Enterprise Payment Solutions (EPS)

JHA SmartPay Business™

January 2025

# JHA SmartPay Remote Deposit Scan™ (RDS) Handbook

Open-Source Statements

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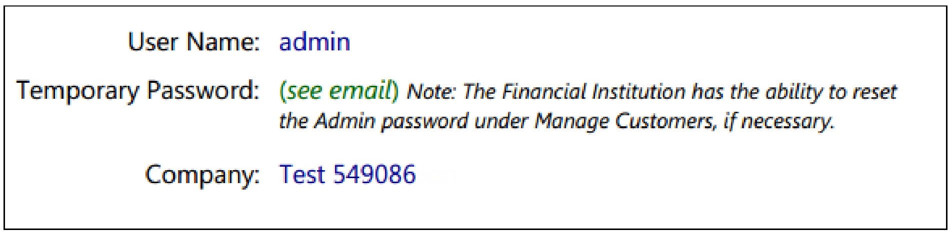
# Introduction

The *Remote Deposit Scan Handbook* is a guide for processing transactions using the Remote Deposit Scan (RDS) application. Prior to working with the application, you should have received a Login Letter from your financial institution that contains the following information:

- A URL to the application
- Administrator login credentials, including a temporary password and company login name



User Name: admin

Temporary Password: (see email) *Note: The Financial Institution has the ability to reset the Admin password under Manage Customers, if necessary.*

Company: Test 549086

FIGURE 1: SAMPLE ADMINISTRATOR CREDENTIALS FROM LOGIN LETTER

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

- Your Merchant ID and scanner model/serial number
- Instructions for any EPS Education training you wish to schedule

**NOTE:** EPS Support is not available for training in the use of the application.

In addition to the Login Letter, your financial institution may have provided you with a document titled *Scanner Installation for RDC & RDS*, a guide that assists with installing both your check scanner and the EPS Device Control application used to manage the scanner in RDS. If you are using a network scanner such as a Panini mI:Deal or EverneXt, refer to the *Panini Everest Installation Guide (RNDIS)*.

The Remote Deposit Scan application provides the ability to process your customers' checks through a single-check scanner and convert them to an electronic image transaction, later deposited into a bank account.

Checks can be scanned throughout the day, adding to the daily deposit total. A deposit consists of all transactions created that day, unless otherwise noted. For example, a transaction given a future effective date is not deposited until such time. The system can detect duplicate transactions within 75 days of the original transaction being created. ACH items are deposited separately from Check 21 items.

**IMPORTANT:** Screenshots are provided for general orientation. Your screens and menu options may differ from the examples pictured in this document.

## Scanners

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

| Manufacturer | Model Supported |
| --- | --- |
| Digital Check® | CheXpress® CX30<br>TellerScan® TS240<br>*TellerScan TS230* |
| Digital Check (Unisys Burroughs®) | SmartSource® Professional<br>SmartSource Professional Elite<br>SmartSource Micro Elite<br>*SmartSource Value*<br>*SmartSource Merchant Elite*<br>*SmartSource MicroEX* |
| Epson® | CaptureOne® (TM-S1000) |
| Panini® | Vision X™<br>Vision 1<br>EverneXt<br>mI:Deal<br>*I:Deal*<br>*wI:Deal*<br>*My Vision X™* |

| Manufacturer | Model Supported |
|---|---|
| Canon® | imageFORMULA CR-L1<br>imageFORMULA CR-120<br>imageFORMULA CR-150<br>imageFORMULA CR-190i II |
| RDM® | *EC7000i*<br>*EC7500i* |

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

The following scanners are certified for use with Remote Deposit Scan on macOS:

| Manufacturer | Model Supported |
|---|---|
| Digital Check® | CheXpress CX30<br>TellerScan TS240 |

## Privileges and Roles

The Admin user must assign the *RDS User* role in order for you to access this application. This role is located within the *Customer Services* privilege. For a complete walk-through on assigning privileges and roles, please see the *User Administrator Handbook* for more information and complete instructions.

## Available Resources

If you have questions about using the RDS application, please contact your first line of support for more information.

For a complete guide on how to run reports using the information processed with the application, please see the *User Reports Handbook* for instructions.

## Process Workflow

The below figure describes the process for making a deposit using the Remote Deposit Scan application.

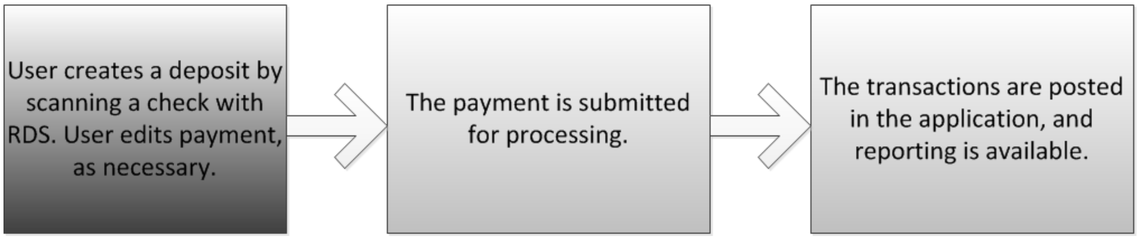



FIGURE 2: RDS PROCESS WORKFLOW

## Session Timeouts

The system automatically logs you out once you have been inactive for at least 15 minutes. A *Session Timeout Warning* appears two minutes before the user is to be logged out, in order to give them an opportunity to continue their session. Click anywhere in the application to remain logged in.

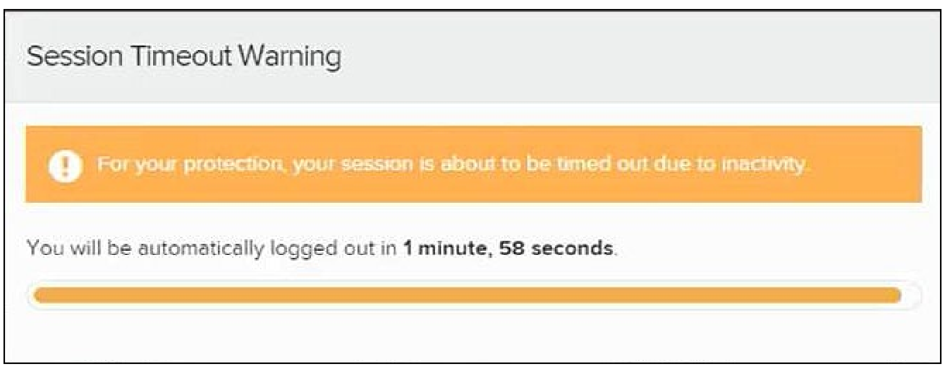



FIGURE 3: SESSION TIMEOUT WARNING

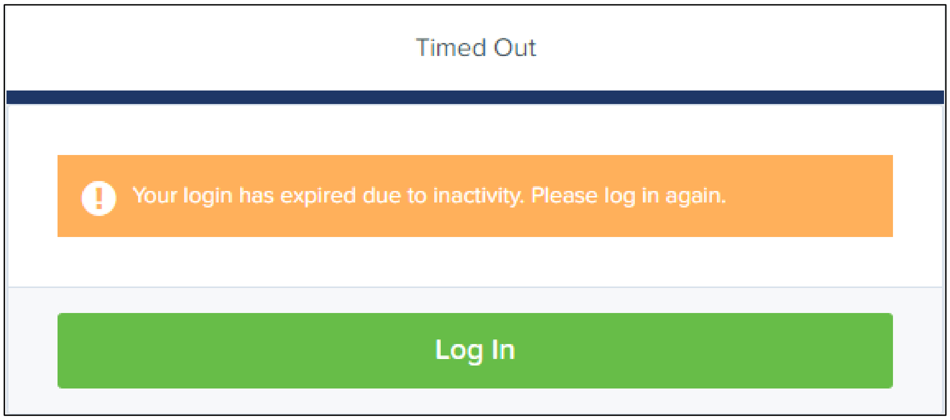



FIGURE 4: TIMED OUT

# Logging In

Your SmartPay Admin or bank representative should provide you with a URL for accessing the application. We recommend that you save this URL to your bookmarks/favorites, as it is a route of access to the system. A user name, temporary password, and company name is also provided so that you may log in to the system. Only the password is case-sensitive.

1. Once at the SmartPay Business login screen, complete the **User Name**, **Password**, and **Company** fields, and then click **Log In**.
2. The system prompts you to change your password. Passwords expire every 90 days and are case-sensitive. Use the following guidelines when creating a new password:
   - At least 1 uppercase letter
   - At least 1 lowercase letter
   - At least 1 number
   - At least 1 special character.
   - 12-15 characters in length
3. Click **Update Password**.

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**NOTE:** Should you forget your password, you may request a new one. This requires a valid email address saved to your user profile. Your SmartPay administrator has the ability to update your user profile.

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## Creating a Secret Question

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

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

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

1. Log in to the application and select **My Settings** from the **user** drop-down menu, as shown below.

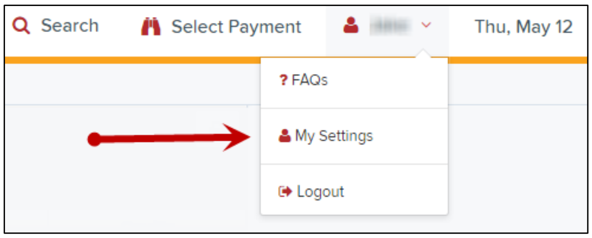


FIGURE 5: MY SETTINGS OPTION

2. The system prompts you to enter your current password in order to reach the **My Settings** tab.
3. Once there, you can make changes to the *Change Password*, *Create/Update Secret Question and Answer*, and/or *Create/Update Authorized Caller Identification Phrase and Response* sections, as necessary.

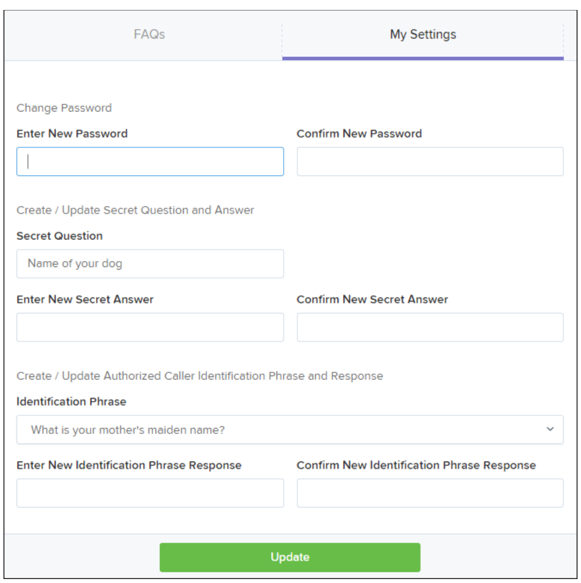


FIGURE 6: MY SETTINGS TAB

4. Click **Update** when you are finished.

## Choosing an Identification Phrase

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

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

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

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1. Log in to the application and select **My Settings** from the **user** drop-down menu.

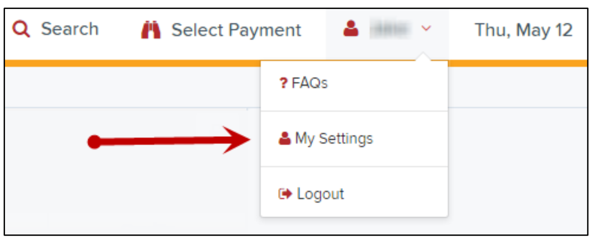


FIGURE 7: MY SETTINGS OPTION

2. The system prompts you for your current login password in order to reach the **My Settings** tab. Make changes to the identification phrase sections, as needed.
3. Type the answer to the question in the **Enter New Identification Response** field, and again in the **Confirm New Identification Response** field. EPS Support verifies this answer when you call. From this page, you can also make changes to your password or secret question and answer if needed.

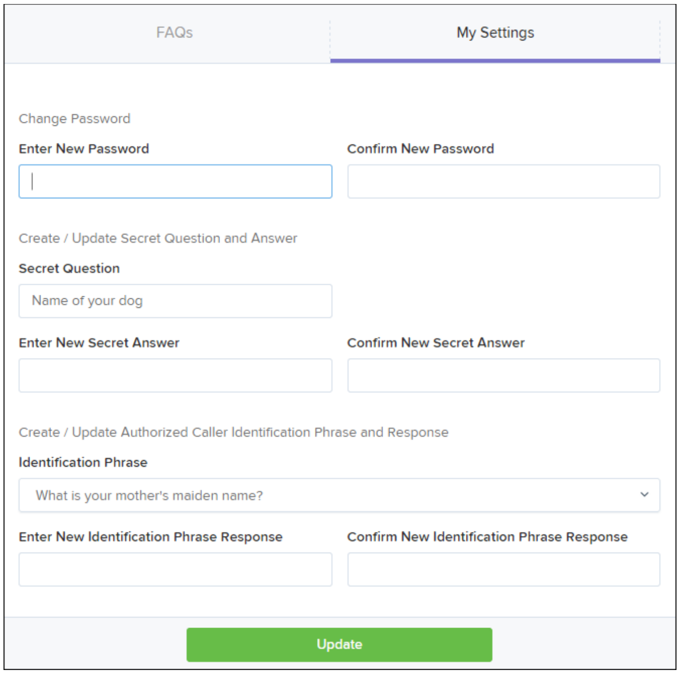


FIGURE 8: MY SETTINGS TAB

4. Click **Update** when you are finished.

# Installing Your Check Scanner

For instructions on installing EPS Device Control and your scanner driver, please refer to the document titled *Scanner Installation for RDC & RDS*. If installing a Panini mI:Deal or EverneXt, refer to the *Panini Everest Installation Guide (RNDIS)*.

# Working within Remote Deposit Scan

The Remote Deposit Scan application allows you to scan one check at a time. The scanner reads the MICR line of the check and scan the front and back sides of the check. In the application, you have the opportunity to specify an account location, name on account, payment origin, and amount of the item (discussed in this section) for deposit. The more information you enter around a transaction, the easier it is to locate that item at a later time.

Depending on the settings with your financial institution, the scanner may frank the front of the check with the words *Electronically Presented*. You can opt to scan a second document (e.g., a check stub or invoice) and/or key additional information to associate with the check and/or the customer who wrote the check.

A deposit can be in any number of statuses when it enters the system. The table below lists the potential status of any one transaction within the system.

| **Status** | **Definition** |
|---|---|
| Approved | The transaction has been verified and is processed at the designated cutoff time. |
| Processed | The transaction has been transmitted to the appropriate network (ACH or Check 21). Changes can no longer be made, and the transaction can no longer be voided. |
| Collected | (*ACH Only*) The transaction, originally returned NSF, has been re-presented to the Federal Reserve by EPS, and funds were recovered. |
| Awaiting Capture | Status for credit card transactions only. |
| Awaiting Approval | The transaction has been verified, but the amount of the transaction exceeded the Dual Authorization limit of the user who created it. An authorized approver must review and either approve or void the transaction. |

| **Status** | **Definition** |
|---|---|
| Declined | The transaction has been declined by the EPS system and is not processed. The transaction exceeded either Dual Authorization or Velocity limits. |
| Voided | The transaction has been voided and is not processed. A transaction may not be voided once the item is in the *Processed* status. |
| Error | An internal error has occurred within the EPS system. Contact your first line of support. |
| In Collection | (*ACH Only*) The transaction, returned NSF, is in the process of being re-presented to the Federal Reserve by EPS. |
| In Research | May be used by your support group. |
| Uncollected NSF | (*ACH Only*) The transaction was returned to EPS NSF by the Federal Reserve, and funds could not be recovered. |
| Suspended | The transaction has been verified but has exceeded Velocity limits. |
| Disputed | (*ACH Only*) The transaction was returned to EPS by the Federal Reserve because the account holder at the receiving financial institution has disputed its validity. The transaction is charged back (reversed). |
| Invalid/Closed Account | (*ACH Only*) The transaction was returned to EPS by the Federal Reserve because the account number at the receiving financial institution was invalid or because the account was closed. |

| Status | Definition |
|---|---|
| Resolved | The transaction has been moved into a *Resolved* status by a user to indicate that no further action related to the transaction is required. Transactions can be moved into a *Resolved* status from a status of *Declined, Voided, Invalid/Closed Account, Disputed, Uncollected NSF, Unauthorized, Error,* or *In Research.* |

1. Log in to the system and select **Transactions** from the left main menu.
2. Under *Check Processing*, select **Remote Deposit Scan**.
3. If Device Control has not already launched, the system will prompt you to do so before continuing. Follow the on-screen instructions to proceed.

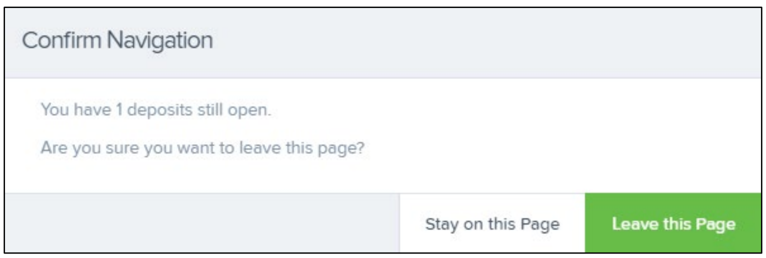


Figure 9: Confirmation to Leave Open Deposits Page

4. The *Check Processing*: *Remote Deposit Scan* page appears. Complete the required fields designated by an asterisk:
   - **Location:** Select the account location where the check is processed. Once you select a location, the Device Control updates to a ready status.
   - **Payment Origin:** Select the type of payment.
   - **Name on Account (Grayed-out):** A field for the name of the check writer. The information for this field auto-populates for a previously created customer profile in the system once the check is scanned.
   - **Amount:** Enter the amount for the check.

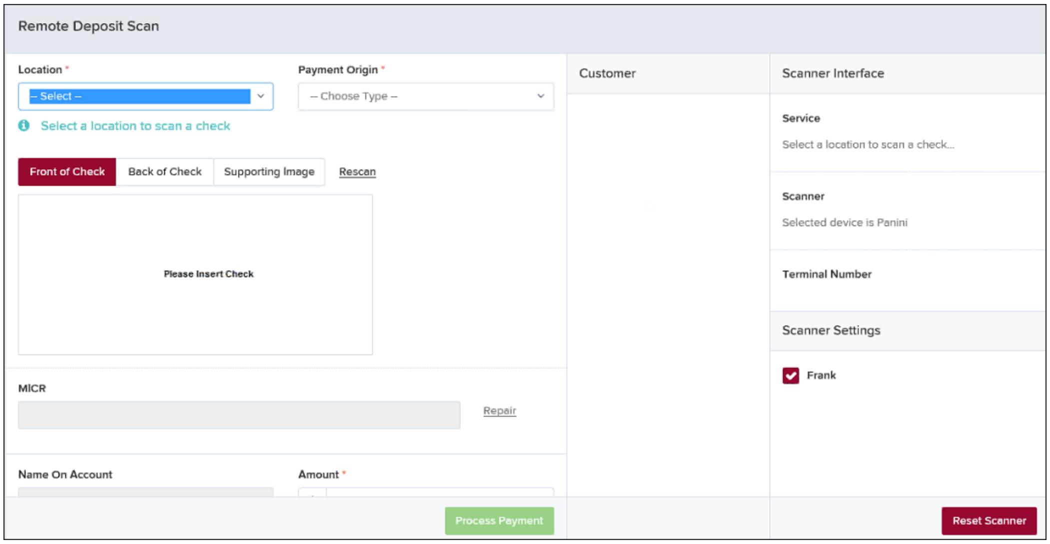


FIGURE 10: RDS FIELDS

**NOTE:** Customer data fields remain unavailable until a check has been scanned.

5. Place the check in the scanner, and then scan the check item.
6. If the check could not be read properly, a *MICR Repair* prompt appears. Select **Expand** next to *Repair Instructions* for more help on how to repair a MICR.

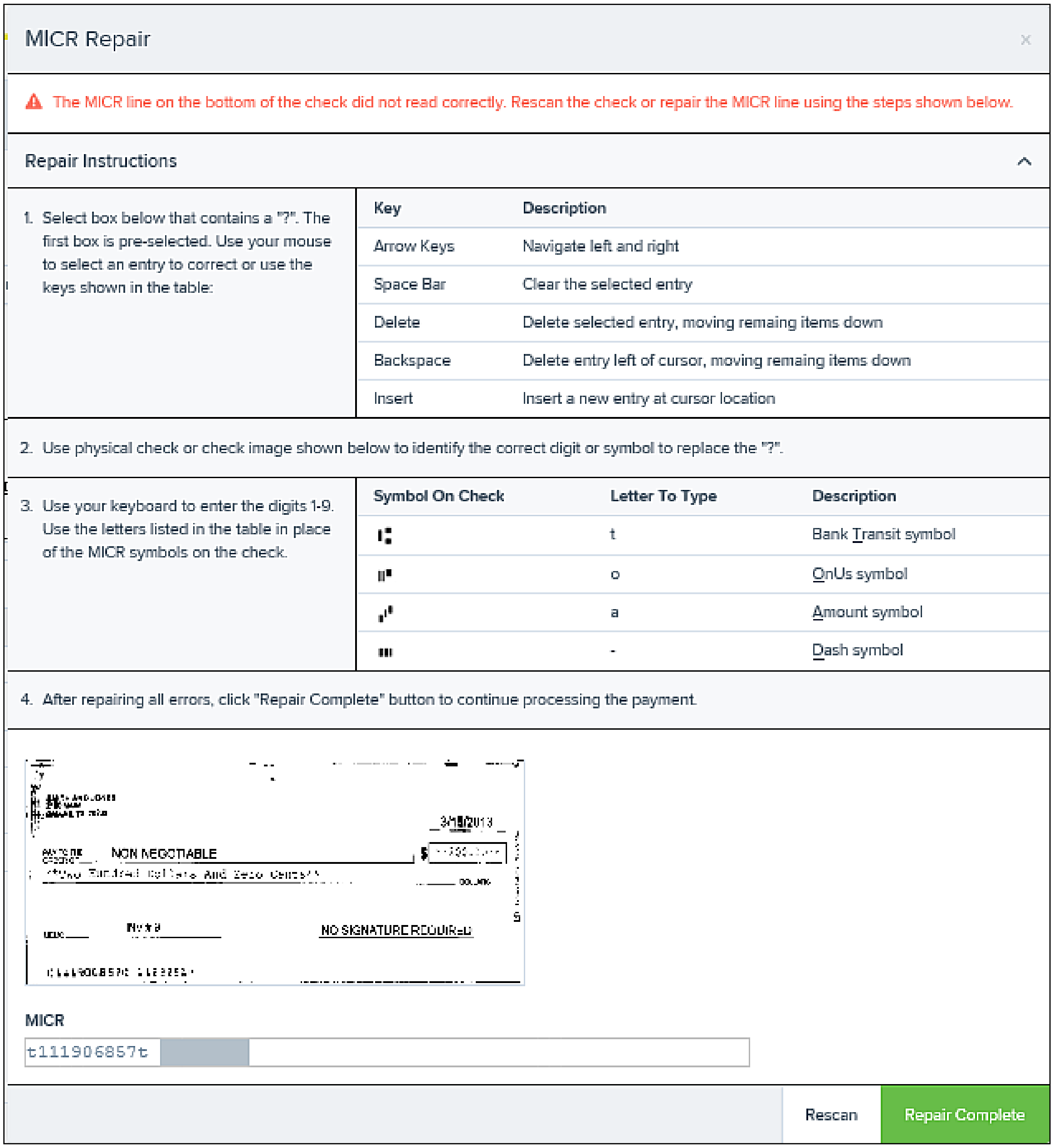


FIGURE 11: MICR REPAIR WINDOW

**a.** Use the window provided to repair the MICR line. A key is provided to enter up to 85 characters from the MICR into the repair field. When finished, select **Repair Complete**, OR,

**b.** You may select to close the prompt and rescan the check by selecting **Repair Complete**, placing the check back into the scanner, and then selecting **Rescan** on the *Check Processing* page.

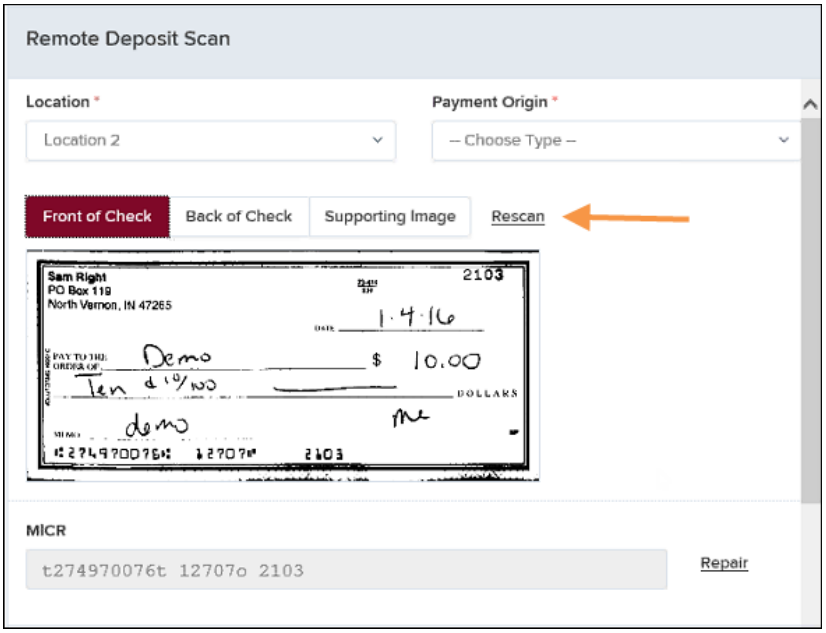


FIGURE 12: RESCAN OPTION

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**NOTE:** At any time, you may attempt to repair the MICR line by selecting **Repair** to the right of the **MICR** field.

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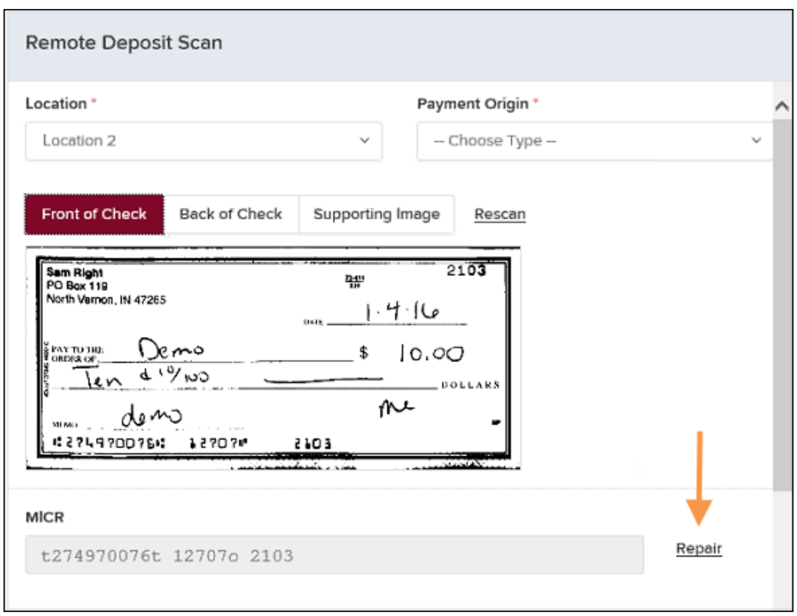


FIGURE 13: REPAIR OPTION FOR MICR LINE

7. If there is more than one customer record available for an account, use the drop-down menu in the *Customer* panel to select the appropriate customer record.

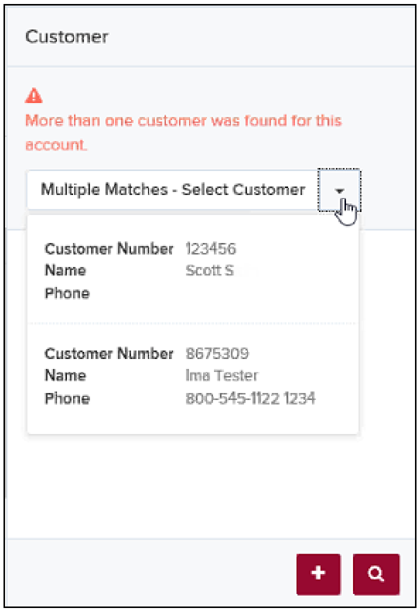


FIGURE 14: SELECTING A CUSTOMER FOR AN ACCOUNT

8. At the bottom of the *Customer* panel, you have the option to **Edit** a customer, **Add** a new customer to be associated with the account information, or **Search** for a currently existing customer to associate with the account information on the deposit item. The following fields are typically used to generate a customer record when filling out customer data.

- Name on Account
- Customer Number
- First Name
- Last Name
- Address
- Daytime Phone
- Evening Phone

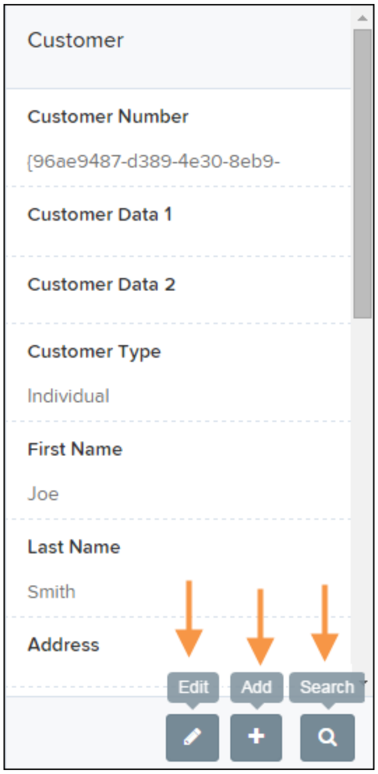


FIGURE 15: CUSTOMER PANEL

The more data you fill out for a customer record, the easier it is to locate that customer in the system at a later time.

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**NOTE:** You may request up to three additional information fields for the customer to complete. These fields can be required or optional and can be requested by sending an inquiry to your financial institution.

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The following table describes the optional fields available to complete for a customer when scanning a check, listed in alphabetical order.

| Status | Definition |
|---|---|
| Address | This field contains the mailing address of the customer. This field repopulates the next time a check from the same customer is scanned. |
| Amount | The amount of the transaction as a two-decimal-place number (for example, XX.XX). |

| Status | Definition |
|---|---|
| Back of Check | When clicked, the back image of the check appears. |
| Check Number | This field contains the check serial number captured when a check has been scanned. |
| City | Contains the city where the customer resides. This field repopulates the next time a check or credit card from the same customer is scanned. |
| Company Name | This field replaces the **Last Name** field when the **Customer Type** is set to **Business**. This field repopulates the next time a check or credit card from the same customer is scanned, and users can search by this field. |
| Country | This field contains the country where the customer resides and repopulates the next time a check or credit card from the same customer is scanned. This field does not appear on reports. |
| Customer Number | This field must be unique for each customer. It repopulates the next time a check or credit card from the same customer is scanned. This field is available to appear on reports, and users can search by this field to populate personal information when this customer makes a deposit in the future. |
| Customer Type | This is a required field that defaults to **Individual**. This field can be changed to **Business** depending on the type of customer. |
| Daytime Phone | This field contains the customer’s daytime phone number. It repopulates the next time a check or credit card from the same customer is scanned. This field does not appear on reports. |
| Description | This field is informational and does not appear on reports; it appears on the *Transaction Details* page. |

| **Status** | **Definition** |
|---|---|
| Driver's License | This field contains the driver's license number of the customer. This field repopulates the next time a check or credit card from the same customer is scanned. This field does not appear on reports. |
| Effective Date | This field contains the date the transaction is to be processed. |
| Email Address | This field contains the email address of the customer. It repopulates the next time a check or credit card from the same customer is scanned. This field does appear on reports. |
| Evening Phone | This field contains the customer's evening phone number. It repopulates the next time a check or credit card from the same customer is scanned. This field does not print on reports. |
| Fax Number | This field contains the customer's fax number. This field repopulates the next time a check or credit card from the same customer is scanned. This field does not appear on reports. |
| Federal Tax ID No. | This field replaces the **Social Security No.** field when the **Customer Type** field is set to **Business**. It repopulates the next time a check or credit card from the same customer is scanned. This field does not appear on reports. |
| First Name | This field contains the customer's first name and repopulates the next time a check or credit card from the same customer is scanned. This field does not appear on reports. |
| Front of Check | When clicked, the image of the front of the check displays. |

| Status | Definition |
|---|---|
| Supporting Image | When clicked, the system prompts you to scan a second document, such as a check stub or invoice, to associate with the check, granted the document fits through the scanner. |
| Last Name | This field contains the customer's last name and repopulates the next time a check or credit card from the same customer is scanned. Users can search by this field. This field does not appear on reports. |
| Location | This field contains the account to be debited/credited with the payment. This is a required field. |
| Name on Account | This field contains the name of the person from whom the item was received or the actual name used on the credit card or bank account. This field repopulates the next time a check or credit card with the same account information is scanned and appear on reports. |
| Payment Origin | This field is required if displayed and shows a value based on input from the **Payment Type** field from the *New Deposit* page. It contains one of the following:<br>• Mailed-In<br>• Drop Box<br>• Retail/Point of Purchase Sale<br>• Back office |
| Postal Code | Contains the zip code of the merchant residence or business. |
| Process Payment | When clicked, a response message appears as to whether the transaction has been approved to be processed. |
| Rescan | When clicked, the system prompts for the check to be scanned again. |

| Status | Definition |
| --- | --- |
| Repair | When clicked, a repair page displays, and the **MICR Repair Entry** field allows users to fix the MICR line of a check. |
| Social Security No. | This field contains the Social Security number of the customer. This field repopulates the next time a check or credit card from the same customer is scanned. This field does not appear on reports. |
| State | This field contains the state from which the customer's driver's license was issued. This field repopulates the next time a check or credit card from the same customer is scanned. This field does not appear on reports. |
| Suite/Apt. # | This field contains the suite or apartment number of the customer. This field repopulates the next time a check or credit card from the same customer is scanned. This field does not appear on reports. |
| Transaction Number | This field must be unique for each transaction processed. It is automatically populated if left blank and appears on reports. |
| Zip/Postal | This optional key entry field contains the zip code or postal code of your customer and repopulates the next time a check from the same customer is scanned. This field is not available to appear on reports. |

9. Select **Front of Check** to view the front image of the item. Select **Back of Check** to view the back image of the item.
10. Notice whether your settings have determined if franking the check is automatic, rejected, or whether you have the option to frank an item. In the below example, franking is set to automatic for each item.

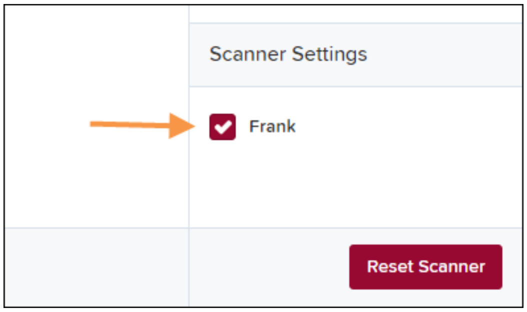


FIGURE 16: FRANKING SETTING FOR SCANNED CHECKS

11. If an additional image needs to accompany the item, select **Supporting Image** and scan the document through the scanner (pictured below).

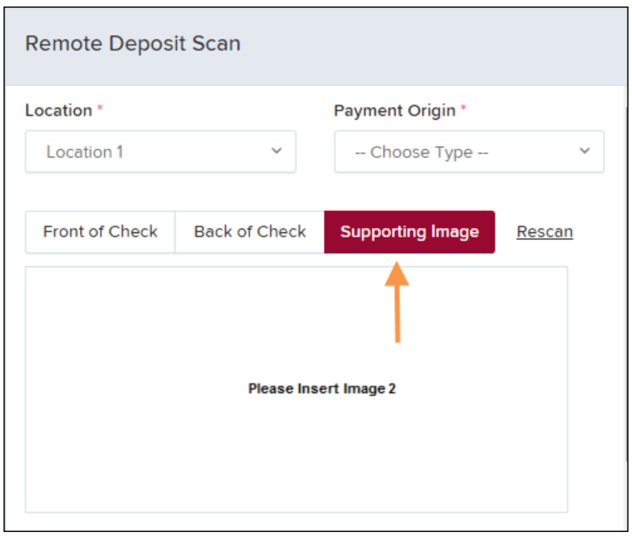


FIGURE 17: IMAGE 2 OPTION

12. When you are ready to complete the payment, select **Process Payment**. The system prompts you to confirm the submission.

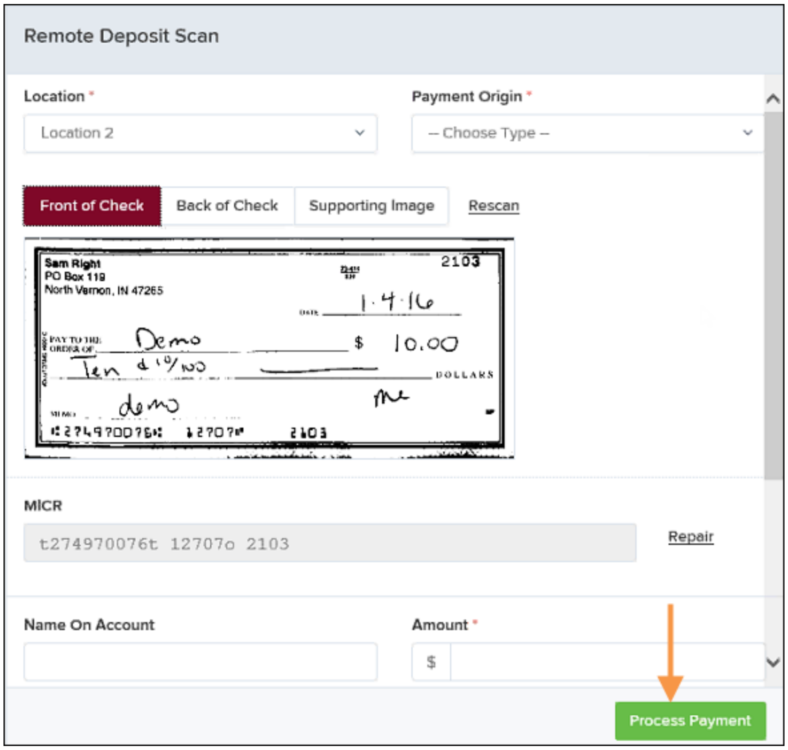


FIGURE 18: PAYMENT PROCESSING CONFIRMATION

**13.** Click **OK** to continue.

The following list describes all the potential prompts the system may provide when you are attempting to submit a check.

- **Internal Error** – This message indicates that an internal error has occurred in the system. Please contact your first line of support.
- **Invalid MICR** – This message indicates that the MICR line is invalid, specifically the routing & transit number of the financial institution. Acknowledged account numbers are between 4-17 numerical characters.
- **Transaction Approved** – This response indicates that the transaction payment information has been verified; the transaction is added to the *Approved* status to be processed later.
- **Transaction Not Approved** – This response appears for one of the following reasons.
    - A Velocity (transaction) limit has been met or exceeded. This item is placed in the *Suspended* transaction status.
    - A transaction has been declined due to a Dual Authorization setting on the processor. This item appears in the *Declined* transaction status.

- A transaction has been declined due to a transaction limit set by your financial institution.

## Editing an Approved Transaction

A transaction that has been approved but not yet processed or voided can be edited by the dollar amount and/or deposit date (Effective Date). Once processed at the designated cutoff time, transactions are deposited as entered. Any edits performed *after* processing are not reflected.

When you log in to the application, the *Dashboard* appears with the *Current Transaction Summary* showing the status of all transactions within the past 60 days. A transaction can be in any status during processing.

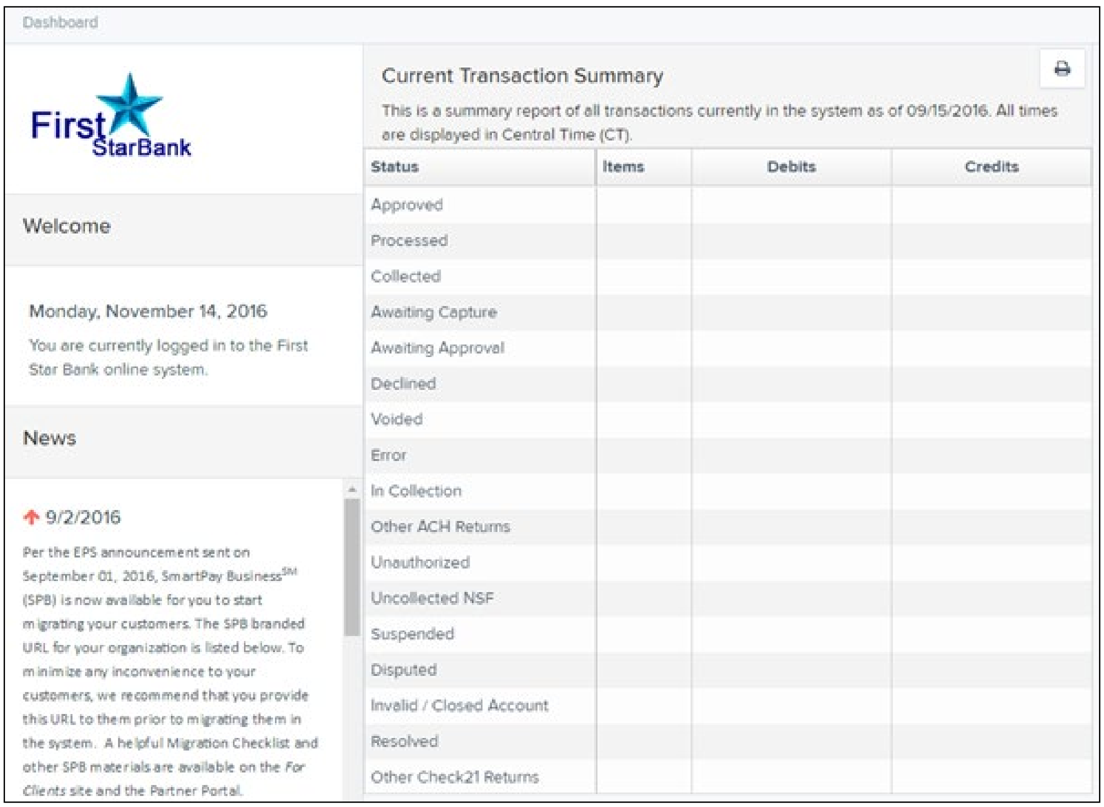


FIGURE 19 – DASHBOARD WITH TRANSACTION STATUS SUMMARY

Below is a table listing all the potential statuses for a transaction.

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

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

**NOTE:** Selecting any one status from the *Current Transaction Summary* page automatically generates a report for all transactions within that status for the current day. For more on reports, please see the *User Reports Manual*.

1. To edit a transaction, log in to the application, and then select the **Approved** link from the *Current Transaction Summary*.
2. Select **View** next to the transaction you would like to edit.

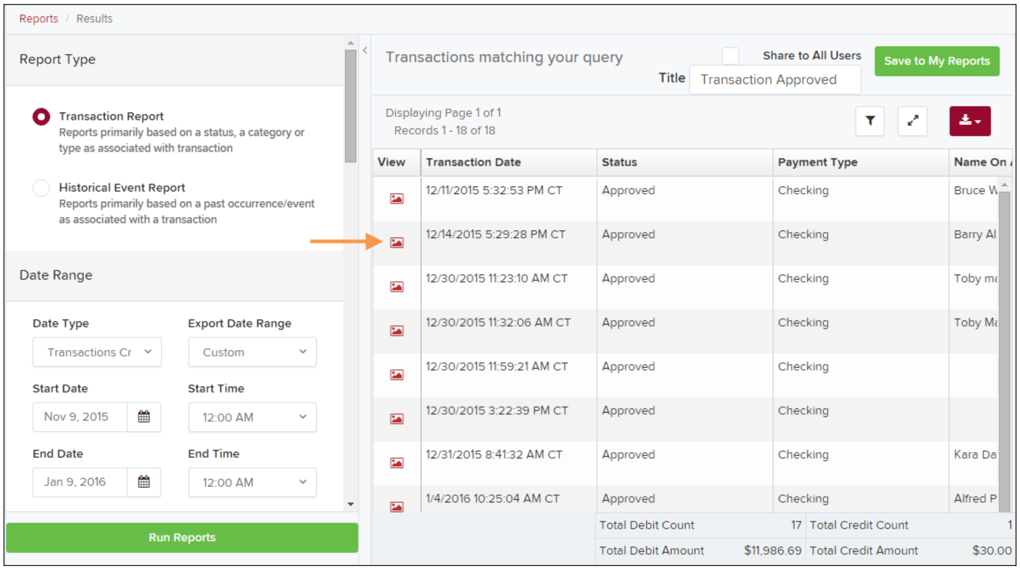


FIGURE 20: VIEW COLUMN FOR APPROVED STATUS TRANSACTIONS

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

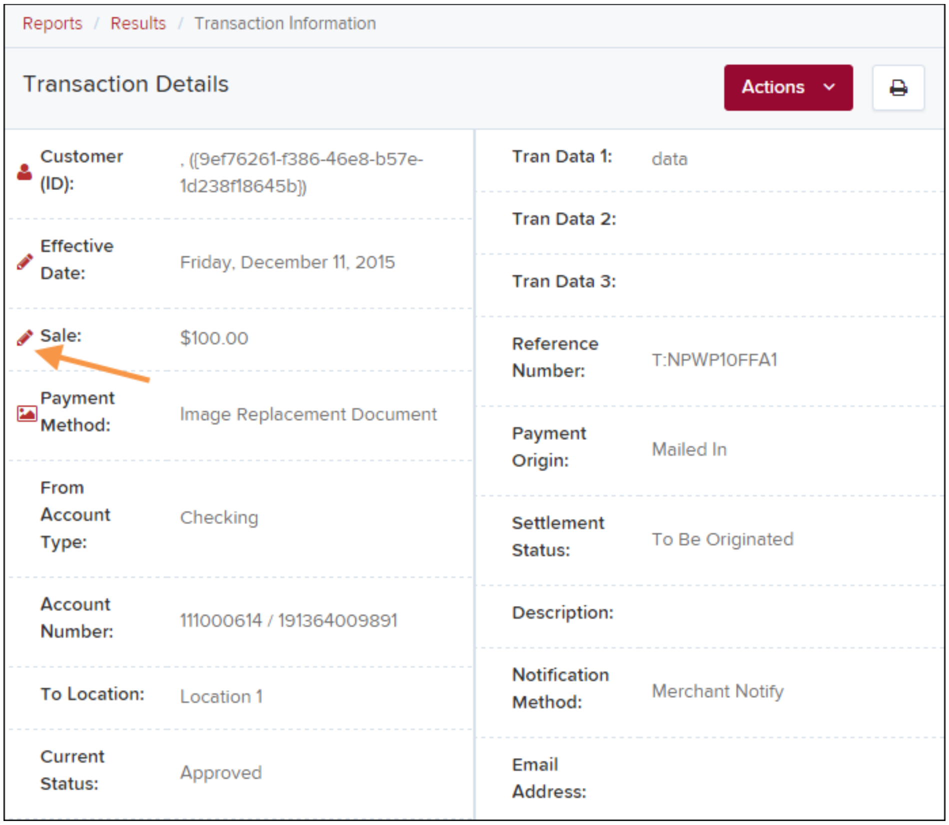


FIGURE 21: TRANSACTION DETAILS PAGE WITH EDIT OPTION

4. The **Sale** amount becomes an editable field where you can enter a new amount. Enter a new amount and a **Reason** for changing the amount.
5. Click **Save** when finished. Selecting cancels the change.

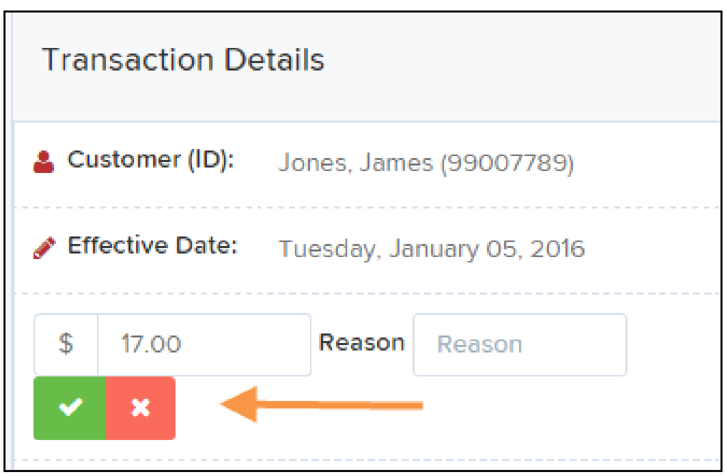


FIGURE 22: EDITING A TRANSACTION AMOUNT

6. Click **Edit** next to the **Effective Date** field to change the transaction's process date.

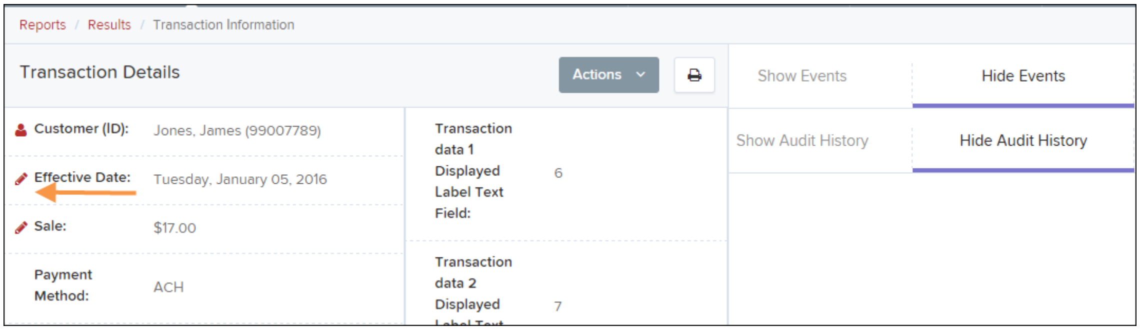


FIGURE 23: EDITING AN EFFECTIVE DATE

**NOTE:** The **Effective Date** field becomes an editable field where you can enter a new date. A calendar option appears for date selection, or you may type in a date in MM/DD/YYYY format.

7. Enter a new date and the **Reason** for changing the effective date.
8. Select **Save** to save changes.

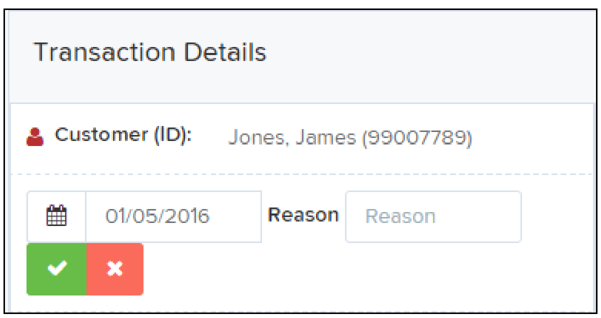


FIGURE 24: SAVING A NEW EFFECTIVE DATE

## Voiding a Transaction

A transaction can be voided as long as it's still in a status of *Approved, Awaiting Approval,* or *Suspended*. Recall that an approved transaction is moved to the *Processed* status at the end of the closing day for your financial institution.

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

2. A report of approved transactions appears. Select **View** next to the transaction you would like to void.
3. From the *Transaction Details* page, select **Actions | Void**.

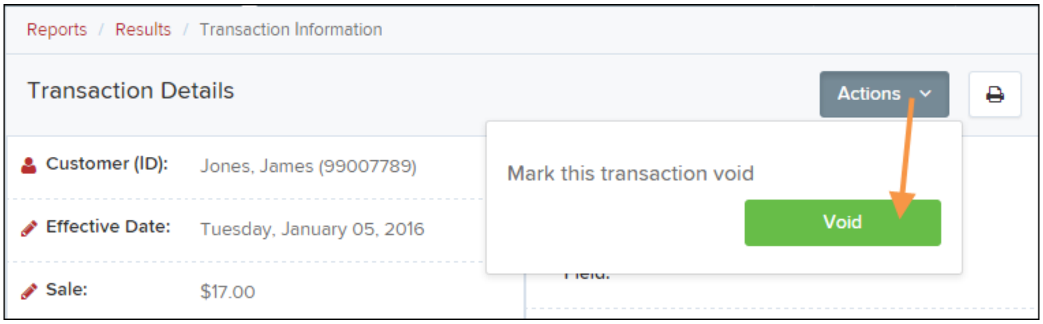


FIGURE 25: VOIDING A TRANSACTION

4. Click **Void**. The transaction is voided and appears as a *Voided* status on the *Current Transaction Summary* page until it is resolved.

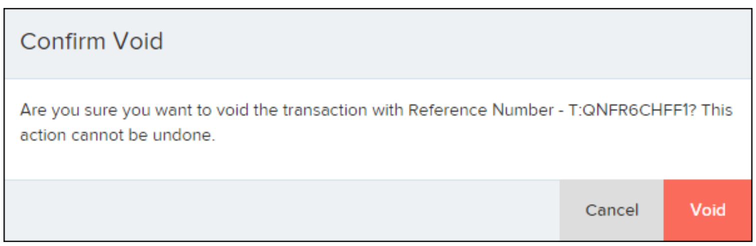


FIGURE 26: CONFIRMING VOIDING A TRANSACTION

## Resolving Transactions

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

1. Log in to the application and then select the **Voided** status from the *Current Transaction Summary* on the *Dashboard* page of the application.
2. Select **View** for the transaction you wish to resolve.
3. From the *Transaction Details* page, select **Actions**.
4. Enter a reason for resolving the transaction. For example, the transaction was deposited in the wrong account.
5. Click **Resolve**.
   The transaction now appears under the *Resolved* status in the *Current Transaction Summary*.

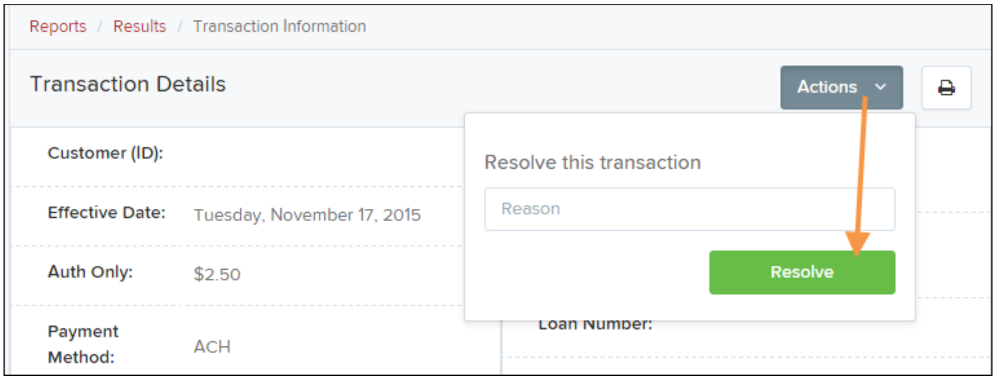


FIGURE 27: MARK TRANSACTION RESOLVED OPTION

## Bulk Check Operations

The system allows you to take action on multiple check items at once. Bulk check operations are available depending on a transaction's status. The *Accounting* privilege and *Bulk Operations* role are required to perform the following tasks.

## Bulk Approve

You may bulk approve transactions that are in the *Awaiting Approval* status.

1. Log in to the system, and then choose **Transactions**.
2. Under the *Bulk Check Operations* heading, select **Approve**.

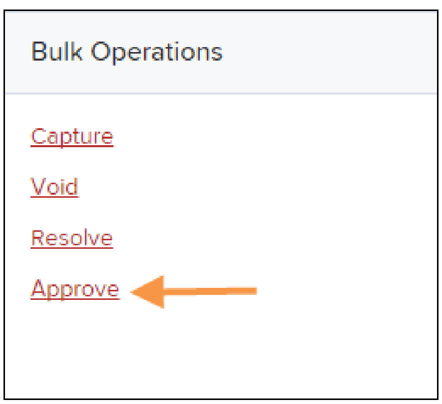


FIGURE 28: BULK APPROVE OPTION

3. The *Bulk Operations* page appears. Specify a **Location** from which to search for transactions. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using MM/DD/YYYY format, or the calendar option provided.

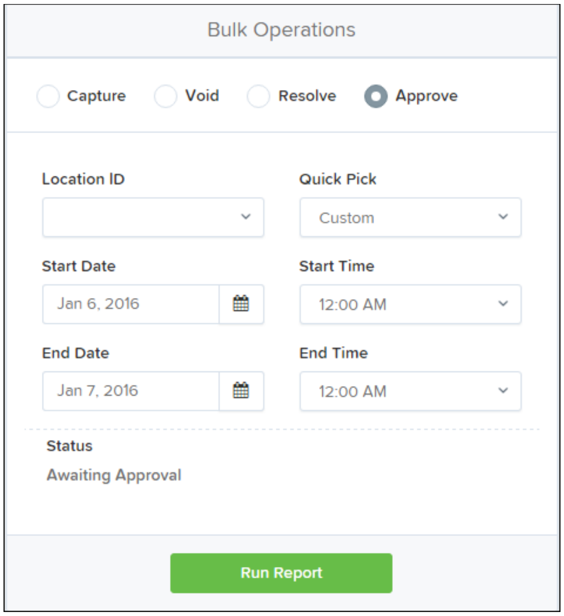


FIGURE 29: BULK APPROVAL PAGE

4. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using the MM/DD/YYYY format or use the calendar option provided.
5. The *Status* for the type of transaction is *Awaiting Approval* by default. Click the **Run Report** option.
6. The transaction(s) matching your search filters appear. Select the check box(es) next to the transaction(s) you wish to approve. You may also select the check box in the column header to select all the transactions listed.

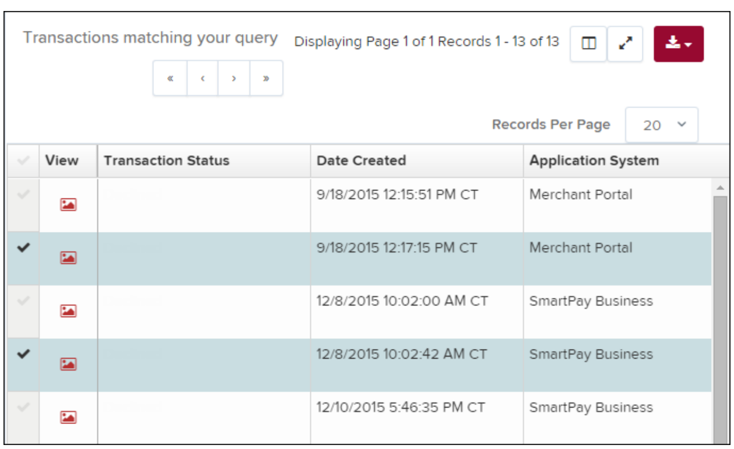


FIGURE 30: SELECTING TRANSACTIONS FOR APPROVAL

7. Enter a **Reason** for approving any item(s).

8. Click ✓ **Save** and the system approves the item(s).

## Bulk Capture

You may search for and capture transactions in the *Awaiting Capture* status.

1. Log in to the system, and then choose **Transactions**.
2. Under the *Bulk Check Operations* heading, select **Capture**.
3. The *Bulk Capture* page appears. Select a **Location** from which to search for transactions. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using the MM/DD/YYYY format, or the calendar option provided.
4. Select **Run Report**. The transaction(s) matching your search filters appear. Select the check box(es) next to the transactions you wish to capture. You may also select the check box in the column header to select all the transactions listed.
5. Enter a **Reason** for capturing any item(s).
6. Select the **Capture** option.

## Bulk Void

The Bulk Void option can be used for transactions in the *Approved, Awaiting Capture, Awaiting Approval,* or *Suspended* status.

1. Log in to the system, and then select **Transactions**.
2. Under the *Bulk Check Operations* heading, click **Void**.
3. The *Bulk Void* page appears. Select a location from which to search for transactions.
4. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using the MM/DD/YYYY format or use the calendar option provided.
5. Click **Run Report**. The transaction(s) matching your search filters appear. Select the check box(es) next to the transactions you wish to void. You may also select the check box in the column header to select all the transactions listed.
6. Enter a **Reason** for voiding any items, and then click the **Void** option.

## Bulk Resolve

You may resolve multiple transactions with a status of *Declined*, *Voided*, *Invalid/Closed Account*, *Uncollected NSF*, *Unauthorized*, *Disputed*, *Error*, or *In Research*.

1. Log in to the system, and then select **Transactions**.
2. Under the *Bulk Check Operations* heading, choose **Resolve**.
3. The *Bulk Resolve* page appears. Specify a location from which to search for transactions.
4. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using the MM/DD/YYYY format or use the calendar option provided.
5. Click **Run Report**. The transaction(s) matching your search filters appear. Select the check box(es) next to the transactions you wish to void. You may also select the check box in the column header to select all the transactions listed.
6. Enter a **Reason** for resolving these transactions, and then click **Resolve**.