### **Enterprise Payment Solutions**

**Rent Collector** 



**ACH Collections Handbook** 



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# I. Introduction

The ACH Collections Handbook is a guide for your organization's transaction monitoring with the ACH Collection utility available through the application. Your organization's site Administrator will need to assign specific privileges and roles in order for you to access this application. For more information about the Administrator assigning privileges and roles, please see the User Administrator Handbook.

The ACH Collections utility gives a user the ability to monitor all ACH transactions that have been set up for re-presentments and are in the collection process. Whether items are to be automatically re-presented, or will need to be manually handled and collected by members within your organization—each item can be identified through this application and displayed in reporting.

There are three different tools used to track returned transactions.

- Status Summary Featured on the Home page of the application, this table lists all the items entered in the system within the past 60 calendar days. For each status, a total count and amount of transactions within that status is displayed.
- **Reports** Use a report builder to list collection items and other transactions in the system for a location or multiple locations within a specified date range.
- **Collection Details** View information pertaining to the transaction within the collection process. Details such as original (face) amount, reference numbers, and attempts at collection are displayed.

### A. System Requirements

In addition to high-speed Internet connection, the following browsers for Microsoft<sup>®</sup> Windows<sup>®</sup> have been approved for use with the application.

- Windows Vista<sup>®</sup> (except Starter or Home Basic): Microsoft Internet Explorer<sup>®</sup> 8 and 9.
- Windows 7: Microsoft Internet Explorer 8, 9, 10, and 11.
- Windows 8: Microsoft Internet Explorer 10.
- Windows 8.1, update 1: Microsoft Internet Explorer 11
- Windows 10: Microsoft Internet Explorer 11|Google Chrome

# II. Logging In

Your Admin user will provide you with access to Rent Collector within Online Business Banking. Once logged into Online Business Banking, select Online Services from the drop-down menu. And then Rent Collector from the Green Menu Bar and then Login to BankFinancial

Online Services	]
Rent Collector	
Login to ProfitStars RDIC	

# **III. Viewing Collection Items**

As a user, you have the ability to monitor transactions within the system and can identify the status of transactions. There are three sources of information available to you for viewing collections: the **Transaction Status Summary**, which covers all the transactions entered into the system, and the **Current Collection Item Summary** and **Collection Attempt Transaction Summary**, which are specific to collection items. In addition, you have the option of building custom reports with search filters you've selected. Please see "Building Collection Reports" for more information about selecting filters for custom reports.

### A. The Transaction Status Summary

The **Transaction Status Summary** can be found on the **Home** page upon logging in to the system. 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* processing locations.

The **Transaction Status Summary** covers a rolling 60-day period and is broken down by a transaction's current status within the system. This 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 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 represented to the Fed by ProfitStars, and funds were recovered.

Status	Definition			
Awaiting Capture	Status for credit card transactions only.			
Awaiting Approval	The transaction has been verified, but the amount of the transaction exceeded the <b>Dual Authorization</b> 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 system and will not be processed. The transaction exceeded either <b>Dual Authorization</b> limits or <b>Velocity</b> limits.			
Voided	The transaction has been voided and will not be processed. Transactions cannot be voided once they are in the <b>Processed</b> 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 Fed by ProfitStars.			
In Research	May be used by your support group.			
Uncollected NSF	( <i>ACH Only</i> ) The transaction was returned to ProfitStars NSF by the Fed, and funds could not be recovered.			
Suspended	The transaction has been verified, but it has exceeded <b>Velocity</b> limits. This item requires action from a user within your organization.			
Disputed	(ACH Only) The transaction was returned to ProfitStars by the Fed because the account holder at the receiving financial institution has disputed its validity. The transaction will be charged back (reversed).			
Invalid/Closed Account	(ACH Only) The transaction was returned to ProfitStars by the Fed because the account number at the receiving financial institution was invalid or because the account was closed.			
Resolved	The transaction has been moved into a <b>Resolved</b> status by a user to indicate that no further action related to the transaction is required. Transactions can be moved into a <b>Resolved</b> status from a status of <b>Declined</b> , <b>Voided</b> , <b>Invalid/Closed Account</b> , <b>Disputed</b> , <b>Uncollected NSF</b> , Error, or <b>In Research</b> .			

The below figure is an example of the **Transaction Status Summary** on the **Home** page once a user logs in to the system. A status in this summary will become a hyperlink if there are items in a status. Selecting an active status hyperlink will trigger a *Transaction Status Report* of all the transactions within that status (see next section).

urrent Transacti his is a summary repo entral Time (CT).	ion S ort of al	umma II transa	ary actions cur
Transaction Status	Sumn	nary	
Status	Items	Debits	Credits
Approved			
Processed			
Collected			
Awaiting Capture			
Awaiting Approval	2	\$11.00	
Declined	2	\$35.00	
Voided			
Error			
In Collection			
In Research			
Uncollected NSF			
Suspended			
Disputed			
Invalid / Closed Account			
Resolved			
Other Check21 Returns			

FIGURE 7 - TRANSACTION STATUS SUMMARY

### 1. Transaction Status Report

A *Transaction Status Report* is a pre-defined report listing all transactions within a specific status. It automatically generates when you select a status hyperlink from the **Current Transaction Summary**.

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<sup>®</sup> Office Excel<sup>®</sup> spreadsheet (.xls) or a comma-delimited file (.csv).

1. From the **Home** page, select a status that appears as a hyperlink (contains values in the **Current Transaction Summary**). For example, select **Approved**.



FIGURE 8 - TRANSACTION STATUS SUMMARY, APPROVED STATUS LINK

2. A list of the first 25 (default value) transactions are displayed. You may decide to export the contents of this report. To view details for an individual transaction, select the **View** link in the far left column for that transaction.

Title: Transa	ction Approved			:	× Save	to My Reports	Share to Al	l Users		Run Re	port
REPORT FIL	TERS									Show Rep	ort Filters
TRANSACTION RESULTS CRITERIA (The values below do not represent the selections above unless the report is run.) Collapse Transaction Results Criteria											
Location: DateFilter: Between: Transaction Settlement S Origin Of Tra Originated A Account Typ Operation: Authority Re	Location:         - ALL           DateFilter:         Transactions Created           Between:         10/20/2016 and 12/20/2016           Transaction Status:         Approved           Settlement Status:         - ALL           Origin of Transaction:         - ALL           Originated As:         - ALL           Originated As:         - ALL           Account Type:         - ALL           Authority Response Code:         - ALL										
						Print Re	port	Microsoft Of	fice Excel Workbook	(*.xls) 🗸 🛛 E	xport
<< First	< Previous	lext > I	Last >>	/iew All Pa	ige: 1 (	Go Records Per Pag	ge: 25 <u>Ch</u>	ange	Displaying page	e 1 of 1, Records 1	to 2 of 2.
Transa	ction Date	Status	Response	Payment Type	Operation	Name on Account	Transaction	Number	Ref. Number	Location Name	Amount
View 12/19/2	016 2:52:30 PM CT	Approved	Success	Checking	Sale	Jethro Smith	112		WFXN6FLGBA1	Payments	\$500.00
View 12/19/2	016 2:54:08 PM CT	Approved	Success	Checking	Sale	Sally	45		XMXN6FLGBA1	Payments	\$750.00
								Cre To To	edits tal Count: 0 tal Amount: \$0.00	Debits Total Count: Total Amount:	2 \$1,250.00



**Transaction Details** 

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

This page displays the detailed information for a particular transaction.								
Transaction Information								
Customer (ID):	Smith, Jethro (77878)	Void This Transaction						
Effective Date:	Thursday, December 29, 2016 edit							
Sale:	\$500.00 edit							
Payment Method:	ACH							
From Account Type:	Checking							
Account Number:	271972899 / XXXXXX1615							
To Location:	Payments							
Current Status:	Approved							
Source Application:	Merchant Portal							
Auth. Response:	Success							
Transaction Number:	112							
Reference #:	WFXN6FLGBA1							
Payment Origin:	Signature Original							
Settlement Status:	To Be Originated							
Description:								
Notification Method:	Merchant Notify							
Email Address:								
Transaction Date:	Monday, December 19, 2016 2:52 PM CT							
Originating As:	ACH							
Show Events Show	Audit History							

FIGURE 10 - TRANSACTIONS DETAILS PAGE WITH SHOW EVENTS AND AUDIT HISTORY OPTIONS

**NOTE**: Additional transaction details may be listed, depending on the type of ACH transaction displayed.

### **B.** Current Collection Item Summary

The **Current Collection Item Summary** is a total of all the collection items within the system for the past 60 days and is broken down by a transaction's current status within the system. Use the following steps to view the **Current Collection Item Summary**.

1. From the top of the page, select the **Collectors** tab.

Bank <b>Financial</b> ®	Search: Last/Company Nam	?
	Home   Transactions   Collections   Admin   Rep	orts



The **Current Collection Item Summary** appears. Each status can be selected for more information. Selecting a status link with **Items** and **Amount** fields posted will navigate you to the *Collection Item Status Report*, detailed in the next section. Selecting a link without any **Items** or **Amount** fields posted will navigate you to a search tool used to find items in the system. See "Collection Report Builder," for more information about building custom collection reports.

This is a summa	voiie ary repo	ort of all c	ollection items current	tly in the system a	s of
Status	Items	Amount			
Scheduling					
Waiting On Face					
Scheduled					
Collected					
Returned NSF					
Resolved					
Disputed					
Bad Account					
Uncollectable					
Pulled					

FIGURE 13 - CURRENT COLLECTION ITEM SUMMARY, WITH COLLECTED ITEMS INDICATED

The following table describes the statuses listed in the **Current Collection Item Summary**, with definitions for each status type listed in alphabetical order.

Status	Definition
Bad Account	A transaction has been returned because the account number is invalid. The transaction will be charged back.
Collected	A transaction has been recovered.
Disputed	An account holder has disputed the transaction. The transaction will be charged back (returned).
Pulled	An individual within your organization has pulled the transaction from the collection process. No further processing will occur.
Resolved	An individual within your organization has marked this transaction as resolved. No further processing will occur.
Returned NSF	A transaction has been returned for insufficient funds.
Scheduled	An attempt has been made, or is scheduled to be made, to collect the face value and/or return item fee (if applicable) of a transaction. The transaction has not yet been settled.
Scheduling	This function is not available, currently.
Uncollectable	A transaction could not be recovered.
Waiting on Face	This function is not available, currently.

### 1. Collection Item Status Report

The *Collection Item Status Report* is a pre-defined report listing all collection items within a specific status in the last 60 days. It automatically generates when you select a status link from the **Current Collection Item Summary**.

1. Log in to the system and select the **Collect** ns tab from the top of the page.

Bank <b>Financial</b> "	Search: Last/Company Lone	?
	Home   Transactions   Collections   Admin	Reports



2. The Current Collection Item Summary appears. Select a status link with Items and Amount fields posted.

### **Current Collection Item Summary**

This is a summary report of all collection items currently in the system as of 10/19/2015.



FIGURE 15 - CURRENT COLLECTION ITEM SUMMARY, WITH COLLECTED STATUS INDICATED

**3.** The *Collection Item Status* report appears, with collection items from the specific status you selected. For example, selecting the **Bad Account** status will draw a report with all the items in collection due to a bad account.

view	Name on Account	Amount	Face or Fee	Status	Return Date	Current Attempt
view		\$25.0	00 NSF Fee	Bad Account	Friday, March 27, 2009	2
view		\$25.0	00 NSF Fee	Bad Account	Thursday, March 26, 2009	2
view		\$145.0	02 Face	Bad Account	Tuesday, March 24, 2009	2
view		\$25.0	00 NSF Fee	Bad Account	Monday, March 09, 2009	3
view		\$32.3	35 Face	Bad Account	Wednesday, March 04, 2009	3
view		\$25.0	00 NSF Fee	Bad Account	Wednesday, March 04, 2009	2
view		\$15.4	38 Face	Bad Account	Wednesday, March 04, 2009	3
view		\$10.0	00 Face	Bad Account	Friday, February 06, 2009	3
view		\$25.0	00 NSF Fee	Bad Account	Friday, February 06, 2009	2
view		\$25.0	00 NSF Fee	Bad Account	Wednesday, February 04, 2009	3
view		\$25.0	00 NSF Fee	Bad Account	Monday, February 02, 2009	3
view		\$111.	00 Face	Bad Account	Monday, February 02, 2009	3
view		\$25.0	00 NSF Fee	Bad Account		1
view		\$25.0	00 NSF Fee	Bad Account		1
						Tatal County 14
Expor	t					Total Amount: \$539.25

FIGURE 16 - COLLECTION ITEM STATUS REPORT, BAD ACCOUNT

**4.** Select the **View** option to the left of a collection item to see more information about the transaction.

view	Name on Account	Amount	Face or Fee	Status	Return Date	Current Attempt
view		\$25.00	NSF Fee	Bad Account	Friday, March 27, 2009	2
view		\$25.00	NSF Fee	Bad Account	Thursday, March 26, 2009	2
view		\$145.02	Face	Bad Account	Tuesday, March 24, 2009	2
view		\$25.00	NSF Fee	Bad Account	Monday, March 09, 2009	3
view		\$32.35	Face	Bad Account	Wednesday, March 04, 2009	3
view		\$25.00	NSF Fee	Bad Account	Wednesday, March 04, 2009	2
view		\$15.88	Face	Bad Account	Wednesday, March 04, 2009	3
view		\$10.00	Face	Bad Account	Friday, February 06, 2009	3
view		\$25.00	NSF Fee	Bad Account	Friday, February 06, 2009	2
view		\$25.00	NSF Fee	Bad Account	Wednesday, February 04, 2009	3
view		\$25.00	NSF Fee	Bad Account	Monday, February 02, 2009	3
view		\$111.00	Face	Bad Account	Monday, February 02, 2009	3
view		\$25.00	NSF Fee	Bad Account		1
view		\$25.00	NSF Fee	Bad Account		1
						Debits
Expor	t					Total Amount: \$520.25

FIGURE 17 - VIEW OPTION

The Collection Details page appears, with information about the collection item.

Collection This page disp Collection In	on Details lays the detailed information	tion for a particular collection.					
Return Collection An	n Date: Wednesday, Octob nount: \$750.00	ver 14, 2015					
Reference Number: <u>31MQM05FBF1</u> Transaction Number: :5:1334762 Original Amount: 5750.00 Name On Account: Sally <u>MoSilian</u> Effective Date: Tuesday, October 13, 2015							
Collectio These are the is Face Arr Current At Attempts Remain	on Items items associated with th nount: \$750.00 Status: Collected tempt: 3 aining: 0	is collection.					
Attempt	Status	Originally Scheduled	Ref. Number				
2	Returned NSF	Wednesday, October 14, 2015	63T6FY6FBF1				
-							
3 Collected Sunday, November 01, 2015 4S1DFY6FBF1 NSF Fee Amount: \$25.00 Status: Collected Current Attempt: 2							
3 NSF Fee Ar Current At Attempts Rema	Collected nount: \$25.00 Status: Collected tempt: 2 aining: 0	Sunday, November 01, 2015	4S1DFY6FBF1				
3 NSF Fee Current At Attempts Rema Attempt	Collected mount: \$25.00 Status: Collected tempt: 2 aining: 0 Status	Sunday, November 01, 2015 Originally Scheduled	4S1DFY6FBF1 Ref. Number				
3 NSF Fee Current At Attempts Rema Attempt	Collected nount: \$25.00 Status: Collected tempt: 2 aining: 0 Status Returned NSF	Sunday, November 01, 2015 Originally Scheduled Wednesday, October 14, 2015	4S1DFY6FBF1 Ref. Number 7316FY6FBF1				

FIGURE 18 - COLLECTION DETAILS PAGE

### C. Collection Attempt Transaction Summary

The **Collection Attempt Transaction Summary** displays all the collection attempt transactions in the system within the last 60 days. Any ACH item that has been returned within the last 60 days will be included in the item count and amount field of the status corresponding to the reason for return or collection status.

1. From the top of the page, select the **Collections** tab.

ACH Collections December 2016

Bank <b>Financial</b> **	Search:	Last/Company Name	~	?	
	Home	Transactions	Collections	Admin   Reports	5



2. From the left navigational bar, under the Collection Attempts heading, select **Transaction Summary.** 

	Reports	Collection At	tem	pt T	ransa	actio	າ Sum	nmary	7		
	Collections Collection Report Builder	This is a summary repo	ort of al	I collect	tion atter	npt trans	actions cu	irrently in	the system	n as of 10/1	18/2015.
	Collection Items	Status	Items	Debits	Credits						
	Item Summary	Approved									
	Item Report	Processed									
	Collection Attempts	Collected									
	Transaction Summary Transaction Report Builder Event Report Builder	Awaiting Capture									
		Awaiting Approval									
		Declined									
		Voided									
		Error									
		In Collection									
		In Research									
		Uncollected NSF									
		Suspended									
		Disputed									
		Invalid / Closed Account									
		Resolved									
		Other Check21 Returns									

FIGURE 21 - TRANSACTION SUMMARY OPTION

**3.** The **Collection Attempt Transaction Summary** page appears, with a list of statuses a collection item can be in. Select one of the status links to run a *Collection Attempt Transaction Report*, detailed in the next section.

Status	Items	Dehits	Credits
Approved	111	\$9 283 41	creates
Processed	363	\$21,627.31	
Collected		W W TOOTIO	
Awaiting Capture			
Awaiting Approval			
Declined			
Voided			
Error			
In Collection			
In Research			
Uncollected NSF	415	\$26,485.22	
Suspended			
Disputed	1	\$25.00	
Invalid / Closed Account	6	\$204.47	
Resolved	2	\$203.23	
Other Check21 Returns			

FIGURE 22 - COLLECTION ATTEMPT TRANSACTION SUMMARY

### 1. Collection Attempt Transaction Report

The *Collection Attempt Transaction Report* is a report that automatically generates when a user selects a status from the **Collection Attempt Transaction Summary**. The report will feature all collection attempt transactions within the system in the past 60 days.

1. Select a transaction status from the Collection Attempt Transaction Summary. For example, select the Invalid/Closed Account status.

Status	Items	Debits	Credits
Approved	111	\$9,283.41	
Processed	363	\$21,627.31	
Collected			
Awaiting Capture			
Awaiting Approval			
Declined			
Voided			
Error			
In Collection			
In Research			
Uncollected NSF	415	\$26,485.22	
Suspended			
Disputed	1	\$25.00	
Invalid / Closed Account	6	\$204.47	
Resolved	2	\$203.23	
Other Check21 Returns			

FIGURE 23 - INVALID/CLOSED ACCOUNT STATUS

2. The *Collection Attempt Transaction Report* will generate, listing all the collection attempts under this specific status within the last 60 days. Select the **View** link to the left of a transaction to see more information about a particular collection item.

Title:			Sav	re to My Reports Share	e to All Users		Run Rep	ort			
REPORT FILTERS							Show Repo	rt Filters			
TRANSACTION RESULTS CRITE	RIA (The values	below do not rep	present the selection	is above unless the report is ru	un.)	Collapse	Transaction Results	Criteria			
Location: - ALL DateFilter: Transs Between: 6/1/20' Transaction Status: - ALL Origin Of Transaction: - ALL Origin of Transaction: - ALL Account Type: - ALL Operation: - ALL Account Type: - ALL	 actions Created 15 and 12/18/201       	15									
							Print Report	Microsoft Off	fice Excel Workbook (*	.xis) 🗸	Export
<< First < Previous Ne	ext> Last>	View All		Page: 1 Go	Records Per Page:	25 Char	nge		Displaying page	I of 1, Recor	ds 1 to 8 of 8.
Transaction Date	Status	Payment Type	Name on Account	Transaction Number	Ref	f. Number	Unit Number		Operation	Location N	ame Amount
View 9/10/2015 5:56:26 PM CT F	Processed	Checking	SallyMcGillim	{5abe43a2-cad0-42b6-9f35-a	6832e4951f7}:P:2 SBF	F6Z82FBF1			Sale	Payments	\$1.00
View 9/10/2015 5:56:26 PM CT F	Processed	Checking	Ed Jones	{5abe43a2-cad0-42b6-9f35-a	6832e4951f7}:F:1_TBF	F6Z82FBF1			Sale	rayments	\$25.00
View 9/22/2015 6:02:53 PM CT	Processed	Checking	MaryEdwards	:2:1334762:P:2	Y18	KHL05FBF1	{da17e327-1c68-48a	7-af65-a8ffd2	2a70e04} Sale	Payments	\$1.00
View 9/22/2015 6:02:53 PM CT	Processed	Checking	Howard Dell	:2:1334762:F:1	Z18	KHL05FBF1	{da17e327-1c68-48a	7-af65-a8ffd2	2a70e04} Sale	Payments	\$25.00
View 10/14/2015 6:48:16 PM CT U	Jncollected NSF	Checking	Ken Smith	:5:1334762:P:2	63T	T6FY6FBF1	{da17e327-1c68-48a	7-af65-a8ffd2	2a70e04} Sale	Payments	\$1.00
View 10/14/2015 6:48:16 PM CT U	Jncollected NSF	Checking	Dary Hill	:5:1334762:F:1	731	T6FY6FBF1	{da17e327-1c68-48a	7-af65-a8ffd2	2a70e04} Sale	Payments	\$25.00
View 10/16/2015 6:01:29 PM CT F	Processed	Checking	Fred Wallace	:5:1334762:P:3	4S1	1DFY6FBF1	{da17e327-1c68-48a	7-af65-a8ffd2	2a70e04} Sale	Payments	\$1.00
View 10/16/2015 6:01:29 PM CT F	Processed	Checking	Nie Winters	:5:1334762:F:2	6S1	1DFY6FBF1	{da17e327-1c68-48a	7-af65-a8ffd2	2a70e04} Sale	Payments	\$25.00
								C	redits otal Count: 0 otal Amount: 50.00	Debits Total Co Total Arr	unt: 8 nount: \$104.00



#### The Collection Details page appears.

#### Collection Details This page displays the detailed information for a particular collection. **Collection Information** Return Date: Wednesday, October 14, 2015 Collection Amount: \$750.00 Reference Number: 31MQM05FBF1 Transaction Number: :5:1334762 Original Amount: \$750.00 Name On Account: Sally McGillam Effective Date: Tuesday, October 13, 2015 **Collection Items** These are the items associated with this collection. Face Amount: \$750.00 Status: Collected Current Attempt: 3 Attempts Remaining: 0 Attempt Status Originally Scheduled Ref. Number 2 Returned NSE Wednesday, October 14, 2015 63T6FY6FBF1 3 Collected Sunday, November 01, 2015 4S1DFY6FBF1 NSF Fee Amount: \$25.00 Status: Collected Current Attempt: 2 Attempts Remaining: 0 Attempt Status Ref. Number Originally Scheduled Returned NSF Wednesday, October 14, 2015 73T6FY6FBF1 1 Sunday, November 01, 2015 2 Collected 6S1DFY6FBF1 FIGURE 25 - COLLECTION DETAILS PAGE

## **IV. Building Collection Reports**

There are different reports available for users to monitor transactions in the collection process. Some reports have pre-determined parameters, such as an account location and date range. Other reports allow you to specify whether you are searching for collection items with an NSF fee or simply the face value of the time. You may also choose to pull a transaction from the collections utility if need be.

### A. Collection Report Builder

The **Collection Report Builder** lists all items in the collection process for either a specific location or all locations within a specific range of dates. It can be used to find specific collection items if you know approximately when the collection item entered the system.

1. Log in to the system, and select the **Collectons** tab from the top of the page.

Bank <b>Financial</b> <sup>®</sup>	Search:	Last/Company N	te					?
ŀ	lome	Transactions	I.	Collections	L	Admin	I	Reports

FIGURE 26 - COLLECTIONS TAB

2. From the left navigational bar, under the **Reports** heading, select the **Collection Report Builder** option.



FIGURE 27 - COLLECTION REPORT BUILDER OPTION

**3.** The **Collection Report Builder** page appears. Select an account location from the dropdown list next to the **Location** field.

Collection This page allows	n Report	Buil stom re	dei		
Building:	SELECT		~		
Returned From:	12/17/2015	====	To:	12/18/2015	<b>==</b>
	Run Report				

FIGURE 28 - COLLECTION REPORT BUILDER PAGE, WITH LOCATION FIELD INDICATED

- 4. If you know an approximate date when the transaction was returned NSF and became a collection item, select a date range in the **Returned From** and **To** fields. You may also choose to enter dates manually in MM/DD/YYYY format.
- 5. Select **Run Report**. The results of the report display on the page.

Co	llection Repo	d custom re	der ports.			
Detur	Building: ** All Locatio	ns	V			
Retui	Run Report		10. 12/10/2015			
Coll	ections matching yo	our query:				
View	Return Date	Name On Account	Transaction Number	Ref. Number	Face Amount	Collection Amount
View	9/10/2015 6:41:00 AM	Sally McGillim	{5abe43a2-cad0-42b6-9f35-a6832e4951f7}	08JXY82FBA1	\$1.00	\$26.00
View	9/22/2015 6:07:00 AM	Ed Fillmore	:2:1334762	JKVRZ82FBF1	\$1.00	\$26.00
View	10/14/2015 6:21:00 AM	Mary Fullton	:5:1334762	31MQM05FBF1	\$1.00	\$26.00
				Total Collect	Total Contion Amo	unt: 3 unt: \$78.00
Exp	ort					
Save	the contents of this report	t to a file of t	ab separated values on your local hard drive.			
Expo	nt					



More information is available to view on each collection item.

- a. Select the **View** link under the **View** column to navigate to the **Collection Details** page with more information about the collection details.
- b. Select the reference number link under the **Ref. Number** column to navigate to the **Transactions Details** page, with information about the original transaction.

### 1. Pulling Transactions

A collection item can be pulled from the collection process, if needed. An item can only be pulled from the collection process if there are collection attempts still remaining and the item has not been labeled as uncollectable.

1. Log in to the system and select the **Collections** tab from the top of the page.

2. From the left navigational bar, under the **Collections** heading, select the **Collection Report Builder** option to search for a collection item.

**NOTE**: If you are unsure when a transaction was returned and became a collection item, you may view all the collection items within the past 60 days using the **Current Collection Item Summary**.

- **3.** Select a Location, and enter a date range with the Returned From and To fields. Select Run Report.
- 4. From the report results, select the **View** link under the **View** column for the collection item you wish to view.

Building: ** All L	_ocations	$\checkmark$			
eturned From: 6/7/2	015	To: 12/18/2015			
Run F	Report				
Collections matchin	ng your query:				
lieur Deturn Dete	Name On	Transaction Number	Ref. Number	Face	Collection
view Return Date	Account			Amount	Autount
view 9/10/2015 6:41:00	Account	{5abe43a2-cad0-42b6-9f35-a6832e4951f7}	08JXY82FBA1	\$1.00	\$26.00
View 9/10/2015 6:41:00 View 9/22/2015 6:07:00	Account AM Sally McGillim AM Ed Fillmore	{5abe43a2-cad0-42b6-9f35-a6832e4951f7} :2:1334762	08JXY82FBA1 JKVRZ82FBF1	\$1.00 \$1.00	\$26.00 \$26.00
View 9/10/2015 6:41:00 View 9/22/2015 6:07:00 View 10/14/2015 6:21:0	Account Sally McGillim CAM Ed Fillmore	(5abe43a2-cad0-42b6-9f35-a6832e4951f7) :2:1334762 :5:1334762	08JXY82FBA1 JKVRZ82FBF1 31MQM05FBF1	\$1.00 \$1.00 \$1.00	\$26.00 \$26.00 \$26.00



5. The Collection Details page appears. Under the Collection Items section, select the **Pull from Collection** link to the right.

Collection This page disp Collection In	on Details lays the detailed in formation	formation for a particular collection.						
Return Collection Ar	Date: Thursday, Senount \$750.00	eptember 10, 2015						
Reference Nu Transaction Nu Original Ar Name On Ac Effective	imber: <u>08JXV82FB</u> , imber: {Sabe43a2-c nount: \$750.00 count: Carl Odom e Date: Tuesday, Se	A <u>1</u> ad0-42b6-9f35-a6832e4951f7} ptember 08, 2015						
Collectio	Collection Items							
These are the Face	tems associated v	vith this collection.						
Ar Current At Attempts Rema	nount: \$750.00 Status: Collected tempt: 2 aining: 1		Pull from Collection					
Attempt	Status	Originally Scheduled	Ref. Number					
2	Collected	Thursday, September 10, 2015	SBF6Z82FBF1					
NSF Fee Ar Current At Attempts Rema	nount: \$25.00 Status: Collected tempt: 1 aining: 1							
Attempt	Status	Originally Scheduled	Ref. Number					
1	Collected	Thursday, September 10, 2015	TBF6Z82FBF1					



6. The system will prompt you to confirm pulling this item from collection. Select **Confirm Pull**.

Collectio This page displa Collection Inf	n Details ays the detailed in formation	formation for a particular collection.	
Return Collection Am	Date: Thursday, Se ount \$750.00	ptember 10, 2015	
Reference Nur Transaction Nur Original Am Name On Acc Effective	mber: <u>08JXY82F8</u> / mber: {5abe43a2-c: ount: \$750.00 ount: Carl Odom Date: Tuesday, Sej	1 ad0-42b6-9f35-a6832e4951f7} ptember 08, 2015	
Collectio These are the it Face Arm S Current Att Attempts Rema	n Items ems associated w count: \$750.00 tatus: Collected empt: 2 ining: 1	vith this collection.	Confirm Pull
Attempt	Status	Originally Scheduled	Ref. Number
2 NSF Fee S Current Att Attempts Rema	Collected tount: \$25.00 tatus: Collected empt: 1 ining: 1	Thursday, September 10, 2015	<u>SBF6Z82FBF1</u>
Attempt	Status	Originally Scheduled	Ref. Number
1	Collected	Thursday, September 10, 2015	TBF6Z82FBF1

FIGURE 32 - CONFIRM PULL OPTION

7. The system will prompt you to resolve the item for communicative purposes. Selecta) Resolve.

Collection This page disp Collection In	on Details lays the detailed in oformation	formation for a particular collection.	
Return Collection Ar	Date: Thursday, Sonount \$750.00	eptember 10, 2015	
Reference Nu Transaction Nu Original Ar Name On Ac Effective	umber: <u>08JXY82FB</u> , umber: {5abe43a2-c nount: \$750.00 count: Carl Odom e Date: Tuesday, Se	A1 ad0-42b6-9f35-a6832e4951f7} ptember 08, 2015	
Collectio These are the Face Ar Current At Attempts Remain	on Items items associated v nount: \$750.00 Status: Collected tempt: 2 aining: 1	with this collection.	Resolve
Attempt	Status	Originally Scheduled	Ref. Number
2 NSF Fee Ar Current At Attempts Rema	Collected nount: \$25.00 Status: Collected tempt: 1 aining: 1	Thursday, September 10, 2015	<u>SBF6Z82FBF1</u>
Attempt	Status	Originally Scheduled	Ref. Number
1	Collected	Thursday, September 10, 2015	TBF6Z82FBF1



8. Enter a Reason for resolving the item, and select Confirm Resolve.

Collection This page disp Collection In	on Details blays the detailed information	nformation for a particular colle	ction.	
Retur Collection A	n Date: Thursday, S mount \$750.00	eptember 10, 2015		
Reference N Transaction N Original A Name On Ac Effectiv	umber: <u>08JXY82FB</u> umber: {5abe43a2-( mount: \$750.00 :count: Carl Odom e Date: Tuesday, Se	A <u>1</u> :ad0-42b6-9/35-a6832e4951f7} sptember 08, 2015		
Collection These are the Face	on Items items associated	with this collection.	Reason:	Confirm Resolve
A Current A Attempts Rem	mount: \$750.00 Status: Collected ttempt: 2 aining: 1			
Attempt	Status	Originally Scheduled		Ref. Number
2	Collected	Thursday, September 10, 2015		SBF6Z82FBF1
NSF Fee A Current A Attempts Rem	mount: \$25.00 Status: Collected ttempt: 1 aining: 1			
Attempt	Status	Originally Scheduled		Ref. Number
1	Collected	Thursday, September 10, 2015		TBF6Z82FBF1

FIGURE 34 - CONFIRM RESOLVE OPTION

**NOTE**: To pull the transaction's NSF Fee (if applicable) return to the **Collection Details** page and repeat this process for the NSF Fee.

# B. Collection Item Report (Builder)

The **Collection Item Report Builder** lists all items in the collection process for either a single location or all locations within a specified range of dates.

- 1. Log in to the system, and select the **Collections** tab from the top of the page.
- 2. From the left navigational bar, under the **Collection** Items heading, select the **Item Report** option.

Bank <b>Fína</b>	ncíal	Searc	ch: Last	Company Na	ame	~		?
		Home	Trar	sactions	<u>Coll</u>	ections	Admin	Reports
FAQ's My Settings	Logout							
Reports Collections Collection Report Builder	Current ( This is a summa	Colle ary repo	ction rt of all o	ollection it	Sum ems cur	rently in the	system as	of 10/20/2015
Collection Items	Status	Items	Amount					
Item Summary	Scheduling							
Collection Attempts	vvalting On Face	2						
Transaction Summary	Scheduled							
Transaction Report Builder	Collected							
Event Report Builder	Returned NSF							
	Resolved							
	Disputed							
	Bad Account							
	Uncollectable							
	Pulled							



3. The Collection Item Report Builder page appears. Select an account location for the Location Name Test field.

Collection This page allows	you to build custom r	t Builder eports.
Building:	** All Locations	
Returned From:	12/18/2015	To: 12/19/2015
Status:	Any 🗸	
Face or Fee:	Any 🗸	
Current Attempt:	Any 🗸	
	Run Report	



- 4. Complete the **Returned From** and **To** date range fields. You may select the calendar dates, or enter dates in MM/DD/YYYY format.
- 5. In the Status field, select the status for the collection item(s) you wish to see.
- 6. In the Face or Fee field, select whether you would like to view only items with a Face value (no fee values) or only Fee items. You may also select Any to have both types of items in your search results.
- 7. In the **Current Attempt** field, select whether you would like to see collection items on a certain collection attempt. For example, if you wish to see items that have only one collection attempt remaining before the item is labeled as uncollectable, select **1**.
- 8. Select **Run Report**. The report results will display on the page.

view	Amount	Face or Fee	Status	Return Date	Current Attempt
view	\$25.00	NSF Fee	Bad Account	Friday, December 18, 2009	2
view	\$25.00	NSF Fee	Bad Account	Wednesday, December 16, 2009	2
view	\$25.00	NSF Fee	Bad Account	Tuesday, December 15, 2009	2
view	\$79.47	Face	Bad Account	Tuesday, December 15, 2009	2
view	\$25.00	NSF Fee	Bad Account	Thursday, December 03, 2009	3
view	\$25.00	NSF Fee	Bad Account		1

FIGURE 37 - COLLECTION ITEM REPORT BUILDER RESULTS

9. Select the view link underneath the view column to see the collection details for an item.

### C. The Collection Attempts Transaction Report and Event Report Builders

The *Collection Attempt Transaction Report* is a report based primarily on the status of a transaction. This report is similar to the *Collection Attempt Transaction Report* detailed earlier in this document. However, you have the option of customizing the report to better fit your search criteria.

The *Event Report* is based on the transactions that meet the criteria selected in your report filters and the automated processes they have completed. It includes an additional filter, the **Event** filter, which allows you to search by the events a transaction has been through, such as a voided, settled, or collected status.

1. Log in to the system, and select the **Collections** tab from the top of the page.

Bank <b>Financial</b> **	Search: Last/Company Name	2
	Home   Transactions   Collections	Admin   Reports
FAQ's My Settings Logout		



2. From the left navigational bar, under the **Collection Attempts** heading, select to run either the **Transaction Report Builder** or **Event Report Builder** option.

Bank <b>Fína</b> l	ncial	Search:	Last/Company Na	ame 🗸		?
		Home	Transactions	Collections	<u>Admin</u>	Reports
FAQ's My Settings	Logout					1
Reports Collections Collection Report Builder	Current ( This is a summa	Collect ary report of	f all collection it	Summar ems currently in	<b>y</b> the system as	s of 10/20/2015
Collection Items Item Summary Item Report	Status Scheduling	Items Am	ount			
Collection Attempts Transaction Summary Transaction Report Builder Event Report Builder	Scheduled					
	Resolved Disputed					
	Bad Account Uncollectable Pulled					

FIGURE 39 - TRANSACTION REPORT BUILDER AND EVENT REPORT BUILDER OPTION

3. The system will navigate you to the report builder utility. In the top shaded bar, enter a name for the report in the **Title** field.

Title: Save to My Reports Save to All Users	Run Report
REPORT FILTERS	Collapse Report Filters
Report Type Filter	Collapse Report Type Filter
O Transaction Report: Reports primarily based on a status, a category or type as associated with transaction	
Historical Event Report: Reports primarily based on a past occurrence/event as associated with a transaction	
Date Range Filters	Collapse Date Range Filters

FIGURE 40 - TITLE FIELD

- 4. Four different filters may be used to customize your report.
  - Report Type
  - Date Range
  - Advanced
  - Column Headers

Under the **Report Type** filter, the *Collection Attempts Transaction Report* will default to the **Transaction Report** setting, which is based upon the current status of a transaction. The *Event Report* will default to the **Historical Event Report** setting.

REPORT FILTERS	Collapse Report Filters
Report Type Filter	Collapse Report Type Filter
Transaction Report: Reports primarily based on a status, a category or type as associated with transaction	
Historical Event Report: Reports primarily based on a past occurrence/event as associated with a transaction	



5. In the next **Date Range Filters** section, 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.

**NOTE**: If you are creating an *Event Report*, the **Historical Event Report** filter will be selected and the **Date Filter** option unavailable.

Report Type	Filter		Collapse Report Type Filte
• Trans	action Report: Reports primarily ba	ed on a status, a category or type as associated with transaction	
O Histor	ical Event Report: Reports primaril	based on a past occurrence/event as associated with a transaction	
Date Range	Filters		Collapse Date Range Filter
)ate Range Date Filter	Filters		Collapse Date Range Filter
Date Range Date Filter	Filters fransactions Created	<ul> <li>Default: - Select ▼</li> <li>From: 04/29/2013 IFP▼ 12:00 AM ▼</li> </ul>	Collapse Date Range Filter

FIGURE 42 - DATE RANGE FILTER WITH FILTER TYPE OPTION

6. Select a date range using either the **Default** option with a list of pre-set date ranges (ideal for recurring reports), or the manual option in which you may choose the **From** and **To** dates with the calendar option or enter them using the MM/DD/YYYY format.

Report Type Filter			Collapse Report Type Filte
<ul> <li>Transaction Report: Reports primarily based on</li> <li>Historical Event Report: Reports primarily based</li> <li>Date Range Filters</li> </ul>	a status, a category or type as associated with transaction I on a past occurrence/event as associated with a transaction	Today Tomorrow Yesterday This Month This Week (Mon-Sun) This Week (Sun-Sat)	Collapse Date Range Filte
Date Filter: Effective Dates	Default: Select     From: 04/01/2013     Tro 64/01/2013     Tro 64/00/2013     Tro 64/00/2013     Tro 64/00/2013	Last Month Last Week (Mon-Sun) Last Week (Sun-Sat) Next Week (Mon-Sun) Next Week (Sun-Sat)	

FIGURE 43 - DATE RANGE FILTER OPTIONS

7. In the Advanced Filters section, specify the Location and Status of the transaction you wish to have in your report. If you are running an *Event Report*, an **Event** field is available for you to select as well. This field specifies a particular event a collection item has been through.

Advanced Filters	Test 102311	Decined  Approved  form  valued	Collapse Advanced Filters
Location: ALL Status: ALL Event: NONE	Show More Options  NOME ~  Declined Approved Processing Error Violded Edited Edited Processed Cleared Collection Failed Originated Settind Represented Helde For Approval Suspended Sett To Collection Research Complete Research Failed Disputed Rese	Processed Colorida A vasting Capture A vasting Capture Colorida Subpended Colorida Disputed Colorida Colori	

FIGURE 44 - ADVANCED FILTERS WITH LOCATION, STATUS, AND EVENT OPTIONS

- 8. For more customizable options, select **Show More Options**. Additional options display, listed below.
  - a. **Settlement Status** Whether a transaction has been deposited. Designate a single status or multiple statuses by selecting the appropriate check box(es).

Settlement Status	- ALL -	-
	No Settlement Needed	
	To Be Originated	
	Originating	
	Originated Settlement Pending	
	Settling	
	Settled	
	Charged Back	

FIGURE 45 - SETTLEMENT STATUS

b. **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.

Origin Of Transact	tion: - ALL
	Internet
	Telephone IVR
	Telephone Operator
	Mailed In
	Drop Box
	Signature Faxed
	Signature Original
	Bounced Check
	Retail / POS
	Back Office
	Represented Check
	Corporate Trade Exchange

FIGURE 46 - ORIGIN OF TRANSACTION

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

Originated As:	- ALL	-
	None None	
	ACH	
	Paper Draft	
	Image Replacement Document	
	Wire Transfer	
	Card Transfer	
	Image Exchange	
	Third Party	

FIGURE 47 - ORIGINATED AS

d. Account Type – Determines the type of transaction the report will display. You can select a specific account type or select ALL.

Account Type	ALL	•
	ALL	*
	Checking	
	Savings	
	Treasury Check	
	Money Order	
	Travelers Check	
	Convenience Check	
	Cashiers Check	
	CC Checking	
	CC Savings	
	CC GL	
	Visa	-
	MasterCard	=
	Discover / Novus	
	American Express	
	Diners / Carte Blanche	
	enRoute	
	JCB	
	Bank Card	
	Gift Card	
	On Us Card	
	Payroll Card	
	Pay Pal	

FIGURE 48 - ACCOUNT TYPE

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

Operation:	ALL	-
	ALL	
	Sale	
	Auth	
	Auth Only	
	Credit	
	ACH Eligible	
	Capture	
	Void	
	Refund	
	Force	
	Reversal	
	Enquiry	
	Resolve	
	Edit	
	Batch Close	
	Batch Reconcile	
	Ping	
	Admin	

FIGURE 49 – OPERATION

f. **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**.

Authority Response Code:	ALL	~
	Success	1
	Account Validated	
	Funds Available	
	Duplicate Transaction	
	Declined	
	Data Not Valid	
	NSF	
	Uncollected	
	Fraud Multiple	
	Fraud Single	
	Stop Payment	
	Non Participant	E
	Velocity Count	
	Velocity Amount	
	Law Prohibits	
	Customer Opt Out All	
	Customer Opt Out Conversion	
	Merchant Opt Out Customer	
	AVS Declined	
	CCVS Declined	
	Expired	
	Authorizer Supressed Data	
	Account Closed	
	Account Invalid	
	Account Not ACHable	
	Account Holder Deceased	
	Account Frozen	
	Account Not DDA	
	Account Invalid Routing	
	Account New	
	Account Unknown	

FIGURE 50 - AUTHORITY RESPONSE CODE

g. Amount Range – The From and To options allow you to enter a numerical value in a two-place decimal format (XX.XX) to look for transactions with a specific amount or between amount values.

Amount Range:	
From:	To:
1	



**9.** The last section, **Report Column Headers**, organizes how the report displays, once generated. The **Available Fields** list contains information you may want in the report. Highlight an item in this list and select **Add** to include that information in the report. Added items will appear in the **Display Fields** list. To remove an item from a report, highlight the item in **Display Fields** list and select **Remove**.

Report Column Headers					Collapse Report Column Header
Available Fields			Display Fields		
Account Number			Event Occurred		
Auth Response Check Number	^		Event Type Description		
Unit Number Location Name		Add →	Transaction Status Payment Type	† Move Up	
Operation Type		- Parnova	Transaction Number	1 Move Down	
Payment Origin Settlement Status	$\sim$	- KENDVE	Reference Number Amount	t move pown	
Third Party Reference Number			1		

FIGURE 52 - AVAILABLE REPORT HEADERS

**10.** Next to the **Display Fields** list, you can change in what order bits of information will appear on the report. Highlight an item and click **Move Up** or **Move Down** to change information order.

Report Column Headers					Collapse Report Column Headers
Available Fields Account Number Auth Response Check Number Unit Number Location Name NoticeOfChange Operation Type Pawment Origin	^	Add → ← Remove	Display Fields Event Occurred Description Transaction Status Payment Type Name On Account Transaction Number Reference Number	† Move Up į Move Down	
Settlement Status Third Party Reference Number	~		Amount		

FIGURE 53 - DISPLAY FIELD ORDER

- **11.** At the top of the page, select **Run Report**.
- **12.** The report displays. Selecting **Show Report Filters** will display your customizable filters to change the report criteria before running it again (see figure below).

**NOTE**: Selecting the **Go Back** link near the top of the page will erase all the criteria for the report.

			PORT WI	тн Ѕн				S OPT			TED	
												_
Title:				Save to I	My Reports	Share to	All Users			R	un Report	1
REPORT FILTERS										Shov	v Report Filters	8
TRANSACTION RESUL	TS CRITERIA (Th	e values below	do not represent the	selections ab	ove unless the	report is run.)		с	ollapse Tr	ansaction I	Results Criteria	
Location: DateFilter: Between: Transaction Status: Settlement Status: Origin of Transaction: Originated As: Account Type: Operation: Authority Response Cou Event:	ALL Transactions ( 12/18/2014 and ALL ALL ALL ALL ALL ALL (NONE	Created d 12/19/2015										
					Print F	Report	Microsoft	Office Excel W	/orkbook (*.>	ds) 🗸	Export	
Kernel Street	Next>	Last >>> V	ew All Page: Name on Account	1 Go Transactio	Records Per P	age: 25 ( <u>f. Number</u>	Change Custome	Display r Number 0	ing page 1 Deration	of 1, Recor	ds 1 to 2 of 2.	
iew 12/19/2016 2:52:30	PINICI Approved	Checking	Jeuno Smith	112	vvr	-ANOFLGBA1	110/0	5	ale	Payments	ລວບບ.ບບ	



- 13. Select View to the left of an item to view more details about the transaction.
- 14. To save the report, select Save to My Reports, which will save the filter options as a template for later use (see figure below). If you wish to save the report for other users to view, select the check box next to Share to All Users before selecting Save to My Reports.

Title:	Save to My Reports Share to All Users	Run Report

FIGURE 56 - SHARE TO ALL USERS OPTION

- a. To make a temporary change to the report criteria:
  - i. Select Show Report Filters and make your criteria changes.
  - ii. Select Run Report.
- b. To make a permanent change (saving the report template):
  - i. Select **Show Report Filters** and make your criteria changes.
  - ii. Select the name of the report and select **Save to My Reports**.
- **15.** To print the report, select the **Print Report** option. You may also choose to select a Microsoft<sup>®</sup> Office Excel<sup>®</sup> Workbook or Comma-delimited file format, and export the report to your computer.