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Memo

To: Corporate Finance Manager

From: Web Content Manager

Thro’: Ag. Director, ICT

Date: October 19, 2018

Re: **BUDGET FOR REFRESHER TRAINING IN FC-YEA CALL CENTRE MANAGEMENT SYSTEM**

The FC-YEA Call Centre Management System has been used for some time now. During the usage it was realized that some upgrades have to be made in order to enhance output of the system.

The upgrade, which included uploading of Timesheet and GHIPSS Validated Data as well Payment File has successfully implemented.

In respect of the above, **a 2day refresher training session** was organized from the 9th to 10th October 2018. The training covered how to capture and retrieve data on the new areas added to the system.

Kindly find attached a detailed budget for the training amounting to **GHC 6,340** (Six Thousand Three Hundred and Forty Ghana Cedis and attendance sheets for your consideration and approval.

Counting on your usual co-operation.

Thank you.

**EMMANUEL OPOKU.**