



*Fiscal Leadership for Georgia*

*Office of Treasury  
and Fiscal Services*



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## **Streamlined Banking Tips and Troubleshooting Guide**

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## **STREAMLINED BANKING Tips and Troubleshooting Guide**

### **OVERVIEW**

Thank you for taking the time to review the Streamlined Banking Tips and Troubleshooting Guide! This guide contains information pertaining to known system bugs and issues, as well as tips we hope you will find useful as you get acclimated to Streamlined Banking. We will update and publish this as needed. As issues are resolved and workarounds are no longer needed, they will be removed from the guide to keep the document readable and relevant. If you are unable to resolve your issue after reviewing this document, please call the Help Desk at 404-657-3956 or 888-896-7771 and a system support analyst will be happy to assist you. As always, we welcome your feedback. If you have comments or suggestions, please send them to [saocashmgmt@sao.ga.gov](mailto:saocashmgmt@sao.ga.gov).

### **CHANGE LOG**



## STREAMLINED BANKING Tips and Troubleshooting Guide

| Date     | Items Added   | Items Changed  | Items Deleted |
|----------|---|--|---------------|
| 5/3/07   | Original Document   |  |               |
| 5/11/07  |   | 4.4 - BudgetNet Journal Does Not Appear in the General Ledger                      |               |
| 5/11/07  | 1.6 Payable Due Proof Report Does Not Show Transactions from the Wachovia Act |  |               |
| 5/11/07  | 1.7 Interunit Items on Report 421   |  |               |
| 5/11/07  | 1.8 Control Group Entered, but not Verified                                   |  |               |
| 5/11/07  | 1.9 Verify Cash Disbursement Query  |  |               |
|          |   | 2.3 - Need Ability to Track Movement of Cash on AR408 Cash Receipts Journal Report |               |
| 5/11/07  | 2.4 How to Record Deposits  |  |               |
| 5/11/07  | 2.5 Date used on Direct Journals for ARIS                                     |  |               |
| 5/11/07  | 3.3 Information is not showing in GL486047U                                   |  |               |
| 5/11/07  | 4.7 Cash Controlled Report/Revenue Report                                     |  |               |
| 5/18/07  | 2.6 How to Record Wire Deposits   |  |               |
| 5/18/07  | 7.2 Entering the reference field for EFTPS                                    |  |               |
| 5/21/07  | 1.10 Verifying EFTPS payments   |  |               |
| 5/25/07  | 4.8 GL Cash Acct. and the 483 Acct. are not in balance                        |  |               |
| 5/25/07  | 1.11 Reference number used for P-card payments                                |  |               |
| 6/8/07   | 1.12 How to record wires in the A/P module                                    |  |               |
| 6/14/07  | 2.7 How to Handle a Return Check  |  |               |
| 11/15/07 | 1.13 Invoice Processing when no invoice is given                              |  |               |



## STREAMLINED BANKING Tips and Troubleshooting Guide

| Date     | Items Added                              | Items Changed | Items Deleted |
|----------|--|---------------|---------------|
| 11/16/07 | 3.4 Definition for Bank Transaction Type |               |               |



1. ACCOUNTS PAYABLE

| #    | Type            | Description  | Solution  |
|------|-----------------|--|---|
| 1.1. | Troubleshooting | <p><b><u>Unable to Re-issue Voided Checks from Old Bank Accounts</u></b></p> <p>Old operating accounts can not be used for AP disbursements under Streamlined Banking.</p>   | Checks should be re-issued from the new state main disbursement account at Wachovia.  |
| 1.2. | Tip             | <p><b><u>ACH Debits (Except Federal Payroll Taxes and BOA P-Card payment) are Not Allowed on State Main Disbursement Accounts at Wachovia</u></b></p> <p>Agencies can no longer set up automatic ACH debits for vendors to draw funds from disbursement account.</p> | Agencies should make other payment arrangements with vendors (i.e. use P-Card, pre-pay, EFT).   |
| 1.3. | Troubleshooting | <p><b><u>When a Voucher is Taken Off Hold, the System Displays an Error Message Stating that the Bank Doesn't Exist</u></b></p> <p>Old operating accounts can not be used for AP disbursements under Streamlined Banking.</p>  | <p>Go to the Voucher &gt; Payments page and press the "minus icon" to delete the payment record with the old banking information.</p> <p>The system will automatically create a new payment record with information for the new state main disbursement account at Wachovia.</p> <p>Save the voucher.</p> |
| 1.4. | Tip             | <p><b><u>Existing Check Stock Can Not be Used Once Agency is Live on Streamlined Banking</u></b></p> <p>Old operating accounts can not be used for AP disbursements under Streamlined Banking.</p>   | Secure remaining check stock at go-live and destroy after stabilization period.   |



## STREAMLINED BANKING Tips and Troubleshooting Guide

| #    | Type            | Description  | Solution   |
|------|-----------------|--|--|
| 1.5. | Troubleshooting | <p><b><u>Error Message Received When Trying to Save a Streamlined to Streamlined Interagency Voucher</u></b></p> <p>Specific procedures must be followed when entering a Streamlined to Streamlined interagency payable.</p> | <p>When entering a Streamlined to Streamlined interagency voucher:</p> <ul style="list-style-type: none"> <li>• Use Item ID as invoice number and match dollar amount to amount billed</li> <li>• Choose the SBACCTPAY accounting template on the voucher attributes page – this will use liability account 231001</li> <li>• Use payment method “WIR”</li> <li>• Select general funds bank 99999 and general funds transfer bank account 9XXX (where XXX is your agency)</li> </ul> |
| 1.6. | Tip             | <p><b><u>Payable Due Proof Report Not Pulling the Wachovia Disbursement account transactions</u></b></p>   | <p>The payables Due Proof Report is generated based on Bank Setid (in run control page). The agency will need to run two reports-one under their agency Setid (e.g. 407000) and then one for STATE Setid (for Wachovia account).</p>   |



## STREAMLINED BANKING Tips and Troubleshooting Guide

| #    | Type | Description  | Solution   |
|------|------|--|--|
| 1.7. | Tip  | <p><b><u>Meaning of Interunit Items on Report 421</u></b></p> <p>Under Streamlined Banking structure, the bank is set under business unit 499, while the expense is under the agency's business unit.</p>                        | <p>APA - Accounts Payable Accrual<br/> CAS - Cash Distribution<br/> DST - Expense Distribution<br/> DSE - Discount Earned<br/> EAD - Encumbrance Adjustment<br/> ENR - Reserve for Encumbrances<br/> IUP - Inter-unit Payable<br/> IUR - Inter-unit Receivable<br/> PNR - Reserve for Pre-Encumbrances<br/> DCH - Distribution Change<br/> DFC - Customer Draft Clearing<br/> DSL - Discount Last<br/> CAC - Cash Distribution Clearing<br/> <b>ISP_AP Interunit Dis (101005)</b><br/> <b>ISR_AP Interunit Dis (101005)</b></p>  |
| 1.8. | Tip  | <p><b><u>A Control Group is Entered but No Checks Are Printed</u></b></p> <p>Specific processes must be followed when entering a control group. Agencies must click <b>Post Group</b> and <b>Verified</b> to process checks.</p> | <p>User should select:</p> <ul style="list-style-type: none"> <li>• <b>Run a Tape</b> checkbox to obtain a running gross amount total and have the system count the number of vouchers.</li> <li>• <b>Post Vouchers Individually</b> so vouchers can be posted as soon as each one is complete.</li> <li>• <b>Pay Vouchers Individually</b> so vouchers can be paid as soon as each one is complete.</li> <li>• <b>Post Group</b> and the Actions group box.</li> <li>• After adding vouchers, user should change status to <b>"VERIFIED"</b> once the control group is complete.</li> </ul> |



## STREAMLINED BANKING Tips and Troubleshooting Guide

| #     | Type | Description  | Solution  |
|-------|------|--|---|
| 1.9.  | Tip  | <b><u>How do I locate the 0AP004 Query</u></b><br><br>Verify Cash Disbursement query has been updated for Streamlined Banking. | Query 0AP004 has been updated for Streamlined banking and is renamed to 0AP062.   |
| 1.10. | Tip  | <b><u>How can agencies verify when EFTPS payments are posted?</u></b>  | Agencies may verify EFTPS payments by reviewing the EFTPS system for payments posted to their account.  |
| 1.11. | Tip  | <b><u>What number should agencies use in the reference field when recording P-card payments</u></b>                            | The reference number should be the last 8 digits of the transaction number from the Wachovia ACH file. This number can be requested from SAO.                 |
| 1.12. | Tip  | <b><u>How should agencies record wires in the A/P module.</u></b>  | RESOLUTION: Agencies should use the following numbering scheme: XXX and (Invoice#), where XXX is the agency's business unit and last 7 digits of the invoice# |



## STREAMLINED BANKING Tips and Troubleshooting Guide

| #     | Type | Description   | Solution  |
|-------|------|---|---|
| 1.13. | Tip  | <p><b><u>What are the new procedures for recording invoice numbers when NO invoice number is given?</u></b></p> <p>If an account number <b>and</b> invoice number exist, record the invoice number in the invoice field. <b>Additionally</b>, record the account number in the Message field.</p> | <ul style="list-style-type: none"> <li>❖ <b>Utilities</b> – enter the account number followed by the three letter month &amp; two digit year (<i>Ex.12345Sep07</i>)</li> <li>❖ <b>Telephone</b> – follow the format for utilities. In the absence of an account number, use the telephone number followed by the three letter month &amp; two digit year (<i>Example: 4046574015Sep07</i>)</li> <li>❖ <b>Contracts</b> – enter the ‘from’ and ‘to’ dates of the contract in the invoice field (<i>Ex.09/17/07-09/21/07</i>)</li> <li>❖ <b>Rent</b> – enter the invoice number using the three letter month and two digit year (<i>Ex. Sep07</i>)</li> <li>❖ For <b>travel &amp; personal service contracts</b>, the payee’s initials may be entered after the invoice date</li> <li>❖ For <b>multiple payments</b> from the same invoice number, for the same vendor, each payment after the first should receive a one or two letter suffix, A,B, C...Z, AA, AB, AC, etc., following the invoice number. (<i>Example: 123, 123A, 123B ...123AA, 123AB</i>)</li> <li>❖ In the case where <b>no invoice is received</b> it is recommended that the date of the invoice or date range of the billing period be used. (<i>Example: 09/17/07-09/21/07, or 09/17/07</i>). <b>Note: No payments should be made from a statement.</b></li> </ul> |



**2. ACCOUNTS RECEIVABLE**

| #    | Type            | Description  | Solution   |
|------|-----------------|--|--|
| 2.1. | Troubleshooting | <p><b><u>Allocation Process Did Not Pick Up Pre-Go-Live Dated Deposit</u></b></p> <p>Deposits recorded after go-live with a pre-go-live deposit date will not be picked up by the allocation process.</p>  | Manually re-class the amounts to 101005 when the physical transfer of cash is performed.   |
| 2.2. | Troubleshooting | <p><b><u>Error Message Received When Trying to Save a Streamlined to Streamlined Interagency Receivable</u></b></p> <p>Specific procedures must be followed when entering a Streamlined to Streamlined interagency receivable.</p>               | <p>When entering a Streamlined to Streamlined interagency receivable:</p> <ul style="list-style-type: none"> <li>• Use a distribution code that contains account 141001</li> </ul>   |
| 2.3. | Tip             | <p><b><u>Need Ability to Track Movement of Cash on AR408 Cash Receipts Journal Report</u></b></p> <p>Direct Journals will be used to record the movement of cash from the agency's old bank accounts to the new main deposit account at BOA.</p> | In order for transactions to show on the AR408 Cash Receipts Journal Report direct journals should only use a cash account on one side of the transaction. When recording the movement of funds from one cash account to another, two direct journals should be created and the agency's clearing account used. There should be two direct journal entries: A negative for the old account and a positive for the new account. |
| 2.4. | Tip             | <p><b><u>How Should Deposits be Recorded</u></b></p> <p>The agency should enter '00' followed by their 3-digit business unit, the 2-digit location number, and the 5-digit deposit number</p>  | Agencies must use the number from the pre-encoded deposit slip when recording deposits, otherwise the item will not automatically reconcile.   |



## STREAMLINED BANKING Tips and Troubleshooting Guide

| #    | Type | Description   | Solution   |
|------|------|---|--|
| 2.5. | Tip  | <p><b><u>What date should be used on Direct Journals for ARIS</u></b></p> <p>Direct Journals are used for ARIS transfers of local deposit account funds to BOA.</p>   | There is a one day lag for when funds actually hit the main concentration account. Agencies should date their direct journal for one business day out from when they enter the request in ARIS.  |
| 2.6. | Tip  | <p><b><u>How do agencies record wire deposits?</u></b></p> <p>Agencies need to keep a log of their own wire reference numbers.</p>  | Numbering scheme for Wires should be: 00XXXWR00001 where XXX is the agency's business unit and the last 5 digits are incremented for successive wires, (i.e. 00XXXWR00002).  |
| 2.7. | Tip  | <p><b><u>How do agencies handle return checks?</u></b></p> <p>If agencies receive a message of 555 or 856 on the 530 Report, it means there is a funding receipt. The funds are being deposited into the account to cover the returned item. SAO will setup the returned items as Bank Adjustments.</p> | <p>Return Checks</p> <ol style="list-style-type: none"> <li>1. Enter a negative deposit.</li> <li>2. Notify the Accounts Receivable team to change the bank statement to allow you to reconcile the negative deposit.</li> <li>3. Enter an external transaction with no accounting template attached, to record the funding of the overdraft <b>FROM</b> the concentration <b>TO</b> your depository bank. This a positive transaction because money is being put <b>INTO</b> your account</li> <li>4. Reconcile the <b>negative deposit</b> with the <b>returned item</b> that has been changed to a negative on the bank statement.</li> <li>5. Reconcile the <b>external transaction</b> on the system side with the <b>funding receipt</b> from the concentration account on the bank side.</li> </ol> |



**3. CASH MANAGEMENT / BANK RECONCILIATION**

| #    | Type            | Description   | Solution   |
|------|-----------------|---|--|
| 3.1. | Troubleshooting | <p><b><u>Main Deposit Account or Local Deposit Account does not Appear in Reconciliation Manager</u></b></p> <p>Agencies will need to set up their main depository account (and local account if needed) in Reconciliation Manager as the account will not be visible the first time the page is accessed</p> | <p>To set up Reconciliation Manager:</p> <ul style="list-style-type: none"> <li>• Navigate to: Banking &gt; Reconcile Statements &gt; Reconciliation Manager</li> <li>• Select the Add a Bank to My List</li> <li>• Select the Prompt next to the External Bank ID field</li> <li>• Select the Bank from the search results your account is at</li> <li>• Put a check mark next to your account and select the update button</li> <li>• You should now see your account in the Reconciliation Manager page.</li> <li>• Repeat this process for Local Depository Accounts you would like to reconcile automatically (only Wachovia or BOA)</li> </ul> |



## STREAMLINED BANKING Tips and Troubleshooting Guide

| #    | Type            | Description   | Solution  |
|------|-----------------|---|---|
| 3.2. | Troubleshooting | <p><b><u>Unable to Reconcile Amounts Automatically Transferred to State Concentration Account from Main Deposit Account</u></b></p> <p>There will be a transaction automatically recorded everyday to move money from the agency main depository account to the state concentration account. This transaction will not automatically reconcile and will cause a deposit exception</p> | <p>This deposit exception will need to be reconciled everyday using an "external transaction". Once you have reviewed your exceptions report:</p> <ul style="list-style-type: none"> <li>• Navigate to Banking &gt; Reconcile Statements &gt; External Transactions</li> <li>• Select the Add a new Value tab</li> <li>• Enter the information for the ZBA transaction and be sure the Transaction Reference ID's matches the transaction from the bank statement</li> <li>• Select the Add button</li> <li>• You will still need to enter Transaction Amount, Transaction Code (Misc), and Transaction Description - leave Accounting Template blank</li> <li>• Save the transaction</li> <li>• You will receive a PeopleSoft warning message because of the blank accounting template, but that is OK - the allocation process will create the accounting</li> <li>• When reconciliation is run in the nightly batch the exception will be cleared and accounted for correctly</li> </ul> |
| 3.3. | Tip             | <p><b><u>Unable to view GL486047U (Revenue Remitted)</u></b></p>  | <p>Presently this report is run under BU48600. Agencies will only be able to view information if agencies have revenue remitted.</p>  |



**STREAMLINED BANKING**  
**Tips and Troubleshooting Guide**

| #    | Type | Description                                  | Solution  |
|------|------|--|---|
| 3.4. | Tip  | <u>Definition for Bank Transaction Types</u> | <ul style="list-style-type: none"> <li>▪ P = Sweep to Main Concentration</li> <li>▪ ACH = Automated Clearing House Deposit</li> <li>▪ D = Deposit</li> <li>▪ U = Returned Deposited Item</li> </ul> <p><u>Suitem</u>      <u>Source</u></p> <p>XT              External Transaction<br/>           AR =          Deposit Entered thru AR module</p> |



**4. GENERAL LEDGER**

| #    | Type            | Description  | Solution  |
|------|-----------------|--|---|
| 4.1. | Tip             | <p><b><u>Identification of Allocation Journals</u></b></p> <p>Daily allocation journals are uniquely identified.</p>   | <p>Allocation journals will have a journal source of "ALO" and the journal ID will start with the following:</p> <ul style="list-style-type: none"> <li>• SBAL - for normal processing of allocation</li> <li>• SBALP - used for any back-dated transactions in the previous period during quarter end (example - a deposit entered on 4/7/07 but back-dated to 3/31/07)</li> </ul> |
| 4.2. | Troubleshooting | <p><b><u>Allocation Journal Has Budget Exceptions</u></b></p> <p>Allocation journals that have budget exceptions will not post and will affect the agency cash account 101005.</p> | <p>SAO Cash Management staff will be reviewing the allocations daily for exceptions and will work with the FS staff and your agency to resolve the budget issue.</p>  |
| 4.3. | Tip             | <p><b><u>Identification of BudgetNet Journals</u></b></p> <p>BudgetNet journals are uniquely identified.</p>   | <p>Allocation journals will have a journal source of "BN". The journal ID will start with "BN" and the number will match the budget journal in Commitment Control.</p>  |



## STREAMLINED BANKING Tips and Troubleshooting Guide

| #    | Type            | Description  | Solution   |
|------|-----------------|--|--|
| 4.4. | Troubleshooting | <p><b><u>BudgetNet Journal Does Not Appear in the General Ledger</u></b></p> <p>An allotment request was entered in BudgetNet but the journal was not created in the General Ledger.</p> | <p>Initially, there will be a one-day lag from when the Commitment Control ledger is updated versus the General Ledger – see example below. As soon as possible we will be updating this process so that both Commitment Control and the General Ledger are updated the same day.</p> <p><b>5/8, 12:00 am</b> – BudgetNet files sent by OPB to SAO</p> <p><b>5/8, 8:00am – 12:00pm</b> – SAO imports and posts BudgetNet Files to Commitment Control; agencies can spend the budget in PeopleSoft</p> <p><b>5/8, 7:00pm – 5/9, 6:00am</b> – GL component of BudgetNet, regular Journal Edit/BCM/Post and Reports run in the nightly batch stream</p> <p><b>5/9, 7:00 am</b> – General Ledger and reports reflective of the agency’s allotment</p> <p>If there are problems with the budget contact the SAO FS help desk.</p> |
| 4.5. | Tip             | <p><b><u>New Revenue Collection Funding Source Code Needed</u></b></p> <p>Streamlined Banking agencies work with SAO to set up new revenue collection funding source codes.</p>          | <p>Fill out the SAO Revenue Collection Fund Source Code Request Form (located on the SAO Streamlined Banking Web Site) and e-mail to the address at the bottom of the form.</p> <p>SAO will assign a code and communicate to agency.</p>   |
| 4.6. | Tip             | <p><b><u>Recording GF1 Transactions</u></b></p> <p>GF1 transactions must be manually recorded.</p>   | <p>For any transfers into or out of the GF1 account (including transferring out interest) a journal entry must be created to re-class from the agency cash account 101005 to the 106001 investment account.</p>  |



## STREAMLINED BANKING Tips and Troubleshooting Guide

| #    | Type | Description   | Solution  |
|------|------|---|---|
| 4.7. | Tip  | <p><b><u>Agencies can only view one page of the Cash Controlled Report</u></b></p> <p><b><u>When will agencies receive the GL406 Revenue Report</u></b></p> | <p>GL4030483 report is produced for OTFS with sequential page numbers; Agencies will only receive their corresponding information.</p> <p>The revenue report will not be delivered to the agency unless there is data to report.</p>  |
| 4.8. | Tip  | <p><b><u>General Ledger Cash Account and the 483 Account are not in balance</u></b></p>   | <p>There are two queries that we have been using to review Revenue Remitted and Agency Cash.</p> <p>Query 0GL044_OTFS_POSTED_CASH is used verify the posted cash for each agency.</p> <p>Query 0GL045_AGENCY_ALLOC_ENTRIES is used to verify the Revenue Remitted by each agency to the Treasury.</p> |



5. COMMITMENT CONTROL

| #    | Type | Description  | Solution  |
|------|------|--|---|
| 5.1. | Tip  | <b><u>Move Balance of Allotment Receivable to 101005 on 1<sup>st</sup> day of go-live on Streamlined Banking</u></b>   | Record direct journals to debit agency cash Account 101005 and credit allotment revenue.  |
| 5.2. | Tip  | <b><u>Full Quarterly Allotment Availability</u></b><br><br>For Streamlined Banking agencies there is no longer a receivable and draw down for allotments.                            | The full amount of the allotment request will post to both the commitment control ledger and the general ledger. Agencies can see how much of the allotment has been spent by viewing the allotment budget in commitment control. |
| 5.3. | Tip  | <b><u>State Funds are Set to Control for Streamlined Banking Agencies</u></b><br><br>If transactions exceed the allotment budget at the program level a budget exception will occur. | Budget exceptions on transactions for state funds can not be overridden. To resolve, either the transaction must be updated or the agency should work with OPB to amend their budget.   |



**6. LABOR DISTRIBUTION**

| #    | Type | Description | Solution |
|------|------|-------------|----------|
| 6.1. |      |             |          |



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**7. HCM**

| #    | Type | Description   | Solution  |
|------|------|---|---|
| 7.1. | Tip  | <p><b><u>Existing Check Stock Can Not be Used Once Agency is Live on Streamlined Banking</u></b></p> <p>Old operating accounts can not be used for Payroll disbursements under Streamlined Banking.</p> | Secure remaining check stock at go-live and destroy after stabilization period. |
| 7.2. | Tip  | <p><b><u>What should agencies use in the reference field for federal tax payments?</u></b></p>  | Agencies should use the last 10-digits as the reference number from the EFTPS.  |



**8. USER PRODUCTIVITY KIT (UPK)**

| #    | Type            | Description   | Solution   |
|------|-----------------|---|--|
| 8.1. | Troubleshooting | <b><u>Pop Up Blocker</u></b><br><br>Unable to access UPK.                                       | Ensure Pop-up Blocker is disabled. To disable Pop-up Blocker in Internet Explorer, navigate to Tools, Pop-up Blocker and choose disable. |
| 8.2. | Troubleshooting | <b><u>No Content displaying</u></b><br><br>When the UPK is accessed, no content is displayed.   | Click the radio button beside ALL  |
| 8.3. | Informational   | <b><u>“Try It” Mode</u></b><br><br>User wants to be interactive with the player.                | Users should access the Try It! Mode   |
| 8.4. | Troubleshooting | <b><u>Playback Modes</u></b><br><br>When the UPK is accessed, the player modes are unavailable. | Users should be at the topic/exercise level in order for playback modes to be operational  |
| 8.5. | Informational   | <b><u>Concept Pane</u></b><br><br>What does the Concept pane contain?                           | The Concept pane contains instructor notes relating to the topic/exercise  |
| 8.6. | Informational   | <b><u>Introduction Pane</u></b><br><br>What does the Introduction pane contain?                 | The Introduction pane contains information relating to the topic/exercise  |



## STREAMLINED BANKING Tips and Troubleshooting Guide

| #    | Type          | Description  | Solution  |
|------|---------------|--|---|
| 8.7. | Informational | <p><b><u>Bubble Action Link</u></b></p> <p>What does the Action link do?</p> | The Action link within each bubble will allow the user to perform certain functions within the UPK player |