

INSTRUCTIONAL PLAN for PTG, LLC JOB AID PROJECT | ONLINE BANKING DEPOSITS

Terri S Krause
Purdue University
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INSTRUCTIONAL PLAN TITLE

Making Electronic Banking Deposits for Multiple Locations of PTG, LLC.

DISCIPLINE

Corporate Manufacturing/Accounting Environment / PTG, Michigan

TARGET POPULATION

This Job Aid is for back-up employee(s) possibly with no prior experience who might need to step in and complete the deposit process without the benefit of a facilitator.

This may also be used to train a new hire.

The user of this job aid may vary depending on who is available to make the deposit on an as needed basis. Therefore, the job aid must be all-inclusive in its approach, accounting for the possibility that the person performing the task will have had no prior introduction to the process or materials.

The users will be:

Adults

Full Employees (not temps)

Have exhibited integrity and the ability to keep information confidential

Note: may be beneficial if user has experience with the PTG ERP system

Users will have at least the following basic computer skills:

Turning on a computer

Clicking an icon to launch a program or webpage

Logging into a website

Entering data into an online form

Using email

Attaching a file to an email

Logging off of a website

Shutting down a computer

Users will have at least the following additional skills:

Ability to read and write (legibly)

Ability to follow complex instructions

Ability to understand the information on a check

Ability to distinguish between items and to separate items into groups

Ability to accurately enter numbers into an online form

Experience with a desktop calculator for addition

Ability to use a shredder

Experience with a printer/scanner/copier/fax machine

Ability to feed checks into a portable check scanner

Ability to recognize an error and to seek appropriate assistance

OBJECTIVES

This job aid can be used in two ways:

1. It will serve as a JIT tool in case the two current employees are both absent at the same time.
2. It could be used in the future to walk a new employee through the process and scaffold them until the process becomes familiar enough to perform without assistance.

Therefore, the main objective is:

With 100% accuracy, given paper checks received as payment for invoices, the accounting laptop computer, a security fob, a calculator, a portable check scanner and a printer/copier/scanner/fax machine; learners will be able to:

1. Separate checks by corporate location
2. Login to the banking portal
3. Enter deposits into the banking portal by location
4. Prepare paperwork for the paper file system
5. Submit reports to appropriate personnel via scanner and/or email
6. File and dispose of paperwork appropriately

MATERIALS / TIME

Materials

Preliminary Start-up Sheet*

I am asking for a start-up file on a login protected folder of the corporate server. All initial login information would be housed in that folder. It would be accessible only by pre-designated personnel.

Accounting Laptop Computer

PDF reader
Video player
Web browser
Email

Online Job Aid

Printable version of Job Aid (print out once launch job aid and then shred when completed)

Security Fob

Login Information

Portable Check Scanner* (currently housed on top level of counter in reception area / asking to be moved down out of view of visitors)

Desktop Calculator (must have tape)

Writing Utensil

Stapler

Sticky notes (for secured checks)

Printer/Copier/Scanner/Fax machine

Shredder

Time

Time to Demo:

1 hour (may vary based on number of checks being deposited during training) if for an employee who may serve as a substitute in the absence of the full-time employees.

Time to Train:

Five days with varying levels of supervision if training a new hire.

SCOPE & SEQUENCE

Scope

This incorporates the Check Deposit process from the point after a user has been informed they are going to deposit the checks received to the successful completion of the task marked by the filing of the paperwork in the File Tray on top of the Accounting Desk.

Sequence

PREPARATION OF WORKSPACE

STEP 1: Access the Preliminary Start-up Sheet*

This is a start-up file on a login protected folder of the corporate server. All initial login information for the Accounting Computer will be in this file and will include a video showing how to identify the correct laptop, how to login, and how to launch the PDF job aid entitled Deposits. **Note:** The details of this part of the process are being worked out with IT as to how this initial information will be relayed to the potential users.

STEP 2: Login to the Accounting Computer per the Start-up Sheet

1. Identify the correct laptop
2. Open the laptop
3. Press Start
4. Once the login screen comes up:
5. Click Accounting Icon
6. Enter Password from the Start-up Sheet / Press the Enter Key or Click Arrow to Login

STEP 3: Looking at the desktop, find the icon labeled BOLD (Banking Online Deposits). Double click the icon to launch the Job Aid.

STEP 4: Print Job Aid by clicking the Print Button at the top of the Page.

STEP 5: Retrieve printed instructions from printer/copier/scanner/fax machine in copier room; but, leave online instructions open in case you need to access the audio or video instructions, or pop-up help.

STEP 6: Turn on Check Scanner

STEP 7: Sort each pile alphabetically by Customer

STEP 8: Locate writing utensil, stapler, security FOB, and sticky notes

STEP 9: Locate Deposits file folder in the file tray on the right side of the accounting desk and set out on desk. **SIGNAL:** graphic (Note: create graphic).

PREPARATION OF CHECKS FOR DEPOSIT

STEP 1: Sort receipts (checks, etc.) by Company

- a. M for Ohio
- b. MV for Michigan
- c. Canada Checks (Place in the Deposits file folder awaiting the return of the permanent employee.)
- d. Cash (Place cash in the Deposits file folder awaiting the return of the permanent employee.)

NOTE: If check is paying both Ohio (M) and Michigan (MV), place check in Ohio pile.

EXCEPTION: If it is an SWA check put it in the Michigan pile.

STEP 2: Photocopy all Checks

1. Take checks to the copier/printer/scanner/fax machine in the copier room.

NOTE: Be sure to keep the checks separated by location.

2. Open copier by raising the document feeder lid. This will start the warm-up process.
3. Begin with Michigan's checks. Take the first check and look to see if it has security dots on the bottom of the check. **SIGNAL:** graphic (Note: create graphic). If security dots are visible, cover the dots by taking a sticky note and placing pieces over the dots as shown in the graphic and/or video. **SIGNAL:** graphic and/or video clip in the online Job Aid (Note: create graphic/video clip).

NOTE: Be sure to verify the check copies correctly. If it does not, adjust your sticky notes and try again.

4. Place first check with stub(s) visible, face down on the scanning glass. Align the checks to the upper left hand corner in the portrait position. **SIGNAL:** graphic (Note: create graphic).
5. Close lid
6. Select 8 1/2" X 11" paper size by pressing selector button. **SIGNAL:** graphic and/or video (Note create graphic / prepare video for online Job Aid).
7. Press the Start Button. **SIGNAL:** graphic (Note: create graphic).
8. Remove copy, verify all the information is visible from the check and the stub(s) and place face down to start a pile of copies. **SIGNAL:** graphic (Note: create graphic).
9. Remove check and stub(s) from the scanning glass.
10. Separate the check from the stub(s) and place the checks face down to start a second pile of checks only.
11. The stubs can be placed in a third pile to be shredded.
12. Repeat this process for each check until all Michigan checks have been copied.
13. Once all Michigan checks have been copied, stack the checks on top of the copies and move to the side.
14. Set the stubs aside.
15. Repeat this process for the Ohio Checks.
16. Once all Ohio checks have been copied, stack the Ohio checks on top of the Ohio copies.
17. Keep the stubs separate. You will shred these as one of the last steps in this deposit process.
18. Take the stack of Michigan checks with copies and the stack of Ohio checks with copies back to the Accounting office. **NOTE:** Be sure to keep the two stacks separated.

STEP 3: Totaling Checks on Desktop Calculator

1. Turn on the desktop calculator (**SIGNAL:** graphic (Note: create graphic)).
2. Press C to clear the total.
3. Beginning with the first Michigan check, enter the total amount of the check into the calculator and press the + (plus) button to enter the amount into the calculator. Verify the amount against the paper tape. **SIGNAL:** graphic (Note: create graphic).
4. Set the check aside facedown to start a pile.
5. Repeat this process for each of the Michigan checks, adding each one to the top of the pile.
6. When all checks have been entered and verified, Press the Calculate Button to generate a total of all Michigan checks. **SIGNAL:** graphic (Note: create graphic).
7. Press the Up Arrow button to advance the paper enough to be able to tear it off cleanly. **SIGNAL:** graphic (Note: create graphic).
8. Tear off the calculator tape and write the Date and write MI on the tape to indicate this is the total of the Michigan checks received on this date. **SIGNAL:** graphic (Note: create graphic).
9. Take the pile of Michigan Checks and the Calculator tape and set them aside. You will use the Calculator tape later to verify against the Deposit Report generated by the Online Deposit System.
10. Repeat this process for the Ohio checks; but, on the Calculator tape you will write OH to indicate this is the total of the Ohio checks received on this date. **SIGNAL:** graphic (Note: create graphic). **SIGNAL:** graphic (Note: create graphic). Showing 4 piles and check stub pile.

ONLINE DEPOSIT PROCESS

STEP 1: Logging In to Online Deposit Process

1. Go to Online Job Aid PDF and click the link to launch the Huntington Online Banking Portal. **SIGNAL:** graphic (Note: create graphic) and Hyperlink to Huntington Bank.
2. Click the hyperlink on the Job Aid to open the file showing the company ID, User ID and User Password. **SIGNAL:** graphic (Note: create graphic).
3. Enter the company ID, User ID and User password into the appropriate boxes on the Deposit Portal.
4. This will bring up the Token Verification page.
 1. Enter four digit number: **** **SIGNAL:** graphic (Note: create graphic).
5. Push white button on the Security FOB. A number will appear in the FOB screen.
6. Enter the number at the end of the **** and press Enter. **SIGNAL:** graphic (Note: create graphic). A Welcome Screen will launch showing the account Overview.

STEP 2: Capturing Deposits for Michigan

1. In the Top Menu, locate a menu item entitled Checks. **SIGNAL:** graphic (Note: create graphic).
2. Mouse over the Checks menu item (do not click) and look for the item entitled Remote Deposit Capture. **SIGNAL:** graphic (Note: create graphic).
3. Click on Remote Deposit Capture.
4. A new window will launch called Remote Deposit Capture (OCP).
5. You will see a left menu with an item entitled Capture Deposits. **SIGNAL:** graphic (Note: create graphic).
6. Click on Capture Deposits.
7. New information will appear including Location, Account, Amount and a small Calendar. **SIGNAL:** graphic (Note: create graphic).
8. Verify location reads: PT Acquisitions
9. Click the down arrow next to Account and select PT Acquisitions for the Account Name. **SIGNAL:** graphic (Note: create graphic).
10. Verify today's deposit date. This should automatically come up. If for some reason the date is not today's date, change it to today's date.
11. Take Michigan Calculator Tape and enter the total amount of the deposit into the Amount field. Verify your amounts match.

12. Press Create Deposit Button.
13. A window will pop up instructing you to “Place documents in the scanner, and click scanning button”. **SIGNAL:** graphic Screenshot 4 (Note: create graphic).

Note: this is referring to the Check Scanner located on the Accounting Desk. See video for proper placement of the checks. **SIGNAL:** video (Note: create video clip).

14. Taking the stack of Michigan checks, place them in the check scanner with the front of the checks facing away from you, in the slot farthest from you. **SIGNAL:** video clip.
15. Looking at the Accounting Laptop, you will see a larger center window showing a Deposit Ticket. At the bottom of the window on the left is a button entitled Scanning.
16. Press the Scanning button. The checks will run through the scanner one at a time. Wait until all checks have been scanned and the check scanner stops.
17. On the screen you will see individual checks listed under the Deposit Ticket Window. Under the deposit window, will be a list of the scanned checks showing the check information and amounts.
18. Take each check and verify the amount shown in the list. If there is a red X by a check, the amounts of the checks do not match the total deposit. Change the check amount that is incorrect in the list under the Deposit Ticket window. The system will verify the amount and the red X will change to a green checkmark. **SIGNAL:** graphic Screenshot 10 (Note: create graphic).
19. If the change corrected the problem, you will see a message on a green background under the Deposit Ticket window that reads: “Deposit is balanced and ready to be closed.” In the bottom menu, the right menu item is entitled Close. Press the Close button. **SIGNAL:** graphic (Note: create graphic).
20. A window entitled Close Transaction will pop-up. Release will be checked. Click the OK button. **SIGNAL:** graphic Screenshot 6 (Note: create graphic).
21. The small Close Transaction window will close and the Remote Deposit Capture (OCP) window will open. The window will now have the Transmission Items listed in the Deposit Window and the Michigan deposit you just completed will be listed in blue.
22. Below the Deposit window on the left side, is a small button entitled Transmit. **SIGNAL:** graphic Screenshot 7 (Note: create graphic).
23. **Transmitting the Data.** Click the Transmit Button to send the information to Huntington. When processing is completed, the Remote Deposit Window will now display a message that reads “The following transmissions were successful...” **SIGNAL:** graphic Screenshot 8 (Note: create graphic).
24. **Viewing the Report.** This window also shows the status of the transmitted items in the Deposit Window. One of the options under Status is to View Report. Click View Report. **SIGNAL:** graphic Screenshot 8 (Note: create graphic).
25. **Printing the Report.** A Deposit Detail (By Deposit) Report will display. At the top left of the window, you will find a small printer icon. Click the printer icon to print the report to the printer/copier/scanner/fax in the copier room. Click View Report. **SIGNAL:** graphic Screenshot 9 (Note: create graphic).

STEP 3: Completing the Deposit Process Paperwork

1. Retrieve the printed Deposit Report from the Printer.
2. Take the checks from the Check Scanner.
3. Taking each check, and the Deposit Report, find the line item matching the check number and amount for the first check. To the left of the check number, write the name of the Company who issued the check. Do this for each check. (**SIGNAL:** create graphic showing company name written next to the check number).
4. Place the Michigan Checks, check copies, Calculator Tape and Deposit Report in a pile and set it aside while you process the Ohio Deposit.

STEP 4: Repeat this entire process for Ohio to the point of viewing the Deposit Report.

1. When you have transmitted the data and the processing is completed, the Remote Deposit Window will display the message that reads “The following transmissions were successful...”
SIGNAL: graphic Screenshot 8 (Note: create graphic).
2. **Viewing the Report.** This window now shows the status of two Transmission Items in the Deposit Window. To select the Ohio Report, note the Acknowledged Date. Select the most recent time of acknowledgement and click the View Report Button. The Deposit Detail (By Deposit) Report will display. (**SIGNAL:** get screenshot and create graphic two entries with the Acknowledgement times highlighted).
3. There will be nothing on the report that actually indicates this is the Ohio deposit except the total deposit amount and the individual checks listed. Verify you have selected the proper report by verifying the total deposit amount. In the unlikely event both deposits totaled were of the same amount, verify the individual check amounts.
4. **Printing the Report.** At the top left of the window, you will find a small printer icon. Click the printer icon to print the report to the printer/copier/scanner/fax in the copier room. Click View Report. **SIGNAL:** graphic Screenshot 9 (Note: create graphic). (I have graphics of “your report is being prepared...” and the printer screen).

STEP 5: Completing the Deposit Process Paperwork for Ohio

1. Retrieve the printed Deposit Report from the Printer.
2. Take the checks from the Check Scanner.
3. Taking each check, and the Deposit Report, find the line item matching the check number and amount for the first check. To the left of the check number, write the name of the Company who issued the check. Do this for each check. (**SIGNAL:** create graphic showing company name written next to the check number).
4. Place the Ohio Checks, check copies, Calculator Tape and Deposit Report in a pile.

STEP 6: Completing the Online Portion of the Deposit Process

1. Go to the Online System on the Laptop.
2. In the left Green menu, click on the Log Out Button.
3. Click the X in the upper right corner of each page to close all of the Huntington bank web pages.
4. Do not close out of the PDF yet until you are completely finished with the deposit.

SCANNING/SENDING THE OHIO DEPOSIT TO OHIO

STEP 1: Take the stack of Ohio paperwork into the Copier room.

STEP 2: On the menu, Press Scanner Button (**SIGNAL:** create graphic).

STEP 3: Place Deposit Report on top of the pile of Check Copies and place in the Document Feeder face-up in Portrait Orientation as shown. (**SIGNAL:** create graphic).

STEP 4: On the menu, Press the Ohio Accounting Group Button.

STEP 5: Press Subject Button. (**SIGNAL:** create graphic).

STEP 6: In Subject Field, type in either 1 Deposit or 2 Deposits; and the Date as shown. (Signal: create graphic).

STEP 7: Press OK

STEP 8: Press Body of Email

STEP 9: In the Body Field, Enter Niles Deposit Total: Amount

STEP 10: Press File Name Button / PDF file.

STEP 11: Name it with the date and the word Deposits as shown: mm-dd-yyDeposits

STEP 12: Press OK

STEP 13: Press the START button

STEP 14: The files will be scanned

STEP 15: When the scanning is complete, retrieve papers from the scanner and return all paperwork to Accounting Office

DISPOSING of PAPERWORK and CLEANING UP

STEP 1: Take the Deposit Ticket, Copies of the Checks, Calculator Tape, and Checks and staple together in this order with the Deposit Ticket on top and the checks on the bottom.

STEP 2: Do this for both Michigan and Ohio.

STEP 3: Place stapled copies for both companies in Deposits folder and put in bottom file tray.

STEP 4: Shred the check stubs.

STEP 5: Close out the online PDF Job Aid.

STEP 6: Shut down the Accounting Laptop and close it

STEP 7: Turn off Check Scanner

STEP 8: Turn off Calculator

STEP 9: Put Security FOB away

STEP 10: Put away any items you got out such as stapler, writing utensils, etc.

STEP 11: Shred the paper Job Aid

ACTIVITIES

Any training will be conducted while performing an actual deposit. For that reason, the activities will be walking through every step of the process. In the case of a new employee, my recommendation will be that they go through the process with a facilitator the first two days as training. The 3rd through 5th days, they will perform the process under the supervision of a facilitator. If they demonstrate the ability to perform the process after the 5th day, no further supervision will be necessary but the job aids will remain available to facilitate login.

DELIVERABLES

1. Checks with stubs detached, dated and sorted alphabetically by location
2. Copies of checks and stubs
3. Calculator Tape with Total of all checks deposited, dated, by location
4. Check Deposit Report

SUPPLEMENTARY MATERIALS

1. Start-up file on Corporate server containing login information for Accounting computer
2. Video and Audio embedded in the online PDF*
3. PDF is printable at time of task and then shredded
4. Computer login information
5. Bank login information

NOTE: This is an issue I am working on with PTG. I am really concerned about their lack of security. I am making recommendations and working with our developers and their IT department to devise a more secure process. I am lumping it all under login information now and will revise this as soon as the process is determined. If I am making a change to the process because I believe there is a security issue, it is asterisked in this Instructional Plan.

EVALUATION OF THE LESSON

Learner feedback will be used to evaluate the adequacy and usability of the lesson. This will be derived by two methods:

Formative Evaluation (during testing)

Facilitated Training

1. Were there critical questions asked that were not addressed in the training materials/job aid?
2. Comments, questions, explanations, suggestions.

Non-Facilitated Training

1. Is user able to complete the task without the assistance of a facilitator?
Note: A facilitator must be present; but, will not offer any help and the learner will be instructed not to seek any help unless at any point they are unable to complete the task
2. Comments, questions, explanations, suggestions.

Summative Evaluation

A short six question Likert survey could be administered upon completion of the training and filled out by the trainee, with an additional comment area.

1. Without the help of a facilitator, I could successfully access and print the online job aid.
2. I could complete the entire deposit process without the help of a facilitator.
3. The job aid was clearly written.
4. I had questions the job aid did not address.
5. I needed to use the video on the job aid.
6. I needed to use the audio portion of the job aid.
7. The job aid was complete and easy to use.
8. Comments, questions, explanations, suggestions.

EVALUATION OF LEARNERS

The basis of evaluation will be the error-free completion of the deposit process, and the accurate reporting of the deposits to each location's accounting department accompanied by the appropriate paperwork.

A level 2 Evaluation will be provided for use by the Supervisor in the case of a new employee training scenario. This evaluation may be administered during the initial run-through of the training and then during the final day of training and will include the following Yes/No questions, with the final day including one additional question:

1. Employee was able to successfully complete Part A of the Deposit Process.
2. Employee was able to successfully complete Part B of the Deposit Process.
3. Employee was able to successfully complete Part C of the Deposit Process.
4. Employee was able to successfully complete Part D of the Deposit Process.
5. Employee was able to successfully complete Part E of the Deposit Process.
6. Employee required assistance for at least one part of the Deposit Process.
7. Employee exhibits an understanding of the Deposit Process.
8. Comments, questions, explanations, suggestions.

Additional Question for Final Day of Training Period

9. Employee is in my opinion ready to assume responsibility for the Deposit Process.

MULTIMEDIA PRINCIPLES

The Modality Principle. Because this process is multi-step and highly complex, and uses a number of physical and virtual tools for completion, the Modality Principle will of necessity be incorporated into the online Acrobat PDF Job Aid.

1. Video will be used to show the location and process of using the hardware items such as the check scanner, printer/copier/scanner/fax machine as well as the shredder and file folder tray.
2. Audio explanations will accompany some of the concepts that may be difficult to represent in text, such as a short introduction to the overall process and a caution as to the importance of accuracy and confidentiality.
3. Hypertext in the PDF will initiate the printing function so the users will have a printed version of the pdf to work from throughout the process, as well as launching the online banking portal itself.

The Signaling Principle. Signaling Cues will be consistent throughout the PDF to indicate the:

1. Steps in the process;
2. Progress checkpoints;
3. Navigation; and
4. Availability of audio, video, and/or text pop-up assistance.