

Dear Employer,

Kindly note that the PCM system processes an automated validation of the members' banking details against the banking industry's national database.

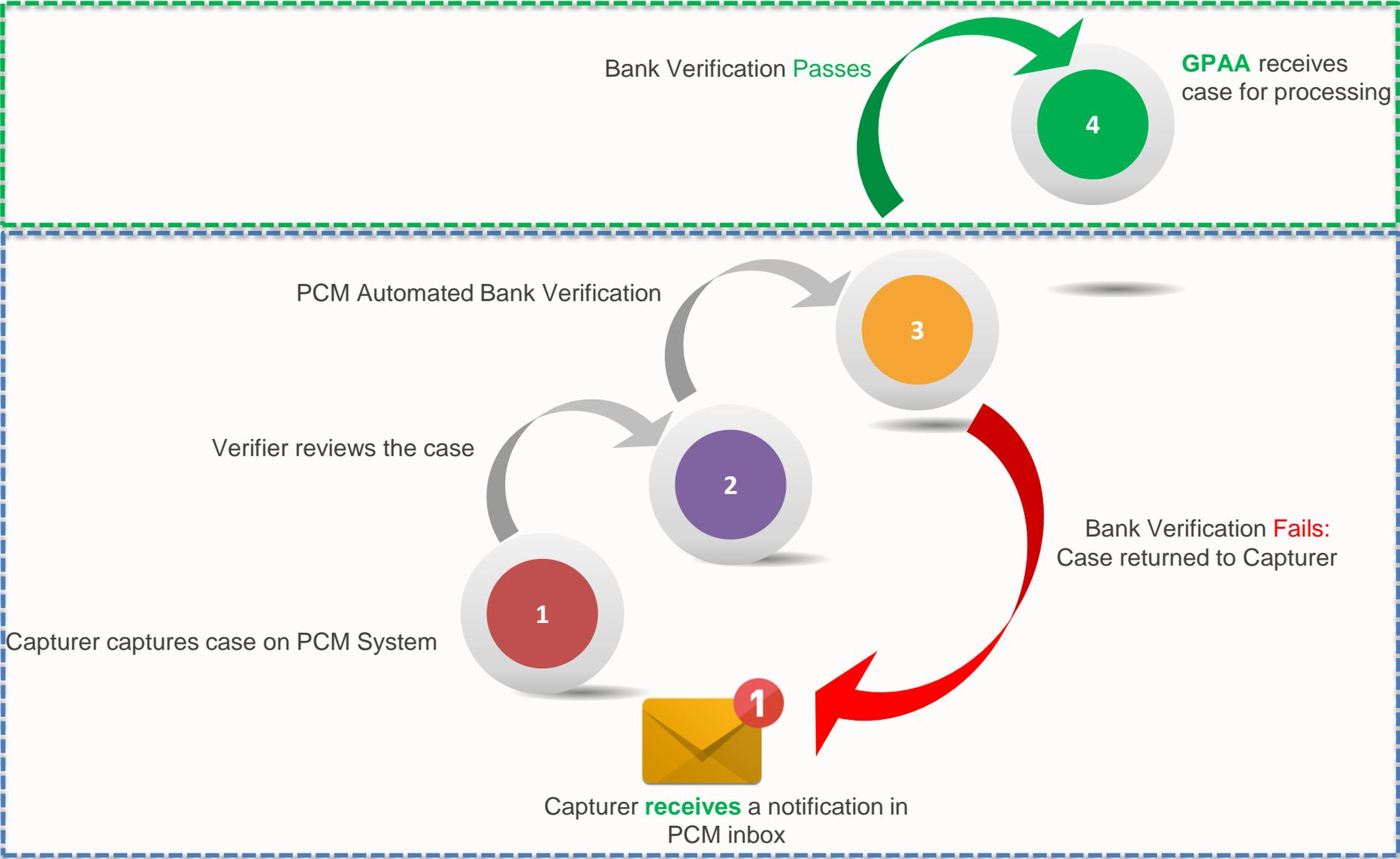
If the banking details are not completed and captured as they appear on the member's profile at her/his Bank; these details will fail the PCM bank validation process and the case will be rejected.

The following diagram shows the process followed with regards to PCM's automated bank account validation process.

It is important to note that if the banking details fails the validation, PCM will reject the case and return the case to the Capturer's Inbox.

The Capturer must check the Cover Page on PCM for the exact reasons why the banking details failed.

# Bank Validation Process



# Identifying Bank Validation Fails

## PCM Capturer's Inbox

PAGE

Bank Validation Fails are returned to the Capturer's Inbox – the Capturer will find the Bank Validation Rejections at this section of the Inbox

The screenshot displays the GEPF (Government Employees Pension Fund) PCM Capturer's Inbox. The interface includes a header with the GEPF logo and tagline "your investment, your future". A left sidebar contains "CASE MANAGEMENT" options: "Inbox", "Create Case", "Case Enquiry", and "Member Enquiry". The main area shows a summary of pending cases for the role (CAPTURE: 0) and for the user (CAP009: 3). Below this is a search and filter section with a "Search" input field and a "Status Type" dropdown menu set to "-- ALL --". A list of cases is shown with their names and status indicators:

Case Name	Status
MS PN MPATI	*REJECT BY GPAA
MR H HOPE	*REJECT BY GPAA
MS A MUKWEVHO	*BANK DETAILS REVIEW

On the right side, details for a selected case are shown: "Type: RESIGNATION" (WT20200525135218685929), "MSA", and a list of personal details (First Name, Date Of Birth, ID Number, Passport Number, Member Number, Bar Code, Gender, Cell Phone, Home Phone, Service Date, Employed By). The status is highlighted as "BANK DETAILS REVIEW" and the last processed by is "GPAA". A "View Application" button is located at the bottom right.

# Accessing Reasons for Bank Validation Fails

## Z102 Cover Page View

1

2

2

1

3

Once the case is accessed from the Inbox, the Capturer must retrieve the Z102 Cover Page from the list of documents under the case.

The Cover Page will provide reasons why the Bank Validation failed.

### Documents

Files Uploaded: 4

Name	Size	Progress	Status	Actions
AUTOGENERATED_Z102	0.06 MB	<div style="width: 100%;"></div>	✓	<a href="#">View PDF</a>
modiba nf 1.pdf	2.28 MB	<div style="width: 100%;"></div>	✓	<a href="#">View PDF</a>
z102_cover_page.pdf	0.36 MB	<div style="width: 100%;"></div>	✓	<a href="#">View PDF</a>
modiba nf.pdf	1.52 MB	<div style="width: 100%;"></div>	✓	<a href="#">View PDF</a>

# Reviewing Reasons for Bank Validation Fails

## Z102 Cover Page: Validation Status Detail Page view



**Confidential**  
 Government Pensions Administration Agency  
 25/05/2020  
 DcmSys\_User  
 SYSTEM PCM-BPA  
 a-Verification User  
 VERIFICATION COMPLETED



Pension Case Cover Page for Printed

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**MEMBER DETAILS**

Initials	<input type="text"/>	Surname	<input type="text"/>
Date of Birth	<input type="text"/>	Age At Exit	<input type="text"/>
Employer Code	<input type="text"/>	Employer Name	<input type="text"/>
Service Date	<input type="text"/>	Termination Date	<input type="text"/>
Current Fund	<input type="text"/>	Total GEPF Service	<input type="text"/>
Exit Type	<input type="text"/>	Reason for Termination	<input type="text"/>
Exit Rule	<input type="text"/>	Exit Sub-Rule	<input type="text"/>

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**CASE DETAILS**

Case Reference

Pension Number  Barcode Number

Captured Date  Captured By

Submitted Date  Submitted By

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VALIDATION	STATUS	STATUS DATE	STATUS DESCRIPTION
Personal Details	SUCCESS	2020-02-04	See next page(s) for details
Bank Details (AHV)	SUCCESS	2020-05-22	See next page(s) for details
Employment	PASS	2020-05-25	
Contributions	PASS	2020-05-25	
Legal	PASS	2020-05-25	
System	PASS	2020-05-25	
Forensic	PASS	2020-05-25	
Personal Details	PASS	2020-05-25	
Spouse/Beneficiary	PASS	2020-05-25	
Withdraw	PASS	2020-05-25	
VIP	PASS	2020-05-25	
Pre-96	PASS	2020-05-25	

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Pension Case Management Validation Status Detail Page

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VALIDATION	DESCRIPTION
Personal Details	DOHA PASSED
	DOHA REQUESTED
Bank Details (AHV)	Bank Validation Failed. Case has been rejected to capture.
	Bank Verification requested
	Bank validation failed: Incorrect ID Number or Company Registration
	Bank validation successful

Capturer reviews the **Validation Status Detail** at the bottom of the Z102 Cover Page for validations statuses.

This section of the cover page will show the reasons why validations have failed.

# PCM Bank Validation Fail – Rejection Example

## Inbox Page: Status Detail – Rejection Example

The screenshot displays the GEPF Case Management interface. The GEPF logo is at the top left. The left sidebar shows navigation options: Inbox, Create Case, Case Enquiry, and Member Enquiry. The main content area is divided into two sections. The top section shows summary statistics: 'Total pending cases for role: CAPTURE : 0' and 'Total pending cases for user: CAP009 : 10'. Below this is a search bar and a 'Status Type' dropdown menu set to '-- ALL --'. A list of cases follows, with status indicators: 'REJECT BY GPAA' (black), 'NEW' (grey), and 'BANK DETAILS REVIEW' (red). The right section shows the details for a 'Type: RESIGNATION' case, including fields for First Name, Date Of Birth, ID Number, Passport Number, Member Number, Bar Code, Gender, Cell Phone, Home Phone, Service Date, Employed By, Status, and Last Processed By. A 'View Application' button is located at the bottom right of this section.

# PCM Bank Validation Fail – Rejection Example

4b

Capturer's view of the Bank Validation error in the Inbox

**GEPF**  
your investment, your future

**CASE MANAGEMENT**

- Inbox
- Create Case
- Case Enquiry
- Member Enquiry

**IN-PROGRESS**

**NOTIFICATIONS**

- Comment(s)

**EMPLOYER DOCUMENTS**

- AUTOGENERATED\_Z102
- bbgetletter.pdf

Z102 form details for

**Personal Details** | Employment Details | Payment Details | Supporting Documents | Employer Representative

**i** The (\*) refers to a mandatory/required field.

**WARNING:** Bank validation failed: Incorrect Bank Account Number or No Match Found.  
**WARNING:** Bank Validation Failed Case has been rejected to capture.  
**WARNING:** DOHA REQUESTED

Pension Number:

Personal Number \* | Current Member Number \* | Pre-amalgamation Number

Title \* | Initials \* | Last Name(Surname) \*

Name(s) \* | Gender \*

Maiden Name | ID number \* | Passport Number

Date Of Birth \* | Marital Status \* | Is there a divorce court order issued?  
No  Yes