# **FINACLE INQUIRIES**

* Inquire on customer summary -ICSY
* Inquire on account transactions - IFT
* Inquire on account ledger - IAL
* Inquire on account balance -IAB

**Inquire on Customer CIF ID**

### **Steps**

1. invoke **Inquire on customer summary** - **ICSY Menu**
2. Enter customer number (CIF ID) by adding 10 on any existing customer number or if you have no CIF click on the on-searcher Icon

3.Click on additional search Criteria

4.Indicate Customer Name or any identification document

5.Click On identification document type through the searcher

6. Select the identification document number and enter the identification number

7.Search-The CIF ID Customer name, nick name and national ID Card number will be displayed as below.

8.Select the Record displayed.

9.Proceed to inquire on customer summary.

10. Click on GO.

## **Inquiry on account details and Transaction details - IFT**

### **Steps.**

1. Invoke Menu IFT

2. Enter account ID and transaction date range

3.Click on search

4.To narrow down the search criteria, select the transaction ID.

## **Inquiry of account balance - IAB**

### **Steps**

1.Invoke IAB

2.Populate the account ID

3.Click on search

4.Click on components of account balance

5.The Account balance details will be displayed

## **Inquiry of account Ledger - IAL**

### **Steps**

1.Invoke IAL Menu

2.Populate the account ID and transaction date range

3.Click on search

4.Click on the date to get the Contra and details of the transaction.

5.Details of the first transaction on table are displayed