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PeopleSoft Enterprise Banking Transactions 9.1 PeopleBook

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PeopleSoft Enterprise Banking Transactions 9.1 PeopleBook
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PeopleSoft Enterprise Banking Transactions 9.1 Preface

This preface discusses:

- PeopleSoft Enterprise CRM application fundamentals.

- PeopleSoft Enterprise CRM industry application fundamentals.

- PeopleSoft Enterprise CRM automation and configuration tools.

- PeopleSoft Enterprise CRM services foundation.

- PeopleSoft Enterprise PeopleTools PeopleBooks.

PeopleSoft Enterprise CRM 9.1 Application Fundamentals

The *PeopleSoft Enterprise Banking Transactions 9.1 PeopleBook* provides implementation and processing information for your PeopleSoft Banking Transactions application. However, additional essential information describing the setup and design of your system appears in a companion volume of documentation called *PeopleSoft Enterprise CRM 9.1 Application Fundamentals PeopleBook.* Each PeopleSoft product line has its own version of this documentation.

The *PeopleSoft Enterprise CRM 9.1 Application Fundamentals PeopleBook* contains essential information describing the setup and design of the PeopleSoft Enterprise CRM system. This book contains important topics that apply to many or all PeopleSoft applications across the PeopleSoft Enterprise CRM product line.

There are six parts to the *PeopleSoft Enterprise CRM 9.1 Application Fundamentals PeopleBook:*

- PeopleSoft Enterprise CRM Multi-Product Foundation.

  This part discusses the design and setup of the PeopleSoft Enterprise CRM system, including security considerations.

- Workforce Management.

  This part discusses the administration of the worker component used to perform tasks such as customer support or field service in PeopleSoft Enterprise CRM. This part also includes information on competency management and assigning workers to tasks.

- Interactions and 360-Degree Views.

  This part discusses interaction management and the administration of the 360-Degree View, a powerful tool that enables users to view and work with any transaction or interaction that is associated with a customer or worker.

- Self-Service for Customers.

  This part discusses the set up, administration, and use of self-service applications for customers and workers.

- Relationship Management.

  This part discusses how system users manage their contacts and tasks.

- Entitlement Management.

  This part discusses setting up agreements and warranties.

PeopleSoft Enterprise CRM 9.1 Industry Application Fundamentals

The *PeopleSoft Enterprise CRM 9.1 Industry Application Fundamentals PeopleBook* discusses configuration options including security and financial account administration common to PeopleSoft vertical solution applications.

The *PeopleSoft Enterprise CRM 9.1 Industry Application Fundamentals PeopleBook*contains essential information describing the setup and design of PeopleSoft CRM industry-specific applications and the use of features that are common to multiple applications within PeopleSoft CRM industry applications, including information about:

- Industry-specific tables.

- Industry-specific set IDs and roles.

- Products for industries.

- Arrangements and contracts.

- Industry-specific business objects.

- Application security for financial services.

- Financial accounts.

- Churn management.

- Fraud management.

PeopleSoft Enterprise CRM Automation and Configuration Tools

The *PeopleSoft Enterprise CRM 9.1 Automation and Configuration Tools PeopleBook* discusses automation and configuration tools that are common to multiple PeopleSoft Enterprise CRM applications. This is an essential companion to the application PeopleBook.

There are four parts to the *PeopleSoft Enterprise CRM 9.1 Automation and Configuration Tools PeopleBook:*

- Correspondence management.

  This part discusses the setup and application of manual notifications, automatic notifications and manual correspondence requests among CRM objects.

- Automation tools.

  This part discusses PeopleSoft Enterprise CRM workflow, Active Analytics Framework (AAF), business projects, and scripts.

- Configuration tools.

  This part discusses configurable search pages, configurable toolbars, attributes, display templates, and industry-specific field labels and field values.

- Knowledge management.

  This part discusses Verity-search setup.

PeopleSoft Enterprise CRM 9.1 Services Foundation

The *PeopleSoft Enterprise CRM 9.1 Services Foundation PeopleBook* discusses configuration options that are common to PeopleSoft Enterprise FieldService and the PeopleSoft Enterprise Call Center applications (PeopleSoft Enterprise Support, PeopleSoft Enterprise HelpDesk, and (PeopleSoft Enterprise HelpDesk for Human Resources).

There are three parts to the *PeopleSoft Enterprise CRM 9.1 Services Foundation PeopleBook:*

- Entitlement management.

  This part discusses how solution management enables users to establish a set of predefined solutions that call center agents and field service technicians use to resolve customer problems.

- Transaction Billing Processor Integration.

  This part discusses how the PeopleSoft Transaction Billing Processor enables PeopleSoft Enterprise FieldService, PeopleSoft Enterprise Support, and PeopleSoft Enterprise Order Capture to integrate with PeopleSoft Billing and PeopleSoft General Ledger through the use of the PeopleSoft Contracts architecture. Also covered is how this integration enables PeopleSoft Enterprise CRM users to bill and book revenue for recurring, one-time, and on demand service.

- Environmental Systems.

  This part covers the Research Institute (ESRI) integration. The integration with ESRI, a mapping software, enables users to view the location of reported cases and the location of field service activities.

PeopleSoft Enterprise PeopleTools PeopleBooks

Cross-references to PeopleSoft Enterprise PeopleTools documentation refer to the PeopleSoft Enterprise PeopleTools 8.50 PeopleBooks.

PeopleBooks and the Online PeopleSoft Library

A companion PeopleBook called PeopleBooks and the Online PeopleSoft Library contains general information, including:

- Understanding the PeopleSoft online library and related documentation.

- How to send PeopleSoft documentation comments and suggestions to Oracle.

- How to access hosted PeopleBooks, downloadable HTML PeopleBooks, and downloadable PDF PeopleBooks as well as documentation updates.

- Understanding PeopleBook structure.

- Typographical conventions and visual cues used in PeopleBooks.

- ISO country codes and currency codes.

- PeopleBooks that are common across multiple applications.

- Common elements used in PeopleBooks.

- Navigating the PeopleBooks interface and searching the PeopleSoft online library.

- Displaying and printing screen shots and graphics in PeopleBooks.

- How to manage the PeopleSoft online library including full-text searching and configuring a reverse proxy server.

- Understanding documentation integration and how to integrate customized documentation into the library.

- Glossary of useful PeopleSoft terms that are used in PeopleBooks.

You can find this companion PeopleBook in your PeopleSoft online library.

Chapter 1

Getting Started with PeopleSoft Enterprise Banking Transactions

This chapter provides an overview of PeopleSoft Enterprise Banking Transactions and discusses:

- PeopleSoft Enterprise Banking Transactions business processes.

- PeopleSoft Enterprise Banking Transactions integrations.

- PeopleSoft Enterprise Banking Transactions implementation.

PeopleSoft Enterprise Banking Transactions Overview

PeopleSoft Enterprise Banking Transactions utilizes the power of PeopleSoft Enterprise Customer Relationship Management and provides industry-specific functionality. PeopleSoft Enterprise Banking Transactions enables you to provide full-featured support for all financial products and services that you offer to your customers.

PeopleSoft Enterprise Banking Transactions Business Processes

PeopleSoft Enterprise Banking Transactions provides the Account Management business process. We discuss this business process in the business process chapter of this PeopleBook.

Account Management Business Process

Account Management enables users to:

- Update account information such as nickname or address.

- Issue automated teller machine (ATM) cards.

- Modify ATM cards by replacing the card, suspending the card, canceling or reactivating the card, changing linked accounts, changing limits, changing the card type, and enabling or disabling card features.

- Review financial account details including general account information, account relationships, ATM cards, terms and conditions, fees, and account and bill payment history.

- Perform banking transactions including setting up automatic fund transfers, initiating one-time fund transfers, reordering checkbooks, stopping check payment, paying bills, ordering copies of checks and account statements, ordering foreign currency, ordering cashier's checks, and ordering traveler's checks.

PeopleSoft Enterprise Banking Transactions Integrations

PeopleSoft Enterprise Banking Transactions integrates with the following PeopleSoft applications:

- PeopleSoft Enterprise Call Center.

- PeopleSoft Enterprise Support Self-Service.

We discuss integration considerations in the implementation chapters in this PeopleBook.

PeopleSoft Enterprise Banking Transactions Implementation

PeopleSoft Setup Manager enables you to generate a list of setup tasks for your organization based on the features that you are implementing. The setup tasks include the components that you must set up, listed in the order in which you must enter data into the component tables, and links to the corresponding PeopleBook documentation.

Other Sources of Information

In the planning phase of your implementation, take advantage of all PeopleSoft sources of information, including the installation guides, table-loading sequences, data models, and business process maps. A complete list of these resources appears in the preface in the *PeopleSoft Enterprise CRM 9.1 Application Fundamentals PeopleBook,* and the *PeopleSoft Enterprise CRM 9.1 Industry Application Fundamentals PeopleBook* with information about where to find the most current version of each.

See Also

PeopleSoft Enterprise CRM 9.1 Application Fundamentals PeopleBook, "PeopleSoft Enterprise Customer Relationship Management Application Fundamentals Preface"

PeopleSoft Enterprise Setup Manager for CRM 9.1 PeopleBook

Enterprise PeopleTools 8.50 PeopleBook: PeopleSoft Component Interfaces, "Using the Excel to Component Interface Utility"

Chapter 2

Setting Up Banking Services

This chapter provides an overview of banking service locations and discusses how to:

* Set up banking services.

* Work with the Service Location Finder.

Understanding Banking Service Locations

This section lists common elements and discusses banking service locations.

Common Elements Used in This Chapter

Primary	Click to view profile, status, and currency information for the service location, together with the primary name, address, telephone, and email information. The system displays this view by default when you access the Service Location page.
Name	Click to view and update the names associated with the service location.
Address	Click to view and update address information associated with the service location.
Phone	Click to view telephone information associated with the service location.
Email	Click to view email information associated with the service location.
Pager	Click to view pager information associated with the service location.

Banking Service Locations

In PeopleSoft Enterprise Banking Transactions, a *service location* is a place where a business contact can obtain authorized financial services. A service location is not restricted to a physical building owned by the financial institution. For example, an automated teller machine (ATM) could be housed in a grocery store, and an auto shop can perform insurance estimates.

A record for each service location is created in the RD_SITE table. An extension table, RDFSITE, stores additional information for service location information.

Note. The RD_SITE table stores site records and service locations. It is distinguished by an indicator field in the RDFSITE extension table.

The difference between a site and a service location is an important distinction. A *site* is used for an external customer to define places where it conducts business. A *service location* is a site that the internal company uses to provide services. Usually service locations are associated with the same internal company. For example, your company has five branches or places to provide financial services and you have 100 business contacts that are companies. In this scenario, you create five service locations for your own company as the customer on service location setup page. In addition, you set up the 100 company business contacts, and create sites for each.

A *service* is an object that is maintained on the RBF_SERVICE table. For each service location in your system you can associate services that are available. The associated records are stored in RDFSITE_SERVICE, a child table of RD_SITE. You can also define the hours of operation for the location. Records for hours of operation are maintained on RDFSITE_OPERATE, a child table of site.

You can also define the service location's contacts — the people who participate in business transactions at the location. Records for contacts are maintained in the person table (RD_PERSON). When you associate a person with a service location, the person is assigned a role type of Contact, and a record is created in the Business Object Relationship table (BO_REL) to capture the representation relationship between the person and service location (RD_SITE).

See Also

Setting Up Banking Services

You set up standard services that can be applied to any service location.

This section discusses how to:

* Define a banking service.

* Link the banking service with service locations.

Pages Used to Set Up Banking Services

Page Name	Definition Name	Navigation	Usage
Service	RBF_SERVICE	Financial Services, Service, Service	Add and maintain services that are offered by your organization.

Page Name	Definition Name	Navigation	Usage
Service Locations	RBF_SERVICE_SITE	Financial Services, Service, Service Locations	View locations that currently offer a particular service. Service locations appear by default from the Add Service Locations component.

Defining a Banking Service

Access the Service page (Financial Services, Service, Service).

Service page

Service Type   Select the service type. Delivered values are: *Banking, Business Banking, Insurance, Loan Service, Mortgage, Personal Banking,* and *Wealth Management.* Additional service types can be added to suit your organization's requirements.

Service name   Enter the name of the service offered.

Description   Describe the service offered.

Linking the Banking Service with Service Locations

Access the Service Locations page (Financial Services, Service, Service Locations).

Service Locations page

The system displays the locations that currently offer a particular service. Click the View Details button on the location row to access the Add Service Location component, on which you can view and update the service location record.

Working with the Service Location Finder

The Service Location Finder can be accessed without entering personal or account information.

Customers and employees can search by service name or by any address element.

Note. The service location finder search returns record based on exact match not based on distance or vicinity of an address.

• Service locations with a valid status such as Open or Target for Closure are included in search results.

• Service locations with valid address of physical location purpose type are included in search results.

• Services associated with the service location with current start-date and end-date range is neither back-dated nor in the future.

When a banking employee clicks the Site Name link, the system displays the Add Service Location component.

When the customer clicks the Site Name link, the system displays a Service Location page, which includes information about the location, services, hours of operation, and contacts.

Search Service Location

Service Name = 217

▼ Search Results

Site Name	Alternate Character	Service Name	Service Type	Phone	Address	Alternate Character Address	City
PeopleFood Store #19		Banking ATM	Banking	555 5551401	1400 Hado Street		Sunnyvale
PeopleFood Store #33		Banking ATM	Banking		4987 Redwood Drive		Raleigh
White Plains Galleria		Banking ATM	Banking		100 Main Street		White Plains

Add Service Location

Search Service Location page (1 of 2)

Customize | Find | View All | 🗗 | ▦   First ◄ 1-3 of 3 ► Last

Alternate Character City	State	Postal	Country	Site Type ID	Bank ABA Number	Site Status	Number of ATMs	SetID	Site ID
	CA	94087	USA	ATMMC		Open	1	FSI01	250081
	NC	20192	USA			Open	1	FSI01	250087
	NY	10601	USA	ATMMC		Open	1	FSI01	300013

Search Service Location page (2 of 2)

The system displays a grid with all service locations that meet the search criteria. Click the Site Name link to view Service Location details.

See *PeopleSoft Enterprise CRM 9.1 Industry Application Fundamentals PeopleBook*, "Setting Up Sites and Service Locations."

Chapter 3

Setting Up Internet Banking

This chapter provides overviews of internet banking, customer account information, banking transactions, and transaction processing, and discusses how to:

*   Configure the 360-Degree View for PeopleSoft Enterprise Banking Transactions.

*   Set up financial transactions.

Understanding Internet Banking

The following diagram illustrates the Internet Banking process using the 360-Degree View feature and shows the transactions that users can perform, such as update account information and open a case:
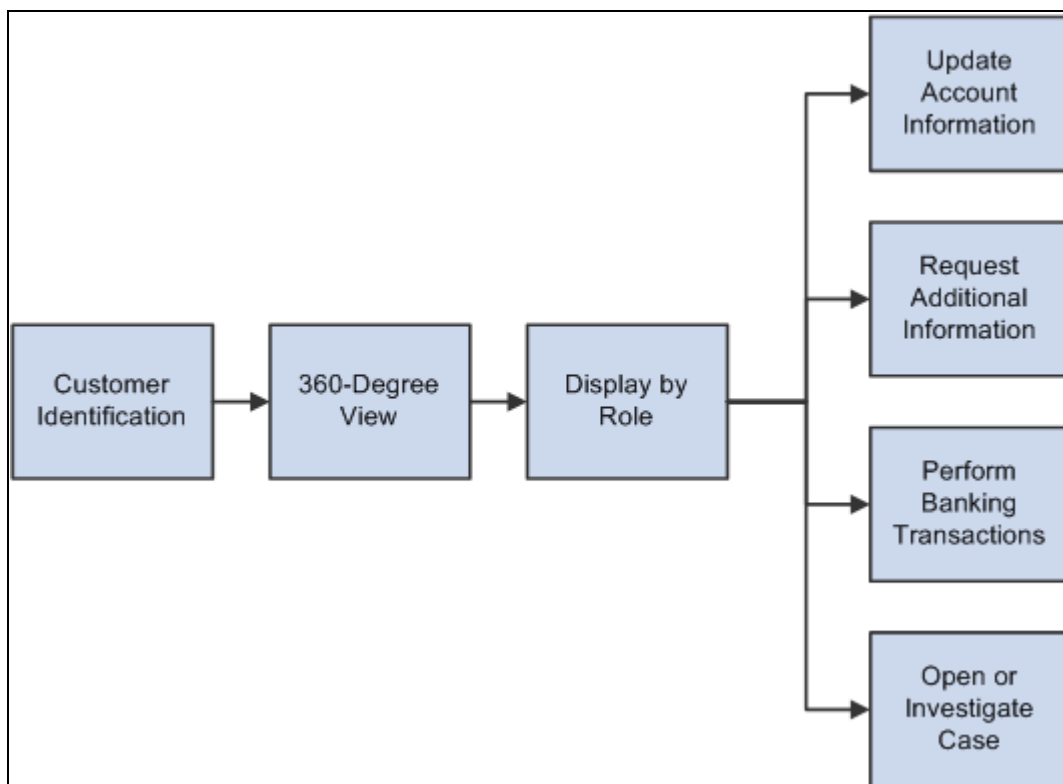
Internet banking process flow for the 360-Degree View

In an agent-assisted scenario, the customer supplies the employee with identification to access customer information. After the customer's identity is verified, the 360-Degree View of the customer appears. The employee can view the customer profile, financial accounts related to each of the roles that the customer plays, interaction details, and the Interaction Tree feature. When the employee selects a specific role, the system displays the accounts, issues, interactions, and automated teller machine (ATM) cards associated with that role.

Understanding Customer Account Information

This table shows the transactions within PeopleSoft Enterprise Banking Transactions that enable customers and employees to update account information:

Transaction	*Description*
Change account nickname	Enables the customer to choose a personally meaningful name for each of the accounts held in the institution. Account information in CRM is not changed immediately with this transaction. This transaction captures the request and publishes the request to legacy for approval. Once legacy completes the change they send another inbound message to reflect the change in CRM system.
Change account address	The account address is the address that is related to a specific account. It might or might not be the business contact address. Each account held by the customer must have an address. For example, a customer might want to have statements for a personal account sent to the customer's home address and statements for a business account sent to a business address. Account address information in CRM is not changed immediately with this transaction. This transaction captures the request and publishes the request to legacy for approval. Once legacy completes the change they send another inbound message to reflect the change in CRM system. When the inbound message comes in CRM system address on the account is immediately changed and a history transaction is created for the old address. If a customer request an address change for a future date, it is expected that legacy system would send that information back to CRM on that date to get the address changed in CRM.

Transaction	Description
Modify ATM card details	The employee can modify ATM card details by replacing the card, suspending the card, canceling or reactivating the card, changing linked accounts, changing limits, changing card type, and enabling and disabling card features. ATM Card information in CRM is not changed immediately with this transaction. This transaction captures the request and publishes the request to legacy for approval. Once legacy completes the change they send another inbound message to reflect the change in CRM system.
Issue ATM card	The employee can issue an ATM card to the customer. The page provides fields to enter card information and delivery information. ATM Card information in CRM is not changed immediately with this transaction. This transaction captures the request and publishes the request to legacy for approval. Once legacy completes the change they send another inbound message to reflect the change in CRM system.

The customer can cancel a transaction at any time. When a customer does so, no changes will be made.

See Also

Understanding Banking Transactions

PeopleSoft Enterprise Banking Transactions enables self-service customers and employees to perform banking transactions online. The following diagram shows the process flow for banking transactions, including the account administration and financial transaction functions that you can perform, such as pay bill, order cashier's check, or transfer funds:
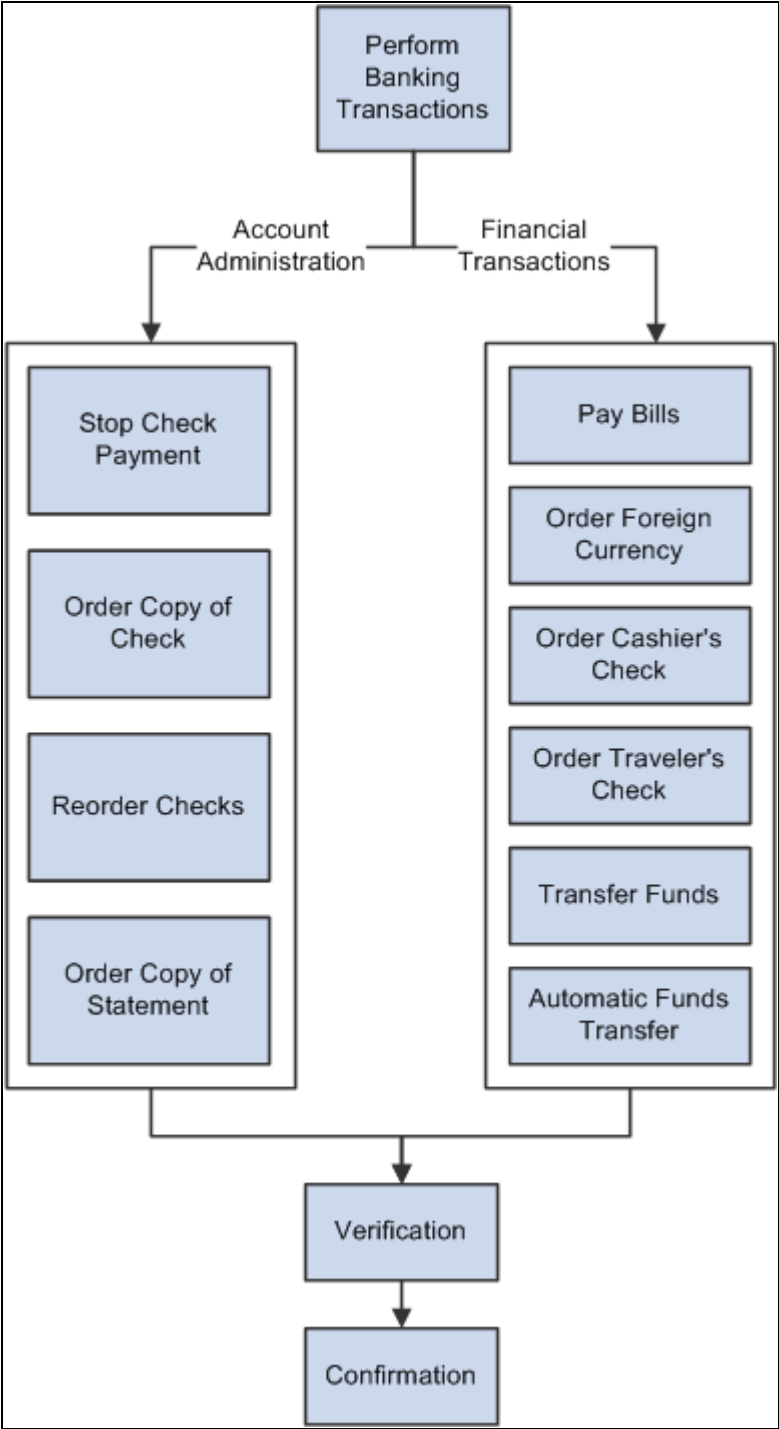
Internet banking transactions

Users perform the following administrative and financial transactions:

Transaction	Description
Stop a check payment.	Users can request a stop payment on a specific check that has been issued on the selected account.

Transaction	Description
Order a copy of a check.	Users can order a copy of a check that has been issued on the selected account.
Reorder checks.	Users can order new checks beginning with a specified number for the selected account.
Transfer funds.	Users can perform a one-time transfer of funds from one account to another.
Order a copy of a statement.	Users can order a copy of a statement for the selected account.
Transfer funds automatically.	Users can set up an automatic transfer of funds from one account to another. Funds can be transferred daily, weekly, or monthly.
Pay bills.	Users can set up and pay bills online.
Order foreign currency.	Users can order foreign currency to be delivered or picked up at a specific location.
Order cashier's checks.	Users can order a cashier's check to be delivered or picked up at a specific location.
Order traveler's checks.	Users can order traveler's checks to be delivered or picked up at a specific location.

See Also

Chapter 5, "Working with PeopleSoft Enterprise Banking Transactions for Self-Service," Performing Self-Service Banking Transactions, page 54

Understanding Transaction Processing

PeopleSoft Enterprise Banking Transactions enables self-service customers and employees to perform financial transactions online. All financial transactions follow a four-step process of financial transaction, verification, confirmation, and submission via Integration Broker, as shown in this diagram:
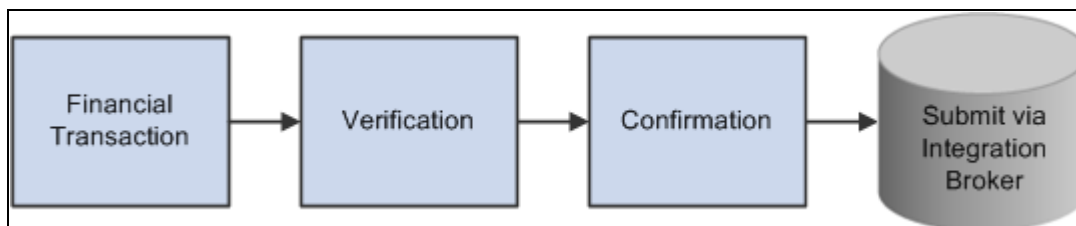
Financial transaction process

When a user completes any financial transaction and clicks the Submit button, the system displays a verification page, which requires the user to confirm that the transaction should be processed. After the transaction is verified, the system displays a confirmation page with a confirmation of the transaction and a confirmation number. The data is sent to the legacy system. For transactions for which shipping is involved, the system creates a new case to track the shipping. These transactions are Order Traveler's Check, Order Cashier's Check, and Order Foreign Currency. In addition to the confirmation number, a case number appears at the end of the transaction.

Account numbers that appear on various drop-down fields within the PeopleSoft Enterprise Banking Transactions application are derived from the security authorization of the requestor.

Internet banking transactions use either asynchronous or synchronous messaging to link with legacy systems.

PeopleSoft Integration Broker provides the capability to synchronize data from one application system to another. PeopleSoft Enterprise Banking Transactions publishes the requests and pushes them to the channel. The legacy system is set up to subscribe to these messages, so that when the channel pushes the messages to subscribers, the legacy system picks up the request. An integration point on the legacy system side must exist for this asynchronous messaging to take place.

Internet banking transactions that use asynchronous messaging by way of the PeopleSoft Integration Broker are: Stop Check Payment, Order Copy of Check, Reorder Checks, Order Copy of Statement, Automatic Funds Transfer, Order Traveler's Checks, Order Cashier's Checks, Order Foreign Currency, Account Nickname, and Bill Payment, as well as Account Address change and ATM card transactions.

The internet banking transaction called Transfer Funds uses synchronous messaging.

When the customer requests any of the preceding banking transactions, the PeopleSoft Enterprise Customer Relationship Management (CRM) system generates a confirmation number for the request and indicates any applicable service charge. The system checks only for complete field entries; it does not validate the data. The request is captured and published to the legacy system. The legacy system validates the request and pushes a message to the PeopleSoft CRM system to confirm the transaction or update the data.

The message that is sent to the legacy system is also stored in a CRM system table. Agents can see that information later on in the Banking Transactions application by navigating to Financial Services, Review Banking Transactions. This page is only agent-facing, read-only and used by agents to verify transaction content.

See Also

Enterprise PeopleTools 8.50 PeopleBook:Integration Broker

Enterprise PeopleTools 8.50 PeopleBook:Integration Broker Administration

Configuring the 360-Degree View for PeopleSoft Enterprise Banking Transactions

This section provides an overview of 360-Degree View access and discusses how to:

• Set up user links on the search page.

• Access the 360-Degree View.

• View customer details.

Understanding 360-Degree View Access

The agent accesses the 360-Degree View by entering information provided by the customer, such as the name of the customer, the TIN or social security number (SSN), the financial account number, the billing account number, or the ATM card number. If the criteria produces more than one result (for example, a joint checking account with two owners), then the system displays a grid of results. The agent can find the exact match by asking additional questions of the customer.

If the component is entered through CTI, the customer enters entry information, after which the agent is taken directly to the 360-Degree View.

See Also

PeopleSoft Enterprise CRM 9.1 Industry Application Fundamentals PeopleBook, "Understanding the 360-Degree View for Industries"

Pages Used to Access the 360-Degree View

Page Name	Definition Name	Navigation	Usage
User Links	RB_TD_ANON_LINK_PG	Set Up CRM, Common Definitions, 360-Degree View, User Links, User Links	Set up and customize the user links that appear on the 360-degree search page.
360-Degree View Search	RB_TD_AGT_SRCH_FSI	Click the Customer 360-Degree View link on the main menu.	Access the customer 360-Degree View search dialog (click the Customer 360-Degree View link on the main menu).

Page Name	Definition Name	Navigation	Usage
360-Degree View	RB_TD_AGENT_VIEW	Enter one of the following in the customer identification (search) fields: *Customer* *Business Contact Name* *TIN/SSN* *Financial Account Number* *ATM Card Number* *Billing Account Number* *Address*	View customer details.

Setting Up User Links on the Search Page

Access the User Links page (Set Up CRM, Common Definitions, 360-Degree View, User Links, User Links).

User Links

Base Market	Global
Component Name	RB_TD_360_SRCH
Page Name	RB_TD_AGT_SRCH_FSI
Description	User Links for CRM for Financial Services

User Links   Find | View All   First ◀ 1 of 2 ▶ Last

*Sequence 1   ***Status** Active ▼

*Link Name Search Cases

◉ **Transfer**

Market Global ▼

Menu Name RBF_FIN_ACCOUNT

Menu Bar Name SETUP

Item Name RBF_FILESETUP

Page Name RBF_FILESETUP

Panel Item Name

Mode Update ▼

○ **Application Class**

Class   Package Tree Viewer

Class Path Like

Method Name

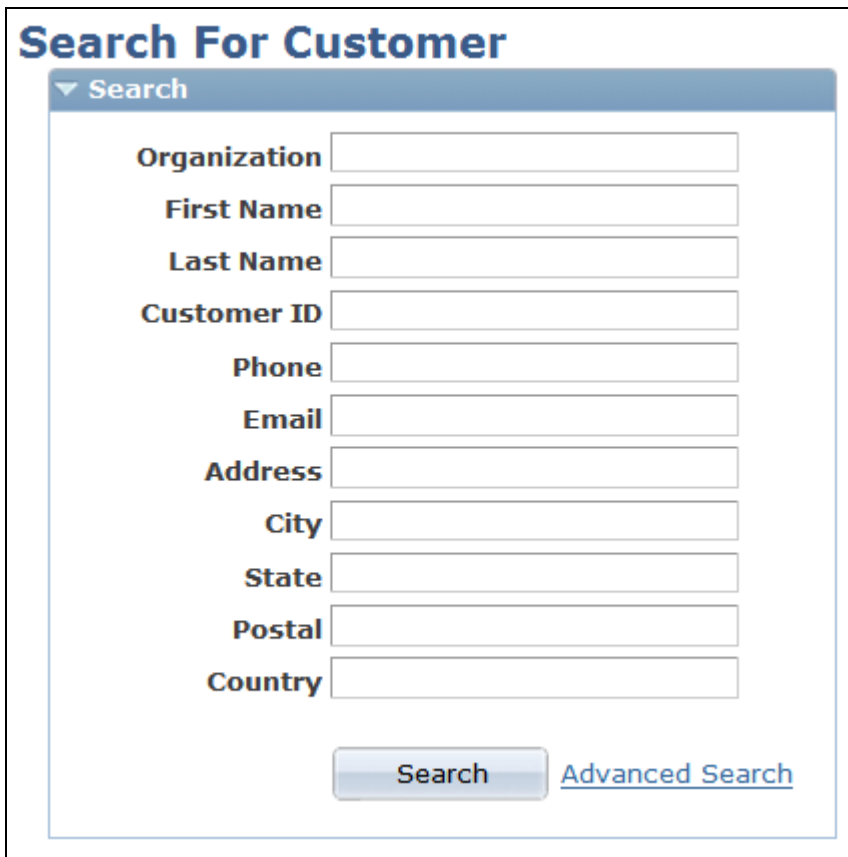○ **Portal Content Reference**

Portal Name EMPLOYEE ▼

Portal Object Name CR_RC_CASE_SEARCH_FSI

User Links page

Sequence	Enter a number to indicate the order in which the link should appear on the page.
Active	Select *Active* to activate the link.
Link Name	Enter the name of the link as it will appear on the search page.
Transfer	Select to define the page opened by the link.

Accessing the 360-Degree View

Access the 360-Degree View search page (click the Customer 360-Degree View link on the main menu).

360-Degree View Search page

Enter the customer, business contact name, TIN or SSN, financial account number, billing account number, ATM card number, or address and click the Search button to search for the customer. Select the customer in the grid to access the 360-Degree View of the customer.

Viewing Customer Details

Access the 360-Degree View page (enter relevant information in the customer identification fields).

Customer 360-Degree View page, part 1

Customer 360-Degree View page, part 2

The account pagelet lists all accounts that this person has access to regardless of whether the person is the owner.

Setting Up Financial Transactions

Tables specifically related to PeopleSoft Enterprise Banking Transactions provide the foundation for performing financial transactions.

This section discusses how to:

• Set up traveler's check denominations.

• Set up bill categories.

• Set up transaction configurations.

Pages Used to Set Up Financial Transactions

Page Name	Definition Name	Navigation	Usage
Traveler's Check Denomination	RBF_TCHK_DENOM	Set Up CRM, Product Related, Financial Services, Traveler's Check Denomination, Traveler's Check Denomination	Set up denominations for traveler's checks.
Bill Category	RBF_BILL_CATEGORY	Set Up CRM, Product Related, Financial Services, Bill Category, Bill Category	Set up categories for the bill payment function.
Transaction Configuration	RBF_PAYBILL_CONFIG	Set Up CRM, Product Related, Financial Services, Transaction Configuration	Configure bill payment specifications for a customer.

Setting Up Traveler's Check Denominations

To set up traveler's check denominations, use the RBF_TCHK_DENOM component.

Access the Traveler's Check Denomination page (Set Up CRM, Product Related, Financial Services, Traveler's Check Denomination, Traveler's Check Denomination).

Traveler's Check Denomination page

Denomination   Traveler's checks come in standard denominations. Set up the denominations that customers can order.

Pack of   Each check denomination comes in a package with a specified number of checks. Enter the number of checks in the pack for each denomination.

Setting Up Bill Categories

Access the Bill Category page (Set Up CRM, Product Related, Financial Services, Bill Category, Bill Category).

Bill Category page

Bill Category	Set up categories to use in the Bill Pay component. Values are: *Credit Cards, Loans,* and *Utilities.*

Setting Up Transaction Configurations

To set up transaction configurations, us the RBF_PAYBILL_CONFIG component.

Access the Transaction Configuration page (Set Up CRM, Product Related, Financial Services, Transaction Configuration, Transaction Configuration).

Transaction Configuration page

Account Number	Enter the account number of the business contact for whom the transactions are being configured.

Max Payment Amount/Day (maximum payment amount per day)	Enter the maximum amount of bill payment per day.
Time of Day Limit for Payments	Enter the time limit for same-day processing of bill payments. Requests for bill payments after this time are processed the next business day.
Max Days in Advance (maximum days in advance)	Enter the maximum number of days in advance that a bill payment can be requested.
Min Days before Payment (minimum days before payment)	Enter the minimum number of days in advance that a bill payment can be requested.
Cashier Check Amount/Day (cashier's check amount per day)	Enter the maximum amount that can be requested for cashier's checks per day. The amount should be entered in the base currency of the account.
Foreign Currency Amount/Day (foreign currency amount per day)	Enter the maximum amount that can be requested in foreign currency per day. The amount should be entered in the base currency of the account.
Traveler Check Amount/Day (traveler's check amount per day)	Enter the maximum amount that can be requested in traveler's checks per day. The amount should be entered in the base currency of the account.
Fee Reversal Amount	Enter the maximum amount in fees that can be reversed.
Min. Foreign Currency/Trans. (minimum foreign currency per transaction)	Enter the minimum amount that can be requested in foreign currency per transaction.

Chapter 4

Working with Agent Facing Banking Transactions

This chapter provides an overview of PeopleSoft Enterprise Banking Transactions and discusses how to:

- Perform banking transactions.

- Administer banking accounts.

- Manage automated teller machine (ATM) card details.

- Issue ATM cards.

Understanding PeopleSoft Enterprise Banking Transactions for Agents

PeopleSoft Enterprise Banking Transactions enables you to perform administrative and financial transactions for your customers.

Performing Banking Transactions

This section discusses how to:

- Set up automatic funds transfer.

- Set up a one-time funds transfer.

- Reorder a checkbook.

- Stop payment on a check.

- Pay bills.

- Order a copy of a check.

- Order a copy of a statement.

- Order foreign currency.

- Order cashier's checks.

- Order traveler's checks.

- Reverse transaction fees.

Pages Used to Perform Banking Transactions

Page Name	Definition Name	Navigation	Usage
Automatic Funds Transfer	RBF_AFND_TRNSF	Banking, Banking Transactions, Automatic Funds Transfer, Automatic Funds Transfer	Set up a financial account to transfer funds from one account to another.
Transfer Funds	RBF_TRN_FND	Banking, Banking Transactions, Transfer Funds, Transfer Funds	Perform a one-time transfer of funds from one account to another. The currency is that of the sending (from) account.
Reorder Checkbook	RBF_REO_CHK	Banking, Banking Transactions, Reorder Checkbook, Reorder Checkbook	Order a new checkbook with a specified starting check number.
Stop Check Payment	RBF_STP_PAY	Banking, Banking Transactions, Stop Check Payment, Stop Check Payment	Stop payment of a check that has already been issued.
Pay Bills	RBF_PAYEE_DISPLAY	Banking, Banking Transactions, Pay Bills, Pay Bills	View and modify bill payments.
Pay Bills (detail)	RBF_BILL_PAY	Click the Pay Bill button next to the Payee on the Pay Bills page.	Manage billing details.
Bill Payee Setup	RBF_BILL_PAYEE	Click the Add New Payee button on the Pay Bills page.	Add and modify bill payees.
Order Copy of Check	RBF_ORD_CHK	Banking, Banking Transactions, Order Copy of Check, Order Copy of Check	Order a copy of a check that has already been issued.
Order Copy of Statement	RBF_ORD_DOC	Banking, Banking Transactions, Order Copy of Statement, Order Copy of Statement	Order a copy of an existing account statement.

Page Name	Definition Name	Navigation	Usage
Order Foreign Currency	RBF_ORD_FCUR	Banking, Banking Transactions, Order Foreign Currency, Order Foreign Currency	Order foreign currency.
Order Cashier's Check	RBF_ORD_CCHK	Banking, Banking Transactions, Order Cashier's Check, Order Cashier's Check	Order cashier's checks.
Order Traveler's Checks	RBF_ORD_TCHK	Banking, Banking Transactions, Order Traveler's Checks	Order traveler's checks.
Reverse Transaction Fee	RBF_FEE_REVERSAL	Banking, Banking Transactions, Reverse Transaction Fee, Reverse Transaction Fee	Reverse the charged fee for a transaction.

Setting Up Automatic Funds Transfer

Access the Automatic Funds Transfer page (Banking, Banking Transactions, Automatic Funds Transfer, Automatic Funds Transfer).

Automatic Funds Transfer page

Account Number and **To Account Number**	Select the origin and destination accounts involved in the transfer.
Transfer Amount	Indicate the amount to be transferred. The currency is that of the sending (from) account.
Monthly	Select to indicate that the transfer is performed once a month. Indicate the day of the month on which the transfer should occur.
Weekly	Select to indicate that the transfer is performed once a week. Select the day of the week on which the transfer should occur.
Daily	Select to indicate that the transfer is performed daily.
Transfer Start Date and **Transfer End Date**	Indicate the start and end dates for this transaction.
Submit Automatic Funds Transfer Request	Click to submit the request for automatic funds transfer. The system returns a confirmation number and indicates any service fees related to this transaction.

Setting Up a One-Time Funds Transfer

Access the Transfer Funds page (Banking, Banking Transactions, Transfer Funds, Transfer Funds).

Transfer Funds page

From Account Number and **To Account Number**	Select the origin and destination accounts involved in the transfer.
Transfer Amount	Indicate the amount to be transferred. The currency is that of the sending (from) account.
Submit Funds Transfer Request	Click to submit the request for fund transfer. The system returns a confirmation number and indicates any service fees related to this transaction.

Reordering a Checkbook

Access the Reorder Checkbook page (Banking, Banking Transactions, Reorder Checkbook, Reorder Checkbook).

Reorder Checkbook page

Account Number	Select the account number from the drop-down list box that displays authorized accounts.
Starting Check Number	Indicate the starting number for the set of checks.
Submit Reorder Checkbook	Click to submit the reorder request. The system returns a confirmation number and indicates any service fees related to this transaction.

Stopping Payment on a Check

Access the Stop Check Payment page (Banking, Banking Transactions, Stop Check Payment, Stop Check Payment).

Stop Check Payment page

Account Number	Select the account number from the drop-down list box that displays authorized accounts.
Check Number	Enter the number of the check.
Check Amount	Enter the exact amount of the check. This value is verified in the legacy system.
Submit Stop Payment	Click to submit the stop payment. The system returns a confirmation number and indicates any service fees related to this transaction.

Paying Bills

Access the Pay Bills page (Banking, Banking Transactions, Pay Bills, Pay Bills).

Pay Bills page

Payee Name	Displays all payees that have been added by the user.
Payee Nickname	Displays a short form of the payee's name that has been added by the user.

Pay Bill	Click to access the Pay Bills detail page. Enter account information and frequency information, and submit bill payments.
Edit Payee	Edit each payee in the grid by clicking Edit Payee in the row.
Delete	Click to delete the payee.
Add New Payee	Click to access the Bill Payee Setup page.

Access the Pay Bills detail page (click the Pay Bill button next to the Payee on the Pay Bills page).

Pay Bills

Kevin Jordan

Account Information

*Account 50017 ▼ Checking

*Payee Global Utilities Corporation   Change Bill Payee

*Amount 237.55 USD

☑ Recurring

*Start Date 08/01/2009 📆

End Date 07/31/2010 📆

Frequency

○ Annually
⦿ Monthly
Day of Month [▼]
○ Weekly
Day of Week [▼]
○ Daily

[Submit Bill Payment]   Return

* Required Field

Pay Bills detail page

Account	Enter the account to use for bill payment. Only those accounts configured for bill payment will appear in the list.
Payee	Enter the name of the payee for this bill.
Amount	Enter the amount of the payment.

Payment Date   Enter the date the payment will be made to the payee.

Recurring   Select to indicate whether the payment is recurring or nonrecurring. If you select
                             Recurring, both Start Date and End Date fields appear.

Frequency   The rate of recurrence if the payment is marked as recurring.

Submit Bill Payment   Click to complete the bill payment set up process.

Access the Bill Payee Setup page (click the Add New Payee button on the Pay Bills page).

Bill Payee Setup page

Payee Name   Enter the name of the bill payee.

Payee Nickname   Enter the short name of the bill payee.

Bill Category   Enter the type of bill that this is classified as.

Bill Account Number   Enter the account number assigned to this account by the bill payee institution.

| Name on Bill | Enter the name of the billing account. |

Ordering a Copy of a Check

Access the Order Copy of Check page (Banking, Banking Transactions, Order Copy of Check, Order Copy of Check).

Order Copy of Check page

Account Number	Select the account number from the drop-down list box that displays authorized accounts.
Check Number	Enter the number of the check.
Check Amount	Enter the exact amount of the check. This value is verified by the legacy system.
Posted Date	Enter the date on which the check was issued.
Submit Order	Click to submit the order for the check. The system returns a confirmation number and indicates any service fees related to this transaction.

Ordering a Copy of a Statement

Access the Order Copy of Statement page (Banking, Banking Transactions, Order Copy of Statement, Order Copy of Statement).

Order Copy of Statement page

Account Number	Select the account number from the drop-down list box that displays authorized accounts.
Statement Date	Select the date of the statement.
Submit Order	Click to submit the order for the statement. The system returns a confirmation number and indicates any service fees related to this transaction.

Ordering Foreign Currency

Access the Order Foreign Currency page (Banking, Banking Transactions, Order Foreign Currency, Order Foreign Currency).

Order Foreign Currency

Kevin Jordan

(Foreign currency you wish to order)

Account Information

*Account _____ [▼]

*Currency Code _____ [▼]

*Amount _____

Delivery Information

◉ Shipped to Customer

Shipped Via _____ [▼]

○ Picked up by Customer

Location _____   Search for Location

Address

[Submit Order]   Return to 360-Degree View

* Required Field

Order Foreign Currency page

Account	Enter the account from which funds will be withdrawn.
Currency Code	Select the code for the currency that you want to purchase.
Amount	Enter the amount that you want to exchange. The amount is entered in the currency of the account.

The fields in the Enter Delivery Information group box enable you to define delivery instructions.

Shipped to Customer	Select to have the product shipped to the customer.
Shipped Via	Select a shipping option from the drop-down list box.
Picked up by Customer	Select to indicate that the customer wants to pick up the product personally.
Location	Select a location for pickup.
Submit Order	Click to submit the order.

Ordering Cashier's Checks

Access the Order Cashier's Check page (Banking, Banking Transactions, Order Cashier's Check, Order Cashier's Check).

Order Cashier's Check page

Account	Select the account used for the transaction.
Amount	Enter the amount of the check.
Date	Enter the date of the check.
Payee Name	Enter the payee name. This field is required because all cashier's checks must have a payee name.

The fields in the Enter Delivery Information group box enable you to define delivery instructions.

| **Shipped to Customer** | Select to have the product shipped to the customer. |
| **Shipped Via** | Select from available shipping options. |

Picked up by Customer	Select to indicate that the customer wants to pick up the product personally.
Location	Select a location for pickup.
Submit Order	Click to submit the order.

Ordering Traveler's Checks

Access the Order Traveler's Checks page (Banking, Banking Transactions, Order Traveler's Checks, Order Traveler's Checks).

Order Cashier's Check page

Account	Select the account used to pay for the checks.
Check Type	Select the brand of traveler's checks.

Currency	Appears by default from the selected account.

The fields in the Denomination group box define how the packs of traveler's checks are structured.

Denomination	Displays the denominations that are available for the selected brand of checks.
Pack of	Traveler's checks are sold in packs. This field displays the number of checks in a pack.
Cost Per Pack	Displays the cost per pack of checks.
Quantity	Enter the number of packs that the customer wants to order.

The fields in the Enter Delivery Information group box enable you to define delivery instructions.

Shipped to Customer	Select to have the product shipped to the customer.
Shipped Via	Select from the available shipping options.
Picked up by Customer	Select to indicate that the customer wants to pick up the product personally.
Location	Select a location for pickup.
Submit Order	Click to submit the order.

Reversing Transaction Fees

Access the Reverse Transaction Fee page (Banking, Banking Transactions, Reverse Transaction Fee, Reverse Transaction Fee).

Reverse Transaction Fee page

Account Number   Select the account that will be credited for fees charged.

Fee Reversal Amount   Specify the amount to be credited.

Fee Reversal Reason   Specify the reason for fee reversal.

Submit Fee Reversal   Click to submit the request.

Administering Banking Accounts

This section discusses how to:

• Change an account nickname.

• Change an account address.

Pages Used to Manage Banking Accounts

Page Name	Definition Name	Navigation	Usage
Change Account Nickname	RBF_ACCT_NICK	Customer Accounts, Change Account Nickname, Change Account Nickname	Change account nickname information.
Change Account Address	RBF_ACCT_ADDR	Customer Accounts, Change Account Address	Change account address details.

Changing an Account Nickname

Access the Change Account Nickname page (Customer Accounts, Change Account Nickname, Change Account Nickname).

Change Account Nickname page

Account	The account targeted for the nickname change.
Old Nickname	The existing nickname of the account.
New Nickname	The new nickname that the customer selects for the account.
Submit Change Nickname	Click to complete the transaction request for the nickname change.

Changing an Account Address

Access the Change Account Address page (Customer Accounts, Change Account Address, Change Account Address).

Change Account Address

Kevin Jordan

Address Information

*Effective Date	07/07/2009
*Country	United States
Address 1	1233 18th Avenue
Address 2	
Address 3	
City	New York
County	
State	NY New York
Postal	

Account List   Customize | Find | View All | 🔲 | 🔳   First ◀ **1-6 of 6** ▶ Last

Select	Account Number	Account Type	Nickname
☑	50005	Credit	HOME EQUITY
☐	50011	Insurance	LIFE INSURANCE
☐	50012	Investment	KEVIN'S BROKERAGE
☐	50019	Checking	JORDAN ENTERPRISES
☐	50017	Checking	KEVIN'S CHECKING
☐	50018	Savings	KEVIN'S SAVING ACCT

☑ Select All   ☐ Clear All

[Submit Address Change]   Return to 360-Degree View

* Required Field

Change Account Address page

Effective Date	The date on which this new address takes effect.
Country	The country in which this address resides.
Address	The specifics of the mailing address such as the street number.
City	The city where the address is located.
State	The state (if this is an address within the United States.)
Postal	The postal code.

Account List   The accounts designated for linkage to this address.

Submit Address Change   Click to complete the address change transaction request.

Managing ATM Card Details

This section discusses how to:

- Manage ATM cards.

- Replace ATM cards.

- Suspend ATM cards.

- Cancel ATM cards.

- Change linked accounts.

- Enable or disable card features.

- Change limits.

- Change card types.

Pages Used to Manage ATM Cards

Page Name	Definition Name	Navigation	Usage
ATM Card	RBF_ATM_CARD	Customer Accounts, ATM Card Detail, ATM Card	View and manage the details of ATM cards.
Replace ATM Card	RBF_ATM_RPL_SEC	Select the Replace Card action and click Go on the ATM Card page.	Replace an existing ATM card.
Suspend ATM Card	RBF_ATM_SSP_SEC	Select the Suspend Card action and click Go on the ATM Card page.	Suspend an existing ATM card.
Cancel ATM Card	RBF_ATM_CNC_SEC	Select the Cancel Card action and click Go on the ATM Card page.	Cancel an existing ATM card.
Reactivate ATM Card	RBF_ATM_ACT_SEC	Select the Reactivate Card action and click Go on the ATM Card page.	Reactivate an ATM card that has been canceled. The button is unavailable for entry if the card has not been canceled.

Page Name	Definition Name	Navigation	Usage
Link Card to Accounts	RBF_ATM_LNK_SEC	Select the Link ATM Card to Account(s) action and click Go on the ATM Card page	Change the accounts that are linked to the ATM card.
Enable or Disable Features	RBF_ATM_FTR_SEC	Select the Enable or Disable Features action and click Go on the ATM Card page	Enable or disable ATM card features.
Change Card Limits	RBF_ATM_LIM_SEC	Select the Change Limits action and click Go on the ATM Card page	Change ATM card limits.
Change Card Type	RBF_ATM_TYP_SEC	Select the Change Card Type action and click Go on the ATM Card page	Change ATM card types.

Managing ATM Cards

Access the ATM Card page (Customer Accounts, ATM Card Detail, ATM Card).

ATM Card page

ATM Card Detail

Card Number   The number assigned to the ATM card.

Status   The current status of the ATM card.

Card Type   The type of ATM card.

Customer   The customer's name.

> **Note.** The customer name is not necessarily displayed exactly as it appears on the physical card. For example, a customer's name in the system might be Kevin Jordan, while his card shows "Kevin M. Jordan."

Debit Card Type   This field displays a value if the Card Type is *Debit*.

Contact   The contact name as it appears on the card.

> **Note.** The contact name is not necessarily displayed exactly as it appears on the physical card. For example, a contact's name in the system might be Kevin Jordan, while his card shows "Kevin M. Jordan."

Product SetID   The set ID with which the product is associated.

Product   The product name for the ATM card.

Limit Currency   The currency code that is used to express the point-of-sale (POS) limit.

Cash Withdrawal Limit   The limit for cash withdrawals using the ATM card.

Card Features

Cash Withdrawal   Indicates whether the ATM card can be used for cash withdrawals.

Point of Sale   Indicates whether the ATM card can be used for POS transactions.

Bill Pay   Indicates whether the ATM card can be used to pay bills.

Linked Accounts

Linked   Display-only field indicating whether the card is linked to the account.

Account   The account that is currently linked to the ATM card.

Primary   Display-only field indicating whether the account is the primary account for the card.

Limit Currency   Displays the POS limit currency for the given account.

Replacing ATM Cards

Access the Replace ATM Card page (select the Replace Card action and click Go on the ATM Card page).

 Replace ATM Card page

Reason for Replacement Select the reason for replacing the ATM card.

The fields in the Delivery Information group box enable the user to specify pick up or shipping details for the ATM replacement card.

Suspending ATM Cards

Access the Suspend ATM Card page (select the Suspend Card action and click Go on the ATM Card page).

Suspend ATM Card page

Reason for Suspension	Select the reason for suspending the ATM card. Values are: *Account Suspended* and *Stolen.*

Canceling ATM Cards

Access the Cancel ATM Card page (select the Cancel Card action and click Go on the ATM Card page).

Cancel ATM Card page

Reason for Cancellation	Select the reason for canceling the ATM card. Values are: *Account(s) Closed, Don't Need, Lost,* or *Stolen.*

Reactivating ATM Cards

Access the Cancel ATM Card page (select the Reactivate Card action and click Go on the ATM Card page).

Reactivate ATM Card page

Reason for Reactivation   Select the reason for canceling the ATM card. Values are: *Bank Error, Customer Request,* or *Overdraft Cleared.*

Changing Linked Accounts

Access the Link Card to Account(s) page (select the Link ATM Card to Account(s) action and click Go on the ATM Card page).

Link Card to Account(s) page

Select   Select to specify the account to link to the card.

Description   Displays the type and number of the account.

Primary   Select to indicate that this is the primary account linked to the card.

Limit Currency   Select the currency code for the POS limits.

Transaction POS Limit   Enter the limit for POS transactions.

Daily POS Limit	Enter the daily limit for POS transactions.

Enabling or Disabling Card Features

Access the Enable or Disable Features page (select the Enable or Disable Features action and click Go on the ATM Card page).

Enable or Disable Features page

Card Features	Select or clear the check boxes to enable or disable the features on the ATM card.

Changing Limits

Access the Change Card Limits page (select the Change Limits action and click Go on the ATM Card page).

Change Card Limits page

Limit Currency	Select the code for the currency limit.

Cash Withdrawal Limit   Enter the limit for cash withdrawals using the ATM card.

Changing Card Types

Access the Change Card Type page (select the Change Card Type action and click Go on the ATM Card page).

Change Card Type page

ATM Card Type   Select the type of ATM card.

Debit Card Type   This field is available if the card is a debit card.

Old Product   The system displays the old ATM card type.

New Product   Enter the new product. The system displays products that have been designated as replacements for the card type.

Issuing ATM Cards

An agent can view and update current ATM cards and issue new cards for the customer.

This section discusses how to issue ATM cards.

Pages Used to Issue ATM Cards

Page Name	Definition Name	Navigation	Usage
Issue ATM Card	RBF_ATM_ISS	Customer Accounts, Issue ATM Card	View and update the customer's ATM cards.
Issue New ATM Card	RBF_ATM_ISS	Click the Issue New ATM Card button on the Issue ATM Card page.	Enter the information to issue a new ATM card.

Viewing, Updating, and Issuing ATM Cards

Access the Issue ATM Card page (Customer Accounts, Issue ATM Card).

Issue ATM Card page

The system displays the ATM cards that have been associated with the consumer.

Click the ATM Card Number link on the ATM card row to access the ATM Card component, where you can view and update the ATM card record.

Access the Issue New ATM Card page (click the Issue New ATM Card button on the Issue ATM Card page).

Issue ATM Card

Kevin Jordan

Card Information

*Card Type	[ ] ▾
Debit Card Type	[ ] ▾
*Product SetID	FSI01 🔍
*Product	[ ] 🔍
*Limit Currency	USD 🔍
Cash Withdrawal Limit	0.00

Customer Jordan Enterprises

Contact Kevin Jordan
Name

Card Features

☑ **Cash Withdrawal**
☑ **Point of Sale**
☑ **Bill Pay**

Delivery Information

○ **Picked up by Customer**

SetID FSI01 🔍   **Service Location** [   ] 🔍

○ **Shipped to Customer**

Shipped Via [   ] ▾

*Country	United States ▾
Address 1	145 1st Street
Address 2	[ ]
Address 3	[ ]
City	East Rutherford
County	[ ]
State	NJ 🔍 New Jersey
Postal	45678

[Submit]

* Required Field

Issue New ATM Card page

The Issue ATM card process initiates the creation of a new case along with message generation after the Issue ATM Card case is created to track shipment.

Chapter 5

Working with PeopleSoft Enterprise Banking Transactions for Self-Service

This chapter provides an overview of PeopleSoft Enterprise Banking Transactions Self-Service and discusses how to perform self-service banking transactions.

Understanding PeopleSoft Enterprise Banking Transactions for Self-Service

PeopleSoft Enterprise Banking Transactions enables you to deploy administrative and financial transactions for your employee and customer self-service users. These transactions provide access to personal account information and employ a simple interface that is suited to the casual, untrained user.

This section lists prerequisites and discusses:

• Self-service data access

• Self-service confirmation pages

Prerequisites

Self-service functionality in PeopleSoft Enterprise Banking Transactions is based on core functionality from the Case component in the PeopleSoft Enterprise Call Center applications.

See Also

PeopleSoft Enterprise CRM 9.1 Call Center Applications PeopleBook, "Configuring Self-Service Applications"

Self-Service Data Access

The customer view displays all data applicable to the customer in all roles.
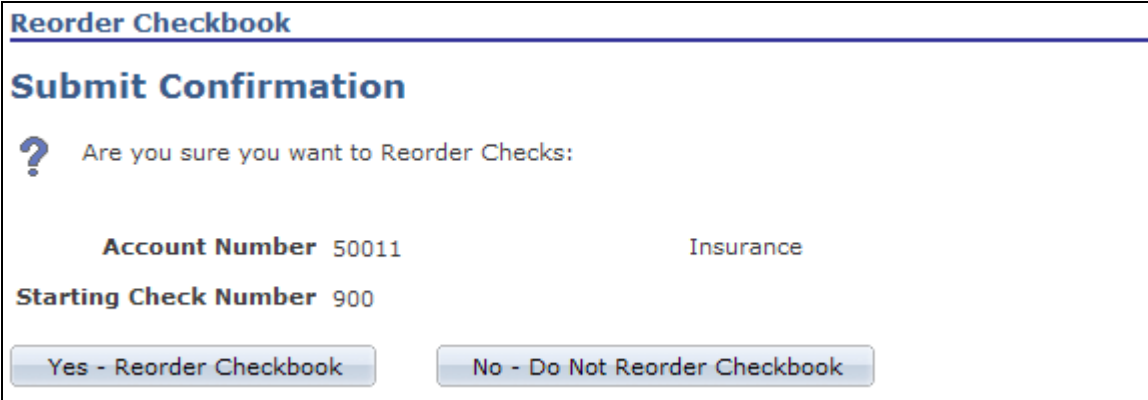
Before users can perform financial transactions, they must select the role that they are using for the transaction. Only data and processes applicable to that role are available.

Pages are available to employees through the 360-Degree View.

Self-Service Confirmation Pages

When self-service users perform transactions, the system provides a two-step confirmation process to assure the user that the transaction was successful. The user is asked to confirm the request. This provides the user with an opportunity to view the request and to make changes if required. At this point, the transaction can be canceled, and no request message will go out.

This is an example of a page on which the customer can confirm or cancel the transaction:
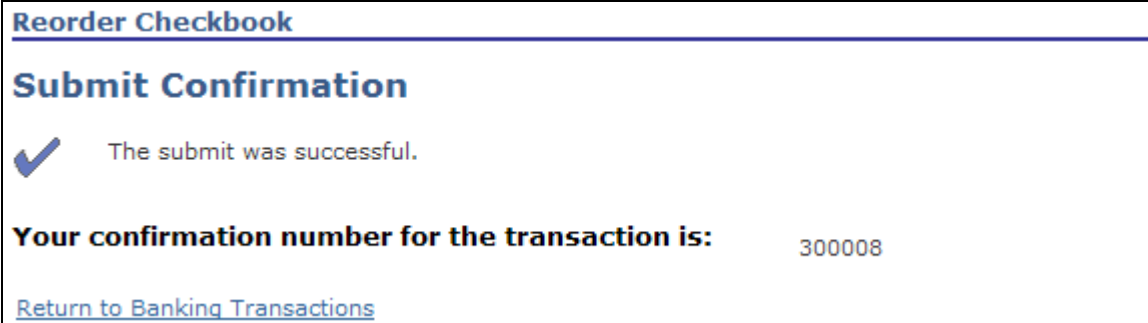
User confirmation page

When the user confirms the transaction, the system displays a transaction confirmation with a confirmation number. This examples shows a transaction confirmation:

Transaction confirmation page

Note. A newly created case number dedicated to track the shipment also appears on the transaction page for the following transactions: Order Cashier's Check, Order Traveler's Check, and Order Foreign Currency.

Performing Self-Service Banking Transactions

This section discusses how self-service users:

• Access banking transactions in self-service.

- Set up automatic funds transfer in self-service.

- Set up a one-time funds transfer in self-service.

- Reorder a checkbook in self-service.

- Stop payment on a check in self-service.

- Pay bills in self-service.

- Manage bill payment details in self-service.

- Set up bill payees in self-service.

- Order a copy of a check in self-service.

- Order a copy of a statement in self-service.

- Order foreign currency in self-service.

- Order a cashier's check in self-service.

- Order traveler's checks in self-service.

- Access account administration transactions in self-service.

- Changing an account address in self-service.

- Changing an account nickname in self-service.

Pages Used to Perform Banking Transactions in Self-Service

Page Name	Definition Name	Navigation	Usage
Banking Transactions	RBF_MNU_BANK_SS	Select the Banking Transactions menu on the self-service homepage	Select a self-service banking transaction.
Automatic Funds Transfer	RBF_AFND_TR_SS	Banking Transactions, Automatic Funds Transfer, Automatic Funds Transfer	Perform a recurring transfer of funds from one account to another. The currency is that of the sending (from) account.
Transfer Funds	RBF_TRN_FND_SS	Banking Transactions, Transfer Funds, Transfer Funds	Perform a one-time transfer of funds from one account to another. The currency is that of the sending (from) account.
Reorder Checkbook	RBF_REO_CHK_SS	Banking Transactions, Reorder Checks, Reorder Checkbook	Order new checks.

Page Name	Definition Name	Navigation	Usage
Stop Check Payment	RBF_STP_PAY_SS	Banking Transactions, Stop Check Payment, Stop Check Payment	Stop payment on a specific check.
Pay Bills	RBF_PAYEE_DISP_SS	Banking Transactions, Bill Pay, Pay Bills	Set up bill payees and pay bills.
Order Copy of Check	RBF_ORD_CHK_SS	Banking Transactions, Order Check Copy, Order Copy of Check	Order a copy of a check that has been issued.
Order Copy of Statement	RBF_ORD_DOC_SS	Banking Transactions, Order Copy of Statement, Order Copy of Statement	Order a copy of the account statement.
Order Foreign Currency	RBF_ORD_FCUR_SS	Banking Transactions, Order Foreign Currency, Order Foreign Currency	Order foreign currency.
Order Cashier's Check	RBF_ORD_CCHK_SS	Banking Transactions, Order Cashier's Check, Order Cashier's Check	Order a cashier's check.
Order Traveler's Checks	RBF_ORD_TCHK_SS	Banking Transactions, Order Traveler's Checks, Order Traveler's Checks	Order traveler's checks.
Account Administration	RBF_MANAGE_BANKING_SS	Select the Account Administration menu on the self-service homepage	Change self-service account information.
Change Account Address	RBF_ACCT_ADR_SS	Account Administration, Change Account Address, Change Account Address	Change the address on an account.
Change Account Nickname	RBF_ACCT_NICK_SS	Account Administration, Change Account Nickname, Change Account Nickname	Change the account nickname.

Accessing Banking Transactions in Self-Service

Access the Banking Transactions menu (select the Banking Transactions menu on the self-service homepage).

Banking Transactions menu

Setting Up Automatic Funds Transfer in Self-Service

Access the Automatic Funds Transfer page (Banking Transactions, Automatic Funds Transfer, Automatic Funds Transfer).

Automatic Funds Transfer page

Account Number and **To Account Number**	Select the origin and destination accounts involved in the transfer.
Transfer Amount	Indicate the amount to be transferred. The currency is that of the sending (from) account.
Monthly	Select to specify that the transfer is performed once a month. Indicate the day of the month on which the transfer should occur.
Weekly	Select to specify that the transfer is performed once a week. Select the day of the week on which the transfer should occur.
Daily	Select to specify that the transfer is performed daily.
Transfer Start Date and **Transfer End Date**	Enter the start and end dates for this transaction.
Submit Automatic Funds Transfer Request	Click to submit the request for automatic funds transfer. The system returns a confirmation number and indicates any service fees related to this transaction.

Setting Up a One-Time Funds Transfer in Self-Service

Access the Transfer Funds page (Banking Transactions, Transfer Funds, Transfer Funds).

Transfer Funds page

From Account Number and **To Account Number**	Select from the drop-down list box that displays available accounts.
Transfer Amount	Indicate the amount to be transferred. The currency is that of the sending (from) account.
Submit Funds Transfer Request	Click to submit the request for fund transfer. The system returns a confirmation number and indicates any service fees related to this transaction.

Reordering a Checkbook in Self-Service

Access the Reorder Checkbook page (Banking Transactions, Reorder Checks, Reorder Checkbook).

Reorder Checkbook page

Account Number	Select the account number from the drop-down list box that displays authorized accounts.
Starting Check Number	Indicate the starting number for the set of checks.

Submit Reorder Checkbook	Click to submit the reorder request. The system returns a confirmation number and indicates any service fees related to this transaction.

Stopping Payment on a Check in Self-Service

Access the Stop Check Payment page (Banking Transactions, Stop Check Payment, Stop Check Payment).

Stop Check Payment page

Account Number	Select the account number from the drop-down list box that displays authorized accounts.
Check Number	Enter the number of the check.
Check Amount	Enter the exact amount of the check. This value is verified by the legacy system.
Submit Stop Payment	Click to submit the stop payment. The system returns a confirmation number and indicates any service fees related to this transaction.

Paying Bills in Self-Service

Access the Pay Bills page (Banking Transactions, Bill Pay, Pay Bills).

Pay Bills page

Payee Name	Displays all payees that have been added by the user.
Edit Payee	Edit each payee in the grid by clicking Edit Payee in the row.
Delete	Click to delete the payee.
Pay Bill	Click to access the Pay Bills detail page. Enter account information and frequency information, and submit bill payments.
Add New Payee	Click to access the Bill Payee Setup page.

Managing Bill Payment Details in Self-Service

Access the Pay Bills detail page (click the Pay Bill button next to the Payee on the Pay Bills page).

Pay Bills detail page

Account	Enter the account that bills are paid from. Only those accounts that have been set up to pay bills will be included in the list.
Payee	Enter the name of the payee for this bill.
Amount	Enter the amount of this payment.
Recurring	Select to indicate that the payment is recurring. If you select Recurring, the system will display both a Start Date and an End Date for the payment.
Payment Date	Enter the date that the payment is made to the payee.
Frequency	The rate of recurrence if the payment is marked as recurring.
Submit Payment	Click to complete the bill payment setup process.

Setting Up Bill Payees in Self-Service

Access the Bill Payee Setup page (click the Add New Payee button on the Pay Bills page).

Bill Payee Setup

Kevin Jordan

Payee Information

*Payee Name	Global Utilities Corporation
Payee Nickname	GUC
Bill Category	Utilities
Bill Account Number	99000000
Name on Bill	Kevin Jordan

Payee Address Information

*Country	United States
Address 1	4000 Park Avenue
Address 2	8th Floor
Address 3	
City	New York
County	
State	NY　　　　　　　　New York
Postal	10022

▶ **Audit History**

[Save and Return to Pay Bills]　　　　Cancel and Return to Pay Bills

Bill Payee Setup page

Payee Name	Enter the name of the bill payee.
Payee Nickname	Enter the short name of the bill payee.
Bill Category	Enter the type of bill that this is classified as.
Bill Account Number	Enter the account number assigned to the account by the bill payee institution.
Name on Bill	Enter the name of the billing account.

Ordering a Copy of a Check in Self-Service

Access the Order Copy of Check page (Banking Transactions, Order Check Copy, Order Copy of Check).

Order Copy of Check page

Account Number	Select the account number from the drop-down list box that displays authorized accounts.
Check Number	Enter the number of the check.
Check Amount	Enter the exact amount of the check. This value is verified by the legacy system.
Posted Date	Enter the date on which the check was issued.
Submit Order	Click to submit the order for the check. The system returns a confirmation number and indicates any service fees related to this transaction.

Ordering a Copy of a Statement in Self-Service

Access the Order Copy of Statement page (Banking Transactions, Order Copy of Statement, Order Copy of Statement).

Order Copy of Statement page

Account Number	Select the account number from the drop-down list box that displays authorized accounts.
Statement Date	Select the date of the statement.
Submit Order	Click to submit the order for the statement. The system returns a confirmation number and indicates any service fees related to this transaction.

Ordering Foreign Currency in Self-Service

Access the Order Foreign Currency page (Banking Transactions, Order Foreign Currency, Order Foreign Currency).

Order Foreign Currency page

Account	Enter the account from which the funds will be withdrawn.
Currency	Select the code for the currency.
Amount	Enter the amount desired for the exchange. The amount that you enter is based on the currency of the account.

The fields in the Delivery Information group box enable you to define delivery instructions.

Shipped to Customer	Select to have the product shipped to the primary address on the account.
Shipped Via	Select from the available shipping options.
Picked up by Customer	Select to specify that the account owner wants to pick up the product.
Location	Enter a location for pickup.
Submit Order	Click to submit order.

Ordering Cashier's Checks in Self-Service

Access the Order Cashier's Check page (Banking Transactions, Order Cashier's Check, Order Cashier's Check).

Order Cashier's Check page

Account	Select the account that is used for the transaction.
Amount	Enter the amount of the check.

Date   Enter the date of the check.

Payee Name   Enter the payee name. This field is required because all cashier's checks must
                                  have a payee name.

The fields in the Delivery Information group box enable you to define delivery instructions.

Shipped to Customer   Select to have the product shipped to the primary address on the account.

Shipped Via   Select from the available shipping options.

Picked up by Customer   Select to specify that the account owner wants to pick up the product.

Location   Select a location for pickup.

Submit Order   Click to submit order.

Ordering Traveler's Checks in Self-Service

Access the Order Traveler's Checks page (Banking Transactions, Order Traveler's Checks, Order Traveler's
Checks).

Order Traveler's Checks

Kevin Jordan

Order Information

         *Account [_____ ▼]

    *Check Type [_____ ▼]

        Currency

Denomination

Denomination	Pack Of	Cost per Pack	Quantities
20	5	100.0000	[_____]
50	5	250.0000	[_____]
100	5	500.0000	[_____]

Delivery Information

     ⦿ **Shipped to Customer**

     Shipped Via [_____ ▼]

     ○ **Picked up by Customer**

     Location [_____]   Search for Location

Address

[Submit Order]   Return to Banking Transactions

* Required Field

Order Traveler's Checks page

Account	Select the account that is used to pay for the checks.
Check Type	Select the brand of traveler's checks.
Currency Code	Appears by default from the selected account.

The fields in the Denomination group box define how the packs of traveler's checks are structured.

Denomination	Displays the denominations available for the selected brand of checks.
Pack of	Displays the number of checks in a pack. Traveler's checks are sold in packs.
Cost Per Pack	Displays the cost per pack of checks.

Quantity	Enter the number of packs that the customer wants to order.

The fields in the Delivery Information group box enable you to define delivery instructions.

Shipped to Customer	Select to have the product shipped to the primary address on the account.
Shipped Via	Select from the available shipping options.
Picked up by Customer	Select to specify that the account owner wants to pick up the product.
Location	Select a location for pickup.
Submit Order	Click to submit order.

Accessing Account Administration Transactions in Self-Service

Access the Account Administration menu (select the Account Administration menu on the self-service homepage).
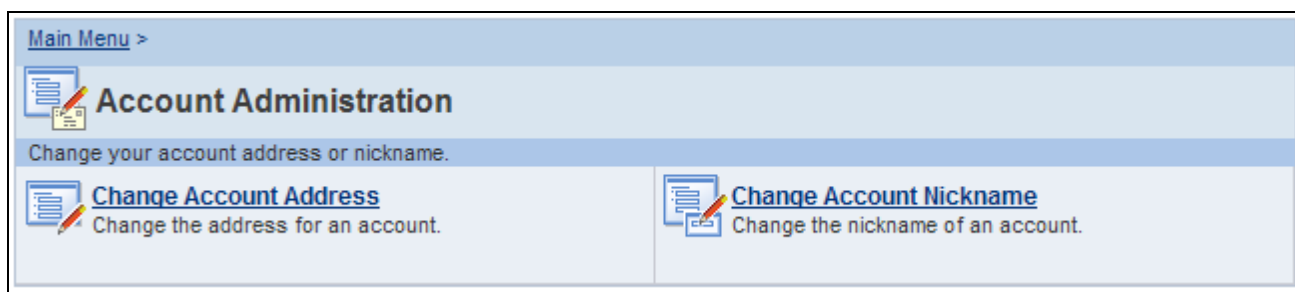
Account Administration menu

Change Account Address	Click to begin the account address change request.
Change Account Nickname	Click to begin the account nickname change request.

Changing an Account Address in Self-Service

Access the Change Account Address page (Account Administration, Change Account Address, Change Account Address).

Change Account Address

Kevin Jordan

Address Information

*Effective Date	06/30/2009	
*Country	United States ▼	
Address 1	1233 18th Avenue	
Address 2		
Address 3		
City	New York	
County		
State	NY 🔍	New York
Postal		

Account List

Customize | Find | View All | 📊 | First ◄ 1-6 of 6 ► Last

Select	Account Number	Account Type	Nickname
☑	50005	Credit	HOME EQUITY
☐	50011	Insurance	LIFE INSURANCE
☐	50012	Investment	KEVIN'S BROKERAGE
☐	50019	Checking	JORDAN ENTERPRISES
☐	50017	Checking	KEVIN'S CHECKING
☐	50018	Savings	KEVIN'S SAVING ACCT

☑ Select All   ☐ Clear All

[Submit Address Change]   Return to Account Administration

* Required Field

Change Account Address page

Effective Date	The date on which the new address takes effect.
Country	The country in which the address resides.
	Subsequent fields are controlled by country-specific address formats.
	See *PeopleSoft Enterprise CRM 9.1 Application Fundamentals PeopleBook*, "Setting Up General Options," Setting Up Address Formats and Values.
Address	The specifics of the mailing address.
City	The city in which the address resides.

State	The state, if this is a United States address.
Postal	The postal code.
Account List	The accounts that are designated for linkage to this new address.
Submit Address Change	Click to complete the address change transaction.

Changing an Account Nickname in Self-Service

Access the Change Account Nickname page (Account Administration, Change Account Nickname, Change Account Nickname).

Change Account Nickname page

Account	The account to which the nickname change applies.
Old Nickname	The existing nickname of the account.
New Nickname	The new nickname for the account.
Submit Change Nickname	Click to complete the nickname change transaction.

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Numerics/Symbols

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