

## **USER MANUAL FOR GENERATING NEW CKYC FORM WITH SUPPORTING DOCUMENTS**

### **THE PRE-REQUISITES AND SPECIFICATIONS FOR SCANNING THE SUPPORTING DOCUMENTS AND PHOTOGRAPH ARE STATED BELOW:**

- DOCUMENT SHOULD BE SCANNED IN **GREY-SCALE WITH A SCANNING RESOLUTION OF 150-200 DPI.**
- PHOTOGRAPH MUST BE A RECENT PASSPORT STYLE PICTURE PREFERABLY IN COLOUR. **DIMENSIONS 200 X 230 PIXELS. SIZE OF PHOTOGRAPH SHOULD BE LESS THAN 50KB.**
- ACCEPTABLE FILE FORMAT: '.TIF', '.TIFF', '.PDF', '.JPEG', '.JPG'.
- PLEASE ENSURE THAT THE DATA IS LEGIBLE AND PHOTOGRAPH SHOULD BE OF REASONABLE CLARITY.

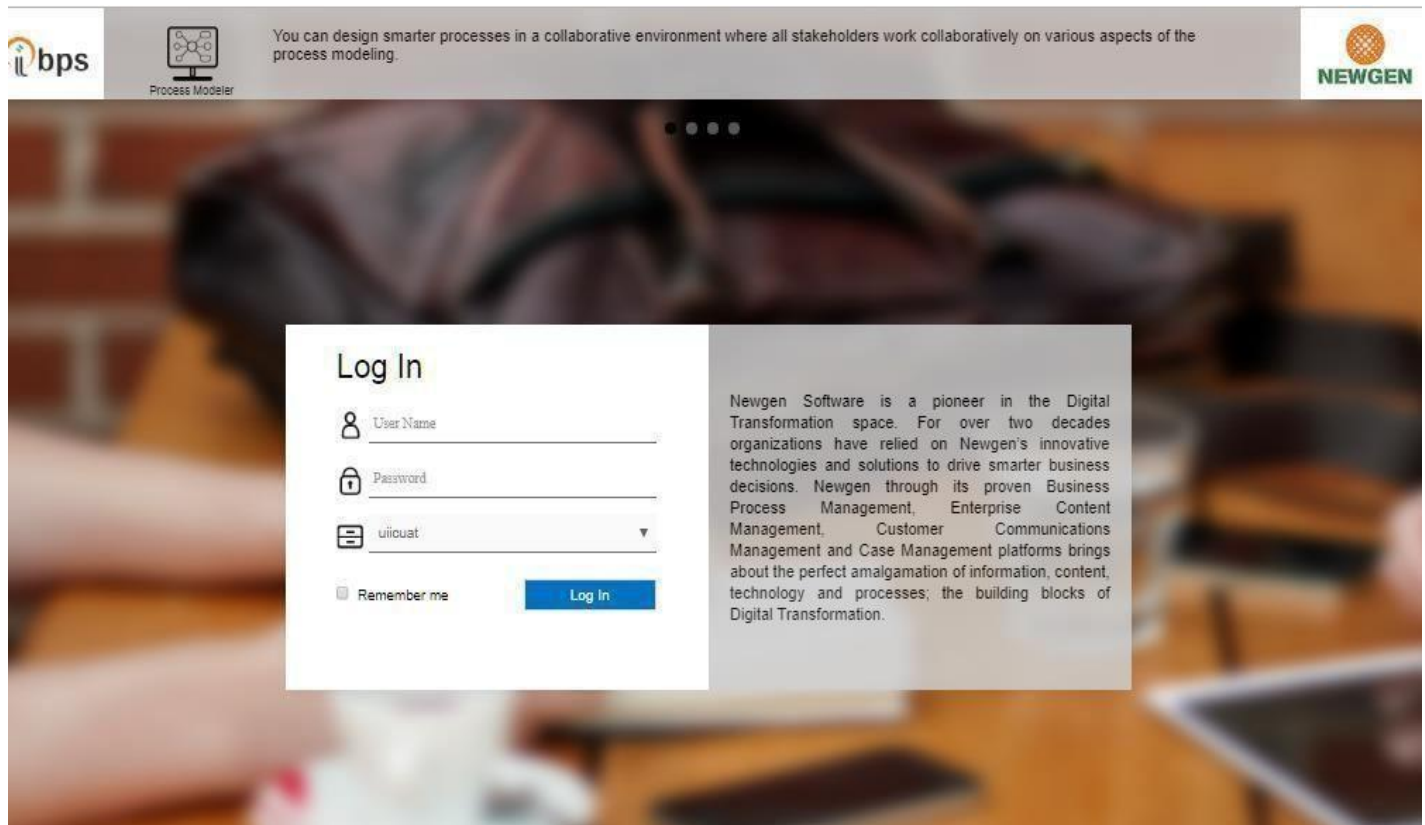
# CKYC USER MANUAL

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Login into the iBPS using below url link present under :

Intranet Menu → Document Management System → iBPS CKYC PORTAL

<https://dms.uiic.in/omniapp>

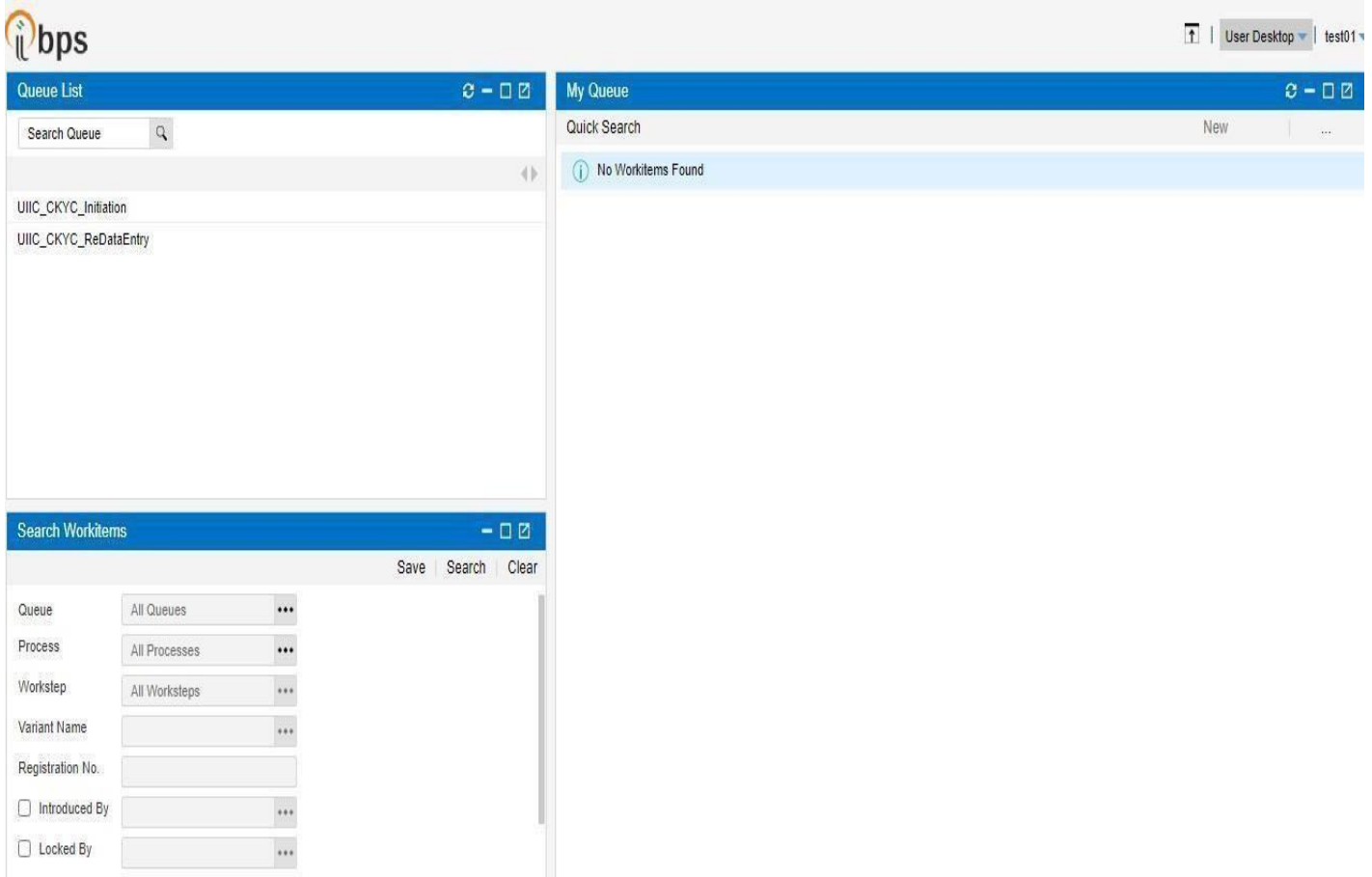


## Access to IBPS portal:

- Using GC User ID and Password, users can to Login into iBPS Portal.
- With prior approval from Regional Office, the operating office users can contact HO DMS team to authorize their access to the portal.

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Once the user logs into the iBPS portal, the below page will appear.



There will be 2 queues appearing on the left side of the screen.

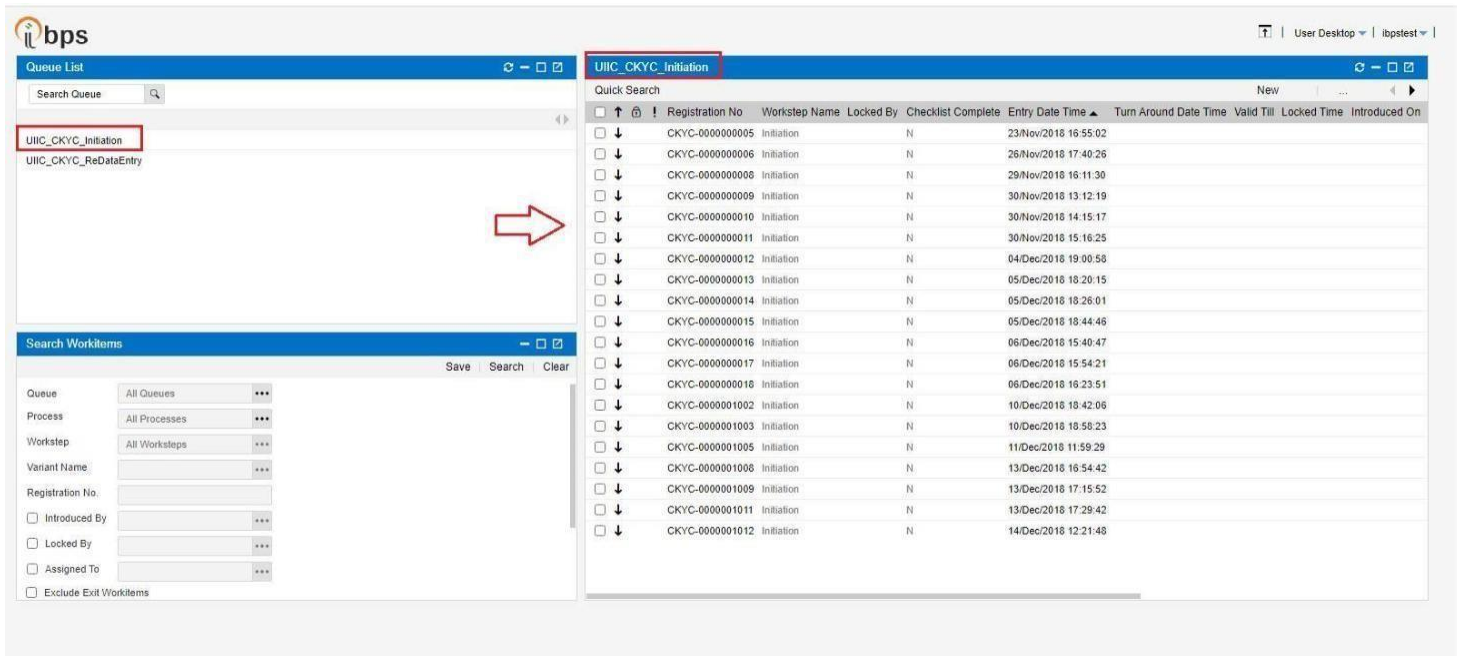
## A. UIIC\_CKYC\_Initiation

## B. UIIC\_CKYC\_ReDataEntry

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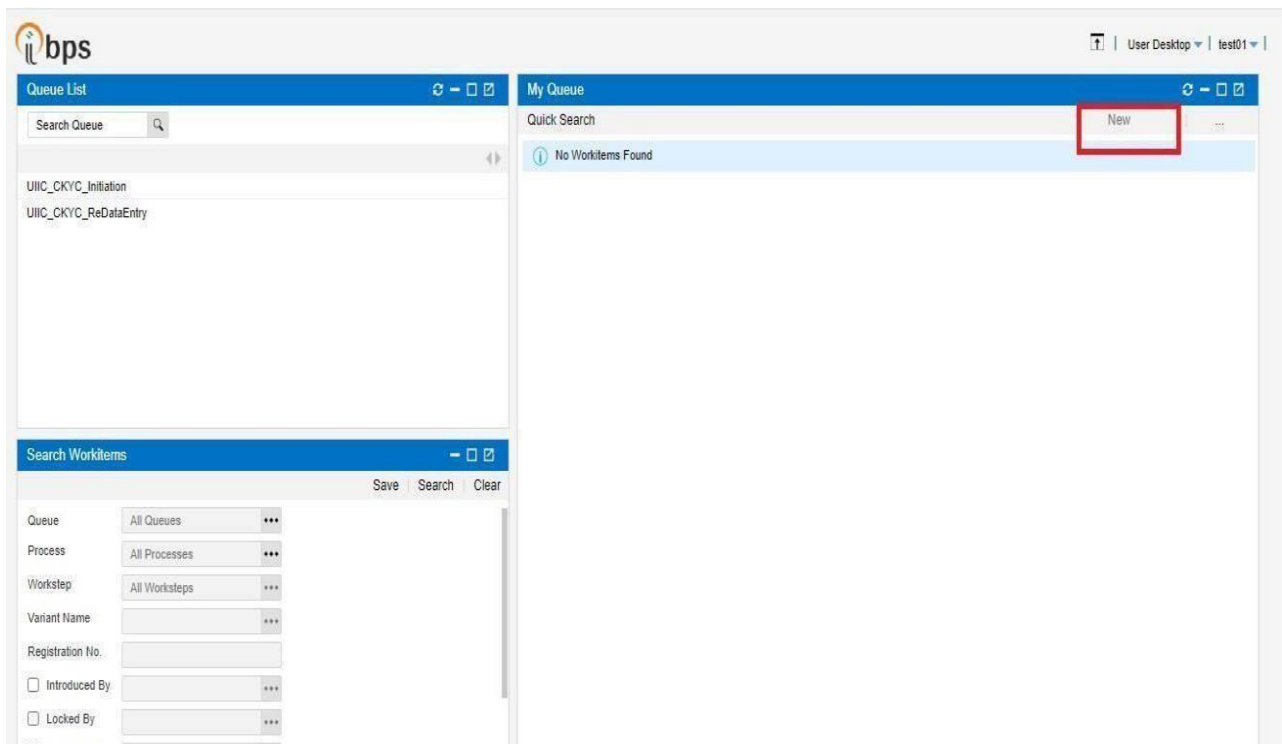
## UIIC\_CKYC Initiation:

**UIIC\_CKYC\_Initiation** allows the user to generate a New CKYC form.



## **New Transaction:**

- For creating a new transaction, click on **New**, which is available in right side of the screen.



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After selecting “NEW”, the below screen will appear.

The screenshot displays a web browser window with the URL `10.95.7.64:8080/webdesktop/components/workitem/view/workdesk_default.jsf`. The page title is "Initiation : CKYC-000002019". The interface is divided into two main sections: "Form" and "Document".

**Form Section:**

- Header:** United India Insurance Co. Ltd. logo and "KNOW YOUR CUSTOMER" text.
- PRELIMINARY DETAILS:**
  - Office Code \* (text input)
  - Customer ID \* (text input)
  - Claim Type \* (dropdown menu, currently "--Select--")
  - Claim/Refund \* (dropdown menu, currently "--Select--")
  - Claim/Ref Amount \* (text input)
  - Application Date (calendar icon)
  - Policy No \* (text input)
  - Claimant Name \* (text input)
  - Claim/Refund No \* (text input)
- Application Type \*:** Radio buttons for "New" and "Update".
- KYC Number:** (text input) (Mandatory For KYC Update Request)
- Account Type \*:** (dropdown menu, currently "--Select--")
- PERSONAL DETAILS:**

|   | Prefix | First Name  | Middle Name | Last Name |
|---|--------|---|-------------|-----------|
| Name (Same as ID proof) *                                   | Mr     |   |             |           |
| Maiden Name:  | Ms     |   |             |           |
| <input type="radio"/> Father <input type="radio"/> Spouse * | Mr     |   |             |           |
| Mother Name *   | Ms     |   |             |           |
| Date Of Birth *   |        |   |             |           |
| Gender *  |        | <input type="radio"/> Male <input type="radio"/> Female       |             |           |
| Marital Status *  |        | <input type="radio"/> Married <input type="radio"/> UnMarried |             |           |

**Document Section:**

- Message: "No documents have been added yet."
- Icons for document upload and deletion.

In the above screen, the CKYC form will appear on the left side.

- Fill in all the mandatory fields in the left side and upload the corresponding documents on the right side.

## **Add Document into the iBPS**

Before uploading the documents User needs to read following specification to scan documents:

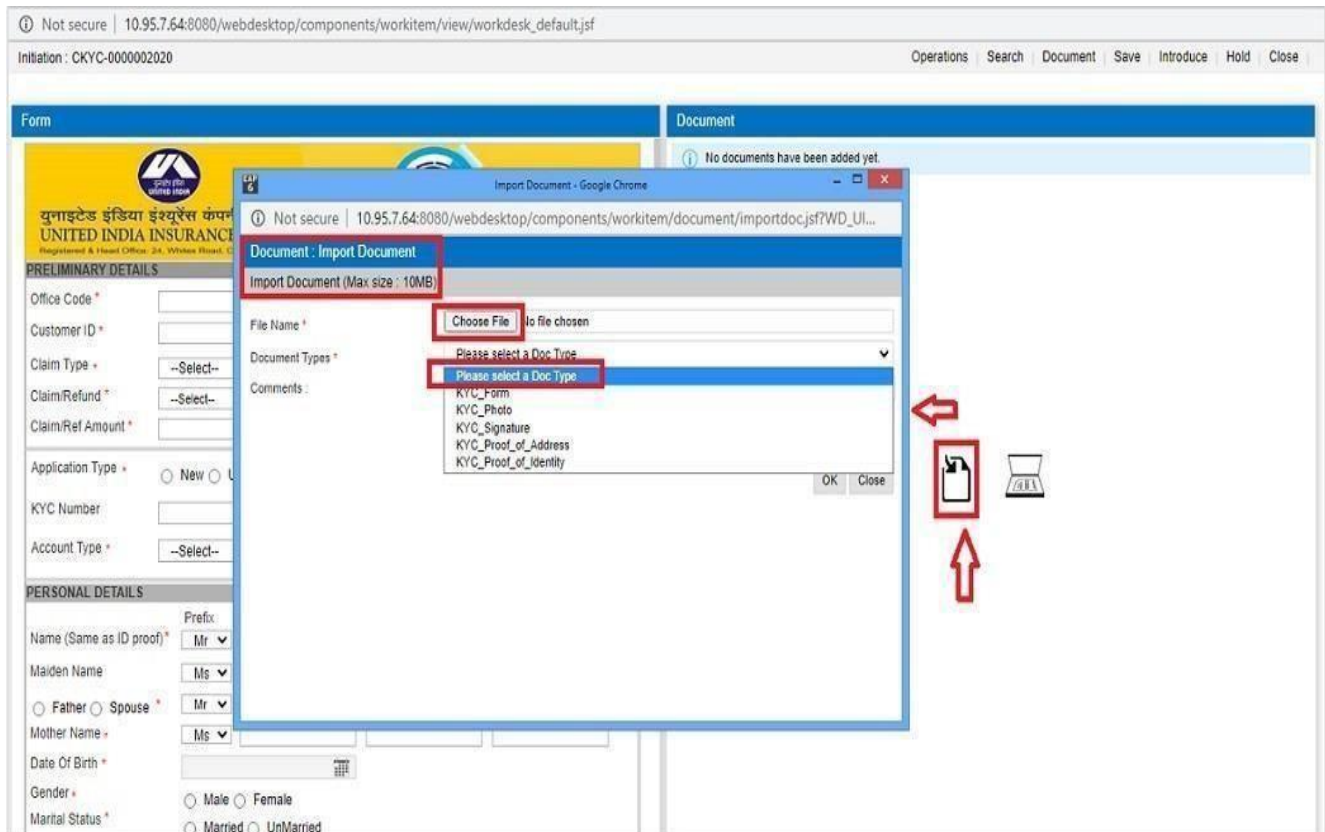
- Document should be scanned in grey-scale with a scanning resolution of 150-200 DPI.
- Photograph must be a recent passport style picture preferably in color.
- Dimensions should be 200 x 230 pixels.
- Size of photograph should be less than 50kb.
- The overall size of uploaded documents should be less than 350kb.
- Acceptable file format : '.tif', '.tiff', '.pdf', '.jpeg', '.jpg'.

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## Import Document into iBPS Portal:

- Click on the Import Document icon to upload already scanned documents (Shown as below).
- Once you click on the Import Document icon, you will find another dialog box which will appear as shown below.

**Choose File:** Select the document which we are going to upload.



## **Note:**

1. While uploading Aadhar card as document proof (POI and POA), users need to **mask or redact First 8 digits of Aadhar Number.**

2. Users need to upload one among the following documents as **Proof Of Identity (POI)**

- **Passport Number**
- **Voter ID Card**
- **Driving Licence**
- **Proof of Possession of Aadhaar**
- **NREGA Job Card**
- **National Population Register Letter**
- **Offline verification of Aadhaar**

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### 3. Users need to upload one among the following documents as **Proof Of Address (POA)**

- **Passport Number**
- **Voter ID Card**
- **Driving Licence**
- **Proof of Possession of Aadhaar**
- **NREGA Job Card**
- **National Population Register Letter**
- **Offline verification of Aadhaar**
- **Deemed Proof of Address**

### **Save Transaction:**

1. **SAVE** option in CKYC Form will save the transaction but not proceed to the next stage.

The screenshot displays a web form with the following sections:

- APPLICANT DECLARATION**: Includes fields for 'Declaration Date \*' (with a calendar icon) and 'Declaration Place \*'.
- ATTESTATION / FOR OFFICE USE ONLY**: Includes a checkbox for 'Documents Received \*' and a checkbox for 'Certified Copies'.
- KYC VERIFICATION CARRIED OUT BY**: Includes fields for 'Verification Date \*' (with a calendar icon), 'Employee Code \*', 'Employee Name\*', 'Employee Designation \*', 'Employee Branch \*', and 'Employee Email \*'.

At the bottom of the form, there is a yellow 'Processing...' status bar. Below it, two buttons are visible: 'Save' and 'Submit'. The 'Save' button is highlighted with a red rectangular border.

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2. Saved transactions will be visible in the home page under **UIIC\_CKYC\_Intitiation**.

**Note: In the below screen, transaction saved by the user but not submitted will display on the right side of the screen.**

The screenshot displays the CKYC user interface. On the left, the 'Queue List' pane shows two queues: 'UIIC\_CKYC\_Intitiation' and 'UIIC\_CKYC\_ReDataEntry', with the first one highlighted by a red box. Below this is the 'Search Workitems' section with various filters. On the right, the 'UIIC\_CKYC\_Intitiation' window shows a table of transactions. A red box highlights this table, and a red arrow points from the text 'List of transaction' to it.

| Registration No | Workstep Name | Locked By | Checklist Complete | Entry Date Time      | Turn Around Date Time | Valid Till | Loc |
|-----------------|---------------|-----------|--------------------|----------------------|-----------------------|------------|-----|
| CKYC-000000005  | Initiation    |           | N                  | 23/Nov/2018 16:55:02 |                       |            |     |
| CKYC-000000006  | Initiation    |           | N                  | 26/Nov/2018 17:40:26 |                       |            |     |
| CKYC-000000008  | Initiation    |           | N                  | 29/Nov/2018 16:11:30 |                       |            |     |
| CKYC-000000009  | Initiation    |           | N                  | 30/Nov/2018 13:12:19 |                       |            |     |
| CKYC-000000010  | Initiation    |           | N                  | 30/Nov/2018 14:15:17 |                       |            |     |
| CKYC-000000011  | Initiation    |           | N                  | 30/Nov/2018 15:16:25 |                       |            |     |
| CKYC-000000012  | Initiation    |           | N                  | 04/Dec/2018 19:00:58 |                       |            |     |
| CKYC-000000013  | Initiation    |           | N                  | 05/Dec/2018 18:20:15 |                       |            |     |
| CKYC-000000014  | Initiation    |           | N                  | 05/Dec/2018 18:26:01 |                       |            |     |
| CKYC-000000015  | Initiation    |           | N                  | 05/Dec/2018 18:44:46 |                       |            |     |
| CKYC-000000016  | Initiation    |           | N                  | 06/Dec/2018 15:40:47 |                       |            |     |
| CKYC-000000017  | Initiation    |           | N                  | 06/Dec/2018 15:54:21 |                       |            |     |
| CKYC-000000018  | Initiation    |           | N                  | 06/Dec/2018 16:23:51 |                       |            |     |
| CKYC-000001002  | Initiation    |           | N                  | 10/Dec/2018 18:42:06 |                       |            |     |
| CKYC-000001003  | Initiation    |           | N                  | 10/Dec/2018 18:58:23 |                       |            |     |
| CKYC-000001005  | Initiation    |           | N                  | 11/Dec/2018 11:59:29 |                       |            |     |
| CKYC-000001008  | Initiation    |           | N                  | 13/Dec/2018 16:54:42 |                       |            |     |
| CKYC-000001009  | Initiation    |           | N                  | 13/Dec/2018 17:15:52 |                       |            |     |
| CKYC-000001011  | Initiation    |           | N                  | 13/Dec/2018 17:29:42 |                       |            |     |
| CKYC-000001012  | Initiation    |           | N                  | 14/Dec/2018 12:21:48 |                       |            |     |

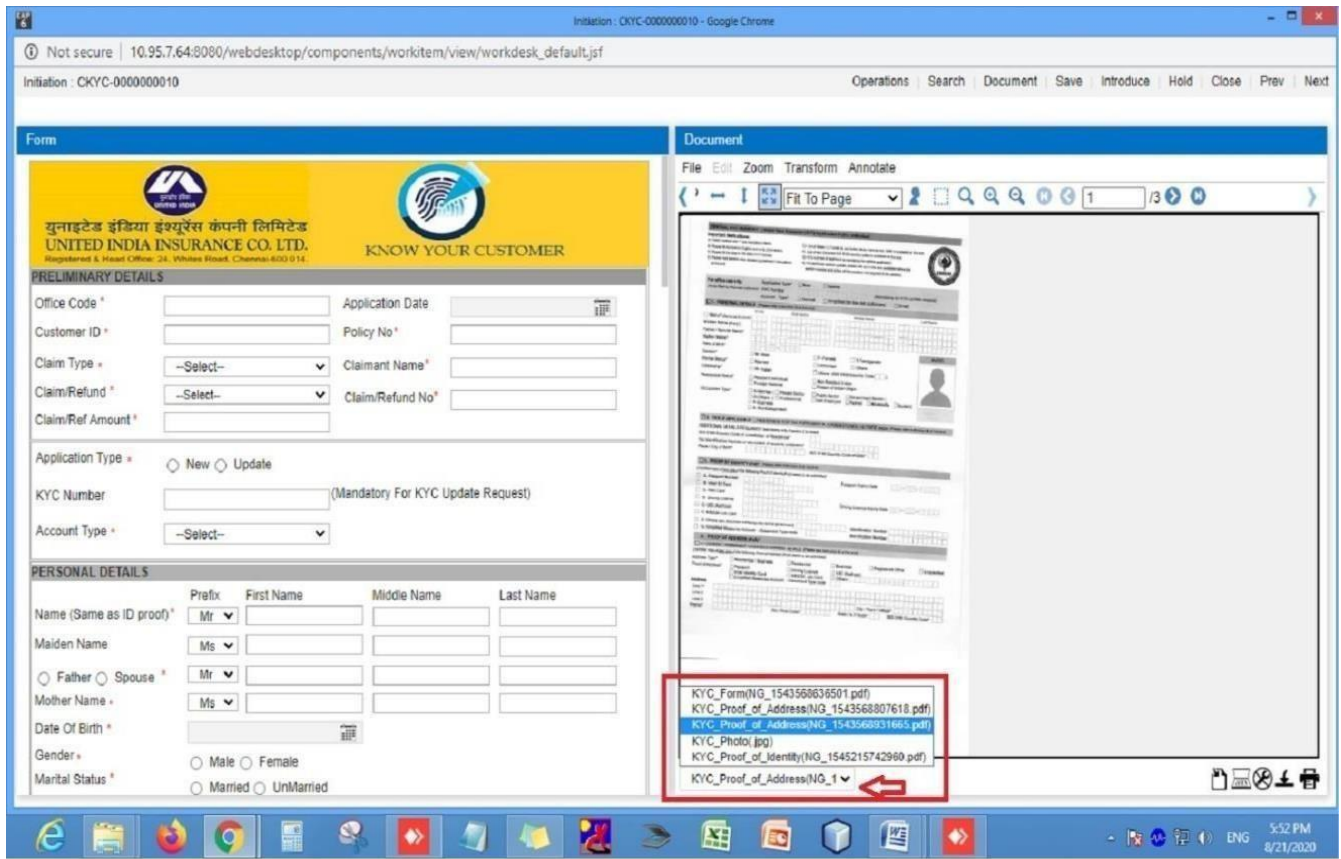
3. Later we can open the same transaction and modify it to proceed for next stage.



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## View Multiple Attachments of Work Item:

If the user has uploaded multiple attachments to a Work Item, it can be viewed by clicking on the Dropdown Button shown below. Here you can select the attachment in the dropdown to view the corresponding document as shown in below screenshot.



In order to attach another document, Click on the Import Document icon which is present at the bottom of the right Side Section which is indicated by arrow in the below screenshot.

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The screenshot displays a web browser window with the URL `10.95.7.64:8080/webdesktop/components/workitem/view/workdesk_default.jsf`. The page is titled "Initiation : CKYC-000000010". The interface is split into two main sections: "Form" and "Document".

**Form Section:**

- PRELIMINARY DETAILS:** Includes fields for Office Code, Customer ID, Claim Type, Claim/Refund, Claim/Ref Amount, Application Date, Policy No, Claimant Name, and Claim/Refund No.
- Application Type:** Radio buttons for "New" and "Update".
- KYC Number:** A text field with a note "(Mandatory For KYC Update Request)".
- Account Type:** A dropdown menu.
- PERSONAL DETAILS:** Includes fields for Name (Prefix, First Name, Middle Name, Last Name), Maiden Name, Mother Name, Date Of Birth, Gender (Male/Female), and Marital Status (Married/UnMarried).

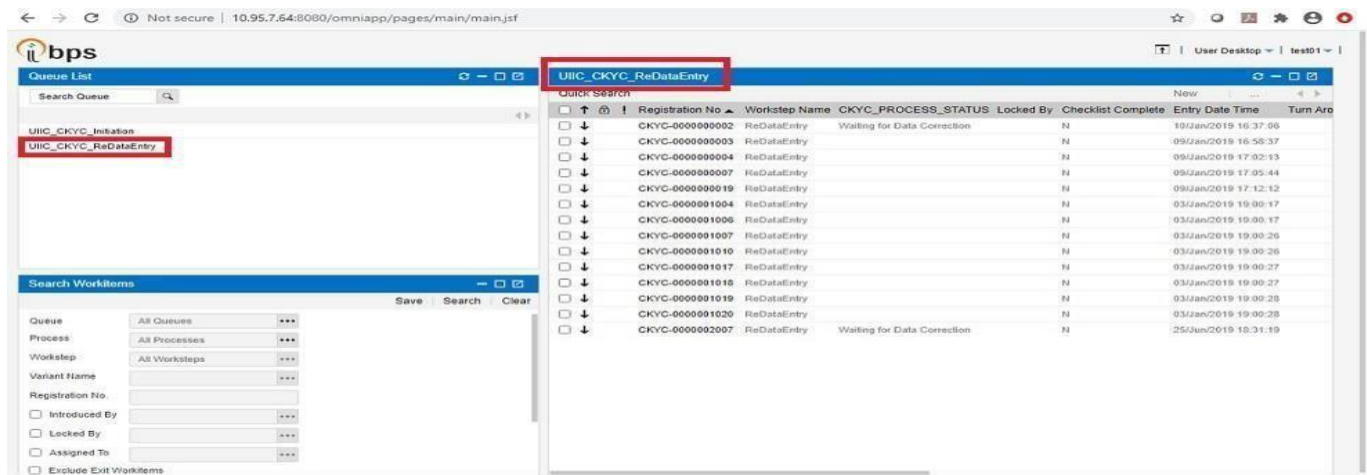
**Document Section:**

- Shows a list of uploaded documents with filenames such as `KYC_Form(NG_1543568036501.pdf)`, `KYC_Proof_of_Address(NG_154356807618.pdf)`, `KYC_Photo(.jpg)`, and `KYC_Proof_of_Identity(NG_1545215742960.pdf)`.
- A red arrow points to a "Submit" button in the bottom right corner of the document viewer.

After filling all the data with associate the documents, Click on **Submit** so that transaction will be routed to File generation queue.

## UIIC CKYC Re Data Entry:

- Important: This queue “**UIIC\_CKYC\_ReDataEntry Queue**” needs to be periodically reviewed by the user as it will contain data/documents rejected by Approver.
- Click on UIIC\_CKYC\_ReDataEntry in the left side of the screen and the list of work items will display on the right side of the screen.
- Once you Submit transactions in the ReDataEntry queue, it will again be routed to File generation queue.



**Note: There will be further development activity going on CKYC Modules, hence the user manual is subject to modifications in future.**

"For Queries Related to CKYC Write us at [kychelpdesk@uiic.co.in](mailto:kychelpdesk@uiic.co.in)"