**Opening cash and transfer positions**

* To open cash positions for the entire SOL, the Service Manager or the Branch Manager shall invoke the menu OCT (Open Cash Transactions) and then click on the SUBMIT button. The SOL ID will be automatically populated.

Graphical user interface, application, Word

Description automatically generated

* To enable transfer transactions for the entire SOL, the Service Manager or the Branch Manager shall invoke the menu OTT (Open Transfer Transactions) and then click on the SUBMIT button. The SOL ID will be automatically populated.

Graphical user interface, application, Word

Description automatically generated

* SSA is now ready to transfer or receive funds from another SSA, or vault, and to transact with customers.

**Closing cash and transfer positions**

* At the close of business, the Service Manager or the Branch Manager shall close cash transactions immediately cash checks and vault transfers are completed for all SSAs. The window period between cash checks and vault transfers being completed and the closing of cash transactions should be as short as possible to limit the possibility of unauthorised cash transactions being posted.
* The Service Manager or the Branch Manager shall also close transfer transactions after confirming that all required transfer transactions have been posted as per business needs.
* To close cash positions for the entire SOL, the Service Manager or the Branch Manager shall invoke the menu CCT (Close Cash Transactions) and then click on the SUBMIT button. The SOL ID will be automatically populated.

Graphical user interface, application, Word

Description automatically generated

* To close transfer transactions for the entire SOL, the Service Manager or the Branch Manager shall invoke the menu CTT (Close Transfer Transactions) and then click on the SUBMIT button. The SOL ID will be automatically populated.

Graphical user interface, application, Word

Description automatically generated

* After closing both cash and transfer transactions for the SOL, no officer within that SOL will be able to post such transactions.

**Validations at the point of closing cash and transfer positions**

At the point of closing cash and transfer transactions, the system will validate if:

1. All SSAs cash has been checked. If not, the error “**Teller cash not checked. See report on PQR**” will be displayed, and a report of all exceptions will be generated and made accessible via the PQR (Print Queued Reports) menu. All SSA cash should be checked before proceeding.
2. Cash accounts and journal balances are matching for each SSA. If not, the error **“Teller not balancing. See report on PQR”** will be displayed, and a report of all exceptions will be generated and made accessible via the PQR (Print Queued Reports) menu. SSA cash accounts and journals should be balanced first before proceeding.

Graphical user interface, text, application

Description automatically generated

1. There are no transactions in “Entered” status. If there are uncompleted transactions, the error **“Unbalanced or unposted transactions exist”** will be displayed.

Graphical user interface, text, application

Description automatically generated

**Transactions in ‘Entered’ status**

Transactions in entered status are those that were not completely posted, either because they were saved as draft or because the referral processing journey was not completed. To clear these transactions, the initiating and approving officers will need to complete or cancel the pending transactions. Alternatively, the Service Manager or the Branch Manager will invoke the menu ‘Delete Transactions in Entered Status’ (DTES) and manually cancel all the transactions in entered status.