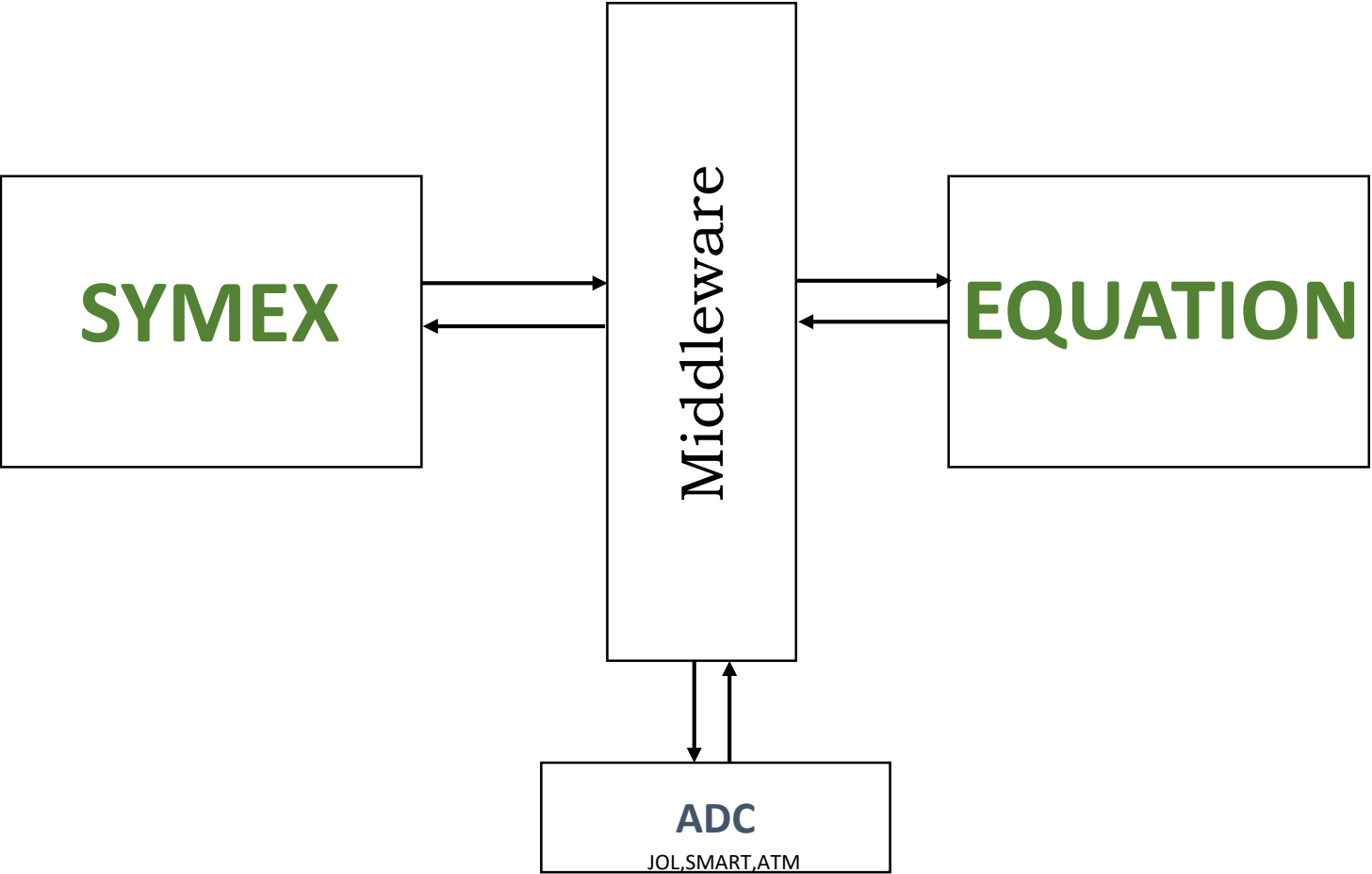# SYMEX User Manual

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

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Symex Architecture

Customer Registration

NON – BAJ Customer

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

BAJ Customer

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

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.

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.

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

Field	
*Card Sl 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 [ ]
Sl No [ ] Fill

SlN	NAME	ACC No	Bank	Branch	Mobile No.	Phone
1	TESTING KUMAR	23423423234334	HDFC BANK LTD.			
2	test name	541545212454545454545454		Head Office	58079241545	

Remittance

IME(RIA)

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

Remittance

Money Gram (MG)

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

Remittance

TT

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

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

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

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.

Reports

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.