

# **Oracle® Siebel Branch Teller**

Style Guide

Release 8.1.1 for Siebel Branch Teller

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# Preface

The aim of this Style Guide is to ensure conformance to standards and clarity of conversion of business requirements to implementation.

## Audience

This document is intended to be the primary reference for Designers and Developers of the visual front-end (GUI) of the Siebel Branch Teller and Siebel Branch Administrator applications.

## Documentation Accessibility

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## Related Documents

For more information, see the following document from Siebel Bookshelf of Oracle Technology Network (OTN):

- *Oracle Siebel Retail Finance Branch Teller Guide*

## Conventions

The following text conventions are used in this document:

Convention	Meaning
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
<code>monospace</code>	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

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## Page Architecture

This section describes the overall page architecture for typical pages found within the Siebel Branch Teller application.

The design of the system should be optimized for 1024x768 monitor resolution. Key indicators of usability include minimal use of horizontal scrolling and where possible avoidance of vertical scrolling

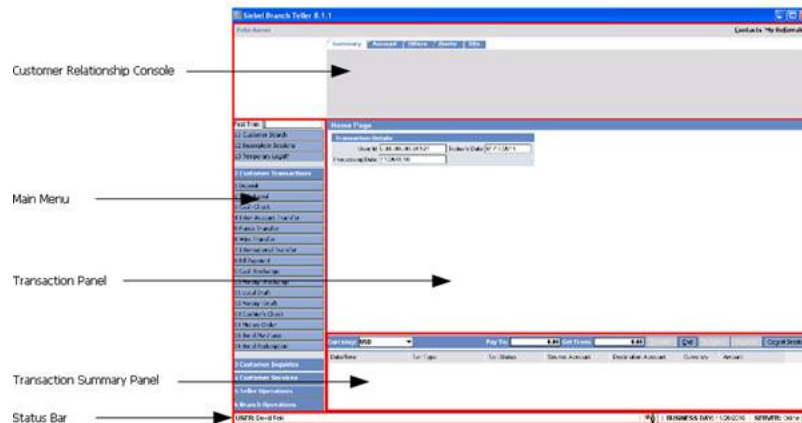
The basic page layout described in this section establishes the framework within which all user interface elements are arranged. This allows for a general screen layout that is consistent across all screens and allows the user to be able to confidently predict the location of all information and navigation elements no matter which page they are using. The use of a common basic layout also creates a consistent visual hierarchy in which important elements are emphasized through their location and size, and content is logically and predictably organized.

All pages must be designed so that all page elements fit within the content area, window scrolling should be avoided. If a page cannot fit within the content area then it should be split into 2 or more tab pages within a page.

There are several means to navigate within the application: First Level Main Menu group the main areas, for example, "Customer Inquiries", "Customer Transactions" etc. Within each Main Menu, the areas are further categorized into specific functions that are represented by menu items in the left navigation bar.

The general layout for all Siebel Branch Teller consists of the following sections:

- Customer Relationship Console (Composite of the Customer profile and customer portfolio)
- Main Menu
- Transaction Panel
- Transaction Summary Panel
- Status Bar



## 1.1 Customer Relationship Console

For a given customer session, the CRC Console displays a read only summary of customer information when Siebel CRM is enabled including:

- Customer Summary Profile Information
- Customer Accounts
- Customer Offers
- Customer Alerts
- Customer SRs (Service Requests)

## 1.2 Main Menu

The main method of navigating across the application is by using the Main Menu. Each Main Menu item should group similar business functions and when an item is clicked, the same default page should be displayed to the user each time. In general, the default page should be the page that is most often accessed in the selected business area.

Only menu items (and hence application features) which are allowed / available in a given application state should be displayed. Menu items which are not applicable for a given application state, user role or responsibility are disabled.

When a user selects a menu item to work with, they should remain in this tab until they chooses to move elsewhere. The system should never move the user to another screen outside of the selected menu item.

### 1.2.1 Top level Menu Items Table

Menu Item	Description
Static	Common used features which are always visible to the user
Customer Transactions	Banking transactions that can be performed. Default is to have this menu expanded on entering the application but if a user chooses the Customer Inquiries, Customer Services, Teller Operations or Branch Operations menus, the Customer Transactions Menu will be collapsed and the selected menu expanded.



Menu Item	Description
Customer Inquiries	Information pertaining to customer account transactions and bank rates information.
Customer Services	Maintenance of existing customer accounts, customer details and payee details.
Teller Operations	Teller operations and maintenance that can be performed
Branch Operations	Banking transactions and maintenance that can be performed.

### 1.2.2 Main Menu: Static

Fast Tran:	Menu Item	Screen
1	Static (Text Invisible)	
11	Customer Search	GUI-CustomerSearch
12	Incomplete Sessions	GUI_IncompleteSessions
13	Temporary Logoff	GUI_TemporaryLogoff

### 1.2.3 Main Menu: Customer Transactions

Fast Tran:	Menu Item	Screen
2	Customer Transactions	
21	Deposit	GUI-Deposit
22	Withdrawal	GUI-Withdrawal
23	Cash Check	GUI-CashCheck
24	Inter-Account Transfer	GUI-InterAccountTransfer
25	Funds Transfer	GUI-FundsTransfer
26	Wire Transfer	GUI-WireTransfers
27	International Transfer	GUI-InternationalTransfers
28	Bill Payment	GUI-Payment
29	Cash Exchange	GUI_CashExchange
210	Foreign Exchange	GUI_CashForeignExchange
211	Local Draft	GUI-IssueDraft
212	Foreign Draft	GUI-FXIssueDraft
213	Cashier's Check	GUI-CashiersCheck
214	Money Order	GUI-MoneyOrder
215	Bond Purchase	GUI-SavingsBondPurchaseDetails
216	Bond Redemption	GUI-SavingsBondInquiry

## 1.2.4 Main Menu: Customer Inquiries

Fast Tran:	Menu Item	Screen
3	Customer Inquiries	
31	Account History	GUI-AccountHistory
32	Transfers	GUI-DisplayTransfers
33	Payments	GUI-DisplayPayments
34	Checks	GUI-CheckSearch
35	Credit Card Transactions	GUI-CC-AccountMovement
36	Exchange Rates	GUI_ExchangeRates
37	Interest Rates	GUI_InterestRates

## 1.2.5 Main Menu: Customer Services

Fast Tran	Menu Item	Screen
4	Customer Services	
41	Customer Details	GUI-PersonalDetails
42	Beneficiaries	GUI-DisplayBeneficiaries
43	Utilities	GUI-DisplayUtilities
44	Standing Orders	GUI-DisplayStandingOrders
45	Direct Debits	GUI-DisplayDirectDebits
46	Overdrafts	GUI-Overdraft
47	Statements	GUI-AddStatementDetails
48	Bank Cards	GUI-DisplayCards
49	Checkbook	GUI-Checkbooks
410	Open Account	GUI-OpenAccountSingleOrJoint
411	Close Account	GUI-CloseAccount
412	Credit Card Application	GUI4-CC-PersonalDetails

## 1.2.6 Main Menu: Teller Operations

Fast Tran	Menu Item	Screen
5	Teller Operations	
51	Teller Start of Day	GUI-CashboxAssignmentAtLogon
52	Interim Balance	GUI-InterimBalanceEnquiry
53	Batch History	GUI-QueryCheckBatch
54	Journal	GUI-JournalSummary
55	Reconciliation	GUI-OfflineReconciliation
56	General Ledger	GUI-GeneralLedger

Fast Tran	Menu Item	Screen
57	Cashbox Cash Transfer	GUI-SelectCashBoxForCashTransfer
58	Cashbox Check Transfer	GUI-SelectCashBoxForNegotiableInstrumentTransfer
59	Cashbox Take Over	GUI-CashBoxTakeOver
510	Check Batch	GUI-DisplayOpenCheckBatches.htm
511	Checkbook Transfer	GUI-CustomerCheckbookTransfer
512	Teller End of Business Day	GUI-TellerEndOfBusinessDay
513	Teller End of Day	GUI-TellerEndOfDayForPrimaryHolder (if user position = Primary Holder) or GUI-TellerEndOfDayForNonPrimary Holder (if user position = Non-primary Holder).
514	Logoff	GUI-Logoff

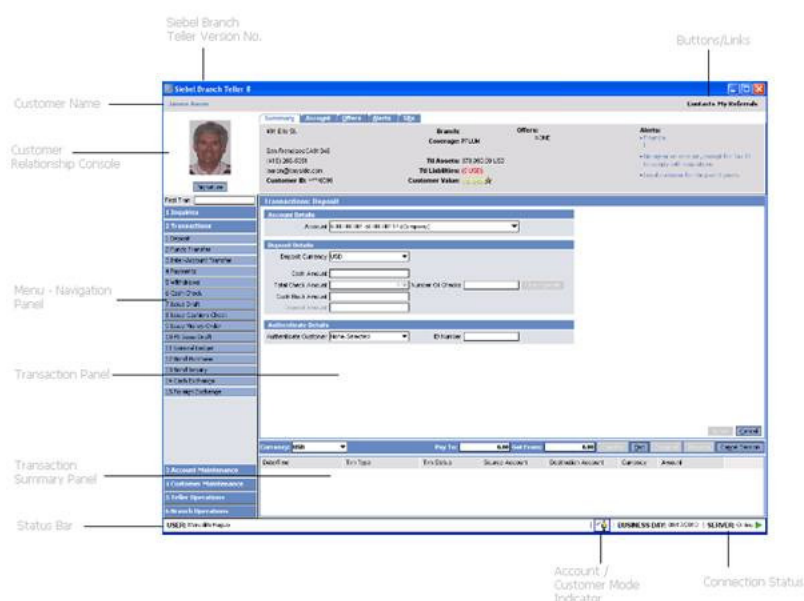
### 1.2.7 Main Menu: Branch Operations

Fast Tran	Menu Item	Screen
6	Branch Operations	
61	Branch Search	GUI-BranchSearch
62	Cashbox Maintenance	GUI-DisplayCashBox
63	Vault Maintenance	GUI-SelectCashBoxForVaultMaintenance
64	External Cash Transfer	GUI-SelectCashBoxForExternalCashTransfer
65	External Check Transfer	GUI-SelectCashBoxForExternalNegotiableInstrumentTransfer
66	Failed Logon Counter	GUI-ResetLogonCounter
67	Forced Sign Off	GUI-ForcedSignoff
68	Branch End of Business Day	GUI-BranchEndOfBusinessDay
69	Branch End of Day	GUI4107-BranchEndOfDay



## Screen Layout

### 2.1 Screen Elements



#### 2.1.1 Navigation




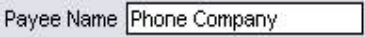

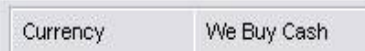
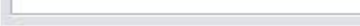


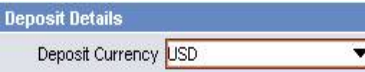

- Information should be placed on a dialog box so that it flows well with the task that the user has to perform. The order in which the information proceeds should be consistent with the usual flow of text.
- Critical or commonly used information should be located in the top left portion of the dialog, and the flow of the dialog should then move from top to bottom or from left to right.
- The cursor placement will always start with the fields in the work space (white area), then to the buttons on the border. Since the buttons on the border are last in the tab sequence, they should always be accessible with ALT + underscored letter for quick access.
- The starting field for the cursor will always begin with the first data entry field based upon the authored tab sequence. If there are read-only fields pre-filled on the dialog, these fields will be skipped, even if their authored tab sequence is first.
- There are four main ways to direct the flow of information: horizontal flow, vertical flow, a combination of horizontal and vertical flow, or within groups.

## 2.2 General Formatting

This section contains information about colors and fonts.

### 2.2.1 Colors






Description	Back Ground Color	Text Color	Example
Top Level Menu Selected	Dark Blue	White	<b>3 Account Maintenance</b>
Top Level Menu Displayed	Blue	White	<b>3 Account Maintenance</b>
Second Level Menu Displayed	Blue	Black	<b>1 Account History</b>
Second Level Menu Selected	Grey	White	<b>1 Account History</b>
Screen Title	Blue	White	<b>Transactions: Cash Check</b>
Screen Panel Title	Blue	White	<b>Account Details</b>
Screen Panel Background	Grey	Black Enabled Light Grey Disabled	<b>Authenticate Details</b> Authenticate Customer <b>None-Selected</b>  <input type="radio"/> Waive, Reason <b>None-Selected</b>
Button Disabled	Grey	White	<b>Submit</b>

Description	Back Ground Color	Text Color	Example
Button Enabled	Blue	Black	
Button Select by Tabbing	Dark Blue	White	
Button Select by mnemonic/hot key	Orange	White	
Field Enabled	White	Black	
Field Disabled	White	Grey	
List Column Header	Grey	Black	
List Column Border	Grey	N/A	
List Rows	White	Black	
List Row Selected	Light Blue	Black	
Required Field	Not Currently Defined	Not Currently Defined	
Drop Down List Field Select	Orange Border White Background	Black	
Drop Down List Entry Selected	Blue	White	

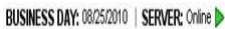
## 2.2.2 Fonts

- Default font is Arial, Style = Plain, Size = 10

- First letter of a word is always capitalized in Field Names, Screen Titles, and Panel Titles.

Area	Font	Color	Example
Top Level Menu Item	Arial 10 Bold	White	
2nd Level Menu Item	Arial 10	Black	
Screen Title	Arial 12 Bold	White	
Panel Title	Arial 10 Bold	White	
Field Text Label Enabled	Arial 10	Black	
Field Text Label Disabled	Arial 10	Grey	
Field Value Text Enabled	Arial 10	Black	
Field Value Text Disabled	Arial 10	Black	
Button Text Enabled	Arial 10	Black	
Button Text Disabled	Arial 10	White	
Tab Text Enabled	Arial 10	Black	
Tab Text Disabled	Arial 10	Black	
List Column Header Text	Arial 10	Black	
List Rows Text	Arial 10	Black	
Session Bar Field Value Text	Arial 10 Bold	Black	
CRC Text Tab Enabled	Arial 10 Bold	Blue	
CRC Text Tab Disabled	Arial 10 Bold	White	



Area	Font	Color	Example
Status Bar Field Title Text	Arial 10 Bold (Upper Case)	Black	
Required Field	Not Currently Defined	Not Currently Defined	

## 2.3 Hot Keys

The following buttons when used throughout the application should use the same Hot Key.

Hot Key	Equivalent Button	Comment
F1	Reserved for Online Help	
F2	Search	
F3	Clear	
F4	Customer Search	
F5	Not currently assigned	
F6	Close	
F7	Cancel	The cursor is returned to the Fast Tran field
F8	Submit	
F9	Amend	
F10	New	
F11	Not currently assigned	
F12	Delete	
ESC		

## 2.4 Mnemonic Keys

Siebel Branch Teller provides keyboard shortcuts for screen navigation or command selection via the use of mnemonics, in many cases using the initial letter of the screen area or command the user wishes to activate.

The following mnemonic-keys will be common across all screens:

Button	Mnemonic key
Logon	ALT+L
Cancel	ALT +C
OK	ALT+O
Clear	ALT+R
Search	ALT+U
End	ALT+E
Cancel Session	ALT+N
Submit	ALT+S

Button	Mnemonic key
Suspend	ALT+P
Reverse	ALT+V
Maintain Beneficiaries	ALT+M
Account History	ALT+H
Transfer	ALT+T
New	ALT+W
Delete	ALT+D
Amend	ALT+A
Close/Ok	ALT+S
Next	ALT+N
Add To List	ALT+T
Check Details	ALT+D
Remove From List	ALT+L
Yes	ALT+Y
No	ALT+N

## 2.5 Keyboard Functionality

Key Stroke	Location	Description
Tab	General	This is the most efficient way to move from one field to another in the Siebel Branch Teller application. Fields on the dialog have been assigned a tab order. Upper Left to Right, Top to Bottom per panel in the UI and will skip fields which have been disabled. If a screen requires an alternative tabbing sequence it will be documented in the GUI document.
Shift Tab	General	This works the same as the TAB key, only in reverse tab order. This is especially useful if you skipped a field in error or discovered that one of the entries was incorrect.
CTRL + TAB	Tables	Standard navigation from a table to next element, if the focus is on table.
Home	General	When used in a field with data, brings the user to the start of the data.
End	General	When used in a field with data, brings the user to the end of the data.
ESC	General	Not Currently Used.
Accelerator Keys	General	ALT + underscored character.  Certain buttons and tabs have an underscored character in the label text. These characters, when used together with the ALT key, allow quick access to that field or action from anywhere on the dialog. For example, Cancel can be accessed with ALT+C.

Key Stroke	Location	Description
Function Keys	General	<p>F1, F2, F3 ... Used within the application. See Hot Key section.</p> <p>Shift + F1, Shift + F2, Shift + F3 ... Not used currently.</p> <p>Ctrl + F1, Ctrl + F2, Ctrl + F3... Not used currently.</p> <p>Shift + Ctrl + F1... Not used currently.</p> <p>Function keys are used for quick access to certain functions. For example, F7 returns the user to the Fast Trans field.</p>
Left, Right Arrow Keys	Within a field	Moves the cursor to the left and right of the field.
Shift + Home	Within a field	Highlights the information from the cursor location to the beginning of the field.
Shift + End	Within a field	Highlights the information from the cursor location to the end of the field.
Menu access	Use Fast Tran: field and menu code(s)	
Space bar	Radio Buttons	Pressing the spacebar selects/deselects the button.
Space bar	Check Box	Pressing the spacebar selects/deselects the checkbox.
Up, Down Arrow Keys	List Box	Scroll through the list one item at a time
Page Up, Page Down	List Box	Scroll through the list one page at a time.
ALT + Underscored letter	List Box	For the double click functionality to work within list boxes, need to have a button that will perform the same function. For example, to amend details of a Beneficiary in the Beneficiary Details List, highlight the appropriate Beneficiary and press ALT + m (to process the Amend button).
Down Arrow, Space bar	Drop down List box	The list will drop down.
Up, Down Arrow Keys	Drop down List box	If the list is already dropped down, the up and down arrow keys will scroll through the list one item at a time.
Page Up, Page Down	Drop down List box	If the list is already dropped down, the Page Up and Page Down arrow keys will scroll through the list one page at a time.
Space bar	Drop down List box	Selects the highlighted item in the list.

## 2.6 Field Formats

Field	Format	Length	Display Comment
Account	Drop Down List	The field should display in the following order, Branch Code-Account Number (Account Type) Currency.  E.g. 9000000001-0000000126 (Personal) USD	
AccountNumber	Numeric	10	All 10 numerics must be completed by the user.
AccountType	Drop Down List List Entry	Default value is "None Selected"  The values displayed in this dropdown may included a selection of the following:  · Current · Savings · Loan  ■ Personal ■ Small Business ■ Company ■ Charity ■ Student  Values are retrieved from Constants class ACCOUNT_TYPES	
Address	AlphaNumeric	60	Address field is a concatenation of the following fields:  · Address Line 1 · Address Line 2 · City · State · Zip Code
AddressLine	AlphaNumeric	60	
Amount	Amount	15,2	Amount fields will be of the form 15,2 i.e. 15 digits in total including 2 digit places. This format will be validated on input. The user will not have to input the decimal places

Field	Format	Length	Display Comment
AuthenCustomer	Drop Down List	<p>Default value is "None Selected".</p> <p>Data in dropdown should be displayed in ascending order.</p> <p>The values for the dropdown are:</p> <ul style="list-style-type: none"> <li>· None Selected</li> <li>· Alien registration</li> <li>· Drivers License/State I.D.</li> <li>· Other</li> <li>· Passport</li> </ul> <p>Values are retrieved from Constants class PHOTO_ID_TYPE</p>	
BatchID	Numeric	15	
BatchStatus	List Entry	<p>The values are:</p> <ul style="list-style-type: none"> <li>· Closed</li> <li>· Open</li> </ul> <p>Values are retrieved from Constants class BATCH_STATUS</p>	
Branch Code	Numeric	10	All 10 numerics must be completed by the user.
CancelReason	Drop Down List	<p>The values for the dropdown are:</p> <ul style="list-style-type: none"> <li>· Paid</li> <li>· Cust Reqst</li> <li>· Acc Closed</li> </ul> <p>Values are retrieved from Constants class DIRECTDEBIT_MANDATE_CANCEL_REASONS</p>	
CardFacility	List Entry	<p>The values are:</p> <ul style="list-style-type: none"> <li>· Yes</li> <li>· No</li> </ul>	
CardHolder	Drop Down List	<p>This is populated with the account names (as retrieved from Customer/Account Search). Actor selects the account holder who is requesting the card. Default value is "None Selected". Data in dropdown should be displayed in ascending order.</p>	

Field	Format	Length	Display Comment
CardNumber	Numeric	16	
CardType	Drop Down List List Entry	The values for the dropdown are: · ATM · Check Guarantee · Debit Card	
CashBoxID	Numeric	15	
CashBoxMode	Drop Down List List Entry	"None Selected" is initially selected in the Cash Box Mode dropdown. The values for the dropdown are: · Single · Shared Values are retrieved from Constants class CASH_BOX_MODE	
CashBoxOpen	List Entry	The values are: · Yes · No	
CashBoxType	Drop Down List List Entry	"None Selected" is initially selected in the Cash Box Type dropdown. The values for the dropdown are: · Branch · Standard · Vault Values are retrieved from Constants class CASHBOX_TYPES	
CheckBookFacility	List Entry	The values for the dropdown are: · Yes · No	

Field	Format	Length	Display Comment
CheckBookType	Drop Down List List Entry	The values should be displayed in ascending order. The values for the dropdown are:  · Checks 25 · Checks 50 · Checks Carbon 25 · Checks Carbon 50 · Checks 200 · Special Checkbook 25  Default value is "None Selected".  Values are retrieved from Constants class CHEQUE_TYPES	
CheckNumber	Numeric	15	
CheckStatus	Drop Down List List Entry	The value should be displayed in ascending order. The values in this list are as follows:  · Awaiting Dispatchment · Cleared · Cancelled · In Progress · Issued · Printed · Received · Rejected · Returned · Stopped  Values are retrieved from Constants class INSTRUMENT_CHECK_STATUS	
CheckType	List Entry	The values are:  · On-Ups · Other	
City	AlphaNumeric	60	
ContactNumber	AlphaNumeric	25	
Country	Drop Down List	The values should be in ascending order.  Default value is "None-Selected".  Values are retrieved from Constants class COUNTRY_LIST	

Field	Format	Length	Display Comment
CreditCardNumber	Numeric	16	
Currency	Drop Down List List Entry	A drop-down list of all currencies in which the bank trade. The default is base currency.	
CustomerType	List Entry	<p>The values are:</p> <ul style="list-style-type: none"> <li>· Company</li> <li>· Non Customer</li> <li>· Personal</li> <li>· Small Business</li> <li>· Standard</li> <li>· Staff</li> <li>· Student</li> </ul> <p>Values are retrieved from Constants class CUSTOMER_TYPES</p>	
Date	Date	10	Dates are displayed in the format mm/dd/ccyy e.g. 08/25/2010. The date format will be validated on input and not on Submit.
DateTime	Date	10	The format is mm/dd/ccyy hh:mm:ss
Day	Drop Down List	<p>The values for the dropdown are:</p> <ul style="list-style-type: none"> <li>· Sunday</li> <li>· Monday</li> <li>· Tuesday</li> <li>· Wednesday</li> <li>· Thursday</li> <li>· Friday</li> <li>· Saturday</li> </ul> <p>Default value is "None Selected".</p> <p>Values are retrieved from Constants class DAYS_OF_WEEK</p>	
Denomination	Drop Down List List Entry	<p>The values for the dropdown are retrieved from Constants class DENOMINATIONS</p> <p>Default value is "None Selected".</p> <p>The value should be displayed in ascending order.</p>	



Field	Format	Length	Display Comment
DRCR	List Entry	The values are: · DR · CR Values are retrieved from Constants class CREDIT_DEBIT_INDICATOR	
DocumentType	List Entry	The values are: · On-Us · Other Values are retrieved from Constants class CHECK_DETAILS_DOCUMENT_TYPE	
Domicile	Drop Down List	The values for the dropdown are: · Overseas · Resident Default value is "None-Selected" The value should be displayed in ascending order. Values are retrieved from Constants class DOMICILES	
Email	Alpha Numeric	70	
FirstName	Alpha Numeric	25	
Frequency	Drop Down List List Entry	Values displayed are: ■ Daily ■ Weekly ■ Fortnight ■ Monthly ■ Quarterly ■ Half Yearly ■ Yearly The value should be displayed in ascending order. Values are retrieved from Constants class FREQUENCY_OF_PAYMENT	

Field	Format	Length	Display Comment
Language	Drop Down List	<p>The values are:</p> <ul style="list-style-type: none"> <li>· Africana</li> <li>· Arabic</li> <li>· Chinese</li> <li>· Danish</li> <li>· Finnish</li> <li>· French</li> <li>· German</li> <li>· Italian</li> <li>· Japanese</li> <li>· Russian</li> <li>· Spanish</li> <li>· Swedish</li> <li>· Swiss</li> </ul> <p>The value should be displayed in ascending order.</p> <p>Values are retrieved from Constants class USER_LANGUAGE</p>	
LastName	Alpha Numeric	25	
IBAN	Alpha Numeric	<p>The field should display in the following order Receiver's Country, Receiver's Bank SWIFT Address/BIC and the Receiver's Account Number</p>	
IDNumber	Alpha Numeric	15	
InstructionType	Drop Down List	<p>Drop-down list, ordered in the following order, of instruction types:</p> <ul style="list-style-type: none"> <li>■ Buy Cash (default)</li> <li>■ Sell Cash</li> <li>■ Buy Check</li> <li>■ Cross-Exchange</li> </ul> <p>The value should be displayed in ascending order.</p> <p>Values are retrieved from Constants class FOREIGN_ EXCHANGE_ INSTRUCTION _TYPE</p>	

Field	Format	Length	Display Comment
InterestType	List Entry	<p>The values are:</p> <ul style="list-style-type: none"> <li>· Overdraft</li> <li>· Outstanding Charges</li> <li>· Outstanding Loans</li> </ul> <p>Values are retrieved from Constants class INTEREST_TYPE</p>	
JointAccount	List Entry	<p>The values are:</p> <ul style="list-style-type: none"> <li>· Yes</li> <li>· No</li> </ul> <p>Values are retrieved from Constants class JOINT_ACCOUNT_INDICATOR_VALUE</p>	
MaritalStatus	Drop Down List	<p>The values for the dropdown are:</p> <ul style="list-style-type: none"> <li>· Common Law</li> <li>· Common Law Partner</li> <li>· Divorced</li> <li>· Married</li> <li>· Other</li> <li>· Separated</li> <li>· Single parent</li> <li>· Single</li> <li>· Widow</li> <li>· Widower</li> </ul> <p>Default value is "None-Selected".</p> <p>Data in dropdown should be displayed in ascending order.</p> <p>Values are retrieved from Constants class MARITAL_STATUSES</p>	
Memo	Alpha Numeric	60	

Field	Format	Length	Display Comment
MethodOfPayment	Drop Down List	<p>The values for the dropdown are:</p> <ul style="list-style-type: none"> <li>· Cash</li> <li>· Check</li> <li>· Transfer</li> </ul> <p>Default value is "None Selected".</p> <p>The value should be displayed in ascending order.</p> <p>Values are retrieved from Constants class SALARY_PAYMENT_METHOD</p>	
MiddleName	Alpha Numeric	25	
Name	Alpha Numeric	60	
NegInsType	Drop Down List List Entry	<p>The values for the dropdown are:</p> <ul style="list-style-type: none"> <li>· Cashier's Check</li> <li>· Check</li> <li>· Draft</li> <li>· Money Order</li> <li>· Travelers Check</li> <li>· US Savings Bond</li> </ul> <p>The value should be displayed in ascending order.</p> <p>Values are retrieved from Constants class NEGOTIABLE_INSTRUMENT_TYPE</p>	
NoOfChecks Number	Numeric	4	
OverdraftFacility	List Entry	<p>The values are:</p> <ul style="list-style-type: none"> <li>· Yes</li> <li>· No</li> </ul>	

Field	Format	Length	Display Comment
OverDraftReason	Drop Down List	<p>The values for the dropdown are:</p> <ul style="list-style-type: none"> <li>· Awaiting Salary</li> <li>· Holiday Expenses</li> <li>· Other</li> <li>· Personal Expenses</li> </ul> <p>Default value is "None Selected".</p> <p>Values are retrieved from Constants class REASON_FOR_OVERDRAFT</p> <p>The values should be displayed in ascending order.</p>	
ParentActorGroup	Drop Down List	<p>Defaults to 'None Selected'. The name of each actor group will be populated to the list.</p>	
Percentage	Number	15,2	
Period	Drop Down List	<p>The values for the dropdown are:</p> <ul style="list-style-type: none"> <li>· Day</li> <li>· Month</li> <li>· Week</li> <li>· Year</li> </ul> <p>The default will be "None-Selected".</p> <p>The value should be displayed in ascending order.</p> <p>Values are retrieved from Constants class TIME_PERIOD_VALUES</p>	
ProofOfAddress	Drop Down List	<p>The values for the dropdown are:</p> <ul style="list-style-type: none"> <li>· Bill</li> <li>· Driver's License</li> </ul> <p>Default value is "None-Selected".</p> <p>The value should be displayed in ascending order.</p> <p>Values are retrieved from Constants class PROOF_OF_ADDRESS_TYPE</p>	
Rate	Numeric	7,4	

Field	Format	Length	Display Comment
ReferralID	Numeric	30	
ReferenceNumber	Alpha Numeric	15	
ResidentialStatus	Drop Down List	The values for the dropdown are: · Home Owner · Living With Parents · Local Auth Housing · Other · Renting · Tenant Default value is "None Selected". Values are retrieved from Constants class RESIDENTIAL_STATUSES	
SerialNumber	Numeric	15	
Series	Drop Down List List Entry	A list of values appropriate for the function chosen are retrieved and displayed in the 'Series' dropdown. Default to 'None Selected'. The values for the dropdown are: · EE · I Values obtained from: US_BONDS_TYPES	
Sex	Drop Down List List Entry	The values for the dropdown are: · M · F Default value is "None Selected". Values are retrieved from Constants class SEX	
Source	List Entry	The values are: · Supplier · Other Branch	
SSN	Alpha Numeric	15	

Field	Format	Length	Display Comment
State	Drop Down List	<p>A list of values appropriate for the function chosen are retrieved and displayed in the State dropdown (e.g. 50 US state abbreviations, NY, NJ, MA etc.). Default to 'None Selected'</p> <p>If the Country selected is 'US', then a 'State' must be selected.</p> <p>If the Country selected is anything other than US then the State dropdown list is disabled.</p> <p>Values obtained from constants: STATE_CODE</p> <p>The values should be displayed in ascending order.</p>	
StateProvince	Alpha Numeric	60	
Status	Drop Down List List Entry		
StoppageReason	Drop Down List	<p>The values for the dropdown are:</p> <p>Default value is "None-Selected".</p> <ul style="list-style-type: none"> <li>· Lost</li> <li>· Stolen</li> <li>· Damaged</li> <li>· Account Closed</li> <li>· Other</li> </ul> <p>The values should be displayed in ascending order.</p> <p>Values are retrieved from Constants class NEGOTIABLE_INSTRUMENT_STOP_REASONS</p>	

Field	Format	Length	Display Comment
SuspendReason	Drop Down List	<p>The values for the dropdown are:</p> <ul style="list-style-type: none"> <li>· Unemployed</li> <li>· World Trip</li> <li>· Dispute</li> <li>· Other</li> </ul> <p>Values are retrieved from Constants class STO_SUSPENSION_REASONS</p> <p>The values should display in ascending order.</p>	
TellerID	Drop Down List	<p>If the Actor is logged on as a Manager/Supervisor, all Teller Ids will be displayed in the Dropdown list and any Teller Id can be selected by the Supervisor. "None Selected" is initially selected in the Dropdown list in this instance.</p> <p>Data in dropdown should be displayed in ascending order.</p>	
Title	Drop Down List	<p>The values for the dropdown are:</p> <ul style="list-style-type: none"> <li>· Mr</li> <li>· Miss</li> <li>· Mrs</li> <li>· Ms</li> <li>· Fr</li> <li>· Prof</li> <li>· Dr</li> <li>· Other</li> </ul> <p>Default value is "None-Selected".</p> <p>Data in dropdown should be displayed in ascending order.</p> <p>Values are retrieved from Constants class attribute TITLES</p>	
Time	Date	8	HH:mm:ss



Field	Format	Length	Display Comment
TransactionType	Drop Down List List Entry	Data in dropdown should be displayed in ascending order.  Values are retrieved from Constants class attribute TRANSACTION_ TYPE	
UserID	Numeric	15	
UserName	Alpha Numeric	60	
UserPassword	Alpha Numeric	60	
UserType	Drop Down List	The values are: · Administrator · Teller · Manager · Customer · Foreign Exchange · Delegate · Internet · Supervisor · Branch Administrator  Data in dropdown should be displayed in ascending order.  Values are retrieved from Constants class attribute USER_TYPE	
WaiveReason	Drop Down List	Populated using REASON_TO_WAIVE constant list if customer is present  The values are: · Fee Free Check Type · High Net Worth Customer · Shareholder  Populated using REASON_TO_WAIVE _FOR_NON_ CUSTOMER if no customer is present  The values are: · Fee Free Check Type	
ZipPostalCode	Alpha Numeric	20	

## 2.7 Field Validation

Field type and length validation will occur at input. All other field validation will occur on Submit except where specified in the GUI or UC documents.

## 2.8 Buttons

The following are standard names that should be used for the common buttons in the application:

- Submit (not 'Submit query') - this should be used in most cases when a transaction is being sent for processing, by the application and/or host system.
- Next and Previous - for navigation between pages in a list.
- Cancel - will bring the user to either a home page or the previous page, the user should be prompted if they have not saved any updates on the original page.
- Print - where applicable should be labeled 'Print'.
- Delete - some screens include delete buttons for the purpose of cancelling an Overdraft or removing a utility or beneficiary.

## 2.9 Labels

- Labels used in the following data elements must be clear, concise, and consistent across pages, e.g. Rate versus Exchange Rate. They should be short and meaningful to the users of the application.
- Labels are right aligned with the field they are associated with. If the page is divided into columns, the labels need to be aligned below each other within a logical grouping of information.
- Labels should never be hard-coded in order to facilitate localization.
- Capitalize the first letter of each main word in the label. E.g. Account, Gross Amount, Accrued Interest.

## 2.10 Messages

All messages will be contained in modal windows. Modal windows require action on the window before returning to the main (parent) screen. Once the user closes the modal window by clicking 'Submit', 'OK' or 'Cancel' (or a button specific to the current process) the system returns the user back to the parent window. The user will not be able to access the main window until the modal window has been dealt with.

There will be 3 types of messages, Error, Warning and Information

### 2.10.1 Error Messages

If a process returns an error, the message will be displayed, once the error is acknowledged (usually by clicking 'OK') the user will return to the screen from which the error condition was invoked. The error must be corrected before the operation can proceed. The user will be required to resubmit the operation once the required correction has been made.



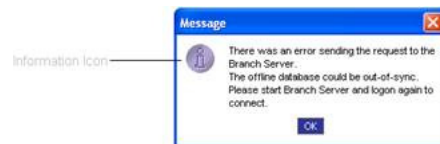
### 2.10.2 Warning Messages

Warning messages allow the user to continue once the message has been acknowledged ('OK'). Default focus should be set to the 'OK' button. Selection of 'OK' causes the operation that prompted the warning to continue (in most cases, this means that the transaction is submitted as is). The user has the option of cancelling out of the process ('Cancel'). This will cause the operation to be aborted (i.e. not submitted) and the user is returned to the screen from which the operation was invoked.



### 2.10.3 Information Messages

Information messages will appear after the process has been completed, they are acknowledged by the user ('OK'). The user does not have an option of cancelling out of the process.





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## Word Usage

### 3.1 Grouping Words

Situation	Button(s) used
Close the dialog without an option to save data	Close
Close the dialog with an option to save data	OK, Cancel
Maintenance tool where modifications are done on one dialog	New, Amend, Delete, Print, Cancel
To modify a record within a list	New ,Amend, Delete, Cancel

### 3.2 General Word Consistency

Common words should be used throughout the application for consistency. The following are some examples of inconsistencies.

For consistency, this word	Similar words that refer to the same thing
Name	Title, Description
Operator	Teller, User
Financial Institution	Bank
Cross-Sell	X-sell, Crosssell
Account Number	Account ID, Account

### 3.3 Button Word Consistency

- Common words should be used on buttons for consistency.
- Do not use CTRL C or CTRL V as Hot Keys because they conflict with commonly used Microsoft shortcut keys.
- For the Hot key letter, ALT letter should be used to access the button.
- Word should be centered within the button.

### 3.4 Abbreviations

- Abbreviations should be avoided if possible.
- Common abbreviations should be used throughout the application for consistency.

- Make sure it is obvious what the word is after it has been abbreviated.
- Do not add a period to the end of the abbreviation.
- Do not capitalize all letters, only capitalize the first letter.
- When abbreviating two words, capitalize the first letter of both words. Some exceptions exist such as company names and product types.
- Be consistent when using abbreviations, the following is a list of commonly abbreviated words.

Full Word	Abbreviated Word
Account Number	Acct #
Address	Addr
Branch Number	Br #
Certificate of Deposit	CD
Checking	CK
City State ZIP	CSZ
Customer	Cust
Department	Dept
Description	Desc
Document	Doc
Electronic Journal	EJ
Employee Identification Number	EIN
General Ledger	GL
Foreign Exchange	FX
Identification	Id
Information	Info
Loans	LN
Miscellaneous Product	MS
Mother's Maiden Name	MMN
Product	Prod
Savings	SV
Social Security Number	SSN
State	St
Tax Identification Number	TIN

## Controls Description

There are various types of controls available in authoring: tabs, list boxes, check boxes, radio buttons, tables, drop-downs, push buttons, edit boxes, display fields, and group boxes.

### 4.1 Tabs

When a process such as issuing a money order requires more than 1 page, one of the easiest ways to display the multiple pages is under a set of tabs.

The screenshot shows a money order form with three tabs: Purchaser Details, Sender Details, and Payee Details. The Purchaser Details tab is selected and highlighted with a red circle. The form contains several input fields for personal and address information, a section for fees, payment methods, and authentication details.

### 4.2 List Boxes (Tables)

- List boxes are used to display information within a list.
- There is currently only one feature related to clicking within a list used in the application which is single-click.
- Single-clicking - a record within a list will highlight fields on the dialog to display details related to the selected record.
- Records within a list should be able to be sorted by their labels.
- As a general practice, the horizontal scroll bar should not be required on lists.

Sortable Columns Headers

List

Currency	We Buy Cash	We Sell Cash	We Buy Cheques	We Sell Cheques
GBP	0.595	0.5717	0.6008	0.5658
USD	1.02	0.98	1.03	0.97

### 4.2.1 New/Amend/Delete/Cancel

- Information within a list can be modified with New / Amend / Delete / Cancel buttons.
- These buttons should reside below the list box in the designated order: New, Amend, Delete and Cancel.
- Functionality of the New / Amend / Delete / Cancel buttons:
  - If no records are selected in the list (dialog is first launched), the edit boxes will be empty and the Add and Cancel buttons are enabled. Amend and Delete buttons are disabled. This is the initial state of the list.
  - If a record is selected in the list, the record information will pre-fill into the edit boxes. The New, Amend, Delete, and Cancel buttons are enabled.
  - If the New button is pressed (ALT W), verify that the required data for the record has been filled in. If they have not been collected, do not enable the Submit Button (ALT+S) and do not add the record. If all the required fields have been entered, enable the Submit Button (ALT+S) and add the new record to the list, based upon the information typed into the edit boxes. The list then returns to the initial state.
  - If the Amend button is pressed (ALT+A), update the selected record based upon the information typed into the edit boxes. The list then returns to the initial state.
  - If the Delete (ALT+ D) button is pressed, the selected record is deleted from the list. No confirmation is required before the record is deleted. The list then returns to the initial state.
  - If the Cancel (ALT+C) button is pressed, the user is returned to the Home Page.

### 4.3 Check Boxes

- This control is used to display a Yes/No or On/Off values. If the box contains a check mark, the value is Yes; if it does not, the value is No.
- Do not use this control for values other than Yes/No or On/Off. These values would require the use of multiple edit boxes. In this case, a drop-down list box would be more appropriate.
  - Correct use of check box

☐ Likes Ice Cream



- Incorrect use of check box

☐ Male    ☐ Female

## 4.4 Radio Buttons

- Radio buttons can be used to display values from which to choose.
- The default value / radio button should be the first radio button
- Radio buttons can be used to collect values (Yes/No or Male/Female). However, this is not recommended because it requires more complex authoring when values are retrieved from the host or SQL database. A drop-down list box is recommended for this type of data collection.
- Radio buttons are most commonly used next to an edit field or drop-down list box, where the radio button on selected enables these fields for data entry or selection.
  - Radio button not selected, drop down list disabled



- Radio button selected, drop down list enabled



## 4.5 Drop Down Lists

- Drop-downs are used to provide help information to the user, when collecting data.
- Reduce user input error, better for reporting.
- The values within the drop-down are read from a properties file.
- Entering the first character in the Drop Down List to quickly select the desired value
- Default Ordering of Drop Down lists is by alphabetical order.
- None-Selected / Select - Define default value.

## 4.6 Group Boxes

- Group boxes are used to visually group one or more controls together. This is important to make the dialog more visually organized.

**Teller Operations: Start Of Day: Cashbox Assignment At Logon**

**Cashbox**

☒ Previously Assigned Cashbox

☐ Assign New Cashbox Single Mode

☐ Assign New Cashbox Shared Mode

**Cashbox Holder Positions**

☒ Primary Holder

☐ Non-Primary Holder

**Cashless User**

☐ Disable Cashbox Transactions

☐ Enable Cash Transactions

## 4.7 Text Input Fields

- All text input fields have a label placed to the left of the input box.
- Text entry boxes should be left aligned with the box in the row above, and when they occur in a group, their length should be the same (the length of the largest one in the group).

## General Functionality

### 5.1 Title bar

- The user should have the ability to minimize or maximize the dialog
- The user should never be allowed to close a dialog from the 'X' on the top right corner. This 'X' should always be disabled.

### 5.2 Enable / Disable

- If fields are only to be used in certain conditions, they can be enabled / disabled based upon whether the condition is met.

### 5.3 Hiding / Showing Fields

- Hiding / Showing fields on a dialog based upon conditions is not recommended. Use the enable / disable functionality.

### 5.4 Alignment

- Everything should be left justified and lined up as much as possible. Do not right justify fields except amount and rate fields.

Customer Transactions: Bill Payment			
<b>Account Details</b>			
Branch Code		Account Number	
<b>Utility Payment Details</b>			
Utility Name	None-Selected	Reference Number	
Branch Code		Account Number	
Effective Date	11/26/2010		
Amount			
Narrative			
<b>Fee Details: USD</b>			
Fee Amount		<input type="radio"/> Waive, Reason	None-Selected
<b>Payment Method</b>			
Total Amount			
Cash Amount			
Total Check Amount		Number Of Checks	
Funds Transfer Amount			<a href="#">Check Details</a>
<b>Authenticate Details</b>			
Authenticate Customer	None-Selected	ID Number	



## **6.1 Entitlements Module**

The Siebel Branch Teller application is accompanied by an entitlement's module that allows access to business processes to be restricted based on the user. When any transaction/update is made within the application, the system will check to see if the current user has the appropriate entitlement to carry out this function. The scope of this module and an explanation of how to implement it are detailed in the User Guide.

Left Menu is enabled / disabled based on a user's privilege.

