

INTERNAL PROCESS NOTE

IPN NUMBER	05122023_001/ PPC FSD
DEPARTMENT NAME	IT Department
DATE OF SUBMISSION	05-12-2023
SUBJECT	PPC FSD
ATTACHMENT	PPC FSD, PPC Card Management , Process Flows

This IPN is initiated to obtain the signature of internal stakeholders for **PPC Module**.

Items covered

1. PPC End to end flow
2. Wireframes
3. Process document

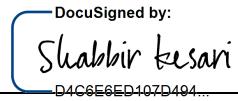
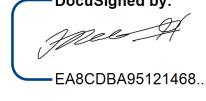
Background/ Justification:

- Discussion on PPC module is done with TLX team and all the review comments are worked.
- Open items is separately captured in the document

Action required:

Kindly approve to take it forward for development

Regards,

IPN Approval matrix (*)	Name	Designation/role	Signature
Reviewed by	Mr. Riyas Pukkela	Manager - WPS & Prepaid Cards	DocuSigned by:  0478E7B27ED1463...
Reviewed by	Mr. Syed Md Ehsan Ali	Senior Manager - Process Re-engineering	DocuSigned by:  B23CA8B6AFC1437...
Reviewed by	Mr. Shabbir Nuruddin Kesari	Head - Central Processing Unit	DocuSigned by:  D4C6E6ED102D494...
Reviewed by	Mr. Rakesh Jayakumar	Senior Manager - Business Development	DocuSigned by:  EA8CDBA95121468...
Reviewed by	Mr. Matthew	Consultant	
Approved by	Mr. Tharanath Rai	Chief Operating Officer	DocuSigned by:  A2A794132DF64EB...

PPC - Corporate/Individual Customer



Approval

FSD Document Sign Off - Customer Onboarding Module

It is to certify that the Requirements Document for **Customer Onboarding Module** has been thoroughly reviewed and approved by " " on behalf of Alfardan Exchange UAE. By providing this certification, AFXUAE

acknowledges that the Requirements Document accurately reflects their desired objectives, scope, and specific requirements for the **Customer Onboarding**

After signing off, this requirement document will serve as the foundation for the successful execution of the module. Any changes or additions to the requirements beyond this stage may require additional time and resources, potentially impacting project timelines and budget

Project Name	Alfardan Exchange UAE
FSD Approval Date	
Business Analyst	Maahin Ahmad Khan
PMO	Saad Meraj
Project Manager	Arifa Mehfooz
Client Remarks	
Client Signature	

Corporate Onboarding Process for PPC-34-18

Advanced Search/Listing Screen

An advanced search option will be provided for the user, where user (teller) can search the customer via following options to check if this is already a customer in the system:

- AFEX Customer ID
- GL Code GL code not required ✓
- Mobile
- MOL Code Mol code also not required in PPC ✓
- Corporate Name
- TL Number
- Email
- Salary Type Salary type not required ✓
- Branch/Agent - Dropdown
- Nationality
- Registration Status - Dropdown
- Customer Status - Dropdown (Active, In-Active)
- Date Range
- Service Type - Dropdown (WPS, ESA, Non-WPS, FZ-WPS, Domestic WPS, PPC, Remittance)

The corporate onboarding fields mentioned in FSD for WPS corporates and it should to be PPC fields which was shared earlier

The following process will be followed if the AFEX user selects the "PPC" as a service.

- The following tabs needs to be filled in order to complete the registration process. Each tab will have a "Save as Draft" option but "Submit" can only be done after completing all the mandatory fields of each tab. The information gathered in these tab will also be added in the agreement and agreement can be downloaded in the PDF format. The confirmation pop-up is required, after pressing the submit button.
 - Corporate Profile
 - Price Settings/ID Details
 - Owners & Representative Info

- Group Companies
- Employee/ Individual List
- Service Types

Customer Registration should be the same that we are doing for Remittance/ fc, only related fields can be dynamic in case of Cards

Customer registered, Customer gets AFEX Unique Customer ID and a IBAN
Customer purchases another card, he gets another sub account number / iban but tagged to the primary AFEX Customer ID > CAD to be sent there after each new card/ replacement card should carry an iban

this arrangement is because of AANI scope.

Customer Management
New Corporate Customer

Search customer by ID, MOI or Mobile Cancel Next →

Customer Management Rizwan

Manage All Customers

Lead Management

Corporate Customers

View Corporates

New Corporate Customer

Corporate Employees

Individual Customers

Select Services

Click to add + Add

Is this corporate a group company?

Yes No

CANCEL NEXT →

Customer Management

Manage All Customers

Lead Management

Corporate Customers

Corporate Employees

Individual Customers

Select Customer Type

Individual Customer Corporate Domestic

Select Services

Search

WPS FZWPS ESA Domestic

Non WPS PPC Remittance

DONE

CANCEL NEXT →

Corporate Profile: PPC-34-18-01

The corporate profile will have the following fields:

Data Dictionary

Field Name	Field Type	Character Type	Character Limit	Mandatory	Description
AFEX Customer ID	Auto Generated by System			M	<ul style="list-style-type: none"> Unique Logic should be there. This ID will be generated once customer has been registered in the system. This will be an auto generated id. (Maker and Checker functionality should be added, where approval is required after entering all the data in the tabs). The customer Id once assigned to the corporate, it will remain same in the system if customer opts for another product later like WPS and remittance.

					<ul style="list-style-type: none"> If already a WPS/Remittance customer, then ID will remain same.
GL Code	User Input				
MOL Code		not required for ppc	✓		
Lead Ref No	TextBox-Disabled				<ul style="list-style-type: none"> Lead Reference Number is the assigned lead number and will be fetched from the Lead Management module.
Card Brand	Dropdown				Values: Classic, Platinum, Alfa Pay, Metal, Gift Card
Customer Name	User Input				
Address 1	User Input				
Address 2	User Input				
Country	Dropdown				
Registration Country	Dropdown				
Company Type	User Input				
Economic Activity	User Input				
TL Number	User Input				
TL Expiry Date	User Input				
TRN Number	User Input				
Representative Name					
Representative Mobile	User Input				
Last Modified by	Logged in User				
Last Modified Date	System Date & Time Stamp				
Customer Type	Dropdown				Values: Individual/Corporate
KYC Risk	Text Field - Disabled				Value based on kiya.ai score

KYC Check	Button				Fetch the score from kiya.ai via API
Group Company	Dropdown				Values: Yes/No
City	Dropdown				Values: Abu Dhabi, Dubai, Sharjah, Ajman, Ras Al- Khaimah, Fujairah, Umm Al Quwain, Al-Ain
Region	Dropdown				
Phone 1	User Input				
Phone 2	User Input				
Mobile 1	User Input				
Mobile 2	User Input				
PO Box	User Input				
Fax	User Input				
Email 1	User Input				
Bank Name	Dropdown				
Bank IBAN	User Input				
Notification	Dropdown				• Values: Email/SMS
Customer Status	Dropdown				• Values: Active/Inactive
Agreement Number	System Generated				
Agreement Signed Status	Dropdown				• Values: Signed/Unsigned
Lead Created by Employee Id	Searchable Dropdown				
Relationship Manager	User Input				
Registration Date	System Time				
Registration Branch	Logged in User's branch				
AFEX IBAN	System Generated				
Number of Employees	User Input				Number of card holders ✓

Client Visit	Dropdown				• Values: Yes/No
Questionnaire Date	Calendar				

Prototype/Wireframes:

Type text here

Customer Management > Corporate Customers
New Corporate Customer

Services: WPS PPC Remittance Group company YES NO

Company Profile Pending Price Setting Pending or unfilled Owner, Representative or S... Pending or unfilled Group Company Pending or unfilled Documents Pending or unfilled

Customer ID: 452011100002365 Customer Name: Shaheen Industry Company Type: Industry Economic Activity: Industry

Sub Activity: GI Code: 7854102236 Lead Reference Number: 7854102236 MOL Code: -

Registration Country: UAE Card Brand: YMC Doing Business as: - TRN Number: 5864007

TIN Number: 00547896 TIN Expiry Date: DD/MM/YYYY Last Modified By: - Last Modified on: DD/MM/YYYY

Negative Commission: No Notification: Email Lead Created By: 754202 Employer Grade: 754202

Agreement No.: 455200014478889 Agreement Status: Signed

Representative Name: Representative Mobile: Last Modified By: - Last Modified on: DD/MM/YYYY

Bank Name: UAE Islamic Bank Bank IBAN: Shaheen Industry AFAX IBAN: 7850025369

Phone 1: Phone 2: Mobile 1: Mobile 2:

Rizwan BranchID 12467 Auto login in 09:24:39

Price Settings: PPC-33-09-01

- This screen will be used to set the pricing model with the client. There will be a separate master data screen for the pricing where products pricing can be maintained but still AFEX user (teller) will have the ability to change the value from this screen. There will be a validation of minimum and maximum threshold and between them the values can be setup by the AFEX user.

Teller don't have any privilege to change the price .Price should be updated backend user with maker & checker concept

Field Name	Field Type	Character Type	Charact er Limit	Manda tory	Description
Package Name	Dropdown			M	• Fetched from Master Data
Company Reg Fee	User Input				• Fetched from Master Data but can be amended.
Company Reg Expiry	User Input				
Last Modified by	Logged-in user Name & Id				
Card Issuance Type	Dropdown				• Fetched from Master Data

Type text here

Card Issuance Fee	User Input				<ul style="list-style-type: none"> Fetched from Master Data but can be amended.
Card Issuance Limits	User Input				<ul style="list-style-type: none"> Fetched from Master Data but can be amended.
Registration Fee	User Input				Load /Reload fee 
Service Fees	User Input				
Total Amount	Text Box - Disabled				<ul style="list-style-type: none"> Total amount based on above fee calculations.

ID Details:

- ID details will be part of the pricing tab.
- All the fields will be user input field except ID Type and name. Listing view is also required.
- The screen will be used for adding the details like trade agreement.
- File Upload option is required.
- There should be a Status field to enable/disable the ID record.

Data Dictionary

Field Name	Field Type	Character Type	Charact er Limit	Manda tory	Description
Name	Dropdown				Values: Parent & Sister Company Names
ID Type	Dropdown				Values: TL/Decree
ID Issued By	User Input				
ID Number	User Input				
TRN Number	User Input				
ID Issued Date	Calendar				
ID Expiry Date	Calendar				
ID Issued Place	User Input				
Status	Dropdown				Values: Enabled, Disabled

Prototype/Wireframes:

Registration must include the general functions that we have scoped for remittance. e.g. EFR/ EID Scan.

New Corporate Customer

Customer Management > Corporate Customers

Services: WPS PPC Remittance Group company YES No

Search customer by EID, MOI or Mobile

Branch: 12467 Auto logout in: 00:24:30

Company Profile Completed **Price Setting** Open **Owner, Representative or S...** Pending or Unfiled **Group Company** Pending or Unfiled **Documents** Pending or Unfiled

Package Name/Code* Price Type Registration Fees Registration Start Date DD/MM/YYYY

SIF Upload Standard Fees SIF Upload Minimum Commitment SIF Tenure SIF Upload - Out of Bundle Fee

Disbursement Disbursement Tenure Disbursement - Out of Bundle Fee Disbursement 3rd Party

Disbursement 3rd Party Tenure

FAT Funds Reference Number - Standard Fee FAT Funds - Out of Bundle Fee FAT Funds - Tenure Refund Standard Fee

Card Issuance Standard Fee Card Issuance Minimum Commitment Card Replacement Standard Fee Card Replacement - Expiry

Card Delivery Standard Fee Card Cancellation Standard Fee

Customer Statement Fee EFR Processing Fee Billing Method

CANCEL SAVE PREVIOUS NEXT

Price Settings: (Master Data Screen) - PPC-33-09-01-01



Field Name	Field Type	Character Type	Character Limit	Mandatory	Description
Pricing Title	User Input				
Pricing Type	User Input				
Registration Fee Type	User Input				
Registration Fee	User Input				
Reload Fee	User Input				
Withdrawal Fee	User Input				
Min Employee Counts	User Input	Not required			
Max Employee Counts	User Input				
Card Cancellation Fee	User Input				



Card Issuance Fee	User Input				
Card Delivery Fee	User Input				
Replacement of Expired Cards	User Input				
Last Modified By	Logged-in User				

Owner/Representative/Sponsor Screen: PPC-34-18-03

- This screen will be used for adding the number of owners/ representatives of the company.
- There should be an option to upload the files.
- All the fields will be input field except type field which will be hardcoded dropdown.
- There should be a listing view also for the below fields and AFEX user should have an ability to delete/disable the record.

Data Dictionary

Field Name	Field Type	Character Type	Character Limit	Mandatory	Description
Owner Type	Dropdown				Values: Owner, Sponsor, Representative
First Name	User Input				
Last Name	User Input				
ID Type	Dropdown				Values: Emirates ID, Passport
ID Number	User Input				
ID Issued Date	Calendar				
ID Expiry Date	Calendar				
ID Issued Location	Dropdown				Values: Abu Dhabi, Dubai, Sharjah, Ajman, Ras Al-Khaimah, Fujairah, Umm Al Quwain
Share Percentage	User Input				
Designation	User Input				
Nationality	User Input				
ID Status	Dropdown				Values: Active, In-Active
Phone	User Input				
Mobile	User Input				

Email	User Input				
Email 2	User Input				
UBO	Dropdown				Values: Yes/No
PEP	Dropdown				Values: Yes/No

we required alert message /email to customer before 15 days of their TL expiry .if trade license is expired ,system will not allowed any new individual card registration ✓

Prototype/Wireframes:

Type text here

Add Owner, Sponsor or Representative

Type Select here	First Name	Last Name
Designation Select here	Nationality Select here	Share Percentage Select here
UBO Select here	PEP Select here	
Phone +971 (XX) XXX-XXXX	Mobile +971 (XX) XXX-XXXX	Email Address 1 Select here
Email Address 2 Select here		
ID Type Select here	ID Number Select here	ID Issue Date DD/MM/YYYY Select here
ID Expiry Date DD/MM/YYYY Select here	ID Issued at Select here	Status Select here

CANCEL **DONE**

The screenshot shows the 'Customer Management > Corporate Customers' section. A search bar at the top right allows searching by EID, MSL, or Mobile number. The status bar indicates 'Branch 12467' and 'Rizwan' is logged in at 00:24:30. The main area displays a grid of 120 corporate customer records. Each record includes fields for ID Number, Name, ID Type, ID Issued At, ID Issue Date, ID Expiry Date, Particulars, and ID Status. Actions like Edit, Delete, and View are available for each record. The 'Group Company' tab is selected, showing that all 120 entries are pending or unified.

Group Company - PPC-34-18-04

- This screen will be used for the mapping of parent and sister companies. In the corporate profile section if Group Company marked as "Yes", then these fields will be enabled.

Field Name	Field Type	Character Type	Character Limit	Mandatory	Description
Parent Company Name	Text Box - Disabled				<ul style="list-style-type: none"> • Fetched from corporate profile section
Parent Company Trn Number	Text Box - Disabled				<ul style="list-style-type: none"> • Fetched from corporate profile section
Parent Company TL Number	Text Box - Disabled				<ul style="list-style-type: none"> • Fetched from corporate profile section

					rate profil e sectio n
Sister Company name	User Input				
Sister Company Contact Address	User Input				
Mobile	User Input				
Phone	User Input				
Representative Name	User Input				
Email	User Input				

Prototype/Wireframes:

If any fields edited it should displayed with user and date & time , the existing details should be not deleted and new data will be added.

The wireframe shows a software interface for managing corporate customers. On the left, there's a sidebar with 'Customer Management' and 'New Corporate Customer' selected. The main area is titled 'Customer Management > Corporate Customers' and 'New Corporate Customer'. It has tabs for 'Services: WPS PPC Remittance' and 'Group company YES NO'. Below these are sections for 'Company Profile' (Completed), 'Price Setting' (Completed), 'Owner, Representative or S' (Completed), 'Group Company' (Open), and 'Documents' (Pending or Unfiled). A message says 'No Owner, Representative or Sponsor Added' and 'You have not added any Owner or Representative. Click on the Add Particulars below to add one now'. At the bottom right is a 'ADD GROUP COMPANY' button. The overall design is clean with green highlights for certain buttons and sections. A yellow icon in the top right corner indicates a pending action.

Add Subsidiary Company

Company Relation	MOL Code	Company TRN No.
Select here		
TIN No.	Mobile	Phone
Representative Name	Email	

New Corporate Customer

Services: WPS PPC Remittance		Group company <input checked="" type="checkbox"/> YES <input type="checkbox"/> No	Owner, Representative or S...		Group Company <input checked="" type="checkbox"/> Opened	Documents <input type="radio"/> Pending or unfilled	ADD GROUP COMPANY																																																																					
<input checked="" type="checkbox"/> Company Profile Complete	<input checked="" type="checkbox"/> Price Setting Complete	<input checked="" type="checkbox"/> Owner, Representative or S...	Completed	<input checked="" type="checkbox"/> Group Company Opened	<input type="radio"/> Documents Pending or unfilled	+ ADD GROUP COMPANY																																																																						
<table border="1"> <thead> <tr> <th>MOL Code</th> <th>Name</th> <th>TRN Number</th> <th>Phone</th> <th>Mobile</th> <th>Email</th> <th>Company Relation</th> </tr> </thead> <tbody> <tr> <td>0000145201478520</td> <td>Shaheen Fertilizers</td> <td>123456789</td> <td>971(04)435-5865</td> <td>971(04)435-5865</td> <td>Pervaiz.ahmed@gmail.com</td> <td><input type="radio"/> Sister <input checked="" type="checkbox"/></td> </tr> <tr> <td>0000145201478520</td> <td>the Vanguard Group</td> <td>123456789</td> <td>971(04)435-5865</td> <td>971(04)435-5865</td> <td>Pervaiz.ahmed@gmail.com</td> <td><input type="radio"/> Sponsor <input checked="" type="checkbox"/></td> </tr> <tr> <td>0000145201478520</td> <td>the Vanguard Group</td> <td>123456789</td> <td>971(04)435-5865</td> <td>971(04)435-5865</td> <td>Pervaiz.ahmed@gmail.com</td> <td><input type="radio"/> Sister <input checked="" type="checkbox"/></td> </tr> <tr> <td>0000145201478520</td> <td>the Vanguard Group</td> <td>123456789</td> <td>971(04)435-5865</td> <td>971(04)435-5865</td> <td>Pervaiz.ahmed@gmail.com</td> <td><input type="radio"/> Sister <input checked="" type="checkbox"/></td> </tr> <tr> <td>0000145201478520</td> <td>the Vanguard Group</td> <td>123456789</td> <td>971(04)435-5865</td> <td>971(04)435-5865</td> <td>Pervaiz.ahmed@gmail.com</td> <td><input type="radio"/> Sister <input checked="" type="checkbox"/></td> </tr> <tr> <td>0000145201478520</td> <td>the Vanguard Group</td> <td>123456789</td> <td>971(04)435-5865</td> <td>971(04)435-5865</td> <td>Pervaiz.ahmed@gmail.com</td> <td><input type="radio"/> Sister <input checked="" type="checkbox"/></td> </tr> <tr> <td>0000145201478520</td> <td>the Vanguard Group</td> <td>123456789</td> <td>971(04)435-5865</td> <td>971(04)435-5865</td> <td>Pervaiz.ahmed@gmail.com</td> <td><input type="radio"/> Sister <input checked="" type="checkbox"/></td> </tr> <tr> <td>0000145201478520</td> <td>the Vanguard Group</td> <td>123456789</td> <td>971(04)435-5865</td> <td>971(04)435-5865</td> <td>Pervaiz.ahmed@gmail.com</td> <td><input type="radio"/> Sister <input checked="" type="checkbox"/></td> </tr> <tr> <td>0000145201478520</td> <td>the Vanguard Group</td> <td>123456789</td> <td>971(04)435-5865</td> <td>971(04)435-5865</td> <td>Pervaiz.ahmed@gmail.com</td> <td><input type="radio"/> Sister <input checked="" type="checkbox"/></td> </tr> </tbody> </table>							MOL Code	Name	TRN Number	Phone	Mobile	Email	Company Relation	0000145201478520	Shaheen Fertilizers	123456789	971(04)435-5865	971(04)435-5865	Pervaiz.ahmed@gmail.com	<input type="radio"/> Sister <input checked="" type="checkbox"/>	0000145201478520	the Vanguard Group	123456789	971(04)435-5865	971(04)435-5865	Pervaiz.ahmed@gmail.com	<input type="radio"/> Sponsor <input checked="" type="checkbox"/>	0000145201478520	the Vanguard Group	123456789	971(04)435-5865	971(04)435-5865	Pervaiz.ahmed@gmail.com	<input type="radio"/> Sister <input checked="" type="checkbox"/>	0000145201478520	the Vanguard Group	123456789	971(04)435-5865	971(04)435-5865	Pervaiz.ahmed@gmail.com	<input type="radio"/> Sister <input checked="" type="checkbox"/>	0000145201478520	the Vanguard Group	123456789	971(04)435-5865	971(04)435-5865	Pervaiz.ahmed@gmail.com	<input type="radio"/> Sister <input checked="" type="checkbox"/>	0000145201478520	the Vanguard Group	123456789	971(04)435-5865	971(04)435-5865	Pervaiz.ahmed@gmail.com	<input type="radio"/> Sister <input checked="" type="checkbox"/>	0000145201478520	the Vanguard Group	123456789	971(04)435-5865	971(04)435-5865	Pervaiz.ahmed@gmail.com	<input type="radio"/> Sister <input checked="" type="checkbox"/>	0000145201478520	the Vanguard Group	123456789	971(04)435-5865	971(04)435-5865	Pervaiz.ahmed@gmail.com	<input type="radio"/> Sister <input checked="" type="checkbox"/>	0000145201478520	the Vanguard Group	123456789	971(04)435-5865	971(04)435-5865	Pervaiz.ahmed@gmail.com	<input type="radio"/> Sister <input checked="" type="checkbox"/>
MOL Code	Name	TRN Number	Phone	Mobile	Email	Company Relation																																																																						
0000145201478520	Shaheen Fertilizers	123456789	971(04)435-5865	971(04)435-5865	Pervaiz.ahmed@gmail.com	<input type="radio"/> Sister <input checked="" type="checkbox"/>																																																																						
0000145201478520	the Vanguard Group	123456789	971(04)435-5865	971(04)435-5865	Pervaiz.ahmed@gmail.com	<input type="radio"/> Sponsor <input checked="" type="checkbox"/>																																																																						
0000145201478520	the Vanguard Group	123456789	971(04)435-5865	971(04)435-5865	Pervaiz.ahmed@gmail.com	<input type="radio"/> Sister <input checked="" type="checkbox"/>																																																																						
0000145201478520	the Vanguard Group	123456789	971(04)435-5865	971(04)435-5865	Pervaiz.ahmed@gmail.com	<input type="radio"/> Sister <input checked="" type="checkbox"/>																																																																						
0000145201478520	the Vanguard Group	123456789	971(04)435-5865	971(04)435-5865	Pervaiz.ahmed@gmail.com	<input type="radio"/> Sister <input checked="" type="checkbox"/>																																																																						
0000145201478520	the Vanguard Group	123456789	971(04)435-5865	971(04)435-5865	Pervaiz.ahmed@gmail.com	<input type="radio"/> Sister <input checked="" type="checkbox"/>																																																																						
0000145201478520	the Vanguard Group	123456789	971(04)435-5865	971(04)435-5865	Pervaiz.ahmed@gmail.com	<input type="radio"/> Sister <input checked="" type="checkbox"/>																																																																						
0000145201478520	the Vanguard Group	123456789	971(04)435-5865	971(04)435-5865	Pervaiz.ahmed@gmail.com	<input type="radio"/> Sister <input checked="" type="checkbox"/>																																																																						
0000145201478520	the Vanguard Group	123456789	971(04)435-5865	971(04)435-5865	Pervaiz.ahmed@gmail.com	<input type="radio"/> Sister <input checked="" type="checkbox"/>																																																																						
Rows per page: 50 < > 120 items found, displaying 1 to 50																																																																												

Employee/Individual Screen - PPC-34-18-06

- This screen will list down the employee/individual registered against the corporate and will also have an added/uploaded option on this screen.

Field Name	Field Type	Character Type	Character Limit	Mandatory	Description
AFEX Corporate ID	Text Box - Disabled	TL number	✓		
Company Name	TextBox-Disabled				Fetch w.r.t Corporate/Company ID
Employee AFEX ID	User Input	it should be customer ID	✓		

Employee First Name	User Input			Yes	
Employee Last Name	User Input			Yes	
Employee EID	User Input			Yes	15 digits
Passport Number	User Input	not required	✓	Yes	
IBAN NUMBER/BANK ACCOUNT NUMBER	User Input				Field for Bank Transfer Salaries
Routing Code	User Input	Not required for PPC	✓		9 digits
Nationality	Dropdown				
DOB	User Input				
Employee Internal Reference No	User Input				

Above individual registration fields not as per the PPC requirements



Type text here

Documents

The screenshot shows the 'Customer Management > Corporate Customers' section. The 'New Corporate Customer' form is open. On the left, there's a sidebar with 'Customer Management' and 'MANAGE ALL CUSTOMERS' buttons, along with dropdown menus for 'Lead Management', 'Corporate Customers', 'View Corporates', 'New Corporate Customer' (which is highlighted in green), 'Corporate Employees', and 'Individual Customers'. The main form has tabs for 'Services: WPS, PPC, Remittance' and a 'Group company' toggle set to 'YES'. Below these are four sections: 'Company Profile' (Completed), 'Price Setting' (Completed), 'Owner, Representative or S...' (Completed), and 'Group Company' (Completed). Under 'Documents', three files are listed: 'Agreement.pdf', 'MOI_Verification.pdf', and 'occumsun_mauris_sif_092023.xls'. A large area below these lists allows for dragging and dropping more documents, with a 'CHOOSE FILE' button and a note about a 150mb file size limit.

Sanction/Compliance Section: COM-1906-01

i This will be a separate module where, compliance team can check the issues, happened with the corporate profile. This module will be used in Lead Generation, Corporate Onboarding Process, and Remittance/payments.

- Once the corporate registration has been completed and user clicks the “Submit” button, then compliance verification will be done via software “[Kiya.ai Home](#)”, if it’s block list the customer, then there should be a notification pop-up on the screen and also that data should be added on this screen. Compliance team will then manually rectify the issue and again submit it. **PPC all coprates details and documents will go to compliance queue for physical varification and approvals** ✓
- There should be an upload option, to upload the documents required for compliance. This is a one screen used for other modules like Remittance, Cards, etc.
- Compliance team should have two options: Reject/Approved and there should be a reason field.

Name	MOL	Association	Phone	Email	Status
Imtiaz Steel & Mills	154702415398	Corporate Details	971302511447058	Cahthal2_shah@gmail.com	Verified
Employee ID	154702415398	Sister Company	971302511447058	Hr_Shahid@Shaheen.com	Blocked
Shaheen Mills	154702415398	Sister Company	971302511447058	Hr_Shahid@Shaheen.com	Blocked
Shaheen Mills	154702415398	Sister Company	971302511447058	Hr_Shahid@Shaheen.com	Blocked
Shaheen Mills	154702415398	Sister Company	971302511447058	Hr_Shahid@Shaheen.com	Blocked
Shaheen Mills	154702415398	Sister Company	971302511447058	Hr_Shahid@Shaheen.com	Blocked
Shaheen Mills	154702415398	Sister Company	971302511447058	Hr_Shahid@Shaheen.com	Blocked
Shaheen Mills	154702415398	Sister Company	971302511447058	Hr_Shahid@Shaheen.com	Blocked
Shaheen Mills	154702415398	Sister Company	971302511447058	Hr_Shahid@Shaheen.com	Blocked
Shaheen Mills	154702415398	Sister Company	971302511447058	Hr_Shahid@Shaheen.com	Blocked
Rows per page	50	120 items found, displaying 1 to 50 < < > >			

Service Types PPC-34-18-06

- The service type screen will show the existing services used by the corporate. Also if corporate wants to avail the new service (Payez & Remittance), this screen will be used from where the AFEX user will add a new service. Once the new service has been added, it will redirect the AFEX user to the selected service screen.
 - For Example: If AFEX user add PPC as a service, then it will redirect the user to the PPC corporate registration screen and further information which is required will have to be added by the AFEX user. The data of the similar fields will be populated and can be altered here on this screen as well.

Card Brand

The list of card brand will be there and the cards of the customer selected brand will be issued to the employees. The card program form will be in the service type screen.

- Travelez- Classic
- Travelez - Platinum

Service Agreement PPC-34-18-07

- After submitting above information, the service agreement should be created in PDF /Word format. There should be a authorization process before creating the Customer Id.

i The Agreement template will be same with just the changes in customer's details. For Example: Corporate ID, Name, MOL Code etc.

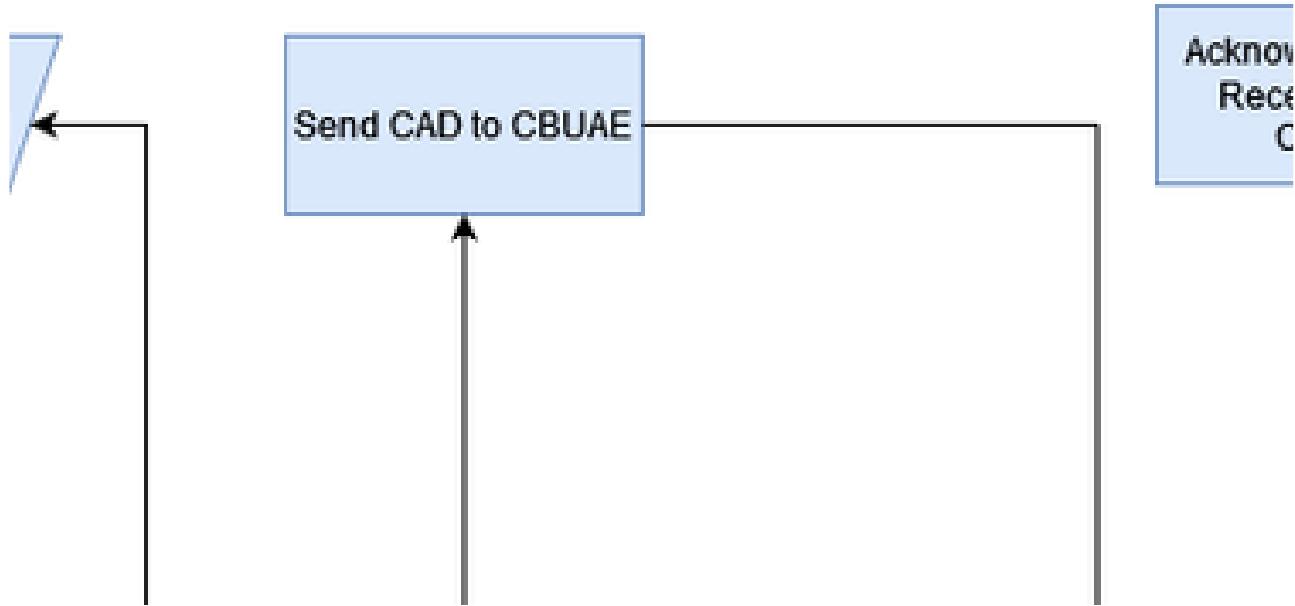
The screenshot shows the 'Customer Management' section of the Alfaardan Exchange software. On the left, there's a sidebar with categories like 'Lead Management', 'Corporate Customers', 'Corporate Employees', and 'Individual Customers'. The main area is titled 'View Corporate' and shows detailed information for a company with AFX Customer ID 002345789879, Corporate Name 'Imtiaz Mills & Steels', and MOI Code 00000223445555. It lists various contact details including mobile and email addresses. A summary box on the right indicates 1,200 employees.

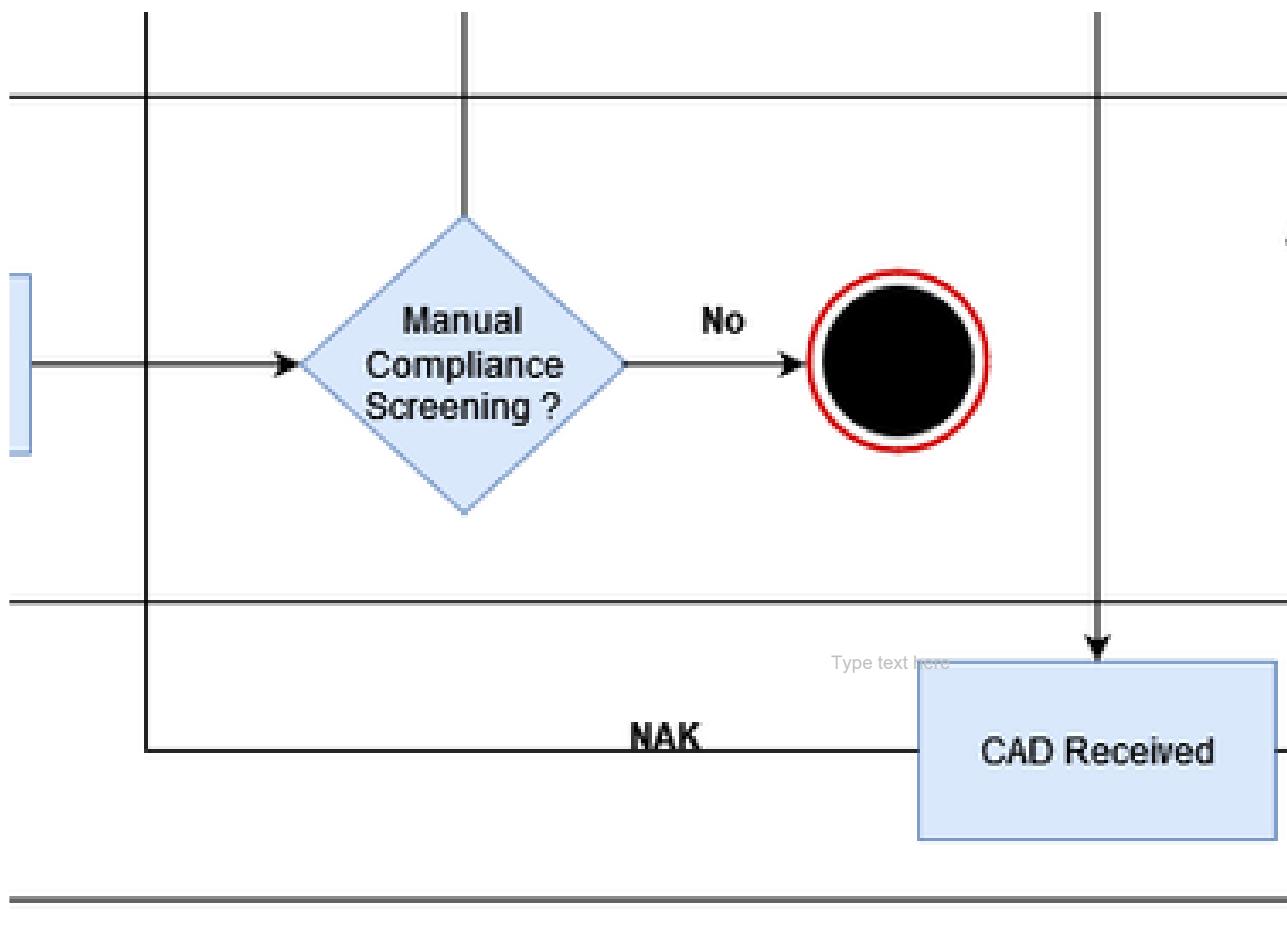
- i** • The information of customer should be sent to CBUAE in CAD file. CAD should be send at day end and not a show stopper.

Bulk individual registration not included in this FSD, We required bulk individual registration for PPC under corporate 

Process Flow

Customer Registration





Enter Details in their system (Not in our Process)

Individual Onboarding Process - PPC-34-17-01

Post selecting the individual the below process will be followed:

- Select “New Individual Customer” to register the customer.
- Insert “Emirates ID” in the card reader, after clicking “read data”, the data will be displayed on the screen. (The data will be fetched from the ICA)
- Also we should have an option of face recognition to capture the picture of the customer.

Data Dictionary

	Field Name	Field Type	Character Type	Character Limit	Mandatory	Description

1	Customer Emirates ID	Search Box - Disabled	-	-	Yes	Data will be fetched from ICA after entering Emirates Id
2	Corporate	Dropdown				Values: Yes/No
3	Corporate ID	Dropdown				Field will only enable if Corporate dropdown selected as Yes
4	Corporate Name	TextBox-Disabled				Value appears based on Corporate ID
5	Customer Type	Dropdown - Disabled	-	-	Yes	Values: Individual
6	First Name	Text Box - Disabled	-	-	Yes	Extract first name fetched from ICA
7	Middle Name	Text Box			No	
8	Last Name	Text Box			No	
9	Full Name - Arabic				No	Extract full name fetched from ICA
10	Residence Type	TextBox-Disabled	-	-	Yes	Auto populate based on ICA result
11	AFEX Customer ID	System generated	-	-	Yes	AFEX System Id
12	Emirates ID Type	Dropdown - Disabled	-	-	Yes	Auto populate based on ICA result
13	Emirates ID Issue Date	Calendar - Disabled	Date Format dd-mm-yyyy	-	Yes	Auto populate based on ICA result
14	Emirates ID Expiry Date	Calendar - Disabled	Date Format dd-mm-yyyy	-	Yes	Auto populate based on ICA result
15	ID Issuer	Logged-in User ID	Alpha	-	Yes	AFEX employee

						Name and ID who is registering the customer
16	DOB	Calendar - Disabled	Date Format dd-mm-yyyy	-	Yes	Auto populate based on ICA result
17	Nationality	TextBox- Disabled	-	-	Yes	Auto populate based on ICA result
18	Occupation	TextBox	Alpha Numeric	-	Yes	Auto populate based on ICA result, if not then AFEX member enter the occupation details.
19	Employer Name	Text Box	Alpha	-	Yes	Auto populate based on ICA result
20	Country of Birth	TextBox - Disabled	-	-	Yes	Auto populate based on ICA result
21	Gender	TextBox - Disabled	-	-	Yes	Auto populate based on ICA result
22	FPEP	Dropdown	-	-	Yes	Values: Yes/No
23	Phone	Text Box	Numeric	-	Yes	
24	Email	Text Box	Alpha Numeric	-	Yes	
25	OTP	Text Box	Alpha Numeric	-	Yes	
26	Other Info	Text Box	Alpha Numeric	-	No	
27	Address 1	Text Box	Alpha Numeric	-	Yes	
28	Address 2	Text Box	Alpha Numeric		Yes	
29	PO Box	Text Box	Alpha Numeric		Yes	
30	City	TextBox - Disabled	-	-	Yes	Auto populate based on ICA result
31	State	TextBox - Disabled	-	-	Yes	Auto populate based on ICA result

32	Country	TextBox - Disabled	-	-	Yes	Auto populate based on ICA result
33	ZIP	User Input				
34	Representative Check Box	Check Box	-	-	No	Values: Yes/No If customer wants any other person to use his/her account on their behalf
35	Representative Name	Text Box - Disabled	-	-	-	3 Text Box (Upto 3 names can be added). There will be a separate screen to register the representative
36	Representative Emirates ID	User Input	-	-	-	This field will just utilize to enter the EID of representative. The process of registering them in the system will be separate.

- After entering above details in the system, AFEX user will click the Scan Documents and there will be an option to upload the scanned documents in the system like Emirates ID, Passport. Also face recognition functionality is required. **Passport not required ✓**
- Post uploading documents, AFEX user will click the send OTP button, the OTP will be send to the customer registered mobile number. The AFEX user will enter the OTP in the system. Once the OTP has been verified the customer's details will be passed on for the compliance.
- Once the customer (individual) registration has been completed and user clicks the "Submit" button, then compliance verification will be done via software "[Kiya.ai Home](#)", if it's block list the customer, then there should be a notification pop-up on the screen and also that data should be added on this screen.
- There should be an upload option, to upload the documents required for compliance. This is a single screen used for other modules like Remittance, WPS, etc.
- Compliance team should have two options: Reject/Approved and there should be a reason field.
- Additional Information field will be there on the compliance screen and compliance team will send it back to Branch. The branch can only upload the documents and cannot change the information.
- Post successful compliance, the customer will be registered in the system and customer details will be sent in CAD File to CBUAE via SFTP. In this case, the CAD file will be received from Card Processor.
- If ACK received as a response from the CBUAE, then customer can use the AFEX services. If NAK received as a response from CBUAE, then compliance team will rectify the issues and process the file again.

- There will be an ability in the system to store the ACK & NAK file and also the system should read the NAK response and highlight the error message in the compliance section.

i Post Individual Onboarding, there will be a Create Card option which redirects the AFEX user to Create Card screen.

- i**
- Maker checker functionality is required in the case of amendments in the profile.
 - Active/In-active/Pending customer's should be available in the system as per the branch.
 - The signature/face recognition of the individual customer/ representative have to be scanned and uploaded in the system at the time of registration so for future transactions, branch user can verify the individual customer/representative.
 - The individual registration will be a common page, and fields should be populated based on service selection. For Example: Remittance might have some additional/less fields as compared to PPC.
 - Customer Registration is common. Conditional call should be used to make sure that now we are sending the Customer Data to Card Issuance Vendor in case of PPC.
 - If customer id is existed in the system at the time of new customer registration system should be able to find out the and avoid duplication.

Prototype/Wireframe

Search Individual (to verify if already existed in the system)

Type text here

Searched Result

The screenshot shows the 'Individual Details' page under 'Card Management > Individual Customers'. The top navigation bar includes search fields for Phone, Email, EID, AFEX Customer ID, Customer Name, Nationality, and a 'SEARCH' button. A 'CLOSE' button and a 'NEW CORPORATE CUSTOMER' button are also present. The main content area displays a table with columns: EID, AFEX Customer ID, AFX Account Number, Customer Name, Gender, Mobile Number, Email Address, Nationality, and Account Balance. One row is visible for '002345789879' with details: AFEX Customer ID 0000223445555, Customer Name Shahid Anwar, Gender Male, Mobile Number 00947985687, Email mnadeemahmad@gmail.com, Nationality Indian, and Account Balance AED 2,400. Below the table are three buttons: 'MANAGE PROFILE', 'CARD TOP UP', and 'CARD WITHDRAWAL'.

New Individual Registration

There is no any restriction ,The card holder can assign anyone as representative ✓

The screenshot shows the 'Individual Details' page under 'Card Management > Individual Customers'. The top navigation bar includes search fields for Phone, Email, EID, AFEX Customer ID, Customer Name, Nationality, and a 'SEARCH' button. A 'CLOSE' button and a 'NEW INDIVIDUAL REGISTRATION' button are also present. The main content area displays a message: 'No Customer Found' followed by 'There is no customer found, against your search, please click New Individual Registration to add one'. Below this message is a 'NEW INDIVIDUAL REGISTRATION' button.

New Individual Registration Form

Corporate Portal > Individual Customer
Individual Registration

Customer Management

Manage All Customers

Lead Management

Corporate Customer

Corporate Employee

Individual Customers

Individual Details

New Individual Registration

Employee ID

Customer First Name

Customer Last Name

Date of Birth

Gender

Country of Birth

Nationality

Internal Reference NO.

Profession

Residence Status

Card Type

Emboss Name

Card Bank Transfer

Card Delivery Branch

ID Type

Bonk IBAN

Employee Bank Code

Emirates ID

Emirates ID Issue

Emirates ID Expiry

Place of issue

Employee Passport NO.

FPEP

Routing Code

PRD Code

Product Code

Plastic Code

CLOSE ID SCAN FACE SCAN ID Read NEXT

After enter the customer profile details ,We requiered preprint button and after get consent from customer those document should be uploaded as mandatory ✓

Documents Tab

Corporate Portal > Individual Customer
Individual Registration

Customer Management

Manage All Customers

Lead Management

Corporate Customer

Corporate Employee

Individual Customers

Individual Details

New Individual Registration

Individual Customer Details

Documents

Verificaltona_ID.pdf

Residency_Proof.pdf

Passport_Copy.pdf

Instead of passport mentioned as others, residency proof not requierd ✓

Drag and rap your documents here or CHOOSE FILE

Max file size 150mb

CLOSE ID SCAN FACE SCAN PREVIOUS DONE

Individual Detail View

Individual Details - Shahid Anwar

Individual Customer Details:

- Customer Name: Shahid Anwar
- AFEX Customer ID: 00142025980
- EID: 1620458740236578 | Phone: 00947985687 | Email: Shahid.Anwar@gmail.com
- Date of Birth: 2 Oct, 1990
- Gender: Male
- Country of Birth: Pakistan
- Nationality: Pakistani
- Internal Reference NO.: 004563021447
- Profession: Engineer
- Residency Status: Permanent
- FAX: -
- Card Type: Credit Card
- Email: shahid.anwar@afx.ae
- Emboss Name: -
- Card Bank Transfer: 7885200001
- Card Delivery Branch: AFX Sharjah Branch
- Emirates ID: 1652014785203641
- Emirates ID Issue Date: 1 Nov, 2000
- Emirates ID Expiry: 2 Jul, 2032
- Place of issue: Emirates HQ
- Employee Passport NO.: 69741512023587452
- FPEP: No
- Routing Code: 0025366698
- PRD Code: 45201478
- Product Code: -
- Plastic Code: -
- Mobile: +9713602417850
- Employee Address 1: Resham Gali Apartments, Sharjah UAE
- Employee Address 2: -
- Employee Address 3: PO BOX: -

Individual Details - Compliance Tab

Compliance - Shahid Anwar

Records	Association	Status
Emirates ID	Employee Details	Blocked
FPEP	Employee Details	Blocked
Email	Employee Details	Blocked
AFEX Customer ID	Employee Details	Verified
Employee Verification	Documents	Blocked
Employee ID	Documents	Verified

Rows per page: 50 | 120 items found, displaying 1 to 50 | < > |

Add your Remarks

Remarks: Type here /300

Upload | Reject | Approve

Maqsood Anwar | 1 Sep, 2023 at 2:40pm | Email is Incorrect | Attachments

Shahnawaz Ali | 1 Sep, 2023 at 2:40pm | Document Text is not Visible | Attachments

Card & Representative Tab inside the Individual Profile

only three active representative and if you want add any new one of the existing representative should be disable ✓

Type text here

Register Representative - PPC-34-17-02

The purpose of adding a representative is to provide an ease to the individual customer so on behalf of the customer, the representative (Affiliate) can deposit the amount in the primary account holder's account.

Following process will be followed to add the new representative.

- In the customer registration screen (Individual), there will be a Representative Section from where the new representative can be added in the customer's profile.
- Select "New Representative" to register. Up to 3 representatives can be added against the customer.
- Insert "Emirates ID" in the card reader, after clicking "read data", the data will be displayed on the screen.

- i** • The system should have an option to Add up to 3 Representatives and edit/delete any representative from the primary card holder account. We required enable and disable option instead of delete /edit ✓

Data Dictionary

Field Name	Field Type	Character Type	Character Limit	Mandatory	Description
Representative EID	Search Box	-	-	Yes	Data will be fetched from ICA after entering Emirates Id
Representative Name	Text Box	-	-	Yes	Fetched from ICA

EID Expiry Date	Text Box – Disabled	-	-	Yes	Auto populated based on the values fetched from ICA
AFEX Customer ID	System Generated				
ID Issuer	Logged-in AFEX User	-	-	Yes	
Card Holder	Checkbox	-	-	No	
Mobile No	Text Box	Numeric	-	Yes	
Relation	User Input				
Narration	User Input				
Primary Card Holder	Dropdown			Yes	Values: There is no any restriction, The card holder can assign anyone as representative Sponsor/Owner



- After entering above details in the system, AFEX user will click the Scan Documents and there will be an option to upload the scanned documents in the system like Emirates ID, Passport. Passport not required ✓
- Post uploading documents, AFEX user will click the send OTP button, the OTP will be send to the customer (primary account holder) registered mobile number. The AFEX user will enter the OTP in the system. Once the OTP has been verified the representative's details will be passed on for the compliance.
- Once the representative registration has been completed and user clicks the "Submit" button, then compliance verification will be done via software "[Kiya.ai Home](#)", if it's block list the customer, then there should be a notification pop-up on the screen and also that data should be added on the compliance screen. Compliance team will then manually rectify the issue and again submit it.
- There should be an upload option, to upload the documents required for compliance. This is a single screen used for other modules like Remittance, WPS, etc.
- Compliance team should have two options: Reject/Approved and there should be a reason field.
- Post successful compliance, the representative will be registered in the system and details will be sent in CAD File to CBUAE via SFTP.
- If ACK received as a response from the CBUAE, then representative can reload the primary account. If NAK received as a response from CBUAE, then compliance team will rectify the issues and process the file again.
- There will be an ability in the system to store the ACK & NAK file and also the system should read the NAK response and highlight the error message in the compliance section.

- Post Representative Onboarding, there will be a Create Card option which redirects the AFEX user to Create Card screen.
-

Add New Representative

Corporate Portal > Individual Customer

Individual Details

Screening Last Updated on 4 Sep, 2023

Individual Customer Details Documents Compliance

AEX Customer ID 00142025980 **Customer Name** Shahid Anwar

EID 1620458740236578 | Phone 00947985687 | Email: Shahid.Anwar@gmail.com

Date of Birth 2 Oct, 1990	Gender Male	Country of Birth Pakistan	Nationality Pakistani
Internal Reference NO. 004563021447	Profession Engineer	Residency Status Permanent	FAX
Card Type Email	Emboss Name -	Card Bank Transfer 7885200001	Card Delivery Branch AEX Sharjah Branch
Emirates ID 1652014785203641	Emirates ID Issue 1 Nov, 2000	Emirates ID Expiry 2 Jul, 2032	Place of issue Emirates HQ
Employee Passport NO. 6974152023587452	FPEP No	Routing Code 0025366698	PRD Code 45201478
Product Code -	Plastic Code -	Mobile +9713602417850	Employee Address 1 Resham Gali Apartments, Sharjah UAE
Employee Address 2 -	Employee Address 3 -	PO BOX -	

Type text here

Add New Representative Form

Corporate Portal > Individual Customer

Individual Registration

Individual Customer Details Pending Documents Pending

CLOSE **ID SCAN** **FACE SCAN** **NEXT →**

Employee ID	Customer First Name	Customer Last Name	Date of Birth DD/MM/YYYY
Gender Select here	Country of Birth Select here	Nationality Select here	Internal Reference NO.
Profession Select here	Residency Status Select here		
Card Type Select here	Emboss Name	Card Bank Transfer XXXX	Card Delivery Branch Select here
ID Type Select here	Bank IBAN	Employee Bank Code	
Emirates ID XXXX- XXXX-XXXX	Emirates ID Issue DD/MM/YYYY	Emirates ID Expiry DD/MM/YYYY	Place of issue Select here
Employee Passport NO. Select here	FPEP Select here	Routing Code XXXX- XXXX-XXXX	PRD Code
Product Code Select here	Plastic Code Select here		

Documents Tab

الشريك (اللوجistics) لـ afordan exchange

Corporate Portal > Individual Customer
Individual Registration

Customer Management

Manage All Customers

Lead Management

Corporate Customer

Corporate Employee

Individual Customers

Individual Details

New Individual Registration

Individual Customer Details Pending

Documents Pending

Verificatona_ID.pdf Residency_Proof.pdf Passport_Copy.pdf

Drag and drop your documents here or Max file size 150mb

CLOSE ID SCAN FACE SCAN PREVIOUS DONE Rizwan

Compliance Tab

الشريك (اللوجistics) لـ afordan exchange

Corporate Portal > Individual Customer
Individual Details

Customer Management

Manage All Customers

Lead Management

Corporate Customer

Corporate Employee

Individual Customers

Individual Details

New Individual Registration

Screening Last Updated on 4 Sep. 2023

Individual Customer Details Documents Compliance

Records	Association	Status
Emirates ID	Employee Details	Blocked
FPEP	Employee Details	Blocked
Email	Employee Details	Blocked
AFX Customer ID	Employee Details	Verified
Employee Verification	Documents	Blocked
Employee ID	Documents	Verified

Rows per page: 50 120 items found, displaying 1 to 50

Add your Remarks

Remarks Type here 0/300

UPLOAD REJECT APPROVE

Maqsood Anwar 1 Sep, 2023 at 2:40pm Email is Incorrect 1 attachments

Shahnawaz Ali 1 Sep, 2023 at 2:40pm Document Text is not Visible 1 attachments

Representative Details

Corporate Portal > Individual Customer
Individual Registration

Services: PPC Agent Type Service Repr... CLOSE ID SCAN FACE SCAN

Rizwan

Individual Customer Details Pending **Card & Representative Details** Pending **Documents** Opened

Card Type: Select here Emboss Name: XXXX Card Bank Transfer: XXXX Card Delivery Branch: Select here

Add Representative

Representative EID	AFX Customer ID	Name	Phone	Relation	Card holder	Primary Card holder	Narration	EID Expiry Date
98674629847	98674629847	Shahid Anwar	97123589700147	Brother	Yes	Sponsor	894759872	05/09/2023
Enter here	Enter here	Enter here	Enter here	Select Value	Sel...	Select Value	Enter here	DD/MM/YYYY

+ Add More

Out of Scope Requirements

- Face recognition to be scoped later as EFR (Emirates Face Recognition) integration is not part of the SOW.

Open: Bulk upload/ Bulk Registration and Bulk Card Issuance (To be shared by AFX)

Type text here

Card Management Module for Travelez & Payez Cards

Please place an index (in card process order) here.

All items are mentioned as sample

Please arrange the process flow.

Please refer to the word file for the sample flow and menu items.

Type text here

Individual Customer Registration:

Customer Registration to be as per the proposed Customer Registration. (WPS/ Remittance) with option of Marking Travelez product subscription. Where, Card Reader, Face Recognition and all other options should be available.

Principal Account Number: IBAN (CAD Submission)

Sub Account Number: IBAN, for each card that has been issued to the Customer. (CAD Submission) (this is to comply with AANI functionality, also to comply with CB CAD Rules)

Sub Account Number: N.B. this is also applicable for Payez cards. I am not sure whether I have mentioned it in the Payez Card segment, hence is mentioning the same.



An index should be placed here.

FSD Document Sign Off - Card Management Module for Travelez & Payez Cards

It is to certify that the Requirements Document for **Card Management Module for Travelez & Payez Cards** has been thoroughly reviewed and approved by "" on behalf of Alfardan Exchange UAE. By providing this certification, AFXUAE acknowledges that the Requirements Document accurately reflects their desired objectives, scope, and specific requirements for the **Card Management Module for Travelez & Payez Cards**.

After signing off, this requirement document will serve as the foundation for the successful execution of the module. Any changes or additions to the requirements beyond this stage may require additional time and resources, potentially impacting project timelines and budget.

Project Name	Alfardan Exchange UAE
FSD Approval Date	
Business Analyst	Maahin Ahmad Khan
PMO	Saad Meraj
Project Manager	Arifa Mehfooz
Client Remarks	
Client Signature	

Travelez Card (Level 1 Requirement PPC-34)

OTP for withdraw should be scoped ✓

- There should be a validation in the system, that before starting any process (Withdraw, Reload, Card Registration, Card Issuance), branch user should verify the customer's Emirates ID or via the face recognition.

- The Master setup screens can be accessed from following link: [Master Setups masters is actually for Payez](#) ✓

- Travelez card tailored to customers who are looking for a safer alternative to cash. The reloadable prepaid card is ideal for customers who would like to enjoy shopping online or at any POS in the UAE bundled with a wide range of offers.
- Post selecting the "Travelez" option on the main card management screen, there will be two options for the AFEX depending upon the request of customer.
 - Personalized
 - Non-Personalized

Personalized Card & Non-Personalized Card

A Travelez card in Alfardan Exchange is a prepaid card. The card can be used to make purchases online or in stores, and it can also be used to withdraw cash from ATMs and AFEX branch.

The card creation process will remain same for both types of card with some field requirement are different in both cases.

Initiate Card Request Process (Card Registration) - PPC-34-05-01

- Click on "Search" after entering any of the fields:
 - Phone
 - Emirates ID Scan
 - Name
 - Card Holder ID
 - DOB
 - Face Recognition Email id ✓
- If a customer (Individual) already exists in the system then move to the "Create Card" option.
- If a customer (Individual) is not in the system, then AFEX user will be redirected to the Individual onboarding screen. After registering the individual, AFEX user will come to this screen to create a card for the individual customer.
- If a corporate customer (employee) comes for the card, set "Corporate" dropdown as Yes in the Individual Onboarding screen. [Corporate needs to be enabled for the offers. Select Company](#) ✓
- Post Create Card option, the customer details will be populated on the screen based on the search.
- Click "Card Program"
 - There are multiple types of card
 - Personalized - Platinum Card
 - Non - Personalized - Platinum Card
 - Personalized - Classic Card
 - Non - Personalized - Classic Card
 - Gift, Metal Card
- Enter Courier Details. (If Personalized card is selected, in case of non-personalized this field will be disabled.)
- After entering above information, and verifying the customer details click on "Load Card" or exit, but before creating the load card, a card should be already created by calling the required API to the card processor, some customer may just buy a card without loading any funds.
- Select the currency and enter the relevant amount to be loaded in the account.
- Click on "Preprint" button to generate temporary receipt (Mandatory)
- Obtain signature of the customer on preprint receipt advising to check the name and other relevant details.
- After Preprint option is clicked "Create" button is activated.(First a card should be created and then load card should be used, need to ensure that the teller collects the card charges from the customer before creating a card)
- Issue the receipt to the customer and inform customer to sign on the receipt.
- Upload the receipt, signed application form and EID in the system.
- The card holder ID will be automatically issued from the system and assigned to the customer. (In case of Personalized)

- Teller should be able to load up to 5 currencies at a single time. [single transaction](#) ✓

- All Travelez prepaid card customers must be holding an active Emirates id, age 18 year and above and Mobile number for OTP verification.

- Platinum Card account have following features which will be maintained in the system and can be configurable to add/remove any currency in the future.
 - Multi-currency account which can manage 20 currencies.
 - Reloadable: Reload in 20 currencies with locked-in exchange rates. [We need rate modification module for treasury team](#) 

- Classic Card account have following features which will be maintained in the system and can be configurable to add/remove any currency in the future.
 - Multi-currency account which can manage 13 currencies.
 - Reloadable: Reload in 13 currencies with locked-in exchange rates. [We need rate modification module for treasury team](#)

i Full 16 digit card number shall not be displayed anywhere in the system

i • The card request raised from Employer Portal, will come here and further action will be processed from this screen by the AFEX user. **Please clarify the Employer Portal**

- i** • Card Registration Fee - No Named Card
 - Debit Account: Till
 - Credit Account: Commission, VAT
- Card Registration Fee - Named Card
 - Debit Account: Till
 - Credit Account: Commission, VAT

Please check with finance team



Data Dictionary (Personalized & Non - Personalized)

Is this for Customer Profile, Standard individual Customer Profile to be maintained and card related info can be asked/ mandated if it is a card issuance.

	Field Name	Field Type	Character Type	Character Limit	Mandatory	Description
1	Customer EID	Search Field			Yes	
2	Customer Name	Auto Populate based on Customer Id				
3	Card Type	Dropdown				Values: <ul style="list-style-type: none">• Personalized• Non-Personalized
4	Card Program	Dropdown				Values: <ul style="list-style-type: none">• Platinum• Classic
5	Card Holder Id	System Generated/User Input	String		Yes	<ul style="list-style-type: none">• In case of Personalized, Card Vendor sends this ID in response of AFEX request.• In case of non-personalized, user input. (Card Holder Id mentioned on the back of card)
6	Emboss Name	User Input - The name should be with respect to the Emirates ID and cannot exceed 20 characters.				In case of Personalized name will be populated. (Based on the name captured from Emirates ID) The max length should be 20 characters.

					In case of non-personalized this field will be disabled. Emboss name should be as per the customer name on EID. If length is greater than 20 (the length of emboss) accept the name segments of EID Customer name only. For example, if name is "Syed Muhammad Haseeb Akhtar Rizvi" then we can input "Haseeb Akhtar"/"Syed Haseeb"/"Has eeb Rizvi" in emboss name but not any other name which is not in EID Name
					If it is platinum the embossing length should be 17 character and classic 25 character  including spaces
7	Delivery Location	User Input	String		Enabled only in case of personalized
8	Info	User Input			
9	Voucher No	User Input			
10	Referrer	Dropdown			Values: AFEX Teller List
11	Country	Dropdown			
12	City	Dropdown			
13	Nationality	Dropdown			
14	Contact No	User Input			
15	Status				
16	Currency	Dropdown			
17	Card Balance	Button			On pressing this button a new window will open which show the current balance in the card. This button will be enabled after card activation.
18	SAC Code	Button			An OTP code will be

					generated by the system, which will be send to Customer in case of card loss. This will be used by the call center team.
19	Block/Unblock Card	Button			In case of Blocking/Unblocking Card after issuance. (Unblocking should be at back office and call center)
20	Agent	Dropdown			

Add New Card

The screenshot shows a user interface for adding a new card. At the top, there's a header with 'Card Management' and 'Add New card'. Below the header is a search bar with placeholder text 'Search customer by ID, MOI or Mobile' and various icons. To the right of the search bar is a 'Branch' dropdown. The main area contains several input fields: 'Phone', 'ID', 'Name', 'AFX ID', 'Card holder ID', 'Nationality' (with a dropdown arrow), and 'Customer'. On the far left, there's a vertical sidebar with a dark blue header and a light green body, featuring scroll-up and scroll-down arrows. In the top right corner of the main form area, there's a red 'X' icon followed by the word 'CLOSE'.

Card Management
Add New Cards

Search customer by EID, MOI or Mobile Branch

Employees please remove employee **Coporate /individual**

EID	AFX Customer ID	Customer Name	Phone	Card Holder ID	Corporate Name	Issue Stat
002345789879	1654780032145876	Sajid Khan	+971 50 123 4567	16652011475	Shaheen Industry	Issued
002345789879	0012457896325987	Mohammad Sajid	+971 50 123 4567	16652011475	Shaheen Industry	Pending

Individual Customers

EID	AFX Customer ID	Customer Name	Phone	Card Holder ID	Corporate Name	Issue Stat
002345789879	1654780032145876	Sajid Ali	+971 50 123 4567	16652011475	Shaheen Industry	Pending
002345789879	0012457896325987	Sajid Anwar	+971 50 123 4567	16652011475	Shaheen Industry	Issued

Card Management
Add New Card

Search customer by EID, MOI or Mobile Branch: 12467 Date Logged: 05/24/2020

New Card Details

AFX Customer ID: 00142025980	Customer Name: Shahid Shah
EID: 1620458740236578	Phone: 00947985687 Email: Shahid.Anwar@gmail.com

Please indicate your preferred card delivery location:

- AFX Branch
- Delivery Address: Near Rehmania Masjid, Qasim Residency, BII23, Sharjah

Card Registrations Charges

Card Fees	2,000
Courier Charges	175
Commission	5
VAT	10
Total Amount	2,190

We required field to enter initial load amount with currency drop down ✓

We required to display customer registration details on screen/print for getting customer consent before Creating the cards, it should be kept electronically in system. ✓

If is non personalized the card creation and issuance will be done on the same time ✓

Searched Result

Individual Customers						
EID	AFX Customer ID	Customer Name	Phone	Card Holder ID	Corporate Name	Issue Status
002345789879	1654780032145876	Sajid Ali	+971 50 123 4567	16652011475	Shaheen Industry	Pending
002345789879	0012457896325987	Sajid Anwar	+971 50 123 4567	16652011475	Shaheen Industry	Issued

Card Details Form

Card Management > View Cards

Card Details

Customer Information

AFEX Customer ID	Customer Name
00142025980	Abdul Rab Nishtar
ED 1620458740236578	Phone 00947985687 Email Shahid.Anwar@gmail.com

Gender	Date of Birth	Country of Birth	Employer
Male	9 Aug, 1989	Pakistan	-

ID Type	ID Issuer	ID Issue Date	ID Expiry Date
Emirates ID	EIDA-UAE	9 Aug, 1989	16 Sep, 2032

Card Type	Card Kind	Card program	Emboss Name
Travelex	Platinum	Personalized	Abdul Rab

Address 1	Address 2
FLAT NO. BUILDING NAME	STREET NAME AREA

PO Box	Referrer	Info
5400	-	-

Representative

EID	First Name	Last Name	Affiliates	Relationship
00145200257	Ahmed	Anwar	Sponsor	Brother
00145200257	Shohid	Anwar	Sponsor	Brother

Supplementary Card(s)

EID	Card Holder ID	First Name	Last Name	Affiliates	Relationship	Co
00145200257	4521478521478521	Ahmed	Anwar	Sponsor	Brother	Pla
00145200257	4521478521478521	Shahid	Chatha	Sponsor	Wife	Pla

Transactions

FTRN	Customer ID	Card Holder ID	Type	Currency(s)	Amount(s)	Date
00145200257	0000223445555	16652011475	Topup	USD +2	↓ +98.75 USD +2	18 Sep, 2023
00145200257	0000223445555	16652011475	Topup	USD +2	↓ +98.75 USD +2	17 Sep, 2023
00145200257	0000223445555	16652011475	Topup	USD +2	↑ +98.75 USD +2	14 Jul, 2023
00145200257	0000223445555	16652011475	withdraw	EUR +1	↑ +98.75 USD +1	2 Jun, 2023
00145200257	0000223445555	16652011475	withdraw	EUR +1	↑ +98.75 USD +1	7 May, 2023

Card Management > View Cards

Card Details

Customer Information

AFEX Customer ID	Customer Name
00145200257	Ahmed Anwar
ED 1620458740236578	Phone 00947985687 Email Shahid.Anwar@gmail.com

Gender	Date of Birth	Country of Birth	Employer
Male	9 Aug, 1989	Pakistan	-

ID Type	ID Issuer	ID Issue Date	ID Expiry Date
Emirates ID	EIDA-UAE	9 Aug, 1989	16 Sep, 2032

Card Type	Card Kind	Card program	Emboss Name
Travelex	Platinum	Personalized	Abdul Rab

Address 1	Address 2
FLAT NO. BUILDING NAME	STREET NAME AREA

PO Box	Referrer	Info
5400	-	-

Representative

EID	First Name	Last Name	Affiliates	Relationship
00145200257	Ahmed	Anwar	Sponsor	Brother
00145200257	Shahid	Anwar	Sponsor	Brother

Supplementary Card(s)

EID	Card Holder ID	First Name	Last Name	Affiliates	Relationship	Co
00145200257	4521478521478521	Ahmed	Anwar	Sponsor	Brother	Pla
00145200257	4521478521478521	Shahid	Chatha	Sponsor	Wife	Pla

Transactions

FTRN	Customer ID	Card Holder ID	Type	Currency(s)	Amount(s)	Date
00145200257	0000223445555	16652011475	Topup	USD +2	↓ +98.75 USD +2	18 Sep, 2023
00145200257	0000223445555	16652011475	Topup	USD +2	↓ +98.75 USD +2	17 Sep, 2023
00145200257	0000223445555	16652011475	Topup	USD +2	↑ +98.75 USD +2	14 Jul, 2023
00145200257	0000223445555	16652011475	withdraw	EUR +1	↑ +98.75 USD +1	2 Jun, 2023
00145200257	0000223445555	16652011475	withdraw	EUR +1	↑ +98.75 USD +1	7 May, 2023

Edit Card Details

Card Management > View Cards > Card details
Edit Card Details - Abdul Rab Nishtar

Contact No.: +971 50 123 4567 Email ID: Rohdulrab100@gmail.com Card Kind: Travelex Card Type: Platinum

Card Program: Personalized Card holder ID: 16652011475 Emboss Name: Abdul Rab Voucher Number: 987498654984

We required API integration with card processor if edit any individual card holder profile and should be validated with OTP

Card Detail View

Card Management > View Cards
Card Details

Customer Information

AFEX Customer ID: 00142025980	Customer Name: Abdul Rab Nishtar	ED 1620458740236578 Phone: 00947985687 Email: Shahid.Anwar@gmail.com			
Gender: Male	Date of Birth: 9 Aug. 1998	Country of Birth: Pakistan	Employer: -	CY: TRY	Amount: 200.00
ID Type: Emirates ID	ID Issuer: EIDA-UAE	ID Issue Date: 9 Aug. 1998	ID Expiry Date: 16 Sep. 2032	CY: TRY	Amount: 200.00
Card Type: Travelex	Card Kind: Platinum	Card program: Personalized	Emboss Name: Abdul Rab	CY: RUB	Amount: 200.00
Address 1: FLAT NO. BUILDING NAME		Address 2: STREET NAME AREA		CY: SAR	Amount: 200.00
PO Box: 5400	Referrer: -	Info: -		CY: AED	Amount: 200.00
				CY: KRW	Amount: 200.00
				CY: SAR	Amount: 200.00
				CY: KRW	Amount: 200.00
				CY: ZAR	Amount: 200.00
				CY: KRW	Amount: 200.00
				CY: SEK	Amount: 200.00
				CY: NZD	Amount: 200.00

Representative

EID	First Name	Last Name	Affiliates	Relationship	Actions
00145200257	Ahmed	Anwar	Sponsor	Brother	
00145200257	Shahid	Anwar	Sponsor	Brother	

Accumulated balance with transaction count and also visible on pending available limit and count as per the standard limit set by the card program .Daily ,Weekly ,Monthly and yearly

We required transaction statement email send button for callcentre and back office team



Type text here

Card Details

Representative

EID	First Name	Last Name	Affiliates	Relationship	Actions
00145200257	Ahmed	Anwar	Sponsor	Brother	✓ ✗ ☰
00145200257	Shahid	Anwar	Sponsor	Brother	✓ ✗ ☰

Supplementary Card(s)

EID	Card Holder ID	First Name	Last Name	Affiliates	Relationship	CoI	Actions
00145200257	4521478521478521	Ahmed	Anwar	Sponsor	Brother	Platinum	✓ ✗ ☰
00145200257	4521478521478521	Shahid	Chatha	Sponsor	Wife	Platinum	✓ ✗ ☰

Transactions

FTRN	Customer ID	Card Holder ID	Type	Currency(s)	Amount(s)	Date	Actions
00145200257	0000223445555	16652011475	Topup	USD +2	↓ +98.75 USD +2	18 Sep, 2023	✓ ✗ ☰
00145200257	0000223445555	16652011475	Topup	USD +2	↓ +98.75 USD +2	17 Sep, 2023	✓ ✗ ☰
00145200257	0000223445555	16652011475	Topup	USD +2	↑ +98.75 USD +2	14 Jul, 2023	✓ ✗ ☰
00145200257	0000223445555	16652011475	withdraw	EUR +1	↑ +98.75 USD +1	2 Jun, 2023	✓ ✗ ☰
00145200257	0000223445555	16652011475	withdraw	EUR +1	↑ +98.75 USD +1	7 May, 2023	✓ ✗ ☰

Card Status

TRY	200.00
TRY	200.00
RUB	200.00
SAR	200.00
AED	200.00
KRW	200.00
SAR	200.00
KRW	200.00
ZAR	200.00
KRW	200.00
SEK	200.00
NZD	200.00

View Cards

Card Management

View Cards

Search customer by EID, MOL or Mobile ✓ ✗ ☰ Branch: 12467 Auto Logout: 00:20:30

Cards

EID	AFEX Customer ID	Customer Name	Phone	Card Holder ID	Kind	Type	Issue Status	Actions
002345789879	10000236589654789	Abdul Rob Nishtor	+91 50 123 4567	16652011475	Traveler	Platinum	Issued	✓ ✗ ☰

Card Actions

- ✓ MANAGE PROFILE
- ✓ ADD SUPPLEMENTARY
- ✓ CARD TOP UP
- ✓ CARD WITHDRAWAL
- ✓ REPLACE CARD
- ✓ CANCEL CARD
- ✓ BLOCK CARD
- ✓ CLOSE ACCOUNT

Card Issuance - PPC-34-05-02

- ✓ Do not give the Personalized Card to the customer without issuing it from the system.
- Non-Personalized Card will be automatically issued at the time of creation. We required to display customer registration details on screen/print for getting customer consent before issuing the cards. It should be kept electronically in system. :
- One FLA should be able to create the card and issue it.
- The customer details will also be sent to the card vendor via API. In response card vendor sends the Card Holder Id via API. If no personalise card ,card holder ID should assigned by FLA as per the Card pack and it should update with Processor through API

Issuance of Personalized Card - PPC-34-05-02-01

- The personalized card delivered by the card vendor directly to the branch or customer's desired location.

- If branch received the card, the branch used the "Received Card" option in the system to maintain in the branch inventory.
- If a card is directly sent to the customer's desired location, then activation will be done only using the Mobile App for platinum and for classic card using the webportal (REV).
- Once customer comes to the branch for the collection of card, the AFEX user will search the customer by Customer AFEX ID (generated at the time of registration), mobile number or Name. Emailid ,emirates id ✓
- The customer's detail will appear on the screen.
- Click "Card Issue" button.
- The receipt will be generated in the system and card will be handed over to the customer.

- Info**
- The registration process should include Card Reader, Face Recognition, adhoc printing of Customer registration form, and upload of form.
 - Single Transaction Number will be created for the BULK Card option (Non-Personalized) case and each personalized card will have its own transaction number. (The Trn number mentioned is just for uploading and receiving the card in the system)

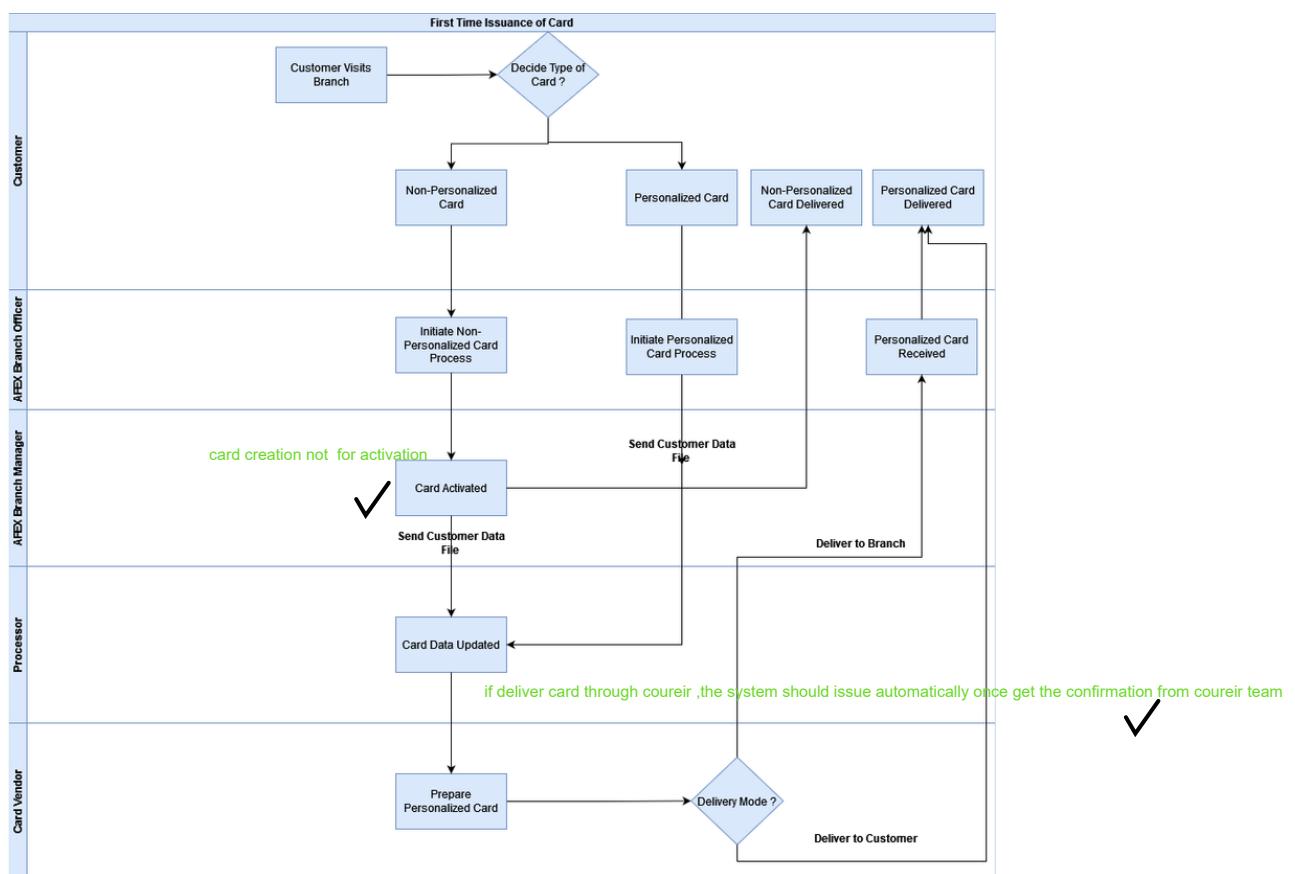
Issuance of Non-Personalized Card - PPC-34-05-02-02

- The non-personalized card delivered by the card vendor directly to the branch.
- The branch received the card in bulk as per their order request.
- When branch received the card, the branch used the "Received Card" option in the system to maintain in the branch inventory. (Enter TRN Number received with the card stock in the system to receive the card in the branch inventory.) TRN number should be created by system automatically basis on order created by branch and approved by ops team
- Once the customer comes to the branch for non-personalized card, the AFEX user will search the customer by Customer AFEX ID (generated at the time of registration), mobile number or Name Emailid ,emirates id ✓
- The customer's detail will appear on the screen.
- Click "Card Issue" button. If it is non personalized the card creation and issuance will be done on the same time ✓
- The receipt will be generated in the system and card will be handed over to the customer.

Data Dictionary

	Field Name	Field Type	Character Type	Character Limit	Mandatory	Description
1	AFEX Customer ID	Search				
2	Card Name	TextBox-Disabled				Card Holder Full name populated based on AFEX Customer ID
3	EID	TextBox-Disabled				Populated based on AFEX Customer ID
4	EID Expiry	TextBox-Disabled				Populated based on AFEX Customer ID
5	Country	TextBox-Disabled				Populated based on AFEX Customer ID
6	Card Type	TextBox-Disabled				Populated based on AFEX Customer ID
7	Card Expiry Date	TextBox-Disabled				Populated based on AFEX Customer ID
8	Company Name	TextBox-Disabled				Populated based on

					AFEX Customer ID
9	Card Holder ID	TextBox-Disabled			Populated based on AFEX Customer ID
10	AFEX ID Issuer	TextBox-Disabled			Populated based on AFEX Customer ID
11	Agent ID	TextBox-Disabled			Populated based on AFEX Customer ID
12	Card Issue	Button			

Process Flow**Supplementary Cards - PPC-34-05-03**

- Supplementary cards can be issued only to the following relationships (family members) to the primary Card holder:
 - Spouse
 - Son /daughter age criteria should be 18 and above
 - Father/ Mother
 - Brother / Sister
- Supplementary card holder will be using the same account balance as the primary Card holder. Primary Card holder and secondary card holder must be present in the branch for registration of Supplementary card along with their valid original Emirates IDs. Supplementary card needs to be issued only by consent of the Primary card holder.

- The supplementary card holders needs to be registered first in the system. They can be added from "Representative Screen" from the onboarding. The similar KYC check will happen to the supplementary card holders(representative).
- The card creation/issuance process will remain same for the supplementary card holders. There will be a separate section for adding the supplementary cards.

- i**
- If Primary Card Holder have Classic card, then up to 1 supplementary cards can be issued.
 - If Primary Card Holder have Platinum card, then up to 2 supplementary cards can be issued.
 - In classic card case, the supplementary card can only be no-named card and can be issued only to primary account holder.
 - In Platinum, if Primary card holder have no-named card, then the supplementary cards can only be no-named  Either name card /name card
 - In Platinum, if Primary card holder have named card, then one supplementary card can be named card and other one will be no-named card. there will be up to three cards maximum, one is primary card and 2 can be supplementary card.  Either name card /name card
 - Check EID expiry of a representative. If it is expired notify the primary card holder and disable the representative account. Once the EID is updated enable the rep account just like owner's.
 - Register/Issue Supplementary card only after the primary card's registration.
 - Supplementary Card Issuance Fee:
 - Debit- Till
 - Credit - Commission, VAT  Please check with finance team

Data Dictionary

	Field Name	Field Type	Character Type	Character Limit	Mandatory	Description
1	Card Holder ID - Primary	Search				
2	Name - Primary	Search				
3	AFEX Customer ID - Primary	Search				
4	Representative Name	Dropdown				Fetch registered representative against the Primary Customer
5	Representative Type	Dropdown				Values: <ul style="list-style-type: none"> Sponsor Owner
6	Card Type	Dropdown				Values: <ul style="list-style-type: none"> Personalized Non-Personalized
7	Card Program	Dropdown				Values: <ul style="list-style-type: none"> Platinum Classic
8	Card Holder Id	System Generated/User Input	String		Yes	<ul style="list-style-type: none"> In case of Personalized, Card Vendor sends this ID in response of AFEX request. In case of non-

					personalized, user input. (Number mentioned on the back of card)
9	Card CCV	System Generated/User Input			<ul style="list-style-type: none"> Received from Card Vendor via API response in case of personalized Manually Input the CCV mentioned at the back of card.
10	Card Expiry	User Input			Based on the value mentioned at the back of card.
11	Emboss Name	Auto Populated based on Customer Name			<p>In case of Personalized name will be populated.</p> <p>In case of non-personalized this field will be disabled.</p>
12	Delivery Location	User Input	String		Enabled only in case of personalized
13	Info	User Input			
14	Voucher No	User Input			
15	Referrer	Dropdown			Values: AFEX Teller List
16	Country	Dropdown			
17	City	Dropdown			
18	Nationality	Dropdown			
19	Contact No	User Input			
20	Status				
21	Currency	Dropdown			
22	Card Limit	User Input			
23	Card Balance	Button			On pressing this button a new window will open which show the current balance in the card. This button will be

Address field not added



					enabled after card activation.
Type text here 24	SAC Code	Button			An OTP code will be generated by the system, which will be send to Customer in case of card loss. This will be used by the call center team.

Add Supplementary Card

Card Management > View Cards

Card Details

Search customer by EID, MOL or Mobile ... Branch

X CLOSE EDIT DETAILS W

Customer Information

AFFEX Customer ID 00142025980	Customer Name Abdul Rab Nishtar
ID 1620458740236578	Phone 00947985687 Email Shahid.Anwar@gmail.com

Gender Male	Date of Birth 9 Aug. 19989	Country of Birth Pakistan	Employer -
ID Type Emirates ID	ID Issuer EIDA-UAE	ID Issue Date 9 Aug. 19989	ID Expiry Date 16 Sep. 2032
Card Type Traveler	Card Kind Platinum	Card program Personalized	Emboss Name Abdul Rab
Address 1 FLAT NO. BUILDING NAME	Address 2 STREET NAME AREA		AED 200.00
PO Box 5400	Referrer -	Info -	KRW 200.00
			SAR 200.00
			KRW 200.00
			ZAR 200.00
			KRW 200.00
			SEK 200.00
			INR 200.00

Representative

+ NEW REPRESENTATIVE

EID	First Name	Last Name	Affiliates	Relationship	Actions
00145200257	Ahmed	Anwar	Sponsor	Brother	edit more
00145200257	Shahid	Anwar	Sponsor	Brother	edit more

Card Management > View Cards > Card Details

Search customer by EID, MOL or Mobile Branch

Representative

EID	First Name	Last Name	Type	Relationship
00145200257	Ahmed	Anwar	Sponsor	Brother
00145200257	Shahid	Anwar	Sponsor	Brother

Supplementary Card(s)

EID	Card Holder ID	First Name	Last Name	Affiliates	Relationship	CoI
00145200257	4521478521478521	Ahmed	Anwar	Sponsor	Brother	Plat
00145200257	4521478521478521	Shahid	Chatha	Sponsor	Wife	Plat

Transactions

FTRN	Customer ID	Card Holder ID	Type	Currency(s)	Amount(s)	Date
00145200257	0000223445555	16652011475	Topup	USD +2	↓ +98.75 USD	18 Sep, 2023
00145200257	0000223445555	16652011475	Topup	USD +2	↓ +98.75 USD	17 Sep, 2023
00145200257	0000223445555	16652011475	Topup	USD +2	↑ +98.75 USD	14 Jul, 2023
00145200257	0000223445555	16652011475	withdraw	EUR +1	↑ +98.75 USD	2 Jun, 2023
00145200257	0000223445555	16652011475	withdraw	EUR +1	↑ +98.75 USD	7 May, 2023

Card Management > View Cards > Card Details
Add Supplementary – Abdul Rab Nishtar

Search customer by EID, MOL or Mobile Branch

Card Management

- Prepaid Cards
- View Card**
- Add New Card
- Block Card/Unblock
- Card Replacement
- Top-Up
- Withdraw
- cancellation
- Account Closure

Stock Management

Select Representative



The screenshot shows the AFEEX Card Management interface. At the top, it says "Card Management > View Cards > Card Details" and "Add Supplementary - Abdul Rab Nishtar". There is a search bar for "Search customer by EID, MOI or Mobile" and a "Branch" dropdown. Below that, a list shows "Ahmed" as the representative. The main form is titled "New Card Details". It includes fields for "Select card Type" (Classic is checked), "Select card Program" (Personalized is checked), "Emboss Name" (Ahmed), "Please indicate your preferred card delivery location" (AFX Branch is checked), and "Enter Delivery Address" (Near Rehmania Masjid, Qasim Residency, B123, Sharjah). Buttons for "CANCEL" and "ADD" are at the bottom right.

Select Representative if registered, if not then add register a new representative from this screen.

Card Replacement - PPC-34-03-02

i This process is only for the Platinum Card.

The customer (employee) can request for the card replacement in case their card has been misplaced/stolen/damaged/expired. At the time of replacement, customer can select any type of card and it doesn't depend on their previous card.

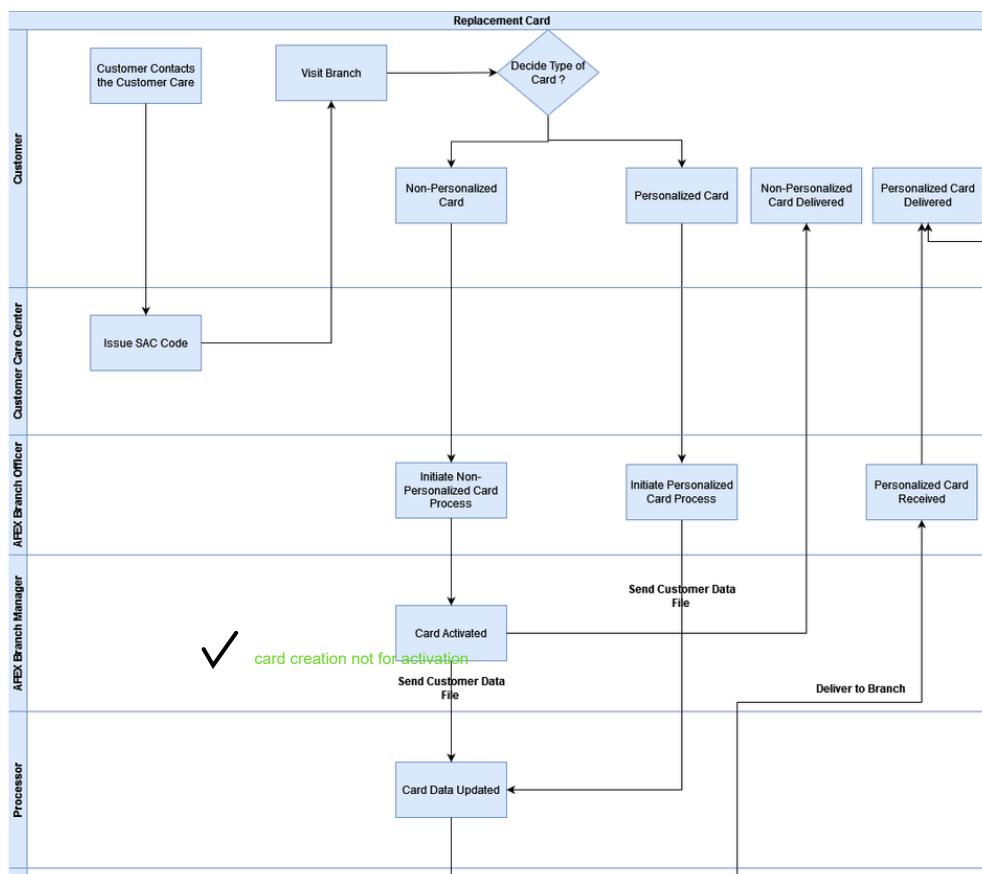
- Non-Personalized → Personalized
- Non-Personalized → Non-Personalized
- Personalized → Non-Personalized
- Personalized → Personalized

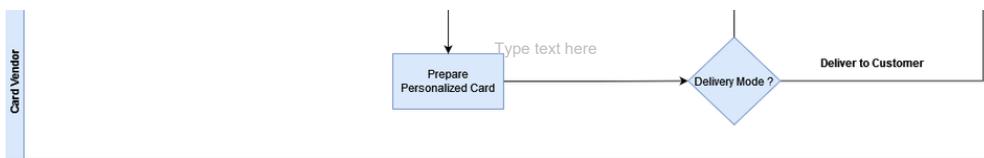
There should be a check in the system, that before initiating a request for a new card, AFEEX user should check the account balance, if amount is not equal to the card issuance fee then the process shouldn't proceed further until there is enough amount in the account.

The process of card issuance/creation will remain same as mentioned above for the personalized/non-personalized card.

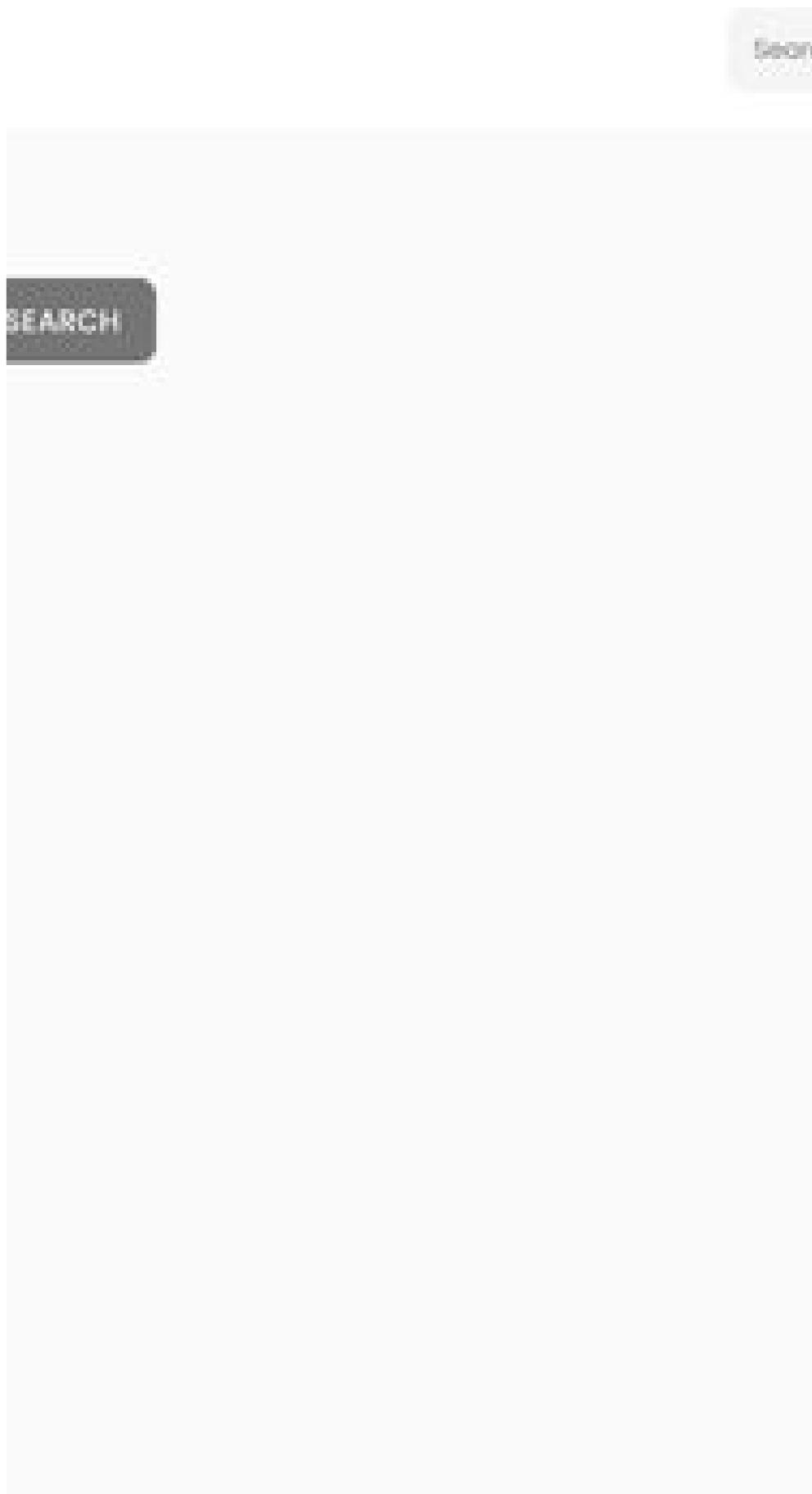
- i
- The only difference is the SAC code which will be delivered to the customer email address by the customer service center team member.
 - The customer has to provide a SAC code to initiate the card replacement process.
 - There should be an audit track under the same customer card profile manager as a list.
 - System should have a capability to generate the SAC Code.
 - Card Replacement Fee:
 - Debit - Till Account
 - Credit - Commission, VAT
- Please check with finance team

Process Flow





Prototype/Wireframes:



Type text here

Card Management
Card Replacement

Search customer by EID, MOL or Mobile Branch

SAC Code SEARCH

APEX Customer ID: 00142025980 | Customer Name: Shahid Shah
EID: 1620458740236578 | Phone: 00947985687 | Email: Shahid.Anwar@gmail.com | Card Type: Traveler-Classic-Personalized

Replaced Card Details

Select card Type: Classic Platinum Select card Program: Personalized Non-Personalized

Continue With the Previous Card Details

Card Replacement

Card Fees
Courier Charges
Commission
VAT
Total Amount

Type text here We required field to enter initial load amount with currency drop down ✓

We required to display customer registration details on screen/print for getting customer consent before Creating the cards. It should be kept electronically in system. ; ✓

If it is non personalized the card creation and issuance will be done on the same time s ✓

Card Replacement - Account Posting

Account	Debit	Credit	Remarks	GL JV Requirements
Till/Bank	Dr			
Commission, VAT		Cr		

Please check with finance team

Card Block/Un-Block - PPC-34-02-02

- In case the card has been misplaced/stolen the customer can block the card by calling the call center/visiting the branch.
- Once the card block request has been initiated, the ATEX system will send the information to Card vendor via API. Once ACK received from Card vendor, AFX system should be updated with the latest status.
- The SMS/Email should be sent to the customer when card has been blocked.
- The block can be initiated by pressing the button mentioned above in the Card Issuance data dictionary.
- for unblocking the card, the customer has to visit the branch and present the original card to the branch (teller).
- The branch user (teller), will unblock the card, post unblocking the data will be passed to card vendor so that they can update their record. the Customer can call the callcentre after customer varification, The agent can unlock the card .We also required system for capuring customer varification details in call centre module
- The un-block can be initiated by pressing the button mentioned above in the Card Issuance data dictionary.
- The block/unblock card button will be enabled/disabled based on the card status.

- Info:**
- Card block information to be displayed on the card profile.
 - ATEX user should have an ability to add remarks in case of blocking/unblocking.



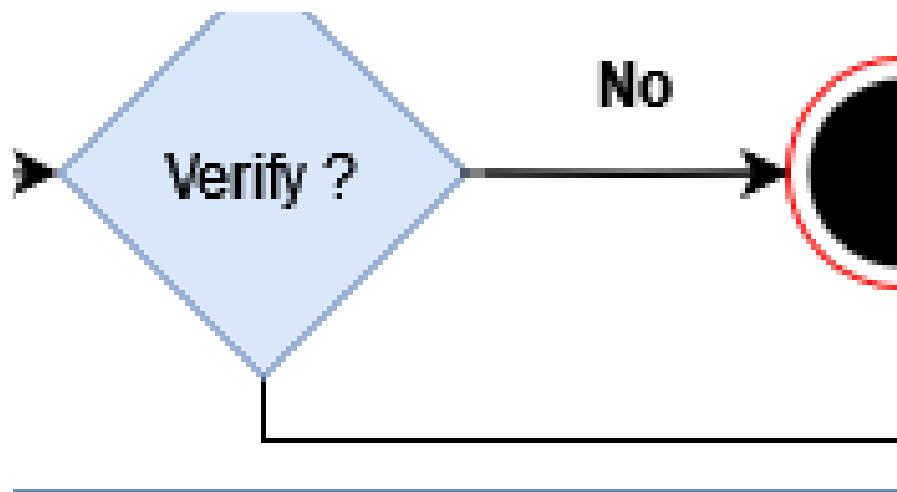
Process Flow

Blocking Card

Blocking card process flow not visible

K Received
Card Vendor





Card Top up/Withdrawal - PPC-34-07

Card Balance/Withdraw -PPC-34-07-01

- The customer can withdraw the amount from ATM, POS, Online Payments or by visiting the branch.
- If a customer visits the branch and ask for withdrawal, the AFEX user will verify the Emirates ID and customer details , check current balance by clicking a button that verifies the current balance from processor via API. Once the amount has been verified, the further withdrawal process proceed.
- For withdrawal, AFEX teller will enter the currency and amount. *Withdrawal only in AED* ✓
Currently it's applicable only for classic card but platinum card only at the time of card close ✓
- Post withdraw, AFEX user will provide a system generated receipt (Receipt will contain the FTRN Number) to the customer, then AFEX will send the current balance information to processor via API.
- Processor also sends DIF via API for balance reconciliation three times a day.

- Info:**
- The balances should be maintained for each currency.
 - At the time of withdrawal, the withdrawal amount should be in the selected currency but the total amount should be in AED after applying the exchange rates, AFEX charges and VAT amount
- Info:**
- Withdrawal Authorization Process is required to complete the transaction.
 - EID Scan is mandatory before withdrawal and data should auto fetch based on scan.
 - Card Swiping functionality also to be implemented.
 - Only AED 10,000 can be withdrawn in a day. (Can be setup/changed from Master Screen)
- Info:**
- Cash Withdrawal Branch:
 - Debit - Respective Currency Account
 - Credit - Till, Commission, VATPlease check with finance team
 - P2B Outward:
 - Debit - Respective Currency Account
 - Credit - respective P2B Account, Commission, VAT

Data Dictionary

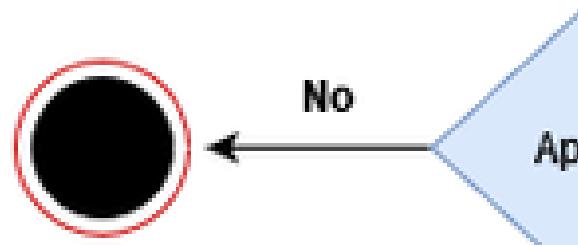
Field Name	Field Type	Character Type	Character Limit	Mandatory	Description
AFEX Card Holder ID	Search Box	-	-	Yes	
AFEX Registration No	Text Box – Disabled	-	-	Yes	Fetched from database
Card holder Id	Text Box – Disabled	-	-	Yes	Fetched from database
Card Name	Text Box - Disabled	-	-	Yes	Fetched from database

Card Program	Text Box – Disabled	-	-	Yes	Fetched from database
Reason	Text Box	Alpha Numeric	-	Yes	
Promo	Dropdown				
Currency	Dropdown	-	-	Yes	
FCY Amount	Text Box	Numeric	-	Yes	
Rate	Text Box - Disabled	-	-	Yes	Auto populate based on the rate set in master data
LCY Amount	Text Box - Disabled	-	-	Yes	Auto populated based on the calculation of FCY Amount * rate (in case of FCY) In case of AED selection from currency dropdown, this field will be enabled
Withdraw Amount	Text Box	Numeric	-	Yes	
Charge Amount	Text Box - Disabled	Numeric	-	Yes	Auto populate based on the rate set in master data
VAT Amount	Text Box – Disabled	-	-	Yes	Auto populated based on the VAT amount set in the master data.
Total Amount	Text Box – Disabled	-	-	Yes	Auto populated based on the total of above fields.
Transaction Number (FTRN)	System Generated				

All Charges should be mapped from in master data .

Process Flow

Card Withdrawal

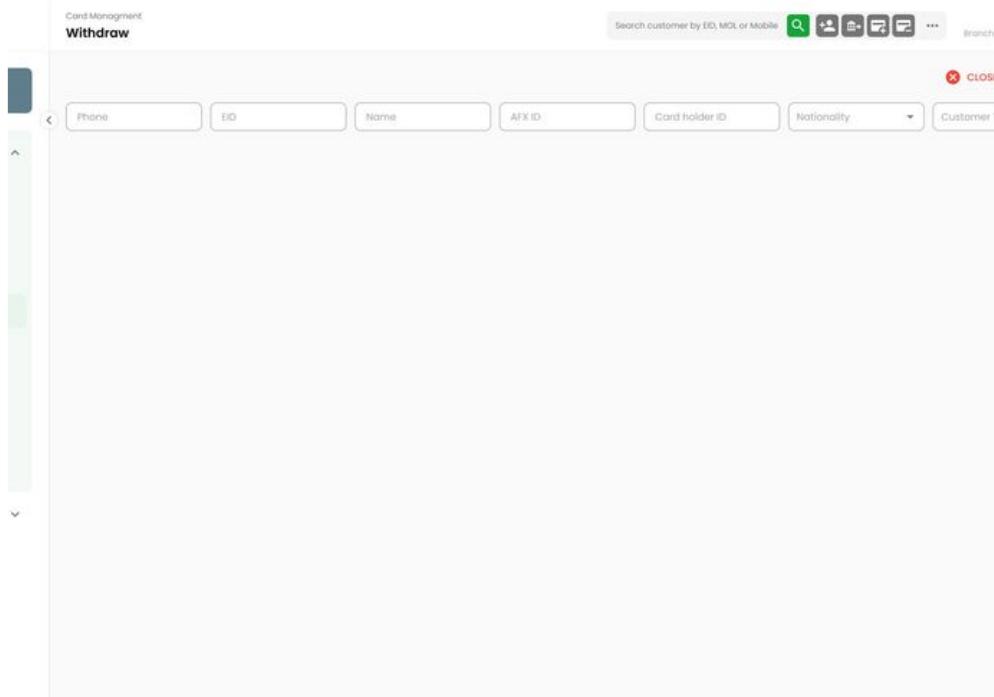




Send
An

Withdra
Pr

Prototype/Wireframes



The wireframe shows a card management interface titled "Card Management Withdraw". At the top right is a search bar labeled "Search customer by EID, MOK or Mobile" with icons for magnifying glass, user, and file. To the right of the search bar are buttons for "Branch" and "...". Below the search bar is a row of input fields: "Phone", "EID", "Name", "AFX ID", "Card holder ID", "Nationality" (with a dropdown arrow), and "Customer". A vertical sidebar on the left has a blue header and a light green body with scroll arrows at the top and bottom.

Approaching daily withdrawal limit, 1 transaction left today of Amount **7586.00 AED**

Withdraw Details

Sn	Currency	Payable Amount(FCY)	Topup Amount	Rate	Amount (AED)
1	Select	Enter here	: 0.00	x 0.00	= 352.02
2	Select	Enter here	: 0.00	x 0.00	= 352.02
3	Select	Enter here	: 0.00	x 0.00	= 352.02
4	Select	Enter here	: 0.00	x 0.00	= 352.02
5	Select	Enter here	: 0.00	x 0.00	= 352.02

Add Promo/Discount

Charge Amount: AED 15.00 VAT: AED 25.00 Total: 00.00 AED

Recent Transactions

Info: In case of ATM, Online Payments and POS, the transaction will be held outside the AFEX system and the card directly communicates with the processor.

Card Reload/Top-up - PPC-34-07-02

- The reload can be done by visiting the branch. [Introduction of Aani APP for load to be considered](#)
- The customer can fill the form and ask AFEX branch user to reload the account.
- The AFEX branch user search the primary account holder by Name, AFEX Customer ID, Card Holder ID.
 - If reload by representative then representative details should also be populated after searching the representative ID.
 - If representative is not registered then AFEX user will first register the representative [Move to Add Representative Screen] under primary account holder section.
- Post search, Card Details, Customer Details will be populated on the screen and top-up section will be opened.
- Click on Load option. [Accumulated balance with transaction count and also visible on pending available limit and count as per the standard limit set by the card program .Daily ,Weekly ,Monthly and yearly](#)
- Click Balance button to retrieve the current balances from card vendor. Need to integrate API with the card vendor system. All the currencies account balance will also appear on the right hand side of the screen.
- Collect amount from the customer and enter into the system.
- Issue system generated receipt to the customer. The receipt will contain the FTRN Number.
- Post deposit, send load file to processor for amount reconciliation purposes.



Data Dictionary

Field Name	Field Type	Character Type	Character Limit	Mandatory	Description	ditd
AEX Card Holder ID	Search Box	-	-	Yes		
Emirates ID	Text Box – Disabled	-	-	Yes	Fetched from database	
Card Name	Text Box - Disabled	-	-	Yes	Fetched from database	
Card Program	Text Box – Disabled	-	-	Yes	Fetched from database	
Representative Emirates ID	Search					
Representative Name	Text Box-Disabled					
Reason	Text Box	Alpha Numeric	-	Yes		
Currency	Dropdown	-	-	Yes	Values: • AED – Arab Emirates Dirham • USD – United States Dollar • GBP – Great Britain Pound • EUR – EURO • CHF – Swiss Franc, • CAD – Canadian Dollar, • AUD – Australian Dollar, • JPY – Japanese Yen, • CNY – Chinese Yuan, • HKD – Hong Kong Dollar, • SGD – Singaporean Dollar, • THB – Thai Baht, • INR – Indian Rupee, • EGP – Egyptian Pound,	Currency break down as per the card program 

					<ul style="list-style-type: none"> • TRL – Turkish Lira, • SAR – Saudi Riyal, • OMR – Omani Riyals, • BHD – Bahraini Dinar, • QAR – Qatari Riyal, • KWD – Kuwaiti Dinar.
FCY Amount	Text Box	Numeric	-	Yes	
Rate	Text Box - Disabled	-	-	Yes	Auto populate based on the rate set in master data
LCY Amount	Text Box - Disabled/ Text Box - Enabled	-	-	Yes	<p>Auto populated based on the calculation of FCY Amount * rate (in case of FCY)</p> <p>In case of AED selection from currency dropdown, this field will be enabled</p>
Load Amount	Text Box	Numeric	-	Yes	
Courier Amount	Text Box - Disabled				<ul style="list-style-type: none"> • Amount set in master data, in case of issuance of the personalized card.
Charge Amount	Text Box - Disabled	Numeric	-	Yes	Auto populate based on the rate set in master data
VAT Amount	Text Box – Disabled	-	-	Yes	Auto populated based on the VAT amount set in the master data.
Total Amount	Text Box – Disabled	-	-	Yes	Auto populated based on the total of above fields.
Transaction Number (FTRN)	System Generated				

Card Management
Topup

Search customer by EID, MOL or Mobile Branch

Phone EID Name AFX ID Card holder ID Nationality Customer CLOS

Card Management
Topup

Search customer by EID, MOL or Mobile Branch

Phone EID Name AFX ID 16652011475 Nationality Customer CLOS

Individual Customers

EID	AFX Customer ID	Customer Name	Phone	Card Holder ID	Corporate Name	MOL Cod
002345789879	0012457896325987	Sajid Ali Nawaz	+971 50 123 4567	16652011475	Shaheen Industry	I002587

Card Management
Topup - Sajid Ali Nawaz

Approaching daily Topup limit, 1 transaction left today of Amount 754.00 AED

CANCEL DETAILS Topup

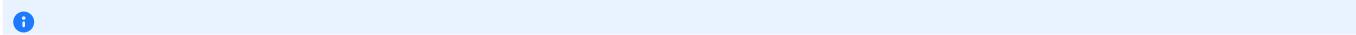
Topup Details

Sr.	Currency	Potable Amount(CY)	Topup Amount	Rate	Amount(AED)
1.	Select	Enter here	0.00	0.00	0.00
2.	Select	Enter here	0.00	0.00	0.00
3.	Select	Enter here	0.00	0.00	0.00
4.	Select	Enter here	0.00	0.00	0.00
5.	Select	Enter here	0.00	0.00	0.00

Add From/Credit Card Charge Amount VAT Account Closure 00.00 AED

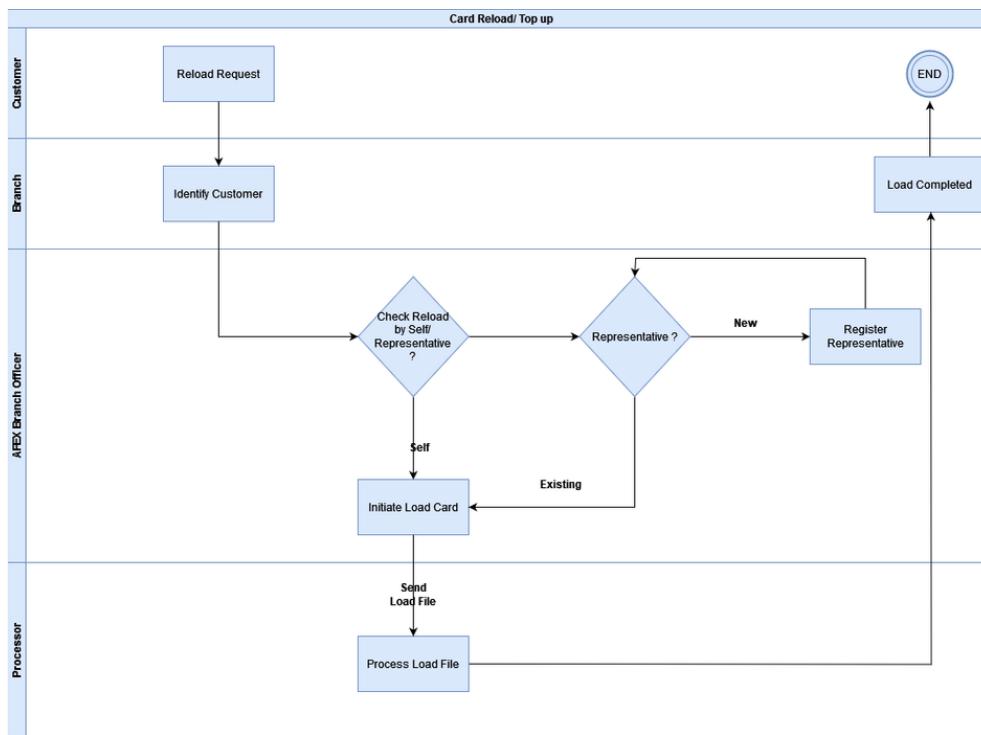
Recent Transactions

CY	Amount	Rate	AED
THB	200.00	3.67	754.00
THB	200.00	3.67	754.00
RUB	200.00	3.67	754.00
SAR	200.00	3.67	754.00
AED	200.00	3.67	754.00
KRW	200.00	3.67	754.00
SAR	200.00	3.67	754.00
KRW	200.00	3.67	754.00
ZAR	200.00	3.67	754.00
KRW	200.00	3.67	754.00
SAR	200.00	3.67	754.00
NZD	200.00	3.67	754.00



- The alert will be there for the branch user, where system shows the remaining load amount, remaining no of load transactions for the week. day ,week ,month and year

Process Flow



- AED Load Fee:
 - Debit Account - Till
 - Credit Account - Commission, VAT
- Reload Amount/ Card Issuance with Reload Amount:
 - Debit Account - Till
 - Credit Account - Commission, VAT, Respective Currency Accountplease check with finance team
- Courier Fee:
 - Debit - Till
 - Credit - Commission, VAT
- P2P Inward:
 - Debit - Respective P2P Account
 - Credit - Respective Currency Account, Commission, VAT
- P2B Inward:
 - Debit - Respective P2B Account
 - Credit - Respective Currency Account, Commission, VAT

Bulk Process - PPC-34-09

Bulk Reload - PPC-34-09-01

This process will explain the bulk reload of cards for the corporate customer.

- The corporate customer will send the Card Holder ID with amount that needs to be reloaded via email along with the payment details(payment can be done via Cash/Cheque/Online).
- The operations team will upload the information in the system received from customer in the csv format (Card Holder ID, Amount).
- Post uploading, the system will validate the csv file and display the active/ in-active cards/Expired Emirates ID of card holder. The information needs to be downloaded in the csv format. (Later on will be send to customer)
- The operations team will remove the in-active and expired Emirates ID card holders from the file manually and send the active card holder details to the branch, once payment confirmation received from the accounts department. Need to send the email of erroneous information to the customer via file review page.



- The branch will upload the file in the system for the reload, and for approval the data will be passed again to the operations department. Once approved by the operations department a receipt will be generated having separate line entries and FTRN for each card holder. The operation team will upload the correct file and branch will approve for the same and FTRN number will be generated once get the credit confirmation from finance team if it is cheque /online
- Post approval, the information will be passed to the processor via API for amount reconciliation purpose.
- Post approval, also send information (CSV file with valid reasons) of loaded cards and unloaded cards to corporate customer via email.

Create Invoice as per the loaded amount and charges and send to customer by email 

 The remaining balance will be refund to the corporate customer's account. 

Data Dictionary (Bulk Load Upload - Branch Team)

Field Name	Field Type	Character Type	Character Limit	Mandatory	Description
Company	Search			Yes	
File Upload	Upload			Yes	
Remarks	User Input			Yes	
File ID	System Generated			Yes	
File Name	System			Yes	Name of the uploaded file

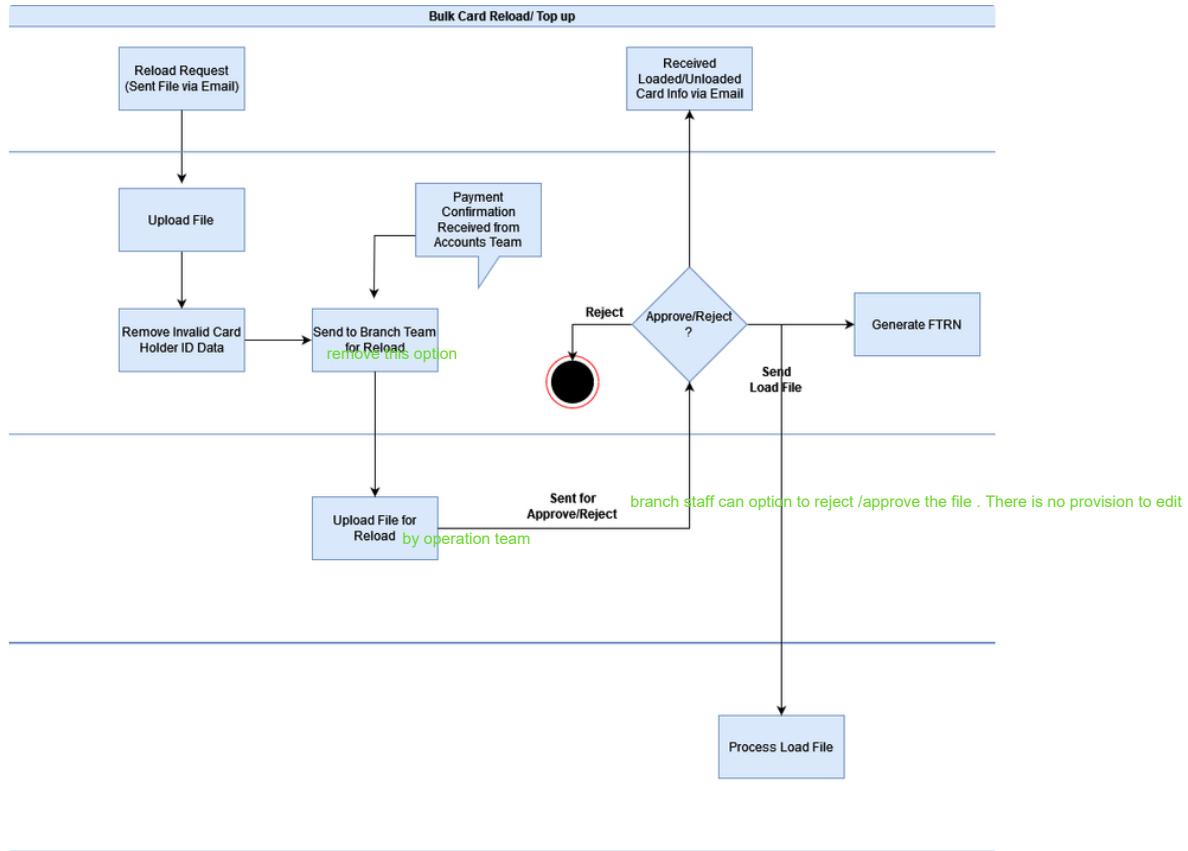
Data Dictionary - Bulk Load Approve (Operations Team)

These are the search and listing fields.

Field Name	Field Type	Character Type	Character Limit	Mandatory	Description
Date From	Calendar Search			Yes	
Date To	Calendar Search			Yes	
Company	Search			Yes	
File Id	Text Box - Disabled				Populated based on search result
File Name	Text Box - Disabled				Populated based on search result
Last Updated	Text Box - Disabled				Last activity log time
User ID 1	Text Box - Disabled (System User)				Branch user who initiate the process
User ID 2	Text Box - Disabled (System User)				Operations user who is going to approve/reject the request
Time Stamp 1	System Generated				
Time Stamp 2	System Generated				
Remarks	Text Box - Disabled				Remarks Entered by Branch User
Parse Message	Text Box - Disabled				The request result either it is approved/reject

Addition

Approve	Button					
Reject	Button					
FTRN	System Generated				For each card holder ID	

Process Flow**Search Customer**

The screenshot shows the 'Card Management > Prepaid Cards Bulk Topup' screen. The left sidebar has a 'Card Management' section with a 'Bulk Topup' item selected. The main area contains a search bar with fields for 'Phone', 'Corporate ID', 'AFEX Customer ID', 'AFX Account Number', 'Email', and 'MOL Code', along with a 'SEARCH' button.

Select Customer

The screenshot shows the 'Card Management' interface with the 'Operations Team' selected. In the 'Bulk Topup' section, a table displays a single row of data for 'Accumsun Mauris Ultrices'. The table columns include Corporate ID, AFEX Customer ID, AFX Account Number, MOL Code, Corporate Name, Mobile Number, Email Address, and Employees. The 'Employees' column shows '108'.

Upload File by Operations Team

The Branch user have the option to update th KYCi

The screenshot shows the 'Card Management' interface with the 'Operations Team' selected. In the 'Bulk Topup' section, a table displays a single row of data for 'Accumsun Mauris Ultrices'. The table columns include Corporate ID, AFEX Customer ID, AFX Account Number, MOL Code, Corporate Name, Mobile Number, Email Address, and Employees. The 'Employees' column shows '108'.

Review Uploaded File

i Download should have an option to extract all results or only the erroneous result.

Review Uploaded file Employee_List_Salary.xls									X CANCEL	DOWNLOAD	DONE
A	B	C	D	E	F	G	H	I	Import Errors		
1	Employee ID	Employee Name	Date of Birth	Gender	Country of Birth	Nationality	Emirates ID	Card Kind			
1	1632457896325478	Shohid Anwar	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001	Platinum			
1	1632457896325478	Usman Shikil	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001	Platinum			
1	1632457896325478	Asad Molik	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001	Platinum			
1	1632457896325478	Khurram Shahzad	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001	Platinum			
1	1632457896325478	Rashid Ahmed	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001	Platinum			
1	1632457896325478	Danish Khan	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001	Platinum			
1	1632457896325478	Jawaid Molik	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001	Platinum			
1	1632457896325478	Arif Hussain	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001	Platinum			
1	1632457896325478	Jawaid Molik	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001	Platinum			
1	1632457896325478	Sajid Ali	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001	Platinum			
2	1632457896325478	Faisal Siddique	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001	Platinum			
3	1632457896325478	Salomon Akrom	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001	Platinum			
4	1632457896325478	Shahid Sejid Ali	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001	Platinum			
5	1632457896325478	Abdul Rehman	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001	Platinum			
6	1632457896325478	Tariq Mehmood	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001	Platinum			
7	1632457896325478	Shohid Anwar	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001	Platinum			
8	1632457896325478	Usman Ahmed	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001	Platinum			
9	1632457896325478	Khurram Shahzad	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001	Platinum			
0	1632457896325478	Rashid Ahmed	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001	Platinum			

Review Uploaded File and Submit to Branch

P

Branch Team Proceed to Top-up

Post top up ,Branch team will approve /reject

Post Top-up, Operation Team Approve/Reject

Card Management		Customer Management Operations Team		Search customer by ID, MOI, or Mobile		...	Branch 12467	Auto Logout 09:24:20
		Bulk Topup Requests		Status	All	SEARCH	MORE >	
		Search by File ID, Corporate ID, File Name or AFEK Customer ID						
Parent NavBar Title	v	Customer ID	AFEK Customer ID	Corporate Name	File ID	File Name	User ID	Last Updated
Parent NavBar Title	v	784-6598-3265897-9	165200214001	Accumsun Mouris Ultronics Pvt. Ltd.	145ADF014	Employee__list.xlsx	78521445	Approve
Stock Management	v	784-6598-0000000-9	165200214001	Accumsun Mouris Ultronics Pvt. Ltd.	145ADF014	Employee__list.xlsx	78521445	Reject
Operations Team	v	784-6598-3265897-9	165200214001	Accumsun Mouris Ultronics Pvt. Ltd.	145ADF014	Employee__list.xlsx	78521445	Approve
Bulk Topup		784-6598-3265897-9	165200214001	Accumsun Mouris Ultronics Pvt. Ltd.	145ADF014	Employee__list.xlsx	78521445	4 Apr, 2028 Rejected
Bulk Input Requests		784-6598-3265897-9	165200214001	Accumsun Mouris Ultronics Pvt. Ltd.	145ADF014	Employee__list.xlsx	78521445	4 Apr, 2028 Rejected
Branch Team	v	784-6598-3265897-9	165200214001	Accumsun Mouris Ultronics Pvt. Ltd.	145ADF014	Employee__list.xlsx	78521445	4 Apr, 2028 Rejected
		784-6598-3265897-9	165200214001	Accumsun Mouris Ultronics Pvt. Ltd.	145ADF014	Employee__list.xlsx	78521445	4 Apr, 2028 Proceed Topup
		784-6598-3265897-9	165200214001	Accumsun Mouris Ultronics Pvt. Ltd.	145ADF014	Employee__list.xlsx	78521445	4 Apr, 2028 Rejected
		784-6598-3265897-9	165200214001	Accumsun Mouris Ultronics Pvt. Ltd.	145ADF014	Employee__list.xlsx	78521445	4 Apr, 2028 Proceed Topup
		784-6598-3265897-9	165200214001	Accumsun Mouris Ultronics Pvt. Ltd.	145ADF014	Employee__list.xlsx	78521445	4 Apr, 2028 Proceed Topup
		784-6598-3265897-9	165200214001	Accumsun Mouris Ultronics Pvt. Ltd.	145ADF014	Employee__list.xlsx	78521445	4 Apr, 2028 Pending

Card Cancellation

- The card cancellation request can be initiated by visiting the branch.
 - The same screen and process can be used for the Payez and Travelez card.
 - Post entering into the "Card Cancellation" screen, there will be two options:
 - Payez
 - Travelez
 - After selecting any of the above option, the below process will be followed:
 - AFEX user enters the AFEX Customer ID and relevant details will be populated on the screen.
 - AFEX user will check in the system if a card has been issued yet or not.
 - AFEX user will select the card cancellation option if the card hasn't been issued yet.

- AFEX user will enter the reason as per the case and click 'Cancel Registration' to cancel the card/registration. The AFEX Branch Manager (User 2) will approve the request.
- AFEX system will send the file to the card vendor via API to reconcile the data. **not card vendor .it should be processor** ✓
- Card Vendor sends the ACK. The registration/card shall be canceled and updated in the system.

- i**
- Alert should be there for the checker for the approval/rejection.
 - The email/sms should be send to the customer after the card cancelled successfully.

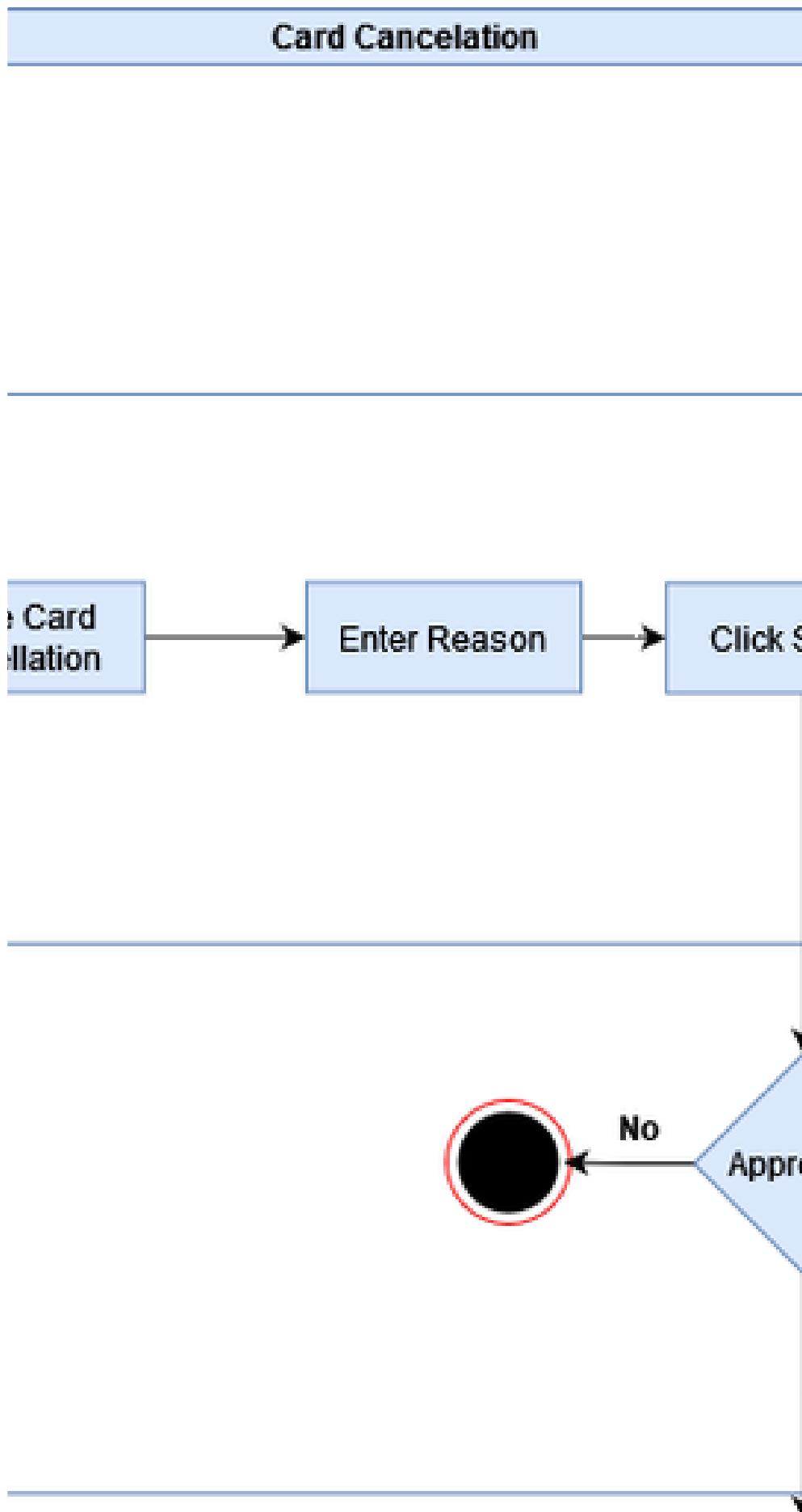
Data Dictionary

	Field Name	Field Type	Character Type	Character Limit	Mandatory	Description
1	AFEX Customer ID	Search				
2	Customer Name	TextBox-Disabled				
3	Card Program	TextBox-Disabled				
4	Card Type	TextBox-Disabled				
5	Reason	User Input				

The screenshot shows the AFEX Card Management interface. On the left, a sidebar lists various card management options like Prepaid Cards, View Cards, New Card Registration, Topup, Withdraw, Void Transactions, Cancel Card (which is selected and highlighted in green), Replacement, Block/Unblock Card, Close Supplementary Card, and Close Account. The main content area is titled 'Cancel Card' and shows a 'Pending' status. It displays customer information: AFEX Customer ID (00142025980), Customer Name (Sejid Ali), ID (1620458740236578), Phone (00947989687), Email (Shahid.Anwar@gmail.com), and Card Type (Travelz-Platinum-Personalized). Below this, there's a section for 'Reason for Cancellation' with a text input field containing the address 'Near Rehmania Masjid, Qasim Residency, B23, Sharjah'. At the bottom right, there are 'CLOSE' and 'DONE' buttons.

process flow not proper

Process Flow:





Prototype/Wireframes:

Card Cancellation - Account Posting

Account	Debit	Credit	Remarks	GL JV Requirements
Commission, VAT	Dr			
Till/Bank		Cr		check with finance

Account Closure - PPC-34-19-01

- The process for the account closure will be following:
 - Before account closure process, the account holder should withdraw the whole amount from the account. [Withdraw full amount with account closure charges applied in master data](#) ✓
 - AFEX user will click "withdraw" option for withdrawal of remaining balance in the account.
 - Once the account balance is zero, AFEX user select the "ACCOUNT CLOSURE" option.
 - AFEX user enter the Primary Card Holder ID. Based on the search the details will be populated on the screen.
 - AFEX user select the "Account Closure" option in the system and enter reason in the narration.
 - AFEX Branch Manager approve the request.
 - Post completion in AFEX system, the system will send the primary card closure details to processor via API.

- Info**
- Withdrawal can be made only in multiples of AED 5000/- per transaction and the charges of AED 5/- will be applicable per transaction. (This is configurable in the card configuration) - This is for Platinum card only. [Master data should have the provision to update the withdrawal and card close charges](#) ✓
 - Check the balance amount for withdrawal process (if there is any amount eg. AED 0.01 then the system will not allow to close the account).
 - Supplementary card holder cannot close the account.
 - On account closure, the Primary card and Supplementary card will automatically be closed.

Data Dictionary

	Field Name	Field Type	Character Type	Character Limit	Mandatory	Description
1	Card Holder ID	Search				
2	Card Name	Text Box - Disabled				
3	Card Program	Text Box - Disabled				
4	Card Status	Text Box - Disabled				
5	Action	Dropdown			Yes	Values: Account Closure
6	Narration	User Input			Yes	
7	Account Number					
8	Account Status	Text Box - Disabled				
9	FTRN					

Card Management
Close Account

Search customer by EID, MOL or Mobile Branch

Phone	EID	Name	AFX ID	Card holder ID	Nationality	Customer
-------	-----	------	--------	----------------	-------------	----------

CLOSI

Card Management
Close Account

Search customer by EID, MOL or Mobile Branch

Phone EID Sajid Ali AFX ID Card holder ID Nationality Customer

Individual Customers

EID	AFEX Customer ID	Customer Name	Phone	Card Holder ID	Corporate Name	MOL Cod
002345789879	1654780032145876	Sajid Ali	+971 50 123 4567	16652011475	Shaheen Industry	1002587-
002345789879	0012457896325987	Sajid Ali Nawaz	+971 50 123 4567	16652011475	Shaheen Industry	1002587-

Card Management
Close Account

Search customer by EID, MOL or Mobile Branch

EID: **002345789879** Customer Name: **Shahid Shah**
AFEX Customer ID: 00000223445555 | Mobile: 00947985687 | Email: shahid_shah057@gmail.com | Nationality: Pakistani

Date of Birth: **2 Oct, 1992** Gender: **Male** Card: **-** Address: **Empress Building, 31**

Type text here

Card Management

Withdraw – Shahid Shah

Withdraw Details

Sn	Currency	Required Amount(FCY)	Withdraw Amount	Rate	Amount(AED)
1	Select	Enter here	0.00	0.00	392.02
2	Select	Enter here	0.00	0.00	0.00
3	Select	Enter here	0.00	0.00	0.00
4	Select	Enter here	0.00	0.00	0.00
5	Select	Enter here	0.00	0.00	0.00

Charge Amount: AED 15.00 VAT: AED 25.00

Recent Transactions

TRN	Customer ID	Card Holder ID	Type	Currency(s)	Amount(s)	Date
00145200257	000023344555	1665201475	Topup	USD +2	+98.75 USD	18 Sep, 2023
00145200257	000023344555	1665201475	Topup	USD +2	+98.75 USD	17 Sep, 2023

AED 1,056,280.00 Existing Currency(s) in AED

VISA

Platinum-Non Personalized

Recent Transactions

CY	Amount	Rate	AED
TRY	200.00	0.00	734.60
TRY	200.00	0.00	734.60
RUB	200.00	0.00	734.60
SAR	200.00	0.00	734.60
AED	200.00	0.00	734.60
KRW	200.00	0.00	734.60
SAR	200.00	0.00	734.60
KRW	200.00	0.00	734.60
ZAR	200.00	0.00	734.60
KRW	200.00	0.00	734.60
SEK	200.00	0.00	734.60
NZD	200.00	0.00	734.60

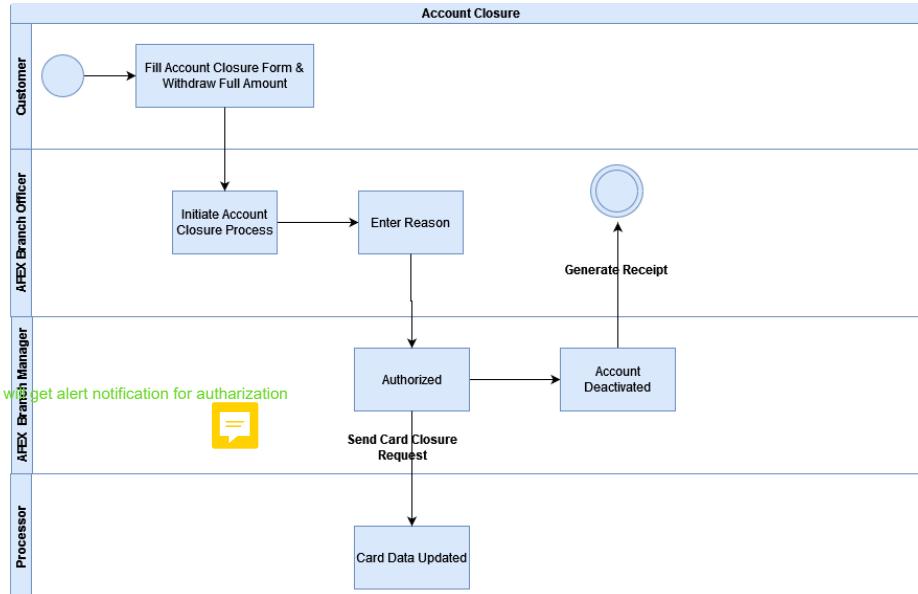
Card Management

Account closure – Shahid Shah

Reason of Closure

Type here

CLOSE **CLOSE ACCOUNT**

Process Flow**Card Closure - Supplementary - PPC-34-19-02**

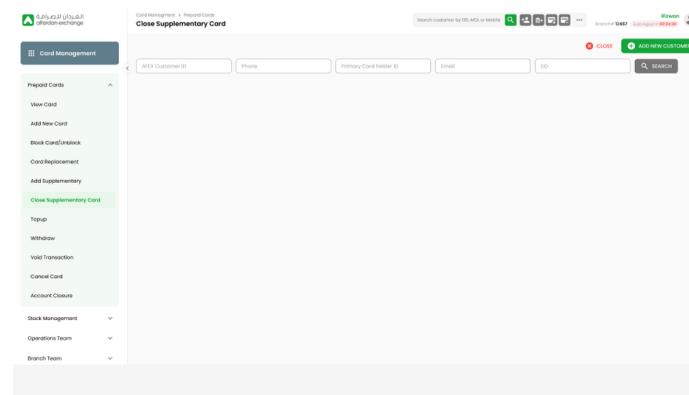
- The process for the supplementary card closure will be following:
 - AFEX user, select the "CARD/ACCOUNT CLOSURE" Option.

- o Enter Card Holder ID Number (Either Primary Account Holder ID/Representative ID)
- o The system will populate the searched details based on the provided card holder ID number. The details include the primary account holder details, representative details and current account balances.
- o Post search, AFEX user will press the "Supplementary Card Closure" option.
- o Enter the reason in narration and press "Submit" to complete the process in AFEX system.
- o Post completion in AFEX system, the system will send the supplementary card closure details to processor via API.

- i**
- Supplementary card holder cannot withdraw the funds or close the primary account.
 - Only Primary card holder has the authority to do so if he wants to close the account.
 - For the classic card, call center team or operations team can use this screen to close the supplementary cards.
 - For the platinum card, branch team will have the access of the supplementary cards.

Data Dictionary

	Field Name	Field Type	Character Type	Character Limit	Mandatory	Description
1	Card Holder ID	Search				
2	Card Name	Text Box - Disabled				
3	Card Program	Text Box - Disabled				
4	Card Status	Text Box - Disabled				
5	Action	Dropdown			Yes	Values: Card Closure
6	Narration	User Input			Yes	
7	Account Number					
8	Account Status	Text Box - Disabled				
9	FTRN	System Generated				



The screenshot shows the AFEX Card Management interface. In the center, there's a search bar with fields for 'Customer ID', 'Phone', 'Primary Card Holder ID', 'Email', and a 'SEARCH' button. Below the search bar, a green header bar displays 'AFEX Customer ID: 00142025980' and 'Customer Name: Abdil Rab Nishat'. Underneath this, there are two tables: one for 'Representative' and one for 'Supplementary Card(s)'. Both tables have columns for 'ID', 'First Name', 'Last Name', 'Affiliates', 'Relationship', and 'Emboss Name'. There are also 'NEW REPRESENTATIVE' and 'NEW SUPPLEMENTARY' buttons at the top of each table.

VOID Transaction - PPC-34-06-01/ PPC-34-08-01

The VOID option has to be used only when a mistake is noticed by the Teller after completing the ACCOUNT RELOAD transaction.

The Branch user have the option to update the KYC

- i • Classic Card - The system allows cancellation within 30 minutes of the RELOAD transaction subject to availability of funds on the customer account. The timing should update the card Master data
- Platinum Card - The system allows cancellation within 24 hours of the RELOAD transaction subject to availability of funds on the customer account.
- There should be a maker checker functionality for the this process.



The following process will be followed to void the transaction by the AFEX branch user.

- Select the "Void Transaction" section. While maiking the Void transaction ,system should validate the card holder balance to processsd with void
- Select Card Program.
- Enter FTRN number of the reload transaction and reload receipt details will be populated on the screen.
- Enter narration (reason for cancellation) and check amount in customer's account.
- Click "Submit" and it will move to another AFEX branch user (Branch Manager) to approve the same.
- Click "Approve" by AFEX Branch Manager and system generates the receipt.



- i • Transaction Cancellation/ Refund:
 - Debit: Respective Currency Account, Commission, VAT check with finance team
 - Credit: Till



Data Dictionary

	Field Name	Field Type	Character Type	Character Limit	Mandatory	Description
1	Search FTRN	Search box				
2	FTRN ID	Text Box-Disabled				
3	Card Holder Id	Text Box-Disabled				
4	Date	Date - Disabled				
5	Branch ID	Text Box-Disabled				
6	Amount	Text Box-Disabled				
7	Service Charge	Text Box-Disabled				
8	VAT Amount	Text Box-Disabled				
9	Till	Text Box-Disabled				

10	Reason	User Input				
11		Dropdown				Values: <ul style="list-style-type: none">• Customer Wish• Agent Fault

Card Management > Prepaid Cards

Void Transaction

Search customer by EID, MOI or Mobile ... Branch

FTRN NO. SEARCH

Recent Transactions

FTRN	Customer ID	Card Holder ID	Type	Currency(s)	Amount(s)	Amount(s) in AED	Date
00145200257	0000223446555	1665209476	Topup	USD +2	+98.75 USD	2568.00	18 Sep. 2023

Card Management > Prepaid Cards

Void Transaction

Search customer by EID, MOI or Mobile ... Branch Rizwan Last login 00:24:30

00145200257 SEARCH

AEX Customer ID: **00142025980** Customer Name: **Sajid Ali**
EID 1620458740236578 | Phone 00947985687 | Email: Shahid.Arwar@gmail.com | Card Type Travelz-Platinum-Personalized

Recent Transactions

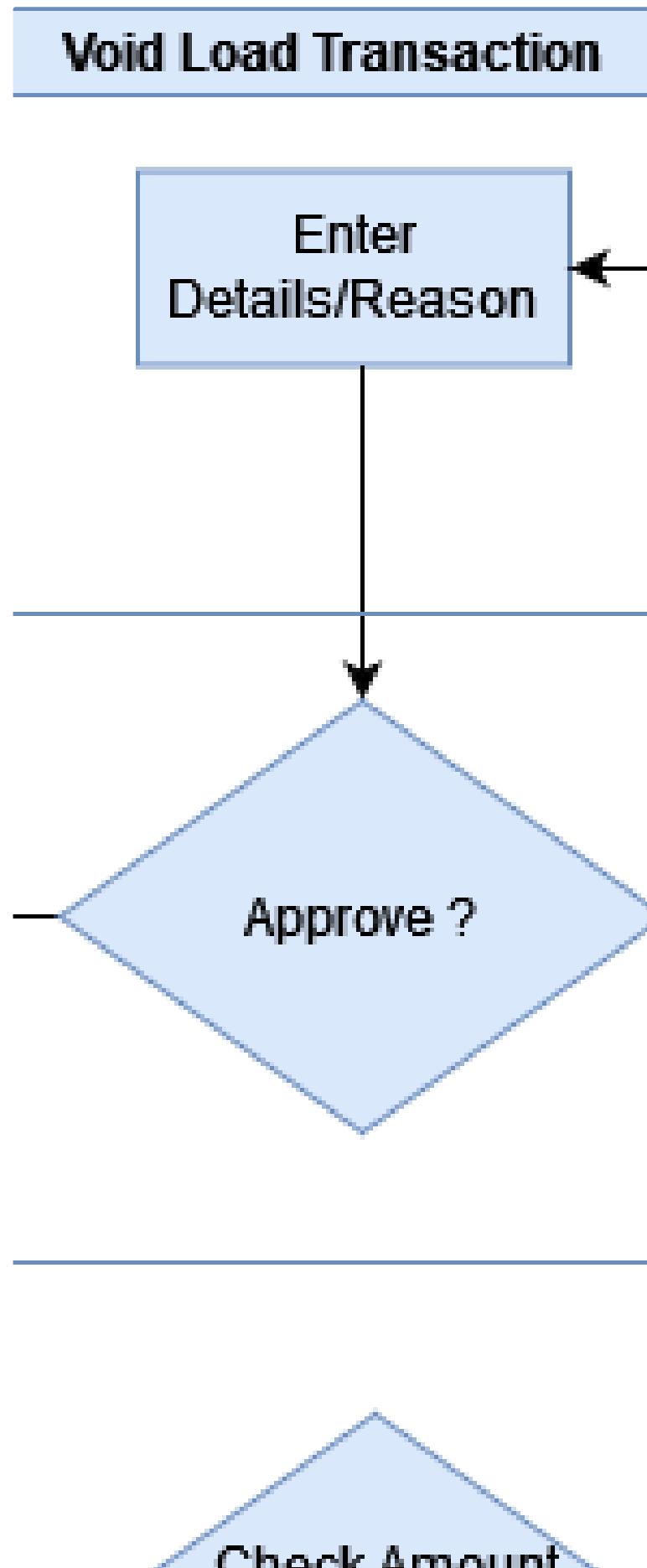
FTRN	Customer ID	Card Holder ID	Type	Currency(s)	Amount(s)	Amount(s) in AED	Date
00145200257	0000223446555	1665209476	Topup	USD +2	+98.75 USD	2568.00	18 Sep. 2023

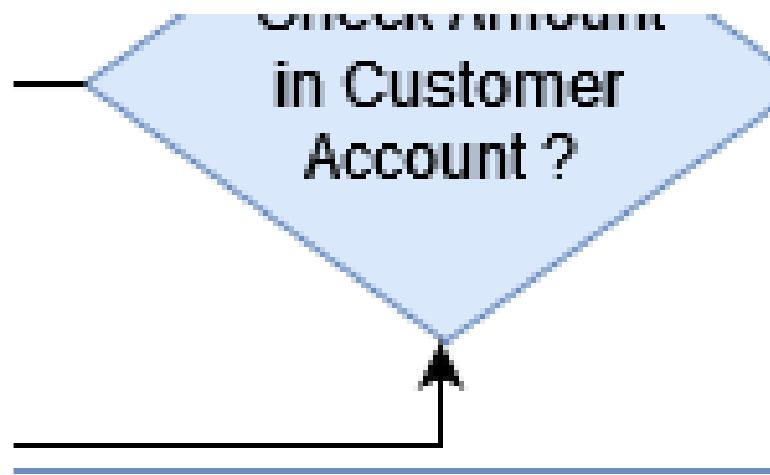
Card Management

- Prepaid Cards
- View Cards
- New Card Registration
- Topup
- Withdraw
- Void Transactions**
- Cancel Card
- Replacement
- Block/Unblock Card
- Close Supplementary Card
- Close Account
- Stock Management
- Operations Team
- Branch Team

flow chat not proper

Process Flow





Customer Profile Management - PPC-34-17-01/ PPC-34-04-01

This screen will be the listing screen, where AFEX user can search for the detailed customer information. This will be the read only screen and used for both Travelez and Payez card holders. The below data will be fetched from the processor via the API.

	Field Name	Field Type	Character Type	Character Limit	Mandatory	Description
1	AFEX Customer ID	Search				if it is payez customer ,we required additional search options as below Company MOL Company TL Employee Labot card Company Name
2	Emirates ID	Search				
3	Card Holder ID	Search				
4	Mobile	Search				
5	Account Information					
6	Account Number					
7	Card Number 4 Digits					If it is payez ,We required below mentioned additional Columns Company MOL Company TL Employee Labot card Company Name
8	Masked Card Number					
9	Product ID					
10	Product name					
11	Client name					
12	Customer Account ID					
13	Account Status					
14	Current Balance					
15	Available balance					
16	Transaction1 Date					
17	Transaction 1 Amount					
18	Transaction2 Date					
19	Transaction 2 Amount					

20	Transaction3 Date					
21	Transaction 3 Amount					
22	Transaction 4 Date					
23	Transaction 4 Amount					
24	Transaction 5 Date					
25	Transaction 5 Amount					
26	AFEX Customer ID					
27	Non- Personalized Card Issued					
28	Card Limit Secondary Card					
29	Available Limit Secondary Card					
30	Primary CCY Code					
31	Card Holder Details					
32	First Name					
33	Last Name					
34	Date of Birth					
35	Email Address 1					
36	Email Address 2					
37	Email Address 3					
38	Address Line 1					
39	Postal Code					
40	Mobile Number					
41	Home Phone Number					
42	Work Phone Number					
43	Gender					
44	Card Details					
45	Card Type Name					
46	Card Type Description					
47	Name on Card					

If it is payez ,We required below mentioned additional Columns
 Company MOL
 Company TL
 Employee Labot card
 Company Name



48	Card Creation Date					
49	Card Expiry Date					
50	Card Status Name					
51	Card Wallet Account					
52	Currency Balance					All currency balances will be populated

The screenshot shows the 'Card Management' section of the system. It displays a customer profile for 'Abdul Rab Nishtar' with AFEX Customer ID 00142025980. The card details include a card number ending in 3567, an expiration date of 09 Sep 2032, and a card type of Travelez Platinum. The transaction history table shows various currency exchanges (TRY, RUB, SAR, KRW, SEK, NZD) at a rate of 3.67, with amounts ranging from 200.00 to 734.80.

- This screen full access can only be provided to the operations team.

Card Stock Management - PPC-34

This screen will be a listing screen where count of Travelez platinum and classic personalized/non-personalized cards will be displayed according to the branch. The physical stock can be reconciled with this screen. There will be a transfer card option on this screen from where the AFX user can transfer the cards. The stock received by branch and back office from card vendor can also be added in the inventory from this screen.

Card Stock report should display with threshold set by the master Data

If card stock reach branch threshold to 50% then the Branch incharge will get alert message if reach 25 % should SLA alert to Operation Team
Received Card Bulk - PPC-34-10-01/PPC-34-15-01

The personalized and non-personalized cards received from card vendor at the branch will be added in the inventory from this screen.

Following process will be followed to received the cards in the system.

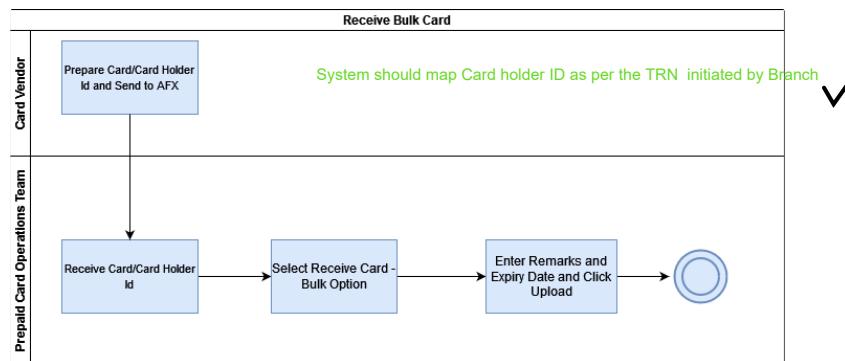
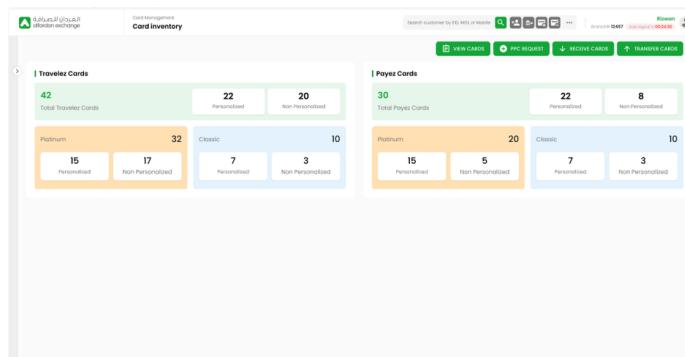
- AFEX branch user opens the "Bulk Received Card" screen.
- Upload the CSV file, with card holder id of cards received from vendor.
The Branch Staff will check the TRN number issued by system and accept for the same once received the physical card at branch .We didn't required to upload CSV file
- Select Card Program
- Enter Remarks and Card Expiry Date. While selecting card program System should map the expiry date as per the Master data
- Click Submit and cards will be added into the inventory.

- Cards can be issued only if they are in branch inventory, so receiving the cards in the system is mandatory.

Data Dictionary

	Field Name	Field Type	Character Type	Character Limit	Mandatory	Description
1	Card Program	Dropdown				Values: <ul style="list-style-type: none"> Personalized - Platinum Card

2	Remarks	User Input				
3	Expiry Date	Calendar				
4	Transaction Number (Batch ID)	User Input				
5	Upload	Button				

Process Flow**Card Inventory - Dashboard****Received Cards**

Screenshot of the Card Management interface showing the 'Receive Cards' section. The sidebar includes 'Card Management', 'Prepaid Cards', 'Stock Management', 'Card Inventory', 'Receive Cards' (selected), and 'Transfer Cards'. The main area shows a message: 'System should populate pending to receive card information as per the request initiated by particular branch or transfer from other branch. All receive cards required Maker and Checker'. Buttons for 'CLOSE' and 'DONE' are at the top right.

Screenshot of the Card Management interface showing the 'Receive Cards' section. The sidebar includes 'Card Management', 'Prepaid Cards', 'Stock Management', 'Card Inventory', 'Receive Cards' (selected), and 'Transfer Cards'. The main area shows a 'Select Cards Sender' section with 'Vendor' selected. Below it is a 'Upload CSV File' section with a file upload input and a note: 'Drag and drop your documents here or CHOOSE FILE'. Max file size 150mb. At the bottom is an 'Other Details' section with fields for 'Batch/Expiry Date' (DD/MM/YYYY) and 'Remarks' (Type here). Buttons for 'CLOSE' and 'DONE' are at the top right.

[Received Cards Card_Received.xls](#)

A	B	C	D	E	F
1	Card holder ID	Card Kind	Card Type	Card Program	Card Issue Date
2	16457850000214878	Platinum	Traveler	Personalized	16 Jan, 2023
3	16457850000214878	Platinum	Traveler	Personalized	16 Jan, 2023
4	16457850000214878	Platinum	Traveler	Personalized	16 Jan, 2023
5	16457850000214878	Platinum	Traveler	Personalized	16 Jan, 2023
6	16457850000214878	Platinum	Traveler	Personalized	16 Jan, 2023
7	16457850000214878	Platinum	Traveler	Personalized	16 Jan, 2023
8	16457850000214878	Platinum	Traveler	Personalized	16 Jan, 2023
9	16457850000214878	Platinum	Traveler	Personalized	16 Jan, 2023
10	16457850000214878	Platinum	Traveler	Personalized	16 Jan, 2023
11	16457850000214878	Platinum	Traveler	Personalized	16 Jan, 2023
12	16457850000214878	Platinum	Traveler	Personalized	16 Jan, 2023
13	16457850000214878	Platinum	Traveler	Personalized	16 Jan, 2023
14	16457850000214878	Platinum	Traveler	Personalized	16 Jan, 2023
15	16457850000214878	Platinum	Traveler	Personalized	16 Jan, 2023
16	16457850000214878	Platinum	Traveler	Personalized	16 Jan, 2023
17	16457850000214878	Platinum	Traveler	Personalized	16 Jan, 2023
18	16457850000214878	Platinum	Traveler	Personalized	16 Jan, 2023
19	16457850000214878	Platinum	Traveler	Personalized	16 Jan, 2023
20	16457850000214878	Platinum	Traveler	Personalized	16 Jan, 2023
21	16457850000214878	Platinum	Traveler	Personalized	16 Jan, 2023
22	16457850000214878	Platinum	Traveler	Personalized	16 Jan, 2023
					18 Dec, 2027

Transfer Card (Stock Transfer) - PPC-34-11-01

Transfer of card can be happened between following and this process is required when any branch have the excess card.

- Branch → Branch
- Branch → Back Office
- Back Office/Branch → Destroy Location (The unpicked cards by the customer (employee), will be sent to the destroy location, also misplaced card or damage cards also sent to the destroy location)

There will also be a master data screen in the system where AFEX user can set the Minimum and Maximum threshold of the cards for each branch.

Data Dictionary

	Field Name	Field Type	Character Type	Character Limit	Mandatory	Description
--	------------	------------	----------------	-----------------	-----------	-------------

1	From Location	Dropdown				Values Fetch from Locations set in Master Data
2	To Location	Dropdown				Values Fetch from Locations set in Master Data
3	Remarks	User Input				
4	Card Holder ID From	Search Filter				AFEX user can enter the range
5	Card Holder ID To	Search Filter				AFEX user can enter the range
6	Include	Checkbox				To select the cards which needs to be transferred
7	Card Holder ID	List				Values appear based on the range selected in above search filter.

- Post entering the card ranges from the search filter, the AFEX user will have the ability to select the cards which needs to be transferred.
- Once "Submit" button is pressed, the cards will be transferred to the selected location.

The screenshot shows the 'Transfer Cards' page within the 'Card Management' module. On the left, there's a sidebar with options like 'Prepaid Cards', 'Stock Management', 'Card Inventory', 'Receive Cards', and 'Transfer Cards' (which is highlighted). The main area has a header with 'Card Management > Stock Management Transfer Cards'. Below the header are several search and filter fields: 'Search customer by ID, MOL or Mobile' with a magnifying glass icon, and dropdowns for 'Branch ID' (set to 12467), 'Audit Logged In' (set to 003430), 'Card holder ID' (dropdown menu open), and 'Emboss Name' (dropdown menu open). There are also 'CLOSE' and 'DONE' buttons. The main content area is divided into two sections: 'Available Cards' and 'Select Branch Destination'. The 'Available Cards' section contains a table with columns: Card holder ID, Kind, Type, Card Program, Emboss Name, Card Issue Date, and Card Expiry Date. The table lists 12 rows of card information, all of which are Platinum Payez cards issued on June 2, 2017, with an expiry date of August 31, 2023. The 'Select Branch Destination' section at the bottom has 'From' and 'To' fields. The 'From' field is set to 'BRU Dubai' and the 'To' field has a dropdown menu labeled 'Select Value'.

Card Management > Stock Management
Transfer Cards

Search customer by ID, MOL or Mobile Branch

From Card ID To Card ID Card Kind Card Type Card Program Card holder ID Emboss Name

Card holder ID: Branch:

Card Management > Stock Management
Transfer Cards

Search customer by ID, MOL or Mobile Branch Binwan

From Card ID: 002345789879 To Card ID: 002345789888 Card Kind: Payez Card Program: Non-Personalized Card holder ID: Emboss Name: SEARCH

CLOSE DONE

Available Cards

Card holder ID	Kind	Type	Card Program	Emboss Name	Card Issue Date	Card Expiry Date
002345789879	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789880	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789881	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789882	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789883	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789884	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789885	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789886	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789887	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789888	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023

Select Branch Destination

From: BUR Dubai To: Sharjah Main Branch

Initiate Card Request (From Branch)

Below is the process of initiating the card request:

- The AFEX branch initiate the request in the system and request their desired Payez/Travelez card quantity with the AFEX back office.
- The back office will have the ability to edit/accept/reject the requests. (The requests should be in the pending queue for BO action. Aging should be displayed, requested details to be displayed.) The system should generate unique TRN number to initiate card request and receive cards ✓
- The above request should be in the pending queue for Back office action. The aging should be displayed along with the requested details.
- After accepting/editing the request, back office will send the request to the card processor via API.
- If there are any errors received via API from the card processor that should be highlighted in the system. The AFEX user will rectify the issues and send the request again.
- In the case of personalized card, card vendor creates the card and inform AFEX via email. In case of non-personalized card, the cards will be sent to the requested branch by the card vendor.

Branch threshold should be editable at master data as per the branch wise ✓

We required file upload option to update the threshold as per the card sale ✓



The system should have an ability where AFEX user can view the card stock available at vendor end. API integration will be done with the Card Vendor system to view the stock. The reconciliation of the stock, will happen based on the card request sent by the operations team and the file received from the card vendor end. This process will only ensure that Alfardan have enough Payez/Travelez cards ready and when a customer (employee) comes for a card, then vendor will just embossed the name on the card.

i This screen/process is for both Payez and Travelez cards.

List of Available cards in branch

Add New Request from Branch

Card Management > Stock Management

New PPC Request

42
 Total Travelez Cards

22
 Personalized

20
 Non Personalized

30
 Total Payez Cards

22
 Personalized

Required Cards Details

Select Card Kind

Travelez Payez

Select Card Type

Classic Platinum

Select Card Program

Personalized Non-Personalized

Number of cards Required

List of Request Forwarded to Back Office along with Status

- i** If the minimum threshold is reaching for a branch, then an email should be sent automatically to the branch and back office team group email address.

The minimum threshold warning should appear on the Branch user dashboard.

Data Dictionary Card Inventory - Listing Screen - PPC-34-25-01

This will only be a listing screen with filters and search which AFEX operations user used to tally the physical cards available at the branches with the card Inventory of the system. This screen can also be used by the back office user so they can view the card details (stock) of all the branches and back office.

Filters: All Branch, Multiple Branch selection, Single branch selection, Back Office.

	Field Name	Field Type	Character Type	Character Limit	Mandatory	Description
1	Card Holder ID					
2	Card Expiry					
3	Card Program					
4	Card Previous Location					
5	Card Current Location					

Card Management		Search customer by EG, MCL or Mobile		Branch ID: 12467	User login: 0004360	Rizwan					
View Card											
		Q. Search Customer by Phone, Name or EID		Kind	All	Program	All	Type	All	SEARCH	ADD NEW CARD
EID	Customer Name	Phone	Card Holder ID	Kind	Type	Program		Issue Status			
Prepaid Cards	784-6598-3265897-9	Abdul Rob Nishtar	+91 90 123 4567	1665201475	Travelez	Platinum	Personalized	Issued	1		
View Cards		784-6598-3265897-9	Abdul Rob Nishtar	+91 90 123 4567	1665201475	Travelez	Platinum	Personalized	Pending		
New Card Registration	784-6598-3265897-9	Abdul Rob Nishtar	+91 90 123 4567	1665201475	Travelez	Platinum	Personalized	Issued	2		
Topup	784-6598-3265897-9	Abdul Rob Nishtar	+91 90 123 4567	1665201475	Travelez	Platinum	Personalized	Conceled	3		
Withdraw	784-6598-3265897-9	Abdul Rob Nishtar	+91 90 123 4567	1665201475	Travelez	Platinum	Personalized	Issued	4		
Void Transactions	784-6598-3265897-9	Abdul Rob Nishtar	+91 90 123 4567	1665201475	Travelez	Platinum	Personalized	Issued	5		
Replacement	784-6598-3265897-9	Abdul Rob Nishtar	+91 90 123 4567	1665201475	Travelez	Platinum	Personalized	Issued	6		
Block/Unblock Card	784-6598-3265897-9	Abdul Rob Nishtar	+91 90 123 4567	1665201475	Travelez	Platinum	Personalized	Issued	7		
Close Account	784-6598-3265897-9	Abdul Rob Nishtar	+91 90 123 4567	1665201475	Travelez	Platinum	Personalized	Issued	8		
Stock Management	784-6598-3265897-9	Abdul Rob Nishtar	+91 90 123 4567	1665201475	Travelez	Platinum	Personalized	Issued	9		
Operations Team	784-6598-3265897-9	Abdul Rob Nishtar	+91 90 123 4567	1665201475	Travelez	Platinum	Personalized	Issued	10		
Branch Team	784-6598-3265897-9	Abdul Rob Nishtar	+91 90 123 4567	1665201475	Travelez	Platinum	Personalized	Issued	11		
	784-6598-3265897-9	Abdul Rob Nishtar	+91 90 123 4567	1665201475	Travelez	Platinum	Personalized	Issued	12		

i By-Default only Active/Issued cards will be visible on the screen.

Integration with Call Center - PPC-34-23-01

The call center team requires the access of following reports in the system:

- Card Report
- Card Holder Report
- Load Report
- All Card Transaction
- Branch Transaction
- Card Stock Report
- Customer Profile Management

Integration with Courier API - PPC-34-13-01

The AFEX system needs to be integrated with courier API. The courier company will enter the card batch details and their Delivery Status. Once updated in their system the changed status (new) will be reflected in the AFEX system.

Offline Printing - PPC-34-21-01

The offline printing is a printing of receipt without Alfardan logo watermark on it.

Audit trail of all activities done under any module - PPC-34-16-01

The log should be maintained against the logged-in users for any changes done in the system.

The log should contains:

- Previous value
- New Value
- Time
- Date
- Changed by (Logged-in User)
- Approver (user approved the request)
- Approver Date
- Approver Time

Promo/Discounts

The discounts are defined on the particular branches or groups and when the transactions are made from those particular branches, the discounts are automatically applied to the total amount.

1	UC-1: Add Promo Codes	
2	Actors	AFX User
3	Description The users will be able to add/edit promo codes on the branches	
4	Typical Course of Events	
5	Actor Action	System Response
6	User navigates to the listing by, Setups → Promo Codes	System redirects the user to Promo Codes listing screen
7	User clicks on the Add Promo Code button	System will redirect the user to the add screen
8	User enters the promo code name	System captures the inputted value
9	User selects the type	System shows the two options, <ul style="list-style-type: none"> • Flat • Percentage
10	User enters the Value	System captures the inputted value

11	User selects the effective start and end date	System captures the inputted date ⓘ Discounts will be applicable based on the selected dates
12	User selects the branch from a multi-select dropdown	System captures the branch or group of branches on which the discounts will be applicable
13	User clicks on the Save button	System performs the following actions, • Validates the checks for mandatory and unique values • Updates the record with provided values
14	User clicks Cancel on the Edit screen	System should discard all the details and redirect to the listing screen

- ⓘ • Discounts are automatically applied on the total amount of the transaction if it's made from a particular branch for which it is defined
• No discounts are applicable after the effective end date of the promo code

Type text here

1	UC-2: Manage Promotional Codes	
2	Actors	AFX User
3	Description	The users will be able to search and view or update details
Typical Course of Events		
5	Actor Action	System Response
6	User navigates to the listing by, Setups → Promo Codes	System redirects the user to Promo Codes listing screen
7	User selects filters to sort the records list	Records can be filtered on, • Code • Name • Type • Status
8	User clicks View for the record on the grid	System redirects user to the view details screen where data and fields for the selected record are displayed
9	User clicks Back button on the View screen	System redirects the user back to the listing screen
10	User clicks Edit for the selected record on the listing	System redirects user to the Update screen where all the editable fields are enabled
11	User clicks Save on the Edit screen	System performs the following actions, • Validates the checks for mandatory and unique values • Updates the record with provided values
12	User clicks Cancel on the Edit screen	System should discard all the details and redirect to the listing screen

Data Dictionary

Field Name	Type	Mandatory	Description
Promotional Code	Numeric Input Field - Display only	-	System generated unique sequence number
Promo Code Name	Alphanumeric Input Field	M	Should be unique
Type [Flat, Percentage]	Dropdown	M	Value is defined based on the selected type
Value	Numeric Input Field	M	Could be fixed or percentage value
Branch	Multiselect Dropdown	M	List of branches or group of branches
Status	Dropdown	M	By default Active

Integration with Card Processors - PPC-34-24-01

The two cards processor will be integrated with Travelez module.

- Core
- REV

YMC & Edened ✓

Reports

The report section will include following reports for the Travelez. These will be the listing screen from there user can also download these reports in CSV.

Card Holder Report - PPC-34-29-01

This report contains all the registered Individual customers.

Include all fields in reports and it should be able to customize for the user requirement

Search/Filters
AFEX Customer ID, Country, Phone, Nationality, Company Name
Report Columns
AFEX Customer ID, First Name, Last Name, Middle Name, City, State, Country, Phone, Email, Emirates ID Type, Emirates ID Number, ID Issuer, Nationality, Company Name, ID Expiry Date, Address 1, Address 2, ZIP, DOB

Card Inventory Report - PPC-34-27-01

This report shows the Inventory at the branch location. The Card Holder Id's are mentioned and at the end of the report is the total count of cards.

Search/Filters
Card Holder ID, Location ID, Location Name
Report Columns
Card Holder ID, Location ID, Location Name

Card Report (Card List & Status) - PPC-34-01-02

This will be a single screen used for both Travelez and Payez cards.

Search/Filters
AFEX Customer ID, From Date, To Date, Card Program, Issue Status
Report Columns
AFEX Customer ID, First Name, Middle Name, Last Name, Card Holder ID, Card Type, Card Program, Expiry Date, Card Currency, Issue Status, Issue Date

Pending Delivery Named Cards

This report contains data of all the named Cards. The report can give you details as :

- Card at Branch - with the details of Named cards delivered to branches
- Pending Delivery to branch – with the details of Named cards to be delivered to branches
- Pending at Courier end.

Search/Filters
Delivery Status: (Pending Delivery to Branch/ Card at Branch), Card Program, Current Location, Delivery Location
Report Columns
AFEX Customer ID, First Name, Middle Name, Last Name, Card Holder ID, Card Type, Card Program, Expiry Date, Card Currency, Issue Status, Issue Date, Current Location, Previous Location

All Cards Transaction - PPC-34-26-01

Search/Filters
Delivery Status: (Pending Delivery to Branch/ Card at Branch), Card Program, Current Location, Delivery Location

Report Columns
Transaction Type, Transaction Number (FTRN), AFEX Customer ID, Card Holder ID, Amount USD, Amount AED, Till, AFEX User ID, Time Stamp

Branch Transaction - PPC-34-26-02

This report has all the transactions of particular branch from where the branch user is defined. You can filter it date wise, AFEX Reg No and card holder wise.

Search/Filters
Transaction Type, Transaction Number (FTRN), AFEX Customer ID, Date From, To From

Report Columns
Transaction Type, Transaction Number (FTRN), AFEX Customer ID, Card Holder ID, Amount USD, Amount AED, Till, AFEX User ID, Time Stamp

Card Stock Report - PPC-34-28-01

This report shows the stock available at all the branch, back office,

Search/Filters
Location ID, Location Name, Card Count

Report Columns
Location ID, Location Name, Card Count

Travelez Core Card Report

Travelez Core cards report, getting from the processor on daily basis for the reconciliation of the stock. Need to upload this file in the inventory for stock reconciliation between AFX system and vendor end.

 04 08 2023 CORECARD (1).xlsx

Payez Cards

- A Payez cards are a payroll product used by the corporate employees who are registered with Alfardan exchange for the disbursement of their salaries.

-  • On the Card Management main screen, there will be two options for the AFEX user to select the product either Payez or Travelez depending upon the customer's requirement.
- Following screens will remain same for the Payez/Travelez card management.
 - Replacement Card
 - Card Cancellation
 - Card Closure
 - Card Balance Inquiry
 - Card Blocking/Unblocking
 - Stock Transfer
 - Card Report (Card List & Status)
 - Minimum & Maximum Branch Threshold
 - Initiate Card Request (From Branch)

Payez Card issuance not mentioned

- The following process will be followed for the Payez Card:
 - Post selecting the Payez Card option from the **Card Management** main screen, there will be two types of card options to select:
 - Personalized Card

- Non-Personalized Card

Personalized Card Management

A Payez personalized card in Alfardan Exchange is a prepaid card that can be credited with only the salary amount. The card can be used to make purchases online or in stores, and it can also be used to withdraw cash from ATMs and AFEX branch. Personalized cards are a great way to protect your money and to keep track of your spending.

Process of Card Registration & Issuance:

- There can be multiple card vendors and AFEX user will have the ability in the system to select the customer desired vendor.
- The employee data gathered at the time of employee registration will be send to the card vendor, the card data will be send to the processor via API/SFTP after validating the data.
- If acknowledgment is received from card processor via API, then further process proceed, if rejection is received AFEX user will rectify the error and send again. API /SFTP ✓
- Once the name of person has been embossed on card, the card will be ready and card vendor will send the card either to branch or desired location of customer (employee).
- If the cards received at AFEX branch, then after changing the status of card to "Received" the system should have an ability to trigger an email to the customer to inform them to pick the card from the desired branch.
- If the cards send to the customer specified location, then courier company should update the status to "Received" via API. The new status should be updated in the AFEX System. Once card delivered to Concern Team by courier the status should change to delivered ✓
- The card processor will send the card details via API which includes Card Holder Id/Proxy Number, the system should read the data and assign it to the relevant employee.
- When employee comes to the branch for collection of card, the AFEX branch team will access the employee screen (based on employee search) to verify the details of employee and mapped that card with the employee profile. System should map card automatically as per the proxy number received by Card Processor ✓
- The Branch user have the option to update the KYC information if not captured fully in the time of employee registration. Also required issue receipt and take the consent from customer to received cards. It should be kept electronically ✓
- Once the AFEX branch user change the status to 'Received by Customer (Employee)', an OTP should be send to the customer (employee) mobile number and after verification of OTP, AFEX user will handover the card to the customer. We required Emirates ID reader for capturing the further customer details if not fill in the time of employee registration ✓
- Need a notification/scheduler in the system which inform the AFEX team about the employee who haven't received their card yet. ✓

i Currently there are two vendors:

- C3 only deals with Personalized Card.
- YMC deals with Personalized and Non-Personalized Card.

F Please review all the data fields as these are extracted from screenshots given for Travelez Cards.

Data Dictionary - (Personalized & Non-Personalized)

	Field Name	Field Type	Character Type	Character Limit	Mandatory	Description
1	Customer EID	Search Field			Yes	
2	Customer Name	Auto Populate based on Customer Id				
3	Card Type	Dropdown				Values: <ul style="list-style-type: none">• Personalized• Non-Personalized
4	Card Program	Dropdown				Values: <ul style="list-style-type: none">• Platinum• Classic
5	Card Holder Id (Card Number)	System Generated/User Input	String		Yes	it should be C3/mercur  <ul style="list-style-type: none">• In case of Personalized, Card Vendor sends this ID in response of AFEX request.• In case of non-personalized, user

						input. (Number mentioned on the back of card)
6	Emboss Name	Auto Populated based on Customer Name				In case of Personalized name will be populated. In case of non- personalized this field will be disabled.
7	Delivery Location	User Input	String			Enabled only in case of personalized
8	Info	User Input				
9	Voucher No	User Input				
10	Referrer	Dropdown				Values: AFEX Teller List
11	Country	Dropdown				Default: UAE
12	City	Dropdown				
13	Nationality	Dropdown				
14	Contact No	User Input				
15	Status					
16	Currency	Dropdown				
17	Card Balance	Button				On pressing this button a new window will open which show the current balance in the card. This button will be enabled after card activation.
18	SAC Code	Button				An OTP code will be generated by the system, which will be send to Customer in case of card loss. This will be used by the call center team.
19	Block/Unblock Card	Button				In case of Blocking/Unbl ocking Card after issuance

NO sac code for payez and c3 ✓

Additionaly required below mentioned fields
 Company Name
 Employee Labor card nu,ber
 company Mol number
 Company TL
 Customer ID
 Proxy number



Non-Personalized Card

A non-personalized card in Alfardan Exchange is a prepaid card that does not require any personal information on the card. The card can be used to make purchases online or in stores, and it can also be used to withdraw cash from ATMs or branch.

Process of Card Registration & Issuance:

- There can be a multiple card vendors and AFEX user will have the ability in the system to select the customer desired vendor.
- The employee data gathered at the time of employee registration will be send to the card vendor, the card data will be send to the processor via API/SFTP after validating the data. the processor will create virtual card proxy and send update those proxy to employee .it will not move card vendor ✓
- If acknowledgment is received from card processor via API/SFTP, then further process proceed, if NAK is received AFEX user will rectify the error and send again.
- The Card Holder ID/Proxy Number will be entered at the time of card registration. and replaced virtual proxy number
- The AFEX branch will collect the card registration fee from the employee. if applicable ✓

Post fee collection, the card will be handed over to the customer (employee). Before handing over the card to customer KYC check will be performed by entering the customer's Emirates ID. The status of the card will be changed to "Handed to Customer". The Branch user have the option to update th KYC information if not caputered fully in the time of employee registration
Also required issue receipt and take the consent from customer to recievied cards .It should be kept electronically

- Need a notification/scheduler in the system which inform the AFX team about the employee who haven't received their card yet.

- Info:**
- Customer KYC/ registration, issuance of AFEX Card Number and Issuance of CAD is must.
 - The AFEX user will issue card after complete KYC and required option to scan their ID copy.

Vendors employee registration file format

- Info:** PAYEZ C3 ADDITION (2).xls YMC EMPLOYEE REG FORMAT (2).xlsx

These files should be downloadable from the AFEX core system.

Card Issuance - Account Posting

Account	Debit	Credit	Remarks	GL JV Requirements
Bank/Till	Dr			
Commission, VAT		Cr		

check with finance team

Initiate Card Request (From Branch)

Below is the process of initiating the card request:

- The AFEX branch initiate the request in the system and request their desired Payez/Travelez card quantity with the AFEX back office.
- The back office will have the ability to edit/accept/decline the request.
- The above request should be in the pending queue for Back office action. The aging should be displayed along with the requested details.
- After accepting/editing the request, back office will send the request to the card processor via API.
- If there are any errors received via API from the card processor that should be highlighted in the system. The AFEX user will rectify the issues and send the request again.
- In the case of personalized card, card vendor creates the card and inform AFEX via email. In case of non-personalized card, the cards will be sent to the requested branch by the card vendor.

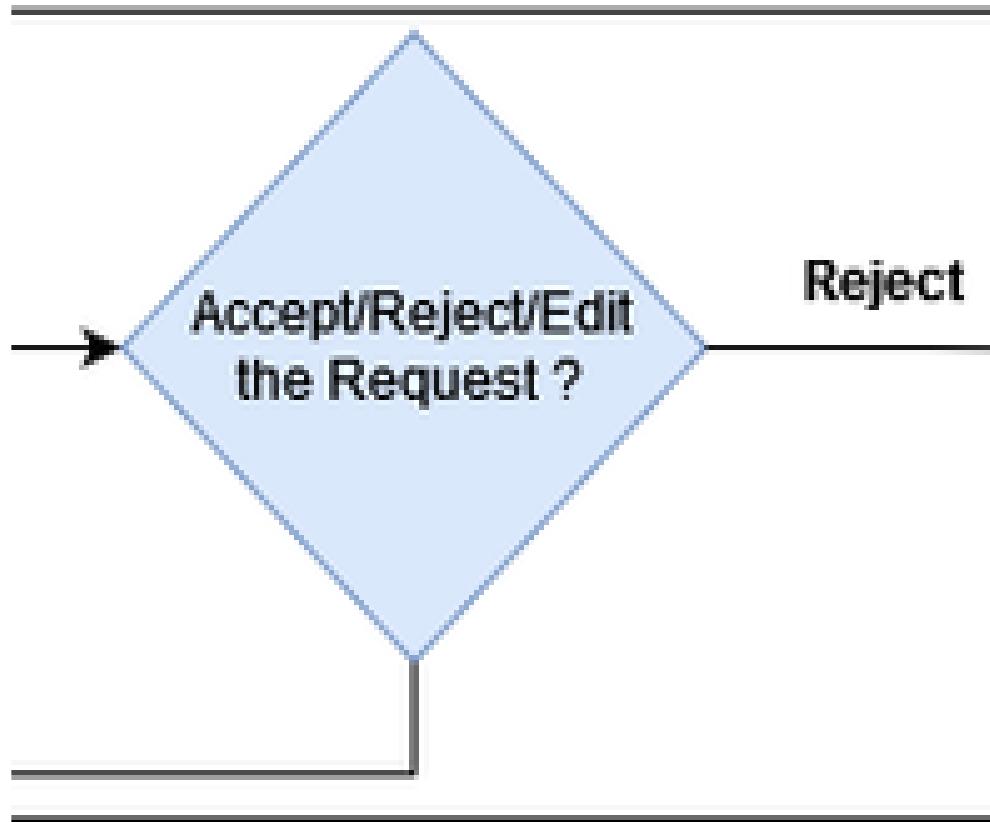
- Info:** The system should have an ability where AFEX user can view the card stock available at vendor end. API integration will be done with the Card Vendor system to view the stock. the reconciliation of the stock, will happen based on the card request sent by the operations team and the file received from the card vendor end. This process will only ensure that Alfardan have enough Payez/Travelez cards ready and when a customer (employee) comes for a card, then vendor will just embossed the name on the card.

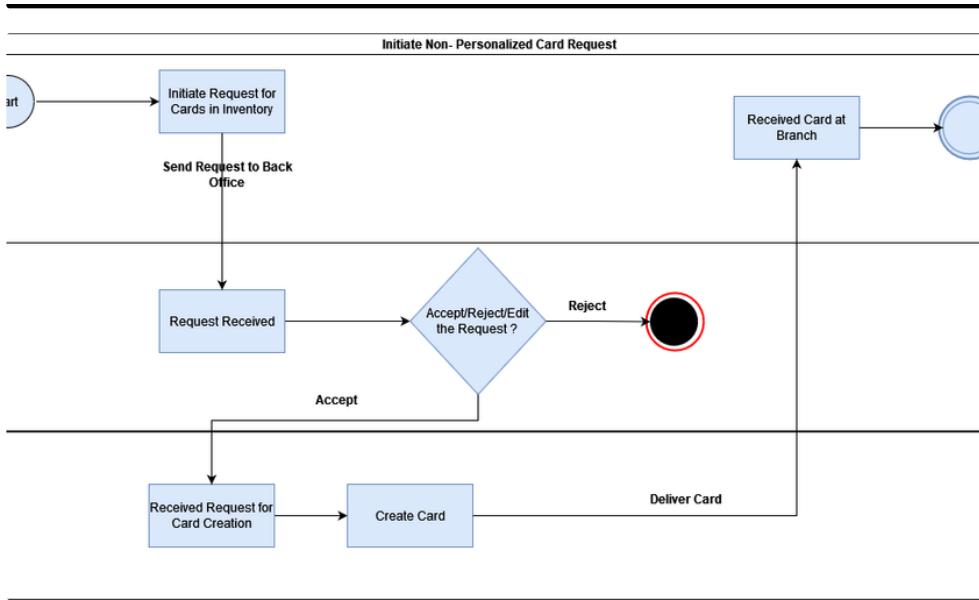
- Info:**
- This screen/process is for both Payez and Travelez cards.
 - Back Office may automatically order cards and allocate to branches.

Process flow not in proper

Process Flow:

Initiate Personalized Card Request



**Data Dictionary - Initiate Card (Personalized & Non-Personalized)**

	Field Name	Field Type	Character Type	Character Limit	Mandatory	Description
1	Request No	System Generated				
2	Card Program	Dropdown				Values: <ul style="list-style-type: none">PayezTravelez
3	Card Type	Dropdown				Values: <ul style="list-style-type: none">PersonalizedNon-Personalized
4	Branch	System				Logged-in user's branch
5	Requestor	System				Logged-in User
6	Approver	System				Request approved by

Card Report (Card List & Status)

This will be the listing screen from where user can also download the report in CSV. This will be a single screen used for both Travelez and Payez cards.

Search/Filters

AFEX Customer ID, From Date, To Date, Card Program, Issue Status

Report Columns

AFEX Customer ID, First Name, Middle Name, Last Name, Card Holder ID, Card Type, Card Program, Expiry Date, Card Currency, Issue Status, Issue Date

Include all fields in reports and it should be able to customize as per the user requirement

Card Block/Un-Block

- The similar process/screen mentioned above in Travelez will be used.

Card Replacement

- The similar process/screen mentioned above in Travelez will be used.

Card Balance Inquiry

- The similar process/screen mentioned above in Travelez (Customer Profile Management - PPC-34-17-01/ PPC-34-04-01) will be used.

Card Stock Management

- The similar process/screen mentioned above in Travelez (Card Stock Management- PPC-34) will be used.

Out of Scope Requirements

- ID Verification Process for Block/Unblock Card

Employee Incentives - PPC-34-20-01

To streamline the process of providing incentives to branch users or agents when a card is sold or currency is exchanged

- Configuration Incentive Module (Master Data):
 - Define incentives, set campaigns with rules for eligibility, duration, and disbursement via Travelez cards.
- Report Generation:
 - A sales report per user shall be generated, calculate incentive eligibility based on predefined campaign criteria, and identify qualifying users for specific rewards.
- Incentive Disbursement:
 - Once the eligibility is determined, proceed with load the incentives onto the cards. Update the records to indicate that the incentives have been disbursed to the eligible branch employees.

 This is an open point, will incorporate this once have the details/Existing Samples from AFX on this point.

Open Items :Reports, Validations, limits, masters, offline printing, receipts samples, compliance queues, fraud que for transactions, customer statement,

OPEN POINTS:

Following are open points details of which will be provided by AFX later.

Employee Incentives

Bulk Process for Card Issuance

Bulk Process for Card Load.

AANI APP

PPC Rates to be covered and discussed in ratesheet moduel

Card Management > Stock Management

Card inventory

Dash board will be the landing page.

TLX - OK

Travelez Cards

42	22	20
Total Travelez Cards	Personalized	Non Personalized

Platinum	32	Classic	10
15	Personalized	7	Personalized
17	Non Personalized	3	Non Personalized

What happens if there are more types or vendors/

TLX: Details will be enlisted in the same way

Payez Cards

30	22	20
Total Payez Cards	Personalized	Non Personalized

Platinum	20	Classic	10
15	Personalized	7	Personalized
5	Non Personalized	3	Non Personalized

Orders placed, pending requests, etc. can be displayed in tabular format.

TLX: OK

Recent Purchase Invoice

Purchase Date	Reference No.	Vendor Name	Order Subtotal	Other Charges Total	Order Total
2017-01-11	P000195	Mike	1500	10	1510
2017-01-09	P000200	John	200	20	220
2017-01-04	P000155	Drama	1000	20	1020
2017-01-01	P000160	Noel	2500	10	2510
2016-12-29	P000175	Ruby	100	10	110

Top 5 Purchase Product

SKU	Product Name	Category	Qty.	Price	Total
509-CRPH	Kapton Melton Coal Navy	jackets	50	50	2500
307-CARB	Patch Rugged LS Shirt Taupe	Shirts	10	100	1000
409-CARB	Waffle Hood Knit Olive	jackets	15	20	300
489-RTLC	Red Textured Leather Cardholder	Card Holder	20	10	200

Card Management > Stock Management

Receive Cards

Search customer by EID, MOL or Mobile

Branch# 12467 Auto logout in 00:24:30

Card Management

Select Cards Sender

Vendor AFX Branch

Can we have vendor selection as well?

TLX: CORE AND REV will appear as Drop Down

CLOSE **DONE**

Card Management > Stock Management

Receive Cards

Select Cards Sender

Vendor AFX Branch

Upload CSV File

Can we have vendor selection as well? Card type etc are required.

TLX: OK

Drag and drop your documents here or

Max file size 150mb

In case if Vendor is providing file with details, then the upload is not required.

TLX: Need understanding

Other Details

Batch Expiry Date: DD/MM/YYYY Remarks: Type here 0/300

Cards Received

File: acumsun_mauris_sif_092023.xls

Comments

file contents to be displayed for review

TLX: Its already shown in FSD

Cards Received

File: acumsun_mauris_sif_092023.xls

Comments

file contents to be displayed for review

Card Management > Stock Management

Receive Cards

Select Cards Sender

Vendor AFX Branch

Upload CSV File

file contents to be displayed for review

TLX: Its already shown in FSD

Other Details

Batch Expiry Date: DD/MM/YYYY Remarks: Type here 0/300

Cards Received

File: acumsun_mauris_sif_092023.xls

Comments

file contents to be displayed for review

Card Management > Stock Management

Transfer Cards

Search customer by EID, MOL or Mobile ...

Branch: 12467 Auto logout in 00:24:30

Rizwan

CLOSE **DONE** **SEARCH**

Card Management

Prepaid Cards

Stock Management

Card Inventory

Receive Cards

Transfer Cards

From Card ID: To Card ID: Card Kind: Card Type: Card Program: Card holder ID: Emboss Name:

Card Management > Stock Management

Transfer Cards

Search customer by EID, MOL or Mobile ...

Branch: 12467 Auto logout in 00:24:30

Rizwan

CLOSE **DONE** **SEARCH**

Card Management

Prepaid Cards

Stock Management

Card Inventory

Receive Cards

Transfer Cards

002345789879 002345789888 Card Kind: Payez Card Program: Card holder ID: Emboss Name:

Available Cards

<input type="checkbox"/> Card holder ID	Kind	Type	Card Program	Emboss Name	Card Issue Date	Card Expiry Date
<input type="checkbox"/> 002345789879	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
<input type="checkbox"/> 002345789880	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
<input type="checkbox"/> 002345789881	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
<input type="checkbox"/> 002345789882	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
<input type="checkbox"/> 002345789883	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
<input type="checkbox"/> 002345789884	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
<input type="checkbox"/> 002345789885	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
<input type="checkbox"/> 002345789886	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
<input type="checkbox"/> 002345789887	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
<input type="checkbox"/> 002345789888	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023

Select Branch Destination

From: BUR Dubai To:

Card Management > Stock Management Transfer Cards

Search customer by EID, MOL or Mobile ... Branch# 12467 Auto logout in 00:24:30

Available Cards

Card holder ID	Kind	Type	Card Program	Emboss Name	Card Issue Date	Card Expiry Date
002345789879	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789880	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789881	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789882	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789883	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789884	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789885	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789886	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789887	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789888	Platinum	Payez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023

Select Branch Destination

From: BUR Dubai To: Sharja Main Branch

Card Management > View Cards

Search customer by EID, MOL or Mobile ... Branch# 12467 Auto logout in 00:24:30

Card Details

AED 1,056,280.00 Existing Currency(s) in AED

Customer Information

AFEX Customer ID: 00142025980 | Customer Name: Abdul Rab Nishtar
EID: 1620458740236578 | Phone: 00947985687 | Email: Shahid.Anwar@gmail.com

Gender: Male	Date of Birth: 9 Aug, 1998	Entry of Birth: Pakistan	Employer: -
ID Type: Emirates ID	ID Issuer: EIDA-UAE	Issue Date: 1 Aug, 1998	ID Expiry Date: 16 Sep, 2032
Card Type: Traveler	Card Kind: Platinum	Card Program: Non-Personalized	Emboss Name: Abdul Rab
Address 1: FLAT NO. BUILDING NAME	PO Box: 5400	Referrer: -	TLX: OK

Representative

NEW REPRESENTATIVE

EID	First Name	Last Name	Affiliates	Relationship	Actions
00145200257	Ahmed	Anwar	Sponsor	Brother	
00145200257	Shahid	Anwar	Sponsor	Brother	

Cards to be shown as a list. Customer may have total 10 cards, first 8 are expired/ disabled/ cancelled and last 2 are active. Whole list to be displayed and status as well. Supplementary cards also to be displayed.

TLX: OK

Card Management > View Cards > Card Details

Card Details

Representative

EID	First Name	Last Name	Affiliates	Relationship	Actions
00145200257	Ahmed	Anwar	Sponsor	Brother	
00145200257	Shahid	Anwar	Sponsor	Brother	

Supplementary Card(s)

EID	Card Holder ID	First Name	Last Name	Affiliates	Relationship	Actions
00145200257	4521478521478521	Ahmed	Anwar	Sponsor	Brother	
00145200257	4521478521478521	Shahid	Chattha	Sponsor	Wife	

Transactions

FTRN	Customer ID	Card Holder ID	Type	Currency(s)	Amount(s)	Date
00145200257	0000223445555	16652011475	Topup	USD +2	+98.75 USD +2	18 Sep, 2023
00145200257	0000223445555	16652011475	Topup	USD +2	+98.75 USD +1	17 Sep, 2023
00145200257	0000223445555	16652011475	Topup	USD +2	+98.75 USD -1	14 Jul, 2023
00145200257	0000223445555	16652011475	withdraw	EUR +1	+98.75 USD -1	2 Jun, 2023
00145200257	0000223445555	16652011475	withdraw	EUR +1	+98.75 USD -1	7 May, 2023

AED 1,056,280.00
Existing Currency(s) in AED

Platinum - Non Personalized

CY	Amount	Rate	AED
TRY	200.00	3.67	= 734.60
TRY	200.00	3.67	= 734.60
RUB	200.00	3.67	= 734.60
SAR	200.00	3.67	= 734.60
AED	200.00	3.67	= 734.60
KRW	200.00	3.67	= 734.60
SAR	200.00	3.67	= 734.60
KRW	200.00	3.67	= 734.60
ZAR	200.00	3.67	= 734.60
KRW	200.00	3.67	= 734.60
SEK	200.00	3.67	= 734.60
NZD	200.00	3.67	= 734.60

Card Management > View Cards > Card Details

Add Supplementary – Abdul Rab Nishtar

Select Representative

CANCEL **ADD REPRESENTATIVE**

Card Management > View Cards > Card Details

Add Supplementary – Abdul Rab Nishtar

Search customer by EID, MOL or Mobile

Rizwan Branch# 12467 Auto logout in 00:24:30

Card Management

Prepaid Cards

View Card

Add New Card

Block Card/Unblock

Card Replacement

Top-Up

Withdraw

cancellation

Account Closure

Stock Management

Ahmed

AFEX Customer ID **Representative Name**
00142025980 **Ahmed Anwar**

ID 1620458740236578 | Phone 00947985687 | Email: Ahmed.Anwar@gmail.com

New Card Details

Select card Type **Classic** **Platinum**

Select card Program **Personalized** **Non-Personalized**

Emboss Name

Please indicate your preferred card delivery location

AFX Branch **Delivery Address**

Enter Delivery Address

CANCEL **ADD REPRESENTATIVE** **DONE**

Card Management

Add New card

Search customer by EID, MOL or Mobile

Rizwan Branch# 12467 Auto logout in 00:24:30

Card Management

Prepaid Cards

Add New Card

Block Card/Unblock

Card Replacement

Card Top-Up

Withdraw

cancellation

Account Closure

Stock Management

Phone

EID

Name

AFX ID

Card holder ID

Nationality

Customer Type

CLOSE **ADD NEW CUSTOMER**

SEARCH

Card Management

Add New Cards

Search customer by EID, MOL or Mobile ... Branch# 12467 Auto logout in 00:24:30

Employees

EID	AFEX Customer ID	Customer Name	Phone	Card Holder ID	Corporate Name	Issue Status
002345789879	1654780032145876	Sajid Khan	+971 50 123 4567	16652011475	Shaheen Industry	Issued
002345789879	0012457896325987	Mohammad Sajid	+971 50 123 4567	16652011475	Shaheen Industry	Pending

Individual Customers

EID	AFEX Customer ID	Customer Name	Phone	Card Holder ID	Corporate Name	Issue Status
002345789879	1654780032145876	Sajid Ali	+971 50 123 4567	16652011475	Shaheen Industry	Pending
002345789879	0012457896325987	Sajid Anwar	+971 50 123 4567	16652011475	Shaheen Industry	Issued

Which employees are displayed here?

TLX: These record matches with search criteria there will be no employee list will merge into single list as Individual Customers. This is already mentioned in FSD feedback of customer onboarding

Card Management

Add New Card

Search customer by EID, MOL or Mobile ... Branch# 12467 Auto logout in 00:24:30

New Card Details

AFEX Customer ID: **00142025980** Customer Name: **Shahid Shah**
EID: 1620458740236578 | Phone: 00947985687 | Email: Shahid.Anwar@gmail.com

Select card Type: Classic Platinum Select card Program: Personalized Non-Personalized Emboss Name: **Shahid**

Please indicate your preferred card delivery location
 AFX Branch Delivery Address Enter Delivery Address: **Near Rehmania Masjid, Qasim Residency, B123, Sharjah**

Card Registrations Charges

Card Fees	2,000
Courier Charges	175
Commission	5
VAT	10
Total Amount	2,190

CLOSE **DONE**

 الفارדן للصرافة alfardan exchange

Card Management
Card Replacement

Search customer by EID, MOL or Mobile      

Branch ID: 12467 Auto logout in 00:24:30

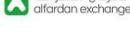
 CLOSE  DONE

Card Management

Prepaid Cards 

- [View Card](#)
- [Add New Card](#)
- [Block Card/Unblock](#)
- [**Card Replacement**](#)
- [Card Top-Up](#)
- [Withdraw](#)
- [cancellation](#)
- [Account Closure](#)

Stock Management 

 الفارדן للصرافة alfardan exchange

Card Management
Card Replacement

Search customer by EID, MOL or Mobile      

Branch ID: 12467 Auto logout in 00:24:30

 CLOSE  DONE

Card Management

Prepaid Cards 

- [View Card](#)
- [Add New Card](#)
- [Block Card/Unblock](#)
- [**Card Replacement**](#)
- [Card Top-Up](#)
- [Withdraw](#)
- [cancellation](#)
- [Account Closure](#)

Stock Management 

AFEX Customer ID: **00142025980** | Customer Name: **Shahid Shah**
ID: 1620458740236578 | Phone: 00947985687 | Email: Shahid.Anwar@gmail.com | Card Type: Travelz-Classic-Personalized

Replaced Card Details

Select card Type: Classic Platinum Select card Program: Personalized Non-Personalized

Continue With the Previous Card Details

Card Replacement Charges

Card Fees	2,000
Courier Charges	175
Commission	5
VAT	10
Total Amount	2,190

 الفدران للصرافة afardon exchange

Card Management

Card Replacement

Search customer by EID, MOL or Mobile       

Branch: 12467 Auto logout in 00:24:30

SAC Code  **SEARCH**

AFEX Customer ID  **Customer Name**
00142025980 Shahid Shah
ID 1620458740236578 | Phone 00947985687 | Email: Shahid.Anwar@gmail.com | Card Type Travelez-Platinum-Personalized

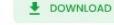
Replaced Card Details  Continue With the Previous Card Details

Select card Type: **Classic** **Platinum** Select card Program: **Personalized** **Non-Personalized** Emboss Name:

Please indicate your preferred card delivery location: AFX Branch **Delivery Address** Enter Delivery Address:

Card Replacement Charges

Card Fees	2,000
Courier Charges	175
Commission	5
VAT	10
Total Amount	2,190

← Received Cards Card_Received.xls

A	B	C	D	E	F
1 Card holder ID	Card Kind	Card Type	Card Program	Card issue Date	Card Expiry
2 16457865000214878	Platinum	Travelez	Personalized	16 Jan, 2023	18 Dec, 2027
3 16457865000214878	Platinum	Travelez	Personalized	16 Jan, 2023	18 Dec, 2027
4 16457865000214878	Platinum	Travelez	Personalized	16 Jan, 2023	18 Dec, 2027
5 16457865000214878	Platinum	Travelez	Personalized	16 Jan, 2023	18 Dec, 2027
6 16457865000214878	Platinum	Travelez	Personalized	16 Jan, 2023	18 Dec, 2027
7 16457865000214878	Platinum	Travelez	Personalized	16 Jan, 2023	18 Dec, 2027
8 16457865000214878	Platinum	Travelez	Personalized	16 Jan, 2023	18 Dec, 2027
9 16457865000214878	Platinum	Travelez	Personalized	16 Jan, 2023	18 Dec, 2027
10 16457865000214878	Platinum	Travelez	Personalized	16 Jan, 2023	18 Dec, 2027
11 16457865000214878	Platinum	Travelez	Personalized	16 Jan, 2023	18 Dec, 2027
12 16457865000214878	Platinum	Travelez	Personalized	16 Jan, 2023	18 Dec, 2027
13 16457865000214878	Platinum	Travelez	Personalized	16 Jan, 2023	18 Dec, 2027
14 16457865000214878	Platinum	Travelez	Personalized	16 Jan, 2023	18 Dec, 2027
15 16457865000214878	Platinum	Travelez	Personalized	16 Jan, 2023	18 Dec, 2027
16 16457865000214878	Platinum	Travelez	Personalized	16 Jan, 2023	18 Dec, 2027
17 16457865000214878	Platinum	Travelez	Personalized	16 Jan, 2023	18 Dec, 2027
18 16457865000214878	Platinum	Travelez	Personalized	16 Jan, 2023	18 Dec, 2027
19 16457865000214878	Platinum	Travelez	Personalized	16 Jan, 2023	18 Dec, 2027
20 16457865000214878	Platinum	Travelez	Personalized	16 Jan, 2023	18 Dec, 2027
21 16457865000214878	Platinum	Travelez	Personalized	16 Jan, 2023	18 Dec, 2027
22 16457865000214878	Platinum	Travelez	Personalized	16 Jan, 2023	18 Dec, 2027

 الفدادن للصرف الأجنبي
affordan exchange

Card Management > Prepaid Cards
Void Transaction

Search customer by EID, MOL or Mobile      

Branch# 12467 Auto logout in 00:24:30 Rizwan

Card Management

FTRN No. 

Prepaid Cards

- View Cards
- New Card Registration
- Topup
- Withdraw
- Void Transactions**
- Cancel Card
- Replacement
- Block/Unblock Card
- Close Supplementary Card
- Close Account

Stock Management

Operations Team

Branch Team

 الفدادن للصرف الأجنبي
affordan exchange

Card Management > Prepaid Cards
Void Transaction

Search customer by EID, MOL or Mobile      

Branch# 12467 Auto logout in 00:24:30 Rizwan

Card Management

00145200257 

AFEX Customer ID  Customer Name
00142025980 Sajid Ali

EID 1620458740236578 | Phone 00947985687 | Email: Shahid.Anwar@gmail.com | Card Type Travelez-Platinum-Personalized

Recent Transactions

FTRN	Customer ID	Card Holder ID	Type	Currency(s)	Amount(s)	Amount (s) in AED	Date
00145200257	0000223445555	16652011475	Topup	USD +2	↓ +98.75 USD +2	2568.00	18 Sep, 2023

Card Management

Add New card

Search customer by EID, MOI or Mobile ...

Rizwan Branch #12467 Auto logout in 00:24:30

Card Management

Add New Card

Phone EID Name AFX ID Card holder ID Nationality Customer Type

Prepaid Cards

View Card

Add New Card

Block Card/Unblock

Card Replacement

Card Top-Up

Withdraw

cancellation

Account Closure

Stock Management

Card Management

Add New Cards

Search customer by EID, MOI or Mobile ...

Rizwan Branch #12467 Auto logout in 00:24:30

Card Management

Add New Cards

Phone EID Sajid AFX ID Card holder ID Nationality Customer Type

Prepaid Cards

View Card

Add New Card

Block Card/Unblock

Card Replacement

Which employees?

TLX: These record matches with search criteria there will be no employee list will merge into single list as Individual Customers. This is already mentioned in FSD feedback of customer onboarding

Employees

EID	AFEX Customer ID	Customer Name	Phone	Card Holder ID	Corporate Name	Issue Status	Actions
002345789879	1654780032145876	Sajid Khan	+971 50 123 4567	16652011475	Shaheen Industry	Issued	<input type="button"/> ⋮
002345789879	0012457896325987	Mohammad Sajid	+971 50 123 4567	16652011475	Shaheen Industry	Pending	<input type="button"/> ⋮

Individual Customers

EID	AFEX Customer ID	Customer Name	Phone	Card Holder ID	Corporate Name	Issue Status	Actions
002345789879	1654780032145876	Sajid Ali	+971 50 123 4567	16652011475	Shaheen Industry	Pending	<input type="button"/> ⋮
002345789879	0012457896325987	Sajid Anwar	+971 50 123 4567	16652011475	Shaheen Industry	Issued	<input type="button"/> ⋮

Card Management > Stock Management

Receive Cards

Search customer by EID, MOL or Mobile ...

Rizwan Branch# 12467 Auto logout in 00:24:30

Select Cards Sender

Vendor AFX Branch

Cards Records

Card holder ID	Kind	Type	Card Program	Emboss Name	Card Issue Date	Card Expiry Date
002345789879	Platinum	Travelez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789879	Platinum	Travelez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789879	Platinum	Travelez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789879	Platinum	Travelez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789879	Platinum	Travelez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789879	Platinum	Travelez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789879	Platinum	Travelez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789879	Platinum	Travelez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789879	Platinum	Travelez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023
002345789879	Platinum	Travelez	Non-Personalized	-	2 Jun, 2017	31 Aug, 2023

Other Details

Batch Expiry Date: 22/04/2023

Remarks: Lorem ipsum dolor sit amet, consectetur adipiscing elit.

CLOSE **DONE**

Card Management > Prepaid Cards

Cancel Card

Pending Last updated on 4 Sep, 2023

Search customer by EID, MOL or Mobile ...

Rizwan Branch# 12467 Auto logout in 00:24:30

AFFE Customer ID: 00142025980 | **Customer Name:** Sajid Ali

EID 1620458740236578 | Phone 00947985687 | Email: Shahid.Anwar@gmail.com | Card Type Travelez-Platinum-Personalized

Reason for Cancellation

Enter Delivery Address: Near Rehmania Masjid, Qasim Residency, BT23, Sharjah

CLOSE **DONE**

Card Management

- Prepaid Cards
- View Cards
- New Card Registration
- Topup
- Withdraw
- Void Transactions
- Cancel Card**
- Replacement
- Block/Unblock Card
- Close Supplementary Card
- Close Account
- Stock Management
- Operations Team
- Branch Team

Card Management

Search Lead by Name or EID

Customer Name(s)	Primary Card	Supplementary Card	Status
Ahmad Rashid Muhammad EID: 784-6598-3265897-9	Personalized Card No. 6640 5766 0258 9834	02	Top-Up
Hasbullah Khan EID: 784-6598-3265897-9	Non Personalized Card No. 7854 3678 1400 2559	03	Withdraw
Pasha Khalilullah EID: 784-6598-3265897-9	Personalized Card No. 4433 6670 9980 7555	---	Add Supplementary Cards
Abdul Rashed EID: 784-6598-3265897-9	Personalized Card No. 3305 7788 9832 1478	01	Replace Card

Rows per page: 50 | 04 items found, displaying 1 to 04

New Card Registration

Customer Information

EID *: 784-6598-3265897-9

Ahmad Rashid Muhammad
Nationality: United Arab Emirates

Contact Information

Phone: Enter Phone

Country: Select Value

City: Select Value

Card Information

Program: Select Value

Card Number: Enter Card Number
XXXX XXXX XXXX XXXX

Card Delivery Information

Address: Enter here

Other Information

Voucher Number: Enter Voucher Number

Referrer: Select Value

Additional Information: Enter here
0/300 characters

 الْفَرَدَانُ لِلصَّرَافَةُ alfardan exchange

Setups > Card Management
New Card Registration

Rachel 

Setups Card Management

CANCEL DONE

Customer Information

EID * Enter Customer's Emirates ID
XXX-XXXX-XXXXXXX-X

 الْفَرَدَانُ لِلصَّرَافَةُ alfardan exchange

Setups > Card Management > Card Details
Replace Card

Rachel 

Setups Card Management

CANCEL DONE

Ahmad Rashid Muhammad

EID 784-6598-3265897-9 | Card Program Personalized Card No 6598 3565 6123 9845

844,785,005.00
Existing Currency(s) in AED

SAC

SAC Code* 100450235 XXX (XX) XXX-XXXX

Replaced or New Card Details

Program* Select Value Card Number* Enter Card Number
XXXX XXXX XXXX XXXX

Reason of Replacement

Reason* Select Value

Card Management

Replace Card

SAC

Ahmad Rashid Muhammad

ID 784-6598-3265897-9 | Card Program Personalized

844,785,005.00

Existing Currency(s) in AED

Setups

Card Management

Rachel

CANCEL **DONE**

Card Management

Withdraw

AED **400.00** **700** **1.00**

Withdraw Amount Summary

Withdraw Amount	Exchange Rate in AED	Deduction	Amount in AED
Withdraw Amount 400.00 Existing Amount 700.00 Currency AED	1.023	Charges 05 VAT ---	409.2
Total Load Amount: 400.00 AED			

Setups

Card Management

Rachel

CLOSE **WITHDRAW**

Need field title

What is rate and what is what currency needs to be displayed

TLX: Currency is Already Displayed will show the rate: Add labels of fields

Withdraw Amount	Exchange Rate in AED	Deduction	Amount in AED
Withdraw Amount 400.00 Existing Amount 700.00 Currency AED	1.023	Charges 05 VAT ---	409.2
Withdraw Amount 75.00 Existing Amount 100.00 Currency EUR	6.78	Charges --- VAT ---	508.5
Withdraw Amount 78.65 Existing Amount 876.00		Charges 07	

Withdraw Amount	Exchange Rate in AED	Deduction	Amount in AED
Withdraw Amount 400	700.00	1.00	

الفاidan لصرافة
alfardan exchange

Card Management
Close Account

Search customer by EID, MOL or Mobile ...

Rizwan Branch# 12467 Auto logout in 00:24:30

CLOSE **ADD NEW CUSTOMER**

Phone EID Name AFX ID Card holder ID Nationality Customer Type **SEARCH**

Prepaid Cards ^

Add New Card

Block Card/Unblock

Card Replacement

Card Top-Up

Withdraw

cancellation

Account Closure

Stock Management ^

الفاidan لصرافة
alfardan exchange

Card Management
Close Account

Search customer by EID, MOL or Mobile ...

Rizwan Branch# 12467 Auto logout in 00:24:30

CLOSE **ADD NEW CUSTOMER**

Phone EID **Sajid Ali** AFX ID Card holder ID Nationality Customer Type **SEARCH**

Prepaid Cards ^

Add New Card

Block Card/Unblock

Card Replacement

Card Top-Up

Withdraw

cancellation

Account Closure

Stock Management

Individual Customers

EID	AFFEX Customer ID	Customer Name	Phone	Card Holder ID	Corporate Name	MOL Code	Account Balance
002345789879	1654780032145876	Sajid Ali	+971 50 123 4567	16652011475	Shaheen Industry	100258741	AED 2,400
002345789879	0012457896325987	Sajid Ali Nawaz	+971 50 123 4567	16652011475	Shaheen Industry	100258741	AED 400

After Selecting the Customer , list of cards to be displayed , including supplementary

TLX: Okay Will incorporate the primary cards List.

CANCEL

DETAILS

WITHDRAW

AED 1,056,280.00

Existing Currency(s) in AED

Platinum-Non Personalized

VISA

CY	Amount	Rate	AED
TRY	200.00	3.67	= 734.60
TRY	200.00	3.67	= 734.60
RUB	200.00	3.67	= 734.60
SAR	200.00	3.67	= 734.60
AED	200.00	3.67	= 734.60
KRW	200.00	3.67	= 734.60
SAR	200.00	3.67	= 734.60
KRW	200.00	3.67	= 734.60
ZAR	200.00	3.67	= 734.60
KRW	200.00	3.67	= 734.60
SEK	200.00	3.67	= 734.60
NZD	200.00	3.67	= 734.60

00.00 AED**Withdraw Details**

Sn	Currency	Required Amount(FCY)	Withdraw Amount	Rate	Amount (AED)
1	Select	Enter here	0.00	x 0.00	= 352.02
2	Select	Enter here	0.00	x 0.00	= 0.00
3	Select	Enter here	0.00	x 0.00	= 0.00
4	Select	Enter here	0.00	x 0.00	= 0.00
5	Select	Enter here	0.00	x 0.00	= 0.00

Charge Amount 15.00 VAT 25.00

Deduct Deduct

Recent Transactions

FTRN	Customer ID	Card Holder ID	Type	Currency(s)	Amount(s)	Date
00145200257	0000223445555	I66520II475	Topup	USD +2	↓ +98.75 USD 2	18 Sep, 2023
00145200257	0000223445555	I66520II475	Topup	USD +2	↓ +98.75 USD 1	17 Sep, 2023

CLOSE

+ ADD NEW CUSTOMER

AED 2,400

Account Balance

Card Management

Prepaid Cards

View Card

Add New Card

Block Card/Unblock

Card Replacement

Card Top-Up

Withdraw

cancellation

Account Closure

Stock Management

EID **002345789879** **Customer Name** **Shahid Shah**

AFEX Customer ID: 00000223445555 | Mobile: 00947985687 | Email: shahid_shah057@gmail.com | Nationality: Pakistani

Date of Birth
2 Oct, 1992Gender
Male

Card

Address
Empress Building, 31 Sult Sharjha, UAE

CARD WITHDRAWAL

CLOSE

CLOSE ACCOUNT

Card Management

Prepaid Cards

View Card

Add New Card

Block Card/Unblock

Card Replacement

Card Top-Up

Withdraw

cancellation

Account Closure

Stock Management

Reason of Closure

Type here

0/300

Individual Customers

EID	AFEX Customer ID	Customer Name	Phone	Card Holder ID	Corporate Name	Issue Status	⋮
002345789879	1654780032145676	Sajid Ali	+971 50 123 4567	16652011475	Shaheen Industry	Pending	
002345789879	0012457896325987	Sajid Anwar	+971 50 123 4567	16652011475	Shaheen Industry	Issued	

CLOSE

DONE

Card Registrations Charges

Card Fees	2,000
Courier Charges	175
Commission	5
VAT	10
Total Amount	2,190

Card Management

Prepaid Cards

View Card

Add New Card

Block Card/Unblock

Card Replacement

Card Top-Up

Withdraw

cancellation

Account Closure

Stock Management

AFEX Customer ID: 00142025980 | Customer Name: Shahid Shah

EID 1620456740236578 | Phone 00947985687 | Email: Shahid.Anwar@gmail.com

New Card Details

Select card Type

 Classic Platinum

Select card Program

 Personalized Non-Personalized

Emboss Name

Shahid

Please indicate your preferred card delivery location

 AFX Branch Delivery Address

Enter Delivery Address

Near Rehmania Masjid, Qasim Residency, B123, Sharjah

Card Management > View Cards

New Card Registration

Search customer by EID, MOL or Mobile

Branch# 12467 Auto logout in 00:24:30

Rizwan

Card Management

- Prepaid Cards
- View Cards**
- New Card Registration
- Topup
- Withdraw
- Void Transactions
- Replacement
- Block/Unblock Card
- Close Account
- Stock Management**
- Card Inventory

Details for Travelez Card

Abdul Rab Chatha Pakistani
EID: 784-6598-3265897-9 | AFX ID: 000023445555

+971 50 123 4567
Rabdulrab100@gmail.com

Sharjah / UAE

Select card Type Classic Platinum

Select card Program Personalized Non-Personalized

Card Top-Up(Optional)

Topup Initial Balance to Card
Please click an ADD-TOP to Load Amount in the Card

Card Registrations Charges

Card Fees	2,000
Courier Charges	175
Commission	5
VAT	10
Total Amount	2,190

There can be more card programs
TLX: radio buttons to be replaced by single select dropdown:
ADEX will provide the details of existing card programs

Card Management > View Cards

Card Details

Search customer by EID, MOL or Mobile

Branch# 12467 Auto logout in 00:24:30

Rizwan

Card Management

- Prepaid Cards
- View Card**
- Add New Card
- Block Card/Unblock
- Card Replacement
- Top-Up
- Withdraw
- cancellation
- Account Closure
- Stock Management

Customer Information

Abdul Rab Chatha Pakistani
EID: 784-6598-3265897-9 | AFX ID: 000023445555

Abdul Rab 16652011475 Travelez | Platinum - Personalized +971 50 123 4567 Rabdulrab100@gmail.com Sharjah / UAE

CY	Amount	Rate	AED
TRY	200.00	× 3.67	= 734.60
TRY	200.00	× 3.67	= 734.60
RUB	200.00	× 3.67	= 734.60
SAR	200.00	× 3.67	= 734.60
AED	200.00	× 3.67	= 734.60
KRW	200.00	× 3.67	= 734.60
SAR	200.00	× 3.67	= 734.60
KRW	200.00	× 3.67	= 734.60
ZAR	200.00	× 3.67	= 734.60
KRW	200.00	× 3.67	= 734.60
SEK	200.00	× 3.67	= 734.60

Supplementary Card(s)

EID	Card Holder ID	First Name	Last Name	Affiliates	Relationship	Card Type
00145200257	4521478521478521	Anwar	Anwar	Sponsor	Brother	Plat
00145200257	4521478521478521	Areesha	Chatha	Sponsor	Wife	Plat


X CANCEL

✓ DONE

Card Management

Prepaid Cards

View Card

Add New Card

Block Card/Unblock

Card Replacement

Card Top-Up

Withdraw

cancellation

Account Closure

Stock Management

Contact No.

+971 50 123 4567

Email ID.

Rabdulrab100@gmail.com

Card Kind

Travelez

Card Type

Platinum

Card Program

Personalized

Card holder ID

I6652011475

Emboss Name

Abdul Rab

Voucher Number

987498654984

**Add Supplementary**
+& NEW SUPPLEMENTARY

Card Management

Prepaid Cards

View Card

Add New Card

Block Card/Unblock

Card Replacement

Top-Up

Withdraw

cancellation

Account Closure

Stock Management

Phone

EID

Name

AFX ID

Card holder ID

Nationality

Customer Type

SEARCH

Card Management

Prepaid Cards

View Card

Add New Card

Block Card/Unblock

Customer registration can be done via EID Scan/ EFR

TLX: Its covered as a part of customer onboarding

Account Closure

Stock Management

Customer Information

AFEX Customer ID 00142025980

Customer Name **Abdul Rab Nishtar**

EID 1620458740236578

Phone 00947985687 | Email: Shahid.Anwar@gmail.com

Gender

Male

Date of Birth

9 Aug, 19989

Country of Birth

Pakistan

Employer

-

ID Type

Emirates ID

ID Issuer

EIDA-UAE

ID Issue Date

9 Aug, 19989

ID Expiry Date

16 Sep, 2032

Card Type

Travelez

Card Kind

Platinum

Card program

Personalized

Emboss Name

Abdul Rab

Address 1

FLAT NO. BUILDING NAME

Address 2

STREET NAME AREA

PO Box

5400

Referrer

-

Info

-

Supplementary Card(s)

NEW SUPPLEMENTARY

Card Management > View Cards > Card Details

Add Supplementary - Abdul Rab Nishtar

Search customer by EID, MOL or Mobile

Branch# 12467 Auto logout in 00:24:30

Rizwan

Card Management

Prepaid Cards

View Card

Add New Card

Block Card/Unblock

Card Replacement

Top-Up

Withdraw

Cancellation

Account Closure

Stock Management

Select Representative

AFEX Customer ID 00142025980

Customer Name **Shahid Shah**

EID 1620458740236578

Phone 00947985687 | Email: Shahid.Anwar@gmail.com

New Card Details

Select card Type

 Classic Platinum

Select card Program

 Personalized Non-Personalized

Emboss Name

Shahid

Please indicate your preferred card delivery location

 AFX Branch Delivery Address

Enter Delivery Address

Near Rehmania Masjid, Qasim Residency, Bl23, Sharjah

Customer Management**MANAGE ALL CUSTOMERS**

Lead Management

Corporate Customer

Corporate Employee

Individual Customers

Individual Details**New Individual Registration****Screening** Last Updated on 4 Sep, 2023

BACK

+ NEW REPRESENTATIVE

EDIT

Individual Customer Details**Documents****Compliance**AFEX Customer ID Customer Name
00142025980 Shahid Anwar

EID 1620456740235678 | Phone: 00947985687 | Email: Shahid.Anwar@gmail.com

Date of Birth 2 Oct, 1990	Gender Male	Country of Birth Pakistan	Nationality Pakistani
Internal Reference NO. 004563021447	Profession Engineer	Residency Status Permanent	FAX -
Card Type Email	Emboss Name -	Card Bank Transfer 7885200001	Card Delivery Branch AFX Sharjah Branch
Emirates ID I652014785203641	Emirates ID Issue 1 Nov, 2000	Emirates ID Expiry 2 Jul, 2032	Place of Issue Emirates HQ
Employee Passport NO. 6974152023587452	FFEP No	Routing Code 0025366698	PRD Code 45201478
Product Code -	Plastic Code -	Mobile +9713602417850	Employee Address 1 Resham Gali Apartments, Sharjah UAE
Employee Address 2 -	Employee Address 3 -	PO BBOX -	

ADD NEW CARD

Card Management

Prepaid Cards

View Card

Add New Card

Block Card/Unblock

Card Replacement

Top-Up

Withdraw

Cancellation

Account Closure

Stock Management

Cards

EID	AFEX Customer ID	Customer Name	Phone	Card Holder ID	Kind	Type	Issue Status
002345789879	10000236589654789	Abdul Rab Nishtar	+971 50 123 4567	16652011475	Traveler	Platinum	Issued

 [MANAGE PROFILE](#)
 [ADD SUPPLEMENTARY](#)
 [CARD TOP UP](#)
 [CARD WITHDRAWAL](#)
 [REPLACE CARD](#)
 [CANCEL CARD](#)
 [BLOCK CARD](#)
 [CLOSE ACCOUNT](#)

Unblock the card?

TLX: Ok All action will be available in context menu

Card Management > Prepaid Cards Bulk Topup

Search customer by EID, MOL or Mobile ... Branch# 12467 Auto logout in 00:24:30

Bulk Topup Requests

Phone	Corporate ID	AFEX Customer ID	AFX Account Number	Email	MOL Code

Operations Team

Bulk Topup Requests

Branch Team

Card Management > Operations Team Bulk Topup

Search customer by EID, MOL or Mobile ... Branch# 12467 Auto logout in 00:24:30

Bulk Topup Requests

Phone	Corporate ID	AFEX Customer ID	AFX Account Number	Email	MOL Code
					098578546

Corporates

Corporate ID	AFEX Customer ID	AFX Account Number	MOL Code	Corporate Name	Mobile Number	Email Address	Employees
002345789879	000023445555	000023445555	098578546	Accumsun Mauris Ultrices Pvt. Ltd.	00947985687	mnaadeemahmad@gmail.com	108

The screenshot shows a web-based application for managing card operations. The top navigation bar includes the logo 'affardan exchange' (الفردان للبصارة), the current location 'Card Management > Operations Team', the customer name 'Bulk topup - Accumuns Mauris Ultrices Pvt. Ltd.', and various search and filter icons. On the right, there are user details 'Rizwan Branch# 12467' and a timestamp 'Auto logout in 00:24:30'. A sidebar on the left lists categories: Parent Navbar Title, Stock Management, Operations Team (with 'Bulk Topup' selected), Bulk topup Requests, and Branch Team. The main content area is titled 'Details for Bulk Topup' and contains a large dashed box for document uploads, with instructions 'Drag and drop your documents here or' and a 'CHOOSE FILE' button. Below this, a note says 'Max file size 150mb'. At the top right of the main form are 'CLOSE' and 'SUBMIT TO BRANCH' buttons.

Card Management		Card Management > Operations Team		Bulk Topup - Accumsun Mauris Ultrices Pvt. Ltd.		Search customer by EID, MOL or Mobile		Branch# 12467		Rizwan
										Auto logout in 00:24:30
Card Management		Operations Team		Bulk Topup		Download		Submit to Branch		

Card Management > Prepaid Cards Bulk Topup

Search customer by Eid, MOL or Mobile Branch# 12467 Auto logout in 00:24:30

Card Management

- Parent Navbar Title
- Stock Management
- Operations Team
- Bulk Topup**
- Bulk topup Requests
- Branch Team

Card Management > Operations Team Bulk Topup

Search customer by Eid, MOL or Mobile Branch# 12467 Auto logout in 00:24:30

Card Management

- Parent Navbar Title
- Stock Management
- Operations Team
- Bulk Topup**
- Bulk topup Requests
- Branch Team

Corporate ID	AFEX Customer ID	AFX Account Number	MOL Code	Corporate Name	Mobile Number	Email Address	Employees
002345789879	0000223445555	0000223445555	098578546	Accumsun Mauris Ultrices Pvt. Ltd.	00947985687	mnaadeemahmad@gmail.com	108

CLOSE PROCEED

 الْفَرَدُانُ لِلصَّارِخَةِ

Card Management > Operations Team
Bulk topup

Search customer by EID, MOL or Mobile ... Branch# 12467 Auto logout in 00:24:30

Card Management

- Parent Navbar Title
- Stock Management
- Operations Team 
- Bulk Topup** 
- Bulk topup Requests
- Branch Team 

Accumsun Mauris Ultrices
Corporate ID: 784-6598-3265897-9 | MOL: 0000223445555 | Email ID: salary@amu.com | Phone: 0097123647583

Bulk Topup file Details

No File Imported!
Please click an option below to Employee Records for Bulk Topup

IMPORT FILE

Other Details

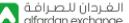
Remarks
 0/300

CANCEL DOWNLOAD DONE

Import Errors

- Status Inactive on N4
- Status Expired on N7
- Status Expired on N8

A	B	C	D	E	F	G	H
1	Employee ID	Employee Name	Date of Birth	Gender	Country of Birth	Nationality	Emirates ID
2	1632457896325478	Shahid Anwar	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001
3	1632457896325478	Usman Shakil	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001
4	1632457896325478	Asad Malik	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001
5	1632457896325478	Khurram Shahzad	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001
6	1632457896325478	Rashid Ahmed	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001
7	1632457896325478	Danish Khan	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001
3	1632457896325478	Jawad Malik	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001
3	1632457896325478	Arif Hussain	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001
0	1632457896325478	Jawad Malik	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001
1	1632457896325478	Sajid Ali	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001
2	1632457896325478	Faisal Siddique	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001
3	1632457896325478	Salman Akram	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001
4	1632457896325478	Shahid Sojod Ali	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001
5	1632457896325478	Abdul Rehman	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001
6	1632457896325478	Tariq Mahmood	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001
7	1632457896325478	Shahid Anwar	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001
8	1632457896325478	Usman Ahmed	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001
9	1632457896325478	Khurram Shahzad	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001
0	1632457896325478	Rashid Ahmed	06 Sep, 1980	Male	Pakistan	Pakistani	1654785632000001



الفدادن للصرافة
alfardan exchange

Card Management > Operations Team

Bulk Topup – Accumsun Mauris Ultrices Pvt. Ltd.

Search customer by EID, MOL or Mobile



Branch ID: 12467 Auto logout in 00:24:30

Rizwan

 Card Management
 CLOSE
 DOWNLOAD
 SUBMIT TO BRANCH

Bulk Topup file Details

Employee ID	Employee Name	Date of Birth	Gender	Country of Birth	Nationality	Emirates ID	Personal Number	Profession	Ca	Status
78500214788520	Abdul Rab Chatha	21 Sep, 2005	Male	Pakistan	Pakistani	I620478596320	I6527854796321	CEO	Pla	
78500214788520	Abdul Rab Chatha	21 Sep, 2005	Male	Pakistan	Pakistani	I620478596320	I6527854796321	CEO	Pla	
78500214788520	Abdul Rab Chatha	21 Sep, 2005	Male	Pakistan	Pakistani	I620478596320	I6527854796321	CEO	Pla	
78500214788520	Abdul Rab Chatha	21 Sep, 2005	Male	Pakistan	Pakistani	I620478596320	I6527854796321	CEO	Pla	
78500214788520	Abdul Rab Chatha	21 Sep, 2005	Male	Pakistan	Pakistani	I620478596320	I6527854796321	CEO	Pla	
78500214788520	Abdul Rab Chatha	21 Sep, 2005	Male	Pakistan	Pakistani	I620478596320	I6527854796321	CEO	Pla	
78500214788520	Abdul Rab Chatha	21 Sep, 2005	Male	Pakistan	Pakistani	I620478596320	I6527854796321	CEO	Pla	
78500214788520	Abdul Rab Chatha	21 Sep, 2005	Male	Pakistan	Pakistani	I620478596320	I6527854796321	CEO	Pla	
78500214788520	Abdul Rab Chatha	21 Sep, 2005	Male	Pakistan	Pakistani	I620478596320	I6527854796321	CEO	Pla	
78500214788520	Abdul Rab Chatha	21 Sep, 2005	Male	Pakistan	Pakistani	I620478596320	I6527854796321	CEO	Pla	
78500214788520	Abdul Rab Chatha	21 Sep, 2005	Male	Pakistan	Pakistani	I620478596320	I6527854796321	CEO	Pla	
78500214788520	Abdul Rab Chatha	21 Sep, 2005	Male	Pakistan	Pakistani	I620478596320	I6527854796321	CEO	Pla	
78500214788520	Abdul Rab Chatha	21 Sep, 2005	Male	Pakistan	Pakistani	I620478596320	I6527854796321	CEO	Pla	
78500214788520	Abdul Rab Chatha	21 Sep, 2005	Male	Pakistan	Pakistani	I620478596320	I6527854796321	CEO	Pla	
78500214788520	Abdul Rab Chatha	21 Sep, 2005	Male	Pakistan	Pakistani	I620478596320	I6527854796321	CEO	Pla	
78500214788520	Abdul Rab Chatha	21 Sep, 2005	Male	Pakistan	Pakistani	I620478596320	I6527854796321	CEO	Pla	
78500214788520	Abdul Rab Chatha	21 Sep, 2005	Male	Pakistan	Pakistani	I620478596320	I6527854796321	CEO	Pla	
78500214788520	Abdul Rab Chatha	21 Sep, 2005	Male	Pakistan	Pakistani	I620478596320	I6527854796321	CEO	Pla	
78500214788520	Abdul Rab Chatha	21 Sep, 2005	Male	Pakistan	Pakistani	I620478596320	I6527854796321	CEO	Pla	
78500214788520	Abdul Rab Chatha	21 Sep, 2005	Male	Pakistan	Pakistani	I620478596320	I6527854796321	CEO	Pla	
78500214788520	Abdul Rab Chatha	21 Sep, 2005	Male	Pakistan	Pakistani	I620478596320	I6527854796321	CEO	Pla	
78500214788520	Abdul Rab Chatha	21 Sep, 2005	Male	Pakistan	Pakistani	I620478596320	I6527854796321	CEO	Pla	
78500214788520	Abdul Rab Chatha	21 Sep, 2005	Male	Pakistan	Pakistani	I620478596320	I6527854796321	CEO	Pla	
78500214788520	Abdul Rab Chatha	21 Sep, 2005	Male	Pakistan	Pakistani	I620478596320	I6527854796321	CEO	Pla	

Card Management

Bulk Topup Requests

	Customer ID	AFEX Customer ID	Corporate Name	File ID	File Name	User ID 1	Last Updated	Branch Status
Parent Navbar Title	784-6598-3265897-9	1652002 14001	Accumsun Mauris Ultrices Pvt. Ltd.	145ADF014	Employee_List.xlsx	78521445		Approve
Stock Management	784-6598-0000000-9	1652002 14001	Accumsun Mauris Ultrices Pvt. Ltd.	145ADF014	Employee_List.xlsx	78521445		Reject
Operations Team	784-6598-3265897-9	1652002 14001	Accumsun Mauris Ultrices Pvt. Ltd.	145ADF014	Employee_List.xlsx	78521445	4 Apr, 2020	Pending Approval
Bulk Topup	784-6598-3265897-9	1652002 14001	Accumsun Mauris Ultrices Pvt. Ltd.	145ADF014	Employee_List.xlsx	78521445	4 Apr, 2028	Rejected
Bulk topup Requests	784-6598-3265897-9	1652002 14001	Accumsun Mauris Ultrices Pvt. Ltd.	145ADF014	Employee_List.xlsx	78521445	4 Apr, 2028	Rejected
Branch Team	784-6598-3265897-9	1652002 14001	Accumsun Mauris Ultrices Pvt. Ltd.	145ADF014	Employee_List.xlsx	78521445	4 Apr, 2028	Proceed Topup
	784-6598-3265897-9	1652002 14001	Accumsun Mauris Ultrices Pvt. Ltd.	145ADF014	Employee_List.xlsx	78521445	4 Apr, 2028	Rejected
	784-6598-3265897-9	1652002 14001	Accumsun Mauris Ultrices Pvt. Ltd.	145ADF014	Employee_List.xlsx	78521445	4 Apr, 2028	Proceed Topup
	784-6598-3265897-9	1652002 14001	Accumsun Mauris Ultrices Pvt. Ltd.	145ADF014	Employee_List.xlsx	78521445	4 Apr, 2028	Proceed Topup
	784-6598-3265897-9	1652002 14001	Accumsun Mauris Ultrices Pvt. Ltd.	145ADF014	Employee_List.xlsx	78521445	4 Apr, 2028	Proceed Topup
	784-6598-3265897-9	1652002 14001	Accumsun Mauris Ultrices Pvt. Ltd.	145ADF014	Employee_List.xlsx	78521445	4 Apr, 2028	Pending
	784-6598-3265897-9	1652002 14001	Accumsun Mauris Ultrices Pvt. Ltd.	145ADF014	Employee_List.xlsx	78521445	4 Apr, 2028	Proceed Topup

Card Management

View Cards

Card Details

Customer Information

AFEX Customer ID: 00142025980 | Customer Name: Abdul Rab Nishtar
ID: 1620458740238578 | Phone: 00947985687 | Email: Shahid.Anwar@gmail.com

Representative

New Representative

EID	First Name	Last Name	Affiliates	Relationship	Info
00145200257	Ahmed	Anwar	Sponsor	Brother	
00145200257	Shahid	Anwar	Sponsor	Brother	

الفردان للصرافة affordan exchange

Rizwan

Branch: 12467 | Last login: 00:24:20

Card Management > View Cards

Card Details

CLOSE **EDIT DETAILS** **WITHDRAW** **TOPUP**

Customer Information

AFEX Customer ID: 00142025980 | Customer Name: Abdul Rab Nishtar
ID: 1820459740239578 | Phone: 00947985687 | Email: Shahid.Anwar@gmail.com

AED 1,056,280.00
Existing Currency(s) in AED
Platinum-Non Personalized VISA

CY	Amount	Rate	AED
TRY	200.00	3.67	734.60
TRY	200.00	3.67	734.60
RUB	200.00	3.67	734.60
SAR	200.00	3.67	734.60
AED	200.00	3.67	734.60
KRW	200.00	3.67	734.60
SAR	200.00	3.67	734.60
KRW	200.00	3.67	734.60
ZAR	200.00	3.67	734.60
KRW	200.00	3.67	734.60
SEK	200.00	3.67	734.60
NZD	200.00	3.67	734.60

Add New Card

Block Card/Unblock

Card Replacement

Top-up

Withdraw

cancellation

Account Closure

Stock Management

Representative

NEW REPRESENTATIVE

EID	First Name	Last Name	Affiliates	Relationship	Actions
00145200257	Ahmed	Anwar	Sponsor	Brother	
00145200257	Shahid	Anwar	Sponsor	Brother	

Card Management		Card Management		Search customer by EID, MOL or Mobile								Rizwan	
Card Management		View Card										Branch# 12467	Auto logout in 00:24:30
		Search Customer by Phone, Name or EID		kind All		Program All		Type All		SEARCH			
EID	Customer Name	Phone	Card Holder ID	KInd	Type	Program	Issue Status						
Prepaid Cards	784-6598-3265897-9	Abdul Rab Nishtar	+971 50 123 4567	16652011475	Travelez	Platinum	Personalized						
	784-6598-3265897-9	Abdul Rab Nishtar	+971 50 123 4567	16652011475	Travelez	Platinum	Personalized						
View Cards	784-6598-3265897-9	Abdul Rab Nishtar	+971 50 123 4567	16652011475	Travelez	Platinum	Personalized						
	784-6598-3265897-9	Abdul Rab Nishtar	+971 50 123 4567	16652011475	Travelez	Platinum	Personalized						
New Card Registration	784-6598-3265897-9	Abdul Rab Nishtar	+971 50 123 4567	16652011475	Travelez	Platinum	Personalized						
	784-6598-3265897-9	Abdul Rab Nishtar	+971 50 123 4567	16652011475	Travelez	Platinum	Personalized						
Topup	784-6598-3265897-9	Abdul Rab Nishtar	+971 50 123 4567	16652011475	Travelez	Platinum	Personalized						
	784-6598-3265897-9	Abdul Rab Nishtar	+971 50 123 4567	16652011475	Travelez	Platinum	Personalized						
Withdraw	784-6598-3265897-9	Abdul Rab Nishtar	+971 50 123 4567	16652011475	Travelez	Platinum	Personalized						
	784-6598-3265897-9	Abdul Rab Nishtar	+971 50 123 4567	16652011475	Travelez	Platinum	Personalized						
Void Transactions	784-6598-3265897-9	Abdul Rab Nishtar	+971 50 123 4567	16652011475	Travelez	Platinum	Personalized						
	784-6598-3265897-9	Abdul Rab Nishtar	+971 50 123 4567	16652011475	Travelez	Platinum	Personalized						
Replacement	784-6598-3265897-9	Abdul Rab Nishtar	+971 50 123 4567	16652011475	Travelez	Platinum	Personalized						
	784-6598-3265897-9	Abdul Rab Nishtar	+971 50 123 4567	16652011475	Travelez	Platinum	Personalized						
Block/Unblock Card	784-6598-3265897-9	Abdul Rab Nishtar	+971 50 123 4567	16652011475	Travelez	Platinum	Personalized						
	784-6598-3265897-9	Abdul Rab Nishtar	+971 50 123 4567	16652011475	Travelez	Platinum	Personalized						
Close Account	784-6598-3265897-9	Abdul Rab Nishtar	+971 50 123 4567	16652011475	Travelez	Platinum	Personalized						
	784-6598-3265897-9	Abdul Rab Nishtar	+971 50 123 4567	16652011475	Travelez	Platinum	Personalized						
Stock Management	784-6598-3265897-9	Abdul Rab Nishtar	+971 50 123 4567	16652011475	Travelez	Platinum	Personalized						
	784-6598-3265897-9	Abdul Rab Nishtar	+971 50 123 4567	16652011475	Travelez	Platinum	Personalized						
Operations Team	784-6598-3265897-9	Abdul Rab Nishtar	+971 50 123 4567	16652011475	Travelez	Platinum	Personalized						
	784-6598-3265897-9	Abdul Rab Nishtar	+971 50 123 4567	16652011475	Travelez	Platinum	Personalized						
Branch Team	784-6598-3265897-9	Abdul Rab Nishtar	+971 50 123 4567	16652011475	Travelez	Platinum	Personalized						
	784-6598-3265897-9	Abdul Rab Nishtar	+971 50 123 4567	16652011475	Travelez	Platinum	Personalized						

Card Management

Withdraw – Shahid Shah

Approaching daily withdrawal limit, 1 transaction left today of Amount **7586.00 AED**

Withdraw Details

Sn	Currency	Required Amount(FCY)	Withdraw Amount	Rate	Amount (AED)
1	Select	Enter here	0.00	0.00	= 352.02
2	Select	Enter here	0.00	0.00	= 0.00
3	Select	Enter here	0.00	0.00	= 0.00
4	Select	Enter here	0.00	0.00	= 0.00
5	Select	Enter here	0.00	0.00	= 0.00

Charge Amount **AED** **15.00** VAT **AED** **25.00**

00.00 AED

Recent Transactions

FTRN	Customer ID	Card Holder ID	Type	Currency(s)	Amount(s)	Date
00145200257	000023445555	16852011475	Topup	USD +2	+\$98.75 USD	18 Sep. 2023

AED 1,056,280.00
Existing Currency(s) in AED

Platinum-Non Personalized **VISA**

CY	Amount	Rate	AED
TRY	200.00	3.67	= 734.60
TRY	200.00	3.67	= 734.60
RUB	200.00	3.67	= 734.60
SAR	200.00	3.67	= 734.60
AED	200.00	3.67	= 734.60
KRW	200.00	3.67	= 734.60
SAR	200.00	3.67	= 734.60
KRW	200.00	3.67	= 734.60
ZAR	200.00	3.67	= 734.60
KRW	200.00	3.67	= 734.60
SEK	200.00	3.67	= 734.60
NZD	200.00	3.67	= 734.60

Rizwan Branch# 12467 Auto logout in 00:43:00

Card Management

Withdraw – Shahid Shah

Approaching daily withdrawal limit, 1 transaction left today of Amount **7586.00 AED**

Withdraw Details

Sn	Currency	Required Amount(FCY)	Withdraw Amount	Rate	Amount (AED)
1	Select	Enter here	0.00	0.00	= 352.02
2	Select	Enter here	0.00	0.00	= 0.00
3	Select	Enter here	0.00	0.00	= 0.00
4	Select	Enter here	0.00	0.00	= 0.00
5	Select	Enter here	0.00	0.00	= 0.00

Charge Amount **AED** **15.00** VAT **AED** **25.00**

00.00 AED

Recent Transactions

FTRN	Customer ID	Card Holder ID	Type	Currency(s)	Amount(s)	Date
00145200257	000023445555	16852011475	Topup	USD +2	+\$98.75 USD	18 Sep. 2023

AED 1,056,280.00
Existing Currency(s) in AED

Platinum-Non Personalized **VISA**

CY	Amount	Rate	AED
TRY	200.00	3.67	= 734.60
TRY	200.00	3.67	= 734.60
RUB	200.00	3.67	= 734.60
SAR	200.00	3.67	= 734.60
AED	200.00	3.67	= 734.60
KRW	200.00	3.67	= 734.60
SAR	200.00	3.67	= 734.60
KRW	200.00	3.67	= 734.60
ZAR	200.00	3.67	= 734.60
KRW	200.00	3.67	= 734.60
SEK	200.00	3.67	= 734.60
NZD	200.00	3.67	= 734.60

Rizwan Branch# 12467 Auto logout in 00:43:00

The screenshot shows the 'Card Management' section of the 'affardan exchange' application. The left sidebar lists various management categories like Prepaid Cards, Stock Management, and PPC Requests. The main area displays four key card statistics: 42 Total Travelez Cards (22 Personalized, 20 Non Personalized), 30 Total Payez Cards (22 Personalized, 8 Non Personalized). Below these, a 'Required Cards Details' form is shown with dropdowns for card kind (Travelez selected), card type (Classic selected), card program (Personalized selected), and a text input field for the number of cards required (set to 1).

الفردان للصرافة
affardan exchange

Card Management > Stock Management

New PPC Request

Search customer by EID, MOL or Mobile

Branch# 12467 Auto logout in 00:24:30 Rizwan

Card Management

Prepaid Cards

Stock Management

Card Inventory

View Cards

New PPC Request

PPC Requests

Receive Cards

Transfer Cards

Operations Team

Branch Team

42 Total Travelez Cards

22 Personalized

20 Non Personalized

30 Total Payez Cards

22 Personalized

8 Non Personalized

Required Cards Details

Select card Kind

Travelez Payez

Select card Type

Classic Platinum

Select card Program

Personalized Non-Personalized

Number of cards Required

Enter number here

 affordan exchange

Card Management Withdraw - Shahid Shah

Search customer by EID, MOL or Mobile      

Rizwan Branch# 12467 Auto logout in 00:24:30

✖ CANCEL  DETAILS  WITHDRAW

Approaching daily withdrawal limit, 1 transaction left today of Amount **7586.00 AED**

Withdraw Details

Sn	Currency	Payable Amount(FCY)	Topup Amount	Rate	Amount (AED)
1	Select 	Enter here 	0.00 	0.00 	= 352.02
2	Select 	Enter here 	0.00 	0.00 	= 352.02
3	Select 	Enter here 	0.00 	0.00 	= 352.02
4	Select 	Enter here 	0.00 	0.00 	= 352.02
5	Select 	Enter here 	0.00 	0.00 	= 352.02

Add Promo/Discount 

Charge Amount  AED  15.00 VAT  AED  25.00

Recent Transactions

Card Management Topup - Sajid Ali Nawaz

Search customer by EID, MOL or Mobile      

Rizwan Branch# 12467 Auto logout in 00:24:30

✖ CANCEL  DETAILS  TOPUP

Approaching daily Topup limit, 1 transaction left today of Amount **7586.00 AED**

Topup Details

Sn	Currency	Payable Amount(FCY)	Topup Amount	Rate	Amount (AED)
1	Select 	Enter here 	0.00 	0.00 	= 352.02
2	Select 	Enter here 	0.00 	0.00 	= 352.02
3	Select 	Enter here 	0.00 	0.00 	= 352.02
4	Select 	Enter here 	0.00 	0.00 	= 352.02
5	Select 	Enter here 	0.00 	0.00 	= 352.02

Add Promo/Discount 

Charge Amount  AED  15.00 VAT  AED  25.00

Recent Transactions

Card Management

Card inventory

Search customer by EID, MOL or Mobile Branch# 12467 Auto logout in 00:24:30 Rizwan

Travelez Cards

Total Travelez Cards	Personalized	Non Personalized	
42	22	20	
Platinum	32	Classic	10
15	17	7	3
Personalized	Non Personalized	Personalized	Non Personalized

Payez Cards

Total Payez Cards	Personalized	Non Personalized	
30	22	8	
Platinum	20	Classic	10
15	5	7	3
Personalized	Non Personalized	Personalized	Non Personalized

Card Management

Prepaid Cards

- [View Card](#)
- [Add New Card](#)
- [Block Card/Unblock](#)
- [Card Replacement](#)
- [Add Supplementary](#)
- [Close Supplementary Card](#)
- [Topup](#)
- [Withdraw](#)
- [Void Transaction](#)
- [Cancel Card](#)
- [Account Closure](#)

Stock Management:

- [Operations Team](#)
- [Branch Team](#)

Close Supplementary Card

Search customer by EID, MOL or Mobile Branch# 12467 Auto logout in 00:24:30 Rizwan

CLOSE **ADD NEW CUSTOMER**

AFEX Customer ID Phone Primary Card holder ID Email EID **SEARCH**

Card Management > Prepaid Cards

Close Supplementary Card

Search customer by EID, MOL or Mobile Branch# 12467 Auto logout in 00:24:30 Rizwan

00142025980 **PHONE** **Primary Card holder ID** **Email** **EID** **SEARCH**

AFFEX Customer ID **Customer Name** **00142025980 Abdul Rab Nishtar**
EID 1620458740236578 | **Card Type** Traveler-Classic-Personalized | **Card holder ID** 1620458740236578 | **Phone** 00947985687 | **Email** Shahid.Anwar@gmail.com

Representative **NEW REPRESENTATIVE**

EID	First Name	Last Name	Affiliates	Relationship	
00234579879	Ahmed	Chattha	Brother	Brother	
00234579879	Sajid	Chattha	Brother	Brother	

Supplementary Card(s) **NEW SUPPLEMENTARY**

EID	Card Holder ID	First Name	Last Name	Affiliates	Relationship	Card type	Card Program	Emboss Name	
00145200257	4521478521478521	Ahmed	Anwar	Sponsor	Brother	Platinum	Personalized	Anwar	
00145200257	4521478521478521	Shahid	Chattha	Sponsor	Wife	Platinum	Personalized	Areesha	

Stock Management
Operations Team
Branch Team

Card Management

Account closure – Shahid Shah

Search customer by EID, MOL or Mobile Branch# 12467 Auto logout in 00:24:30 Rizwan

Reason of Closure
Type here 0/300

CLOSE **CLOSE ACCOUNT**

Prepaid Cards
View Card
Add New Card
Block Card/unblock
Card Replacement
Add Supplementary
Close Supplementary Card
Topup
Withdraw
Void Transaction
Cancel Card
Account Closure
Stock Management
Operations Team
Branch Team

الفراند الافتراضي | **الفراند الافتراضي**

Card Management | Add New Card | Search customer by EID, MOL or Mobile | Branch# 12467 | Auto logout in 00:43:30 | Rizwan

Add New Card

Card Management

Prepaid Cards | View Card | **Add New Card** | Block Card/Unblock | Card Replacement | Card Top-Up | Withdraw | cancellation | Account Closure | Stock Management

AFEX Customer ID: **00142025980** | Customer Name: **Shahid Shah**
EID 1620458740236578 | Phone 00947985687 | Email: Shahid.Anwar@gmail.com

New Card Details

Select card Type: **Classic** **Platinum**

Select card Program: **Personalized** **Non-Personalized**

Emboss Name: **Shahid**

Please indicate your preferred card delivery location:

AFX Branch **Delivery Address**

Enter Delivery Address: **Near Rehmania Masjid, Qasim Residency, B123, Sharjah**

Card Registrations Charges

Card Fees	2,000
Courier Charges	175
Commission	5
VAT	10
Total Amount	2,190

X

CLOSE **DONE**

Card Management

Card Details

Rizwan

AED 1,056,280.00

Customer Information

AFEX Customer ID: 00142025980 | Customer Name: Abdul Rab Nishtar
EID: 1620458740238578 | Phone: 00947985687 | Email: Shahid.Anwar@gmail.com

Existing Currency(s) in AED

CY	Amount	Rate	AED
TRY	200.00	3.67	= 734.60
TRY	200.00	3.67	= 734.60
RUB	200.00	3.67	= 734.60
SAR	200.00	3.67	= 734.60
AED	200.00	3.67	= 734.60
KRW	200.00	3.67	= 734.60
SAR	200.00	3.67	= 734.60
KRW	200.00	3.67	= 734.60
ZAR	200.00	3.67	= 734.60

Representative

New Representative

EID	First Name	Last Name	Affiliates	Relationship	Action
00145200257	Ahmed	Anwar	Sponsor	Brother	
00146200257	Shahid	Anwar	Sponsor	Brother	

Card Management

Topup

Search customer by EID, MOL or Mobile

Rizwan

Branch# 12467 Auto logout in 00:24:30

Card Management

Topup

CLOSE

ADD NEW CUSTOMER

Phone **EID** **Name** **AFX ID** **Card holder ID** **Nationality** **Customer Type** **SEARCH**

Search customer by EID, MOL or Mobile

Rizwan

Branch# 12467 Auto logout in 00:24:30

Prepaid Cards

View Cards

New Card Registration

Topup

Withdraw

Void Transactions

Replacement

Block/Unblock Card

Close Account

Stock Management

Card Management

Topup

Search customer by EID, MOI or Mobile SEARCH ... Branch ID: 12467 Auto logout in 00:24:30

Individual Customers

EID	AEX Customer ID	Customer Name	Phone	Card Holder ID	Corporate Name	MOL Code	Account Balance
002345789879	0012457896325987	Sajid Ali Nawaz	+971 50 123 4567	16652011475	Shafeen Industry	100258741	AED 2,400

Prepaid Cards

- View Cards
- New Card Registration
- Topup**
- Withdraw
- Void Transactions
- Replacement
- Block/Unblock Card
- Close Account
- Stock Management

Card Management

Setups

Card Management

Search Lead by Name or EID SEARCH MORE NEW CARD REGISTRATION

Customer Name(s)	Primary Card	Supplementary Card	Status
Ahmad Rashid Muhammad EID: 784-6598-3265897-9	Personalized Card No. 6640 5766 0258 9634	02	Top-Up
Hasbullah Khan EID: 784-6598-3265897-9	Non Personalized Card No. 7854 3678 1400 2559	03	Withdraw
Posha Khalilullah EID: 784-6598-3265897-9	Personalized Card No. 4433 6670 9980 7555	---	Add Supplementary Cards
Abdul Rasheed EID: 784-6598-3265897-9	Personalized Card No. 3305 7788 9632 1478	01	Replace Card
			Cancel Card

04 items found, displaying 1 to 04

Add Supplementary Card to Ahmad Rashid

ID Type* Emirates

EID * Enter Customer's Emirates ID
XXX-XXXX-XXXXXX-X

CANCEL **DONE**

Add Supplementary Card to Ahmad Rashid

ID Type* Emirates EID * 784-6598-3265897-9
XXX-XXXX-XXXXXX-X

Shahid Anwar
Nationality Pakistani

Gender Male Phone 971 (04) 435-5865
XXX (XXX) XXX-XXXX

Referrer FPEP Select Value No

CANCEL **DONE**

Card Management

Topup – Sajid Ali Nawaz

Search customer by EID, MOI or Mobile Cancel Details Topup

Rizwan Branch #12467 Auto logout in 00:24:30

AED 1,056,280.00 Existing Currency(s) in AED				
CY	Amount	Rate	AED	
TRY	200.00	3.67	= 734.60	
TRY	200.00	3.67	= 734.60	
RUB	200.00	3.67	= 734.60	
SAR	200.00	3.67	= 734.60	
AED	200.00	3.67	= 734.60	
KRW	200.00	3.67	= 734.60	
SAR	200.00	3.67	= 734.60	
KRW	200.00	3.67	= 734.60	
ZAR	200.00	3.67	= 734.60	
KRW	200.00	3.67	= 734.60	
SEK	200.00	3.67	= 734.60	
NZD	200.00	3.67	= 734.60	

Topup Details

Sn	Currency	Payable Amount(FCY)	Topup Amount	Rate	Amount (AED)
1	Select	Enter here	0.00	0.00	= 352.02
2	Select	Enter here	0.00	0.00	= 0.00
3	Select	Enter here	0.00	0.00	= 0.00
4	Select	Enter here	0.00	0.00	= 0.00
5	Select	Enter here	0.00	0.00	= 0.00

Charge Amount Deduct VAT Deduct

Recent Transactions

FTRN	Customer ID	Card Holder ID	Type	Currency(s)	Amount(s)	Date
00145200257	0000223445555	16652011475	Topup	USD +2	↓ +98.75 USD +2	18 Sep, 2023
00145200257	0000223445555	16652011475	Topup	USD +2	↓ +98.75 USD +2	17 Sep, 2023

Card Management

Topup

Search customer by EID, MOI or Mobile Close Add New Customer SEARCH

Rizwan Branch #12467 Auto logout in 00:24:30

Card Management

Topup

Phone EID Name AFX ID Card holder ID Nationality Customer Type SEARCH

Prepaid Cards

View Cards

New Card Registration

Topup

Withdraw

Void Transactions

Replacement

Block/Unblock Card

Close Account

Stock Management

Card Management Topup

Search customer by Eid, MOL or Mobile Branch# 12467 Auto logout in 00:24:30

Individual Customers

EID	AEX Customer ID	Customer Name	Phone	Card Holder ID	Corporate Name	MOL Code	Account Balance
002345789879	0012457896325987	Sajid Ali Nawaz	+971 50 123 4567	16652011475	Shafeen Industry	100258741	AED 2,400

Card Management

- Prepaid Cards
- View Cards
- New Card Registration
- Topup**
- Withdraw
- Void Transactions
- Replacement
- Block/Unblock Card
- Close Account
- Stock Management

Card Management Card Replacement

Search customer by Eid, MOL or Mobile Branch# 12467 Auto logout in 00:24:30

SAC Code

Card Management

- Prepaid Cards
- View Card
- Add New Card
- Block Card/Unblock
- Card Replacement**
- Card Top-Up
- Withdraw
- cancellation
- Account Closure
- Stock Management

Card Management

Card Replacement

Search customer by EID, MOI or Mobile SEARCH

Rizwan Branch #12467 Auto logout in 00:24:30

Replaced Card Details

Select card Type: Classic Platinum Select card Program: Personalized Non-Personalized

Continue With the Previous Card Details

Card Replacement Charges	
Card Fees	2,000
Courier Charges	175
Commission	5
VAT	10
Total Amount	2,190

CLOSE DONE

Card Management

Card Replacement

Search customer by EID, MOI or Mobile SEARCH

Rizwan Branch #12467 Auto logout in 00:24:30

Replaced Card Details

Select card Type: Classic Platinum Select card Program: Personalized Non-Personalized Emboss Name: Shahid

Please indicate your preferred card delivery location:

AFX Branch Delivery Address Enter Delivery Address: Near Rehmania Masjid, Qasim Residency, B123, Sharjah

Continue With the Previous Card Details

Card Replacement Charges	
Card Fees	2,000
Courier Charges	175
Commission	5
VAT	10
Total Amount	2,190

CLOSE DONE

[X CANCEL](#)
[DETAILS](#)
[WITHDRAW](#)
AED 1,056,280.00

Existing Currency(s) in AED

Platinum-Non Personalized


Card Management

Prepaid Cards

View Card

Add New Card

Block Card/Unblock

Card Replacement

Card Top-Up

Withdraw

cancellation

Account Closure

Stock Management

Withdraw Details

Sn	Currency	Required Amount(FCY)	Withdraw Amount	Rate	Amount (AED)
1	Select	Enter here	0.00	x 0.00	= 352.02
2	Select	Enter here	0.00	x 0.00	= 0.00
3	Select	Enter here	0.00	x 0.00	= 0.00
4	Select	Enter here	0.00	x 0.00	= 0.00
5	Select	Enter here	0.00	x 0.00	= 0.00
Charge Amount			AED	15.00	VAT AED 25.00
<input checked="" type="radio"/> Deduct					
<input type="radio"/> Deduct					
00.00 AED					

Card Management

Prepaid Cards

View Cards

New Card Registration

Topup

Withdraw

Void Transactions

Replacement

Block/Unblock Card

Close Account

Stock Management

Recent Transactions

FTRN	Customer ID	Card Holder ID	Type	Currency(s)	Amount(s)	Date
00145200257	0000223445555	16652011475	Topup	USD +2	↓ +98.75 USD	18 Sep, 2023
00145200257	0000223445555	16652011475	Topup	USD +2	↓ +98.75 USD	17 Sep, 2023

[X CLOSE](#)
[+ ADD NEW CUSTOMER](#)

Phone

EID

Name

AFX ID

Card holder ID

Nationality

Customer Type

[SEARCH](#)

الفاخر للاستبدال affordan exchange

Card Management Withdraw

Search customer by Eid, MOI or Mobile ...

Rizwan Branch ID 12467 Auto logout in 00:24:30

X CLOSE + ADD NEW CUSTOMER SEARCH

Prepaid Cards

View Cards

New Card Registration

Topup

Withdraw (highlighted)

Void Transactions

Replacement

Block/Unblock Card

Close Account

Stock Management

Individual Customers

EID	AEX Customer ID	Customer Name	Phone	Card Holder ID	Corporate Name	MOL Code	Account Balance
002345789879	0012457896325987	Sajid Ali Nawaz	+971 50 123 4567	16652011475	Shafeen Industry	100258741	AED 2,400

1. Customer Registration to be as per standard process. Common customer Registration.
2. Product wise fields to be as per Cards Product

