

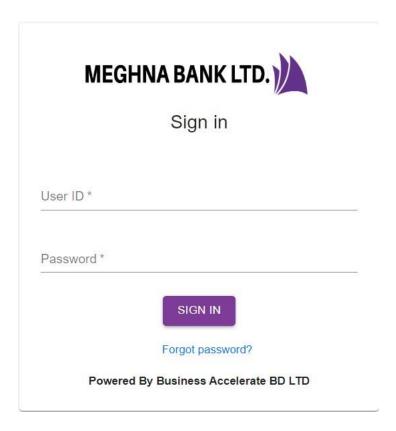
Customer 360 User Manual bobl



System Login

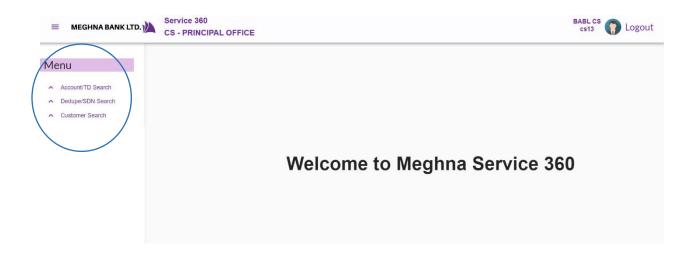
To initiate the Customer 360 Module within the Meghna Service 360 Projects, CSO and CS Users must initially obtain a login ID from the Admin user. After acquiring the login credentials, users should follow these steps:

- Access the Meghna Service 360 URL to begin the process.
- Enter their User ID and Password into the designated fields.
- Click on the "Sign In" button to log into the system.





Once logged in, the following screen will be displayed, featuring three menu options for the user.

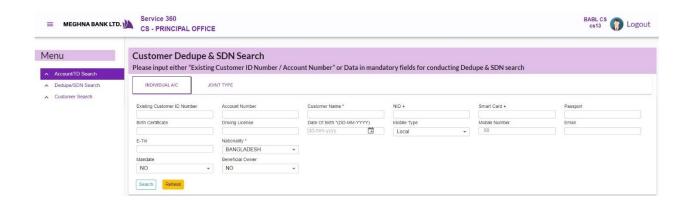


There were two categories of search options available to 360-degree users: one for performing Deduplication Searches another one for conducting Customer Searches.

Account/TD Search:

From the menu Account/TD search,

For Individual A/C and Joint type, users are required to provide certain mandatory information, including Customer ID or Account Number, as well as additional details such as NID/Smart Card/Passport/Birth Certificate/Driving License, Date of Birth (DOB), and Mobile Number.



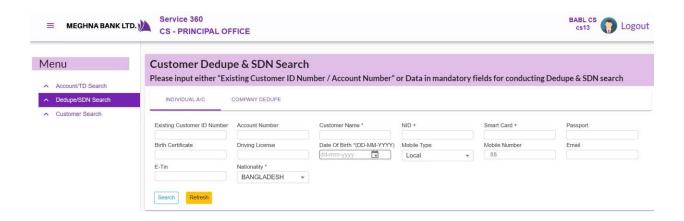


Customer De-Duplication Management with Sanction Screening Search

For De-duplication searches,

In terms of Individual A/C, users are required to provide certain mandatory information, including Customer ID or Account Number, as well as additional details such as NID/Smart Card/Passport/Birth Certificate/Driving License, Date of Birth (DOB), and Mobile Number.

In terms of Company dedupe, users are required to provide certain mandatory information Group ID/ or Account Number, as well as additional details such as Trade License/Company E-TIN, Registration Number/ Certification of Incorporation/ VAT registration Number / Certification of Commencement and Mobile Number.



The De-Dup Check Search Logic is as follows:

Criteria	Accuracy / Safety
NID/Smart Card	High
TIN / E-TIN	High
Passport	High
Birth Certificate	High
Driving License	High
Name + DOB	Medium
Name + Email	Medium
Name + Mobile	Medium



Search Result:

Upon conducting a search using the Customer ID number, users will be able to view the following information displayed on the screen

Related customer ID:

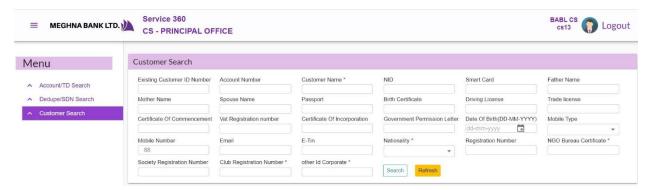
If customer exist with another customer ID like, company owner, beneficiary etc. so those ID will be shown as related customer ID.

SDN Verification:



Customer Search:

By utilizing the Customer Search Menu, users can access customer information by entering details such as customer name, account number, or other relevant information.

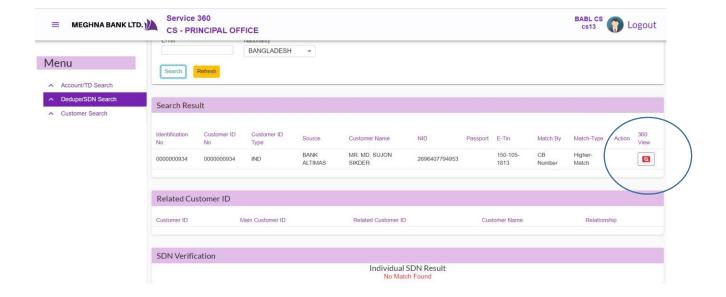




Customer 360 Degree View

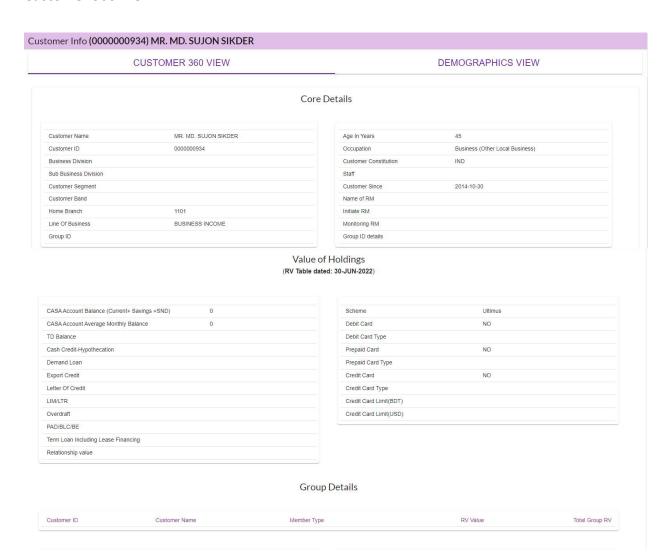
Users have the ability to conveniently access comprehensive customer data through the Customer 360 Degree module, with read-only access privileges. This module encompasses two distinct functionalities, each operating similarly to the Customer Search:

- Customer 360 Degree View
- Demographic View of Customer 360





Customer 360 View:





Demographic View of Customer 360



In the Demographic view, users will encounter five tabs, granting them access to various customer-related details, including customer signatures, account statements, card details, and more.

