

**TATA** CONSULTANCY SERVICES

Experience certainty.



# **KIOSK & FINANCIAL GATEWAY SOLUTION**

User Manual for Agent Module

May 2016

Version 3.0

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## 1. Introduction:-

An agent is the person authorized to carry out enrollments and the transactions at the kiosk. An agent is created by a Business Correspondence (BC). To carry out operations at the kiosk, an agent is mapped to a terminal (machine). Only a mapped agent can operate from the kiosk. As a means of authentication for log in and other operations, agents use their fingerprints. Only when the fingerprints are authenticated, the agent can proceed.

An agent has access to the following services:

- Customer creation
- Continue customer creation
- Customer transactions
- Change password
- Reports

**Open Internet Explorer and enter the URL** <https://fig1.rscb.org.in/> , <https://fig2.rscb.org.in/>

This gives the Agent portal for the Kiosk application. An agent who is mapped to the particular kiosk terminal performs the following operations:

- Logs in and processes the customer enrollment and transactions.
- Manually submits the hard copy of the account opening documents to the respective branch for opening the customer bank accounts.

## Fields:

The fields are described as follows:

- **User:** This is the user id of the agent. The length of the user id is eight digits (one digit with value '1' + three digit BC id + four digits of the sequence).
- **Password:** For the first time application users, the default password is "mfi@1234".

Note: The password has to be changed during first time log in.

## Steps to be followed:

Perform the following steps:

- Enter a valid user ID and click "Continue".

CO-OPERATIVE BANK'S  
FIG SOLUTION

User

[List Of Updated Categories -](#)

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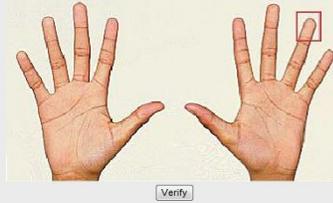
- Enter Password and captcha and click on “Login”.



- Click "Login". On providing the valid credentials, the agent will be able to logon to the Agent portal.
- Authenticate the fingerprints of the agent for login.
- Click “Verify” and give the fingerprint for verification

### Finger Print Verifying Process

Verifying Fingerprint for Customer CIF No/Reference number/User ID 10010001



- For Optical FP devices (like Cogent, Mantra, Morpho)- Place the finger when light appears on scanner.

For Non-optical devices (like Legend)- Swipe the finger on the swipe portion of the device.

Note: In case wrong fingerprint is given, the user can recapture FP for verification. Click “Ok” on the alert shown & recapture the FP.

The user will have three attempts for verifying the FP. In case, the FP verifications fails in all the three attempts, it results in a logout. Click “OK” on the alert and re-login following the steps 1 to 6.

## 2. Customer Creation

In Customer Creation, the agent captures the following customer details:

- Demographic
- Biometric
- Photo

The process includes the following steps:

- Log on to the application and go to the menu.
- Click the Customer Creation tab.
- Click Customer Creation.

- Enter the customer basic details

Fields:

The fields are described as follows:

Gender: Dropdown to select the customer gender

First Name: First name of the customer (mandatory)

Middle Name: Middle name of the customer (optional)

Last Name: Last name of the customer (mandatory)

Perform the following steps for customer creation:

- Select Customer Enrollment Type as New Customer.
- Enter the name of the customer.
- Select the gender
- Click "Capture FP".

It proceeds to capture customer's Finger Print (FP).

User: 16660001      Name: Miss. . RINI S      User Type: Agent      Last Login: 27-10-2014 14:39:00      Home | Print | Sign Out

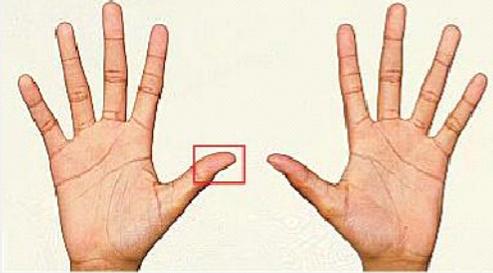
Others Services      Customer Creation      Customer Login      Reports

## Finger Print Capturing Process

Capturing fingerprints  
for Reference Number/User ID **166600010002**

**Instructions**

**Step 1:** Please click on a finger in the image  
**Step 2:** Click on Capture button  
**Step 3a:** For Optical Fingerprint Devices, Place the Finger once light is displayed on the Scanner  
**Step 3b:** For Non-optical Fingerprint Devices, Swipe the Finger once Popup is displayed on the Screen  
**Step 4:** Repeat the same for the rest of the required fingers to be captured



Once the basic details of the customer have been captured, the fingerprints of the customer are captured. The fingerprints are used by the customer for operating the account transactions.

A unique Reference Number is generated for each customer. This number can be used to track the customer creation process. In case the customer creation is interrupted, this number is used to continue the customer creation. The reference number is of 20 digits (five digit Branch ID + eight digit Agent Id + seven digit sequence).

Note: The agent has to specify the reference number on the account opening form of the customer.

The fingerprints of the customer are captured through an FP device. Before capturing the FP, ensure that the device is connected properly.

**Fields:**

The fields are described as follows:

Reason: In case of a damaged finger, the reason can be given and the fingerprint may not be captured.

Steps to be followed:

Perform the following steps to capture the fingerprints:

- Select a finger.

- Click Capture.
- Give the finger print.
- Click Continue on the Finger Print Capturing Confirmation screen to capture the remaining fingerprints. It redirects the user to the fingerprint capture page.

Status of the fingerprints for Reference Number **166600010002**

<u>Finger Index</u>	<u>Status</u>	<u>Reason</u>
Left Hand Thumb Finger	SUCCESS	
Left Hand Fore Finger	PENDING	
Left Hand Middle Finger	PENDING	
Left Hand Ring Finger	PENDING	
Left Hand Small Finger	PENDING	
Right Hand Thumb Finger	PENDING	
Right Hand Fore Finger	PENDING	
Right Hand Middle Finger	PENDING	
Right Hand Ring Finger	PENDING	
Right Hand Small Finger	PENDING	

[Continue](#)

- Repeat steps 2 to 4 to capture the remaining fingerprints.
- Select three unique preferred fingers and click Complete.

Status of the fingerprints for Reference Number **166600010002**

<u>Finger Index</u>	<u>Status</u>	<u>Reason</u>
Left Hand Thumb Finger	SUCCESS	
Left Hand Fore Finger	SUCCESS	
Left Hand Middle Finger	SUCCESS	
Left Hand Ring Finger	REASON	Damaged
Left Hand Small Finger	SUCCESS	
Right Hand Thumb Finger	SUCCESS	
Right Hand Fore Finger	SUCCESS	
Right Hand Middle Finger	SUCCESS	
Right Hand Ring Finger	SUCCESS	
Right Hand Small Finger	SUCCESS	

Preferred Finger1  ▼

Preferred Finger2  ▼

Preferred Finger3  ▼

Completed

Note: The preferred fingers selected will be used for customer authentication during the transactions.

Status of the fingerprints for Reference Number **166600010002**

<u>Finger Index</u>	<u>Status</u>	<u>Reason</u>
Left Hand Thumb Finger	SUCCESS	
Left Hand Fore Finger	SUCCESS	
Left Hand Middle Finger	SUCCESS	
Left Hand Ring Finger	REASON	Damaged
Left Hand Small Finger		
Right Hand Thumb		
Right Hand Fore		
Right Hand Middle		
Right Hand Ring		
Right Hand Small		

Message from webpage



All the three preferred fingers must be unique

OK

Preferred Finger1

Preferred Finger2

Preferred Finger3

Completed

Note: In case of a damaged finger, reason may be given and the fingerprint of the same may not be captured.

# Finger Print Capturing Process

Left Hand Ring Finger  
for Reference Number/User ID **166600010002**

## Instructions

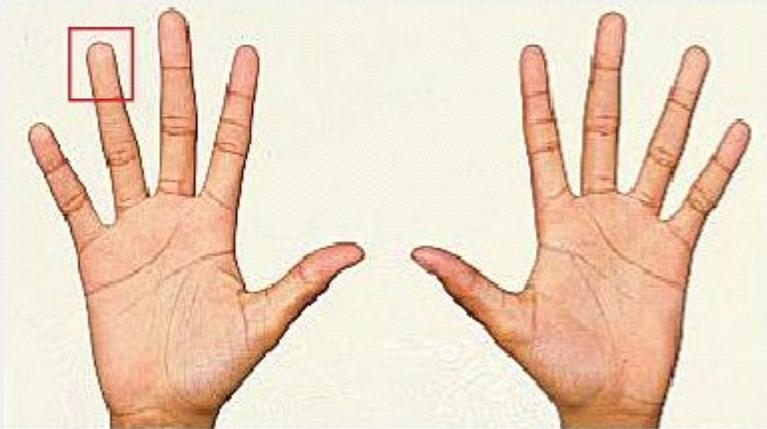
**Step 1:** Please click on a finger in the image

**Step 2:** Click on Capture button

**Step 3a:** For Optical Fingerprint Devices, Place the Finger once light is displayed on the Scanner

**Step 3b:** For Non-optical Fingerprint Devices, Swipe the Finger once Popup is displayed on the Screen

**Step 4:** Repeat the same for the rest of the required fingers to be captured



Reason

After capturing finger prints of the customer, the demographic details need to be captured.

The demographic data is captured in three tabs viz.,

- Customer Details
- Nominee Details
- Census code Details

### Customer Details Tab:

In this tab, all the details of customer are captured.

The following screen shows the Customer Details tab:

## Customer Creation

Continue To Capture Customer Details:166600010002

Customer Details

Nominee Details

Census Code Details

### Customer Details

Title :*	Miss.	Gender :*	F
First Name :*	HARINI	Middle Name :	S
Last Name :*	REDDY	Date of Birth(dd/mm/yyyy) :*	31/01/1991
Marital Status :*	Single	Father/Spouse Name :*	RAJENDRA REDDY
Phone Number :	08023130258	Mobile Number :	9880858486
Religion :	HINDU	Caste :	Hindu General
Occupation Code :*	Engineering/Architect/Technical/Consultant	KO Linked Branch Code :*	03001
FORM :*	PAN CARD	PAN Number :*	CVRPD9877C
Identification Type :*	Election ID Card	Identification Number :*	STZ12379990N
Address Proof :*	SALARY SLIP	Address Proof Number :*	SP784523
Address1 :*	23, 6TH CROSS,	Address2 :	BOMMANAH
State :*	KARNATAKA	City Name :*	BASAVAN BAGEWADI
District Name :*	BELGAUM	Village/Town/Taluk :*	BAGEWADI
Pin Code :*	555898		

 Fields marked with \* are mandatory

Submit

### Fields:

- Title: Select the salutation (Eg: Mr., Mrs., Master, Miss, etc)
- Gender: It will populate the gender selected in the basic details screen
- First Name: It will populate the first name from the basic details screen
- Middle Name Name: It will populate the middle name from the basic details screen
- Lasname: It will populate the last name from the basic details screen
- Date of Birth: Select the date of birth from Calendar
- Marital Status: Select the marital status from the dropdown (Eg: Singel, Married, Divorced, etc)
- Fater/Spouse Name: Enter the name of Customer's father or spouse (Eg: Krishna Prasad Rao).
- Phone Number: Landline number of the Customer (Optional)
- Mobile Number: Mobile number of the Customer (Optional)
- Religion: Select religion from the dropdown
- Caste: Select caste from the dropdown
- Occupation Code: Select Occupation code from the dropdown
- KO Linked Branch Code: This is a non-editable field. It carry the branch ID to which the agent

belongs.

- Form: Select Form from the dropdown. If PAN Card is selected, a field appears, enter the PAN Card number.
- Identification Type: Select the Identification Type from the dropdown.
- Identification Number: Enter the corresponding Identification number.
- Address Proof: Select the Address Proof from the dropdown.
- Address Proof Number: Enter the corresponding Address proof number.
- Address1: Enter Address line 1
- Address2: Enter Address line 2
- State: Select state from the dropdown.
- City Name: Select City Name using the search option.
- District Name: Select District Name using the search option.
- Village/Town/Taluk: Enter the Village name (Eg: Bommanahalli).
- Pin code: Pin code of the address.

#### **Nominee Details Tab:**

In this tab, nominee details are entered.

## Customer Creation

Continue To Capture Customer Details:166600010002

Customer Details

Nominee Details

Census Code Details

### Nominee Details

Nominate a person :*	YES ▾	
Nominee Name :*	RAJENDRA REDDY	
Nominee Address :*	23, 6TH CROSS, BAGEWA	
Nominee DOB(dd/mm/yyyy) :*	03/10/1962 	Nominee Age : 52
Nominee Relation Type :*	Family Member ▾	Guardian Name : <input type="text"/>
Nominee Name To Be Printed in Passbook :*	YES ▾	

 Fields marked with \* are mandatory

Submit

### Fields:

- Nominate a Person: This dropdown will carry a default value 'Yes'.
- Nominee Name: Enter the name of the nominee.
- Nominee Address: Enter the address of Nominee.
- Nominee DOB: Select the date of birth from Calendar option.
- Nominee Age: Age will auto-populated once the Nominee DOB is selected.
- Nominee Relation Type: Select the nominee relationship type.
- Guardian Name: The field becomes mandatory when the nominee age is less than 18 years.
- Nominee name to be printed in Passbook: Select Yes or No.

### Census code Details Tab:

In this tab, the village details of the customer are captured.

## Customer Creation

Continue To Capture Customer Details:166600010002

Customer Details

Nominee Details

Census Code Details

### Census Code Details

State : \* KARNATAKA  
District : \* BELGAUM-555  
Sub District : \* Chikodi-05433  
Town/Village : \* Hadnal-597114  
VTC : \* 2955505433597114

 Fields marked with \* are mandatory

Submit

### Fields:

- State: Select the state of the customer from the dropdown
- District: Select the District of the customer from the dropdown
- Sub District: Select the Sub District of the customer from the dropdown
- Town/Village: Select the Town/Village from the dropdown
- VTC: The VTC code will be populated once the village is selected.

Note: The detail selection should be made in the order- State, District, Sub District, followed by Town/Village.

Once all the tab details are filled, click on 'Submit'.

The following screen appears on click of submit:

## Customer Creation

Continue To Capture Customer Details:166600010002

Customer Details

Nominee Details

Census Code Details

### Census Code Details

State : \* KARNATAKA  
Sub District : \* Chikodi-05433  
VTC : \* 2955505433597114  
District : \* BELGAUM-555  
Town/Village : \* Hadnal-597114

Message from webpage

Do you want to Preview the Demographic Details?  
Note: on press of CANCEL button, will re-direct to Photo Upload Page

OK Cancel

Fields marked with \* are mandatory

Submit

Note:

**Click 'OK' to review the details entered.**

**Click 'Cancel' to proceed further.**

On click of 'Cancel', it proceeds to Photo upload page, where the photo of the customer needs to be uploaded.

## Customer Creation

### Photo Upload

Customer created successfully with reference no. ::166600010002

Browse File \*

 Fields marked with \* are mandatory

 Photo upload format should be .jpg or .jpeg

#### Steps for Photo Upload:

- Click on 'Browse'
- Select the photo.
- Click on 'Submit'.
- After submission, enrollment receipt will be generated.
- Click "Print", to print the enrollment reference receipt.

#### Note:

**The photo format should be .jpg**

**The size of the photo should be less than 15Kb**

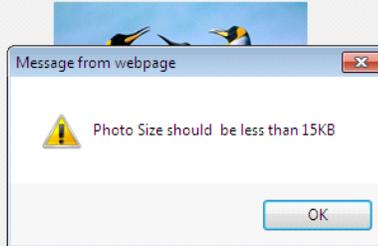
**Alert will be shown if more than 15Kb photo is uploaded.**

## Customer Creation

### Photo Upload

Customer created successfully with reference no. ::166600010002

Browse File \* C:\Users\Public\Pictures\Sample Pict Browse...



- Fields marked with \* are mandatory
- Photo upload format should be .jpg or .jpeg

Submit

## Enrollment Reference Receipt

Photo Uploaded For Customer With Reference Number 166600010002 Successfully

Date(dd/mm/yyyy)	: 27/10/2014
Time(hh:mm:ss)	: 04:10:45
Agent Name	: RINI S S
Agent ID	: 16660001
Terminal ID	: 05666001
Agent Kiosk Location	: ECITY
Agent Linked Branch Code	: 03001
Agent Linked Branch Name	: BASAVAN BAGEWADI
Customer Reference No	: 166600010002
Customer Name	: HARINI S REDDY
Gender	: Female
DOB(dd/mm/yyyy)	: 31/01/1991
Enrollment Status	: Successful



Print

### 3. Continue Customer Creation

If the customer enrollment process was interrupted due to any reason, the customer creation can be continued using the same reference number assigned before interruption. Prior to continuation of customer creation, the precaptured fingerprint of the customer will be verified.

#### **Fields:**

Reference Number: Reference number of the customer. Enter space or first character of the reference number to be continued.

#### **Steps to be followed for continue customer creation:**

- Enter the first character of reference. It will give a list of the customer reference numbers to be completed.
  
- Select the reference number for continuing the customer creation
- Click 'Query'.
  
- Verify the fingerprint of the customer to be continued.
  
- After successful verification of customer fingerprint, it will redirect to the page where enrollment was interrupted.

- Capture the fingerprint/ demographic data and photo. (wherever the process was interrupted). Follow the customer creation process for filling the data.
- Click 'Submit'.
- Enrollment reference receipt will be generated.
- Click 'Print', to print the enrollment reference receipt.

Note:

**If the customer creation was interrupted at the fingerprint capture page, capture the remaining fingerprint.**

**For continue customer creation, the customer has three attempts to give proper fingerprint. If all the three attempts are failed, again the 'Continue Customer Creation' process needs to be followed.**

**Do not give the same fingerprints more than once.**

## **4. Change Password**

A user can change the password after first login. The New password should not be same as the old password or User ID itself. The new password will be effective from the next login.

- Log in to the application and go to the menu.
- Click on User Services.
- Select Change Password.

The following screen appears on click of Change password:

User: 11190002    Name: Mr. SANDEEP GOYAL    User Type: Agent    Last Login: 24-11-2014 10:55:53    Home | Print | Sign Out

Others Services    Customer Creation    Customer Transaction

### Password Change

Current Login Password: \*

New Login Password: \*

Re-Enter New Login Password: \*

- 1 Fields marked with \* are mandatory
- 1 Change Password will Reflect In your Next Login
- 1 Password Length should be from 6 to 15 Characters
- 1 Password must start with a Alphanumeric Character
- 1 Password can contain 0 to 15 Numbers.
- 1 Password can contain 1 to 15 SpecialCharacters.
- 1 Password must contain the Characters @
- 1 Password should not contain the Characters

## Fields:

- Current Login Password: It is the password using which the user has logged in.
- New Login Password: It is the new password entered by the user. It should be different from the current login password and User Id. Follow the instructions shown on the screen to enter the new login password.
- Re-enter New Login Password: It should same as the New Login Password which is entered for confirmation.

“Clear” button is there to clear all the fields if required.

## Steps to be followed:

Step 1: Enter the Current login password.

Step 2: Enter the New login password.

Step 3: Enter the Re-enter New login password.

Step 4: Click on Submit button.

Success message is shown on the screen after successful password change:

## 5.Transactions

A customer can do transactions in two ways:

- Account based transaction
- Aadhaar based transaction

PARAMETERS	TRANSACTIONS	TRANSACTIONS
	CIF based	Aadhaar based
Identifier to initiate a customer transaction	CIF number	Aadhaar number
Fingerprint verification	Centralized Biometric authentication system of bank	At UIDAI through NPCI

## 5.1 CIF Based Transactions

A customer can do transactions by CIF – Customer Identification Number which is 11 digits.

Transaction Type
Balance Enquiry
Deposit
Withdrawal
Funds Transfer
Mini Statement

### 5.1.1 Deposit:-

A customer can perform deposit transaction at the KIOSK

- Log in to the application and go to the menu.
- Click on Customer Login

The following figure shows the home screen of the Customer Id Based (CIF) transaction:

User: 11130002 Name: Mr. SANDEEP GOYAL User Type: Agent Last Login: 24-11-2014 10:55:53 Home | Print | Sign Out

Others Services Customer Creation Customer Transaction

**Customer Transaction**

Service Type  CIF  Aadhaar

Customer Number (CIF/UID)

### Steps to be followed:

1. Enter the customer Identification number (CIF) and click on Authenticate button.

User: 11130002 Name: Mr. SANDEEP GOYAL User Type: Agent Last Login: 24-11-2014 10:55:53 Home | Print | Sign Out

Others Services Customer Creation Customer Transaction

**Customer Transaction**

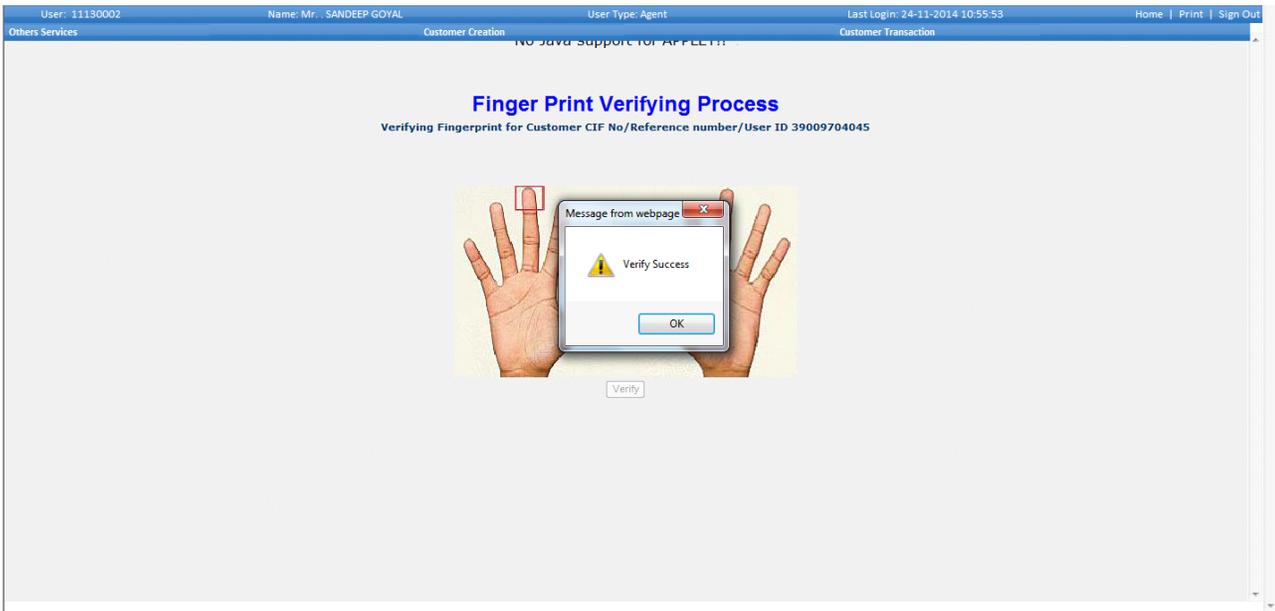
Service Type  CIF  Aadhaar

Customer Number (CIF/UID)

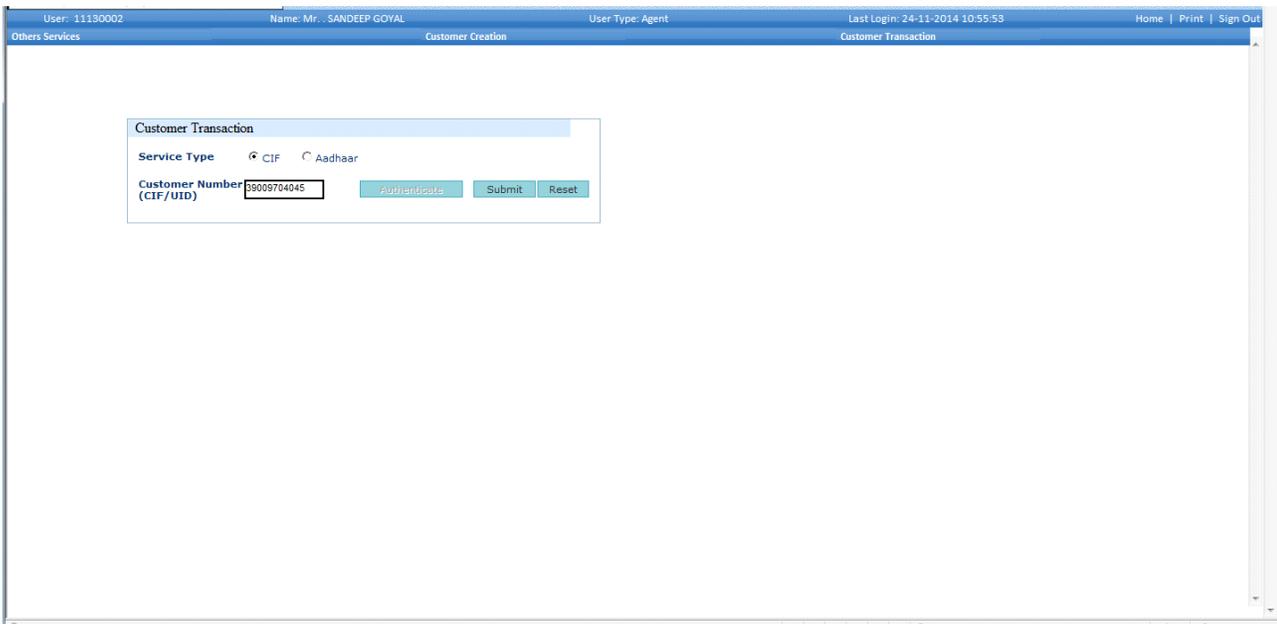
2. Customer finger print verification page will be displayed, click verify and capture the customer finger print.



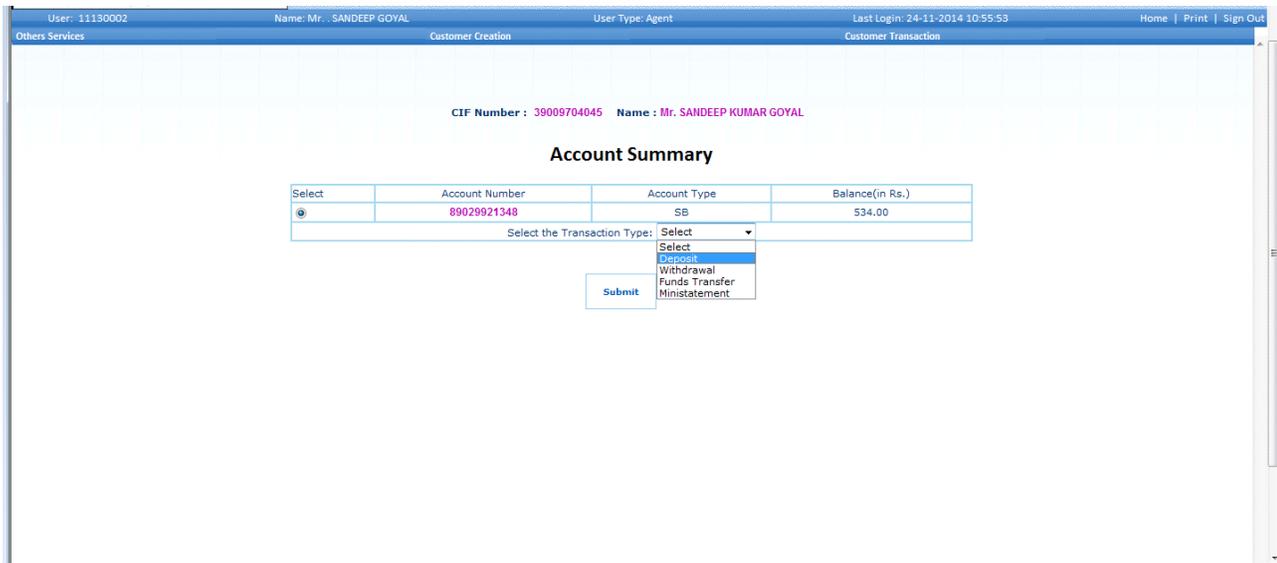
3. After verifying customer finger print, Verify Success page appears.



- After Verify success, Click 'Submit' button.



5. Balance Enquiry page will be displayed, select the Account and Select Deposit as the required Transaction type and click on Submit.



6. Enter the amount to be deposited and give the denominations.

User: 11130002 Name: Mr. SANDEEP GOYAL User Type: Agent Last Login: 24-11-2014 10:55:53  
 Others Services Customer Creation Customer Transaction

CIF Number : 39009704045 Name : Mr. SANDEEP KUMAR GOYAL

### Deposit by Cash

Account Number : \* 89029921348  
 Amount : \* 10

Denominations In			Denominations Out		
1000 X	<input type="text"/>	= 0	1000 X	<input type="text"/>	= 0
500 X	<input type="text"/>	= 0	500 X	<input type="text"/>	= 0
100 X	<input type="text"/>	= 0	100 X	<input type="text"/>	= 0
50 X	<input type="text"/>	= 0	50 X	<input type="text"/>	= 0
20 X	<input type="text"/>	= 0	20 X	<input type="text"/>	= 0
10 X	1	= 10	10 X	<input type="text"/>	= 0
5 X	<input type="text"/>	= 0	5 X	<input type="text"/>	= 0
2 X	<input type="text"/>	= 0	2 X	<input type="text"/>	= 0
1 X	<input type="text"/>	= 0	1 X	<input type="text"/>	= 0
Coins	<input type="text"/>	=	Coins	<input type="text"/>	=
Amount (INR)		10	Amount (INR)		0

Total Amount (INR) 10

7. Click on Verify button.

8. It proceeds to agent Finger Print (FP) verification process, click on Authorize and give agent FP.

User: 11130002 Name: Mr. SANDEEP GOYAL User Type: Agent Last Login: 24-11-2014 10:55:53  
 Others Services Customer Creation Customer Transaction

CIF Number : 39009704045 Name : Mr. SANDEEP KUMAR GOYAL

### Deposit by Cash

Account Number : \* 89029921348  
 Amount : \* 10

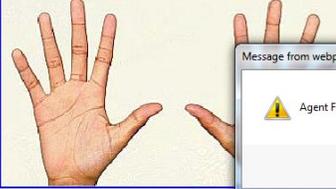
Denominations In			Denominations Out		
1000 X	<input type="text"/>	= 0	1000 X	<input type="text"/>	= 0
500 X	<input type="text"/>	= 0	500 X	<input type="text"/>	= 0
100 X	<input type="text"/>	= 0	100 X	<input type="text"/>	= 0
50 X	<input type="text"/>	= 0	50 X	<input type="text"/>	= 0
20 X	<input type="text"/>	= 0	20 X	<input type="text"/>	= 0
10 X	1	= 10	10 X	<input type="text"/>	= 0
5 X	<input type="text"/>	= 0	5 X	<input type="text"/>	= 0
2 X	<input type="text"/>	= 0	2 X	<input type="text"/>	= 0
1 X	<input type="text"/>	= 0	1 X	<input type="text"/>	= 0
Coins	<input type="text"/>	=	Coins	<input type="text"/>	=
Amount (INR)		10	Amount (INR)		0

Total Amount (INR) 10

https://115.249.157.166/kiosk/confirm.jsp - Micros...

https://115.249.157.166/kiosk/confirm.jsp Certificate Error

Your current security settings put your computer at risk. Click here to change your security settings...



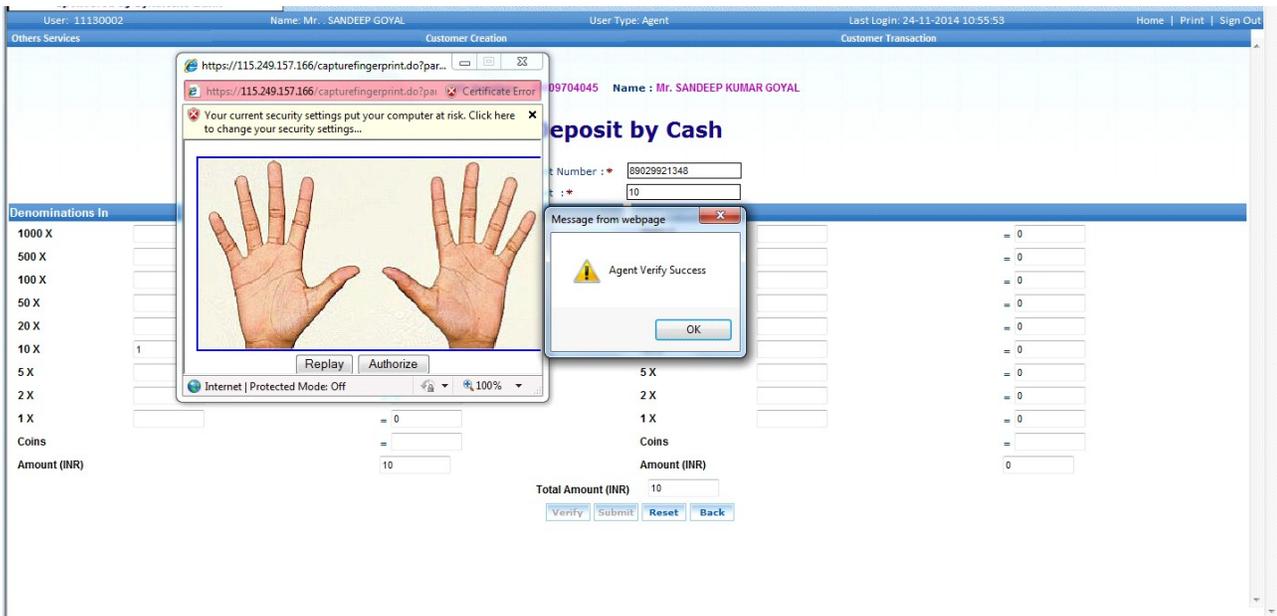
Replay Authorize

Internet | Protected Mode: Off

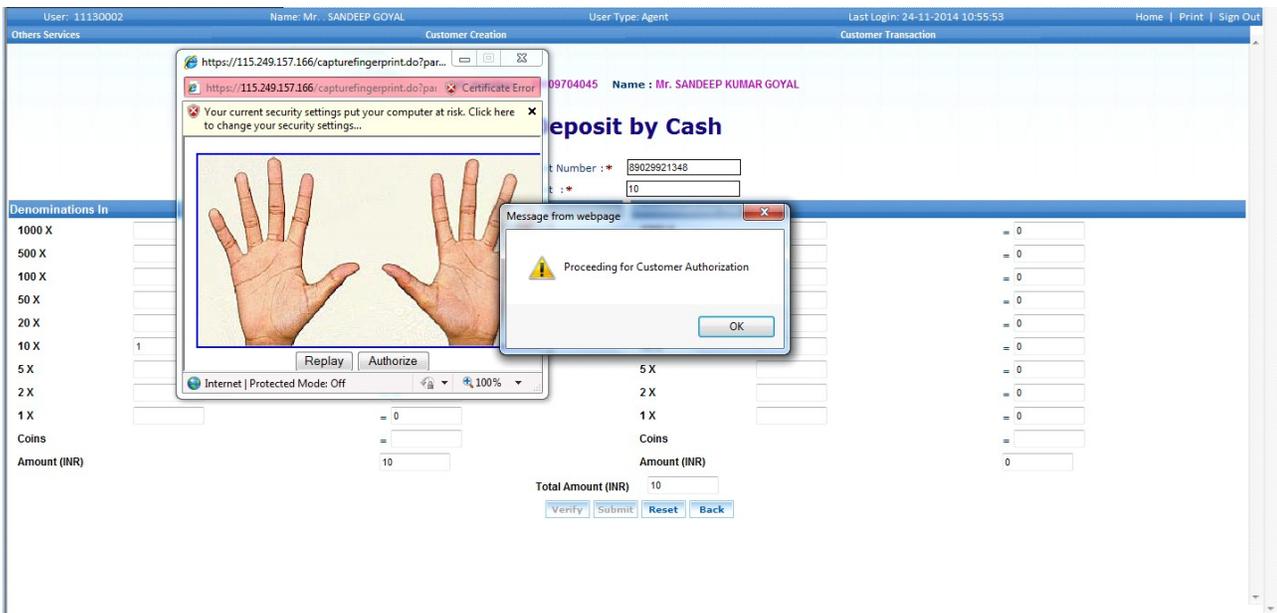
Message from webpage

Agent FingerPrint Verification: Select a Finger and Click on Authorize

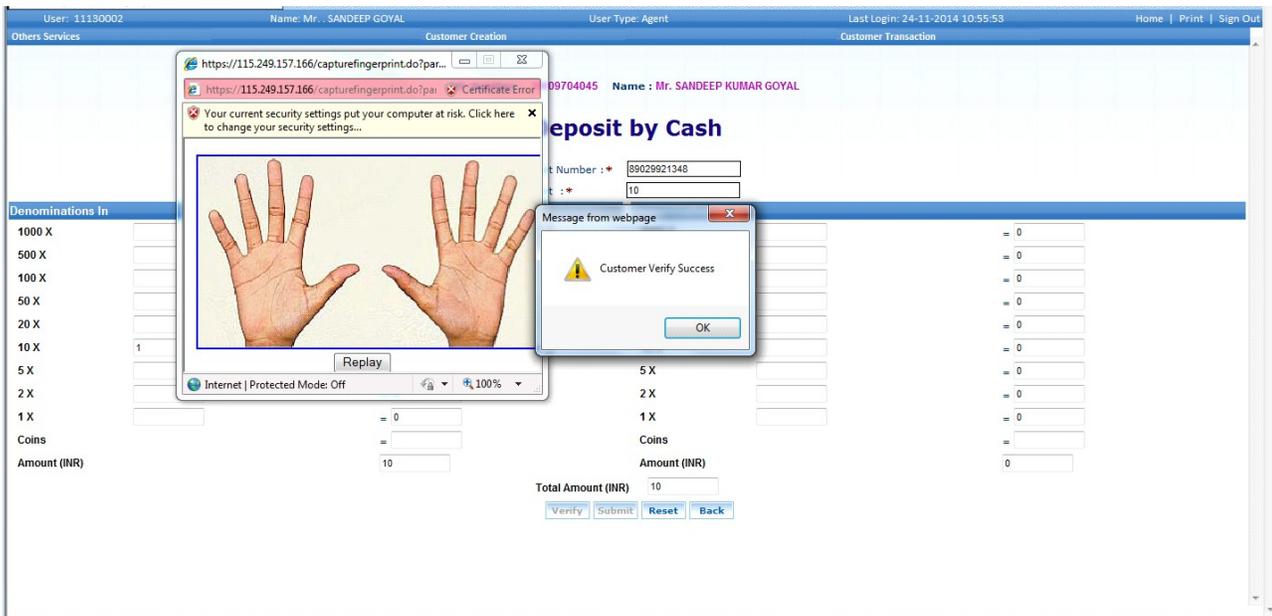
Following screen appears after agent fingerprint verification.



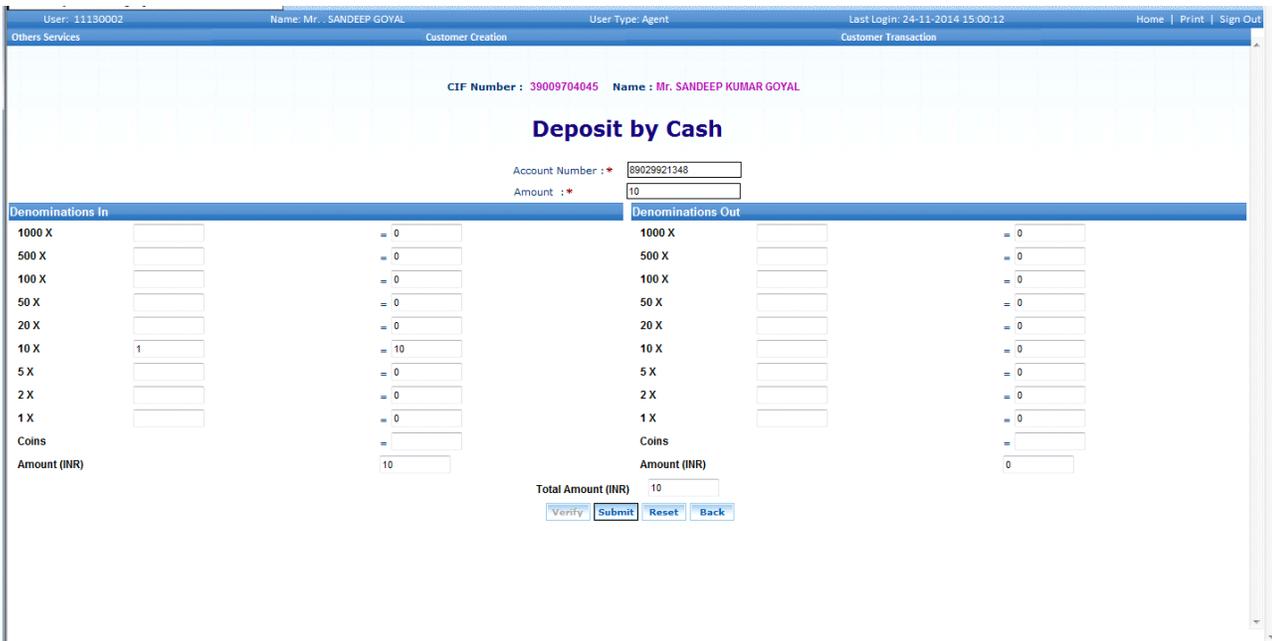
9. It proceeds to Customer FP verification process, click on Authorize and give FP.



Following screen appears after Customer fingerprint verification.



10. After successful verification of Customer and Customer Click on Submit.



11. Click on ok then transaction will be processed.

User: 11130002 Name: Mr. SANDEEP GOYAL User Type: Agent Last Login: 24-11-2014 15:00:12 Home | Print | Sign Out

Others Services Customer Creation Customer Transaction

CIF Number : 39009704045 Name : Mr. SANDEEP KUMAR GOYAL

### Deposit by Cash

Account Number : 89029921348  
 Amount : 10

Denominations In		Denominations Out	
1000 X	<input type="text"/>	=	0
500 X	<input type="text"/>	=	0
100 X	<input type="text"/>	=	0
50 X	<input type="text"/>	=	0
20 X	<input type="text"/>	=	0
10 X	<input type="text" value="1"/>	=	10
5 X	<input type="text"/>	=	0
2 X	<input type="text"/>	=	0
1 X	<input type="text"/>	=	0
Coins	<input type="text"/>	=	0
Amount (INR)	<input type="text" value="10"/>		<input type="text" value="10"/>

Total Amount (INR) 10

Verify Submit Reset Back

Message from webpage

**?** You are doing a transaction of Rs Ten only

OK Cancel

12. On successful deposit, a receipt will be generated and the same can be printed. Also successful deposit voice message will be played.

User: 11130002 Name: Mr. SANDEEP GOYAL User Type: Agent Last Login: 24-11-2014 15:00:12 Home | Print | Sign Out

Others Services Customer Creation Customer Transaction

CIF Number : 39009704045 Name : Mr. SANDEEP KUMAR GOYAL

Deposit successful, Journal Number is 60541

### DEPOSIT RECEIPT

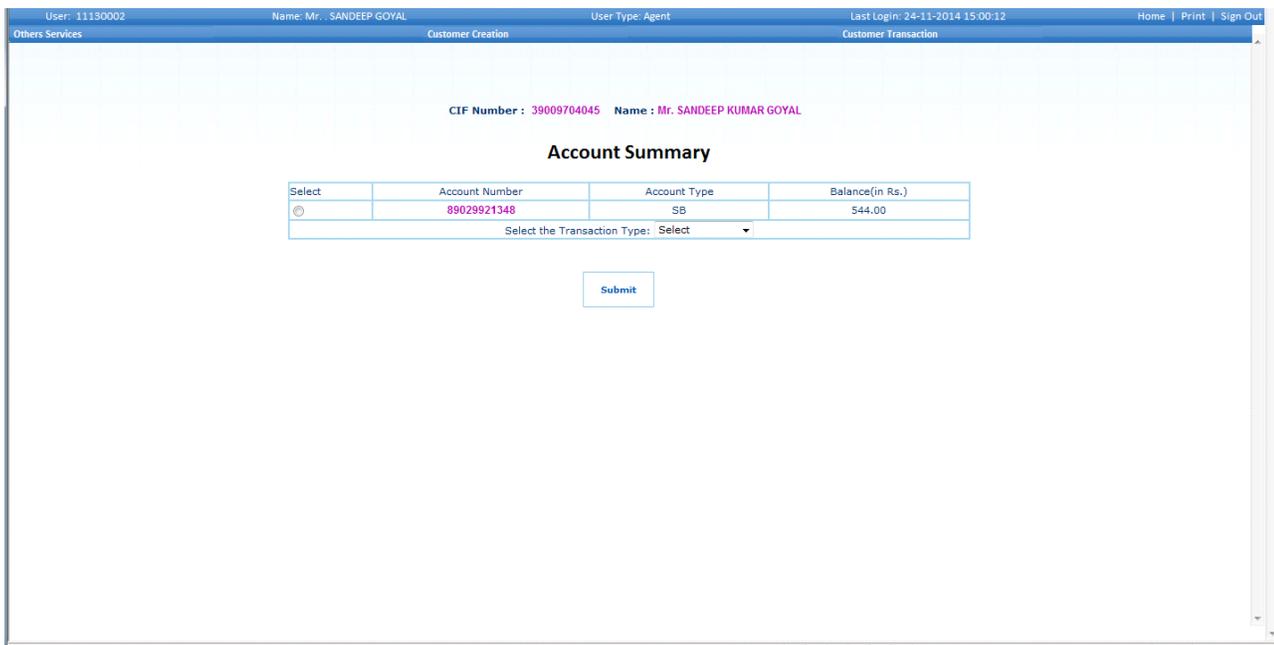
Date(dd/mm/yyyy) : 24/11/2014 Time(hh:mm:ss) : 15:20:37  
 Agent Name : SANDEEP GOYAL Agent ID : 11130002  
 Agent Kiosk Location : SJM KIOSK Terminal ID : 04113002  
 To Account Number : 89029921348  
 Customer Name : Mr. SANDEEP KUMAR GOYAL  
 Transaction ID : 002072  
 Transaction Status : Success  
 Transaction Amount : 10.0  
 Balance : 554.00

Print

Do you wish to continue?

Yes No

13. Click on "yes" to continue for next transaction and it will redirect you to the account summary page.



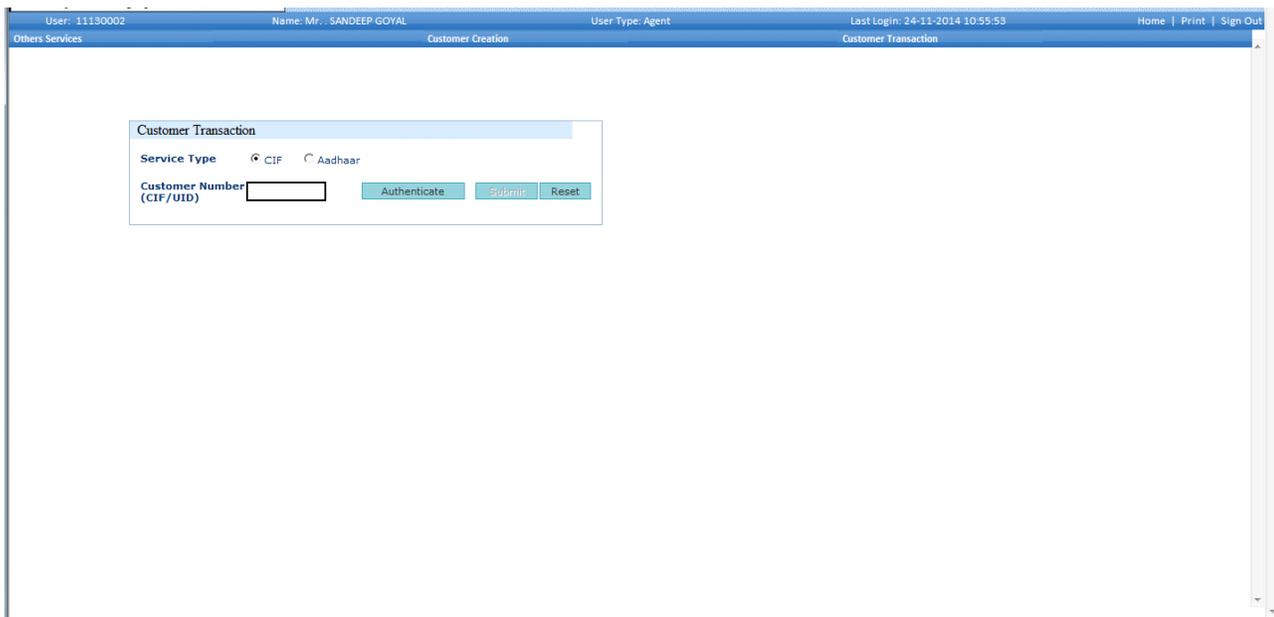
14 . Click on “no” to come on the customer login page.

## 5.1.2 Withdrawal:-

A customer can perform withdrawal transaction through KIOSK.

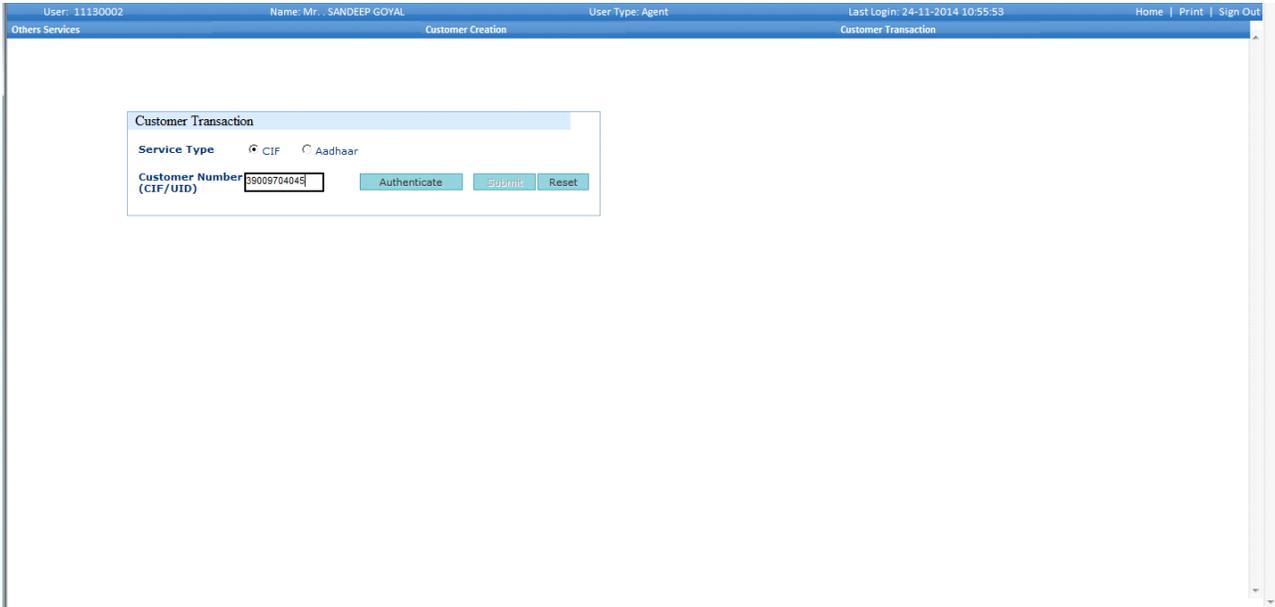
- Log in to the application and go to the menu.
- Click on Customer Login.

The following figure shows the home screen of the Customer Id Based (CIF) transaction:



## Steps to be followed:

1. Enter the customer Identification number (CIF) and click on Authenticate button.



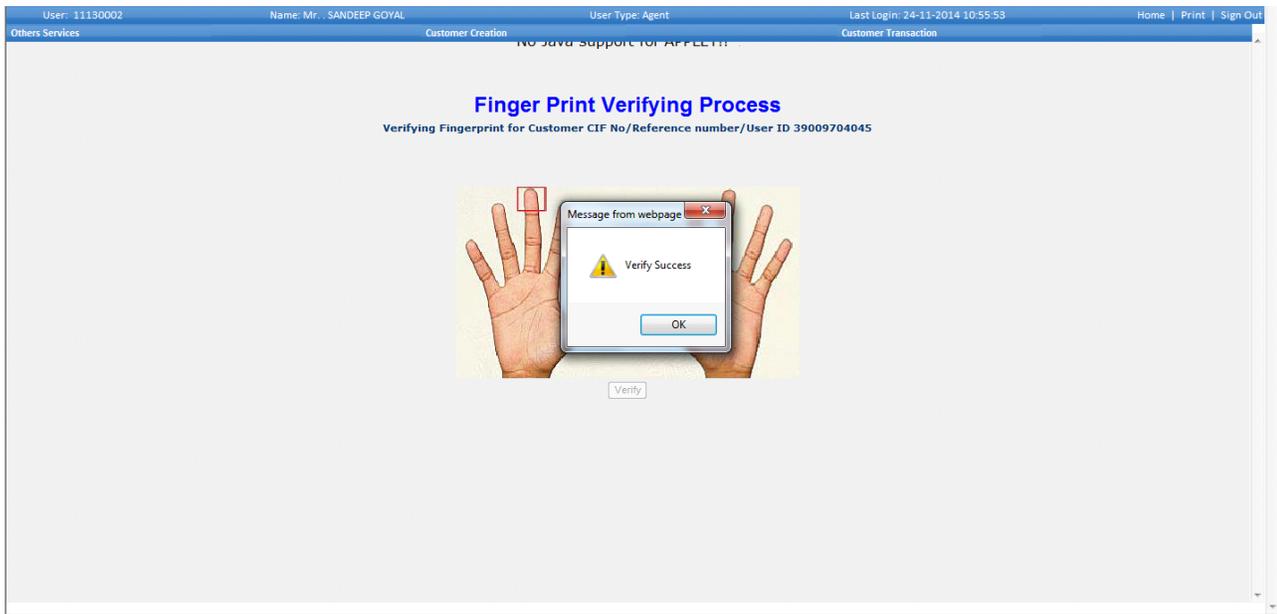
The screenshot shows a web application interface with a blue header bar. The header contains the following information: User: 11130002, Name: Mr. SANDEEP GOYAL, User Type: Agent, Last Login: 24-11-2014 10:55:53, and navigation links: Home | Print | Sign Out. Below the header, there are tabs for 'Others Services', 'Customer Creation', and 'Customer Transaction'. The 'Customer Transaction' tab is active. The main content area displays a form titled 'Customer Transaction'. The form has a 'Service Type' section with radio buttons for 'CIF' (selected) and 'Aadhaar'. Below this is a 'Customer Number (CIF/UID)' input field containing the value '39009704045'. To the right of the input field are three buttons: 'Authenticate', 'Submit', and 'Reset'.

2. Customer finger print verification page will be displayed, click verify and capture the customer finger print.

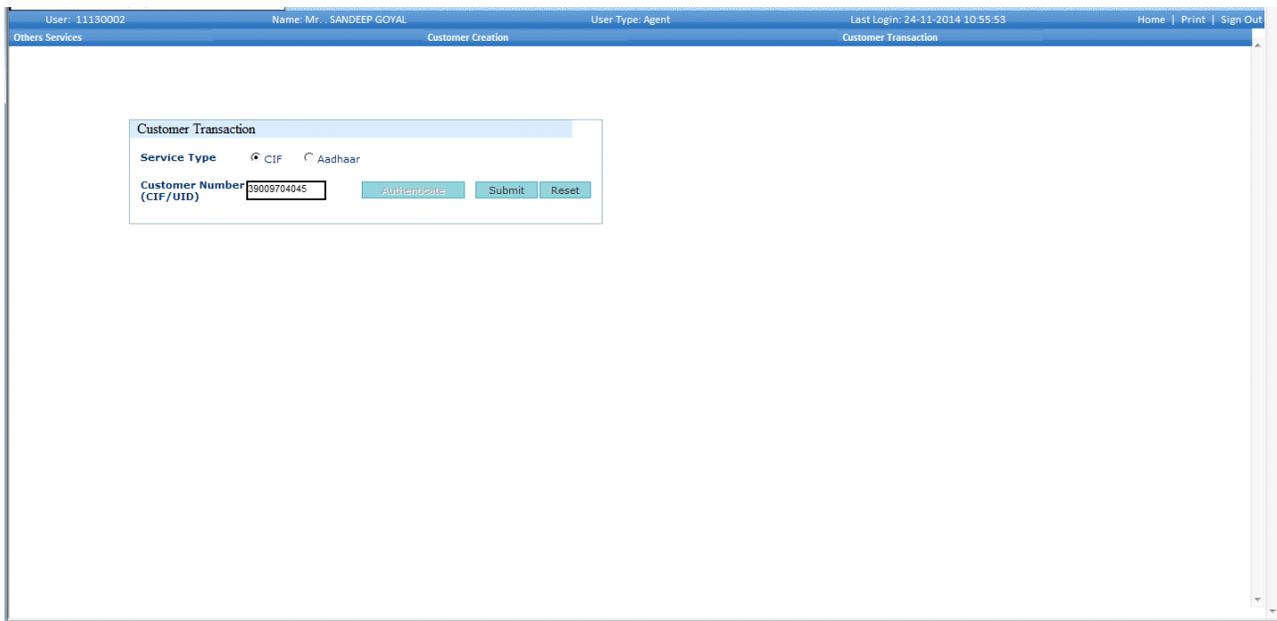


The screenshot shows a web application interface with a blue header bar. The header contains the following information: User: 11130002, Name: Mr. SANDEEP GOYAL, User Type: Agent, Last Login: 24-11-2014 10:55:53, and navigation links: Home | Print | Sign Out. Below the header, there are tabs for 'Others Services', 'Customer Creation', and 'Customer Transaction'. The 'Customer Transaction' tab is active. The main content area displays a page titled 'Finger Print Verifying Process'. Below the title, it says 'Verifying Fingerprint for Customer CIF No/Reference number/User ID 39009704045'. There is a warning message 'NO Java Support for APFEL!!'. Below this is an image showing two hands, palms facing up, with a red box highlighting the index finger of the left hand. Below the image is a 'Verify' button.

3. After verifying customer finger print, Verify Success page appears.



4. After Verify success, Click 'Submit' button.



- Balance Enquiry page will be displayed, select the Account and Select Withdrawal as the required Transaction type and click on Submit

User: 11130002 Name: Mr. SANDEEP GOYAL User Type: Agent Last Login: 24-11-2014 14:57:41 Home | Print | Sign Out

Others Services Customer Creation Customer Transaction

CIF Number : 39009704045 Name : Mr. SANDEEP KUMAR GOYAL

### Account Summary

Select	Account Number	Account Type	Balance(in Rs.)
<input checked="" type="radio"/>	89029921348	SB	544.00

Select the Transaction Type: Withdrawal

- Enter the amount to be withdrawn and give the denominations.

User: 11130002 Name: Mr. SANDEEP GOYAL User Type: Agent Last Login: 24-11-2014 14:57:41 Home | Print | Sign Out

Others Services Customer Creation Customer Transaction

CIF Number : 39009704045 Name : Mr. SANDEEP KUMAR GOYAL

### Withdrawal by Cash

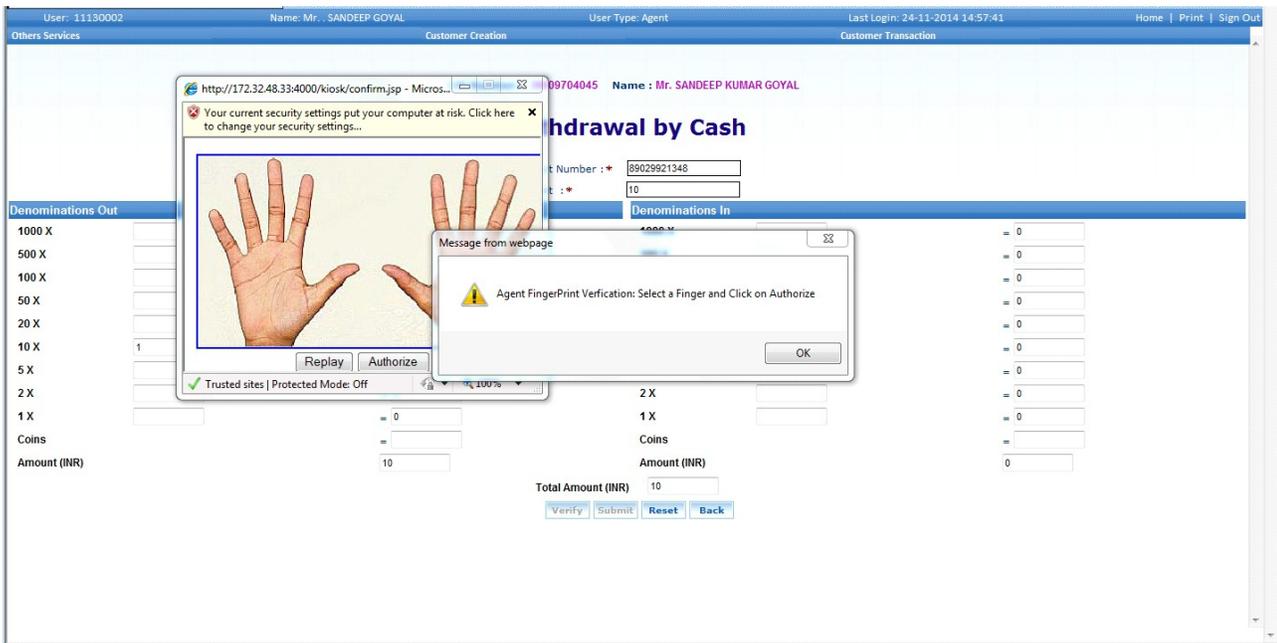
Account Number :

Amount :

Denominations Out			Denominations In		
1000 X	<input type="text"/>	= 0	1000 X	<input type="text"/>	= 0
500 X	<input type="text"/>	= 0	500 X	<input type="text"/>	= 0
100 X	<input type="text"/>	= 0	100 X	<input type="text"/>	= 0
50 X	<input type="text"/>	= 0	50 X	<input type="text"/>	= 0
20 X	<input type="text"/>	= 0	20 X	<input type="text"/>	= 0
10 X	<input type="text" value="1"/>	= 10	10 X	<input type="text"/>	= 0
5 X	<input type="text"/>	= 0	5 X	<input type="text"/>	= 0
2 X	<input type="text"/>	= 0	2 X	<input type="text"/>	= 0
1 X	<input type="text"/>	= 0	1 X	<input type="text"/>	= 0
Coins	<input type="text"/>	=	Coins	<input type="text"/>	=
Amount (INR)		10	Amount (INR)		0

Total Amount (INR)

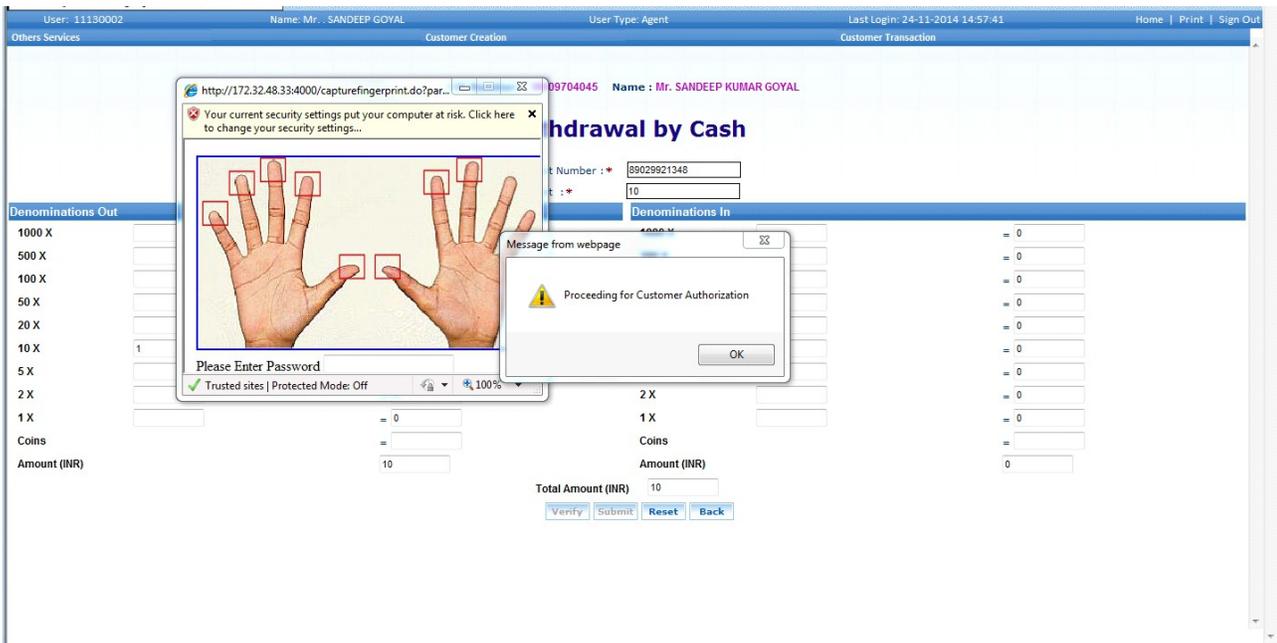
- Click on Verify button.
- It proceeds to agent Finger Print (FP) verification process, click on Authorize and give agent FP.



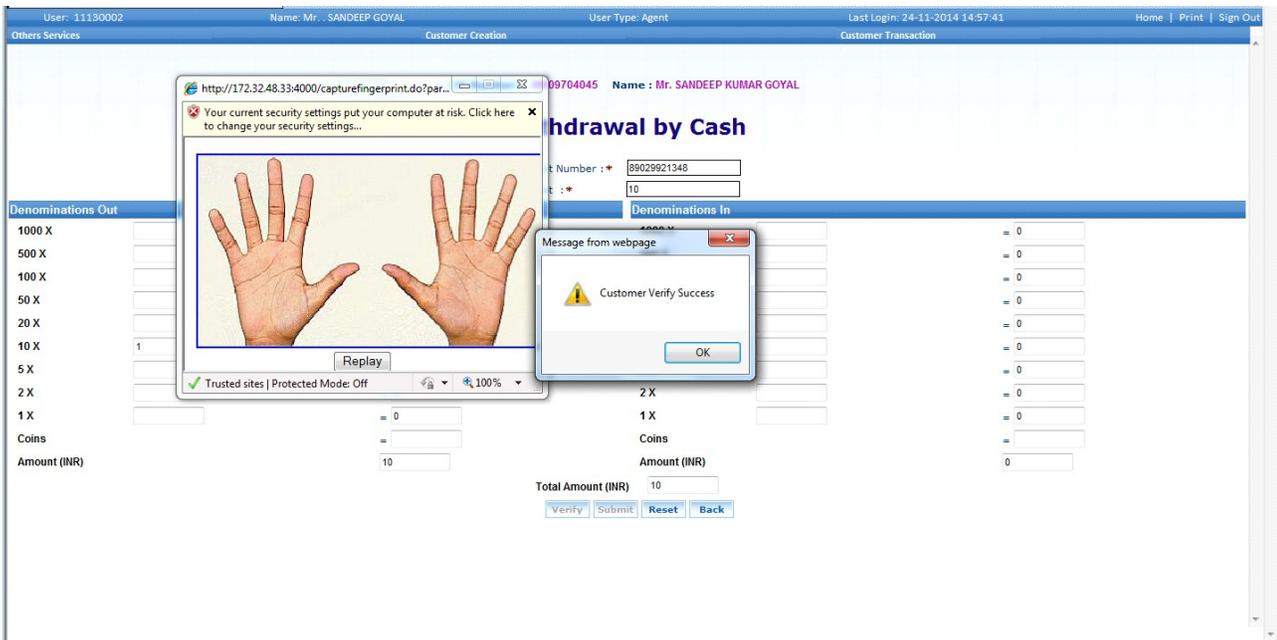
Following screen appears after agent fingerprint verification.



9. It proceeds to Customer FP verification process, click on Authorize and give FP.



Following screen appears after Customer fingerprint verification.



10. After successful verification of Customer and Customer Click on Submit.

User: 11130002 Name: Mr. SANDEEP GOYAL User Type: Agent Last Login: 24-11-2014 14:57:41 Home | Print | Sign Out

Others Services Customer Creation Customer Transaction

CIF Number : 39009704045 Name : Mr. SANDEEP KUMAR GOYAL

### Withdrawal by Cash

Account Number :   
 Amount : \*

Denominations Out			Denominations In		
1000 X	<input type="text"/>	= 0	1000 X	<input type="text"/>	= 0
500 X	<input type="text"/>	= 0	500 X	<input type="text"/>	= 0
100 X	<input type="text"/>	= 0	100 X	<input type="text"/>	= 0
50 X	<input type="text"/>	= 0	50 X	<input type="text"/>	= 0
20 X	<input type="text"/>	= 0	20 X	<input type="text"/>	= 0
10 X	<input type="text" value="1"/>	= 10	10 X	<input type="text"/>	= 0
5 X	<input type="text"/>	= 0	5 X	<input type="text"/>	= 0
2 X	<input type="text"/>	= 0	2 X	<input type="text"/>	= 0
1 X	<input type="text"/>	= 0	1 X	<input type="text"/>	= 0
Coins	<input type="text"/>	=	Coins	<input type="text"/>	=
Amount (INR)	<input type="text" value="10"/>		Amount (INR)	<input type="text" value="0"/>	

Total Amount (INR)

11. Click on ok then transaction will be processed.

User: 11130002 Name: Mr. SANDEEP GOYAL User Type: Agent Last Login: 24-11-2014 15:00:12 Home | Print | Sign Out

Others Services Customer Creation Customer Transaction

CIF Number : 39009704045 Name : Mr. SANDEEP KUMAR GOYAL

### Withdrawal by Cash

Account Number :   
 Amount : \*

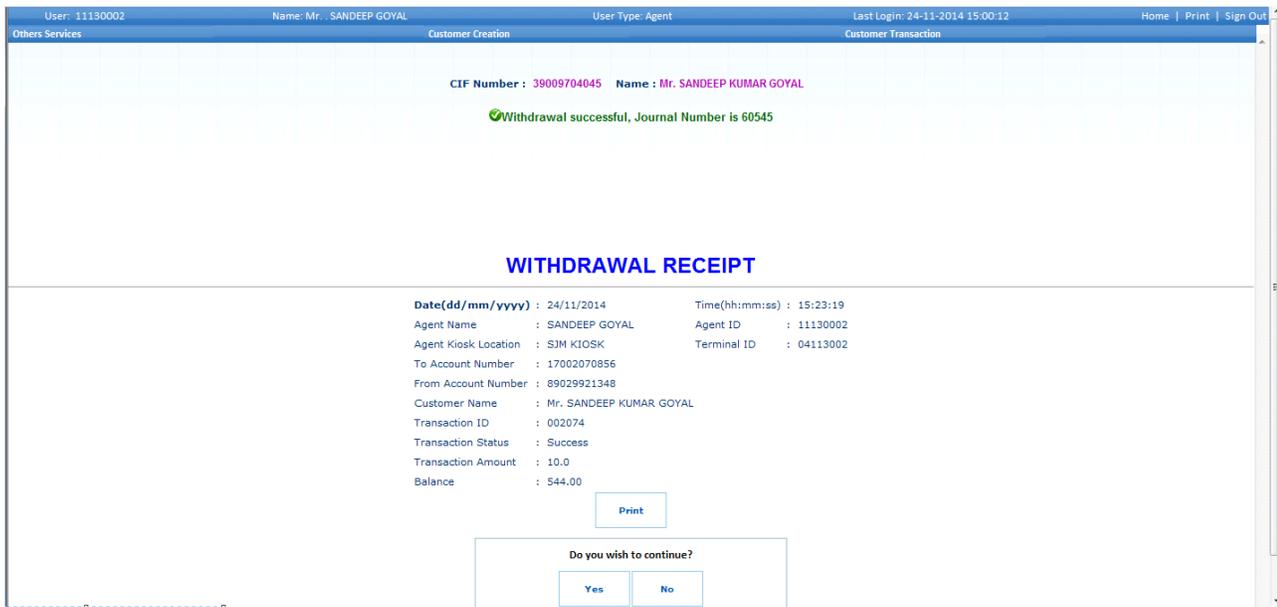
Denominations Out			Denominations In		
1000 X	<input type="text"/>	= 0	1000 X	<input type="text"/>	= 0
500 X	<input type="text"/>	= 0	500 X	<input type="text"/>	= 0
100 X	<input type="text"/>	= 0	100 X	<input type="text"/>	= 0
50 X	<input type="text"/>	= 0	50 X	<input type="text"/>	= 0
20 X	<input type="text"/>	= 0	20 X	<input type="text"/>	= 0
10 X	<input type="text" value="1"/>	= 10	10 X	<input type="text"/>	= 0
5 X	<input type="text"/>	= 0	5 X	<input type="text"/>	= 0
2 X	<input type="text"/>	= 0	2 X	<input type="text"/>	= 0
1 X	<input type="text"/>	= 0	1 X	<input type="text"/>	= 0
Coins	<input type="text"/>	=	Coins	<input type="text"/>	=
Amount (INR)	<input type="text" value="10"/>		Amount (INR)	<input type="text" value="0"/>	

Total Amount (INR)

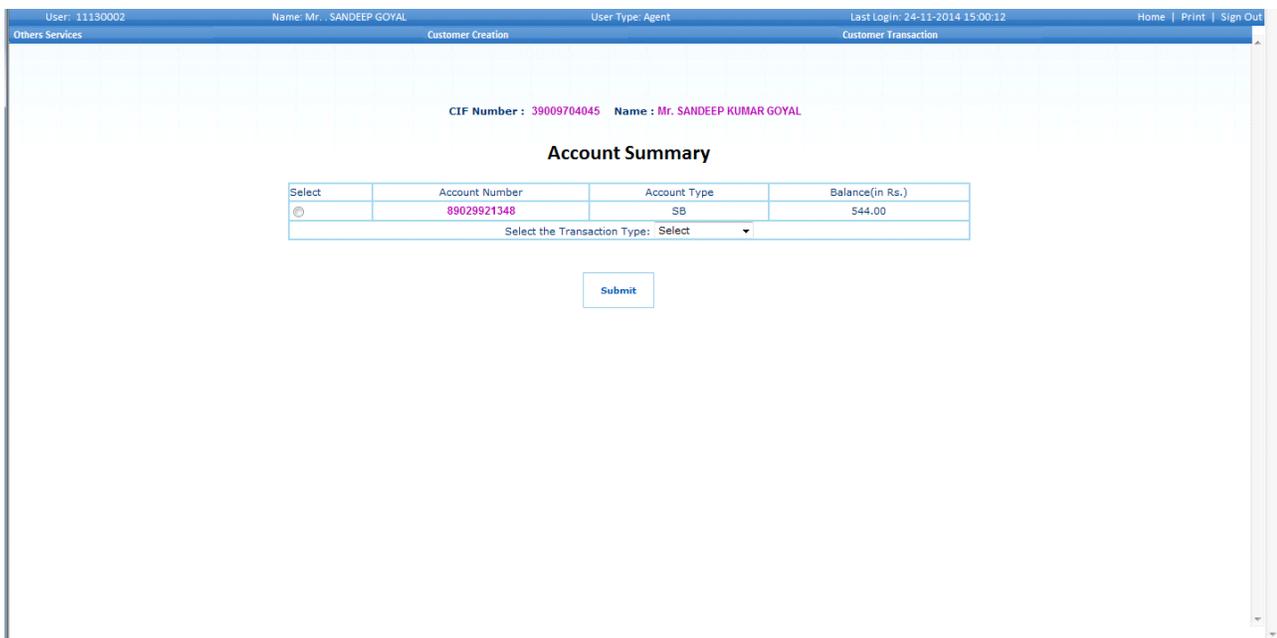
Message from webpage

You are doing a transaction of Rs Ten only

12. On successful withdrawal a receipt will be generated and the same can be printed. Also successful Withdrawal voice message will be played.



13. Click on “yes” to continue for next transaction and it will redirect you to the account summary page.



14 . Click on “no” to come on the customer login page.

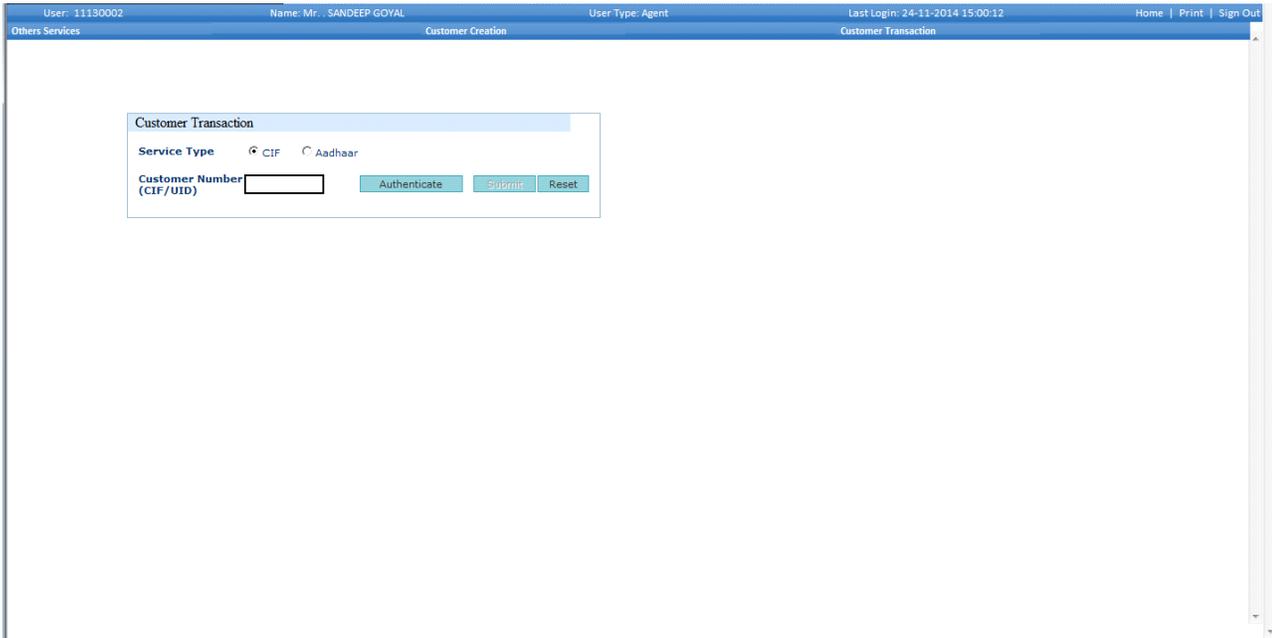
### 5.1.3 FundsTransfer:-

Customer can perform a fundstransfer through the KIOSK in any of the valid acccount number.

- Log in to the application and go to the menu.

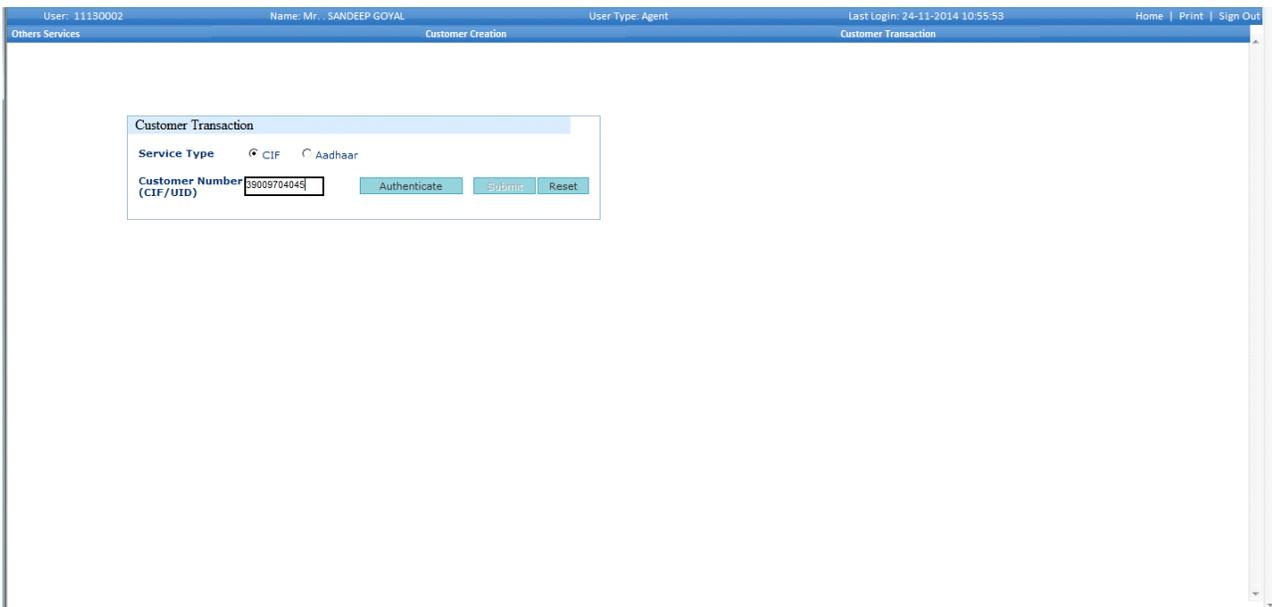
- Click on Customer Login.

The following figure shows the home screen of the Customer Id Based (CIF) transaction:



### Steps to be followed:

1. Enter the customer Identification number (CIF) and click on Authenticate button.



2. Customer finger print verification page will be displayed, click verify and capture the customer finger print.



3. Afetr verifying customer finger print,Verify Success page appears.



4. After Verify success,Click 'Submit' button.

User: 11130002    Name: Mr. SANDEEP GOYAL    User Type: Agent    Last Login: 24-11-2014 10:55:53    Home | Print | Sign Out

Others Services    Customer Creation    Customer Transaction

**Customer Transaction**

Service Type     CIF     Aadhaar

Customer Number (CIF/UID)

5. Select Funds Transfer as the required Transaction type and click on Submit.

User: 11130002    Name: Mr. SANDEEP GOYAL    User Type: Agent    Last Login: 24-11-2014 15:00:12    Home | Print | Sign Out

Others Services    Customer Creation    Customer Transaction

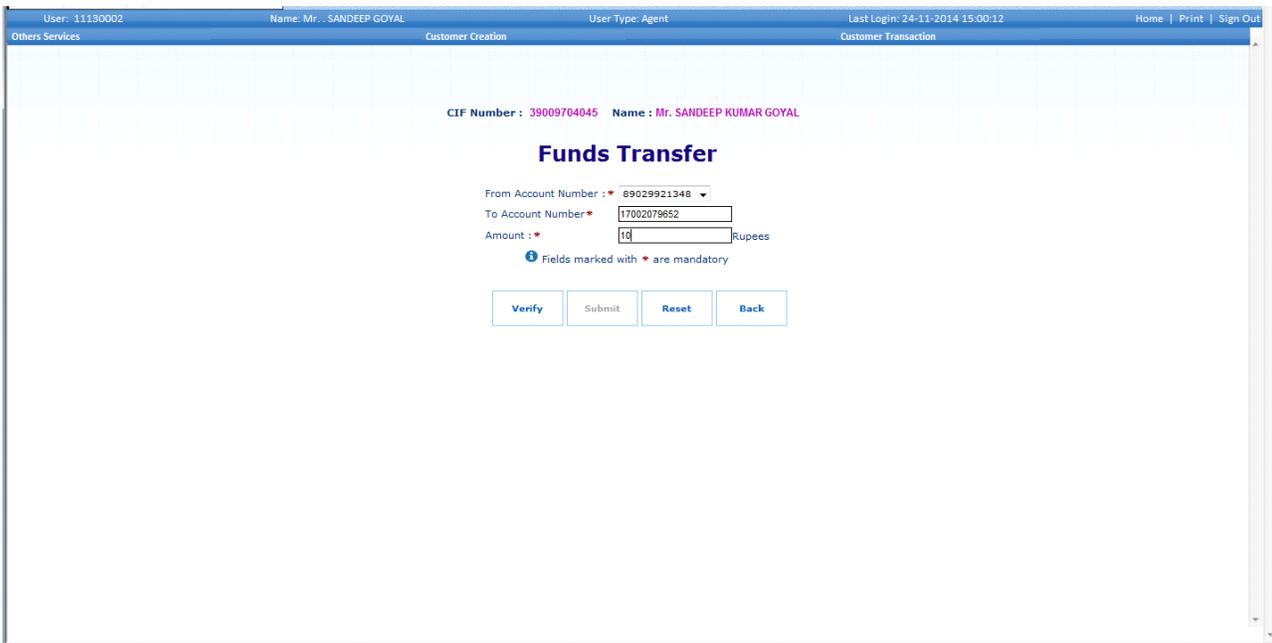
CIF Number : 39009704045    Name : Mr. SANDEEP KUMAR GOYAL

### Account Summary

Select	Account Number	Account Type	Balance(in Rs.)
<input checked="" type="radio"/>	89029921348	SB	544.00

Select the Transaction Type:

6. Enter 'To account number' (Beneficiary account number - amount will be transferred to this account) and the amount to be transferred in the respective fields.

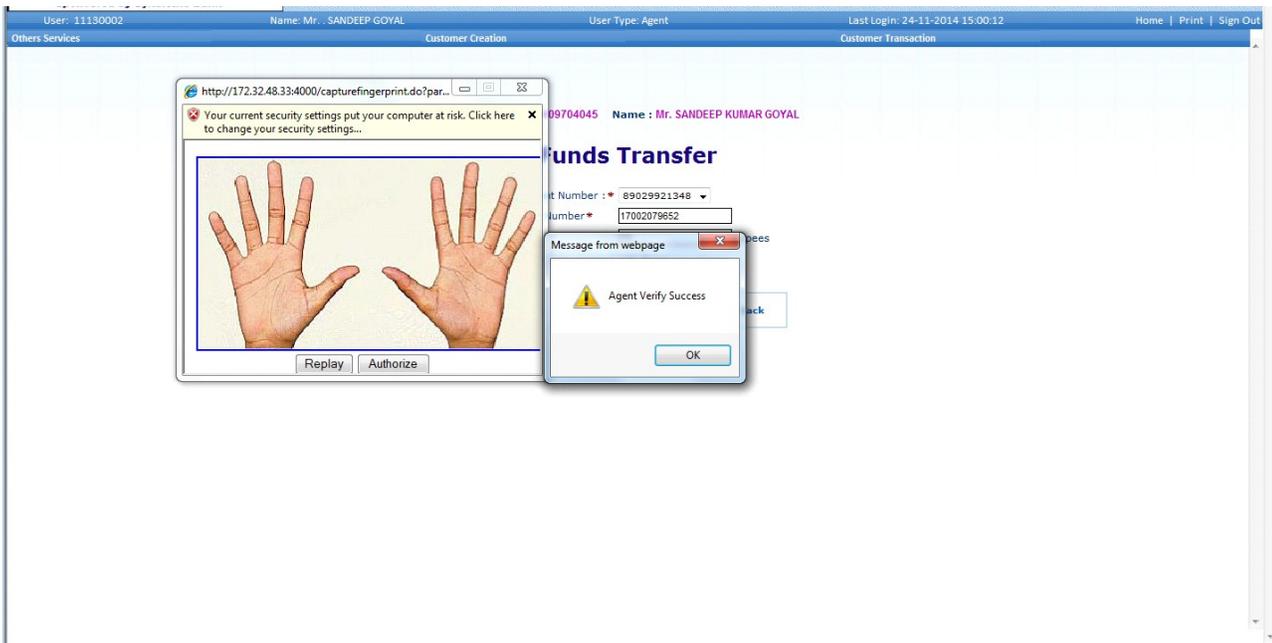


7. Click on Verify button.

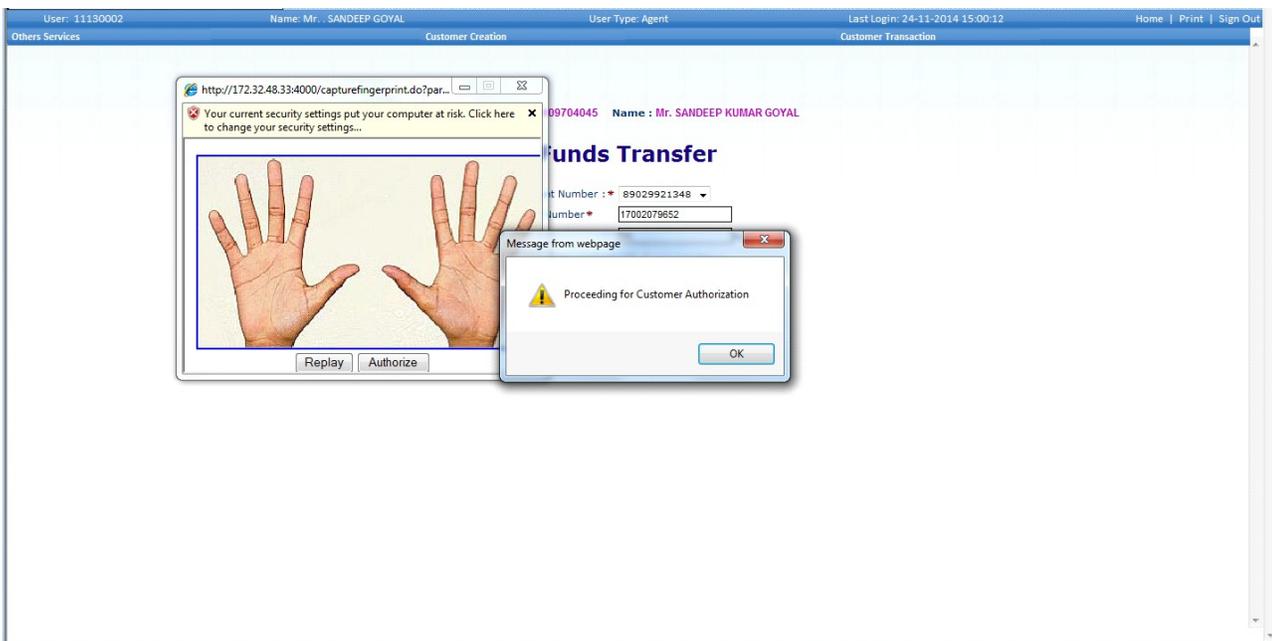
8. It proceeds to agent Finger Print (FP) verification process, click on Authorize and give FP.



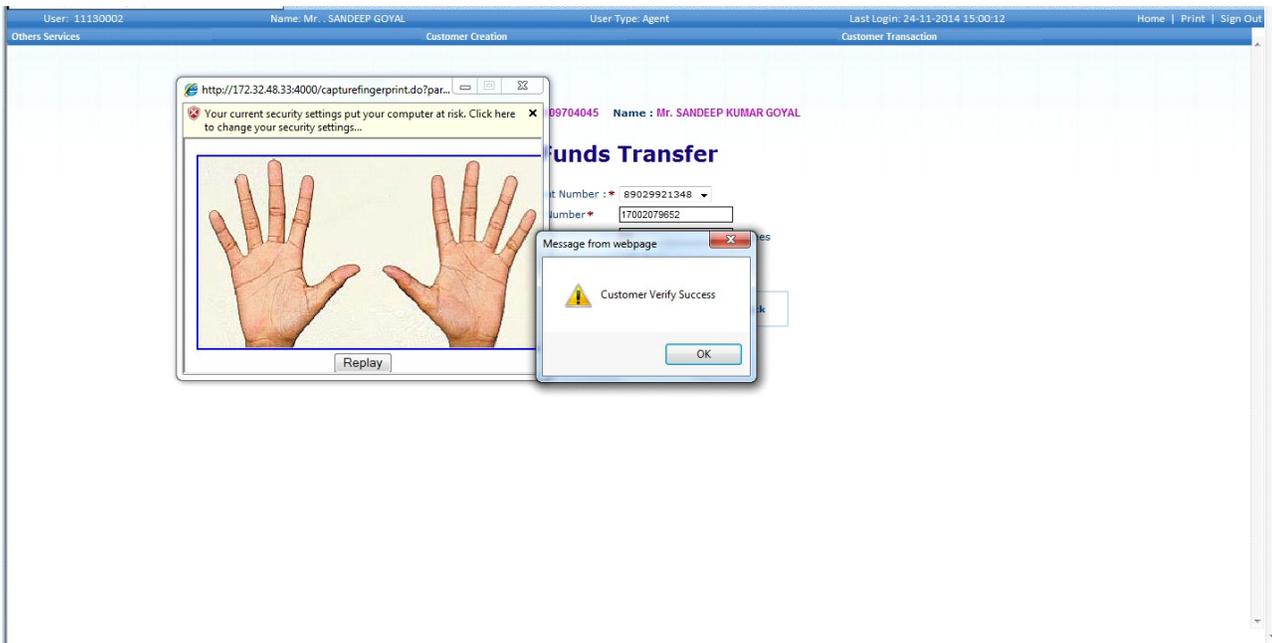
Following screen appears after agent fingerprint verification



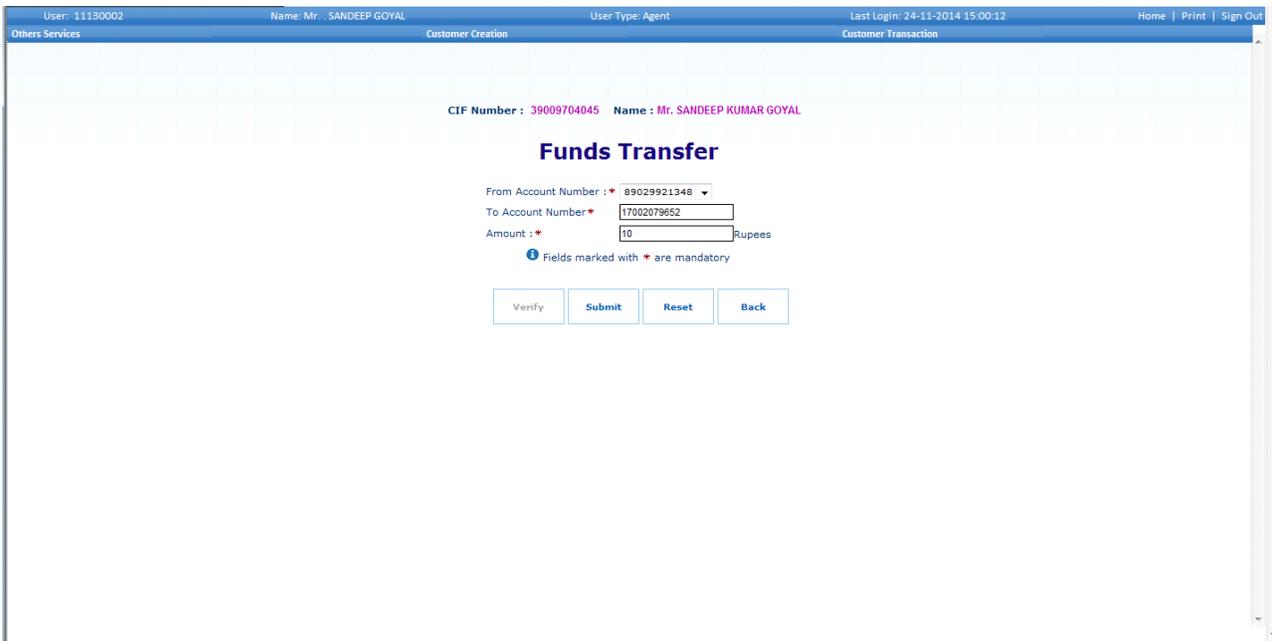
9. It proceeds to Customer FP verification process, click on Authorize and give FP.



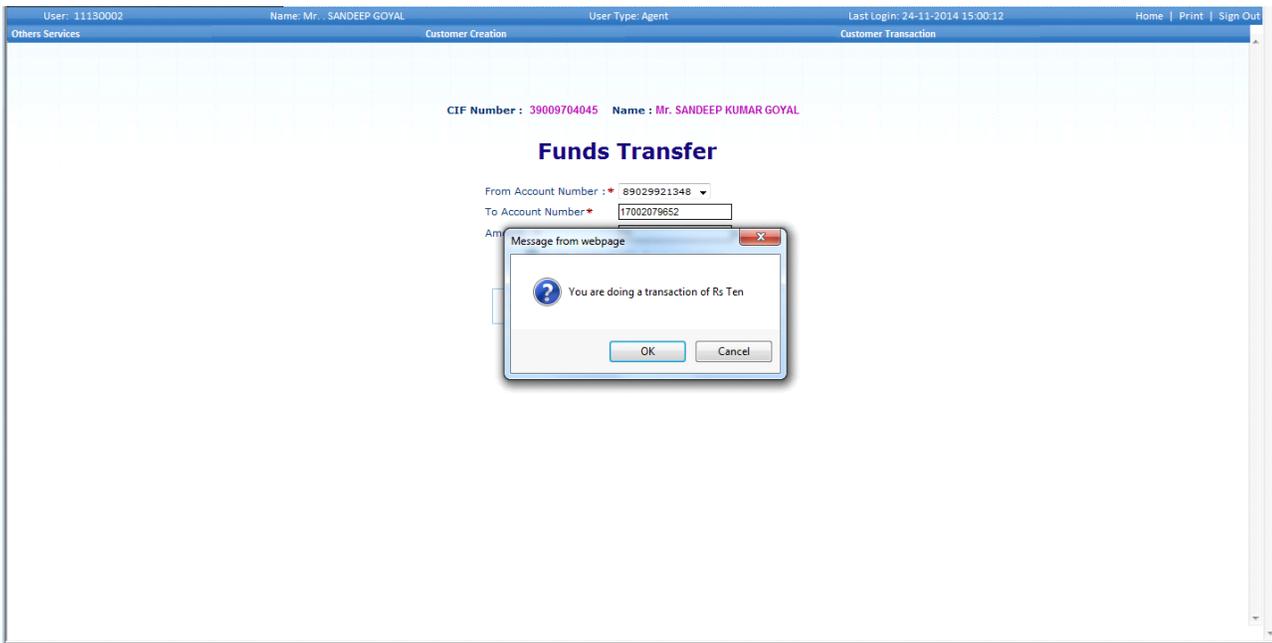
Following screen appears after Customer's fingerprint verification



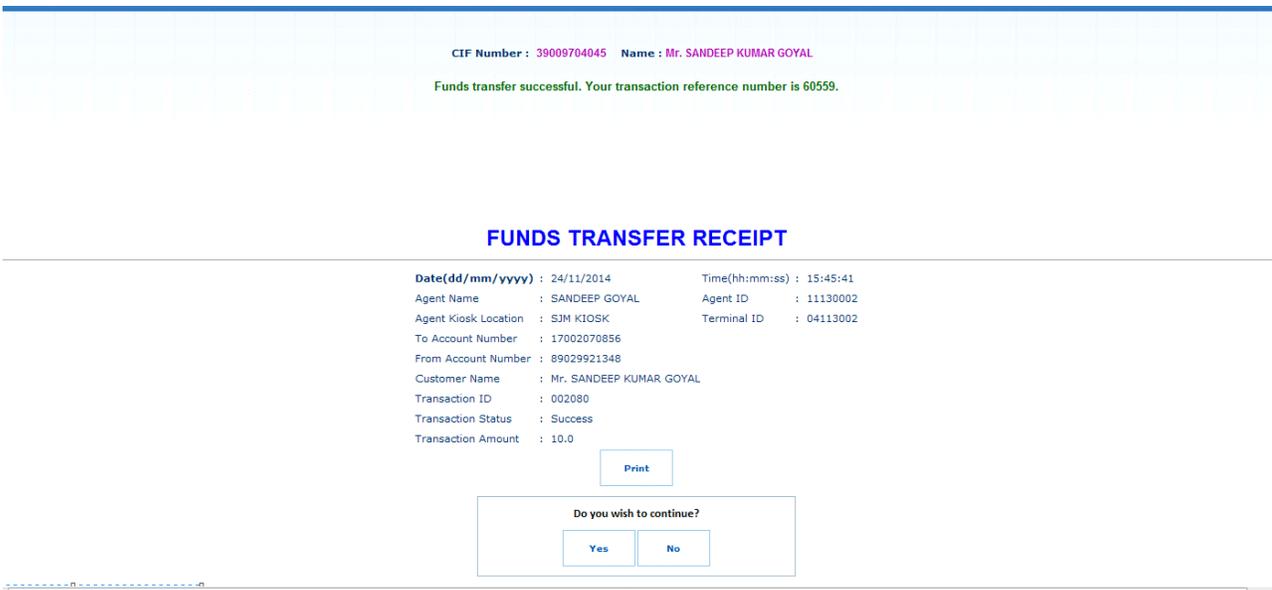
10. After Successful verification of Agent and Customer, Click on Submit.



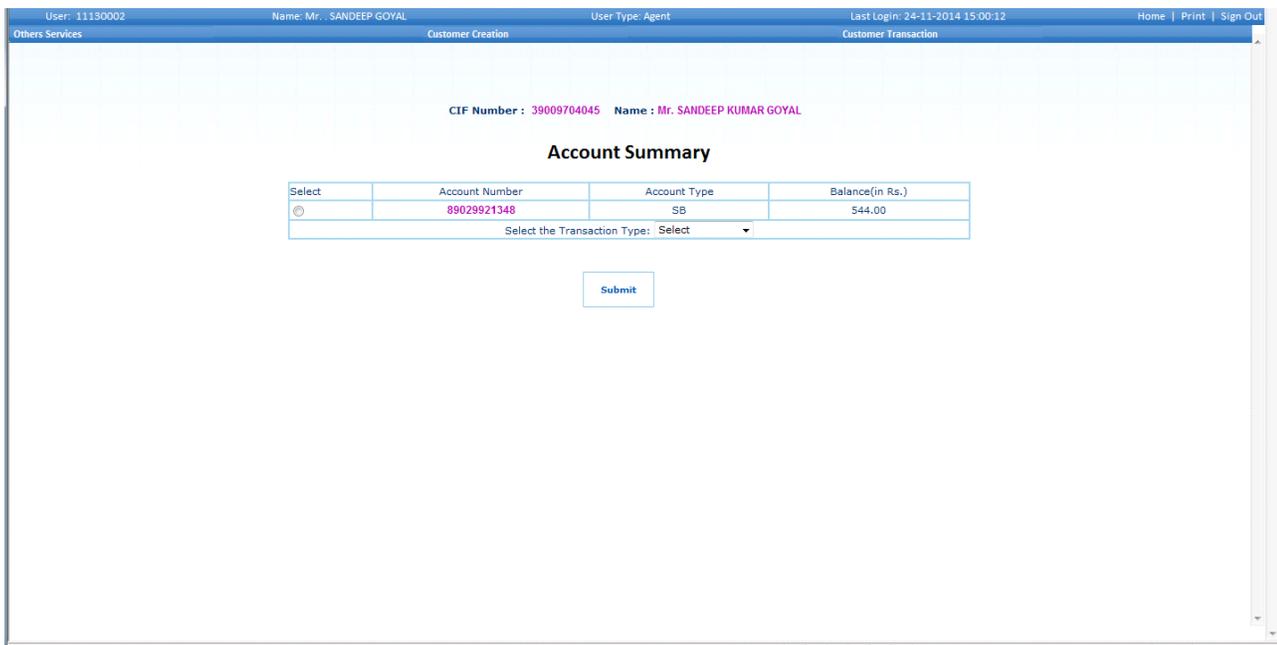
11. Click on "OK" to process the transaction.



- On successful funds transfer, a receipt will be generated and the same can be printed. Also successful funds transfer voice message will be played.



13. Click on "yes" to continue for next transaction and it will redirect you to the account summary page.



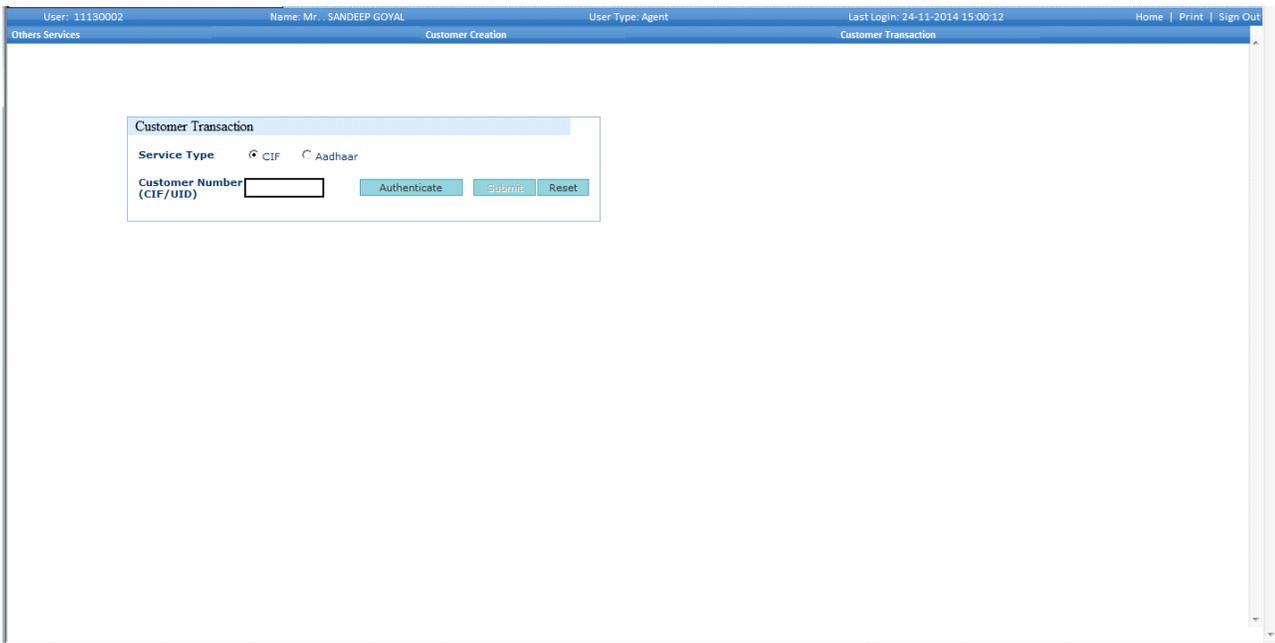
14 . Click on “no” to come on the customer login page.

#### 5.1.4 Mini Statement:-

Customer can check the ministatement through KIOSK.

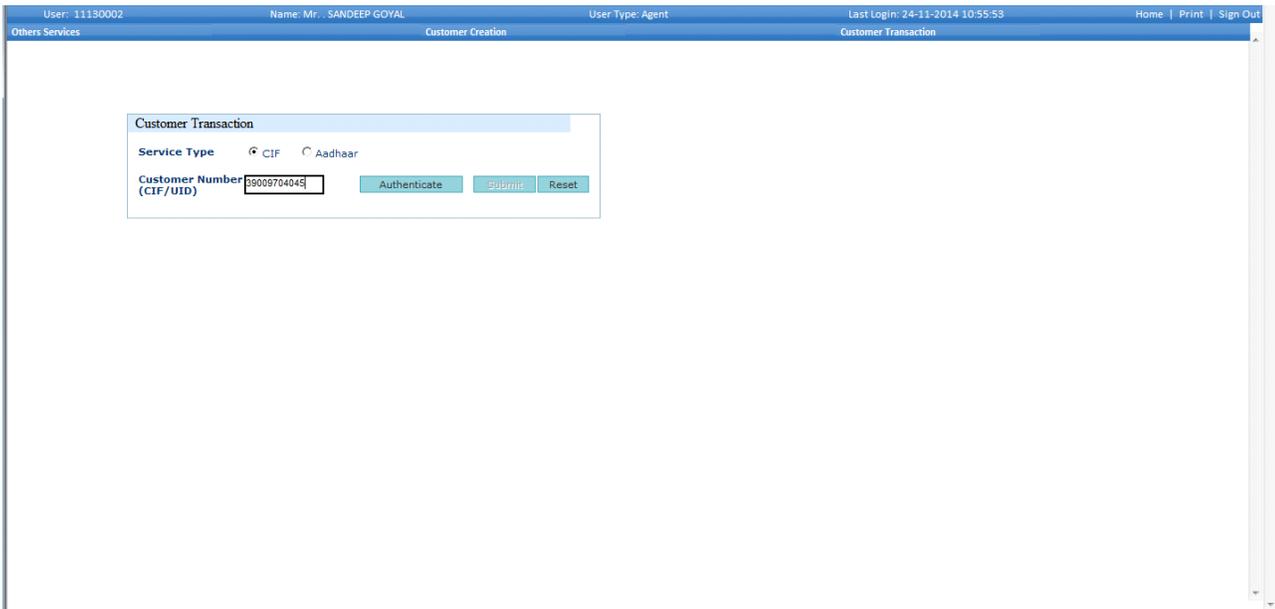
- Log in to the application and go to the menu.
- Click on Customer Login.

The following figure shows the home screen of the Customer Id Based (CIF) transaction:



## Steps to be followed:

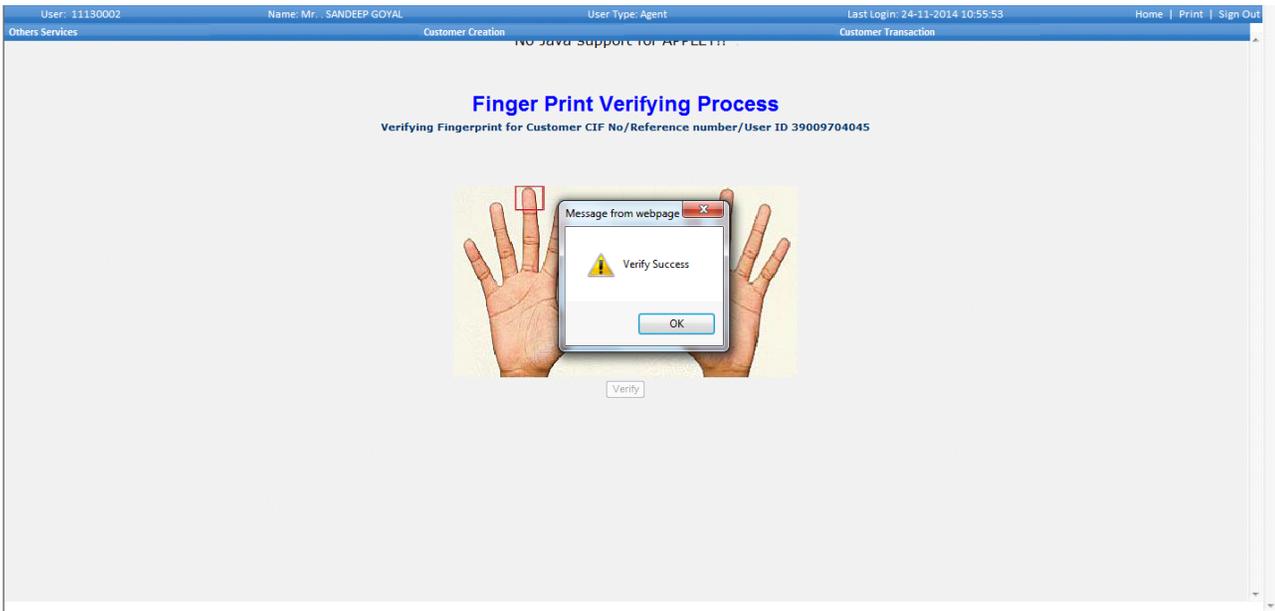
1. Enter the customer Identification number (CIF) and click on Authenticate button.



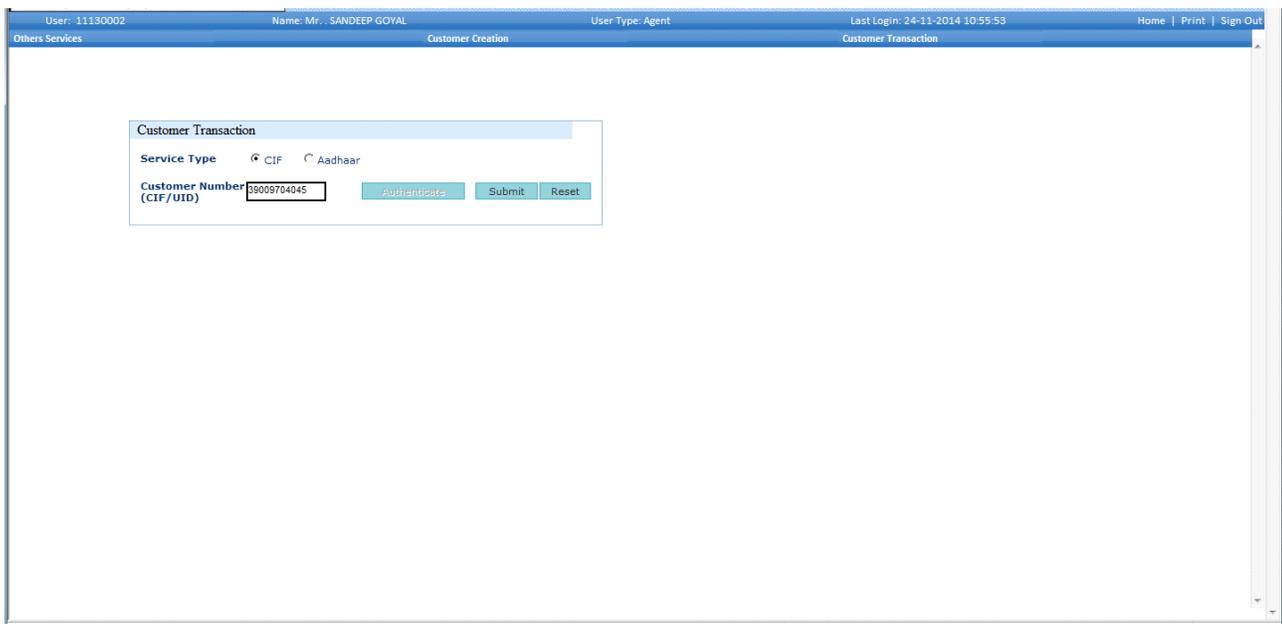
2. Customer finger print verification page will be displayed, click verify and capture the customer finger print.



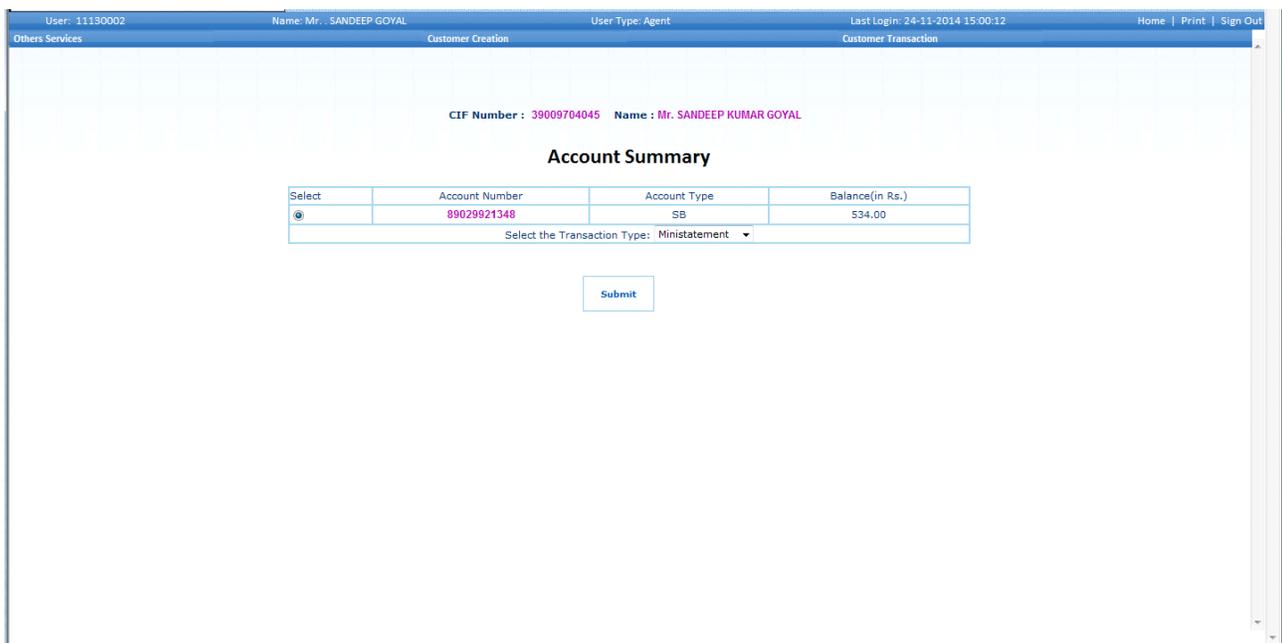
3. After verifying customer finger print, Verify Success page appears.



4. After Verify success, Click 'Submit' button.



5. Select Ministatement as the required Transaction type and click on Submit.



- Mini Statement Receipt is displayed.

User: 11130002 Name: Mr. SANDEEP GOYAL User Type: Agent Last Login: 24-11-2014 15:00:12 Home | Print | Sign Out

Others Services Customer Creation Customer Transaction

CIF Number : 39009704045 Name : Mr. SANDEEP KUMAR GOYAL

### Mini Statement Details

Account Number : 89029921348

Transaction Date	Journal No	Description	Amount(in Rs.)
04/11/14	60565	CREDIT	23.00
04/11/14	60559	DEBIT	10.00
04/11/14	60545	DEBIT	10.00
04/11/14	60541	CREDIT	10.00
04/11/14	60535	CREDIT	10.00
04/11/14	60530	DEBIT	10.00
04/11/14	60516	CREDIT	10.00
04/11/14	59102	CREDIT	10.00
04/11/14	58961	CREDIT	10.00
04/11/14	58948	CREDIT	10.00
04/11/14	58935	CREDIT	10.00
04/11/14	58633	DEBIT	100.00
04/11/14	58626	DEBIT	10.00
04/11/14	58621	CREDIT	10.00
<b>BALANCE(Rs.):</b>			<b>557.00</b>

Print

Do you wish to continue?

Yes No

8. Click on “yes” to continue for next transaction and it will redirect you to the account summary page.

User: 11130002 Name: Mr. SANDEEP GOYAL User Type: Agent Last Login: 24-11-2014 15:00:12 Home | Print | Sign Out

Others Services Customer Creation Customer Transaction

CIF Number : 39009704045 Name : Mr. SANDEEP KUMAR GOYAL

### Account Summary

Select	Account Number	Account Type	Balance(in Rs.)
<input type="radio"/>	89029921348	SB	544.00

Select the Transaction Type: Select

Submit

- Click on “no” to come on the customer login page.

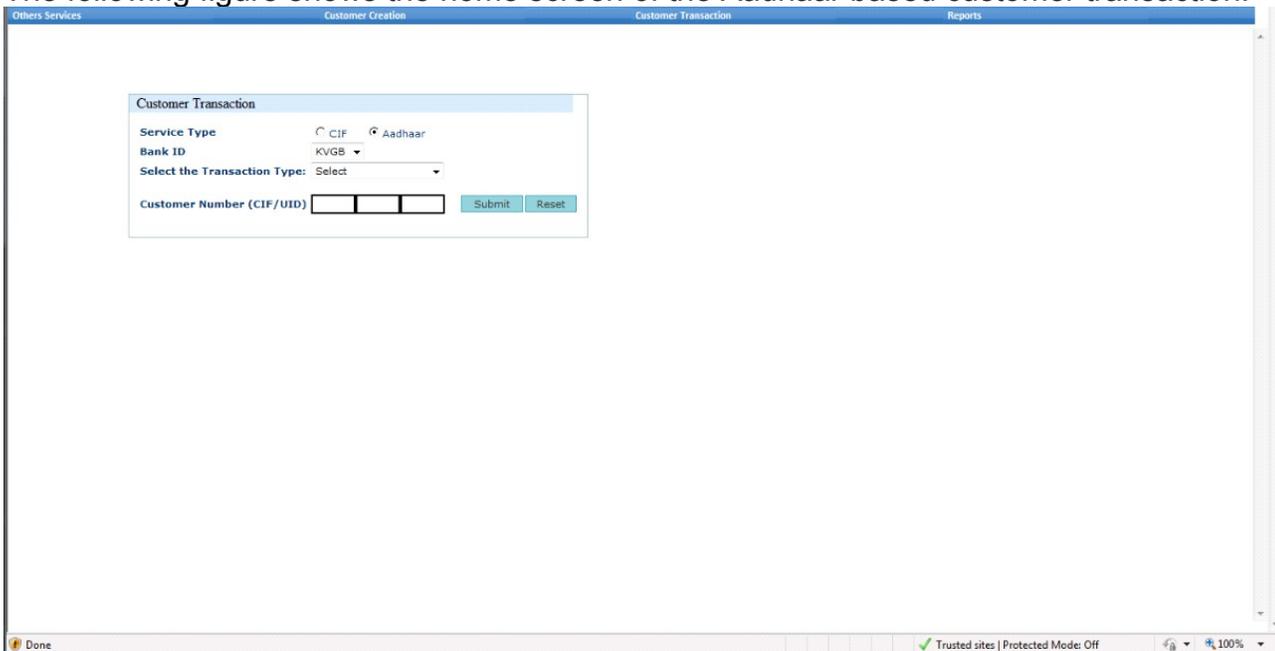
## 5.2 AADHAAR BASED TRANSACTIONS

<b>Transaction Type</b>
Balance Enquiry
Deposit
Withdrawal
Funds Transfer
Best Finger Detection

## 5.2.1 Balance Enquiry

- Log in to the application and go to the menu.
- Click on Customer Transaction.

The following figure shows the home screen of the Aadhaar based customer transaction:



The screenshot shows a web application interface with a blue header bar containing navigation links: "Others Services", "Customer Creation", "Customer Transaction", and "Reports". The "Customer Transaction" link is active. Below the header, there is a form titled "Customer Transaction". The form contains the following fields and controls:

- Service Type:** Two radio buttons, "CIF" (unselected) and "Aadhaar" (selected).
- Bank ID:** A dropdown menu with "KVGB" selected.
- Select the Transaction Type:** A dropdown menu with "Select" as the current selection.
- Customer Number (CIF/UID):** A text input field divided into three segments, currently empty.
- Buttons:** "Submit" and "Reset" buttons located to the right of the Customer Number field.

The browser's address bar at the bottom shows "Done" on the left and "Trusted sites | Protected Mode: Off" on the right, along with a zoom level of 100%.

### Fields:

Service type: Type of the services (Aadhaar/Account) provided by the bank.

Bank Id: Type of the Bank Id (name) to be selected.

Transaction Type: This field will be a dropdown to select transaction type.

Aadhaar Number: The 12 digit Aadhaar number of the customer.

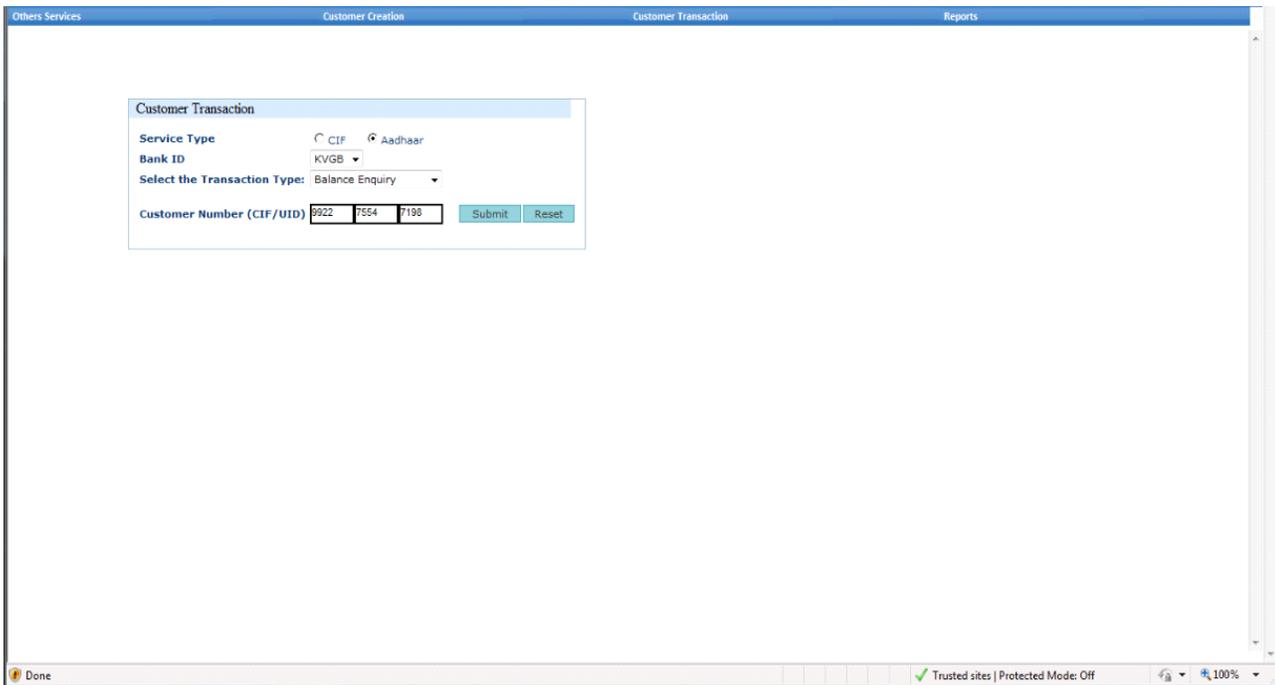
### Steps to be followed:

Step 1: Select the service type (Aadhaar) by clicking on the radio button.

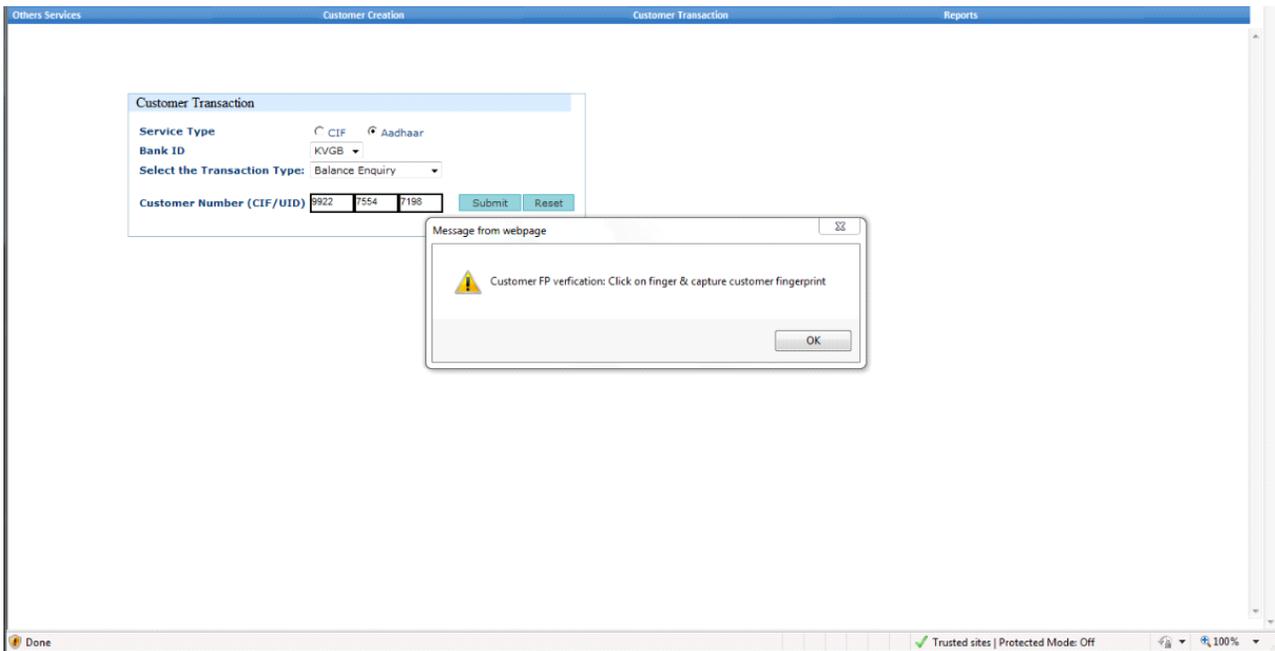
Step 2: Select the bank id from the dropdown.

Step 3: Select Balance Enquiry as the required Transaction type from dropdown.

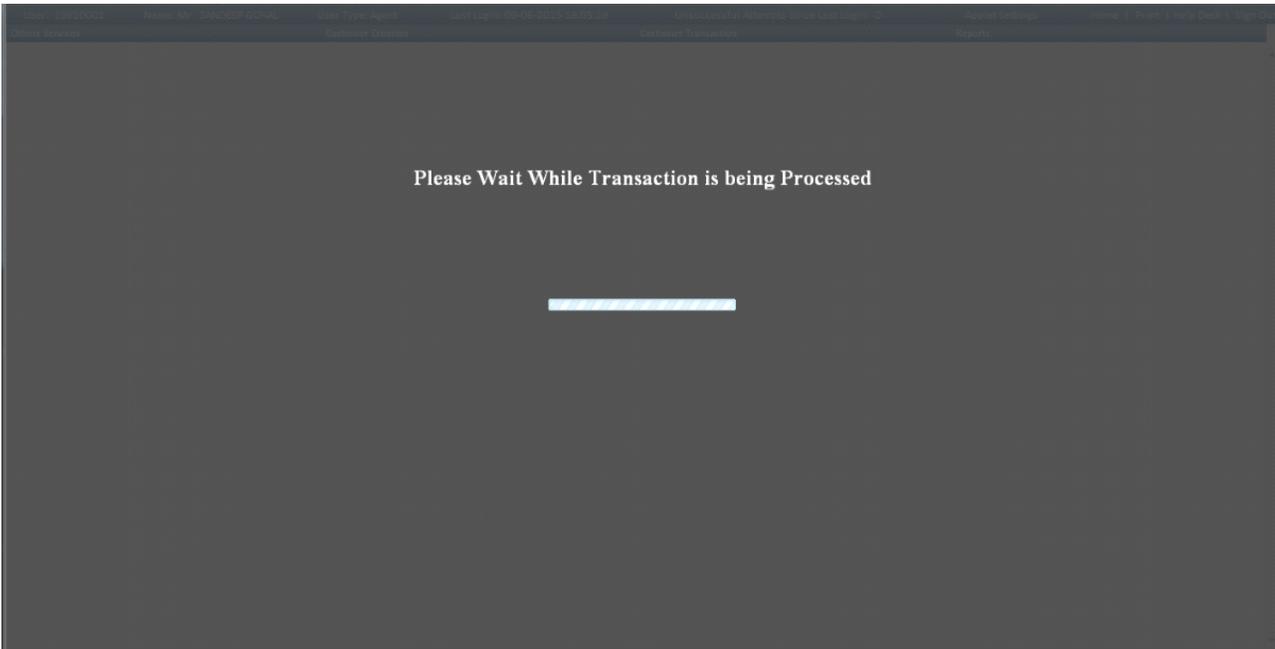
Step 4: Enter the 12 digit Aadhaar number.



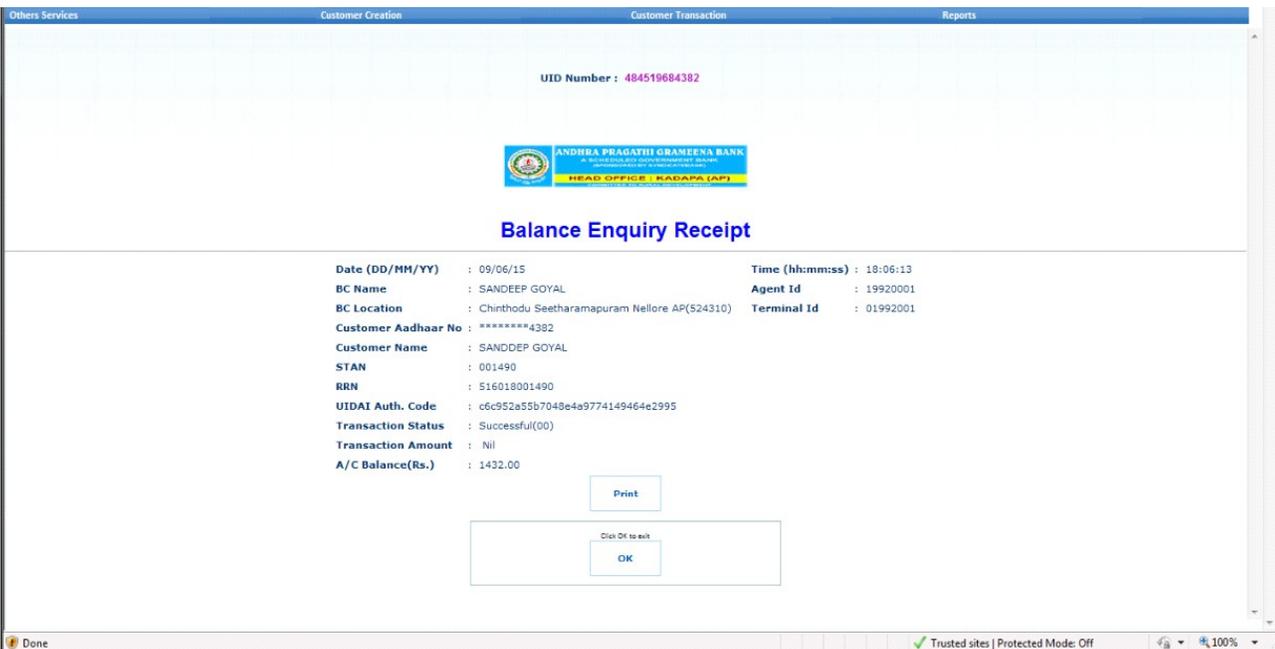
After filled all the fields click on submit the following screen will appear.



Step 5: After customer finger prints are captured for verification, the following processing page will be shown.



Step 6: On successful balance enquiry, a receipt will be generated. The following screen shows the receipt for balance enquiry.

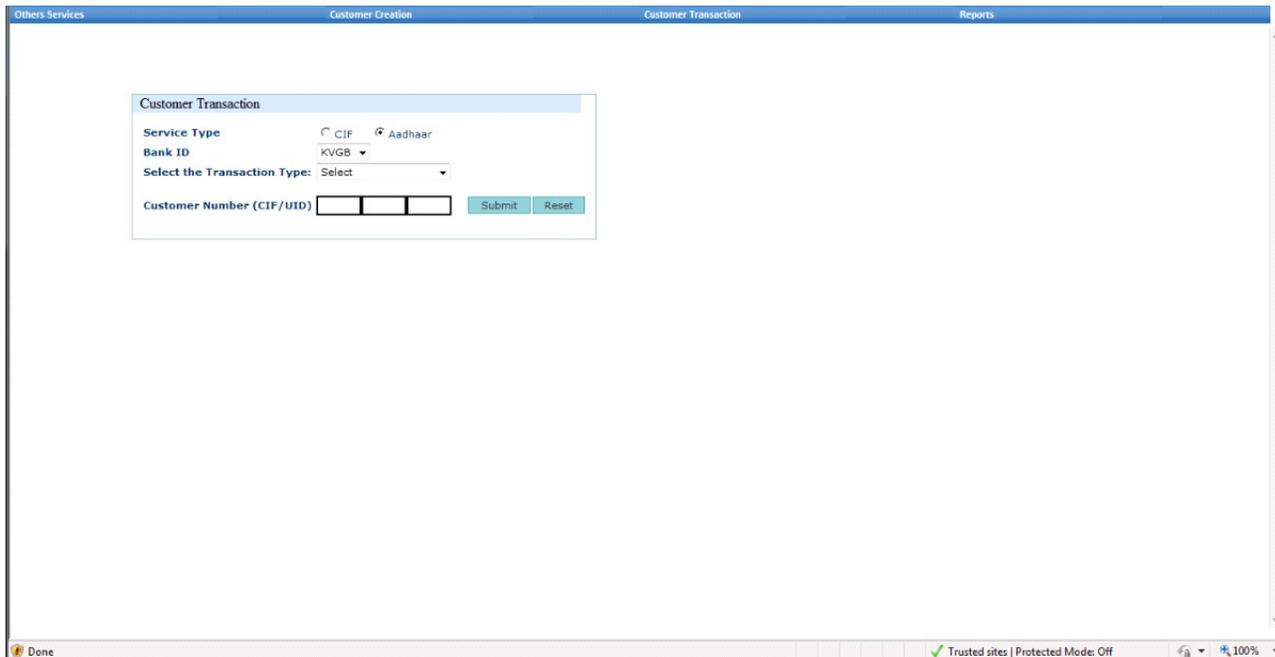


Note: Click on OK, to go to the home page of transaction.

## 5.2.2 Deposit

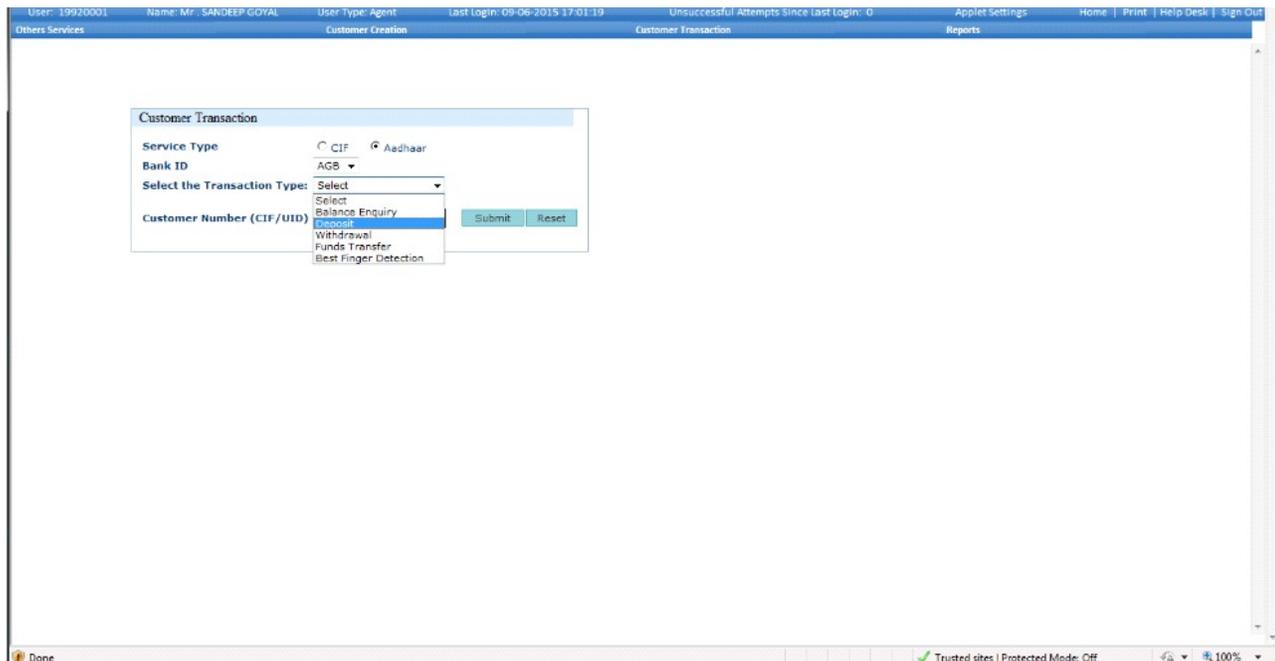
- Log in to the application and go to the menu.
- Click on Customer Transaction.

The following figure shows the home screen of the aadhaar based customer transaction:



**Steps to be followed:**

- Step 1: Select the service type (Aadhaar) by clicking on the radio button.
- Step 2: Select the bank id from the dropdown.
- Step 3: Select Deposit as the required Transaction type from dropdown.
- Step 4: Enter the 12 digit Aadhaar number and click on Submit.



On click of submit the following screen will appear.

User: 19920001 Name: Mr. SANDEEP GOYAL User Type: Agent Last Login: 09-06-2015 17:01:19 Unsuccessful Attempts Since Last Login: 0 Applet Settings Home | Print | Help Desk | Sign Out

Others Services Customer Creation Customer Transaction Reports

UID Number : 484519684382

### Deposit by Cash

Aadhaar Number :

Amount :

Denominations In			Denominations Out		
1000 X	<input type="text"/>	= 0	1000 X	<input type="text"/>	= 0
500 X	<input type="text"/>	= 0	500 X	<input type="text"/>	= 0
100 X	<input type="text"/>	= 0	100 X	<input type="text"/>	= 0
50 X	<input type="text"/>	= 0	50 X	<input type="text"/>	= 0
20 X	<input type="text" value="1"/>	= 20	20 X	<input type="text"/>	= 0
10 X	<input type="text"/>	= 0	10 X	<input type="text"/>	= 0
5 X	<input type="text"/>	= 0	5 X	<input type="text"/>	= 0
2 X	<input type="text"/>	= 0	2 X	<input type="text"/>	= 0
1 X	<input type="text"/>	= 0	1 X	<input type="text"/>	= 0
Coins	<input type="text"/>	=	Coins	<input type="text"/>	=
Amount (INR)		20	Amount (INR)		0

Total Amount (INR)

Done Trusted sites | Protected Mode: Off 100%

Step 5: Enter the amount to be deposited in the Amount field and give the denominations.

User: 19920001 Name: Mr. SANDEEP GOYAL User Type: Agent Last Login: 09-06-2015 17:01:19 Unsuccessful Attempts Since Last Login: 0 Applet Settings Home | Print | Help Desk | Sign Out

Others Services Customer Creation Customer Transaction Reports

UID Number : 484519684382

### Deposit by Cash

Aadhaar Number :

Amount :

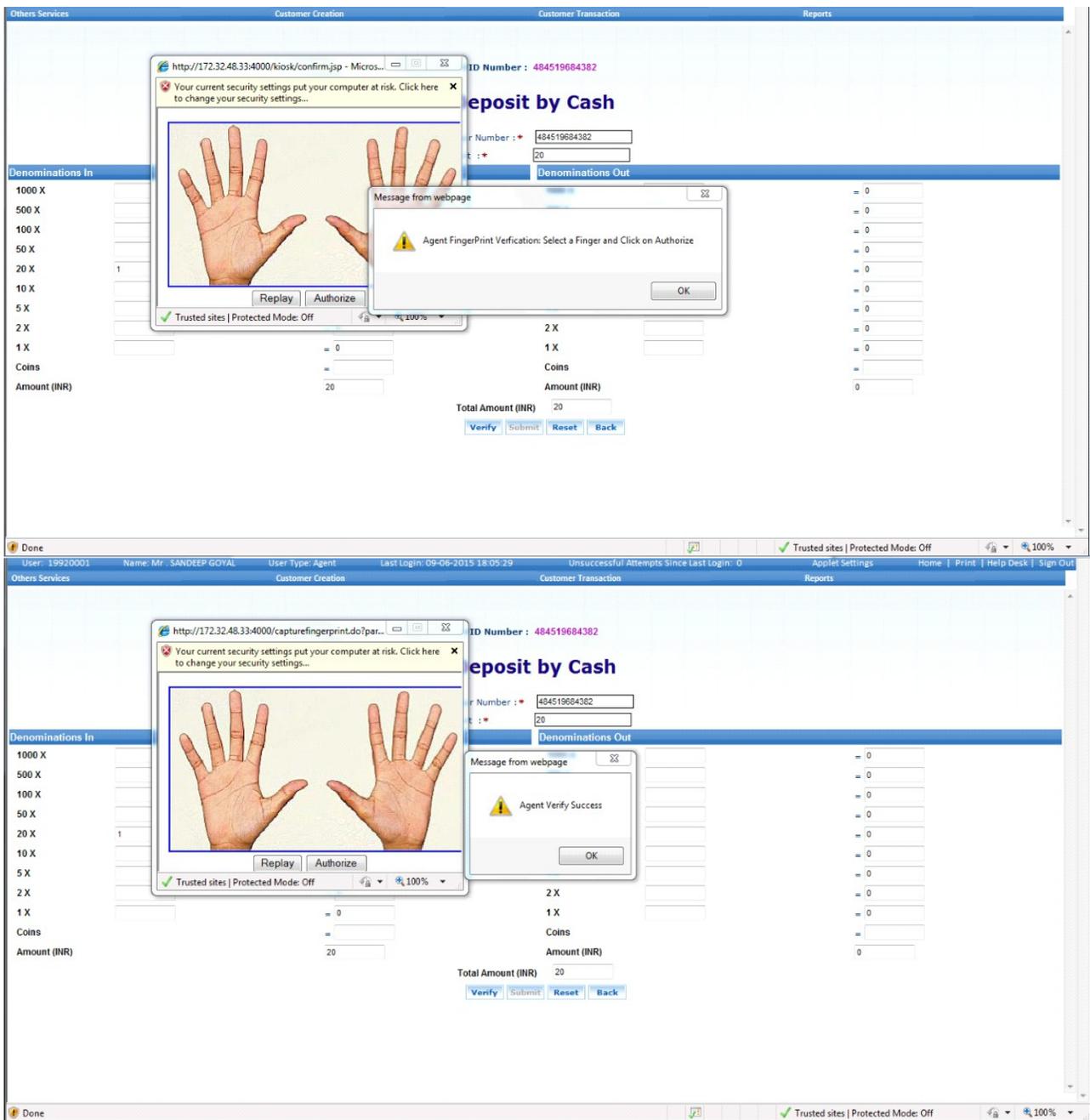
Denominations In			Denominations Out		
1000 X	<input type="text"/>	= 0	1000 X	<input type="text"/>	= 0
500 X	<input type="text"/>	= 0	500 X	<input type="text"/>	= 0
100 X	<input type="text"/>	= 0	100 X	<input type="text"/>	= 0
50 X	<input type="text"/>	= 0	50 X	<input type="text"/>	= 0
20 X	<input type="text" value="1"/>	= 20	20 X	<input type="text"/>	= 0
10 X	<input type="text"/>	= 0	10 X	<input type="text"/>	= 0
5 X	<input type="text"/>	= 0	5 X	<input type="text"/>	= 0
2 X	<input type="text"/>	= 0	2 X	<input type="text"/>	= 0
1 X	<input type="text"/>	= 0	1 X	<input type="text"/>	= 0
Coins	<input type="text"/>	=	Coins	<input type="text"/>	=
Amount (INR)		20	Amount (INR)		0

Total Amount (INR)

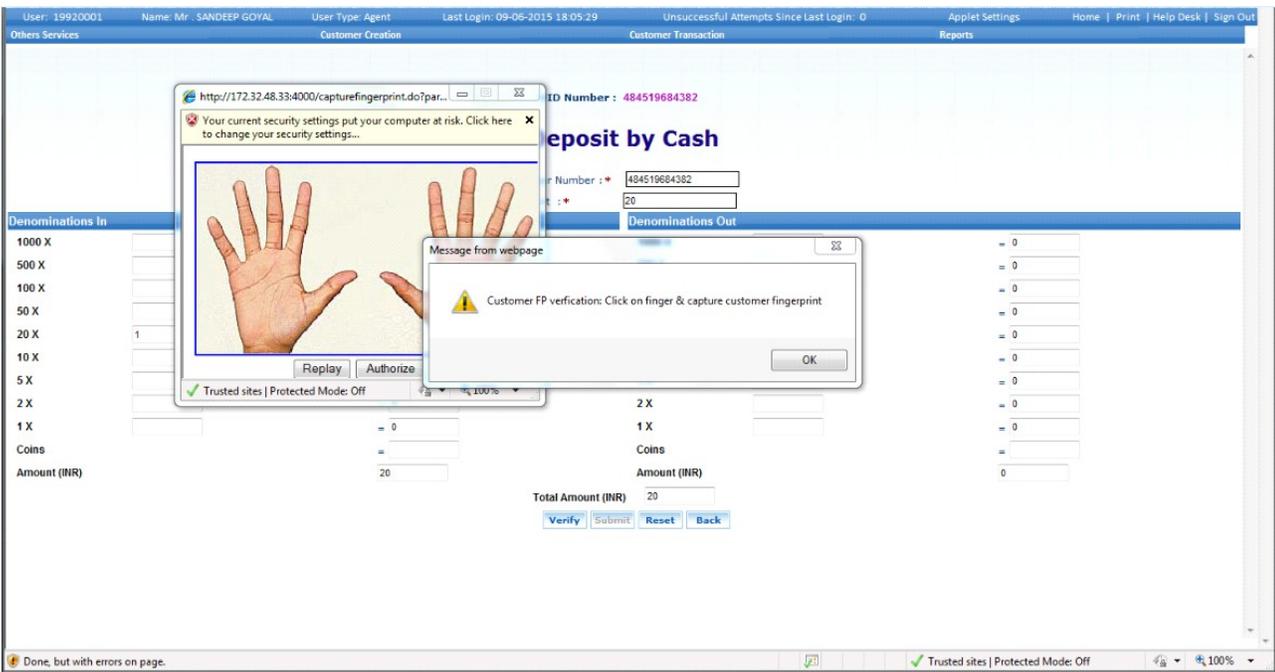
Done Trusted sites | Protected Mode: Off 100%

Step 6: Click on Verify button.

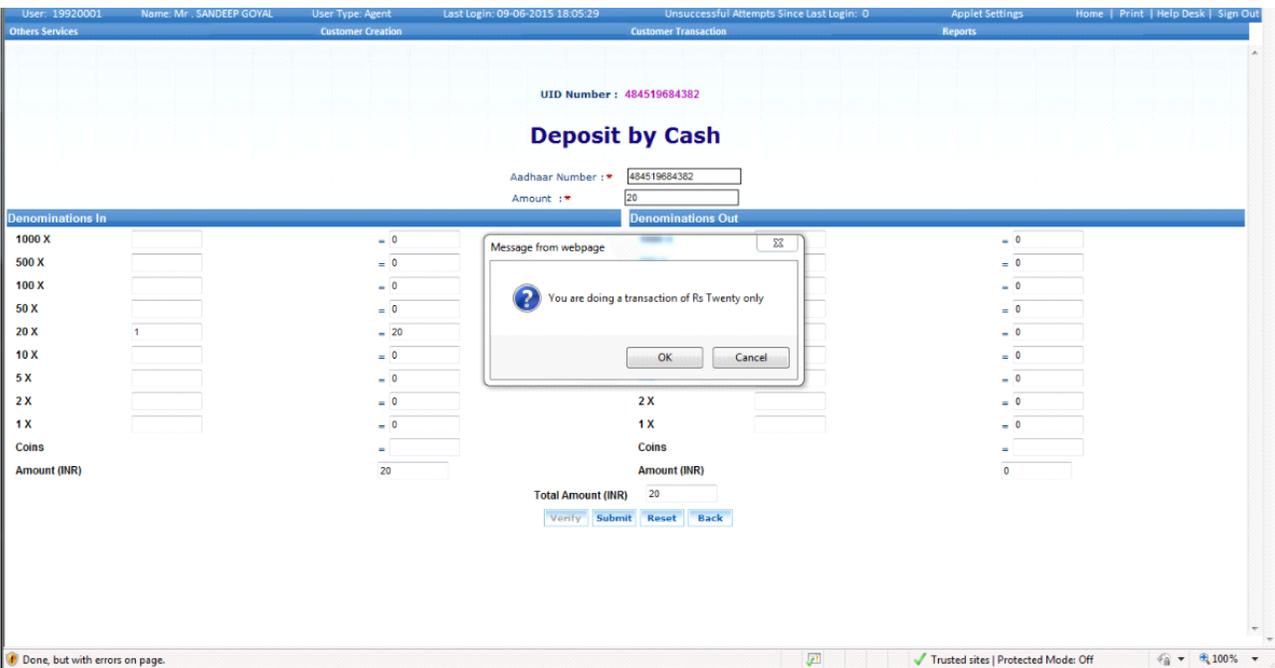
Step 7: It proceeds to agent Finger Print (FP) verification process, click on tip of any finger in the hands shown in the picture and then click on Authorize and give agent FP.



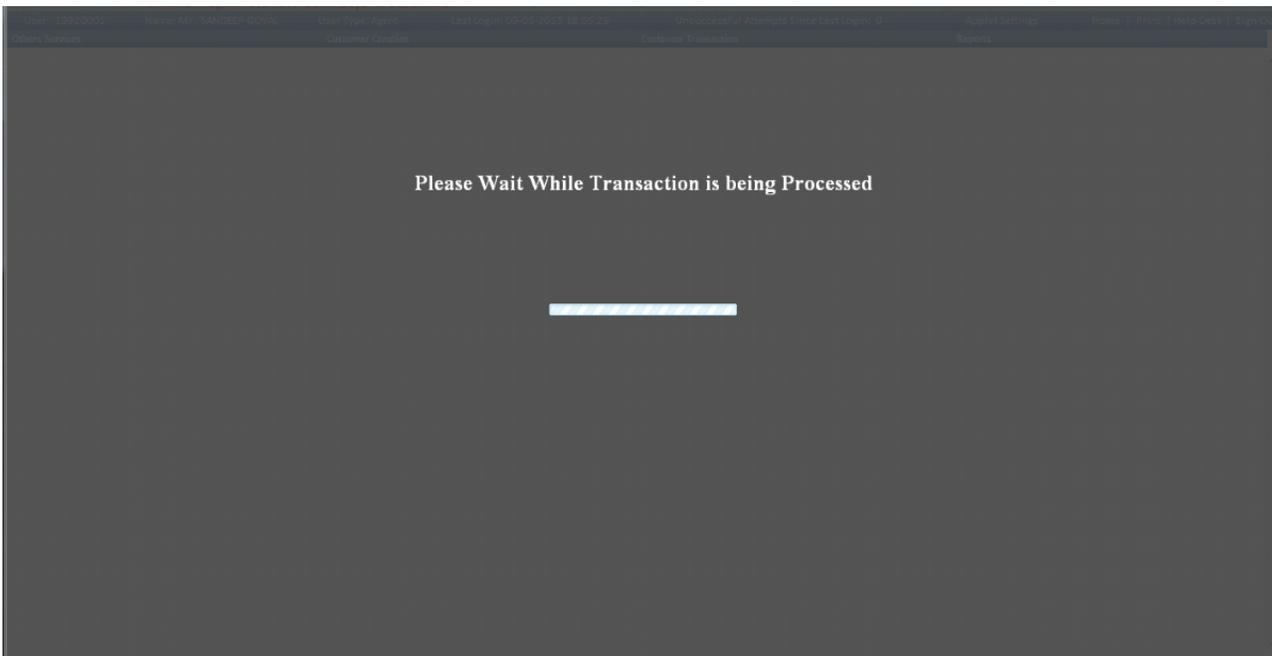
Step 8: It proceeds to customer Finger Print (FP) verification process, click on tip of any finger in the hands shown in the picture and then click on Authorize and give customer FP.



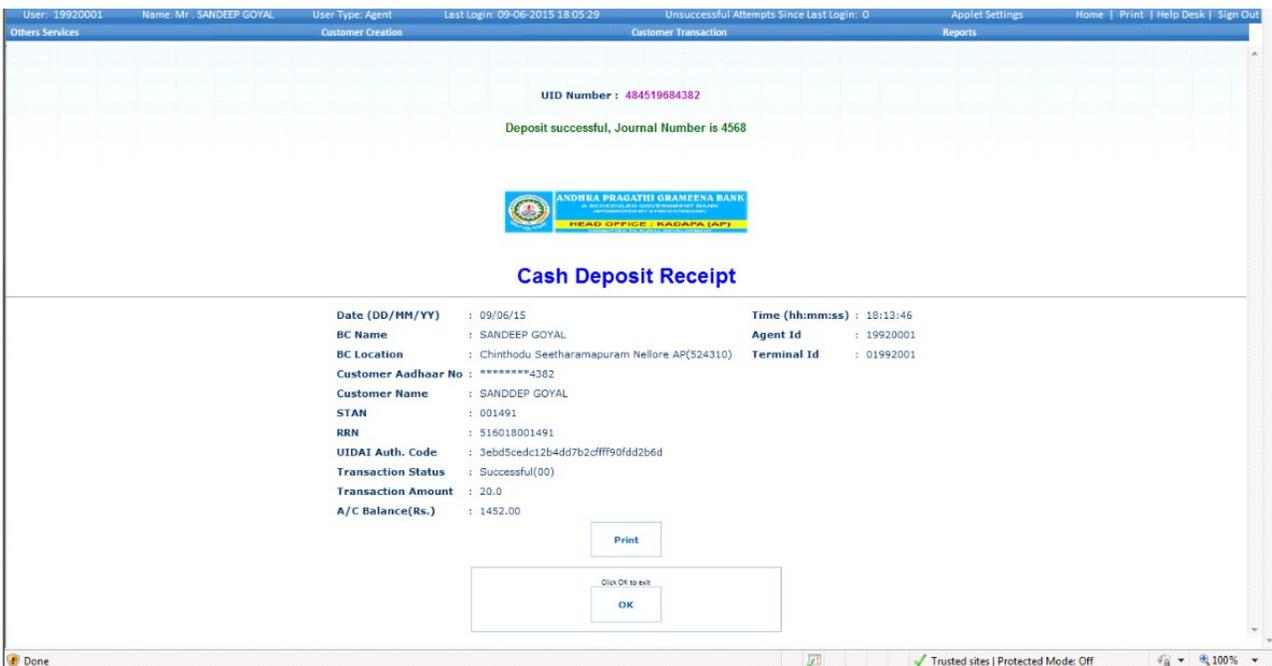
Step 9: After verifying both agent and customer finger prints, the following confirmation page is shown.



Step 10: Click on ok and submit the following processing page will come.



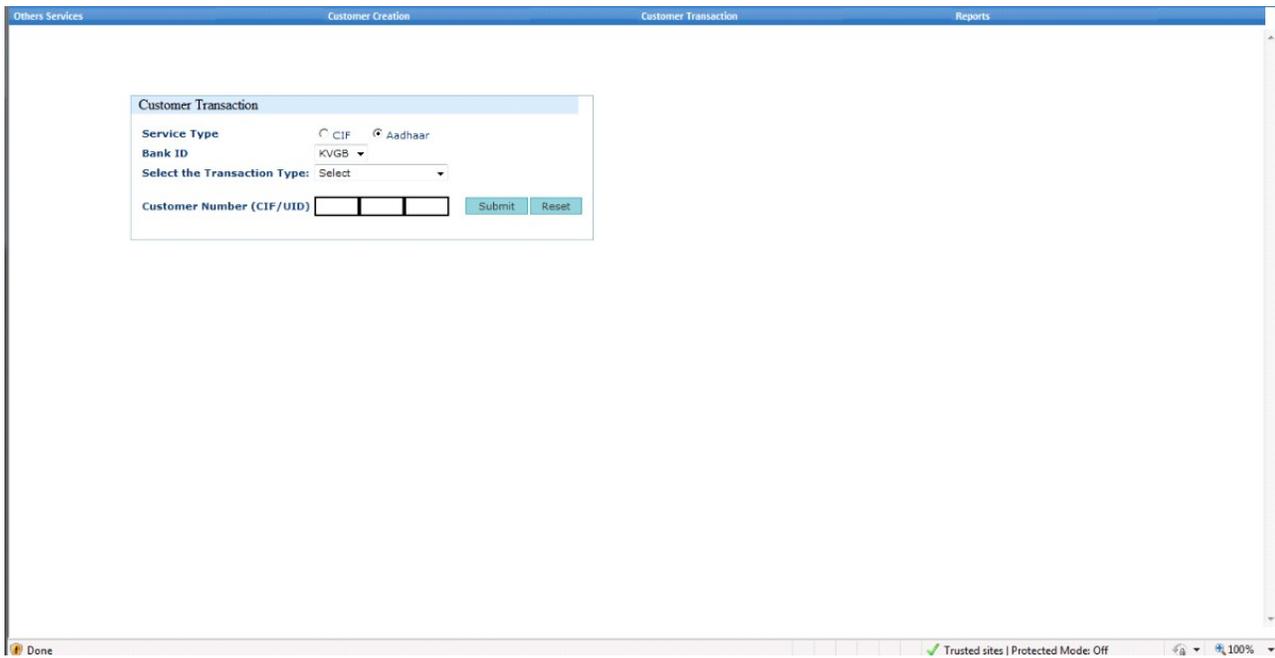
Step 11: On successful deposit, a receipt will be generated. the following screen showing the receipt for deposit.



### 5.2.3 Withdrawal

- Log in to the application and go to the menu.
- Click on Customer Transaction.

The following figure shows the home screen of the aadhaar based customer transaction:



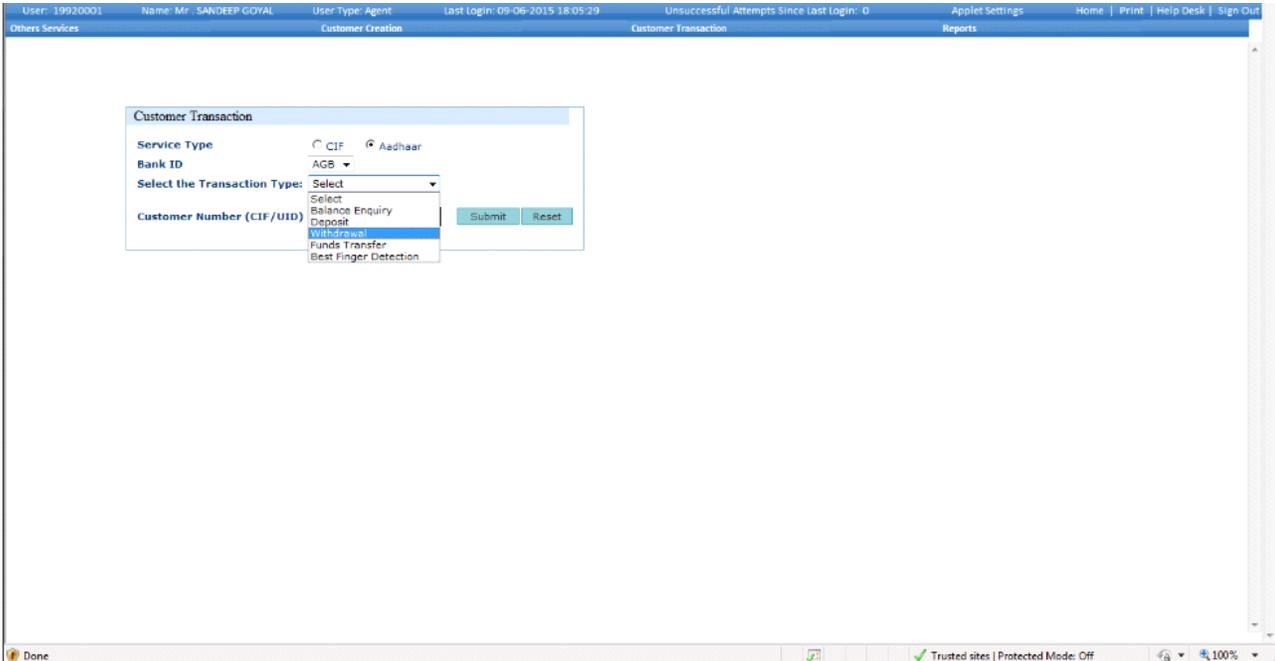
### Steps to be followed:

Step 1: Select the service type (Aadhaar) by clicking on the radio button.

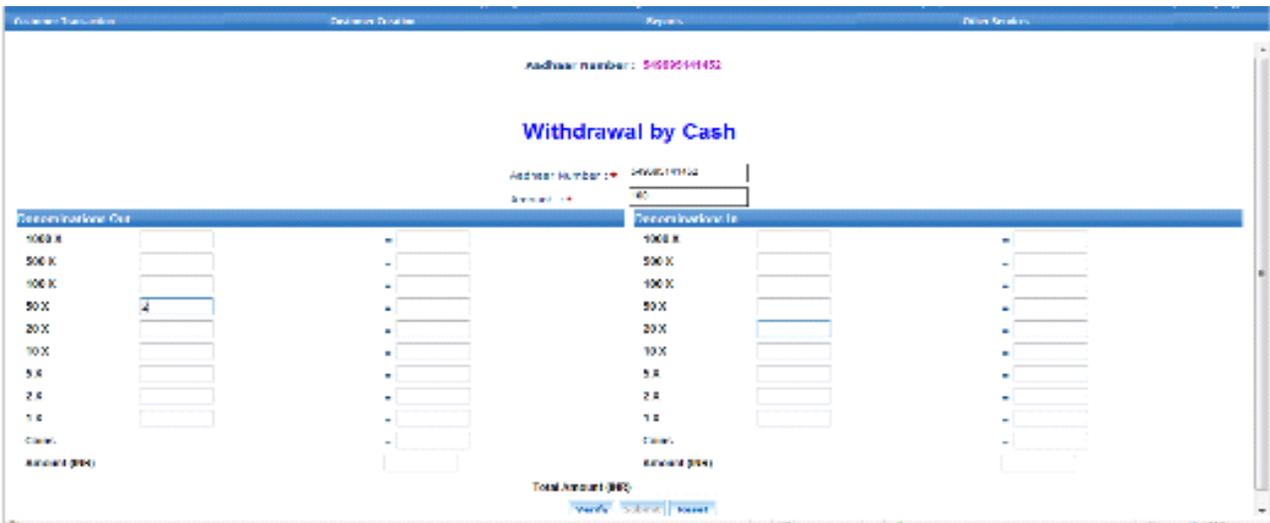
Step 2: Select the bank id from the dropdown.

Step 3: Select Withdrawal as the required Transaction type from dropdown.

Step 4: Enter the 12 digit Aadhaar number and click on Submit.

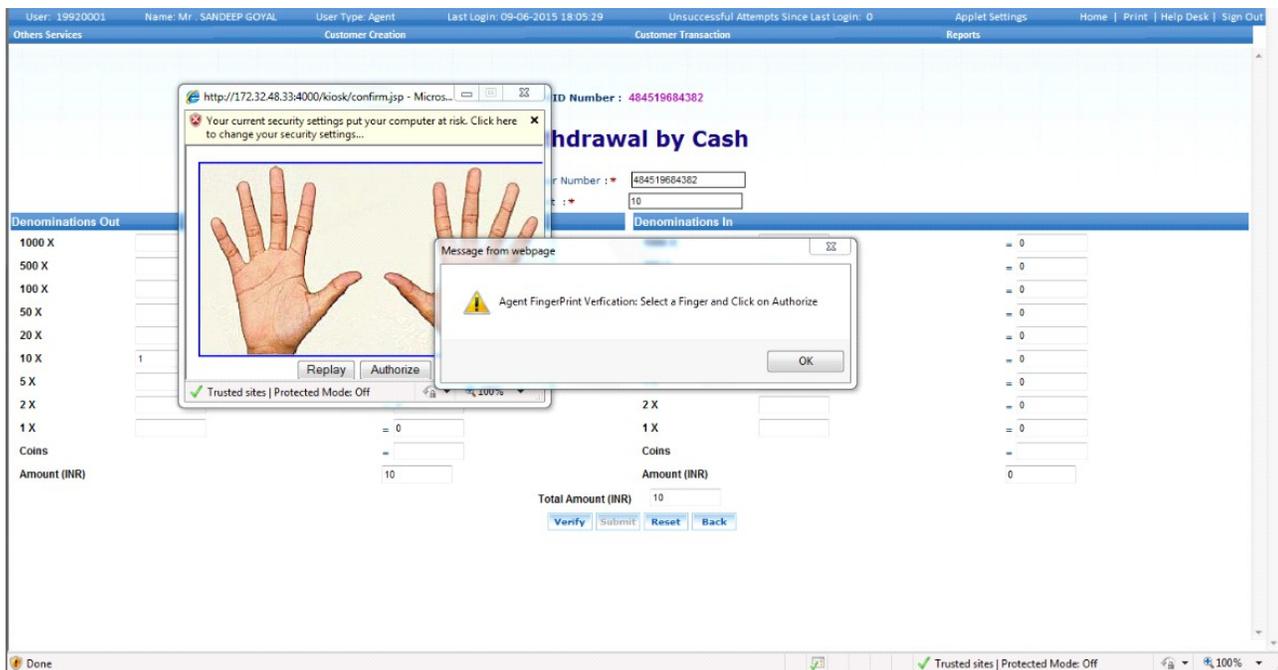


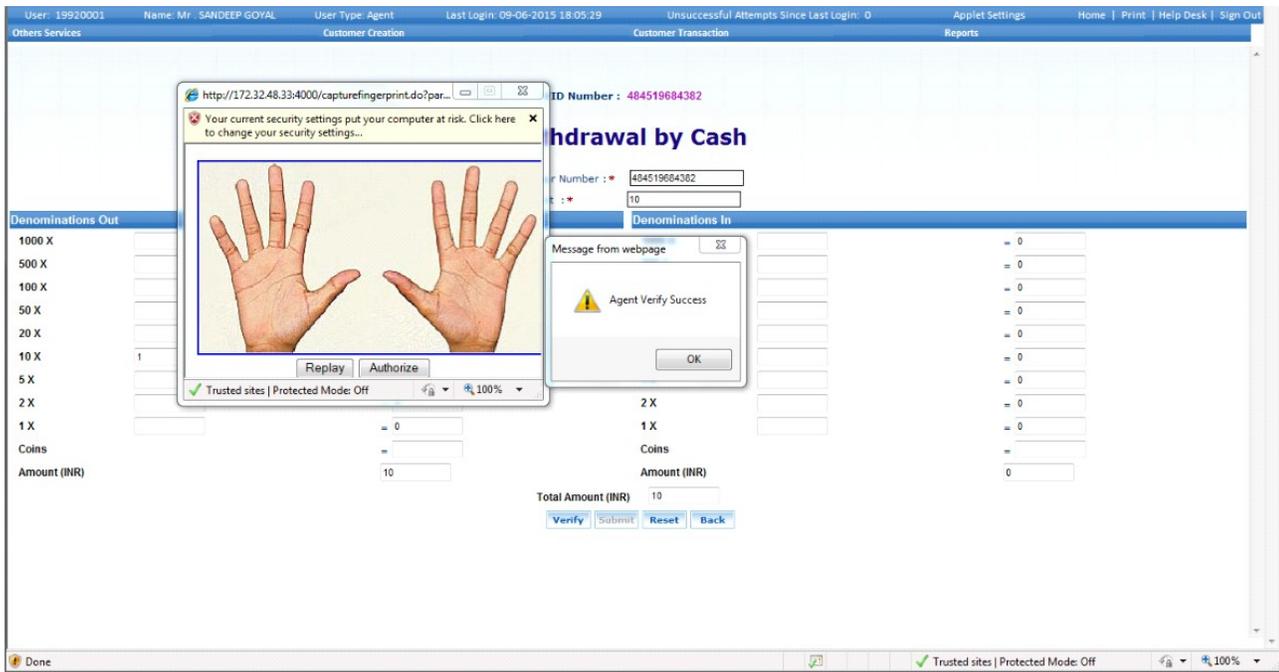
Step 5: Enter the amount to be withdrawn in the Amount field and give the denominations.



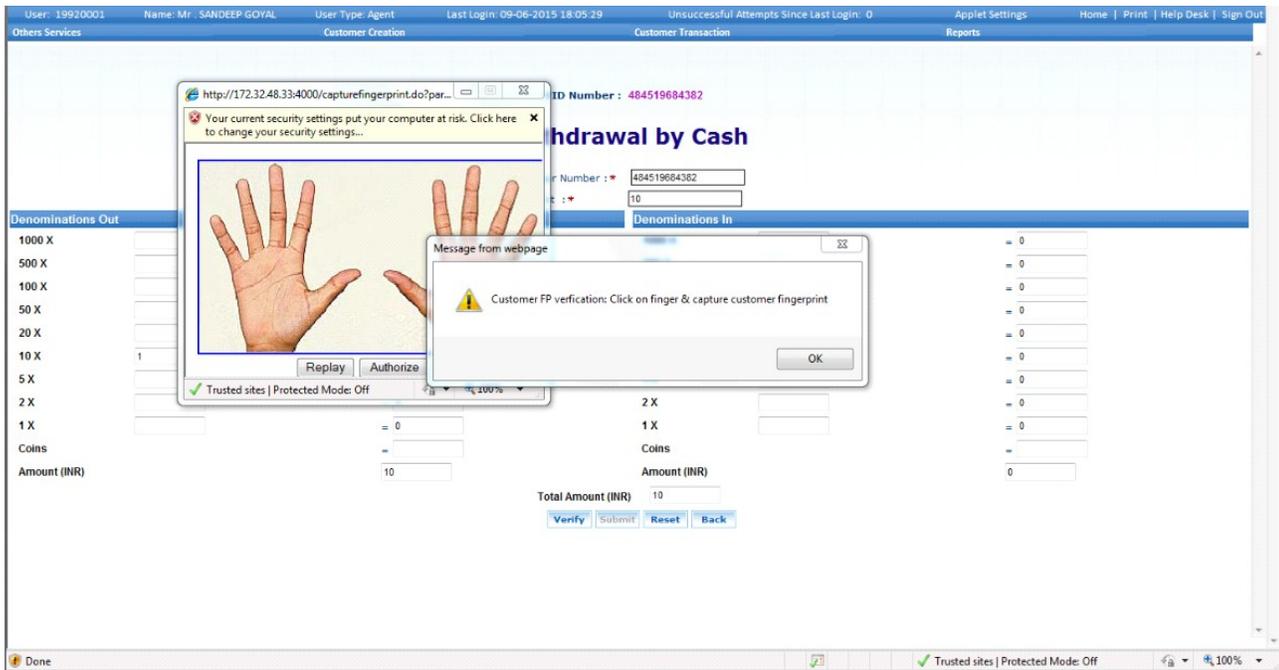
Step 6: Click on Verify button.

Step 7: It proceeds to agent Finger Print (FP) verification process, click on tip of any finger in the hands shown in the picture and then click on Authorize and give agent FP.

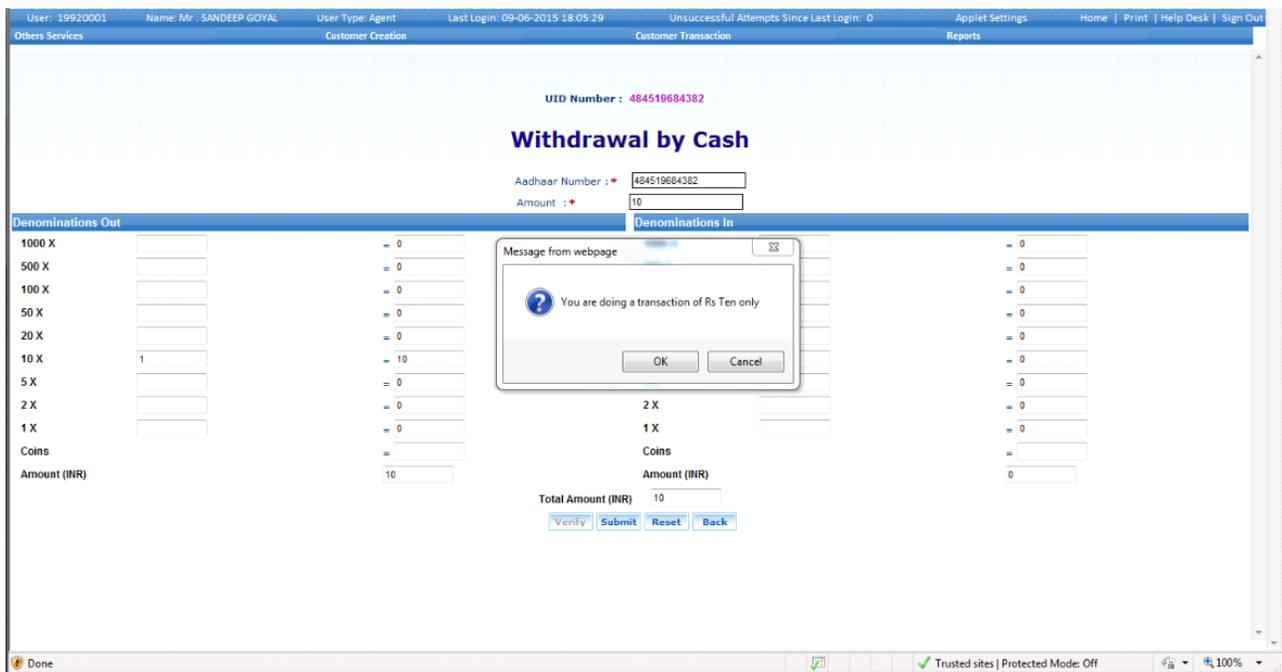




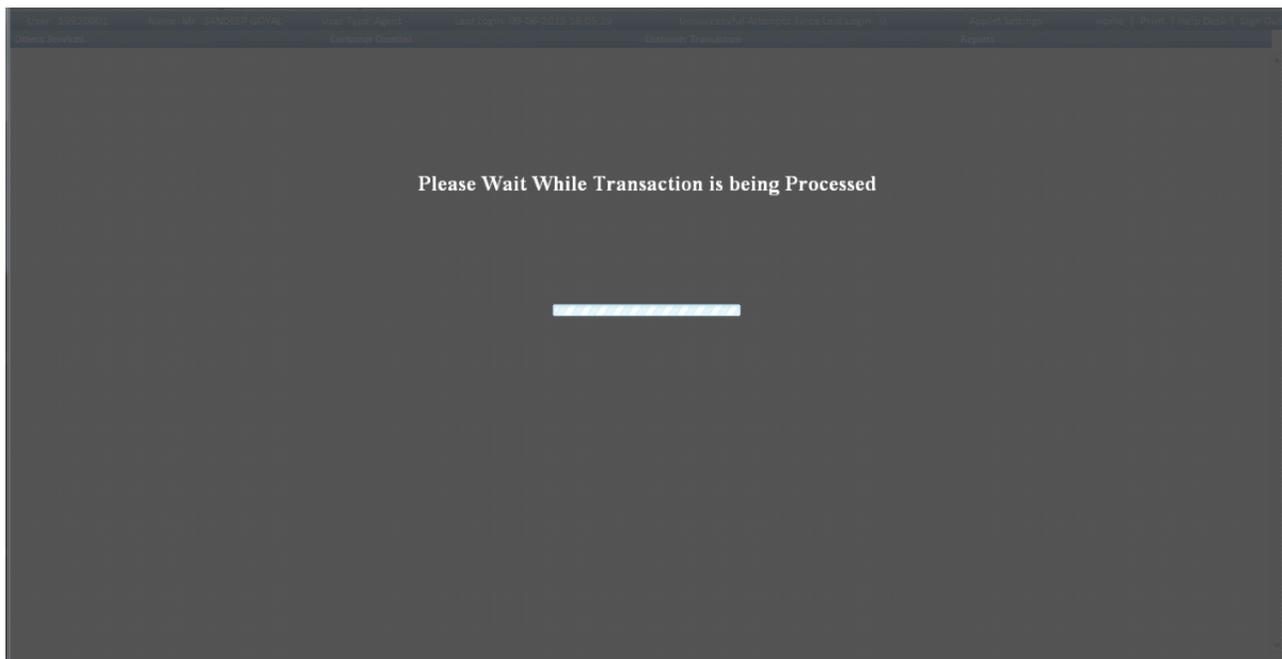
Step 8: It proceeds to customer Finger Print (FP) verification process, click on tip of any finger in the hands shown in the picture and then click on Authorize and give customer FP.



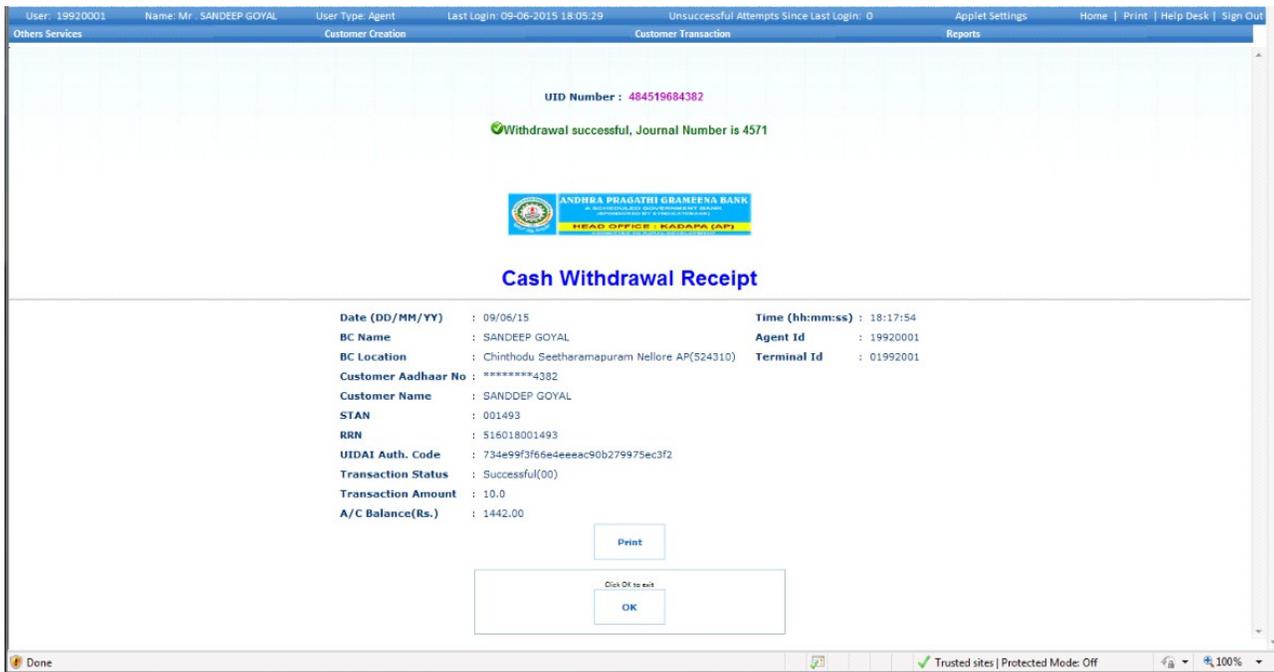
After verifying both agent and customer finger prints the following confirmation page will shown.



Step 9: After verifying both agent and customer finger prints, click on ok and submit button the following processing page is shown.



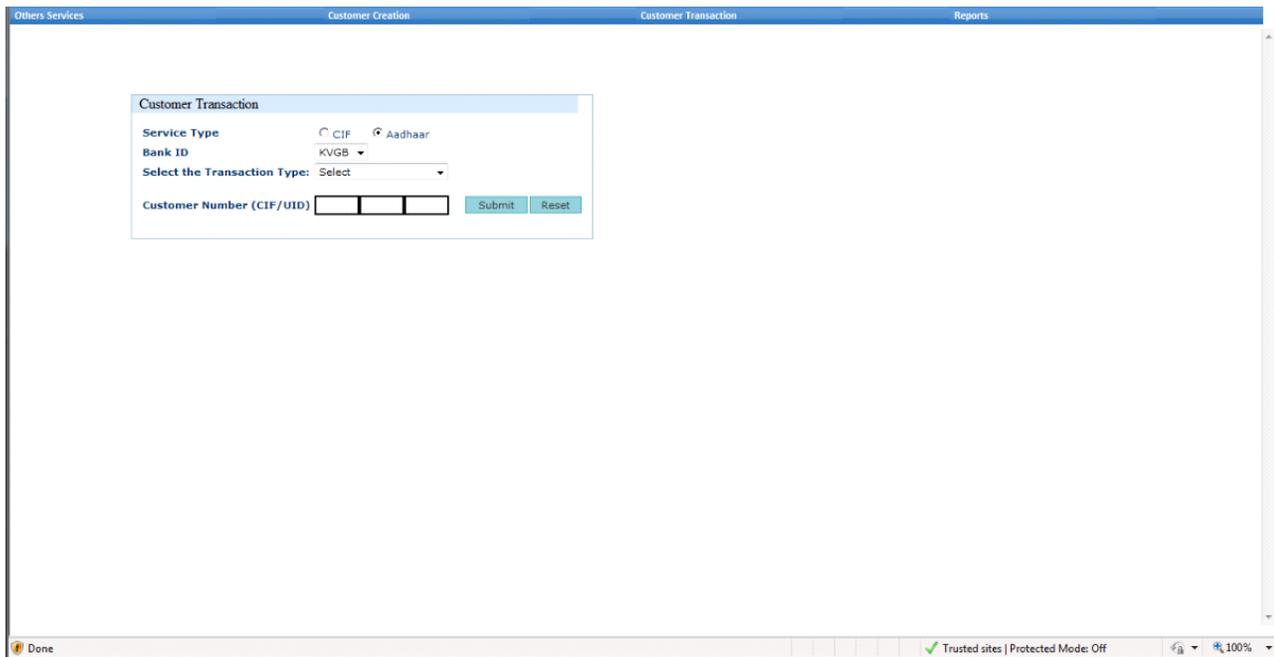
Step 10: On successful withdrawal, a receipt will be generated and the same can be printed using print option.



## 5.2.4 Funds Transfer

- Log in to the application and go to the menu.
- Click on Customer Transaction.

The following figure shows the home screen of the aadhaar based customer transaction:

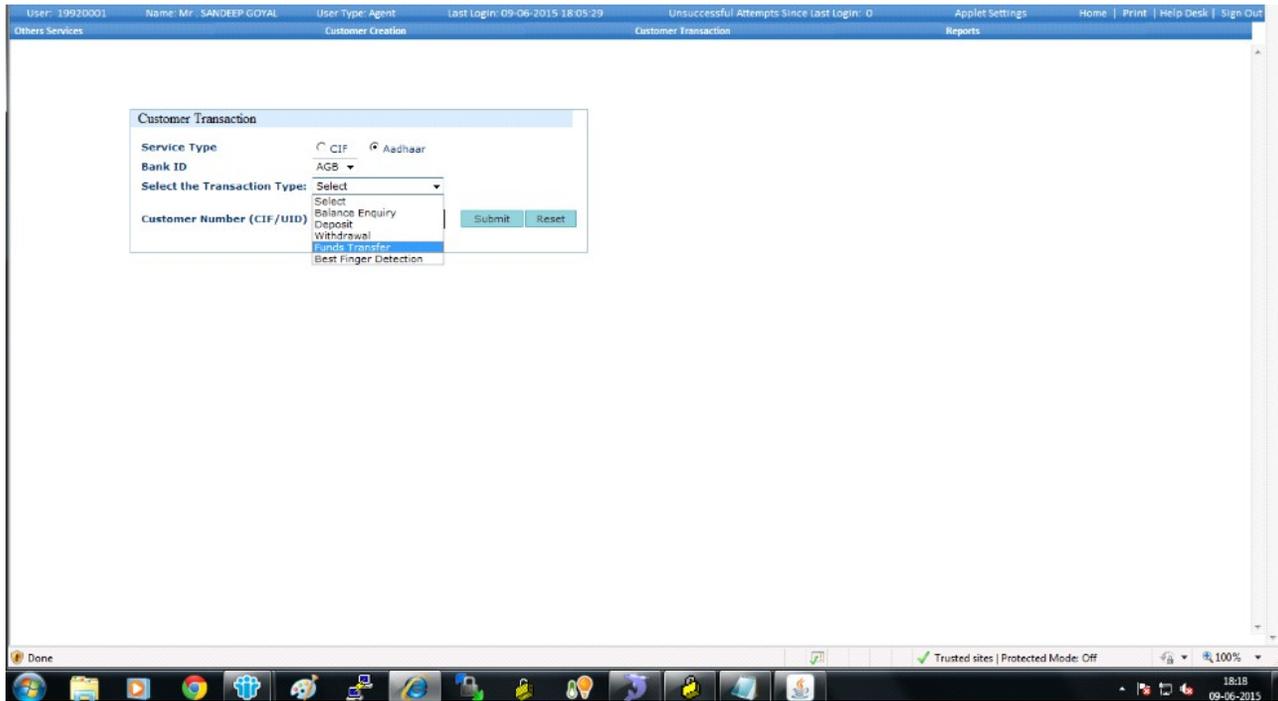


### Steps to be followed:

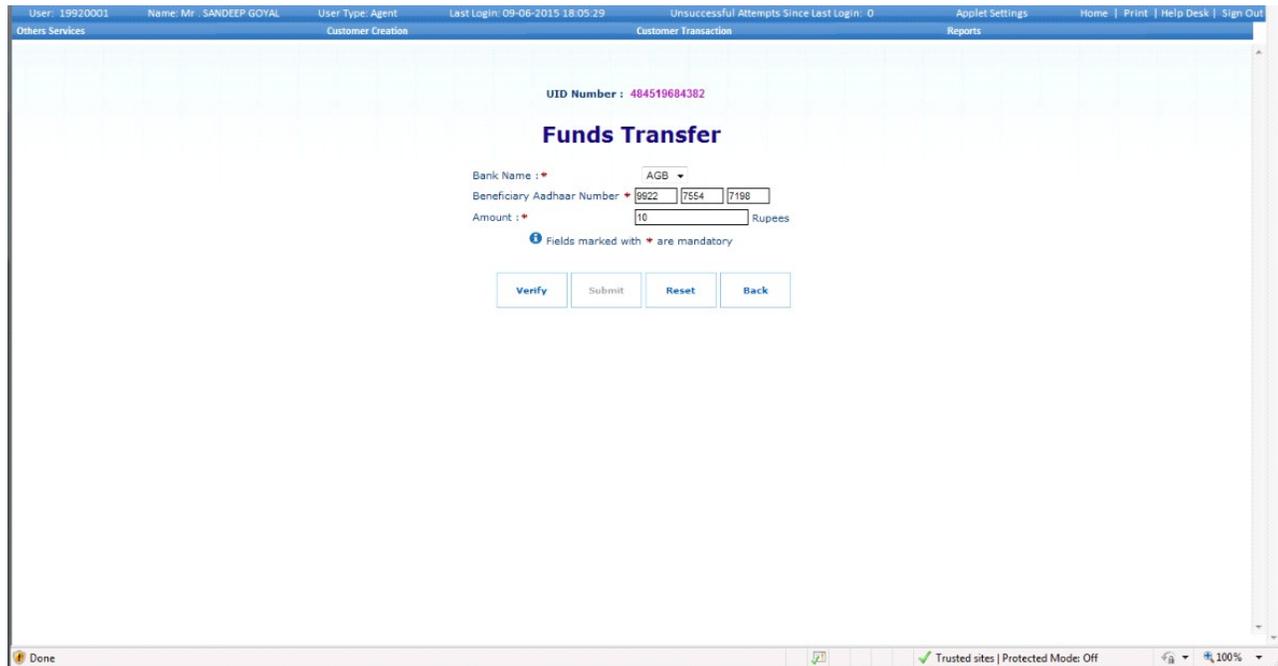
- Step 1: Select the service type (Aadhaar) by clicking on the radio button.
- Step 2: Select the bank id from the dropdown.

Step 3: Select Funds Transfer as the required Transaction type from dropdown.

Step 4: Enter the 12 digit Aadhaar number and click on Submit.

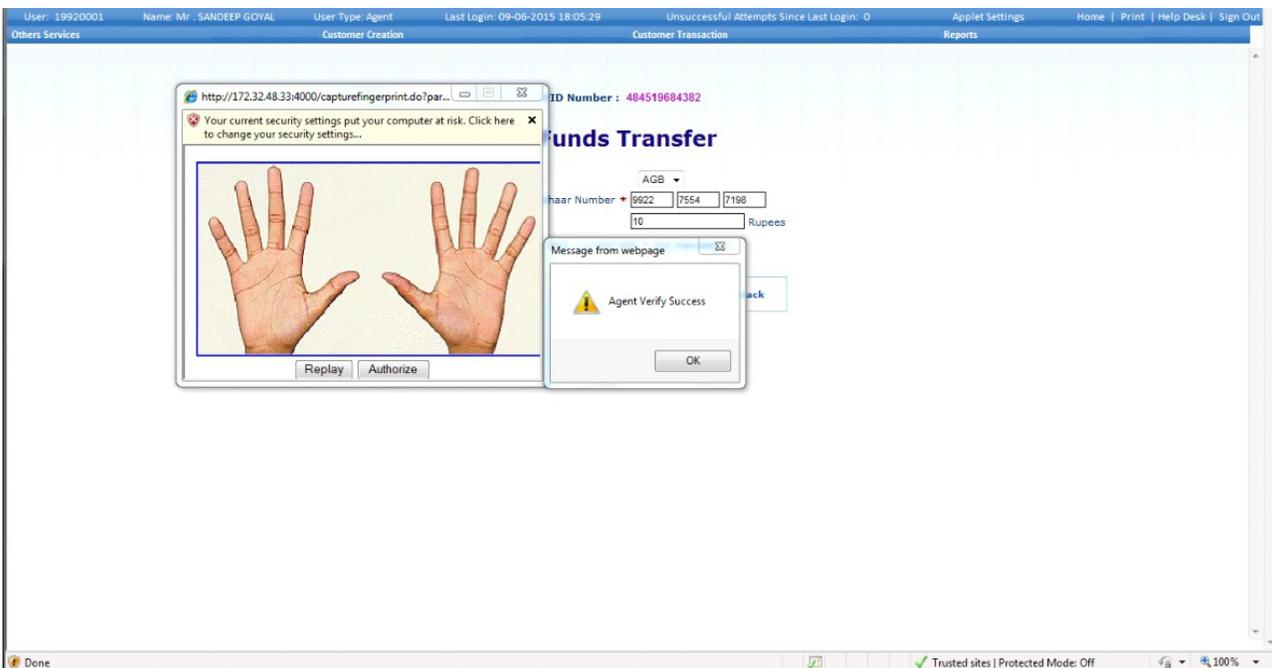
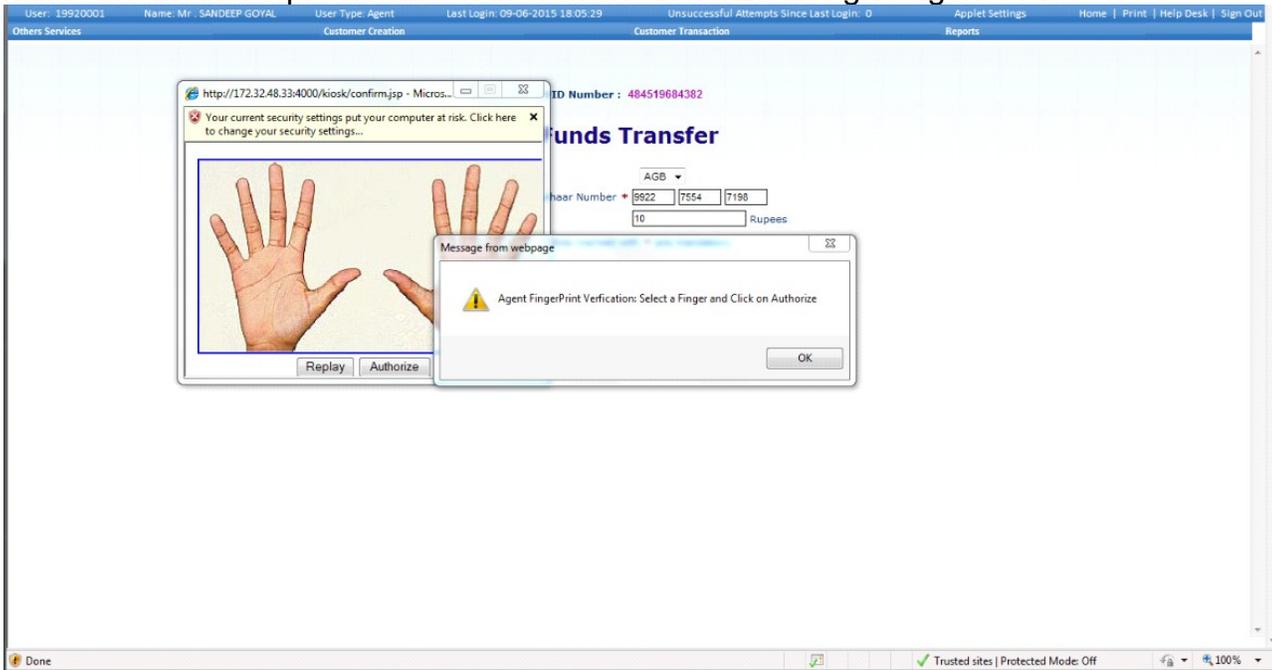


Step 5: Select 'Bank Name', enter 'To aadhaar number' and the amount to be transferred in the respective fields.

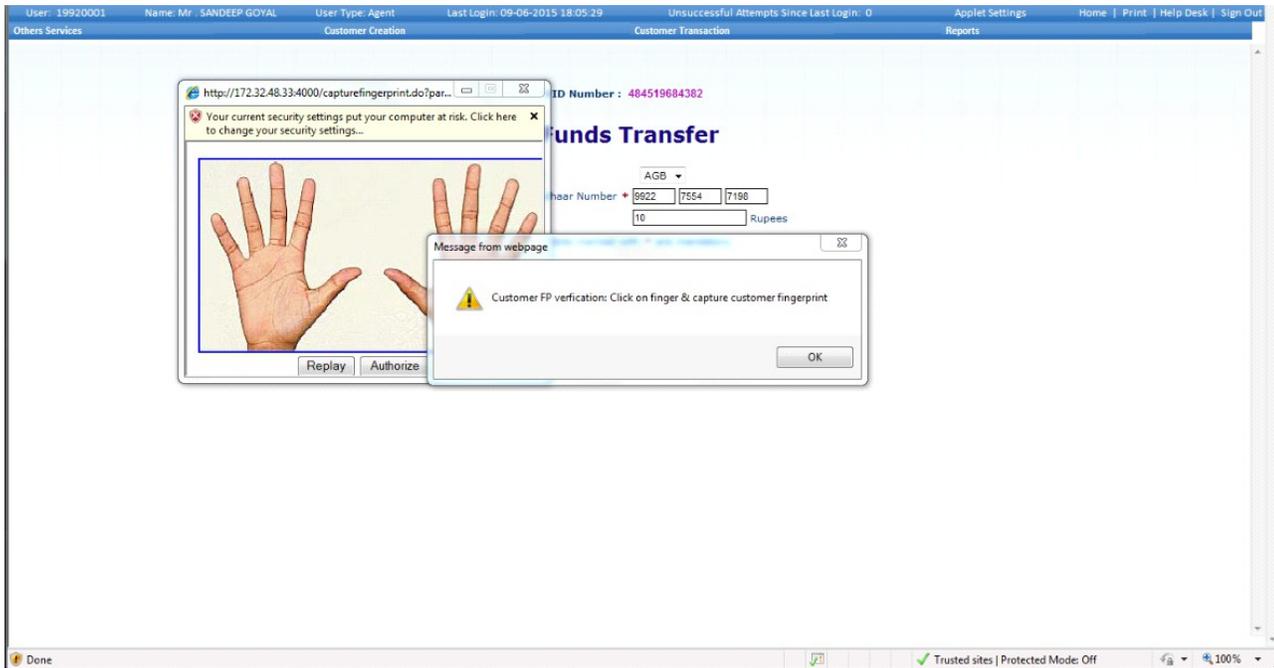


Step 6: Click on Verify button.

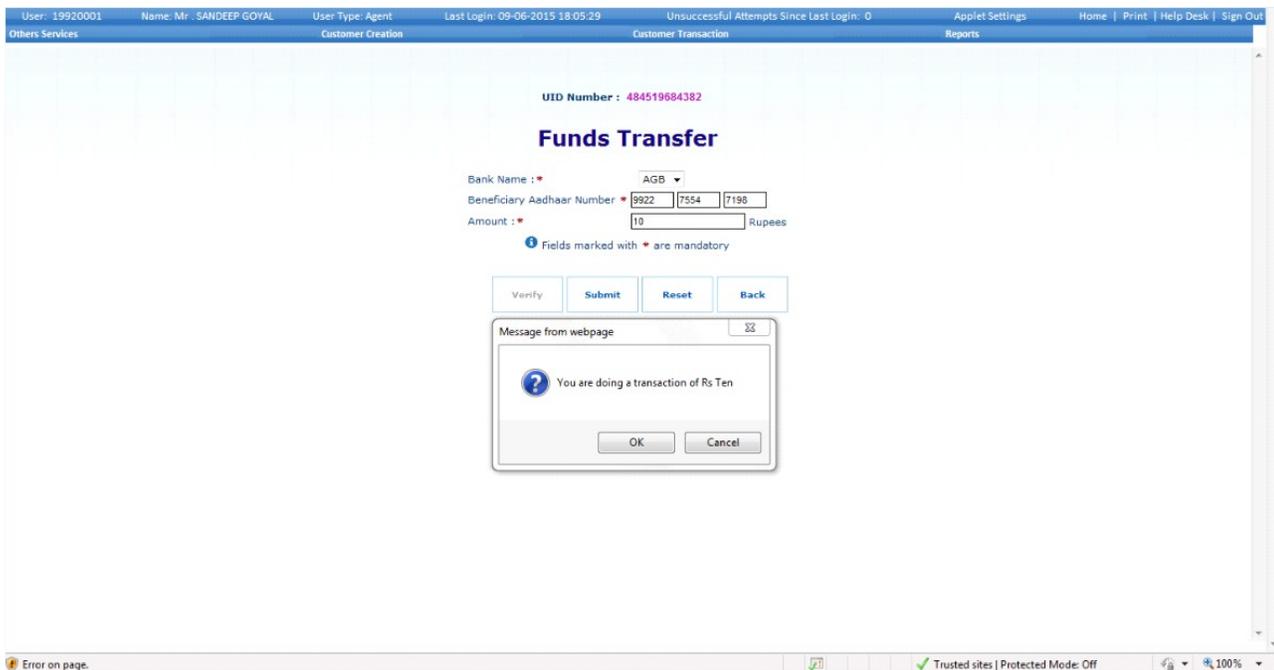
Step 7: It proceeds to agent Finger Print (FP) verification process, click on tip of any finger in the hands shown in the picture and then click on Authorize and give agent FP.



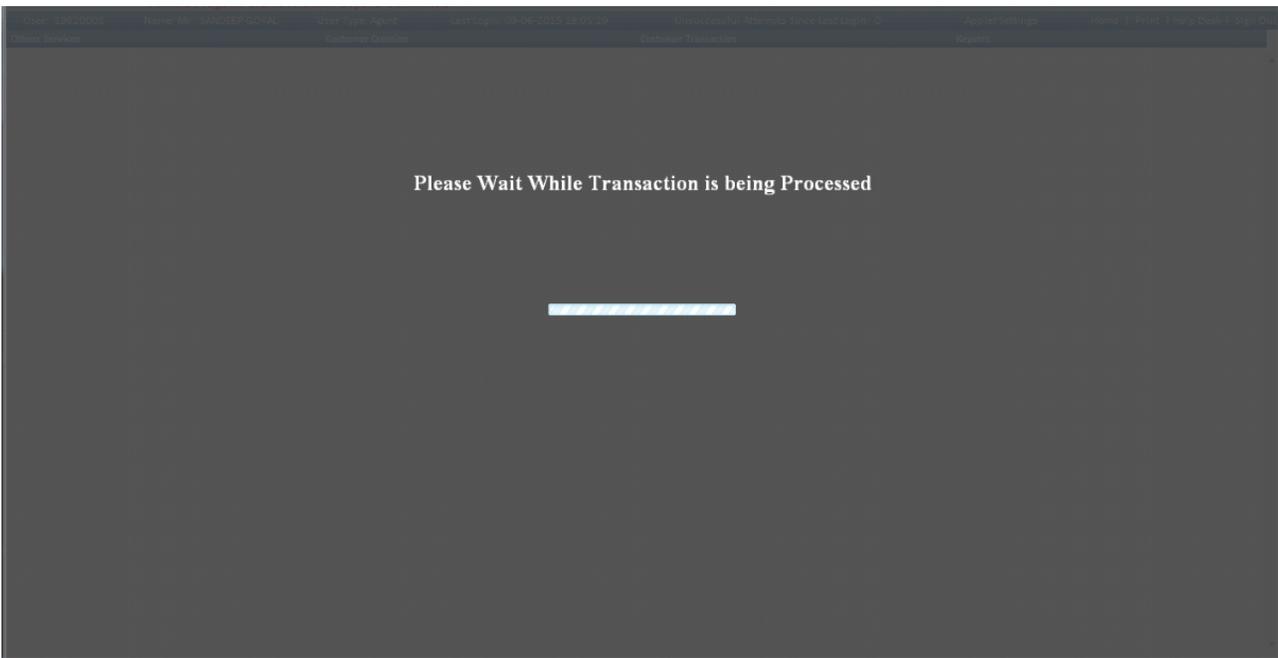
Step 8: It proceeds to customer Finger Print (FP) verification process, click on tip of any finger in the hands shown in the picture and then click on Authorize and give customer FP.



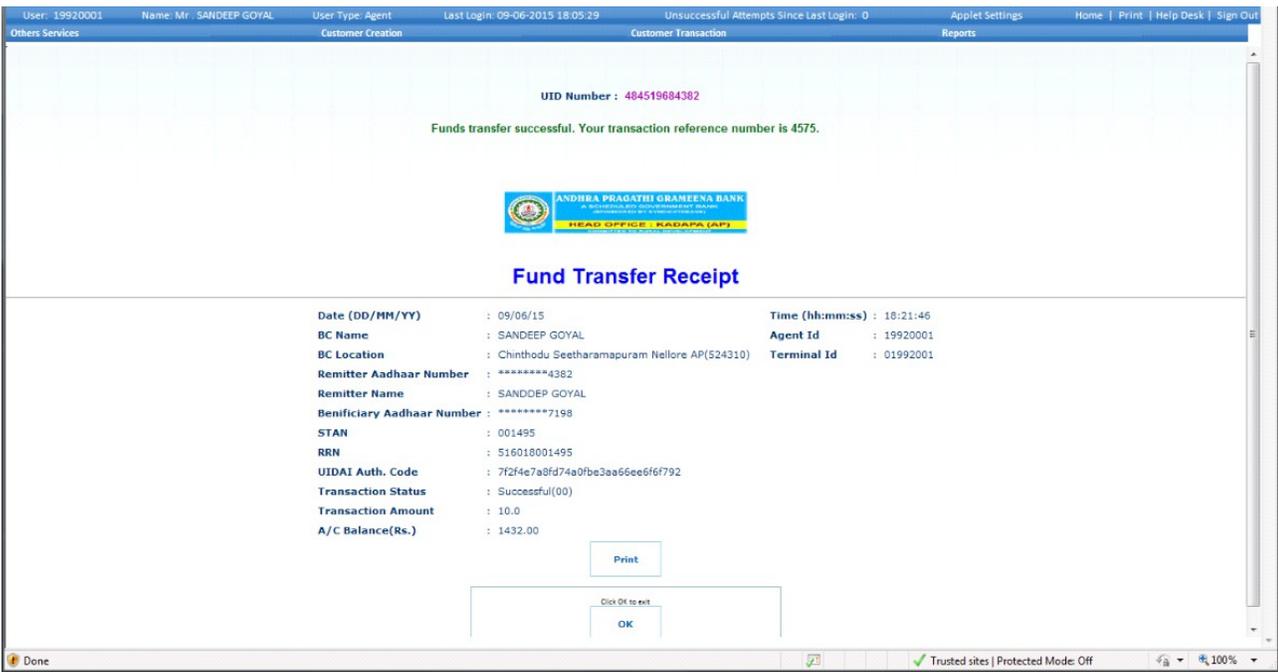
After verifying both agent and customer finger prints,the following confirmation screen will shown.



Step 9: After verifying both agent and customer finger prints,click on OK and Submit following processing page is shown.



Step 10: On successful funds transfer, a receipt will be generated the receipt for funds transfer are shown below.



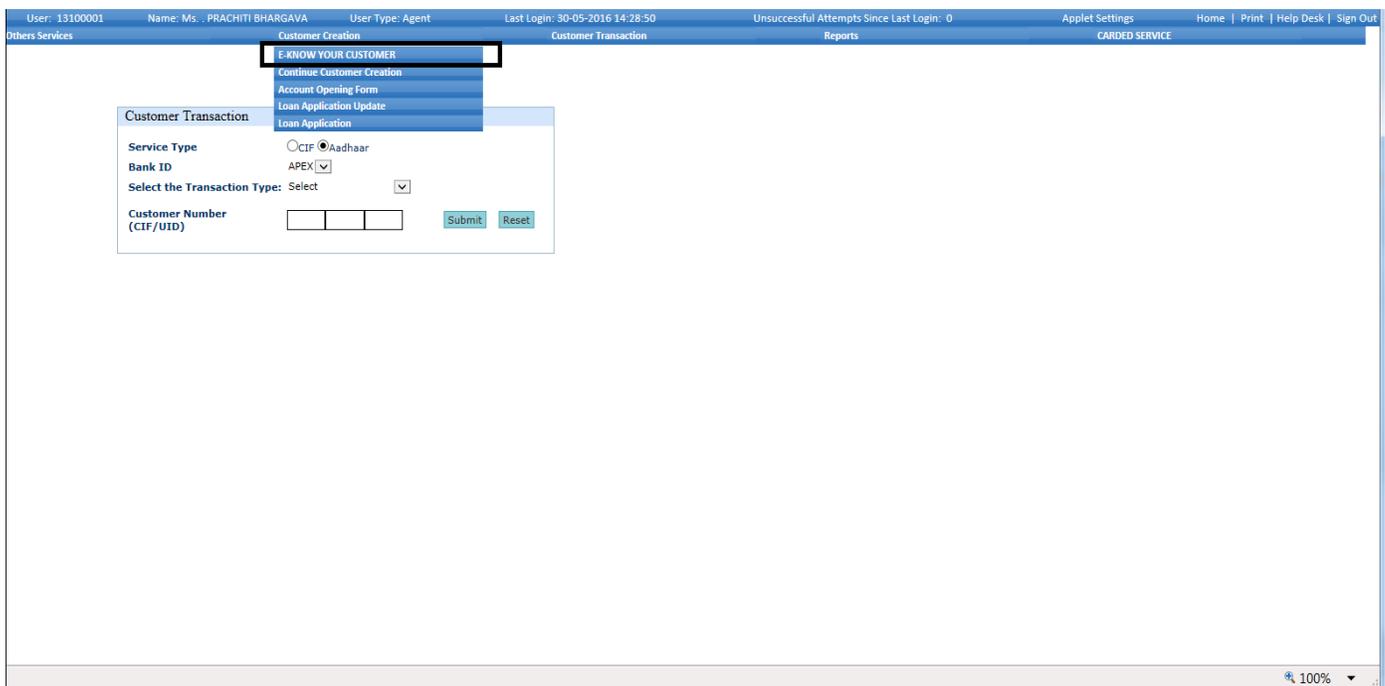
## 6. Customer Enrollment through EKYC

In Customer Creation through EKYC , the agent captures the following customer details:

- Bio metric
- Demographic details
- And input customer's **AADHAR card** number.

The process includes the following steps:

- Log on to the application and go to the menu.
- Click the Customer Creation tab.
- Click E-Know your customer



The screenshot displays a web application interface for customer creation. At the top, a blue header bar contains user information: 'User: 13100001', 'Name: Ms. PRACHITI BHARGAVA', 'User Type: Agent', 'Last Login: 30-05-2016 14:28:50', 'Unsuccessful Attempts Since Last Login: 0', 'Applet Settings', 'Home | Print | Help Desk | Sign Out'. Below the header, a navigation menu includes 'Others Services', 'Customer Creation', 'Customer Transaction', 'Reports', and 'CARDED SERVICE'. The 'Customer Creation' menu is expanded, showing options: 'E-KNOW YOUR CUSTOMER' (highlighted with a black box), 'Continue Customer Creation', 'Account Opening Form', 'Loan Application Update', and 'Loan Application'. The main content area shows a 'Customer Transaction' form with the following fields: 'Service Type' with radio buttons for 'CTF' and 'Aadhaar' (selected), 'Bank ID' with a dropdown menu showing 'APEX', 'Select the Transaction Type:' with a dropdown menu showing 'Select', and 'Customer Number (CIF/UID)' with three input boxes. 'Submit' and 'Reset' buttons are located at the bottom right of the form. The bottom right corner of the browser window shows a zoom level of '100%'.

- Enter the following fields as follows:
- UID No: Input Customer's UID number
- Finger to be captured: Dropdown to select finger to be captured.
- Then click on Capture FP
- After capturing FP click on Submit

User: 13100001    Name: Ms. PRACHITI BHARGAVA    User Type: Agent    Last Login: 30-05-2016 14:28:50    Unsuccessful Attempts Since Last Login: 0    Applet Settings    Home | Print | Help Desk | Sign Out

Others Services    Customer Creation    Customer Transaction    Reports    CARDER SERVICE

**EKYC**

UID \*    8289    8171    8842    Capture FP    Submit

Finger to be captured \*    Right Thumb    Fields marked with \* are mandatory

MOBILE EMAIL CONSENT \*    Yes

100%

- Click on accept.

User: 13100001    Name: Ms. PRACHITI BHARGAVA    User Type: Agent    Last Login: 30-05-2016 14:28:50    Unsuccessful Attempts Since Last Login: 0    Applet Settings    Home | Print | Help Desk | Sign Out

Others Services    Customer Creation    Customer Transaction    Reports    CARDER SERVICE

**EKYC**

UID \*    8289    8171    8842    Capture FP    Submit

Finger to be captured \*    Right Thumb    Fields marked with \* are mandatory

MOBILE EMAIL CONSENT \*    Yes

**UIDAI Alert Message To Customer** [X]

I agree that Bank/UIDAI may share my details with each other for the purpose of authenticating my Aadhaar number

Accept    Reject

100%

- On Successful fingerprint authentication EKYC receipt with auto populated details would appear. Check the details.
- Continue the enrollment with selecting dropdown under Enrollment mode as EKYC enrollment without FP.
- Click on Continue with Enrollment .



CUSTOMER PHOTO

### EKYC RECEIPT

RRN NUMBER	: 615812008295	Date	: 2016-06-06
STATUS	: SUCCESS	AUTH CODE	: 027b747706c64834b751a4a30c289bf6
UID NUMBER	: 928981716842	DOB	: 1990-12-19
CUSTOMER NAME	: PRACHITI BHARGAVA	PHONE	: 9996024888
GENDER	: F	CAREOFADDRESS	: D/O ANUJ BHARGAVA
EMAIL	: NA	STREET	: NA
HOUSE	: H-NO-479	LOCALITY	: NA
LANDMARK	: BHARGAVA LANE	SUB DISTRICT	: NA
VTC	: QUTABPUR MOLA(131)	STATE	: HARYANA
DISTRICT	: REWARI	PINCODE	: 123401
POST NAME	: NA		

Enrolment Mode  EKYC Enrolment With Out FP

[Print Save As PDF](#) [Continue with Enrolment](#) [Back](#)

The demographic data is captured in three tabs viz.,

- Customer Details
- Nominee Details
- Census code Details

### Customer Details Tab:

In this tab, all the details of customer are captured.

The following screen shows the Customer Details tab:

User: 13100001 Name: Ms. PRACHITI BHARGAVA User Type: Agent Last Login: 30-05-2016 14:28:50 Unsuccessful Attempts Since Last Login: 0 Applet Settings Home | Print | Help Desk | Sign Out

Others Services Customer Creation Customer Transaction Reports CARDER SERVICE

## Customer Creation

Continue To Capture Customer Details:10099131000010000132

Customer Details
Nominee Details
Census Code Details

**Customer Details**

Title :*	Gender :*	E
First Name :*	Middle Name :	
PRACHITI	Date of Birth(dd/mm/yyyy) :*	19/12/1990
Last Name :	Father/Spouse Name :*	D O ANLU BHARGAVA
BHARGAVA	Relation :*	Father
Marital Status :*	Phone Number :	999587858
Single	Mobile Number :*	9996024888
Religion :	Caste :	General
Hindu	Occupation Code :*	SERVICES IN PUBLIC SECTOR UNDERTAKING
FORM :*	Form 60 :	Form 60
Identification Type :*	KO Linked Branch Code :*	10099
AADHAR CARD WITH SAME ADDRESS	Identification Number :*	528981716842
Address1 :*	Address2 :	BHARGAVA LANE
H-NO-479	City Name :*	REWARI
State :*	Village/Town/Taluk :*	GUTABPUR MOLA(131)
HARYANA	Pin Code :*	123401
District Name :*	Introducer Cust ID :*	854785478
REWARI	Customer Risk :*	Low

Fields marked with \* are mandatory

100%

### Fields:

- Title: Select the salutation (Eg: Mr., Mrs., Master, Miss, etc)
- Gender: It will populate the gender from the UIDAI server.
- First Name: It will populate the first name from the UIDAI server.
- Middle Name: It will populate the middle name from the UIDAI server.
- Lastname: It will populate the last name from the UIDAI server.
- Date of Birth: It will populate DOB from the UIDAI server.
- Marital Status: Select the marital status from the dropdown (Eg: Singel, Married, Divorced, etc)
- Father/Spouse Name: It will populate the last name from the UIDAI server.
- Relation: Select the relation from the dropdown as Father or Spouse.
- Phone Number: Landline number of the Customer (Optional)
- Mobile Number: It will populate the mobile no from the UIDAI server.
- Religion: Select religion from the dropdown
- Caste: Select caste from the dropdown
- Occupation Code: Select Occupation code from the dropdown
- KO Linked Branch Code: This is a non-editable field. It carry the branch ID to which the agent belongs.
- Form: Select Form from the dropdown. If PAN Card is selected, a field appears, enter the PAN

Card number.

- Identification Type: Select the Identification Type from the dropdown as Aadhar card with same address or different address.
- Identification Number: UID will be populated from UIDAI server.
- If Adhar card with different address is selected
- Address Proof: Select the Address Proof from the dropdown.
- Address Proof Number: Enter the corresponding Address proof number.
- Address1: It will be populated from UIDAI server.
- Address2: It will be populated from UIDAI server.
- State: It will be populated from UIDAI server.
- City Name: It will be populated from UIDAI server.
- District Name: It will be populated from UIDAI server.
- Village/Town/Taluk: It will be populated from UIDAI server.
- Pin code: It will be populated from UIDAI server.

## Nominee Details Tab:

In this tab, nominee details are entered.

The screenshot displays the 'Customer Creation' interface. At the top, a navigation bar includes user information (User: 13100001, Name: Ms. PRACHITI BHARGAVA, User Type: Agent, Last Login: 30-05-2016 14:28:50, Unsuccessful Attempts Since Last Login: 0) and utility links (Applet Settings, Home, Print, Help Desk, Sign Out). Below this, a secondary bar shows 'Others Services' (Customer Creation, Customer Transaction, Reports) and 'CARD SERVICE'. The main content area is titled 'Customer Creation' and features a link to 'Continue To Capture Customer Details:10099131000010000132'. Three tabs are visible: 'Customer Details', 'Nominee Details' (which is active), and 'Census Code Details'. The 'Nominee Details' form contains the following fields: 'Nominate a person' (dropdown set to 'YES'), 'Nominee Name' (text box with 'RAM'), 'Nominee Address' (text box with 'JAIPUR'), 'Nominee DOB(dd/mm/yyyy)' (text box with '11/06/1987'), 'Nominee Age' (text box with '28'), 'Nominee Relation Type With Customer' (dropdown set to 'Brother'), and 'Guardian Name' (text box). A 'Nominee Details' button is located at the bottom right of the form. At the bottom of the page, a note states 'Fields marked with \* are mandatory' and a 'Submit' button is present. The browser's status bar at the bottom right shows '100%' zoom.

## Fields:

- Nominate a Person: This dropdown will carry a default value 'Yes'.
- Nominee Name: Enter the name of the nominee.
- Nominee Address: Enter the address of Nominee.
- Nominee DOB: Select the date of birth from Calendar option.
- Nominee Age: Age will auto-populated once the Nominee DOB is selected.
- Nominee Relation Type: Select the nominee relationship type.
- Guardian Name: The field becomes mandatory when the nominee age is less than 18 years.

## Census code Details Tab:

In this tab, the village details of the customer are captured.

User: 13100001 Name: Ms. PRACHITI BHARGAVA User Type: Agent Last Login: 30-05-2016 14:28:50 Unsuccessful Attempts Since Last Login: 0 Applet Settings Home | Print | Help Desk | Sign Out

Others Services Customer Creation Customer Transaction Reports CARDED SERVICE

### Customer Creation

Continue To Capture Customer Details:10099131000010000132

Customer Details Nominee Details **Census Code Details**

**Census Code Details**

State : \* HARYANA District : \* REWARI-111  
Sub District : \* REWARI-00262 Town/Village : \* REWARI-000262  
VTC : \* 811100262000262

Census Code Details

Fields marked with \* are mandatory

Submit

100%

## Fields:

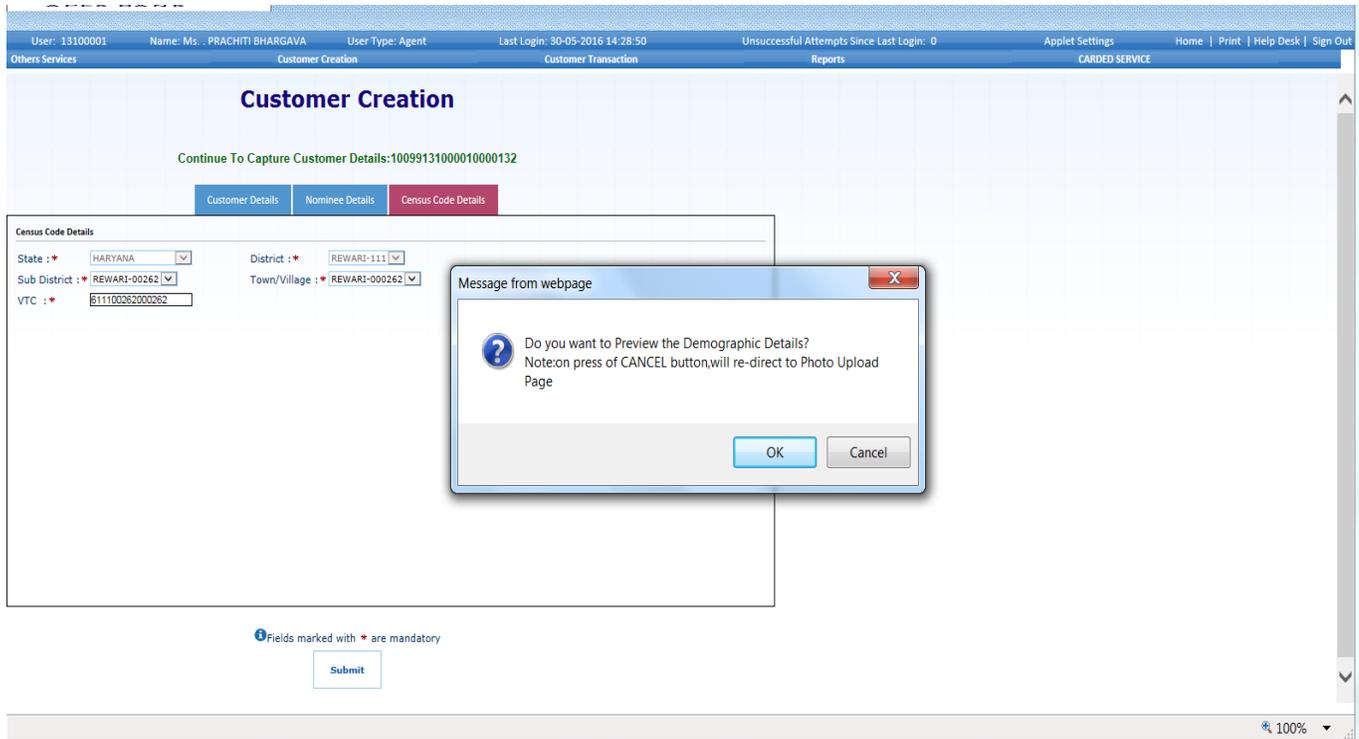
- State: It will be populated from UIDAI server.
- District: It will be populated from UIDAI server.
- Sub District: Select the Sub District of the customer from the dropdown
- Town/Village: Select the Town/Village from the dropdown

- VTC: The VTC code will be populated once the village is selected.

Note: The detail selection should be made in the order- State, District, Sub District, followed by Town/Village.

Once all the tab details are filled, click on 'Submit'.

The following screen appears on click of submit:



Note:

**Click 'OK' to review the details entered.**

**Click 'Cancel' to proceed further.**

On click of 'Cancel', it proceeds to enrollment receipt.

User: 1310001    Name: Ms. PRACHITI BHARGAVA    User Type: Agent    Last Login: 30-05-2016 14:28:50    Unsuccessful Attempts Since Last Login: 0    Applet Settings    Home | Print | Help Desk | Sign Out

Others Services    Customer Creation    Customer Transaction    Reports    CARDED SERVICE

## Enrollment Reference Receipt

Customer created successfully with reference no:10099131000010000132

Date(dd/mm/yyyy)	: 06/06/2016 12:06:21	
Time(hh:mm:ss)	: 12:06:21	
Agent Name	: PRACHITI BHARGAVA	
Agent ID	: 13100001	
Terminal ID	: 31000001	
Agent Kiosk Location	: JAIPUR	
Agent Linked Branch Code	: 10099	
Agent Linked Branch Name	: HEAD OFFICE	
Customer Reference No	: 10099131000010000132	
Customer Name	: PRACHITI BHARGAVA	
Enrollment Status	: SUCCESSFUL	<input type="button" value="Print"/>

100%

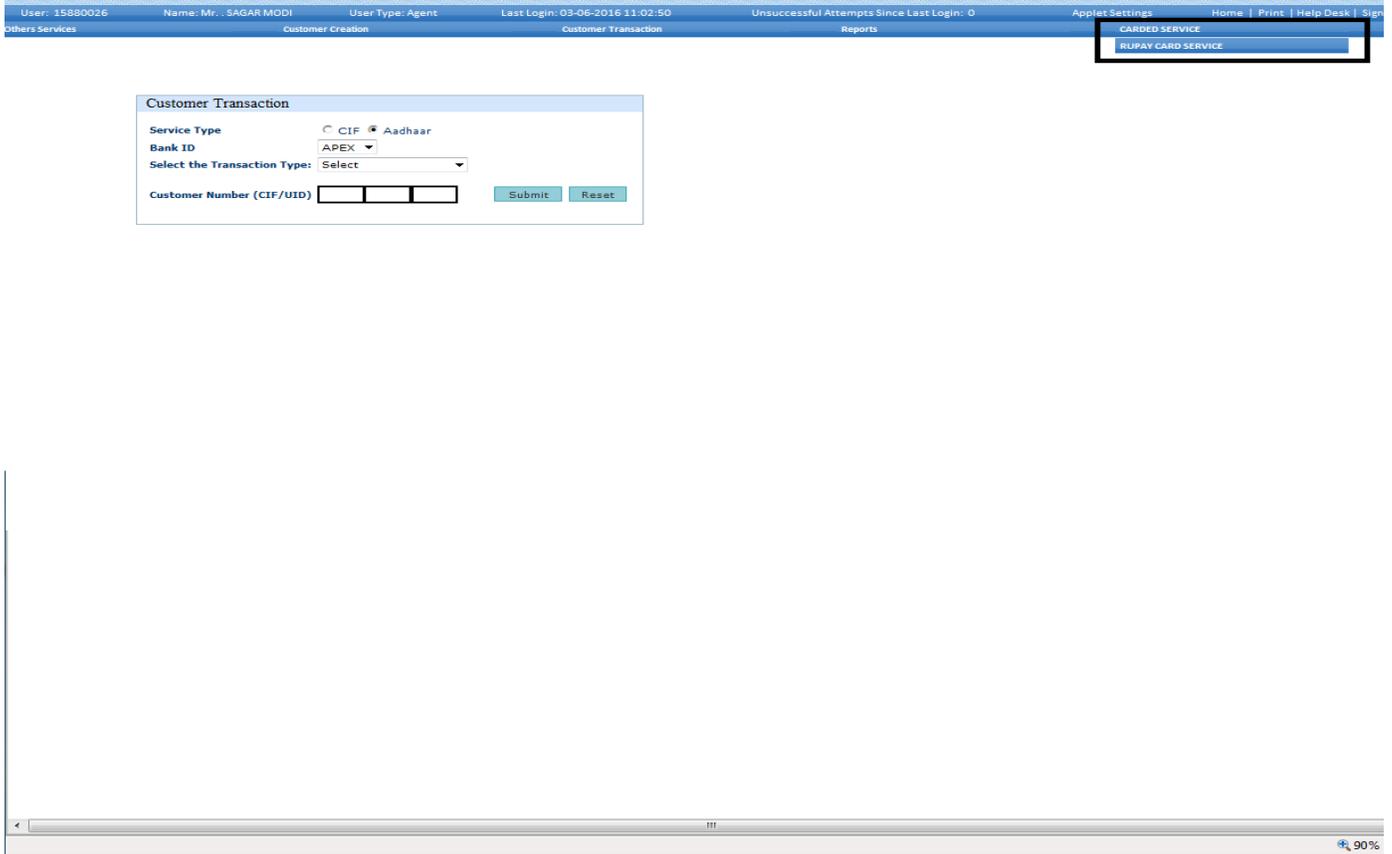
## 7.Rupay Card Service through KIOSK channel.

A Customer can do the below mentioned transaction by Rupay Card through KIOSK

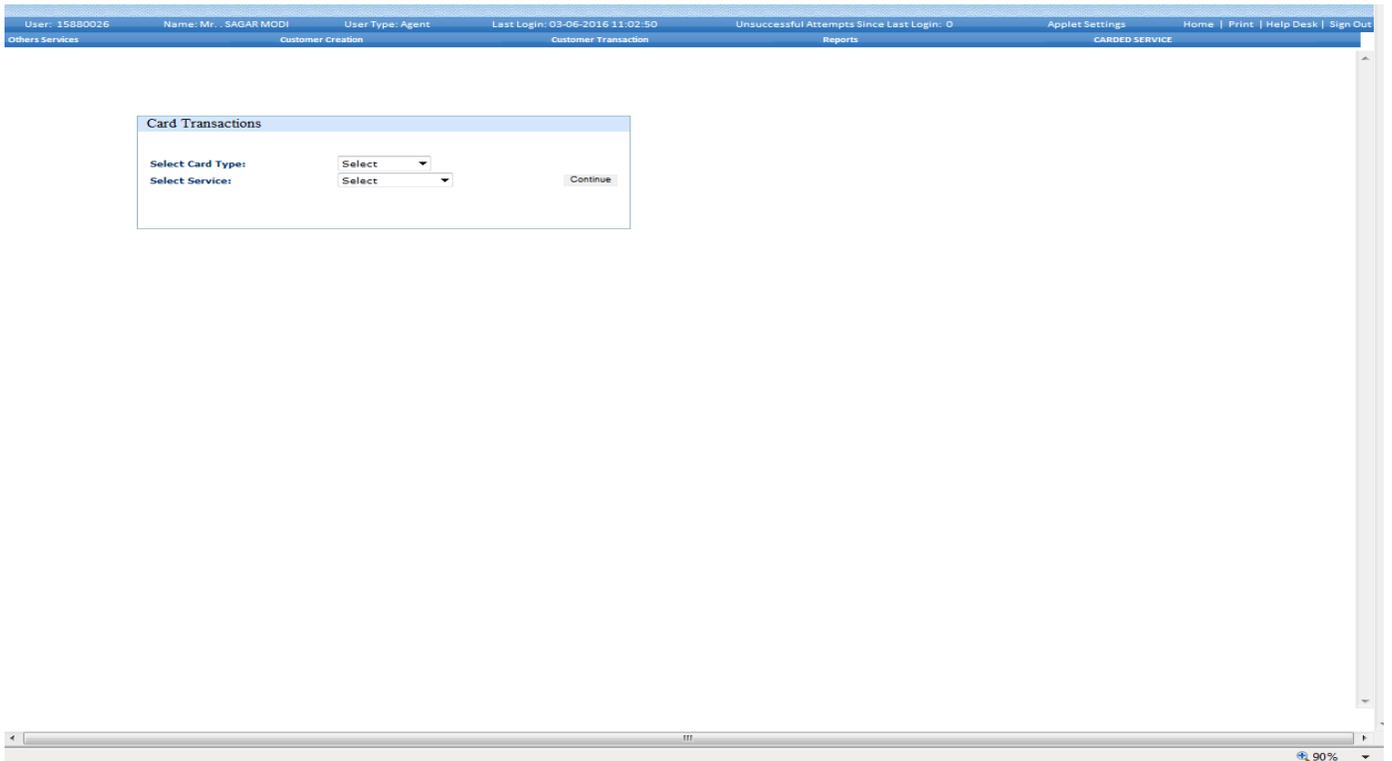
Transaction Type
Balance Enquiry
Deposit
Withdrawal
Funds Transfer
Mini Statement

A customer can perform different transaction at the KIOSK through Rupay card by

- Logging in to the application and go to the menu.
- Goto Carded Service then Rupay Card Service.



**Step2:** Rupay Card Service Screen would be displayed.



## Fields:

**Select Carded Type:** Select Rupay Card from the drop down

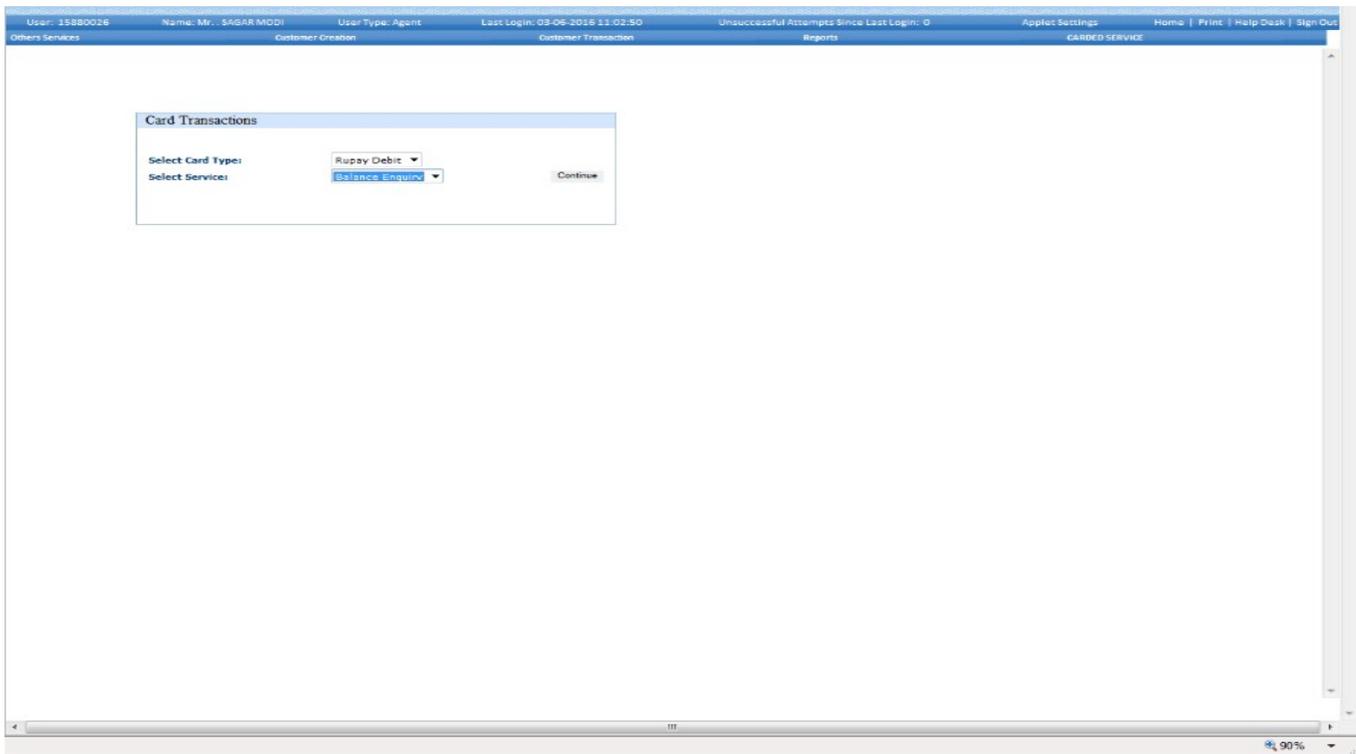
**Select Service:** Select the service such as (Deposit, Withdraw, Balance enquiry, Mini statement, fund transfer) from the drop down.

**NOTE: Rupay Card Device must be connected properly before doing transactions.**

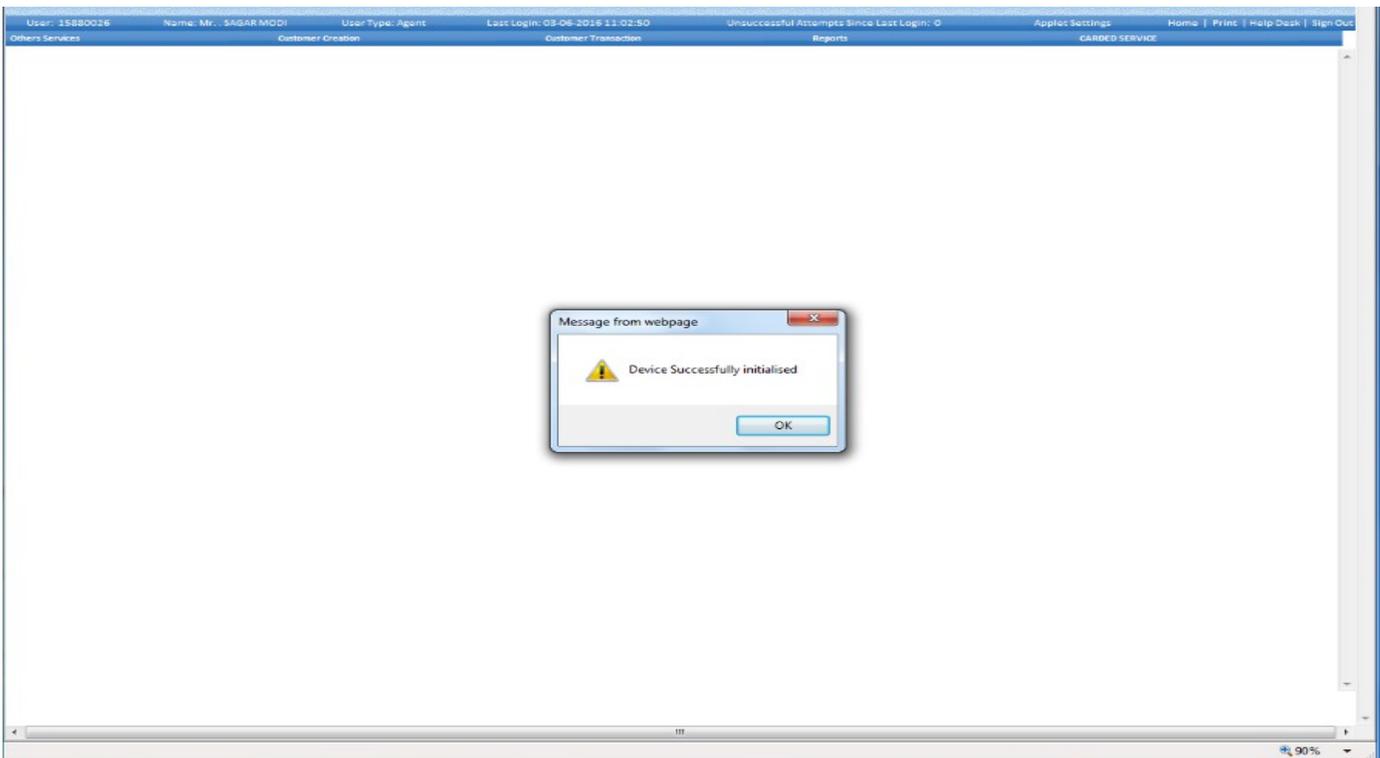
The screenshot shows a web application interface for 'Card Transactions'. At the top, there is a navigation bar with the following text: 'User: 15880026', 'Name: Mr. SAGAR MODI', 'User Type: Agent', 'Last Login: 03-08-2016 11:02:50', 'Unsuccessful Attempts Since Last Login: 0', 'Applet Settings', 'Home | Print | Help Desk | Sign Out'. Below the navigation bar, there are several menu items: 'Others Services', 'Customer Creation', 'Customer Transaction', 'Reports', and 'CARD SERVICE'. The main content area contains a form titled 'Card Transactions'. The form has two dropdown menus: 'Select Card Type' and 'Select Service'. 'Select Card Type' is set to 'Rupay Debit'. 'Select Service' is open, showing a list of options: 'Select', 'Balance Enquiry', 'Withdrawal', 'Mini statement', 'Funds Transfer', and 'Deposit'. A 'Continue' button is located to the right of the dropdown menus. The form is enclosed in a light blue border.

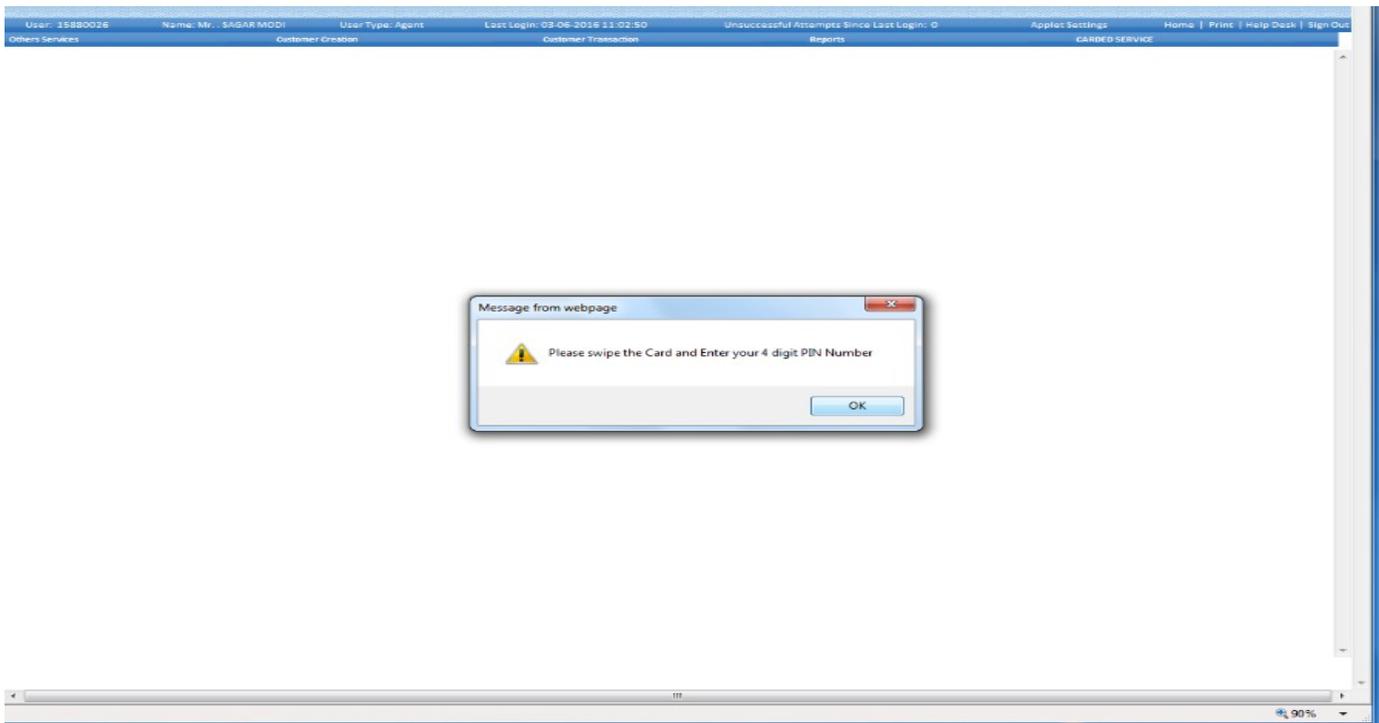
### 7.1 Perform Balance Inquiry through Rupay Card.

**Step 1: Select Service as Balance Inquiry from the drop down of select services field on the card transaction screen and click continue.**



A Screen will be displayed as shown below on successful initialization of device.

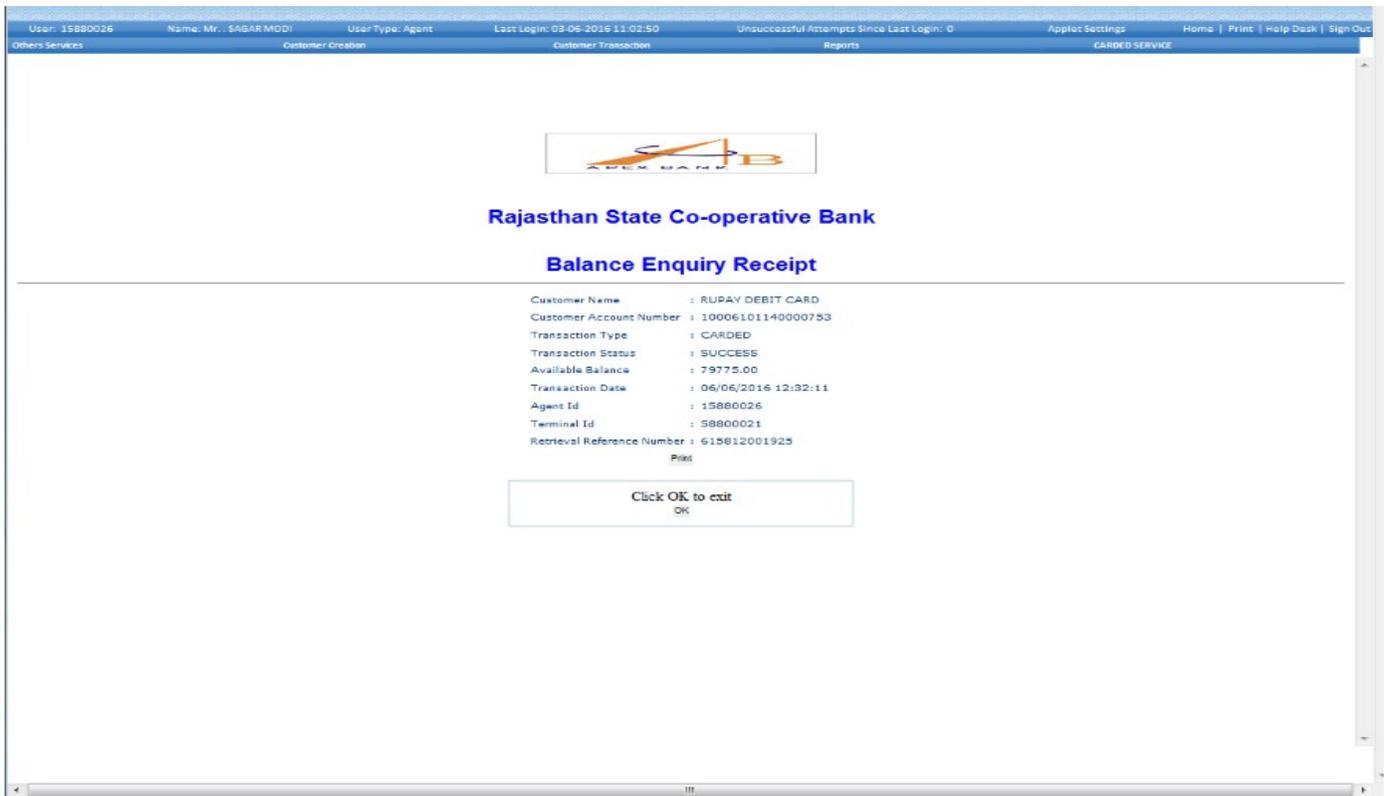




After successful initialization a screen would be displayed as shown below with a pop up 'Please swipe the card and enter 4 digit PIN Number.

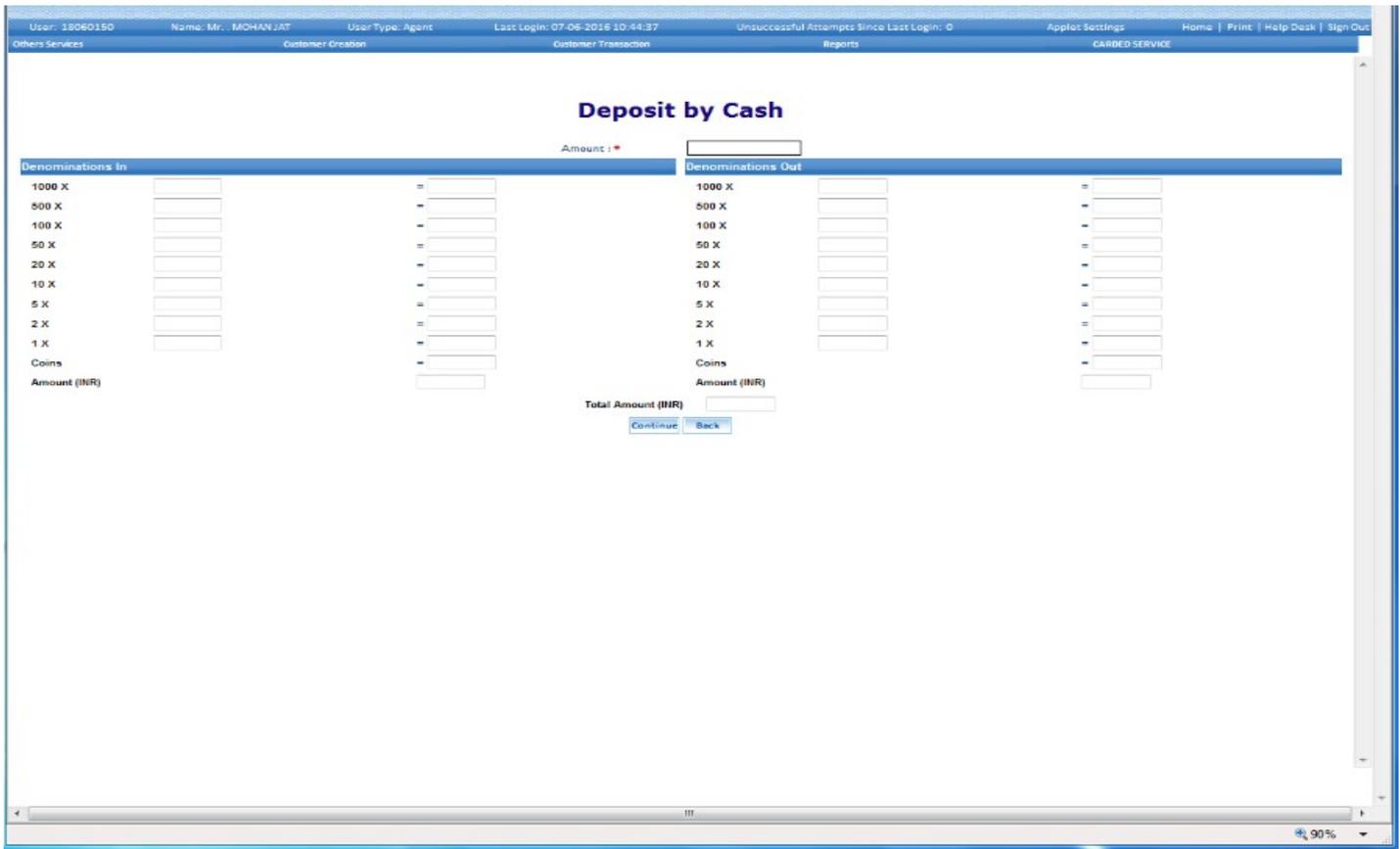
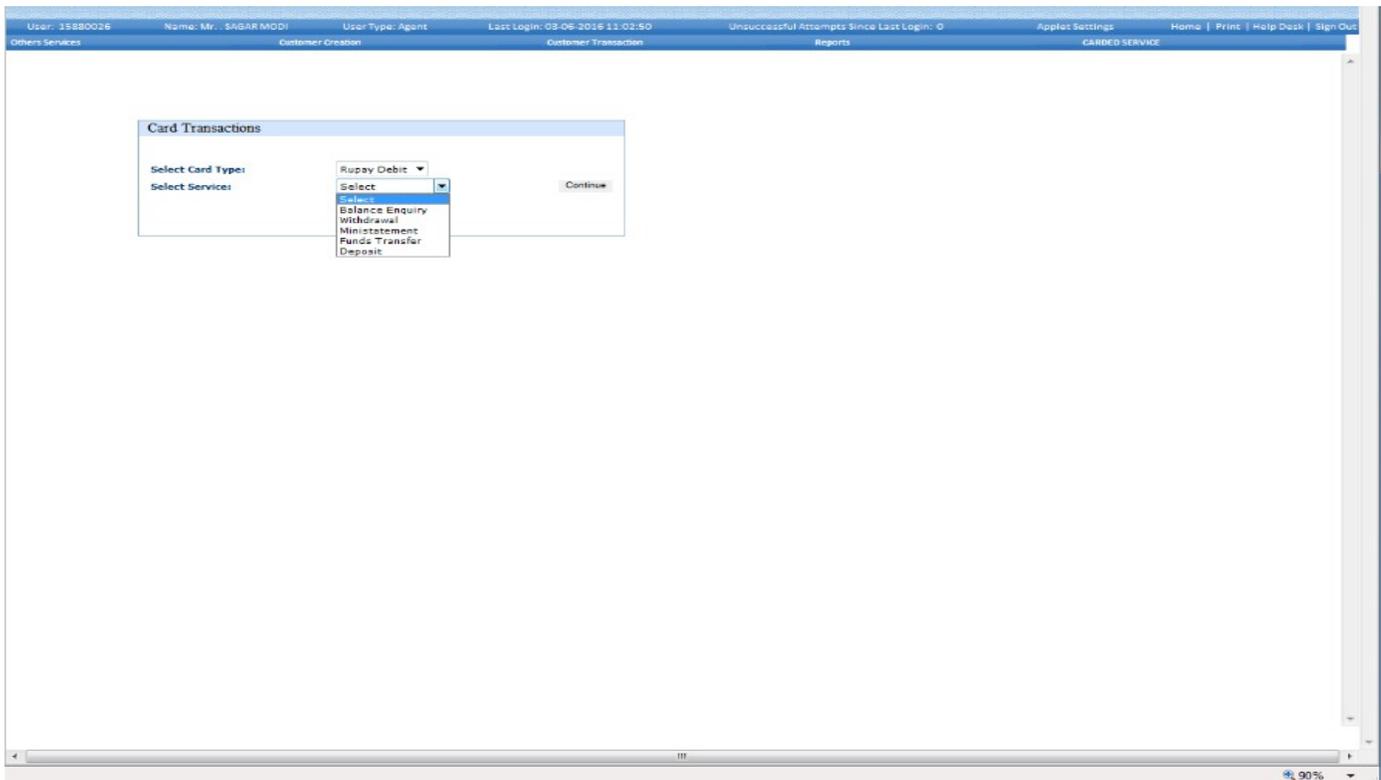
Swipe the Rupay Card to the device connected and enter the corresponding Rupay Card pin.

On successful transaction receipt screen would be displayed as shown below.



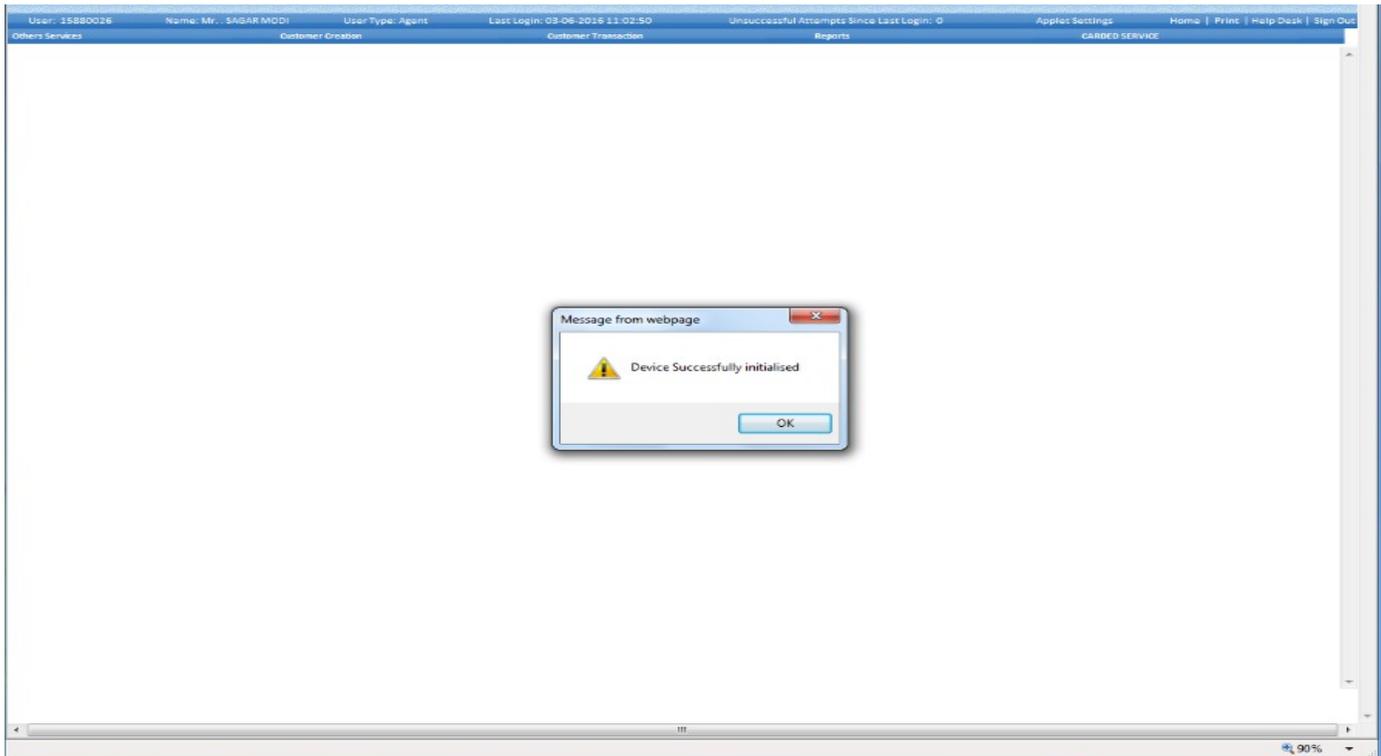
## 7.2 Performing Deposit through Rupay Card.

**Step 1: Select Service as Deposit from the drop down of select services field on the card transaction screen and click continue.**



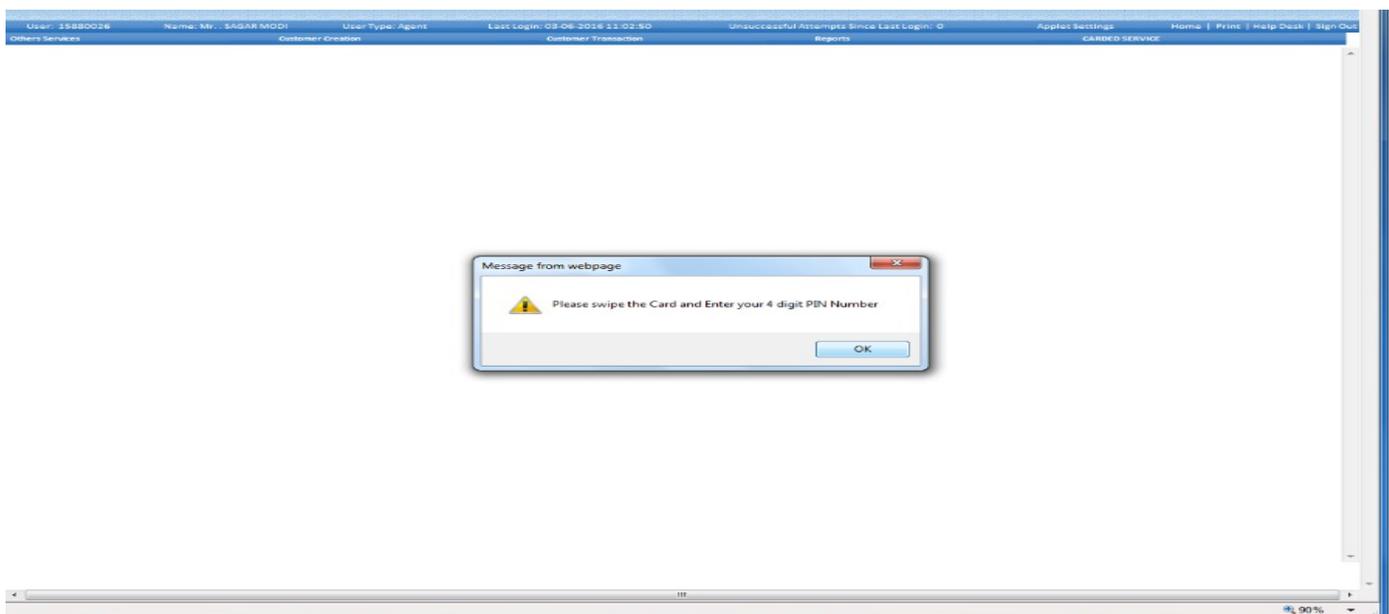
- Enter the amount to be deposited and give the denominations and click continue.

- A Screen will be displayed as shown below on successful initialization of device.

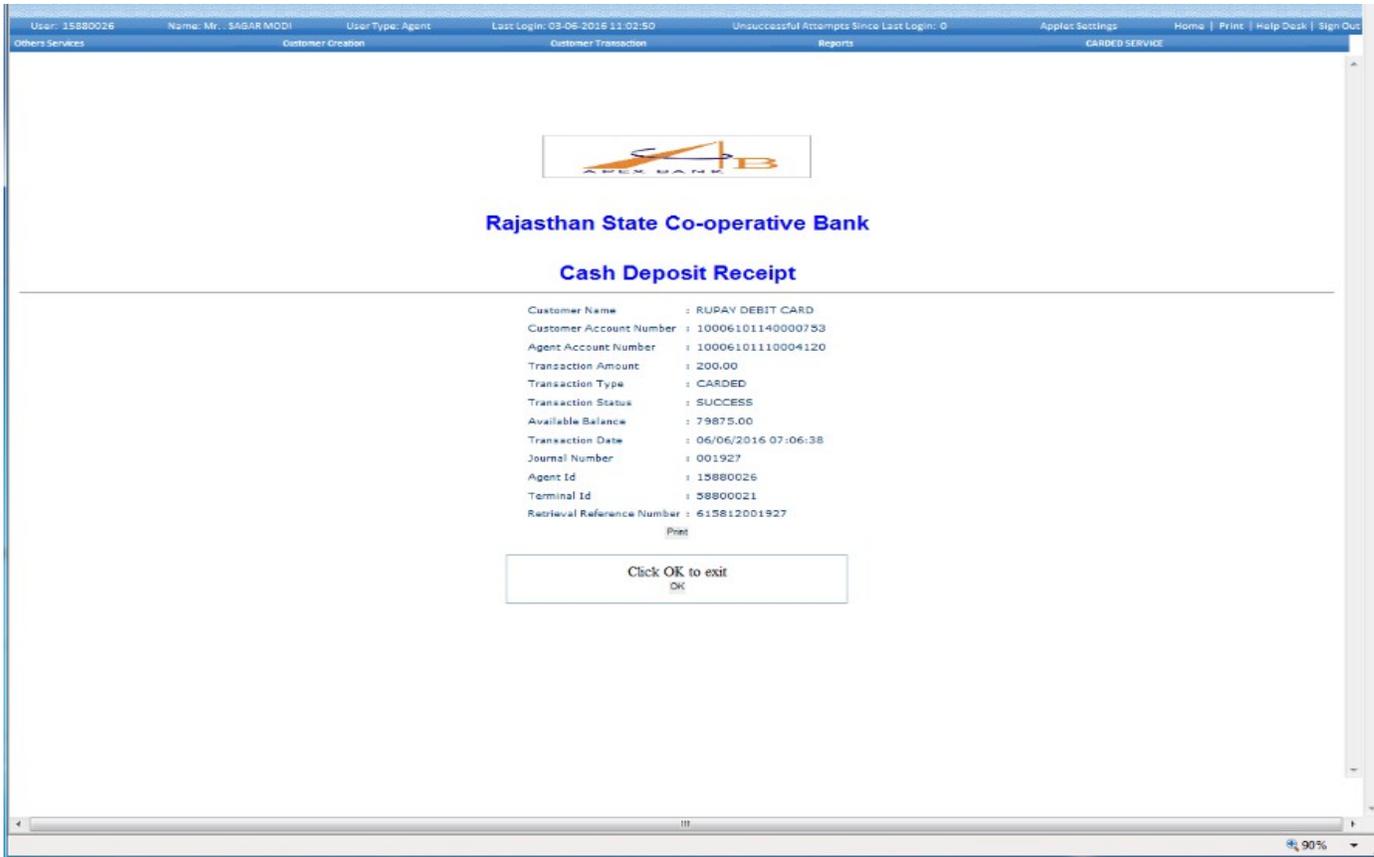


- After successful initialization a screen would be displayed as shown below with a pop up 'Please swipe the card and enter 4 digit PIN Number.'

Swipe the Rupay Card to the device connected and enter the corresponding Rupay Card pin.

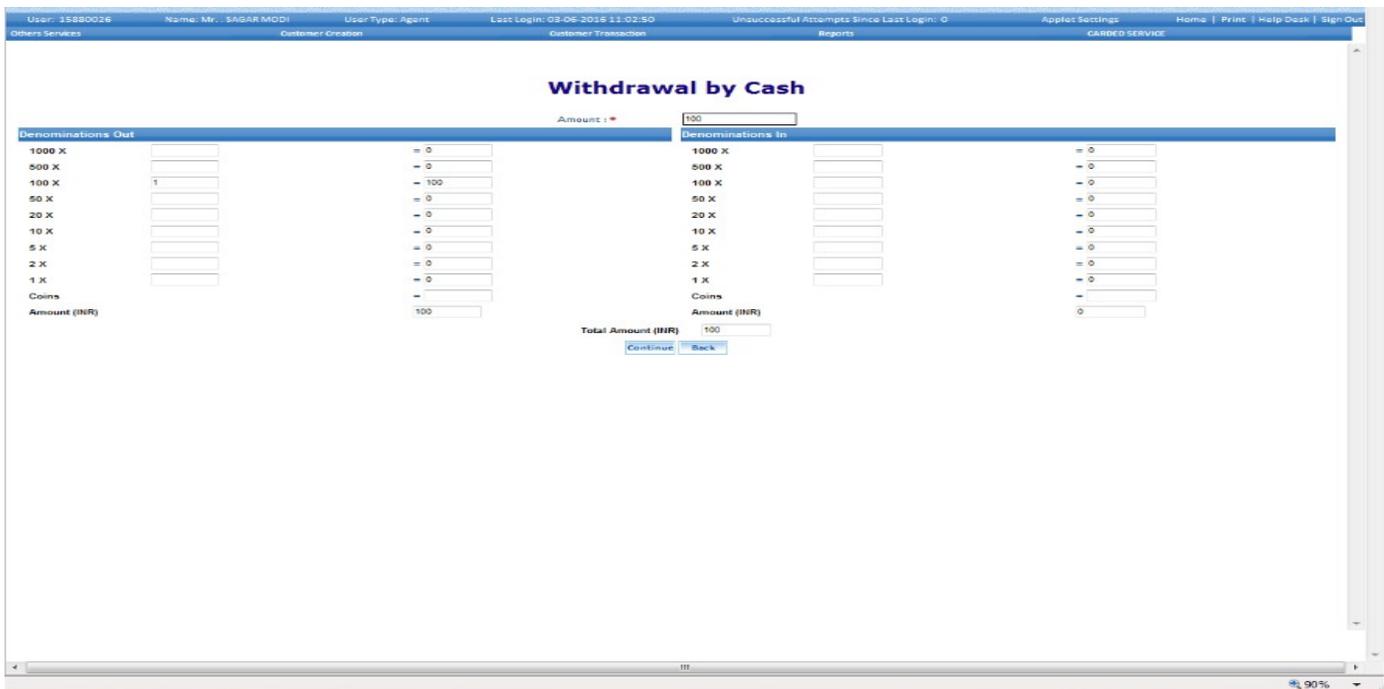
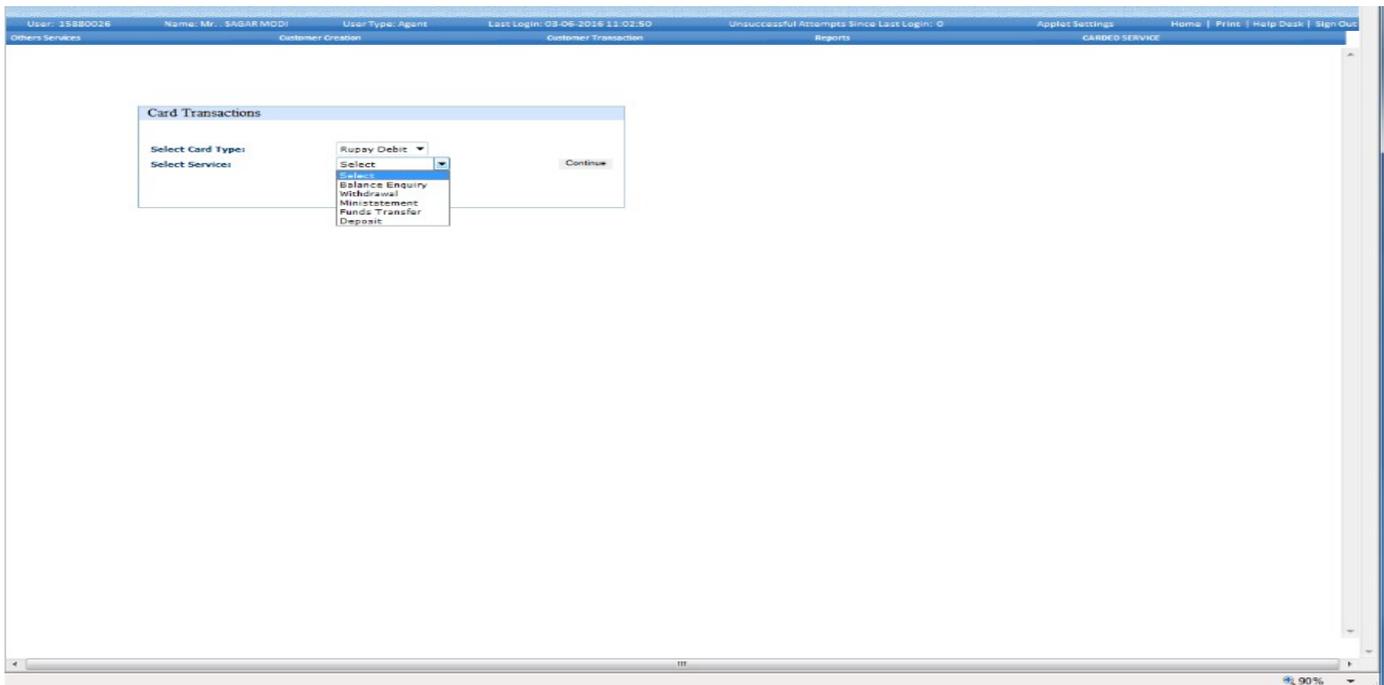


On successful transaction receipt screen would be displayed as shown below.

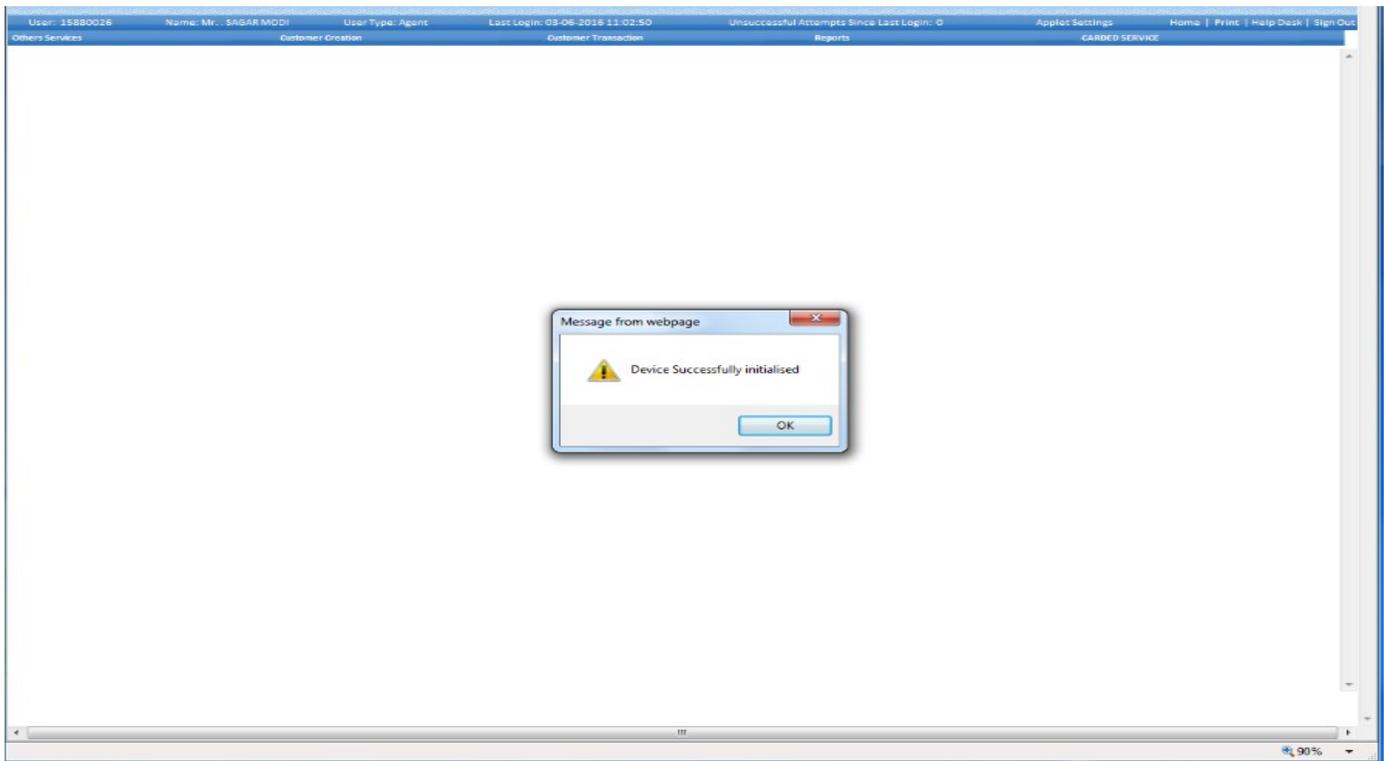


### 7.3 Performing cash withdrawal through Rupay Card.

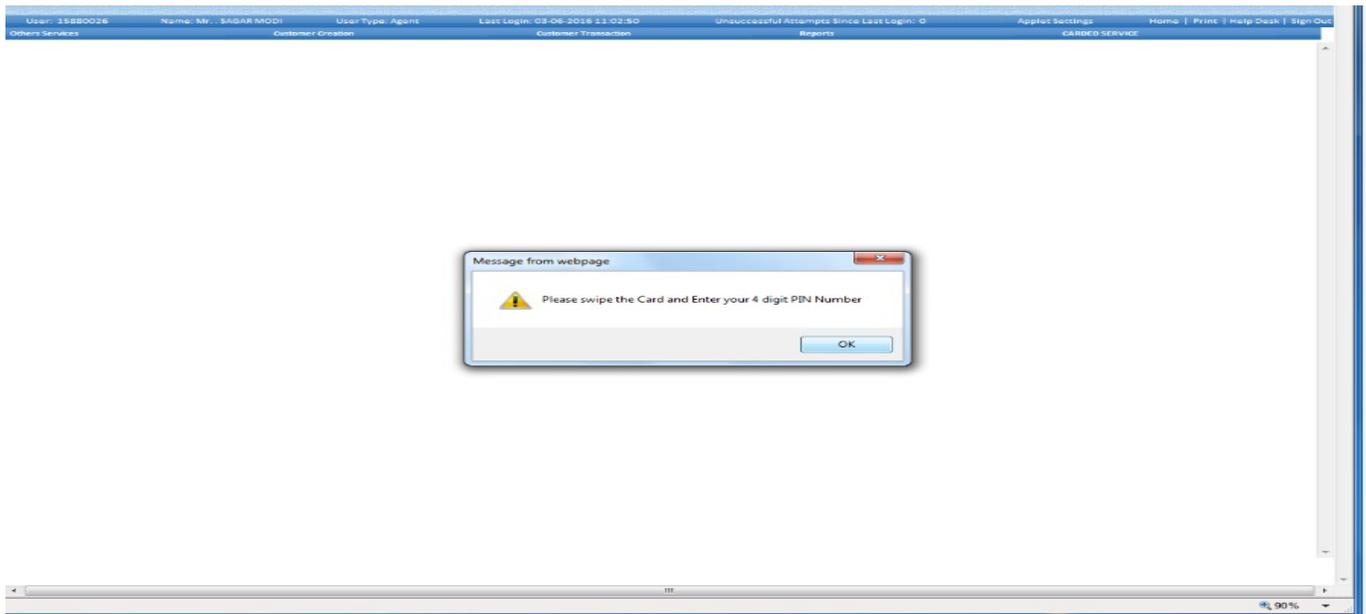
**Step1:**Select Service as withdrawal from the drop down of select services field on the card transaction screen and click continue.



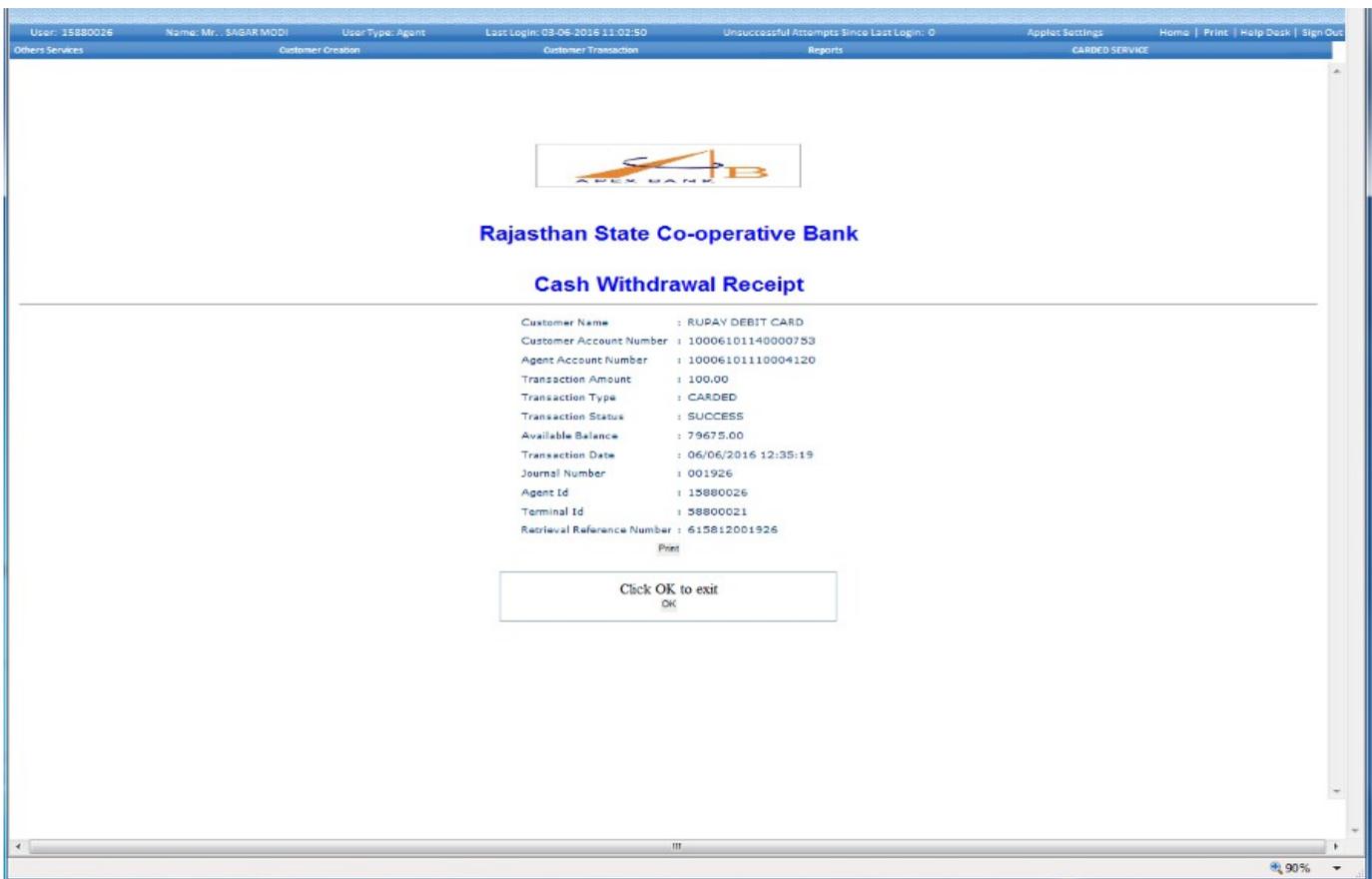
- Enter the amount to be deposited and give the denominations and click continue.
- A Screen will be displayed as shown below on successful initialization of device.



- After successful initialization a screen would be displayed as shown below with a pop up 'Please swipe the card and enter 4 digit PIN Number.'
- Swipe the Rupay Card to the device connected and enter the corresponding Rupay Card pin.

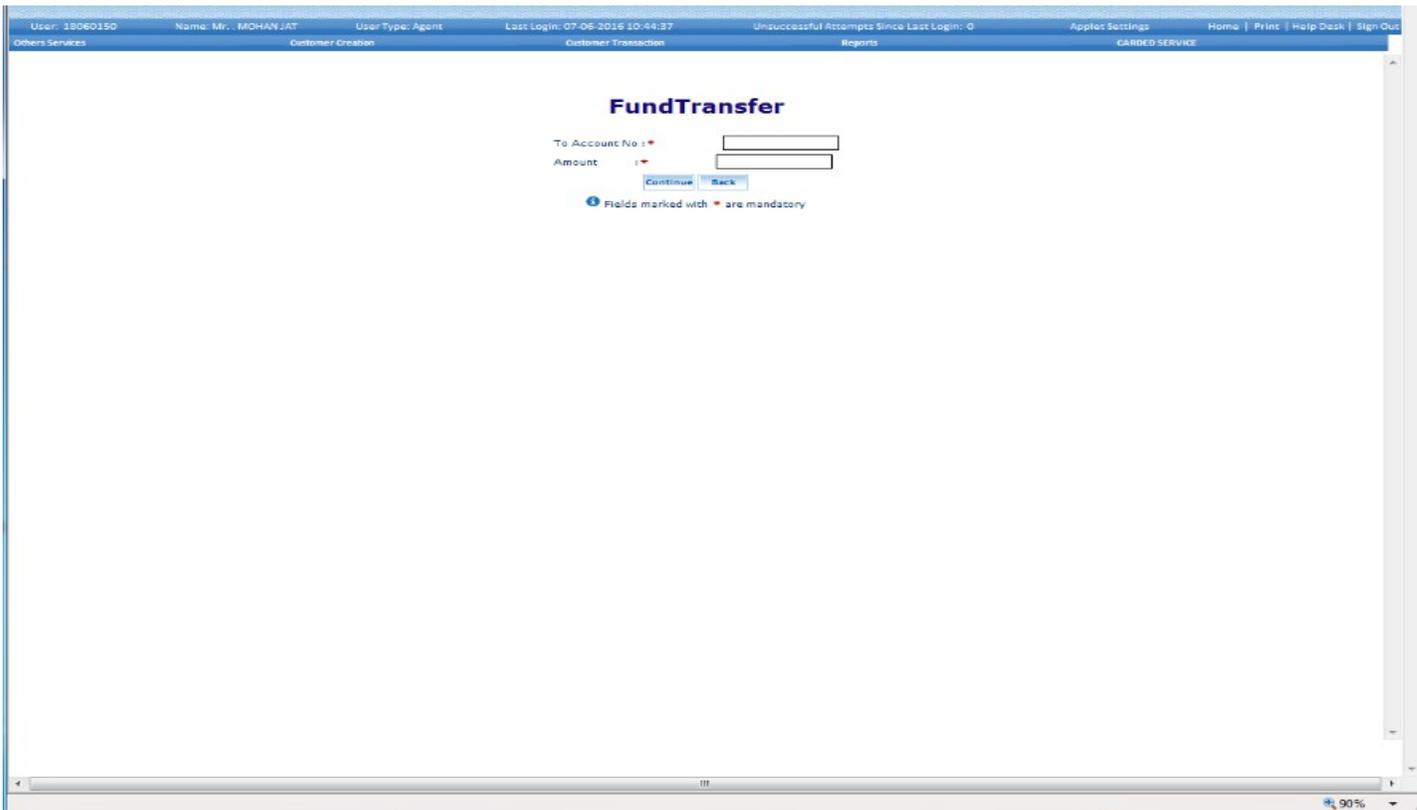
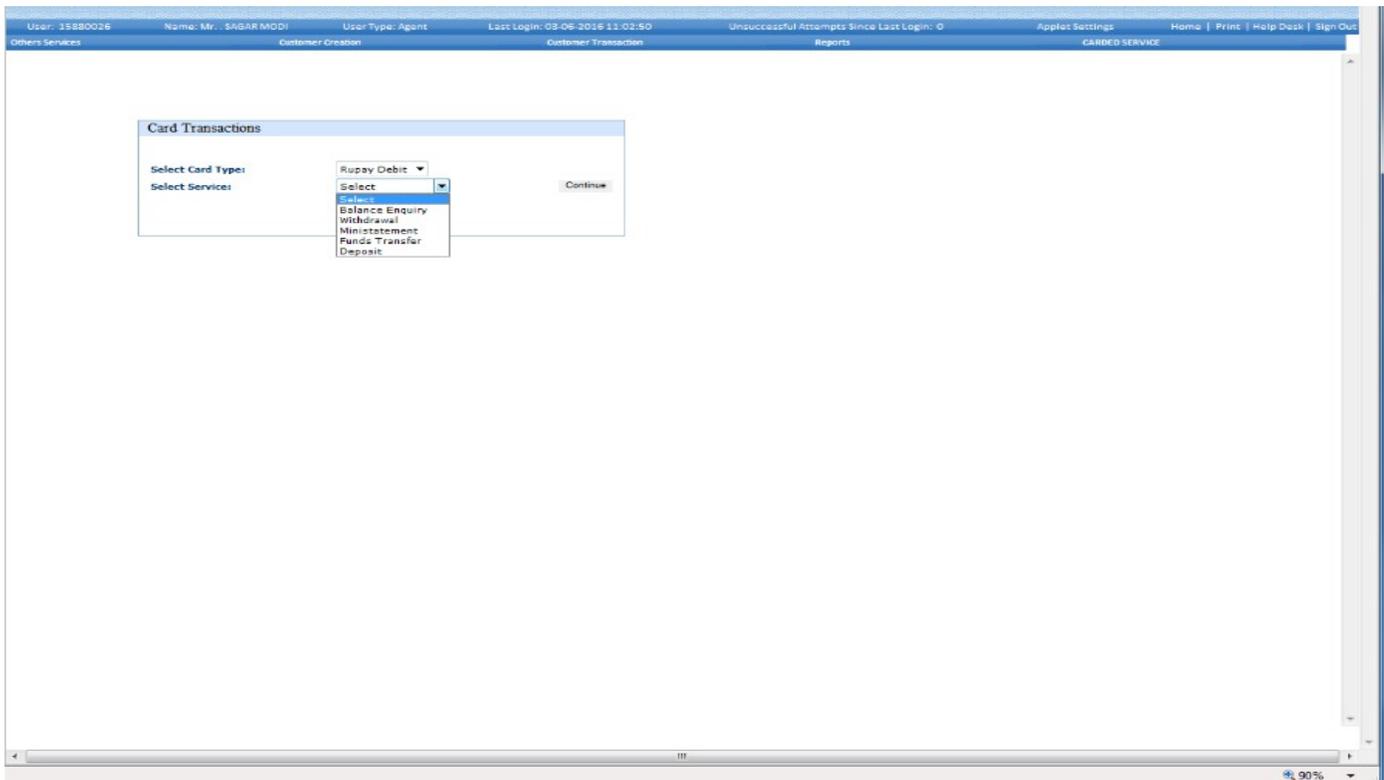


On successful transaction receipt screen would be displayed as shown below.

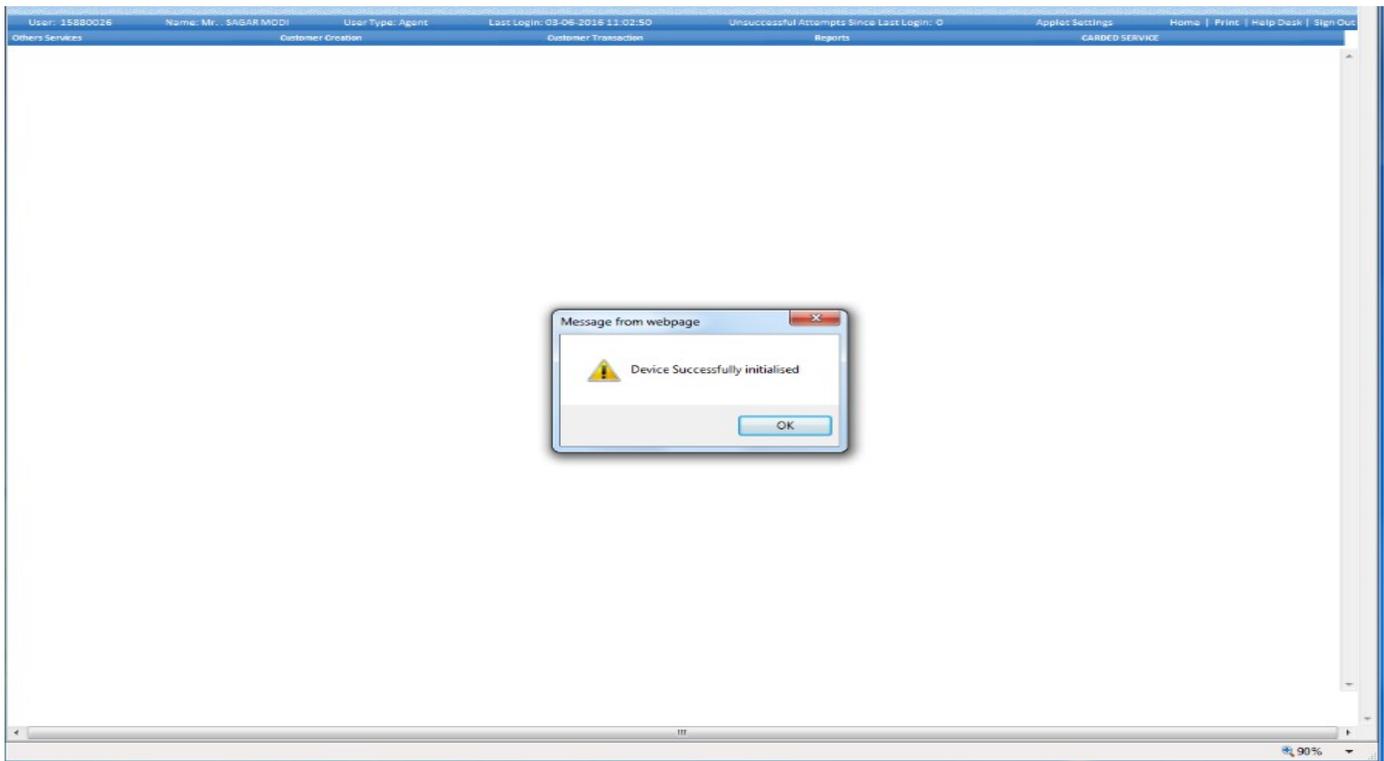


## 7.4 Performing Fund Transfer through Rupay Card.

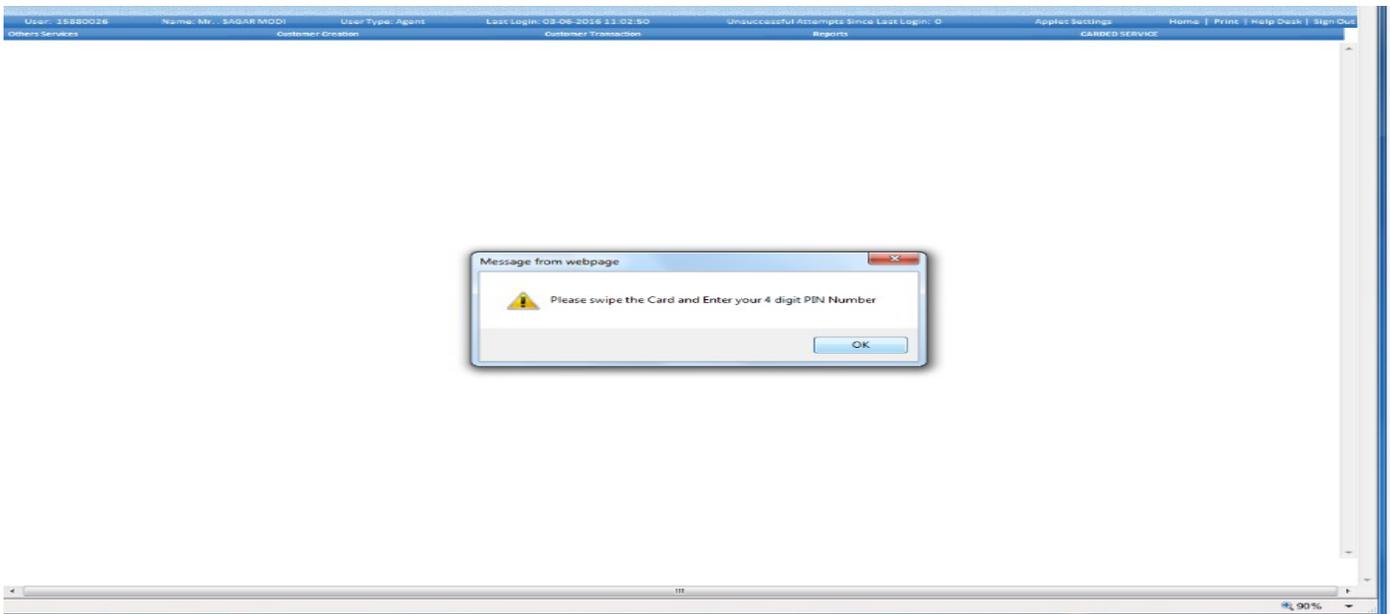
**Step 1: Select Service as fund transfer from the drop down of select services field on the card transaction screen and click continue.**



- Enter the amount to be transferred and account number to which amount has to be transferred and click continue.
- A Screen will be displayed as shown below on successful initialization of device.

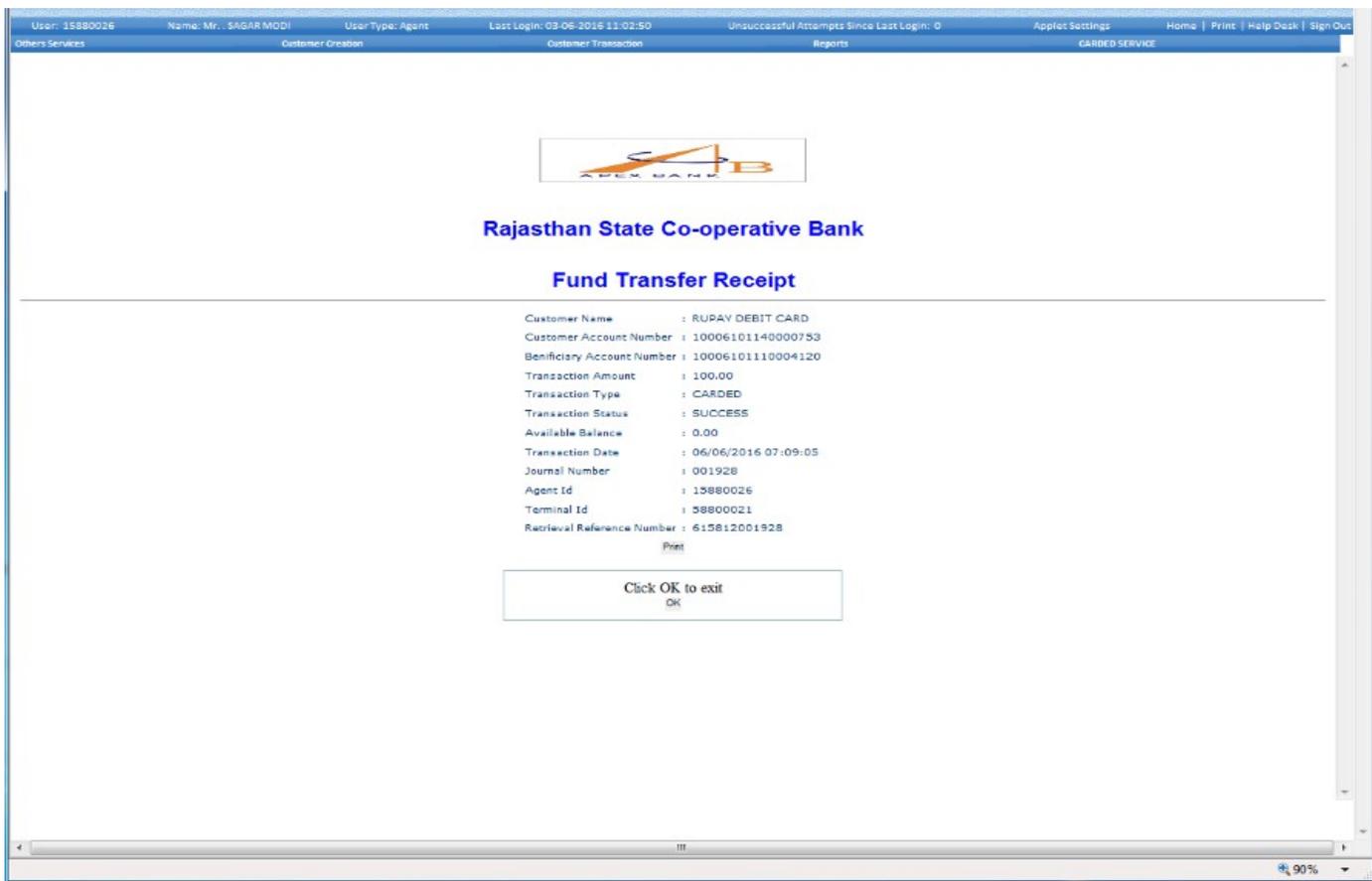


- After successful initialization a screen would be displayed as shown below with a pop up 'Please swipe the card and enter 4 digit PIN Number.'



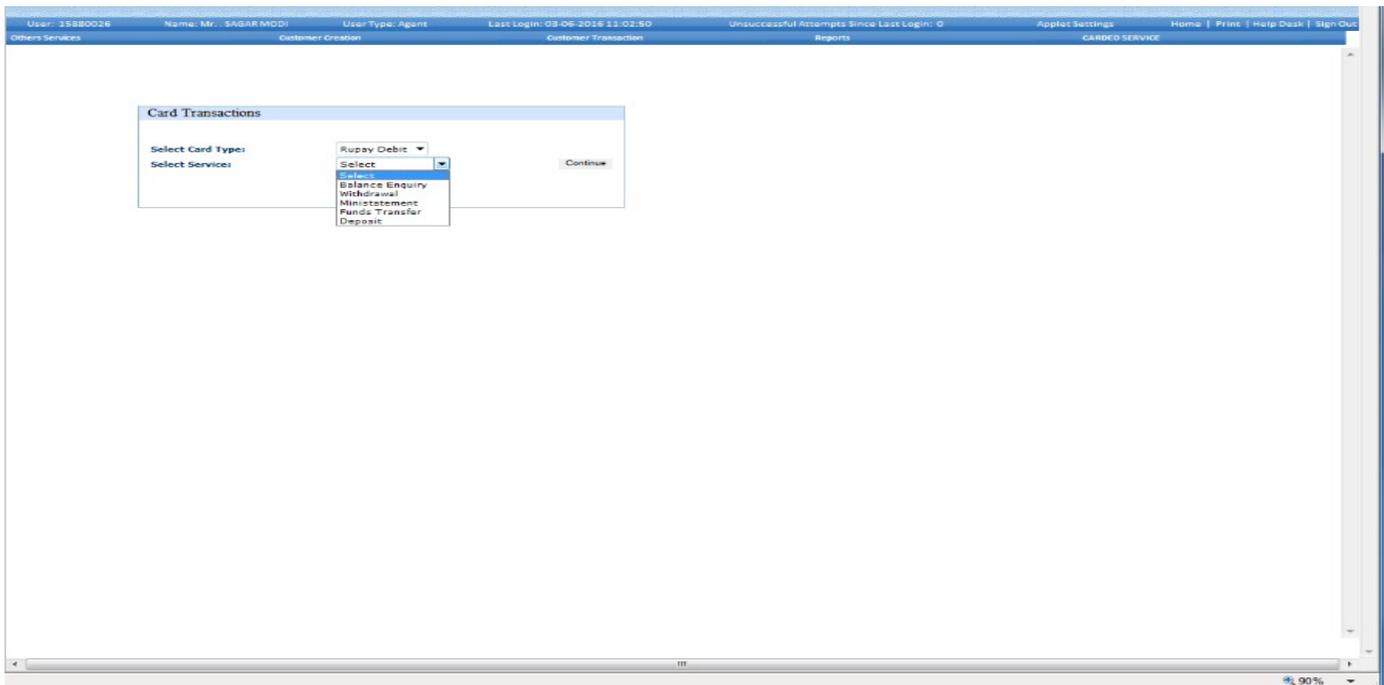
Swipe the Rupay Card to the device connected and enter the corresponding Rupay Card pin.

On successful transaction receipt screen would be displayed as shown below.

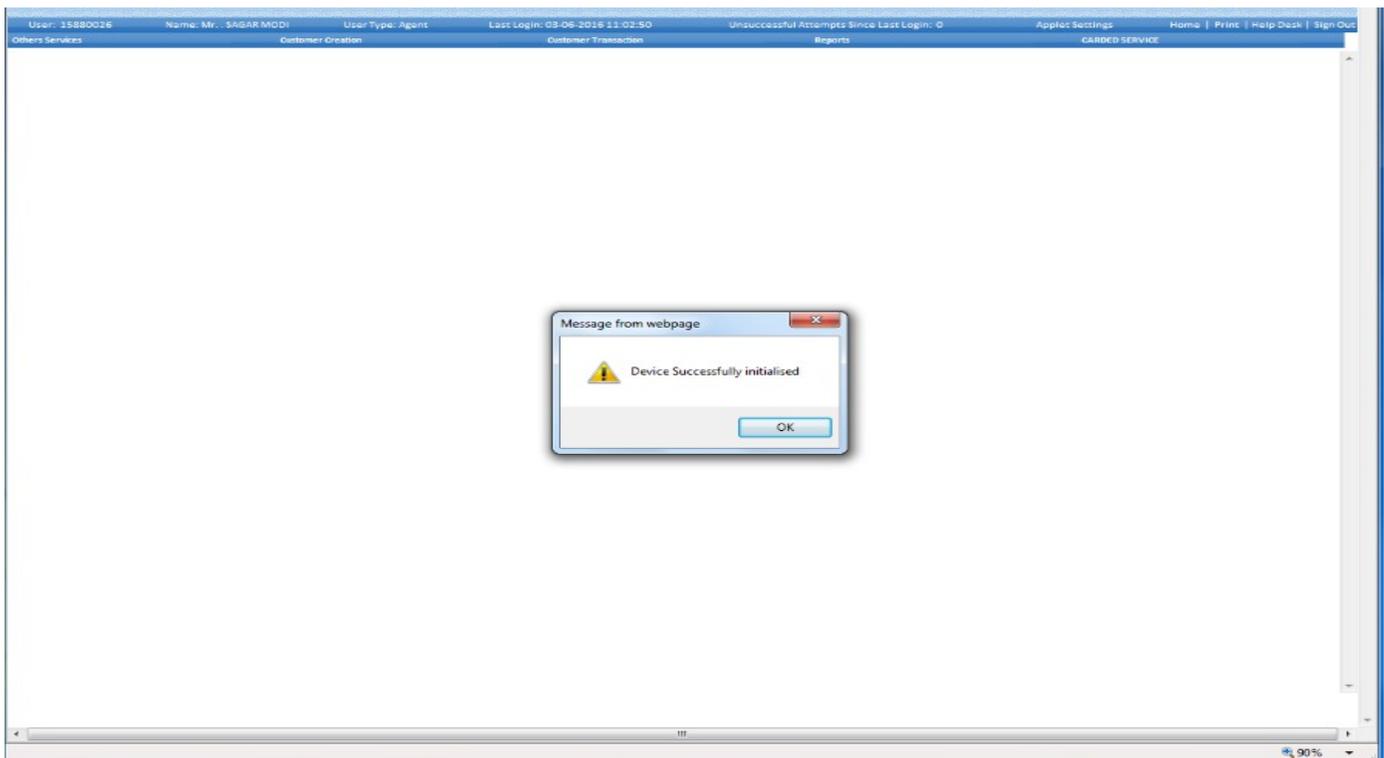


## 7.5 To check mini statement through Rupay Card.

**Step1:**Select Service as Mini statement from the drop down of select services field on the card transaction screen and click continue.

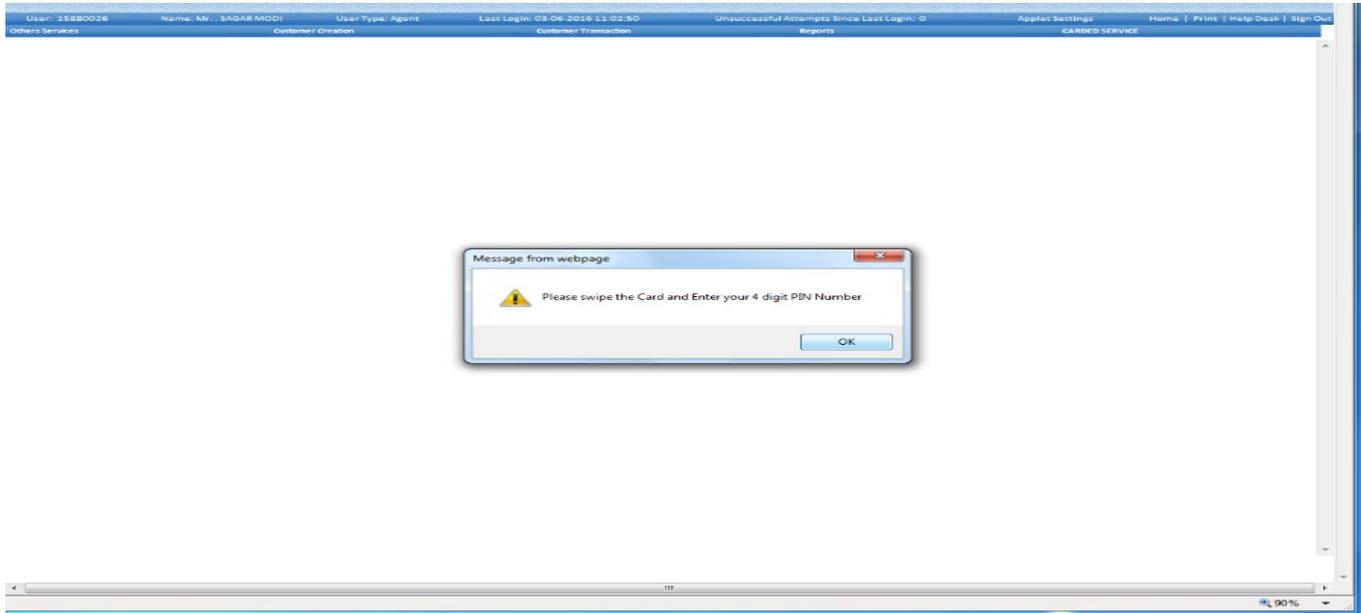


- A Screen will be displayed as shown below on successful initialization of device.



- After successful initialization a screen would be displayed as shown below with a pop up 'Please swipe the card and enter 4 digit PIN Number.'

- Swipe the Rupay Card to the device connected and enter the corresponding Rupay Card pin.



On successful transaction receipt screen would be displayed as shown below.

