

# GOS ERP INVESTOR FUND USER MANUAL

WEALTH MANAGEMENT OPERATIONS

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# INVESTMENT OPERATIONS

#### CUSTOMER

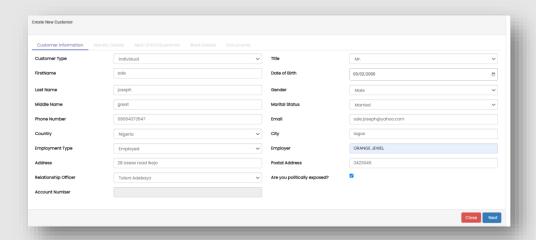
- This tab is used to register all the details of the customers applying for any of the organization's products.
  - In setting up the Customers Information, the following steps are taken:
  - Navigate to Investment Operations
  - click on customer and it will open the customer information page.
- The customer information page includes the following details:
  - Customer information
  - Identity details
  - Next of kin/guarantors
  - Bank details
  - Documents

# CUSTOMER INFORMATION

#### **❖ INDIVIDUAL CUSTOMER**

- To create a New Customer,
  - click on the add button, it will open the Customer Information page, populate the required information:
    - Customer type
    - Title
    - First name
    - Last name
    - Middle name
    - Date of birth
    - Gender
    - Marital status
    - Phone number
    - Email
    - Country
    - City
    - Employment type
    - Employer
    - Address
    - Postal address
    - Relationship officer

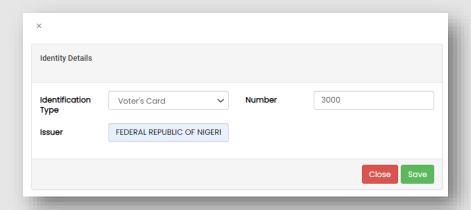
- Account number
- Are you politically exposed?
- Click on the save and continue button to move to the next required information.

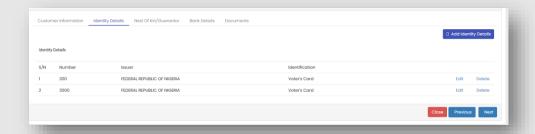


- Click on the next button to move to the next required information.

# IDENTITY DETAILS

- To add Customer Identity Details
  - Navigate to Investment Operations,
  - click on the Customer Tab =>Customer Information =>Identity Details, it will open the Identity's Details page,
  - Click on the add button and populate the required information:
    - Identification type
    - Number
    - Issuer
  - Click on save to complete the procedure.

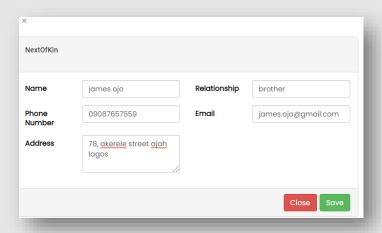


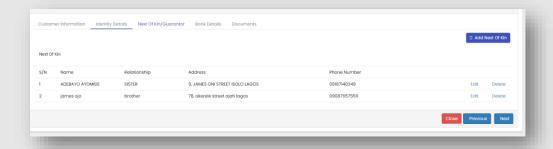


• Click on next and it will take you to the next required information.



- To add customer Next of Kin/Guarantor
  - Navigate to Investment Operations,
  - click on the Customer Tab =>Customer Information =>Identity Details => Next of Kin/Guarantor, it will open the Next of Kin/ Guarantor page,
  - Click on the add button and populate the required information:
    - Name
    - Relationship
    - Phone number
    - Email
    - Address
  - Click on save to complete the procedure.

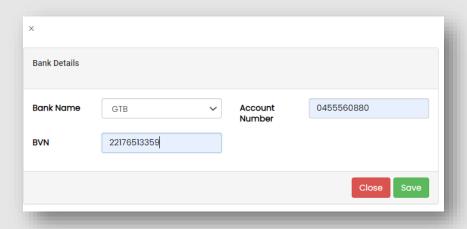


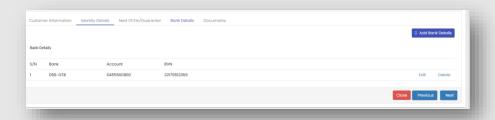


• Click on next and it will take you to the next required information.



- To add customer Bank Details
  - Navigate to Investment Operations,
  - click on the Customer Tab =>Customer Information =>Identity Details => Next of Kin/Guarantor => Bank Details, it will open the bank details page,
  - Click on the add button and populate the required information:
    - Bank Name
    - Account name
  - Click on save to complete the procedure.

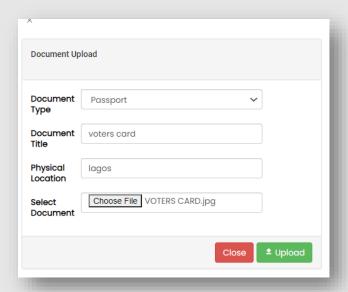




Click on next and it will take you to the next required information.



- To add Customer Documents
  - Navigate to Investment Operations,
  - click on the Customer Tab =>Customer Information =>Identity Details => Next of Kin/Guarantor => Bank Details =>Documents, it will open the documents page,
  - Click on the add button and populate the required information:
    - Document type
    - Document title
    - Physical location
    - Select document
  - Click on save to complete the procedure.

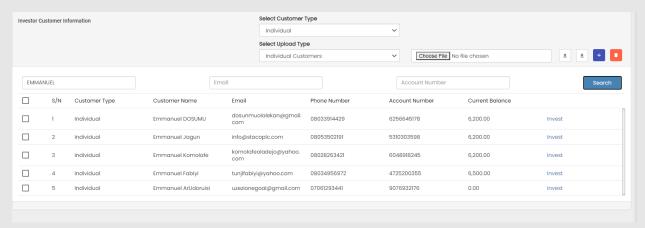




• Click on save to complete the customer registration procedure.

#### **❖** TO ADD MULTIPLE INDIVIDUAL CUSTOMER INFORMATION:

- Click on the download button, this downloads the excel template with the correct upload headers, populate with the following.
  - Email
  - Customer type name
  - Title
  - First name
  - Last name
  - Middle name
  - Gender
  - Address
  - Date of birth
  - Employment
  - City
  - Occupation
  - Are you politically exposed?
  - Phone number
  - Country
  - Phone number
  - Marital status
- Click on select customer type as individual
- Click on select upload type as individual customers
- Click choose file button, navigate to the populated excel file and then click open
- Click upload on the interface
- This will upload all the individual customer information.



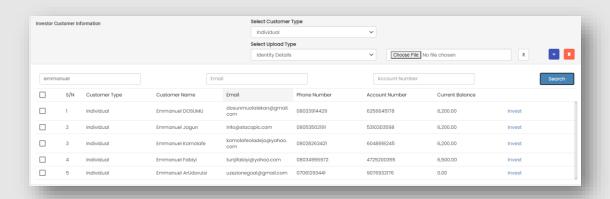
- To delete a customer,
  - select the customer name and click on the delete button.

SEARCH BOX: It is used to search for a customer, either individual customer or corporate by typing in the name of the customer, or the customer email address or the customer's account number and click on the search box. it will populate the customer's with similar details.

#### **❖** TO ADD MULTIPLE INDIVIDUAL CUSTOMER INDENTITY DETAILS

- To upload, ensure the excel template has the correct upload headers listed below:
  - Identity details
  - Customer email

- Issuer
- ID Number
- Click on select customer type as individual
- Click on select upload type as identity details
- Click choose file button, navigate to the populated excel file and then click open
- Click upload on the interface
- This will upload all the identity details of the individual customers.

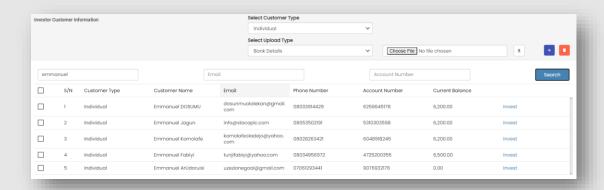


- To delete identity details,
  - select the customer name and click on the delete button.

SEARCH BOX: It is used to search for a customer, either individual customer or corporate by typing in the name of the customer, or the customer email address or the customer's account number and click on the search box. it will populate the customer's with similar details

#### **❖** TO ADD MULTIPLE INDIVIDUAL CUSTOMER BANK DETAILS:

- To upload, ensure the excel template has the correct upload headers listed below:
  - Customer email
  - BVN
  - Account Number
  - Bank
  - Bank code
- Click on select customer type as individual
- Click on select upload type as bank details
- Click choose file button, navigate to the populated excel file and then click open
- Click upload on the interface
- This will upload all the bank details of the individual customers.

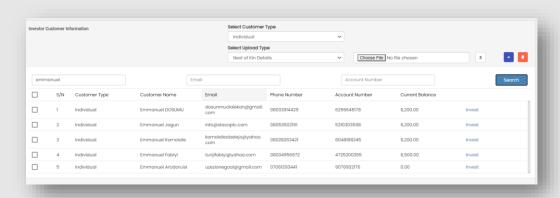


- To delete bank details,
  - select the customer name and click on the delete button.

SEARCH BOX: It is used to search for a customer, either individual customer or corporate by typing in the name of the customer, or the customer email address or the customer's account number and click on the search box. it will populate the customer's with similar details.

#### **❖** TO ADD MULTIPLE INDIVIDUAL CUSTOMER NEXT OF KIN DETAILS:

- To upload, ensure the excel template has the correct upload headers listed below:
  - Customer email
  - Name
  - Relationship
  - Next of kin Name email
  - Phone number
  - Address
- Click on select customer type as individual
- Click on select upload type as next of kin details
- Click choose file button, navigate to the populated excel file and then click open
- Click upload on the interface
- This will upload all the next of kin details of the individual customers.



To delete next of kin details,

- select the customer name and click on the delete button.

SEARCH BOX: It is used to search for a customer, either individual customer or corporate by typing in the name of the customer, or the customer email address or the customer's account number and click on the search box. it will populate the customer's with similar details.

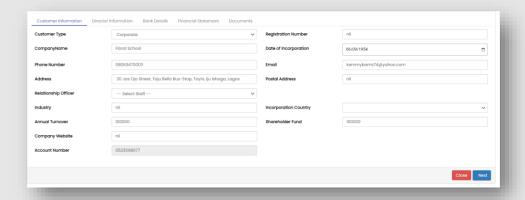
#### **❖** TO ADD MULTIPLE INDIVIDUAL CUSTOMER DOCUMENT DETAILS:

- To upload, ensure the excel template has the correct upload headers listed below:
  - Document type
  - Document title
  - Physical location
  - Select document
- Click on select customer type as individual
- Click on select upload type as document details
- Click choose file button, navigate to the populated excel file and then click open
- Click upload on the interface
- This will upload all the document details of the individual customers.
- To delete document details,
  - select the customer name and click on the delete button.

SEARCH BOX: It is used to search for a customer, either individual customer or corporate by typing in the name of the customer, or the customer email address or the customer's account number and click on the search box. it will populate the customer's with similar details.

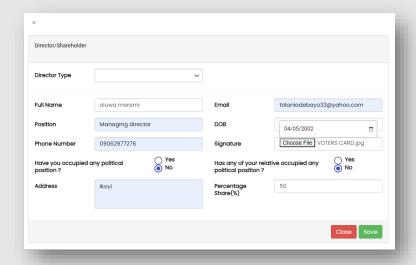
#### CORPORATE CUSTOMER

- To Create a New Corporate Customer,
- click on the add button, it will open the Customer Information page, populate the required information:
  - Customer Type
  - Company Name
  - Registration Number
  - Phone number
  - Date of incorporation
  - Phone number
  - Address
  - Email
  - Postal address
  - Relationship officer
  - Industry
  - Incorporation country
  - Annual turnover
  - Shareholders fund
  - Company website
  - Account number
- Click on the next button to move to the next required information.



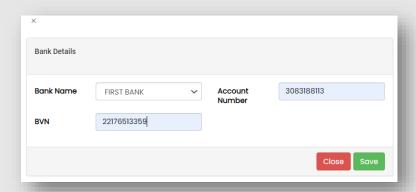
# DIRECTOR INFORMATION

- To add Director Information
  - Navigate to Investment Operations,
  - click on the Customer Tab =>Customer Information =>Director information, it will
    open the documents page,
  - Click on the add button and populate the required information:
    - Director type
    - Full name
    - Position
    - Email
    - Date of birth
    - Phone number
    - Signature
    - Address
    - Percentage share
  - Click on save to complete the procedure.



## BANK DETAILS

- To add Corporate customer Bank Details
  - Navigate to Investment Operations,
  - click on the Customer Tab =>Customer Information => Director Information=> Bank
     Details, it will open the bank details page,
  - Click on the add button and populate the required information:
    - Bank Name
    - Account name
    - BVN
  - Click on save to complete the procedure.

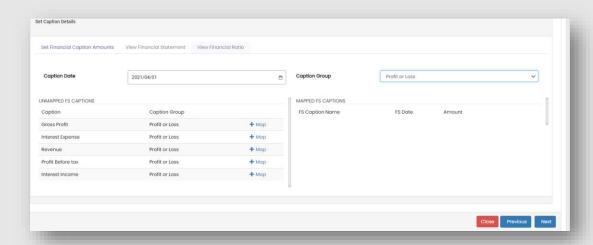




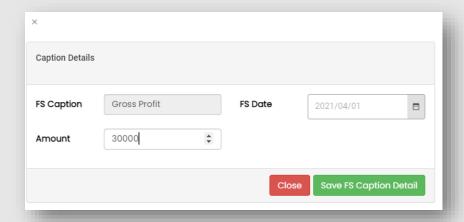
• Click on next and it will take you to the next required information.



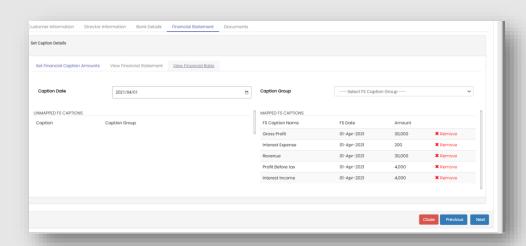
- To add Financial Statement Details
  - Navigate to Investment Operations,
  - click on the Customer Tab =>Customer Information => Director Information=> Bank
     Details=>Financial Statement, it will open the financial statement page,
- To set caption details
  - Click on the caption date, and populate with the right date
  - Click on the caption group to choose either Profit or Loss account or Balance Sheet account.



- To map Profit or Loss Caption,
- click on Map and populate with the right information
- click on save FS caption detail.



Repeat the same process for the rest of the unmapped caption.

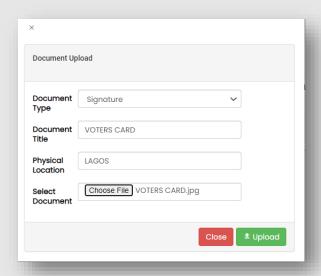


• Click on the next button to move to the next required information.

#### **DOCUMENTS**

- To add Corporate Customer Documents
  - Navigate to Investment Operations,
  - click on the Customer Tab =>Customer Information =>Director Information=> Bank
     Details => Financial Statement =>Documents, it will open the documents page,
  - Click on the add button and populate the required information:
    - Document type

- Document title
- Physical location
- Select document
- Click on upload to complete the procedure.



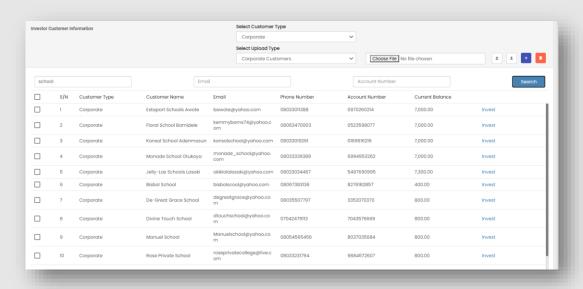


• Click on save to complete the customer registration procedure.

#### **❖** TO ADD MULTIPLE CORPORATE CUSTOMER INFORMATION:

- Click on the download button, this download the excel template with the correct upload headers, populate with the following.
  - Customer Email
  - Customer type name
  - Registration Number
  - Company name
  - Date of incorporation
  - Phone number
  - Address
  - Postal address
  - Industry
  - Incorporation country
  - City
  - Annual turnover
  - Shareholders fund
  - Company website

- Click on the download button, this download the excel template with the correct upload headers, populate with the following.
- Click on select customer type as corporate
- Click on select upload type as corporate customers
- Click choose file button, navigate to the populated excel file and then click open
- Click upload on the interface
- This will upload all the corporate customer information



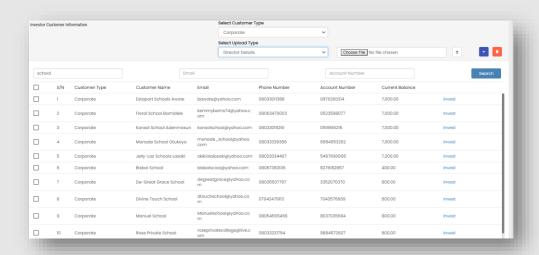
- To delete Corporate customer information,
  - select the customer name and click on the delete button.

SEARCH BOX: It is used to search for a customer, either individual customer or corporate by typing in the name of the customer, or the customer email address or the customer's account number and click on the search box. it will populate the customer's with similar details.

#### **TO ADD MULTIPLE DIRECTOR DETAILS:**

- To upload, ensure the excel template has the correct upload headers listed below:
  - Customer email
  - Name
  - Position
  - Director email
  - Date of birth
  - Phone number
  - Address
  - Percentage share
  - Director type
  - Politically exposed?
- Click on select customer type as Corporate
- Click on select upload type as director details
- Click choose file button, navigate to the populated excel file and then click open
- Click upload on the interface

This will upload all the director details

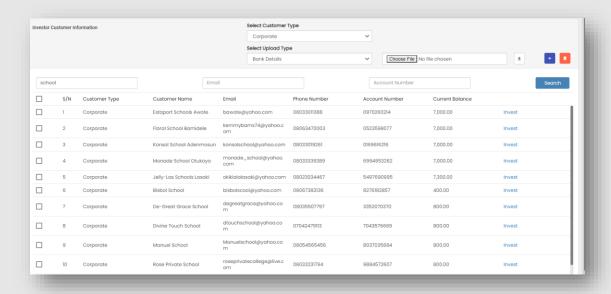


- To delete Director information,
  - select the customer name and click on the delete button.

SEARCH BOX: It is used to search for a customer, either individual customer or corporate by typing in the name of the customer, or the customer email address or the customer's account number and click on the search box. it will populate the customer's with similar details.

#### **❖** TO ADD MULTIPLE BANK DETAILS:

- To upload, ensure the excel template has the correct upload headers listed below:
  - Customer email
  - BVN
  - Account Number
  - Bank
  - Bank code
- Click on select customer type as Corporate
- Click on select upload type as bank details
- Click choose file button, navigate to the populated excel file and then click open
- Click upload on the interface
- This will upload all the bank details of the corporate customers.



- To delete Corporate customer bank details,
  - select the customer name and click on the delete button.

SEARCH BOX: It is used to search for a customer, either individual customer or corporate by typing in the name of the customer, or the customer email address or the customer's account number and click on the search box. it will populate the customer's with similar details.

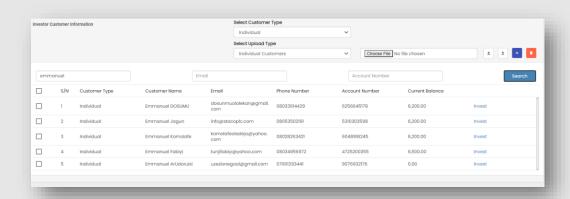
#### **❖** TO ADD MULTIPLE CUSTOMER DOCUMENT DETAILS:

- To upload, ensure the excel template has the correct upload headers listed below:
  - Document type
  - Document title
  - Physical location
  - Select document
- Click on select customer type as corporate
- Click on select upload type as document details
- Click choose file button, navigate to the populated excel file and then click open
- Click upload on the interface
- This will upload all the document details of the corporate customers.
- To delete document details,
  - select the customer name and click on the delete button.

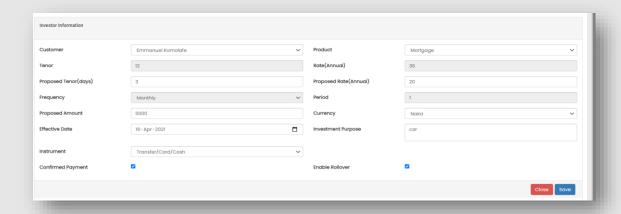
SEARCH BOX: It is used to search for a customer, either individual customer or corporate by typing in the name of the customer, or the customer email address or the customer's account number and click on the search box. it will populate the customer's with similar details.

# INVESTMENT APPLICATION

- ❖ To start a new Investment application for a customer, either individual customer or corporate customer.
  - Navigate to investments Operations
    - click on customer, the customer information page will open.
    - Select the customer type, either individual or corporate
    - Search for the customer's details using either Name, Email address or Account number.



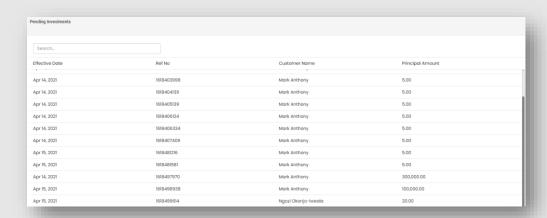
- Click on Invest to start the investment process for the customer
- The investor information page will open, populate the form with the required information.
  - Customer
  - Tenor
  - Product
  - Proposed Rate
  - Frequency
  - Period
  - Proposed Amount
  - Currency
  - Effective date
  - Investment purpose
  - Instrument



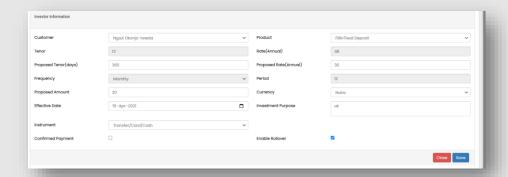
- Click on save to start approval process.



- Pending Investments page shows all investments coming from the customer's web and is yet to be pushed to approval workflow.
  - To Navigate to pending investments.
  - Click on Investment operations=> pending investments
  - The pending investments page will open,



- To start approval process for the pending investments
  - Click on the customer's name and the investors information page will open.
  - Click on save to start the approval process.



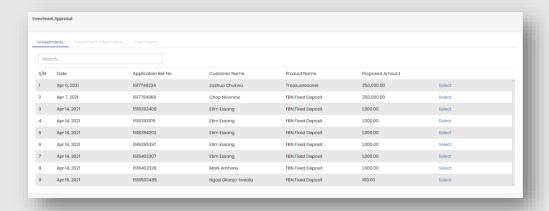
### INVESTMENT LISTS

- The Investment List page is where all current running investments are populated.
  - To Navigate to Investment Lists
  - Click on Investment Operations =>Investment Lists



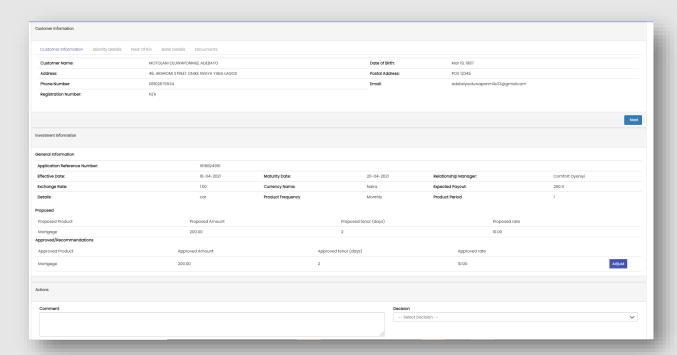
### INVESTMENT APPRAISAL

- The Investment Appraisal page is where investments awaiting approvals are populated.
  - To Navigate to Investment Appraisal
  - Click on Investment Operations =>Investment Appraisal



To approve an investment,

- click on select and the investment appraisal page will be opened.

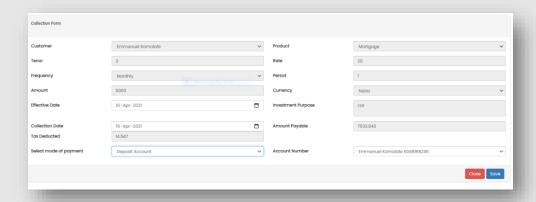


- Input comment and click on approve for the decision box
- Click on save to complete the investment appraisal process.

# PENDING COLLECTIONS

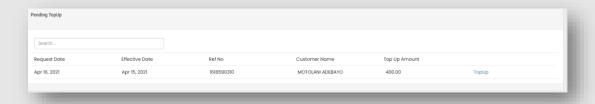
- Pending collections page shows all collections coming from the customer's web and yet to be pushed to approval workflow.
  - To Navigate to pending collections.
  - Click on Investment operations=> pending collections
  - The pending collections page will open,

- To start approval process for the pending collections.
  - Click on the customer's name and the collection form page will open.
  - Populate with the required information as required.
  - Click on save to start the approval process.

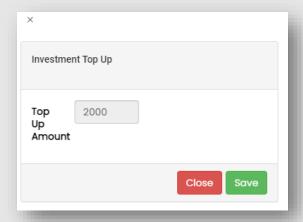


# PENDING TOPUP

- Pending Topup page shows all topup request coming from the customer's web and yet to be pushed to approval workflow.
  - To Navigate to pending topup
  - Click on Investment operations=> pending topup
  - The pending topup page will open,



- To start approval process for the pending topup
  - Click on the customer's name and the Investors Top Up page will open.
  - Click on save to start the approval process.

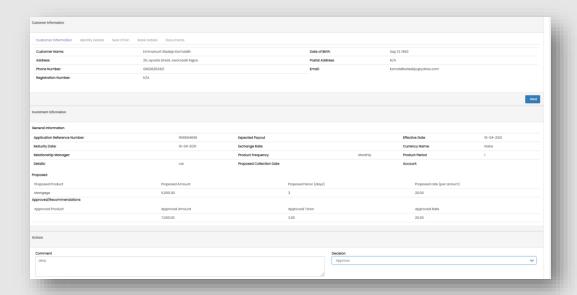


## COLLECTION APPRAISAL

- Collection Appraisal page shows all investments already matured and due for collection.
  - To Navigate to Collection Appraisal.
  - Click on Investment operations=> Collection Appraisal
  - The Collection Appraisal page will open,



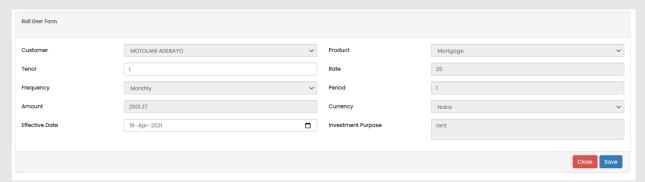
- Click on select for the investor, and the collection appraisal page will be opened for approval.



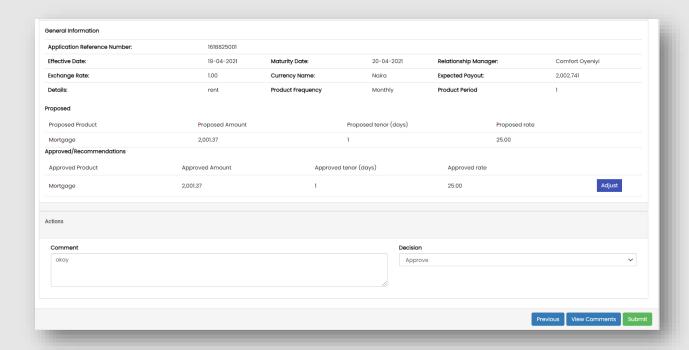
- Input comment and click on approve for the decision box
- · Click on submit to complete the investment appraisal process

#### **ROLL OVER**

- \* Roll-over is an option for Investment already matured and yet to be collected.
- To roll-over an investment already matured.
  - Navigate to Investment Lists
  - Click on Investment Operations =>Investment Lists
  - For Matured Investments, click on the Action icon, it will show a dropdown option for collection and rollover
  - Click on roll over, it will take you to the roll over form page.
  - Populate with the required information,
  - Click on save to complete the roll-over process



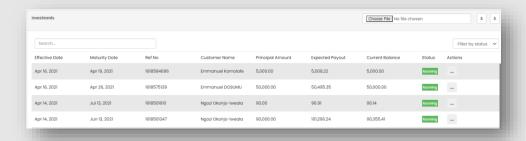
After this process has been completed, the Investment will go to the investment workflow as
a new investment, yet with the same terms as the previous investment before roll-over



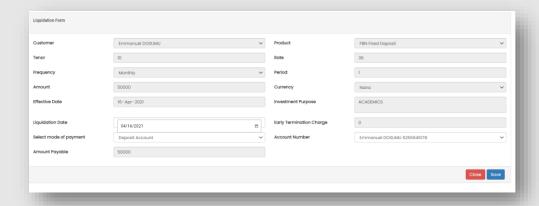
· Click on submit to complete the approval process.

## INVESTMENT LIQUIDATION

- Investment liquidation: This is an option for an investor to liquidate his investment before the maturity date.
- To liquidate an investment,
  - Navigate to the investment lists,
  - Click on the Action column, it will show a drop down



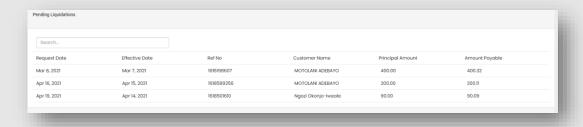
- Click on Liquidate, it will take you to the liquidation form page.
- Populate with the required information,



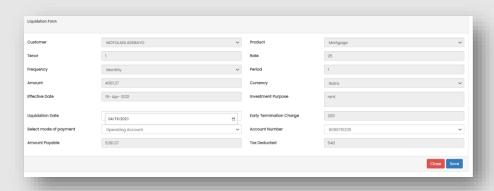
- Click on save to complete the liquidation process.

## PENDING LIQUIDATION

- Pending Liquidation page shows all investment liquidation request coming from the customer's web yet to be pushed to approval workflow.
  - To Navigate to pending liquidation,
  - Click on Investment operations=> pending liquidation
  - The pending liquidation page will open,



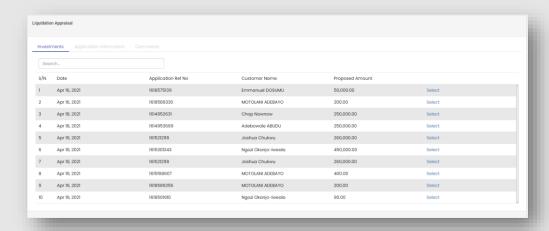
- To start approval process for the pending Liquidation,
  - Click on the customer's name and the liquidation form page will open.



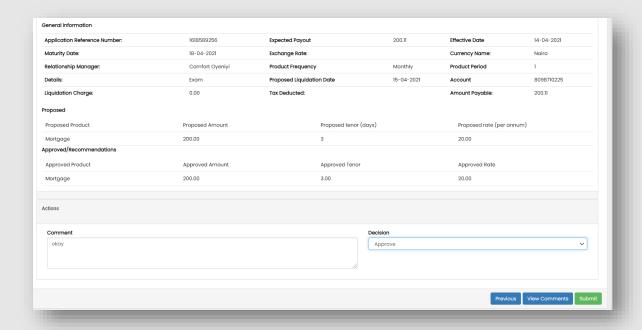
- Click on save to start the approval process.

### LIQUIDATION APPRAISAL

- Liquidation Appraisal page shows all investment liquidation awaiting approval.
  - To Navigate to Liquidation Appraisal,
  - Click on Investment operations=> Liquidation Appraisal
  - The liquidation appraisal page will open,



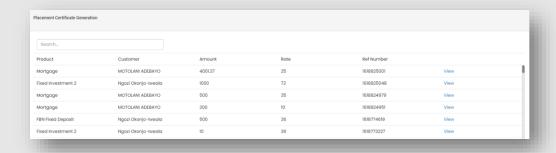
- Click on select for the investor, and the liquidation appraisal page will be opened for approval.



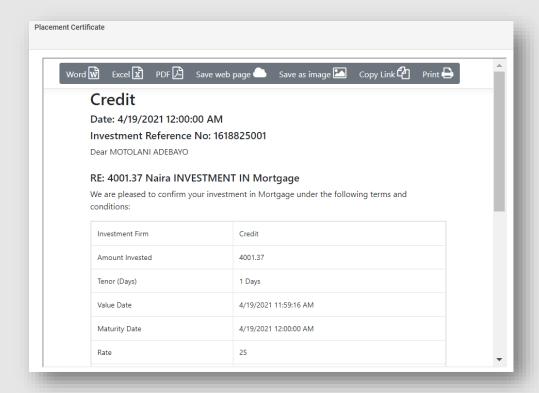
- Input comment and click on approve for the decision box
- Click on submit to complete the investment appraisal process.



- ❖ The Placement certificate generation page shows all the list of investors that has investment with the organization.
  - To Navigate to Placement Certificate Generation,
  - Click on Investment operations=> Placement Certificate
     Generation
  - The Placement Certificate Generation page will open,



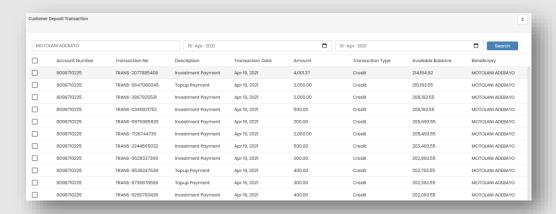
• Click on view for the investor, and the placement certificate will open,



- To download the placement certificate.
- Click on either Word, Excel or PDF whichever is preferred, and you have the report downloaded in the format selected.

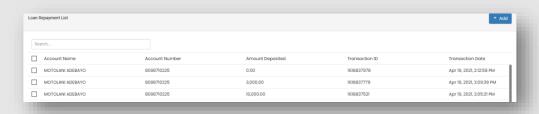
#### CUSTOMER TRANSACTION

- The Customer Transaction page shows all the Customers Transaction done so far on the application.
  - To Navigate to Customer Transaction,
  - Click on Investment operations=> Customer Transaction
  - The Customer Deposit Transaction page will open,
  - Input the customer's name and date of the transactions and it will populate as requested.

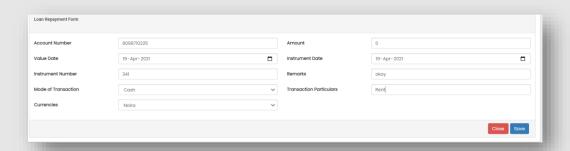


### **PAYMENTS**

- The payments page shows all the Customers payment details.
  - To Navigate to payments,
  - Click on Investment operations=> payments
  - The payments page will open,



- To add payment:
- Click on the add button, and the payment form page will open.
- Populate with the required information
- Click on save to complete the process.



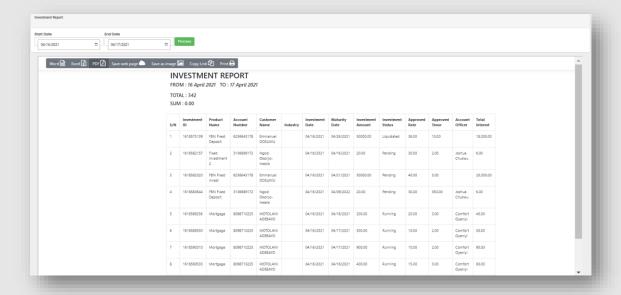


#### CUSTOMER REPORT

- ❖ The Customer Report page shows all the Customers Transaction done so far on the application.
  - To Navigate to Customer Report,
  - Click on Report =>Customer Report
  - The Customer Report page will open,
  - Input the customer's type, Start date and End date
  - Click on process and it will generate the investment Report for the period selected.

#### INVESTMENT REPORT

- ❖ The Investment Report page shows all the investment transaction done so far on the application.
  - To Navigate to Investment Report,
  - Click on Report => Investment Report
  - The Investment Report page will open,
  - Input the start date and the end date.
  - Click on process and it will generate the investment Report for the period selected.



- To download the investment report.
- Click on either Word, Excel or PDF whichever is preferred, and you have the report downloaded in the format selected.