

# **CREDIT WORKFLOW SYSTEM**

## **TEST EVIDENCE**

## TABLE OF CONTENTS

<b>TABLE OF CONTENTS .....</b>	2
<b>MAINTENANCE MODULE.....</b>	4
<b>Maintenance of Bank Branches.....</b>	4
<b>Creation of Bank Branches .....</b>	4
<b>Update of Bank Branches .....</b>	7
<b>Maintenance of Departments .....</b>	9
<b>Department Registration.....</b>	9
<b>Editing a Department Record .....</b>	12
<b>Maintenance of Roles .....</b>	14
<b>Role Creation .....</b>	14
<b>Edit the Roles.....</b>	18
<b>Checklist Maintenance .....</b>	19
<b>Editing of the Check List,.....</b>	22
<b>Maintenance of Holidays .....</b>	24
<b>Maintenance of System Parameters .....</b>	27
<b>REQUESTS MODULE.....</b>	30
<b>New Request.....</b>	30
<b>Tickets Approval .....</b>	34
<b>Approve Ticket.....</b>	35
<b>Rejection of a ticket.....</b>	35
<b>Ticket Consultation.....</b>	36
<b>Ticket Referral .....</b>	40
<b>Ticket Rerouting .....</b>	43
<b>Setting Approval Path.....</b>	47
<b>Cross Browser Attachments.....</b>	49
<b>Relation Managers Limit Validation .....</b>	51
<b>Approve and Forward To CRMs .....</b>	54
<b>USER MANAGEMENT MODULE .....</b>	59
<b>User Rights .....</b>	59
<b>Role Registration.....</b>	59
<b>Assigning Access Rights to the role created .....</b>	60

---

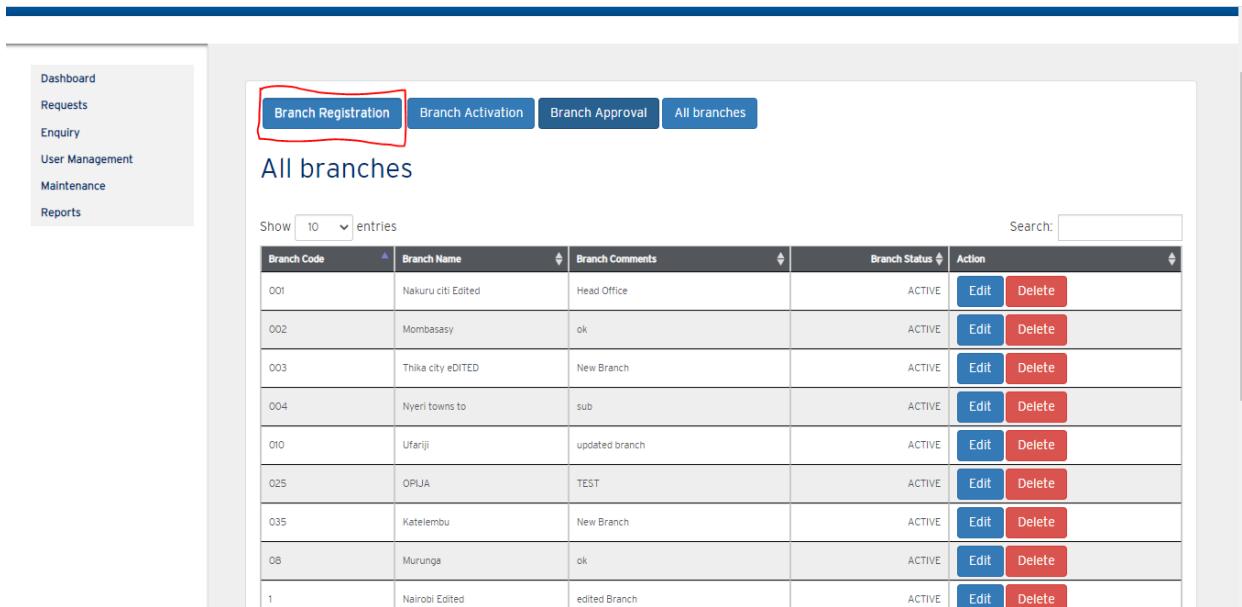
<b>Editing of Access Rights.....</b>	63
<b>User Details .....</b>	66
<b>User Creation .....</b>	66
<b>Editing/ updating of users.....</b>	69
<b>Deactivation of users.....</b>	72
<b>Activation of Users.....</b>	75
<b>Locked Out Users Activation.....</b>	77
<b>System Audit Trail.....</b>	80
<b>Operations Audit Trail.....</b>	84
<b>ENQUIRIES MODULE.....</b>	88
<b>All Active Flows.....</b>	88
<b>All Approved Flows .....</b>	88
<b>All Finished Flows.....</b>	89
<b>All Rejected Flows.....</b>	90
<b>My Active Flows .....</b>	90
<b>My Approved Flows.....</b>	91
<b>My Finished Flows.....</b>	91
<b>My Rejected flows.....</b>	92
<b>View Attachment.....</b>	92
<b>REPORTS MODULE.....</b>	93
<b>Maintenance Reports.....</b>	93
<b>Operations Reports.....</b>	94
<b>User Management Reports .....</b>	95

## MAINTENANCE MODULE

### Maintenance of Bank Branches

#### Creation of Bank Branches

-Click Maintenance Menu,

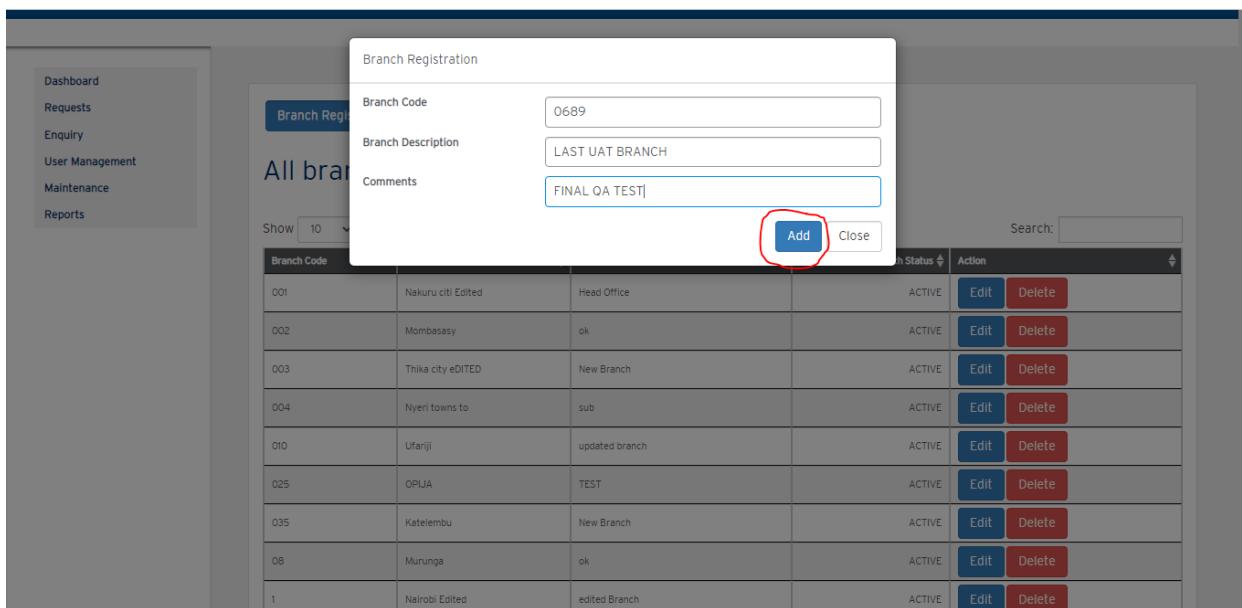


The screenshot shows a web-based maintenance application. On the left is a sidebar with links: Dashboard, Requests, Enquiry, User Management, Maintenance (which is selected and highlighted in blue), and Reports. The main area has a title 'All branches'. At the top, there are tabs: 'Branch Registration' (highlighted with a red box), 'Branch Activation', 'Branch Approval', and 'All branches'. Below the tabs is a search bar and a dropdown for 'Show 10 entries'. A table lists eight branch records with columns: Branch Code, Branch Name, Branch Comments, Branch Status, and Action (Edit and Delete buttons). The first record is Nakuru city Edited.

Branch Code	Branch Name	Branch Comments	Branch Status	Action
001	Nakuru city Edited	Head Office	ACTIVE	Edit   Delete
002	Mombasay	ok	ACTIVE	Edit   Delete
003	Thika city eDITED	New Branch	ACTIVE	Edit   Delete
004	Nyeri towns to	sub	ACTIVE	Edit   Delete
010	Ufarijji	updated branch	ACTIVE	Edit   Delete
025	OPIJA	TEST	ACTIVE	Edit   Delete
035	Katelembu	New Branch	ACTIVE	Edit   Delete
08	Murunga	ok	ACTIVE	Edit   Delete
1	Nairobi Edited	edited Branch	ACTIVE	Edit   Delete

-Click Branches Submenu

-Click Branch Registration Tab



The screenshot shows the 'Branch Registration' dialog box over a background of the 'All branches' list. The dialog has fields for 'Branch Code' (0689), 'Branch Description' (LAST UAT BRANCH), and 'Comments' (FINAL QA TEST). At the bottom are 'Add' and 'Close' buttons, with the 'Add' button highlighted with a red circle.

Fill in the Branch Code, Branch Description, give comments and then click Add to save the new branch record.

The screenshot shows a fintech application interface. On the left is a sidebar with links: Dashboard, Requests, Enquiry, User Management, Maintenance, and Reports. The main area has tabs at the top: Branch Registration, Branch Activation, Branch Approval, and All branches. A modal window titled "Success" is centered, containing a green checkmark icon and the message "Branch: LAST UAT BRANCH has been created and pending approval." Below the modal is a table of "All branches" with columns: Branch Code, Branch Name, Description, and Status (ACTIVE). Each row has "Edit" and "Delete" buttons. The status column shows "ACTIVE" for all rows.

- Login as another user and approve the Added Branch
- Please note that the maker cannot authorize his/her own created record as shown below

The screenshot shows a fintech application interface with a similar layout to the first one. A modal window titled "Warning" is centered, containing an exclamation mark icon and the message "Maker not authorised to Approve details." Below the modal is a table of "Unapproved" branches with columns: Branch Code, Branch Name, Description, and Status (UPDATE). Each row has "Approve" and "Decline" buttons. The status column shows "UPDATE" for all rows.

Welcome Boniface Okemwa Log Out

Citi Credit Workflow

Dashboard Requests Enquiry User Management Maintenance Reports

Branch Registration Branch Activation Branch Approval All branches

All branches

Show 10 entries Search:

Branch Code	Branch Name	Branch Comments	Branch Status	Action
001	Nakuru citi Edited	Head Office	ACTIVE	Edit Delete
002	Mombasay	ok	ACTIVE	Edit Delete
003	Thika city eDITED	New Branch	ACTIVE	Edit Delete
004	Nyeri towns to	sub	ACTIVE	Edit Delete
010	Ufarjili	updated branch	ACTIVE	Edit Delete
025	OPIJA	TEST	ACTIVE	Edit Delete

To approve a branch,

Click Branch Approval, to load the list of branches pending authorization,

Requests Enquiry User Management Maintenance Reports

Branch Registration Branch Activation Branch Approval All branches

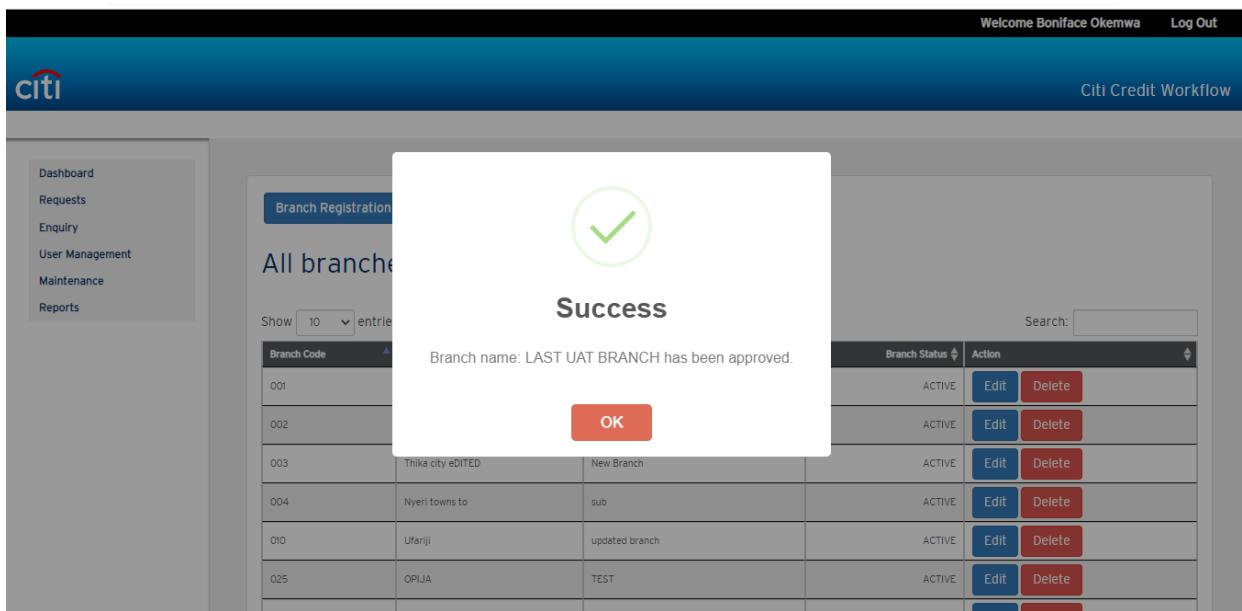
Unapproved branches

Show 10 entries Search:

Branch Code	Branch Name	Branch Comments	Branch Status	Action
8	Main HeadQuarter	New Branches	UPDATE	Approve Decline
25	Embuu	citi	UPDATE	Approve Decline
034	Nanyuki	new branch	UPDATE	Approve Decline
52	Kirinyaga	sub	INSERT	Approve Decline
0689	LAST UAT BRANCH	FINAL OA TEST	INSERT	Approve Decline
1000	bonnnnnnn	sawa	INSERT	Approve Decline
23388	ok	ok	INSERT	Approve Decline

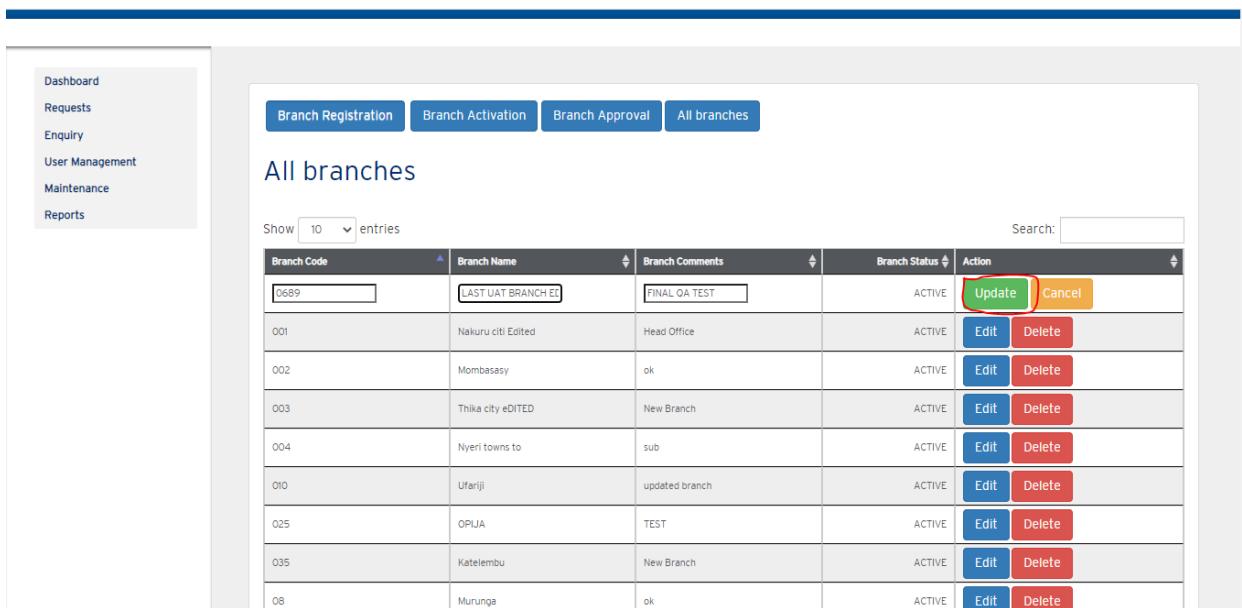
Previous 1 Next

Click Approve Button to authorize.



## Update of Bank Branches

- Click Maintenance Menu,
- Click Branches Submenu
- Click Edit Button



Update the desired fields then click update Button

The screenshot shows a 'Branch Registration' dialog box with a green checkmark icon and the text 'Success'. It displays the message 'Branch name: LAST UAT BRANCH EDITED has been edited.' Below this is a table of branches with columns for Branch Code, Branch Name, Branch Comments, Branch Status, and Action (Edit, Delete). The table shows several entries, including one for 'LAST UAT BRANCH EDITED' which was updated from 'Thika city eDITED' to 'New Branch'. The status for this entry is ACTIVE.

Branch Code	Branch Name	Branch Comments	Branch Status	Action
001			ACTIVE	Edit Delete
002			ACTIVE	Edit Delete
003	Thika city eDITED	New Branch	ACTIVE	Edit Delete
004	Nyeri towns to	sub	ACTIVE	Edit Delete
010	Ufanjji	updated branch	ACTIVE	Edit Delete
025	OPIJA	TEST	ACTIVE	Edit Delete

-Login as another user and approve the edited Branch

The screenshot shows the 'Branch Approval' tab selected in the navigation bar. The main area displays a table titled 'Unapproved branches' with columns for Branch Code, Branch Name, Branch Comments, Branch Status, and Action (Approve, Decline). One row in the table is highlighted with a red circle around the 'Branch Name' field 'LAST UAT BRANCH EDITED'. Another red circle highlights the 'UPDATE' button in the 'Action' column for this row. The table also includes rows for other branches like Main HeadQuarter, Embuu, Nanyuki, Kirinyega, and others.

Branch Code	Branch Name	Branch Comments	Branch Status	Action
8	Main HeadQuarter	New Branches	UPDATE	Approve Decline
25	Embuu	citi	UPDATE	Approve Decline
034	Nanyuki	new branch	UPDATE	Approve Decline
52	Kirinyega	sub	INSERT	Approve Decline
0689	LAST UAT BRANCH EDITED	FINAL QA TEST	UPDATE	Approve Decline
1000	bonnnnnnn	sawa	INSERT	Approve Decline
23388	ok	ok	INSERT	Approve Decline

On successful approval of the record,  
Below is displayed.

The screenshot shows a modal window titled "Success" with a green checkmark icon. The message inside says: "Branch name: LAST UAT BRANCH EDITED has been approved." Below the message is an "OK" button. In the background, there's a sidebar menu with options like Dashboard, Requests, Enquiry, User Management, Maintenance, and Reports. The main content area shows a table of branches with columns for Branch Code, Name, Sub, and Status (ACTIVE). Each row has "Edit" and "Delete" buttons.

## Maintenance of Departments

### Department Registration

- Click on Maintenance Menu
- Click Departments Sub Menu
- Click Department Registration

The screenshot shows the "All Departments" page. At the top, there are tabs: "Department Registration" (which is highlighted with a red box), "Department Activation", "Department Approval", and "All Departments". On the left, a sidebar menu includes "Dashboard", "Requests", "Enquiry", "User Management", "Maintenance" (which is expanded to show "branches" and "departments"), "roles", "check list", "email settings", "global parameters", "encrypt/decrypt configuration file", "holidays", and "Reports". The main content area displays a table of departments with columns for Department Code, Name, Email, Branch, Comments, and Action. Each row has "Edit" and "Delete" buttons. A tooltip "Activate in Windows" is visible near the bottom right of the table.

-Fill in the department details as shown below

-Click Add to effect saving of the new department

Department Code	Department Name	Department Email	Department Branch	Department Comments	Action
1	Business Developers Edited	rmumenya@gmail.com	1	lift Edited	Edit Delete
2	Credit Officers		8	Update	Edit Delete
3	Managers	man@citi.com	003	ok	Edit Delete
5	Testerss	test@citi.com	004	ok	Edit Delete
9	CREDITTTS	crd@gmail.com	004	ok	Edit Delete
45	JAN DEPT EDITED	jbrad@fintech-group.com	12345	OKAY	Edit Delete

On success, the below appears,

Login with another user as the same user who created the department cannot authorize as shown by the validation below.

Department Code	Department Name	Department Email	Department Branch	Department Comment	Department Status	Action
635	FINAL QA DEPARTMENT	jerrybrads@yahoo.com	1	FINAL QA TEST	UNAPPROVED	<b>Approve</b> <b>Decline</b>
904	IT	it@test.con	233	New Department	UNAPPROVED	<b>Approve</b> <b>Decline</b>
905	marketinggg	marketing@test.com	Branch_code	New Department	UNAPPROVED	<b>Approve</b> <b>Decline</b>
12697	QA DEPARTMENT	jbrad@fintech-group.com	233	TEST	UNAPPROVED	<b>Approve</b> <b>Decline</b>
100000	bonnie testsss	bokemwa@fintech-group.com	Branch_code	ok	UNAPPROVED	<b>Approve</b> <b>Decline</b>

To approve the new department,

Go to Maintenance Menu

- Click departments submenu,
- Click department approval tab,
- Click Approve to approve the newly created department.

Department Code	Department Name	Department Email	Department Branch	Department Comment	Department Status	Action
635	FINAL QA DEPARTMENT	jerrybrads@yahoo.com	1	FINAL QA TEST	UNAPPROVED	<b>Approve</b> <b>Decline</b>
904	IT	it@test.con	233	New Department	UNAPPROVED	<b>Approve</b> <b>Decline</b>
905	marketinggg	marketing@test.com	Branch_code	New Department	UNAPPROVED	<b>Approve</b> <b>Decline</b>
12697	QA DEPARTMENT	jbrad@fintech-group.com	233	TEST	UNAPPROVED	<b>Approve</b> <b>Decline</b>
100000	bonnie testsss	bokemwa@fintech-group.com	Branch_code	ok	UNAPPROVED	<b>Approve</b> <b>Decline</b>

On Success, the below will be shown

The screenshot shows a modal dialog box centered over a table of department records. The dialog has a green checkmark icon and the word "Success". Below it, a message states: "Department name: FINAL QA DEPARTMENT has been approved." At the bottom of the dialog is an "OK" button. The background table has columns: Department Code, Department Name, Department Email, Department Branch, Department Comments, and Action. The "Action" column contains "Edit" and "Delete" buttons. A tooltip "Activate Windows" with a blue arrow points to the "Edit" button for the row where the department was just approved.

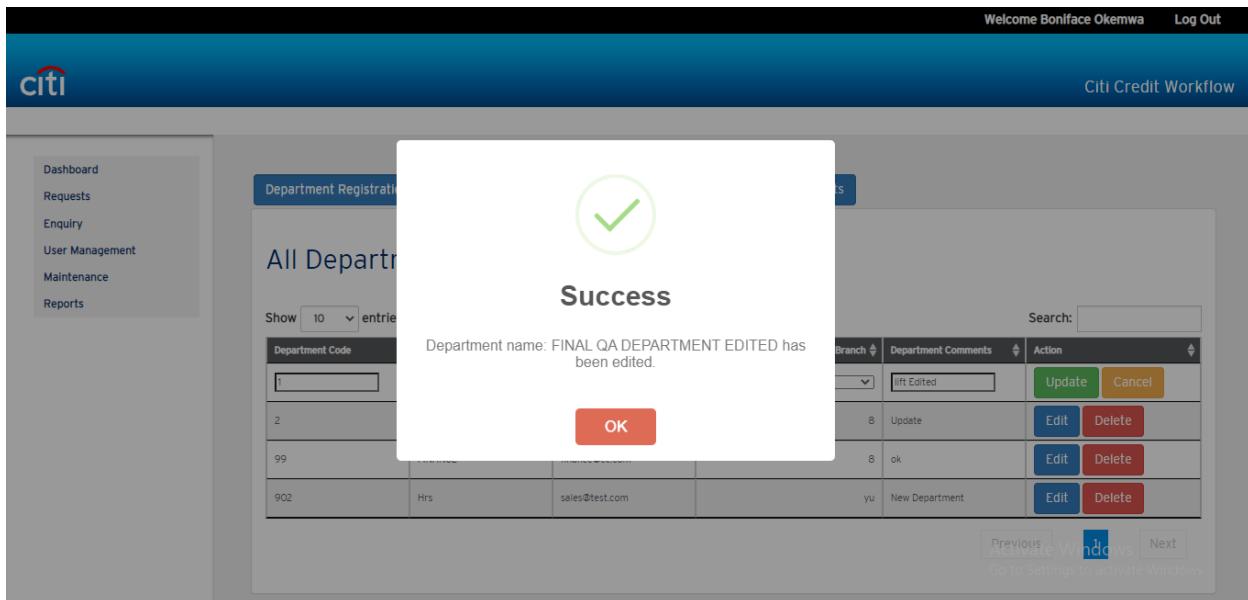
Department Code	Department Name	Department Email	Department Branch	Department Comments	Action
1					Edit Delete
2	Credit Officers			8	Update Edit Delete
9	FINANCE	finance@cc.com		8	ok Edit Delete
45	JAN DEPT EDITED	jbrad@fintech-group.com		12345	OKAY Edit Delete

## Editing a Department Record

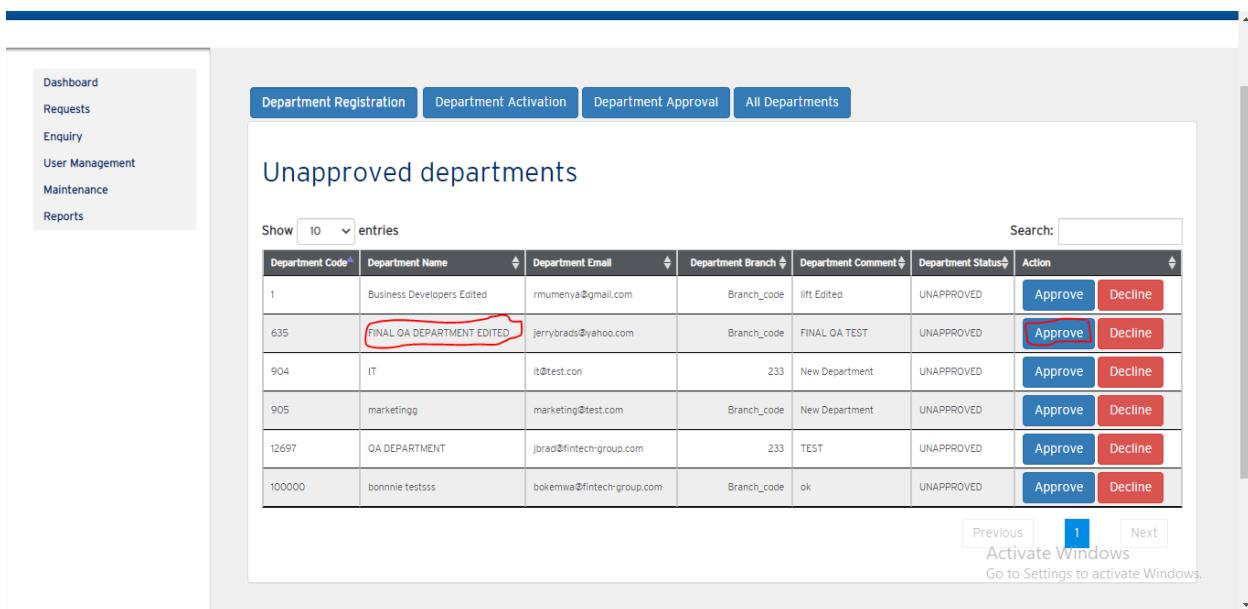
Under the listing for all departments, click edit button,  
-Make the desired changes then click update.

This screenshot shows the same application interface as the previous one, but with a different focus. A green rectangular highlight is placed over the "Update" button in the "Action" column of the first row of the table. The rest of the interface is identical to the previous screenshot, showing the "All Departments" list and the "Activate Windows" tooltip.

On success, the below will be shown

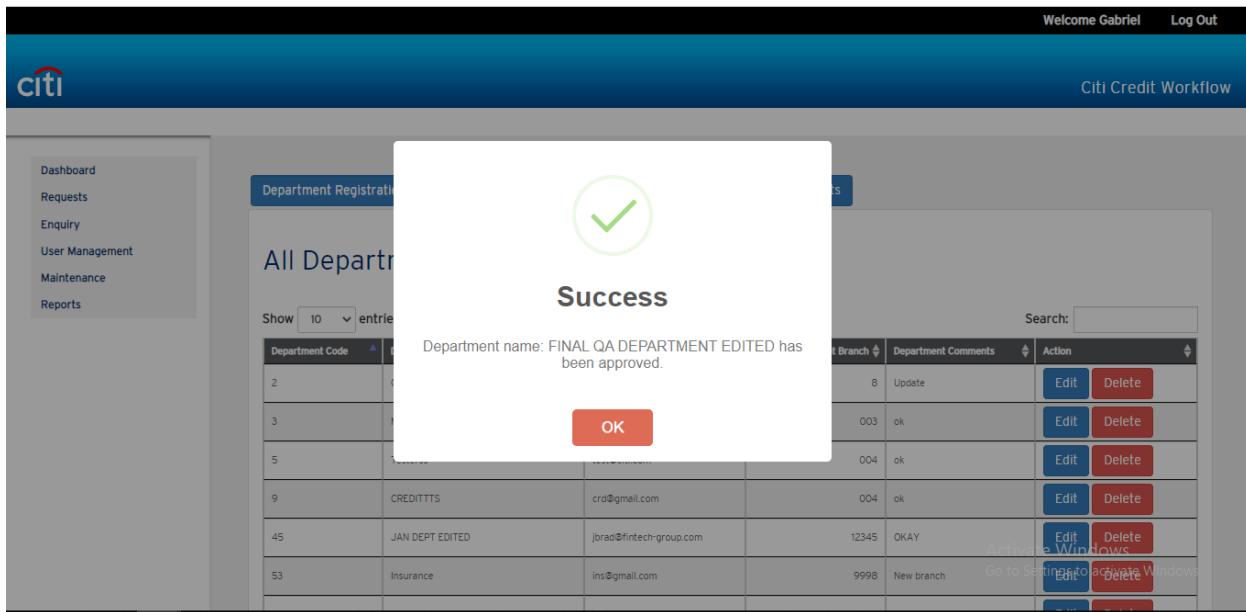


Login as another user to approve the edited details by clicking approve button.



On Success,

The below will be shown.



## Maintenance of Roles

This module section is used to maintain different system roles

### Role Creation

Under Maintenance Menu

-Click Roles

-Click Roles Registration

localhost:6019/Admin\_Roles

Welcome Gabriel Log Out

Citi Credit Workflow

Dashboard Requests Enquiry User Management Maintenance branches departments roles check list email settings global parameters encrypt/decrypt configuration file holidays Reports

Roles Registration Roles Activation Roles Approval All Roles

### All Roles

Role Code	Role Name	Role Comments	Action
1	1	coments	Edit Delete
2	Crediti Levelllll	Approved for authorization	Edit Delete
3	INITIATORS Edited	RESPONSIBLE FOR RAISING TICKETS	Edit Delete
5	OPS APPROVERS	AT APPROVERS	Edit Delete
6	VERIFIER	DECLINE	Edit Delete
8	ADMINISTRATORS edited	approved	Activate Windows Go to Settings Edit Delete

Give the roles description and brief comments then click Add

Welcome Gabriel Log Out

Citi Credit Workflow

Dashboard Requests Enquiry User Management Maintenance branches departments roles check list email settings global parameters encrypt/decrypt configuration file holidays Reports

Role Registration

Role Description FINAL QA ROLE

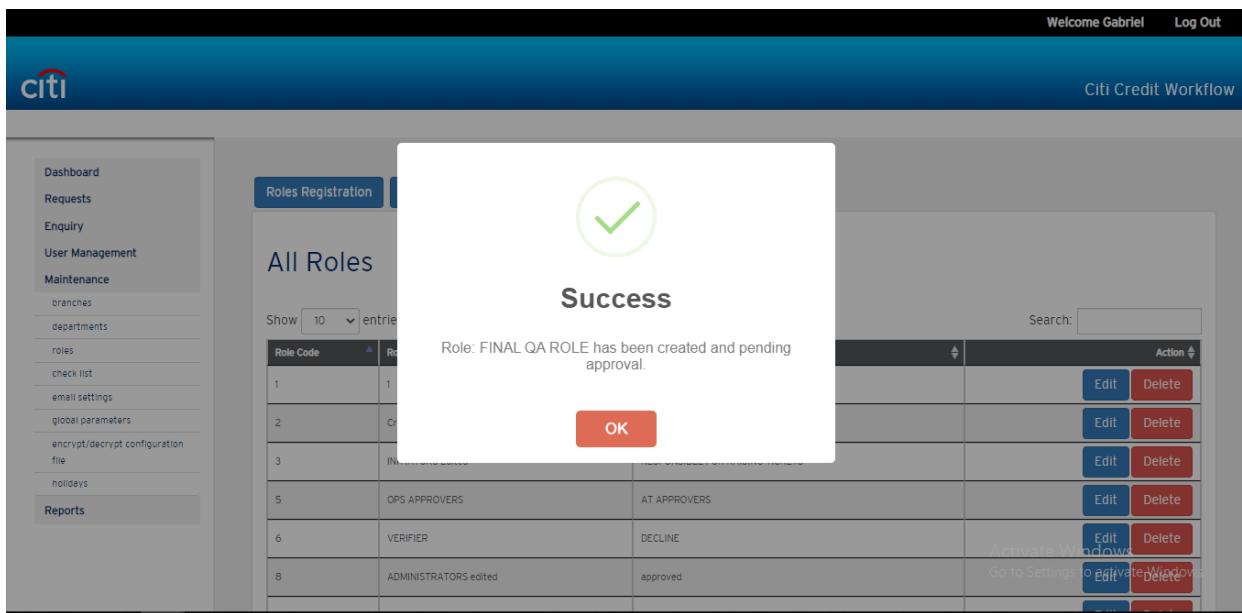
Comments FINAL QA TEST

Add Close

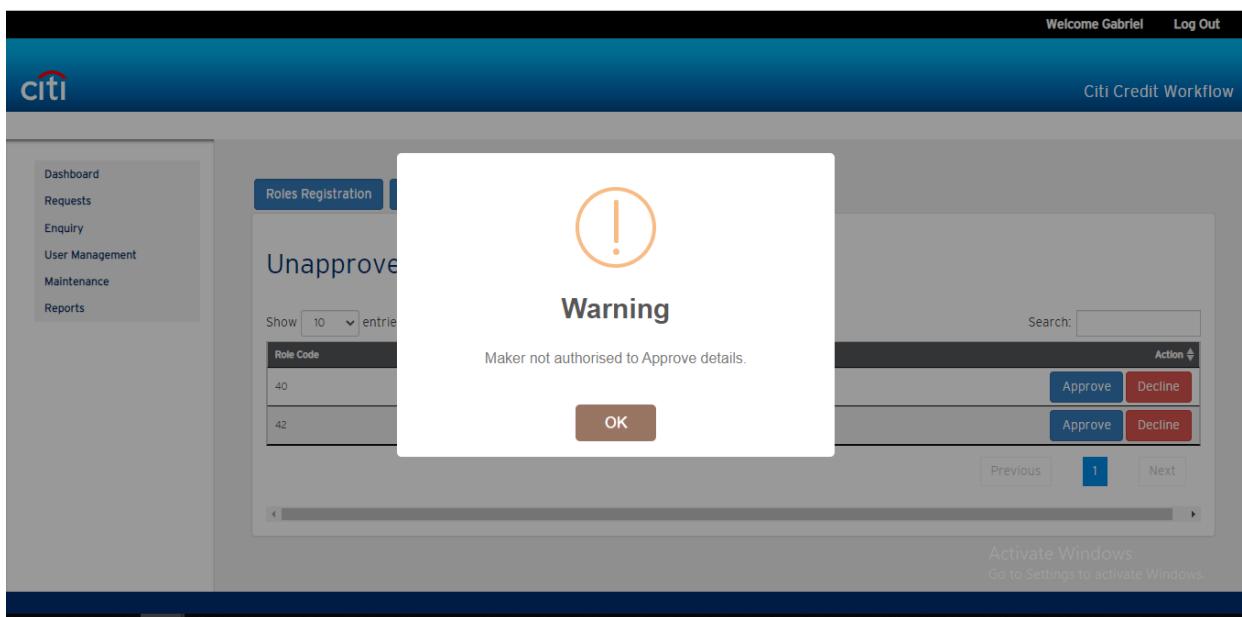
All Roles

Role Code	Role Name	Role Comments	Action
1	1	coments	Edit Delete
2	Crediti Levelllll	Approved for authorization	Edit Delete
3	INITIATORS Edited	RESPONSIBLE FOR RAISING TICKETS	Edit Delete
5	OPS APPROVERS	AT APPROVERS	Edit Delete
6	VERIFIER	DECLINE	Edit Delete
8	ADMINISTRATORS edited	approved	Activate Windows Go to Settings Edit Delete

On successful Add, below will be shown



Maker / Checker validation is implemented as shown



Login with another user,

Under Maintenance Menu > Roles > Roles Approval,

Click Approve/Decline to authorize the entry.

Welcome Boniface Okemwa Log Out

Citi Credit Workflow

Dashboard Requests Enquiry User Management Maintenance Reports

Roles Registration Roles Activation Roles Approval All Roles

Unapproved roles

Show 10 entries Search:

Role Code	Role Name	Role Comments	Action
40	QA Review	Tester	<span>Approve</span> <span>Decline</span>
42	FINAL QA ROLE	FINAL QA TEST	<span>Approve</span> <span>Decline</span>

Previous 1 Next

Activate Windows  
Go to Settings to activate Windows.

On success, below is shown.

Welcome Boniface Okemwa Log Out

Citi Credit Workflow

Dashboard Requests Enquiry User Management Maintenance Reports

Roles Registration Roles Activation Roles Approval All Roles

All Roles

Show 10 entries Search:

Role Code	Role Name	Role Comments	Action
1	1		<span>Edit</span> <span>Delete</span>
2	Or		<span>Edit</span> <span>Delete</span>
3	INITIATORS Edited	RESPONSIBLE FOR RAISING TICKETS	<span>Edit</span> <span>Delete</span>
5	OIPS APPROVERS	AT APPROVERS	<span>Edit</span> <span>Delete</span>
6	VERIFIER	DECLINE	<span>Edit</span> <span>Delete</span>
8	ADMINISTRATORS edited	approved	<span>Edit</span> <span>Delete</span>

Activate Windows  
Go to Settings to activate Windows.

## Edit the Roles

Make changes to the desired fields then click update as shown below.

The screenshot shows a web-based application interface for managing roles. On the left, a sidebar lists 'Requests', 'Enquiry', 'User Management', 'Maintenance', and 'Reports'. The main content area has tabs for 'Roles Registration', 'Roles Activation', 'Roles Approval', and 'All Roles'. The 'All Roles' tab is selected, displaying a table titled 'All Roles' with columns: Role Code, Role Name, Role Comments, and Action. The 'Action' column contains 'Update' and 'Cancel' buttons. The 'Update' button for the first row (Role Code 42, Role Name FINAL QA ROLE EDITED, Role Comments FINAL QA TEST) is highlighted with a red box. The table also lists other roles like '1', '2', '3', etc., with their respective details and edit/delete buttons. At the bottom right, there are buttons for 'Activate Windows', 'Go to Settings to activate Windows.', 'Previous', '1', '2', and 'Next'.

Role Code	Role Name	Role Comments	Action
42	FINAL QA ROLE EDITED	FINAL QA TEST	<span style="background-color: green; color: white; border: 2px solid red; padding: 2px;">Update</span> Cancel
1	1	coments	<span style="background-color: #0072bc; color: white; border: 1px solid #0056b3; padding: 2px;">Edit</span> <span style="background-color: #e63935; color: white; border: 1px solid #d9534f; padding: 2px;">Delete</span>
2	Crediti Levellll	Approved for authorization	<span style="background-color: #0072bc; color: white; border: 1px solid #0056b3; padding: 2px;">Edit</span> <span style="background-color: #e63935; color: white; border: 1px solid #d9534f; padding: 2px;">Delete</span>
3	INITIATORS Edited	RESPONSIBLE FOR RAISING TICKETS	<span style="background-color: #0072bc; color: white; border: 1px solid #0056b3; padding: 2px;">Edit</span> <span style="background-color: #e63935; color: white; border: 1px solid #d9534f; padding: 2px;">Delete</span>
5	OPS APPROVERS	AT APPROVERS	<span style="background-color: #0072bc; color: white; border: 1px solid #0056b3; padding: 2px;">Edit</span> <span style="background-color: #e63935; color: white; border: 1px solid #d9534f; padding: 2px;">Delete</span>
6	VERIFIER	DECLINE	<span style="background-color: #0072bc; color: white; border: 1px solid #0056b3; padding: 2px;">Edit</span> <span style="background-color: #e63935; color: white; border: 1px solid #d9534f; padding: 2px;">Delete</span>
8	ADMINISTRATORS edited	approved	<span style="background-color: #0072bc; color: white; border: 1px solid #0056b3; padding: 2px;">Edit</span> <span style="background-color: #e63935; color: white; border: 1px solid #d9534f; padding: 2px;">Delete</span>
12	SYSTEM ADMINISTRATORS	SYSTEM ADMINISTRATORS	<span style="background-color: #0072bc; color: white; border: 1px solid #0056b3; padding: 2px;">Edit</span> <span style="background-color: #e63935; color: white; border: 1px solid #d9534f; padding: 2px;">Delete</span>
25	CASUAL EDITED	sub	<span style="background-color: #0072bc; color: white; border: 1px solid #0056b3; padding: 2px;">Edit</span> <span style="background-color: #e63935; color: white; border: 1px solid #d9534f; padding: 2px;">Delete</span>
28	COO	Chief Operation Officer	<span style="background-color: #0072bc; color: white; border: 1px solid #0056b3; padding: 2px;">Edit</span> <span style="background-color: #e63935; color: white; border: 1px solid #d9534f; padding: 2px;">Delete</span>

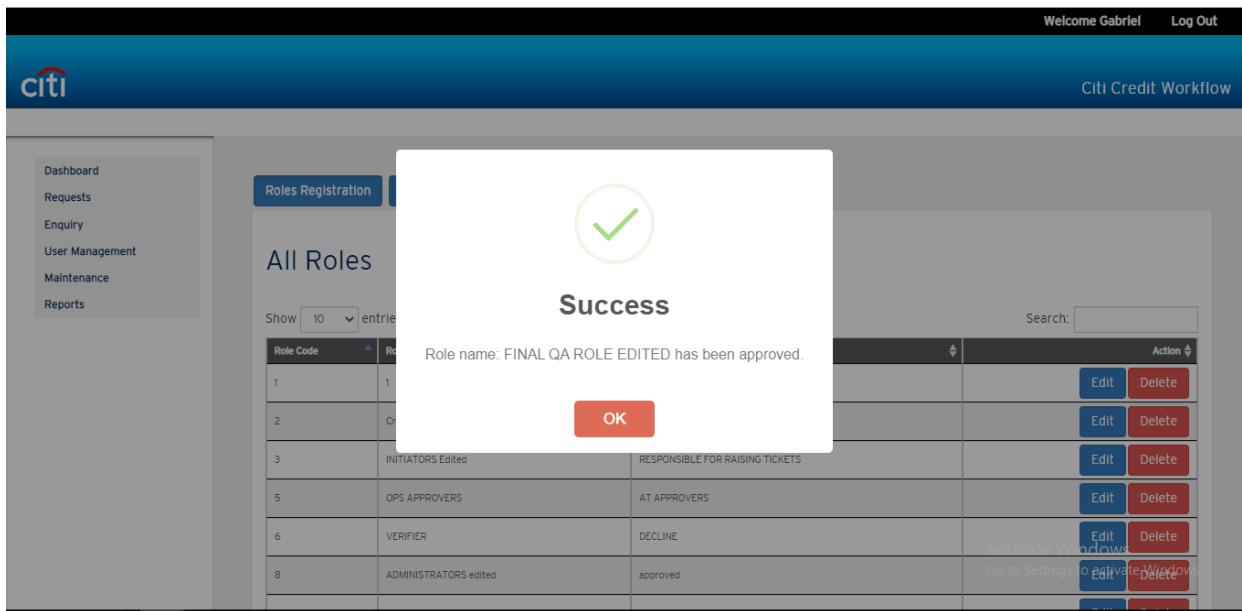
Login with another user and approve the edited role.

The screenshot shows a web-based application interface for managing roles. On the left, a sidebar lists 'Dashboard', 'Requests', 'Enquiry', 'User Management', 'Maintenance', and 'Reports'. The main content area has tabs for 'Roles Registration', 'Roles Activation', 'Roles Approval', and 'All Roles'. The 'Roles Approval' tab is selected, displaying a table titled 'Unapproved roles' with columns: Role Code, Role Name, Role Comments, and Action. The 'Action' column contains 'Approve' and 'Decline' buttons. The 'Approve' button for the second row (Role Code 42, Role Name FINAL QA ROLE EDITED, Role Comments FINAL QA TEST) is highlighted with a red box. The table also lists other roles like '40', 'OA Review', 'Tester', with their respective approve/decline buttons. At the bottom right, there are buttons for 'Activate Windows', 'Go to Settings to activate Windows.', 'Previous', '1', 'Next', and a scroll bar.

Role Code	Role Name	Role Comments	Action
40	OA Review	Tester	<span style="background-color: #0072bc; color: white; border: 1px solid #0056b3; padding: 2px;">Approve</span> Decline
42	FINAL QA ROLE EDITED	FINAL QA TEST	Approve <span style="background-color: #e63935; color: white; border: 1px solid #d9534f; padding: 2px;">Decline</span>

On success,

Below will be shown



## Checklist Maintenance

This module will be used to maintain various check lists within the application

Click Maintenance Menu, Click Checklist submenu,

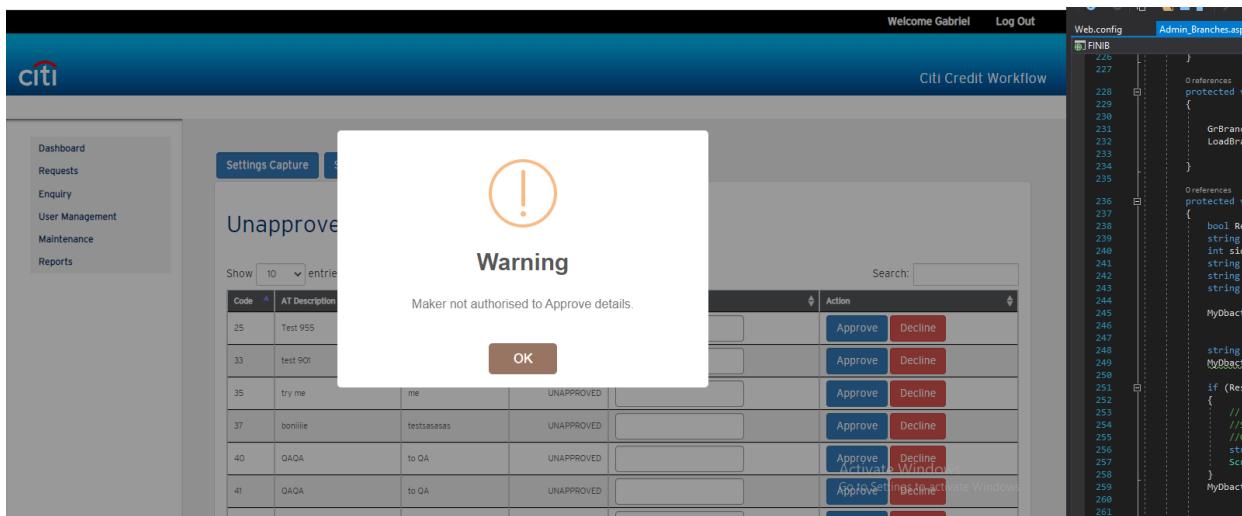
Click Settings Capture and then input the required fields as shown then click add

The screenshot shows a web application interface for 'Citi Credit Workflow'. On the left, there's a sidebar with various menu items like Dashboard, Requests, Enquiry, User Management, Maintenance, and Reports. The main area has a title 'Checklist Registration' with fields for Checklist Code (457), AT Description (FINAL CHECK LIST1), OT Description (FINAL OA TEST1), and Comment (FINAL OA TEST1). Below this is a table titled 'All settings' showing a list of checklists with columns for Code, AT Description, OT Description, Comments, and Action. The 'Action' column contains 'Edit' and 'Delete' buttons. A red box highlights the 'Add' button on the registration form. To the right, a Microsoft Visual Studio code editor window is open, showing the source code for 'Admin.Branches.aspx.cs'.

On successful maintenance of the new record, a popup shown below will be seen.

This screenshot shows the same application interface after a successful operation. A modal dialog box is centered on the screen with a green checkmark icon. The text inside the dialog reads 'Success' and 'Checklist code has been created and pending approval.' At the bottom of the dialog is an 'OK' button. The background shows the same checklist registration form and list of checklists as the previous screenshot.

Below screens validates maker checker action on the same when a maker tries to approve a checklist they added on their own.



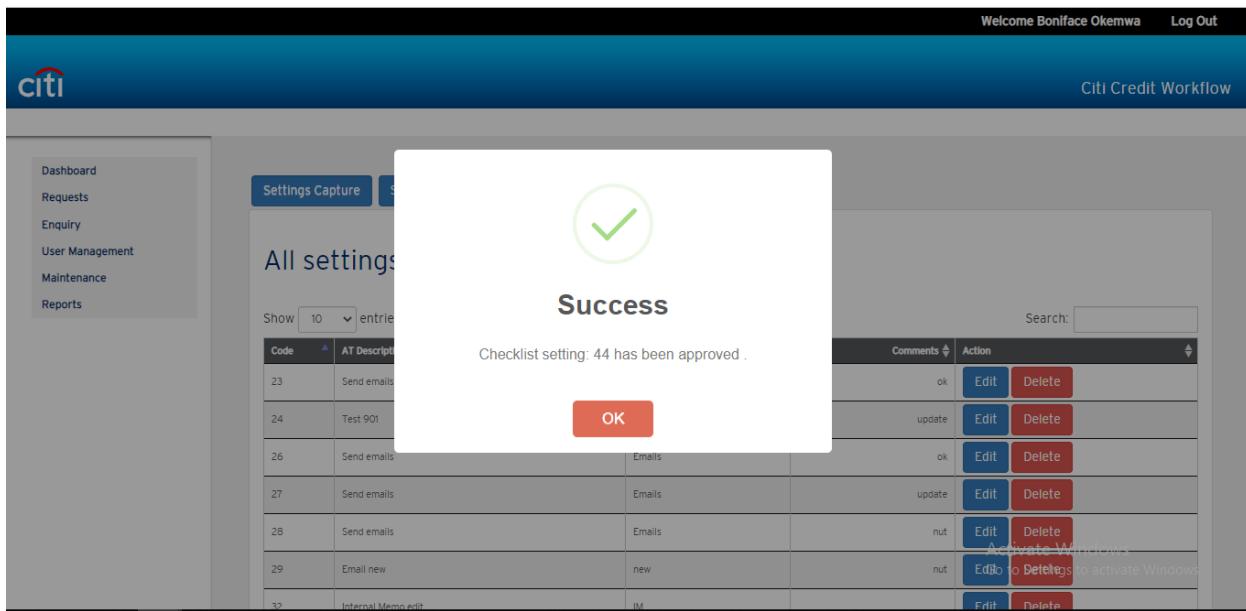
Login as another user,

Under Maintenance menu > Check List Submenu >click settings approval,

Give brief comments then click approve.

Code	AT Description	OT Description	Status	Comment	Action
25	Test 955	Test 466	UNAPPROVED		<button>Approve</button> <button>Decline</button>
33	test 901	451	UNAPPROVED		<button>Approve</button> <button>Decline</button>
35	try me	me	UNAPPROVED		<button>Approve</button> <button>Decline</button>
37	bonillie	testsasasas	UNAPPROVED		<button>Approve</button> <button>Decline</button>
40	QAQA	to QA	UNAPPROVED		<button>Approve</button> <button>Decline</button>
41	QAQA	to QA	UNAPPROVED		<button>Approve</button> <button>Decline</button>
42	FINAL CHECK LIST	FINAL QA TEST	UNAPPROVED		<button>Approve</button> <button>Decline</button>
44	FINAL CHECK LIST1	FINAL QA TEST1	UNAPPROVED	Approved	<button>Approve</button> <button>Decline</button>

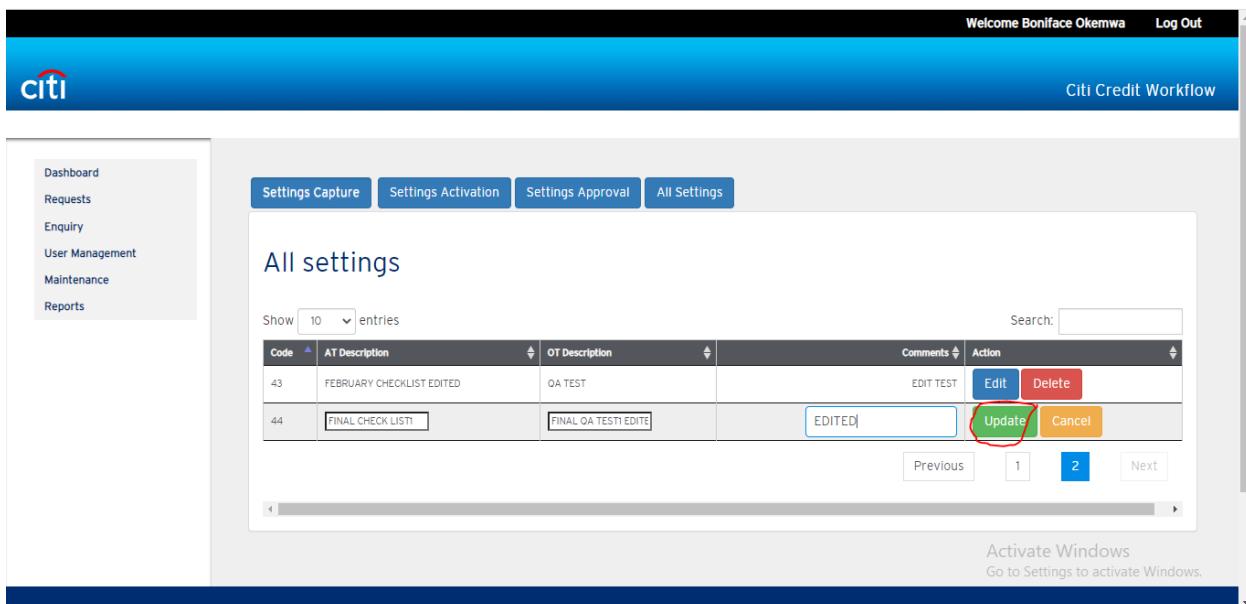
On successful Authorization, the system will show the below.



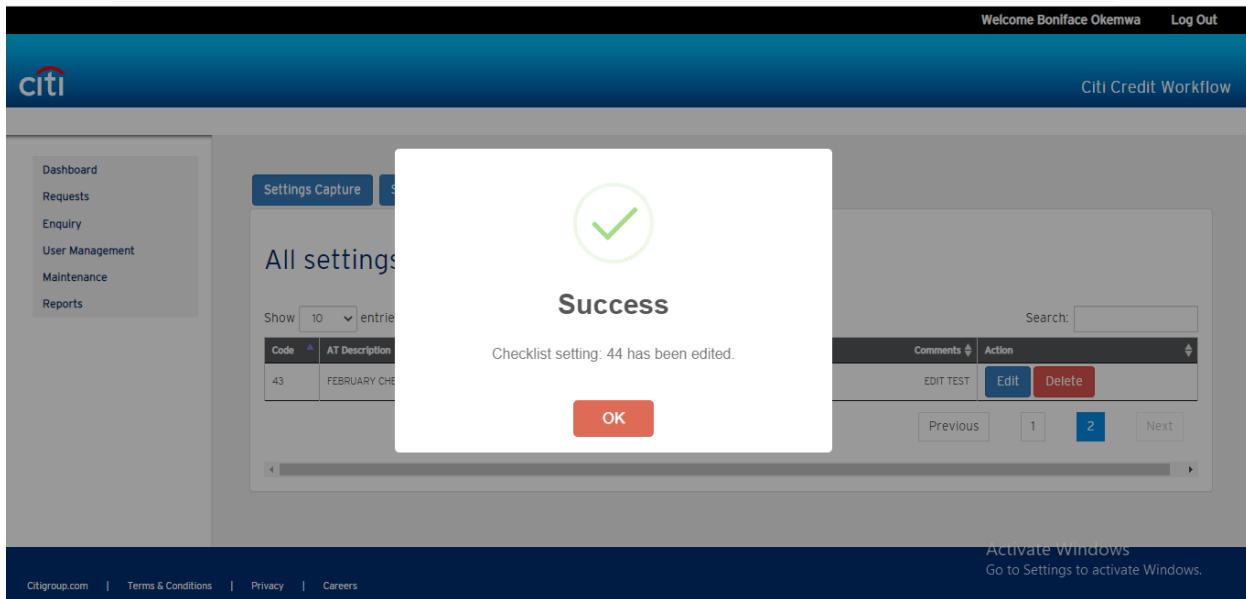
## Editing of the Check List,

Click Edit Button,

Make changes necessary on the editable fields then click on the update Button



On successful Editing, The below will be shown

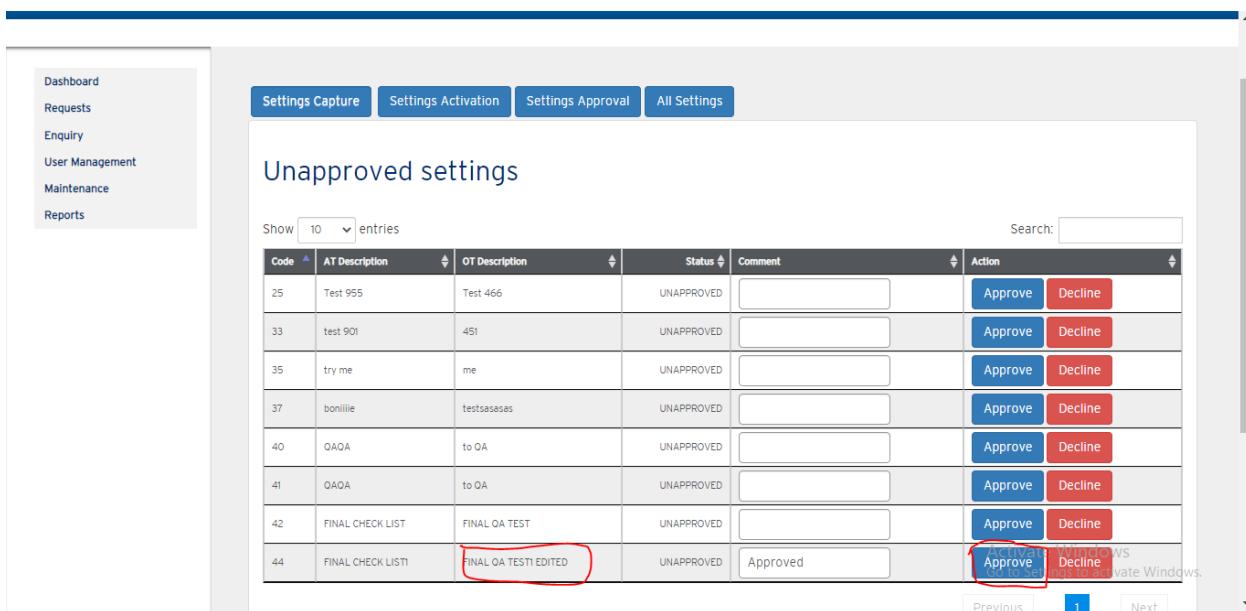


Login as another user to approve the edited records

To achieve this go to

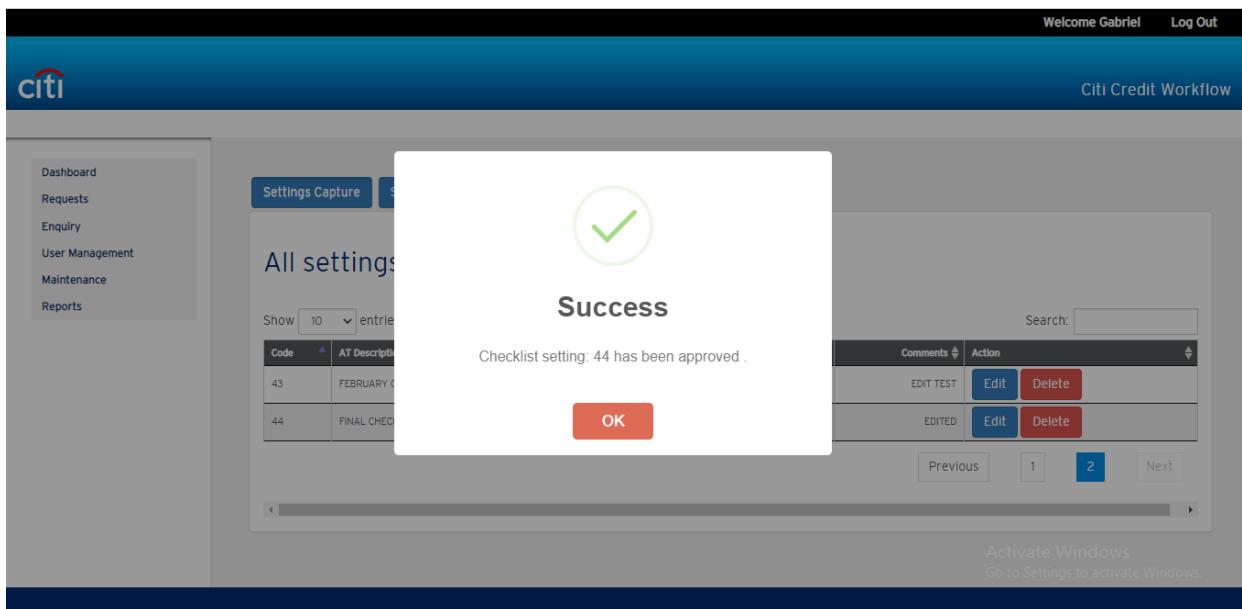
Maintenance > Check list >Settings Approval

Give brief comments then click Approve Button



On successful approval,

The below will be shown



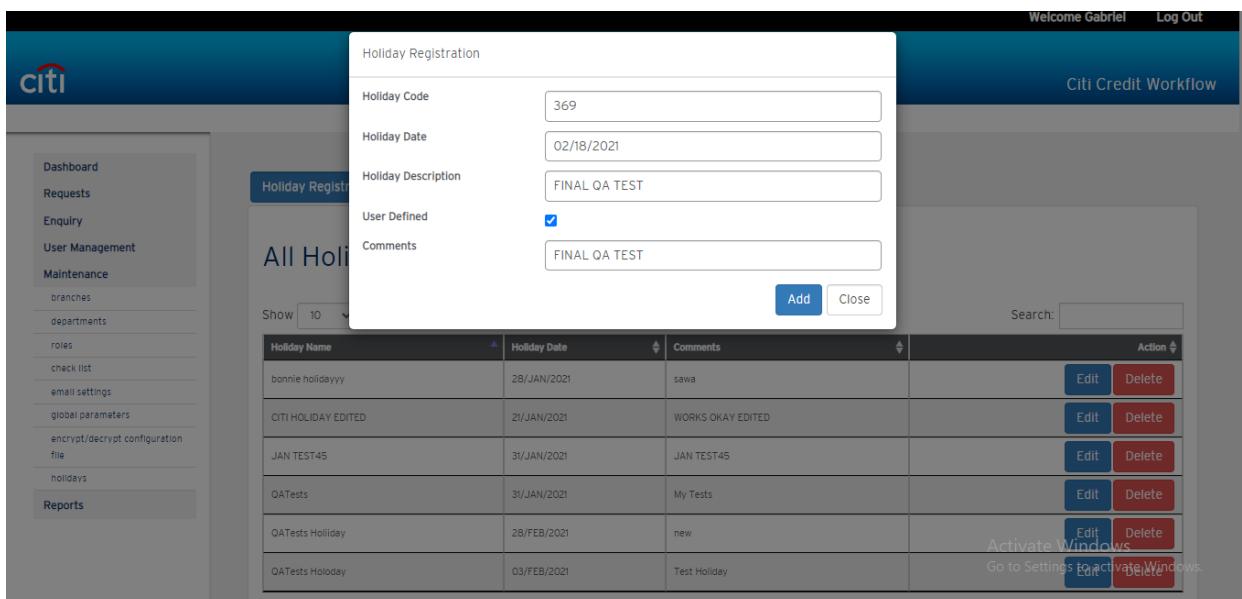
## Maintenance of Holidays

This is used to maintain various calendar holidays in the system

To achieve this, go to

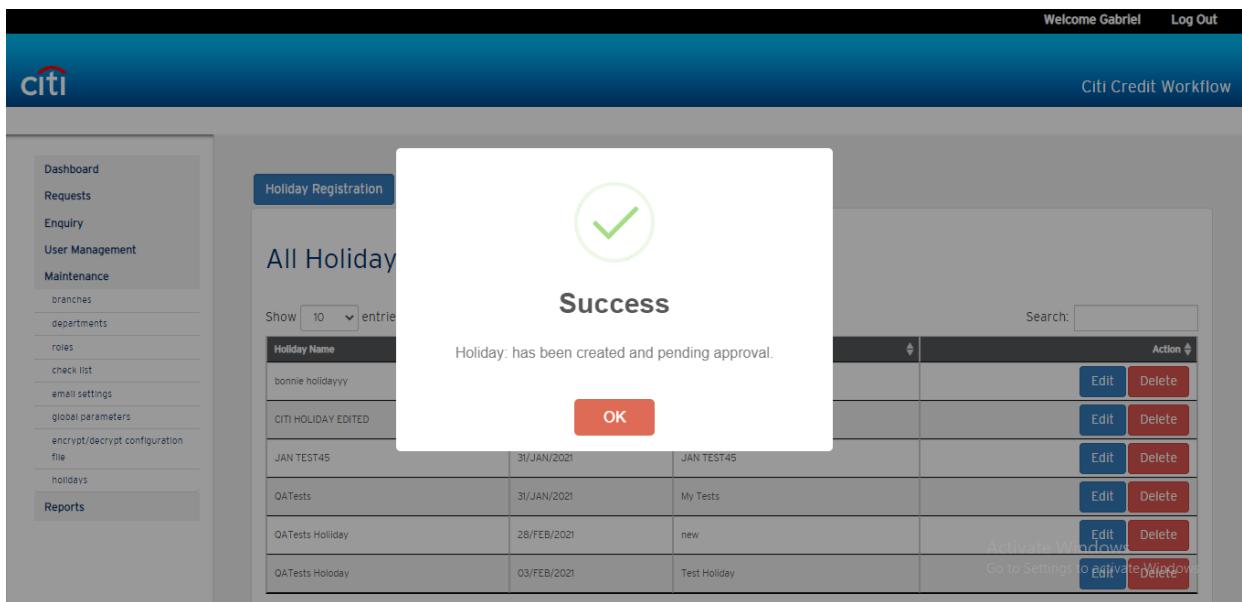
Maintenance Menu > Holidays > Holiday registration

Fill in the records as shown then click add.

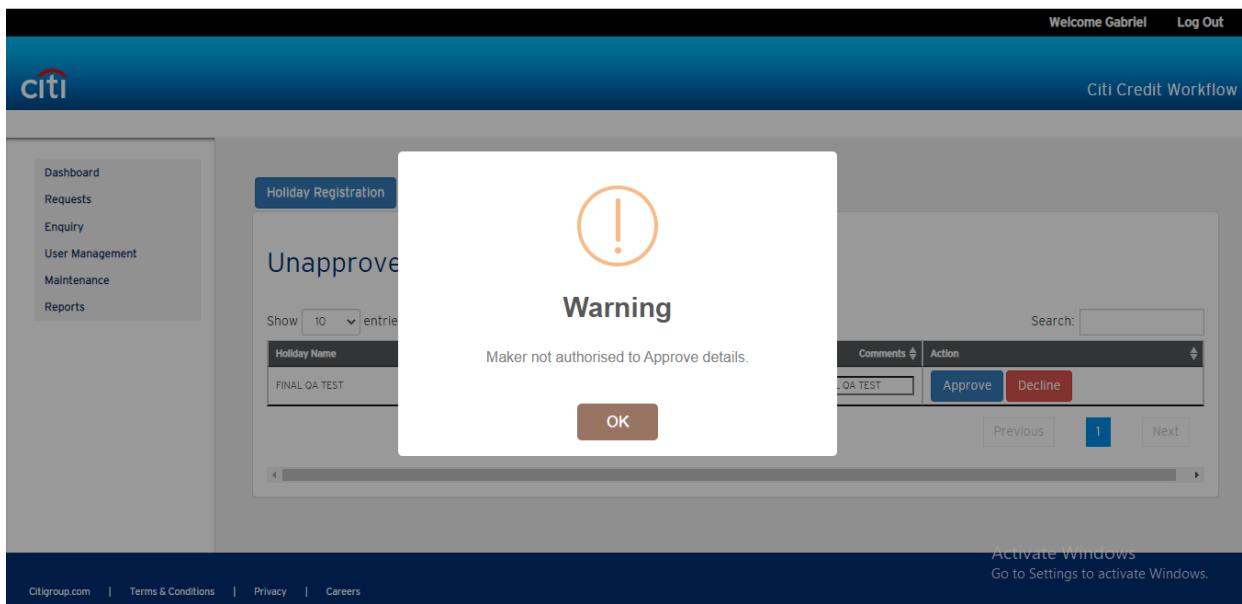


On success,

The below will be shown.



Maker checker validation on the same is implemented as shown below.



Login with another user and load the unapproved Holidays by clicking on the Holiday Approval Tab as shown.

Welcome Gabriel Log Out

Citi Credit Workflow

Holiday Registration Holiday Activation Holiday Approval All Holidays

### Unapproved holidays

Show 10 entries Search:

Holiday Name	Holiday Date	Status	Comments	Action
FINAL QA TEST	2/18/2021 12:00:00 AM	INSERT	FINAL QA TEST	<b>Approve</b> Decline

Previous 1 Next

Citigroup.com | Terms & Conditions | Privacy | Careers

Activate Windows  
Go to Settings to activate Windows.

Click Approve Button to approve the new holiday maintained  
On success, the below will be shown.

Welcome Boniface Okemwa Log Out

Citi Credit Workflow

Holiday Registration

### All Holiday

Show 10 entries

Holiday Name	Holiday Date	Status	Action
bonnie hollidayyy			Edit Delete
CITI HOLIDAY EDITED			Edit Delete
FINAL QA TEST	18/FEB/2021	FINAL QA TEST	Edit Delete
JAN TEST45	31/JAN/2021	JAN TEST45	Edit Delete
QATests	31/JAN/2021	My Tests	Edit Delete
QATests Holiday	28/FEB/2021	new	Edit Delete

Success

Holiday name: FINAL QA TEST has been approved.

OK

Activate Windows  
Go to Settings to activate Windows.

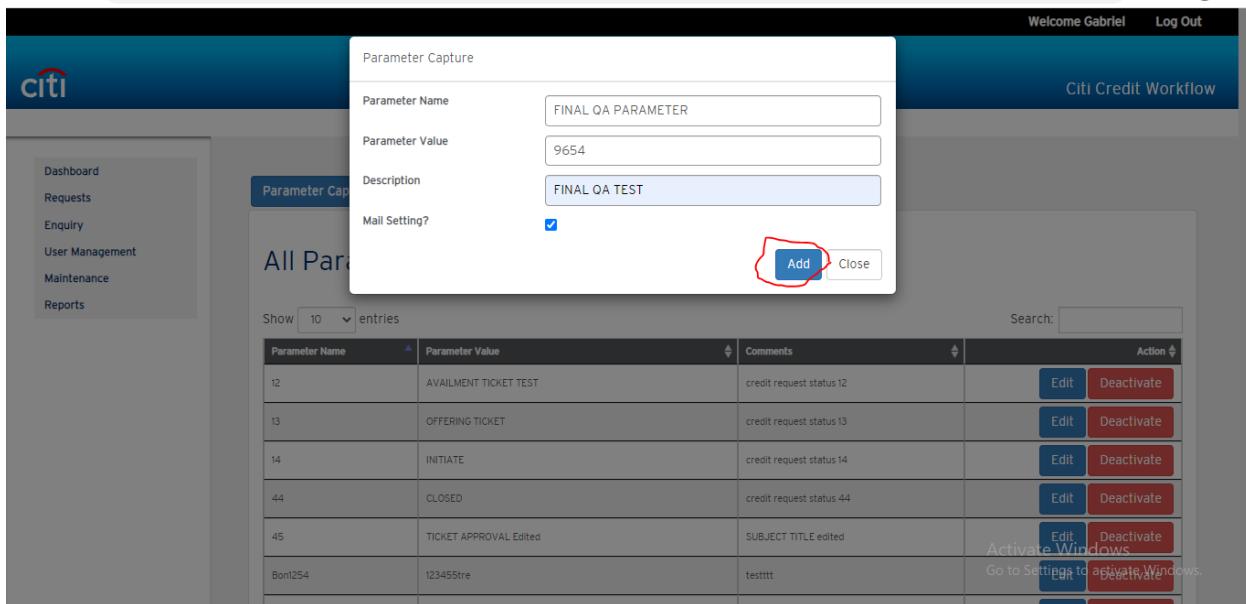
## Maintenance of System Parameters

This will be used to maintain system parameters within the application

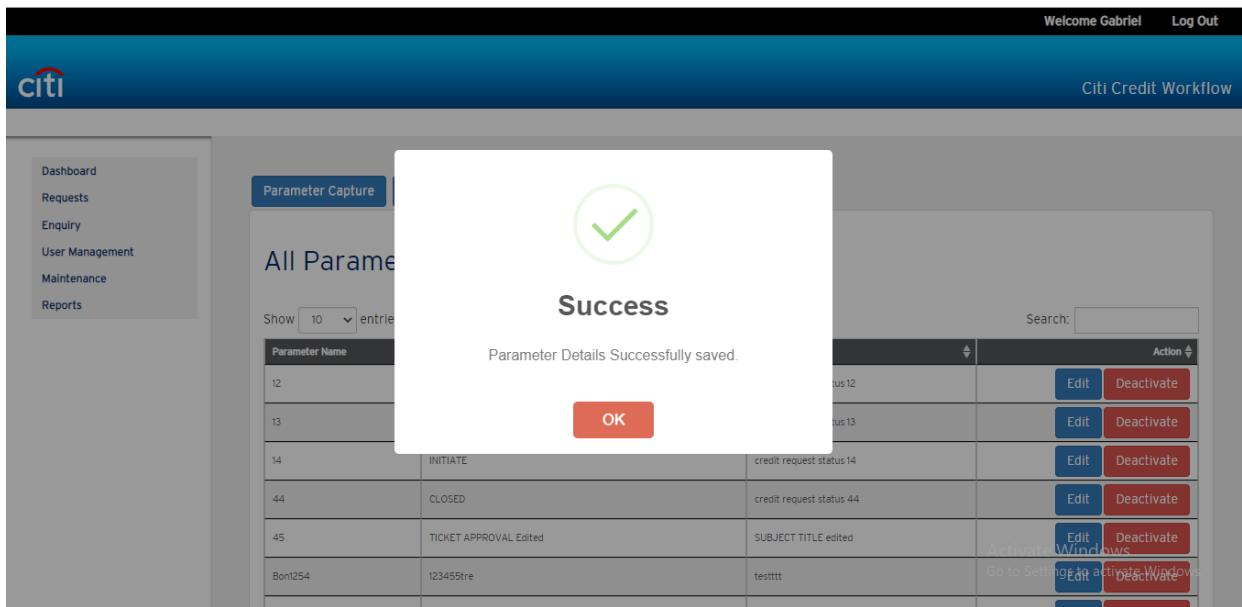
To achieve this, go to

Maintenance Menu >Global parameters > Parameter Capture

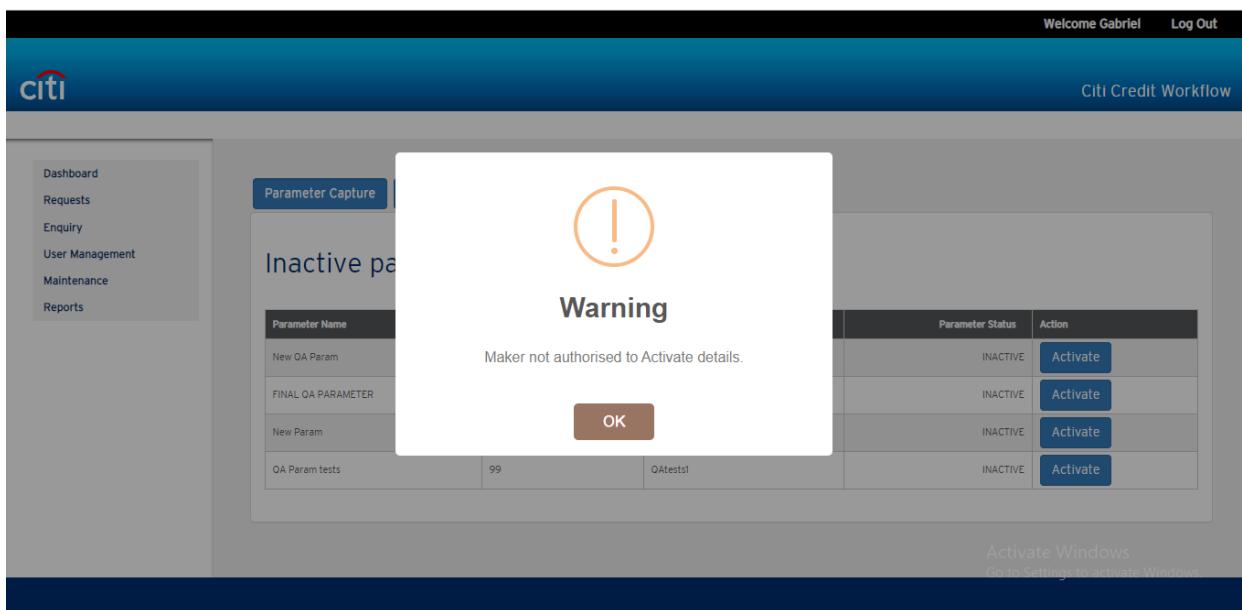
Enter the desired parameters as shown below then click save



On success, the below will popup



Maker checker on creation/approval is validated as shown below whenever a creator tries to approve the same record.



Login as a new user,  
Go to maintenance >Global parameters >Parameter Activation  
Click Activate

Welcome Boniface Okemwa Log Out

Citi Credit Workflow

Dashboard Requests Enquiry User Management Maintenance Reports

Parameter Capture **Parameter Activation** All Parameters

Inactive parameters

Parameter Name	Parameter Code	Parameter Comment	Parameter Status	Action
New QA Param	83	QAtests	INACTIVE	Activate
FINAL OA PARAMETER	9654	FINAL OA TEST	INACTIVE	Activate
New Param	83	QAtests	INACTIVE	Activate
QA Param tests	99	QAtests1	INACTIVE	Activate

Activate Windows  
Go to Settings to activate Windows.

On success, the below will popup.

Welcome Boniface Okemwa Log Out

Citi Credit Workflow

Dashboard Requests Enquiry User Management Maintenance Reports

Parameter Capture

Inactive parameters

Parameter Name	Parameter Status	Action
New OA Param	INACTIVE	Activate
New Param	INACTIVE	Activate
QA Param tests	INACTIVE	Activate

Activate Windows  
Go to Settings to activate Windows.

Citigroup.com | Terms & Conditions | Privacy | Careers

## **REQUESTS MODULE**

This is the Business module used by initiators to raise tickets to RMS and CRMs for credit ticket approvals.

### **New Request**

To raise a new request go to;

### **Requests Menu > New Request**

Select the Branch, Customer Base Number/Customer Name and input the search value

This will auto populate filtered list where the user can select from

Welcome shella dea Log Out

Citi Credit Workflow

Dashboard Requests

- [new request](#)
- [ext approval path](#)
- [reroute ticket](#)
- [request for more information](#)
- [approve ticket](#)

Enquiry Reports

Search Details

Search Branch: Nakuru citi Edited

Search Criteria: Base Number

Search Value: 1001001

[Cancel Request](#)

Activate Windows  
Go to Settings to activate Windows.

Citigroup.com | Terms & Conditions | Privacy | Careers

Click Next to take you on the second screen as shown below

User Management	Search	Create Request	Analysis	Complete
Maintenance				
Reports				
<b>Create new request</b>				
Client	Branch	RM		
JOHN	Nairobi Edited	Gabriel		
Base Number	Initiating Unit	Date		
1001001	Gabriel	2021-02-02		
Product	Currency	Amount		
Liab_One	USD	250		
Tenor	Value Date	N/A	Expiry Date	
19	2021-02-03		2021-02-22	
Transaction Proposed give proposed amount				
Exceptions checklist <input type="checkbox"/> Other Exceptions ?		Exceptions Comments	Add Comments	
<input type="button" value="Attach Files"/> <input type="file" value="FINTECH_CITI_SRN_V204.pdf"/>				
Activate Windows Go to Settings to activate Windows.				
<a href="#">Previous</a> <a href="#">Next</a>				

Select the transaction currency, Amount, value date and expiry dates, Proposed Transactions and attachments if any as shown above  
 Click Next to see the next page with running line analysis

Analysis

Running Lines Analysis

Line	CCY	Description	Limit	Utilization	Balance
1001001	KES	Liability One	E	E	E

Send Running Lines Analysis

Line	CCY	Description	Limit	Utilization	Balance
1001001	KES	Liability One	E	E	E

Activate Windows  
Go to Settings to activate Windows.

NEXT

- Click Next to go to the last completion page
- Give in brief comments, User Email address
- Click add to effect the email of the selected user
- Click forward to complete the transaction

Complete

Analysis For: JOHN

Send to RM: Gabriel

The system has determined that the ticket will be routed as:  
OFFERING TICKET

Add Comments: OK

Branch: Nairobi Edited

select email

Other Address

Forward to email: jbrad@fintech-group.com

Forward

Cancel Request

Activate Windows  
Go to Settings to activate Windows.

An email with same details as shown below is sent as an alert to the relevant RM for action

The screenshot shows an email inbox interface with a blue header bar containing various icons and a search bar. The main content area displays an email titled "JOHN - TICKET APPROVAL Edited". The email body contains the following information:

**From:** jerrybrads38@gmail.com  
**Date:** Tue 2/2/2021 2:45 AM  
**To:** rmumenya@gmail.com  
**Cc:** rmumenya@gmail.com; Jerry Brad

Dear Gabriel,  
The following Ticket \*\*\* 405 \*\*\* Has been forwarded to you and needs your attention.  
Ok

**Transaction Proposed:**  
Give Proposed Amount

Ticket No.	Ticket Type	Initiator	Transaction Date	Expiry Date
405	offering ticket	Gabriel	2/2/2021 12:00:00 am	2/22/2021 12:00:00 am

**Comments**

Employee Name	Comment	Comment Date
Gabriel	Ok	1/31/2021 9:36:50 Pm

**Customer Details:**

Name	RM	Branch	Base No.
John	Gabriel	Nairobi	Edited   1001001

**Transaction Proposed Amount:**

Currency	Amount	Amount (\$)
USD	250	250

**Requested Product analysis before transaction (All figures in USD)**

Line No.	Limit	Utilization	Available
1001001	0.00	0.00	0.00

**Requested Product analysis After transaction (All figures in USD)**

Line No.	Limit	Utilization	Available
1001001	0.00	250	-250

**Running lines analysis before transaction**

Line	CCY	Description	Limit	Utilization	Available
====	=====	TOTALS (\$)	0.00	0.00	0.00

Activate Windows  
Go to Settings to activate Windows.

## Tickets Approval

Login as an RM,

Go to Requests Menu > Reroute Ticket >Select the desired ticket

Welcome Gabriel Log Out

citi Citi Credit Workflow

**TICKETS**

### Tickets Pending authorization

The following Tickets are awaiting your Action

Customer Name	Amount	Ticket	Initiator	Officer	Value Date	Expiry Date	Action
Jerry	550	Offering Ticket	Boniface Okemwa	Gabriel	02/02/2021 12:00:00 am	21/02/2021 12:00:00 am	<b>SELECT</b>
Jerry	350	Offering Ticket	Boniface Okemwa	Gabriel	02/02/2021 12:00:00 am	11/02/2021 12:00:00 am	<b>SELECT</b>
Jerry	450	Availment Ticket Test		Gabriel	02/02/2021 12:00:00 am	27/02/2021 12:00:00 am	<b>SELECT</b>
John	250	Offering Ticket	Boniface Okemwa	Gabriel	02/02/2021 12:00:00 am	23/02/2021 12:00:00 am	<b>SELECT</b>
John	350	Offering Ticket		Gabriel	02/02/2021 12:00:00 am	17/02/2021 12:00:00 am	<b>SELECT</b>
John	250	Offering Ticket		Gabriel	02/02/2021 12:00:00 am	22/02/2021 12:00:00 am	<b>SELECT</b>

Ticket details page will have the details shown below

Credit Ticket Approval

**Ticket Details** **Ticket Activity** **Reasons**

**Ticket From**: Boniface Okemwa

**Ticket Type**: OFFERING TICKET

**Client**: JOHN

**Transaction ID**: 409

**Base Number**: 1001001

**Amount(KES)**: 27525.00

**Amount(USD-\$)**: 250

**Initiator**: Boniface Okemwa

**Mid Rate**: 10.1

**Branch**: Nairobi Edited

**Date**: 02/02/2021 12:00:00 am

**Value Date**: 03/02/2021 12:00:00 am

**Expiry Date**: 23/02/2021 12:00:00 am

**Tenor**: 20

**Transaction Proposed**: Ok

Activate Windows  
Go to Settings to activate Windows.

## Approve Ticket

To approve, go to reasons tab;

Give brief comments, check Approve checkbox and click save.

Credit Ticket Approval

Ticket Details Ticket Activity Reasons

Users who acted on the ticket

User	Comments	Date
Boniface Okemwa	OK	1/31/2021 9:47:56 PM
Boniface Okemwa	E	1/31/2021 9:47:40 PM

Reasons

Add Comments

Approved

Reject And Close

Consult

Refer to RM with Higher limit

Select Action

**SAVE**

Activate Windows  
Go to Settings to activate Windows.

## Rejection of a ticket

-Click reasons tab,

Maintenance Reports

Ticket Details Ticket Activity Reasons

Ticket From: Boniface Okemwa

Ticket Type: OFFERING TICKET

Client: Jerry

Transaction ID: 410

Base Number: 1001003

Amount(KES): 52594.49

Amount(USD-\$): 477.697456857402

Initiator: Boniface Okemwa

Mid Rate: 150.269985

Branch: Nairobi Edited

Date: 02/02/2021 12:00:00 am

Value Date: 03/02/2021 12:00:00 am

Expiry Date: 11/02/2021 12:00:00 am

Tenor: 8

Transaction Proposed:

Ok

Activate Windows  
Go to Settings to activate Windows.

Fintech\_Citi\_Credit...pdf

Select Reject and close then click save.

Credit Ticket Approval

Ticket Details    Ticket Activity    Reasons

Users who acted on the ticket

User	Comments	Date
Boniface Okemwa	OK	1/31/2021 9:50:55 PM
Boniface Okemwa	E	1/31/2021 9:50:38 PM

Reasons

Add Comments

REJECTED

Approve  
 Reject And Close  
 Consult  
 Refer to RM with Higher limit

Select Action

SAVE

Activate Windows

## Ticket Consultation

This feature allows consultations between RMS prior to approving any tickets.

To achieve this go to;

Requests Menu > Approve ticket > select the desired ticket

Click reasons tab as shown below

Credit Ticket Approval

Ticket Details Tab (highlighted with a red circle)

Ticket From: Boniface Okemwa

Ticket Type: OFFERING TICKET

Base Number: 1001003

Initiator: Boniface Okemwa

Date: 02/02/2021 12:00:00 am

Tenor: 4

Client: Jerry

Amount(KES): 60555.00

Mid Rate: 110.1

Value Date: 17/02/2021 12:00:00 am

Transaction ID: 412 (highlighted with a red circle)

Amount(USD-\$): 550

Branch: Nairobi Edited

Expiry Date: 21/02/2021 12:00:00 am

Transaction Proposed:

Activate Windows: Go to Settings to activate Windows. Show all

Fintech\_Citi\_Credit...pdf

Select Consult option and under comments give the consultation remarks, select RM to be consulted then click save.

Credit Ticket Approval

Reasons Tab (highlighted with a red circle)

User	Comments	Date
Boniface Okemwa	OK	1/31/2021 9:53:37 PM
Boniface Okemwa	E	1/31/2021 9:53:20 PM

Add Comments: Consultation Test! (highlighted with a red circle)

Action Buttons:

- Approve
- Reject And Close
- Consult (highlighted with a red circle)
- Refer to RM with Higher limit

Sheila dea----1000000 (highlighted with a red circle)

Select Action: (highlighted with a red circle)

SAVE (highlighted with a red circle)

Activate Windows: Go to Settings to activate Windows. Show all

Fintech\_Citi\_Credit...pdf

The RM who has been consulted will receive a mail alert as shown below,

Jerry - TICKET APPROVAL ➔ Inbox

**jerrybrads38@gmail.com** to shei 14:26 (3 minutes ago)

Dear Sheila Dea,

The following Ticket \*\*\* 412 \*\*\* Has been forwarded to you and needs your attention.

Consultation Test

**Transaction Proposed:**

Ok

Ticket No.	Ticket Type	Initiator	Transaction Date	Expiry Date
412	offering ticket	Boniface Okemwa	2/2/2021 12:00:00 am	2/21/2021 12:00:00 am

**Comments**

Employee Name	Comment	Comment Date
Gabriel	Consultation Test	1/31/2021 10:17:41 PM
Boniface Okemwa	Ok	1/31/2021 9:53:37 PM

**Customer Details:**

Name	RM	Branch	Base No.
Jerry	Gabriel	Nairobi	Edited   1001003

[Activate Windows](#)

To Respond to a consultation, Go to

Under Requests Menu > Request for more information as shown below

Select the desired ticket you wish to respond on from the awaiting consultation credit list

Welcome sheila dea Log Out

Citi Credit Workflow

**Dashboard**

- Requests
  - new request
  - set approval path
  - reroute ticket
  - request for more information** (highlighted with a red box)
  - approve ticket
- Enquiry
- Reports

**Total Tickets** 45

**Active Tickets** 18

**Approved Tickets** 16

**Rejected Tickets** 11

**Total Tickets per month**

**Ticket Status**

**Credit line history**

**Fintech\_Citi\_Credit...pdf**

**Activate Windows** Go to Settings to activate Windows Show all

Click Ticket activity tab as shown below

Request for more information reply

Ticket Details    Ticket Position Before    **Ticket Activity**

Ticket From	Gabriel
Ticket Type	OFFERING TICKET
Client	Jerry
Transaction ID	412
Base Number	1001003
Amount(KES)	60555.00
Amount(USD\$)	550
Initiator	1951402
Mid Rate	110.1
Branch	Nairobi Edited
Date	2/2/2021 12:00:00 AM
Value Date	2/17/2021 12:00:00 AM
Expiry Date	2/21/2021 12:00:00 AM
Tenor	4
Transaction Proposed	

Activate Windows  
Go to Settings to activate Windows.  
[Show all](#) X

[PDF Fintech\\_Citi\\_Credit...pdf](#) ^

From ticket activity you will be able to visualize the remarks on that consultation  
Respond by replying in the comments box then click Reply

Request for more information reply

Ticket Details    Ticket Position Before    **Ticket Activity**

The following is a list of users who have acted on the Ticket

User	Comments	Date
Gabriel	Consultation Test	1/31/2021 10:17:41 PM
Boniface Okemwa	OK	1/31/2021 9:53:37 PM
Boniface Okemwa	E	1/31/2021 9:53:20 PM

Reasons

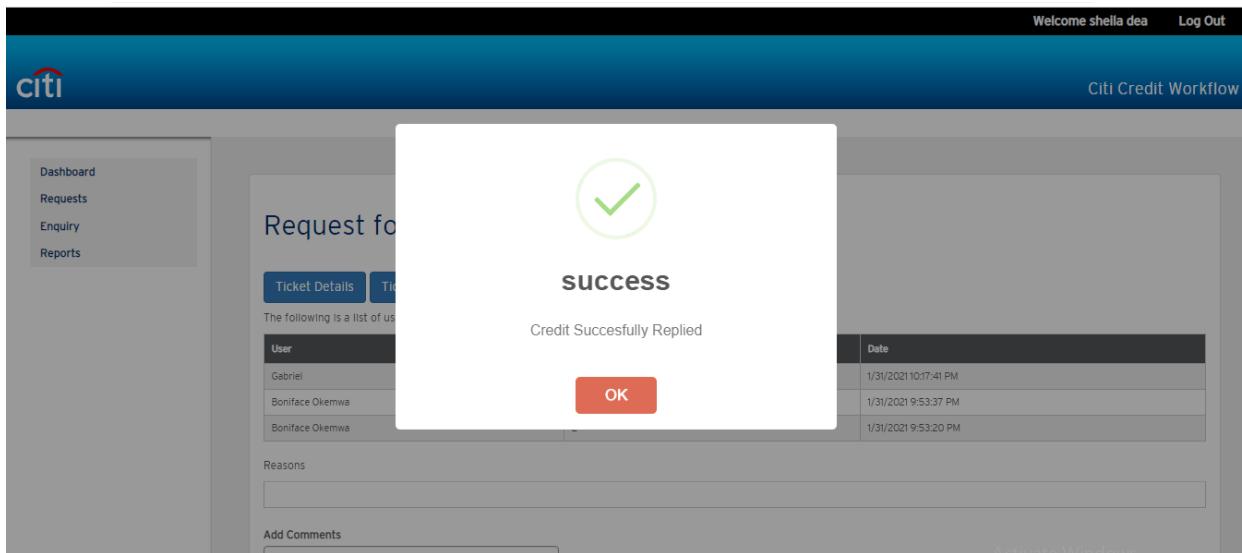
Add Comments  
 Proceed to authorize

**Reply**

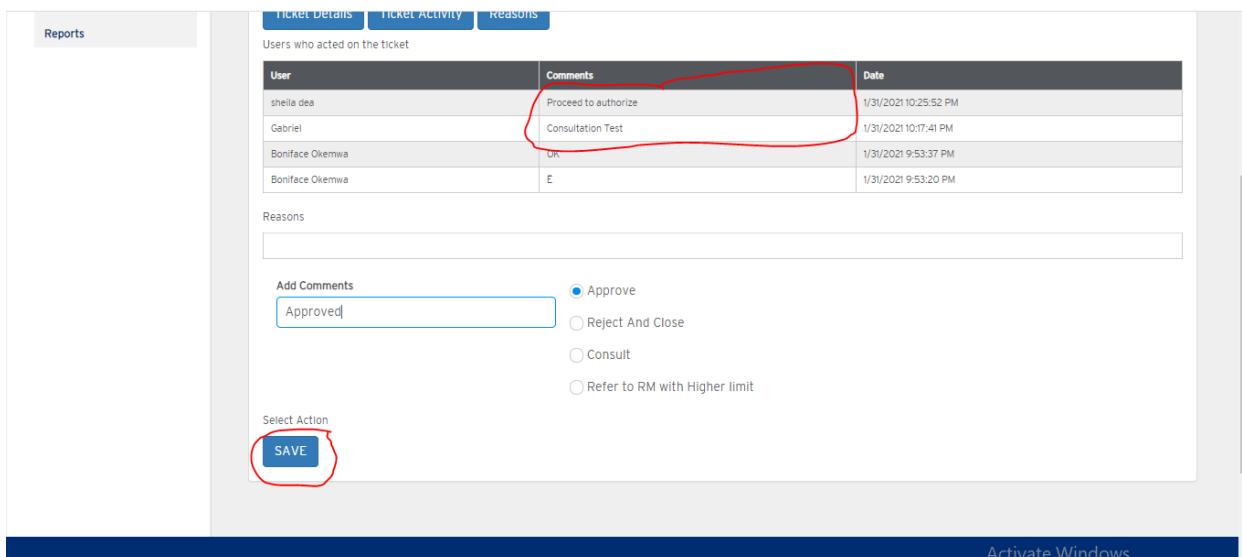
Activate Windows  
Go to Settings to activate Windows.  
[Show all](#) X

[PDF Fintech\\_Citi\\_Credit...pdf](#) ^

On success, the below will be shown



Login back as the RM who did a consultation,  
The response will be visible as shown below from the list of applications pending  
approval



Click Approve and save.

## Ticket Referral

This feature allows for an RM with a lower limit to forward a transaction to another RM with a higher limit.

Credit Ticket Approval

Ticket Details | Ticket Activity | **Reasons**

Ticket From: Boniface Okemwa

Ticket Type: OFFERING TICKET

Client: Judy

Transaction ID: 403

Base Number: 1001004

Amount(KES): 90161.99

Amount(USD-\$): 818.909990917348

Initiator: Boniface Okemwa

Mid Rate: 150.269985

Branch: Nairobi Edited

Date: 29/01/2021 12:00:00 am

Value Date: 30/01/2021 12:00:00 am

Expiry Date: 31/01/2021 12:00:00 am

Tenor: 1

Transaction Proposed:

Activate Windows  
Go to Settings to activate Windows  
Show all

Fintech\_Citi\_Credit...pdf

To achieve this,

Under Tickets Approval, Click Reasons Tab as shown above

Give Brief comments then select the desired RM to refer to, Radio Button for refer to RM with higher Limit then click save.

Ticket Details | Ticket Activity | Reasons

Users who acted on the ticket

User	Comments	Date
Boniface Okemwa	QA TEST 6	1/27/2021 10:32:29 PM
Boniface Okemwa	E	1/27/2021 10:32:08 PM

Reasons

Add Comments: REFERRAL TEST

Approve

Reject And Close

Consult

Refer to RM with Higher limit

Sheila dea----1000000

Select Action: **SAVE**

Activate Windows

The RM being referred to will receive an acknowledgement mail alert seeking their action on the same as shown below.

Judy - TICKET APPROVAL Inbox x

 **jerrybrads38@gmail.com** to shei ▼

14:28 (0 minutes ago) ☆ ↗ ⋮

Dear Sheila Dea,

The following Ticket \*\*\* 403 \*\*\* Has been forwarded to you and needs your attention.

Referral Test

**Transaction Proposed:**

Okay

Ticket No.	Ticket Type	Initiator	Transaction Date	Expiry Date
403	Offering ticket	Boniface Okemwa	1/29/2021 12:00:00 am	1/31/2021 12:00:00 am

**Comments**

Employee Name	Comment	Comment Date
Gabriel	Referral Test	1/31/2021 10:19:48 PM
Boniface Okemwa	Qa Test 6	1/27/2021 10:32:29 PM

**Customer Details:**

Name	RM	Branch	Base No.
Judy	Gabriel	Nairobi Edited	1001004

[Activate Windows](#)

Under Approval List,

The RM can proceed to select and authorize the transaction as shown below.

Welcome sheila dea [Log Out](#)

**citi** Citi Credit Workflow

**TICKETS**

### Tickets Pending authorization

The following Tickets are awaiting your Action

Show  entries Search:

Customer Name	Amount	Ticket	Initiator	Officer	Value Date	Expiry Date	Action
Judy	600	Offering Ticket	Boniface Okemwa	Sheila Dea	29/01/2021 12:00:00 am	31/01/2021 12:00:00 am	<b>SELECT</b>
Judy	622	Offering Ticket	Boniface Okemwa	Sheila Dea	29/01/2021 12:00:00 am	31/01/2021 12:00:00 am	<b>SELECT</b>

Previous 1 Next

[Activate Windows](#)  
Go to Settings to activate Windows [Show all](#)

 Fintech\_Citi\_Credit....pdf

To approve,

Click Approve and then save.

The screenshot shows a software interface for 'Credit Ticket Approval'. On the left, a sidebar has 'Requests' selected. The main area title is 'Credit Ticket Approval' with tabs for 'Ticket Details', 'Ticket Activity', and 'Reasons'. Under 'Ticket Details', there's a table of users who acted on the ticket:

User	Comments	Date
Gabriel	REFERRAL TEST	1/31/2021 10:19:48 PM
Boniface Okemwa	QA TEST 6	1/27/2021 10:32:29 PM
Boniface Okemwa	E	1/27/2021 10:32:08 PM

Below this is a 'Reasons' section with a large text input field. Under 'Reasons', there's a 'Comments' input field containing 'Approved' and a radio button group for actions:

- Approve (highlighted with a red circle)
- Reject And Close
- Consult
- Refer to RM with Higher limit

At the bottom is a 'Select Action' section with a 'SAVE' button highlighted with a red circle.

At the very bottom of the screen, there's a watermark: 'Activate Windows Go to Settings to activate Windows Show all X'.

## Ticket Rerouting

This system feature is used by initiators to redirect an unauthorized ticket to a different RM in the event the original RM assigned is not available.

To achieve this, go to;

Requests Menu > Reroute Ticket

This list will have an initiator's tickets that can be re-routed,

Select any.

**Reroute Ticket**

TICKETS

Select on a ticket to reroute

Customer Name	Amount	Ticket	Initiator	Date/Time	Expiry Date	Status	Action
John	250	OFFERING TICKET	Boniface Okemwa	1/29/2021 12:00:00 AM	1/31/2021 12:00:00 AM	REQUEST	<b>SELECT</b>
John	500	OFFERING TICKET	Boniface Okemwa	1/28/2021 12:00:00 AM	1/30/2021 12:00:00 AM	REQUEST	<b>SELECT</b>
John	500	OFFERING TICKET	Boniface Okemwa	2/2/2021 12:00:00 AM	2/11/2021 12:00:00 AM	REQUEST	<b>SELECT</b>
Judy	622	OFFERING TICKET	Boniface Okemwa	1/29/2021 12:00:00 AM	1/31/2021 12:00:00 AM	REQUEST	<b>SELECT</b>
Mike	450	AVAILMENT TICKET TEST	Boniface Okemwa	2/2/2021 12:00:00 AM	2/26/2021 12:00:00 AM	REQUEST	<b>SELECT</b>
Mike	633	AVAILMENT TICKET TEST	Boniface Okemwa	1/29/2021 12:00:00 AM	1/31/2021 12:00:00 AM	REQUEST	<b>SELECT</b>
Mike	150.000	AVAILMENT TICKET TEST	Boniface Okemwa	2/2/2021 12:00:00 AM	2/5/2021 12:00:00 AM	REQUEST	<b>SELECT</b>

Go to Settings to activate Windows  
Activate Windows Show all

## Go to Reasons Tab

**Reroute ticket**

**Reasons**

Ticket Type OFFERING TICKET	Client JOHN	Transaction ID <b>402</b>
Base Number 1001001	Amount(KES) 27525.00	Amount(USD-\$) 250
Initiator Boniface Okemwa	Mid Rate 110.1	Branch Nairobi Edited
Date 29/01/2021 12:00:00 am	Value Date 30/01/2021 12:00:00 am	Expiry Date 31/01/2021 12:00:00 am
Tenor 1	Activate Windows	

Select the RM officer to Reroute from and the officer to reroute to then click save

Reroute ticket

Ticket Details Ticket Activity Reasons

The following is a list of users who have acted on the Ticket

User	Comments	Date
sheila dea	Consultation approved	1/27/2021 10:55:29 PM
Gabriel	Consultation OA TEST	1/27/2021 10:51:40 PM
Boniface Okemwa	QA TEST 4	1/27/2021 10:30:55 PM
Boniface Okemwa	E	1/27/2021 10:30:25 PM

Reasons

Select officer from: Gabriel---200000  
Select officer to: sheila dea...1000000

Save

Activate Windows Go to Settings to activate Windows... Show all

On success, the below will be shown.

Welcome Boniface Okemwa Log Out

Citi Credit Workflow

Reroute ticket

Ticket Details Ticket Activity Reasons

The following is a list of users who have acted on the Ticket

User	Date
sheila dea	1/27/2021 10:55:29 PM
Gabriel	1/27/2021 10:51:40 PM
Boniface Okemwa	1/27/2021 10:30:55 PM
Boniface Okemwa	1/27/2021 10:30:25 PM

Reasons

Select officer from: Gabriel---200000  
Select officer to: sheila dea...1000000

Success

Ticket: OFFERING TICKET has been successfully Re-Routed and pending approval.

OK

Activate Windows

An email alert is sent to the RM who the ticket has been rerouted to prompting for their action as shown below,

to shel, rmumenya ▾

Dear Sheila Dea,

The following Ticket \*\*\* 402 \*\*\* Has been forwarded to you and needs your attention.

**Transaction Proposed:**

Qa Test 66

Ticket No.	Ticket Type	Initiator	Transaction Date	Expiry Date
402	offering ticket	Boniface Okemwa	1/29/2021 12:00:00 am	1/31/2021 12:00:00 am

**Comments**

Employee Name	Comment	Comment Date
Sheila Dea	Consultation Approved	1/27/2021 10:55:29 PM
Gabriel	Consultation Qa Test	1/27/2021 10:51:40 PM
Boniface Okemwa	Qa Test 4	1/27/2021 10:30:55 PM

**Customer Details:**

Name	RM	Branch	Base No.
John	Gabriel	Nairobi	Edited   1001001

**Transaction Proposed Amount:**

Currency	Amount	Amount (\$)
USD	250	250

**Requested Product analysis before transaction (All figures in USD)**

Activate Windows

To approve the rerouted Ticket,

Go to;

Requests Menu > approve ticket > Select the ticket

Welcome shel dea Log Out

Citi Credit Workflow

**TICKETS**

Tickets Pending authorization

The following Tickets are awaiting your Action

Show 10 entries

Customer Name	Amount	Ticket	Initiator	Officer	Value Date	Expiry Date	Action
John	250	Offering Ticket	Boniface Okemwa	Sheila Dea	29/01/2021 12:00:00 am	31/01/2021 12:00:00 am	<b>SELECT</b>
Judy	622	Offering Ticket	Boniface Okemwa	Sheila Dea	29/01/2021 12:00:00 am	31/01/2021 12:00:00 am	<b>SELECT</b>
Mike	150,000	Avaliment Ticket Test	Boniface Okemwa	Sheila Dea	02/02/2021 12:00:00 am	05/02/2021 12:00:00 am	<b>SELECT</b>

Search:

Previous **1** Next

Activate Windows

Output

```
Show output from: Build
2>----- Publish start
2>Configuring Web Site 'CITI'
3>Transferring files...
2>Copying all files to
2>obj\Release\AspnetC
2>C:\WINDOWS\Microsoft
2>ASPNETCOMPILER(0,0)
2>c:\Users\jbrad\sour
2>c:\Users\jbrad\sour
2>c:\Users\jbrad\sour
2>c:\Users\jbrad\sour
2>c:\Users\jbrad\sour
2>Copying all files to
2>obj\Release\Package
```

Under reasons tab, you will be able to tell that the ticket has been rerouted to you as shown below;

The screenshot shows a 'Credit Ticket Approval' page. At the top, there are tabs for 'Ticket Details', 'Ticket Activity', and 'Reasons'. Below the tabs is a table titled 'Users who acted on the ticket' with columns for 'User', 'Comments', and 'Date'. A red box highlights the entire table. Below the table is a section for 'Reasons' with a large empty text area. Underneath is an 'Add Comments' field containing 'Approved' with a radio button next to it. There are four other radio button options: 'Reject And Close', 'Consult', and 'Refer to RM with Higher limit', all of which are unselected. At the bottom left is a 'Select Action' dropdown menu with a red box around it, and a blue 'SAVE' button at the bottom right.

To authorize the re-routed ticket, Click Approve then click save.

### Setting Approval Path

This system feature helps RMs to approve unauthorized tickets,

To achieve this go to;

Requests Menu > set Approval path >Select the associated Ticket

The screenshot shows the 'Citi Credit Workflow' interface. At the top, there's a navigation bar with 'Welcome shella dea' and 'Log Out'. Below the navigation bar is a blue header with the 'citi' logo and the text 'Citi Credit Workflow'. On the left, there's a sidebar with 'Dashboard', 'Requests' (which has 'set approval path' highlighted with a red box), 'Enquiry', and 'Reports'. The main area is titled 'TICKETS' and contains a sub-section 'Tickets Pending authorization'. It displays a table of pending tickets with columns: Customer Name, Amount, Ticket, Initiator, Value Date, Expiry Date, Status, and Action. Two rows are shown: one for 'Jerry' with 'Offering Ticket' and another for 'Jerry' with 'Offering Ticket'. In the 'Action' column, there are blue 'SELECT' buttons, with the second one circled in red. At the bottom of the table are buttons for 'Previous', '1', and 'Next'.

Select Reasons Tab as shown below,

Requests

Enquiry

Reports

## Set ticket approval path

**Ticket Details** **Ticket Activity** **Reasons**

Analysis For  
Jerry

Ticket Type  
OFFERING TICKET

Base Number  
1001003

Initiator  
sheila dea

Date  
28/01/2021 12:00:00 am

Tenor  
2

Request amount  
689

Client  
Jerry

Amount(KES)  
103536.02

Mid Rate  
150.269985

Value Date  
29/01/2021 12:00:00 am

Transaction ID  
386

Branch  
Nairobi Edited

Amount(USD-\$)  
940.381653042689

Expiry Date  
31/01/2021 12:00:00 am

Transaction Proposed  
+

Select the desired action,

Give brief comments, select the branch and RM to send a mail to.

**Click submit to approve the application**

Enquiry

Reports

## Set ticket approval path

Ticket Details   Ticket Activity   Reasons

Users who acted on the ticket

Reasons

Select address

The system has determined that the ticket will be routed as

**Offering Ticket**

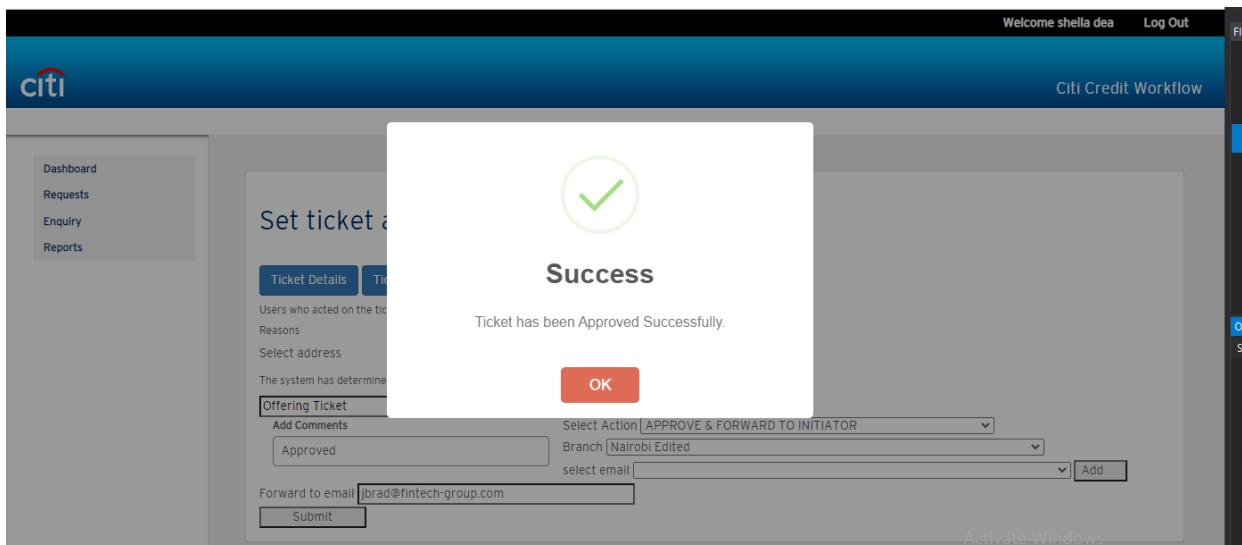
Add Comments  Select Action APPROVE & FORWARD TO INITIATOR

Approved  Branch Nairobi Edited

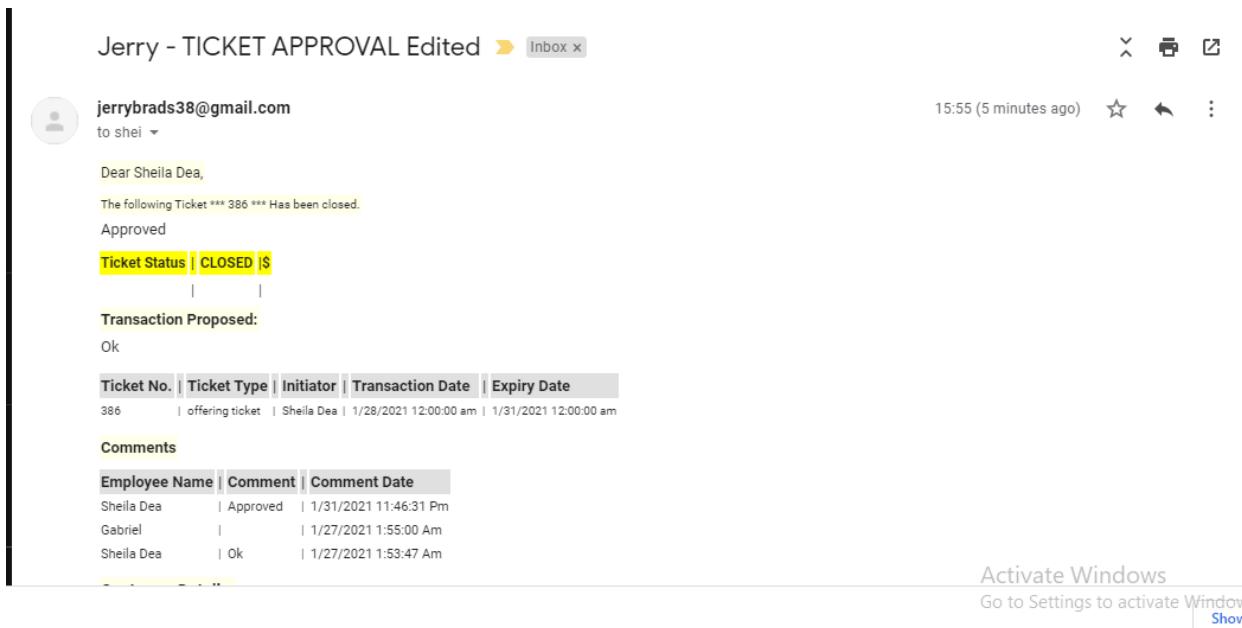
select email  Add

Forward to email

On Success, the below will be shown,



A mail with an approval success alert is also sent to the RM as shown below.



## Cross Browser Attachments

During raising of tickets by a credit ticket initiator; the system should allow for attachments regardless of the browser type used but following the extensions allowed.

To Achieve this;

- Under Credit Request Tab2,
- Select on the file to attach on the Choose File button as shown below.

The screenshot shows a web-based application for creating a new ticket. The form includes fields for basic information like Name, Base Number, Product, Tenor, and Transaction Proposed. It also includes currency conversion fields for Initiating Unit, Currency, Amount, Value Date, and Expiry Date. A section for 'Exceptions checklist' is present, along with 'Exceptions Comments' and 'Add Comments' fields. A file upload input field labeled 'Choose File' with the path 'Path.txt' is highlighted with a red box. Navigation buttons 'Previous' and 'Next' are visible at the bottom right.

Upon completion of the raising of the ticket;

Login as an RM,

A download button appears as shown below for any ticket that has an attachment.

The screenshot shows a web-based application for ticket approval. The left sidebar has navigation links for Requests, Enquiry, User Management, Maintenance, and Reports. The main area is titled 'Set ticket approval path' and contains tabs for Ticket Details, Ticket Activity, Reasons, Previous Listing, and Download Attachment. The 'Download Attachment' tab is highlighted with a red box. The form displays ticket details such as Analysis For (Jerry), Ticket Type (AVAILMENT TICKET TEST), Base Number (1001003), Initiator (Shella dea), Date (01/03/2021 12:00:00 AM), Tenor (21), Transaction Proposed (Ok), Request amount (KES 6000), Client (Jerry), Amount(KES) (6000.00), Mid Rate (1), Value Date (10/03/2021 12:00:00 AM), Transaction ID (477), Amount(USD-\$) (54.4959128065395), Branch (Nairobi Edited), and Expiry Date (31/03/2021 12:00:00 AM). An 'Activate Windows' message is visible at the bottom right.

Click on download attachment

The screenshot shows the fintech software's 'Set ticket approval path' page. The left sidebar includes 'Requests', 'Enquiry', 'User Management', 'Maintenance', and 'Reports'. The main area has tabs for 'Ticket Details', 'Ticket Activity', 'Reasons', 'Previous Listing', and 'Download Attachment' (which is highlighted in orange). The 'Ticket Details' section contains fields for 'Analysis For' (Jerry), 'Ticket Type' (AVAILMENT TICKET TEST), 'Base Number' (1001003), 'Initiator' (Sheila dea), 'Date' (01/03/2021 12:00:00 AM), 'Tenor' (21), 'Client' (Jerry), 'Mid Rate' (1), 'Value Date' (10/03/2021 12:00:00 AM), 'Request amount' (KES 6000), 'Amount(KES)' (6000.00), 'Amount(USD-\$)' (54.4959128065395), 'Branch' (Nairobi Edited), and 'Expiry Date' (31/03/2021 12:00:00 AM). Below this is a 'Transaction Proposed' section. A red circle highlights the download link '477\_Path.txt' in the bottom left corner. A status bar at the bottom right says 'Activate Windows Go to Settings to activate Windows Show all'.

The file is downloaded as shown above.

### Relation Managers Limit Validation

Each and every RM has an assigned limit above with they can't approve any transaction; The limits are defaulted to dollar and as such whenever an approval is happening incase the currency is not dollar, the system will first do a rate conversion and validate the RM's limit against the converted value.

To validate this;

Create a new request as shown below

The screenshot shows the fintech software's 'Create new request' page. The left sidebar includes 'Dashboard', 'Requests', 'Enquiry', and 'Reports'. The main area has a process flow diagram with four green circles labeled 2, 3, and 4 connected by arrows, followed by 'Search', 'Create Request', 'Analysis', and 'Complete'. Below this is a 'Create new request' form. The form fields include: Client (Mike), Branch (Nairobi Edited), RM (Gabriel), Base Number (1001002), Initiating Unit (sheila dea), Date (2021-03-01), Product (Liab\_One), Value Date (2021-03-02), Expiry Date (2021-03-31), and Transaction Proposed (Ok). A red circle highlights the 'Currency' field (set to GBP) and the 'Amount' field (set to 1000000). A status bar at the bottom right says 'Activate Windows Go to Settings to activate Windows'.

Requests

Enquiry

Reports

Search

Create Request

Analysis

Complete

Analysis For: Mike

Send to RM: Gabriel

The system has determined that the ticket will be routed as:  
OFFERING TICKET

Add Comments: TESTING LIMITS WHEN SENDING TO CRMS

Branch: Nairobi Edited

select email

Other Address:

Forward to email: oyarobonnie@gmail.com

Forward

Previous

Activate Windows

Login as an RM and load your awaiting approval list as shown below

Welcome Gabriel Log Out

Citi Credit Workflow

TICKETS

Tickets Pending authorization

The following Tickets are awaiting your Action

Show 10 entries Search:

TRANSID	Customer Name	Amount	Ticket	Initiator	Value Date	Expiry Date	Status	Action
476	John	878	OFFERING TICKET	Sheila Dea	01-Mar-21 00:00:00	31-Mar-21 00:00:00	REQUEST	<b>SELECT</b>
477	Jerry	6.000	AVAILMENT TICKET TEST	Sheila Dea	01-Mar-21 00:00:00	31-Mar-21 00:00:00	REQUEST	<b>SELECT</b>
478	Mike	1,000,000	OFFERING TICKET	Sheila Dea	01-Mar-21 00:00:00	31-Mar-21 00:00:00	REQUEST	<b>SELECT</b>

Previous | 1 | Next

Activate Windows

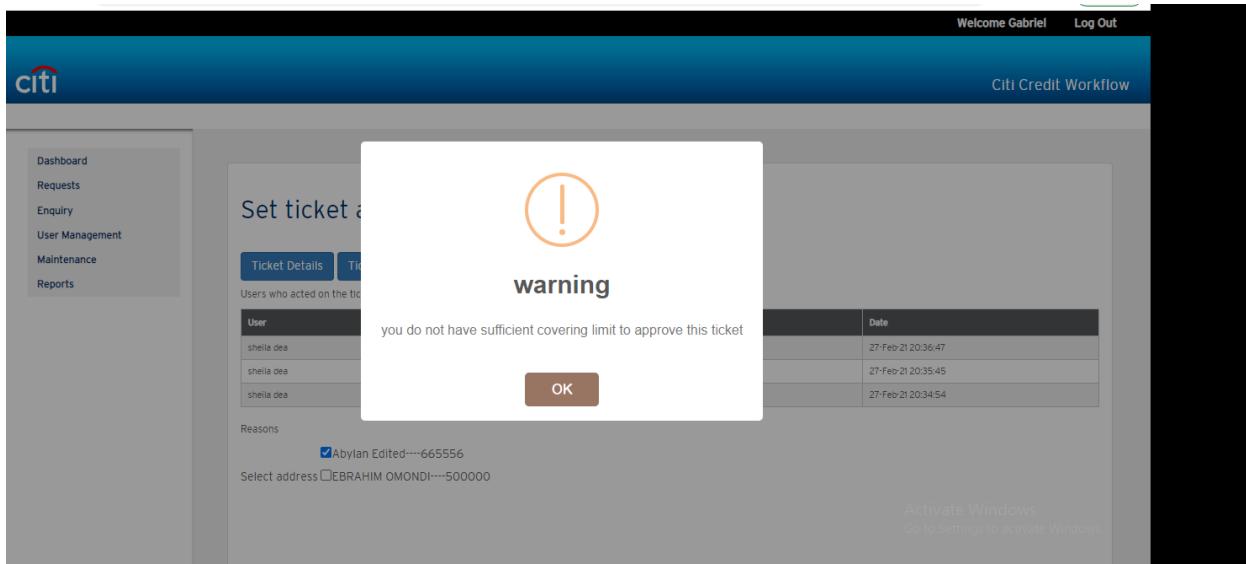
Go to Settings to activate Windows.

The request amount currency is shown as seen below.

Go to reasons tab,

Select approve and forward to CRMss as shown below

The Transaction with excessive limit is flagged as shown below.



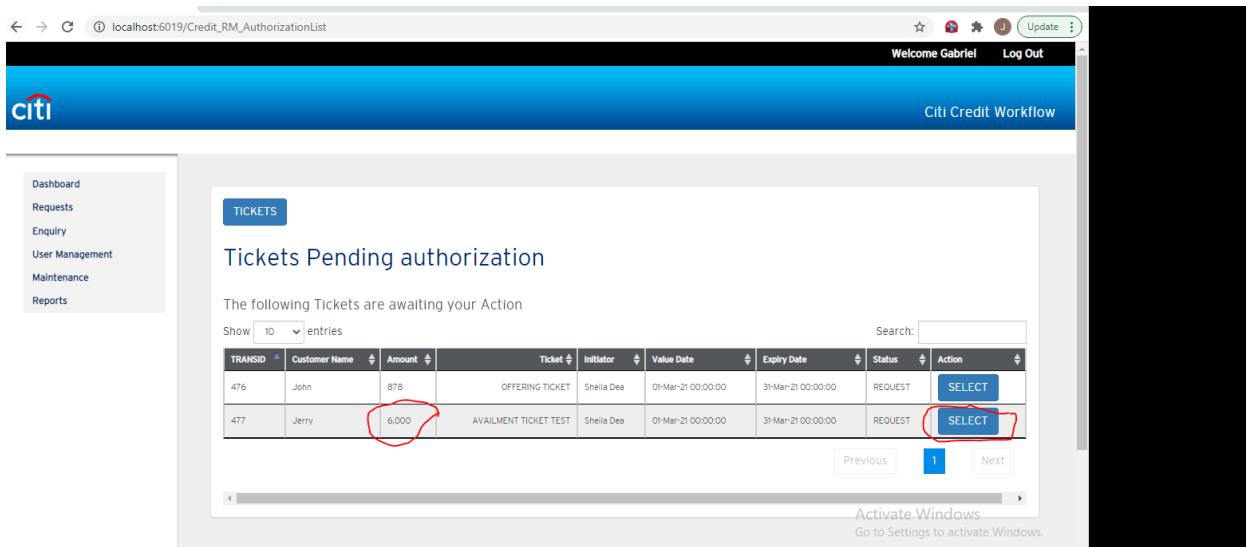
## Approve and Forward To CRMs

In this Module, whenever a Relation manager opts to approve and forward to a CRMS, the action should trigger sending of emails to all users in the credit Admin department;

In our case during this test; we only have two Crms configured;

To achieve this;

- Login as a Relations manager and load your unapproved tickets

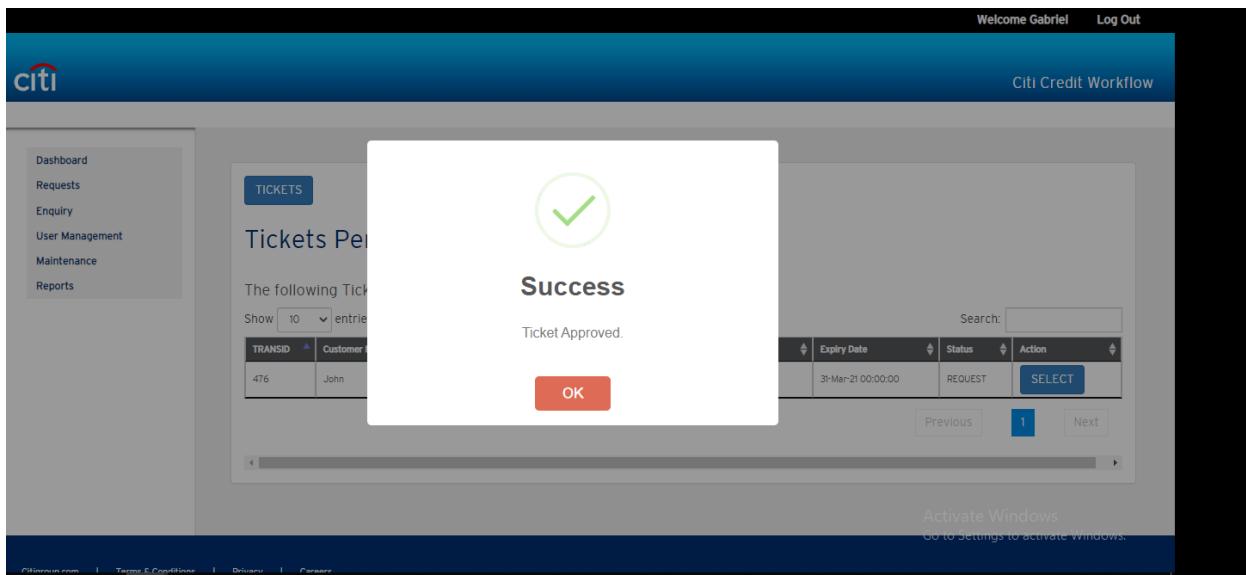


Go to Reasons and select Approve and forward to Crms as shown below.

The system has determined that the ticket will be routed as

Avaliment Ticket Test	Select Action [APPROVE & FORWARD TO CRMS]
Add Comments Sending email to all crms	Branch [Nairobi Edited] select email
Forward to email [loyarobonnie@gmail.com]	Activate Windows [Add] Go to Settings to activate Windows.
<b>Submit</b>	

On success, below will be shown;



An email is sent to all users within Credit admin role as shown below

Jerry - TICKET APPROVAL Edited

jerrybrads38@gmail.com

12:55 (1 minute ago)

Dear Abylan Edited,  
The following Ticket \*\*\* 477 \*\*\* Has been forwarded to you and needs your attention.  
Sending Email To All Crms

**Transaction Proposed:**  
Ok

Ticket No.	Ticket Type	Initiator	Transaction Date	Expiry Date
477	Availment ticket test	Sheila Dea	01-mar-21 00:00:00	31-mar-21 00:00:00

**Comments**

Employee Name	Comment	Comment Date
Gabriel	Sending Email To All Crms	27-Feb-21 20:45:32
Sheila Dea	Testing Chrome Browser Attachments	27-Feb-21 20:30:41

**Customer Details:**

Name	RM	Branch	Base No.
Jerry	Gabriel	Nairobi	Edited   1001003

When a user {Abylan Edited} with the role of a credit admin logs in, they are able to see the tickets awaiting their action as shown below

Welcome Abylan Edited

Citi Credit Workflow

TICKETS

Tickets Pending authorization

The following Tickets are awaiting your Action

TRXID	Customer Name	Amount	Ticket	Initiator	Officer	Value Date	Expiry Date	Action
477	Jerry	6000	Availment ticket test	Sheila Dea	Abylan Edited	01/03/2021 00:00:00 AM	26/03/2021 00:00:00 AM	<b>SELECT</b>

Another user {Ebrahim Omondi} with a credit admin role is also able to see the same ticket as shown below

The screenshot shows a web browser window for 'Citi Credit Workflow' at the URL [localhost:6019/Credit\\_authorizationList](http://localhost:6019/Credit_authorizationList). The top navigation bar includes a 'Logout' link and a red circle highlights the 'Welcome EBRAHIM OMONDI' message. The main content area is titled 'TICKETS' and displays a table of 'Tickets Pending authorization'. A single row is visible in the table, with the 'TRANSID' column circled in red. The table columns are: TRANSID, Customer Name, Amount, Ticket, Initiator, Officer, Value Date, Expiry Date, and Action. The row data is: 477, Jerry, 6.000, Avaliment Ticket Test, Sheila Dea, Abylan Edited, 01/03/2021 12:00:00 AM, 31/03/2021 12:00:00 AM, and a 'SELECT' button.

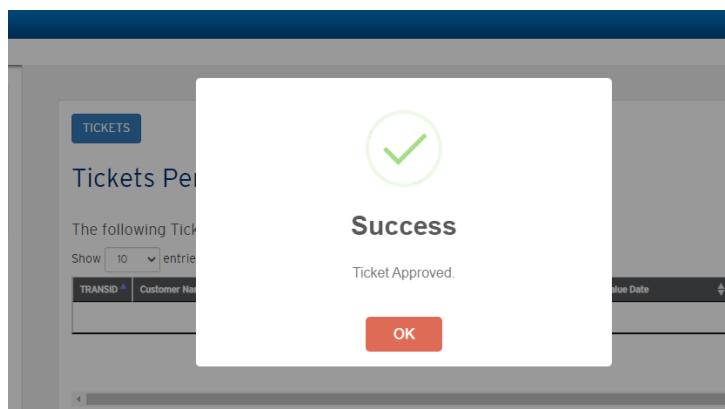
In a nut shell, a ticket forwarded to CRMS should be visible to all Credit admin users for action

This screenshot is identical to the one above, showing the 'Citi Credit Workflow' application at the same URL. It displays the 'TICKETS Pending authorization' screen with a single ticket listed. The 'TRANSID' column of the ticket table is circled in red, and the 'Welcome EBRAHIM OMONDI' message is highlighted with a red circle in the top right corner of the page header.

Proceed on to act on the ticket with any of the available options as shown below.

User	Comments	Date
Gabriel	Sending email to all crms	27-Feb-21 20:45:32
sheila dea	Testing Chrome Browser attachments	27-Feb-21 20:30:41
sheila dea	E	27-Feb-21 20:30:14

On success; below will be shown



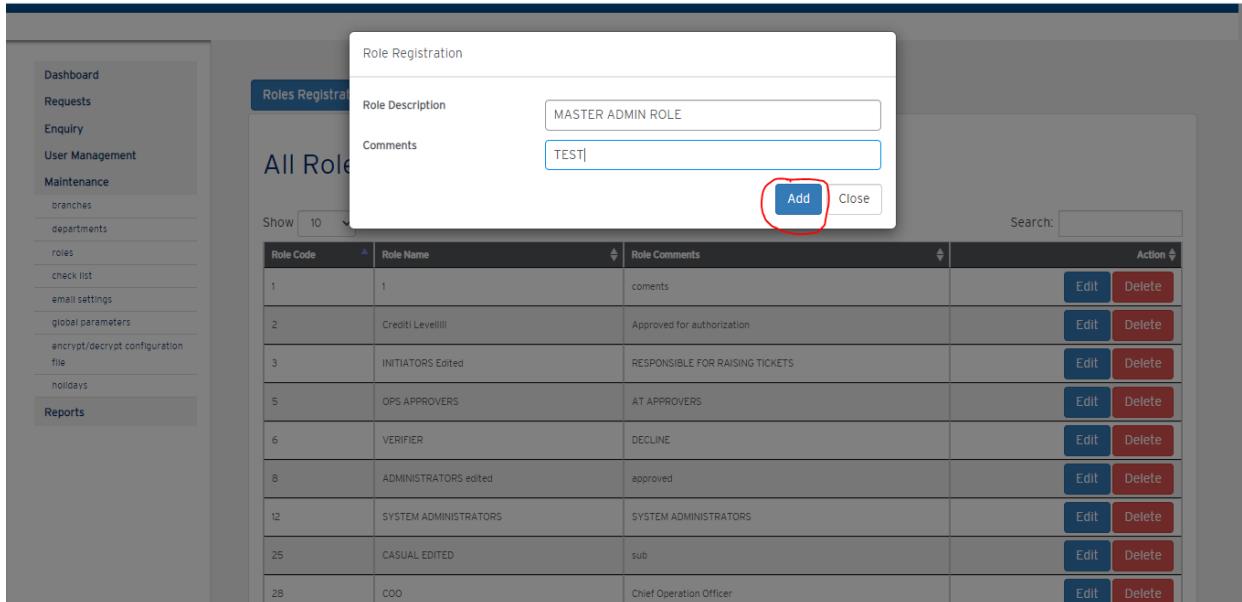
## USER MANAGEMENT MODULE

This module is used to manage system users, user rights access control and user related audits.

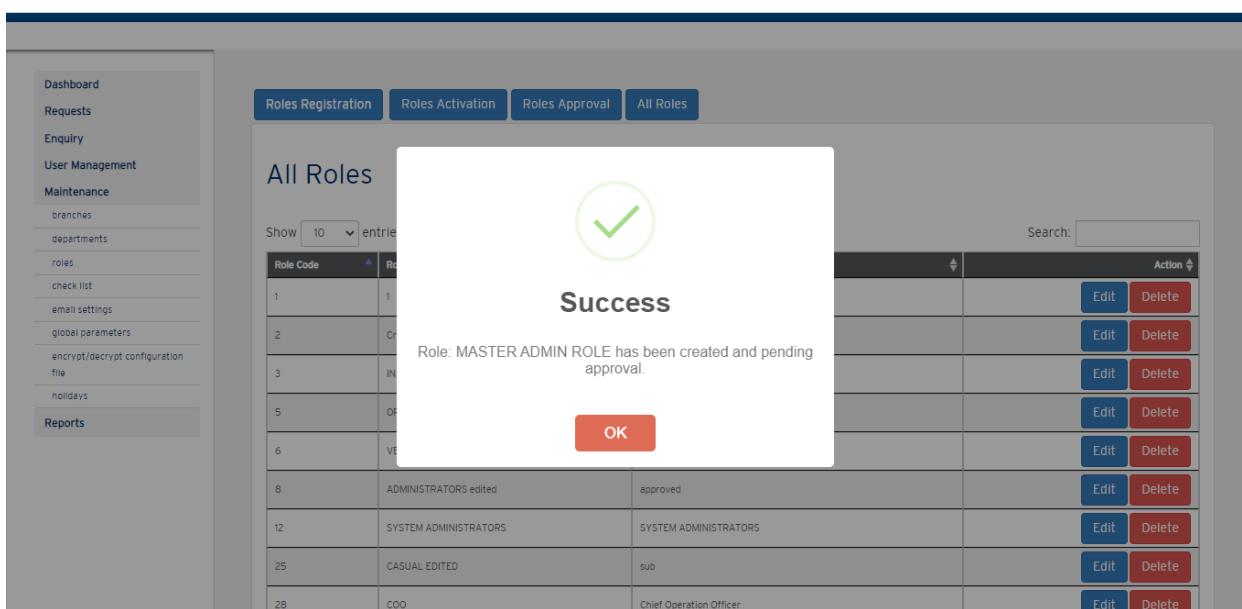
### User Rights

#### Role Registration

To begin with this we will start by creating a user Role 'Master Admin' from the Maintenance Menu >Roles > Roles Registration



After successful creation of the role , the below will be shown



Login with another user and authorize the role created as shown below.

The screenshot shows the 'Citi Credit Workflow' interface. At the top, there are tabs: 'Roles Registration', 'Roles Activation', 'Roles Approval' (which is highlighted with a red oval), and 'All Roles'. Below the tabs, the title 'Unapproved roles' is displayed. A table lists one role: 'Role Code' 45, 'Role Name' 'MASTER ADMIN ROLE', and 'Role Comments' 'TEST'. To the right of the table are 'Approve' and 'Decline' buttons, with 'Approve' also highlighted with a red oval. Navigation buttons 'Previous', '1', and 'Next' are at the bottom. On the left sidebar, there's a navigation menu with links like 'Dashboard', 'Requests', 'Enquiry', 'User Management', 'Maintenance', and 'Reports'. At the bottom, there are links for 'Citigroup.com', 'Terms & Conditions', 'Privacy', and 'Careers'.

This screenshot shows the same 'Citi Credit Workflow' interface. A modal window titled 'Success' is centered, featuring a green checkmark icon and the message 'Role name: MASTER ADMIN ROLE has been approved.' with an 'OK' button. In the background, the 'All Roles' table is visible, showing several other roles with their details and 'Edit' and 'Delete' buttons. The left sidebar and bottom links are identical to the first screenshot.

## Assigning Access Rights to the role created

Go to;

User Management Menu > User Rights >User Rights Capture

Select the desired role, assign desired rights to be granted to that role then click save

User Rights Capture

User Rights Approval

### User Group Rights

Role Name: **MASTER ADMIN ROLE**

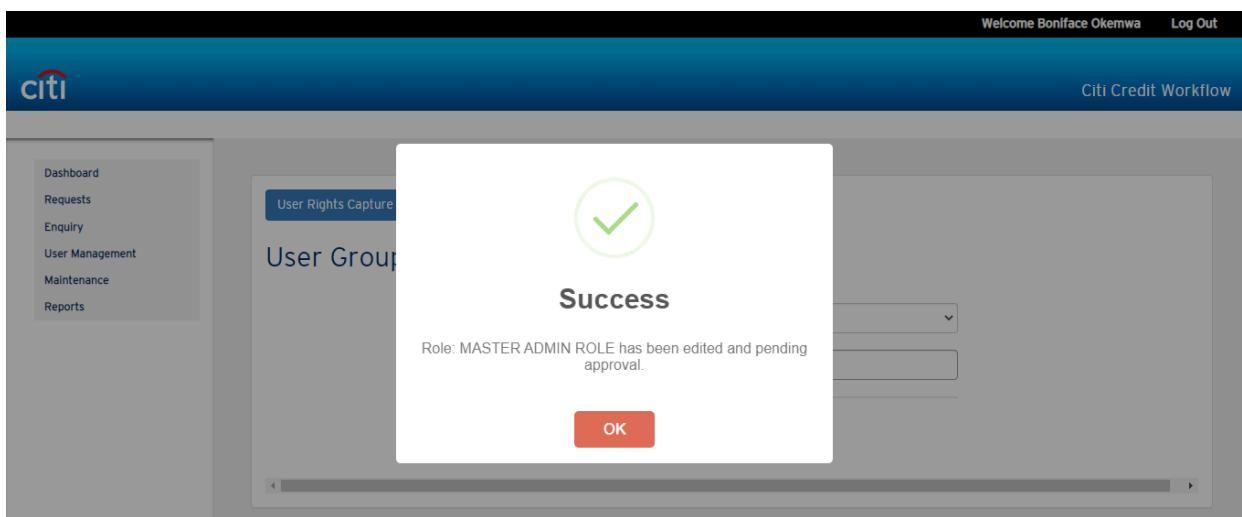
Comments: ASSIGNING ALL ROLES TO MASTER ADMINS

Menu:

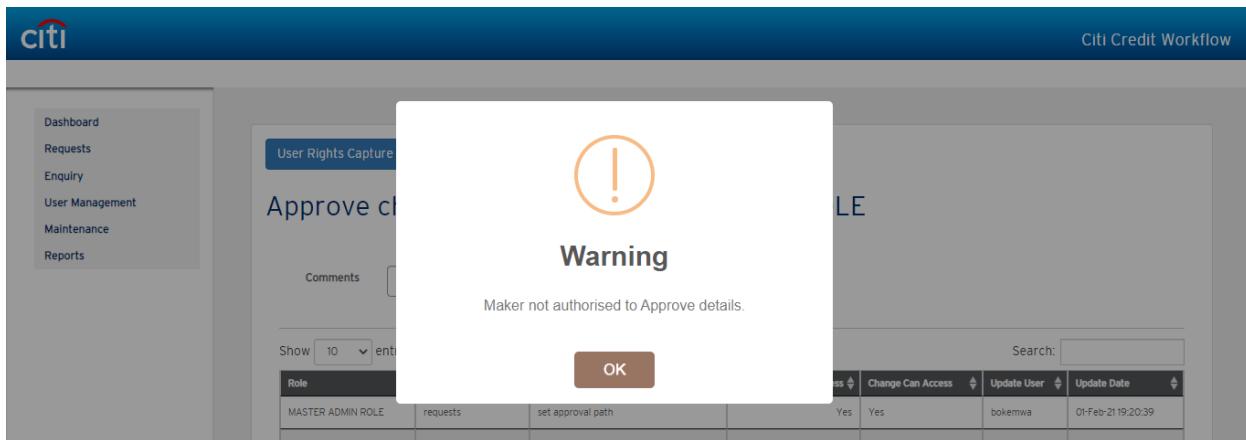
- REQUESTS
- ENQUIRY
- USER MANAGEMENT
- MAINTENANCE
- REPORTS

**Save**

On successful assignment of the rights, the below will be seen



Marker checker Validation is implemented on the same feature as shown below.



Login as another user, Go to;

User Management Menu > user roles > User Roles Approval

-Select to view the various roles assigned

The screenshot shows the 'User Rights Approval' section of the Citi Credit Workflow. At the top, there are two tabs: 'User Rights Capture' and 'User Rights Approval', with 'User Rights Approval' being the active tab and circled in red. Below the tabs is a table titled 'User Rights Approval' with the following columns: Action, Role Name, and Role Status. The table contains six rows, each with a 'Select' link under 'Action' and a role name under 'Role Name'. All rows have 'UNAPPROVED' under 'Role Status'. At the bottom of the table are navigation buttons for 'Previous', 'Next', and a page number '1'.

Action	Role Name	Role Status
Select	FINAL QA ROLE EDITED	UNAPPROVED
Select	JUJA	UNAPPROVED
Select	MASTER ADMIN ROLE	UNAPPROVED
Select	SYSTEM ADMINISTRATORS	UNAPPROVED
Select	COO	UNAPPROVED

The screenshot shows a user interface for managing user rights. On the left, a sidebar menu includes: Dashboard, Requests, Enquiry, User Management, Maintenance, and Reports. The main area has tabs for 'User Rights Capture' and 'User Rights Approval'. A title 'Approve changes for role: MASTER ADMIN ROLE' is displayed. Below it, there's a 'Comments' field containing 'Approved' and two buttons: 'Approve' (highlighted with a red circle) and 'Decline'. A table lists roles with columns: Role, Menu Name, Submenu Name, Current Can Access, Change Can Access, Update User, and Update Date. The table shows several entries for the 'MASTER ADMIN ROLE'.

Role	Menu Name	Submenu Name	Current Can Access	Change Can Access	Update User	Update Date
MASTER ADMIN ROLE	requests	set approval path	Yes	Yes	bokemwa	01-Feb-21 19:20:39
MASTER ADMIN ROLE	enquiry	my rejected flows	Yes	Yes	bokemwa	01-Feb-21 19:20:41
MASTER ADMIN ROLE	enquiry	all orphaned flows	Yes	Yes	bokemwa	01-Feb-21 19:20:42
MASTER ADMIN ROLE	user management	user details	Yes	Yes	bokemwa	01-Feb-21 19:20:44
MASTER ADMIN ROLE	maintenance	departments	Yes	Yes	bokemwa	01-Feb-21 19:20:45
MASTER ADMIN ROLE	maintenance	holidays	Yes	Yes	bokemwa	01-Feb-21 19:20:49
MASTER ADMIN ROLE	requests	reroute ticket	Yes	Yes	bokemwa	01-Feb-21 19:20:39
MASTER ADMIN ROLE	enquiry	all rejected flows	Yes	Yes	bokemwa	01-Feb-21 19:20:42

Give brief comments and then you can either decide to approve as shown above

On successful Approval, the below will be seen.

The screenshot shows a 'User Right' page from the Citi Credit Workflow system. The top bar includes 'Welcome Gabriel' and 'Log Out'. The sidebar has links for Dashboard, Requests, Enquiry, User Management, Maintenance, and Reports. The main area has tabs for 'User Rights Capture' and 'User Rights Approval'. A modal window titled 'Success' displays a green checkmark icon and the message 'Role name: MASTER ADMIN ROLE has been approved.' An 'OK' button is at the bottom of the modal. In the background, there's a table with columns 'Action' and 'Role Status'. The table shows four rows, all of which are currently 'UNAPPROVED'.

Action	Role Status
Select	UNAPPROVED
Select	UNAPPROVED
Select	UNAPPROVED
Select	COO

## Editing of Access Rights

This feature allows for reassigning /editing of user access rights within the system

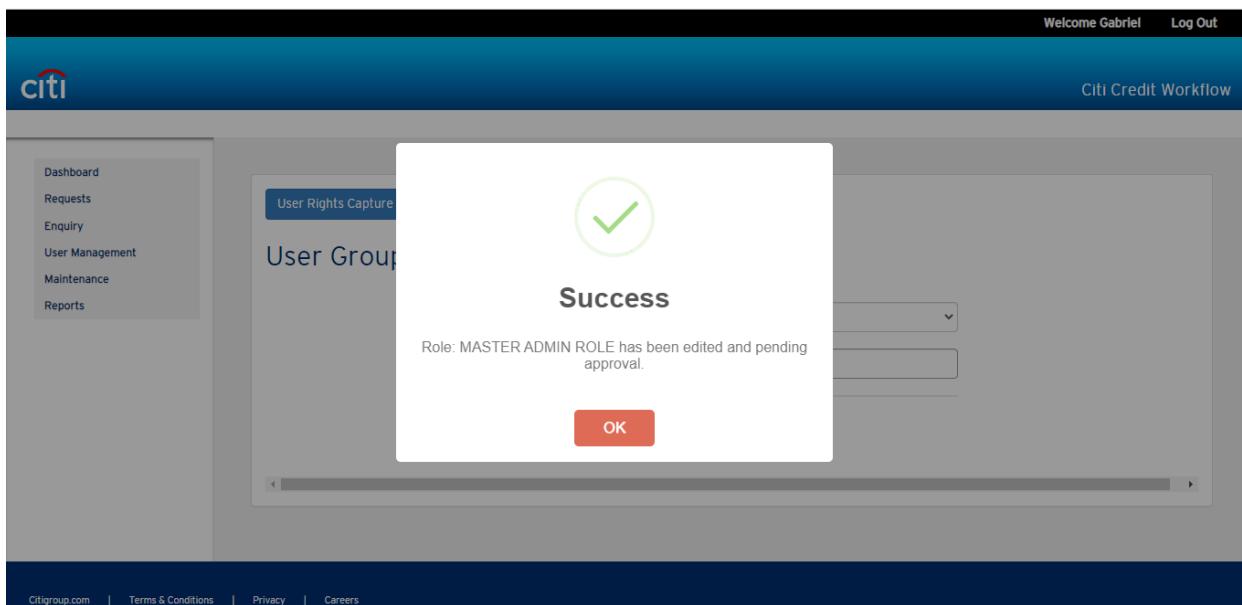
To achieve this go to;

User Management Menu > User Rights Capture > Select the role whose access rights you wish to edit

-Make the necessary changes and click save;

The screenshot shows a software interface for managing user roles. On the left, there's a sidebar with links: Requests, Enquiry, User Management, Maintenance, and Reports. The main area has tabs at the top: User Rights Capture (which is active and highlighted in blue) and User Rights Approval. Below the tabs, the title 'User Group Rights' is displayed. A form is present with fields for 'Role Name' (set to 'MASTER ADMIN ROLE') and 'Comments' (containing the text 'DENYING ACCESS TO USER MAN AND REPORTS ACCESS'). The 'Menu' section contains a hierarchical tree of menu items, each with a checkbox. Most checkboxes are checked, except for 'User Management' under 'REQUESTS' and 'Reports' under 'REPORTS'. The tree structure includes REQUESTS, ENQUIRY, USER MANAGEMENT (with sub-options like User Rights, User Details, System Audit, Operations Audit), MAINTENANCE (with sub-options like Branches, Departments, Roles, Check List, Email Settings, Global Parameters, Encrypt/Decrypt configuration file, Holidays), and REPORTS (with sub-options like Maintenance, User Management).

On success, the below will be shown

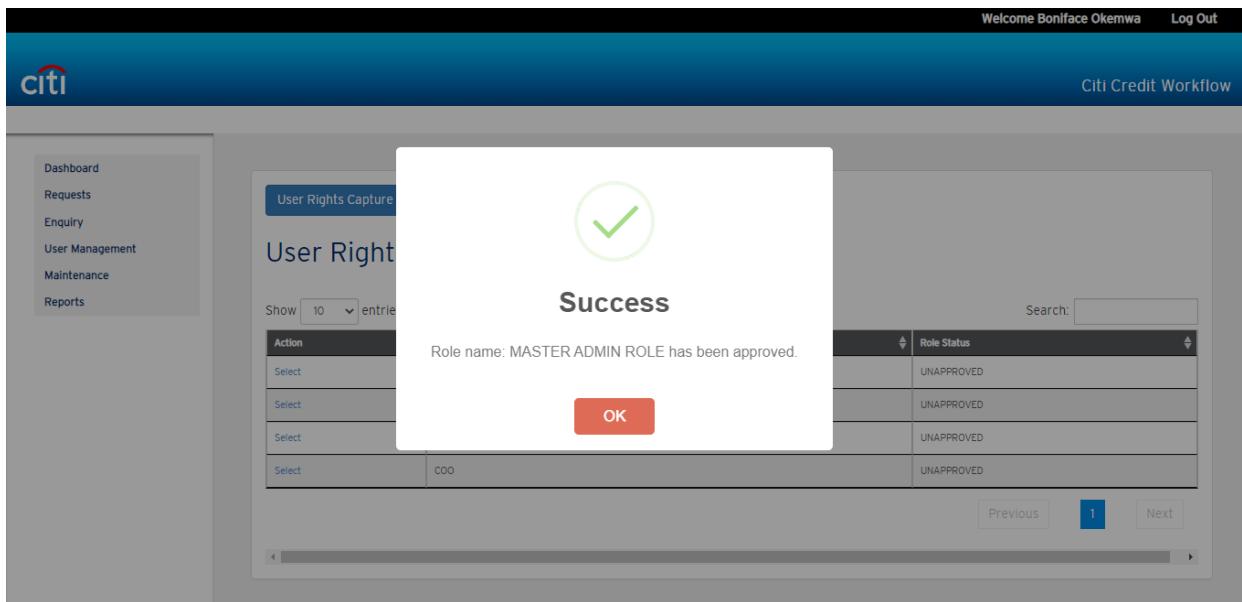


Login as another user to approve the edited access rights

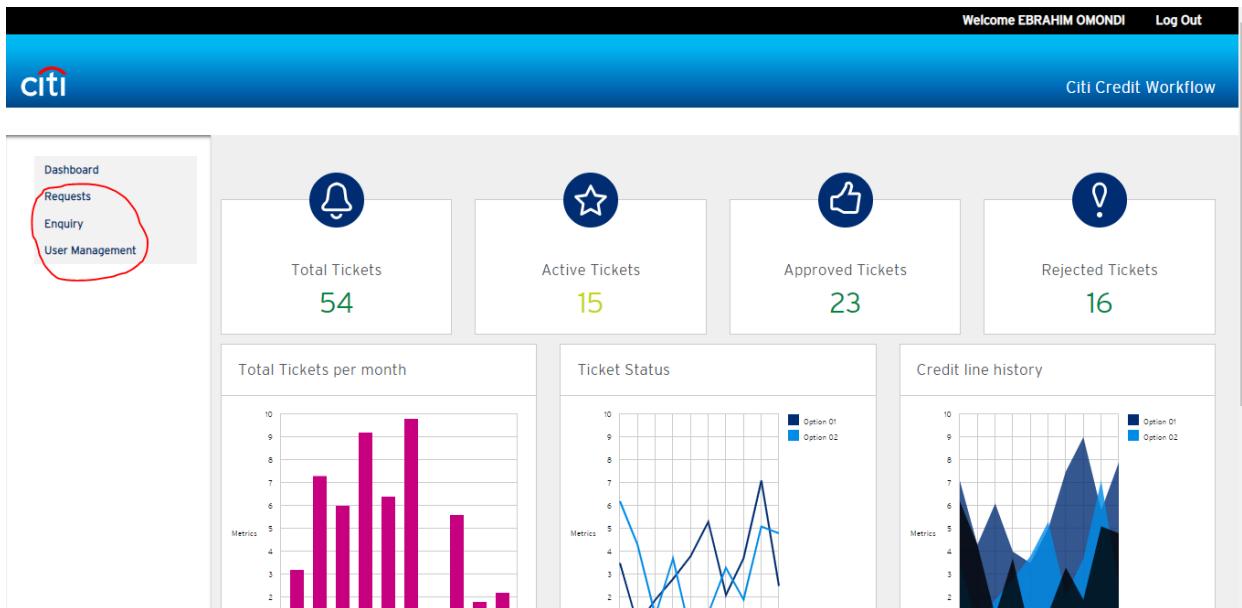
The screenshot shows the 'User Rights Approval' tab selected in the header. The main content area is titled 'Approve changes for role: MASTER ADMIN ROLE'. It includes a toolbar with 'Comments' (disabled), 'Approved' (selected), 'Approve' (blue button), and 'Decline' (red button). Below is a table with 10 entries. Several entries in the 'Menu Name' column have been circled in red. The table columns are: Role, Menu Name, Submenu Name, Current Can Access, Change Can Access, Update User, and Update Date. The table data is as follows:

Role	Menu Name	Submenu Name	Current Can Access	Change Can Access	Update User	Update Date
MASTER ADMIN ROLE	enquiry	view attachments	Yes	Yes	gabu	01-Feb-21 20:53:09
MASTER ADMIN ROLE	<u>maintenance</u>	global parameters	Yes	No	gabu	01-Feb-21 20:53:12
MASTER ADMIN ROLE	enquiry	my approved tickets	Yes	Yes	gabu	01-Feb-21 20:53:06
MASTER ADMIN ROLE	user management	operations audit	Yes	Yes	gabu	01-Feb-21 20:53:10
MASTER ADMIN ROLE	<u>reports</u>	user management	Yes	No	gabu	01-Feb-21 20:53:13
MASTER ADMIN ROLE	requests	new request	Yes	Yes	gabu	01-Feb-21 20:53:03
MASTER ADMIN ROLE	enquiry	all finished flows	Yes	Yes	gabu	01-Feb-21 20:53:07
MASTER ADMIN ROLE	<u>maintenance</u>	branches	Yes	No	gabu	01-Feb-21 20:53:10
MASTER ADMIN ROLE	<u>reports</u>	operations	Yes	No	gabu	01-Feb-21 20:53:13
MASTER ADMIN ROLE	requests	request for more information	Yes	Yes	gabu	01-Feb-21 20:53:04

On successful approval, the below will be shown;



When a user with the associated role logs in, the access rights are updated as shown below



## User Details

### User Creation

This feature under user maintenance allows creation of new system users.

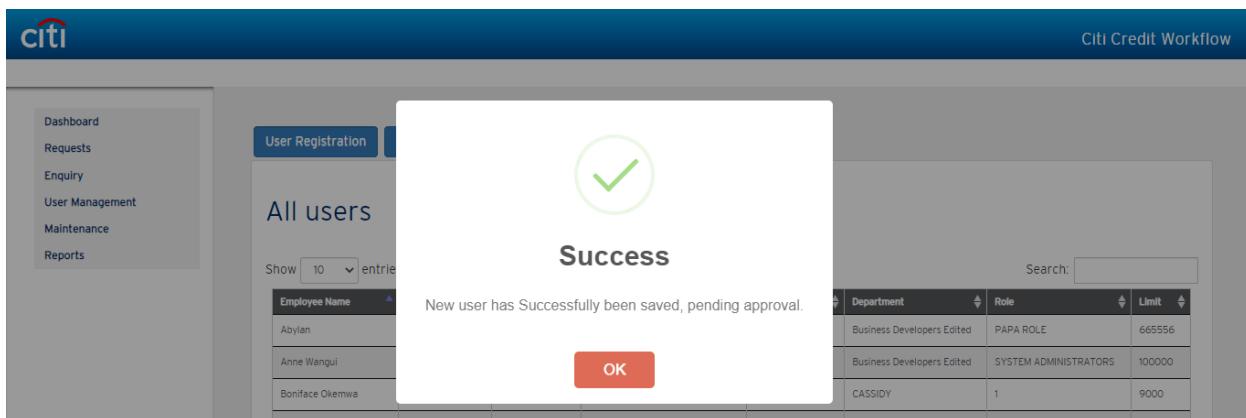
To achieve this, go to;

User Management Menu > User Registration

Fill in the details and assign the user a given role then click add

Employee Name	Role	Limit
Business Developers Edited	PAPA ROLE	665556
Business Developers Edited	SYSTEM ADMINISTRATORS	100000
	Managers	1000000
	Credit Officers	Credit Level III
	VERIFIER	1000000
	Credit Officers	Credit Level III
		5000

On success, the below will be shown.



localhost:6019/UserDetails#

Maker checker validation is validated on this feature too as evident from the below screenshot.

Login as another user and approve the new user created as shown below.

The screenshot shows the 'User Registration' section of the 'Citi Credit Workflow'. A central modal window displays a green checkmark icon and the word 'Success'. Below it, a message says 'Username: OmondiE has been approved.' A red 'OK' button is at the bottom right of the modal. To the left, a sidebar menu lists 'Dashboard', 'Requests', 'Enquiry', 'User Management', 'Maintenance', and 'Reports'. To the right, there's a table titled 'All users' with columns for 'Employee Name', 'Department', 'Role', and 'Limit'. A search bar is at the top of the table area.

The new created user can now login as evident from below.

The screenshot shows the main 'Citi Credit Workflow' dashboard. At the top, it says 'Welcome EBRAHIM OMONDI' and 'Log Out'. On the left, a sidebar menu is circled in red, showing options like 'Dashboard', 'Requests', 'Enquiry', 'User Management', 'Maintenance', and 'Reports'. The main area features four cards with icons: a bell for 'Total Tickets' (53), a star for 'Active Tickets' (16), a thumbs-up for 'Approved Tickets' (22), and an exclamation mark for 'Rejected Tickets' (15). Below these are three charts: 'Total Tickets per month' (a bar chart with values around 3, 7, 6, 9, 6, 5, 2, 2), 'Ticket Status' (a line chart with two series, Option 01 and Option 02, fluctuating between 2 and 10), and 'Credit line history' (a line chart with two series, Option 01 and Option 02, showing more pronounced peaks and troughs).

### Editing/ updating of users

This feature allows making of changes to a given system user

To achieve this; Go to;

User management Menu >under Listing of users click edit;

User Edit Form

Employee Name	Abylan Edited
Email	jerrybrads@yahoo.com
User Name	Abby
Branch Name	Branch_code desc
Department	Business Developers Edited
Role/Level	MASTER ADMIN ROLE
Credit limit	665556
Comment	Edited user

Update Close

All users

Employee Name	Role	Limit
Abylan	PAPA ROLE	665556
Anne Wangui	SYSTEM ADMINISTRATORS	100000
Boniface Okemwa	Business Developers Edited	1
bonnie	Business Developers Edited	9000
bonnie mseeessss	Business Developers Edited	12
Chandramohan, Ashwini	Business Developers Edited	1000000
Don Moen k	Business Developers Edited	9000
EBRAHIM OMUNDI	Business Developers Edited	1000000

Welcome Gabriel Log Out

Citi Credit Workflow

All users

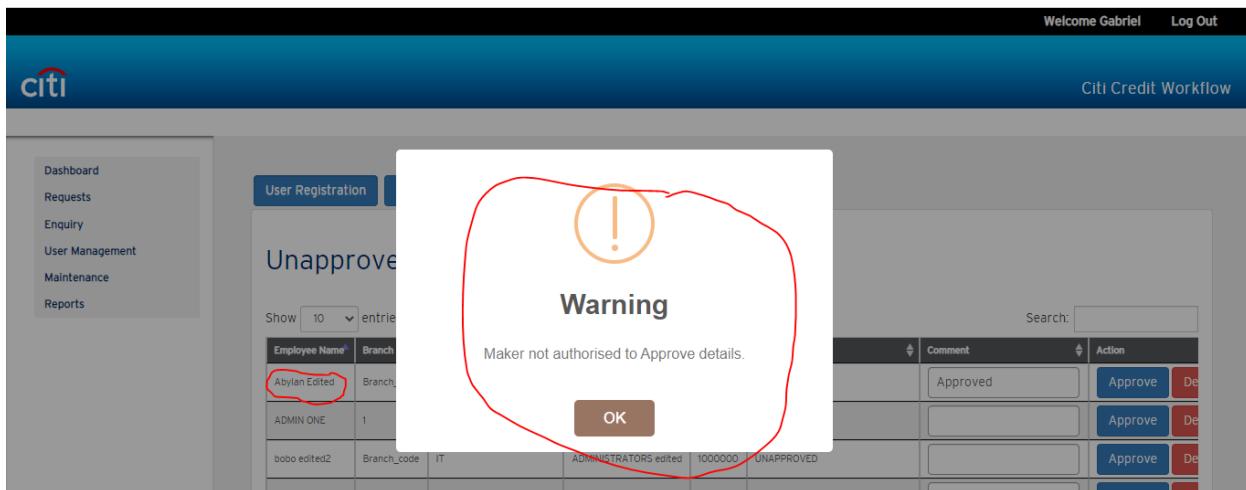
Success

Username: Abby has been edited, pending approval.

OK

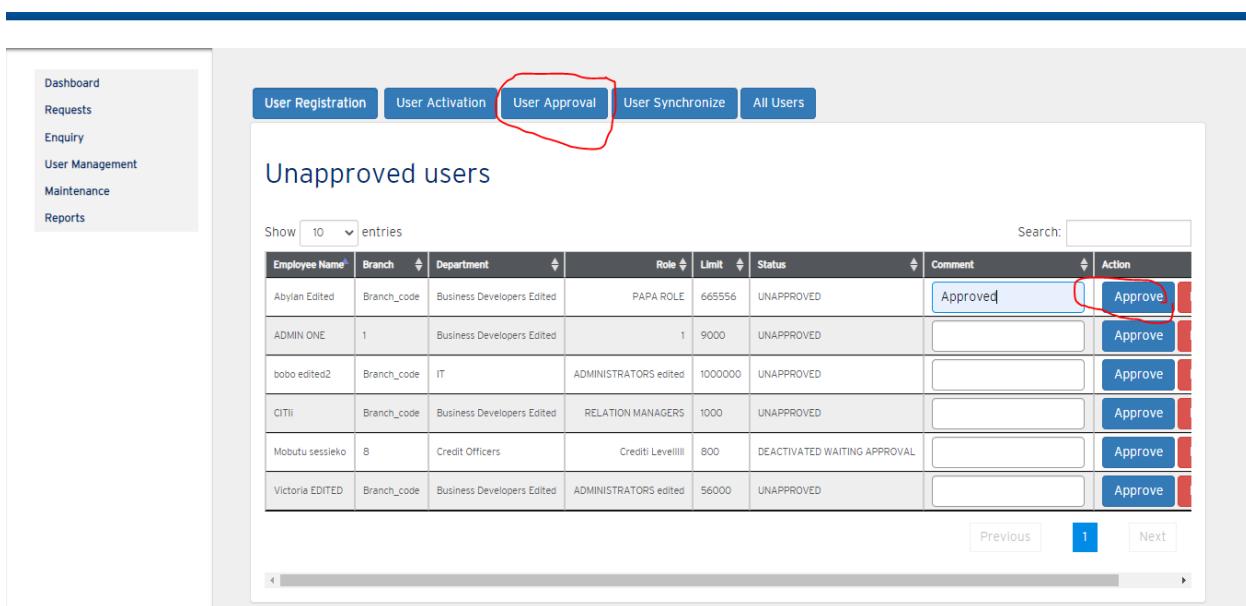
Department	Role	Limit
Business Developers Edited	PAPA ROLE	665556
Business Developers Edited	SYSTEM ADMINISTRATORS	100000
CASSIDY	1	9000
bonnie	Business Developers Edited	12
bonnie mseeessss	Business Developers Edited	1000000
Chandramohan, Ashwini	Business Developers Edited	9000
Don Moen k	Business Developers Edited	1000000
EBRAHIM OMUNDI	Business Developers Edited	500000

On successful user edit, the above will popup



Maker Checker to validate the same is implemented as shown above

Login as another user and approve the edited details



The user details are approved successfully as shown below

The screenshot shows the 'User Registration' section of the Citi Credit Workflow. A modal window titled 'Success' displays a green checkmark icon and the message 'Username: Abby has been approved.' An 'OK' button is visible at the bottom of the modal. In the background, the 'All users' table is partially visible, showing a list of employees with their details like Employee Name, Username, Email, Branch, Department, Role, and Limit. The 'Role' column for Abby shows 'MASTER ADMIN ROLE'. The top right corner of the screen shows 'Welcome Boniface Okemwa' and 'Log Out'.

The screenshot shows the 'User Management' section of the Citi Credit Workflow. The 'User Management' link in the sidebar is circled in red. The main table displays user information, including Employee Name, Username, Email, Branch, Department, Role, and Limit. One row for 'Abby' is highlighted, showing the 'Role' as 'MASTER ADMIN ROLE'. The top right corner shows 'Welcome Abylan Edited' and 'Log Out', with 'Abylan Edited' also circled in red. The bottom navigation bar includes links for Citigroup.com, Terms & Conditions, Privacy, and Careers.

## Deactivation of users

This feature can be used to deactivate system users

To achieve this; Go to;

List of users, Click Deactivate.

Welcome Boniface Okemwa Log Out

Citi Credit Workflow

Dashboard Requests Enquiry User Management Maintenance Reports

User Registration User Activation User Approval User Synchronize All Users

### All users

Show 10 entries Search:

Employee Name	Username	Office extension	Email	Branch	Department	Role	Limit
Abylan Edited	Abby		jerrybrads@yahoo.com	Branch_code desc	Business Developers Edited	MASTER ADMIN ROLE	665556
Boniface Okemwa	bokemwa	2	bokemwa@fintech-group.com	MERU	CASSIDY	1	9000
bonnie	obonnie	wewew	oyarobonnie@gmail.com	Nairobi Edited	Hrs	1	12
Action: <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Deactivate</a>							
Don Moen k	don	789	DON@citi.com	Nairobi Edited	Business Developers Edited	VERIFIER	1000000
EBRAHIM OMUNDI	OmondiE		omondi@citi.com	Nairobi Edited	Business Developers Edited	MASTER ADMIN ROLE	500000
Fester Skank EDITED	Fester		jerrydindi@gmail.com	Branch_code desc	Credit Officers	Credit LevelIII	5000

On success, the below will be shown

Welcome Boniface Okemwa Log Out

Citi Credit Workflow

Dashboard Requests Enquiry User Management Maintenance Reports

User Registration

Unapproved

Show 10 entries

Success

Username has been deactivated, pending approval.

OK

Comment Action

	<a href="#">Approve</a>	<a href="#">Delete</a>

Maker Checker is validated on deactivation of users as seen from snapshot below

The screenshot shows a user interface for 'Citi Credit Workflow'. At the top, it says 'Welcome Boniface Okemwa' and 'Log Out'. On the left, there's a sidebar with links: Dashboard, Requests, Enquiry, User Management, Maintenance, and Reports. The main area has tabs for 'User Registration', 'User Activation', 'User Approval', 'User Synchronize', and 'All Users'. A modal window titled 'Unapproved users' is open, displaying a table of users. One row is highlighted with a red border. An orange exclamation mark icon is at the top of the modal. Below it, the word 'Warning' is centered, followed by the message 'Maker not authorised to Approve details.' A large 'OK' button is at the bottom of the modal. To the right of the modal, there's a table with columns: Employee Name\*, Branch, Department, Role, Limit, Status, Comment, and Action (with 'Approve' and 'Delete' buttons). A search bar is also present.

Login as another user and approve the deactivation as shown below

This screenshot shows the same application interface as the previous one, but with a different user logged in. The top bar now says 'Welcome Gabriel' and 'Log Out'. The sidebar and tabs are identical. The main area shows a table of 'Unapproved users'. One specific row for 'bonnie' is highlighted with a blue selection box. A red circle is drawn around the 'OK' button in the 'Comment' column for this row. The table columns are: Employee Name\*, Branch, Department, Role, Limit, Status, Comment, and Action (with 'Approve' and 'Delete' buttons). A search bar is also present.

On successful approval, the below popup will be displayed

The screenshot shows a 'User Registration' interface with a central modal window titled 'Success'. Inside the modal, there is a green checkmark icon and the text 'Username: obonnie has been approved.' Below the modal is a table titled 'All users' with columns for Employee Name, Branchid, Department, Role, Limit, and Status. A red 'OK' button is visible at the bottom of the modal. The background shows a sidebar with navigation links like Dashboard, Requests, Enquiry, User Management, Maintenance, and Reports.

Employee Name	Branchid	Department	Role	Limit	Status		
Abiyah Edited	A						
Boniface Okemwa	b						
Don Moen k	d						
EBRAHIM OMONDI	OmondiE		omondi@citi.com	Nairobi Edited	Business Developers Edited	MASTER ADMIN ROLE	665556
Fester Skank EDITED	Fester		jerrydindi@gmail.com	Branch_code desc	Credit Officers	Credit1 Level111	5000
Gabriel	gabu	234	rmumanya@gmail.com	Nairobi Edited	Business Developers Edited	1	200000
Idi amin	oppo	4444	jerrydindi@gmail.com		Credit Officers	Credit1 Level111	45
JAN DEPT	JBRADI		ibrad@fintech-group.com	Nairobi Edited	QA DEPARTMENT	JAN ROLE	1000000

## Activation of Users

This feature allows for activation of inactive users,

To achieve this; Go to;

User Management Menu >Users >User Activation

The screenshot shows a 'User Activation' interface with a table titled 'Inactive users'. The table includes columns for Employee Name, Branchid, Department, Role, Limit, Status, and Action. The 'Action' column contains blue 'Activate' buttons for each user. The first user listed is 'bonnie'. A red circle highlights the 'Activate' button for the first user. The background shows a sidebar with navigation links like Dashboard, Requests, Enquiry, User Management, Maintenance, and Reports.

Employee Name	Branchid	Department	Role	Limit	Status	Action
bonnie	1	Hrs	1	12	INACTIVE	<b>Activate</b>
bonnnie mseessss	1	Business Developers Edited	Managers	1000000	INACTIVE	<b>Activate</b>
Chandramohan, Ashwini	yu	Credit Officers	Credit1 Level111	9000	INACTIVE	<b>Activate</b>

Click activate to activate inactive user as shown below

The screenshot shows a 'User Registration' page with a modal dialog. The modal has a green checkmark icon and the word 'Success'. Below it, the text says 'User: obonnie has been activated.' A red 'OK' button is at the bottom. In the background, there's a table with columns for Employee Name, Status, and Action. One row in the table shows 'ACTIVATED WAITING APPROVAL' with an 'Approve' button.

Maker checker is implemented to enforce approvals as shown below

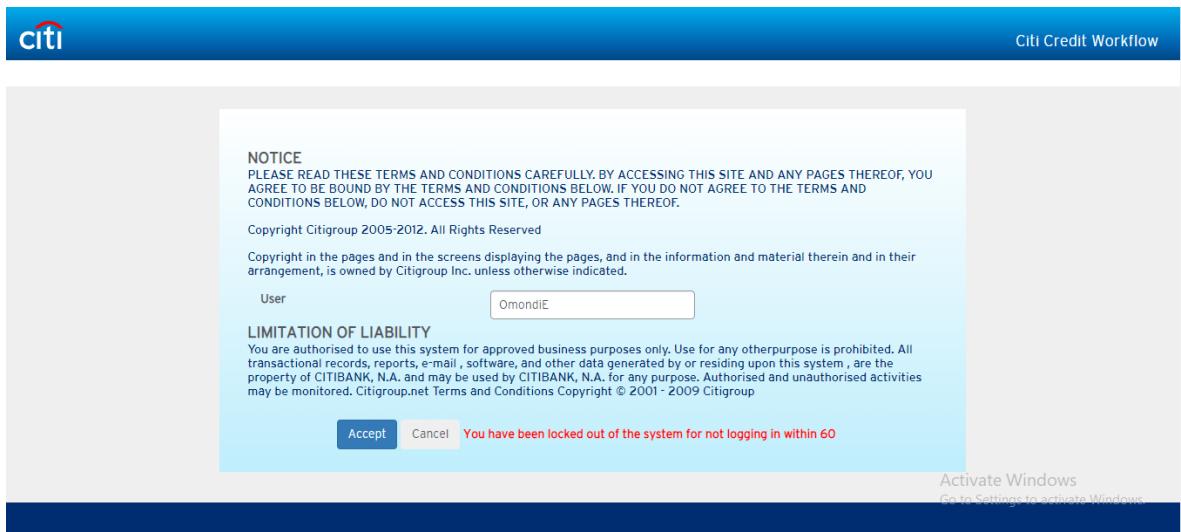
The screenshot shows a 'User Registration' page with a modal dialog. The modal has an exclamation mark icon and the word 'Warning'. Below it, the text says 'Maker not authorised to Activate details.' A brown 'OK' button is at the bottom. In the background, there's a table with columns for Status and Action. One row in the table shows 'ACTIVATED WAITING APPROVAL' with an 'Approve' button.

Login as another user to approve the activated user as shown below

The screenshot shows a 'User Registration' page with a modal dialog. The modal has a green checkmark icon and the word 'Success'. Below it, the text says 'User: obonnie has been activated.' A red 'OK' button is at the bottom. In the background, there's a table with columns for Role, Limit, Status, and Action. Two rows in the table show 'MANAGERS' with '1000000' and 'INACTIVE' status, and 'CREDIT LEVEL' with '9000' and 'INACTIVE' status, both with 'Activate' buttons.

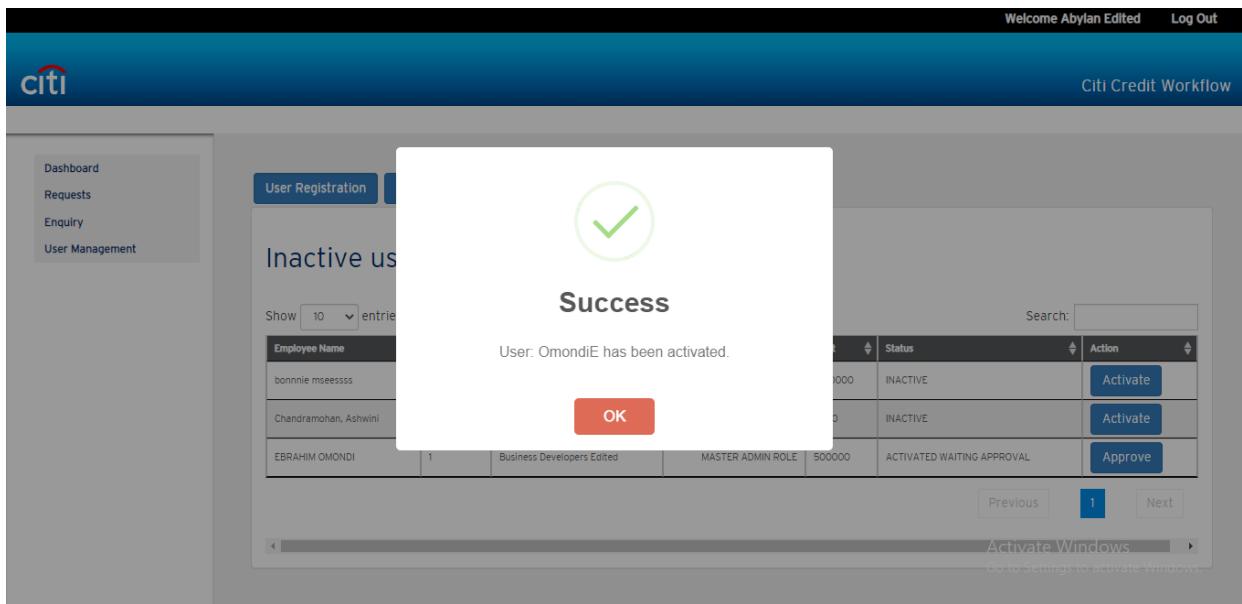
## Locked Out Users Activation

This feature enables activation of users who have been locked out by the system as shown below

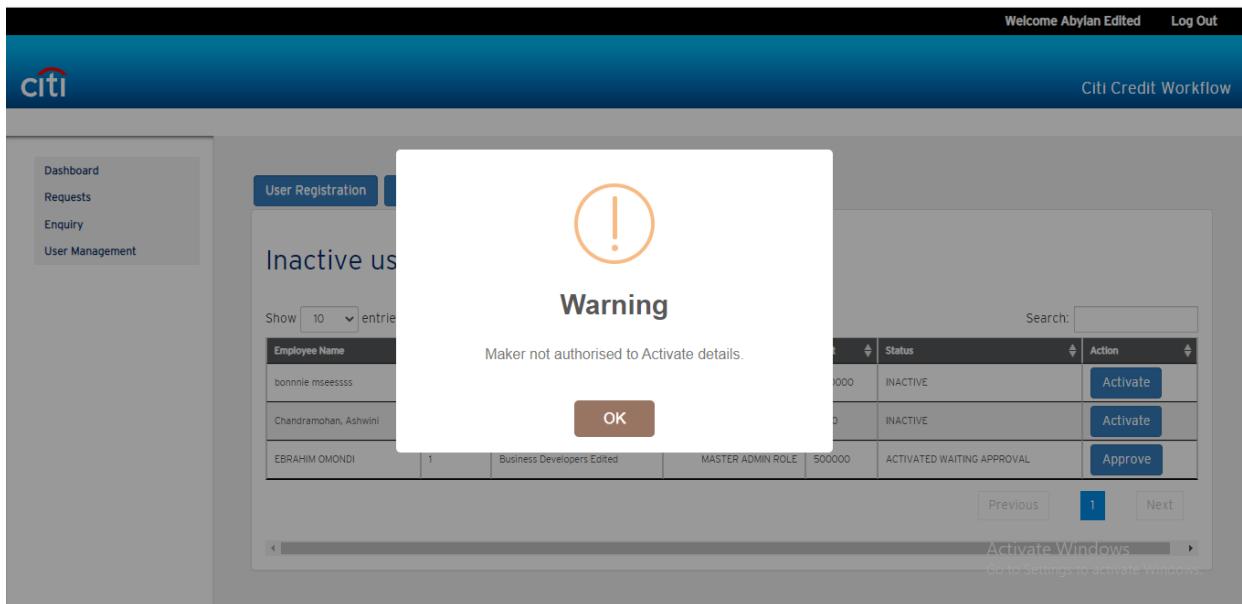


The screenshot shows a blue header bar with the 'citi' logo on the left and 'Citi Credit Workflow' on the right. The top navigation bar includes links for 'User Registration', 'User Activation', 'User Approval', 'User Synchronize', and 'All Users'. On the left, a sidebar menu lists 'Dashboard', 'Requests', 'Enquiry', and 'User Management' (which is currently selected). The main content area is titled 'Inactive users'. It features a table with columns: Employee Name, BranchId, Department, Role, Limit, Status, and Action. Three rows of data are listed: 1. bonnie mseessss, BranchId 1, Business Developers Edited, Managers, 1000000, INACTIVE, with an 'Activate' button. 2. Chandramohan, Ashwini, BranchId yu, Credit Officers, Credit Levellll, 9000, INACTIVE, with an 'Activate' button. 3. EBRAHIM OMONDI, BranchId 1, Business Developers Edited, MASTER ADMIN ROLE, 500000, INACTIVE, with an 'Activate' button. The 'INACTIVE' status for the third row is circled in red. At the bottom of the table, there are navigation buttons for 'Previous', '1' (highlighted in blue), and 'Next'. A 'Search:' input field is located at the top right of the table area. In the bottom right corner of the content area, there is a small 'Activate Windows' message with a link: 'Go to Settings to activate Windows.'

Click activate button under listing of inactive users in the user management module as shown below



Maker checker validation on this activation is also implemented as shown below



Login as another user to approve the activated user as shown below

The screenshot shows the 'User Registration' interface for 'Inactive users'. A central modal window displays a green checkmark icon and the word 'Success' above the message 'User: OmondiE has been activated.' Below the message is an 'OK' button. To the right of the modal, there is a table titled 'Search:' with columns for Role, Limit, Status, and Action. Two rows are visible: one for 'Managers' with ID 1000000 and another for 'LevelliIII' with ID 9000, both marked as INACTIVE with 'Activate' buttons. At the bottom right of the screen, there is a note: 'Activate Windows Go to Settings to activate Windows.'

The unlocked user can now proceed with successful login as shown below.

The screenshot shows the main dashboard for 'Citi Credit Workflow'. At the top, it says 'Welcome EBRAHIM OMONDI' and 'Log Out'. On the left, a sidebar menu includes 'Dashboard', 'Requests', 'Enquiry', and 'User Management'. The main area features four summary cards: 'Total Tickets' (54), 'Active Tickets' (13), 'Approved Tickets' (24), and 'Rejected Tickets' (17). Below these are three data visualizations: 'Total Tickets per month' (a bar chart with values ranging from 2 to 10), 'Ticket Status' (a line chart with two series, Option 01 and Option 02, fluctuating between 2 and 10), and 'Credit line history' (a line chart with two series, Option 01 and Option 02, showing peaks around 8 and 9). A note at the bottom right of the dashboard area says 'Activate Windows Go to Settings to activate Windows.'

## System Audit Trail

Requests  
Enquiry  
User Management

### ACCESS RIGHTS DETAILED AUDIT

[Back to Listings](#)

Date From: 01/02/2021 Date To: 28/02/2021 [Filter](#) [Clear](#)

Search Field:  [Filter](#) [Clear](#)

[Export to Excel](#) [Export to Csv](#)

User Name	Page Accessed	Action Description
bokemwa	http://localhost:6019/AssignAdminAccessProfile.aspx	SUCCESSFULLY APPROVED RIGHTS FOR USER ROLE : 45 : TO PAGE=set approval path ; CAN ACCESS=1; PAGE=my rejected flows
bokemwa	http://localhost:6019/AssignAdminAccessProfile.aspx	SUCCESSFULLY ADDED/EDITED RIGHTS FOR USER ROLE : 45 : TO PAGE=set approval path ; CAN ACCESS=1; PAGE=my rejected f
bokemwa	http://localhost:6019/AssignAdminAccessProfile.aspx	SUCCESSFULLY APPROVED RIGHTS FOR USER ROLE : 44 : TO PAGE=my active flows ; CAN ACCESS= 0 ; PAGE=system audit ; CAN
bokemwa	http://localhost:6019/AssignAdminAccessProfile.aspx	SUCCESSFULLY APPROVED RIGHTS FOR USER ROLE : 44 : TO PAGE=my active flows ; CAN ACCESS=1; PAGE=system audit ; CAN
bokemwa	http://localhost:6019/AssignAdminAccessProfile.aspx	SUCCESSFULLY APPROVED RIGHTS FOR USER ROLE : 44 : TO PAGE=my active flows ; CAN ACCESS=1; PAGE=system audit ; CAN

Requests  
Enquiry  
User Management

### BRANCHES DETAILED AUDIT

[Back to Listings](#)

Date From: 01/01/2021 Date To: 28/02/2021 [Filter](#) [Clear](#)

Search Field:  [Filter](#) [Clear](#)

[Export to Excel](#) [Export to Csv](#) [Export to PDF](#)

User Name	Page Accessed	Action Description	Action Date
bokemwa	http://197.232.91.72:8096/Admin_Branches.aspx	SUCCESSFULLY CREATED/EDITED BANK BRANCH CODE : 200	31-Jan-21 19:15:48
bokemwa	http://197.232.91.72:8096/Admin_Branches.aspx	SUCCESSFULLY APPROVED BANK BRANCH CODE : 25	31-Jan-21 19:14:45
bokemwa	http://197.232.91.72:8096/Admin_Branches.aspx	SUCCESSFULLY ACTIVATED BANK BRANCH CODE : 010	31-Jan-21 19:14:56
bokemwa	http://197.232.91.72:8096/Admin_Branches.aspx	SUCCESSFULLY CREATED/EDITED BANK BRANCH CODE : 200	31-Jan-21 19:12:18
bokemwa	http://197.232.91.72:8096/Admin_Branches.aspx	SUCCESSFULLY ACTIVATED BANK BRANCH CODE : 08	31-Jan-21 19:12:34

## CHECKLIST DETAILED AUDIT

[Back to Listings](#)

Date From: 01/01/2021 Date To: 02/02/2021 [Filter](#) [Clear](#)

Search Field: [Filter](#) [Clear](#)

[Export to Excel](#) [Export to Csv](#) [Export to PDF](#)

User Name	Page Accessed	Action Description	Action Date
bokemwa	http://197.232.91.72:8096/Admin_CheckList.aspx	SUCCESSFULLY EDITED CHECKLIST SETTING CODE : 44	31-Jan-21 20:49:27
bokemwa	http://197.232.91.72:8096/Admin_CheckList.aspx	SUCCESSFULLY APPROVED CHECKLIST SETTINGS CODE : 44	31-Jan-21 20:46:58
bokemwa	http://localhost:6019/Admin_CheckList.aspx	SUCCESSFULLY EDITED CHECKLIST SETTING CODE : 43	31-Jan-21 00:06:20
bokemwa	http://localhost:6019/Admin_CheckList.aspx	SUCCESSFULLY DELETED CHECKLIST CODE : 22	31-Jan-21 00:04:53
bokemwa	http://localhost:6019/Admin_CheckList.aspx	SUCCESSFULLY APPROVED CHECKLIST SETTINGS CODE : 43	31-Jan-21 00:04:15

## DEPARTMENTS DETAILED AUDIT

[Back to Listings](#)

Date From: 01/01/2021 Date To: 01/02/2021 [Filter](#) [Clear](#)

Search Field: [Filter](#) [Clear](#)

[Export to Excel](#) [Export to Csv](#) [Export to PDF](#)

User Name	Page Accessed	Action Description	Action Date
bokemwa	http://197.232.91.72:8096/Admin_Departments.aspx	SUCCESSFULLY APPROVED DEPARTMENT CODE : 56	31-Jan-21 19:29:44
bokemwa	http://197.232.91.72:8096/Admin_Departments.aspx	SUCCESSFULLY CREATED DEPARTMENT CODE : 56	31-Jan-21 19:25:32
bokemwa	http://localhost:6019/Admin_Departments.aspx	SUCCESSFULLY APPROVED DEPARTMENT CODE : 635	30-Jan-21 22:37:47
bokemwa	http://10.0.0.63:8096/Admin_Departments.aspx	SUCCESSFULLY CREATED DEPARTMENT CODE : 55	24-Jan-21 19:31:50
bokemwa	http://10.0.0.63:8096/Admin_Departments.aspx	SUCCESSFULLY APPROVED DEPARTMENT CODE : 911	24-Jan-21 18:42:42

## EMAIL SETTINGS DETAILED AUDIT

[Back to Listings](#)

Date From: 01/01/2021 Date To: 01/02/2021 [Filter](#) [Clear](#)

Search Field: [Filter](#) [Clear](#)

[Export to Excel](#) [Export to Csv](#) [Export to PDF](#)

User Name	Page Accessed	Action Description	Action Date
bokemwa	http://197.232.91.72:8096/Admin_EmailSettings.aspx	SUCCESSFULLY CREATED EMAIL SETTING CODE : 24	25-Jan-21 19:23:00
bokemwa	http://197.232.91.72:8096/Admin_EmailSettings.aspx	SUCCESSFULLY APPROVED EMAIL SETTINGS CODE : 21	25-Jan-21 19:16:12
bokemwa	http://197.232.91.72:8096/Admin_EmailSettings.aspx	SUCCESSFULLY DELETED EMAIL SETTINGS CODE : 21	25-Jan-21 19:17:06
bokemwa	http://localhost:8045/Admin_EmailSettings.aspx	SUCCESSFULLY APPROVED EMAIL SETTINGS CODE : 21	13-Jan-21 20:26:11
bokemwa	http://localhost:8045/Admin_EmailSettings.aspx	SUCCESSFULLY CREATED EMAIL SETTING CODE : 22	13-Jan-21 20:24:05

localhost:6019/welcome.aspx

## ROLES DETAILED AUDIT

[Back to Listings](#)

Date From: 01/02/2021 Date To: 28/02/2021 [Filter](#) [Clear](#)

Search Field: [Filter](#) [Clear](#)

[Export to Excel](#) [Export to Csv](#) [Export to PDF](#)

User Name	Page Accessed	Action Description	Action Date
bokemwa	http://localhost:6019/Admin_Roles.aspx	SUCCESSFULLY CREATED/EDITED ROLE CODE : 44	01-Feb-21 15:54:28
bokemwa	http://localhost:6019/Admin_Roles.aspx	SUCCESSFULLY APPROVED ROLE CODE : 45	01-Feb-21 19:18:57
bokemwa	http://197.232.91.72:8096/Admin_Roles.aspx	SUCCESSFULLY APPROVED ROLE CODE : 43	01-Feb-21 01:19:47
bokemwa	http://localhost:6019/Admin_Roles.aspx	SUCCESSFULLY APPROVED ROLE CODE : 43	01-Feb-21 15:46:16
gabu	http://localhost:6019/Admin_Roles.aspx	SUCCESSFULLY CREATED/EDITED ROLE CODE : 45	01-Feb-21 19:17:20

localhost:6019/AdminAuditSystem#Requests

## USERS DETAILS AUDIT

[Back to Listings](#)

Date From: 01/02/2021 Date To: 28/02/2021 [Filter](#) [Clear](#)

Search Field:  [Filter](#) [Clear](#)

[Export to Excel](#) [Export to Csv](#) [Export to PDF](#)

User Name	Page Accessed	Action Description	Action Date
Abby	http://localhost:6019/UserDetails.aspx	SUCCESSFULLY ACTIVATED USER NAME : OmondiE	01-Feb-21 22:41:18
Abby	http://localhost:6019/UserDetails.aspx	SUCCESSFULLY ACTIVATED USER NAME : OmondiE	01-Feb-21 22:29:10
Abby	http://localhost:6019/UserDetails.aspx	SUCCESSFULLY ACTIVATED USER NAME : OmondiE	01-Feb-21 22:28:07
bokemwa	http://localhost:6019/UserDetails.aspx	SUCCESSFULLY ACTIVATED USER NAME : OmondiE	01-Feb-21 22:39:19
bokemwa	http://localhost:6019/UserDetails.aspx	SUCCESSFULLY ACTIVATED USER NAME : OmondiE	01-Feb-21 22:26:27

localhost:6019/welcome.aspx

## Maintenance

[Back to Listings](#)

Date From: 01/02/2021 Date To: 28/02/2021 [Filter](#) [Clear](#)

Search Field:  [Filter](#) [Clear](#)

[Export to Excel](#) [Export to Csv](#) [Export to PDF](#)

Show 10 entries	Search:			
USERID	USERNAME	FULLNAME	REASON	LAST_LOGIN
1	Citi	Mugambi	Dormant Account	02-Feb-21 02:36:54
3	Administrator1	Tonny	Dormant Account	02-Feb-21 02:36:54
14	Don	Don Moen K	Dormant Account	02-Feb-21 02:36:54
100	100administrator	Tonny	Dormant Account	02-Feb-21 02:36:54
234	Gauma	Géorgie Aumaaaa	Dormant Account	02-Feb-21 02:36:54
623	Don	Don Moen K	Dormant Account	02-Feb-21 02:36:54
629	Oppo	Idi Amin	Dormant Account	02-Feb-21 02:36:54
631	Mobutu	Mobutu Sessieko	Dormant Account	02-Feb-21 02:36:54

localhost:6019/AdminAuditSystem#Maintenance

**Citi Credit Workflow**

**USER FAILED LOGINS**

Back to Listings

Date From: 01/02/2021 Date To: 28/02/2021 Filter Clear

Export to Excel Export to Csv Export to PDF

Show 10 entries Search:

USERNAME	LOGDATE	REASON	FULLNAME
Abby	01-Feb-21 16:11:49	Inactive User Account	Abyan Edited
OmundiE	01-Feb-21 19:42:57	Inactive User Account	EBRAHIM OMONDI

Previous: [Activate Windows](#) Next:  
Go to Settings to activate Windows.

## Operations Audit Trail

**CO TICKET APPROVAL**

Back to Listings

Date From: 01/01/2021 Date To: 28/02/2021 Filter Clear

Search Field Filter Clear

Export to Excel Export to Csv Export to PDF

Show 10 entries Search:

User Name	Page Accessed	Action Description	Action Date
dea	http://197.232.91.72:8096/Credit_Authorize2.aspx	SUCCESSFULLY APPROVED TICKET : 417 ; AND FORWARDED IT TO :: WITH COMMENTS : Ticket Okay	01-Feb-21 07:42:17
dea	http://197.232.91.72:8096/Credit_Authorize2.aspx	SUCCESSFULLY APPROVED TICKET : 402 ; AND FORWARDED IT TO :: WITH COMMENTS : Approved	31-Jan-21 23:43:23
dea	http://197.232.91.72:8096/Credit_Authorize2.aspx	SUCCESSFULLY APPROVED TICKET : 403 ; AND FORWARDED IT TO :: WITH COMMENTS : Approved	31-Jan-21 22:36:56
dea	http://localhost:6019/Credit_Authorize2.aspx	SUCCESSFULLY APPROVED TICKET : 394 ; AND FORWARDED IT TO :: WITH COMMENTS : Approved	27-Jan-21 20:01:34
dea	http://localhost:6019/Credit_Authorize2.aspx	SUCCESSFULLY APPROVED TICKET : 372 ; AND FORWARDED IT TO :: WITH COMMENTS : ok	27-Jan-21 19:40:30

Activate Windows  
Go to Settings to activate Windows.

## FIRST RM TICKET APPROVAL

[Back to Listings](#)

Date From:  Date To:  [Filter](#) [Clear](#)

Search Field:  [Filter](#) [Clear](#)

[Export to Excel](#) [Export to Csv](#) [Export to PDF](#)

User Name	Page Accessed	Action Description	Action Date
bokemwa	http://10.0.63.8096/Credit_Request.aspx	SUCCESSFULLY RAISED TICKET : 402	27-Jan-21 22:30:25
bokemwa	http://10.0.63.8096/Credit_Request.aspx	SUCCESSFULLY RAISED TICKET : 402	27-Jan-21 22:30:25
bokemwa	http://10.0.63.8096/Credit_Request.aspx	SUCCESSFULLY SENT MAIL ITEM FOR TRANSACTION : 402	27-Jan-21 22:31:00
bokemwa	http://197.232.91.72.8096/Credit_Request.aspx	SUCCESSFULLY SENT MAIL ITEM FOR TRANSACTION : 417	07-Feb-21 07:30:02
bokemwa	http://197.232.91.72.8096/Credit_Request.aspx	SUCCESSFULLY RAISED TICKET : 417	07-Feb-21 07:27:05

## TICKET CONSULT

[Back to Listings](#)

Date From:  Date To:  [Filter](#) [Clear](#)

Search Field:  [Filter](#) [Clear](#)

[Export to Excel](#) [Export to Csv](#) [Export to PDF](#)

User Name	Page Accessed	Action Description
dea	http://197.232.91.72.8096/Credit_Reply.aspx	SUCCESSFULLY REPLIED TO A CONSULTATION REQUEST FROM USER : SFOR TICKET : 40
dea	http://10.0.63.8096/Credit_Reply.aspx	SUCCESSFULLY REPLIED TO A CONSULTATION REQUEST FROM USER : SFOR TICKET : 415
dea	http://10.0.63.8096/Credit_Reply.aspx	SUCCESSFULLY REPLIED TO A CONSULTATION REQUEST FROM USER : SFOR TICKET : 415
dea	http://197.232.91.72.8096/Credit_Reply.aspx	SUCCESSFULLY REPLIED TO A CONSULTATION REQUEST FROM USER : SFOR TICKET : 412
dea	http://10.0.63.8096/Credit_Reply.aspx	SUCCESSFULLY REPLIED TO A CONSULTATION REQUEST FROM USER : SFOR TICKET : 40

**CITI Credit Workflow**

**TICKET DETAILS**

[Back to Listings](#)

Date From: 01/01/2021 Date To: 31/03/2021 [Filter](#) [Clear](#)

Search Field: [Filter](#) [Clear](#)

[Export to Excel](#) [Export to Csv](#) [Export to PDF](#)

User Name	Page Accessed	Action Description
dea	http://10.0.0.63:8096/Credit_Reply.aspx	SUCCESSFULLY REPLIED TO A CONSULTATION REQUEST FROM USER : 5FOR TICKET :415 : WITH COMMENTS :approve
dea	http://10.0.0.63:8096/Credit_Reply.aspx	SUCCESSFULLY REPLIED TO A CONSULTATION REQUEST FROM USER : 5FOR TICKET :415 : WITH COMMENTS :approve

**TICKET EMAILS**

[Back to Listings](#)

Date From: 01/01/2021 Date To: 31/03/2021 [Filter](#) [Clear](#)

Search Field: [Filter](#) [Clear](#)

[Export to Excel](#) [Export to Csv](#) [Export to PDF](#)

User Name	Page Accessed	Action Description	Action Date
jbrad	http://localhost:6019/Credit_Request.aspx	SUCCESSFULLY SENT MAIL ITEM FOR TRANSACTION : 327	20-Jan-21 05:44:26
jbrad	http://localhost:6019/Credit_Request.aspx	SUCCESSFULLY SENT MAIL ITEM FOR TRANSACTION : 309	18-Jan-21 03:16:37
jbrad	http://localhost:6019/Credit_Request.aspx	SUCCESSFULLY SENT MAIL ITEM FOR TRANSACTION : 306	17-Jan-21 23:45:25
jbrad	http://localhost:6019/Credit_Request.aspx	SUCCESSFULLY SENT MAIL ITEM FOR TRANSACTION : 303	17-Jan-21 23:07:08
jbrad	http://localhost:6019/Credit_Request.aspx	SUCCESSFULLY SENT MAIL ITEM FOR TRANSACTION : 297	16-Jan-21 22:01:50

## TICKET LINES

[Back to Listings](#)

Date From: 01/01/2021 Date To: 28/02/2021 [Filter](#) [Clear](#)

Search Field:  [Filter](#) [Clear](#)

[Export to Excel](#) [Export to Csv](#) [Export to PDF](#)

User Name	Page Accessed	Action Description	Search:
dea	http://10.0.63.8096/Credit_Reply.aspx	SUCCESSFULLY REPLIED TO A CONSULTATION REQUEST FROM USER : 5FOR TICKET :415 ; WITH COMMENTS : approve	
dea	http://10.0.63.8096/Credit_Reply.aspx	SUCCESSFULLY REPLIED TO A CONSULTATION REQUEST FROM USER : 5FOR TICKET :412 ; WITH COMMENTS : Proceed to authorize	
dea	http://197.232.91.72:8096/Credit_Reply.aspx	SUCCESSFULLY REPLIED TO A CONSULTATION REQUEST FROM USER : 5FOR TICKET :415 ; WITH COMMENTS : proceed to approve ticket	
dea	http://197.232.91.72:8096/Credit_Reply.aspx	SUCCESSFULLY APPROVED TICKET : 403 ; AND FORWARDED IT TO :: ; WITH COMMENTS : Approved	
dea	http://197.232.91.72:8096/Credit_Authorize2.aspx	SUCCESSFULLY APPROVED TICKET : 403 ; AND FORWARDED IT TO :: ; WITH COMMENTS : Approved	

Activate Windows  
Go to settings to activate Windows.

## TICKET REROUTE

[Back to Listings](#)

Date From: 01/01/2021 Date To: 28/02/2021 [Filter](#) [Clear](#)

Search Field:  [Filter](#) [Clear](#)

[Export to Excel](#) [Export to Csv](#) [Export to PDF](#)

User Name	Page Accessed	Action Description	Action Date
bokemwa	http://10.0.63.8096/Credit_Request.aspx	SUCCESSFULLY RAISED TICKET : 402	27-Jan-21 22:30:25
bokemwa	http://10.0.63.8096/Credit_Request.aspx	SUCCESSFULLY RAISED TICKET : 403	27-Jan-21 22:32:08
bokemwa	http://localhost:6019/Admin_Branches.aspx	SUCCESSFULLY APPROVED BANK BRANCH CODE :1	13-Jan-21 01:30:15
bokemwa	http://197.232.91.72:8096/Credit_Request.aspx	SUCCESSFULLY SENT MAIL ITEM FOR TRANSACTION : 369	24-Jan-21 16:58:12
bokemwa	http://localhost:6019/Credit_Request.aspx	SUCCESSFULLY SENT MAIL ITEM FOR TRANSACTION : 326	20-Jan-21 04:03:27

Activate Windows  
Go to settings to activate Windows.

## ENQUIRIES MODULE

This module is used by user to make various enquiries within the application

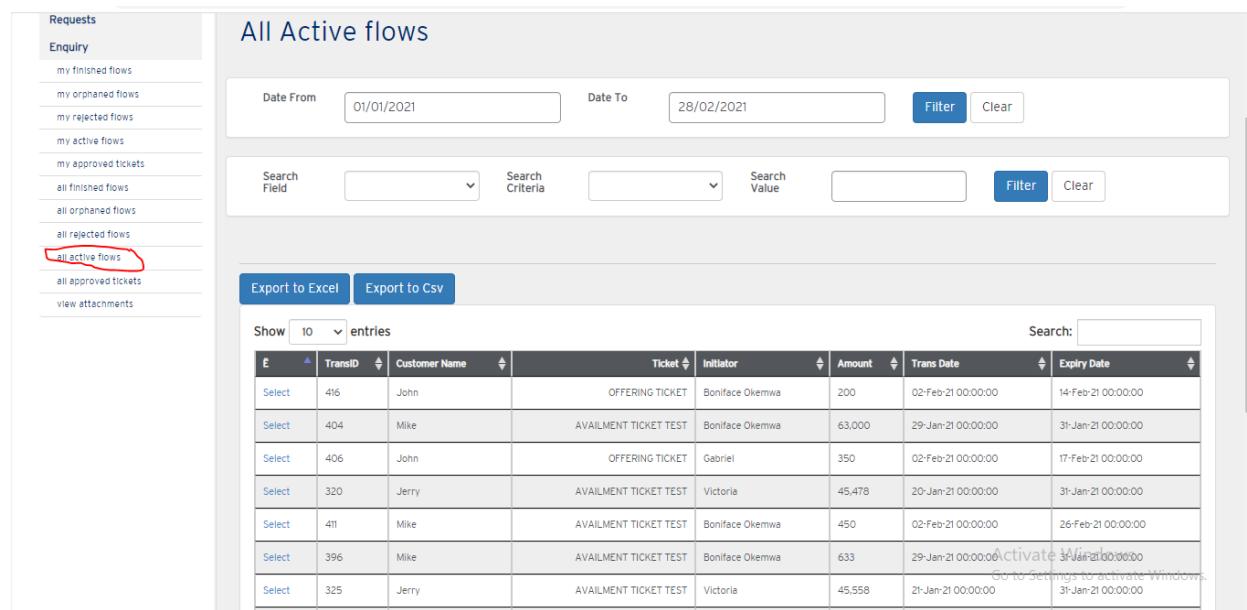
To Achieve this;

Go to;

Enquiries menu > Select desired Item to query from

### All Active Flows

-Will show a listing of all unapproved tickets raised by a given initiators or awaiting an RM's approval



The screenshot shows a web-based application interface for managing flows. On the left, there is a sidebar titled 'Requests' with a 'Enquiry' section containing links: 'my finished flows', 'my orphaned flows', 'my rejected flows', 'my active flows', 'my approved tickets', 'all finished flows', 'all orphaned flows', 'all rejected flows', 'all active flows' (which is highlighted with a red box), 'all approved tickets', and 'view attachments'. The main area is titled 'All Active flows' and contains several search and filter options: 'Date From' (01/01/2021), 'Date To' (28/02/2021), 'Filter' and 'Clear' buttons, and a search bar with 'Search Field', 'Search Criteria', 'Search Value', 'Filter', and 'Clear' buttons. Below these are two export buttons: 'Export to Excel' and 'Export to Csv'. A table follows, with columns: E, TransID, Customer Name, Ticket, Initiator, Amount, Trans Date, and Expiry Date. The table lists seven entries:

E	TransID	Customer Name	Ticket	Initiator	Amount	Trans Date	Expiry Date
Select	416	John	OFFERING TICKET	Boniface Okemwa	200	02-Feb-21 00:00:00	14-Feb-21 00:00:00
Select	404	Mike	AVAILMENT TICKET TEST	Boniface Okemwa	63,000	29-Jan-21 00:00:00	31-Jan-21 00:00:00
Select	406	John	OFFERING TICKET	Gabriel	350	02-Feb-21 00:00:00	17-Feb-21 00:00:00
Select	320	Jerry	AVAILMENT TICKET TEST	Victoria	45,478	20-Jan-21 00:00:00	31-Jan-21 00:00:00
Select	411	Mike	AVAILMENT TICKET TEST	Boniface Okemwa	450	02-Feb-21 00:00:00	26-Feb-21 00:00:00
Select	396	Mike	AVAILMENT TICKET TEST	Boniface Okemwa	633	29-Jan-21 00:00:00	31-Jan-21 00:00:00
Select	325	Jerry	AVAILMENT TICKET TEST	Victoria	45,558	21-Jan-21 00:00:00	31-Jan-21 00:00:00

### All Approved Flows

-Will show a listing of all approved tickets

Approved flows

Action	TransID	Customer Name	Ticket	Initiator	Amount (-Kes)	Trans Date	Expiry Date
Select	391	Mike	OFFERING TICKET	Boniface Okemwa	4,500	29/01/2021 12:00:00 AM	31/01/2021 12:00:00 AM
Select	417	Mike	OFFERING TICKET	Boniface Okemwa	550	02/02/2021 12:00:00 AM	15/02/2021 12:00:00 AM
Select	407	Jerry	AVAILMENT TICKET TEST	Gabriel	450	02/02/2021 12:00:00 AM	27/02/2021 12:00:00 AM
Select	408	Mike	OFFERING TICKET	Gabriel	550	02/02/2021 12:00:00 AM	21/02/2021 12:00:00 AM

## All Finished Flows

-Will show a listing of all approved tickets that have undergone the full processing cycle

All finished flows

Action	TransID	Customer Name	Ticket	Trans Date	Initiator	Amount
Select	407	Jerry	AVAILMENT TICKET TEST	02/02/2021 12:00:00 AM	Gabriel	450
Select	399	John	OFFERING TICKET	29/01/2021 12:00:00 AM	Sheila Dea	547
Select	393	John	AVAILMENT TICKET TEST	29/01/2021 12:00:00 AM	Boniface Okemwa	878
Select	389	Jerry	OFFERING TICKET	29/01/2021 12:00:00 AM	Boniface Okemwa	2,500
Select	388	John	OFFERING TICKET	29/01/2021 12:00:00 AM	Boniface Okemwa	1,500
Select	387	John	OFFERING TICKET	28/01/2021 12:00:00 AM	Boniface Okemwa	600

## All Rejected Flows

-Will show a listing of all rejected tickets within the system

The screenshot shows the fintech application interface. On the left, a sidebar menu lists various flow categories. The 'all rejected flows' option is circled in red. The main content area is titled 'All Rejected flows'. It features a search bar with fields for 'Date From' (01/01/2021), 'Date To' (28/02/2021), and buttons for 'Filter' and 'Clear'. Below this is another search bar with 'Search Field', 'Search Criteria', 'Search Value', and 'Filter' buttons. A checkbox labeled 'All records?' is present. At the bottom, there are 'Export to Excel' and 'Export to Csv' buttons. A table displays the results with columns: Action, Customer Name, Ticket, Initiator, Amount, Trans Date, Expiry Date, and Status. The data shows three entries: John (Offering Ticket, Boniface Okemwa, 200, 29/01/2021, 31/01/2021, Closed), Jerry (Availment Ticket Test, Boniface Okemwa, 1,577, 29/01/2021, 31/01/2021, Decline), and Mike (Offering Ticket, Boniface Okemwa, 4,500, 29/01/2021, 31/01/2021, Closed). A watermark 'Activate Windows' is visible across the table.

Action	Customer Name	Ticket	Initiator	Amount	Trans Date	Expiry Date	Status
Select	John	OFFERING TICKET	Boniface Okemwa	200	29/01/2021 12:00:00 AM	31/01/2021 12:00:00 AM	CLOSED
Select	Jerry	AVAILMENT TICKET TEST	Boniface Okemwa	1,577	29/01/2021 12:00:00 AM	31/01/2021 12:00:00 AM	DECLINE
Select	Mike	OFFERING TICKET	Boniface Okemwa	4,500	29/01/2021 12:00:00 AM	31/01/2021 12:00:00 AM	CLOSED

## My Active Flows

-Will show a listing of unapproved tickets raised by a given initiator or awaiting an RM's approval

The screenshot shows the fintech application interface. On the left, a sidebar menu lists various flow categories. The 'my active flows' option is circled in red. The main content area is titled 'Active flows'. It features a search bar with fields for 'Date From' (01/01/2021), 'Date To' (28/02/2021), and buttons for 'Filter' and 'Clear'. Below this is another search bar with 'Search Field', 'Search Criteria', 'Search Value', and 'Filter' buttons. At the bottom, there are 'Export to Excel' and 'Export to Csv' buttons. A table displays the results with columns: E, TransID, Customer Name, Ticket, Initiator, Amount, Trans Date, and Expiry Date. The data shows one entry: TransID 303, Customer Name John, Ticket AVAILMENT TICKET, Initiator Jbrad, Amount 8,750, Trans Date 19-Jan-21 00:00:00, and Expiry Date 31-Jan-21 00:00:00. A watermark 'Activate Windows' is visible at the bottom.

E	TransID	Customer Name	Ticket	Initiator	Amount	Trans Date	Expiry Date
Select	303	John	AVAILMENT TICKET	Jbrad	8,750	19-Jan-21 00:00:00	31-Jan-21 00:00:00

## My Approved Flows

-Will show a listing of all approved tickets by a given RM or raised by a given initiator

The screenshot shows a user interface for managing flows. On the left, a sidebar menu lists various flow categories: Dashboard, Requests, Enquiry, my finished flows, my orphaned flows, my rejected flows, my active flows, my approved tickets (which is highlighted with a red box), all finished flows, all orphaned flows, all rejected flows, all active flows, all approved tickets, and view attachments.

The main area is titled "My Approved flows". It features a search bar with fields for "Date From" (01/01/2021) and "Date To" (28/02/2021), along with "Filter" and "Clear" buttons. Below the search bar is a search panel with "Search Field", "Search Criteria", "Search Value", "Filter", and "Clear" buttons. A checkbox labeled "All records?" is also present.

At the bottom, there are "Export to Excel" and "Export to Csv" buttons. A table displays the results of the search, showing columns: Action, TransID, Customer Name, Ticket, Initiator, Amount, Trans Date, and Expiry Date. The table contains four rows of data:

Action	TransID	Customer Name	Ticket	Initiator	Amount	Trans Date	Expiry Date
Select	375	John	AVAILMENT TICKET TEST	Jbrad	1,200	28/01/2021 12:00:00 AM	23/02/2021 12:00:00 AM
Select	309	Jerry	AVAILMENT TICKET TEST	Jbrad	65,000	19/01/2021 12:00:00 AM	31/01/2021 12:00:00 AM
Select	372	Jerry	OFFERING TICKET	Jbrad	455	27/01/2021 12:00:00 AM	28/02/2021 12:00:00 AM

## My Finished Flows

-Will show a listing of all approved tickets by a given RM or raised by a given initiator

The screenshot shows a user interface for managing flows. On the left, a sidebar menu lists various flow categories: Requests, Enquiry, my finished flows (which is highlighted with a red box), my orphaned flows, my rejected flows, my active flows, my approved tickets, all finished flows, all orphaned flows, all rejected flows, all active flows, all approved tickets, and view attachments.

The main area is titled "My finished flows". It features a search bar with fields for "Date From" (01/01/2021) and "Date To" (28/02/2021), along with "Filter" and "Clear" buttons. Below the search bar is a search panel with "Search Field", "Search Criteria", "Search Value", "Filter", and "Clear" buttons. A checkbox labeled "All records?" is also present.

At the bottom, there are "Export to Excel" and "Export to Csv" buttons. A table displays the results of the search, showing columns: Action, TransID, Customer Name, Ticket, Trans Date, Initiator, and Amount. The table contains four rows of data:

Action	TransID	Customer Name	Ticket	Trans Date	Initiator	Amount
Select	375	John	AVAILMENT TICKET TEST	28/01/2021 12:00:00 AM	Jbrad	1,200
Select	327	Jerry	AVAILMENT TICKET TEST	21/01/2021 12:00:00 AM	Jbrad	12,345
Select	309	Jerry	AVAILMENT TICKET TEST	19/01/2021 12:00:00 AM	Jbrad	65,000
Select	306	Mike	AVAILMENT TICKET TEST	19/01/2021 12:00:00 AM	Jbrad	454

## My Rejected flows

-Will show a listing of all rejected tickets by a given RM or raised by a given initiator and have been rejected

Action	Customer Name	Ticket	Initiator	Amount	Trans Date	Expiry Date	Status
Select	Mike	AVAILMENT TICKET TEST	Jbrad	96.000	21/01/2021 12:00:00 AM	30/01/2021 12:00:00 AM	DECLINE

## View Attachment

-Pulls downloadable attachment records tied to a given application

Action	File name	File type	Transaction Id
Download	"VA ISSUES DOCUMENTATION.pdf"	.pdf	387
Download	"VA ISSUES DOCUMENTATION.pdf"	.pdf	386
Download	"7777FAEDBF9C4E57B6A316EA9D648947.xls"	.xls	402
Download	"Fintech_Citi_CreditWorkFlow_ReleaseNote_26th_Jan_2020.pdf"	.pdf	412
Download	"AWS.docx"	.docx	413
Download	"subtitle.txt"	.txt	417
Download	"FINTECH_CITI_SRN_V204.pdf"	.pdf	405
Download	"Outward.docx"	.docx	416

## REPORTS MODULE

This module helps in retrieval/generation of various system reports

N/B:

This test evidence will provide a snapshot of only one category per subsection, however during tests, proceed and test each and every

### Maintenance Reports

-Has 5 main subgroups

### Sample Branches Report

BRANCHID	BRANCHNAME	ADD_DATE	APPROVE_DATE	ADD_OFFICER	APPROVE_OFFICER	DECLINE_OFFICER	DECLINE_DATE	COMMENTS	STATUS
000369	Papa Test2	06-Jan-21 14:04:53	E	jbrad	E	vnamanya	06-Jan-21 14:06:29	Want Ok	DECLINE
001	Nakuru citi Edited	12-Jan-21 23:37:05	E	E	E	E	E	Head Office	ACTIVE

## Operations Reports

Has Transactional reports subdivided into 6 subcategories

Welcome Boniface Okemwa Log Out

Citi Credit Workflow

Dashboard Requests Enquiry User Management Maintenance Reports

maintenance user management operations

Transaction Report

Below is the listing of all reports.

TICKET COMMENTS  
TRANSACTION ANALYSIS  
TICKET E-MAILS  
TICKET REASONS  
WORKFLOW RUNNING LINES ANALYSIS  
LINE UTILIZATION

Activate Windows  
Go to Settings to activate Windows.

Citigroup.com | Terms & Conditions | Privacy | Careers

### Sample Transaction analysis report

Citi Credit Workflow

Dashboard Requests Enquiry User Management Maintenance Reports

TRANSACTION ANALYSIS

Back to Listings

Date From: 01/01/2021 Date To: 28/02/2021 Filter Clear

Search Field Filter Clear

Export to Excel Export to Csv

Show 10 entries

COMMENTS	LINENO	LINECCY	AUTHORIZED	UTILIZATION	OUTSTANDING	REQUESTAMT	REQUESTAMTCYC	REQUESTAMTUS	EXCEEDSOUTSTANDING	TOTAL
TEST	1001001	KES	0	0	0	78993	KES	0	Activate Windows Go to Settings to activate Windows.	0
TEST	1001003	KES	0	0	0	12345	KES	0	0	0

## Sample Running lines analysis report

TRANSDATE	TRANSDetail\$	VALUEDATE	EXPIRYDATE	TENOR	INITIATOR	PRICING	STATUS	BASENO	BRANCH#	TICKET	CRLINE
13-Jan-21 00:00:00	ok	26-Jan-21 00:00:00	31-Jan-21 00:00:00	5	625	E	REQUEST	1001003	1	AVAILMENT TICKET TEST	38298
19-Jan-21 00:00:00	OK	21-Jan-21 00:00:00	31-Jan-21 00:00:00	10	2	E	REQUEST	1001004	1	AVAILMENT TICKET TEST	38288
19-Jan-21 00:00:00	ok	22-Jan-21 00:00:00	31-Jan-21 00:00:00	9	625	E	REQUEST	1001003	1	AVAILMENT TICKET TEST	38287
19-Jan-21 00:00:00	OK	21-Jan-21 00:00:00	31-Jan-21 00:00:00	10	625	E	REQUEST	1001003	1	AVAILMENT TICKET TEST	38286
19-Jan-21 00:00:00	OK	31-Jan-21 00:00:00	23-Feb-21 00:00:00	23	625	E	REQUEST	1001003	1	AVAILMENT TICKET TEST	38285

## User Management Reports

- Provides access to user related reports
- Has 8 subcategory reports

## Sample User Details Reports

USER DETAILS

Back to Listings

Date From: 15/02/2020 Date To: 04/02/2021 Filter Clear

Search Field: All Filter Clear

Export to Excel Export to Csv

Show 10 entries Search:

USERID	FULLNAME	NATIONALITY	OFFYEXTENSION	CELLPHONE	HOMEPHONE	EMAIL	OTHEREMAIL	CARDNO	USERNAME	PASSWORD	PROF
5	Gabriel	E		234	72941248846	72941248846	rrumenya@gmail.com	E	0	Active Windows	0
12	sheila dea	E		123	123327834	123327834	shei@gmail.com	E	0	dea	E

localhost:6019/ReportsUsers#