

GLOBAL BANK DESKTOP PROCEDURES

CRM DESKTOP PROCEDURES



CRM OPERATIONS

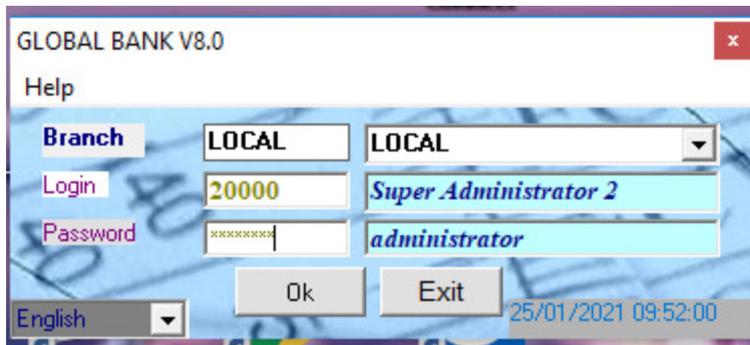
MODULE : *CUSTOMER RELATIONSHIP MANAGEMENT*

- MENUS :**
- + MATRICULE
 - + ACCOUNT
 - + MODIFY SPECIAL ATTRIBUTES OF CUSTOMER
 - + SIGNATURES AND PHOTOS
 - + CHECKBOOKLET MANAGEMENT
 - COMMAND CHEBOOKLET
 - ASSIGN CHECKBOOKLET TO CUSTOMER
 - CHECK OPPOSITION
 - OPPOSITION LIFTING

NB: The words Customer and Member are interchangeable. They can be replaced by the work 'CLIENT'.

A) STARTING GLOBAL BANK

You will need to start Global Bank at all times before working.



Procedure

- DOUBLE CLICK ON THE GLOBAL BANK ICON ON THE SCREEN
- FILL IN YOUR USER INFORMATION(LOGIN ID , PASSWORD)
- CLICK ON OK
- CLICK ON START

CLICK ON BANK OP. TO START THE WORKING INTERFACE

B) CREATION OF MATRICULE

Moral Individual Creation

Customer Matricule

Branch: 99001 Better Planning Ltd

Search Options: Customer Name bette

TypeResident	AgentEco	ActiviteEco	NatClient	LibNatClient
Resident	1101	1101	ORDINARY	ORDINARY
Resident	1101	1101	ORDINARY	ORDINARY

Mat. N°: 100409 BETTER PLANING LIMITED

Cust Type: Morale Resident: Resident Cust Nat.: ORDINARY

Witness: 0

BEAC. Nat.: 11 Particuliers Nationaux

Physique / Individual | **Morale / Business** | Others Info/Autres Info

Initials: BEP LTD Full Name: BETTER PLANING LIMITED

Name: BETTER PLANNING LIM Social Obj: PRESTATIONS DIVERSES

HeadQuarters: DOUALA-BONAMOUSA Telex:

License N°: RC.BDA.2006B.131 Judicial Nat.: SAS SOCIÉTÉ ANON

Creation Date: 14/07/2017

Manager name: Birth Date: 01/01/1900

NID/Pport: NID Issue At:

ID Issue Dte: 20/03/2019 ID Exp Dte: 01/01/1900

Mandatory Fields

Commands: Search, Refresh, New, Add, Update, Delete, Beneficiary Information, Join Customers, Close

FIG. 1 MATRICULE FORM CREATION (MORAL TAB)

PROCEDURE

- CLICK ON THE CRM MODULE
- SELECT MATRICULATION
- CLICK ON THE COMMAND MENU "NEW"
- FILL ALL INFORMATION AS REQUIRED. NOTE THAT INFORMATION FIELDS WITH ASTERISK IS COMPULSORY
- FOR A MORAL PERSON USE THE MORAL TAB
- CLICK ON THE ADDITIONAL INFORMATION AND COMPLETE THE INFORMATION FIELDS
- MAKE SURE ALL THE INFORMATION BOXES HAVE BEEN FILLED,

CLICK ON ADD TO save the information of the CREATED MATRICULE.

PHYSICAL INDIVIDUAL CREATION

Customer Matricule

Branch: 99001 Better Planning Ltd

Search Options: Customer Name ngwa

Adresse2	Adresse3	BP	Ville	Pays
		0000	DOUALA	

Mat. N°. * 100132 NGWA FRANKLIN FUNWI

Cust Type * Physique Resident * Resident Cust Nat. * ORDINARY

Witness 0

BEAC. Nat. * 11 National

Commands: Search, Refresh, New, Add, Update, Delete, Beneficiary Information, Join Customers, Close

Physique / Individual | Morale / Business | Others Info/Autres Info

Quality * M Title * AUCUI None

Name * NGWA F. Name FRANKLIN FUNWI

Birth Date * 15/04/1976 Birth Prec. * D

Place * Bafut Nationality * CMR Cameroun

Fat. Name Mot. Name

Maiden Name Cust. Cat * BUSIN Businessman or Busine

Profession * BUSINESS NID/Pport * 112883647

NID Issue At LT07 ID Issue Dte 29/09/2011 ID Exp. Dte 01/01/1900

Last Customer 200704 KANA TSOPFACK HERVITAGE

Mandatory Fields

FIG. 2 MATRICULE CREATION (PHYSICAL TAB)

PROCEDURE

- CLICK ON THE CRM MODULE
- SELECT MATRICULATION
- CLICK ON THE COMMAND MENU "NEW"
- FILL ALL INFORMATION AS REQUIRED. NOTE THAT INFORMATION FIELDS WITH ASTERIX IS COMPULSORY
- FOR A PHYSICAL PERSON USE THE PHYSICAL TAB
- CLICK ON THE ADDITIONAL INFORMATION AND COMPLETE THE INFORMATION FIELDS
- MAKE SURE ALL THE INFORMATION BOXES HAVE BEEN FILLED,

CLICK ON ADD TO save the information of the CREATED MATRICULE.

INFORMATION COMMON TO BOTH PHYSICAL AND MORAL CUSTOMERS

Customer Matricule

Branch: 99001 Better Planning Ltd

Search Options: Customer Name ngwa

Adresse2	Adresse3	BP	Ville	Pays
		0000	DOUALA	

Mat. N°: 100132 NGWA FRANKLIN FUNWI

Cust Type: Physique Resident: Resident Cust Nat.: ORDINARY

Witness: 0

BEAC. Nat.: 11 National

Physique / Individual | Morale / Business | Others Info/Autres Info

e Banking Subscription: Yes No

COBAC Lbl.: 1101 B E A C TaxPayer N°:

Eco. Activity: 1401 Pêche Continentale

Manager: CASH1 SATURDAY CASHIER

Cust. Rmq. Comp. Gpe: 0

Adr. 1: Bonendale Tel. 1: 677383068 Adr. 2: Tel. 2:

P.O: 0000 Town: DOUALA Email: ngwafranklin@y. Fax:

Person to contact
Name:
Adr. Tel.:

Commands: Search, Refresh, New, Add, Update, Delete, Beneficiary Information, Join Customers, Close

MATRICULE CREATION (OTHER INFO TAB)

HOW TO SELECT A CUSTOMER WHO IS ALREADY CREATED:

Selecting a matricule:

Customer Matricule

Branch: 99001 Better Planning Ltd

Search Options: Customer Name better

Agence	Nom	Prenom	Adresse1	Adresse2
99001			Douala-bonamoussadi	

Mat. N°: 100409 BETTER PLANING LIMITED

Cust Type: Morale Resident: Resident Cust Nat.: ORDINARY

Witness: 0

Buttons: Search, Refresh

- Click on Search Command. Select the Search OPTION on the list box and type the Information to search on the text box provided. Click to Choose in the Datagrid Provided.
- AFTER SEARCHING THE MATRICULE, you can then add the **BENEFICIARY INFORMATION** of the customer and **JOIN CUSTOMERS** as required.

COMMANDS TO ADD BENEFICIARY INFORMATION, JOIN CUSTOMERS AND ACCOUNT MANAGERS

CUBAC Lbl	1101	B E A C	Taxpayer N				
Eco. Activity	1101	OTHER COMMERCE NOT INCLUDED					
Manager	AIMER	DJON GABRIEL AIMERY					
Cust. Rmq.		Comp. Gpe	Acmar	acmar			
Adr. 1	Bonamoussé	Tel. 1	671813750	Adr. 2		Tel. 2	
P.O	2842	Town	DOUALA	Email	dfontahfru@yahoo	Fax	
Person to contact							
Name							
Adr.							
Tel.							

Delete

Beneficiary Information

Join Customers

Managers

Close

ADDING BENEFICIARY INFORMATION OF CUSTOMER

Customer Beneficiary Info

Customer Beneficiary Information

Name: NGWA NEBA VICTORY NID: 4288552

Relation: SON Ratio: 5

PK	Nombenef	Cni	rel
▶ 19	NGWA NEBA VICTORY	4288552	SON

Commands

Refresh

Ok

Update

Delete

Close

FIG 3. NEXT OF KIN BENEFICIARY FOR

Procedure:

- **SELECT THE CUSTOMER MATRICULE THAT YOU WISH TO ADD THE INFORMATION**
- **CLICK ON THE BENEFICIARY INFORMATION COMMAND THAT IS FOUND ON THE OTHER INFORMATION TAB.**
- **FILL THE INFORMATION ACCORDINGLY**

JOINING A CUSTOMER

This function is used for accounts that are to be jointly managed

Join Customers Info

Join Customers Info

Quality: M Title: AUCUI None Nationality: CMR Cameroun

Name: DERICK F. Name: FONTAH FRU

Fa. Name: Mo. Name:

Birth Date: 12/03/1960 Place: MANKON Profession: IT DIRECTOR

NID/Pport: 114555881 NID Issue At: NW2 ID Issue Dte: 12/03/2008

ID Ex. Dte: 12/03/2008 PO Box: 2842 Tel.: 671813750

Adr.: DLA Town: Email:

Customer	Name	Firstname	Birth Date	Pl. of Birth	Profession
100132	DERICK	FONTAH FRU	12/03/1960	MANKON	IT DIRECTOR

Commands: Refresh, Ok, Update, Delete, Print, Close

FIG. 4 JOIN CUSTOMER FORM

Procedure:

- SELECT THE CUSTOMER MATRICULE THAT YOU WISH TO ADD THE INFORMATION
- CLICK ON THE JOIN CUSTOMERS COMMAND THAT IS FOUND ON THE OTHER INFORMATION TAB.
- FILL THE INFORMATION ACCORDINGLY

CHOOSING AN ACCOUNT MANAGER

Account managers are added when adding other customer information during matricule creation. In case you want to change the account manager, use this Function.

The screenshot shows a software window titled "MANAGERS". It contains two identical panels side-by-side. Each panel has a "Branch" field with the value "99001" and a dropdown menu showing "BETTERPLANNING AKWA DOUALA". Below that is a "Manager" field with "AIMER" and a dropdown menu showing "DJON GABRIEL AIMERY". Underneath is a table with two columns: "Custome" and "Customer". The first row in each table is highlighted in green and contains the values "100009" and "FONTAH FRU DERICK". Between the two panels are four navigation buttons: ">", ">>", "<", and "<<".

Procedure:

- **SELECT THE CUSTOMER MATRICULE THAT YOU WISH TO ADD THE INFORMATION**
- **CLICK ON THE MANAGERS COMMAND THAT IS FOUND ON THE OTHER INFORMATION TAB.**
- **SELECT THE BRANCH**
- **SELECT THE MANAGER CONCERNED AND DISPLAY HIS CUSTOMERS AS IS SEEN ON THE LEFT**
- **SELECT THE NEW MANAGER AS SEEN ON THE RIGHT**
- **BROWSE AND CHOOSE THE CUSTOMER TO TRANSFER.**
- **SELECT THE  Command to transfer**
- **To move all the customers of a Manager use the  command.**

CREATION OF ACCOUNT OF THE CUSTOMER

Customer Account

Branch 99001 Better Planning Ltd

Search Customer Name better

agence	Client	Nom/umelle	TypeClient	catclient	Nat.Luridique
99001	100409	BETTER PLANING LIM	Morale		

Automatic Collection of Account Opening charges.

Do you want to collect charges? Also Remember that a debit amount in your savings account is not advisable. Make sure money is deposited in case of savings account immediately.

Oui Non Annuler

Customer 100409 BETTER PLANING LIMITE

Add

Cust Nature SAS SOCIÉTÉ ANONYME SIMPLIFI

Product 2 Standard Business Account

Account Sub RIB

Coll. Acct 3712200200 S Standard Business Account 122

Account Info/Infos Compte Other Info/Autres Infos

Currency Franc Communauté Financière Africai

Manager MFENJ MFENJOU FIFEN JEAN JACQUES

Open Date 09/01/2021 Effec. Date 25/01/2021

Signatures and Photos

Number 7 Available 7 Signature And Photos

Commands

New Refresh Add Print Close Convention

FIG. 5 CUSTOMER ACCOUNT CREATION

ACCOUNT CREATION PROCEDURE

- CLICK ON CRM OPERATION MAIN MENU ON THE WORKING INTERFACE
- SELECT THE MENU CUSTOMERS ACCOUNT
- CLICK ON NEW
- CHECK IF THE BRANCH WHERE YOU ARE WORKING IS THE ONE IN WHICH IS CHOSEN. CHANGE IT IN CASE YOU WANT TO USE A DIFFERENT BRANCH AND HAVE A PRIVILEGE FOR ACCOUNT CREATION ON THIS BRANCH.
- SELECT THE PERSON(MATRICULE) THAT YOU ARE CREATING THE ACCOUNT FOR. THIS SHOULD BE THE PERSON FOR WHOM YOU HAVE CREATED THE MATRICULE
- FILL IN ALL THE INFORMATION FIELDS ESPECIALLY THOSE WITH RED ASTERIX BY IT(MANDATORY FIELDS).
- SELECT THE PRODUCT(THE ACCOUNT YOU ARE CREATING)
- CLICK ON THE COMMAND **ADD** TO CREATE THE ACCOUNT
- IF THE CUSTOMER IS TO HAVE TWO OR MORE ACCOUNTS, CLICK ON THE REFRESH COMMAND AND REPEAT THE PROCESS FOR THE NEXT ACCOUNT.

SELECT THE NEXT TAB (OTHER INFORMATION) TO CHOOSE SMS OPTION FOR THE CLIENT.

PRINTING THE CUSTOMER ACCOUNT AGREEMENT FORM

Agence	Client	NomJumelle	TypeClient	catclient	NatJuridique
99001	100009	FONTAH FRU DERICK	Physique	BUSINESS	

customer	100009	FONTAH FRU DERICK
----------	--------	-------------------

dd		
ust Nature	BUSINESS	Businessman
roduct	92	Daily Collection Account
ccount	10210000901	Sub 01 RIB 60
oll. Acct	3510000001	S Daily Collection Account 102

Currency	001	Franc Communauté Financière Africai
Manager	AIMER	DJON GABRIEL AIMERY
Open Date	26/04/2021	Effec. Date 14/05/2021

Number	1	Available	1	Signature And Photos
--------	---	-----------	---	----------------------

ClientService

Account created but,need to be activated

OK

Print

Close

Convention

After creating the Account, and without exiting the form, Choose the CONVENTION Command as seen above.

CONVENTIONS			
Account	10210000901	60	FONTAH FRU DERICK
			Daily Collection A
Convention type	INDIVIDUAL CURRENT ACCOUNT	English	

Procedure:

- Click on the convention Command.
- The account created will be displayed on the text box.
- Select your choice of AGREEMENT form and the language that is needed.
- Click on the print Command to print and give to the customer.

C) SIGNATURE AND PHOTO

Branch: 99999 Better Planning Ltd

Search Option: Customer Name better

Agence	Client	LibClient	CpteJumelle	LetCle	CatCpte	LibCatCpte	CpteCol
99001	100409	BETTER PLANING LIM	50310040901	31	503	Diaspora Association A	371000050
▶ 99001	100409	BETTER PLANING LIM	50610040901	81	506	BizGrowth Account	371000050

Account: 16157 99001 50610040901 81 BETTER PLANING LIMITED

Photos And Signatures/Signatures et Photos Documents

Photo Path: fontah 001.bmp

Signature Path: fontah 002.bmp

Remark:

Actif: Yes

CpteJumelle	PhotoName	PhotoIma
▶ 50610040901	fontah 001.bmp	翁送

Commands: New Add Update Delete Print Close

FIG. 6 SIGNATURE AND PHOTO FORM

PROCEDURE

- CLICK ON THE CRM OPERATION ON THE WORKING INTERFACE
- SELECT THE CUSTOMERS SIGNATURE AND PHOTOS MENU
- CLICK ON THE COMMAND KEY "NEW"
- SEARCH AND SELECT THE CUSTOMER TO ADD SIGNATURE AND PHOTO
- SELECT THE PATH FOR SIGNATURE AND CHOOSE THE SIGNATURE THAT HAS BEEN PREVIOUSLY SCANNED FOR THIS PURPOSE.
- SELECT THE PATH FOR PHOTO AND CHOOSE THE PHOTO THAT HAS BEEN PREVIOUSLY SCANNED FOR THIS PURPOSE.
- CLICK ON ADDITIONAL DOCUMENTS TAB TO ATTACH OTHER DOCUMENTS IF AVAILABLE
- FILL IN THE REMARK FIELD

CLICK ON THE ADD COMMAND TO VALIDATE THE INSERTION

D) MODIFICATION OF SPECIAL ATTRIBUTES OF CUSTOMER

Customer Account: This Account Status is Actif

Search

Search Option: Customer Name | BETTER

Agence	Client	LibClient	CpteJumelle	letcle	CatCpte	LibCatCpte
99001	100409	BETTER PLANING LIM	50310040901	31	503	Diaspora Association A
▶ 99001	100409	BETTER PLANING LIM	50610040901	81	506	BizGrowth Account

Customer Info

Customer Nature: SAS | Product: 506 | BizGrowth Account | 506

Customer Acc.: 16157 | 99001 | 50610040901 | 81 | BETTER PLANING LIMITED

Bal. 387545 Cr | LOC 0 | LOC Exp | Pos Bal 387545 Cr | Val Amt 387545 Cr

Customer Detailed Information | **Commission Information** | **SMS Banking Info.**

Reserved Int. 0 | Amount Block 0 | Status: Actif | Block Date: 01/01/1900

Stop Interest 0 | Stop Int Date: 22/05/2020 | Litigation Status: (C Or Null)

Access Level 10 | Dormant Status: No Payment | Reason for Modification of Status:

Commands

Register Modifications | Signature And Photos | Print Cust. Info. | Convention | Delete

FIG. 7 MODIFY CUSTOMER DETAILED INFORMATION

- CLICK ON THR CRM MODULE IN THE GLOBAL BANK WORKING INTERFACE
- SELECT THE MODIFICATION OF SPECIAL ATTRIBUTES OF ACCOUNT MENU IN THE DROP LIST
- SELECT THE CUSTOMER WHOM YOU ARE TO MODIFY SPECIAL ATTRIBNUTES IN HIS OR ACCOUNT
- CLICK ON CUSTOMER DETAILED INFORMATION TAB
- TYPE AMOUNT TO BLOCK IN BLOCK AMOUNT FIELD WHEN NEEDED
- CHANGE ACCESS LEVEL TO 20 IF ACCOUNT HISTORY IS NOT TO BE SEEN BY ALL
- CHANGE ACCOUNT STATUS FROM INACTIVE TO ACTIF AFTER THE ACCOUNT IS CREATED. YOU CAN ALSO BLOCK OR CLOSE ACCOUNT PERMANENTLY USING THIS TAB
- ON DORMANT STATUS CHOOSE LIST ITEM “No Payment” is active when account is dormant. In order to reactivate account and allow transactions, allow this field empty and modify.
- AFTER ALL THE MODIFICATIONS HAVE BEEN DONE, CLICK ON THE COMMAND ‘REGISTER MODIFICATIONS’ IN ORDER TO REGISTER THE MODIFICATION.
- CLICK ON OK

CUSTOMER ACCOUNT END OF MONTH RATES PREFERENCES

Customer Account: This Account Status is Actif

Search
 Search Option: Customer Name | BETTER

Agence	Client	LibClient	CpteJumelle	letcle	CatCpte	LibCatCpte
99001	100409	BETTER PLANING LIM	50310040901	31	503	Diaspora Association A
▶ 99001	100409	BETTER PLANING LIM	50610040901	81	506	BizGrowth Account

Customer Info
 Customer Nature: SAS | Product: 506 | BizGrowth Account | 506

Customer Acc.: 16157 | 99001 | 50610040901 | 81 | BETTER PLANING LIMITED

Bal: 387545 Cr | LOC: 0 | LOC Exp: | Pos Bal: 387545 Cr | Val Amt: 387545 Cr

Customer Detailed Information | **Commission Information** | **SMS Banking Info.**

Debit Int. Rate: 0 | LOC(Rate): 0 | TVA: 0
 Credit Int. Rate: 0 | TOC(Rate): 0 | ASF(Amt): 0

Commands
 Register Modifications | Signature And Photos | Print Cust. Info. | Convention | Delete

FIG 8. MODIFY CUSTOMER END OF MONTH CHARGES INFORMATION

PROCEDURE:

- Click on Commission Information TAB
- The Default Information for all rates is 0. This represents the default configuration for all customers.
- If you intend to wave any rate for a customer apply -1.
- For any other preferential rate, enter that rate.

SMS BANKING TAB

Customer Account: This Account Status is Actif

Search
 Search Option: Customer Name [BETTER]

Agence	Client	LibClient	CpteJumelle	letcle	CatCpte	LibCatCpte
99001	100409	BETTER PLANING LIM	50310040901	31	503	Diaspora Association A
▶ 99001	100409	BETTER PLANING LIM	50610040901	81	506	BizGrowth Account

Customer Info
 Customer Nature: SAS Product: 506 BizGrowth Account: 506
 Customer Acc.: 16157 99001 50610040901 81 BETTER PLANING LIMITED
 Bal. 387545 Cr LOC 0 LOC Exp Pos Bal 387545 Cr Val Amt 387545 Cr

Customer Detailed Information **Commission Information** **SMS Banking Info.**

SMS Banking Subscription SMS Banking Unsubscribe
 SMS Language: EN Billing Option: BOT All Transactions

Commands
 Register Modifications Signature And Photos Print Cust. Info. Convention Delete

FIG 9. SUBSCRIBE CUSTOMER ACCOUNT TO SMS

PROCEDURE

- Click on SMS Banking Info TAB
- Select Customer from GRID.
- To subscribe SMS choose the SMS Banking Subscription Option
- To unsubscribe SMS choose the SMS Banking UnSubscribe Option

You can also PRINT SIGNATURE and PHOTO, PRINT CUSTOMER INFO, and AGREEMENT 'CONVENTION' information.

E) CHECKBOOKLET MANAGEMENT

PROCEDURE

- CLICK ON THE MODULE 'CRM OPERATIONS'
- CHOOSE CHECK BOOKLET MANAGEMENT MENU
- CLICK ON THE MENU' COMMAND CHECK BOOKLET
- CLICK THE COMMAND 'NEW '
- FILL NECESSARY INFORMATION FIELDS PATTENNING TO THE NUMBER OF LEAFLETS YOU ARE HAVE ORDERED
- CLICK ON THE COMMAND 'ADD' TO SAVE
 - ❖ **TO ASSIGN THE CHECKBOOKLET TO A CUSTOMER:**
- CLICK ON THE MODULE CRM
- SELECT 'ASSIGN CHECK BOOKLET TO CUSTOMER' MENU ITEM ON THE MENU TABLE
- SELECT THE CUSTOMER TO WHOM YOU WANT TO ASSIGN A CHECK BOOKLET
- CHOOSE THE CHECKBOOKLET YOU WANT TO ASSIGN TO CUSTOMER FROM DATA GRID INFORMATION
- CLICK ON THE COMMAND 'PERSONALIZE'
- CLICK ON 'OK'
 - ❖ **CHECK OPPOSITION AND OPPOSITION LIFTING**
 - ✓ **CHECK BOOKLET OPPOSITION:**
- CLICK ON THE MODULE CRM
- SELECT 'CHECK BOOKLET OPPOSITION AND OPPOSITION LIFTING' SUB MENU ITEM
- SELECT THE CUSTOMER TO WHOM YOU WANT OPPOSE THE CHECK BOOKLET
- FILL IN THE STARTING NUMBER AND END NUMBER OF LEAFLET YOU WANT TO SUSPEND
- CLICK ON THE COMMAND APPLY
- CLICK ON 'OK'
 - ✓ **CHECKBOOKLET OPPOSITION LIFTING**
- CLICK ON THE MODULE CRM
- TAKE YOUR CURSOR TO CHECK BOOKLET MANAGEMENT
- SELECT 'CHECK BOOKLET OPPOSITION AND OPPOSITION LIFTING' SUB MENU
- SELECT THE CUSTOMER TO WHOM YOU WANT TO LIFT OPPOSITION ON HIS CHECK
- CLICK ON THE COMMAND APPLY
- HIGHTLIGHT OPPOSITION

Reception de Chequier Commandé par l'Agence

Branch

Identification
 Reception Date Serie

Check Information
 Printer's Code Number of Leaflet
 Starting Number End Number

Agence	LibAgence	Date Reception	Code Imprimeur	Clé
▶ 99998	Better Planning Ltd	09/01/2021	1242	

Commands
 Refresh
 New
 Add
 Delete
 List
 Close

FIG 10. RECEPTION OF CHECK BOOKS THAT HAVE BEEN ORDERED

PROCEDURE:

- CLICK ON THE MODULE 'CRM OPERATIONS'
- CHOOSE CHECK BOOKLET MANAGEMENT MENU
- CLICK ON THE MENU' COMMAND CHECK BOOKLET
- CLICK THE COMMAND 'NEW '
- FILL NECESSARY INFORMATION FIELDS BELONGING TO THE NUMBER OF LEAFLETS YOU ARE HAVE ORDERED
- CLICK ON THE COMMAND 'ADD' TO SAVE

Assign Check Booklet to member

Search Option

Option: Customer Name: BETTER

agence	Client	LibClient	CpteJumelle	CatCpte	LibCatCpte
99001	100409	BETTER PLANING LIM	50310040901	503	Diaspora Associ
▶ 99001	100409	BETTER PLANING LIM	50610040901	506	BizGrowth Acco

Customer Info

Customer Acc: 16157 99001 50610040901 81 BETTER PLANING LIMITED

Checks Booklet

Search by checkbook's number

Nombre Cheque	Clé	Début Série	Fin Série	Cpte Clé
▶ 100		001	100	

Series: Check Number: 100 Starting Number: 001 End Number: 100

Personalisation Date: 09/01/2021 Check type: Personnalised

Commands

Personalize
List
Cancel
Close

FIG 11 ASSIGN CHECK BOOKLETS TO CUSTOMER

PROCEDURE

- ❖ **TO ASSIGN THE CHECKBOOKLET TO A CUSTOMER:**
- CLICK ON THE MODULE CRM
- SELECT 'ASSIGN CHECK BOOKLET TO CUSTOMER' MENU ITEM ON THE MENU TABLE
- SELECT THE CUSTOMER TO WHOM YOU WANT TO ASSIGN A CHECK BOOKLET
- CHOOSE THE CHECKBOOKLET YOU WANT TO ASSIGN TO CUSTOMER FROM DATA GRID INFORMATION
- CLICK ON THE COMMAND 'PERSONALIZE'
- CLICK ON 'OK'

Opposition / Lifting of Opposition

Customers

Option: Customer Name: BETT

Client	LibClient	CpteJumelle	CatCpte	LibCatCpte	Subcpte	LetCle
▶ 100409	BETTER PLANING LIM	50610040901	506	BizGrowth Account	01	81
101981	MONTHE BABETTE OR	50810198101	508	Individual Current Acco	01	68

Customer Info

Customer Acc. 16157 99001 50610040901 81 BETTER PLANING LIMITED

Nombre Cheque	Clé	Début Série	Fin Série	Cpte Client
▶ 50	A	000101	000150	50610040901
50	A	004701	004750	50610040901

Series of Cheque

Series	Cheque number	Starting Number	End Number
A	50	000101	000150

Series Opposition

Opposition	Starting Number	End Number
09/01/2021		

Commands

Apply

List

Refresh

Close

FIG 12. OPPOSITION AND LIFTING OF OPPOSITION ON CHECK BOOK

❖ CHECK OPPOSITION AND OPPOSITION LIFTING

✓ CHECK BOOKLET OPPOSITION:

- CLICK ON THE MODULE CRM
- SELECT 'CHECK BOOKLET OPPOSITION AND OPPOSITION LIFTING' SUB MENU ITEM
- SELECT THE CUSTOMER TO WHOM YOU WANT OPPOSE THE CHECK BOOKLET
- FILL IN THE STARTING NUMBER AND END NUMBER OF LEAFLET YOU WANT TO SUSPEND
- CLICK ON THE COMMAND APPLY
- CLICK ON 'OK'

✓ CHECKBOOKLET OPPOSITION LIFTING

- CLICK ON THE MODULE CRM
- TAKE YOUR CURSOR TO CHECK BOOKLET MANAGEMENT
- SELECT 'CHECK BOOKLET OPPOSITION AND OPPOSITION LIFTING' SUB MENU
- SELECT THE CUSTOMER TO WHOM YOU WANT TO LIFT OPPOSITION ON HIS CHECK
- CLICK ON THE COMMAND APPLY
- HIGHTLIGHT OPPOSITION

BETTERPLANNING AKWA DOUALA

BP 2842, DOUALA Tél. 233 428 903

SITUATION DU CLIENT



CLIENT : 100009

FONTAH FRU DERICK

COMPTES CLIENTS

Compte	Type compte	Balance(+)	Avaliste et montant bloqué (-)	Balance nette
30110000901	Savings Account	12 733	0	12 733

SITUATION DES PRETS

compte pret	Type de pret	taux	Nb.Ech.	Date	Dernier Pay.	Montant pret	Solde pret

- CLICK ON THE MODULE 'CRM OPERATIONS'
- CLICK ON CUSTOMER SITUATION MENU
- SELECT THE CUSTOMER TO VIEW ITS PRODUCTS
- CLICK ON THE COMMAND 'DISPLAY'