



FINACLE SUPPORT CONNECT

Knowledge Series

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Finacle Support brings you this fortnightly knowledge bulletin to augment your problem-solving capability. There is more to it. Every edition is put together with utmost diligence to ensure that best practices and known resolutions are shared. In this edition, you will find the following articles:

- **Customer Preferential Exchange Rate**
- **Alias for System Transaction Sequence**
- **Difficulty Logging into Finacle Support Center?**
- **What's New in FSC?**
- **Access the EOD-BOD Webinar - now live on Finacle Support Center!**

So let's start reading!

Customer Preferential Exchange Rate

Product: Finacle Core Banking Version- 10. x

Finacle has the capability of maintaining special exchange rates for preferred customers. The default exchange rate is maintained using the menu **HMNTRTL** for different currency combinations. Customer level Preferred Exchange Rate for currency and Rate Code combinations are defined in the **HCLERPM** menu. Under a single preferential code, which is user-defined, the bank can define the preferential rate for multiple exchange rates. Preferential value can be positive or negative. Discount indicator can be Fixed or Percentage. Multiple versions can be maintained for different date ranges.

HCLERPM:

The Preference Code must be attached to the customer at the CIF level (CRM side). Navigation for CRM setup is shown below:

CIF Corporate >> New Entity/Edit Entity -> General -> Basic Info

CIF Retail >> New Entity/Edit Entity -> General-> Basic Info

Based on this setup the latest version applicable for the given date will be picked up for calculating the preferential rate on the Core Banking side.

Scenario 1: Positive Preferential Value

Home Currency: TL
 Account Currency: USD
 Transaction Amount: 10 USD

As per HMNTRTL setup,
 USD to TL conversion Rate Code: **BNK1**
 USD to TL conversion Rate: 4.672

As per HCLERPM setup,
 Customer Preferential Rate for Rate Code **BNK1: 2%**

$$\begin{aligned} \text{Amount Derived by System} &= \text{Ref Amt} * \{ \text{Rate} + [\text{Rate} * (\text{Customer Preferential Rate})] \} \\ &= 10 * \{ 4.672 + [4.672 * (\mathbf{2/100})] \} \\ &= \mathbf{47.66 TL} \end{aligned}$$

Scenario 2: Negative Preferential Value

Home Currency: SAR
 Account Currency: USD
 Transaction Amount: 10 USD

As per HMNTRTL setup,
 USD to SAR conversion Rate Code: **SPC4**
 USD to SAR conversion Rate: 3.769

As per HCLERPM setup,
 Customer Preferential Rate for Rate Code **SPC4 = -2%**

$$\begin{aligned} \text{Amount Derived by System} &= \text{Ref Amt} * \{ \text{Rate} + [\text{Rate} * (\text{Customer Preferential Rate})] \} \\ &= 10 * \{ 3.769 + [3.769 * (-2/100)] \} \\ &= \mathbf{36.94 SAR} \end{aligned}$$

If the preferential rate is not maintained for a rate code and currency pair combination, then the rate set at **HMNTRTL** level alone will be used for the transactions.

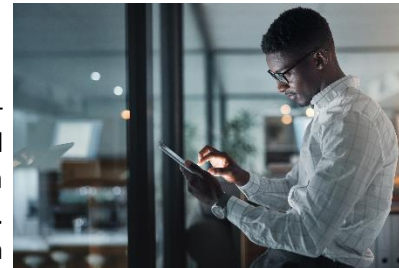
Alias for System Transaction Sequence

Product: Finacle Core Banking Version: 10. x

In Finacle there are two types of transactions:

- Manual Transactions initiated by the user
- System Transactions initiated by the system as part of batch executions

In the case of System Transactions, values are generated based on the **TBAADM** owned sequence - **FT_TRAN_NUM_SEQ** defined at the database level. This sequence is cyclic in nature and automatically resets to 1 when it reaches the maximum sequence value. This reset will not have a duplication impact when the transaction volume is within the maximum sequence value for that day. However, in case the volume of transactions for a particular day is more than the maximum sequence value, then the related parameters should be updated accordingly.



The sequence and parameter values can be calibrated to process more transactions during month-end/year-end scenarios where the volume would generally be higher.

System Transaction Id will have a prefix appended to the Database sequence value, which is governed by **COMT** and **HSCFM** parameters. The Transaction Id can hold a maximum of 9 characters. Hence this sequence can be set with a max value of 99999999 in case **ALIAS_FOR_SYSTEM_TRAN_ID** (**COMT** parameter) is used or Default "S" is used. If **ALIAS_FOR_SYSTEM_TRAN_ID** is not used and **DC ALIAS** (in **HSCFM** menu) is used, the max transaction value can be only 99999999.

Therefore, we can carefully calibrate the transaction sequence length by enabling the **COMT** parameter **ALIAS_FOR_SYSTEM_TRAN_ID** with the desired value, when volumes of transactions are high to ensure that we don't end up in a scenario where duplicate transaction ids get generated resulting in transaction failures.

Difficulty Logging into Finacle Support Center?

Here are some pointers to remember and steps to follow if you face issues while logging into FSC-

Scenario 1: Bank user has TechOnline (TOL) ID and password and is unable to access FSC

- Check TOL credentials to make sure they are correct
- Then user verifies whether TOL ID is active on FSC – an inactive ID will give following the error message while logging in:
“User ID is inactive. Please reset the password to activate account”
- If TOL ID is not active on FSC, inform the Finacle Support SPOC
- Support SPOC will start the process required to enable access

Scenario 2: Bank user does not have TOL ID

1. Inform the Finacle Support SPOC
2. SPOC will start the process to create TOL ID and password and convey the resolution directly to the user

[Finacle Support Center](#) is your touchpoint for self-help support. Log in today and check out our latest Knowledge Additions!

What’s New in FSC?

New Troubleshooting Documents, Webinars, and incident resolutions have been added to the FSC portal.

Log on today to check out these artifacts!



Access the EOD-BOD Webinar - now live on Finacle Support Center!

The webinar on **Finacle Core EOD BOD Concepts & Troubleshooting** in 10.x conducted on **23rd and 24th Feb 2022** is now uploaded on FSC.

Some of the topics covered in the webinar include the EOD process, troubleshooting use cases, process improvement recommendations, and insight into the BAF framework.

Login into FSC and use the links in the table below to access the artifacts:

Day 1 EODBOD – Concepts - Recording and PDF	Document for Validation SQL – Artifact Day 1
Day 2 EODBOD – Use-cases - Recording and PDF	DB Stats Collection procedure – Artifact Day 2
Documents for exes that support NBP Parallelization – Artifact Day 2	

Do you have the most useful Finacle URLs handy? Bookmark these Finacle links:

- **Finacle Support Center:** <https://support.finacle.com/>
- **Finacle Knowledge Center:** <https://content.finacle.com>
- **TechOnline:** <https://interface.infosys.com/TechonlineV2/base/globallogin>

Hope you like this edition. Is there anything that you’d like to see in the forthcoming series? We’d love to hear from you!

Write to us at finaclesupport@edgeverve.com