Treasury Management Solutions



Remote Deposit Now Handbook

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Introduction

The *Remote Deposit Now (RDN) Handbook* is a guide to processing transactions through this application. RDN allows you to scan checks from your place of business, perform MICR repairs, and key in the dollar amount of an item. There are reporting options available within the RDN window and the system application to help manage transaction information.

Accessing the Application

To access the RDN application, you must log in to the application with the proper URL and login credentials supplied by the admin user.

Application URL: https://smartpay.profitstars.com/business/login/cbibt

User Terminology

Throughout this document, the text will refer to certain parties and their responsibilities in using the application. The following terms will help define "who is who" while performing tasks in the system.

- 1. Admin User The admin user is responsible for creating, deleting, enabling, and disabling additional users within your organization. In addition, the Admin user is responsible for the following.
 - Editing, unlocking, and/or deleting a user's profile
 - Resetting a user's password to provide a temporary one
 - Assigning specific roles or functions to a user
 - Designating some users as authorized callers
 - Enabling access to any and all accounts (locations) for which a user will be processing deposits
- **2.** User A merchant/member employee with the ability to support end users. Based on their assigned privileges/roles, users will have the ability to perform the following.
 - Process transactions
 - Generate reports
 - Research historical transactions
 - Edit transactions
 - Contact customer support (if applicable)

Available Resources

Please contact your Treasury Management Representative for more information about the application.

RDN Process Workflow

The figure below illustrates the process of creating, editing, and submitting an item for deposit. A customer will submit items for deposit. A merchant/member user within your organization will receive the items, make any adjustments where necessary using the RDN application, and submit the deposit for processing.

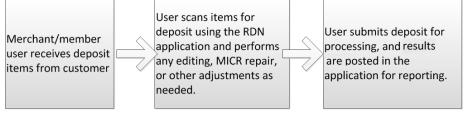


FIGURE 1 - RDN WORKFLOW

System Requirements

For an optimal experience a high-speed Internet connection is recommended, in addition the following components are required for working with the application(s).

NOTE: For installation on a Mac[®] computer, please refer to the JHA SmartPay Remote Deposit Now Apple[®] macOS[®] Installation Guide.

For the PC:

- Local administrative rights
- USB port 2.0 or higher •
- .NET[®] Framework 4.7 or higher •

For Microsoft[®] Windows[®]:

- Windows 7 Service Pack 1: Microsoft Internet Explorer[®] 11 or Google Chrome[™]
- Windows 8.1: Microsoft Internet Explorer 11 or Google Chrome •
- Windows 10: Microsoft Internet Explorer 11 or Google Chrome •

NOTE: The current version of Chrome and its two previous versions are supported.

The following scanners support this application's features.

Scanner	Model Supported
Panini®	l:Deal [®]
	My Vision X
	Vision X
Digital Check®	CheXpress CX30
	TS230
	TS240
Epson®	Capture One TMS 1000
Unisys Burroughs®	SmartSource Professional®
Canon®	imageFORMULA CR-L1
	imageFORMULA CR-25
	imageFORMULA CR-50
	imageFORMULA CR-55
	imageFORMULA CR-80
	imageFORMULA CR-120
	imageFORMULA CR-135
	imageFORMULA CR-150
	imageFORMULA CR-180
	imageFORMULA CR-190

Installing Microsoft Components for RDN

If you do not already have the following components installed, use the links provided below to download and install the appropriate Microsoft components for use with RDN.

Microsoft .NET Framework 4.7 (Web Installer): https://www.microsoft.com/en-us/download/details.aspx?id=55170

Local administrator rights are required to install .NET updates.

Installing ProfitStars[®] Scan Service

NOTE: Before starting the installation, please ensure the scanner's USB cable is disconnected from the computer and exit all other applications.

- 1. Navigate to the Remote Deposit Now application and then log in.
- 2. Select **Transactions** from the main menu, as shown below.

Training Center		
Dashboard	<	Dashboard
• Transactions		Overview
Reports		Configure the dashboard display by clic
		Welcome
		Thursday, June 21, 2018 You are currently logged in to the RDN Your previous login was on 6/14/2018 a

FIGURE 2 – MAIN MENU

3. Choose Remote Deposit Now.

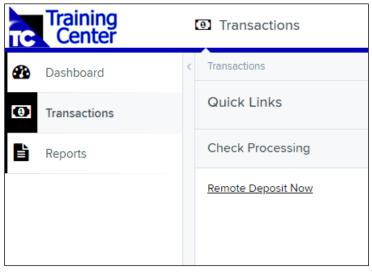


FIGURE 3 – TRANSACTIONS SECTION

4. The Remote Deposit Now window will appear. Select Scan from the top menu bar.

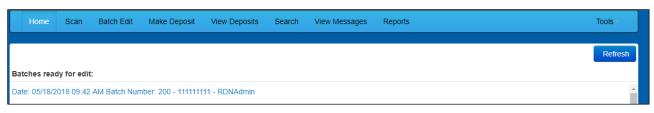


FIGURE 4 – REMOTE DEPOSIT NOW SCAN OPTION

5. The *Scanner Service Installer* window will appear. As shown below, click **Download** to begin.

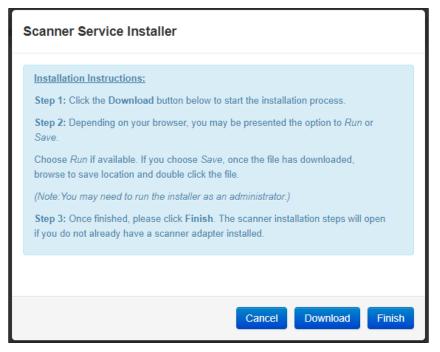


FIGURE 5 – SCANNER SERVICE INSTALLER

6. A file download security warning will display. Select Run.







FIGURE 7 – SECURITY WARNING FOR CHROME

7. The *ProfitStars Scan Service Setup Install Wizard* appears. Disconnect the scanner's USB or power cable from your computer, and exit all other applications. Click **Next** to continue, as shown below.

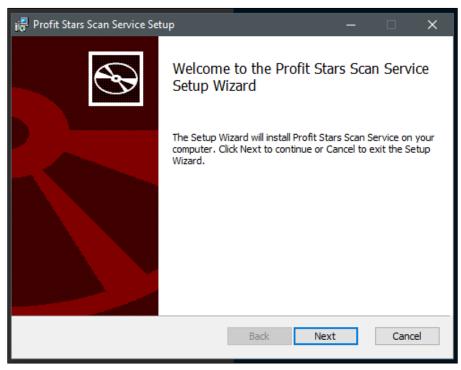


FIGURE 8 - SETUP WIZARD

8. The Install Wizard displays the Install prompt. Click Install to continue, as shown below.

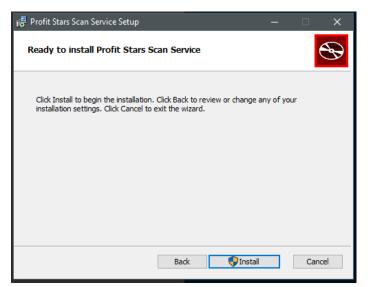


FIGURE 9 - INSTALLATION WINDOW

9. Select **Finish** to complete the installation.

🕞 Profit Stars Scan Service Set	up	-		×
S	Completed the Profit Stars Setup Wizard	Scan	Servic	e
	Click the Finish button to exit the Setup	o Wizard		
	Back Finish		Canc	el

FIGURE 10 - SETUP CONFIRMATION

NOTE: If you are upgrading from the existing Remote Deposit Now application, the installation is complete. You may now connect the scanner to your computer and begin making deposits. If installing for the first time, proceed to the "Installing Your Scanner" section below.

Installing Your Scanner

1. The *Scanner Driver Installers* window appears. Select the type of scanner you will be utilizing from the drop-down menu (the screenshots below are an example for Panini VisionX scanners, the Install Wizard for other scanners may differ), and then select **Download**.

	Scanner Driver Installers	
linning.	Panini Scanner	^
	Installation Instructions: Step 1: After selecting your scanner and clicking Download, depending on your browser, you may be presented the option to <i>Run</i> or Save. Choose <i>Run</i> if available. If you choose Save, once the file has downloaded, browse to the save location and double click the file. Step 2: Proceed through the scanner adapter and driver installation wizard. Step 3: Once finished, please click Finish button to complete the installation process.	
	 Troubleshooting Tips: If Windows SmartScreen prevents installer from running, click <i>More info</i> and then <i>Run anyway</i> If installation still falls, try saving file locally. Instead of double clicking to launch installer, right click and select <i>Run as administrator</i>. 	~
	Cancel Download Finis	h

FIGURE 11 – DRIVER INSTALLER

2. A file download security warning will appear. Select Run.

Do you want to run or save InstallVisionXAdapter.exe (28.9 MB) from remotedepositplus.com?				×
This type of file could harm your computer.	Run	Save	•	Cancel
FIGURE 12 - SECURITY WARNING FOR INTERNET EXPLORER				

ionxadapter.exe 9 MB, 0 secs left	Show all downloads X
--------------------------------------	--------------------------

FIGURE 13 - SECURITY WARNING FOR CHROME

3. Depending on the type of scanner for which you are installing a driver, you may receive the following adapter setup message. Click **Next** to continue.

😸 Panini VisionX Setup	– 🗆 X
Ð	Welcome to the Panini VisionX Setup Wizard
	The Setup Wizard will install Panini VisionX on your computer. Click Next to continue or Cancel to exit the Setup Wizard.
	Back Next Cancel

FIGURE 14 – SETUP CONFIRMATION

4. The following screen displays information about the destination folder for the adapter. Select **Next** to continue.

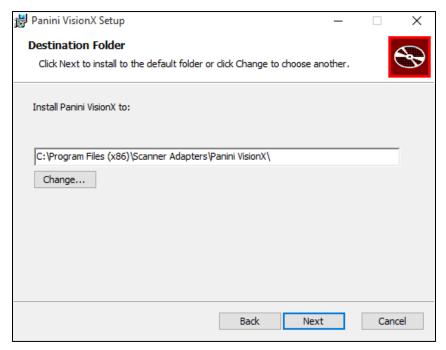


FIGURE 15 – DESTINATION FOLDER WINDOW

5. Click **Install** to continue, as shown below.

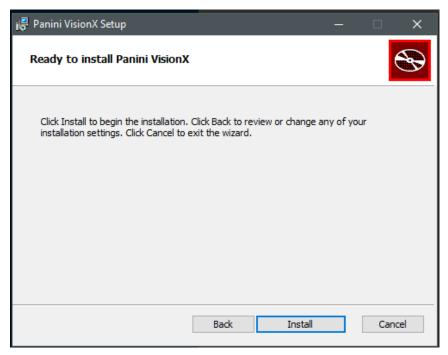


FIGURE 16 - READY TO INSTALL WINDOW

6. A confirmation for completing the adapter setup appears. Click Finish.

👹 Panini VisionX Setup	—	Х
Ð	Completed the Panini VisionX Setup Wizard	
	Click the Finish button to exit the Setup Wizard.	
	Back Finish Cancel	

FIGURE 17 - SETUP CONFIRMATION

7. An installation prompt appears. Select **Next** to continue.

Panini Universal Installer 4.2.002		×
	Welcome to the Wizard for Panini Universal Installer 4.2.002 The wizard will install Panini Universal Installer 4.2.002 for Microsoft Windows XP/Vista/7/8, 32 and 64 bits on your computer. To continue click Next.	
	< Back Next > Cancel	

FIGURE 18 – INSTALLATION PROMPT

8. As shown below, an *End User License Agreement* appears. Choose I accept the terms of the license agreement radio button, and then select Next.

Panini Universal Installer 4.2.002	×
License Agreement Please read the following license agreement carefully.	2
LICENSE AGREEMENT FOR PANINI	^
APPLICATION PROGRAMMING INTERFACE	
 FOREWORD. This document (the "Agreement") represents the agreement between Panini S.p.A., with registered office at Via Po 39, Turin, Italy ("Panini"), and you, being either an individual or an entity (the "Licensee"), for the API 4 TB - INTL software program (the 	
I accept the terms of the license agreement O I do not accept the terms of the license agreement	
InstallShield	cel

FIGURE 19 – LICENSE AGREEMENT

9. A location prompt appears asking you to confirm a location where the setup files will install on your computer. Choose **Browse** to designate a location other than the one provided. Click **Next** to continue.

Choose Destination Location Select folder where setup will install files.		
Setup will install Panini Universal Installer 4	1.2.002 in the following fold	ler.
To install to this folder, click Next. To instal another folder.	ll to a different folder, click	Browse and select
Destination Folder		
Destination Folder C:\Program Files (x86)\Panini		Browse
		Browse

FIGURE 20 – CHOOSE DEFINITION LOCATION PROMPT

10. A prompt appears for the features that will be installed. Select **Next** to continue.

Panini Universal Installer 4.2.002	×
Select Features Select the features setup will install.	
Select the features you want to install, and deseled Panini Common Driver VisionAPI Demo Applications Device Engines	ct the features you do not want to install. Description This component installs the USB driver.
53.76 MB of space required on the C drive 138335.95 MB of space available on the C drive	
InstallShield	< Back Next > Cancel

FIGURE 21 – SELECT FEATURES PROMPT

11. A confirmation for completing the software installation appears. Click **Finish**.

Panini Universal Installer 4.2.002	2
	InstallShield Wizard Complete Setup has finished installing Panini Universal Installer 4.2.002 on your computer.
	< Back Finish Cancel

FIGURE 22 – INSTALLSHIELD WIZARD COMPLETE CONFIRMATION

12. The scanner driver installation process is complete. Wait for the scanner to load—a popup window may indicate that the device is ready to use. You may now plug the USB cable from the scanner into the computer, and then log in to RDN through the system application.

Session Timeouts

The system will automatically log off a user who has been inactive for at least 30 minutes. A *Session Timeout Warning* appears two minutes before the user is set to be logged out to give them an opportunity to remain logged in. Click anywhere in the application to remain logged in.

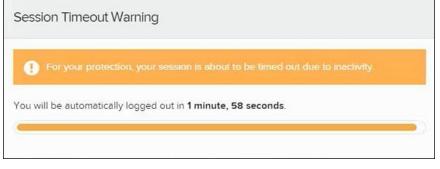


FIGURE 23 - SESSION TIMEOUT WARNING

Logging In: Admin User

You will be provided with your site's URL address, the admin username, a temporary password, and a company name that must be entered upon first logging in to the application. Save the URL for future use, as it is a route of access into the system.

- 1. Once at the provided URL address, complete the **User Name**, **Password**, and **Company** fields.
- 2. Click Login.
- **3.** The system will prompt you to change your password. Passwords expire every 90 days and are case-sensitive. Use the following guidelines when creating a new password:
 - At least 1 uppercase letter
 - At least 1 lowercase letter
 - At least 1 number
 - 8-50 characters in length
- 4. Click Update Password.

NOTE: If you forget your password, you have the option to request a new one, as long as your current email address is in your user profile. Your administrator can update your user profile.

Creating a Secret Question

A secret question is a tool used when you forget your password and can have another temporary password generated and sent to an email address. Without an email address in a user's profile, that user will not be able to answer a secret question for a new password for access into the system. The merchant admin will need to manually edit/enter an email address for each merchant user, so that the merchant user has the option to request a new password by answering a secret question in the application. Secret questions do not need to be a complete question or contain a question mark. Secret questions and answer are not case-sensitive fields.

Once an admin has entered an email address for the merchant user profile, use the following steps to configure the secret question that will be asked of the user, before a new password can be generated and sent to the applicable email address. If the secret question is answered correctly, you will receive an email with a new temporary password.

1. Log in to the application, and then select User menu | My Settings.



FIGURE 24 - MY SETTINGS

2. The system will prompt you for your current login password in order to reach the *My Settings* page. Once there, make changes to the *Change Password*, *Create/Update Secret Question and Answer*, and/or *Create/Update Authorized Caller Identification Phrase and Response* sections, as needed. Select **Update** when finished.

FAQs	My Settings
Change Password	
Enter New Password	Confirm New Password
Create / Update Secret Question and Answer	
Name of your dog	
Enter New Secret Answer	Confirm New Secret Answer
Create / Update Authorized Caller Identification Ph Identification Phrase What is your mother's maiden name?	rase and Response
Enter New Identification Phrase Response	Confirm New Identification Phrase Response
Uş	odate

FIGURE 25 - MY SETTINGS PAGE

Updating the Admin Profile

As an admin user, you will need to update your profile with an email address where a new temporary password can be sent, if needed. A secret question will also need to be set up as a security measure for creating new passwords.

1. Log in to the system, and then select **Admin | Users** from the left main menu.



FIGURE 26 - ADMIN TAB

«	c >	» 25 Per Page 🗸	Displaying Page 1 of 11, Records 1 to 25 of 259			Add User
View	Edit	User Name	► Full Name	Enabled	Auth Caller	Locke
	ø	ABTest	ABTest	Enabled	Disabled	
		Admin	Administrator	Enabled	Disabled	
	ø	adsfadf	automation10	Enabled	Disabled	
	ø	ak	AK	Enabled	Disabled	
		AIJ	ΑJ	Enabled	Disabled	

2. Select the Edit icon for the user profile to be updated (in this case, the admin).

FIGURE 27 - EDIT USER OPTION

3. Change any of the Update User Settings, Privileges for this User, Roles, and Locations for this User sections available for the user. Note that the Email Address field is in the Update User Settings section. Select Update to save all changes.

Update User Settings	Privileges	for this User	Roles within the System Administrator Privilege	+
Enabled Authorized	Enabled	Privilege	Roles within the Administrator Privilege	+
Caller		System Administrator		
Full Name *		Administrator	Roles within the Customer Services Privilege	+
Administrator	_			
User Name *		Customer Services	Roles within the Customer Support Privilege	+
Admin		File Processing	Locations for this User	_
User Location		Customer Support		Location
		Reports	Enabled Location Name	Enabled
RDN ID *		Reports	THIS LOCATION	
		RDA	THIS LOCATION	
1		SmartSight Historical		
		Analysis	THIS LOCATION	
Reset Password			Delete User Update	

FIGURE 28 - EMAIL ADDRESS UNDER USER SETTINGS

Adding a User

Admin users are responsible for creating user profiles for those completing tasks with the application on a daily basis. The admin user is also responsible for updating user profiles, providing new passwords, unlocking users in the event they become locked out of the system, and deleting a user's profile if necessary. If you are the administrator and will be scanning checks or running reports, make sure to create a separate user profile for yourself. All individuals who will be scanning checks or running reports will need a user profile.

1. Log in, and then select **Admin | Users** from the left main menu.

2. Select Add User and then choose Business User.

ι	Jsers							
>	« «	> 20	25 Per Page 💙	Displayin	g Page 1 of 11, Records 1	to 25 of 259		Add User 🗸
	View	Edit	User Name	•	Full Name	Enabled	Auth Caller	Business User
		ø	1212		121212	Enabled	Disabled	
		ø	1234567890123456789212	345	вн	Enabled	Disabled	
		ø	142536		MB	Enabled	Disabled	

FIGURE 29 - ADD USER OPTION

- **3.** Fill in the following required fields.
 - **Full Name** The first and last name of the user.
 - User Name The user's login name. This field is not case-sensitive.
 - **RDN ID** This field will create the RDN user on the backend. It can be the same as the profile user name. To avoid duplication of the user profiles, do not update this field after the original setup.
 - Email Address The email address of the user.

Non-required fields:

- **User Location** Optional informational field to describe the user.
- Auto Disable This field is not used currently.
- **Dual Auth Amount** This field is not used currently.
- **Dual Auth Status** This field is not used currently.
- **4.** Fill out the additional *Add User Settings* and the *Privileges for this User* sections. Note that a **Temporary Password** is displayed at the bottom of the page—provide this password to the user you are creating.
 - a. Select the **Authorized Caller** check box if this user will contact EPS for support, if necessary. Once enabled, the user will then be required to establish an **Authorized Caller Identification Phrase** that will be used by the EPS Customer Support representative to verify that the user is authorized before providing support. Callers who are not able to answer their identification phrase, or are not an authorized user will be directed to their financial institution for further assistance.
 - b. Once you have selected privileges to provide to this user, select **Add**. The system will create the user and allow you to select roles underneath each of the privileges assigned to them.
- 5. Under *Roles within the Customer Service* privilege, select the *Accounting* role for the user to run reports in the application. Select the *Remote Deposit Now* role for the user to scan checks to submit for deposit using RDN.
- **6.** Select the appropriate check boxes under *Locations for this User* for which the user will scan checks.

Update User Settings	Privileges	for this User	Roles wit	nin the Administrator Privilege		+
Enabled V Authorized	Enabled	Privilege	Roles wit	nin the Customer Services Privilege		+
Caller		Administrator	Poles wit	nin the Customer Support Privilege		
Test Name		Customer Services	Noies with	in the customer support inviege		
User Name *		File Processing	Locations	for this User		-
Name Name		Customer Support	Enabled	Location Name		Location Enabled
Uasn Imantigement in				AA CPP Location 1		~
Email Address				AA CPP Location 2		~
				ANOTHER TEST LOCATION		~
Reset Password				Delete User	Updat	e

FIGURE 30 - SELECTING ROLES AND LOCATIONS FOR A USER

7. Select **Update** at the bottom of the page.

Enabling RDN Features for a User Profile

To specify the permissions this user will have with RDN, select the check box next to the *Enable RDN* option on the *Update User Settings* page, and select **Update** at the bottom of the page. The page refreshes, and the various permissions to give a user profile appear.

- **1.** Select which permissions the user will need from the options displayed.
 - **Admin Permission** Separate from the account administrator role. This role is required to access the *Tools* tab, which allows the user to delete an existing batch.
 - Receive Alert Emails Allows the user to receive deposit alert emails upon deposit.
 - Scan Items Allows the user to scan items through RDN.
 - **View Deposits** Allows the user to view deposits in RDN.
 - **Export Deposits** Allows the user to export items.
 - Receive Activation Emails Not applicable, do not check this box.
 - Create Deposits Check this box to allow the user to make deposits to EPS.
 - Edit Items Check this box to allow the user to be able to modify/fix their batches in RDN.
 - **Search** This allows the user to be able to perform searches in RDN on the *Search* page.
 - **View Notifications** This allows the user to view any deposit messages coming from EPS, such as exceeded transaction limits.
- **2.** Make any other changes to this profile, and select **Update** at the bottom of the page to finish and save changes.

NOTE: If you wish to add more users at this time, select **List Users** from the left navigational bar before selecting the **Add Users** option, again. This step will need to be taken for each new profile you create.

Troubleshooting Tips

There are instances that may generate duplicate RDN alert emails. See below for two examples and ways to avoid those situations.

Duplicated email addresses – For every instance of the same email address that is entered into the merchant user's profiles in SmartPay Business, the application will send an email. For example using the same email address for both the Admin profile and the merchant user will cause two identical emails to be sent to that address.

Updating the RDN ID – When the original RDN ID is created in the user profile, the application creates an RDN profile on the backend. If the RDN ID is changed after the initial setup, another RDN profile that is not visible to the customer will be created. This new RDN profile will contain the same information as the original profile, including the email address. This will result in multiple emails sent to the same address. To avoid this, do not make changes to the RDN ID.

Updating a User Profile

As the admin user, you also have the responsibility of enabling/disabling users, deleting a user, resetting a user's password, editing/updating user profiles, and designating authorized callers.

- 1. Log in and then select Admin | Users from the left main menu.
- 2. Select the Edit icon for the user profile to be updated (in this case, a user).
- 3. The Update User Settings page displays. Make any changes necessary.
- 4. Click **Update** at the bottom of the page.

Unlocking a User Profile

Users can be locked out of the system for keying their password incorrectly five times, or answering the secret question incorrectly when requesting a new temporary password.

As the admin user, you are responsible for unlocking an employee's profile. If an admin user is locked out, contact your first line of support for assistance. Follow the steps below to unlock a user's profile.

- 1. Log in and then select Admin | Users from the left main menu.
- 2. Under the *Locked* column, select the **Unlock** option for that user. The *Unlock* will disappear, and the user profile will be unlocked.

				< < > »	Displaying Page 1 of 2, Records 1 to 25 of 33	5 Per Page 🗸 🖍 🗛	ld User \vee 🕹 🗸
View	Edit	User Name	•	Full Name	Enabled	Auth Caller	Locked
		admin		Administrator	Enabled	Disabled	
		Jamie		Jamie S	Enabled	Enabled	
		Jennie		Jennie E	Enabled	Disabled	
	ø	Lucy		Lucy E	Enabled	Disabled	- Unlock
		smith		S Smith	Enabled	Disabled	

FIGURE 31 - UNLOCK OPTION

NOTE: If the user needs a new password, you will need to reset the password (detailed below).

Resetting a Password

Users may forget their password and ask you to provide them with a new, temporary one. The steps below explain how to reset a user's password.

- 1. Log in and then select Admin | Users from the left main menu.
- 2. Select Edit for the user profile to update.
- **3.** Select **Reset Password** button from the bottom of the page. The user's profile will have a case-sensitive temporary password generated. Carefully record this password and provide it to the user.

Users / Edit User		
Update User Se	ettings	
E nabled	Authorized Caller	*
Full Name *		
AA		
User Name *		
Ai		
User Location		
Cash Management	ID *	
1234564		
Email Address		
Reset Pass	sword	

FIGURE 32 - RESET PASSWORD BUTTON

Disabling a User Profile

Disabling a user keeps the profile intact until access is re-enabled by the admin user. The admin may want to disable a user if a user is on leave for an extended period of time before working with the application again.

- 1. Log in to the system, and then select **Admin | Users** from the left main menu.
- 2. Select Edit for the user profile you wish to disable.
- 3. Uncheck the **Enabled** box in the *Update User Settings* section.

Users / Edit User	
Update User Setting	gs
Enabled	Authorized Caller
Full Name *	
AA	
User Name *	
Ai	
User Location	
Cash Management ID *	
1234564	
Email Address	
	_
Reset Password	

FIGURE 33 – UNCHECK THE ENABLED OPTION

4. Select Update to save all changes.

Deleting a User's Profile

Deleting a user profile will remove it from the list of users and make it inaccessible. The *User Name* for that profile cannot be utilized again for a different user. The profile will be categorized as a deleted user.

To delete an admin, you must first remove the *Administrator* privilege from the user's profile before completing the following steps.

- 1. Log in to the system and then select **Admin | Users** from the left main menu.
- 2. Select Edit for the user profile to delete.
- 3. Select **Delete User**, as shown below.

Users / Edit User					
Update User Settings	Privileges	Privileges for this User		Test Location Audit_BP	* *
	j			Test Location	~
Enabled Authorized	Enabled	Privilege	_		
Caller		Administrator		TEST LOCATION I	*
Full Name *		Customer Services		Test ML Location	~
AA	AA			The Clogged Artery	*
User Name *		File Processing			
АА		Customer Support		: loc 1	*
User Location				Manage Customer Location 1	~
			Windows 8 Bulk Loc 1	~	
Reset Password				Delete User	Update

FIGURE 34 - DELETE USER OPTION

4. A prompt will ask you to confirm deleting the user. Select Yes.



FIGURE 35 - DELETE USER CONFIRMATION

Listing Deleted Profiles

A list of the user profiles that you have deleted is available if you need to refer back to a previous user's profile information. This list will also provide the profile's audit history and any updates that may have been made to it.

- 1. Log in and then select Admin | Users from the left main menu.
- 2. In the *Merchant Users* section, select the **Deleted Users** option under *Filters*. The list of users will automatically update to display only deleted users.
 - a. Select **Clear Filters** to strip any filters from the list of users.

of Admin	
Users	
Merchant Users	
Filters	
Business Users	~
Business Users Pending Users	
Deleted Users	
	Q
Full Name	
	Q
Clear Filters	

FIGURE 36 - DELETED USERS FILTER

RDN: Creating a Deposit

NOTE: If the USB cable from the scanner is not connected to your computer, connect it at this time.

1. Log in and then select **Transactions** from the left main menu.

8	Dashboard
•	Transactions
È	Reports

FIGURE 37 - TRANSACTIONS TAB

2. Under Check Processing, choose **Remote Deposit Now**. The RDN application will initiate.

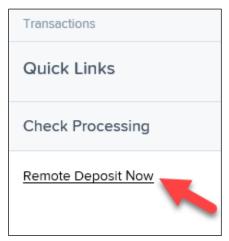


FIGURE 38 - REMOTE DEPOSIT NOW LINK

3. If this is your first time using the RDN application, an *Application Run Security Warning* may appear. Select **Run** to continue.

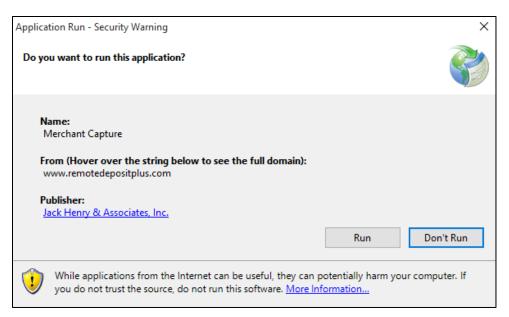


FIGURE 39 – APPLICATION RUN SECURITY WARNING

4. The *Remote Deposit Now* browser appears, as shown below.

Home	Scan	Batch Edit	Make Deposit	View Deposits	Search	View Messages	Reports	Tools -
								Refresh
Messages:								
You have new	v message	es - click here t	o view them					
Recent depo	sits:							
07/26/2018 12	2:23 PM -	Deposit Receip	ot: 7354667 - \$1 .00)				^
07/12/2018 03	3:28 PM -	Deposit Receip	ot: 7276936 - \$300.	.00				
07/12/2018 11	1:14 AM -	Deposit Receip	ot: 7273220 - \$0.00)				_
07/10/2018 11	1-08 AM -	Denosit Receir	nt: 7273160 - \$6000	0.01				~
				X	Pro	ofitSta	ars [°]	

FIGURE 40 - RDN HOME PAGE

5. Select Scan from the top of the page to begin scanning checks for deposit.

Home	Scan	Batch Edit	Make Deposit	View Deposits	Search	View Messages	Reports

FIGURE 41 - SCAN OPTION

6. If you have more than one scanner driver installed, select **Change Scanner** from the arrow next to the **Start** button to confirm which scanner you are using. Select a scanner from the drop-down menu.

Open Batch		
Change Scanner 🧹		
Scanner Installers		
Scanner Settings		
Start 🔺	Cancel	Close Batch

FIGURE 42 - CHANGE SCANNER OPTION

7. Select a scanner from the drop-down menu.

Select Scanner		×
Select Scanner		
	Cancel	✓ОК

FIGURE 43 - SELECT SCANNER

8. At the bottom of the page, select **Start** to scan a check.





- **9.** A prompt for the expected total of the deposit appears. Complete the field with a twodecimal place number, and then select **OK**. If you do not know the expected total of the batch, you may enter **0.00**.
- **10.** Select **Start** and scan the check(s) with the scanner. Each item will appear on the page in the order they were scanned with the MICR line displayed.

Sequence	Codeline	Item

FIGURE 45 - BATCH LIST

- **11.** Select **Stop** when you have finished scanning checks.
- 12. Select Close Batch.

	ИЗ		
Start	-	Cancel	Close Batch

FIGURE 46 – CLOSE BATCH

Editing a Batch

1. Select **Batch Edit** from the top of the page.

Home	Scan	Batch Edit	Make Deposit	View Deposits	Search	View Messages	Reports

FIGURE 47 - BATCH EDIT PROMPT

2. The batch items appear, as shown below.

08/01/2	018 11:25 AM Batch Number 229 - Terri Lynch - 1234 V				
Expecte	1 Total: 6000.01 Actual Total: 6000.01 All items needing editing have been completed				
Front	Back	Seq	Codeline		Amount
	CHECK STANDARDIZATION	1	/33386748/ :011000112:000005089012345678/	<u>^</u>	6000.01
	IN TIML 5102018				

FIGURE 48 - BATCH EDIT PAGE

3. From this page, you may enter the **Customer Number** and **Invoice Number** for the check item. Although entering data into these fields is not required, this information will reflect in the RDN reporting tool (discussed later) to help identify deposit items.

Expected Total and *Actual Total* information is displayed underneath the batch-selection drop-down menu at the top of the page.

```
08/01/2018 11:25 AM Batch Number 229 - Ten
Expected Total: 6000.01 Actual Total: 6000.01
```

FIGURE 49 – EXPECTED TOTAL/ACTUAL TOTAL DISPLAY

Editing a Batch Total

1. If you need to adjust a batch total, click Scan.

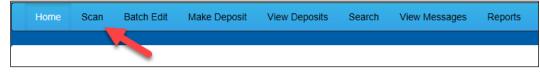


FIGURE 50 – SCAN OPTION

2. Select **Open Batch** from the arrow next to the **Start** button at the bottom of the page.

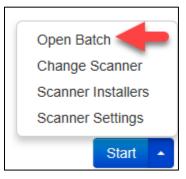


FIGURE 51 – SELECT BATCH

3. Select a batch from the *Select Batch* drop-down menu.

Open Batch	×
Select Batch:	Select Batch 08/01/2018 11:25 AM Batch Number 229 - Terri Lynch - 1234
	08/01/2018 11:21 AM Batch Number 228 - Terri Lynch - 123 08/01/2018 11:18 AM Batch Number 227 - Terri Lynch - 123
	07/26/2018 12:34 PM Batch Number 226 - Tim Anstead Jr - 1 07/26/2018 12:19 PM Batch Number 224 - Tim Anstead Jr - 123 07/26/2018 12:18 PM Batch Number 223 - Tim Anstead Jr - 123
	07/26/2018 10:47 AM Batch Number 222 - Tim Anstead Jr - 19234 07/18/2018 04:55 PM Batch Number 221 - Bob Chin - 1
	07/12/2018 12:18 PM Batch Number 219 - Bob Chin - 1234 07/12/2018 10:58 AM Batch Number 216 - Terri Lynch - 3 07/12/2018 10:23 AM Batch Number 213 - Terri Lynch - 1
	07/12/2018 10:09 AM Batch Number 210 - Terri Lynch - 1 07/12/2018 10:09 AM Batch Number 211 - Terri Lynch - 1 07/12/2018 10:05 AM Batch Number 210 - Terri Lynch - 1

FIGURE 52 - SELECT BATCH

4. Enter the new amount in the *Expected Batch Total* field.

Open Batch	×
Select Batch:	08/01/2018 11:25 AM Batch Number 229 - Terri Ly 🗸
Expected Batch Total:	6000.01
Batch Description:	1234
	Cancel

FIGURE 53 - AMOUNT FIELD

5. Click OK.

Performing a MICR Repair

1. If you need to adjust MICR information, click **Batch Edit** from the top menu.

Home	Scan	Batch Edit	Make Deposit	View Deposits	Search	View Messages	Reports

FIGURE 54 – BATCH EDIT

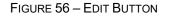
2. Select a batch from the drop-down menu at the top of the page.



FIGURE 55 – SELECT BATCH

3. Click the edit button at the top of the page.





4. Enter the new MICR information in the MICR fields.

II 33386748 II 011000	112	000005089012345678	•	6000.01
	Routing	On Us		Amount

FIGURE 57 – AMOUNT FIELD

5. Click Save.



FIGURE 58 – SAVE OPTION

Keying In a Dollar Amount

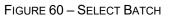
1. If you need to adjust a batch total, click **Batch Edit**.

Home Sca	n Batch Edit	Make Deposit	View Deposits	Search	View Messages	Reports
	, ,					

FIGURE 59 – BATCH EDIT

2. Select a batch from the drop-down menu at the top of the page.

08/01/20	18 11:25 AM Batch Number 229 - Terri Lynch - 1234	\sim	-
Expected	Total: 6000.01 Actual Total: 6000.01 All items needing editing have been c	omp	leted
Front	Back		



3. Click the edit button at the top of the page.



FIGURE 61 - EDIT BUTTON

4. Enter the new amount in the *Amount* field.

∥ ∎33386748 ∥ ∎	011000112	□ • 000005089012345678 □ •	6000.01
Aux On Us	Routing	On Us	Amount

FIGURE 62 – AMOUNT FIELD

5. Click Save.

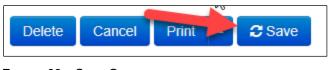


FIGURE 63 – SAVE OPTION

Deleting an Item

1. Click Batch Edit.



FIGURE 64 – BATCH EDIT

2. Select an item from the item list at the right of the page.

08/01/2	018 11:25 AM Batch N	umber 229 - Terr	i Lynch - 1234		\sim					
Expecte	d Total: 6000.01 Actua	I Total: 6000.01	All items needing	editing have	been comp	leted				
Front	Back						Seq	Codeline		Amount
	CHECK STANDARDIZATION						1	/33386748/ :011000112:000005089012345678/	Δ	6000.01
	Remote Depos	it Test	ANT OF A STREET OF	PLE - NOT N	\$ <u>6,0</u> 0	CLLARS Provide Contract	/			
11⁰ 33386 Aux On			II 0000050890	123 II		6000.01 Amount				
Custome	r No	TML 5102018		2						
Invoice N	lo									
Invoice N	lumber									
Unit Num	ber									
			Delete	Cancel	Print	▲ 🛛 🞜 Save				

FIGURE 65 – ITEM LIST

3. Click **OK** on the confirmation dialog box.



FIGURE 66: CONFIRMATION

Deleting a Batch

1. Select **Tools** | **Delete Batch** from the top menu.

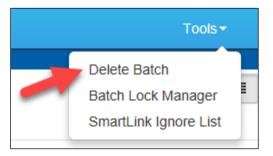


FIGURE 67 - DELETE BATCH OPTION UNDER TOOLS

2. The *Delete Batches* window appears. Check the box beside all batches you wish to delete, and then choose **Delete Selected**.

Delete Batches								
	Date	Batch No.	Scanned By	^				
	08/01/2018	229	Terri Lynch					
	08/01/2018	228	Terri Lynch					
	08/01/2018	227	Terri Lynch					
	07/26/2018	226	Tim Anstead Jr					
	07/26/2018	224	Tim Anstead Jr					
	07/26/2018	223	Tim Anstead Jr					
	07/26/2018	222	Tim Anstead Jr					
	07/18/2018	221	Bob Chin					
	07/12/2018	219	Bob Chin					
	07/12/2018	216	Terri Lynch					
			Delete S	elected				

FIGURE 68 – DELETE BATCHES

3. Select OK.

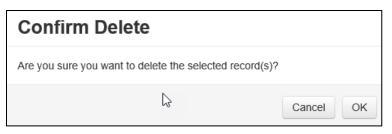


FIGURE 69 - CONFIRM DELETE

Duplicate Checks

If a check has been scanned twice within the past 75 days, a duplicate check warning will display on the top left corner of the *Batch Edit* page. Duplicates will not prevent you from making the deposit.

Submitting a Deposit

Once the *All batch items have been edited and the batch is ready for deposit* message displays on the *Batch Edit* page, you are ready to submit your deposit.

1. Select the **Make Deposit** option at the top of the page. A list of open batches that have not yet been submitted appears.

Home	Scan	Batch Edit	Make Deposit	View Deposits	Search	View Messages	Reports	



2. Select the check box next to the deposit(s) that you are ready to submit.

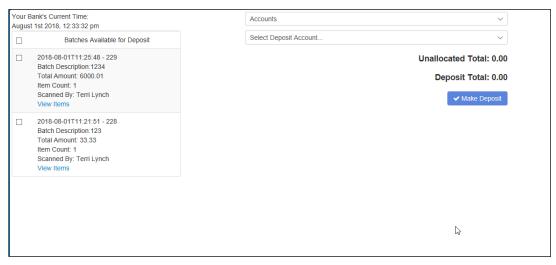


FIGURE 71 - SELECTING A BATCH TO DEPOSIT

3. If necessary, select the account location to send the deposit from the **Select Deposit Account** drop-down menu.

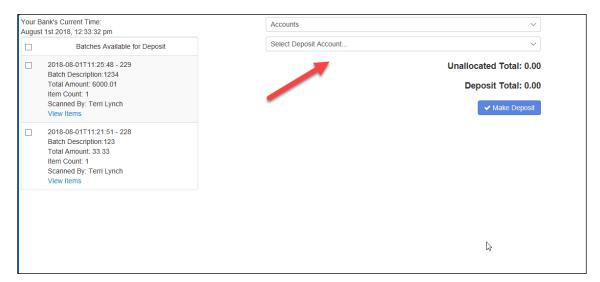


FIGURE 72 - SELECT DEPOSIT ACCOUNT OPTION

NOTE: Batches can only be submitted by one account location at a time. To submit a deposit to a different location other than the one selected, you must first finish your current deposit submission.

4. Select Make Deposit to submit your batch(es).

our Bank's Current Time: ugust 1st 2018, 12:33:32 pm	Accounts ~
Batches Available for Deposit	Select Deposit Account V
2018-08-01T11:25:48 - 229 Batch Description:1234 Total Amount: 6000.01 Item Count: 1 Scanned By: Terri Lynch View Items	Unallocated Total: 0.00 Deposit Total: 0.00 ✓ Make Deposit
2018-08-01T11:21:51 - 228 Batch Description 123 Total Amount: 33:33 Item Count: 1 Scanned By: Terri Lynch View Items	
	Ly.

FIGURE 73 - MAKE DEPOSIT OPTION

5. As shown below, a deposit confirmation message appears stating that the deposit was successful, with a receipt number. Select **OK**.

mpleted	
No: 7390223	
1	
33.33	
00.00	_
	✓OK
Images	
n	mpleted n No: 7390223 1 33.33

FIGURE 74 - DEPOSIT COMPLETED CONFIRMATION PAGE

6. The batch(es) you submitted are removed from the *Make Deposit* page, since they are no longer open. To see the status of the submitted deposit(s), select **Home**.



FIGURE 75 - HOME PAGE OPTION

7. Submitted deposits are listed under the *Recent Deposits* section.

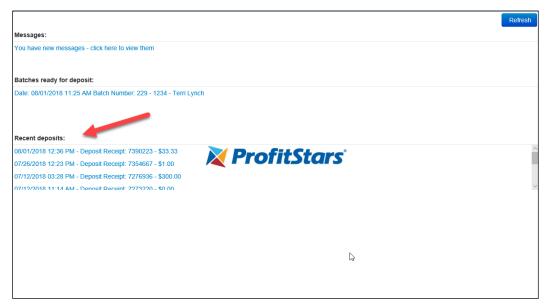


FIGURE 76 - RECENT DEPOSITS

NOTE: Any batches that have been saved and edited, but not submitted, will appear under the *Batches Ready For Deposit* section.

Reporting

Although both the RDN window and the system application have reporting capabilities detailed in this document, the application reporting tools are recommended for viewing items that have been submitted for deposit.

RDN Application Reporting

Viewing Deposits

1. Select the **View Deposits** link at the top of the page to view batch/item information (shown below).

Home	Scan	Batch Edit	Make Deposit	View Deposits	Search	View Messages	Reports

FIGURE 77 - VIEW DEPOSITS LINK

2. A list of deposits appears. To narrow your list of deposits, select a **Start Date** and **End Date** at the top of the page.

Home Scan Batch	Edit Ma	ke Deposit V	iew Deposits	Search V	iew Messages	Reports			Tools -
start Date: 6/1/2018 Deposits	End	d Date: 8/01/201	8 Back	Print -	2	WHERE MEN WE DOILTY REATURES			
07/26/2018 2:23 pm Total Amount: 1.00 Item Count: 1 Deposit Receipt# 7354667				EETH KENDER 10 MAIN ST. #1000 MLIAS, TX 75207				12/1/2008	
07/12/2018 03:28 pm Total Amount: 300.00 Item Count: 1 Deposit Receipt# 7276936			OR	DER OF	Dollars And 2		1	Dollars	
07/12/2018 11:14 am Total Amount: 0.00 Item Count: 0 Deposit Receipt# 7273220			ME 1		CHECK		D SIGNATURE RE	EQUIRED	
07/12/2018 11:08 am Total Amount: 6000.01 Item Count: 1		Batch No	Seq	Routing	Acct No	Check No	Amount	Customer No	Invoice No
Deposit Receipt# 7273160	~	225	1	122037760	32143214	2222	1.00		
Account Allocation									
RDN HTML. 1234	1.00								

FIGURE 78 - BEGIN AND END DATES FOR VIEWING DEPOSITS

- **3.** Select **C Refresh** at the top of the page to view the deposit(s) within the date range.
- **4.** To view the front and back side of a check image, select **Front** and **Back** from the tabs at the top of the image (shown below).

Home Scan Batch	Edit Make	e Deposit Vie	w Deposits	Search Vi	ew Messages	Reports			Tools -
Start Date: 6/1/2018 Deposits	End I	Date: 8/01/2018 Front Ba		Print -	2				
07/26/2018 12:23 pm Total Amount: 1.00 Item Count: 1 Deposit Receipt# 7354667				ETH KENDER MAIN ST. #1000 LLAS, TX 75207		-mont was or contry learning		12/1/2008	
07/12/2018 03:28 pm Total Amount: 300.00 Item Count: 1 Deposit Receipt# 7276936				pw isundred thousand		Zero Cents**		\$ **200400*+ DOLLARS	
07/12/2018 11:14 am Total Amount: 0.00 Item Count: 0 Deposit Receipt# 7273220			мен 1	DEMO C			D SIGNATURE RE	EQUIRED	
07/12/2018 11:08 am Total Amount: 6000 01									
Item Count: 1		Batch No	Seq	Routing	Acct No	Check No	Amount	Customer No	Invoice No
Deposit Receipt# 7273160	~	225	1	122037760	32143214	2222	1.00		
Account Allocation									
RDN HTML. 1234	1.00								

FIGURE 79 - FRONT AND BACK VIEW OPTIONS FOR A CHECK IMAGE

Printing Images of Items

1. From the *View Deposits* page, highlight which deposit to view from the left column. The item(s) for that deposit appear.

Deposits	
07/26/2018 12:23 pm Total Amount: 1.00 Item Count: 1 Deposit Receipt# 7354667	^
07/12/2018 03:28 pm Total Amount: 300.00 Item Count: 1 Deposit Receipt# 7276936	
07/12/2018 11:14 am Total Amount: 0.00 Item Count: 0 Deposit Receipt# 7273220	
07/12/2018 11:08 am Total Amount: 6000.01 Item Count: 1 Deposit Receipt# 7273160	~

FIGURE 80 - VIEWING DEPOSIT ITEMS

- 2. At the top of the page, select one of several options for printing.
 - Select **Print** to print the front and back of the check currently highlighted.

- Select the drop-down menu next to *Print* and click **Print All** to print the front and back images of all the items in the deposit.
- Select the drop-down menu next to *Print* and click **Print All Fronts Only** to print only the front images of all the items in the deposit.

	Print	-						
Print All								
Print All Fr	Print All Fronts Only							
View Item	View Item Edits							

FIGURE 81 - PRINTING OPTIONS

3. From the **Print** option at the top of the page, select the drop-down menu next to *Print* and click **View Item Edits** to see which user(s) have edited transaction amounts for the deposit in the RDN application.

	1	Print	4				
Print Al	I						
Print Al	I Fro	onts Onl	y				
View Ite	View Item Edits						

FIGURE 82 - VIEW ITEM EDITS OPTION

4. A list of edits made to the transaction will display, along with the *Date, User* who edited the transaction, the name of the field (*Field Name*) that was altered in the transaction, the *Before Value* of the field, and the *After Value* of the field.

Searching for an Item

1. To look for a specific item in the RDN application, select **Search** from the top of the page (shown below).

	Home	Scan	Batch Edit	Make Deposit	View Deposits	Search	View Messages	Reports
_		-	~					

FIGURE 83 - SEARCH OPTION

2. To search for specific item, complete the search criteria fields displayed. For a range of items between certain dates, complete only the **Start Date** and **Stop Date** fields.

Start Date:	8/01/2018		Front	Back						
Stop Date:	8/01/2018									
Batch Number:										
Check Number:		to								
Routing Number:										
Check Acct Number:										
Amount	0.00									
Customer Acct No:										
Invoice No										
Invoice Number			Sea	Batch Nox	Check No.	Amount	Cust Acct No	Invoice No	Deposit Date	Deposit Confirm Code
Unit Number			Seq	Batch No V	CHECK NO	Amount	Cust ACCI NO	INVOICE NO	Deposit Date	Deposit Commin Code
Durat Drint	a 0								C2	
Reset Print	 Searc 	n								

FIGURE 84 - SEARCH CRITERIA

3. Select the **Search** link from the bottom of the page.

FIGURE 85 - SEARCH LINK

4. The search results appear. Select an item to print, or hold the **Shift** key on your keyboard to highlight multiple items in the list.

_										
Start Date:	6/1/2018	Front	Back							
Stop Date:	8/01/2018			K. LABBE MUIR TERRAC	F				1562	
Batch Number:				ILLE, MO 7746		C	DATE6/22/201	.8		
Check Number:	to		PAY TO TH	-						
Routing Number:			ORDER OF	- John Doe				8	8.35	
Check Acct			On Us Iter		hree Five			DOL	LARS	
Number:					NON	NEGOTI/	ABLE			
Amount	0.00				-	120012				
Customer Acct No:				2011111	12:	01566	572097#	1562		
Invoice No										
Invoice Number		Seq	Pateb Nex4	Chook No	Amount	Cust Apot No.	Invoice No.	Donosit Data	Deposit Confir	n Codo ^
Unit Number		Seq	Batch NOV	Check NO	Amount	CUST ACCT NO	INVOICE NO	Deposit Date	Deposit Contra	n code
		1	203	1562	88.35			2018-06-24	7163170	_
		2	203	2897	30.03			2018-06-24	7163170	
		3	203	2779	63.48			2018-06-24	7163170	
Reset Print	Search	3 4	203 203	2779 122	63.48 62.16			2018-06-24 2018-06-24	7163170 7163170	
Gine Number										

FIGURE 86 - HIGHLIGHTING SEARCH ITEMS

5. Select **Print** to print the front and back of a highlighted item. To print items, select the menu next to *Print* and then select **Print All**. Select **Print All Fronts Only** to print the front images of all items in the list.

Print All			
Print All Fi	ronts Onl	y	
View Item Edits			
Reset	Print	•	C Search

FIGURE 87 - PRINT OPTIONS

NOTE: Any items that are voided in the application (see "Voiding a Transaction" in this document for more information) will not be reflected in the RDN application.

Application Reporting

Transaction Status Summary

The *Transaction Status Summary* can be found on the *Dashboard* once you log in to the application. It represents the total number of items and dollar amounts of all ACH, Check 21, credit card debits/credits, refunds, returns, and collection items for all locations being processed by a customer. It covers a rolling 60-day period and is broken down by a transaction's current status within the system.

Current Transaction		urrently in the system as	€ 00/00/2016 All times
are displayed in Central Ti		unentiy in the system as t	51 03/03/2010. All times
Status	Items	Debits	Credits
Approved			
Processed			
Collected			
Awaiting Capture			
Awaiting Approval			
Declined			
Voided			
Error			
In Collection			
Other ACH Returns			
Unauthorized			
Uncollected NSF			
Suspended			
Disputed			
Invalid / Closed Account			
Resolved			
Other Check21 Returns			

FIGURE 88 - SAMPLE CURRENT TRANSACTION SUMMARY

The *Current Transaction Summary* allows you to quickly identify any unusual activity regarding your transactions with any of the following status types:

- Declined
- Error
- In Collection
- Voided
- Uncollected NSF
- Suspended (requires financial institution's action to approve or void)
- Disputed
- Invalid/Closed Account

The following table provides a list and definition of all the transaction statuses within the system, for reference.

Status	Definition
Approved	The transaction has been verified and will be processed at the designated cut-off time.
Processed	The transaction has been transmitted to the appropriate network (ACH or Check 21). Changes can no longer be made, and the transaction can no longer be voided.
Collected	(<i>ACH Only</i>) The transaction, originally returned NSF, has been re-presented to the Fed by ProfitStars, and funds were recovered.
Awaiting Capture	Status for credit card transactions only.
Awaiting Approval	The transaction has been verified, but the amount of the transaction exceeded the <i>Dual Authorization</i> limit of the user who created it. An authorized approver must review and then either approve or void the transaction.
Declined	The transaction has been declined by the EPS system and will not be processed. The transaction exceeded either <i>Dual</i> <i>Authorization</i> limits or <i>Velocity</i> limits.
Voided	The transaction has been voided and will not be processed. A transaction may not be voided once the item is in the <i>Processed</i> status.
Error	An internal error has occurred within the EPS system. Contact your first line of support.
In Collection	(<i>ACH Only</i>) The transaction, returned NSF, is in the process of being re-presented to the Fed by ProfitStars.
Other ACH Returns	The ACH transaction has been returned by the Fed. The transaction will be charged back.
Unauthorized	This includes the total number of transactions and total amount that have been returned with one of five Unauthorized Return Reason Codes (R05, R07, R10, R29, R51).
	Note: These R codes will no longer be included in the <i>Disputed</i> status totals.
Uncollected NSF	(<i>ACH Only</i>) The transaction was returned to ProfitStars NSF by the Fed, and funds could not be recovered.
Suspended	The transaction has been verified, but it has exceeded <i>Velocity</i> limits.

Status	Definition
Disputed	(<i>ACH Only</i>) The transaction was returned to ProfitStars by the Fed because the account holder at the receiving financial institution has disputed its validity. The transaction will be charged back (reversed).
Invalid/Closed Account	(<i>ACH Only</i>) The transaction was returned to ProfitStars by the Fed because the account number at the receiving financial institution was invalid or because the account was closed.
Resolved	The transaction has been moved into a <i>Resolved</i> status by a user to indicate that no further action related to the transaction is required. Transactions can be moved into a <i>Resolved</i> status from a status of <i>Declined</i> , <i>Voided</i> , <i>Invalid/Closed Account</i> , <i>Disputed</i> , <i>Uncollected NSF</i> , <i>Error</i> , or <i>In Research</i> .
Other Check 21 Returns	The Check21 transaction has been returned by the Fed. The transaction will be charged back.

Transaction Status Report

A *Transaction Status* report is a pre-defined report listing all transactions within a specific status. It automatically generates when you click a status link from the *Current Transaction Summary*. For example, select **Approved**.

The list will contain items that have been processed within the last 60 days and will give you access to individual transaction information. The report can be printed or saved (exported) into a Microsoft[®] Office Excel[®] spreadsheet (.xlsx), a tab-delimited file (.tsv), or a comma-delimited file (.csv).

Current Transaction	Summary		0
This is a summary report o are displayed in Central Ti		urrently in the system as o	f 09/09/2016. All times
Status	Items	Debits	Credits
Approved			
Processed			
Collected			
Awaiting Capture			
Awaiting Approval			
Declined			
Voided			
Error			
In Collection			
Other ACH Returns			
Unauthorized			
Uncollected NSF			
Suspended			
Disputed			
Invalid / Closed Account			
Resolved			
Other Check21 Returns			

FIGURE 89 - CURRENT TRANSACTION SUMMARY WITH APPROVED OPTION

1. A list of the first 25 (default value) transactions are displayed, although you may navigate through pages of results to locate more transactions. To view details for a transaction, select the **View** link in the far left column for that transaction.

Tran	sactions matching your qu	Shar ransaction Ap		ave to My Rep	oorts			
-	Displaying Page 1 of 1 Records 1 - 18 of 18							
View	Transaction Date	Status	Payment Ty	pe	Name On Ac	count		
	12/18/2015 10:24:26 AM CT	Approved	Checking			^		
	12/18/2015 10:42:20 AM CT	Approved	Checking		lma Tester			
	12/28/2015 2:10:12 PM CT	Approved	Checking					
	12/30/2015 10:50:00 AM CT	Approved	Checking		James Jones			
	12/30/2015 10:50:00 AM CT	Approved	Checking		James Jones			
		Total Debit Count	13	Total Credit Count		5		
		Total Debit Amount	\$6,177.50	Total Credit Amou	nt	\$73.00		

FIGURE 90 - SAMPLE TRANSACTION STATUS REPORT, VIEW INDICATED

2. The *Transaction Details* page appears, including the **Show Events** and **Show Audit History** options.

	s / Transaction Information				
ansaction	Details		Actions 🗸 🔒	Show Events	Hide Events
Customer (ID):		Receipt Code:		Show Audit History	Hide Audit History
Effective Date:	Monday, December 21, 2015	Tran Data 2:			
Auth Only:	\$1.00	Tran Data 3:	Tran Data 3:		
Payment Method:	АСН	Reference Number:	T:4ZP5PPFFA1		
From Account	Checking	Payment Origin:	Signature Original		
Туре:	Checking	Settlement Status:	No Settlement Needed		

FIGURE 91 - TRANSACTIONS DETAILS PAGE WITH SHOW EVENTS AND AUDIT HISTORY OPTIONS

Editing a Transaction

Transactions may be edited by their effective date and/or amounts or voided until they are processed. Once processed at the designated cut-off time, transactions will be deposited as entered. Any edits performed after file transmission will not be reflected in the file *View, Audit History, or Event History.*

- 1. Log in, and then select a status from the *Current Transaction Summary*. For example, click the **Approved** status link.
- 2. Select the View link next to the transaction you would like to edit.
- **3.** The *Transaction Details* page appears. To edit the amount, select **Edit** next to the *Sale* field.

Transaction De	etails		Actions 🗸 🖨	Show Events	Hide Events
Customer (ID):	Jones, James (99007789)	Transaction data 1		Show Audit History	Hide Audit History
Effective Date:	Tuesday, January 05, 2016	Displayed Label Text	6		
Sale:	\$17.00	Field:			
Payment Method:	АСН	Transaction data 2 Displayed	7		
From Account Type:	Checking	Label Text Field:			
Account Number:	122037760 / 4560646556	transaction data 3 Displayed Label Text	8		
To Location:	Corporate Office	Field:			

FIGURE 92 - TRANSACTION DETAILS PAGE WITH EDIT OPTION

4. The **Sale** amount will become a workable field where you can enter a new amount. Enter a new amount and a reason for changing the amount. Select the green check when finished.

Trar	Transaction Details						
👗 Cu	stomer (ID):	Jones, James (99007789)					
Effective Date: Tuesday, January 05, 2016							
\$	17.00	Reason Reason					
~	× <						

FIGURE 93 - REASON FOR EDITING SALE AMOUNT AND EDITING CONFIRMATION OPTIONS

5. To change the date the transaction will be processed, select **Edit** next to the *Effective Date* field. Enter the date from the calendar option. Enter a **Reason** for the change and select the green check when finished.

Tran	Transaction Details						
🛓 Cus	stomer (ID): Joi	nes, James	s (99007789)				
	01/05/2016	Reason	Reason				
~	×						

FIGURE 94 - EDITING AN EFFECTIVE DATE

Voiding a Transaction

- 1. Log in and then select a status from the *Current Transaction Summary* that has not yet been processed. For example, click the **Approved** status link.
- **2.** A report of approved transactions appears. Select the **View** link next to the transaction you would like to void.
- 3. The *Transaction Details* page appears. Select Actions | Void.

Reports / Results / Transaction Information							
Transaction De	etails		Actions ~	0			
Lustomer (ID):	Jones, James (99007789)	Mark this transaction void					
Effective Date:	Tuesday, January 05, 2016		Void				
🖋 Sale:	\$17.00	Field.					

FIGURE 95 - VOIDING A TRANSACTION

4. The system will ask you to confirm voiding the transaction. Select **Void**. The transaction will be voided and appear as a *Voided* status on the *Current Transaction Summary* page until it is resolved (see next section).

Confirm Void		
Are you sure you want to void the transaction with Reference Number action cannot be undone.	- T:QNFR6CH	FF1? This
	Cancel	Void

FIGURE 96 - CONFIRM VOID OPTION

Resolving a Transaction

Resolving a transaction means indicating a reason why the transaction was voided for communication and auditing purposes. Once a transaction has been voided, it will appear in the *Voided* status, where you can opt to resolve the transaction.

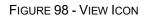
1. Log in to the application and then select the **Voided** status from the *Current Transaction Summary* on the *Dashboard* page of the application.

Current Transact	tion Summary		0
This is a summary rep are displayed in Cent		urrently in the system as	of 09/09/2016. All times
Status	Items	Debits	Credits
Approved			
Processed			
Collected			
Awaiting Capture			
Awaiting Approval			
Declined			
Voided		-	
Error			
In Collection			
Other ACH Returns			
Unauthorized			
Uncollected NSF			
Suspended			
Disputed			
Invalid / Closed Accourt	nt		
Resolved			
Other Check21 Returns			

FIGURE 97 - VOIDED STATUS LINK

2. Select Piew for the transaction you wish to resolve, as shown below.

Tran	sactions matching your qu		Share to All Users ransaction Voided	Save to My Reports
	ying Page 1 of 1 ords 1 - 21 of 21	T	2 ±-	
View	Transaction Date	Status	Payment Type	Name On Account
	11/16/2015 9:20:29 AM CT	Voided	Checking	
	11/16/2015 2:50:28 PM CT	Voided	Checking	Ben Jerry
	11/16/2015 2:57:59 PM CT	Voided	Checking	Ben Jerry



3. From the *Transaction Details* page, select **Actions**. Enter a reason for resolving the transaction. For example, the transaction was deposited in the wrong account. Select **Resolve**. The transaction will now appear under the *Resolved* status in the *Current Transaction Summary*.

Reports / Results	/ Transaction Information		
Transaction D	etails	Ad	tions 🗸 🔒
Customer (ID):		Resolve this transaction	
Effective Date:	Tuesday, November 17, 2015	Reason	
Auth Only:	\$2.50	Resol	ve
Payment Method:	АСН	Loan Number:	

FIGURE 99 - MARK TRANSACTION RESOLVED OPTION

The Reports Page

The *Reports* tab grants you access to a number of reports available to run.

 Standard Reports – Provides a list of reports with pre-set filters to show specific items. For example, the Show Items Detected as Duplicate Transactions option generates information about all of the transactions that have been flagged as duplicate items in any number of deposits.

NOTE: For any *Standard Report*, the pre-set filters can be customized to fit your needs by altering the report filters.

- **My Reports** Allows you to customize a report based on your informational needs. You may save this report as a template for future use, and it will be available only to your profile as a user.
- Shared Reports Allows you to customize a report and save it as a template available for other users to access and use. Only the person who created this report template can delete it.
- Credits and Debits to Your Merchant Settlement Account Identifies deposits made within a date range and displays individual transaction amounts making up the deposit, with details of each transaction.

Using the Report Builder Utility

The report builder utility can be used to create one-time queries and custom recurring daily, weekly, and monthly reports for bookkeeping, historical research, and problem solving.

There are two options when creating a customized report: **New Report** and **New Shared Report**. While both are customizable, the shared report is available to other users who have access to the system. Other users will be able to pull the shared report and use its settings to generate information. Only the user who created the shared report can delete it.

1. Log in to the application, and then select **Reports** from the left main menu.

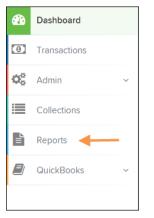


FIGURE 100 - REPORTS TAB

2. Click New Report or New Shared Report, if it will be available to others.

My Reports –					Remote Deposit Complete Reports –		
			Deposit Results				
No Red	cords to dis	olay.	Standard Report –				
					Show Items that Returned NSF Today		
Shared Reports -					Show Items that Returned Bad Account Today		
					Show Items that Charged Back Today		
Report Name BH 2008.08.21.1341	Owner Barb	Report Type	Delete		Show Items that Settled Today		
BH 2006.08.21.1541	Baib	Report			Show Items that Returned Other Check21 Today		
bhemmitt2	Barb	Transaction					
		Report			Show Notice of Change Items		
Jennie's Report Test	Jennie	Transaction Report			Show Items Detected as Duplicate Transactions		
Jennie's Test Report #2	Jennie	Transaction					
/		Report			Recurring Payment Report -		
Shared	Karthik	Transaction		•			
+ New Report + New Shared R	eport				Show Recurring Payments That are Disabled		

FIGURE 101 - REPORT BUILDER OPTIONS FOR NEW REPORTS

3. The *Report* page appears. In the top bar, enter a **Title** for the report. Fill in the report criteria in each of the four sections: *Report Type, Date Range, Advanced,* and *Report Column* headers.

Reports / New Report								
Title		Save to My Report	s Share to All Users					Run Reports
Report Type 🔶			Advanced		Report Column Heade	ers 🔶	-	
Transaction Re		a status, a category or type as	Location			View	Prioritize	Freeze
associated with		i status, a category or type as	All Locations	~	Transaction Date	1	•	-
					Transaction Status	1	•	-
Historical Even			Status	Status		×	• •	-
Reports primarily associated with		a past occurrence/event as	ALL	~	Name On Account	•	• •	
associated with a transaction					Transaction ID00	1	•	
Date Range			Settlement Status	Reference Number	\$	• •		
				Customer Number	\$	•		
			ALL	~	Operation Type	✓	•	
Date Type		Export Date Range			Location Name	star and a star a st	•	
Transactions Cre		Today ~	Origin Of Transaction		Amount	Solution	•	
Transactions Cree	atec *	Today	All	~	Account Number		¥ *	
Start Date		Start Time			Auth Response		¥ *	
Jan 14, 2016	#	12:00 AM ~			Check Number		▼ ▲	
Jan 14, 2010		12.00 AWI	Originated As		Customer Data 1		▼ ▲	
End Date		End Time	ALL	~	Customer Data 2			
Jan 15, 2016	Ê	12:00 AM ~			Customer Data 3		▼ ▲	
501115, 2010		12.00 AIM	Amount Range		Effective Date		v *	
			5		Trans Data 1		• •	
			\$ From \$ T	0	Trans Data 2			
					Trans Data 3		- ^	

FIGURE 102 - FOUR SECTIONS IN REPORT BUILDING

- **Report Type** Designate if your report will be a **Transaction Report** based upon the current status of a transaction, or a **Historical Event Report** based upon past events a transaction has been through in the system.
- Date Range In the *Date Type* field, select either **Transactions Created** or **Effective Dates** for the report, which will determine if the report displays transactions based upon the date they were created versus the date they took effect.
 - Select a pre-specified date range using the **Export Date Range** option (ideal for recurring reports), or specify your own date range with the **Start Date** and **Start Time** and the **End Date** and **End Time** fields.

Date Range				
Date Type		Export Date Range		
Transactions Created	~	Today	~	
Start Date		Start Time		
Jan 14, 2016	Ê	12:00 AM	~	
End Date		End Time		
Jan 15, 2016	Ê	12:00 AM	~	

FIGURE 103 - DATE RANGE SECTION

NOTE: If you are creating a *Historical Event Report*, a custom date range will be unavailable.

- Advanced Filters section, specify the Location and Status of the transaction you wish to have in your report.
 - **Settlement Status**: Whether a transaction has been deposited. Designate a single status or multiple statuses by selecting the appropriate check box(es).
 - **Origin of Transaction**: Determines how the transaction was received and will be coded. You may designate a single origin for the report or multiple origins by selecting the check box next to each option.
 - **Originated As**: Specifies how the transaction will be processed. You may designate a single type or multiple types.
 - **Account Type**: Determines the type of transaction the report will display. You can select a specific account type or select **ALL**.
 - **Operation**: This option specifies what process a transaction has been through. You may designate one process or select **ALL**.
 - Authority Response Code: This option represents the types of return responses that can be received for a transaction. Select a specific response code or select ALL.
 - **Amount Range**: The **From** and **To** options allow you to look for transactions with a specific amount or between amount values in decimal format (XX.XX).
- **Report Column Headers** This section allows you to organize how the report displays.
 - Select the View check box next to any fields to have them show on the report.
 - Under **Prioritize**, use the arrows to change the order in which information appears. For example, select the upward arrow to have a field listed before others, or the select the downward arrow to have other fields listed before it.
 - Use **Freeze** to lock fields when viewing a report. This will hold certain fields in view while you explore the rest of the report information.

Report Column Heade	ers			
	View	Prio	ritize	Freeze
Transaction Date		-		
Transaction Status		-	^	-
Payment Type		-	^	-
Name On Account	\$	-	^	
Transaction ID00		-	^	
Reference Number		-	^	
Customer Number		-	^	
Operation Type	4	-	^	
Location Name	4	-	^	
Amount		-	^	

FIGURE 104 - REPORT COLUMN HEADERS SECTION

4. At this time, you may choose to select the Share to All Users check box if you want to have this report available for other users to view. If you selected New Shared Report previously, this box will already be selected.

Alternatively, you may wish to save the report for your own use at a later time by selecting **Save to My Reports**. This option will both save the report and generate a report to view.

Reports	New Report			
Title	A sample report title	Save to My Reports	Share to All Users	 Run Reports

FIGURE 105 - SAVE AND RUN REPORT OPTIONS

The report displays results.

- Use the filters to change the report and select **Run Reports** again, or you can print/export the report, as needed.
- Column headers in the report are selectable for organization. Select a column header to organize the report based on that column's information, in either ascending order (designated by an upward arrow) or descending order (designated by a downward arrow).
- Select **View** to the left of an item to view more details about the transaction.
- To change the report template, adjust the report filters as desired, and select **Save to My Reports**, which will save the filter options as a template for later use.

NOTE: Be sure to select the **Share to All Users** check box if you wish to save the report for others to use.