

2021

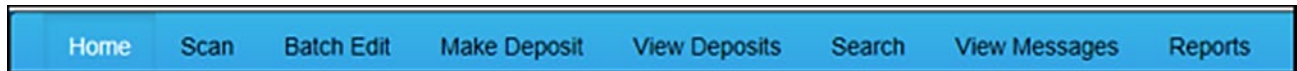
REMOTE DEPOSIT NOW QUICK GUIDE

Table of Contents

Introduction	2
Home Screen	3
Creating a Deposit	4
Editing a Batch.....	7
Editing a Batch Total	8
Performing a MICR Repair	9
Keying in a Dollar Amount.....	10
Deleting an Item.....	11
Deleting a Batch.....	12
Duplicate Checks Warning Message	13
Submitting a Deposit.....	14
Reporting	17
Viewing Deposits.....	17
Printing Images of Items.....	19
Searching for an Item	21
Application Reporting.....	23
Transaction Status Summary	23
Transaction Status Report.....	26
Editing a Transaction.....	28
Voiding a Transaction.....	30
Resolving a Transaction.....	31
The Reports Page.....	33
Using the Report Builder Utility	34
Additional Reports	37

Introduction

Welcome to Remote Deposit Now! Let's review the Home screen of the Remote Deposit Now application. At the top of the screen you will see the following tabs.



Home – Here, you will see messages, batches ready for edit, batches ready for edit, and recent deposits.

Scan – This allows you to create, scan and save a batch.

Batch Edit – This area holds batches that need attention or repair. You will be able to review deposits and the expected and actual total displaying. You will be able to edit the MICR line and amount or enter additional information if needed.

Make Deposit – This allows you to submit a finalized batch to complete your deposit.

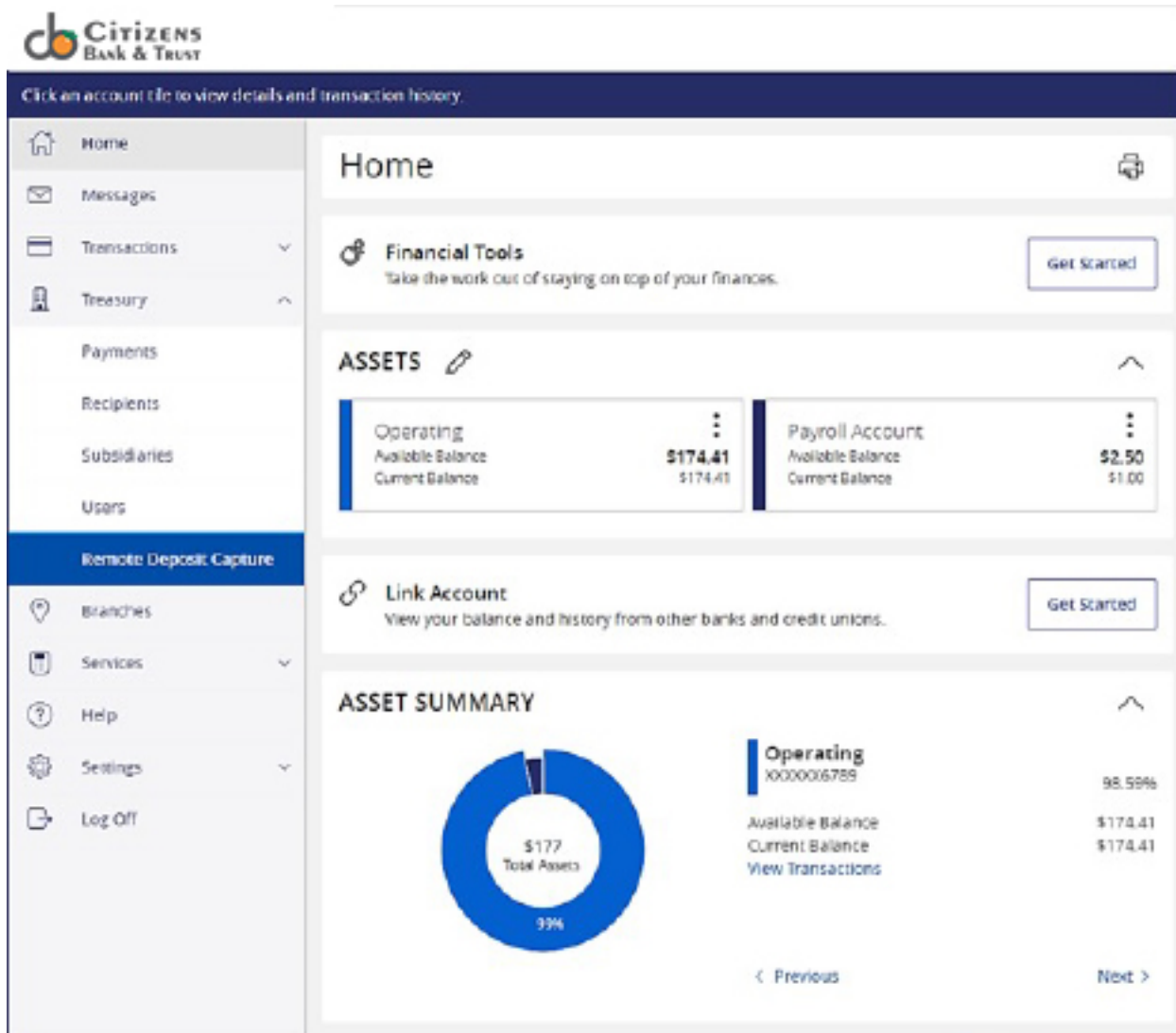
View Deposits - Here, you can search, and view submitted deposits.

Search – Allows you to search for specific items by a range of criteria such as: Check Number, Amount, Routing Number, and Begin/End Date.

View Messages – Allows you to view any deposit messages regard their submitted deposits.

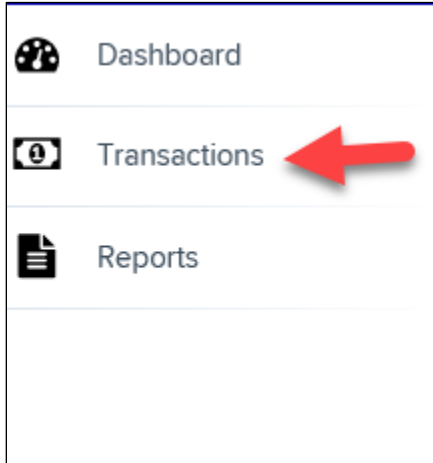
Reports - Both the Remote Deposit Now window and the system application have reporting capabilities. The application reporting tools are recommended for viewing items that have been submitted for deposit.

Home Screen

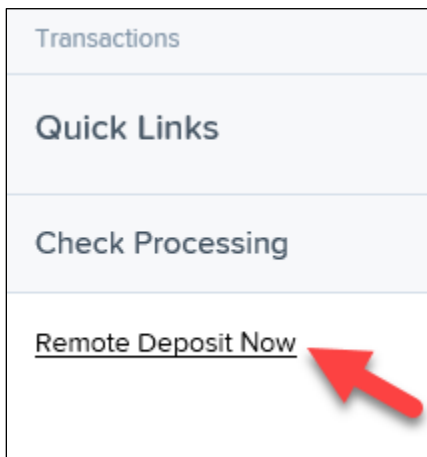


Creating a Deposit

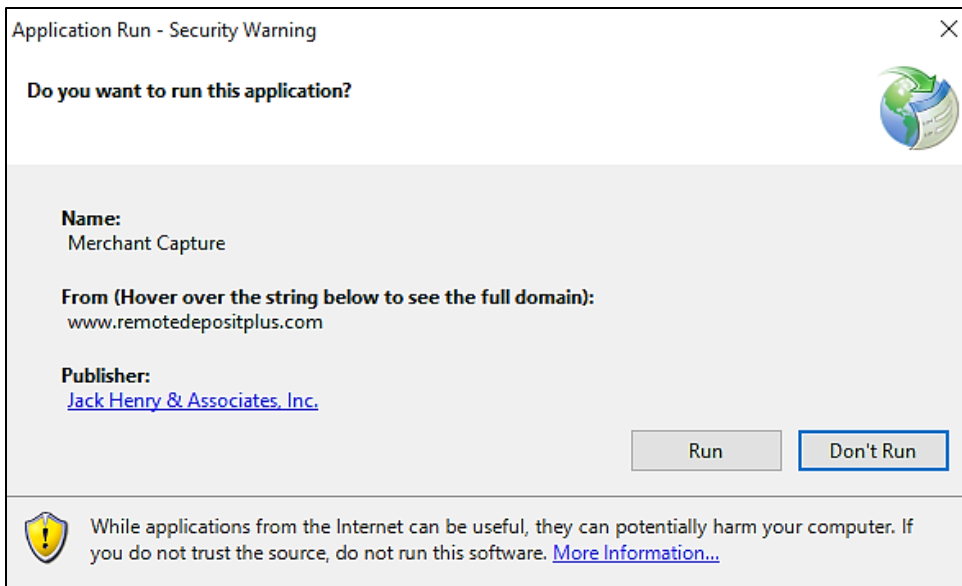
1. Log in and then click **Transactions**.



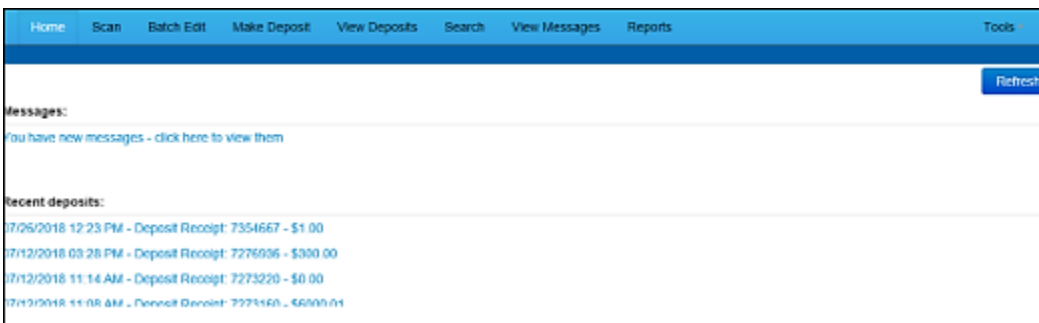
2. Under Check Processing, click **Remote Deposit Now**.
The Remote Deposit Now application will initiate.



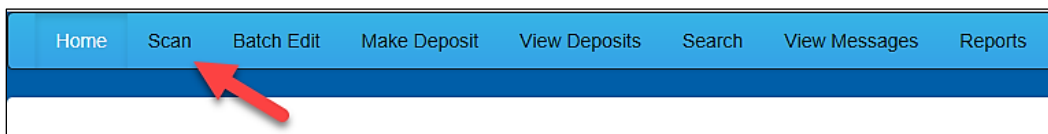
3. If you are a first-time user an *Application Run Security Warning* may appear. If so, click **Run** to continue.



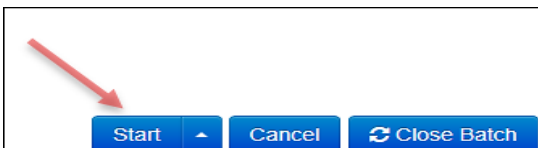
4. The *Remote Deposit Now* screen appears.



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



6. At the bottom of the page, click **Start** to scan a check.



7. You are prompted for the expected total of the deposit. Complete the field with a two-decimal place number, and then click **OK**. If you do not know the expected total of the batch, you may enter **0.00**.
8. Click **Start** and scan the check(s) with the scanner. Each item will appear on the page in the order they were scanned with the MICR line displayed.

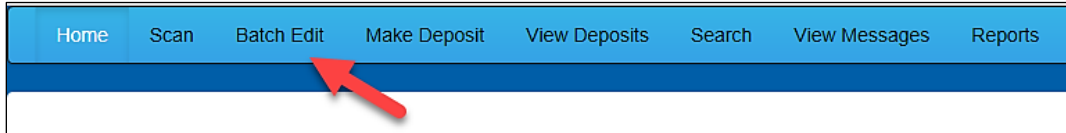
Sequence	Codeline	Item
----------	----------	------

9. Click **Stop** when you have finished scanning checks.
10. Click **Close Batch**.



Editing a Batch

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



2. The batch items appear.

A screenshot of the 'Batch Edit' interface. At the top, it shows the date and time '08/01/2018 11:25 AM' and 'Batch Number 229 - Terri Lynch - 1234'. Below this, a green box contains the text 'Expected Total: 6000.01 Actual Total: 6000.01 All items needing editing have been completed'. The interface is split into two main sections. The left section, titled 'Front' and 'Back', displays a check image. The check is dated '5/12/2008' and is payable to 'Barb Hemmitt' for the amount of '\$6,000.01'. The check number is '33386748'. The right section is a table with columns 'Seq', 'Codeline', and 'Amount'. It contains one row with 'Seq' 1, 'Codeline' '/33386748/ :011000112:000005089012345678/', and 'Amount' 6000.01. Below the check image, there are input fields for 'Customer No' (TML 5102018), 'Invoice No', 'Invoice Number', and 'Unit Number'. There are also checkboxes for 'Auto On Us', 'Routing', and 'On Us', and a text box for 'Amount' (6000.01).

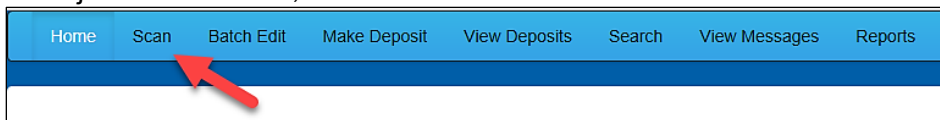
3. You may enter the **Customer Number** and **Invoice Number** for the check item. Entering data into these fields is not required. This information reflects in the Remote Deposit Now reporting tool to help identify deposit items.

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

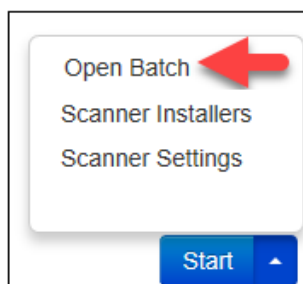
A close-up screenshot of the batch selection dropdown menu. It shows the text '08/01/2018 11:25 AM Batch Number 229 - Terri Lynch - 1234' and a green box containing the text 'Expected Total: 6000.01 Actual Total: 6000.01'.

Editing a Batch Total

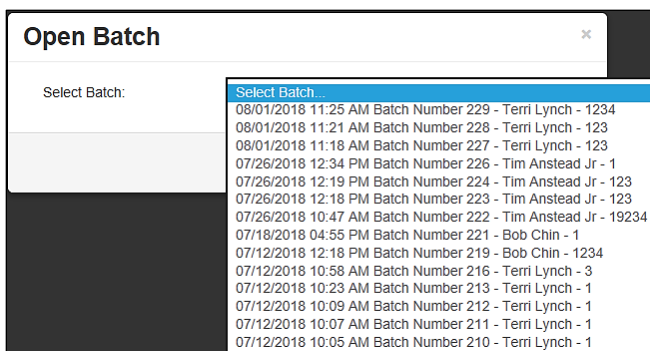
1. To adjust a batch total, click **Scan**.



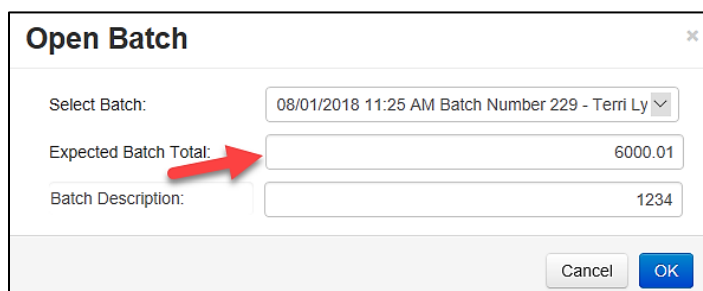
2. Select **Open Batch** from the arrow next to the **Start** button at the bottom of the page.



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



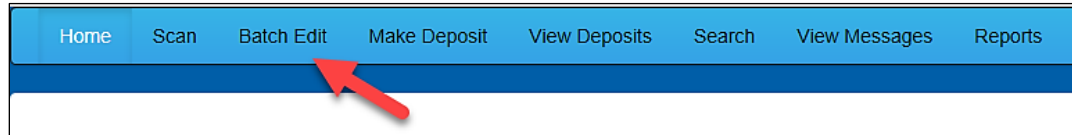
4. Enter the new amount in the *Expected Batch Total* field.



5. Click **OK**.

Performing a MICR Repair

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



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

A screenshot of a web form. At the top, there is a drop-down menu showing '08/01/2018 11:25 AM Batch Number 229 - Terri Lynch - 1234'. Below it, a green box contains the text 'Expected Total: 6000.01 Actual Total: 6000.01' and 'All items needing editing have been completed'. At the bottom left, there are two buttons: 'Front' and 'Back'. A red arrow points to the drop-down menu.

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

A screenshot of the same web form as in step 2. A red arrow points to a small 'edit' button located to the right of the batch selection drop-down menu.

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

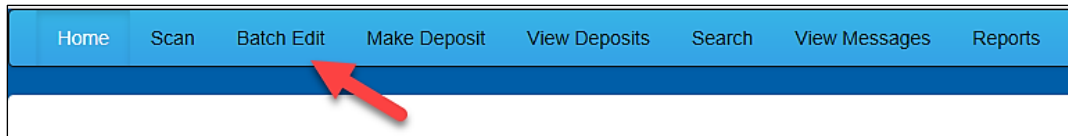
A screenshot of the MICR (Magnetic Ink Character Recognition) fields. There are four input boxes. The first three contain the values '33386748', '011000112', and '000005089012345678'. The fourth box contains '6000.01'. Red arrows point to each of these input boxes. Below the boxes are labels: 'Amount', 'Routing', 'On Us', and 'Amount'.

5. Click **Save**.

A screenshot of the action buttons at the bottom of the form. There are four buttons: 'Delete', 'Cancel', 'Print', and 'Save'. A red arrow points to the 'Save' button.

Keying in a Dollar Amount

1. To adjust a batch total, click **Batch Edit**.



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

A screenshot of a web form. At the top, there is a dropdown menu showing '08/01/2018 11:25 AM Batch Number 229 - Terri Lynch - 1234'. Below it, there are two green boxes: 'Expected Total: 6000.01 Actual Total: 6000.01' and 'All items needing editing have been completed'. At the bottom left, there are two buttons: 'Front' and 'Back'. A red arrow points to the dropdown menu.

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

A screenshot of the same web form as in step 2. A red arrow points to a small edit icon (a square with a pencil) located to the right of the dropdown menu.

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

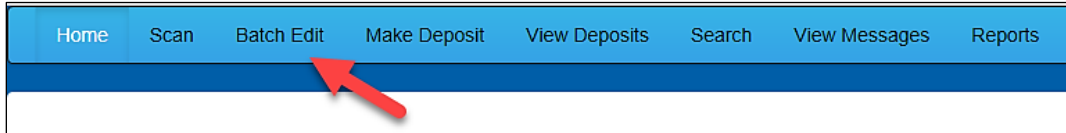
A screenshot of the form fields. There are four input fields: 'Aux On Us' (containing 33386748), 'Routing' (containing 011000112), 'On Us' (containing 000005089012345678), and 'Amount' (containing 6000.01). A red arrow points to the 'Amount' field.

5. Click **Save**.

A screenshot of the action buttons at the bottom of the form. There are four buttons: 'Delete', 'Cancel', 'Print', and 'Save'. The 'Save' button has a circular arrow icon next to the text. A red arrow points to the 'Save' button.

Deleting an Item

1. Click **Batch Edit**.



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

A screenshot of the 'Batch Edit' interface. The top status bar shows '08/01/2018 11:25 AM Batch Number 229 - Terri Lynch - 1234' and 'Expected Total: 6000.01 Actual Total: 6000.01'. Below this is a 'Front' tab and a check image. The check is dated 5/12/2006, payable to Barb Hemmitt for \$6,000.01, with a memo 'Remote Deposit Test'. To the right is a table with columns 'Seq', 'Codeline', and 'Amount'. The table contains one row with '1', '/33386748/ :011000112:000005089012345678/', and '6000.01'. A red arrow points to this row. At the bottom are buttons for 'Delete', 'Cancel', 'Print', and 'Save'.

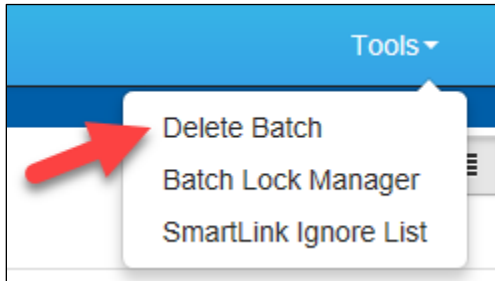
Seq	Codeline	Amount
1	/33386748/ :011000112:000005089012345678/	6000.01

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

A screenshot of a 'Delete Item' confirmation dialog box. The title is 'Delete Item'. The text inside asks 'Are you sure you want to delete this item?'. At the bottom right are two buttons: 'Cancel' and 'Ok'.

Deleting a Batch

1. Select **Delete Batch** from the **Tools** drop-down menu.



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

Delete Batches ✕

<input type="checkbox"/>	Date	Batch No.	Scanned By
<input type="checkbox"/>	08/01/2018	229	Terri Lynch
<input type="checkbox"/>	08/01/2018	228	Terri Lynch
<input type="checkbox"/>	08/01/2018	227	Terri Lynch
<input type="checkbox"/>	07/26/2018	226	Tim Anstead Jr
<input type="checkbox"/>	07/26/2018	224	Tim Anstead Jr
<input type="checkbox"/>	07/26/2018	223	Tim Anstead Jr
<input type="checkbox"/>	07/26/2018	222	Tim Anstead Jr
<input type="checkbox"/>	07/18/2018	221	Bob Chin
<input type="checkbox"/>	07/12/2018	219	Bob Chin
<input type="checkbox"/>	07/12/2018	216	Terri Lynch

Delete Selected

3. Click **OK**.

Confirm Delete

Are you sure you want to delete the selected record(s)?

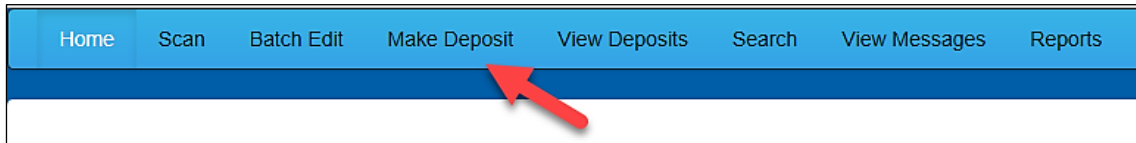
Duplicate Checks Warning Message

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



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

A screenshot of the 'Batches Available for Deposit' screen. On the left, there is a list of batches with checkboxes. The first batch is selected. On the right, there are fields for 'Accounts' and 'Select Deposit Account...', and a 'Make Deposit' button. A red arrow points to the 'Make Deposit' button.

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

A screenshot of the 'Batches Available for Deposit' screen, similar to the previous one. A red arrow points to the 'Select Deposit Account...' drop-down menu.

PLEASE 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.

- Click **Make Deposit** to submit your batch(es).

Your Bank's Current Time:
August 1st 2018, 12:33:32 pm

Accounts ▼

Select Deposit Account... ▼

☐ Batches Available for Deposit

<input type="checkbox"/>	2018-08-01T11:25:48 - 229 Batch Description: 1234 Total Amount: 6000.01 Item Count: 1 Scanned By: Terri Lynch View Items
<input type="checkbox"/>	2018-08-01T11:21:51 - 228 Batch Description: 123 Total Amount: 33.33 Item Count: 1 Scanned By: Terri Lynch View Items

Unallocated Total: 0.00

Deposit Total: 0.00

[✓ Make Deposit](#)

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

Deposit Completed ×

Deposit Confirmation No: 7390223

Total Items: 1

Total Amount: 33.33

[Deposit Report](#)

[Deposit Report With Images](#)

[✓ OK](#)

- 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), click **Home**.

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

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

Refresh

Messages:
You have new messages - [click here to view them](#)

Batches ready for deposit:
Date: 08/01/2018 11:25 AM Batch Number: 229 - 1234 - Terri Lynch


Recent deposits:

08/01/2018 12:36 PM - Deposit Receipt: 7390223 - \$33.33

07/26/2018 12:23 PM - Deposit Receipt: 7354667 - \$1.00

07/12/2018 03:28 PM - Deposit Receipt: 7276936 - \$300.00

07/12/2018 11:14 AM - Deposit Receipt: 7273220 - \$0.00



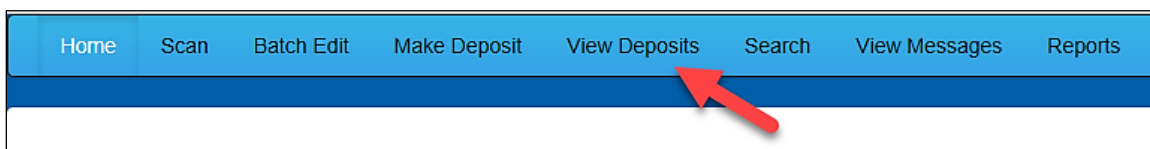
PLEASE NOTE: Any batches that have been saved and edited, but not submitted, will appear under the *Batches Ready For Deposit* section.

Reporting

Although both the Remote Deposit Now 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.

Viewing Deposits

1. Click the **View Deposits** link to view batch/item information.

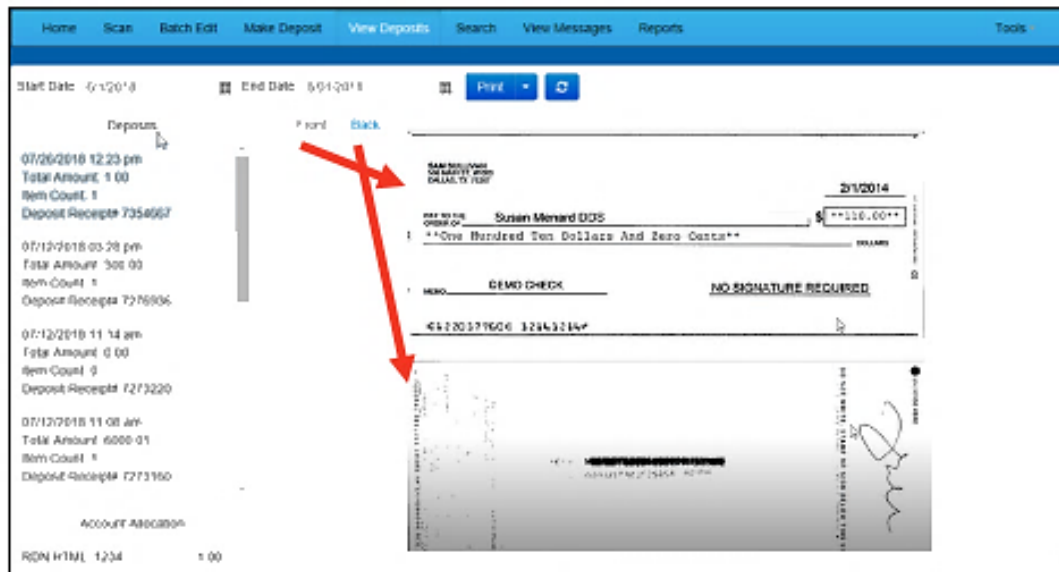


2. A list of deposits appears. To narrow your list of deposits, select a **Start Date** and **End Date** at the top of the page.

A screenshot of the 'View Deposits' page. The top navigation bar is visible. Below it, there are date filters: 'Start Date: 6/1/2018' and 'End Date: 8/01/2018'. A red arrow points to the 'Start Date' field. To the left, there is a list of deposits with details like date, time, total amount, item count, and deposit receipt number. A red arrow points to the 'Deposits' header. To the right, there is a detailed view of a deposit, including a check image and a table of deposit items. The check image shows 'MERCHANT DEMO TEST CHECK' for \$200.00. The table below has columns: Batch No, Seq, Routing, Acct No, Check No, Amount, Customer No, and Invoice No. The first row shows Batch No 225, Seq 1, Routing 122037760, Acct No 32143214, Check No 2222, and Amount 1.00.

3. At the top of the page, select  **Refresh** to view the deposit(s) within the date range.

4. Selecting **Front** and **Back** allows you to view the front and back side of a check image.

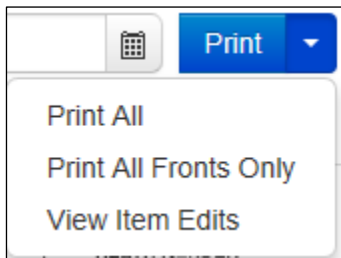


Printing Images of Items

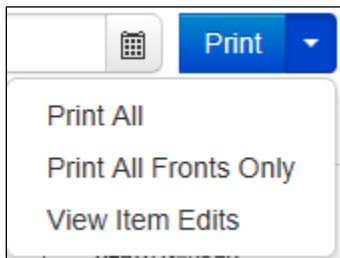
1. From the *View Deposits* page, highlight which deposit to view from the left column. The item(s) for that deposit appear.

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

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.



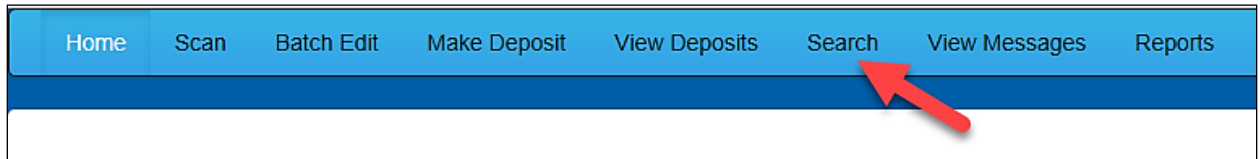
3. From the **Print** option at the top of the page, select the drop-down menu next to *Print* and click **View Item Edits** to see which user(s) have edited transaction amounts for the deposit in the Remote Deposit Now application.



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 Remote Deposit Now application, select **Search** from the top of the page (shown below).



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 screenshot of the search criteria form. On the left, there are input fields for: Start Date (with a calendar icon), Stop Date (with a calendar icon), Batch Number, Check Number (with a 'to' field), Routing Number, Check Acct Number, Amount (pre-filled with 0.00), Customer Acct No, Invoice No, Invoice Number, and Unit Number. On the right, there are 'Front' and 'Back' tabs. Below the tabs is a table header with columns: Seq, Batch No, Check No, Amount, Cust Acct No, Invoice No, Deposit Date, and Deposit Confirm Code. At the bottom left are 'Reset', 'Print', and a 'Search' button with a magnifying glass icon. A red arrow points to the 'Start Date' field.

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



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

Reset

Print

Search

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

20111121

0566572097*

1562

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

- 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

PLEASE NOTE: Any items that are voided in the application will not show in the Remote Deposit Now application.

Application Reporting

Transaction Status Summary

Once at the Dashboard after logging in you can locate The *Transaction Status Summary*. Here you will find the total number of items and dollar amounts of all Check21 debits/credits, refunds, returns, and collection items for all locations being processed by a customer. This 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			

Status with * represents Affiliated Bank not utilizing through Remote Deposit Now.

Quickly identify any unusual activity regarding your transactions with any of the following status types:

- Approved
- Processed
- Collected*
- Awaiting Capture
- Awaiting Approval
- Declined
- Voided
- Error
- In Collection*
- Other ACH Returns*
- Unauthorized*
- Uncollected NSF*
- Suspended (requires financial institution's action to approve or void)
- Disputed*
- Invalid / Closed Account*
- Resolved
- Other Check21 Returns

Transaction Statuses and Definitions

Approved - The transaction has been verified and will be processed at the designated cut-off time.

Awaiting Approval - The transaction has been verified, but the amount of the transaction exceeded the *Dual Authorization* limit of the user who created it. An authorized approver must review and then either approve or void the transaction.

Awaiting Capture - Status for credit card transactions only.

Collected* - (*ACH Only*) The transaction, originally returned NSF, has been re-presented to the Fed by ProfitStars, and funds were recovered.

Declined - The transaction has been declined by the EPS system and will not be processed. The transaction exceeded either *Dual Authorization* limits or *Velocity* limits.

Disputed* - (*ACH Only*) The transaction was returned to ProfitStars by the Fed because the account holder at the receiving financial institution has disputed its validity. The transaction will be charged back (reversed).

Error - An internal error has occurred within the EPS system. Contact your first line of support.

In Collection* - (*ACH Only*) The transaction, returned NSF, is in the process of being re-presented to the Fed by ProfitStars.

Invalid/Closed Account* - (*ACH Only*) The transaction was returned to ProfitStars by the Fed because the account number at the receiving financial institution was invalid or because the account was closed.

Other ACH Returns* - The ACH transaction has been returned by the Fed. The transaction will be charged back.

Other Check 21 Returns - The Check21 transaction has been returned by the Fed. The transaction will be charged back.

Processed - The transaction has been transmitted to the appropriate network Check 21. Changes can no longer be made, and the transaction can no longer be voided.

Resolved - The transaction has been moved into a *Resolved* status by a user to indicate that no further action related to the transaction is required. Transactions can be moved into a *Resolved* status from a status of *Declined*, *Voided*, *Invalid/Closed Account*, *Disputed*, *Uncollected NSF*, *Error*, or *In Research*.

Suspended - The transaction has been verified, but it has exceeded *Velocity* limits.

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 are no longer included in the *Disputed* status totals.


Uncollected NSF* - (*ACH Only*) The transaction was returned to ProfitStars NSF by the Fed, and funds could not be recovered.

Voided - The transaction has been voided and will not be processed. A transaction may not be voided once the item is in the *Processed* status.

Transaction Status Report

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

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

Current Transaction Summary 			
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			

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 column to the far left of that transaction.

Transactions matching your query






☐ Share to All Users

Save to My Reports

Title Transaction Approved

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
		Total Debit Amount	\$6,177.50	Total Credit Amount
				\$73.00






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

Reports / Results / Transaction Information			
Transaction Details		<input type="button" value="Actions"/>	<input type="button" value="Show Events"/>
Customer (ID):	Receipt Code:		<input type="button" value="Hide Events"/>
Effective Date: Monday, December 21, 2015	Tran Data 2:		<input type="button" value="Show Audit History"/>
Auth Only: \$1.00	Tran Data 3:		<input type="button" value="Hide Audit History"/>
Payment Method: ACH	Reference Number: T:4ZP5PPFFA1		
From Account Type: Checking	Payment Origin: Signature Original		
	Settlement Status: No Settlement Needed		

Editing a Transaction

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

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

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

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.

Transaction Details

Customer (ID):

Jones, James (99007789)

Effective Date:

Tuesday, January 05, 2016


\$

17.00

Reason

Reason

☒
☐



- To change the date the transaction will be processed, click **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.

Transaction Details

Customer (ID):

Jones, James (99007789)

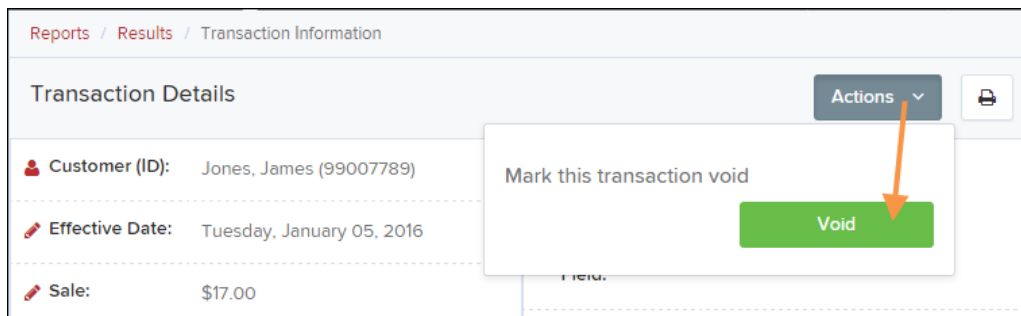
☒
☐

Reason

Reason

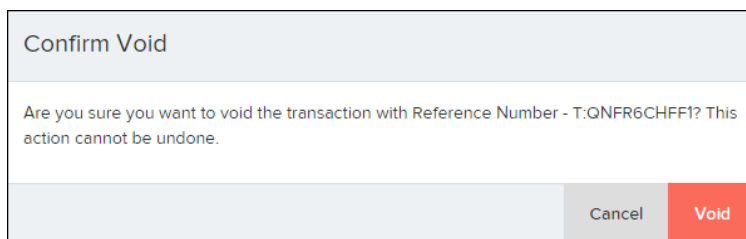
Voiding a Transaction

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. Click **Actions** then **Void**.



The screenshot shows the 'Transaction Details' page. At the top, there is a breadcrumb trail: 'Reports / Results / Transaction Information'. Below this, the page title 'Transaction Details' is displayed. On the right side, there is an 'Actions' dropdown menu and a printer icon. The 'Actions' menu is open, showing the option 'Mark this transaction void' with a green 'Void' button below it. An orange arrow points from the 'Void' button in the menu to the 'Void' button in the dropdown. The transaction details are listed on the left: 'Customer (ID): Jones, James (99007789)', 'Effective Date: Tuesday, January 05, 2016', and 'Sale: \$17.00'.

4. The system will ask you to confirm voiding the transaction. Click **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).





The screenshot shows a 'Confirm Void' dialog box. The title bar says 'Confirm Void'. The main text asks: 'Are you sure you want to void the transaction with Reference Number - T:QNFR6CHFF1? This action cannot be undone.' At the bottom, there are two buttons: 'Cancel' and 'Void'.

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 			
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			

2. Click  **View** for the transaction you wish to resolve, as shown below.




Transactions matching your query




☐ Share to All Users

Save to My Reports

Title Transaction Voided

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

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

Reports / Results / Transaction Information

Transaction Details

Actions

Customer (ID):

Effective Date: Tuesday, November 17, 2015

Auth Only: \$2.50

Payment Method: ACH

Loan Number:

Resolve this transaction

Reason

The Reports Page

The *Reports* tab grants you access to several 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 the transactions that have been flagged as duplicate items in any number of deposits.

PLEASE NOTE: The pre-set filters can be customized to fit your needs for any Standard Report.

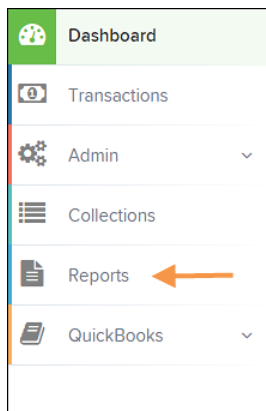
- **My Reports** – Allows you to customize a report based on your informational needs. You may save this report as a template for future use, and it will be available only to your profile as a user.
- **Shared Reports** – Allows you to customize a report and save it as a template available for other 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

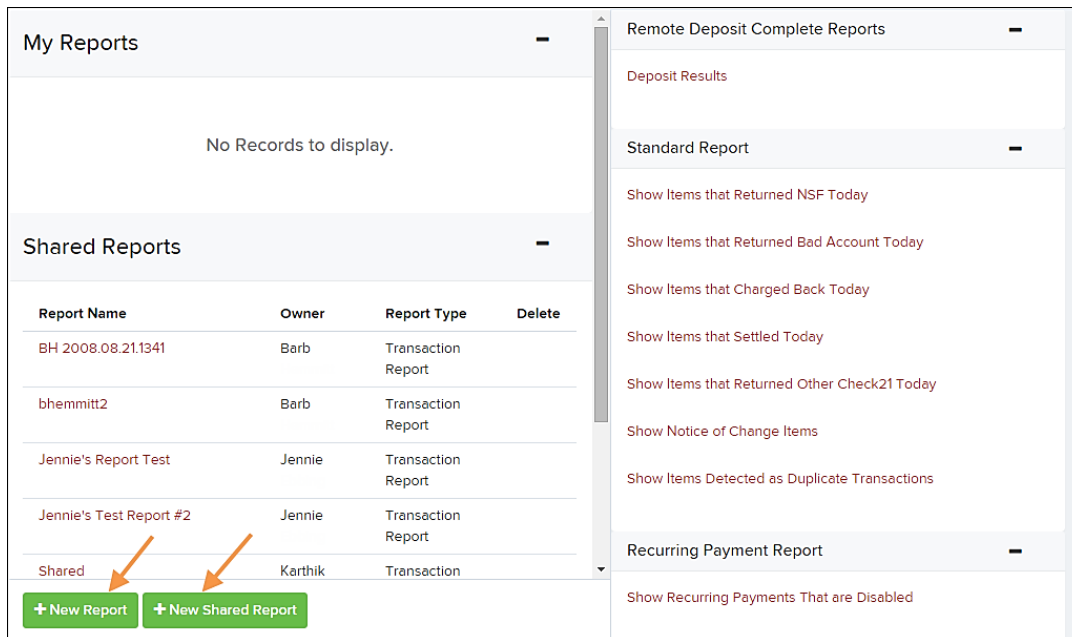
The report builder utility can be used to create one-time queries and custom recurring daily, weekly, and monthly reports for bookkeeping, historical research, and problem solving.

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.



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



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

Reports / New Report

Title Save to My Reports ☐ Share to All Users Run Reports

Report Type

☒ **Transaction Report**
Reports primarily based on a status, a category or type as associated with transaction

☐ **Historical Event Report**
Reports primarily based on a past occurrence/event as associated with a transaction

Date Range

Date Type **Export Date Range**

Start Date **Start Time**

End Date **End Time**

Advanced

Location

Status

Settlement Status

Origin Of Transaction

Originated As

Amount Range

From To

Report Column Headers

	View	Prioritize	Freeze
Transaction Date	<input checked="" type="checkbox"/>	<input type="text" value="v"/>	<input type="checkbox"/>
Transaction Status	<input checked="" type="checkbox"/>	<input type="text" value="v"/>	<input type="checkbox"/>
Payment Type	<input checked="" type="checkbox"/>	<input type="text" value="v"/>	<input type="checkbox"/>
Name On Account	<input checked="" type="checkbox"/>	<input type="text" value="v"/>	<input type="checkbox"/>
Transaction ID00	<input checked="" type="checkbox"/>	<input type="text" value="v"/>	<input type="checkbox"/>
Reference Number	<input checked="" type="checkbox"/>	<input type="text" value="v"/>	<input type="checkbox"/>
Customer Number	<input checked="" type="checkbox"/>	<input type="text" value="v"/>	<input type="checkbox"/>
Operation Type	<input checked="" type="checkbox"/>	<input type="text" value="v"/>	<input type="checkbox"/>
Location Name	<input checked="" type="checkbox"/>	<input type="text" value="v"/>	<input type="checkbox"/>
Amount	<input checked="" type="checkbox"/>	<input type="text" value="v"/>	<input type="checkbox"/>
Account Number	<input type="checkbox"/>	<input type="text" value="v"/>	<input type="checkbox"/>
Auth Response	<input type="checkbox"/>	<input type="text" value="v"/>	<input type="checkbox"/>
Check Number	<input type="checkbox"/>	<input type="text" value="v"/>	<input type="checkbox"/>
Customer Data 1	<input type="checkbox"/>	<input type="text" value="v"/>	<input type="checkbox"/>
Customer Data 2	<input type="checkbox"/>	<input type="text" value="v"/>	<input type="checkbox"/>
Customer Data 3	<input type="checkbox"/>	<input type="text" value="v"/>	<input type="checkbox"/>
Effective Date	<input type="checkbox"/>	<input type="text" value="v"/>	<input type="checkbox"/>
Trans Data 1	<input type="checkbox"/>	<input type="text" value="v"/>	<input type="checkbox"/>
Trans Data 2	<input type="checkbox"/>	<input type="text" value="v"/>	<input type="checkbox"/>
Trans Data 3	<input type="checkbox"/>	<input type="text" value="v"/>	<input type="checkbox"/>

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

Date Range

Date Type **Export Date Range**

Start Date **Start Time**

End Date **End Time**

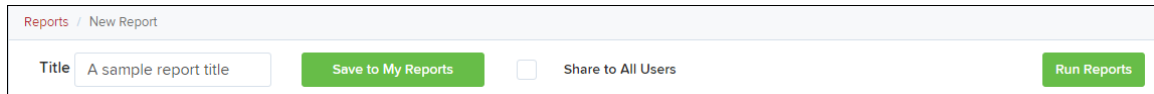
PLEASE NOTE: If you are creating a Historical Event Report, a custom date range will be unavailable.

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

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 later by selecting **Save to My Reports**. This option will both save the report and generate a report to view.



The screenshot shows a web interface for creating a new report. At the top, there is a breadcrumb trail: 'Reports / New Report'. Below this, there is a form with a 'Title' field containing the text 'A sample report title'. To the right of the title field are two buttons: 'Save to My Reports' and 'Run Reports', both in green. Between these buttons is a checkbox labeled 'Share to All Users', which is checked. The entire form is enclosed in a light gray border.

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.

PLEASE 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 available reports, please review the *User Reports Handbook*.