

Customer Support Manual

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Introduction

Customer service (of bankcard holders) is a mandatory service provided by bankcard issuers.


The purpose of customer service is to resolve disputes and other issues when a client contacts the bank directly. In such a situation, a customer support employee must identify the cardholder and for that purpose to get access to cardholder data kept in the database. The cardholder must usually provide a secret word (Sec Name), which is compared to the one stored in the WAY4 database when the client is created.

This document is intended for DB Manager users (bank or processing centre employees) responsible for customer support.

When working with this document, it is recommended to use the following resources from the WAY4 documentation series:

- "DB Manager Manual"
- "DB Manager User Management"
- "WAY4™ Data Model Overview"
- "WAY™ Client and Contract Classifiers"
- "WAY4™ Advanced Tariff Management"

The following conventions are used throughout this document:

- Field labels in screen forms are shown in *italics*.
- Button labels in screen forms are indicated in square brackets, as in [Approve].
- User menu item selection sequences are shown with arrows, such as Issuing → Contracts Input & Update.
- Another type of arrow shows system menu item selection sequences, as in Database => Change password.
- Key combinations used while working with WAY4 DB Manager are shown in angular brackets, such as <Ctrl>+<F3>.
- The  sign warns against making incorrect actions.

Chapter 1. Changing Card Status

A bankcard's status must be changed after a client notifies the bank about the loss (or theft) of the card. This is done to avoid unauthorised use of funds on the client's card account. Card status must also be changed if the client does not want a card reissued when it expires.

To change a card status, choose "Issuing → Voice Authorization → Card Info for Authorization" in the user menu (see Fig. 1).

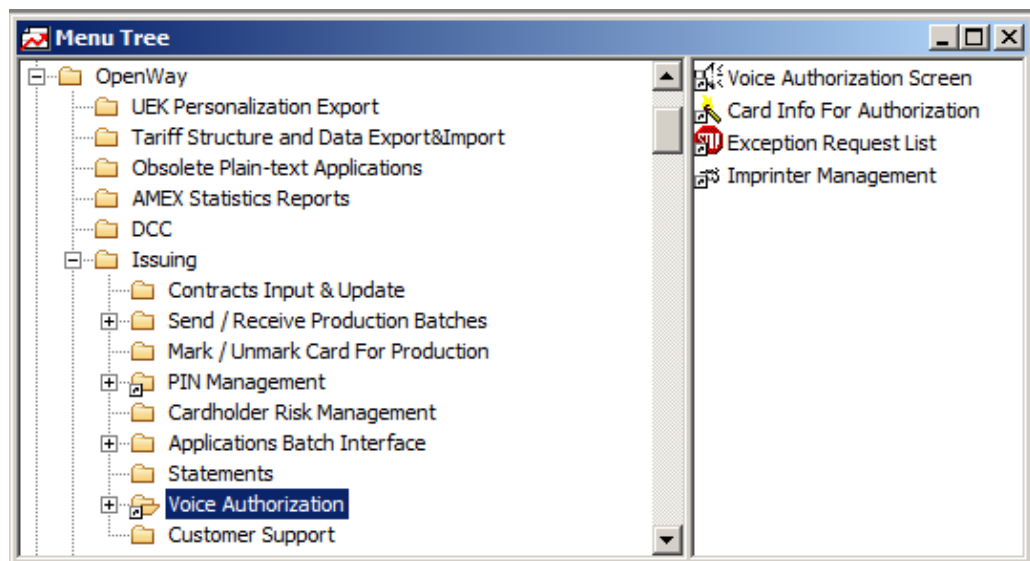


Fig. 1. User menu for customer support

As a result, the "Card Info for Authorization" form is displayed (see Fig. 2).

The screenshot shows the 'Card Info For Authorization' form. It contains a table with the following data:

Contract Number	Expire	Client	Status	Institution	Product	Card Type	Max PIN Att	Curr PIN Att	Comment Text
001-P-950350	-	Test Client 4	Account OK	Principal	test acc (New)	001-Private Client Acco	3	0	
4015500166840805	13-09	Test Client 4	Card OK	Principal	test check card	001-VISA CLASS1	3	0	
4015500138646397	13-09	Test Client 4	Card OK	Principal	test see main card	001-VISA CLASS1	3	5	
4015500179766716	13-09	Test Client 4	Call Issuer	Principal	test locked card	001-VISA CLASS_locke	3	0	
4025247928443480	13-10	Test Client 550	Card OK	Principal	Test visa chip	Our VISA Cards chip	3	0	
001-P-699098	-	Test Client 4	Account OK	Principal	test acc (New)	001-Private Client Acco	3	0	

Below the table, there are buttons for 'Change Status' and 'Statements'. At the bottom, there is a status bar showing '13/09/12 16:02:54' and '00 (Card OK) --> 01 (Call Issuer) : mr'. Navigation buttons like 'Ins', 'Del', 'Query', 'Ch Status', 'Client', 'History', 'Card PIN', and 'Plastics' are also present.

Fig. 2. Form displaying card contract data

The card status can be changed in the "Set Card Status" form (see Fig. 3). To open this form, click the [Ch Status] button in the "Card Info for Authorization" form.

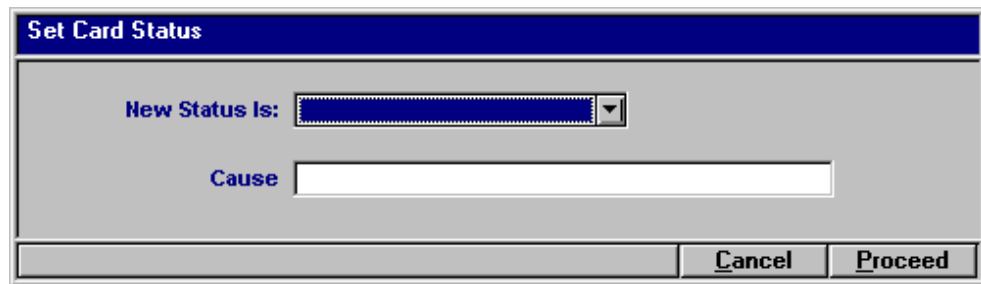
The image shows a Windows-style dialog box titled "Set Card Status". It has a blue title bar. Inside, there are two labels: "New Status Is:" followed by a drop-down menu, and "Cause" followed by a text input field. At the bottom right, there are two buttons: "Cancel" and "Proceed".

Fig. 3. Form for changing card status

The "Set Card Status" form contains the *New Status Is* field with a drop-down list to specify the new status of the card and the *Cause* field to add a comment on the card status change.

For example, if a card was lost or stolen, the following values of the *New Status Is* field can be used:

- Card do not honor – cards with this status will not be authorized.
- Pick Up L 41 (the card was lost) – specifies that if someone tries to use the card, it will be seized (the issuing bank will pay the respective fee to the payment system).
- Pick Up S 43 (the card was stolen) – if someone tries to use the card, it will be seized (the issuing bank will pay the respective fee to the payment system).

Note that after the card status is changed as described above, accounting operations with the card account will continue (the funds can be withdrawn from the account and entered into it). In this case the status of a bank card only influences the authorisation procedure.

When the client does not want to replace an expired card, specify "No Renew 50" in the *New Status Is* field of the "Set Card Status" form. This status modification is only used to disable replacement of a card when it expires and does not influence the accounting and authorisation procedures.

After the card status has been changed and a comment entered, click the [Proceed] button to accept the modification or [Cancel] to reject it.

Note that when changing a card status, it is mandatory to enter a comment in the *Cause* field of the "Set Card Status" form. If the field is left empty, an error message will be displayed (see Fig. 4) when the [Proceed] button is clicked.

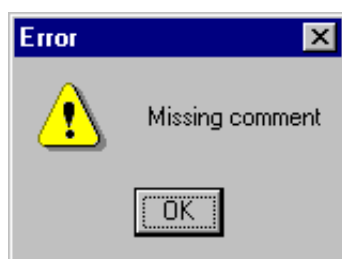


Fig. 4. Error message displayed if no comment is specified when a card status is changed

Any change to a card status leads to creation of the respective record. The record is displayed as a table row in the "Change Status" attributes tab of the

"Card Info for Authorization" form (see Fig. 3). The record contains the date when the card status was modified, the name of the user who changed it and the comment added by the user.

It is also possible to change the status of a card as follows: select "Issuing → Customer Support → OLD Contract Info" in the user menu to display the "OLD Contract Info" form (see Fig. 5), select the respective card contract and then click the [Ch Status] button.

Changing Account Contract Status

According to the WAY4 business model (see "WAY4™ Data Model Overview"), a contract hierarchy can be used with the main account contract and card subcontracts.

In this situation, a modification of the main account contract status influences authorisation of all card subcontract cards.

Status can be changed in this way when a client (for whom the account contract is registered) requires temporary suspension of authorisations for all card subcontract cards.

Account contract status can be changed as follows: choose "Issuing → Voice Authorization → Card Info for Authorization" in the user menu (see Fig. 1) to display the "Card Info for Authorization" form (see Fig. 2), select the required account contract record in the form and then click the [Ch Status] button to display the "Set Card Status" form (see Fig. 3).

To change the account contract status, specify "Card Do not honor" in the *New Status Is* field of the form, enter the comment in the *Cause* field and click the [Proceed] button.

As a result, the status of the account contract will be "Account Decline", and authorisation of all this account contract's card subcontract cards will be prohibited, while the status of the cards themselves stays unchanged.

Chapter 2. Unblocking Amounts

An amount for a card can be unblocked at the system administrator's request. This usually happens when a transaction blocking the amount is not completed and the client does not obtain the cash, goods or services.

To unblock an amount for a card, choose "Issuing → Customer Support → OLD Contract Info" in the user menu (see Fig. 1).

As a result, the "OLD Contract Info" form is displayed (see Fig. 5).

Fig. 5. Form with issuing contract information

The Blocked field of this form specifies the amount blocked on the selected contract.

To unblock the amount, proceed as follows:

- In the "OLD Contract Info" form of the required contract, click the [Auth] button to display the "Auth for <contract name>" grid form with a list of authorisations for the card and account balance inquiries and mini-statements (see Fig. 6).

Auth for Test Client 4															1 of 10			b x
Available	Blocked	BaseAmnt	Fee	Curr	Posting Date	Trans Date	Return Code	Type	Status	A Code	RRN	Country	City	Trans Details	TrCurr	Trans Amount	SIC	Closed
1.01	1.01	0.00USD			09/11/11 15:26:23	09/11/11 03:24:46	Successfully completed	In Pending	Active	500232		United Sta		USD	USD	0.019999		09/12/2011
1.01	1.01	0.00USD			09/11/11 15:26:21	09/11/11 03:24:46	Successfully completed	In Pending	Active	500261		United Sta		USD	USD	0.019999		09/12/2011
1.01	1.01	0.00USD			09/11/11 15:26:19	09/11/11 03:24:46	Successfully completed	In Pending	Active	500230		United Sta		USD	USD	0.019999		09/12/2011
1.01	1.01	0.00USD			09/11/11 15:26:17	09/11/11 03:24:44	Successfully completed	In Pending	Active	500212		United Sta		USD	USD	0.019999		09/12/2011
1.01	1.01	0.00USD			09/11/11 15:26:17	09/11/11 03:24:44	Successfully completed	In Pending	Active	500210		United Sta		USD	USD	0.019999		09/12/2011
1.01	1.01	0.00USD			09/11/11 15:26:15	09/11/11 03:07:50	Successfully completed	In Pending	Active	500179		United Sta		USD	USD	0.019999		09/12/2011
1.01	1.01	0.00USD			09/11/11 15:26:14	09/11/11 03:07:50	Successfully completed	In Pending	Active	500170		United Sta		USD	USD	0.019999		09/12/2011
1.01	1.01	0.00USD			09/11/11 15:26:12	09/11/11 03:07:49	Successfully completed	In Pending	Active	500141		United Sta		USD	USD	0.019999		09/12/2011
1.01	1.01	0.00USD			09/11/11 15:26:11	09/11/11 03:07:49	Successfully completed	In Pending	Active	500128		United Sta		USD	USD	0.019999		09/12/2011
1.01	1.01	0.00USD			09/11/11 15:02:58	09/11/11 03:02:54	Successfully completed	In Pending	Active	500106		United Sta		USD	USD	0.019999		09/12/2011
1.01	1.01	0.00USD			09/11/11 15:02:58	09/11/11 03:02:54	Successfully completed	In Pending	Active	500103		United Sta		USD	USD	0.019999		09/12/2011
1.01	1.01	0.00USD			09/11/11 15:02:57	09/11/11 03:02:53	Successfully completed	In Pending	Active	500081		United Sta		USD	USD	0.019999		09/12/2011
1.01	1.01	0.00USD			09/11/11 15:02:57	09/11/11 03:02:53	Successfully completed	In Pending	Active	500074		United Sta		USD	USD	0.019999		09/12/2011
1.01	1.01	0.00USD			09/11/11 15:02:56	09/11/11 03:02:53	Successfully completed	In Pending	Active	500070		United Sta		USD	USD	0.019999		09/12/2011
1.01	1.01	0.00USD			09/11/11 15:02:56	09/11/11 03:02:53	Successfully completed	In Pending	Active	500065		United Sta		USD	USD	0.019999		09/12/2011
1.01	1.01	0.00USD			09/11/11 15:02:54	09/11/11 03:02:52	Successfully completed	In Pending	Active	500022		United Sta		USD	USD	0.019999		09/12/2011
1.01	1.01	0.00USD			09/11/11 18:51:20	09/11/11 06:05:21	Successfully completed	In Pending	Active	500001		United Sta		USD	USD	0.019999		09/12/2011
-1000		0.00	0.00USD		03/02/11 00:00:00	03/02/11 00:00:00	Successfully completed	Credit Limit	Active	000122				cr lim	USD	1 000.00		00/00/0000
Trs Ref	Disno	Auth Doc	Service	Messages														

Fig. 6. Grid form with a list of authorisations for the card

- In the "Auth for <contract name>" form, select the transaction causing funds blocking that must be reversed and click the [Auth Doc] button; the "Auth Doc for Auth for <contract name>" form will be displayed with details of the selected authorisation (see Fig. 7).

Fig. 7. Form with details of the selected authorisation

- Click the [->Reverse] button in the "Auth Doc for Auth for <contract name>" form to create a "reversal" document that will unblock the amount on the account.
- As a result, the "->Reverse for Auth for Auth for <contract name>" form will be displayed containing data of the "reversal" document (see Fig. 8).

Fig. 8. Form with "reversal" document data

- After clicking the [Approve] button in the form, the amount on the card account will be unblocked.

Chapter 3. Manual Authorisation after a Call from the Merchant (Call Referral)

If authorisation is declined with the response code RC="01" (Call Issuer), the issuer can perform authorisation manually after a telephone call from the merchant.

To perform the activity, select the user menu item "Issuing → Customer Support → OLD Contract Info" (see Fig. 9).

Fig. 9. Form with issuing contract information

To create an authorisation advice manually, do as follows:

- In the "OLD Contract Info" form for the required contract, click the [Auth] button to show the "Auth for <contract name>" grid form with a list of authorisations for the card (see Fig. 10).

Available	Blocked	BaseAmnt	Fee	Curr	Posting Date	Trans Date	Return Code	Type	Status	A Code	RRN	Country	City	Trans Details	TrCurr	Trans Amount	SIC	Closed
0	10	10,00	0,00	USD	08/10/14 05:07:45	08/10/14 05:04:46	Refer to card issuer	In Pending	Declined	428102208948		Indonesia	ST.PETERSBURG	AFNA	USD	7,005999	Miscellaneous	00/00/0000
0	0,00	0,00	0,00	USD	08/10/14 01:13:55	08/10/14 01:13:55	Successfully completed	Credit Limit	Active	307530				iss. appl. 000100A000	USD	0,00		00/00/0000
0	6	6,00	0,00	USD	14/10/14 09:28:46	08/10/14 01:13:55	Successfully completed	When Avail	Matched					Card Production		0,00		14/10/2014
0	0	0,00	0,00	USD	08/10/14 01:13:55	08/10/14 01:13:54	Successfully completed	Credit Limit	Active	307510				iss. appl. 000100A000	USD	5 000,00		00/00/0000

Fig. 10. Grid form with a list of authorisations for a card

- In the "Auth for <contract name>" grid form, choose the record with the value *Return Code*="Refer to card issuer" for which an authorisation advice must be created (see Fig. 10).
- Click the [Auth Doc] button to show the "Auth Doc for Auth for <contract name>" form with information about the selected authorisation (see Fig. 11).

Fig. 11. Form with information about an authorisation

- Click the [Force] button to run the activity.
- Click the [Processed] button and in the "Confirm Execution" dialogue window confirm the activity (see Fig. 12).

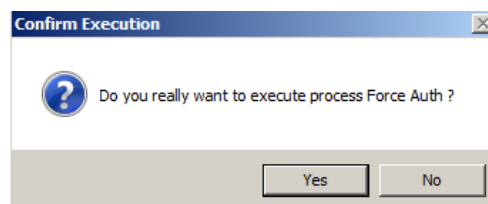


Fig. 12. Confirming Force Auth

If the activity is executed correctly, card contract funds will be blocked and a new record will be created (*Status* = "Active", *Type* = "In Pending") (see Fig. 13). In the event of an error, an information message will be displayed.

Auth for SMOKE_SHORT															<< >>		1 of 5	b x	
Available	Blocked	BaseAmnt	Fee	Curr	Posting Date	Trans Date	Return Code	Type	Status	A Code	RRN	Country	City	Trans Details	TrCurr	Trans Amount	SIC	Closed	
5000	10	7.00	3.00USD		16/02/16 18:56:26	08/10/14 05:04:46	Successfully completed	In Pending	Active		428102208948	Indonesia	ST.PETERSBURG	AFINA	USD	7.00	5999 Miscellaneous	00/00/0000	
0	10	10.00	0.00USD		08/10/14 05:07:45	08/10/14 05:04:46	Refer to card issuer	In Pending	Declined		428102208948	Indonesia	ST.PETERSBURG	AFINA	USD	7.00	5999 Miscellaneous	00/00/0000	
0		0.00	0.00USD		08/10/14 01:13:55	08/10/14 01:13:55	Successfully completed	Credit Limit	Active	307530				Iss. appl: 000100A000USD		0.00		00/00/0000	
0	6	6.00	0.00USD		14/10/14 09:28:46	08/10/14 01:13:55	Successfully completed	When Availa	Matched					Card Production		0.00		14/10/2014	
0	0	0.00	0.00USD		08/10/14 01:13:55	08/10/14 01:13:54	Successfully completed	Credit Limit	Active	307510				Iss. appl: 000100A000USD		5 000.00		00/00/0000	

Fig. 13. Blocking contract funds

i If the contract balance is not kept in WAY4™, the appropriate information must be sent to the external bank system (CBS). To do so, the following global parameters are used: INTRANET_SERVER – INTRANET SERVER channel code, NETSERVER_CHANNEL_<Message Channel Code> - code of the channel for communicating with the CBS, NETSERVER_TIMEOUT_<Message Channel Code> - time to wait for a response by the NETSERVER channel (the parameters are described in the document "WAY4 Global Parameters").

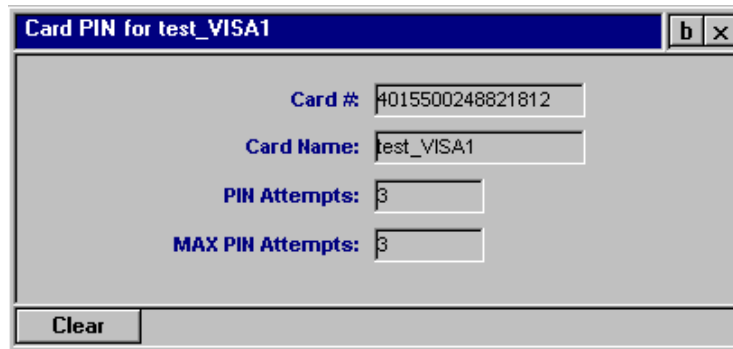
Chapter 4. Resetting the PIN Counter

Each time a wrong PIN is entered for a card, the card is not authorised and the value of the PIN counter increases by one unit. The counter is reset when the cardholder enters the correct PIN. Should the number of successive attempts reach the *MAX PIN Attempt* field value specified when the card contract is created, the authorization request will be rejected even if the correct PIN is entered.

The counter can be manually reset if the cardholder contacts customer support with such a request.

To reset the PIN counter, choose "Issuing → Voice Authorization → Card Info for Authorization" in the user menu (see Fig. 1) and press the [Card PIN] button in the form of the respective card contract.

As a result, the "Card PIN for ..." form will be displayed (see Fig. 14).



Card PIN for test_VISA1	
Card #:	4015500248821812
Card Name:	test_VISA1
PIN Attempts:	3
MAX PIN Attempts:	3
<input type="button" value="Clear"/>	

Fig. 14. Form for resetting the PIN counter

Press the [Clear] button to reset the counter manually.

Chapter 5. Getting Information about a Card Balance

A cardholder can get information about his/her card balance by contacting customer support.

This service is not an international payment system requirement and is only provided according to bank (processing centre) regulations. For security reasons, a card balance is only provided after the cardholder enters in the PIN.

To get information on a card balance, choose "Issuing → Customer Support → OLD Contract Info" in the user menu (see Fig. 1).

As a result, the "OLD Contract Info" form will be displayed (see Fig. 5).

The *Available* field specifies the selected issuing contract's amount available, and the *Balance* field shows the contract balance.

To get detailed information about a contract balance, click the [Balance] button in the "OLD Contract Info" form.

As a result, the "Balance for <contract name>" form will be displayed (see Fig. 15).

Fig. 15. The form to display details of balance of a contract

Credit Limit group fields show information on the credit limit for the selected contract.

Note the amount of the contract's credit limit is stored in the database and shown in the respective forms as a negative value.

Fields of the *Contract Balance/Blocked Amount* group are used to display information about the balance and the blocked amount for the selected contract and its subcontracts. The *Own* fields in this group contain data about the contract, the *Sub* fields about subcontracts and the *Total* fields display totals.

The *Amount Avail* field specifies the amount available for the selected contract, which is calculated using a general formula (see "Calculating Amount Available Under a Contract").

The *Scenario* field value specifies the method applied to calculate the amount available for a subcontract (see "Calculating Amount Available Under a Contract").

Calculating Amount Available Under a Contract

Usually, to calculate an amount available for a contract with no subcontracts or for a main contract with subcontracts, the following formula is applied:

$$Amount_Available_{Own} = Current_Balance_{Total} - Credit_Limit - Blocked_Amount_{Total},$$

where:

- $Current_Balance_{Total}$ is the contract balance (with subcontracts).
- $Credit_Limit$ is the credit limit for the selected contract; this parameter is considered in the formula with a negative value in accordance with the way the credit limit amount is stored in the database (see above).
- $Blocked_Amount_{Total}$ is the amount blocked for the contract (and its subcontracts).

The amount available for a subcontract is determined depending on the *Scenario* field value of the subcontract form. The following values can be selected in this drop-down list:

- Check.

In this case, the subcontract amount available is calculated as follows:

$$Amount_Available = \min(Amount_Available_{Own}, Amount_Available_{Main}),$$

where:

- $Amount_Available_{Own}$ is the subcontract amount available calculated according to the general formula.
- $Amount_Available_{Main}$ is the main contract amount available calculated according to the general formula.

- See Main.

In this case, the subcontract amount is calculated as follows:

$$Amount_Available = Amount_Available_{Main}.$$


- Billing Limit.

In this case, the amount available is calculated similar to the "Check" scenario, although the subcontracts "restore" their individual credit limits at the end of each billing cycle.

Chapter 6. Working with Contract and Client Custom Parameters

Rules for generating and using contract and client parameters are described in the section "Contract and Client Custom Parameters" of the document "WAY4™ Client and Contract Classifiers".

Contract parameter values are defined and edited in the "Contract Parameters" form; menu item "Issuing → Customer Support → Contract Parameters".

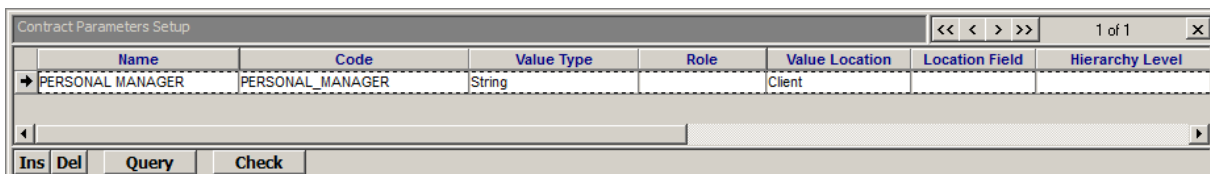
 Calculated parameters, and parameters for tariffs cannot be edited in this form.

Assigning a Personal Manager

This section uses the example of a contract parameter for assigning a personal manager to a client.

Do the following:

1. Register the PERSONAL MANAGER contract parameter in the "Contract Parameters" form; menu item "Full → Configuration Setup → Common Handbooks → Contract Parameters" (see Fig. 16). The form is described in more detail in the section "Contract and Client Custom Parameters" of the document "WAY4™ Client and Contract Classifiers".

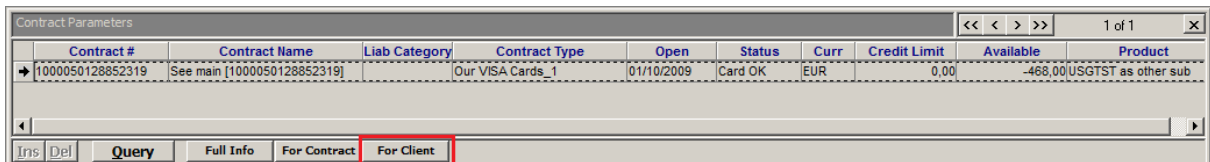


Name	Code	Value Type	Role	Value Location	Location Field	Hierarchy Level
PERSONAL MANAGER	PERSONAL_MANAGER	String		Client		

Ins Del Query Check

Fig. 16. Registering the PERSONAL MANAGER contract parameter

2. Select the required contract in the "Contract Parameters" form; menu item "Issuing → Customer Support → Contract Parameters" (see Fig. 17)



Contract #	Contract Name	Liab Category	Contract Type	Open	Status	Curr	Credit Limit	Available	Product
1000050128852319	See main [1000050128852319]	Our VISA Cards_1		01/10/2009	Card OK	EUR	0,00	-468,00	USGTST as other sub

Ins Del Query Full Info For Contract For Client

Fig. 17. Choosing the contract for which the parameter is defined

3. Click on the [For Client] button to open the "For Client for <...>" form. The form will show all contract parameters with *Location of Current Value* = "Client" that are registered in the database (see Fig. 18).

Code	Name	Value
PERSONAL_MANAGER	PERSONAL MANAGER	
CLIENT_CONTR_PAR	CLIENT_CONTR_PAR	

Query Edit

Fig. 18. List of client contract parameters

- Select the required parameter and use the [Edit] button to open the "Contract Parameter – Set ..." form (see Fig. 19). Set a parameter value in the *New Value* field and click on the [Proceed] button to save the changes in the database.

Contract Parameter - Set String

Edit value for client "Test Client 146880"

Contract Parameter Code : PERSONAL_MANAGER

Current Value :

New Value : Maria Ivanova

Cancel Proceed

Fig. 19. Generating a value for the PERSONAL_MANAGER parameter

If a contract parameter is being defined or edited for a contract, use the [For Contract] button in the "Contract Parameters" form to open the "For Contract for <...>" form. This form shows all contract parameters with *Location of Current Value* = "Contract" that are registered in the database.

i If a contract parameter is read-only, the [Edit] button will not be shown in the interface.

Changing a Contract's Tariff Plan

i The tariff management module requires a separate license from the WAY4 vendor.

A contract's tariff plan can be changed if a tariff domain is set in the contract's Product (ATTACH_BY_CODE tag) and a list of contract parameters with attached tariff domains has been generated in the ATTACH_BY_CODE_LIST tag of the *Custom Data* field. For more information about tariff domain setup, see the section "Configuring a Default Domain" of the document "WAY4™ Advanced Tariff Management".

Institution	Product	Contract	Product Group	Name	cc Scheme	Tariff Domain	Is Ready	Contr Subtype	Service Pack	Date Scheme	Custom Data
Principal	Issuing	Account	Issuing Debt	Tariffs Plan acc SRIF 2 (01-Full Issuing Tariff Domain)	Ready	(01-Private Client Acc)	001-Accounting				VERB+PV17022190129 ATTACH_BY_CODE_LIST=INT_T02 TARIFF_PLAN BILLING TO=TD1 INT TO

Ins Del Query Approve Subs Affiliated Liability Full Info Classifiers Group Msg Start Events Messages Inherited Copy Tariff Books

Tariff Book Code	Tariff Book Name	Tariff Plan Code	Tariff Plan Name	Inherit from Sub-Contract
INT_T02	Tariff Subdomain with Interest Rates IT02		Pack of interest rates	No
TARIFF_PLAN	Tariff Subdomain with Billing and Dates CLASSIC2017		Billing Tariff CLASSIC17 Action	Yes
TARIFF_PLAN_CR_LIM	Tariff Subdomain with Cr Limits			No

Query Change

Fig. 20. Default tariff domains in a Product

To change a contract's tariff plan, do as follows:

1. Select the required contract in the "Contract Parameters" form, menu item "Issuing → Customer Support → Contract Parameters" (see Fig. 21).

Contract #	Contract Name	Liab Category	Contract Type	Open	Status	Curr	Credit Limit	Available	Product
001-P-009720	Top Level [001-P-009720]		Client Account	01/01/2015	Account OK	USD	0,00	18 888,53	Tariffs Plan acc SBRF 2

Buttons: Ins, Del, Query, **Full Info**, For Contract, For Client

Fig. 21. Selecting the contract for which the tariff plan is being changed

2. Click on the [Full Info] button to open the form with detailed information about the contract (see Fig. 22).

Contract # [001-P-009720] Institution [Principal] Currency [USD]

RBS # [] Product [Tariffs Plan acc SBRF 2] Available [18 888,53]

Client [Test Client 196040] Type [Client Account]

Main [] Subtype [001-Private Client Account]

Name [Top Level [001-P-009720]] Scheme [001-Full Iss Tariff Plan Test] Last Amendment Officer [SUPERUSER]

Comment [] Service [001-Accounting Private] Last Amendment Date [17/12/16 00:14:05]

Open/Expire [01/01/2015] [00/00/0000] Status [Account OK] Ready [Ready]

Buttons: Client, Subs, Main, **Tariff Books**

Fig. 22. Detailed information about a contract

3. Click on the [Tariff Books] button to open the form with attached tariff plans. Click on the [Change] button to open the "Attach Tariff Domain" form (see Fig. 23).

Tariff Book Code	Tariff Book Name	Tariff Plan Code	Tariff Plan Name	Inherit from Sub-Contract
INT_TD2	Tariff Subdomain with Interest Rates	ITD2	Pack of interest rates2	No
TARIFF_PLAN	Tariff Subdomain with Billing and Dates	GOLD2017	Billing Tariff GOLD17 Action	No
TARIFF_PLAN_CR_LIM	Tariff Subdomain with Cr Limits			No

Buttons: Query, **Change**

Attach Tariff Domain

Parent Tariff Domain [Tariff Subdomain with Interest Rates]

Attach Tariff Sub-Domain by Default [ITD2 (Pack of interest rates2)]

Inherit from Sub-Contract [No]

Buttons: Cancel, Proceed

Fig. 23. Contract tariff domains

4. In the *Attach Tariff Sub-Domain by Default* field, specify the code of the appropriate tariff plan (subdomain) and click on the [Proceed] button to save changes to the DB.