

GLOBAL BANK TRAINING ACADEMY



TELLER DESKTOP PROCEDURES

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TELLER DESKTOP PROCEDURES

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TELLER OPERATIONS

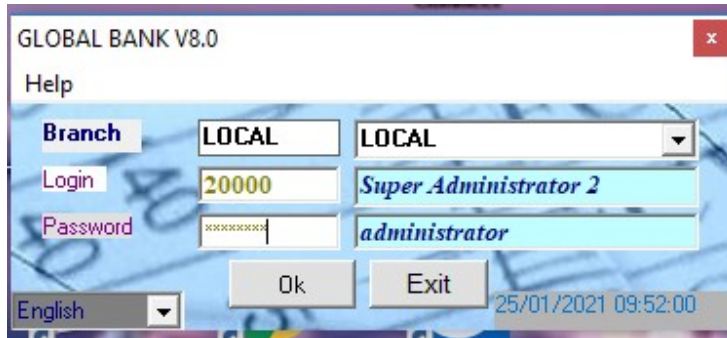
NECESSARY MODULES

- OPEN CASHIER
- ACCOUNT WITHDRAWALS
- ACCOUNT DEPOSITS
- CASH TRANSFER DEPOSITS
- DEPOSITS FOR TERM AND TIME DEPOSITS
- TRANSFER PAYMENTS
- OVERDRAFTS PAYMENT
- BUDGETED EXPENSES PAYMENTS
- WESTERN UNION PAYMENTS

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

1.0 STARTING GLOBAL BANK

You will need to start Global Bank before any working session.



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. (Operation) To start the working interface

TELLER DESKTOP PROCEDURES

2.0 TELLER OPEN

As a teller, your post must be opened at the start of operations. This process verifies the computer balance of your Teller and confirms with the physical count that you do. If the balances are the same, then the Cashier Post will OPEN and enable you to work, else it will remain CLOSED.

CRM OPERATIONS TELLER OPERATIONS GENERAL OPERATIONS LOANS OPERATIONS GL TRAN

Available Physical Balance			Computer Balance
Denom.	Quantity	Amount	Qty
10 000	0	0	0
5 000	0	0	0
2 000	0	0	0
1 000	0	0	0
500note	0	0	0
500 coin	0	0	0
100	0	0	0
50	0	0	0
25	0	0	0
10	0	0	0
5	0	0	0
2	0	0	0
1	0	0	0
TOTAL		0	0

Commands

Verify Balance

Open Teller

Close

TELLER OPEN procedure.

TELLER DESKTOP PROCEDURES

Procedure

- Click on the teller operation module
- Click on open cashier in the drop list
- Fill in the quantity of the denomination that you close the day with the previous day
- Click on the command 'verify balance'
- Click on open teller command
- Click the command close to close the page.

CRM OPERATIONS TELLER OPERATIONS GENERAL OPERATIONS

start of Day ==> TellerOpen

Currency
001 Franc Communauté Financière Africai

TellerOpen Start of Day

Available Physical Balance			Computer Balance
Denom.	Quantity	Amount	Qty
10 000	0	0	0
5 000	0	0	0
2 000	0	0	0
1 000	0	0	0
500note	0	0	0
500 coin	0	0	0
100	0	0	0
50	0	0	0
25	0	0	0
10	0	0	0
5	0	0	0
2	0	0	0
1	0	0	0
TOTAL	0	0	0

Commands

Verify Balance

Open Teller

Close

ClientService

This Teller is Now OPEN

OK

Open Cashier

3.0 HOW TO SEARCH A CUSTOMER IN GLOBAL BANK

3.1. BY MATRICULE NUMBER WHEN IT IS KNOWN

CRM OPERATIONS TELLER OPERATIONS GENERAL OPERATIONS

Deposit

Cashier: 99001 CA01 Cashier No 1 Customer: 102118 TAYIM EPSE FONTAH MATILI 100187

Account	balance	LibCatCpte	CatCpte	Branch	
30010211801	2968871	Individual Savings Acco	1	99001	gisel

Account: Amount: Desc:

Agence	CpteJumelle	Amount	Int	Pen	Description
99001	30010211801	500000	0	0	CD:CASH IN

Signe	Type	Supure/Note	Typ	Quantite/Quantit	Montant/Amount
1	Billet	10000		50	500 000
2	Billet	5000			
3	Billet	2000			
4	Billet	1000			
5	Billet	500			
6	Piece	500			
7	Piece	100			
8	Piece	50			
9	Piece	25			
10	Piece	10			
11	Piece	5			
12	Piece	2			
13	Piece	1			

Deposit By: TAYIM EPSE FONTAH MATILDA NCHA

ClientService Validation Ok

500 000

Double Reduced

Reduced Single

500 000

Op. Date: 09/01/2021

Close

- Click on Teller Operations module
- Choose Account Deposit Sub Menu
- Type *Customer Matricule* in the textbox as shown in example above (100187).
- Hit Enter Button
- The Accounts of the Customer will be Listed on the Grid Below.
- Choose the Account of the customer on the Grid to Post your Transaction by Clicking on the required Account in the Grid.

TELLER DESKTOP PROCEDURES

- NB. A deposit can be done in Multiple accounts as one transaction.

3.2 BY CUSTOMER NAME

- Click on Teller Operations Main Menu
- Choose Account Deposit Sub Menu
- Click on **Icon CustomerMatricule** in the textbox as shown in example below (100187).
- The Customer Form will Appear
- Type Name of Customer and choose from Grid below.
- Click on Account in the Grid to Load.
- Click on Exit Button to Return to Deposit Form.
- Choose the Account of the customer on the Grid to Post your Transaction by Clicking on the required Account in the Grid.
- NB A deposit can be done in Multiple accounts as one transaction.

The screenshot displays two windows from a Teller Desktop application. The 'Deposit' window is the primary focus, showing a 'Cashier' section with fields for '99001', 'CA01', 'Cashier No 1', and 'Customer 100409 BETTER PLANING LIMITED'. Below this is a 'Customer' grid with columns for 'Agence', 'CpteJumelle', 'Montant', 'Int', 'Pen', 'Description', and 'LibCatCpte'. An 'Account' section follows with 'Amount' and 'Desc' fields. The main part of the window is a grid for deposit details with columns: 'ligne', 'Type', 'supure/Note Typ', 'Quantite/Quantite', and 'Montant/Amount'. The grid contains 13 rows of data, including 'Billet' and 'Piece' entries with various amounts. To the right of the grid are buttons for 'Add', 'Delete', 'Refresh', 'Validate', 'Double Reduced', and 'Reduced Single'. At the bottom, there is an 'Op. Date' field set to '09/01/2021' and a 'Close' button. The 'Deposit By' field at the bottom left is populated with 'BETTER PLANING LIMITED'. The 'Customers' window in the background shows a search for 'BETTER' and a grid with columns 'client', 'nomjumelle', and 'typeclient', displaying one result for client '100409'.

TELLER DESKTOP PROCEDURES

4.0 CUSTOMER DEPOSIT

Deposit

Cashier
 99001 CA01 Cashier No 1 Customer 100409 BETTER PLANING LIMITED

Customer

Account	balance	LibCatCpte	CatCpte	Branch	
37810040901	0	Diaspora Association Sa	378	99001	gisel
50310040901	0	Diaspora Association A	503	99001	gisel
▶ 50610040901	387545	BizGrowth Account	506	99001	gisel

Account Amount Desc

Agence	CpteJumelle	Amount	Int	Pen	Description
▶ 99001	50610040901	200000	0	0	CD:CASH IN

200 000

Commands

Refresh Validate Double Reduced Reduced Single

200 000

Op. Date
09/01/2021

Close

ligne	Type	ppure/Note Typ	Quantite/Quantity	Montant/Amount
1	Billet	10000	10	100 000
2	Billet	5000	20	100 000
3	Billet	2000		
4	Billet	1000		
5	Billet	500		
6	Piece	500		
7	Piece	100		
8	Piece	50		
9	Piece	25		
10	Piece	10		
11	Piece	5		
12	Piece	2		
13	Piece	1		

Deposit By BETTER PLANING LIMITED

Deposit Procedure

- Click on teller operation
- Search the customer as described in c. Above either by matricule number or by account name
- Click and choose your account on the data grid (courant or daily savings or epargne)
- Fill in the amount by which the account is to be credited

➤ Account 22200012301 Courant Amount Desc CASH IN 000123 COURANT

TELLER DESKTOP PROCEDURES

- Click on the add command key
- Fill in the denominations
- Click on the validate command to deposit amount.
- Click on ok to effect the transaction
- Click on double reduce or single receipt to print out a receipt

TELLER DESKTOP PROCEDURES

5.0 CUSTOMER WITHDRAWAL

Withdrawal

Cashier: 99001 CA01 Cashier No 1

Search: Customer Name fontah

Agence	Cpte/Jumelle	LibCat/Cpte	LibClient	Statut
99001	30010018701	Individual Savings Accd	FONTAH FRU DERICK	Actif
99001	30010211801	Individual Savings Accd	TAYIM EPSE FONTAH	Actif

16157 99001 30010018701 17 FONTAH FRU DERICK

Withdrawal / Retrait

Bal 219728 Cr LOC 0 Exp Poss 219728 Cr Val. Bal. 219728 Cr

Ligne	Type	Valeur/Note Typ	Quantite/Quantity	Montant/Amount
1	Billet	10000	1	10 000
2	Billet	5000		0
3	Billet	2000		
4	Billet	1000		
5	Billet	500		
6	Piece	500		
7	Piece	100		
8	Piece	50		
9	Piece	25		
10	Piece	10		
11	Piece	5		
12	Piece	2		
13	Piece	1		

ChkType: Personal Che With. Type: SELF Réf. []

Desc. CASH WITHDRAWAL 100187 INDIVIDUAL SAVINGS ACCOUNT

Done By: FONTAH FRU DERICK ID Number [] Place []

Commands: Refresh, Add, Signature, ACCT History

Withdrawal Amount: 10 000

Withdrawal Procedure

- Click on teller operation
- Click on account withdrawal form from the drop list
- Click on the command key **refresh**

Commands

Refresh

Add

Signature

ACCT History

- Choose the account from which withdrawal is to be made
- Fill in the amount to be withdrawn in the analysis column

Ligne	Type	Valeur/Note Typ	Quantite/Quantity	Montant/Amount
1	Billet	10000		
2	Billet	5000		
3	Billet	2000		
4	Billet	1000		
5	Billet	500		

TELLER DESKTOP PROCEDURES

- Fill in the information boxes below (chk type, with. Type, ref, id number and place of issue)

ChkType	<input type="text"/>	With. Type	<input type="text"/>	Réf.	<input type="text"/>
Desc.	<input type="text" value="CASH WITDRAWAL 000123 COURANT"/>				
ID Number	<input type="text"/>	Place	<input type="text"/>		

CLICK ON THE **ADD COMMAND**, **CHK TYPES**: *Can be either Counter Check, Personal Check or Other Payment*

WITHDRAWAL TYPES: *Can be SELF, THIRD PARTY or NO NOTIFICATION*

6.0 PAYMENT OF MANAGER AUTHORISED CHECKS (OVERDRAFTS)

When a customer has no money in his account, and has been awarded an overdraft by the manager, this amount is withdrawn from the account through this method.

Procedure: Overdraft withdrawal

- Enter the Check Reference Number
- Click on VISUALISE AUTHORISED OVERDRAFT
- Select the overdraft that was authorized on the Grid Below.
- Verify that all the information is correct as it is found on the check.
- Enter the denominations of the amount to be paid out.
- Select the Check Type and the Withdrawal Type

TELLER DESKTOP PROCEDURES

- Control the Signature of the Customer by clicking on the SIGNATURE COMMAND.
- Click on the Add Command to Validate the Transaction.

7.0 PAYMENT OF AUTHORISED BUDGET EXPENSES

Expenditure is engaged by the manager or the operations officer, it can be paid out by the cashier. E.g. Payment for water or electricity consumption by the bank.

ligne	Type	nature/Note Typ	Quantite/Quantite	Montant/Amount
1	Billet	10000	2	20 000
2	Billet	5000		
3	Billet	2000		
4	Billet	1000		
5	Billet	500		
6	Piece	500		
7	Piece	100		
8	Piece	50		
9	Piece	25		
10	Piece	10		
11	Piece	5		
12	Piece	2		
13	Piece	1		

Payment of authorized budget expenses procedure

- Enter the reference of the transaction voucher as has been given by the Manager or the operations officer.
- Click on Visualize authorized expenses
- Select the payment account (Budget Transaction Account 888888)
- Enter the denominations of the amount to be collected.
- Click on the Add Command.
- Print a receipt for the transaction

TELLER DESKTOP PROCEDURES

8.0 CASH TRANSFER CASH PAYMENTS

When there is an inter-branch transfer that requires payment in the other branch by cash, this form is used for the transaction. The transaction is initiated by the branch Manager or the Operations officer by releasing the funds from Payment awaiting disposal account (back office operation) to be paid by the cashier (front office operation).

ligne	Type	Nature/Note Typ	Quantite/Quantit	Montant/Amount
1	Billet	10000		
2	Billet	5000		
3	Billet	2000		
4	Billet	1000		
5	Billet	500		
6	Piece	500		
7	Piece	100		
8	Piece	50		
9	Piece	25		
10	Piece	10		
11	Piece	5		
12	Piece	2		
13	Piece	1		

Procedure: Cash Transfer Payments

- Enter the **TRANSFER Reference Number**
- Click on **SEARCH TRANSFER COMMAND**
- Select the TRANSFER record that was posted on the Grid Below.

TELLER DESKTOP PROCEDURES

- Verify that all the information is correct as it is found on the transfer voucher.
- Choose choice of SMS if you want to send SMS to the recipient of the transfer.
- Click on the Add Command to Validate the Transaction.
- Print Receipt for the customer.

TELLER DESKTOP PROCEDURES

9.0 CASH TRANSFER CASH RECEPTION

When there is an inter-branch transfer that requires cash being deposited by the customer in the branch, this form is used for the collection of funds. The transaction is initiated by the branch Manager or the Operations officer. He posts the required information for the transfer and sends the transfer voucher to the cashier.

Online Cash transfert

Reference **SEARCH TRANSFERS** **REFRESH**

CTrnCode	OpnAmount	ComAmount	PayAmount	TaxAmount	Description

ligne	Type	Opure/Note Typ	Quantite/Quantity	Montant/Amount
1	Billet	10000		
2	Billet	5000		
3	Billet	2000		
4	Billet	1000		
5	Billet	500		
6	Piece	500		
7	Piece	100		
8	Piece	50		
9	Piece	25		
10	Piece	10		
11	Piece	5		
12	Piece	2		
13	Piece	1		

Op. Date

Val Date

Amount

sms option
 YES NO
LN

TELEPHONE

Advise
Double Reduced
Reduced Single

Commands
Add
Refresh
Close

Amount H.T Com Opn Amount
Reference VAT Description
Sender Info
Receiver Info

Procedure: Cash Transfer Reception

- Enter the TRANSFER Reference Number
- Click on SEARCH TRANSFER COMMAND
- Select the TRANSFER record that was posted on the Grid Below.

TELLER DESKTOP PROCEDURES

- Select the transfer account for your branch (777777)
- Verify that all the information is correct as it is found on the transfer voucher.
- Enter the denominations of the amount to be paid out.
- Type the Identification Information and place of issue of the recipient.
- Click on the Add Command to Validate the Transaction.

10.0 TERM AND TIME DEPOSIT WITHDRAWAL AND DEPOSIT

Term and time deposits that are issued to customers that are not having a bank account are treated here. The operations officer treats the transaction in the back office and sends it to the cashier to either collect the funds during subscription (deposit) or pay the customer when the deposit is mature (withdrawal).

VISUALIZE CASH TERM DEPOSITS

Agence	Numerocontrat	CpteJumelleCC	cptejumellecpteterm	Denomination

ligne	Type	Supure/Note Typ	Quantite/Quantity	Montant/Amount
1	Billet	10000		
2	Billet	5000		
3	Billet	2000		
4	Billet	1000		
5	Billet	500		
6	Piece	500		
7	Piece	100		
8	Piece	50		
9	Piece	25		
10	Piece	10		
11	Piece	5		
12	Piece	2		
13	Piece	1		

Op. Date

Statut Acct.

Total Amount

Advise

Double Reduced

Reduced Single

Contract Num

Term Deposit Acct.

Customer Account

Beginning Date Dur.(Months) Expiry Date

Opt Amount

Description

Customer Name

Commands

Refresh

Add

Close

Cash Collection for Term Deposit

Procedure

- Enter the contract reference number
- Click on *visualize term deposit command*
- Click on transaction in the grid to select.

TELLER DESKTOP PROCEDURES

- Verify that all the information is correct as it is found on the voucher.
- Enter the denominations of the amount to be paid out.
- Click on the add command to validate the transaction.

Time deposits deposit and withdrawal are treated in like manner.

11.0 CASHIER OPERATIONS CONTROL

This Function accompanies the cashier to inform on all the transaction that have been posted. It shows all the deposits and withdrawals, the cash situation (notes and coins), previous days transactions of the cashier and the cashier balance

11.1 DAILY JOURNALS (DEPOSITS AND WITHDRAWALS)

Agence	CpteClient	DateOper	Serie	DateValeu	Devise	CodeLibell	Debit	Credit	R
99001	30010211	2021-01-0	55548	2021-01-1	001	dep	0	500000	D

Daily Transaction Journal

- Click on the transaction tab as seen above
- Select check of entries to display by checking the checkbox (deposit, withdrawal or both)
- Click on the display button to generate the journal.
- Click on the print button to print the transactions

TELLER DESKTOP PROCEDURES

11.2 CASH SITUATION

Chief Cashier Control Operations

Branch: 99001 Better Planning Ltd
Cashier: CA01 Cashier No 1
Begin: 09/01/2021 End: 09/01/2021

Daily Trans./Trans. Journalieres | **Cash Situation/Situa. Caisse** | Prev day trans./Trans. veille | Check Cashier Bal/Verif. Solde

Caisse	B10000	B5000	B2000	B1000	B500	P500	P100
▶ CA01	50	0	0	0	0	0	0

500 000

Total Cash Available | Print | Close

Cash Situation Procedure

- Click on the cash situation tab as seen above
- Click on the cash available tab
- Click on the print button to print the situation (notes and coins)

TELLER DESKTOP PROCEDURES

11.3 PREVIOUS DAY JOURNAL TRANSACTIONS

Chief Cashier Control Operations

Branch: 99001 Better Planning Ltd
Cashier: CA01 Cashier No 1

Begin: 09/01/2020 End: 09/01/2021

Retrait Deposit

Agence	CpteClient	DateOper	Serie	DateValeu	Devise	CodeLibell	Debit	Credit
99001	50610119	2020-01-0	12687	2020-01-0	001	ret	35000	0
99001	37610125	2020-01-0	12688	2019-12-3	001	ret	5000	0
99001	37610125	2020-01-0	12689	2020-01-1	001	dep	0	2000
99001	37610051	2020-01-0	12690	2020-01-1	001	dep	0	4600
99001	37610127	2020-01-0	12691	2019-12-3	001	ret	43000	0
99001	30010145	2020-01-0	12692	2020-01-1	001	dep	0	360000
99001	37610127	2020-01-0	12693	2020-01-1	001	dep	0	30000
99001	37610134	2020-01-0	12694	2020-01-1	001	dep	0	20000
99001	37610131	2020-01-0	12695	2020-01-1	001	dep	0	10000
99001	37610122	2020-01-0	12696	2020-01-1	001	dep	0	10000
99001	37610090	2020-01-0	12697	2020-01-1	001	dep	0	2000
99001	37610124	2020-01-0	12698	2020-01-1	001	dep	0	2000
99001	37610084	2020-01-0	12699	2020-01-1	001	dep	0	1000
99001	50610028	2020-01-0	12700	2020-01-1	001	dep	0	40000

Display Print Close

Credit:
Debit:

Previous Day Transactions Procedure

- Click on the previous day transaction tab
- Enter the date range
- Check the boxes (deposit; withdrawal or both)
- Click on the display tab
- Click on the print button to print the transactions.

11.4 CHECKING OF CASHIER BALANCE

Chief Cashier Control Operations

Branch: 99001 Better Planning Ltd
Cashier: CA01 Cashier No 1
Begin: 09/01/2021 End: 09/01/2021

Daily Trans./Trans. Journalieres | Cash Situation/Situa. Caisse | Prev day trans./Trans. veille | **Check Cashier Bal/Verif. Solde**

Beginning Balance: 0 | Cash Available: 250000
Day Withdrawals: 0 | Day Deposits: 500000
Balance: 500000

Overage/Shortage
Overage: 0 | Shortage: 250000

Commands: Balance Check, Close

Check Cash Balance Procedure

- Click on the check cashier bal tab
- Enter the amount of cash available in your tilt on the cash available text box.
- Click on the balance check command
- Take note of amounts: withdrawals, deposits, overage, shortage

12.0 CHANGE OF NOTES AND COINS

This tool is designed to handle all currency changing operations i.e. changing money from notes or coins to notes or coins.

TELLER DESKTOP PROCEDURES

Notes and coins change
✕

Branch	99001	Better Planning Ltd
Cashier	CA01	Cashier No 1
		Operation Date 09/01/2021

Notes and coins change

Notes and coins in			Notes and coins out		
Coupure	Qty	Amount	Coupure	Qty	Amount
10 000	1	10000	10 000		
5 000			5 000		
2 000			2 000	5	10000
1 000			1 000		
500 note			500 note		
500 coin			500 coin		
100			100		
50			50		
25			25		
10			10		
5			5		
2			2		
1			1		
		10000			10000

Change
Close

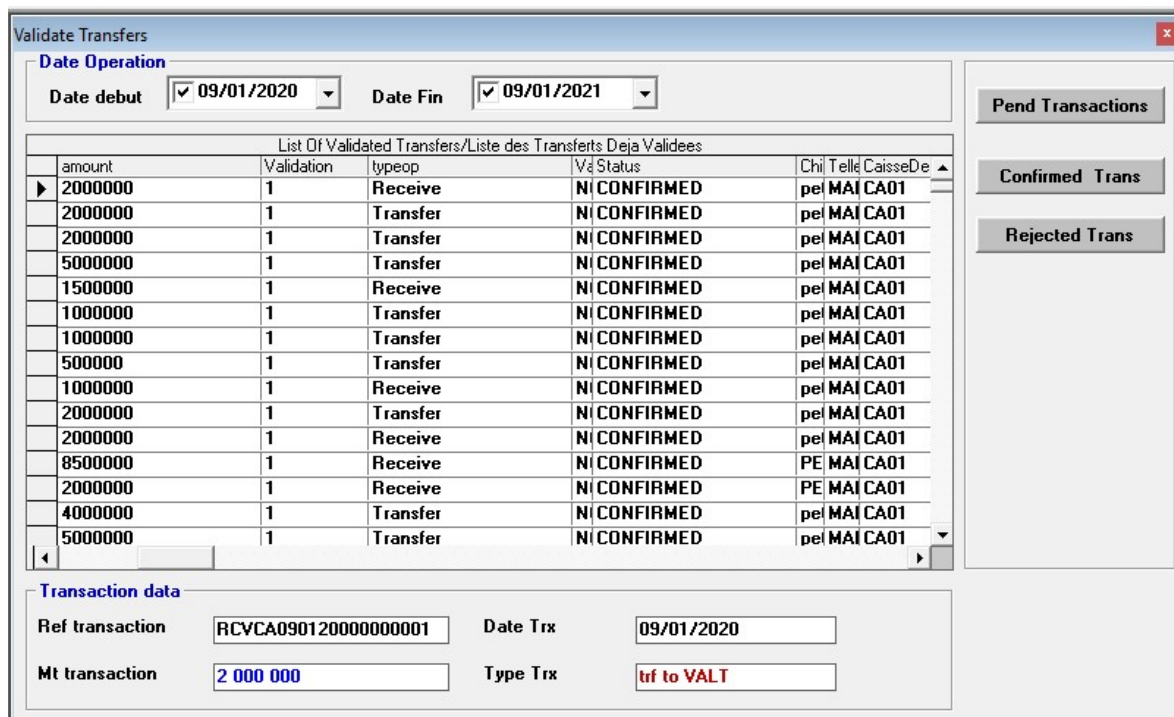
Procedure

- Select Tellers operations (or manage cashier)
- Select Change Notes and coins
- Fill the branch and cashier you wish to display
- Enter the amount of the money you intend to change in the **amount** field
- Enter the denominations of the Notes and Coins coming in (received from member) and the denominations of the notes and coins going out (paid to member). The total of these two fields **must** be equal.
- Click on ADD to validate transaction.

NB: check money for counterfeits.

13.0 VERIFY AND VALIDATE OPERATIONS WITH CHIEF TELLER

It is normal routine that every day before the cashier begins the day's operations he/she will need his/her vault to be replenished by the chief teller or sometimes would need to transfer money at the end of the day to the vault (*correspondent, liaison or Caisse*). When money moves from the chief teller to the cashier or from the cashier to the chief teller, this tool is used to confirm or reject transactions (*received and transfers*). It is possible to view all confirmed and rejected transactions at any point in time. If transactions are not confirmed or rejected, it would not be possible for the cashier to close the day's operations.



amount	Validation	typeop	Va Status	Chi Telle CaisseDe
2000000	1	Receive	N CONFIRMED	pe MA CA01
2000000	1	Transfer	N CONFIRMED	pe MA CA01
2000000	1	Transfer	N CONFIRMED	pe MA CA01
5000000	1	Transfer	N CONFIRMED	pe MA CA01
1500000	1	Receive	N CONFIRMED	pe MA CA01
1000000	1	Transfer	N CONFIRMED	pe MA CA01
1000000	1	Transfer	N CONFIRMED	pe MA CA01
500000	1	Transfer	N CONFIRMED	pe MA CA01
1000000	1	Receive	N CONFIRMED	pe MA CA01
2000000	1	Transfer	N CONFIRMED	pe MA CA01
2000000	1	Receive	N CONFIRMED	pe MA CA01
8500000	1	Receive	N CONFIRMED	PE MA CA01
2000000	1	Receive	N CONFIRMED	PE MA CA01
4000000	1	Transfer	N CONFIRMED	pe MA CA01
5000000	1	Transfer	N CONFIRMED	pe MA CA01

Transaction data

Ref transaction: RCVCA09012000000001 Date Trx: 09/01/2020

Mt transaction: 2 000 000 Type Trx: trf to VALT

Procedure

- Click on the teller operation module
- Click on verify cash transfer confirmation information in the drop list

TELLER DESKTOP PROCEDURES

- Fill in the begin and end date for the period you want to verify cash
- Click on the command 'pending transaction' to view the pending transaction if to confirm or reject it
- Click on the confirm transaction in order to confirm a transaction
- Click on reject command in order to reject a transaction

TELLER DESKTOP PROCEDURES

14.0 PRINTING OF DUPLICATE RECEIPT

The screenshot displays a software interface for printing a duplicate receipt. At the top, there is a 'Date Operation' section with 'Date debut' and 'Date Fin' both set to 09/01/2021. Below this is a 'Customer Matricule' dropdown menu. The main area contains a table with transaction details. The table has columns for Client, CpteJumelle, Denomination, DateOperation, Description, Debit, and Credit. The transactions listed include a cash withdrawal of 20,000 and several deposits of varying amounts (50,000, 2,000, 5,000, 1,000, 5,000, 2,000, 10,000, 50,000, 10,000, 10,000, 5,000, 7,000, 4,000, 5,000). At the bottom, there is a 'Transaction data' section with fields for Customer (102118), Date Trx (09/01/2021), Ref Trx (DEP090121000000000001), Amt trx (500 000), Name (TAYIM EPSE FONTAH MATILDA NCHANG), and Desc (CD:CASH IN 102118 INDIVIDUAL SAVINGS ACCOUNT). A printer icon is visible in the bottom right corner of the form.

Client	CpteJumelle	Denomination	DateOperation	Description	Debit	Credit
200109	30120010901	JERADINE	31/12/2021	CW:CASH WITDRAWAL	20000	0
▶ 102118	30010211801	TAYIM EPSE	09/01/2021	CD:CASH IN 102118 INDI	0	500000
200628	37620062801	TCHEKOU	07/01/2021	CD:VERSEMENT ESP. IO	2000	2000
200671	37620067101	NGOMO A	07/01/2021	CD:VERSEMENT ESP. IO	5000	5000
200632	37620063201	NDZANG	10/07/01/2021	CD:VERSEMENT ESP. IO	1000	1000
200621	37620062101	MVOGO EL	07/01/2021	CD:VERSEMENT ESP. IO	5000	5000
200622	37620062201	SADEUH F	07/01/2021	CD:VERSEMENT ESP. IO	2000	2000
200572	37620057201	TEFOUET	07/01/2021	CD:VERSEMENT ESP. IO	10000	10000
100836	37610083601	NKWENTI	07/01/2021	CD:CASH IN AYAFOR C	0	50000
101985	37610198501	MARIE SO	07/01/2021	CD:CASH IN AYAFOR C	0	10000
102161	37610216101	SIH WUNG	07/01/2021	CD:CASH IN AYAFOR C	0	10000
101863	37610186301	ETAPE MA	07/01/2021	CD:CASH IN AYAFOR C	0	5000
101905	37610190501	DOUO TAY	07/01/2021	CD:CASH IN AYAFOR C	0	7000
102002	37610200201	DJALEU F	07/01/2021	CD:CASH IN AYAFOR C	0	4000
101860	37610186001	NGUEMEZ	07/01/2021	CD:CASH IN AYAFOR C	0	5000

Transaction data

Customer: 102118 Date Trx: 09/01/2021 Ref Trx: DEP090121000000000001 Amt trx: 500 000

Name: TAYIM EPSE FONTAH MATILDA NCHANG Desc: CD:CASH IN 102118 INDIVIDUAL SAVINGS ACCOUNT

Procedure

- Click on the teller operation module
- Select Receipt duplicate menu
- Search for deposit or withdrawal to be printed
- Click on the on printer icon to print transaction

15.0 CHIEF TELLER ADJUSTMENTS

This tool is used by the chief teller to manage tellers. It is a control tool to verify if the cash at hand is equal to computer balance at the end of the day.

Chief Teller Adjustment of Cashier Notes and Coins

Currency: 001 Franc Communauté Financière Africai
Branch: 99001 Better Planning Ltd
Cashier: CA01 Cashier No 1

Chief Teller Adjust End of Day

Available Physical Balance			Computer Balance
Denom.	Quantity	Amount	Qty
10 000	4	40000	50
5 000	1	5000	0
2 000	1	2000	0
1 000	1	1000	0
500note	1	500	0
500 coin	1	500	0
100	1	100	0
50	1	50	0
25	1	25	0
10	1	10	0
5	1	5	0
2	1	2	0
1	1	1	0
TOTAL		49193	

Commands: VERIFY BALANCE, Close

Adjust Cashier Error: You don't have privileges

Procedure

- Select **Tellers operation**
- Select **adjust cashiers**
- Enter the quantity of the denominations with cashier
- Click on **verify balance.**

NB: balance could either be a surplus (when computer balance is less than available physical balance) or shortage (when computer balance is more than available physical cash).

16.0 CHIEF TELLER TREASURY OPERATIONS

This function is used to *transfer* or *receive* cash from the vault, manage *shortages* or *overages*.

16.1 Transfers to Vault

This is when the chief cashier transfers cash to a Correspondent (different bank), Liaison (member branch) or Caisse (Cashier in the same branch).

Denom.	Quantity	Amount
10 000	14	140000
5 000	1	5000
2 000	0	0
1 000	0	0
500note	0	0
500 coin	0	0
100	0	0
50	0	0
25	0	0
10	0	0
5	0	0
2	0	0
1	0	0

Procedure

- Click on *Tellers operations*
- Select *treasury operations*
- Click **new** button to clear form
- **Enter** branch and cashier details
- **Enter** denominations of currency to be transferred

TELLER DESKTOP PROCEDURES

- **Select** transaction type; correspondent (when transferring to a different bank), caisse (when transferring to the bank's internal cashier) or liaison (when transferring to another member branch) and select operation type as transfer.
- **Enter** reference and short description
- **Click add** to validate transaction.

16.2 Receiving from Vault

This tool is used when the cashier receives cash from a Correspondent (different bank), Liaison (member branch) or Caisse (Vault at same branch).

Vault transaction

Branch 99001 BETTERPLANNING AKWA DOUALA

Op Date 26/04/2021

Op. de tresorerie/Treasury Op. Validation trf./Trf. validation Liste trf./Trf. list

Denom.	Quantity	Amount
10 000	1	10000
5 000	1	5000
2 000	1	2000
1 000	1	1000
500note	1	500
500 coin	1	500
100	0	0
50	0	0
25	0	0
10	0	0
5	0	0
2	0	0
1	0	0

Paramètres

TrfType Correspondent Optn Type Receive

Bank/banque 001 NFC Current

Transfer's data

Reference 2644

Description RECEIVE FROM BANK

Total to Transfer 19000

GL 561220000 R Nfc Current Account

Commands

New Add List Print Close

TELLER DESKTOP PROCEDURES

Procedure

- Click on **teller operations**
- Select **treasury operations**
- **Refresh** to clear form
- **Enter** branch and cashier details
- **Enter** denominations of currency to be transferred
- **Select** transaction type; correspondent (when receiving from a different bank), caisse (when receiving from the bank's internal vault) or liaison (when receiving from another member branch) and operation type as receive.
- **Enter** reference and short description
- **Click add** to validate transaction.

NB: For **shortage** and **Overage** operation types use only **Caisse** as transaction type. Do not use **Correspondent** or **Liaison** as transaction type.

TELLER DESKTOP PROCEDURES

17.0 CLOSE OF TELLER

This enables every teller to close his or her day's operations.

The screenshot shows the 'TellerClose' window with the following components:

- Currency:** 001, Franc Communauté Financière Africain
- Buttons:** Cash Control (highlighted), Balance Verification
- Table: Available Physical Balance**

Denom.	Qty	Amount
10 000	0	0
5 000	0	0
2 000	0	0
1 000	0	0
500note	0	0
500 coin	0	0
100	0	0
50	0	0
25	0	0
10	0	0
5	0	0
2	0	0
1	0	0
TOTAL	0	0

Computer Balance: [Empty field]

Summary Fields:

- Beginning Balance: [Empty field]
- Day Withdrawals: [Greyed out]
- Day Deposits: [Empty field]
- Cash Available: [Empty field]
- Balance: [Greyed out]
- Overage: [Greyed out]
- Shortage: [Greyed out]
- Balance Available for Start of Next Day: [Empty field]

Buttons: Teller Close (highlighted), Print Confirmation, Close

Procedure

- Select Teller operations
- Select close cashier
- Fill in **currency**
- Enter the denominations you opened the previous day with or the denominations the chief cashier has used to transfer money to your centre.
- Click on control cash, (it displays the *computer balance*. If balance is ok the teller close button will be activated)
- Click on teller close to close the day.

TELLER DESKTOP PROCEDURES
