

Lockbox User Guide

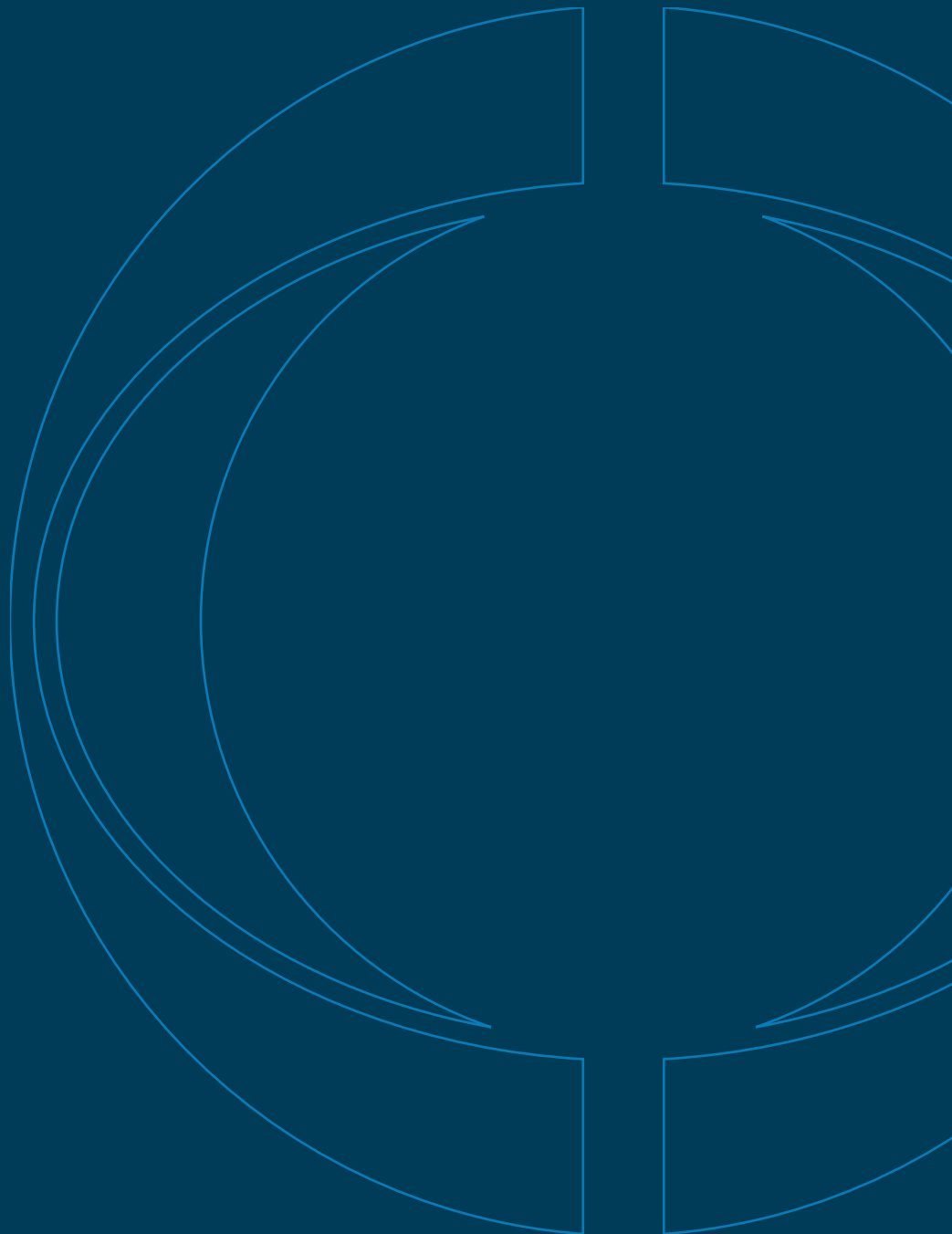


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Login

At www.bancofcal.com, select Online Banking, then Business Online Login.

Type in your Company ID number and user ID. Click Continue.

Sign in to Business Online

Company ID:

User ID:

Continue


☐ Remember Company ID

Need Help?
Contact us at 855-351-BANC (2262).

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Under Account Services, Select Lockbox


BANC OF CALIFORNIA

[Welcome](#)
[Account Services](#)
[Administration](#)

Hi, Nick 2 | [Sign Off](#)
Last Login: Jun 30, 2023, 4:13:56 PM ET

FDIC FDIC-insured - Backed by the full faith and credit of the U.S. Government

[Lockbox](#)
[Administration](#)

[Approvals](#)

Accounts Summary

You are not entitled to view any account balances. Contact your administrator to gain account access.

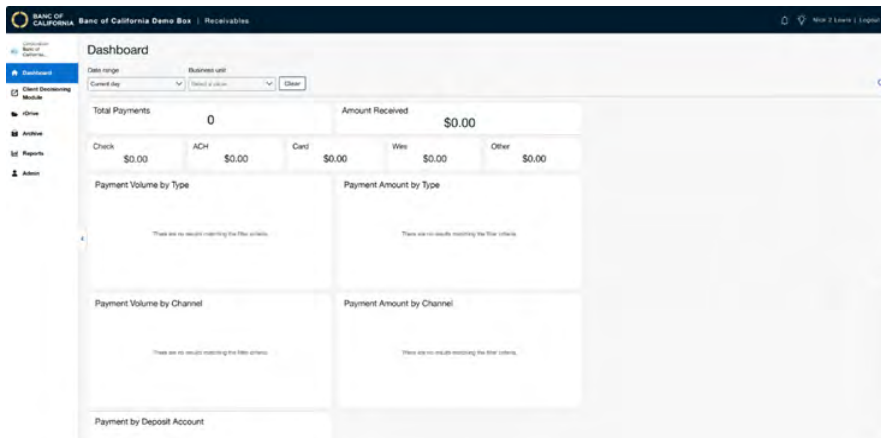
Alerts and Messages

Password Changed
06/18/2023 04:57:33 PM (ET)
[View All](#)

[Disclosure](#) | [Privacy Policy](#)

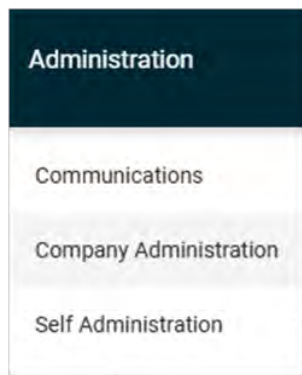
[Need help? Contact us.](#) +

Lockbox Service will open in a new window.



User Administration

1. Under **Administration** select **Company Administration**.

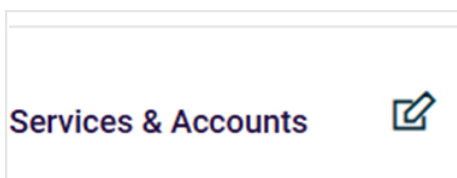


2. Under **Manage Existing Users** locate the user and click on their User ID.

To manage a user's profile, roles, service & accounts, system access, or change limits, click on the appropriate user ID. Disabled users can only be unlocked by contacting your financial institution.

User ID	First Name	Last Name	Status
TESTUSER1	testuser1	testuser1	Active
TESTUSER	testuser	testuser	Active

3. Select the  next to **Services & Accounts** to edit the **User's Services**.





- Under services, locate **Lockbox** and select the  to add the Lockbox Service.

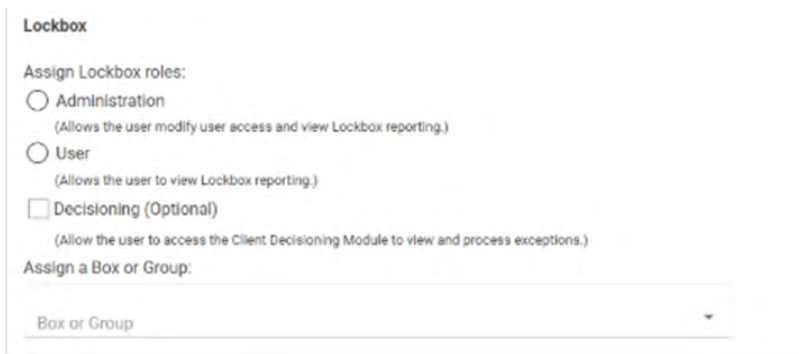


- Select the User Role, Decisioning (Optional) and assign Lockbox from the dropdown. The search results will be displayed under the search filters.

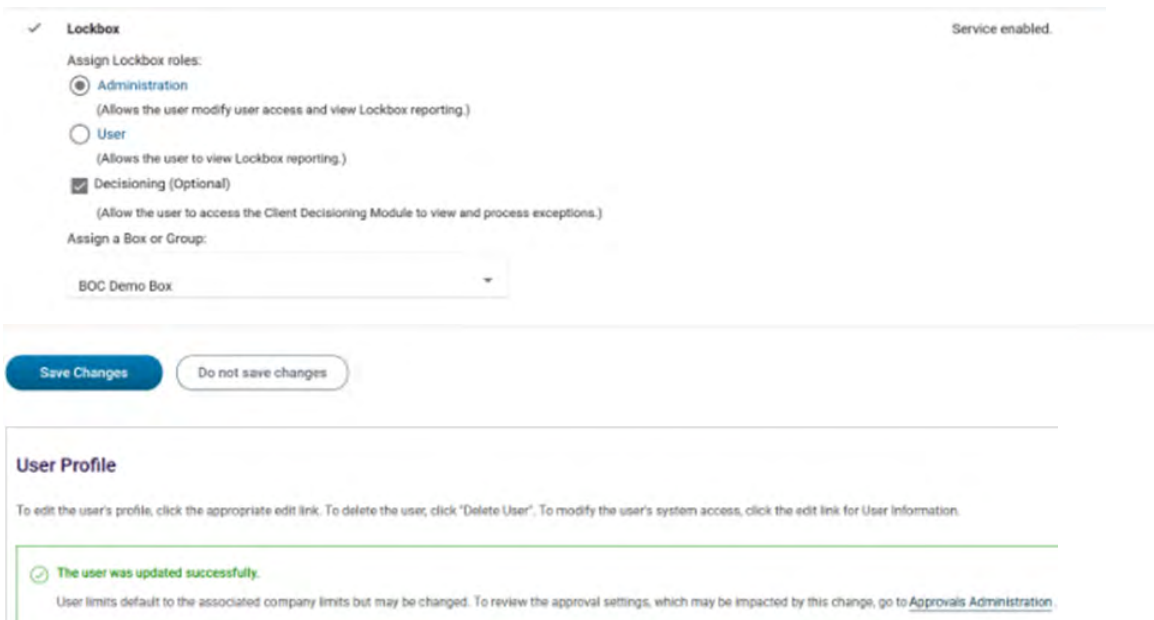
Administration: Allows the user modify user access and view Lockbox reporting

User: Allows the user to view Lockbox reporting

Decisioning (Optional): Allows the user to access the Client Decisioning Module to view and process exceptions. (Note: You will only see this if your company is entitled for this Service)



- Once finished, select, Save Changes at the bottom of the screen. You'll see a successful confirmation message.

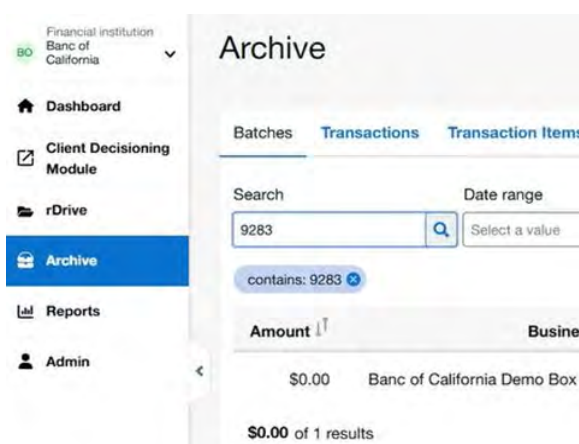


Archive

The Archive is utilized to search for batch, transaction, and item information.

- **Batches Tab** – Search the archive for batches. The batches contain transactions and items. The Batch page summarizes the data at the batch level. On this table, if the results columns are batch level fields, then the results table will show the batch level information; if a transaction or item level field is added the column will be blank.
- **Transactions Tab** – Search the archive for transactions. Transactions will contain the items processed within that transaction. The Transaction page summarizes the data at the transaction level. On this tab the results table displays information on only the first payment in a transaction. If there are no payments in a transaction, then the first non-payment transaction information would be displayed.
- **Transaction Items Tab** – Search the archive for items (stubs, payments, etc.). The transaction items page lists ALL items on the results table.

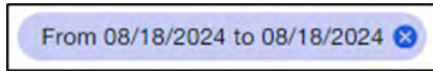
Users can view images and review details of items. Organizations can only view the numbers of viewing days of data configured for the organization. The archive is accessed by selecting Archive from the menu on the left which will display the search page. The archive is automatically filtered to the current day.



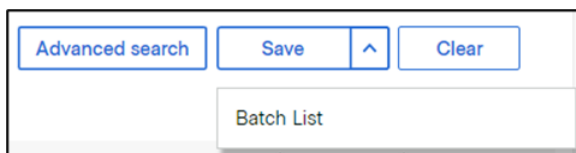
The archive displays items for the selected organization. Default results columns are displayed, but these can be customized which will be shown later in this document. Columns can be sorted ascending or descending. The Transactions page can be viewed by selecting the **Transactions** tab.

Search Options

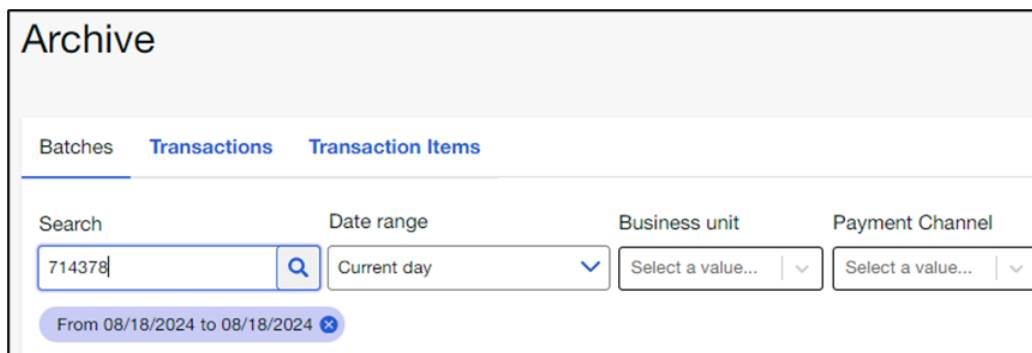
The automatic date filter can be removed by selecting the **X** to remove the filter below the filter boxes. When the filter is removed, the results will include all dates. Searching across all dates may require a long period of time.



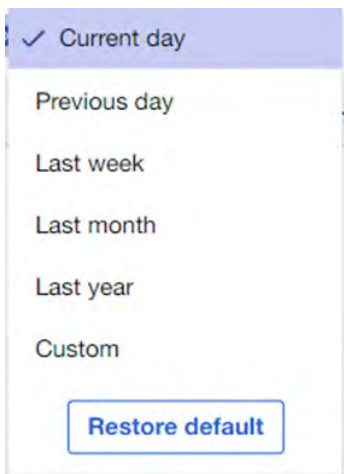
The user can also search with previously saved searches using the Save option in the **Batches**, **Transactions** or **Transaction Items** tabs.



Use the freeform **Search** field highlighted below to search for any part of the data in the displayed search results fields. Text and numbers are allowed in the search. The search can be filtered by a date, Business Unit, Payment Channel or Payment Type. Date fields can be searched using the following formats: mm/dd/yyyy, mm-dd-yyyy, yyyy/mm/dd, mm-dd-yy, yyyy-mm-dd, and mm dd yyyy.



The search filters on the Archive screen are defined below. These options are the same across all search tabs.

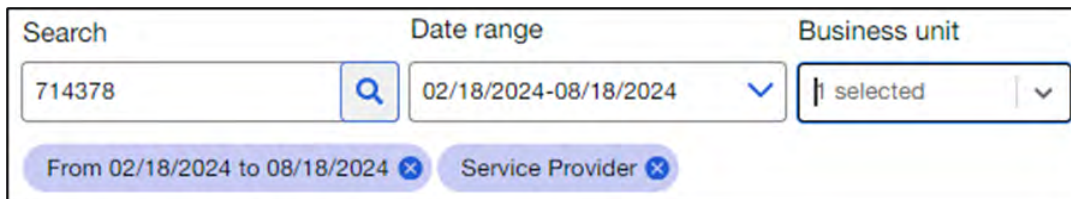
Field	Details
Search	The Search option allows a freeform text search of any of the values in the columns of data displayed in the search results.
Date Range 	Deposit Date in the Date range of the search range. The default selection is Current day. The date range is calculated using the user's current date. <ul style="list-style-type: none"> • Current day – current day is both start and end date. • Previous day – current day minus 1 for both start and end date. • Last week – current day minus 7 days for the start date, while current day is the end date. • Last month – current day minus 30 days for the start date, while the current day is the end date. • Last year – current day minus 365 days for the start date, while current day is the end date. • Custom – allows the user to select a start and end date range. • Restore Default – restores the Date range filter to Current day.
Business Unit	The client to whom the payment was made.
Payment Channels	The configured payment channel where the payment came from (lockbox, Bill Pay, etc.).
Payment Types	The type of payment type for this item.
Advanced Search	Create a search using standard and customized fields. This search will be able to search custom fields made on all lower levels of the organization.
Save	Create or apply a saved search.
Cleas	Select this option to clear all the filters including the date field.






Search Steps

1. From the left menu, select **Archive**.
2. Select the appropriate search tab: **Batches**, **Transactions** or **Transaction Items**.
3. Enter data in the Search field and adjust filters for the item being searched for. The Search field will search across all column data located in the search results fields below.

NOTE: This basic search searches only the fields in the results columns displayed. An Advanced Search is able to search fields within the database. This search will only search for results in the selected tab, for example, if in the Batch tab it will not search for matching transactions as it will search for batch information and not transaction or item information. If the user needed to search for an account number, since it is located on an item, the Transaction or Item page should be used to search.

As filters are selected, the pills on the screen will be updated and the search results will be automatically displayed. Only one Date Range can be selected at a time, but the user can select multiple Business Units and Payment Channels.



Search	Date range	Business unit
714378 	02/18/2024-08/18/2024 	selected 
From 02/18/2024 to 08/18/2024  Service Provider 		

NOTE: Clear can be used to clear all search fields and filters.

4. Click the magnifying glass or press [Enter] to perform the search.

The search results will be displayed under the search filters.

If this is a common search, the search can be saved. Save Search is discussed later in this

View Search Results

The archive search can be performed on the Batches, Transactions or Transaction Items tabs. The Search Results displayed can be customized in each tab. The customization process is discussed later in this document.

Batches

Transactions

Transaction Items

Export

Search

Date range

Business unit

Payment Channel

97656304

02/01/2024-08/18/2024

Select a value...

Select a value...

Advanced search

Save

Clear

From 02/01/2024 to 08/18/2024

contains: 97656304

Columns

Batch ID	Amount	Business Unit	Payment Channel	Deposit Date	Batch Number	Transaction Count	Account
432199	\$31,060.00	Service Provider	Lockbox	04/24/2024	97	10	97656304

View

The search results of all tabs will be sorted by Deposit Date, Source Batch ID, Transaction Sequence and Item Sequence. To view images click View on the row of the batch/transaction/item.

Account
97656304 View

The View options vary depending on if the user is viewing the Batches, Transactions or Transaction Items tabs. Each view option is described below.

Batches Tab View Options



In the Batches tab, if the user selects **View** and there are images associated with the batch, the user will see two options: **Transactions** (displays Transaction Summary page) and **All images** (displays a preview of all images). If there are not any images, only **Transactions** will be displayed.






123456781 View	Account View
Transactions	222211842 View
All images	7 Transactions

Batch totals include the total payment amounts in the batch, or the applied amount of the payments; it does not include stub record data in the totals.



If the user clicks **All images**, they will see a preview of all images for the batch.

Transactions Tab View Options


In the **Transactions** tab, the transaction is listed with the total amount of the payment as the applied amount. The user can select the View Image  icon to view images, or the View Truncation Details icon  to be navigated to the **Transaction Details** page.

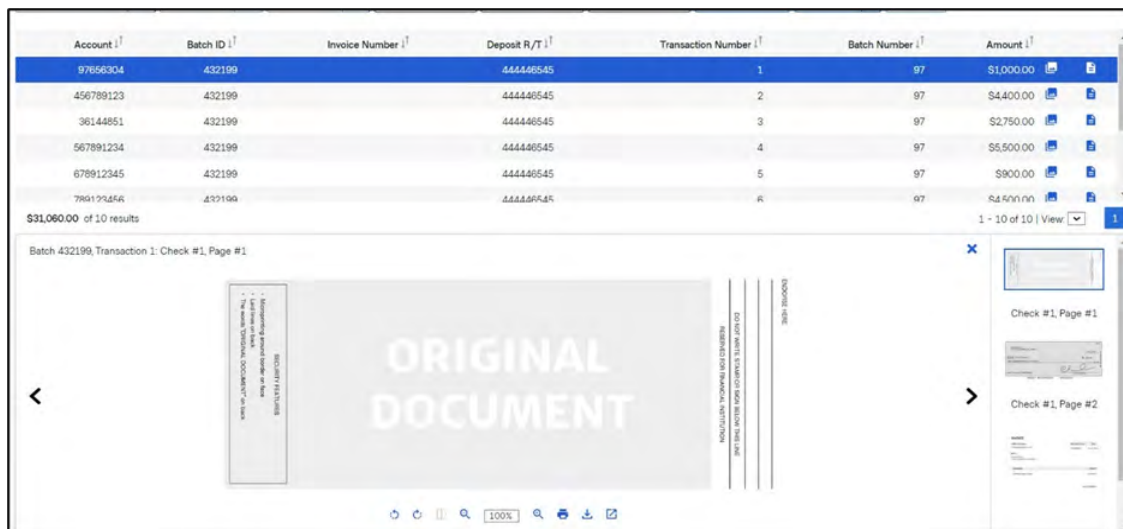
Amount 
\$1,000.00  
\$4,400.00  

Click on the Transaction Number to be navigated to the transaction in the Transaction Items tab.

Transaction Number 	Account 
1 123456789	
2 123457779	

View Transaction Images


Transaction images can be viewed by selecting the  icon next to the transaction in the Transactions tab. This will display an image viewer at the bottom of the screen.



The images can be navigated by clicking the left or right arrow on either side of the image, or by clicking the image/item in the right most pane.

Buttons are displayed at the bottom of the image. From left to right, this will allow the user to: rotate right, rotate left, flip, zoom in, zoom out, print image, download image, and open image in a new tab.

Transaction Details

The Transaction Details screen is displayed when the user selects the view  icon from the transaction search results screen.

Archive > Transaction Details

Transaction Details

Print

Payment Total: \$1,000.00
Batch ID: 432199
Business unit: Utility Company
Batch number: 97
Deposit date: 02/01/2024
Transaction: 1

Notes
There are currently zero notes for this transaction
Add Note

Transaction Items

Sequence	Item type	Amount	Item details	
1	Check	\$1,000.00	Account 97656304	Applied OpId [ron,'cc2'] Audit Trail [P0,'vel','key','A2','vel','key','S1','afe','ron','A7','afe','ron','S2','cc2','ron','S1','ccs','ron',''] View image
View more details				
2	Invoice	\$1,000.00	Amount Due \$1,000.00	Applied OpId [ron,'cc2'] Audit Trail [A1,'afe','ron','A9','afe','ron','S5','cc2','ron','A4','act','ron','A9','p1','ron','A1','p1','ron','A3','p1','ron','A6','x1','ron','B1','x1','ron','A2','x1'] View image

Item Details fields vary greatly depending on the fields configured for this client. Standard fields are defined in the Results section of this document

1. Click **View more details** to review additional fields for this item.

Transaction Items

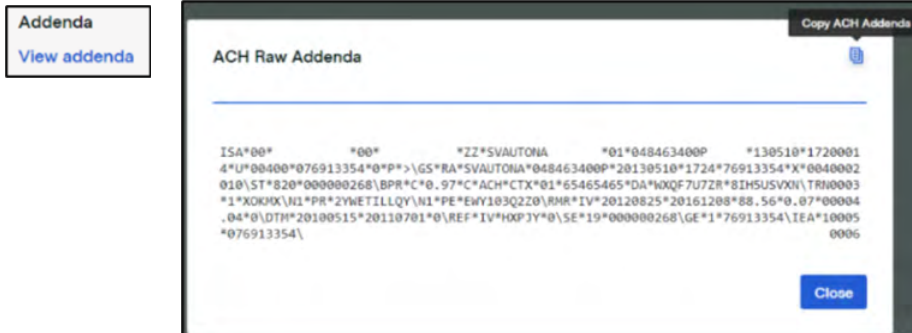
Sequence	Item type	Amount	Item details
1	Check	\$1,000.00	Account 97656304

View more details

2. Click **View Fewer Details** to hide details again.

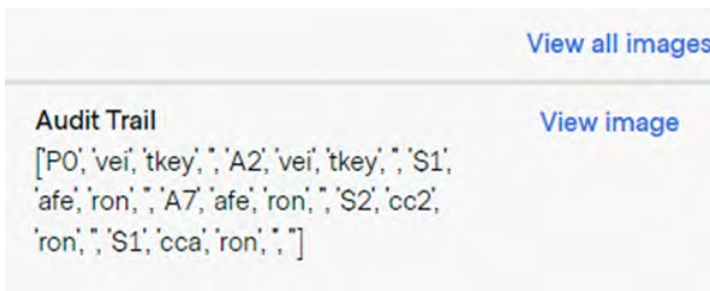
P2 Pocket Sequence Number
1
Pocket Cut ID
43219604001
Site ID
1
Work Type
Singles
View fewer details

NOTE: If addenda data exists for an item, the **View Addenda** link will display the raw addenda data in a popup.

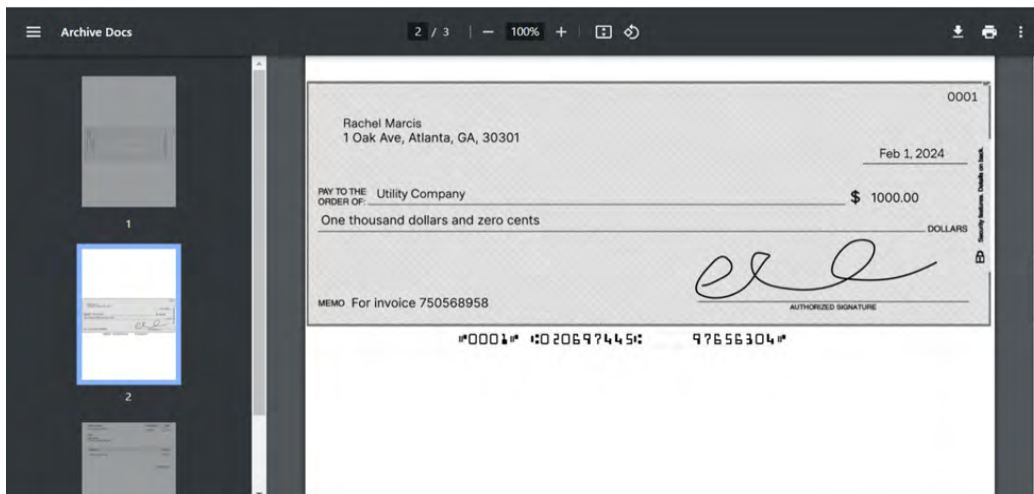


Transaction Details - View Images

On the Transaction Details page, View all images can be selected to view the images of the transaction.

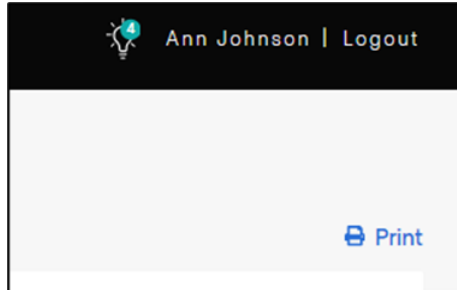


View all images will display all images in the transaction in a PDF Viewer (front and rear images).

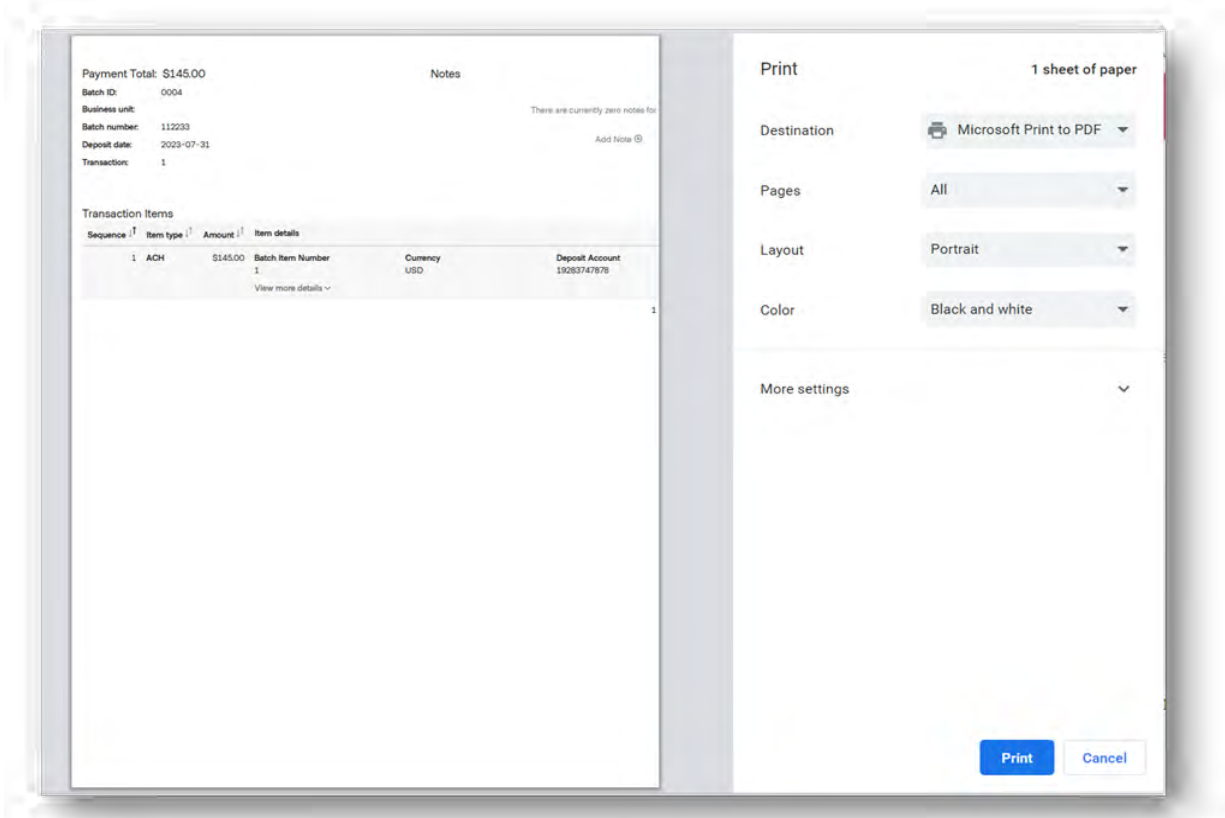


Transaction Details - Print

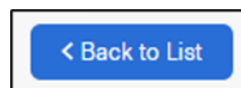
Print can be selected from the upper right to print the transaction details.




The **Print** screen will be displayed. This will print everything that was currently displayed on the Transaction Details page. Select printer options and click **Print** to print the image to paper or PDF.

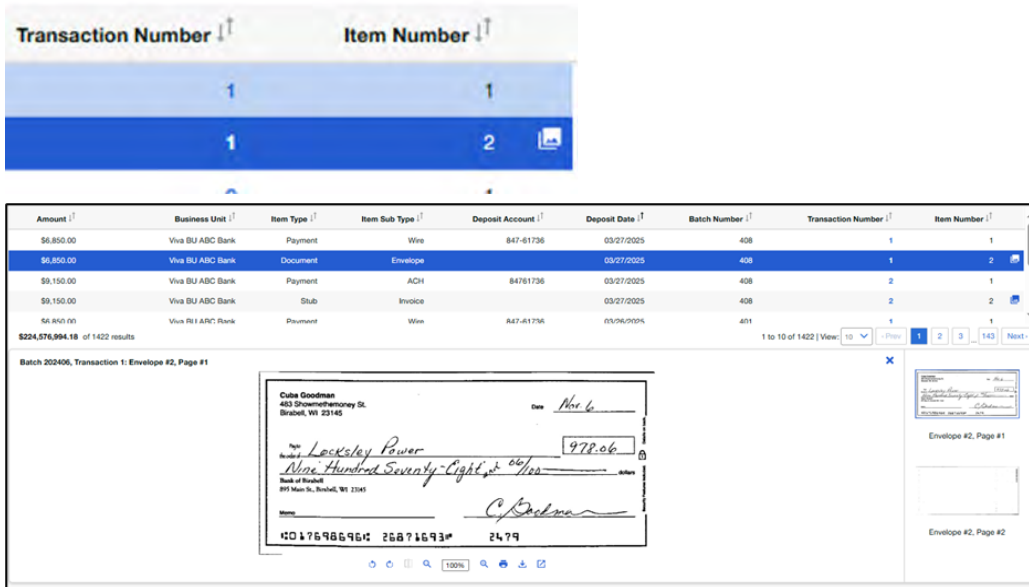


On the Transaction Details page, select **Back** to List from the bottom left to return to the archive search results.



Transaction Items Tab View Options

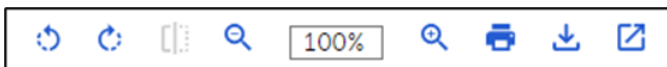
In the Transaction Items tab, the user can view the transaction by clicking the blue number in the Transaction Number column. The user has the option to view the item  with the Image Viewer then displayed at the bottom of the screen.



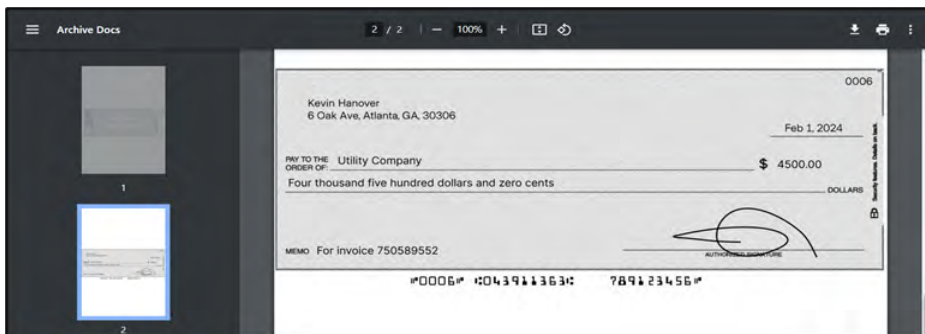
The screenshot shows a table with columns: Amount, Business Unit, Item Type, Item Sub Type, Deposit Account, Deposit Date, Batch Number, Transaction Number, and Item Number. The Transaction Number column has blue numbers (1, 2) that are clickable. Below the table, a detailed view of a selected transaction is shown, including a check image and a right-hand pane with 'Envelope #2, Page #1' and 'Envelope #2, Page #2'.

The images can be navigated by clicking the left or right arrow on either side of the image, or by clicking the image/item in the right most pane.

Buttons are displayed at the bottom of the image. From left to right, this will allow the user to: rotate right, rotate left, flip, zoom in, zoom out, print image, download image, and open image in a new tab.



If the user selects **View image**, the image of the item will display in a PDF Viewer (front and rear images).

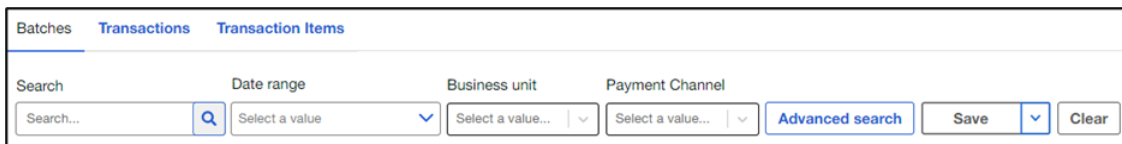


Advanced Search Steps

Advanced Search is available on the Batches, Transactions and Transaction Items archive tabs. Advanced Search allows users more flexibility in searching various field types with adjustable filters. The same fields are available on advanced search and columns on each of the tabs. This is to allow the user access to all fields when setting up their archive search pages. Each page's search is designed to support the relevant level of search batch, transaction, or item. Using the Advanced Search, organizations can search custom fields created at lower levels of the organization. Results columns will only display columns/fields for which there is data.

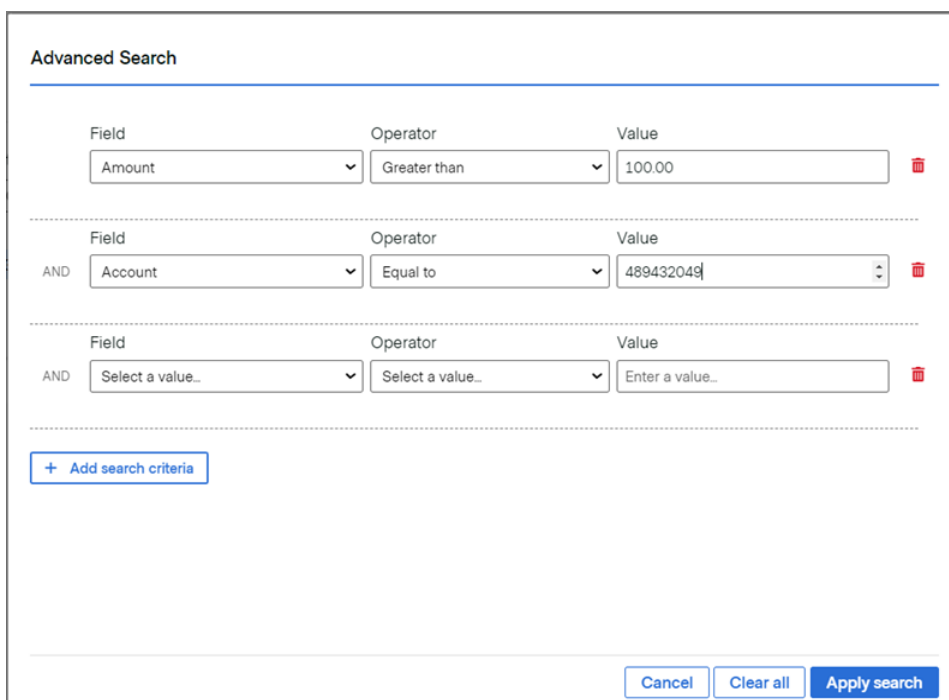
Normally the search fields the user is using in the Advanced Search would also be defined to display in the Columns/results area, otherwise when searching that field, it may not seem immediately clear why that result was displayed without drilling down further in the batch, transaction or item. Also, if searching for an account number on the Batch page, only the first payment in the batch displays in the results grid and it will not search all items in the batch, therefore it is not best practice to search for an account number on the Batch tab, but more likely on the transaction or item page.

1. Select Advanced search on the Archive screen.



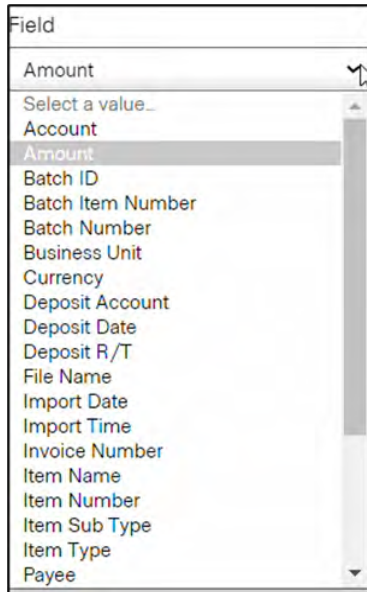
The screenshot shows the top navigation bar with tabs for 'Batches', 'Transactions', and 'Transaction Items'. Below the tabs is a search bar with a 'Search' label and a magnifying glass icon. To the right of the search bar are dropdown menus for 'Date range', 'Business unit', and 'Payment Channel'. Further right is an 'Advanced search' button, followed by 'Save', 'Clear', and a dropdown arrow.

The Advanced Search screen displays.



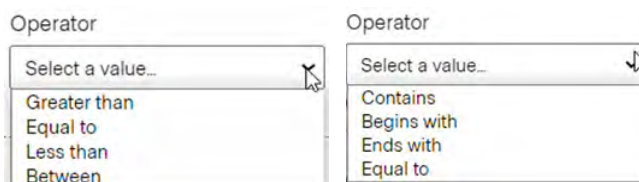
The screenshot shows the 'Advanced Search' screen. It has a title bar 'Advanced Search' and a search criteria table. The table has three columns: 'Field', 'Operator', and 'Value'. The first row has 'Amount' in the Field column, 'Greater than' in the Operator column, and '100.00' in the Value column. The second row has 'AND' in the Field column, 'Account' in the Operator column, and '489432049' in the Value column. The third row has 'AND' in the Field column, 'Select a value...' in the Operator column, and 'Enter a value...' in the Value column. There is a '+ Add search criteria' button at the bottom left. At the bottom right are 'Cancel', 'Clear all', and 'Apply search' buttons.

2. Select the Field dropdown and select which field to search on. Typical field definitions can be found in Results Fields. The fields displayed here were configured for this item and can vary.

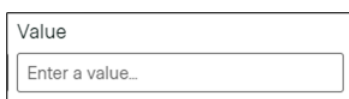


NOTE: If a field name does not display on the list and the field is newly configured, new field names do not retroactively display on files imported prior to the configuration change.

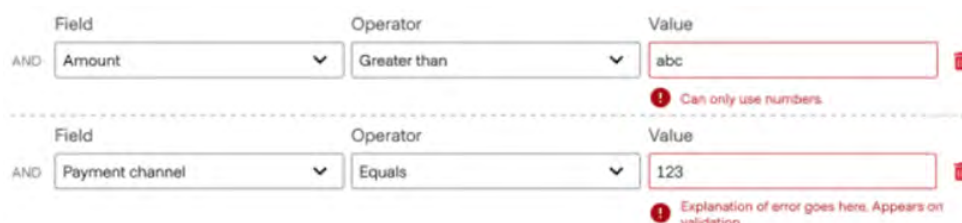
3. Select the **Operator** dropdown and select the operator function to use in the search. If the field is numeric or a date field, the options are **Greater** than, **Equal** to, **Less** than and **Between**. If this field is alphanumeric, the options are Contains, Begins with, Ends with and Equal to.



4. In the **Value** field, enter a value to use in the search operation.



Validation is performed on the Value fields. If incorrect data is entered, an error will occur.



5. If more search criteria should be added to this search, fill in the next line of **Field**, **Operator** and **Value**.

More search criteria than the default 3 lines can be added by selecting Add search criteria. Currently only AND is an available search criteria operator, though OR will be available in a future release.

Lines of search data that are not filled in will be ignored during the search.

6. After all search criteria have been entered, click Apply Search.

Pills of the search criteria will display above the search results.

Search

Deposit Date equal to: 02/07/2024

Batch ID ↓↑	Amount ↓↑	Business Unit ↓↑	Payment Channel ↓↑	Deposit Date ↓↑
418495	29,749.58	Utility Company	Lockbox	02/07/2024

Edit advanced search can be used to return to the **Advanced Search** screen and modify the search, or **Clear** can be selected to return to the default Search screen and automatically clear all search options.

Save Search

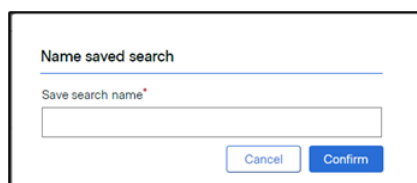
After a search is performed, it can be saved using the Save option. The Save feature saves search criteria, the table column list and order active at the time the user saves the search. Searches are saved only for the user's active archive page (Batches, Transactions or Transaction Items). Save Search names must be unique per page. Saved searches are saved on the tab as well as under My Payment Reports on the report page (if the user has access to the report page).

Search

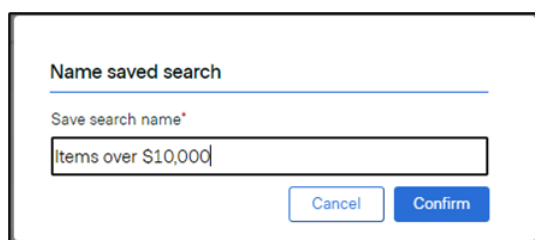
Deposit Date equal to: 02/07/2024

Batch ID ↓↑	Amount ↓↑	Business Unit ↓↑	Payment Channel ↓↑	Deposit Date ↓↑
418495	29,749.58	Utility Company	ACH	02/07/2024

1. Click **Save**. The following screen displays.



2. Provide a name for the search and click **Confirm**.



NOTE: Currently this is only saved under the user account and cannot be shared among users.

Once saved, the **Save** button will change to **Saved** and will have a blue background. This search is currently applied to the archive screen.

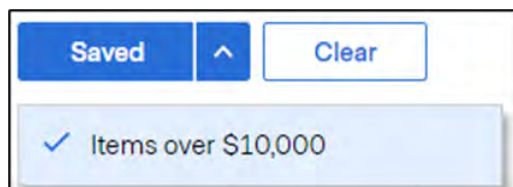


The user can click **Clear** to remove the saved search, which will reset the search options and results columns to the default for this user.

Select a Saved Search

Once a search has been saved, the saved searches can be selected by a user.

1. To select a previously saved search, click the chevron next to **Saved**. If there is a search that is currently active and applied on the screen, it will display with a checkmark and will be highlighted.



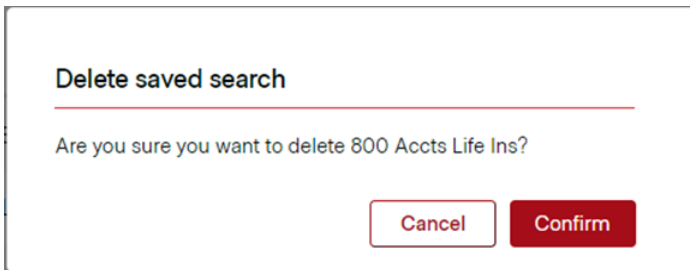
2. Select the saved search to apply. The search options will automatically apply, and search results will be displayed.

Delete a Saved Search

If the saved search becomes obsolete, it can be deleted.

1. Click the Saved chevron.
2. Select the search to delete.
3. Click the Saved option again.

A deletion message will display.

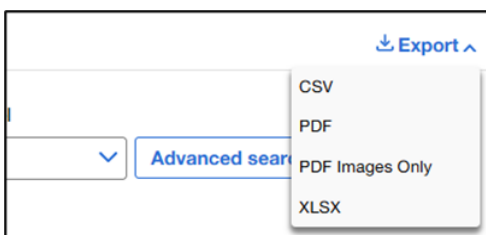


4. Click Confirm to delete the search.

Export Search Results

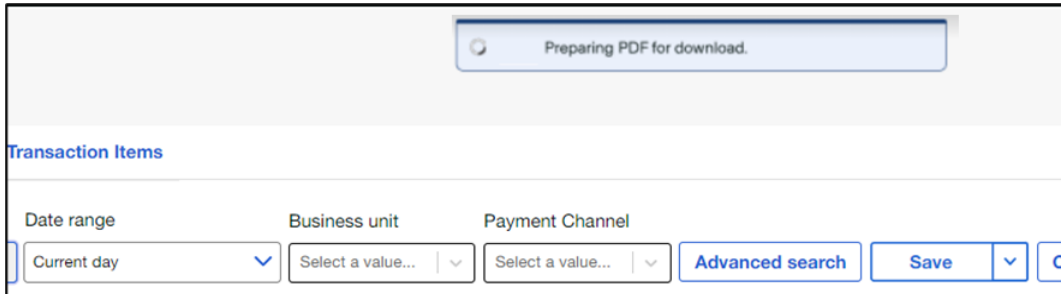
After the search results are displayed on the screen, the user can select to export a CSV, PDF or XLSX file containing the results.

1. On the search page, click Export on the right, and select the file type to download.



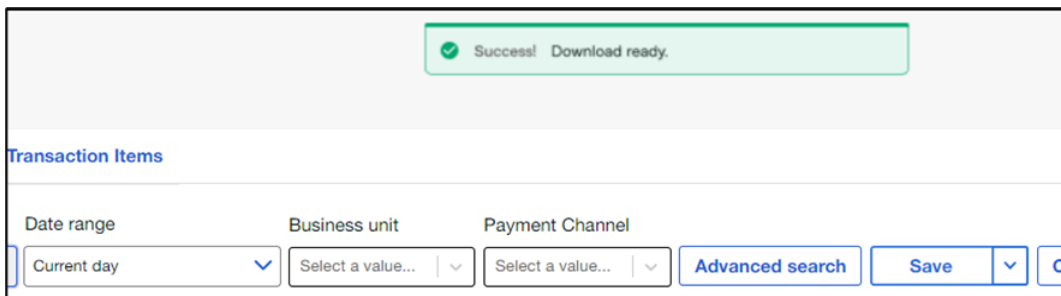
NOTE: All search results (including custom and standard fields) will be part of the download, even when there are multiple pages of data in the search results.

The user will receive a notification during their in-progress download, giving them a visual indication that the file download is in progress.



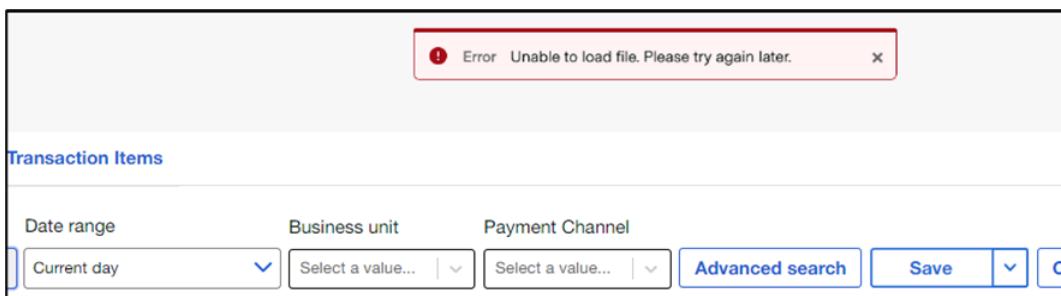
The screenshot shows a web interface for 'Transaction Items'. At the top, a light blue notification box with a circular progress icon contains the text 'Preparing PDF for download.'. Below this, the 'Transaction Items' section has three filters: 'Date range' (set to 'Current day'), 'Business unit' (set to 'Select a value...'), and 'Payment Channel' (set to 'Select a value...'). To the right of these filters are buttons for 'Advanced search', 'Save', and a dropdown menu.

Once the download is complete, the user will receive a Success notification that the download is ready. A new tab with the report in the selected format will open.



This screenshot is identical to the previous one, but the notification box at the top is green and contains a checkmark icon followed by the text 'Success! Download ready.'.

If a user leaves the archive page while downloading the search results, they will receive an Error warning notification. The user will be asked to confirm they want to leave the page because doing so will require them to reinitiate the download upon returning to the archive page.



This screenshot is identical to the previous ones, but the notification box at the top is red with a warning icon and contains the text 'Error: Unable to load file. Please try again later.'.

Below are examples of each type of file exported. Only columns displayed will print in the exported data.

CSV

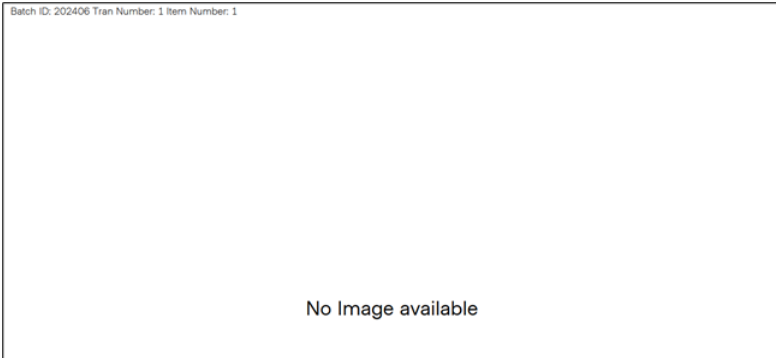
	A	B	C	D	E	F	G	H
1	Amount	Business Unit	Payment Channel	Deposit Date	Batch ID	Batch Nu	Transaction Count	
2	\$16,000.00	Viva BU ABC Bank	TEST B	3/27/2025	202406	408	2	
3	\$16,000.00	Viva BU ABC Bank	TEST B	3/26/2025	202406	401	2	
4	\$16,000.00	ABC Bank Viewing Days BU	TEST B	3/26/2025	202406	401	2	
5	\$1,000.76	Viva BU ABC Bank	TEST B	3/25/2025	303		2	
6	\$1,000.76	ABC Bank Viewing Days BU	TEST B	3/25/2025	303		2	
7	\$678.50	ABC Bank Viewing Days BU	TEST B	3/24/2025	304		1	
8	\$678.50	Viva BU ABC Bank	TEST B	3/20/2025	304		1	
9	\$678.50	ABC Bank Viewing Days BU	TEST B	3/15/2025	305		1	
10	\$678.50	Viva BU ABC Bank	TEST B	3/11/2025	305		1	
11	\$678.50	Viva BU ABC Bank	TEST B	3/10/2025	305		1	
12								
13								

PDF

Amount	Business Unit	Payment Channel	Deposit Date	Batch ID	Batch Number
\$16,000.00	Viva BU ABC Bank	TEST B	03/27/2025	202406	408
\$16,000.00	Viva BU ABC Bank	TEST B	03/26/2025	202406	401
\$16,000.00	ABC Bank Viewing Days BU	TEST B	03/26/2025	202406	401
\$1,000.76	Viva BU ABC Bank	TEST B	03/25/2025	303	
\$1,000.76	ABC Bank Viewing Days BU	TEST B	03/25/2025	303	
\$678.50	ABC Bank Viewing Days BU	TEST B	03/24/2025	304	
\$678.50	Viva BU ABC Bank	TEST B	03/20/2025	304	
\$678.50	ABC Bank Viewing Days BU	TEST B	03/15/2025	305	
\$678.50	Viva BU ABC Bank	TEST B	03/11/2025	305	
\$678.50	Viva BU ABC Bank	TEST B	03/10/2025	305	

PDF Images Only

NOTE: This report prints only images. If no image is available for an item, it will state 'No image available' in the report.



Page 1 of 48

Batch ID: 202406 Tran Number: 1 Item Number: 2 1 of 2

Cuba Goodman
483 Showmethemoney St.
Birabell, WI 23145

Date Nov. 6

Pay to Locksley Power 978.06

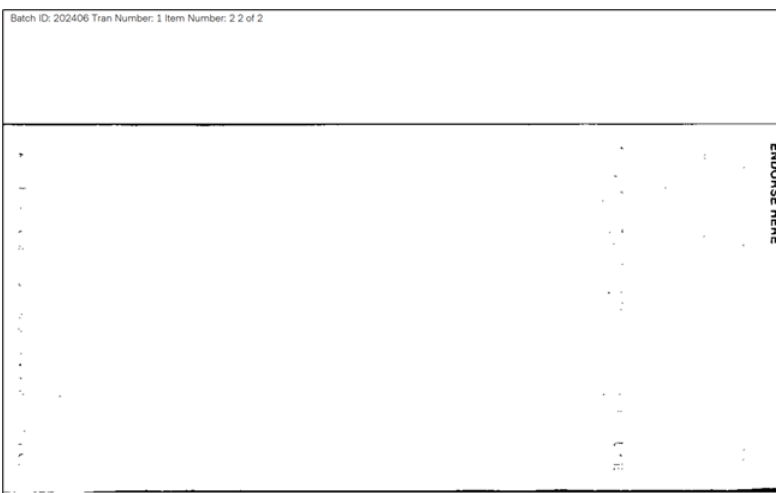
the order of Nine Hundred Seventy-Eight and 06/100 dollars

Bank of Birabell
895 Main St., Birabell, WI 23145

Memo C. Goodman

⑆017698696⑆ 268716931# 2479

Security Features Included



XLSX

	A	B	C	D	E	F	G
1	Amount	Business Unit	Payment Channel	Deposit Date	Batch ID	Batch Number	Transaction Count
2	\$16,000.00	Viva BU ABC Bank	TEST B	03/27/2025	202406	408	2
3	\$16,000.00	Viva BU ABC Bank	TEST B	03/26/2025	202406	401	2
4	\$16,000.00	ABC Bank Viewing Days BU	TEST B	03/26/2025	202406	401	2
5	\$1,000.76	Viva BU ABC Bank	TEST B	03/25/2025	303		2
6	\$1,000.76	ABC Bank Viewing Days BU	TEST B	03/25/2025	303		2
7	\$678.50	ABC Bank Viewing Days BU	TEST B	03/24/2025	304		1
8	\$678.50	Viva BU ABC Bank	TEST B	03/20/2025	304		1
9	\$678.50	ABC Bank Viewing Days BU	TEST B	03/15/2025	305		1
10	\$678.50	Viva BU ABC Bank	TEST B	03/11/2025	305		1
11	\$678.50	Viva BU ABC Bank	TEST B	03/10/2025	305		1

Search Result Fields (Columns) Customization

The search results (columns) that display at the bottom of the screen can be customized. Different fields can be displayed as well as the order of the fields. The Column list and order are set by the user for each page/tab for their unique user login and are saved this way until they are updated again. The user can choose from a list of fields for the corporation that they are searching.

Search		Date range		Business unit		Payment Channel	
Search...		Select a value		Select a value...		Select a value...	
						Advanced search	
Batch ID	Amount	Business Unit	Payment Channel	Deposit Date	Batch Number	Transaction Count	
432197	\$3,360.00	Service Provider	Lockbox	04/24/2024		93	
432199	\$31,060.00	Service Provider	Lockbox	04/24/2024		97	
418495	\$29,749.58	Utility Company	ACH	02/07/2024		437	
198998	\$25,490.34	Waterworks	Wire	02/06/2024		396	
267280	\$24,700.89	Utility Company	Card	02/06/2024		114	

The Columns option can be used to change the available result fields on the screen

Archive

Batches
Transactions
Transaction Items

Search
Date range
Business unit
Payment Channel

Search...
Select a value
Select a value...
Select a value...
Advanced search
Save
Clear

Columns

- The fields displayed below will vary depending on field configuration on the corporate level.
 - o Column and filter labels are dynamic and reflect the field display name provided by the customer during org set up.
- Add or remove columns by checking or unchecking the box next to the field names on the left pane.
- When a field is checked on the left pane, it will display on the right pane of the screen.
- The Search field can be used to search for a known field name.

Manage Batch Columns

1. Select which columns to show in the table.

8 columns selected

Columns

- ☒ Account
- ☒ Amount
- ☒ Batch ID
- ☐ Batch Item Number
- ☒ Batch Number
- ☒ Business Unit
- ☐ Currency
- ☐ Deposit Account
- ☒ Deposit Date
- ☐ Deposit R/T

2. Reorder the columns.

Column order (left to right)

- Batch ID
- Amount
- Business Unit
- Payment Channel
- Deposit Date
- Batch Number
- Transaction Count
- Account

- Field/columns will display in the order they are listed on the right.
- The fields can be reordered by moving the fields using the up or down arrows or by dragging and dropping.
- The field can be deleted by using the trash icon or by unchecking the field on the left side of the screen.
- Restore Defaults resets the column list and order by page.

Result Fields

Example Result Fields are displayed below. The fields will vary as fields can be mapped or created by a user and mapped to differing fields.

Field	Details
Account	The bank checking account or savings account associated with this payment (debit). It is the bank account from which the funds were withdrawn. On a check this is the account number in the MICR. On a stub, this is typically the customer account number.
Amount	Amount associated with this payment; this is the deposit amount of a single item.
Batch ID	The unique identifier assigned to the batch by the source system
Batch Item Number	Used to order items within a batch. If this field is not supplied, it will be populated with a rolling number starting at 1 for each batch.
Batch Numer	The secondary identifier assigned to the batch by the source system (does not need to be unique).
Business Unit	The client to whom the payment was made.
Currency	The type of currency used for the deposit of this payment (i.e., USD = US Dollar).
Deposit Account	This is the deposit Account number for the corporate customer. The bank account number where the money is deposited. This DDA is the DDA that is used for association in a multi-client file option. (Required for Payments only)
Deposit Date	The deposit date of the deposit.
Deposit R/T	Import time created upon import.
File Name	The File Name of the file where this item was imported.
Import Date	Import date created upon import.
Import Time	Import time created upon import.
Invoice Number	This only applies to document/stub and is a custom field.
Item Name	This is a display field that allows the organization to define the value to see for the item.
Item Number	Used to order items within a transaction.
Item Sub Type	Represents a more defined type for the item. Example of values for Payment Type: WIRE, ACH, Check, Lockbox, Card, Swift, Cash Ex of values for Item Type: For "Stub": Invoice, Check n List, Stub For "Document": Correspondence, Envelope, Letter, and Other. For Lockbox, this equates to a document name.
Item Type	Represents the type of item. Allowed values are Payment, Stub, or Document. In Lockbox, a Document is a Correspondence or non-balancing type of document.

Payee	The entity that the check was written to.
Payment Channel	Free form text of what the payment source is. This is based on what payment channels a site uses and needs to search on, group by, etc., for example “ABC Lockbox System - Washington - Lockbox Feed”.
Payment Type	The type of payment type for this item.
Payor	The person’s name or company name who made the payment. This can come from a source keying job, scanline, cross-referenced in a table function, or provided in an ACH file, Wire file, etc.
Process Date	The batch processing date. Represents the operational date the batch was processed in the source system. yyyy-mm-dd (operational date batch processed in source system)
R/T	The R/T associated with this payment (debit). It is the bank from which the funds were withdrawn. On a check this is the RT in the MICR line.
Status	Allowed values “Deposited” or “Rejected”.
Trace Number	This field can vary based on the field mapping performed by the user.
Tran Code	Many times, this is defined as the check number on the check. This can vary as a user can map this to a different type of field.
Transaction Number	Used to order transactions within a batch. If this field is not supplied, it will be populated with a rolling number starting at 1 for each batch.

Click **Update** table to save the search results fields.

The search results columns will be saved for this user in future searches. This table customization only applies to the active archive page (**Batches, Transactions or Transaction Items**).

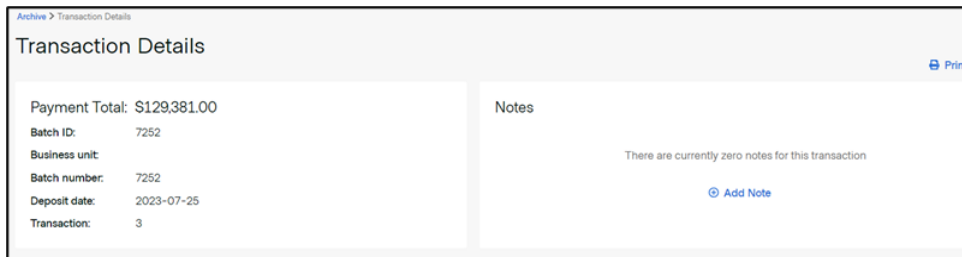
Notes for Archive Items

After an archive item is located and researched, a user may want to add a note regarding the item. Up to 100 notes can be added to an item. Notes will be presented chronologically with the newest note on top. Notes can never be deleted.

Add a Note

Notes can be added to a transaction on the Transaction Details page. Up to 100 notes can be entered. Remember, notes cannot be deleted

1. On the **Transaction Details** page, click **Add Note**.



Archive > Transaction Details

Transaction Details

Payment Total: \$129,381.00

Batch ID: 7252

Business unit:

Batch number: 7252

Deposit date: 2023-07-25

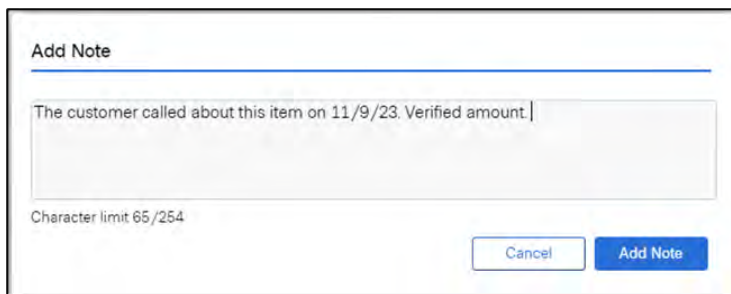
Transaction: 3

Notes

There are currently zero notes for this transaction

[Add Note](#)

2. Enter a note for the item. Once saved, the note can never be deleted.



Add Note

The customer called about this item on 11/9/23. Verified amount.

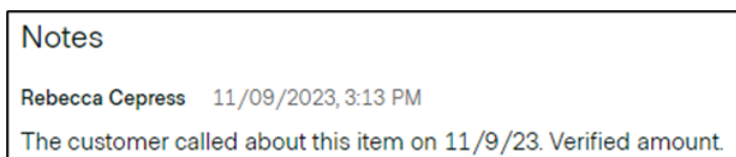
Character limit 65/254

[Cancel](#) [Add Note](#)

NOTE: Up to 254 characters (letters, numbers or special characters) can be entered.

3. Click **Add Note**.

NOTE: The user's first and last name and the timestamp will be displayed with the note text.



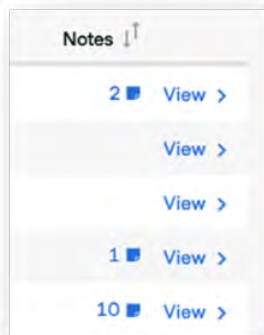
Notes

Rebecca Cepress 11/09/2023, 3:13 PM

The customer called about this item on 11/9/23. Verified amount.

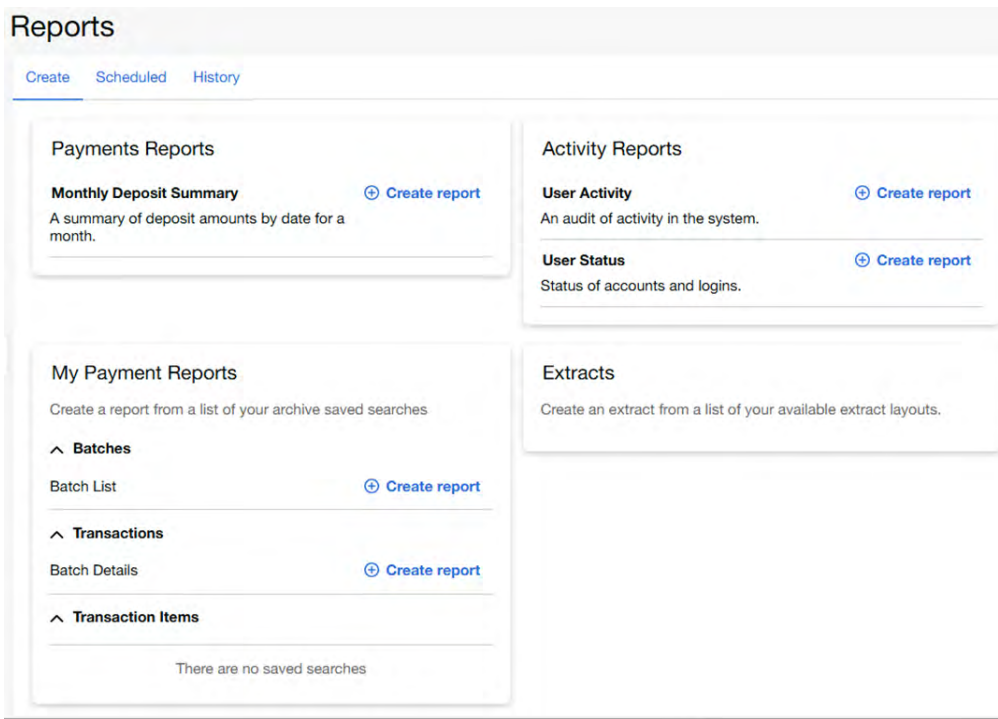
View a Note

Notes can be viewed by clicking the number next to the sticky note in the Notes column of the Transactions Summary page. Notes can also be viewed on the Transaction Details page.



Reports

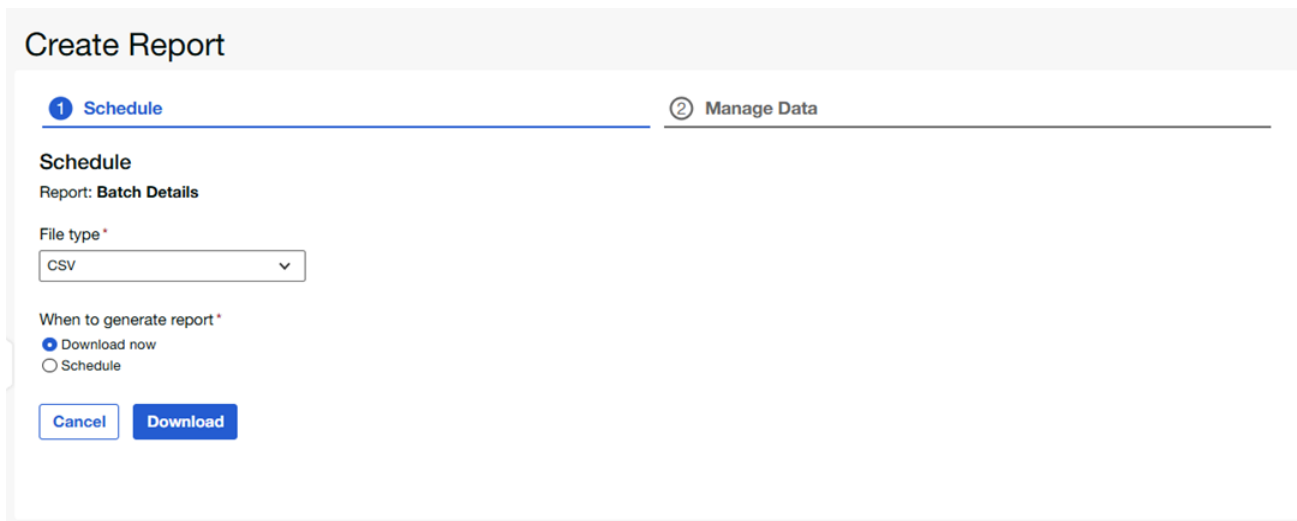
This guide provides steps required to generate, schedule and download reports. All reports that are created will display in the History tab, whether the report was scheduled or created on demand. Reports are accessed by selecting Reports from the left side menu. Payments Reports and Activity Reports are available.



Create Tab

1. In the Create tab, click Create report next to any report.

The Create Report screen displays.



2. Drop down the File type field and select the type of file to output: CSV, PDF, PDF Images Only or XLSX.

NOTE: Only some reports will have PDF Images Only available. If there are no images for an item or for a batch, 'No image available' will display in the report.

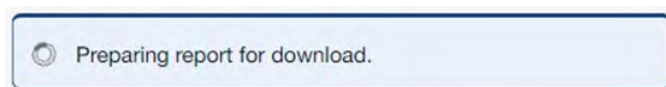
3. Select the option for 'When to generate report':

- **Download now** – this will generate the report immediately and send it to the browser download location.
- **Schedule** – this will be available in a future release.

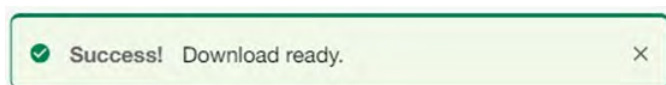
The two options will be described below.

Download a Report

1. Click **Download**. The file will prepare to download.



The user will be notified when the download is complete.



The downloaded report can be found in the download directory used by the browser.

Schedule a Report

1. Click **Schedule**.
2. Drop down the Select a value... field and select the recurrence option: **Daily**, **Weekly**, **Monthly** or **Yearly**.

Create Report

1 Schedule

2 Manage Data

Schedule

Report: **Batch Details**

File type *

CSV

▼

When to generate report *

☐ Download now
 ☒ Schedule *

Select a value...

▼

Daily

Weekly

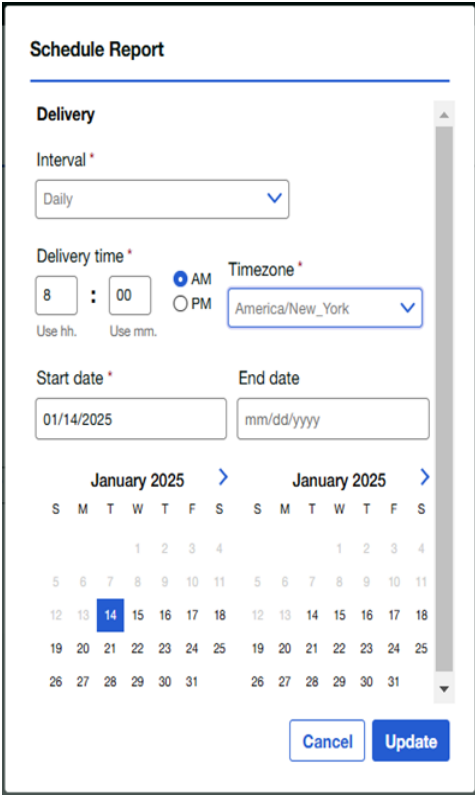
Monthly

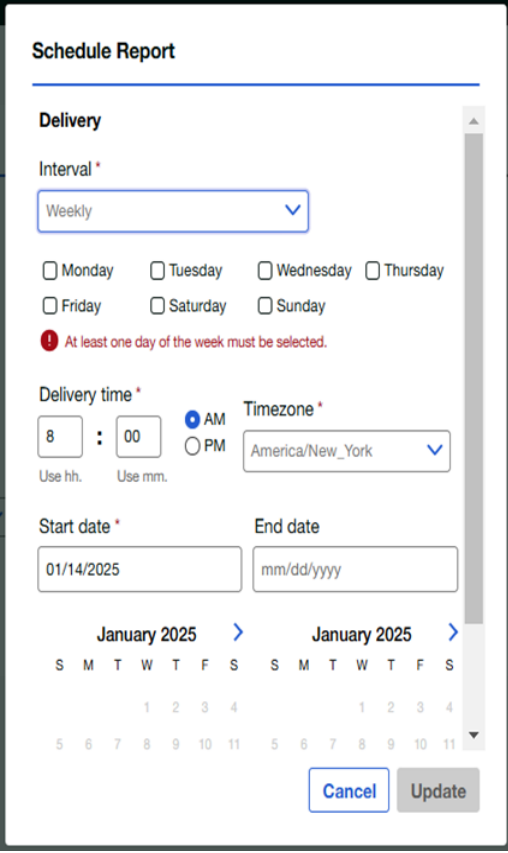
Yearly

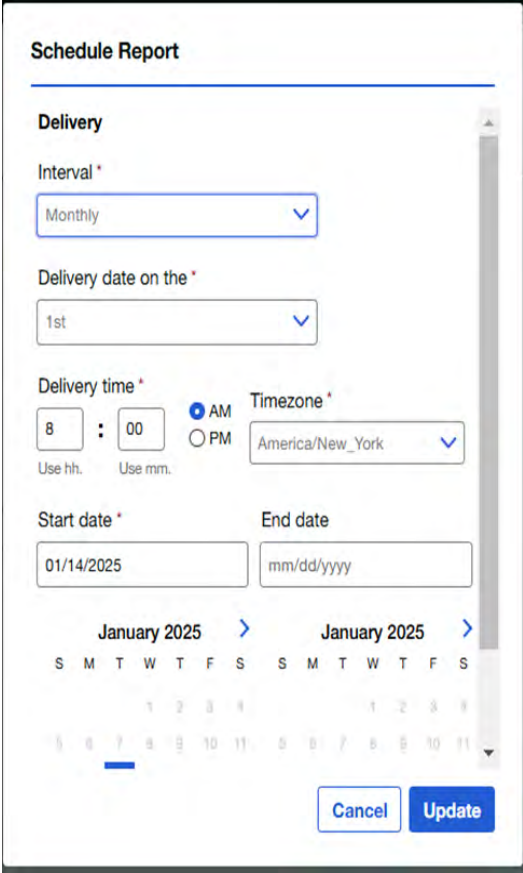
Schedule name * 1

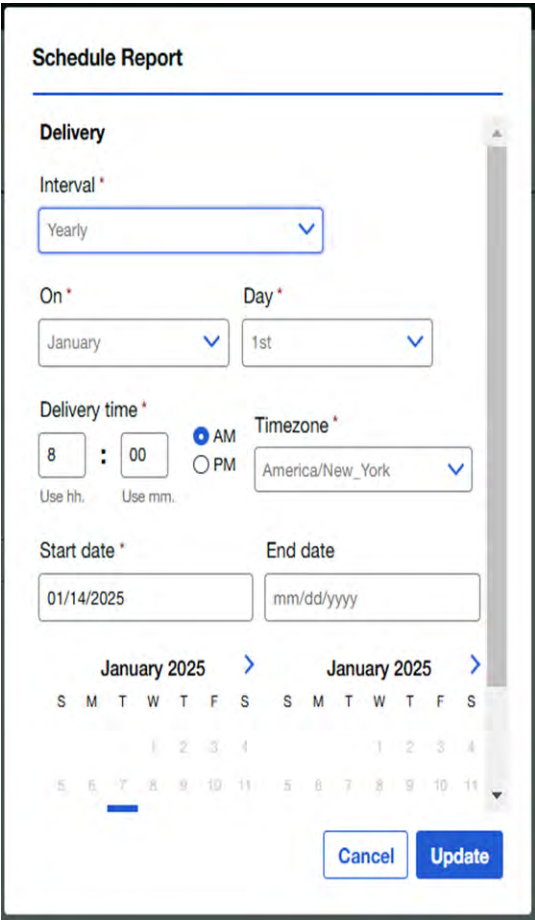
Please enter a schedule name.

A schedule will display based on the selection, though the selection type can be changed in the Interval field.

Interval	Example	Options
Daily		<ul style="list-style-type: none"> • To create a Daily report, the Interval is set to Daily; this can be changed to a different interval. • Set the Delivery time to the time the report should be created. Select AM or PM. • In the Timezone, select the appropriate zone for this report: <ul style="list-style-type: none"> o America/New_York o America/Chicago o America/Denver o America/Los Angeles • In Start date, enter the date the report should be scheduled to be generated. • In End date, enter the date this schedule should conclude.

Interval	Example	Options
Weekly		<ul style="list-style-type: none"> • To create a Weekly report, the Interval is set to Weekly; this can be changed to a different interval. • Select one or more days of the week when this report will be scheduled to be generated. • Set the Delivery time to the time the report should be created. Select AM or PM. • In the Time zone, select the appropriate zone for this report: <ul style="list-style-type: none"> o America/New_York o America/Chicago o America/Denver o America/Los Angeles • In Start date, enter the date the report should be scheduled to be generated. • In End date, enter the date this schedule should conclude

Interval	Example	Options
Monthly		<ul style="list-style-type: none"> • To create a Monthly report, the Interval is set to Monthly; this can be changed to a different interval. • Set the Delivery date on the: field to the number date of the month (1-31) the report should be scheduled; Last Day is also an option. • Set the Delivery time to the time the report should be created. Select AM or PM. • In the Timezone, select the appropriate zone for this report: <ul style="list-style-type: none"> o America/New_York o America/Chicago o America/Denver o America/Los Angeles • In Start date, enter the date the report should be scheduled to be generated. • In End date, enter the date this schedule should conclude

Interval	Example	Options
Yearly		<ul style="list-style-type: none"> • To create a Daily report, the Interval is set to Yearly; this can be changed to a different interval. • In the On field, select the month this report will run. • In the Day field, select the number date of the month (1-31) the report should be scheduled; Last Day is also an option. • Set the Delivery time to the time the report should be created. Select AM or PM. • In the Timezone, select the appropriate zone for this report: <ul style="list-style-type: none"> o America/New_York o America/Chicago o America/Denver o America/Los Angeles • In Start date, enter the date the report should be scheduled to be generated. • In End date, enter the date this schedule should conclude

3. Click Update.

The selected schedule will display below the Schedule drop down.

Create Report

① Schedule
② Manage Data

Schedule

Report: **Batch Details**

File type *

CSV
▼

When to generate report *

☐ Download now

☒ Schedule *

Weekly
▼

Weekly, Tuesday, Thursday, 8:00 PM.
Starts 01/17/2025.

Schedule name * ⓘ

Cancel
Next

4. In Schedule name, enter a name for this scheduled report. The Schedule name:

- must start with a letter or number.
- can have hyphens or underscores.
- cannot have spaces or symbols.

This name will become the report file name when it is generated.

5. Click Next.

NOTE: The 'Manage Data' tab (step 2 of the report wizard) is not yet enabled or functional. This tab is planned for release in 2025. Until that time, while going through the step wizard flow, the user will go directly to the Delivery step after Schedule step.

The Delivery tab displays.

Create Report

Schedule
Manage Data
Delivery

Delivery

Report: **Batch Details**

rDrive

☐ Upload to rDrive

Tags

Use commas to separate values.
Tags can be used for filtering files in rDrive.

Notifications

Enter name or email address ¹

Only user under the selected organization are allowed to be added.

Type	Name	In-app notifications
Internal	Deluxe Admin1	<input type="checkbox"/>

1 to 1 of 1 | View:

The report can be delivered to rDrive, and/or it can be delivered via in-app Notifications.

- If the report is delivered via rDrive, all users in the organization who have access to rDrive will be able to view and download the report from rDrive.
- If the report is delivered via in-app notification, only selected users will receive an in-app notification.

rDrive Option

1. To deliver the report to rDrive, toggle on the rDrive field. This will enable the corresponding Tags field.

rDrive

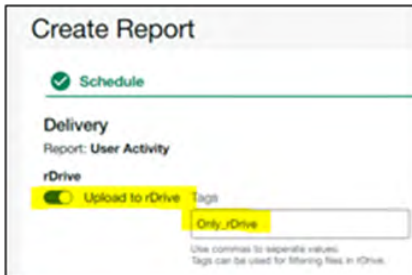
☒ Upload to rDrive

Tags

Use commas to separate values.
Tags can be used for filtering files in rDrive.

2. In the Tags field, enter a value to identify this report that can be used to filter the report in rDrive.

For example, the tag Only_rDrive is defined as a Tag below.



Create Report

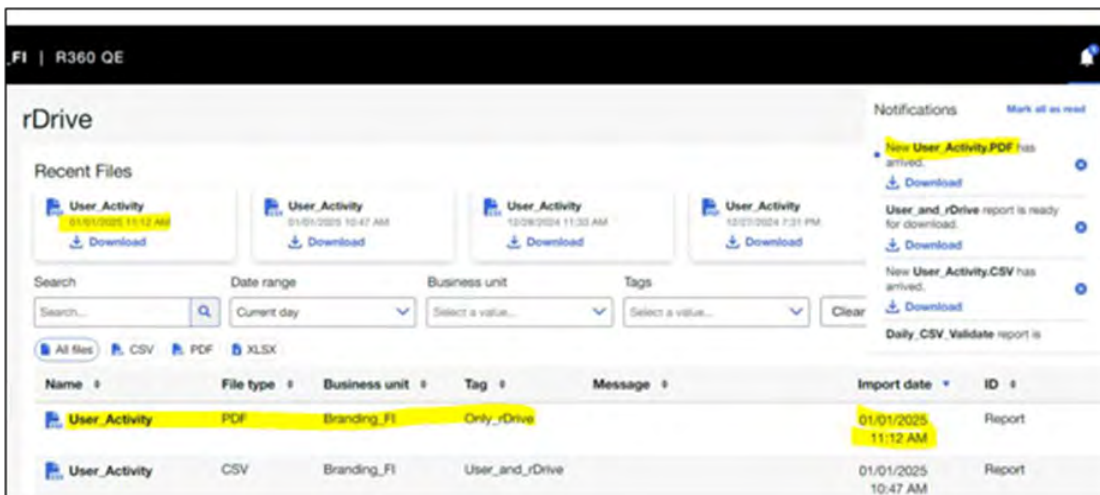
☒ **Schedule**

Delivery
Report: User Activity

rDrive
☒ Upload to rDrive

Use commas to separate values.
Tags can be used for filtering files in rDrive.

When the report is generated, the user will be notified, and it will be placed in rDrive. Notice the Tag name defined is saved and the user can filter, and sort based on this Tag name.



rDrive

Recent Files

Name	File type	Business unit	Tag	Message	Import date	ID
User_Activity	PDF	Branding_FI	Only_rDrive		01/01/2025 11:12 AM	Report
User_Activity	CSV	Branding_FI	User_and_rDrive		01/01/2025 10:47 AM	Report

Notifications

- New User Activity PDF has arrived. [Download](#)
- User_and_rDrive report is ready for download. [Download](#)
- New User Activity CSV has arrived. [Download](#)
- Daily_CSV Validate report is

If a user has selected only the rDrive delivery option, the report will be delivered to rDrive for users that have rDrive access. Whenever a file is delivered to the rDrive, the user will be notified automatically, and the file will also be displayed in rDrive's recent file section.

NOTE: Currently, in notifications, the file name is displayed but in a coming release it will be replaced with the 'Schedule name' set while creating the schedule instead of file name.

Notifications Option

Notifications can be set up separately or along with the rDrive setting (configured in the prior section) When Notifications are enabled, a user or list of users for this organization can be added to a Notification when this report has been created. A notification that the report is ready for download along with the download link is displayed to all configured delivery users. No entries will be created in rDrive. The report name in the notification is the 'Schedule name' set while creating the schedule.

1. To set up a Notification for this report, add a user in the Notifications text box.

Notifications

Enter name or email address ⓘ

+

Only user under the selected organization are allowed to be added.

Entering a letter into this field will provide user suggestions. The list will become more refined as more characters are entered.

Notifications

Enter name or email address ⓘ

+

Suggestions

- 1L3L4K3 Y1ASQn31
- Karen Duberstein
- Kyerra Clarke

The list will display all matching users for the currently selected organization. Manually typing an email address and clicking on the add button is also allowed provided it is a valid user in the selected organization.

2. When the user is entered on the list, click the add button (indicated by the plus sign).

The user will display in the list at the bottom of the screen.

Notifications

Enter name or email address ⓘ

+

Only user under the selected organization are allowed to be added.

Type	Name	In-app notifications
Internal	Deluxe Admin1	
Internal	Mark Van Kekerix	

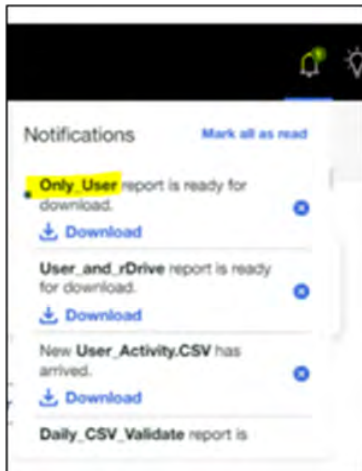
1 to 2 of 2 | View: 10 1

< Back
Cancel
Schedule

The 'Type' will be 'Internal' (currently only internal R360+ users are allowed).

The user creating the report schedule is automatically added to the notification. Any user on the list can be removed by selecting the Delete (trash) icon on the row of the user.

Using this configuration, when a report is generated, a notification will display to the user and the file can then be downloaded.



Example of rDrive and Notifications Options Configured

When both the rDrive option and the delivery via in-app Notifications is selected, two notifications are generated indicating that the report is ready for download and the file has arrived in rDrive. The user can view the file in rDrive as well and download the report from the in-app notification.

Create Report

Schedule

Manage Data

Delivery

Report: User Activity

rDrive

Upload to rDrive

Tags

User_and_rDrive

Notifications

Enter name or email address

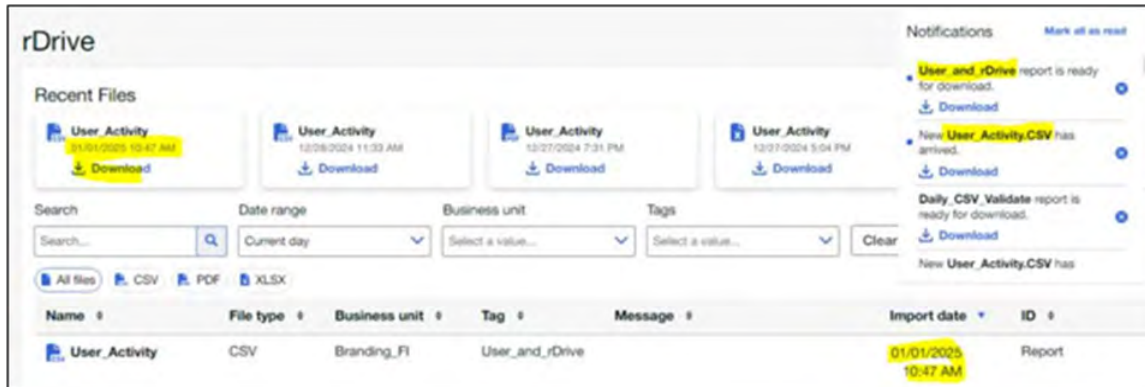
Only user under the selected organization are allowed to be added.

Type

Name

Internal

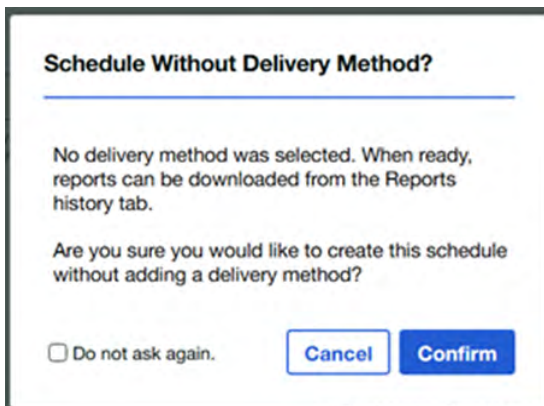
Sourabh Shrivastava



Schedule Report without a Delivery Method

If a user does not select any delivery method (rDrive or Notifications), the report will be created as scheduled and saved in the History tab. A user will not be notified.

1. With rDrive not toggled, and no users listed under Notifications, click Schedule.



NOTE: The user may check the “Do not ask again” checkbox which will not prompt the same question again to the user when scheduling any report for any organization without delivery options added.

2. Click Confirm.

Scheduled Tab

After reports have been scheduled, they can be found in the Scheduled tab. All scheduled reports created by the user for the active organization and all of its descendants will display.

Reports

Create

Scheduled

History

Search

Business Unit

Category

Search...

Q

Select a value...

▼

Select a value...

▼

Clear

Name ▲	Business unit ◆	Category ◆	Delivered to ◆	Schedule ◆	
BatchListDaily	Mosinee Township	Payments Reports	Deluxe_Admin1@raas.rc.deluxe.com	Weekly, Tuesday, 6:45 PM. Starts 01/14/2025, ends 01/15/2025.	
WeeklyBatchDetail	Mosinee Township	Payments Reports	History tab	Weekly, Wednesday, 8:00 AM. Starts 01/14/2025, ends 01/18/2025.	

1 to 2 of 2 | View: 10 1

This page has capabilities of searching, sorting, filtering and paging.

Complete a Search

There are a few search options that can be used to search for scheduled reports. As search options are used, the results will update immediately.

Search

Business Unit

Category

Search...

Q

Select a value...

▼

Select a value...

▼

Clear

Search Field	Description
Search	The Search option allows a freeform text search of any of the values in the columns of data displayed in the search results, this includes the schedule descriptions or key words like 'History tab' or 'rDrive'.
Business Unit	The business unit name or client name for this file.
Category	Category will report categories for which the user has access to (Activity or Payment reports).
Clear	Select this option to clear all the filters.

Results

The results table is displayed at the bottom of the History screen. Each result listed in a report that was previously generated.

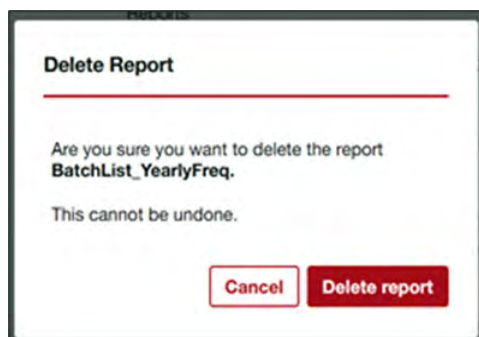
Name ▲	Business unit ◆	Category ◆	Delivered to ◆	Schedule ◆
BatchListDaily	Mosinee Township	Payments Reports	Deluxe_Admin1@raas.rc.deluxe.com	Weekly, Tuesday, 6:45 PM. Starts 01/14/2025, ends 01/15/2025.

Result Field	Description
Name	The name of the scheduled report.
Business Unit	Displays the organization level in which the report is scheduled.
Category	Category will report the category of the report scheduled (Activity or Payment reports).
Delivered to	Reports to whom the report was delivered, or directly to the History Tab.
Schedule	Reflects the date/time and recurrence that the report is scheduled.

Delete a Report Schedule

From the Scheduled tab a user can delete the report schedule.

1. Click the Delete (trash) icon on the schedule to delete. A confirmation screen displays.



Delete Report

Are you sure you want to delete the report
BatchList_YearlyFreq.

This cannot be undone.

2. Click Delete report. The report schedule is deleted

Edit a Schedule

From the Scheduled tab a user can edit the report schedule.

1. Click the **Edit** (pencil) icon on the schedule to edit it.

The schedule setup is displayed; all the data from the schedule will be prefilled. The user can change the schedule details or delivery options by following the prior steps in this document.

Edit Report

1 Schedule
2 Manage Data
3 Delivery

Schedule

Report: **Batch List**

File type *

CSV

When to generate report *

☐ Download now
☒ Schedule *

Schedule name *

Yearly

BatchList_YearlyFreq

Yearly, January 6th, 5:10 AM, Starts 01/06/2025, ends 01/08/2026.

Cancel
Next

History Tab

Report History allows users to view reports that the user has either downloaded (Reports | Download Now option) or had delivered via a schedule. A scheduled report will use the schedule name as the file name in the history tab. If the report is downloaded directly using the 'Download Now' option, the file name will be the report name. Reports are retained in the History tab for 60 days rolling. The History tab displays shows all reports generated by the user for this organization and its descendants, whether the reports were scheduled or downloaded by the user.

The user can download the report again from the History page by clicking anywhere on the blue download link in the Date Generated column. This page has capabilities of searching, sorting, filtering and paging.

Reports

Create
Scheduled
History

Search
Date range
Business Unit
Category

Search...
Current day
Select a value...
Select a value...
Clear

Name	Business unit	Category	Delivered to	Date generated
Batch List	Mosinee Township	Payments Reports	Deluxe_Admin1@raas.rc.deluxe.com	01/14/2025 at 06:48 pm
Batch Details	Mosinee Township	Payments Reports	History tab	01/14/2025 at 06:37 pm

1 to 2 of 2 | View: 10
1

Complete a Search

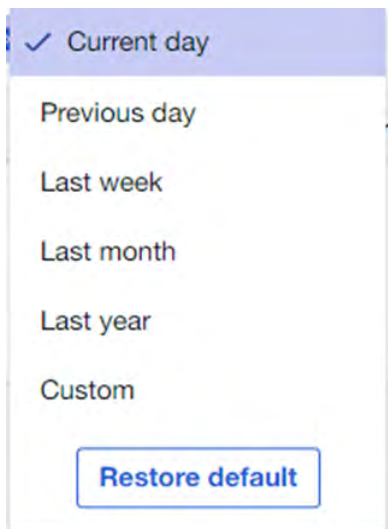
There are a few search options that can be used to search for reports. As search options are used, the results will update immediately.

Search

Date range

Business Unit

Category

Search Field	Details
Search	The Search option allows a freeform text search of any of the values in the columns of data displayed in the search results.
Date Range 	Enter the Deposit Date in the Date range of the search range. The default selection is Current day. The date range is calculated using the user's current date. <ul style="list-style-type: none"> Current day – current day is both start and end date. Previous day – current day minus 1 for both start and end date. Last week – current day minus 7 days for the start date, while current day is the end date. Last month – current day minus 30 days for the start date, while the current day is the end date. Last year – current day minus 365 days for the start date, while current day is the end date. Custom – allows the user to select a start and end date range. Restore Default – restores the Date range filter to Current day.
Business Unit	The business unit name or client name for this file.
Category	Category will report the category of the report that was generated (Activity or Payment reports).
Clear	Select this option to clear all the filters.

Results

The results table is displayed at the bottom of the History screen. Each result listed in a report that was previously generated.

Name ⚙	Business unit ⚙	Category ⚙	Delivered to ⚙	Date generated ▼
User Status	ABC Bank	Activity Reports	History tab	📄 09/12/2024 at 09:03 am

Result Field	Details
Name	The name of the report.
Business Unit	Displays the organization level in which the report was downloaded.
Category	Category will report the category of the report that was generated (Activity or Payment reports).
Delivered to	Reports where the report was delivered or whom the report was delivered to.
Date Generated	Date generated column reflects the date/time that the report was “delivered” per the local date and time of the browser where the report was delivered. Each row has a link with a download icon and the date/time of the report generation and delivery. The user can click anywhere on the link to download the report again.

Payments Reports

Payment Reports provide information regarding payments using Archive data from the data lake.

Monthly Deposit Summary Report

The monthly deposit summary report is a month to date (current month only) report of the cumulative monthly deposit totals. Data in this report will be grouped together by organization. The report will not show rows for dates that there is no data.

Monthly Deposit Summary Report					
Created 09/10/2024 10:20 PM by Deluxe_Admin1@raas.rc.deluxe.com					
September 2024					
	Deposit date	Payment amount	Payment count	Non-payment count	Item count
DepartmentRegression06June					
	9/5/2024	\$32,410,340.34	63	144	207
Total		\$32,410,340.34	63	144	207
RegressionDep.June					
	9/5/2024	\$39,685,408.68	81	165	246
Total		\$39,685,408.68	81	165	246
Grand Total		\$72,095,749.02	144	309	453

Report Field	Description
Deposit Date	The date the batch was deposited.
Payment Amount	The total amount of payments.
Payment Count	The total number of payment items for this month.
Non-Payment Count	The total number of non-payment items for this month.
Item Count	The total number of items for this month.

NOTE: The Total row contains a month to date total for the Business Unit. The Grand Total row represents the month-to-date total for all sites (and or the corresponding business units) included in the report.

My Payments Reports

Batch List Report

The Batch List report will include a list of batches for the active org and their departments for the previous 7 days (current day - 7 days). It is printed in a columnar format where data will be repeated on subsequent pages as not all columns will fit on one page.

Batch Number	Deposit Date	Payment Channel	Item Sub Type	Deposit Account	Transaction Count
20	09/05/2024	Branch	ACH	0049	3
15	09/05/2024	Branch	Check	4688	3
5	09/05/2024	ATM	Check	0130	3
8	09/05/2024	Branch	Lockbox	6662	4

Payment Count	Non-Payment Count	Amount
3	6	\$1,530,986.83
2	6	\$620,538.10
3	8	\$1,442,702.36
6	10	\$1,939,285.06

Report Field	Description
Batch Number	This number comes from the source system or is generated by R360+ upon import when there is no source system batch number.
Deposit Date	The date the batch was deposited.
Payment Channel	The Payment Channel for this data of the batch.
Item Sub Type	Represents a more defined type for the item. Examples of values for Payment Type: WIRE, ACH, Check, Lockbox, Card, Swift, Cash. Ex of values for Item Type: For "Stub": Invoice, Check n List, Stub For "Document": Correspondence, Envelope, Letter, and Other. For Lockbox, this equates to a document name.
Deposit Account	The total number of items for this month.
Transaction Count	The number of transactions in this batch for this payment channel.
Payment Count	The number of payments in this batch for this payment channel.
Non-Payment Count	The number of non-payments items (correspondence, stubs, etc.) in this batch.
Amount	The dollar amount of the transaction.

Batch Details

The Batch Details report will contain the last 7 days of data (current date – 7 days) regarding batches and details regarding transactions within those batches. It is printed in a columnar format where data will be repeated on subsequent pages as not all columns will fit on one page.

Batch ID	Business Unit	Deposit Date	Transaction Number	Amount	R/T
20	DepartmentRegression06June	09/05/2024	1	\$0.00	82095511
20	DepartmentRegression06June	09/05/2024	2	\$759,097.31	27568188
20	DepartmentRegression06June	09/05/2024	3	\$771,889.52	33842995
15	RegressionDepJune	09/05/2024	1	\$349,419.32	79582022

Account	Trace Number	Payor	Deposit Account
152774	8512	Jordan James	0179
850196	9047	Michael James	0049
514169	2293	Jane Johnson	0889
494627	8483	Jane Smith	4688

NOTE: The report is currently sorting by Deposit Date and then Source Batch ID, but this will be updated to sort by Deposit Date and then Batch Number in the next release.

Report Field	Description
Batch ID	This ID comes from the source system or is generated by R360+ upon import when there is no source system batch ID.
Business Unit	The name of the Business Unit.
Deposit Date	The date the batch was deposited.
Transaction Number	The transaction number of the payment in the batch.
Amount	The dollar amount of the transaction.
R/T	The bank routing and transaction number, or ABA, of the transaction.
Account	The DEBIT account number; the checking account number of the payer.
Trace Number	The check number, ACH trace number, or check serial number. The unique reference number to the payment tendered.
Payor	The party making the payment; the remitter.
Deposit Account	The CREDIT account number: the corporate customer account number to which the payment is deposited.

Activity Reports

Activity Reports provide information regarding user activity. The reports will be generated based on the currently selected organization. Currently, activity reports will include the last 7 days of data.

User Activity

The User Activity report is available to users with Admin access. This report contains all audited activities performed by members during the last 7 days including such actions as deletions, file downloads, logins, logouts, etc.

User Activity

Created 06/24/2024 8:55 PM by rebecca.cepress@deluxe.com

Audit Date / Time	User	Category	Event type	Audit message
6/24/2024 7:49:07 PM	r (@	ress n	User UserDelete	test1 test (1111@nowhere.com) at Utility Company was deleted
6/24/2024 7:48:50 PM	r (@	ress n	User UpdateUser	test1 test (1111@nowhere.com) at was updated with status: Deactivate
6/24/2024 7:48:38 PM	r (@	ress n	User UserTeamAdd	test1 test (1111@nowhere.com) at Utility Company was added to Dashboard User Team,Admin Team team(s)
6/24/2024 7:48:38 PM	r (@	ress n	User CreateUser	test1 test (1111@nowhere.com) was created at Utility Company
6/24/2024 7:46:12 PM	r (@	ress n	User UserLogin	
6/24/2024 7:43:23 PM	j d	e@	User UserLogin	
6/24/2024 7:42:29 PM	j d	e@	User UserLogout	

Report Field	Description
Audit Date/Time	The date and time of the audited event took place.
User	The username/email of the user.
Category	The category of this audit event (user, organization, report, archive, exception, etc.)
Event Type	The type of auditing action recorded for this audit event.
Audit Message	A description of the auditing event that was performed.

User Status Report

The User Status report provides a list of members (usernames), their current Status (Active, Deactivated, Provisioned, Recovery or Suspended) and information regarding the member's last login. The report will include members for the selected organization.

User Status Report
Created 06/24/2024 8:57 PM by rebecca.cepress@deluxe.com

Username	First Name	Last Name	Teams	Status	Last Login
Delux	Deluxe.com	Deluxe	Admin Team, Dashboard User Team, Report User Team, Super User Team	Active	04/08/2024 03:44:28 PM
rob.m	m	Rob	Admin Team	Active	12/15/2022 09:00:18 PM
shann	om	Shannon	Super User Team, Admin Team, Trips User Team	Active	06/21/2024 12:35:58 PM
roberl	m	Robert	Trips User Team, User Management Team, Admin Team, Branding User Team	Active	06/24/2024 07:18:20 PM
rebec	.com	Rebecca	Admin Team, Super User Team, Exception User Team, Archive User Team, User Management Team, Dashboard User Team	Active	06/24/2024 07:45:35 PM
jessic	m	Jess	Super User Team, Archive User Team, Exception User Team, Branding User Team, Admin Team, Report User Team, User Management Team	Active	06/24/2024 07:43:06 PM
mark.	.com	Mark	Admin Team, Super User Team, Exception User Team, User Management Team, Archive User Team, Branding User Team, Dashboard User Team	Active	06/21/2024 08:21:52 PM

Report Field	Description
Username	The username/email of the user.
First Name	The first name of the user.
Last Name	The last name of the user.
Teams	The teams (user rights) assigned to this user.
Status	The current user status for the user (Active, Deactivated, Provisioned, Recovery or Suspended).
Last Login	The date and time the user last logged in.

User Status Report

The User Status report provides a list of members (usernames), their current Status (Active, Deactivated, Provisioned, Recovery or Suspended) and information regarding the member's last login. The report will include members for the selected organization.

User Status Report

Created 06/24/2024 8:57 PM by rebecca.cepress@deluxe.com

Username		First Name	Last Name	Teams	Status	Last Login
Delux	deluxe.com	Deluxe		Admin Team, Dashboard User Team, Report User Team, Super User Team	Active	04/08/2024 03:44:28 PM
rob.m	m	Rob		Admin Team	Active	12/15/2022 09:00:18 PM
shann	om	Shannon		Super User Team, Admin Team, Trips User Team	Active	06/21/2024 12:35:58 PM
rober	m	Robert		Trips User Team, User Management Team, Admin Team, Branding User Team	Active	06/24/2024 07:18:20 PM
rebec	.com	Rebecca		Admin Team, Super User Team, Exception User Team, Archive User Team, User Management Team, Dashboard User Team	Active	06/24/2024 07:45:35 PM
jessic	m	Jess		Super User Team, Archive User Team, Exception User Team, Branding User Team, Admin Team, Report User Team, User Management Team	Active	06/24/2024 07:43:06 PM
mark.	e.com	Mark		Admin Team, Super User Team, Exception User Team, User Management Team, Archive User Team, Branding User Team, Dashboard User Team	Active	06/21/2024 08:21:52 PM

Report Field	Description
Username	The username/email of the user.
First Name	The first name of the user.
Last Name	The last name of the user.
Teams	The teams (user rights) assigned to this user.
Status	The current user status for the user (Active, Deactivated, Provisioned, Recovery or Suspended).
Last Login	The date and time the user last logged in.

My Payment Reports

My Payment Reports is available to users that have access to both the Archive and Reports options. The reports displayed here were created when the user saved a search in one of the tabs of the Archive screen. The reports saved will be listed in the section of where the report was saved.

My Payment Reports

Create a report from a list of your archive saved searches

Batches

Batch List
Create report

Payments > \$1M
Create report

Transactions

Batch Details
Create report

Transaction Items

There are no saved searches

For example, in the screen above, the **Batch List** and **Payments > \$1M** reports were advanced searches that were created and saved under the **Batches** tab in the Archive screen.

Archive

Batches
Transactions
Transaction Items

Search
Date range
Business unit
Payment Channel

Search...
Current day
Select a value...
Select a value...
Advanced search
Save
Clear

Payments > \$1M
Batch List

If the user has not saved any reports under a tab in the Archive screen, 'There are no saved searches' will be displayed.

Transaction Items

There are no saved searches

1. On the Reports screen under My Payment Reports, click Create report next to a saved search. The step wizard displays.

Create Report

① Schedule ② Manage Data

Schedule
Report: **Payments > \$1M**

File type*

When to generate report*
☒ Download now
☐ Schedule

2. In File type, select the report output (CSV, PDF, PDF Images Only or XLSX).

3. Select the method to generate the report: Download now or Schedule.

a. If schedule is selected, follow the steps previously defined in this document to Schedule reports.

b. When scheduling a 'My Payments' report, the user can provide a name for the saved search schedule. This name will be displayed on the Schedule tab as the schedule name, on rDrive as the file name, in the contents of in-app notifications as the report name, and on the history tab as the report name. On the history and schedule tabs, these reports correspond to the report category 'My Payment Reports'. See below screenshot examples for reference.

Reports

Create Scheduled History

Search: Business Unit: Category: Clear

Name	Business unit	Category	Delivered to
Daily-Batch_List	Raasul Automation Bank	My Payment Reports	rDrive, Deluxe_Admin1@raas.deluxe.com
Last_Week_Data_Schedule	Raasul Automation Bank	My Payment Reports	rDrive, Deluxe_Admin1@raas.deluxe.com
Monthly-ATM_Records	Raasul Automation Bank	My Payment Reports	History tab
MyDailySchedule	Raasul Automation Bank	My Payment Reports	rDrive, Deluxe_Admin1@raas.deluxe.com

Notifications [Mark all as read](#)

Daily-Batch_List report is ready for download.

[Download](#)

Reports

Create Scheduled History

Search: Date range: Business Unit: Category: Clear

Name	Business unit	Category	Delivered to
Daily-Batch_List	Raasul Automation Bank	My Payment Reports	rDrive, Deluxe_Admin1@raas.deluxe.com
Last_Week_Data_Schedule	Raasul Automation Bank	My Payment Reports	rDrive, Deluxe_Admin1@raas.deluxe.com
MyDailySchedule	Raasul Automation Bank	My Payment Reports	rDrive, Deluxe_Admin1@raas.deluxe.com
Last Week Data	Raasul Automation Bank	My Payment Reports	History tab

The saved search uses the same filters and columns saved when creating the saved search in the Archive, and the data in the reports corresponds to the saved search results when run from the Archive page.

NOTE: If a saved search is created in the Archive without a defined date range, the corresponding 'My Payment' report downloaded from the Reports Portal will only contain the last 7 days of data. In other words, a 7-day default date range is applied.

Viewing Days of Reports

Payment reports, monthly summary deposit report and my payment reports (saved search reports) when directly downloaded or triggered via schedules, will respect the archive viewing days set for the organization. This means when a report is downloaded for an organization it will display the same data that is displayed on Archive pages after respecting the viewing days setting. In case of direct downloads, when the selected organization is the same as the organization that the user logged in with; that org's viewing days will apply and when selected org is different from the org that the user logged in with (meaning user navigated to child org via org selector), the logged in user's organization's viewing days will apply.

In case of scheduling, the viewing days of the specified organization for which the schedule is being created will apply.

NOTE: For the monthly summary deposit report, if the 1st day of the requested month is outside the viewing days range, the entire report will display a "no data" message.

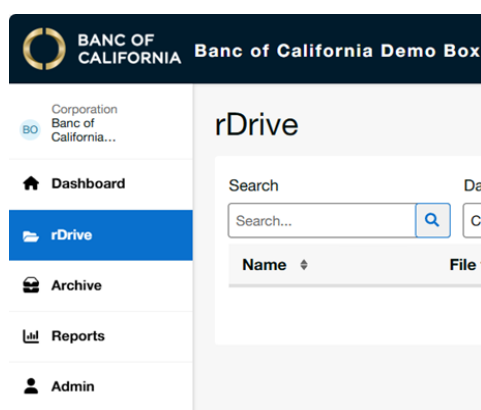
rDrive

rDrive Overview

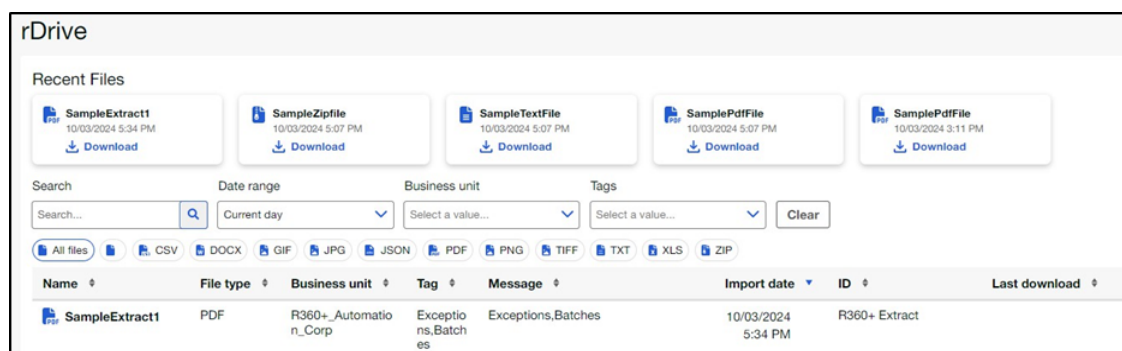
rDrive provides a central location to access all files that were imported into R360+ for the selected organization and the organization levels (departments) in that organization. The imported files will be stored at the corporate organization level and will be filtered by corporation, business unit, file type and tags. Tags are a way to group files in a custom manner. It will be discussed in more detail later in this document. rDrive is available to users with the rDrive application and user team access.

Files in rDrive are limited to 2GB. When a file is downloaded, a new tab opens momentarily in the browser for fractions of a second, closes on its own and then the download begins in the user's local browser. rDrive will respect the data viewing days and only display that number of days' worth of data for the selected organization. It also respects the data retention configured for the selected organization.

1. Select rDrive from the left side menu



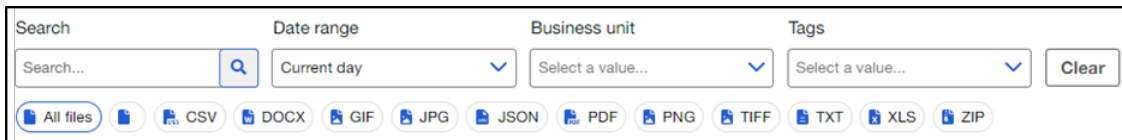
The rDrive page is displayed.



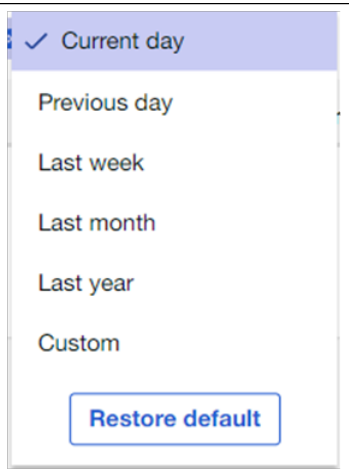
The 5 most recent incoming files are displayed at the top of the screen. Each file includes the date/time of the file import and a Download option. The results area at the bottom of the screen will automatically display the files imported today across all business unit.

Complete a Search


There are a few search options that can be used to search for files. As search options are used, the results will update immediately.



The search interface includes four main filter sections: 'Search' with a text input and a magnifying glass icon; 'Date range' with a dropdown menu currently showing 'Current day'; 'Business unit' with a dropdown menu showing 'Select a value...'; and 'Tags' with a dropdown menu showing 'Select a value...'. A 'Clear' button is located to the right of the dropdowns. Below these filters is a horizontal row of file type icons: All files, CSV, DOCX, GIF, JPG, JSON, PDF, PNG, TIFF, TXT, XLS, and ZIP.

Field	Details
Search	The Search option allows a freeform text search of any of the values in the columns of data displayed in the search results.
Date Range 	Enter the Deposit Date in the Date range of the search range. The default selection is Current day. The date range is calculated using the user's current date. <ul style="list-style-type: none"> • Current day – current day is both start and end date. • Previous day – current day minus 1 for both start and end date. • Last week – current day minus 7 days for the start date, while current day is the end date. • Last month – current day minus 30 days for the start date, while the current day is the end date. • Last year – current day minus 365 days for the start date, while current day is the end date. • Custom – allows the user to select a start and end date range. • Restore Default – restores the Date range filter to Current day.
Business Unit	The business unit name or client name for this file.









Field	Details
Tag	<p>Tags are customized fields per organization. Tags allow a user to quickly group and filter files based on their own specific needs. The Tags will need to be provided in the file wrapper on import and then will be associated with each attachment. A file can have multiple comma separated tag values defined at the time of import.</p> <p>Example: An organization wants to import both the Batch Detail and Batch Summary reports into R360+. If the user applies the tags 'Report' & 'Batch Detail Report' on all the batch detail reports ingested and the user applies the tags 'Report' & 'Batch Summary Report' on all the Batch Summary Reports, then they would be able to select the tag 'Report' to view all the reports. If they wanted to just see the Batch Detail Reports, the user could select the tag 'Batch Detail Report'. Once the tag is selected, the page quickly filters the content displayed on the Files page.</p>
Clear	Select this option to clear all the filters.


Field	Details
File Type Selection	 <p>The pills listed here include the multiple file types/formats available across all files for this organization. When a file format pill is clicked the file format filter is applied. If the pill is clicked again (unclicked), the filter is cleared. Multiple pills can be selected to apply multiple file filters at once. By default, when a user navigates to the rDrive page, the “All Files” pill is selected. The following file types are accessible through rDrive:</p> <ul style="list-style-type: none"> • 7Z: FileType.COMPRESSED • AAC: FileType.AUDIO • AUDIO: FileType.AUDIO • AVI: FileType.VIDEO • BMP: FileType.IMAGE • BZ2: FileType.COMPRESSED • COMPRESSED: FileType.COMPRESSED • CSV: FileType.CSV • DOC: FileType.WORD • DOCX: FileType.WORD • EXCEL: FileType.EXCEL • FLAC: FileType.AUDIO • FLV: FileType.VIDEO • GIF: FileType.IMAGE • GZ: FileType.COMPRESSED • HTML: FileType.HTML • IMAGE: FileType.IMAGE • JPEG: FileType.IMAGE • JPG: FileType.IMAGE • JSON: FileType.JSON • MOV: FileType.VIDEO • MP3: FileType.AUDIO • MP4: FileType.VIDEO • OGG: FileType.AUDIO • OTHER: FileType.OTHER • PDF: FileType.PDF • PNG: FileType.IMAGE • PPT: FileType.POWERPOINT • PPTX: FileType.POWERPOINT • POWERPOINT: FileType.POWERPOINT

Field	Details
File Type Selection	<ul style="list-style-type: none"> • POWERPOINT: FileType.POWERPOINT • RAR: FileType.COMPRESSED • SVG: FileType.IMAGE • TAR: FileType.COMPRESSED • TGZ: FileType.COMPRESSED • TIFF: FileType.IMAGE TXT: FileType.TXT • VIDEO: FileType.VIDEO • WAV: FileType.AUDIO • WEBM: FileType.VIDEO • WEBP: FileType.IMAGE • WMA: FileType.AUDIO • WMV: FileType.VIDEO • WORD: FileType.WORD • XLS: FileType.EXCEL • XLSX: FileType.EXCEL • XML: FileType.XML • ZIP: FileType.COMPRESSED

Results


The results table is displayed at the bottom of the rDrive screen. Each result listed in an attachment that was included in a file import into R360+.

Name	File type	Business unit	Tag	Message	Import date	ID	Last download
 SampleTextFile	TXT	R360plus_Automation_BU			08/09/2024 5:29 PM	RPS source	automationuser 08/09/2024 5:29 PM 
 NewFiltertxtDept	TXT	Raasui Automation Dept	TxtFileDept		08/09/2024 1:51 PM		unknown 08/09/2024 1:51 PM 
 NewFiltertxtBU	TXT	Business(RaasUIAutomation)	BU_Filetest1		08/09/2024 1:19 PM		unknown 08/09/2024 1:19 PM 
 SampleTextFile	TXT	R360plus_Automation_BU			08/09/2024 8:44 AM	RPS source	automationuser 08/09/2024 8:44 AM 

1 to 4 of 4 | View: 10  1

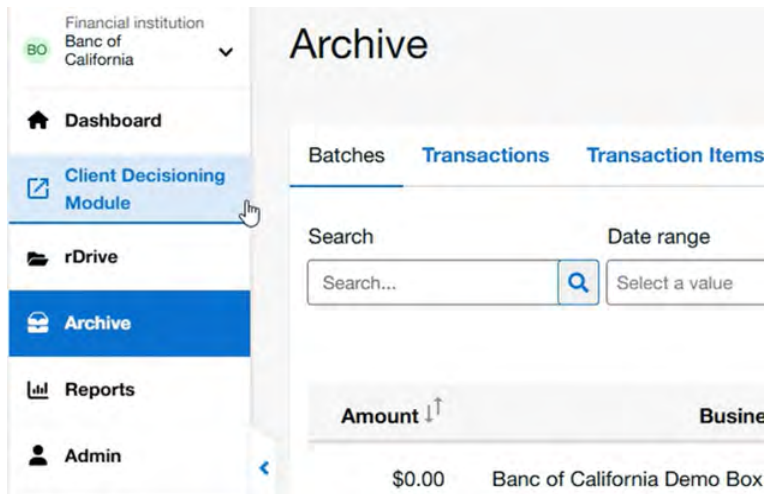
Field	Details
Name	The file name of the file.
File Type	The file type (extension) for the imported file.
Business Unit	The business unit name or client name for this file.
Tag	The customized tag used for this file. Tags were further defined previously in this document.
Message	This is an optional field that can be added to the file wrapper of a file imported into R360+.
Import Date	The date and time this file was imported into R360+. This reflects the date and time of the user's time zone.
ID	An optional field that can be sent from the source system.
Last Download	This field represents when the file was last downloaded.

The results can be sorted by selecting  next to any field.

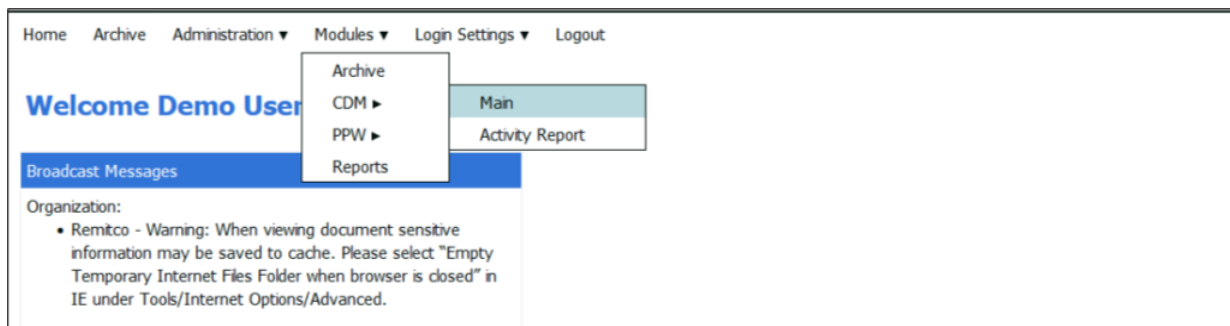
The current field where sorting is established will be noted with 
The user can click on this field to sort the column ascending or descending.

Client Decisioning Module (CDM)

Once logged into R360+ click Client Decisioning **Module**. (Note: You will only see this option if your company has signed up for this service.)



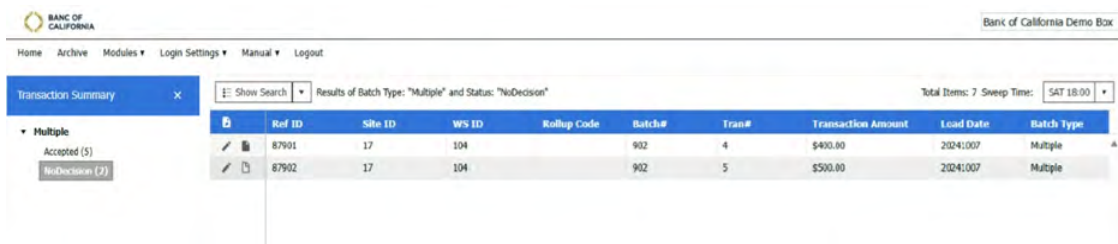
The Client Decisioning Module can be accessed by hovering over the Modules and CDM menus and selecting the Main option as shown below:



CDM Main

Clicking on this link displays the Transaction Summary screen which provides an overall view of the outstanding CDM items as shown in the figure below. The pane to the left shows the transactions grouped by Type and status. More than one Type may be shown depending on the setup for the client. When the user clicks on a group item on the left, the items associated with that group will be shown in the Transaction List pane to the right. **Note:** Columns in the list may be in a different order or not appear at all depending on client setup. To see more columns while working the items, click the **X** in the **Transaction Summary** bar to collapse that summary pane.

Click the down arrow next to  and click Main View to re-open that summary panel.



Ref ID	Site ID	WS ID	Rollup Code	Batch#	Trans#	Transaction Amount	Load Date	Batch Type
87901	17	104	902	4		\$400.00	2024/007	Multiple
87902	17	104	902	5		\$500.00	2024/007	Multiple









Note: The number of transactions available to view in the Transaction Summary list at any given time may be limited, during times of high volume, to the oldest 3,000 transactions.

All transactions are initially loaded to the No Decision status. The sweep time (local to the user) and the total CDM items are displayed on the top right of the grid.

CDM Transaction Summary Icons and Column Descriptions



Ref ID	Site ID	WS ID	Rollup Code	Batch#	Trans#	Transaction Amount	Load Date	Batch Type
87901	17	104	902	4		\$400.00	2024/007	Multiple
87902	17	104	902	5		\$500.00	2024/007	Multiple

Icon or Field Name	Description
Export to CSV 	Export the transaction information seen in the grid, for all pages to a CSV file.
Edit Transaction 	View, edit, and decision a transaction. You must have the appropriate user privileges to edit and decision transactions.
Annotations  and 	View or add annotations. The icon is not highlighted (clear) if no annotations are currently associated with the transaction. The icon is highlighted (black) if the transaction has annotations.
Page Numbers 1234 Next Page  Previous Page  First Page  Last Page 	If many transactions are available, page numbers are displayed below the list. Click a page number, or one of the pagination icons to navigate.
RefID	RefID - Reference ID or Reference Number, each transaction is assigned a unique reference number.
Site Name or Site ID	This is the Deluxe site where this transaction was processed.
Lockbox, WrkSrc, Subsite ID, or WS ID	This is the worksource ID for which this transaction was processed. This ID can also be referred to as the client number or RPS job number.
Rollup Code or Workflow	This is a transaction level field some clients use in CDM to group certain transactions together. Not all clients use this field, and it may not show.
Batch#	This is the current batch number from the source ImageRPS sytem where this transaction currently resides.
Tran#	This is the current transaction number from the source ImageRPS batch where it resides.
Total Transaction Amount	This is the balanced amount of the transaction.
Load Date	This is the calendar date when the transaction was first loaded to CM.
Batch Type	This is a batch type identifier used by Deluxe for research purposes.
Status	This is the current status of the Transaction. Statuses include: NoDecision - the initial status for all transactions. No change has been made by a user. Hold - a user placed the transaction on Hold. Accept - a user Accepted the transaction. Reject - a user Rejected the transaction
BatchID	This is the RPS unique batch identifier used by Deluxe for research purposes.

Multi Day Decisioning

If a customer is using Multi Day Decisioning, transactions will appear in red text on the Transaction List screen when the transactions have reached their max load count and will expire at the next sweep time. Expiring transactions left in either NoDecision or Hold statuses will AutoAccept or AutoReject depending on the customer's requirements during implementation.

Home Archive Administration Modules Login Settings Admin Internal Logout

Transaction Summary Results of Batch Type: "Multiple" Total Items: 186 Sweep Time: TUE 14:45

- Multiple
 - Accepted (1)
 - Hold (4)
 - NoDecision (177)
- Dollar Amount
 - Accepted (1)
- Unprocessable
 - NoDecision (3)

Icon	Status	Load Date	Ref ID	Work Flow	Site Name	Total Transaction Amount	Batch#	Batch Type
✓	Hold	20220617	1659312	Delaware		\$124.00	429368	Multiple
✓	Hold	20220617	1659318	Delaware		\$110.42	429368	Multiple
✓	Hold	20220618	1661056	Delaware		\$137.82	429369	Multiple
✓	Hold	20220618	1661083	Delaware		\$251.61	429370	Multiple
✓	NoDecision	20220621	1663999	Delaware		\$425.02	429361	Multiple
✓	NoDecision	20220621	1663910	Delaware		\$60.34	429364	Multiple
✓	NoDecision	20220621	1663911	Delaware		\$2,144.11	429364	Multiple
✓	NoDecision	20220621	1663912	Delaware		\$754.83	429364	Multiple
✓	NoDecision	20220621	1663913	Delaware		\$16.35	429363	Multiple
✓	NoDecision	20220621	1663914	Delaware		\$72.30	429366	Multiple
✓	NoDecision	20220621	1663915	Delaware		\$2,078.77	429363	Multiple
✓	NoDecision	20220621	1663916	Delaware		\$3,445.79	429363	Multiple
✓	NoDecision	20220621	1663917	Delaware		\$269.48	429366	Multiple
✓	NoDecision	20220621	1663918	Delaware		\$2,478.02	429363	Multiple
✓	NoDecision	20220621	1663919	Delaware		\$811.09	429363	Multiple
✓	NoDecision	20220621	1663920	Delaware		\$531.93	429366	Multiple
✓	NoDecision	20220621	1663921	Delaware		\$1,560.79	429364	Multiple
✓	NoDecision	20220621	1663922	Delaware		\$129.89	429363	Multiple
✓	NoDecision	20220621	1663923	Delaware		\$633.26	429366	Multiple
✓	NoDecision	20220621	1663924	Delaware		\$94.48	429363	Multiple

1 2 3 4 5 6 7 8 9 10 20 Items per page 1 - 20 of 182 items

CDM Search

Users can run a search on the transactions currently in CDM by clicking the down arrow on the Transaction Summary screen and clicking Search View.

▼

☐ Main View

☒ Search View

The Search Form is presented where the user can enter search criteria and click . The Transaction Summary screen will then be filtered to only show transactions matching the search criteria, unless the user clicks back to Main View or clicks the Main link from the CDM menu to reload the Transaction Summary screen. When decisioning a transaction from the search results screen, the system will take the user to the next transaction in the results list.

Search Form X Close Search

Transaction Level		Check Level	Coupon Level
Load Date <input type="text"/>	Status <input type="text"/>	Account <input type="text"/>	Remitter Name <input type="text"/>
Process Date <input type="text"/>	WS ID <input type="text"/>	Amount <input type="text"/>	Due Date <input type="text"/>
Reject Letter <input type="text"/>	Batch Type <input type="text"/>	Check # <input type="text"/>	Invoice Number <input type="text"/>
Transaction Amount <input type="text"/>	Ref ID <input type="text"/>		Invoice Amount <input type="text"/>
Total Check Amount <input type="text"/>	Batch# <input type="text"/>		<small>The field must be Numeric</small>
Rollup Code <input type="text"/>	Tran# <input type="text"/>		
Site ID <input type="text"/>			

Accessing CDM Transactions Already Leased to Another User

If a transaction in the list is already being worked by another user, a padlock icon will be shown instead of the Edit Transaction icon.


Home Archive Administration Modules Login Settings Logout

Show Search Results of Batch Type: "Multiple" and Status: "Rejected" Total Items: 16 Sweep Time: SUN 06:00

	Ref ID	Site Name	WS ID	Work Flow	Batch#	Trans#	Total Transaction Amount	Load Date
	2	Delaware	171		457119	2	\$200.00	20220406
	3	Delaware	171		457119	3	\$200.00	20220406
	21	Delaware	171		457119	20	\$179.65	20220406

Items per page: 20 1 - 3 of 3 items

Hovering the cursor over the padlock will show information detailing the user who has the transaction open, and how much time that user has until their lease on the item expires. Note: Default lease timeout is 20 minutes. Please contact your Deluxe account service team for changes. Once the lease expires, the transaction will be made available for another user to action the transaction, or the same user can go back into the transaction.

	Ref ID	Site Name	WS ID
	3	Delaware	171

Leased by: remitcotest @ 4/28/2022 6:14P | Expires in 17 minutes.

Clicking on the padlock icon for a transaction that is already leased to another user will take you into the transaction in read only mode so you can see the details, but you will not be able to make any changes. The decision action buttons will not be visible, but you will still be able to view and add Annotations.

Transaction Editor Annotations Back To Search Next Item

Transaction is read only!
Leased by: remitcotest @ 4/28/2022 6:14P | Expires in 17 minutes.

Transaction Detail
Difference: \$0.00

Ref ID	3
Site Name	Delaware
WS ID	171
Work Flow	171
Batch#	457119
Trans#	3
Total Transaction Amount	\$200.00
Load Date	20220406
Batch Type	Multiple
Status	Rejected
BatchID	553664
CDMLoadCount	1


Checks
Default (1)

Amount	Account Number	Check Number
\$200.00	86491572	974798

Items
Default (1)

Applied Amount	Coupon Account
\$200.00	5469 [REDACTED] 09

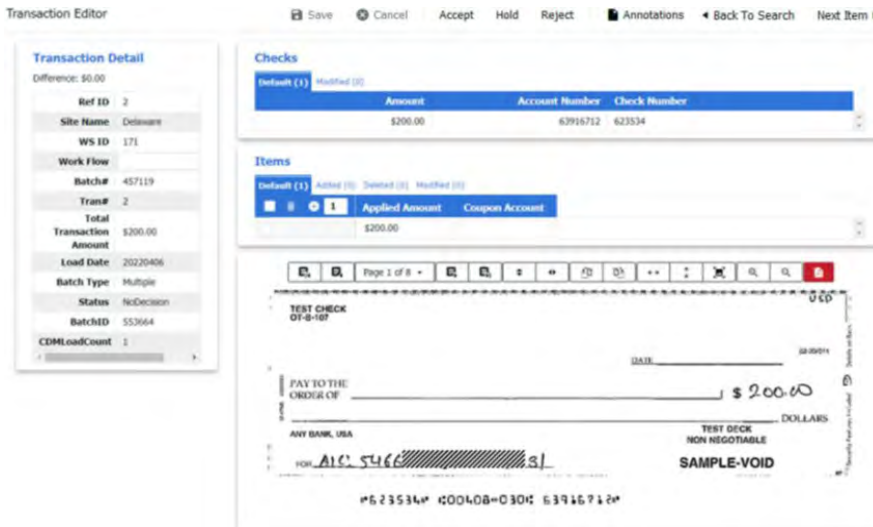
Page 1 of 8











TEST CHECK
NON NEGOTIABLE
SAMPLE-VOID

CDM Transaction Details

By clicking on the Edit Transaction icon for a transaction on the CDM Main screen, you can view the Transaction Editor screen to work each transaction. This screen provides detailed information about the selected transaction and allows users to review, modify and decision items. The transaction-level details are depicted in the panel to the left. This is the same information that was displayed on the CDM Transaction Summary screen.



Icon	Description
 Save	Runs any validations that are set up for the customer and saves changes made by the user if no validation errors are present. This does not have to be done prior to accepting an item, but this is helpful if a user wants to save the changes they've made and review the transaction before accepting it.
 Cancel	Discards changes to the transaction that have not yet been saved.
 Accept	Runs any validations that are set up for the customer, saves changes made by the user, and changes the status of the transaction to Accepted if no validation errors are present. The system will take the user to the next transaction in the list from the Transaction Summary screen.
 Hold	Changes the status of the transaction to Hold. The system will prompt the user if there are changes that have not been saved. The system will take the user to the next transaction in the list from the Transaction Summary screen.
 Reject	Allows the user to edit a transaction in Accepted or Rejected status.

 Annotations	View or add annotations. The icon is not highlighted (clear) if no annotations are associated with the transaction. The icon is highlighted (black) if the transaction has existing annotations.
 Back To Search	Exits the transaction, without changing the status, and sends the user back to the Transaction Summary screen.
Next Item 	Exits the transaction, without changing the status, the user is taken to the next transaction in the list. If already on the last transaction in the list, clicking this button will take the user back to the Transaction Summary screen.

The action panel (at the top right of the screen) are the actions that can be performed from this screen.

Decisioning a Transaction

Once a transaction has been selected, enter the required data in the Items section to resolve the exception.

Transaction Editor

Save Cancel Accept Hold Reject Annotations Back To Search Next Item

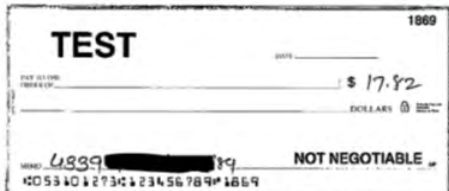
Transaction Detail
Difference: \$0.00
Ref ID 8
Site Name Delaware
WS ID 171
Work Flow 1
Batch# 457119
Tran# 9
Total Transaction Amount \$17.82
Load Date 20220406
Batch Type Multiple
Status NoDecision
BatchID 553664
CDMLoadCount 1

Checks
Default (1) Modified (0)

Amount	Account Number	Check Number
\$17.82	123456789	1869

Items
Default (1) Added (0) Deleted (0) Modified (0)

Applied Amount	Coupon Account
\$17.82	

Page 1 of 8


Correct the Balance

Checks and items must always balance prior to being accepted. The difference between the check total and the item total is displayed on the top left-hand side of the Transaction Detail section. If the check and item totals do not balance, the difference will be shown in red text. To balance the difference, add or modify data in the Applied Amount fields of the Items section. The difference in amount is dynamic and will change as the user types into the Applied Amount field. The user does not have to click Save or Accept to update the difference.

Coupon Account Number

If the transaction does not have an account number already entered, a valid number must be entered before the transaction can be accepted. Depending on the client setup, this might also be called an invoice, policy, group, etc. number. Most client setups will also have validations in this field to ensure a valid number has been entered. To run the validations, enter a number in the field and click Save. If the value entered does not pass the validations, an error message box will display with the items that need correction. A red warning triangle will also show inside the account field that is in error to help the user determine which line item(s) is invalid.

Transaction Editor Save Cancel

Validation Results

- Items > Item #2 > Coupon Account
- [Error] Invalid Account Number!

Transaction Detail

Difference: \$0.00

Ref ID	12
Site Name	Delaware
WS ID	171
Work Flow	

Checks

Default (1) Modified (0)

Amount	Account N
\$861.80	45

Items

Default (2) Added (1) Deleted (0) Modified (1) Errors (1)

Applied Amount	Coupon Account
\$18.65	777
\$843.15	▲ 3390900046764

Add and Delete an Item

Users can virtually add line items if a check needs to be split between multiple accounts. In the Items section enter the number of items to add (default is always 1), then click the Add button **1**. The system will switch to the Added tab to show the added line items. The user can fill in the necessary data there or click back to the Default tab to enter the information. Once a user clicks inside the Applied Amount field, users can tab through and enter data in the required fields similar to an Excel sheet. If there are multiple line items to be filled in, the user can tab from one line item to the next.

Fields that have been edited appear with a teal border around the field. Required fields that have been entered on, but no value entered appear with a red border. Unmodified fields have a light gray border.

Items

Default (3) Added (2) Deleted (0) Modified (1)

	Applied Amount	Coupon Account
<input type="checkbox"/>	\$861.80	777
<input type="checkbox"/>		
<input type="checkbox"/>	\$35.00	

Users can delete virtually added line items. Note: Items sent to CDM by the lockbox are considered 'original' items and cannot be deleted.

- Hover over the delete (trash can) icon for the line item to be deleted and click it. The item will be moved to the Deleted tab.

Items

Default (3) Added (2) Deleted (0) Modified (1)

	Applied Amount	Coupon Account
<input type="checkbox"/> Delete	\$15.00	
<input type="checkbox"/>	\$25.00	
<input type="checkbox"/>	\$35.00	

- Or check the line item(s) to be deleted and click the delete icon at the top of the list next to the Add button.

Items

Default (5) Added (4) Deleted (0) Modified (1)

	Applied Amount	Coupon Account
<input type="checkbox"/>	\$15.00	
<input type="checkbox"/>	\$25.00	
<input checked="" type="checkbox"/>	\$35.00	
<input type="checkbox"/>	\$40.00	
<input checked="" type="checkbox"/>	\$45.00	

- Line items on the Deleted tab can be undeleted. Click the Restore button next to the line item or check the item(s) and click the Restore button at the top of the list.

Items

Default (2) Added (1) Deleted (3) Modified (1)

<input type="checkbox"/>		Applied Amount	Coupon Account
<input type="checkbox"/>		\$35.00	
<input type="checkbox"/>		\$45.00	
<input type="checkbox"/>		\$25.00	

Items Tab Descriptions

Tab	Description
Default	Shows all active (not deleted) line items.
Added	Shows the virtual items that have been inserted by a CDM user since the last time changes were saved. System switches to this tab when a user adds an item.
Deleted	Shows the items deleted in the user's current session since the last time changes were saved.
Modified	Shows the valid items that have been changed since the last time changes were saved. This tab will show line items once a user changes any field.
Errors	Shows the items that currently have validation errors associated with them.

Decision a Transaction

Accept - Once the transaction has been reviewed and modified as necessary to resolve any errors or missing data, it can be accepted. Click Accept to run the validations, save changes, and change the status of the transaction to Accepted.

Reject - If the exception cannot be resolved, click Reject to put the transaction in the Rejected status.

Hold - Users may need to temporarily stop work on a transaction and come back to it later. Users can simply click exit the transaction by clicking the Back to Search button, but they can also put the transaction on Hold. The Hold status helps indicate to other users that the transaction was looked at by someone already, but did not complete the transaction.

After you accept, hold, or reject a transaction, the next oldest transaction from the transaction list is automatically displayed. If you sort the list before editing the transactions, the next transaction that appears is from the sorted list.

Users may review transactions in any status, but transactions in Accepted and Rejected statuses will open in read only mode. Users can discard the current status by clicking the R open button. This will put the transaction back into the NoDecision status and the user can make changes as needed.

Transaction Editor

Recopen Annotations Back To Search Next Item

Transaction is read only!

Transaction Detail

Difference: \$0.00

Ref ID 21

Site Name Delaware

WS ID 171

Work Flow 171

Batch# 457119

Trans# 20

Total Transaction Amount \$179.65

Load Date 20220406

Batch Type Multiple

Status Rejected

BatchID 553664

CDMLoadCount 1

Checks

Amount	Account Number	Check Number
\$179.65	123456789	20943

Items

Applied Amount	Coupon Account
\$179.65	

Page 1 of 4

TEST CHECK - VOID SAMPLE 20943

DATE _____

PAY TO THE ORDER OF _____ \$ 179.65

DOLLARS

FOR A/C 4147 [REDACTED] 005 NOT NEGOTIABLE

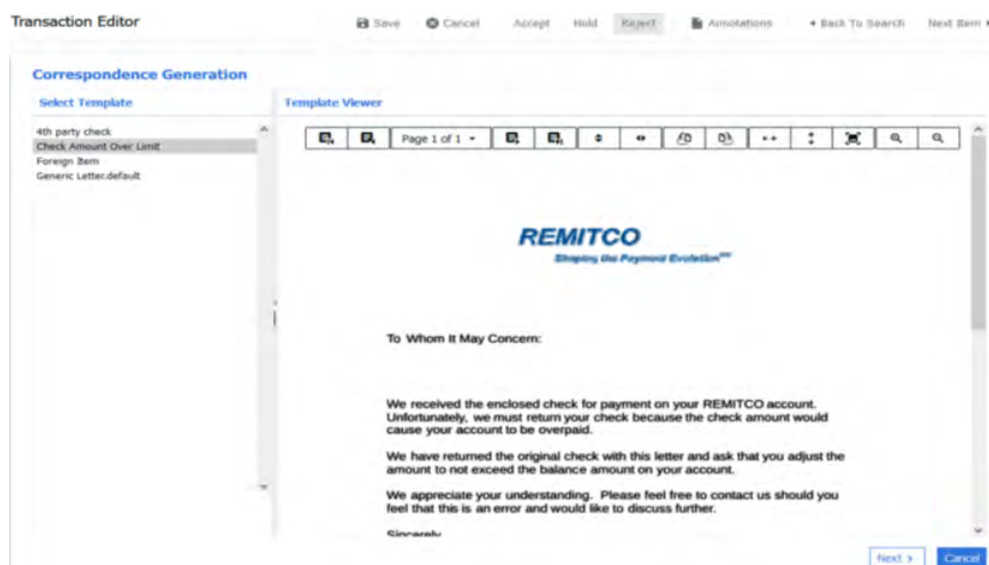
⑆020943⑆ ⑆053000⑆ ⑆B3⑆ ⑆23456789⑆

Reject Letters

An optional feature is Reject Letters. This feature is used to have items rejected in CDM sent back to the remitter directly from the Deluxe processing center, instead of going back to Deluxe's client for them to send to the remitter. Deluxe will pull the physical check(s) and mail them back to the remitter with a reject letter that is created by the CDM user in the rejection process.

During the implementation process, Deluxe will work with clients to set up the reject reasons and letter templates. For each reject reason there is a corresponding letter template. There is no limit on the number of reasons or templates a client can set up in the system. Once all of the rejected reasons are established, the implementations team will create the letter templates with the client. The client's logo/letterhead can be used for each template, and the layout and verbiage of each template can be different. There will always be a 'Default' reason/letter in the list that can be used by users if the check needs to be sent back to the client instead of the remitter. This reason/letter will also be the one used to auto reject expired transactions that have neither been accepted nor rejected by a user within the decisioning window established during implementation, unless the client chose to have items auto accepted during the implementation.

When Reject Letters are set up to be used, this pop-up screen appears when a user confirms to reject a CDM transaction from the CDM Transaction Details page. When the user clicks on one of the configured reject reason templates in the list to the left, the template that is set up for that reason will be displayed on the right. Click Next once the desired letter is selected.



Transaction Editor

Save Cancel Accept Hold Reject Annotations Back To Search Next Item

Correspondence Generation

Select Template

- 4th party check
- Check Amount Over Limit**
- Foreign Item
- Generic Letter.default

Template Viewer

Page 1 of 1

REMITCO
Shaping the Payment Evolution™

To Whom It May Concern:

We received the enclosed check for payment on your REMITCO account. Unfortunately, we must return your check because the check amount would cause your account to be overpaid.

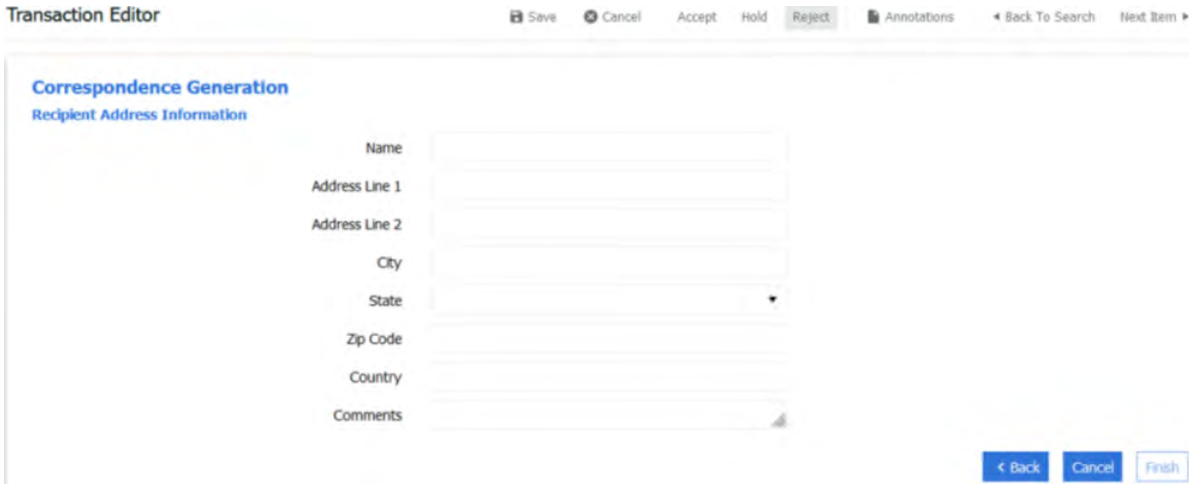
We have returned the original check with this letter and ask that you adjust the amount to not exceed the balance amount on your account.

We appreciate your understanding. Please feel free to contact us should you feel that this is an error and would like to discuss further.

6/29/2016

Next > Cancel

This screen will appear where the CDM user will enter the return address information where the letter and the physical check(s) will be mailed.



Transaction Editor Save Cancel Accept Hold Reject Annotations Back To Search Next Item

Correspondence Generation
Recipient Address Information

Name _____

Address Line 1 _____

Address Line 2 _____

City _____

State _____

Zip Code _____

Country _____

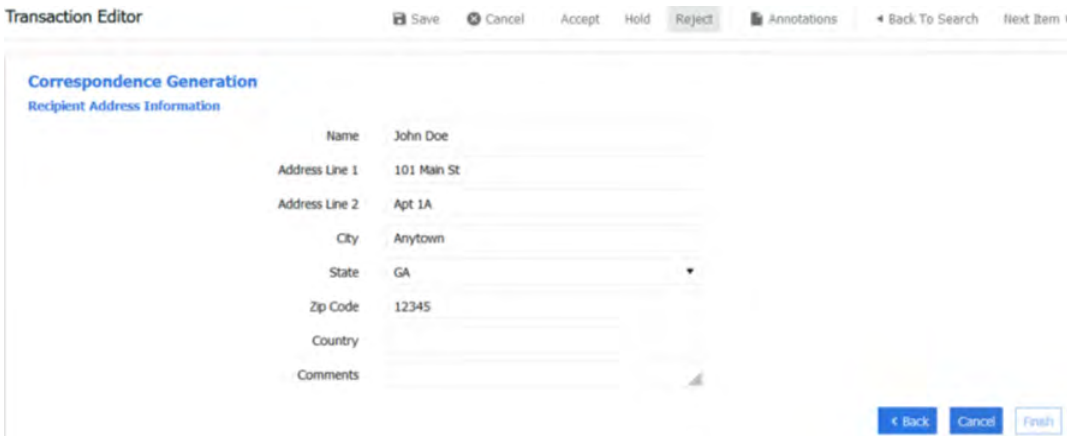
Comments _____

Back Cancel Finish

Complete the information as appropriate. Once all fields have been entered, click Finish to complete the rejection process and have the system present the next transaction in the queue to be decided.

NOTE: There is no validation on the address. Free form text entered in the Comments field on this screen will appear on the letter that is sent to the remitter if the client has requested that tag to be setup in the letter template during implementation.

The Back button will take the user back to the list of reject reasons to reselect a reason and template, and the Cancel button will abort the reject process and take the user back to the Transaction Detail screen to make changes, make a different decision, re-start the rejection process where a different reject reason/template can be selected and different return address information can be entered, or exit out of the transaction and leave it in its current status.



Transaction Editor Save Cancel Accept Hold Reject Annotations Back To Search Next Item

Correspondence Generation
Recipient Address Information

Name John Doe

Address Line 1 101 Main St

Address Line 2 Apt 1A

City Anytown

State GA

Zip Code 12345

Country _____

Comments _____

Back Cancel Finish

Return address information entered for reject letters will be retained in the Annotations/Comments of the transaction for as long as the transaction is in CDM and the archive.

Annotations				
User	Date/Time	Annotation		
remitcotest	03/29/2023 10:26	TransID 11843 status changed from NoDecision to Rejected		
remitcotest	03/29/2023 10:26	Reject Address: John Doe, 101 Main St, Apt 10A, Anytown, GA, 12345		
			1 - 2 of 2 items	

If the reject process is restarted on the same transaction before the sweep time (transaction was [reopened](#)), the Annotations/Comments will retain the full history of the return address information entered by the CDM user(s). Here the apartment number was updated, and the original information is shown below the updated.

Annotations				
User	Date/Time	Annotation		
remitcotest	03/29/2023 10:29	TransID 11843 status changed from NoDecision to Rejected		
remitcotest	03/29/2023 10:29	Reject Address: John Doe, 101 Main St, Apt 1A, Anytown, GA, 12345		
remitcotest	03/29/2023 10:28	TransID 11843 status changed from Rejected to NoDecision		
remitcotest	03/29/2023 10:26	TransID 11843 status changed from NoDecision to Rejected		
remitcotest	03/29/2023 10:26	Reject Address: John Doe, 101 Main St, Apt 10A, Anytown, GA, 12345		
			1 - 5 of 5 items	

Activity Report

The CDM Activity Report will provide users with a transaction level report for all items in CDM for a given day, if you have the CDM Supervisor user role assigned to you. Ask your client administrator to review your assigned roles.

The report is accessed by hovering over Modules, then CDM, then clicking on Activity Report.

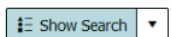


The default view is the Details report for the current date and is displayed automatically.

Show Search
Details report

	Received Date	Process Date	Reference #	User ID	Total Trans Amt	Trans Status	Batch Type	Site ID	Client ID
	20220406	20220504	1		163.88	NoDecision	Multiple	22	171
	20220406	20220504	2	remitcotest	200	Rejected	Multiple	22	171
	20220406	20220504	3	remitcotest	200	Rejected	Multiple	22	171
	20220406	20220504	4	remitcotest	8.48	Accepted	Multiple	22	171
	20220406	20220504	5	baseuser	10	Accepted	Multiple	22	171
	20220406	20220504	6	remitcotest	10	Accepted	Multiple	22	171
	20220406	20220504	7	jmanchino	1206.19	Hold	Multiple	22	171
	20220406	20220504	8		17.82	NoDecision	Multiple	22	171
	20220406	20220504	9	jmanchino	82.06	Hold	Multiple	22	171
	20220406	20220504	11		16.3	NoDecision	Multiple	22	171

Click Show Search to change the parameters of the report.



The report type can be changed from Details to the Summary report. If the user is currently at a parent group level, they can select one of the child groups from the Group dropdown menu. The date range can also be modified from the current date to the previous 7 calendar days, or the previous 7 weeks.

Search Form
Close
Search

Report type Equals

☒ Details

☐ Summary

Group Equals

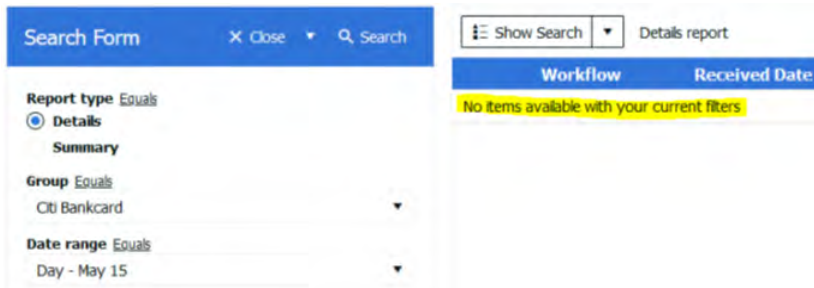
Citi Bankcard

Date range Equals

Day - May 04

If the report is not run before these dates drop off, the data cannot be recreated. Select a day/week option from the Date drop down list, and whether you want to see the Details report or the Summary report, then click Search.

If a day/week selected has no data, this is the message that will be shown. In this example a Sunday was selected and that is not typically a normal processing day.



This is a sample of the Summary Report, pulled for the process date 'Day- May 20' from the drop down list.

	A	B	C	D	E	F	G	H	I
1	Received Date	Process Date	No Decision	Hold	Secondary	Accepted	Rejected	Auto Accepted	Auto Rejected
2	20220406	20220520	5	2	0	8	1	0	0
3									

Tab	Description
ReceivedDate	This is the system date the transaction was first loaded to CDM
ProcessDate	This is the process date of the transaction
NoDecision	This is the transaction count of items left in this status at the sweep time
Hold	This is the transaction count of items left in this status at the sweep time
Secondary	Not used
Accepted	This is the transaction count of items left in this status at the sweep time
Rejected	This is the transaction count of items left in this status at the sweep time
Auto Accepted	This is the transaction count of items left in this status at the sweep time
Auto Rejected	This is the transaction count of items left in this status at the sweep time

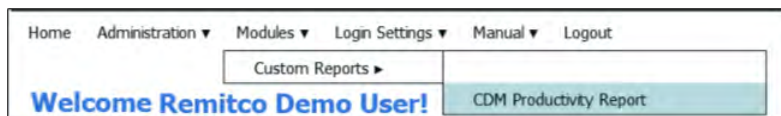
This is a sample of the Details Report, pulled for the process date 'Day- May 20' from the drop-down list.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Workflow	Received Date	Process Date	Reference #	Last Actioned By	Internal/UrlID	AlternateID	Total Trans Amt	Trans Status	Batch Type	Site	Lockbox	Accept/Reject Reason	LastModified
2	171	20220406	20220520	1 ms87871		26043 Mike		163.88	Accepted	Multiple	Delaware	171	TransID 1 status changed from NoDecision to Accepted	5/16/2022 11:14
3	171	20220406	20220520	2 ms87871		26043 Mike		200	Accepted	Multiple	Delaware	171	TransID 2 status changed from NoDecision to Accepted	5/16/2022 11:36
4	171	20220406	20220520	3 remitcotest		23839 Demo		200	Rejected	Multiple	Delaware	171	TransID 3 status changed from NoDecision to Rejected	4/28/2022 11:33
5	171	20220406	20220520	4 remitcotest		23839 Demo		8.48	Accepted	Multiple	Delaware	171	TransID 4 status changed from NoDecision to Accepted	4/28/2022 11:33
6	171	20220406	20220520	5 baseuser1		25327 Test		10	Accepted	Multiple	Delaware	171	TransID 5 status changed from NoDecision to Accepted	4/28/2022 16:31
7	171	20220406	20220520	6 remitcotest		23839 Demo		10	Accepted	Multiple	Delaware	171	TransID 6 status changed from NoDecision to Accepted	5/3/2022 12:10
8	171	20220406	20220520	7 ss86176		26026 Susan		1206.19	Accepted	Multiple	Delaware	171	TransID 7 status changed from Hold to Accepted	5/10/2022 10:43

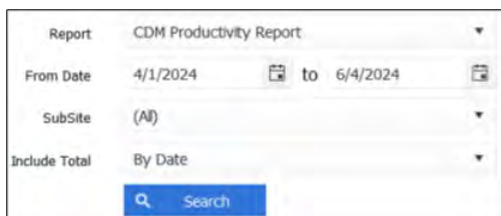
Tab	Description
RollupCode	This is a transaction level field some clients use in CDM to group certain transactions together
ReceivedDate	This is the system date the transaction was first loaded to CDM
ProcessDate	This is the process date of the transaction
ReferenceNumber	In CDM each transaction is assigned a unique reference number and it is shown here on the detail report
UserID	This is login ID of the user who last decisioned the transaction
InternalUsrID	This is the internal database ID that is assign automatically by the system for each user
TotalTransAmt	This is the total transaction amount
TranStatus	This is the status of the transaction as of the time the report was pulled
BatchType	This is a batch type identifier used by Deluxe for research purposes
Site	This is the site ID where this transaction was processed
WrkSrc	This is the worksource ID for which this transaction was processed. This ID can also be referred to as the client number or RPS job number
LastModified	This is the date and time the transaction was last modified

CDM Productivity Report

The CDM Productivity Report provides a user level productivity report if you have the 'Audit' and 'Custom Reports' user roles assigned to you. Ask your client administrator to review your assigned roles. Hover over Modules and then Custom Reports, then click on CDM Productivity Report.



Configure the search fields as needed then click the Search button.



The screenshot shows a search configuration form for the 'CDM Productivity Report'. It includes the following fields and controls:

- Report:** A dropdown menu currently set to 'CDM Productivity Report'.
- From Date:** A date field set to '4/1/2024' with a calendar icon to its right.
- to:** A date field set to '6/4/2024' with a calendar icon to its right.
- SubSite:** A dropdown menu currently set to '(All)'.
- Include Total:** A dropdown menu currently set to 'By Date'.
- Search:** A blue button with a magnifying glass icon and the text 'Search'.

The date range will default with the 'to' date being the current calendar date, and the 'From Date' being 1 month prior, but the user can change the date range to be any 30 days. If the date range entered is 30 days or less, the user entered dates are honored. If the date range entered is greater than 30 days, the search will use the 'to' date minus 30 days to provide the results.

The SubSite field (also sometimes called Worksource) is a drop down of the lockbox (or client job) numbers for the organization. The report defaults to include all SubSite numbers for the organization, but the user can select a single value if desired.

The Include Total field is defaulted to include a total line by process date (see screen below). users can change that by clicking the drop down and selecting either By Date/Worksource to have a total line by date for each SubSite/Worksource, or No to have no total lines at all. The results are shown below the search fields and can be exported to Excel or PDF files by clicking the respective buttons.

Export to Excel
Export to PDF

Report: CDM Productivity Report

From Date: 4/1/2024 to 6/4/2024

WorkSource ID: All

Include Total: By Date

Search

Export to Excel
Export to PDF

Drag a column header and drop it here to group by that column

Process Date	SubSiteID	User Name	Time Spent	Accept Count	Reject Count	Hold Count	NoAction Time	Items/Hour
20240509	6919		81	2	2	0	81	177.78
20240509	6918		254	0	4	0	254	56.69
20240509	6901		23	2	3	1	22	939.13
20240509		Total	358	4	9	1	357	140.78
20240510	6959		140	0	1	0	122	25.71
20240510	6919		152	0	4	0	139	94.74
20240510	6918		132	0	3	0	132	81.82
20240510	6909		327	0	4	0	263	44.04
20240510		Total	751	0	12	0	656	57.52
20240513	6959		234	3	4	1	24	123.08
20240513	6918		57	0	0	0	57	0
20240513	6918		152	3	1	1	6	118.42
20240513	6909		344	4	4	0	76	83.79
20240513		Total	787	10	9	2	163	95.06

1 - 14 of 14 items

Tab	Description
Process Date	Date the user worked the transactions.
SubSite	Client job/lockbox number
Username	User's login ID
Time Spent	The total count of seconds the user had transactions leased to them to review for the process date
Accept Count	Count of transactions Accepted by the user
Rejected Count	Count of transactions Rejected by the user
Hold Count	Count of transactions put on Hold by the user
NoAction Time	The total count of seconds the user had a transaction leased to them but did not change the status. The user may have changed the line items in the transaction, but they did not change the status of the transaction. This value is a subset of the Time Spent value. Users likely exited the transaction by clicking the Next Item or Back to Search buttons.
Items/Hour	Calculation of the user's productivity for the process date. The total number of items actioned (status changed) against the total Time Spent.

The results can be sorted in ascending or descending order by clicking any of the column headers.

No arrow next to the column name means the results are not sorted based on that column.

Process Date

An up arrow next to the column name means the results are sorted in ascending order on that column.

Process Date ↑

A down arrow next to the column name means the results are sorted in descending order on that column.

Process Date ↓

Users can also group the results by Process Date, WorksourceID, and User Name by dragging those column headers to the field just above the column header row. When the results are grouped, sorting is disabled.

↑ Process Date									
Process Date	SubSiteID	User Name	Time Spent	Accept Count	Reject Count	Hold Count	NoAction Time	Items/ Hour	
▼ Process Date:									
▼ Process Date: 20240509									
20240509	6919	shaynes	81	2	2	0	81	177.78	
20240509	6918	admin3g	254	0	4	0	254	56.69	
20240509	6901	shaynes	23	2	3	1	22	939.13	
20240509	Total		358	4	9	1	357	140.78	
▼ Process Date: 20240510									
20240510	6959	admin3g	140	0	1	0	122	25.71	
20240510	6919	admin3g	152	0	4	0	139	94.74	
20240510	6918	admin3g	132	0	3	0	132	81.82	
20240510	6909	admin3g	327	0	4	0	263	44.04	
20240510	Total		751	0	12	0	656	57.52	