



**PROFINIUM**

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## **Remote Deposit Now™ Handbook**

July 2024

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Introduction .....	1
Accessing the Application.....	1
User Terminology .....	1
RDN Process Workflow .....	2
System Requirements .....	2
Installing Microsoft® Components for RDN .....	4
Trusted Sites.....	4
Installing ProfitStars® Scan Service.....	7
Installing Your Scanner .....	10
Session Timeouts .....	17
Logging In: Admin User.....	18
Creating a Secret Question.....	18
Updating the Admin Profile .....	20
Adding a User .....	21
Enabling RDN Features for a User Profile .....	23
Troubleshooting Tips .....	24
Updating a User Profile .....	24
Unlocking a User Profile .....	24
Resetting a Password.....	25
Disabling a User Profile .....	26
Deleting a User’s Profile .....	27
Listing Deleted Profiles.....	29
RDN: Creating a Deposit.....	30
Editing a Batch.....	33
Editing a Batch Total.....	34
Performing a MICR Repair.....	35
Keying In a Dollar Amount.....	36
Deleting an Item .....	37
Deleting a Batch .....	38
Duplicate Checks .....	39

Submitting a Deposit .....	40
Reporting .....	43
RDN Application Reporting .....	43
Viewing Deposits .....	43
Printing Images of Items.....	44
Searching for an Item .....	45
Application Reporting.....	47
Transaction Status Summary.....	47
Transaction Status Report.....	51
Editing a Transaction .....	52
Voiding a Transaction .....	54
Resolving a Transaction.....	55
The Reports Page.....	57
Using the Report Builder Utility .....	58
Additional Reports .....	62

# Introduction

The *SmartPay 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>

## User Terminology

Throughout this document, the text refers to certain parties and their responsibilities in using the application. The following terms 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 all accounts (locations) for which a user is processing deposits
- 2. User** – A merchant/member employee with the ability to support end users. Based on their assigned privileges/roles, users have the ability to perform the following.
  - Process transactions
  - Generate reports
  - Research historical transactions
  - Edit transactions
  - Contact customer support (if applicable)

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**IMPORTANT:** Screenshots are provided for general orientation. Your screens and menu options may differ from the examples pictured in this document. Available Resources. Please contact your first level of support for more information about the application.

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## RDN Process Workflow

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

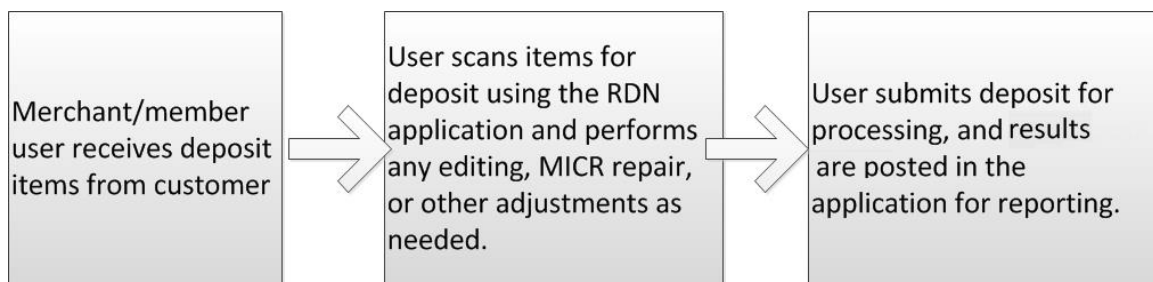


FIGURE 1: RDN WORKFLOW

## 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).

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

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For the PC:

- Local administrative rights
- USB port 2.0 or higher
- .NET® Framework 4.8 or higher

For Microsoft® Windows®:

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

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**NOTE:** The latest and previous two browser versions are supported.

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The following scanners support this application's features.

Scanner	Model Supported
Digital Check®	CheXpress® CX30 TellerScan® TS240 <i>TellerScan TS230</i> <i>TellerScan TS215</i>
Digital Check (Unisys® Burroughs)	SmartSource® Professional®
Epson®	CaptureOne® (TM-S1000)
Panini®	VisionX <i>My VisionX®</i> <i>I:Deal®</i>
Canon®	imageFORMULA CR-L1 imageFORMULA CR-120 imageFORMULA CR-150 imageFORMULA CR-190i II <i>imageFORMULA CR-25</i> <i>imageFORMULA CR-55</i> <i>imageFORMULA CR-50</i> <i>imageFORMULA CR-80</i> <i>imageFORMULA CR-180II</i>

## 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 4.8 (Web Installer):

<https://dotnet.microsoft.com/en-us/download/dotnet-framework/net48>

**Local administrator rights are required to install .NET updates.**

## Trusted Sites

A user needs to ensure that the application URL is added to the *Trusted Sites* option in *Internet Settings*. Use the following steps to add the website to your Trusted Sites.

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**IMPORTANT:** Screenshots are provided for general orientation. Your screens and menu options may differ from the examples pictured in this document.

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1. Open the *Control Panel* from your *Start Menu*. Select **Internet Options**.

---

**Note:** You may need to select **Network and Internet** and then **Internet Options**.

---



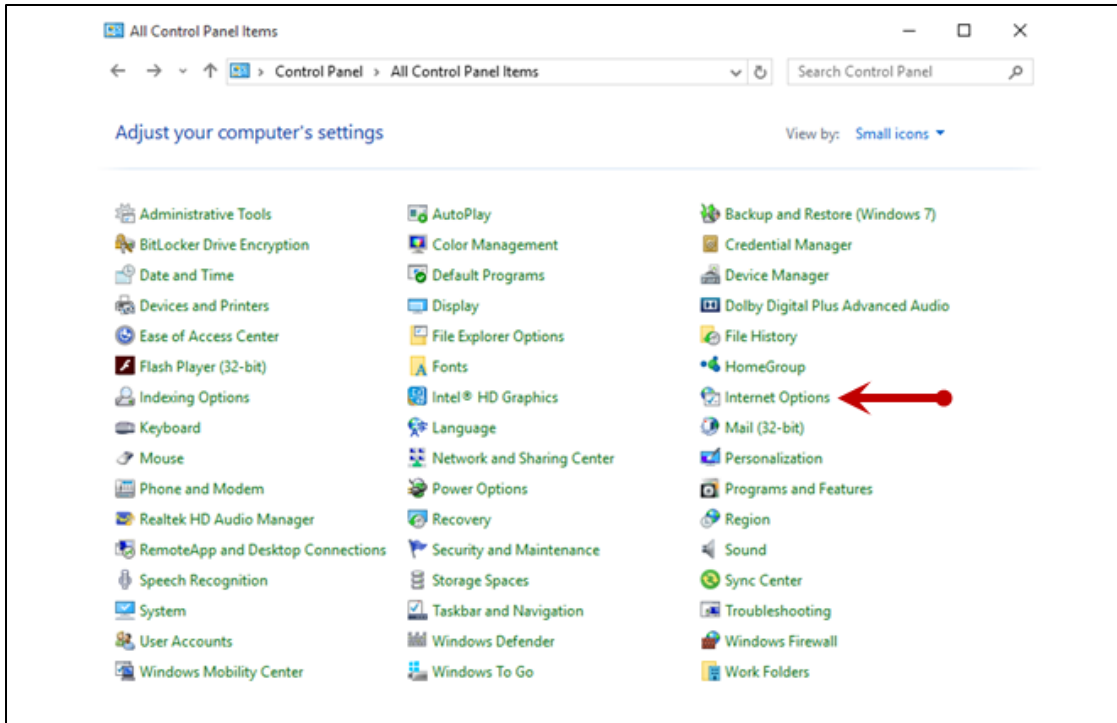


FIGURE 2: CONTROL PANEL

2. From the tabs at the top of the *Internet Options* window, select **Security**.



FIGURE 3: SECURITY TAB UNDER INTERNET OPTIONS

3. Select the **Trusted sites** icon to activate the **Sites** option. Select **Sites**.

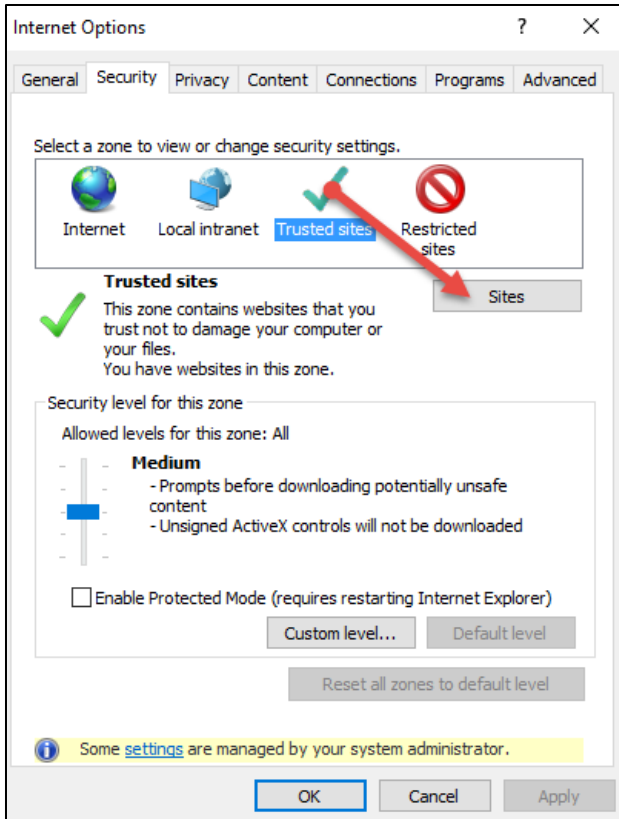


FIGURE 4 – SITES OPTION UNDER TRUSTED SITES CATEGORY

4. The *Trusted Sites* window appears. In the *Add this website to the zone* field, enter the URL <https://www.remotedepositnow.com> and <https://smartpay.profitstars.com> and then select **Add**.

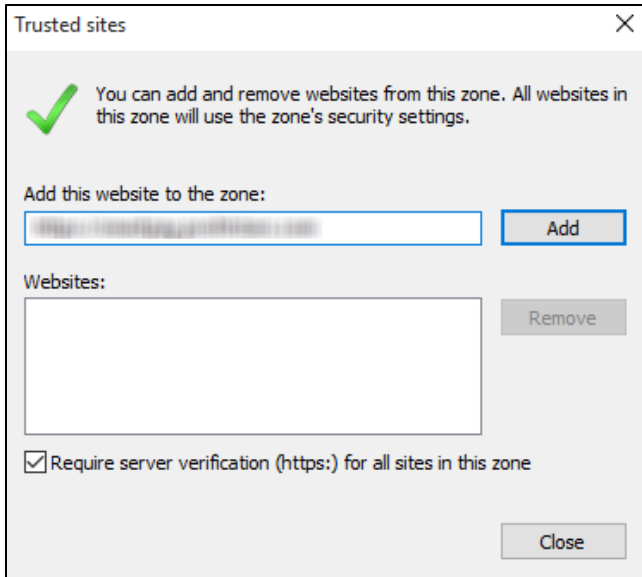


FIGURE 5: ADDING A TRUSTED SITE

5. Select **Close** at the bottom of the *Trusted sites* window.
6. Select **OK** from the bottom of the *Internet Options* window.

## Installing ProfitStars® Scan Service

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**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 your financial institution's (FI) Remote Deposit Now application and then log in.
2. Select **Transactions** from the main menu.

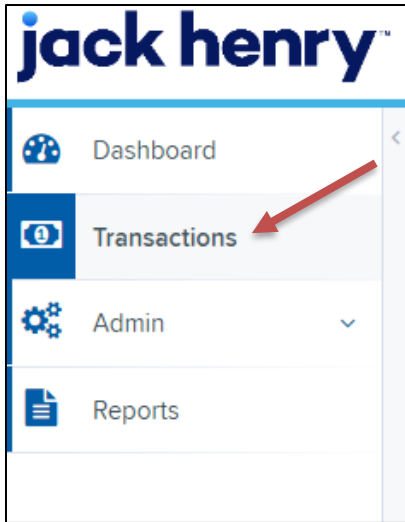


FIGURE 6: MAIN MENU

3. Select **Remote Deposit Now**.

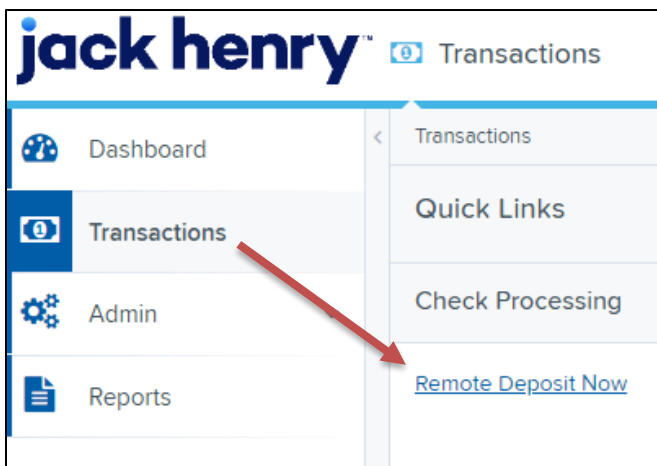


FIGURE 7: TRANSACTIONS SECTION

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

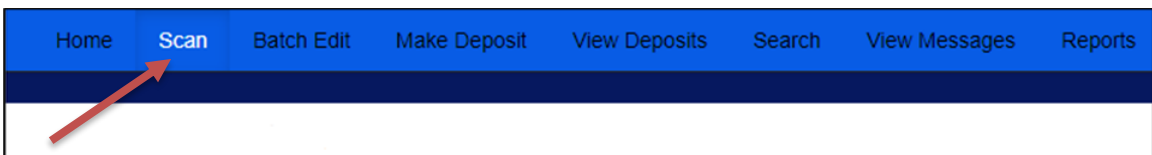


FIGURE 8: REMOTE DEPOSIT NOW SCAN OPTION

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

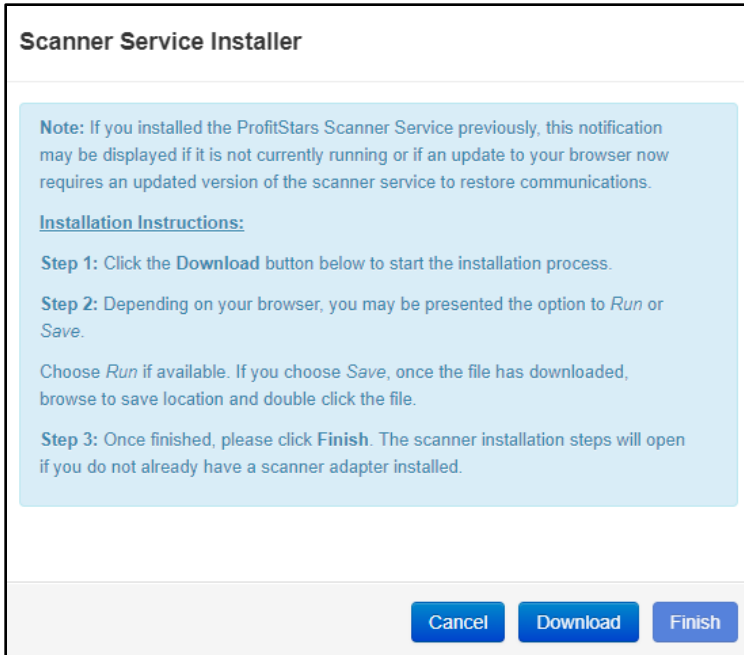


FIGURE 9: SCANNER SERVICE INSTALLER

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

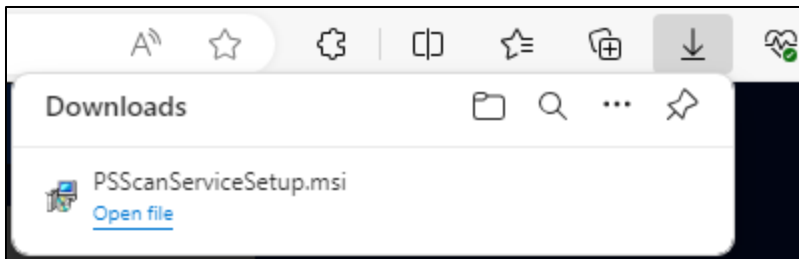


FIGURE 10: MICROSOFT EDGE

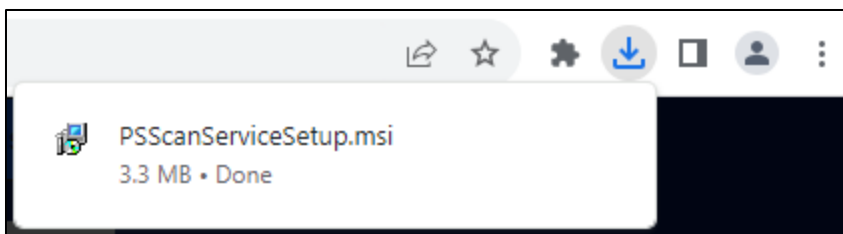


FIGURE 11: GOOGLE CHROME

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.

8. The *Install Wizard* displays the *Install* prompt. Click **Install** to continue.
9. If the *Files In Use* prompt appears, select **Close the applications and attempt to restart them**, and click **OK**.
10. Select **Finish** to complete the installation.

---

**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.

---

## Installing Your Scanner

1. The *Scanner Driver Installers* window appears. Select the type of scanner you are 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 select **Download**.

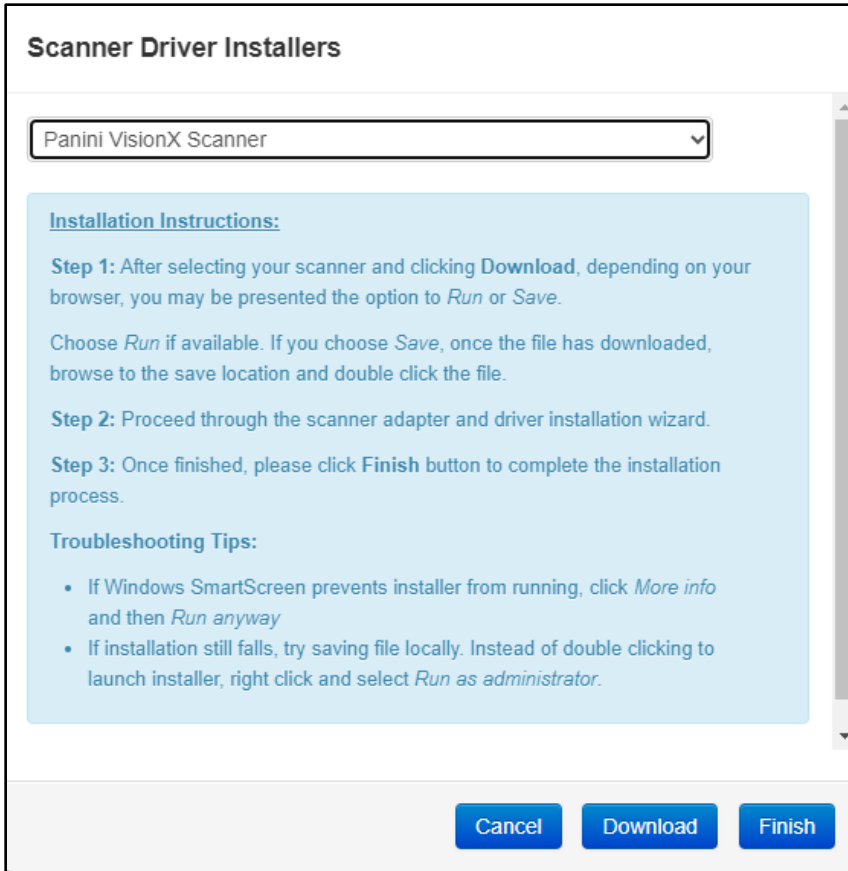


FIGURE 12: DRIVER INSTALLER

2. A file download window appears in the top right-hand corner of the browser. Click the downloaded file to open it.

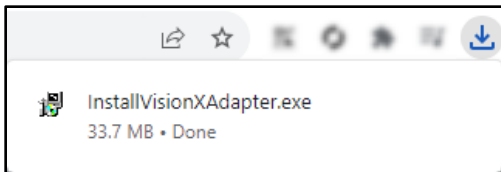


FIGURE 13: DOWNLOADED FILE FOR CHROME

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.

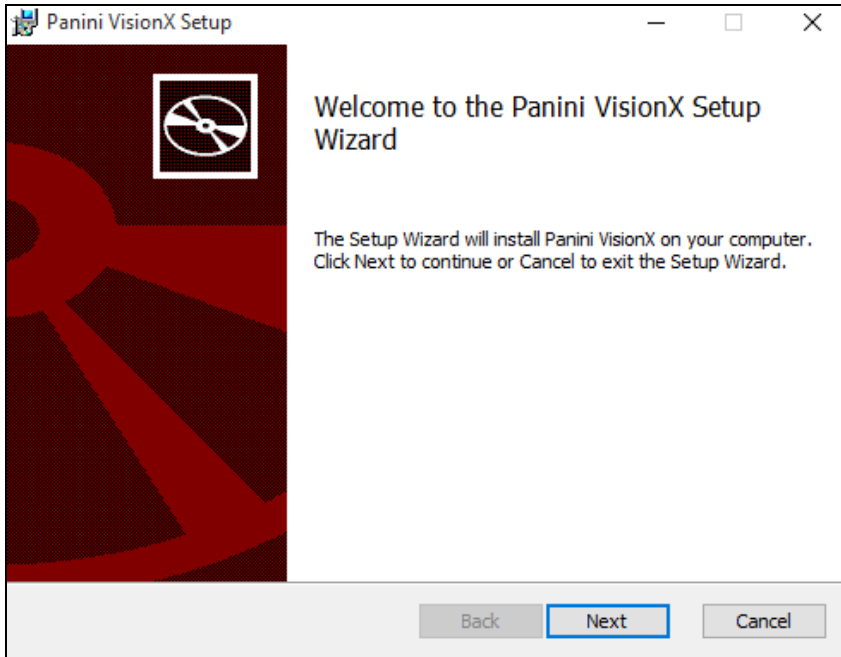


FIGURE 14: SETUP CONFIRMATION

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

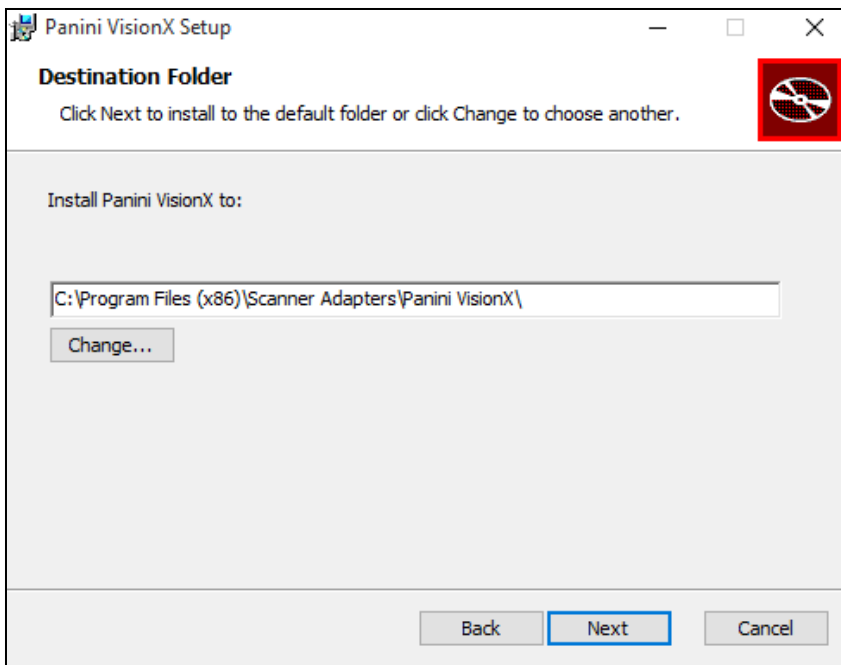


FIGURE 15: DESTINATION FOLDER WINDOW

5. Click **Install** to continue.



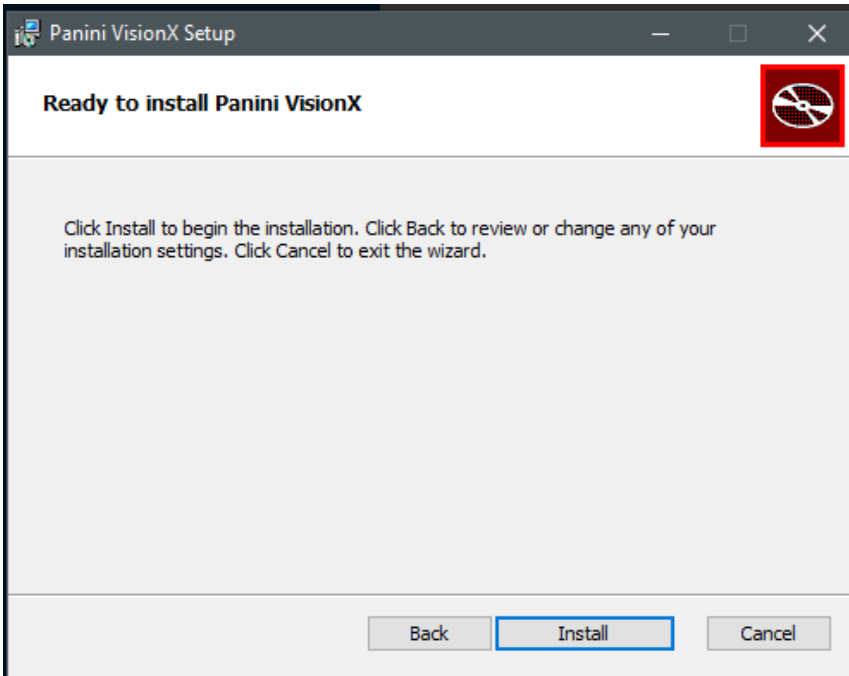


FIGURE 16: READY TO INSTALL WINDOW

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

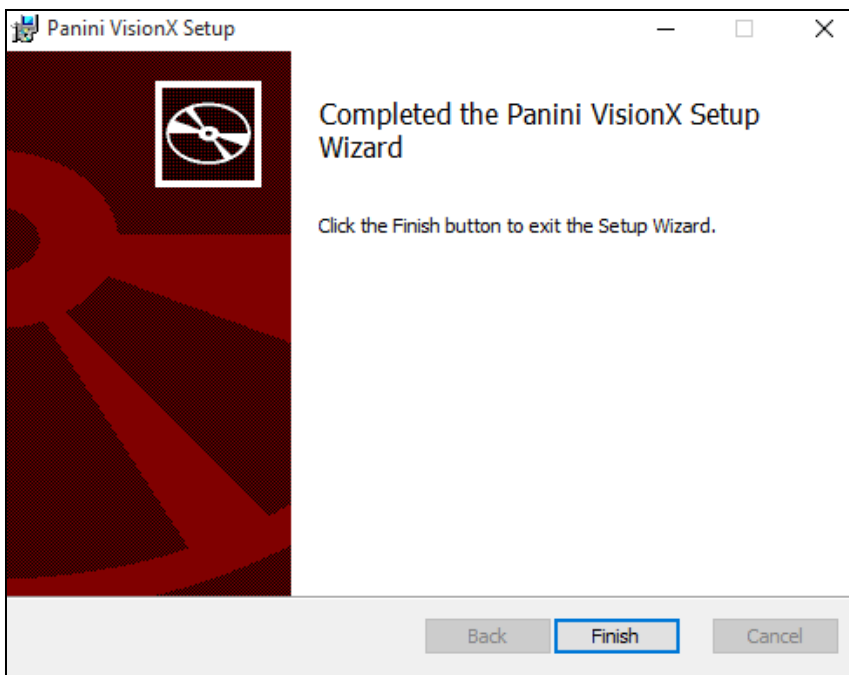


FIGURE 17: SETUP CONFIRMATION

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

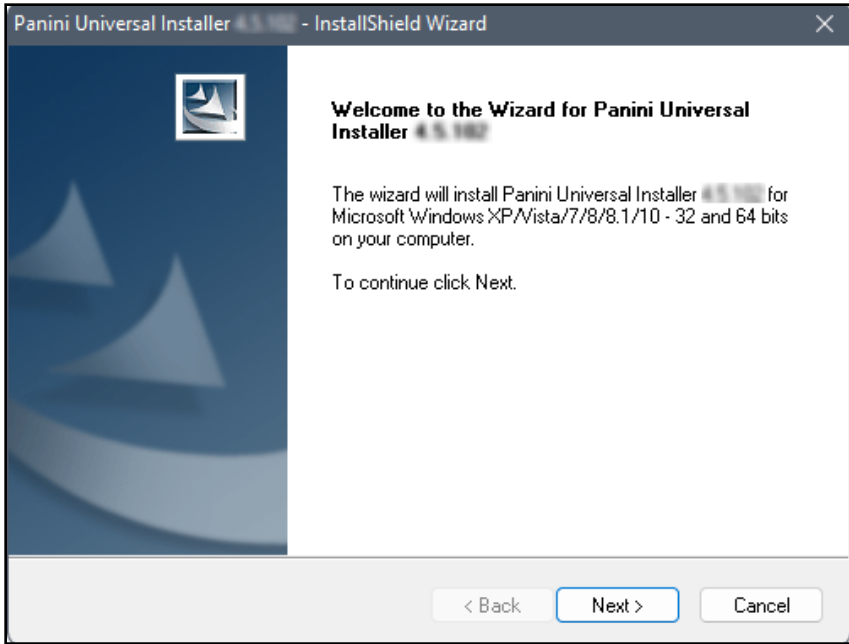


FIGURE 18: INSTALLATION PROMPT

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



FIGURE 19: LICENSE AGREEMENT

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

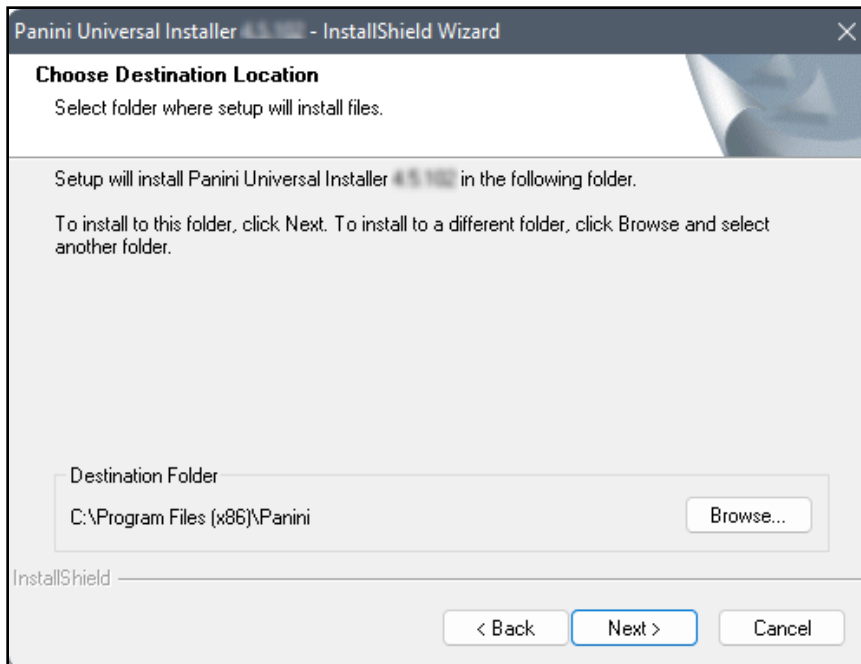


FIGURE 20: SELECT DEFINITION LOCATION PROMPT

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

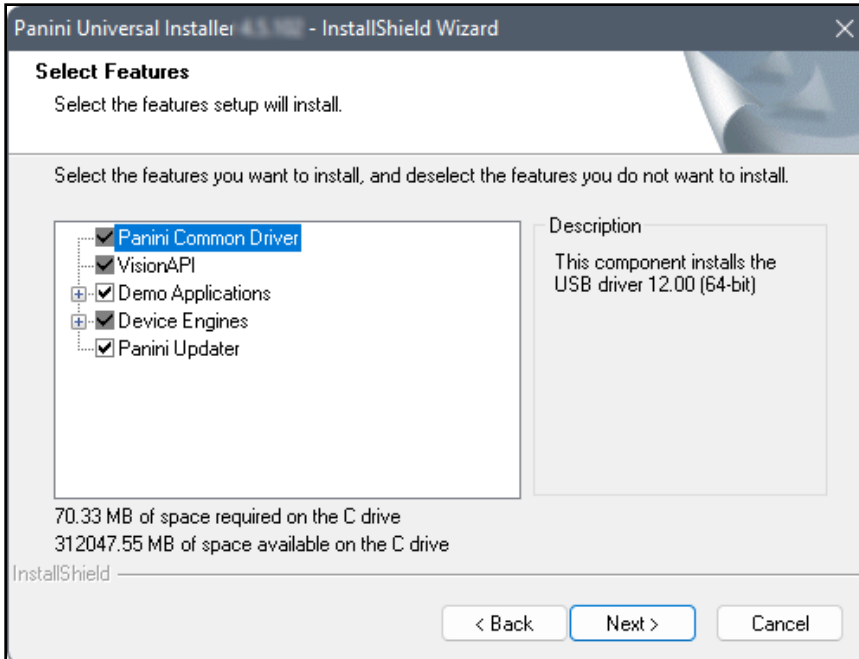


FIGURE 21: SELECT FEATURES PROMPT

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

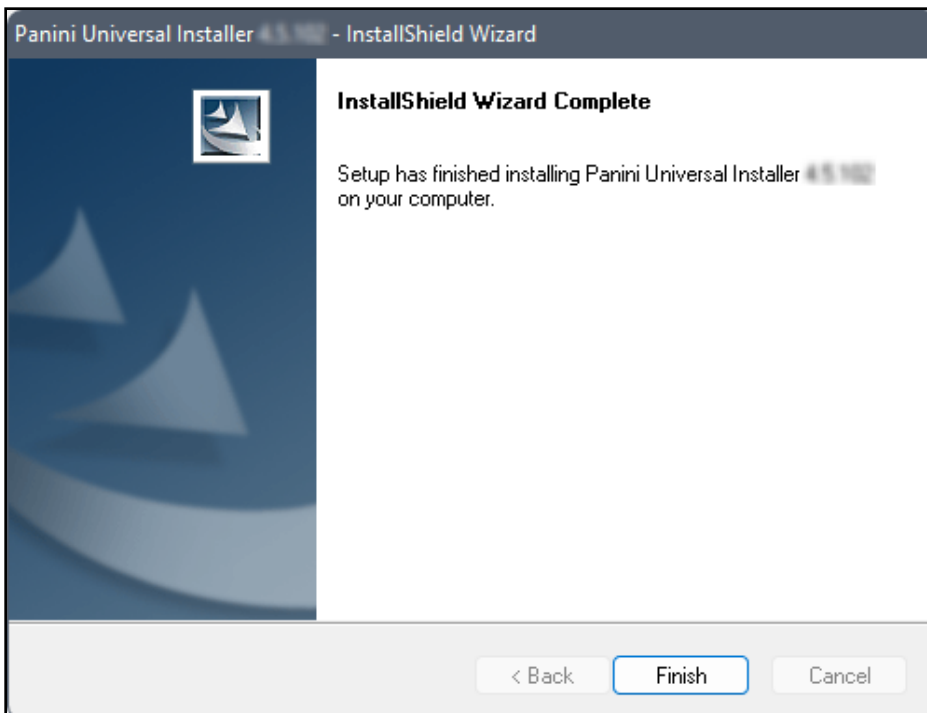


FIGURE 22: INSTALLSHIELD WIZARD COMPLETE CONFIRMATION

12. The scanner driver installation process is complete. Wait for the scanner to load—a pop-up 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 automatically logs off a user who has been inactive for at least 15 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.

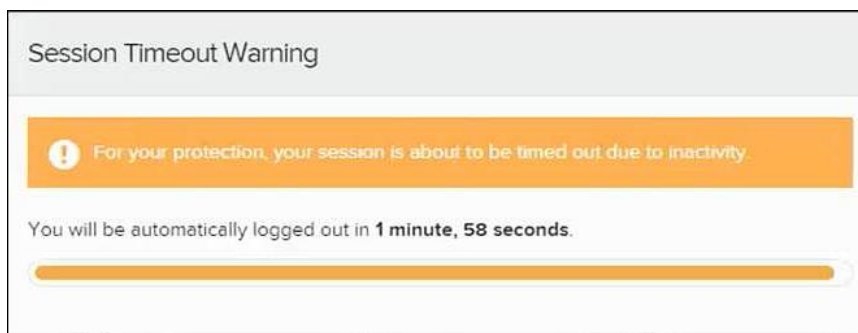


FIGURE 23: SESSION TIMEOUT WARNING

## Logging In: Admin User

You are 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 prompts 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 one uppercase letter
  - At least 1 lowercase letter
  - At least one 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 is not able to answer a secret question for a new password for access into the system. The merchant admin needs 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 is 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 receive an email with a new temporary password.

---

**NOTE:** Single sign-on users do not need to establish a secret question.

---

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

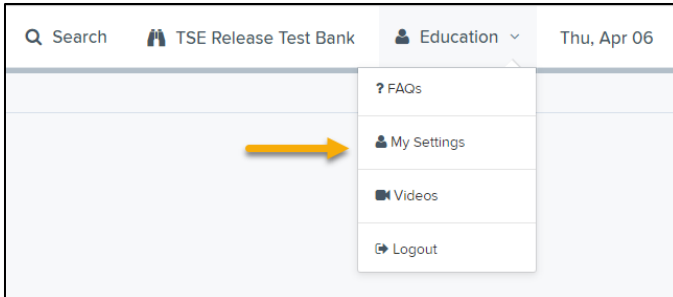


FIGURE 24: MY SETTINGS

2. The system prompts you for your current login password 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.

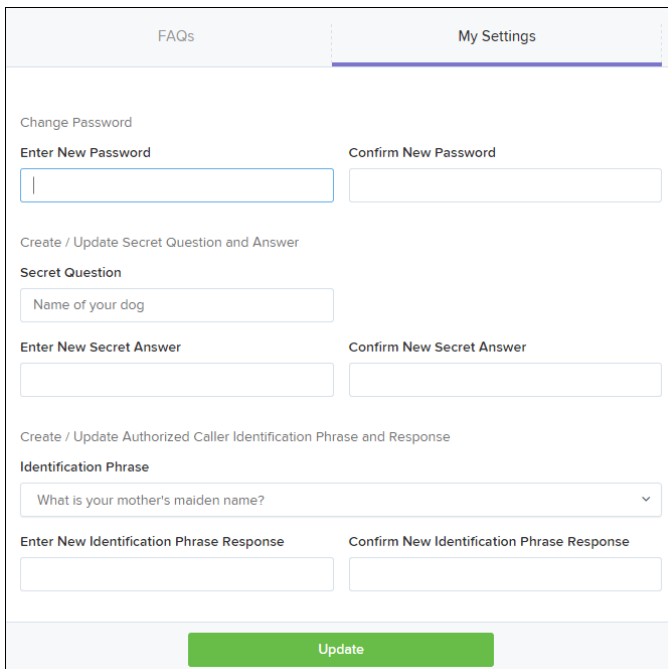
A screenshot of the 'My Settings' page. The page has two tabs: 'FAQs' and 'My Settings', with 'My Settings' selected. The page is divided into three sections: 1. 'Change Password' with two input fields: 'Enter New Password' and 'Confirm New Password'. 2. 'Create / Update Secret Question and Answer' with a 'Secret Question' dropdown (containing 'Name of your dog'), 'Enter New Secret Answer', and 'Confirm New Secret Answer' fields. 3. 'Create / Update Authorized Caller Identification Phrase and Response' with an 'Identification Phrase' dropdown (containing 'What is your mother's maiden name?'), 'Enter New Identification Phrase Response', and 'Confirm New Identification Phrase Response' fields. At the bottom, there is a green 'Update' button.

FIGURE 25: MY SETTINGS PAGE

## Updating the Admin Profile

As an admin user, you need to update your profile with an email address where a new temporary password can be sent, if needed. A secret question also needs 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.

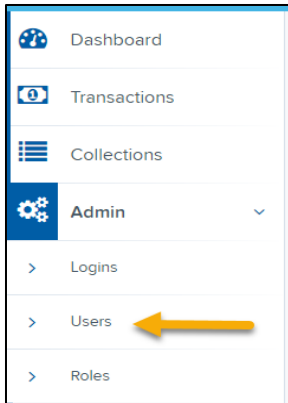
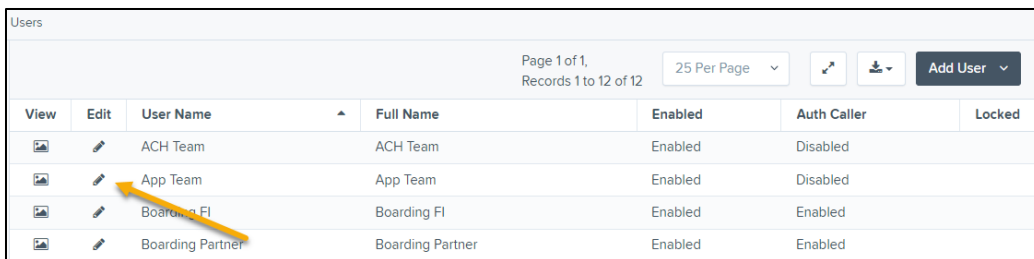


FIGURE 26: ADMIN TAB

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



View	Edit	User Name	Full Name	Enabled	Auth Caller	Locked
		ACH Team	ACH Team	Enabled	Disabled	
		App Team	App Team	Enabled	Disabled	
		Boarding FI	Boarding FI	Enabled	Enabled	
		Boarding Partner	Boarding Partner	Enabled	Enabled	

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. 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																				
<input checked="" type="checkbox"/> Enabled Store ID 219412 Full Name * <input type="text" value="121212"/> User Name * <input type="text" value="1212"/> User Location <input type="text" value="1212"/> Email Address <input type="text"/> Auto Disable <input type="text"/> Dual Auth Amount <input type="text"/>	<table border="1"> <thead> <tr> <th>Enabled</th> <th>Privilege</th> </tr> </thead> <tbody> <tr><td><input checked="" type="checkbox"/></td><td>System Administrator</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>Administrator</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>Customer Services</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>File Processing</td></tr> <tr><td><input type="checkbox"/></td><td>Customer Support</td></tr> <tr><td><input type="checkbox"/></td><td>Reports</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>RDA</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>SmartSight Historical Analysis</td></tr> <tr><td><input type="checkbox"/></td><td>SmartSight Curr. Day Risk Mgmt</td></tr> </tbody> </table>	Enabled	Privilege	<input checked="" type="checkbox"/>	System Administrator	<input checked="" type="checkbox"/>	Administrator	<input checked="" type="checkbox"/>	Customer Services	<input checked="" type="checkbox"/>	File Processing	<input type="checkbox"/>	Customer Support	<input type="checkbox"/>	Reports	<input checked="" type="checkbox"/>	RDA	<input checked="" type="checkbox"/>	SmartSight Historical Analysis	<input type="checkbox"/>	SmartSight Curr. Day Risk Mgmt	Roles within the Administrator Privilege Roles within the Customer Services Privilege Roles within the File Processing Privilege Roles within the RDA Privilege Roles within the SmartSight Historical Analysis Privilege Roles within the SmartPay Biller Direct Privilege Locations for this User
Enabled	Privilege																					
<input checked="" type="checkbox"/>	System Administrator																					
<input checked="" type="checkbox"/>	Administrator																					
<input checked="" type="checkbox"/>	Customer Services																					
<input checked="" type="checkbox"/>	File Processing																					
<input type="checkbox"/>	Customer Support																					
<input type="checkbox"/>	Reports																					
<input checked="" type="checkbox"/>	RDA																					
<input checked="" type="checkbox"/>	SmartSight Historical Analysis																					
<input type="checkbox"/>	SmartSight Curr. Day Risk Mgmt																					
<input type="button" value="Reset Store Key"/>		<input type="button" value="Delete User"/> <input type="button" value="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 are scanning checks or running reports, make sure to create a separate user profile for yourself. All individuals who scan checks or run reports needs a user profile.

1. Log in, and then select **Admin | Users** from the left main menu.
2. Select **Add User** and then select **Business User**.

View	Edit	User Name	Full Name	Enabled	Auth Caller
		ACH Team	ACH Team	Enabled	Disabled
		App Team	App Team	Enabled	Disabled
		Boarding FI	Boarding FI	Enabled	Enabled
		Boarding Partner	Boarding Partner	Enabled	Enabled

Page 1 of 1, Records 1 to 12 of 12

25 Per Page

Business User  
RTG User

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 creates 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** appears 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 contacts EPS for support, if necessary. Once enabled, the user is then required to establish an **Authorized Caller Identification Phrase** that is 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 is directed to their FI for further assistance.
    - b. Once you have selected privileges to provide to this user, select **Add**. The system creates 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 scans checks.

Update User Settings		Privileges for this User		Roles within the Administrator Privilege		
<input checked="" type="checkbox"/> Enabled	<input checked="" type="checkbox"/> Authorized Caller	<input checked="" type="checkbox"/> Administrator		Roles within the Customer Services Privilege		
Full Name *	<input type="text" value="Test Name"/>	<input checked="" type="checkbox"/> Customer Services		Roles within the Customer Support Privilege		
User Name *	<input type="text" value="Name Name"/>	<input type="checkbox"/> File Processing		Locations for this User		
User Management	<input type="text"/>	<input checked="" type="checkbox"/> Customer Support		Enabled	Location Name	Location Enabled
Email Address	<input type="text"/>			<input checked="" type="checkbox"/>	AA CPP Location 1	<input checked="" type="checkbox"/>
<input type="button" value="Reset Password"/>				<input checked="" type="checkbox"/>	AA CPP Location 2	<input checked="" type="checkbox"/>
				<input checked="" type="checkbox"/>	ANOTHER TEST LOCATION	<input checked="" type="checkbox"/>
				<input type="button" value="Delete User"/>	<input type="button" value="Update"/>	

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 has 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 needs 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 needs 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 sends an email. For example, using the same email address for both the Admin profile and the merchant user causes 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 is created. This new RDN profile contains the same information as the original profile, including the email address. This results 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.

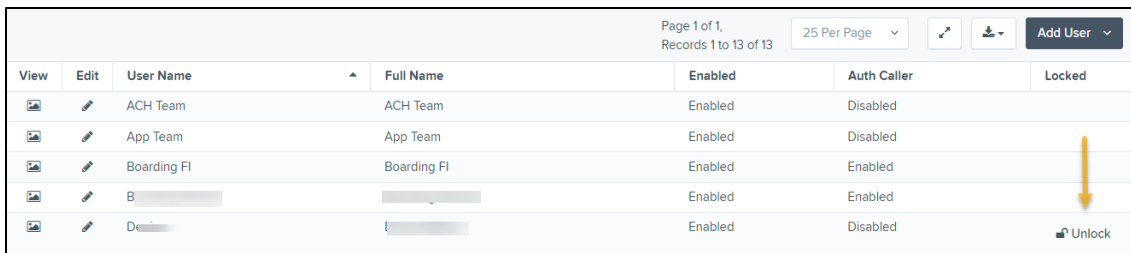
1. Log in and then select **Admin | Users** from the left main menu.
2. Select the **Edit** icon for the user profile to be updated (in this case, a user).
3. The *Update User Settings* page displays. Make any changes necessary.
4. Click **Update** at the bottom of the page.

## 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* disappears, and the user profile is unlocked.



The screenshot shows a table with columns: View, Edit, User Name, Full Name, Enabled, Auth Caller, and Locked. The 'Locked' column contains an 'Unlock' button for the user 'B [redacted]'. A yellow arrow points to this button. The table also includes pagination information: 'Page 1 of 1, Records 1 to 13 of 13', '25 Per Page', and an 'Add User' button.

View	Edit	User Name	Full Name	Enabled	Auth Caller	Locked
		ACH Team	ACH Team	Enabled	Disabled	
		App Team	App Team	Enabled	Disabled	
		Boarding FI	Boarding FI	Enabled	Enabled	
		B [redacted]	[redacted]	Enabled	Enabled	Unlock
		D [redacted]	[redacted]	Enabled	Disabled	

FIGURE 31: UNLOCK OPTION

---

**NOTE:** If the user needs a new password, you need to reset the password.

---

## 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 has a case-sensitive temporary password generated. Carefully record this password and provide it to the user.

The screenshot shows a web interface for editing a user profile. At the top, there is a breadcrumb trail 'Users / Edit User'. Below it is the title 'Update User Settings'. The form contains several fields: a checkbox for 'Enabled' (checked) and 'Authorized Caller' (unchecked); a 'Full Name' field with 'AA'; a 'User Name' field with 'A'; a 'User Location' field; a 'Cash Management ID' field with '1234564'; and an 'Email Address' field. At the bottom of the form is a green button labeled 'Reset Password'.

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 Settings

Enabled  Authorized Caller

Full Name \*  
ACH Team

User Name \*  
ACH Team

User Location

Email Address

Auto Disable

Dual Auth Amount  
0

Dual Auth Status  
Approved

FIGURE 33: UNCHECK THE ENABLED OPTION

4. Select **Update** to save all changes.

## Deleting a User's Profile

Deleting a user profile removes 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 is 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**.

Update User Settings	Privileges for this User	Roles within the System Administrator Privilege																				
<input checked="" type="checkbox"/> Enabled Store ID <input type="text"/> Full Name * <input type="text"/> User Name * <input type="text"/> User Location <input type="text" value="1212"/> Email Address <input type="text"/> Auto Disable <input type="text"/> Dual Auth Amount <input type="text"/>	<table border="1"> <thead> <tr> <th>Enabled</th> <th>Privilege</th> </tr> </thead> <tbody> <tr><td><input checked="" type="checkbox"/></td><td>System Administrator</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>Administrator</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>Customer Services</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>File Processing</td></tr> <tr><td><input type="checkbox"/></td><td>Customer Support</td></tr> <tr><td><input type="checkbox"/></td><td>Reports</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>RDA</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>SmartSight Historical Analysis</td></tr> <tr><td><input type="checkbox"/></td><td>SmartSight Curr. Day Risk Mgmt</td></tr> </tbody> </table>	Enabled	Privilege	<input checked="" type="checkbox"/>	System Administrator	<input checked="" type="checkbox"/>	Administrator	<input checked="" type="checkbox"/>	Customer Services	<input checked="" type="checkbox"/>	File Processing	<input type="checkbox"/>	Customer Support	<input type="checkbox"/>	Reports	<input checked="" type="checkbox"/>	RDA	<input checked="" type="checkbox"/>	SmartSight Historical Analysis	<input type="checkbox"/>	SmartSight Curr. Day Risk Mgmt	Roles within the Administrator Privilege Roles within the Customer Services Privilege Roles within the File Processing Privilege Roles within the RDA Privilege Roles within the SmartSight Historical Analysis Privilege Roles within the SmartPay Biller Direct Privilege Locations for this User <input type="text"/>
Enabled	Privilege																					
<input checked="" type="checkbox"/>	System Administrator																					
<input checked="" type="checkbox"/>	Administrator																					
<input checked="" type="checkbox"/>	Customer Services																					
<input checked="" type="checkbox"/>	File Processing																					
<input type="checkbox"/>	Customer Support																					
<input type="checkbox"/>	Reports																					
<input checked="" type="checkbox"/>	RDA																					
<input checked="" type="checkbox"/>	SmartSight Historical Analysis																					
<input type="checkbox"/>	SmartSight Curr. Day Risk Mgmt																					
<input type="button" value="Reset Store Key"/>	<input type="button" value="Delete User"/>	<input type="button" value="Update"/>																				

FIGURE 34: DELETE USER OPTION

- A prompt asks you to confirm deleting the user. Select **Yes**.

Confirm Delete

Are you sure you want to delete this user?

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 also provides 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 automatically updates to display only deleted users.
- c. Select **Clear Filters** to strip any filters from the list of users.

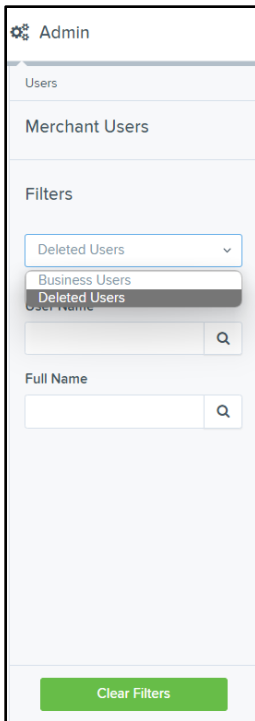


FIGURE 36: DELETED USERS FILTER

# RDN: Creating a Deposit

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

---

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

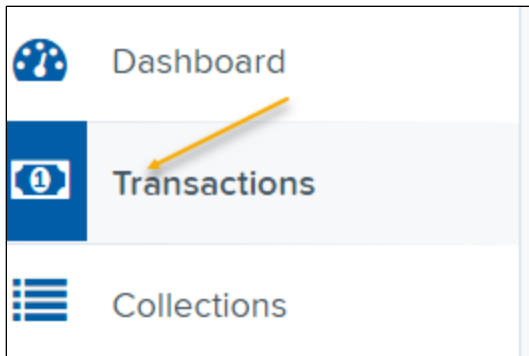


FIGURE 37: TRANSACTIONS TAB

4. Under Check Processing, select **Remote Deposit Now**. The RDN application initiates.

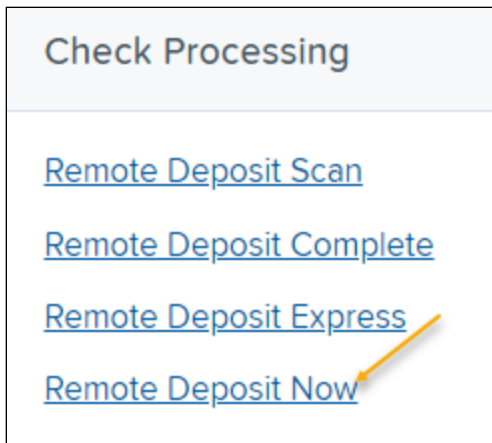


FIGURE 38: REMOTE DEPOSIT NOW LINK

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

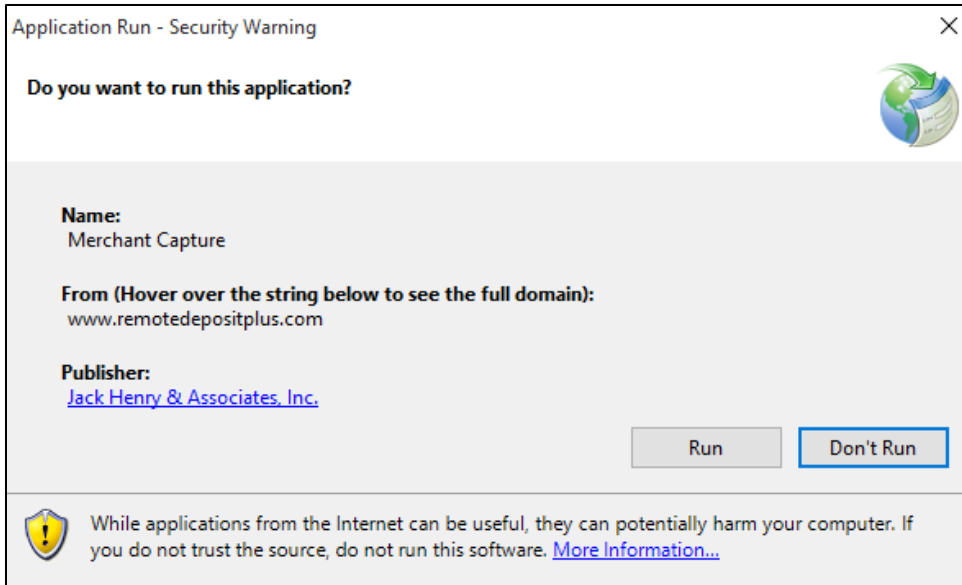


FIGURE 39: APPLICATION RUN SECURITY WARNING

- The Remote *Deposit Now* browser appears.

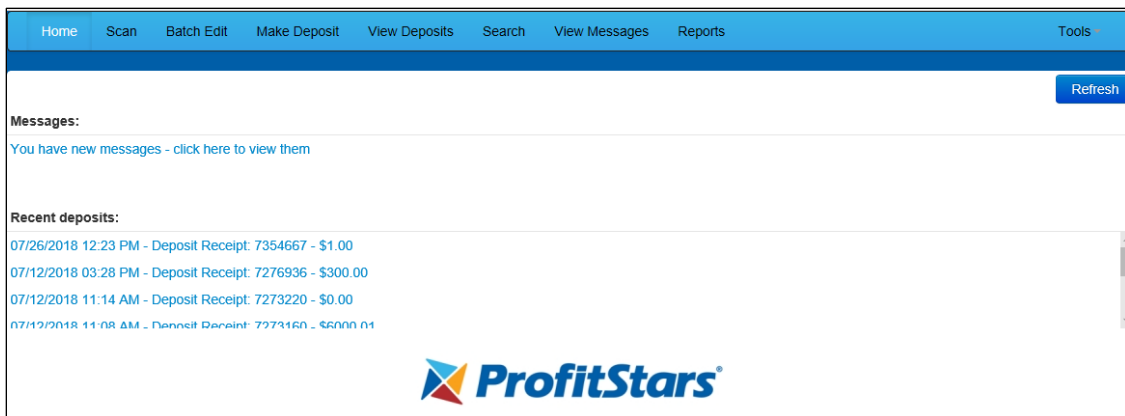


FIGURE 40: RDN HOME PAGE

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

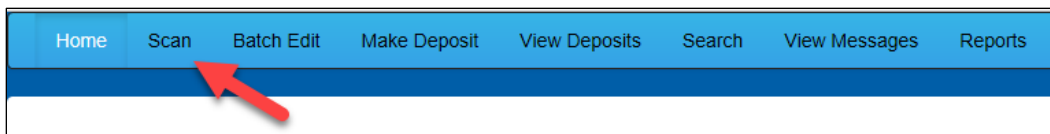


FIGURE 41: SCAN OPTION

- 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.

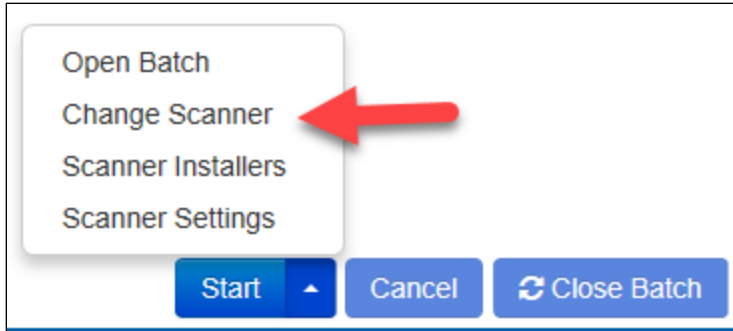


FIGURE 42: CHANGE SCANNER OPTION

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

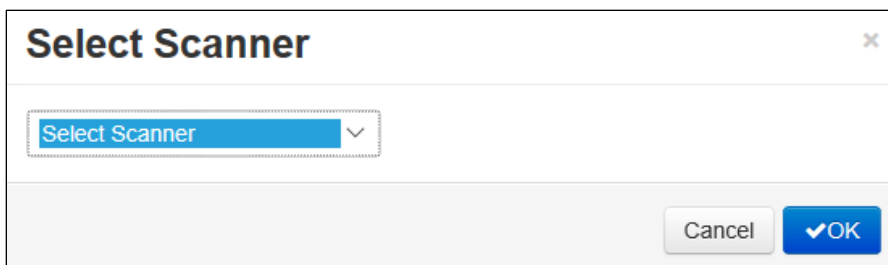


FIGURE 43: SELECT SCANNER

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



FIGURE 44: START OPTION

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

Sequence	Codeline	Item

FIGURE 45: BATCH LIST

13. Select **Stop** when you have finished scanning checks.
14. Select Close Batch.

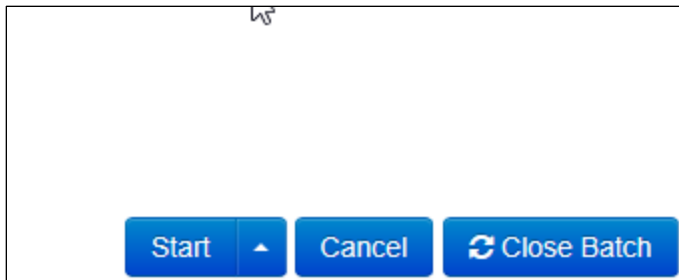


FIGURE 46: CLOSE BATCH

## Editing a Batch

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

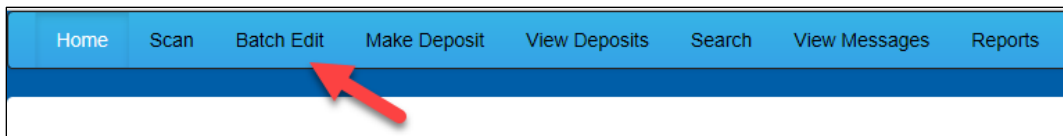


FIGURE 47: BATCH EDIT PROMPT

The batch items appear.

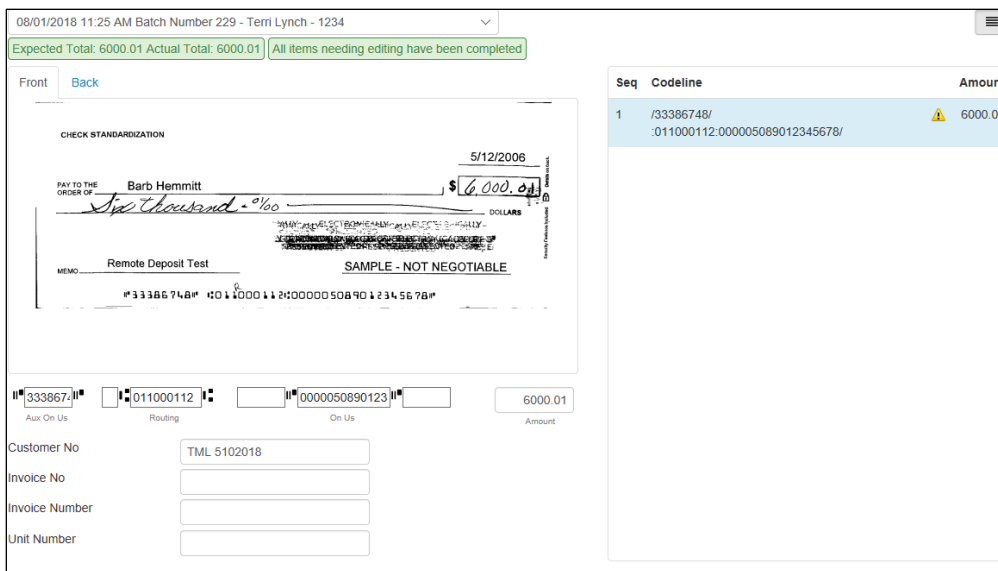


FIGURE 48: BATCH EDIT PAGE

2. 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 reflects in the RDN reporting tool (discussed later) to help identify deposit items.

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

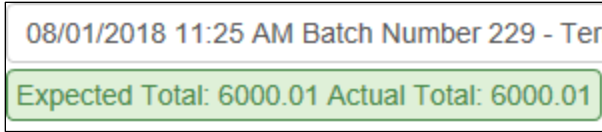


FIGURE 49: EXPECTED TOTAL/ACTUAL TOTAL DISPLAY

## Editing a Batch Total

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

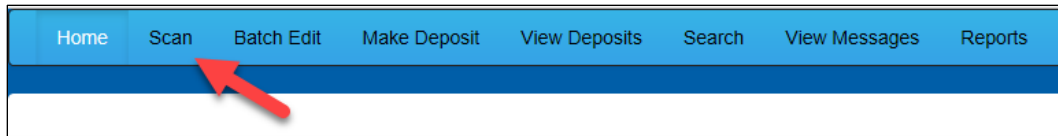


FIGURE 50: SCAN OPTION

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

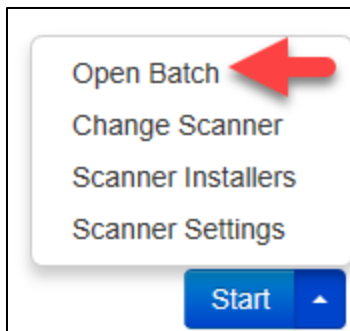


FIGURE 51: SELECT BATCH

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

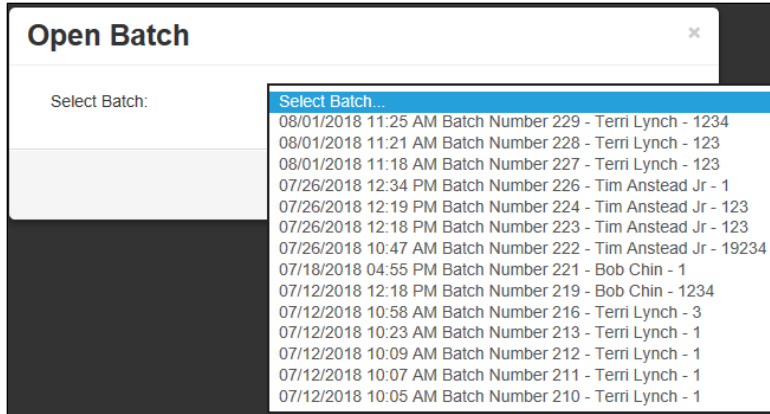


FIGURE 52: SELECT BATCH

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

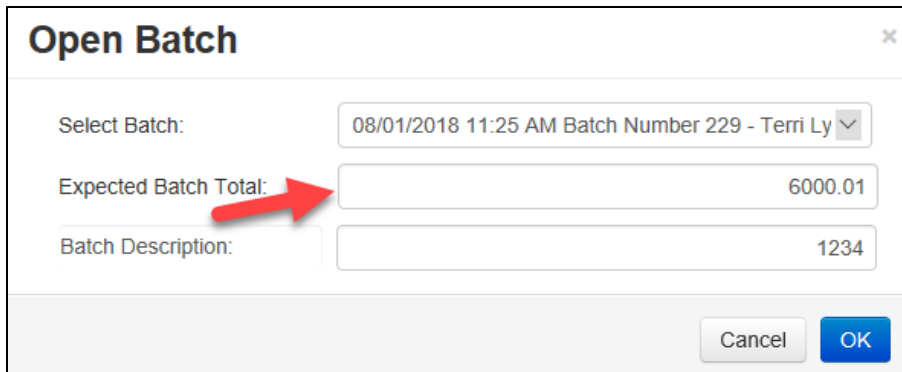


FIGURE 53: AMOUNT FIELD

5. Click **OK**.

## Performing a MICR Repair

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

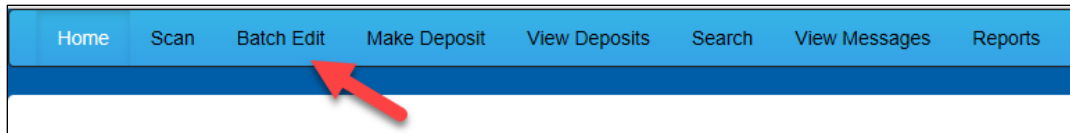


FIGURE 54: BATCH EDIT

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

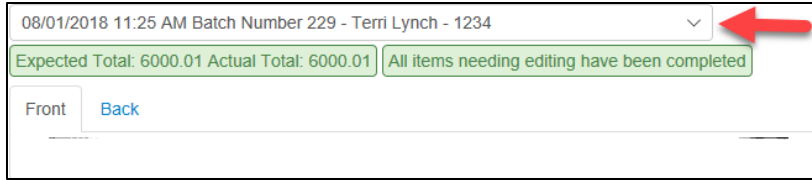


FIGURE 55: SELECT BATCH

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

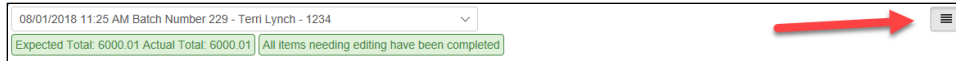


FIGURE 56: EDIT BUTTON

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

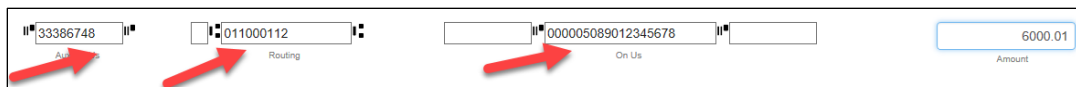


FIGURE 57: AMOUNT FIELD

5. Click **Save**.



FIGURE 58: SAVE OPTION

## Keying In a Dollar Amount

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

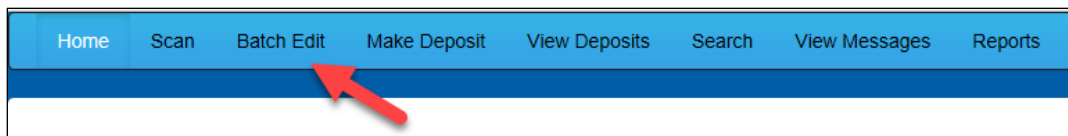


FIGURE 59: BATCH EDIT

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

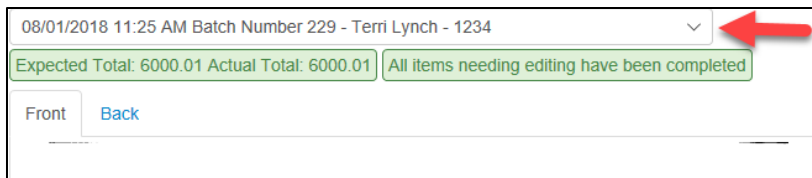


FIGURE 60: SELECT BATCH



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

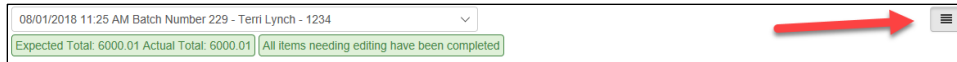


FIGURE 61: EDIT BUTTON

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

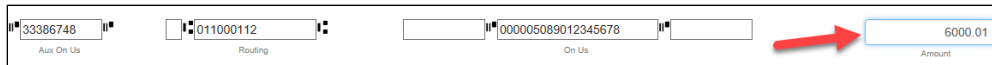


FIGURE 62: AMOUNT FIELD

5. Click **Save**.



FIGURE 63: SAVE OPTION

## Deleting an Item

1. Click **Batch Edit**.

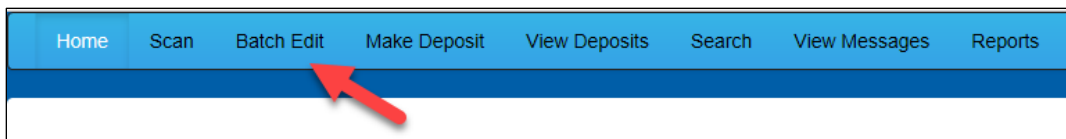


FIGURE 64: BATCH EDIT

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

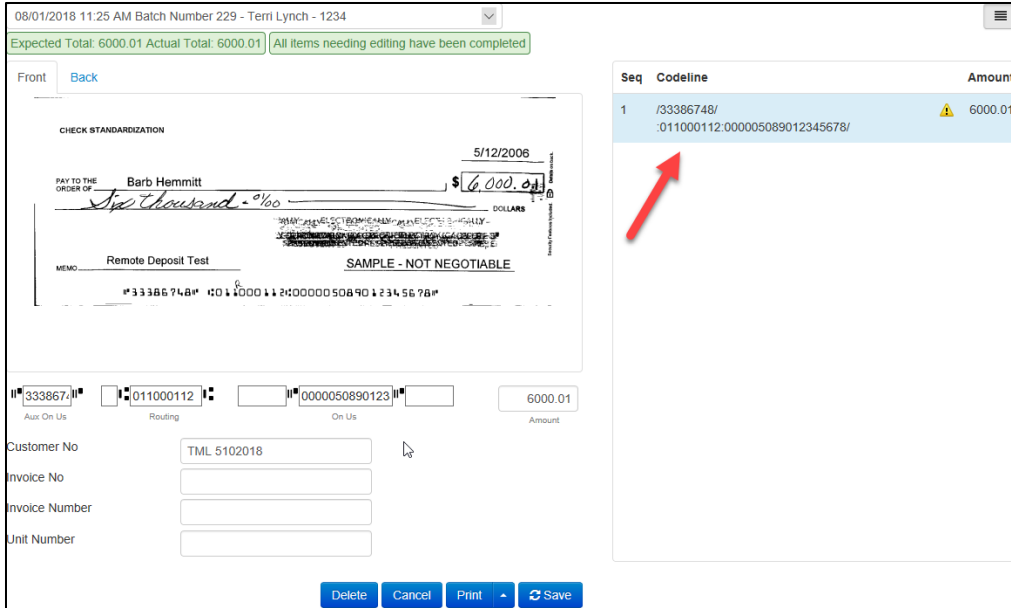


FIGURE 65: ITEM LIST

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

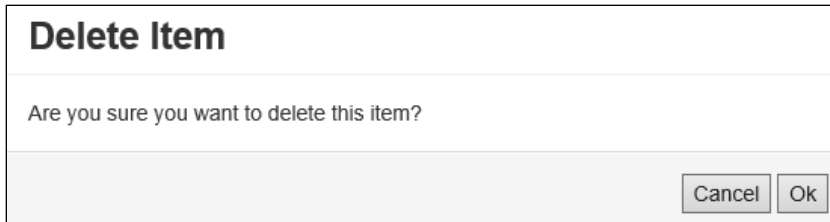


FIGURE 66: CONFIRMATION

## Deleting a Batch

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

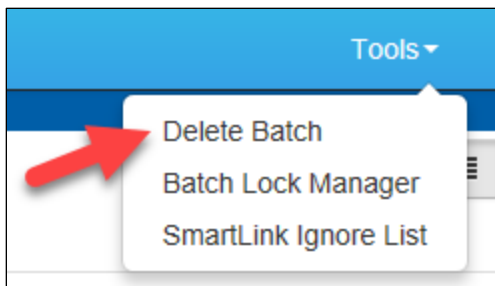


FIGURE 67: DELETE BATCH OPTION UNDER TOOLS

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

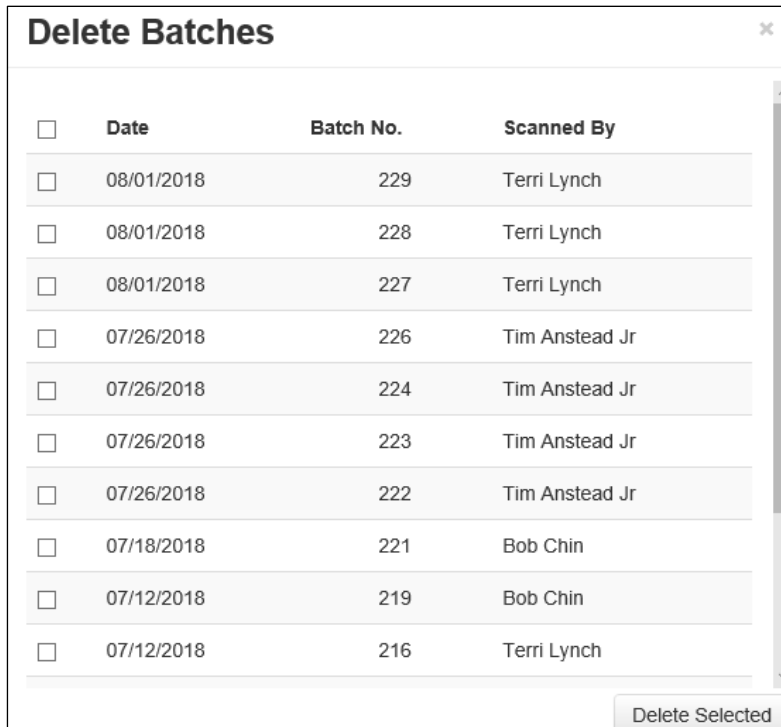


FIGURE 68: DELETE BATCHES

3. Select **OK**.

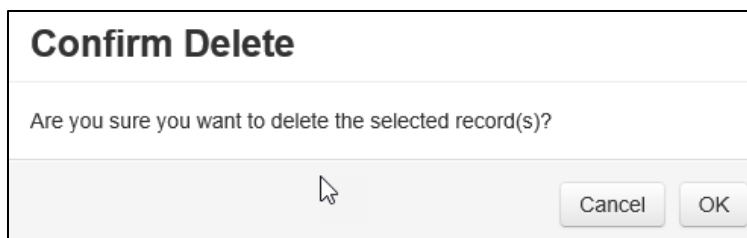


FIGURE 69: CONFIRM DELETE

## Duplicate Checks

If a check has been scanned twice within the past 75 days, a duplicate check warning displays on the top left corner of the *Batch Edit* page. Duplicates do 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.

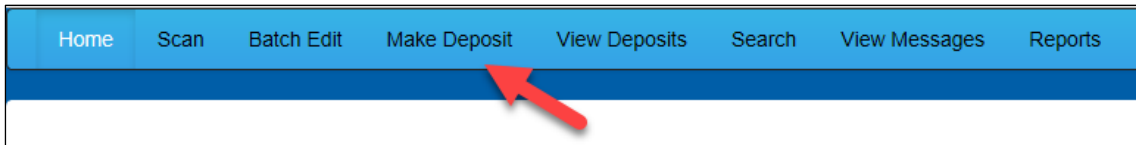


FIGURE 70: MAKE DEPOSIT LINK

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

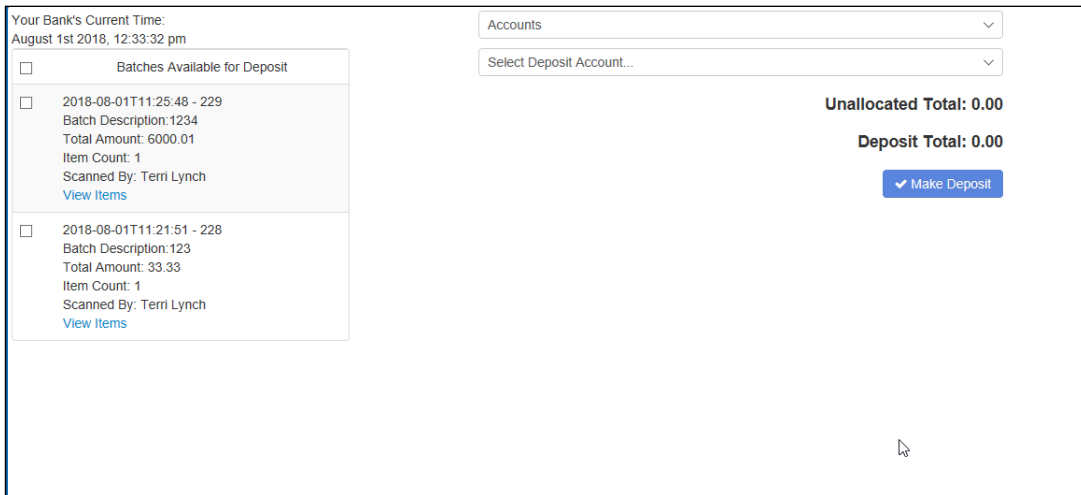


FIGURE 71: SELECTING A BATCH TO DEPOSIT

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

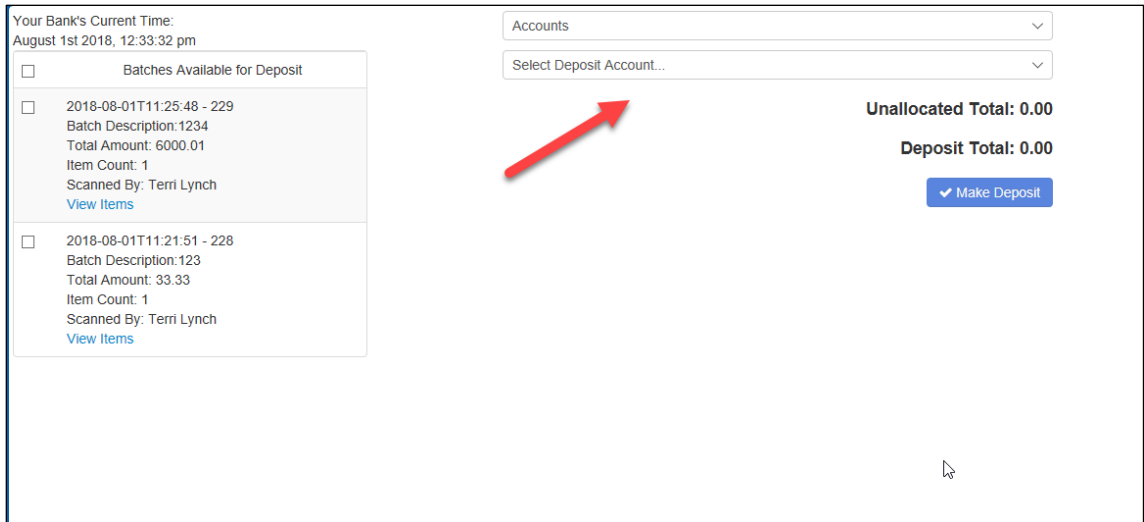


FIGURE 72: SELECT DEPOSIT ACCOUNT OPTION

**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).**

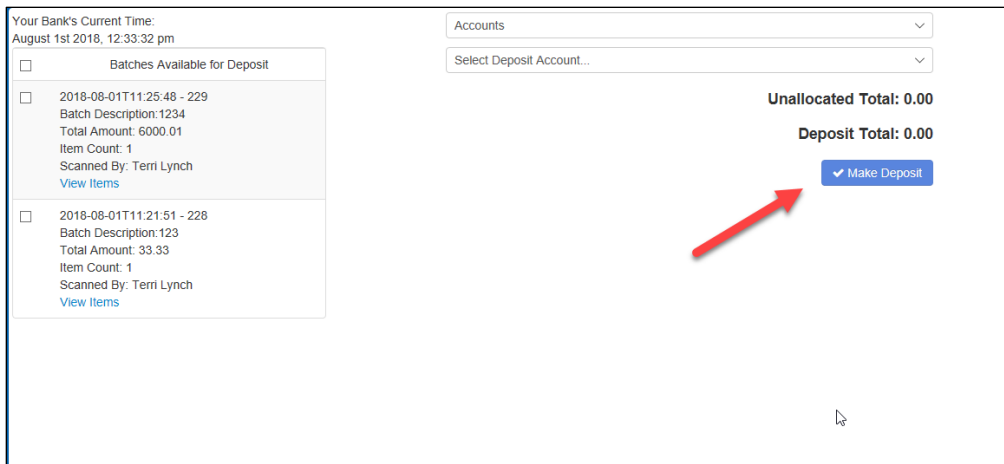


FIGURE 73: MAKE DEPOSIT OPTION

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

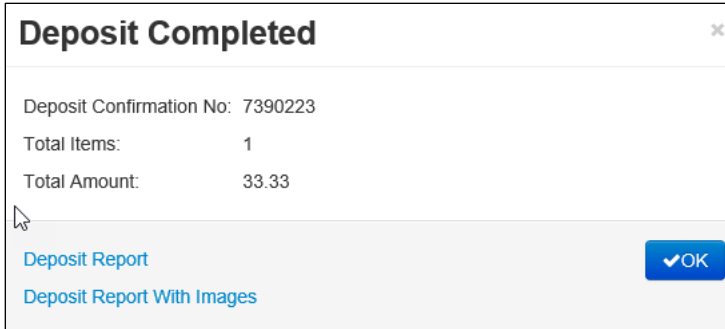


FIGURE 74: DEPOSIT COMPLETED CONFIRMATION PAGE

- 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**.

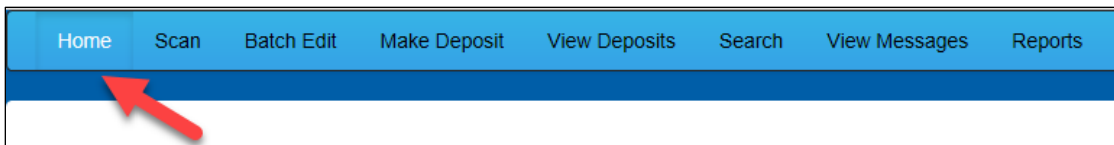


FIGURE 75: HOME PAGE OPTION

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

---

**NOTE:** Any batches that have been saved and edited, but not submitted, appears 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).

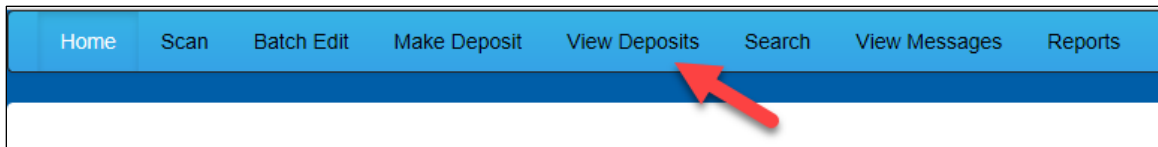


FIGURE 76: VIEW DEPOSITS LINK

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.

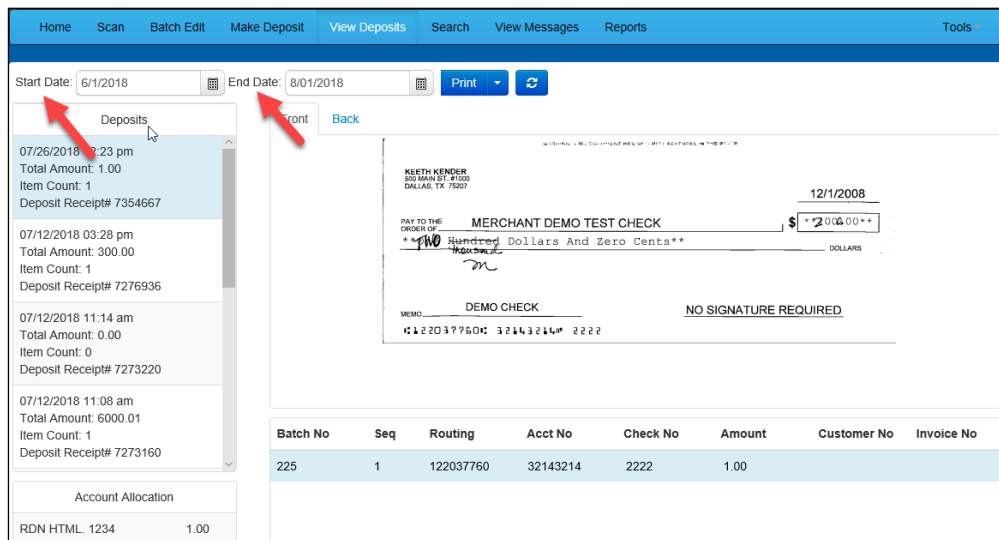



FIGURE 77: BEGIN AND END DATES FOR VIEWING DEPOSITS

3. Select  **Refresh** at the top of the page to view the deposit(s) within the date range.

- 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).

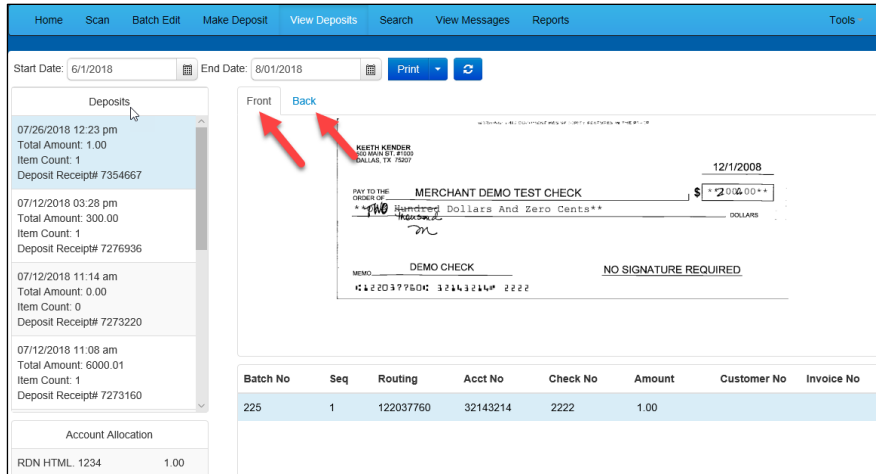


FIGURE 78: FRONT AND BACK VIEW OPTIONS FOR A CHECK IMAGE

## Printing Images of Items

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

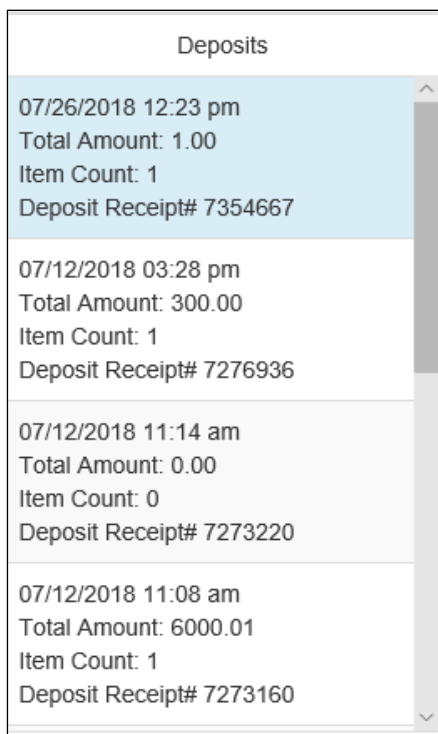


FIGURE 79: VIEWING DEPOSIT ITEMS



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.

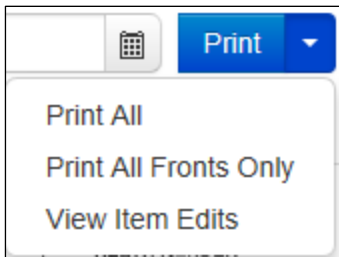


FIGURE 80: PRINTING OPTIONS

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.

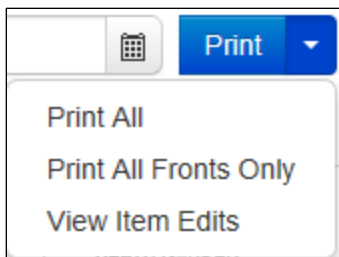


FIGURE 81: VIEW ITEM EDITS OPTION

4. A list of edits made to the transaction 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

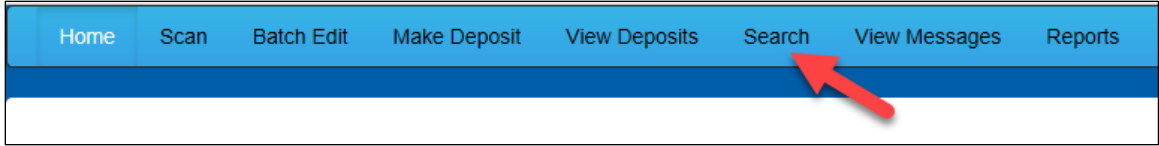


FIGURE 82: SEARCH OPTION

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.

A search criteria form with various input fields. The 'Start Date' and 'Stop Date' fields are pre-filled with '8/01/2018' and have calendar icons. Red arrows point to these two fields. Other fields include 'Batch Number', 'Check Number' (with a 'to' separator), 'Routing Number', 'Check Acct Number', 'Amount' (pre-filled with '0.00'), 'Customer Acct No.', 'Invoice No', 'Invoice Number', and 'Unit Number'. At the bottom left are 'Reset', 'Print', and 'Search' buttons. On the right, there are 'Front' and 'Back' tabs and a table header with columns: Seq, Batch No, Check No, Amount, Cust Acct No, Invoice No, Deposit Date, and Deposit Confirm Code.

FIGURE 83: SEARCH CRITERIA

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

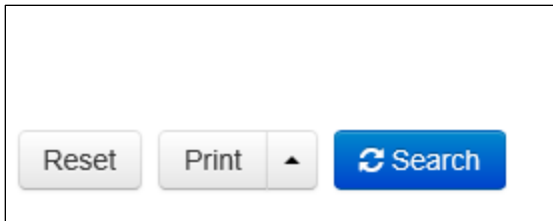


FIGURE 84: SEARCH LINK

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  
 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:  
 Unit Number:

Front Back

DENEEN K. LABBE  
 1141 W MUIR TERRACE  
 WELLSVILLE, MO 77460-5586  
 (406) 565-1155

DATE 6/22/2018 1562

PAY TO THE ORDER OF John Doe 88.35

Eighty Eight point Three Five DOLLARS

NON NEGOTIABLE

Seq	Batch No	Check No	Amount	Cust Acct No	Invoice No	Deposit Date	Deposit Confirm 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
4	203	122	62.16			2018-06-24	7163170
5	203	1723	37.14			2018-06-24	7163170

Reset Print Search

FIGURE 85: 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 Fronts Only  
 View Item Edits

Reset Print Search

FIGURE 86: PRINT OPTIONS

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

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## 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 Summary 			
This is a summary report of all transactions currently in the system as of 09/09/2016. All times are displayed in Central Time (CT).			
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 87: 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 FI’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 was verified and processed at the designated cut-off time.
Processed	The transaction was 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, was re-presented to the Fed by Jack Henry, and funds were recovered.
Awaiting Capture	Status for credit card transactions only.
Awaiting Approval	The transaction was 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 was declined by the EPS system and was not processed. The transaction exceeded either <i>Dual Authorization</i> limits or <i>Velocity</i> limits.
Voided	The transaction was voided and was not 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 Jack Henry.

Status	Definition
Other ACH Returns	The ACH transaction was returned by the Fed. The transaction was charged back.
Unauthorized	<p>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).</p> <p><b>Note:</b> These R codes are no longer included in the <i>Disputed</i> status totals.</p>
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.
Disputed	<i>(ACH Only)</i> The transaction was returned to Jack Henry by the Fed because the account holder at the receiving FI has disputed its validity. The transaction is charged back (reversed).
Invalid/Closed Account	<i>(ACH Only)</i> The transaction was returned to Jack Henry by the Fed because the account number at the receiving FI was invalid or because the account was closed.
Resolved	The transaction was 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, Voided, Invalid/Closed Account, Disputed, Uncollected NSF, Error, or In Research</i> .
Other Check 21 Returns	The Check21 transaction was returned by the Fed. The transaction was 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 contains items that have been processed within the last 60 days and gives 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 			
This is a summary report of all transactions currently in the system as of 09/09/2016. All times are displayed in Central Time (CT).			
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: CURRENT TRANSACTION SUMMARY WITH APPROVED OPTION

1. A list of the first 25 (default value) transactions appear, 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.

Transactions matching your query  Share to All Users [Save to My Reports](#)

Title

Displaying Page 1 of 1  
Records 1 - 18 of 18






View	Transaction Date	Status	Payment Type	Name On Account	
	12/18/2015 10:24:26 AM CT	Approved	Checking		
	12/18/2015 10:42:20 AM CT	Approved	Checking	Ima 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 Amount	\$73.00

FIGURE 89: SAMPLE TRANSACTION STATUS REPORT, VIEW INDICATED

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

Reports / Results / Transaction Information

Transaction Details Actions

Customer (ID):		Receipt Code:	Show Events	Hide Events
Effective Date:	Monday, December 21, 2015	Tran Data 2:	Show Audit History	Hide Audit History
Auth Only:	\$1.00	Tran Data 3:		
Payment Method:	ACH	Reference Number:	T:4ZP5PPFFA1	
From Account Type:	Checking	Payment Origin:	Signature Original	
		Settlement Status:	No Settlement Needed	

FIGURE 90: 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 are deposited as entered. Any edits performed after file transmission are not reflected in the file *View*, *Audit History*, or *Event History*.

- 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 that you would like to edit.
3. The *Transaction Details* page appears. To edit the amount, select **Edit** next to the *Sale* field.

Reports / Results / Transaction Information

Transaction Details

Actions [dropdown] [print icon]

Show Events [dropdown] Hide Events [dropdown]

Show Audit History [dropdown] Hide Audit History [dropdown]

Customer (ID):	Jones, James (99007789)	Transaction data 1	
Effective Date:	Tuesday, January 05, 2016	Displayed	6
Sale:	\$17.00	Label Text	
Payment Method:	ACH	Field:	
From Account Type:	Checking	Transaction data 2	
Account Number:	122037760 / 4560646556	Displayed	7
To Location:	Corporate Office	Label Text	
		Field:	
		transaction data 3	
		Displayed	8
		Label Text	
		Field:	

FIGURE 91: TRANSACTION DETAILS PAGE WITH EDIT OPTION

4. The **Sale** amount becomes 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.

Transaction Details

Customer (ID): Jones, James (99007789)

Effective Date: Tuesday, January 05, 2016

\$ 17.00 Reason Reason

[Green Checkmark] [Red X]

FIGURE 92: REASON FOR EDITING SALE AMOUNT AND EDITING CONFIRMATION OPTIONS

5. To change the date the transaction is processed, select **Edit** next to the *Effective Date* field. Enter the date from the calendar option. Enter a **Reason** for the change and click [Green Checkmark] when finished.

**Transaction Details**

Customer (ID): Jones, James (99007789)

---

01/05/2016 Reason Reason

✓ ✗

FIGURE 93: 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 Details** Actions

Customer (ID): Jones, James (99007789)

Effective Date: Tuesday, January 05, 2016

Sale: \$17.00

Mark this transaction void

Void

FIGURE 94: VOIDING A TRANSACTION

4. The system asks you to confirm voiding the transaction. Select **Void**. The transaction is voided and appears 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 - T:QNFR6CHFF1? This action cannot be undone.

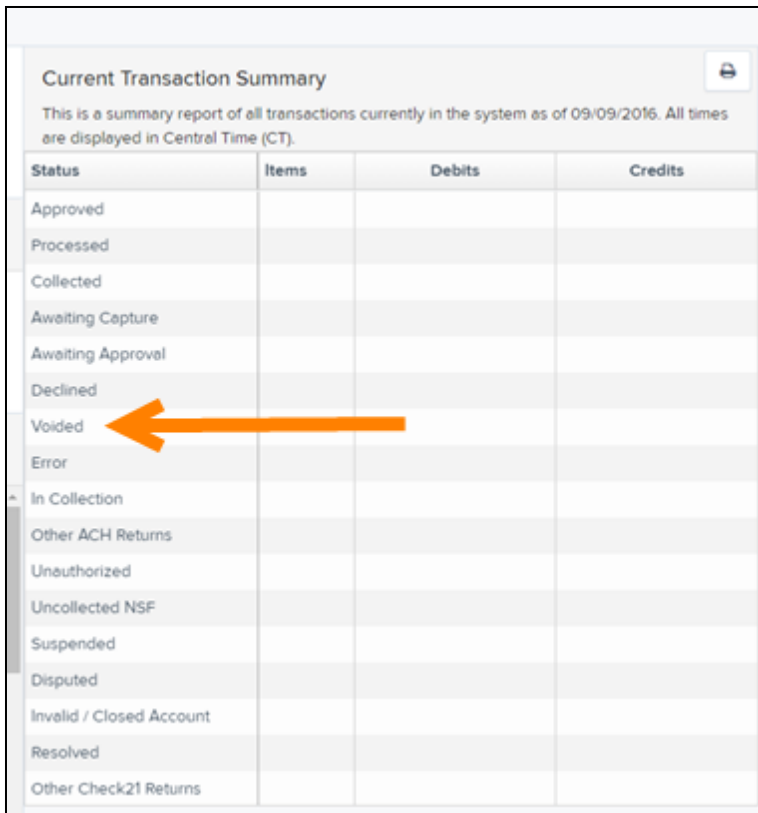
Cancel Void

FIGURE 95: 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 appears 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.



The screenshot shows a dashboard titled "Current Transaction Summary" with a sub-header indicating it's a summary report as of 09/09/2016. Below this is a table with four columns: Status, Items, Debits, and Credits. The "Voided" status in the Status column is highlighted with an orange arrow pointing to it from the left.

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 96: VOIDED STATUS LINK

2. Select  **View** for the transaction you wish to resolve.

Transactions matching your query

Share to All Users Save to My Reports

Title

Displaying Page 1 of 1  
Records 1 - 21 of 21




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 97: VIEW ICON

- 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 now appears under the *Resolved* status in the *Current Transaction Summary*.

Reports / Results / Transaction Information

Transaction Details


Customer (ID):

Effective Date: Tuesday, November 17, 2015

Auth Only: \$2.50

Payment Method: ACH

Loan Number:

Actions 

Resolve this transaction

Reason

Resolve

FIGURE 98: 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 is 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 are 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.

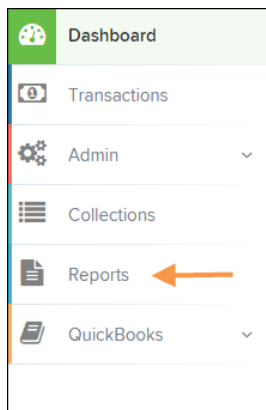


FIGURE 99: REPORTS TAB

2. Click **New Report** or **New Shared Report**, if it is available to others.

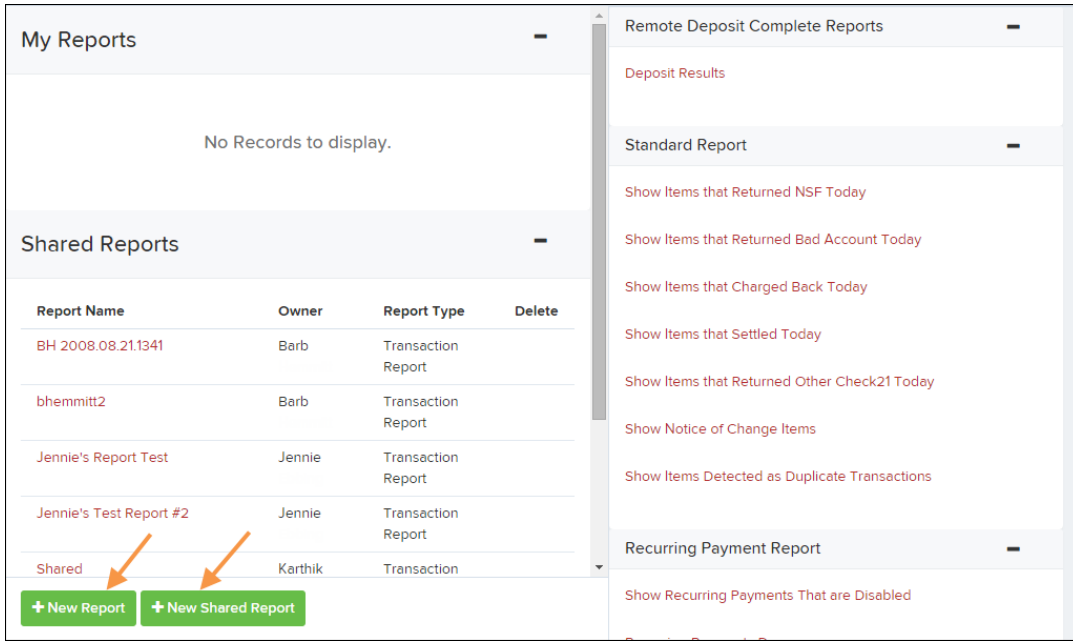


FIGURE 100: REPORT BUILDER OPTIONS FOR NEW REPORTS

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*.

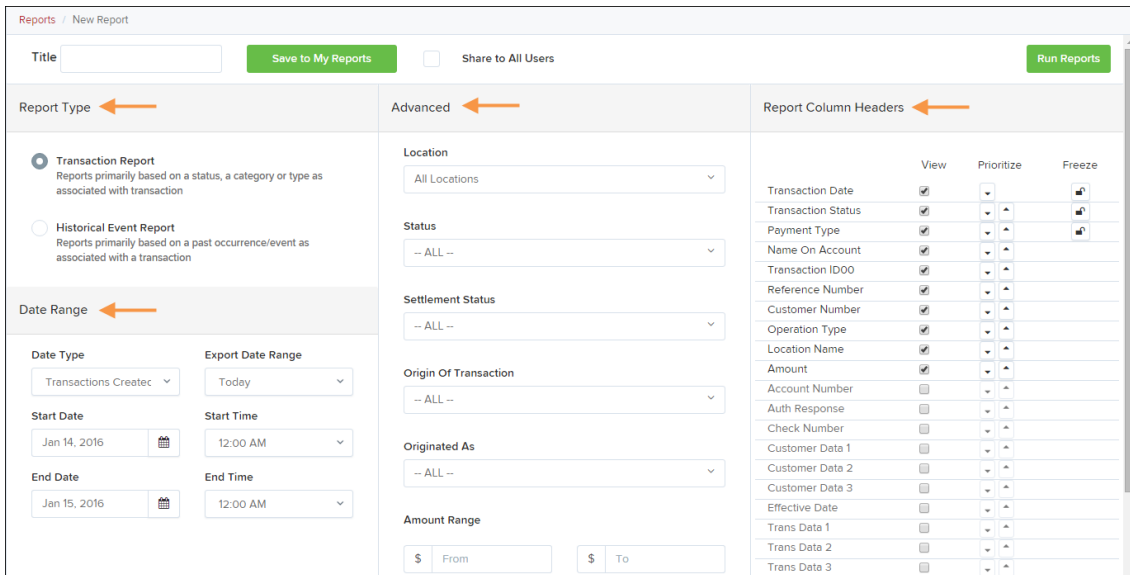


FIGURE 101 – FOUR SECTIONS IN REPORT BUILDING

- **Report Type:** Designate if your report is a **Transaction Report** based on the current status of a transaction, or a **Historical Event Report** based on 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 determines if the report displays transactions based on 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.

FIGURE 102: DATE RANGE SECTION

---

**NOTE:** If you are creating a *Historical Event Report*, a custom date range is 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 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 is processed. You may designate a single type or multiple types.
  - **Account Type:** Determines the type of transaction the report displays. 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 holds certain fields in view while you explore the rest of the report information.

Report Column Headers			
	View	Prioritize	Freeze
Transaction Date	<input checked="" type="checkbox"/>	▼	<input type="checkbox"/>
Transaction Status	<input checked="" type="checkbox"/>	▼ ▲	<input type="checkbox"/>
Payment Type	<input checked="" type="checkbox"/>	▼ ▲	<input type="checkbox"/>
Name On Account	<input checked="" type="checkbox"/>	▼ ▲	
Transaction ID00	<input checked="" type="checkbox"/>	▼ ▲	
Reference Number	<input checked="" type="checkbox"/>	▼ ▲	
Customer Number	<input checked="" type="checkbox"/>	▼ ▲	
Operation Type	<input checked="" type="checkbox"/>	▼ ▲	
Location Name	<input checked="" type="checkbox"/>	▼ ▲	
Amount	<input checked="" type="checkbox"/>	▼ ▲	

FIGURE 103: 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 is already selected.

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

The screenshot shows a header bar with the text 'Reports / New Report'. Below this is a form with a 'Title' field containing 'A sample report title'. To the right of the title field are three buttons: a green 'Save to My Reports' button, a checkbox labeled 'Share to All Users' which is currently unchecked, and a green 'Run Reports' button.

FIGURE 104: 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 saves 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.

---

## Additional Reports

For information on additional reports available to you, please review the *User Reports Handbook*.