Enterprise Payment Solutions

ePay Portal



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[®] Windows[®] have been approved for use with the application.

- Windows Vista[®] (except Starter or Home Basic): Microsoft Internet Explorer[®] 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 ePay within Online Business Banking. Once logged into Online Business Banking, select Online Services from the drop-down menu. And then ePayment Portal from the Green Menu Bar and then Login to BankFinancial

Online Services	~				
ePayment Portal					
ProfitStars RDIC					
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 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 system and will not be processed. The transaction exceeded either Dual Authorization limits or Velocity limits.
Voided	The transaction has been voided and will not be processed. Transactions cannot be voided once they are in the Processed status.
Error	An internal error has occurred within the EPS system. Contact your first line of support.
In Collection	(ACH Only) The transaction, returned NSF, is in the process of being re-presented to the 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 Velocity limits. This item requires action from a user within your organization.
Disputed	(<i>ACH Only</i>) 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	(<i>ACH Only</i>) 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 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 .

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).

Current Transact This is a summary repo Central Time (CT).			
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[®] Office Excel[®] 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**.

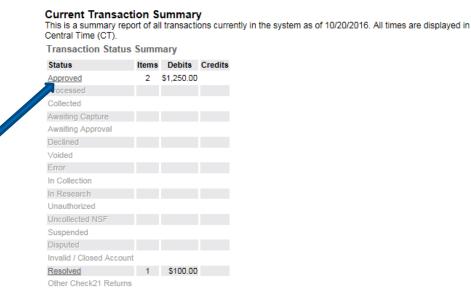
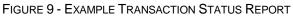


FIGURE 8 - TRANSACTION STATUS SUMMARY, APPROVED STATUS LINK

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: Transaction Approved			:	× Save	to My Reports	Share to All Users		Run Rej	port
REPORT FILTERS								Show Rep	ort Filters
TRANSACTION RESULTS O	RITERIA (The va	alues below o	do not represent ti	he selections	above unless the rep	oort is run.)	Collapse T	ransaction Resul	ts Criteria
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 Operation: - ALL Authority Response Code: - ALL Print Report Microsoft Office Excel Workbook (".xis) >>					coort				
<< First < Previous	Next > !	Last >>	/iew All Pa	ige: 1 (30 Records Per Pag	ge: 25 <u>Change</u>	Displaying pag	e 1 of 1, Records 1	to 2 of 2.
Transaction Date	Status	Response	Payment Type	Operation	Name on Account	Transaction Number	Ref. Number	Location Name	Amount
View 12/19/2016 2:52:30 PM	CT Approved	Success	Checking	Sale	Jethro Smith	112	WFXN6FLGBA1	Payments	\$500.00
View 12/19/2016 2:54:08 PM	CT Approved	Success	Checking	Sale	Sally	45	XMXN6FLGBA1	Payments	\$750.00
						To	edits tal Count: 0 tal Amount: \$0.00	Debits Total Count: Total Amount:	-



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:	iharrell@bankfinancial.com					
Email Address:	Monday, December 19, 2016					
Transaction Date:	2:52 PM CT					
Originating As:	ACH					
Show Events Shore	w 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 Financial ®	Search: Last/Company Nam	?
	Home Transactions Collections Admin Re	ports



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.

Current C This is a summa		
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.

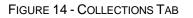
Status	Definition			
Bad Account	A transaction has been returned because the account number is invalid. The transaction will be charged back.			
Collected	A transaction has been recovered.			
Disputed	An account holder has disputed the transaction. The transaction will be charged back (returned).			
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 Financial [®]	Search: Last/Company Love	?
	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
/iew		\$25.0	0 NSF Fee	Bad Account	Friday, March 27, 2009	2
iew		\$25.0	10 NSF Fee	Bad Account	Thursday, March 26, 2009	2
iew		\$145.0	2 Face	Bad Account	Tuesday, March 24, 2009	2
iew		\$25.0	0 NSF Fee	Bad Account	Monday, March 09, 2009	3
view		\$32.	15 Face	Bad Account	Wednesday, March 04, 2009	3
<u>iew</u>		\$25.0	0 NSF Fee	Bad Account	Wednesday, March 04, 2009	2
new		\$15.8	88 Face	Bad Account	Wednesday, March 04, 2009	3
view_		\$10.0	10 Face	Bad Account	Friday, February 06, 2009	3
view		\$25.0	0 NSF Fee	Bad Account	Friday, February 06, 2009	2
/iew		\$25.0	10 NSF Fee	Bad Account	Wednesday, February 04, 2009	3
/iew		\$25.0	0 NSF Fee	Bad Account	Monday, February 02, 2009	3
view		\$111.	0 Face	Bad Account	Monday, February 02, 2009	3
view		\$25.0	0 NSF Fee	Bad Account		1
view		\$25.0	0 NSF Fee	Bad Account		1
<u>new</u>		923.1	10 1131 1 66	Dad Account		
						Debit Total Count: 1
xport	17					Total Amount: \$539.2

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
/iew		\$32.35	Face	Bad Account	Wednesday, March 04, 2009	3
<u>view</u>		\$25.00	NSF Fee	Bad Account	Wednesday, March 04, 2009	2
new		\$15.88	Face	Bad Account	Wednesday, March 04, 2009	3
view		\$10.00	Face	Bad Account	Friday, February 06, 2009	3
/iew		\$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

FIGURE 17 - VIEW OPTION

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

	*	ation for a particular collection.				
	n Date: Wednesday, Octob nount: \$750.00	ber 14, 2015				
Reference Number: <u>31MQM05FBF1</u> Transaction Number: :5:1334762 Original Amount: \$750.00 Name On Account: Selly McGillaco Effective Date: Tuesday, October 13, 2015						
Face Ar	items associated with th nount: \$750.00 Status: Collected itempt: 3	iis collection.				
Attempt	Status	Originally Scheduled	Ref. Number			
2	Returned NSF	Wednesday, October 14, 2015	63T6FY6FBF1			
3	Collected	Sunday, November 01, 2015	4S1DFY6FBF1			
Attempt	Status	Originally Scheduled	Ref. Number			
1	Returned NSF	Wednesday, October 14, 2015	73T6FY6FBF1			
2	Collected	Sunday, November 01, 2015	6S1DFY6FBF1			

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.

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



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

Reports Collections Collection Report Builder	Collection At This is a summary repo						n as of 10/1	8/2015.
Collection Items	Status	Items	Debits	Credits				
Item Summary	Approved							
Item Report	Processed							
Collection Attempts	Collected							
Transaction Summary Transaction Report Builder	Awaiting Capture							
Event Report Builder	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	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 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.

REPORT FILTERS							Show Rep	ort Filters			
TRANSACTION RESULTS	CRITERIA (The value	s below do not re	present the selection	ns above unless the report is	run.)	Collapse	Transaction Result	ts Criteria			
DateFilter: Between: Transaction Status: Settlement Status: Origin Of Transaction: Originated As:	ALL Transactions Create 6/1/2015 and 12/18/2 ALL ALL ALL ALL ALL										
	ALL ALL										
Authority Response Code:	- ALL Next > Last	1101111		Page: 1 Go	Records Per Pag			Microsoft Office Excel	laying page 1	of 1, Records	
Authority Response Code: « First « Previous <u>Transaction Date</u>	ALL Next > Last <u>Status</u>	Payment Type		Transaction Number		Ref. Number			laying page 1 Operation	of 1, Records	1 to 8 of me Amou
Authority Response Code: << First < Previous Transaction Date iew 9/10/2015 5:56:26 PM	- ALL Next > Last Status CT Processed	Payment Type Checking	Sally McGillim	Transaction Number {5abe43a2-cad0-42b6-9f35-	a6832e4951f7}:P:2	Ref. Number SBF6Z82FBF1	inge		laying page 1 Operation Sale	of 1, Records Location Nar Payments	1 to 8 of 1 me Amou \$1.1
Authority Response Code: CC First C Previous Transaction Date iew 9/10/2015 5:56:26 PM iew 9/10/2015 5:56:26 PM	- ALL Next > Last Status CT Processed CT Processed	Payment Type Checking Checking	Sally McGillim Ed Jones	Transaction Number {5abe43a2-cad0-42b6-9f35- {5abe43a2-cad0-42b6-9f35-	a6832e4951f7}:P:2 a6832e4951f7}:F:1	Ref. Number SBF6Z82FBF1 TBF6Z82FBF1	inge Unit Number	Displ	laying page 1 Operation Sale Sale	of 1, Records Location Nar Payments Payments	1 to 8 of 8 me <u>Amou</u> \$1.0 \$25.0
Image: Contract of	ALL Next > Last Status CT Processed CT Processed CT Processed	Payment Type Checking Checking Checking	Sally McGillim Ed Jones Mary Edwards	Transaction Number (5abe43a2-cad0-42b6-9f35- (5abe43a2-cad0-42b6-9f35- (2:1334762:P:2	a6832e4951f7}:P:2 a6832e4951f7}:F:1	Ref. Number SBF6Z82FBF1 TBF6Z82FBF1 Y1KHL05FBF1	Unit Number (da17e327-1c68-48	Displ a7-af65-a8ffd2a70e04;	laying page 1 Operation Sale Sale Sale	of 1, Records Location Nar Payments Payments Payments	1 to 8 of 8 me <u>Amou</u> \$1.0 \$25.0 \$1.0
Image: Content of the second	ALL Next > Last Status CT Processed CT Processed CT Processed CT Processed	Payment Type Checking Checking Checking Checking	Sally McGilim Ed Jones Mary Edwards Howard Dell	Transaction Number (5abe43a2-cad0-42b6-9f35- (5abe43a2-cad0-42b6-9f35- :2:1334762:P:2 :2:1334762:P:2	a6832e4951f7}:P:2 a6832e4951f7}:F:1	Ref. Number SBF6Z82FBF1 TBF6Z82FBF1 Y1KHL05FBF1 Z1KHL05FBF1	Unit Number (da17e327-1c68-48 (da17e327-1c68-48	Displ a7-af65-a8ffd2a70e04, a7-af65-a8ffd2a70e04,	laying page 1 <u>Operation</u> Sale Sale Sale Sale Sale Sale	of 1, Records Location Nar Payments Payments Payments Payments	1 to 8 of 8 me Amou \$1.0 \$25.0 \$1.0 \$25.0
Authority Response Code: <- First	ALL Status Trocessed CT Processed CT Processed CT Processed d CT Uncollected NS	Payment Type Checking Checking Checking Checking Checking Checking	Sally McGillim Ed Jones Mary Edwards Howard Dell Ken Smith	Transaction Number (5abe43a2-cad0-42b6-9f35- (5abe43a2-cad0-42b6-9f35- :2:1334762:P:2 :2:1334762:P:1 :5:1334762:P:2	a6832e4951f7}:P:2 a6832e4951f7}:F:1	Ref. Number SBF6Z82FBF1 TBF6Z82FBF1 Y1KHL05FBF1 Z1KHL05FBF1 63T6FY6FBF1	Unit Number (da17e327-1c68-48 (da17e327-1c68-48 (da17e327-1c68-48	Displ a7-af65-a8ffd2a70e04 a7-af65-a8ffd2a70e04 a7-af65-a8ffd2a70e04	laying page 1 Operation Sale Sale Sale Sale Sale Sale Sale Sale	of 1, Records Location Nar Payments Payments Payments Payments Payments	s 1 to 8 of 8 me Amou \$1.0 \$25.0 \$1.0 \$25.0 \$1.0 \$25.0 \$1.0
Authority Response Code: CC Field C Previous Transaction Date C Previous demy 9102015 5.58:28 PM Address 9122015 5.88:28 PM demy 9122015 6.02:53 PM Address 9222015 6.02:53 PM demy 912212015 6.02:53 PM Address 10:122015 6.03:58 PM demy 912212015 6.03:58 PM Difference 10:122015 FM demy 91221215 6.03:58 PM Difference 10:122015 FM	Nucl > Last Status CT Processed CT Processed CT Processed CT Processed A CT Uncollected NS A CT Uncollected NS	Payment Type Checking Checking Checking Checking Checking Checking Checking	Saily McGillim Ed Jones Mary Edwards Howard Dell Ken Smith Daryl Hill	Transaction Number (5abe43a2-cad0-42b6-9f35- (5abe43a2-cad0-42b6-9f35- 2:1334762.P.2 2:1334762.P.1 5:1334762.P.2 15:1334762.P.1	a6832e4951f7}:P:2 a6832e4951f7}:F:1	Ref. Number SBF6Z82FBF1 TBF6Z82FBF1 Y1KHL05FBF1 Z1KHL05FBF1 63T6FY6FBF1 73T6FY6FBF1	Unit Number (da17e327-1c68-48 (da17e327-1c68-48 (da17e327-1c68-48 (da17e327-1c68-48	Dispi a7-af65-a6ffd2a70e04, a7-af65-a8ffd2a70e04 a7-af65-a6ffd2a70e04 a7-af65-a8ffd2a70e04	laying page 1 Operation Sale Sale Sale Sale Sale Sale Sale Sale	of 1, Records Location Nar Payments Payments Payments Payments Payments Payments Payments	1 to 8 of 8 me Amou \$1.0 \$25.0 \$1.0 \$25.0 \$1.0 \$25.0 \$1.0 \$25.0
Authority Response Code: <- First	Kut > Last Status CT Processed CT Processed CT Processed CT Processed CT Uncollected NS d CT Uncollected NS	Payment Type Checking Checking Checking Checking Checking Checking	Sally McGillim Ed Jones Mary Edwards Howard Dell Ken Smith	Transaction Number (5abe43a2-cad0-42b6-9f35- (5abe43a2-cad0-42b6-9f35- :2:1334762:P:2 :2:1334762:P:1 :5:1334762:P:2	a6832e4951f7):P.2 a6832e4951f7):F:1	Ref. Number SBF6Z82FBF1 TBF6Z82FBF1 Y1KHL05FBF1 Z1KHL05FBF1 63T6FY6FBF1 73T6FY6FBF1 4S1DFY6FBF1	Inse Unit Number (da17e327-1c68-48 (da17e327-1c68-48 (da17e327-1c68-48 (da17e327-1c68-48 (da17e327-1c68-48	Displ a7-af65-a8ffd2a70e04 a7-af65-a8ffd2a70e04 a7-af65-a8ffd2a70e04	aying page 1 Operation Sale Sale Sale Sale Sale Sale Sale Sale	of 1, Records Location Nar Payments Payments Payments Payments Payments	a 1 to 8 of 8 me Amou \$1.0 \$25.0 \$1.0 \$25.0 \$1.0 \$25.0 \$1.0 \$25.0 \$1.0



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 Financial ®	Search: Last/Company Nake	?
	Home Transactions Collections Admin	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				
Building:	SELECT	~		
Returned From:	12/17/2015	 To:	12/18/2015	===
	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.

	ding: ** All Locatio	ns	\checkmark			
Returned F	From: 6/7/2015	=	To: 12/18/2015			
	Run Report					
Collectic	ns matching yo	ur query:				
View Ret		Name On	Transaction Number	Ref. Number	Face	Collection
		Account		iten itumber	Amount	Amount
View 9/10	/2015 6:41:00 AM	Sally McGillim	{5abe43a2-cad0-42b6-9f35-a6832e4951f7}	08JXY82FBA1	\$1.00	\$26.0
1041 0110		Ed Fillmore	:2:1334762	JKVRZ82FBF1	\$1.00	\$26.0
	/2015 6:07:00 AM					\$26.0
View 9/22	/2015 6:07:00 AM 4/2015 6:21:00 AM	Mary Fullton	:5:1334762	31MQM05FBF1	\$1.00	320.01
View 9/22		Mary Fullton	:5:1334762	31MQM05FBF1	S1.00	



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.

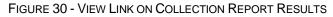
1. Log in to the system and select the **Collections** tab from the top of the page.

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: ** A	II Locations	\checkmark			
eturned From: 6/7,	/2015	To: 12/18/2015			
Ru	in Report				
Collections match	hing your quer	y:			
View Return Date	Name Or		Ref. Number	Face Amount	Collection
	Account				
			3 08JXY82FBA1	\$1.00	\$26.00
<u>√iew</u> 9/10/2015 6:41:	00 AM Sally McGillin		OSJXY82FBA1 JKVRZ82FBF1	\$1.00 \$1.00	
<u>√iew</u> 9/10/2015 6:41:	00 AM Sally MoGillin 00 AM Ed Fillmore	5abe43a2-cad0-42b6-9f35-a6832e4951f		\$1.00	\$26.00



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

		formation for a particular collection.	
	Date: Thursday, S nount \$750.00	eptember 10, 2015	
Transaction Nu Original An Name On Ac	imber: <u>08JXY82FB</u> imber: {5abe43a2-o nount: \$750.00 count: Carl O dom e Date: Tuesday, Se	ad0-42b6-9f35-a6832e4951f7}	
Face Ar	tems associated v nount: \$750.00 Status: Collected tempt: 2	vith this collection.	Pull from Collection
Attempt	Status	Originally Scheduled	Ref. Number
Current At Attempts Rema	aining: 1	Thursday, September 10, 2015	SBF6Z82FBF1
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**.

		formation for a particular collection.	
	n Date: Thursday, Se nount \$750.00	eptember 10, 2015	
Transaction Nu Original Ar Name On Ac	umber: <u>08JXY82FB/</u> umber: {5abe43a2-c nount: \$750.00 count: Carl Odom e Date: Tuesday, Se	ad0-42b6-9f35-a6832e4951f7}	
Face	items associated v nount: \$750.00 Status: Collected tempt: 2	with this collection.	Confirm Pull
Attempt	Status	Originally Scheduled	Ref. Number
Current At Attempts Rema	aining: 1	Thursday, September 10, 2015	SBF6Z82FBF1
Attempt	Status	Originally Scheduled	Ref. Number
1	Collected	Thursday, September 10, 2015	TBF6Z82FBF1

This page displa	Collection Details This page displays the detailed information for a particular collection. Collection Information				
Return Collection Am	Date: Thursday, Se ount \$750.00	ptember 10, 2015			
Transaction Nur Original Am Name On Acc	Reference Number: DBUXY82FBA1 Transaction Number: (Sabe43a2-cad0-42b6-9f35-a6832e4951f7) Original Amount: \$750.00 Name On Account: Carl Odom Effective Date: Tuesday, September 08, 2015				
Face	ems associated w	with this collection.			
Attempt	Status	Originally Scheduled	Ref. Number		
2	Collected	Thursday, September 10, 2015	SBF6Z82FBF1		
Attempt	Status	Originally Scheduled	Ref. Number		
1	Collected	Thursday, September 10, 2015	TBF6Z82FBF1		

ION

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

	-	nformation for a particular collection.	
	Date: Thursday, Sonount \$750.00	eptember 10, 2015	
Transaction Nu Original Ar Name On Ac	imber: <u>08JXY82FB</u> , imber: {5abe43a2-c nount: \$750.00 count: Carl Odom : Date: Tuesday, Se	ad0-42b6-9f35-a6832e4951f7}	
Collectic These are the Face Ar Current At Attempts Remain	Resolve		
Attempt	Status	Originally Scheduled	Ref. Number
		Thursday, September 10, 2015	SBF6Z82FBF1
	Ctature .	Originally Scheduled	Ref. Number
Attempt	Status	Originally scheduled	Nel. Multiper

FIGURE 33 - RESOLVE OPTION

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

		nformation for a particular collect	ction.		
	n Date: Thursday, S mount \$750.00	eptember 10, 2015			
Transaction No Original An Name On Ac Effective Collectio These are the Face	umber: <u>DSUXY62FB</u> umber: {Sabe43a2-c mount: \$750.00 count: Carl O do m e Date: Tuesday, Se DN Items items associated v mount: \$750.00 Status: Collected	ad0-42b6-9135-a6832e495117} ptember 08, 2015	Reason:	Confirm Resolve	
Current Attempts Rem	ttempt: 2				
Attempt	Status	Originally Scheduled		Ref. Number	
2	Collected	Thursday, September 10, 2015		SBF6Z82FBF1	
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 Fína	ncíal	Search	Last/Company Na	ame 🗸	?
		Home	Transactions	<u>Collections</u>	Admin Reports
FAQ's My Settings	Logout				
Reports Collections Collection Report Builder				Summary ems currently in the	system as of 10/20/2015
Collection Items Item Summary Item Report	Status Scheduling	Items An	nount		
Collection Attempts Transaction Summary Transaction Report Builder Event Report Builder	vialing On Fac Scheduled Collected Returned NSF				
	Resolved Disputed Bad Account				
	Uncollectable Pulled				

FIGURE 35 - ITEM REPORT LINK

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

Collection Item Report Builder This page allows you to build custom reports.

Building:	** All Locations		~	¢	
Returned From:	12/18/2015		To:	12/19/2015	
Status:	Any	\checkmark			
Face or Fee:	Any 🗸				
Current Attempt:	Any 🗸				
	Run Report				

FIGURE 36 - COLLECTION ITEM REPORT BUILDER PAGE

- 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
iew	\$25.00	NSF Fee	Bad Account	Friday, December 18, 2009	2
<u>view</u>	\$25.00	NSF Fee	Bad Account	Wednesday, December 16, 2009	2
/iew	\$25.00	NSF Fee	Bad Account	Tuesday, December 15, 2009	2
/iew	\$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.

	Bar	nk Fína	ancial	Sear	ch:	Last/Company N	ame	• •	4			?
1				Home	I	Transactions	I	Collections	I	Admin	I	Reports
F	FAQ's	My Settings	Logout									
		_										

FIGURE 38 - COLLECTIONS TAB

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 Fína	ncial Search:	ast/Company Name	?
	Home Tr	ransactions <u>Collections</u> A	dmin Reports
FAQ's My Settings	₋ogout		
Reports Collections Collection Report Builder		on Item Summary Il collection items currently in the sys	stem as of 10/20/2015
Collection Items Item Summary Item Report	Status Items Amou Scheduling Waiting On Face	nt	
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 Share 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
Date Range Finers	Conapse 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 Filter
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	

FIGURE 41 - REPORT TYPE FILTER

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	d on a status, a category or type as associated with transaction	
C Histor	ical Event Report: Reports primarily	ased on a past occurrence/event as associated with a transaction	
Date Range	Filters		Collapse Date Range Filter
	·	Default:	Collapse Date Range Filter
Date Range Date Filter	·	 ● Default: - Select → ● From: 04/29/2013 ● 12:00 AM → 	<u>Collapse Date Range Filter</u>

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		- Select -	Collapse Report Type Filte
the state of the second s	a status, a category or type as associated with transaction 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 [12:00 AM ▼ To: 04/30/2013 [12:00 AM ▼	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 Test Location 2 Test Location Release V 1	Decined Approved Error Voted	Collapse Advanced Filters
Location: ALL Status: ALL Event: NONE	Show More Options Chined Pocessing Error Voided Captured Frocessing Error Voided Captured Infunded Reversed Edited Processed Cleared Collection Failed Originated Settied Represented Held For Approval Suspended Settied Facesach Failed Disputed Research Failed Disputed Returned NSF	Processed Colected Avaiting Cathree Avaiting Cathree Avaiting Cathree Suspended In Colected 157 In Research Research Research Colected 157 Invald / Cosed Account Research Coher Check21 Returns	

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	E
	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	-
(1)-10 (c)	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 Headers
Available Fields			Display Fields		
Account Number			Event Occurred		
Auth Response Check Number	^		Event Type Description		
Unit Number Location Name NoticeOfChange		Add →	Transaction Status Payment Type Name On Account	† Move Up	
Operation Type Payment Origin		- Remove	Transaction Number Reference Number	1 Move Down	
Settlement Status Third Party Reference Number	~		Amount		

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.

GURE 54 – \$			PPORT W	ITH SH				rq O pt			TED	
					ow rill							_
Fitle:				Save to	My Reports	Share to	All Use	rs		R	un Report	1
REPORT FILTERS										Show	v Report Filters	8
TRANSACTION RESULT	S CRITERIA (Th	e values below	do not represent the	e selections ab	ove unless the	report is run.)		ç	Collapse T	ransaction F	Results Criteria	a
Location: DateFilter: Between: Transaction Status: Settlement Status: Origin of Transaction: Originated As: Account Type: Operation: Authority Response Cod Event:	ALL Transactions I 12/18/2014 and ALL ALL ALL ALL ALL ALL IL IL (NONE											
						Report	L	ft Office Excel \			Export	
Contemporation of the second secon	Status PM CT Approved	Payment Type Checking	iew All Page Name on Accourd Jethro Smith Sally		w		77878	er Number			ds 1 to 2 of 2. ame <u>Amount</u> \$500.00 \$750.00	
								Credits Total Count: Total Amour		Debits Total Coun Total Amor	it: 2 unt: \$1,250.00	



- **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[®] Office Excel[®] Workbook or Comma-delimited file format, and export the report to your computer.