

FOR UBANK BRANCHLESS BANKING PROJECT

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✓ Question / Answer Session

Training Objectives

Enable Training Participants to walkthrough the system in staging environment to undertake the User Acceptance Test by:

- ✓ introducing the features of Branchless Banking System to be deployed on the Staging environment for UAT
- ✓ identifying the steps to be taken to be able to test various financial transactions covered in Phase 1a deployment
- ✓ sharing the screen-shots of the system, inputs, validations and outputs
- ✓ discussing the backend system processing when user performs certain task on User interface
- ✓ addressing the questions of the participants with respect to listed features

Training Participants

Training Venue: UBANK Branchless Banking Office ISB

Training Schedule:

Abacus Trainers:

UBANK Staff:

Training Contents

Overall Training contents are segmented into 7 chapters as illustrated below:



Stage-1 Configuration: Software Installed



Stage-2 Configuration: Bank Users Configured



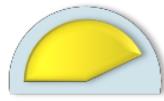
Stage-3 Configuration: Fee & Commission Structures Defined



Stage-4 Configuration: Agents Ready



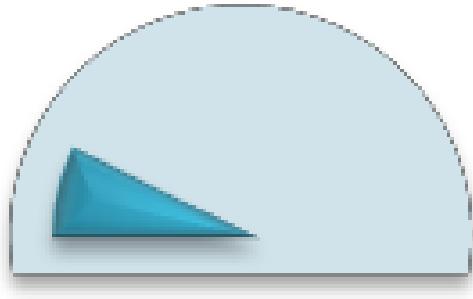
Agent Self Service



OTC Transactions



Operational Tasks



STAGE-1 CONFIGURATION (SOFTWARE INSTALLED)

At the time of fresh installation of system, when no user is configured in the system

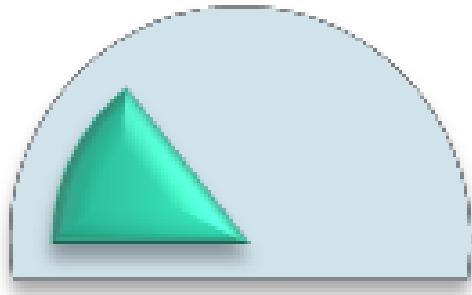
Stage-1 Configuration: Software Installed

Steps to complete the stage 1 configuration will be provided in “System Deployment Guide”.

In general these steps include:

1. Setting-up the IT Infrastructure including 3rd party software installations and configuration
2. Setting-up Sybase Solution including deploying Mobiliser platform with developed customizations, executing database scripts and setting system preferences and notifications
3. Biller Setup through script

These steps are performed by the Sybase/Abacus Implementation team during the UAT stage
in the test environment.



STAGE-2 CONFIGURATION (BANK USERS CONFIGURED)

At the time when users are created and granted appropriate rights

Stage-2 Configuration: Bank Users Configured

At the time when users are created and granted appropriate rights

Stage-2 configuration can only be performed after successful completion of stage-1 configuration. Following are the steps to complete the stage-2 configuration:

1. Super Admin 1 Portal Login
2. Bank Admin Account Registration
3. Bank Users Account Registration
4. Super Admin 2 Portal Login
5. Bank Admin / Bank Users Account Approval
6. Change Password
7. Forgot Password (Super Admin)
8. Forgot Password (Bank Admin/Users)

Chapter 2

1. Super Admin 1 Portal Login

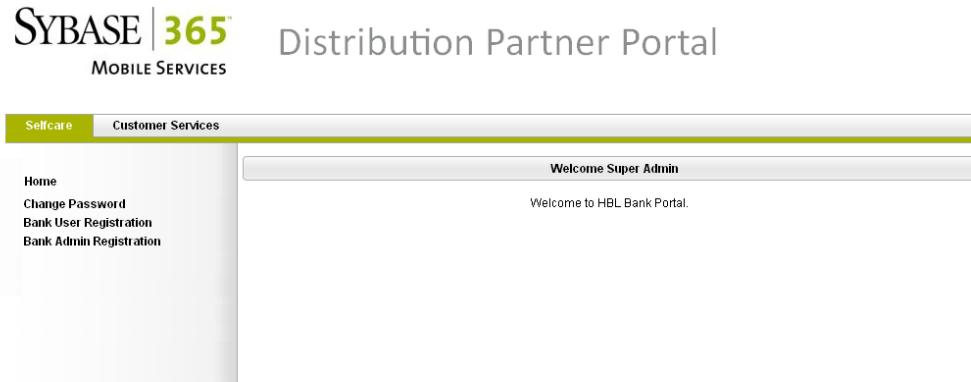
The screenshot shows a web browser window with a light gray header bar. Below it is a white content area. In the center, there is a form titled "Login". The form contains two text input fields: one for "Agent ID*" with the value "SuperAdmin1" and another for "Password*" with the value "*****". Below these fields is a blue link labeled "Forgot password?". To the right of the password field is a blue "Login" button with white text.

1. Open provided URL in web browser
2. If the user login session is not established, system will automatically redirect the user to the login page.
3. Input the Super Admin's username and password and Press **Login**

1. Super Admin 1 Portal Login



Upon Successful login Welcome Page will be shown



Upon login failure, system will show error message with failure reason

Chapter 2

2. Bank Admin Account Registration

Covering Bank Admin 1 | Bank Admin 2 | Bank Admin 3

A screenshot of a web-based registration form titled 'Bank Admin Registration'. The form is divided into two main sections: a sidebar on the left and a main content area on the right. The sidebar contains links for 'Selfcare' (selected), 'Customer Services', 'Home', 'Change Password', 'Bank User Registration', and 'Bank Admin Registration'. The main content area has a title 'Bank Admin Registration' and contains the following fields:

- Register User as *: A dropdown menu showing 'Bank Admin 1'.
- User Id*: An input field.
- Employee Name*: An input field.
- CNIC*: An input field.
- Employee Number / P Number*: An input field.
- Department*: An input field.
- Phone/ Ext*: An input field.
- Mobile Number*: An input field.
- Designation*: An input field.
- City *: A dropdown menu showing 'Please Select'.
- Country *: A dropdown menu showing 'Please Select'.
- Email Id*: An input field.
- Territory Code: An input field.
- GL Limit Class: A dropdown menu showing 'Please Select'.

* Denotes Mandatory Field

Buttons at the bottom: 'Register' and 'Cancel'.

- ✓ Click on the Bank Admin Registration

2. Bank Admin Account Registration

Covering Bank Admin 1 | Bank Admin 2 | Bank Admin 3

1. Select Bank Admin Type: Admin 1 | Admin 2 | Admin 3
2. Enter desired User ID for Bank Admin
3. Enter all personal Information of Bank Admin i.e. Employee Name, CNIC, Employee Number/P Number, Department, Phone, Designation, City, Country, Territory Code
4. Enter valid Mobile number and Email ID, Press **Register**



Registration request will be sent to Super Admin 2 for approval



If User already exists or required information not provided, then system will show error message with the reason

Chapter 2

3. Bank User Account Registration

Covering Bank Officer 1 | Bank Officer 2 | CSO | Bank DO

- ✓ Super Admin 1 Login and Click on Bank User Registration

The screenshot shows the SYBASE 365 Distribution Partner Portal. The top navigation bar includes 'Selfcare' and 'Customer Services' tabs, with 'Customer Services' being the active tab. Below the navigation is a sub-menu with 'Home' and 'Bank User Registration' options, where 'Bank User Registration' is also active. The main content area is titled 'Bank User Registration'. The form consists of several input fields with validation requirements indicated by red asterisks (*). The fields are:

- Register User as *: A dropdown menu with 'Please Select' as the default option.
- User Id *: An input field for entering a user ID.
- Employee Name *: An input field for entering an employee's name.
- CNIC *: An input field for entering a CNIC number.
- Employee Number *
Number *: An input field for entering an employee number.
- Department *: An input field for entering a department name.
- Phone Ext *: An input field for entering a phone extension.
- Mobile Number *: An input field for entering a mobile number.
- Designation *: An input field for entering a designation.
- City *: A dropdown menu with 'Please Select' as the default option.
- Country *: A dropdown menu with 'Please Select' as the default option.
- Email Id *: An input field for entering an email address.
- Territory Code: An input field for entering a territory code.
- GL Limit Class: A dropdown menu with 'Please Select' as the default option.

At the bottom of the form, a note states: '★ Denotes Mandatory Field'. Below the form are two buttons: 'Register' and 'Cancel'.

NOTE: Bank DO is created by Bank Officer 1

3. Bank User Account Registration

Covering Bank Officer 1 | Bank Officer 2 | CSO | Bank DO

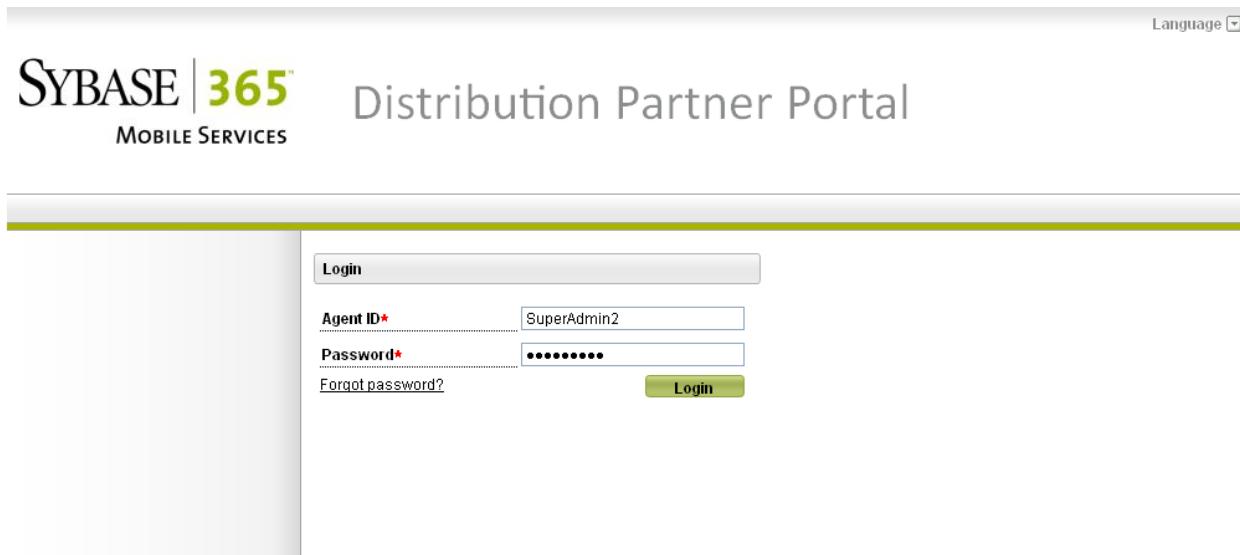
1. Select Register User As Bank Officer 1 | Bank Officer 2 | CSO | Bank DO
2. Enter desired User ID for Bank User
3. Enter all personal Information of Bank Admin2 i.e. Employee Name, CNIC, Employee Number/PNumber, Department, Phone, Designation, City, Country, Territory Code
4. Select GL Transfer Limit Class from dropdown
5. Enter valid Mobile number and Email ID, Press **Register**

 Registration request will be sent to Super Admin 2 for approval

 If User already exists or required information not provided, then system will show error message with the reason

4. Super Admin 2 Login

- ✓ Same Login Process as Super Admin 1
- ✓ Super Admin 2 can approve the Bank Admin and Bank users registration requests



Chapter 2

5. Bank User Account Registration Approval

Covering Bank Officer 1 | Bank Officer 2 | CSO | Bank DO

- ✓ Super Admin 2 Login and Click on Bank User Registration Approval

The screenshot shows the SYBASE 365 Distribution Partner Portal interface. At the top, there is a logo for 'SYBASE | 365 MOBILE SERVICES' and the text 'Distribution Partner Portal'. Below the header, there are two tabs: 'Selfcare' (which is selected) and 'Customer Services'. Under the 'Selfcare' tab, there are two links: 'Home' and 'Bank User Registration Approval'. The main content area is titled 'Bank User Registration Approval List'. It displays a table with the following data:

App ID	Creation Date	Created By	Status	Mobile No.	Request Type
58	Fri May 11 11:58:19 PKT 2012	A_CCWS_1	PENDING	8768768767687687	BANK_USER_CREATION
57	Fri May 11 11:49:34 PKT 2012	A_CCWS_1	PENDING	8768768767687687	BANK_USER_CREATION
56	Fri May 11 11:48:09 PKT 2012	A_CCWS_1	PENDING	87687768767687687	BANK_USER_CREATION
55	Fri May 11 11:44:56 PKT 2012	A_CCWS_1	PENDING	23432432432432	BANK_USER_CREATION

- ✓ Application ID is a hyperlink, Super Admin2 can click the hyperlink to open the request
NOTE: Bank DO is approved by Bank Officer 2

Chapter 2

5. Bank User Account Registration Approval

Covering Bank Officer 1 | Bank Officer 2 | CSO | Bank DO

The screenshot shows the SYBASE 365 Distribution Partner Portal. At the top, there is a logo for 'SYBASE | 365 MOBILE SERVICES' and the text 'Distribution Partner Portal'. Below the logo, there are two tabs: 'Selfcare' and 'Customer Services', with 'Selfcare' being the active tab. On the left side, there is a sidebar with links for 'Home' and 'Bank User Registration Approval'. The main content area is titled 'Bank User Registration' and contains a form with the following fields:

Register User as	AGENT CHILD
UserId	AsgharAliJafri
Employee Name	AsgharAliJafri
CNIC	89787-8897778-7
Employee Number / Number	6767656767
Department	HOUUTIUBTyutuybyut
Phone Ext	8768778787887687687
Mobile Number	87687687677687
Designation	
City	Gwadar
Country	PAKISTAN
EmailId	flyyfyy@syut.com
Territory Code	8767686
GL Limit Class	MyLimit
Approval / Reject Comments *	(A large text area for comments)

A note at the bottom left of the form says: ★ Denotes Mandatory Field.

At the bottom right of the form, there are two buttons: 'Approve' and 'Reject'.

- ✓ Super Admin 2 will provide Approval Comments and Press **Approve** / **Reject**
- ✓ Upon Success, User credentials will be sent on given email ID and mobile

NOTE: Same Process for Bank Admin Registration Approval

6. Super Admin Change Password

The screenshot shows the SYBASE 365 MOBILE SERVICES Distribution Partner Portal. At the top, there is a navigation bar with 'Selfcare' and 'Customer Services' tabs. Below the navigation bar, there is a sidebar with links for 'Home' and 'Change Password'. The main content area has a heading 'Please enter your new password'. It contains three input fields: 'Current Password' (filled with '*****'), 'New Password' (filled with '*****'), and 'Re-enter new Password' (filled with '*****'). A green 'Change Password' button is located below these fields.

1. Click “Change Password” from Menu
2. Enter Current Password and twice enter the New PIN
3. Press **Change Password**

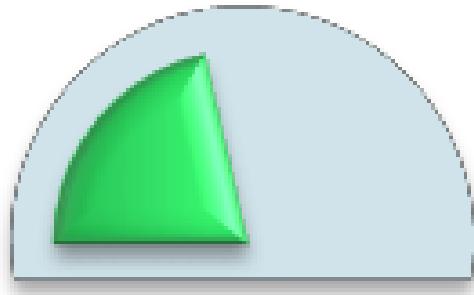
The screenshot shows the SYBASE 365 MOBILE SERVICES Distribution Partner Portal. The navigation bar and sidebar are identical to the previous screenshot. In the main content area, a green success message 'Password has been successfully changed' is displayed. The rest of the interface is identical to the previous screenshot.

7. Forgot Password (Super Admin)

Please Provide if available

7. Forgot Password (Bank Admin/User)

Please provide if available



STAGE-3 CONFIGURATION (FEE, COMMISSION, LIMITS SET)

At the time when required agent classes, limits are defined and applied and fee and commission are defined against each transaction type

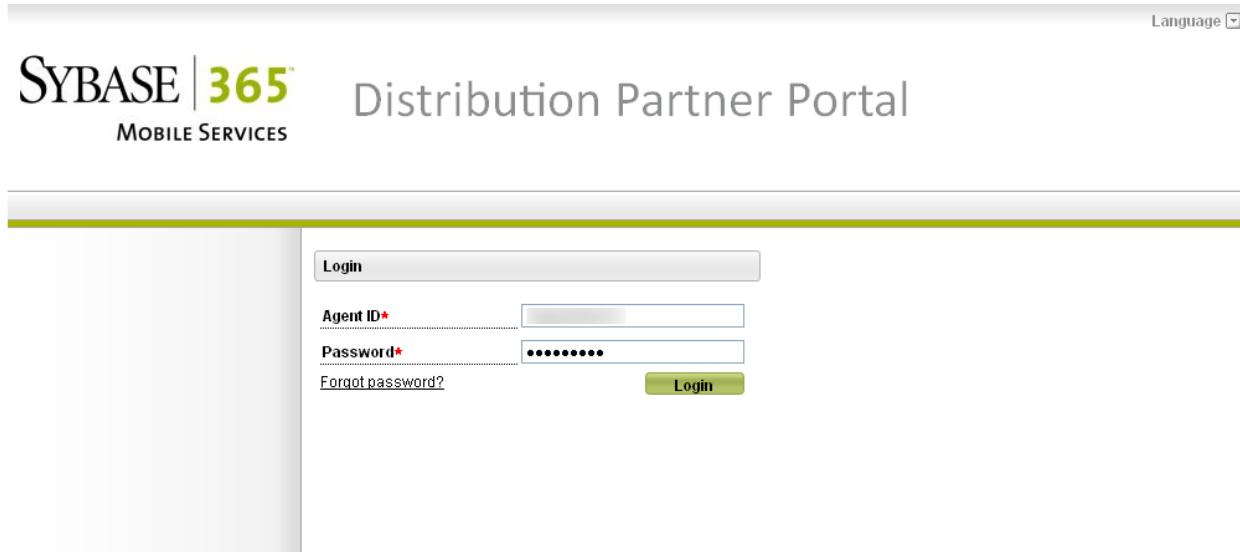
Stage-3 Configuration: Fee, Commission and Limits Set

At the time when required agent classes and billers are configured, limits are defined and applied and fee and commission are defined against each transaction type

Stage-3 configuration can be performed by super admin after successful completion of stage 1 configuration. Following are the steps to complete the stage-3 configuration:

1. Authorized User Portal Login
2. Create Agent Class
3. Setup Fee & Commission against each transaction type of an Agent Class
4. Manage Limits

1. Authorized User Portal Login



1. Open provided URL in web browser
2. If the user login session is not established, system will automatically redirect the user to the login page.
3. Input the Bank Admin / Bank User's username and password and Press Login

Chapter 3

2. Create Agent Class

- ✓ Bank Admin 1 | Admin 2 Login and Click on Agent Class Definition

The screenshot shows a web-based application interface. At the top, there's a header with the SYBASE 365 logo and the text "Distribution Partner Portal". Below the header, a navigation bar includes "Selfcare" and "Customer Services" tabs, with "Customer Services" being the active tab. Underneath the navigation bar, there's a breadcrumb trail: "Home" > "Agent Class Definition". A green button labeled "Add New Agent Class" is visible. The main content area is titled "Agent Class Definition List" and displays a message: "14 items found, displaying all items." Below this, a table lists 14 agent classes. The table has columns for "Agent Class Name", "GL Account", "Is Active", and "Edit". Each row contains an "Edit" link. The data in the table is as follows:

Agent Class Name	GL Account	Is Active	Edit
Test Class400	1010100	No	Edit
Test Class 301	1010100	Yes	Edit
Test Class 300	1010100	Yes	Edit
Test Class 210	1010100	Yes	Edit
Test Class 200	1010100	Yes	Edit
Test Class2	1010100	Yes	Edit
Test Class1	1010100	Yes	Edit
Test 201	1010100	Yes	Edit
Test100	1010100	Yes	Edit
Shell	1010101	Yes	Edit
PS01	1160000	No	Edit
Caltex	1010100	Yes	Edit
AgentClassProduct	1010101	Yes	Edit
123456	1010101	Yes	Edit

Each Agent Class in System represents a unique group of agents having their own fee & commission for each transaction type, commission distribution and taxation etc.

2. Create Agent Class



The screenshot displays the "Add Agent Class Definition" form. The "Agent Class Name" field contains "TestAgentClass". The "Active" checkbox is unchecked. The "Open" checkbox is checked. The "Commission Share Child" field is set to 0.2. The "Commission Share Parent" field is set to 0.6. The "GL Account" dropdown menu is set to "CASH IN HAND". The "Exempt WHT on Commission" checkbox is unchecked. The "FED Exemption" checkbox is checked. The "Commission Type" dropdown menu is set to "commission". The "Start of Day Balance" field is set to 10000. The "Funding Payment Instrument" field is set to 10000121. At the bottom, there are "Save" and "Cancel" buttons.

1. Enter Unique Agent class name and other settings
2. Press **Save** button to send the approval request to Bank Admin 3

Chapter 3

2. Create Agent Class

- ✓ From existing Agent Class definitions click Edit link to modify existing agent class

The screenshot shows the SYBASE 365 Distribution Partner Portal interface. At the top, there's a logo for 'SYBASE | 365 MOBILE SERVICES' and the title 'Distribution Partner Portal'. Below the title, there are two tabs: 'Selfcare' and 'Customer Services', with 'Customer Services' being the active tab. Underneath, there are two sub-tabs: 'Home' and 'Agent Class Definition', with 'Agent Class Definition' being the active sub-tab. A green button labeled 'Add New Agent Class' is visible. The main content area is titled 'Agent Class Definition List' and displays a table with 15 items found. The table has columns for 'Agent Class Name', 'GL Account', 'Is Active', and 'Edit'. The 'Agent Class Name' column lists various test classes like 'Test Class400', 'Test Class 301', etc., with one entry 'TestAgentClass' circled in red. The 'Edit' column contains links, which are also circled in red for the 'TestAgentClass' row.

Agent Class Name	GL Account	Is Active	Edit
Test Class400	1010100	No	Edit
Test Class 301	1010100	Yes	Edit
Test Class 300	1010100	Yes	Edit
Test Class 210	1010100	Yes	Edit
Test Class 200	1010100	Yes	Edit
Test Class2	1010100	Yes	Edit
Test Class1	1010100	Yes	Edit
TestAgentClass	1010000	No	Edit
Test 201	1010100	Yes	Edit
Test100	1010100	Yes	Edit
Shell	1010101	Yes	Edit
PSO1	1160000	No	Edit
Caltex	1010100	Yes	Edit
AgentClassProduct	1010101	Yes	Edit
123456	1010101	Yes	Edit

3. Configure Fee & Commission

2. Bank Officer Click **Configure Fees & Commissi**

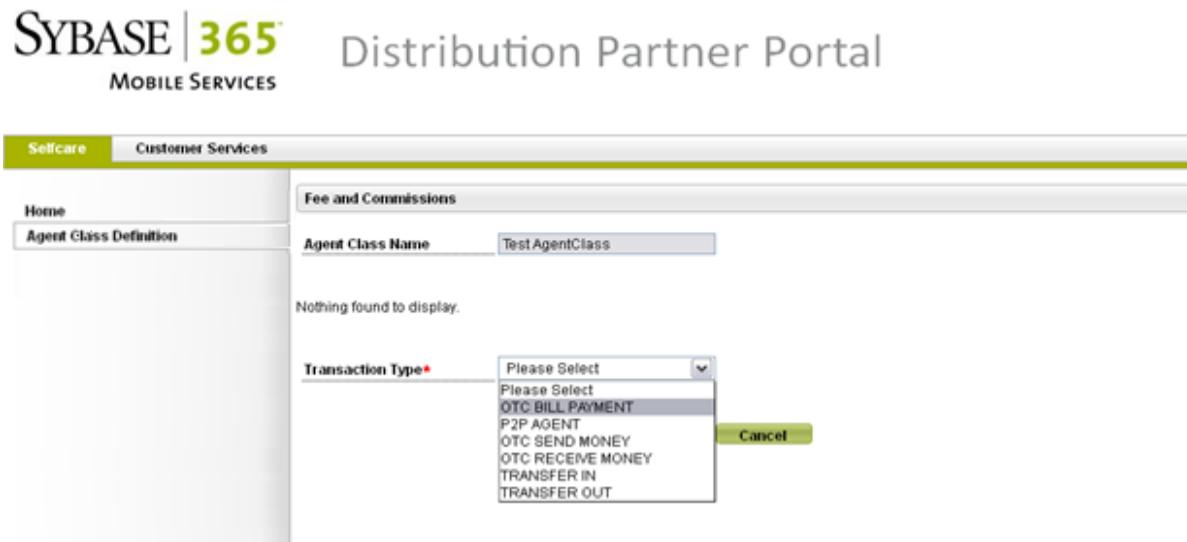
The screenshot shows a web-based application interface for managing agent class definitions. At the top, there's a logo for 'SYBASE | 365 MOBILE SERVICES' and the text 'Distribution Partner Portal'. Below the header, a navigation bar includes 'Selfcare' and 'Customer Services'. A sub-menu on the left lists 'Home' and 'Agent Class Definition'. The main content area is titled 'Update Agent Class Definition' and contains the following fields:

Agent Class Name *	Test AgentClass
Active	<input type="checkbox"/>
Open	<input checked="" type="checkbox"/>
Commission Share Child *	0.2
Commission Share Parent *	0.6
GL Account *	CASH IN HAND
Exempt WHT on Commission	<input type="checkbox"/>
FED Exemption	<input checked="" type="checkbox"/>
Commission Type*	commission
Start of Day Balance	10000
Funding Payment Instrument	10000121

At the bottom of the form are three buttons: 'Update' (green), 'Configure Fees & Commissi' (yellow), and 'Cancel' (green).

3. Configure Fee & Commission

3. Select Transaction Type and Press **Add**



3. Configure Fee & Commission

4. Once added, success message is shown and transaction type appears in grid. Press Edit link to set the Fee & Commission:

The screenshot shows the SYBASE 365 Distribution Partner Portal interface. The top navigation bar includes 'Mobile Services' and 'Customer Services'. The left sidebar has links for 'Home' and 'Agent Class Definition'. The main content area is titled 'Fee and Commissions'. A success message 'Transaction Type added successfully.' is displayed above a table. The table has one row with the following data:

Transaction Type	Action	Action
OTC BILL PAYMENT	Edit	Delete

Below the table, there is a dropdown menu labeled 'Transaction Type*' containing 'OTC BILL PAYMENT'. At the bottom of the page are 'Add' and 'Cancel' buttons.

3. Configure Fee & Commission

5. Input the FED percentage for Fee and WHT tax percentage for Commission
6. Configure Fee type and values
7. Configure Commission type and value

SYBASE | 365[®] MOBILE SERVICES Distribution Partner Portal

Fee and Commissions

Agent Class Name	Test AgentClass	Transaction Type	OTC BILL PAYMENT
FED *	0	WHT *	0
Fee Configuration		Commission Configuration	
<input checked="" type="radio"/> Fixed Fee	0	<input checked="" type="radio"/> Fixed Commission	0
<input type="radio"/> Percentage Fee		<input type="radio"/> Percentage Commission	
<input type="radio"/> Fixed Fee Slabs		<input type="radio"/> Fixed Commission Slabs	
<input type="radio"/> Percentage Fee Slabs		<input type="radio"/> Percentage Commission Slabs	
<input type="radio"/> Commission on Fee <input type="radio"/> Commission on Transaction Amount			

Save **Cancel**

Chapter 3

3. Configure Fee & Commission

The image displays four screenshots of a 'Fee Configuration' interface, each numbered 1 through 4:

- Screenshot 1:** Shows the initial configuration screen with four options: Fixed Fee, Percentage Fee, Fixed Fee Slabs, and Percentage Fee Slabs. The 'Fixed Fee' option is selected, and a value of 0 is entered in the input field.
- Screenshot 2:** Shows the configuration for Percentage Fee. The 'Percentage Fee' option is selected. Fields for 'Percentage*', 'Min Amount*', and 'Max Amount*' are present, each with a red asterisk indicating required input.
- Screenshot 3:** Shows the configuration for Fixed Fee Slabs. The 'Fixed Fee Slabs' option is selected. Fields for 'From Amount*', 'Fee*', and an 'Add Slab' button are present, each with a red asterisk indicating required input.
- Screenshot 4:** Shows the configuration for Percentage Fee Slabs. The 'Percentage Fee Slabs' option is selected. Fields for 'From Amount*', 'Fee*', and an 'Add Slab' button are present, each with a red asterisk indicating required input. Below these fields are additional fields for 'Percentage Fee*', 'Min Amount*', and 'Max Amount*'. The 'Add Slab' button is located at the bottom of the slab configuration section.

Chapter 3

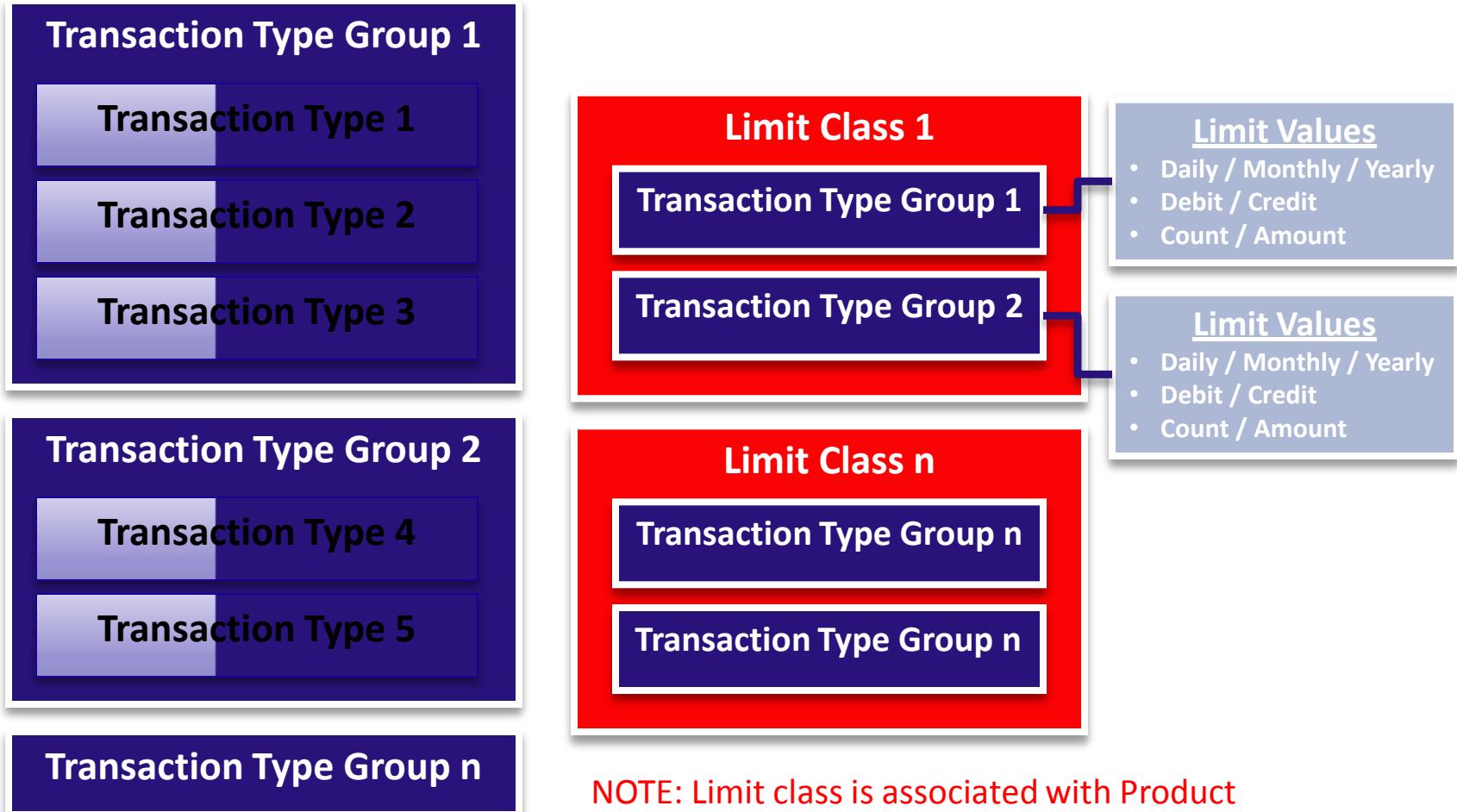
3. Configure Fee & Commission

The figure consists of five numbered screenshots illustrating the configuration of commission types and slabs:

- Screenshot 1:** Shows the selection of commission types. The "Fixed Commission" radio button is selected. Other options include "Percentage Commission", "Fixed Commission Slabs", and "Percentage Commission Slabs".
- Screenshot 2:** Shows the selection of commission types. The "Percentage Commission" radio button is selected. Fields for "Percentage*", "Min Amount*", and "Max Amount*" are present. Other options include "Fixed Commission Slabs" and "Percentage Commission Slabs".
- Screenshot 3:** Shows the selection of commission types. The "Fixed Commission Slabs" radio button is selected. Fields for "From Amount*", "Commission*", and an "Add Slab" button are present. Other options include "Fixed Commission" and "Percentage Commission".
- Screenshot 4:** Shows the selection of commission types. The "Percentage Commission Slabs" radio button is selected. Fields for "From Amount*", "Percentage Commission*", "Min Amount*", "Max Amount*", and an "Add Slab" button are present. Other options include "Fixed Commission", "Percentage Commission", and "Fixed Commission Slabs".
- Screenshot 5:** Shows two radio button options: "Commission on Fee" and "Commission on Transaction Amount".

Chapter 3

3. Manage Limits



NOTE: This group is created to apply similar limits on set of transactions.

Chapter 3

3. Manage Limits

3.1 Create Transaction Type Group

- To manage limits, Bank Admin 1/2 can create transaction type group by clicking “Transaction Type Groups” from the menu:

The screenshot shows the SYBASE 365 Distribution Partner Portal interface. At the top, there's a navigation bar with 'Selfcare' and 'Customer Services' tabs, and a sub-menu with 'Home' and 'Transaction Type Groups'. The main content area is titled 'Transaction Type Groups' and displays a table of existing groups. The table has columns for 'Transaction Type Groups', 'Desc', 'Action', and 'Action'. The listed groups include TransferGrp, TestITType, rehan, pepe, May15, DomesticRemittanceTr, and Bill Payment. Below the table, there are input fields for 'Transaction Type Group*' and 'Desc*', and a green 'Add' button.

Transaction Type Groups	Desc	Action	Action
TransferGrp	TransferTrnGroup	Edit	Delete
TestITType	Test TransactionType	Edit	Delete
rehan	rehangroup	Edit	Delete
pepe	pepe dd	Edit	Delete
May15	May15 test	Edit	Delete
DomesticRemittanceTr	DomesticRemittanceTr	Edit	Delete
Bill Payment	Bill Payment Service	Edit	Delete

Input Transaction Type Group and Description in same screen and Press **Add**

NOTE: This group is created to apply similar limits on set of transactions.

Chapter 3

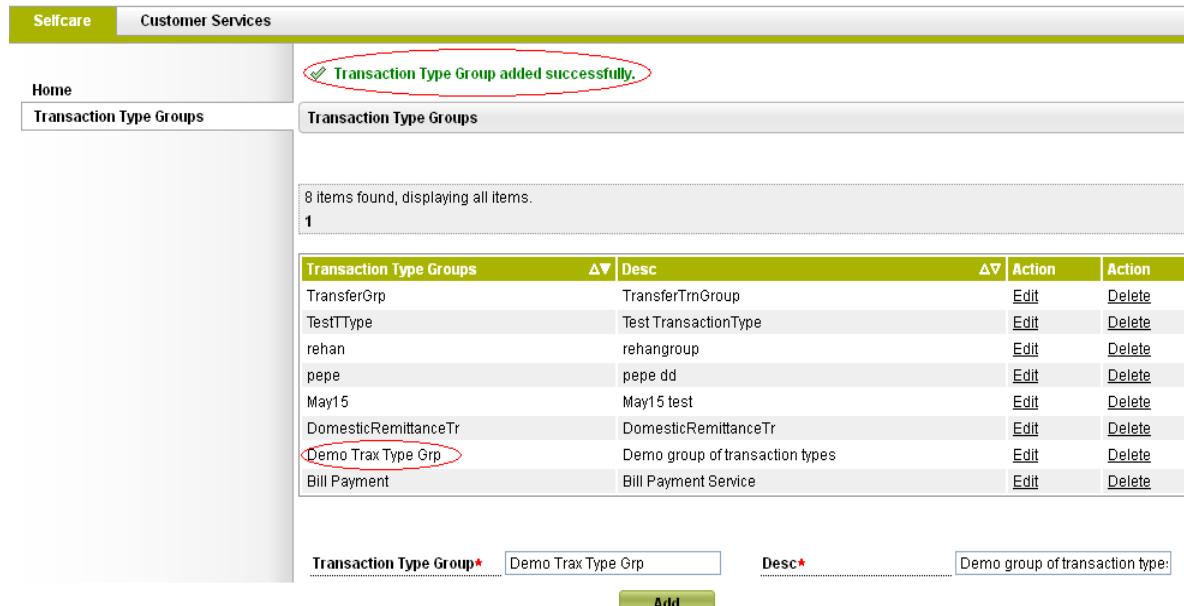
3. Manage Limits

3.1 Create Transaction Type Group

-  System show success message upon adding a unique Transaction type group

SYBASE | 365[®] MOBILE SERVICES

Distribution Partner Portal



The screenshot shows the SYBASE 365 Distribution Partner Portal. The top navigation bar includes 'Selfcare' and 'Customer Services'. Below it, a secondary navigation bar has 'Home' and 'Transaction Type Groups' selected. The main content area displays a message 'Transaction Type Group added successfully.' followed by a table of transaction type groups. The table has columns for 'Transaction Type Groups', 'Desc', 'Action', and 'Action'. Rows include TransferGrp, TestTType, rehan, pepe, May15, DomesticRemittanceTr, Demo Trax Type Grp (highlighted with a red oval), and Bill Payment. At the bottom, there are input fields for 'Transaction Type Group*' (Demo Trax Type Grp) and 'Desc*' (Demo group of transaction type:), along with an 'Add' button.

Transaction Type Groups	Δ▼	Desc	Δ▼	Action	Action
TransferGrp		TransferTrnGroup		Edit	Delete
TestTType		Test TransactionType		Edit	Delete
rehan		rehangroup		Edit	Delete
pepe		pepe dd		Edit	Delete
May15		May15 test		Edit	Delete
DomesticRemittanceTr		DomesticRemittanceTr		Edit	Delete
Demo Trax Type Grp		Demo group of transaction types		Edit	Delete
Bill Payment		Bill Payment Service		Edit	Delete



Upon failure, system will show error message with failure reason

Chapter 3

3. Manage Limits

3.2 Associate Transaction Types with Transaction Type Group

- ✓ Bank Admin 1/2 click Edit link on one of the Transaction Type Groups

SYBASE | 365[®] MOBILE SERVICES

Distribution Partner Portal

The screenshot shows the SYBASE 365 Distribution Partner Portal interface. At the top, there's a navigation bar with tabs for 'Selfcare' and 'Customer Services'. Below that is a secondary navigation bar with 'Home' and 'Transaction Type Groups' selected. The main content area has a title 'Transaction Type Groups' and a message '8 items found, displaying all items.' followed by a table of transaction type groups.

Transaction Type Groups	Desc	Action	Action
TransferGrp	TransferTrnGroup	Edit	Delete
TestTType	Test TransactionType	Edit	Delete
rehan	rehangroup	Edit	Delete
pepe	pepe dd	Edit	Delete
May15	May15 test	Edit	Delete
DomesticRemittanceTr	DomesticRemittanceTr	Edit	Delete
Demo Trax Type Grp	Demo group of transaction types	Edit	Delete
Bill Payment	Bill Payment Service	Edit	Delete

Below the table, there's a form to add a new transaction type group with fields for 'Transaction Type Group*' and 'Desc*', and a green 'Add' button. Further down, there's another section titled 'Associate Transaction Types' with a table showing the association between a transaction type group and specific transaction types.

Transaction Type Group	Desc
Demo Trax Type Grp	Demo group of transaction type:

The 'Associate Transaction Types' table has columns for 'Associate Transaction Types' (with a dropdown menu showing options like 'OTC BILL PAYMENT', 'P2P AGENT', etc.) and an 'Add' button. A note at the bottom says 'Nothing found to display.'

Chapter 3

3. Manage Limits

3.2 Associate Transaction Types with Transaction Type Group

- ✓ Select Associated Transaction Type
- ✓ Press 
- ✓ Transaction Type will appear in the grid below
- ✓ Click Delete link to dissociate transaction type from the group

SYBASE | 365[®]
MOBILE SERVICES

Distribution Partner Portal

Selfcare Customer Services

Home **Transaction Type Groups**

✓ Transaction Type Association saved successfully.

Transaction Type Groups

8 items found, displaying all items.
1

Transaction Type Groups	Δ▼	Desc	Δ▼	Action	Action
TransferGrp		TransferTrnGroup		Edit	Delete
TestITType		Test TransactionType		Edit	Delete
rehan		rehangroup		Edit	Delete
pepe		pepe dd		Edit	Delete
May15		May15 test		Edit	Delete
DomesticRemittanceTr		DomesticRemittanceTr		Edit	Delete
Demo Trax Type Grp		Demo group of transaction types		Edit	Delete
Bill Payment		Bill Payment Service		Edit	Delete

Transaction Type Group* **Desc***
Add

Associate Transaction Types

Transaction Type Group **Desc**
Associate Transaction Types **Add**

2 items found, displaying all items.
1

ID	Δ▼	Transaction Type	Δ▼	Action
111		TRANSFER OUT		Delete
104		OTC SEND MONEY		Delete

Chapter 3

3. Manage Limits

3.3 Create Limit Class

- ✓ To manage limits, Bank Admin 1 / 2 will Click “Limit Classes” from the menu:

The screenshot shows the SYBASE 365 Distribution Partner Portal interface. At the top, there's a navigation bar with 'Selfcare' and 'Customer Services' tabs, and a sub-menu with 'Home' and 'Limit Classes'. The main content area is titled 'Limit Classes' and displays a table of 11 items found, ranging from 1 to 10. The table has columns for 'Limit Class', 'Desc', and 'Action (Edit)'. Below the table is a search bar with 'Limit Class*' and 'Desc*' fields, and a green 'Add' button.

Limit Class	Desc	Action
TLimit	TestLimitClass for test	Edit
TestLimit2	TestLimit2	Edit
test limit	test limit	Edit
rehanlimit	limitsforrehan	Edit
pepe	pepe pepe	Edit
MyLimit	TestLimitClass	Edit
DomesticRemittance	LmtforSendnRecMoneyTm	Edit
Demo 1	Demo Demo	Edit
Bill Payment	Bill Payment Transaction	Edit
Asghar Limit	Muhammad Asghar the Great	Edit

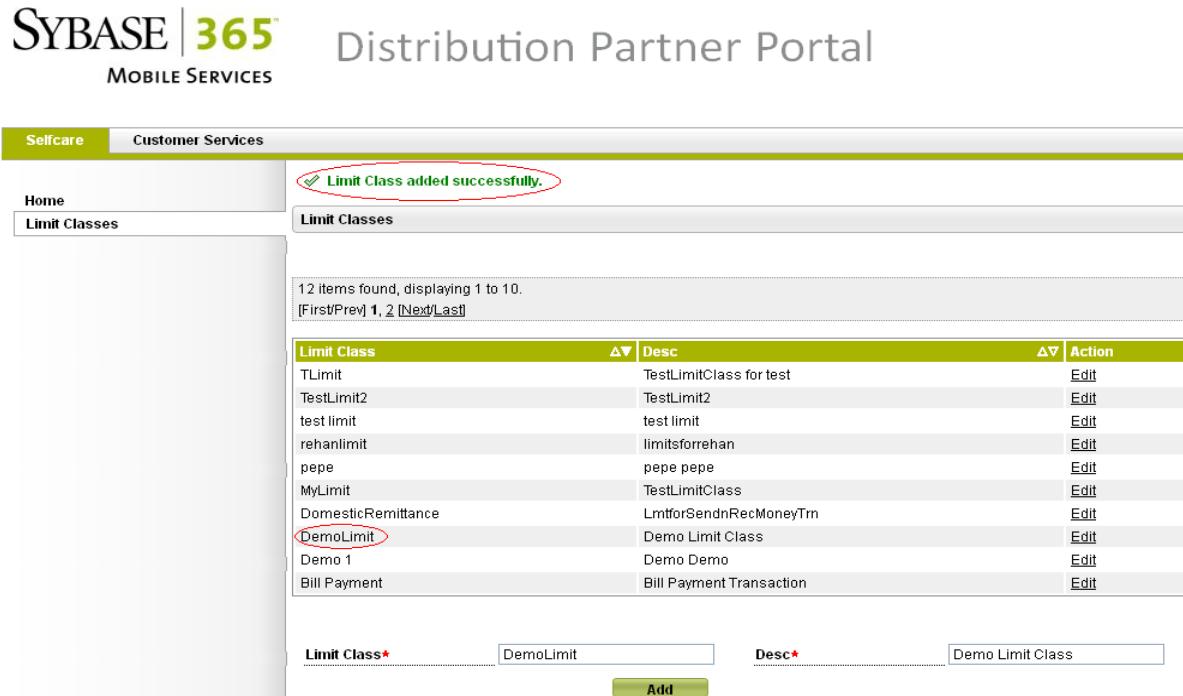
Input Limit Class Name and Description in same screen and Press **Add**

Chapter 3

3. Manage Limits

3.3 Create Limit Class

 System shows success message upon adding a unique Limit Class



The screenshot shows the SYBASE 365 Distribution Partner Portal. The top navigation bar includes 'Selfcare' and 'Customer Services'. Below it, a sidebar has 'Home' and 'Limit Classes' selected. The main content area displays a table of 'Limit Classes' with columns for 'Limit Class', 'Desc', and 'Action'. A success message 'Limit Class added successfully.' is displayed above the table. The 'DemoLimit' row in the table is circled in red.

Limit Class	Desc	Action
TLimit	TestLimitClass for test	Edit
TestLimit2	TestLimit2	Edit
test limit	test limit	Edit
rehanlimit	limitsforrehan	Edit
pepe	pepe pepe	Edit
MyLimit	TestLimitClass	Edit
DomesticRemittance	LmtforSendnRecMoneyTrn	Edit
DemoLimit	Demo Limit Class	Edit
Demo 1	Demo Demo	Edit
Bill Payment	Bill Payment Transaction	Edit



Upon failure, system will show error message with failure reason

Chapter 3

3. Manage Limits

3.4 Associate Transaction Type Group with Limit Class

- ✓ Select Transaction Type Group

The screenshot shows the SYBASE 365 MOBILE SERVICES Distribution Partner Portal. The top navigation bar includes 'Selfcare' and 'Customer Services'. Below it, a secondary navigation bar has 'Home' and 'Limit Classes' selected. The main content area displays a grid of 'Limit Classes' with columns for 'Limit Class', 'Desc', and 'Action'. A message at the top of the grid indicates '12 items found, displaying 1 to 10.' with links for 'First/Prev' and 'Next/Last'. Below this, a form for adding a new limit class is shown, with fields for 'Limit Class*' and 'Desc*', and a green 'Add' button. The next section, 'Limit Class Transaction Type Group Association', contains fields for 'Limit Class' (set to 'Demo 1'), 'Desc' (set to 'Demo Demo'), 'Transaction Types Group' (set to 'Demo Trax Type Grp'), and an 'Add' button. A message below states 'One item found: 1'. The final section shows a grid of 'Transaction Type Group' associations with columns for 'Transaction Type Group', 'Desc', and 'Action'.

Limit Class	Desc	Action
TLimit	TestLimitClass for test	Edit
TestLimit2	TestLimit2	Edit
test limit	test limit	Edit
rehanlimit	limitsforrehan	Edit
pepe	pepe pepe	Edit
MyLimit	TestLimitClass	Edit
DomesticRemittance	LmtforSendnRecMoneyTrn	Edit
DemoLimit	Demo Limit Class	Edit
Demo 1	Demo Demo	Edit
Bill Payment	Bill Payment Transaction	Edit

Transaction Type Group	Desc	Action
Demo Trax Type Grp	Demo Trax Type Grp	Edit

Chapter 3

3. Manage Limits

3.5 Set Limits of Each Transaction Type Group in a Limit Class

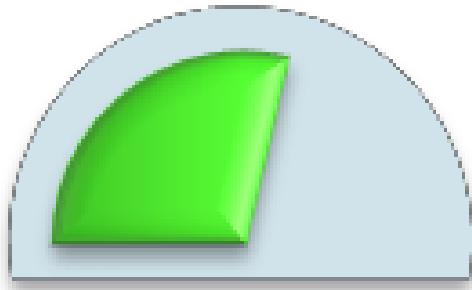
- ✓ Click Edit link on Limit Class definition to set the limits

The screenshot shows a web-based application interface for managing limit classes. At the top, there's a header with the SYBASE 365 logo and 'MOBILE SERVICES'. Below the header, a navigation bar has 'Selfcare' and 'Customer Services' tabs, with 'Customer Services' being active. A left sidebar contains 'Home' and 'Limit Classes' links, with 'Limit Classes' being active. The main content area is titled 'Limit Classes Parameter Definition'. It contains two columns of input fields. The first column includes 'Limit Class' (set to 'TLimit'), 'Transaction Type Group' (set to 'TestTType'), 'Daily Debit Limit*', 'Daily Debit Count*', 'Monthly Debit Limit*', 'Monthly Debit Count*', 'Yearly Debit Limit*', and 'Yearly Debit Count*'. The second column includes 'Desc' (set to 'TLimit'), 'Desc' (set to 'TestTType'), 'Daily Credit Limit*', 'Daily Credit Count*', 'Monthly Credit Limit*', 'Monthly Credit Count*', 'Yearly Credit Limit*', and 'Yearly Credit Count*'. At the bottom of the form are 'Cancel' and 'Save' buttons.

Limit Classes Parameter Definition	
Limit Class	TLimit
Transaction Type Group	TestTType
Daily Debit Limit*	0
Daily Debit Count*	0
Monthly Debit Limit*	0
Monthly Debit Count*	0
Yearly Debit Limit*	0
Yearly Debit Count*	0
Desc	TLimit
Desc	TestTType
Daily Credit Limit*	0
Daily Credit Count*	0
Monthly Credit Limit*	0
Monthly Credit Count*	0
Yearly Credit Limit*	0
Yearly Credit Count*	0

- ✓ Set the Shown transaction amount and velocity limits against each transaction type group of each limit class and press **Save**

Chapter 3



At the time when agent accounts are registered and appropriate access control and transaction limits are configured

Stage-4 Configuration: Agent Ready

At the time when agent accounts are registered and appropriate access control and transaction limits are configured

Stage-4 configuration can be performed after successful completion of stage 3 configuration.
Following are the steps to complete the stage-4 configuration:

1. Agent Account Registration Process

- a. Agent Account Registration Form
- b. Agent Account Approval
- c. Bank Account Linking
- d. Create PIN

2. Sub Agent Account Registration Process

- a. Sub Agent Account Registration Form
- b. Sub Agent Account Approval
- c. Create PIN

Chapter 4

1. Agent Account Registration

- Bank Officer 1 click on Agent Registration from Menu

The screenshot shows the 'Agent Registration Request' form. The 'Registration Type' is set to 'Agent'. The 'Business Type' field is highlighted with a red callout bubble containing the text: 'Changing Business Type from Sole-proprietor to Partnership/Public limited must change the Fields accordingly...'. Other fields include 'Agent Type', 'Agent Class', 'DO Id', 'Territory Code', 'Channels (USSD, Portal)', 'Officer ID (SuperAdmin)', 'Date Created (20 May 2012)', 'Mobile Number', 'City', 'Country', 'Trade Name', 'Owner First Name', 'Owner Last Name', 'Identity Type', 'Identity Value', 'Date Of Registration', and an 'Attachment' section with a 'Browse...' button and an 'Upload' button.

Changing Business Type
from Sole-proprietor to
Partnership/Public
limited must change the
Fields accordingly...

1. Agent Account Registration

...Personal Information and Account Profile

The screenshot shows a registration form for an agent account. The form is divided into two main sections: Personal Information and Account Profile.

Personal Information:

- Mailing Address: A large text input field.
- Father Name*: A text input field.
- Mother Name*: A text input field.
- Place of Birth*: A dropdown menu with "Please Select" as the default option.
- Date of Birth*: A text input field.
- Gender*: A dropdown menu with "Please Select" as the default option.
- Phone Number*: A text input field.
- Fax Number*: A text input field.

Account Profile:

- Largest single deposit expected at any time*: A text input field.
- Largest single withdrawal expected at any time*: A text input field.
- Cumulative value of deposits in a month*: A text input field.
- Cumulative value of withdrawals in a month*: A text input field.
- Expected Average Balance*: A text input field.
- Expected No. of Deposits in a month*: A text input field.
- Expected No. of withdrawals in a month*: A text input field.

1. Agent Account Registration

...Details of Business and Partner Details

Details of Business

Monthly Income Average*

Monthly Income Minimum*

Monthly Income Maximum*

Annual Turnover*

Major Buyer Goods Services

Details of Suppliers / Customers

Receipt/Payment Name*

Expected Amounts*

Add

Nothing found to display.

Partners Details

First Name

Last Name

Father Name

Mother Name

CNIC

Mobile Number

Address

Gender Please Select

Chapter 4

1. Agent Account Registration

- b1. After the form submission from Bank Officer 1, Bank Officer 2 Clicks on Agent Registration Approval Menu

The screenshot shows the SYBASE 365 Distribution Partner Portal. At the top, there is a navigation bar with tabs for 'Selfcare' and 'Customer Services'. Below the navigation bar, there is a breadcrumb trail with links for 'Home' and 'Agent Registration Approval'. The main content area is titled 'Agent Registration Approval'. It contains four input fields: 'Application / Request ID', 'CNIC / NTN#', 'Mobile No.', and 'Account Title'. Below these fields is a 'Search' button. A message indicates '22 items found, displaying all items.' followed by a page number '1'. A table below lists 22 agent registration requests. The table has columns for 'App ID', 'Creation Date', 'Created By', 'Status', 'Mobile No.', and 'Request Type'. The data in the table is as follows:

App ID	Creation Date	Created By	Status	Mobile No.	Request Type
97	Sat May 19 12:12:18 PKT 2012	111112	PENDING	99999999980	AGENT_CREATION
91	Thu May 17 13:02:45 PKT 2012	111112	PENDING	03452985025	AGENT_CREATION
89	Thu May 17 12:49:06 PKT 2012	111112	PENDING	03452985022	AGENT_CREATION
86	Wed May 16 23:09:25 PKT 2012	111112	PENDING	90909090900	AGENT_CREATION
82	Tue May 15 15:55:49 PKT 2012	111112	PENDING	43545444444	AGENT_CREATION
81	Tue May 15 14:40:42 PKT 2012	111112	PENDING	33333333333	AGENT_CREATION
70	Sat May 12 15:27:44 PKT 2012	111112	PENDING	0343434344	AGENT_CREATION
67	Sat May 12 15:05:44 PKT 2012	111112	PENDING	033434341	AGENT_CREATION

Chapter 4

1. Agent Account Registration

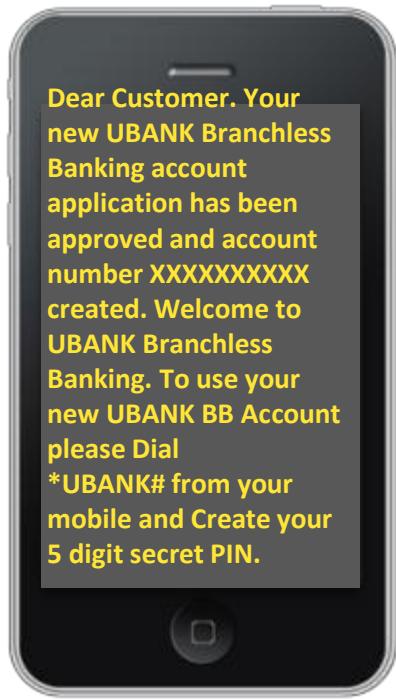
b2. Bank Officer 2 Click hyperlink of Application ID to process approval

The screenshot shows the SYBASE 365 Distribution Partner Portal. The main title is "SYBASE | 365 MOBILE SERVICES". The left sidebar has "SelfCare" and "Customer Services" tabs, with "Agent Registration Approval" selected. The main content area is titled "Agent Registration Approval". It includes fields for "Registration Type" (set to "Agent"), "Agent Type" (set to "Sub Agent"), "Parent ID" (empty), and "DOB" (set to "343"). Below these are sections for "Officer Information" (Officer ID: SuperAdmin) and "Personal Information" (Mobile Number: 43545444444, City: Islamabad, Country: Pakistan, First Name: 435, Last Name: 45, Identity Type: NBCOP, Identity Value: 34, Date Of Registration: 06/13/2012). A message at the bottom says "One item found: 1". At the bottom, there is an "Action" dropdown set to "Please Select" and a "Comments" input field. A note states "• Denotes Mandatory Field". At the very bottom, there are "Submit" and "Cancel" buttons. A large red arrow points from the "Action" dropdown towards a blue button on the right labeled "Reject", "Approve", and "Return".

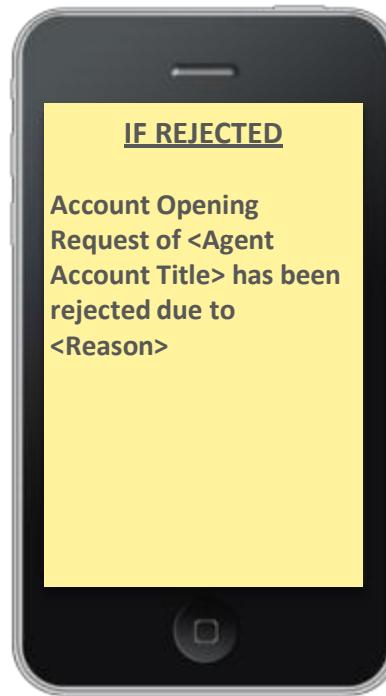
Chapter 4

1. Agent Account Registration

b2. System sends the SMS to Agent and DO and Email password to Agent (if portal access: Y)



Agent



Chapter 4

1. Agent Account Registration

- c1. Bank Officer 1 click on Bank Account Linking to link Agent wallet with his Bank Account

The screenshot shows the SYBASE 365 Distribution Partner Portal. At the top left is the logo "SYBASE | 365 MOBILE SERVICES". To its right is the title "Distribution Partner Portal". Below the title is a navigation bar with tabs: "Selfcare" (highlighted in green), "Customer Services", "Home", and "Bank Account Linking" (highlighted in green). The main content area has a title "Bank Account Linking Request". It contains three input fields: "Mobile No" (empty), "First Name" (Qadeer), and "Agent ID" (empty). A "Search" button is located below these fields. A message "One item found." is displayed above a table. The table has one row with the following data:

Customer Id	First Name	Last Name	MSISDN	SVA	Show Details
10005713	Qadeer	Ali	99999999989	99999999982	View

Chapter 4

1. Agent Account Registration

c2. Bank Officer 1 click View Link to link Agent wallet with his Bank Account

The screenshot shows the SYBASE 365 Distribution Partner Portal. At the top, there is a navigation bar with tabs for Selfcare and Customer Services. Below the navigation bar, the main content area has a title "Agent Profile Details" and a sub-section "Bank Account Linking". On the left side of the main content area, there is a sidebar with links for Home and Bank Account Linking. The main form contains several input fields:

Agent Type	Parent
Agent Class Description	AgentClassProduct
Mobile Number	999999999999
City	Karachi
Country	PAKISTAN
First Name	P1 Traders

Below these fields, there is a section for linking a bank account:

Bank Name*	Please Select
Bank Account Number*	[Empty Input Field]
Account Type *	Please Select
Account Title	[Empty Input Field]

At the bottom of the form, there is a note: "★ Denotes mandatory field" and a green "Link" button. The footer of the page includes the copyright notice: "© Sybase Inc. | All rights reserved | Build [TAGNAME] | Session Timeout: 14:39 Minutes".

Chapter 4

1. Agent Account Registration

c3. Bank Officer 1 press **Link** button to send Linking for approval, Bank Officer 2 then click “Bank Account Linking Approval” menu to approve bank account linking application

The screenshot shows a web-based portal interface. At the top, there is a logo for "SYBASE | 365 MOBILE SERVICES" and the text "Distribution Partner Portal". Below the logo, there is a navigation bar with tabs for "Selfcare" and "Customer Services". The "Customer Services" tab is currently selected. On the left side, there is a sidebar with links for "Home" and "Bank Account Linking Approval". The main content area is titled "Bank Account Linking Approval List". A message indicates "One item found." followed by the number "1". Below this, there is a table with the following data:

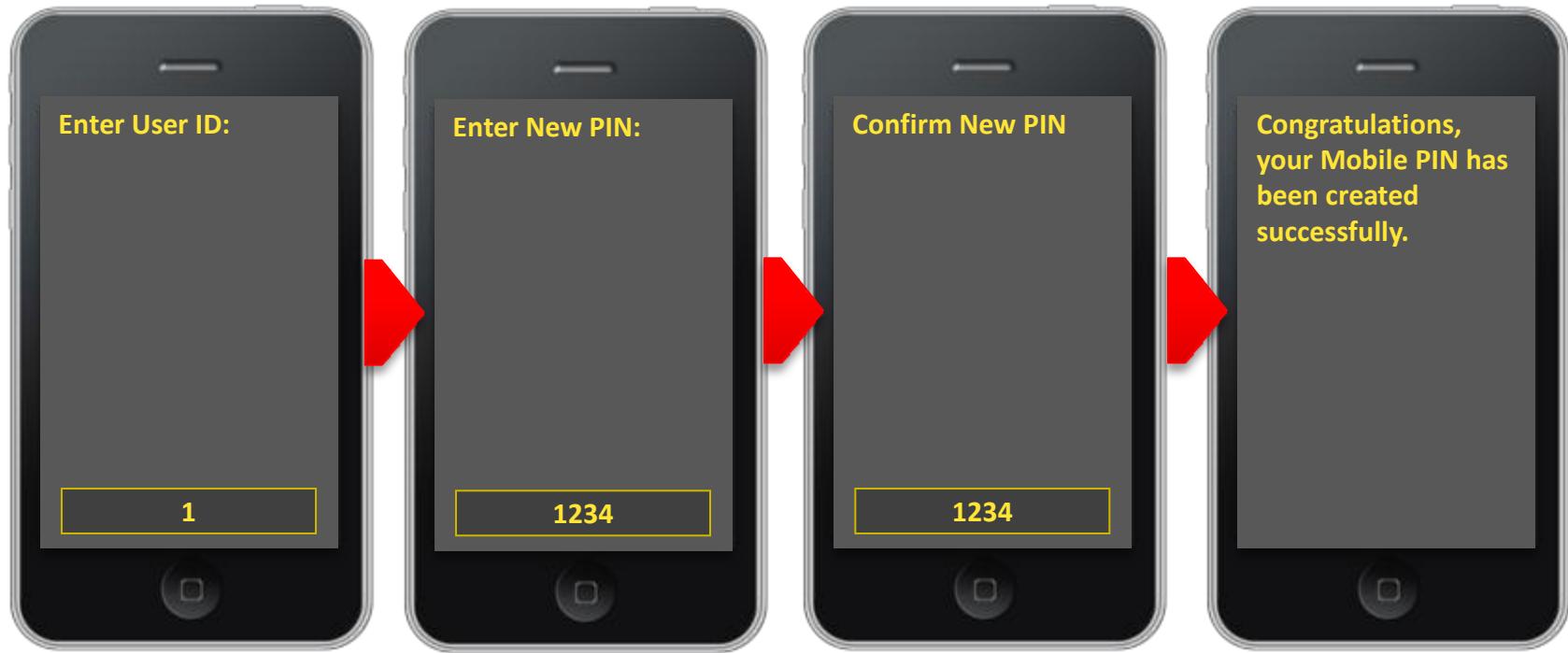
App ID	Creation Date	Created By	Status	Mobile No.	Request Type
85	Wed May 16 16:19:35 PKT 2012	A_CCWS_1	PENDING		LINK_BANK_ACCOUNT

c4. Bank Officer 2 click App ID Link to Approve or Reject the request

Chapter 4

1. Agent Account Registration

- d. Agent can Create mPIN using USSD Menu on Mobile



NOTE: When User first time access USSD Menu before creating PIN, then complete Transaction menu is not shown and USSD interaction starts from mPIN creation.

Chapter 4

2. Sub Agent Account Registration

- Bank Officer 1 click on Agent Registration from Menu

SYBASE | 365[®]
MOBILE SERVICES

Distribution Partner Portal

Selfcare Customer Services

Home Agent Registration Request

Agent Registration

Registration Type

Registration Type * Agent Agent Type * Sub Agent (circled)

Parent ID DO Id *

Officer Information

Officer ID SuperAdmin Date Created 20 May 2012

Personal Information

Mobile Number * City * Please Select Country * Please Select

First Name * Last Name *

Identity Type * Identity Value

Date Of Registration *

Attachment * Browse Upload

Nothing found to display.

Privileges, Channel
Access and Limits
should be part of Sub
Agent registration.

2. Sub Agent Account Registration

...Personal Information



A screenshot of a web-based personal information registration form. The form is divided into two columns. The left column contains fields for Mailing Address, Permanent Address, Father Name*, Mother Name*, Place of Birth*, Date of Birth*, Gender*, Phone Number*, and Fax Number*. The right column contains input fields for each of these items. A note at the bottom left states "★ Denotes Mandatory Field". At the bottom right are "Submit" and "Cancel" buttons.

Mailing Address	<input type="text"/>
Permanent Address	<input type="text"/>
Father Name*	<input type="text"/>
Mother Name*	<input type="text"/>
Place of Birth*	<input type="text"/> Please Select
Date of Birth*	<input type="text"/>
Gender*	<input type="text"/> Please Select
Phone Number*	<input type="text"/>
Fax Number*	<input type="text"/>
★ Denotes Mandatory Field	
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

2. Sub Agent Account Registration

- b1. After the form submission from Bank Officer 1, Bank Officer 2 Clicks on Agent Registration Approval Menu

The screenshot shows the SYBASE 365 Distribution Partner Portal. At the top, there's a logo for 'SYBASE | 365 MOBILE SERVICES' and the text 'Distribution Partner Portal'. Below the header, there's a navigation bar with tabs for 'Selfcare' and 'Customer Services', and a sub-menu with 'Home' and 'Agent Registration Approval'. The main content area is titled 'Agent Registration Approval'. It contains four input fields: 'Application / Request ID', 'CNIC / NTN#', 'Mobile No', and 'Account Title', each with an associated text input box. Below these fields is a green 'Search' button. Underneath the search area, a message says '22 items found, displaying all items.' followed by a page number '1'. A table below lists 22 items with columns: App ID, Creation Date, Created By, Status, Mobile No., and Request Type. The data is as follows:

App ID	Creation Date	Created By	Status	Mobile No.	Request Type
97	Sat May 19 12:12:18 PKT 2012	111112	PENDING	99999999980	AGENT_CREATION
91	Thu May 17 13:02:45 PKT 2012	111112	PENDING	03452985025	AGENT_CREATION
89	Thu May 17 12:49:06 PKT 2012	111112	PENDING	03452985022	AGENT_CREATION
86	Wed May 16 23:09:25 PKT 2012	111112	PENDING	90909090900	AGENT_CREATION
82	Tue May 15 15:55:49 PKT 2012	111112	PENDING	43545444444	AGENT_CREATION
81	Tue May 15 14:40:42 PKT 2012	111112	PENDING	33333333333	AGENT_CREATION
70	Sat May 12 15:27:44 PKT 2012	111112	PENDING	0343434344	AGENT_CREATION
67	Sat May 12 15:05:44 PKT 2012	111112	PENDING	033434341	AGENT_CREATION

2. Sub Agent Account Registration

- b2. Bank Officer 2 Click hyperlink of Application ID to process approval

The screenshot shows the SYBASE 365 Distribution Partner Portal. The left sidebar has 'SelfCare' and 'Customer Services' tabs, with 'Agent Registration Approval' selected. The main area is titled 'Agent Registration Approval'. It contains fields for 'Registration Type' (set to 'Agent'), 'Agent Type' (set to 'Sub Agent'), 'Parent ID' (empty), and 'DOB' (set to '343'). Below these are sections for 'Officer Information' (Officer ID: SuperAdmin) and 'Personal Information' (Mobile Number: 43545444444, City: Islamabad, Country: Pakistan, First Name: 435, Last Name: 45, Identity Type: NBCOP, Identity Value: 34, Date Of Registration: 06/13/2012). A message at the bottom says 'One item found: 1'. At the bottom are 'Action' (dropdown set to 'Please Select') and 'Comments' (text input field). A note at the bottom states '• Denotes Mandatory Field'. At the very bottom is a footer with copyright information.

SYBASE | 365[®]
MOBILE SERVICES

Distribution Partner Portal

SelfCare Customer Services

Home Agent Registration Approval

Agent Registration Approval

Registration Type

Registration Type • Agent Agent Type • Sub Agent

Parent ID: 0 DOB • 343

Officer Information

Officer ID: SuperAdmin

Personal Information

Mobile Number • 43545444444
City • Islamabad
Country • Pakistan
First Name • 435
Last Name • 45
Identity Type • NBCOP
Identity Value • 34
Date Of Registration • 06/13/2012

One item found:
1

Action • Please Select

Comments

• Denotes Mandatory Field

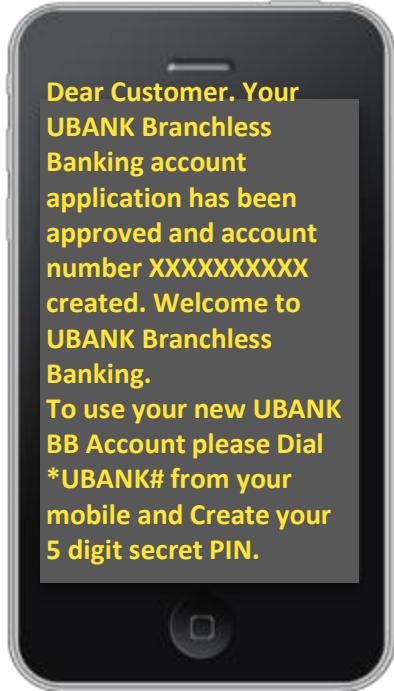
Submit Cancel

© Sybase Inc. All rights reserved | Build [TAONAME] | Session Timeout: 14:41 Minutes

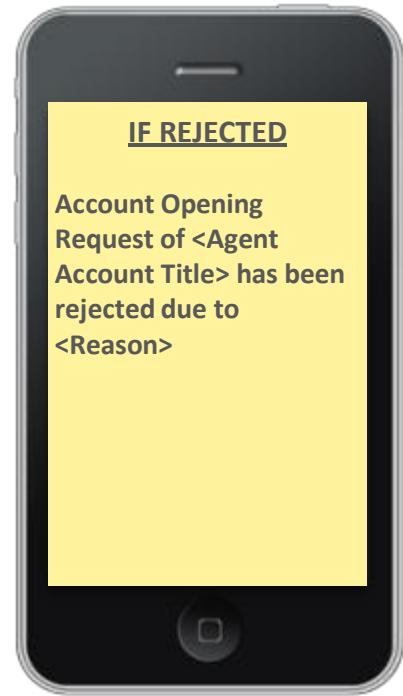
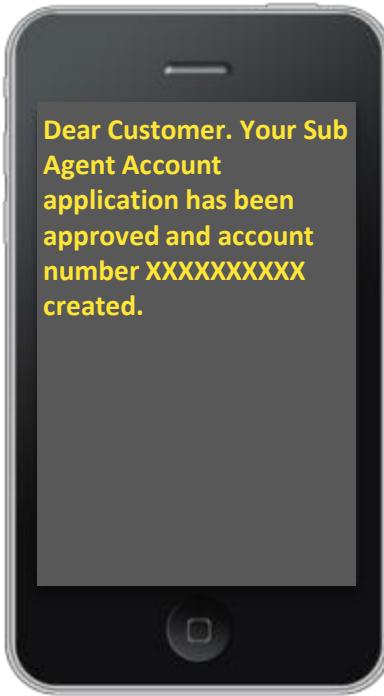
Reject Approve Return

2. Sub Agent Account Registration

b2. System sends the SMS to Agent, Sub Agent and DO and Email password to Sub Agent (if portal access: Y)

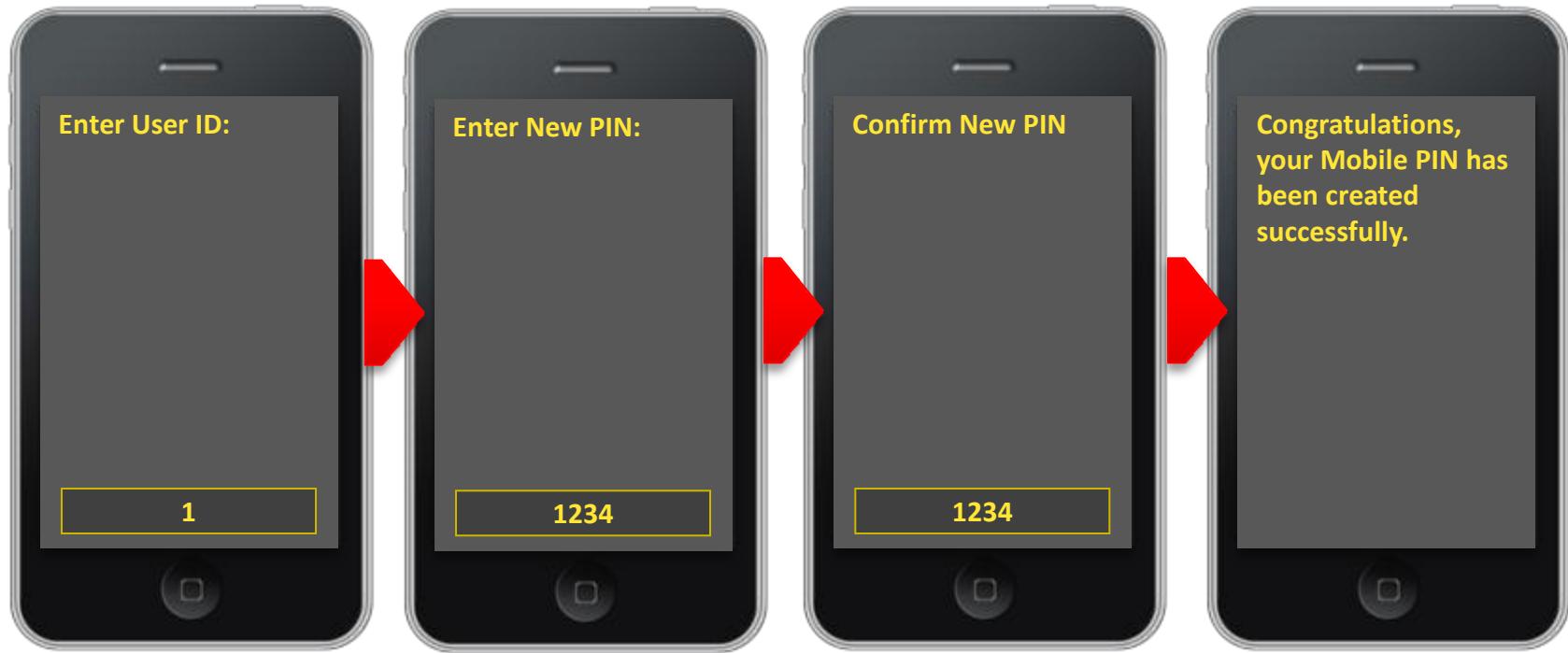


Sub Agent

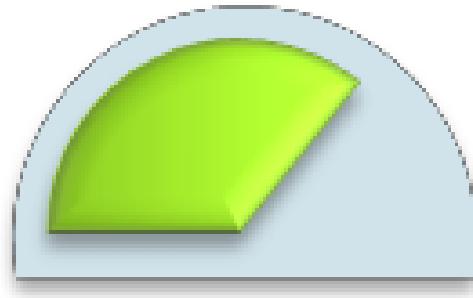


2. Sub Agent Account Registration

- c. Sub Agent can Create mPIN using USSD Menu on Mobile



NOTE: When User first time access USSD Menu before creating PIN, then complete Transaction menu is not shown and USSD interaction starts from mPIN creation.



AGENT SELF SERVICE

Covering tasks agent can perform on Agent portal and Transactions Agent can perform using his/her mobile wallet

Chapter 5

Agent Self Service

Once the agent / sub agent accounts are active, they can perform various day-to-day operations and transactions through their UBANK BB Account according to the set privileges. Following are the tasks that can be performed by agents:

1. Agent Portal Login

2. Manage Sub Agents, their Transaction Privileges and Limits (taken out from current Phase)

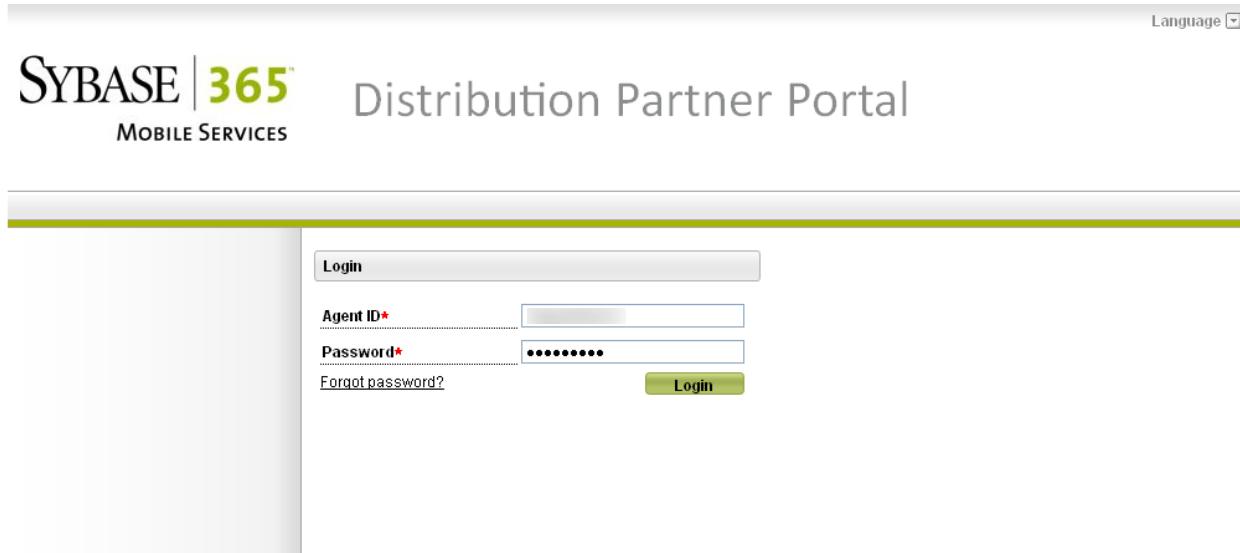
3. Perform Agent Transactions through Portal

- a. Bank Account to Mobile Account Transfer (Transfer-in)
- b. Mobile Account to Bank Account Transfer (Transfer-out)
- c. Agent to Agent Transfer
- d. Balance Inquiry Mobile Account
- e. Balance Inquiry Linked Bank Account
- f. View Transactions History
- g. Change PIN
- h. Change Password

4. Perform Agent Transactions through Mobile

- a. Bank Account to Mobile Account Transfer
- b. Mobile Account to Bank Account Transfer
- c. Agent to Agent Transfer
- d. Balance Inquiry Mobile Account
- e. Balance Inquiry Linked Bank Account
- f. Mini Statement

1. Agent / Sub Agent Portal Login

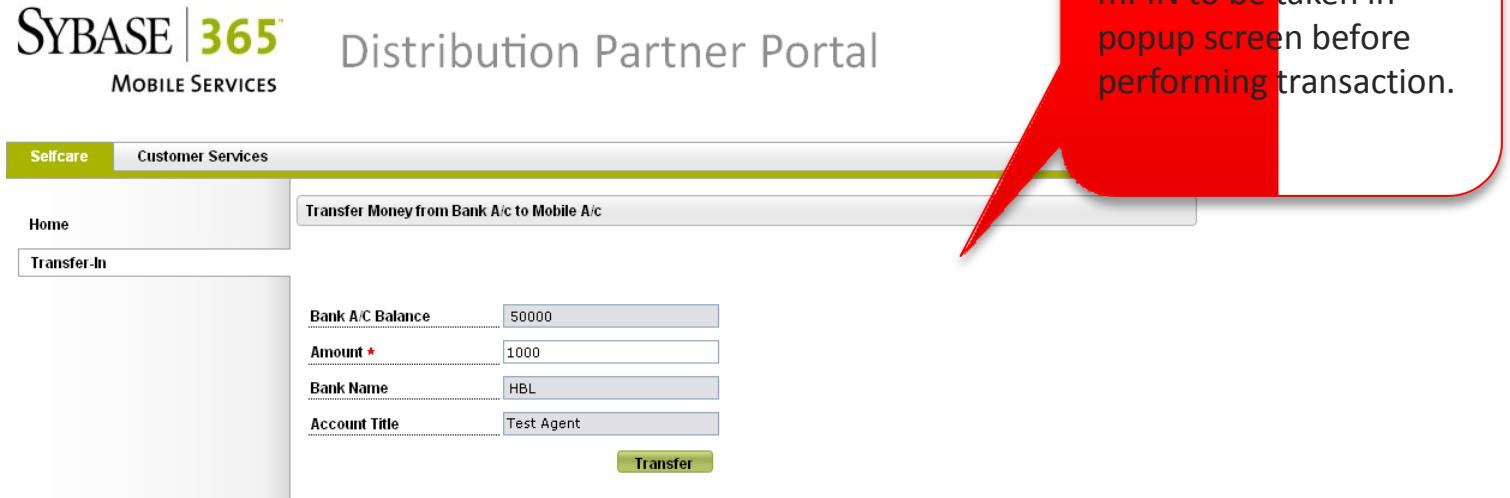


1. Open provided URL in web browser
2. If the user login session is not established, system will automatically redirect the user to the login page.
3. Input the Agent's username and password and Press 

Chapter 5

3. Perform Transactions through Portal

a) Bank Account to Mobile Wallet Transfer



1. Click “Transfer In” from Menu
2. Bank Account Information including A/C Balance will be shown
3. Input the Amount and Press **Transfer**

Chapter 5

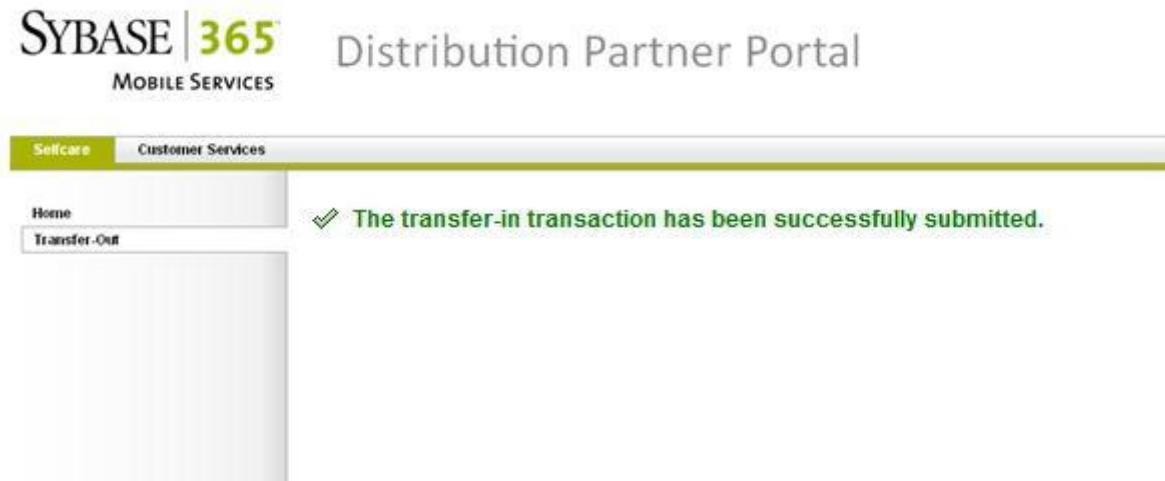
3. Perform Transactions through Portal

a) Bank Account to Mobile Wallet Transfer



System Show the following message, if the transfer is successful

Message: Trx ID: <XXXXX> You have transferred-in Rs. 1000 from UBANK A/C <#####>. Fee with tax: 10. Your Mobile Account balance Rs. 49,990.



If transfer failed because of invalid/excess amount input/CBS error, then system will show error message with the reason

Chapter 5

3. Perform Transactions through Portal

b) Mobile Wallet to Bank Account Transfer

The screenshot shows the SYBASE 365 Distribution Partner Portal interface. At the top left is the logo 'SYBASE | 365 MOBILE SERVICES'. The main title 'Distribution Partner Portal' is centered above a navigation bar with tabs 'Selicare' and 'Customer Services'. Below the navigation bar is a menu with 'Home' and 'Transfer-Out' options. The main content area has a title 'Transfer Money from Mobile A/c to Bank A/c'. It contains several input fields: 'Mobile A/C Balance' (8000), 'Amount *' (1000), 'Bank Name' (HBL), 'Account Title' (Test Agent), 'Account Number' (1002365), and 'Account Type' (current). A note at the bottom left says '★ Denotes Mandatory Field'. At the bottom right is a green 'Transfer' button. A red callout bubble on the right side points to the 'Transfer' button with the text 'mPIN to be popup screen performing'.

1. Click “Transfer Out” from Menu
2. Bank Account and Mobile Wallet Information including mWallet Balance will be shown
3. Enter Amount to transfer and Press **Transfer**

Chapter 5

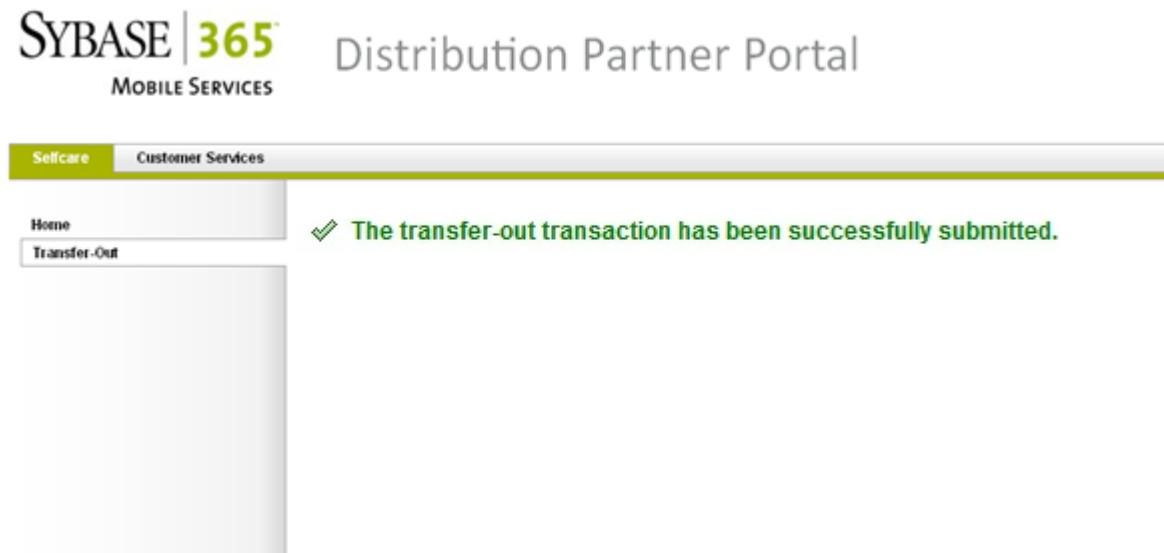
3. Perform Transactions through Portal

b) Mobile Wallet to Bank Account Transfer



System Show the following message, if the transfer is successful

Message: Trx ID: <XXXXX> You have transferred-out Rs. 1000 from Mobile A/C <#####>. Fee with tax: 0. Your Mobile Account balance Rs. 0



If transfer failed because of invalid/excess amount input/CBS error, then system will show error message with the reason

Chapter 5

3. Perform Transactions through Portal

c) Agent to Agent Transfer

The screenshot shows the SYBASE 365 Distribution Partner Portal. At the top left is the logo "SYBASE | 365 MOBILE SERVICES". The main title "Distribution Partner Portal" is centered above the form. The navigation bar has tabs "Selfcare" and "Customer Services", with "Customer Services" being the active tab. Below the navigation is a sub-menu with "Home" and "Person-2-Person Transfer(Agents)". The main form is titled "Person-2-Person Transfer (Agents)". It contains three input fields: "Parent Agent Trade Name*" with value "PSO", "Amount*" with an empty input field, and "mPIN*" with an empty input field. Below these fields is a note "*Denotes mandatory field". At the bottom is a green "Transfer" button.

mPIN to be taken in
popup screen as a
standard...before
performing transaction.

1. Click “Person-2-Person Transfer (Agents)” from Menu
2. Parent Agent trade name is shown
3. Enter Amount to transfer and mPIN and Press **Transfer**

Chapter 5

3. Perform Transactions through Portal

c) Agent to Agent Transfer

The screenshot shows the SYBASE 365 Distribution Partner Portal. At the top left is the logo 'SYBASE | 365 MOBILE SERVICES'. The main title 'Distribution Partner Portal' is centered above the form. The navigation bar includes 'Selfcare' and 'Customer Services' tabs, with 'Customer Services' being the active tab. Under 'Customer Services', there are links for 'Home', 'Person-2-Person Transfer(Agents)', and 'Transfer Agents'. The main form is titled 'Person-2-Person Transfer (Agents)'. It contains four input fields: 'Child Name *' with a dropdown menu showing 'Please Select', 'Amount*' with an empty input field, 'Reference*' with an empty input field, and 'mPIN*' with an empty input field. Below these fields is a note: '*Denotes mandatory field'. At the bottom is a green 'Transfer' button. A red callout bubble originates from the 'mPIN*' field and contains the text 'mPIN to be popup screen standard...before performing'.

1. If Parent Agent Clicks “Person-2-Person Transfer (Agents)” from Menu
2. Dropdown to select Child Agent is shown
3. Enter Amount to transfer, reference text and mPIN and Press **Transfer**

Chapter 5

3. Perform Transactions through Portal

c) Agent to Agent Transfer



System Show the following message, if the transfer is successful

SMS to Sender: Trx ID: <XXXXX> You have sent Rs. 1000 to Mobile A/C <#####>. Fee with tax: 0. Your Mobile Account balance Rs. 50000

SMS to Receiver: Trx ID: <XXXXX> You received Rs. 1000 from Mobile A/C <#####>. Your Mobile Account balance Rs. 80000

SYBASE | 365[®] MOBILE SERVICES Distribution Partner Portal

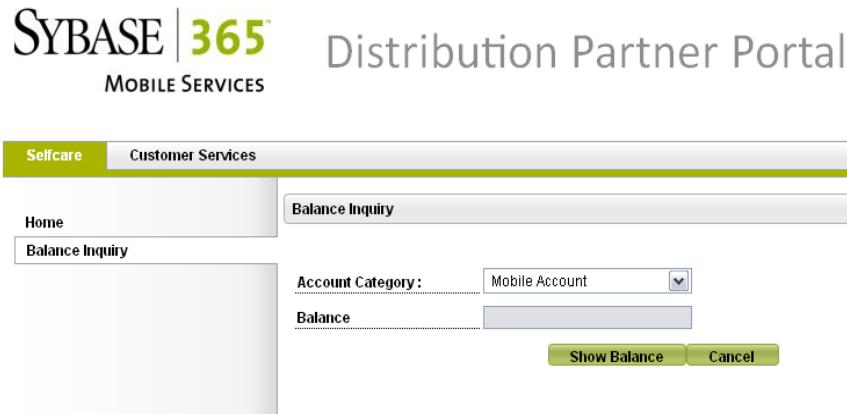


If transfer failed because of invalid/excess amount input/CBS error, then system will show error message with the reason

Chapter 5

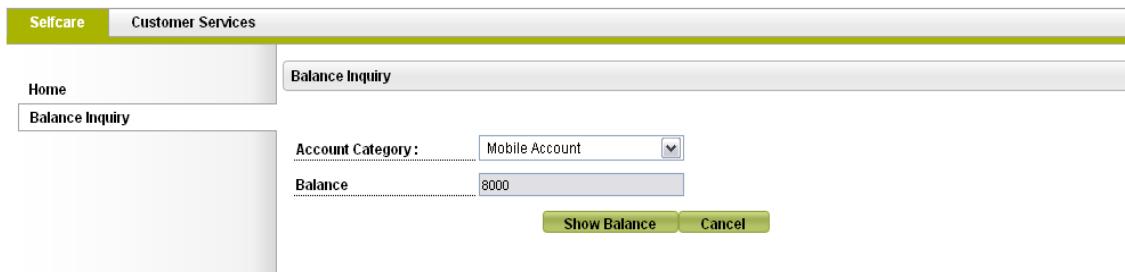
3. Perform Transactions through Portal

d) Balance Inquiry Mobile Account



mPIN to be taken in
popup screen before
performing transaction.

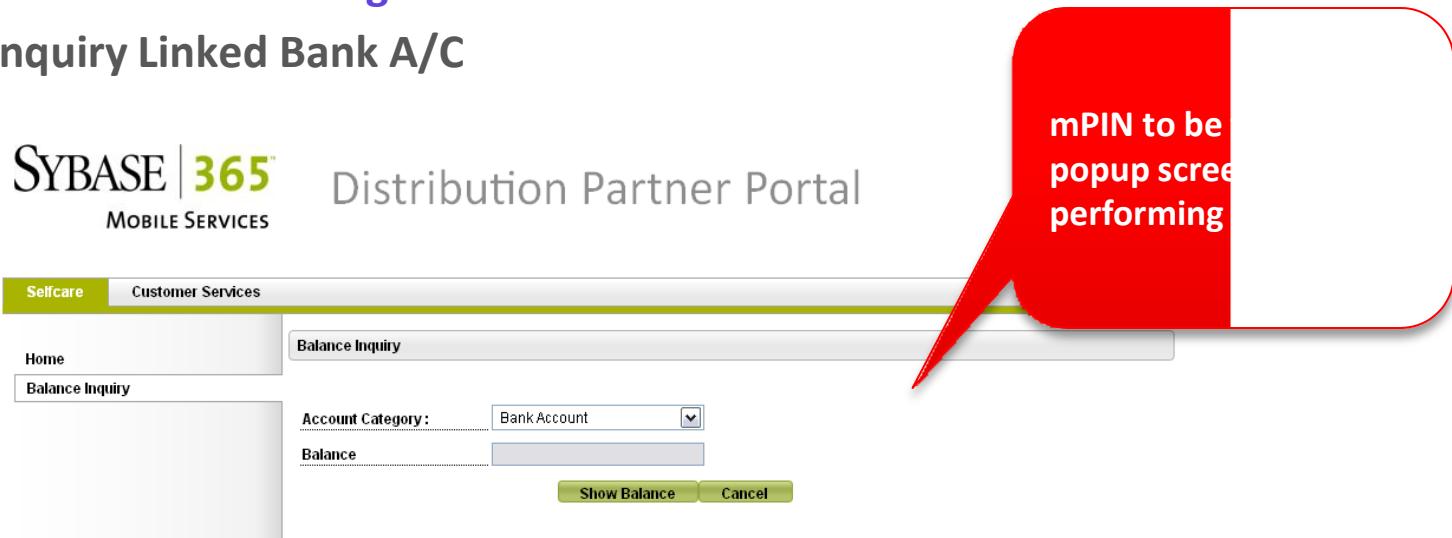
1. Click “Balance Inquiry” from Menu
2. Select Mobile Account from Account Category
3. Press **Show Balance** to view Balance



Chapter 5

3. Perform Transactions through Portal

e) Balance Inquiry Linked Bank A/C



1. Click “Balance Inquiry” from Menu
2. Select Bank Account from Account Category
3. Press **Show Balance** to view Balance

This screenshot shows the same portal interface as the previous one, but the 'Balance' input field now contains the value '50000'. The rest of the interface remains the same, including the menu bar, navigation bar, and buttons at the bottom.

3. Perform Transactions through Portal

f) View Transaction History

Chapter 5

3. Perform Transactions through Portal

g) Change PIN

SYBASE | 365[®] MOBILE SERVICES

Distribution Partner Portal

Selfcare Customer Services

Home Change Pin

Change Pin

Old Pin*

New Pin*

Retype New Pin*

* Denotes Mandatory Field

Change Pin

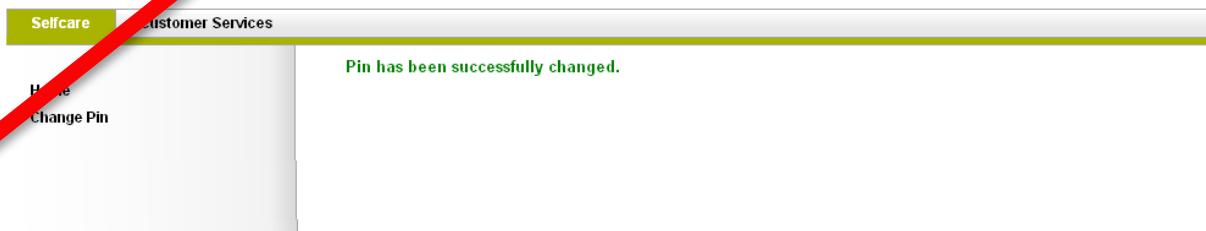


1. Click “Change PIN” from Menu
2. Enter old PIN and twice enter the New PIN
3. Press **Change Pin**

Selfcare Customer Services

Home Change Pin

Pin has been successfully changed.



Chapter 5

3. Perform Transactions through Portal

g) Change Password

SYBASE | 365[®] MOBILE SERVICES

Distribution Partner Portal

The screenshot shows a web-based application interface. At the top, there's a navigation bar with 'Selfcare' and 'Customer Services' tabs. Below the navigation bar, a sidebar on the left contains links for 'Home' and 'Change Password'. The main content area has a heading 'Please enter your new password' followed by three input fields: 'Current Password', 'New Password', and 'Re-enter new Password', each containing a series of dots representing masked input. A green 'Change Password' button is located below these fields.

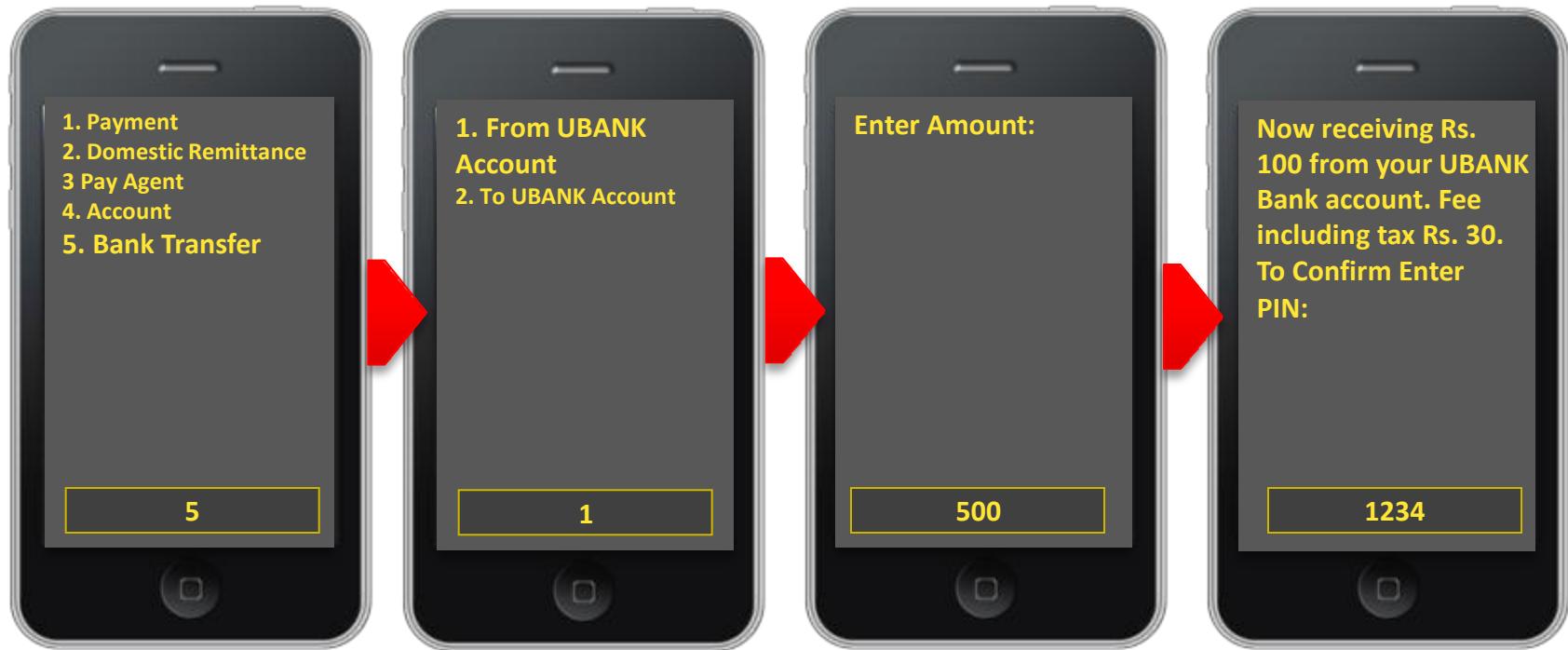
1. Click “Change Password” from Menu
2. Enter Current Password and twice enter the New PIN
3. Press **Change Password**

The screenshot shows the same portal interface after a successful password change. The main content area now displays a green success message: 'Password has been successfully changed'. The rest of the interface remains the same, with the 'Change Password' button now appearing in a green state.

Chapter 5

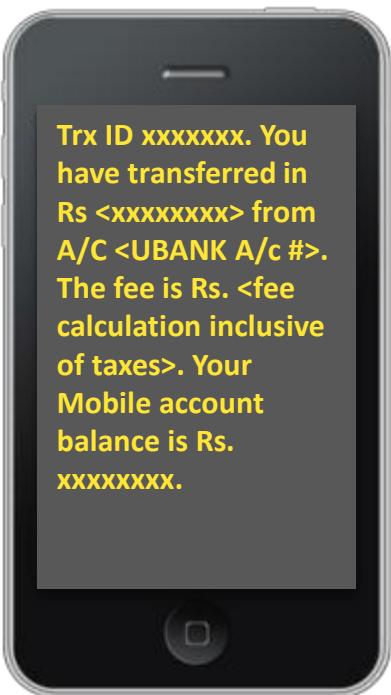
4. Perform Transactions through USSD Menu

a) Bank Account to Mobile Wallet Transfer



4. Perform Transactions through USSD Menu

a) Bank Account to Mobile Wallet Transfer (Contd.)



Chapter 5

4. Perform Transactions through USSD Menu

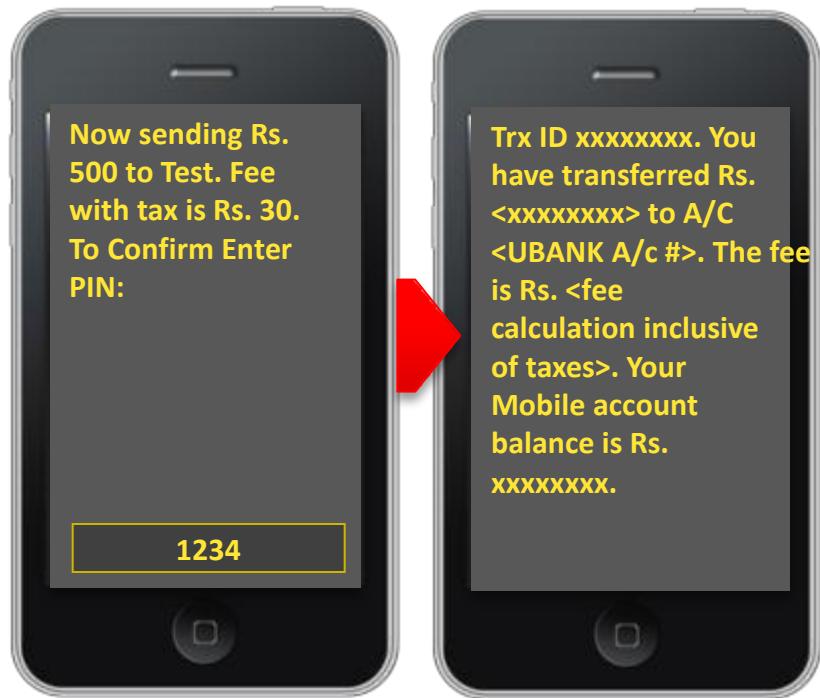
b) Mobile Wallet Account to Bank Account Transfer



Chapter 5

4. Perform Transactions through USSD Menu

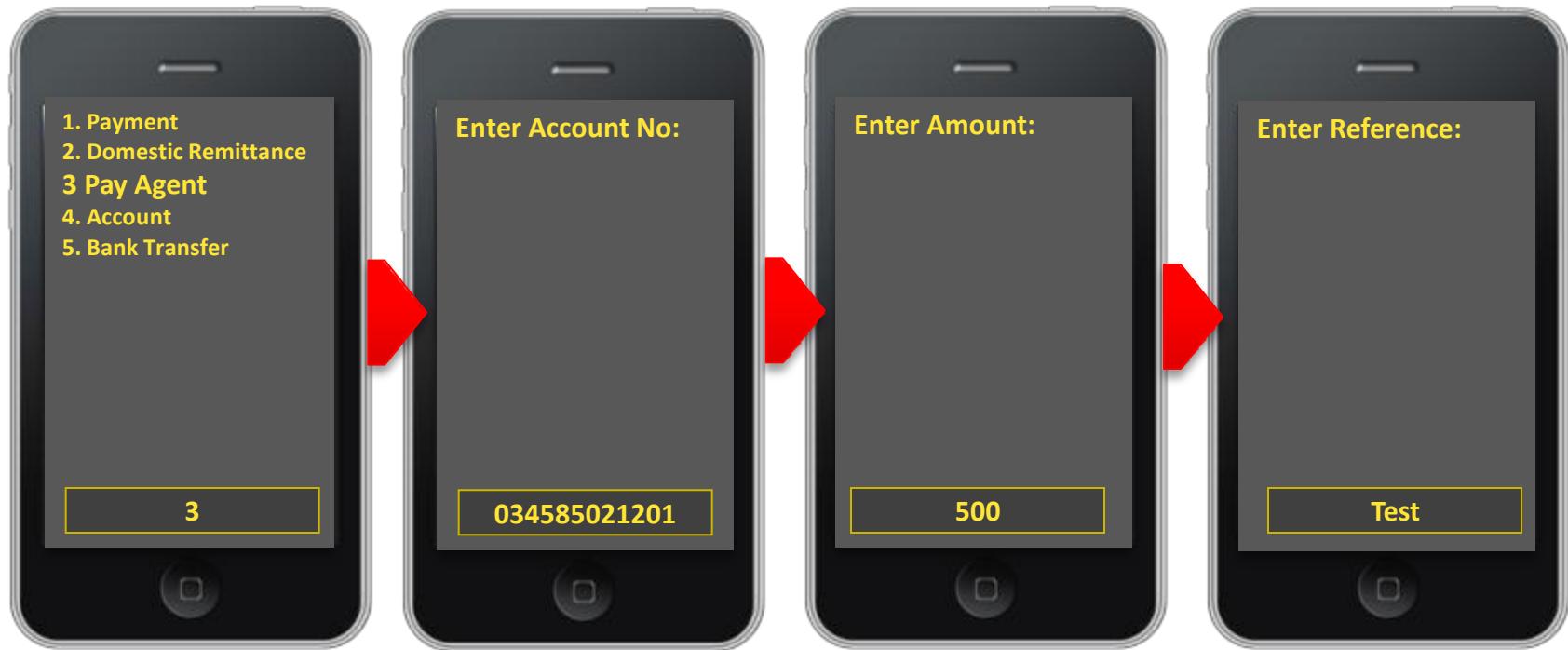
b) Mobile Wallet Account to Bank Account Transfer



Chapter 5

4. Perform Transactions through USSD Menu

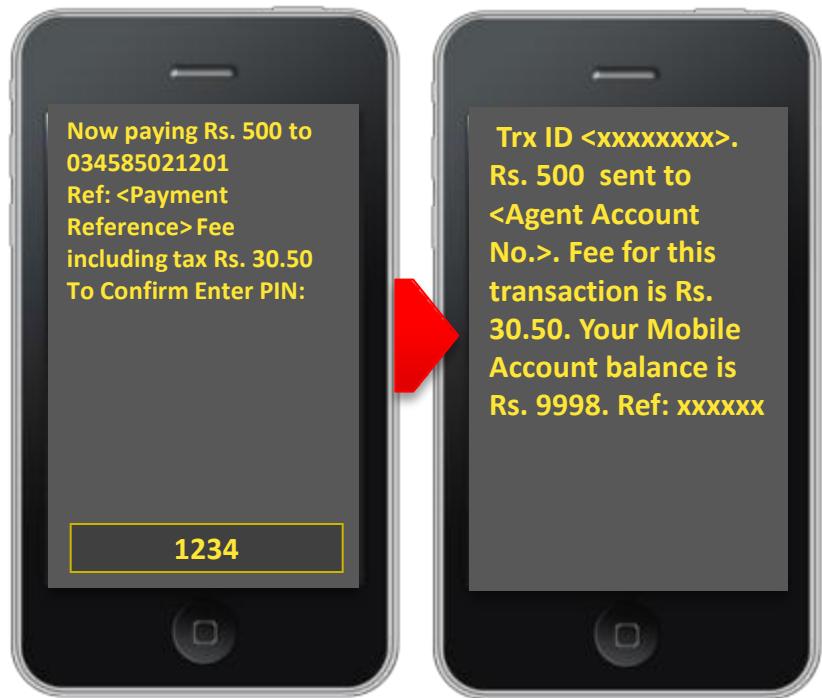
c) Agent to Agent Transfer



Chapter 5

4. Perform Transactions through USSD Menu

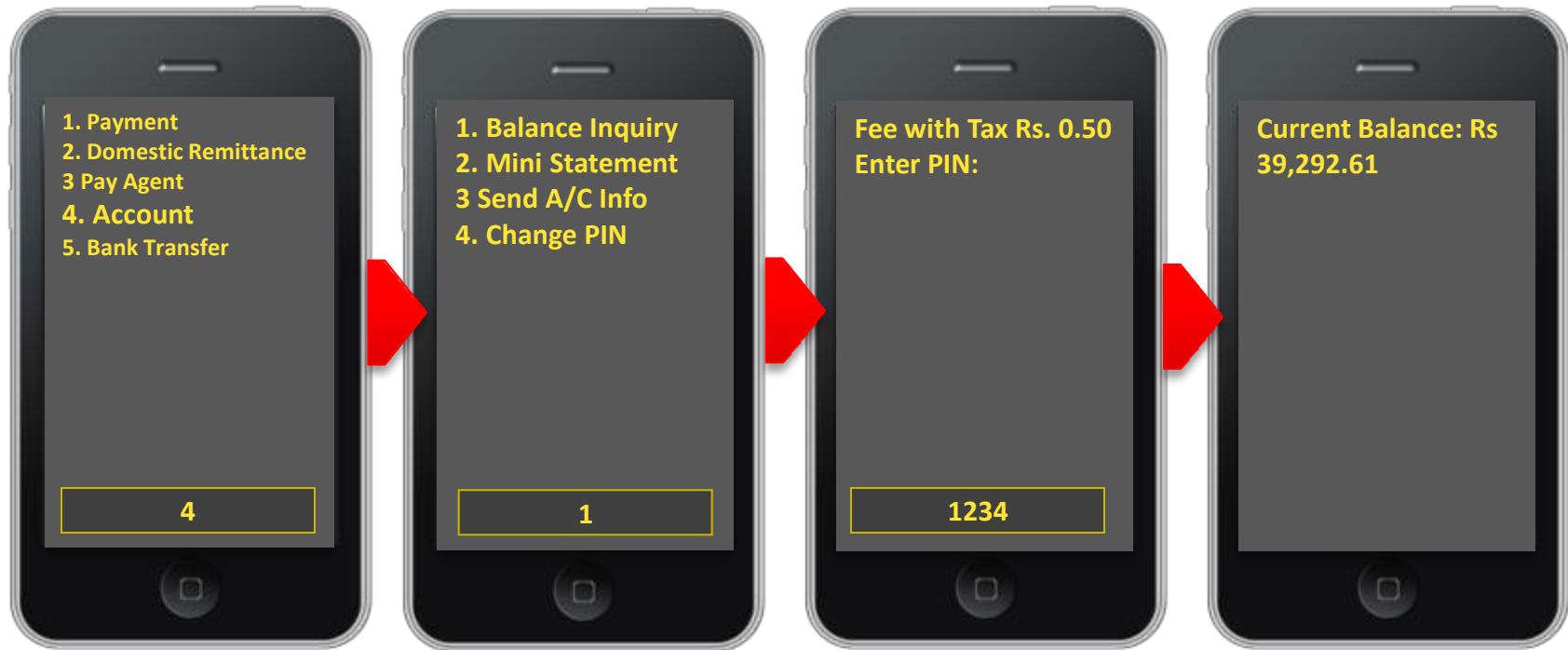
c) Agent to Agent Transfer



Chapter 5

4. Perform Transactions through USSD Menu

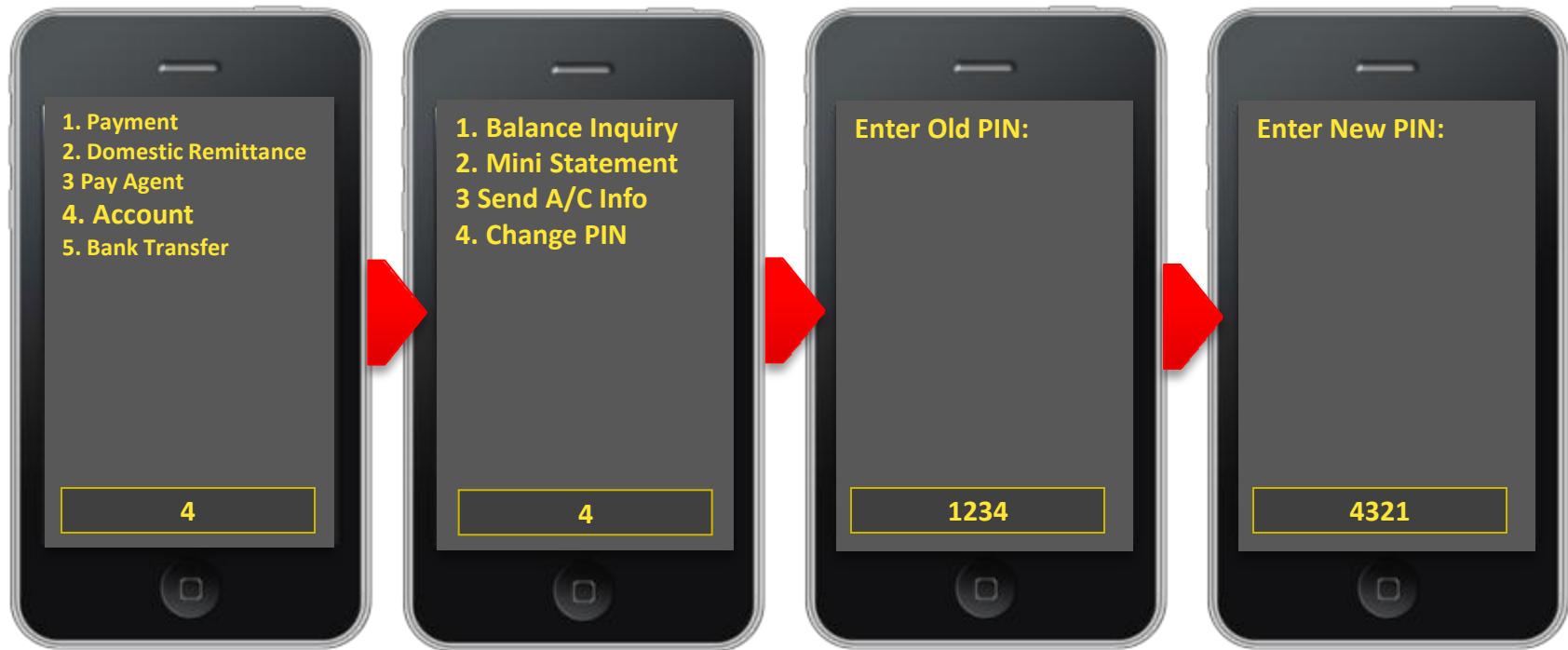
d) Balance Inquiry Mobile Account



Chapter 5

4. Perform Transactions through USSD Menu

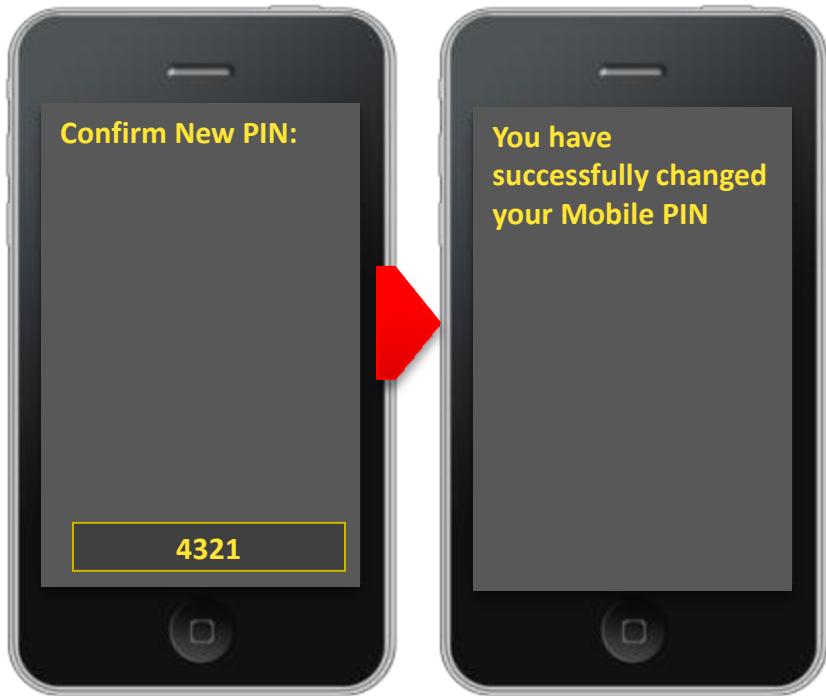
e) Change Pin

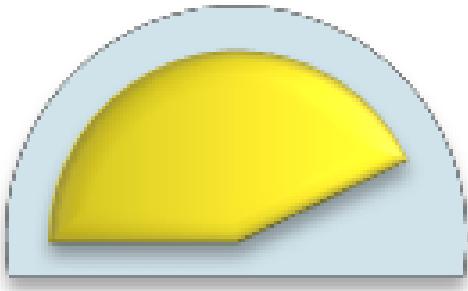


Chapter 5

4. Perform Transactions through USSD Menu

e) Change Pin





Over the Counter Transactions

In Phase-1a Agents are entertaining Branchless Banking Customers through Over the Counter Transactions

Over the Counter Transactions

Once the agent/sub agent accounts are active, they can perform various transactions for over the counter customers according to the defined privileges. Following transactions can be performed by agents:

1. Perform OTC Transactions through Portal

- a. Send Money with Guest Account Registration
- b. Receive Money
- c. Bill Payment

1. Perform OTC Transactions through Mobile

- a. Send Money with Guest Account Registration
- b. Receive Money
- c. Bill Payment

Chapter 6

1. OTC Send Money

The screenshot shows the SYBASE 365 Distribution Partner Portal. At the top left is the logo 'SYBASE | 365 MOBILE SERVICES'. The main title 'Distribution Partner Portal' is centered above the form. The form itself has a green header bar with 'Selfcare' and 'Customer Services' tabs, and a sub-header 'OTC Send Money'. Below this are several input fields: 'Sender Mobile No.*' (with a red asterisk), 'Receiver Mobile No.*' (with a red asterisk), 'Sender Name', 'Amount*', and 'Receiver CNIC*' (with a red asterisk). There is also a 'Calculated Fee' field. A large red 'X' is overlaid on the 'Amount*' field. To the right of the 'Receiver CNIC*' field is a red callout box containing the text: 'mPIN to be generated by Agent in popup screen Transaction having Amount before performing transaction.'

1. Input Sender and receiver Mobile number and CNIC
2. Input amount and receiver CNIC and press **Send Money**

✓ System Show success message, if the Send money is successful (see SMS messages sent to Agent, sender and receiver in OTC Send Money through Mobile page)

✗ If Send Money fails then system will show error message with the reason

Chapter 6

1. OTC Send Money

Guest Account Registration Request

- ✓ If Send Money is successful and either Sender or Receiver do not exist in System as Guest Account then Request for Guest Account registration is generated

The screenshot shows the SYBASE 365 Distribution Partner Portal. At the top, there is a logo for 'SYBASE | 365 MOBILE SERVICES' and the text 'Distribution Partner Portal'. Below the logo, there is a navigation bar with tabs for 'Selfcare' and 'Customer Services', and sub-tabs 'Home' and 'Guest Account Registration'. The main content area is titled 'Guest Account Registration'. It contains three input fields: 'CNIC', 'Mobile No.', and 'Status', each with a corresponding text input box. Below these fields is a green 'Search' button. A message box displays '2 items found, displaying all items.' followed by the number '1'. At the bottom, there is a table with two columns: 'CNIC' and 'Mobile No.'. The first row of the table shows '34243-4563647-7' and '923223683554'.

CNIC	Mobile No.
34243-4563647-7	923223683554

- ✓ Bank Admin 1 can click "Guest Account Registration" to view the list

Chapter 6

1. OTC Send Money

Guest Account Registration Form



Selfcare Customer Services

Home Guest Account Registration

Guest Account - Personal Information

Mobile No	923223683554	CNIC	34243-4563647-7
Name*	<input type="text"/>	Father Name/ Husband Name*	<input type="text"/>
Address	<input type="text"/>	Date of Birth*	<input type="text"/>
CNIC Expiry*	<input type="text"/>		

* Denotes Mandatory Field

Submit

1. Bank Admin 1 Fills information on the form to complete the registration
2. and press **Submit**



Registration request sent to Bank officer 1/2 for approval



If registration fails then system will show error message with the reason

1. OTC Send Money

Guest Account Registration Approval

Guest Account Approval Screen shots and SMS/on-Screen messages to be covered

Chapter 6

2. OTC Receive Money

The screenshot shows the SYBASE 365 Distribution Partner Portal. The main title is "Distribution Partner Portal". Below it, there are two tabs: "Selfcare" and "Customer Services", with "Customer Services" being the active tab. Under "Customer Services", there are two sub-tabs: "Home" and "OTC Receive Money", with "OTC Receive Money" being the active sub-tab. The main content area is titled "OTC Receive Money". It contains several input fields with validation stars: "Transaction ID*", "Receiver Mobile No.*", "Receiver CNIC*", and "OTP*". There is also a "Sender Mobile No." field, which is currently empty. Below these fields are two buttons: a green "Verify" button and a green "Receive Money" button. A large red "X" is drawn over the "Verify" button. To the right of the form, a red callout bubble contains the text: "mPIN to be generated on popup screen before performing transaction."

1. Agent enters Transaction ID, Receiver Mobile Number and CNIC
2. Agent Press **Verify** to show Sender details and Amount
3. Agent/Customer enters OTP and press **Receive Money**

- ✓ System Show success message, if the Receive money is successful
- ✗ If Receive Money fails due to invalid OTP or other reasons then system will show error message with the reason

Chapter 6

3. OTC Bill Payment



Distribution Partner Portal

Selcare Customer Services

Home OTC Bill Payment

OTC Bill Payment

Parent Category*	<input type="text"/>	Fetch Category
Category*	<input type="text"/>	Fetch Company
Biller Company*	<input type="text"/>	
Consumer Number*	<input type="text"/>	
Consumer Mobile Number*	<input type="text"/>	
<input type="button" value="Search"/>	* Denotes Mandatory Field	

Nothing found to display.

Bill Amount Bill Date Bill Due Date Amount After Due Date

Need to render buttons and biller company be populated dynamically

1. Select Parent Category then Press **Fetch Category** to list categories of selected Parent
2. Select the Category then Press **Fetch Company** to list companies of selected Category
3. Select Biller Company, Input Consumer Number and Mobile
4. Press **Search** button to retrieve Bill Amount, date, due date and after due date amount
5. Press **Pay Bill** button to perform the bill payment

Chapter 6

4. Perform Transactions through USSD Menu

a) OTC Send Money



Chapter 6

4. Perform Transactions through USSD Menu

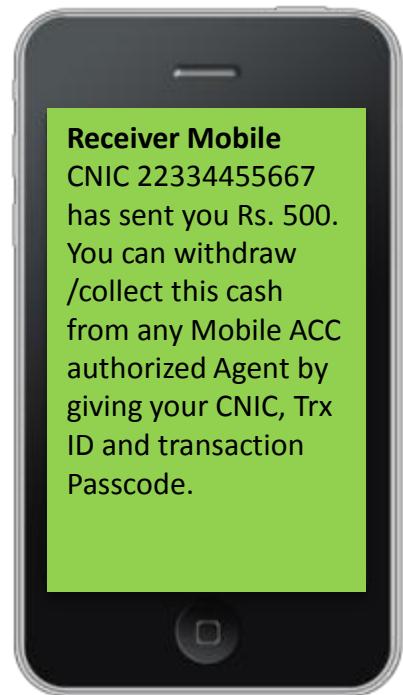
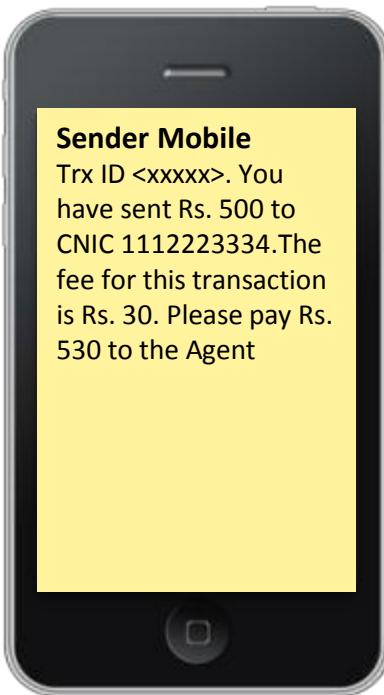
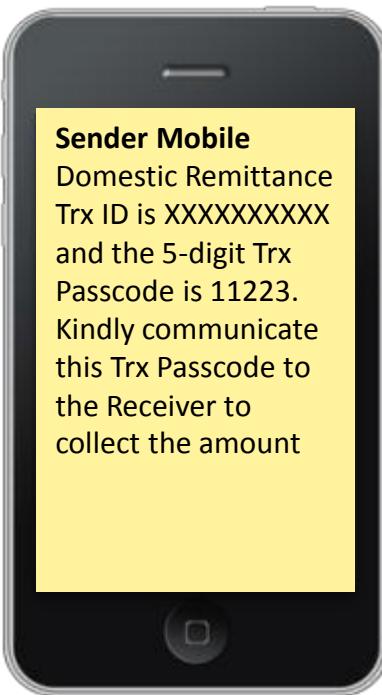
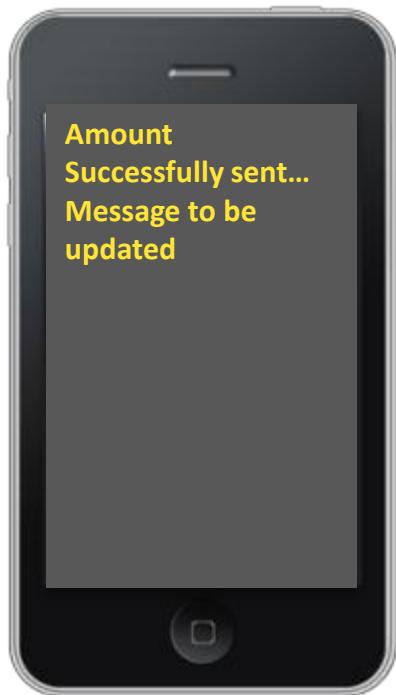
a) OTC Send Money



Chapter 6

4. Perform Transactions through USSD Menu

a) OTC Send Money



Chapter 6

4. Perform Transactions through USSD Menu

b) OTC Receive Money



Chapter 6

4. Perform Transactions through USSD Menu

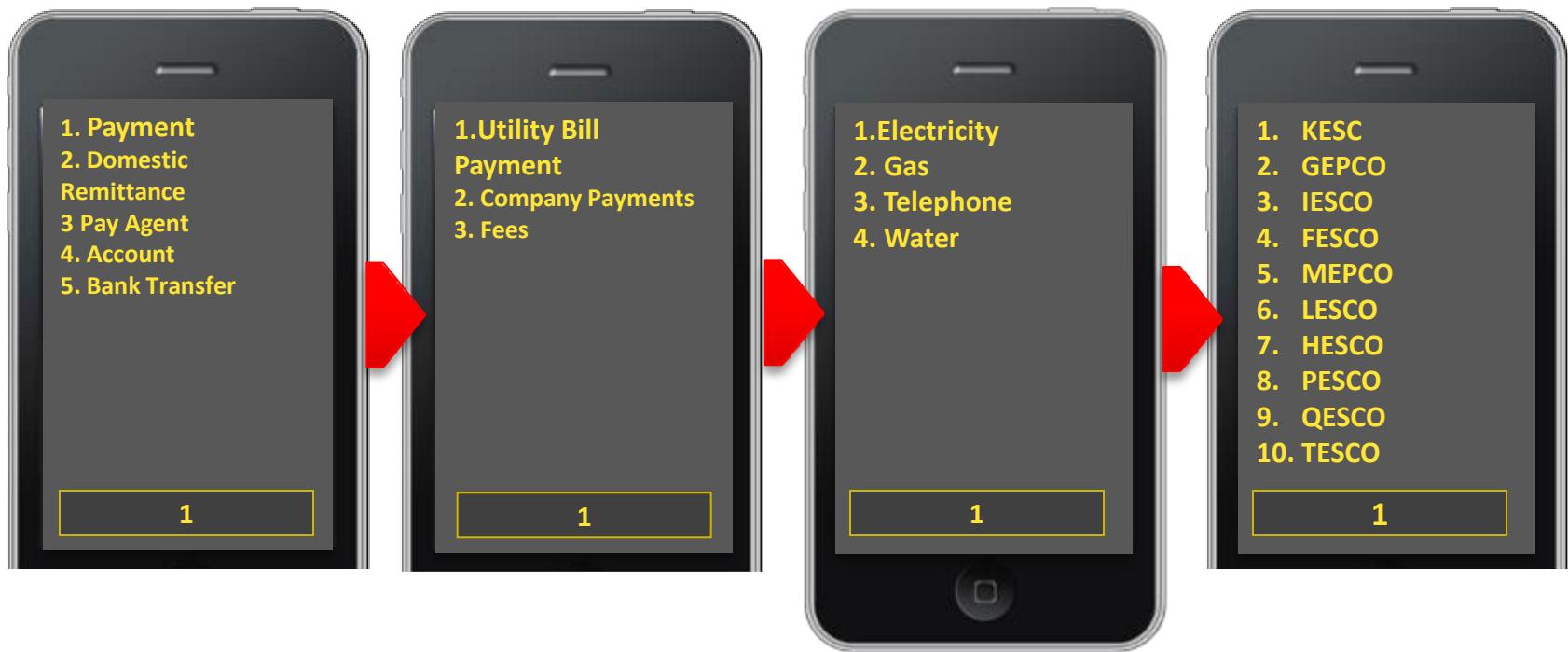
b) OTC Receive Money



Chapter 6

4. Perform Transactions through USSD Menu

b) OTC Bill Payment

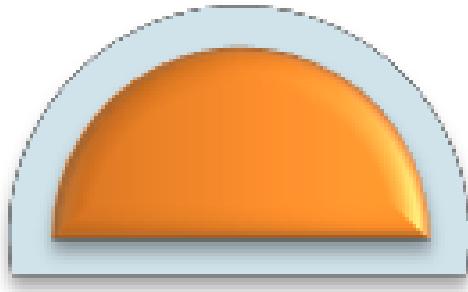


Chapter 6

4. Perform Transactions through USSD Menu

b) OTC Bill Payment





Operational Tasks

Covering Management of Agents, Fee & Commissions, Agents Support, Customer Support and Miscellaneous Tasks

Chapter 7

Operational Tasks

Operational tasks are further divided into multiple categories based on the nature of the tasks. Some tasks which are covered in configuration process are repeated in this section as those tasks can be performed by bank users as part of their day-to-day operations. Following are the main categories of operational system tasks:

1. Manage Fee & Commission Structure
2. Manage Agents
 - a. Bank Account De-linking
 - b. Account Closure
3. Customer Support (for Agents)
 - a. Search Customer
 - b. View Customer Account Info
 - c. Manage Notes
 - d. View Transactions
 - e. Manage Changes
 - f. Attachments (as per role rights)
4. Customer Support (for OTC Customers)
 - a. Search Transactions
 - b. View Transactions and Actions (as per role rights)
 - c. Guest Account Support Handling
5. Miscellaneous Tasks
 - a. Guest Account Registration
 - b. GL Definition
 - c. GL Transfers
 - d. Black Listing Management
 - e. Update Account (as per role rights)

Note: Set of System maintenance tasks are covered in detail in “System Maintenance Guide”.

1. Manage Fee and Commission Structure

- Operational Staff can Change Fee & Commission Structure any time by editing the Agent Class in Stage-3 Configuration

2. Manage Agents

- Operational Staff can Manage Agent Accounts
- Agent / Sub Agent Registration and Approval is Covered in Stage-4 Configurations
- Linking of Bank Account is covered in Stage-4 Configuration
- Account De-linking and Closure are covered in this Chapter

Chapter 7

2. Manage Agents

Bank Account De-Linking



Distribution Partner Portal

The screenshot shows the SYBASE 365 Distribution Partner Portal. At the top, there are tabs for 'Selfcare' and 'Customer Services'. Below that is a navigation bar with 'Home' and 'Bank Account De-Linking'. The main content area is titled 'Bank Account De-Linking'. It contains three input fields: 'Mobile No', 'Name', and 'Agent ID', followed by a green 'Search' button. Below the search area, a message says '3 items found, displaying all items.' and shows a list with one item: '1'. A note below says 'Please click on Show Detail to view details.' At the bottom is a table with columns: Customer Id, First Name, Last Name, MSISDN, SVA, and Show Details. The table contains three rows of data.

Customer Id	First Name	Last Name	MSISDN	SVA	Show Details
10010858	New Agent 2	abc	927777777770	777777777705	View
10010831	New Agent	abc	928888888880	888888888800	View
10005713	Qadeer	Ali	999999999999	999999999992	View

1. Bank Officer will click on “Bank Account De-Linking” Menu
2. Search the Agents and Click View link to open the De-Linking Form

2. Manage Agents

Bank Account De-Linking

Chapter 7

2. Manage Agents

Bank Account Closure

The screenshot shows the SYBASE 365 Distribution Partner Portal. At the top left is the logo 'SYBASE | 365 MOBILE SERVICES'. To the right, the text 'Distribution Partner Portal' is displayed. Below the logo, there's a navigation bar with tabs: 'Selfcare' (highlighted in green), 'Customer Services', 'Home', and 'Account Closure'. Under 'Account Closure', there's a sub-menu with 'Check Mobile Account'. On the right side of the page, there's a search form with fields for 'Mobile No.', 'Name', and 'Agent ID', followed by a 'Search' button. Below the search form, a message says '3 items found, displaying all items.' and shows a count '1'. A note below says 'Please click on Show Detail to view details.' At the bottom, there's a table with columns: Customer Id, First Name, Last Name, MSISDN, SVA, and Show Details. The table contains three rows of data.

Customer Id	First Name	Last Name	MSISDN	SVA	Show Details
10010858	New Agent 2	abc	927777777770	777777777705	View
10010831	New Agent	abc	928888888880	888888888800	View
10005713	Qadeer	Ali	999999999989	999999999992	View

1. Bank Officer 1/2 will click on “Bank Account Closure” Menu
2. Search the Agents and Click View link to open Account Closure Form

Chapter 7

2. Manage Agents

Bank Account Closure

1. Input Comments on Closure Form
2. Press **Close Account** button

SYBASE | 365 MOBILE SERVICES

Distribution Partner Portal

Selfcare Customer Services

Home Account Closure

Account Closure Details

Agent Type	Parent	Mailing Address	sdfasdfs
Agent Class Description	AgentClassProduct	Permanent Address	adsf
Mobile Number	+927777777770	Father Name	asdf
City	Islamabad	Mother Name	asdf
Country	PAKISTAN	Place Of Birth	Islamabad
First Name	New Agent 2	Date Of Birth	05/13/1987
Last Name	abc	Gender	Male
Date Of Registration		Phone Number	343434333
Identity Type	CNIC	Fax Number	344343
Identity Value	33333-3444444-4		
Comments*			

Child Agent

No Record Found

* Denotes Mandatory Field

Close Account Cancel



Account Closure request will be sent to Bank Admins



If Close Account fails then system will show error message with the reason

2. Manage Agents

Bank Account Closure Approval

3. Customer Support (for Agents)

Search Customers

The screenshot shows the SYBASE 365 Distribution Partner Portal. At the top left is the logo 'SYBASE | 365 MOBILE SERVICES'. To its right is the text 'Distribution Partner Portal'. Below the logo is a navigation bar with two tabs: 'Selfcare' and 'Customer Services', with 'Customer Services' being the active tab. Underneath the navigation bar is a search bar containing the placeholder text 'Please enter the MSISDN of the customer'. To the left of the search bar is a button labeled 'Search Customer'. To the right of the search bar are six input fields with labels: 'MSISDN*', 'Search Customer Fristname', 'Search Customer Lastname', 'Search Customer Sva', and 'Search Customer Cnic'. Below these input fields is a green 'Search' button.

1. CSO will click on “Search Customer” Menu
2. Enter any search criteria and Press **Search**

3. Customer Support (for Agents)

Search Customers

SYBASE | 365[®] MOBILE SERVICES Distribution Partner Portal

Customer Services

Please enter the MSISDN of the customer

MSISDN	<input type="text"/>
Search Customer Firstname	<input type="text"/>
Search Customer Lastname	<input type="text"/>
Search Customer Sva	<input type="text"/>
Search Customer Cnic	<input type="text"/>

Search

105 items found, displaying 1 to 25.
 [First/Prev] **1, 2, 3, 4, 5** [Next/Last]

Customer Id	First Name	Last Name	MSISDN	SVA
10003595	T1000	def	99999999990	999999999905
10010858	New Agent 2	abc	927777777770	777777777705
10010831	New Agent	abc	928888888880	888888888800
10004756	Soailb	Khan	03360138773	033601387736
10002581	Rehan	Khan	03343434352	033434343526
10003675	Muneeb	Hassan	99999999992	999999999927
10002680	ABC	DEF	03343434355	033434343559

3. Customer Support (for Agents)

View Customer Information

The screenshot shows the SYBASE 365 Distribution Partner Portal. The left sidebar has links for Selfcare, Customer Services, Search Customer, Register New Customer, Air Time Topup, and a customer profile (Name: Shoail Traders, MSISDN: 03360138773). The main area has tabs for CustomerDetails, Registration Type, Officer Information, and Personal Information. Under Registration Type, fields include Registration Type (Agent), Business Type (Please Select), Agent Type (Please Select), Agent Class (Please Select), Limit Class (Please Select), DO id (Please Select), Territory Code (Please Select), and Channels (checkboxes for USSD and Portal). Under Officer Information, there's an Officer ID (SuperAdmin). Under Personal Information, fields include Mobile Number (Please Select), City (Please Select), Country (Please Select), and Identity Type (Please Select).

Fields should be as per
the General Party Info
requirements.

- ✓ Click on View Link to show the customer details

Chapter 7

3. Customer Support (for Agents)

View Transactions

- ✓ Click Transaction History Menu
- ✓ Input Date range
- ✓ Select **Transaction Type**
- ✓ Press **Search**
- ✓ System will show list of transactions
- ✓ Click on **Transaction ID** to view details

The screenshot shows the SYBASE 365 Distribution Partner Portal. At the top right, it says '(Super Admin | 111112) | Language ☰ | Logout'. The main header reads 'SYBASE | 365 MOBILE SERVICES' and 'Distribution Partner Portal'. Below the header, there's a navigation bar with tabs 'Selfcare' and 'Customer Services'. On the left, a sidebar shows 'Search Customer' information for 'Name: Rehan Traders' and 'MSISDN: 03343434352', along with sections for 'Customer Details', 'Transaction History' (which is currently selected), 'History', 'Notes', and 'Attachments'. The main content area is titled 'Transactions' and includes search filters for 'Start Date' (01/05/2011) and 'End Date' (01/05/2013), a 'Transaction Type' dropdown set to 'OTC BILL PAYMENT', and a 'Search' button. Below the search results, a message says '152 items found, displaying 1 to 25. [First/Prev] 1, 2, 3, 4, 5, 6, 7 [Next/Last]'. A table then lists 10 transaction entries:

Date	Transaction ID	Customer ID	Status
2012-05-24T11:27:54.500+05:00	10010805	10002581	180
2012-05-24T11:21:16.734+05:00	10010779	10002581	180
2012-05-24T11:20:41.718+05:00	10010753	10002581	180
2012-05-24T11:20:06.234+05:00	10010727	10002581	180
2012-05-24T11:17:34.406+05:00	10010701	10002581	180
2012-05-22T12:20:15.796+05:00	10010187	10010008	180
2012-05-22T10:57:06.359+05:00	10010088	10009913	180
2012-05-22T10:54:13.453+05:00	10010055	10009991	180
2012-05-22T10:54:12.343+05:00	10010025	10002581	180
2012-05-22T10:48:37.578+05:00	10009960	10009896	180

3. Customer Support (for Agents)

Change History

- ✓ Click on History Menu to show the Changes made in Customer Profile

The screenshot shows the SYBASE 365 Distribution Partner Portal. On the left, there's a sidebar with 'Selfcare' and 'Customer Services' tabs, and links for 'Search Customer', 'Customer Details', 'Transaction History', 'History' (which is highlighted), 'Notes', and 'Attachments'. The main area has a 'History' tab open, showing search fields for 'Start Date' (01/05/2011) and 'End Date' (24/05/2012). Below the search is a table with four items found, displaying all items. The table has columns: Created on, Created by, Field, Old Value, and New Value. The data is as follows:

Created on	Created by	Field	Old Value	New Value
2012-05-19T19:08:47.234+05:00	SYSTEM	PBXMOB.CUSTOMERS.BOL_IS_ACTIVE	Y	N
2012-05-19T19:02:57.390+05:00	SYSTEM	PBXMOB.CUSTOMERS.BOL_IS_ACTIVE	N	Y
2012-05-18T22:32:44.250+05:00	SYS	pbxmon.consumers.BOL_IS_ACTIVE	Y	N
2012-05-14T12:24:35.781+05:00	SYSTEM	PBXMOB.CUSTOMERS.BOL_IS_ACTIVE	Y	N

A red callout box on the right contains the text: "History should also include the Agent Account History (creation, approval, blocking, unblocking etc.)".

Chapter 7

3. Customer Support (for Agents)

Manage Notes

- ✓ Click on Notes menu will show the search Notes screen

The screenshot shows the SYBASE 365 Distribution Partner Portal. At the top right, it displays "(Super Admin | 111112) | Language | Logout". The main header reads "SYBASE | 365 MOBILE SERVICES" and "Distribution Partner Portal". Below the header, there's a navigation bar with tabs: "Selfcare" (selected), "Customer Services", "Search Customer", "Customer Details", "Transaction History", "History", "Notes" (selected), and "Attachments". On the left, under the "Notes" tab, there are fields for "Start Date" (24/05/2012) and "End Date" (24/05/2012), along with "Search" and "Add Note" buttons. A message below the search buttons says "2 items found, displaying all items." Below this, a table lists two notes:

Date	CreatedBy	Category	Subject	Status
24/05/2012	Super Admin	1	test by asghar	0
24/05/2012	Super Admin	4	test2 by asghar	1

- ✓ Input Date range and Press **Search** button to view notes taken in given dates

3. Customer Support (for Agents)

Manage Notes

- ✓ Click on **Add Note** button to Add new notes of customer interaction

The screenshot shows the SYBASE 365 Distribution Partner Portal interface. At the top right, it displays 'Super Admin | 111112 | Language | Logout'. The main header reads 'SYBASE | 365 MOBILE SERVICES' and 'Distribution Partner Portal'. Below the header, there's a navigation bar with tabs: 'Selfcare' (selected) and 'Customer Services'. On the left, a sidebar menu includes 'Search Customer', 'Name: Rehan Traders MSISDN: 03343434352', 'Customer Details', 'Transaction History', 'History', 'Notes' (selected), and 'Attachments'. The main content area is titled 'Add Note'. It contains several input fields: 'Category *' (set to 'Standard'), 'Status *' (set to 'Open'), 'Subject *' (containing 'test by asghar'), and 'Details *' (containing 'testing'). A note at the bottom states '* Denotes Mandatory Field'. A green 'submit' button is located at the bottom right of the form.

3. Customer Support (for Agents)

Manage Notes

- ✓ Click on **Submit** button to Save new notes of customer interaction

The screenshot shows the SYBASE 365 Distribution Partner Portal interface. At the top right, there is a user session indicator '(Super Admin | 111112) | Language | Logout'. The main header features the 'SYBASE | 365' logo and 'MOBILE SERVICES' below it, followed by the text 'Distribution Partner Portal'. A navigation bar at the top includes 'Selfcare' and 'Customer Services' tabs, with 'Customer Services' being the active tab. On the left side, there is a sidebar with links: 'Search Customer', 'Name: Rehan Traders MSISDN: 03343434352', 'Customer Details', 'Transaction History', 'History', 'Notes' (which is currently selected), and 'Attachments'. The main content area is titled 'Notes' and displays a success message: '✓ Note Successfully Added'. It includes two date input fields: 'Start Date *' and 'End Date *', each with a calendar icon. Below these fields are 'Search' and 'Add Note' buttons.

- ✓ System will redirect to search screen and show the success/error message

Chapter 7

3. Customer Support (for Agents)

Attachments

- ✓ Click on Attachment Menu to show all the files attached with Customer profile

The screenshot shows the SYBASE 365 Distribution Partner Portal. At the top, there's a navigation bar with links for 'Customer Services', 'Logout', and language selection. Below the header, the portal title 'Distribution Partner Portal' is displayed. On the left, a sidebar menu includes 'Selfcare', 'Customer Services', 'Search Customer' (with fields for Name and MSISDN), 'Customer Details', 'Transaction History', 'History', 'Notes', and 'Attachments'. The main content area is titled 'Attachments' and contains search filters for 'Start Date' and 'End Date'. Below the filters are buttons for 'Search' and 'Add Attachment'. A message box on the right states: 'CSO and Bank Officers can view Attachments as per privileges. Add Attachments should be available to authorized role only (not defined in role matrix)'. A red callout arrow points from this message to the 'Add Attachment' button. At the bottom, a table lists three attachments with columns for ID, Created Date, Name, and Attachment Type.

ID	??attachment.Created???	Name	??attachment.AttachmentType???
10010995	2012-05-24T19:46:32+05:00	Provident Fund Form.docx	3
10010994	2012-05-24T19:43:10+05:00	bill.txt	3
10002596	2012-05-14T12:22:10+05:00	sampleAttachment.txt	3

- ✓ Search attachments made in certain duration
- ✓ Press **Add Attachment** to add new attachment files (e.g. scanned CNIC, picture etc.)

3. Customer Support (for Agents)

Attachments

- ✓ Upload New Attachment

The screenshot shows the SYBASE 365 Distribution Partner Portal. At the top right, there is a user session message: '(Super Admin | 111112) | Language | Logout'. The main header features the 'SYBASE | 365' logo with 'MOBILE SERVICES' below it, and the text 'Distribution Partner Portal'.

The navigation bar includes 'Selfcare' and 'Customer Services' tabs, with 'Customer Services' being the active tab. On the left sidebar, under 'Customer Details', the customer information is displayed: Name: Rehan Traders and MSISDN: 03343434352. Below this, there are links for 'Transaction History', 'History', 'Notes', and 'Attachments'.

The main content area is titled 'Customer Attachments'. It displays a success message: 'Attachment has been added successfully.' Below this message, there is a form field labeled 'Attachment*' with a 'Browse...' button and an 'Upload' button.

- ✓ Press **Browse** button to select attachment file and Press **Upload** button
- ✓ System will show the success message upon successful upload of file

4. Customer Support (for OTC Customer)

Search Transactions

4. Customer Support (for OTC Customer)

View Transactions

+ Including Reversal

+ Blocking / Un-blocking

As per roles

4. Customer Support (for OTC Customer)

Guest Account Support

5. Miscellaneous Tasks

Guest Account Registration

- ✓ If Send Money is successful and either Sender or Receiver do not exist in System as Guest Account then Request for Guest Account registration is generated

The screenshot shows the SYBASE 365 Distribution Partner Portal. At the top, there is a logo for 'SYBASE | 365 MOBILE SERVICES' and the text 'Distribution Partner Portal'. Below the header, there is a navigation bar with tabs for 'Selfcare' (which is highlighted in yellow) and 'Customer Services'. Under 'Customer Services', there are links for 'Home' and 'Guest Account Registration'. The main content area has a title 'Guest Account Registration'. It contains three input fields: 'CNIC' (with placeholder '.....'), 'Mobile No.' (with placeholder '.....'), and 'Status' (with placeholder '.....'). To the right of these fields is a green 'Search' button. Below the search form, a message says '2 items found, displaying all items.' followed by the number '1'. At the bottom, there is a table with two columns: 'CNIC' and 'Mobile No.'. The 'CNIC' column contains the value '34243-4563647-7' and the 'Mobile No.' column contains the value '923223683554'. There are also small downward arrows next to each column header.

- ✓ Bank Officer can click “Guest Account Registration” to view the list

5. Miscellaneous Tasks

Guest Account Registration (continued)

A screenshot of a web-based registration form titled "Guest Account - Personal Information". The form is part of the "Guest Account Registration" section of the SYBASE 365 Distribution Partner Portal. It includes fields for "Mobile No" (923223683554), "CNIC" (34243-4563647-7), "Name*" (empty), "Father Name/ Husband Name*" (empty), "Address" (empty), "CNIC Expiry*" (empty), and "Date of Birth*" (empty). There is also a note "Denotes Mandatory Field" with a red asterisk. A "Submit" button is at the bottom.

1. Authorized Bank Officer Fills information on the form to complete the registration
2. and press **Submit**



Sent for approval



If registration fails then system will show error message with the reason

5. Miscellaneous Tasks

Guest Account Registration Approval

5. Miscellaneous Tasks

GL Definition

with APPROVAL

5. Miscellaneous Tasks

GL Transfer

The screenshot shows the SYBASE 365 Distribution Partner Portal. At the top, there is a navigation bar with links like Home, Agent Registration Approval, Agent Rejected Requests, Agent Returned Requests, Account Closure Approval, Bank Account Linking Approval, Bank Account De-Linking Approval, Transfer-In, Transfer-Out, Agent Class Definition, Transaction Type Groups, Limit Classes, GL Transfers, Define General Ledger, Guest Account Registration, Guest Account Handling, Agent Transaction History, and Change Password. The GL Transfers link is highlighted. Below the navigation bar, the main content area has a title "GL Transfer". The form fields are: "Select Transfer Type*" with a dropdown menu showing "GL to SVA"; "Debit A/c*" with the value "1001001010101000"; "Credit A/c*" with the value "2202020202222002"; "Amount*" with the value "5000"; and "Remarks*" with the value "GI To sva Transfer". Below the form, a note says "*Denotes mandatory field". At the bottom right of the form are "Validate" and "Cancel" buttons.

- ✓ Select GL to SVA or SVA to GL transfer option
- ✓ Enter Debit and Credit A/C numbers with amount and reference text
- ✓ Press **validate** to verify that the transfer is possible then press **Transfer** to perform transaction

5. Miscellaneous Tasks

GL Transfer Approval

5. Miscellaneous Tasks

Black Listing

3. Miscellaneous Tasks

Update Agent Account



