Mashriq

Smart banking solutions

Customer Management System:

Employee Handbook

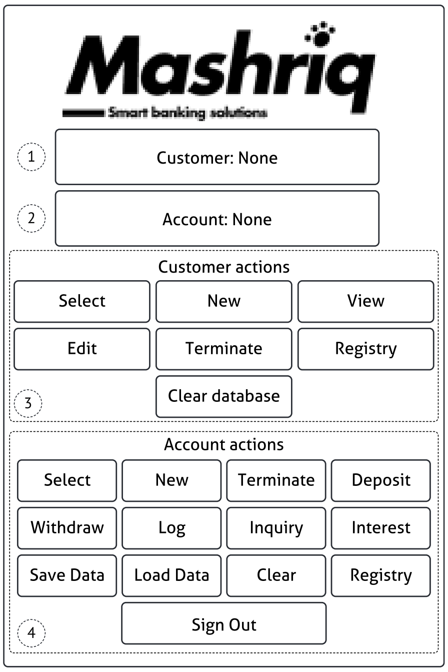
and **Operating Manual**

Logging in

Upon launch of the program, user is prompted to input their Teller ID and Teller password. This is to ensure access to the database is only accessed by authorized personnel.

To access the main control module, the user must input valid credentials to their teller account.

Control module mockup



Warning: May vary depending on model.

Main control module

Upon successfully logging into the application, user will be met with the main control module.

This is the main root of the application which allows the user to perform customer and account operations with haste and ease.

In the following segments, this module will be explained in detail. Refer to the mockup on the right to identify elements and sections of the program.

Selection displays

Denoted number (1), (2) in the mockup

Selection displays are labels that hold the currently active customer *(1)* or account *(2)*. This is the customer or account that all operations forward will be applied to. This feature simplifies the process of performing operations by not requiring entry of customer or account number and passcode upon each action attempt.

It is **required** to select an active customer prior to performing any customer operations, and it is **required** to select an active account prior to performing any account operations.

Operations

Denoted number (3), (4) in the mockup

Operations, also referred to as "Actions" are the keys to the bank database.

Operations are separated into "Customer actions" and "Account actions". This is to simplify the process of managing customers and accounts.

Refer to the mockup on the right to identify and understand what each operation does:

Customer operations:

- Select: Select a customer to set as the active customer for operations
- New: Create a new customer (automatically selected as active)
- Inquire: View general information about the selected customer
- Edit: Update information about the selected customer
- Terminate: Delete the selected customer
- Registry: Display all registered customers
- Clear database: Clears all data from the database permanently

Account operations

- Select: Select an account to set as the active account for operations
- New: Create a new account (automatically selected as active)
- Terminate: Delete the selected customer
- Deposit: Deposit currency into account
- Withdraw: Withdraw currency from account
- Log: Review all previous actions and transactions
- Inquire: View general information about the selected account
- Interest: Apply interest to account and update balance accordingly (Savings accounts only)
- Save data: Write the current data to a file on the disk.
- Load data: Write the data on disk (if exists) into memory.
- Clear: Clear all accounts for the selected customer
- Registry: Display all registered customers
- Sign out: Exit the application