To: All First Federal Bank Tellers

We are happy to announce that the IT department has updated and fixed issues like bounced checks, irregular appearance of a prompt screen and tiny size of consolidating or merging icon in the current banking system. Lately, there have been many complaints about bounced checks. Customers were not able to see their deposits that were made between 1:00 p.m. and 2:00 p.m. in their accounts by the end of the business day. To find the source of the problem and troubleshoot it we conducted an information flow audit and a technology audit.

During the audits, we found that many of the 2:00 p.m. reconciliation procedures were done in an incorrect order: close, register, post, and consolidate or merge. It was a small error; however, it was one of the causes of the bounced checks. Therefore, it is recommended that the correct sequence of the procedure is followed which is close, register, consolidate or merge and finish with a post. The proper order will run the procedure correctly which will cause no further confusion.

Similarly, the other problem we found during the audit was that the prompt screen did not appear consistently during the reconciliation procedure. This error led many tellers to believe that the system consolidated automatically. However, it was not the case. To prevent you from being confused again, we wanted to make sure that the updated system shows the correct prompt screen regularly. After a week’s effort, we finally came up with a fix and integrated it into the recent update.

Furthermore, the icon for consolidating or merging button was not big enough for many users to properly see and interact with the mouse button. The IT team has fixed the issue by enlarging the icon to an easily identifiable size. The fix will let you place the cursor squarely on the icon while pressing with the mouse button. We have also put the icon in the more prominent region of the screen so that you can easily find it. In addition, you can access it by pressing Ctrl + I button on the keyboard. This shortcut button will zoom your screen towards the icon which will save you the trouble of manually searching for it.

All the corrections and updates have already been applied to the system so that you can start working without any problems. We want you to enjoy your work, here at First Federal Bank. However, you had to go through harsh customer responses and comments because of the flaw in the banking system. We apologize for the inconveniences you faced due to the technological error. As an apology, your vacation has been extended from two months to three months. Also, to show how valuable you are to this company, your pay has been raised by 20%. The pay for your overtime work has also increased by 25%.

In addition, the company is planning to reduce your workload while maintaining your work hours. One of the steps we took to achieve this was to update the current banking system. We carefully checked the system and fixed all the possible errors. It is now a smooth and fast technology that can save you a lot of time. For instance, it can save you more than five minutes during your closing procedures. Furthermore, it auto-saves your work every hour which frees you from worrying about saving data each time a new file is added to the system. Not only that but also many other small programs run automatically on the background to make your work simple. For example, the system continuously checks for error in the background and notifies you if it finds any unusual data. Moreover, the updated technology has a feature of Internet browsing which allows you to listen to music or watch online videos when you are not dealing with the customers. However, it is advised that the work be the top priority.

Despite having many useful features, the system could be difficult to operate in the beginning due to lack of user experience with the new technology. The IT department understands that few errors are likely to occur; However, we are confident that after proper training and understanding of the system you can reduce the error and achieve a lot more from this technology than the previous ones. It is the best system that the company has invested in so far, therefore, we would like you to try this system again and use it to its maximum potential.

Thank you for your cooperation. We appreciate your continued support and hard work for this company. If you have any queries or concerns, please feel free to contact us by calling at +318-123-4567 or e-mailing at ffb@gmail.com. We are happy to get your opinions and improve your experience here at First Federal Bank.

Sincerely,  
Rohan Maharjan  
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First Federal Bank