GLOBAL BANK TRAININGACADEMY

OPERATIONS PROCEDURES

Compiled by

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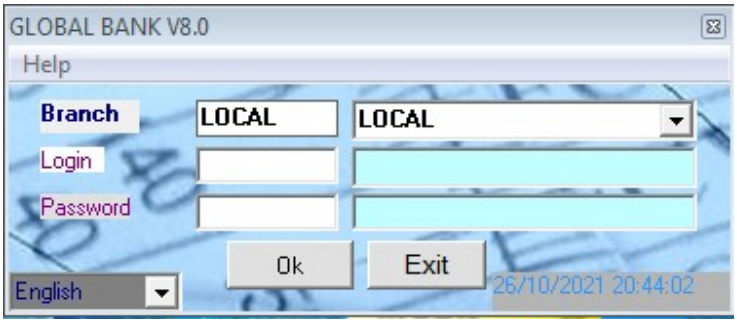
GENERAL OPERATIONS

1.0 LOGIN

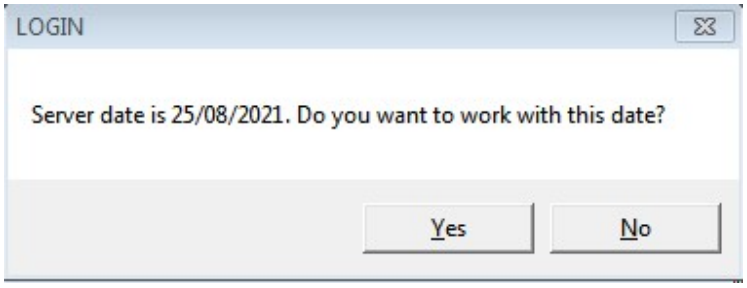
This enables access into the teller module by clicking on the **Global bank** icon seen on your desktop. Upon clicking the icon, a window appears as seen below.



Use login and password assigned by system administrator to enter in Global bank.

Procedure

- Enter the login or ***employee user*** code.
- Enter your password.
- Click on ***OK*** *button*. Another window appears giving you the server date.
- Click on **YES** to proceed or No to cancel



- Click on the **START** command to display Bank OP module.

NB:

Users are only able to view modules and work with menus and submenus that they have been assigned privileges to do so. If you are unable to work with any module, menu or submenu, contact your system administrator.

Most transactions done in this module accompany the cashier in payment operations eg transfers and cash term deposits etc. Others deal with the standard services that the bank offers to the client like term and time deposits, salaries payments, etc. All transactions performed, front offices as well as back office can be registered in the general ledger directly during the day, or in the evening during the night run.

2.0 TRANSFER OPERATIONS

Transfers are divided into two types

a) **Cash deposited for transfer and cash withdrawn**: Transfers through this menu must be initiated by the operations officer in order to enable the cashier to collect the funds for transfer.

Options:

Non Customer: This means that the customer has no account in the bank. The transferred funds are paid to the cashier.

Cash Transaction: This means that the customer has an account but prefers to pay cash for transfer. The transferred funds are paid to the cashier.

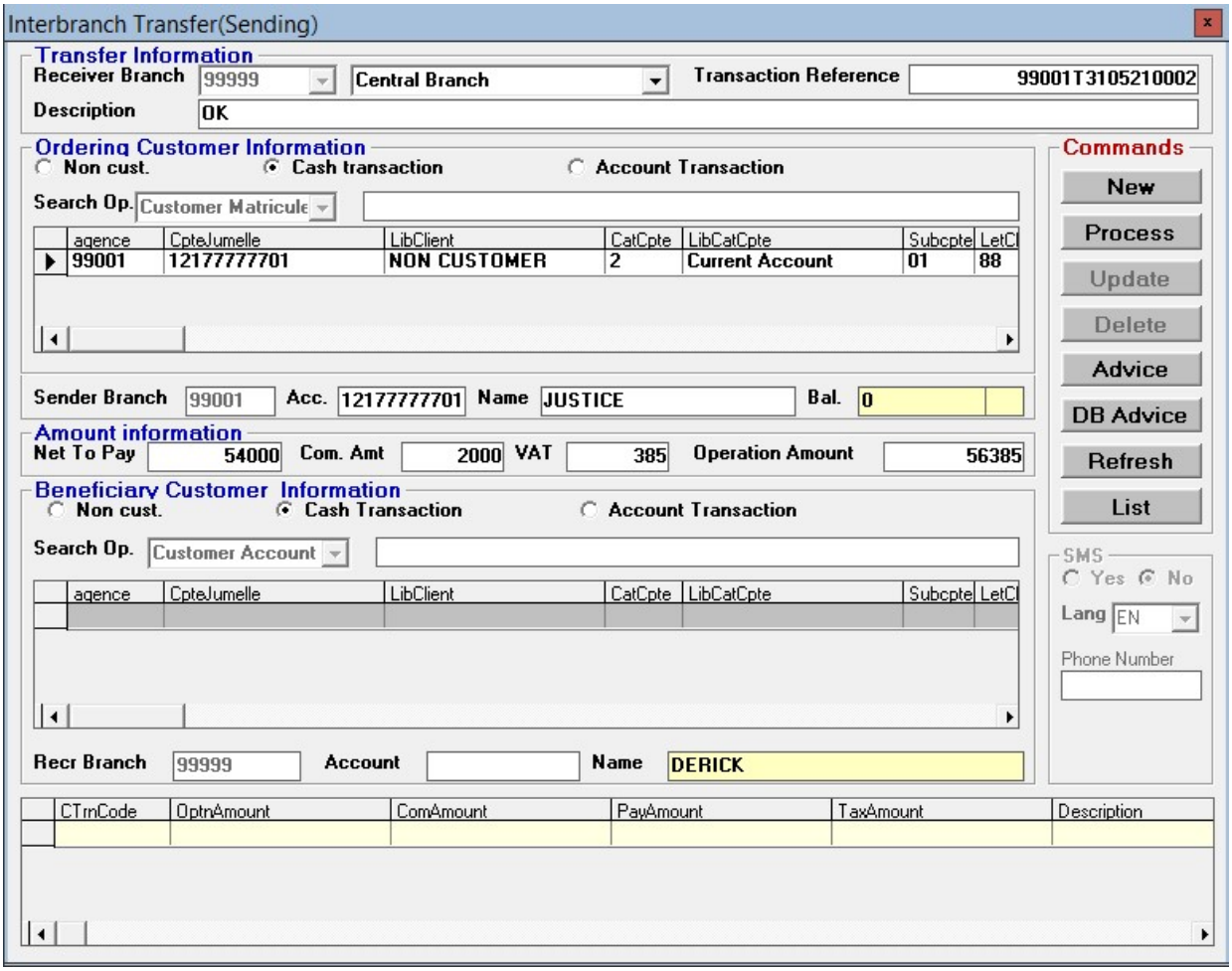
b) **Funds Debited directly from account for Transfers and Cash Withdrawn**: The operation officer debits account and enables funds to be paid by a cashier in another branch.

NB: Do not use this module for standard account to account transfers where both the beneficiary and the ordering customer have accounts in the bank. Do that in the Automatic Transfers Sub Menu (Account to Account)

Pre-requisite: All branches must create the transfer account with matricule 777777 for the cash transfer operations.

2.1 TRANSFER (SEND)

Account Transaction: This means that the branch performing the transaction will collect the funds either from an existing account or from a non-customer.



Procedure

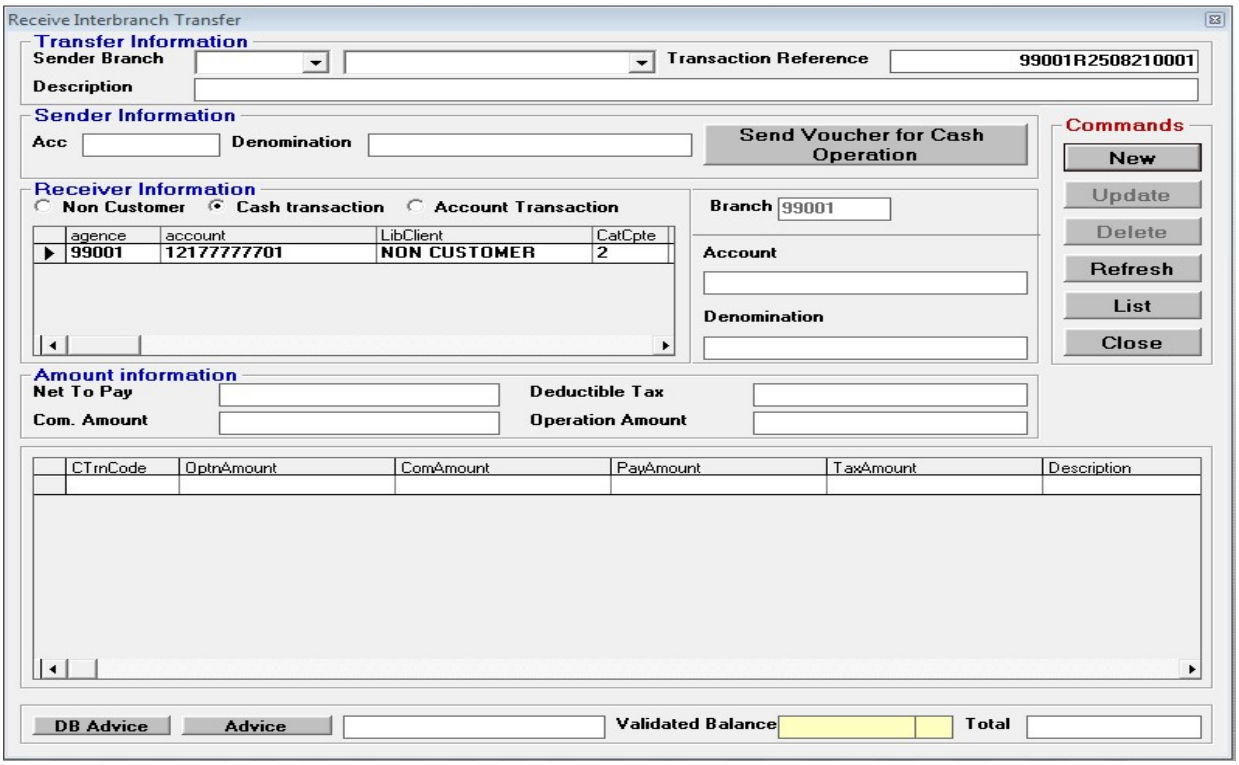
- Click on ***General Operations***
- Select **Transfers**
- Select T***ransfers (send)*** *sub menu*

- *Click on New button*
- Fill in the transfer information by selecting the receiving (branch you want to make a transfer to) a short description of the transfer.
- Select the send Option (Non Customer, Cash Transaction)
- Fill information as necessary depending on your option.
- Enter amount to be transferred by Customer (the commissions and tax fields will be automatically populated depending on rates configured. In case of manual transfer charge enter amount where applicable).
- Enter beneficiary option (Non Customer, Cash Transaction). This tells us how the money will be paid by the paying branch.

  NB: Enter the mobile telephone number of the beneficiary to inform about the operation.
- Click on ***PROCESS*** button to process transaction. The cash can then collect the money to be transferred.

2.2 TRANSFERS (RECEIVE)

This Form is used to validate Interbranch transfers received in order to enable the cashiers to do payment. If transactions are not validated the cashiers cannot execute payment.



Procedure

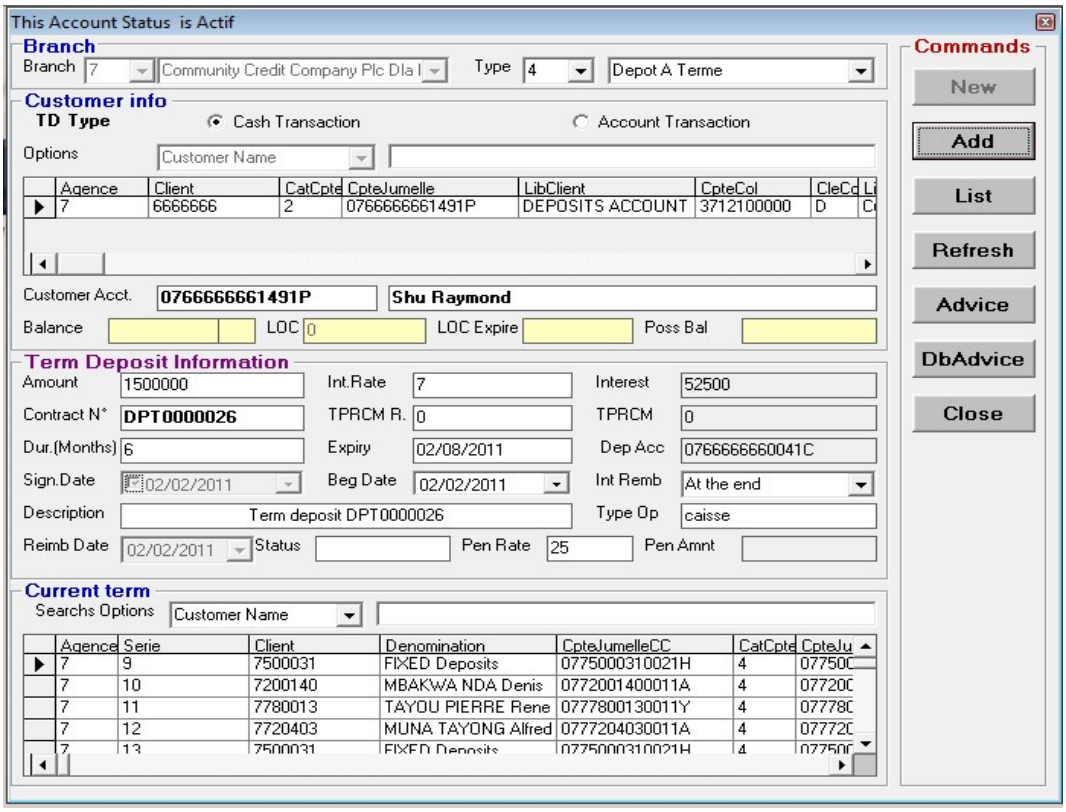
- Click on ***General Operations***
- Transfers menu
- Select transfers received sub menu
- Record the desired transaction
- Click on ***Send Voucher to Cashier Please*** button to send to cashier for payment.
- Customer goes to cashier to be paid receive cash.

3.0 DEPOSITS

These are cash deposits, which are not subjected to demand any time, or for short time intervals and which bear a higher interest rate than demand deposits. This application handles two kinds of deposits; Term Deposits and Certificates of Deposits (Time Deposits).

3.1 TERM DEPOSITS

When interest and the capital are paid at the end of the maturity period, the deposit is called a term deposit. Funds for deposit are either coming from an account or are paid cash by the customer. Choose one option during the subscription (either Cash Transaction or Account Transaction)



Term deposit form

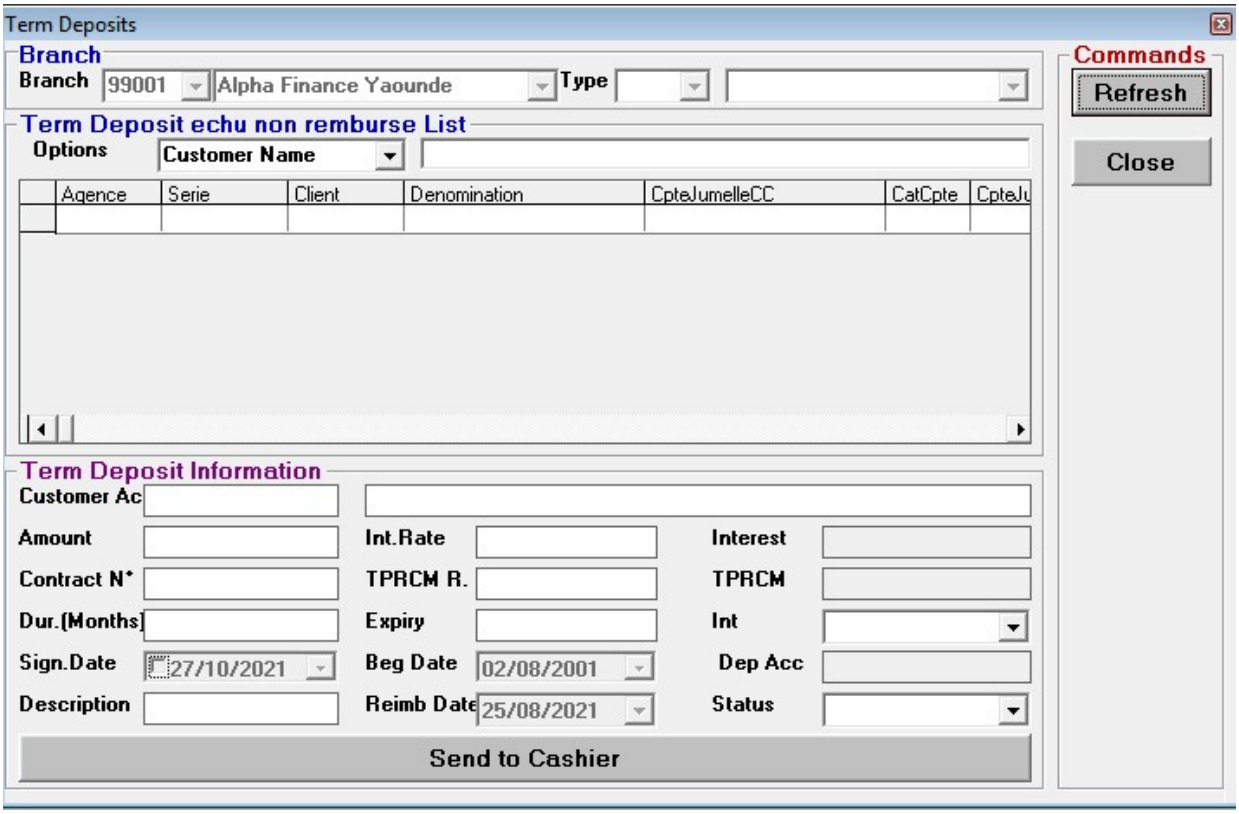
Procedure

- ✓ Click on **General Operations**
- ✓ Place mouse pointer on **Deposits**
- ✓ Click on **Term Deposit**
- ✓ Click on **New** button and the branch code and branch name will be displayed by default.
- ✓ Choose term deposit type by selecting cash transaction (for non-account holders) or Account transaction (for account holders).
- ✓ If cash transaction, select non account holders account with matricule 666666 from the data grid and type the name of the subscriber. If the customer is paying from his account, choose the ***account transaction*** option, and select the customer account from the grid.

- ✓ Enter the amount to be deposited by member in the amount field. When amount is entered, the date, rate and taxes fields are populated with configured data.
- ✓ Enter the description of the transaction.
- ✓ Click on **ADD** button to validate.

3.2 CASH TERM DEPOSIT PAYMENT

When term deposit is mature, follow the procedure below to enable the teller pay the term deposit to the subscriber.



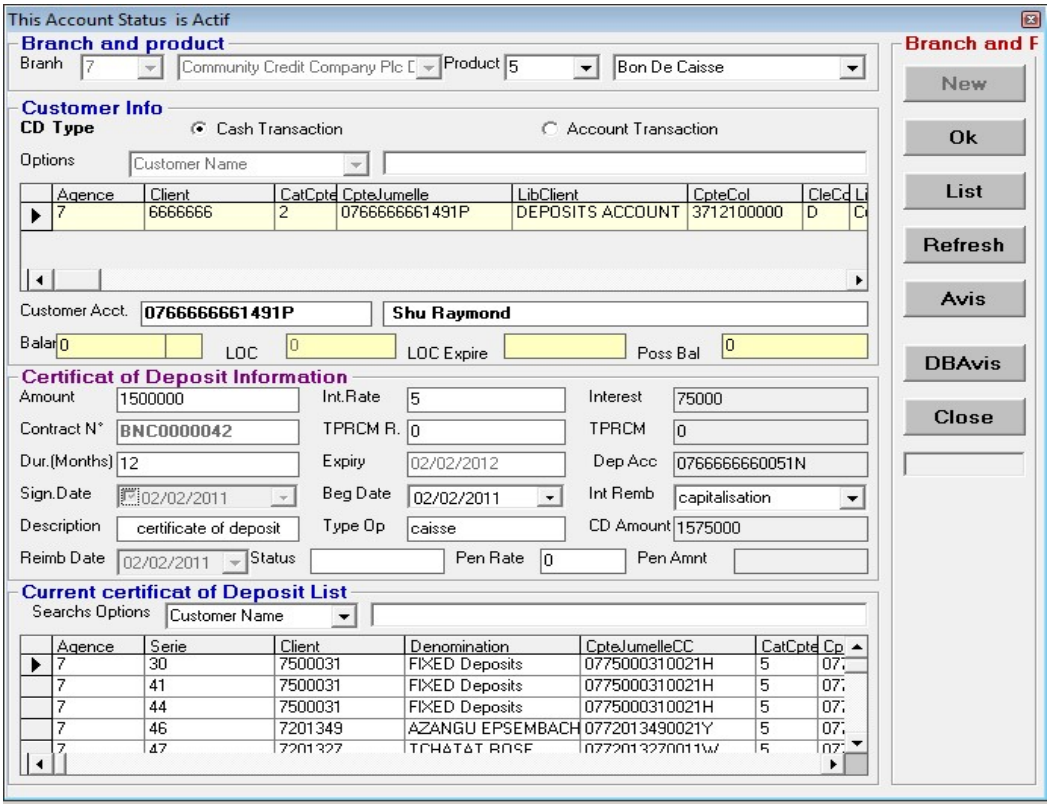
Procedure

- ✓ Click on **General Operations**
- ✓ Place mouse pointer on **Deposits**

- ✓ Click on **Term Deposit Cash Payment**
- ✓ Select cash term deposit from grid
- ✓ Click on **Send to Cashier** to validate

3.3 CERTIFICATE OF DEPOSIT (TIME DEPOSIT)

There is no difference between term deposits and certificates of deposits but for that fact that in banking interest on certificates of deposit can be collected in advance whereas with term deposits interest is collected only after maturity period.



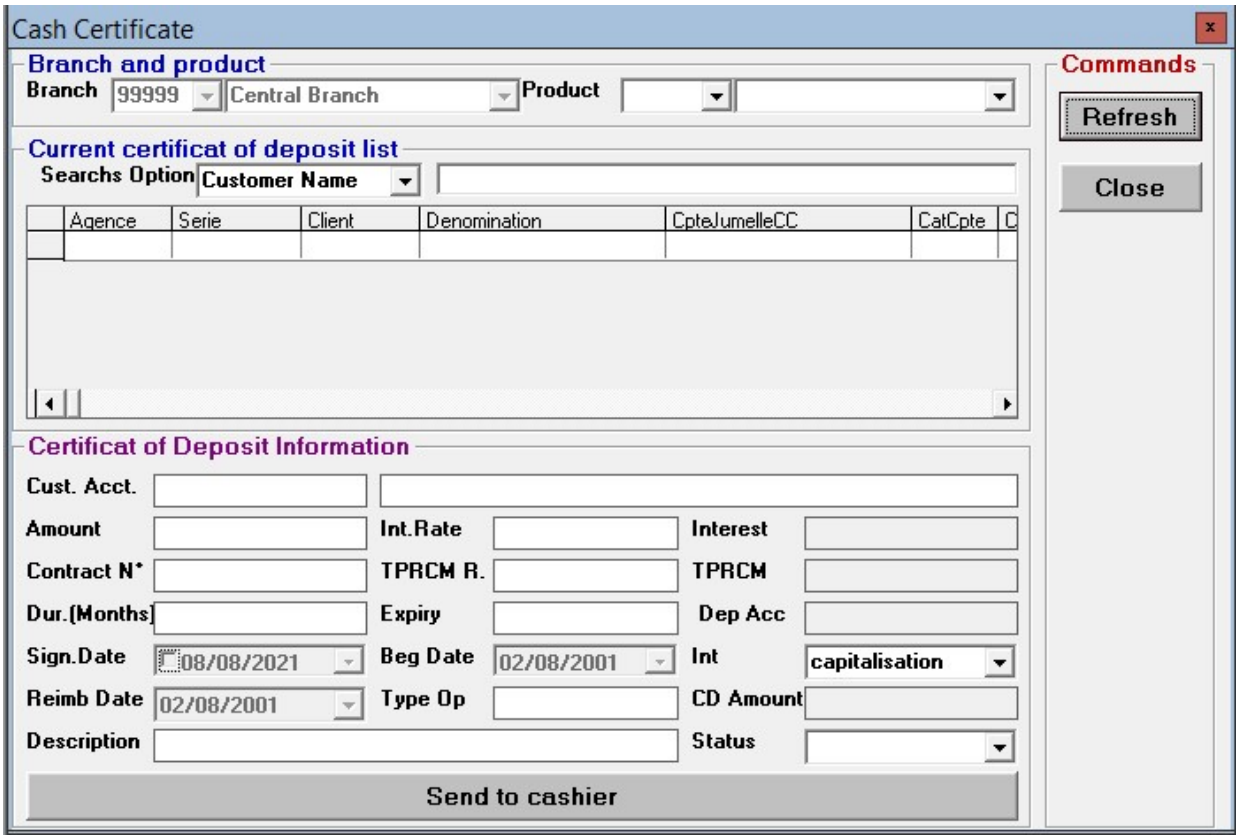
Procedure

- ✓ Click on **General Operations**
- ✓ Place mouse pointer on **Deposits**
- ✓ Click on **Time Deposit**

- ✓ Click on **New** button and the branch code and branch name will be displayed by default.
- ✓ Choose term deposit type by selecting cash transaction (for non members) or Account transaction (for members).
- ✓ If cash transaction, select account 666666 from grid and type name of subscriber. If account transaction, select customer account from grid.
- ✓ Enter the amount to be deposited by member in the amount field. When amount is entered, the date, rate and taxes fields are populated with configured data.
- ✓ Enter the description of the transaction.
- ✓ Click on **OK** button to validate.

3.4 CERTIFICATE OF DEPOSIT PAYMENT

When certificate of deposit is mature, follow the procedure below to enable the teller pay the certificate of deposit.



Procedure

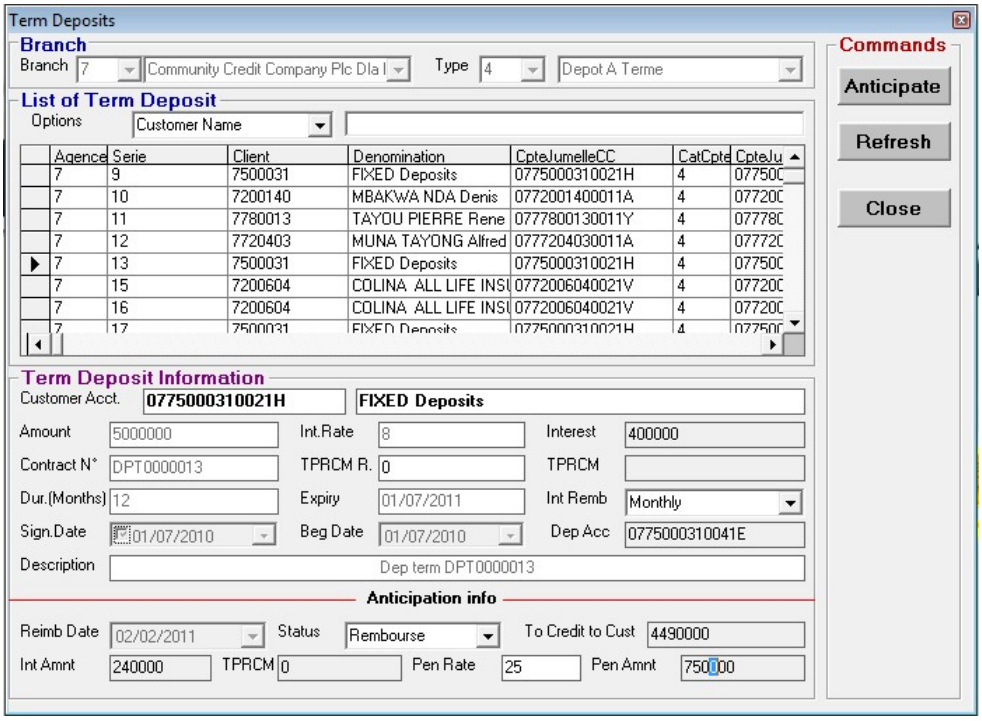
- ✓ Click on **General Operations**
- ✓ Place mouse pointer on **Deposits**
- ✓ Click on **Time Deposit Payment**
- ✓ Select certificate of deposit from grid
- ✓ Click on **Send to Cashier** to validate

3.5 TERM DEPOSIT ANTICIPATION

In case the member wishes to bridge the term deposit contract i.e. member wants to collect cash when it's not agreed maturity date, the member will be charged a

penalty fee and will loss the interest that would accrued if deposit reached maturity.

The procedure below is followed to anticipate term deposits.



Term deposit anticipation form

Procedure

- ✓ Click on **General Operations**
- ✓ Place mouse pointer on **Deposits**
- ✓ Click on **Term Deposit Anticipation**
- ✓ Select member to anticipate
- ✓ Choose ***rembourse*** from the status field in the Anticipation form.
- ✓ Click on **anticipate** to validate transaction.

4.0 STANDING ORDERS

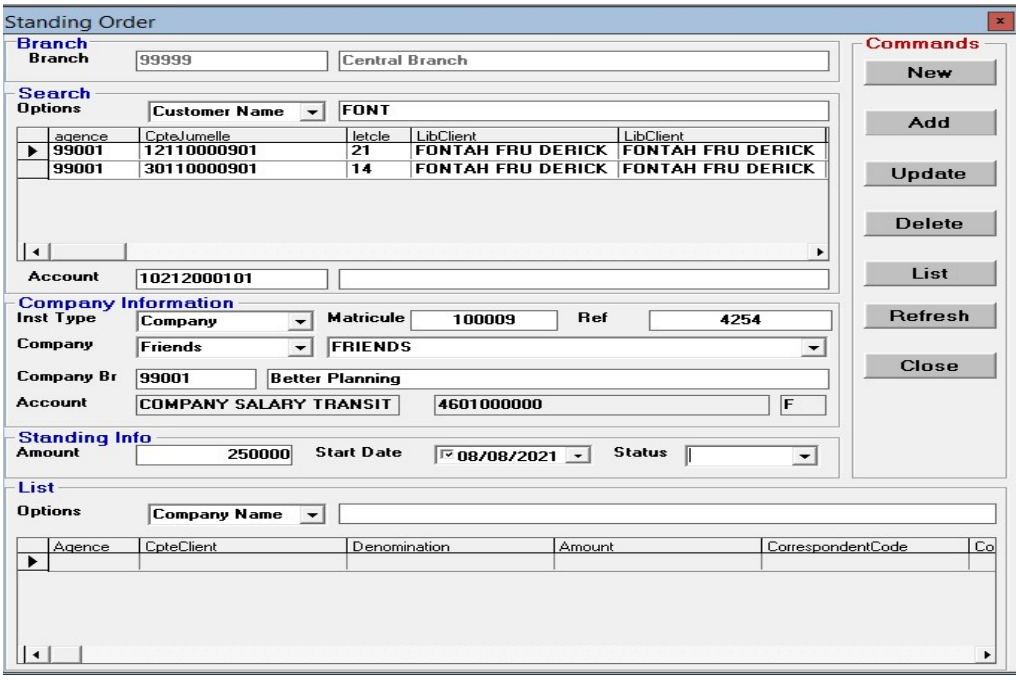
These represent fixed amounts paid out as salaries to customers of company employees, the institutions employees and civil servants. In the case of the **Institutions Employees** and **Private Companies**, a copy of the payroll is forwarded to the bank. A **transit account** that represents the company in the GLis debited and the employees' accounts credited respectively.

For **Civil Servant payroll**, a text file is inserted into the system and the system reads and posts the salaries of the civil servants into their individual accounts.

4.1 CIVIL SERVANT AND COMPANY STANDING ORDERS.

Most Public Companies, Private Companies and State corporations pay their employees' salaries via financial institutions. This transaction can be carried out as elaborated below.

Standing order form



Use this form above to add the company workers to the list of employees that will be paid through standing order. After that use the List command to display the form to process the salaries at the end of every month.

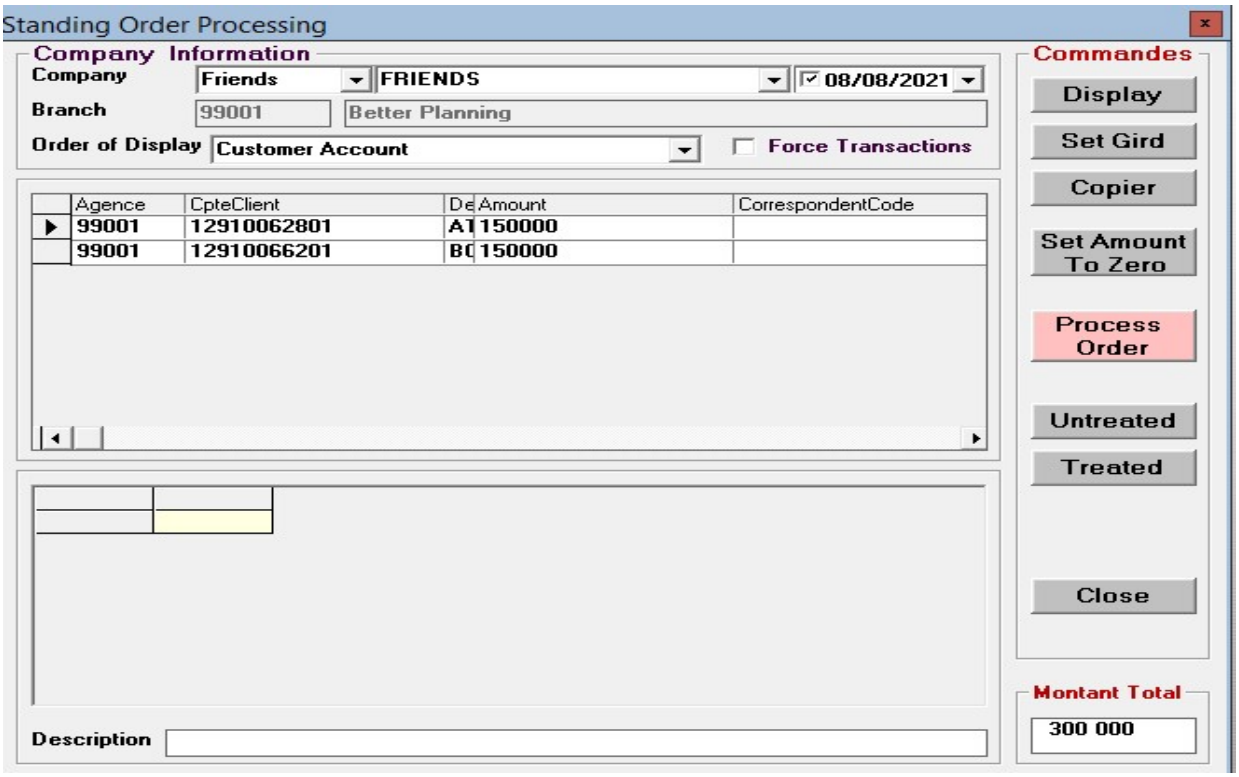
Adding Employee Salary for Processing.

Follow the procedure to add an employee to salary list.

Procedure

- ✓ Click on **General Operations**
- ✓ Place cursor on **Standing Orders**
- ✓ Select **Civil Servants and Companies Standing Orders**
- ✓ Click on the **New** button to prepare form for entry
- ✓ Enter member name and account number
- ✓ Select type of Institution (Company or Public Service)
- ✓ Enter Public service matricule (civil servants only)
- ✓ Choose Company name from list and enter reference
- ✓ Enter salary amount of member
- ✓ Enter start date or modify date.
- ✓ Choose **suspended** (when member is suspended or dismissed or no longer exist)
- ✓ Click on Add button to add member.

4.2 SALARY PROCESSING



Standing order processing form

Procedure

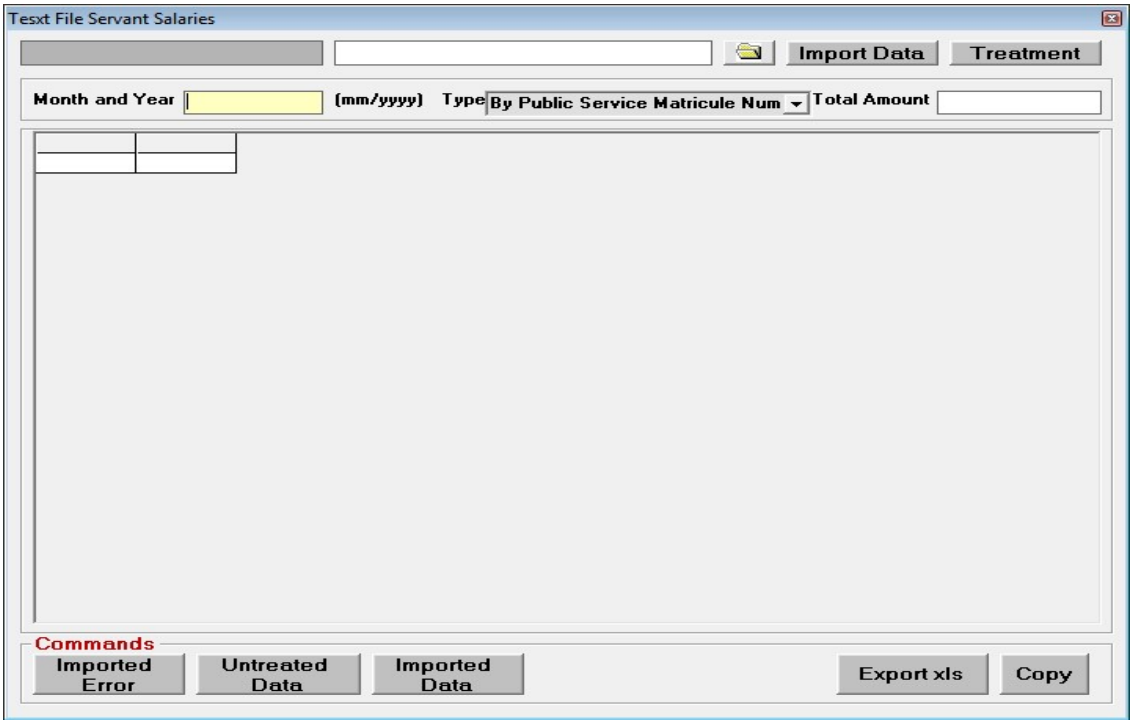
- ✓ Click on **General Operations**
- ✓ Place cursor on **Standing Orders**
- ✓ Select **Civil Servants and Companies Standing Orders**
- ✓ Click on the**List** button
- ✓ Choose the company to process.
- ✓ Choose order to display results on grid (by name, account, matricule number).
- ✓ Click on **Display** button
- ✓ Modify salaries on the amount column if different.
- ✓ Click on **Process Order** button to post.

NB: Payments are done once a month and if need be to do it more than once, force the entries by selecting the force option.

4.3 TREAT SALARIES FROM TEXT FILE (CIVIL SERVANTS)

This form helps to import civil servant salary text file for state employees.

Store the text file in the folder called Repcons .



Treatment of company salaries or civil servant salaries form

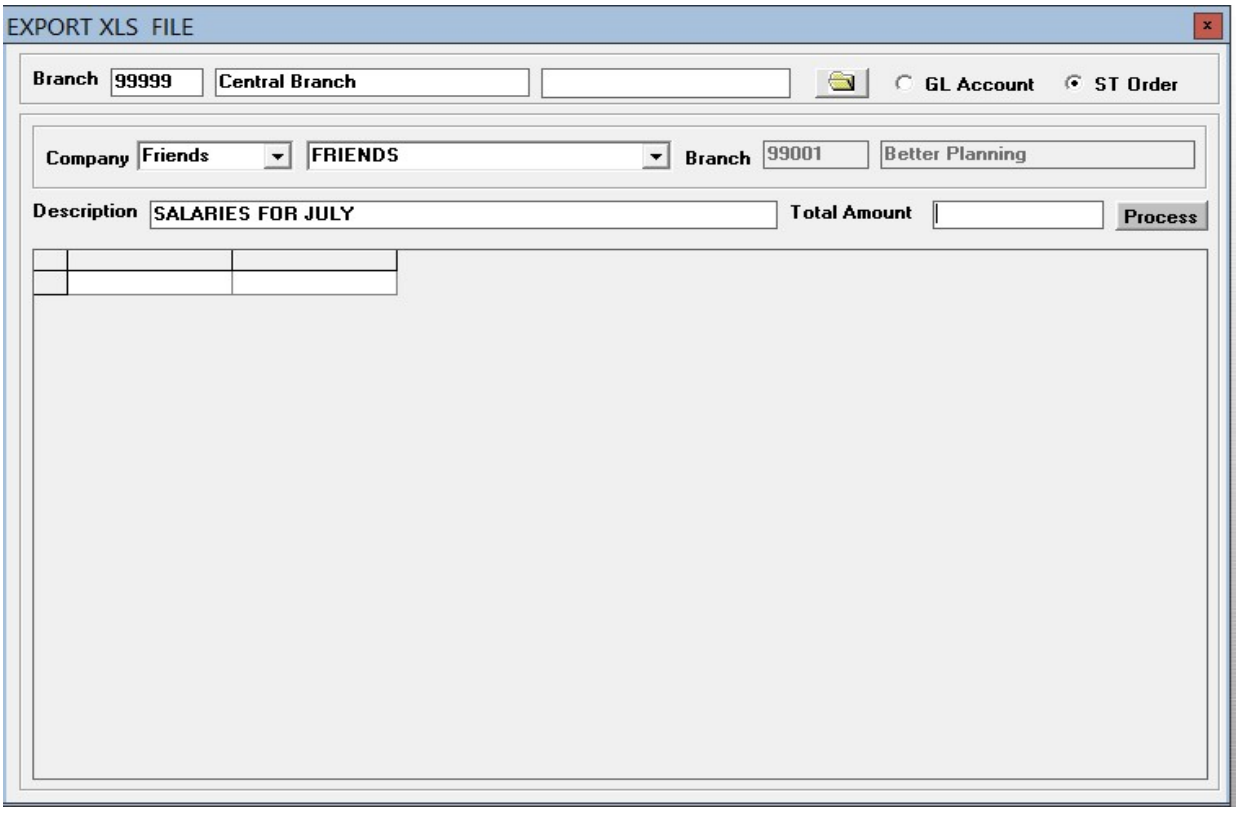
Procedure

- ✓ Place the text file in the Repcons folder.
- ✓ Click on **General Operations**
- ✓ Place cursor on **Standing Orders**
- ✓ Select **Treat Salaries from text file (civil servants)**
- ✓ Enter the month which the payment is due by using the format month/year such as 05/2007 for month of June 2007.

- ✓ Select the ***Treatment type***. (public service matricule number or by member account number)
- ✓ Click on ***Import Data file t***o extract the information from the text file.
- ✓ Click on ***Transfer*** to bring the transactions for processing.
- ✓ After transferring the entries, click on ***Treat Data*** for the respective accounts to be credited.
- ✓ After treating the salaries, u can click on ***Untreated Data*** to view accounts that were not credited.

4.4 TREAT SALARIES FROM EXCEL FILE

Excel format file Import form.



Procedure

- ✓ Place excel file in the Repcons folder.

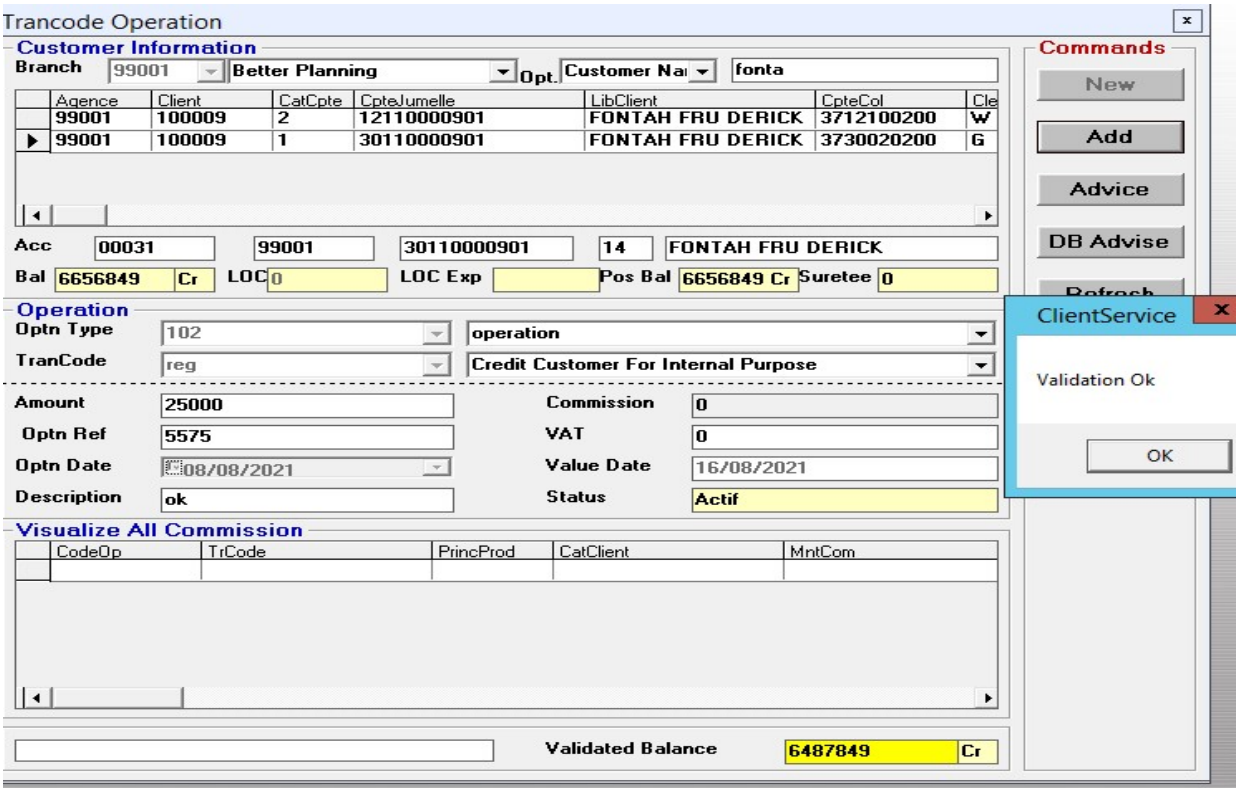
- ✓ Click on **General Operations**
- ✓ Place cursor on **Standing Orders**
- ✓ Select **Import excel files menu**

5.0 GENERAL LEDGER OPERATIONS

There are three sub menus: Trancode Operations, Normal General Operations Single, Normal General Ledger Operations Multiple

5.1 TRANCODE OPERATIONS

Trancode operations are operations that use special defined codes to treat transactions. This tool is specifically designed to handle such operations.



Trancode operations form

Procedure

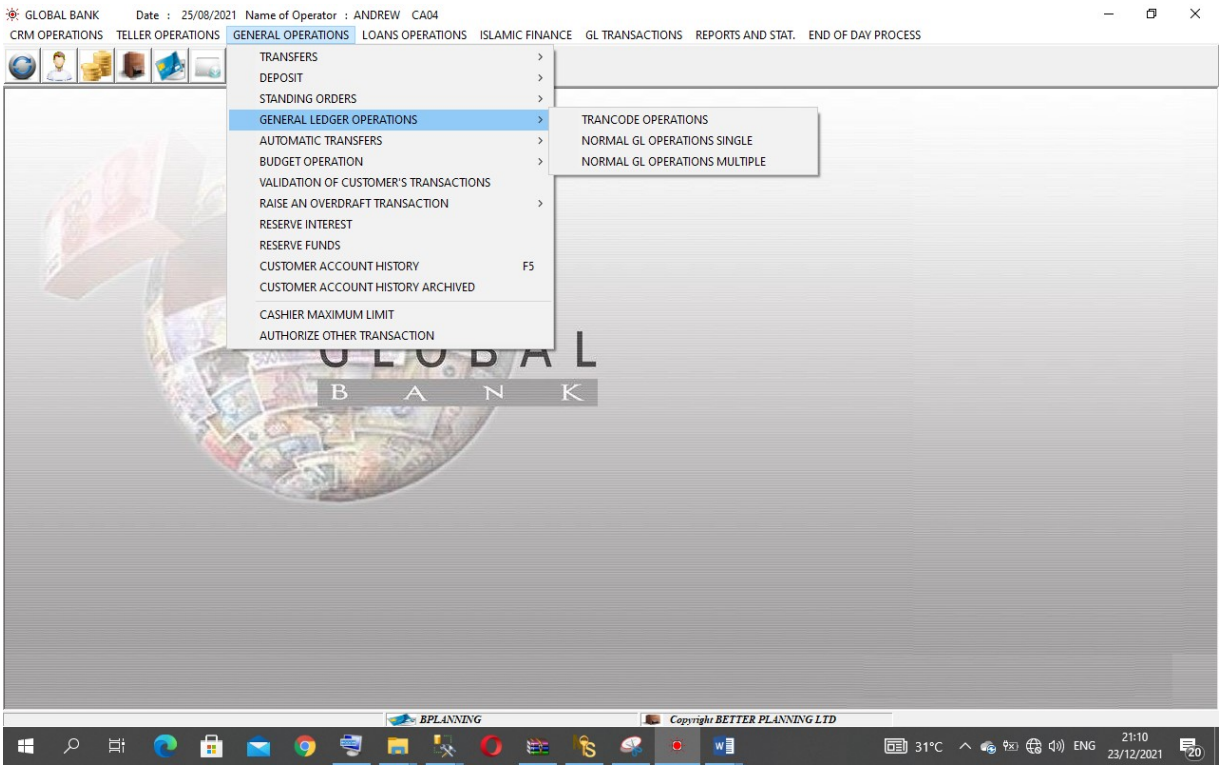
- Click on ***General Operations menu***
- Place cursor on ***General Ledger operations***
- Select ***Trancode operations***.
- Click on the ***New***button.
- Select the account number and the account name from grid.
- Select the type of operation, transaction code, and transaction name. (operation types are defined on a per bank or institution basis)

- Enter operation reference and description
- Click on add to validate the transaction

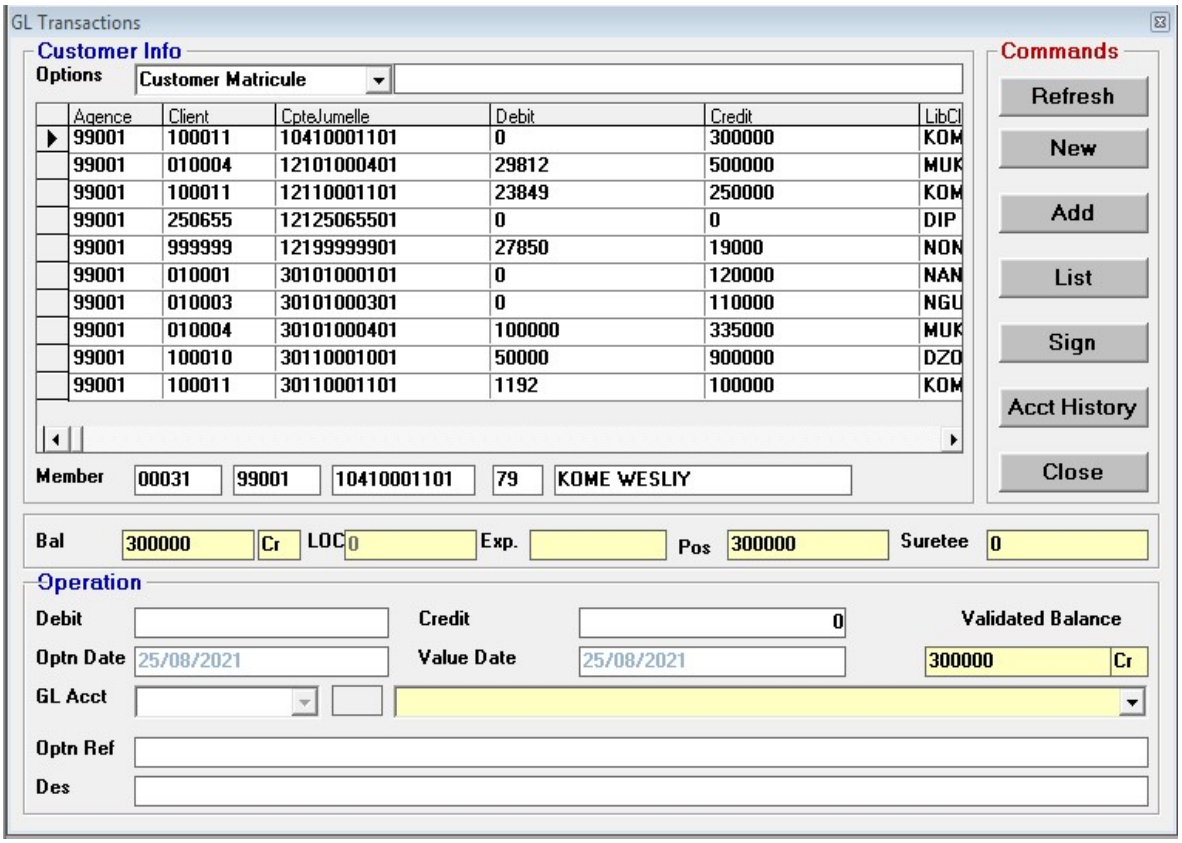
5.2 NORMAL GENERAL OPERATIONS SINGLE

Procedure:

- Click on the ***General Operations*** **Menu**
- Select Normal GL Operations



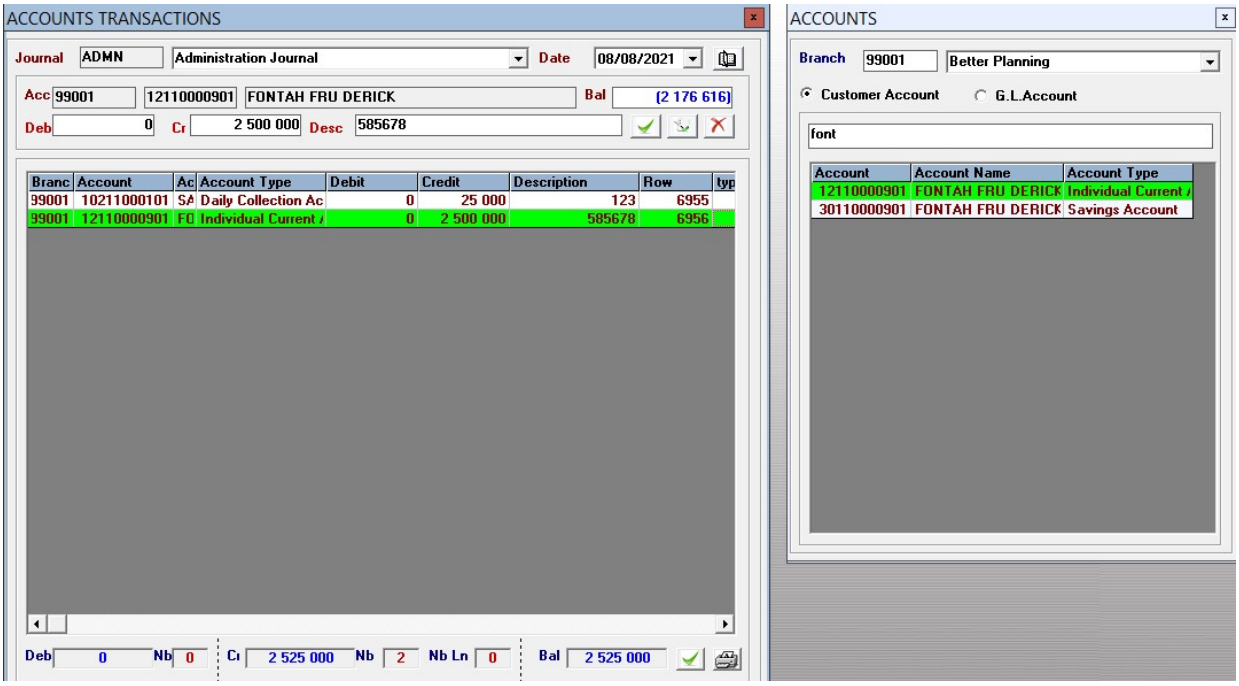
Normal GL operations form



- Click on ***New*** button to clear form for a new
- Select Account to post transactions to GL
- Click on GL account drop-down arrow to select GL account number from list. (GL account can be selected by GL account number).
- Enter the amount of the transaction (debit transaction in the **debit field** and credit transaction in the **credit field**).
- Enter the transaction reference and a short description of the transaction
- Click on the ***ADD*** button to validate transaction. You can as well click on list to validate accounting transactions

5.3 NORMAL GENERAL OPERATIONS MULTIPLE

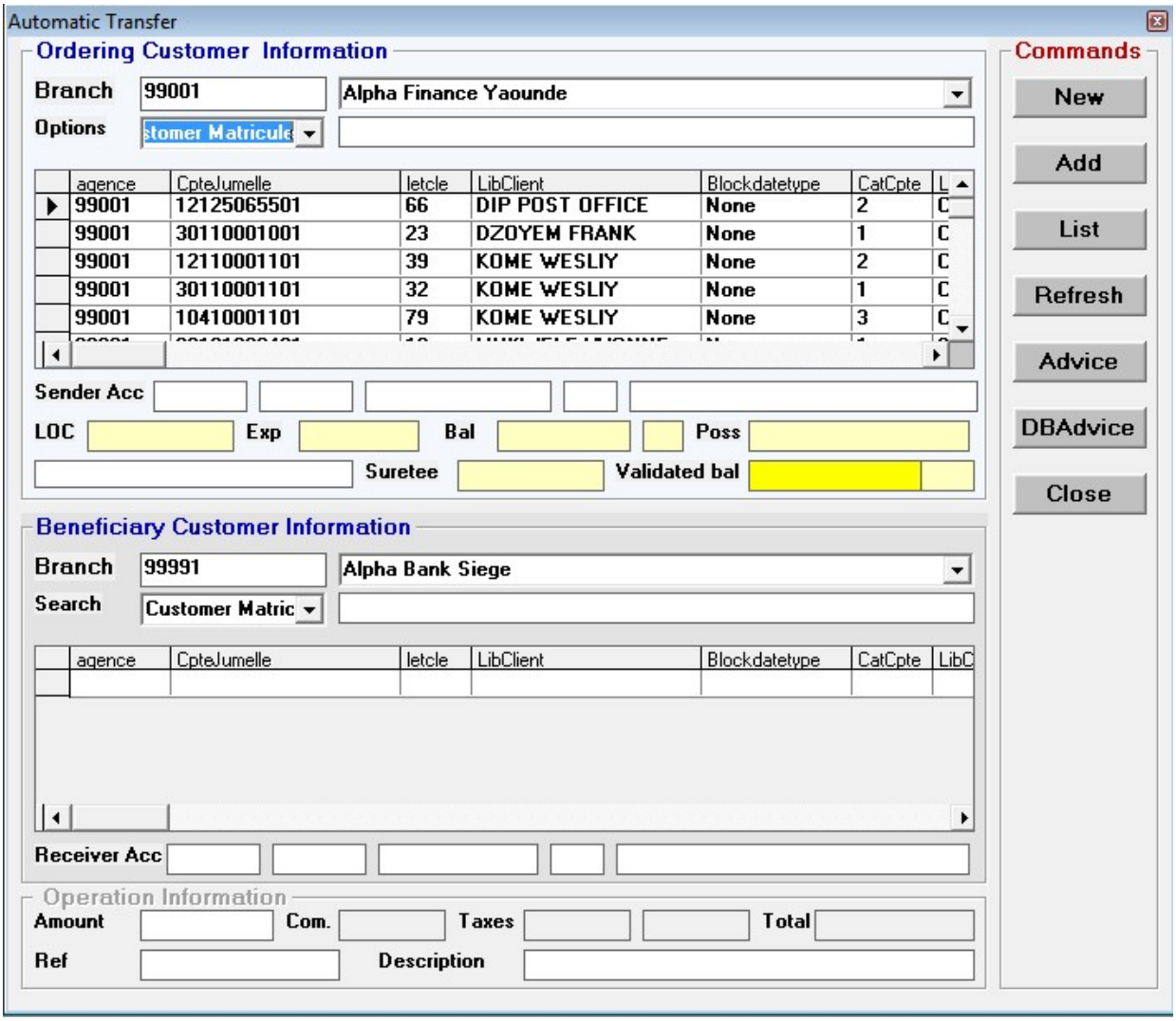
The GL operations multiple works the same as the GL operations single. This menu helps to do accounting transactions in multiple forms. That is, more than one and even more debit and credit transactions.



6.0 AUTOMATIC TRANSFERS

6.1 ONE-TO-ONE ACCOUNT TRANSFER

This tool is used to transfer money from one account to another.



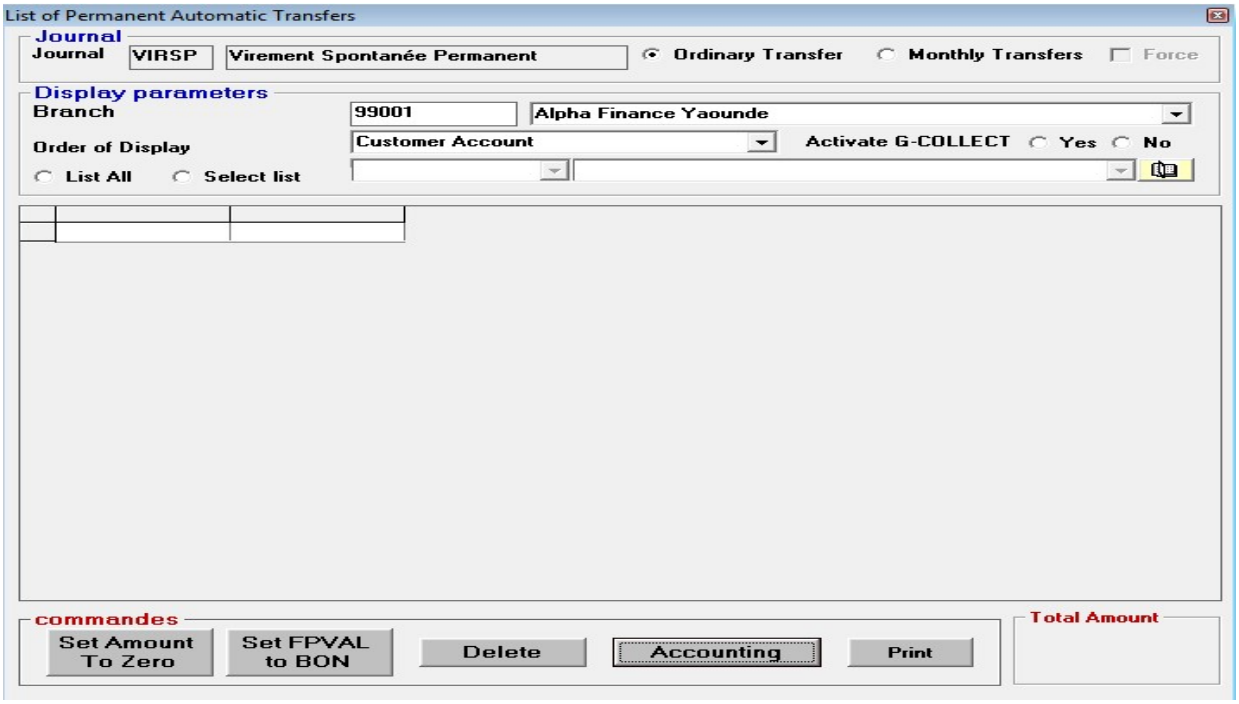
Procedure

- ✓ Click on **General operations**
- ✓ Place cursor on **Automatic Transfers**
- ✓ Select **Transfers One acct to one acct**

- ✓ Click on **New** button to prepare form for entry (branch information is updated)
- ✓ Enter the **ordering member information** (The member requesting a transfer from his account) by selecting the member account name from grid
- ✓ Enter the **Beneficiary Member Information** details (Member transfer is made to) by selecting the account from the grid.
- ✓ Enter **operation information** by entering the amount, reference and short description of transaction.
- ✓ Check Commission if applicable
- ✓ Click on **ADD** button to validate transfer.

6.2 ONE-TO-MANY ACCOUNTS TRANSFER

This tool is used to transfer money from one account to many accounts. A typical example of this kind of transaction is the salary credit from a company account to worker's accounts.



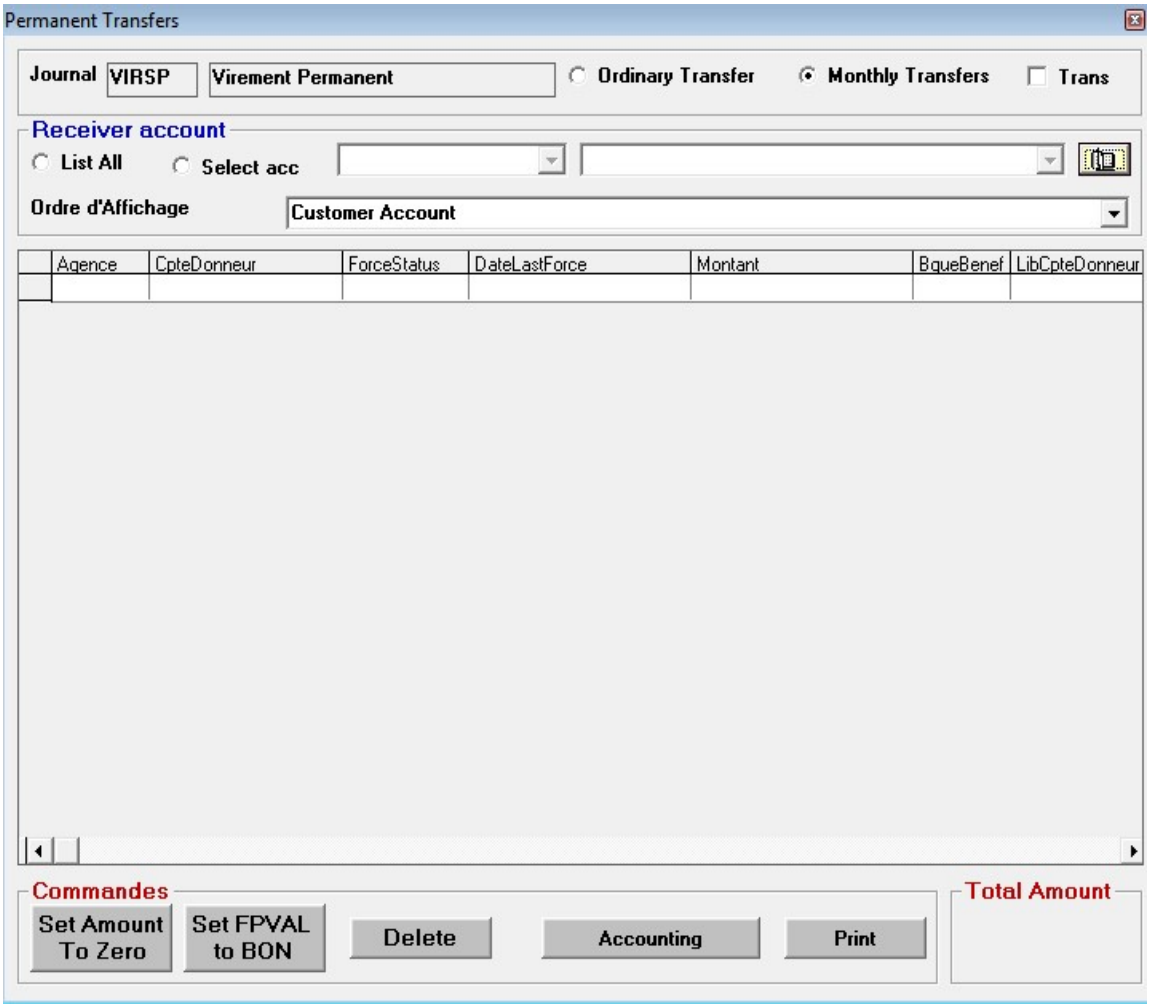
Procedure

- ✓ Click on **General operations**
- ✓ Place cursor on **Automatic Transfers**
- ✓ Select **Transfers One account to many accounts**
- ✓ Click on **New** button to prepare form for entry (branch information is updated)
- ✓ Enter the **ordering member information** (The member requesting a transfer from his account) by selecting the member account name from grid
- ✓ Enter the **Beneficiary Member Information** details (Member transfer is made to) by selecting the account from the grid.
- ✓ Enter **operation information** by entering the amount, reference and short description of transaction.
- ✓ Click on **ADD** button to validate transfer.
- ✓ Repeat process to add all members you want to make transfer to
- ✓ Click on the **List** button
- ✓ Check **Ordinary Transfers** (to execute transfer anytime) or **Monthly transfer** (To execute transfers only on monthly basis. To override this setting, check **force**)
- ✓ Check **List by ordering member**
- ✓ Select the order to display list either by name or by account.
- ✓ Click on display to display list of beneficiary accounts
- ✓ Click on **Accounting** button to execute transfers

6.3 MANY-TO-ONE ACCOUNT TRANSFER

This tool is used to transfer money from many accounts to one account. A typical example of this kind of transaction is account charges from members to the bank.

Many-to-one account transfer form



Procedure

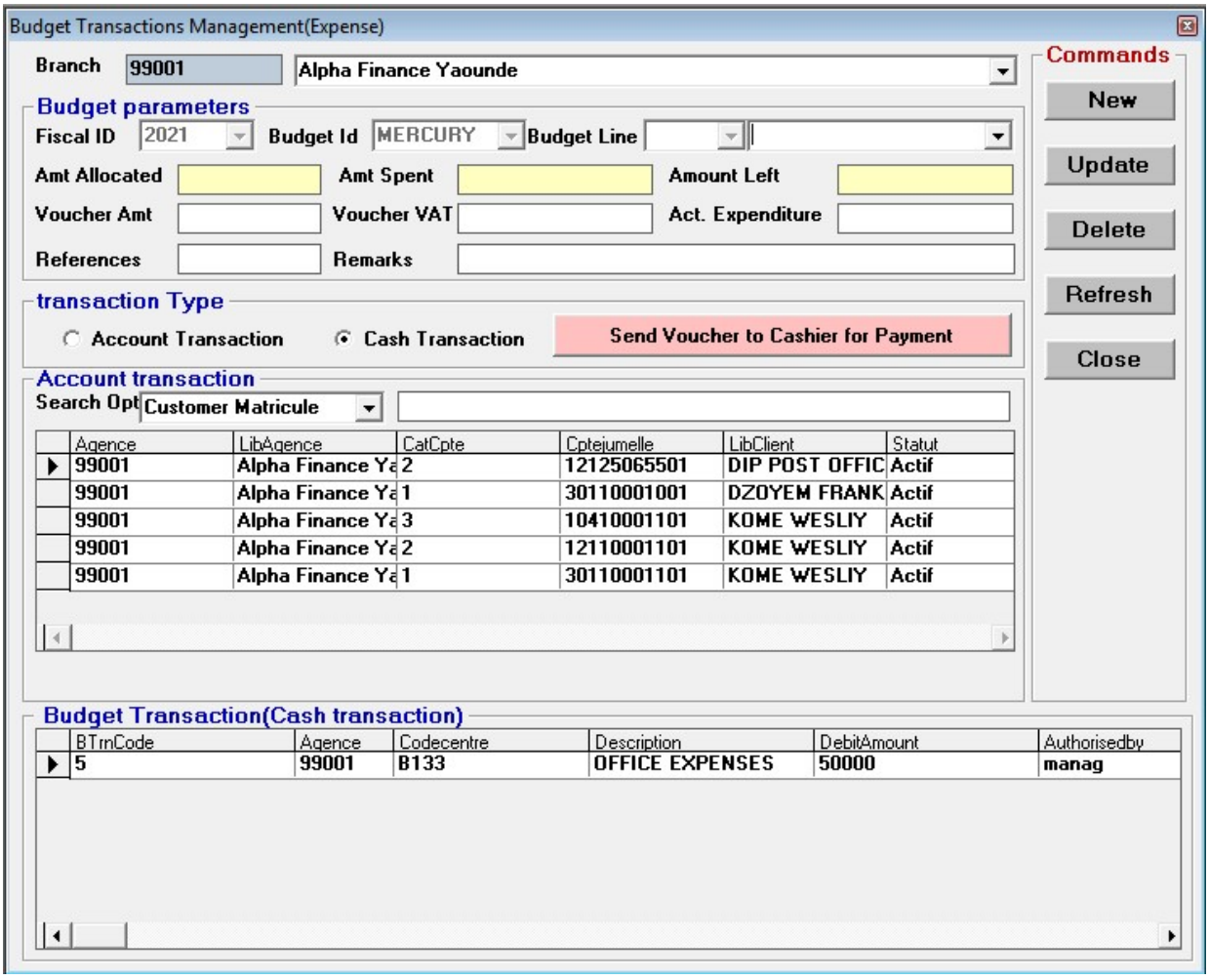
- ✓ Click on **General operations**
- ✓ Place cursor on **Automatic Transfers**
- ✓ Select **Transfers One acct to many account**
- ✓ Click on **New** button to prepare form for entry (branch information is updated)
- ✓ Enter the **ordering member information** (The member requesting a transfer from his account) by selecting the member account name from grid

- ✓ Enter the **Beneficiary Member Information** details (Member transfer is made to) by selecting the account from the grid.
- ✓ Enter **operation information** by entering the amount, reference and short description of transaction.
- ✓ Click on **ADD** button to validate transfer.
- ✓ Repeat process to add all members you want to make transfer to
- ✓ Click on the **List** button
- ✓ Check **ordinary transfer** (to execute transfer anytime) or **monthly transfer** (To execute transfers only on monthly basis. To override this setting, check **force**)
- ✓ Check **List by ordering member**
- ✓ Select the order to display list either by name or by account.
- ✓ Click on display to display list of beneficiary accounts
- ✓ Click on **Accounting** button to execute transfers

7.0 BUDGET OPERATIONS

Each branch is usually allocated a budget; an amount of money to cover its operating expenses usually for given period say, a month. Whatever the expense, all payments are paid by the cashier after management has given an authorization.

Budget operation form



Procedure

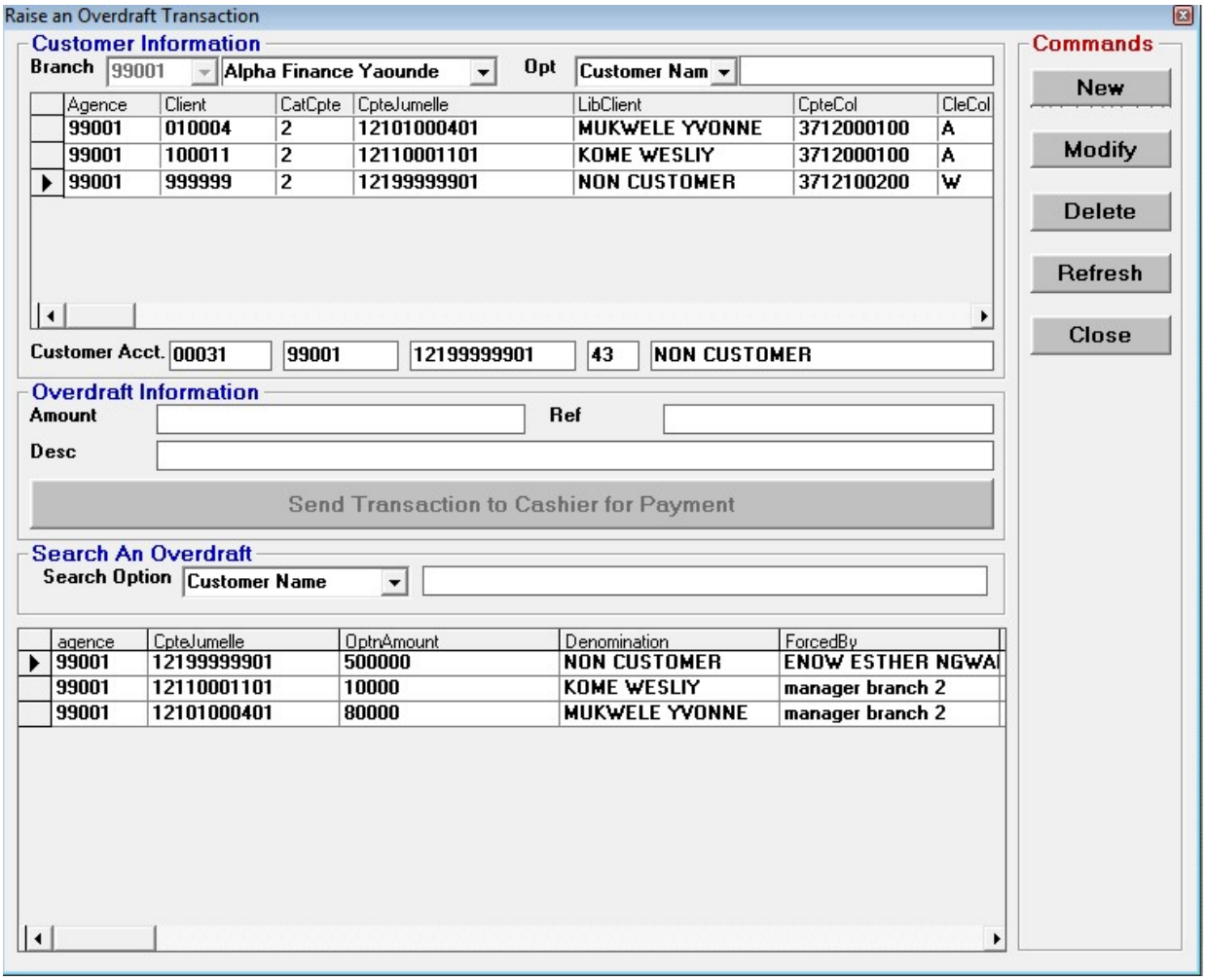
- ✓ Click on **General operations**
- ✓ Click on **Budget Operation**
- ✓ Click on **New** button to prepare form for entry

- ✓ Select **cost center** and **center name**.
- ✓ Fill in the amount to be paid
- ✓ Fill the remarks and payment method (cash payment or account payment).
- ✓ Click on ***Send Transaction to Cashier forPayment***.

8.0 RAISE AN OVERDRAFT

An overdraft is a bank product that allows a member to withdraw cash when account is in debit. An interest rate is usually charged for this kind of transactions.

Overdraft form



Procedure

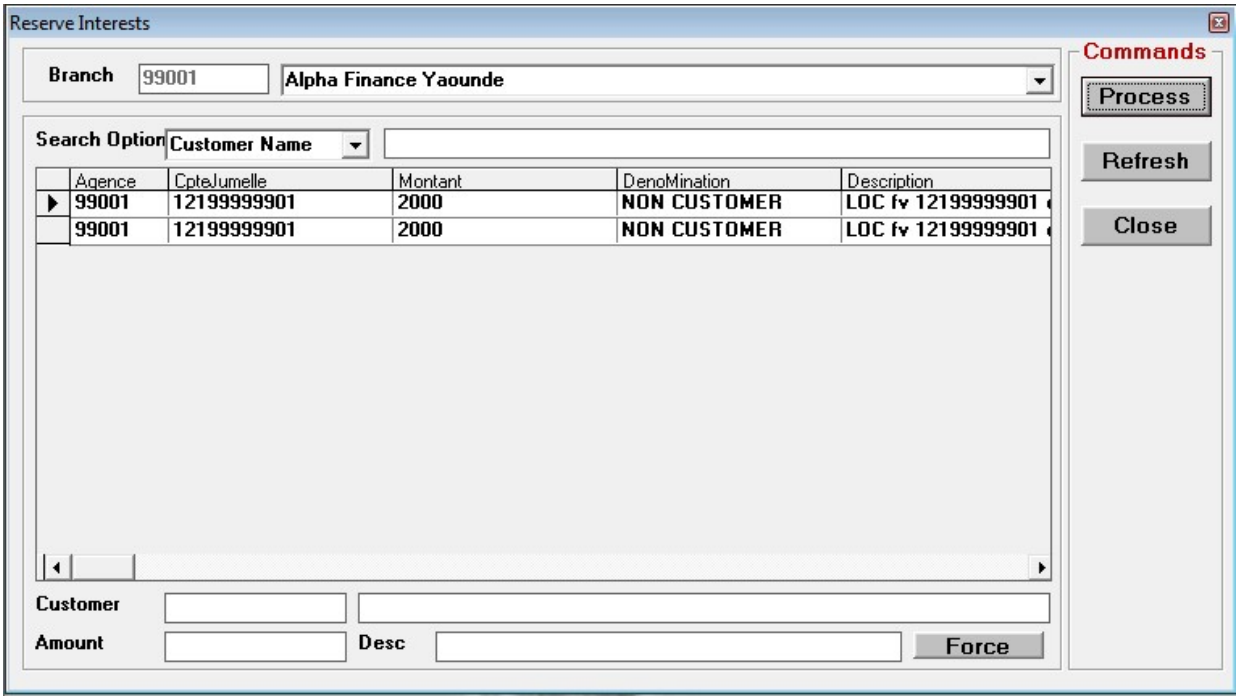
- ✓ Click on other operations
- ✓ Raise an overdraft transaction
- ✓ Click on New to prepare form

- ✓ Select member from grid to want to raise an overdraft
- ✓ Enter amount, reference and description of the overdraft transaction
- ✓ Click ***send transaction to cashier for payment*** button for validation

9.0 RESERVE INTEREST

This tool is used to process members reserve interest. The reserve interest account is credited when the customer owes the bank and does not have enough funds for the bank to process the debt.

Reserve interest form



Procedure

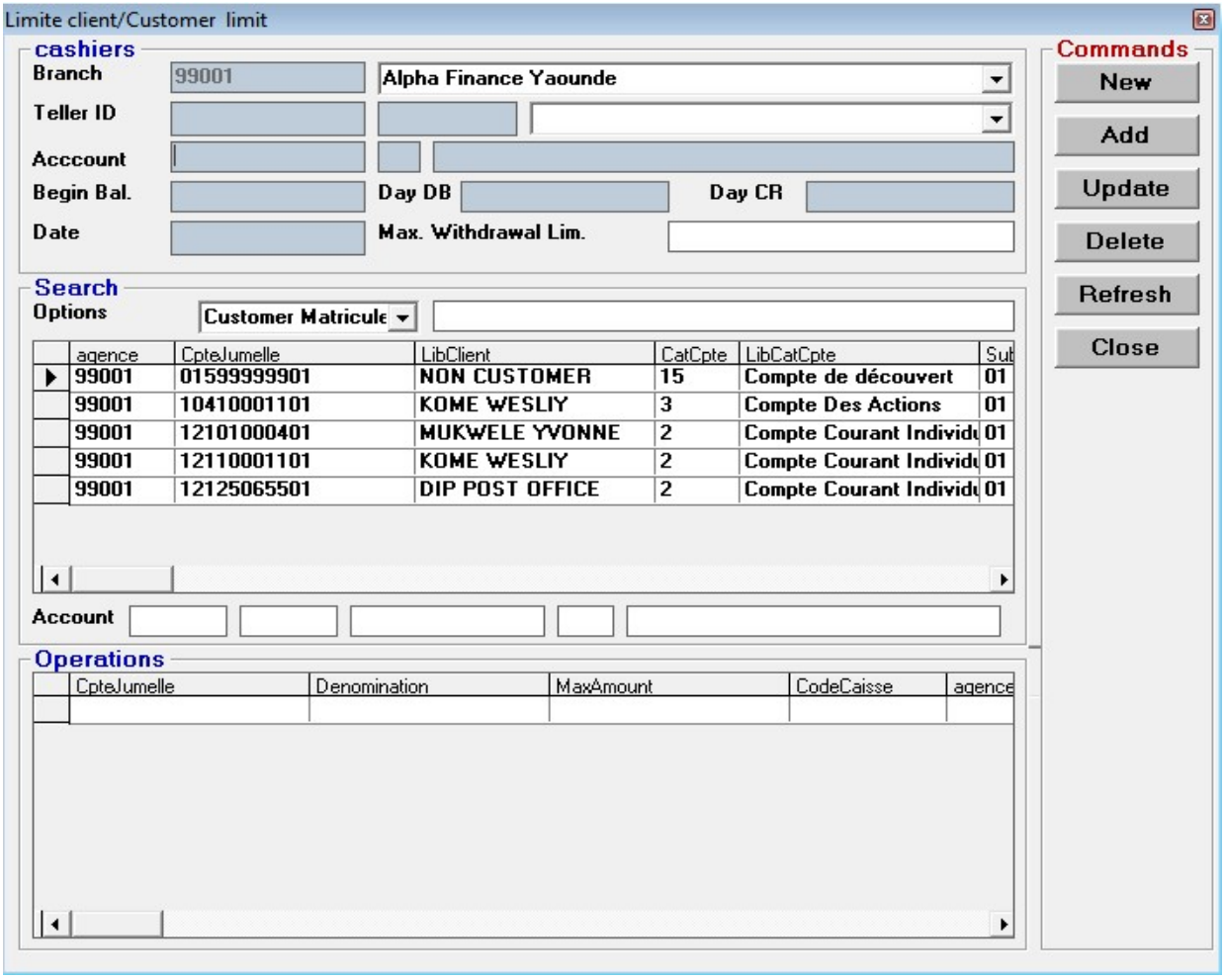
- ✓ Click on***General operations***
- ✓ Select***reserve interest***
- ✓ Click on process***button***to process reserve interest

In cases where the user is sure that the customer will pay the debt, he can click on force for the transaction to be processed. Reserve interest may occur from transactions like account opening, account closure etc.

10.0 CASHIER MAXIMUM LIMIT MODIFICATION

This tool is used to modify the maximum limit of the cashier

Cashier management form



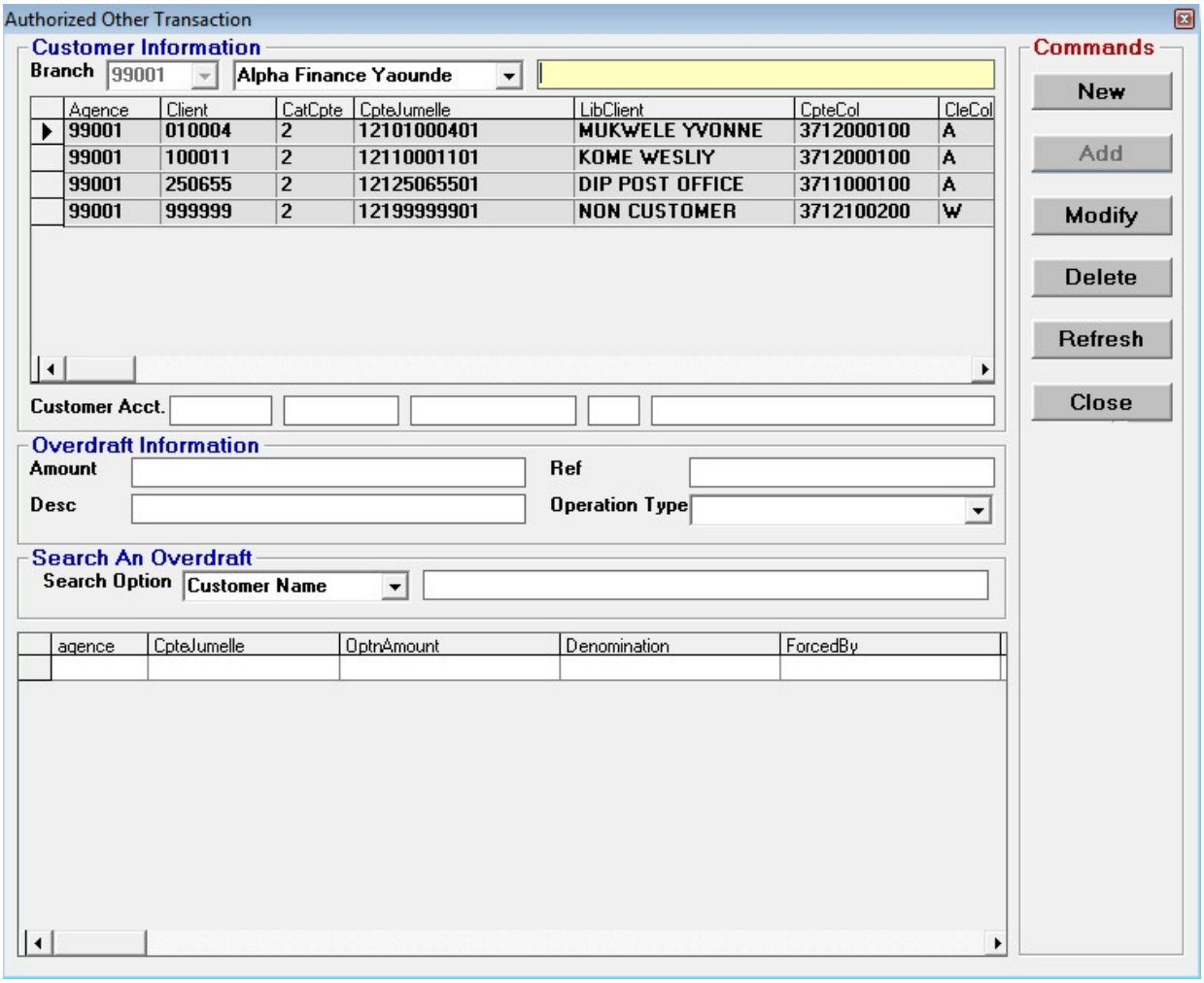
Procedure

- ✓ Click on***other operations***
- ✓ **Select *Cashier maximum limit modif***
- ✓ Select cashier from grid
- ✓ Make modifications
- ✓ Click ***update***to validate

11.0 AUTHORIZE OTHER TRANSACTION

This tool is used to authorize other transactions to members. Some transactions that can be authorized include member operation with GL, Account to account transfer and trancode operation.

Authorize other transaction form



Procedure

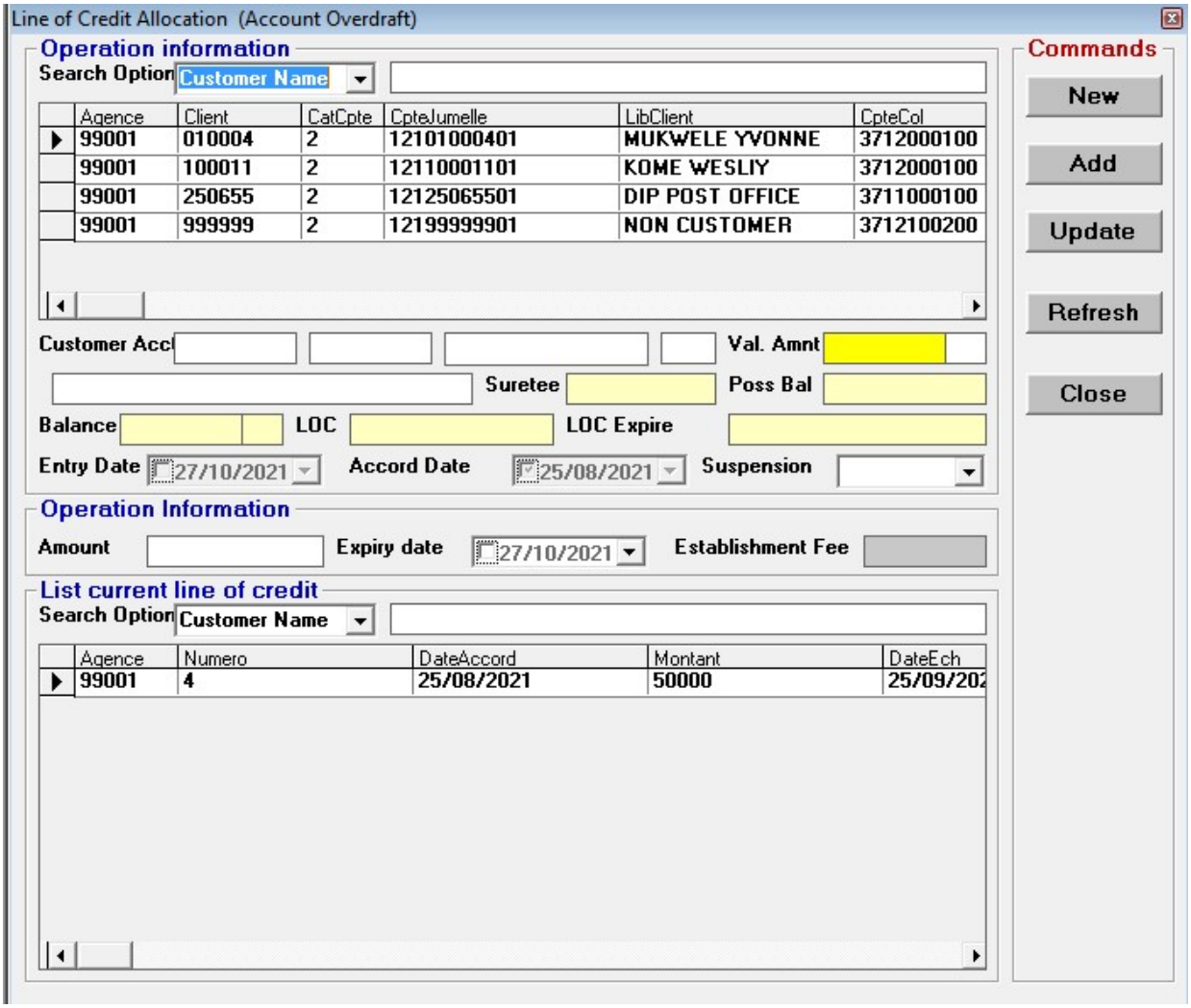
- ✓ Click on **other operations**
- ✓ Click on **authorize other transactions**
- ✓ Select account from grid

- ✓ Enter amount, reference and brief description of operation type
- ✓ Select operation type (e.g. acct to acct transfer,)
- ✓ Click on **Add** to validate transaction.

12.0 AWARD A LINE OF CREDIT

This tool is used to award a line of credit to a member. This is a bank product offered to members where they are allowed to withdrawal up to a certain amount from their accounts when the account is in debit.

Award line of credit form



Procedure

- ✓ Click on **other operations**
- ✓ Click on **award a line of credit**

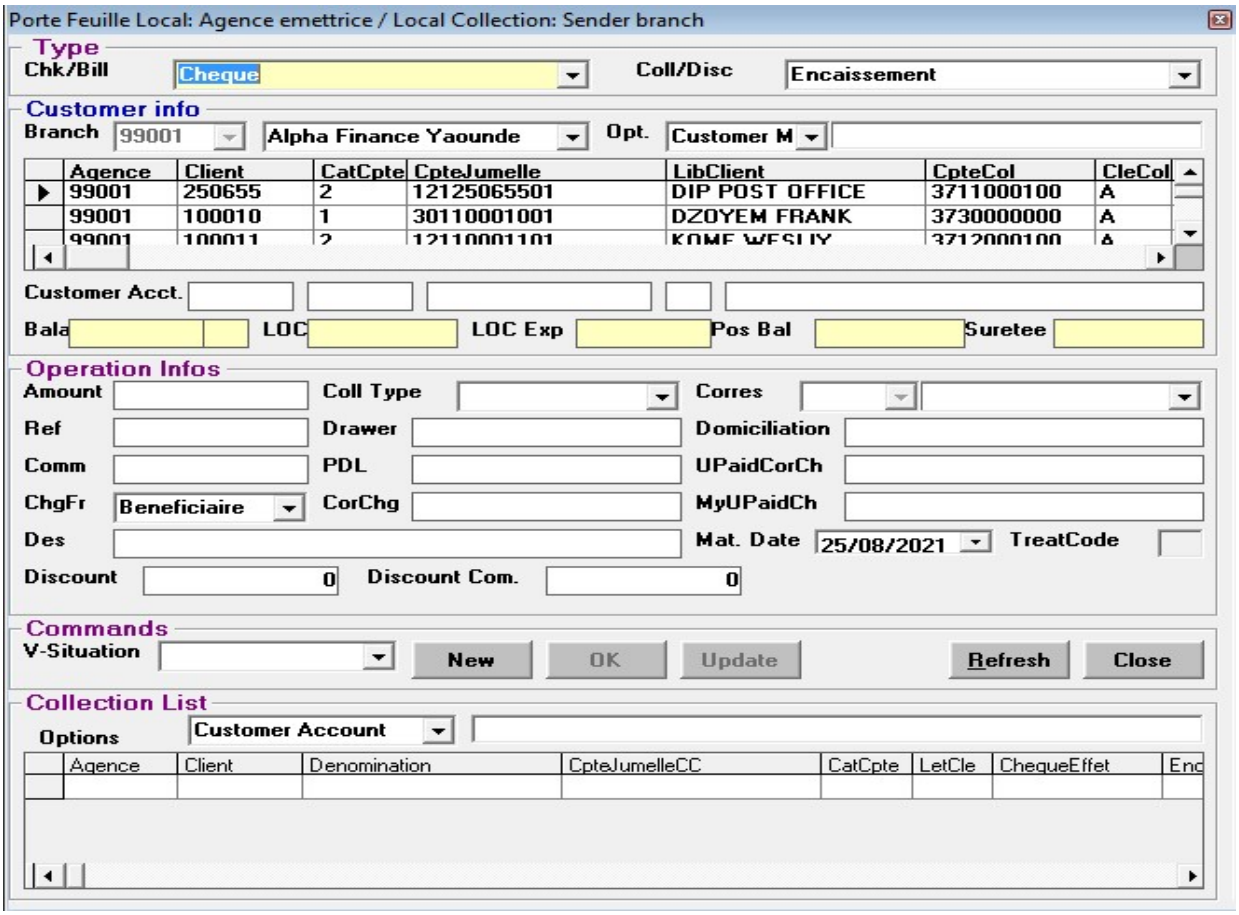
- ✓ Select member from grid
- ✓ Enter amount
- ✓ Enter expiry date for product
- ✓ Click on **add** to validate

13.0 LOCAL COLLECTION

Local collection can be done on check deposits, certified checks and official checks.

Check deposits are completed at the teller's box or over the counter. The teller should ensure that the details on the check are correct before validating, details such as the *date*, *signature*, and *amount* in figures and in words should be verified. The check can then be entered into the system. In case the check is dishonoured, photocopy the check and register it stating clearly why the check is dishonoured. Also verify with the manager if the check in question was discounted before returning it to the member who must sign the register and the photocopied check.

Local collection form



13.1 WHEN BRANCH IS SENDER BRANCH:

- ✓ Click on **General Operations**
- ✓ Place mouse pointer on **Local Collection**
- ✓ Select **Sender Branch**
- ✓ Click on **New** button to clear form for new entry
- ✓ Select Check in the **Chk/Bill** field
- ✓ Select Member from grid
- ✓ Enter amount on check to be cleared
- ✓ Choose **collection type** by selecting Liaison (for other member branches) or Correspondent (for non-member banking institutions)

✓ Select Correspondent bank or member branch depending on choice made above

✓ Enter reference

✓ Enter name of the Drawer and Domiciliation

✓ Enter short description of transaction

✓ Select **Reception** for V-situation

✓ Click on **OK** to validate reception of check

After Check is received, the check would have to be sent. To send a check, follow the procedure below

✓ Choose received check from the grid

✓ Select **Envo**i in the V-situation field

✓ Click on **Update** to validate sending transaction

The last thing to do when check is sent is either to pay the check by selecting **Paiemen**t for

V-situation field (if all verifications have been made and all is ok) or you reject the check by selecting **Rejet** for V-situation field (if from verification you realized the check is not good for payment) while clicking on update command in both cases.

13.2 WHEN BRANCH IS RECEIVER BRANCH

✓ Click on **General Operations**

✓ Place mouse pointer on **Local Collection**

✓ Select **Receiver Branch**

✓ Click on **New** button to clear form for new entry

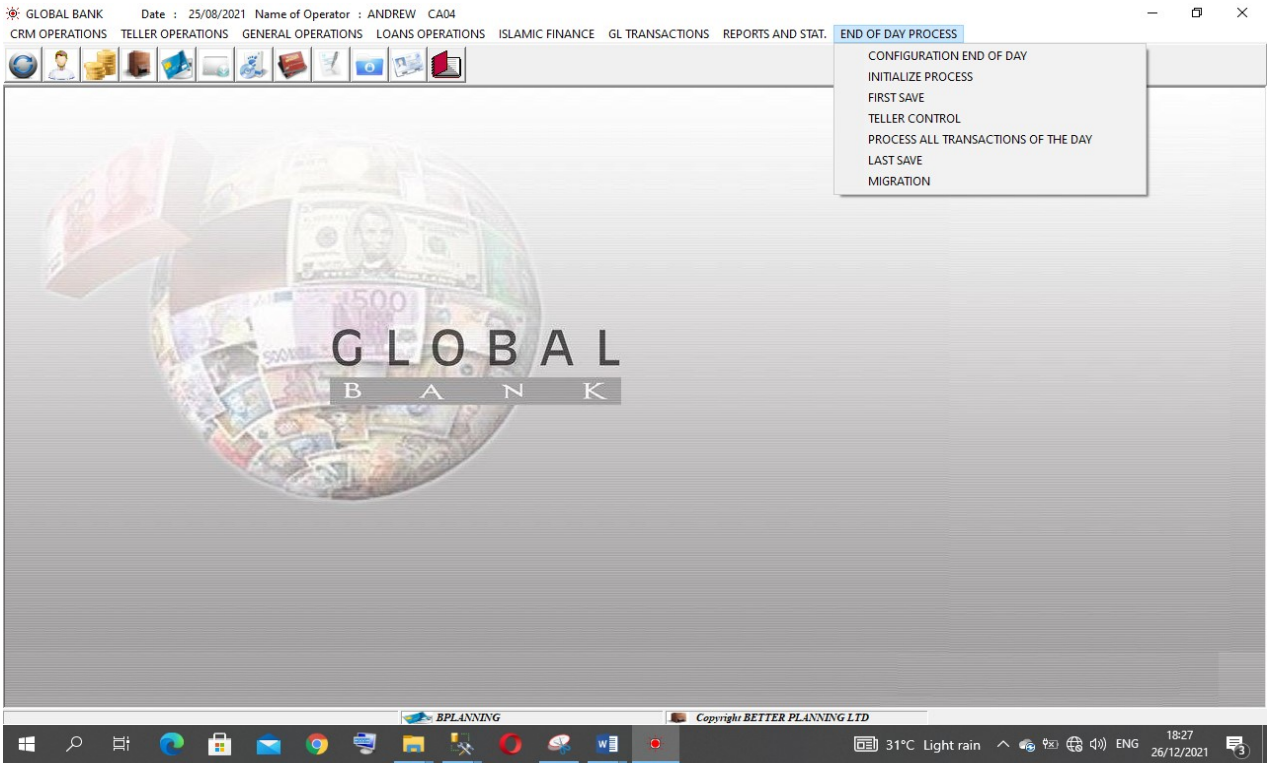
✓ Select Check in the **Chk/Bill** field

✓ Select Member from grid

- ✓ Enter amount on check to be cleared
- ✓ Choose **collection type** by selecting Liaison (for other member branches) or Correspondent (for non-member banking institutions).
- ✓ Select Correspondent bank or member branch depending of choice made above
- ✓ Enter reference
- ✓ Enter name of the Drawee and Domiciliation
- ✓ Enter short description of transaction
- ✓ Select **Reception** for V-situation
- ✓ Click on **OK** to validate reception of check
- ✓ Pay the check by selecting **Paiement** for v-situation field (if all verifications have been made and all is ok) or you reject the check by selecting **Rejet** for v-situation field (if from verification you realized the check is not good for payment).

14.0 END OF DAY WORKS

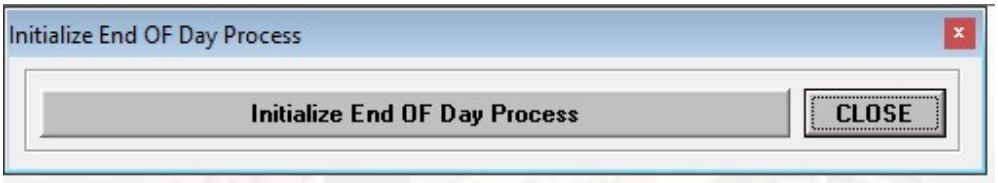
The end of day procedure brings out a systematic approach that should be used to compile all what has been done throughout the day within the computerized banking system. This procedure are made up of several parts as seen in the image below;



1. Configuration of end of day and initialisation process

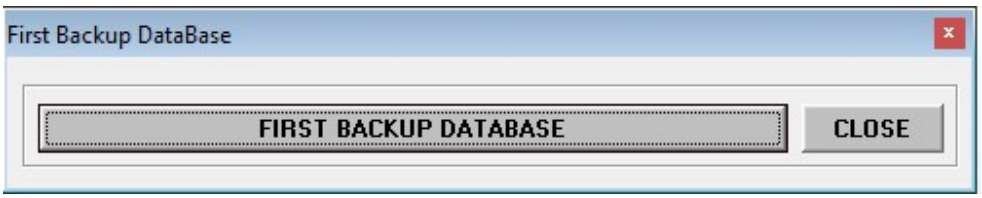
By clicking on this menu, the system acknowledges that you have decided to lunch the end of day procedure. The effect of this procedure is that it compiles information from the operations of the day including teller operations and information relating to accounting for processing.

Hence the user should click on this command before beginning the end of the day works. The process might take a long time depending on the volume of transactions that have taken place that day.



2. First Save

The first save command operates as a backup procedure. It compiles all the day's information before processing and stores in a backup folder that has been prepared by the bank. This backup folder may be kept in an external storage device or in the computer where the application operates for precautionary motives.



After the backup is done, a new file is created in the **EODBACKUP** directory.

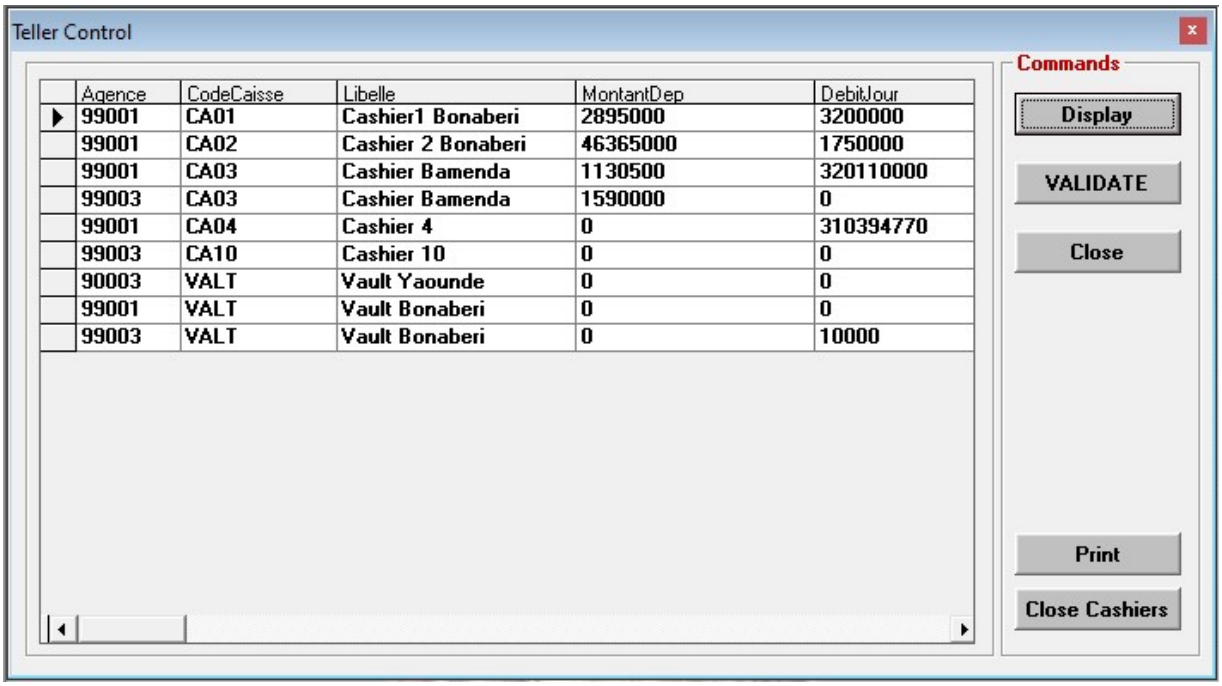
3. Teller Control

The teller control menu displays all information that relates to the activities of the different tellers in the institution for that day. It displays all the cashiers and their debit and credit amounts for the day.

At this level the user can check if the closing balance of each cashier matches with their physical cash counts.

It is important to know that all cash desks must have been closed before the end of day procedure is done. This is to ensure that a double check is done on the funds that have been received and sent out of the institution within the day.

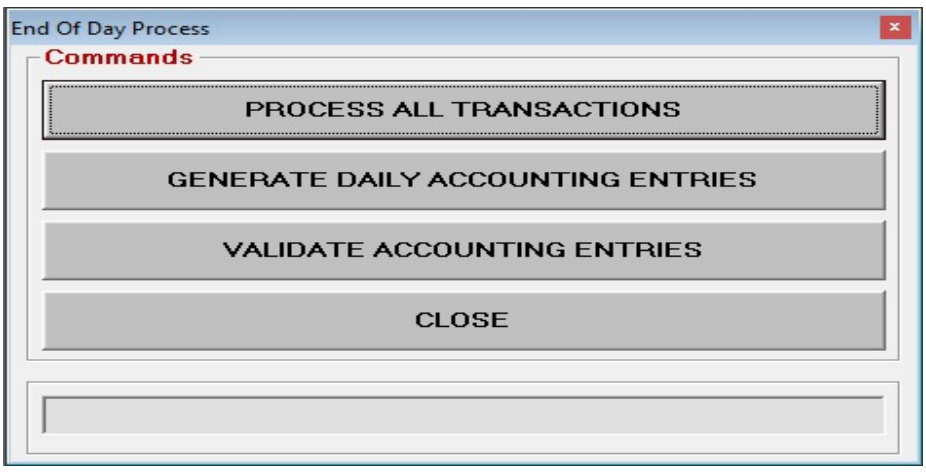
The user can then proceed to click on thevalidate button if all these checks have been properly done.



Agence	CodeCaisse	Libelle	MontantDep	DebitJour
99001	CA01	Cashier1 Bonaberi	2895000	3200000
99001	CA02	Cashier 2 Bonaberi	46365000	1750000
99001	CA03	Cashier Bamenda	1130500	320110000
99003	CA03	Cashier Bamenda	1590000	0
99001	CA04	Cashier 4	0	310394770
99003	CA10	Cashier 10	0	0
90003	VALT	Vault Yaounde	0	0
99001	VALT	Vault Bonaberi	0	0
99003	VALT	Vault Bonaberi	0	10000

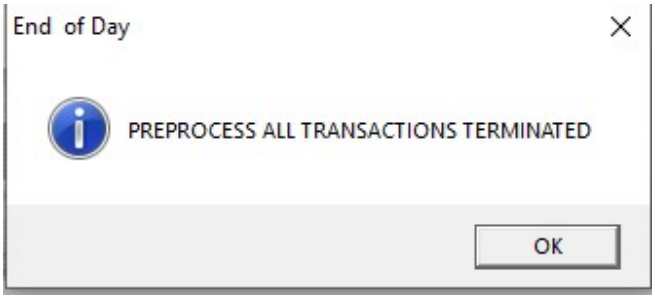
4. Process all transactions of the day

This menu processes the transactions of the day and validates all accounting entries. The system saves all the transactions that have happened during the day precisely in the General operations, loans operations and General Ledger Operations Module and as a result, the Reports module is also updated with this changes.

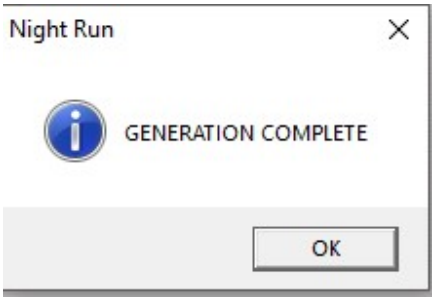


In order that the user achieves this task, he clicks on the following commands in the image above consecutively. It is recommended that the user should be patient after clicking on each command because some institutions record a high volume of transaction that needs time to be processed. After this is done, we simply click on the close button.

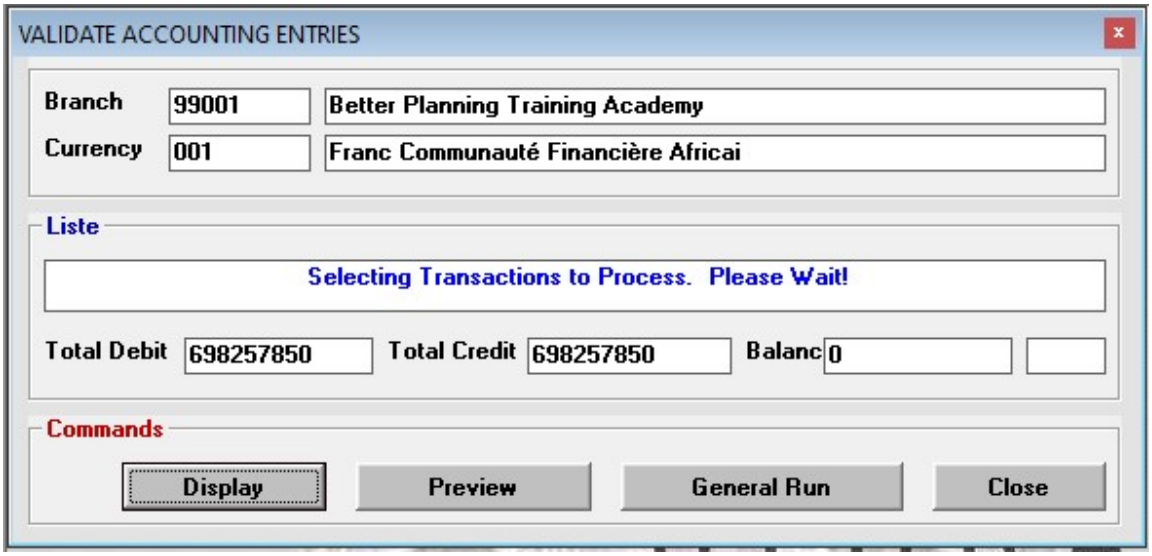
Process all transactions of the day



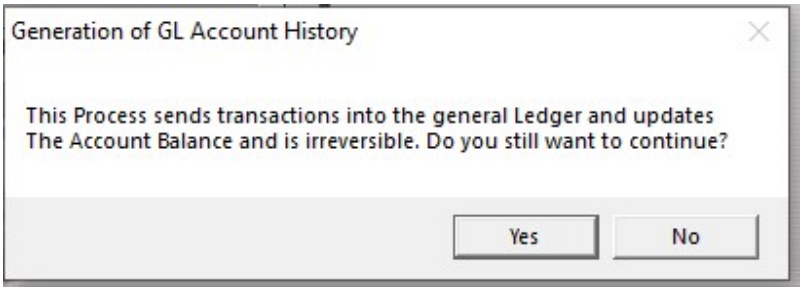
Generate daily accounting entries



Validate all accounting entries



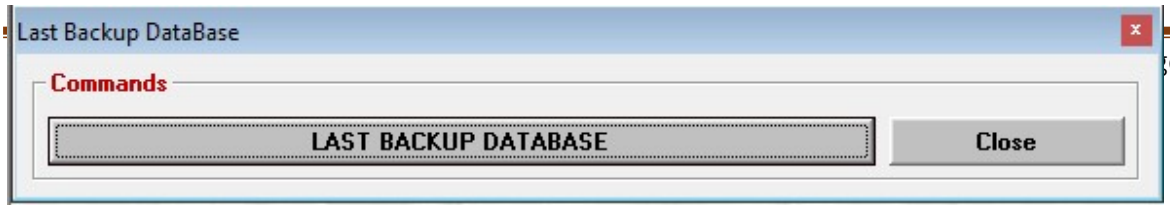
Generate GL account History



5. Last save

The last save command creates another backup file in the EODBACKUP folder. Like the first save button, this information can be collected in an external drive for precautionary motives. The main difference between the first save and the last save command is that, the first save command creates a backup of the day's transaction before Transactions are being processed meanwhile the Last save command creates a backup folder as at after the transactions of the day have been processed.

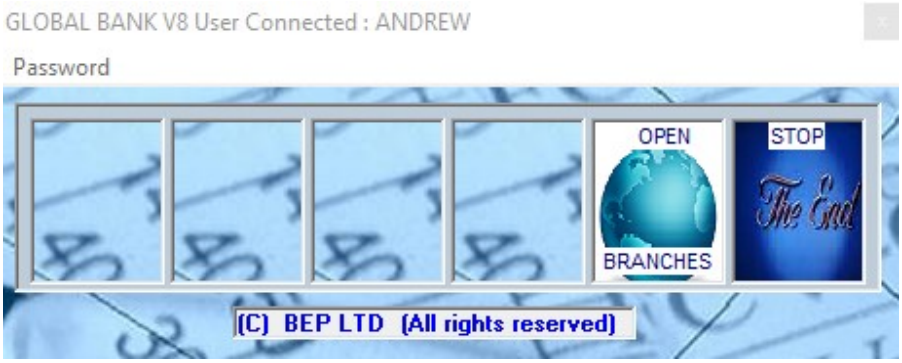
Last save



Important

After the end of day procedure is followed step by step until the last save has been completed. The user can no longer use the system on that day. Hence in the next log in, the system is lunched as a new day. The cashier opens the cash desk as demonstrated in the teller manual meanwhile the operations officer opens a new day as shown in the steps below.

15.0 LAUNCHING A NEW DAY

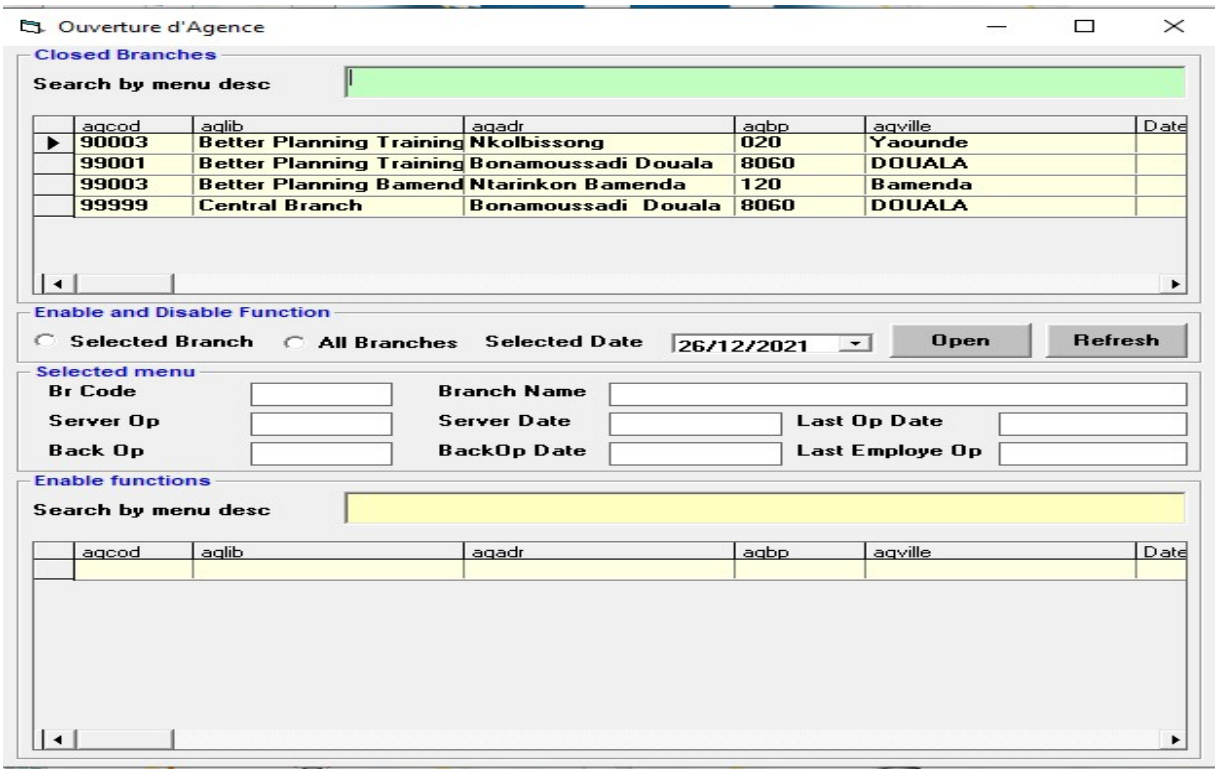


The first log in after the end of day procedure has been completed looks like what is in the image above. Hence only a user who has the privilege to open the day can do so. Any other user will not have access to the system except when the day has been opened by whosoever has the privilege to do so.

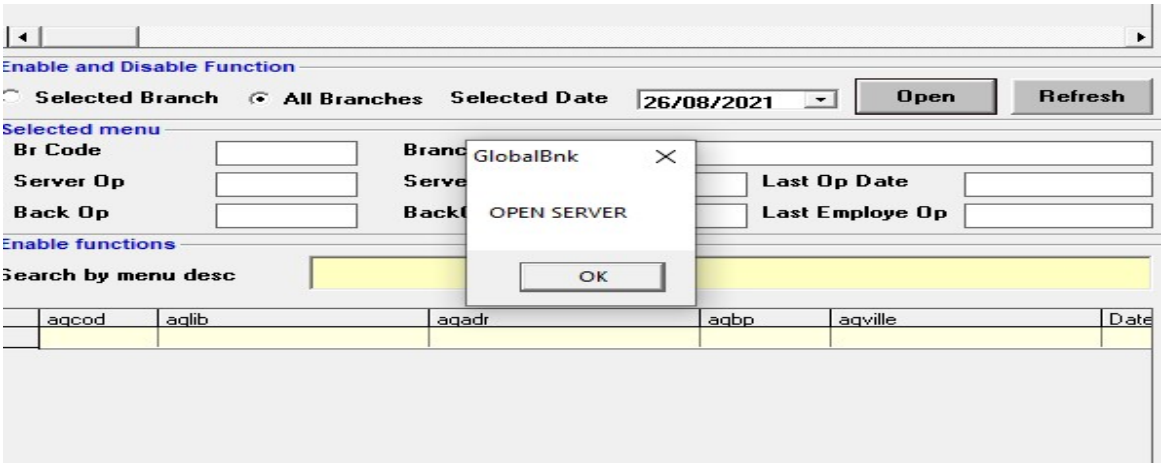
In order to successfully open the day, follow the following procedure;

Procedure;

- ✓ Click on Open Branches



- ✓ Select the branches to be opened or select 'all branches' to open all branches in the network.
- ✓ Select the date. (Usually the system date automatically appears here)
- ✓ Click on the open button and click on ok



- ✓

- ✓ After this is done, you can close the menu and try to log in again using the normal log in procedures.