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## TRAINING MANUAL (TRM)

CLIENT: Business X

PROCESS NAME: Bank Reconciliation Automation

VERSION: 1.3

STATUS: APPROVED

DATE: 22-October-2024

### EXECUTIVE SUMMARY

This is a process whereby Company X would like to automate the Online Cash Receipting's current manual procedures, referred to as the Bank Reconciliation Automation process.

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## Document Control

<b>Title</b>	Bank Reconciliation Automation		
<b>Type</b>	Process		
<b>Author</b>	Nimasmart (Pty) Ltd	<b>Owner</b>	Principal Software Developer & Business Analyst

## Distribution

Name	Address	Role
Company X Project		Project Manager
Company X Project		Project Stakeholder

## Approvals

Name	Role	Signature	Date
Company X Project	Michael - Manager: Billing and Processing Control		
Company X Project	Jamie - Manager: Regional Billing		
Company X Project	Hugo - Senior Accountant: Bank Control		
Company X Project	Noma - Project Manager		

## Review

Name	Role
Nimasmart Resource	Principal Business Analyst & Developer

## Sponsors

Name	Role
Nimasmart Resource	Principal Business Analyst
Company X Project	Company X Stakeholder

## Change History

Version	Date	Status	Author	Details of Change
1.0	06-June-2024	DRAFT	Nimasmart Resource	Draft Version
1.1	12-July-2024	DRAFT	Nimasmart Resource	Draft
1.2	23-August-2024	FOR APPROVAL	Nimasmart Resource	Version for Approval by Michael, Jamie, Hugo and Noma Tshume
1.3	22-September-2024	APPROVED	Nimasmart Resource	Update to "Perform Daily Balancing" activity If [Banking Errors?] = "Yes" on "Verify Daily Bank Deposits" activity.

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Version	Date	Status	Author	Details of Change
				<p>The ONLY field that will be changeable (Input = NOT Prohibited + Required) when [Banking Errors?] = "Yes" condition is the last one in the Object Group, namely "Banking Error Correction". The rest of the Object Group fields are Input = Prohibited if [Banking Errors?] = "Yes".</p> <p>Add [Machine Name] to the Cashiers Total Group in the "Link Amount Differences" activity.</p>

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# 1 BPM Training

## 1.1 Introduction

The BPM application is a BPM solution that is designed to provide control by facilitating the automation of an organisation's business processes. Each organisation has a number of processes consisting of various repetitive tasks that need to be executed on a regular basis and that normally require the input of a wide range of people within the organisation.

The people within the organisation can initiate processes and act upon various activities of the process via the web based BPM Navigator. This will be done in accordance with their defined roles in the BPM system. Their role will determine which processes and activities they are allowed to access, and which reports they are allowed to view, providing effective user and process control.

Each process consists out of a number of tasks called activities. Each activity, represented by a web-based active form, collects the information needed to complete that task, and hence for the process to continue. The fact that the processes are computerized and automated presents a number of advantages to a business, such as consistency and efficiency in business processes.

This is achieved through the use of active forms that can be configured to carry out calculations, automatically fill in information from previous steps and external systems, and perform validations on the information provided by the user. In this way the user input and the number of possible human errors are kept to a minimum. Also, because the processes are automated and auditable, it is easy to track their status, to capture audit trails, and to enforce authorization and security. Additionally, the BPM Notification Service can send notifications and escalate outstanding tasks.

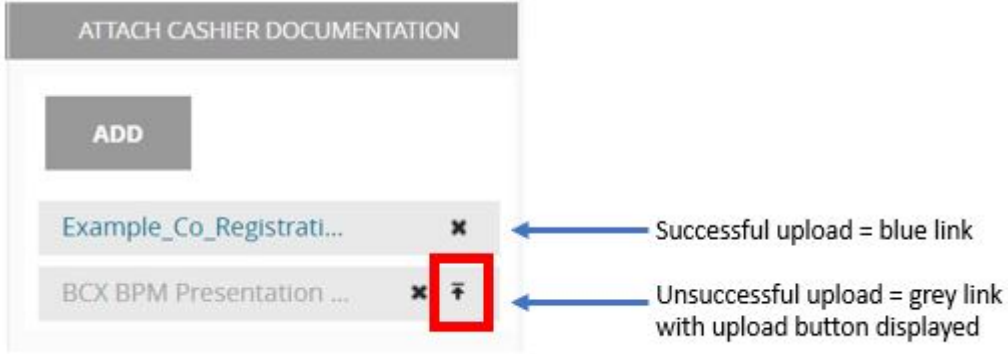
## 1.2 Training Outcomes

- Introduction to BPM.
- Understanding of standard BPM functionality.
- Understanding of processes within your company.
- Understanding of support mechanisms.

## 1.3 Standard BPM Functionality

The following functionality is standard in the BPM Tool. Any customisation of this functionality is not catered for in the current specification.

Item	Description
Process ID	A unique process ID is automatically generated for each process that is started in BPM. The process ID is generated on the submission of the first activity of the process.
Date Format	All dates will be displayed in the format yyyy-mm-dd.
Number/ Currency Format	Standard Number and Currency formats are as follows: 0000.00/ R00000.00
Sorting	As far as possible, all lookup fields, browse pages and object groups will be ordered alphabetically or numerically as applicable.

Item	Description
Look and Feel	The Company logo will be inserted at the top of the BPM site. The logo will also be displayed on all reports.
Input Validation	<p>The following standard input validation can be implemented:</p> <ul style="list-style-type: none"> <li>• Currency fields - numeric values only and masking</li> <li>• Telephone numbers - numeric values only and masking</li> <li>• Numeric, Alphanumeric, Dates - typing and masking as required</li> </ul> <p>Any further custom validations are considered a customisation.</p>
Upload File Sizes	<p>The default allowable size of a file being uploaded is 8MB. The file size can be increased if required.</p> 
Save Functionality	The functionality to save an activity for later completion can be made available on activities requiring a lot of information to be entered before being submitted. When an activity is saved, it is simply triggered again for the user, and will be available in the user's Pending Task List to complete later. This functionality must be specified during the Functional Specification workshops, as it is not a standard BPM feature that can easily be added later.
User and Role Maintenance	The maintenance of BPM users and roles is not a standard Client-side (Web Navigator) feature. These entities need to be maintained through the BPM Process Suite by a user who passed the BPM Administration Certification course.
Routing and Approvals	<p>Routing can be established in several standard ways, key amongst them are the following:</p> <ul style="list-style-type: none"> <li>• Originator - route the activity to the user who initiated the current process</li> <li>• Role/Rolegroup - route the activity to a specific role/rolegroup as established</li> <li>• Same-as - route the activity to a user who actioned a specific activity earlier in the process</li> <li>• Field - route the activity to a user(role)/team(rolegroup) selected in a field on a screen</li> <li>• Report To - route the activity to the Report To user as established for the user actioning the previous activity</li> <li>• Code - Calculated routing can be established based on some framework and then triggered accordingly. See below:</li> </ul> <p>Where custom delegation frameworks are required that cannot be accommodated with the above structures this is seen as a customisation.</p>

Item	Description																										
Report To	The Report To user that is defined for each role in BPM refers to the person that the user directly reports to, and is used in most cases when routing for approvals need to be determined.																										
Route To	The Route To user that is defined for each role in BPM refers to the person who will be taking care of the user's tasks if the user is unavailable. Users can set themselves as unavailable using the <i>Account</i> Menu. If a user is set to "unavailable", all activities that are intended for that user will be made available in the Pending Task List of the defined Route To user.																										
Escalate To	The Escalate To user that is defined for each role in BPM refers to the person to whom the user's unresolved tasks will be escalated to in order to be completed.																										
Notifications and Escalations	<p>Notifications and Escalations can be established on an activity to activity basis as determined by Business X. These parameters are not variable and are calculated based on a Notification Interval and Notification Number. As an example, if the notification interval is 8 hours and the number is 2 then the following notifications and then escalation (as opted for) will take place:</p> <table border="1" data-bbox="411 862 986 1193"> <thead> <tr> <th colspan="2">Activity Properties</th> </tr> <tr> <th colspan="2">Notifications</th> </tr> </thead> <tbody> <tr> <td>Notification Type</td> <td>Email</td> </tr> <tr> <td>Notify New</td> <td>true</td> </tr> <tr> <td>Notify Outstanding</td> <td>true</td> </tr> <tr> <th colspan="2">Escalations</th> </tr> <tr> <td>Move on Escalations</td> <td>true</td> </tr> <tr> <td>Notification Interval</td> <td>8</td> </tr> <tr> <td>Notification Number</td> <td>2</td> </tr> <tr> <th colspan="2">Tracking</th> </tr> <tr> <td>Allow Tracking</td> <td>true</td> </tr> <tr> <td>Allow Value Tracking</td> <td>true</td> </tr> <tr> <td>Display History</td> <td>true</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>• New activity notification (if opted for - Notify New)</li> <li>• 8 working hours pass followed by a reminder notification (if opted for - Notify Outstanding)</li> <li>• 8 working hours followed by a reminder notification</li> <li>• 8 working hours pass and the activity will escalate (if opted for - Move on Escalate) <ul style="list-style-type: none"> <li>• This can be in the form of a notification or a notification and the activity being moved to the Escalate To user of the intended user permanently.</li> </ul> </li> <li>• Important to note is that working hours and 1 set of Public holidays can be established and taken into account.</li> <li>• SMS/Email or both can be sent as notifications dependent on the services being made available by the client.</li> </ul>	Activity Properties		Notifications		Notification Type	Email	Notify New	true	Notify Outstanding	true	Escalations		Move on Escalations	true	Notification Interval	8	Notification Number	2	Tracking		Allow Tracking	true	Allow Value Tracking	true	Display History	true
Activity Properties																											
Notifications																											
Notification Type	Email																										
Notify New	true																										
Notify Outstanding	true																										
Escalations																											
Move on Escalations	true																										
Notification Interval	8																										
Notification Number	2																										
Tracking																											
Allow Tracking	true																										
Allow Value Tracking	true																										
Display History	true																										
Reporting	<p>BPM makes reporting available, as specified:</p> <ul style="list-style-type: none"> <li>• Standard SSRS (SQL) based reporting and/or Power BI Reports that will be specified and quoted as per client requirements and made available via the Reports tab in the Navigator</li> </ul>																										

Item	Description
Tracking Properties	<p>The below are the Tracking options available for activities:</p> <ul style="list-style-type: none"> <li>• Allow Tracking - Allow the activity to be tracked using the Tracking an Archive functionalities.</li> <li>• Allow Value Tracking - Allow the activity's values to be tracked using the Tracking an Archive functionalities.</li> <li>• Display History - Where applicable, display the history of the activities prior to this one.</li> </ul>

### 1.3.1 Signing On (Windows Authentication)

With Windows Authentication you will be logged into the BPM Navigator automatically via your Windows (AD) login. You will gain access either via an email indicating a new activity has been received or by opening the URL directly.

### 1.3.2 Signing On (BPM)

The Sign In screen (below) allows you to log into the system by entering your user name and password.

#### Steps:

1. Type your *USERNAME*.
2. Type your *PASSWORD*.
3. Click the *SIGN IN* button.

Once you have successfully signed on, the landing page will be displayed (below).



HOME > DASHBOARD

**QUICK ACTIONS**  
[Start a Process >](#)  
[See Pending Tasks >](#)

**SECONDARY ACTIONS**  
[Find Or Track a Process >](#)  
[Find Or Track a Task >](#)  
[View Reports >](#)  
[Search Archive >](#)

**YOUR PROCESSES**  
[view all](#)

0  
**STARTED BY ME**  
[VIEW](#)

0  
**OTHER TRACKABLE**  
[VIEW](#)

**TASKS AT A GLANCE**

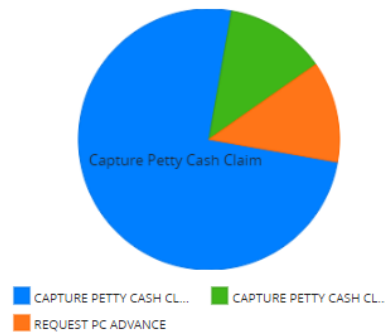
0  
**OVERDUE TASKS**

0  
**DUE TODAY**

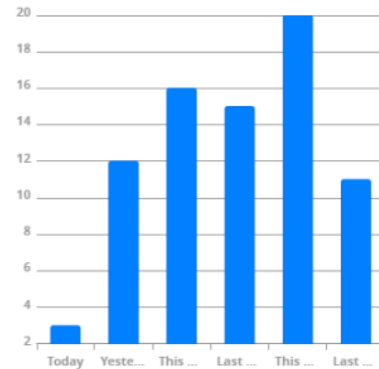
8  
**OTHER PENDING TASKS**  
[see other pending tasks](#)

8  
**TASKS IN TOTAL**  
[see all pending tasks](#)

**TOP PENDING TASKS BREAKDOWN**



**TASKS COMPLETED**



### 1.3.3 Starting a Process

To start a process, a user has to activate the first activity in that process. Each process is initiated by a first activity. To start a process, the user clicks on the *START A PROCESS* menu item (as per Landing Page screen shot above), and the Start A Process page will appear (below) allowing the user to navigate the processes that he/she has access to and then initiate one by clicking in the relevant Activity. Note that some users will not have access to some processes, as determined by the requirements of the system. To start the process, the user clicks on the first activity name.

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**QUICK ACTIONS**  
[Start a Process >](#)  
[See Pending Tasks >](#)

**SECONDARY ACTIONS**  
[Find Or Track a Process >](#)  
[Find Or Track a Task >](#)  
[View Reports >](#)  
[Search Archive >](#)

**YOUR PROCESSES**  
[view all](#)

**0**  
 STARTED BY ME  
[VIEW](#)

**0**  
 OTHER TRACKABLE  
[VIEW](#)

## Start A Process

Start a process by using one of the methods below

**SEARCH FOR PROCESS**  
 Quickly find the process you want by searching for it

**MOST USED TASKS**

Quickly start a task you use frequently

There are no tasks to display.

**BROWSE FOR A PROCESS**

**STEP 1 - SELECT A PROCESS GROUP**

Looking for a specific group, type at least 3 letters to filter:

BALANCE AND REPLENISH PETTY CASH BOX

EXAMPLE PROCESSES

MANAGE PETTY CASH IMPLEMENTATION CODES

TERMINATION OF A PETTY CASH BOX

► **Note**

All users will **not** have access to all processes. Access to a process is determined by the role of the user and the process requirements.

### 1.3.4 Continuing a Process

Activities are assigned to users to complete. When an activity is assigned to a particular user, it appears in that user's *PENDING TASKS* list menu. The Menu will show the list of Tasks Pending with the user as well as the number of outstanding activities (below). The user can filter and search within in this list using a number of dimensions on the left or there status at the top.



**QUICK ACTIONS**  
 Start a Process >  
 See Pending Tasks >

**SECONDARY ACTIONS**  
 Find Or Track a Process >  
 Find Or Track a Task >  
 View Reports >  
 Search Archive >

## Pending Tasks

SHOW ME:

0 OVERDUE TASKS	0 TASKS DUE TODAY	8 OTHER TASKS	8 TASKS IN TOTAL
--------------------	----------------------	------------------	---------------------

### All Pending Tasks

1 TO 5 OF 8 ALL PENDING TASKS

SORT BY RECEIVED DESCRIPTION FROM DUE

#175 <b>NEW</b>	Unauthorise Petty Cash Advance Box Number 7 RECEIVED FROM PCO USER 4 ON TUESDAY, 06 JULY 2021 AT 11:22:12 AM	STATUS: PENDING PROCESS ID: #71
#158 <b>NEW</b>	Authorise Advance to Claim RECEIVED FROM PCO USER 4 ON TUESDAY, 06 JULY 2021 AT 10:34:48 AM	STATUS: PENDING PROCESS ID: #64
#134	Authorise Advance to Claim RECEIVED FROM PCO USER 4 ON MONDAY, 05 JULY 2021 AT 10:37:38 AM	STATUS: PENDING PROCESS ID: #56
#129 <b>NEW</b>	Authorise Advance to Claim RECEIVED FROM PCO USER 4 ON SUNDAY, 04 JULY 2021 AT 12:08:08 PM	STATUS: PENDING PROCESS ID: #54
#122 <b>NEW</b>	Authorise Advance to Claim RECEIVED FROM PCO USER 4 ON SUNDAY, 04 JULY 2021 AT 11:58:07 AM	STATUS: PENDING PROCESS ID: #51

1 TO 5 OF 8 ALL PENDING TASKS

SHOW 5 PER PAGE

PAGE 1 OF 2

**FILTER TASKS VIEW** reset

**PROCESS ID**

**TASK ID**

**DESCRIPTION**

**RECEIVED**

PLEASE SELECT A DATE

**TASK RECEIVED FROM**

**FIRST NAME**

**LAST NAME**

**DUE**

PLEASE SELECT A DATE

### 1.3.5 Completing an Activity

Activity screens will typically require the user to fill in a form of some kind, providing various items of information such as names, dates and file attachments. It is therefore crucial to understand how each input control works.

#### 1.3.5.1 Text Boxes


When presented with a text box (below), it is expected of a user to type information. The user clicks on the text box and starts typing.

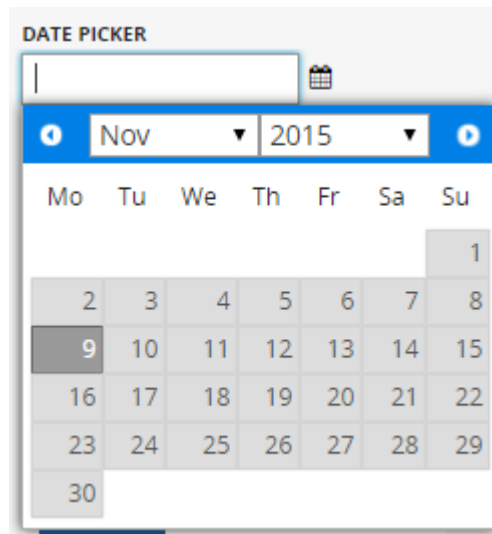


### 1.3.5.2 Date Pickers

Date pickers are similar to text boxes in appearance (below), but only accept dates. To enter a date the user can type the date into the date picker as if it were a normal text box (using the date format *yyyy-mm-dd*).

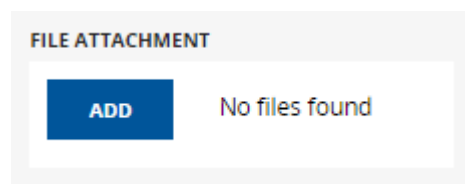


A quicker alternative is to click on the calendar icon  that appears next to the date picker. This will make a calendar appear (below), from which the user can then select a date by clicking on it. The selected date will appear in the date picker as if it had been typed there.



### 1.3.5.3 File Attachments

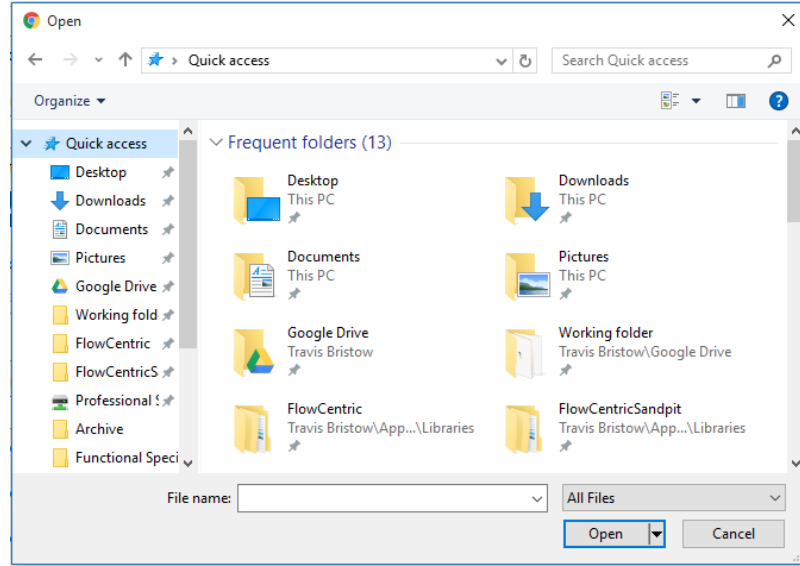
File attachment controls allow the user to upload documents and attach them to the process.



To attach a file the user clicks on the grey button labelled *ADD...* that appears next to the file attachment control. This will display a dialog titled *Open* (below) from which the user then, first navigates to, and then chooses a file to attach to the activity. To select a file to attach, the user clicks on the file and then clicks the *Open* button. Should the user be allowed to upload multiple documents to the control the *ADD* button will remain and a certain number of documents can be attached by following the same steps above.

#### ► Productivity Hint

Double-clicking the desired file in the File Upload window will also select it to attach while simultaneously closing the File Upload window, saving the user some time.



### 1.3.5.4 Drop Downs

When presented with a drop down (below), the user is expected to select one option from many.



When the user clicks on the downward pointing arrow to the right of the drop down, a menu will appear from which the user must select the desired option. In some instances the drop down will already have a default option selected when the activity appears. If this default option is the desired one, the user does not need to select it again.

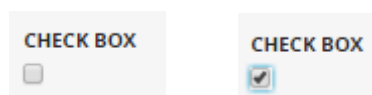
### 1.3.5.5 Radio Buttons

Another way for the user to select one option from many is the radio button (below). Radio buttons always work in groups, and within such a group only one of them can be selected at a time, therefore the functionality is very similar to that of the drop downs previously discussed. The user selects an option by clicking on the round bullet next to the desired option.



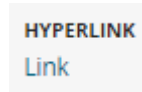
### 1.3.5.6 Check boxes

When the user must indicate either True/False or Yes/No for a particular item, often that choice will be indicated using a check box. To indicate True or Yes, the user simply ensures that the check box has a check mark inside it by clicking on it (below).



### 1.3.5.7 Hyperlinks

In some instances, links will be provided to resources that are necessary for the completion of the activity. These resources could be websites, images, reports or previously uploaded documents. To access the resource that a particular link refers to, the user clicks on the blue text that forms the link (below). The user's computer will typically determine what kind of resource it is and react accordingly to access and display the resource.

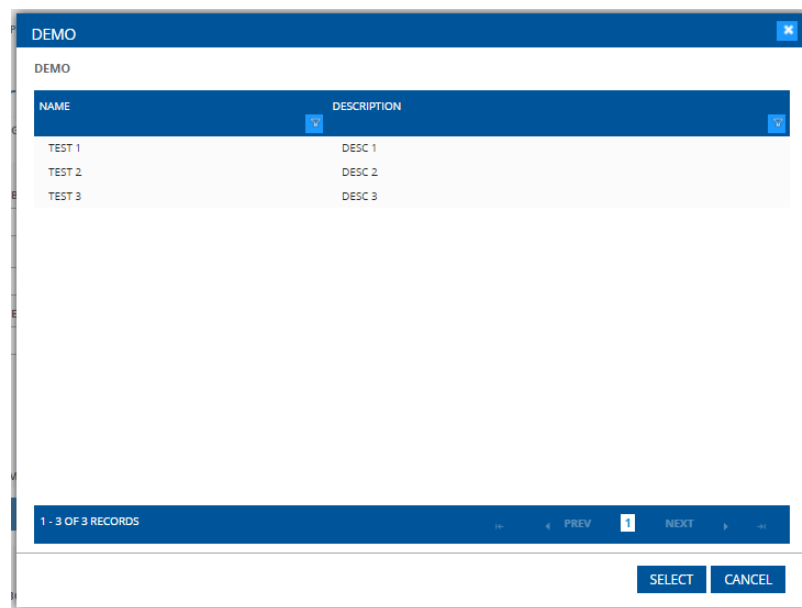


### 1.3.5.8 Browse Pages

Sometimes it may be necessary for the user to select one record from among many in a database. To facilitate this, a Browse Page control is provided as below.



Clicking on the icon to the right of the browse page box will open a new window that displays all the records, from which the user may select one (below). At the bottom right of the window is displayed the number of pages available for viewing as well as the number of the current page displayed. The *PREV* and *NEXT* links allow for browsing through the different pages. When the desired record is located, select it by clicking on it and then click *SELECT*, the Browse Page will close and enter the desired record into the browse page control and other fields as required.




#### ► Productivity Hint

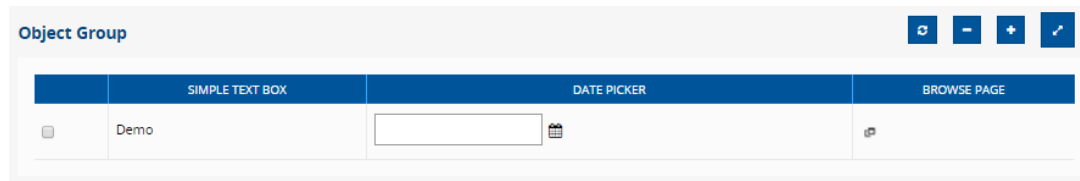
Double-clicking the desired option in the Browse Page window will also select it while simultaneously closing the window, saving the user some time.

### 1.3.5.9 Object Groups

Controls on a page will often be grouped together in a repeating group, called an object group (below). While the individual controls visible within an object group may vary to any degree (depending on the

design of the page), object groups have standard controls that are available at the top right corner of the group.

- The  button represents the *Refresh* function. Clicking this will redo all the calculations on the object group.
- The + button will add one or more records to the object group.
- The - button is used to remove records from the object group. To the far left of each item in the object group is an unlabelled check box. When the - button is clicked, only the records with the unlabelled check box checked will be removed from the object group.



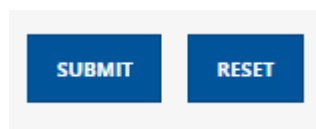
### 1.3.5.10 Required Control

Not every control on an activity always needs to be completed. Some information may be optional, depending on the requirements of the activity and its role in the process. Controls that require information before the activity can be submitted are indicated to the user with an asterisk character (\*) next to the control's name. Examples of a required control can be seen below. If the user attempts to submit an activity with some required controls still needing information, the system will display an error message informing the user of that fact (also seen below).




### 1.3.5.11 Submitting a Completed Activity

In order to finish and submit an activity the user has to complete the screen by providing all the requested information. At the bottom of the screen will be at least two buttons similar to those shown below. These are called the activity submission controls (Command Options).



In order to indicate to the system that the activity has been completed and the user wishes to submit it for processing, the user simply clicks on the appropriately labelled button. One of two things may happen now:

- If there are no input errors on the activity, the activity will be successfully submitted and the user will be notified of what the next step in the process is, as well as who will be tasked with completing it.
- In the case of there being input errors on the activity (such as a required field not being filled in) a line of red text will appear both at the top and the bottom of the activity to notify the user of this fact. The message will typically prompt the user to provide additional information or to correct

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some error in the input. When the error has been corrected, the user is free to submit the activity again.

Clicking on the *Reset* button will return the form to the state it was in when the user first opened it.

► Note

Be careful with the Reset button; it has the potential to erase all the information filled in on the screen.

In certain instances the activity submission controls may look slightly different, as below. This happens when there is more than one option regarding what to do with the activity once the user submits it. The basic functionality of the activity submission controls remains the same: Click on the appropriately labelled Button to indicate the chosen option.



### 1.3.5.12 Saving an Activity for Later

Sometimes an activity has many fields to fill in and will take a considerable time to complete. A user may need to stop working temporarily after an activity has been started but before it is done. In such a case, it may be possible to save the activity for completion at a later time. Some activities might have a *Save (or Save for Later Completion)* option among their submission controls at the bottom of the page. Clicking on the button labelled *Save* will save the current state of the activity, including all information that the user has filled in, and place the activity in the user's Pending Task list. This allows the user to return to the activity at a later time and resume work on it.



### 1.3.5.13 Maintaining Personal Information

The purpose of this activity is to allow the currently logged in user to maintain his personal information, such as contact details and his availability status

Steps:

1. Select *ACCOUNT* from the options on the top right of the screen as shown below.



**QUICK ACTIONS**

Start a Process >  
See Pending Tasks >

**SECONDARY ACTIONS**

Find Or Track a Process >  
Find Or Track a Task >  
View Reports >  
Search Archive >

**YOUR PROCESSES**

[View all](#)

0

**STARTED BY ME**

[View](#)

0

**OTHER TRACKABLE**

[View](#)

## Your Account

ACCOUNT ACTIONS [update your information](#) [change your password](#)

### Your Account Information

UPDATE

PERSONAL DETAILS

<b>FIRST NAME</b> Site	<b>LAST NAME</b> Administrator	<b>PREFERRED LANGUAGE</b> Default
---------------------------	-----------------------------------	--------------------------------------

**ROLE**  
Site Administrator

CONTACT DETAILS

<b>CONTACT NUMBER (W)</b>	<b>CONTACT NUMBER (AH)</b>	<b>MOBILE NUMBER</b>
<b>EMAIL</b>	<b>SMS ADDRESS</b>	

STATUS

<b>AVAILABILITY</b> <input checked="" type="checkbox"/>	<b>NOTIFY NEW</b> <input type="checkbox"/>	<b>ONLINE STATUS</b> Active	<b>LAST SIGN ON</b> Wednesday, 07 July 2021 6:45:26 PM	<b>PASSWORD EXPIRES</b> Friday, 20 May 2022 4:30:22 PM
--	---	--------------------------------	--	--

[HOME](#) [ACCOUNT](#) [SUPPORT](#)

SOLAR BPM Web Navigator 2016 (2016.1.4)  
Part of the SOLAR BPM 2016 Suite

2. The following fields can be edited once the option *update your information* has been selected:

- First Name
- Last Name
- Telephone Number (Work)
- Telephone Number (After Hours)
- Mobile Number
- Email Address
- SMS Address
- Availability
- Notify of New Activities

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**QUICK ACTIONS**

- Start a Process >
- See Pending Tasks >

**SECONDARY ACTIONS**

- Find Or Track a Process >
- Find Or Track a Task >
- View Reports >
- Search Archive >

YOUR PROCESSES  
VIEW ALL

0

STARTED BY ME  
VIEW ALL

0

OTHER TRACKABLE  
VIEW ALL

## Your Account

ACCOUNT ACTIONS update your information change your password

### Update Account Information

#### PERSONAL DETAILS

FIRST NAME

LAST NAME

PREFERRED LANGUAGE

ROLE

Site Administrator

#### CONTACT DETAILS

CONTACT NUMBER (W)

CONTACT NUMBER (AH)

MOBILE NUMBER

EMAIL

SMS ADDRESS

#### STATUS

AVAILABILITY



NOTIFY NEW



ONLINE STATUS

Active

LAST SIGN ON

Wednesday, 07 July 2021  
6:45:26 PM

PASSWORD EXPIRES

Friday, 20 May 2022  
4:30:22 PM

UPDATE

Cancel

3. Click *UPDATE* to save your edited information.

#### ► Note

If you deselect the "Available" option, any new activities that are meant for you will be routed to the user specified as your Route To user for as long as the option is unchecked, any pending and new will return once restored.

### 1.3.5.14 Changing Your Password

The purpose of this activity is to allow the currently logged in user to change his password.

Steps:

1. Select *change your password* option on the Your Account page to see the screen shown below.

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**QUICK ACTIONS**  
 Start a Process >  
 See Pending Tasks >

**SECONDARY ACTIONS**  
 Find Or Track a Process >  
 Find Or Track a Task >  
 View Reports >  
 Search Archive >

**YOUR PROCESSES**  
view all

**0**  
 STARTED BY ME  
VIEW

**0**  
 OTHER TRACKABLE  
VIEW

## Your Account

ACCOUNT ACTIONS [update your information](#) [change your password](#)

### Change Your Password

To change your password, please complete the form below:

CURRENT PASSWORD

NEW PASSWORD

CONFIRM PASSWORD

**UPDATE MY PASSWORD**

Cancel

Your password must consist of all the following:

- » Numeric character(s)
- » Lower case character(s)
- » Upper case character(s)
- » Special character(s), for instance @, #, or \$
- » A minimum length of eight characters.

[HOME ACCOUNT SUPPORT](#)

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2. Enter your current password

3. Enter your new password, taking note that it must consist of all of the following:

- Numeric character(s)
- Lower case character(s)
- Upper case character(s)
- Special character(s), e.g. @, # or %
- A minimum length of 4 characters'
- [These rules may vary.]

4. Click *UPDATE MY PASSWORD* to save your new password.

## 1.4 Notes

## 2 Introduction to BPMN

The Company has adopted the BPMN 2.0 Standard (ISO Standard for Business Process Modelling and Notation) for execution and documentation of Business Process Analysis and Optimisation engagements. To this end the two primary tools used in this process (BPM for Business Process Management and Automation and Collaborate for Business Process Modelling, Specification and Documentation) have been given the foundations of BPMN 2.0 as well. To this end the below serves as a simple reference to BPMN 2.0 and its use.

### 2.1 Activities

Activities are the steps/tasks undertaken to execute a Business Process. These can be represented as below and cover (respectively):

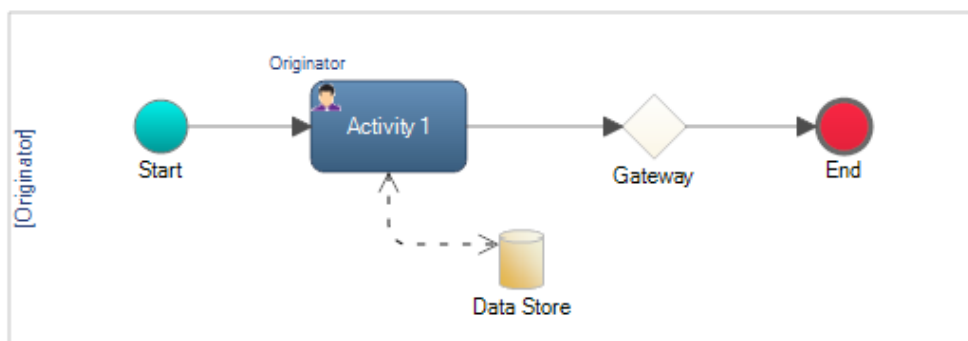
- User Tasks (carried out by a user, such as a Form automated by the BPM Engine)
- Send Task (an automated activity carried out by the BPM Engine send a message)
- Sub Process (an underlying process that would be triggered during of the current Process)
- Manual Task (a manual step/task executed outside of the BPM Engine)
- The block around the Activities is called a swim lane and Functional Areas or Accountability.
- The Responsible role is indicated at the top left of an activity as in the first example above.



### 2.2 Other Items

The other items that typically make up a Business Process (as per BPMN 2.0) are shown below and cater for the following (respectively):

- Start Events indicate the beginning or the trigger of the process, this can vary in nature but is always indicated by an underlying green circle.
- Links are the arrows between items and show the flow or the path of the process.
- Gateways indicate a decision or choice, this can be automated or user input based and generally has conditional outcomes, it can also indicate splits or joins in the process.
- End Events indicate the completion or the closure of the Business Process and again can vary in nature but are always indicated by an underlying red circle.
- Data Stores can represent the reference of information from a data source, this could be another system (integration) or a local store.



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## 3 Roles

### 3.1 Cash Receipting Supervisor

Responsible for: [Perform Daily Balancing](#)

### 3.2 Cash Processing Clerk

Responsible for: [Process Daily Receipts](#)

### 3.3 Bank Control Principle Clerk

Responsible for: [Declare Balancing Complete](#)

### 3.4 Cash Processing Supervisor

Responsible for: [Verify Receipts Balances](#), [Make Adjustments](#)

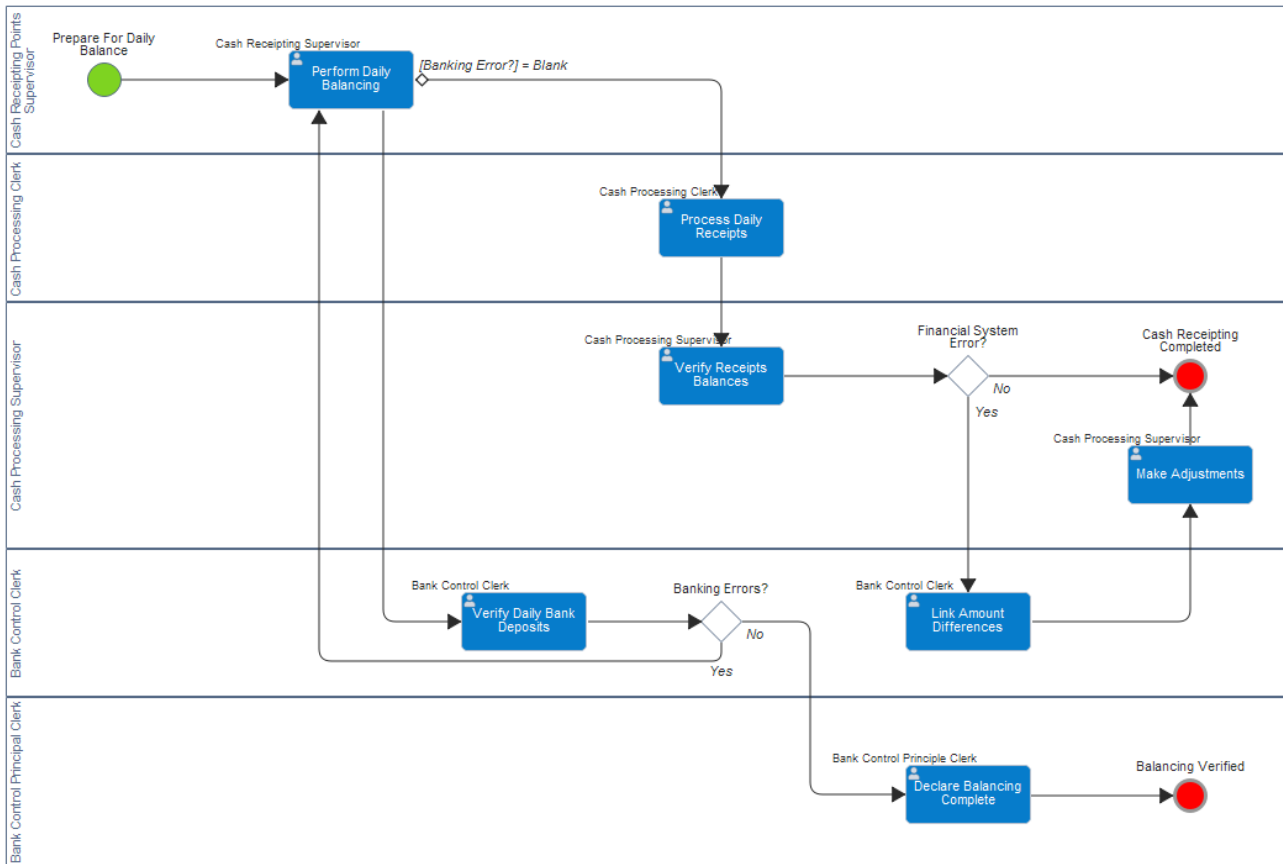
### 3.5 Bank Control Clerk

Responsible for: [Link Amount Differences](#), [Verify Daily Bank Deposits](#)

### 3.6 Manager: Regional Billing

Responsible for: [Receipts Issued Report](#)

## 4 Online Receipting



### Triggers

Trigger	To	Inputs	Description	Links
Prepare For Daily Balance	Perform Daily Balancing		This Process, pertaining to the Online Cash Receipting (Bank Control Process), is used to capture all the daily balancing documents printed and signed off by the Supervisor.	

### Outcomes

Outcome	From	Deliverables	Description	Links
Balancing Verified	Declare Balancing Complete			
Cash Receipting Completed	Financial System Error? Make Adjustments			

## 4.1 Perform Daily Balancing

**Responsible ROLE:** Cash Receipting Supervisor

**Dynamic Description:** Perform Daily Balancing for [Balancing Date] returned from [Current User]

The cashier performs the daily balancing reconciliation at the end of each business day.

If no receipts were collected during the business day, the Cashier must clear the machine for the current balancing date and the Supervisor must confirm that the machine has been cleared.

The supervisor of the cash receipting point captures the totals provided by the cashiers as per the Daily Balancing Reconciliation form for:

- Cheques
- Credit Cards
- Postal Orders
- Direct Banking Deposits
- Cash

### Screenshot

Display the [Balancing Date] and [Current User] values from [Verify Daily Bank Deposits] activity.

**Screenshot**(for indicative purposes only)

# Perform Daily Balancing

<b>CURRENT USER</b>		<b>CURRENT DATE</b>					
USERNAME		YYYY/MM/DD					
<b>BANKING ERROR MESSAGE</b>							
<b>BALANCING DATE</b>		<b>SITE NAME</b>					
YYYY/MM/DD		<input type="text" value="▼"/>					
<b>CASHIER TOTALS</b> <span style="float: right;">+ -</span>							
MACHINE NAME	MACHINE CLEARED?	CASHIER NUMBER	CASHIER NAME	CHEQUE AMOUNT	CREDIT CARD AMOUNT	POSTAL ORDER AMOUNT	DIRECT DEPOSIT AMOUNT
<input type="text" value="▼"/>	<input type="text" value="▼"/>	<input type="text" value="▼"/>	REFERENCE LABEL	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
CASH AMOUNT	CASHIER TOTAL	TOTAL RECEIPTS	COMMENT	ATTACH CASHIER DOCUMENTATION		BANKING ERROR DESCRIPTION	
<input type="text"/>	REFERENCE LABEL	<input type="text"/>	<input type="text"/>	<b>ADD</b>		REFERENCE LABEL	
PREVIOUS ERROR CORRECTION	BANKING ERROR CORRECTION						
REFERENCE LABEL	<input type="text"/>						
<b>SUBMIT</b>	<b>SAVE FOR LATER COMPLETION</b>	<b>RESET</b>					

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### Work Instructions

1. Complete all necessary fields on this activity taking in to account any required fields indicated with a (\*) and any validations or rules as detailed in the **Table of Fields** below.
2. Once complete please select the appropriate option from the activity submission controls (Buttons) at the bottom of the screen.
3. The Next Activity or action to follow can be determined based on the Process Flow depending on the option you selected.
4. On Submission the Next Activity should be triggered or the process will end archive.

**Next steps:** [\[Banking Error?\] = Blank - Process Daily Receipts](#), [Verify Daily Bank Deposits](#)

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## 4.2 Process Daily Receipts

**Responsible ROLE:** Cash Processing Clerk

**Dynamic Description:** Process Daily Receipts for [Balancing Date] submitted by [Current User]

Each file received from the cash receipting system is analysed, and this is done by comparing the grand total of the file against the cashier totals received from the supervisors. Any deviations are marked accordingly. The files are then uploaded to the financial system.

### Screenshot

Display the [Balancing Date] and [Current User] values from [Perform Daily Balancing] activity.

**Screenshot**(for indicative purposes only)

# Process Daily Receipts

<b>CURRENT USER</b>		<b>CURRENT DATE</b>	
USERNAME		YYYY/MM/DD	
<b>BALANCING DATE</b>		<b>SITE NAME</b>	
REFERENCE LABEL		REFERENCE LABEL	
<b>CASHIER TOTALS</b>			
MACHINE NAME	CASHIER TOTAL	COMMENT	MATCH FILE TOTAL?
REFERENCE LABEL	REFERENCE LABEL	REFERENCE LABEL	<input type="checkbox"/>
<b>SUBMIT</b>	<b>SAVE FOR LATER COMPLETION</b>	<b>RESET</b>	

### Work Instructions

1. Complete all necessary fields on this activity taking in to account any required fields indicated with a (\*) and any validations or rules as detailed in the **Table of Fields** below.
2. Once complete please select the appropriate option from the activity submission controls (Buttons) at the bottom of the screen.
3. The Next Activity or action to follow can be determined based on the Process Flow depending on the option you selected.
4. On Submission the Next Activity should be triggered or the process will end archive.

**Next steps:** [Verify Receipts Balances](#)

### 4.3 Verify Receipts Balances

**Responsible ROLE:** Cash Processing Supervisor

**Dynamic Description:** Verify Receipts Balances for [Balancing Date] submitted by [Current User]

The totals received from all the Supervisors are verified against the "Upload Receipts to Database" report drawn from the financial system which reflect the totals uploaded from the files received from the cash receipting system per cashier. Any deviations are marked and descriptions and recommendations for correction supplied and forwarded to the bank control clerk for action.

#### Screenshot

Display the [Balancing Date] and [Current User] values from [Perform Daily Balancing] activity.

**Screenshot**(for indicative purposes only)

## Verify Receipts Balances

<b>CURRENT USER</b>		<b>CURRENT DATE</b>				
USERNAME		YYYY/MM/DD				
<b>BALANCING DATE</b>		<b>SITE NAME</b>				
REFERENCE LABEL		REFERENCE LABEL				
<b>UPLOADED FILE TOTALS WITH ERRORS</b>						
<b>CASHIER NUMBER</b>	<b>CASHIER TOTAL</b>	<b>COMMENT</b>				
REFERENCE LABEL	REFERENCE LABEL	REFERENCE LABEL				
<b>CASHIER TOTALS</b>						
<b>MACHINE NAME</b>	<b>CHEQUE AMOUNT</b>	<b>CREDIT CARD AMOUNT</b>	<b>POSTAL ORDER AMOUNT</b>	<b>DIRECT DEPOSIT AMOUNT</b>	<b>CASH AMOUNT</b>	<b>CASHIER TOTAL</b>
REFERENCE LABEL	REFERENCE LABEL	REFERENCE LABEL	REFERENCE LABEL	REFERENCE LABEL	REFERENCE LABEL	REFERENCE LABEL
<b>FINANCIAL SYSTEM ERROR?</b>		<b>ERROR DESCRIPTION</b>				
<input type="checkbox"/>		<input type="text"/>				
<b>SUBMIT</b>	<b>SAVE FOR LATER COMPLETION</b>	<b>RESET</b>				

**Next steps:** [Financial System Error?](#)

## 4.4 Link Amount Differences

**Responsible ROLE:** Bank Control Clerk

**Dynamic Description:** Link Amount Differences for [Balancing Date] submitted by [Current User]

Link cashier totals received from all the Supervisors to the bank statement transactions for the cashier as reflected on the financial system. Provide advice on the adjustment that needs to be made on the financial system to the Cash Processing Supervisor.

### Screenshot

Display the [Balancing Date] and [Current User] values from [Perform Daily Balancing] activity.

**Screenshot**(for indicative purposes only)

# Link Amount Differences

CURRENT USER		CURRENT DATE				
USERNAME		YYYY/MM/DD				
BALANCING DATE						
REFERENCE LABEL						
CASHIER TOTALS						
MACHINE NAME	CASHIER NUMBER	CHEQUE AMOUNT	CREDIT CARD AMOUNT	POSTAL ORDER AMOUNT	DIRECT DEPOSIT AMOUNT	CASH AMOUNT
REFERENCE LABEL	REFERENCE LABEL	REFERENCE LABEL	REFERENCE LABEL	REFERENCE LABEL	REFERENCE LABEL	REFERENCE LABEL
CASHIER TOTAL	ERROR DESCRIPTION	LINKED?	LINK DESCRIPTION			
REFERENCE LABEL	REFERENCE LABEL	<input type="checkbox"/>	<input type="text"/>			
<b>SUBMIT</b>	<b>SAVE FOR LATER COMPLETION</b>	<b>RESET</b>				

**Next steps:** [Make Adjustments](#)

## 4.5 Make Adjustments

**Responsible ROLE:** Cash Processing Supervisor

**Dynamic Description:** Make Adjustments for [Balancing Date] submitted by [Current User]

Make the adjustments recommended by the bank control clerk on the financial system and provide a description of what the adjustments entailed.

### Screenshot

Display the [Balancing Date] and [Current User] values from [Perform Daily Balancing] activity.

**Screenshot**(for indicative purposes only)

# Make Adjustments

<b>CURRENT USER</b>		<b>CURRENT DATE</b>				
USERNAME		YYYY/MM/DD				
<b>BALANCING DATE</b>		<b>SITE NAME</b>				
REFERENCE LABEL		REFERENCE LABEL				
<b>CASHIER TOTALS</b>						
MACHINE NAME	CASHIER NUMBER	CHEQUE AMOUNT	CREDIT CARD AMOUNT	POSTAL ORDER AMOUNT	DIRECT DEPOSIT AMOUNT	CASH AMOUNT
REFERENCE LABEL	REFERENCE LABEL	REFERENCE LABEL	REFERENCE LABEL	REFERENCE LABEL	REFERENCE LABEL	REFERENCE LABEL
CASHIER TOTAL	ERROR DESCRIPTION	LINK DESCRIPTION	ADJUSTED?	ADJUSTMENT DESCRIPTION		
REFERENCE LABEL	REFERENCE LABEL	REFERENCE LABEL	<input type="checkbox"/>	<input type="text"/>		
<b>SUBMIT</b>	<b>SAVE FOR LATER COMPLETION</b>	<b>RESET</b>				

**Next steps:** Cash Receipting Completed

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## 4.6 Verify Daily Bank Deposits

**Responsible ROLE:** Bank Control Clerk

**Dynamic Description:** Verify Daily Bank Deposits for [Balancing Date] submitted by [Current User]

The totals received from all the Supervisors are verified against the bank statement as reflected on the financial system. Any deviations are listed and returned to the relevant cash receiving supervisor for recommendations on corrections.

### Screenshot

Display the [Balancing Date] and [Current User] values from [Perform Daily Balancing] activity.

**Screenshot**(for indicative purposes only)

# Verify Daily Bank Deposits

<b>CURRENT USER</b>		<b>CURRENT DATE</b>				
USERNAME		YYYY/MM/DD				
<hr/>						
<b>BALANCING DATE</b>						
REFERENCE LABEL						
<b>CASHIER TOTALS</b>						
CASHIER NUMBER	CHEQUE AMOUNT	CREDIT CARD AMOUNT	POSTAL ORDER AMOUNT	DIRECT DEPOSIT AMOUNT	CASH AMOUNT	CASHIER TOTAL
REFERENCE LABEL	REFERENCE LABEL	REFERENCE LABEL	REFERENCE LABEL	REFERENCE LABEL	REFERENCE LABEL	REFERENCE LABEL
BANKING ERRORS?	PREVIOUS BANKING ERROR DESCRIPTION	BANKING ERROR DESCRIPTION		BANKING ERROR CORRECTION		
<input type="checkbox"/>	REFERENCE LABEL	<input type="text"/>		REFERENCE LABEL		
<input type="button" value="SUBMIT"/> <input type="button" value="SAVE FOR LATER COMPLETION"/> <input type="button" value="RESET"/>						

**Next steps:** [Banking Errors?](#)

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## 4.7 Declare Balancing Complete

**Responsible ROLE:** Bank Control Principle Clerk

**Dynamic Description:** Verify Balancing Complete for [Balancing Date] submitted by [Current User]

Once all the totals received from the Supervisors have been verified and the banking errors (if any) have been resolved, the Principal Clerk needs to declare that the daily balancing totals have been verified and reconcile with the totals deposited.

### Screenshot

Display the [Balancing Date] and [Current User] values from [Perform Daily Balancing] activity.

**Screenshot**(for indicative purposes only)

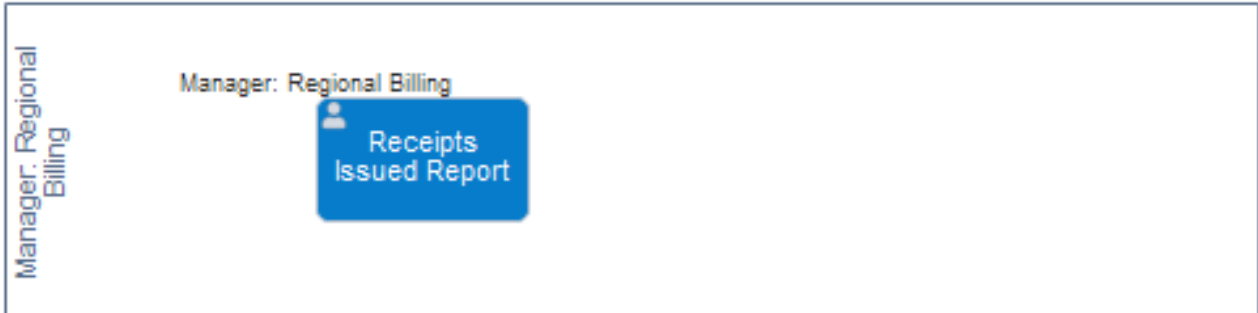
# Declare Balancing Complete

<b>CURRENT USER</b>		<b>CURRENT DATE</b>	
USERNAME		YYYY/MM/DD	
<hr/>			
<b>BALANCING DATE</b>			
REFERENCE LABEL			
<b>CASHIER TOTALS</b>			
CASHIER NUMBER	CASHIER TOTAL	BANKING ERROR DESCRIPTION	BANKING ERROR CORRECTION
REFERENCE LABEL	REFERENCE LABEL	REFERENCE LABEL	REFERENCE LABEL
<hr/>			
<b>I declare that the balancing for [Balancing Date] has been verified and completed</b>			
<b>BALANCING COMPLETE</b>			
<input checked="" type="checkbox"/>			
<b>SUBMIT</b>		<b>RESET</b>	

**Next steps:** Balancing Verified

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## 5 Reports



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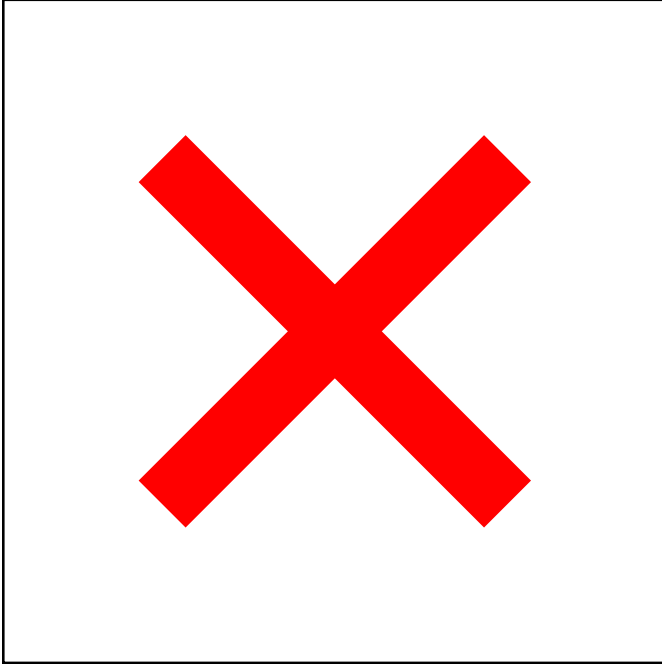
## 5.1 Receipts Issued Report

**Responsible ROLE:** Manager: Regional Billing

**Restrictions:** Report only available to Manager: Regional Billing

This report gives the number and value of receipts issued from each site and the total for all sites for a specified time period.

### Screenshot



**Screenshot**(for indicative purposes only)

# Receipts Issued Report

**CURRENT USER**

USERNAME

**CURRENT DATE**

YYYY/MM/DD

**REPORT DATE FROM**



**REPORT DATE TO**



**GENERATE REPORT**

### Work Instructions

1. This report could be available in process or loaded on request from the *REPORTS* menu item.
2. If available in process then guidance and a link will be given therein.
3. If available in *REPORTS* then select the relevant parameters and load the report by clicking on the link provided.
4. The report will then load.

Date Signed: 22-October-2024 Parties to initial here: \_\_\_\_\_

Business Analyst

Business X