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| INTERNAL MEMO | SATURDAY, 09 MARCH 2024 |

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| **TO:** | THE GENERAL MANAGER, BAPCCUL ‘MFI’ |
| **FROM:** | THE FINANCE MANAGER, BAPCCUL ‘MFI’ |
| **SUBJECT:** | RE: PROPOSITIONS ON MODULES TO BE CONSIDERED IN THE CLOUD SYSTEM |
| **CC:** | FURTHER SOLUTIONS |

Reference to the resolutions arrived at during the training workshops in Bafoussam and Limbe in relation to the new centralised cloud software, we have requested from all our offices propositions on possible modules that can be considered in the new system. Below is the summary:

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| Membership Inscription | The proposed improvements for the member service include:   * Online member registration with document scanning through an Android application. * Allowing Matricule numbers in the system for better identification. * Implementing online signature cards and picture uploads for loan makers and new members. * Enabling multiple account creation with the same phone number for increased flexibility in individual and group accounts. * Displaying account holders' or signatories' pictures, signatures, and names at every branch for better efficiency and member service. * Centralizing member profile management for easy access to information, transaction history, and preferences, enabling personalized services and targeted marketing. * Special Withdrawal Slips (SWS) management for better control and organization. * Biometric registration for instant member photo and signature capture. * Uploading valid phone numbers and passport photos into the system for better member identification. * Upgrading the cheque management system within the platform.   -  These enhancements aim to improve the overall member experience, efficiency, and flexibility in the system. |

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| Cash and Bank management | The suggestions for improving the cashier and cash management system include:   1. Setting a limit on cash withdrawal amounts in the system. 2. Addressing the lack of multiple cash-in/out options for various transactions at the teller level. 3. Displaying cash breakdown sheets with corresponding totals for better visibility. 4. Consolidating cash-in and cash payment accounts into a single module for efficient handling. 5. Implementing a feature to hide account balances from third parties for privacy. 6. Incorporating automatic alerts for Branch Managers (BMs) when cash levels exceed certain limits. 7. Requiring validation from BM's, ABM's, or account officers for cash withdrawals above a specific amount. 8. Developing an automatic cash indicator linking branch offices and the head office for easy liquidity identification. 9. Preventing cashiers from closing above the ceiling without authorization and limiting cash payments until validation from higher authorities. 10. Establishing a cash replenishment general ledger to avoid duplication across branch offices. 11. Resolving system errors causing cash surplus by closing unused tills with zero balance. 12. Increasing the length of cells for transaction descriptions. 13. Blocking savings withdrawals for loan accounts online. 14. Sending warning messages before cashier validation to minimize front- office errors. 15. Consolidating cash-in and cash payment accounts into one module for cashiers, similar to the F3 and F4 modules in Alpha, for time-saving efficiency. 16. Including the option to hide member balances from third parties in the new platform. |

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|  | 17. Sending messages to members about updates on cash transactions in their accounts. |
| Accounting Journals | * Treatment of transfer of funds from members savings/deposits to repay loans has been posting a lot of problems due to the fact that these transfers reduce loan balance in F5, but leaves the balance the same in the members F2 section for some accounts * Accounting transactions be treated in a way that is capture in the   concerned member’s or GL Account irrespective of the branch office.   * Account to Accounts transactions to be the prerogative of the head office * Group/Special Account to Account Transfer modules involving many Accounts with varied options. (Amount, minimum balance, debit Account, credit Account,) … |
| Interbranch or Liaison transactions | To improve interbranch or liaison transactions in the cloud system, consider the following suggestions:   1. Enabling real-time treatment of interbranch transactions directly into members' accounts. 2. Configuring interbranch charges within the system, ensuring that the paying branch benefits from these charges. 3. Notifying members each time interbranch transactions are conducted for transparency and accountability. 4. Ensuring that interbranch payments can be handled in any of the BAPCCUL Branch Offices for convenience and flexibility. 5. Implementing an automated system for interbranch transactions to streamline processes and reduce manual errors. |
| Payroll management | To efficiently manage the treatment of civil servants' salaries, pensions, and standing orders, consider the following suggestions:   1. Consolidate salary and standing order operations, ensuring that these transactions are directly credited to members' accounts, regardless of the branch. This promotes convenience and reduces errors. 2. Implement a system that allows payroll deductions to be managed at the branch level, offering more flexibility in handling various deductions and adjustments. 3. Maintain clear communication between the payroll department and branches to ensure accurate and timely processing of salaries, pensions, and standing orders. |

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|  | 1. Regularly review and update the system to accommodate any changes in government policies or banking procedures related to these transactions. 2. Monitor and analyse transaction data to identify potential issues or areas for improvement, and implement corrective measures as needed. |
| Financial reporting, Budgeting & Statistics | To improve financial reporting, budgeting, and statistical information management by the cloud system, consider the following suggestions:   1. Consolidate financial reports within the software to reduce paperwork and improve data organization. 2. Allocate specific dashboards to branch managers for monitoring their branch operations, and provide general managers and departmental heads with a comprehensive view of the entire organization. 3. Implement an option to hide member balances from third parties, ensuring privacy and security. 4. Incorporate advanced reporting and analytics capabilities to gain insights into member behaviour, product performance, and branch efficiency, enabling data-driven decision-making. 5. Configure the system to allow for annual budget setting at each office level, promoting daily follow-up and productivity enhancement. 6. Enable the Head Office to access the Trial Balance of Branch Offices for centralized monitoring and control. 7. Develop facilities for consolidated reports covering the entire union to facilitate overall performance analysis. 8. Generate reports for dormant, closed accounts, and members with incomplete information to ensure accurate record-keeping and follow-up.   **By incorporating these features, the cloud system will be better equipped to manage financial reporting, budgeting, and statistical information, ultimately leading to improved efficiency and decision-making.** |
| Online Operations | To enhance online operations and improve the overall efficiency of the BAPCCUL;   1. Implement online deposits and withdrawals to revolutionize the CREDIT UNION experience for members. (Inter branch transactions) 2. Incorporate loan approval alerts to be sent via members' phones or emails, ensuring timely communication and decision-making. |

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|  | 1. Enable online cash movements between branches, with the necessary approval from the Finance Manager or Zonal Coordinators, for streamlined financial management. 2. Automate routine tasks, such as generating reports, sending notifications, and performing regular system backups, to reduce manual workload and improve operational efficiency. 3. Develop an online platform where members can submit requests, make complaints, and provide suggestions, fostering better communication and addressing concerns promptly.   By incorporating these online operations features, BAPCCUL will be better equipped to serve its members efficiently and effectively, while also improving overall productivity and member satisfaction. |
| Internal & External Transfers | * MOMO Cash Collection should be linked to the Members Account, so   that Member’s should easily identify their account balances.   * For inter-branch transfer, messages be sent to receiver with a code if possible, to facilitate receipt of the transfer. |
| Daily savings | BAPCCUL Daily savings and collection system:   1. Develop a more adaptable daily collection feature with a mobile app for collectors, allowing them to manage their data and streamline daily collections. 2. Incorporate daily savers into the software with online operations capabilities, enabling potential savers to transition into full members by attributing shares and savings. 3. Integrate daily savings into the system and provide collectors with gadgets to report their collections in real-time while in the field. 4. Ensure that withdrawals from savers' accounts are processed only at the teller level to maintain control and accountability. 5. Introduce an Automatic Mobile Machine for Daily Collectors, directly linking it to the system for seamless data transfer and efficient operations. 6. Create a dedicated daily savings app exclusively for collectors in the field, allowing for instant transmission of collected data to the office.   By implementing these suggestions, the BAPCCUL daily savings and collection system will be more efficient, user-friendly, and effective in managing daily operations and member services. |

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| Stock management | An Automatic System Generating Stock Card both at the Branch and Head Office. This will ease control.  Incorporation of stock costing template into the software. |
| Fixed assets management | Fixed assets management and Depreciation  To improve fixed assets management and depreciation within the organization, consider the following suggestions:   1. Implement an automatic depreciation feature within the software to simplify and streamline the depreciation calculation process. 2. Ensure that newly received assets are directly inputted into the system, with their depreciation values calculated on a monthly basis for accurate tracking. 3. Introduce an Automatic System Depreciation Template to help identify the need for replacing scrap equipment in a timely manner. 4. Maintain a comprehensive System Asset Register, which can be updated simultaneously at both the Head Office and Branch Office to ensure accurate and up-to-date information. |
| Security and backups | Security and system data backups  Assign and monitor roles and dashboards from the Head Office to maintain control and accountability across all branches.  Implement a procedure where role swapping at branch levels requires official emails from the Zonal Coordinator or Human Resources for proper documentation and authorization.  Incorporate finger or thumbprint recognition for member operations, particularly in online banking, to increase security and reduce fraud risks.  Strengthen the security of financial data by implementing encryption, multi- factor authentication, access controls, and regular security audits to protect sensitive information.  Develop a comprehensive disaster recovery plan, including regular backups, off-site data storage, and redundant infrastructure, to ensure business continuity in case of unforeseen events.  Allow automatic updates to download and install on the system to maintain the latest security patches and prevent potential vulnerabilities. Ensure that |

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|  | technicians are available to handle any issues that may arise during software operation.  Centralize accounting operations with sub-centralized functions to maintain control and consistency across the organization. |
| Mobile App | Mobile online BAPCCUL App   1. Include a feature in the app registration process that requires users to indicate the branch responsible for their prospecting. This ensures that when a member visits another branch for account validation and activation, their account is directed back to the original prospecting branch. 2. Develop a mobile app that integrates with the system, allowing members to access their accounts, perform transactions, and receive notifications on their smartphones. This improves member engagement and satisfaction. 3. Implement a restriction on the mobile app, allowing withdrawals only from deposit accounts. This measure helps protect other account types and reduces potential risks associated with unauthorized transactions.   These suggestions into the Mobile Online BAPCCUL App can improve its member experience, streamline account management, and enhance overall security. |
| IPS management | IPS calculations and reports (Risk Management) should be automatically generated from the system |
| Communication | BAPCCUL communication modules;  To enhance BAPCCUL's communication modules, consider the following suggestions:  Implement an SMS alert feature that notifies members when their accounts are debited or credited, keeping them informed about their account activity.  Utilize a cloud system with an SMS alert function that enables staff to generate and notify members about delinquent loans and loan repayment dates. This helps in managing member relationships and dealing with late payments.  Allow cashiers to send messages to other users from their dashboard, facilitating internal communication and collaboration.  Integrate an online messenger within the software for all branch users, fostering efficient communication among staff members. |

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|  | Ensure members receive SMS notifications for all transactions occurring in their accounts, keeping them updated on their financial activities.  Implement a notification system that displays relevant information about co-obligors and guarantors when a member's situation is opened, preventing a single member from being responsible for multiple accounts and their pledged amounts.  Set reminders to notify members of their payment due dates based on their amortization schedule, using a frequency like every 15 days before the due date.  Ensure real-time data synchronization across all branches and locations, providing users with the most up-to-date information.  If applicable, support multiple currencies and languages to cater to a diverse member base and facilitate international transactions.  Incorporate an alert or notification system through SMS for members or pop-ups for staff, notifying them of upcoming rendezvous based on their repayment schedules or recovery process.  Continue setting reminders for members on their due dates of payments based on their amortization schedule to ensure timely payments and improved member experience. |
| Others | * Implement a feature that allows Cashiers and Accountants to handle interbranch and internal transfers, granting access to accounts from other branches. However, ensure that staff access is authorized by a representative from the respective branch to maintain security and control. * Enable transaction editing, specifically for rectifying wrongly imputed loans without requiring assistance from the Cash Desk. This feature saves time and improves efficiency. * Integrate a collateral register that updates directly into the system and appears in members' accounts. This streamlines collateral management and provides easy access to relevant information. * Develop flexible reporting capabilities, allowing users to generate various loan-related reports with ease. This includes access to essential information like total interest collected, delinquent amounts, member locations, contact details, and collateral offered. * Design the system with scalability in mind, ensuring it can accommodate future growth and adapt to changing needs without compromising performance. This future-proofs the system and   allows for seamless expansion. |

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|  | * Program interest rates and durations for various loan types into the system, minimizing the risk of incorrect imputation and maintaining consistency across loans. * Implement an internal communication system within the software, allowing for efficient information flow from top to bottom and vice versa. This enhances collaboration and keeps staff informed about important updates and decisions. |

Bongdzeem Eugene Kumela Finance Manager

Fixed Asset : insert an icon for revaluation for every asset. Depreciation is calculated monthly .

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