



# Madhya Pradesh Gramin Bank

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

## HUF CIF SOP

**NOTE ->** FOR TIME BEING USER SHOULD USE SAVE OPTION DURING DATA FILLING, SO THAT IF LINK OR SERVER PROBLEM OCCURES THERE DATA GET SAVED

**(TO GET CIF FROM SAVED STATUS FOLLOW POINT NO. 15)**

- 1- CRM SERVER- CIF Retail > New Entity > Customer > GENERAL > BASIC INFO  
ENTER ALL THE MANDATORY FIELDS [In case we want to SAVE the CIF , there are few mandatory fields which need to fill at first :- “Last Name” , “introducer detail”]

CIF Retail > New Entity > Customer

General | Demographic | Psychographic | Other Bank and Credit Card

Basic Info | Contact | Identification Document Details | Currency | CoreInterface | Household | Group Details | Tax Certification Details | Additional Info

**General Details**

GCIF ID: [ ] Customer ID: [ ]

Basel Profiling Required: --Select--

**Personal Details**

Title \*: [ ] First Name \*: [ ]

Middle Name: [ ] Last Name \*: [ ]

Full Name: [ ] Short Name \*: [ ]

Preferred Name \*: [ ] Alias: [ ]

Gender \*: --Select-- Mother's Maiden Name: [ ]

Father Name: [ ] Spouse Name: [ ]

Date of Birth \*: [ ] City of Birth: [ ]

Country of Birth: [ ]

Minor Indicator \*: --Select-- Minor Turned Major On: [ ]

Senior Citizen: --Select-- Senior Citizen Applicable Date: [ ]

Non-resident Indicator \*: --Select-- Turned Non-resident On: [ ]

Turned Resident On: [ ]

Staff Indicator \*: N Staff ID: [ ]

Constitution Code \*: [ ] Primary SOL ID \*: 01150 | IKLERA-DEWAS

\* Title is mandatory. Please provide a valid value.  
\* First Name is mandatory. Please provide a valid value.  
\* Last Name is mandatory. Please provide a valid value.  
\* Short Name is mandatory. Please provide a valid value.

Save | Submit | Close

Finacle Universal Banking Solution from Infosys

CIF Retail > New Entity > Customer

General | Demographic | Psychographic | Other Bank and Credit Card

Basic Info | Contact | Identification Document Details | Currency | CoreInterface | Household | Group Details | Tax Certification Details | Additional Info

Staff Indicator \*: N Staff ID: [ ]

Constitution Code \*: [ ] Primary SOL ID \*: 01150 | IKLERA-DEWAS

Customer Type: [ ] Customer Status \*: [ ]

Status as on: [ ]

Segment \*: RETAIL | RETAIL Sub-segment \*: RETAIL

Risk Category \*: --Select-- Risk Category Date: [ ]

Health Code \*: --Select-- Priority: --Select--

Physical State: --Select-- Offline or Debit Limit: [ ]

Bank SWIFT Code Indicator: --Select-- Customer SWIFT Code: [ ]

Community \*: --Select-- PWO: --Select--

Customer Rating \*: [ ] Rating Done On \*: [ ]

Preference Code: [ ] Availd Trade Services \*: N

Sector: [ ] Sub-sector: [ ]

Risk Profile Score: [ ] Risk Profile Expiry Date: [ ]

Secure ID: [ ] Charge Level Code: [ ]

Add Instalment Details: [ ] Base CCY: INR | INR

Region: [ ] Customer Group \*: --Select--

Credit Bureau Score: [ ] Tax Deducted at Source ID: [ ]

\* Title is mandatory. Please provide a valid value.  
\* First Name is mandatory. Please provide a valid value.

**Finacle**  
Universal Banking Solution from Infosys

Customer Call : None  
Consult Call : None  
Rep Status : Non-Telephony Rep  
06/09/2024 | Menu Shortcut: Go

CIF Retail > New Entity > Customer

General | Demographic | Psychographic | Other Bank and Credit Card

Basic Info | Contact | Identification Document Details | Currency | CoreInterface | Household | Group Details | Tax Certification Details | Additional Info

Region  
Credit Bureau Score  
Tax Deducted at Source Table \*  
Customer Level Provisioning  
Zakat Deduction  
Preferred Communication Channel  
Remarks  
Delinquent Customer  
Enable CRM Alerts \*

Aadhaar  
E-Banking Details  
Enable E-Banking \*  
WAP Banking  
Relationship Manager Details  
Primary Relationship Manager ID \*  
Relationship Start Date \*  
Secondary Relationship Manager ID  
Relationship Created By

Customer Group \*  
Tax Deducted at Source ID  
Asset Classification Control  
Islamic Banking Customer  
Preferred Calendar  
Purge Allowed \*  
Preferred Locale \*  
Default Channels for CRM Alerts  
PAN  
SMS Banking Mobile Number  
SMS Banking

06/09/2024  
KP4001

2- ENTER 'CONSTITUTION CODE – 52 (JOINT FAMILIES-HUF)'

ENTER GENDER AS 'O' FOR HUF

CRM Solution - Profile 1 - Microsoft Edge  
https://mpgbdofnx.boirb.net:47000/FinacleCRM/servlet/com.infy.cis.ui.cif.AccountDetWizard

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

General | Basic Info | Contact | Identification Document Details | Currency | CoreInterface | Household | Group Details | Tax Certification Details | Additional Info

Father Name  
Date of Birth \*  
Country of Birth  
Minor Indicator \*  
Senior Citizen  
Non-resident Indicator \*  
Turned Resident On  
Staff Indicator \*  
Constitution Code \*  
Customer Type  
Date of Death  
Status as on  
Segment \*  
Risk Category \*  
Health Code \*  
Physical State  
Bank SWIFT Code Indicator  
Community \*  
Customer Rating \*  
Preference Code  
Risk Profile Score  
Secure ID

09/08/1996  
N  
N  
N  
N  
N  
52 JOINT FAMILIES - HUF  
INDIVIDUAL  
GB General Banking  
LOW  
NOT APPLICABLE  
NOT APPLICABLE  
HINDU  
CR-8 CRISIL CREDIT RATING 8

Spouse Name  
City of Birth  
Minor Turned Major On  
Senior Citizen Applicable Date  
Turned Non-resident On  
Staff ID  
Primary SOL ID \*  
Customer Status \*  
Date of Notification  
Sub-segment \*  
Risk Category Date  
Priority  
Offline or Debit Limit  
Customer SWIFT Code  
PWO  
Rating Done On \*  
Avalled Trade Services \*  
Risk Profile Expiry Date  
Charge Level Code

09/08/2006  
01150 IKLERA-DEWAS  
Not Applicable  
GENERAL BANKING  
NOT APPLICABLE  
NOT APPLICABLE  
07/08/2024  
N

Enter all details for atleast one Identification details present under General Details  
\* All fields marked with \* are Mandatory

Save Submit Close

Type here to search

ENG IN 10:59 16-09-2024

- When we select **INTRODUCER STATUS** as 'staff or existing Customer' than to fill customer id of that 'staff or customer' follow the path:

**ENTER LAST NAME (CLICK ON SEARCHER)- NEW PAGE WILL OPEN (ENTER CIF ID OF INTRODUCER) - SUBMIT- DOUBLE CLICK ON CIF ID (ALL THE DETAILS OF INTRODUCER GET AUTO FILLED)**

**Finacle**  
Universal Banking Solution from Infosys

Customer Call : None  
Consult Call : None  
Rep Status : Non-Telephony Rep  
06/09/2024 | Menu Shortcut: Go

CIF Retail > New Entity > Customer

General | Demographic | Psychographic | Other Bank and Credit Card

Last Name  
Last Name 1  
First Name 1  
Access Control Details  
Access Owner Group  
Access Owner Business Center  
Primary Introducer Details  
CIF Type  
Last Name  
Title  
Introducer Name  
CBM KYC Details  
KYC TYPE \*  
Re-KYC  
KYC Date  
Estimtd Trnovr (Lakh) \*

Short Name  
Middle Name 1  
Short Name 1  
Access Owner Segment  
Bank Relation Type  
Introducer Status \*  
Introducer CIF ID  
Introduction Remarks  
CA Differs from OVD \*  
CA Change Proof  
KYC Review Date  
Actual Turnover

06/09/2024

### 3- GO TO CONTACT DETAILS

#### CONTACT- > ADDRESS- > ADD ADDRESS DETAILS

Finacle Universal Banking Solution

User: KP4001 | Calendar: Gregorian | Time Zone: IST | Solution: CRMServer

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

06/09/2024 | Menu Shortcut: [Go]

Universal Banking Solution from Infosys

CIF Retail > New Entity > Customer

General | Demographic | Psychographic | Other Bank and Credit Card

Basic Info | Contact | Identification Document Details | Currency | CoreInterface | Household | Group Details | Tax Certification Details | Additional Info | Minor

Address | Phone and E-Mail

Preferred Address Type: Mailing

Address Details Listing

Address Type: Address Label

Address Details

Search Address: Search [Free Text] [v]

Address Format: Address Label: Mailing

Address Line 2: City: Country: District: Address Valid From: 06/09/2024 Address Proof Received: --Select--

Address Type: Address Line 1: Address Line 3: State: Postal Code: Address Valid Till: Last Updated Date

Hold Mail Details

Hold Mail Indicator: N Hold Mail Initiated By: [v]

Enter all details for atleast one Identification details present under General  
\* All fields marked with \* are Mandatory

Save Submit Close

Show Tips

- ENTER 'CITY / STATE / COUNTRY / DISTRICT NAME WITH \*' EG. – TO SEARCH THE DISTRICT AS INDORE SEARCH AS SHOWN– “**INDORE\***” AND CLICK ON SEARCHER, SELECT VALID DATA, THEN CLICK ON SAVE (ENTER VALID COMBINATION OF DISTRICT AND POSTAL CODE)

Finacle Universal Banking Solution

User: KP4001 | Calendar: Gregorian | Time Zone: IST | Solution: CRMServer

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

06/09/2024 | Menu Shortcut: [Go]

Universal Banking Solution from Infosys

CIF Retail > New Entity > Customer

General | Demographic | Psychographic | Other Bank and Credit Card

Basic Info | Contact | Identification Document Details | Currency | CoreInterface | Household | Group Details | Tax Certification Details | Additional Info | Minor

Address | Phone and E-Mail

Preferred Address Type: Mailing

Address Details Listing

Address Type: Address Label

Address Details

Search Address: Search [Free Text] [v]

Address Format: Address Label: Mailing

Address Line 2: City: Country: District: Address Valid From: 06/09/2024 Address Proof Received: --Select--

Address Type: Address Line 1: Address Line 3: State: Postal Code: Address Valid Till: Last Updated Date

Hold Mail Details

Hold Mail Indicator: N Hold Mail Initiated By: [v]

Enter all details for atleast one Identification details present under General  
\* All fields marked with \* are Mandatory

Save Submit Close

Show Tips

- 4- CLICK ON 'PHONE AND E-MAIL' TAB -> ADD PHONE AND E-MAIL-> PHONE NO. (PHONE)-> TYPE (MOBILE PHONE 1)

91 10 DIGIT MOBILE NO.

CLICK ON SAVE

The screenshot shows the 'Finacle' CRM interface. The 'Phone and Email Details' dialog box is open, displaying the 'Phone No./Email ID' as 'Phone' and the 'Type' as 'MOBILE PHONE 1'. The 'Phone No.' field contains '91' and the 'Extension No.' field contains '8794569780'. The 'Save' button is highlighted with a blue arrow. The background shows the 'CIF Retail > New Entity > Customer' form with various tabs like 'Basic Info', 'Contact', 'Identification Document Details', etc.

- AGAIN CLICK ON 'ADD PHONE AND E-MAIL -> PHONE NO. / E-MAIL ID ( EMAIL) -> COMMUNICATION -> ENTER VALID EMAIL ID IF AVAILABLE (ELSE [NA@NA.COM](mailto:NA@NA.COM))' CLICK ON SAVE.

The screenshot shows the 'Finacle' CRM interface. The 'Phone and Email Details' dialog box is open, displaying the 'Phone No./Email ID' as 'E-mail' and the 'Type' as 'COMMUNICATION'. The 'Email ID' field contains 'NA@NA.COM'. The 'Save' button is highlighted with a blue arrow. The background shows the 'CIF Retail > New Entity > Customer' form with various tabs like 'Basic Info', 'Contact', 'Identification Document Details', etc.

5- CLICK ON 'IDENTIFICATION DOCUMENT DETAILS'

- DOCUMENT TYPE – PAN-> ENTER PAN NO. OF HUF, WHOSE 4<sup>th</sup> CHARACTER IS H'-> CLICK ON SAVE

IF 'PAN IS NOT AVAILABLE THEN ENTER FORM60'

CRM Solution - Profile 1 - Microsoft Edge  
https://mpgbdcfnx.boirb.net:47000/FinacleCRM/servlet/com.infy.cis.ui.cif.AccountDetWizard

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General

Basic Info | Contact | Identification Document Details | Currency | CoreInterface | Household | Group Details | Tax Certification Details | Additional Info

Add Identification Document Details

Is Preferred: ☐ Document Code: ☐ DOC11 ☐ PANR

Identification Document Details

Document Type: PAN Document Type Description: PAN CARD

Document Code: PANR Document Code Description: PAN CARD

Remarks:

Mandatory Document: --Select-- Scan Required: N

Place of Issue: 00218 | INDORE Country of Issue: IN | INDIA

Issue Date: 01/08/2024 Expiry Date:

Is Document Verified: --Select-- ID Issued Organization: --Select--

Document Reference: EAVI#2609P

Save Close

Enter all details for atleast one field  
\* All fields marked with \* are mandatory

Save Submit Close

Show Tips

- SELECT OTHER DOCUMENT TYPE -> 'CBMKYC\_POBA1'  
THEN CLICK ON SAVE

CRM Solution - Profile 1 - Microsoft Edge  
https://mpgbdcfnx.boirb.net:47000/FinacleCRM/servlet/com.infy.cis.ui.cif.AccountDetWizard

You're in Internet Explorer mode. Most pages work better in Microsoft Edge. [Leave](#) [Show in toolbar](#) [Learn more](#)

General

Basic Info | Contact | Identification Document Details | Currency | CoreInterface | Household | Group Details | Tax Certification Details | Additional Info

Add Identification Document Details

Is Preferred: ☐ Document Code: ☐ DOC11 ☐ PANR

Identification Document Details

Document Type: CBMKYC\_POBA1 Document Type Description: PROOF OF BUSINESS ACTIVITY1

Document Code: DOC11 Document Code Description: HUF LETTER

Remarks:

Mandatory Document: --Select-- Scan Required: --Select--

Place of Issue: ADEG | ADEG Country of Issue:

Issue Date: 05/09/2024 Expiry Date:

Is Document Verified: --Select-- ID Issued Organization: --Select--

Document Reference: NA

Save Close

Enter all details for atleast one field  
\* All fields marked with \* are mandatory

Save Submit Close

Show Tips

6- CLICK ON 'CURRENCY' TAB-> ADD CCY -> SAVE

Finacle Universal Banking Solution

User: KP4001 | Calendar: Gregorian | Time Zone: IST

CIF Retail > New Entity > Customer

General | Demographic | Psychographic | Other Bank and Credit Card

Basic Info | Contact | Identification Document Details | **Currency** | CoreInterface | Household | Group Details | Tax Certification Details | Additional Info

Core Interface Details

Offline or Debit Limit

Source of Income

Free Code 2

Free Code 4

Free Code 6

Free Code 8

Free Code 10

Cr Card Holder

Free Text 1

Free Text 3

Free Text 5 \*

Free Text 7 \*

Free Text 9

Free Text 11

Lead/Major Bank Share

Charges A/c. ID

Free Code 1

Free Code 3

Free Code 5

Free Code 7

Free Code 9

Card Details

Free Text 2

Free Text 4

Free Text 6

Free Text 8

Free Text 10

Lead/Major Bank

Our Bank Share \*

CCY \* INR

Credit Discount Pnt. \* 0%

Debit Discount Pnt. \* 0%

Withholding Tax Pnt. \* 0%

Withholding Tax Floor Limit \* 0

Preferential Expiry Date \* 31/12/2099

Save Cancel

Enter all details for atleast one Identification details present under General Details

\* All fields marked with \* are Mandatory

Save Submit Close

Show Tips

Type here to search

ENG IN 15:24 06-09-2024

7- CLICK ON 'CORE INTERFACE' TAB, ENTER

'FREE TEXT 5' -> REGULAR

'FREE TEXT 7' -> WALKIN

Finacle Universal Banking Solution

User: KP4001 | Calendar: Gregorian | Time Zone: IST | Solution: CRMServer

CIF Retail > New Entity > Customer

General | Demographic | Psychographic | Other Bank and Credit Card

Basic Info | Contact | Identification Document Details | Currency | **CoreInterface** | Household | Group Details | Tax Certification Details | Additional Info

Core Interface Details

Offline or Debit Limit

Source of Income

Free Code 2

Free Code 4

Free Code 6

Free Code 8

Free Code 10

Cr Card Holder

Free Text 1

Free Text 3

Free Text 5 \*

Free Text 7 \*

Free Text 9

Free Text 11

Lead/Major Bank Share

Charges A/c. ID

Free Code 1

Free Code 3

Free Code 5

Free Code 7

Free Code 9

Card Details

Free Text 2

Free Text 4

Free Text 6

Free Text 8

Free Text 10

Lead/Major Bank

Our Bank Share \*

Free Text 5: REGULAR

Free Text 7: WALKIN

Save Close

Enter all details for atleast one Identification details present under General Details

\* All fields marked with \* are Mandatory

Show Tips

Type here to search

ENG IN 15:29 06-09-2024

8- CLICK ON 'TAX CERTIFICATION DETAILS-> FOREIGN A/C TAX REPORTING REQUIRED (N)'

The screenshot shows the 'Finacle Universal Banking Solution' interface. The 'Tax Certification Details' tab is active, and the 'Foreign A/c. Tax Reporting Required' dropdown is set to 'N'. The 'Additional Info' tab is also visible. The interface includes a top navigation bar with 'Leave' and 'Show in toolbar' buttons, and a bottom status bar with 'Save', 'Submit', and 'Close' buttons. The 'Tax Certification Details' section includes fields for 'Foreign A/c. Tax Reporting Required', 'Address for Tax purpose', 'Occupation Type', 'Foreign Tax Reporting Country', 'Foreign Tax Identification Type', 'Foreign Tax Reporting Country 2', 'Foreign Tax Identification Type 2', 'Foreign Tax Reporting Country 3', 'Foreign Tax Identification Type 3', and 'Next Foreign Tax Reporting Review Date'. The 'Additional Info' section includes fields for 'Only Indian Tax Resident', 'Address Type', 'Other Occupation Type', 'Foreign Tax Identification Number', 'Foreign Tax Identification Number 2', and 'Foreign Tax Identification Number 3'.

9- CLICK ON 'ADDITIONAL INFO' TAB

ENTER **DATE OF INCORPORATION/ FORMATION AND PLACE OF INCORPORATION/ FORMATION**

The screenshot shows the 'Finacle CRM' interface with the 'Additional Info' tab active. The 'Date of Incorporation/Formation' is set to '01/09/2024' and the 'Place of Incorporation/Formation' is set to 'DEWA'. The interface includes a top navigation bar with 'Leave' and 'Show in toolbar' buttons, and a bottom status bar with 'Save', 'Submit', and 'Close' buttons. The 'Additional Info' section includes fields for 'Maiden Salutation', 'Maiden Middle Name', 'Father/Spouse Salutation', 'Father/Spouse Middle Name', 'Mother Salutation', 'Mother Middle Name', 'CKYC Number', 'Reference Number', 'Date of Incorporation/Formation', 'Relation Type', 'Maiden First Name', 'Maiden Last Name', 'Father/Spouse First Name', 'Father/Spouse Last Name', 'Mother First Name', 'Mother Last Name', 'CKYC Date', 'Document Received', 'Place of Incorporation/Formation', and 'Remarks'.

10- NOW CLICK ON 'DEMOGRAPHIC' TAB  
ENTER MANDATORY FIELDS

The screenshot shows the 'Demographic' tab in the Finacle CRM. The 'General Details' section includes fields for Nationality, Residing Country, Marital Status, Non-resident Country Type, Mailing Preferred, Hold Mail Indicator, Emailing Preferred, Hold Mail From, Total Fund Base, Other Limits, Assets as on Date, Shareholder Indicator, Tax Exemption Start Date, Tax Rate Table Code, and Remarks. The 'Income and Expense Details' section includes fields for Caste, Residing Since, Non-resident's Relative, Non-resident Relative Name, Phone Call preferred, Hold Mail Remarks, Preferred Contact Time, Hold Mail Till, Total Non-Fund Base, Net Worth, Financial Year End (Month), Deposits, Tax Deducted at Source Exemption Submitted On, Tax Exemption End date, No Tax Recalculation Beyond Date, and Occupation. The 'Channel Details' section is also visible at the bottom.

11- CLICK ON 'DEMOGRAPHIC-> INCOME AND EXPENSE DETAILS' ENTER THE FIELDS

The screenshot shows the 'Income and Expense Details' tab in the Finacle CRM. The 'Income Details' section includes fields for Employment Type, Gross Income, Pro rata Monthly Incentive, Part-time Employment Income, Income from Investments, Estimated Value of All Assets, Investment in Shares and Units, Source of Income, Monthly Disposable Income, and Income Range From. The 'Expenses Details' section includes fields for Monthly Household Expenses, Monthly Loan Payment to Bank, Monthly Expense Commitments, and Total Monthly Debt Service Amt. The 'Income from Stocks or Mutual Funds' section includes fields for Allowances not in Pay Slip, Interest Subsidy from Employer, Rental Income, Income from Other Sources, Income from Stocks or Mutual Funds, Total Household Income, and Income Range To. The 'Monthly Loan Payment' section includes fields for Monthly Loan Payment, Monthly Third Party Loan Amt, Other Monthly Expenses, and Total Monthly Expenses.

12- CLICK ON 'PSYCHOGRAPHIC' TAB -> SELECT RELATION AS 'SOCIAL'-> CLICK ON 'ADD  
RELATIONSHIP'

The screenshot shows the 'Psychographic' tab in the Finacle CRM. The 'Social Relationship' section includes a table with columns for First Name, Last Name, Bank Relation Type, Relationship with Entity, and a Select button. The table contains one row with the following data: First Name: DEEPA, Last Name: KUSHWAH, Bank Relation Type: CUSTOMER, Relationship with Entity: KARTA. The 'Add Relationship' button is highlighted with a blue arrow. The 'Remove Relationship' button is also visible. The 'Social' dropdown menu is selected. The 'Individual Profile or Preference Details' section is also visible at the top.



### 13- SELECT 'BANK RELATION TYPE AS CUSTOMER -> CLICK ON CUSTOMER SEARCHER

The screenshot displays two overlapping web browser windows. The background window shows the 'Social Relationship Details' form with the following fields: Bank Relation Type (CUSTOMER), Relation (KARTA), Last Name (KUSHWAH), Dependent (dropdown), Guardian (dropdown), First Name (DEEPA), Gender (F), and Date of Birth (13/10/1990). The foreground window shows the 'Customer Search Results' form with fields for Customer Last Name, CIF ID (004273231), Blacklisted (dropdown), Negated (dropdown), Suspended (dropdown), Corporate Representative Identifier (dropdown), Identification Document Type (dropdown), Identification No., GCIF ID, and Status. A blue arrow points from the 'CUSTOMER' dropdown in the Social Relationship Details form to the 'CIF ID' field in the Customer Search Results form.

### 14- ENTER CIF ID OF KARTA -> CLICK ON SUBMIT-> CIF ID DETAILS WILL APPEAR, DOUBLE CLICK ON CIF ID

The screenshot displays two overlapping web browser windows. The background window shows the 'Social Relationship Details' form with the following fields: Bank Relation Type (CUSTOMER), Relation (KARTA), Last Name (dropdown), Dependent (dropdown), Guardian (dropdown), First Name (dropdown), Gender (dropdown), and Date of Birth (dropdown). The foreground window shows the 'Customer Search Results' form with fields for Customer Last Name, CIF ID (002304482), Blacklisted (dropdown), Negated (dropdown), Suspended (dropdown), Corporate Representative Identifier (dropdown), Identification Document Type (dropdown), Identification No., GCIF ID, and Status. A blue arrow points from the 'CIF ID' field in the Customer Search Results form to the 'Submit' button. Below the form, a table titled 'Customer Search Results' is displayed with the following data:

Last Name	CIF ID	Region	Status
RATHOR	002304482		Approved

## 15- SELCT RELATION AS 'KARTA' -> CLICK ON SAVE

CRM Solution - Profile 1 - Microsoft Edge

https://mpgbdcfnx.boirb.net:47000/FinacleCRM/servlet/com.infy.cis.ui.cif.AccountDetWizard

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Psychographic

Individual

Relationship

Social

First Name

DEEP

You're in Internet Explorer mode. Most pages work better in Microsoft Edge. [Leave](#) [Show in toolbar](#) [Learn more](#)

**Social Relationship Details**

Bank Relation Type \* CUSTOMER CUSTOMER : \* 002304482

Relation \* KARTA First Name DILIP

Last Name \* RATHOR Gender M

Dependent --Select-- Date of Birth 10/08/1990

Guardian --Select--

Save Close

\* All fields marked with \* are Mandatory

Save Submit Close

Show Tips

## 16- NOW CLICK ON 'SUBMIT'

Finacle Universal Banking Solution

https://mpgbdcfnx.boirb.net:47000/SSO/ui/SSOLogin.jsp

User: KP4001 Calendar: Gregorian Time Zone: IST Solution: CRMServer

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

16/09/2024 Menu Shortcut: Go

Universal Banking Solution from Infocube

CIF Retail > Entity Queue

Tray Type

Action

Entity ID

Submit Get

Customer Search

A/O M Last Name F N

A/O M PATEL A

General

Community \* HINDU PWO

Customer Rating \* CR-8 CRISIL CREDIT RATING 8 Rating Done On \* 07/08/2024

Preference Code

Sector

Risk Profile Score

Secure ID

Add Instalment Details

Region

Credit Bureau Score

Tax Deducted at Source Table \* TDS02 INTT

Customer Level Provisioning

Zakat Deduction

Preferred Communication Channel

Remarks

Delinquent Customer

Enable CRM Alerts \* Y

Islamic banking Customer

Preferred Calendar

Purge Allowed \*

Preferred Locale \*

Default Channels for CRM Alerts \*

INR INR

OTHERS

INR SA

EMAIL

SMS

Message from webpage

The General is submitted successfully. CIF ID: 103712052

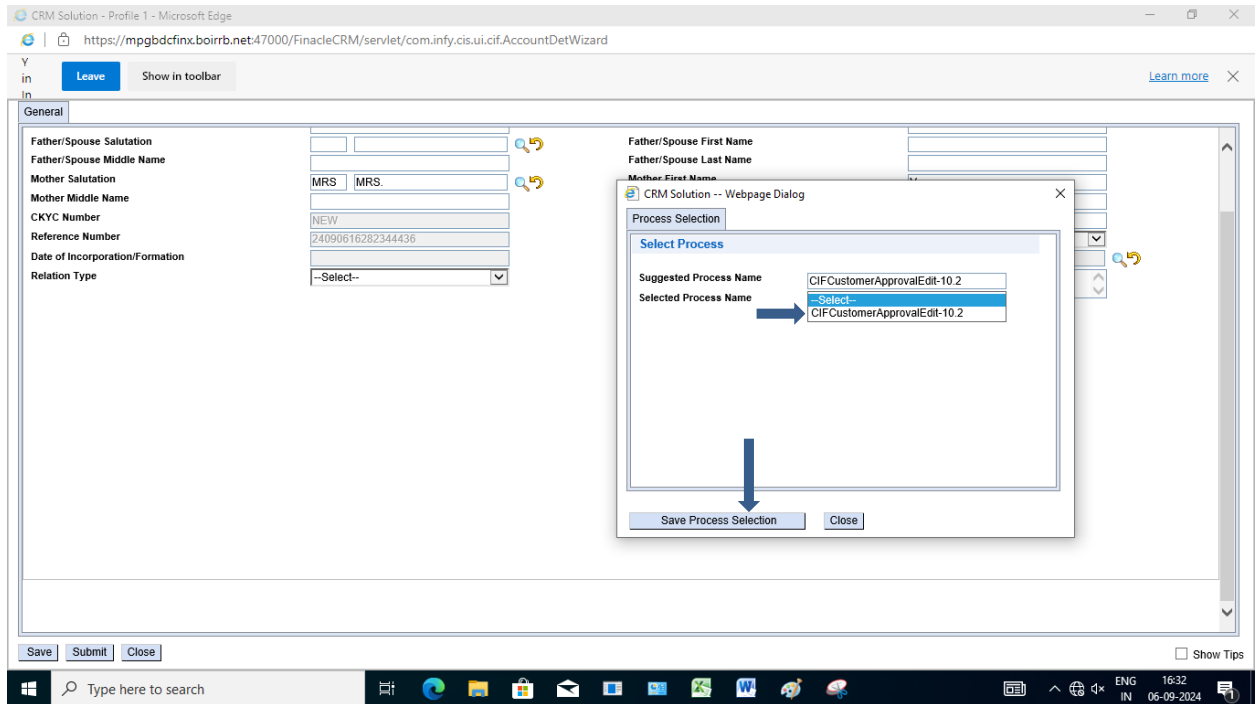
OK

Close

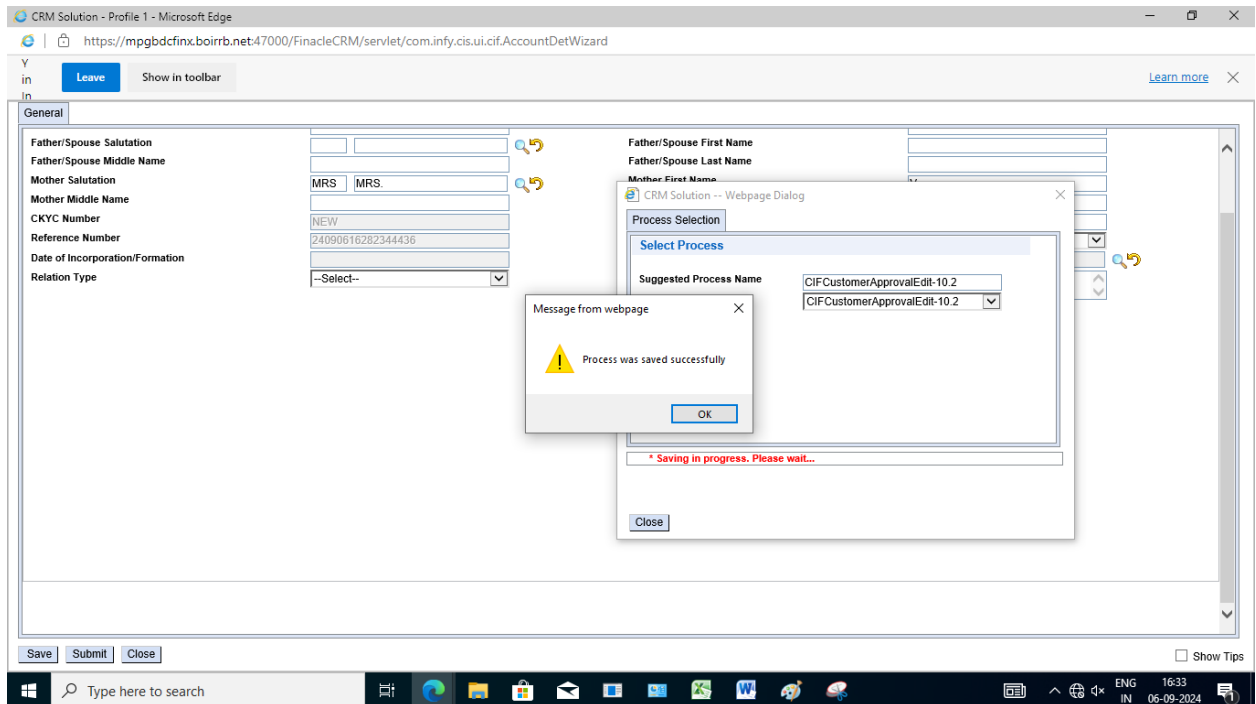
Show Tips

17- MESSAGE WILL BE SHOWN AS 'GENERAL SUBMITTED SUCCESSFULLY'  
CLICK ON OK. THAN WAIT TILL THE PROCESS SELECTION POP UP APPEARS.

18- NEW POP UP WILL APPEAR  
SELECT 'SELECTED PROCESS NAME AS -> CIF CUSTOMER APPROVAL EDIT-10.2"  
THEN CLICK ON 'SAVE PROCESS SELECTION'



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



NOW THE CIF IS SUBMITTED AND MOVED TO BUSSINESS CENTER GROUP

## Now the other user can verify

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

The screenshot displays the Finacle CRM interface. The main window shows the 'CIF Retail > Entity Queue' screen with a table of customer records. A pop-up window titled 'CRM Solution - Profile 1 - Microsoft Edge' is open, showing the 'General' tab of a customer profile.

**Entity Queue Table:**

A/O	M	Last Name	First Name	CIF ID	Stage Name	Record Status	Availability Reason	Pro Sta
M		PATEL	ANKIT	103712052		Rejected	Created	

**Customer Search Results:**

Entity ID: 103712052

Buttons: Submit, Get, Entity Bulk Get, Stop Escalation, Entity Count

**General Details Form:**

Basic Info | Contact | Identification Document Details | Currency | CoreInterface | Household | Group Details

General Details

GCIF ID: [Field] Customer ID: [Field]

Personal Details

Title: MR. MR. First Name: [Field] Last Name: [Field]  
Middle Name: [Field] Short Name: [Field]  
Full Name: ANKIT PATEL Alias: [Field]  
Preferred Name: ANKIT Mother's Maiden Name: [Field]  
Gender: M Spouse Name: [Field]  
Father Name: [Field] City of Birth: [Field]  
Date of Birth: 09/06/1996 Minor Turned Major On: [Field]  
Country of Birth: [Field]  
Minor Indicator: N

Enter all details for atleast one Identification details present under General Details  
\* All fields marked with \* are Mandatory

Buttons: Save, Submit, Close

Check Show Tips

## VERIFICATION OF CIF

21- VERIFIER USER FOLLOW THE PATH

CIF RETAIL -> 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**

22- 'RETAIL CIF DETAILS' WILL APPEAR

Finacle Universal Banking Solution

Calendar: Gregorian Time Zone: IST Solution: CRMServer

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

06/09/2024 Menu Shortcut:

CIF Retail > Entity Queue

Tray Type: Self Entity Type: Customer

Action: Submitted For Approval

Entity ID: 103712052

Submit Get Entity Bulk Get Stop Escalation Entity Count

Customer Search Results

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

23- CLICK ON CIF ID

Finacle Universal Banking Solution

Calendar: Gregorian Time Zone: IST Solution: CRMServer

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

06/09/2024 Menu Shortcut:

CIF Retail > Entity Queue

Tray Type: Self Entity Type: Customer

Action: Submitted For Approval

Entity ID: 103712052

Submit Get Entity Bulk Get Stop Escalation Entity Count

Customer Search Results

A/O	M	Last Name	First Name	CIF ID	Stage Name	Record Status	Availability Reason
A		PATEL	ANKIT	103712052	Approval Step	Submit	Created

CRM Solution - Profile 1 - Microsoft Edge

https://mpgbdcfnx.boirb.net:47000/FinacleCRM/servlet/com.infy.cis.ui.cif.AccountDetWizard

You're in Internet Explorer mode. Most pages work better in Microsoft Edge.

General Demographic Psychographic Other Bank and Credit Card

Basic Info Contact Identification Document Details Currency CoreInterface Household Group Details Tax Certification Details Additional Info

General Details

Customer ID: 103712052

Personal Details

GCIF ID: [Empty]

Title: MR MR

Middle Name: [Empty]

Full Name: ANKIT PATEL

Preferred Name: ANKIT

Gender: M

Father Name: [Empty]

Date of Birth: 09/06/1996

Country of Birth: [Empty]

Minor Indicator: N

Senior Citizen: N

Non-resident Indicator: N

Turned Resident On: [Empty]

Customer ID: 103712052

First Name: ANKIT

Last Name: PATEL

Short Name: A

Alias: [Empty]

Mother's Maiden Name: [Empty]

Spouse Name: [Empty]

City of Birth: [Empty]

Minor Turned Major On: [Empty]

Senior Citizen Applicable Date: 09/06/2056

Turned Non-resident On: [Empty]

Entity Information Summary Current Process Step

Customer Summary

Title	Last Name	First Name
MR.	PATEL	ANKIT

Middle Name	CIF ID	Date of Birth
	103712052	09/06/1996

24- VISIT ALL PAGES 'OR' CHECK ALL DETAILS  
THEN CLICK ON 'CROSS- X' OR CLOSE

The screenshot shows the Finacle CRM interface. A window titled 'CRM Solution - Profile 1 - Microsoft Edge' is open, displaying a form for 'General Details'. The form includes fields for 'GCIF ID', 'Customer ID', 'Title', 'First Name', 'Last Name', 'Short Name', 'Alias', 'Mother's Maiden Name', 'Spouse Name', 'City of Birth', 'Date of Birth', 'Country of Birth', 'Minor Indicator', 'Senior Citizen', 'Non-resident Indicator', 'Minor Turned Major On', 'Senior Citizen Applicable Date', and 'Turned Non-resident On'. A blue arrow points to the 'Close' button in the top right corner of the window. Another blue arrow points to the 'Close' button in the bottom left corner of the window.

25- CLICK ON 'CURRENT PROCESS STEP'

The screenshot shows the Finacle CRM interface. The 'Current Process Step' tab is selected, displaying a table with columns: A/O, M, Last Name, First Name, CIF ID, Stage Name, Record Status, Availability Reason, Process Status, Assigned By, Owner, Maker, Assigned To Representative, Group Name, and Select. The table contains one row with the following data: A, PATEL, ANKIT, 193712052, Approval Step, Submit, Created, Open, [User], FinacleCRM ADMINISTRATOR, [User], [User], [Group], and [Select]. A blue arrow points to the 'Current Process Step' tab. Below the table, the 'Current Process Step : 1' is displayed, with a link to 'Approval - Process Time - 1 Days' and a 'Due Date 07/09/2024 11:00:00 AM'.

## 26- CLICK ON LINK 'APPROVAL :-PROCESS TIME'

The screenshot shows the Finacle CRM interface. At the top, there's a navigation bar with 'User', 'Calendar: Gregorian', 'Time Zone: IST', and 'Solution: CRMServer'. Below this, the 'CIF Retail > Entity Queue' section is visible. A table titled 'Customer Search Results' displays a list of customers. The first row is highlighted, showing details for 'PATEL ANKIT' with CIF ID '193712052'. The 'Current Process Step' is 'Approval :- Process Time - 1 Days' with a due date of '07/09/2024 11:00:00 AM'. A blue arrow points to the 'Approval :- Process Time - 1 Days' link in the 'Current Process Step' section.

A/O	M	Last Name	First Name	CIF ID	Stage Name	Record Status	Availability Reason	Process Status	Assigned By	Owner	Maker	Assigned To Representative	Group Name	Select
A		PATEL	ANKIT	193712052	Approval Step	Submit	Created	Open	DEEPA SHANMUKH	FinacleCRM ADMINISTRATOR	KARU PATEL			<input type="checkbox"/>

## 27- NEW PAGE WILL APPEAR AS 'APPROVAL FORM' SELECT DECISION AS 'APPROVE / REJECT / CLOSE' CLICK ON SAVE APPROVAL FORM

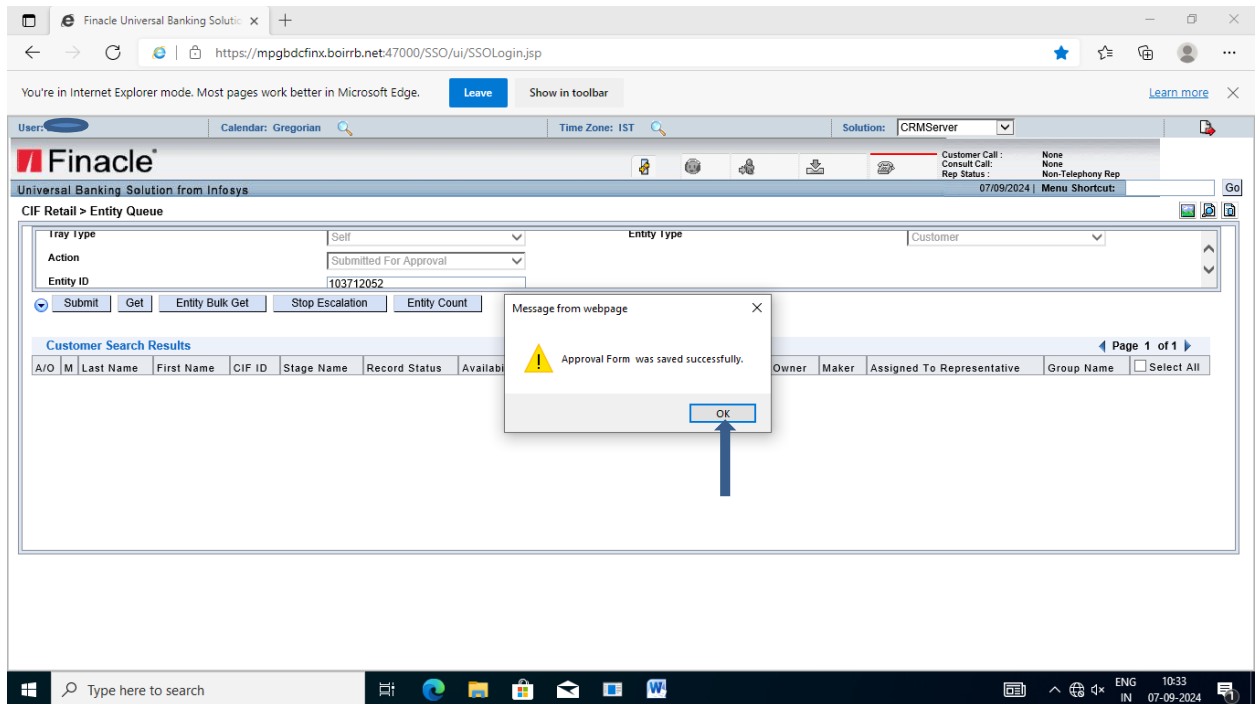
The screenshot shows the 'Approval Form' dialog box. It contains fields for 'Title' (MR.), 'Last Name' (PATEL), 'First Name' (ANKIT), 'CIF ID' (193712052), 'Date of Birth' (09/06/1996), and 'Decision \*'. The 'Decision \*' dropdown menu is open, showing options: 'Select', 'Approve', 'Close', and 'Reject'. A blue arrow points to the 'Approve' option. Below the dropdown, there's a 'View Audit Trail' link. At the bottom of the dialog, there are 'Save Approval Form' and 'Close' buttons. A blue arrow points to the 'Save Approval Form' button.

**Approval Form**

**Decision**

Title: MR. Last Name: PATEL  
First Name: ANKIT CIF ID: 193712052  
Date of Birth: 09/06/1996  
Decision \*:   
Remarks:   
[View Audit Trail](#)

## 28- NOW THE CIF IS VERIFIED SUCCESSFULLY



- **NOW LINK THE CIF TO CORE SERVER BY MENU “HCCFM”** [TILL THE TIME WE DO NOT GET CIF IN CORE FROM CRM BY HCCFM, WE WILL NOT BE ABLE TO OPEN ACCOUNTS OR PERFORM ANY OPERATION ON CIF]