* ***22 DEC 2022 MORNING SESSION***
* **CREATE RETAIL CIF USING SERVICE ID/ALIEN ID**
* Login to Finacle and select the Solution as “CRM”
* In the ‘Select Access Type’ window, select the option ‘Admin’ for login

**Select the CIF Retail option from the functions pane**:

* Select the option Create Retail CIF [CERC]
* CIF Subtype - Customer
* Click on Go
* Enter the First name
* Enter the Last name
* For a Service id Identification Document Code: <Select SID from the searcher>

\*For Alien id Identification Document Code :<select ALID from the searcher>

* Enter the Identification Document No
* Click on PERFORM DEDUP
* Click on PERFORM NEGATIVE LIST
* Click on PERFORM BLACKLIST
* Click on IPRS -No details are populated but user is able to proceed.
* Click on Continue and basic details will be auto populated
* Select appropriate Salutation from Dropdown
* Select appropriate Gender from Dropdown
* **Identification Document Summary** **List**
  + Click on the + button.
  + Document type: <Select the document type from the searcher – IDPRF>
* Document Code: <Select the document code from the searcher –SID or ALID>
* Preferred: <Select Y from the dropdown>
* Place of Issue: <Enter the Place of Issue>
* Enter the Issue Date
* Click on Save and Preview
* **Address Summary List**

\***Physical Address** type for **Kenyan** (Using service id) select preferred Address Type as Residence/or permanent address

\*For **Non-Residence** (Using Alien Id) select NRERelative

* Click on the + button.
* Select the checkbox for Address Proof received
* Address Format: Structured
* Enter the House No/Building No
* Enter the Street No
* Enter the Street Name
* City: <Select a city from the searcher- Nairobi-003>
* (State and Country will be auto populated based on City)
* Postal code : <Enter the relevant postal code/ Pin code >
* Address valid from: <Enter the date from which this address is valid and applicable- 01-02-2020>
* Click on Save and Preview
* **Phone and Email Summary List**
* Click on the + button.
* **Adding Phone details**
* Channel- Select the ‘Phone’ radio button
* Type: <Select the type of phone- Mobile Phone 1>
* Phone no.: <Enter the phone number>
* Click on Save and Add New
* **For adding Email details**
* Channel- Select the ‘Email’ radio button
* Type: <Select the type of Communication/Personal>
* Email ID:  <Enter an email ID>
* Click on Save and Preview
* Click on Continue
* **Other Details**

**Personal Details:**

* Marital Status: <Select appropriate status from dropdown>

**Click on the Employment Details**

* Employment Status: <Select the employment status from the dropdown>
* Occupation: <Select the Occupation from the dropdown>

**Click on the Residential Details**

* Country of Citizenship: <Select from the searcher> -For Kenyan

\*For Non-resident (using Alien Id) Non-Resident Indicator select Y and capture the Turned Non-Resident On date, The Country of Residence and Citizenship

**Click on the Miscellaneous Details**

* Primary SOL ID: <Enter the SOL ID – 1002>
* Segment: <Select the required segment from the searcher – GOLD>
* ARO Code: <Select the ARO Code from the searcher>

**Click on the Currency Details**

KES currency will be available as default currency**.** Click on the + button if you wish to add more currencies.

**Click on KRA PIN button**

Validation with KRA Details will be performed

Click on Save

CIF ID created and saved successfully