

SUPPORT CONNECT KNOWLEDGE SERIES

Augment Your Problem-solving Capability

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Welcome to the Finacle Global Support fortnightly knowledge bulletin! We're here to offer solutions for common challenges, share valuable tips, provide knowledge bytes, and keep you updated. Each edition is meticulously curated to ensure we share best practices and known resolutions. In this issue, you'll find the following articles:

- **COMT Parameter Options for System Transaction Sequence**
- **Setting up Billers in Online Banking**
- **Webinar Announcement - Guidelines for L2 Analysis in Finacle Alert Solution**

So, let's start reading!

COMT Parameter Options for System Transaction Sequence

Product: Finacle Core | Version: 11.9 onwards

The system transaction sequence is used for transactions created by the system, which differs from the sequence used for online transactions. System transaction sequences are defined as cyclic sequences, whereas online transactions follow a noncyclic sequence defined for each day. To arrive the prefix for the system transaction sequence, we have the following options as part of **COMT Parameter** setup:

- **USE_DCALIAS_FOR_SYSTEM_TRAN** → If this parameter is set as **Y**, then the **Prefix** would be **S + DC_ALIAS** as available in **MBLD** menu for the **Bank ID + running sequence Number**.
- **ALIAS_FOR_SYSTEM_TRAN_ID** → If this parameter is set with some prefix, then the **Prefix** would be **S + Prefix set** in the **COMT** parameter **ALIAS_FOR_SYSTEM_TRAN_ID + running sequence Number**.
***USE_DCALIAS_FOR_SYSTEM_TRAN** takes preference over **ALIAS_FOR_SYSTEM_TRAN_ID**.
- In case the above **COMT** parameters are not set, then **S** would be the default prefix for System Transaction Sequence. This can be an option chosen for cases where we expect more than **999,999** system transactions in a day (assuming **ALIAS_FOR_SYSTEM_TRAN_ID** is of 2 characters) as the total length of the **Transaction ID** is **9** characters.

Additionally, there is a **COMT** parameter **ADD_ZERO_PREFIX_TRAN_ID**. When this **COMT** parameter is set as **Y**, the transaction IDs generated by the system will be of uniform length of **9** characters with **Zero Padding** on the left side against the sequence number generated by the system.

Setting up Billers in Online Banking

Product: Finacle Online Banking | Version: 11.0.x – 11.16

The product supports two types of billers: **Standard Payees** and **Unregistered Payees/Billers**. Below is the detailed functionality of each type.

1. Standard Payee: A standard biller allows customers to register for making utility or bill payments. The biller is onboarded by the bank administrator, and end users can register them to make payments.

The payee format and payment format for these billers are defined by the administrator at the time of creation. The payee format is used to assign consumer codes during the registration of the payee, while the payment format is

used for the bill reference number. Each biller has an expiry date, which the system validates when bills are uploaded for the respective billers. The payee can belong to either the home bank or another bank. Parameters such as late payment allowed, part payment allowed, excess payment allowed, and real-time credit allowed can be set up. Standard billers are generally used for utility bill payments, including recharges/ top-ups, credit card payments, gas, and electricity bills.

Standard payees can be either payment or presentment payees.

Payment Payee: Billers that do not present bills to banks allow customers to pay their bills through online banking by specifying the bill amount. Customers who have registered for these payment billers can navigate to the bill payments option and initiate the payment.

Presentment Payee: Customers need to register billers (Standard Payees) whose bills they wish to receive through Online Banking. Bills presented by these onboarded billers are stored in Online Banking for payments. Customers can make payments only after the bill is presented. They also have the option to either make the payment or reject the bill if they choose not to pay through Online Banking.

Navigation in Admin application for maintenance of Standard Payee:

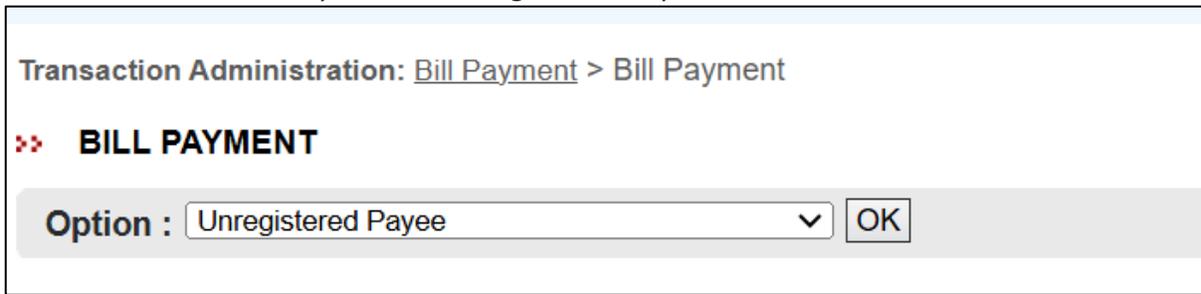
Transaction Administration: Bill Payment → Standard Payee



2. Unregistered Payees: Unregistered payees are billers or payees whose records are created by bank users, but explicit registration by the end user is not required to make a payment. These payees are typically used for payments such as ticket booking, online shopping, tax payments, etc. Customers do not need to register these payees to make payments.

Navigation in Admin application for maintenance of Unregistered Payee:

Transaction Administration: Bill Payment → Unregistered Payee



Webinar Announcement - Guidelines for L2 Analysis in Finacle Alert Solution

Finacle Global Support is conducting a webinar on **Guidelines for L2 Analysis in Finacle Alert Solution**. The webinar would help the L2 team at Bank end to understand the various issues occurring in Finacle Alert application, different types of logs to be collected for various issues, perform initial analysis and resolve them. It will provide an insight about the information that is required to be shared with us for carrying out detailed analysis.

Date: Thursday, 13th March 2025
Time: 2:00 PM to 3:30 PM IST

Click on this link to join the webinar <https://infosys.webex.com/meet/sundarrajk>

The revamped Finacle Support Center is now accessible through these URLs. Bookmark them for easy access and login!

- **Customer Access and Login:** <https://support.finacle.com>
- **Finacle Knowledge Center** - <https://docs.finacle.com/en/signin>

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