Enterprise Payment Solutions™

JHA EPS SmartPay Business℠

February 2017

User Reports Handbook

© 1999 – 2017 Jack Henry & Associates, Inc.
All rights reserved. Information in this document is subject to change without notice. Dates contained in this document are provided as estimates only and can be changed at any time at the sole discretion of Jack Henry & Associates, Inc.

Printed in the United States of America.

No part of this document may be copied, reproduced, stored in a retrieval system, displayed, distributed or transmitted in any form or any means whatsoever (electronic, mechanical or otherwise), including by photocopying or recording for any purpose, without the prior written permission of Jack Henry & Associates, Inc. Making unauthorized copies of this document for any purpose other than your own personal use is a violation of United States copyright laws.

Any unauthorized use of Jack Henry & Associates, Inc.'s trademarks and service marks is strictly prohibited. The following marks are registered and unregistered trademarks and service marks of Jack Henry & Associates, Inc.:

3rd Party Sweep™; 4|sight™; AccountAssist™; Account Analysis™; Account Cross Sell™; Account Cross Sell Jumpstart™; Account Number Change™; ACH/Check Conversion Services™; ACH Client™; ACH Manager™; ACH Origination/Processing™; Advanced Card Processing Solutions Portal℠; Advanced Reporting for Credit Unions™; AlertCenter™; AlertManager™; AllAccess™; Annual Disclosure Statement Online™; ArgoKeys®; ArgoKeys® Branch Sales Automation™; ArgoKeys® DepositKeys™; ArgoKeys® LendingKeys™; ArgoKeys® RelationshipKeys™; ATM Manager Pro®; ATM Manager Pro® – Asset & Site Management™; ATM Manager Pro® – Cash Management™; ATM Manager Pro® – Event Management™; ATM Manager Pro® – Financial Management™; AudioTel™; Banno Apps™; Banno CMS™; Banno Content™; Banno Marketing™; Banno Marketing PS™; Banno Mobile™; Banno Mobile PS™; Banno Monitor™; Banno Online™; Banno People℠; Banno People PS℠; Banno Platform™; Banno Reports℠; Banno Reports PS℠; Banno Settings℠; Banno Settings PS℠; Banno Support℠; Banno Support PS℠; Basel Report Pro™; BladeCenter™; Branch Anywhere™; Branch Deposit Reporting Pro™; Brand Management Services™; BusinessManager®; Call Report Pro™; Call Report Pro CU™; Card Holder Controls and Alerts℠; Card Processing Solutions™; Card Processing Solutions Companion App℠; Card Processing Solutions Credit™; Card Processing Solutions Debit™; Centurion Business Continuity Planning™; Centurion Business Recovery Consulting Group™; Centurion Co-Location™; Centurion Disaster Recovery®; Centurion Emergency Notification™; Centurion Enterprise-Level Recovery™; Centurion Episys Hosted Failover™; Centurion Hosted High Availability™; Centurion LiveVault™; Check 21 Cash Letter™; Check 21 Exception Processing™; CheckCollectPlus™; Check Collect Recovery Services™; Check Writer for Core Director®; CIF 20/20®; CIF 20/20® Teller™; CIF 20/20® Teller Capture™; CIF 20/20® Teller Offline™; Collateral and Document Tracking™; Commercial Lending Add-On Services™; Commercial Lending BusinessCenter™; Commercial Lending Center Suite™; Commercial Lending DecisionCenter™; Commercial Lending FinancialCenter™; Commercial Lending Funding Solutions™; Commercial Lending Management System™; Core Director®; Core Director® Teller™; Core Director® Teller Capture™; CPS Fraud Advisory Services℠; Cruise®; CruiseNet®; CruiseNet® Account Alerts™; CruiseNet® Mobile CU™; CruiseNet® Mortgage Statement Extract™; CruiseNet® Multi-Currency™; CruiseNet® Relationship Pricing™; CUPRO® ALM™; CUPRO® ALM Express™; DataLink CU™; Demand Account Reclassification™; DIME™ (Document Image Management Engagement); DirectLine International™; DirectLine Wires™; Dynamic Content Modules™; ECS Capture Solutions™; ECS Digital Data Conversion™; ECS OneLook™; ECS Paper-to-Digital Conversion™; ECS RDC Conversion℠; ECS Web™; eCTR™; Enhanced Account Analysis™; Enhanced Loan Application™ (ELA); Enhanced Loan Collections™; Enhanced Member Application™ (EMA); Enterprise Backup and Tape Encryption™; Enterprise Capture Solutions™; Enterprise Conversion Solutions™; Enterprise Payment Solutions™; Episys®; Episys® Anywhere™; Episys® Check Ordering Interface™; Episys® Collateral and Document Tracking™; Episys® Collection Toolkit™; Episys® Contact Event Manager℠; Episys® Continuity Plan℠ (ECP); Episys® Continuity Services℠; Episys® Continuity Services Plus℠; Episys® Data Store™; Episys® Dealer Reserve Accounting™; Episys® Escrow Module™; Episys® External Loan Processing Interface™; Episys® Failover Certification℠; Episys® Failover Self-Certification℠; Episys® ID Scanner Interface™; Episys® ID Scoring Integration™; Episys® Identity and Sanction Screening Integration℠; Episys® Identity Q&A Integration™; Episys® Management Server™; Episys® Monitoring™; Episys® Multihost™; Episys® OFAC and Identity Score Integration™; Episys® OFAC Integration™; Episys® Overdraw Tolerance™; Episys® PowerCheckUp℠; Episys® Quest™; Episys® Real Time External Loan Interface™; Episys® Replication Failover™; Episys® Skip Payment™; Episys® University™; Episys® Vaulting™; Episys® Virtualization™; EPS Remote Deposit Capture™; Extra Awards®; FactorSoft®; Fed-File Pro™; FlexPass™; First PIN™; FormSmart™; Genesys Check Imaging Suite™; Gladiator®; Gladiator® Advanced Malware Protection™; Gladiator® Consulting Services™; Gladiator® CoreDEFENSE Managed Security Services™; Gladiator® eBanking Compliance Services™; Gladiator® eCommercial SAT™; Gladiator® Enterprise Network Design, Implementation & Support Services™; Gladiator® Enterprise Security Monitoring™; Gladiator® Enterprise Virtualization Services™; Gladiator® Enterprise Vulnerability Scanning™; Gladiator® eSAT™; Gladiator® eShield™; Gladiator® Help Desk Service℠; Gladiator® Hosted Network Solutions™; Gladiator® Incident Alert™; Gladiator® IT Regulatory Compliance/Policy Products™; Gladiator® Managed IT Services™; Gladiator® Managed Unified Communications Services™; Gladiator® NetTeller® Enterprise Security Monitoring™; Gladiator® Network Services™; Gladiator® Phishing Defense and Response Service™; Gladiator® Social Media Compliance Services™; Gladiator Technology®; Gladiator® Unified Communications Services™; Gladiator® Virtual Information Security Officer™; Gladiator® Website Compliance Review™; goDough®; GoldPass™; Hosted Pay Page™; iBizManager™; ImageCenter™; ImageCenter ATM Deposit Management™; ImageCenter Express™; ImageCenter Image Capture™; ImageCenter Interactive Teller Capture™; InTouch Voice Response®; iPay Business Bill Pay™; iPay Check Printing℠; iPay Consumer Bill Pay™; iPay QuickPay™; iPay Solutions™; iTalk™; Jack Henry & Associates, Inc.®; Jack Henry Banking®; JHA Cash Automation™; JHA Client Services℠; JHA Client Services Consulting℠; JHA Commercial Cash Management™; JHA Compliance Access™; JHA Consumer Pieces™; JHA Customer Payment Portal™; JHA Electronic Statements™; JHA Electronic Statements – Interactive™; JHA EMV™; JHA Enterprise Risk Mitigation Solutions™; JHA EPS SmartPay Biller Direct℠; JHA EPS SmartPay Business℠; JHA EPS SmartPay Express℠; JHA Failover™; JHA Get Smart℠; JHA Hosted ATM Driving℠; JHA Image ATM™; JHA Image ATM Capture and Reconciliation™; JHA Investor Servicing™; JHA Marketplace™; JHA Merchant Services℠; JHA Money Center℠; JHA mRDC™; JHA Multifactor Authentication™; JHA Online Financial Management℠; JHA OutLink Processing Services™; JHA Payment Solutions™; JHA Payment Processing Solutions®; JHA Prepaid Cards™; JHA Professional Consulting Services™; JHA Program Management Services℠; JHA Real Time™; JHA Shared Branch™; JHA Small Business Cash Management™; JHA Sweep Account Processing™; JHA Tokenization™; JHA Treasury Management™; JHA Website Design & Hosting™; JHA Website Security Services™; jhaAddress Verify™; jhaCall Center™; jhaCall Center In-House™; jhaCall Center Outsourced Services™; jhaCall Center Outsourced Services After Hours™; jhaCall Center Outsourced Full Business Services™; jhaCall Center Outsourced Select Services™; jhaDirect®; jhaEnterprise Notifications System™; jhaEnterprise Workflow™; jhaID Scan™; jhaKnow™; jhaKnow Express™; jhaPassPort Debit Optimizer™; jhaPassPort™; jhaPassPort.pro™; jhaPassPort Direct™; jhaPassPort Fraud Center™; jhaPassPort Hot Card Center™; jhaPassPort Promotions and Consulting Services™; jhaPassPort Switch™; jhArchive℠; jVault®; jXchange™; Know-It-All Credit Programs™; Know-It-All Education™; Know-It-All Learning Management Portal™; Know-It-All Now™; Landlord/Tenant Security Deposit Tracking™; LendingNetwork®; Loan Collateral Tracking™; Margin Maximizer Interactive™; Margin Maximizer MaxConnect™; Margin Maximizer Pronto™; Margin Maximizer Suite®; Masterlink℠; MaxConnect Interactive™; MedCashManager®; Mutual Fund Sweep™; Net.Check™; NetTeller®; NetTeller® Bill Pay™; NetTeller® Cash Management™; NetTeller® MemberConnect™; NetTeller® Online Banking™; NetTeller® Security Manager™; NetTeller® Text Alerts™; NetTeller® Vanity URL℠; NetTeller® Vanity URL.bank℠; OFX Gateway™; OnBoard Deposits™; OnBoard Loans™; OnNet™; OnTarget™; Opening Act™; Opening Act Express™; Optimizer™; Optimus Credit Union™; Participation Lending™; PIN Change Service℠; Point℠; PointMobility℠; PowerOn®; PowerOn2™; PowerOn Marketplace®; PowerOn® Studio™; PROFITability®; Organizational PROFITability® Analysis System™; Product PROFITability® Analysis System™; PROFITability® Budget™; PROFITability® Reporting Service™; PROFITstar®; PROFITstar® ALM Budgeting™; PROFITstar® Budget™; PROFITstar® Classic™; PROFITstar® Reporting Service™; ProfitStars®; ProfitStars® CECL Analysis and Reporting℠; ProfitStars® CECL DataStore and Validation℠; ProfitStars® Customer Pricing and Profitability℠; ProfitStars® Direct™; ProfitStars® Financial Performance Suite℠; ProfitStars® Mobile™; ProfitStars Synergy®; Refi Analyzer™; Regulatory Reporting Solutions™; Relationship 360™; Relationship Profitability Management™ (RPM); RemitCentral™; RemitPlus®; RemitPlus® Express™; RemitPlus® HRCM™; RemitPlus® Remittance/Lockbox™; RemitWeb™; Remote Deposit Anywhere™; Remote Deposit Complete™; Remote Deposit Express™; Remote Deposit Now™; Remote Deposit Scan™; ReportHub™; RPM Reporting Service™; Silhouette Document Imaging®; SilverLake Real Time™; SilverLake System®; SilverLake Teller™; SilverLake Teller Capture™; SilverLake Teller Offline™; Smart EIP™; Smart GL™; SmartSight®; smsGuardian™; Store & Forward™; StreamLine Platform Automation®; StreamLine Platform Automation® – Deposits™; StreamLine Platform Automation® – Loans™; Summit Support®; SymAdvisor™; SymApp™; SymChoice Loan™; SymConnect™; SymForm™; SymForm PDF™; Symitar®; Symitar® ATM Services™; Symitar® Database Cleansing Package™; Symitar® eNotifications™; Symitar® Fraud Management™; Symitar® Member Business Services™; Symitar® Member Privilege™; Symitar® Wire Management™; Symitar® EASE™; SymX™; SymXchange™; Synapsys®; Synapsys® Lobby Tracking™; Synapsys® Member Relationship Management™; Synergy AdvancedPDF™; Synergy API Integration Toolkit™; Synergy AutoImport™; Synergy Automated Document Recognition™ (ADR); Synergy Batch Document Recognition™ (BDR); Synergy Check Archive™; Synergy DataMart™; Synergy Document Management™; Synergy Document Recognition™; Synergy Document Tracking™; Synergy eDistribution™; Synergy eMailAssist™; Synergy Enterprise Content Management™ (ECM); Synergy eSign™; Synergy eSignWeb™; Synergy eSign Integration Module™; Synergy eStorage™; Synergy Express™; Synergy Express Custom Data Storage Report℠; Synergy Express Report Parameter Service℠; Synergy ID Scan™; Synergy iSign™; Synergy Kofax Capture™; Synergy PowerSearch™; Synergy Reports™; Synergy Workflow Management™; TellerMaster™; Teller BondMaster™; Teller Cash Dispenser™; Teller Cash Recycler™; Teller CheckMaster™; Teller CheckMaster Plus™; Teller Co-Mingle™; Teller CTRMaster™; Teller Isosceles™; Teller PassBook™; Teller SigMaster™; Teller Capture™; Teller Orbograph™; TheWayiPay®; TimeTrack Human Resources™; TimeTrack Payroll System™; TimeTrack Time and Attendance™; Transaction Logging and Vaulting Server™; Transaction Logging Server™; ValuePass™; Vehicle Pricing Interface™; Vertex Teller Automation System™; Virtual Transaction Logging Server™; WebEpisys™; Yellow Hammer™; Yellow Hammer Express™; Yellow Hammer ACH Origination™; Yellow Hammer BSA™; Yellow Hammer BSA Express™; Yellow Hammer BSA Regulatory Consulting Service™; Yellow Hammer EFT Fraud Detective™; Yellow Hammer Fraud Detective™; Yellow Hammer SAR Center™; Yellow Hammer Wire Origination™; Xperience™

Slogans

Cutting-Edge IT Solutions for the Future of Credit Unions℠; Know-It-All – Empowering Users Through Knowledge℠; Leading through technology … guiding through support℠; Powering Actionable Insight℠; The Depth of Financial Intelligence℠; We Are Looking Out For You℠; Where Tradition Meets Technology℠

Various other trademarks and service marks used or referenced in this document are the property of their respective companies/owners.

Portions of this software:

The MIT License (MIT)
Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, sublicense, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, subject to the following conditions:

The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL THE AUTHORS OR COPYRIGHT HOLDERS BE LIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, WHETHER IN AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.

AlaSQL

Copyright (c) 2014-2015 Andrey Gershun (agershun@gmail.com) & Mathias Rangel Wulff (mathiasrw@gmail.com)

Angular UI-Router

Copyright (c) 2013-2015 The AngularUI Team, Karsten Sperling

AngularJS

Copyright (c) 2010-2015 Google, Inc. http://angularjs.org

AngularJS UI Bootstrap

Copyright (c) 2012-2015 the AngularUI Team

angular-deferred-bootstrap

Copyright (c) 2014 philippd

angular-file-upload

Copyright (c) 2013 danialfarid

angular-growl

Copyright (c) 2013 Marco Rinck

angular-idle

Copyright (c) 2013 Mike Grabski

angular-mask

Copyright (c) 2014 Igor Rafael

angular-translate

Copyright (c) <2014> <pascal.precht@gmail.com>

angular-zeroclipboard

Copyright (C) 2014 lisposter(Leigh Zhu)

angularUtils

Copyright (c) 2014 Michael Bromley

Bootstrap

Copyright (c) 2011-2015 Twitter, Inc

jasmine.js

Copyright (c) 2008-2014 Pivotal Labs

jQuery
---
jQuery Foundation, Inc. and other contributors

Json.NET

Copyright (c) 2007 James Newton-King

Mordernizr

Generic MIT License

Moment.js

Copyright (c) 2011-2015 Tim Wood, Iskren Chernev, Moment.js contributors

Unity.MVC5

Copyright (c) 2013 FeedbackHound

ui-grid

Copyright (c) 2012-2015 the AngularUI Team

ZeroClipboard

Copyright (c) 2009-2014 Jon Rohan, James M. Greene

Apache License
Licensed under the Apache License, Version 2.0 (the "License"); you may not use this file except in compliance with the License. You may obtain a copy of the License at http://www.apache.org/licenses/LICENSE-2.0

Unless required by applicable law or agreed to in writing, software distributed under the License is distributed on an "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, either express or implied. See the License for the specific language governing permissions and limitations under the License.

dotless

Copyright (c) 2009-2010 dotless project, http://www.dotlesscss.com

unity

Generic Apache License, Version 2.0

Microsoft EULA

Microsoft ASP.NET Identity Core
Microsoft ASP.NET MVC
Microsoft ASP.NET Razor
Microsoft ASP.NET Web Optimization Framework
Microsoft ASP.NET Web Pages
Microsoft Token Validation Extension for Microsoft .Net Framework 4.5
Microsoft.Web.Infrastructure
WebGrease

NUnit License

Copyright © 2002-2015 Charlie Poole
Copyright © 2002-2004 James W. Newkirk, Michael C. Two, Alexei A. Vorontsov
Copyright © 2000-2002 Philip A. Craig

Contents

Introduction 1

System Requirements 1

Privileges and Roles 2

Workflow 2

Session Timeouts 2

First Time Logging In 3

Creating a Secret Question 3

Choosing an Identification Phrase 4

Reports 6

Commonalities Among Reports 6

Current Transaction Summary & Report 7

Using the Report Builder Utility 13

Deposit Results Report 17

Credits and Debits to Your Merchant Settlement Account 23

Standard Reports 26

Recurring Payment Reports 27

Recurring Payments That Are Disabled 27

Recurring Payment Due Report 28

© 1999-2017 Jack Henry & Associates, Inc.®

Introduction

The *User Reports Handbook* is a guide for all persons who will be generating and working with the reports and summary information available through this application.

Your site administrator will need to assign specific roles to access this application. You will need to be assigned the full *Accounting* role by your admin user in order to have access to all the reporting functionality discussed in this manual. Please see the *User Administrator Handbook* for instructions on how to assign roles.

There are a number of ways to retrieve batch, deposit, and transaction information with this system. You will be able to generate pre-defined reports and/or create custom reports on a daily, weekly, and monthly basis as well as within specific date ranges. The types of reports available can assist you with the following:

- Balancing batches and deposits
- Creating daily deposit receipts
- Looking at transaction detail information
- Monitoring returned/re-presented collection items
- Reconciling to bank statements
- Determining the status of a batch, deposit, or transaction
- Researching previous batches, deposits, and transactions
- Retrieving images of scanned items
- Generating a list of payments received from your customer

NOTE: Intuit® QuickBooks® users who want to import transaction details into their QuickBooks accounts can also request to have the option available for your site. Send a request to epsfilemaintenance@profitstars.com.

System Requirements

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

For Microsoft Windows:

- Windows 7, SP 1: Microsoft Internet Explorer® 11 or Google Chrome™
- Windows 8.1: Microsoft Internet Explorer 11 or Google Chrome
- Windows 10: Microsoft Internet Explorer 11, Microsoft Edge®, or Google Chrome
- .NET® Framework 4.6 or higher

© 1999-2017 Jack Henry & Associates, Inc.®

Privileges and Roles

The admin user within your organization will need to assign the (full) *Accounting* role under the *Customer Services* privilege for any users within your organization that will be working with the reporting functionality.

Workflow

The following figure demonstrates when a merchant/member within your organization can build reports that reflect transaction information from deposits within the application.

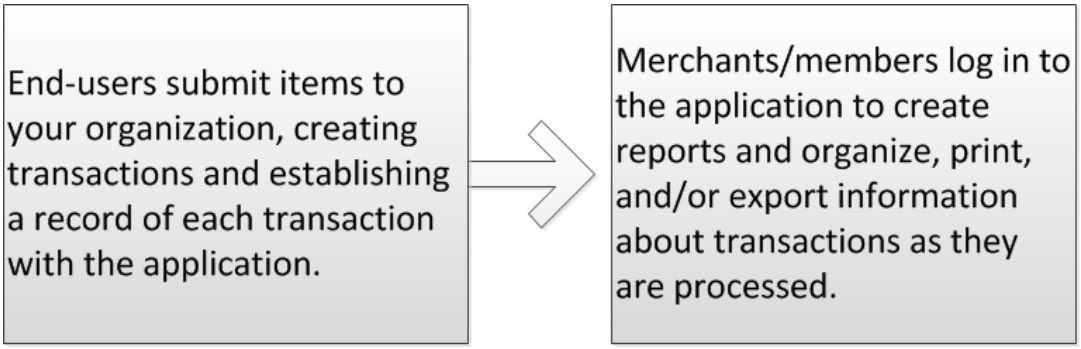


FIGURE 1 - USER REPORTS PROCESS WORKFLOW

Session Timeouts

The system will automatically log off users who have been inactive for 30 minutes. A *Session Timeout Warning* page appears two minutes before a user is logged out and provides an opportunity to remain logged in. Click anywhere in the application to remain logged in.

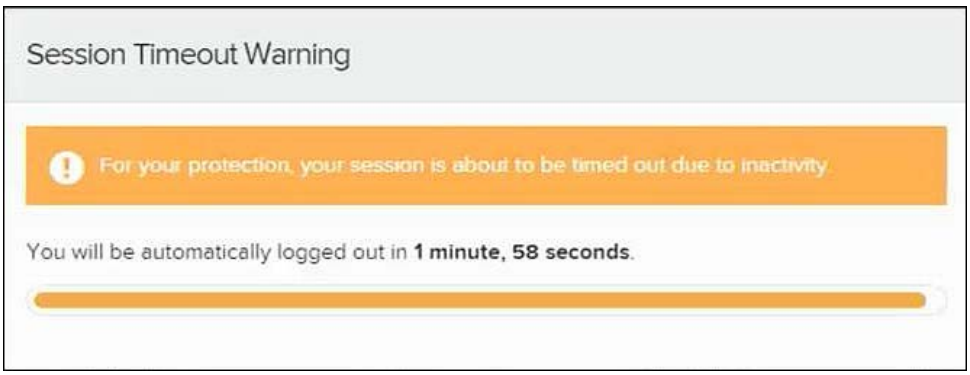


FIGURE 2 - SESSION TIMEOUT WARNING

© 1999-2017 Jack Henry & Associates, Inc.®

First Time Logging In

Your admin user will provide you with your site's URL address, your user name, temporary password, and company name that you will need the first time you log in to the system. The **Password** field is the only field that is case-sensitive.

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

NOTE: Your menu options may differ slightly from those pictured in this document.

Creating a Secret Question

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

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

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

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

© 1999-2017 Jack Henry & Associates, Inc.®

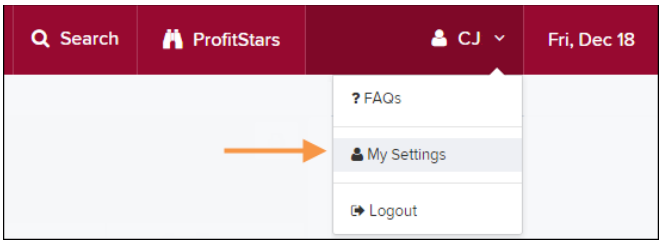


FIGURE 3 - MY SETTINGS OPTION

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

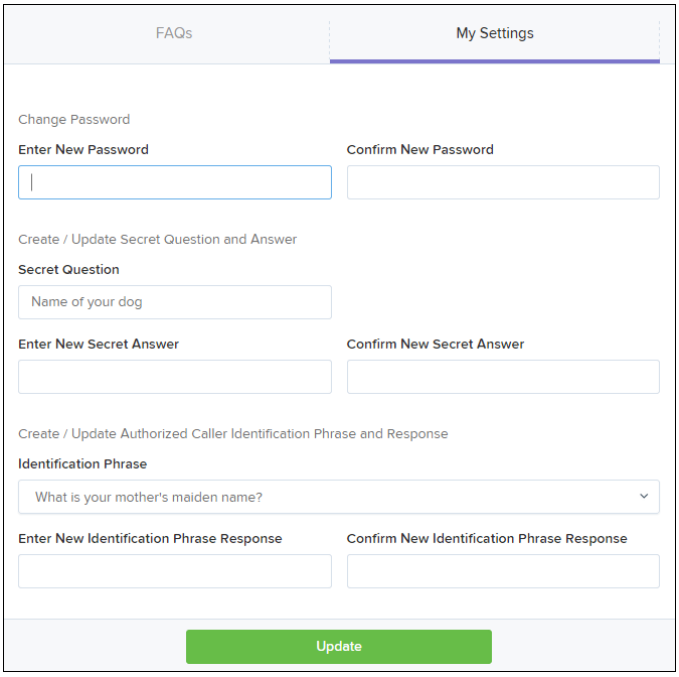


FIGURE 4 - MY SETTINGS PAGE

Choosing an Identification Phrase

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

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

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

© 1999-2017 Jack Henry & Associates, Inc.®

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

© 1999-2017 Jack Henry & Associates, Inc.®

Reports

Commonalities Among Reports

- Reports are generated in Central Time (CT).
- **Print** is an option available for all reports.
- Exporting reports into a Microsoft® Office Excel® spreadsheet, a tab-delimited file (.TSV) or a comma delimited file (.CSV) is available.

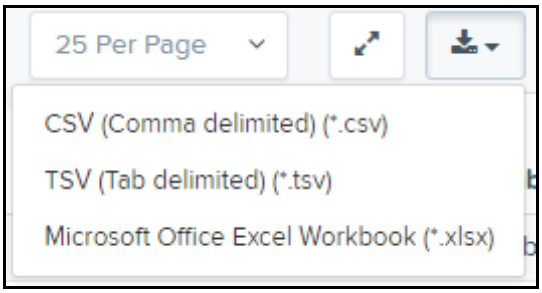


FIGURE 5 - EXPORT MENU OPTIONS

- Select **Full Screen** to view your report across your entire monitor screen.
- Select **Filter** to view filters where you can search the report for alphanumeric entries. Deselecting will hide filter fields, and strip the report of your alphanumeric search.
- Select **Filter Columns** to bring a list of all the information columns available in the report. You may configure the list to have certain columns appear in the order you choose, or to hide columns from the report listing.
    - Use the **View** option to determine whether an informational column appears.
    - Use the **Prioritize** tools to change the order of a column in the report.
    - Use the **Freeze** tool to lock a column in place when viewing the report.

© 1999-2017 Jack Henry & Associates, Inc.®

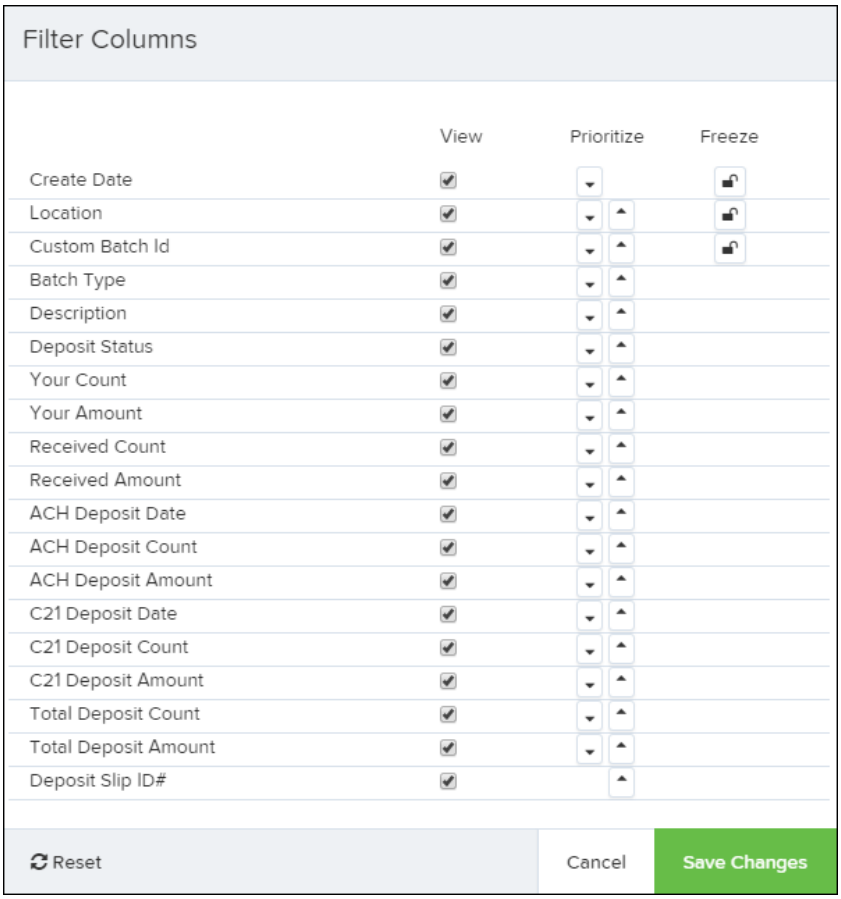


FIGURE 6 - WORKING WITH FILTER COLUMNS

NOTE: Report filter settings can be saved into a template for later use. However, it is recommended that you save the reports themselves by exporting them to a file saved on your computer.

Current Transaction Summary & Report

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

Although there are many reports you can use to view transactions, the *Current Transaction Summary* allows you to quickly identify any unusual activity regarding your transactions with any of the following status types:

- Declined
- Error
- In Collection

© 1999-2017 Jack Henry & Associates, Inc.®

- 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.

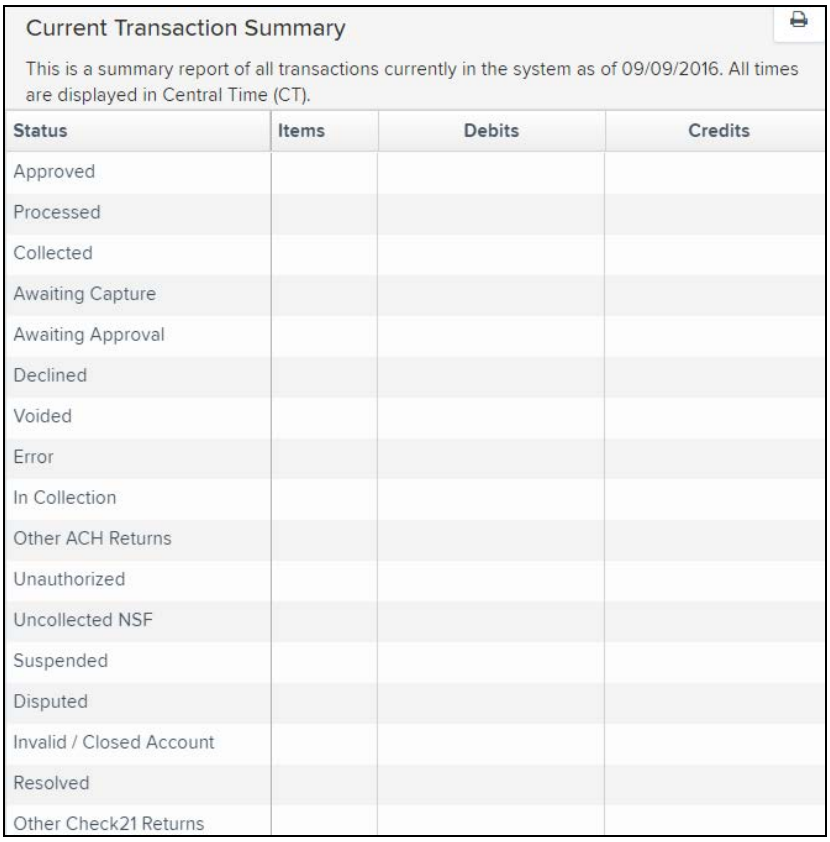
Status	Definition
Approved	The transaction has been verified and will be processed at the designated cut-off time.
Processed	The transaction has been transmitted to the appropriate network (ACH or Check 21). Changes can no longer be made, and the transaction can no longer be voided.
Collected	(*ACH Only*) The transaction, originally returned NSF, has been re-presented to the Federal Reserve by ProfitStars, and funds were recovered.
Awaiting Capture	Status for credit card transactions only.
Awaiting Approval	The transaction has been verified, but the amount of the transaction exceeded the Dual Authorization limit of the user who created it. An authorized approver must review and then either approve or void the transaction.
Declined	The transaction has been declined by the EPS system and will not be processed. The transaction exceeded either Dual Authorization limits or Velocity limits.
Voided	The transaction has been voided and will not be processed. A transaction may not be voided once the item is in the **P***rocessed* status.
Error	An internal error has occurred within the EPS system. Contact your first line of support.
In Collection	(*ACH Only*) The transaction, returned NSF, is in the process of being re-presented to the Federal Reserve by ProfitStars.
Other ACH Returns	The ACH transaction has been returned by the Federal Reserve. The transaction will be charged back.

© 1999-2017 Jack Henry & Associates, Inc.®

Status	Definition
Unauthorized	This includes the total number of transactions and total amount that have been returned with one of five Unauthorized Return Reason Codes (R05, R07, R10, R29, R51). **Note:** These R codes will no longer be included in the *Disputed* status totals.
Uncollected NSF	(*ACH Only*) The transaction was returned to ProfitStars NSF by the Federal Reserve, and funds could not be recovered.
Suspended	The transaction has been verified, but it has exceeded Velocity limits.
Disputed	(*ACH Only*) The transaction was returned to ProfitStars by the Federal Reserve because the account holder at the receiving financial institution has disputed its validity. The transaction will be charged back (reversed).
Invalid/Closed Account	(*ACH Only*) The transaction was returned to ProfitStars by the Federal Reserve because the account number at the receiving financial institution was invalid or because the account was closed.
Resolved	The transaction has been moved into a *Resolved* status by a user to indicate that no further action related to the transaction is required. Transactions can be moved into a *Resolved* status from a status of *Declined, Voided, Invalid/Closed Account, Disputed, Uncollected NSF, Unauthorized, Error*, or *In Research*.
Other Check21 Returns	The Check21 transaction has been returned by the Federal Reserve. The transaction will be charged back.

The below figure is an example of the *Current Transaction Summary* on the *Dashboard* upon logging into the system.

© 1999-2017 Jack Henry & Associates, Inc.®



Current Transaction Summary

This is a summary report of all transactions currently in the system as of 09/09/2016. All times are displayed in Central Time (CT).

Status	Items	Debits	Credits
Approved			
Processed			
Collected			
Awaiting Capture			
Awaiting Approval			
Declined			
Voided			
Error			
In Collection			
Other ACH Returns			
Unauthorized			
Uncollected NSF			
Suspended			
Disputed			
Invalid / Closed Account			
Resolved			
Other Check21 Returns			

FIGURE 7 - CURRENT TRANSACTION SUMMARY

The *Transaction Status* report is a pre-defined report listing all transactions in a specific status. It is automatically generated when you select a status link from the *Current Transaction Summary*. The list will contain items that have been processed within the last 60 days and give you access to individual transaction information and images of the scanned items as well. Follow the steps below to generate a *Transaction Status* report.

1. Log in to the application, and select a status that appears as a link and contains values in the *Current Transaction Summary* (for example, **Approved** in the graphic below).

© 1999-2017 Jack Henry & Associates, Inc.®

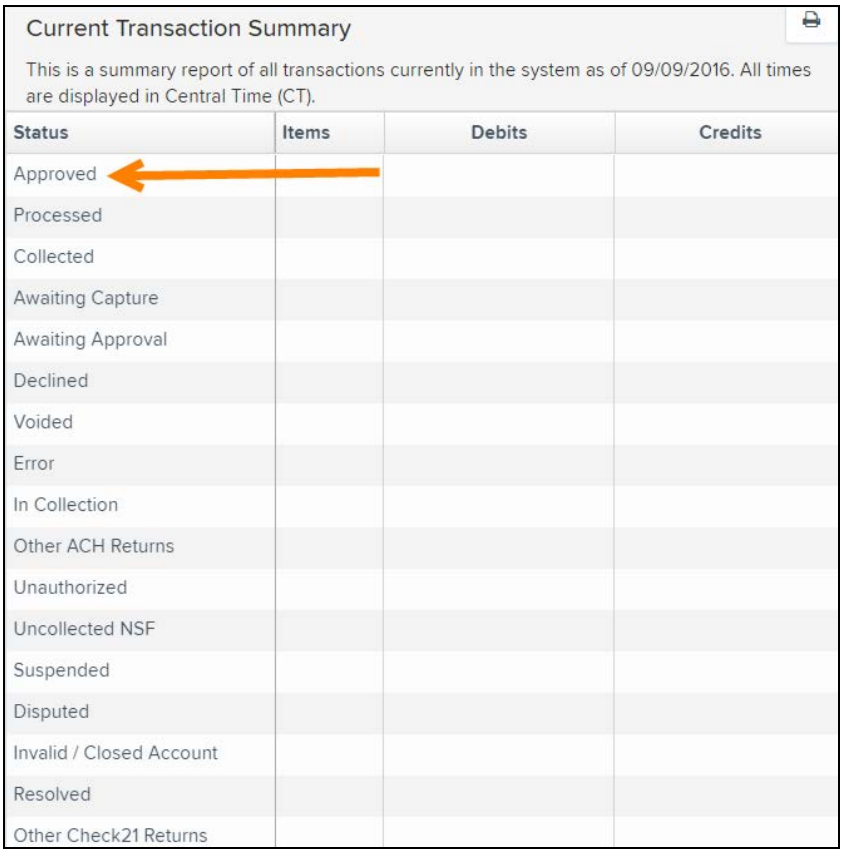


FIGURE 8 - CURRENT TRANSACTION SUMMARY WITH APPROVED STATUS INDICATED

2. A list of the first 25 transactions (default value) is displayed. Select a **View** link in the far left column to view details about that transaction.

© 1999-2017 Jack Henry & Associates, Inc.®

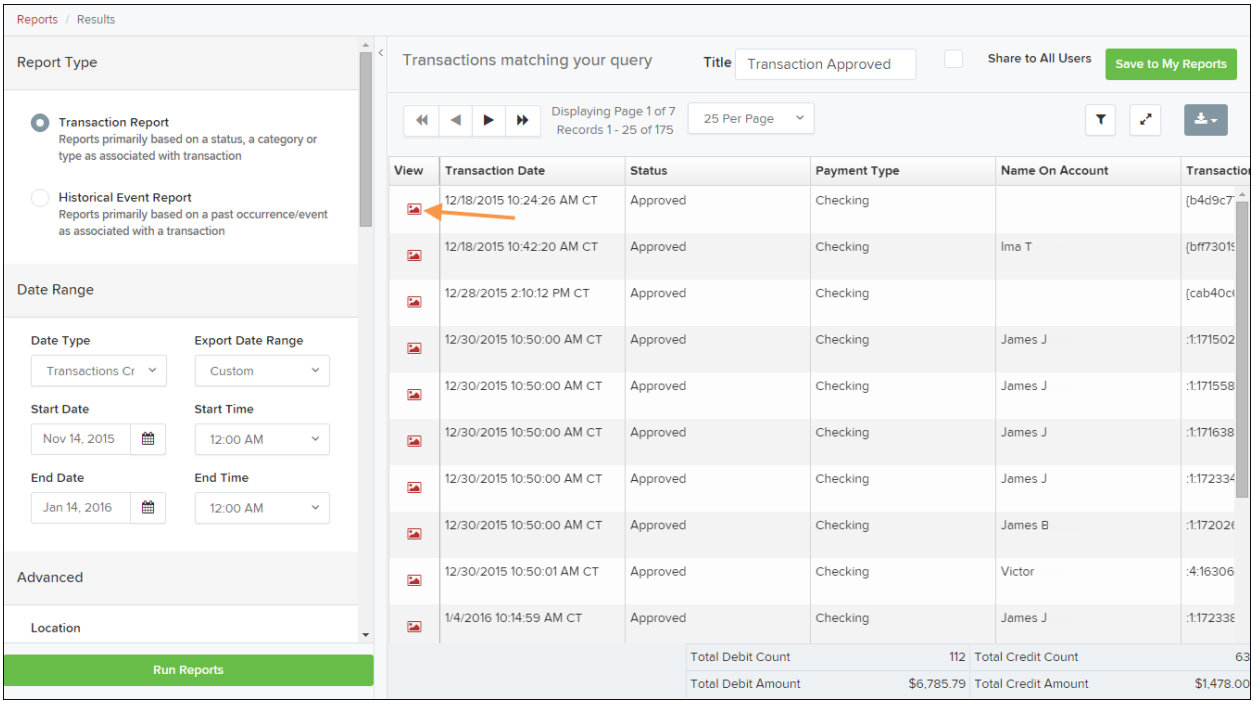


FIGURE 9 – CURRENT TRANSACTION SUMMARY, WITH APPROVED RESULTS SHOWN

3. The *Transaction Details* page appears for that status. Select **Show Events** and/or **Show Audit History** to view more details about the transaction.

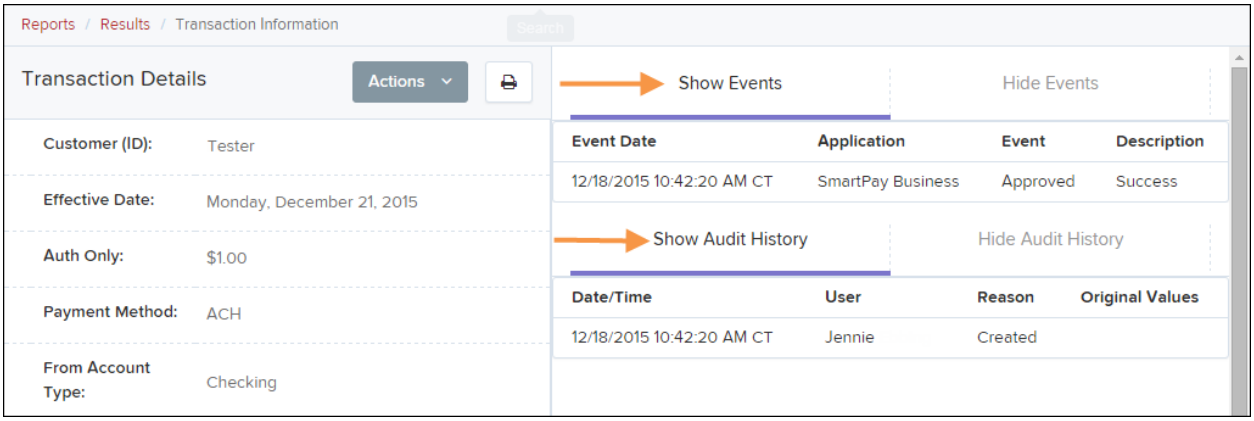


FIGURE 10 - SHOW EVENTS AND SHOW AUDIT HISTORY OPTIONS

- **Show Events**: The automated steps/processes a transaction has gone through. The most recent steps are displayed first and include the date/time the events took place in Central Time.
- **Show Audit History**: Manual interaction with the transaction. Details are displayed with the latest steps first and includes the date/time processes took place in Central Time.

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

© 1999-2017 Jack Henry & Associates, Inc.®

Using the Report Builder Utility

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

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

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

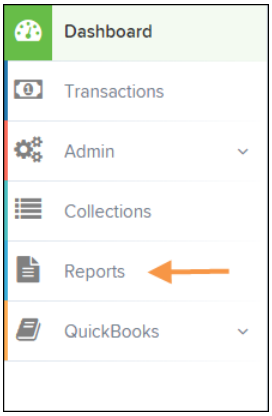


FIGURE 11 - REPORTS TAB

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

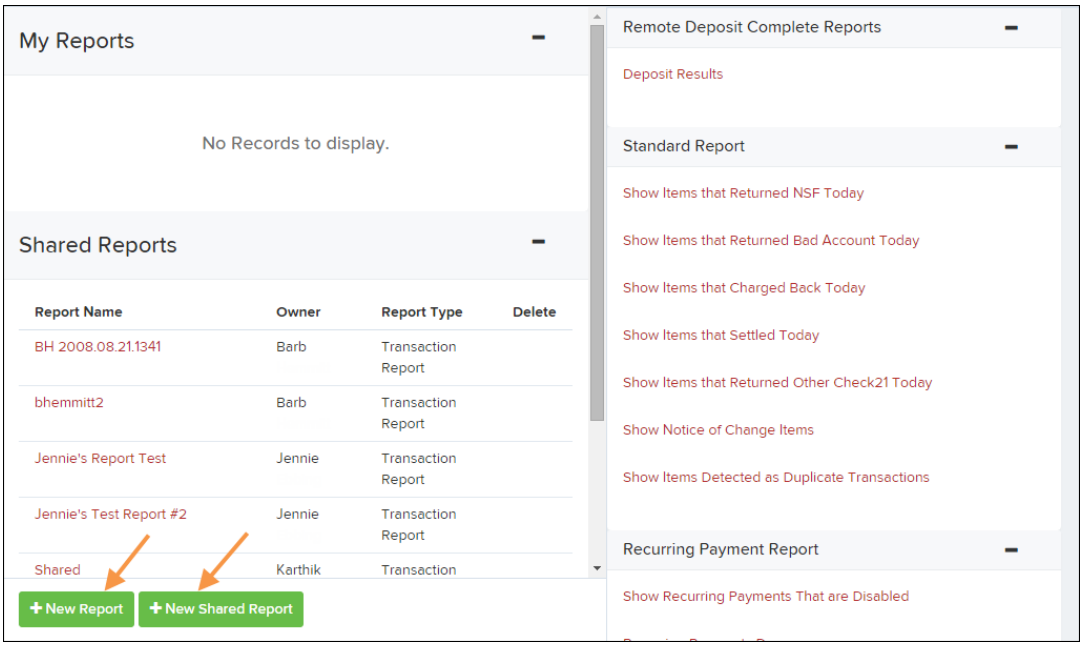


FIGURE 12 - REPORT BUILDER OPTIONS FOR NEW REPORTS

© 1999-2017 Jack Henry & Associates, Inc.®

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

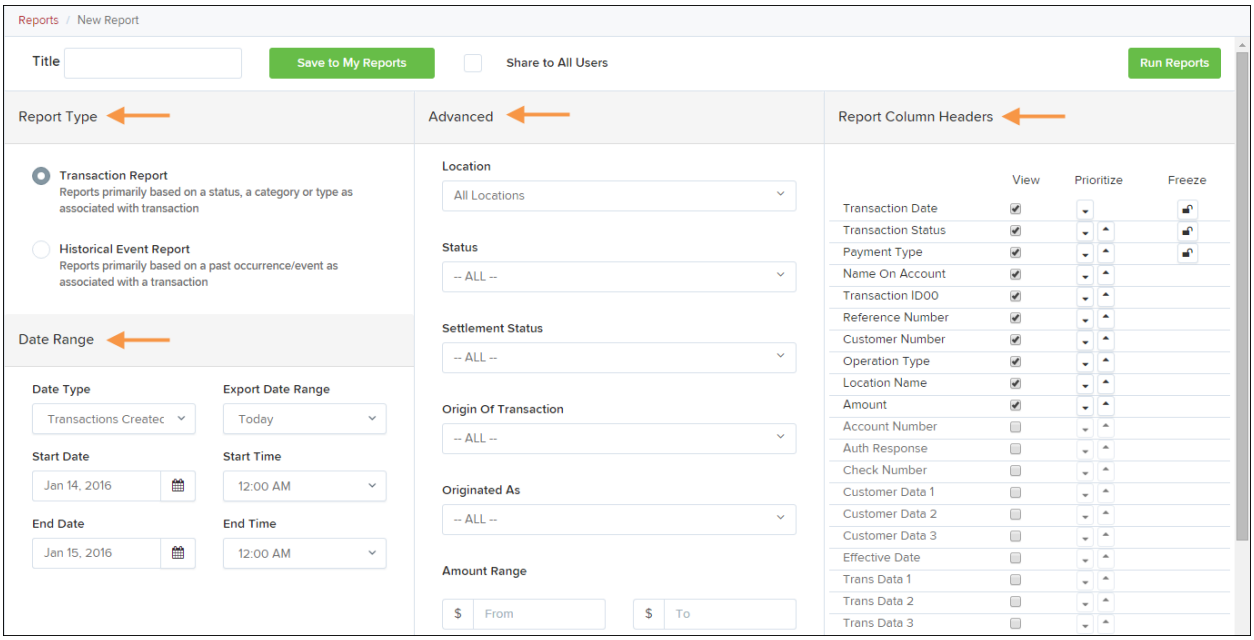


FIGURE 13 – FOUR SECTIONS IN REPORT BUILDING

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

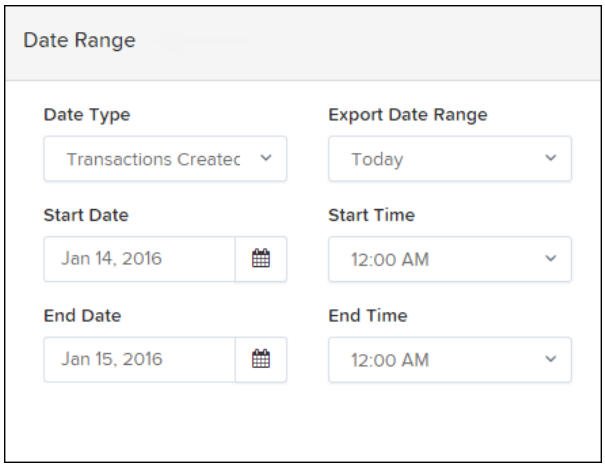


FIGURE 14 - DATE RANGE SECTION

© 1999-2017 Jack Henry & Associates, Inc.®

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

- *Advanced Filters* section – Specify the **Location** and **Status** of the transaction you wish to have in your report.
    - **Settlement Status**: Whether a transaction has been deposited. Designate a single status or multiple statuses by selecting the appropriate check box(es).
    - **Origin of Transaction**: Determines how the transaction was received and will be coded. You may designate a single origin for the report or multiple origins by selecting the check box next to each option.
    - **Originated As**: Specifies how the transaction will be processed. You may designate a single type or multiple types.
    - **Account Type**: Determines the type of transaction the report will display. You can select a specific account type or select **ALL**.
    - **Operation**: This option specifies what process a transaction has been through. You may designate one process or select **ALL**.
    - **Authority Response Code**: This option represents the types of return responses that can be received for a transaction. Select a specific response code or select **ALL**.
    - **Amount Range**: The **From** and **To** options allow you to look for transactions with a specific amount or between amount values in decimal format (XX.XX).
- *Report Column Headers* – This section allows you to organize how the report displays.
    - Select the **View** check box next to any fields to have them show on the report.
    - Under **Prioritize**, use the arrows to change the order in which information appears. For example, select the upward arrow to have a field listed before others, or the select the downward arrow to have other fields listed before it.
    - Use **Freeze** to lock fields when viewing a report. This will hold certain fields in view while you explore the rest of the report information.

© 1999-2017 Jack Henry & Associates, Inc.®

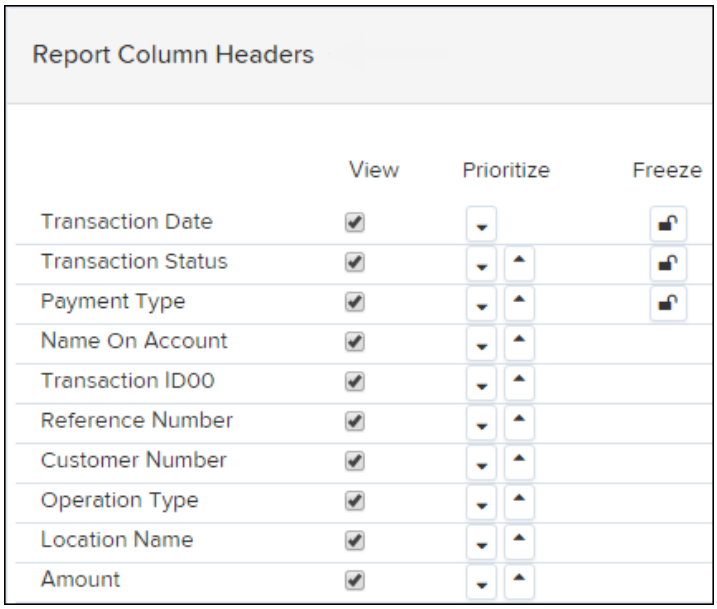


FIGURE 15 - REPORT COLUMN HEADERS SECTION

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

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

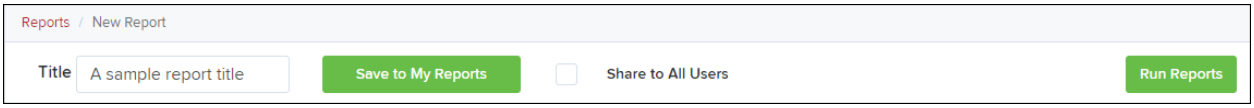


FIGURE 16 - SAVE AND RUN REPORT OPTIONS

The report displays results.

- Use the filters to change the report and then select **Run Reports** again, or you can print/export the report, as needed.
- Column headers in the report are selectable by organization. Select a column header to organize the report based on that column's information, in either ascending order (designated by an upward arrow) or descending order (designated by a downward arrow).
- Select **View** to the left of an item to view more details about the transaction.
- To change the report template, adjust the report filters as desired, and then select **Save to My Reports**, which will save the filter options as a template for later use.

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

© 1999-2017 Jack Henry & Associates, Inc.®

Deposit Results Report

The *Deposit Results* report is a date range report used to display a list of batches created. It can be used to monitor the status of current day batches and the items in them, or to look at previous days' batches and items. Batches displayed in the report can represent a single deposit or be a part of a multi-batch deposit.

1. Log in to the application, and select **Reports**.
2. Select **Deposit Results**.

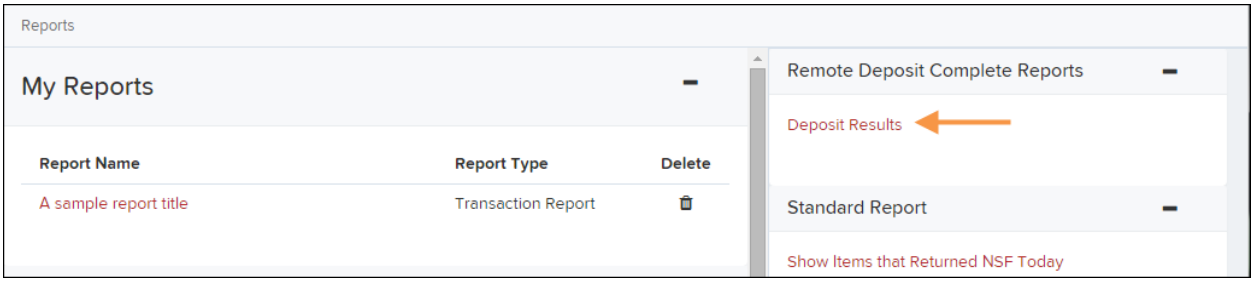


FIGURE 17 - DEPOSIT RESULTS OPTION

3. The *Deposit Results Search* page appears. Select a **Location ID** from where to pull the report information. Select a date range using either the **Quick Pick** option with a list of pre-set date ranges, or the custom option by entering a **Start Date** and **Start Time** options and the **End Date** and **End Time** options.

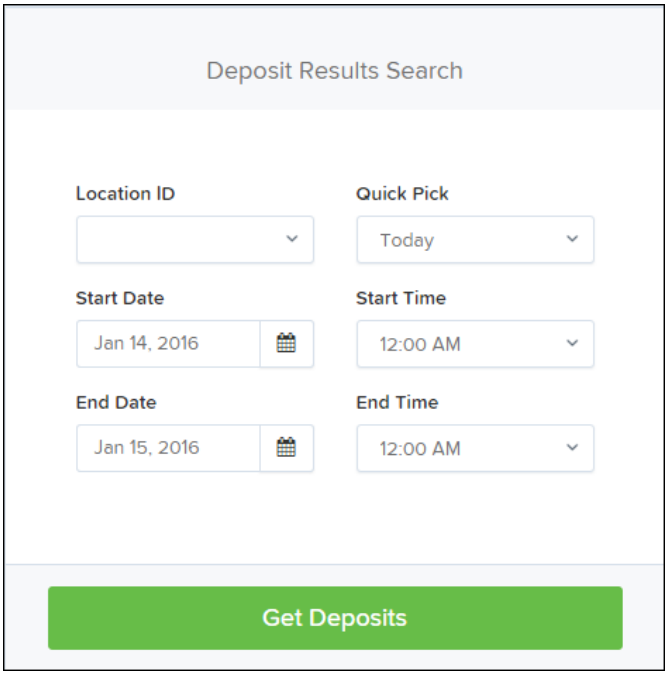


FIGURE 18 - OPTIONS FOR DEPOSIT RESULTS

© 1999-2017 Jack Henry & Associates, Inc.®
February 2017

4. Select **Get Deposits**. A list of the batches matching your criteria appears. You may need to scroll to the right to view all of the information for the report.

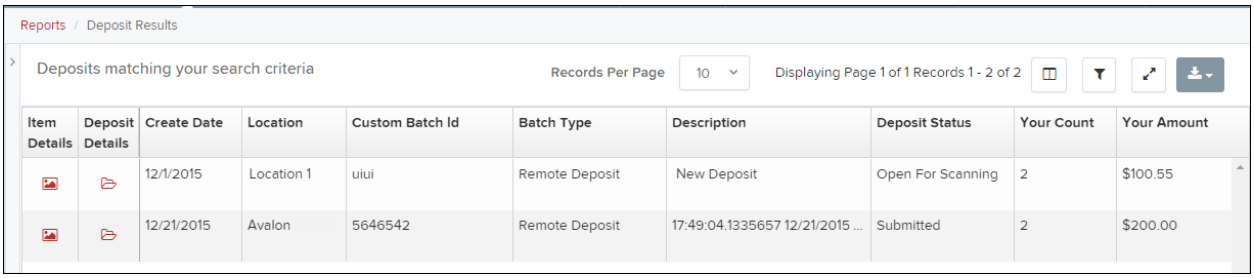


FIGURE 19 - DEPOSIT RESULTS REPORT

The following table describes all the fields, in alphabetical order, displayed in the *Deposit Results* report and their definitions.

Field	Definition
ACH Deposit Amount	Total amount of the ACH items in the batch/deposit.
ACH Deposit Count	Number of ACH items in the batch/deposit.
ACH Deposit Date	Deposit date of the ACH items within the batch/deposit.
C21 Deposit Amount	Total amount of the Check 21/Image Replacement Document (IRD) items in the batch/deposit.
C21 Deposit Count	Number of Check 21/Image Replacement Document (IRD) items in the batch/deposit.
C21 Deposit Date	Deposit date of the Check 21/Image Replacement Document (IRD) items within the batch/deposit.
Create Date	Date the batch/deposit was created.
Custom Batch ID	Information that, with the feature enabled, will display a required field when creating a new deposit. This field will be a unique label for a batch/deposit and reflects on the *Deposit Results* report.
Deposit Details	Link to the list of steps the batch/deposit has taken and the user(s) who processed it.
Deposit Slip ID#	An option that, if enabled, will display a field on the *New Deposit* page with a value applied to the virtual deposit slip. This value is either predefined or optional and reflects on the *Deposit Results* report.
Deposit Status	Status of the entire batch/deposit at the time the report is generated.
Description	Deposit name which is made up of the date/time the batch was created along with a system-assigned batch ID.

© 1999-2017 Jack Henry & Associates, Inc.®

Field	Definition
Item Details	Link to a list of the individual checks that make up the batch/deposit and their respective statuses.
Location	Account (location) to be credited with the payment. This field appears on the *New Deposit* page and the *Deposit Results* report.
Received Amount	Amount of the deposit, after review.
Received Count	Number of items identified in the deposit, after review.
Total Deposit Amount	Total amount of the deposit.
Total Deposit Count	Total number of items in the deposits.
Your Amount	Amount of the deposit entered when creating the batch/deposit.
Your Count	Number of items you entered when creating the batch/deposit.

Notice that the report also displays the status of each transaction under the column *Deposit Status*. The following table describes all the statuses that a transaction can display.

Status	Definition
Deleted	This status indicates that the entire deposit has been deleted by someone in your organization prior to closing it, since a deposit may not be deleted once it has been closed. None of the items in the deposit will be sent to transaction processing.
Deposited	All items have been processed successfully, and the deposit is in balance with no discrepancies or errors. These items are now in the approved status, and an email notification has been sent to a designated user.
Deposited with Adjustment	One or more of the items within the deposit caused an adjustment to the total deposit amount. The transactions have been sent to processing with the adjusted amount, and an email notification has been sent to a designated user.
Open for Scanning	A deposit has been created, and items can be scanned into this deposit until it is closed by a user.
Partial Deposit	One or more of the items was removed from the deposit due to a duplicate or rejected item. The deposit has been sent to transaction processing with the deposit total minus the items that will not be processed. An email notification has been sent to a designated user.

© 1999-2017 Jack Henry & Associates, Inc.®

Status	Definition
Rejected	The entire deposit has been rejected. A deposit is rejected when the adjustment amount exceeds the limit assigned by the financial institution or when all items within the deposit are rejected because they are duplicates.
Submitted	The deposit has been closed, and the items are being reviewed for accuracy and errors. Once finished, the status of the items will change to one of the statuses defined previously.

5. Select the **Deposit Details** icon to view the events the batch has been through. The details will display on the *Deposit Details* page. Navigate back to return to the report results.

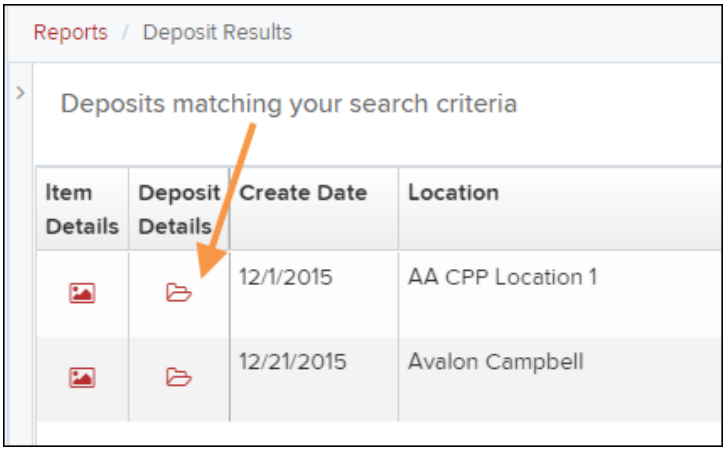


FIGURE 20 - DEPOSIT DETAILS ICON

FIGURE 21 - DEPOSIT DETAILS

6. From the *Deposit Results* page, select the **Item Details** icon to view the individual transactions within the deposit. Results will appear on the *Item Details* page. Items that need to be rescanned or have been rejected will be in red.

© 1999-2017 Jack Henry & Associates, Inc.®

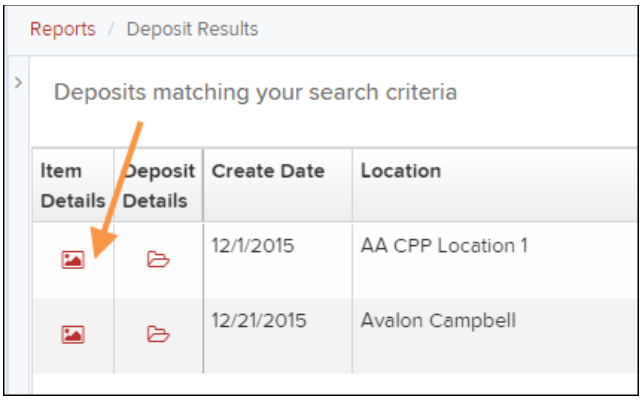


FIGURE 22 - VIEW ITEM DETAILS OPTION FOR DEPOSIT RESULTS

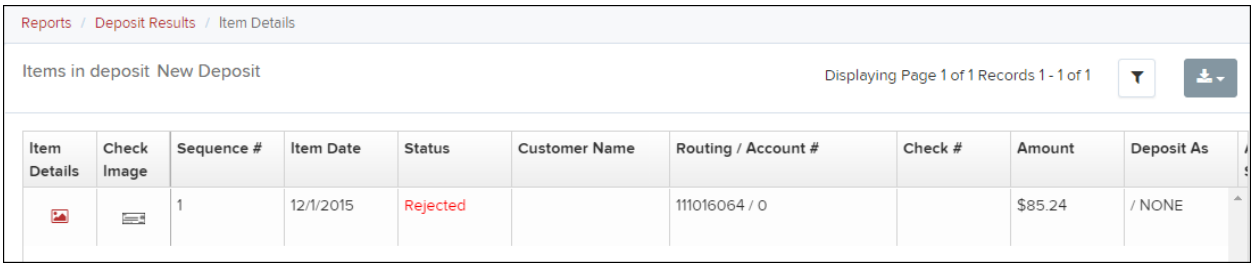


FIGURE 23 - ITEM DETAILS PAGE

A transaction's status indicates where the transaction is in the deposit process. The following table describes all the potential statuses that an item can be in.

Status	Definition
Deposited	The item has been sent to transaction processing and will be processed with the batch/deposit at the designated cutoff time.
Duplicate	The item has been identified as a duplicate of an item that has already been processed within the last 75 days and, therefore, will be rejected from the batch/deposit.
Error	An internal error has occurred within the system. Contact your first line of support.
In Review	The item is waiting for MICR repair or amount key entry. Once those steps have been completed, the status will then change accordingly.
Needs Rescan	The image quality of the check is poor or is a partial image and will need to be rescanned.
Open	The item has been scanned with no problems in an open batch/deposit.

© 1999-2017 Jack Henry & Associates, Inc.®

Status	Definition
Rejected	The item has been rejected and will not be processed. An item can be rejected for the following reasons: • Invalid MICR • Invalid document • Invalid payment origin • Duplicate item • Batch/Deposit out of adjustment range • Item is above a user's Dual Authorization limit • Item is above a merchant's Velocity limit

7. Select the icon under **Item Details** to view the *Batch Item Details* page, which has information about the item in relation to the batch.

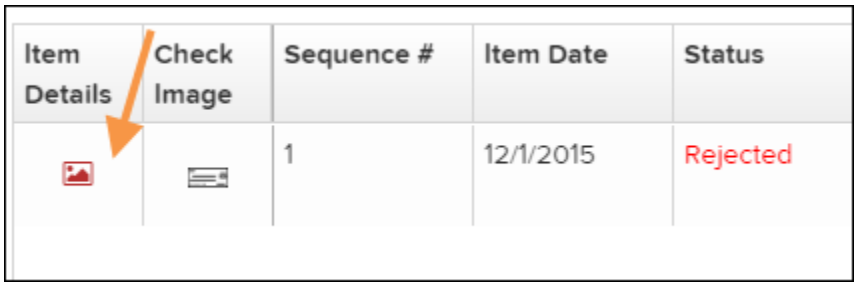


FIGURE 24 - ITEM DETAILS ICON

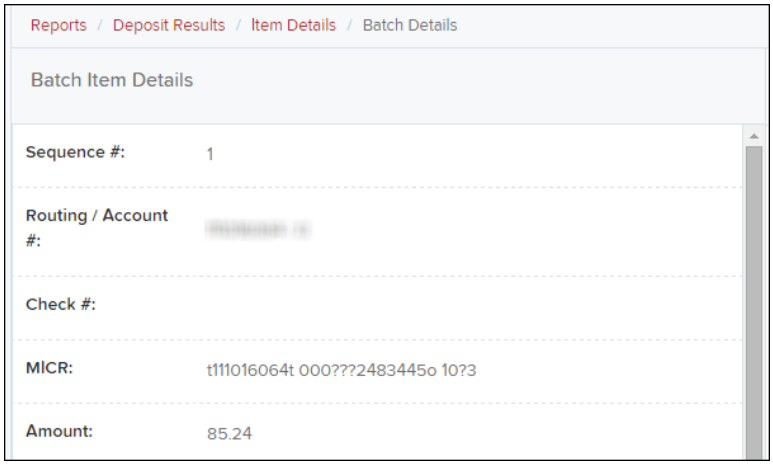


FIGURE 25 - BATCH DETAILS

8. Select the icon under **Check Image** to see specific item detail information (see figure below).

© 1999-2017 Jack Henry & Associates, Inc.®

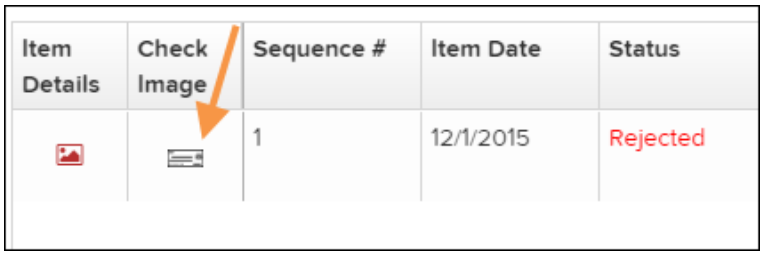


FIGURE 26 – CHECK IMAGE ICON

9. On the *Batch Item Details* page, select **Show Event History** to see the automated steps/processes the transactions has been through.

Credits and Debits to Your Merchant Settlement Account

The *Credits and Debits to Your Merchant Settlement Account* report is a date range report that identifies the deposits made on the indicated date(s). The report will also display the individual transaction amounts that make up a deposit and specific details of a transaction.

1. Log in and select **Reports** from the top of the page.
2. Under **Merchant Settlement Accounts Reports**, select **Credits and Debits to Your Merchant Settlement Account** (as shown below).

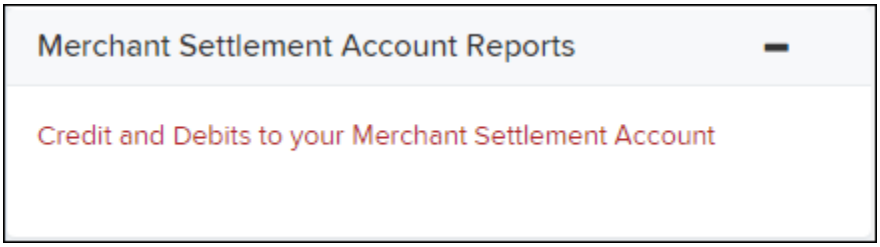


FIGURE 27 - CREDIT AND DEBITS TO YOUR MERCHANT SETTLEMENT ACCOUNT

3. The *Merchant Settlement Account Reports* search criteria appears. Select a **Location ID** to pull report information from. Select a date range using either the **Quick Pick** option with a list of pre-set date ranges, or the custom option by entering a **Start Date** and **Start Time** and the **End Date** and **End Time**.

© 1999-2017 Jack Henry & Associates, Inc.®

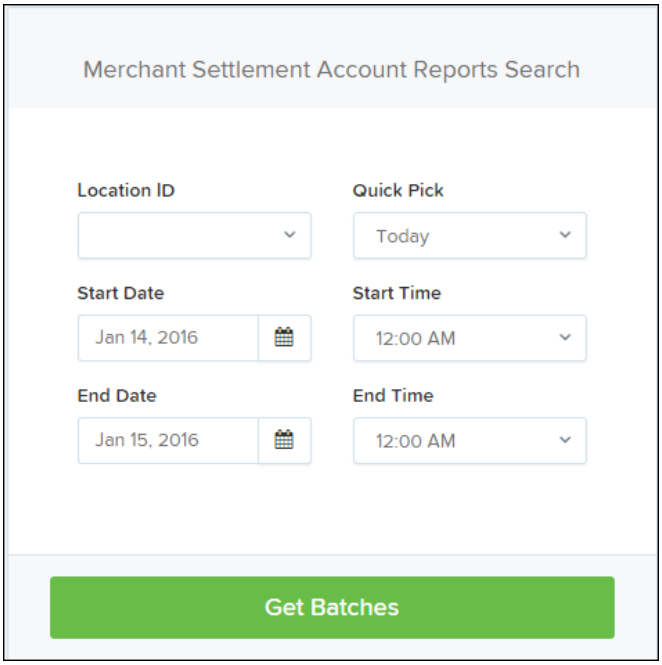


FIGURE 28 - MERCHANT SETTLEMENT ACCOUNT SEARCH CRITERIA

4. Select **Get Batches**.

5. Select **View** under the *Batch Details* column to view the *Batch Details* page. From the *Batch Details* page, select **View** under the *Transaction Details* column to see more information about that particular transaction in the batch.

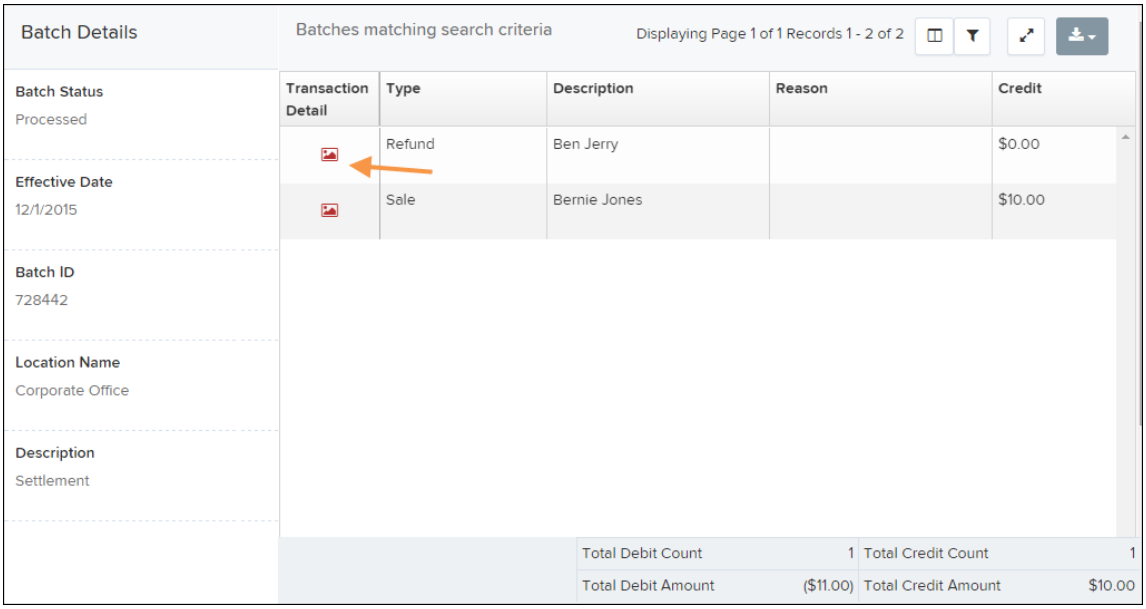


FIGURE 29 - BATCH DETAILS PAGE

© 1999-2017 Jack Henry & Associates, Inc.®

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

6. Navigate back in your browser to return to the *Merchant Settlement Account Results*. From here, select the icon under the *Report* column to see a PDF report with the transaction(s) that make up the deposit total displayed below the report.

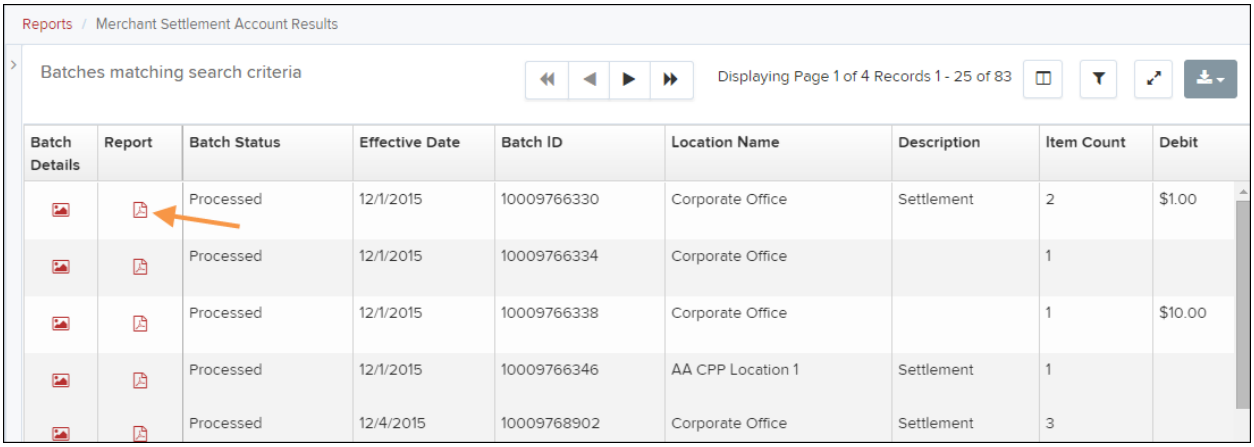


FIGURE 30 - RESULTS WITH REPORT OPTION

© 1999-2017 Jack Henry & Associates, Inc.®

Standard Reports

Standard reports are pre-defined daily reports. They can provide you with information about notices of changes received, your daily ACH return items and charge backs, as well as items settled that day. To generate these reports, follow the steps below.

1. Log in and select the **Reports** tab from the left main menu.
2. Under the section *Standard Reports*, select the report you wish to run from the list displayed.

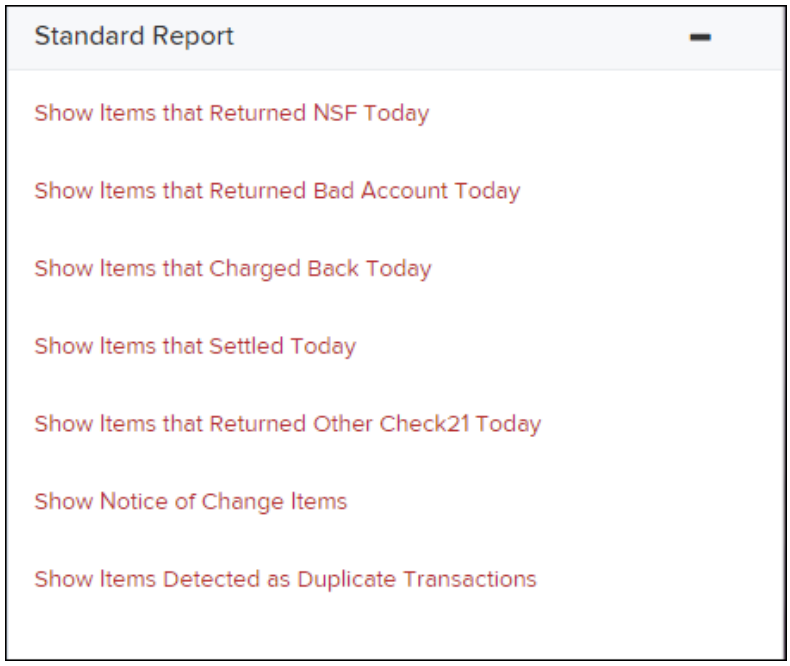


FIGURE 31 - STANDARD REPORTS LIST

3. Once you select a report, it will run automatically with preset criteria in the report filters.
   a. To make a temporary change to the report criteria:
      i. Adjust any filters, as needed.
      ii. Select **Run Report**.
   b. To make a permanent change (saving the report template):
      i. Adjust any filters, as needed.
      ii. Adjust the name of the report and select **Save to My Reports**.

© 1999-2017 Jack Henry & Associates, Inc.®

Recurring Payment Reports

There are two recurring payment reports available: *Show Recurring Payments That Are Disabled* and *Recurring Payment Due*. Each report lists previous and/or current accounts set up on a recurring payment or credit plan.

FIGURE 32 - RECURRING PAYMENT REPORTS

Recurring Payments That Are Disabled

The *Recurring Payments That Are Disabled* report lists those accounts that no longer have funds being debited from or credited to their accounts.

1. Log in and select **Reports**.
2. Under the heading *Recurring Payment Reports*, select **Show Recurring Payments That Are Disabled.**
3. The *Recurring Payment Reports* page appears. Select a **Location** from where to pull information for the report.

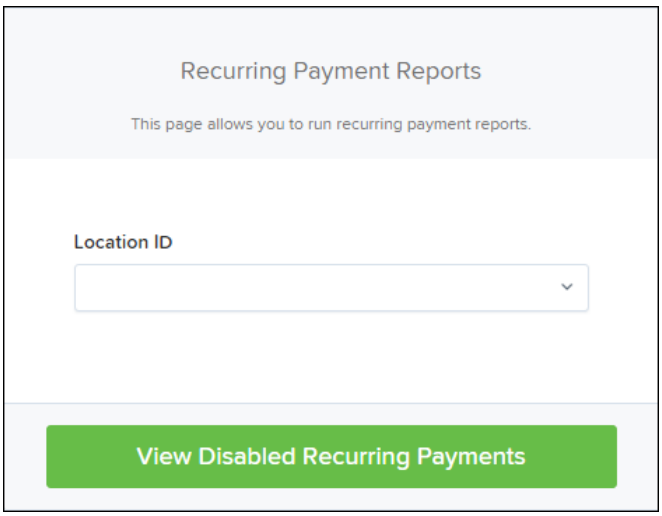


FIGURE 33 - SELECTING A LOCATION FOR A RECURRING PAYMENT THAT IS DISABLED REPORT

4. Select **View Disabled Recurring Payments**. The recurring payments that are disabled appear. Select the icon under the *View* column to see the recurring payment details.

© 1999-2017 Jack Henry & Associates, Inc.®

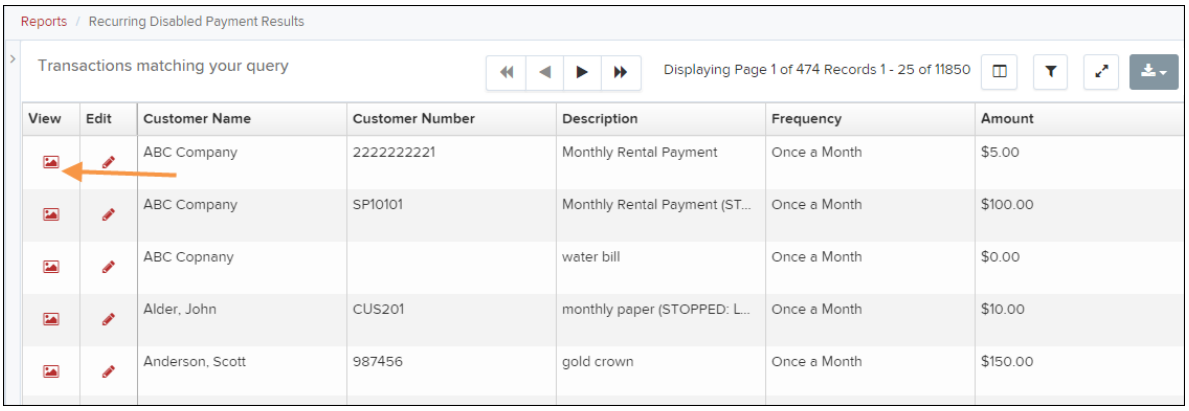


FIGURE 34 - RECURRING PAYMENTS THAT ARE DISABLED WITH VIEW OPTION

The *Recurring Payment Information* page appears, with the *Audit History*. Select the **Edit** option to make any changes to the information for this transaction. The **Edit** option is also available from the main results page.

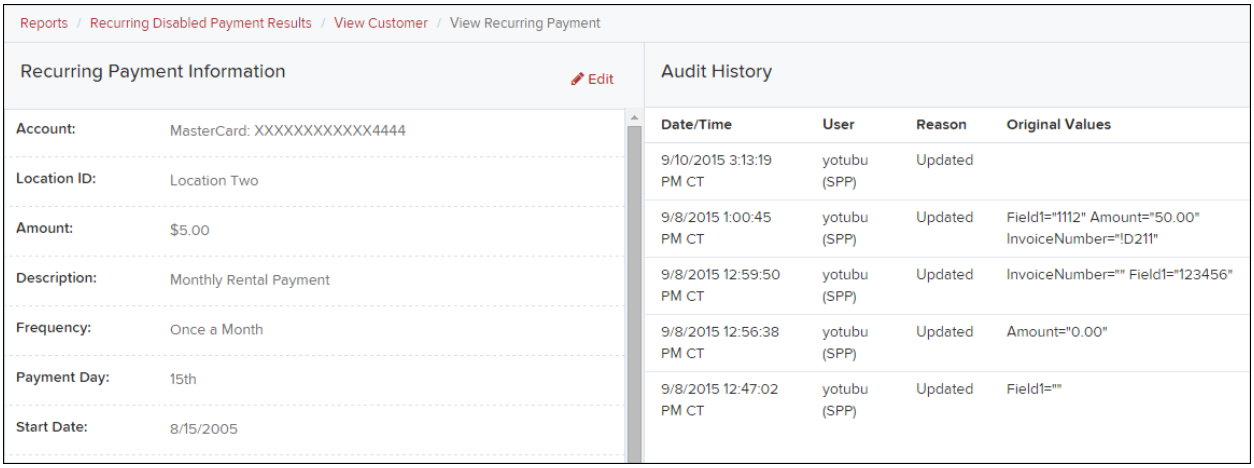


FIGURE 35 - RECURRING PAYMENT INFORMATION PAGE

5. Select **Update** to save all changes.

Recurring Payment Due Report

The *Recurring Payment Due* report is a date range report that lists all accounts with active recurring payments set up. They can be future payments due or payments that have been made in the past.

1. Log in and select **Reports**.
2. Under *Recurring Payment Report*, select **Recurring Payment Due**.
3. The *Recurring Payment Reports* page appears. Select a location from which to pull information for this report. Select a date range using either the **Quick Pick** option with a list of pre-set date ranges, or the manual option in which you may specify the **Start Date** and **Start Time**, and the **End Date** and **End Time** options.

© 1999-2017 Jack Henry & Associates, Inc.®

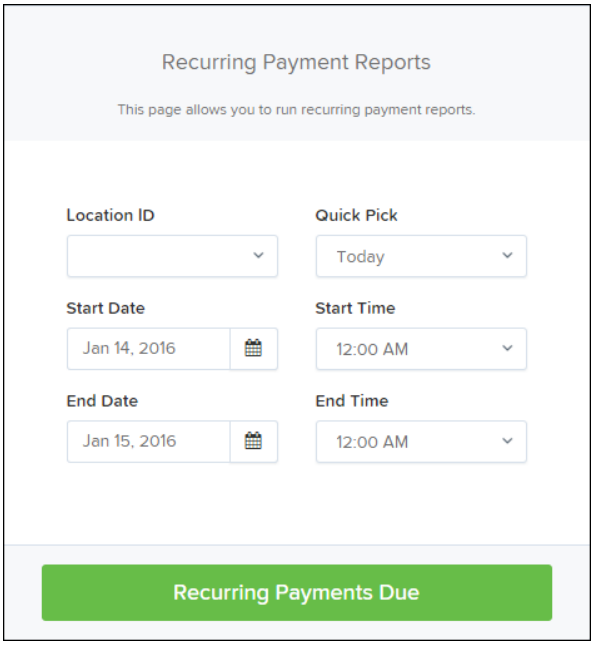


FIGURE 36 - LOCATION OPTION FOR RECURRING PAYMENTS REPORT

4. Select **Recurring Payments Due**. The system will generate a list of payments that have set up a recurring arrangement.

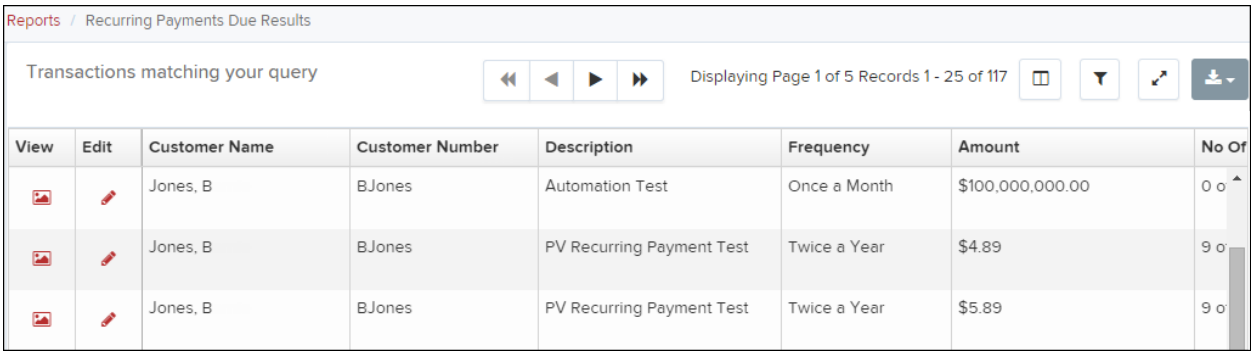


FIGURE 37 - RECURRING PAYMENTS REPORT RESULTS

a. Select the icon under the *Edit* column to edit this payment on the *Edit Recurring Sale* page.

b. Select the icon under the *View* column to see more information about this payment on the *View Recurring Payment* page.

© 1999-2017 Jack Henry & Associates, Inc.®
February 2017