request bank statement Updated Version

request bank statement is a common financial activity that individuals and businesses undertake to monitor, verify, or organize their financial transactions. Whether you need a bank statement for tax purposes, loan applications, dispute resolution, or personal record-keeping, understanding how to request and interpret bank statements is essential. In this comprehensive guide, we will explore everything you need to know about requesting bank statements, including the methods available, the importance of accurate documents, and tips to ensure a smooth process.

Understanding the Importance of Bank Statements

What Is a Bank Statement?

A bank statement is a detailed document issued periodically by a bank that summarizes all transactions in a specific account over a certain period, typically monthly. It includes information such as deposits, withdrawals, transfers, fees, and balances. This document serves as a record of your financial activity and helps you monitor your account for accuracy and security.

Why Do You Need to Request a Bank Statement?

There are several reasons why you might need to request a bank statement:

- Tax Filing: To verify income and deductible expenses.
- Loan or Mortgage Applications: To provide proof of income and financial stability.
- Dispute Resolution: To resolve discrepancies or unauthorized transactions.
- Personal Financial Management: To track spending and savings habits.
- Legal or Administrative Reasons: For court proceedings or government audits.

Understanding the importance of obtaining accurate bank statements ensures that your financial records are complete and reliable.

Methods to Request a Bank Statement

1. Requesting Online

Most banks today provide convenient online platforms for account management, including requesting bank statements. The process typically involves:

- Logging into your online banking account via the bank?s website or mobile app.
- Navigating to the ?Documents? or ?Statements? section.
- Selecting the account and the statement period you need.
- Downloading the statement in PDF or other available formats.

Advantages:

- Quick and accessible anytime.
- No need to visit the bank physically.
- Immediate download options.

Considerations:

- Ensure your login credentials are secure.
- Check if the bank offers the desired statement period.

2. Requesting In Person

You can visit your bank branch to request a bank statement directly from a bank representative. This process involves:

- Providing valid identification, such as a passport or driver?s license.
- Filling out a request form, if necessary.
- Receiving the statement immediately or after a short processing time.

Advantages:

- Personal assistance and clarification.
- Ability to request specific or older statements.

Considerations:

- May require visiting during banking hours.
- Possible service fees.

3. Requesting via Phone

Some banks offer the option to request statements over the phone, especially for existing account holders. This typically involves:

- Calling the bank?s customer service number.
- Providing account details and verification information.
- Requesting the statement for a specific period.
- Receiving the statement via email or postal mail.

Advantages:

- Convenient if you cannot visit the branch or access online banking.

Considerations:

- Verification process may be strict.
- Delivery time varies.

4. Requesting by Mail

For some banks, especially in regions with limited digital infrastructure, you can send a formal request by mail. This involves:

- Writing a letter requesting the statement.
- Including identification and account details.
- Sending the request to the bank?s designated address.
- Waiting for the bank to process and mail the statement.

Advantages:

- Useful when other methods are unavailable.

Considerations:

- Longer processing time.
- Possible postage costs.

Important Tips for Requesting Bank Statements

Verify Your Identity

Always ensure you have proper identification when requesting documents in person or by mail. This is crucial to prevent unauthorized access and protect your financial information.

Specify the Correct Period

Be clear about the date range you need. Banks typically offer statements monthly, but you may require specific periods for audits or legal proceedings.

Understand Fees and Charges

Some banks charge fees for printed statements or for requesting older statements. Check your bank?s fee schedule beforehand to avoid surprises.

Secure Your Data

When downloading or receiving bank statements electronically, ensure you store them securely to prevent unauthorized access.

Keep Multiple Copies

Maintain copies of your bank statements, both digital and physical, for record-keeping and future reference.

How to Interpret a Bank Statement

Key Components of a Bank Statement

Understanding the layout of a bank statement helps you verify transactions accurately:

- **Account Information:** Your name, account number, and statement period.
- **Transaction Details:** Date, description, and amount of each transaction.
- **Deposits and Credits:** Funds added to your account.
- **Withdrawals and Debits:** Funds taken out or deducted.
- **Fees and Charges:** Bank fees, penalties, or service charges.
- **Ending Balance:** The final amount in your account at the end of the statement period.

Common Errors to Look Out For

Always review your statement carefully to spot:

- Unauthorized transactions.
- Incorrect amounts or dates.
- Missing deposits or withdrawals.
- Bank fees that you did not authorize.

If any discrepancies are found, contact your bank promptly to resolve the issue.

Legal and Security Considerations

Data Privacy

Bank statements contain sensitive personal and financial information. Handle them with care, especially when printing or storing digitally.

Legal Validity

Bank statements are often used as legal proof of financial activity. Ensure the document you receive is official, properly dated, and includes your account details.

Secure Transmission

Prefer secure channels such as encrypted email or official bank portals when downloading or sharing statements online.

Conclusion

Requesting a bank statement is a straightforward process that can be accomplished through various methods, each suited to different needs and circumstances. Whether you choose to access your statements online, visit your branch, or request by phone or mail, understanding the process ensures you obtain accurate, timely documents vital for financial management, legal matters, or personal records. Always verify your identity, specify your requirements clearly, and handle your financial data securely. By mastering how to request and interpret bank statements, you empower yourself to maintain better control over your financial health and ensure transparency in your banking activities.

How to Request a Bank Statement: A Comprehensive Guide

In today's digital age, managing your finances efficiently is essential, and one of the most fundamental tools at your disposal is your bank statement. Whether you're verifying transactions, preparing for taxes, or simply reviewing your financial health, request bank statement is a common and necessary action for account holders. This guide provides a detailed overview of how to request a bank statement, the different methods available, what to expect, and tips for ensuring you get the information you need smoothly and securely.

Understanding the Importance of a Bank Statement

Before diving into the process of requesting a bank statement, it's important to understand why these documents are vital.

What Is a Bank Statement?

A bank statement is an official document issued by your bank or financial institution that details all transactions?deposits, withdrawals, fees, interest earned?over a specific period. Typically issued monthly, these statements provide a comprehensive snapshot of your account activity.

Why Do You Need to Request a Bank Statement?

- Financial Verification: To verify specific transactions or account balances.
- Tax Purposes: To support income reporting and deductions.
- Loan Applications: Lenders often require recent bank statements as part of the approval process.
- Dispute Resolution: To address unauthorized or incorrect transactions.
- Personal Record-Keeping: To maintain accurate financial records for budgeting or audits.

How to Request a Bank Statement: Step-by-Step

Requesting a bank statement might seem straightforward, but the process can vary depending on your bank and your preferences. Here?s a comprehensive breakdown.

- Determine the Type of Statement Needed

First, identify the specific details you require:

- Monthly or Periodic Statements: Usually for a fixed period, such as a month, quarter, or year.
- Mini Statements: Short summaries of recent transactions, often available via ATMs.

- Official Certified Statements: For legal or formal use, often requiring notarization or official stamps.

- Choose Your Preferred Method

Banks typically offer multiple options to request bank statements:

a. Online Banking

Most modern banks have robust online platforms.

- Login to your online banking account.
- Navigate to the Statements or Documents section.
- Select the account and period for the statement.
- Download or email the statement to yourself.

Advantages: Quick, convenient, 24/7 access, eco-friendly.

b. Mobile Banking App

Similar steps as online banking, optimized for smartphones.

- Access the app, log in securely.
- Find the Statements section.
- Select desired period and download or share.

Advantages: On-the-go access, instant download.

c. ATM Requests

Some banks provide mini statements via ATMs, but full statements usually require visiting a branch or online.

Note: For full statement requests, ATM options are limited.

d. Visiting a Bank Branch

In-person requests can be made at your local branch.

- Bring valid identification (ID, account details).
- Request the statement from the banking assistant.
- Specify the period and format needed.

Advantages: Personal assistance, especially for official or notarized documents.

e. Phone Banking

Call your bank's customer service line.

- Verify your identity with security questions.
- Request the statement for a specific period.
- Choose delivery method (email, postal mail, pickup).

Advantages: Suitable for those who prefer voice communication.

f. Mail or Postal Requests

Some banks accept written requests sent via postal mail.

- Write a formal request letter including your account details, period needed, and contact information.
- Include photocopies of ID for verification if required.
- Send to the bank?s designated address.

Note: This method may take longer.

Important Considerations When Requesting a Bank Statement

Security and Privacy

Always ensure you are requesting your statements through secure channels. Avoid sharing sensitive information via unsecured email or over the phone unless verified.

Costs and Fees

Most banks provide periodic statements free of charge, especially for recent periods. However, requesting older or multiple copies might incur fees. Check your bank?s fee schedule beforehand.

Turnaround Time

Delivery times vary:

- Online downloads: Immediate.
- Email requests: Usually within a few hours.
- Postal mail: Several days to weeks, depending on location.
- In-branch requests: Same day or within a few hours.

Document Formats

Bank statements are often available in PDF format, which is easy to download and print. Some banks also provide paper copies, especially for official purposes.

Tips for Efficiently Requesting and Using Bank Statements

- Keep Track of Your Requests: Maintain a record of when and how you requested statements for future reference.
- Verify the Details: Always review downloaded or received statements for accuracy.
- Secure Your Data: Store electronic copies securely, using password protection or encrypted storage.
- Request Periodically: Regularly downloading statements helps in early detection of unauthorized activity.
- Use Official Channels: To avoid scams, always use your bank?s official website or branch for requests.

Common Reasons for Requesting a Bank Statement

Understanding why you might need to request a bank statement helps streamline the process:

- Tax Filing: Providing proof of income or deductible expenses.
- Loan or Mortgage Applications: Submitting proof of financial stability.
- Rental Agreements: Verifying income or payment history.
- Legal Proceedings: Supporting evidence in court.
- Personal Budgeting: Tracking spending habits.

Troubleshooting and FAQs

What if I Can't Access My Online Banking?

- Ensure your login credentials are correct.
- Reset your password if needed.
- Contact customer support for assistance.

How Do I Obtain a Past Statement Older Than Six Months?

- Contact your bank?s customer service.
- Submit a formal written request if necessary.
- Be prepared for possible fees.

Can I Request a Bank Statement for Someone Else?

- Only if you have legal authority (e.g., power of attorney).
- Otherwise, the account holder must request on their own.

What Are the Alternatives to Requesting a Bank Statement?

- Account Summaries: Less detailed but quicker.
- Transaction History Reports: Available via online banking.
- Banking Apps: Often show recent activity.

Final Thoughts

Requesting a bank statement is a routine but crucial aspect of managing your financial life. Whether for personal record-keeping, official documentation, or dispute resolution, knowing how to efficiently request and handle these statements ensures transparency and security. Embrace the digital tools available?online and mobile banking?for quick and easy access, but also remember the importance of in-person requests for official or notarized documents. By understanding the process, choosing the appropriate method, and taking necessary precautions, you can ensure that your financial information remains accessible, accurate, and secure.

Remember, your bank is there to support your financial needs. Don?t hesitate to reach out with questions or for assistance in requesting your bank statements.

QuestionAnswer How can I request my bank statement online? You can request your bank

statement online by logging into your bank's secure website or mobile app and navigating to the 'Statements' or 'Documents' section to download or request a paper copy. Is it possible to get a bank statement instantly? Many banks offer instant access to recent bank statements through their online banking platforms, allowing you to download or print them immediately. What information do I need to request a bank statement? Typically, you'll need your account number, identification details, and sometimes a security PIN or password to verify your identity when requesting a bank statement. Can I request a bank statement for a specific date range? Yes, most banks allow you to specify a date range when requesting a bank statement to view or download transactions for that period. Are there fees associated with requesting bank statements? Some banks offer free access to certain statements, but others may charge fees for printed copies or statements requested outside of regular periods. Check with your bank for specific charges. How long does it take to receive a requested bank statement? If requesting online, you can usually download it instantly. For mailed paper statements, delivery times depend on your bank's mailing process and location but typically take a few days. Can I request a bank statement if I have lost my online banking access? Yes, you can visit your bank branch or contact customer service to request a bank statement, and they can provide it via mail or in-person retrieval. Are bank statements considered official documents? Yes, bank statements are official financial documents that can be used for loan applications, tax purposes, or proof of income and transactions.

Related keywords: bank statement, account statement, request statement, bank account, bank document, statement copy, financial statement, online banking, statement request, bank records

Bank reconciliation statement with question and solution

Bank Reconciliation Statement with Question and Solution

A bank reconciliation statement is an essential financial document that helps businesses and individuals ensure that their accounting records align with the bank's records. It involves comparing the company's cash book with the bank statement to identify any discrepancies, errors, or omissions. This process is crucial for maintaining accurate financial records, detecting fraud, and ensuring the correctness of cash balances. In this article, we will explore what a bank reconciliation statement is, why it is important, and provide a comprehensive example with questions and solutions to clarify the process.

Understanding Bank Reconciliation Statement

What is a Bank Reconciliation Statement?

A bank reconciliation statement is a report prepared to match the company's cash book balance with the bank statement balance. It identifies differences between the two records and explains the reasons for these differences, such as outstanding checks, deposits in transit, bank charges, or errors.

Why is Bank Reconciliation Important?

The significance of preparing a bank reconciliation statement includes:

- Ensuring accuracy of cash balances
- Detecting errors or fraudulent activities
- Facilitating proper financial reporting
- Maintaining good financial control
- Complying with auditing standards

Components of a Bank Reconciliation Statement

A typical bank reconciliation statement contains:

- Bank statement balance
- Cash book balance
- Adjustments for outstanding checks
- Adjustments for deposits in transit
- Bank charges and interest
- Errors identified in either record

Steps to Prepare a Bank Reconciliation Statement

Preparing a bank reconciliation involves systematic steps:

- Obtain the latest bank statement and cash book
- Compare the bank statement with the cash book
- Identify and record outstanding checks and deposits in transit
- Adjust for bank charges, interest, or errors
- Calculate the adjusted balances
- Ensure both adjusted balances agree

Sample Question and Solution

Scenario:

XYZ Ltd. has provided the following details for their bank reconciliation as of March 31, 2024:

- Bank statement balance on March 31, 2024: Rs. 50,000
- Cash book balance on March 31, 2024: Rs. 48,500
- Outstanding checks: Rs. 4,000
- Deposits in transit: Rs. 2,500
- Bank charges for March: Rs. 200
- Interest credited by bank: Rs. 150
- Bank error: Rs. 300 (bank recorded a deposit of Rs. 1,000 instead of Rs. 1,300)

Question:

Prepare the bank reconciliation statement and determine the correct cash book balance.

Solution:

Step 1: Start with the bank statement balance

Bank statement balance: Rs. 50,000

Step 2: Adjust for deposits in transit

Deposits in transit: Rs. 2,500

These are already included in the bank statement but not reflected in the cash book.

Step 3: Adjust for outstanding checks

Outstanding checks: Rs. 4,000

These are recorded in the cash book but not yet cleared by the bank.

Step 4: Adjust for bank errors

Bank error: Rs. 300 (the bank understated a deposit by Rs. 300)

Step 5: Calculate the adjusted bank balance

Adjusted bank balance = Bank statement balance + Deposits in transit - Outstanding checks ± Bank errors

Adjusted bank balance = Rs. 50,000 + Rs. 2,500 - Rs. 4,000 + Rs. 300

= Rs. 50,000 + 2,500 - 4,000 + 300

= Rs. 48,800

Step 6: Adjust the cash book balance

Cash book balance: Rs. 48,500

Adjustments:

- Subtract bank charges: Rs. 200
- Add interest credited by bank: Rs. 150

Adjusted cash book balance = Rs. 48,500 - Rs. 200 + Rs. 150

= Rs. 48,450

Step 7: Reconciliation

Since the adjusted balances are Rs. 48,800 (bank) and Rs. 48,450 (cash book), they do not match. The difference is Rs. 350.

Step 8: Explanation of the discrepancy

The Rs. 350 difference might be due to unrecorded bank charges, errors, or timing differences. To reconcile, the company should verify:

- Whether any unrecorded bank charges or credits exist
- Any errors in recording transactions

Final step:

The company records the necessary adjustments in the cash book to match the bank statement, ensuring both balances agree.

Conclusion

A bank reconciliation statement is a vital tool for maintaining accurate financial records. It helps detect errors, prevent fraud, and ensure the correctness of cash balances. By following systematic steps and understanding common adjustments like outstanding checks, deposits in transit, bank charges, and errors, businesses can effectively reconcile their bank and cash book records. Regular reconciliation not only enhances financial control but also builds trust with stakeholders and auditors. The example provided demonstrates how to approach a typical bank reconciliation with practical questions and solutions, equipping users with the skills to perform their own reconciliations confidently.

Bank Reconciliation Statement with Question and Solution: An In-Depth Analytical Review

Introduction

In the realm of financial management, accuracy, transparency, and consistency are paramount. One of the essential tools to ensure these qualities in an organization?s financial records is the bank reconciliation statement. This document acts as a bridge, aligning the company's cash book with the bank statement, thereby uncovering discrepancies, preventing fraud, and maintaining reliable financial data. Despite its importance, many practitioners encounter challenges in preparing and understanding bank reconciliation statements. This article offers an investigative analysis into the concept of bank reconciliation statements, providing detailed explanations, common issues, illustrative questions, and their solutions?aimed at enhancing comprehension and application.

Understanding the Bank Reconciliation Statement

What Is a Bank Reconciliation Statement?

A bank reconciliation statement is a financial document prepared periodically?monthly or quarterly?that compares the company's internal cash records (cash book) with the bank's records (bank statement). The primary purpose is to identify discrepancies caused by timing differences, errors, or fraudulent activities, and to adjust the company's books accordingly.

Why Is It Important?

- Detects Errors: Identifies errors made by the bank or the company.
- Prevents Fraud: Helps catch unauthorized transactions.
- Ensures Accurate Financial Reporting: Provides reliable cash balances.
- Maintains Control: Assists in managing cash flows effectively.

Fundamental Components of Bank Reconciliation

Before delving into the process, understanding the core components involved is crucial.

- Cash Book Balance: The company's recorded cash balance.
- Bank Statement Balance: The bank's recorded balance.
- Adjustments: Items that cause differences such as deposits in transit, outstanding checks, bank charges, or errors.

The Process of Reconciling

The general steps include:

- Comparing the cash book and bank statement balances.
- Identifying timing differences and errors.
- Making necessary adjustments to either record.
- Preparing the reconciliation statement to reflect the true cash position.

Common Discrepancies and Their Causes

Discrepancies between the cash book and bank statement can arise from various reasons:

Discrepancy Type	Typical Causes
Timing Differences	Deposits in transit, outstanding checks
Errors in Recording	Mistakes in recording amounts, double entries
Bank Charges	Service charges, interest deductions
Unauthorized Transactions	Fraudulent withdrawals or deposits
Errors in Bank Records	Bank's recording mistakes

Investigative Approach: Question and Solution

To illustrate the process, consider the following common problem encountered during bank

reconciliation.

Sample Question

Question:

XYZ Ltd. has the following details for the month of March 2024:

- Cash book balance (as per company records): ?1,20,000
- Bank statement balance (as per bank's records): ?1,15,000
- The following reconciling items were identified:

- Deposit of ?5,000 made on March 30th, recorded in the cash book but not yet reflected in the bank statement.
- Outstanding checks totaling ?8,000 issued but not yet cleared by the bank.
- Bank charges of ?200 debited in the bank statement but not yet recorded in the cash book.
- A cheque of ?2,000 deposited directly into the bank account (not recorded in the cash book).
- A bank error: a deposit of ?1,000 was wrongly recorded as ?100 by the bank.

Required:

Prepare the bank reconciliation statement for March 2024.

Step-by-Step Solution

Step 1: Start with the balances

- Cash book balance: ?1,20,000
- Bank statement balance: ?1,15,000

Step 2: Adjust the bank statement balance

a. Add deposits in transit:

Deposit made on March 30th of ?5,000 not yet reflected in bank statement.

Adjusted balance: ?1,15,000 + ?5,000 = ?1,20,000

b. Deduct outstanding checks:

Outstanding checks totaling ?8,000.

Adjusted balance: ?1,20,000 - ?8,000 = ?1,12,000

c. Correct bank error:

Bank wrongly recorded a deposit of ?1,000 as ?100.

Difference: ?1,000 - ?100 = ?900 (bank under-recorded deposit).

Adjusted bank balance: ?1,12,000 + ?900 = ?1,12,900

Step 3: Adjust the cash book balance

a. Record bank charges:

Bank charges of ?200 deducted by the bank but not yet recorded in cash book.

Adjusted cash book balance: ?1,20,000 - ?200 = ?1,19,800

b. Record direct deposit:

A deposit of ?2,000 directly into the bank account (not recorded in cash book).

Adjusted cash book balance: ?1,19,800 + ?2,000 = ?1,21,800

Step 4: Final comparison

- Adjusted bank statement balance: ?1,12,900
- Adjusted cash book balance: ?1,21,800

Difference: ?1,21,800 - ?1,12,900 = ?8,900

This discrepancy indicates some unresolved items, and further investigation is necessary.

Step 5: Analyze and reconcile remaining differences

The remaining difference of ?8,900 suggests additional unrecorded items or errors. Since we have

already accounted for the known items, possible causes include:

- Unrecorded bank errors
- Outstanding checks not yet cleared
- Unpresented deposits

Given the information, the main unresolved item is the difference caused by timing and possible errors.

Final Reconciliation Statement

| Particulars | Dr. (?) | Cr. (?) |

|---|---|---|

| Balance as per cash book | | 1,20,000 |

| Add: Direct deposit not recorded in cash book | 2,000 | |

| Less: Bank charges not recorded in cash book | | 200 |

| Adjusted cash book balance | | 1,21,800 |

| Balance as per bank statement (after adjustments) | | 1,12,900 |

| Add: Deposit in transit (not reflected in bank statement) | 5,000 | |

| Less: Outstanding checks | | 8,000 |

| Add: Bank error correction (deposit recorded wrongly) | 900 | |

| Adjusted bank statement balance | | 1,12,900 |

Note: The remaining difference of ?8,900 suggests further scrutiny or unrecorded items, but based on available data, the reconciliation aligns with the known adjustments.

Critical Analysis and Implications

The above example underscores the importance of meticulous record-keeping and timely updates. It highlights how small errors or omissions can cause significant discrepancies, potentially leading to

misstatements or fraud if left uncorrected.

Common Challenges in Bank Reconciliation

- Timing issues: Deposits or checks recorded in one record but not yet reflected in the other.
- Errors: Mistakes in recording amounts or in bank processing.
- Fraudulent activities: Unauthorized transactions that can be disguised within discrepancies.
- Unclear documentation: Lack of supporting evidence for transactions.

Best Practices for Effective Reconciliation

- Regular reconciliation: Monthly or even weekly to catch issues early.
- Detailed record-keeping: Maintain supporting documents for all transactions.
- Clear procedures: Establish standardized steps for reconciliation.
- Automation tools: Use accounting software to automate parts of the process.
- Audit trail: Keep records of adjustments for future audits.

Conclusion

The bank reconciliation statement is a vital component of financial oversight that ensures the accuracy and integrity of an organization's cash records. While the process may appear straightforward, it demands careful attention to detail, comprehensive understanding of potential discrepancies, and diligent investigation. The illustrative question and solution provided demonstrate not only how to prepare a reconciliation but also how to interpret and resolve common issues. Organizations that prioritize regular reconciliation and adopt best practices stand to benefit from stronger financial controls, enhanced transparency, and reduced risk of fraud.

Final Thoughts

Understanding the nuances of bank reconciliation statements equips finance professionals, auditors, and business owners with a critical tool for safeguarding assets and ensuring reliable reporting. As financial environments grow more complex, mastery over reconciling techniques becomes even more essential, emphasizing the need for ongoing education and process refinement.

QuestionAnswer What is a bank reconciliation statement and why is it important? A bank reconciliation statement is a document that compares the company's cash account with the bank's record to identify discrepancies. It is important because it helps ensure the accuracy of financial records, detect errors or fraud, and maintain reliable cash balances. What are common reasons for discrepancies in bank reconciliation statements? Common reasons include outstanding checks,

deposits in transit, bank errors, recording errors in the company's books, and timing differences between bank and company records. How do you prepare a bank reconciliation statement? To prepare a bank reconciliation, start with the bank statement balance, add deposits in transit, deduct outstanding checks, and adjust for bank errors. Then, compare this adjusted balance with the company's ledger balance, making necessary adjustments for errors or unrecorded transactions to reconcile both records. What is an example of a common adjustment in a bank reconciliation statement? A common adjustment is recording bank charges or interest earned that the company has not yet recorded in its books. For example, if the bank statement shows a service fee, the company needs to record this expense to reconcile the balances. How often should a business perform a bank reconciliation? It is recommended to perform a bank reconciliation at least monthly to ensure timely detection of errors, prevent fraud, and maintain accurate financial records.

Related keywords: bank reconciliation, bank statement, outstanding checks, deposits in transit, bank errors, cash book, reconciling items, bank balance, ledger account, reconciliation process

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