Enterprise Payment Solutions

JHA EPS SmartPay Business℠
Remote Deposit Scan™

October 2020

Remote Deposit Scan Handbook

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Introduction

The *Remote Deposit Scan Handbook* is a guide for all persons who process transactions through Remote Deposit Scan (RDS). Prior to working with the application, you should have received a login letter from your financial institution that contains the following information.

- The application URL where you will use the provided administrator login credentials (see figure):

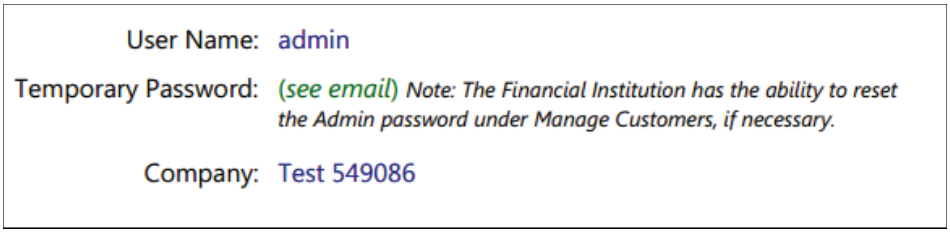

FIGURE 1 - SAMPLE INFORMATION FROM LOGIN LETTER

- Upon logging in to the system, you will be prompted to change your temporary password. A password must be between 8-15 characters and contain at least one upper case letter, one lower case letter, and one number.
- Your Merchant ID and scanner model/scanner number.
- Instructions for any EPS Education training you wish to schedule, in order to better learn the application.

NOTE: EPS Support is not available for training in the use of the application.

In addition to the login letter, your financial institution should have provided you with the *Scanner Installation Quick Start: Remote Deposit Scan*, a guide that assists with the installation of a scanner and Device Control, an EPS application used to manage scanners with RDS. If you are using an Apple® Mac® OS, consult the *SPB - Scanner Installation Quick Start for Mac* document for more information.

RDS provides the ability to process your customer checks through a single-check scanner and convert them to an electronic image transaction, later deposited into a bank account.

Checks can be scanned throughout the day, and their amount will be added into the deposit total. A deposit will consist of all transactions created that day, unless otherwise noted. For example, a transaction given a future effective date will not be deposited until such time. The system can detect duplicate transactions within 75 days of the original transaction being created. ACH items will be deposited separately from Check 21 items.

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

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System Requirements

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

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

NOTE: The application does not support Apple® Boot Camp® or any virtualization software.

For the PC:

- Local administrative rights
- Local User Profile
- USB port 2.0 or higher
- .NET® Framework 4.7 or higher

For Microsoft® Windows®:

- Windows 8.1
- Windows 10 supported editions: Home, Professional, and Enterprise. (Both 32- and 64-bit machines are supported)
- Microsoft Internet Explorer® 11, Microsoft Edge, or Google Chrome™

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

The following scanners support this application's features.

Scanner	Model Supported
Panini®	I:Deal® WI: Deal My Vision X Vision X
Digital Check®	CX30 TS230 TS240

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Scanner	Model Supported
Canon®	CR-L1 CR-120 CR-150 CR-190i II
RDM®	EC7000i EC7500i
Epson®	Capture One TMS 1000
Digital Check SmartSource (Unisys Burroughs®)	Micro EX Micro Elite SmartSource Professional® SmartSource Professional Elite SmartSource Merchant Elite SmartSource Value

For Apple:

- macOS High Sierra:Google Chrome
- macOS Mojave:Google Chrome
- macOS Catalina:Google Chrome

The following scanners support this application's features.

Scanner	Model Supported
Digital Check®	CX30 TS240

Configuring Temporary Internet Files and History Settings - Internet Explorer Only

Configuring these settings can keep the pages in the system consistently refreshed with information.

1. Open **Control Panel** from your *Start* menu.
2. Select **Internet Options**.

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

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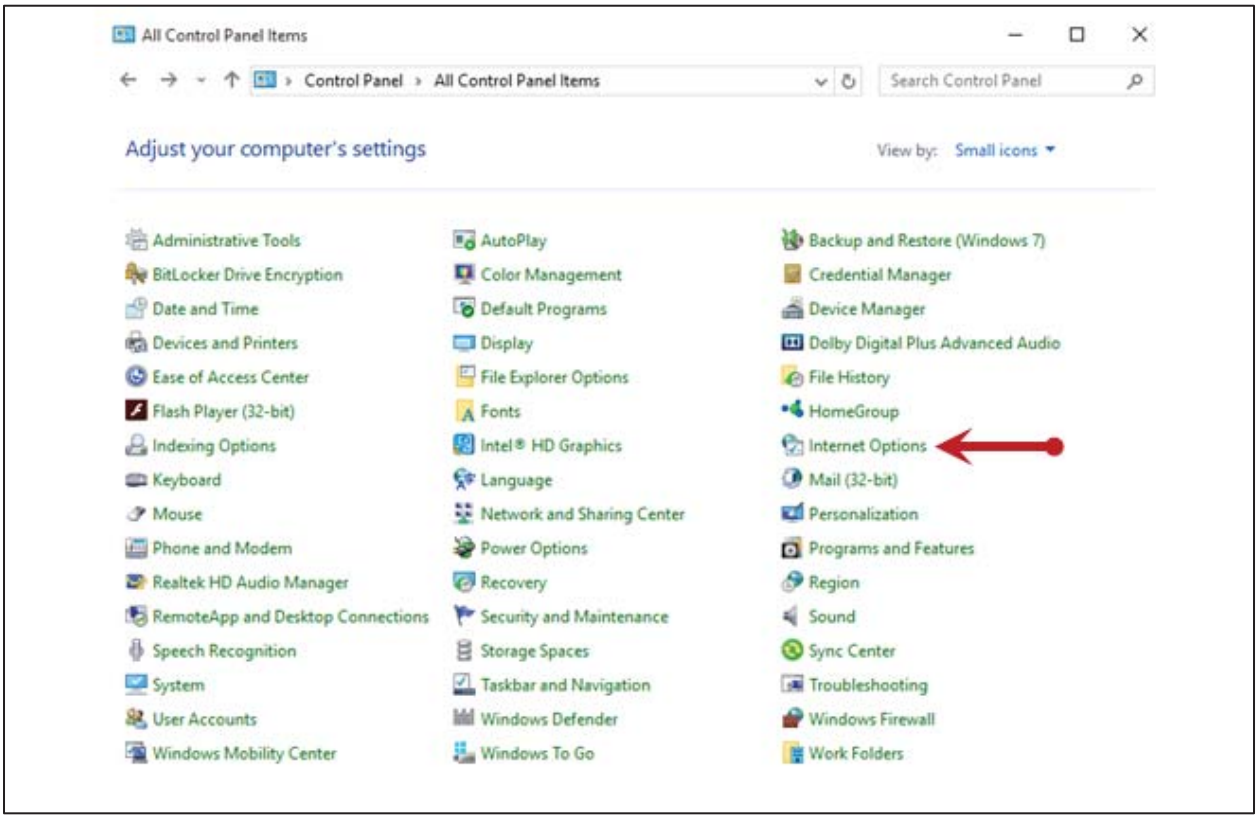

FIGURE 2 – GENERAL TAB FOR INTERNET OPTIONS

3. From the tabs at the top of the *Internet Options* window, select **General**.

FIGURE 3 - GENERAL TAB FOR INTERNET OPTIONS

4. Under the *Browsing history* section, select the **Settings** option (pictured below).

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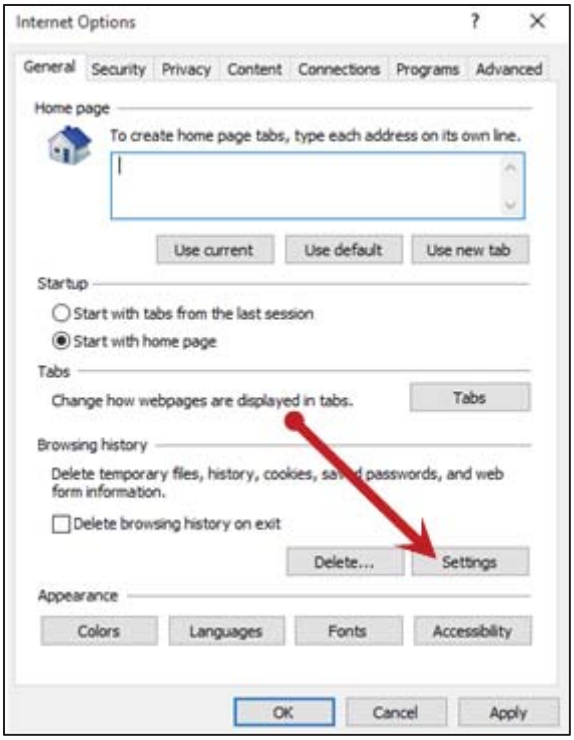

FIGURE 4 - SETTINGS OPTION UNDER BROWSING HISTORY

5. The *Temporary Internet Files and History Settings* window appears. Under *Check for newer versions of stored pages,* select the **Every time I visit the webpage** option.

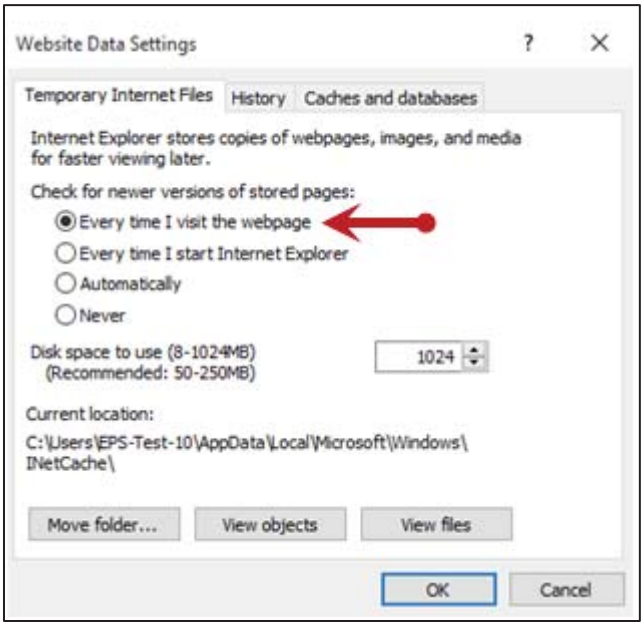

FIGURE 5 - TEMPORARY INTERNET FILES AND HISTORY SETTINGS

6. Select **OK** at the bottom of the *Temporary Internet Files and History Settings* window.

7. Click **OK** from the bottom of the *Internet Options* window.

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Turning on Compatibility View - Internet Explorer Only

Adding the EPS URL to the Compatibility View Settings feature of Internet Explorer may help with viewing certain features in the application.

1. Open Internet Explorer. From the top navigational menu, select **Tools Icon** | **Compatibility View Settings**.

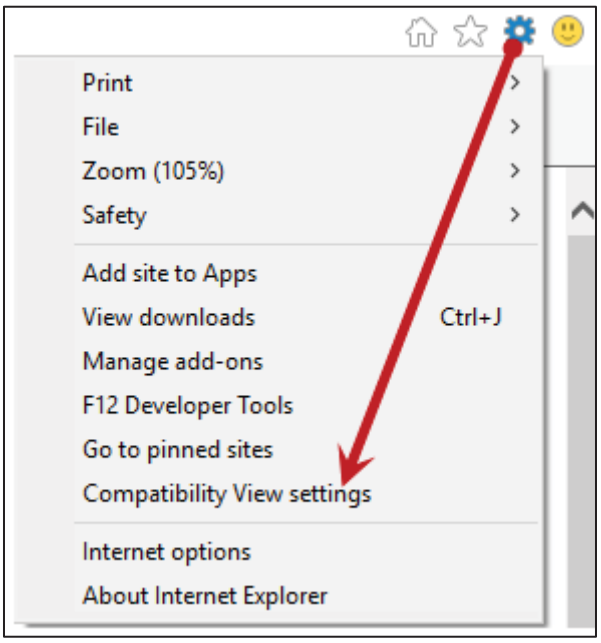

FIGURE 6 – COMPATIBILITY VIEW SETTINGS

2. The *Compatibility View Settings* window appears. Within the **Add this website** field provided, enter the URL https://smartpay.profitstars.com and then click **Add**.

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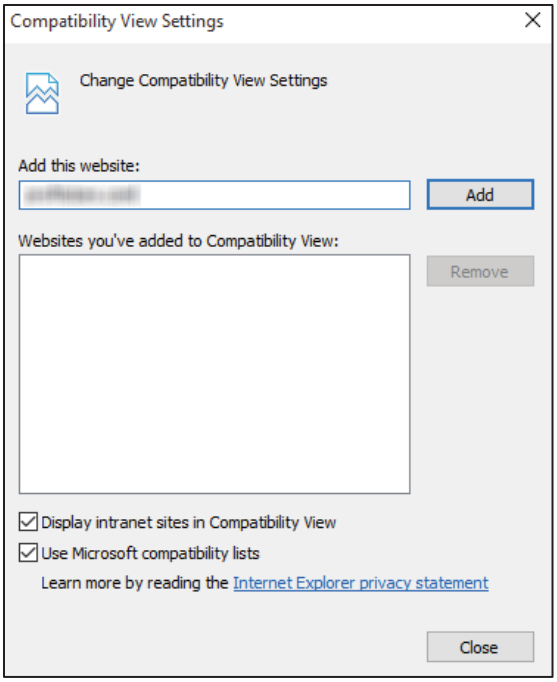

FIGURE 7 - ADD OPTION UNDER COMPATIBILITY VIEW SETTINGS

3. Select **Close** at the bottom of the *Compatibility View Settings* window.
4. Click **OK** from the bottom of the *Internet Options* window.

Privileges and Roles

The Admin user will need to assign the *RDS User* role in order for you to access this application. This role is located within the *Customer Services* privilege. For a complete walkthrough about assigning privileges and roles, please see the *User Administrator Handbook* for more information and complete instructions.

Available Resources

If you have questions about using the RDS application, please contact your first line of support for more information.

For a complete guide on how to run reports using the information processed with the application, please see the *User Reports Handbook* for instructions.

Process Workflow

The below figure describes the process for making a deposit using the Remote Deposit Scan application.

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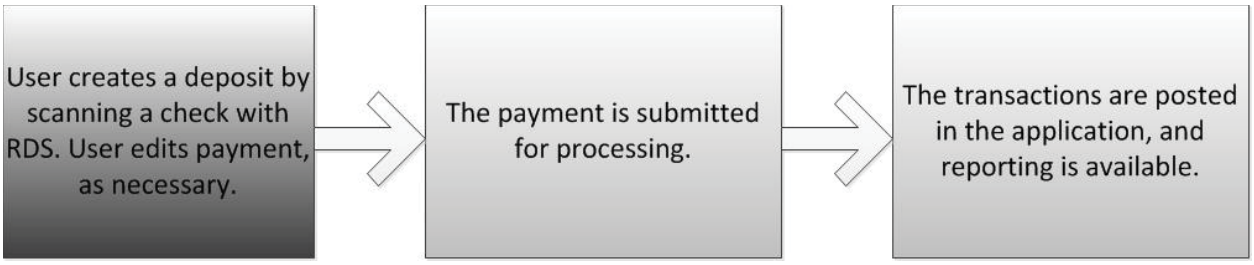

FIGURE 8 - RDS PROCESS WORKFLOW

Session Timeouts

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

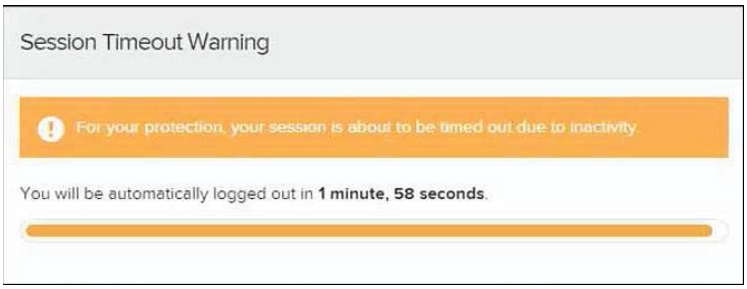

FIGURE 9 - SESSION TIMEOUT WARNING

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Logging In

Your admin user will provide you with a URL address. Save this URL to your favorites, as it is a route of access into the system. A user name, temporary password, and company name will also be provided so that you may log in to the system. Only the passwords are case-sensitive.

1. Once at the provided URL address, complete the **User Name**, **Password**, and **Company** fields. Click **Login**.
2. The system will prompt you to change your password. Passwords expire every 90 days and are case-sensitive. Use the following guidelines when creating a new password:
    - At least 1 uppercase letter
    - At least 1 lowercase letter
    - At least 1 number
    - 8-15 characters in length
3. Click **Update Password**.

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

Creating a Secret Question

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

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

NOTE: Single sign-on users do not need to set up a secret question.

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

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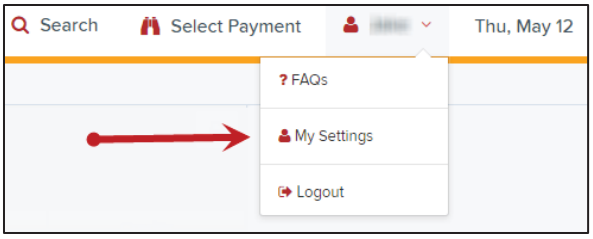

FIGURE 10 - MY SETTINGS OPTION

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

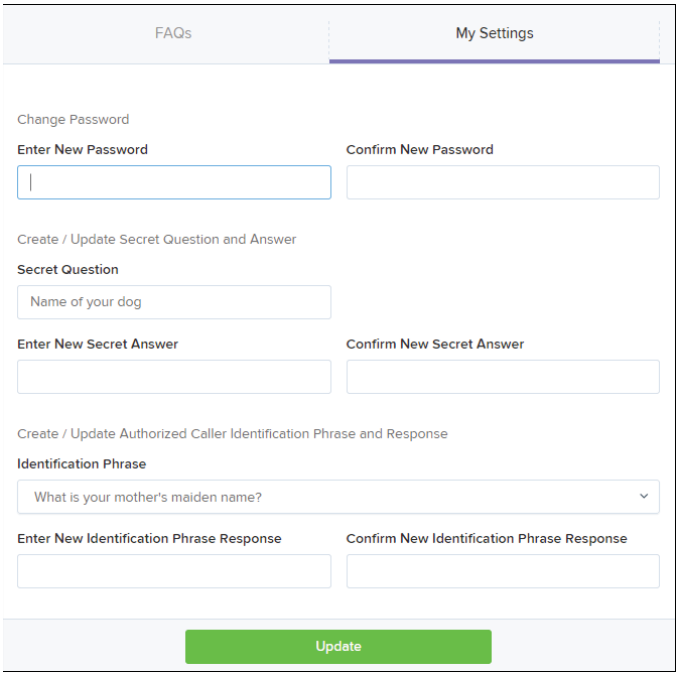

FIGURE 11 - MY SETTINGS PAGE

3. Click **Update** when you are finished.

Choosing an Identification Phrase

The EPS Support team answers questions about EPS products in the event you need additional help with an application. EPS takes support-related calls from users who have been designated as an authorized caller by the Admin user. If you have been designated as an authorized caller, you will need to set up an identification phrase and answer to verify your status when calling EPS Support for assistance.

Authorized callers: For specific questions about an application, please contact our support team at 877-542-2244.

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NOTE: Non-authorized callers who contact EPS Support will be referred back to their first line of support.

1. Log in to the application, and select **the user menu | My Settings**.
2. The system will prompt you for your current login password in order to reach the *My Settings* page. Make changes to the identification phrase sections, as needed.
3. Type the answer to the question in the **Enter New Identification Response** field, and again in the **Confirm New Identification Response** field. EPS Support will verify this answer when you call. From this page, you can also make changes to your password or secret question and answer if needed.
4. Click **Update** when finished.

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Installing Device Control

If you are accessing the application for the first time, you will need to install Device Control, a feature used to manage your scanner(s). Device Control will need to be installed before you can begin making deposits.

NOTE: If you have already installed Device Control via instructions from your financial institution or from the *Scanner Interface Conversion: Remote Deposit Scan* document, you may skip the following steps and proceed to the next section of this document.

1. Navigate to your financial institution's application, and then complete the **User Name**, **Password**, and **Company** fields. Click **Login**.

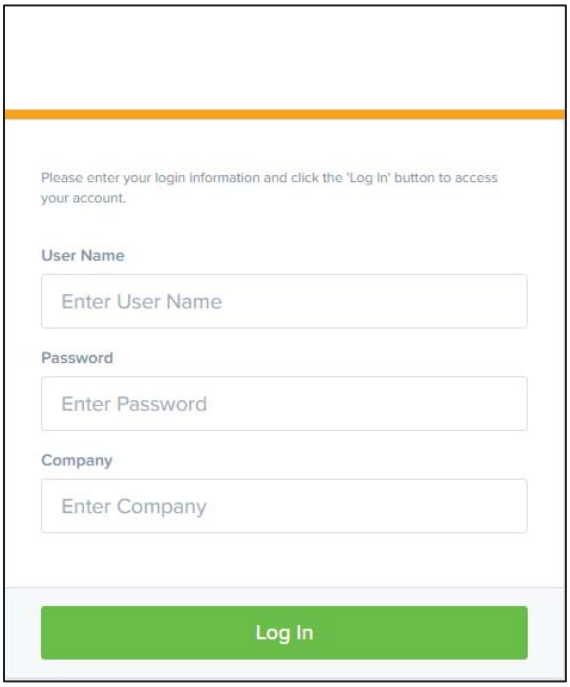

FIGURE 12 - LOGIN

2. Choose **Transactions** from the left main menu.

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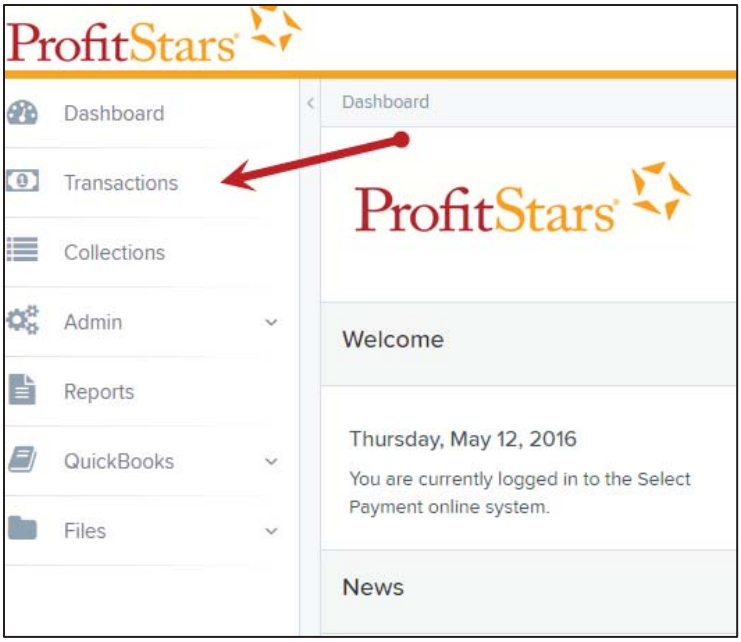

FIGURE 13 - TRANSACTIONS OPTION

3. Under *Check Processing*, choose the **Remote Deposit Scan** option as shown below.

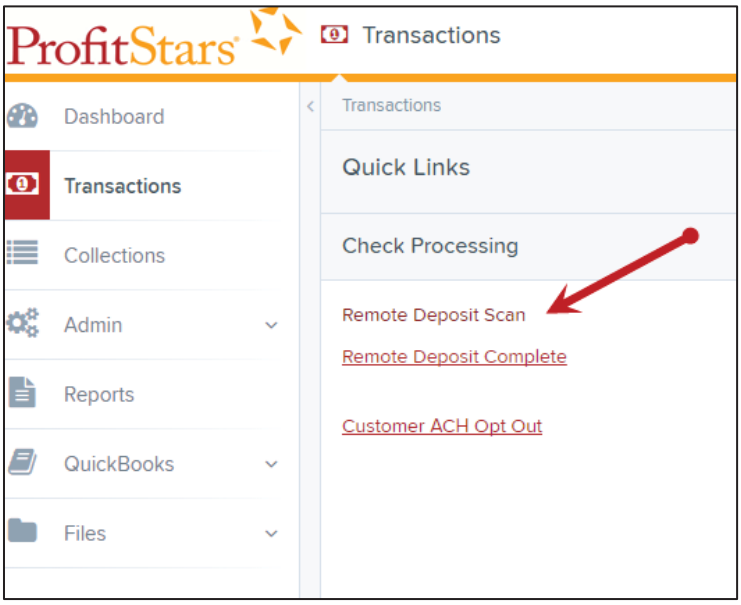

FIGURE 14 - REMOTE DEPOSIT SCAN OPTION

4. The *Device Control* prompt appears, informing you that Device Control is attempting to launch. Select **Run** to continue. For Google Chrome users, click on the **ProfitStarsDeviceCon….exe** (as shown in the second image below).

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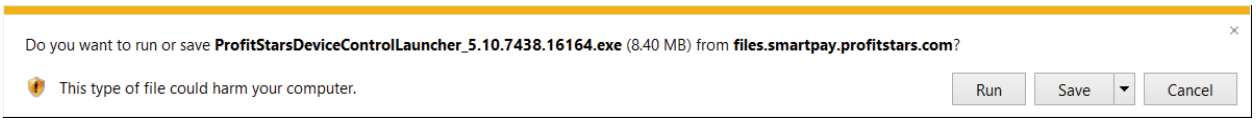

FIGURE 15 - LAUNCH DEVICE CONTROL – INTERNET EXPLORER 11

FIGURE 16 - LAUNCH DEVICE CONTROL – GOOGLE CHROME

5. The system will prompt you to begin installing Device Control. Select **Install** to continue. This may take several minutes.

FIGURE 17 - PROMPT TO INSTALL DEVICE CONTROL

A prompt may appear to ensure that a user with Administrator rights to the computer will proceed with the installation. Select **OK** to continue.

6. Device Control will initialize. Choose the scanner and model you wish to install for use and then click **Install**.

FIGURE 18 - SELECTING A DEVICE AND MODEL

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7. The *Add/Remove Devices* window appears. Choose the scanner you wish to add, and then select **Install**.

FIGURE 19 - ADD/REMOVE DEVICES

8. The Install Wizard tool appears. Disconnect the scanner you wish to install from your computer, and exit all other applications. Select **Next** in the Install Wizard tool to continue.

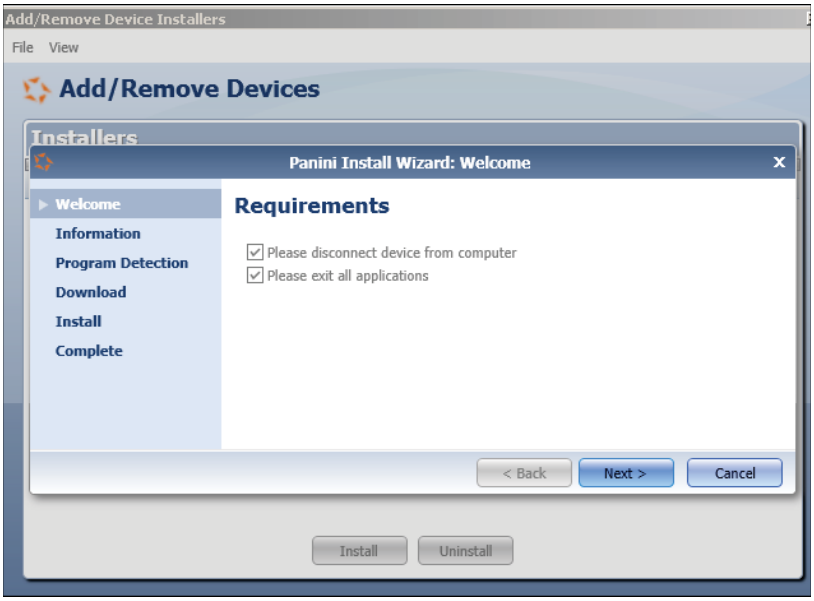

FIGURE 20 - INSTALL WIZARD

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9. After the Install Wizard tool has run its course, connect the scanner to your computer and then click **Finish**. The scanner is now installed, and you may begin scanning deposits.

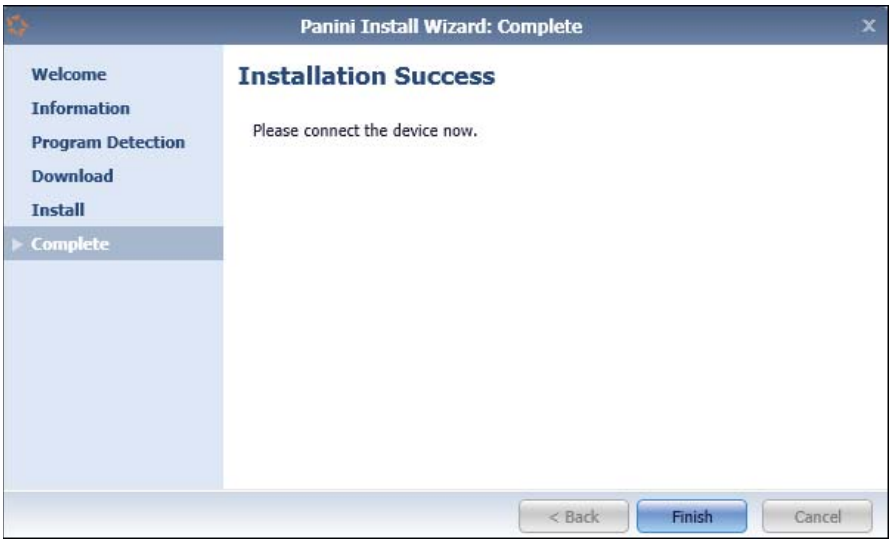

FIGURE 21 - INSTALLATION COMPLETE

NOTE: For more information about working with Device Control, including uninstalling a scanner, please see the “Scanner Device Control” section of this document.

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Working with Remote Deposit Scan

The Remote Deposit Scan application allows you to scan one check at a time. The scanner will read the MICR line of the check and scan the front and back sides of the check. In the system application, you will have the opportunity to specify an account location, name on account, payment origin, and amount of the item (discussed in this section) for deposit. The more information you enter around a transaction, the easier it will be to locate that item at a later time.

Depending on the settings with your financial institution, the scanner may frank the front of the check with the words, *Electronically Presented*. You can opt to scan a second document (e.g., check stub or invoice) and/or key additional information to associate with the check and/or the customer who wrote the check.

A deposit can be in any number of statuses when it enters the system. The table below lists the potential status of any one transaction within the system.

Status	Definition
Approved	The transaction has been verified and will be processed at the designated cut-off time.
Processed	The transaction has been transmitted to the appropriate network (ACH or Check 21). Changes can no longer be made, and the transaction can no longer be voided.
Collected	(*ACH Only*) The transaction, originally returned NSF, has been re-presented to the Federal Reserve by ProfitStars, and funds were recovered.
Awaiting Capture	Status for credit card transactions only.
Awaiting Approval	The transaction has been verified, but the amount of the transaction exceeded the Dual Authorization limit of the user who created it. An authorized approver must review and either approve or void the transaction.
Declined	The transaction has been declined by the EPS system and will not be processed. The transaction exceeded either Dual Authorization or Velocity limits.
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.
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 Federal Reserve by ProfitStars.
In Research	May be used by your support group.

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Status	Definition
Uncollected NSF	(*ACH Only*) The transaction was returned to ProfitStars NSF by the Federal Reserve, and funds could not be recovered.
Suspended	The transaction has been verified but has exceeded Velocity limits.
Disputed	(*ACH Only*) The transaction was returned to ProfitStars by the Federal Reserve because the account holder at the receiving financial institution has disputed its validity. The transaction will be charged back (reversed).
Invalid/Closed Account	(*ACH Only*) The transaction was returned to ProfitStars by the Federal Reserve because the account number at the receiving financial institution was invalid or because the account was closed.
Resolved	The transaction has been moved into a *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, Unauthorized, Error,* or *In Research.*

1. Log in to the system and select **Transactions** from the left main menu.
2. Under *Check Processing*, select **Remote Deposit Scan**.
3. If Device Control has not already launched, the system will ask you to confirm launching Device Control. Click **OK** to continue.

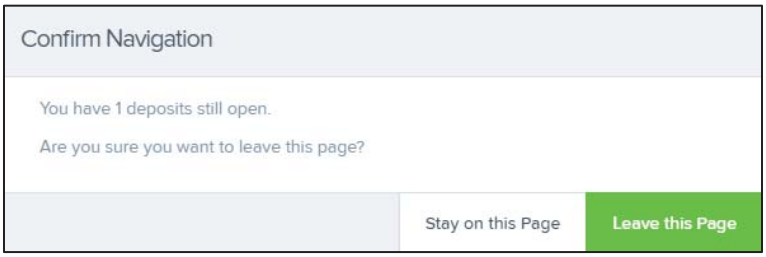

FIGURE 22 - CONFIRMATION TO LEAVE OPEN DEPOSITS PAGE

4. The *Check Processing: Remote Deposit Scan* page appears, and Device Control, the feature used to help manage your scanning device, also appears at the bottom of your page. Complete the required fields designated by an asterisk:
   - **Location:** Select the account location where the check will be processed. Once you select a location, the Device Control will update to a ready status.
   - **Payment Origin:** Select the type of payment.
   - **Name on Account (Grayed-out):** A field for the name of the check writer. The information for this field will auto-populate for a previously created customer profile in the system once the check is scanned.
   - **Amount:** Enter the amount for the check.

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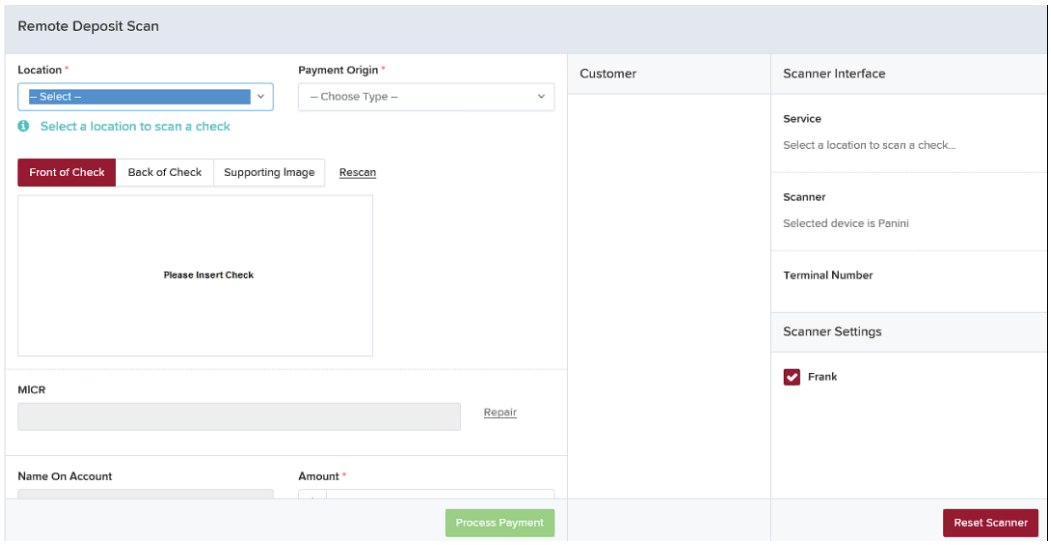

FIGURE 23 - RDS FIELDS

NOTE: Customer data fields will remain unavailable until a check has been scanned.

5. Place the check in the scanner, and then scan the check item.

6. If the check could not be read properly, a *MICR Repair* prompt will appear. Select **Expand** next to *Repair Instructions* for more help on how to repair a MICR.

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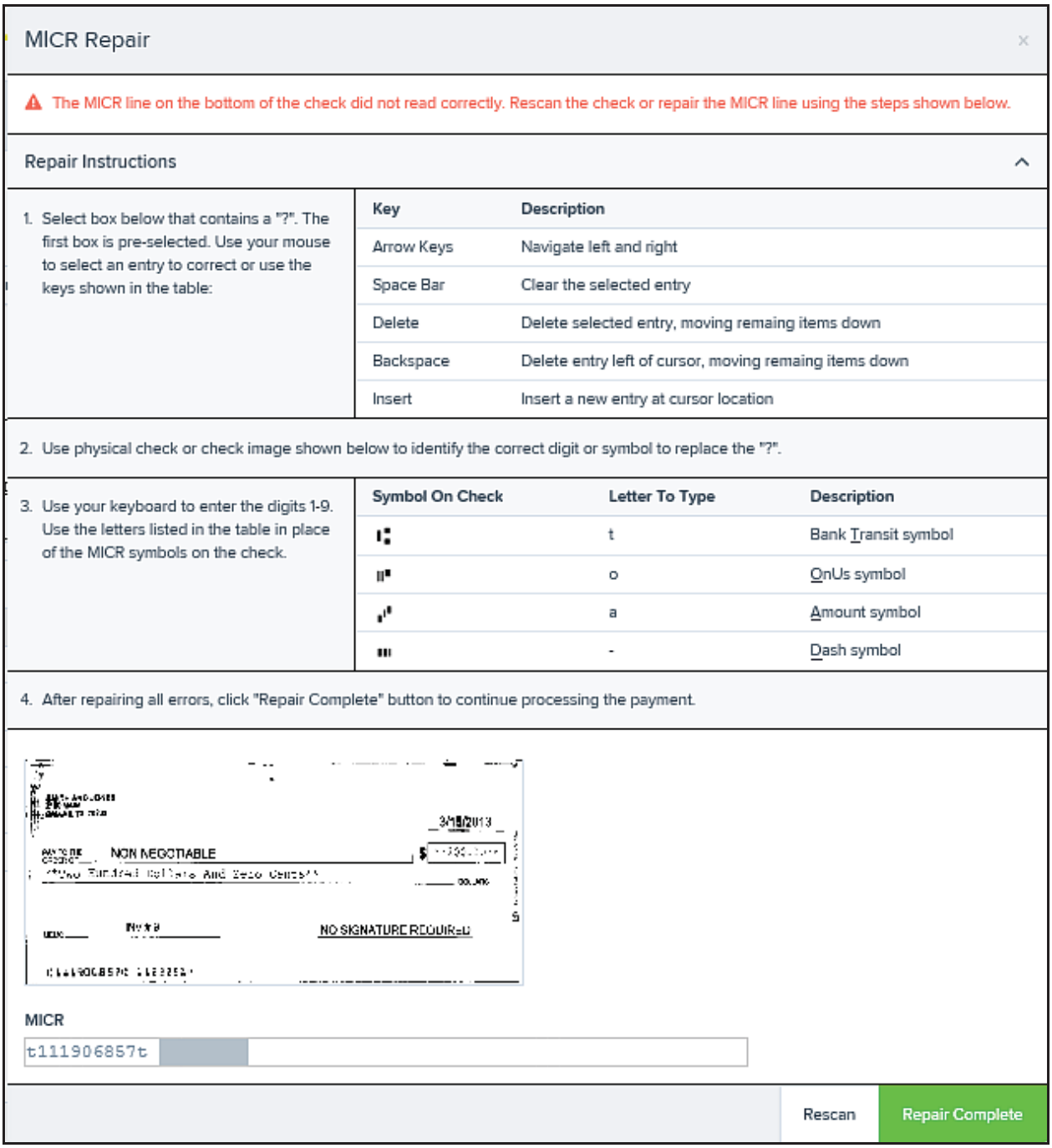

FIGURE 24 - MICR REPAIR WINDOW

a. Use the window provided to repair the MICR line. A key is provided to enter up to 85 characters from the MICR into the repair field. When finished, select **Repair Complete**, OR,

b. You may select to close the prompt and rescan the check by selecting **Repair Complete**, placing the check back into the scanner, and then selecting **Rescan** on the *Check Processing* page.

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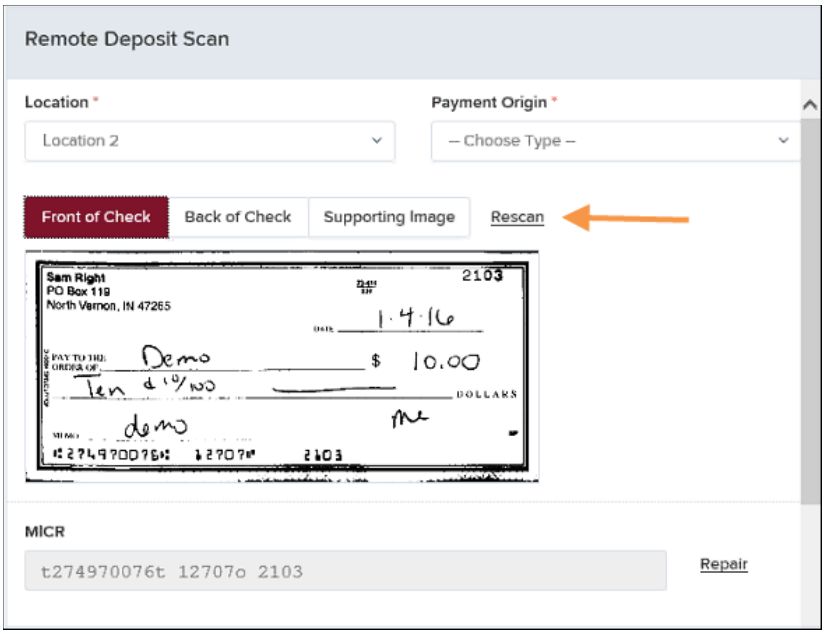

FIGURE 25 - RESCAN OPTION

NOTE: At any time, you may attempt to repair the MICR line by selecting **Repair** to the right of the **MICR** field.

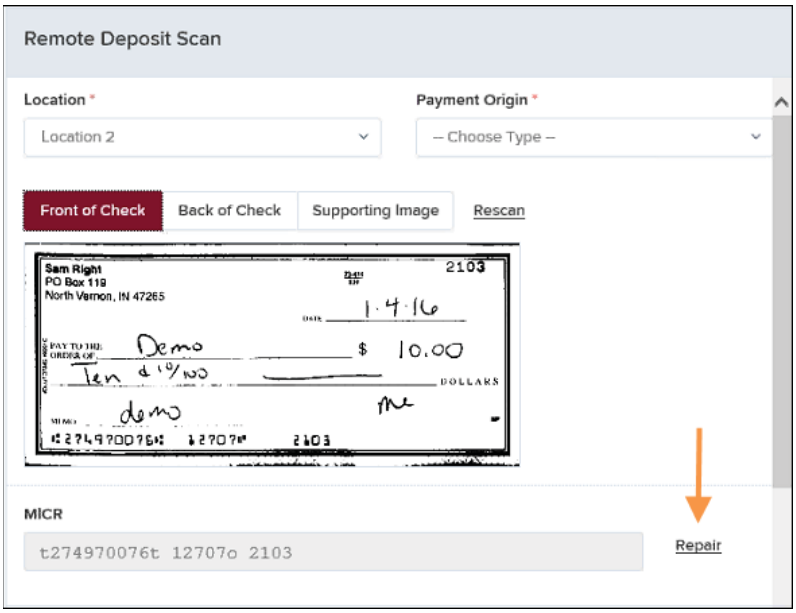

FIGURE 26 - REPAIR OPTION FOR MICR LINE

7. If there is more than one customer record available for an account, use the drop-down menu in the *Customer* panel to select the appropriate customer record.

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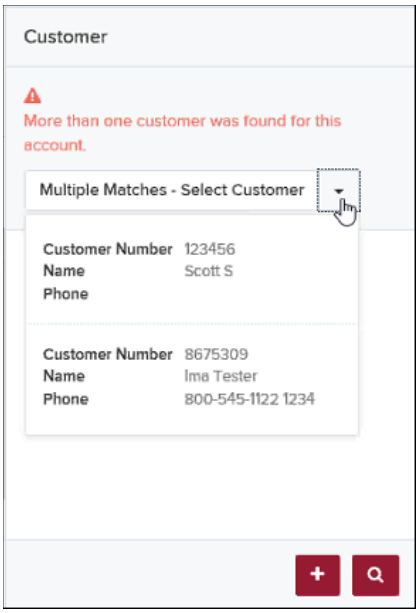

FIGURE 27 - SELECTING A CUSTOMER FOR AN ACCOUNT

8. At the bottom of the *Customer* panel, you have the option to **Edit** a customer, **Add** a new customer to be associated with the account information, or **Search** for a currently existing customer to associate with the account information on the deposit item. The following fields are typically used to generate a customer record when filling out customer data.

    - Name on Account
    - Customer Number
    - First Name
    - Last Name
    - Address
    - Daytime Phone
    - Evening Phone

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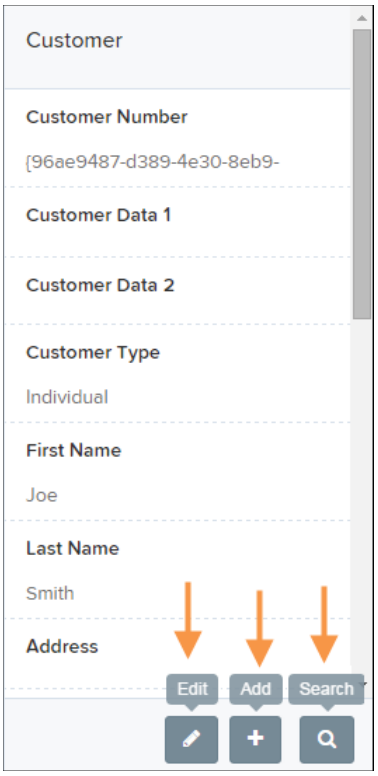

FIGURE 28 - CUSTOMER PANEL

The more data you fill out for a customer record, the easier it will be to locate that customer in the system at a later time.

NOTE: You may request up to three additional information fields for the customer to complete. These fields can be required or optional and can be requested by sending an inquiry to your financial institution.

The following table describes the optional fields available to complete for a customer when scanning a check, listed in alphabetical order.

Status	Definition
Address	This field contains the mailing address of the customer. This field will repopulate the next time a check from the same customer is scanned.
Amount	The amount of the transaction as a two-decimal-place number (for example, XX.XX).
Back of Check	When clicked, the back image of the check displays.
Check Number	This field contains the check serial number captured when a check has been scanned.
City	Contains the city where the customer resides. This field will repopulate the next time a check or credit card from the same customer is scanned.

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Status	Definition
Company Name	This field replaces the **Last Name** field when the **Customer Type** is set to **Business**. This field will repopulate the next time a check or credit card from the same customer is scanned, and users can search by this field.
Country	This field contains the country where the customer resides and will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Customer Number	This field must be unique for each customer. It will repopulate the next time a check or credit card from the same customer is scanned. This field is available to appear on reports, and users can search by this field to populate personal information when this customer makes a deposit in the future.
Customer Type	This is a required field that defaults to **Individual**. This field can be changed to **Business** depending on the type of customer.
Daytime Phone	This field contains the customer's daytime phone number. It will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Description	This field is informational and does not appear on reports, but will appear on the *Transaction Details* page.
Driver's License	This field contains the driver's license number of the customer. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Effective Date	This field contains the date the transaction is to be processed.
Email Address	This field contains the email address of the customer. It will repopulate the next time a check or credit card from the same customer is scanned. This field will not appear on reports.
Evening Phone	This field contains the customer's evening phone number. It will repopulate the next time a check or credit card from the same customer is scanned. This field does not print on reports.
Fax Number	This field contains the customer's fax number. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Federal Tax ID No.	This field replaces the **Social Security No.** field when the **Customer Type** field is set to **Business**. It will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
First Name	This field contains the customer's first name and will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.

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Status	Definition
Front of Check	When clicked, the image of the front of the check displays.
Supporting Image	When clicked, the system will prompt you to scan a second document, such as a check stub or invoice, to associate with the check, granted the document fits through the scanner.
Last Name	This field contains the customer's last name and will repopulate the next time a check or credit card from the same customer is scanned. Users can search by this field. This field does not appear on reports.
Location	This field contains the account to be debited/credited with the payment. This is a required field.
Name on Account	This field contains the name of the person from whom the item was received or the actual name used on the credit card or bank account. This field will repopulate the next time a check or credit card with the same account information is scanned and will appear on reports.
Payment Origin	This field is required if displayed and shows a value based on input from the **Payment Type** field from the *New Deposit* page. It will contain one of the following: • Mailed-In • Drop Box • Retail/Point of Purchase Sale • Back office
Postal Code	Contains the zip code of the merchant residence or business.
Process Payment	When clicked, a response message will appear as to whether the transaction has been approved to be processed.
Rescan	When clicked, the system will prompt for the check to be scanned again.
Repair	When clicked, a repair page displays, and the **MICR Repair Entry** field allows users to fix the MICR line of a check.
Social Security No.	This field contains the Social Security number of the customer. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
State	This field contains the state from which the customer's driver's license was issued. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Suite/Apt. #	This field contains the suite or apartment number of the customer. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.

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Status	Definition
Transaction Number	This field must be unique for each transaction processed. It will be automatically populated if left blank and will appear on reports.
Zip/Postal	This optional key entry field contains the zip code or postal code of your customer and will repopulate the next time a check from the same customer is scanned. This field is not available to appear on reports.

9. Select **Front of Check** to view the front image of the item. Select **Back of Check** to view the back image of the item.
10. Notice whether your settings have determined if franking the check is automatic, disabled, or whether you have the option to frank an item. In the below example, franking is set to automatic for each item.

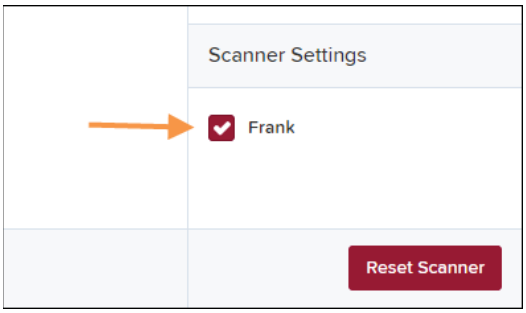

FIGURE 29 - FRANKING SETTING FOR SCANNED CHECKS

11. If an additional image needs to accompany the item, select **Supporting Image** and scan the document through the scanner (pictured below).

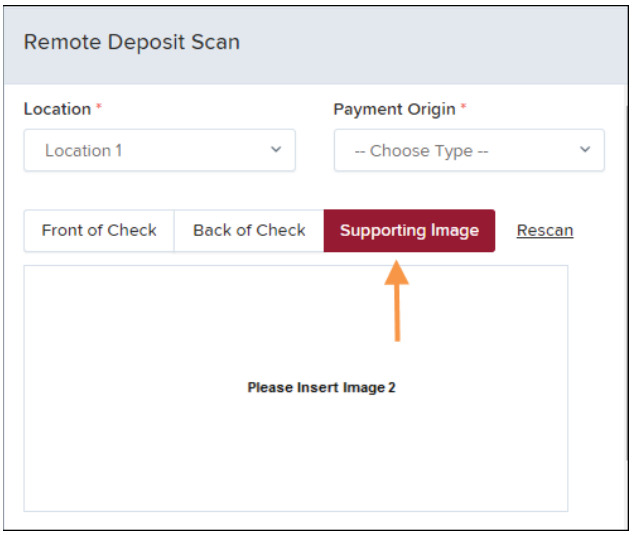

FIGURE 30 - IMAGE 2 OPTION

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12. When ready to complete the payment, select **Process Payment**. The system will have a prompt confirming the submission.

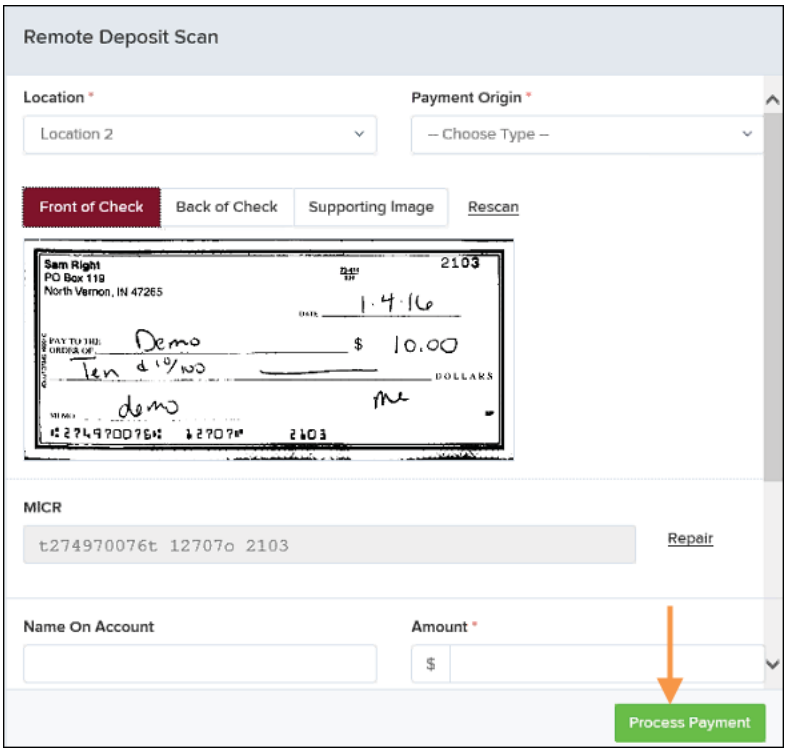

FIGURE 31 - PAYMENT PROCESSING CONFIRMATION

13. Click **OK** to continue.

The following list describes all the potential prompts the system may provide when attempting to submit a check.

- **Internal Error** – This message indicates an internal error has occurred in the system. Please contact your first line of support.
- **Invalid MICR** – This message indicates that the MICR line is invalid, specifically the routing & transit number of the financial institution. Acknowledged account numbers are between 4-17 numerical characters.
- **Transaction Approved** – This response indicates that the transaction payment information has been verified; the transaction will be added to the *Approved* status to be processed later.
- **Transaction Not Approved** – This response appears for one of the following reasons.
  - A Velocity (transaction) limit has been met or exceeded. This item will be placed in the *Suspended* transaction status.
  - A transaction has been declined due to a Dual Authorization setting on the processor. This item will appear in the *Declined* transaction status.
  - A transaction has been declined due to a transaction limit set by your financial institution.

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Editing an Approved Transaction

A transaction that has been approved but not yet processed or voided can be edited by the dollar amount and/or deposit date (Effective Date). Once processed at the designated cutoff time, transactions will be deposited as entered. Any edits performed *after* processing will not be reflected.

Upon logging in to the application, the *Dashboard* appears with the *Current Transaction Summary* showing the status of all transactions within the past 60 days. A transaction can be in any one status during processing.

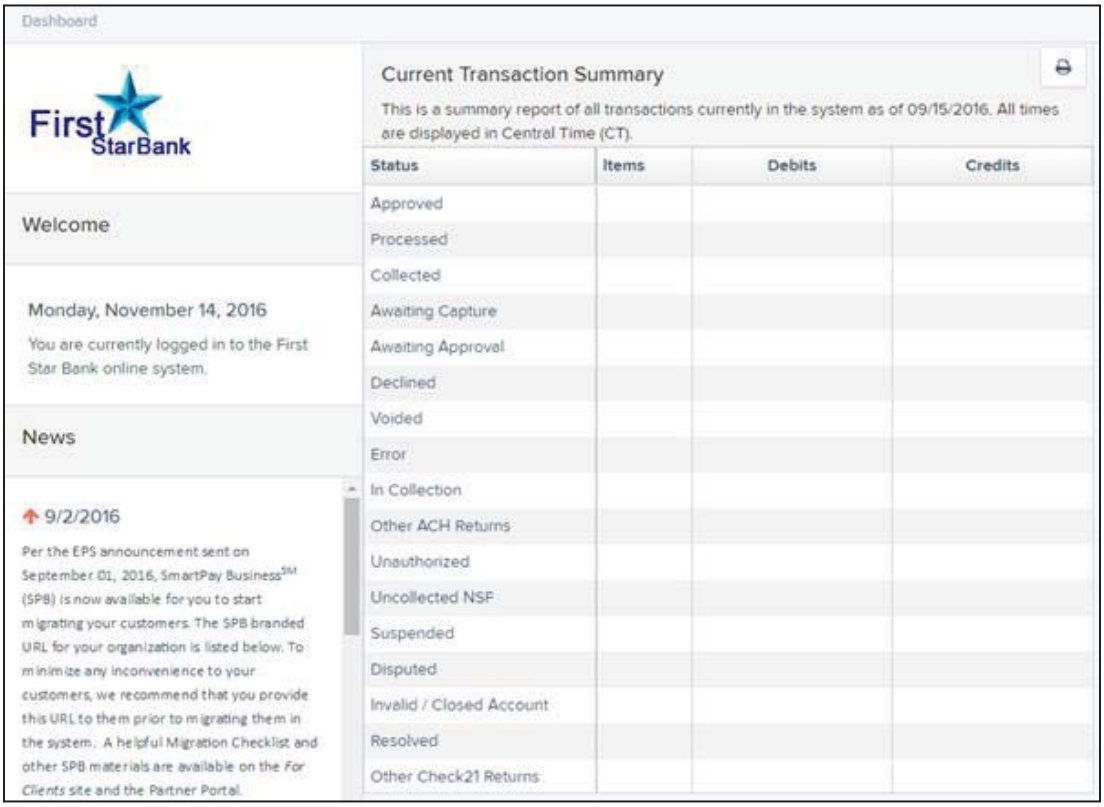

FIGURE 32 -DASHBOARD WITH TRANSACTION STATUS SUMMARY

Below is a table listing all the potential statuses for a transaction.

Status	Definition
Approved	The transaction has been verified and will be processed at the designated cut-off time.
Processed	The transaction has been transmitted to the appropriate network (ACH or Check 21). Changes can no longer be made, and the transaction can no longer be voided.

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Status	Definition
Collected	(*ACH Only*) The transaction, originally returned NSF, has been re-presented to the Federal Reserve by ProfitStars, and funds were recovered.
Awaiting Capture	Status for credit card transactions only.
Awaiting Approval	The transaction has been verified, but the amount of the transaction exceeded the Dual Authorization limit of the user who created it. An authorized approver must review and then either approve or void the transaction.
Declined	The transaction has been declined by the EPS system and will not be processed. The transaction exceeded either Dual Authorization limits or *Velocity* limits.
Voided	The transaction has been voided and will not be processed. Transactions may not be voided once they are in the *Processed* status.
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 Federal Reserve by ProfitStars.
In Research	May be used by your support group.
Unauthorized	This includes the total number of transactions and total amount that have been returned with one of five Unauthorized Return Reason Codes (R05, R07, R10, R29, R51). **Note:** These R codes will no longer be included in the *Disputed* status totals.
Uncollected NSF	(*ACH Only*) The transaction was returned to ProfitStars NSF by the Federal Reserve, and funds could not be recovered.
Suspended	The transaction has been verified, but it has exceeded Velocity limits.
Disputed	(*ACH Only*) The transaction was returned to ProfitStars by the Federal Reserve because the account holder at the receiving financial institution has disputed its validity. The transaction will be charged back (reversed).
Invalid/Closed Account	(*ACH Only*) The transaction was returned to ProfitStars by the Federal Reserve because the account number at the receiving financial institution was invalid or because the account was closed.

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Status	Definition
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, Unauthorized, Error,* or *In Research.*

NOTE: Selecting any one status from the *Current Transaction Summary* page will automatically generate a report for all transactions within that status for the current day. For more on reports, please see the *User Reports Manual*.

1. To edit a transaction, log in to the application, and select the **Approved** link from the *Current Transaction Summary*.

2. Select **View** next to the transaction you would like to edit (shown below).

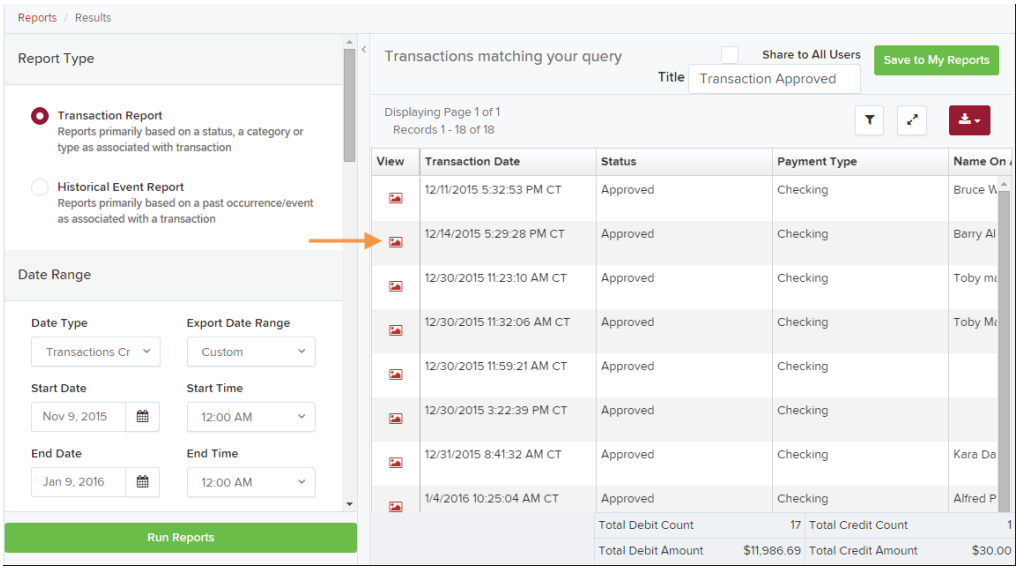

FIGURE 33 - VIEW COLUMN FOR APPROVED STATUS TRANSACTIONS

3. The *Transaction Details* page appears. To edit the transaction amount, select **Edit** to the left of the **Sale** field (as shown below).

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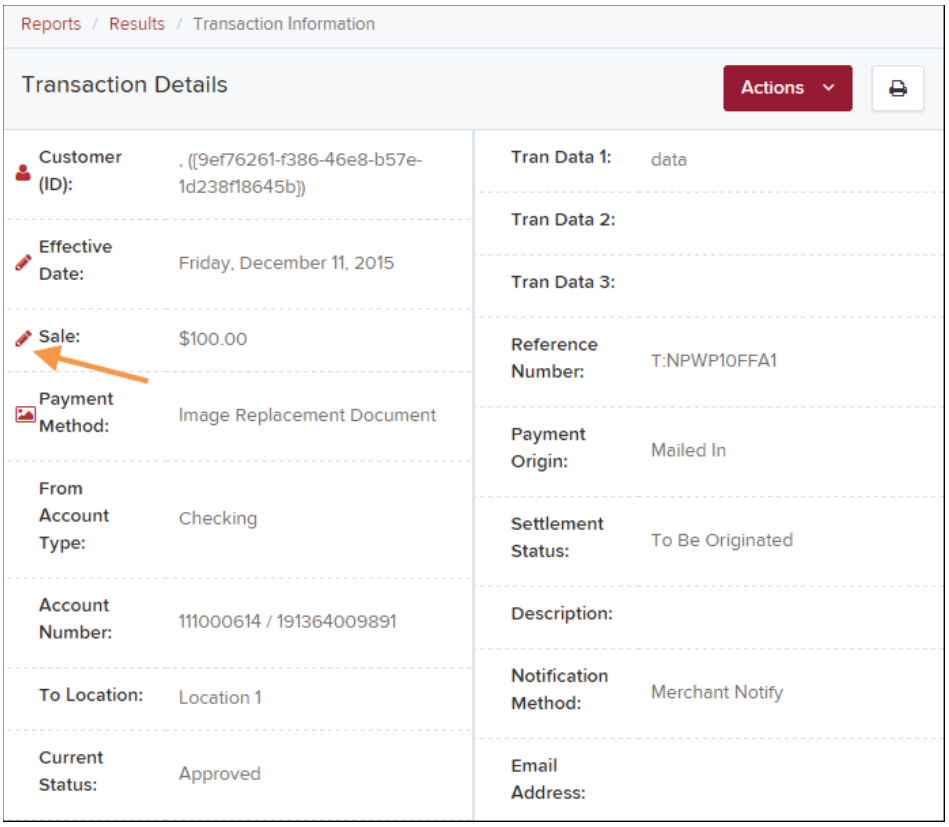

FIGURE 34 - TRANSACTION DETAILS PAGE WITH EDIT OPTION

4. The **Sale** amount will become an editable field where you can enter a new amount. Enter a new amount and a **Reason** for changing the amount.

5. Select **Save** when finished. Selecting will cancel the change.

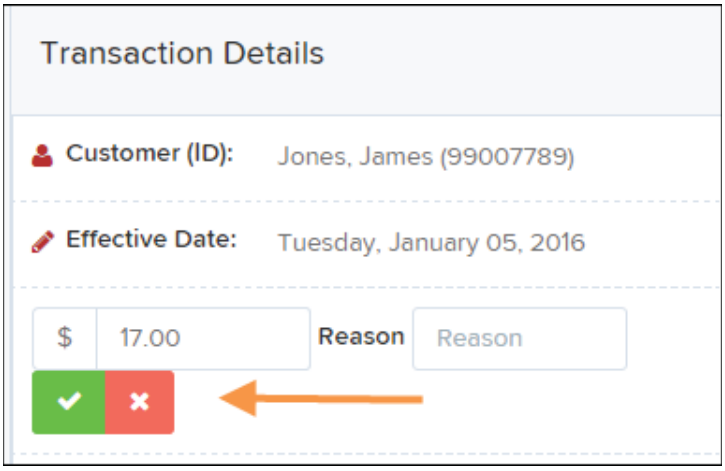

FIGURE 35 - EDITING A TRANSACTION AMOUNT

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6. To change the date the transaction will be processed, click **Edit** next to the **Effective Date** field.

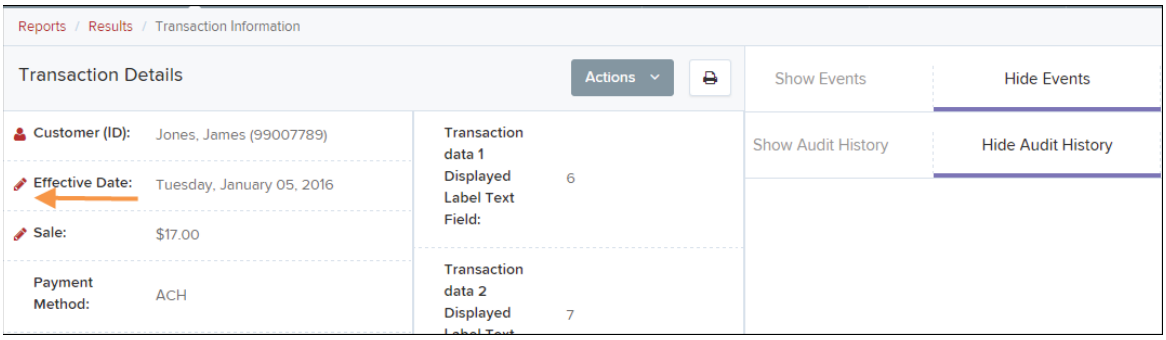

FIGURE 36 - EDITING AN EFFECTIVE DATE

7. The **Effective Date** field will become an editable field where you can enter a new date. A calendar option appears for date selection, or you may type in a date in MM/DD/YYYY format.
8. Enter a new date and the **Reason** for changing the effective date.
9. Select **Save** to save changes.

FIGURE 37 - SAVING A NEW EFFECTIVE DATE

Voiding a Transaction

A transaction can be voided as long as it is still in a status of *Approved, Awaiting Approval,* or *Suspended*. Recall that an approved transaction will be moved to the *Processed* status at the end of the closing day for your financial institution.

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

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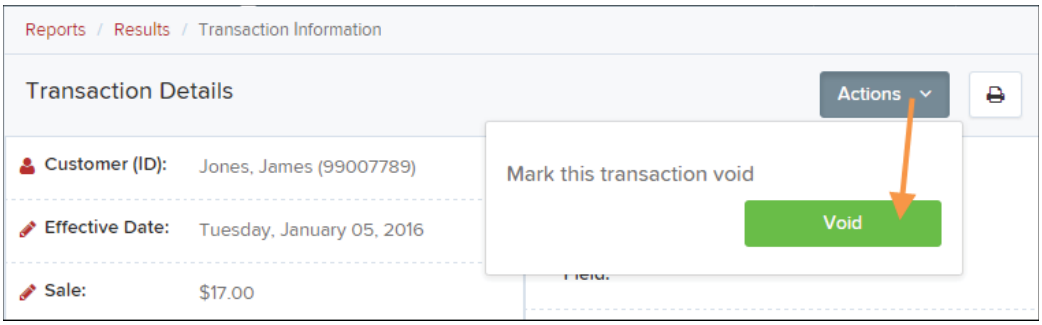

FIGURE 38 - VOIDING A TRANSACTION

4. The system will ask you to confirm voiding the transaction. As shown below, click **Void**. The transaction will be voided and appear as a *Voided* status on the *Current Transaction Summary* page until it is resolved.

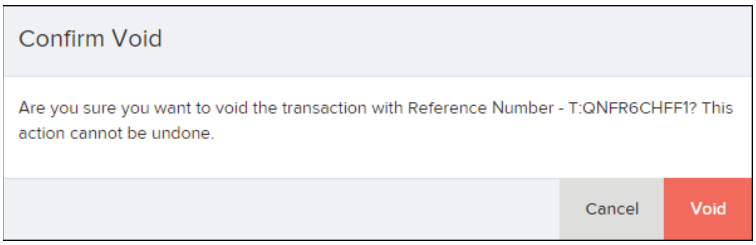

FIGURE 39 - CONFIRMING VOIDING A TRANSACTION

Resolving Transactions

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.
2. Select **View** for the transaction you wish to resolve.
3. From the *Transaction Details* page, select **Actions**.
4. Enter a reason for resolving the transaction. For example, the transaction was deposited in the wrong account.
5. Click **Resolve**. The transaction will now appear under the *Resolved* status in the *Current Transaction Summary*.

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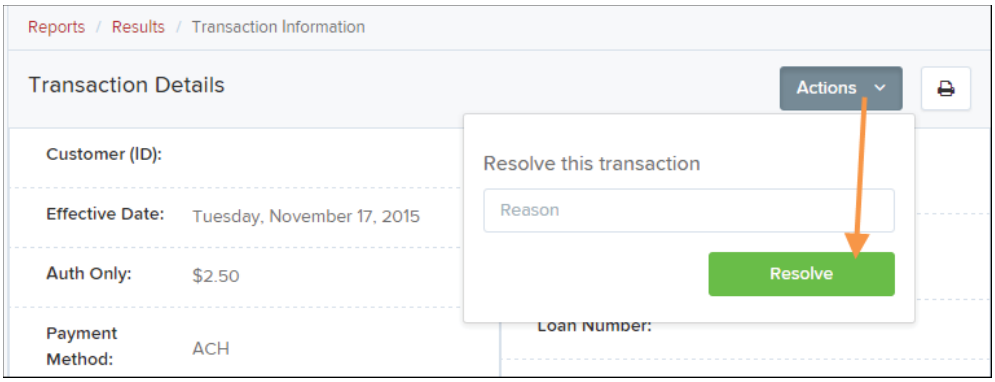

FIGURE 40 - MARK TRANSACTION RESOLVED OPTION

Bulk Check Operations

The system will allow you to take action on multiple check items, at once. Bulk check operations are available depending on a transaction's status. You will need the *Accounting* privilege, *Bulk Operations* role to perform the following tasks.

Bulk Approve

You may bulk approve transactions that are in the *Awaiting Approval* status.

1. Log in to the system, and choose **Transactions**.
2. Under the *Bulk Check Operations* heading, select **Approve**.

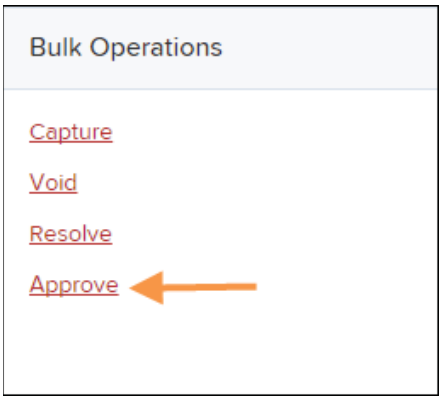

FIGURE 41 - BULK APPROVE OPTION

3. The *Bulk Operations* page appears. Specify a **Location** from which to search for transactions. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using MM/DD/YYYY format, or the calendar option provided.

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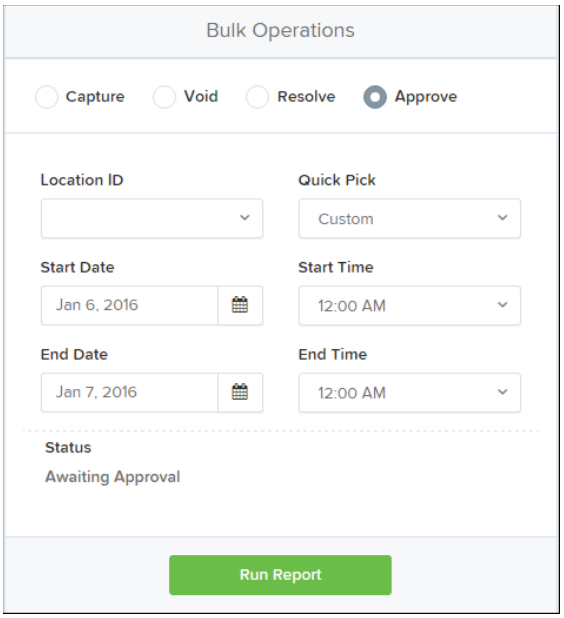

FIGURE 42 - BULK APPROVAL PAGE

4. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using MM/DD/YYYY format, or the calendar option provided.
5. The *Status* for the type of transaction will be *Awaiting Approval* by default. Click the **Run Report** option.
6. The transaction(s) matching your search filters appear. Select the check box(es) next to the transaction(s) you wish to approve. You may also select the check box in the column header to select all the transactions listed.

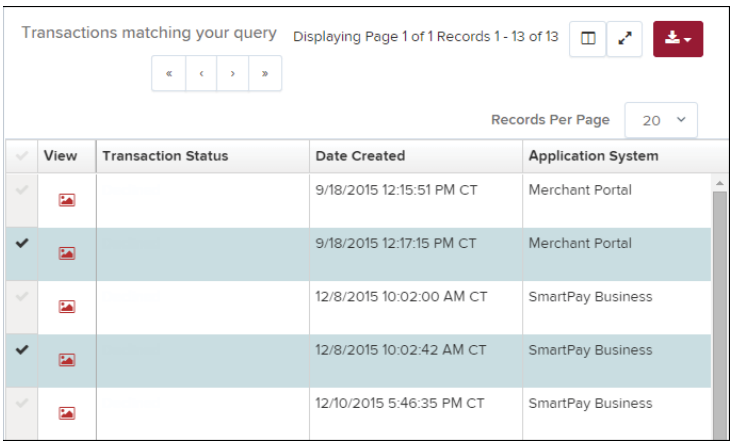

FIGURE 43 - SELECTING TRANSACTIONS FOR APPROVAL

7. Enter a **Reason** for approving any item(s). Click **Save** and the system will approve the item(s).

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Bulk Capture

You may search for and capture transactions in the *Awaiting Capture* status.

1. Log in to the system, and choose **Transactions**.
2. Under the *Bulk Check Operations* heading, select **Capture**.
3. The *Bulk Capture* page appears. Select a **Location** from which to search for transactions. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using a MM/DD/YYYY format, or the calendar option provided.
4. Select **Run Report**. The transaction(s) matching your search filters appear. Select the check box(es) next to the transactions you wish to capture. You may also select the check box in the column header to select all the transactions listed.
5. Enter a **Reason** for capturing any item(s). Select the **Capture** option.

Bulk Void

The Bulk Void option can be used for transactions in the *Approved, Awaiting Capture, Awaiting Approval,* or *Suspended* status.

1. Log in to the system, and then select **Transactions**.
2. Under the *Bulk Check Operation*s heading, click **Void**.
3. The *Bulk Void* page appears. Select a location from which to search for transactions.
4. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using a MM/DD/YYYY format, or the calendar option provided.
5. Click **Run Report**. The transaction(s) matching your search filters appear. Select the check box(es) next to the transactions you wish to void. You may also select the check box in the column header to select all the transactions listed
6. Enter a **Reason** for voiding any items, and then click the **Void** option.

Bulk Resolve

You may resolve multiple transactions with a status of *Declined, Voided, Invalid/Closed Account, Uncollected NSF, Unauthorized, Disputed, Error,* or *In Research*.

1. Log in to the system, and select **Transactions**.
2. Under the *Bulk Check Operations* heading, choose **Resolve**.
3. The *Bulk Resolve* page appears. Specify a location from which to search for transactions.
4. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using a MM/DD/YYYY format, or the calendar option provided.
5. Click **Run Report**. The transaction(s) matching your search filters appear. Select the check box(es) next to the transactions you wish to void. You may also select the check box in the column header to select all the transactions listed.
6. Enter a **Reason** for resolving these transactions, and then click **Resolve**.

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Scanner Device Control

Device Control Indicators

The Device Control can be in any one of several statuses. Look to your hidden icons in the task bar of your desktop to view the status of the Device Control. In the following figure, the Device Control icon is green, indicating that in the services are available.

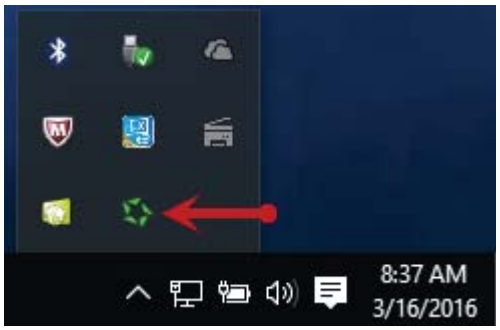

FIGURE 44 - DEVICE CONTROL ICON

- A green icon indicates the Device Control services are available.
- A black icon indicates that the Device Control services are offline.
- A red icon indicates that an error has occurred with the Device Control.
- A yellow icon indicates that Device Control is in the process of scanning.
- A blue icon indicates that the Middleware for the device is online.

Disabling Alerts, Launch on Startup, Auto Detect Proxy

Use the following steps to limit the amount of alerts and status messages received from Device Control, disable Device Control from launching on startup or to turn on the auto detecting proxy configuration.

1. On the bottom task bar, select the **Show hidden icons** option.

FIGURE 45 - SHOW HIDDEN ICONS OPTION

2. Right-click the Device Control icon, select **Options**, and then choose the option you would like to change: **Display Alert Balloons**, **Launch on Startup**, or **Auto Detect Proxy**. The option should now be selected or deselected (shown below). (An option that is not check marked signifies that it is disabled, while an option that has a check mark next to the option is enabled).

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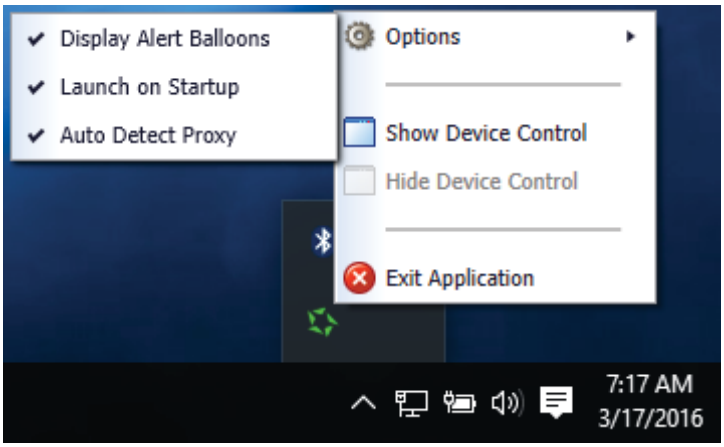

FIGURE 46 - ALL OPTIONS, SELECTED

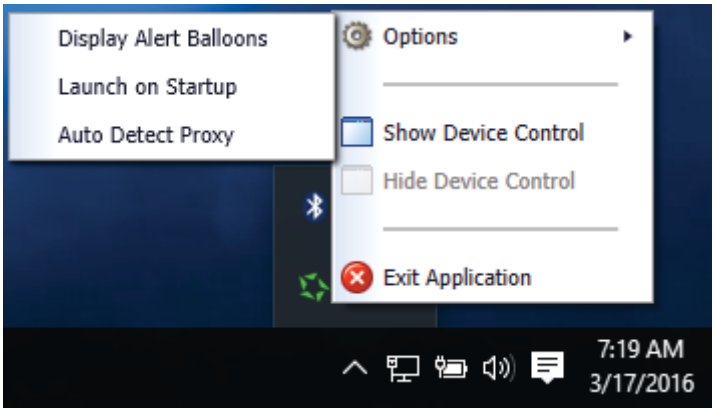

FIGURE 47 - ALL OPTIONS, DESELECTED

Changing a Scanner

To select a different scanner with the Device Control, follow the steps below.

1. From the *Device Control Information* window, select **Service | Stop**.

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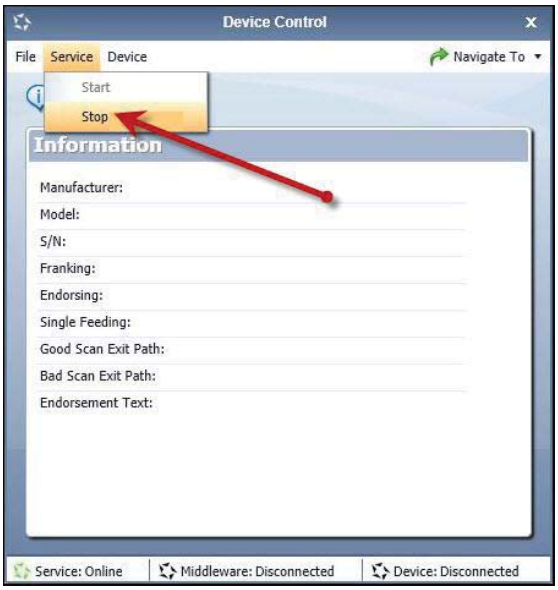

FIGURE 48 - STOP DEVICE CONTROL SERVICE

2. Select **Device | Chooser**.

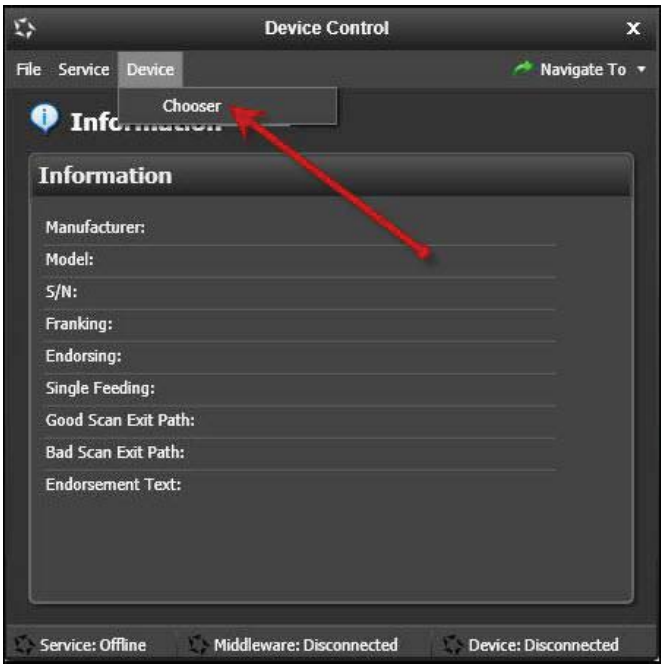

FIGURE 49 - DEVICE | CHOOSER OPTION

3. The *Choose a Device Manufacturer* window appears. Choose a manufacturer for the scanner you wish to utilize, and if applicable, you may select a particular model.

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FIGURE 50 - SELECTING A NEW SCANNER AND MODEL

4. If the scanner and model you selected has not yet been installed, the system will display an indicator, **Not Installed!** You have the option of installing this scanner if applicable.

FIGURE 51 - SELECTED DEVICE NOT INSTALLED

Uninstalling a Scanner

Use the following steps to uninstall a scanner once you have Device Control installed.

1. In the Device Control window under the *Choose a Device Manufacturer* heading, select the **Uninstall** option.

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FIGURE 52 - UNINSTALL OPTION

2. The *Add/Remove Devices* page appears. Choose the scanner to uninstall, and select **Uninstall**.

FIGURE 53 - SELECTING A SCANNER WITH UNINSTALL OPTION

3. The Uninstall Wizard initiates. Complete the instructions, and select **Next** to continue.

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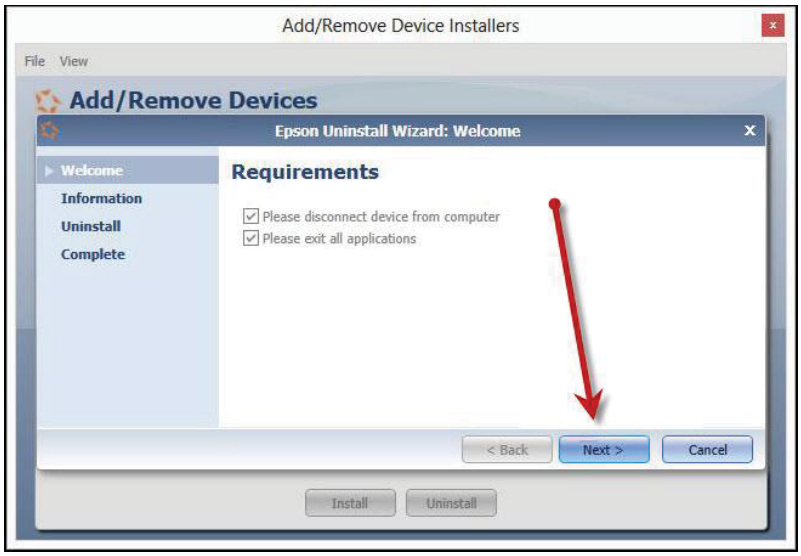

FIGURE 54 - UNINSTALL WIZARD WITH NEXT OPTION

4. The installer information for the scanner appears. Click **Next** to continue.

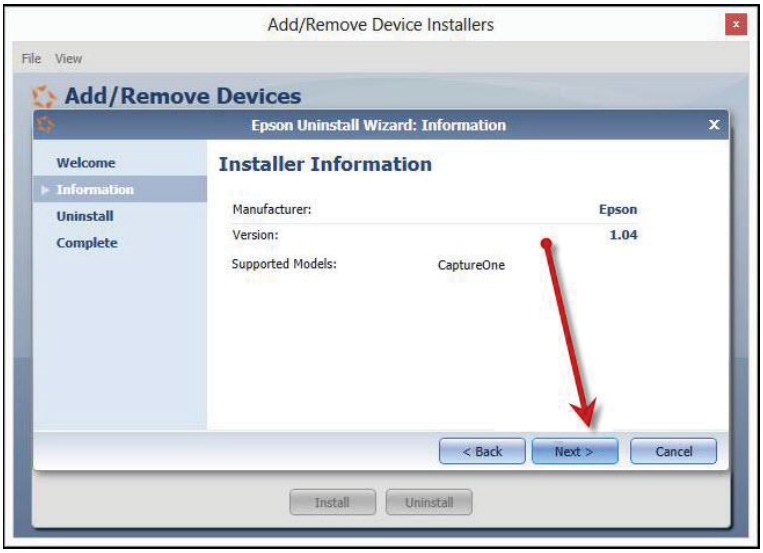

FIGURE 55 - UNINSTALL WIZARD WITH INSTALLER INFORMATION

5. The uninstallation process will complete. Select **Next** to continue.

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FIGURE 56 - UNINSTALL COMPLETE PROMPT

6. Once the process is complete, click **Finish**. The scanner you selected will now be uninstalled.

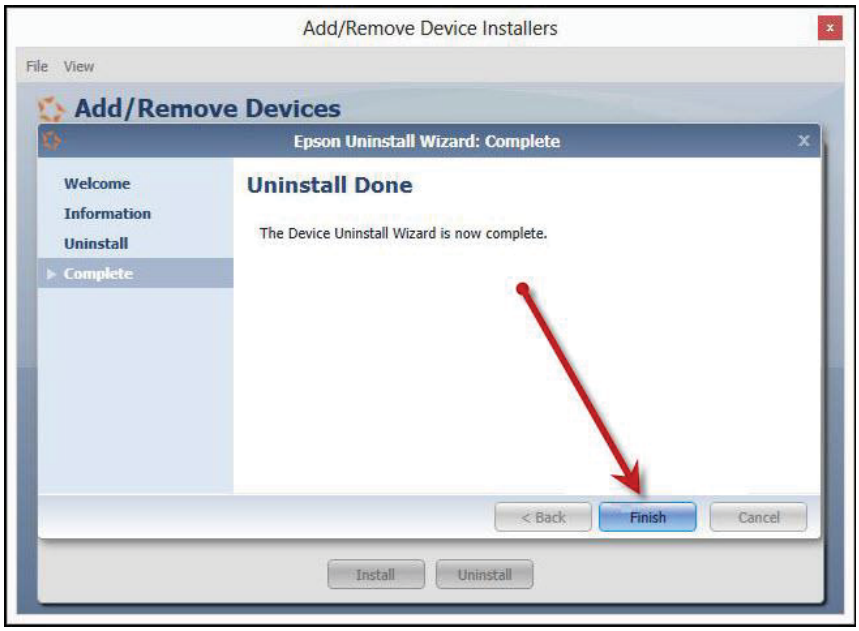

FIGURE 57 - UNINSTALL FINISH

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