



User Manual  
For  
FI Gateway KO  
**Services**



**TATA**

**TATA CONSULTANCY SERVICES**



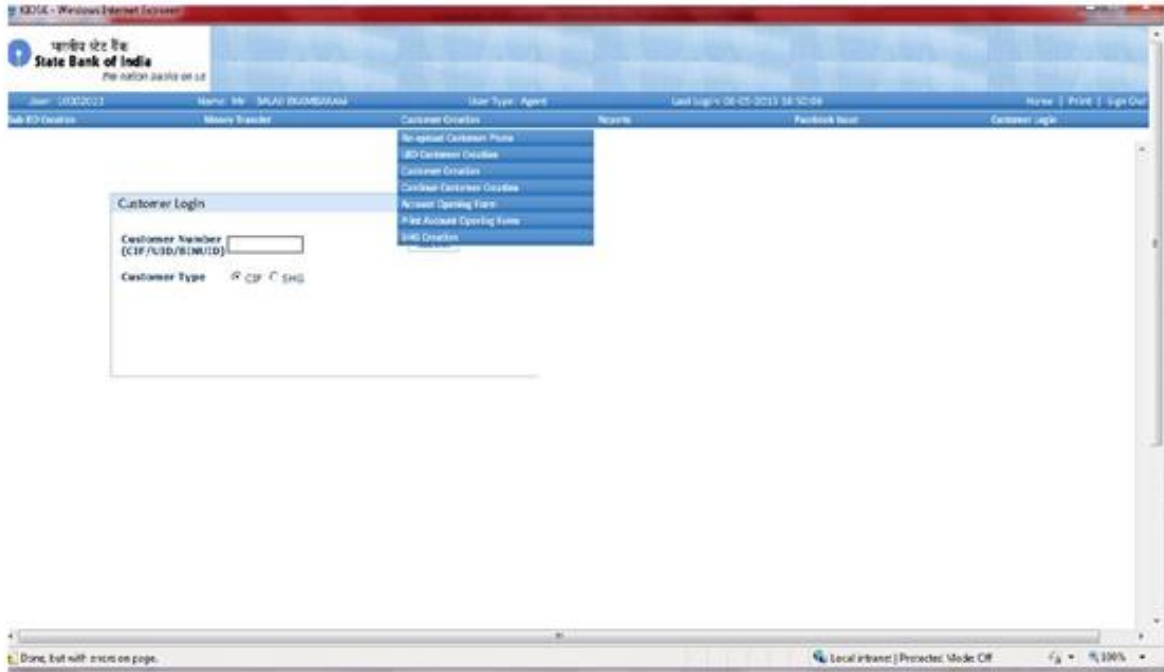
## **Contents:**

- 1. Customer Creation -> Menu**
- 2. Customer Creation -> Customer Details**
- 3. Finger Print Capturing Confirmation**
- 4. Customer Creation -> Continue Customer Creation**
- 5. Customer Creation -> Print Account Opening Form**
- 6. Pass Book issue-> ID card generation**
- 7. Customer Creation -> Re-upload Customer Photo**
- 8. Customer Login ->**
- 9. Customer Login -> Transactions -> Deposit**
- 10. Customer Login -> Transactions -> Withdraw**
- 11. Customer Login -> Transactions -> Balance enquiry**
- 12. Customer Login -> Transactions -> Add Beneficiary**
- 13. Customer Login -> Transactions -> Fund Transfer**
- 14. Customer Login -> Transactions -> Delete Beneficiary**
- 15. Customer Login -> Transactions -> Mini Statement**
- 16. Customer Login -> Transactions -> STDR account open**



## Customer Creation -> Menu:

The screenshot shows the customer creation menu.



Customer creation



## Customer Creation -> Customer Details:

*This screen is used to create a new customer. Fill in the details and click submit to proceed.*

**Actions:** Update

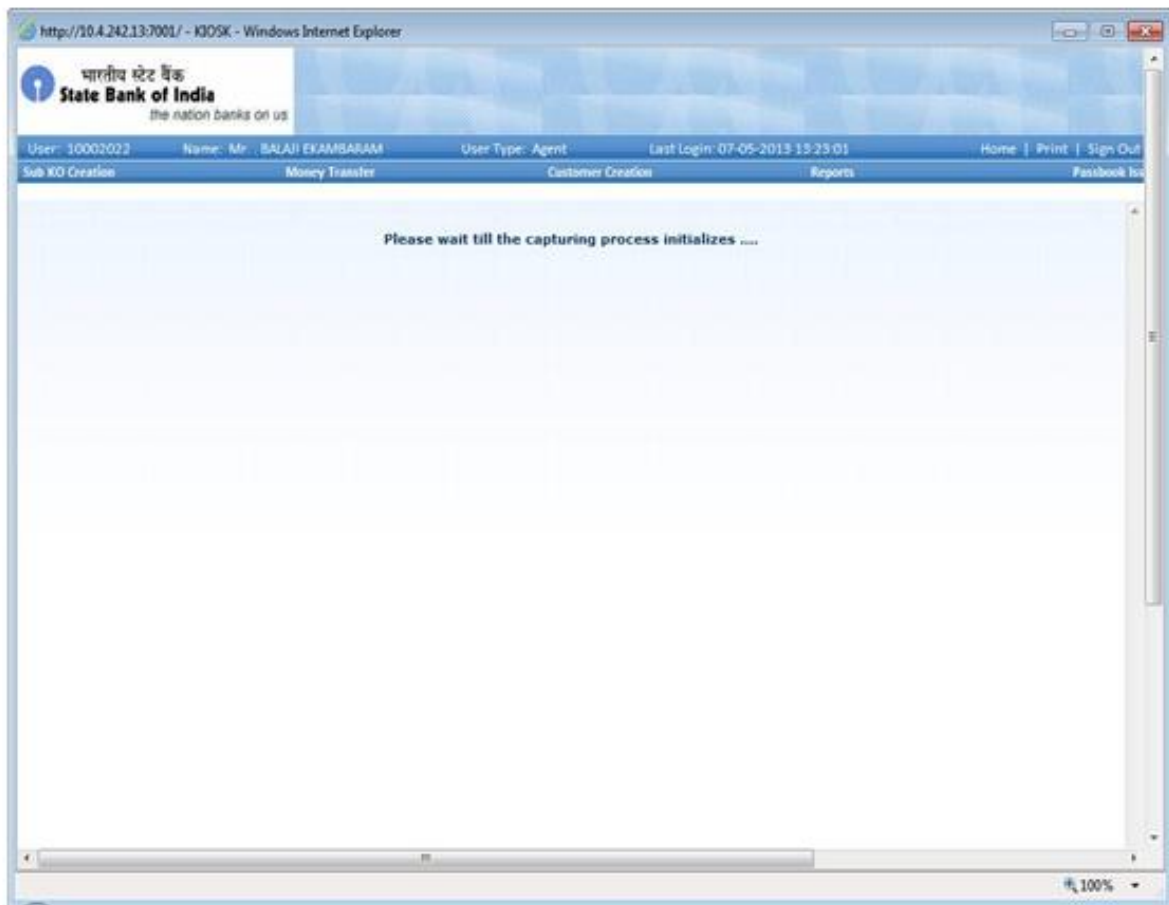
The screenshot shows a web browser window titled "KIOSK - Windows Internet Explorer". The browser's address bar and menu bar are visible. The page content includes a navigation bar with links for "Sub ID Creation", "SBI Others Services", "Money Transfer", "Customer Creation", and "Reports". Below this is a green "EMESSAGE" banner. The main heading is "Customer Creation". Underneath, there is a dropdown menu for "Customer Enrollment type" currently set to "NEW CUSTOMER". A red button labeled "Customer Details" is positioned above a form box. Inside the form box, the title "Customer Details" is displayed. The form contains a "Gender" dropdown menu set to "FEMALE" and three text input fields for "First Name", "Middle Name", and "Last Name".

Customer creation



## Wait Screen:

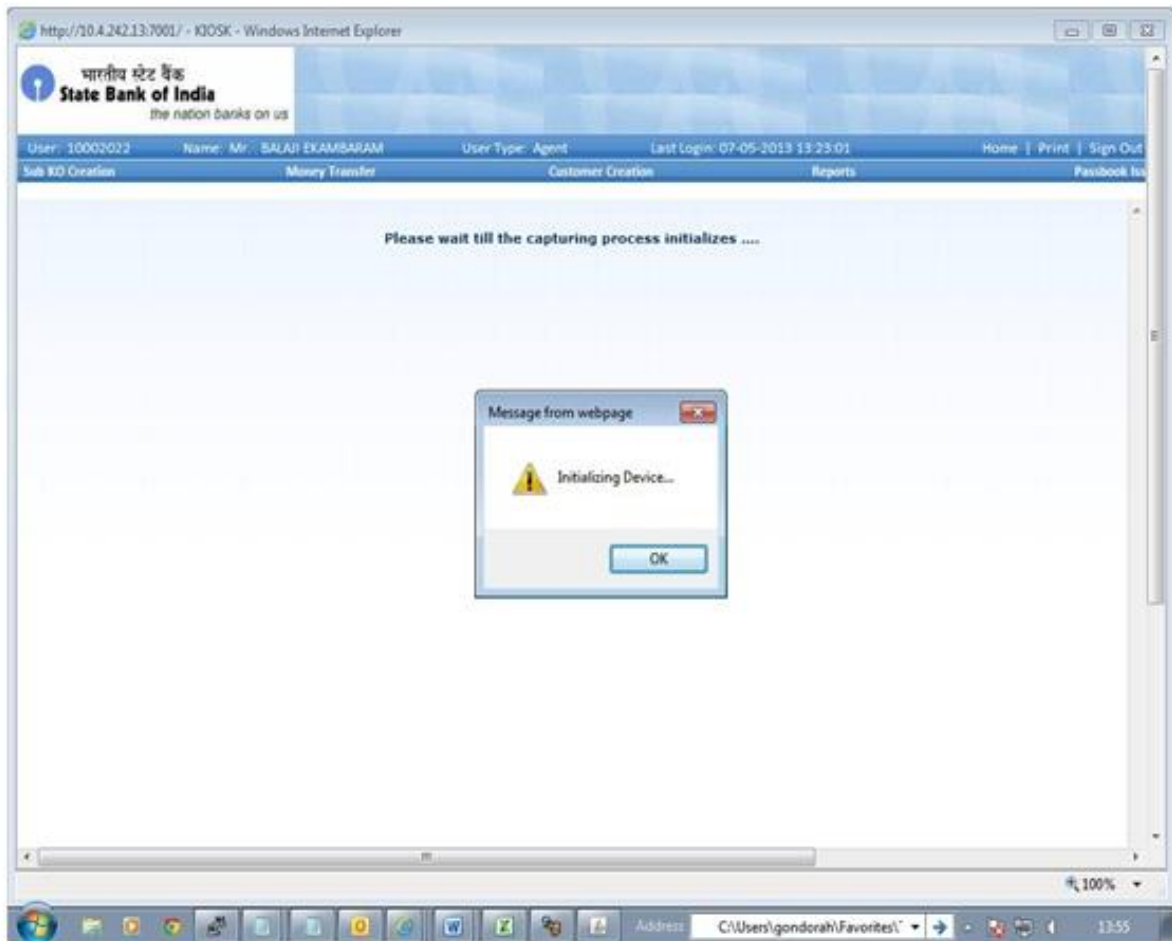
*After clicking on the submit button of the UID customer creation page, this screen will appear showing the message “please wait till the capturing process initializes...”*





## Initializing device (fingerprint capture):

An alert box will appear showing the message "initializing device". Click on ok to continue.

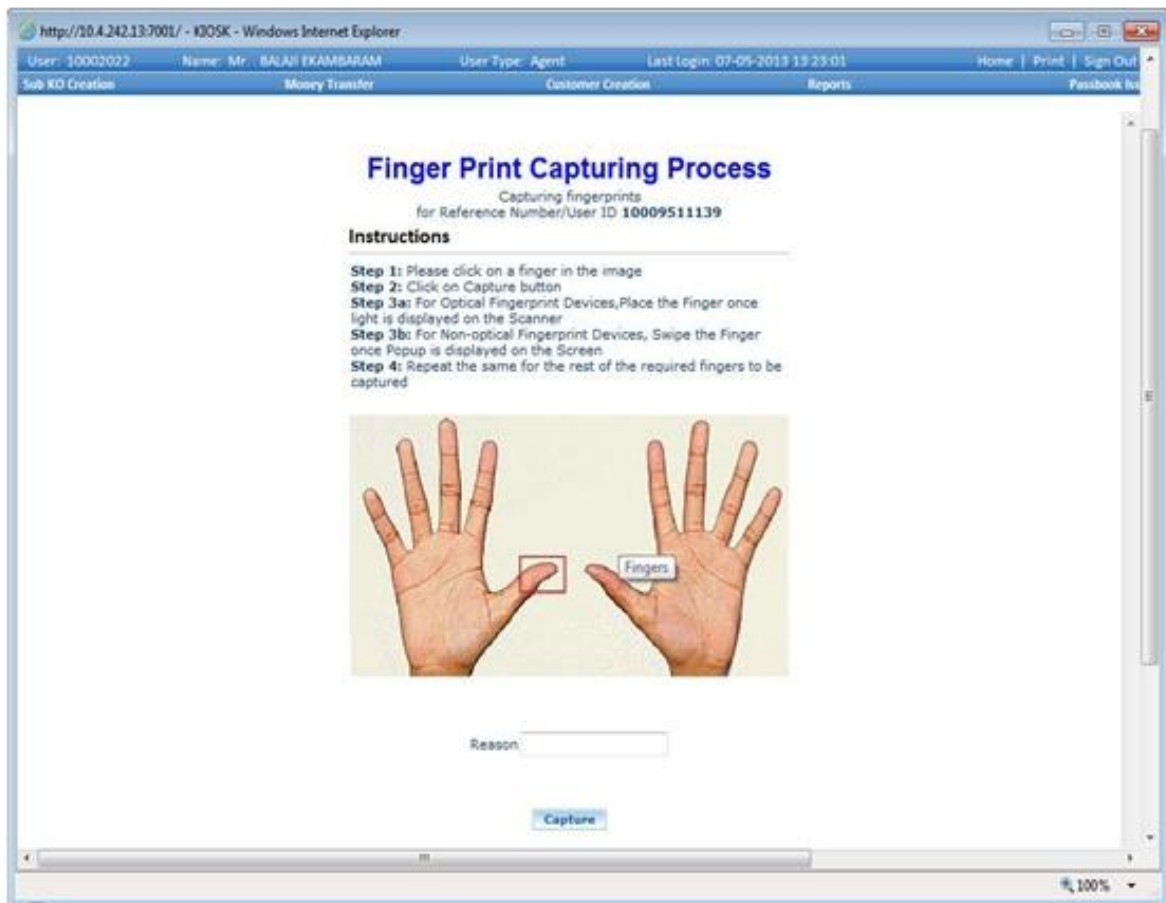


Initializing device



## Finger Print Capturing Process:

*Click on capture to activate the device. When the device gets activated, put and press the selected finger on the device to get the finger prints.*



Finger print capturing process



## Finger Print Capturing Confirmation:

There would be a "success" status against the selected finger thus informing that the finger print of that particular finger is captured. Click on continue to move ahead with the same process again.

http://10.4.242.13:7001/ - KIOSK - Windows Internet Explorer

User: 10002022 Name: Mr. BALAJI EKAMBARAM User Type: Agent Last Login: 07-05-2013 13:23:01 Home | Print | Sign Out

Sub KY Creation Money Transfer Customer Creation Reports Passbook In

### Finger Print Capturing Confirmation

Status of the fingerprints for Reference Number **10009511139**

| Finger Index             | Status  | Reason |
|--------------------------|---------|--------|
| Left Hand Thumb Finger   | PENDING |        |
| Left Hand Fore Finger    | SUCCESS |        |
| 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 |        |

100%

Finger print capturing confirmation





## Finger Print Capturing Confirmation:

Another success page of the same kind as mentioned before. Click on continue to proceed.

http://10.4.242.13:7001/ - KIOSK - Windows Internet Explorer

User: 10002022 Name: Mr. BALAJI EKAMBARAM User Type: Agent Last Login: 07-05-2013 13:23:01 Home | Print | Sign Out

Sub KY Creation Money Transfer Customer Creation Reports Passbook Iss

### Finger Print Capturing Confirmation

Status of the fingerprints for Reference Number **10009511139**

| Finger Index             | Status  | Reason |
|--------------------------|---------|--------|
| Left Hand Thumb Finger   | PENDING |        |
| Left Hand Fore Finger    | SUCCESS |        |
| Left Hand Middle Finger  | SUCCESS |        |
| 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](#)

100%



## Finger Print Capturing Confirmation:

*This page would be viewed after the finger prints of all the three fingers are captured. Click on continue to move ahead to the finger print preference page.*

http://10.4.242.13:7001/ - KIOSK - Windows Internet Explorer  
User: 10002022 Name: Mr. BALAJI EKAMBARAM User Type: Agent Last Login: 07-05-2013 19:23:01 Home | Print | Sign Out  
Sub-KID Creation Money Transfer Customer Creation Reports Passbook

### Finger Print Capturing Confirmation

Status of the fingerprints for Reference Number 10009511139

| Finger Index             | Status  | Reason |
|--------------------------|---------|--------|
| Left Hand Thumb Finger   | PENDING |        |
| Left Hand Fore Finger    | SUCCESS |        |
| Left Hand Middle Finger  | SUCCESS |        |
| Left Hand Ring Finger    | SUCCESS |        |
| 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](#)

100%



## Finger Print Capturing Confirmation:

Select the fingers according to their preference. Click on continue to complete the process.

The screenshot shows a web browser window displaying the 'Finger Print Capturing Confirmation' page. The page title is 'Finger Print Capturing Confirmation' and the subtitle is 'Status of the fingerprints for Reference Number 10009511139'. The page contains a table with three columns: 'Finger Index', 'Status', and 'Reason'. The table lists the status of fingerprints for various fingers on both hands. Below the table, there are three dropdown menus for 'Preferred Finger1', 'Preferred Finger2', and 'Preferred Finger3'. The 'Preferred Finger3' dropdown is currently open, showing options: 'Left Hand Fore Finger-1-L2', 'Left Hand Middle Finger-2-L3', 'Left Hand Ring Finger-3-L4', and 'Completed'. The 'Completed' option is highlighted.

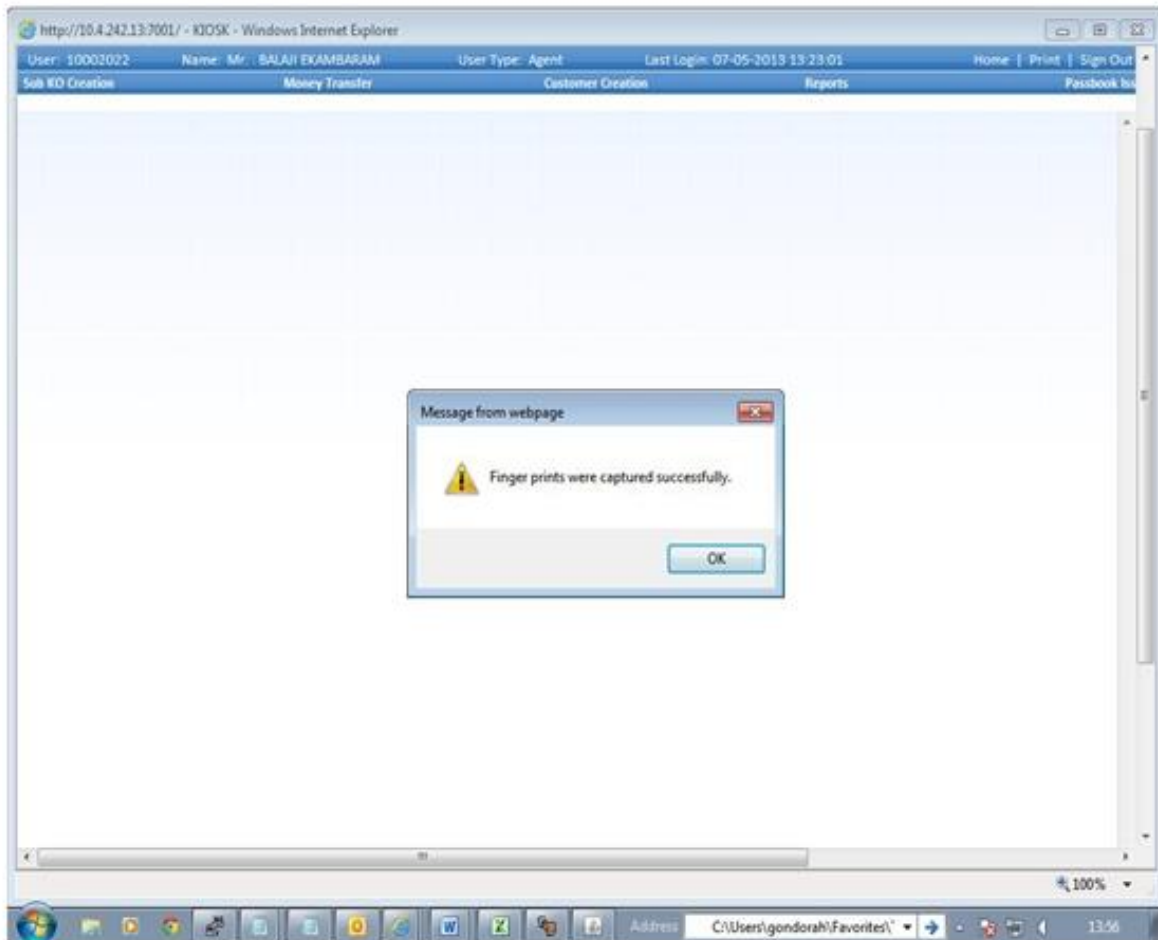
| Finger Index             | Status  | Reason |
|--------------------------|---------|--------|
| Left Hand Thumb Finger   | NA      |        |
| Left Hand Fore Finger    | SUCCESS |        |
| Left Hand Middle Finger  | SUCCESS |        |
| Left Hand Ring Finger    | SUCCESS |        |
| Left Hand Small Finger   | NA      |        |
| Right Hand Thumb Finger  | NA      |        |
| Right Hand Fore Finger   | NA      |        |
| Right Hand Middle Finger | NA      |        |
| Right Hand Ring Finger   | NA      |        |
| Right Hand Small Finger  | NA      |        |

Preferred Finger1: Left Hand Fore Finger-1-L2  
Preferred Finger2: Left Hand Middle Finger-2-L3  
Preferred Finger3: Left Hand Fore Finger-1-L2  
Left Hand Fore Finger-1-L2  
Left Hand Middle Finger-2-L3  
Left Hand Ring Finger-3-L4  
Completed



## Finger Print Capture Success Screen:

*An alert box will appear showing the message that all the finger prints have been captured successfully. Click on ok to continue.*





## Customer Details:

To continue with the rest of the customer creation process, fill in the details properly in the form that would appear as shown. After filling this up click on the other tab "Nominee details" to continue

### Customer details

Continue To Capture Customer Details::1000498937::

Customer Details | NomineeDetails | Other Details

**Customer Details**

|                         |                                   |                           |                  |
|-------------------------|-----------------------------------|---------------------------|------------------|
| Title : *               | Mrs.                              | Gender : *                | F                |
| First Name : *          | F                                 | Middle Name :             |                  |
| Last Name : *           | L                                 | Address1 : *              | DFY              |
| Address2 :              | AD                                | Village/Town/Taluk : *    | EDRY             |
| District Name : *       | DIST                              | VTC : *                   | 0100900040002727 |
| State : *               | ANDHRA PRADESH                    | Postal Zone Code : *      | 516              |
| Pin Code : *            | 516255                            | Date of Birth : *         | 09/10/2013       |
| Phone Number :          | 98765432125                       | Mobile Number :           | 98765432125      |
| Occupation Code : *     | State Govt Services               | KD Linked Branch Code : * | 4234             |
| Identification Type : * | Driving license with same address | Identification Number : * | FD4              |
| Religion :              | HINDU                             | Caste :                   | BC               |
| FORM : *                | Form 60                           | Father/Spouse Name : *    | JHOND            |
| Marital Status : *      | Single                            | Aadhar No :               |                  |
| Mother Name :           | FDH                               |                           |                  |

Fields marked with \* are mandatory

Submit



## Nominee Details:

After clicking on the tab “nominee details” the below shown page will appear. Fill in the details and click on submit. This is meant to provide all necessary details of a nominee.

### Nominee details

The screenshot shows a web browser window titled "KIOSK - Windows Internet Explorer" displaying the "Customer Creation" page. The page is titled "Continue To Capture Customer Details::1000498937::" and has three tabs: "Customer Details", "NomineeDetails", and "Other Details". The "NomineeDetails" tab is active, showing a form with the following fields:

| Nominee Details                              |            |
|--|------------|
| Nominate a person :*                         | YES ▾      |
| Nominee Name :*                              | FDF        |
| Nominee Relation Type :*                     | MOTHER ▾   |
| Nominee Age :                                | 29         |
| Nominee Name To Be Printed in Passbook :*    | YES ▾      |
| Linkage Individual Account to SHG Account :* | NO ▾       |
| Nominee Address :*                           | ZSH        |
| Nominee DOB :*                               | 10/10/1983 |
| Guardian Name of the Nominee :               | ESW        |

Fields marked with \* are mandatory

Submit



## Other Details:ATM details

The screenshot shows a web browser window titled "KIOSK - Windows Internet Explorer" displaying a "Customer Creation" form. The form is titled "Continue To Capture Customer Details::1000498937::" and has three tabs: "Customer Details", "NomineeDetails", and "Other Details". The "Other Details" tab is active, showing the "ATM Details" section. This section contains two fields: "ATM Card Required" with a dropdown menu set to "Yes" and "Name to be Printed on ATM Card" with a text input field containing "FL". A note at the bottom states "Fields marked with \* are mandatory". A "Submit" button is located at the bottom of the form. The browser's taskbar and system tray are visible at the bottom of the window.

**Customer Creation**

Continue To Capture Customer Details::1000498937::

Customer Details | NomineeDetails | **Other Details**

**ATM Details**

ATM Card Required : \*

Name to be Printed on ATM Card : \*

Fields marked with \* are mandatory



## Photo Upload post Customer Creation :

A message would be viewable showing "Customer created successfully". A photo upload option will appear. Click on browse to add the photo to be uploaded. Click on submit.

*Customer creation*

The screenshot shows a web browser window displaying the State Bank of India Customer Creation interface. The browser address bar shows the URL: http://10.4.242.13.7001/ - KIOSK - Windows Internet Explorer. The page header includes the State Bank of India logo and the tagline "the nation banks on us". The user information bar displays: User: 10002022, Name: Mr. BALAJI EKAMBARAM, User Type: Agent, Last Login: 07-05-2013 16:33:41, and navigation links for Home, Print, and Sign Out. The main content area is titled "Customer Creation" and displays a success message: "Customer created successfully with reference no. ::10009511151". Below the message is the "Customer Photo Upload" section, which includes an "Upload Photo" label, a text input field, and a "Browse" button. A note indicates that fields marked with an asterisk are mandatory. A "Submit" button is located below the input field. The browser window shows a zoom level of 100%.





## Customer Reference Card Details:

KIOSK - Windows Internet Explorer

Sub KIO Creation   SBI Others Services   Money Transfer   Customer Creation   Reports

Latest Updates KOMAINTENANCEMESSAGE

Customer already registered. Please submit account opening form at the Link Branch

### SBI - KIOSK BANKING

#### Customer Reference Card Details

|                                       |                                   |
|---------------------------------------|-----------------------------------|
| <b>Reference Number:</b>              | 1000498937                        |
| <b>First Name:</b>                    | F                                 |
| <b>Last Name:</b>                     | L                                 |
| <b>Address:</b>                       | DFY                               |
| <b>City:</b>                          | BADVEL                            |
| <b>Date Of Birth:</b>                 | 1981-10-10                        |
| <b>Father/Spouse Name:</b>            | JHGKD                             |
| <b>Gender:</b>                        | F                                 |
| <b>Identification Number:</b>         | FD4                               |
| <b>Identification Type:</b>           | Driving license with same address |
| <b>Mobile Number:</b>                 | 09876543621                       |
| <b>Mother Name:</b>                   | FDH                               |
| <b>Phone Number:</b>                  | 098765432125                      |
| <b>PinCode:</b>                       | 456255                            |
| <b>VTC Code:</b>                      | 0100900040002727                  |
| <b>Account Opening charges is Rs:</b> |                                   |

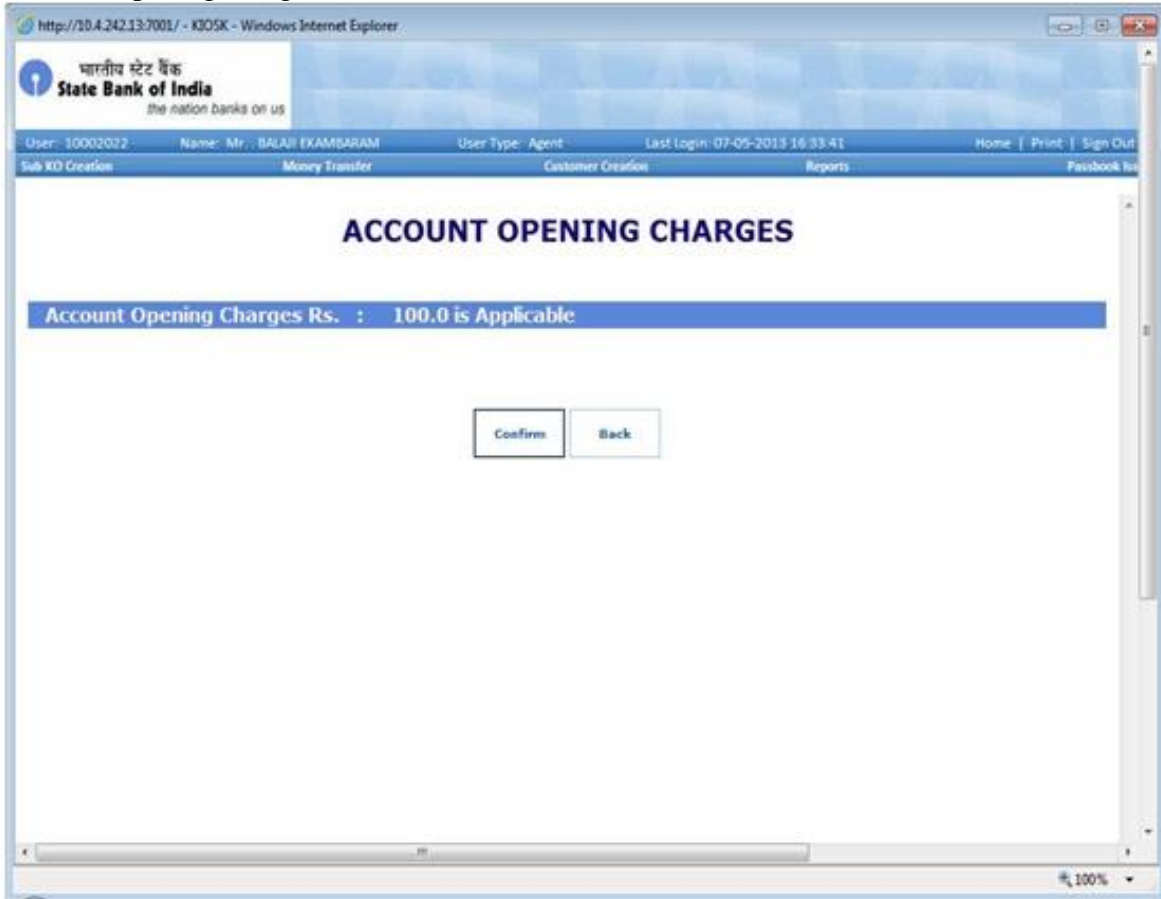
Print



## Account Opening Charges:

*After the above process is completed, user will be directed to this page showing the account opening charges. Click on confirm to proceed.*

Account opening charges





## Customer Creation -> Continue Customer Creation:

After clicking on the tab "continue customer creation" the below shown page will appear. Fill in the details and click on submit. This is meant to provide all remaining links for customer creation for that particular reference number.

**Actions:** Creation

The screenshot shows a web browser window displaying the State Bank of India's 'Continue Customer Creation' page. The page header includes the bank's logo and name in Hindi and English, along with user information such as 'User Type: Agent' and 'Last Login: 06-01-2019 18:50:08'. The main content area features a form with a 'Reference Number' field and a 'Query' button. A note indicates that fields marked with an asterisk are mandatory. The browser's status bar at the bottom shows 'Error on page.' and 'Local Intranet | Protected Mode Off'.

Continue customer creation



## Customer Creation -> Print Account Opening Form :

After clicking on the tab "print account opening form" the below shown page will appear. Fill in the details and click on query. This is meant to provide account opening form of a customer.

**Actions:** fetch

The screenshot shows a web browser window displaying the State Bank of India website. The page title is "Account Opening Query". The form contains a single input field labeled "Reference Number" with an asterisk indicating it is mandatory. Below the input field is a "Query" button. The browser's address bar shows the URL "http://www.sbi.co.in". The status bar at the bottom indicates "Done, but with errors on page." and "Local intranet | Protected Mode Off".

After fill reference number this page will appear:



Account opening form:

KIOSK - Windows Internet Explorer

संस्था बैंक  
**State Bank of India**  
The Banker to Every Indian

User: 10004989 Name: Miss. G M User Type: Agent Last Login: 08-10-2013 09:50:08 Last Failed Login: 08-10-2013 09:50:02 Home | Print | Sign Out

Sub ID Creation SBI Office Services Money Transfer Customer Creation Reports

Latest Updates KOMAINTENANCEMESSAGE

## STATE BANK OF INDIA ACCOUNT OPENING FORM FOR SBI TINY SAVINGS ACCOUNT (UNDER BC MODEL) BC/ CSP NO : 1000 / 10004989

Date : 2013-10-08

|                               |                        |
|-------------------------------|------------------------|
| LINK BRANCH(NAME AND CODE NO) | CPPC, ALLAHABAD (4234) |
| CIF NO                        |                        |
| ACCOUNT NO                    |                        |

|                |        |
|----------------|--------|
| Name in Full   | F L    |
| Father's Name  | JHGKD  |
| Marital Status | Single |
| Name Of Spouse |        |
| Address        |        |

180003420137967 - KIOSK - Windows Internet Explorer

संस्था बैंक  
**State Bank of India**  
The Banker to Every Indian

User: 10004989 Name: Miss. G M User Type: Agent Last Login: 08-10-2013 10:50:08 Last Failed Login: 08-10-2013 09:50:02 Home | Print | Sign Out

Sub ID Creation SBI Office Services Money Transfer Customer Creation Reports Facebook Like

Latest Updates KOMAINTENANCEMESSAGE

|                         |  |
|-------------------------|--|
| Marital Status          | Single   |
| Name Of Spouse          |  |
| Address for APPOINTMENT |  |
| Village                 | DFV AD   |
| Block                   | SORY   |
| District                | SADWEL   |
| Pin Code                | 450235   |
| State                   | JHARHRA PRADESH  |
| Telephone No.           | 998785432125   |
| Sex                     | F  |
| Date Of Birth           | 10/08/1981   |
| Aadhar/AID Number       |  |
| IT PAN/Form 68TC        | PAN No. .... / Form 60 <input type="checkbox"/> Form 55 <input type="checkbox"/>                         |
| Profession              |  |
| Annual Income           |  |
| No. Of Dependents       |  |
| Details Of Assets       | Owning a house : Yes / No<br>Land : Yes / No (If Yes , no of acres in Bighas)<br>Assets :<br>Any other : |

**Declaration:**  
 I hereby apply for opening an SBI Tiny SB account. I declare that the information provided by me in this application is true and correct. I am aware that the maximum balance in the account at any point of time will not exceed Rs 50,000/- and maximum daily transactions (deposit + withdrawal) limit is restricted to Rs 10000/- only or as modified from time to time by SBI. I am also aware that the account is operated by self only. I understand that if the value of my business connection, including other liability products like Recurring Deposit account, exceed Rs 50000/-, this account will cease to be SBI Tiny SB account. This account will then be treated as a normal account, governed by the terms and conditions applicable to such accounts. I shall abide by KYC norms as stipulated from time to time. I accept that SBI has the discretion to accept or reject this application without assigning any reason whatsoever. I have read the terms and conditions applicable to this account and I agree to the same.

Done ✓ [Printed Name] [Printed Name Off] % 100%



State Bank of India  
The Easier to Do it online

USER ID: 1300993    NAME: MRS. G.M.    USER TYPE: Agent    LAST LOGIN: 08-30-2018 11:29:55    LAST FAILED LOGIN: 08-13-2018 06:30:45    HOME | PRINT | SIGN OUT

[SBI EDO Creation](#)   
 [SBI Online Services](#)   
 [Money Transfer](#)   
 [Customer Queries](#)   
 [Reports](#)   
 [Feedback form](#)

**MESSAGE**

0. Details of Introduction (if obtained)  
No Java support for APPLE!!

|                        |  |
|------------------------|--|
| Name of the Introducer |  |
| Account No             |  |
| Branch                 |  |

OR

Certificate of Identification issued by BC (if an existing account holder) / Head of village Panchayat / BDO / Post Master of Post Office concerned / any other person known to the Bank.  
I know the above person for the past \_\_\_\_\_ Years.

(Signature of Introducer / Other certifying authority)

**Details of Nomination:** (Please tick whichever is applicable)

I want to nominate as under

| Name of Nominee | Relationship | Age | Date of Birth, in case of minor | Person authorized to receive the amount in case of minor's death during the minority of the nominee |
|-----------------|--------------|-----|---------------------------------|---|
| F OF            | MOTHER       | 29  | 10/10/1983                      | ESW   |

Code

State Bank of India  
The Easier to Do it online

USER ID: 1300993    NAME: MRS. G.M.    USER TYPE: Agent    LAST LOGIN: 08-30-2018 11:29:55    LAST FAILED LOGIN: 08-13-2018 06:30:45    HOME | PRINT | SIGN OUT

[SBI EDO Creation](#)   
 [SBI Online Services](#)   
 [Money Transfer](#)   
 [Customer Queries](#)   
 [Reports](#)   
 [Feedback form](#)

**Latest Updates: ROMAINTEANANCEMESSAGE**

No Java support for APPLE!!

**Form-50**

Form of declaration to be filled by a person who does not have either a Permanent account number of General Index Registration number and who makes payment in cash in respect of transaction specified in clause (a) to (f) of rule 114B.

Full name and address of declarant.....

Particulars of transaction - Opening of..... account(s)

Amount of transaction.....

Are you assessed to tax:     Yes     No

If yes,

i. Details of ward/Circle/range where the last return of income was filed.  
ii. Reasons for not having Permanent account number/General Index number.

Details of documents being produced in support of address in column (i) .....

Code



http://34.240.13.780/- ID5C - Web browser Internet Explorer

**Verification**

.....do hereby declare that what is stated above is true to the best of my knowledge and belief.

Verified today, the ..... day of ..... 20.....

Signature of declarant \_\_\_\_\_ Place.....

**Form 61**

Form of declaration to be filed by a person who has agricultural income and is not in respect of any other income chargeable to Income Tax in respect of transactions specified in clause (a) to (h) of rule 114B

1. Full name and address of declarant: .....

2. Particulars of transaction - Opening of.....Account(s)

3. Details of documents being produced in support of address: Yes/No

I hereby declare that my source of income is agricultural and I am not required to pay income tax on any other income if any.

**Verification**

.....

Done

✓ Printed also (Printed Mode Off)    100%

http://34.240.13.780/- ID5C - Web browser Internet Explorer

Signature of declarant \_\_\_\_\_ Place.....

**FOR OFFICE USE AT BC / CSP LEVEL:**

|  |                 |
|--|-----------------|
| BUSINESS CORRESPONDENT / CSP NAME AND CODE NO: | 1030 G 10004980 |
| DATE OF ENROLLMENT                             |                 |
| SIGNATURE OF BC / CSP:                         |                 |

**FOR OFFICE USE AT BRK BRANCH:**

|   |  |
|---|--|
| Account opening form received from BC/CSP on                    |  |
| Particulars of account opened tallied with account opening form |  |
| Account No and CIF No   |  |

Date: 2013-10-09

[Signature of Branch Manager]  
PBI MALLESWARAN

Done

✓ Printed also (Printed Mode Off)    100%



## Customer Creation -> SHG Creation:

After clicking on SHG Creation the page, To continue with the rest of the shg group creation process, fill in the details properly in the form that would appear as shown. After filling this up click on the submit to continue.

**Actions:** Create

The screenshot shows a web browser window displaying the 'SHG Creation' form. The browser's address bar shows 'http://54.241.13.196/'. The page title is 'SHG Creation'. A message at the top left says 'No Java support for APPLET!!'. The form is titled 'SHG Creation' and has a 'Customer Details' tab. The form contains the following fields:

| Field Name                                | Field Type | Value          |
|---|------------|----------------|
| Group Type *                              | Text       | SELFHELP GROUP |
| Date of Establishment *                   | Text       |                |
| Group Address *                           | Text       |                |
| Group Address 2 *                         | Text       |                |
| State *                                   | Dropdown   | Select         |
| Village/Town/Taluk *                      | Text       |                |
| VTC *                                     | Text       |                |
| Identification Type *                     | Dropdown   | Select         |
| Address Proof *                           | Dropdown   | Select         |
| Business Type *                           | Dropdown   | Select         |
| Total Group Members *                     | Text       |                |
| Choose Members ZIP/Reference Number *     | Dropdown   | Select         |
| (He/She should be Kiosk Banking Customer) |            |                |
| Group Name *                              | Text       |                |
| Business Start Date *                     | Text       |                |
| Group Address *                           | Text       |                |
| Phone Number *                            | Text       |                |
| City *                                    | Text       |                |
| Pin Code *                                | Text       |                |
| Identification Number *                   | Text       |                |
| Address Proof Number *                    | Text       |                |
| Establish Date *                          | Text       |                |
| Establish Number *                        | Text       |                |
| FORM *                                    | Dropdown   | Select         |

Fields marked with \* are mandatory.

Submit

SHG creation





After that customer should enter the two or three reference number for signatories and then click on submit button for completing the shg group creation.

The screenshot shows a web browser window with the following content:

- Browser title: SHG Authorized Signatories Details for Reference Number 1000498940
- Page header: Latest Updates KOMAINTENANCEMESSAGE
- Message: No Java support for APPLETT!
- Form field: Select Number of Signatories (Dropdown menu)
- Table with 2 columns: Sl. No. and Enter Of Number
- Table rows:
  - Row 1: 1, [Input field]
  - Row 2: 2, [Input field]
- Message: Fields marked with \* are mandatory
- Submit button



## Passbook issue-> ID card generation:

After clicking on the tab "ID card Generation" the below shown page will appear. Fill in the details and click on query. This is meant to provide passbook or id card of a customer.

**Actions:** Generate

The screenshot shows the 'Customer Query' page. At the top, there is a navigation bar with links for 'Home' and 'Print'. Below the navigation bar, the page title 'Customer Query' is displayed. A 'Reference Number' input field is present, followed by a note: 'Fields marked with \* are mandatory'. A 'Query' button is located below the input field.

After click on submit button id card page will appear.

The screenshot shows the 'Customer Details' page. A 'Customer Details' box contains the following information:

|                           |          |                |           |
|---------------------------|----------|----------------|-----------|
| Customer ID               | 88842333 | Account Number | 300044011 |
| First Name                | SD       | Last Name      | SD        |
| Father Name               | SDC      | Address        | RJGE      |
| Address                   |          | Address2       | 89F03C    |
| Date of Birth             | 14091981 | Pin Code       | 80000     |
| Commission Amount Charged |          |                |           |

Below the details box, there is a 'Details' button. To the right of the details box, there is a small image of a mountain landscape.



KIOSK - Windows Internet Explorer

**State Bank of India**  
The Banker to Every Indian

Latest Updates - KOPMAINTENANCEMESSAGE

User: 12345678 Name: General\_PNE\_PROD User Type: Agent Last Login: 09-10-2013 09:31:54 Last Failed Login: 09-10-2013 09:31:53 Home | Print | Sign Out

Sub KO Creation SBI Others Services Money Transfer Customer Creation Reports

### SBI - KIOSK BANKING Identity Card

|                 |                |
|-----------------|----------------|
| Cif Number:     | 85001425001    |
| Account Number: | 30000145986    |
| IFSC Code:      | SBIN004337     |
| First Name:     | FEMALE         |
| Last Name:      | CUSTOMER       |
| Address:        | ADD1           |
| Village Name:   | DIST-DIST      |
| PinCode:        | VILLA          |
| KO Name:        | 574122         |
| KO Location:    | PRE PROD       |
|                 | PRE PRODUCTION |



### Customer Creation -> Re-upload Customer Photo:

*This is for uploading photo against the records which doesn't have one. Enter the reference number and click on submit.*

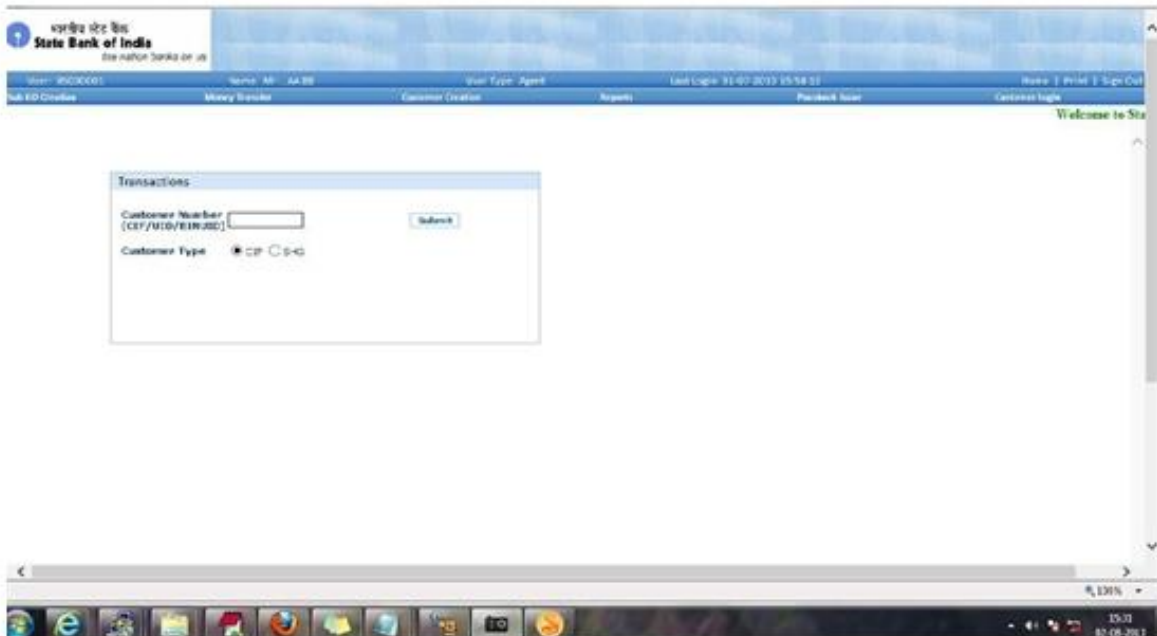
**Actions:** Update



Re upload customer photo

### Customer Login ->

For Customer login customer should enter cif number and then click on submit button.



After that page redirected to the account summary page:



Customer Login   Reports   Feedback form   Money Transfer   Customer Creation

Operators

Customer Number : 85002005867   Name : Mrs. FIRST MIDDLE LAST

Customer Number : 85002005867   Customer Not Linked to Any Group

### Account Summary

| Select                    | Account Number | Account Type |
|---------------------------|----------------|--------------|
| <input type="radio"/>     | 30001509624    | SB           |
| Select a Service : Select |                |              |

### STDR Account Summary

| Select                    | Account Number | Account Type |
|---------------------------|----------------|--------------|
| <input type="radio"/>     | 30001509900    | STD          |
| <input type="radio"/>     | 30001509911    | STD          |
| <input type="radio"/>     | 30001510144    | STD          |
| <input type="radio"/>     | 30001510213    | STD          |
| Select a Service : Select |                |              |

Submit

Here user should select the one services from:

1. Deposit
2. Withdraw
3. Balance Enquiry
4. Add Beneficiary
5. Fund Transfer
6. Delete beneficiary
7. Mini Statement
8. STDR account open



## Customer Login -> Transactions -> Deposit:

Denomination screen for cash deposit

KIOSK - Windows Internet Explorer

**State Bank of India**  
The Banker to Every Indian

Latest Updates **KOMAINTEANCEMESSAGE**

User: 12345679 Name: General\_PSE\_PROD User Type: Agent Last login: 18-11-2015 12:15:59 Last failed login: 18-11-2015 12:24:36 Home | Print | Sign Out

Sub ID Creation KIOSK ID CARD 180 Others Services Money Transfer Customer Credit

Customer Number : 85002005867 Name : Mrs. FIRST MIDDLE LAST

Customer Number : 85002005867 Customer Not Linked to Any Group

### Account Summary

| Select                           | Account Number | Account Type |
|----------------------------------|----------------|--------------|
| <input checked="" type="radio"/> | 30001506024    | SB           |

Select a Service : Deposit

Amount : \* 100

### STDR Account Summary

| Select                | Account Number | Account Type |
|-----------------------|----------------|--------------|
| <input type="radio"/> | 30001509900    | STD          |
| <input type="radio"/> | 30001509911    | STD          |
| <input type="radio"/> | 30001510144    | STD          |
| <input type="radio"/> | 30001510213    | STD          |

Select a Service : Select



*Including commission plan*

KIOSK - Windows Internet Explorer  
User: 12345678 Name: General\_PNE\_PROD User Type: Agent Last Login: 18-11-2019 12:15:59 Last Failed Login: 18-11-2019 12:24:36 Home | Print | Sign Out

Sub ID Creation KIOSK ID CARD SBID Others Services Money Transfer Customer Creation

Customer Number : 85002005867 Name : Mrs. FIRST MIDDLE LAST

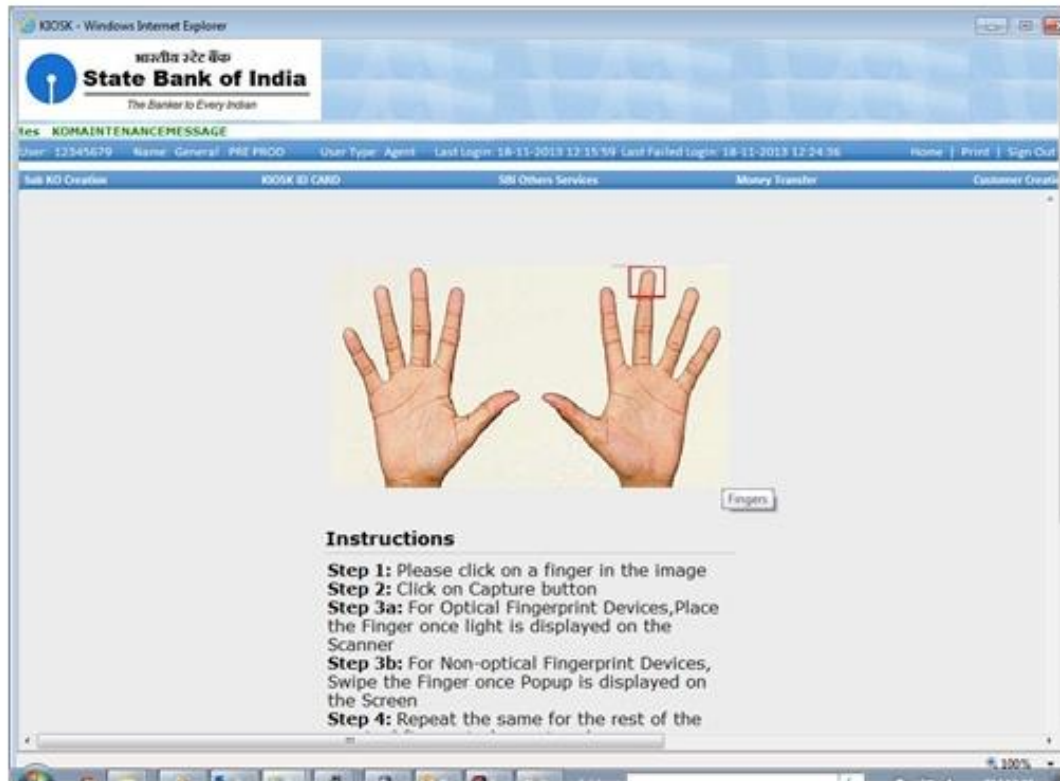
### Deposit by Cash

Account Number : \*   
Transaction Amount :   
Commission Amount :   
Amount :

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

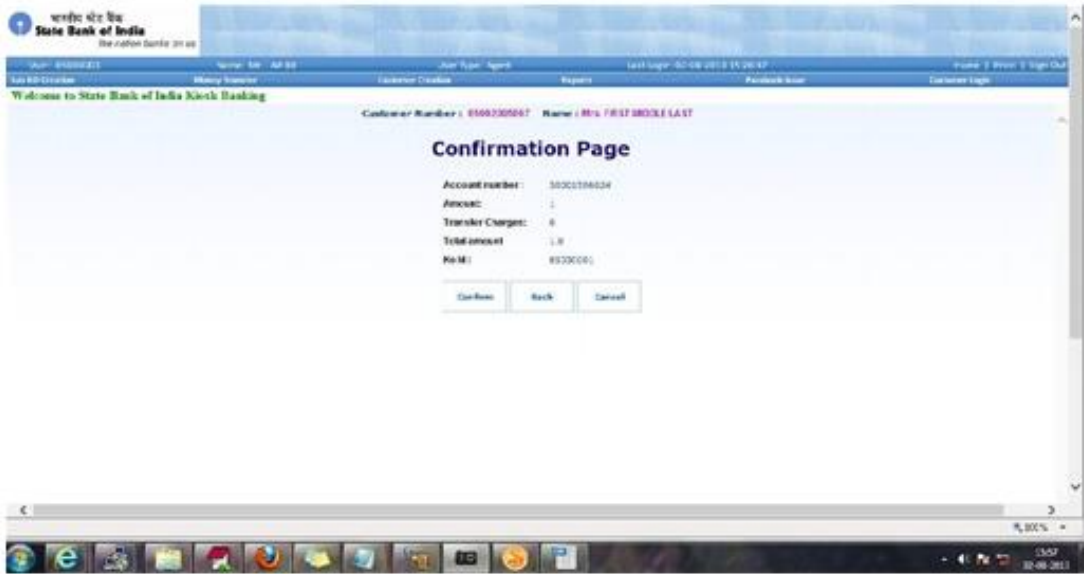


Verification Page: before confirmation of deposit or any other transaction user should verify with Finger print capture again and it verify with the database.



confirmation page:





## Customer Login -> Transactions -> Withdraw:

when user select withdraw this page will appear





### Withdrawal by Cash

Account Number (\*)   
 Amount (\*)

| Denominations Out |                                 |                                   | Denominations In |                      |                                   |
|-------------------|---------------------------------|-----------------------------------|------------------|----------------------|-----------------------------------|
| 1000 X            | <input type="text"/>            | = <input type="text"/>            | 1000 X           | <input type="text"/> | = <input type="text"/>            |
| 500 X             | <input type="text"/>            | = <input type="text"/>            | 500 X            | <input type="text"/> | = <input type="text"/>            |
| 100 X             | <input type="text"/>            | = <input type="text"/>            | 100 X            | <input type="text"/> | = <input type="text"/>            |
| 50 X              | <input type="text"/>            | = <input type="text"/>            | 50 X             | <input type="text"/> | = <input type="text"/>            |
| 20 X              | <input type="text"/>            | = <input type="text"/>            | 20 X             | <input type="text"/> | = <input type="text"/>            |
| 10 X              | <input type="text"/>            | = <input type="text"/>            | 10 X             | <input type="text"/> | = <input type="text"/>            |
| 5 X               | <input type="text"/>            | = <input type="text"/>            | 5 X              | <input type="text"/> | = <input type="text"/>            |
| 2 X               | <input type="text"/>            | = <input type="text"/>            | 2 X              | <input type="text"/> | = <input type="text"/>            |
| 1 X               | <input type="text" value="10"/> | = <input type="text" value="10"/> | 1 X              | <input type="text"/> | = <input type="text"/>            |
| Coin              |                                 | = <input type="text"/>            | Coin             |                      | = <input type="text"/>            |
| Amount (INR)      |                                 | = <input type="text" value="10"/> | Amount (INR)     |                      | = <input type="text" value="00"/> |

Total Amount (INR)

withdrawal Receipt:

Withdrawal successful, Journal Number is 41046

### SBI - KIOSK BANKING WITHDRAWAL RECEIPT

|                                       |                          |
|---------------------------------------|--------------------------|
| Service Name                          | : (WITHDRAWAL            |
| Customer Name                         | : Mrs. FIRST MIDDLE LAST |
| Aadhar Number                         | :                        |
| Customer Bank Name                    | : SBI                    |
| To Account Number                     | : (30091330751           |
| From Account Number                   | : (30091506024           |
| Transaction Amount (Principal Amount) | : Rs. 112.0              |
| Charges                               | : Rs. 100.0              |
| Date                                  | : 09/26/2013             |
| Time                                  | : (21:13:39              |
| System Trace Audit number             | : (3523                  |
| Retrial Reference Number              | : (41046                 |
| Balance                               | : Rs. 3072.00 CR         |
| KD ID                                 | : (14470004              |
| KD Name                               | : (BALAJI JI             |
| Device Identifier                     | : (08006:01              |

Signature Of Agent \_\_\_\_\_ Signature Of Customer \_\_\_\_\_

Confirmation Page:



Sub ID Creation   Customer Login   Reports   Facebook Ineur   Money Transfer

### Confirmation Page

|                   |             |
|-------------------|-------------|
| Account number :  | 30001506024 |
| Amount:           | 12          |
| Transfer Charges: | 100.0       |
| Total amount      | 112.0       |
| Ko ID :           | 14470004    |

**Customer Login -> Transactions -> Balance enquiry:**

When user select Balance enquiry this page will appear



Later

Customer Number : 85002005867 Name : Mrs. FIRST MIDDLE LAST

Customer Number : 85002005867 Customer Not Linked to Any Group

### Account Summary

| Select   | Account Number | Account Type |
|--|----------------|--------------|
| <input type="radio"/>  | 30001506024    | SB           |
| Select a Service : <span style="border: 1px solid black; padding: 2px;">Balance Enquiry</span> |                |              |

### STDR Account Summary

| Select  | Account Number | Account Type |
|---|----------------|--------------|
| <input type="radio"/>   | 30001509900    | STD          |
| <input type="radio"/>   | 30001509911    | STD          |
| <input type="radio"/>   | 30001510144    | STD          |
| <input type="radio"/>   | 30001510213    | STD          |
| Select a Service : <span style="border: 1px solid black; padding: 2px;">Select</span> |                |              |

## SBI - KIOSK BANKING

### Balance Enquiry Details

|                              |                            |
|------------------------------|----------------------------|
| <b>Account Type</b>          | SB TINY-OD-GEN-PUB-ALL-INR |
| <b>Account Number</b>        | 30001506024                |
| <b>Account Holder's Name</b> | Mrs. FIRST MIDDLE LAST     |
| <b>Branch Code</b>           | 04337                      |
| <b>Branch Name</b>           | JEYPORE                    |
| <b>Current Balance</b>       | 3,072.00 CR                |
| <b>Interest Rate</b>         | 4.00 %                     |
| <b>Interest Credited</b>     | 0.00                       |
| <b>Net Available Balance</b> | 3,072.00 CR                |
| <b>Amount on Hold</b>        | 0.00                       |

Do you wish to continue?

|                                      |    |
|--------------------------------------|----|
| Yes                                  | No |
| <input type="button" value="Print"/> |    |

### Customer Login -> Transactions -> Add Beneficiary:

when user select Add Beneficiary this page will appear



Customer Number : 85002005867 Name : Mrs. FIRST MIDDLE LAST

Customer Number : 85002005867 Customer Not Linked to Any Group

### Account Summary

| Select                             | Account Number | Account Type |
|------------------------------------|----------------|--------------|
| <input checked="" type="radio"/>   | 30001506024    | SB           |
| Select a Service : Add Beneficiary |                |              |

### STDR Account Summary

| Select                    | Account Number | Account Type |
|---------------------------|----------------|--------------|
| <input type="radio"/>     | 30001509900    | STD          |
| <input type="radio"/>     | 30001509911    | STD          |
| <input type="radio"/>     | 30001510144    | STD          |
| <input type="radio"/>     | 30001510213    | STD          |
| Select a Service : Select |                |              |

Submit

### Add Beneficiary

CIF/Account Number :

Nick Name :

Submit    Back



*confirmation page*





## Customer Login -> Transactions -> Fund Transfer:

The screenshot shows a web browser window titled "KIOSK - Windows Internet Explorer" displaying the State Bank of India website. The page header includes the bank's logo and name in Hindi and English, along with the tagline "The Banker to Every Indian". A navigation bar contains links for "Sub ED Creation", "SBI Other Services", "Money Transfer", "Customer Creation", and "Reports". Below this, there is a "Latest Updates" section with a link for "KOMAINTEANCEMESSAGE". The main content area displays the user's "Customer Number : 85001423604" and "Name : Mr. DD AA". The "Funds Transfer" form includes a "From Deposit Account Number" dropdown menu with the value "30000144438", a "To beneficiary" dropdown menu with the value "Select", and an "Amount" input field. A note indicates that fields marked with an asterisk are mandatory. At the bottom of the form are four buttons: "Verify", "Submit", "Reset", and "Back".

State Bank of India  
The Banker to Every Indian

User: 12345678 Name: General PIN: 9800 User Type: Agent Last Login: 24-09-2013 18:05:47 Last Failed Login: 24-09-2013 15:58:56 Home | Print | Sign Out

Sub ED Creation SBI Other Services Money Transfer Customer Creation Reports

Latest Updates KOMAINTEANCEMESSAGE

Customer Number : 85001423604 Name : Mr. DD AA

### Funds Transfer

From Deposit Account Number : 30000144438  
To beneficiary : Select  
Amount : \* in Rupees.

Fields marked with \* are mandatory

Verify Submit Reset Back



The screenshot shows a Windows Internet Explorer browser window displaying the State Bank of India Kiosk interface. The page title is "KIOSK - Windows Internet Explorer". The header includes the State Bank of India logo and the tagline "The Banker to Every Indian". The user information is: User: 12345678, Name: General, PIRE PR00, User Type: Agent, Last Login: 24-09-2013 13:08:08, Last Failed Login: 24-09-2013 15:58:56. The navigation menu includes: Sub RD Creation, SBID Others Services, Money Transfer, Customer Creation, and Reports. The main content area shows "Latest Updates KOMAINTENANCEMESSAGE" for Customer Number: 85001423004 and Name: Mr. DD AA. The "Confirmation Page" displays the following details:

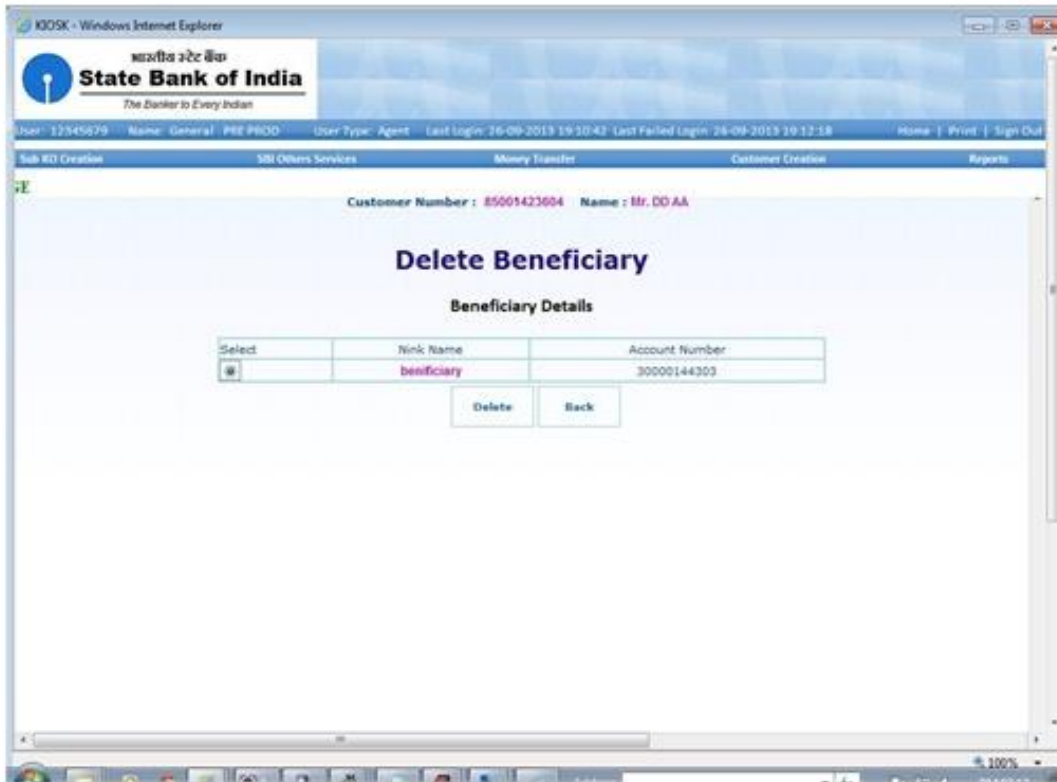
|                   |             |
|-------------------|-------------|
| Account number :  | 30000144303 |
| Amount:           | 100         |
| Transfer Charges: | 5.0         |
| Total amount      | 105.0       |
| Ko Id:            | 12345679    |

At the bottom of the confirmation details, there are three buttons: Confirm, Back, and Cancel.





## Customer Login -> Transactions -> Delete Beneficiary:






The screenshot shows a web browser window titled "KIOSK - Windows Internet Explorer". The page header features the State Bank of India logo and the text "State Bank of India" with the tagline "The Banker to Every Indian". Below the header, a navigation bar includes links for "Sub-KO Creation", "Others Services", "Money Transfer", "Customer Creation", and "Reports". A status bar displays user information: "User: 12345679", "Name: General", "PRF PROD", "User Type: Agent", "Last Login: 26-09-2013 19:10:42", and "Last Failed Login: 26-09-2013 19:12:18". A "Home | Print | Sign Out" menu is also present. The main content area shows a message: "Beneficiary deleted successfully" followed by "Delete Beneficiary" in a large, bold font. A "Back" button is centered below the message. At the top right of the main area, there are links for "Latest Updates" and "KOMAINTEANCEMESSAGE". The customer details "Customer Number : 85001423604" and "Name : Mr. DD AA" are displayed. The browser's taskbar at the bottom shows various application icons and a system clock.



## Customer Login -> Transactions -> Mini Statement:

when user select mini statement this page will appear

**SBI - KIOSK BANKING  
MINI STATEMENT RECEIPT**

Account Number : 30001506024    Account Type : SB

| Value Date | Journal No | Description         | Amount(in Rs.) |
|------------|------------|---------------------|----------------|
| 13/06/26   | 41047      | Credit Transfer     | 50.00          |
| 13/06/26   | 41046      | Withdrawal Transfer | 112.00         |
| 13/06/26   | 41001      | Credit Transfer     | 75.00          |
| 13/06/26   | 41000      | Credit Transfer     | 10.00          |
| 13/06/26   | 40984      | Credit Transfer     | 75.00          |
| 13/06/26   | 40983      | Credit Transfer     | 20.00          |
| 13/06/26   | 40967      | Credit Transfer     | 50.00          |
| 13/06/26   | 40966      | Withdrawal Transfer | 120.00         |
| 13/06/26   | 40962      | Credit Transfer     | 75.00          |
| 13/06/26   | 40961      | Credit Transfer     | 10.00          |
| 13/06/26   | 40851      | Withdrawal Transfer | 10.00          |
| 13/06/26   | 40844      | Credit Transfer     | 10.00          |
| 13/06/26   | 40838      | Credit Transfer     | 75.00          |
| 13/06/26   | 40837      | Credit Transfer     | 50.00          |

Do you wish to continue?



## Customer Login -> Transactions -> STDR account open:

when user select STDR account open this page will appear

User Type: Agent      Last Login: 26-09-2013 21:04:18      Last Failed Login: 26-09-2013 16:03:35

Reports      Passbook Issue      Money Transfer

### STDR Account Enquiry

CIF Number : \*

STDR Months : \*

Amount : \*

- i** Fields marked with \* are mandatory
- i** Recurring Length tenure is according to the product type selected
- i** Minimum amount for STDR Account is **10**
- i** Maximum amount for STDR Account is **10000**

