



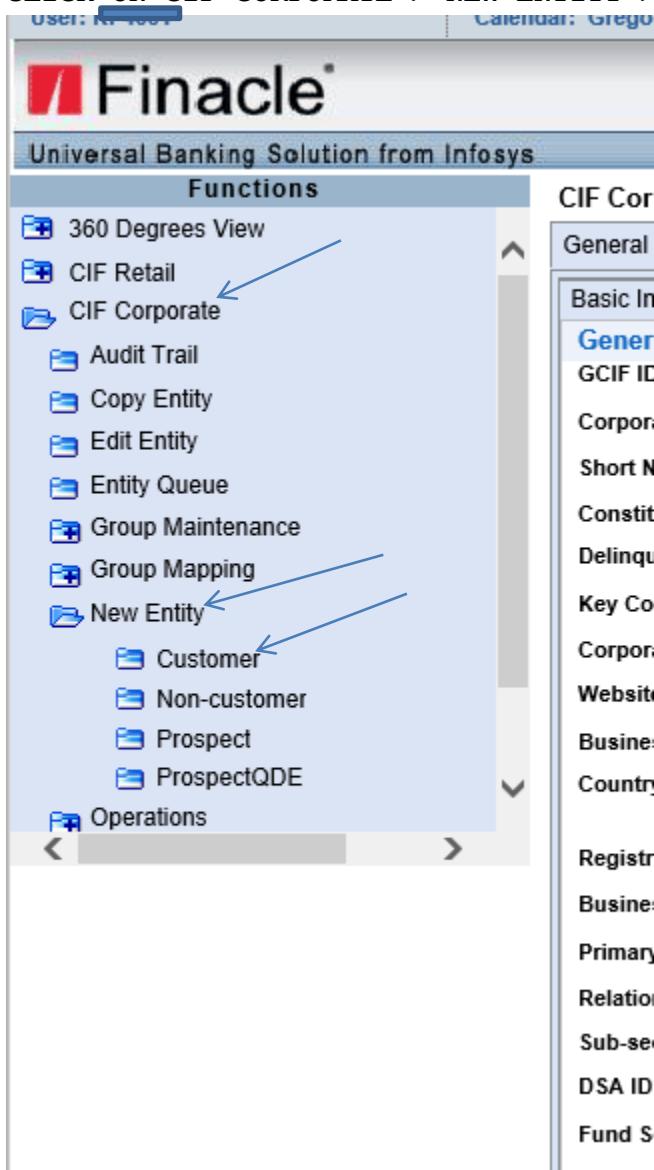
Madhya Pradesh Gramin Bank

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

NEW CORPORATE CIF MAKING PROCESS

SELECT CRM SERVER

1- CLICK ON CIF CORPORATE-> NEW ENTITY-> CUSTOMER



2- ENTER THE FIELDS WITH VALID DATA 'GENERAL-> BASIC INFO'

Finacle
Universal Banking Solution from Infosys

CIF Corporate > New Entity > Customer

General Relationship Preferences Financial Trade Finance Basel Profiling

Basic Info Identification Document Contact Group Details Core Interface Details Currency Tax Certification Details

General Details

GCIF ID	Corporate Name *	Short Name *	Constitution Code *	Delinquent Customer	Key Contact Person's Name *	Corporate Segment *	Website	Business Type *	Country of Incorporation	Registration No.	Business Commencement Date	Primary SOL ID *	Relationship Created By *	Sub-sector *	DSA ID	Fund Source *	Basel Profiling Required	CIF ID *	Relationship Start Date *	Assigned Priority *	Legal Entity Type	Charge Level Code	Sub-segment *	Submit for KYC	Principal Place of Operation *	Notes	Incorporation Date *	Region	Relationship Type *	Sector *	Tax ID	Entity Class *	Remarks
													KP4001												N								

Basel Profiling Required

Customer Call : None
Consult Call : None
Rep Status : Non-Telephony Rep

17/08/2024 | Menu Shortcut: Go

Save | Submit | Cancel |

CIF Corporate > New Entity > Customer

General Relationship Preferences Financial

Fund Source *	Base CCY *	Total Fund Base	With Effect From	Rating Done On	Customer Group *	Preferred Native Language	Native Language Code *	Tax Deducted at Source Customer ID	Islamic Banking Customer	Asset Classification Control	Preferred Calendar	Risk Category *	Purge Allowed	Caste	SHG UNIQUE CODE	Bank SWIFT Code Indicator	Conversion Date	Remarks	Average Annual Income *	Total Non-fund Base	Customer Rating	Customer Creation Mode	Customer Sub Group	Health Code	Advance as on Date	Tax Deducted at Source Table Code *	Zakat Deduction	Customer Level Provisioning	Occupation *	Risk Category Date	Purge Remarks	Customer SWIFT Code	Manager's Opinion
	INR INR						ENGLISH																										

Customer Call : None
Consult Call : None
Rep Status : Non-Telephony Rep

17/08/2024 | Menu Shortcut: Go

Show Tips

Save | Submit | Cancel |

Finacle
Universal Banking Solution from Infosys

CIF Corporate > New Entity > Customer

General Relationship Preferences Financial

Access Owner Group	Access Owner Segment	Access Owner Business Center
Backend ID Details	Available Backend ID's	Assigned Backend ID's
Relationship Manager Information	Primary Relationship Manager ID *	Secondary Relationship Manager ID
Introducer Details	Introducer Status *	Introduction Remarks
CBMKYC Details	KYC TYPE *	CA Differs from OVD *
	Re-KYC	CA Change Proof
	KYC Date	KYC Review Date
	Estimtd Trnvr (Lakh) *	Actual Turnover

Customer Call : None
Consult Call : None
Rep Status : Non-Telephony Rep

17/08/2024 | Menu Shortcut: Go

Show Tips

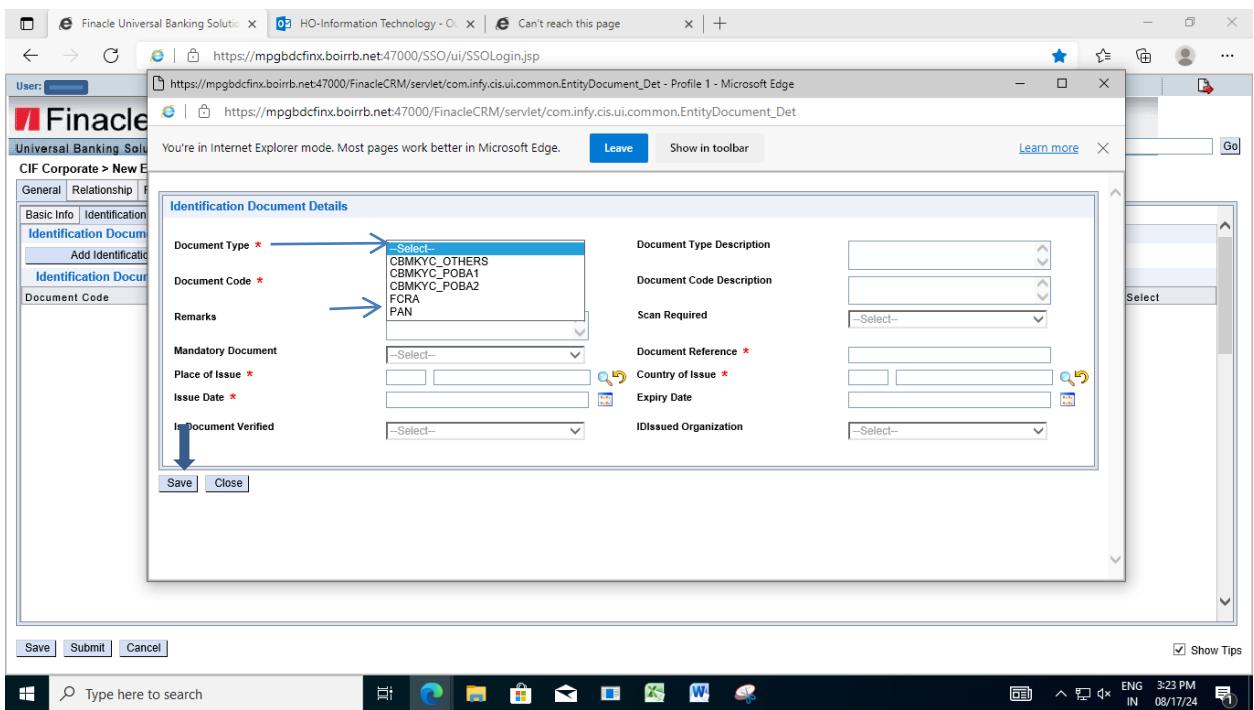
Save | Submit | Cancel |

3- CLICK ON 'IDENTIFICATION DOCUMENT' TAB THEN CLICK ON ADD IDENTIFICATION DOCUMENT DETAILS

IF PAN NO. NOT AVAILABLE THEN ENTER 'FORM60'



4- SELECT VALID DOCUMENT TYPE AND CLICK ON SAVE



5- CLICK ON CONTACT TAB-> ADDRESS-> ADD ADDRESS DETAILS

The screenshot shows the Finacle CIF Corporate interface for creating a new entity. The 'Address Details' section is highlighted. A blue arrow points to the 'Contact' tab at the top of the sub-menu. Another blue arrow points to the 'Add Address Details' button below the sub-menu.

6- FOR 'CITY / STATE/ COUNTRY /DISTRICT' ENTER FIRST THREE LETTERS WITH * MARK AND CLICK ON SEARCHER
NEW PAGE WILL OPEN 'AT LOCATION VALUE FIELD ENTER CITY/DISTRICT WITH % SIGN' AND SUBMIT IT.
SELECT VALID DATA AND SAVE IT

The screenshot shows the Finacle CIF Corporate interface for creating a new entity. The 'Address Details' section is highlighted. A blue arrow points to the 'City' field in the 'Contact Details' form. A second blue arrow points to the 'Location Value' field in the 'Simple Lookup' dialog box. A third blue arrow points to the 'Save' button in the 'Contact Details' form.

7- CLICK ON 'PHONE AND E-MAIL-> ADD PHONE AND E-MAIL'

The screenshot shows the Finacle CIF Corporate interface for creating a new entity. The 'Phone and Email Details' section is highlighted. A blue arrow points to the 'Phone And E-Mail' button in the sub-menu. Another blue arrow points to the 'Add Phone And E-Mail' button in the sub-sub-menu.

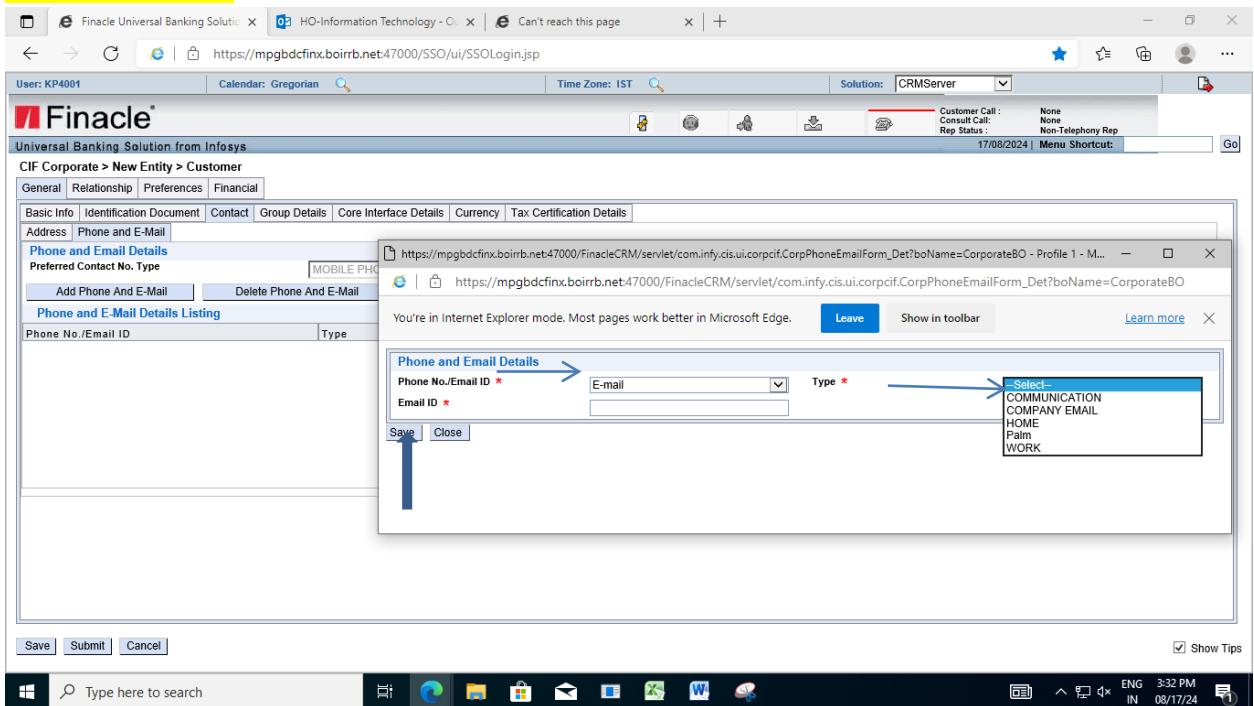
8- SELECT PHONE-> TYPE AS MOBILE PHONE 1 THEN SAVE IT

*PHONE NO. AS 'FIRST BOX-> 91, THIRD BOX 10 DIGIT MOBILE NO.'

The screenshot shows the Finacle interface for adding a phone number. The 'Phone and Email Details' dialog is open, with the 'Type' field set to 'Phone'. The 'Phone No./Email ID' field contains '91'. The 'Extension No.' field is empty. The 'Save' button is visible at the bottom of the dialog.

The screenshot shows the Finacle interface for adding a phone number. The 'Phone and Email Details' dialog is open, with the 'Type' field set to 'Phone'. The 'Phone No./Email ID' field contains '91'. A dropdown menu is open next to the 'Type' field, showing options such as COMMTELEX, HOME PHONE 1, HOME PHONE 2, HOMETELEX, MAILTELEX, MOBILE PHONE 1, etc. The 'Save' button is visible at the bottom of the dialog.

9- AGAIN CLICK ON ADD PHONE AND E-MAIL AND SELECT E-MAIL-> TYPE AS COMMUNICATION THEN SAVE IT



10- CLICK ON 'CORE INTERFACE DETAILS'

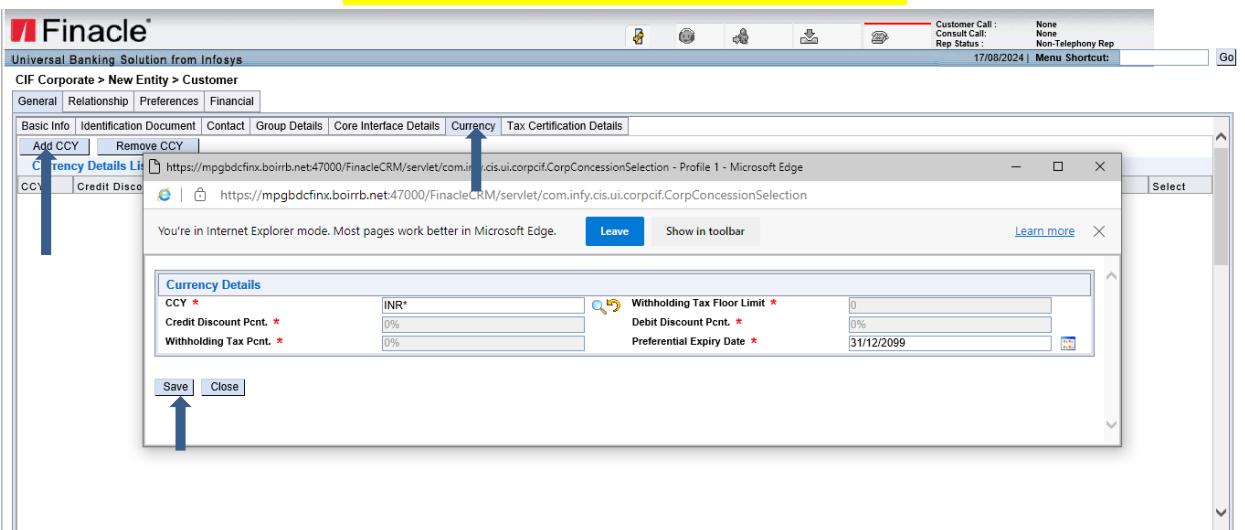
ENTER 'FREE TEXT 5-> REGULAR'

FREE TEXT 7-> WALKIN'

FREE TEXT15 (GENDER) -> M-MALE/ F-FEMALE/ O-OTHER'

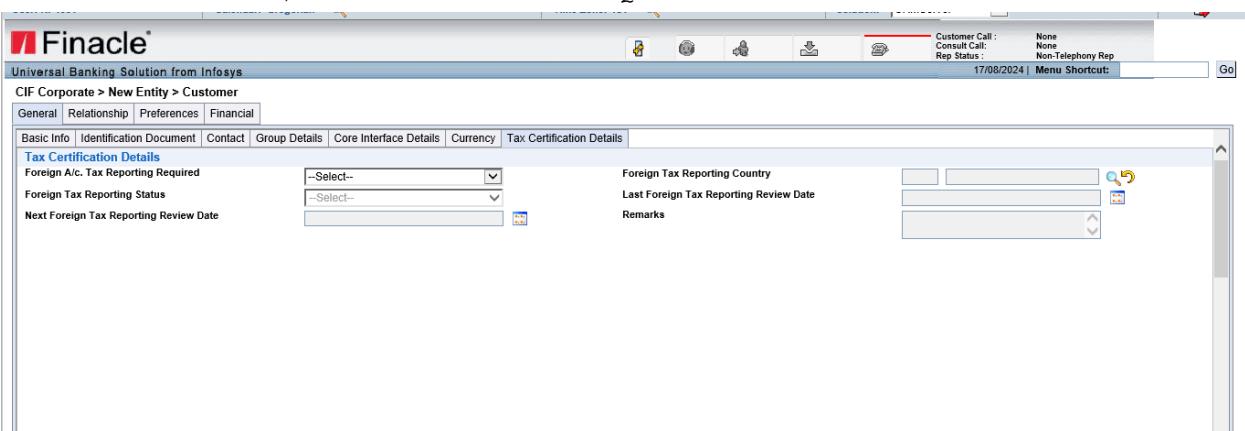
Field Description	Input Type	Value
Free Text 5	Dropdown	REGULAR
Free Text 7	Text Input	WALKIN'
Free Text15 (Gender)	Dropdown	M-MALE/ F-FEMALE/ O-OTHER'

11- NOW CLICK ON 'CURRENCY' TAB -> ADD CCY-> SAVE



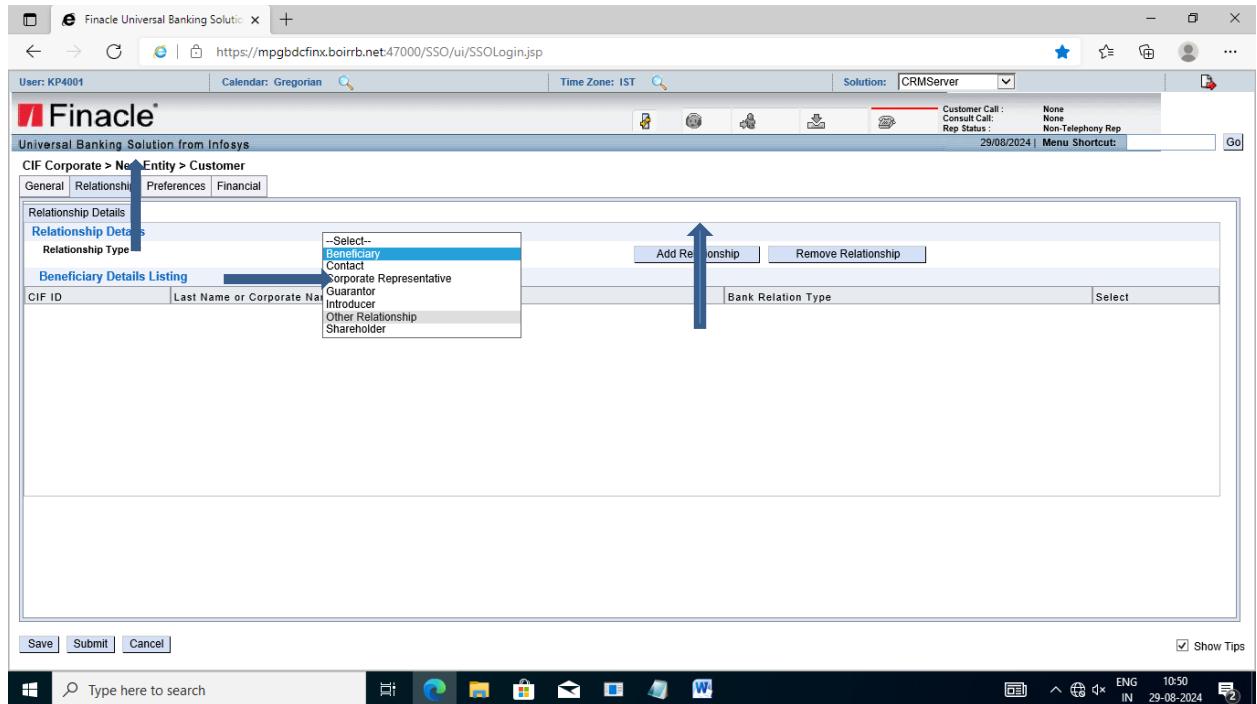
12- NOW CLICK ON 'TAX CERTIFICATION DETAILS'

ENTER 'FOREIGN A/C TAX REPORTING REQUIRED' AS 'N'



"For error shown below use process" (from point 13 to point 19)
For the constitution code 51, Enter Beneficial Owner Details in Relationship Tab, under Relationship type- 'Other Relationship'
Or introducer details

- 13- Click on 'relationship tab-> other relationship -> Add relationship



14- Select "cif type, entity type, user field 1" as applicable

The image displays two screenshots of the Finacle Universal Banking Solution interface, specifically the 'Other Relationship' form. Both screenshots are nearly identical, showing a form with various input fields and dropdown menus.

Fields and Labels:

- CIF Type * (dropdown menu showing 'Corporate' and 'Retail')
- User Field 1 (dropdown menu)
- Last Name or Corporate Name *
- Department (dropdown menu)
- First Name
- Mobile No.
- Work Phone No.
- Preferred Contact No.
- Gender (dropdown menu)
- User Field 2
- User Field 3
- User Field 4
- User Field 5
- Remarks
- Entity Type * (dropdown menu showing 'None' and 'Non-Telephony Rep')
- Designation
- CIF ID
- Title
- Home Phone No.
- Fax No.
- Preferred E-Mail ID
- User Field 3
- User Field 5

Screenshot Differences:

- Top Screenshot:** CIF Type is set to 'Corporate' and Entity Type is set to 'None'.
- Bottom Screenshot:** CIF Type is set to 'Retail' and Entity Type is set to 'CONTACT'.

Buttons at the bottom:

- Save
- Submit
- Cancel
- Show Tips (checkbox checked)

The screenshot shows the 'Other Relationship Details Listing' page in the Finacle CRM interface. A dropdown menu for 'CIF Type' is open, showing options such as Retail, BENEFICIAL OWNER, DIRECTOR - SINCE REGISTERED, HOLDING COMPANY, INDEPENDENT DIRECTOR, NOMINEE DIRECTOR, OTHER, PARTNER, PROMOTER DIRECTOR, PROPRIETOR, SHG MEMBER, SUBSIDIARY COMPANY, and TRUSTEE. Other fields visible include 'Entity Type' (set to CUSTOMER), 'Designation', 'CIF ID', 'Title', 'Home Phone No.', 'Fax No.', 'Preferred E-Mail ID', 'User Field 3', and 'User Field 5'. The status bar at the bottom indicates '29/08/2024 10:57'.

- 15- Enter last name of owner then click on searcher, new page will open in that enter CIF id of owner/introducer, than click on submit

The screenshot shows the 'Simple Lookup' page in the Finacle CRM interface. The search results table displays a single record for a customer named PATEL, with a CIF ID of 004741582. The table has columns for Last Name, CIF ID, Region, and Status (Approved). The status bar at the bottom indicates '29/08/2024 11:01'.

16- All the fields get auto fetch, select user field 1 as -
beneficial owner, than click on save

The screenshot shows the Finacle CRM interface for managing relationship details. The main window displays the 'Other Relationship Details Listing' form. A blue arrow points to the 'User Field 1' dropdown, which is currently set to 'BENEFICIAL OWNER'. Other fields visible in the form include:

- CIF Type: Retail
- Last Name or Corporate Name: PATEL
- Department: -Select-
- First Name: KAPIL
- Mobile No.: 91 917697899466
- Work Phone No.: 91 7697899466
- Preferred Contact No.: 91 7697899466
- Gender: M
- User Field 2: (empty)
- User Field 4: (empty)
- Remarks: (empty)
- Entity Type: CUSTOMER
- Designation: (empty)
- CIF ID: 004741582
- Title: MR.
- Home Phone No.: 0 917697899466
- Fax No.: (empty)
- Preferred E-Mail ID: kapilpatel1438@gmail.com
- User Field 3: (empty)
- User Field 5: (empty)

At the bottom of the form are buttons for Save, Close, Refresh, and Cancel. The status bar at the bottom of the screen shows the date and time as 29-08-2024 13:58.

17- CLICK ON SUBMIT

MESSAGE WILL BE SHOWN AS 'GENERAL SUBMITTED SUCCESSFULLY'

CLICK ON OK

General

Basic Info Identification Document Contact Group Details Core Interface Details Currency Tax Certification Details

Identification Document Details

Add Identification Document Details Remove Identification Document Details

Identification Document Details Listing

Document Code	Unique ID	Place of Issue	Issue Date	Expiry Date	Received On	Select
PANC	FORM60				17/08/2024	[...]
DOC14	NA	LOHIT	05/08/2024		17/08/2024	[...]
DOC10	D	LOWER SUBANSIRI	06/08/2024		17/08/2024	[...]
DOC17	NA	LOHIT	05/08/2024		17/08/2024	[...]
DOC18	NA	LUDHIANA			17/08/2024	[...]
DOC21	NA				17/08/2024	[...]

Message from webpage

General submitted Successfully

OK

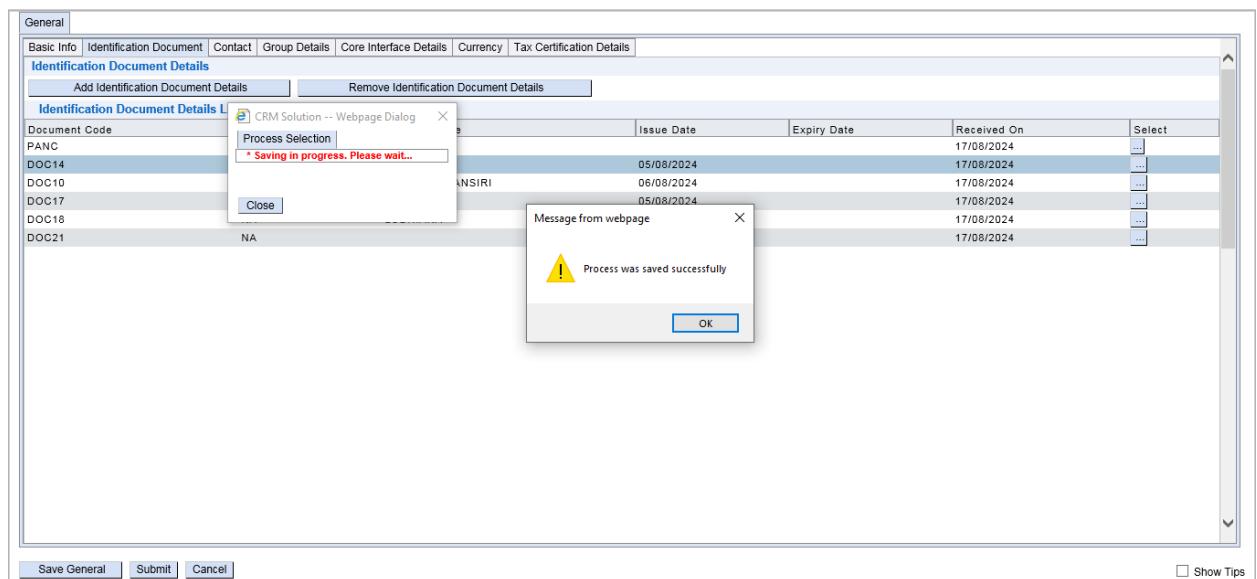
18- NEW POP UP WILL APPEAR

SELECT 'SELECTED PROCESS NAME AS -> CIF CUSTOMER APPROVAL EDIT-10.2"

THEN CLICK ON 'SAVE PROCESS SELECTION'

The screenshot shows a Finacle CRM interface with a 'CRM Solution - Profile 1 - Microsoft Edge' window open. The main window displays a 'Customer Search' form with fields like 'Last Name', 'First Name', and 'Middle Name'. A modal dialog titled 'Process Selection' is overlaid, showing a dropdown menu with 'CIFCustomerApprovalEdit-10.2' selected. A blue arrow points from this selection to a larger blue arrow pointing down towards the 'Save Process Selection' button at the bottom of the dialog. The background form contains various customer details such as 'Address Major On', 'Resident On', 'Status', 'Segment', 'Risk Category', 'Physical Status', and 'Bank SWIFT Code'. The status bar at the bottom right indicates 'ge 1 of 1'.

19- POP UP WILL APPEAR AS "PROCESS WAS SAVED SUCCESSFULLY"



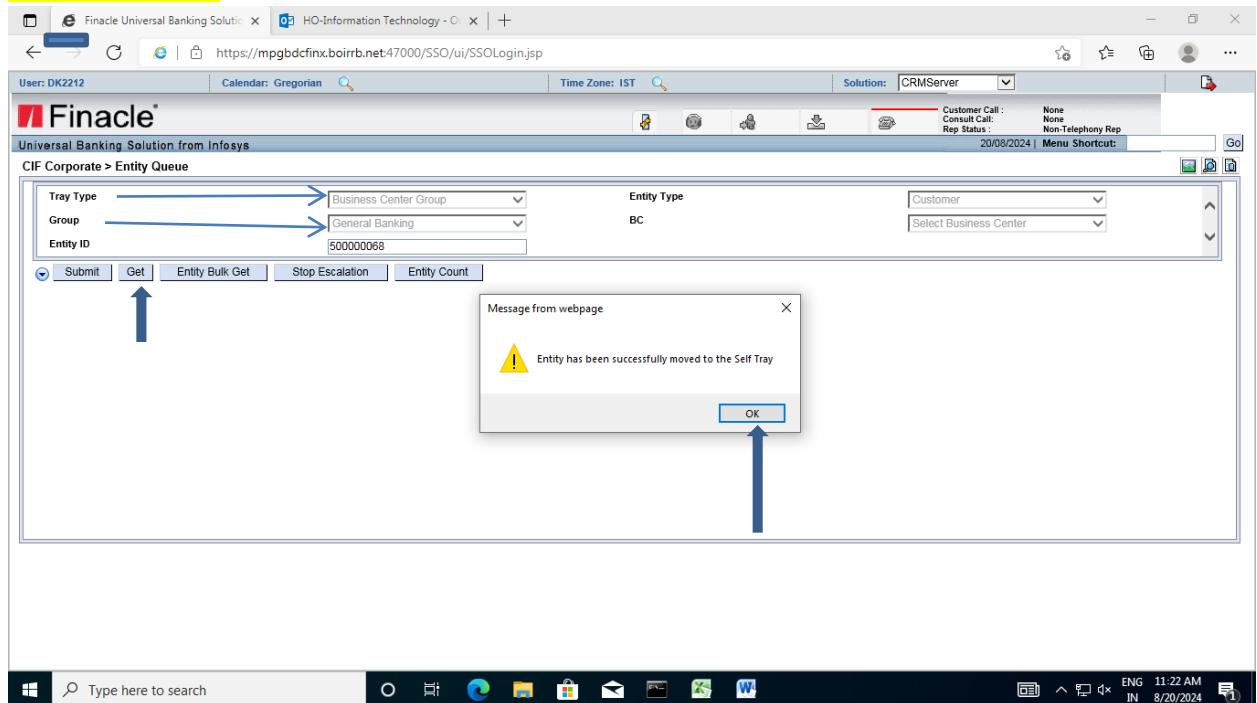
20- IF USER CLICKED ON SAVE OPTION INSTEAD OF SUBMIT THEN THE CIF WILL MOVE TO HIS/HER SELF TRAY
IN THIS CONDITION HE/SHE USED TO FOLLOW THE BELOW PATH

- CIF CORPORATE-> ENTITY QUEUE-> 'TRAY TYPE-> SELF' -> ACTION-> SAVED-> ENTER ENTITY ID (CIF)-> CLICK ON SUBMIT
- CORPORATE ENTITY DETAILS WILL APPEAR
- RIGHT CLICK ON CIF -> EDIT-> GENERAL DETAILS-> NOW CLICK ON SUBMIT

VERIFICATION OF CIF-> CIF IS IN SUBMIT STATUS

21- VERIFYING USER FOLLOW THE PATH

CIF CORPORATE-> ENTITY QUEUE-> 'TRAY TYPE -> BUSINESS CENTER GROUP' -> ACTION-> GENERAL BANKING-> ENTER ENTITY ID (CIF)-> CLICK ON GET



NOW THE CIF HAS BEEN MOVED TO SELF TRAY OF VERIFYING USER

CLICK ON OK

The screenshot shows the Finacle Universal Banking Solution interface. The title bar reads "Finacle Universal Banking Solution - HO-Information Technology - https://mpgbdcfinx.boirrb.net:47000/SSO/ui/SSOLogin.jsp". The main window is titled "CIF Corporate > Entity Queue". The "Corporate Entity Details" table has one row:

A/I	M	CIF ID	Corporate Name	Process Status	Stage Name	Incorporation Date	Record Status	Availability Reason	Maker	Owner	Assigned To Representative	Assigned By	Group Name	Select All
A	M	500000068	HR	Open	Approval Step	01/01/2010	Under Verification	Created	FinacleCRM	ADMINISTRATOR				<input type="checkbox"/>

22- 'CORPORATE ENTITY DETAILS' WILL APPEAR

The screenshot shows the Finacle Universal Banking Solution interface. The title bar reads "Finacle Universal Banking Solution - HO-Information Technology - https://mpgbdcfinx.boirrb.net:47000/SSO/ui/SSOLogin.jsp". The main window is titled "CIF Corporate > Entity Queue". The "Corporate Entity Details" table has one row:

A/I	M	CIF ID	Corporate Name	Process Status	Stage Name	Incorporation Date	Record Status	Availability Reason	Maker	Owner	Assigned To Representative	Assigned By	Group Name	Select All
A	M	500000068	HR	Open	Approval Step	01/01/2010	Under Verification	Created	FinacleCRM	ADMINISTRATOR				<input type="checkbox"/>

23- CLICK ON CIF ID

The screenshot shows the Finacle Universal Banking Solution interface. The title bar indicates the window is titled 'Finacle Universal Banking Solution' and the tab is 'HO-Information Technology'. The URL is 'https://mpgbdcfinx.boirrb.net:47000/SSO/ui/SSOLogin.jsp'. The main content area is titled 'CIF Corporate > Entity Queue'. It displays a table of 'Corporate Entity Details' with columns: A/O, M, CIF ID, Corporate Name, Process Status, Stage Name, Incorporation Date, Record Status, Availability Reason, Maker, Owner, Assigned To Representative, Assigned By, Group Name, and a 'Select' checkbox. One row is visible, showing CIF ID 500000068, Corporate Name HR, Process Status Open, Stage Name Approval Step, Incorporation Date 01/01/2010, Record Status Under Verification, Availability Reason Created, Maker FinacleCRM ADMINISTRATOR, and Owner FinacleCRM ADMINISTRATOR. A blue arrow points to the 'CIF ID' column. The status bar at the bottom shows the date 8/20/2024 and time 11:23 AM.

24- VISIT ALL PAGES 'OR' CHECK ALL DETAILS

THEN CLICK ON 'CROSS-X'

The screenshot shows the Finacle Universal Banking Solution interface. A modal dialog box titled "CorpCreateDetWizard" is open, specifically on the "General" tab. The dialog contains fields for Corporate Name (HR), CIF ID (500000068), Relationship Start Date (17/08/2024), and other details like Constitution Code (11501), Delinquent Customer, Key Contact Person's Name, Corporate Segment, Website, Business Type, Registration No., Business Commencement Date, Incorporation Date, Region, and Relationship Type. Below the dialog, the main application window shows a list of "Corporate Entity D" entries with one item selected (CIF ID 500000068). The status bar at the bottom indicates the date as 8/20/2024 and the time as 11:23 AM.

The screenshot shows the same Finacle interface with the "CorpCreateDetWizard" dialog open, but now on the "Tax Certification Details" tab. This tab includes fields for Foreign A/c. Tax Reporting Required (N), Foreign Tax Reporting Status, Next Foreign Tax Reporting Review Date, Foreign Tax Reporting Country, Last Foreign Tax Reporting Review Date, and Remarks. The main application window and status bar remain the same as the previous screenshot.

25- CLICK ON 'CURRENT PROCESS STEP'

Screenshot of Finacle Universal Banking Solution showing the Entity Queue page. The navigation bar includes links for Entity Bulk Get, Stop Escalation, and Entity Count. An arrow points to the 'Current Process Step' link in the navigation bar.

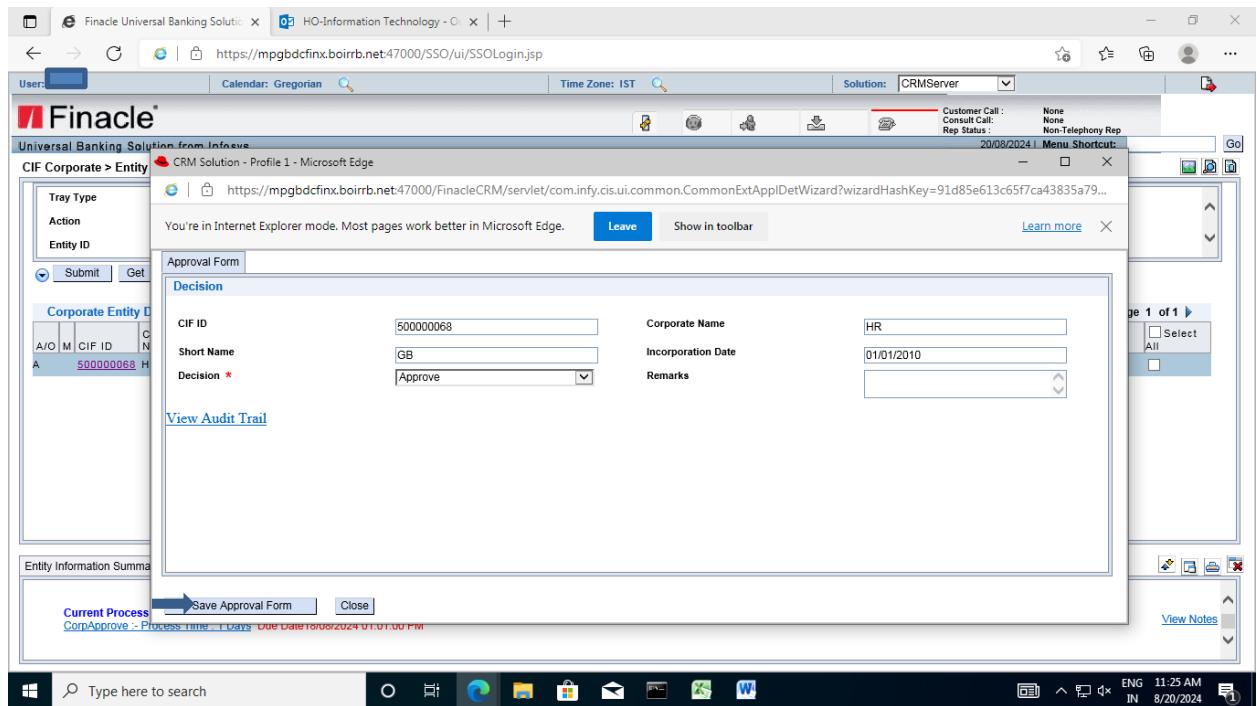
26- KICK ON LINK 'CORPAPPROVE:-PROCESS TIME'

Screenshot of Finacle Universal Banking Solution showing the Entity Queue page. The Entity Information Summary section displays a message: 'Current Process Step : 1 CorpApprove - Process Time - 1 Days Due Date 18/08/2024 01:01:00 PM'. An arrow points to this message.

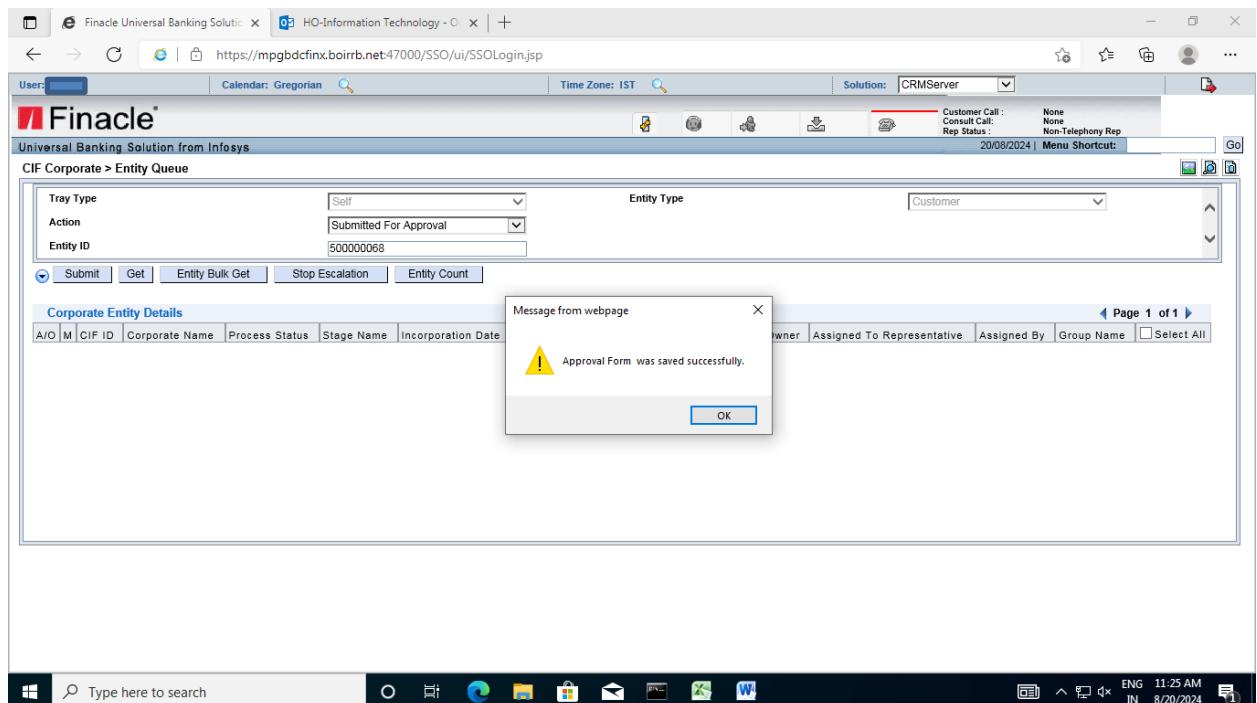
27- NEW PAGE WILL APPEAR AS 'APPROVAL FORM'

SELECT DECESION AS 'APPROVE'

CLICK ON SAVE APPROVAL FORM



28- NOW THE CIF IS VERIFIED SUCCESSFULLY



- NOW LINK THE CIF TO CORE SERVER BY MENU "HCCFM"

DELETION

- If user want to cancel the modify cif or new cif which is in 'saved status'

"ENTITY QUEUE -> SELF TRAY "SELF" -> ACTION "SAVED" ->
ENTITY ID (ENTER CIF ID) -> SUBMIT -> CLICK ON CHECK BOX->
RIGHT CLICK ON CIF -> ENTITY -> SELECT DELETE"

The screenshot shows the Finacle Universal Banking Solution interface. The main title bar reads "Finacle Universal Banking Solution". The URL in the address bar is "https://mpgbdcfinx.boirrb.net:47000/SSO/ui/SSOLogin.jsp". The top navigation bar includes "User: KP4001", "Calendar: Gregorian", "Time Zone: IST", "Solution: CRMServer", and various status indicators like "Customer Call: None", "Consult Call: None", "Rep Status: Non-Telephony Rep", and the date "30/08/2024".

The main content area is titled "CIF Corporate > Entity Queue". It displays a table of "Corporate Entity Details" with columns: A/O, M, CIF ID, Corporate Name, Process Status, Stage Name, Incorporation Date, Record Status, Availability Reason, Maker, Owner, Assigned To Representative, Assigned By, Group Name, and a "Select All" checkbox. One row is selected, showing CIF ID 500000191, Corporate Name F, Process Status Draft, Incorporation Date 01/01/2010, and Record Status Created.

A context menu is open over the selected row, with options: View, Edit, New, Entity, Assign Transfer, and Delete. The "Delete" option is highlighted with a blue background.

Below the table, there is a section titled "Entity Information Summary" with "Corporate Summary" details: Incorporation Date 01/01/2010, Corporate Name F, CIF ID 500000191, and Website.

At the bottom, there is a Windows taskbar with icons for Start, Search, Task View, Internet Explorer, File Explorer, Mail, and Word, along with system status indicators for battery level, signal strength, and the date/time "30-08-2024 10:26".