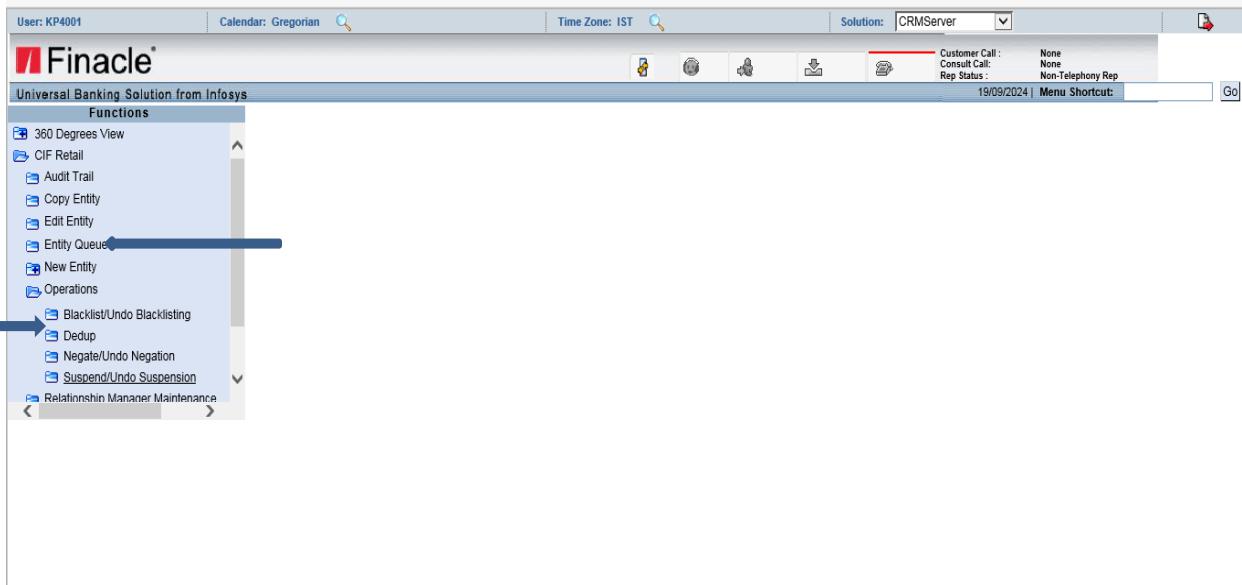


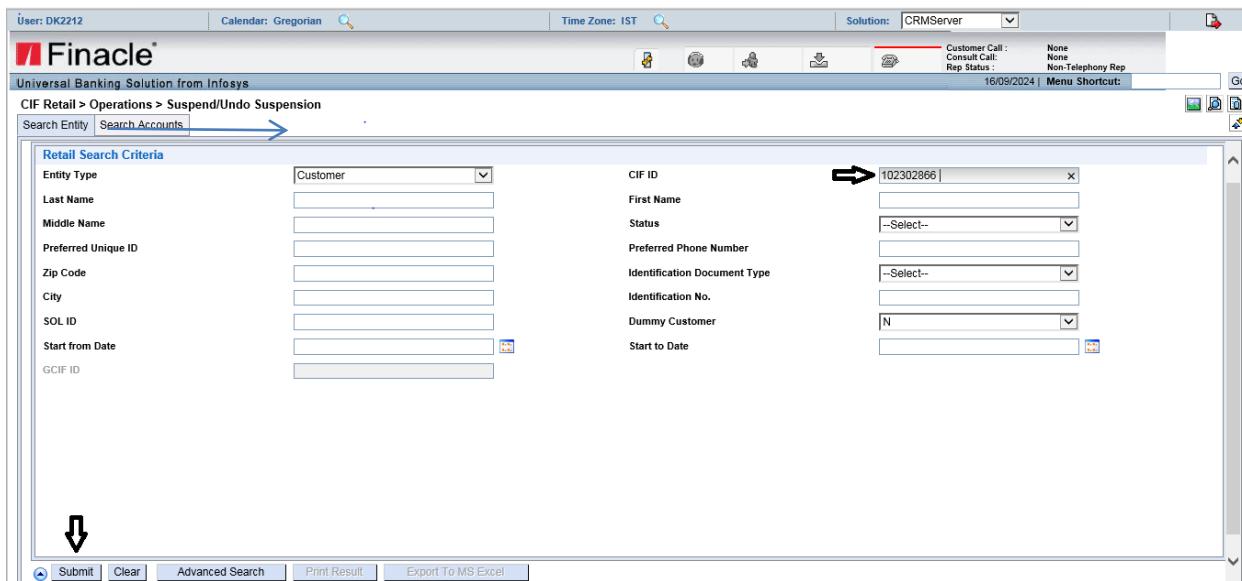
UNSUSPEND THE CIF ID

1. To perform Undo Suspension --- "CIF Retail / Corporate > Operations > Suspend/Undo Suspension"



* Enter CIF id, entity type-> customer

* Press Submit Button



The screenshot shows the search criteria for the "Suspend/Undo Suspension" operation:

Retail Search Criteria

Entity Type	Customer	CIF ID	102302866
Last Name		First Name	
Middle Name		Status	—Select—
Preferred Unique ID		Preferred Phone Number	
Zip Code		Identification Document Type	—Select—
City		Identification No.	
SOL ID		Dummy Customer	N
Start from Date		Start to Date	
GCIF ID			

Buttons at the bottom:

- Submit
- Clear
- Advanced Search
- Print Result
- Export To MS Excel

A blue arrow points to the "Search Entity" button, and a black arrow points down to the "Submit" button.

- Below screen will appear

User: DK2212 | Calendar: Gregorian | Time Zone: IST | Solution: CRMServer | Customer Call: None | Consult Call: None | Rep Status: Non-Telephony Rep | 16/09/2024 | Menu Shortcut: Go

Finacle
Universal Banking Solution from Infosys

CIF Retail > Operations > Suspend/Undo Suspension

Retail Search Criteria

Entity Type	Customer	CIF ID	102302866
Last Name		First Name	
Middle Name		Status	--Select--
Preferred Unique ID		Preferred Phone Number	

Submit Clear Advanced Search Print Result Export To MS Excel

Customer Search Results

CIF ID	First Name	Last Name	Suspended	Negated	Blacklisted	Preferred Contact No.
102302866	SHARDA	RAHANGDALE	⌚			7856254585

Page 1 of 1

* The arrow shows that CIF id is suspended.

3. Right click on CIF number and select operation as undo suspension.

User: DK2212 | Calendar: Gregorian | Time Zone: IST | Solution: CRMServer | Customer Call: None | Consult Call: None | Rep Status: Non-Telephony Rep | 16/09/2024 | Menu Shortcut: Go

Finacle
Universal Banking Solution from Infosys

CIF Retail > Operations > Suspend/Undo Suspension

Retail Search Criteria

Entity Type	Customer	CIF ID	102302866
Last Name		First Name	
Middle Name		Status	--Select--
Preferred Unique ID		Preferred Phone Number	

Submit Clear Advanced Search Print Result Export To MS Excel

Customer Search Results

CIF ID	First Name	Last Name	Suspended	Negated	Blacklisted	Preferred Contact No.
102302866	SHARDA	RAHANGDALE	⌚			7856254585

Suspend Customer
Undo Suspension
View Reason Codes

Page 1 of 1

- Following screen will appear.

CRM Solution - Profile 1 - Microsoft Edge
<https://mpgbdcfinx.boirrb.net:47000/FinacleCRM/servlet/com.infy.cis.ui.cif.SuspendDetWizard?wizardHashKey=c9933f76677c8ab39c1dfafde42bb30c24cc5...>

Undo Entity Suspension

Remarks: MIGRATION

Available Reasons for Undoing Suspension:

- S_UNUNSUSPEND REASON 3
- S_UNUNSUSPEND REASON 2
- KYC_COMPLIANCE
- S_UNUNSUSPEND REASON 1

Selected Reasons *

S_UNUNSUSPEND REASON 1

View Reason Codes

Reason Codes	Reason Description	Commencement Date	Expiry Date
MIGR	SUSPENDED IN FINACLE7	31/12/2099	31/12/2099

Save Undo Suspension | Close

4. Select any reason by double clicking on reason.

5. Then click on **save undo suspension**.

CRM Solution - Profile 1 - Microsoft Edge
<https://mpgbdcfinx.boirrb.net:47000/FinacleCRM/servlet/com.infy.cis.ui.cif.SuspendDetWizard?wizardHashKey=c9933f76677c8ab39c1dfafde42bb30c24cc5...>

Undo Entity Suspension

Remarks: MIGRATION

Available Reasons for Undoing Suspension:

- S_UNUNSUSPEND REASON 3
- S_UNUNSUSPEND REASON 2
- KYC_COMPLIANCE

Selected Reasons *

S_UNUNSUSPEND REASON 1

View Reason Codes

Reason Codes	Reason Description	Commencement Date	Expiry Date
MIGR	SUSPENDED IN FINACLE7	31/12/2099	31/12/2099

Save Undo Suspension | Close

6. If below error appears then modify the CIF and verify it. (**GO TO EDIT ENTITY**)

CRM Solution - Profile 1 - Microsoft Edge
<https://mpgbdcfinx.boirrb.net:47000/FinacleCRM/servlet/com.infy.cis.ui.cif.SuspendDetWizard?wizardHashKey=c9933f76677c8ab39c1dfafde42bb30c24cc5...>

Undo Entity Suspension

Remarks: MIGRATION

Available Reasons for Undoing Suspension:

- S_UNUNSUSPEND REASON 3
- S_UNUNSUSPEND REASON 2
- KYC_COMPLIANCE

Selected Reasons *

S_UNUNSUSPEND REASON 1

View Reason Codes

Reason Codes	Reason Description	Commencement Date	Expiry Date
MIGR	SUSPENDED IN FINACLE7	31/12/2099	31/12/2099

Message from webpage

KYC Type is not valid

OK

Save Undo Suspension | Close

The screenshot shows the Finacle Universal Banking Solution interface. The top navigation bar includes 'User: DK2212', 'Calendar: Gregorian', 'Time Zone: IST', 'Solution: CRMServer', and system status indicators for 'Customer Call', 'Consult Call', 'Rep Status', and 'None'. The main search criteria panel has fields for 'Bank ID' (03), 'CIF ID' (102302866), 'First Name' (empty), 'Status' (empty), 'Entity Type' (Customer), 'Last Name' (empty), 'Middle Name' (empty), and 'Preferred Unique ID' (empty). Below this is a 'Retail Search Criteria' section with dropdowns for 'Blacklisted', 'Negated', 'Suspended', 'Segment', 'Record Status', 'CIF ID', 'Preferred Contact No.', 'Preferred Contact No.', 'First Name', 'Last Name', 'City', 'Unique ID', 'Unique ID Type', 'Primary SGL ID', 'Start from Date', and 'Status'. Buttons for 'Submit', 'Clear', 'Advanced Search', 'Print Result', and 'Export To MS Excel' are available. The central part of the screen displays a 'Customer Search Results' grid with columns: Blacklisted, Negated, Suspended, Segment, Record Status, CIF ID, Preferred Contact No., Preferred Contact No., First Name, Last Name, City, Unique ID, Unique ID Type, Primary SGL ID, Start from Date, and Status. A row for CIF ID 102302866 is selected, showing details: SHARDA RAHANGDALE CHHINDWARA FORM60 BARGHAT 25/02/2022 MGR10. A context menu is open over this row, with 'Edit' selected and a submenu showing 'General Details' (highlighted in blue) and other options like 'Quick Mode', 'Demographic Details', 'Psychographic Details', 'Other Bank Details', 'Event Details', 'Trade Finance Details', and 'Basel Profiling'. The bottom of the screen shows a Windows taskbar with various icons and a system tray indicating 'ENG IN 3:41 PM 16-Sep-24'.

7. After modification again follow undo suspension process.
8. After undo suspension, verify the operation (same as general CIF verification process)