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AM.

SUSPEND RETAIL CIF

1.Suspend Retail CIF.

* Invoke menu SURC
* Input the CIF ID
* Click on search to display CIF details
* Click on select dropdown and select change status
* Click on Go button
* Click on ADD button
* Click on searcher to select the reason code description
* Select valid from and valid till dates
* Indicate suspension remarks.
* Click on save and submit the process for verification.

N/B \*Menu SURC-is used to Suspend and Unsuspend Retail CIF

\* Menu SUCC-Is used to Suspend and Unsuspend Corporate CIF.

The two processes are similar.

\*RCCAT menu is used to verify the suspension/Unsuspension process, Note:- any process that involves CIF is verified on menu RCCAT. See below .

2.Verification of CIF Suspension.

* Invoke the menu – **RCCAT** in the menu shortcut bar
* CIF Type – Retail
* CIF ID – Enter the Suspended CIF ID
* Operation – Approve
* Entity Type – Customer
* Click on Search
* You can see the CIF details which needs to be approved
* Click on Approve hyper link under Action
* Select Access Type as Admin
* You will be redirected to CRM Solution
* Click on VIEW CIF DETAILS
* View each section and Click on BACK TO SUMMARY
* Click on Cancel
* Click on VIEW AUDIT TRAIL
* Close the Window
* Select the Decision from dropdown as Approve
* Enter any Remarks
* Click on Submit
* You will get a message< The approval form is submitted successfully. CIF ID: xxxxxxxxxxx> .
* CIF ID is Suspended successfully.

UNSUSPEND RETAIL CIF

* Invoke menu SURC
* Input the CIF ID
* Click on search to display CIF details,
* Click on select dropdown and select change status
* Click on Go button
* Click on ADD button
* Click on searcher to select the Unsuspend reason code
* Indicate remarks.
* Click on save and submit the process for verification.

\*Use menu RCCAT to verify unsuspension process as explained on above process.

INQUIRE ON SUSPENDED CIF

1.Invoke menu SURC

* Input the CIF ID
* Click on search to display CIF details,
* Click on select dropdown and select view reason code
* Click on Go button.
* System will display reason code, reason description and valid from date.

2.SARE-Search and Authenticate Retail Entity.

* Invoke menu SARE
* Select entity type as entity
* Select CIF subtype as customer
* Input CIF ID and click on search button.
* The system displays search results of the CIF ID.
* The CIF status is clearly displayed.

\*N/B -SACE-Search And Authenticate Corporate Entity -is a menu used to inquire on a corporate CIF.