

yono Business – User Manual

yono Business – Other Service Requests

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3. Post Login Features

Post successful login to yono Business, system will redirect the corporate user to yono Business landing page. Corporate User will be able to:

- Request for other service:

Corporate users with specific roles such as Regulator or Administrator or Authoriser can raise the request for other services through yono Business e.g. request for POS terminals, request for Bharat QR, Forex, SWIFT, etc.

3.4 Other Service Request

SBI offers other services like POS terminals, Forex services, SWIFT interface etc. with-in different categories, corporate customer can raise the request to opt these services through yono Business

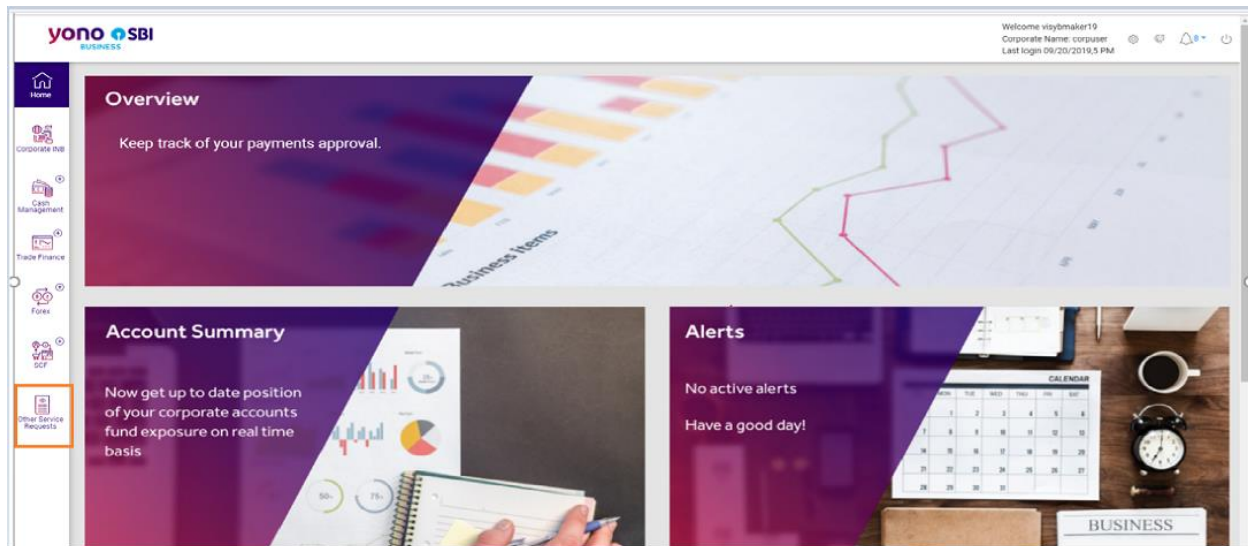
Following are the categories and services offered through other service request.

Category	Services Offered
Online and Offline collections services	<ul style="list-style-type: none"> • POS Terminals • Bharat QR • UPI • VAN – based collections (Virtual Account Number) • State Bank (SB) Collect • Collections through e-handshake • Mandate Management
Payments	<ul style="list-style-type: none"> • Bulk Payment with STP • Customized MIS
Channel Finance	<ul style="list-style-type: none"> • eVFS (electronic Vendor Financing Services) • eTDS (electronic Dealer Financing Services)
Trade Finance	<ul style="list-style-type: none"> • Letter of Credit, Bills Discontinuing, BG • e-Verifications of Bills
Treasury	<ul style="list-style-type: none"> • Forex Services
Additional Services	<ul style="list-style-type: none"> • eZ Pay card • SWIFT Interface • RERA account • Corporate Salary Package

Action1: Select Other Service Request

Post Successful login to yono Business, system will show the 'Other Service Request' menu in application menu list.

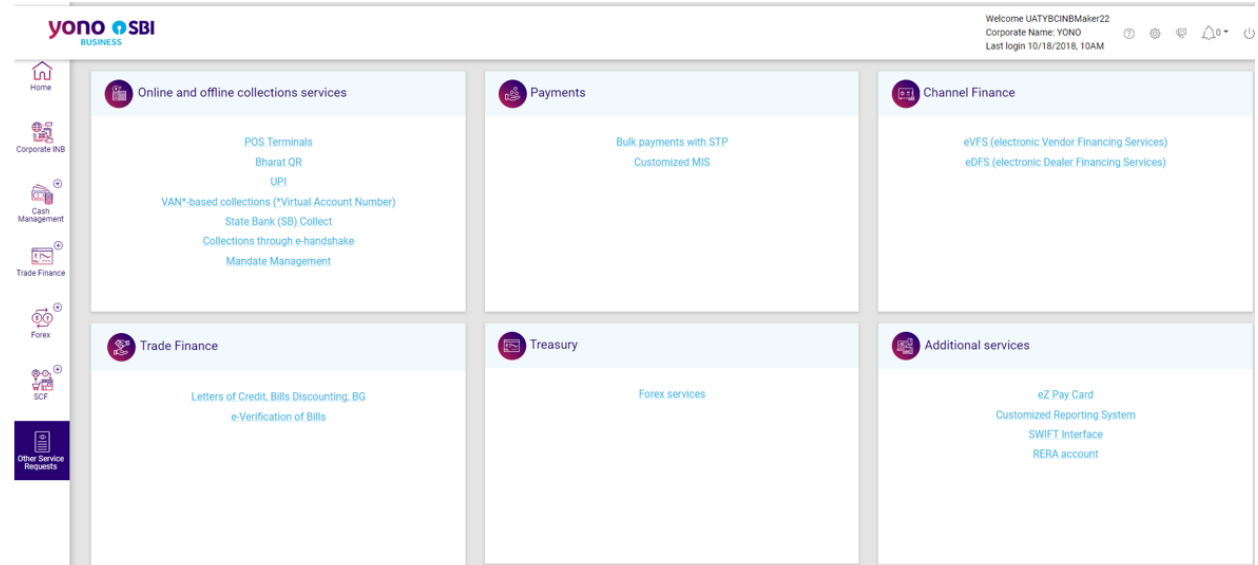
Figure 3.1: yono Other Service Request - Select Other Service Request



Action2: Select Service

On click of 'Other Service Request' menu, system will show the category and list of services offered, to request for service, user to select for respective service from the list

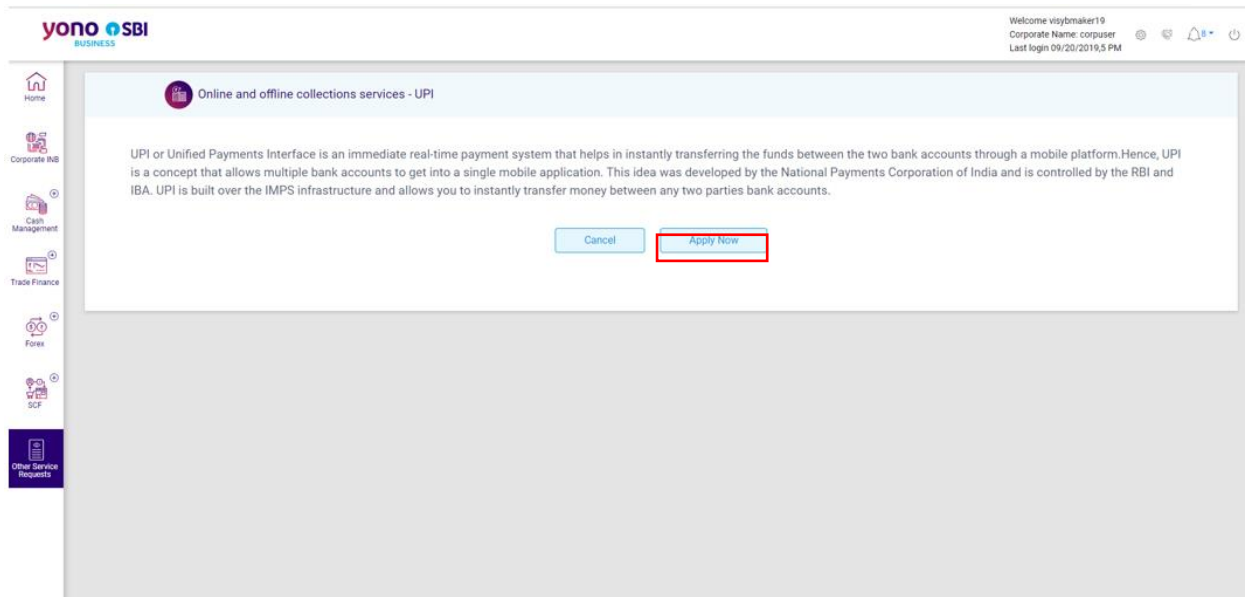
Figure 3.2: yono Other Service Request - Select Service



Action3: Show Service Detail

System will show the detail of service for which user is requesting. User to click on 'Apply Now' Button to raise the service request.

Figure 3.3: yono Other Service Request - Show service details



Action4: Show Contact Detail

System will show the user's existing contact details i.e. Name, Mobile number and Email ID. User to confirm the contact details by click on 'Confirm' button. In case if user wants to provide alternate contact, then user to select the option 'Give alternate contact'

Figure 3.4: yono Other Service Request - Show Contact Details

The screenshot displays the 'Other Service Request' interface in the yono SBI Business portal. The top navigation bar includes the yono SBI logo and a user welcome message: 'Welcome UATYBCINBMaker22', 'Corporate Name: YONO', and 'Last login 10/18/2018, 10AM'. A sidebar on the left contains icons for Home, Corporate IIB, Cash Management, Trade Finance, Forex, SCF, and Other Service Requests (the active menu). The main content area is titled 'Online and offline collections services' and shows a confirmation message: 'You are placing a service request for UPI'. Below this, it states 'Your contact details with us are:' followed by a table of details.

Name	UATYBCINBMaker22
Mobile number	917708815756
Email Id	some@gmail.com

Below the table, there is a checkbox labeled 'In case you would like to give alternate contact, please enter here :'. At the bottom right of the form, there are two buttons: 'Cancel' and 'confirm'. The 'confirm' button is highlighted with a red rectangular border.

Action5: Generate Service Request Number

System will generate the 'service request number' and same request be forwarded to respective user's home branch. Respective branch representative will contact user for their service request and enable the same service for user.

Email: An email notification along with service request detail and service request number will be send to user's registered email id.

If user has selects 'click here' to apply for another services, system will redirect user to 'Service Request Landing Page'.

Figure 3.5: yono Other Service Request - Generate Service Request Number

