PROCASH | بنك أبوظبي التجاري ADCB

ProCash Service Requests

Contents

Ver.01/January2024

Service Requests

This guide provides you with a detailed explanation on how to access the Service Requests module and how to raise the available Service Requests. For more information on other ProCash modules, please refer to their respective guides.

1. Raise a Service Request Page

To raise a Service Request or to view the overall information about all requests that have been raised, you must access the Raise a Service Request page. To access this page, you can follow any of the following actions:

i) **Search bar:** You can type "Service", "Service Request" or "Raise" on the quick search bar at the top right corner of the screen and then select the "Account Services – Service Request – Raise a Service Request" (Image 1).

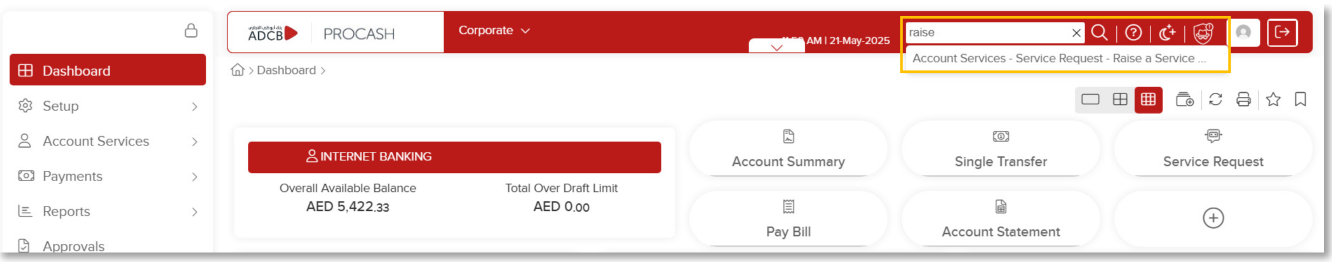

Image 1 – Service Requests | Search bar

ii) **Account Services tab:** You can select the "Account Services" tab and then choose the "View" option under the Account Summary menu (Image 2).

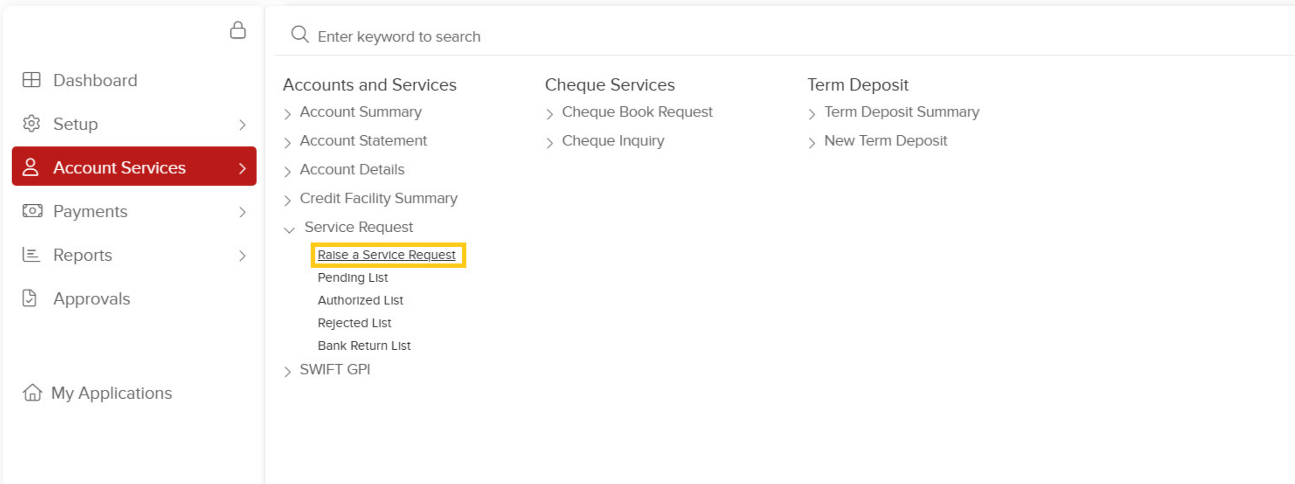

Image 2 – Service Requests | Account Services tab

iii) **Service Request:** In case you are on the Dashboard page, you can directly select the "Service Request" widget (Image 3).

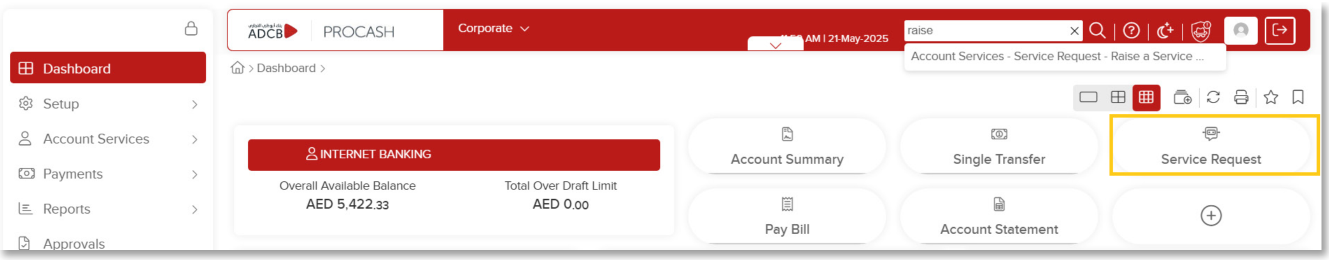

Image 3 – Service Requests | Service Request quick action

After following any of the 3 options listed above, you will land on the Raise a Service Request page (Image 4).

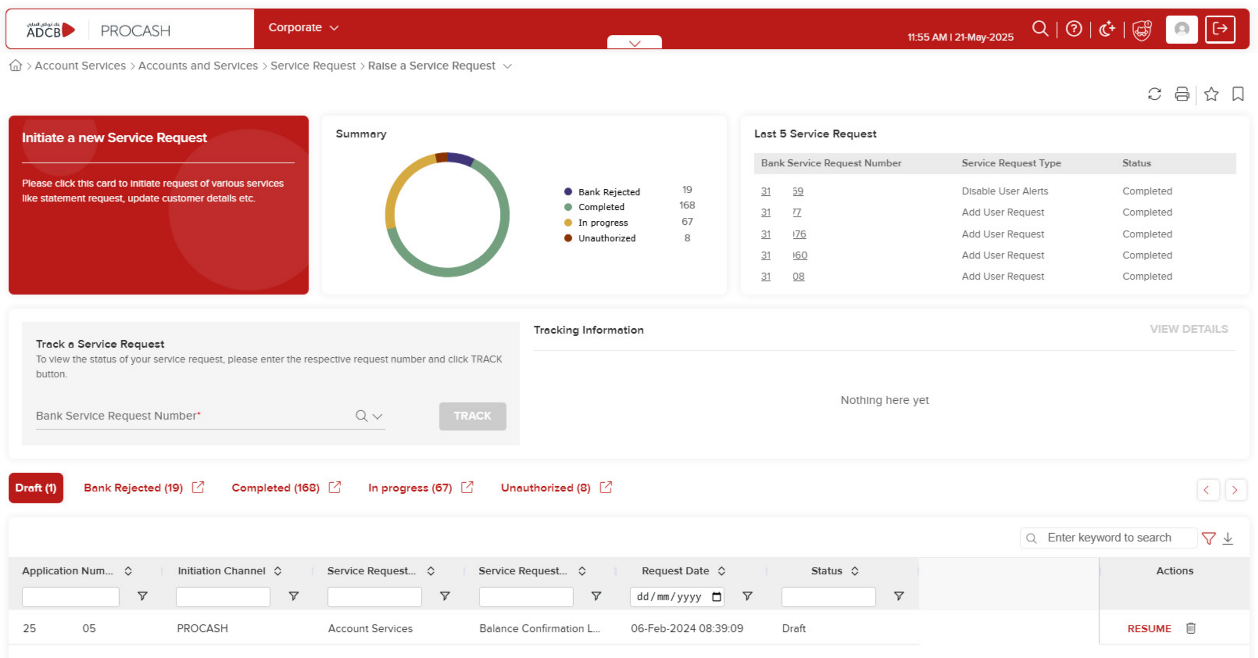

Image 4 – Service Requests | Raise a Service Request page

1.1 Raise a Service Request Page's Features

In the Service Requests main page, the Raise a Service Request page, you can perform multiple activities like:

i) **Initiate a Service Request:** To raise a Service Request, select the red button called "Initiate a new Service Request" (Image 5). You will then be navigated to a screen from which you can select the respective service request that is to be raised (see chapter 2).

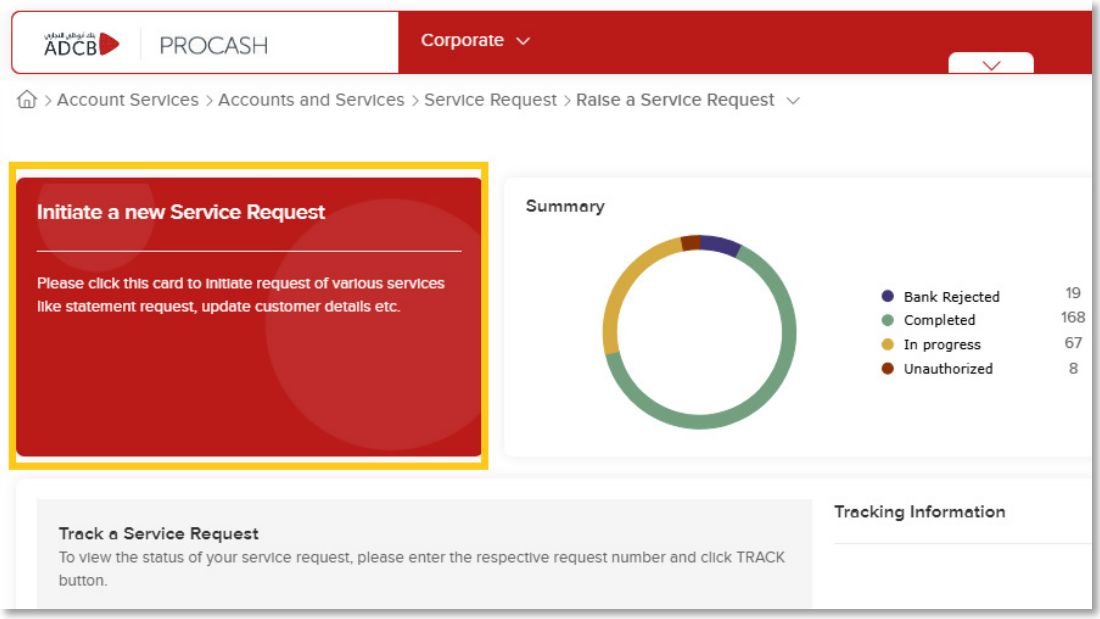

Image 5 – Service Requests | Initiate a Service Request

ii) **See an overall summary of your requests:** You will see a chart with a count of how many service requests are completed, in progress, unauthorised and rejected. Also, a list with the last 5 requests and respective type and status is given (Image 6).

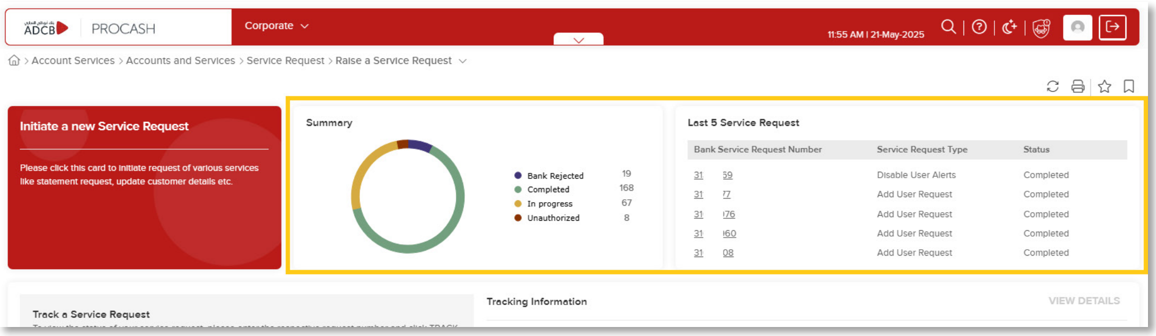

Image 6 – Service Requests | Service Requests Summary

iii) **Track any Service Request:** To track a Service Request, you must provide a Service Request number and select the track button. If the given number is valid then the respective Service Request information will be displayed under the Tracking Information panel (Image 7).

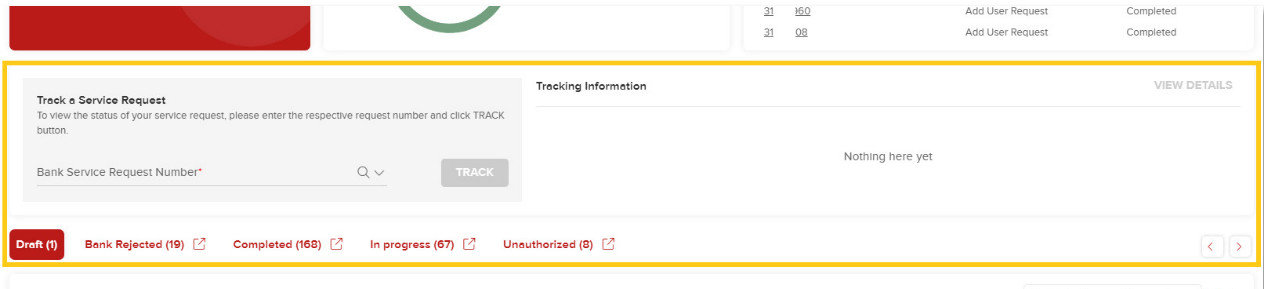

Image 7 – Service Requests | Track a Service Request

iv) **Access the status lists for your requests:** To view the list of Service Requests that have been completed, are unauthorised, are rejected, or are currently in progress, you just need to select the respective option highlighted in Image 8.

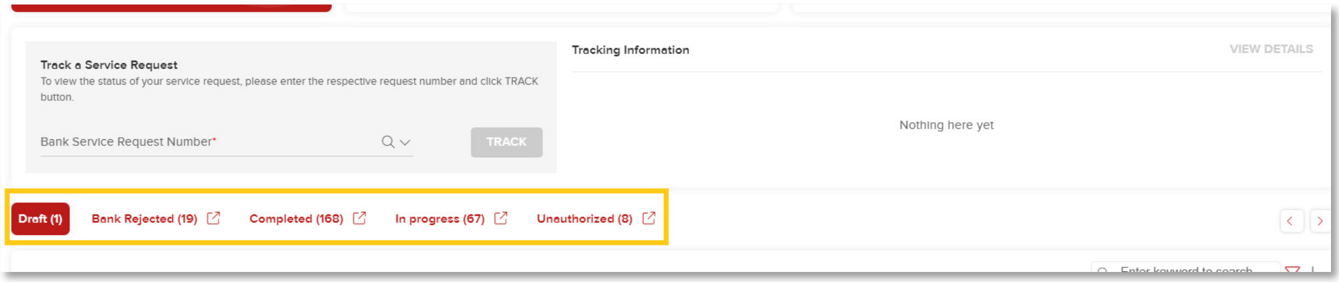

Image 8 – Service Requests | Statuses' Lists

2. Initiate a Service Request

After selecting the "Initiate a new Service Request" option mentioned on chapter 1.1. above, you will be navigated to a page where you can select the respective Service Request.

In this guide, you will notice that all Service Requests are divided into 3 different categories:

- Customer details
- Account Services
- ProCash Services categories

Each category will have it's own Service Requests and respective explanation will be given in the respective chapters.

2.1 Customer Details' Service Requests

Under Customer Details category (Image 9), you will be able to raise the below requests which will be explained in subsequent sub-chapters:

- Change Contact Details – Email, Address/Mobile No
- Update PDC Details
- Update Trade License
- Change Contact Details – Mailing Address

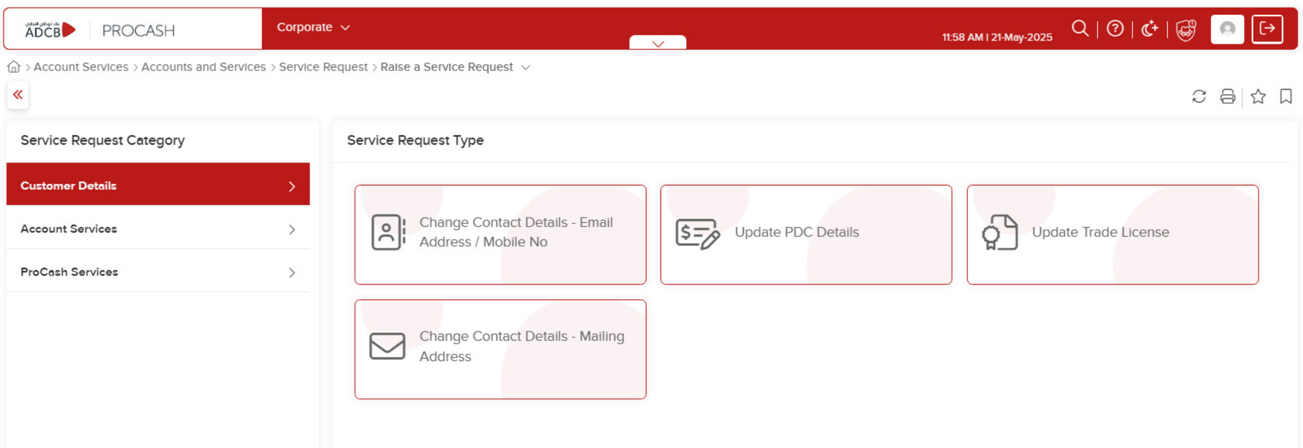

Image 9 – Service Requests | Customer Details' Service Requests

2.1.1 Change Contact Details – Email, Address/Mobile No

To raise the "Change Contact Details – Email, Address/Mobile No" Service Request, you first need to select the respective option (Image 10).

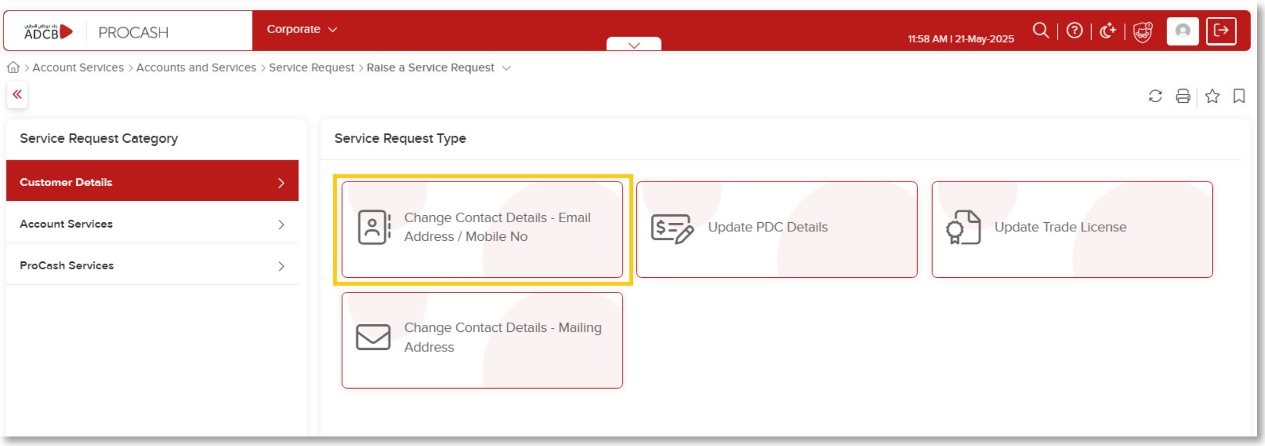

Image 10 – Service Requests | Change Contact Details – Email, Address/Mobile No

Secondly, you will be required to update your phone number(s) by selecting the respective checkbox to enable editing (Image 11). Once the mobile number(s) are updated, select "REVIEW" button and then press "Submit".

In case you want to provide a non-UAE mobile number, you must contact your Relationship Manager.

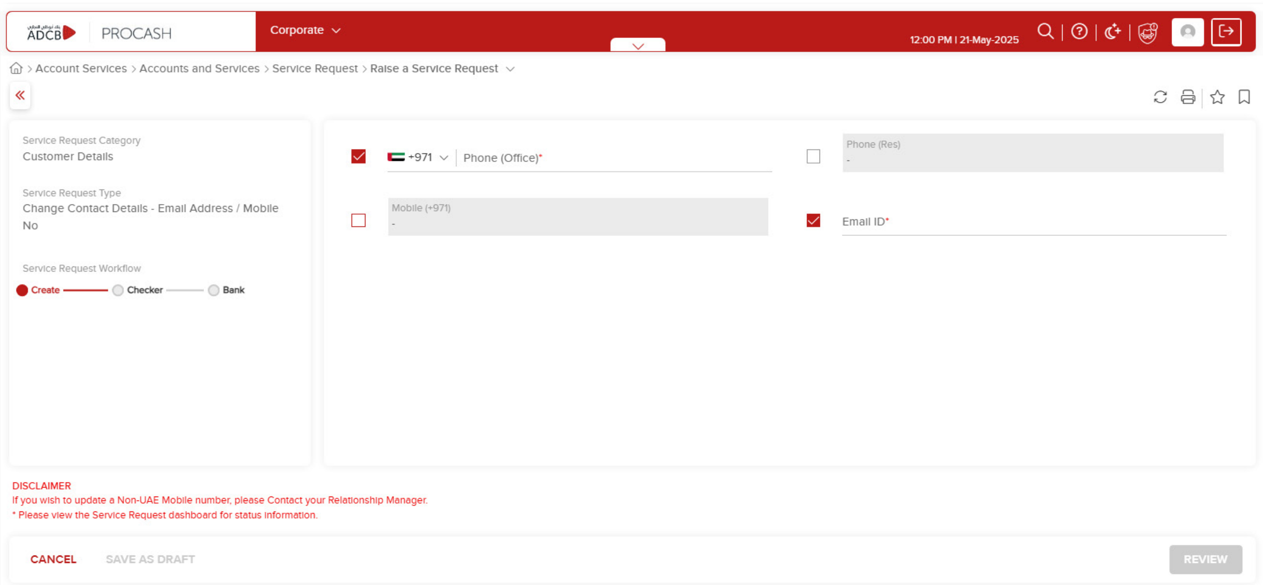

Image 11 – Service Requests | Details of Change Contact Details – Email, Address/Mobile No

It's important to mention that these contact details are the ones that will be considered in the bank system and not at ProCash level. To change the ProCash level contact details, please see chapter 2.3.7. below.

2.1.2 Update PDC Details

To raise the “Update PDC Details” Service Request, you first need to select the respective option (Image 12).

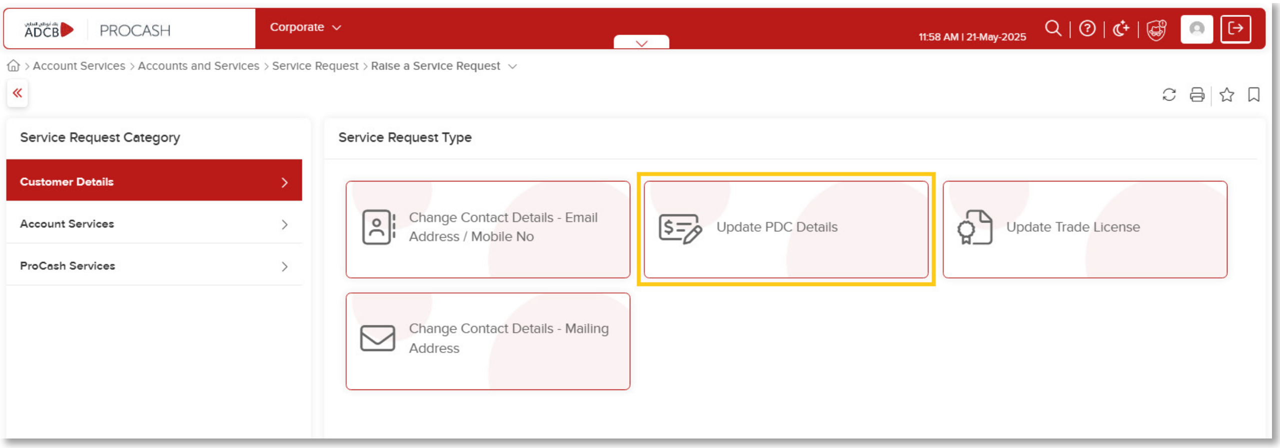

Image 12 – Service Requests | Update PDC Details

Secondly, you will be required to select the transaction type which can be either “Modification of PDC Presentation Date” or “Withdrawal of PDC”.

You then need to provide the account number, cheque number, MICR and the current cheque presentation dates.

In case the selected transaction type is “Modification of PDC Presentation Date”, you must provide the new cheque presentation date (Image 13) and in case the selected transaction type is “Withdrawal of PDC”, you must provide a reason for the withdrawal (Image 14).

Also, please contact your Relationship Manager if for some reason you are unable to proceed with the request and there is an issue with the date validation.

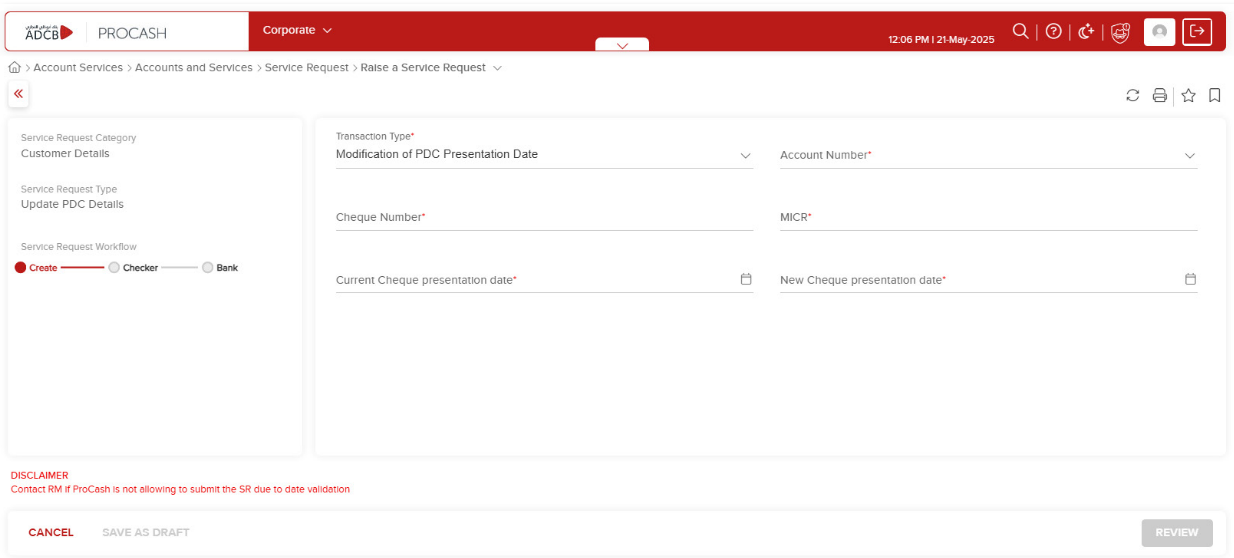

Image 13 – Service Requests | Update PDC Details – Modification of PDC Presentation Date

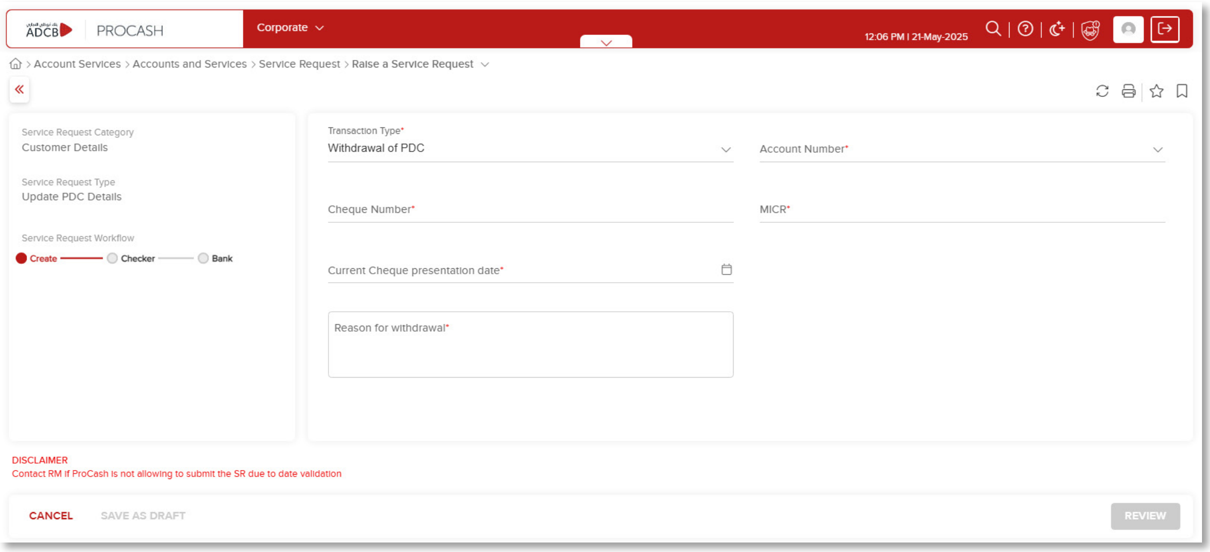

Image 14 – Service Requests | Update PDC Details – Withdrawal of PDC

2.1.3 Update Trade License

To raise the "Update Trade License" Service Request, you first need to select the respective option (Image 15).

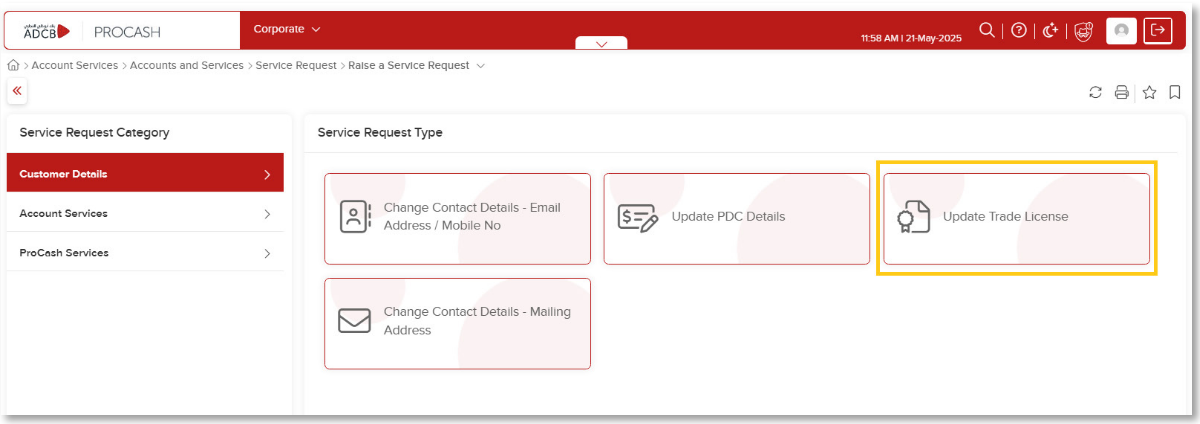

Image 15 – Service Requests | Update Trade License

Secondly, you will need to provide the following details (Image 16):

- Trade License number
- Issue date
- Trade License expiry date
- Trade License issuing authority
- Trade License documentation

Once all details are provided, select "REVIEW" and then submit the request.

It's important to note that when providing the Trade License documentation via the "Upload Documentation" option, you need to ensure that you are uploading all pages of the Trade License document, otherwise the request will be rejected.

Also, in case of any change in ownership or other changes in Trade License, please update your profile by visiting the branch or contacting your Relationship Manager.

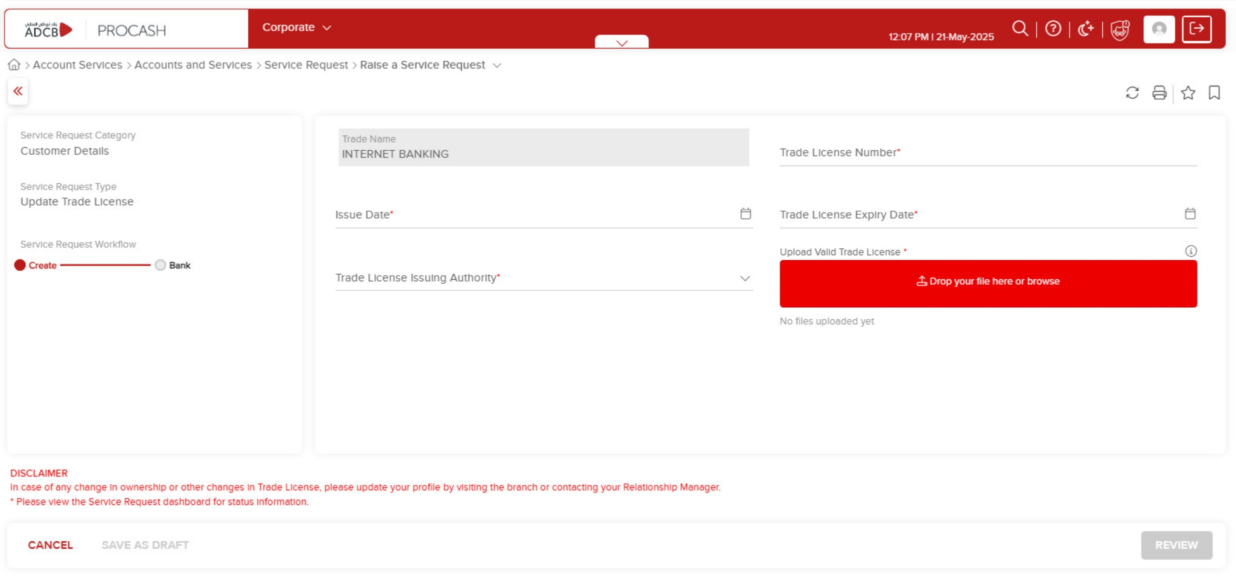

Image 16 – Service Requests | Details of Update Trade License request

2.1.4 Change Contact Details – Mailing Address

To raise the "Change Contact Details – Mailing Address' Service Request, you first need to select the respective option (Image 17).

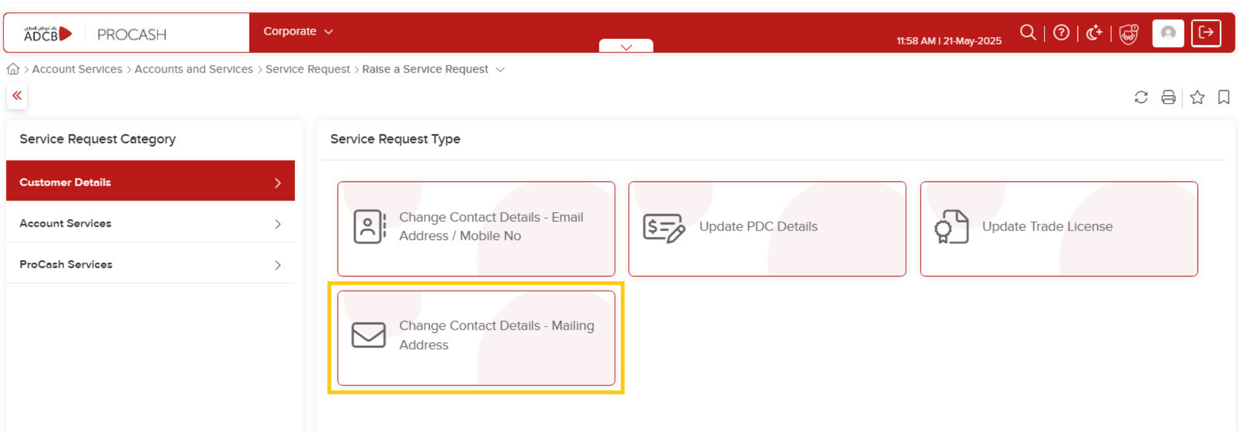

Image 17 – Service Requests | Change Contact Details – Mailing Address

Secondly, you will need to provide the following mailing address details (Image 18):

- PO Box number
- Address – You can use both Address Line 1 and Address Line 2 fields
- Country
- Emirate
- City

Once all details are provided, press the "REVIEW" button at the bottom right corner and then submit the request. Also, if you wish to update your mailing address with a non-UAE address, please contact your Relationship Manager.

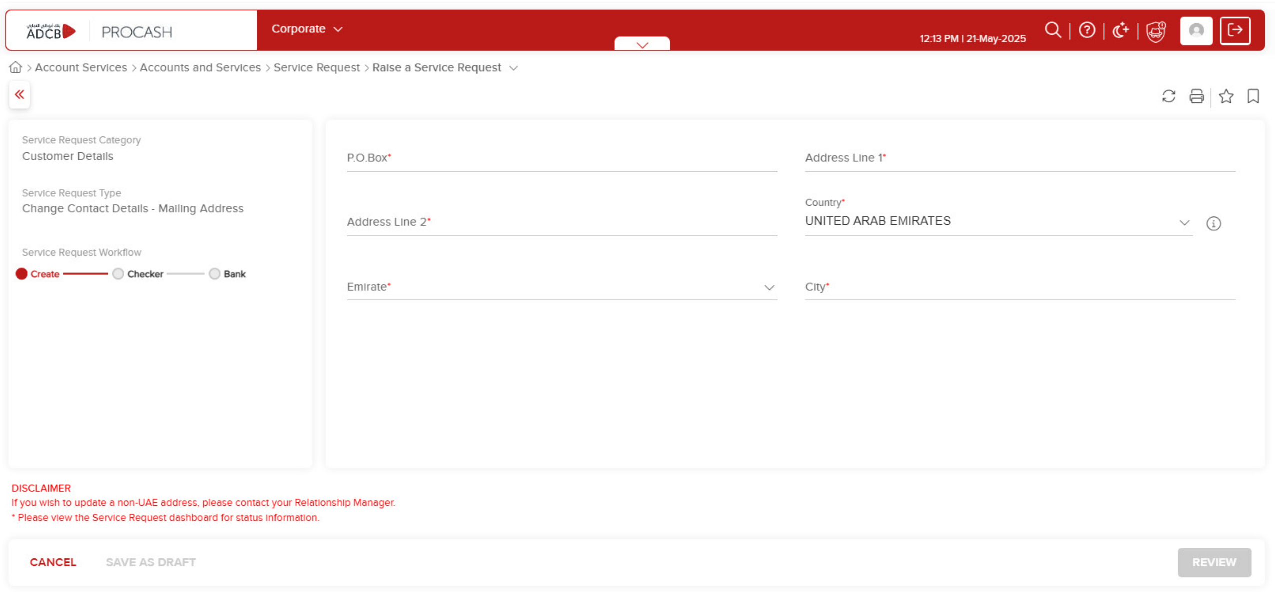

Image 18 – Service Requests | Details of Change Contact Details – Mailing Address request

2.2 Account Services' Service Requests

Under Account Services category (Image 19), you will be able to raise the below requests which will be explained in subsequent sub-chapters:

- Balance Confirmation Letter
- Collection of Documents – Delete Authorized Person
- Collection of Documents – Add/Modify Authorized Person

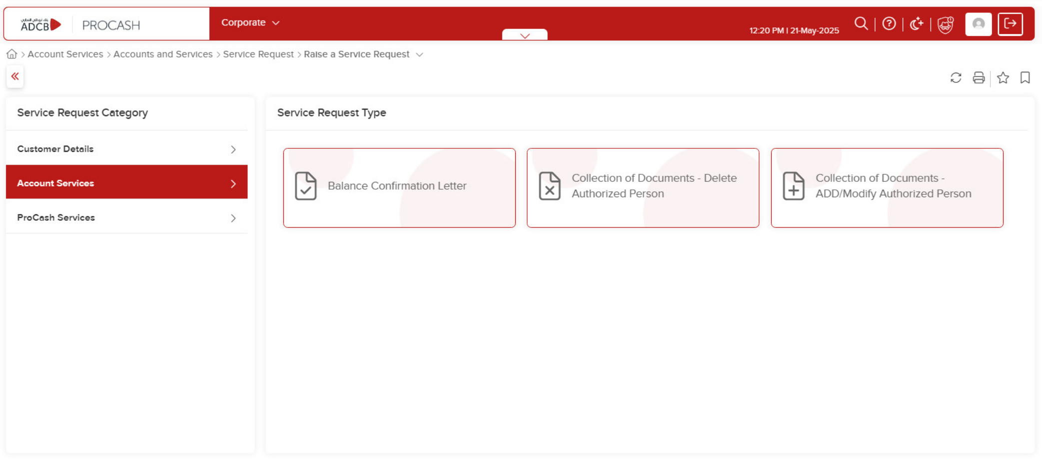

Image 19 – Service Requests | Account Services' service requests

2.2.1 Balance Confirmation Letter

To raise the "Balance Confirmation Letter" Service Request, you first need to select the respective option (Image 20).

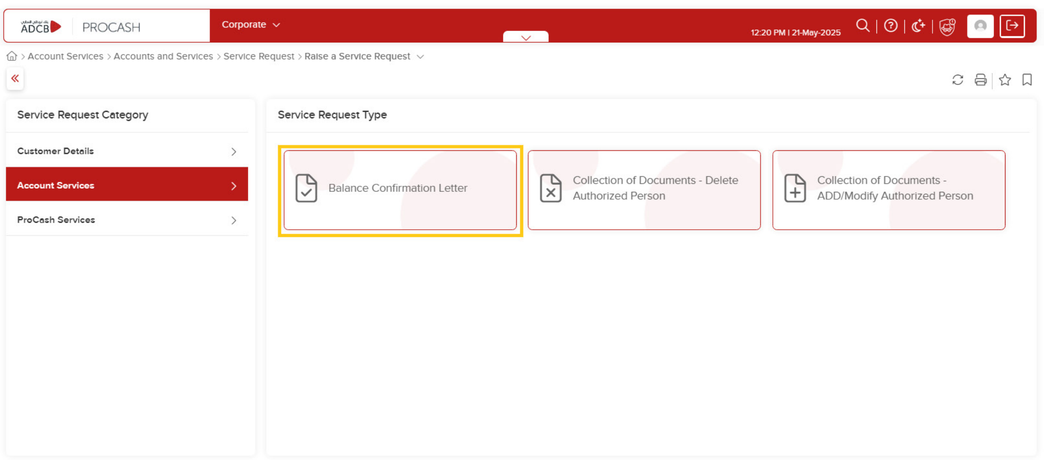

Image 20 – Service Requests | Balance Confirmation Letter

Secondly, you will need to provide the balance confirmation letter date, the account from which the charges will be recovered and auditor information.

In case the auditor information is not required, press the "REVIEW" button and then submit the request after reviewing the information (Image 21).

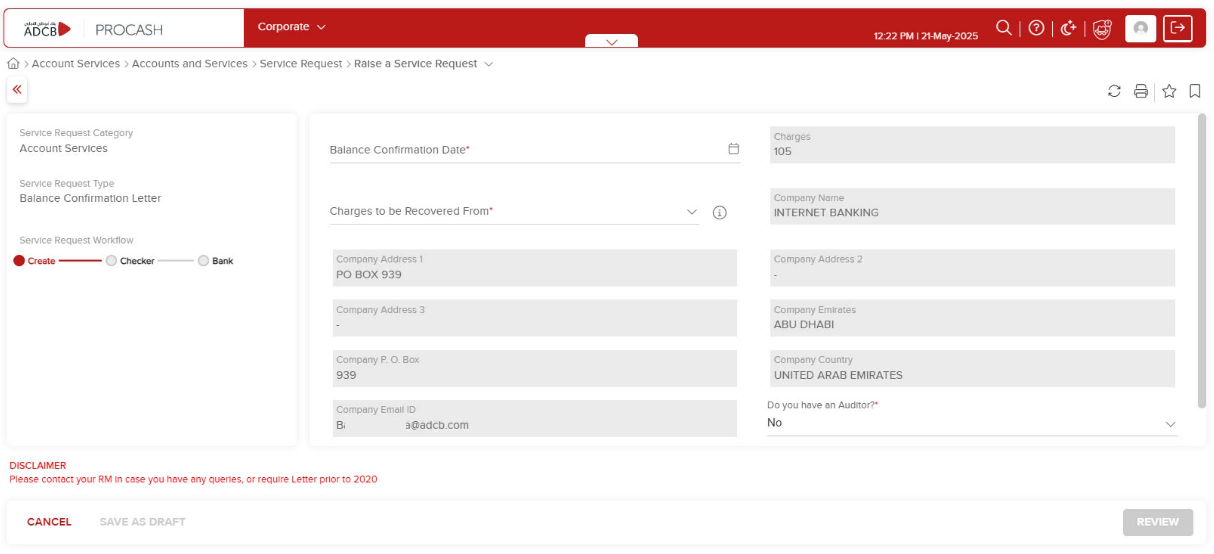

Image 21 – Service Requests | Balance Confirmation Letter without Auditor information

On the other hand, if the auditor information is required, you need to provide the following details before proceeding with the request (Image 22):

- Auditor name
- Auditor PO Box
- Auditor country
- Auditor emirate (if required)
- Auditor email address
- Auditor alternate email address

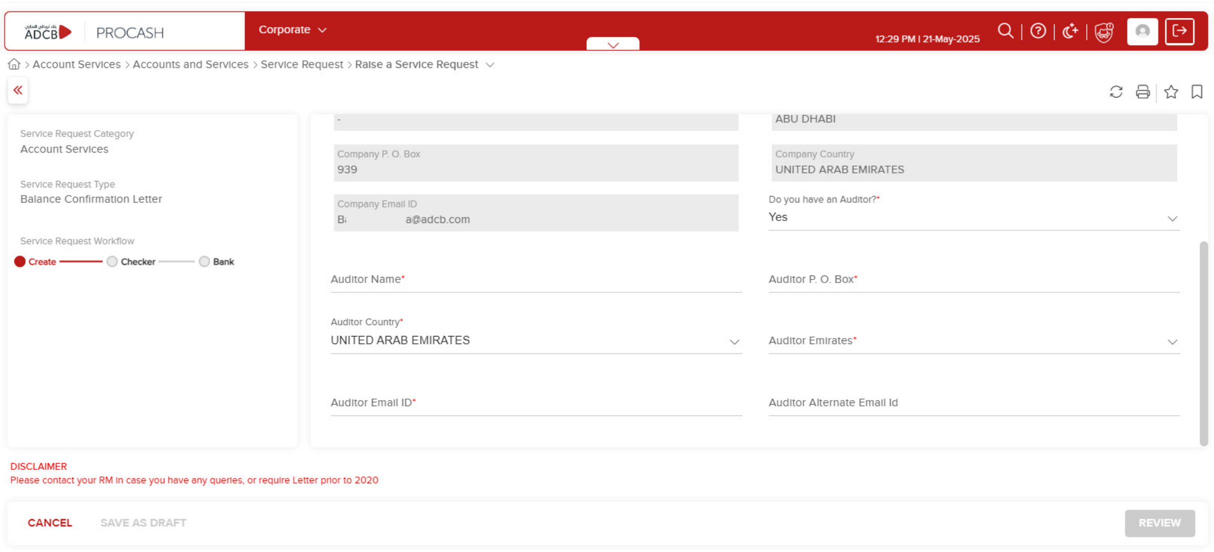

Image 22 – Service Requests | Balance Confirmation Letter with Auditor information

2.2.2 Collection of Documents – Delete Authorized Person

To raise the "Collection of Documents – Delete Authorized Person service request, you first need to select the respective option (image 23).

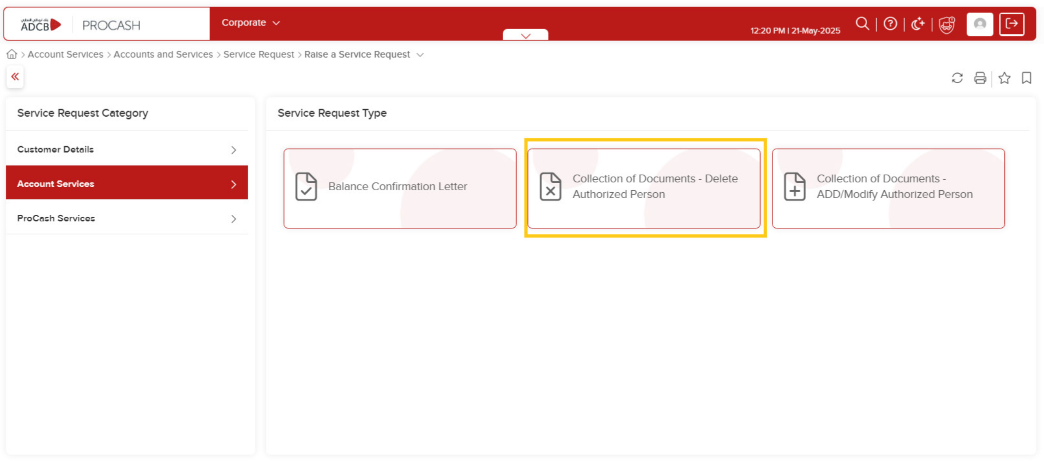

Image 23 – Service Requests | Collection of Documents – Delete Authorized Person

Secondly, you will be required to provide the following details (Image 24):

- Account number
- Person name
- Type of document to be collected – Can be cheque book, return cheque or statement
- Instructions to bank
- Upload documentation

Once all the above information is provided, press the "REVIEW" button and then submit the request in case all the provided information is correct.

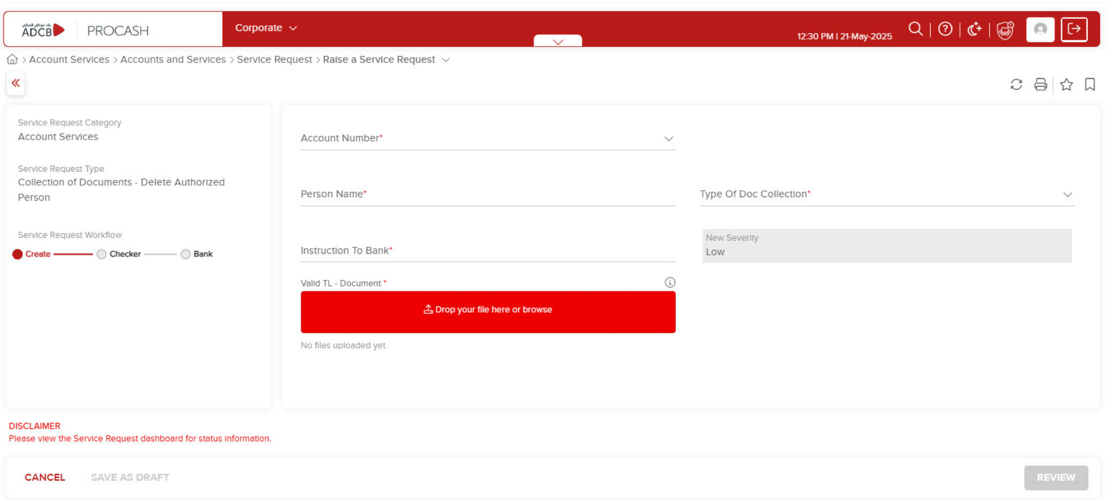

Image 24 – Service Requests | Details of Collection of Documents – Delete Authorized Person request

2.2.3 Collection of Documents – Add/Modify Authorized Person

To raise the "Collection of Documents – Add/Modify Authorized Person" Service Request, you first need to select the respective option (Image 25).

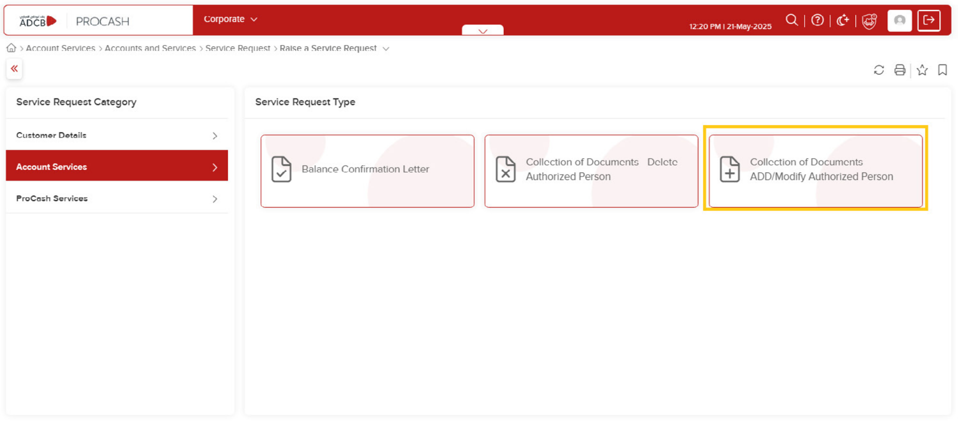

Image 25 – Service Requests | Collection of Documents – Add/Modify Authorized Person

Secondly, you will be required to provide the following details (Image 26):

- Account number
- Request type – can be added or modified
- Person name
- Type of document to be collected – Can be cheque book, return cheque or statement
- ID details
- Instructions to bank
- Upload a valid trade license (including all pages)
- Upload a valid ID proof – This is the ID of the person authorised to collect document

Once all the above information is provided, press the "REVIEW" button and then submit the request in case all the provided information is correct.

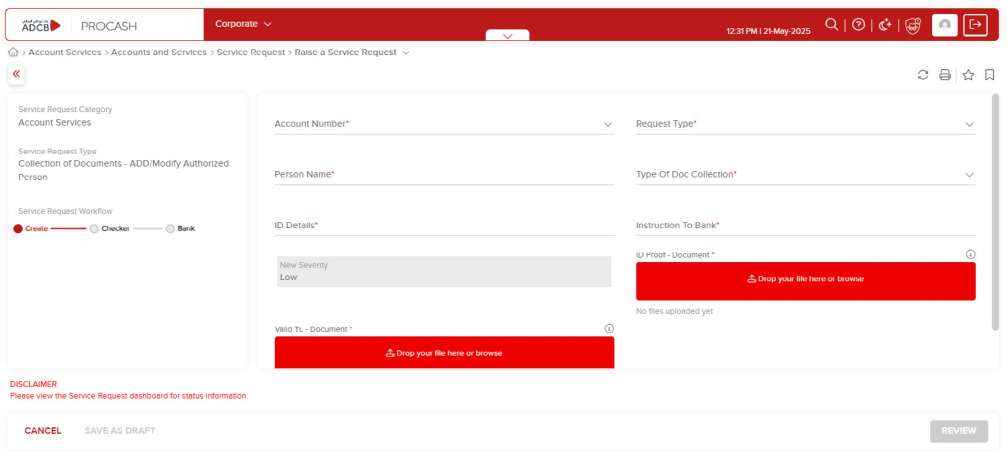

Image 26 – Service Requests | Details of Collection of Documents – Add/Modify Authorized Person request

2.3 ProCash Services' Service Requests

Under ProCash Services category (Image 27), you will be able to raise the below requests which will be explained in subsequent sub-chapters:

- Cancel/Disable ProCash User
- Add User Request
- Hard Token Replacement
- Disable User Alerts
- Unlock User/Reset Password
- Update Contact Details
- Link/Delink Accounts
- Register WPS/Add WPS ID

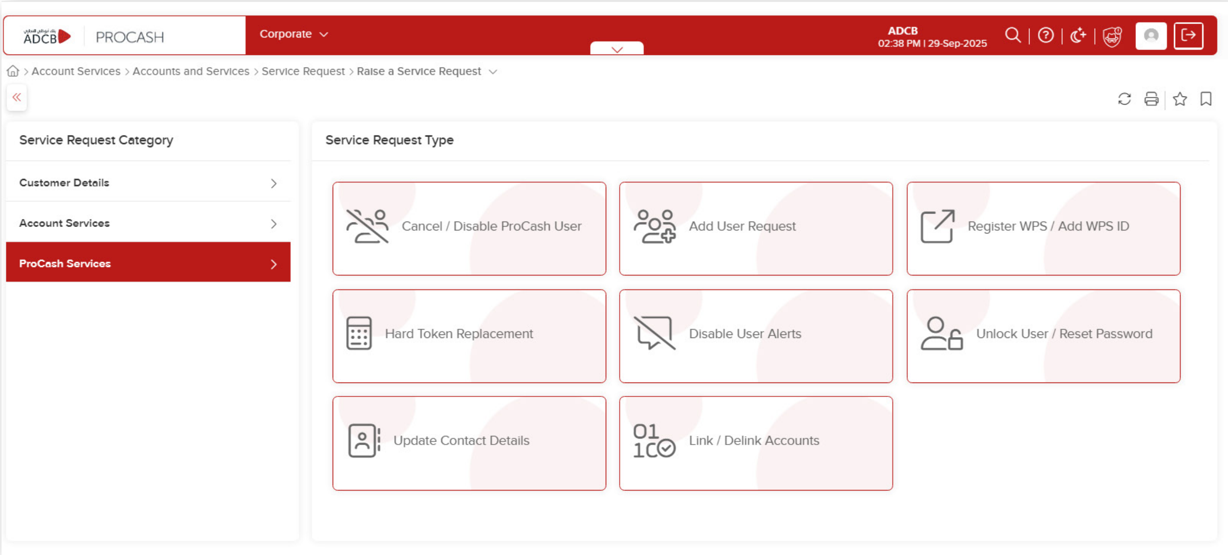

Image 27 – Service Requests | ProCash Services' requests

2.3.1 Cancel/Disable ProCash User

To raise the "Cancel/Disable User" Service Request, you first need to select the respective option (Image 28).

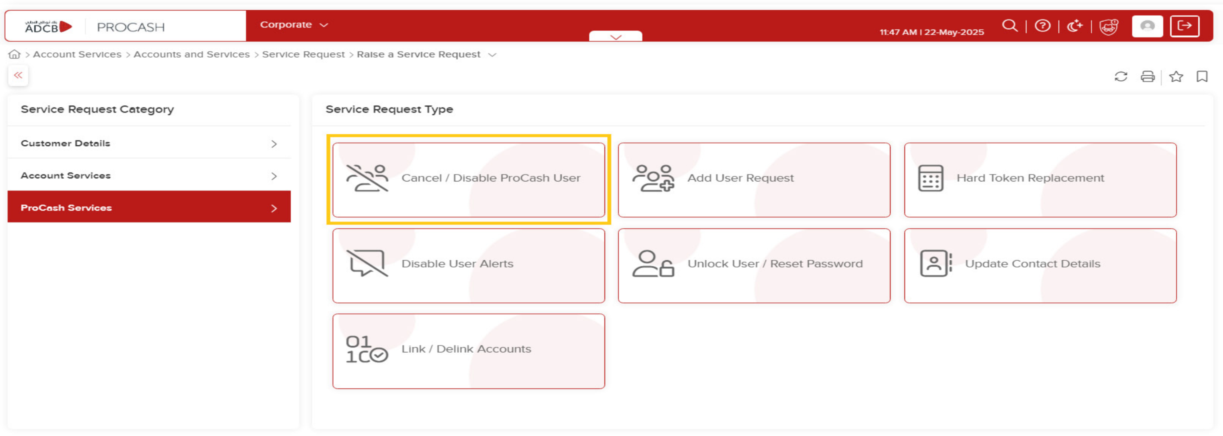

Image 28 – Service Requests | Cancel/Disable ProCash User

Secondly, you will be required to provide the following details (Image 29):

- User details – Select the user that you want to disable.
- Access type – Select the system you want to disable the user from which can be either ProTrade or both ProCash and ProTrade.
- User ID for WPS contact details.
- Disable type – Can be either Permanent or Temporary.
- Start and End date – Start and end date from which the user will be disabled. This is only applicable in case you have selected Disable Type as temporary.

Once all the details are given, you just need to select the 'ADD' button (highlighted in yellow in Image 30) and then, in case you don't want to disable any other user, select the "REVIEW" button and submit the request.

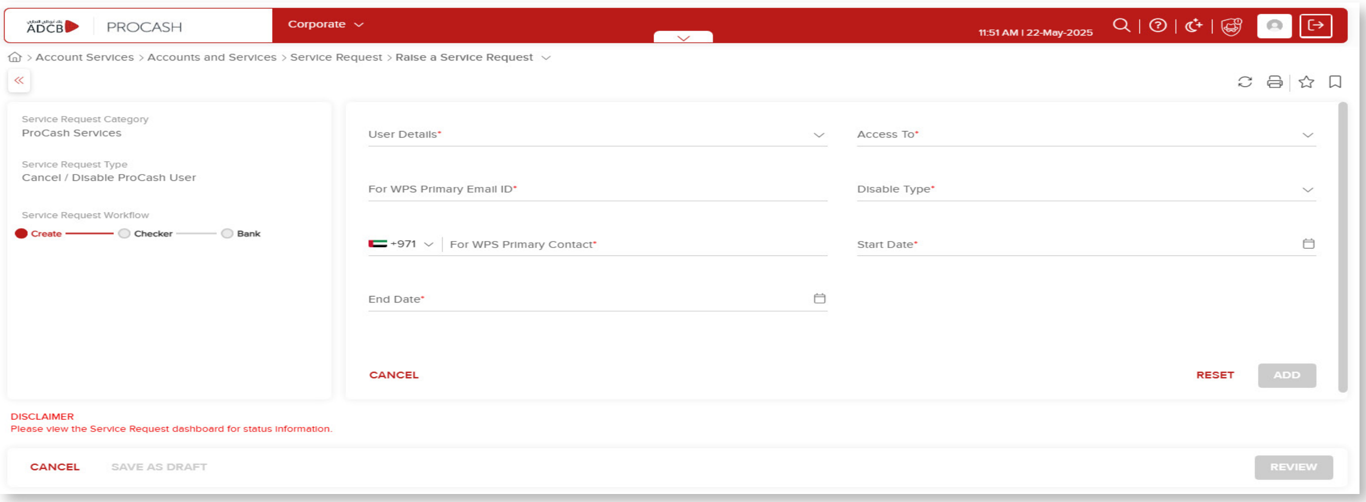

Image 29 – Service Requests | Details of Cancel/Disable ProCash User Request

If you want to disable more than one user at one go, you can select the "ADD MORE" button again to add a another request and then press the "REVIEW" button and submit the request (Image 30).

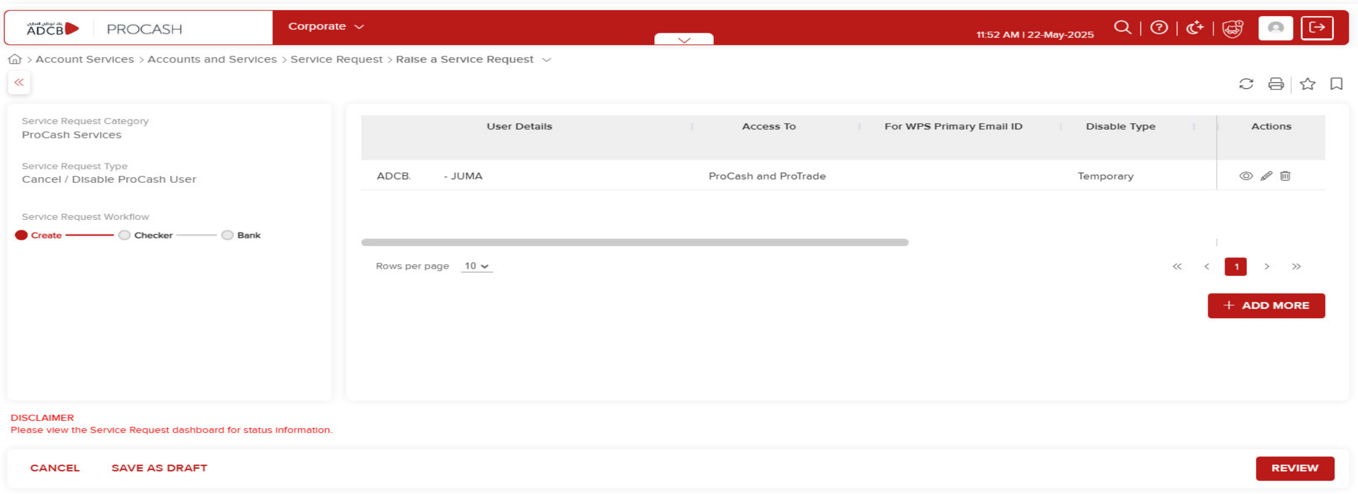

Image 30 – Service Requests | Add More option of Cancel/Disable ProCash User request

2.3.2 Add User Request

To raise the “Add User Request” Service Request, you first need to select the respective option (Image 31).

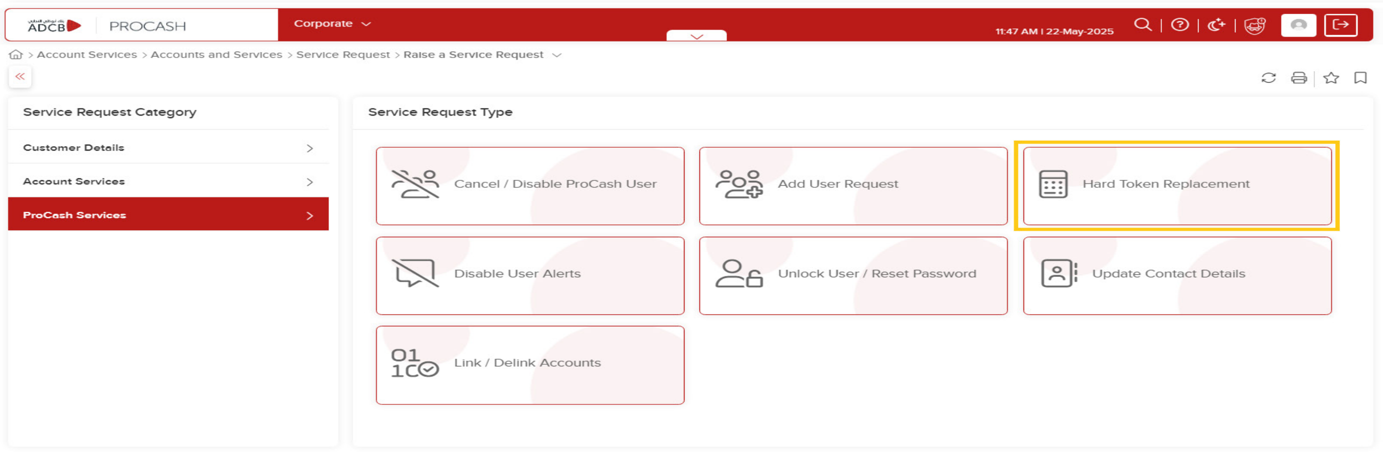

Image 31 – Service Requests | Add User Request

Secondly, you will need to provide the user details, define the user access, select the accounts(s) access and any additional access to other products. Once you provide all the information mentioned below, select the “ADD” button and then press “REVIEW” to proceed with the request.

Below are the respective screens and options:

- **User details tab (Image 32):**
  - First and last name
  - Mobile number
  - User ID – This is the user ID received by the customer from ADCB and not a personal ID like Emirates ID
  - Email ID

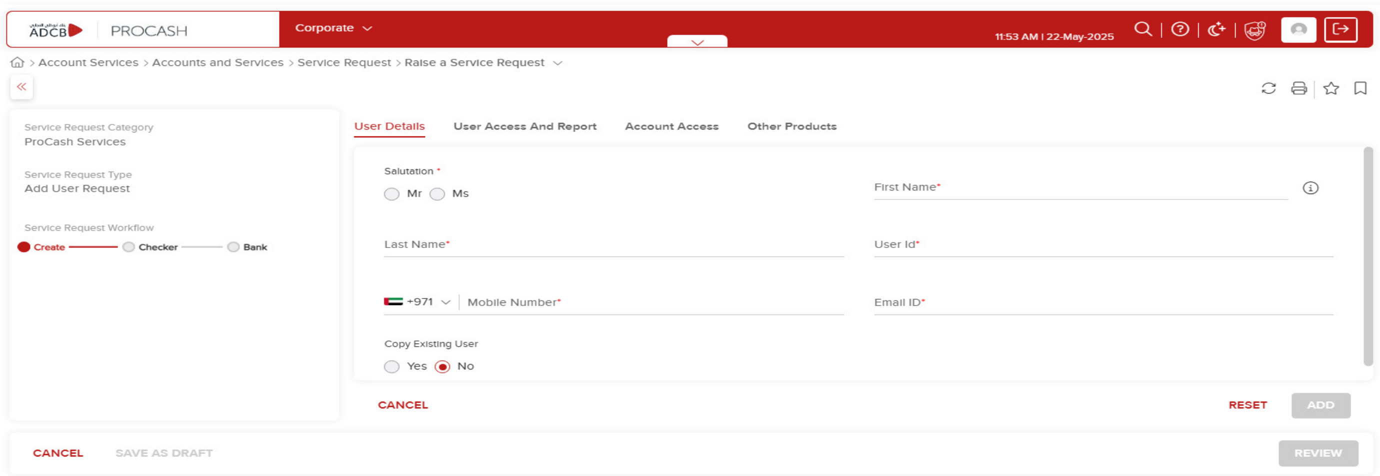

Image 32 – Service Requests | Add User Request – User Details

- **User Access and Report (Image 33):**
  - User profile – Can be checker, maker, super user, verifier or viewer
  - User access – Can be View or Transactional
  - Facilities – Can be cheque book, consolidated statement, NPS facilities, reports or service requests based on the profile
  - Module – Can be H2H or ProTrade
  - H2H access (in case H2H module is selected)

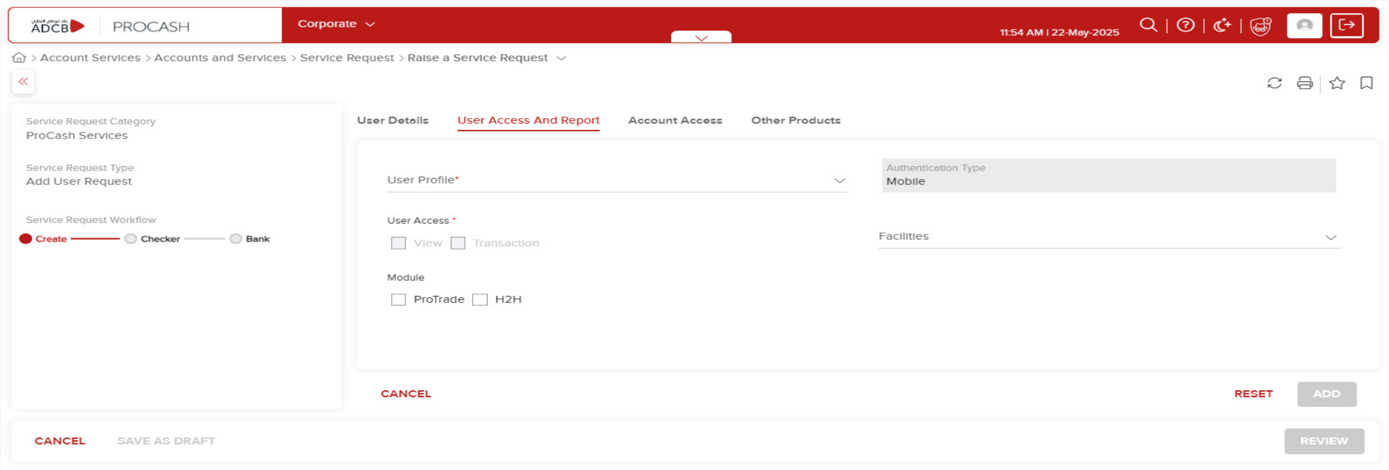

Image 33 – Service Requests | Add User Request – User Access and Report

- **Account Access (Image 34):**
  - Account number – Account(s) which the user has access to
  - Credit card – Credit card(s) which the user has access to
  - Loan accounts – Loan Account(s) which the user has access to
  - TD Account – Term Deposit Account(s) which the user has access to

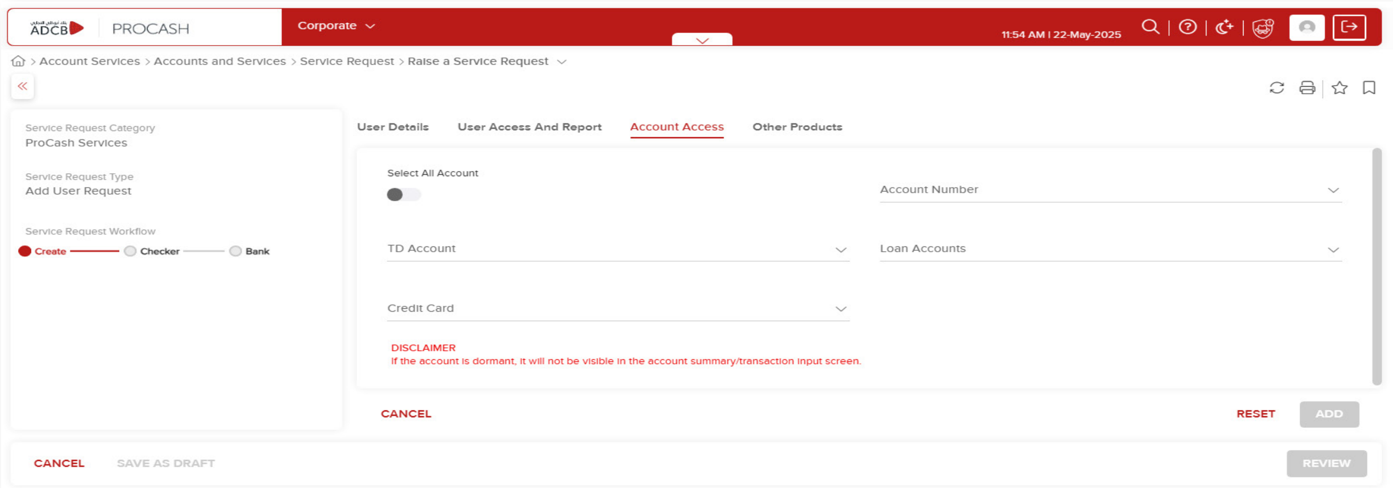

Image 34 – Service Requests | Add User Request – Account Access

- **Other Products (Image 35):**
  - o CCSS – In case the user needs to have access to Corporate Cheque Scanning Solution (CCSS)
  - o Bill Payment – In case the user needs to have access to Bill Payment module
  - o Biller Registration – In case the user needs to have access to Biller Registration
  - o Merchant Payment – In case the user needs to have access to Merchant Payment

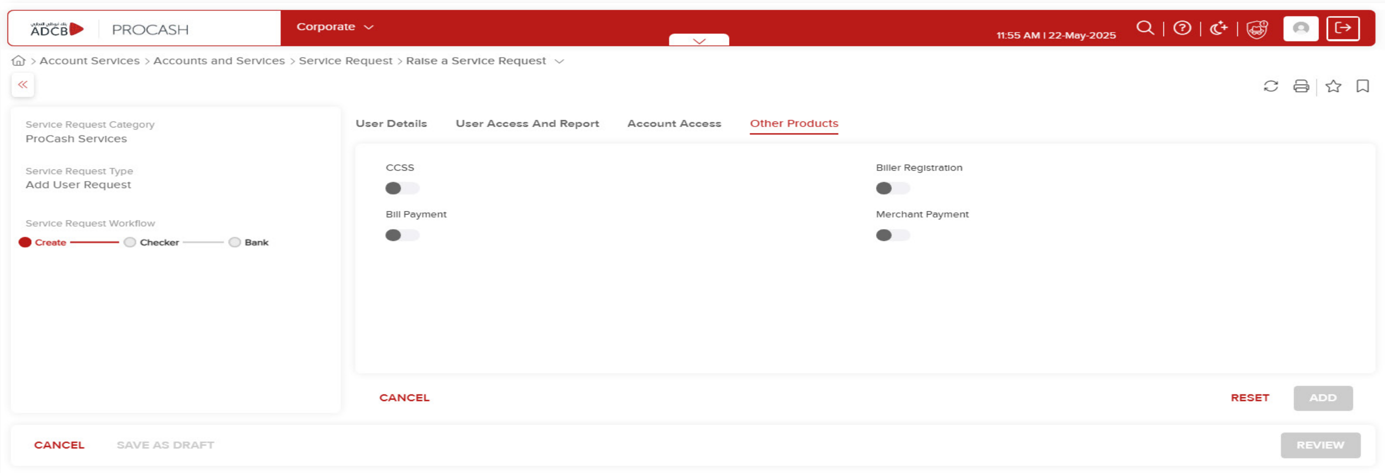

Image 35 – Service Requests | Add User Request – Other Products

2.3.3 Hard Token Replacement

To raise the "Hard Token" Service Request, you first need to select the respective option (Image 36).

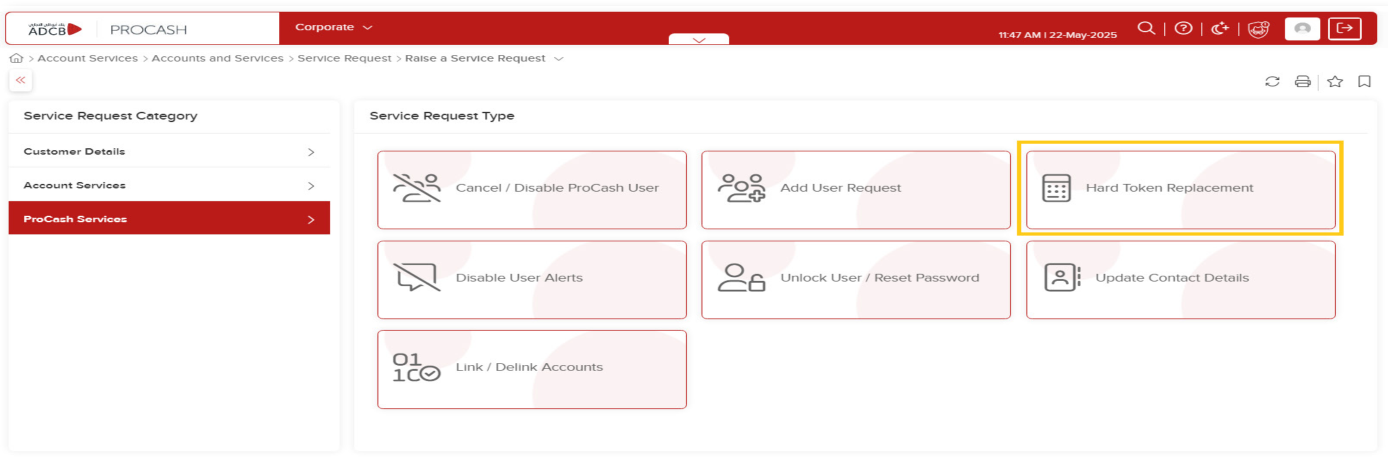

Image 36 – Service Requests | Hard Token Replacement

Secondly, you will need to provide which token type you want to issue again (it can be either hard token or mobile token), select the user type (it can be yourself or other user) and select the respective user ID (Image 37).

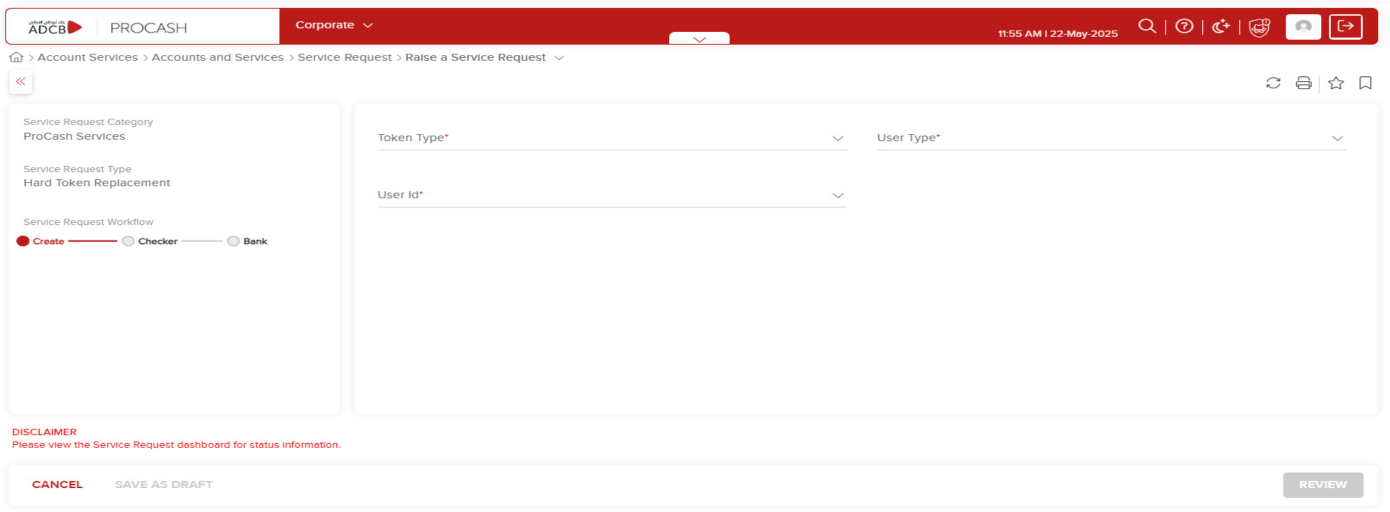

Image 37 – Service Requests | Details of Hard Token Replacement request

To complete the request, you need to select the "REVIEW" button and submit the request.

2.3.4 Disable User Alerts

To raise the "Disable User Alerts" Service Request, you first need to select the respective option (Image 38).

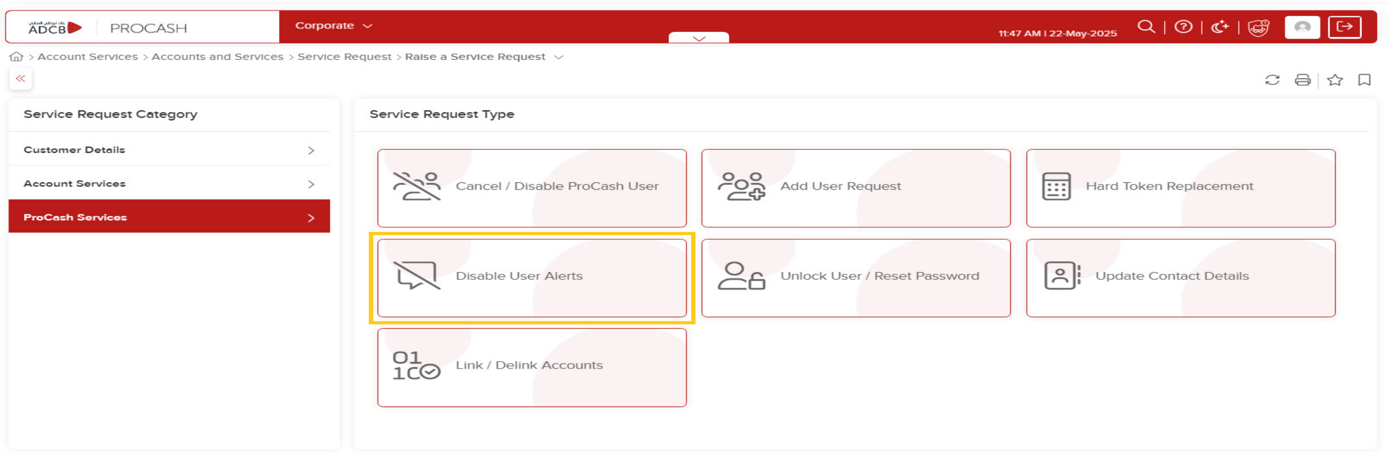

Image 38 – Service Requests | Disable User Alerts

Secondly, you must select the user type (which can be your user or Others), provide the user ID and select the alert(s) type(s) from the given alert list (Image 39).

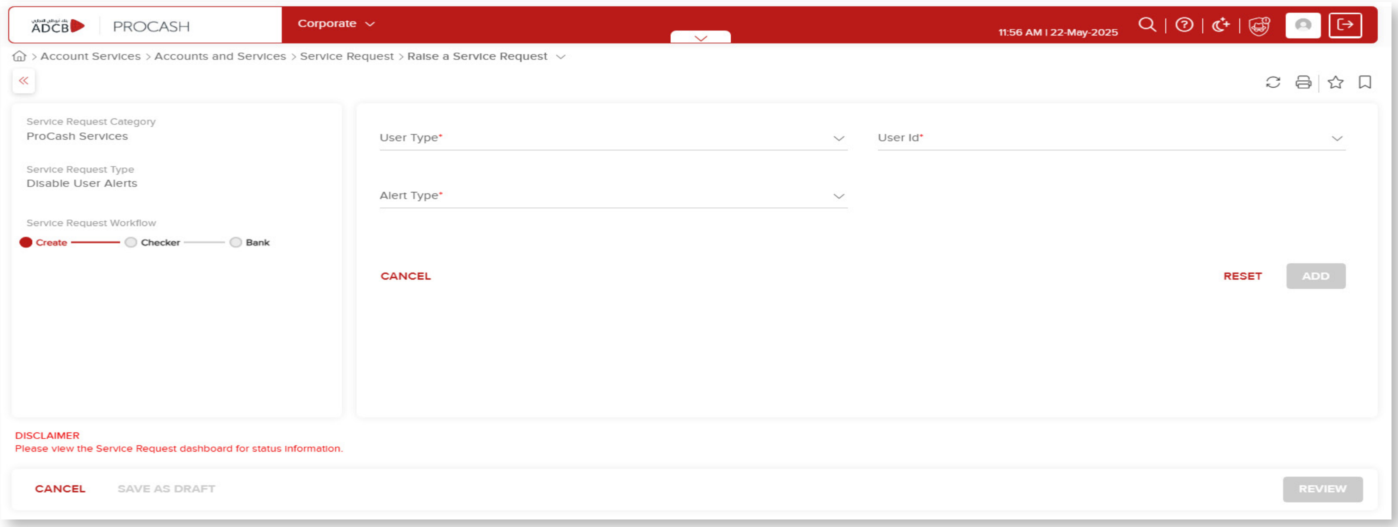

Image 39 – Service Requests | Details of Disable User Alerts request

Once all this information has been provided, you need to press the “ADD” button and then “REVIEW” button. In case you want to raise the same request for another user, you can select “ADD MORE” button, add the request details and review it (Image 40).

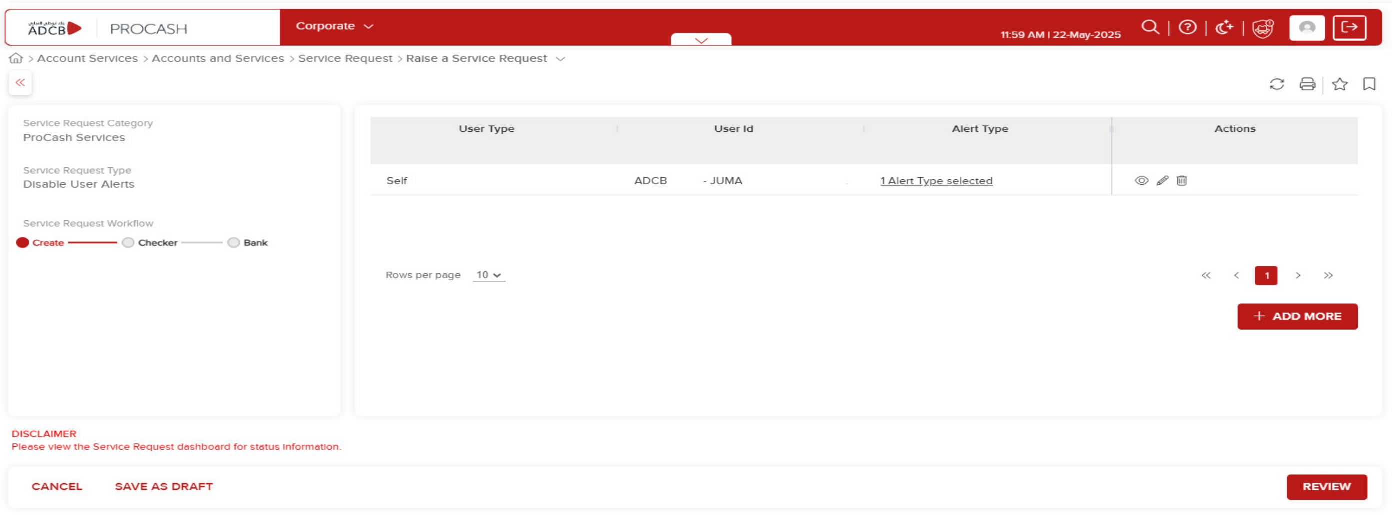

Image 40 – Service Requests | Add More button of Disable User Alerts request

2.3.5 Unlock User/Reset Password

To raise the "Disable User Alerts" Service Request, you first need to select the respective option (Image 41).

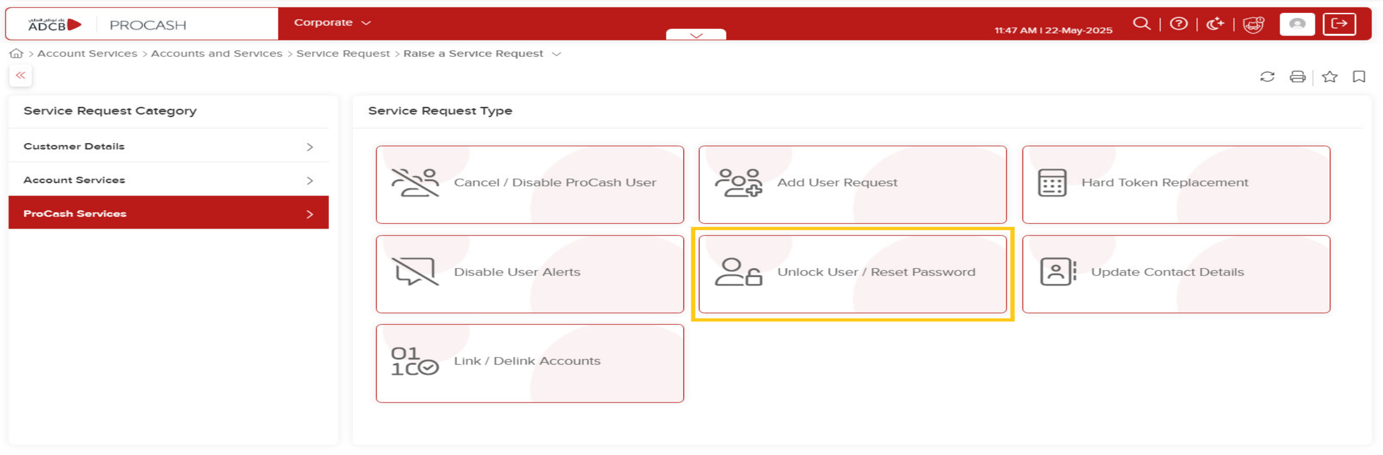

Image 41 – Service Requests | Unlock User/Reset Password

Secondly, you need to provide the user details, the reset reason and the reset type which can be:

- Mobile Token Deregistration – Used to deregister the user for your mobile app
- Reset Security Question – Used to reset security questions used to change the password of SMS login
- Soft Token Password – Used to change the password used for SMS login
- Unlock VSCO Token – Used to unlock the hard token
- Unlock ProCash User – Used to unlock an user ID

Once all the details are provided, press the "ADD" and then the "REVIEW" buttons (Image 42). If all details are reviewed, you can press the "SUBMIT" button.

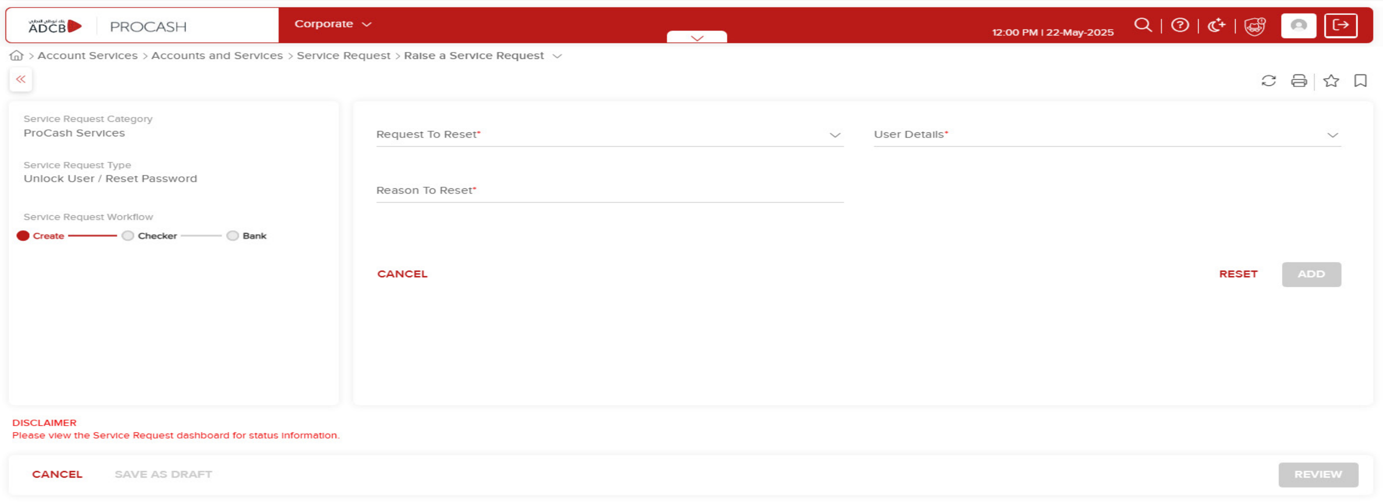

Image 42 – Service Requests | Details of Unlock User/Reset Password request

In case you want to raise the same request for another user, you can select the "ADD MORE" button, provide the request details, add it and review it (Image 43).

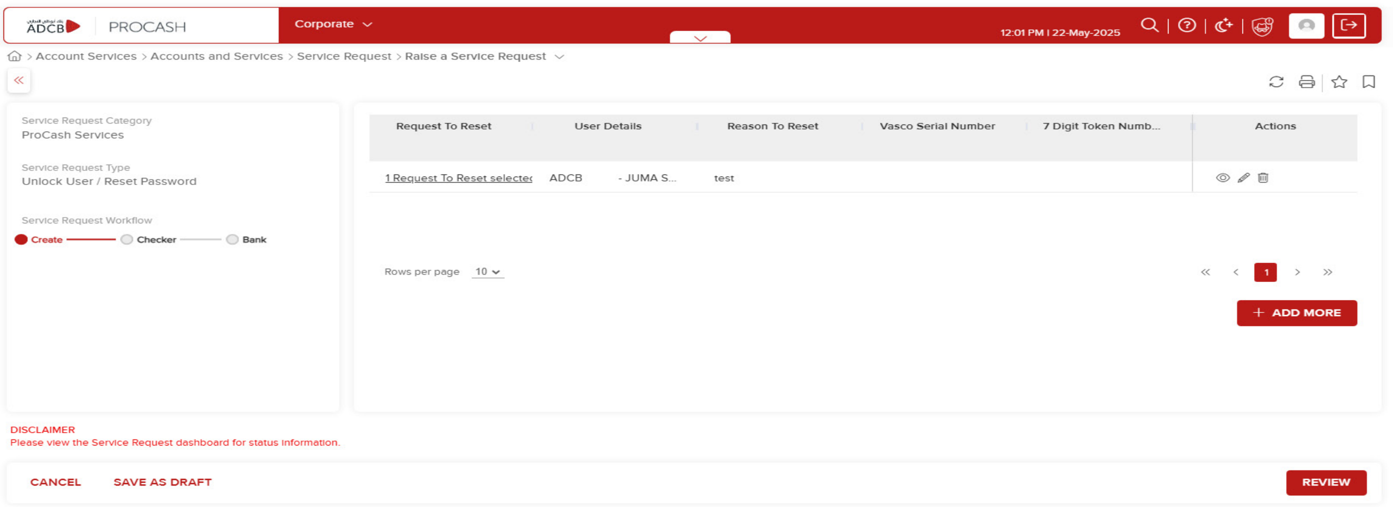

Image 43 – Service Requests | Add More button of Unlock User/Reset Password request

2.3.6 Update Contact Details

To raise the “Update Contact Details” Service Request, you first need to select the respective option (Image 44).

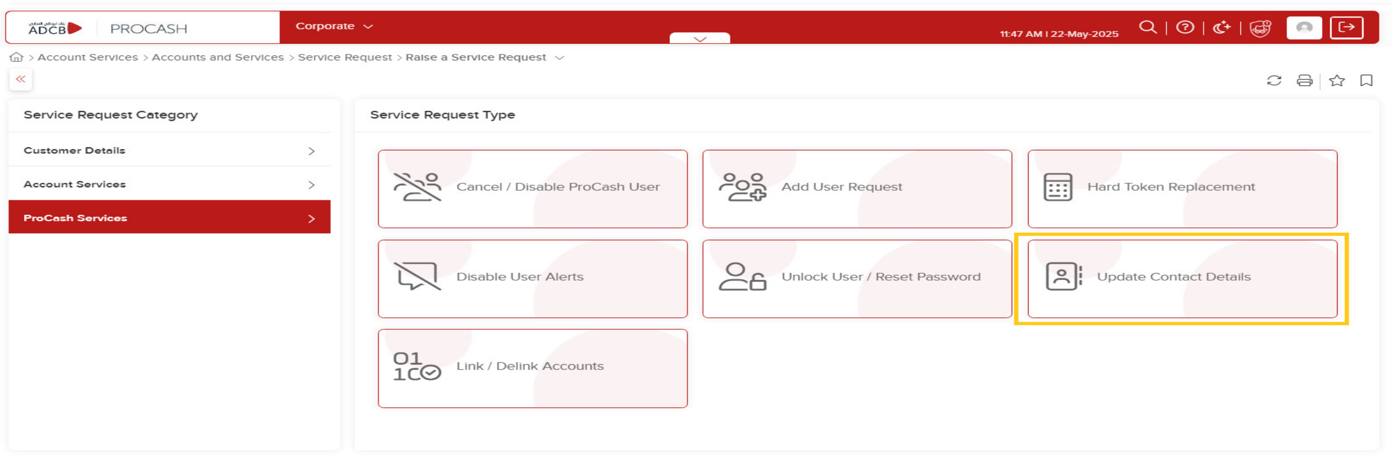

Image 44 – Service Requests | Update Contact Details

Secondly, you need to provide the new contact details that you want to be considered/updated in ProCash. The details required to be provided are the user type (can be your user ID or other user ID), the user ID, the email address and the mobile number (Image 45).

Once all the details are provided, press the “ADD” and “REVIEW” buttons and then submit the request.

It’s important to mention that these contact details are the ones that will be considered in the ProCash system and not at bank system level. To change the Bank level contact details, please see chapter 2.1.4. above.

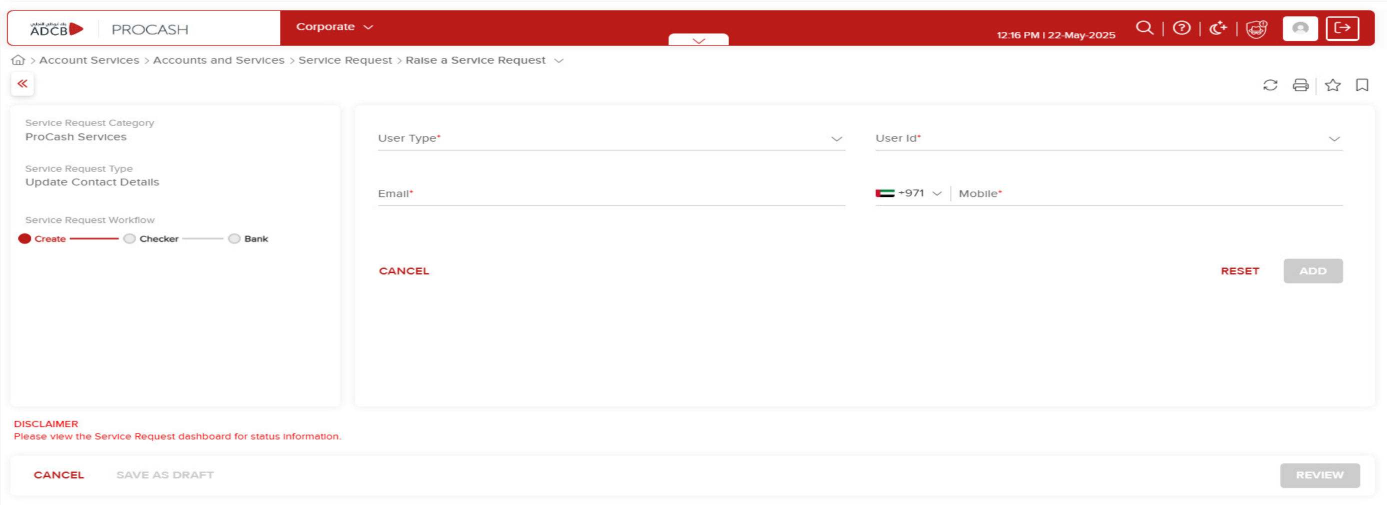

Image 45 – Service Requests | Details of Update Contact Details request

2.3.7 Link/Delink Accounts

To raise the "Link/Delink Accounts" Service Request, you first need to select the respective option (Image 46).

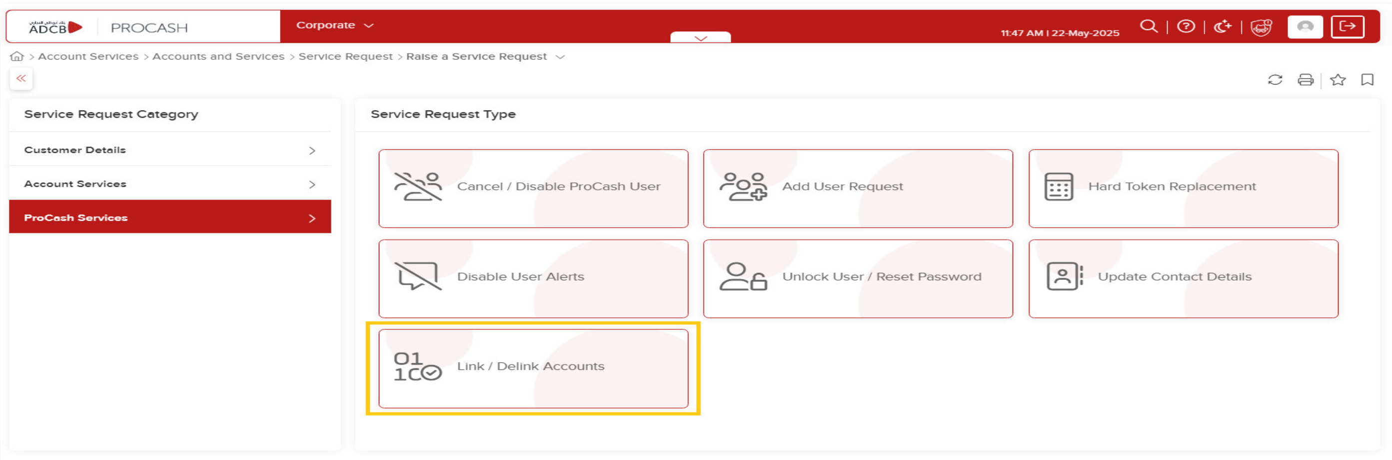

Image 46 – Service Requests | Link/Delink Accounts

Secondly, you need to provide the following details (Image 47):

- Request type – Used to select if you want to link or delink an account.
- User details – Used to provide the user details from which you want to either link or delink the account.
- Access type – Used to select the access type you want to link or delink with the request.
- Account number – User to provide the account number that is to be linked or delinked with the selected user and access type.
- CCSS (Corporate Cheque Scanning Solution) changes – Used to select if these changes are applicable to CCSS too.

Once all the details are provided, press the "ADD" and "REVIEW" buttons and then submit the request.

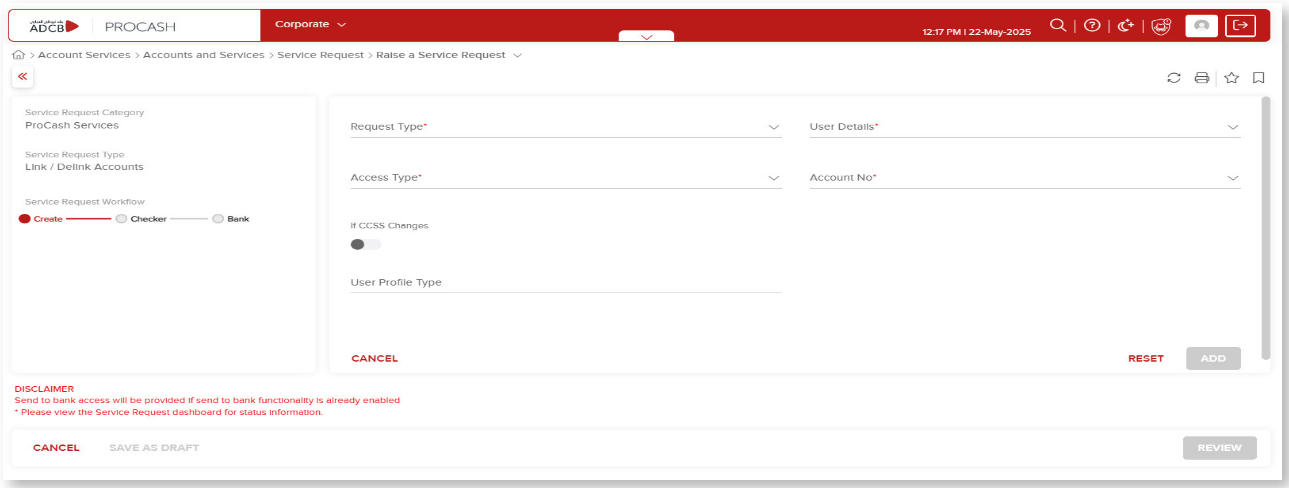

Image 47 – Service Requests | Details of Link/Delink Accounts request

2.3.8 Register WPS/Add WPS ID

Select the respective option (image 48).

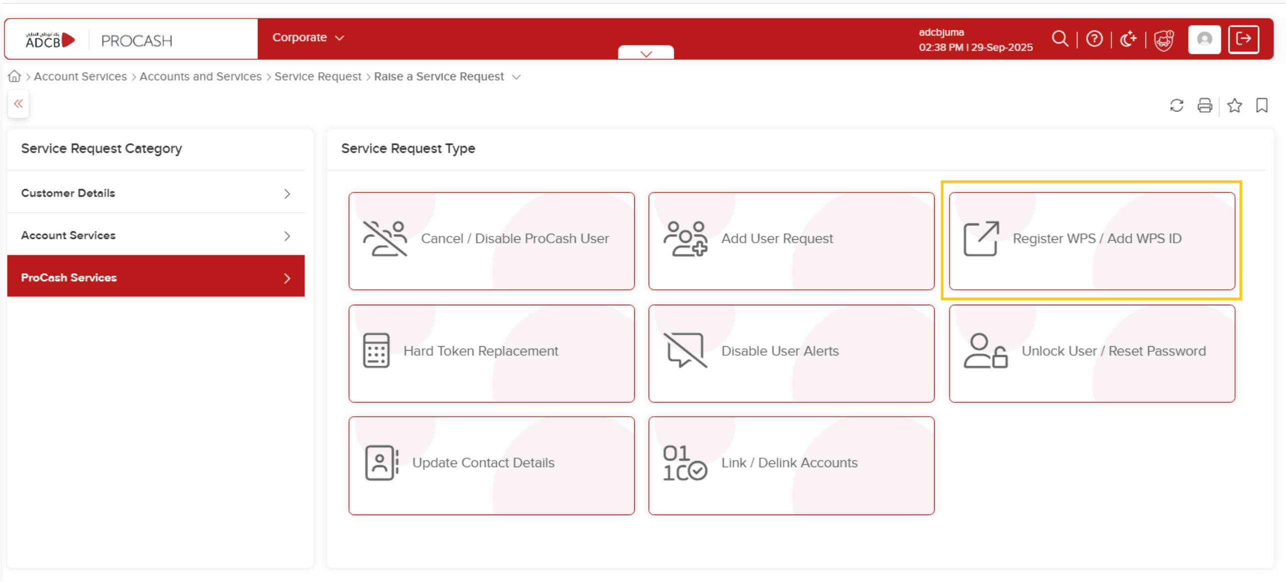

Image 48 – Service Requests | Details of Register WPS/ Add WPS ID request

Select required drop down.

- **Register WPS** - For first time WPS registration:
    1. Choose the preferred user to access WPS – Please note once a username is selected, **ALL accounts** linked to the specific CID will be available to this user (Image 49).
    2. Charge account - Debit account used for charges. Select an AED account only (Image 50).
    3. All other details to be completed as required.
    4. New WPS ID – Enter your new MOL ID (Image 51).
    5. Corporate debit account – List all debit accounts that will be used for WPS transactions.
    6. WPS file type – The default file type is Excel. If you prefer to use the SIF format, please select it accordingly.
    7. Trade licence expiry date should match the existing details provided to the Bank.
    8. Upload a copy of the valid trade licence.
    9. Add primary and additional contact details.

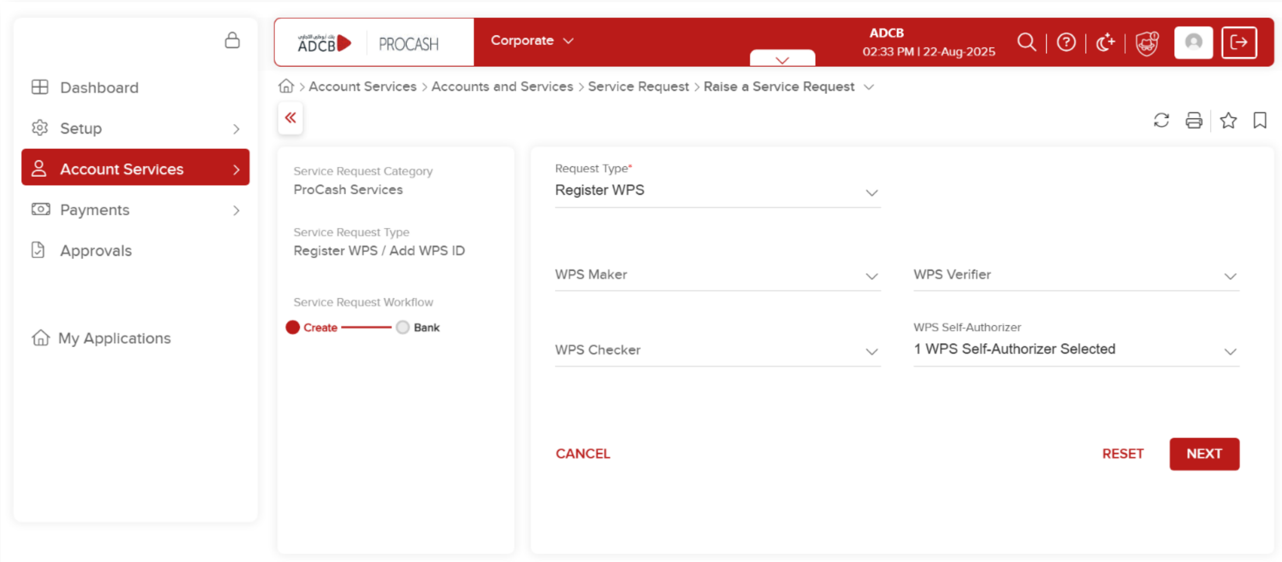

Image 49– Service Requests | Details of Register WPS/ Add WPS ID request

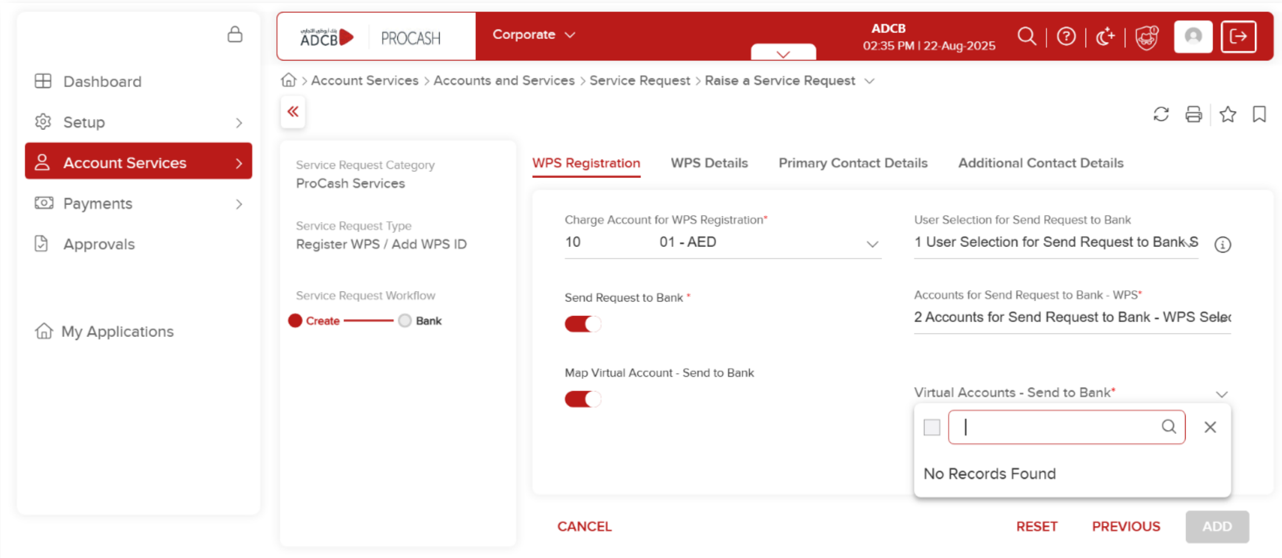

Image 50– Service Requests | Details of Register WPS/ Add WPS ID request

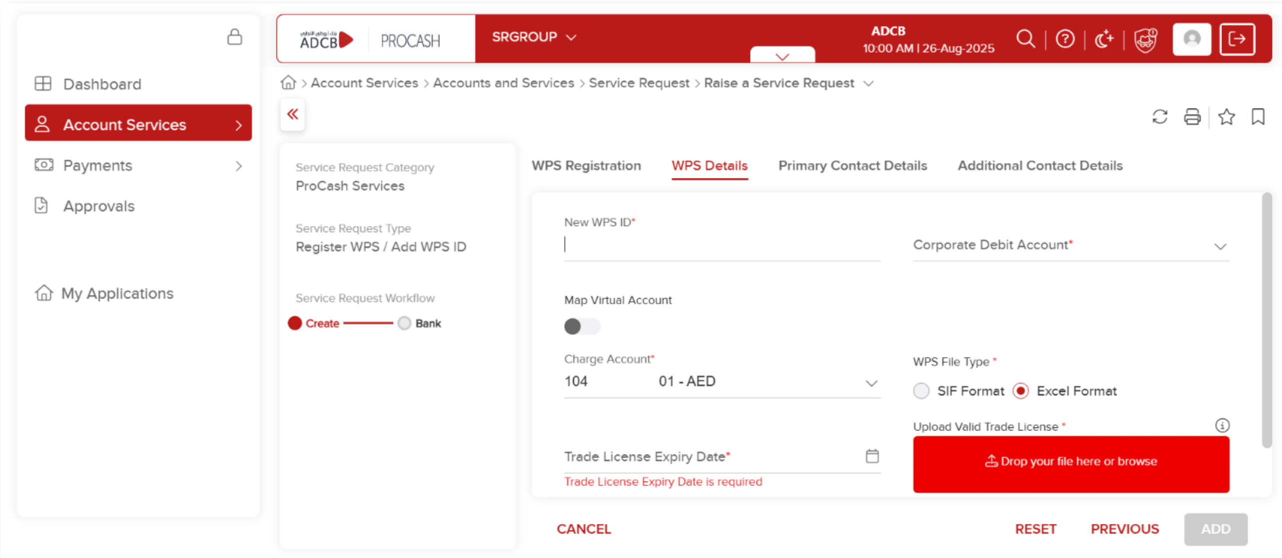

Image 51– Service Requests | Details of Register WPS/ Add WPS ID request

- **Add WPS ID** – To add a new MOL ID to an existing WPS registration (Image 53).
  1. New WPS ID – Add your new MOL ID, which needs to be included to the WPS registration.
  2. Charge account - Debit account for the charges. Select an AED account only.
  3. Corporate debit account – List all debit accounts that will be used for WPS transactions. Select an AED account only.
  4. WPS file type – The default file type is Excel. If you prefer to use the SIF format, please select it accordingly.
  5. Trade licence expiry date should match the existing details provided to the Bank.
  6. Upload a copy of the valid trade licence.

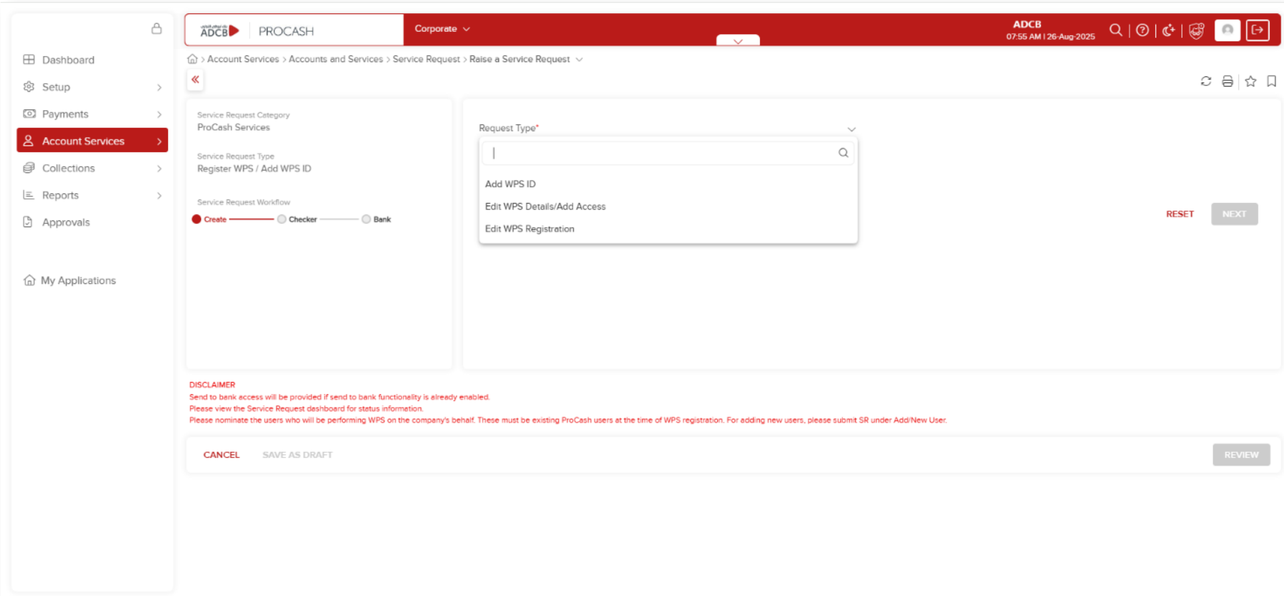

Image 52– Service Requests | Details of Register WPS/ Add WPS ID request

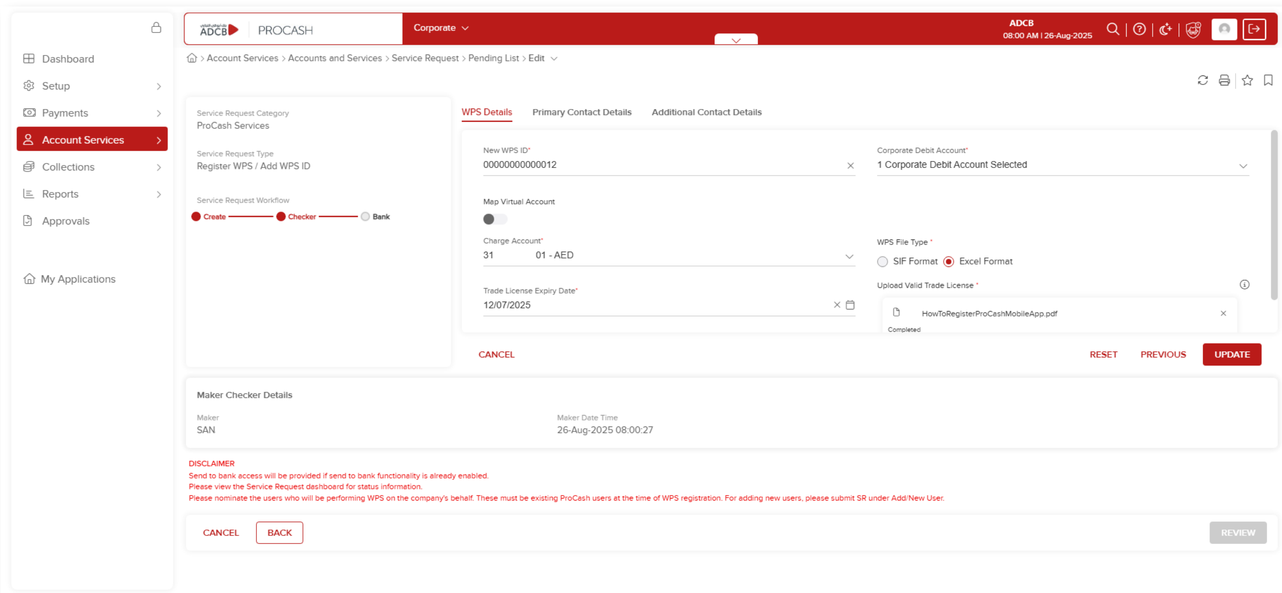

Image 53– Service Requests | Details of Register WPS/ Add WPS ID request

- **Edit WPS details / Add access**
  1. Existing WPS ID – Select the required MOL ID from the drop-down menu.
  2. Edit details as required (Image 54).

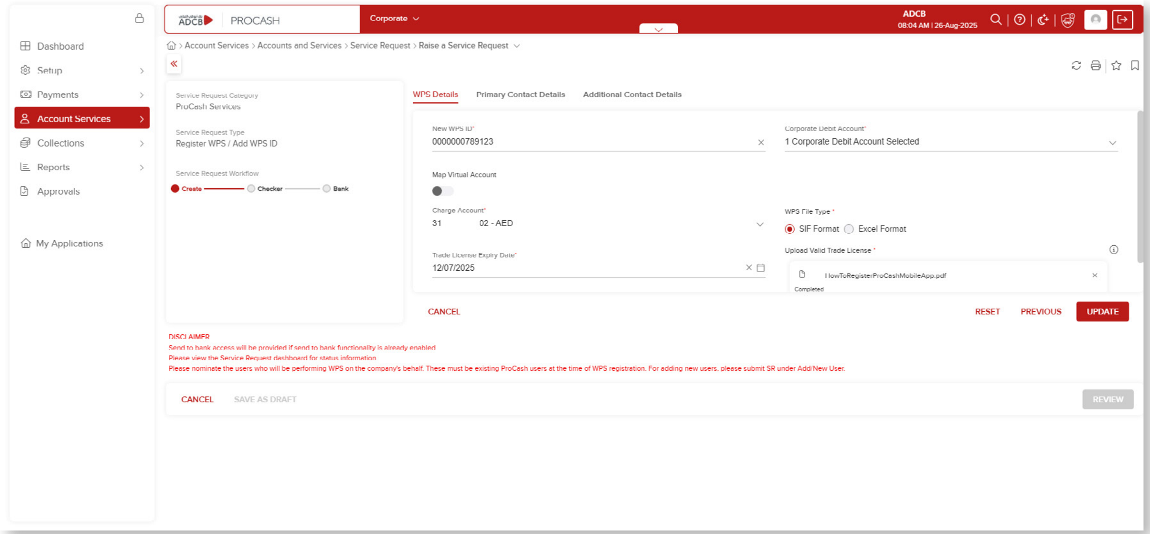

Image 54– Service Requests | Details of Register WPS/ Add WPS ID request

- **Edit WPS registration**
  1. Select users as required to add WPS access. Please note: Once a new User ID is selected, all accounts available under this CID will be linked to that user (Image 55).
  2. Deselect users as required to remove from WPS access.
  3. Charge Account – The existing account will be displayed, which can be edited if needed. Select an AED account only.

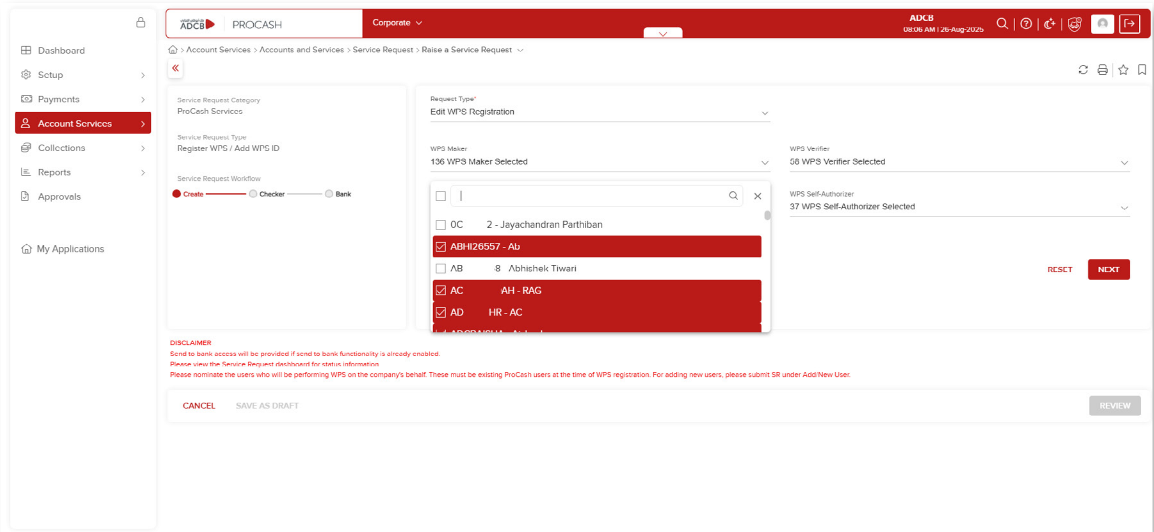

Image 55– Service Requests | Details of Register WPS/ Add WPS ID request