



Fiji Public Trustee Corporation Limited Trust Module- User Manual



Trust Withdrawal Detail

User Roles: Trust Officer , Manager , Registrar Clerk, Accounts Officer

Overview:

This screen allows you to view, create, and process Trust Withdrawal. The system will display the Trust Withdrawal's parent details in the header.

Trust Withdrawal > Details			
Trust App Ref No TWDR24090300007	Trust Withdrawal Type / Sub Type Education/ Education Expenses	Available Amount / Eligible Amount 10000.00 / 0.00	Application Stage / Action Status Receiving Supporting Documents / Approved
Lead Ref No LEAD24090300015	Requested Amount 0.00	Payment Status -	Assigned Officer Trust Officer 4

Application | Process | History | Payment

Trust Withdrawal Information

Application Information		Payment Information	Trust Account Information
Application Ref No TWDR24090300007	Applied By Santha Kumar	Payment Mode Bank Transfer	Trust Account No 345678901234
Lead Ref No LEAD24090300015	Applied Date 03 Sep 2024	Withdrawal By Organization No	Beneficiary Name -
Mode Of Application Conference	Applied Branch Port Vila	Organization Name Sathyabama University	Guardian Name Santha Kumar
Withdrawal Type Education		Bank Name -	Guardian Relationship Brother
Withdrawal Sub Type Education Expenses		Available Amount 10000.00	
Reason For Withdrawal -		Eligible Amount 0.00	
		Requested Amount 0.00	
		Approved Amount 0.00	

User : Trust Officer

Application Tab:

This section contains details such as Application Information, Payment Information and Trust Account Information.

Trust Information

Application Information :

- System will display the **Trust Information** under **Application Information** following details:
Application Ref No , Lead Ref No , Mode of Application , Withdrawal Type , Withdrawal Sub Type , Reason for Withdrawal , Applied By , Applied Date , Applied Branch.

Payment Information :



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- System will display the **Trust Information** under **Payment Information** following details: Payment Mode , Withdrawal By Organization , Bank Name , Available Amount , Eligible Amount , Requested Amount , Approved Amount.

Trust Account Information :

- System will display the **Trust Information** under **Trust Account Information** following details: Trust Account No , Beneficiary Name , Guardian Name , Guardian Relationship.
- Click the edit button to update the details of “Application Information , Payment Information , Trust Account Information”.

Trust Withdrawal > Details

Trust App Ref No: TWDR24090300007
Trust Withdrawal Type / Sub Type: Education/ Education Expenses
Available Amount / Eligible Amount: 10000.00 / 0.00
Application Stage / Action Status: Receiving Supporting Documents / Approved

Lead Ref No: LEAD24090300015
Requested Amount: 5000.00
Payment Status:
Assigned Officer: Trust Officer 4

Application Information

Application Ref No: TWDR24090300007
Lead Ref No: LEAD24090300015
Mode Of Application: Conference
Withdrawal Type: Education
Withdrawal Sub Type: Education Expenses
Reason For Withdrawal: 0 / 250

Applied By: Santha Kumar
Applied Date: 03 Sep 2024
Applied Branch: Port Vila

Payment Information

Payment Mode: Bank Transfer
Withdrawal By Organization: ☐
Organization Name: Sathyabama University
Bank Name: IOB
Available Amount: 10000.00
Eligible Amount: 0.00
Requested Amount: 5000.00
Approved Amount: 0.00

Trust Account Information

Trust Account No: 345678901234
Beneficiary Name: Santha Kumar
Guardian Name: Santha Kumar
Guardian Relationship: Brother

- Enter the Bank Name , Requested Amount and click the **Save** button to display saved details.
- Click the **Refresh** button to refresh all the entered previous values.



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The screenshot displays the 'Trust Withdrawal > Details' page. At the top, there's a summary bar with key details: Trust App Ref No (TWDR24090300007), Trust Withdrawal Type / Sub Type (Education/ Education Expenses), Available Amount / Eligible Amount (10000 / 5000), and Application Stage / Action Status (Receiving Supporting Documents / Approved). Below this, tabs for Application, Process, History, and Payment are visible. The main content area is divided into three sections: Application Information, Payment Information, and Trust Account Information. Application Information includes fields for Application Ref No, Lead Ref No, Mode Of Application, Withdrawal Type, Withdrawal Sub Type, and Reason For Withdrawal. Payment Information includes Payment Mode, Withdrawal By Organization, Organization Name, Bank Name, Available Amount, Eligible Amount, Requested Amount, and Approved Amount. Trust Account Information includes Trust Account No, Beneficiary Name, Guardian Name, and Guardian Relationship.

Application Information		Payment Information		Trust Account Information	
Application Ref No	TWDR24090300007	Payment Mode	Bank Transfer	Trust Account No	345678901234
Lead Ref No	LEAD24090300015	Withdrawal By Organization	No	Beneficiary Name	-
Mode Of Application	Conference	Organization Name	Sathyabama University	Guardian Name	Santha Kumar
Withdrawal Type	Education	Bank Name	-	Guardian Relationship	Brother
Withdrawal Sub Type	Education Expenses	Available Amount	10000		
Reason For Withdrawal	-	Eligible Amount	5000		
		Requested Amount	5000.00		
		Approved Amount	5000		

Process Tab:

User : Trust Officer

This section contains details such as the process to complete the creation of the application.

Select the Process to navigate to the Process Tab.

Receive Supporting Document

Linked Documents:

- In this tab, the documents needed from the client are displayed.
- The Trust Officer can download and view these documents as necessary.

Detail:

1. Click the Detail Tab and display the following fields under **"Assigned Officer"** name and **"Assigned Date"**.
2. Click and Select the **"Document Type"** from the Document Type Drop-down List.
3. Click Browse or Drag & drop option to upload the document for selected Document Type.
4. Click the **"Upload"** button near the delete button.
5. Click the **"Delete"** button to delete the selected document.



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Trust Withdrawal > Details

Trust App Ref No: TWDR24090300007
Lead Ref No: LEAD24090300015

Trust Withdrawal Type / Sub Type: Education/ Education Expenses
Requested Amount: 5000.00

Available Amount / Eligible Amount: 10000 / 5000
Payment Status: -

Application Stage / Action Status: Receiving Supporting Documents / Approved
Assigned Officer: Trust Officer 4

Application | **Process** | History | Payment

Receive Supporting Document

Detail | Linked Document

Assigned Officer: Trust Officer 4
Assigned Date: 03 Sep 2024

Document Type: Id Proof

Upload: Drag & drop files or [Browse](#)
Supported Format: .jpg, .jpeg, .png, .tiff, .gif, .doc, .pdf, .DOCX, .ppt, .csv

Id Proof.png | 0.04mb

Document Name	File Name	Size	Action
No records found Try adjusting your search or filter options to find what you're looking for			

Notes: 0 / 250

- Once Uploaded, the Document will display in a grid with Document Name, File Name, Size, Action.
- Click the Download button symbol under the Action field to download the uploaded document.
- Click the **Delete** button symbol under the Action field to delete the uploaded document.
- Click the **Eye** button symbol under the Action field to view the uploaded document.
- Enter **Notes** and click the **Save** button.

Trust Withdrawal > Details

Trust App Ref No: TWDR24090300007
Lead Ref No: LEAD24090300015

Trust Withdrawal Type / Sub Type: Education/ Education Expenses
Requested Amount: 5000.00

Available Amount / Eligible Amount: 10000 / 5000
Payment Status: -

Application Stage / Action Status: Receiving Supporting Documents / Approved
Assigned Officer: Trust Officer 4

Application | **Process** | History | Payment

Receive Supporting Document

Detail | Linked Document

Assigned Officer: Trust Officer 4
Assigned Date: 03 Sep 2024

Document Type: Id Proof

Upload: Drag & drop files or [Browse](#)
Supported Format: .jpg, .jpeg, .png, .tiff, .gif, .doc, .pdf, .DOCX, .ppt, .csv

Id Proof.png | 0.04mb

Document Name	File Name	Size	Action
Id Proof	Id Proof.png	0.04mb	

Notes: 0 / 250

Cancel Document Received

- Click the **Document Received** button to move to the next process.



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Verify Document

User : Registry Clerk

Linked Documents:

- In this tab, the documents needed from the client are displayed.
- The Trust Officer can download and view these documents as necessary.

Detail:

1. Login with the “Registry Clerk” to process the “Verify Document” step.
2. Click the Verify Document Tab and display the Assigned Officer name and Assigned Date , File No , Trust Fund Account No , Trust Fund Account Name.
3. Once Uploaded Document will display in a grid with Document Name , File Name , Size.
4. Click the Download button symbol under the Action field to download the uploaded document.
5. Click the Delete button symbol under the Action field to delete the uploaded document.
6. Click the Eye button symbol under the Action field to view the uploaded document.

The screenshot displays the 'Trust Withdrawal > Details' screen. The top section shows application details: Trust App Ref No (TWDR24090300007), Trust Withdrawal Type / Sub Type (Education/ Education Expenses), Available Amount / Eligible Amount (10000.00 / 5000.00), Application Stage / Action Status (Verify Documents / Pending Approval), Lead Ref No (LEAD24090300015), Requested Amount (5000.00), Payment Status (-), and Assigned Officer (Registry Clerk). Below this, there are tabs for Application, Process (selected), History, and Payment. The 'Process' tab contains a 'Receive Supporting Document' section and a 'Verify Document' section. The 'Verify Document' section shows the Assigned Officer (Registry Clerk), Assigned Date (03 Sep 2024), File No (TRAP24082800002), Trust Fund Account No (345678901234), and Trust Fund Account Name (Sereana Koroi). A table lists uploaded documents: 'Id Proof.png' (0.04mb) and 'Signature Verified.png' (0.05mb), each with download, delete, and view icons. At the bottom, a table shows the user's designation (General Manager), user name (Registry Clerk), and verified date (03 Sep 2024). Buttons for 'Cancel' and 'Document Verified' are at the bottom right.

Document Name	File Name	Size	Action
Id Proof.png	.png	0.04mb	Download Delete View
Signature Verified.png	.png	0.05mb	Download Delete View

Designation	User Name	Verified Date	Action
General Manager	Registry Clerk	03 Sep 2024	Open

7. Click the “Open” button under **Action** and click the open button from the verify document to redirect to the **Trust Withdrawal Application Detail Add Notes** pop-up Screen to change the Action status “**Pending Approval**” to “**Approved**”.



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The screenshot shows the 'Trust Withdrawal > Details' page. A 'Verify Documents' popup is open, allowing the user to add notes. The popup contains the following fields:

- Action Status:** Approved
- Application Stage:** Verify Documents
- Notes:** A text area containing the word 'Approved'.

The background page shows the following details:

Trust App Ref No	Trust Withdrawal Type / Sub Type	Available Amount / Eligible Amount	Application Stage / Action Status
TWDR24090300007	Education/ Education Expenses	10000.00 / 5000.00	Verify Documents / Pending Approval

Additional details include: Lead Ref No: LEAD24090300015, Requested Amount: 5000.00, Payment Status: -, Assigned Officer: Registry Clerk.

At the bottom, there is a table with the following data:

Designation	User Name	Verified Date	Action
General Manager	Registry Clerk	03 Sep 2024	[Icon]

Buttons at the bottom right: Cancel, Document Verified.

8. Click on the **"Save"** button to click the **Save** button .
9. Click on the **"Clear"** button to remove the entered/selected details.
10. Click on the "Close" button to close the popup.
11. Once saved will display on the grid.

The screenshot shows the 'Trust Withdrawal > Details' page with the 'Verify Documents' section expanded. The 'Assigned Officer' is 'Registry Clerk' and the 'Assigned Date' is '03 Sep 2024'.

The 'Verify Document' section displays a list of documents:

Document Name	File Name	Size	Action
Other Document(1).PNG	.PNG	0.06mb	[Download] [Delete] [View]
Other Document.PNG	.PNG	0.06mb	[Download] [Delete] [View]

At the bottom, there is a table with the following data:

Designation	User Name	Verified Date	Action
General Manager	Registry Clerk	03 Sep 2024	[Icon]
General Manager	Registry Clerk	03 Sep 2024	[Icon]

Buttons at the bottom right: Cancel, Document Verified.

12. Click the **"Document Verified"** button to move to the next process **"Determine the Required Amount within threshold or not"** .



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Determine the Required Amount within threshold or not

User : Registry Clerk

1. Click the Determine the Required Amount within threshold or not Tab and display the Eligible Amount , Requested Amount , Available Amount , Above Threshold check box.
2. If the Requested amount is more than Eligible Amount , The Above Threshold Checkbox will check and Inspection is required.
3. If the Requested amount is less than Eligible Amount ,The Below Threshold Check box will not check and court order is not required.
4. Enter Notes and click the **Save** button.

5. Click the **“Required Amount Determined”** button to move to the next process **“Approve of Withdrawal (Below Threshold)”**.

Approve of Withdrawal (Below Threshold)

User : Registry Clerk

1. Click the **Determine the Approve of Withdrawal (Below Threshold)** Tab and display the Requested Amount , Eligible Amount , Designation , UserName , Verified Date.



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Trust App Ref No	Trust Withdrawal Type / Sub Type	Available Amount / Eligible Amount	Application Stage / Action Status
TWDR24090300007	Education/ Education Expenses	10000.00 / 5000.00	Approval of Withdraw (below Threshold) / Pending Approval

Lead Ref No	Requested Amount	Payment Status	Assigned Officer
LEAD24090300015	5000.00	-	Registry Clerk

Requested Amount	Eligible Amount
5000.00	5000.00

Designation	User Name	Verified Date	Action
General Manager	Registry Clerk	03 Sep 2024	[Open]

[Required Amount Approved]

2. Click the "Open" button under **Action** and click the open button from the verify document to redirect to the **Organization Application Detail Add Notes** pop-up Screen to change the Action status "**Pending Approval**" to "**Approved**".
3. Click on the "**Save**" button to click the **Save** button .
4. Click on the "**Clear**" button to remove the entered/selected details.
5. Click on the "**Close**" button to close the popup.

Organization Application > Detail > Add Notes

Action Status *
Approved

Application Stage *
Approval of Withdraw (below Threshold)

Notes *
Approved

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Click the “**Required Amount Approved**” button to move to the next process “ ”.

History Tab:

Assigned Officer

The assigned officer's details are displayed when changing the process status.

Notes

The Status will appear in notes when added in the when notes saved in Process tab.

Status History

Status History will be created against each status change and maintained in this tab.

Communication History

In this tab, the email log will be displayed with the recipient, date & time, status, and action.

The screenshot shows the 'Trust Withdrawal > Details' page. The 'History' tab is selected, showing a list of notes and assigned officers. The 'Notes' section shows a message: 'Documents Uploaded successfully.' with a status of 'TO4 | 04-09-2024 15:18 | Approved'. The 'Assigned Officer' section shows a table with columns: Assigned Officer, Assigned Date, Assigned By, and Status. The table contains two rows: 'Trust Officer 4' assigned on '04-09-2024 12:33' by 'TO4', and 'Registry Clerk' assigned on '04-09-2024 15:21' by 'TO4'. Below the table, there are tabs for 'Status History' and 'Communication History'. The 'Status History' tab is active, showing a list of events: 'Application Created | 04 Sep 2024 | 12:33 PM' and 'Documents Received | 04 Sep 2024 | 03:21 PM'.

Assigned Officer	Assigned Date	Assigned By	Status
Trust Officer 4	04-09-2024 12:33	TO4	
Registry Clerk	04-09-2024 15:21	TO4	

Event	Date	Time
Application Created	04 Sep 2024	12:33 PM
Documents Received	04 Sep 2024	03:21 PM

****END OF DOCUMENT****