



BOTC User Manual

ABSTRACT

*This is a User Manual Document for **Biometric Over the Counter System (BOTC)** designed by **COMPULYNX UGANDA** for **POSTBANK UGANDA**.*

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1.0 Introduction

This User Manual (UM) provides the information necessary for Administrators, Supervisors, Tellers and Security Team to effectively use the BOIMETRIC OVER THE COUNTER SOFTWARE (BOTC).

2.0 Overview

BOTC major functions

- **Major functions performed by the system/application (BOTC) are;**
 - ✓ Enroll a customer.
 - ✓ Creating a User.
 - ✓ Enroll a teller.
 - ✓ Enrolled teller making transactions.
- **System environment**
 - ✓ The system must run on Bank servers connected to Bank Network.
 - ✓ The system is web based therefore you need a browser to run and use it.

2.1 Conventions

This document provides screen prints and corresponding narrative to describe how to use the BOTC system.

Note: The term ‘user’ is used throughout this document to refer to a person who requires and/or has acquired access to the BOTC system and Using it.

3.0 Getting Started

BOTC consists of five major functionalities which are;

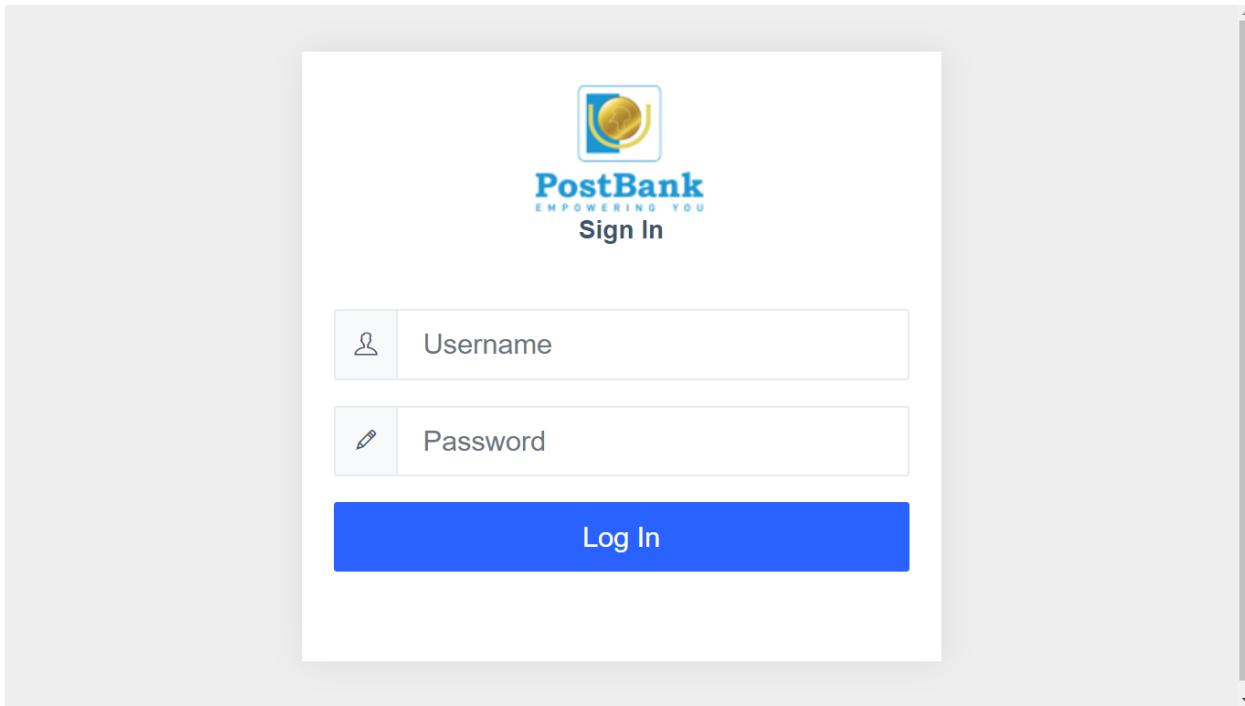
Logging in, enrolling a customer, creating a User, enrolling a teller, enrolled teller making transactions. For the above mentioned functionalities there are many activities done for each functionality to be completed. Those activities are based on the rights of a user group where a user is attached to by another user called administrator who is also attached to a group which has administrator rights to perform those activities.

Apart from the transaction rights fixed to a teller group, the other rights in BOTC system are not fixed to a user group, they can be removed from the group.

4.0 Logging in

Below is the first interface of the system where by every user must input a correct username and password in order to log in and access the system.

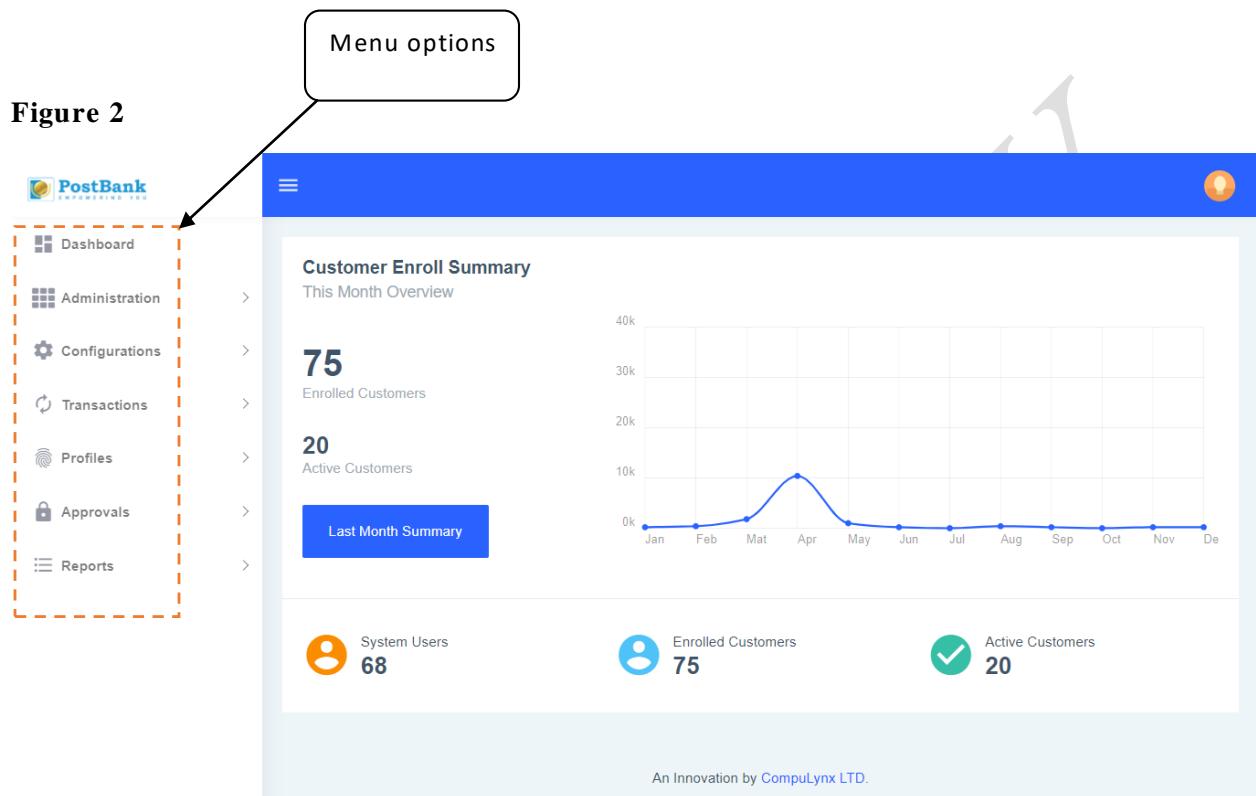
Figure 1



5.0 Administrator Page

When an administrator logs in successfully, he / she will access the first page which looks like that in **Figure 2** .

Figure 2



5.1 Administrator with administrator rights

According to **Figure 2**, the side bar menu shows roles which are given to the administrator group. Each listed role in the menu has rights under it and we have mentioned and explained the rights as follows with their images/ Figures.

5.1.1 Administration

Rights under Administration menu option are; Access control, User Profile, Active User Accounts, Inactive User Accounts, Update Password, Delink Customer.

5.1.1.1 Access control

If Access Control a under administrator is clicked, the system presents an interface as in **figure 3**

Creating a User Group

Figure 3

The screenshot shows the PostBank application interface. On the left, there is a sidebar with navigation options: Dashboard, Administration (with sub-options: Access control, User Profile, Active User Accounts, Inactive User Accounts, Update Password), Configurations, Profiles, and Transactions. The main area is titled "User group" and displays a table of existing groups. The table has columns for #, Code, Name, and Actions. The "Actions" column contains a blue button with a white plus sign (+) and several checkmark icons. One of these checkmark icons is circled in red. A callout box points to the "Access control" option in the sidebar with the text: "Click ‘Access control’ and the system will present access control interface". Another callout box points to the blue plus sign button in the "Actions" column with the text: "Click the button with plus sign to create a new user group".

#	Code	Name	Actions
10	T003	TEST_IT_ADMIN	<input checked="" type="checkbox"/>
26	G010	Enroller	<input checked="" type="checkbox"/>
23	G0055	Reports	<input checked="" type="checkbox"/>
2	XXX	Test_Chenge	<input checked="" type="checkbox"/>
4	XXX	Test duplicate	<input checked="" type="checkbox"/>
6	9999	ORIGIN	<input checked="" type="checkbox"/>
7	2020	Supervisors	<input checked="" type="checkbox"/>

During group creation In **Figure 3**, the marked red plus button if clicked, the system continues to **Figure 4**. Where group name, group code are created and rights are given to the group by tiking check boxes along side the right's name.

Creating a User Group Continued

Under each right you can View, add and edit information. Mentioned role for a right will be possible if given permission and this is done by checking a role box under a role name and alongside a right's name.

Figure 4

The screenshot shows the 'Add user group' page in the PostBank application. On the left, there is a sidebar with navigation links: Dashboard, Administration (expanded, showing Access control, User Profile, Active User Accounts, Inactive User Accounts, Update Password, Delink Customer), and Configurations. The main area has a blue header 'Add user group'. It includes fields for 'Group code' and 'Group name', a checked 'Active' checkbox, and a 'Rights' section. The 'Rights' section contains a table with four columns: #, Right name, View, Add, and Edit. The table rows are:

#	Right name	View	Add	Edit
13	Approve Customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Reversals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Cash Withdrawal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1018	Approve Transaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A large gray watermark 'COPY' is visible across the bottom left of the screenshot. Three callout boxes with arrows point to specific elements: one points to the 'Rights' section header, another points to the 'View' column header in the table, and a third points to the 'Add' column header in the table. A fourth callout box on the right side of the table contains the text 'Roles alongside the rights' names'.

Creating a User Group Continued

After rights are given to the groups, click “Add group” button and the group will be created

Click “Add group” to create a

Figure 5

The screenshot shows the PostBank application's main menu on the left. Under the 'Administration' section, there are several sub-options: Access control, User Profile, Active User Accounts, Inactive User Accounts, Update Password, Configurations, Transactions, Profiles, Approvals, and Reports. At the bottom of the page, there are two buttons: 'Add group' (highlighted with an orange border) and 'Cancel'. A callout box with the text 'Click "Add group" to create a' points to the 'Add group' button.

Rights can be added or removed from the group and this is done by choosing the group name alongside check boxes, to tick or untick there after you click “upgrade user group” button.

After editing the roles, click “Update User group” to update the group

Figure 6

The screenshot shows the PostBank application's main menu on the left. Under the 'Administration' section, there are several sub-options: Access control, User Profile, Active User Accounts, Inactive User Accounts, Update Password, Configurations, Transactions, Profiles, Approvals, and Reports. At the bottom of the page, there are two buttons: 'Update user group' (highlighted with an orange border) and 'Cancel'. A callout box with the text 'After editing the roles, click “Update User group” to update the group' points to the 'Update user group' button.

Creating User (System User)

5.1.1.2 User Profile

A system user is created under user profile by clicking the button with a plus sign in **Figure 7** and this makes the system to present an interface as in **Figure 8**. A user can be logged out and his/her information can be updated by selecting a ticked box at the end of the row along side the user information as shown in **Figure 7** and this takes the system to present an interface as in **Figure 9**.

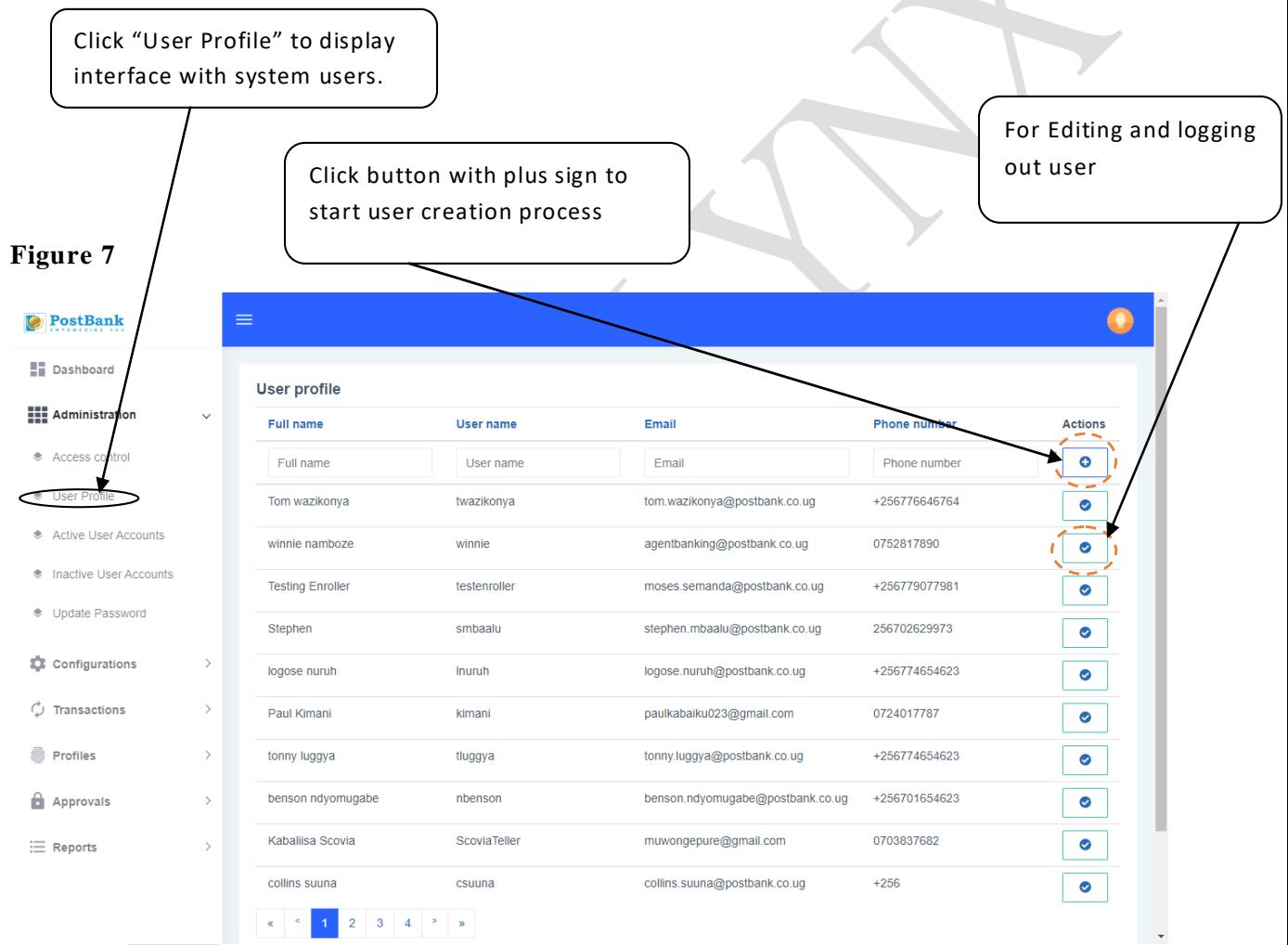


Figure 8

After filling in the required information, click “Add User Profile” to create a user.

User details Bio Identification

Add user profile

Full Name

Username

Email

Phone

Account Number

User Group

Branch

Active

Add user profile Cancel

Figure 9

Click “Update” button in case of updating user details.

Create User Profile

User details Bio Identification

Add user profile

Full Name

Username

Email

Phone

Account Number

PF Number

User Group

Branch

Active

Add user profile Cancel

To log out a user click the yellow icon shown and every logged in user must have that icon alongside the user record.

Figure 9.1

The screenshot shows a user profile management interface. On the left is a sidebar with icons for navigation. The main area has a header "User profile". Below it is a table with columns: Full name, User name, Email, Phone number, and Actions. There are three rows of data:

Full name	User name	Email	Phone number	Actions
Full name	ad	Email	Phone number	
Kyongo Mastula	KyongoAdmin	mastula.kyongo@postbank.co.ug	0703837682	
admin test	admin	admin@mail.com	+256751586594	
dosavela adoch	dadoch	dosavela.adoch@postbank.co.ug	+2567	

An arrow from the callout box points to the yellow lightbulb icon in the Actions column for the first user row.

Deactivating a User

5.1.1.3 Active User Accounts

If clicked it presents a page containing list of created users in BOTC system like in Figure 10 . To deactivate a user, check the check box alongside the username and click a green button (Deactive User) there a user will be deactivated and will go to Inactive User Account list which is Under Inactive User Account as shown in Figure 11

Step 1: Click "Active User Accounts" and it displays created user list.

Step 2: Select the user you want to deactivate by checking the box.

Step 3: Click "Deactivate User" to deactivate a user account

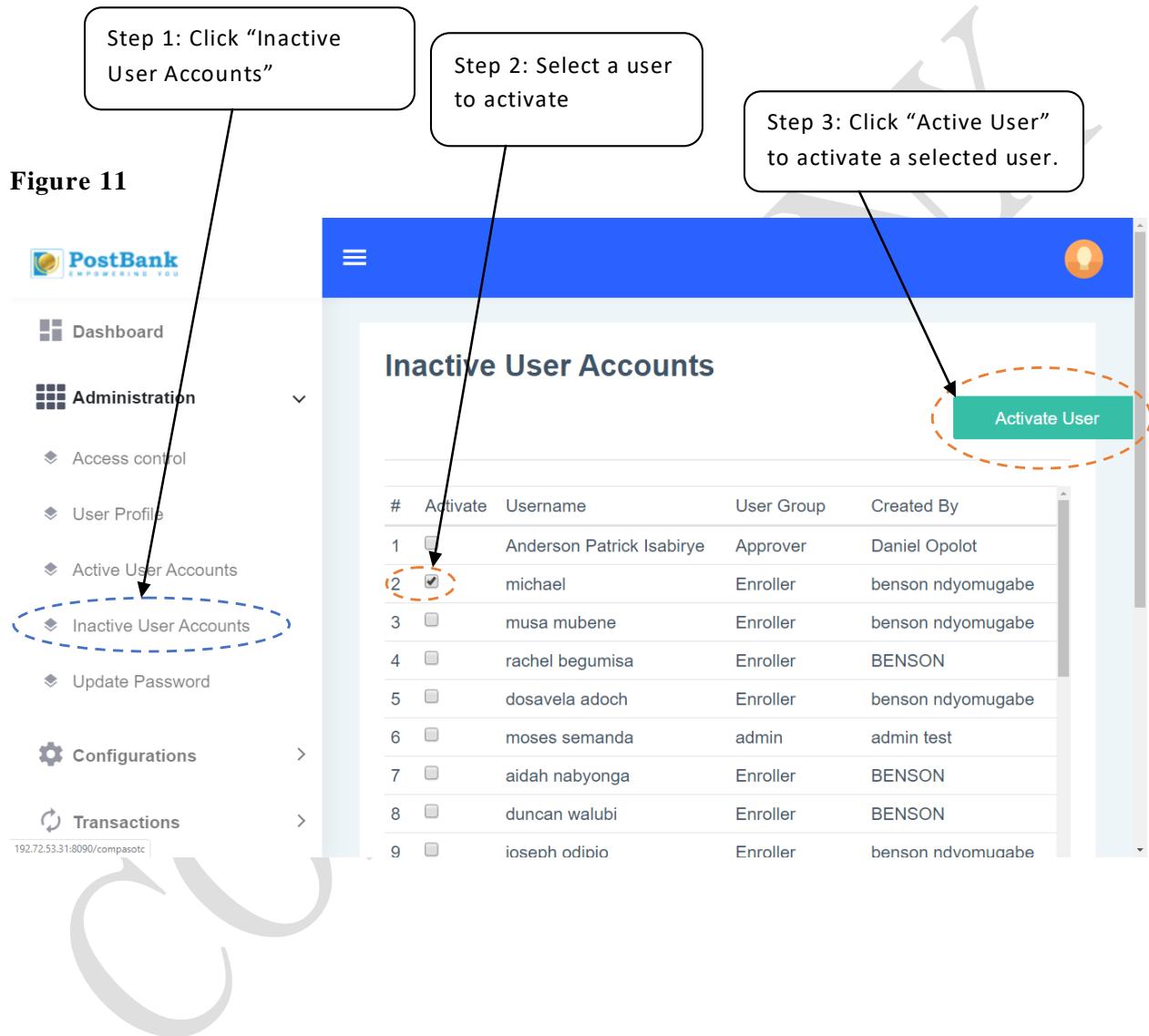
Figure 10

#	Deactivate	Username	User Group	Created By
1	<input checked="" type="checkbox"/>	Kabaliisa Scovia	Tellers	admin test
2	<input type="checkbox"/>	testing Haleluya	IT_ADMIN	admin test
3	<input type="checkbox"/>	Isabirye Patrick Anderson	Tellers	admin test
4	<input type="checkbox"/>	Daniel Opolot	IT_ADMIN	Opolot Daniel
5	<input type="checkbox"/>	PROSCOVIA ASIO	Tellers	admin test
6	<input type="checkbox"/>	Opolot Daniel	IT_ADMIN	admin test
7	<input type="checkbox"/>	Eugene Otieno	Tellers	sandra Kalimwine
8	<input type="checkbox"/>	PATRICIA KOMUGISHA	Tellers	Opolot Daniel

Activating a Deactivated User

5.1.1.4 Inactive User Accounts

Inactive User Accounts when clicked presents **Figure 11**. To activate a user check a check box a longside a username of a user you want to active there after click a green button (Active User).



Password Updating.

5.1.1.5 Update Password

Under “Administration” ,click “Update Password” option then “change User Password” interface will be displayed as shown in **Figure 12**. Input the Username and new password.

Figure 12

Step 1: Click “Update Password”

Step 2: Input the User Name of the account which you want to change the password, also input the new password for that account.

The screenshot shows the PostBank application interface. On the left, there is a navigation sidebar with the following menu items:

- Dashboard
- Administration
 - Access control
 - User Profile
 - Active User Accounts
 - Inactive User Accounts
 - Update Password
- Configurations
- Profiles
- Transactions
- Approvals
- Reports

The "Update Password" link under the Administration section is highlighted with a dashed blue circle. An arrow points from this circle to a callout box labeled "Step 1: Click “Update Password”".

The main content area displays a "Change User Password" form. It has three input fields: "User Name", "Password", and "Confirm Password". To the right of the "Password" field, there is a "Password Metrics" box containing two validation messages:

- Must have numeric characters
- Must be at least 4 characters long

An arrow points from this metrics box to a callout box labeled "Step 2: Input the User Name of the account which you want to change the password, also input the new password for that account.". The "Submit" button is located at the bottom of the form.

5.1.2 Configurations

5.1.2.1 Charges Configuration

When “Charges Configuration” is clicked it presents an interface like in **Figure 13** and this is where all charges are set. Every charge name has an edit button alongside it under Action column. This is for editing the charge information and if clicked, presents **Figure 14**. In **Figure 14** the button with plus sign with the word New if clicked, presents **Figure 15**.

Interface of **Figure 15** is where we setup new charge information.

Click “Charges Configuration” to display interface with charges

Creating a new charge click “New”

Editing a charge information click “Edit” button alongside the charge you want to edit.

Figure 13

#	Transaction Name	Charge Type	Charge Amount	Charge Percent	Excise Duty	Action
1	Intra Bank Fund Transfer	F	UGX 3,000.00	NA	15%	Edit
2	Balance Inquiry	F	UGX 1,000.00	NA	15%	Edit
3	Ministatement Inquiry	F	UGX 1,000.00	NA	15%	Edit
4	Account Inquiry	F	NA	NA	10%	Edit
5	Batch Account Balance Inquiry	F	NA	NA	10%	Edit
6	Request	F	NA	NA	10%	Edit

Charges Configuration Continued

Figure 14

The screenshot shows a software application window with a blue header bar containing a menu icon and a user profile icon. The main content area is a configuration dialog. On the left, there is a vertical sidebar with icons for navigation: a grid, a list, settings, a downward arrow, a circular arrow, a fingerprint, a lock, and a list. The dialog itself has the following fields:

- Transaction Type:** A dropdown menu set to "Intra Bank Fund Transfer".
- Charge Type:** Radio buttons for "Fixed" (selected), "Percent", and "Range".
- Excise Duty:** An input field containing "15". Below it, a note says "Percent value of bank income".
- Charge Amount:** An input field containing "3000".
- Buttons:** "Submit" (purple) and "Close" (orange).

At the bottom right of the dialog, it says "An Innovation by CompuLynx LTD."

Figure 15 is setting up of new charge information.

Figure 15

The screenshot shows a software application window with a blue header bar containing a menu icon and a user profile icon. The main content area is a configuration dialog. On the left, there is a vertical sidebar with icons for navigation: a grid, a list, settings, a downward arrow, a circular arrow, a fingerprint, a lock, and a list. The dialog itself has the following fields:

- Transaction Type:** A dropdown menu labeled "--Select Type--".
- Charge Type:** Radio buttons for "Fixed" (selected), "Percent", and "Range".
- Excise Duty:** An input field containing "10". Below it, a note says "Percent value of bank income".
- Buttons:** "Submit" (purple) and "Close" (orange).

At the bottom right of the dialog, it says "An Innovation by CompuLynx LTD."

Transactions

5.1.3 Transactions

A reversal is the only transaction which can be done by an administrator with reversal rights. The process starts by clicking “Reversals” option under “Transactions” menu in **Figure 16**. Then click button “New”, interface in **Figure 17** will display. Therefore a transaction ID and amount for a transaction must be input.

5.1.3.1 Reversals

Figure 16

The screenshot shows the PostBank application interface. On the left, there is a sidebar with the following menu items:

- Dashboard
- Administration
- Configurations
- Profiles
- Transactions
 - Reversals
- Approvals
- Reports

The "Transactions" item is currently selected, indicated by a dashed blue box around it. The main content area has a blue header bar with the PostBank logo and a lightbulb icon. Below the header, there are three tabs: "Transaction Details", "Authenticate Teller", and "Transaction Summary". A purple navigation bar contains the text "Reversals". The main table displays the following data:

#	Transaction Ref	Description	From Account	To Account	Created At	Status
1	T070216464420452T27	Cash Withdrawal	010000000834	9600000000696	2/7/20, 5:43 PM	●
2	T070216334320863T68	Cash Deposit	0100000002013	0100000002013	2/7/20, 5:50 PM	●
3	T070216452320851T43	Cash Withdrawal	010000000834	9600000000696	2/7/20, 5:52 PM	●
4	T070216401120831T95	Cash Deposit	0100000002013	0100000002013	2/7/20, 5:53 PM	●
5	T120210180520258T96	Cash Withdrawal	010000000834	9600000000696	2/13/20, 12:55 PM	●

Two callout boxes with arrows point to specific elements:

- A box labeled "Under Transactions click ‘Reversals’ to display its interface" points to the "Reversals" item in the sidebar.
- A box labeled "Click ‘New’ button to start a reversal transaction process" points to the "+ New" button in the "Transaction Details" section of the main interface.

Reversals Continued

After input of Transaction Id and Amount, click Next button then **Figure 18** is presented and teller continues with the rest of the steps.

Figure 17

After filling in the required information, click "Next" button

Input "Transaction Id" and Amount

Old Transaction Id:*

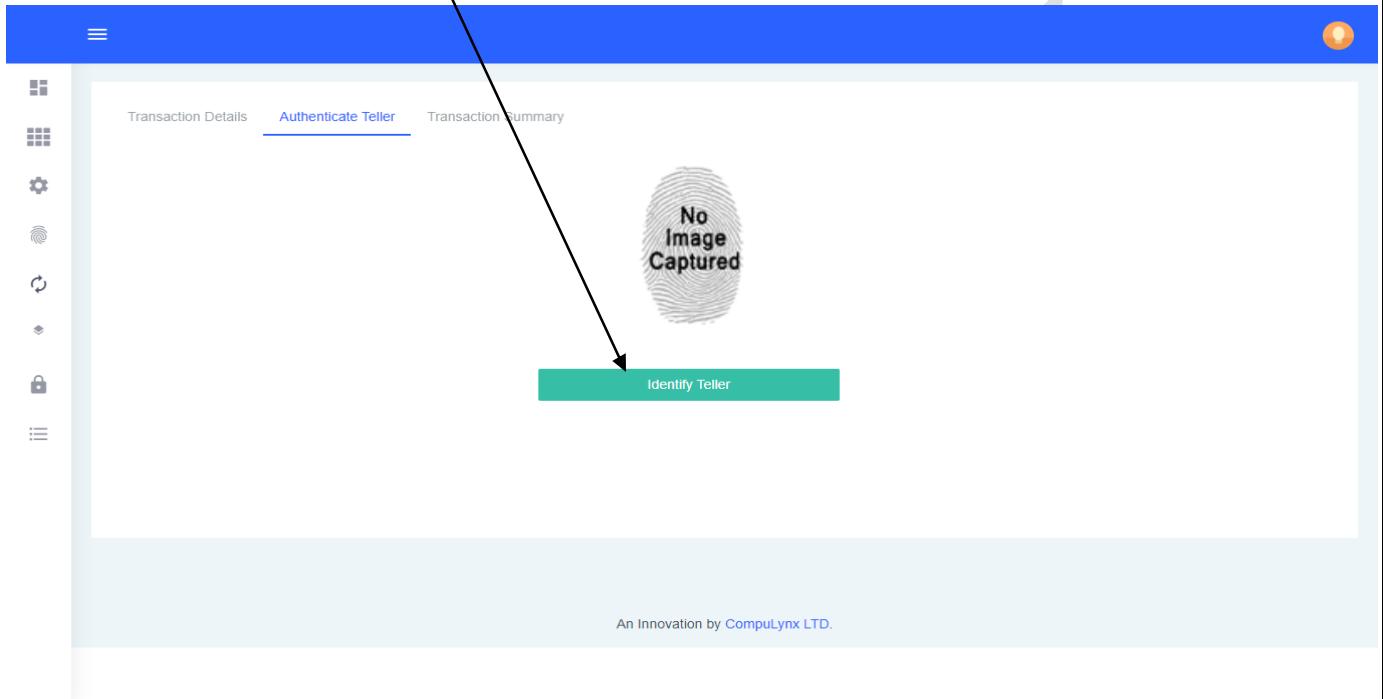
Amount:*

Next

An Innovation by CompuLynx LTD.

In **Figure 18**, the teller's finger print will be required so as to complete the transaction.

Figure 18



After the system has identified the teller's finger print, it will proceed to an interface as shown in **Figure 19**. In **Figure 19** click the submit button and a successful message will show up as shown in **Figure 20**.

Click “Submit” button to complete the transaction process.

Figure 19

The screenshot shows a mobile application interface for a banking transaction. At the top, there is a blue header bar with a menu icon and a user profile icon. Below the header, a sidebar on the left contains various icons for account management, such as a grid, settings, fingerprint, and lock. The main content area has three tabs: "Transaction Details", "Authenticate Teller", and "Transaction Summary", with "Transaction Summary" being the active tab. A prominent blue banner at the top of the content area says "Confirm the details before clicking submit". Below the banner, the transaction details are listed in a table:

Old Transaction Reference Id:	T120210180520258T96
Amount:	80000
Transaction Reference Id:	T120210180520258T96
Charges:	USh.00
Teller Name:	admin

A purple arrow points from the text "Click ‘Submit’ button to complete the transaction process." in the callout box to the "Submit" button, which is highlighted with a dashed orange border.

Figure 20

The screenshot shows a mobile application interface for viewing transaction history. At the top, there is a blue header bar with a menu icon. The main content area has three tabs: "Transaction Details", "Authenticate Teller", and "Transaction Summary", with "Transaction Details" being the active tab. Below the tabs, there are two buttons: "+ New" and "Back". A purple banner at the top of the content area says "Reversals:". Below the banner, a green success message box is displayed, containing a checkmark icon and the text "Success Reversal Requested, Awaiting Approval". To the right of the message box, there is a vertical scroll bar. The main table displays a list of transactions:

#	Transaction Ref	Description	From Account	To Account	Created At	Status
1	T070216464420452T27	Cash Withdrawal	0100000000834	9600000000696	2/7/20, 5:43 PM	
2	T070216334320863T68	Cash Deposit	0100000002013	0100000002013	2/7/20, 5:50 PM	
3	T070216452320851T43	Cash Withdrawal	0100000000834	9600000000696	2/7/20, 5:52 PM	
4	T070216401120831T95	Cash Deposit	0100000002013	0100000002013	2/7/20, 5:53 PM	
5	T120210180520258T96	Cash Withdrawal	0100000000834	9600000000696	2/13/20, 12:55 PM	

Customer Enrollment

5.1.4 Profiles

Profiles Contains Enrolled Customer and Enrolled teller profiles.

5.1.4.1 Customer Details

To start enrollment process, under “Profiles” click “Customer Details” option and **Figure 21** will be displayed. Enrolled customer information can be edited by clicking the tick button alongside the enrolled customer information/ record. Enrolling a customer starts at this stage on this interface in **Figure 21** and this is done by clicking the button with the plus sign which will take you to **Figure 22** where you valid account is required inquire to confirm whether the customer account is enrolled or not .

Under "Profiles", click "Customer Details" option to display its interface

Every customer information has a button with a tick sign alongside it. For Editing a specific customer information, click a button with a tick sign alongside the customer information you want to edit

Click that button to start the enrollment process.

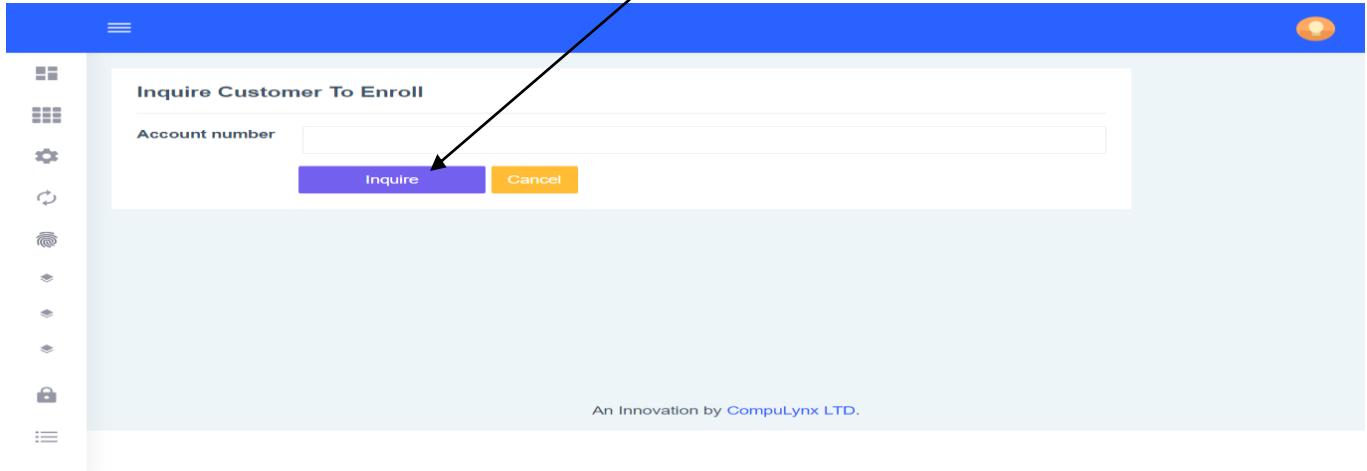
Figure 21

The screenshot shows the PostBank application's main interface. On the left is a sidebar with various menu items: Dashboard, Administration, Configurations, Profiles (which is currently selected), Customer Details (highlighted with a dashed orange box), Mandate Summary, Teller Profile, Transactions, Approvals, and Reports. The main content area is titled "Enrolled Customers" and displays a table of customer information. The table columns include Name, AFIS ID, Active, Branch, Email, ID No, Phone, Address, Code, Town, and Actions. The "Actions" column contains buttons for each customer, including a blue plus sign for editing and a blue checkmark for other actions. A large gray circular arrow watermark is overlaid on the page.

Name	AFIS ID	Active	Branch	Email	ID No	Phone	Address	Code	Town	Actions
Name	AFIS ID	Acl	Branch	Email	ID No	Phone	Address	Code	Town	
br	PB1136659	true	MAIN	benson89@gmail.com	sssw	+256774654623	Kampala	256	kampala	+
TUMURAMYE MICHAEL	PBU751519	true	MAIN	michael@gmail.com	928392323	0774878466	887874	87382378	Kampala	✓
Joyce Nakiyingi	PBU747368	true	MAIN	joyce.nakiyingi@postbank.co.ug	51091	256705184924	Kampala	256	entebbe	✓
Brenda Katusime	PBU667735	true	MAIN	brenda.katusime@postbank.co.ug	50876	256771613400	Kampala	256	kampala	✓
Ivan Nuwagaba	PBU796258	true	MAIN	ivan.nuwagaba@postbank.co.ug	51397	0779564619	Kampala	256	Kakiri	✓
Beatrice Lamwaka	PBU414850	true	MAIN	beatrice.lamwaka@postbank.co.ug	50582	0782798642	Kampala	256	kampala	✓
Aidah Nabiyonga	PBU744085	true	MAIN	aidah.nabyonga@postbank.co.ug	51069	0774080396	Kampala	256	kampala	✓
KIHEMBO DIANA	PBU914961	true	MAIN	diana.kihembo@gmail.com	51300	256704920441	KAMPALA	256	KAMPALA	✓
UWIZEYE NEBO	PBU817502	true	MAIN	nebo@mail.com	65444	0751586593	hoima	2456	Kampala	✓
SERWAMUKOKO DAGLASS	PB1016249	true	MAIN	daglas@gmail.com	7890	078999987	kanpala	345	kjhgfjkl;	✓
mubiru augustine	PBU202813	true	MAIN	augustine.mubiru@postbank.co.ug	50088	0752646520	p o box 7189	256	kampala	✓

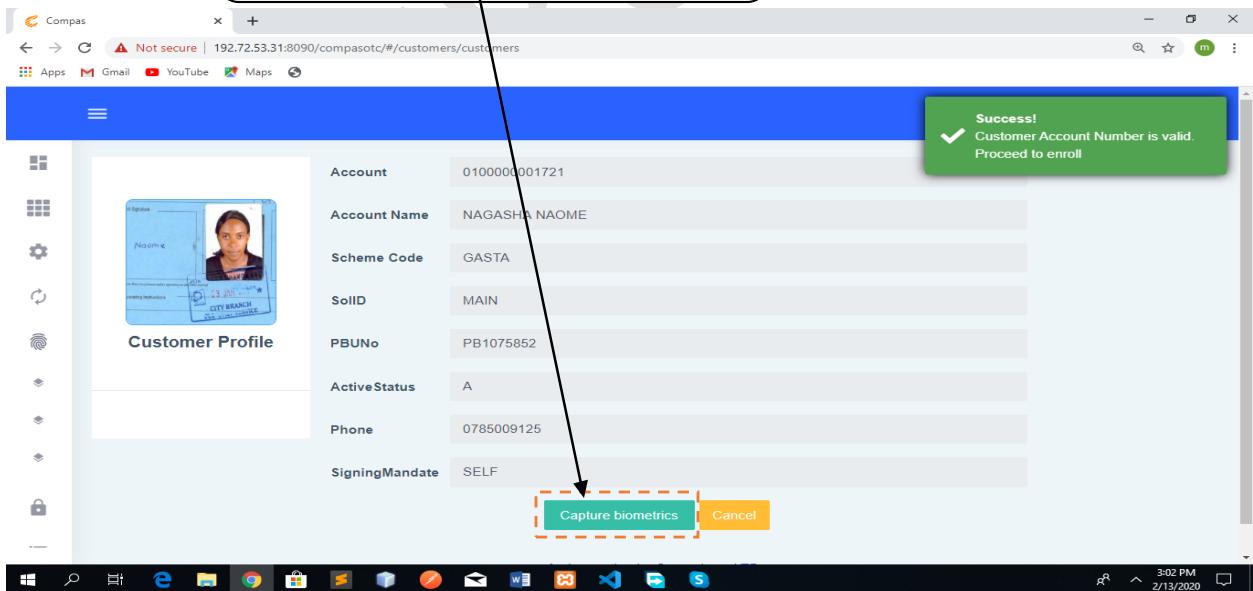
Customer Enrollment Continued

Figure 22



If the account is not yet enrolled in the system (BOTC), The system will display account information as in **Figure 23** with a green popup message in the upper right corner. Click “Capture Biometric” button and the system will continue to **Figure 24**.

Figure 23



Customer Enrollment Continued

Action in **Figure 23**, takes the system to **Figure 24** and here the customer inserts one of his/ her figure prints on the Biometric scanner and the system continues to **Figure 25** and also presenting a message “profile doesn’t exist”

Figure 24

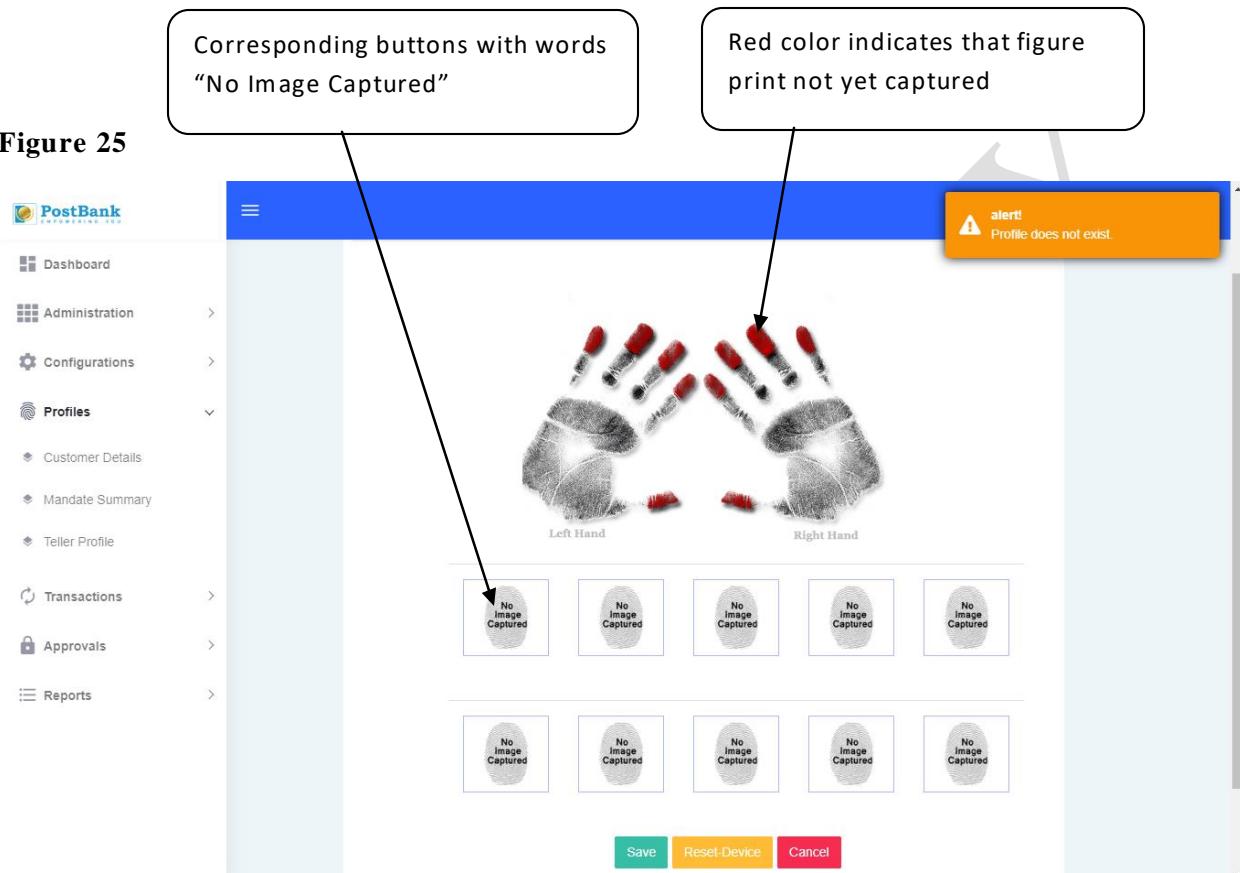


In **Figure 25** a customer is required to press his/ her figure print one by one till ten of them are complete. **Figure 25** shows red color and if a finger print is captured, the color for a each placeholder image turns green one by one as in **Figure 26**. If time is out for capturing figure prints, you click “Reset Device” button and their you restart the capturing process. After capturing the all figure prints hence all figure prints placeholders turning green, click “Save” button.

Customer Enrollment Continued

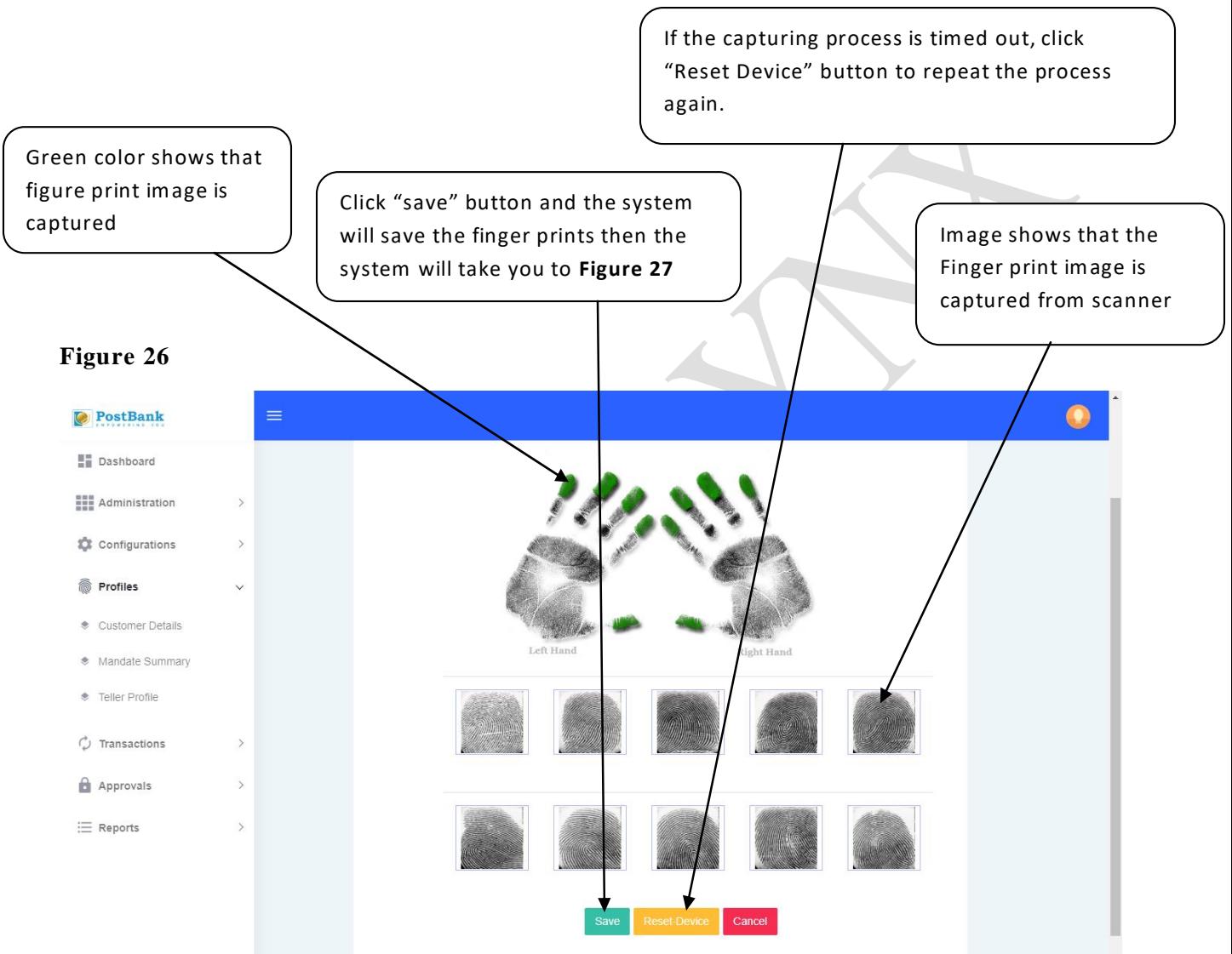
After action in **Figure 24**, and if the customer finger prints are not yet enrolled, **Figure 25** will be displayed. Here an administrator tells a customer to press one by one finger on the scanner while the administrator clicks on each corresponding button on the system to capture the prints.

Figure 25



Customer Enrollment Continued

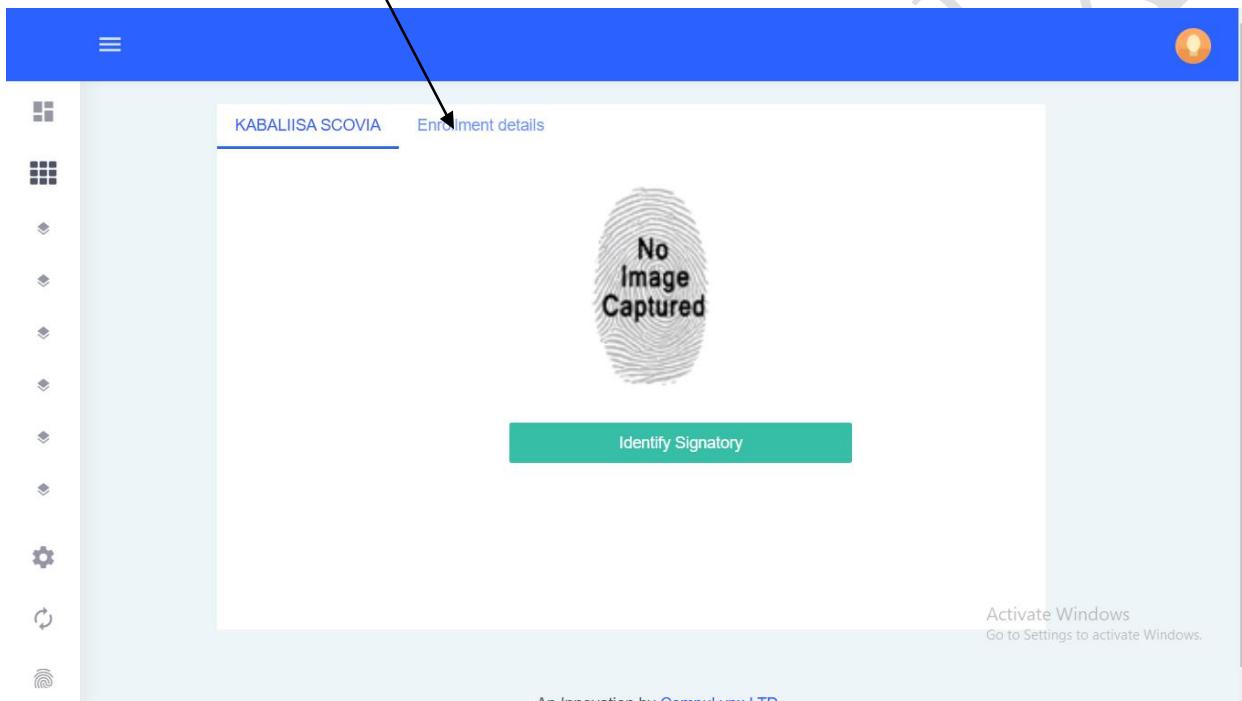
When all finger prints are captured successfully, all the top fingers on the image of the pam will show green color then click save button and this will take you to **Figure 27**.



Customer Enrollment Continued

At this stage a customer to be enrolled is allowed by the administrator to insert his/her figures on the finger print scanner for system checks.

Figure 27



Customer Enrollment Continued

In **Figure 28** fill in all the missing customer information

Figure 28

The screenshot shows a mobile application interface for customer enrollment. The top navigation bar is blue with a back arrow, a search icon, and a user profile icon. On the left is a vertical toolbar with icons for home, grid, settings, refresh, fingerprint, back, forward, lock, and list.

The main screen displays a form for "NAGASHA NAOME". The "Enrollment details" tab is active, showing the following fields:

Field	Value
Account	0100000001721
AcctName	NAGASHA NAOME
PBUNo	PB1075852
ActiveStatus	true
SigningMandate	SELF
MandateCount	1
Names	NAGASHA NAOME

The "customer 1 details" tab is the current focus, showing the following fields:

Field	Value
Name	
Afis Id	
Active	false
SolID	
Date of Birth	mm/dd/yyyy

Customer Enrollment Continued

“Enroll Customer” button will be inactive when there is missing information and active when all information is filled in.

After all information is filled in, click “Enroll Customer” button. And the process will be complete.

Figure 29

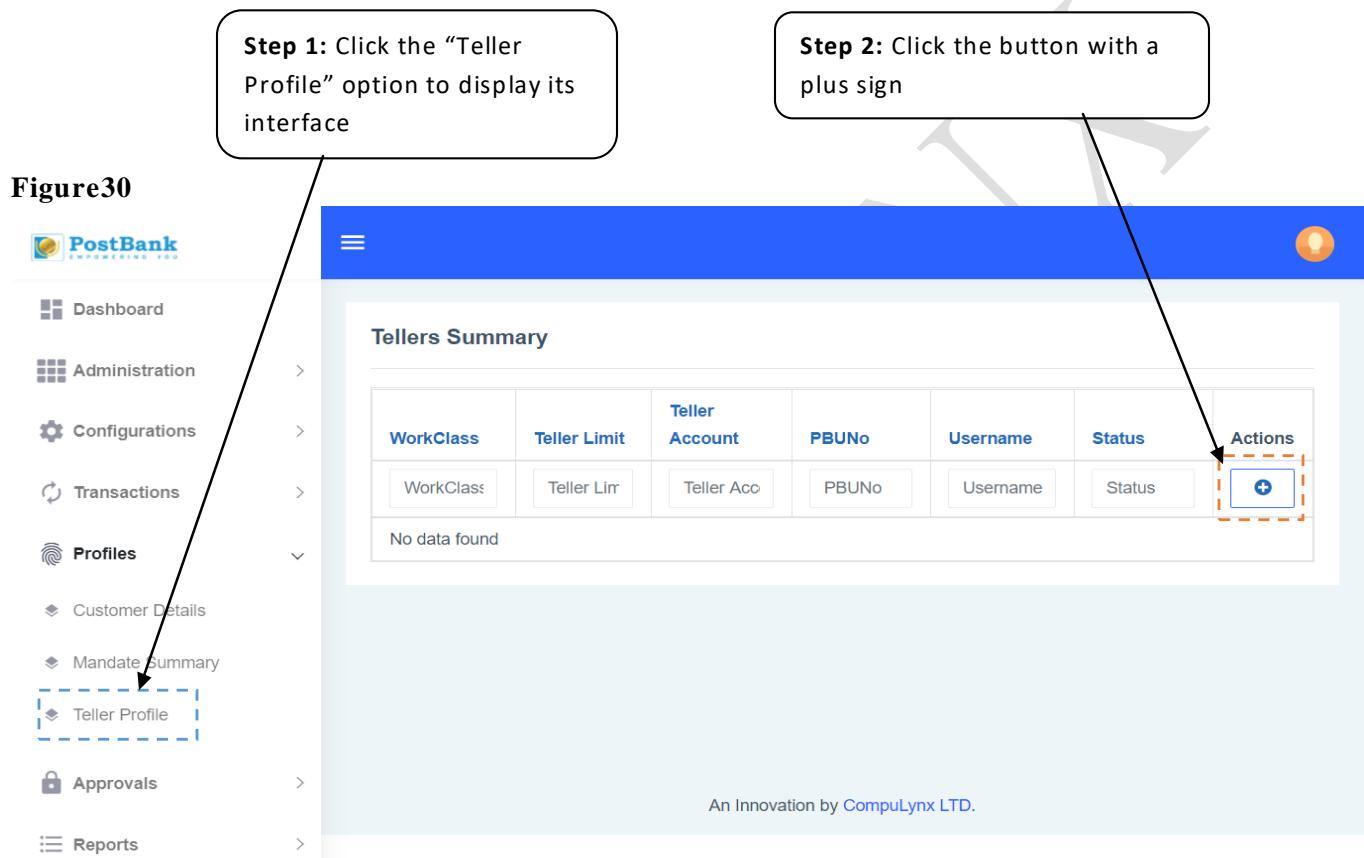
The screenshot shows a mobile application interface for customer enrollment. On the left is a vertical toolbar with icons for grid, list, settings, refresh, fingerprint, file, lock, and more. The main screen has fields for SolID, Date of Birth (with placeholder mm/dd/yyyy), Email Address, Full Name, Gender (with a dropdown arrow), National Id, Phone Number, Postal Address, Postal Code, and Postal Town. A large black arrow points down from the text above to the 'Enroll Customer/s' button at the bottom. This button is highlighted with a red dashed border. To its right is a smaller orange 'Cancel' button. The bottom of the screen displays the text "An Innovation by CompuLynx LTD."

If the enrollment process was successful, a green successful message will pop up.

Creating a Teller

5.1.4.2 Teller Profile

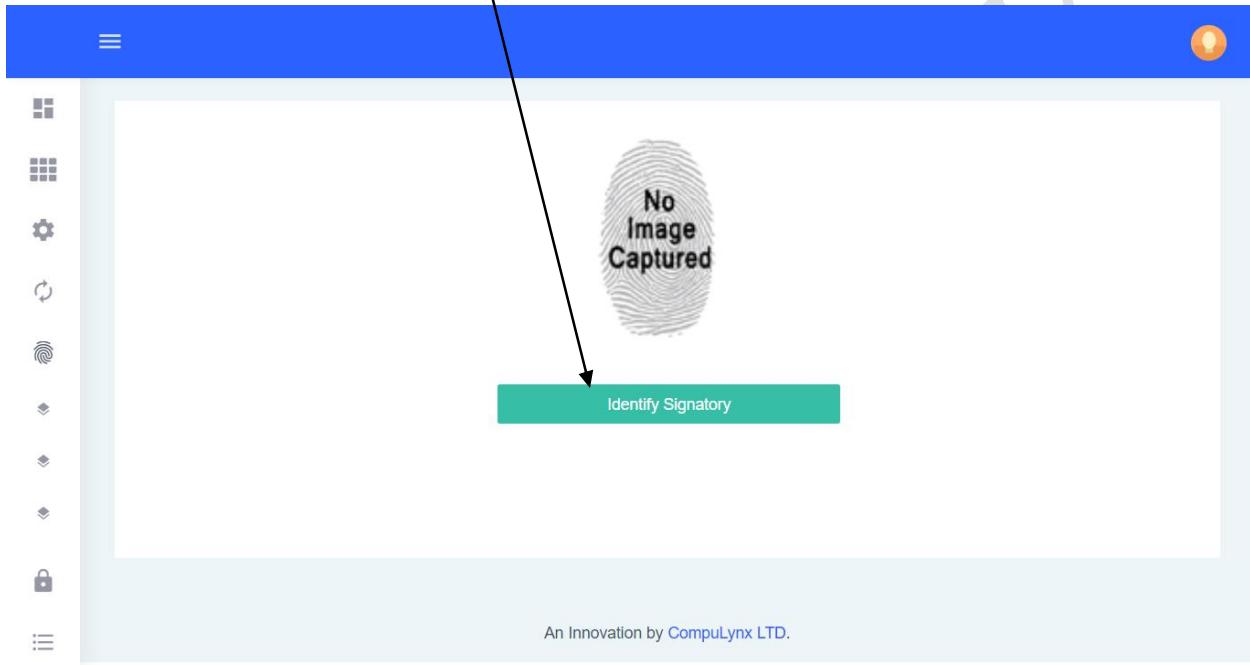
After customer enrollment and user creation, at this stage we create a teller on BOTC system and this is done by clicking a plus button as in **Figure 30**.



Actions in **Figure 30**, the system takes you to an interface like in **Figure 31** and a teller is asked to put his / her enrolled finger print on the figure print scanner and click “identify Signatory” the system will display **Figure 32**

Creating a Teller Continued

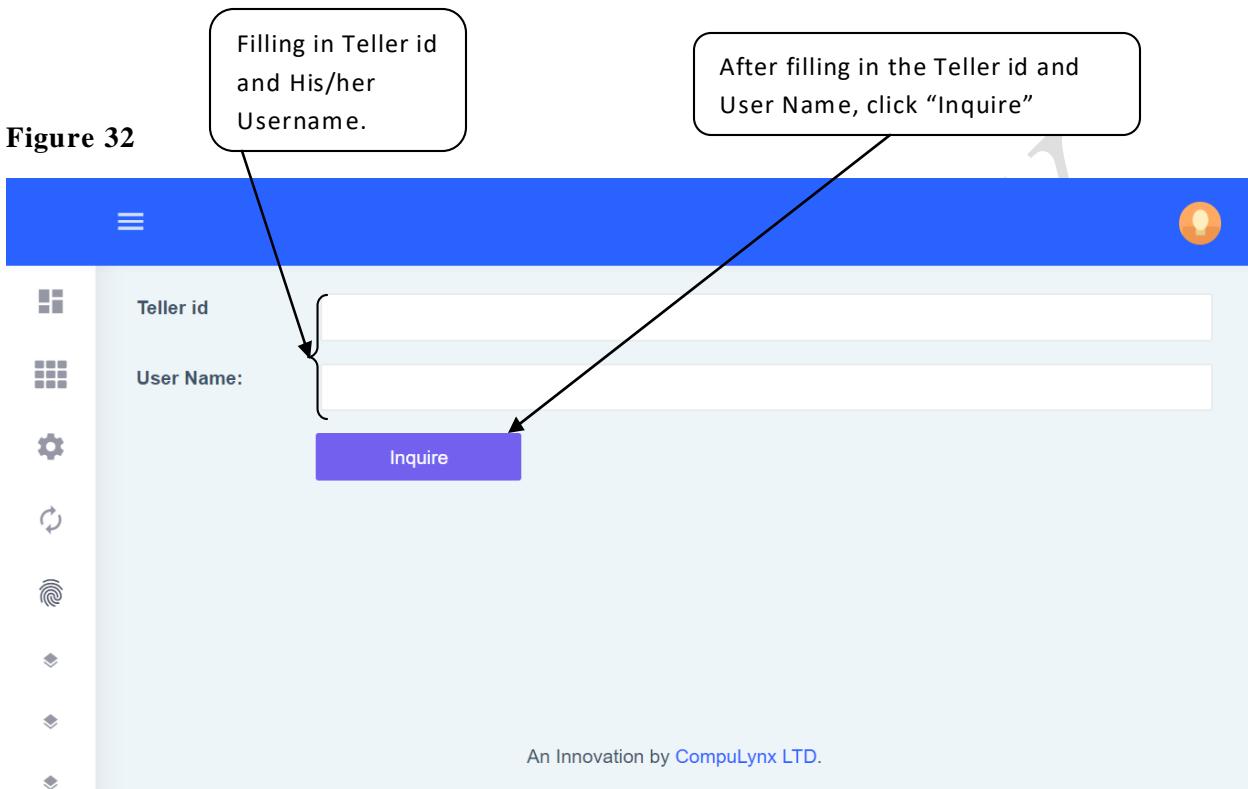
Figure 31



Creating a Teller Continued

Input Teller id or PF number and username which was created for that teller. And click “Inquire” button. The teller creation process will be done.

Figure 32



5.1.5 Approvals

Roles Under approvals are; Approve transactions, Approve Users, Approve customers and Approve delinking Process.

5.1.5.1 Approve Transactions

Transactions which go through overriding process, are the transactions which come under “Approve transactions” waiting for approvals from the administrators with the rights of Approving transactions. To approve a transaction, click the “Approve” button. If approving a transaction is successful, a green successful message like in **Figure 34** pops up.

Figure 33

Select “Approve Transaction” option to display its interface

Click “Approve” button alongside the transaction you want to approve eg like this button.

The screenshot shows the PostBank application interface. On the left is a sidebar with the following menu items:

- Dashboard
- Administration
- Configurations
- Transactions
- Profiles
- Approvals** (highlighted with a dashed blue box)
- Approve Transaction (highlighted with a dashed blue box)
- Approve Users
- Approve Customers
- Reports

The main content area is titled "Approve Transactions:" and displays a table of transactions:

#	Transaction Type	From Account	To Account	Amount	Charge	Teller name	Date	Action
1	Intra Bank Fund Transfer	010000000720	0100000001977	20200	3000	SKABALIISA	2/5/20, 10:50 AM	Approve
2	Intra Bank Fund Transfer	0100000002010	0100000001977	7000	3000	SKABALIISA	2/5/20, 10:57 AM	Approve
3	Ministatement Inquiry	010000000720	NA	NA	1000	SKABALIISA	2/5/20, 11:15 AM	Approve
4	Ministatement Inquiry	010000000400	NA	NA	1000	SKABALIISA	2/5/20, 11:16 AM	Approve
5	Account Inquiry	010000000400	NA	NA	0	SKABALIISA	2/5/20, 11:17 AM	Approve

Example of successful message that shows a transaction was successfully approved hence completed.

Figure 34

The screenshot shows the PostBank Approvals interface. On the left is a sidebar with navigation options: Dashboard, Administration, Configurations, Profiles, Transactions, Approvals (selected), Approve Transaction, Approve Users, Approve Customers, and Reports. The main content area has a purple header bar with the text "Approve Transactions:". Below it is a table with the following data:

#	Transaction Type	From Account	To Account	Amount	Charge	Teller name	Date	Action
1	Intra Bank Fund Transfer	010000000720	010000001977	20200	3000	SKABALIISA	2/5/20, 10:50 AM	<button>Approve</button>
2	Intra Bank Fund Transfer	0100000002010	010000001977	7000	3000	SKABALIISA	2/5/20, 10:57 AM	<button>Approve</button>
3	Ministatement Inquiry	010000000720	NA	NA	1000	SKABALIISA	2/5/20, 11:15 AM	<button>Approve</button>
4	Ministatement Inquiry	0100000000400	NA	NA	1000	SKABALIISA	2/5/20, 11:16 AM	<button>Approve</button>
5	Account Inquiry	0100000000400	NA	NA	0	SKABALIISA	2/5/20, 11:17 AM	<button>Approve</button>
6	Cash Deposit	0100000002013	0100000002013	2500000	0	SKABALIISA	2/7/20, 4:33 PM	<button>Approve</button>

A green success message box at the top right of the table area contains the text "SUCCESS! Transaction Processed successfully". A dashed red rectangle highlights this message box, and a black arrow points from the callout box above to the message box. At the bottom of the page, there is a watermark "COMPLX" and the text "An Innovation by CompuLynx LTD.".

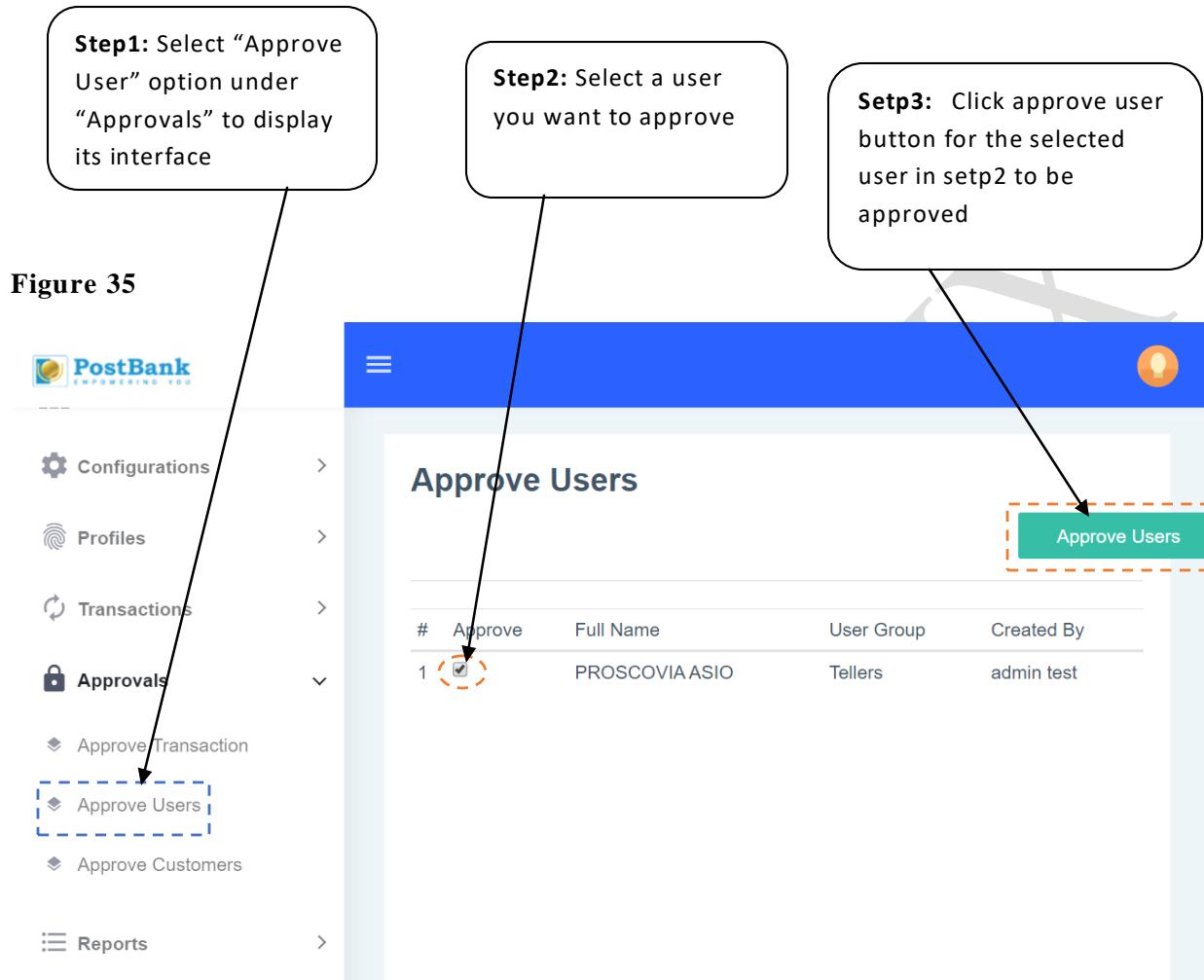
5.1.5.2 Approve Users

Under Approving users all new created users and deactivated users go through this approval process.

Note a user cannot approve another he/she created even is he/she has approval rights. This approval can only be done by another user who didn't create that user and this user doing the approval have have rights to approve users.

So to approve a user, check/select the check box along side the user name and click “Approve Users” button. Buttons are highlighted in **Figure 35**

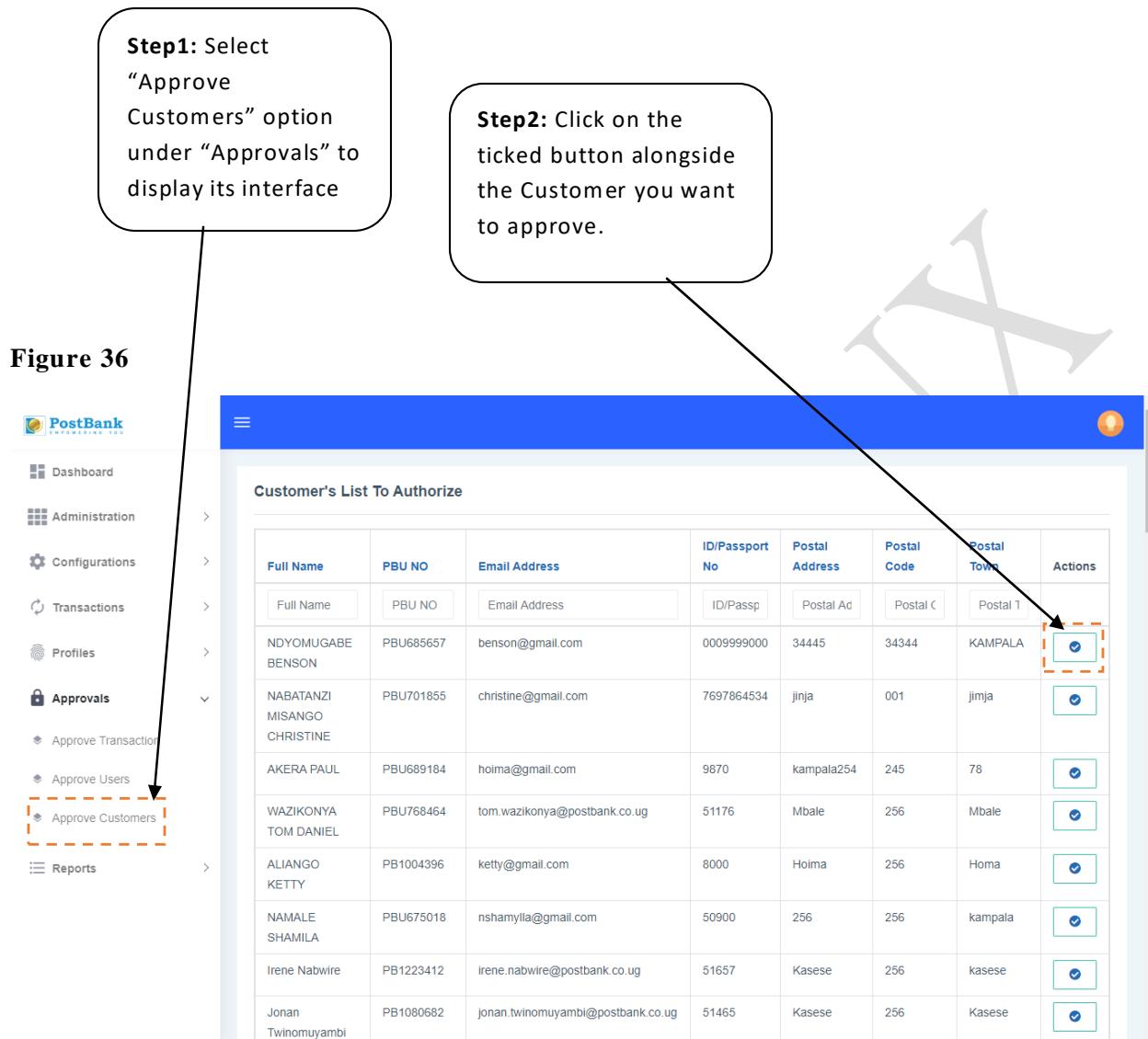
Approve Users Continued



5.1.5.3 Approve Customers

Under Approving customers, all new enrolled customers in BOTC come under this approval. So to approve a customer, click the selected check box along side the customer details. An interface like in **Figure 37** displays and then click “Authorise” button to complete approve customer process.

Approve Customers Continued



Approve Customers Continued

Step2 in **Figure 36**, will lead to display an interface in **Figure 37**

Figure 37

PostBank

Dashboard

Administration

Configurations

Transactions

Profiles

Approvals

Approve Transaction

Approve Users

Approve Customers

Reports

Customer Profile

Enroll Customer

Full Name: NDYOMUGABE BENSON

Gender: Male

Date of Birth: 06/16/1992

ID/Passport No: 0009999000

Email: benson@gmail.com

Telephone: 34343434

Postal Address: 34445

Postal Code: 34344

Postal Town: KAMPALA

Active:

Captured Finger Prints: Captured fingerprints.

Authorize

Reject

Cancel

Reports

5.1.6 Reports

All activities done in BOTC are compiled and stored under reports for references and security purposes.

5.1.6.1 Teller Summary

Figure 38 shows how teller summary looks like. All activities done by a teller in BOTC system are stored under teller summary report . Information can be searched by date and branch. This report can further be extracted to PDF, EXCEL and CSV formarts for printing or other uses.

Teller Summary Reports Continued

Select “Teller Summary” option to display teller summary report

Select an extraction option and click “Export” then the selected extraction option report will be generated.

Figure 38

Reference ID	Title	Acct No.	To Account	Amount	Charge	Branch	Teller Name
T2702114830204T78	Cash Deposit	010000000720	010000000720	UGX 55,000.00		MAIN	SKABALIISA
T270209571420531T31	Cash Deposit	010000000720	010000000720	UGX 39,000.00		MAIN	SKABALIISA
T260212084820678T98	Cash Deposit	010000000720	010000000720	UGX 50,000.00		MAIN	SKABALIISA
T200216024220251T10	Cash	0100000002013	0100000002013	UGX		MAIN	SKABALIISA

5.1.6.2 Audit Trail

Figure 39 shows how Audit Trail interface report looks like. All activities done in BOTC system are stored under Audit Trail report. Information can be searched by date (when an activity was done), Action(Action Name), Action Description, User’s Username, and time the action was done (Created At). This report can further be extracted to PDF, EXCEL and CSV formarts for printing or other uses.

Audit Trail Report Continued

Under "Reports" click "Audit Trail" option

After input of date range, click "Preview" button to display report information.

Figure 39

The screenshot shows the PostBank application interface. On the left, there's a sidebar with various menu items: Configurations, Transactions, Profiles, Approvals, Reports (which is expanded), Teller Summary, Override Transactions, Audit Trail (selected and highlighted with a dashed blue border), Enroll Summary, Bio Verifications, and User Creation. On the right, the main content area has a blue header bar with a lightbulb icon. Below it, the title 'Audit Trail Report' is displayed. There are two date input fields: 'From Date' and 'To Date', both set to 'mm/dd/yyyy'. To the right of these fields is a green 'Preview' button. Below these fields is a table with four columns: 'Action', 'Description', 'User Name', and 'Created At'. Underneath the table, a message says 'No data found'. At the bottom of the page, it says 'An Innovation by CompuLynx LTD.' and 'Activate Windows Go to Settings to activate Windows.'

5.1.6.3 Enroll Summary

Figure 40 shows how Enrollment Summary report looks like. All enrollment activities in BOTC system are stored under Enroll Summary report. Information is searched by specifying date range(when enrollment was done), Branch name, status (Enrollement status) and can be sorted by PBU Number, Account Number, Customer Name, Branch, Approval status, Enroled by and Enrollement Date. This report can further be extracted to PDF, EXCEL and CSV formarts for printing or other uses.

NB Under Status the dropdownlist has options like

- ❖ Enrolled, These are enrolled customers but not yet approved.
- ❖ To Authorize, These are enrolled customers and authorised to use BOTC system.
- ❖ Approved, These are enrolled customers and completely approved by the administrators.
- ❖ Rejected, These are enrolled customers but reject to not be approved.

Enrollment Reports Continued (Enroll Summary).

Figure 40

Under "Reports", Select "Enroll Summary" option to display Enrolled Customer report.

Status drop down list options.

The screenshot shows the PostBank software interface. On the left is a sidebar with the following navigation:

- PostBank (Logo)
- Configurations
- Profiles
- Transactions
- Approvals
- Reports
 - Teller Summary
 - Override Transactions
 - Audit Trail
 - Enroll Summary (highlighted with a dashed blue box)
 - Bio Verifications
 - User Creation

The main content area is titled "Enrolled Customers Report". It includes search fields for "From Date" (mm/dd/yyyy) and "To Date" (mm/dd/yyyy), a "Status" dropdown menu (with "ENROLLED" selected), a "Branch" dropdown menu, and a "Preview" button. The table below has columns: PBU Number, Customer Name, Branch, Approval status, Enrolled By, and Enrollment Date. A message at the bottom says "No data found".

An innovation by CompuLynx LTD.
Activate Windows
Go to Settings to activate Windows.

5.1.6.4 Bio Verifications

Figure 41 shows how Bio Verifications report looks like. All activities that require biometric finger prints in BOTC system are stored under Bio Verifications report. Information is searched by specifying date range(when an action was done), Branch name, Operation Name, Channel Name, Customer Name, Account No, User Name, Approval Status, Branch, Approval Date. This report can further be extracted to PDF, EXCEL and CSV formarts for printing or other uses.

Bio Verifications Reports Continued

Under "Reports", Select "Bio Verifications" option to display Biometric Approval Reports.

Figure 41

The screenshot shows the PostBank mobile application interface. On the left, a vertical navigation menu lists various options: Administration, Configurations, Transactions, Profiles, Approvals, Reports (which is expanded to show Teller Summary, Override Transactions, Audit Trail, Enroll Summary, Bio Verifications, and User Creation), and Bio Verifications (which is highlighted with a red dashed box). The main content area is titled 'Biometric Approval Reports' and displays a table of approval records. The table has columns for Operation Name, Channel Name, Customer Name, Account No., User Name, Approval Status, Branch, and Approval Date. The data in the table is as follows:

Operation Name	Channel Name	Customer Name	Account No.	User Name	Approval Status	Branch	Approval Date
Operation	Channel	Customer	Account No.	User Name	Approva	Branch	Approva
Cash Withdrawal	OTC	KOMUGISHA PATRICIA	010000000720	PKOMUGISHA	SUCCESS	MAIN	1/27/20, 7:03 PM
Cash Deposit	OTC	KOMUGISHA PATRICIA	010000000720	PKOMUGISHA	SUCCESS	MAIN	1/27/20, 7:04 PM
Funds Transfer	OTC	KOMUGISHA PATRICIA	010000000720	PKOMUGISHA	SUCCESS	MAIN	1/28/20, 5:19 PM
Cash Withdrawal	OTC	KOMUGISHA PATRICIA	010000000720	PKOMUGISHA	SUCCESS	MAIN	1/28/20, 5:22 PM
Cash Deposit	OTC	KOMUGISHA PATRICIA	010000000720	PKOMUGISHA	SUCCESS	MAIN	1/28/20, 5:23 PM
Account Inquiry	OTC	KOMUGISHA PATRICIA	010000000720	PKOMUGISHA	SUCCESS	MAIN	1/28/20, 5:24 PM

A message at the bottom right of the table area says "Activate Windows Go to Settings to activate Windows."

5.1.6.5 User Creation

Figure 42 shows how user creation report looks like. User creation activities in BOTC system are stored under user creation report. Information under this report is searched by specifying date range(when it was done), Name (User's Full names), username, phone number, email, group, branch, status, Bio Status (whether the user is enrolled in BOTC or Not), created by (the administrator who created that user), created at (the time a user was created). This report can further be extracted to PDF, EXCEL and CSV formarts for printing or other uses.

Figure 42

The screenshot shows the PostBank application interface. On the left is a sidebar menu with the following items:

- Administration
- Configurations
- Profiles
- Transactions
- Approvals
- Reports
 - Teller Summary
 - Override Transactions
 - Audit Trail
 - Enroll Summary
 - Bio Verifications
 - User Creation

A callout box with a black border and white background points to the "User Creation" option in the Reports menu. The main content area is titled "Daily User Creation Report". It features two input fields for "From Date" and "To Date" (both labeled "mm/dd/yyyy") and a green "Preview" button. Below these are two tables: one for "Name" and "UserName" and another for "Phone". A horizontal line separates these from a table with columns: Name, UserName, No., Email, Group, Branch, Status, BioStatus, Created By, and Created At. Underneath this table, a message says "No data found". At the bottom right of the main content area, there is a note: "An Innovation by CompuLynx LTD." and "Activate Windows Go to Settings to activate Windows." The overall theme includes a blue header bar and a light gray background.

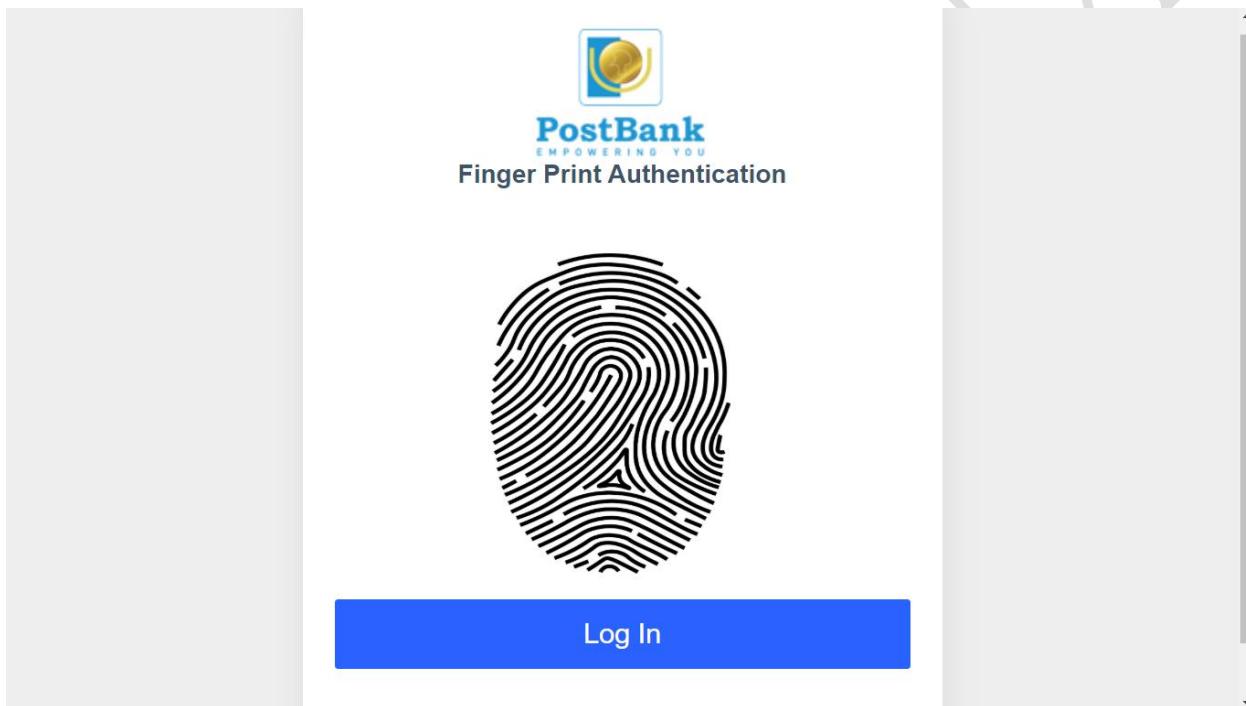
Teller Roles

6.0 Teller Roles

6.1 Teller Log In

The teller logs in twice (double authentication). For the first logging in refer to section 4.0 and **Figure 1**. The second log in follows the first one and it requires one of the teller's enrolled finger prints to be placed on the finger print scanner. The log in interface looks as below in **Figure 43**.

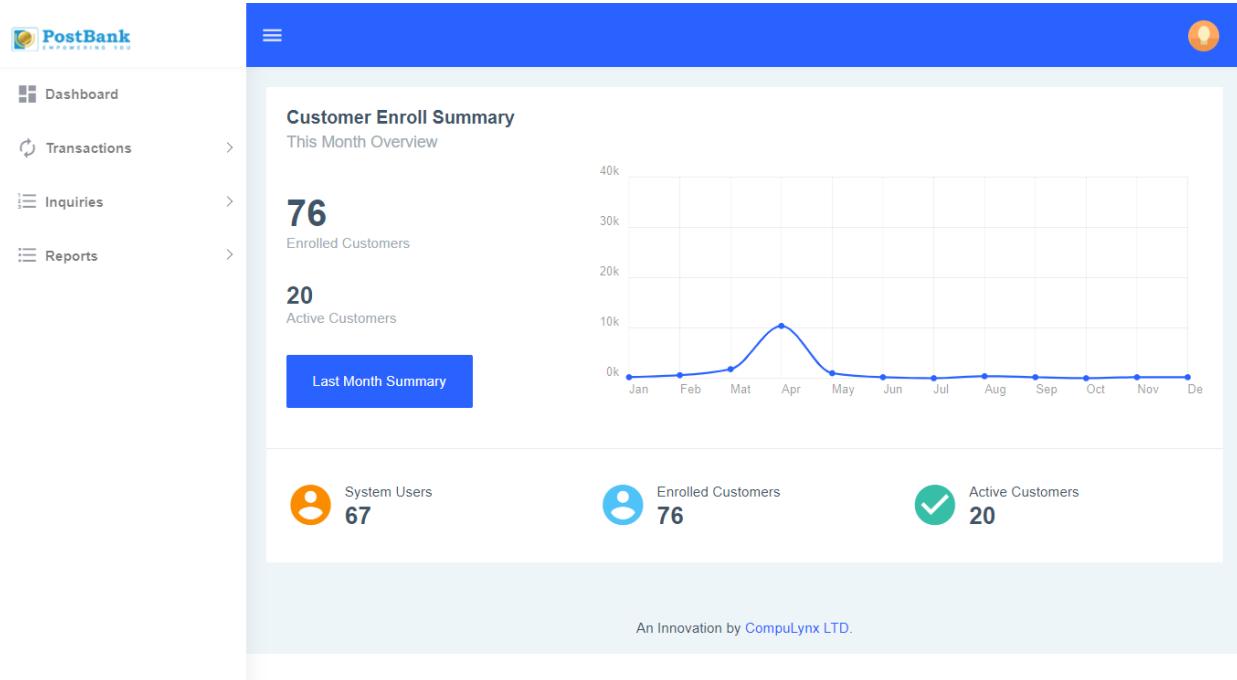
Figure 43



6.2 Dashboard

When a teller successfully logs in, the first interface to be accessed looks as below in **Figure 44**

Figure 44



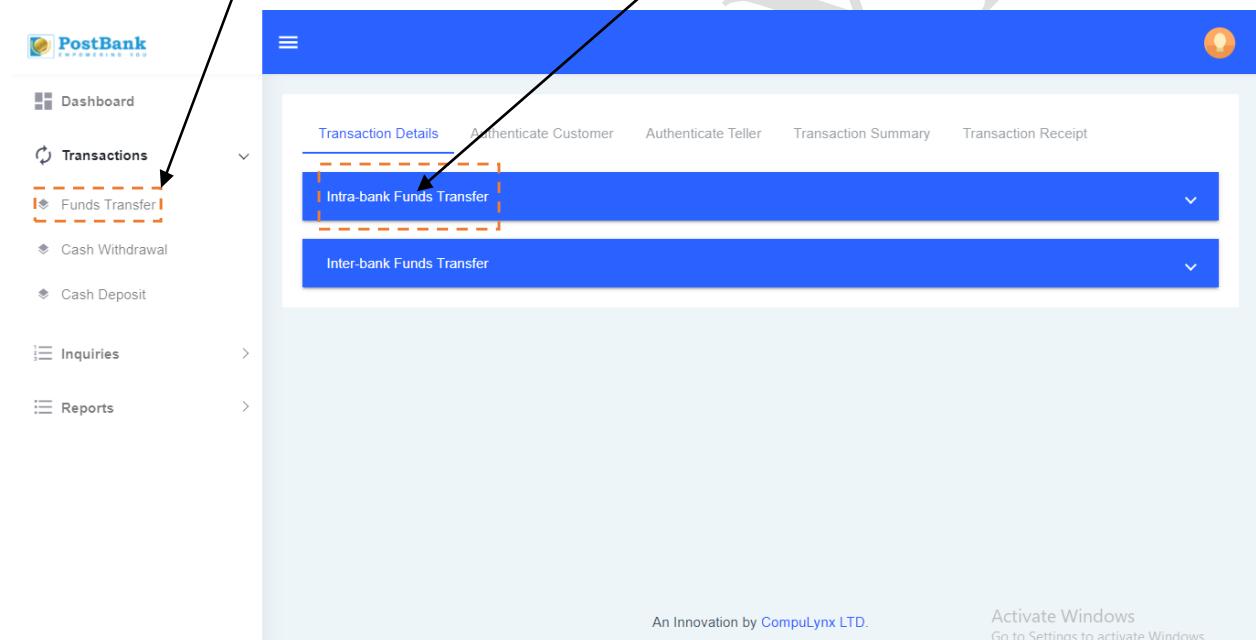
6.3 Transactions

On clicking Transactions, the system displays a drop down with options as below;

6.3.1 Funds Transfer

There are two fund transfers Intra-bank Funds Transfer and Inter-bank Funds Transfer. Procedures of completing activities in both transactions are the same.

Figure 45



Funds Transfer Continued

By Clicking the link in **Figure 45** the system will display **Figure 46**

Click new button to start the Fund Transfer transaction process.

Figure 46

The screenshot shows a user interface for managing intra-bank funds transfers. At the top, there's a blue header bar with a menu icon, a search bar, and a notification icon. Below the header, a navigation bar has tabs: 'Transaction Details' (which is active), 'Authenticate Customer', 'Authenticate Teller', 'Transaction Summary', and 'Transaction Receipt'. A sidebar on the left contains icons for home, refresh, and other functions. The main content area is titled 'Intra-bank Funds Transfer'. At the top of this area, there are two buttons: a purple '+ New' button and an orange 'Cancel' button. Below these buttons is a section titled 'Funds Transfer Summary:' containing a table. The table has columns: Reference ID, Account Number, To Account, Amount, Charge, Status, and Transaction Date. There are three rows of data in the table:

Reference ID	Account Number	To Account	Amount	Charge	Status	Transaction Date
T040211402620217T61	010000000834	010000000720	Ush 2,000.00	Ush 3,000.00	Success	2/4/20, 11:33 AM
T040211421420416T59	010000000834	010000000720	Ush 1,000.00	Ush 3,000.00	Success	2/4/20, 11:35 AM
T1580889450338Z87	010000000720	0100000001977	Ush 20,200.00	Ush 3,000.00	Pending	2/5/20, 10:50 AM

Funds Transfer Continued

After click new button in **figure 46**, **figure 47** will display. Enter all the required information and proceed by clicking next button.

Figure 47

After filling all the information,
Click Next Button to proceed.

Intra-bank Funds Transfer

Transaction Details:*

Sender Account:*

Receiver Account:*

Amount:*

Narration:

Input any additional information

Next Clear Close

Activate Windows
Go to Settings to activate Windows.

Funds Transfer Continued

Figure 48 shows how account information is displayed from core banking after filling in the two required accounts.

Figure 48

Click "Next" button to continue the process.

PostBank Empowering You

Dashboard

Transactions

- Funds Transfer
- Cash Withdrawal
- Cash Deposit

Inquiries

Reports

Intra-bank Funds Transfer

Transaction Details:

Sender Account:*

Receiver Account:*

Amount:*

Narration:

Input any additional information

Account Details:*

Account Number:	010000000834
Account Name:	KABALIISA SCOVIA
Account Balance:	Ush 1,293,120.46
Active Status:	A
signing Mandate:	SELF
Account Number:	010000000720
Account Name:	KOMUGISHA PATRICI
Active Status:	A

NextClearClose

An Innovation by CompuLynx LTD.

Funds Transfer Continued.

Action in **Figure 48** will display **Figure 49** and here an enrolled account owner has to press one of his/her enrolled figure print on the figure print scanner so as the system identifies and authenticates the transaction process.

Click "Identify Customer" and the system will make checks for customer authentication

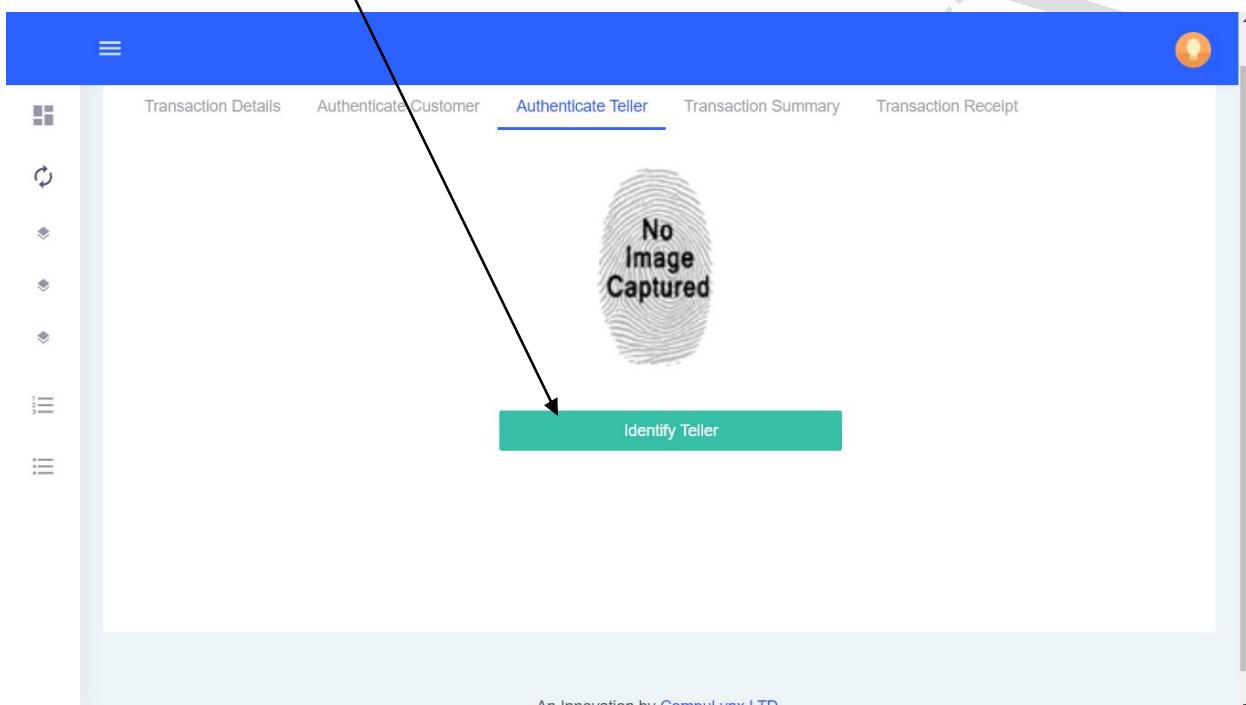
Figure 49

The screenshot shows a mobile application interface for a transaction. At the top, there is a blue header bar with a menu icon, a lightbulb icon, and a search bar. Below the header, there are several tabs: 'Transaction Details', 'Authenticate Customer' (which is underlined in blue), 'Authenticate Teller', 'Transaction Summary', and 'Transaction Receipt'. In the center of the screen, there is a large fingerprint icon with the text 'No Image Captured' overlaid. At the bottom of the screen, there is a teal-colored button labeled 'Identify Customer'. To the left of the main content area, there is a vertical sidebar with icons for refresh, back, forward, and other navigation functions. At the very bottom of the screen, there is a footer bar with the text 'An Innovation by CompuLynx LTD.'

Funds Transfer Continued.

After the customer being authenticated during actions in **Figure 49**, the system will require a teller's enrolled figure to continue completing the transaction as shown in **Figure 50**

Figure 50



Funds Transfer Continued

In **Figure 51** click Submit button and the transaction will complete. A receipt for that transaction will be generated automatically.

Figure 52 shows sample receipt for Intra-Bank Funds Transfer.

Figure 51

The screenshot shows a mobile application interface for a transaction summary. At the top, there are tabs for 'Transaction Details', 'Authenticate Customer', 'Authenticate Teller', 'Transaction Summary' (which is underlined in blue), and 'Transaction Receipt'. Below the tabs, a message says 'Confirm the details before clicking submit'. The transaction details are listed in pairs: Sender Account Number (010000000834) and Amount (USh 20,200.00); Sender Name (KABALIISA SCOVIA) and Charges (USh 3,000.00); Receiver Account Number (010000000720) and Teller Name (ScoviaTeller); and Receiver Name (KOMUGISHA PATRICIA). A purple 'Submit' button is located at the bottom left. A callout bubble with the text 'Click "Submit" button to complete the transaction' points to the 'Submit' button. The footer of the app says 'An Innovation by CompuLynx LTD.'

Sender Account Number:	010000000834	Amount:	USh 20,200.00
Sender Name:	KABALIISA SCOVIA	Charges:	USh 3,000.00
Receiver Account Number:	010000000720	Teller Name:	ScoviaTeller
Receiver Name:	KOMUGISHA PATRICIA		

Funds Transfer Continued

Figure 52 shows sample automatically generated receipt for Intra-Bank Funds Transfer.

Figure 52

***** Bank copy *****



PostBank
EMPOWERING YOU

Intra Bank FT

Receipt No: RC7S63408317421L
Branch Name: MAIN
Date/Time: 2020-02-11 11:50:28

Cust acct: XXXXXXXXX00834
Benef. acct: 0100000000720
Txn amount: 20200 (USH)
Narration: Transferring Money To Another
Txn Fee: 3000 (USH)
Excise Duty: 450.00003 (USH)
Total Amount: 23650.00003 (USH)
Trans Id: T110211511920776T34

You were served by: SKABALIISA
Thank you for banking with us

***** Customer Copy *****



PostBank
EMPOWERING YOU

Intra Bank FT

Receipt No: RC7S63408317421L
Branch Name: MAIN
Date/Time: 2020-02-11 11:50:28

Cust acct: XXXXXXXXX00834
Benef. acct: 0100000000720
Txn Amount: 20200 (USH)
Narration: Transferring Money To Another
Txn Fee: 3000 (USH)
Excise Duty: 450.00003 (USH)
Total Amount: 23650.00003 (USH)
Txn Id: T110211511920776T34

You were served by: SKABALIISA
Thank you for banking with us

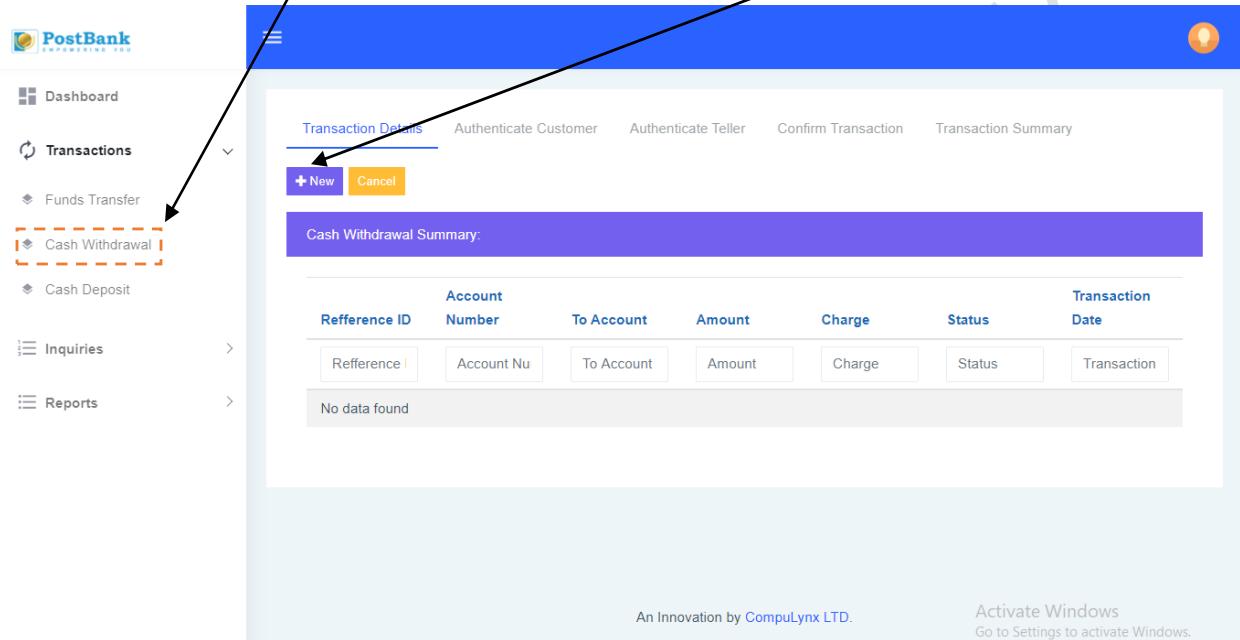
Cash Withdraw Transaction Process

6.3.2 Cash Withdrawal

Step 1 Cash withdrawal option if clicked, displays interface for cash withdraw

Step 2 Click button “New” to start a cash withdraw process and this will display to **Figure 54**

Figure 53



Cash Withdraw Transaction Process Continued

Interface in **Figure 54**, fill in all the required information and the system interface will display an interface as that in **Figure 55**.

Figure 54

The screenshot shows a mobile application interface for a transaction. At the top, there is a blue header bar with a menu icon (three horizontal lines) and a lightbulb icon. Below the header, a vertical sidebar on the left contains icons for back, forward, and other navigation functions. The main content area has a light gray background. At the top of this area, there are five tabs: "Transaction Details" (which is underlined in blue, indicating it is selected), "Authenticate Customer", "Authenticate Teller", "Confirm Transaction", and "Transaction Summary". On the left side of the main content area, there is a vertical list of icons: a square with four dots, a circular arrow, a downward arrow, a double arrow, and three horizontal lines. To the right of these icons, there are two sections: "Transaction Details:"* and "Account Details:"*. The "Transaction Details:" section contains fields for "Account Number:" (with an input field), "Amount:" (with an input field), and "Narration:" (with an input field containing placeholder text: "Input any additional information"). Below these fields are three buttons: "Next" (purple), "Clear" (yellow), and "Close" (red). The "Account Details:" section is currently empty. At the bottom of the main content area, there is a footer bar with the text "An Innovation by CompuLynx LTD.".

Cash Withdraw Transaction Process Continued

Figure 55 is how information is displayed after teller has filled in the customer account number.

Figure 55

Click Button Next to proceed with the transaction and the system will continue to **Figure 55**

Transaction Details Authenticate Customer Authenticate Teller Confirm Transaction Transaction Summary

Transaction Details:
Account Number:
010000000834
Amount:
20000
Narration:
Cash Withdrawal
Input any additional information

Account Details:
Account Number: 010000000834
Account Name: KABALIISA SCOVIA
Account Balance: Ush 1,269,470.46
Active Status: A
Signing Mandate: SELF

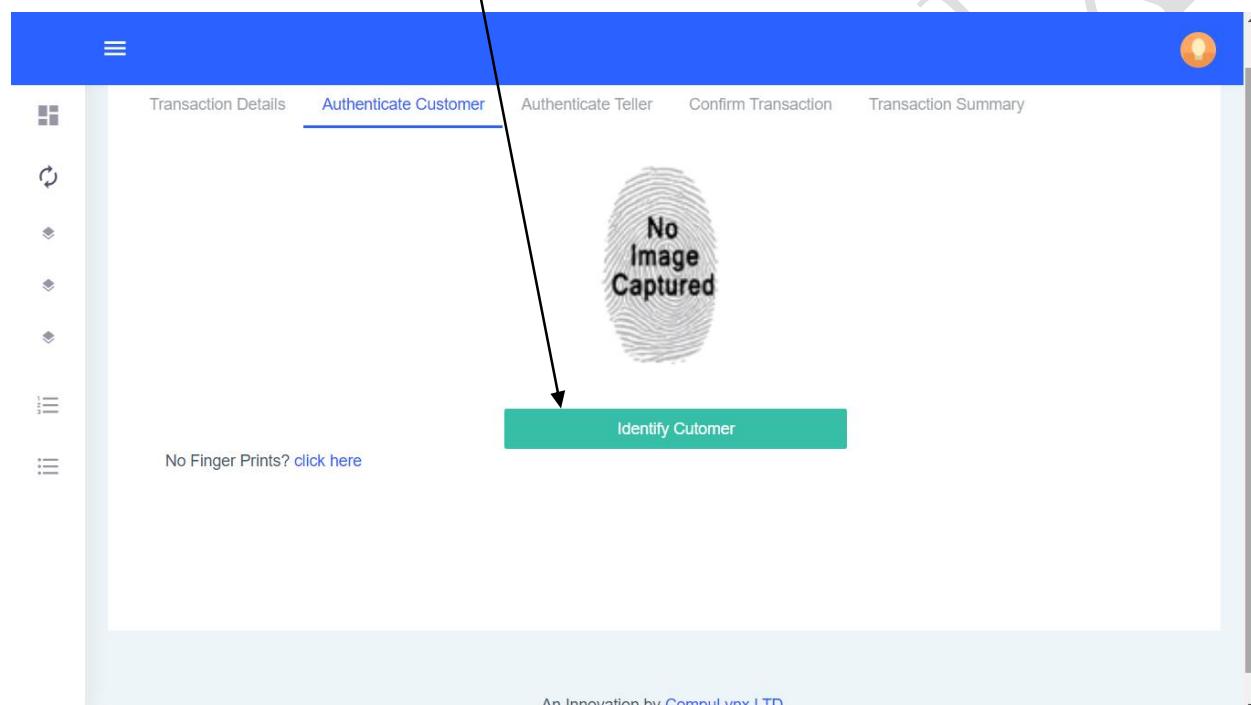
Next Clear Close

An Innovation by CompuLynx LTD.

Cash Withdraw Transaction Process Continued

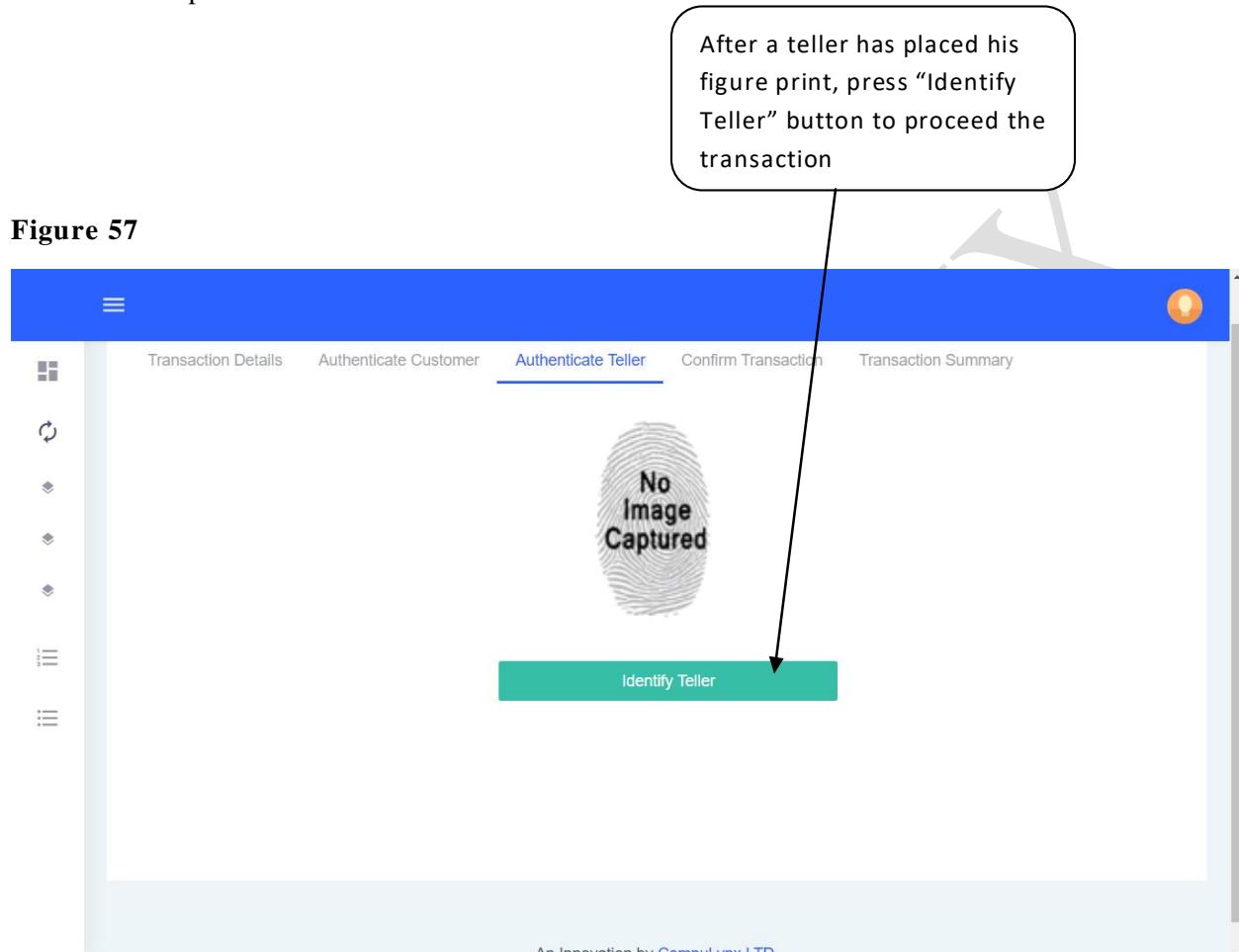
Figure 56 is a display of the system that requires customer finger print authentication. At this stage, a teller requests a customer to place one of his/her enrolled figure on the connected finger print scanner. Then click “Identify Customer” button.

Figure 56



Cash Withdraw Transaction Process Continued

Figure 57 also enrolled teller's figure print is required for authentication from a teller for a transaction to proceed.



Cash Withdraw Transaction Process Continued

In **Figure 58.** Click the submit button and the system will complete the transaction. A receipt will automatically be generated which looks like that in **Figure 59.**

Figure 58

Click Submit button to complete a transaction

Transaction Details Authenticate Customer Authenticate Teller Confirm Transaction Transaction Summary

Confirm the details before clicking submit

Account Number:	010000000834	Charges:	USh 2.00
Account Name:	KABALIISA SCOVIA	Teller Name:	ScoviaTeller
Amount:	USh 20,000.00		

Submit

An Innovation by CompuLynx LTD.

Cash Withdraw Transaction Process Continued

Figure 59 is a sample receipt generated after completing a cash withdraw transaction.

Figure 59

***** Bank copy *****



PostBank
EMPOWERING YOU
CW

Receipt No: RC2H2414086715M
Branch Name: MAIN
Date/Time: 2020-02-11 12:51:02

Cust name: KABALIISA SCOVIA
Cust acct: XXXXXXXXX00834
Txn amount: 20000 (USH)
Narration: Cash Withdrawal
Txn Fee: 2 (USH)
Excise Duty: 0.3 (USH)
Total Amount: 20002.3 (USH)
Trans Id: T110212515420980T40

You were served by: ScoviaTeller
Thank you for banking with us

***** Customer Copy *****



PostBank
EMPOWERING YOU
CW

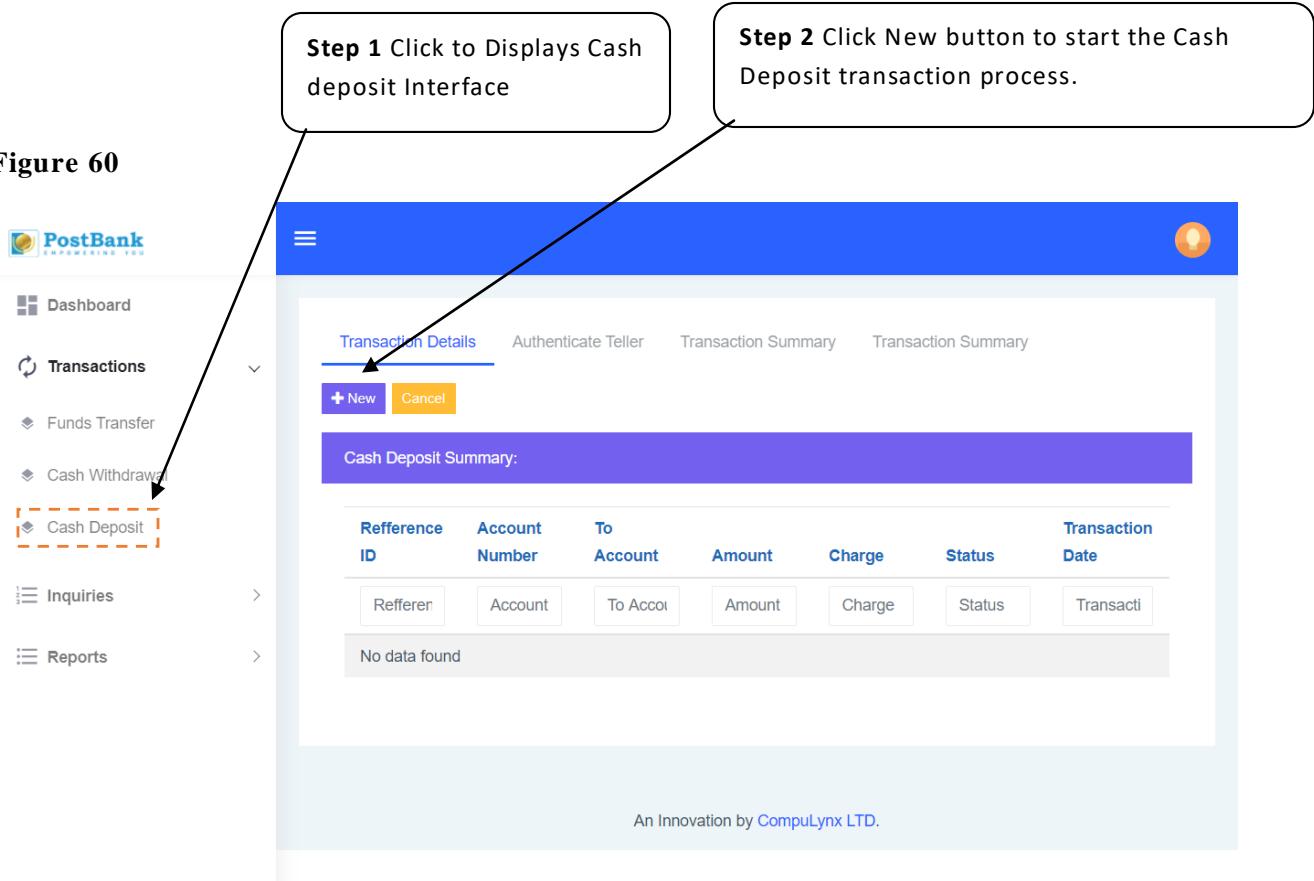
Receipt No: RC2H2414086715M
Branch Name: MAIN
Date/Time: 2020-02-11 12:51:02

Cust name: KABALIISA SCOVIA
Cust acct: XXXXXXXXX00834
Txn Amount: 20000 (USH)
Narration: Cash Withdrawal
Txn Fee: 2 (USH)
Excise Duty: 0.3 (USH)
Total Amount: 20002.3 (USH)
Txn Id: T110212515420980T40

You were served by: ScoviaTeller
Thank you for banking with us

6.3.3 Cash Deposit

Figure 60



Cash Deposit Process Continued

After filling in the required valid account and information, the system interface will display like in **Figure 61**.

Figure 61

Click Next to continue
the transaction process.

The screenshot shows a mobile banking application interface for a cash deposit transaction. On the left, there is a sidebar with various icons. The main screen has two sections: 'Transaction Details' on the left and 'Account Details:' on the right. In the 'Transaction Details' section, fields include 'Account Number:' (0100000000834), 'Amount:' (20000), 'Depositor Name:' (Muwonge Ronald), and 'Narration:' (Depositing Cash). Below these fields is a note: 'Input any additional information'. At the bottom of this section are three buttons: 'Next' (purple), 'Clear' (yellow), and 'Close' (red). To the right of the transaction details is a large image of a person's face, which is a placeholder for a scanned ID card. This card includes text such as 'POST BANK PLC', '25 MAY 2012', 'CITY BRANCH', and 'CUSTOMER SERVICE'. In the 'Account Details:' section, fields include 'Account Number' (0100000000834), 'Account Name' (KABALIISA SCOVIA), 'Account Balance' (Ush 1,249,468.43), 'Active Status' (A), and 'Signing Mandate' (SELF). At the bottom of the screen, it says 'Teller Limit: UGX 2,000,000.00'. At the very bottom, it says 'An Innovation by CompuLynx LTD.'

Cash Deposit Process Continued

After process in **Figure 61**, the system displays an interface in **Figure 62** and this requires one of the teller's successfully enrolled figure print for authenticating the transaction continuity.

Figure 62



Cash Deposit Process Continued

After the system verifies the teller's finger print placed on the scanner, it continues to Transaction summary step as shown in **Figure 63**.

Figure 63

The screenshot shows a mobile application interface for a cash deposit process. At the top, there is a blue header bar with a menu icon (three horizontal lines) on the left and a lightbulb icon on the right. Below the header, there are tabs: 'Transaction Details', 'Authenticate Teller', 'Transaction Summary' (which is underlined in blue, indicating it is the active screen), and 'Transaction Summary'. A large callout box with a black border and white text is positioned above the 'Submit' button, containing the instruction: 'Click "Submit" button and the transaction will complete by automatically printing a receipt'. Below the callout, the transaction details are displayed in a grid format:

Account Number:	010000000834	Amount:	USh 20,000.00
Account Name:	KABALIISA SCOVIA	Charges:	USh 0.00
Teller Name:	ScoviaTeller		

At the bottom left of the screen, there is a purple 'Submit' button. The footer of the app displays the text 'An Innovation by CompuLynx LTD.'

Cash Deposit Process Continued

Figure 64 shows an example of receipt of a cash withdrawal transaction. If a receipt is generated, that marks the completion and the end of a transaction.

Figure 64

<p>***** Bank copy *****</p> <p></p> <p>PostBank EMPOWERING YOU</p> <p>CD</p> <hr/> <p>Receipt No: RC10H33415429761A</p> <p>Branch Name: MAIN</p> <p>Date/Time: 2020-02-11 01:14:31</p> <hr/> <p>Cust name: KABALIISA SCOVIA</p> <p>Cust acct: XXXXXXXXX00834</p> <p>Txn amount: 20000 (USH)</p> <p>Narration: Depositing Cash</p> <p>Txn Fee: 0 (USH)</p> <p>Excise Duty: 0 (USH)</p> <p>Total Amount: 20000 (USH)</p> <p>Trans Id: T110213152420162T37</p> <hr/> <p>You were served by: ScoviaTeller</p> <p>Thank you for banking with us</p> <p>***** Customer Copy *****</p> <p></p> <p>PostBank EMPOWERING YOU</p> <p>CD</p> <hr/> <p>Receipt No: RC10H33415429761A</p> <p>Branch Name: MAIN</p> <p>Date/Time: 2020-02-11 01:14:31</p> <hr/> <p>Cust name: KABALIISA SCOVIA</p> <p>Cust acct: XXXXXXXXX00834</p> <p>Txn Amount: 20000 (USH)</p> <p>Narration: Depositing Cash</p> <p>Txn Fee: 0 (USH)</p> <p>Excise Duty: 0 (USH)</p> <p>Total Amount: 20000 (USH)</p> <p>Txn Id: T110213152420162T37</p> <hr/> <p>You were served by: ScoviaTeller</p> <p>Thank you for banking with us</p>

6.4 Inquiries

6.4.1 Balance Inquiry

Step 1 Click that option to display Balance Inquiry

Step 2 Click “New” button to start the transaction process and this will take you to **Figure 66**

Figure 65

The screenshot shows the PostBank mobile application interface. On the left, there is a navigation sidebar with the following options:

- Dashboard
- Transactions
- Inquiries
 - Batch Account Balance Inquiry
 - Mini Statement
 - Account Inquiry
 - Transaction Inquiry
- Reports

The "Inquiries" section has a dashed orange border around the "Balance Inquiry" option. A black arrow points from the text "Click that option to display Balance Inquiry" to this highlighted item.

The main content area is titled "Account Details" and includes tabs for "Authenticate Customer", "Authenticate Teller", "Confirm Transaction", and "Balance Summary". Below these tabs is a "New" button (purple with white text) and a "Cancel" button (orange with white text). The "Balance Summary" section contains a table header and a message "No data found".

At the bottom of the screen, it says "An Innovation by CompuLynx LTD." and "Activate Windows Go to Settings to activate Windows."

Balance Inquiry Transaction Process Continued

After input of a valid account number click validate button and account information will be displayed as in **Figure 66**

Step 1 On clicking “Validate” button, the system retrieves and displays Account Details from Finnacle.

Step 2 Click “Next” button to proceed with the transaction and this will take you to **Figure 67**.

Figure 66

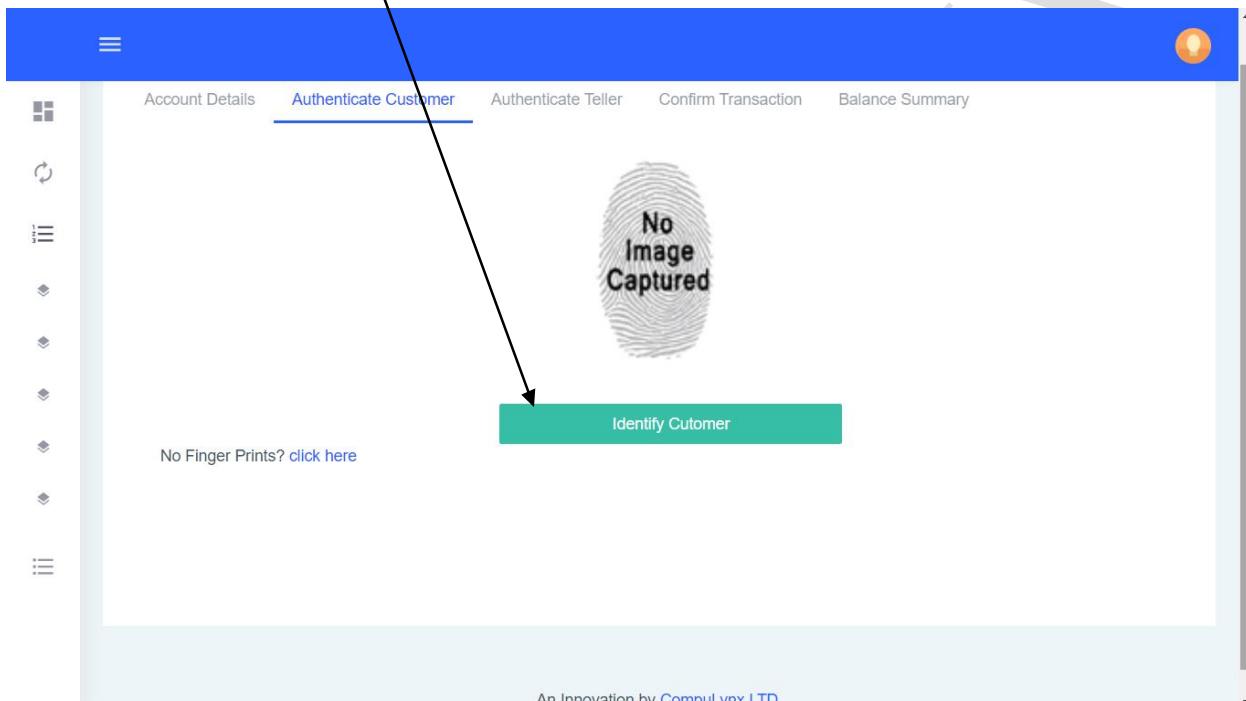
An Innovation by CompuLynx LTD.

Balance Inquiry Transaction Process Continued

One of an enrolled customer finger print of that account is required to authenticate the transaction process

Click "Identify Customer"
button to identify a
customer.

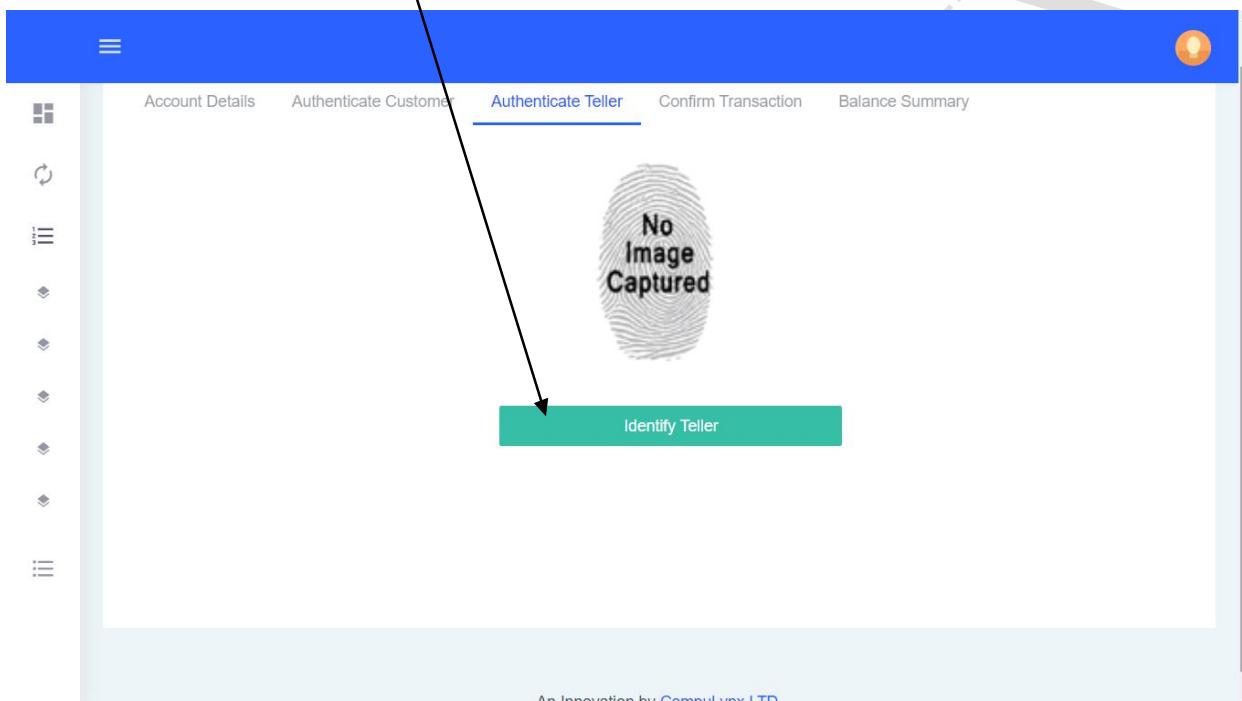
Figure 67



Balance Inquiry Transaction Process Continued

After identifying a customer, the system will require enrolled figure print authentication from the teller doing that transaction.

Figure 68



Balance Inquiry Transaction Process Continued

At this stage to confirm a transaction, click “submit” button and a receipt will be automatically generated, its sample in in **Figure 70**.

Figure 69

The screenshot shows a mobile application interface for a banking transaction. At the top, there is a blue header bar with icons for account details, authenticate customer, authenticate teller, and balance summary. The 'Confirm Transaction' tab is selected. Below the header, a blue banner displays the text 'Confirm Details Then Submit.' On the left, there is a vertical sidebar with icons for account, transaction history, and other banking services. The main content area contains four input fields: 'Account Number' (010000000834), 'Account Name' (KABALIISA SCOVIA), 'Charges' (USh 1,000.00), and 'Teller Name' (ScoviaTeller). A large arrow points from the text 'Click "Submit" button to complete a transaction' at the top right towards the 'Submit' button at the bottom left. At the bottom of the screen, it says 'An Innovation by CompuLynx LTD.'

Click "Submit" button to complete a transaction

Confirm Details Then Submit.

Account Number: 010000000834

Account Name: KABALIISA SCOVIA

Charges: USh 1,000.00

Teller Name: ScoviaTeller

Submit

An Innovation by CompuLynx LTD.

Balance Inquiry Transaction Process Continued

Figure 70 is an example of a receipt generated automatically after completing a Balance Inquiry transaction.

Figure 70

<p>***** Bank copy *****</p> <p> PostBank EMPOWERING YOU BI</p> <hr/> <p>Receipt No: RC4I38418682537U Branch Name: MAIN Date/Time: 2020-02-11 02:03:35</p> <hr/> <p>Cust name: KABALIISA SCOVIA Cust acct: XXXXXXXXX00834 Acct. Bal: 1,269,281.43 (USH) Txn Fee: 1000 (USH) Excise Duty: 150 (USH) Total Amount: 1150 (USH) Trans Id: T110214042820598T32</p> <hr/> <p>You were served by: ScoviaTeller Thank you for banking with us</p> <p>***** Customer Copy *****</p> <p> PostBank EMPOWERING YOU BI</p> <hr/> <p>Receipt No: RC4I38418682537U Branch Name: MAIN Date/Time: 2020-02-11 02:03:35</p> <hr/> <p>Cust name: KABALIISA SCOVIA Cust acct: XXXXXXXXX00834 Acct. Bal: 1,269,281.43 (USH) Txn Fee: 1000 (USH) Excise Duty: 150 (USH) Total Amount: 1150 (USH)</p> <hr/> <p>Txn Id: T110214042820598T32</p> <p>You were served by: ScoviaTeller Thank you for banking with us</p>
--

6.4.2 Batch Account Balance Inquiry

6.4.3 Mini Statement.

Figure 71

The screenshot shows the PostBank mobile application interface. On the left, there is a vertical navigation menu with the following items:

- Dashboard
- Transactions
- Inquiries
 - Balance Inquiry
 - Batch Account Balance Inquiry
 - Mini Statement
 - Account Inquiry
 - Transaction Inquiry
- Reports

The "Mini Statement" option is highlighted with a dashed orange border. A callout box labeled "Step 1 Click Mini Statement option to display Balance Inquiry interface." points to this menu item. Another callout box labeled "Step 2 Click “New” button to start the transaction process and this will take you to Figure 72" points to the "+ New" button located at the top of the main content area. The main content area displays a "Ministatement Summary" table with columns: Reference ID, Account Number, To Account, Amount, Charge, Status, and Transaction Date. The table currently shows "No data found".

Mini Statement Transaction Process Continued

After entering a valid account number, click “Validate” button and the system will take you to an interface like that in **Figure 73.**

After entering an account number Click
“Validate” button for a system to retrieve
attached account details.

Figure 72

The screenshot shows a mobile application interface. At the top, there is a blue header bar with three horizontal lines on the left and a lightbulb icon on the right. Below the header, there is a navigation menu on the left side with icons for home, refresh, and more. The main content area has a white background. It features a tab bar at the top with four tabs: "Account Details" (which is selected and highlighted in blue), "Authenticate Customer", "Authenticate Teller", and "Transaction Details". Below the tabs, there are two sections: "Transaction Details" on the left and "Account Details" on the right. In the "Transaction Details" section, there is a label "Account Number:" followed by a text input field. In the "Account Details" section, there is a "Validate" button. A black arrow points from the text in Figure 73 to the "Validate" button. At the bottom of the screen, there is a footer note: "An Innovation by CompuLynx LTD."

Mini Statement Transaction Process Continued

Figure 73

Click "Next" button for a transaction to continue to "Authenticate Customer" stage.

The screenshot shows a mobile application interface for a banking transaction. At the top, there is a blue header bar with a menu icon and a lightbulb icon. Below the header, there are four tabs: "Account Details", "Authenticate Customer", "Authenticate Teller", and "Transaction Details". The "Account Details" tab is currently selected. On the left side, there is a sidebar with several icons. In the center, under "Transaction Details", there is a field labeled "Account Number:" with the value "010000000834" and a "Next" button below it. To the right, there is a section titled "Account Details" which displays a placeholder image of a scanned document (a card with a photo and text) and a table with account information:

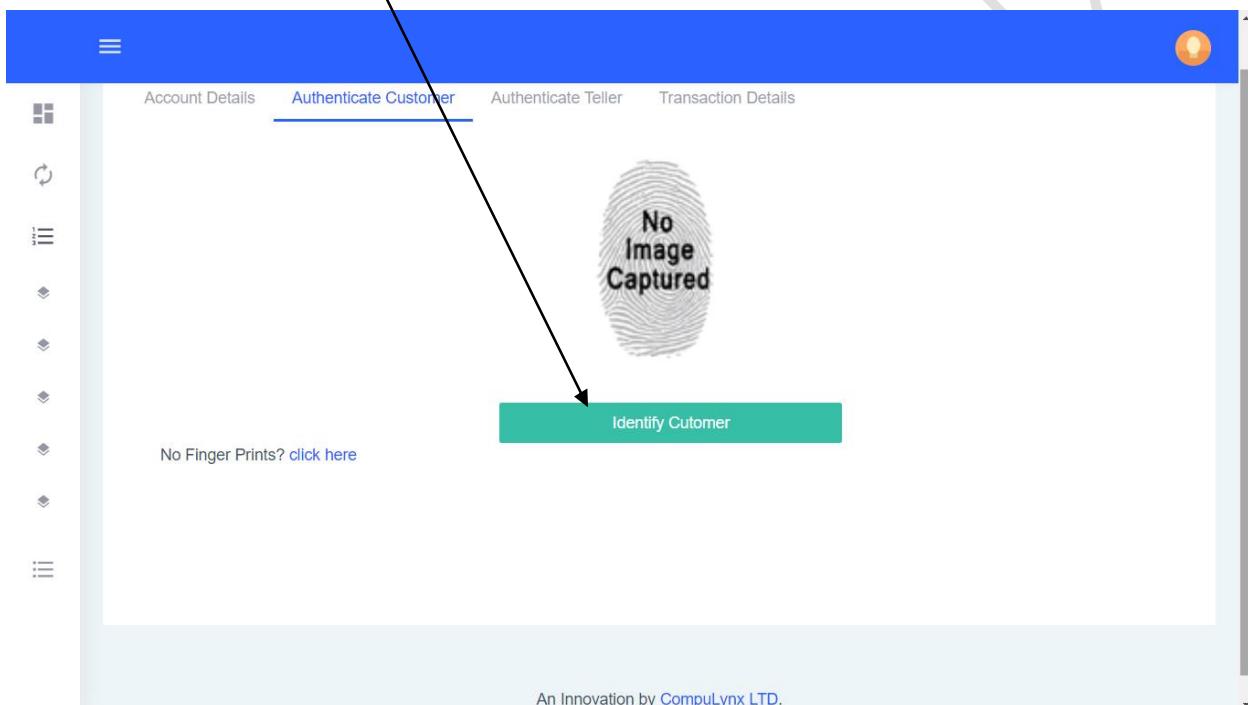
Account Number:	010000000834
Account Name:	KABALIISA SCOVIA
Account Balance:	Ush 1,269,281.43
Active Status:	A
Signing Mandate:	SELF

At the bottom of the screen, it says "An Innovation by CompuLynx LTD."

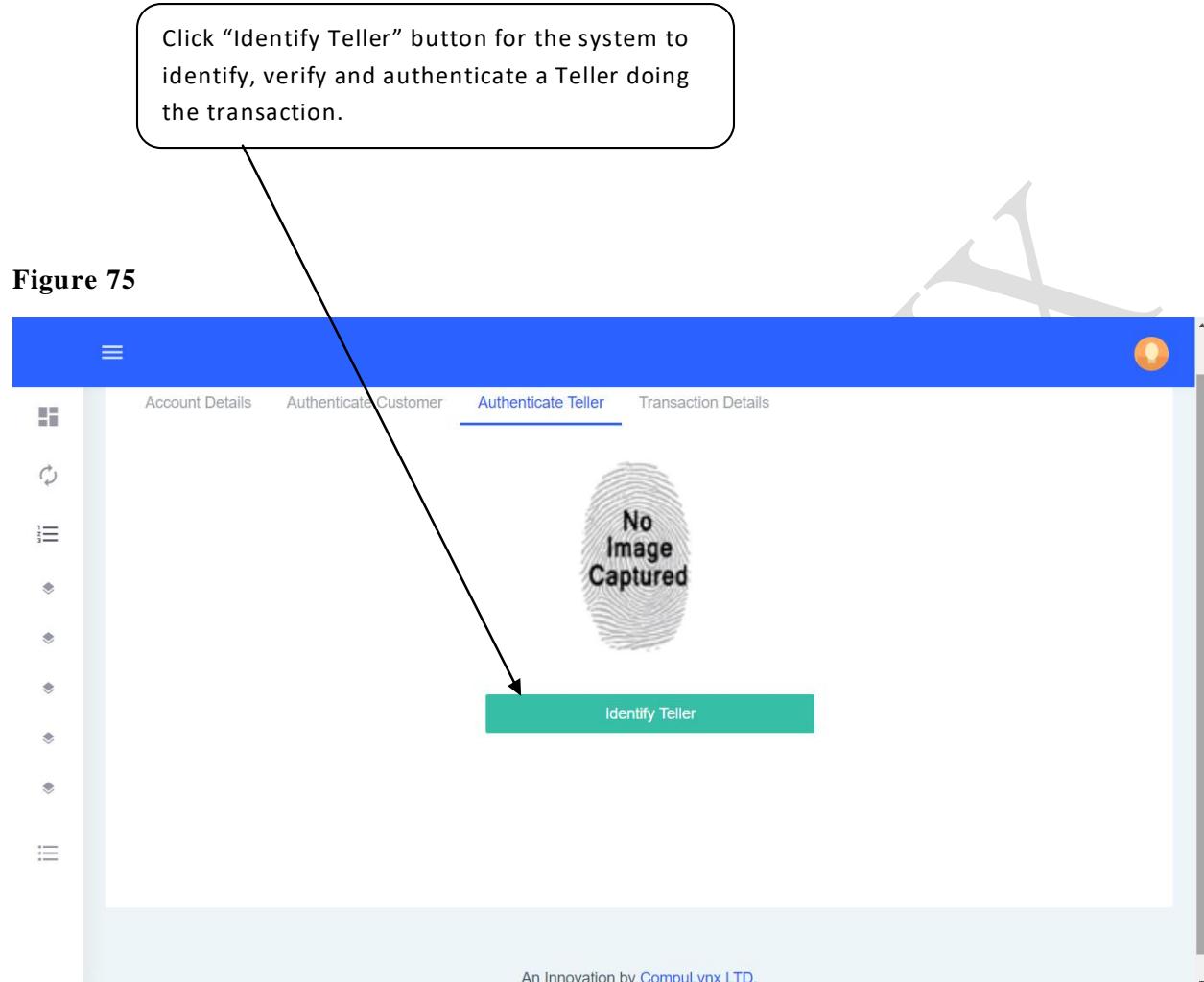
Mini Statement Transaction Process Continued

Click "Identify Customer" button for the system to identify, verify and authenticate the enrolled Customer finger print pressed on the scanner. Then the transaction process will continue to "Authenticate Teller" stage.

Figure 74



Mini Statement Transaction Process Continued



Mini Statement Transaction Process Continued

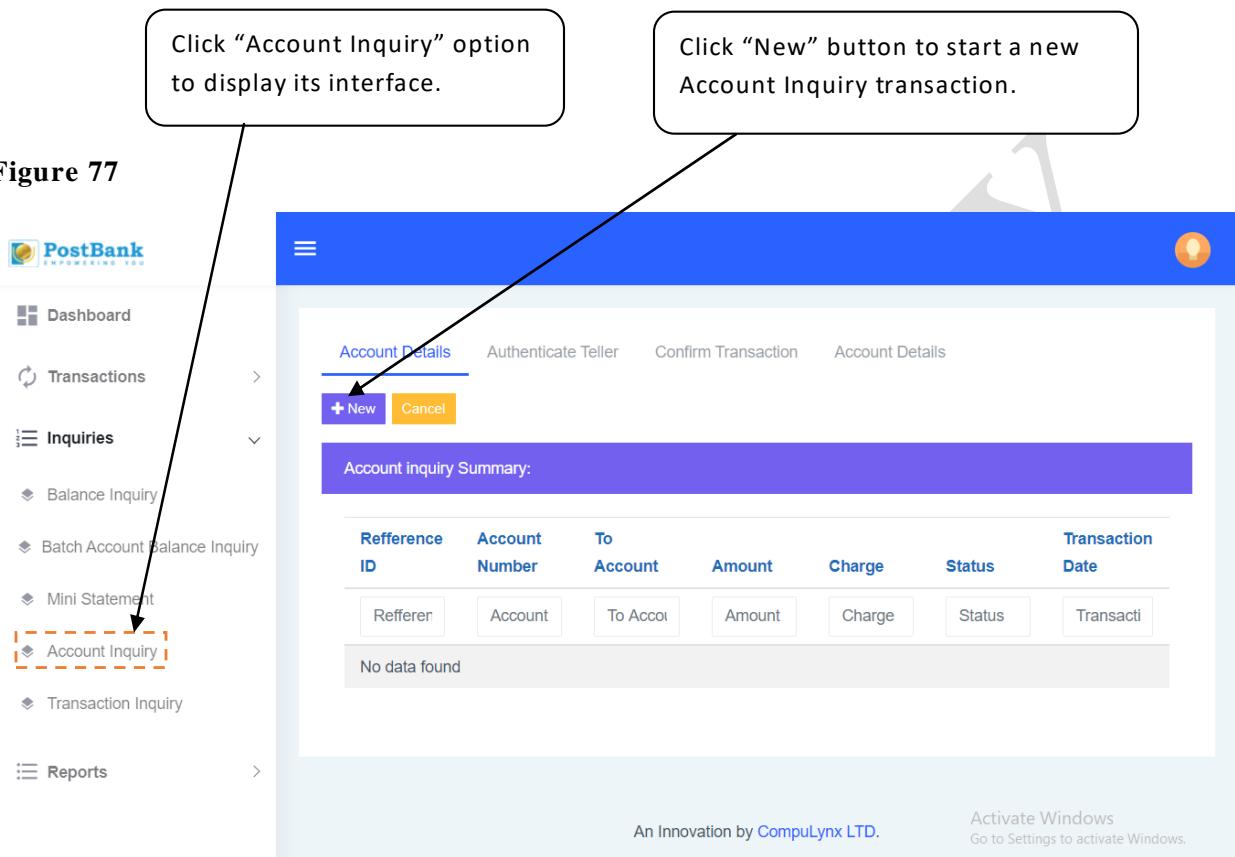
Figure 76 is an example of mini-statement receipt. Its automatically generated and this shows a completion of the Mini-statement transaction.

Figure 76

 PostBank EMPOWERING YOU Ministatement Receipt			
Acc. No:	XXXXXXXXXX00834		
Acc. Name:	KABALIISA SCOVIA		
Date/Time:	2020-02-11 02:23:20		
Date	Narration	C/D	Amount
10/02/2020	BAL_INQUIRY//	D	187.00 (UGX)
10/02/2020	CDP-0100000000	C	20000.00 (UGX)
10/02/2020	CWD-0100000000	D	20002.03 (UGX)
10/02/2020	FTINTRA-010000	D	23650.00 (UGX)
10/02/2020	CWD-0100000000	D	20202.03 (UGX)
10/02/2020	CWD-0100000000	D	30002.03 (UGX)
10/02/2020	BAL_INQUIRY//	D	187.00 (UGX)
10/02/2020	FTINTRA-010000	D	13700.00 (UGX)
10/02/2020	BAL_INQUIRY//	D	187.00 (UGX)
10/02/2020	CWD-0100000000	D	10502.03 (UGX)
You were served by:		SKABALIISA	
Thank you for banking with us			

6.4.4 Account Inquiry

Figure 77



Account Inquiry Transaction Process Continued

Enter an account and click
“Next” button

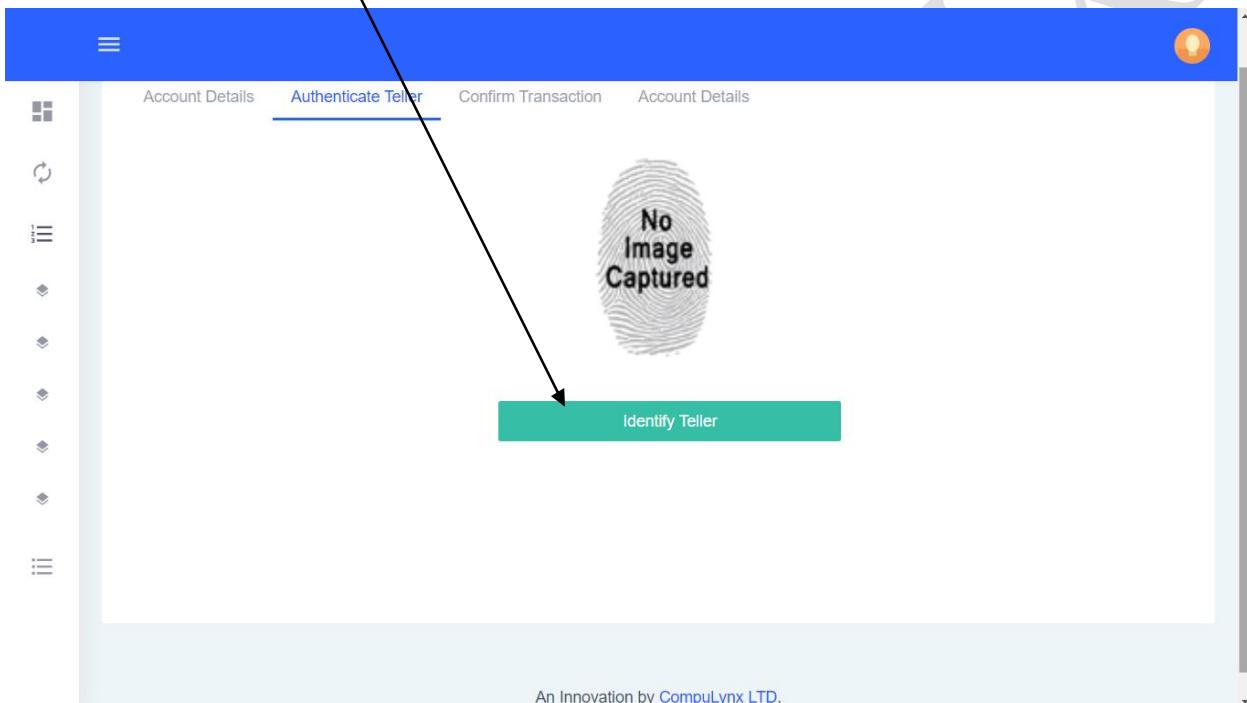
Figure 78

An Innovation by [CompuLynx LTD.](#)

Account Inquiry Transaction Process Continued

At this stage, teller press her/his finger print on the scanner and she clicks “Identify Teller” button for authentication.

Figure 79



Account Inquiry Transaction Process Continued

In **Figure 80**, click “Next” button to complete the Account Inquiry process.

Figure 80

The screenshot shows a mobile application interface for account inquiry. At the top, there is a blue header bar with three horizontal lines on the left and a lightbulb icon on the right. Below the header, there are four tabs: "Account Details", "Authenticate Teller", "Confirm Transaction" (which is underlined in blue), and "Account Details". A large, semi-transparent watermark reading "CONY" is visible across the center of the screen.

The main content area has a blue header bar with the text "Confirm Details Then Submit:". Below this, there are four input fields:

- Account Number:** 010000000834
- Account Name:** KABALIISA SCOVIA
- Charges:** USh 0.00
- Teller Name:** ScoviaTeller

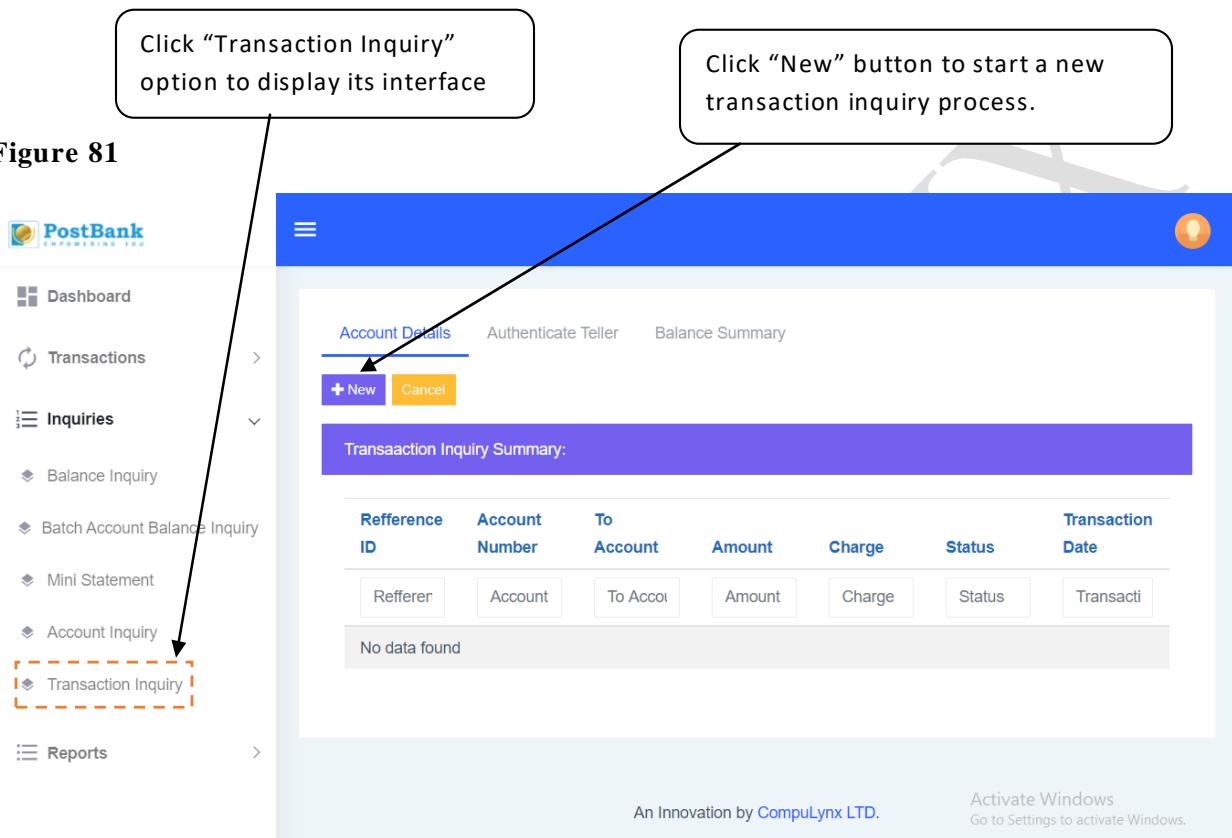
At the bottom left of the content area is a purple rectangular button labeled "Next". A callout bubble with a black border and white text is positioned above the "Next" button, containing the instruction: "Click ‘Next’ button to complete the Account Inquiry process." A thin black arrow points from the text in the callout bubble down towards the "Next" button.

At the very bottom of the screen, there is a light gray footer bar with the text "An Innovation by CompuLynx LTD."

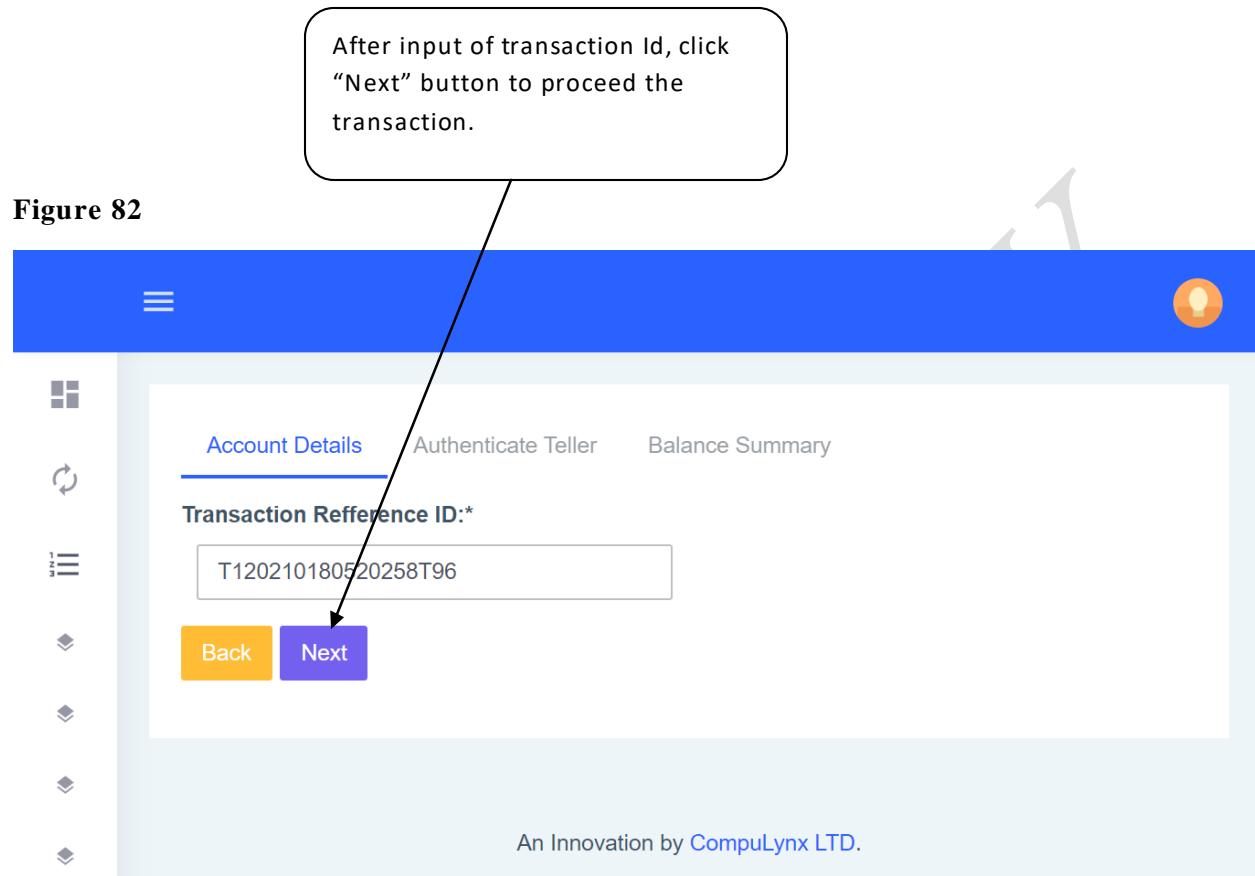
6.4.5 Transaction Inquiry

For a transaction inquiry to be done, two things must be known which are the transaction id and the amount transacted. To start a transaction inquiry process, refer to **Figure 81**.

Figure 81



Transaction Inquiry Process Continued



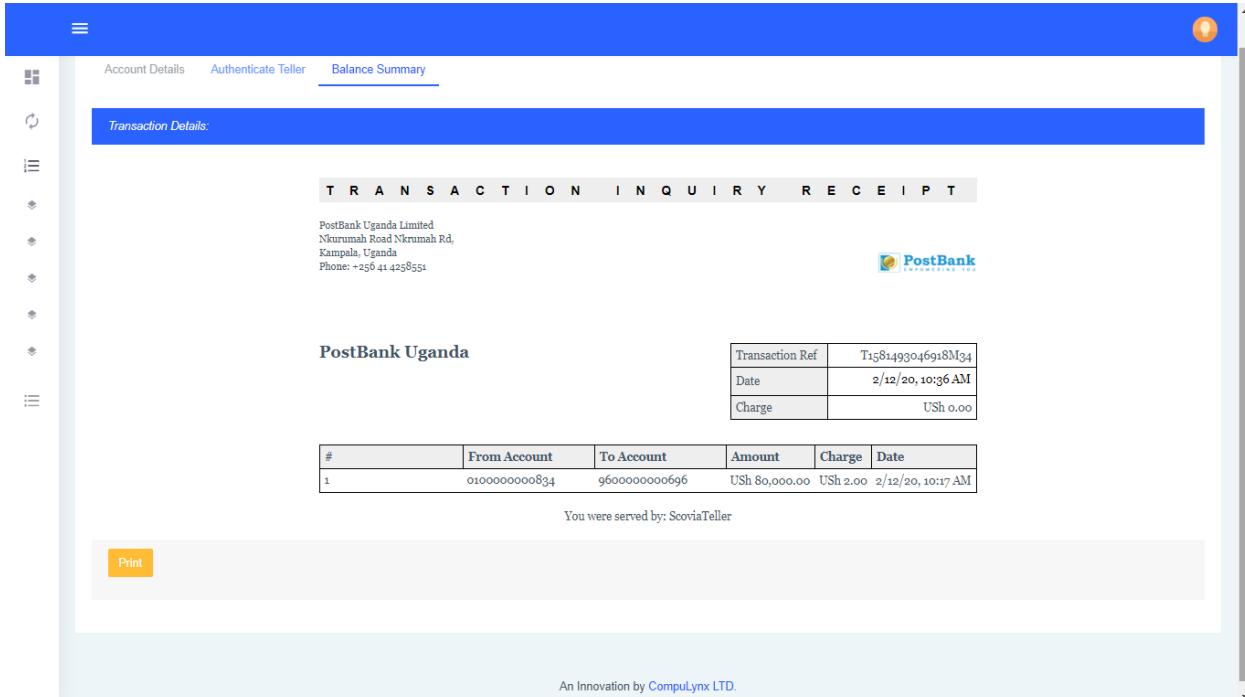
Transaction Inquiry Process Continued



Transaction Inquiry Process Continued

Finally, the transaction information will be displayed as shown in **Figure 84**.

Figure 84



Reports

7.0 Reports

Basing on the rights given to a teller, he/she will be given to view only one report named as Teller Summary.

7.1 Teller Summary

This report can be searched by specifying the date range and branch name. Also data can be searched and sorted basing on Reference ID, Title, Account Number, Amount transacted, Charge, TellerName and Transaction Date.

The report can be further extracted into PDF, Excel and CVS formats. Figure 84 portrys the image sample of the Teller Summary report.

Figure 85

Click option “Teller Summary” to display the Teller Transaction Summary interface.

The screenshot shows the PostBank application interface. On the left, there is a vertical navigation menu with options: Dashboard, Transactions, Inquiries, Reports, and Teller Summary. The 'Teller Summary' option is highlighted with a dashed orange border. The main content area is titled 'Teller Transaction Summary'. It features search fields for 'From Date' (mm/dd/yyyy), 'To Date' (mm/dd/yyyy), 'Branch' (dropdown), and a 'Fetch' button. Below this is an 'Export Type' dropdown and an 'Export' button. The main table displays transaction details:

Reference ID	Title	Acct No.	To Account	Amount	Charge	Branch	Teller Name	Trans. Date
T120210180520258T96	Cash Withdrawal	0100000000834	9600000000696	UGX 80,000.00	UGX 2.00	MAIN	SKABALIISA	2/12/20, 10:17 AM
T110214560820580T10	Account Inquiry	0100000000834	NA	NA		MAIN	SKABALIISA	2/11/20, 2:55 PM
T110214354020032T53	Account Inquiry	0100000000834	NA	NA		MAIN	SKABALIISA	2/11/20, 2:35 PM
T110214315220080T58	Account Inquiry	0100000000834	NA	NA		MAIN	SKABALIISA	2/11/20, 2:33 PM

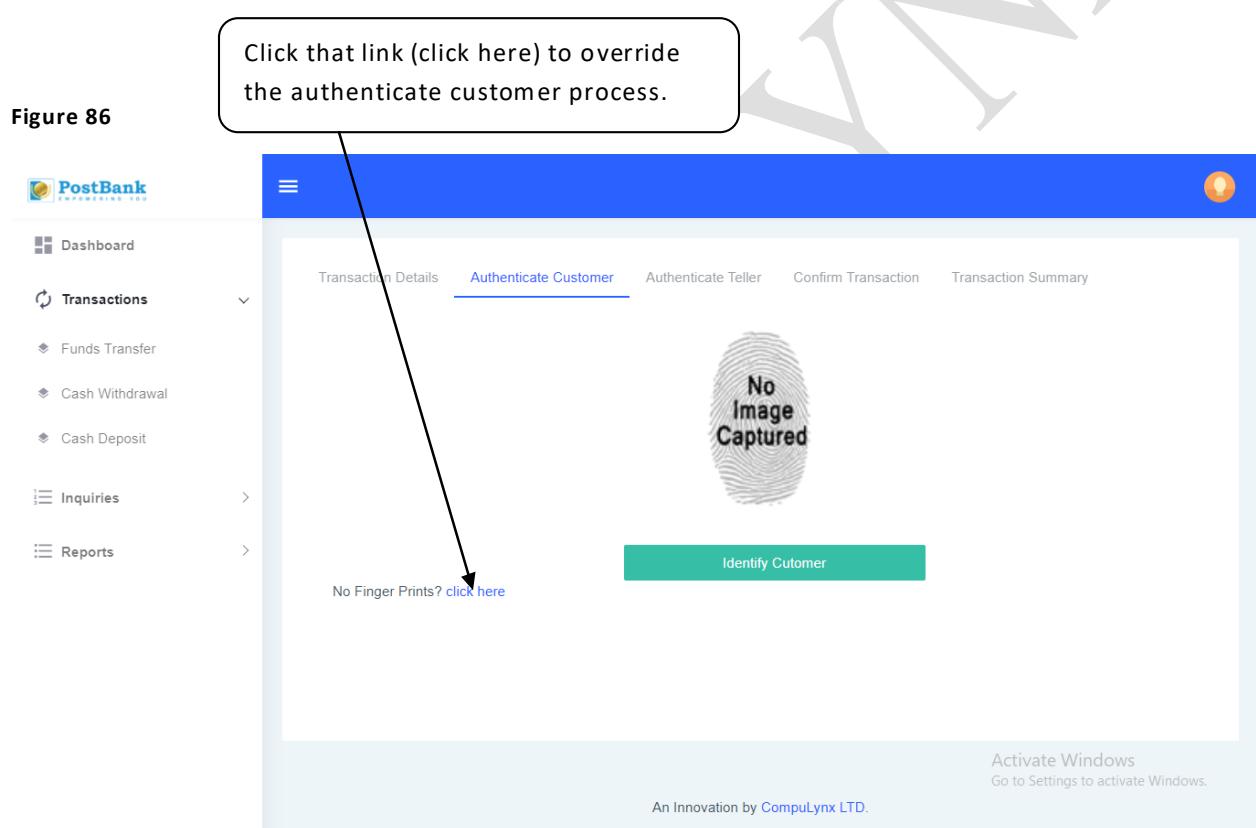
Overriding Process

8.0 Overriding Process

This process works in case a customer doesn't have figure prints (lame person) or he/she not yet enrolled in the BOTC system. The procedures for all transactions passing through overriding processes are the same and they are illustrated as below.

Every transaction that requires overriding process, starts at the stage of "Authenticate customer". At this stage like in **Figure 86**, instead of clicking "Identify Customer" button, click the link "click here" and the system will override the stage of authenticating customer via bio-metric and take you to "Authenticate Teller" stage.

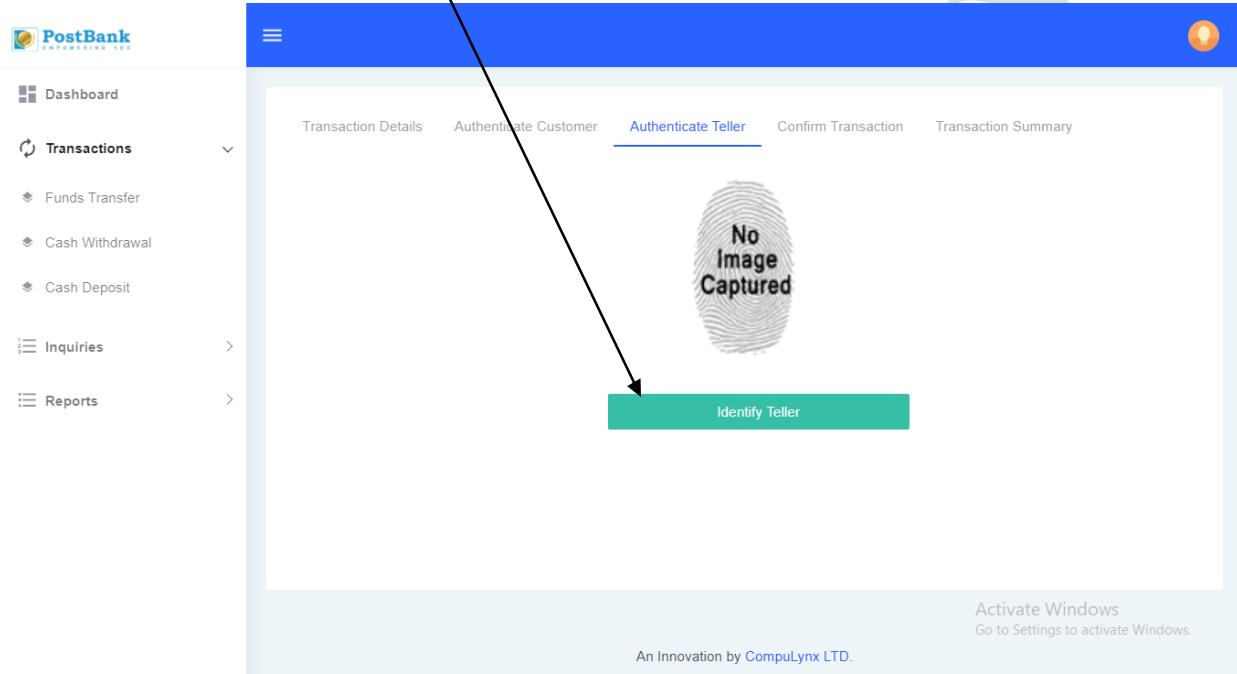
Figure 86



Overriding Process Continued

Referring to **Figure 87** at this stage a teller doing a transaction will be required to press one of his/her enrolled finger print on the scanner for transaction authentication.

Figure 87



Overriding Process Continued

After the system successfully identifies a teller, click submit button to partially complete a transaction.

Click "Submit" button for the system to partially complete a transaction.

Figure 88

The screenshot shows the PostBank application interface. On the left is a sidebar with navigation options: Dashboard, Transactions (selected), Funds Transfer, Cash Withdrawal, Cash Deposit, Inquiries, and Reports. The main area has a blue header with tabs: Transaction Details, Authenticate Customer, Authenticate Teller, Confirm Transaction (underlined in blue), and Transaction Summary. Below the header is a blue bar with the text "Confirm the details before clicking submit". The form contains fields for Account Number (010000000834), Charges (USh 2.00), Account Name (KABALIISA SCOVIA), Teller Name (scoviateller), and Amount (USh 20,000.00). A purple "Submit" button is at the bottom. A large watermark "CON" is diagonally across the page. A callout box with the text "Click 'Submit' button for the system to partially complete a transaction." points to the "Submit" button.

Overriding Process Continued

Since the transaction has gone through the overriding process, the successful green message in **Figure 89** shows that the transaction has partially completed and waiting for approval from another user who has rights for transaction approval.

Figure 89

The screenshot shows the PostBank application interface. On the left, there is a sidebar with navigation links: Dashboard, Transactions (with sub-options: Funds Transfer, Cash Withdrawal, Cash Deposit), Inquiries, and Reports. The main content area is titled "Transaction Details" and includes tabs for "Authenticate Customer", "Authenticate Teller", and "Confirm Transaction". A green success message box is displayed, stating "SUCCESS! Transaction Processed successfully, Waiting Approval". Below the message, there is a table titled "Cash Withdrawal Summary" with the following data:

Reference ID	Account Number	To Account	Amount	Charge	Status	Tran Date
T1584604634194V56	0100000000834	9600000000696	Ush 20,000.00	Ush 2.00	Pending	3/18 10:5
T1584604832063E55	0100000000834	9600000000696	Ush 40,000.00	Ush 2.00	Pending	3/18 10:5

A watermark "COM" is visible across the page.

Overriding Process Continued

Under Approvals, click “Approve Transaction” option and all transactions waiting for approval will be displayed as shown in **Figure 90**.

Figure 90

The screenshot shows the PostBank application interface. On the left, there is a sidebar with the following menu items:

- Dashboard
- Administration
- Configurations
- Profiles
- Transactions
- Approvals** (selected)
- Approve Transaction
- Approve Users
- Approve Customers
- Approve delinking

On the right, the main content area has a blue header bar with the text "Approve Transactions:". Below it is a table displaying two transaction records:

#	Transaction Type	From Account	To Account	Amount	Charge	Teller name	Date	Action
1	Cash Withdrawal	0100000000834	9600000000696	20000	2	SKABALIISA	3/19/20, 10:56 AM	Approve
2	Cash Withdrawal	0100000000834	9600000000696	40000	2	SKABALIISA	3/19/20, 10:59 AM	Approve

Two callout boxes are overlaid on the screenshot:

- A box pointing to the "Approve Transaction" link in the sidebar with the text: "Click ‘Approve Transaction’ option to view transactions waiting for approval."
- A box pointing to the "Approve" button in the last column of the transaction table with the text: "Click ‘Approve’ button alongside a transaction you want to approve."

If the transaction is successfully approved, a successful message will show up and a receipt will automatically be generated which shows that the transaction has successfully and fully completed.

Delinking Process

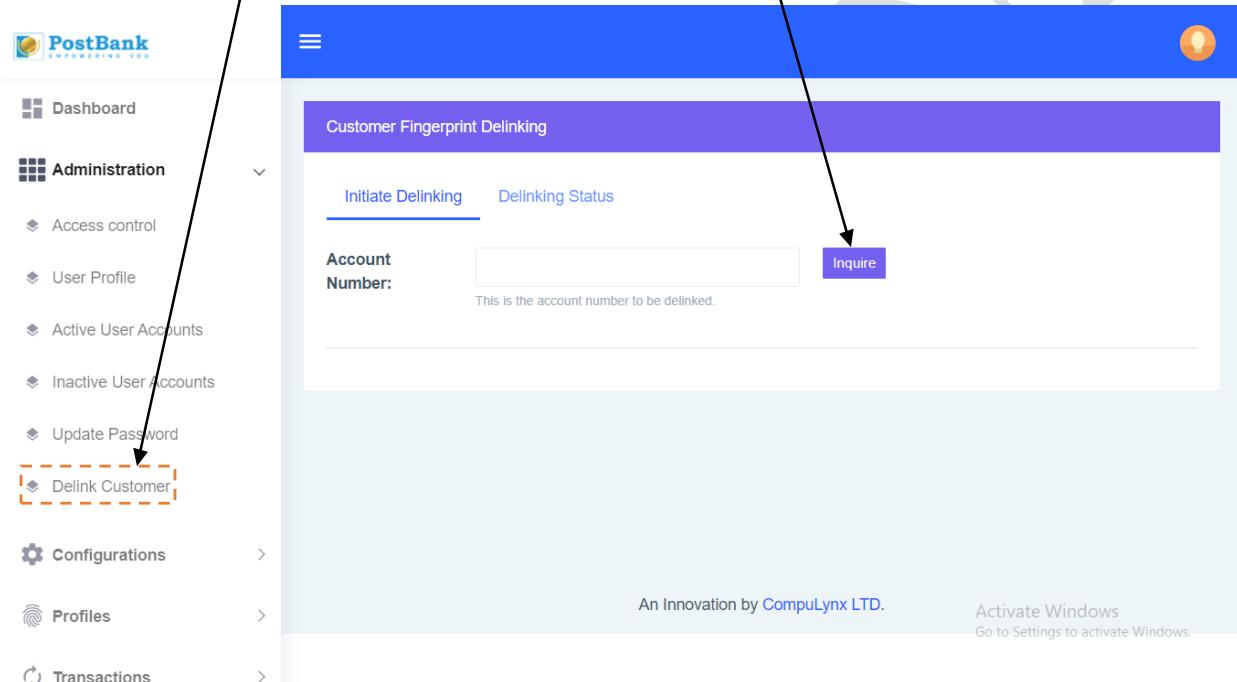
9.0 Delinking Process

In BOTC, Delinking process is detaching, enrolled customer finger prints, from a specific customer account number. The delinking process starts as illustrated in **Figure 91**

under administrator Click “Delink Customer” option and it displays delinking interface.

Enter account number for delinking and click “Inquire” button. This will take you to a display as in **figure 92**

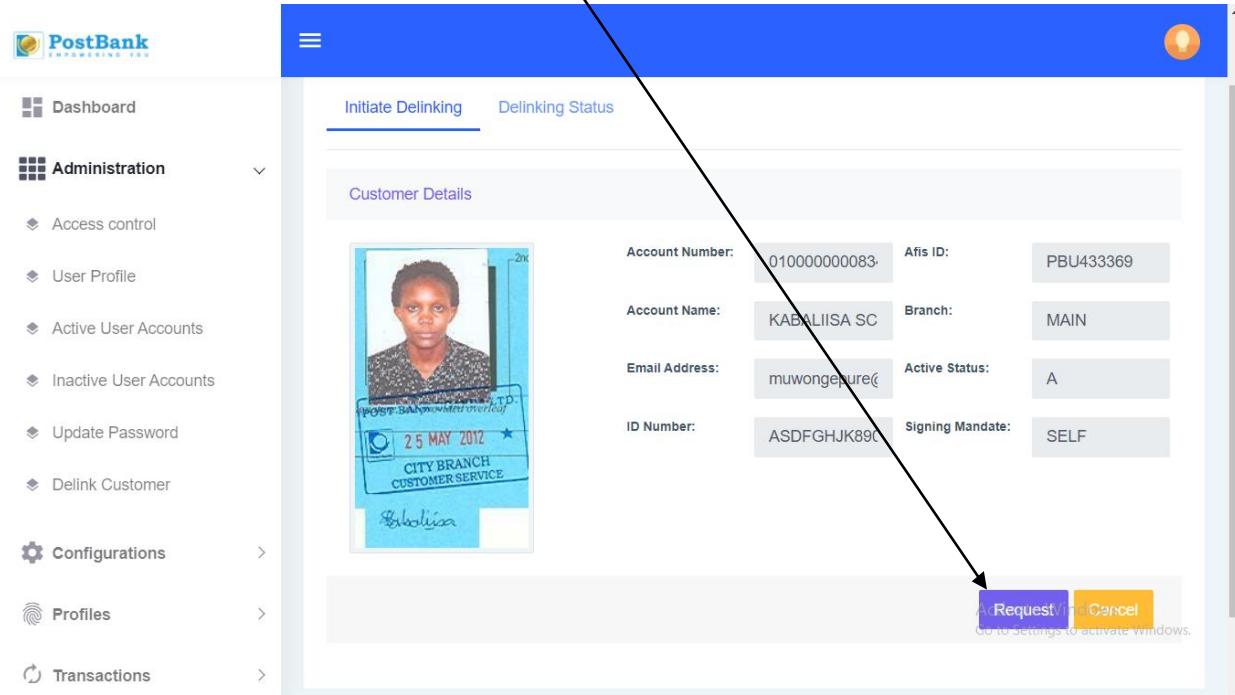
Figure 91



Delinking Process Continued

Click "Request" button for the process to continue.

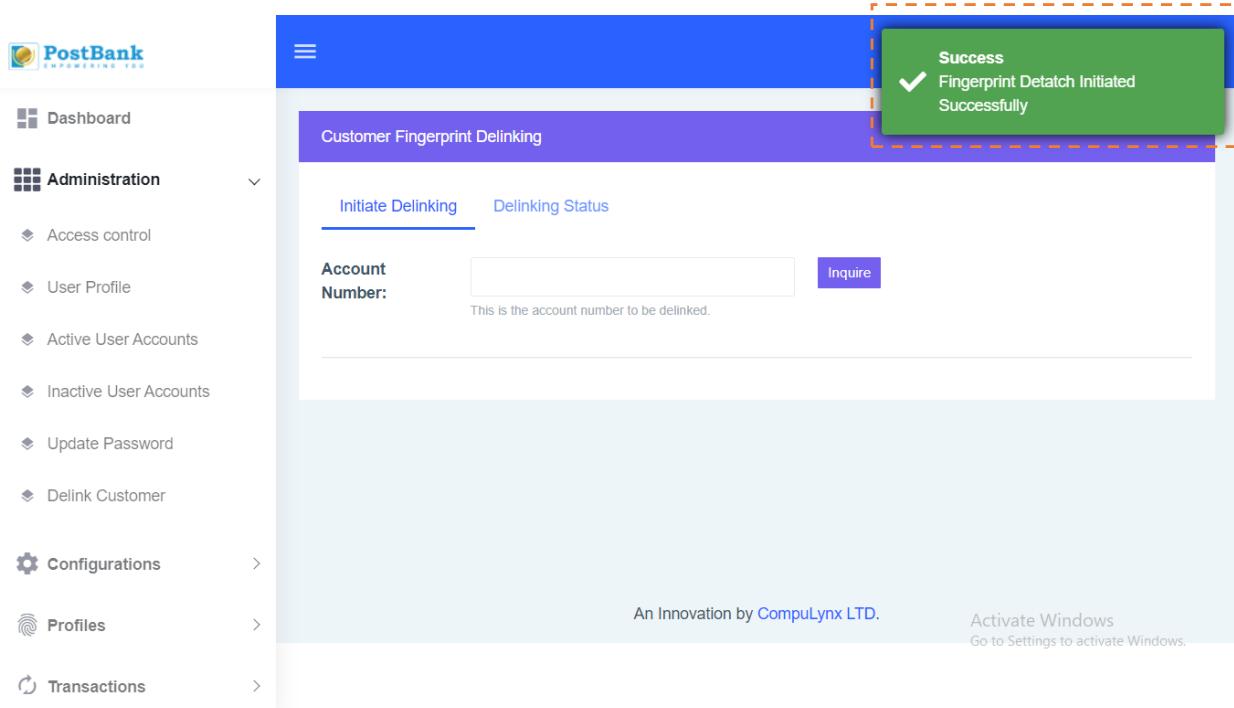
Figure 92



Delinking Process Continued

When the process is successful, a green successful message will pop up as shown in **Figure 93**

Figure 93



Delinking Process Continued

When an account is delinked, it will go under Delinking Status.

Figure 94

A screenshot of a software application titled "Customer Fingerprint Delinking". The interface has a blue header bar with a lightbulb icon on the right. On the left, there is a vertical sidebar with icons for navigation. The main content area has a purple header "Customer Fingerprint Delinking". Below it, there are two buttons: "Initiate Delinking" and "Delinking Status", with "Delinking Status" being underlined. A callout box with a black border and rounded corners points from the top center to the "Delinking Status" button, containing the text "Click 'Delinking Status' to view delinked accounts". Below these buttons is a table with columns: Name, Id Number, Afis Id., Branch Code, Delink status, Auth. By, and Actions. The table contains one row with data: KABALISA SCOVIA, ASDFGHJK890888, PBU433369, MAIN, Pending, NA. At the bottom of the screen, there is a footer bar with icons for gear, fingerprint, and refresh, followed by the text "An Innovation by CompuLynx LTD." and "Activate Windows Go to Settings to activate Windows."

Name	Id Number	Afis Id.	Branch Code	Delink status	Auth. By	Actions
KABALISA SCOVIA	ASDFGHJK890888	PBU433369	MAIN	Pending	NA	

Delinking Process Continued

To approve a delinking process, go to under approvals and click on “Approve Delinking” option

Figure 95

Click “Approve Delinking” option

These two options: “Approve” is to approve the delinking process. And “Reject” is to stop the delinking process

PostBank

Administration

Configurations

Profiles

Transactions

Approvals

- Approve Transaction
- Approve Users
- Approve Customers
- Approve delinking

Reports

Approve Customer Fingerprint Delinking

Name	Id Number	Afis Id.	Branch Code	Delink status	Initiator	Actions
KABALIISA	ASDFGHJK890888	PBU433369	MAIN	Pending	Daniel	<input checked="" type="button"/> Approve <input type="button"/> Reject
SCOVIA						

An Innovation by CompuLynx LTD.

Activate Windows
Go to Settings to activate Windows.

Clicking “Approve” option in **Figure 95**, will approve a delinking process and the user (administrator) who initiated the process will continue and finally complete the delinking process.

Delinking Process Continued

After clicking “Reject” in **Figure 95**, **Figure 96** shows a successful green message for rejecting the delinking process.

Figure 96

The screenshot shows the PostBank application interface. On the left is a sidebar with navigation options: Dashboard, Administration, Configurations, Profiles, Transactions, and Approvals (expanded, showing Approve Transaction, Approve Users, Approve Customers, and Approve delinking). The main content area has a title "Approve Customer Fingerprint Delinking". Below it is a table with columns: Name, Id Number, Afis Id., Branch Code, Delink status, Initiator, and Actions. A message box at the top right says "Success" with a checkmark and the text "Customer Delinking Rejected Successfully". At the bottom right, there are links for "Activate Windows" and "Go to Settings to activate Windows".

On clicking “Approve”, in **Figure 95**, **Figure 97** will show a successful green message for approving the delinked account process.

Figure 97

This screenshot is identical to Figure 96, showing the "Approve Customer Fingerprint Delinking" page. The main difference is the message box at the top right, which now says "Success" with a checkmark and the text "Customer Delinking Approved Successfully". The rest of the interface, including the sidebar and footer, remains the same.

Delinking Process Continued

The user who initiated the delinking process finally has to complete that process by clicking the “Delink” link. This is illustrated in **Figure 98**.

Figure 98

Click “Delink” link to finish the delinking process.

The screenshot shows the 'Customer Fingerprint Delinking' page. On the left, there's a sidebar with navigation links like 'Administration', 'Configurations', 'Profiles', and 'Transactions'. The main area has tabs for 'Initiate Delinking' and 'Delinking Status', with 'Delinking Status' selected. A table lists four customers: NABAASA LAURA, AGUMA WILBERT, KABALIISA SCOVIA, and another row partially visible. Each row includes columns for Name, Id Number, Afis Id., Branch Code, Delink status, Auth. By, and Actions. The 'Actions' column for each row contains a 'Delink' button. A red dashed circle highlights the 'Delink' button for the last customer listed. A callout box with the text 'Click “Delink” link to finish the delinking process.' points to this highlighted button. At the bottom right, there's a note about activating Windows.

Name	Id Number	Afis Id.	Branch Code	Delink status	Auth. By	Actions
NABAASA LAURA	ASDWQE12345677	PB1392507	MAIN	Re-Enrolled	Daniel	Enroll
AGUMA WILBERT	354237hj8h6567	PBU444386	MAIN	Delinked	Daniel	Enroll
KABALIISA SCOVIA	ASDFGHJK890888	PBU433369	MAIN	Approved	Daniel	Delink

Activate Windows
Go to Settings to activate Windows.

Delinking Process Continued

Action in **Figure 98** will portray a successful green message as shown in **Figure 99**

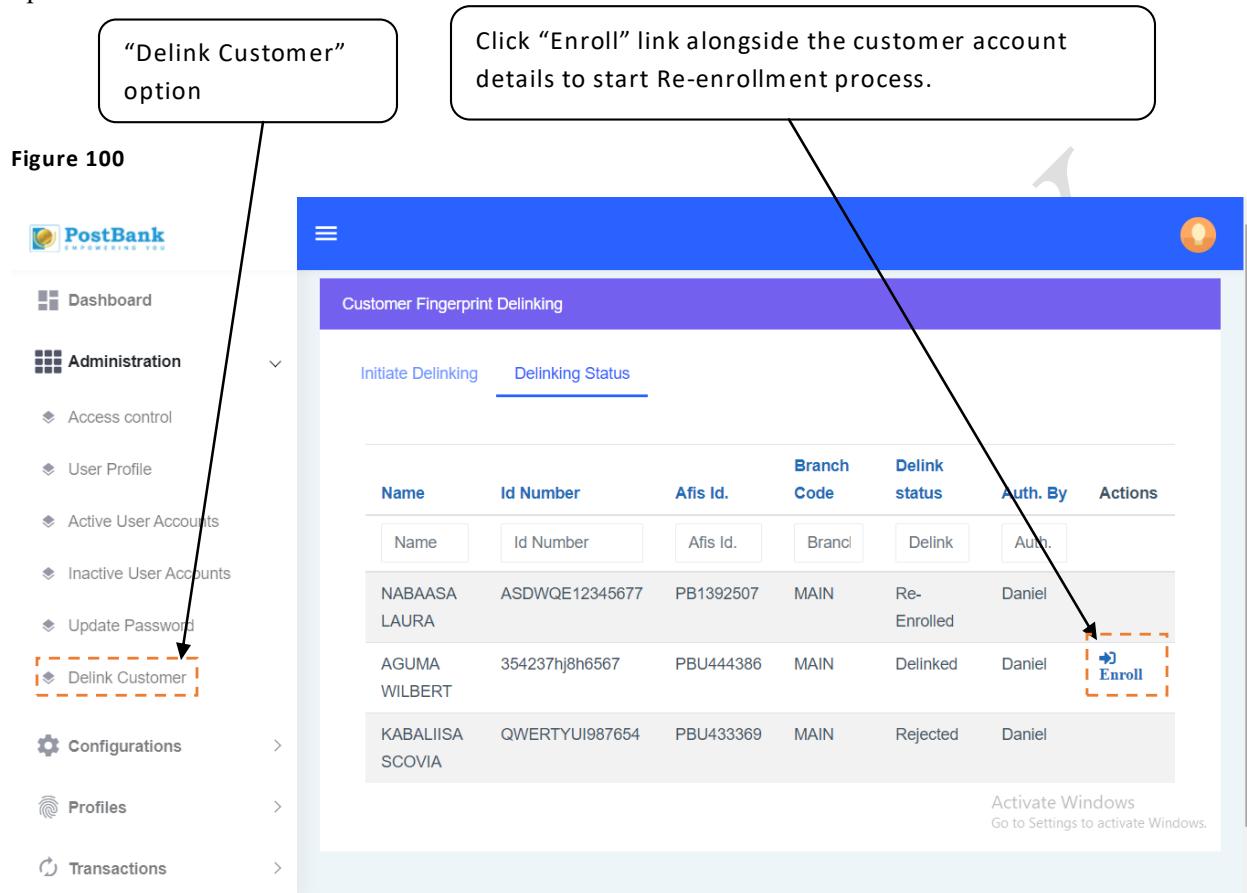
Figure 99

The screenshot shows the PostBank Customer Fingerprint Delinking interface. On the left is a sidebar with navigation options: Dashboard, Administration (with sub-options: Access control, User Profile, Active User Accounts, Inactive User Accounts, Update Password, Delink Customer), Configurations, Transactions, and Profiles. The main area has a title 'Customer Fingerprint Delinking' with tabs 'Initiate Delinking' and 'Delinking Status'. Below is a table with columns: Name, Id Number, Afis Id., Branch Code, Delink status, Auth. By, and Actions. The table contains three rows: 1. NABAASA LAURA, ASDWQE12345677, PB1392507, MAIN, Re-Enrolled, Daniel, with an 'Enroll' button. 2. AGUMA WILBERT, 354237hj8h6567, PBU444386, MAIN, Delinked, Daniel, with an 'Enroll' button. 3. KABALIISA SCOVIA, ASDFGHJK890888, PBU433369, MAIN, Delinked, Daniel, with an 'Enroll' button. A green success message box is overlaid on the right side of the table, containing the text: 'Success! ✓ Fingerprints deleted successfully for customer of ID PBU433369'. At the bottom right of the main area, there is a message: 'Activate Windows Go to Settings to activate Windows.'

Name	Id Number	Afis Id.	Branch Code	Delink status	Auth. By	Actions
NABAASA LAURA	ASDWQE12345677	PB1392507	MAIN	Re- Enrolled	Daniel	Enroll
AGUMA WILBERT	354237hj8h6567	PBU444386	MAIN	Delinked	Daniel	Enroll
KABALIISA SCOVIA	ASDFGHJK890888	PBU433369	MAIN	Delinked	Daniel	Enroll

Re-enroll a Delinked account

After delinking an account, re-enrolling the account is only done Under “delink Customer” option. “



Re-enroll a Delinked Account Process Continued

The “Enroll” link in **Figure 100**, takes you to **figure 101** and here you are required to input an account number for enrollment inquiry.

After entering an account, click “Inquire” button.
This takes you to display in **Figure 102**.

Figure 101

The screenshot shows a software application window with a blue header bar. On the left side, there is a vertical toolbar with icons for different functions. The main area contains a dialog box with the title "Inquire Customer To Enroll". Inside the dialog, there is a label "Account number" followed by an input field. Below the input field are two buttons: a purple "Inquire" button and an orange "Cancel" button. A black arrow points from the text in Figure 101 to the "Inquire" button. At the bottom of the application window, there is a footer bar with the text "An Innovation by CompuLynx LTD." and "Activate Windows Go to Settings to activate Windows."

Re-enroll a Delinked Account Process Continued

Actions in **Figure 101** makes the system to display information as shown in **Figure 102**

Figure 102

Click "Capture biometrics" for the system to take you to an interface as in **Figure 103**

The screenshot shows a mobile application interface. On the left, there is a sidebar with icons for home, search, and settings. In the center, there is a 'Customer Profile' section featuring a photo of a person and a blue card with text like '25 MAY 2012', 'CITY BRANCH', and 'CUSTOMER SERVICE'. To the right of the profile, there is a table of account details:

Account	010000000834
Account Name	KABALIISA SCOVIA
Scheme Code	GASTA
SolID	MAIN
PBUNo	PBU433369
ActiveStatus	A
Phone	0781452601
SigningMandate	SELF

At the bottom of the screen, there are two buttons: 'Capture biometrics' (green) and 'Cancel' (orange). A green success message box is displayed on the right side of the screen, containing the text: 'Success! ✓ Customer Account Number is valid. Proceed to enroll'.

Re-enroll a Delinked Account Process Continued

At this stage a user (administrator) has to connect a finger print scanner to a computer he/she is using and allows the person to be enrolled or reenrolled on to the system on that account to press one of his figures on the scanner for system checks.

After a customer pressing his/her finger print on the fingerprint scanner, press “Identify Signatory” button and this will take you to **Figure 104**.

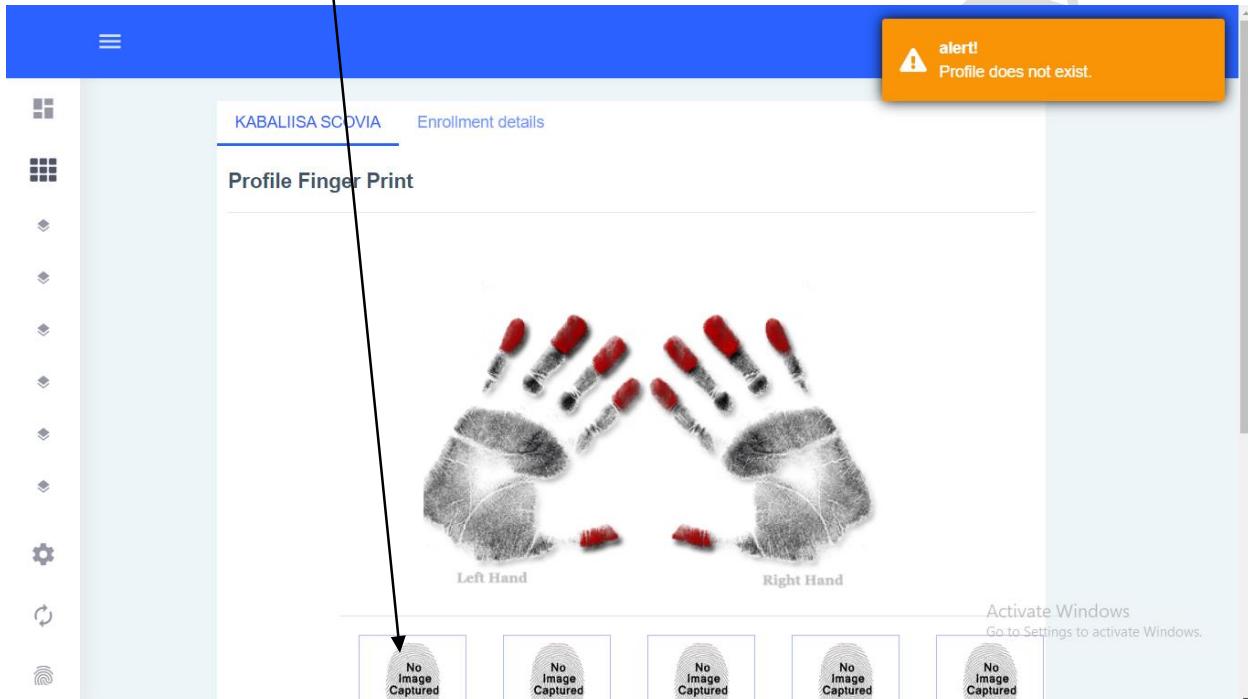
Figure 103



Re-enroll a Delinked Account Process Continued

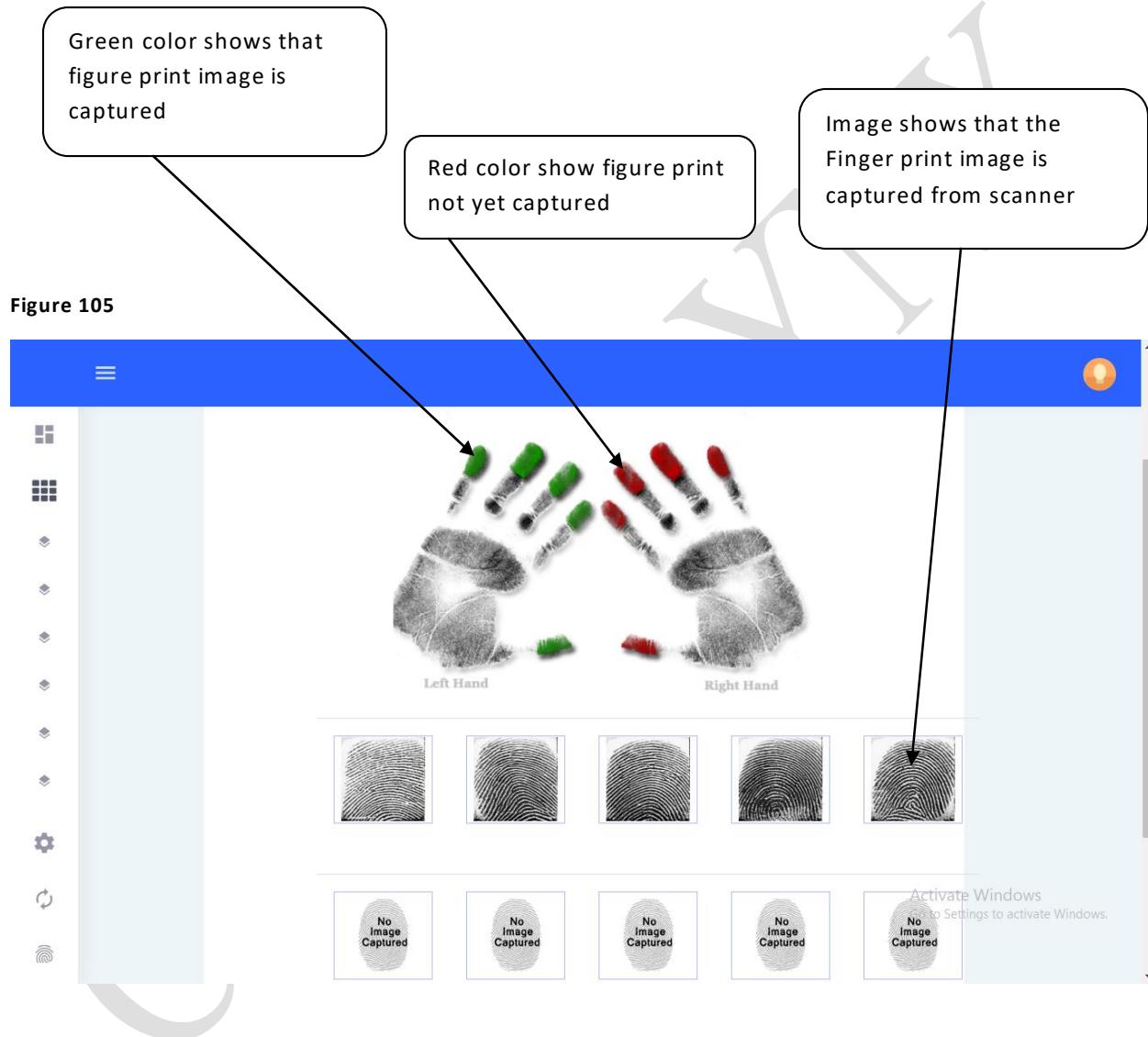
Here an administrator tells a customer to press one by one finger on the scanner while the administrator clicks on each corresponding button on the system to capture the prints.

Figure 104



Re-enroll a Delinked Account Process Continued

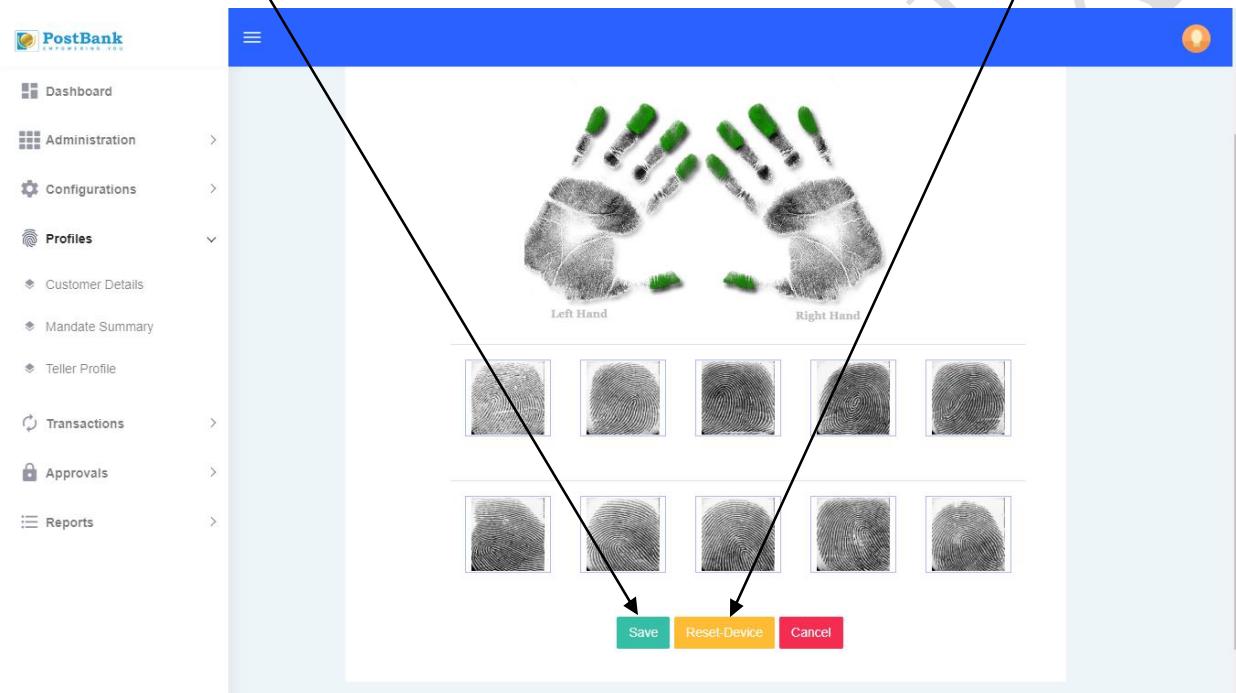
When a finger print is captured, the pam finger top images light green in color and the words (“No Image Captured”) are replaced with the print image captured from the scanner as shown in **figure 105**.



Re-enroll a Delinked Account Process Continued

When all finger prints are captured successfully, the top fingers on the image of the pam will all show green color then click “save” button and this will take you to **Figure 107**.

Figure 106



Re-enroll a Delinked Account Process Continued

At this level, click the “enrollment details” link to fill in the details of the customer.

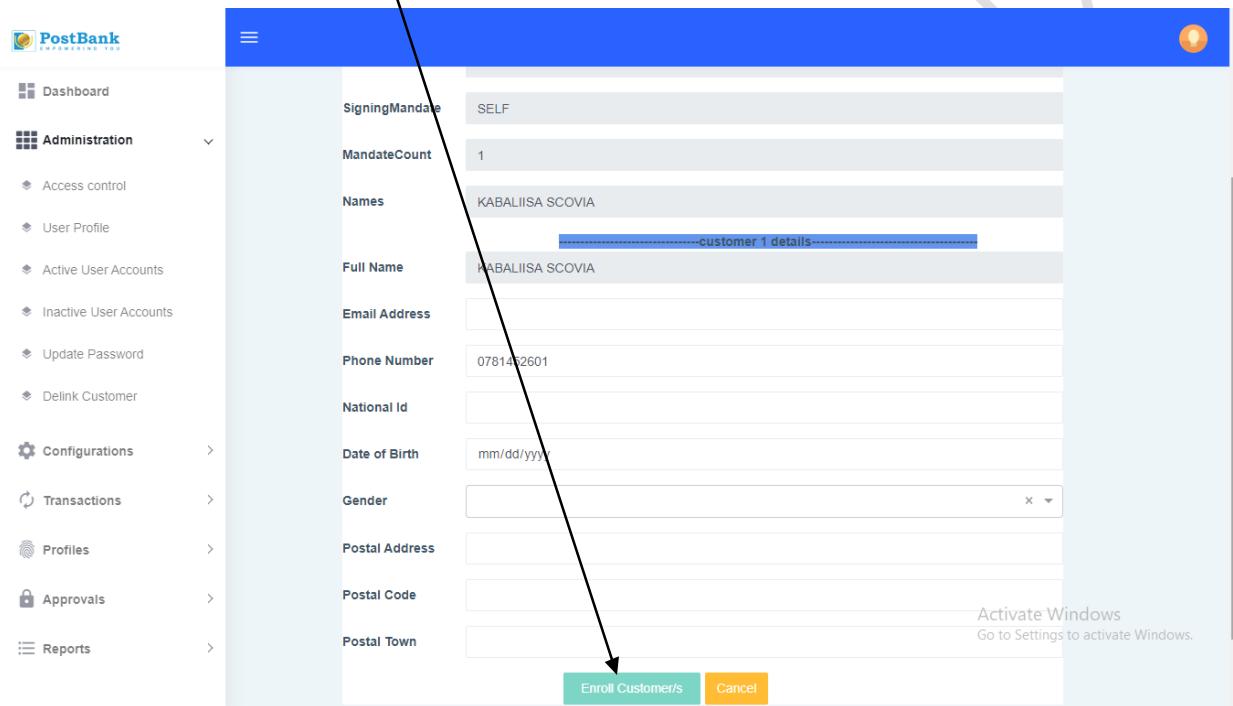


Re-enroll a Delinked Account Process Continued

After filling in all the required missing information, click “Enroll Customer” button to finish the enrollment process.

Note: The “Enroll Customer” button will be inactive if there is any missing field (not filled with information) and it will turn active if all fields have been filled with information.

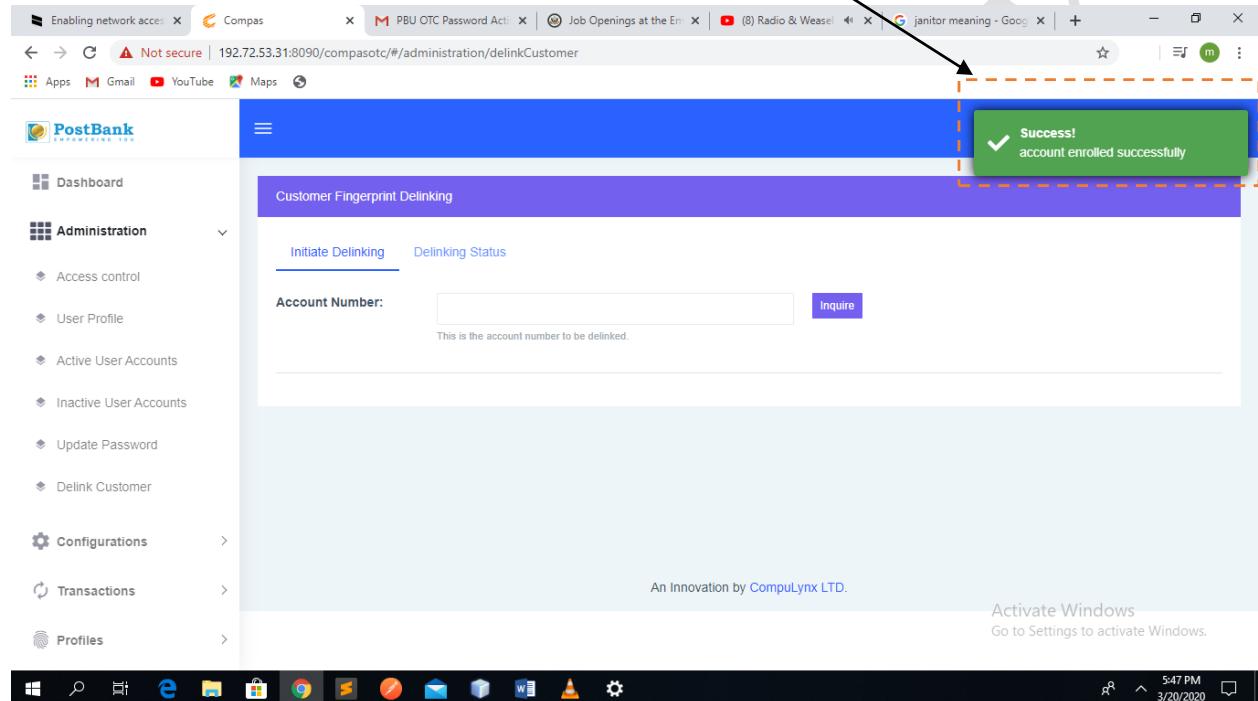
Figure 108



Re-enroll a Delinked Account Process Continued

After the action in **Figure 108** and the process is successful, a successful message showing that the account is successfully enrolled will show up as shown in **Figure 109**. This makes the successful completion of re-enrollment process.

Figure 109



Password Configuration

10.0 Password Configuration

Figure 110. Shows how a password configuration screen looks like. These can be set under configure password screen; Number of days of password expiry, password length, Whether numeric ,Special character, upper case and lower case can be included the password format.

Figure 110

