



10

Service Requests

- NEW APPLICATION
- REQUEST STATUS
- STOP CHEQUE
- BLOCK CREDIT CARD

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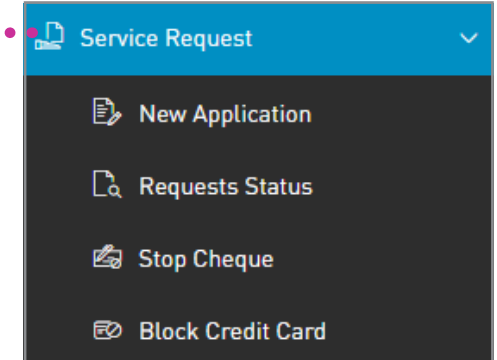
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Overview

Service Request Overview

Corporate RepublicOnline offers several **SERVICE REQUEST** options:



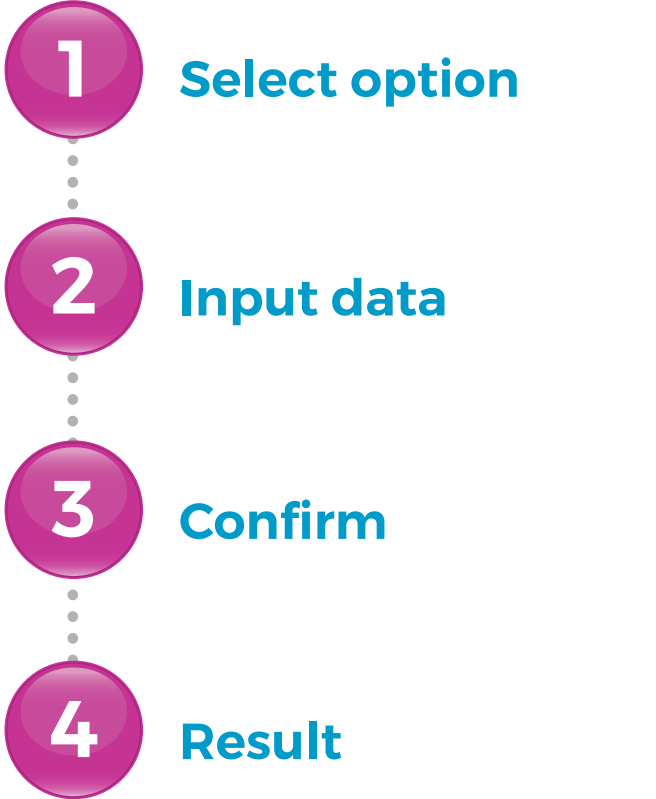
- **NEW APPLICATION**
 - Apply for a New Cheque Book
 - Apply for a Manager's Cheque
 - Apply for an Increase in Credit Card Limit
- **REQUEST STATUS**
- **STOP CHEQUE**
- **BLOCK CREDIT CARD**

Only users assigned the relevant permissions will be able to access the **SERVICE REQUEST** feature. *(Refer to Appendix for list of Permissions).*

Overview

Service Requests

To initiate a Service Request, you must follow a 4-step process.

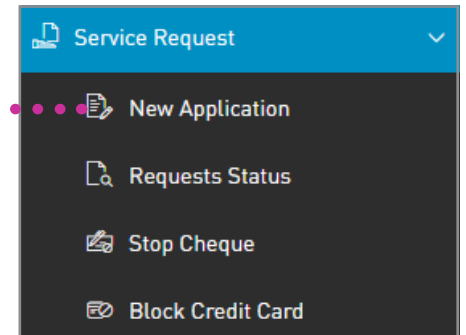



New Application

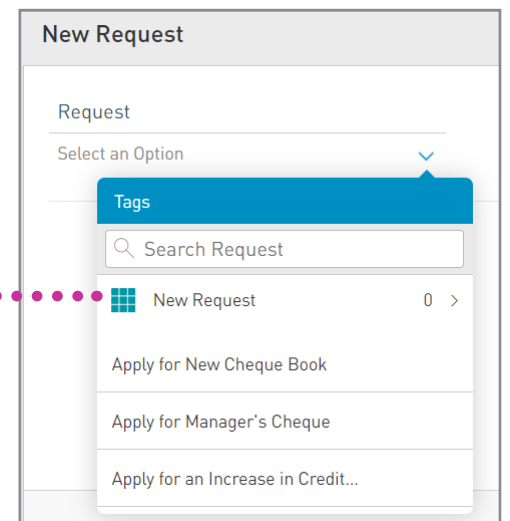
Making a New Application request

1 Select option

Select the **NEW APPLICATION** option of either the **QUICK** or **MAIN** Menu



Select the relevant option by clicking on the  icon to expand the list



New Application

2 Input data

Data requested will vary based on the option selected.

- APPLY FOR A NEW CHEQUE BOOK
- APPLY FOR A MANAGER'S CHEQUE
- APPLY FOR AN INCREASE IN CREDIT CARD LIMIT

See the following examples:

New Application

2 Input data

APPLY FOR A NEW CHEQUE BOOK

If APPLY FOR A NEW CHEQUE BOOK is selected, you will be required to complete the following fields:

- A** SELECT AN ACCOUNT
- B** BRANCH TO WHICH REQUEST WILL BE SENT
- C** NUMBER OF CHEQUE BOOKS

New Request

Request
Apply for New Cheque Book

Request New Cheque Book

Select Account (Required)

Select an Account **A**

Branch to which request will be sent **B** Select an Option

Number of Cheque Books **C** Select an Option

Remarks

New Application

2 Input data

APPLY FOR MANAGER'S CHEQUE

If APPLY FOR MANAGER'S CHEQUE is selected, you will be required to complete the following fields:

- A** SELECT AN ACCOUNT
- B** BRANCH TO WHICH REQUEST WILL BE SENT
- C** SELECT THE CURRENCY
- D** IDENTIFY THE AMOUNT
- E** INDICATE THE BENEFICIARY'S NAME

The screenshot shows the 'New Request' form in the application. The left sidebar contains navigation icons for Home, My Accounts, Transfer, Pay, Service Request (highlighted), and Manage. The main content area is titled 'New Request' and shows the 'Request' type as 'Apply for Manager's Cheque'. Below this, there is a note: 'Please include your contact number and / or email address in the remarks field should we require additional information'. The form section is titled 'Enter Details for Manager's Cheque' and includes the following fields with callouts:

- A**: 'Account Number (Required)' dropdown menu with 'Select an Account'.
- B**: 'Collection Branch' dropdown menu with 'Select an Option'.
- C**: 'Currency' dropdown menu with 'Select an Option'.
- D**: 'Amount' text input field.
- E**: 'Beneficiary Name' text input field.
- 'Remarks' text area.

New Application

2 Input data

APPLY FOR AN INCREASE IN CREDIT CARD LIMIT

If **APPLY FOR AN INCREASE IN CREDIT CARD LIMIT** is selected, you will be required to complete the following fields:

- A** BRANCH TO WHICH REQUEST WILL BE SENT
- B** LOGIN ID
- C** CUSTOMER NAME
- D** SELECT AN ACCOUNT
- E** REQUESTED CREDIT LIMIT

The screenshot shows a web form titled "Request" with the sub-heading "Apply for an Increase in Credit Card Limit". Below the title is a declaration: "I declare that the below information is true and accurate and is to be regarded as part of any subsequent contract with Republic Bank Limited. Please note that additional information may be needed to process your application and that all data is subject to verification. Please view our Legal Notices before sending this form." The form contains the following fields:

- Branch to which request will be sent:** A dropdown menu with "Select an Option" and a downward arrow. A purple circle with the letter "A" is positioned to its right.
- Login Id:** A text input field. A purple circle with the letter "B" is positioned to its left.
- Customer Name:** A text input field. A purple circle with the letter "C" is positioned to its right.
- Account Number (Required):** A dropdown menu with "Select an Account" and a downward arrow. A purple circle with the letter "D" is positioned to its left.
- Requested Credit Limit:** A text input field. A purple circle with the letter "E" is positioned to its right.
- Existing Credit Limit:** A text input field.
- Reason for increase in Credit Card:** A large text area.
- Expiry Date:** A date picker field.
- Source of Repayment:** A text input field.

Note the other fields will help to capture other details however they are not mandatory


New Application

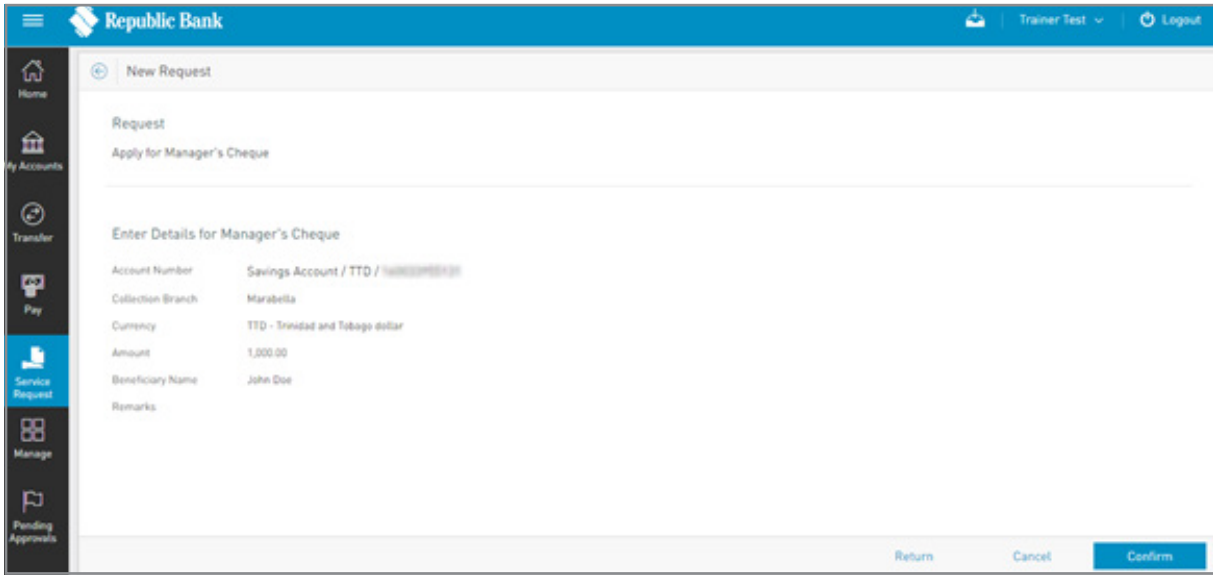
3 Confirm

Data displayed will vary, based on the option selected.

This step allows you to review/validate the information you entered in the previous step before submitting the transaction.

Once the transaction information has been verified select **CONFIRM**.

If you do not select CONFIRM the available actions are:
CANCEL to cancel the transaction.
RETURN or  to return to the previous step.



The screenshot shows the Republic Bank online interface for a 'New Request'. The page title is 'New Request' and the sub-header is 'Apply for Manager's Cheque'. Below this, there is a section titled 'Enter Details for Manager's Cheque' with the following information:

Account Number	Savings Account / TTD / 1000000000
Collection Branch	Marabella
Currency	TTD - Trinidad and Tobago dollar
Amount	1,000.00
Beneficiary Name	John Doe
Remarks	

At the bottom right of the form, there are three buttons: 'Return', 'Cancel', and 'Confirm'.

The user acknowledges that by selecting **CONFIRM**, he/she has read and has agreed to the terms for any of the above requests.

New Application

4

Result

After confirmation of the transaction, you will receive one of the following potential results (based on your permissions and the approval scheme(s) established for the transaction):

THE REQUEST IS PENDING: the request was completed successfully and is pending branch actioning

PENDING APPROVAL: here one or more approvals is required to perform the transaction and the users authorised to approve will be informed of the pending authorisations via email.

FAILED: the transaction does not meet the necessary requirements and the specific error will be shown.

The screenshot displays the Republic Bank online portal interface. The main content area shows a status message: "The request is pending. Apply for Manager's Cheque". Below this, the request details are listed: Reference Number: 4417, Generation Date: 29/04/2023 12:42:58 pm, and Submission Date: 29/04/2023 12:42:07 pm. The details section includes "Enter Details for Manager's Cheque" with fields for Account Number, Collection Branch, Currency, Amount, Beneficiary Name, and Remarks. An "Approvals" table is shown with one entry: Trainer Test (Test1) with a status of "Approved - 29/04/2023 12:42:07 PM". The right-hand side of the screen features an "Action panel" with links for "Download Receipt" and "Requests Status", along with a promotional banner. The bottom of the page has links for "New Request" and "Home".

Request details

Status message & transaction info.

Action panel

Approval details

Make another request

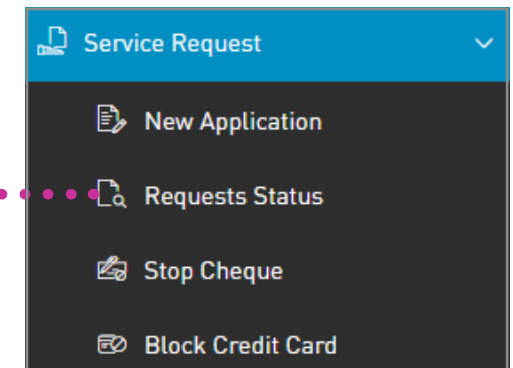
Go to Home page

Request Status

Reviewing the Status of Requests

1 Select option

Select the **REQUESTS STATUS** option under the **SERVICE REQUEST** section of either the **QUICK** or **MAIN** Menu



Only users assigned the relevant permissions will be able to access the **REQUEST STATUS** feature. (Refer to Appendix for list of Permissions).

Reviewing the Status of Requests

1 Select option

FILTERS

Enables filtering by:

- **DATE:**
Enables filtering of transactions by a date or date range.
- **ADVANCED FILTER:**
Enables filtering by users and branches.

The screenshot shows the 'Requests Status' page in the Republic Bank system. The page includes a navigation sidebar on the left with options like Home, My Accounts, Transfer, Pay, and Service Request. The main content area displays a table of requests with columns for status, description, and date. Annotations with dotted lines point to various UI elements:

- Advanced filter:** Points to the 'Advanced Filter' dropdown menu.
- Filter:** Points to the 'Filter' button.
- Request generation details:** Points to the 'Generation Date' and 'Submission Date' fields in the request table.
- Export file:** Points to the 'Export' icon (download symbol).
- Search:** Points to the search icon.
- Request description:** Points to the 'Apply for Manager's Cheque' text in the request table.
- Contextual Menu:** Points to the three-dot menu icon next to each request row.

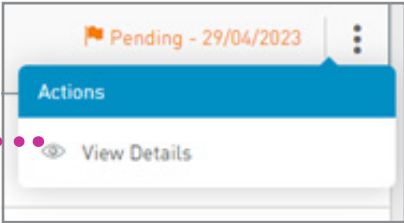
Status	Request Description	Generation Date	Submission Date	Branch	Request Status
All	Apply for Manager's Cheque Reference Number: 4317 Trainer Test	29/04/2023 12:43 PM	29/04/2023 12:42 PM	Marabella	Pending - 29/04/2023
Pending	Apply for Manager's Cheque Reference Number: 4416 Trainer Test	29/04/2023 12:42 PM	29/04/2023 12:40 PM	Marabella	Pending - 29/04/2023

Reviewing the Status of Requests

1 Select option

CONTEXTUAL MENU

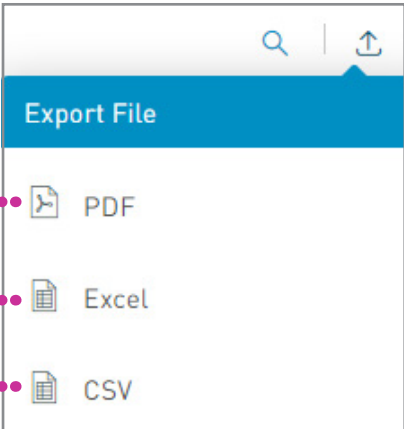
The menu on each request offers the option to VIEW DETAILS



EXPORT FILE

A file may be exported using one of the following options:

- PDF
- EXCEL
- CSV



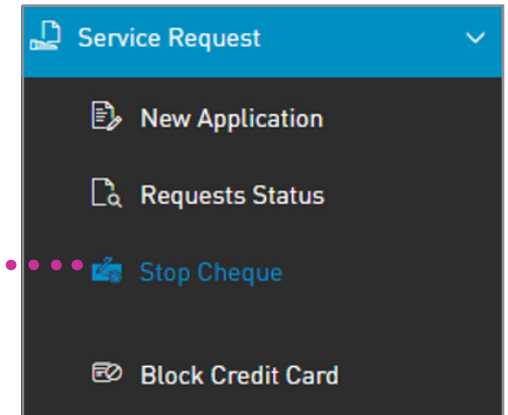
Stop Cheque

Requesting a Stop Cheque

This feature allows you to stop one or more cheques on your chequing account(s) where required.

1 Select option

Select the **STOP CHEQUE** option of either the **QUICK** or **MAIN** Menu



Only users assigned the relevant permissions will be able to access the STOP CHEQUE feature. (Refer to Appendix for list of Permissions).

Requesting a Stop Cheque

2 Input data

Select CHEQUING ACCOUNT

Select STOP CHEQUE option:

- **JUST ONE**
- **RANGE**

Data displayed will vary based on the option selected.

The screenshot shows the Republic Bank 'Stop Cheque' interface. The top navigation bar includes the Republic Bank logo, a user profile icon labeled 'Trainer Test', and a 'Logout' button. The left sidebar contains navigation icons for Home, My Accounts, Transfer, Pay, Service Request (highlighted), Manage, and Pending Approvals. The main content area is titled 'Stop Cheque' and features a 'Cheque book Account' dropdown menu with a 'Required' indicator. Below this is the 'Stop Cheque Details' section, which includes a 'Cancel' button with two options: 'Just One' and 'Range'. There are also input fields for 'Cheque Number', 'Cheque Amount', and a 'Reason for Stop Cheque' dropdown menu. At the bottom of the form, there is a disclaimer and a 'Continue' button.

The STOP CHEQUE feature is only applicable to cheques that have not already been processed by the Bank. Therefore, it is the customer's responsibility to ensure that before a request is submitted, the cheque has not yet been processed.

Requesting a Stop Cheque

2 Input data

The following information is required:

JUST ONE

- A** Cheque number
- B** Cheque amount
- C** Reason for cancellation (lost/stolen/damaged/other)

The screenshot shows a form titled "Data of Stop Cheque". At the top, there are two buttons: "Just One" (selected) and "Range". Below this, there are three input fields:

- A** Cheque Number: A text input field.
- B** Cheque Amount: A text input field.
- C** Reason for Stop Cheque: A dropdown menu with "Choose an Option" and a downward arrow.

RANGE

- A** Cheque number "from"
- B** Cheque number "to"
- C** Reason for cancellation (lost/stolen/damaged/other)

The screenshot shows a form titled "Data of Stop Cheque". At the top, there are two buttons: "Just One" and "Range" (selected). Below this, there are three input fields:

- A** Cheque Number "from": A text input field.
- B** Cheque Number "to": A text input field.
- C** Reason for Stop Cheque: A dropdown menu with "Choose an Option" and a downward arrow.

Requesting a Stop Cheque

2 Input data

The following message will be displayed below the request information:

I declare that the following information is true and accurate and is to be regarded as part of the Republic Bank Limited Terms and Conditions that were agreed upon, at the time of online registration.

The Bank shall not be liable for loss incurred on cheque(s) previously processed.

Before submitting this request, please verify that the cheque(s) have not yet been processed by the Bank. You can do so by review of your online statements and Transaction History. The cost of a Stop Cheque request is TTD20.00 (*subject to change*) and will be debited from the selected chequing account.

The user acknowledges that by selecting **CONTINUE**, he/she has read and has agreed to the terms for any of the above requests.

Requesting a Stop Cheque

3 Confirm

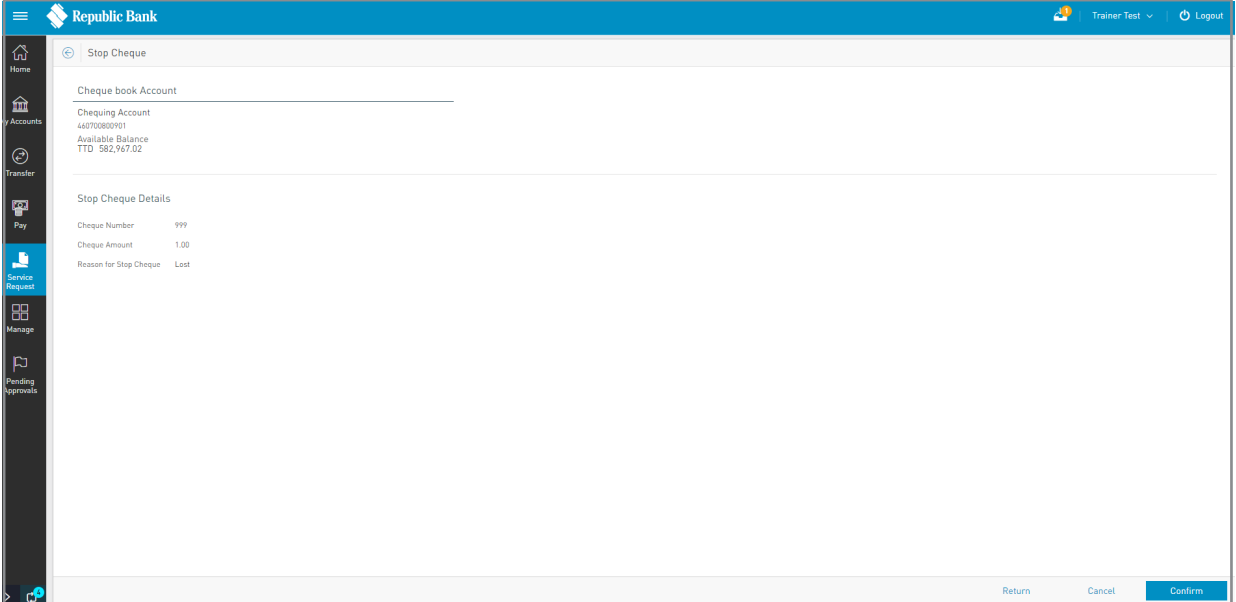
This step allows you to review/validate the information you entered in the previous step before submitting the transaction.

Once the transaction information has been verified select **CONFIRM**.

If you do not select CONFIRM the available actions are:

CANCEL to cancel the transaction.

RETURN or  to return to the previous step.



The screenshot displays the Republic Bank online interface for a 'Stop Cheque' transaction. The page title is 'Stop Cheque'. It shows the following details:

- Cheque book Account:**
 - Chequing Account: 440700809901
 - Available Balance: TTD 582,967.02
- Stop Cheque Details:**
 - Cheque Number: 999
 - Cheque Amount: 1.00
 - Reason for Stop Cheque: Lost

At the bottom right of the screen, there are three buttons: 'Return', 'Cancel', and 'Confirm'.

Requesting a Stop Cheque

4 Result

After confirmation of the transaction, you will receive one of the following potential results (based on your permissions and the approval scheme(s) established for the transaction):

SUCCESSFUL: the transaction was completed successfully.

PENDING APPROVAL: here one or more approvals is required to perform the transaction and the users authorised to approve will be informed of the pending authorisations via email.

FAILED: the transaction does not meet the necessary requirements and the specific error will be shown.

Account info.

Status message & transaction info.

Download results

Cheque details

New Request

Go to Home page

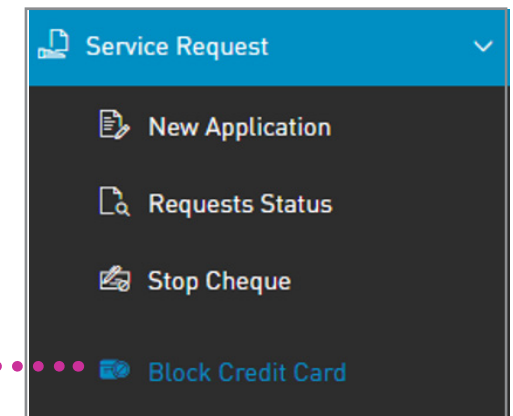
Blocking

Blocking Credit Cards

This feature allows you to place a block on the credit card associated with your account

1 Select option

Select the **BLOCK CREDIT CARD** option of either the **QUICK** or **MAIN** Menu



Only users assigned the relevant permissions will be able to access the **BLOCK CREDIT CARD** feature. (Refer to Appendix for list of Permissions).

Blocking Credit Cards

2 Input data

Select CREDIT CARD from the list

Input REQUESTED DATA
(Reason)

Select CONTINUE

The screenshot shows the Republic Bank online interface for blocking credit cards. The page title is "Credit Card - Block Credit Cards". A yellow warning banner states: "Please note that using this feature will result in a temporary block to this card. To unblock it, please contact our Call Centre at 623-4725 for further assistance." Below this, there is a "Credit Card" section with a dropdown menu labeled "Choose a Credit Card". The "Requested Data" section contains a "Reason:" label and an empty text input field. The sidebar on the left has the "Service Request" option highlighted in blue. At the bottom right, there are "Reset", "Cancel", and "Continue" buttons.

Users will only be allowed to BLOCK CREDIT CARDS.
The Bank will handle UNBLOCKING credit cards.

Blocking Credit Cards

3 Confirm

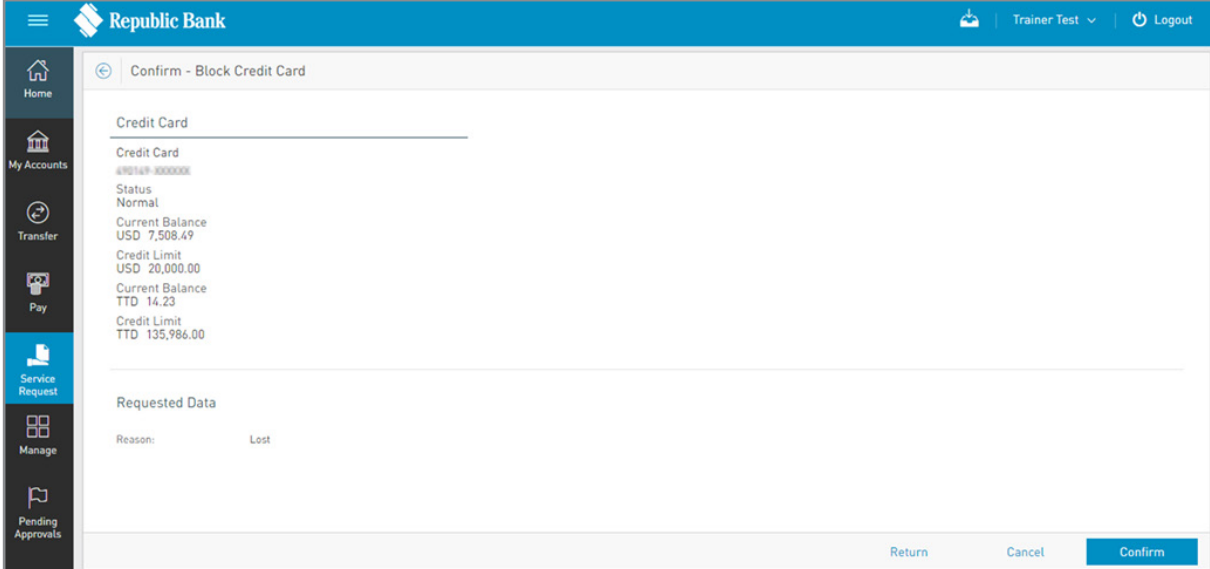
This step allows you to review/validate the information you entered in the previous step before submitting the transaction.

Once the transaction information has been verified select **CONFIRM**.

If you do not select CONFIRM the available actions are:

CANCEL to cancel the transaction.

RETURN or  to return to the previous step.



Republic Bank

Trainer Test | Logout

Confirm - Block Credit Card

Credit Card

Credit Card
490149-00000000

Status
Normal

Current Balance
USD 7,508.49

Credit Limit
USD 20,000.00

Current Balance
TTD 14.23

Credit Limit
TTD 135,986.00

Requested Data

Reason: Lost

Return Cancel Confirm

Blocking Credit Cards

4 Result

After confirmation of the transaction, you will receive one of the following potential results (based on your permissions and the approval scheme(s) established for the transaction):

SUCCESSFUL: the transaction was completed successfully.

PENDING APPROVAL: here one or more approvals is required to perform the transaction and the users authorised to approve will be informed of the pending authorisations via email.

FAILED: the transaction does not meet the necessary requirements and the specific error will be shown.

Status message & transaction info.

Download results

Request details

Credit Card details

Make another request

Go to Home page

The screenshot shows the Republic Bank online portal. The main content area displays a success message: "The block credit card has been successful" with a green checkmark icon. Below the message, it lists transaction details: Reference Number: 3576045, Creation Date and Time: 29/04/2023 1:27:22 pm, and User: Trainer Test. The "Credit Card" section lists details for two cards: Card 1 (USD 7,508.49 balance, 20,000.00 limit) and Card 2 (TTD 14.23 balance, 135,986.00 limit). The "Requested Data" section shows the reason for the block as "Lost". The right sidebar features a "Download Receipt" button and a promotional banner for Republic Bank. The bottom navigation bar includes "New Request" and "Home" buttons.