**Hands on Exercise on Customer Information File (CIF)**

**Name of the participant –**

**Date –**

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**Create Retail CIF:**

1. Login to UBS
2. Change solution to CRM
3. Select access type – Select Admin and Submit
4. Go to CIF Retail 🡪 Create Retail CIF(CERC)
5. Click on Go
6. CIF ID: 123
7. Salutation: Select MR./MS. from dropdown list
8. First Name: Enter your first name
9. Last Name: Enter your last name
10. Gender: select from drop down list
11. Date of birth: 01-01-1980
12. Identification Document Summary List
    1. Click on Add
    2. Document Type: select IDPRF from list of values using searcher
    3. Document Code: select PSSPT from list of values using searcher
    4. Document No: Z123456
    5. Preferred: Y
    6. Scroll down, click on Save and Preview
13. Address Summary List
    1. Click on Add
    2. Address line 1: Enter valid address
    3. Postal Code: select 14200 from searcher
    4. City, State and Country codes will be defaulted
    5. Address valid from: 07-07-2010
    6. Click on Save and Preview
14. Phone and Email Summary List
    1. Click on Add
    2. Channel: Phone
    3. Type: Cellphone
    4. Phone No: Enter a valid phone number
    5. Click on Save and Preview
15. Click on Continue
16. Under Tax Certification Details
    1. Tax Certification Code: 9-Tax ID Provided
    2. Tax Certificate Expiry Date: 31-12-2099
    3. Tax ID: 123456789
17. Click on Continue
18. Click Currency Details
    1. Click on Add
    2. CCY: Select INR from the list of values using searcher
    3. Click on Save and Preview
19. Click on Submit
20. Note down the CIF ID\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
21. Enable the CIF ID in Finacle Core
22. Change the Finacle Solution to Core
23. Invoke menu ACCF in the menu shortcut field
24. Uncheck the box for Remittances under EEFC Split Credit Applicable For.
25. Click on Submit
26. Modify the Address of the customer
27. Go the CRM Solution
28. Click on Enrich Retail CIF under CIF Retail (ERC)
29. CIF ID: Enter the CIF ID
30. Click on Go
31. Click on the General Details Tab
32. Click on the ADD button under Address Summary List
33. Enter the Address Details (Please follow the instructions provided in the previous steps 🡪 Step No 13)
34. Enter the Address Valid From date as the BOD Date
35. Click on Save and Validate
36. Click on View Summary
37. Click on Submit
38. Inquire on the CIF ID that you have created
39. Go to the CRM Solution
40. Click on the Inquire on Retail CIF under CIF Retail (IERC)
41. CIF ID: Enter the CIF ID you created and Click on Go
42. Click on General Details
43. Notice that the previous address details have been Expired and the Address Valid Till date is changed and the new address has become valid.