13.12.2022

AM

SEARCH AND AUTHENTICATE RETAIL ENTITY-SARE

To view 360 degrees for retail Entity.

* Invoke menu SARE
* Select the entity type as entity from dropdown
* Select the CIF subtype as customer from the dropdown
* Input CIF ID and click on search
* Search results list will be displayed with CIF details
* From the results table click on CIF ID to view more details of the CIF ID
* Then cancel to return to search results list.
* Select the CIF ID and click on authenticate to confirm the CIF ID details
* Tick correct if information is ok and incorrect if information provided is not right.
* Click on submit to authenticate the information.
* Click on back and select the review mode to have a single view of a customer.
* All the accounts under the CIF ID are displayed
* Click on each account to view more details about the account.
* Click on back to return to the single view screen
* Click on view CIF details to view all CIF details
* Click on back to return to single view screen
* Click on fetch locker details to view all the lockers under the CIF.
* Click on back to return to single view screen.
* Click on fetch card details to view all the cards and their details.
* Click on status and select closed to view all closed accounts under the CIF ID.
* Click on product category to filter the products per category.

SEARCH RETAIL DUPLICATE RECORDS- SRDR

To view Retail customers with similar/duplicate records provided to the bank, for customers who share customer names, identification documents, date of birth, postal code, or primary Sol ID.

Example:1

* Invoke menu SRDR
* Select the date of birth from the calendar
* Click on search
* All the CIF IDs sharing the same date of birth will be displayed.
* Click on CIF ID to view more details of CIF

Example:2

* Invoke menu SRDR
* Input the customer first and the last name
* Click on search
* All the CIF IDs sharing the same first and last name will be displayed
* Click on CIF ID to view more details of CIF

N/B- user can Click on mark to compare two or more CIF IDs but not more than four CIF IDs at ago. Click on compare for CIF ID comparisons.