMessage=The Customer group with name <b> {_ACL_GROUP_NAME_} </b> created successfully.`   `com.yodlee.apps.ycc.gpm.creategroup.stepOne=Step 1: Create Customer Group`   `com.yodlee.apps.ycc.gpm.creategroup.maxCharFifty=(max. character: 50)`   `com.yodlee.apps.ycc.gpm.creategroup.maxCharTwoFiftySix=(max. character: 256)`   `com.yodlee.apps.ycc.gpm.creategroup.selectEntCategory=Select an Entitlement Category:`   `com.yodlee.apps.ycc.gpm.creategroup.stepTwo=Step 2: Assign entitlements to the above selected Customer Group`   `com.yodlee.apps.ycc.gpm.findgroup.customerGroup=Customer Group:`   `com.yodlee.apps.ycc.gpm.findgroup.description=Enter parameters to search for a Customer Group in order to modify group assignment and entitlement assignment .`   `com.yodlee.apps.ycc.gpm.editgroup.heading={_ACL_GROUP_NAME_}`

Profile

- `com.yodlee.apps.ycc.gpm.editgroup.description=From this page, you may edit this Customer Group's entitlements and group assignment.`
- `com.yodlee.apps.ycc.gpm.editgroup.assignGroup.heading=Assign Groups to  this Group`
- `com.yodlee.apps.ycc.gpm.editgroup.assignGroup.headingEntitlements=Entitlements: Override the value for one-time or till a certain date.`
- `com.yodlee.apps.ycc.gpm.common.selectEntitlementCategory=Select an Entitlement Category:`
- `com.yodlee.apps.ycc.gpm.common.selectanOverrideType=Select an OverrideType:`
- `com.yodlee.apps.ycc.gpm.common.selectanOverrideType.selected.Option 1=Select an override type`
- `com.yodlee.apps.ycc.gpm.common.selectanOverrideType.selected.Option 2=Permanent Override`
- `com.yodlee.apps.ycc.gpm.common.selectanOverrideType.selected.Option 3=Override till a certain date`
- `com.yodlee.apps.ycc.gpm.common.selectanOverrideType.selected.Option 4=Session override`
- `com.yodlee.apps.ycc.gpm.common.tableHeading.aclName=ACL Name`
- `com.yodlee.apps.ycc.gpm.common.tableHeading.aclDescription=ACL Description`
- `com.yodlee.apps.ycc.gpm.common.tableHeading.cobrandDefault=Cobrand Default`
- `com.yodlee.apps.ycc.gpm.common.tableHeading.groupOverriddenValue=Group Overridden Value`
- `com.yodlee.apps.ycc.gpm.common.tableHeading.userOverriddenValue=User Overridden Value`
- `com.yodlee.apps.ycc.gpm.common.tableHeading.groupDerivedValue=Group Derived Value`
- `com.yodlee.apps.ycc.gpm.common.tableHeading.derivedValue=Derived Value`
- `com.yodlee.apps.ycc.gpm.common.tableHeading.updateValue=Update Value`
- `com.yodlee.apps.ycc.gpm.common.tableHeading.revert=Revert`
- `com.yodlee.apps.ycc.gpm.common.tableHeading.endDateForOverride=End Date for Override`
- `com.yodlee.apps.ycc.gpm.editgroup.customerGroupName=Customer Group Name:`
- `com.yodlee.apps.ycc.gpm.editgroup.customerGroupStatus=Customer Group Status:`

- **com.yodlee.apps.ycc.gpm.editgroup.availableGroup.form.heading=Available Group(s) to include:**
- **com.yodlee.apps.ycc.gpm.editgroup.assignGroup.form.heading=Assigned Group(s):**
- **com.yodlee.apps.ycc.gpm.editgroup.assignUser.page.heading=Assign User(s) to this Group**
- **com.yodlee.apps.ycc.gpm.editgroup.assignUser.page.description=**
- **com.yodlee.apps.ycc.gpm.editgroup.assignUser.form.PageTitle=Assign User(s) to this Group**
- **com.yodlee.apps.ycc.gpm.editgroup.assignUser.form.heading=Assign User(s) to this Group**
- **com.yodlee.apps.ycc.gpm.editgroup.assignUser.AvailableUserHeading=Available User(s) to include:**
- **com.yodlee.apps.ycc.gpm.editgroup.assignUser.AssignedUserHeading=Assigned User(s):**
- **com.yodlee.apps.ycc.gpm.editgroup.assignUser.searchUserHeading=Search For Customer**
- **com.yodlee.apps.ycc.gpm.editgroup.assignUser.searchUser=Search For Users**
- **com.yodlee.apps.ycc.gpm.editgroup.assignUser.addorremovelink=Add/Remove Users**
- **com.yodlee.apps.ycc.gpm.editgroup.success.groupname=The group name and/or Status Updated Successfully**
- **com.yodlee.apps.ycc.gpm.editgroup.success.assignGroups=The selected group(s) have been added/removed Successfully**
- **com.yodlee.apps.ycc.gpm.editgroup.success.editEntitlements=The selected Entitlements have been updated Successfully**
- **com.yodlee.apps.ycc.gpm.editgroup.success.assignUsers=The selected users have been added/removed Successfully**
- **com.yodlee.apps.ycc.gpm.editgroup.failure.assignGroups=Group Assignment Results in Cycle**
- **com.yodlee.apps.ycc.gpm.editgroup.failure.groupsNotSelected=No Groups have been selected to Add/Remove**
- **com.yodlee.apps.ycc.gpm.customerDetails.sidebar.editGroupPolicy=Edit Group Policy**
- **com.yodlee.apps.ycc.gpm.customerDetails.description=From this page, you may edit this Customer's entitlements and group assignment.**
- **com.yodlee.apps.ycc.gpm.edituseracls.success.assignGroups=The user has been added to/removed from the selected group(s) Successfully**
- **com.yodlee.apps.ycc.gpm.edituseracls.success.editEntitlements=The selected Entitlements have been updated Successfully**
- **com.yodlee.apps.ycc.gpm.edituseracls.failure.assignGroups=Group**

Assignment Results in Cycle

- `com.yodlee.apps.ycc.gpm.edituseracls.failure.incompatibleType=The user is Incompatible for the selected Group(s)`
- `com.yodlee.apps.ycc.menu.title.gpm.csrGroupManagement=CSR Group Management`
- `com.yodlee.apps.ycc.gpm.admin.creategroup.stepOne=Step 1: Create CustomerCare Group`
- `com.yodlee.apps.ycc.gpm.admin.creategroup.maxCharFifty=(max. character: 50)`
- `com.yodlee.apps.ycc.gpm.admin.creategroup.maxCharTwoFiftySix=(max. character: 256)`
- `com.yodlee.apps.ycc.gpm.admin.creategroup.entitlementFor=Select a template for:`
- `com.yodlee.apps.ycc.gpm.admin.creategroup.selectEntCategory=Select an Entitlement Category:`
- `com.yodlee.apps.ycc.gpm.admin.creategroup.stepTwo=Step 2: Assign entitlements to the above selected CustomerCare Group`
- `com.yodlee.apps.ycc.gpm.admin.creategroup.heading=Create CustomerCare Group`
- `com.yodlee.apps.ycc.gpm.admin.creategroup.subheading=You can use this page to create a CustomerCare Group , assign Yodlee CustomerCare application entitlements , and assign entitlements for CustomerCare agents to edit consumers' entitlements .`
- `com.yodlee.apps.ycc.gpm.admin.creategroup.newGroupName=Group Name:`
- `com.yodlee.apps.ycc.gpm.admin.creategroup.newGroupDescription=Description:`
- `com.yodlee.apps.ycc.gpm.admin.creategroup.successHeading=CustomerCare Group Created`
- `com.yodlee.apps.ycc.gpm.admin.creategroup.successMessage=The ACL group with name <b> {_ACL_GROUP_NAME_} </b> created successfully.`
- `com.yodlee.apps.ycc.gpm.creategroup.groupexists.error=Group with name {_ACL_GROUP_NAME_} already exists`
- `com.yodlee.apps.ycc.gpm.findgroup.pageTitle=Find a Cutomer Group`
- `com.yodlee.apps.ycc.gpm.admin.findgroup.heading=Find a CustomerCare Group`
- `com.yodlee.apps.ycc.gpm.admin.findgroup.customerGroup=CustomerCare Group:`
- `com.yodlee.apps.ycc.gpm.admin.findgroup.customerGroup.dropDownValue=Choose a CustomerCare Group`
- `com.yodlee.apps.ycc.gpm.admin.editgroup.heading={_ACL_GROUP_NAME_} Profile`
- `com.yodlee.apps.ycc.gpm.admin.editgroup.subheading=On this page,`

Yodlee CustomerCare
Application Configuration Guide v8.0.2

> you may put users to this Group , put other group(s) to this Group , edit Yodlee CustomerCare application entitlements , and edit permissions to edit customer entitlements .

- **`com.yodlee.apps.ycc.gpm.admin.editgroup.customerCareGroupName=CustomerCare Group Name:`**
- **`com.yodlee.apps.ycc.gpm.admin.editgroup.customerCareGroupStatus=CustomerCare Group Status:`**
- **`com.yodlee.apps.ycc.gpm.csrDetails.sidebar.editGroupPolicy=Edit Group Policy`**
- **`com.yodlee.apps.ycc.gpm.admin.csrprofile.heading={_USER_NAME_} Profile`**
- **`com.yodlee.apps.ycc.gpm.admin.csrprofile.Tableheading=Assign {_USER_NAME_} to Group(s)`**

Cobrandable Parameters

Use the following key to show a different home page rather than the Customer Management page.

- **`com.yodlee.user.home.urlKey=CUSTOMER_MGT_HOME`**

1.3.29 Edit ACL Limits

The **Edit Access/Limits Rules** page is used to define customers' payment and transfer preferences such as access status and payment limits. The following cobrandable strings are used to customize the **Edit Access/Limits Rules** page.

Edit ACL Limits Cobrandable Strings

- **`com.yodlee.apps.ycc.acl.pageTitle=Edit Access/Limits Rules`**
- **`com.yodlee.apps.ycc.acl.pageSubTitle=Edit Access/Limits Rules for {_USER_NAME_}`**
- **`com.yodlee.apps.ycc.acl.regularText=From this page, you can manage the customer's payment and transfer preferences such as access status and payment limits.`**
- **`com.yodlee.apps.ycc.acl.enabled=Enabled`**
- **`com.yodlee.apps.ycc.acl.disabled=Disabled`**
- **`com.yodlee.apps.ycc.acl.customerLevel.label=Customer Level`**
- **`com.yodlee.apps.ycc.acl.accessibility=Accessibility`**
- **`com.yodlee.apps.ycc.acl.applicationAccess.table.header=Application Access`**
- **`com.yodlee.apps.ycc.acl.applicationAccess.table.column.applicationName.displayName=Application Name`**
- **`com.yodlee.apps.ycc.acl.applicationAccess.table.column.accessGranted.displayName=Access Granted`**

- `com.yodlee.apps.ycc.acl.custperm=Customer Permissions`
- `com.yodlee.apps.ycc.acl.applicationAccess.pfm=Yodlee PersonalFinance`
- `com.yodlee.apps.ycc.acl.applicationAccess.bp=Yodlee BillPay`
- `com.yodlee.apps.ycc.acl.applicationAccess.ft=Yodlee FundsTransfer`
- `com.yodlee.apps.ycc.acl.applicationAccess.mobile=Yodlee Mobile`
- `com.yodlee.apps.ycc.acl.applicationAccess.bpaa=Yodlee BillPay Account Accelerator`
- `com.yodlee.apps.ycc.acl.limits_fees=Yodlee BillPay - Limits and Fees`
- `com.yodlee.apps.ycc.acl.paymRailFee.table.header=Payment Rail Availability and Fees`
- `com.yodlee.apps.ycc.acl.paymRailFee.table.column.railName.displayName=Payment Rail Name`
- `com.yodlee.apps.ycc.acl.paymRailFee.table.column.accessGranted.displayName=Access Granted`
- `com.yodlee.apps.ycc.acl.paymRailFee.table.column.fees.displayName=Fees`
- `com.yodlee.apps.ycc.acl.sidebar.editAccessLimitsRules=Edit Access/Limits Rules`
- `com.yodlee.apps.ycc.acl.rail.cardDirect=Yodlee DirectPay-Card`
- `com.yodlee.apps.ycc.acl.rail.checkDirect=Yodlee DirectPay-Check`
- `com.yodlee.apps.ycc.acl.rail.payAnyOne=Check/Electronic (via Partner)`
- `com.yodlee.apps.ycc.acl.paymentLimits=Payment Limits`
- `com.yodlee.apps.ycc.acl.viewPaymentList=View Payment Limits List`
- `com.yodlee.apps.ycc.acl.paymentLimits.table.column.paymentMethod.displayName=Payment Method`
- `com.yodlee.apps.ycc.acl.paymentLimits.table.column.single.displayName=Single`
- `com.yodlee.apps.ycc.acl.paymentLimits.table.column.override.displayName=Override`
- `com.yodlee.apps.ycc.acl.paymentMethod.cardDirect=Credit/Debit Card`
- `com.yodlee.apps.ycc.acl.paymentMethod.cardDirect.override.caption=You can increase a payment limit for a one-time payment which will not count towards the consumer's payment limits. Only one overwrite operation will be allowed per week for each individual consumer.`
- `com.yodlee.apps.ycc.acl.paymentMethod.electronic=Bank/DDA Account`
- `com.yodlee.apps.ycc.acl.paymentMethod.electronic.subCaption=(lead time of 2 or 5 days)`
- `com.yodlee.apps.ycc.acl.paymentMethod.electronic.caption=You may`

```
         increase a one-time payment limit up to $12,000.00. This allowance
         will remain intact for the next 48 hours.
    ▪ com.yodlee.apps.ycc.acl.noOfPayments=Number of Payments Allowed
         (Cumulative across all rails)
    ▪ com.yodlee.apps.ycc.acl.noOfPayments.table.column.frequency.display
         Name=Frequency
    ▪ com.yodlee.apps.ycc.acl.noOfPayments.table.column.noOfPayments.disp
         layName=No. of Payments Allowed
    ▪ com.yodlee.apps.ycc.acl.noOfPayments.weekly=Weekly
    ▪ com.yodlee.apps.ycc.acl.noOfPayments.monthly=Monthly
    ▪ com.yodlee.apps.ycc.acl.update.successfull=The access control was
         updated successfully.
    ▪ com.yodlee.apps.ycc.acl.updateStatus=Update Status
    ▪ com.yodlee.apps.ycc.sr.detectedBy.customer=Customer
    ▪ com.yodlee.apps.ycc.sr.detectedBy.representative=Representative
```

1.3.30 Debit Exception

Yodlee CustomerCare has been enhanced to support Debit Exception for Yodlee BillPay.
Yodlee CustomerCare displays the following new fields in the Debit Instruction Details section
on the **Payment Details** page:

- Display payment account status in the Customer Details section
- Display debit rejection code in the Debit Instruction Details section
- Display re-presentment details in the Debit Instruction Details section

Yodlee CustomerCare supports Debit Exception for Yodlee BillPay. Cobrandable strings are
used to customize the debit exception functionality.

```
Cobrandable Strings

    ▪ com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstruction.created=
         Debit Instruction Created
    ▪ com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstruction.refundcr
         eated=Refund Debit Instruction Created
    ▪ com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstruction.represen
         tcreated=Represent Debit Instruction Created
    ▪ com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstruction.complete
         d=Debit Instruction Completed
    ▪ com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstruction.refundco
         mpleted=Refund Debit Instruction Completed
    ▪ com.yodlee.apps.ycc.paymentdetail.payanyone.debitInstruction.represen
         tcompleted=Represent Debit Instruction Completed
```

- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.refundc reditcreated= Refund Credit instruction Created**
- **com.yodlee.apps.ycc.paymentdetail.payanyone.creditInstruction.refundc reditcompleted= Refund Credit instruction Completed**

1.4 Case Management

1.4.1 Service Request Work Queue

Service Request Work Queue Cobrandable Strings
com.yodlee.apps.ycc.sr.work.queue.sideBar.payment=Payment   **com.yodlee.apps.ycc.sr.work.queue.sideBar.data_errors=Data Errors**   **com.yodlee.apps.ycc.sr.work.queue.sideBar.suggest_site=Suggest a Site**   **com.yodlee.apps.ycc.sr.work.queue.sideBar.suggest_feature=Suggest Feature/Functionality**   **com.yodlee.apps.ycc.sr.work.queue.sideBar.other=Other**   **com.yodlee.apps.ycc.sr.work.queue.sideBar.all_unassigned=All Unassigned**

1.4.2 Create Service Request Page

The following cobrandable strings support the customization of the **Create Service Request** page.

Create Service Request Page Cobrandable Parameters
com.yodlee.apps.ycc.sr.create.form.title=New Service Request - {_USER_NAME_}   **com.yodlee.apps.ycc.sr.create.form.repoter.label=Reporter:**   **com.yodlee.apps.ycc.sr.create.form.browser.label=Browser:**   **com.yodlee.apps.ycc.sr.create.form.neededby.label=Needed By:**   **com.yodlee.apps.ycc.sr.create.form.status.label=Status:**   **com.yodlee.apps.ycc.sr.create.form.detectedby.label=Detected By:**   **com.yodlee.apps.ycc.sr.create.form.url.label=URL:**   **com.yodlee.apps.ycc.sr.create.form.summary.label=Summary:**   **com.yodlee.apps.ycc.sr.create.form.customername.label=Customer Name:**   **com.yodlee.apps.ycc.sr.create.form.suminfoid.label=SUM_INFO_ID:**   **com.yodlee.apps.ycc.sr.create.form.memitemid.label=MEM_ITEM_ID:**   **com.yodlee.apps.ycc.sr.create.form.transactionId.label=Transaction ID:**

- com.yodlee.apps.ycc.sr.create.submittedon.title=Submitted On:
- com.yodlee.apps.ycc.sr.create.assignto.title=Assign To:
- com.yodlee.apps.ycc.sr.create.priority.title= Priority:
- com.yodlee.apps.ycc.sr.create.form.password.label=Password:
- com.yodlee.apps.ycc.sr.create.form.container.label=Container:
- com.yodlee.apps.ycc.sr.create.form.description.label=Description:
- com.yodlee.apps.ycc.sr.create.form.username.label=User Name:
- com.yodlee.apps.ycc.sr.create.form.os.label=OS:
- com.yodlee.apps.ycc.sr.create.form.donotsubmit.link=Do Not Submit Request
- com.yodlee.apps.ycc.sr.create.form.issuetype.label=Issue Type:
- com.yodlee.apps.ycc.sr.create.form.steps.label=Description:
- com.yodlee.apps.ycc.sr.create.form.siteUsername.label=Site User Name:
- com.yodlee.apps.ycc.sr.create.form.accountType.label=Account Type:
- com.yodlee.apps.ycc.sr.create.form.error.mandatory=The Service Request could not be created. Please enter all the mandatory fields and try again.
- com.yodlee.apps.ycc.sr.create.form.error.summary=Please provide a summary for the service request.
- com.yodlee.apps.ycc.sr.create.form.error.Splchars=Special Characters are not allowed. Please remove them and try again
- com.yodlee.apps.ycc.sr.create.form.dateformat.error=Please enter the date in the following format: MM/DD/YYYY
- com.yodlee.apps.ycc.sr.create.form.customerphonenum.label=Customer Contact Phone Number:
- com.yodlee.apps.ycc.sr.create.form.timetocall.label=Best Time To Call:
- com.yodlee.apps.ycc.sr.create.form.payeetype.label=Type of Payee:
- com.yodlee.apps.ycc.sr.create.form.latefee.label=Late Fee assessed: $
- com.yodlee.apps.ycc.sr.create.form.latefeeaccessed.label=Late Fee assessed:
- com.yodlee.apps.ycc.sr.create.form.payeecontactname.label=Payee Contact Name:
- com.yodlee.apps.ycc.sr.create.form.payeecontactnum.label=Payee Contact Phone Number:
- com.yodlee.apps.ycc.sr.create.form.datecontacted.label=Date Consumer contacted Payee:
- com.yodlee.apps.ycc.sr.create.form.subissuetype.label=Issue Subtype:

- **com.yodlee.apps.ycc.sr.create.form.payeetype.1=Cable TV**
- **com.yodlee.apps.ycc.sr.create.form.payeetype.2=Car Loan**
- **com.yodlee.apps.ycc.sr.create.form.payeetype.3=Installment Loan**
- **com.yodlee.apps.ycc.sr.create.form.payeetype.4=Insurance**
- **com.yodlee.apps.ycc.sr.create.form.payeetype.5=Major Credit Card**
- **com.yodlee.apps.ycc.sr.create.form.payeetype.6=Mortagage/Rent**
- **com.yodlee.apps.ycc.sr.create.form.payeetype.7=Retail Credit Card**
- **com.yodlee.apps.ycc.sr.create.form.payeetype.8=Savings/Checkings Account**
- **com.yodlee.apps.ycc.sr.create.form.payeetype.9=Student Loan**
- **com.yodlee.apps.ycc.sr.create.form.payeetype.10=Subscriptions**
- **com.yodlee.apps.ycc.sr.create.form.payeetype.11=Television**
- **com.yodlee.apps.ycc.sr.create.form.payeetype.12=Utilities**
- **com.yodlee.apps.ycc.sr.create.form.payeetype.13=Other**
- **com.yodlee.apps.ycc.sr.create.form.bug.label=Bug:**
- **com.yodlee.apps.ycc.sr.create.form.nobug.label=No Bug**
- **com.yodlee.apps.ycc.sr.create.form.bugid.label=Bug ID**
- **com.yodlee.apps.ycc.sr.create.form.errorcode.label=Error Code:**
- **com.yodlee.apps.ycc.sr.create.form.noerrorcode.label=No Error Code**
- **com.yodlee.apps.ycc.sr.create.form.errorcodeunknown.label=Unknown**
- **com.yodlee.apps.ycc.sr.create.form.externalsrid.label=External SR ID:**

1.4.3 Create Payment Service Request

The following strings support the customization of the **Create Payment Service Request** page.

Create Payment Service Request Page Cobrandable Parameters

- **com.yodlee.apps.ycc.sr.create.payment.form.title=New Service Request - {_USER_NAME_}**
- **com.yodlee.apps.ycc.sr.create.payment.form.repoter.label=Reporter:**
- **com.yodlee.apps.ycc.sr.create.payment.form.browser.label=Browser:**
- **com.yodlee.apps.ycc.sr.create.payment.form.assignedto.label=Assigned To:**
- **com.yodlee.apps.ycc.sr.create.payment.form.neededby.label=Needed By:**
- **com.yodlee.apps.ycc.sr.create.payment.form.status.label=Status:**
- **com.yodlee.apps.ycc.sr.create.payment.form.detectedby.label=Detected By:**
- **com.yodlee.apps.ycc.sr.create.payment.form.url.label=URL:**

- **`com.yodlee.apps.ycc.sr.create.payment.form.summary.label=Summary:`**
- **`com.yodlee.apps.ycc.sr.create.payment.form.customername.label=Customer Name:`**
- **`com.yodlee.apps.ycc.sr.create.payment.form.suminfoid.label=SUM_INFO_ID:`**
- **`com.yodlee.apps.ycc.sr.create.payment.form.memitemid.label=MEM_ITEM_ID:`**
- **`com.yodlee.apps.ycc.sr.create.payment.form.transactionId.label=Transaction ID:`**
- **`com.yodlee.apps.ycc.sr.create.payment.form.billername.label=Biller Name:`**
- **`com.yodlee.apps.ycc.sr.create.payment.form.billeraddress.label=Biller Address:`**
- **`com.yodlee.apps.ycc.sr.create.payment.form.paymentamount.label=Payment Amount:`**
- **`com.yodlee.apps.ycc.sr.create.payment.submittedon.title=Submitted On:`**
- **`com.yodlee.apps.ycc.sr.create.payment.assignto.title=Assign To:`**
- **`com.yodlee.apps.ycc.sr.create.payment.priority.title= Priority:`**
- **`com.yodlee.apps.ycc.sr.create.payment.form.paymentscheduledon.label=Payment Scheduled On:`**
- **`com.yodlee.apps.ycc.sr.create.payment.form.paymentstatus.label=Payment Status:`**
- **`com.yodlee.apps.ycc.sr.create.payment.form.password.label=Password:`**
- **`com.yodlee.apps.ycc.sr.create.payment.form.container.label=Container:`**
- **`com.yodlee.apps.ycc.sr.create.payment.form.description.label=Description:`**
- **`com.yodlee.apps.ycc.sr.create.payment.form.username.label=User Name:`**
- **`com.yodlee.apps.ycc.sr.create.payment.form.os.label=OS:`**
- **`com.yodlee.apps.ycc.sr.create.payment.form.paymentrail.label=Payment Rail:`**
- **`com.yodlee.apps.ycc.sr.create.payment.form.accountnumber.label=Account Number:`**
- **`com.yodlee.apps.ycc.sr.create.payment.form.debittimestamp.label=Debit Timestamp:`**
- **`com.yodlee.apps.ycc.sr.create.payment.form.checknumber.label=Check Number:`**
- **`com.yodlee.apps.ycc.sr.create.payment.form.donotsubmit.link=Do Not Submit Request`**
- **`com.yodlee.apps.ycc.sr.create.payment.form.issuetype.label=Type of Issue:`**
- **`com.yodlee.apps.ycc.sr.create.payment.form.steps.label=Steps to Reproduce:`**
- **`com.yodlee.apps.ycc.sr.create.payment.form.paymentacctname.label=Account Name:`**
- **`com.yodlee.apps.ycc.sr.create.payment.form.deliverondate.label=Deliver on Date:`**
- **`com.yodlee.apps.ycc.sr.create.payment.form.payeeacctnum.label=Payee Account Number:`**

1.4.4 Submit Service Request

The following strings control the user interface and behavior of the Submit Service Request functionality.

Service Request Strings
`com.yodlee.app.servicerequest.issueOption.option1`   `com.yodlee.app.servicerequest.issueOption.option2`   `com.yodlee.app.servicerequest.issueOption.option3`   `com.yodlee.app.servicerequest.issueOption.option4`   `com.yodlee.app.servicerequest.issueOption.option5`   `com.yodlee.app.servicerequest.issueOption.option6`   `com.yodlee.app.servicerequest.issueOption.option7`   `com.yodlee.app.servicerequest.issueOption.option8`   `com.yodlee.app.servicerequest.issueOption.option9`   `com.yodlee.app.servicerequest.issueOption.option10`   `com.yodlee.app.servicerequest.issueOption.option11`   `com.yodlee.app.servicerequest.issueOption.option12`   `com.yodlee.app.serviceRequest.product.issuetypes.YODLEE_HOUSEHOLDING`   `com.yodlee.app.serviceRequest.product.issuetypes.YODLEE_ADVISOR_MANAGEMENT`   `com.yodlee.app.serviceRequest.product.issuetypes.YODLEE_BPAA`   `com.yodlee.app.serviceRequest.product.issuetypes.YODLEE_PFM`   `com.yodlee.app.serviceRequest.product.issuetypes.YODLEE_MOBILE`   `com.yodlee.app.serviceRequest.product.issuetypes.YODLEE_MONEYCENTER`   `com.yodlee.app.serviceRequest.product.issuetypes.YODLEE_BILLPAY`   `com.yodlee.app.serviceRequest.product.issuetypes.YODLEE_FUNDS_TRANSFER=`   `com.yodlee.app.serviceRequest.product.issuetypes.YODLEE_NETWORK_PAY`
The Create Service Request page and the Update Service Request page contain the Type and Subtype Fields: - The 'Type' displayed depends on the 'Product' and 'Product Version' purchased. Only Types that are relevant to the products purchased are displayed. For example, if only BillPay has been purchased, only 'Payment' type will be shown.   - Subtype options are dependent on the Type selected. For example, the Fund Transfer subtype will not appear if Type = Payment is selected.   - The default selection for 'Type' is 'Choose a Type' until the Product and Product Version has been selected.

- The default selection for 'Subtype' is 'Choose a Subtype' until the Type is selected.

Common Strings For All Issue Types<Summary>

- `com.yodlee.apps.ycc.sr.summary.cobrandID=Financial Institution`
- `com.yodlee.apps.ycc.sr.summary.platformVersion=Platform Version`
- `com.yodlee.apps.ycc.sr.summary.heading = Summary`
- `com.yodlee.apps.ycc.sr.summary.status = Status`
- `com.yodlee.apps.ycc.sr.summary.priority = Priority`
- `com.yodlee.apps.ycc.sr.summary.submittedOn = Submitted on`
- `com.yodlee.apps.ycc.sr.summary.latestNeededBy = Resolve by`
- `com.yodlee.apps.ycc.sr.summary.closedOn = Closed on`
- `com.yodlee.apps.ycc.sr.summary.assignedTo = Assigned To`
- `com.yodlee.apps.ycc.sr.summary.detectedBy = Detected by`
- `com.yodlee.apps.ycc.sr.summary.product = Product`
- `com.yodlee.apps.ycc.sr.summary.issueType = SR Type`
- `com.yodlee.apps.ycc.sr.summary.productVersion = Version`
- `com.yodlee.apps.ycc.sr.summary.product.productVersion = Product Version`
- `com.yodlee.apps.ycc.sr.summary.issueSubType = SR Subtype`
- `com.yodlee.apps.ycc.sr.summary.summary = Summary`
- `com.yodlee.apps.ycc.sr.summary.description = Problem Description`
- `com.yodlee.apps.ycc.sr.summary.assignedToMandatory = Select Assigned To.`

Common Strings For All Issue Types<Customer>

- `com.yodlee.apps.ycc.sr.customer.heading = Customer`
- `com.yodlee.apps.ycc.sr.customer.firstName = Name`
- `com.yodlee.apps.ycc.sr.customer.userName = Username`
- `com.yodlee.apps.ycc.sr.customer.email = E-Mail`
- `com.yodlee.apps.ycc.sr.customer.phoneNumber = Phone`
- `com.yodlee.apps.ycc.sr.customer.bestTimeToCall = Call during`

Common Strings For All Issue Types<Environment>

- `com.yodlee.apps.ycc.sr.environment.heading = Environment`
- `com.yodlee.apps.ycc.sr.environment.os = OS`
- `com.yodlee.apps.ycc.sr.environment.browser = Browser`

- `#Common Strings For All Issue Types<Bug>`
- `com.yodlee.apps.ycc.sr.environment.bug = Bug`

- `com.yodlee.apps.ycc.sr.environment.hasBug = No Bug`
- `com.yodlee.apps.ycc.sr.environment.bugID = Bug ID`
- `com.yodlee.apps.ycc.sr.environment.teamAssigned = Team Assigned`
- `com.yodlee.apps.ycc.sr.common.externalCrmID=External CRM ID`
- `com.yodlee.apps.ycc.sr.issue.heading = Details`
- `com.yodlee.apps.ycc.sr.worklog.heading = View/Update Work Log`
- `com.yodlee.apps.ycc.sr.colon =:`

Strings For Details<Payment>
- `com.yodlee.apps.ycc.sr.summary.url = URL`
- `com.yodlee.apps.ycc.sr.issue.paymentIssue.memItemId = Mem Item ID`
- `com.yodlee.apps.ycc.sr.issue.paymentIssue.transactionID = Transaction ID`
- `com.yodlee.apps.ycc.sr.issue.paymentIssue.deliveryDate = Delivered on Date`
- `com.yodlee.apps.ycc.sr.issue.paymentIssue.paymentAccountName = Payment Account Name`
- `com.yodlee.apps.ycc.sr.issue.paymentIssue.paymentAccountNumber = Payment Account Number`
- `com.yodlee.apps.ycc.sr.issue.paymentIssue.paymentAmount = Payment Amount`
- `com.yodlee.apps.ycc.sr.issue.paymentIssue.paymentRailID = Payment Rail`
- `com.yodlee.apps.ycc.sr.issue.paymentIssue.debitTimeStamp = Debit Timestamp`
- `com.yodlee.apps.ycc.sr.common.errorCode.heading = Error Code`
- `com.yodlee.apps.ycc.sr.common.errorCode = Error Code`
- `com.yodlee.apps.ycc.sr.common.noerrorcode = No Error Code`
- `com.yodlee.apps.ycc.sr.common.errorCode.unKnown = Unknown`
- `com.yodlee.apps.ycc.sr.issue.paymentIssue.sumInfoId = Sum Info ID`
- `com.yodlee.apps.ycc.sr.issue.paymentIssue.billerName = Payee Name`
- `com.yodlee.apps.ycc.sr.issue.paymentIssue.billerAddress = Payee Address`
- `com.yodlee.apps.ycc.sr.issue.paymentIssue.payeeAccountNumber = Payee Account Number`
- `com.yodlee.apps.ycc.sr.issue.paymentIssue.payeeTypeId = Type of Payee`
- `com.yodlee.apps.ycc.sr.issue.paymentIssue.payeeContactName = Payee Contact Name`
- `com.yodlee.apps.ycc.sr.issue.paymentIssue.payeeContactNumber =`

```
            Payee Contact Number
    ▪ com.yodlee.apps.ycc.sr.issue.paymentIssue.lateFeeAccessed = Late
      fees assessed
    ▪ com.yodlee.apps.ycc.sr.issue.paymentIssue.latefeeassessed.yes = Yes
    ▪ com.yodlee.apps.ycc.sr.issue.paymentIssue.latefeeassessed.no = No
```

Strings For Details<Transfer>

```
    ▪ com.yodlee.apps.ycc.sr.issue.transferIssue.transferID = Transaction
      ID
    ▪ com.yodlee.apps.ycc.sr.issue.transferIssue.sourceTransferAccount.na
      me = Source Account
    ▪ com.yodlee.apps.ycc.sr.issue.transferIssue.transferDate = Deliver
      On Date
    ▪ com.yodlee.apps.ycc.sr.issue.transferIssue.transferStatusId =
      Transfer Status
    ▪ com.yodlee.apps.ycc.sr.issue.transferIssue.transferModeId =
      Transfer Type
    ▪ com.yodlee.apps.ycc.sr.issue.transferIssue.destinationTransferAccou
      nt.name = Destination Account
    ▪ com.yodlee.apps.ycc.sr.issue.transferIssue.transferamount =
      Transfer Amount
    ▪ com.yodlee.apps.ycc.sr.issue.transferIssue.transferRequestDate =
      Transfer Request Date
```

Strings For Details<Data Error>

```
    ▪ com.yodlee.apps.ycc.sr.issue.otherIssue.itemId = Mem Item ID
    ▪ com.yodlee.apps.ycc.sr.issue.otherIssue.itemAccountId =
      ITEM_ACCOUNT_ID
    ▪ com.yodlee.apps.ycc.sr.issue.otherIssue.sumInfoId = Sum Info ID
    ▪ com.yodlee.apps.ycc.sr.issue.otherIssue.container = Account Type

    ▪ #Strings For Details<Suggest Site>
    ▪ com.yodlee.apps.ycc.sr.issue.suggestSiteIssue.siteName = Site Name
    ▪ com.yodlee.apps.ycc.sr.issue.suggestSiteIssue.userName =
      Username(optional)
    ▪ com.yodlee.apps.ycc.sr.issue.suggestSiteIssue.password =
      Password(optional)
    ▪ com.yodlee.apps.ycc.sr.issue.suggestSiteIssue.confirmPassword =
      Confirm password(optional)
    ▪ com.yodlee.apps.ycc.sr.issue.otherIssue.container = Account Type
```

- **`com.yodlee.apps.ycc.sr.issue.suggestSiteIssue.container = Account Type`**

Strings to escalate data to Yodlee

- **`com.yodlee.apps.ycc.sr.summary.escalated = Escalate to Yodlee`**
- **`com.yodlee.apps.ycc.sr.summary.shareUserData = Share the consumer's account information with Yodlee`**

Strings for worklog

- **`com.yodlee.apps.ycc.sr.workLog.workLog = Work Log:`**
- **`com.yodlee.apps.ycc.sr.worklog.button.clear = Clear`**
- **`com.yodlee.apps.ycc.sr.worklog.button.spellcheck = Spell Check`**
- **`com.yodlee.apps.ycc.sr.worklog.button.external.worklog = E-Mail Customer & Save as External Worklog`**
- **`com.yodlee.apps.ycc.sr.worklog.button.internal.worklog = Save as Internal Worklog`**
- **`com.yodlee.apps.ycc.sr.workLog.addattachments= Add Attachments:`**
- **`com.yodlee.apps.ycc.sr.workLog.workLogsize=Worklog exceeds 1024 characters.`**
- **`com.yodlee.apps.ycc.sr.workLog.workLog.maxchars=(max character: 1024)`**

Strings for Summary of Resolution

- **`com.yodlee.apps.ycc.sr.summaryofresolution = Summary of Resolution`**

Strings for Attachment

- **`com.yodlee.apps.ycc.sr.attachment.attachmenthistory = Attachment History`**
- **`com.yodlee.apps.ycc.sr.attachment.from=From`**
- **`com.yodlee.apps.ycc.sr.attachment.received=Received`**
- **`com.yodlee.apps.ycc.sr.attachment.to=To`**
- **`com.yodlee.apps.ycc.sr.attachment.sent=Sent`**
- **`com.yodlee.apps.ycc.sr.attachment.attached=Attached`**
- **`com.yodlee.apps.ycc.sr.attachment.download=Download`**

Strings to Re-assign and keep the work log private

- **`com.yodlee.apps.ycc.sr.workLog.privateToTier2 = Keep this worklog comment private`**
- **`com.yodlee.apps.ycc.sr.worlog.private.label.tip = Choose whether to allow the client's customer care team to be able to view this work`**

```
        log comment
```
- **com.yodlee.apps.ycc.sr.summary.reAssignToTier1 = Reassign to owner**

Strings for the save changes
- **com.yodlee.apps.ycc.sr.savechanges = Save Changes**
- **com.yodlee.apps.ycc.sr.submit = Submit**

Cobrandable Parameters
- **com.yodlee.app.serviceRequest.issueType**
- **com.yodlee.app.servicerequest.products**

1.4.5 Service Request Success Confirmation

The following strings support the customization of the service request submission confirmation functionality.

Service Request Submission Confirmation Cobrandable Strings

- **com.yodlee.apps.ycc.sr.createsuccess.page.sumbitlink=Submit Service Request**
- **com.yodlee.apps.ycc.sr.createsuccess.page.sidebar.title=Service Request Management**
- **com.yodlee.apps.ycc.sr.createsuccess.page.backtoworkqueue=« Back to My Work Queue**
- **com.yodlee.apps.ycc.sr.createsuccess.page.previoussr=Previous Service Request**
- **com.yodlee.apps.ycc.sr.createsuccess.page.nextsr=Next Service Request**
- **com.yodlee.apps.ycc.sr.createsuccess.page.neededby=Needed By**
- **com.yodlee.apps.ycc.sr.createsuccess.page.submittedon=Submitted On**
- **com.yodlee.apps.ycc.sr.createsuccess.page.summary=Summary**
- **com.yodlee.apps.ycc.sr.createsuccess.page.issuetype=Issue Type**
- **com.yodlee.apps.ycc.sr.createsuccess.page.priority=Priority**
- **com.yodlee.apps.ycc.sr.createsuccess.page.assignedto=Assigned To**
- **com.yodlee.apps.ycc.sr.createsuccess.page.reporter=Reporter**
- **com.yodlee.apps.ycc.sr.createsuccess.page.subtitle=Service Request Created Successfully**
- **com.yodlee.apps.ycc.sr.createsuccess.page.title=Service Request Created**
- **com.yodlee.apps.ycc.sr.updatesuccess.page.subtitle=Service Request Updated Successfully**

```
▪ com.yodlee.apps.ycc.sr.updatesuccess.page.title=Service Request
  Updated
▪ com.yodlee.apps.ycc.sr.createsuccess.page.srid=Service Request ID
▪ com.yodlee.apps.ycc.sr.updatesuccess.page.subtitletext= was
  successfully updated.
▪ com.yodlee.apps.ycc.sr.createsuc.sb.p1.t1=Each service request that
  is successfully submitted is assigned a unique Service Request ID.
▪ com.yodlee.apps.ycc.sr.createsuc.sb.p1.t2=The ID number allows you
  to track this issue throughout the resolution process and even
  after it is closed.
▪ com.yodlee.apps.ycc.sr.createsuc.sb.p2.t1=<br><br>As on this page,
  when you search for the issue using the ID number, you will see who
  submitted the request,
▪ com.yodlee.apps.ycc.sr.createsuc.sb.p2.t2=who has been assigned to
  fix the issue, the priority,dates, and other pertinent details.
▪ com.yodlee.apps.ycc.sr.createsuc.sb.fulltext={com.yodlee.apps.ycc.s
  r.createsuc.sb.p1.t1}{com.yodlee.apps.ycc.sr.createsuc.sb.p1.t2}{co
  m.yodlee.apps.ycc.sr.createsuc.sb.p2.t1}{com.yodlee.apps.ycc.sr.cre
  atesuc.sb.p2.t2}
```

1.4.6 Service Request Confirmation Text

The text on the Service Request Confirmation page is cobrandable and defined in cobrandableString.properties file

`com.yodlee.app.servicerequestSubmitted.confirmtext=`

1.4.7 Service Request Status Strings for Tier1

The Tier1 Service Request Status strings are used to customize status definitions for Tier1 Yodlee CustomerCare support.

Cobrandable Strings
`com.yodlee.apps.ycc.sr.status.1=New`   `com.yodlee.apps.ycc.sr.status.2=Assigned`   `com.yodlee.apps.ycc.sr.status.3=Reopened`   `com.yodlee.apps.ycc.sr.status.4=Resolved`   `com.yodlee.apps.ycc.sr.status.5=Closed-Fixed`   `com.yodlee.apps.ycc.sr.status.6=Open-Pending Investigation`   `com.yodlee.apps.ycc.sr.status.7=Open-Pending Customer Input`   `com.yodlee.apps.ycc.sr.status.8=In Progress - Pending Customer Input`   `com.yodlee.apps.ycc.sr.status.9=In Progress - Pending Internal Team`

- **com.yodlee.apps.ycc.sr.status.10=Closed-Duplicate**
- **com.yodlee.apps.ycc.sr.status.11=Closed-Will Not Fix**
- **com.yodlee.apps.ycc.sr.status.12=Closed-Invalid**
- **com.yodlee.apps.ycc.sr.status.13=Closed-Pending Bug fix**
- **com.yodlee.apps.ycc.sr.summary.status = status**
- **com.yodlee.apps.ycc.sr.summary.assignedToView = Assigned To:**

1.4.8 Cobranding For Tier1

For Tier 2 support from Yodlee, the following cobranding must be done for the Yodlee cobrand. 11111111 is the tier1 cobrand ID.

Cobrandable Strings
com.yodlee.isso.saml.artifact.authenticationDelay.11111111=9000000   **com.yodlee.isso.saml.profile.11111111=Post**   **com.yodlee.isso.saml.request.verify.11111111=false**   **com.yodlee.isso.authentication.basic.enabled.11111111=false**   **com.yodlee.isso.yodlee.attribute.name.11111111=YodleeAttributes**   **com.yodlee.isso.saml.response.soap.envelope.11111111=true**   **com.yodlee.isso.saml.targetKey.11111111=TARGET**   **com.yodlee.isso.saml.request.sign.11111111=false**   **com.yodlee.isso.yodlee.attribute.namespace.11111111=www.yodlee.com**   **com.yodlee.isso.saml.post.key.11111111=SAMLResponse**   **com.yodlee.isso.saml.reauthenticate.targetKey.11111111=ytgt**   **com.yodlee.isso.saml.sourceid.11111111=46w4utrHv7OxhKUfXPiMUvxE8Uw**   **com.yodlee.isso.saml.backwardcompatibile.11111111=true**   **com.yodlee.isso.saml.assertion.sign.11111111=false**   **com.yodlee.isso.saml.response.decrypt.11111111=false**   **com.yodlee.isso.saml.response.encryption.11111111=0**   **com.yodlee.isso.saml.issuer.11111111=vunnam**   **com.yodlee.isso.saml.source.11111111=amexcst**   **com.yodlee.isso.saml.response.sign.11111111=false**   **com.yodlee.isso.saml.response.encrypt.11111111=false**   **com.yodlee.isso.saml.response.verify.11111111=false**   **com.yodlee.isso.saml.library.11111111=Verisign**   **com.yodlee.isso.saml.version.11111111=1.1**   **com.yodlee.isso.saml.response.receiver.11111111=https://192.168.209.41/**

- `ycc/home.default.do`
- `com.yodlee.isso.saml.request.receiver.11111111=https://in-sperumal:9000/isso/samlAuthority.default.do`
- `com.yodlee.isso.saml.audience.11111111=www.yodlee.com`
- `com.yodlee.isso.saml.recipient.11111111=Yodlee`
- `com.yodlee.isso.saml.artifact.key.11111111=SAMLart`
- `com.yodlee.isso.saml.condition.duration.11111111=9000000`
- `com.yodlee.isso.saml.permitted.ips.11111111=in-sperumal`
- `com.yodlee.isso.saml.request.soap.envelope.11111111=true`
- `com.yodlee.isso.saml.assertion.verify.11111111=false`
- `com.yodlee.isso.site.certificate.privateKey.11111111=null`
- `com.yodlee.isso.site.certificate.publicKey.11111111=null`
- `com.yodlee.isso.site.certificate.certificate.11111111=null`
- `com.yodlee.isso.site.certificate.signing.11111111=null`
- `com.yodlee.isso.site.certificate.response.encrypt.11111111=null`
- `com.yodlee.isso.authentication.basic.username.11111111=null`
- `com.yodlee.isso.authentication.basic.password.11111111=null`
- `com.yodlee.isso.yodlee.attribute.profileInfo.name.11111111=ProfileInfo`
- `com.yodlee.isso.yodlee.attribute.authenticationInfo.name.11111111=`
- `AuthenticationInfo`
- `com.yodlee.isso.site.default.yodlee.attribute.name.11111111=Yodlee`
- `Attributes`
- `com.yodlee.isso.site.default.yodlee.attribute.namespace.11111111=`
- `www.yodlee.com`

Use the following keys to relate URL's for the Yodlee CustomerCare
application fromYCC:

- `com.yodlee.apps.externalsite.rootContext.11111111=/ycc`
- `com.yodlee.apps.externalsite.serverURL.11111111=https://in-lenor46:443`
- `com.yodlee.apps.externalsite.applicationExt.11111111=default.do`

1.4.9 Service Request Status Strings for Tier2

The Tier2 Service Request Status strings are used to customize status definitions for Tier2 Yodlee CustomerCare support.

Cobrandable Strings

- **com.yodlee.apps.ycc.sr.status.t2.1=New**
- **com.yodlee.apps.ycc.sr.status.t2.2=Assigned**
- **com.yodlee.apps.ycc.sr.status.t2.3=Reopened**
- **com.yodlee.apps.ycc.sr.status.t2.4=Resolved**
- **com.yodlee.apps.ycc.sr.status.t2.6=Open-Pending Investigation**
- **com.yodlee.apps.ycc.sr.status.t2.7=Open-Pending Customer Input**
- **com.yodlee.apps.ycc.sr.status.t2.8=In Progress - Pending Customer Input**
- **com.yodlee.apps.ycc.sr.status.t2.9=In Progress - Pending Internal Team**
- **com.yodlee.apps.ycc.sr.status.t2.10=Closed-Duplicate**
- **com.yodlee.apps.ycc.sr.status.t2.11=Closed-Will Not Fix**
- **com.yodlee.apps.ycc.sr.status.t2.12=Closed-Invalid**
- **com.yodlee.apps.ycc.sr.status.t2.13=Closed-Pending Bug fix**

1.4.10 Service Request Issue Type Strings

The Service Request Issue Type strings are used to customize the issue type values that can be selected in the **Submit New Service Request** page.

Cobrandable Service Request Issue Type Strings

- **com.yodlee.apps.ycc.sr.issueType.PAYMENT=Yodlee Billpay**
- **com.yodlee.apps.ycc.sr.issueType.TRANSFER=Yodlee FundsTransfer**
- **com.yodlee.apps.ycc.sr.issueType.DATAERROR=Data Error**
- **com.yodlee.apps.ycc.sr.issueType.SUGGEST_A_SITE=Suggest a site**
- **com.yodlee.apps.ycc.sr.issueType.SUGGEST_ENHANCEMENT=Suggest an enhancement**
- **com.yodlee.apps.ycc.sr.issueType.OTHER=Other**
- **com.yodlee.apps.ycc.sr.issueType.GENERAL_QUESTIONS=General Questions**
- **com.yodlee.apps.ycc.sr.issueType.PERSONAL_FINANCE_MANAGEMENT=Yodlee PersonalFinance**
- **com.yodlee.apps.ycc.sr.issueType.SYSTEMS=Systems**
- **com.yodlee.apps.ycc.sr.issueType.IDENTITY_VERIFICATION=Yodlee AccountOpening**
- **com.yodlee.apps.ycc.sr.issueType.ACCOUNT_VERIFICATION=Yodlee AccountVerification**
- **com.yodlee.apps.ycc.sr.issueType.MOBILE_SUPPORT=Yodlee Mobile**
- **com.yodlee.apps.ycc.sr.issueType.ACCOUNT_ACCELERATOR=Yodlee BillPay AccountAccelerator**
- **com.yodlee.apps.ycc.sr.issueType.NETWORK_PAY_TRANSFER=Network Pay**

```
        Transfer
    ▪   com.yodlee.apps.ycc.sr.issueType.ADVISOR=Advisor
    ▪   com.yodlee.apps.ycc.sr.issueType.1=Yodlee Billpay
    ▪   com.yodlee.apps.ycc.sr.issueType.2=Yodlee FundsTransfer
    ▪   com.yodlee.apps.ycc.sr.issueType.3=Data Error
    ▪   com.yodlee.apps.ycc.sr.issueType.4=Suggest a site
    ▪   com.yodlee.apps.ycc.sr.issueType.5=Suggest an enhancement
    ▪   com.yodlee.apps.ycc.sr.issueType.6=Other
    ▪   com.yodlee.apps.ycc.sr.issueType.7=General Questions
    ▪   com.yodlee.apps.ycc.sr.issueType.8=Yodlee PersonalFinance
    ▪   com.yodlee.apps.ycc.sr.issueType.9=Systems
    ▪   com.yodlee.apps.ycc.sr.issueType.10=Yodlee AccountOpening
    ▪   com.yodlee.apps.ycc.sr.issueType.11=Yodlee AccountVerification
    ▪   com.yodlee.apps.ycc.sr.issueType.12=Yodlee Mobile
    ▪   com.yodlee.apps.ycc.sr.issueType.13=Yodlee BillPay AccountAccelerator
    ▪   com.yodlee.apps.ycc.sr.issueType.14=Network Pay Transfer
    ▪   com.yodlee.apps.ycc.sr.issueType.15=Advisor
    ▪   com.yodlee.apps.ycc.sr.issueType.16=Householding
```

```
Cobrandable Parameters for Status
    ▪   com.Yodlee.apps.ycc.sr.statuses=1,2,3,5,6,7,8,9,10,11,12,13
    ▪   com.yodlee.apps.ycc.sr.statuses.tier2=1,2,3,4,6,7,8,9,10,11,12,13
```

1.4.11 Find a Service Request

Yodlee CustomerCare users can use the **Find a Service Request** page to locate a service request that has already been submitted by the Yodlee CustomerCare users or consumer (from within the Yodlee MoneyCenter application using the Submit a Service Request module). Cobrandable strings are used to customize the user interface and functionality of the **Find a Service Request** page. The search filters supported are:

- Issue Type
- Priority
- Status
- Resolution
- Reporter
- Assigned To
- Matches String

- Request Id
- Platform version
- Financial
- Team Assigned
- Bug id
- Reported by
- Need from and to
- Submitted from and to

Cobrandable Strings

Service Request Search Form Page Strings
   • **com.yodlee.apps.ycc.sr.search.pageTitle=Find Service Requests**
   • **com.yodlee.apps.ycc.sr.search.pageSubTitle={com.yodlee.apps.ycc.sr.search.pageTitle}**
   • **com.yodlee.apps.ycc.sr.search.regularText=Enter one or more fields to search for a specific service request.**
   • **com.yodlee.apps.ycc.sr.search.form.heading={com.yodlee.apps.ycc.sr.search.pageTitle}**
   • **com.yodlee.apps.ycc.sr.search.form.lable.serviceRequestId=Request ID**
   • **com.yodlee.apps.ycc.sr.search.form.lable.issueType=Service Request Type**
   • **com.yodlee.apps.ycc.sr.search.form.lable.subIssueType=Service Request Subtype**
   • **com.yodlee.apps.ycc.sr.search.form.lable.status=Status**
   • **com.yodlee.apps.ycc.sr.search.form.lable.resolution=Resolution**
   • **com.yodlee.apps.ycc.sr.search.form.lable.priority=Priority**
   • **com.yodlee.apps.ycc.sr.search.form.lable.reporter=Reported by**
   • **com.yodlee.apps.ycc.sr.search.form.lable.assignedTo=Assigned to**
   • **com.yodlee.apps.ycc.sr.search.form.lable.assignedToView=Assigned to**
   • **com.yodlee.apps.ycc.sr.search.form.lable.matchesString=Matches String**
   • **com.yodlee.apps.ycc.sr.search.form.lable.financialinstituition=Financial Institution**
   • **com.yodlee.apps.ycc.sr.search.form.lable.platformversion=Platform Version**
   • **com.yodlee.apps.ycc.sr.search.form.search=Search**
   • **com.yodlee.apps.ycc.sr.search.form.lable.custusername=Customer's**

Username
Find a Service Request Strings • **com.yodlee.apps.ycc.SR.findaservicerequest.neededbyfrom=Need from** • **com.yodlee.apps.ycc.SR.findaservicerequest.neededbyto=Need to** • **com.yodlee.apps.ycc.SR.findaservicerequest.submittedonfrom=Submitted from** • **com.yodlee.apps.ycc.SR.findaservicerequest.submittedonto=Submitted to**
Service Request Search Results Page Strings • **com.yodlee.apps.ycc.sr.searchresult.pageTitle=Service Request Search Results** • **com.yodlee.apps.ycc.sr.searchresult.pageSubTitle=Service Request Search Results** • **com.yodlee.apps.ycc.sr.searchresult.regularText=Review the list of the results for your issue search below. You may want to narrow down your search by entering additional search criteria.** • **com.yodlee.apps.ycc.sr.searchresult.table.header=Search Results** • **com.yodlee.apps.ycc.sr.searchresult.table.column.requestId.displayName=Request ID** • **com.yodlee.apps.ycc.sr.searchresult.table.column.reporter.displayName=Reporter** • **com.yodlee.apps.ycc.sr.searchresult.table.column.assignedTo.displayName=Assigned To** • **com.yodlee.apps.ycc.sr.searchresult.table.column.priority.displayName=Priority** • **com.yodlee.apps.ycc.sr.searchresult.table.column.issueType.displayName=Issue Type** • **com.yodlee.apps.ycc.sr.searchresult.table.column.status.displayName=Status** • **com.yodlee.apps.ycc.sr.searchresult.table.column.summary.displayName=Summary** • **com.yodlee.apps.ycc.sr.searchresult.table.column.submittedOn.displayName=Submitted On** • **com.yodlee.apps.ycc.sr.searchresult.table.column.neededBy.displayName=Needed By** • **com.yodlee.apps.ycc.sr.searchresult.zeroresults.text=Your search returned zero service requests.** • **com.yodlee.apps.ycc.sr.assignedto.unassigned=Unassigned**
Service Request Issue Type Strings • **com.yodlee.apps.ycc.sr.issueType.1=Payment** • **com.yodlee.apps.ycc.sr.issueType.2=Transfer** • **com.yodlee.apps.ycc.sr.issueType.3=Data Error**

▪ **com.yodlee.apps.ycc.sr.issueType.4=Suggest a site**
▪ **com.yodlee.apps.ycc.sr.issueType.5=Suggest an enhancement**
▪ **com.yodlee.apps.ycc.sr.issueType.6=Other**
Service Request Status Strings
▪ **com.yodlee.apps.ycc.sr.status.1=New**
▪ **com.yodlee.apps.ycc.sr.status.2=Assigned**
▪ **com.yodlee.apps.ycc.sr.status.3=Reopened**
▪ **com.yodlee.apps.ycc.sr.status.4=Resolved**
▪ **com.yodlee.apps.ycc.sr.status.5=Closed**
Service Request Priority Strings
▪ **com.yodlee.apps.ycc.sr.priority.1=P1**
▪ **com.yodlee.apps.ycc.sr.priority.2=P2**
▪ **com.yodlee.apps.ycc.sr.priority.3=P3**
▪ **com.yodlee.apps.ycc.sr.priority.4=P4**
▪ **com.yodlee.apps.ycc.sr.priority.5=P5**
Service Request Resolution Strings
▪ **com.yodlee.apps.ycc.sr.resolution.1=In Progress**
▪ **com.yodlee.apps.ycc.sr.resolution.2=Fixed**
▪ **com.yodlee.apps.ycc.sr.resolution.3=Not Fixed**
▪ **com.yodlee.apps.ycc.sr.resolution.4=Invalid**
▪ **com.yodlee.apps.ycc.sr.resolution.5=Will Not Fix**
Service Request Matches String
▪ **com.yodlee.apps.ycc.sr.search.form.lable.matchesString=Matches String**

1.4.12 Update Service Request

The following strings support the customization of the **Update Service Request** page.

Update Service Request Page Cobrandable Strings
▪ **com.yodlee.apps.ycc.sr.update.form.title=Service Request:**
▪ **com.yodlee.apps.ycc.sr.update.form.subtitle=Update Service Request:**
▪ **com.yodlee.apps.ycc.sr.update.form.repoter.label=Reporter:**
▪ **com.yodlee.apps.ycc.sr.update.form.assignedto.label=Assigned To:**
▪ **com.yodlee.apps.ycc.sr.update.form.neededby.label=Needed By:**

- `com.yodlee.apps.ycc.sr.update.form.status.label=Status:`
- `com.yodlee.apps.ycc.sr.update.form.detectedby.label=Detected By:`
- `com.yodlee.apps.ycc.sr.update.form.url.label=URL:`
- `com.yodlee.apps.ycc.sr.update.form.summary.label=Summary:`
- `com.yodlee.apps.ycc.sr.update.form.customername.label=Customer Name:`
- `com.yodlee.apps.ycc.sr.update.form.suminfoid.label=SUM_INFO_ID:`
- `com.yodlee.apps.ycc.sr.update.form.memitemid.label=MEM_ITEM_ID:`
- `com.yodlee.apps.ycc.sr.update.form.transactionId.label=Transaction ID:`
- `com.yodlee.apps.ycc.sr.update.form.billername.label=Biller Name:`
- `com.yodlee.apps.ycc.sr.update.form.billeraddress.label=Biller Address:`
- `com.yodlee.apps.ycc.sr.update.form.paymentamount.label=Payment Amount:`
- `com.yodlee.apps.ycc.sr.update.submittedon.title=Submitted On:`
- `com.yodlee.apps.ycc.sr.update.reassignto.label=Reassign To:`
- `com.yodlee.apps.ycc.sr.update.latestneededby.label=Latest Needed By:`
- `com.yodlee.apps.ycc.sr.update.resolution.title= Resolution:`
- `com.yodlee.apps.ycc.sr.update.priority.title= Priority:`
- `com.yodlee.apps.ycc.sr.update.form.paymentscheduledon.label=Payment Scheduled On:`
- `com.yodlee.apps.ycc.sr.update.form.paymentstatus.label=Payment Status:`
- `com.yodlee.apps.ycc.sr.update.form.password.label=Password:`
- `com.yodlee.apps.ycc.sr.update.form.container.label=Container:`
- `com.yodlee.apps.ycc.sr.update.form.description.label=Description:`
- `com.yodlee.apps.ycc.sr.update.form.username.label=User Name:`
- `com.yodlee.apps.ycc.sr.update.form.browser.label=Browser Version:`
- `com.yodlee.apps.ycc.sr.update.form.os.label=OS:`
- `com.yodlee.apps.ycc.sr.update.form.paymentrail.label=Payment Rail:`
- `com.yodlee.apps.ycc.sr.update.form.payeeaddress.label=Payee Address:`
- `com.yodlee.apps.ycc.sr.update.form.accountnumber.label=Account Number:`
- `com.yodlee.apps.ycc.sr.update.form.debittimestamp.label=Debit Timestamp:`
- `com.yodlee.apps.ycc.sr.update.form.checknumber.label=Check Number:`
- `com.yodlee.apps.ycc.sr.update.form.worklog.label=Work Log:`

1.4.13 Auto-Response Email

The Yodlee MoneyCenter user receives an auto-response confirmation email message after creating a service request. The following strings and parameters support the customization of auto-response confirmation email messages.

Cobrandable Strings
`YCC_ALERT_SENDER_NAME  = Yodlee Customer Care Team`   **`com.yodlee.core.alert.base.srcreated.name =srcreated`**   **`com.yodlee.core.alert.base.srcreated.subject = Your Yodlee Service Request ID:`**   **`{0} was submitted successfully.`**
Cobrandable Parameters
`com.yodlee.alert.xsl.pfile.srcreated.bundle=srcreated`   **`com.yodlee.alert.xsl.pfile.srcreated.email.text=srcreated_text.`**

1.4.14 Message Center

Message Center offers a secured messaging channel between Yodlee CustomerCare team and consumers. This also allows e-mail integration between Yodlee CustomerCare and Message Center so that all correspondence between these two parties is captured as the service request history. No third-party email client (for example, Microsoft Outlook) needs to be involved. Message Center allows consumers to:

- Receive messages from Yodlee CustomerCare team via secured channel
- Reply to, delete, and save messages

The following parameter has been introduced to enable/disable Yodlee CustomerCare alerts:

YCC_EMAIL_ALERTS_ENABLED

If set to 0, all Yodlee CustomerCare alerts are disabled.

If set to 1, all Yodlee CustomerCare alerts are enabled. The default value is 1.

MESSAGE_EXPIRY_DAYS = 45

Cobrandable Parameters
`com.yodlee.alert.xsl.pfile.srupdatetocsr.bundle=srupdatetocsr`   **`com.yodlee.alert.xsl.pfile.srupdatetocsr.email.text=srupdatetocsr_text`**   **`com.yodlee.alert.xsl.pfile.requestforclose.bundle=requestforclose`**   **`com.yodlee.alert.xsl.pfile.requestforclose.email.text=requestforclose_text`**   **`com.yodlee.alert.xsl.pfile.assignedtocsr.bundle=assignedtocsr`**   **`com.yodlee.alert.xsl.pfile.assignedtocsr.email.text=assignedtocsr_text`**   **`com.yodlee.alert.xsl.pfile.srupdatetoconsumer.bundle=srupdatetoconsum`**

er

- `com.yodlee.alert.xsl.pfile.srupdatetoconsumer.email.text=srupdatetoconsumer_text`
- `com.yodlee.alert.xsl.pfile.needinfofromconsumer.bundle=needinfofromconsumer`
- `com.yodlee.alert.xsl.pfile.needinfofromconsumer.email.text=needinfofromconsumer_text`
- `com.yodlee.alert.xsl.pfile.consumersrclosed.bundle=consumersrclosed`
- `com.yodlee.alert.xsl.pfile.consumersrclosed.email.text=consumersrclosed_text`
- `com.yodlee.alert.xsl.pfile.customercarefooter.bundle=customercarefooter`
- `com.yodlee.alert.xsl.pfile.customercarefooter.text=customercarefooter_text`
- `com.yodlee.alert.xsl.pfile.stoppaymentapproved.bundle=stoppaymentapproved`
- `com.yodlee.alert.xsl.pfile.needinfofromconsumer.email.text=stoppaymentapproved_text`
- `com.yodlee.alert.xsl.pfile.stoppaymentdenied.bundle=stoppaymentdenied`
- `com.yodlee.alert.xsl.pfile.stoppaymentdenied.email.text=stoppaymentdenied_text`

Cobrandable Strings

- `com.yodlee.core.alert.base.srupdatetocsr.name =srupdatetocsr`
- `com.yodlee.core.alert.base.srupdatetocsr.subject =Service Request ID: {0} has been updated by the customer. Please log in and view the details`
- `com.yodlee.core.alert.base.requestforclose.name =requestforclose`
- `com.yodlee.core.alert.base.requestforclose.subject =Service Request ID: {0} has been requested for closure by the customer. Please log in and view the details`
- `com.yodlee.core.alert.base.assignedtocsr.name =assignedtocsr`
- `com.yodlee.core.alert.base.assignedtocsr.subject =Service Request ID: {0} has been assigned to you. Please log in and view the details`
- `com.yodlee.core.alert.base.srupdatetoconsumer.name =srupdatetoconsumer`
- `com.yodlee.core.alert.base.srupdatetoconsumer.subject =Your Yodlee Service Request ID: {0} has an update`
- `com.yodlee.core.alert.base.needinfofromconsumer.name =needinfofromconsumer`

- **com.yodlee.core.alert.base.needinfofromconsumer.subject =: Your Yodlee Service Request ID:{0} needs additional information from you.**
- **com.yodlee.core.alert.base.consumersrclosed.name =consumersrclosed**
- **com.yodlee.core.alert.base.consumersrclosed.subject =Your Yodlee Service Request ID: {0} has been marked as Closed**
- **com.yodlee.core.alert.base.stoppaymentdenied.name =stoppaymentdenied**
- **com.yodlee.core.alert.base.stoppaymentdenied.subject =Your Stop Payment request has been denied**
- **com.yodlee.core.alert.base.stoppaymentapproved.name =stoppaymentapproved**
- **com.yodlee.core.alert.base.stoppaymentapproved.subject =Your Stop Payment request has been successfully processed**

1.5 Feature Switches

1.5.1 Customer Account Summary Switches

Feature switch for enabling/disabling the Customer Summary (All Accounts) page.

0-Disabled 1- enabled

com.yodlee.feature.switch.CUSTOMER_ALL_ACCOUNTS =1

Feature switch to enable/disable the ability to suspend a customer in the Customer Profile page.

0-Disabled 1- enabled

com.yodlee.feature.switch.CFS_SUSPEND_CUST = 1

Feature switch for deleting a Customer

0-Disabled 1- enabled

com.yodlee.feature.switch.CFS_DELETE_CUST =1

Feature switch for Yodlee PersonalFinance related features

0-Disabled 1- enabled

com.yodlee.feature.switch.CFS_PFM=1

1.5.2 BillPay AccountAccelerator Switches

Feature switch for enabling/disabling showing recurring payment in BillPay AccountAccelerator payee details

0-Disabled 1- enabled

com.yodlee.feature.switch.CFS_BPAA_SHOW_RECURRING_PAYM=

Feature switch to enable/disable showing scheduled payments in BillPay AccountAccelerator payee details

0-Disabled 1- enabled

`com.yodlee.feature.switch.CFS_BPAA_SHOW_SCHEDULED_PAYM=`

Feature switch for Yodlee BillPay AccountAccelerator to enable/disable the Destination Account Column in the Customer Profile page and Switching Activity page.

0-Disabled 1- enabled

`com.yodlee.feature.switch.CFS_BPAA_DEST_ACCT = 1`

1.5.3 Customer Payment Activity Switches

Feature switch for payment

0-Disabled 1- enabled

`com.yodlee.feature.switch.CFS_PAYMENT=1`

1.5.4 Transfer Activity Switches

Feature switch for transfer

0-Disabled 1- enabled

`com.yodlee.feature.switch.CFS_TRANSFER=1`

Feature switch for OBO transfer

0-Disabled 1- enabled

`com.yodlee.feature.switch.CFS_OBO_TRANSFER=1`

1.5.5 Other Switches

OFAC switch

Feature switch for OFAC

0-Disabled 1- enabled

`com.yodlee.feature.switch.CFS_OFAC=1`

Find Customer Module Switch

Feature switch for find customer module

0-Disabled 1- enabled

`com.yodlee.feature.switch.CFS_FIND_CUSTOMER = 1`

Find Transaction Module Switch

Feature switch for find Transaction module
0-Disabled 1- enabled
`com.yodlee.feature.switch.CFS_FIND_TRANSACTION = 1`

Autopay Switch

Feature switch for autopay
0-Disabled 1- enabled
`com.yodlee.feature.switch.CFS_AUTOPAY =1`

User Name Filter Switch

Feature switch for User Name
0-Disabled 1- enabled
`com.yodlee.feature.switch.SEARCH_USER_NAME_FILTER = 1`

Payment Account Search Filter Switch

Feature switch for the Payment Account search filter
0-Disabled 1- enabled
`com.yodlee.feature.switch.FIND_CUSTOMER.PAYMENT_ACCT_NUM_FILTER= 1`

House Holding Feature Switch

Feature switch to enable/disable the House Holding feature
0-Disabled 1- enabled
`com.yodlee.feature.switch.CFS_HOUSE_HOLDING=1`

Customer Service Request Switch

Feature switch to enable/disable the Customer Service Request section in the Customer Profile page
0-Disabled 1- enabled
`com.yodlee.feature.switch.CFS_CUSTOMER_SR_SECTION = 1`

Show Customer Name Switch

Feature switch for showing the customer name
0-Disabled 1- enabled
`com.yodlee.feature.switch.CFS_SHOW_USER_NAME = 1`

Feature switch for ED Verification

Feature switch used to show used to enable/disable showing whether the ID was verified
0-Disabled 1- enabled
`com.yodlee.feature.switch.ID_VERIFICATION = 1`

Feature switch for the Account Summary (All Accounts) page

Feature switch to enable/disable the display of the Account Summary (All Accounts) page 0-Disabled 1- enabled `com.yodlee.feature.switch.CUSTOMER_ALL_ACCOUNTS =1`
Feature switch for Edit Customer Status page
Feature Swittch to enable/disable the display of the Edit Customer Status page 0-Disabled 1- enabled `com.yodlee.feature.switch.CUSTOMER_EDIT_STATUS=1`
Feature switch for Reset Customer Password
Feature switch to enable the SR to reset a customer's password in the Customer Profile page. 0-Disabled 1- enabled `com.yodlee.feature.switch.CFS_CUSTOMER_RESET_PASSWORD = 1`
Feature switch for Edit Customer Profile
Feature switch to enable/disable the Edit Customer Profile page 0-Disabled 1- enabled `com.yodlee.feature.switch.CFS_EDIT_CUST_PROFILE=1`
Feature Switch for show payment rail
Feature switch for showing the payment rail 0-Disabled 1- enabled `com.yodlee.feature.switch.CFS_SHOW_PAMENT_RAIL=1`

1.6 Hiding the Yodlee CustomerCare Tab

The ability to hide or show the Yodlee CustomerCare tab in MoneyCenter is cobrandable. To hide the Yodlee CustomerCare tab, remove customer care from `menu.xml`.

2 8.0.2 UPDATES

2.1 BPAA Support

2.1.1 BPAA Support Enhancements

Following are the new features added in 8.0.2 for BPAA Support in Yodlee CustomerCare:

2.1.1.1 Different Switch Activity details view for Cobrand vs. Yodlee

Yodlee CustomerCare presents a different set of details on the Switch Activity Details page for Cobrand vsYodlee.

Cobrand View: In situation there is an error encountered during the Payee Switching and Payment Switching, the Cobrand view will have the following:

For Payee Switch: Payee Switch Status from 'retrieve payee' and 'add payee' steps.

Error Code - Yodlee-defined error code, exactly what the users see, from 'retrieve payee' and 'add payee' steps.

Error Message - Yodlee defined or cobranded error message from 'retrieve payee' and 'add payee' steps, this message is exactly what the users see within BPAA application.

Yodlee View: In situation there is an error encountered during the Payee Switching and Payment Switching, the Cobrand view will have the following:

For Payee Switch: Payee Switch Status, from 'retrieve payee' and 'add payee' steps.

Error Code - Yodlee defined error code, exactly what the users see, from 'retrieve payee' and 'add payee' steps.

Error Message - Yodlee-defined or cobranded error message, exactly what the users see, from 'retrieve payee' and 'add payee' steps.

Java exception from Paymon.

Comments from Payment Operators entered in Paymon.

2.1.1.2 Display Payment Switch Details - Cobrand and Yodlee view

For any Payment Switch attempted on 'Switch Activity Details' page, the following details are displayed:

Scheduled Payment:

- Date Scheduled
- Amount
- Status
- Switch Error Code and Yodlee-defined or cobranded Error Description (if applicable), from 'retrieve payment' and 'add payment' steps.
- If there are no scheduled payments, the display text will appear as, 'There are no scheduled payments.'

Recurring Payment:

- Date Scheduled
- Amount
- Status
- Switch Error Code and Yodlee-defined or cobranded Error Description (if applicable), from 'retrieve payment' and 'add payment' steps.
- First date of recurring payments
- Last date of recurring payments
- Total number of recurring payments
- Number of recurring payments remaining
- Frequency of recurring payments

- If there are no recurring payments, the display text will appear as, 'There are no recurring payments.'

2.1.2 Incorporate error troubleshooting guide in Yodlee CustomerCare

This requirement applies to both Cobrand view and Yodlee view.

The online error troubleshooting guide includes the following errors: agent, site, UAR, and element level for a BPAA consumer. It also provides possible workarounds by Customer Service Representative to resolve the issue.

2.1.3 Additional search filters on 'All Switching Activity' Page

The following search filters enhancements are supported on 'All Switching Activity' page in Yodlee CustomerCare 8.0.2

    a. 'All Source Accounts' drop-down is relabeled to 'Choose a Source Account'. The drop-down continues to have the 'All Source Accounts' option.

    b. 'All Destination Accounts' drop-down is relabeled to 'Choose a Destination Account'. The drop-down continues to have the 'All Destination Accounts' option.

    c. In the 'Retrieve Payee Status' column, filter results are allowed for the following status: Success, Failed, In Progress, Not Initiated, Created.

    d. 'Go Back' drop-down is relabeled to 'Choose a Time Period'.

    e. Click 'Show' will now display the filtered search results.

    f. Displays 'Add Payee Status' drop-down.

    g. In the 'Add Payee Status' column, filter results are allowed for the following status: Success, Failed, In Progress, Not Initiated, Created.

    h. Displays 'In service [X hours left]' if it's still within the SLA window, or 'Expired' if it's passed the SLA window..

2.1.4 Switch Activity Details Page

The following enhancements are supported on 'Switch Activity Details' page for 'Submit Service Request for this Switch Actiivity' link:

- On both Cobrand and Yodlee view, CSRs are able to submit in-context service request on the 'Switch Activity Details' page.

- New subtypes are added for Type = Yodlee BillPay AccountAccelerator: Payee Not Switched, Payment Not Switched.

- New subtypes are added for Type = Yodlee BillPay AccountAccelerator: Payee Not Switched, Payment Not Switched.

- The population of service request fields will be now consistent with how we currently populate for other service request types in-context service request submission.

- 'Product' drop-down with all products is applicable to the cobrand, but pre-selected with Yodlee BillPay AccountAccelerator.

- 'Product Version' drop-down with all product versions is applied to the selected product.

- 'SR Type' is present as drop-down with Yodlee BillPay AccountAccelerator as the only option (because this is driven by the Product selection)

- 'SR Subtype' displays as General Questions drop-down with all the subtype options for Type = Yodlee BillPay AccountAccelerator, but default to 'General Questions'. CSR can change subtype.
- The following new fields are added to the 'Details' section:
  - 'Source Account' is present as input box for generic service request creation; prepopulated as non-editable field if it's in-context service request submission.
  - 'URL' field is optional.
  - 'Destination Account' is present as input box for generic service request creation; prepopulated as non-editable field if it's in-context service request submission.
  - 'Payee Name' is present as input box for generic service request creation; prepopulated as non-editable field if it's in-context service request submission.
  - 'Payee Contact Phone' is optional and present as input box for generic service request creation; prepopulated as non-editable field if it's in-context service request submission.
  - 'Payee Address' is optional and present as input box for generic service request creation; prepopulated as non-editable field if it's in-context service request submission.
  - 'Source Account ITEM_ID' is present as input box for generic service request creation; prepopulated as non-editable field if it's in-context service request submission.
  - 'Destination Account ITEM_ID' is present as input box for generic service request creation; prepopulated as non-editable field if it's in-context service request submission.

2.1.5 Display SLA status

The SLA status is displayed in the Switching Activity section on the following pages:

a) Customer Profile Summary
b) All Switching Activity

The statuses are:

- In service [x hours left]
- Expired

New DB Tables/Entries created/modified for this feature

A new column, Details, is added in SERVICE_REQ table.

Cobrandable Strings

`com.yodlee.apps.ycc.sr.subIssueType.PAYEE_NOT_SWITCHED=Payee Not Switched`
 	
`com.yodlee.apps.ycc.sr.subIssueType.PAYMENT_NOT_SWITCHED=Payment Not Switched`
 	
`com.yodlee.apps.ycc.sr.accountaccelerator.sourceAccountName.charactersexceeded=<strong>Source Account Name </strong> exceeds 125 characters.`

```
com.yodlee.apps.ycc.sr.accountaccelerator.sourceAccountName.nosplchars=S
ource Account Number cannot have Special Characters

com.yodlee.apps.ycc.sr.accountaccelerator.sourceAcctItemId.charactersexc
eeded=<strong>Source Account ITEM_ID </strong> exceeds 15 characters.

com.yodlee.apps.ycc.sr.accountaccelerator.sourceAcctItemId.nosplcharsort
ext=Source Account ITEM_ID cannot contain letters or special characters

com.yodlee.apps.ycc.sr.accountaccelerator.destinationAccountName.charact
ersexceeded=<strong>Destination Account Name </strong> exceeds 125
characters.

com.yodlee.apps.ycc.sr.accountaccelerator.destinationAccountName.nosplch
ars=Destination Account Number cannot have Special Characters

com.yodlee.apps.ycc.sr.accountaccelerator.destAcctItemId.charactersexcee
ded=<strong>Destination Account ITEM_ID </strong> exceeds 15 characters.

com.yodlee.apps.ycc.sr.accountaccelerator.destAcctItemId.nosplcharsortex
t=Destination Account ITEM_ID cannot contain letters or special
characters

com.yodlee.apps.ycc.sr.accountaccelerator.payeeName.charactersexceeded=<
strong>Payee Name </strong> exceeds 125 characters.

com.yodlee.apps.ycc.sr.accountaccelerator.payeeName.nosplchars=PayeeName
cannot have Special Characters

com.yodlee.apps.ycc.sr.accountaccelerator.payeeContactNumber.nosplcharso
rtext=Payee Contact Number cannot contain special characters

com.yodlee.apps.ycc.sr.accountaccelerator.payeeAddress.nosplchars=Payee
Address cannot have Special Characters

com.yodlee.apps.ycc.sr.accountaccelerator.payeeAddress.charactersexceede
d=<strong>Payee Address </strong> exceeds 1024 characters.

com.yodlee.apps.ycc.sr.issue.bpaaAcceleratorIssue.sourceAccountName=Sour
ce Account Name

com.yodlee.apps.ycc.sr.issue.bpaaAcceleratorIssue.sourceAccountItemId=So
urce Account ITEM_ID

com.yodlee.apps.ycc.sr.issue.bpaaAcceleratorIssue.destinationAccountName
=Destination Account Name

com.yodlee.apps.ycc.sr.issue.bpaaAcceleratorIssue.destinationAccountItem
Id=Destination Account ITEM_ID

com.yodlee.apps.ycc.sr.issue.bpaaAcceleratorIssue.payeeName=Payee Name

com.yodlee.apps.ycc.sr.issue.bpaaAcceleratorIssue.payeeContactNumber=Pay
ee Contact Number

com.yodlee.apps.ycc.sr.issue.bpaaAcceleratorIssue.payeeAddress=Payee
Address

com.yodlee.apps.ycc.bpaaactivity.results.page.table.head.addpayeestatus=
Add Payee Status
com.yodlee.apps.ycc.bpaaactivity.page.sourceaccname.label=Source
Account Name:com.yodlee.apps.ycc.transferactivity.choosesourceacc=Choose
```

```
a Source
Accountcom.yodlee.apps.ycc.bpaaactivity.page.destaccname.label=Destinati
on Account
Name:com.yodlee.apps.ycc.transferactivity.choosedestacc=Choose a

Destination
Accountcom.yodlee.apps.ycc.bpaaactivity.page.timeperiod.label=Time
Period:com.yodlee.apps.ycc.customerservicelog.page.showlog.choosetimeper
iod.option=Choose a Time
Periodcom.yodlee.apps.ycc.bpaaactivity.page.addpayeestatus.label=Add
Payee
Status:com.yodlee.apps.ycc.bpaaactivity.page.retrivepayeestatus.label=Re
trive
Payee Status:com.yodlee.apps.ycc.transferactivity.choosestatus=Choose a
Status
```

2.2 Service Request Subtype

The following fields are not displayed when you select Type = 'Yodlee BillPay' and Subtype = 'Enablement for BillPay', 'Type of Payee' and 'Late Fee Assessed', on the "Submit Service Request" page.

2.3 Service Request Queue

A separate new field "Email Address" is added to find search requests in the 'Matches String' field.

2.4 Service Request Management Details Section

'Details' section is changed based on sub issue types, data error, suggest site, and suggest feature.

2.5 Service Request Management

Db cabal: To support backward compatibility of Service Request activity view level.

For this, the values added in SR_ACTIVITY_VIEW_LEVEL have to be changed to support both.

2.6 Service Request Management

DBCABAL: In the Yodlee CustomerCare schema we need to have a new entry created for Version as 8.0.2.

2.7 Cobrand Management – ACL

The **COBRAND_PRODUCT** table consists of three main columns:

- **COBRAND_ID**
- **PRODUCT_CATALOG_ID**
- **PRODUCT_VERSION**

<u>**COBRAND_ID:**</u> This refers to the Cobrand ID of particular COBRAND

<u>**PRODUCT_CATALOG_ID:**</u> This refers to the Product to which it is enabled to the particular COBRAND. [In **PRODUCT_CATALOG** table, we have different Products, such as BillPay, FundsTransfer]

<u>**PRODUCT_VERSION:**</u> This refers to versions like 8.0, 8.0.2. [This table refers to **RELEASE_VERSION** table, where 1 --> 80, 2 --> 802].

Run the following queries by replacing the TIER2COBRAND_ID & TIER1COBRAND_ID with actual values.

```
UPDATE COBRAND_PRODUCT SET PRODUCT_VERSION=2 WHERE
COBRAND_ID=TIER2COBRAND_ID;

UPDATE COBRAND_PRODUCT SET PRODUCT_VERSION=2 WHERE
COBRAND_ID=TIER1COBRAND_ID;
```

COBRAND_PRODUCT contains the list of products enabled for cobrand. (We don't have support for this in Yodlee CustomerCareConfigTool)

COBRAND_ACL_VALUE contains cobrand level ACL values. (Yodlee CustomerCareConfigTool can be used for this)

2.8 Service Request Management

2.8.1 Servicing Cobrands

Following is the new database tables, entries created and modified for this feature:

New entries in SR_ACTIVITY_VIEW

1. New entries in SR_ACTIVITY_VIEW

2. SR_ATTACHMENT new column

SR_ACTIVITY_ID NULLABLE

3. SR_ACTIVITY new column

SR_USER_TYPE

4. In SERVICE_REQ the following new columns were added

YODLEE_STATUS_ID

LAST_UPDATED_BY_USER_NAME

LAST_UPDATED_BY_SR_USER_TYPE_ID

DEPLOYMENT_TYPE_ID

5. SR_STATUS- TABLE NEW STATUS INTRODUCED

Open - Escalated to Yodlee

6. New User_info table created.

7. New table search_service_request created.

8. FI_REPOSITORY new columns added.

9. 8.0.2 version added to VERSION table

The following cobrandable strings support the customization of the Service Request Management page.

Worklog strings
`com.yodlee.apps.ycc.sr.workLogHistory.table.header.postedon= Comment Posted on`
`com.yodlee.apps.ycc.sr.workLogHistory.table.header.sharewithyodlee=Share with Yodlee`
`com.yodlee.apps.ycc.sr.workLogHistory.table.header.sharewithcobrand=Share with Cobrand`
`com.yodlee.apps.ycc.sr.workLogHistory.table.header.sharewithcust=Share with Customer`
`com.yodlee.apps.ycc.sr.workLogHistory.table.header.sendemailtocust=Send Email to Customer`
`com.yodlee.apps.ycc.sr.workLogHistory.table.header.worklogdetails=Details of Worklog`
`com.yodlee.apps.ycc.sr.workLogHistory.table.header.submitter=Submitter`
`com.yodlee.apps.ycc.sr.status.14=Open-Escalated to Yodlee`
`com.yodlee.apps.ycc.sr.status.t2.14=Open-Escalated to Yodlee`
`com.yodlee.apps.ycc.sr.summary.assignedToMandatory = Select Assigned to.`
`com.yodlee.apps.ycc.sr.summary.internalstatus =Internal Status`
`com.yodlee.apps.ycc.sr.summary.yodleestatus=Yodlee Status`
`com.yodlee.apps.ycc.sr.summary.cobrandstatus=Cobrand Status`
`com.yodlee.apps.ycc.sr.workLog.workloghistory=Worklog History`
`com.yodlee.apps.ycc.sr.workLog.audit.newvalue=New Value`
`com.yodlee.apps.ycc.sr.workLog.audit.oldvalue=Old Value`
`com.yodlee.apps.ycc.sr.workLog.audit.filedname=Field Name`
`com.yodlee.apps.ycc.sr.workLog.audit.header.changehistory=Change History`
`com.yodlee.apps.ycc.sr.workLog.attachment=Attachment`
 	
`com.yodlee.apps.ycc.sr.summary.reAssignToTier1 = Reassign to Cobrand`
`com.yodlee.apps.ycc.sr.workLog.addattachments.3files = Add Attachments:`
`com.yodlee.apps.ycc.sr.workLog.addattachments.caption=(up to 3 files)`

Payment service request fields
`com.yodlee.core.servicerequest.PaymentServiceRequest.summary=`
`{com.yodlee.apps.ycc.sr.summary.heading}`
`com.yodlee.core.servicerequest.PaymentServiceRequest.custLoginName=`
`{com.yodlee.apps.ycc.sr.customer.userName}`

```
com.yodlee.core.servicerequest.PaymentServiceRequest.assignedTo=
{com.yodlee.apps.ycc.sr.summary.assignedTo}
com.yodlee.core.servicerequest.PaymentServiceRequest.assignedToTier2=
{com.yodlee.apps.ycc.sr.summary.assignedToTier2}
com.yodlee.core.servicerequest.PaymentServiceRequest.isUserDataShared=User
Data Shared
com.yodlee.core.servicerequest.PaymentServiceRequest.isEscalated=Escalated
com.yodlee.core.servicerequest.PaymentServiceRequest.cobrandId=
{com.yodlee.apps.ycc.sr.summary.cobrandID}
com.yodlee.core.servicerequest.PaymentServiceRequest.bestTimeToCall
com.yodlee.core.servicerequest.PaymentServiceRequest.bugzillaId=
{com.yodlee.apps.ycc.sr.environment.bugID}
com.yodlee.core.servicerequest.PaymentServiceRequest.externalCrmId=
{com.yodlee.apps.ycc.sr.common.externalCrmID}
com.yodlee.core.servicerequest.PaymentServiceRequest.closingResolution=
{com.yodlee.apps.ycc.sr.summary.summaryOfResolution}
com.yodlee.core.servicerequest.PaymentServiceRequest.url=
{com.yodlee.apps.ycc.sr.summary.url}
com.yodlee.core.servicerequest.PaymentServiceRequest.neededByDate=
{com.yodlee.apps.ycc.sr.summary.latestNeededBy}
com.yodlee.core.servicerequest.PaymentServiceRequest.stepsToReproduce=
{com.yodlee.apps.ycc.sr.summary.description}
com.yodlee.core.servicerequest.PaymentServiceRequest.transactionId=
{com.yodlee.apps.ycc.sr.issue.paymentIssue.transactionID}
com.yodlee.core.servicerequest.PaymentServiceRequest.payeeContactNumber=
{com.yodlee.apps.ycc.sr.issue.paymentIssue.payeeContactNumber}
com.yodlee.core.servicerequest.PaymentServiceRequest.payeeContactName=
{com.yodlee.apps.ycc.sr.issue.paymentIssue.payeeContactName}
com.yodlee.core.servicerequest.PaymentServiceRequest.payeeTypeId=
{com.yodlee.apps.ycc.sr.issue.paymentIssue.payeeTypeId}
com.yodlee.core.servicerequest.PaymentServiceRequest.lateFee=
{com.yodlee.apps.ycc.sr.issue.paymentIssue.lateFeeAccessed}
com.yodlee.core.servicerequest.PaymentServiceRequest.closedOndate=
{com.yodlee.apps.ycc.sr.summary.closedOn}
com.yodlee.core.servicerequest.PaymentServiceRequest.errorCode=
{com.yodlee.apps.ycc.sr.common.errorCode.heading}
```

Need Values
```
com.yodlee.core.servicerequest.PaymentServiceRequest.platformVersionId=
{com.yodlee.apps.ycc.sr.summary.platformVersion}
com.yodlee.core.servicerequest.PaymentServiceRequest.browserVersion=
```

Yodlee CustomerCare
Application Configuration Guide v8.0.2

```
{com.yodlee.apps.ycc.sr.environment.browser}
com.yodlee.core.servicerequest.PaymentServiceRequest.osType=
{com.yodlee.apps.ycc.sr.environment.os}
com.yodlee.core.servicerequest.PaymentServiceRequest.fiDeploymentTypeId=
{com.yodlee.apps.ycc.sr.summary.deplolymentTypes}
com.yodlee.core.servicerequest.PaymentServiceRequest.customerPhoneNumber=Custom
er Phone Number
com.yodlee.core.servicerequest.PaymentServiceRequest.closingResolution=Resoluti
on Summary
```

Common audit key strings

```
com.yodlee.core.servicerequest.ProductVersion.productVersionId=
{com.yodlee.apps.ycc.sr.summary.productVersion}
com.yodlee.core.servicerequest.ServiceRequestStatus.statusId=
{com.yodlee.apps.ycc.sr.summary.status}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeId=
{com.yodlee.apps.ycc.sr.summary.issueSubType}
com.yodlee.core.servicerequest.Team.teamId=
{com.yodlee.apps.ycc.sr.environment.teamAssigned}
com.yodlee.core.servicerequest.Product.productId=
{com.yodlee.apps.ycc.sr.summary.product}
com.yodlee.core.servicerequest.ServiceRequestPriority.priorityId=
{com.yodlee.apps.ycc.sr.summary.priority}
com.yodlee.core.servicerequest.ServiceRequestIssueType.issueTypeId=
{com.yodlee.apps.ycc.sr.summary.issueType}
```

Other SR audit keys

```
com.yodlee.core.servicerequest.OtherServiceRequest.summary=
{com.yodlee.apps.ycc.sr.summary.heading}
com.yodlee.core.servicerequest.OtherServiceRequest.custLoginName=
{com.yodlee.apps.ycc.sr.customer.userName}
com.yodlee.core.servicerequest.OtherServiceRequest.assignedTo=
{com.yodlee.apps.ycc.sr.summary.assignedTo}
com.yodlee.core.servicerequest.OtherServiceRequest.assignedToTier2=
{com.yodlee.apps.ycc.sr.summary.assignedToTier2}
com.yodlee.core.servicerequest.OtherServiceRequest.isUserDataShared=User Data
Shared
com.yodlee.core.servicerequest.OtherServiceRequest.isEscalated=Escalated
com.yodlee.core.servicerequest.OtherServiceRequest.cobrandId=
{com.yodlee.apps.ycc.sr.summary.cobrandID}
```

	`com.yodlee.core.servicerequest.OtherServiceRequest.bestTimeToCall`
	`com.yodlee.core.servicerequest.OtherServiceRequest.bugzillaId=`
	`{com.yodlee.apps.ycc.sr.environment.bugID}`
	`com.yodlee.core.servicerequest.OtherServiceRequest.externalCrmId=`
	`{com.yodlee.apps.ycc.sr.common.externalCrmID}`
	`com.yodlee.core.servicerequest.OtherServiceRequest.closingResolution=`
	`{com.yodlee.apps.ycc.sr.summary.summaryOfResolution}`
	`com.yodlee.core.servicerequest.OtherServiceRequest.url=`
	`{com.yodlee.apps.ycc.sr.summary.url}`
	`com.yodlee.core.servicerequest.OtherServiceRequest.neededByDate=`
	`{com.yodlee.apps.ycc.sr.summary.latestNeededBy}`
	`com.yodlee.core.servicerequest.OtherServiceRequest.description=`
	`{com.yodlee.apps.ycc.sr.summary.description}`
	`com.yodlee.core.servicerequest.OtherServiceRequest.itemId=`
	`{com.yodlee.apps.ycc.sr.issue.otherIssue.itemId}`
	`com.yodlee.core.servicerequest.OtherServiceRequest.itemAccountId=`
	`{com.yodlee.apps.ycc.sr.issue.otherIssue.itemAccountId}`
	`com.yodlee.core.servicerequest.OtherServiceRequest.sumInfoId=`
	`{com.yodlee.apps.ycc.sr.issue.otherIssue.sumInfoId}`
	`com.yodlee.core.servicerequest.OtherServiceRequest.container=`
	`{com.yodlee.apps.ycc.sr.issue.otherIssue.container}`
	`com.yodlee.core.servicerequest.OtherServiceRequest.closedOndate=`
	`{com.yodlee.apps.ycc.sr.summary.closedOn}`
	`com.yodlee.core.servicerequest.OtherServiceRequest.errorCode=`
	`{com.yodlee.apps.ycc.sr.common.errorCode.heading}`
	`com.yodlee.core.servicerequest.OtherServiceRequest.customerPhoneNumber=Customer`
	`Phone Number`
	`com.yodlee.core.servicerequest.OtherServiceRequest.closingResolution=Resolution`
	`Summary`

Need Values	`com.yodlee.core.servicerequest.OtherServiceRequest.platformVersionId=`
	`{com.yodlee.apps.ycc.sr.summary.platformVersion}`
	`com.yodlee.core.servicerequest.OtherServiceRequest.browserVersion=`
	`{com.yodlee.apps.ycc.sr.environment.browser}`
	`com.yodlee.core.servicerequest.OtherServiceRequest.osType=`
	`{com.yodlee.apps.ycc.sr.environment.os}`
	`com.yodlee.core.servicerequest.OtherServiceRequest.fiDeploymentTypeId=`
	`{com.yodlee.apps.ycc.sr.summary.deplolymentTypes}`

BPAA SR Audit Keys	

```
com.yodlee.core.servicerequest.BPAAServiceRequest.summary=
{com.yodlee.apps.ycc.sr.summary.heading}
com.yodlee.core.servicerequest.BPAAServiceRequest.custLoginName=
{com.yodlee.apps.ycc.sr.customer.userName}
com.yodlee.core.servicerequest.BPAAServiceRequest.assignedTo=
{com.yodlee.apps.ycc.sr.summary.assignedTo}
com.yodlee.core.servicerequest.BPAAServiceRequest.assignedToTier2=
{com.yodlee.apps.ycc.sr.summary.assignedToTier2}
com.yodlee.core.servicerequest.BPAAServiceRequest.isUserDataShared=User Data
Shared
com.yodlee.core.servicerequest.BPAAServiceRequest.isEscalated=Escalated
com.yodlee.core.servicerequest.BPAAServiceRequest.cobrandId=
{com.yodlee.apps.ycc.sr.summary.cobrandID}
com.yodlee.core.servicerequest.BPAAServiceRequest.bestTimeToCall
com.yodlee.core.servicerequest.BPAAServiceRequest.bugzillaId=
{com.yodlee.apps.ycc.sr.environment.bugID}
com.yodlee.core.servicerequest.BPAAServiceRequest.externalCrmId=
{com.yodlee.apps.ycc.sr.common.externalCrmID}
com.yodlee.core.servicerequest.BPAAServiceRequest.closingResolution=
{com.yodlee.apps.ycc.sr.summary.summaryOfResolution}
com.yodlee.core.servicerequest.BPAAServiceRequest.url=
{com.yodlee.apps.ycc.sr.summary.url}
com.yodlee.core.servicerequest.BPAAServiceRequest.neededByDate=
{com.yodlee.apps.ycc.sr.summary.latestNeededBy}
com.yodlee.core.servicerequest.BPAAServiceRequest.description=
{com.yodlee.apps.ycc.sr.summary.description}
com.yodlee.core.servicerequest.BPAAServiceRequest.itemId=
{com.yodlee.apps.ycc.sr.issue.otherIssue.itemId}
com.yodlee.core.servicerequest.BPAAServiceRequest.itemAccountId=
{com.yodlee.apps.ycc.sr.issue.otherIssue.itemAccountId}
com.yodlee.core.servicerequest.BPAAServiceRequest.sumInfoId=
{com.yodlee.apps.ycc.sr.issue.otherIssue.sumInfoId}
com.yodlee.core.servicerequest.BPAAServiceRequest.container=
{com.yodlee.apps.ycc.sr.issue.otherIssue.container}
com.yodlee.core.servicerequest.BPAAServiceRequest.closedOndate=
{com.yodlee.apps.ycc.sr.summary.closedOn}
com.yodlee.core.servicerequest.BPAAServiceRequest.errorCode=
{com.yodlee.apps.ycc.sr.common.errorCode.heading}
com.yodlee.core.servicerequest.BPAAServiceRequest.customerPhoneNumber=Customer
Phone Number
com.yodlee.core.servicerequest.BPAAServiceRequest.closingResolution=Resolution
```

Summary

Need Values

```
com.yodlee.core.servicerequest.BPAAServiceRequest.platformVersionId=
{com.yodlee.apps.ycc.sr.summary.platformVersion}
com.yodlee.core.servicerequest.BPAAServiceRequest.browserVersion=
{com.yodlee.apps.ycc.sr.environment.browser}
com.yodlee.core.servicerequest.BPAAServiceRequest.osType=
{com.yodlee.apps.ycc.sr.environment.os}
com.yodlee.core.servicerequest.BPAAServiceRequest.fiDeploymentTypeId=
{com.yodlee.apps.ycc.sr.summary.deplolymentTypes}
com.yodlee.core.servicerequest.BPAAServiceRequest.payeeId=Payee Id
com.yodlee.core.servicerequest.BPAAServiceRequest.sourceAccountItemId=Source
Account Item Id
com.yodlee.core.servicerequest.BPAAServiceRequest.sourceAccountName=Source
Account Name
com.yodlee.core.servicerequest.BPAAServiceRequest.destinationAccountName=D
estination Account Name
com.yodlee.core.servicerequest.BPAAServiceRequest.destinationAccountItemId=D
estination Account Item Id
com.yodlee.core.servicerequest.BPAAServiceRequest.payeeName=Payee Name
com.yodlee.core.servicerequest.BPAAServiceRequest.payeeContactNumber=Payee
Contact Number
com.yodlee.core.servicerequest.BPAAServiceRequest.payeeAddress=Payee Address
```

Platform Version

```
com.yodlee.core.servicerequest.OtherServiceRequest.platformVersionId.1=1.x
com.yodlee.core.servicerequest.OtherServiceRequest.platformVersionId.2=2.x
com.yodlee.core.servicerequest.OtherServiceRequest.platformVersionId.3=3.x
com.yodlee.core.servicerequest.OtherServiceRequest.platformVersionId.4=4.x
com.yodlee.core.servicerequest.OtherServiceRequest.platformVersionId.5=5.x
com.yodlee.core.servicerequest.OtherServiceRequest.platformVersionId.6=6.x
```

Service Request Os Types

```
com.yodlee.core.servicerequest.OtherServiceRequest.osType.0=Choose
com.yodlee.core.servicerequest.OtherServiceRequest.osType.1= All
com.yodlee.core.servicerequest.OtherServiceRequest.osType.2=Windows 3.1
com.yodlee.core.servicerequest.OtherServiceRequest.osType.3=Windows 95
com.yodlee.core.servicerequest.OtherServiceRequest.osType.4=Windows 98
com.yodlee.core.servicerequest.OtherServiceRequest.osType.5=Windows ME
```

```
com.yodlee.core.servicerequest.OtherServiceRequest.osType.6=Windows 2000
com.yodlee.core.servicerequest.OtherServiceRequest.osType.7=Windows NT
com.yodlee.core.servicerequest.OtherServiceRequest.osType.8=Windows XP
com.yodlee.core.servicerequest.OtherServiceRequest.osType.9=Mac System 7
com.yodlee.core.servicerequest.OtherServiceRequest.osType.10=Mac System 7.5
com.yodlee.core.servicerequest.OtherServiceRequest.osType.11=Mac System 7.6.1
com.yodlee.core.servicerequest.OtherServiceRequest.osType.12=Mac System 8.0
com.yodlee.core.servicerequest.OtherServiceRequest.osType.13=Mac System 8.5
com.yodlee.core.servicerequest.OtherServiceRequest.osType.14=Mac System 8.6
com.yodlee.core.servicerequest.OtherServiceRequest.osType.15=Mac System 9.x
com.yodlee.core.servicerequest.OtherServiceRequest.osType.16=MacOS X
com.yodlee.core.servicerequest.OtherServiceRequest.osType.17=Linux
com.yodlee.core.servicerequest.OtherServiceRequest.osType.18=BSDI
com.yodlee.core.servicerequest.OtherServiceRequest.osType.19=FreeBSD
com.yodlee.core.servicerequest.OtherServiceRequest.osType.20=NetBSD
com.yodlee.core.servicerequest.OtherServiceRequest.osType.21=OpenBSD
com.yodlee.core.servicerequest.OtherServiceRequest.osType.22=AIX
com.yodlee.core.servicerequest.OtherServiceRequest.osType.23=BeOS
com.yodlee.core.servicerequest.OtherServiceRequest.osType.24=HP-UX
com.yodlee.core.servicerequest.OtherServiceRequest.osType.25=IRIX
com.yodlee.core.servicerequest.OtherServiceRequest.osType.26=Neutrino
com.yodlee.core.servicerequest.OtherServiceRequest.osType.27=OpenVMS
com.yodlee.core.servicerequest.OtherServiceRequest.osType.28=OS/2
com.yodlee.core.servicerequest.OtherServiceRequest.osType.29=OSF/1
com.yodlee.core.servicerequest.OtherServiceRequest.osType.30=Solaris
com.yodlee.core.servicerequest.OtherServiceRequest.osType.31=SunOS
com.yodlee.core.servicerequest.OtherServiceRequest.osType.32=Other

com.yodlee.core.servicerequest.PaymentServiceRequest.osType.0=Choose
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.1= All
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.2=Windows 3.1
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.3=Windows 95
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.4=Windows 98
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.5=Windows ME
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.6=Windows 2000
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.7=Windows NT
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.8=Windows XP
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.9=Mac System 7
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.10=Mac System 7.5
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.11=Mac System 7.6.1
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.12=Mac System 8.0
```

```
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.13=Mac System 8.5
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.14=Mac System 8.6
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.15=Mac System 9.x
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.16=MacOS X
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.17=Linux
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.18=BSDI
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.19=FreeBSD
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.20=NetBSD
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.21=OpenBSD
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.22=AIX
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.23=BeOS
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.24=HP-UX
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.25=IRIX
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.26=Neutrino
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.27=OpenVMS
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.28=OS/2
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.29=OSF/1
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.30=Solaris
com.yodlee.core.servicerequest.PaymentServiceRequest.osType.31=SunOS
com.yodlee.core.servicerequest.PaymentServiceRequestst.osType.32=Other
```

Service Request Browser Types

```
com.yodlee.core.servicerequest.OtherServiceRequest.browserVersion.0=Choose
com.yodlee.core.servicerequest.OtherServiceRequest.browserVersion.1=All
com.yodlee.core.servicerequest.OtherServiceRequest.browserVersion.2= IE 5
com.yodlee.core.servicerequest.OtherServiceRequest.browserVersion.3= IE 5.5
com.yodlee.core.servicerequest.OtherServiceRequest.browserVersion.4=IE 6
com.yodlee.core.servicerequest.OtherServiceRequest.browserVersion.5=AOL
com.yodlee.core.servicerequest.OtherServiceRequest.browserVersion.6=Firefox
com.yodlee.core.servicerequest.OtherServiceRequest.browserVersion.7=Mozilla
com.yodlee.core.servicerequest.OtherServiceRequest.browserVersion.8=Netscape
com.yodlee.core.servicerequest.OtherServiceRequest.browserVersion.9=other
com.yodlee.core.servicerequest.OtherServiceRequest.browserVersion.10=OS


com.yodlee.core.servicerequest.PaymentServiceRequest.browserVersion.0=Choose
com.yodlee.core.servicerequest.PaymentServiceRequest.browserVersion.1=All
com.yodlee.core.servicerequest.PaymentServiceRequest.browserVersion.2= IE 5
com.yodlee.core.servicerequest.PaymentServiceRequest.browserVersion.3= IE 5.5
com.yodlee.core.servicerequest.PaymentServiceRequest.browserVersion.4=IE 6
com.yodlee.core.servicerequest.PaymentServiceRequest.browserVersion.5=AOL
```

```
com.yodlee.core.servicerequest.PaymentServiceRequest.browserVersion.6=Firefox
com.yodlee.core.servicerequest.PaymentServiceRequest.browserVersion.7=Mozilla
com.yodlee.core.servicerequest.PaymentServiceRequest.browserVersion.8=Netscape
com.yodlee.core.servicerequest.PaymentServiceRequest.browserVersion.9=other
com.yodlee.core.servicerequest.PaymentServiceRequest.browserVersion.10=OS
```

Audit strings for deployment types

```
com.yodlee.core.servicerequest.OtherServiceRequest.fiDeploymentTypeId.1
=ASP
com.yodlee.core.servicerequest.OtherServiceRequest.fiDeploymentTypeId.2
=Enterprise
com.yodlee.core.servicerequest.OtherServiceRequest.fiDeploymentTypeId.3
=Hybrid
com.yodlee.core.servicerequest.OtherServiceRequest.fiDeploymentTypeId.4
=SDK
com.yodlee.core.servicerequest.PaymentServiceRequest.fiDeploymentTypeId
.1=ASP
com.yodlee.core.servicerequest.PaymentServiceRequest.fiDeploymentTypeId
.2=Enterprise
com.yodlee.core.servicerequest.PaymentServiceRequest.fiDeploymentTypeId
.3=Hybrid
com.yodlee.core.servicerequest.PaymentServiceRequest.fiDeploymentTypeId
.4=SDK
```

Display strings for Service Request Product Versions

```
com.yodlee.core.servicerequest.ProductVersion.productVersionId.0=Choose
com.yodlee.core.servicerequest.ProductVersion.productVersionId.1=3.2.0
com.yodlee.core.servicerequest.ProductVersion.productVersionId.2=4.1.1
com.yodlee.core.servicerequest.ProductVersion.productVersionId.3=4.2.0
com.yodlee.core.servicerequest.ProductVersion.productVersionId.4=4.3.0
com.yodlee.core.servicerequest.ProductVersion.productVersionId.5=4.4.0
com.yodlee.core.servicerequest.ProductVersion.productVersionId.6=4.4.5
com.yodlee.core.servicerequest.ProductVersion.productVersionId.7=4.4.6
com.yodlee.core.servicerequest.ProductVersion.productVersionId.8=5.3.0
com.yodlee.core.servicerequest.ProductVersion.productVersionId.9=5.3.1
com.yodlee.core.servicerequest.ProductVersion.productVersionId.10=5.4.0
com.yodlee.core.servicerequest.ProductVersion.productVersionId.11=5.5.0
com.yodlee.core.servicerequest.ProductVersion.productVersionId.12=5.6.1
```

```
com.yodlee.core.servicerequest.ProductVersion.productVersionId.13=5.6.2
com.yodlee.core.servicerequest.ProductVersion.productVersionId.14=6.0.0
com.yodlee.core.servicerequest.ProductVersion.productVersionId.15=6.0.1
com.yodlee.core.servicerequest.ProductVersion.productVersionId.16=6.1.0
com.yodlee.core.servicerequest.ProductVersion.productVersionId.17=6.3.0
com.yodlee.core.servicerequest.ProductVersion.productVersionId.18=7.0.0
com.yodlee.core.servicerequest.ProductVersion.productVersionId.19=Not
Applicable
com.yodlee.core.servicerequest.ProductVersion.productVersionId.20=8.0.0
```

Display strings for Service Request Teams

```
com.yodlee.core.servicerequest.Team.teamId.0=Choose
com.yodlee.core.servicerequest.Team.teamId.1=PersonalFinance Team
com.yodlee.core.servicerequest.Team.teamId.2=Wealth Management Team
com.yodlee.core.servicerequest.Team.teamId.3=Payment Team
com.yodlee.core.servicerequest.Team.teamId.4=Funds Transfer Team
com.yodlee.core.servicerequest.Team.teamId.5=Operation Team
com.yodlee.core.servicerequest.Team.teamId.6=Program Team
com.yodlee.core.servicerequest.Team.teamId.7=Professional Services Team
com.yodlee.core.servicerequest.Team.teamId.8=Tools Team
com.yodlee.core.servicerequest.Team.teamId.9=Sustaining Team
com.yodlee.appscom.yodlee.core.servicerequest.Team.teamI0=Delopment
Team
com.yodlee.core.servicerequest.Team.teamId.11=Bill Direct Team
com.yodlee.core.servicerequest.Team.teamId.12=Build Team
com.yodlee.core.servicerequest.Team.teamId.13=EBPP Team
```

Display strings for products

```
com.yodlee.core.servicerequest.Product.productId.16=Yodlee MoneyCenter
com.yodlee.core.servicerequest.Product.productId.17=Yodlee
PersonalFinance
com.yodlee.core.servicerequest.Product.productId.18=Yodlee BillPay
com.yodlee.core.servicerequest.Product.productId.19=Yodlee
FundsTransfer
com.yodlee.core.servicerequest.Product.productId.20=Yodlee NetworkPay
com.yodlee.core.servicerequest.Product.productId.21=Yodlee BillPay
```

```
        Account Accelerator
        com.yodlee.core.servicerequest.Product.productId.22=Yodlee Mobile
        com.yodlee.core.servicerequest.Product.productId.23=Yodlee Advisor
        Management
        com.yodlee.core.servicerequest.Product.productId.24=Yodlee Householding
```

Issue type mapping

```
        com.yodlee.core.servicerequest.ServiceRequestIssueType.issueTypeId.1=
        {com.yodlee.apps.ycc.sr.issueType.1}
        com.yodlee.core.servicerequest.ServiceRequestIssueType.issueTypeId.2=
        {com.yodlee.apps.ycc.sr.issueType.2}
        com.yodlee.core.servicerequest.ServiceRequestIssueType.issueTypeId.3=
        {com.yodlee.apps.ycc.sr.issueType.3}
        com.yodlee.core.servicerequest.ServiceRequestIssueType.issueTypeId.4=
        {com.yodlee.apps.ycc.sr.issueType.4}
        com.yodlee.core.servicerequest.ServiceRequestIssueType.issueTypeId.5=
        {com.yodlee.apps.ycc.sr.issueType.5}
        com.yodlee.core.servicerequest.ServiceRequestIssueType.issueTypeId.6=
        {com.yodlee.apps.ycc.sr.issueType.6}
        com.yodlee.core.servicerequest.ServiceRequestIssueType.issueTypeId.7=
        {com.yodlee.apps.ycc.sr.issueType.7}
        com.yodlee.core.servicerequest.ServiceRequestIssueType.issueTypeId.8=
        {com.yodlee.apps.ycc.sr.issueType.8}
        com.yodlee.core.servicerequest.ServiceRequestIssueType.issueTypeId.9=
        {com.yodlee.apps.ycc.sr.issueType.9}
        com.yodlee.core.servicerequest.ServiceRequestIssueType.issueTypeId.10=
        {com.yodlee.apps.ycc.sr.issueType.10}
        com.yodlee.core.servicerequest.ServiceRequestIssueType.issueTypeId.11=
        {com.yodlee.apps.ycc.sr.issueType.11}
        com.yodlee.core.servicerequest.ServiceRequestIssueType.issueTypeId.12=
        {com.yodlee.apps.ycc.sr.issueType.12}
        com.yodlee.core.servicerequest.ServiceRequestIssueType.issueTypeId.13=
        {com.yodlee.apps.ycc.sr.issueType.13}
        com.yodlee.core.servicerequest.ServiceRequestIssueType.issueTypeId.14=
        {com.yodlee.apps.ycc.sr.issueType.14}
        com.yodlee.core.servicerequest.ServiceRequestIssueType.issueTypeId.15=
        {com.yodlee.apps.ycc.sr.issueType.15}
```

```
com.yodlee.core.servicerequest.ServiceRequestIssueType.issueTypeId.16=
{com.yodlee.apps.ycc.sr.issueType.16}
```

Sun issue mapping

```
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.1=
{com.yodlee.apps.ycc.sr.subIssueType.1}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.2=com.
yodlee.apps.ycc.sr.subIssueType.1
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.3=
{com.yodlee.apps.ycc.sr.subIssueType.3}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.4=
{com.yodlee.apps.ycc.sr.subIssueType.4}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.5=
{com.yodlee.apps.ycc.sr.subIssueType.5}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.6=
{com.yodlee.apps.ycc.sr.subIssueType.6}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.7=
{com.yodlee.apps.ycc.sr.subIssueType.7}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.8=
{com.yodlee.apps.ycc.sr.subIssueType.8}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.9=
{com.yodlee.apps.ycc.sr.subIssueType.9}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.10=
{com.yodlee.apps.ycc.sr.subIssueType.10}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.11=
{com.yodlee.apps.ycc.sr.subIssueType.10}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.12=
```

```
{com.yodlee.apps.ycc.sr.subIssueType.12}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.13=
{com.yodlee.apps.ycc.sr.subIssueType.13}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.14=
{com.yodlee.apps.ycc.sr.subIssueType.14}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.15=
{com.yodlee.apps.ycc.sr.subIssueType.15}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.16=
{com.yodlee.apps.ycc.sr.subIssueType.16}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.17=
{com.yodlee.apps.ycc.sr.subIssueType.17}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.18=
{com.yodlee.apps.ycc.sr.subIssueType.18}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.19=
{com.yodlee.apps.ycc.sr.subIssueType.19}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.20=
{com.yodlee.apps.ycc.sr.subIssueType.20}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.21=
{com.yodlee.apps.ycc.sr.subIssueType.21}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.22=
{com.yodlee.apps.ycc.sr.subIssueType.22}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.23=
{com.yodlee.apps.ycc.sr.subIssueType.23}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.24=
{com.yodlee.apps.ycc.sr.subIssueType.24}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.25=
{com.yodlee.apps.ycc.sr.subIssueType.25}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
```

```
d.26=

{com.yodlee.apps.ycc.sr.subIssueType.26}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.27=

{com.yodlee.apps.ycc.sr.subIssueType.27}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.28=

{com.yodlee.apps.ycc.sr.subIssueType.28}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.29=

{com.yodlee.apps.ycc.sr.subIssueType.29}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.30=

{com.yodlee.apps.ycc.sr.subIssueType.30}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.31=

{com.yodlee.apps.ycc.sr.subIssueType.31}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.32=

{com.yodlee.apps.ycc.sr.subIssueType.32}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.33=

{com.yodlee.apps.ycc.sr.subIssueType.33}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.34=

{com.yodlee.apps.ycc.sr.subIssueType.34}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.35=

{com.yodlee.apps.ycc.sr.subIssueType.35}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.36=

{com.yodlee.apps.ycc.sr.subIssueType.36}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.37=

{com.yodlee.apps.ycc.sr.subIssueType.37}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.38=

{com.yodlee.apps.ycc.sr.subIssueType.38}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.39=

{com.yodlee.apps.ycc.sr.subIssueType.39}
```

```
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.40=

{com.yodlee.apps.ycc.sr.subIssueType.40}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.41=

{com.yodlee.apps.ycc.sr.subIssueType.41}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.42=

{com.yodlee.apps.ycc.sr.subIssueType.42}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.43=

{com.yodlee.apps.ycc.sr.subIssueType.43}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.44=

{com.yodlee.apps.ycc.sr.subIssueType.44}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.45=

{com.yodlee.apps.ycc.sr.subIssueType.45}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.46=

{com.yodlee.apps.ycc.sr.subIssueType.45}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.47=

{com.yodlee.apps.ycc.sr.subIssueType.47}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.48=

{com.yodlee.apps.ycc.sr.subIssueType.48}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.49=

{com.yodlee.apps.ycc.sr.subIssueType.49}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.50=

{com.yodlee.apps.ycc.sr.subIssueType.50}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.51=

{com.yodlee.apps.ycc.sr.subIssueType.51}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.52=

{com.yodlee.apps.ycc.sr.subIssueType.52}

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.53=
```

```
{com.yodlee.apps.ycc.sr.subIssueType.53}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.54=
{com.yodlee.apps.ycc.sr.subIssueType.53}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.55=
{com.yodlee.apps.ycc.sr.subIssueType.53}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.56=
{com.yodlee.apps.ycc.sr.subIssueType.56}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.57=
{com.yodlee.apps.ycc.sr.subIssueType.57}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.58=
{com.yodlee.apps.ycc.sr.subIssueType.58}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.59=
{com.yodlee.apps.ycc.sr.subIssueType.59}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.60=
{com.yodlee.apps.ycc.sr.subIssueType.60}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.61=
{com.yodlee.apps.ycc.sr.subIssueType.61}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.62=
{com.yodlee.apps.ycc.sr.subIssueType.62}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.63=
{com.yodlee.apps.ycc.sr.subIssueType.63}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.64=
{com.yodlee.apps.ycc.sr.subIssueType.64}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.65=
{com.yodlee.apps.ycc.sr.subIssueType.65}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.66=
{com.yodlee.apps.ycc.sr.subIssueType.67}
com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
```

`d.67=`
`{com.yodlee.apps.ycc.sr.subIssueType.67}`
`com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI` `d.68=`
`{com.yodlee.apps.ycc.sr.subIssueType.69}`
`com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI` `d.69=`
`{com.yodlee.apps.ycc.sr.subIssueType.69}`
`com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI` `d.70=`
`{com.yodlee.apps.ycc.sr.subIssueType.70}`
`com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI` `d.71=`
`{com.yodlee.apps.ycc.sr.subIssueType.71}`
`com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI` `d.72=`
`{com.yodlee.apps.ycc.sr.subIssueType.72}`
`com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI` `d.73=`
`{com.yodlee.apps.ycc.sr.subIssueType.73}`
`com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI` `d.75=`
`{com.yodlee.apps.ycc.sr.subIssueType.75}`
`com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI` `d.76=`
`{com.yodlee.apps.ycc.sr.subIssueType.76}`
Priority values
`com.yodlee.core.servicerequest.ServiceRequestPriority.priorityId.1=` `{com.yodlee.apps.ycc.sr.priority.1}` `com.yodlee.core.servicerequest.ServiceRequestPriority.priorityId.2=` `{com.yodlee.apps.ycc.sr.priority.2}` `com.yodlee.core.servicerequest.ServiceRequestPriority.priorityId.3=` `{com.yodlee.apps.ycc.sr.priority.3}` `com.yodlee.core.servicerequest.ServiceRequestPriority.priorityId.4=` `{com.yodlee.apps.ycc.sr.priority.4}`
Status mappings

```
com.yodlee.core.servicerequest.ServiceRequestStatus.statusId.1=
{com.yodlee.apps.ycc.sr.status.1}
com.yodlee.core.servicerequest.ServiceRequestStatus.statusId.2=
{com.yodlee.apps.ycc.sr.status.2}
com.yodlee.core.servicerequest.ServiceRequestStatus.statusId.3=
{com.yodlee.apps.ycc.sr.status.3}
com.yodlee.core.servicerequest.ServiceRequestStatus.statusId.4=
{com.yodlee.apps.ycc.sr.status.4}
com.yodlee.core.servicerequest.ServiceRequestStatus.statusId.5=
{com.yodlee.apps.ycc.sr.status.5}
com.yodlee.core.servicerequest.ServiceRequestStatus.statusId.6=
{com.yodlee.apps.ycc.sr.status.6}
com.yodlee.core.servicerequest.ServiceRequestStatus.statusId.7=
{com.yodlee.apps.ycc.sr.status.7}
com.yodlee.core.servicerequest.ServiceRequestStatus.statusId.8=
{com.yodlee.apps.ycc.sr.status.8}
com.yodlee.core.servicerequest.ServiceRequestStatus.statusId.9=
{com.yodlee.apps.ycc.sr.status.9}
com.yodlee.core.servicerequest.ServiceRequestStatus.statusId.10=
{com.yodlee.apps.ycc.sr.status.10}
com.yodlee.core.servicerequest.ServiceRequestStatus.statusId.11=
{com.yodlee.apps.ycc.sr.status.11}
com.yodlee.core.servicerequest.ServiceRequestStatus.statusId.12=
{com.yodlee.apps.ycc.sr.status.12}
com.yodlee.core.servicerequest.ServiceRequestStatus.statusId.13=
{com.yodlee.apps.ycc.sr.status.13}
com.yodlee.core.servicerequest.ServiceRequestStatus.statusId.14=
{com.yodlee.apps.ycc.sr.status.14}

com.yodlee.apps.ycc.sraudit.STATUS_ID.14={com.yodlee.apps.ycc.sr.status
.14}

com.yodlee.core.servicerequest.PaymentServiceRequest.platformVersionId.
1=1.x
com.yodlee.core.servicerequest.PaymentServiceRequest.platformVersionId.
2=2.x
com.yodlee.core.servicerequest.PaymentServiceRequest.platformVersionId.
3=3.x
```

```
com.yodlee.core.servicerequest.PaymentServiceRequest.platformVersionId.
4=4.x
com.yodlee.core.servicerequest.PaymentServiceRequest.platformVersionId.
5=5.x
com.yodlee.core.servicerequest.PaymentServiceRequest.platformVersionId.
6=6.x


com.yodlee.core.servicerequest.BPAAServiceRequest.platformVersionId.1=1
.x
com.yodlee.core.servicerequest.BPAAServiceRequest.platformVersionId.2=2
.x
com.yodlee.core.servicerequest.BPAAServiceRequest.platformVersionId.3=3
.x
com.yodlee.core.servicerequest.BPAAServiceRequest.platformVersionId.4=4
.x
com.yodlee.core.servicerequest.BPAAServiceRequest.platformVersionId.5=5
.x
com.yodlee.core.servicerequest.BPAAServiceRequest.platformVersionId.6=6
.x


com.yodlee.core.servicerequest.BPAAServiceRequest.osType.0=None
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.1= All
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.2=Windows 3.1
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.3=Windows 95
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.4=Windows 98
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.5=Windows ME
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.6=Windows 2000
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.7=Windows NT
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.8=Windows XP
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.9=Mac System 7
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.10=Mac System
7.5
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.11=Mac System
7.6.1
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.12=Mac System
8.0
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.13=Mac System
8.5
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.14=Mac System
8.6
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.15=Mac System
9.x
```

```
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.16=MacOS X
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.17=Linux
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.18=BSDI
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.19=FreeBSD
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.20=NetBSD
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.21=OpenBSD
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.22=AIX
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.23=BeOS
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.24=HP-UX
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.25=IRIX
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.26=Neutrino
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.27=OpenVMS
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.28=OS/2
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.29=OSF/1
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.30=Solaris
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.31=SunOS
com.yodlee.core.servicerequest.BPAAServiceRequest.osType.32=Other

com.yodlee.core.servicerequest.BPAAServiceRequest.browserVersion.0=None
com.yodlee.core.servicerequest.BPAAServiceRequest.browserVersion.1=All
com.yodlee.core.servicerequest.BPAAServiceRequest.browserVersion.2= IE
5
com.yodlee.core.servicerequest.BPAAServiceRequest.browserVersion.3= IE
5.5
com.yodlee.core.servicerequest.BPAAServiceRequest.browserVersion.4=IE 6
com.yodlee.core.servicerequest.BPAAServiceRequest.browserVersion.5=AOL
com.yodlee.core.servicerequest.BPAAServiceRequest.browserVersion.6=Fire
fox
com.yodlee.core.servicerequest.BPAAServiceRequest.browserVersion.7=Mozi
lla
com.yodlee.core.servicerequest.BPAAServiceRequest.browserVersion.8=Nets
cape
com.yodlee.core.servicerequest.BPAAServiceRequest.browserVersion.9=othe
r
com.yodlee.core.servicerequest.BPAAServiceRequest.browserVersion.10=OS

com.yodlee.core.servicerequest.BPAAServiceRequest.fiDeploymentTypeId.1=
ASP
com.yodlee.core.servicerequest.BPAAServiceRequest.fiDeploymentTypeId.2=
Enterprise
```

```
com.yodlee.core.servicerequest.BPAAServiceRequest.fiDeploymentTypeId.3=
Hybrid

com.yodlee.core.servicerequest.BPAAServiceRequest.fiDeploymentTypeId.4=
SDK

com.yodlee.core.servicerequest.PaymentServiceRequest.itemId=Item Id

com.yodlee.core.servicerequest.PaymentServiceRequest.contentServiceId=
Content Service Id

com.yodlee.core.servicerequest.PaymentServiceRequest.itemAccountId=Item
Account Id


com.yodlee.core.servicerequest.ProductVersion.productVersionId.20=7.2

com.yodlee.core.servicerequest.ProductVersion.productVersionId.21=8.0.0

com.yodlee.core.servicerequest.ProductVersion.productVersionId.22=8.0.2

com.yodlee.core.servicerequest.ServiceRequestSubIssueType.subIssueTypeI
d.2=

{com.yodlee.apps.ycc.sr.subIssueType.2}
```

The following cobrandable parameter support the customization of the Service Request Management page.

```
com.yodlee.apps.ycc.sr.statuses=1,2,3,4,5,6,7,8,9,10,11,12,13,14
```

2.9 Search Service Request

Need to change the data type of BUG_ID column in SEARCH_SERVICE_REQUEST table in the Yodlee CustomerCare schema to Varchar2(256).

2.10 Service Request Management - Worklog Section

The Worklog table has been enhanced to show 'History Type' column.

2.11 Giving Privileges to Super Admin for Yodlee CustomerCare

To give privileges to Super Admin for Yodlee CustomerCare for YCC_PERM_PFM_ADD_ACCOUNT_FLOATER_ENABLED, run the following scripts:

```
Insert into MEM_ACL_VALUE
    (MEM_ACL_VALUE_ID, MEM_ID, PARAM_ACL_ID, ACL_VALUE, ROW_CREATED,
ROW_LAST_UPDATED)
 Values
    (5, 10022050, 192, 'TRUE', sysdate, sysdate);
```

```
Insert into MEM_ACL_VALUE
    (MEM_ACL_VALUE_ID, MEM_ID, PARAM_ACL_ID, ACL_VALUE, ROW_CREATED,
ROW_LAST_UPDATED)
 Values
    (6, 10019300, 192, 'TRUE', sysdate, sysdate);

Insert into MEM_ACL_VALUE
    (MEM_ACL_VALUE_ID, MEM_ID, PARAM_ACL_ID, ACL_VALUE, ROW_CREATED,
ROW_LAST_UPDATED)
 Values
    (7, 10019300, 169, 'TRUE', sysdate, sysdate);


Insert into MEM_ACL_VALUE
    (MEM_ACL_VALUE_ID, MEM_ID, PARAM_ACL_ID, ACL_VALUE, ROW_CREATED,
ROW_LAST_UPDATED)
 Values
    (8, 10029751, 192, 'TRUE', sysdate, sysdate);
```

2.12 Message Center

The following file formats are supported for MessageCenter in Yodlee CustomerCare 8.0.2 application:

- PDF (for e-statements or tax documents)
- doc (for text version of e-statements or other documents)
- xls, CSV (common separated values)
- OFX (for Microsoft Money)
- QIF (for Quicken)
- bmp, JPG, JPEG, and PNG

2.13 Transfer Account Details

The account status is now changed to 'Suspended' on Transfer Account Details page.

Following strings are added:

com.yodlee.apps.ycc.ycc.ft.strings.Inactive=Inactive

2.14 All Accounts

The new 3 ACLs, Delete/Suspend/Deactive consumer's account allow CustomerCare Representative to turn on permission only for a very limited of customer service requests.

Following ACLs are added:

YCC_INTERNAL_DELETE_ACCOUNT

YCC_INTERNAL_SUSPEND_UNSUSPEND_ACCOUNT

YCC_INTERNAL_DEACTIVATE_ACTIVATE_ACCOUNT