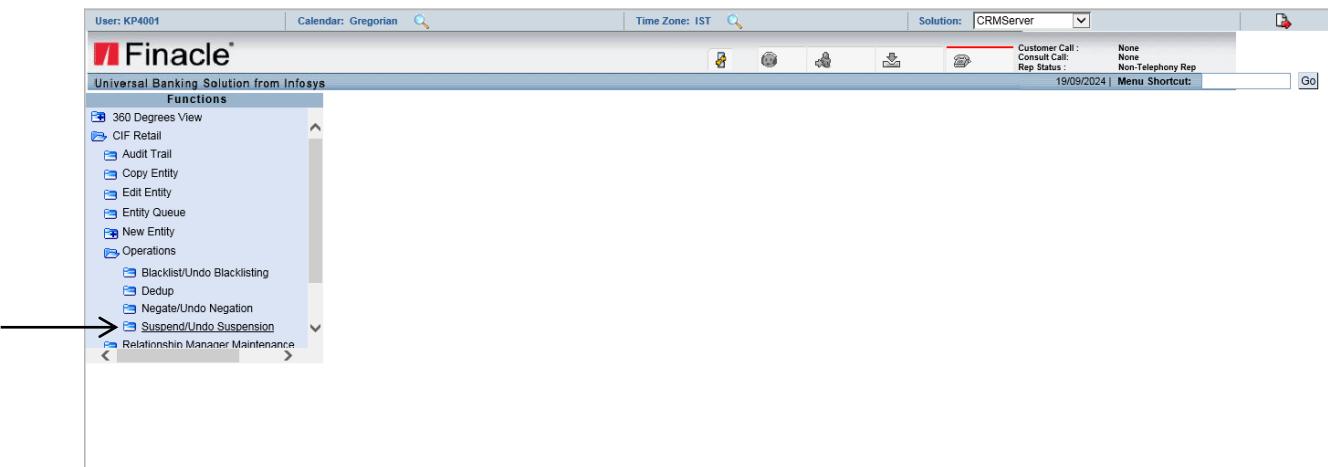


## MARK CIF ID AS SUSPENDED

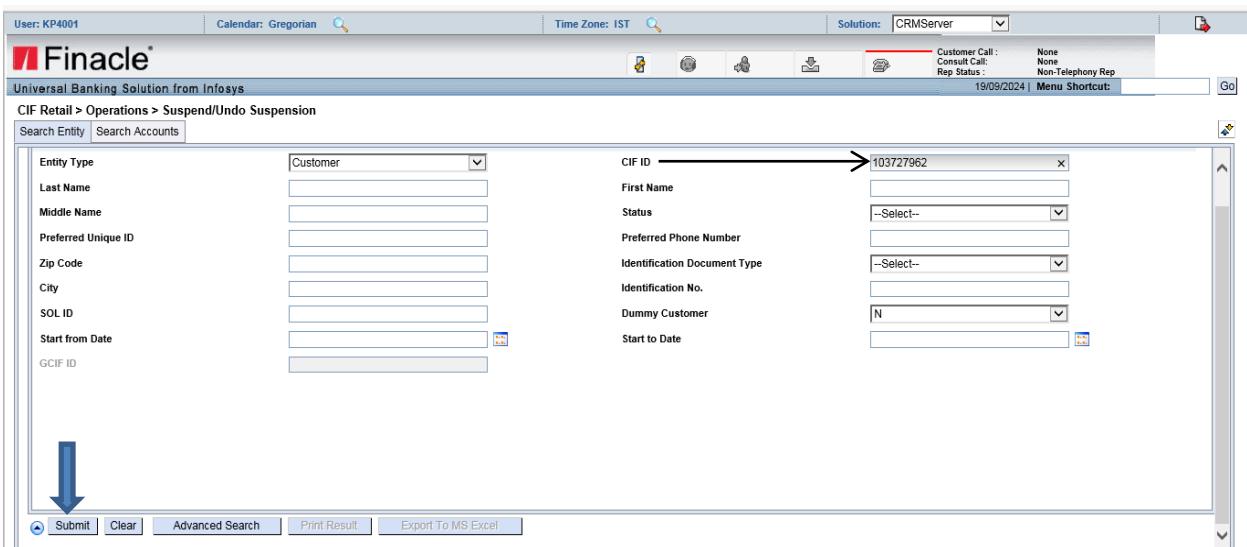
### 1- RETAIL /CORPORATE -> OPERATIONS -> SUSPEND / UNDO SUSPEND



The screenshot shows the Finacle CRM interface. The top navigation bar includes 'User: KP4001', 'Calendar: Gregorian', 'Time Zone: IST', 'Solution: CRMServer', and status indicators for 'Customer Call: None', 'Consult Call: None', 'Rep Status: Non-Telephony Rep'. The main menu on the left is titled 'Functions' and lists various options like '360 Degrees View', 'CIF Retail', 'Audit Trail', etc. An arrow points to the 'Suspend/Undo Suspension' option under the 'Operations' section.

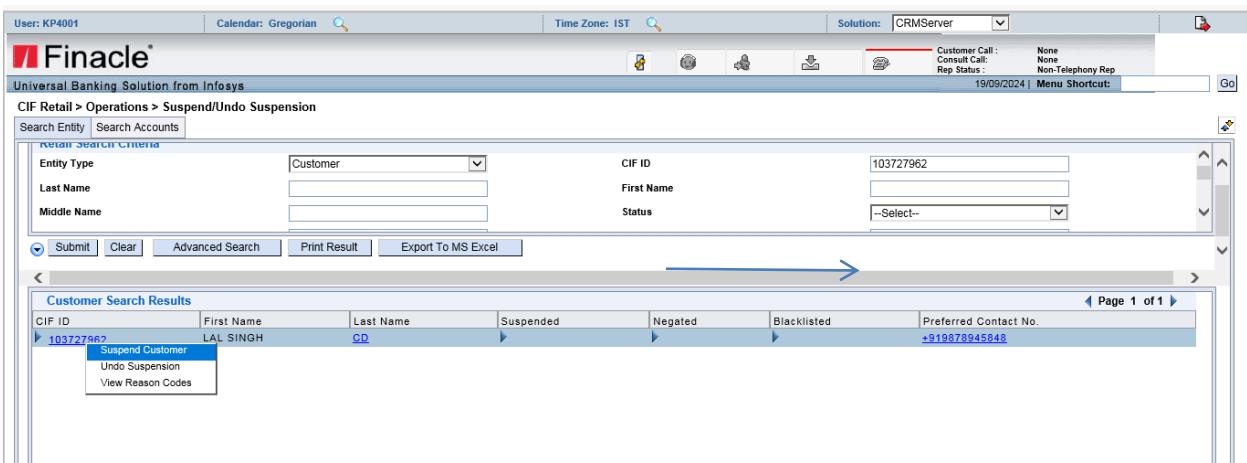
### 2- ENTER CIF ID

- CLICK ON SUBMIT



This screenshot shows the 'CIF Retail > Operations > Suspend/Undo Suspension' screen. It has tabs for 'Search Entity' and 'Search Accounts'. The form fields include 'Entity Type' (Customer), 'Last Name', 'Middle Name', 'Preferred Unique ID', 'Zip Code', 'City', 'SOL ID', 'Start from Date', 'GCIF ID', 'CIF ID' (set to 103727962), 'First Name', 'Status' (set to 'Select'), 'Preferred Phone Number', 'Identification Document Type', 'Identification No.', 'Dummy Customer' (set to 'N'), and 'Start to Date'. At the bottom are buttons for 'Submit', 'Clear', 'Advanced Search', 'Print Result', and 'Export To MS Excel'. A large blue arrow points downwards from the top of the form area towards the 'Submit' button.

### 3- RIGHT CLICK ON CIF -> SELECT 'SUSPEND CUSTOMER'



This screenshot shows the 'Customer Search Results' table. The table has columns for CIF ID, First Name, Last Name, Suspended, Negated, Blacklisted, and Preferred Contact No. A row for CIF ID 103727962, First Name LAL SINGH, and Last Name CD is selected. A context menu is open over this row, showing options: 'Suspend Customer', 'Undo Suspension', and 'View Reason Codes'. A blue arrow points from the top of the table area towards the context menu.

**4- DOUBLE CLICK ON THE 'AVAILABLE REASONS FOR SUSPENSION'**

The screenshot shows the 'Suspend Customer' dialog box. In the 'Available Reasons for Suspension' list, the option 'KYC\_INCOMPLIANCE' is highlighted with a blue arrow pointing to it. To its right, under 'Selected Reasons', the text 'All Accounts closed' is listed.

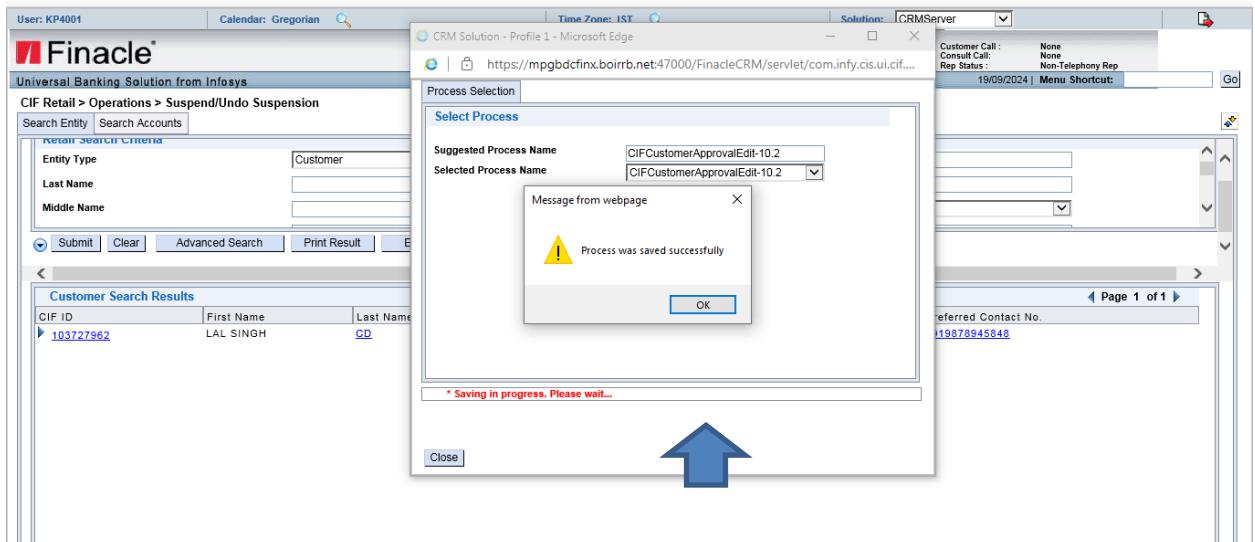
**5- CLICK ON SAVE SUSPEND CUSTOMER**

The screenshot shows the 'Suspend Customer' dialog box. A message box titled 'Message from webpage' appears, stating 'Suspend Customer was saved successfully.' A blue arrow points downwards towards the 'Save Suspend Customer' button at the bottom left of the dialog.

**6- SELECT 'SELECTED PROCESS NAME-> CIF CUSTOMER APPROVALEDIT-10.2. CLICK ON 'SAVE PROCESS SELECTION'**

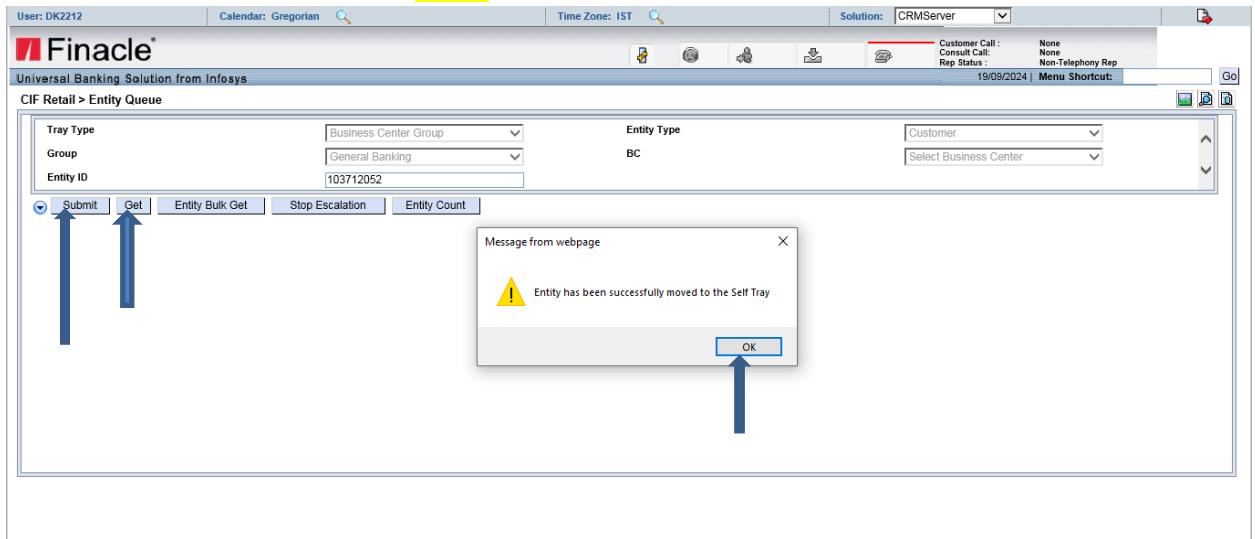
The screenshot shows the 'Process Selection' dialog box. In the 'Selected Process Name' dropdown, the value 'CIFCustomerApprovalEdit-10.2' is selected. A blue arrow points downwards towards the 'Save Process Selection' button at the bottom left of the dialog.

## 7- CLICK ON OK



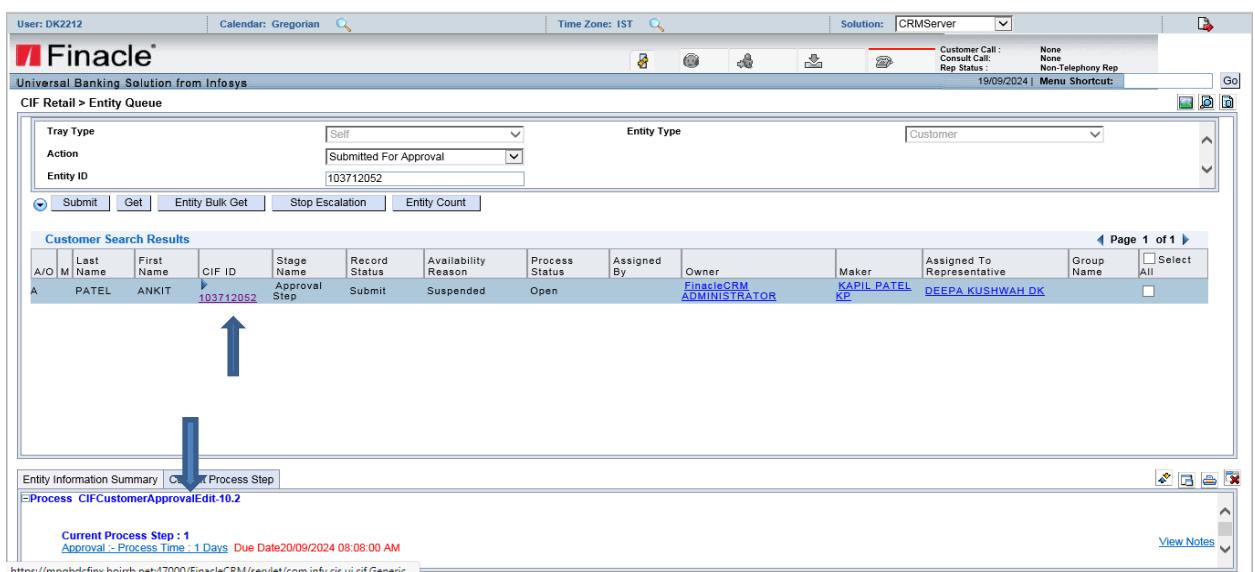
## 8- NOW VERIFY THE CIF

- GO TO EDIT ENTITY -> TRAY TYPE (BUSSINESS CENTER GROUP) -> GROUP (GENERAL BANKING) -> ENTER (ENTITY ID) -> CLICK ON "GET" -> CLICK ON OK -> CLICK ON SUBMIT



## 9- CLICK ON CIF ID.

- CLICK ON 'CURRENT PROCESS STEP'



- CLICK ON CURRENT PROCESS STEP 1

User: DK2212 | Calendar: Gregorian | Time Zone: IST | Solution: CRMServer | Customer Call: None | Consult Call: None | Rep Status: Non-Telephony Rep | 19/09/2024 | Menu Shortcut: Go

**CIF Retail > Entity Queue**

Tray Type: Self | Action: Submitted For Approval | Entity Type: Customer

Entity ID: 103712052

Customer Search Results:

A/O	Last Name	First Name	CIF ID	Stage Name	Record Status	Availability Reason	Process Status	Assigned By	Owner	Maker	Assigned To Representative	Group Name	Select All
A	PATEL	ANKIT	103712052	Approval Step	Submit	Suspended	Open	FinacleCRM ADMINISTRATOR	KAPIL PATEL KP	DEEPA KUSHWAH DK		All	<input type="checkbox"/>

Entity Information Summary | Current Process Step

Process: CIFCustomerApprovalEdit-10.2

→ Current Process Step : 1  
Approval - Process Time : 1 Days Due Date 20/09/2024 08:08:00 AM

https://mpgbdcfinx.boirrb.net:47000/FinacleCRM/servlet/com.infy.cis.ui.cif.Generic...

## 10- SELECT VALID 'DECISION'

- CLICK ON 'SAVE APPROVAL FORM'

User: DK2212 | Calendar: Gregorian | Time Zone: IST | Solution: CRMServer | Customer Call: None | Consult Call: None | Rep Status: Non-Telephony Rep | 19/09/2024 | Menu Shortcut: Go

**CIF Retail > Entity Queue**

CRM Solution - Profile 1 - Microsoft Edge

You're in Internet Explorer mode. Most pages work better in Microsoft Edge. Leave Show in toolbar Learn more

Approval Form | Decision

Title: MR. | Last Name: PATEL  
First Name: ANKIT | CIF ID: 103712052  
Date of Birth: 09/06/1996 | Remarks:  
Decision \* → Approve

[View Audit Trail](#)

Save Approval Form | Close

Process: CIFCustomerApprovalEdit-10.2

Current Process Step : 1  
Approval - Process Time : 1 Days Due Date 20/09/2024 08:08:00 AM

**11- SYSTEM WILL SHOW MESSAGE “APPROVAL FORM WAS SAVED SUCCESSFULLY”  
NOW THE CIF IS VERIFIED SUCCESSFULLY**

