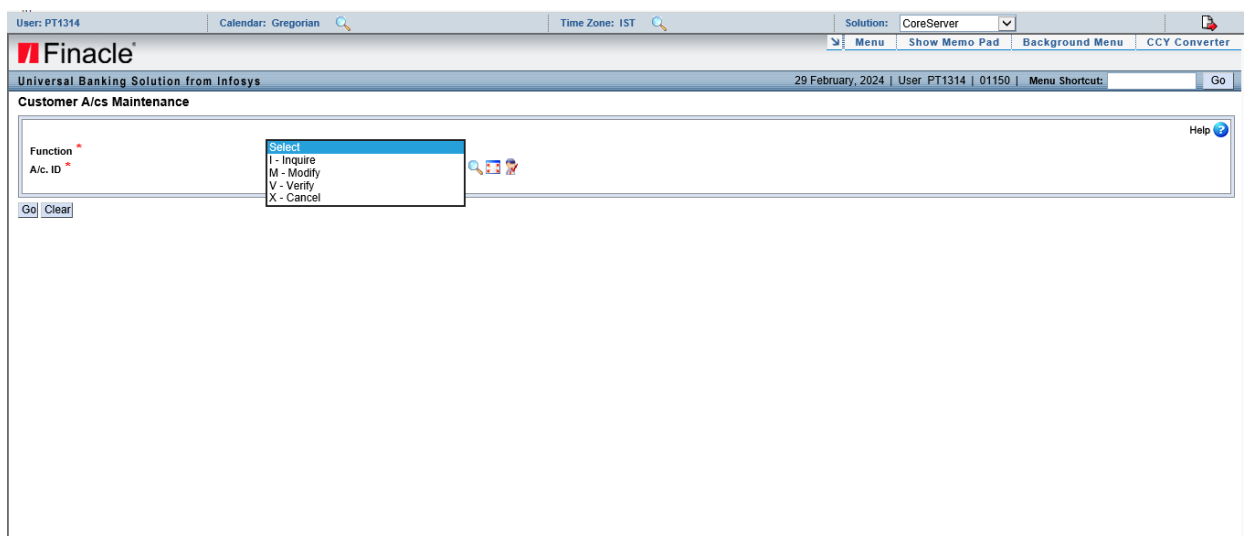


## HACM

The menu HACM is for the maintenance of customer accounts. It has 4 Functions, which are as follows:

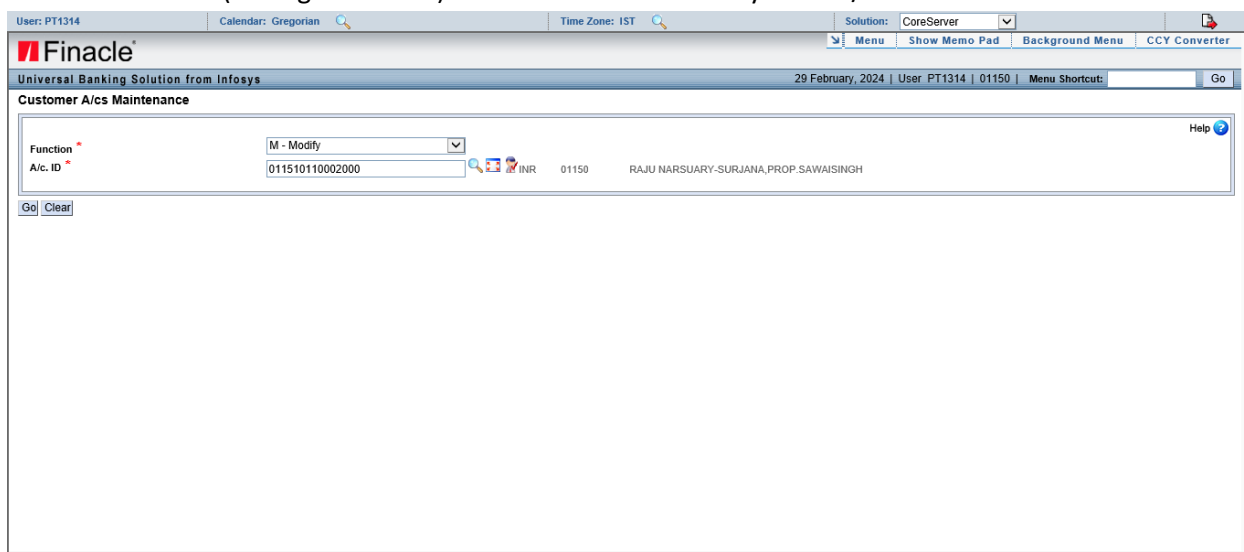
### 2.1 M-Modify

1. Invoke the menu HACM. Enter or select (through dropdown) a value for the mandatory field 'Function'



The screenshot shows the 'Customer A/cs Maintenance' screen in the Finacle system. The 'Function' field is highlighted, and a dropdown menu is open, showing the following options: I - Inquire, M - Modify, V - Verify, and X - Cancel. The 'A/c. ID' field is empty. The top of the screen displays the user 'PT1314', the date '29 February, 2024', and the solution 'CoreServer'.

2. Enter or select (through searcher) a value for the mandatory field 'A/c ID'



The screenshot shows the 'Customer A/cs Maintenance' screen in the Finacle system. The 'Function' field is now set to 'M - Modify'. The 'A/c. ID' field is populated with the value '011510110002000'. The top of the screen displays the user 'PT1314', the date '29 February, 2024', and the solution 'CoreServer'. The bottom of the screen shows the account details: 'INR 01150 RAJU NARSUARY-SURJANA,PROP.SAWAISINGH'.

### 3. Click on GO. (System will navigate the user to details page)

User: PT1314    Calendar: Gregorian    Time Zone: IST    Solution: CoreServer

---

Function: Modify    A/c. ID: 011510110002000 01150 INR RAJU NARSUARY-SURJANA,PROP.SAW  
CIF ID: 003327443 RAJU NARSUARY-SURJANA,PROP.SAW  
General Ledger Subhead Code: 12050 - SAVING BANK    Scheme Code: SB101 - BACHAT JAMA YOJANA

<input type="checkbox"/> Error Details	<input type="checkbox"/> Others	<input type="checkbox"/> Flexi-Deposit	<input type="checkbox"/> Document	<input type="checkbox"/> Linked Deposits	<input type="checkbox"/> Addl. Info.	<input type="checkbox"/> Kisgn Credit Card Details	<input type="checkbox"/> Payment System
<input type="checkbox"/> General	<input type="checkbox"/> Link Collaterals	<input type="checkbox"/> Interest & Tax	<input type="checkbox"/> Scheme	<input type="checkbox"/> Nomination	<input checked="" type="checkbox"/> Related Party	<input type="checkbox"/> MIS Codes	

**User Information Messages**  
ERG - Referred Phone Type not found in CIF, replacing with preferred Phone

---

A/c. Short Name	RAJU	A/c. Opening Date	16-12-2015
Product Type		Mode of Operation	029
Charge Level Code	00		PROPRIETOR
Location Code	NO CONCESSIONS IN C	A/c. Report Code	00000
	719		
Channel Level Code	DEWAS		
Customer Relationship A/c. Manager		A/c. Manager ID	
Ledger No.	0	Contact Phone No.	
Cash Debit Limit Exception	10,00,000.00	Cash Credit Limit Exception	1,00,000.00
Clearing Exception Limit (Dr.)	9,99,99,99,99,999.99	Clearing Exception Limit (Cr.)	9,99,99,99,99,999.99
Transfer Exception Limit (Dr.)	9,99,99,99,99,999.99	Transfer Exception Limit (Cr.)	9,99,99,99,99,999.99
Relative Staff ID		Name in Preferred Language	
Preferred Language Code			
Preferential Calendar Base	G - Gregorian Calendar	Additional Calendar Base	<input type="radio"/> Hiji <input checked="" type="radio"/> None
A/c. Statement	Both	Statement Frequency	Select <input type="button" value="v"/> Week <input type="button" value="v"/>
			Day <input type="button" value="v"/> Date <input type="button" value="v"/> Holiday <input type="button" value="v"/>

### 4. System will auto populate the details, user can modify data as per requirement. Click on SUBMIT (system will show the result message)

User: PT1314    Calendar: Gregorian    Time Zone: IST    Solution: CoreServer

---

**Finacle**    Menu    Show Memo Pad    Background Menu    CCY Converter

---

Universal Banking Solution from Infosys    29 February, 2024 | User: PT1314 | 01150 | Menu Shortcut:    Go

---

**Customer A/cs Maintenance**

**A/c. ID 011510110002000 modified successfully.**

OK

Now user have to verify the record.

## 2.2 V-Verify

1. Invoke the menu, Enter or select (through dropdown) a value for the mandatory field 'Function'.

Finacle Universal Banking Solution from Infosys

29 February, 2024 | User PV2353 | 01150 | Menu Shortcut: Go

Customer A/cs Maintenance

Function \* V - Verify

A/c. ID \*

Go Clear

2. Enter or select (through searcher) a value for the mandatory field 'A/c ID'

Finacle Universal Banking Solution from Infosys

29 February, 2024 | User PV2353 | 01150 | Menu Shortcut: Go

Customer A/cs Maintenance

Function \* V - Verify

A/c. ID \*

Go Clear

Verification Pending List -- Webpage Dialog

Ref. No.	Key Value	Entered By	Date	Table	Function	SOL ID
267123530	011510110000045/03	INFY19	20-05-2024	GAM	M	01150
267224743	011510110002000/03	PT1314	01-08-2024	GAM	M	01150

Close

### 3. Click on GO. (System will navigate the user to details page)

User: PV2353    Calendar: Gregorian    Time Zone: IST    Solution: CoreServer

**Finacle**    Menu    Show Memo Pad    Background Menu    CCY Converter

Universal Banking Solution from Infosys    29 February, 2024 | User: PV2353 | 01150 | Menu Shortcut:    Go

#### Customer A/c. Maintenance

Function: Verify    A/c. ID: 011510110002000 01150 INR RAJU NARSUARY-SURJANA,PROP.SAW  
CIF ID: 003327443 RAJU NARSUARY-SURJANA,PROP.SAW  
General Ledger Subhead Code: 12050 - SAVING BANK    Scheme Code: SB101 - BACHAT JAMA YOJANA

<input type="checkbox"/> Others	<input type="checkbox"/> Flexi-Deposit	<input type="checkbox"/> Document	<input type="checkbox"/> Linked Deposits	<input type="checkbox"/> Addl. Info.	<input type="checkbox"/> Kisan Credit Card Details	<input type="checkbox"/> Payment System
<b>General</b>	<b>Link Collaterals</b>	<b>Interest &amp; Tax</b>	<b>Scheme</b>	<input type="checkbox"/> Nomination	<input checked="" type="checkbox"/> Related Party	<input type="checkbox"/> MIS Codes

A/c. Short Name	RAJU	A/c. Opening Date	16-12-2015
Product Type		Mode of Operation	001
Charge Level Code	00		
	NO CONCESSIONS IN C		
Location Code	719	A/c. Report Code	00000
	DEWAS		
Channel Level Code			
Customer Relationship A/c. Manager		A/c. Manager ID	
Ledger No.	0	Contact Phone No.	
Cash Debit Limit Exception	10,00,000.00	Cash Credit Limit Exception	1,00,000.00
Clearing Exception Limit (Dr.)	9,99,99,99,99,999.99	Clearing Exception Limit (Cr.)	9,99,99,99,99,999.99
Transfer Exception Limit (Dr.)	9,99,99,99,99,999.99	Transfer Exception Limit (Cr.)	9,99,99,99,99,999.99
Relative Staff ID		Name in Preferred Language	
Preferred Language Code			
Preferential Calendar Base	G - Gregorian Calendar	Additional Calendar Base	<input type="radio"/> Hijri <input checked="" type="radio"/> None
	None	Statement Frequency	Others    12/12/12    12/12/12

### 4. System will auto populate the details. Check all details and click on SUBMIT (system will show the result message)

User: PV2353    Calendar: Gregorian    Time Zone: IST    Solution: CoreServer

**Finacle**    Menu    Show Memo Pad    Background Menu    CCY Converter

Universal Banking Solution from Infosys    29 February, 2024 | User: PV2353 | 01150 | Menu Shortcut:    Go

#### Customer A/c.s Maintenance

**i** A/c. ID 011510110002000 verified successfully.

OK

## 2.3 X-Cancel

1. Enter or select (through dropdown) a value for the mandatory field 'Function'

User: PV2353 | Calendar: Gregorian | Time Zone: IST | Solution: CoreServer | Menu | Show Memo Pad | Background Menu | CCY Converter

**Finacle**  
Universal Banking Solution from Infosys

29 February, 2024 | User PV2353 | 01150 | Menu Shortcut: | Go

**Customer A/cs Maintenance**

Function \* X - Cancel  
A/c. ID \*  
Go Clear

2. Enter or select (through searcher) a value for the mandatory field 'A/c ID'

User: PV2353 | Calendar: Gregorian | Time Zone: IST | Solution: CoreServer | Menu | Show Memo Pad | Background Menu | CCY Converter

**Finacle**  
Universal Banking Solution from Infosys

29 February, 2024 | User PV2353 | 01150 | Menu Shortcut: | Go

**Customer A/cs Maintenance**

Function \* X - Cancel  
A/c. ID \*  
Go Clear

**Verification Pending List**

Ref. No.	Key Value	Entered By	Date	Table	Function	SOL ID
267123530	011510110000045/03	INFY19	20-05-2024	GAM	M	01150

Close

### 3. Click on GO. (System will navigate the user to details page)

User: PV2353 | Calendar: Gregorian | Time Zone: IST | Solution: CoreServer

Function: Cancel  
A/c. ID: 011510110000045 01150 INR GYANSINGH SO GULABSINGH GUGAR  
CIF ID: 999035354 GYANSINGH SO GULABSINGH GUGAR  
General Ledger Subhead Code: 12050 - SAVING BANK

Scheme Code: SB101 - BACHAT JAMA YOJANA

☐ Others ☐ Flexi-Deposit ☐ Document ☐ Linked Deposits ☐ Addl. Info. ☐ Kisan Credit Card Details ☐ Payment System

☐ General ☐ Link Collaterals ☐ Interest & Tax ☐ Scheme ☐ Nomination ☒ Related Party ☐ MIS Codes

A/c. Short Name: GYAN  
Product Type:   
Charge Level Code: 00  
Location Code: NO CONCESSIONS IN C  
Channel Level Code:   
Customer Relationship A/c. Manager:   
Ledge No.: 0  
Cash Debit Limit Exception: 10,00,000.00  
Clearing Exception Limit (Dr.): 9,99,99,99,99,99,99  
Transfer Exception Limit (Dr.): 9,99,99,99,99,99,99  
Relative Staff ID:   
Preferred Language Code:   
Preferential Calendar Base: G - Gregorian Calendar  
A/c. Statement: None  
Dispatch Mode: Select  
Enable Pass Sheet Frequency at Related Party: ☐ Yes ☒ No

A/c. Opening Date: 02-02-2011  
Mode of Operation: 001  
A/c. Report Code: SELF  
A/c. Manager ID:   
Contact Phone No.:   
Cash Credit Limit Exception: 1,00,000.00  
Clearing Exception Limit (Cr.): 9,99,99,99,99,99,99  
Transfer Exception Limit (Cr.): 9,99,99,99,99,99,99  
Name in Preferred Language:   
Additional Calendar Base: ☐ Hijri ☒ None  
Statement Frequency: Select Week  
Day:  Date:  Holiday:   
Next Print Date:

### 4. Click on SUBMIT (system will show the result message)

User: PV2353 | Calendar: Gregorian | Time Zone: IST | Solution: CoreServer

**Finacle** | Menu | Show Memo Pad | Background Menu | CCY Converter

Universal Banking Solution from Infosys | 29 February, 2024 | User PV2353 | 01150 | Menu Shortcut: | Go

**Customer A/c's Maintenance**

*i* A/c. ID 011510110000045 Previous operation cancelled successfully.

OK

## 2.4 I-Inquire

1. Enter or select (through dropdown) a value for the mandatory field 'Function'

The screenshot shows the Finacle 'Customer A/cs Maintenance' screen. The top header includes user information (User: PV2353, Calendar: Gregorian, Time Zone: IST, Solution: CoreServer) and navigation links (Menu, Show Memo Pad, Background Menu, CCY Converter). The main title bar reads 'Universal Banking Solution from Infosys' and '29 February, 2024 | User PV2353 | 01150 | Menu Shortcut: Go'. The 'Customer A/cs Maintenance' section contains two mandatory fields: 'Function' and 'A/c. ID'. The 'Function' dropdown is currently set to 'I - Inquire'. The 'A/c. ID' field is empty. A 'Go' button and a 'Clear' button are located below the input fields. A 'Help' icon is visible in the top right corner of the form area.

2. Enter or select (through searcher) a value for the mandatory field 'A/c ID'

The screenshot shows the same Finacle 'Customer A/cs Maintenance' screen, but now the 'A/c. ID' field is populated with the value '011510110001000'. The 'Function' dropdown remains set to 'I - Inquire'. Below the 'A/c. ID' field, the system has displayed the account details: 'INR 01150 LAKHAN SINGH S/O BABULAL GOTHWAL(MALVIYA)'. The 'Go' and 'Clear' buttons are still present at the bottom of the form area.

### 3. Click on GO

User: PV2353		Calendar: Gregorian		Time Zone: IST		Solution: CoreServer			
Function A/c. ID CIF ID General Ledger Subhead Code		Inquiry 011510110001000 01150 INR LAKHAN SINGH S/O BABULAL GOTHW 999329925 LAKHAN SINGH S/O BABULAL GOTHW 12050 - SAVING BANK						Scheme Code SB101 - BACHAT JAMA YOJANA	
<input type="checkbox"/> Others		<input type="checkbox"/> Flexi-Deposit		<input type="checkbox"/> Document		<input type="checkbox"/> Linkgd Deposits		<input type="checkbox"/> Addl. Info.	
<input type="checkbox"/> Kisgn Credit Card Details		<input type="checkbox"/> Payment System							
General		Link Collaterals		Interest & Tax		Scheme		<input checked="" type="checkbox"/> Nomination	
<input checked="" type="checkbox"/> Rejected Party		<input type="checkbox"/> MIS Codes							
A/c. Short Name		LAKH		A/c. Opening Date		18-10-2012		Help	
Product Type		00		Mode of Operation		001			
Charge Level Code		NO CONCESSIONS IN C		A/c. Report Code		SELF			
Location Code		719				00000			
Channel Level Code		DEWAS							
Customer Relationship A/c. Manager				A/c. Manager ID					
Ledger No.		0		Contact Phone No.					
Cash Debit Limit Exception		10,00,000.00		Cash Credit Limit Exception		1,00,000.00			
Clearing Exception Limit (Dr.)		9,99,99,99,99,99,99.99		Clearing Exception Limit (Cr.)		9,99,99,99,99,99,99.99			
Transfer Exception Limit (Dr.)		9,99,99,99,99,99,99.99		Transfer Exception Limit (Cr.)		9,99,99,99,99,99,99.99			
Relative Staff ID				Name in Preferred Language					
Preferred Language Code				Additional Calendar Base		<input type="radio"/> Hiji <input checked="" type="radio"/> None			
Preferential Calendar Base		G - Gregorian Calendar		Statement Frequency		Select Week			
A/c. Statement		Both				Day Date Holiday			
Dispatch Mode		Select		Next Print Date		Select			
Enable Pass Sheet Frequency at Related Party		<input type="radio"/> Yes <input checked="" type="radio"/> No							