02 December 2022

Morning

**SERVICE TEAM PLAYBOOK( SIMPLE STANDING INSTRUCTION ESTABLISHMENT)**

**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. Establish a simple standing instruction(ASSI)
2. Modify simple standing instruction (MSSI)
3. Cancel simple standing instruction(CSSI)
4. Verify a simple standing instruction(VSSI)

# Establish Simple Standing Instruction

1. Invoke menu **ASSI** to establish simple standing
2. Select standing instruction type as >>customer induced
3. Enter CIF id
4. Select standing Order priority
5. Select standing order frequency E.g. daily, monthly etc.
6. Choose calendar as Gregorian
7. Select how SI will be executed on holidays
8. Select execution time E.g. Every time, Any time, before change of date, etc.
9. Select the period standing order should be executed
10. Select suspension date (if the customer wishes to suspend SI temporarily)
11. On delete transaction if not posted, Select Yes.
12. On carry forward SI id not posted select 3 times
13. Enter debit account to recover fees
14. Set the system to collect charges for Modification and suspension
15. Set acceptance event charge as NEW\_SPEC\_SI\_SETUP and Modification event charge as UPDATE\_SPEC\_SI
16. Click continue to add instruction summary
17. Add account number to debit

* Set currency to KES
* Enter account number
* Select amount type as fixed
* Enter amount that SI will be deducting on monthly basis e.g. kes 500
* Cumulative amount is the ceiling total amount that SI will Deduct
* Select collect fees as No

1. Click Save And Add New
2. Add account to Credit.

* Set currency as KES
* Enter account number
* Select amount type as fixed
* Enter amount that SI will be deducting on monthly basis e.g. kes 500
* Cumulative amount is the ceiling total amount that SI will accrue(optional)
* Select collect fees as Yes
* (Ensure Debit & Credit are balancing )

1. Click on save and preview summary of Dr and Cr account and amount)
2. Click on submit for verification.
3. Note down the SI number\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Modify simple standing instructions

1. Invoke menu **MSSI** to modify simple standing
2. Search by serial no. of one of the standing instructions created
3. View the details of the SSI
4. Click on continue
5. on instruction details> instruction summary edit on the debit and credit amount
6. submit for verification.

# Cancel simple standing instructions

This function will cancel standing order before verification and the process do not require verification.

1. Invoke menu **CSSI** to cancel simple standing
2. Search by serial no., account number or CIF id
3. View the details of the SSI
4. Click on continue
5. on instruction details> instruction summary edit on the debit and credit amount
6. submit to delete record from the system.

# Verify simple standing instruction

Verification Must be done by a supervisor

1. Invoke menu VSSI
2. Enter SI serial number or search from the searcher then click on Go
3. Click on continue after confirming all the fields
4. Click on submit