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## Ordering Process Guide

Branches will use Branch Requisitions when entering Orders and Shipments (deposits) into the C3 Financial application.

C3 Financial will provide “Guidance” for cash orders and deposits by denomination and help each branch maintain appropriate levels of cash by denomination.

It is extremely important to record transactions in C3 Financial on the day in which they occur. Otherwise, usage will be calculated incorrectly which will result in incorrect “Guidance.”

### Requisitions

#### Submitting Orders/Deposit

Please note following the sequential order of the steps below will insure proper guidance. Prior to your ordering cut off time place your order for your Cash Order. For example: if you are required to place your order with your money supplier on Tuesday before close of business, you will login to C3 Financial Prior to Tuesday to view guidance and submit your requisition for your cash delivery Wednesday.

1. Login to C3 Financial and go to Branch Requisitions.

Branch Requisitions | Ledger Entry | Branch Dashboard

Substitution Reports

Main Office #1 | Select a branch: Main Office

[Click here to go to the website for BNY Mellon](#)

Filters

Select Requisitions from 11/26/2012 to 12/24/2012 [Submit](#)

Requisition Type: All

Requisition Status: Submit, Approve, Fulfill, Cancel

Actions

☐ Submit ☐ Approve ☐ Cancel ☐ Fulfill [Save](#)

[Check All](#) [Uncheck All](#) \* denotes Requisitions that have notes.

	Id	Delivery Date	Type	Guidance	Requested	Fulfilled	Status	Action
	19554	12/11/2012	Order	\$82,125	\$85,500	\$0	Submitted	<a href="#">Edit</a> <a href="#">Delete</a>
	19469*	12/4/2012	Deposit	\$27,100	\$0	\$0	Fulfilled	<a href="#">Edit</a> <a href="#">Delete</a>
	19461*	12/4/2012	Order	\$20,025	\$52,000	\$52,000	Fulfilled	<a href="#">Edit</a> <a href="#">Delete</a>
	19364*	11/27/2012	Deposit	\$32,425	\$4,650	\$4,650	Fulfilled	<a href="#">Edit</a> <a href="#">Delete</a>
	19354*	11/27/2012	Order	\$40,000	\$75,000	\$75,000	Fulfilled	<a href="#">Edit</a> <a href="#">Delete</a>

[Add New Requisition](#) [Delete Selected Requisitions](#)

2. Click on “Add New Requisition”.
3. Type will default to order. If you are shipping back select deposit.
4. Your default “From” Service Interval date will be your next scheduled delivery date (when the truck rolls up).
5. Your Default “To” Service Interval date will be the following scheduled delivery (the next time the truck rolls up). **NOTE: This is your default Service Interval – If you order more or less days, change the Service Interval Dates to reflect the time period you are ordering for.**
6. Review C3 Financial Cash Recommendations.
7. Enter your actual cash requests denominations in the requested field..
8. Click “Save (Submit)”. This requisition will now be in the “Submitted” status.



Branch Requisitions    Ledger Entry    Branch Dashboard

Institution Reports

Main Office #1

Type: ☒ Order ☐ Deposit    Misc Requisition Information: Click Here to Enter a Note

Requisitions Service Interval Date Range: From: 12/12/2012 To: 12/19/2012    Fulfill Date:

Requisition Status Information: ☒ Submit ☐ Approve ☐ Cancel ☐ Fulfill    Zero Requisition(Optional): ☒ No requisition required

Denomination Detail:

Denomination	Recommendation	Request	Fulfill
Hundreds	10000	10000	0
Fifties	0	0	0
Twenties	4000	4000	0
Tens	1000	1000	0
Fives	0	0	0
Twos	Guidance Suppressed	0	0
Ones	0	0	0
\$1 coins	Guidance Suppressed	0	0
Eisenhowers	Guidance Suppressed	0	0
Half Dollars	Guidance Suppressed	0	0
Quarters	0	0	0
Dimes	0	0	0
Nickels	0	0	0
Pennies	25	25	0
Totals:	\$15,025	\$15,025	\$0

Save (Submit)    Cancel

**If you do not need to order cash**, follow same procedures and select “**No Requisition Required**.” It is important to place a “No Requisition Required” requisition to let Admin know that you really do not need to order cash.

## Fulfilling Orders & Deposits

Please note following the sequential order of the steps below when fulfilling orders. Your order should be fulfilled on the same day as they are delivered to the branch and are included in the cash ending.



1. When your order arrives at the branch Login to C3 Financial and go to Branch Requisitions.
2. Find the corresponding order in the “Requisitions” list.
3. Hover over the “Requested” box of the corresponding order or deposit; confirm that your received order or deposit matches your requested amount and that the delivery date is correct. If the received amount is different than the requested amount or the delivery date is incorrect proceed to step 7.
4. If requisition is correct click the check box next to the requisition or requisitions you wish to fulfill. (You can update multiple requisitions at one time).
5. In the Actions section, click the fulfill option.
6. Click Save, this will record the order in your branch activity. **It is imperative this be changed to Fulfilled on the day the cash arrives. Otherwise, usage will be miscalculated and improper guidance provided.**
7. Click on “Edit” in the action section of the corresponding order. (You must update each requisition individually).
8. Click the “Fulfill” option button in the Requisition Status section.
9. Verify the fulfill date it the date the order arrived at the branch.
10. Verify and make any needed changes to the fulfilled amount. The fulfilled amount should be the total amount of cash that arrived at the branch.

The screenshot shows the 'Branch Requisitions' page in C3 Financial. Red boxes and arrows highlight the following elements:

- 1.** The 'Branch Requisitions' tab at the top.
- 2.** The 'Main Office #1' dropdown menu.
- 3.** The 'Fulfilled' status in the 'Denomination Details' table.
- 4.** The 'Fulfilled' status in the main requisition table.
- 5.** The 'Fulfill' button in the 'Actions' section.
- 6.** The 'Save' button in the 'Actions' section.
- 7.** The 'Edit' button in the 'Actions' section.

**Denomination Details Table:**

Denomination Name	Recommendation
Hundreds	\$30,000
Twenties	\$20,000
Tens	\$2,000

**Main Requisition Table:**

Id	Date	Type	Requested	Fulfilled	Status	Action
19554	11/27/2012	Order	\$20,025	\$52,000	Fulfilled	Edit Delete
19469*	11/27/2012	Deposit	\$32,425	\$4,650	Fulfilled	Edit Delete
19334	12/7/2012	Order	\$40,000	\$75,000	Fulfilled	Edit Delete



11. Note any discrepancies between the requested amount and fulfilled amount.

12. Click Save (Fulfill) this will record the order in your branch activity.

## Inter Branch Transfer Orders/Deposit

### Inter Branch Transfer Order

- The branch that is receiving cash from another branch will login to C3 Financial, Branch Requisitions, and select “Order” as the order type. In the Carrier Ruleset Drop down list, change to InterBranch-Order.
- In the requested column, enter the amount of cash that you are receiving from the other branch and click Save Submit. For Inter Branch Transfer Orders you will disregard Guidance.
- When you receive the cash, change the requisition from Submitted to Fulfill and Save.

NOTE: The Inter Branch Order and Deposit Ruleset do not have bundle size requirements.

### Inter Branch Transfer Deposit

- The branch that is shipping out cash to another branch will login to C3 Financial, Branch Requisitions, and select “Deposit” as the order type. In the Carrier Ruleset Drop down list, change to InterBranch-Deposit.
- In the requested column, enter the amount of cash that you are shipping to the other branch and click Save Submit. For Inter Branch Transfer Deposits you will disregard Guidance.



- When the cash leaves the branch, change the requisition from Submitted to Fulfill and Save.

NOTE: The Inter Branch Order and Deposit Ruleset do not have bundle size requirements

## Back-dating Requisitions

**This process is to be used VERY INFREQUENTLY. There may be an occasion when a requisition was not properly entered into the application at the expected time and the cash has already been received by the branch. When this occurs, it's extremely important to go back into the application and "back date" a requisition. The guidance is a function of usage. Therefore, usage data must always be accurate. Entering and fulfilling all requisitions (non-customer transactions) ensures the accuracy of usage data.**

## How to Enter a missing Order/Deposit

1. Log into the application.
2. Select the Branch Requisitions tab.
3. Select the Add New Requisition link.
4. Zero out all of the numbers under the Denomination Detail Request column.
5. Select Either Order/Deposit Radio Button.
6. Enter in the amounts received/shipped under the Denomination Detail Request column.
7. Select the Fulfill radio button under the Requisition Status Information/Requisition Status section.



8. Please note that all of the information under the Denomination Detail Request column will populate under the Denomination Detail Fulfill column.
9. Update the Fulfill Date to the date that the Order/Deposit was received/shipped at the branch. **NOTE: You will NOT be able to change Service Interval Date Range section to the past.** That date will not matter when back dating an order.
10. Select Save (Fulfill).

*Terms to Remember:*

- **Order** – A cash shipment received at the Branch.
- **Deposit** – A cash shipment sent out of the Branch.
- **Submit** – Enter a Requisition into C3 Financial. Please note that the submitted Order amount for a Branch should always be the amount needed to service its Branch over a Service Interval.
- **Submit Day** – The day that you have to submit your request for cash to ALOYA.
- **Fulfill** – Adding a shipment to the Branch total, Order, or subtracting a shipment from the Branch total, Deposit. Please note that the fulfilled date is important and must be correct. This is the date the requisition is recorded to the activity ledger, cash in or cash out tickets are processed in teller platform. This date is part of the Usage calculation, which drives guidance recommendations.
- **Fulfill Day** – For an Order, this is the day the branch receives cash, counts it into cash ending totals. For a Deposit, this is the



day that the branch physically ships out cash. Date cash in or cash out tickets are processed in the teller platform.

- **Expected Date** - The date the Order or Deposit is expected to be received or shipped out. This is the day the cash is counted into the vault and the cash ending is affected.
- **Interbranch Transfer** – A Branch to Branch transaction not requiring interaction with your money supplier.
- **Requisition** – An Order or a Deposit recorded in the application under Branch Requisition. This is always a non-customer movement of cash into or out of a branch.
- **Branch Requisitions Landing Page** – The page revealed as a result of selecting the white tab called Branch Requisitions. This page shows the current/historical view of all Requisitions within a specified date range.
- **Service Interval** – The date range showing the next expected delivery date (when the truck rolls up) to the following expected delivery date (the next time the truck rolls up). The Service Interval should only be changed in the case of a holiday.
- **Usage** - Customer demand for a Branch. Please note that all non-customer related transactions must be recorded as a Requisition, an Order or a Deposit; this includes transactional exchanges between Branches and Brinks. C3 Financial recommendations are driven by Usage calculations, defined as customer demand on the Branch. Therefore, the Usage must only contain customer information.





- The process descriptions in this document outline the steps to follow when placing an Order or Deposit (shipment) Requisition into the application. The accuracy of recording these Requisitions are extremely important to ensure the User receives appropriate guidance recommendations in the future. **Please note the sequential order of the steps, which is pertinent for receiving accurate guidance.**

