

## FAQ : KIOSK BANKING

- **Under money transfer service, some customers are charged @0.25% instead of remittance charge of 2%.**

If the beneficiary's home branch and CSP link branch is same, the charge as applicable to deposit service is levied. Currently, charge on deposits (in urban, metro areas) is 0.25% subject to a minimum of Rs. 1/- and maximum of Rs. 12/-. In RUSU areas, charges on deposits, withdrawals are waived till 31.3.2014.

- **A wrong photo of customer was inadvertently uploaded by KO. How can it be rectified?**

The KO should inform the Branch / circle admin, giving the reference number of the customer where wrong photo was uploaded, who will reset the customer record. By using 'Photo re-upload' menu, the KO can re upload the correct photo of the customer.

- **A new search & select field 'BC organisation' is found in the BC configuration. On search, all the existing BCs appear. How is a new BC configured?**

The first step in new BC configuration is to create BC organisation. For corporate / institutional BCs, add the name of company / organisation. In the case of individual BCs, add the name of the person who signed the BC agreement.

- **KO cash holding limit amount exceeded.**

The respective BC can reset the holding limit amount by using KO limit Configuration screen.

- **You are not authorized to login from this kiosk**

Admin has the rights to reset the terminal mapping for the kiosk using Kiosk terminal mapping screen so that KO can access from the new system.

- **How to reset the password of a KO?**

BC can use the USER PIN Status Change screen, to reset the password to default password of a KO(both logon password and transaction password).

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- **KO/sub ko not authorized to login.**

At any point of time only KO or only Sub KO is authorized to login in to the same terminal. If a KO is authorized in the system then the SUB KO would receive this error. In this case the KO can use the authorize sub KO screen to authorize the SUB KO to use the system. If a SUB KO is authorized to login to the system then the KO would receive this error. In this case the BC can use KO/Sub KO authorization screen to authorize the KO to login.

- **After initializing the finger print device (legend scanner) is getting failed.**

The CSP has to un-install the current running Legend drivers, and then install the 4.3.5.1 version of the legend client installable and follow the steps written in the manual for installation.

- **BC's password is forgotten who will reset the same.**

Admin has rights to reset a BC password to default, by using User Pin Status Change screen.

- **CPU id is not fetched.**

The browser settings (Active x control settings) need to be done. Please ensure to disable “only approved domains to use active x control with out prompt.”

- **You are not authorized for this service.**

If a KO is getting this error then he has to contact BC/ Admin to enable this service.

- **What operating system and browser are required for smooth operations?**

Windows XP / 7; Internet explorer (IE) 7 to 9 version.

- **What user id and password are to be used to login?**

All Bcs / Sub-BCs/ KO s can continue to use their existing ids and passwords. The Circle admins / Branch / FIC admins will be created with their PF nos. These officials can not use the existing generic ids

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- **Kiosk Banking web page is not available.**

The site has been moved to new URL. Please type the following URL in address bar and save it to favourites:

For KO / Sub-KO/ Bank officer\*:

<https://kiosk.onlinesbi.com>.

For BC / Sub-BC/ Admins\* (Circle admin / Branch admin):

<https://kiosk.onlinesbi.com/admin/Admin.jsp>

\* Bank officials can also access the site on intranet using the above URLs.

- **What user id and password are to be used to login?**

All Bcs / Sub-BCs/ KO s can continue to use their existing ids and passwords. The Circle admins / Branch / FIC admins will be created with their PF nos. These officials can not use the existing generic ids

- **KO is unable to login as fingerprint device initialization has failed, though his/ her user id & password is correct**

Please check whether SBI BMA client version 4.3.5 has been installed properly in the computer. For any assistance regarding installation, contact precision biometric pvt ltd. 044-42199542, 044-42199543. E-mail: [biometric.support@precisionit.co.in](mailto:biometric.support@precisionit.co.in).

- **KOs are unable to find some menus.**

The menus and sub-menus have been rearranged. All the activities related to enrolment have been placed under 'customer creation'. Non-kiosk cash deposit menu is not visible. The menu has been replaced with 'Money Transfer'.

- **At the time of capturing finger prints, the system is not indicating the finger on the 'hand' image.**

In the upgraded version, this has been changed. The finger for which fingerprint is captured needs to be selected by clicking on the respective finger on the image

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- **A new page for cash deposit, withdrawal, money transfer is appearing with a list of denominations. How to key in the transaction amount?**

The principle amount of transaction has to be entered in the field appearing on the top of the denomination pane. In the denomination details, enter denomination wise cash amount h.(eg. For one Rs.100 note enter '1'against the field 100. Please note for all cash receipts irrespective of the service, the amount received from customer has be entered in 'denomination in' (left hand side) and refund, if any, has to be entered in 'denomination out' (right hand side). In the case of withdrawals, the denomination panes appear in reverse order and the 'denomination out' pane needs to be used for the amount to be paid to customer and enter the cash refund, if any, in 'denomination out' pane. Note to enter the denomination details correctly. This will help in tallying cash at the end of the day.

- **The system is taking only one image for each finger instead of three times.**

Please check the type of fingerprint device installed. If it is cogent CSD 200, it will take only one image for each finger.

- **Can any finger print of the customer be used for authentication?**

Yes. Any of the fingerprints stored in the system can be used and the system will prompt the finger randomly to be authenticated.

- **BC is unable to create a group of his choice of services for KOs / sub-BCs as user group service is not appearing?**

The right to create a group by BCs has been done away with. The groups have been created centrally. BC can select the relevant group at the time of creation of sub-BC / KO. If the BC doesn't want to assign all the rights of a group to sub-BC / KO, the rights can be curtailed by disabling certain rights to the particular user. This can be done by invoking 'User services' menu and disable the services for that particular sub-BC / KO.

- **For creation of KO by BC, three new fields have been added in addition to KO cash holding amount. How much limit has to be entered in these three fields?**

Cash deposit, withdrawal, transfer limits have been provided for. These are the maximum limits up to which a KO can transact in a day subject, of course, to KO cash holding limit.

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- **In the case of 'time out' transaction, does the KO need to verify customer's balance to check whether the transaction is successful in CBS and accept or pay cash from / to the customer accordingly?**

No. KO need not enquire the status of such transaction as the system will reverse the same if it is posted successfully in CBS. The 'time out' transaction is treated as a failure transaction by kiosk Banking.

- **A new menu 'BF' activity is appearing. What is the use of it?**

KO is expected to source various types of banking business to the link branches which does not involve customer enrolment and cash transactions at CSP. For eg. KO can source a loan proposal of an existing / prospective customer. As BC / KO is entitled to commission on such business, there has to be record of proposals / applications. Hence a new menu for such activity has been introduced. KO need to invoke the menu and enter the customer's basic details and select the product type etc. The other fields are dynamic depending on the product type.

- **CSP (KO) ledger report is not available for the period prior to 02.12.2013.**

This report is available only for transactions on or after 02.12.2013 (i.e. Launch of upgraded version of Kiosk Banking) as this has been newly introduced and required data was not available for the earlier period for generation of such report.