Modules Description:

BROKERAGE:

- Get a comprehensive view of distributor's recent earnings

- Segregated brokerage view that includes paid/unpaid/forfeited

- View the break-up of brokerage as upfront, trailer feel, incentive and clawback

- Filter the above details by city, asset class, EUIN code, scheme, month etc.

- Drill down to details such as brokerage rate applied and brokerage held at an individual transaction level

- Identify highest brokerage earning investors, and investors for whom brokerage is pending

AUM

- Get a view of total AUM and average AUM for the chosen period with AMC, asset class bifurcation. Filter by city, EUIN and Sub broker ARN.

- Compare Y-o-Y AUM growth at AMC level

- View newly acquired investors along with their personal details

- Obtain SIP related details such as registered, expired and live SIPs for the chosen period

Investor Portfolio

- Obtain a complete view of your investor data - portfolio, SOA which can be downloaded/ viewed/triggered to the investor

- Get a single view of all investor attributes like COTM, contact details, recent transactions, capital appreciation filtered across different dimensions like recent, dormant, KYC pending and more

Transactions:

- Get a view of both edge360 and live transactions over the last 3 months, along with the status - approved, rejected, failed, and pending

- All types of financial transactions can be triggered from this tab like Purchase, Switch, Redemption, SIP, SWP, STP and SIP Renewal

- For all non-KYC individuals, trigger a self-service KYC link that enables the investor to complete KYC instantly

Reports:

- Generate top 20 WBR reports, and download GST invoices

- Request for a customized report that is caters to your data requirements

Recon:

- Track credit citing and unit reconciliation status in near real-time

- Use smart filters like asset class, transaction period, scheme code, AMC code and more

User CRM

- Group investors into custom groups and view overall assets and portfolio performance

- Perform digital In-person verification (eIPV) for all self-service KYC investors and push to KRA. This gives near -zero TAT for KYC and makes a new customer ready for investment instantly.

FAQs:

1) **How do I sign-up for edge360?**
   Click on the sign-up button at the top right corner, and enter your ARN/EUIN/INA code as username. OTP will be generated and sent to all your registered mobile/email IDs with CAMS serviced Mutual Funds. After OTP verification, set your password and answer the security questions. You are now ready to log in to edge360.

2) **I entered my EUIN code, but I am not able to sign-up or sign in. What can I do next?**
   Once you sign-up with your EUIN code, get in touch with your ARN for approval. Once your ARN approves, you will be able to sign-in instantly.

3) **I am not able to sign-up for edge360 with my ARN code. What should I do?**
   To be eligible to sign-up for edge360, your ARN code should be empanelled with at least one CAMS serviced Fund.

4) **All my EUIN codes are not mapped to my ARN -code**
   All the EUIN codes mapped to the ARN will reflect in the ARN log-in. If any of your EUIN codes are missing, please write to edge360@camsonline.com

5) **My brokerage data displayed on edge360 is not matching with WBR-77 report I received from CAMS.**
   The brokerage data showing in edge360 is for the period specified in the tab. Try downloading for the same period as in WBR 77 and reconcile. If it still doesn't match for the chosen funds, please write to edge360@camsonline.com.

6) **Why can't I see other AMCs/funds in edge360 like Axis and Reliance?**

edge360 is built for only CAMS serviced Funds as of now. As a result, you will only see data pertaining to the CAMS-serviced Funds where you are empanelled.

7) **My total AUM reflected in edge360 is incorrect.**
edge360 displays your AUM only for the last six months in CAMS serviced Mutual Funds. If you also have AUM in non CAMS-serviced Funds, the same will not be reflected in edge360.

8) **The contact details of my investors are incorrect.**
The contact details reflecting in edge360 is what we have in your database. If the same doesn't match the actual details, please ask your investor to update their contact details via CAMServ chatbot (https://www.camsonline.com/).

9) **The KYC status of my investors are incorrect.**
The KYC status reflected in edge360 is as per our records. You can check the latest KYC status of your investor at https://camskra.com/. If you find any discrepancy, please write to edge360@camsonline.com.

10) **I am not able to see all my investors.**
edge360 will only display investors who have invested in at least one of the CAMS serviced Mutual Funds through you. Moreover, investors who have invested through exchange, or have only demat folios will not be displayed. In case you find any discrepancy, please write to edge360@camsonline.com.

11) **I am not able to search/invest some schemes in edge360.**
Some schemes do not permit online transactions and will not be available in edge360.

12) **I am not able to find some folios of my investors. Exchange/non-supported bank**

The folios listed in edge360 exclude exchange folios, as well as folios which have banks that don't support online payment

13) **I am unable to see all transactions submitted**

This could be due to following reasons

- Transactions in Mutual Funds not serviced by CAMS will not be listed

- Transactions only for the last 3 months will be visible under both edge360 and the live transaction tab

- Transactions submitted for exchange folios will not be visible here

14) **Where are the remaining WBR reports?**

We are currently displaying only the most used WBR reports in Edge360. For other reports please click on the below link.
https://www.camsonline.com/DistributorServices/COL_Mailbackservice.aspx

15) I can see a transaction as approved but it showing as pending in Recon. Why?

Recon tab shows the credit matching status of applications. So, for all non-liquid and less than 2 lac transactions, while the units are allocated without corresponding credit being matched, those units are on hold until credit is reflected in the bank statement. While such transactions may show as approved, they will show as pending in recon if credit is not received. Once credit is received, transactions will move from here. You may want to use this tab to check for which all your investors, credit has come and whether the same has been matched.

16) I am not able to add a PAN in family. Why?

Only PANs of individuals that have completed their KYC process can be added.

17) AUM screen is only showing 17 SIPs registered but I have registered more.

Only SIPs registered in Mutual Funds serviced by CAMS will reflect in the SIP tab. SIPs registered in a demat folio, and SIPs registered in Funds not serviced by CAMS will not reflect here. Moreover, you can check if you have applied any filters and undoing that helps you in reconciliation or not. Even after doing that, if some transactions done by you are not visible, please write to edge360@camsonline.com.

18) How do I remove a filter?

On the filter tab, click reset (refresh icon) to remove all filters.

19) Investor is saying I have approved the transaction, but it is showing as not approved in the dashboard. Why?

This issue could occur in the case of joint holder folios. Until all the holders approve, the transaction status shows 'Pending'. For a new joint holder folio created and transaction submitted using that folio, in case first holder has approved the transaction but joint holder has not approved the transaction till 2PM of the next day, the folio will be converted as single holder folio and the transaction will be processed with next day NAV.

20) I have created a folio with multiple holders. Why are all holders not getting confirmation message?

Transaction confirmation messages will be sent to all holders only in case of joint holder folios. For any other type of folio like 'Anyone or Survivor', only first holder will get the confirmation.

21) I created a new folio as joint holder but now I see that the folio is a single holder folio. What happened?

. For a fresh joint holder folio, if the first holder approves the first transaction on time while the joint holder doesn't approve it before the cutoff, the folio will be converted to a single holder folio. Moreover, the transaction will be posted with the next day's NAV. This will only happen for the first transaction submitted using a **fresh folio**. However, this rule does not apply for existing joint holder folios. Transactions submitted through existing joint holder folios will wait till all holders have approved the transaction. If all holders don't approve the transaction within 2PM of next day, the transaction will be rejected.

22) I want to change my contact details. How do I do that?

You can change the ARN contact details by filling the change of contact details form and submitting the same at your nearest CAMS Service Center.

23) How do I do KYC for my non-KYC investors?

You can generate a Paperless KYC (PLKYC)link for your investors by going to investor portfolio tab, filtering Non-KYC investors and then sending them the self-service KYC link. Once the investor submits the self-service KYC form, it will appear under User CRM-> eIPV tab. You can go to the pending KYC tab, choose the investor PAN, verify the details and then submit the KYC application to KRA. Once KYC is successfully submitted to KRA, you can initiate transaction on behalf of the investor.

24) Offline, SIP happens on presenting the first cheque. Here investor made no payment with SIP registration. Has the SIP been registered properly?

 edge360's digiSIP does not require initial payment to start a SIP. You only need to register for the SIP. If your investor has an existing one-time mandate, they can quote the mandate number at the time of approving the SIP. Once SIP is registered, it will be triggered on the next SIP date automatically. If investor doesn't have an existing OTM, investor needs to register the biller ID with his/her bank using the SRN number generated for the SIP.

25) I am not able to do redemption. Why?

In Edge360, redemption is only available for individuals and HUF. For all other tax status codes, redemption has to be submitted using current channels. You may also witness a delay in the redemption payout getting credited to the investor's bank account. This could be because the investor recently changed his/her personal or bank details. This puts the folio under a cooling period after which the redemption payout will get triggered automatically.

26) I have triggered a consolidated mail back statement but haven't received it yet. Why?

The 'Consolidated Mailback Statement' is an all RTA facility, and the processing time taken by each RTA is different. Once we receive the request from all the RTAs, we merge the data

and send the consolidated statement to your registered email ID. This process is usually completed within 2-3 minutes of submitting a request, but occasionally it takes more time to receive the statement due to long queues. However, once you place the request, it is added to the queue and delivered to your email ID as soon as the processing is completed.