

## FINACLE MENU SHORTCUTS FOR COMMON TASKS 01-02-2017

PURPOSE/TASK-WISE		MENU SHORT-CUT - WISE	
PURPOSE / TASK	SHORTCUT	SHORTCUT	PURPOSE / TASK
Account - Transfer between schemes	HACXFRSC	ACNPAINT	NPA Accounts: Interest Run
Account Selection & list of accounts	HACS	BCLSOP	Batch closure of operative accounts
Account selection : Print list	HACP	CAACLA	Loan : Closure of master after HPAYOFF
Asset Class - Past Due maintainence	HMAPD	CCCR	CIF : Create Corporate CIF ID
Asset Classification - modification	HMEAC	CCHQRTB	Clearing inward : Chq referred to Branch
Asset Classification - view changes	HASSET	CDFAS	Cheque : Track personalised cheque issue
Batch closure of operative accounts	BCLSOP	CHQDVY	Cheque : Validate personalised cheques
Batch maintenance - transfer transactions	HTTUM	CHQREQ	Cheque : Request for personalised cheques
Branch Financial Reports (Day book etc)	HFINRPT	CRLC	CIF : Create Retail CIF ID
CA : Modify before verification	HOAACMCA	DCQRY	LC - inquiry
CA : Modify master after verification	HACM	DDINVT	Inv : DD Inventory addition
CA : Open Current account	HOAACCA	DLADSP	Loan : Demand satisfaction process
CA : Verify CA opening	HOAACVCA	GCCS	Inw Remit: Generate Chq covering schedule
Card : Card Maintenance	HDCMSMNT	HAALM	Change Account Name (at RO only)
Card : Credit Card dues payments	HCCPM	HACCBAL	Inquiry : Balance enquiry any account
Card : Debit Card Inquiries	HDCMSINQ	HACCBALI	Inquiry : Components of available balance
Card : Debit Card Issue & Replacement	HDCMS	HACCDET	Inquiry : Account details for any account
Card : Instacard stock maintenance	HDCSTH	HACDET	TD : View account details
Card : View Card rejection reasons	HDCMSFCU	HACI	Inquiry : Customer (running a/c) master inquiry
Cash : Deposit (cash receipt)	HCASHDEP	HACINT	Interest run for running accounts
Cash : Shroff/Cashier/Teller Report	HSCWRPT	HACLHM	CC : Account Level History maintenance
Cash : Withdrawal (by cheques etc.)	HCASHWD	HACLI	Inquiry : Ledger inquiry any account
CC : Account Level History maintenance	HACLHM	HACLINQ	Inquiry : Ledger view office a/c & closed a/c
CC : DP/lien updation & Revaluation	HCLDPLRE	HACLPOA	Print Office accounts ledger
CC : Modify master after verification	HACM	HACM	CA : Modify master after verification
CC : Modify opening before verification	HOAACMCC	HACM	CC : Modify master after verification
CC : Open Cash Credit account	HOAACCC	HACM	OD : Modify master after verification
CC : Verify modification	HOAACVCC	HACM	SB : Modify master after verification
Change Account name (at RO only)	HAALM	HACMLA	Loan : Modify anytime & Verify
Cheque : Inquire on cheque leaf	HINQACHQ	HACMTD	TD : Modify master after verification
Cheque : Request for personalised cheques	CHQREQ	HACP	Account selection : Print list
Cheque : Stop 1 or more cheques	HSPP	HACS	Account Selection & list of accounts
Cheque : Track personalised cheque issue	CDFAS	HACSBIO	Clearing outward : Shadow balance inquiry
Cheque : Update status of a cheque	HUCS	HACSP	Print list of selected accounts
Cheque : Validate personalised cheques	CHQDVY	HACTODM	OD : Temporary Overdraft maintenance
Cheque : Verify/authorise cheque stoppage	HSPPAU	HACXFRSC	Account - Transfer between schemes
Cheque Book Maintenance	HCHBM	HACXFSOL	Transfer accounts between SOL
CIF : Change CIF ID for an account	HCCA	HAFI	EOD : Audit file inquiry (Non Financial)
CIF : Core Field Maintenance	HCCFM	HAFSM	Freeze / block ( Entry & Verification)
CIF : Create Corporate CIF ID	CCCR	HAGDET	General Deposit details
CIF : Create Retail CIF ID	CRLC	HAINTRPT	Interest report for an account
CIF : List unverified CIF Ids	HLUCIF	HAITINQ	Inquiry : Interest inquiry for an account
CIF : Modify corporate CIF	MCEC	HALM	Lien : Mark / Lift lien (Particular amount)

<b>PURPOSE / TASK</b>	<b>SHORTCUT</b>	<b>SHORTCUT</b>	<b>PURPOSE / TASK</b>
CIF : Modify retail CIF	<b>MRCR</b>	<b>HASSET</b>	Asset Classification - view changes
CIF : Verify corporate CIF ID	<b>VCCR</b>	<b>HBGCLOSE</b>	LG : Close a Bank Guarantee
CIF : Verify modification of corporate CIF ID	<b>VCCM</b>	<b>HBGPRINT</b>	LG : Print a Bank Guarantees
CIF : Verify modification of Retail CIF ID	<b>VRCM</b>	<b>HBKFBI</b>	Foreign Bills : Inquiry
CIF : Verify retail CIF ID	<b>VRC</b>	<b>HBNKGI</b>	LG : Inquire on Bank Guarantees
Clearing inward : Account-wise inquiry	<b>HICI</b>	<b>HBRTI</b>	Inquiry : SOL (Branch) name/code Table
Clearing inward : Chq referred to Branch	<b>CCHQRTB</b>	<b>HCAAC</b>	Close running account -SB/CA/CC/OD
Clearing inward : Close zone	<b>HMICZ</b>	<b>HCAACTD</b>	TD : Closure of account
Clearing inward : Create Zone	<b>HICZM</b>	<b>HCAACVTD</b>	TD : Verification of closure
Clearing inward : Enter instruments	<b>HICTM</b>	<b>HCACC</b>	Collect Closure charges where required
Clearing inward : Media input/ bulk upload	<b>HRMI</b>	<b>HCASHDEP</b>	Cash : Deposit (cash receipt)
Clearing inward : Open zone	<b>HMICZ</b>	<b>HCASHWD</b>	Cash : Withdrawal (by cheques etc.)
Clearing inward : Post zone	<b>HMICZ</b>	<b>HCCA</b>	CIF : Change CIF ID for an account
Clearing inward : Print inward	<b>HPICS</b>	<b>HCCFM</b>	CIF : Core Field Maintenance
Clearing inward : Print waste	<b>HPICW</b>	<b>HCCI</b>	Inquiry : Customer charges
Clearing inward : Report Rejected instrument	<b>HPRR25</b>	<b>HCCPM</b>	Card : Credit Card dues payments
Clearing inward : Report/advice rejected	<b>HREJREP</b>	<b>HCHBM</b>	Cheque Book Maintenance
Clearing inward : Repost the zone	<b>HMICZ</b>	<b>HCLDPLRE</b>	CC : DP/lien updation & Revaluation
Clearing inward : Suspend zone	<b>HMICZ</b>	<b>HCLL</b>	Collateral : Look up
Clearing inward : Unlock clearing zone	<b>HUNIZ</b>	<b>HCLM</b>	Collateral : Create ID for any security
Clearing inward : Validation run	<b>HMICZ</b>	<b>HCLMRPTS</b>	Collateral : Reports on maintenance
Clearing inward : Verify lodgement/entry	<b>HICTM</b>	<b>HCLSLAA</b>	Loan : Batch closure of loans
Clearing outward : Account-wise inquiry	<b>HOCI</b>	<b>HCLZCM</b>	Clearing outward : Create Zone
Clearing outward : Create Zone	<b>HCLZCM</b>	<b>HCMM</b>	Collateral : Master maintenance
Clearing outward : Inquire transaction sets	<b>HIOCLS</b>	<b>HCOLA</b>	Write-off/Charge-off / Reversal
Clearing outward : Instrument inquiry	<b>HOIQ</b>	<b>HCRT</b>	Transactions : Reverse Transactions
Clearing outward : Lodge instruments	<b>HOCTM</b>	<b>HCRV</b>	Inquiry : CIF based detailed inquiry
Clearing outward : Mark pending	<b>HMARKPEN</b>	<b>HDCMS</b>	Card : Debit Card Issue & Replacement
Clearing outward : Open outward zone	<b>HMCLZOH</b>	<b>HDCMSDMNT</b>	Card : Card Maintenance
Clearing outward : Part transaction inquiry	<b>HOPQ</b>	<b>HDCMSFCU</b>	Card : View Card rejection details
Clearing outward : Print clearing schedule	<b>HPCLSO</b>	<b>HDCMSINQ</b>	Card : Debit Card Inquiries
Clearing outward : Print waste	<b>HPWO</b>	<b>HDCSTK</b>	Card : Instacard stock maintenance
Clearing outward : Regularise shadow balance	<b>HMCLZOH</b>	<b>HDDC</b>	DD : Cancellation of DD & Verification
Clearing outward : Release to shadow balance	<b>HMCLZOH</b>	<b>HDDII</b>	DD : Issue status inquiry
Clearing outward : Revoke pending	<b>HREVPEND</b>	<b>HDDIR</b>	DD : Issue reports
Clearing outward : Shadow balance inquiry	<b>HACSBIO</b>	<b>HDDLOST</b>	DD : Mark LOST DDs
Clearing outward : Suspend zone	<b>HMCLZOH</b>	<b>HDDMI</b>	DD : Demand draft mass issue
Clearing outward : Verify lodged instruments	<b>HOCTM</b>	<b>HDDMI</b>	DD : Verification of issue
Close running account -SB/CA/CC/OD	<b>HCAAC</b>	<b>HDDMOD</b>	DD : Modify payee/drawee bef/after print
Collateral : Create ID for any security	<b>HCLM</b>	<b>HDDMP</b>	DD : Mass payment of DDs
Collateral : Link and Unlink securities	<b>HSCLM</b>	<b>HDDPALL</b>	DD : Print all unprinted DDs
Collateral : Look up	<b>HCLL</b>	<b>HDDPRNT</b>	DD : Print DD one by one
Collateral : Master maintenance	<b>HCMM</b>	<b>HDDRVRT</b>	DD : Revoke LOST marking
Collateral : Reports on maintenance	<b>HCLMRPTS</b>	<b>HDDSM</b>	DD : Status maintenance
Collect charges manually where required	<b>HGCHRG</b>	<b>HDRP</b>	TD : Print receipt

<b>PURPOSE / TASK</b>	<b>SHORTCUT</b>	<b>SHORTCUT</b>	<b>PURPOSE / TASK</b>
Collect Closure charges where required	<b>HCACC</b>	<b>HDTE</b>	Transaction : Delete unposted transactions
Day End : Inquire on SOL status	<b>HSSI</b>	<b>HDUDRP</b>	TD : print duplicate receipt
Day End : Inter-SOL reconciliation	<b>HRIST</b>	<b>HECSM</b>	ECS Maintenance
Day End : SOL closure operations	<b>HSOLCOP</b>	<b>HFCTMPL</b>	Template maintenance
DD : Cancellation of DD & Verification	<b>HDDC</b>	<b>HFINRPT</b>	Branch Financial Reports (Day book etc)
DD : Cash DD - details of Non-Customer	<b>MNCDS</b>	<b>HFTI</b>	EOD : Financial transactions inquiry
DD : Demand draft mass issue	<b>HDDMI</b>	<b>HGCHRG</b>	Collect charges manually where required
DD : Issue reports	<b>HDDIR</b>	<b>HGDET</b>	TD : General Deposit details
DD : Issue status inquiry	<b>HDDII</b>	<b>HICI</b>	Clearing inward : Account-wise inquiry
DD : Mark LOST DDs	<b>HDDLOST</b>	<b>HICTM</b>	Clearing inward : Enter instruments
DD : Mass payment of DDs	<b>HDDMP</b>	<b>HICTM</b>	Clearing inward : Verify lodgement/entry
DD : Modify payee/drawee bef/after print	<b>HDDMOD</b>	<b>HICZM</b>	Clearing inward : Create Zone
DD : Print all unprinted DDs	<b>HDDPALL</b>	<b>HIIA</b>	Inv : Inquiry all inventory
DD : Print DD one by one	<b>HDDPRNT</b>	<b>HIIM</b>	Inv : Item maintenance
DD : Revoke LOST marking	<b>HDDRVRT</b>	<b>HILCI</b>	Inv : Location code inquiry
DD : Status maintenance	<b>HDDSM</b>	<b>HILCM</b>	Inv : Location code maintenance
DD : Verification of issue	<b>HDDMI</b>	<b>HIMAU</b>	Inv : Movement authorisation inquiry
ECS Maintenance	<b>HECSM</b>	<b>HIMAUM</b>	Inv : Move authorisation maintenance
EOD : Audit file inquiry (Non Financial)	<b>HAFI</b>	<b>HIMC</b>	Inv : Movement between locations
EOD : Financial transactions inquiry	<b>HFTI</b>	<b>HIMI</b>	Inv : Movement inquiry
EOD : SOL change operating date	<b>HSCOD</b>	<b>HIMIA</b>	Inv : Merge split inventory
EOD : SOL closure for last day	<b>HSCOLD</b>	<b>HIMR</b>	Inv : Movement report
EXPORT & outward bill maintenance	<b>MEOB</b>	<b>HINQACHQ</b>	Cheque : Inquire on individual cheque leaf
Foreign Bills : Inquiry	<b>HBKFBI</b>	<b>HINSTREV</b>	Loan : Instalment reversal
Forward Contract Maintenance	<b>MNTFWC</b>	<b>HINTCERT</b>	TD : Interest Certificate printing
Freeze / block ( Entry & Verification)	<b>HAFSM</b>	<b>HINTTM</b>	TD : Change rate of interest
Funds Transfer (RTGS/NEFT)	<b>HPORDM</b>	<b>HIOCLS</b>	Clearing outward : Inquire transaction sets
General Deposit details	<b>HAGDET</b>	<b>HIRM</b>	Inward Remittance : ODB lodge/purchase
IMPORT & inward bill maintenance	<b>MIIB</b>	<b>HISIA</b>	Inv : Inquiry & split for the logged
Inquiry : Account details for any account	<b>HACCDDET</b>	<b>HISR</b>	Inv : Status report particular
Inquiry : Aadhar linked Primary account	<b>IALPA</b>	<b>HISRA</b>	Inv : Status report all
Inquiry : Balance enquiry any account	<b>HACCBAL</b>	<b>HLADGEN</b>	Loan : Demand Generation Process
Inquiry : CIF based detailed inquiry	<b>HCRV</b>	<b>HLADISB</b>	Loan : Disbursement
Inquiry : Components of available balance	<b>HACCBALI</b>	<b>HLADML</b>	Loan : Disbursement Letter
Inquiry : Customer (running a/c) master inquiry	<b>HACI</b>	<b>HLAGI</b>	Loan : Interest general inquiry
Inquiry : Customer charges	<b>HCCI</b>	<b>HLAMOD</b>	Loan : Modelling (Inquire about EMI etc)
Inquiry : Interest inquiry for an account	<b>HAITINQ</b>	<b>HLAMST</b>	Loan : Open Jewel Loan Others
Inquiry : Ledger inquiry any account	<b>HACLI</b>	<b>HLAODR</b>	Loan : Overdue Demand Report
Inquiry : Ledger view office a/c & closed a/c	<b>HACLINQ</b>	<b>HLAOP</b>	Loan : Overdue inquiry
Inquiry : SOL (Branch) name/code Table	<b>HBRTI</b>	<b>HLAPSP</b>	Loan : Pass sheet printing
Inquiry on RTGS/NEFT (payment orders)	<b>HSMI</b>	<b>HLARA</b>	Loan : Amend/reschedule repayment
Interest report for an account	<b>HAINTRPT</b>	<b>HLARSH</b>	Loan : Amendment/reschedule Report
Interest run for running accounts	<b>HACINT</b>	<b>HLASCM</b>	Loan : Subsidy collection / maintenance
Inv : DD Inventory addition	<b>DDINVT</b>	<b>HLASDI</b>	Loan : Subsidy details inquiry
Inv : Inquiry & split for the logged	<b>HISIA</b>	<b>HLASPAY</b>	Loan : Repayment as per Schedule

<b>PURPOSE / TASK</b>	<b>SHORTCUT</b>	<b>SHORTCUT</b>	<b>PURPOSE / TASK</b>
Inv : Inquiry all inventory	HIIA	HLAUPAY	Loan : Repayment unscheduled
Inv : Item maintenance	HIIM	HLINTI	Loan : Interest query particular a/C
Inv : Location code inquiry	HILCI	HLINTTM	Loan : Interest table maintenance
Inv : Location code maintenance	HILCM	HLKCM	Locker Customer Maintenance
Inv : Merge split inventory	HIMIA	HLKOPS	Locker Operations Maintenance
Inv : Move authorisation maintenance	HIMAUM	HLNGI	Loan : General inquiry
Inv : Movement authorisation inquiry	HIMAUI	HLNI	Limit Node Inquiry
Inv : Movement between locations	HIMC	HLNM	Trade Advances : Limit Node Maintenance
Inv : Movement inquiry	HIMI	HLPAYH	Loan : Repayment History
Inv : Movement report	HIMR	HLRPSI	Loan : Repayment schedule
Inv : Status report all	HISRA	HLTL	Limit Tree Lookup
Inv : Status report particular	HISR	HLUCIF	CIF : List unverified CIF Ids
Inw Remit: Generate Chq covering schedule	GCCS	HLVSI	Loan : Interest version slab inquiry
Inward Remittance : ODB lodge/purchase	HIRM	HMAPD	Asset Class - Past Due maintenance
LC - inquiry	DCQRY	HMARKPEN	Clearing outward : Mark pending
LC - inward maintenance	IDCM	HMCLZOH	Clearing outward : Open outward zone
LC - outward maintenance	ODCM	HMCLZOH	Clearing outward : Regularise shadow balance
LG : Close a Bank Guarantee	HBGCLOSE	HMCLZOH	Clearing outward : Release to shadow balance
LG : Guarantee : Outward	OGM	HMCLZOH	Clearing outward : Suspend zone
LG : Guarantee Inward	IGM	HMDD	TD : Maturity-wise report
LG : Inquire on Bank Guarantee	HBKNGI	HMEAC	Asset Classification - modification
LG : Print a Bank Guarantee	HBGPRINT	HMICZ	Clearing inward : Close zone
Lien : Mark / Lift lien (Particular amount)	HALM	HMICZ	Clearing inward : Open zone
Limit Node Inquiry	HLNI	HMICZ	Clearing inward : Post zone
Loan : Amend/reschedule repayment	HLARA	HMICZ	Clearing inward : Repost the zone
Loan : Amendment/reschedule Report	HLARSH	HMICZ	Clearing inward : Suspend zone
Loan : Batch closure of loans	HCLSLAA	HMICZ	Clearing inward : Validation run
Loan : Closure of master after HPAYOFF	CAACLA	HMISREP	Transaction id for HLASPAY & UPAY
Loan : Demand Generation Process	HLADGEN	HNPABAL	NPA : Interest details
Loan : Demand satisfaction process	DLADSP	HOAACCA	CA : Open Current account
Loan : Disbursement	HLADISB	HOAACCC	CC : Open Cash Credit account
Loan : Disbursement Letter	HLADML	HOAACLA	Loan : Open account
Loan : General inquiry	HLNGI	HOAACMCA	CA : Modify master before verification
Loan : Instalment reversal	HINSTREV	HOAACMCC	CC : Modify master before verification
Loan : Interest general inquiry	HLAGI	HOAACMLA	Loan : Modify master before verification
Loan : Interest query particular a/C	HLINTI	HOAACMSB	SB : Modify SB opening before verification
Loan : Interest table maintenance	HLINTTM	HOAACMTD	TD : modify before verification
Loan : Interest version slab inquiry	HLVSI	HOAACSB	SB : Open Savings Bank Account
Loan : Modelling (Inquire about EMI etc)	HLAMOD	HOAACTD	TD : Open Term Deposit account
Loan : Modify before verification	HOAACMLA	HOAACVCA	CA : Verify CA opening
Loan : Modify master after verification	HACMLA	HOAACVCC	CC : Verify modification
Loan : Open account	HOAACLA	HOAACVLA	Loan : Verify modification
Loan : Open Jewel Loan others	HLAMST	HOAACVSB	SB : Verify SB opening
Loan : Overdue Demand Report	HLAODR	HOAACVTD	TD : Verify opening
Loan : Overdue inquiry	HLAOPi	HOCI	Clearing outward : Account-wise inquiry

<b>PURPOSE / TASK</b>	<b>SHORTCUT</b>	<b>SHORTCUT</b>	<b>PURPOSE / TASK</b>
Loan : Pass sheet printing	<b>HLAPSP</b>	<b>HOCTM</b>	Clearing outward : Lodge instruments
Loan : Pay Off amount before closure	<b>HPAYOFF</b>	<b>HOCTM</b>	Clearing outward : Verify lodged instruments
Loan : Repayment as per Schedule	<b>HLASPAY</b>	<b>HOIQ</b>	Clearing outward : Instrument inquiry
Loan : Repayment History	<b>HLPAYH</b>	<b>HOPQ</b>	Clearing outward : Part transaction inquiry
Loan : Repayment schedule	<b>HLRPSI</b>	<b>HORM</b>	Outward Remittance (IDB lodgement etc)
Loan : Repayment unscheduled	<b>HLAUPAY</b>	<b>HPAYOFF</b>	Loan : Pay Off amount before closure
Loan : Subdisy collection / maintenance	<b>HLASCM</b>	<b>HPBP</b>	Passbook Printing for any type of account
Loan : Subsidy advise report	<b>HSUBADV</b>	<b>HPCLSO</b>	Clearing outward : Print clearing schedule
Loan : Subsidy details inquiry	<b>HLASDI</b>	<b>HPICS</b>	Clearing inward : Print inward
Loan : Subsidy Reports	<b>HSUBSRPT</b>	<b>HPICW</b>	Clearing inward : Print waste
Loan : Verify modification	<b>HOAACVLA</b>	<b>HPORDM</b>	Funds Transfer (RTGS/NEFT)
Locker Customer Maintenance	<b>HLKCM</b>	<b>HPRR25</b>	Clearing inward : Report Rejected instruments
Locker Operations Maintenance	<b>HLKOPS</b>	<b>HPSP</b>	Print Statement ( all types of accounts)
Menu Search	<b>SERMENU</b>	<b>HPWO</b>	Clearing outward : Print waste
NPA Accounts : Interest run	<b>ACNPAINT</b>	<b>HRDD</b>	TD : Rate-wise report
NPA : Interest details	<b>HNPABAL</b>	<b>HRDRVS</b>	TD : RD instalment reversal
OD : Modify master after verification	<b>HACM</b>	<b>HREDRP</b>	TD : Re-print receipt
OD : Temporary Overdraft maintenance	<b>HACTODM</b>	<b>HREJREP</b>	Clearing inward : Report/advice rejected
Outward Remittance (ODB etc)	<b>HORM</b>	<b>HREVPEND</b>	Clearing outward : Revoke pending
Passbook Printing for any type of account	<b>HPBP</b>	<b>HRFTDS</b>	TDS : Refund to customer
Print list of selected accounts	<b>HACSP</b>	<b>HRIST</b>	Day End : Inter-SOL reconciliation
Print Office accounts ledger	<b>HACLPOA</b>	<b>HRMI</b>	Clearing inward : Media input/ bulk upload
Print Statement ( all types of accounts)	<b>HPSP</b>	<b>HRMTDS</b>	TDS : Remittance to Government account
Salary upload (batch transactions)	<b>HSALUPLD</b>	<b>HSALUPLD</b>	Salary upload (batch transactions)
SB : Bulk SB account opening	<b>HSBAUPL</b>	<b>HSBAUPL</b>	SB : Bulk SB account opening
SB : Modify master after verification	<b>HACM</b>	<b>HSCLM</b>	Collateral : Link and Unlink securities
SB : Modify opening before verification	<b>HOAACMSB</b>	<b>HSCOD</b>	EOD : SOL change operating date
SB : Open Savings Bank Account	<b>HOAACSB</b>	<b>HSCOLD</b>	EOD : SOL closure for last day
SB : Verify SB opening	<b>HOAACVSB</b>	<b>HSCWRPT</b>	Cash : Shroff/Cashier/Teller Report
Standing Instructions : Detailed SI entry	<b>HSIM</b>	<b>HSDD</b>	TD : Scheme-wise report
Standing Instructions : Execute SI	<b>HSIE</b>	<b>HSIE</b>	Standing Instructions : Execute
Standing Instructions : Inquiries	<b>HSII</b>	<b>HSII</b>	Standing Instructions : Inquiries
Standing Instructions : Simple SI entry	<b>HSSIM</b>	<b>HSIM</b>	Standing Instructions : Detailed SI entry
Standing Instructions : Success/failure rep	<b>HSIRP</b>	<b>HSIRP</b>	Standing Instructions : Success/failure rep
TD : Change rate of interest	<b>HINTTM</b>	<b>HSMI</b>	Inquiry on RTGS/NEFT (payment orders)
TD : Closure of account	<b>HCAACTD</b>	<b>HSOLCOP</b>	Day End : SOL closure operations
TD : General Deposit details	<b>HGDET</b>	<b>HSPP</b>	Cheque : Stop 1 or more cheques
TD : Interest and TDS advice	<b>INTTDADV</b>	<b>HSPPAU</b>	Cheque : Verify/authorise cheque stoppage
TD : Interest Certificate printing	<b>HINTCERT</b>	<b>HSSI</b>	Day End : Inquire on SOL status
TD : Maturity-wise report	<b>HMDD</b>	<b>HSSIM</b>	Standing Instructions : Simple SI entry
TD : Modify after verification	<b>HACMTD</b>	<b>HSUBADV</b>	Loan : Subsidy advise report
TD : Modify master before verification	<b>HOAACMTD</b>	<b>HSUBSRPT</b>	Loan : Subsidy Reports
TD : Open Term Deposit account	<b>HOAACTD</b>	<b>HTDEXT</b>	TD : Renewal by extension
TD : print duplicate receipt	<b>HDUDRP</b>	<b>HTDREN</b>	TD : Renewal
TD : Print receipt	<b>HDRP</b>	<b>HTDSCALC</b>	TDS : At source calculation

PURPOSE / TASK	SHORTCUT	SHORTCUT	PURPOSE / TASK
TD : Rate-wise report	HRDD	HTDSIP	TD : Tax report options
TD : RD instalment reversal	HRDRVS	HTDTRAN	TD : View transactions (Interest & TDS details)
TD : Renewal	HTDREN	HTM	Transaction Maintenance (cash & transfer)
TD : Renewal by extension	HTDEXT	HTTUM	Batch maintenance - transfer transactions
TD : Re-print receipt	HREDRP	HTV	Total / Bulk Verification
TD : Scheme-wise report	HSDD	HUCS	Cheque : Update status of a cheque
TD : Tax report options	HTDSIP	HUNIZ	Clearing inward : Unlock clearing zone
TD : TDS maintenance	MTDSE	HXFER	Transfer transactions : Fund transfers
TD : Verification of closure	HCAACVTD	IALPA	Inquiry: Aadhar linked Primary account
TD : Verify opening	HOAACVTD	IDCM	LC - inward maintenance
TD : View Account details	HACDET	IGM	LG : Guarantee Inward
TD : View transactions (Interest & TDS detail)	HTDTRAN	INTTDADV	TD : Interest and TDS advice
TDS : At source calculation	HTDSCALC	MCEC	CIF : Modify corporate CIF
TDS : Refund to customer	HRFTDS	MEOB	EXPORT & outward bill maintenance
TDS : Remittance to Government account	HRMTDS	MIIB	IMPORT & inward bill maintenance
Template maintenance	HFCTMPL	MLM	Trade Advances : Maintain Limit Master
Total (bulk ) verification	HTV	MNCDS	DD : Cash DD - details of Non-Customer
Trade Advances : Limit Look Up	HLTL	MNTFWC	Forward Contract Maintenance
Trade Advances : Limit Node Maintenance	HLNM	MRCR	CIF : Modify retail CIF
Trade Advances : Maintain Limit Master	MLM	MTDSE	TD : TDS maintenance
Transaction : Delete unposted transactions	HDTE	ODCM	LC - outward maintenance
Transaction id for HLASPAY & UPAY	HMISREP	OGM	LG : Guarantee : Outward
Transaction Maintenance (cash & transfer)	HTM	SERMENU	Menu search
Transactions : Reverse Transactions	HCRT	VCCM	CIF : Verify Modification of retail CIF
Transfer accounts between SOL	HACXFSOL	VCCR	CIF : Verify corporate CIF
Transfer transactions : Fund transfers	HXFER	VRC	CIF : Verify retail CIF
Write-off/Charge-off / Reversal	HCOLA	VRCM	CIF : Verify modification of Retail CIF ID

**On left side of each page: Alphabetical list of common tasks with the Menu shortcuts. On right side of each page : Alphabetical list of Menu shortcuts and the tasks they do.**

### KEYBOARD SHORTCUTS FOR FASTER NAVIGATION AND DATA ENTRY

Bring up help file	F <sub>1</sub>	Ctrl+B	Go to 'Background Menu' & come back
List codes usable in curren field	F <sub>2</sub>	Ctrl+E	Expand / Explode for details
Go back or quit	F <sub>3</sub>	Ctrl+K	Show keyboard shortcuts
Go / Accept / Validate	F <sub>4</sub>	Ctrl+M	Go to 'MENU SHORTCUT' field
View signatures	F <sub>9</sub>	Ctrl+N	View HTML menu list on left
Submit (updates server data-base)	F <sub>10</sub>	Ctrl+X	Input current date
Show Finacle in full screen	F <sub>11</sub>	Ctrl+C	Copy selected text
Go to "SUBMIT" key	F <sub>12</sub>	Ctrl+V	Paste copied text
Go to next field	Tab	Shift+tab	Go to previous field

**For inputting numerical data, t l and c can be used for thousands, lakhs and crores in 'amount fields'. For example, 1.5c will input 15000000; 5l will input 500000 and 8t will input 8000.**

**Instead of typing the menu shortcut in 'Menu shortcut' field on top of the page, Finacle user can access menus from favourite folder by a single click of required menu as detailed below:**

1. When one logs in to Finacle/Fincore solution, the list of menus appear on the extreme left. From anywhere in Finacle, Ctrl+N or clicking 'Menu' button on top will display these menu list. The menus with a + sign on the left can be exploded to find further menus under that group.
2. Locate the menus the user needs to use frequently. ( Eg. ONS User Menus - Transaction Menus)
3. Right-click each such required menu. A pop-up message will appear ' add to favourites'.
4. Click (left-click) the pop-up message to add the menu to favourites.
5. Repeat these steps 2 to 4 for all the menus you require.
6. Thereafter, these menus will appear under list of 'favourites' on top of the list of menus.
7. To view the menu list, click on the 'menu' button on top or use keyboard shortcut CTRL+N.
8. Just click on the required menu. It will open - ready for data entry.

### **DECISION KEYS IN FINACLE**

**SAVE** : The data entries are saved for further processing; but transactions are not carried out.

**POST** : Actual transactions take place even before verification is completed.

**CANCEL** : Cancel the current task of data entry or verification.

**DELETE** : Delete the transactions in entered status

**SUBMIT** : All the data that are entered and posted are updated in Bank's finacle server data-base.

**SHOW EXCEPTION** : Entry of instruments (inward clearing) are checked by system for any errors.

**VALIDATE** : System tests the data entries under the current tab for any errors

**VIEW AUDIT** : System displays the modifications made by the maker to the checker.

### **SAVE DATA ENTRY TIME BY USING FOLLOWING METHODS:**

1. Use **Keyboard shortcuts** to make data entries (For example :Use **Ctrl + X** for inputting current date) and other keyboard shortcuts for navigation in finacle without relying on use of mouse. (For example: Use Function key F<sub>2</sub> to view contents of a searcher field)

2. Use **TEMPLATES**: In the case of menus where function '**copy from template**' is available, users can use an already created/available template ( can create a new template with **HFCTMPL**) and use it for creating account masters etc. Template is like a pre-filled up form where any field can be modified.

3. Use **COPY FUNCION** : In transacion menus, users can use this function to copy all the data entries made earlier in any transacion id ( for example, in **HXFER** menu where multiple debits/credits transactions were made). In this case also, various fields like amount etc. can be modified as per requirement.

## COMPLAINT REGISTRATION/RESOLUTION

**For all card complaints, lodge complaint in HPSM tool and generate ticket ID.  
Unresolved complaints within a stipulated time may be escalated with ticket ID.**

VISA transactions (ECOM/POS) : [visaio@iob.net.co.in](mailto:visaio@iob.net.co.in) (identify by narration VID )

NFS transactions (IOB card used in other bank ATM) : [nfsiob@iobnet.co.in](mailto:nfsiob@iobnet.co.in) (narration NFS/MSD)

ONUS transactions (IOB card in IOB ATM) : [atmtxn@iobnet.co.in](mailto:atmtxn@iobnet.co.in) (narration ATM ID)

Payment gateway : Mail [pg@iobnet.co.in](mailto:pg@iobnet.co.in) (identified by narration FPG)

**Internet Banking** : 044-28889338 | Mail: [eseeadm@iobnet.co.in](mailto:eseeadm@iobnet.co.in)

Mobile Banking : 044-28889338 Mail : [mobiadmin@iobnet.co.in](mailto:mobiadmin@iobnet.co.in)

Finacle HP Service Manager complaint register URL : <http://hdtt.iob.in:8080/HPSM/ess.do>

Finacle Helpdesk mail id : [cbshp.helpdesk@iob.in](mailto:cbshp.helpdesk@iob.in)

Finacle Helpdesk Contact No : 18004251585 / 044-71729821 / 044-71729851

NETWORK - For BSNL : 18004190243 Mail : [iob.helpdesk@wipro.com](mailto:iob.helpdesk@wipro.com)

NETWORK - For TATA : 044-28519477 / 28519478 Mail: [tata@iobnet.co.in](mailto:tata@iobnet.co.in)

**Passbook Kiosk** (krisfo) : 18004252035 Mail : [support@krisfo.com](mailto:support@krisfo.com) or [krisfo@iob.in](mailto:krisfo@iob.in)

**HCL Complaint** Toll Free : 18001801425

**Aforeserve** Complaint No : 18001034433

Cash Recycler CMS Toll free : 18002700267 Opt.1 Mail: [helpdesk.atmservices@csl.cms.com](mailto:helpdesk.atmservices@csl.cms.com)

NCR ATM toll free : 18002095657 Mail : [WI230017@NCR.com](mailto:WI230017@NCR.com)

AGS ATM toll free : 18002090247 Mail : [helpdesk\\_support@agsindia.com](mailto:helpdesk_support@agsindia.com)

TCPSL ATM toll free : 18002662660 Mail: [TCPSL.Helpdesk@tatacommunications.com](mailto:TCPSL.Helpdesk@tatacommunications.com)

Mphasis ATM toll free : 18001036028/029 Mail: [customersupportatm@mphasis.com](mailto:customersupportatm@mphasis.com)

ATM/VISA/Other ATM : <http://172.16.90.236/atmhelp/aqtmbr/indexChris.asp>

Debit Card issues : 044-28519470 Mail: [atmcard@iobnet.co.in](mailto:atmcard@iobnet.co.in)

**ATM switch** : 044-28889387

**RTGS/NEFT** desk : 044-28889397

### PRINTER SETTINGS

#### 1. PASSBOOK

IE – File – Page Set Up

Letter – Portrait – Enable shrink to fit

Margins : LM 0.16, RM 0.233, TM 0.40 BM:0.16

Header & Footer should be empty.

#### 2. DEMAND DRAFT

IE – File – Page Set Up

Letter – Portrait – Enable shrink to fit

Margins : LM 0.16, RM 0.233, TM 0.366 BM:0.355

Header & Footer should be empty.

#### 3. TERM DEPOSIT RECEIPT

IE – File – Page Set Up

Letter – Portrait – Enable shrink to fit

Margins : LM 0.62, RM 0.377, TM 0.8 BM:0.627

Header & Footer should be empty.