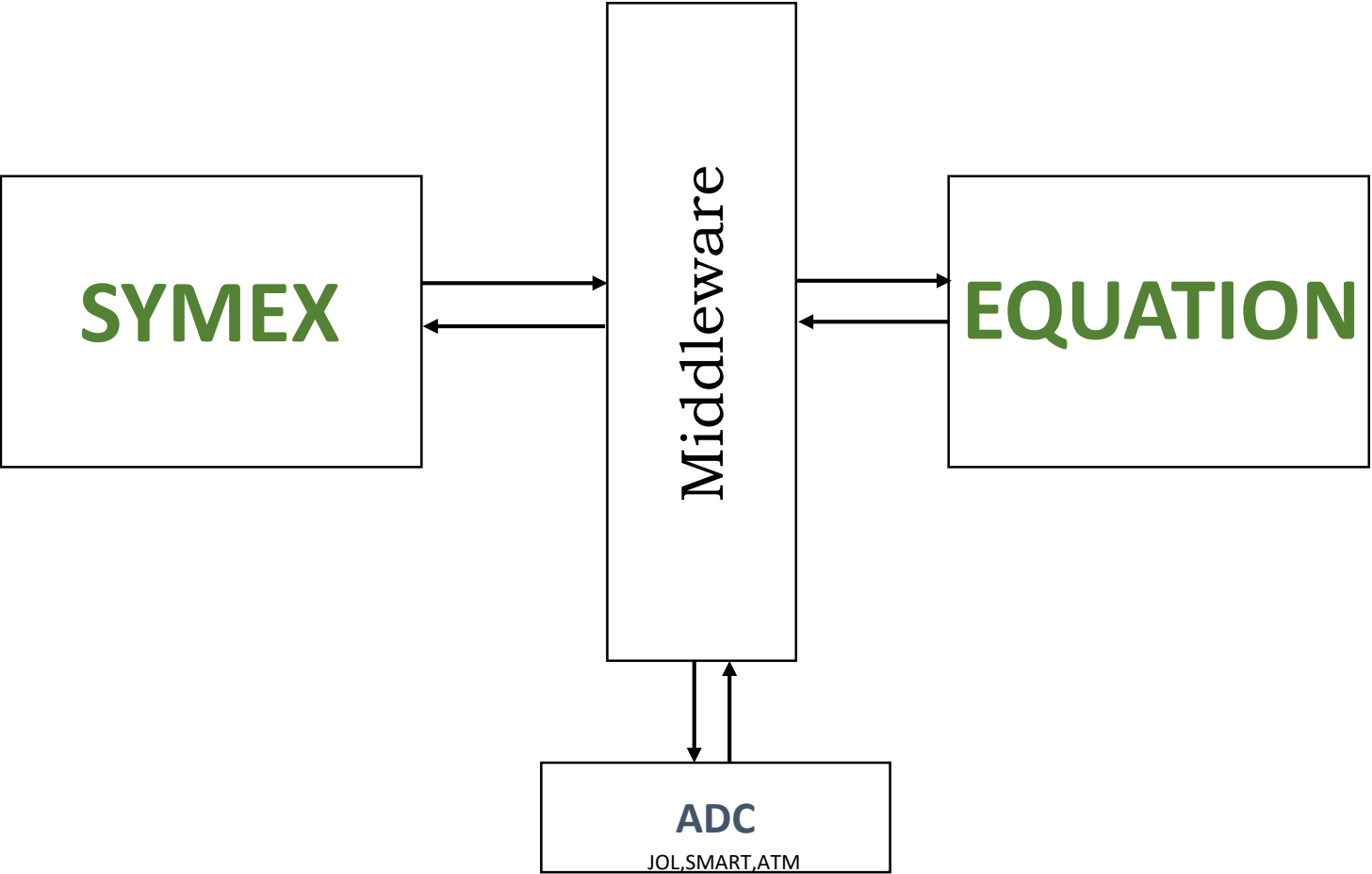


SYMEX User Manual

1. Symex Achitecture
2. Customer Registration
3. Beneficiary Management
4. Remittance
 1. IME (RIA)
 2. MG
 3. TT
5. Back Office
6. Report



Customer Registration

NON – BAJ Customer

LOGIN -> Masters -> Customer -> Customer Registration. Fill the mandatory data, collect customer documents and attach the same.

Branch : SULAMANDYAH M.H. UAT PHASE-2[6105] Server : MRMTTAP01 [10.250.25.161] Welcome User : CSR[1020] Log Out
Mob :123 Client : 10.250.136.63 15/03/2020 12:49:43 PM

Masters Remittances Express Products Foreign Currency Cashier Accounts Reports Administration Back Office Customer Services

General New Save Search [X] Close Customer Registration

Company Geographic Customer

ID Type ID No. CIF SEARCH

Card Details

SYMEX Code Old Code CIF No Issue Date Expiry Date Status

Branch Account No Last Tm Ref No Last Tm Date

Customer Details

Gender Title First Name (Arabic) Second Name (Arabic) Third Name (Arabic)

Family Name (Arabic) First Name (English) Second Name (English) Third Name (English)

Family Name (English) Nationality DOB Type DOB Place of Birth

Country of Birth Language of Communication Education Level Residence Status

Marital Status No. of Dependents

ID Details

ID Type ID No. Place of Issue Country of Issue

ID Date Type Issue Date Expiry Date Category Representative

Profession in Iqama-List

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BAJ Customer

LOGIN -> Masters -> Customer -> Customer Registration -> Enter Customer CIF -> Search

Search Customer....

Name ID Type/No Code Status Mobile Phone Old Code CIF

80001719 Fill

Code	Name	Mobile No.	Phone	ID Type	ID No
151876	SAADI SAUD RHEF	0505910555	0505910223	National ID Card	1013508

- 1) Customer Data is pulled from Equation.
- 2) Missing Details filled by CSR.
- 3) Submitted and Approved to store KYC of customer in Symex.
- 4) If customer Registered in ADC then in SYMEX profile is automatically created.

Branch : SULAMANDYAH M.H. UAT PHASE-2[6105] Server : MRMTTAP01 [10.250.25.161] Welcome User : CSR[1020] Log Out
Mob :123 Client : 10.250.136.63 15/03/2020 12:58:01 PM

Masters Remittances Express Products Foreign Currency Cashier Accounts Reports Administration Back Office Customer Services

General New Save Search [X] Close Customer Registration

Company Geographic Customer

ID Type ID No. CIF SEARCH

Card Details

SYMEX Code Old Code CIF No Issue Date Expiry Date Status

Branch Account No Last Tm Ref No Last Tm Date

Customer Details

Gender Title First Name (Arabic) Second Name (Arabic) Third Name (Arabic)

Family Name (Arabic) First Name (English) Second Name (English) Third Name (English)

Family Name (English) Nationality DOB Type DOB Place of Birth

Country of Birth Language of Communication Education Level Residence Status

Marital Status No. of Dependents

ID Details

ID Type ID No. Place of Issue Country of Issue

ID Date Type Issue Date Expiry Date Category Representative

Profession in Iqama-List

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Data is pulled from EQ

Beneficiary Management

Beneficiary Details are handled in 3 ways.

- 1) Add a new beneficiary from Symex Customer Registration screen.
- 2) Fill in the beneficiary details while performing a transfer.
- 3) Beneficiary added through ADC channels are maintained in Symex DB which can be used during transfer.

1) Symex Beneficiary

LOGIN -> Masters -> Customer -> Customer Registration -> Search CIF -> [Tab] -> Beneficiary Details. Fill data, Save & Approve.

Masters

Remittances

Express Products

Foreign Currency

Cashier

Accounts

Reports

Administration

Back Office

Customer Services

General

Company

Geographic

Customer

- ID Type Master
- Source Of Income
- Purpose of Transfer
- Employer Master
- Education Level Master
- Profession Master
- Employment Status Master
- IncomeLevel Master
- Embargoed Countries
- Salutation Master
- Customer Registration
- Disable ADC Beneficiary
- Modify ADC Beneficiary Nickname

Currency

Accounts

Partners

Employee

NewSaveSearchApproveRejectUn-RejectBlockUn-BlockPrintClose

Customer Registration

Beneficiary Details

CardNo151876SI NOGenderMALESalutationMRFIRST NAMEIDTypeIDNoProductCurrencyAccount NoAccount TypeBankBranchBr. Addr1Br. Addr2Br. CityBr. StateBr. CountryBr. ZipDr. BankDr. Branch

AddressCityStateCountryMobileZipEmailNationality

Beneficiary Details

Sl No	Ben Name	Address	Country	Account No	Bene Bank	Ben Status
1	FIRSTNAME MIDDLENAME LASTNAME	ADDRESS1	India		ANYWHERE (MANAPPURAM FINANCE/KOTAK MAHINDRA/PUNJAB NATIONAL BANK)	<input checked="" type="checkbox"/>
2	YAHYA MAHDI	ATEEQ	Indonesia	0104801566556	BANK BRISYARIAH PT.	<input checked="" type="checkbox"/>

Beneficiary Management

2) Fill details during Transfer

Open any Corridor for Transfer. A section of the screen will be displayed with the below fields. Fill in the details
Symex has 3 different Corridors for Remittance 1) IME(RIA) 2) MG and 3) TT. Its further explained in the forthcoming pages.

Beneficiary Details

*Card SI No

...

Clear

*First Name

*Last Name

*Country

...

*Nationality

...

Bank

...

Branch

...

3) Fetch beneficiary from ADC

Click on Card Si No ... button. Search the beneficiary with mobile number or name which was used while creating beneficiary in ADC. The details will be filled in the above fields once the beneficiary is selected.

Beneficiary Search....

Name

Mobile

Bank

Branch

Phone

SI No

Fill

SIN	NAME	ACC No	Bank	Branch	Mobile No.	Phone
1	TESTING KUMAR	23423423234334	HDFC BANK LTD.			
2	test name	54154521245454545454		Head Office	58079241545	

IME(RIA)

Login -> Express Products -> IME Remit -> IME Remit-Send. Fill Mandatory Info Save and Approve.

FAWRI MTS

Branch : SULAMANIYAH M.H. UAT PHASE-2[6105]
Mob :123

Server : MRMTTAP01 [10.250.25.161]
Client : 10.250.136.63

Welcome User : CSR1[1020] Log Out
15/03/2020 03:36:22 PM

MastersRemittancesExpress ProductsForeign CurrencyCashierAccountsReportsAdministrationBack OfficeCustomer Services

GeneralIME RemitIME Remit-SendMoney GramABS-CBNOffline Refund

NewSaveRef NoSearchAppUpdate XPINApproveQuery StatusDelPrintCloseIME Send

Ref NoTokenDateXPINStatus

Fetch Customer Info
Rem CardIDID NoCIF SEARCH

Transaction Details

Payout CountryTxn TypePayout LocationAddress

Pay Mode1 CASHFC Amt.0.00RateLC Amt.0.00Charges10.00Our/Their10.000.00VAT @ 5.00%0.00Net Amt0.00SAR

Remitter DetailsBeneficiary Details

Rem CardCIF NoRes. TypeRESIDENTRem. TypeINDIVIDUALRep. DetailsRep SIno/NameFirst NameMR

Card SInoFirst NameMRLast NameAddress 1Address 2

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Easy AccessSelectLanguageEnglish

Money Gram (MG)

Login -> Express Products -> Money Gram -> MG-Send. Fill Mandatory Info Save and Approve.

FAWRI MTS

Branch : SULAMANIYAH M.H. UAT PHASE-2[6105]
Mob :123

Server : MRMTTAP01 [10.250.25.161]
Client : 10.250.136.63

Welcome User : CSR1[1020] Log Out
15/03/2020 03:40:34 PM

MastersRemittancesExpress ProductsForeign CurrencyCashierAccountsReportsAdministrationBack OfficeCustomer Services

GeneralIME RemitMoney GramMG-SendMG-Send ReversalMG-Form Free Staging SendMG-Send AmendMG-Send SummaryMG-Send DetailedMG-Form Free Staging ReceiveMG-ReceiveMG-Receive ReversalMG-Receive SummaryMG-Receive DetailedABS-CBNOffline Refund

NewSaveRef NoSearchAppQuery StatusDelPrintCloseMG Send

Ref NoDate15/03/2020StatusTokenXPIN

Fetch Customer InfoRem CardIDID NoCIF SEARCH

Transaction DetailsPayout CountryPay Mode1 CASHPayout CurrencyFC Amt.0.00Delivery OptionRateAgentLC Amt.0.00Promo CodeCharges0.00Locate Money Gram Agent in the Payout CountryVAT @ 5.00%0.00Payout StateNet Amt0.00 SARPayout CityCollect Amt0.00

Remitter DetailsBeneficiary DetailsRem CardCIF No.Card Sl.NoFirst NameMRFFirst NameMRFMiddle NameLast NameFourth Name

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Easy AccessSelectLanguageEnglish

Login -> Remittances -> Remittances-Outward -> TT Sale. Fill Mandatory info Save and Approve.

FAWRI MTS

Branch : SULAMANIYAH M.H. UAT PHASE-2[6105]
Mob :123

Server : MRMTTAP01 [10.250.25.161]
Client : 10.250.136.63

Welcome User : CSR1[1020] Log Out
15/03/2020 03:45:22 PM

MastersRemittancesExpress ProductsForeign CurrencyCashierAccountsReportsAdministrationBack OfficeCustomer Services

GeneralRemittance-Inward & InterbranchRemittance-OutwardTT SaleTT Refund / Stop PaymentTT STP Release

NewSaveTT Ref No.SearchDumpAppEasy CardDisAppDelPrintCloseTT Sale

Remittance Details

*Ref No

*Date

15/03/2020

Status

*Token No

*TT No

Value Date

15/03/2020

Fetch Customer Info

Rem Card

...

ID

...

ID No

CIF SEARCH

Transaction Details

*Product Country

...

*Product

...

*Currency

...

*Agent

*Disbursal Mode

...

Promotion Code

Txn Amount / Value Details

*FC Amount

0.00

*Xchg. Rate

0.00000000

*LC Amount

0.00

Commission

0.00

*VAT Amount

0.00

*Net Amount

0.00

Payment / Settlement Details

*Payment Mode

CASH

1

...

Beneficiary Details

*Card SI No

...

Clear

First Name

Mr.

*Last Name

Country

...

Nationality

...

Remitter Details

Card No / CIF

*First Name

Mr.

*Last Name

*Gender / Type

Male

INDIVIDUAL

Address1

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Easy AccessSelectLanguageEnglish

Back Office

TT Higher Approval – All TT transactions need to be approved from BackOffice for transactions to be successfully processed.

BackOffice -> TT Higher Approval -> Choose Product

Type the name of the Product, then Choose from the list

FAWRI MTS Branch: HEAD OFFICE- UAT PH2[1001] Server: MRMTTAP01 [10.250.25.161] Client: 10.226.123.181 Welcome User : CSRI[1020] Log 20/12/2018 11:57:0

Masters Remittances Express Products Foreign Currency Cashier Accounts Reports Administration **Back Office** Customer Services

General New Search TT Refill Search Approve Close TT Higher Approval*

3. Product INDUS Currency INR Bank INDUS IND BANK Entity Type ALL Fill/Refresh

All	TT Reference No	TT No	Date	Value Date	Module	Entity	PayMode	Status	LC Amount
No data to display									

Remarks

FAWRI MTS Branch: HEAD OFFICE- UAT PH2[1001] Server: MRMTTAP01 [10.250.25.161] Client: 10.226.123.181 Welcome User : CSRI[1020] Log 20/12/2018 12:00:3

Masters Remittances Express Products Foreign Currency Cashier Accounts Reports Administration **Back Office** Customer Services

General New Search TT Refill Search Approve Close TT Higher Approval*

Product INDUS Currency INR Bank INDUS IND BANK Entity Type ALL Fill/Refresh

Search Product...

CODE	NAME
INDUS	INDUSIND BANK

Page 1 of 1 (1 items) < Prev 1 Next >

Blank Select Cancel

Enter the **Reference Number**, Choose the Transaction, Click **Approve**

FAWRI MTS Branch: HEAD OFFICE- UAT PH2[1001] Server: MRMTTAP01 [10.250.25.161] Client: 10.226.123.181 Welcome User : CSRI[1020] Log 20/12/2018 12:01:5

Masters Remittances Express Products Foreign Currency Cashier Accounts Reports Administration **Back Office** Customer Services

General New Search TT Refill Search Approve Close TT Higher Approval*

Product INDUSIND BANK Currency INDIAN RUPEES Bank INDUS IND BANK Entity Type ALL Fill/Refresh

All	TT Reference No	TT No	Date	Value Date	Module	Entity	PayMode	Status	LC Amount
1.	1861050130000585								
2.	1861050130000585	18050002435	20/12/2018	20/12/2018	SWIFT	SULAMANNIYAH M.H. UAT PHASE-2	CASH	OPEN	273

Remarks

Once TT Higher Approval happens, correspondent flat file are generated which are shared with the correspondent bank for processing the transaction. In Production this happens automatically but in UAT we need to do it manually through operations team support.

Delayed Customer Complaint Report

Any Customer Complaint raised through ADC channels and is not acted upon by Fawri BO users for more than 3 days is listed here.

FAWRI MTS

Branch : SULAMANIYAH M.H. UAT PHASE-2[6105]
Mob :123

Server : MRMTTAP01 [10.250.25.161]
Client : 10.250.136.63

Welcome User : CSR1[1020] Log Out
15/03/2020 04:26:11 PM

MastersRemittancesExpress ProductsForeign CurrencyCashierAccountsReportsAdministrationBack OfficeCustomer Services

GeneralMastersRegistersExpress RemittanceCashier ReportsManagement 1Management 2Customer Service ReportsADC ReportsCustomer Daily Activity ReportDelayed Customer ComplaintFawri CARDS Reports

Delayed Customer Complaint ReportClose

EntityJazira OnlinePendingMore than 10 daysStatusOPENProductAllComplaint TypeAllShow

Page 1 of 1PdfClose

FAWRI – BANK AL JAZIRA
Delayed Complaints Report
JAZIRA ONLINE

Complaint Id	Complaint Date	Txn Ref	Remitter	Beneficiary	Reference Type	Comments	Fawri Comments	Status	Close Date
: 0									
: 0									
Total Count :0									

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Easy AccessSelectLanguageEnglish