



# Madhya Pradesh Gramin Bank

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

## SOP-ATMREV

### [ATM charge back claim form]

#### D-DATA GENERATION

1. Invoke the menu 'ATMREV'. Select function code from drop down D-Data Generation.

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 ATM Charge Back Claim form

Function Code \* D-DATA GENERATION

Go Clear

2. click on go button.

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 ATM Charge Back Claim form

Function Code \* D-DATA GENERATION

Go Clear

3. Enter tran ID,tran date,reversal amount and remarks.

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 ATM TXN REVERSAL SCREEN

Function Code	D	Ref Number
Org Cr Account	11000RRBNFS002	Tran Date *
Org Tr Particular	CWDR/30429/10504622	Org Dr Account
Account Name	VIBHUTI SHARMA WO	Org Tran Amount
Tran Id *	S1787167	Reversal Amount *
		Remarks *
		REVERSE

Submit Cancel

4. click on submit button.

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 ATM TXN REVERSAL SCREEN

Record Successfully Added. Ref. No.300824NJGB20170

Ok

## X-CANCEL

1. Invoke the menu ‘ATMREV’. Select function code from drop down X-CANCEL.

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

Universal Banking Solution from Infosys

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

ATM Charge Back Claim form

Function Code \* X-CANCEL Ref Number \*

Go Clear Help

2.select reference number from searcher.

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

Universal Banking Solution from Infosys

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

ATM Charge Back Claim form

Function Code \* X-CANCEL Ref Number \*

Go Clear Help

List Of Ref Number

REF_NUM	TRAN_AMT	STAN_NO
300824NJGB20170	5000.00	000000030429

Close

3.click on go button.

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

Universal Banking Solution from Infosys

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

ATM Charge Back Claim form

Function Code \* X-CANCEL Ref Number \* 300824NJGB20170 Help

Go Clear

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

Universal Banking Solution from Infosys

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

ATM TXN REVERSAL SCREEN

Function Code	X	Ref Number	300824NJGB20170
Org Cr Account	11000RRBNFS002	Tran Date *	06-01-2023
Org Tr Particular	CWDR/30429/10504622	Org Dr Account	033011110000008
Account Name	VIBHUTI SHARMA WO SWADESH KUM	Org Tran Amount	5000
STAN Number	000000030429	Reversal Amount *	5000
		Remarks *	REVERSE
		Value Date	06-01-2023

Submit Cancel Help

4.click on submit button.

The screenshot shows the Finacle ATM TXN REVERSAL SCREEN. At the top, there are navigation links for User: VS1699, Calendar: Gregorian, Time Zone: IST, Solution: CoreServer, and various menu options like Menu, Show Memo Pad, Background Menu, and CCY Converter. The date is 30 August, 2024. A message box at the top left says "Record Cancelled Successfully." with an "Ok" button. The main title is "ATM TXN REVERSAL SCREEN".

## V-VERIFY

1.select function code v-verify from dropdown.

The screenshot shows the Finacle ATM Charge Back Claim form. The "Function Code" dropdown is set to "V-VERIFY". Other fields include "Ref Number" and a search bar. Buttons for "Go" and "Clear" are visible. The title bar indicates "ATM Charge Back Claim form".

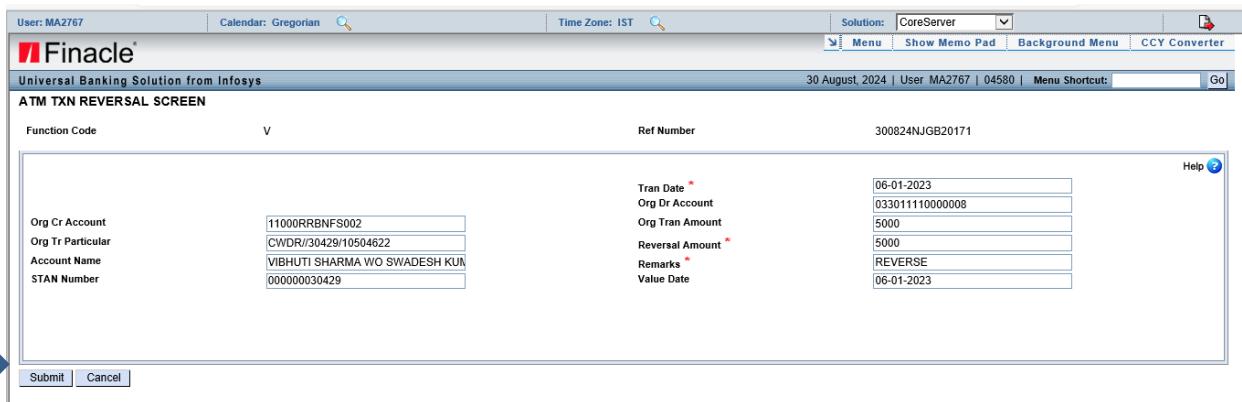
2.select reference number from searcher.

The screenshot shows the Finacle ATM Charge Back Claim form. A modal dialog titled "List Of Ref Number" is open, displaying a table with three columns: REF\_NUM, TRAN\_AMT, and STAN\_NO. One row is highlighted with the value "300824NJGB20171". The "Close" button is visible at the bottom of the dialog. The main form has "Function Code" set to "V-VERIFY" and "Ref Number" set to "300824NJGB20171".

3.click on go button.

The screenshot shows the Finacle ATM Charge Back Claim form. A blue arrow points to the "Go" button, indicating where it should be clicked. The "Function Code" is still "V-VERIFY" and the "Ref Number" is "300824NJGB20171". The title bar indicates "ATM Charge Back Claim form".

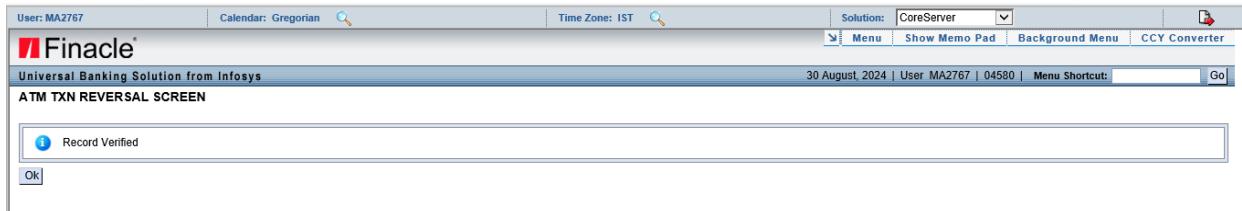
4.click on submit button.



The screenshot shows the Finacle ATM TXN REVERSAL SCREEN. The transaction details are as follows:

Function Code	V	Ref Number	
Org Cr Account	11000RRBNFS002	Tran Date *	06-01-2023
Org Tr Particular	CWDR/30429/10504622	Org Dr Account	033011110000008
Account Name	VIBHUTI SHARMA WO SWADESH KUN	Org Tran Amount	5000
STAN Number	000000030429	Reversal Amount *	5000
		Remarks *	REVERSE
		Value Date	06-01-2023

At the bottom left, there are 'Submit' and 'Cancel' buttons. A blue arrow points to the 'Submit' button.



The screenshot shows the Finacle ATM TXN REVERSAL SCREEN after the transaction was processed. A message box displays "Record Verified". At the bottom left, there is an "Ok" button.

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