Tompkins Remote Deposit Handbook

TOMPKINS

Contents

Introduction	
Accessing the Application	1
User Terminology	1
RDN Process Workflow	2
System Requirements	2
Trusted Sites	
Installing the ProfitStars [®] Scan Service	6
Installing Your Scanner	10
Session Timeouts	16
Logging In: Admin User	18
Updating the Admin Profile	18
Adding a User	19
Enabling RDN Features for a User Profile	21
Troubleshooting Tips	22
Updating a User Profile	22
Disabling a User Profile	22
Deleting a User's Profile	24
Listing Deleted Profiles	24
RDN: Creating a Deposit	26
Editing a Batch	28
Editing a Batch Total	29
Performing a MICR Repair	31
Keying In a Dollar Amount	31
Deleting an Item	32
Deleting a Batch	
Duplicate Checks	
Submitting a Deposit	34
Reporting	37
RDN Application Reporting	37
Viewing Deposits	37
Printing Images of Items	
Searching for an Item	40

Application Reporting	42
Transaction Status Summary	42
Transaction Status Report	45
Editing a Transaction	47
Voiding a Transaction	49
Resolving a Transaction	50
The Reports Page	52
Using the Report Builder Utility	53

Deposit and loan products are offered through Tompkins Community Bank, Member FDIC. Investments and insurance products are not FDIC insured, are not bank guaranteed, and may lose value. Tompkins Insurance is licensed to conduct insurance business in all 50 states.



Introduction

The Tompkins Remote Deposit Handbook is a guide for processing transactions utilizing the Remote Deposit application. This allows you to scan checks from your place of business, perform MICR repairs and key in the dollar amount of an item. There are also reporting functionalities available within Remote Deposit and the system application to assist you in managing transaction information.

Accessing the Application

To access the Remote Deposit application, you must sign in to your Treasury Management profile and click on Receivables > Remote Deposit Capture.

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.

- 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 and/or deleting a user's profile
 - · Assigning specific roles or functions to a user
 - Designating users as authorized callers
 - Enabling access to deposit accounts (locations) for which a user will be processing deposits
- User A merchant/member employee with the ability to support end users. Based on their assigned roles/privileges, users will have the ability to perform the following:
 - Process transactions
 - Generate reports
 - Search transaction history
 - Edit transactions
 - Contact customer support (if applicable)

NOTE: Your menu options may differ slightly from those pictured throughout this document.

Available Resources

Please contact your first level of support for more information about the application.

Remote Deposit Now (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 necessary using the RDN application, then submit the deposit for processing.

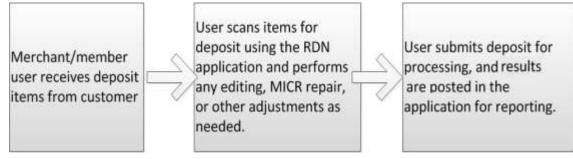


FIGURE 1 - RDN WORKFLOW

System Requirements

Scanner support will be provided only to organizations that meet the minimum system requirements on a genuine, activated version of Microsoft Windows® on a certified platform. Examples of unsupported platforms include servers, point-of-sale devices, virtual machines, and tablets. Please see the system requirements below for a list of certified browsers and operating systems.

For an optimal experience, a high-speed internet connection (above 25 Mbps) is recommended. In addition, the following components are required in order to use the application.

For the PC:

- Local administrative rights
- Local User Profile
- USB port 2.0 or higher
- .NET[®] Framework 4.8 or higher

For Microsoft Windows®:

- Windows 10: Microsoft Edge or Google Chrome
- Windows 11: Microsoft Edge or Google Chrome

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

The following scanners are certified for use with Tompkins Remote Deposit on Windows^ $\ensuremath{^{\textcircled{\tiny B}}}$:

Scanner	Model Supported
Digital Check®	CheXpress [®] CX30
	TellerScan [®] TS240
	TellerScan TS230
	TellerScan TS215
Digital Check (Unisys Burroughs®)	SmartSource [®] Professional
Epson [®]	CaptureOne™ (TM-S1000)
Panini®	l:Deal
	Vision X [™]
	My Vision X™
Canon®	imageFORMULA CR-L1 imageFORMULA CR-25 imageFORMULA CR-50 imageFORMULA CR-55 imageFORMULA CR-80 imageFORMULA CR-120 imageFORMULA CR-135i imageFORMULA CR-135i imageFORMULA CR-190i

NOTE: The scanners provided by Tompkins are the TellerScan® TS240 model

Italicized models are legacy products. As legacy products are no longer tested/certified for use with the application, limited support may be provided.

Trusted Sites

Users should ensure the application's URLs are added to the Trusted sites within Internet Options. Follow the steps below to add them to your list of Trusted sites:

 Open the Control Panel from your Windows Start menu, then select Internet Options. You may need to select Network and Internet and then Internet Options.

 + · · · · · · · · · · · · · · · · · · ·	← → ← ↑ 💷 → Control Panel → All Control Panel Items			
Adjust your computer's settings			View by: Small icons *	
Administrative Tools	AutoPlay	Backup	and Restore (Windows 7)	
BitLocker Drive Encryption	Color Management	Credent	ial Manager	
Date and Time	Default Programs	Device N	Manager	
Devices and Printers	💷 Display	⊡ Dolby D	igital Plus Advanced Audio	
Ease of Access Center	File Explorer Options	Pile Hist	ory	
Flash Player (32-bit)	A Fonts	•4 HomeG	roup	
🔒 Indexing Options	🔀 Intel® HD Graphics	🐑 Internet	Options	
C Keyboard	💱 Language	(32) Mail (32)	-bit)	
3 Mouse	Network and Sharing Center	Persona	lization	
Phone and Modern	Power Options	Program	ns and Features	
Sealtek HD Audio Manager	Recovery	🔗 Region		
RemoteApp and Desktop Connections	Y Security and Maintenance	Sound		
Speech Recognition	E Storage Spaces	Sync Ce	nter	
💆 System	Taskbar and Navigation	Troubles	shooting	
🙈 User Accounts	Windows Defender	🔗 Window	s Firewall	
Windows Mobility Center	L Windows To Go	Work Fo	Iders	

FIGURE 2 - CONTROL PANEL

2. Select the **Security** tab at the top of the *Internet Options* window.



FIGURE 3 - SECURITY TAB UNDER INTERNET OPTIONS

3. Select the **Trusted sites** icon to reveal the Sites button, and then click **Sites**.

nternet (Options					?	Х
General	Security	Privacy C	Content	Connections	Programs	Adva	inced
	ernet L	iew or chang iew ocal intrane	•	ed sites Re	Stricted sites		
~	trust not your file	e contains w t to damage	your con	nputer or	Site	es	11-11
		r this zone					
Allo	wed levels	for this zone	e: All				
	- F co - L	ntent Unsigned Act	iveX con	iloading potent itrols will not b res restarting I	e downloade		
			Cust	tom level	Default	level	
				Reset all zone	s to default	level	
() S	iome <u>settir</u>	i <u>qs</u> are mana	iged by y	your system ac	lministrator.		
			OK	c Ca	ancel	Ap	ply

FIGURE 4 - SITES OPTION UNDER TRUSTED SITES CATEGORY

4. The Trusted sites window appears. In the **Add this website to the zone** field, enter the URLs <u>https://smartpay.profitstars.com</u> and <u>https://www.remotedepositnow.com</u>, and then click **Add**. Each site will need to be added individually.

×
ites in
1
Vê
e

FIGURE 5 - ADDING A TRUSTED SITE

- 5. Click **Close** at the bottom of the *Trusted sites* window.
- 6. Click OK at the bottom of the Internet Options window.

Installing the ProfitStars® Scan Service

We recommend that you maximize your browser window in order to best reflect the screenshots included in this document.

- To access the Remote Deposit application, you must sign in to your Treasury Management profile and click on Receivables > Remote Deposit Capture > Launch.
- 2. Select **Transactions** from the main sidebar menu.

	Dashboard	<	Dashboard
(0)	Transactions		Overview
	Collections		Configure the das
00	Admin	34 C	Welcome
	Reports		Friday, July 14,

FIGURE 6 - MAIN MENU

3. Choose Remote Deposit Now.

TC	OMPKIN	S🚧	Transactions
	Dashboard		< Transactions
O	Transactions		Quick Links
	Collections		Check Processing
00	Admin	¥.	Remote Deposit Complete
ľ	Reports		

FIGURE 7 - TRANSACTIONS SECTION

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

Home	Scan	Batch Edit	Make Deposit	View Deposits	Search	View Messages	Reports	Tools
								Retresh
Recent depo	sits:							

FIGURE 8 - REMOTE DEPOSIT NOW SCAN OPTION

5. The Scanner Service Installer window appears. Click Download to begin.

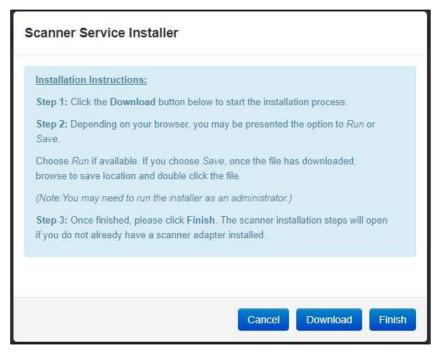


FIGURE 9 - SCANNER SERVICE INSTALLER

6. Depending on your browser, you will see one of the following downloads to click:

Downloads	Ď	Q	 \Rightarrow
PSScanServiceSetup.wMgr.msi			
See more			

FIGURE 10 - MICROSOFT EDGE (UPPER RIGHT)

谬	PSScanServiceSetumsi	^
---	----------------------	---

FIGURE 11 – GOOGLE CHROME (BOTTOM LEFT)

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



FIGURE 12 - SETUP WIZARD

8. The Install Wizard displays the install prompt. Click Install to continue.

📳 Profit Stars Scan Service Setup		223	
Ready to install Profit Stars	Scan Service		\odot
Click Install to begin the installation installation settings. Click Cancel		hange any of you	ur
	Back	Install	Cancel

FIGURE 13 - INSTALLATION WINDOW

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



FIGURE 14 - SETUP CONFIRMATION

Installing Your Scanner

1. The Scanner Driver Installers window should appear. If not, click the arrow next to Start and select Scanner Installers. Select your scanner model from the drop-down menu, then click Download.

NOTE: The scanners provided by Tompkins are the TellerScan® TS240 model

The images below are examples from the Panini VisionX installer. The Install Wizard for other scanner models may differ.

anii	i Scanner
nst	allation Instructions:
1000	1: After selecting your scanner and clicking Download , depending on browser, you may be presented the option to <i>Run</i> or <i>Save</i> .
	ose Run if available. If you choose Save, once the file has downloaded, rese to the save location and double click the file.
Step	2: Proceed through the scanner adapter and driver installation wizard.
	 Once finished, please click Finish button to complete the installation ess.
Ггоц	ibleshooting 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
	aunch installer, right click and select Run as administrator.

FIGURE 15 – SCANNER DRIVER INSTALLERS

2. Click the InstallAdapter.exe download to begin the install.

Downloads	þ	Q	 \Rightarrow
InstallVisionXAdapter.exe			

FIGURE 16 - MICROSOFT EDGE (UPPER RIGHT)

	퀭	InstallVisionXAdapexe	^
--	---	-----------------------	---

FIGURE 17 – GOOGLE CHROME (BOTTOM LEFT)

3. Depending on the scanner model, you may receive the following adapter setup message. Click **Next** to continue.

🚽 Panini VisionX Setup	- 🗆 X
\odot	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 18 - SETUP CONFIRMATION

4. The following window displays information regarding the destination folder for the adapter. Click **Next** to continue.

😸 Panini VisionX Setup		1		X
Destination Folder				5
Click Next to install to the default fold	der or dick Change to choose a	nother.		S
Install Panini VisionX to:				
C:\Program Files (x86)\Scanner Adap	ters\Panini VisionX\			-
Change				
	Back Nex	t	Can	:el

FIGURE 19 – DESTINATION FOLDER WINDOW

5. Click Install to continue.

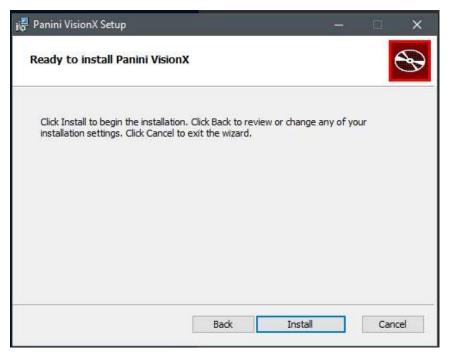


FIGURE 20 - READY TO INSTALL WINDOW

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

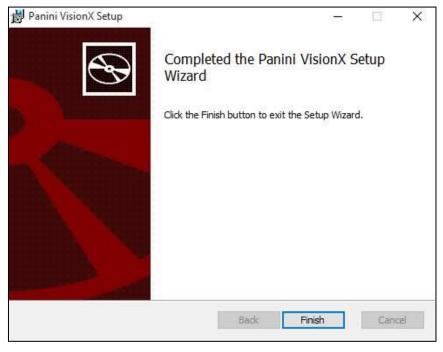


FIGURE 21 - SETUP CONFIRMATION

7. The installation prompt for the driver portion appears. Click **Next** to continue.

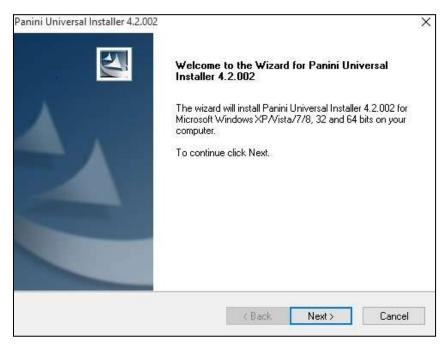


FIGURE 22 - INSTALLATION PROMPT

8. An *End User License Agreement* appears. Select the **I accept the terms of the license agreement** radio button, and then click **Next**.

cense Agreement		
Please read the following license agreen	nent carefully.	
LICENSE AG	REEMENT FOR PANINI	^
APPLICATION PI	ROGRAMMING INTERFACE	
1. FOREWORD.		
PONTED BORDER AND ADDRESS OF		
This document (the "Agreement") re with registered office at Via Po 39, individual or an entity (the "Licensee	Turin, Italy ("Panini"), and you,	being either an
with registered office at Via Po 39,	Turin, Italy ("Panini"), and you, "), for the API 4 TB - INTL softwa	being either an



9. The following window displays information regarding the destination folder for the driver. Click **Next** to continue.

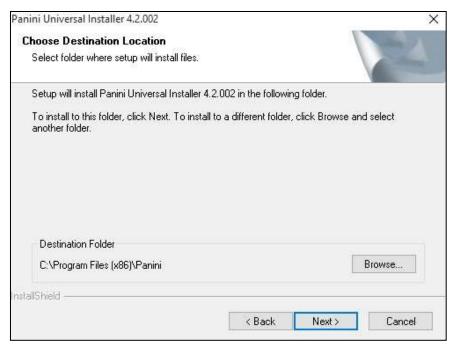


FIGURE 24 – CHOOSE DESTINATION LOCATION PROMPT

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

nini Universal Installer 4.2.002	
Select Features	
Select the features setup will install.	
Select the features you want to install, and des	elect the features you do not want to install.
	Description
	This component installs the
Demo Applications	USB driver.
🗄 🛩 Device Engines	
53.76 MB of space required on the C drive	
138335.95 MB of space available on the C driv	/e
tallShield	
	< Back Next > Cancel

FIGURE 25 - SELECT FEATURES PROMPT

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

Panini Universal Installer 4.2.00	2
	InstallShield Wizard Complete
	Setup has finished installing Panini Universal Installer 4.2.002 on your computer.
	K Back Finish Cancel

FIGURE 26 - INSTALLSHIELD WIZARD COMPLETE CONFIRMATION

12. The installation process for the scanner driver and adapter is complete. You may now plug the USB cable from the scanner into the computer. A popup window may indicate that the device is ready to use.

Session Timeouts

The system will automatically log a user out 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 27 - SESSION TIMEOUT WARNING

Logging In: Admin User

To access the Remote Deposit application, you must sign in to your **Treasury Management** profile and click on **Receivables > Remote Deposit Capture > Launch**.

Updating the Admin Profile

As an admin user, you will need to keep your user profiles with an email address where alert emails can be sent, if needed.

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



FIGURE 30 - ADMIN TAB

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

-								Appendial 1. Appendial 1. José de 14	mona - (r) Ar
View	-	User Name	10	Tul News	trabled	Authority California	Long	WTR Locket	MPA Vow ID
	1	datas-		Thinks Bull	Respect	(highland			mulanament de la constitue de

FIGURE 31 - EDIT USER OPTION

 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.

Upriste User Bettings	Printeges for Tex User	House witten the Customer Bervices Privilege	× *
	Kalina Provy	I Langebook for Calculation (or College) Langebook for the Langebook for College Table 1 (1997) Table 1 (1	-

FIGURE 32 - 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 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.

When adding depositors, you'll need to-as a **Treasury Management** Admin-create a **Treasury Management** user profile, or assign the Receivables entitlement to an existing user, and create an independent user profile for **Remote Deposit**-as a **Remote Deposit** Admin.

To create a new **Treasury Management** user, for the purpose of depositing:

- 1. Login to Treasury Management
- 2. Admin > Create a User
- 3. Complete the required User Information fields
 - a. Login ID cannot contain special characters
- 4. Save Changes > Identity Verification
- 5. Receivables > Entitlements (left side)
 - a. Check User Has Access
 - b. Username will be the Login ID created on the User Information Screen
- 6. Save Changes > Identity Verification
- 7. Submit for Enrollment

To assign the **Receivables** entitlement to an existing **Treasury Management** user:

- 1. Login to Treasury Management
- 2. Admin > User List > Actions > Edit User
- 3. Receivables > Entitlements (left side)
 - a. Check User Has Access
 - b. Username will be the Login ID created on the User Information Screen
- 4. Save Changes > Identity Verification
- 5. Submit

To create a Remote Deposit user:

- 1. Log in to **Treasury Management**
- 2. Receivables > Remote Deposit Capture > Launch
- 3. Select Admin | Users from the left main menu.
- 4. Select Add User and then choose Business User.

							Page 1 of 1 Automotive Anti-	Presser -	× 3	A+	
ine :	-	(Jan) Roma	Pull Name	Control	Auto Catel	Loched	ARTA Lordeat	MER Have D		1	
	2.	. 881, 8100	Closed and	Bird bal	Distant.			TO DESCRIPTION ADDRESS	i#		

FIGURE 33 - ADD USER OPTION

- 5. Fill in the following required fields.
 - **Full Name** The first and last name of the user.
 - User Name The user's Treasury Management login id. This field is not case-sensitive.
 - RDN ID This field will create the RDN user on the backend. Enter the user's Treasury Management login id, again. 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.

- 6. 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—this is not used.
 - a. You can ignore the **Authorized Caller** privilege. This has no bearing on a user's authority to contact Tompkins for 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.
- 7. 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.
- 8. Select the appropriate check boxes under *Locations for this User* for which the user will scan checks.

A design	Spran bat herings	Printing and the last later.		ter in American Pro-		1
	the second second	mann. mong	2480	Status .	Sec. Sec.	
	ind here-	a deservations	1	and the second s		
-			Water and the Data State Statement Prompte			
D	" Inter Response op 1.			too-base		
			25	analog .	All Security Instances.	
					Aut 10	
	and the second s			and and	discher zum bezeiten fast	
	time i bernard	All rises		And in fact, or		
	Renters.	D and a second			And [doi: 1.000000 1010010 100000 1000000	
		C tom bases	-	-	most spath for	
	maker bran	E man	Condition for the line			
		Ci Personali i				
	that has have	Et burb				
	-	C bast too				
	C 1444 44	The second second				

FIGURE 34 - SELECTING ROLES AND LOCATIONS FOR A USER

9. 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, and editing/updating user profiles.

- 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.

Erabled.	Authoritati Caller
d None 1 Industrial Horize	
ter Rame 1	
	Langev Ric
er Lecator	
Sumpy Baragemid	loge G
nul Address.	
energie (see also	
its Ocable	
of Arth Amount	
ui Art Status	
Alexand	9

FIGURE 36 - 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.

-	
Sandderl C	Antorped Cafer
Pul Norte	
minute None	
User Norms	
	ager 62
User Lycation	
NUN ID -	
Remark Maringsheets	
Down Address	
Auto Disable	
Daai Kuth Amount	
Diani Kuth Maton	
Aprovid	



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 username 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 remove the *Administrator* privilege from the user's profile before completing the following steps.

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

D. Derman	10 MM					
(Sameters	summer over heldings.	Prompto In This care	Sec. 4	the last strength of the last		1
-	Come description Annual	S	-	Robert Mark	No. of Concession, Name	
R				ann bail (annar bailean Bailean	An a Magan Secondaria	2
Reserved Action of the second	*** (10.000)					
				Annual State	Service and the same from	
	her-frame	C Bronnettenik		Price sentite	A DESCRIPTION OF THE OWNER OWNER OF THE OWNER OWNER OF THE OWNER OWNE	

FIGURE 38 - DELETE USER OPTION

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



FIGURE 39 - DELETE USER CONFIRMATION

Listing Deleted Profiles

A list of deleted user profiles is available should you need to refer 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.

Usera	
Merchant Users	
Filters	
Business Upers	
Business Users	_
Deleted Users	
	Q
	Q

FIGURE 40 - DELETED USERS FILTER

RDN: Creating a Deposit

*if you share a computer and scanner, or scan using more than one login it is important to logout of 1.Smart Pay Business and 2.Treasury Management between scanning sessions

	7 FAOs	
	A My Settings	^
	In Videos	0
	(+ Logout	
1 Message Center & Notifications	O Cut-Off Times Last Login: 11/03/2023, 06:0	n PM, EST
DASHBOARD ACCOUNTS -	PAYMENTS . RECEIVABLES . REPORT	Profile & Prefere

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

1. Log in to SmartPay Business and select **Transactions** from the main sidebar menu.

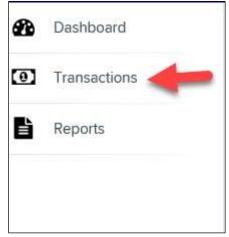


FIGURE 41 - TRANSACTIONS TAB

2. Under Check Processing, choose **Remote Deposit Now**. The RDN application will open in a new tab.

Transactions	
Quick Links	
Check Processing	
Remote Deposit Now	

FIGURE 42 - REMOTE DEPOSIT NOW LINK

3. The *Remote Deposit Now* page appears, as shown below.



FIGURE 43 - RDN HOME PAGE

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



FIGURE 44 - SCAN OPTION

5. At the bottom of the page, click **Start** to create your deposit.



FIGURE 47 - START OPTION

- **6.** A prompt for the expected total of the deposit appears. **Total your checks**, then enter that amount in the Expected Batch Total field. Complete the field with a two decimal place number, then select **OK**.
- 7. Click **Start** to begin scanning checks. Each item will appear on the page in the order they were scanned with the MICR line displayed.



FIGURE 48 - BATCH LIST

- 8. Click Stop (if applicable) when you have finished scanning checks.
- 9. Click Close Batch to save your batch.

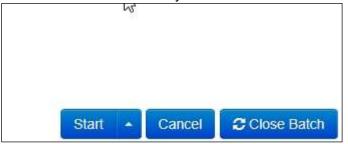


FIGURE 49 _ CLOSE BATCH

Editing a Batch

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



FIGURE 50 - BATCH EDIT PROMPT

2. The batch items appear, as shown below.

05/01/2018 11:25 AM E		+ 1254 T All thems needing solling have bee			=
Fratt Back	TALINE FINE DOUT	I I wanting receipt county rave see		Codeline	Amount
CHECK STANDARD			5/12/2008 J	1033657489 011000112 000005000012545678r	<u>a</u> . 6000.01
State Spe	Свосскатов - 6 Опроня Тем 3388 7484 — есл бос				
Sasserier III Sasserier III Sasserier III Sasserier III Sasserier III Sasserier III Sasserier IIII Sasserier IIIII Sasserier IIIIII Sasserier IIIIIIIII Sasserier IIIIIIIII	11000112 3	#* 000000090123 **	9900.01 Annun		

FIGURE 51 - 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 - Ter
Expected Total: 6000.01 Actual Total: 6000.01
```

FIGURE 52 – EXPECTED TOTAL/ACTUAL TOTAL DISPLAY

Editing a Batch Total

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

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

FIGURE 53 - SCAN OPTION

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



FIGURE 54 _ SELECT BATCH

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

Open Batch		× .
Select Batch.	Select Balich	
	08/01/2018 11:25 AM Batch Number 229 -	- 1234
	08/01/2018 11:21 AM Batch Number 228 -	- 123
	08/01/2018 11:18 AM Batch Number 227 -	
	07/26/2018 12:34 PM Batch Number 226 -	1 Jr - 1
	07/26/2018 12:19 PM Balch Number 224 -	1 Jr - 123
	07/26/2018 12:18 PM Batch Number 223 -	1 Jr - 123
	07/26/2018 10:47 AM Batch Number 222 -	1 Jr - 1923
	07/18/2018 04:55 PM Batch Number 221 - 1	(c)
	07/12/2018 12:18 PM Batch Number 219 -1	234
	07/12/2018 10:58 AM Batch Number 216 -	- 3
	07/12/2018 10 23 AM Batch Number 213 -	- 1
	07/12/2018 10:09 AM Batch Number 212 -	- 1
	07/12/2018 10:07 AM Batch Number 211 -	- 1
	07/12/2018 10:05 AM Batch Number 210 -	-1

FIGURE 55 – SELECT BATCH

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

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

FIGURE 56 _ AMOUNT FIELD

5. Click OK.

Performing a MICR Repair

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



FIGURE 57 – BATCH EDIT

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



FIGURE 58 _ SELECT BATCH

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



```
FIGURE 59 – EDIT BUTTON
```

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



5. Click Save.



FIGURE 61 – SAVE OPTION

Keying in a Dollar Amount

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



FIGURE 62 – BATCH EDIT

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



FIGURE 63 _ SELECT BATCH

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



FIGURE 64 –	EDIT B	UTTON
-------------	--------	-------

4. Enter the new amount in the Amount field.



FIGURE 65 – AMOUNT FIELD

5. Click Save.



FIGURE 66 - SAVE OPTION

Deleting an Item

1. Click Batch Edit.



FIGURE 67 – BATCH EDIT

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

10/27/2022 09 28 AM Bachi Harriner 316	Ψ.			=
Expected Table 517 Sir Actual Table 537 Sir Alcitems leveling editing takes	eem corpieted			
Fight Back		Sec	Codeline	Amount
KELLY L. GREYTH 2464 S UTOMET CHESK HCMD	2273	1.	100202040 95002504:2273	37.41
00/NFAB V31AGE, MO 21763-1679 DAYS 11/6/2922 (367) 270-0794		2.5	201111112 02323610643/ 1920	26.75
PEX TO THE	Provide and Provide American Street	80	194015794: 5363377/ 525	45.61
ORDER OF JANK Das BELAN Thete Two point Page Rea	-	4	100130706 4147237/1236	34.37
	8	107958142: 00986991/ 584	19.31	
NON NEGOTIABLE		6	201111112 01601036868/2701	12.13
(1970)		7	190302009 00700052/1094	84.37
41992020494 95882504# 2273			201111112.01280493819/267	82.31
			201111113.0246075064/3461	23.44
Accinent Dr. Andrew Dr	22.49 Senaré	10	1998355352 74618619 703	87 02
Customet No Gami675				
INVOTS4				

FIGURE 69: ITEM LIST

3. Click OK on the confirmation dialog box.

Delete Item	
Are you sure you want to delete this item?	
	Cancel Ok

FIGURE 69: CONFIRMATION

Deleting a Batch

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

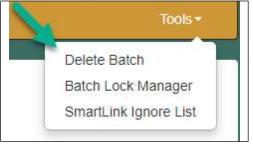


FIGURE 70 - DELETE BATCH OPTION UNDER TOOLS

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

Jei	ete Batche	5		
	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	

FIGURE 71 – DELETE BATCHES

3. Select OK.

Confirm Delete							
Are you sure you want to delete the selected record	1(s)?						
\searrow	Cancel	ОК					

FIGURE 72 - 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

FIGURE 73 - MAKE DEPOSIT LINK

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



FIGURE 74 - SELECTING A BATCH TO DEPOSIT

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

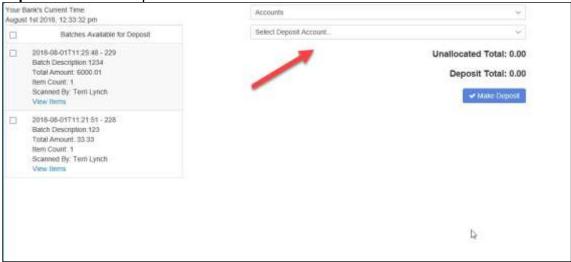


FIGURE 75 - SELECT DEPOSIT ACCOUNT OPTION

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

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

Your Bank's Current Time. August 1st 2018, 12:33/32 pm	Account 🗸
Distores Available for Deposit	Select Deposit Account.
JOSE-08-01111 20:48 - 228 Batch Description: 1254 Totel Amount: 6000.01 term Count: 1 Scamed By: Term Lynch Vare thems	Unallocated Total: 0.00 Deposit Total: 0.00
2016-08-0111121.01-228 Batch Description 123 Total Amount: 20.35 Mem Count: 1 Scanned By: Tetri Lynch View Neme	
	5

FIGURE 76 - MAKE DEPOSIT OPTION

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

Deposit Completed ×						
Deposit Confirmation No:	7390223					
Total Items:	1					
Total Amount:	33.33					
6						
Deposit Report		√ OK				
Deposit Report With Imag	es					

FIGURE 77 - 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**.

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

FIGURE 78 - HOME PAGE OPTION

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



FIGURE 79 - 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 reporting functionalities are available in both the RDN application and SmartPay Business, the **Reports** feature within RDN is 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 S	Scan	Batch Edit	Make Deposit	View Deposits	Search	View Messages	Reports



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.

Bart Culle Schools		End Date: \$2922023		E Pet -					
Teps	site .	Foot in	8 .)						
09/24/0023 01:40 pm Total Acrosset: 3:00 Nem Count: 1 Depend Recept# 22				Apple to account, and	out#19	42	10.75 (101)	and a	
05/24/2023 10:24 an Total Amount: 1:00 Nerri Count: 1 Depoint Receipt# 22	548229				0			**\$1.00	
00116/2023 12:10 pr Tetal Anount: 4:00 Jent Count: 4 Deposit Record# 22			-				141.0	fe Hilton #	
Total Anount: 4.00 Jaco Count: 4 Deposit Recept# 22 00: W2023 12:39 pr	81710		-				100	te til lan a	
Trial Anount, 4.00 Jent Court, 4 Deposit Receipte 22 V/c W2023 12:36 pr Total Anount, 1.00 Jent Court, 1	00710 1-CST	Batch No		Routing	Anut No	Check No	Amount	Customer No	Invoice No
Tela Anoust: 4.00 Jeen Coust: 4 Deposit Receipt# 22 00 W2023 12:39 pt Tota Anoust: 1.00	00710 1-CST	Batsh No	leq	Routing	Asut No.	Check No 0294439774			Invoice No.
Trial Anount, 4.00 Jent Court, 4 Deposit Receipte 22 V/c W2023 12:36 pr Total Anount, 1.00 Jent Court, 1	85752 1 - CST 99552	Batch No 35	leq 1 2	Routing	Aatt No		Amount		Invoice No.
Total Anount: 4.00 Jeen Court: 3 Deposit Receipte 22 00 W2023 12:36 pm Total Anount: 1.00 Hern Court: 1 Deposit Receipte 22	85752 1 - CST 99552	34		Routing	Aatt No	0204439774	Amount 1.00		Insuze No.

FIGURE 81 - BEGIN AND END DATES FOR VIEWING DEPOSITS

- 3. Select **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).

tari Dale Vizizizi 🔳 🖥	ind Date Mithight		B. DOLL					
Deposts:	Priore the							
Oldaratization on all gen - Citri Tetal Americani 3 00 ferni Courte T Depond Heccopel aprilon/77	1		Rada its annual of the		¥.	an Million	1000	
ISS24/2003 10.04 em - CBT Total Angolet: 1.50 Here Could: 1 Depart Receipt# 22146339							**\$1,00	
							No. of Days	
Tatal Arteure: A IE: Rent Count. A			-	terise shares				
Tatlal Annuality A INC Name County A Degreed Recording 2020/07/07 00/16/20205-12:30 gam - C/57			-	aria data				
Tatal Arieset: 4.00 Ren Doualt 4 Crasset: Research 2000/07/07 00/16/2023-12.30 pm - C.BT Tatal Arieset: 1.10 mm Count. 1.1	Numeri No		Restry	Aret No	Chiefe No.	Amount	Customer No	Terrolica No
Tatal Arieset: 4.00 Ren Doualt 4 Crasset: Research 2000/07/07 00/16/2023-12.30 pm - C.BT Tatal Arieset: 1.10 mm Count. 1.1	Balan No 18		Restry	Act No.	Distik No 0004439774	Amount 1.00	Customer No	Involue No
Tatal Arrester & ID New Count & Depart Resempts 20000700 60/16/2023 12:30 pm - C.ST Tatal Arrester 1 D Immi Count 1 1			Restry	Active			Dystomer No	involue No
New Count 4 Depart Receipter 2020/01/10 60/16/2023-12:39 pm - 0.67 Tatle Arrouge 1.50 Testi Count 1 Depost Receipter 2020/05/21	10	***	Restray	Acat No	00044399774	7.00	Dustigener No.	Invoka fór

FIGURE 82 - 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.



FIGURE 83 - 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.



FIGURE 84 - 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.

	Print	•
Print All		
Print All Fi	ronts Only	ý
View Item	Edits	

FIGURE 85 - 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
 FIGUR	E 86 - SI	EARCH OPTION	1				

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	m	Front	Back						
Stop Date:	8/01/2018	H								
Batch Number:										
Check Number	j j	0								
Routing Number:										
Check Acct Number										
Amount	0.00									
Customer Acct No:										
Invoice No										
Invoice Number			1403	-			-			Deposit Confirm Code
Unit Number			seq	Batch NOV	Check No	Amount	CUST AGET NO	INVOICE NO	Deposit Date	Deposit Continu Code
Reset Print	Contraction of the local division of the loc								14	

FIGURE 87 - SEARCH CRITERIA

3. <u>Select the **Search** link from the bottom of the page</u>.

Reset	Print	2 Search

FIGURE 88 - 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	10	Fight	Biack,						
Stop Date:	6/01/2018									1562
Batch Number						18	1	ATE 6/22/20	10	
Check Number	0	9		RAY TO TH						
Routing Number:				DADER OF	Antes Day					88.35
Check Acct				Eight	y Eight point 1	hree Pive			00	OULAPIS
Number				100 04 840		NON	NEGOTI	ABLE		
Amount	0.00							1-0/206		
Customer Acct No.				12	1011111	120	01566	572097#	1562	
Invoice No										
invoice Number			Sec.	Batob Nove	Charle No.	Amount	Puer Acet No.	Inchine Mo	Deposit Cat	B Deposit Confirm Code
Unit Number							Sast Hard Ha	inceres av		
			1	209	1562	88.35			2018-06-24	7163170
			2	203	2897	30.00			2018-05-24	7163170
			3	200	2119	63.45			2018-06-24	7163170
Reset Prot	and the second s		4	203	122	62.16			2015-05-24	7163170
and the second s			5	203	1723	37.14			2018-06-24	7163170

FIGURE 89 - HIGHLIGHTING SEARCH ITEMS

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.

ronts Onl	у	
Edits		
Print		C Search
	Edits	1

FIGURE 90 - PRINT OPTIONS

NOTE: Any items that are voided in the application will not be reflected in the RDN application. see *Voiding a Transaction* for more information.

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 This is a summary report o		urrently in the system as	€
are displayed in Central Ti		,	
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 91 - 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 *Checks Declined for Velocity have exceeded your agreed upon deposit limits and will not be processed. Your Admin can request a temporary or permanent limit increase through the Treas. Mgmt. Message Center. Declined checks should be scanned again once the limit is raised.
- 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 cutoff 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 EPS, 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 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 Federal Reserve by EPS.
Other ACH Returns	The ACH transaction has been returned by the Federal Reserve. 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 EPS NSF by the Federal Reserve, 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 EPS by the Federal Reserve 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 EPS by the Federal Reserve 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</i> /Closed Account, <i>Disputed</i> , Uncollected NSF, Error, or In Research.
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 This is a summary report o are displayed in Central Ti	f all transactions c	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 Account			
Resolved			
Other Check21 Returns			

FIGURE 92 - 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	isactions matching your o	query Title	Share to All Users Transaction Approved	Save to My Reports
	aying Page 1 of 1 ords 1-18 of 18		т	2
View	Transaction Date	Status	Payment Type	Name On Account
1	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 Cour	st.
		Total Debit Amount	\$6,177.50 Total Credit Amor	unt \$73.0

FIGURE 93 - SAMPLE TRANSACTION STATUS REPORT, VIEW INDICATED

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

eports - Results - Thenatchan Information			
fransaction Details	Actiona = 🔒	Show Events	Hide Events
Customer (ID):	Receipt Code:	Show Audit History	Hide Audit History
Effective Dete: Monthly, December 21, 2011	Tran Data 2:		
Auth Only: \$1.00	Tran Data 3		
Payment ACH	Reference Number: Titzphposcol		
From	Payment Origin: Signatum Original		
Account Chucking Type:	Settlement Status: No Settlement Needed		

FIGURE 94 - 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 cutoff 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	rtells		Actions - 🔒	Show Events	Hide Events	
Customer (ID):	Jones, James (99007789)	Transaction data 1		Show Audit History	Hide Audit History	
Effective Date:	Tuesday, January 05, 20%	Displayed Label Text	6			
Sale:	\$17.00	Field				
Payment Method:	АСН	Transaction data 2 Displayed Label Text Field	data 2	.7		
From Account Type:	Checking					
Account Number	122037760 / 4560646556	transaction date 3 Displayed Label Text	5a2			
To Location:	Corporate Office	Field				

FIGURE 95 - 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.

CL	istomer (ID):	Jones, Jame	s (99007789
Eff	fective Date:	Tuesday, Ja	nuary 05, 20
\$	17.00	Reason	Reason

FIGURE 96 - 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	saction Deta	ils	
🔒 Cus	stomer (ID): ၂	ones, James	s (99007789)
Ê	01/05/2016	Reason	Reason
*	×		

FIGURE 97 - 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.

Transaction Details		Actions ~	8
Lones, James (99007789	Mark this transaction void		
Effective Date: Tuesday, January 05, 20	6	/oid	
Sale: \$17.00	rietu.		

FIGURE 98 - 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).



FIGURE 99 - 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 Transaction	Summary		0
This is a summary report o are displayed in Central Ti		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 Account			
Resolved			
Other Check21 Returns			

FIGURE 100 - VOIDED STATUS LINK

2. Select ^{III} View for the transaction you wish to resolve, as shown below.

Transactions matching your query		query	Share to All Users	Save to My Reports
		Title	Transaction Voided	
	aying Page 1 of 1 ords 1 - 21 of 21		T	· · *-
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

FIGURE 101 - VIEW ICON

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*.

ransaction Details	Actions	-
Customer (ID):	Resolve this transaction	
Effective Date: Tuesday, November 17, 2015	Reason	
Auth Only: \$2.50	Resolve	

FIGURE 102 - 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.

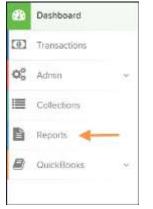


FIGURE 103 - REPORTS TAB

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

My Reports			-	17	Remote Deposit Complete Reports	-
				ľ	Deposit Results	
No	Records to dis	pløy.		3	Standard Report	-
				ŀ	Show Items that Returned NSF Today	
Shared Reports			-	Ŀ	Show hems that Returned Bad Account Today	
Report Name	Owner	Report Type	Delete	ŀ	Show frams that Charged Back Today	
8H 2008:08.211)41 Barb Transaction Report			Show Items that Settled Today			
bhemmitt2	Barb	Transaction Report			Show Notice of Change Items	
Jennie's Report Test	Jennie	Transection Report			Show tems Detected as Duplicate Transactions	
Jennie's Test Report #2	Jennie	Transaction Report			Recurring Payment Report	-
Shared	Karthik	Transaction		*	nervinini takunan nebusi	
+ New Report + New Shore	nd Rapport				Show Recurring Payments That are Disabled	

FIGURE 104 - 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.

Title	Citer of the second	o My Reports	Shave to All Users					Kan Separte
eport Type 🔶			Advanced		Report Column Heade	•	-	
O Transaction Report			Location			View	Procture	Fierda
hoports printedly based on		- 04	Attantary	Attantas				
anoscialad adh thesaclars					Transaction Date Transaction Status	*	+7	-
Historical Event Report			Status	0.222232		*	• •	1
Reports printally based on	a pail interests word a				Payrert Type	×.		
provided with a transaction		- ALL - *		Name On Account				
					Transoction (D00	8.		
Date Range 🛶		Settlement Status		Reterence Number	*			
			- 411 -		Customer Number	×		
					Operation Type	*	* *	
Data Type	Export Date Range				Location Name	×		
Transactions Conduct >	Today		Origin Of Transaction		Amount	×	•: *	
	- ((end)		- A)) -		Account Norther	- 12		
Blart Dobe	Wart Yorki				Auth Response	- 62	1.5	
3455.200	TE OD AM		to the first second and		Chick Number		* (*)	
18	and the last		Originated As		CUININNE Date 1	- 0	4.5	
End Date	End Time		- ALL -	1	CUODINE CHEE 2	12	+ *	
Jan 15, 31715	to oo AM	4			Customer Onto 8	- 15	+ *	
	- Contract and a		Amount Range		Effective Date	0		
					Trury Data 1			
			1 View		Trans Data 2 Trans Eata 8	- P.		

FIGURE 105 - 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 Type		Export Date Range	
Transactions Cre	atec 🛩	Today	Ý
Start Date		Start Time	
Jan 14, 2016	曲	12:00 AM	~
End Date		End Time	
Jan 15, 2016	2	12:00 AM	~

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	213			
	View	Pric	oritize	Freeze
Transaction Date		•		_
Transaction Status			-	-
Payment Type				-
Name On Account			•	
Transaction ID00			•	
Reference Number			•	
Customer Number			•	
Operation Type			•	
Location Name				
Amount	1			

FIGURE 107 - 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	Sevents My Reports	Share to All Users	Run Reports

FIGURE 108 - 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.