# POLICYHOLDERS COMPENSATION FUND MICROSOFT DYNAMICS 365 BUSINESS CENTRAL IMPLEMENTATION TRAINING REPORT (NAIVASHA)

### PRESENTED BY



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POLICYHOLDERS COMPENSATION FUND

Nairobi - Kenya

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### Introduction.

Microsoft Dynamics (Dynamics 365 Business Central) is a powerful, agile ERP system that enables organizations to have a better management tool for its operational department processes. This includes the following:

- a) Financial Management
- b) Human Resource & Payroll Management
- c) Supply Chain Management
- d) Administration Management
- e) Document Management System(DMS)
- f) Audit Module
- g) Cooperate Communication

### **Definition of Terms**

Term	Definition
PCF	Policyholders Compensation Fund
ASL	Appkings Solutions Ltd
DMS	Document Management System
D365	Microsoft Dynamics 365 Business Central
SCM	Supply Chain Management

### **D365 Training**

D365 user training was conducted by ASL between dates  $18th^{th}$  July  $2022 - 22^{nd}$  July 2022 to PCF staff.

The training was user intensive and practical in nature as every PCF was taken through their process comprehensively and assisted individually whenever faced with a challenge.

### **Objectives Of The Training**

By the end of the training, every user was expected to:-

- I. Beware that system access requires unique credentials (Username and Password) that can be reset by System Administrator
- II. Navigate through the system and user search functionality.
- III. Raise any of the common requisition with ease. These include Leave requisition, Imprest requisition, Store requisition, Staff Claim and Departmental Requisition.
- IV. Generate report on common requisition raised.
- V. Perform daily operations in core modules Grants, Finance, Supply Chain Module and HRM(and Payroll) and Generate reports.

### **Training Schedule**

Day	Time	Training Area	Facilitator	DATE
SUNDAY	Travelling from Nair			
	8.00am -8.30am 8.30.am -9.00am 9:00 am - 10.30am	Arrival and Registrations Introductions and objectives of the workshop Opening remarks	Secretariat  Mr. Mamo	
		Objective of the Training  FINANCE  Chart of Accounts Budget Setup	Managing Trustee Appkings Benjamin	
MONDAY	10.30 am-11.00Am	TEA BREAK	Denjamin	18 <sup>th</sup> July
	11.00AM – 1.00PM	<ul><li>☐ Finance Operation</li><li>☐ Payables</li><li>☐ Receivables</li></ul>	Benjamin	2022
	1:00 pm – 2:00pm	LUNCH BREAK		
		<ul><li>☐ Fixed Asset</li><li>☐ Cashbook</li><li>☐ Bank reconciliation</li></ul>	Benjamin	
	4.30PM - 5.00PM	TEA BREAK		
The open	5.00pm -	Practical Sessions		
END OF DA				
TUESDAY	8.00am -8.30am 8.30.am -9.00am	Arrival and Registrations Recap	Secretariat	19 <sup>th</sup> July 2022
		·	Bernard	

9:00 am – 10.30am	Introductions and objectives of the day		
	PROCUREMENT	Mr. Mamo	
	☐ Vendor Creation		
	☐ Items		
		Appkings	
		Ranjamin	
		Denjamin	
10.30 am-11.00Am	TEA BREAK		
		Benjamin	
11.00AM – 1.00PM	☐ Procurement Budget		
	☐ Procurement Plan		
	_		
1:00 pm – 2:00pm			
7.00 рш 2.00рш		D · ·	
		Benjamin	
	l — •		
	Stock Card		
	☐ Stock Taking Process		
4.30PM - 5.00PM	TEA BREAK		
5.00pm -	Practical Sessions		
Y THREE			
8.00am -8.30am	Arrival and Registrations	Secretariat	20th July
8.30.am -9.00am	Recap		2022
		Bernard	
9:00 am – 10.30am	Introductions and objectives of the day		
	Human Resources	Mr. Mamo	
	☐ Employee Management		
	10.30 am-11.00Am  11.00AM – 1.00PM  1:00 pm – 2:00pm  4.30PM – 5.00PM  5.00pm – Y THREE  8.00am -8.30am  8.30.am -9.00am	PROCUREMENT   Vendor Creation   Items    Vendor Creation   Items    Vendor Creation   Items    Vendor Creation   Vendor Creation   Items    Vendor Creation   Vendor Creation   Items    Vendor Creation   Vendor	PROCUREMENT   Vendor Creation   Items   Vendor Creation   Items   Appkings   Benjamin   10.30 am-11.00Am   TEA BREAK     Procurement Budget   Procurement Plan   Requisition   RFQ   Requisition RefQ   Purchase Order/Service   Requisition Request   Issuing of Goods   Stock Card   Stock Taking Process   A.30PM - S.00PM   TEA BREAK     S.00PM   Practical Sessions   YTHREE     8.00am - 8.30am   Arrival and Registrations   Recap   Bernard     9:00 am - 10.30am   Introductions and objectives of the day   Human Resources   Mr. Mamo

		<ul><li>☐ Human Resource Planning</li><li>☐ Job management</li></ul>	Appkings Benjamin	
	10.30 am-11.00Am	TEA BREAK		
	11.00AM – 1.00PM	<ul> <li>Recruitment management</li> <li>Leave Management</li> <li>Performance Management</li> <li>Training Management</li> <li>Disciplinary Management</li> </ul>	Benjamin	
	1:00 pm – 2:00pm	LUNCH BREAK		
		PAYROLL  Payroll setup Payroll processing Payroll reports	Benjamin	
	4.30PM - 5.00PM	TEA BREAK		
	5.00pm -	Practical Sessions		
END of DAY	FOUR			
THURSDA Y	8.00am -8.30am	Arrival and Registrations Recap	Secretariat	21st July 2022
		Introductions and objectives of the day  ADMINISTRATION  ➤ Transport Management  ➤ Meeting Room Management	Bernard Mr. Mamo	

			Appkings	
			Benjamin	
			Denjamin	
	10.30 am-11.00Am	TEA BREAK		
	11.00AM – 1.00PM	<ul> <li>Hospitality management</li> <li>Asset defects and Repair</li> <li>Accident reporting</li> </ul>	Benjamin	
	1:00 pm – 2:00pm	LUNCH BREAK		
		INTERNAL AUDIT	Benjamin	
		➤ General Overview		
		<ul><li>Risk Management</li></ul>		
		<ul><li>Report review</li></ul>		
	4.30PM - 5.00PM	TEA BREAK		
	5.00pm -	Practical Sessions		
END OF DA	Y FIVE			
	8.30.am -9.00am	Arrival and Registrations	Secretariat	
EDIDAY		Recap		
FRIDAY	9:00 am – 10.30am		Bernard	
	7.00 am – 10.30am		Bernard	
		Introductions and objectives of the day		
		CORPORATE COMMUNICATION	Mr. Mamo	
		<ul><li>Contact management</li></ul>		22 <sup>nd</sup> JULY
		➤ Customer enquires		2022
			A	
			Appkings	
			Benjamin	
	10.30 am-11.00Am	TEA BREAK		
	11.00AM-1.00PM	Customer complaints	Benjamin	
1		Complains Trail Logs		

	1.00pm-2.00pm	LUNCH BREAK	
	2:00PM-5PM	Document management System	Benjamin
		<ul> <li>Document Scanning</li> <li>Document Attachments</li> <li>Permissions and user rights</li> </ul>	
		Way forward and Closure	Managing Trustee
	5.00PM	TEA BREAK	
END OF DA	Y SIX		
Saturday	Travelling Naivasha	to Nairobi	23 <sup>rd</sup> July 2022
DAY SEVEN			

### **Training Attendance**

No	Name	Designation	Day 1	Day 2	Day 3	Day 4	Day 5
1	William Masita	MT - PCF	Present	Present	Absent	Absent	Absent
2	Mamo Abudo Q	DCS – PCF	Present	Present	Present	Present	Present
3	Bernard Rotich	DDICT – PCF	Present	Present	Present	Present	Present
4	Mohammed	DDSCM- PCF	Present	Present	Present	Present	Present
	Khalif						
5	Martin Kamau	DDIA - PCF	Present	Present	Present	Present	Present
6	Evance Omagwa	SCMO -PCF	Present	Present	Present	Present	Present
7	Patricia Kuyan	Finance -PCF	Present	Present	Present	Present	Present
8	Jack Owiyo	Finance - PCF	Present	Present	Present	Present	Present
9	Mary Mwihaka	DDRS&P -	Present	Present	Present	Present	Absent
		PCF					
10	Hilda Sang	DDHRA - PCF	Present	Present	Present	Present	Absent
11	Dorcas Wangui	SCM-PCF	Present	Present	Present	Present	Present
12	Amayaka Buhere	RSP – PCF	Present	Present	Present	Present	Present
13	Jullo M. Gollo	I.O-PCF	Present	Present	Present	Present	Present
14	Gatua Mugendi p.	HRA.O	Present	Present	Present	Present	Present
15	Mercyline Nekesa	IA	Present	Present	Present	Present	Present
16	Benjamin Ndiku	PM	Present	Absent	Absent	Absent	Present
17	Iddah Juma	FC	Present	Present	Present	Present	Present
18	Simon Litan	FC	Present	Present	Present	Present	Present
19	Frank Kiptoo	FC	Present	Present	Present	Present	Present

Module:	FINANCE MAI	NAGEMENT MOD	ULE	
	18-07-			
Date:	NAIVASHA		Signati	ure
Venue:	ne Participant	Designation		
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### TRAINING ATTENDANCE SHEET



PROCUREMENT AND STORES MANAGEMENT MODULE Module:

19-07-2022 Date:

Date:			19-07-6	2022		
Venue			NAIVASHA			Signature
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### REQUIREMENT GATHERNG ATTENDANCE SHEET



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Date:	20-0	7-2022					
Venue: POLICYHOLDERS COMPENSATION FUND							
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f.	BORCAS WANGUI	(c.c.m	dora wangui 4400	mail (2m)			
5	NEKESD MERCY	FA		gmail 1000 No			
6	AMATOKA BUHERE	PLANNING	AMAYOKA BUHERERGIN	MI-con (4)			
7.	GATUA PIUS	HRG A	gatvamugendi egmai	P. pas.			
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11	Martin M. Kamau N.	MA	Mkamau Opat go. 4				
12	Hilda Saza		, (	#			
13.	JULO M. Gotlo	I.O	Imolu@pcf.go.ke.	(Almas-			
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### TRAINING ATTENDANCE SHEET



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Date:					
Venue:		NAIVASHA		Email Address	Signature
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### TRAINING ATTENDANCE SHEET



**AUDIT MANAGEMENT MODULE** Module: 21-07-2022 Date: NAIVASHA Signature Venue: **Email Address** Designation Name of the Participant S.No Journopped go ve DA ACK OW'TO agundon polarie Abodo a DCS 9m0 bride pict 5016 DAIG Beman robil mkamar Opcf. go to MMA Kamay Martin M. AMAYOKABUITORE COMPLICON & Hilda sar PLANNING mercylino afred 93@ grand con Mores AMAYOKA BUHERE MERCYLINE NEKESD 10 gatva mugendi @ grugi HPA.0 GATHA M. PIUS ANAN CE dorcar wanqui 440 g mant - co m PATRICIA KUTHN 5-c-m WANGUL DORCAS 10 I-0 Julo Gollo 5.cm.0 Omaqua Exance michally a pcf. gsi MOHMED KHALIF DOSCO

#### TRAINING ATTENDANCE SHEET



COOPERATE COMMUNICATION MANAGEMENT MODULE Module: Date: 22-07-2022 **NAIVASHA** Venue: Signature **Email Address** Designation Name of the Participant S.No agondon Cpcf. of 14 DCS Mamo Abido O ATRICIA KUTAN FINANCE Patricis rennyal Py 0-A JACK GWITO S.c.m.o Condancald L. OMALINA EVANCE. Imolure pcf.go. Ke I.0 Julo M. Gollo gottua muge ndi Egmail HEA. O GATUA M- PIUS ATTOMORACOUNTEDE QUIMAIL. COM PLANMING BMAY6KA BWIERE mercylinpalfred 93@gment. com allo NEKERA MERCY 18 Gernard Reful DOIG Milhelif of page in DISCOM Monard Khalif dorcarwangui HAR gmail can 0 (CW) IDANGU! DORCAS

### TRAINING ATTENDANCE SHEET



Module: DMS MANAGEMENT MODULE

Date: 22-07-2022

Date:		22-04-6	1022		
Venue:		NAIVASHA			Signature
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### **Training Feedback**

The following tabulated feedback was given by users during the training period. With respect to Go-Live and excellent user experience, the feedback is to be effected before Go-Live.

MODULE	SUB-	FEEDBACK	COMMENTS	COMMENTS
S	MODULES		FROM PCF	FROM APPKINGS
FINANCE	CHART OF	Indexing of the chart of	-	Subject to further
	ACCOUNT	Accounts-Begin and end		discussion-With the
	S	totals to be done away		finance team
		with.		
		Generating quarterly		
		reports in the system		
		and the complete		
		analysis report		
	FINANCE	➤ Interest rate to calculate		
	OPERATI	automatically-		
	ON	investment bit		
		Levy receipt –to		
		generate receipt during		
		financial		
		Remove the institution		

PROCUR EMENT	PROCURE MENT	code  Workflow: once first approver approves, the initiator should not be able to cancel  Deactivate the editable fields at the approver side  Delegate on workflow should return feedback to the first approver  Workflow missing-Should be initiated by		
ENIENI	PLAN	the users through the HODs  To be included in the Common requisitions		
	PURCHAS E REQUISITI ON NOTE (PRN)	Include attachment option		
	REQUEST FOR QUOTATI ON *	<ul> <li>Customize the RFQ Reports</li> <li>Include attachment option</li> <li>Include workflow- Officer and HOD</li> </ul>	>	Template to be provided by PCF
	PURCHAS E QUOTES	<ul> <li>To be visible by the suppliers in the portal</li> <li>Include attachment option</li> <li>Evaluation reports and</li> </ul>	>	> Workflow to be provided

	LPO	<b>A</b>	committee members to be included in the system for RFQ Methods Disable the amount on unit cost Include a page for approved LPOs Only Receipting of inventory after inspection To generate before	>	
	ON CERTIFIC ATE		receiving the goods		
	PURCHAS E INVOICE	>	To inclu	>	
	SRN	>	Approved documents page for SRN to be created, separate from the posted SRNs		
	E- PROCURE MENT	>	To include workflow approval for the professional opinion stage		To review the process together with the
		>	Include attachment options		procurement department
		>	List of prequalified suppliers to have an attachment option button		
HUMAN RESOUR	EMPLOYE E	>	Include date of join /end		
CE MANAGE	MANAGER	>	of probabtion Remove wedding anniversary		
MENT		>	Change email field to personal email Change company email		
			to organization email Populate age automatically for the		

	length of service-	
	contract type	
	➤ Include beneficiary	
	details under general tab	
	Include separation	
	information field	
	<ul><li>Exit/separation to be</li></ul>	
	filled	
	Include employee exit	
	type field	
	Include probation check	
	box	
	Provision of gratuity on	
	employment side to	
	automatically populate	
	on payroll details	
	Include pament picture	
	in the list of employee	
	details	
	➤ Include salary notch to	
	populate on salary card	
	<ul><li>Provision for upload of</li></ul>	
	employees photo	
	Remove house	
	allowance	
	➤ Include Next of kin	
	contacts	
	<ul><li>Validation on emails</li></ul>	
	and contacts	
	<ul><li>Validation of date of</li></ul>	
	join, date of birth and	
	pension	
LEAVE	> Provide notification	
MANAGE	alert to the applicant and	
MENT	all approvers	
DISCIPLIN	➤ Include the approval	To have a review
ARY	workflow as will be	session with the HR
MANAGE		Officer
MENT	provided	Officer
IVILIVI		The UD to provide
		The HR to provide

			templates to be adopted into the system
	PERFOMA MANCE APPRAISA L  RECRUIT MENT MANAGE MENT	<ul> <li>To be linked with the training management module</li> <li>To include the provided approval workflow:         HOD-HR-committee</li> <li>Rename approved reacquisitions to the correct spelling</li> <li>Populate the correct error message when more positions are</li> </ul>	
		required >	
PAYROL L	PAYROLL SETUP	>	
	PAYROLL PROCESSI NG	<ul> <li>Payslip structure NHIF relief missing</li> <li>NSSF to be included on the payslip on payable tax</li> <li>PCA form to be introduced</li> <li>Include insurance relief on the payslip</li> <li>Some payroll reports to be customized according to PCF's template</li> <li>Include approval workflows on payroll-HR-FINANCE-DCS-MT</li> </ul>	
AUDIT	AUDIT REGISTER	To be included in all the profiles but finally approver to be in the	➤ Include all the reports on the profile

	research planning department/module  Rename the project t code field and name to departments  The auditor to be given rights to only view the submitted risk register  To include the correct workflow-User departments then research/planning  Avail the corporate/Consolidated risk register list to all departments/module  Include a column called the residual risk under risk steps  Rename the risk cause to risk cause/trigger  Recommend on findings based on submitted assesment
AUDIT PLANNER	<ul> <li>Work plan reports to be made available for specific employee, department-included consolidated report consolidated reports</li> <li>Rename the project t code field and name to departments</li> <li>Automatically populate duration once start date and end date is inserted</li> <li>Rename the budget field-Include dropdown to include budget periods</li> </ul>

	AUDIT ASSESME NT	<ul> <li>Add budget estimate         field</li> <li>Add resource field and         responsible employee         field</li> <li>Department name to         populate</li> <li>The reviews to be sent         to auditee then to be sent         to committee-Include         the correct workflow</li> <li>Under additional fast tab         rename the remarks bit         to Audit Management</li> </ul>
		Risk
TRANSPO RT	VEHICLE	<ul> <li>Under the field type, include others and give an option for further description</li> <li>Include accident reporting bit-to capture-date, cost and description of the accident</li> <li>Include insurance field-The dates, insurer</li> <li>Include report for all vehicles</li> </ul>
	DRIVER CARD	<ul> <li>Include first aid trainer</li> <li>Include defensive training field</li> <li>Include Refresher bit</li> <li>Add reports of the driver card both per driver and consolidated</li> </ul>
	TRANSPO RT REQUISITI ON	<ul> <li>Change commencement field to pick up point</li> <li>Change Start date to pick up point</li> </ul>

		N A 11 (* , 1)	
		> Add estimated time	
		➤ Date of request to pick	
		automatically	
		➤ Date of trip-end and	
		start date to populate	
		automatically	
		➤ Include a memo field	
		Provide an upload	
		attachment option	
		Number of passengers to	
		be manual	
		➤ Do away with the HOD	
		recommendation and	
		comments-Approval	
		chain is from the	
		requestor to the HR	
		➤ Include reports and to	
		include-Approved and	
		rejected requests,	
		maintenance and	
		accident requests,	
		schedule servicing	
		reports, drivers' profile	
	WORK	To provide work	
	TICKET	ticket template	
	FUEL	➤ Include attachment	
	REQUISITI	option	
	ONS	>	
CEO		➤ Pull the list of attendees-	
		during event	
		Provide checkbox	
		Restrict the member	
		selected under task	
		group-Not to be selected	
		twice	
		<ul><li>Provide template for</li></ul>	
		minutes/Report	
		minutes/Report	

DMS	License :All users should be registered with license
	<ul> <li>Common site for all departments navigation</li> <li>Integration of sharepoint with</li> </ul>
	business central

### Conclusion

The training was engaging and it was agreed by both PCF & ASL that the feedbacks given are to be effected before the go live date.  $1^{st}$  August 2021.