

SOFTWARE QUERIES

1. Customer Id Creation

1.1 Basic Details

Cancel and remove all the options mentioned below:

- Middle Name & last name
- Category & Caste
- Ration Card No
- If Indian Citizen
- Other than Indian
- Secondary Mobile
- Secondary Email
- Form GH
- Monthly Income
- Income type
- Educational details
- UCIC No
- Currency
- Location
- Grading
- Tax payee
- Remarks

SMS Enabled – Only Yes

1.2. Address

- Photo Id – Fix the option PAN
- Address - Fix the option Aadhaar
- Type / Proof / Number – should be present for the details no other option

1.3. Document

The only option which should be present

- Aadhaar Front
- Aadhaar Back
- PAN Card

2. Share opening

Cancel and remove all the options mentioned below:

- Currency
- Land Mark
- Passbook Charge Required
- SMS Charge

3. Heads Name Changes

- Death Relief Fund -10
- Unsecured Loan - 41
- Interest on Unsecured Loan - 51
- Interest on Recurring Deposit - 69
- Printing & Stationery - 80
- Contingency - 84
- Staff PF Society Contribution - 85
- Penal Interest - 86
- Dividend - 91
- Bad Debts - 92
- Staff Bonus - 94
- Income Tax - 97
- Travelling Charges - 99
- Annual Maintenance Charges - 110

4. Savings Account

- Can be maintained in ZERO balance
- While processing the loan it is not accepting to be at zero balance.

5. IMPS Process

- Enable IMPS add beneficiary option
- Set date for monthly releasing payment like Rental, Software, Authbridge, Salary, Wi-Fi Bills, & Telephone Charges
- Notifications for monthly expenses payments Rental, Software, Authbridge, Salary, Wi-Fi Bills, & Telephone Charges
- Staff salary is debited from staff savings account so if salary is 10000 then the staff SB account will get credited 10000 the total amount 10000 should be credited to their other a/c without any charges in IMPS
- Loan person should not have processing charges in the IMPS transfer

6. Notification

- Customer Created
- Membership Creation
- Saving Account
- Fixed Deposits
- Loan Applied
- Loan - Instruction to customers before 3 days of their day of payments
- Custom message once – All the members should get notifications

7. Salary Posting

- The system **should not carry forward last month's salary into the current month.**
- The system is picking previous month salary again due to settings or processing issue. It should close last month payroll and check the duplication.

8. Settings

- Report page settings is not set to proper alignment

- Every Report should have its proper Headings
- Every Voucher printing should have the Heads Name as Headings
- Passbook printing: Indian Bank Passbook size set 4.2 inches' x 8.6 inches
- Every data should be completed in every reports, missing of data should not be happened

9. Formats Attachments

- Loan Terms & Conditions
- FD Terms & Conditions beyond the FD Bond print
- Sanction Letter
- Disbursement letter

10. Software Reports

Before I used open the software in Google Chrome but last 1 month it couldn't get reports in google chrome...Its opening in Incognito Tab

11. FD and Rd

- Fixed slab for FD and RD are to be included in the software... the following fixation slab is attached with the mail.
- T&C is also attached that should be printed along with FD document back page.

12. Users

- User Access – To a new user, the admin is giving approval for user rights, user limits, user branch allocations but then also after they are not able to do the given approval process... Every time we used to call the software team and make it clear.
- The customer is live with us so how we could call that there is such kind of issues to the tem and tell them to clear it. As a customer they will for some time but not every time.
- If we have to call the team every time, then what is the use of admin login and giving approval and doing its role??

Kindly clear all the queries soon, as this is not trial or practising period, software has become live and there are so many customers to be enrolled in the software.

Thanking You

With Regards,

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