



FINACLE SUPPORT CONNECT

Knowledge Series

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Welcome to the second edition of the Finacle Support Connect Knowledge Series, published every fortnight.

Thank you for the overwhelming response to the first edition of the Knowledge Series. It is encouraging for our entire team who have specially curated articles for you.

In this issue, we take our learning initiative forward with more articles from Finacle knowledge and support. Hope you can use them extensively in the future. We also bring to you some success stories in this edition. This includes a self-help webinar conducted by Finacle across geographies, which has been well-received by our clients.

We have also compiled some of the new measures that Finacle has taken up for banks in response to the COVID-19 situation. It gives us immense pleasure to share these stories of determination and hard work with you.

So let's get started!



Manjunath Hegde
Head of Finacle Support



Did You Know?

Currency Denomination Maintenance

The **currency denomination maintenance enhancement** has been introduced from Finacle version 10.2.15 onwards to capture denomination details of cash transactions made on customer accounts.

A new menu option MCDN (Currency Denomination Maintenance) has been introduced to maintain currency-wise denomination details. This would capture denomination details while processing cash transactions in HTM, HCASHDEP, and HCASHWD menus.

The feature can be enabled by setting the flag "Cash denomination capture required" to "Yes" in the HSCFM menu. Users can click on "Capture Denominations" in transaction menus to capture the denomination details.

Product: Finacle Core **Module:** Transactions **Version:** 10.2.15 onwards

Best Practices: Order of SAF Replay Transactions

SAF replay is used to transfer transactions from the CSIS server to UNISER. During the process, if the transaction is not in the same order throughout, i.e., if an account is credited and then debited, it may lead to issues such as over-withdrawal or insufficient balance.

What's the solution? It's simple! We need to order the transactions in the same order as in CSIS. The SAME_HASHNUM_FOR_SAME_ACCT_TRANS parameter can help achieve this.



- The env SAME_HASHNUM_FOR_SAME_ACCT_TRANS=Y maintained in csis.cfg ensures that all transactions belonging to the same account are created under the same Hash Number in LSAFIS
- This will ensure that the transactions are replayed back to Uniser, based on the Hash Number and the time of transaction creation

Product: Finacle Core **Module:** Channels **Versions:** All



L2 Self Help Webinars

As a part of the knowledge sharing initiative, the 'L2 Self Help Webinar' was conducted for banks in South Asia and South East Asia regions. Ten sessions were organized with 134 participants from 22 banks. The session described approaches for the bank's L2 team to resolve many Finacle functional and technical issues. These may include issues in categories such as product setup, customization errors, customization setup, migration, data issues, among others.

We have received encouraging feedback from clients, appreciating the session content and initiative. Here are a few snippets:

- “Discussion on how to analyze different types of issues including Finacle Debug Logs will be very helpful to L1 and L2 support teams, as this will reduce the total turn-around time of problem resolution”
- “Easy to learn”
- “We liked the section on 'The steps to analyze the issue'”

The team is currently planning to expand the reach of this webinar to banks from other regions as well.

COVID-19: Finacle Support in Action

Central Banks across the world have taken proactive measures to minimize the economic impact of COVID-19.

- Most notifications from Central Banks were communicated in the last week of March, with only three working days in some cases to prepare solutions and suggest approaches for implementation
- Regular notifications led to evolving requirements
- Several notifications were effective retrospectively, requiring solution for reversals
- Different customization levels in each Bank posed critical challenges to come up with a common solution



Finacle formed a quick response team to handle these regulatory requirements from Central Banks across the region.

- Requirements were collated as and when announcements/ notifications were released from Central Banks
- Multiple brainstorming sessions conducted in a short period to arrive at the easiest and fastest solutions within the existing product features
- Banks consulted to take stock of the requirements
- Solution approach proactively communicated to banks across geographies
- Sample scripts prepared and tested quickly to help banks implement changes smoothly
- Ensured round the clock calls with multiple banks to clarify approaches
- Worked in tandem with the bank team to help them with their specific requirements

Hope you like this edition. Is there anything that you'd like to see in the forthcoming series? Do let us know!

Write to us at finaclesupport@edgeverve.com

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