Enterprise Payment Solutions (EPS)

JHA SmartPay Business^{SM}
JHA SmartPay Remote Deposit Now^{TM}

June 2022

Remote Deposit Now (RDN) Handbook

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Contents

Introduction

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

Accessing the Application

To access the RDN application, you must sign in to SmartPay Business with the proper URL and login credentials provided by your financial institution or SmartPay admin user.

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

NOTE: Single sign-on users will not sign in via SmartPay Business; rather, they will follow their financial institution's Remote Deposit Capture link to navigate directly to the SmartPay Business Dashboard.

User Terminology

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

1. **Admin User** – The admin user is responsible for creating, deleting, enabling, and disabling additional users within your organization. In addition, the admin user is responsible for the following:

   - Editing, unlocking, and/or deleting a user's profile
   - Resetting a user's password to provide a temporary one
   - Assigning specific roles or functions to a user
   - Designating users as authorized callers
   - Enabling access to deposit accounts (locations) for which a user will be processing deposits

2. **User** – A merchant/member employee with the ability to support end users. Based on their assigned roles/privileges, users will have the ability to perform the following:

   - Process transactions
   - Generate reports
   - Search transaction history
   - Edit transactions

- Contact customer support (if applicable)

Available Resources

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

RDN Process Workflow

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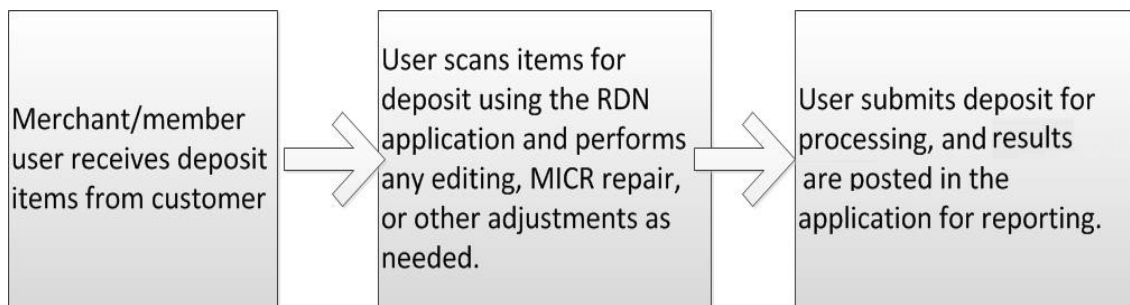

FIGURE 1 - RDN WORKFLOW

System Requirements

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

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

NOTE: For installation on a Mac® computer, please refer to the *Remote Deposit Now Handbook for Mac*

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

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

The following scanners are certified for use with Remote Deposit Now on Windows®:

Scanner	Model Supported
Digital Check®	CheXpress® CX30
	TellerScan® TS240
	TellerScan TS230
	TellerScan TS215
Digital Check (Unisys Burroughs®)	SmartSource® Professional
Epson®	CaptureOne™ (TM-S1000)
Panini®	I:Deal
	Vision X™
	My Vision X™
Canon®	imageFORMULA CR-L1 imageFORMULA CR-25 imageFORMULA CR-50 imageFORMULA CR-55 imageFORMULA CR-80 imageFORMULA CR-120 imageFORMULA CR-135i imageFORMULA CR-150 imageFORMULA CR-180 imageFORMULA CR-190i

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

Trusted Sites

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

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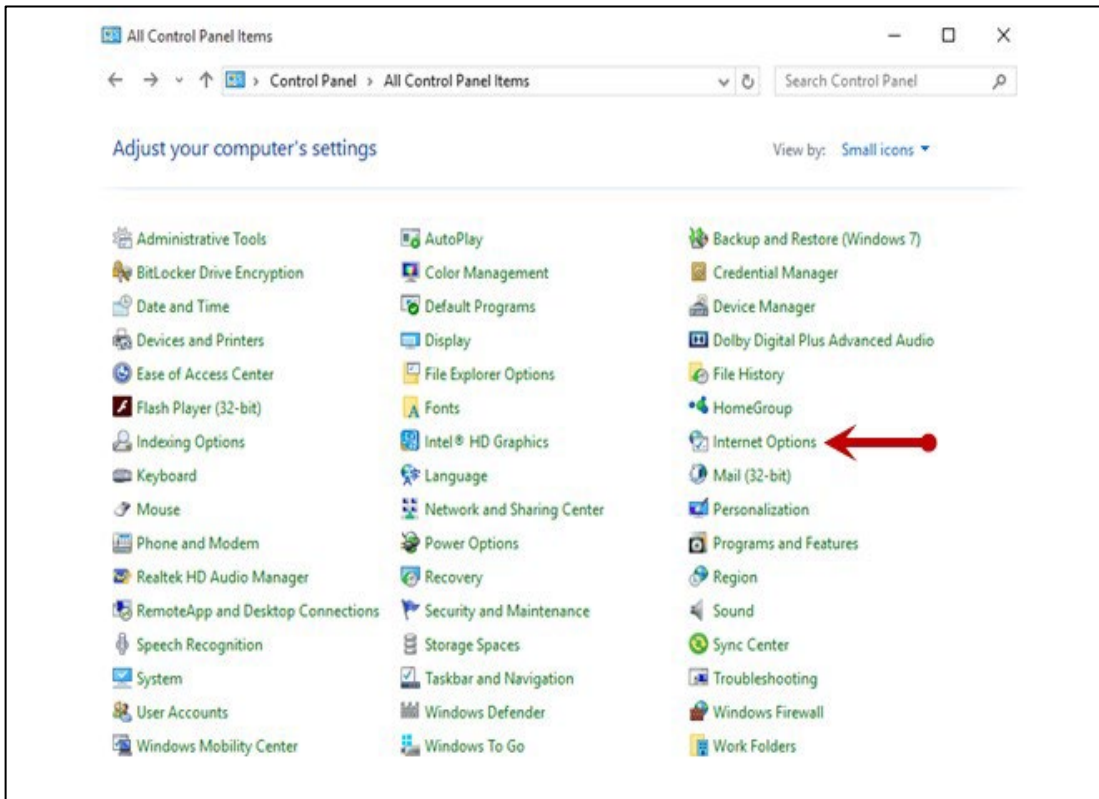

F<small>IGURE</small> 2 - C<small>ONTROL</small> P<small>ANEL</small>

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

F<small>IGURE</small> 3 - S<small>ECURITY</small> T<small>AB</small> U<small>NDER</small> I<small>NTERNET</small> O<small>PTIONS</small>

3. Select the **Trusted sites** icon to reveal the Sites button, and then click **Sites**.
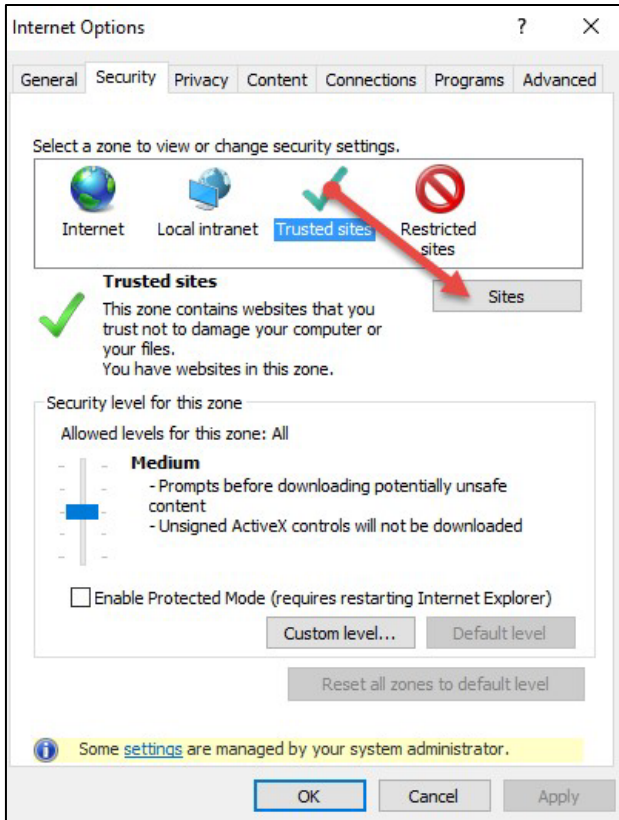
FIGURE 4 - SITES OPTION UNDER TRUSTED SITES CATEGORY

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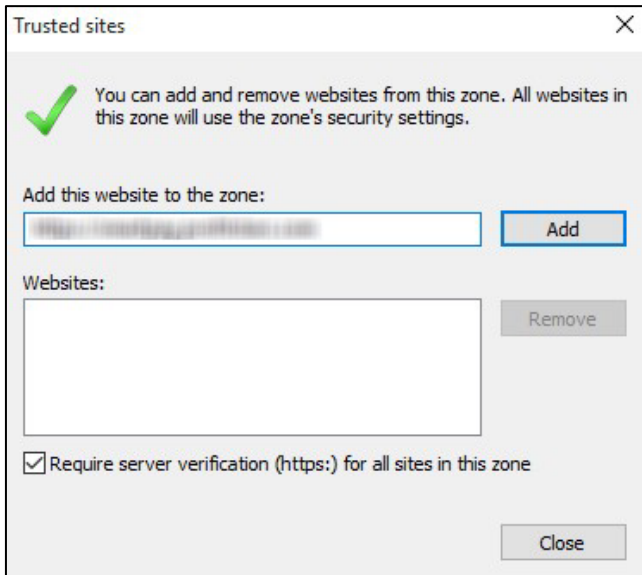

FIGURE 5 - ADDING A TRUSTED SITE

5. Click **Close** at the bottom of the *Trusted sites* window.

6. Click **OK** at the bottom of the *Internet Options* window.

Installing the ProfitStars® Scan Service

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

1. Navigate to your financial institution's Remote Deposit Capture application, and then sign in to SmartPay Business.

   NOTE: Single sign-on users will not sign in via SmartPay Business; rather, they will follow their financial institution's Remote Deposit Capture link to navigate directly to the SmartPay Business Dashboard.

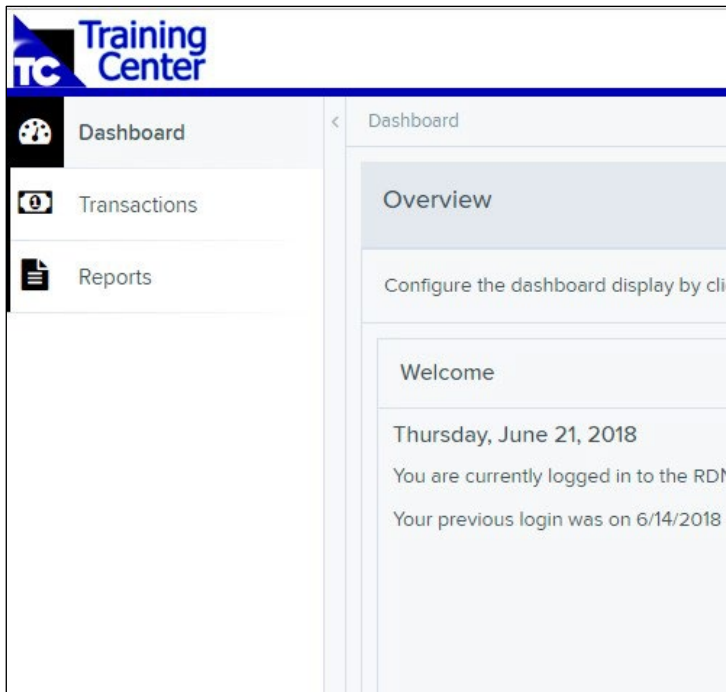2. Select **Transactions** from the main sidebar menu.

FIGURE 6 – MAIN MENU

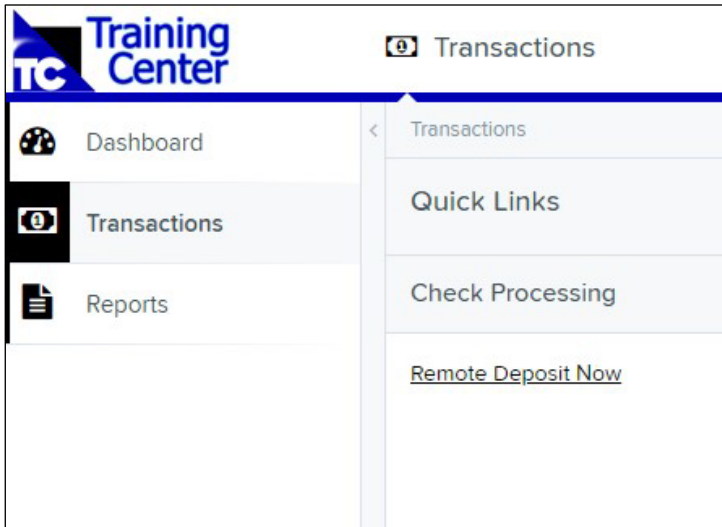3. Choose **Remote Deposit Now**.

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FIGURE 7 – TRANSACTIONS SECTION

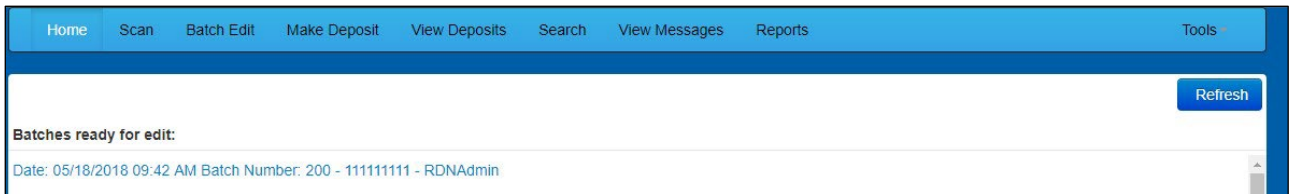**4.** The *Remote Deposit Now* window will appear. Select **Scan** from the top menu bar.

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

Refresh

Batches ready for edit:

Date: 05/18/2018 09:42 AM Batch Number: 200 - 111111111 - RDNAdmin

FIGURE 8 – REMOTE DEPOSIT NOW SCAN OPTION

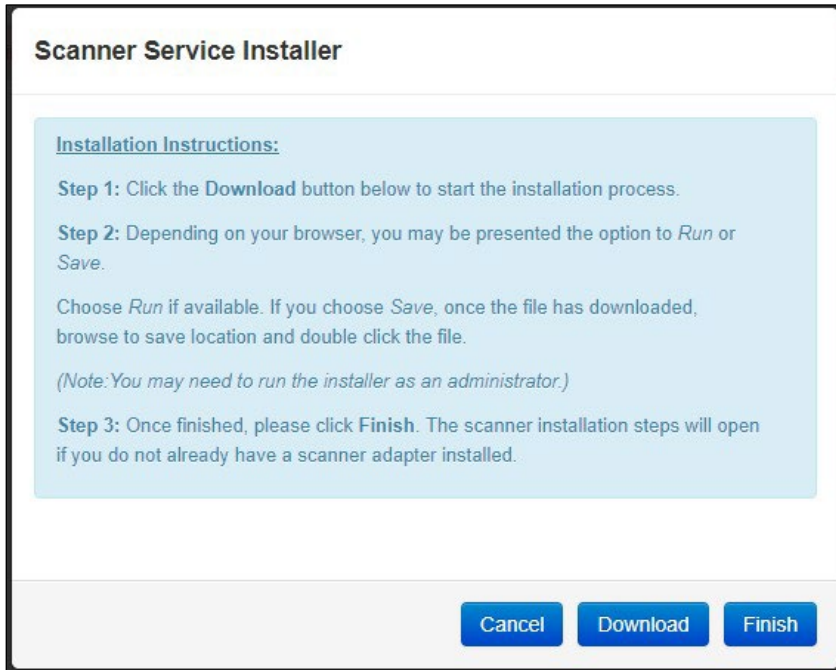**5.** The *Scanner Service Installer* window appears. Click **Download** to begin.

FIGURE 9 – SCANNER SERVICE INSTALLER

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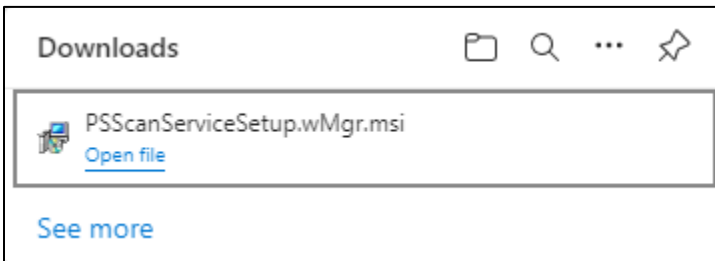

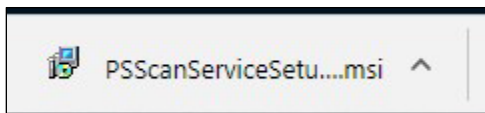FIGURE 10 - MICROSOFT EDGE (UPPER RIGHT)

FIGURE 11 – GOOGLE CHROME (BOTTOM LEFT)

7. The *ProfitStars Scan Service Setup* Install Wizard appears. Disconnect the scanner's power or USB cable from your computer and exit all other applications. Click **Next** to continue, as shown below.
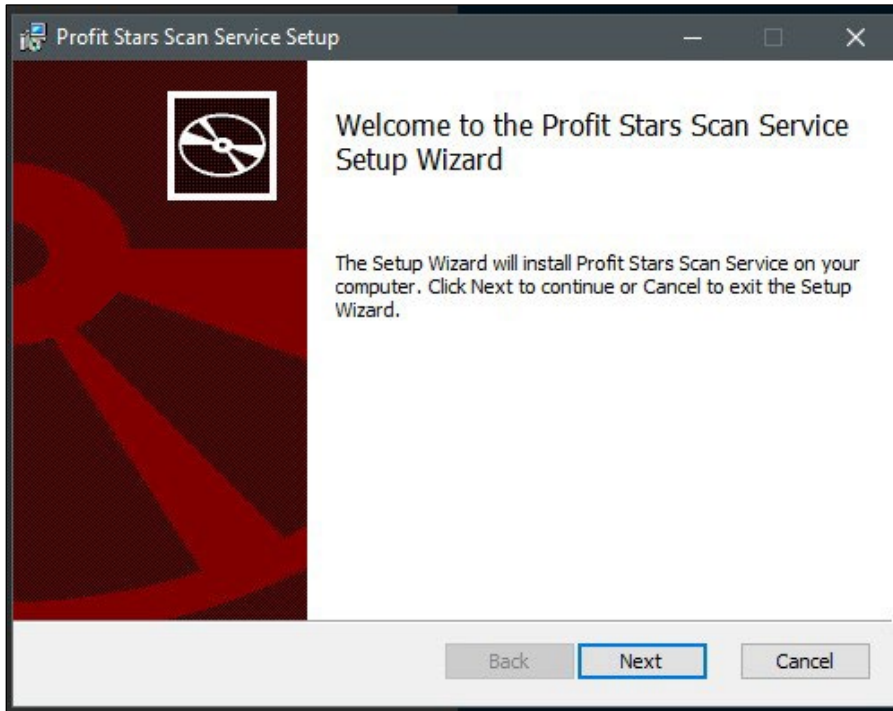
FIGURE 12 – SETUP WIZARD

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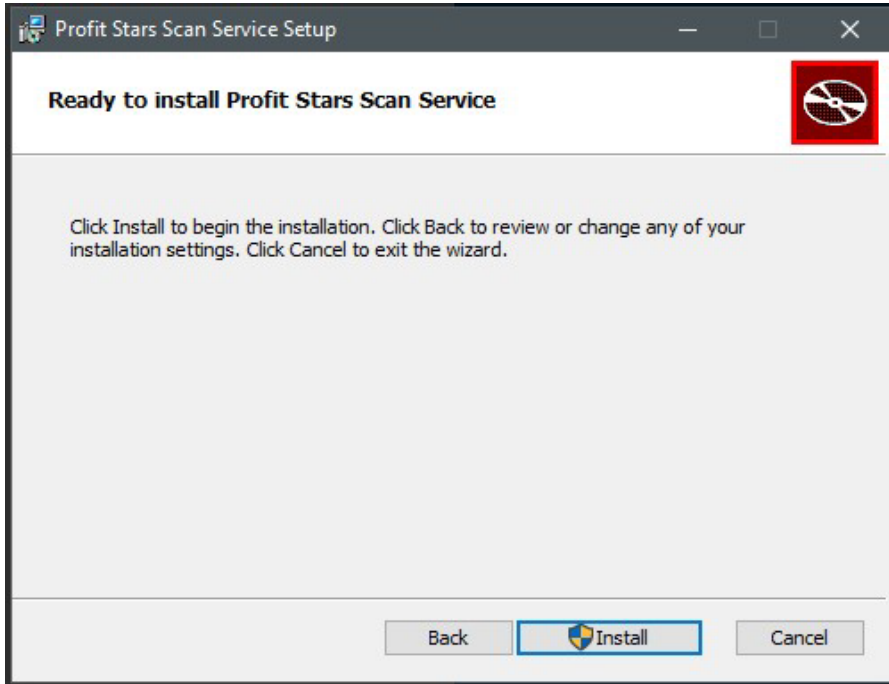

FIGURE 13 – INSTALLATION WINDOW
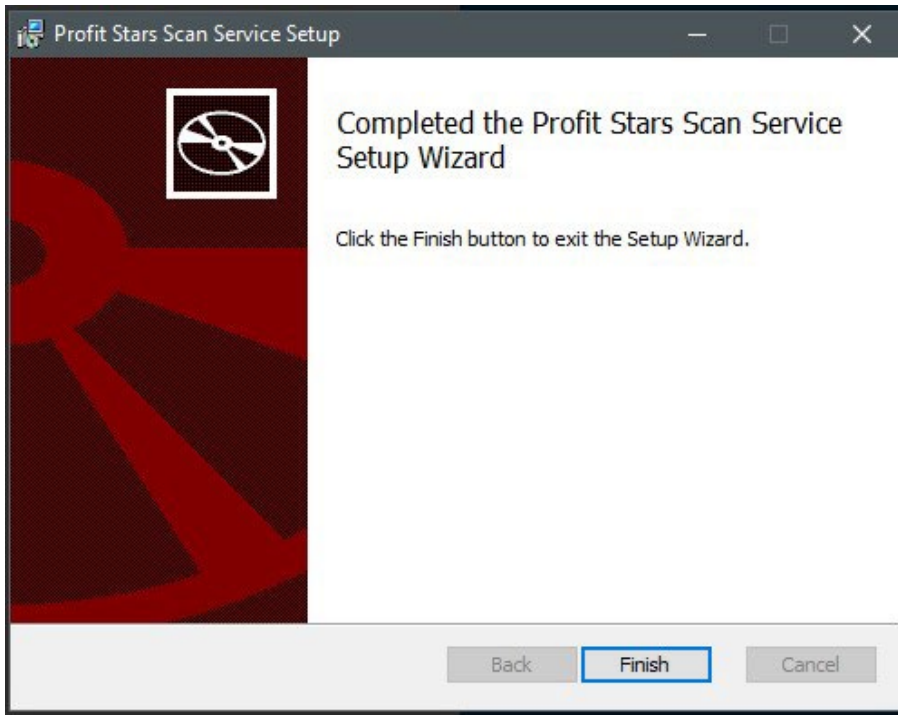
9. Click **Finish** to complete the installation.

FIGURE 14 – SETUP CONFIRMATION

Installing Your Scanner

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

   NOTE: The images below are examples from the Panini VisionX installer. The Install Wizard for other scanner models may differ.
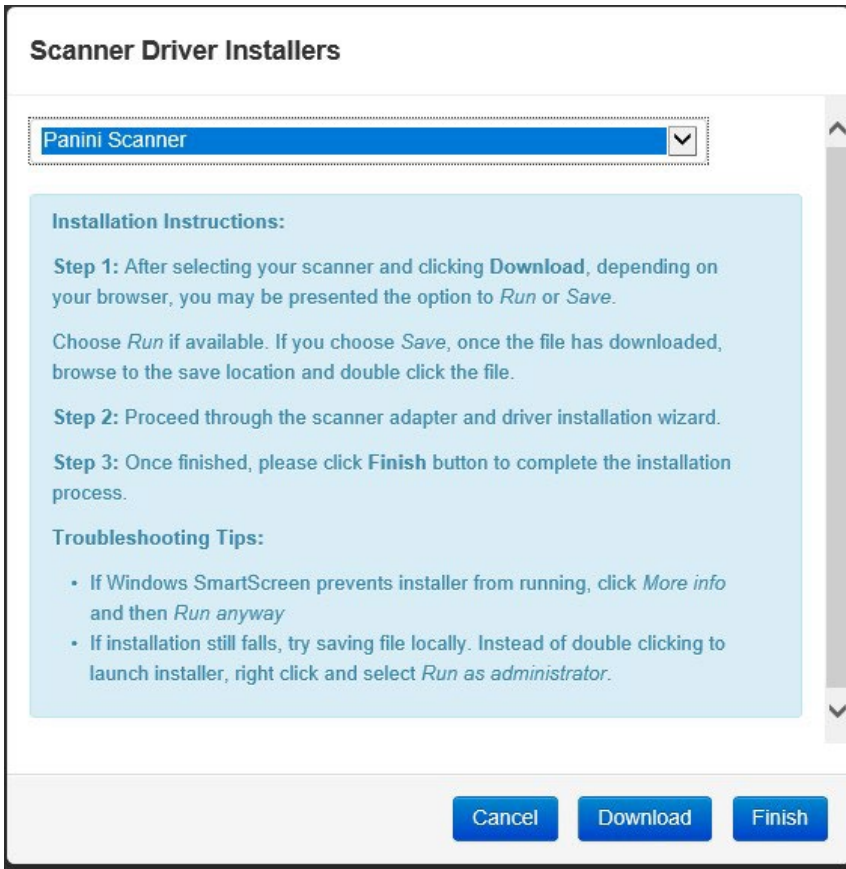
FIGURE 15 – SCANNER DRIVER INSTALLERS

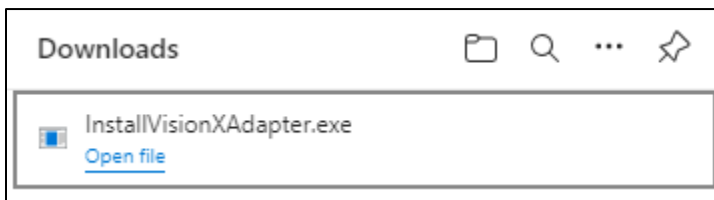**2.** Click the **InstallAdapter.exe** download to begin the install.

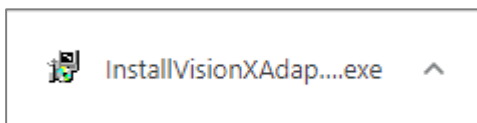

FIGURE 16 - MICROSOFT EDGE (UPPER RIGHT)

FIGURE 17 – GOOGLE CHROME (BOTTOM LEFT)

3. Depending on the scanner model, you may receive the following adapter setup message. Click **Next** to continue.
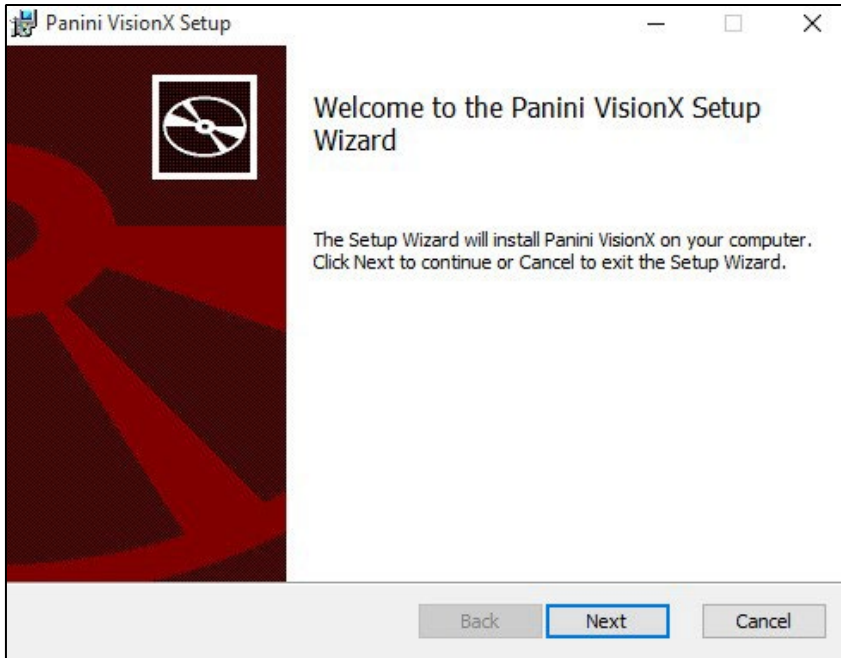
FIGURE 18 – SETUP CONFIRMATION

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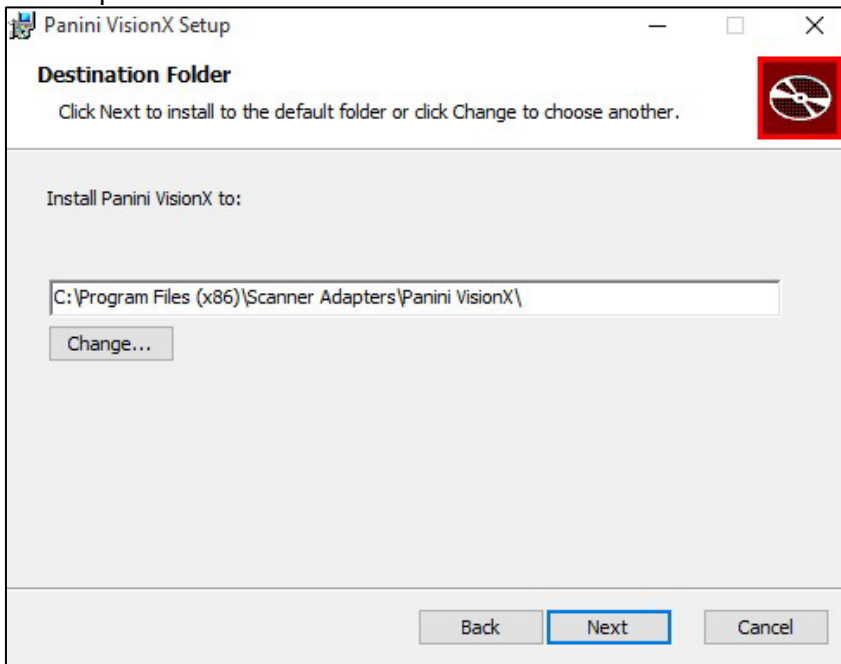

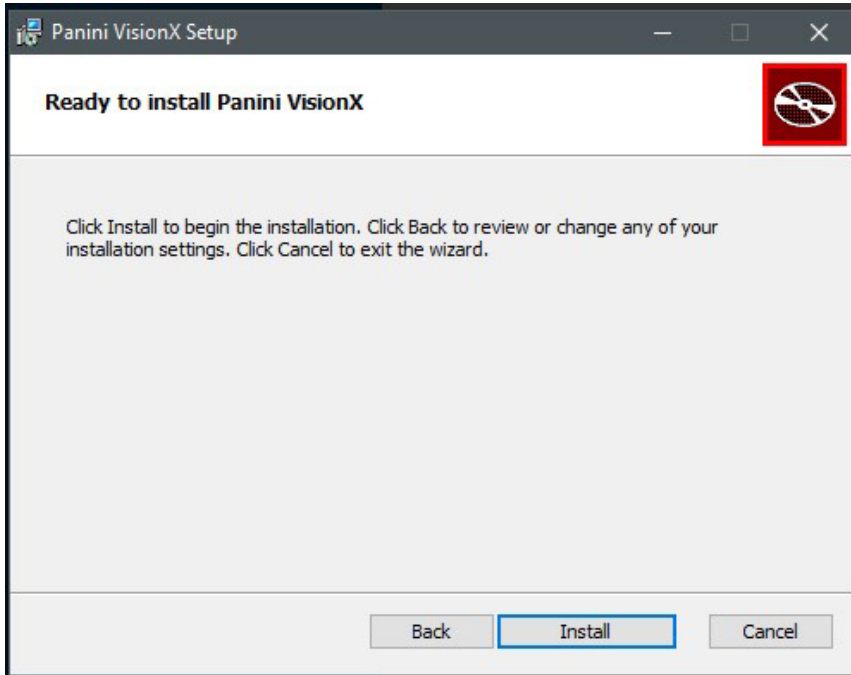FIGURE 19 – DESTINATION FOLDER WINDOW

5. Click **Install** to continue.

FIGURE 20 – READY TO INSTALL WINDOW

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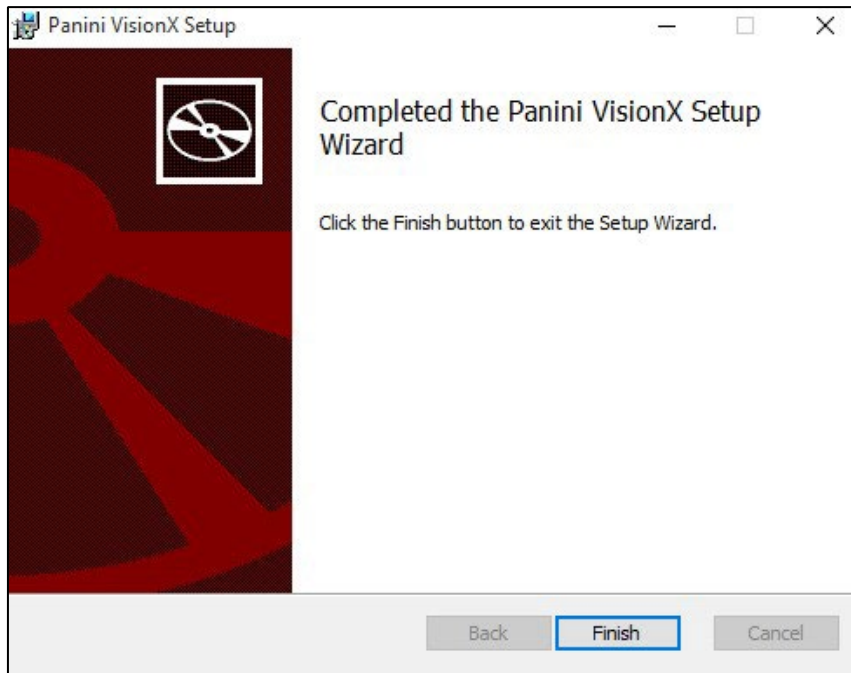

FIGURE 21 – SETUP CONFIRMATION

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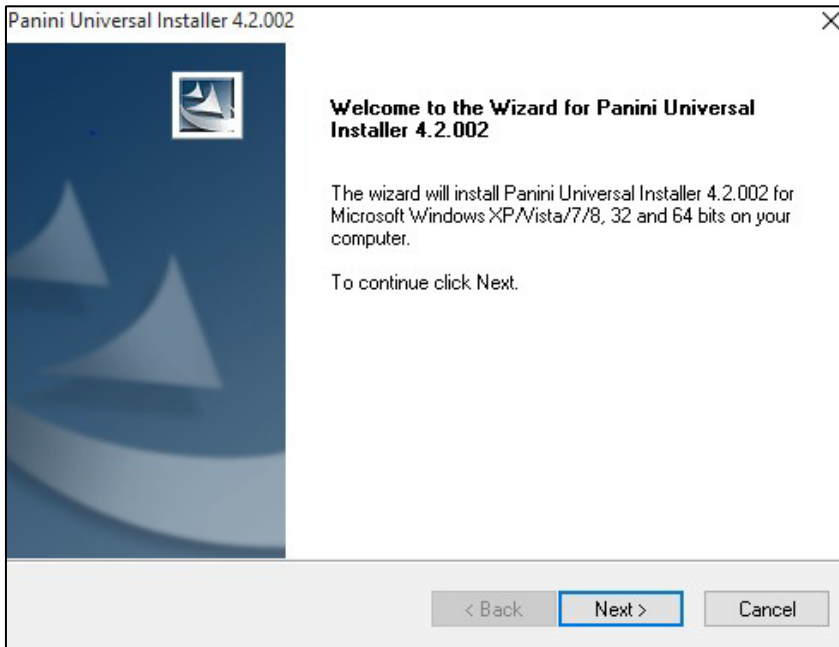

FIGURE 22 – INSTALLATION PROMPT

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

FIGURE 23 – LICENSE AGREEMENT

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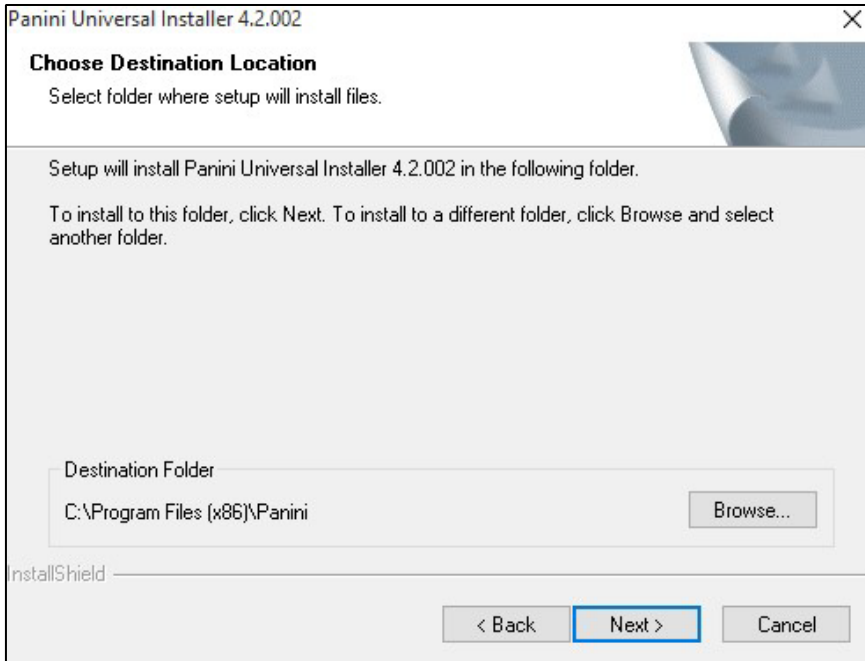

FIGURE 24 – CHOOSE DESTINATION LOCATION PROMPT

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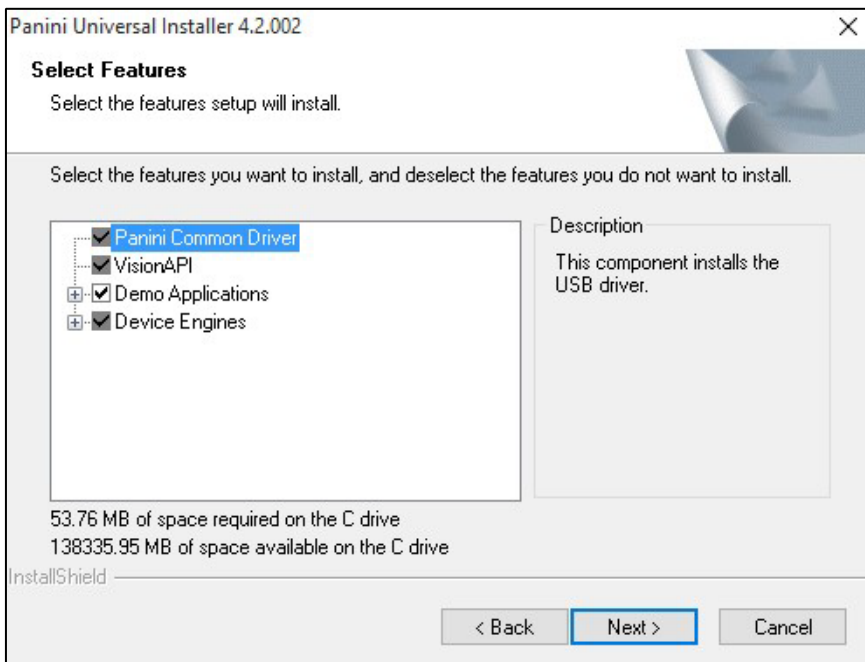

FIGURE 25 – SELECT FEATURES PROMPT

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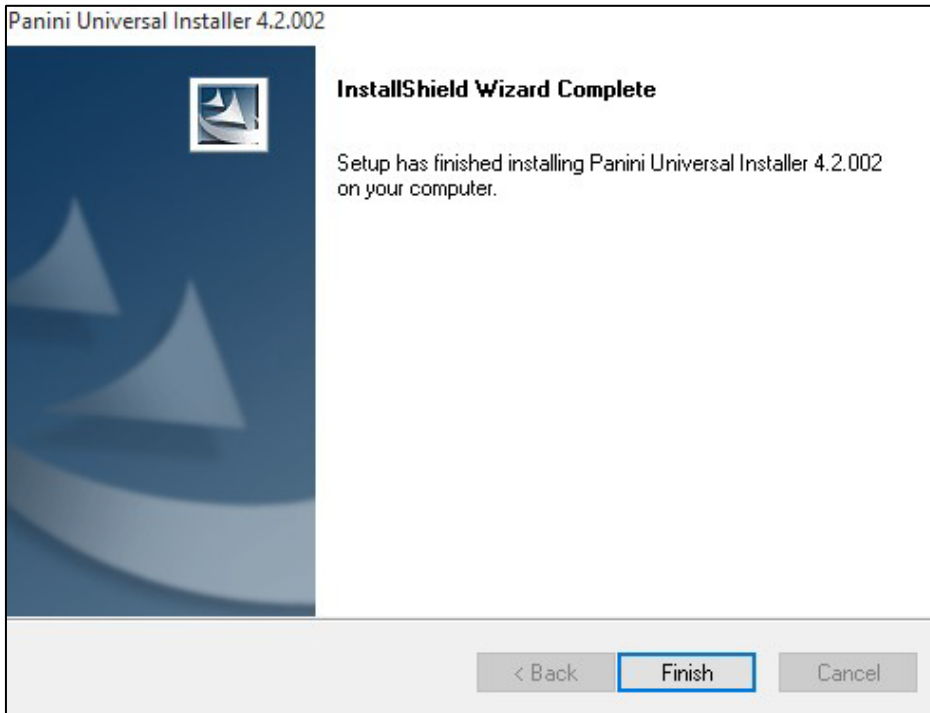

FIGURE 26 – INSTALLSHIELD WIZARD COMPLETE CONFIRMATION

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

Session Timeouts

The system will automatically log a user out who has been inactive for at least 30 minutes. A *Session Timeout Warning* appears two minutes before the user is set to be logged out to give them an opportunity to remain logged in. Click anywhere in the application to remain logged in.
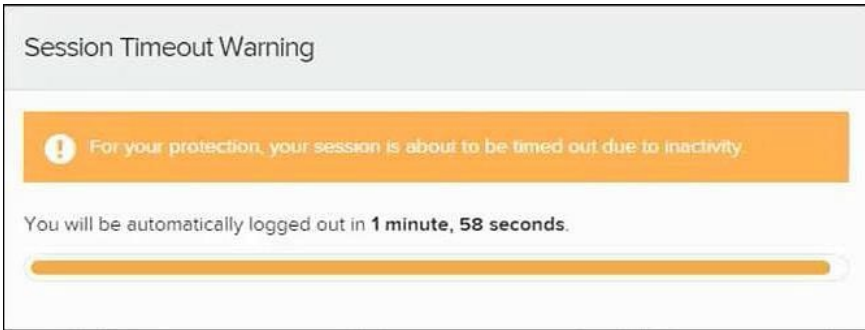
FIGURE 27 - SESSION TIMEOUT WARNING

Logging In: Admin User

Your bank representative should provide you with a URL for accessing the application. It is suggested that you save this URL to your bookmarks/favorites, as it is a route of access to 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 password is case-sensitive.

> **Reminder:** Single sign-on users will not sign in via SmartPay Business; rather, they will follow their financial institution's Remote Deposit Capture link to navigate directly to the SmartPay Business Dashboard.

1. Once at the SmartPay Business login screen, complete the **User Name**, **Password**, and **Company** fields, then click **Log In**.

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
   - 8-50 characters in length

3. Click **Update Password**.

> **NOTE**: Should you forget your password, you have the option of requesting a new one. This requires a valid email address be saved to your user profile. Your SmartPay administrator has the ability update your user profile.

Creating a Secret Question

A secret question is a tool that is used should you forget your password and require a temporary password be generated and sent to your email address. Without an email address attached to a user's profile, that user will not be able to answer a secret question in order to receive a temporary password for access back into the system. Your SmartPay admin will need to manually edit/enter an email address for each SmartPay user, so that the user has the option to request a new password by answering their secret question. Secret questions do not need to be a complete question or contain a question mark, nor are they or the answers case-sensitive.

Once the admin has entered an email address for a 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 pertinent email address. If the secret question is answered correctly, you will receive an email containing a temporary password.

> **NOTE:** Single sign-on (SSO) users will not need to establish a secret question.

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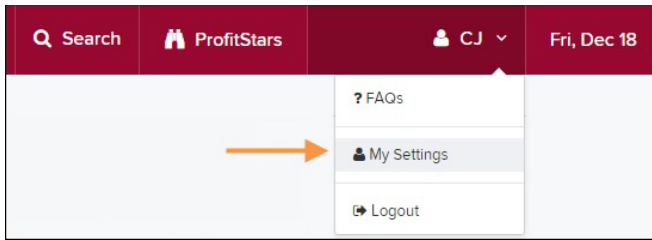

FIGURE 28 - MY SETTINGS

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

FIGURE 29 - MY SETTINGS PAGE

Updating the Admin Profile

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

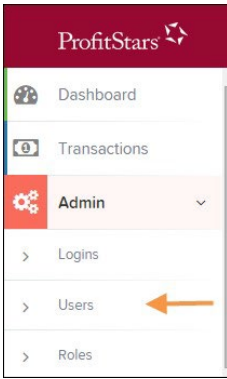**1.** Log in to the system, and then select **Admin | Users** from the left main menu.

FIGURE 30 - ADMIN TAB

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

FIGURE 31 - EDIT USER OPTION

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

FIGURE 32 - EMAIL ADDRESS UNDER USER SETTINGS

Adding a User

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

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

2. Select **Add User** and then choose **Business User**.

FIGURE 33 - ADD USER OPTION

3. Fill in the following required fields.

- **Full Name** – The first and last name of the user.

- **User Name** – The user's login name. This field is not case-sensitive.

- **RDN ID** – This field will create the RDN user on the backend. It can be the same as the profile user name. To avoid duplication of the user profiles, do not update this field after the original setup.

- **Email Address** – The email address of the user.

Non-required fields:

- **User Location** – Optional informational field to describe the user.

- **Auto Disable** – This field is not used currently.

- **Dual Auth Amount** – This field is not used currently.

- **Dual Auth Status** – This field is not used currently.

4. Fill out the additional *Add User Settings* and the *Privileges for this User* sections. Note that a **Temporary Password** is displayed at the bottom of the page—provide this password to the user you are creating.

a. Select the **Authorized Caller** check box if this user will contact EPS for support, if necessary. Once enabled, the user will then be required to establish an **Authorized Caller Identification Phrase** that will be used by the EPS Customer Support representative to verify that the user is authorized before providing support. Callers who are not able to answer

their identification phrase, or are not an authorized user, will be directed to their financial institution for further assistance.

    b. Once you have selected privileges to provide to this user, select **Add**. The system will create the user and allow you to select roles underneath each of the privileges assigned to them.

5. Under *Roles within the Customer Service* privilege, select the *Accounting* role for the user to run reports in the application. Select the *Remote Deposit Now* role for the user to scan checks to submit for deposit using RDN.

6. Select the appropriate check boxes under *Locations for this User* for which the user will scan checks.

FIGURE 34 - SELECTING ROLES AND LOCATIONS FOR A USER

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

Enabling RDN Features for a User Profile

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

1. Select which permissions the user will need from the options displayed.

- **Admin Permission** – Separate from the account administrator role. This role is required to access the *Tools* tab, which allows the user to delete an existing batch.

- **Receive Alert Emails** – Allows the user to receive deposit alert emails upon deposit.

- **Scan Items** – Allows the user to scan items through RDN.

- **View Deposits** – Allows the user to view deposits in RDN.

- **Export Deposits** – Allows the user to export items.

- **Receive Activation Emails** – Not applicable, do not check this box.

- **Create Deposits** – Check this box to allow the user to make deposits to EPS.
- **Edit Items** – Check this box to allow the user to be able to modify/fix their batches in RDN.
- **Search** – This allows the user to be able to perform searches in RDN on the *Search* page.
- **View Notifications** – This allows the user to view any deposit messages coming from EPS, such as exceeded transaction limits.

2. Make any other changes to this profile and select **Update** at the bottom of the page to finish and save changes.

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

Troubleshooting Tips

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

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

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

Updating a User Profile

As the admin user, you also have the responsibility of enabling/disabling users, deleting a user, resetting a user's password, editing/updating user profiles, and designating authorized callers.
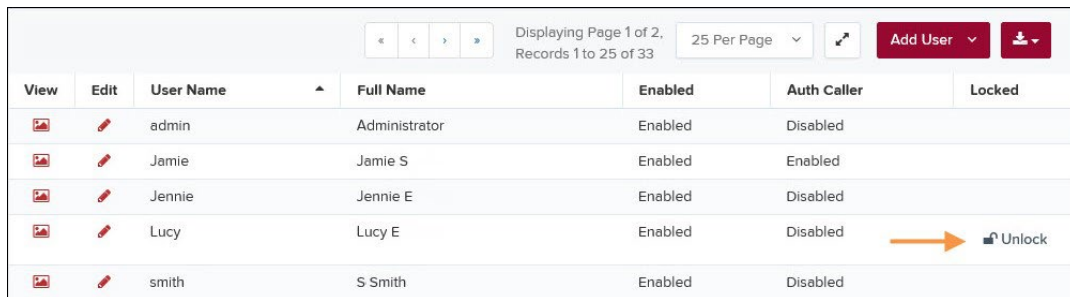
1. Log in and then select **Admin | Users** from the left main menu.
2. Select the **Edit** icon for the user profile to be updated (in this case, a user).
3. The *Update User Settings* page displays. Make any changes necessary.
4. Click **Update** at the bottom of the page.

Unlocking a User Profile

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

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

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

2. Under the *Locked* column, select the **Unlock** option for that user. The *Unlock* will disappear, and the user profile will be unlocked.

View	Edit	User Name ▲	Full Name	Enabled	Auth Caller	Locked
🖼	✏	admin	Administrator	Enabled	Disabled	
🖼	✏	Jamie	Jamie S	Enabled	Enabled	
🖼	✏	Jennie	Jennie E	Enabled	Disabled	
🖼	✏	Lucy	Lucy E	Enabled	Disabled	🔓 Unlock
🖼	✏	smith	S Smith	Enabled	Disabled	

Displaying Page 1 of 2, Records 1 to 25 of 33 | 25 Per Page

FIGURE 35 - UNLOCK OPTION

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

Resetting a Password

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

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

2. Select **Edit** for the user profile to update.

3. Select **Reset Password** button from the bottom of the page. The user's profile will have a case-sensitive temporary password generated. Carefully record this password and provide it to the user.

FIGURE 36 - RESET PASSWORD BUTTON

Disabling a User Profile

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

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

2. Select **Edit** for the user profile you wish to disable.

3. Uncheck the **Enabled** box in the *Update User Settings* section.

FIGURE 37 – UNCHECK THE ENABLED OPTION
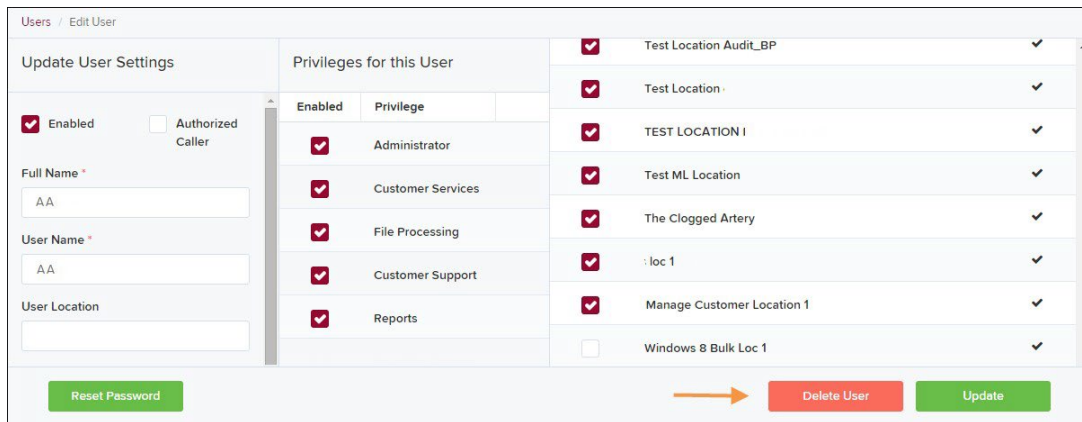
4. Select **Update** to save all changes.

Deleting a User's Profile

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

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

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

2. Select **Edit** for the user profile to delete.

3. Select **Delete User**, as shown below.

FIGURE 38 - DELETE USER OPTION

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

FIGURE 39 - DELETE USER CONFIRMATION

Listing Deleted Profiles

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

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

2. In the *Merchant Users* section, select the **Deleted Users** option under *Filters*. The list of users will automatically update to display only deleted users.

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a. Select **Clear Filters** to strip any filters from the list of users.

FIGURE 40 - DELETED USERS FILTER

RDN: Creating a Deposit

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

1. Log in to SmartPay Business and select **Transactions** from the main sidebar menu.
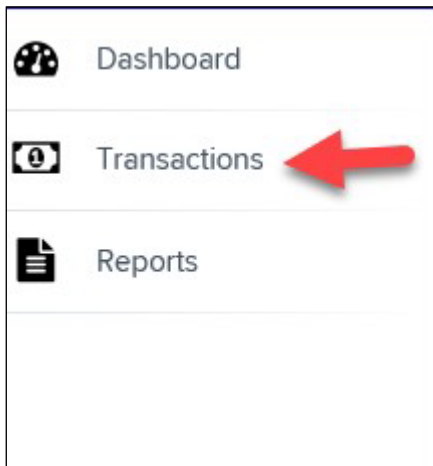
FIGURE 41 - TRANSACTIONS TAB

2. Under Check Processing, choose **Remote Deposit Now**. The RDN application will open in a new tab.
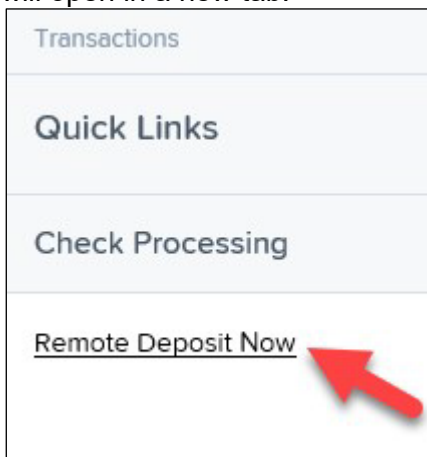
FIGURE 42 - REMOTE DEPOSIT NOW LINK

3. The *Remote Deposit Now* page appears, as shown below.
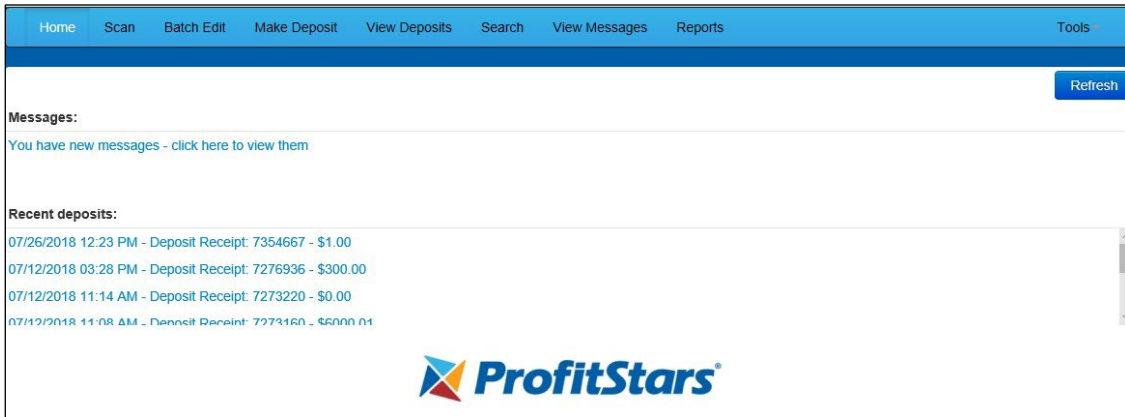
FIGURE 43 - RDN HOME PAGE

4. Select **Scan** from the top of the page to begin scanning checks for deposit.
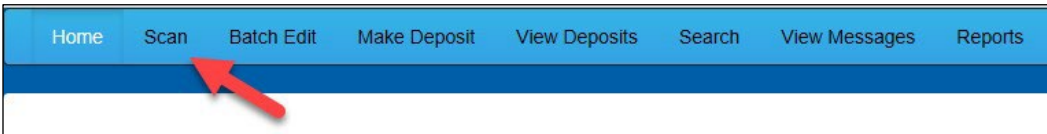
FIGURE 44 - SCAN OPTION

5. If you have more than one scanner driver installed, select **Change Scanner** from the arrow next to the **Start** button to confirm which scanner you are using.
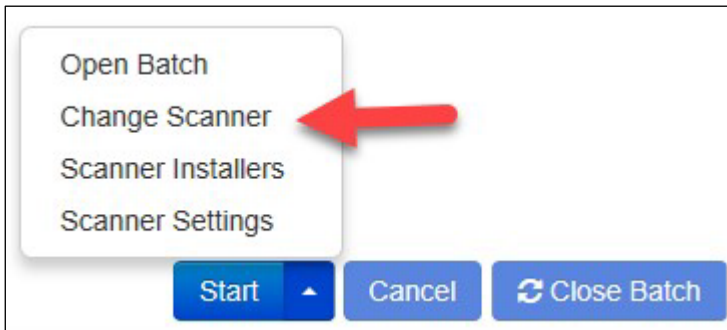
FIGURE 45 - CHANGE SCANNER OPTION

6. Select your scanner from the drop-down menu.
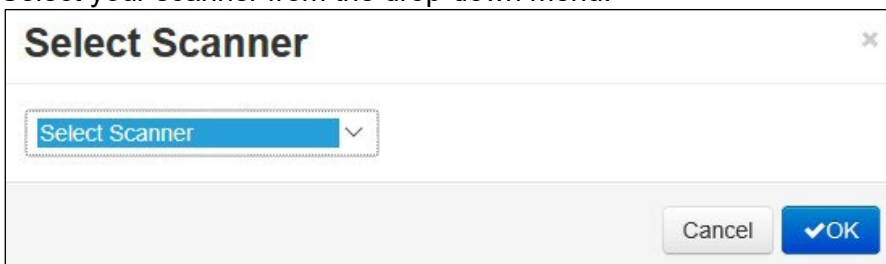
FIGURE 46 - SELECT SCANNER

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

FIGURE 47 - START OPTION

8. A prompt for the expected total of the deposit appears. Complete the field with a two decimal place number, then select **OK**. If you do not know the expected total of the batch, you may enter **0.00**.

9. Click **Start** to begin scanning checks. Each item will appear on the page in the order they were scanned with the MICR line displayed.

Sequence	Codeline	Item

FIGURE 48 - BATCH LIST

10. Click **Stop** (if applicable) when you have finished scanning checks.

11. Click **Close Batch** to save your batch.
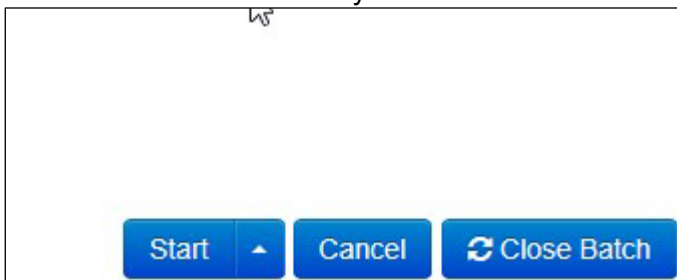
FIGURE 49 – CLOSE BATCH

Editing a Batch

1. Select **Batch Edit** from the top of the page.
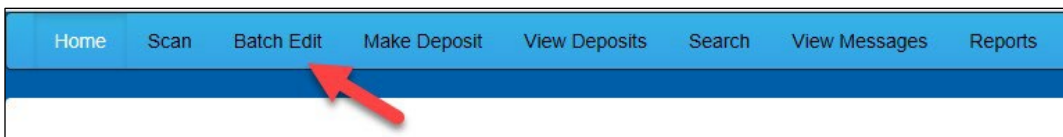
FIGURE 50 - BATCH EDIT PROMPT

2. The batch items appear, as shown below.

FIGURE 51 - BATCH EDIT PAGE

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

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

FIGURE 52 – EXPECTED TOTAL/ACTUAL TOTAL DISPLAY

Editing a Batch Total

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

FIGURE 53 – SCAN OPTION

2. Select **Open Batch** from the arrow next to the **Start** button at the bottom of the page.
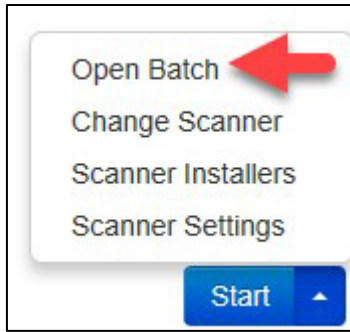
FIGURE 54 — SELECT BATCH

3. Select a batch from the *Select Batch* drop-down menu.
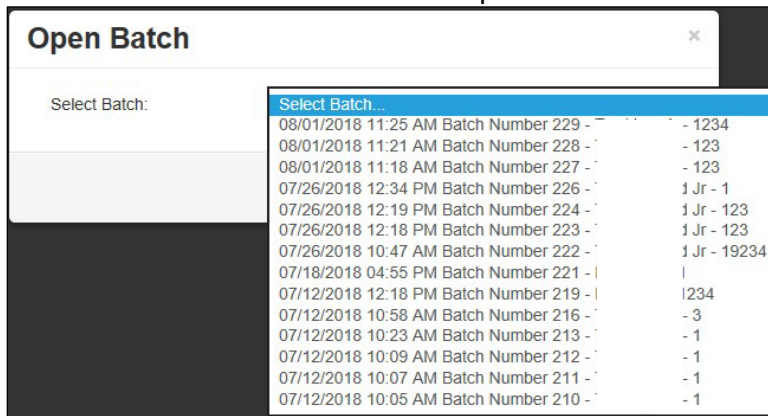
FIGURE 55 – SELECT BATCH

4. Enter the new amount in the *Expected Batch Total* field.
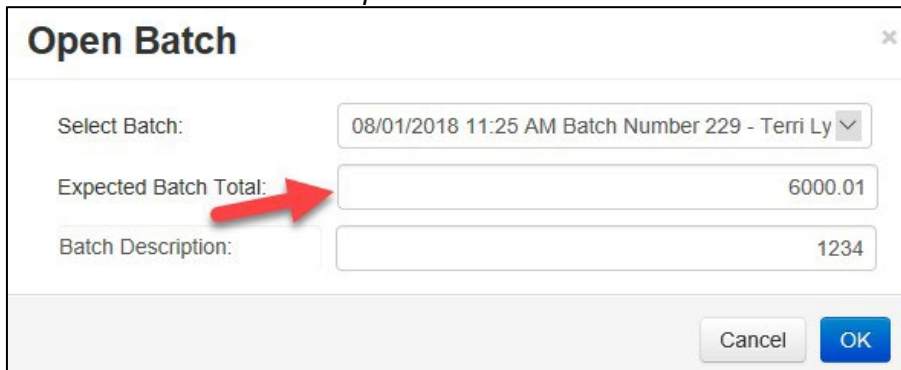
FIGURE 56 — AMOUNT FIELD

5. Click **OK**.

Performing a MICR Repair

1. If you need to adjust MICR information, click **Batch Edit** from the top menu.
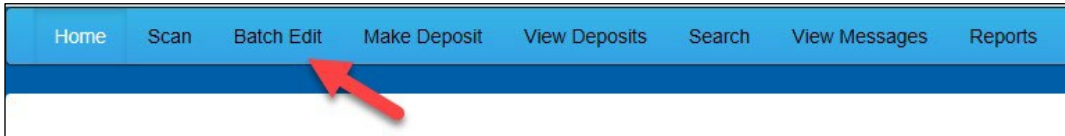
FIGURE 57 – BATCH EDIT

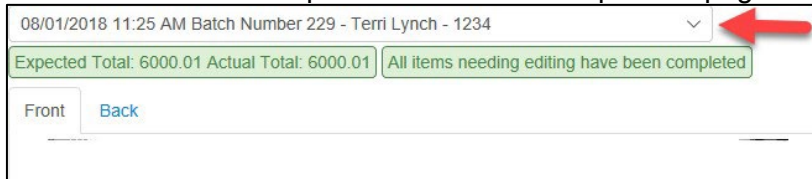2. Select a batch from the drop-down menu at the top of the page.
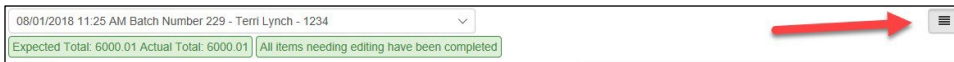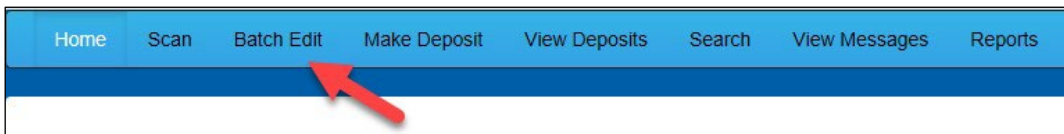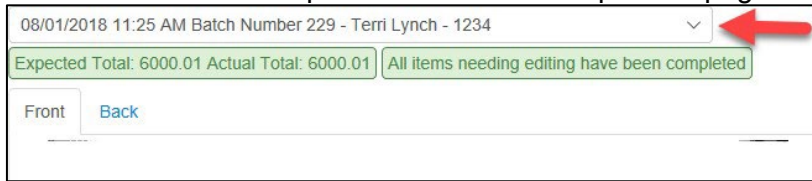

FIGURE 58 – SELECT BATCH

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

FIGURE 59 – EDIT BUTTON

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

FIGURE 60 – AMOUNT FIELD

5. Click **Save**.

FIGURE 61 – SAVE OPTION

Keying In a Dollar Amount

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

FIGURE 62 – BATCH EDIT

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

FIGURE 63 – SELECT BATCH

3. Click the edit button at the top of the page.
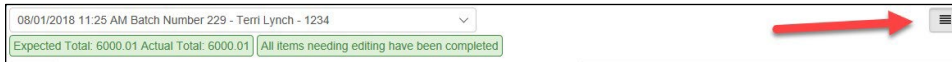
FIGURE 64 – EDIT BUTTON

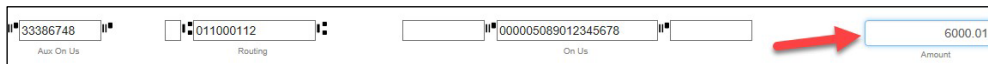**4.** Enter the new amount in the *Amount* field.

FIGURE 65 – AMOUNT FIELD

5. Click **Save**.

FIGURE 66 – SAVE OPTION
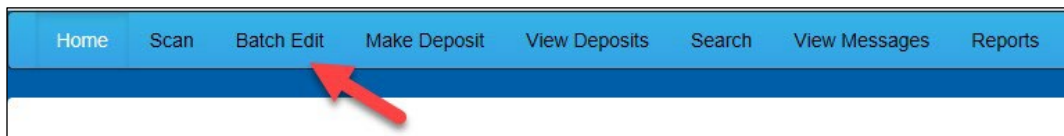
Deleting an Item

1. Click **Batch Edit**.

FIGURE 67 – BATCH EDIT

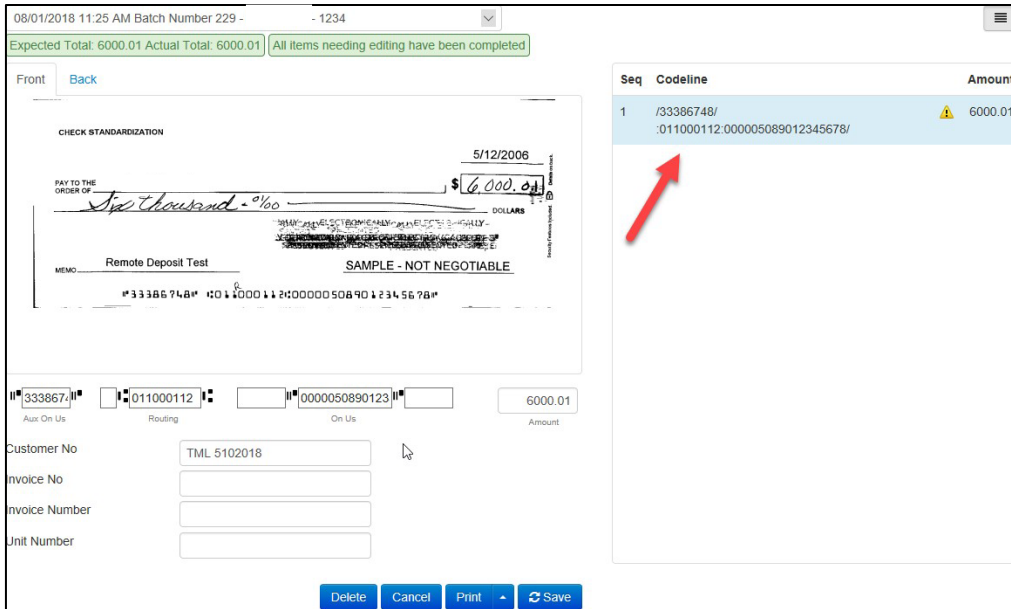**2.** Select an item from the item list at the right of the page.

FIGURE 68 – ITEM LIST

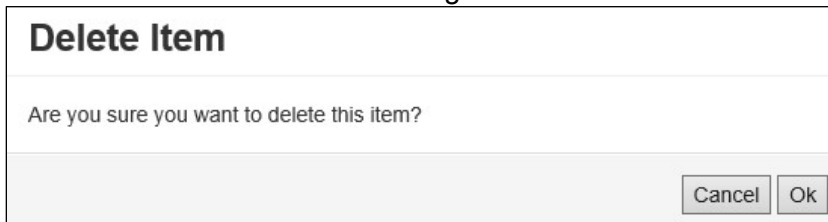3. Click **OK** on the confirmation dialog box.

FIGURE 69: CONFIRMATION

Deleting a Batch

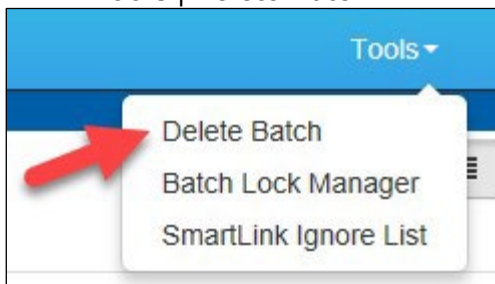1. Select **Tools** | **Delete Batch** from the top menu.

FIGURE 70 - DELETE BATCH OPTION UNDER TOOLS

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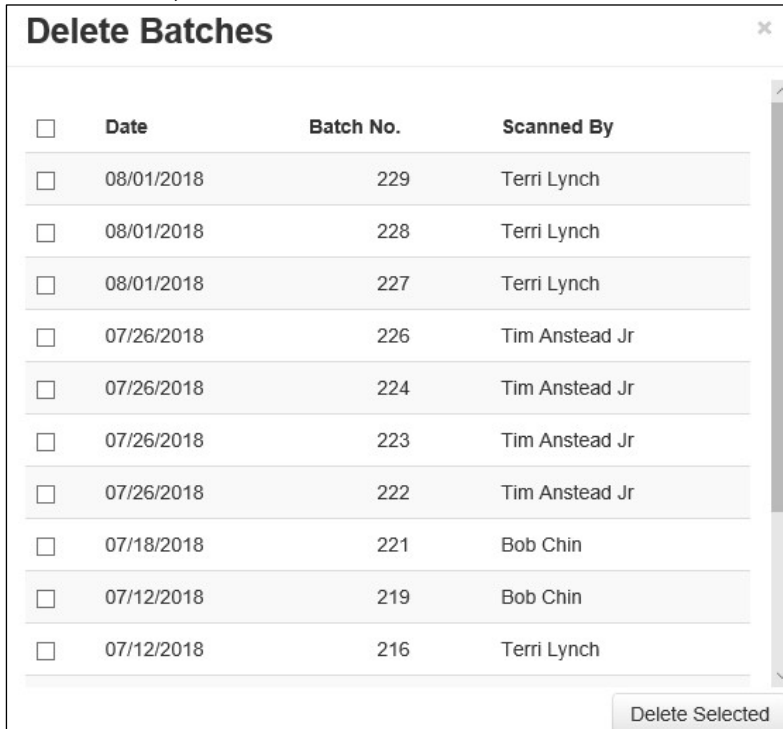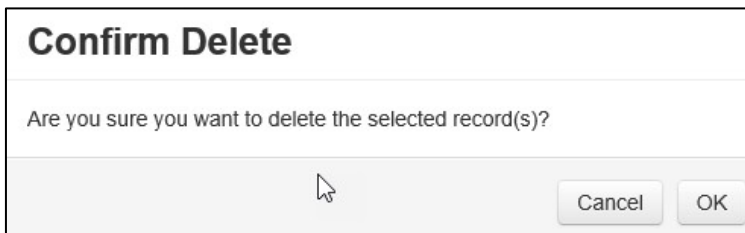

FIGURE 71 – DELETE BATCHES

3. Select **OK**.

FIGURE 72 – CONFIRM DELETE

Duplicate Checks

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

Submitting a Deposit

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

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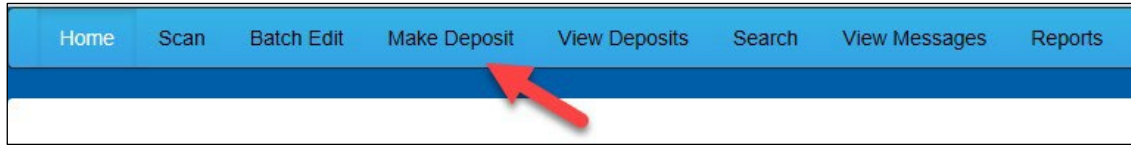

FIGURE 73 - MAKE DEPOSIT LINK

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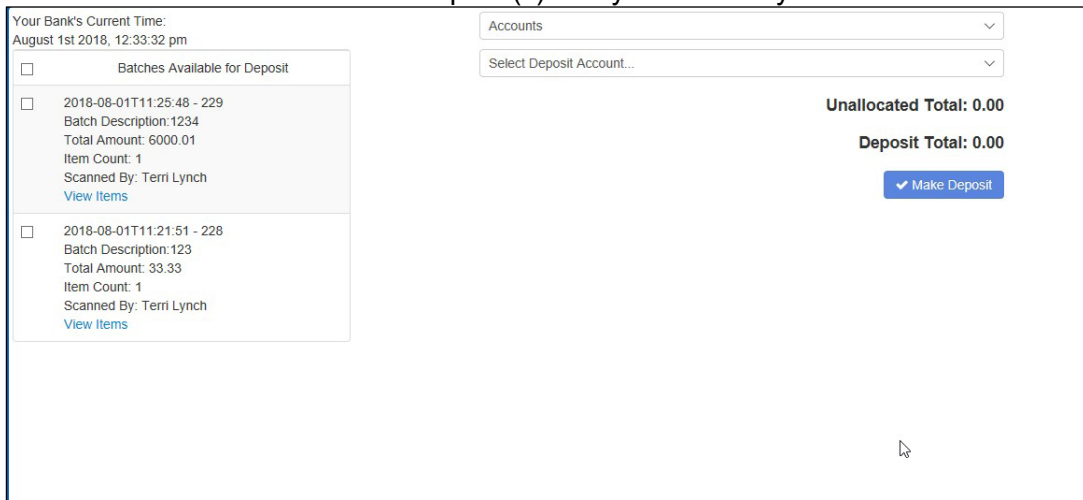

FIGURE 74 - SELECTING A BATCH TO DEPOSIT

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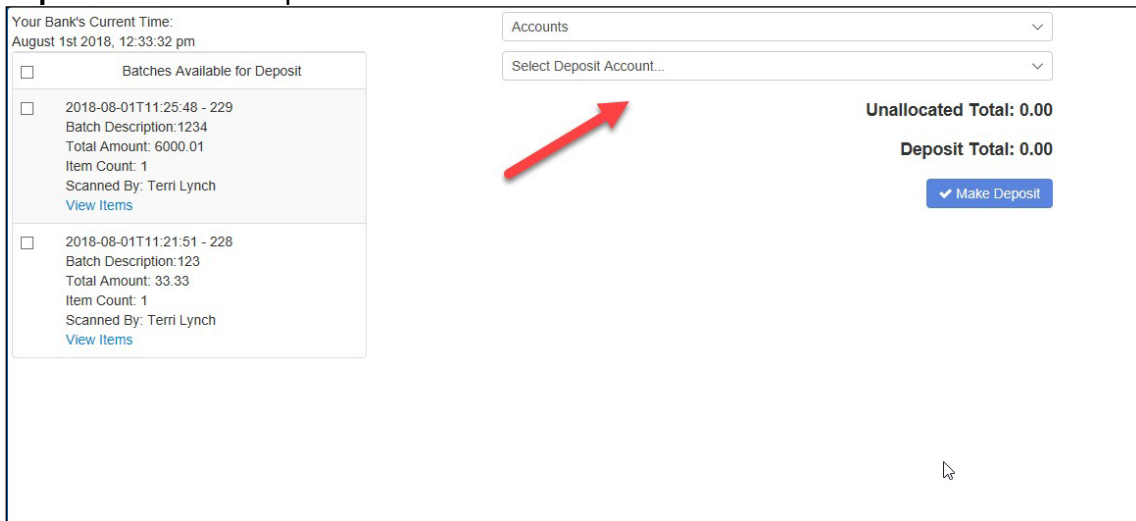

FIGURE 75 - SELECT DEPOSIT ACCOUNT OPTION

> **NOTE:** Batches can only be submitted to one account location at a time. To submit a deposit to a different location, you must first finish your current deposit submission.
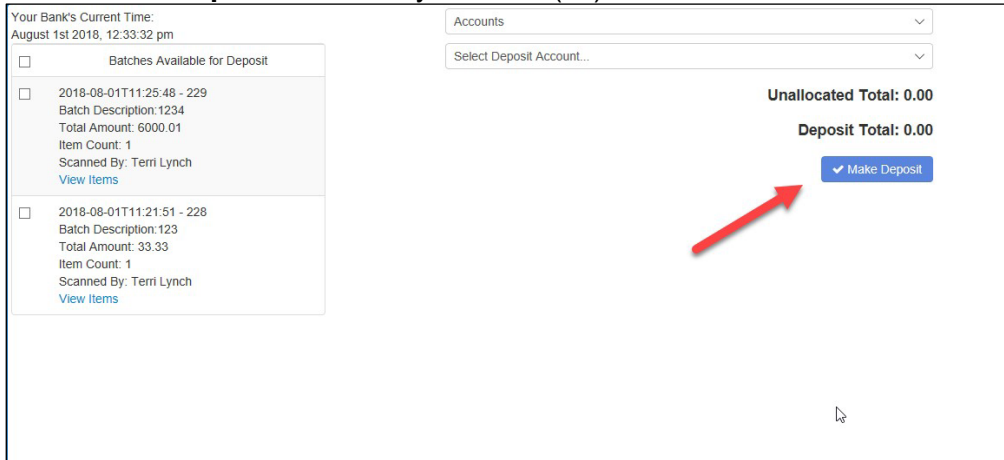
4. Select **Make Deposit** to submit your batch(es).

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

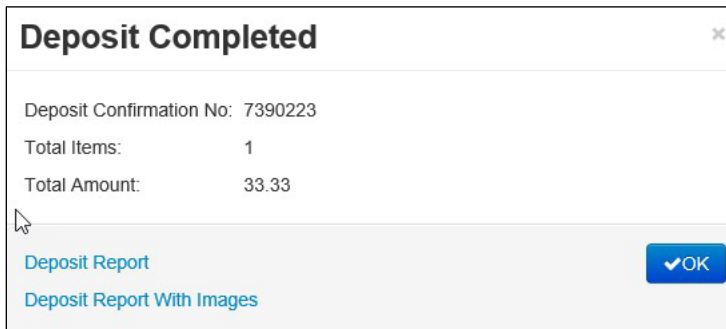6. The batch(es) you submitted are removed from the *Make Deposit* page, since they are no longer open. To see the status of the submitted deposit(s), select **Home**.

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

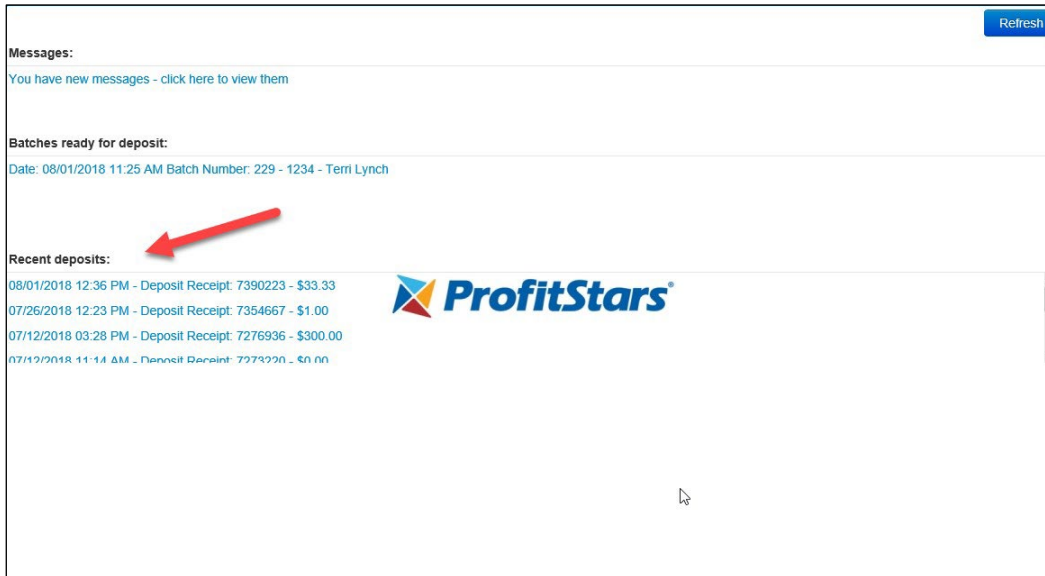© 1999-2022 Jack Henry & Associates, Inc.®

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FIGURE 79 - RECENT DEPOSITS

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

Reporting

Although reporting functionalities are available in both the RDN application and SmartPay Business, the **Reports** feature within RDN is recommended for viewing items that have been submitted for deposit.

RDN Application Reporting

Viewing Deposits

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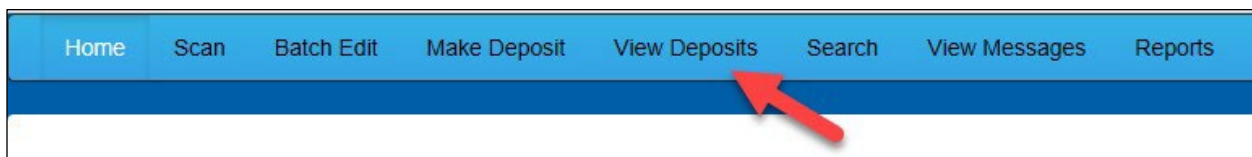

FIGURE 80 - VIEW DEPOSITS LINK

2. A list of deposits appears. To narrow your list of deposits, select a **Start Date** and **End Date** at the top of the page.
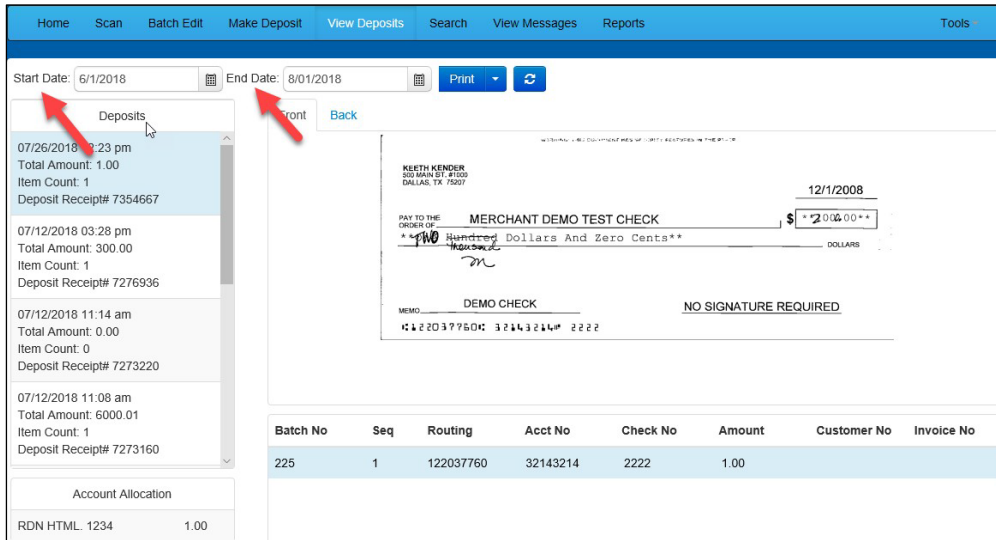
FIGURE 81 - BEGIN AND END DATES FOR VIEWING DEPOSITS

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

4. To view the front and back side of a check image, select **Front** and **Back** from the tabs at the top of the image (shown below).
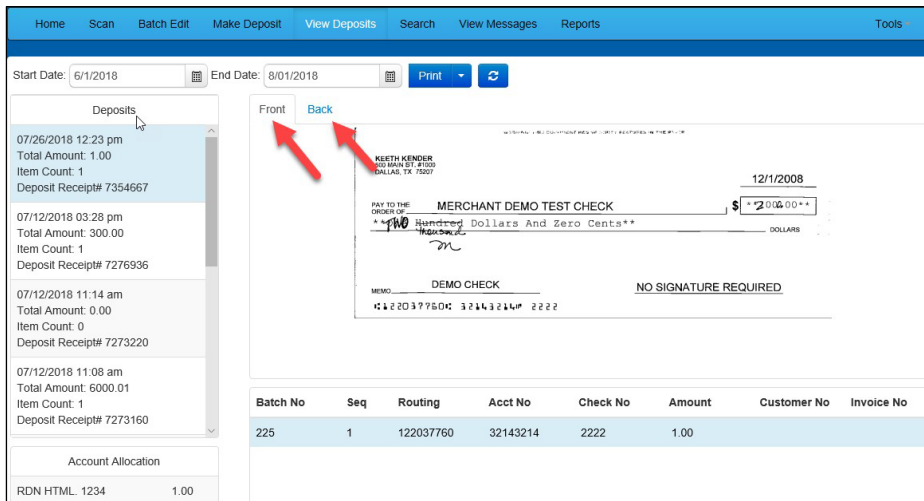

FIGURE 82 - FRONT AND BACK VIEW OPTIONS FOR A CHECK IMAGE

Printing Images of Items

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

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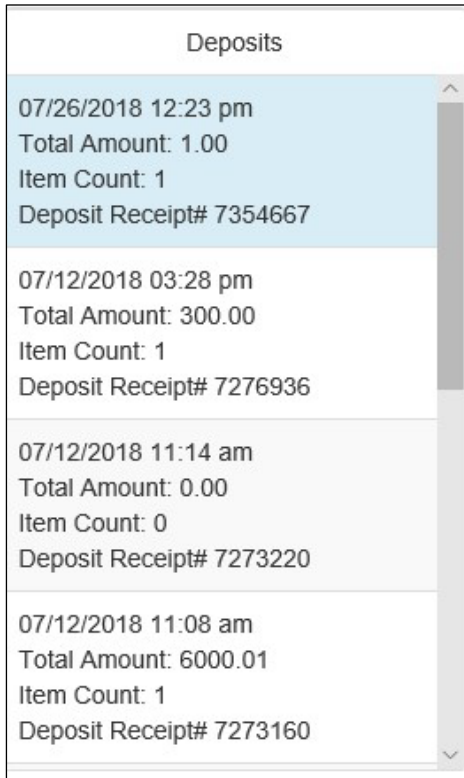
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FIGURE 83 - VIEWING DEPOSIT ITEMS

2. At the top of the page, select one of several options for printing.

    •   Select **Print** to print the front and back of the check currently highlighted.

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

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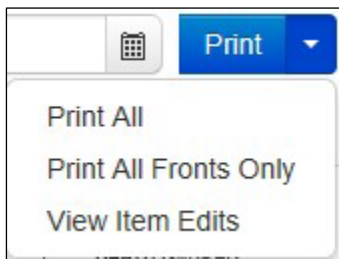

FIGURE 84 - PRINTING OPTIONS

3. From the **Print** option at the top of the page, select the drop-down menu next to *Print* and click **View Item Edits** to see which user(s) have edited transaction amounts for the deposit in the RDN application.
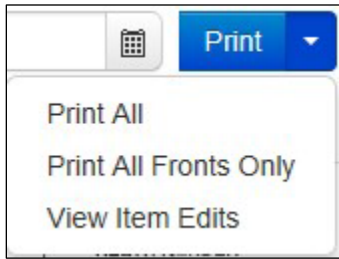
FIGURE 85 - VIEW ITEM EDITS OPTION

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

Searching for an Item

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

FIGURE 86 - SEARCH OPTION

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

FIGURE 87 - SEARCH CRITERIA

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

FIGURE 88 - SEARCH LINK

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

FIGURE 89 - HIGHLIGHTING SEARCH ITEMS

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

FIGURE 90 - PRINT OPTIONS

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

Application Reporting

Transaction Status Summary

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

FIGURE 91 - SAMPLE CURRENT TRANSACTION SUMMARY

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

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

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

Status	Definition
Approved	The transaction has been verified and will be processed at the designated cutoff time.
Processed	The transaction has been transmitted to the appropriate network (ACH or Check 21). Changes can no longer be made, and the transaction can no longer be voided.
Collected	(*ACH Only*) The transaction, originally returned NSF, has been re-presented to the Fed by EPS, and funds were recovered.
Awaiting Capture	Status for credit card transactions only.
Awaiting Approval	The transaction has been verified, but the amount of the transaction exceeded the *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. 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 EPS.
Other ACH Returns	The ACH transaction has been returned by the Federal Reserve. The transaction will be charged back.
Unauthorized	This includes the total number of transactions and total amount that have been returned with one of five Unauthorized Return Reason Codes (R05, R07, R10, R29, R51). **Note:** These R codes will no longer be included in the *Disputed* status totals.

Uncollected NSF	(*ACH Only*) The transaction was returned to EPS NSF by the Federal Reserve, and funds could not be recovered.
Suspended	The transaction has been verified, but it has exceeded *Velocity* limits.
Status	**Definition**
Disputed	(*ACH Only*) The transaction was returned to EPS by the Federal Reserve because the account holder at the receiving financial institution has disputed its validity. The transaction will be charged back (reversed).
Invalid/Closed Account	(*ACH Only*) The transaction was returned to EPS by the Federal Reserve because the account number at the receiving financial institution was invalid or because the account was closed.
Resolved	The transaction has been moved into a *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*.
Other Check 21 Returns	The Check21 transaction has been returned by the Fed. The transaction will be charged back.

Transaction Status Report

A *Transaction Status* report is a pre-defined report listing all transactions within a specific status.

It automatically generates when you click a status link from the *Current Transaction Summary*. For example, select **Approved**.

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

FIGURE 92 - CURRENT TRANSACTION SUMMARY WITH APPROVED OPTION

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

FIGURE 93 - SAMPLE TRANSACTION STATUS REPORT, VIEW INDICATED

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

FIGURE 94 - TRANSACTIONS DETAILS PAGE WITH SHOW EVENTS AND AUDIT HISTORY OPTIONS

Editing a Transaction

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

1. Log in, and then select a status from the *Current Transaction Summary*. For example, click the **Approved** status link.

2. Select the **View** link next to the transaction you would like to edit.

3. The *Transaction Details* page appears. To edit the amount, select **Edit** next to the *Sale* field.

FIGURE 95 - TRANSACTION DETAILS PAGE WITH EDIT OPTION

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

FIGURE 96 - REASON FOR EDITING SALE AMOUNT AND EDITING CONFIRMATION OPTIONS

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

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FIGURE 97 - EDITING AN EFFECTIVE DATE

Voiding a Transaction

1. Log in and then select a status from the *Current Transaction Summary* that has not yet been processed. For example, click the **Approved** status link.

2. A report of approved transactions appears. Select the **View** link next to the transaction you would like to void.

3. The *Transaction Details* page appears. Select **Actions | Void**.
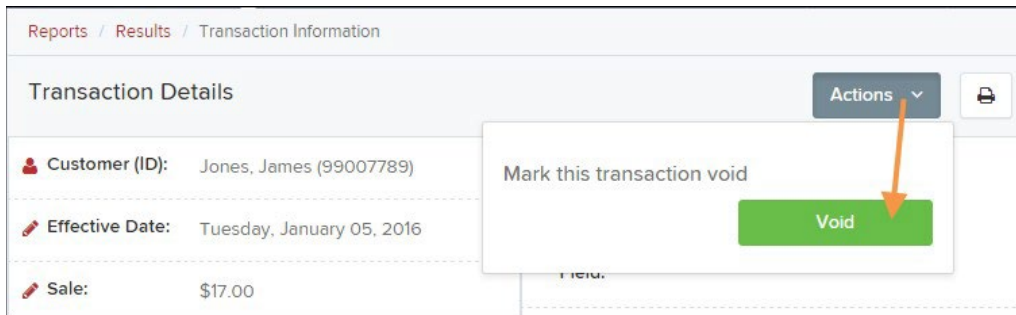

FIGURE 98 - VOIDING A TRANSACTION

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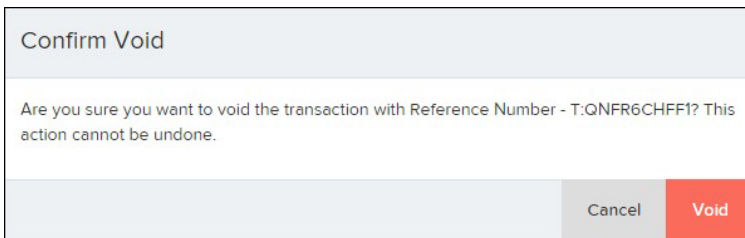

FIGURE 99 - CONFIRM VOID OPTION

Resolving a Transaction

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

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

FIGURE 100 - VOIDED STATUS LINK

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

FIGURE 101 - VIEW ICON

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

FIGURE 102 - MARK TRANSACTION RESOLVED OPTION

The Reports Page

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

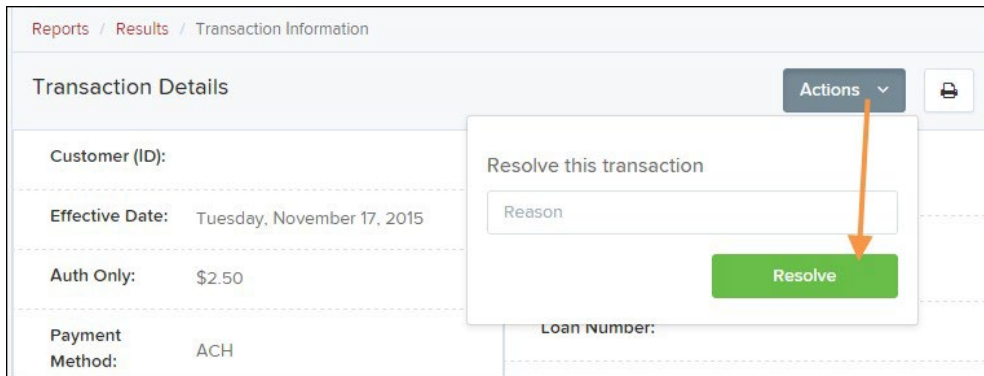- **Standard Reports** – Provides a list of reports with pre-set filters to show specific items. For example, the **Show Items Detected as Duplicate Transactions** option generates information about all of the transactions that have been flagged as duplicate items in any number of deposits.

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

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

- **Shared Reports** – Allows you to customize a report and save it as a template available for other users to access and use. Only the person who created this report template can delete it.

- **Credits and Debits to Your Merchant Settlement Account** – Identifies deposits made within a date range and displays individual transaction amounts making up the deposit, with details of each transaction.

Using the Report Builder Utility

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

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

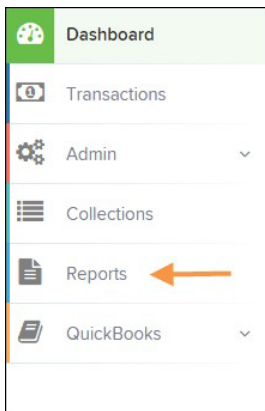1. Log in to the application, and then select **Reports** from the left main menu.

FIGURE 103 - REPORTS TAB

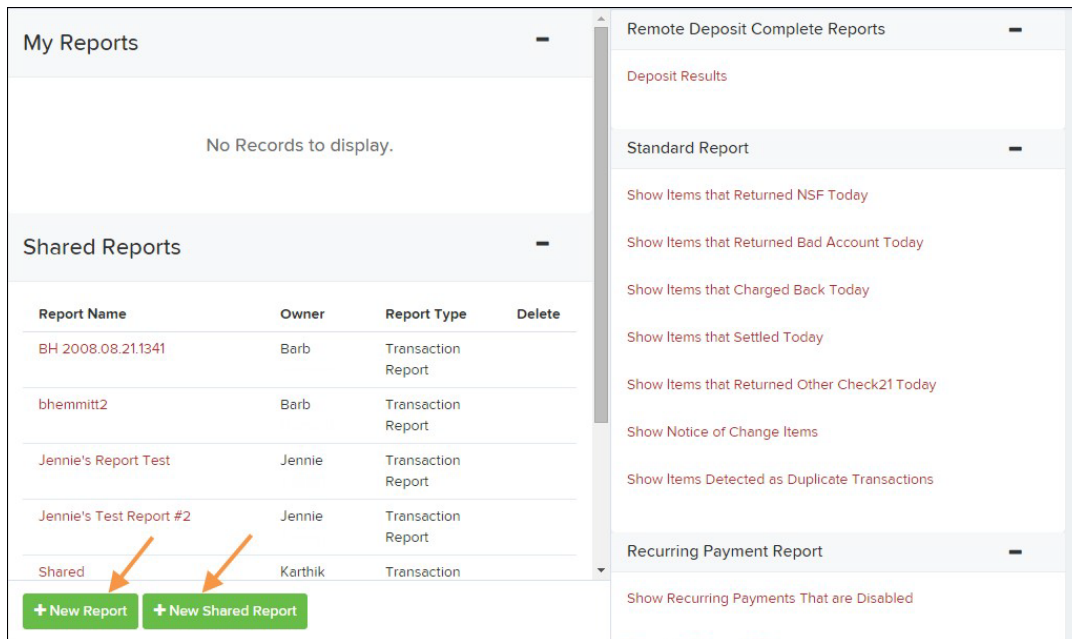2. Click **New Report** or **New Shared Report**, if it will be available to others.

FIGURE 104 - REPORT BUILDER OPTIONS FOR NEW REPORTS

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

FIGURE 105 – FOUR SECTIONS IN REPORT BUILDING

- **Report Type** - Designate if your report will be a **Transaction Report** based upon the current status of a transaction, or a **Historical Event Report** based upon past events a transaction has been through in the system.

- **Date Range** - In the *Date Type* field, select either **Transactions Created** or **Effective Dates** for the report, which will determine if the report displays transactions based upon the date they were created versus the date they took effect.

- Select a pre-specified date range using the **Export Date Range** option (ideal for recurring reports), or specify your own date range with the **Start Date** and **Start Time** and the **End Date** and **End Time** fields.

FIGURE 106 - DATE RANGE SECTION

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

- **Advanced Filters** section, specify the **Location** and **Status** of the transaction you wish to have in your report.

- **Settlement Status**: Whether a transaction has been deposited. Designate a single status or multiple statuses by selecting the appropriate check box(es).

- **Origin of Transaction**: Determines how the transaction was received and will be coded. You may designate a single origin for the report or multiple origins by selecting the check box next to each option.

- **Originated As**: Specifies how the transaction will be processed. You may designate a single type or multiple types.

- **Account Type**: Determines the type of transaction the report will display. You can select a specific account type or select **ALL**.

- **Operation**: This option specifies what process a transaction has been through. You may designate one process or select **ALL**.

- **Authority Response Code**: This option represents the types of return responses that can be received for a transaction. Select a specific response code or select **ALL**.

- **Amount Range**: The **From** and **To** options allow you to look for transactions with a specific amount or between amount values in decimal format (XX.XX).

- **Report Column Headers** – This section allows you to organize how the report displays.

- Select the **View** check box next to any fields to have them show on the report.

- Under **Prioritize**, use the arrows to change the order in which information appears. For example, select the upward arrow to have a field listed before others, or the select the downward arrow to have other fields listed before it.

- Use **Freeze** to lock fields when viewing a report. This will hold certain fields in view while you explore the rest of the report information.

FIGURE 107 - REPORT COLUMN HEADERS SECTION

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

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

FIGURE 108 - SAVE AND RUN REPORT OPTIONS

The report displays results.

- Use the filters to change the report and select **Run Reports** again, or you can print/export the report, as needed.

- Column headers in the report are selectable for organization. Select a column header to organize the report based on that column's information, in either ascending order (designated by an upward arrow) or descending order (designated by a downward arrow).

- Select **View** to the left of an item to view more details about the transaction.

- To change the report template, adjust the report filters as desired, and select **Save to My Reports**, which will save the filter options as a template for later use.

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

Additional Reports

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