



Madhya Pradesh Gramin Bank

(A Joint Venture of Govt of India, MP Govt. & Bank of India)

SOP FOR STCON

1. INVOKE THE MENU STCON , SELECT OPTION

N-NEW REQUEST – WHEN NEW REQUEST FOR INTERNET BANKING IS TO BE ADDED

A-ACK/UNBLOCK/REG – REQUEST FOR REGENERATION OF PASSWORD /UNBLOCK
/ACKNOWLEDGE

User: VS1699 | Calendar: Gregorian | Time Zone: IST | Solution: CoreServer | Menu | Show Memo Pad | Background Menu | CCY Converter

30 August, 2024 | User VS1699 | 04580 | Menu Shortcut: Go

Finacle® Universal Banking Solution from Infosys

Customer Request:Internet/Mobile Banking

Help ?

Option *

Select
N - New Request
A - Ack/Unblock/Reg
M - Mobile Banking
F - StartToken 2FA Reset

Go | Clear

2. FOR N-NEW REQUEST , FUNCITON CODE A-ADD

User: PA2154 | Calendar: Gregorian | Time Zone: IST | Solution: CoreServer | Menu | Show Memo Pad | Background Menu | CCY Converter

19 September, 2024 | User PA2154 | 04540 | Menu Shortcut: Go

Finacle® Universal Banking Solution from Infosys

Customer Request:Internet/Mobile Banking

Help ?

Option *

Function Code *

Select
N - New Request
A - Add
I - Inquire
M - Modify

Customer Type *

Customer Id *

Go | Clear

Type here to search

Windows Start button | Taskbar icons (File Explorer, Edge, Mail, etc.) | System tray (Network, Battery, Volume, etc.)

ENG 11:06
IN 19-09-2024

3. Select valid customer type as Retail

The screenshot shows the Finacle Customer Request: Internet/Mobile Banking page. The 'Customer Type' dropdown menu is open, displaying three options: 'Select', 'R - Retail', and 'C - Corporate'. The 'R - Retail' option is highlighted. Other fields visible include 'Option' (N - New Request), 'Function Code' (A - Add), and 'Customer Id'.

4. Enter valid customer id

The screenshot shows the same Finacle Customer Request: Internet/Mobile Banking page. The 'Customer Id' field now contains the value '003092170'. The other fields remain the same as in the previous step.

5. Click on go button.

The screenshot shows the final step of the process. A blue arrow points to the 'Go' button at the bottom left of the form. The other fields ('Option', 'Function Code', 'Customer Type') are identical to the previous screenshots.

6. Select facility type request V-VIEW ONLY.

The screenshot shows the 'Customer Request:Internet/Mobile Banking' form. In the 'Facility Type Request' dropdown, 'V-VIEW ONLY' is selected. Other options visible include 'T-THIRD PARTY FUND TRANSFER & BILL PAYMENTS'. The form includes sections for Cust Const, Cust Occupation, Marital Status, NRE Flag, Cust Details, and various personal and address details. The status bar at the top right shows '30 August, 2024 | User VS1699 | 01740 | Menu Shortcut: Go'.

7. Enter user id choice 1

The screenshot shows the same 'Customer Request:Internet/Mobile Banking' form. The 'User Id choice1' field has been populated with the value '1'. The rest of the form fields are identical to the previous screenshot. The status bar at the top right shows '30 August, 2024 | User VS1699 | 01740 | Menu Shortcut: Go'.

8. Click on submit button.

The screenshot shows the 'Customer Request:Internet/Mobile Banking' form after submission. A message box displays 'Record Saved Successfully For Internet Banking and also for Mobile Banking. Please take note of the Request Serial Number for Future Reference - 33445 : 01740'. There is an 'Ok' button at the bottom left of the message box. The status bar at the top right shows '30 August, 2024 | User VS1699 | 01740 | Menu Shortcut: Go'.

Function code-A-Ack/Unblock/Reg

1. Select function code A-Ack/Unblock/Reg

The screenshot shows the 'Customer Request:Internet/Mobile Banking' form. The 'Option' dropdown is set to 'A-Ack/Unblock/Reg'. The other dropdowns for 'User Type' and 'Request Type' are set to 'Select'. The 'Password Type' dropdown is also set to 'Select'. The status bar at the top right shows '30 August, 2024 | User VS1699 | 01740 | Menu Shortcut: Go'.

2. Select user type R-Retail

The screenshot shows the Finacle Customer Request: Internet/Mobile Banking interface. At the top, there are dropdown menus for 'Option' (set to 'A - Ack/Unblock/Reg'), 'User Type' (set to 'R - Retail'), and 'Request Type' (set to 'Select'). A 'Password Type' dropdown is also present. The status bar at the bottom indicates '30 August, 2024 | User VS1699 | 01740 | Menu Shortcut: Go'. There is a 'Help' link in the top right corner.

3. Select Request type.

The screenshot shows the same Finacle interface as the previous step, but the 'Request Type' dropdown has been changed to 'Select'. The other fields ('Option' and 'User Type') remain the same as in the previous step. The status bar and help link are also visible.

4. Select password type.

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Customer Request:Internet/Mobile Banking

Option *: A - Ack/Unblock/Reg
User Type *: R - Retail
Request Type *: U - Ack/Unblock

Password Type *: Select
L - Login
T - Txn
B - Both are allowed

Go | Clear | Help

5. Enter customer id.

User: VS1699 | Calendar: Gregorian | Time Zone: IST | Solution: CoreServer | Menu | Show Memo Pad | Background Menu | CCY Converter | 30 August, 2024 | User VS1699 | 01740 | Menu Shortcut: Go

Customer Request:Internet/Mobile Banking

optionCode: A-Ack/Unblock/Reg

Cust Details

User Type *: R - Retail
Password Type *: L - Login
User Id *: 004741582

Request Type *: Customer Id *: Name(Individual) *

Submit | Cancel | Help

6. Enter user id same as customer id.

User: VS1699 | Calendar: Gregorian | Time Zone: IST | Solution: CoreServer | Menu | Show Memo Pad | Background Menu | CCY Converter | 30 August, 2024 | User VS1699 | 01740 | Menu Shortcut: Go

Customer Request:Internet/Mobile Banking

optionCode: A-Ack/Unblock/Reg

Cust Details

User Type *: R - Retail
Password Type *: L - Login
User Id *: 004741582

Request Type *: Customer Id *: Name(Individual) *

Submit | Cancel | Help

7. Enter name of customer.

The screenshot shows the Finacle Customer Request:Internet/Mobile Banking interface. The 'Cust Details' section is highlighted. It contains fields for User Type (R - Retail), Password Type (L - Login), User Id (004741582), Request Type (U - Add/Unblock), Customer Id (004741582), and Name(Individual) (RAM NARAYAN). There are also 'Submit' and 'Cancel' buttons at the bottom.

8. Click on submit button.

The screenshot shows the Finacle Customer Request:Internet/Mobile Banking interface. A message box displays "Record Added successfully". An "Ok" button is visible below the message.

Now user has to verify the record.