



Project: *INTERNET BANKING*

Title :

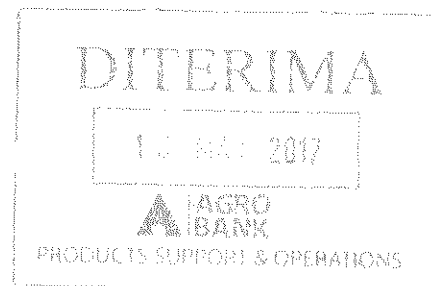
USER REQUIREMENT SPECIFICATION SIGN OFF - URS V1.0 ADDENDUM 1.1

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SIGN OFF FORMS

**User Requirement Specification
[URS]**



2.55 pm

**ACCEPTANCE AND SIGN OFF**

The undersigned parties acknowledge and accept the collective information detailed in this *User Requirement Specifications* document. Any addition or modification of the scope of work defined could affect the project's scope, thus affecting the ability for the project to be delivered on time and within the allotted budget.

Document Reference	: User Requirement Specification [URS] V1.0 ADDENDUM V1.1		
**Module	: AGRONet		
**SIR/CR	: REVISED AGRONet REGISTRATION AND ACTIVATION PROCESS		
USER			
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Halimah Mohammad Shukor Executive, Virtual Banking Section, EBD			15.5.17
[Head/Manager]			
Name & Designation	Remark	Signature	Date
Mahazan Abdul Manan Section Head, Virtual Banking Section, EBD			16/5/17
BUSINESS ANALYST			
Product Support & Operations Department			
Name & Designation	Remark	Signature	Date
MOHD ISA BIN KADINAN Executive, Business Analyst Unit Product Support & Operations Agrobank			17/5/17.
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Section Head			
Name & Designation	Remark	Signature	Date
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Project: REVISED AGRONet REGISTRATION AND ACTIVATION PROCESS

Title : URS VI.0 ADDENDUM VI.1

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USER REQUIREMENT SPECIFICATION (URS) DOCUMENT

INTERNET BANKING

**REVISED AGRONet
REGISTRATION AND ACTIVATION PROCESS**

Authors

Name	Designation & contact email	Remark
Halimah Shukor	Mohammad Virtual Banking, EBD	

Amendment Record

Version	Date	Status	Description of Revision
1.0	31.01.2017	New	
Addendum 1.0	24.02.2017	Review	<p>6.0 Requirement Definition</p> <ol style="list-style-type: none"> To update the registration process. To add another option for AGRONet Activation – Online Activation. <p>8.0 Interfaces</p> <p>Appendix 1</p> <ol style="list-style-type: none"> To update the result page for AGRONet Registration. To update another Activation process for AGRONet.
Addendum 1.1	03.05.2017	Review	Revise overall process of AGRONet Registration and activation



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1.0 INTRODUCTION/ SYSTEM OVERVIEW

Upon Management instruction to revised the registration and activation process for AGRONet.

2.0 PROBLEM STATEMENT

Currently for AGRONet registration it involves 7 steps and for activation customer requires to call Agrobank's Contact Centre at 1 300 88 2476.

3.0 OBJECTIVE

To revised the AGRONet registration and activation process. Customer will performed Online activation during the registration process. Target live by ~~31 March 2017~~.

01 Sept 2017.

Sparda 17/05/17

4.0 SCOPE OF WORK

To revised AGRONet registration and activation process.

5.0 PROCESS FLOW

5.1 A customer will proceed to performed AGRONet registration process as usual at our corporate website or type our URL at www.agronet.com.my.

5.2 The registration process will be simplified as some of the steps will be done during customer performed Login.

5.3 For activation process, customer will directly perform online activation during registration process.

6.0 REQUIREMENT DEFINITION

Item	Requirements
<p>AGRONet <i>(Applicable for AGRONet only)</i></p>	<p>Registration</p> <ol style="list-style-type: none"> 1. To simplified the registration process. 2. During registration, it will involves only 4 steps which are as below: <ul style="list-style-type: none"> - Step 1: <ul style="list-style-type: none"> ▪ Terms & conditions - Step 2: <ul style="list-style-type: none"> ▪ Card number ▪ Account number ▪ Pin number ▪ Cap tar

Item	Requirements
	<ul style="list-style-type: none"> ▪ Introducer [Staff ID & Branch code] <ul style="list-style-type: none"> ➤ Staff ID – alphanumeric with 10 characters ➤ Branch code – numeric with 10 characters ➤ Non-mandatory field ➤ Does not required validation from host - Step 3: <ul style="list-style-type: none"> ▪ Username ▪ Password ▪ Confirm password <p><i>Continue with online activation process</i></p> <ul style="list-style-type: none"> - Step 4: <ul style="list-style-type: none"> ▪ Will displayed customer mobile number that being retrieved from host. ▪ Customer require to select "Yes" or "No" ▪ If "Yes" customer will able to received TAC number upon valid mobile number and proceed to key in the TAC number. ▪ Activation process completed. ▪ Once login, customer require to performed steps below in order for them to proceed with Account viewing and transactions: <ul style="list-style-type: none"> - Select Security Questions - Image & phrase ▪ If "No" customer required to call contact centre to complete the activation process ▪ There will be KYC process and contact centre will enable a mobile number updates once customer login to AGRONet. ▪ Once mobile number being key in by customer, it will follows by: <ul style="list-style-type: none"> - Select Security Questions - Image & phrase
IBAM	RIB User Activity Log <ol style="list-style-type: none"> 1. To allow checking upon Successful/ Unsuccessful Online Activation.

7.0 ACCESS MATRIX & AUTHORIZATION

Not applicable.

8.0 INTERFACES

Refer **Appendix 1** for details illustrations.

Refer **Appendix 2** for detail process flow on AGRONet registration and online activation.

9.0 LIST OF TRANSACTION CODE

Not applicable.

10.0 FILE/DATA

Not applicable.

11.0 GENERAL LEDGER ACCOUNT

Not applicable.

12.0 INTEGRATION WITH OTHER CHANNELS

No.	Vendor	System
1.	Silverlake	Core banking system (host)

13.0 REPORTS**13.1 Host Report**

Not applicable.

13.2 Internet Banking Report**13.2.1 Retail Internet Banking**

To revise Internet Banking Registration Report Daily. Refer **Appendix 3** for sample report.

14.0 FORMS AND VAUCHAR

Not applicable.

15.0 FUTURE REQUIREMENTS

Not applicable.

(All screen designs, provided are samples and only illustration purpose for easy understanding. The screen designs are not final)

REGISTRATION PROCESS

AGRONet Security Tips:

- 1) Always verify your chosen links and phrases
- 2) The records page at top of dashboard and password administration will ensure that you are banking with the right institution
- 3) Always verify the URL of the website you are accessing
- 4) Never click on an email link to access AGRONet
- 5) AGRONet Banking Service:
 - 1) Do not use the link in an email, instant message, or chat to get to any web page if you suspect the message might be a phishing attempt or you don't know the sender or their brand.
 - 2) Log into the website directly by typing the Web address in your browser.

Other Features:

- No longer supports "Single and available" applets
- Hot your chosen image and phrase

PLEASE DO NOT PROVIDE CREDIT INFORMATION TO ANYONE AT 1-301-831-3100 (AGRO) UNLESS YOU ARE SURE OF THE SOURCE.

Welcome To AGRONet

Log In Here
 Thursday, 2 February 2011 11:55 AM
 Please enter your E-mail and Password to Access AGRONet
 For New Customers Please Click on "Register An Account" to begin.

Need Help?
 Register as Account Holder
 Forgot my Password
 Add/Edit Items

IMPORTANT SECURITY TIPS!
 Always ensure other users do not have access to your computer and never disclose your account information to anyone. Please contact AGRONet Contact Centre at 1-301-831-3100 immediately if you suspect a phishing attempt.

CAUTION
 Bank has reported phishing activity that has been reported to the authorities. Please be aware of phishing attempts to take any necessary action to protect your account information and contact your customer service representative at 1-301-831-3100.

BANKING HOURS
 9am - 5pm
 INTERNET BANKING HOURS
 24 hours a day, 7 days a week
 Every day of the year, 24 hours a day
 AGRONet CONTACT CENTRE
 1-301-831-3100

Home | Privacy Policy | Security Policy | Terms & Conditions | Contact Us | Site Map

Welcome To AGRONet

Registration

Terms & Conditions

TERMS AND CONDITIONS OF AGROBANK ON INTERNET BANKING

These Terms and Conditions govern your access and use of, and your rights and obligations when accessing and/or using the website and/or using the services provided thereon.

If you do not accept these Terms and Conditions, please immediately discontinue your access to the website and/or of our services. Your continued use and/or access after the website and/or services have been revised shall be deemed your acceptance of these Terms and Conditions.

1. General

- 1.1 The term "Agrobank" used herein refers to Bank Pertanian Malaysia Berhad (Company No. 811819-U).
- 1.2 All Agrobank products and services provided herein are subject to the terms and conditions of the applicable agreements governing their use. These Terms and Conditions shall be subject to the terms and conditions of the website and the terms and conditions of the applicable agreements and services.

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Welcome To AGRONet

Registration

Register Now

Please have your Agrobank Account Number, ATM Card Number and ATM PIN Number ready before you proceed with the registration.

Home(s)

Account Number: (8 characters)

ATM Card Number:

ATM PIN Number:

Type the code shown:


Introduce:

SWIFT:

Branch code:

Note: (1) All fields with asterisks (*) are required.

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Welcome To AGRONet

Registration

Register Username and Password


Note(s)
 Your Username may be alphanumeric or mixture of alphanumeric; format with a minimum of 6 to 16 characters. It cannot contain any special characters, except for underscore.
 Your Password must contain a mixture of numeric and alphabet format and cannot include those special character [< % * & +] with a range between 8 to 12 characters

Step 3/5

Username:

Password:

Confirm Password:



Welcome To AGRONet

Registration


Register Mobile Phone Number

Note(s)
 1. This mobile number will be used for receiving your Transaction Authorization Code (TAC) upon request. Please ensure you are the owner of the respective mobile number.
 2. TAC number will be sent to this mobile number once you click on the "Yes" button.

Step 4/5

Is this Mobile Number correct? 0193856423

- if "Yes"
- Notes:**
1. TAC number only will be generated upon valid mobile number.
 2. If mobile number is invalid, error message will be prompt – "Mobile number is invalid"




Welcome To AGRONet

Activation

Note(s)
 Please verify the receive of TAC Number and click on the "Next" button to complete PIN registration and activation process.

Do you have a TAC (red) text? TAC number:

Step 5/5



Welcome To AGRONet

Activation

Welcome to AGRONet

Note(s)
 Your registration and activation is SUCCESSFUL. Kindly proceed to login.

Step 6/5

If "No"

AGRO BANK
 Bank of South Africa
 600 Park Road, Rosebank, Johannesburg 2196

Welcome To AGRONet

Registration

Register Mobile Phone Number

1. This mobile number will be used for resending your Transaction Authentication Code (TAC) upon request. Make sure you are the owner of the resending mobile number.
 2. TAC number will be send to this mobile number once you click on the "Yes" button.

Is the Mobile Number correct? **0193555423**

Step 4/6

AGRO BANK
 Bank of South Africa
 600 Park Road, Rosebank, Johannesburg 2196

Welcome To AGRONet

Activation

Your registration is **SUCCESSFUL**. Kindly call our Contact Centre 1 300 88 2476 for further assistance on the Activation process.

Subs: Unsuccessful?

Once registration and online activation process completed, customer will be able to Login their AGRONet. For those customers that been performed online activation, they will be able to login directly and continue with the steps below.

LOGIN

After activation process is completed, the steps upon FTL are as below:

AGRO BANK
 Bank of South Africa
 600 Park Road, Rosebank, Johannesburg 2196

Welcome To AGRONet

Log in here
 Sunday, 2 September 2012 09:00 to

Username:

Please refer your instructions to access ADDITIONAL Internet Register an Account
 Forget my Username
 Forget my Password

Need Help?

For New Customers Please click on "Register as Account" to begin

CAUTION!
 Be cautious, they **SHOULD NOT** login via email links and DO NOT click on links or download programs from unknown sources!

SECURITY ALERT!!
 Don't be a victim of email or SMS fraud!

Banking Hours
 9:00am - 4:00pm
 Internet Banking Hours
 4:00am - 12:00am

Writing Journal

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AGRO BANK
 Bank of South Africa
 600 Park Road, Rosebank, Johannesburg 2196

Welcome To AGRONet


Enter Password

Username:

Password:



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Welcome To AGRONet

Registration

Register Security & Question

Back)

You are required to choose the security questions and fill in the security answers. The 'confirm answer' must be the same as 'security answer' you typed in.

Security Question 1: ▼

Answer 1:

Confirm Answer 1:

Security Question 2: ▼

Answer 2:


Confirm Answer 2:

Security Question 3: ▼

Answer 3:

Confirm Answer 3:

Back | Next



Welcome To AGRONet

Registration


Register Identify Image and Phrase


Back)


Please select your Identify Image


NOTE : Image phrase is contain of single or combination of numeric, alphabet or alphanumeric. Only space are allowed. Up to 60 characters.

Identify Phrase:










Click for more phrase

Back | Register



Welcome, Qwerty
You last login was on
Sep 1, 2015 5:50:17 PM

You have 1 message in your inbox

Welcome To AGRONet

Announcements

09/01/2015 Want to buy agriculture land?
We have lots from those up to 20 years with income up to
R40000.

09/01/2015 Back to school (back to school)
Finance for primary, secondary, tertiary as well as up-
based studies from processing to marketing to services.

09/01/2015 Are you a FIDA SETTLEE and needs
financing for your project or business expansion?
Our team financing product, Shada Finance in 1 Month
(subject to our usual risk assessment).

[Read more >>](#)

Promotions

06/01/2015 Agro Fund-1
The Agro Fund-1 is a 5-year term investment with a 2.25% p.a.
interest rate for the first 3 years.

06/01/2015 Agro Kashi
Agro Kashi is a 5-year term investment with a 2.25% p.a.
interest rate for the first 3 years.

24/08/2015 Financing for micro-enterprises
We have a financing product for micro-enterprises
subject to our usual risk assessment.

Accounts and Banking

- Home
- Accounts and Banking
- Fund Transfer
- Bill Payment
- Message Box
- Block ATM Card
- Zakat
- Profile Management

Tools

- Zakat Calculator
- Favourite 3rd Party Account Transfer
- Alerts
- Change Password
- Favourite Bill Payments
- View / Update Profile
- Trash Can

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Appendix 1

For those customers that call Contact Centre for further assistance due to the mobile number displayed during registration is not correct, they will performed the steps as below.

Contact Centre will allow a screen to updates customer's mobile number upon login. Once mobile number being updated, customer will directly proceed to do the first time login.


IBAM screen

Account Details

Updated By: Super Admin
Creation Date: 19/10/2016 05:01:33 PM
Updated Date: 19/04/2017 09:45:43 AM
Last Login Date: 03/05/2017 05:49:06 PM

Back
Enable Change Mobile No
Suspend

AGRONet Login page



Welcome To AGRONet

LOG IN HERE
Thursday, 14 Sep 2017 16:18:14

Username: doob81

Please enter your Username to access AGRONet Internet Banking Services.

For New Customers: Please click on "Register an Account" to begin.

Need Help?
Register an Account
Forgot my Username
Forgot my Password
Agribank Demo

CAUTION!

Bank have detected phishing website that has been spread via email to customers and ask to login AGRONet internet banking via suspicious link. Due to that customer is advised to take necessary precaution as below:
E140043524

SECURITY ALERT!


Be aware of phish calls, e-mails or text message asking for your personal information. Do not provide your personal information to an unknown person. Call 1-500-865-2476 or visit Agribank nearest branch for confirmation.
Find Out More

BANKING HOURS
9am - 4:30pm

INTERNET BANKING HOURS
Only 9am - 12am
Every 1st of the Month 9am - 12am

AGROBANK CONTACT CENTRE
1-500-865-2476

10



AGRO BANK
 Specialized Bank
 for Agricultural Sector

Welcome To AGRONet


Enter Password

Statement: Q4x123

Password: *****



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AGRO BANK
 Specialized Bank
 for Agricultural Sector

Welcome To AGRONet

Registration


Register Security & Question

(Step 1)

You are required to choose the security questions and fill in the security answers. The 'confirm answer' must be the same as 'security answer' you keyed in.

Security Question 1:	<input type="button" value="Please select"/>	<input type="text" value="ANSWER 1"/>	<input type="button" value="CONFIRM ANSWER 1"/>
Security Question 2:	<input type="button" value="Please select"/>	<input type="text" value="ANSWER 2"/>	<input type="button" value="CONFIRM ANSWER 2"/>
Security Question 3:	<input type="button" value="Please select"/>	<input type="text" value="ANSWER 3"/>	<input type="button" value="CONFIRM ANSWER 3"/>

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AGRO BANK
 Specialized Bank
 for Agricultural Sector


Welcome To AGRONet

Update Mobile Number


Old Mobile Number: 60156595423

New Mobile Number: 60156595423 (eg. 0112xxxxxx)

Confirm Mobile Number: 60156595423



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Registration

Register Identity Image and Phrase


Isot(b)

Please select your identity image


NOTE : Image phrase is contain of single or combination of numeric, alphabet or alphanumeric. Only space are allowed. Up to 60 characters.




Manggo




Pomelo




Lemon




Apple




Banana



Custard Apple




Mango



Lemon

Image Phrase:

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Welcome To AGRONet

Announcements

07/07/2012 Want to buy agriculture bank? You can find them up to 29 344 with amount up to RM 500K.

07/07/2012 How to get out of business? Proceeding for process operations address as well in support and offers are probably in making to bank.

07/07/2012 Are you a FELDA SETTLER card holder financing for your project or business expansion? Our new financing product, Most Business 1 Malaysia, is highly suitable for business needs.

[Read more >>](#)

Promotions

06/07/2012 Agro Bank-1 has a special promotion with a subpage 275% p.a. during the period of 1st July to 31st July.

06/07/2012 Agro Bank-1 has a special promotion with a subpage 275% p.a. during the period of 1st July to 31st July.

24/06/2012 Financing for micro entrepreneur? You can find them up to 29 344 with amount up to RM 500K.

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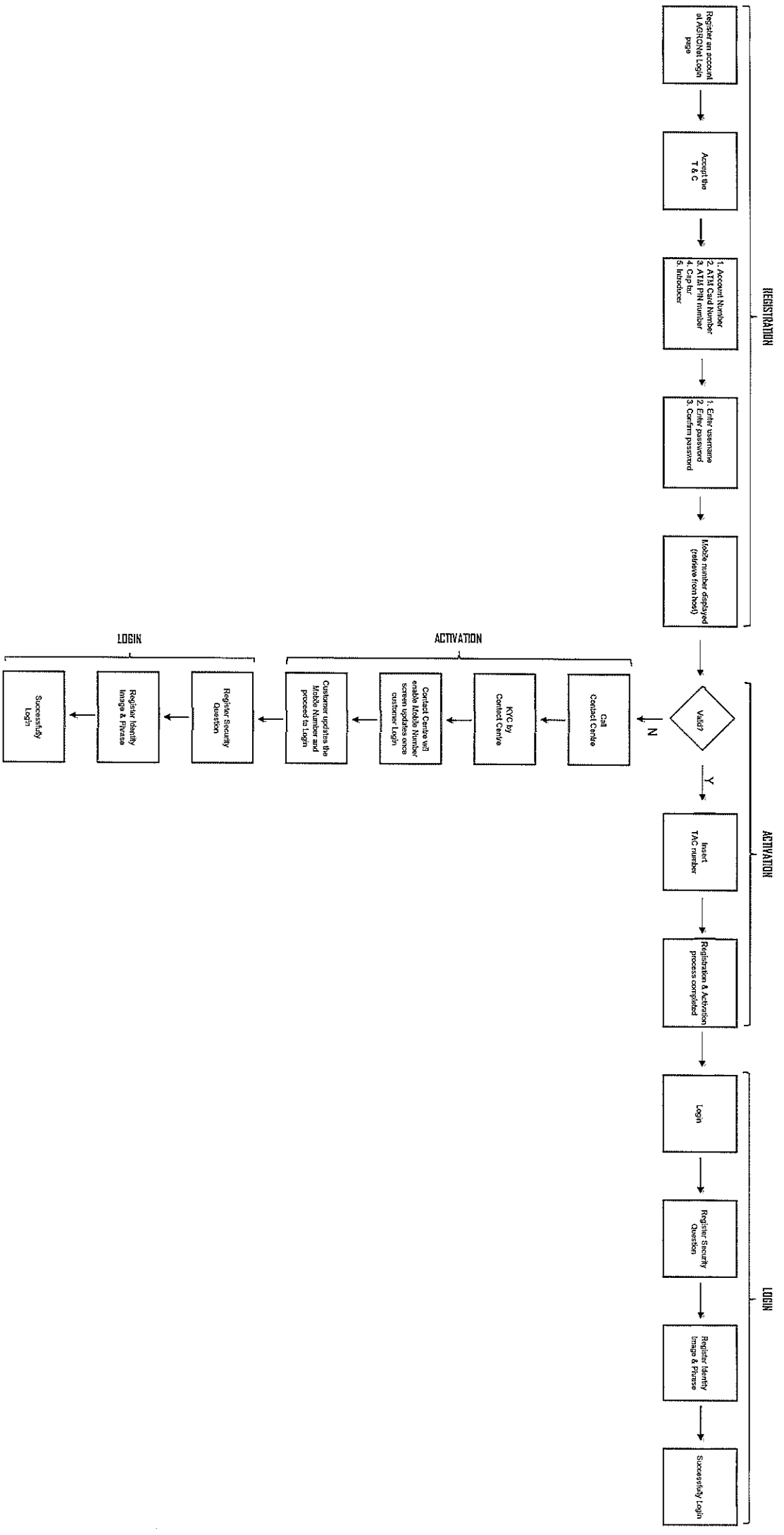
IBAM > RIB > RIB USER ACTIVITY LOG > Activation

Activity ID	User Name	Activity Date	Activity Type	Channel
201703300009032405	bolivabok	30/03/2017 05:02:47 PM	Login	Mobile
201703300009032404	bolivabok	30/03/2017 05:02:46 PM	Activation	Computer
201703300009032403	MARINA	30/03/2017 05:02:34 PM	Activation	Mobile
201703300009032401	FDOL1676	30/03/2017 05:02:31 PM	Activation	Mobile
201703300009032399	shahjale	30/03/2017 05:02:29 PM	Login	Computer
201703300009032398	adwinh33	30/03/2017 05:02:10 PM	DR Request	Computer
201703300009032396	shahjale181	30/03/2017 05:02:03 PM	Login	Computer
201703300009032395	shahjale181	30/03/2017 05:01:57 PM	Login	Mobile
201703300009032394	shahjale181	30/03/2017 05:01:48 PM	Login	Mobile
201703300009032393	shahjale181	30/03/2017 05:01:45 PM	Login	Mobile

Download report

Details

AGRONET REGISTRATION & ACTIVATION PROCESS



IBAM > RIB REPORT > Internet Banking Registration Report Daily



Retail Internet Banking
Internet Banking Registration
Daily

Reporting Date : 01/02/2017
Report Generated Date : 02/02/2017
Report Generated Time : 00.32.33

Total Records : 60

Creation Date	CI/ Number	User ID	Username	Customer Name	Staff ID	Branch Code	Branch Name	Introducer
01/02/2017 21:58:35	280070953	76294	kuzad25	SARILAH BINTI ADOK	A0409	7021	Agrobank Kuala Lumpur	
01/02/2017 21:46:27	200151390	76293	num3380	KHARUL ANUAR BIN HASIRAM@HASHIM	A4723	271	Agrobank Ipoh	