02 December 2022

Evening

**SERVICE TEAM PLAYBOOK( SIMPLE STANDING INSTRUCTION SUSPENSION, DELETION AND INQUIRIES )**

**What is the purpose of these hands-on exercises?**

* To enable the end users to put into practice the recently acquired Finacle knowledge in readiness for the final switch over from BFUB, Branch Power and Bank Master to Finacle.
* To increase the proficiency level of Finacle by all end users.
* To ensure that the end user is able to execute all possible permutations of transactions or online processes on Finacle as currently performed on BFUB/Branch Power/Bank Master Day to day.

**How will I access Finacle?**

* URL: <https://drcbssit.co-opbank.co.ke:51500/fininfra/ui/SSOLogin.jsp>
* Select Core\_CBKSIT solution

**What is expected of me?**

* Ensure all exercises are completed.
* Raise any challenges with the CBI team immediately they are encountered for support.
* Be committed to complete these exercises on time and share feedback.

**What happens when I complete the exercises?**

* Fill back the returns through the team leader after completion of the exercises
* Repeat the exercises as much as possible.
* Help your colleagues in the branch/department who may be stuck.

# Exercise Objectives

1. Suspend simple standing instruction (SSSI)
2. Delete simple standing instruction (DSSI)
3. Simple SI inquiries
4. Complex SI inquiries

# Suspend simple standing instructions

1. Invoke menu SSSI
2. Enter the A/c ID, Serial no or the CIF ID for SSI which you wish suspend
3. Enter suspension date range
4. Click on continue
5. Click on submit
6. Verifier to approve using menu VSSI

# Delete simple standing instruction

1. Invoke menu DSSI
2. Enter the A/c ID, Serial no or the CIF ID for SSI to be deleted
3. Click on search
4. Then continue and click submit for approval.
5. The approver to use VSSI approve the SSI

# Simple SI inquiries

1. Invoke menu **ISSIN**

* Enter instruction serial number or account number or CIF id
* Select serial number for standing instruction to inquire
* View details of SI e.g. CIF, next execution date, suspension date (if any), fee details, debit account, credit account and amount.

1. Invoke menu **ISIC**

* Enter CIF id
* Enter the field Due in the next ‘n’ days (if checking SI due in the next specific period e.g., 30 days)
* Select criteria as ALL or Unsuspended

ALL- means both suspended and unsuspended

* Select account number standing order is running on (it will show number of instructions on that account)
* View SI details e.g. serial number, amount if its active or suspended and type of SI whether simple or complex.

1. Invoke menu **ISGI**

* Select set ID
* Submit to view running SI in a particular SOL
* Select account ID or CIF id
* view all SI in particular account or CIF
* Select execution date range
* Filter with execution time
* Filter whether suspended or not