VERSION 4.0





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REVISIONS

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PURPOSE

This guide is intended for use by users of the RDC application.

OTHER RDC GUIDES/REFERENCES

Document	Description
RDC Administrator Guide	Used by RDC administrators to manage application settings
RDC Quick Installation Guide	Quick reference for installing the RDC application on user PCs

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Table of Contents (Click Page Title to Skip to Page)

Before You Begin	9
Process Overview	9
Using this Guide	9
More Information	9
Callouts	
Process Steps	
Action Words	
Links to Other Sections of the Guide	
Basic Navigation	
The Toolbar	
Starting the RDC Application	
Logging In	
Logging Out	
Session Timeout	
Using Help	
Scanning Items	
Navigating the Scan Control Tab	
Scan Selection Fields	
Scan Options	
Starting a Scan	
Stopping a Scan in Progress	
Restarting a Stopped Scan	
Clearing Scan Results	23
Uploading Items	23
Working with Scanned Items	
Navigating the Scan Review Tab	
Reviewing Scanned Items	25

	RDC: User Guide
Interpreting Scan Errors [Image Quality]	
Changing Item Status	
Modifying Item Details	
Changing the Scan Configuration	
Discarding an Item from the Review Window	
Rescanning an Item	
Navigating the Scan Repair Tab	
Repairing an Item	
Working with Queues	
Navigating Queues	
Viewing the Contents of a Queue	
Locating an Item	
Modifying an Item's Detail or Status	
Changing the Status of Selected Items	
Modifying Item Detail	
Item Detail Fields	
Right-Click Menu Options	
Using Hotkeys	
Reviewing Logs	
Navigating the Logs	
Using the Ledger	
Reviewing the Quality Assurance Log	
Quality Assurance Log Fields	
Reviewing the Change Log	
Change Log Fields	
EPay	
Navigating the EPay Window	
Creating a New Customer and Payment Method	
Searching for Customers	

	RDC: User Guide
Creating an EPayment	
Creating an ACH Payment	
Creating a Credit Card Payment	
Creating a Recurring Payment	
Reviewing Transactions	
Messaging	
Navigating the Message Window	
Reviewing Your Messages	
Sending a Message	
Saving a Message's Contents to a File	
Printing a Message	
Deleting a Message	
Replying to a Message	
Forwarding to a Message	
Refreshing the Message List	
Performing Searches	
Search Parameters	
Performing a Search	
Clearing Search Parameters	
Reports	
Running a Report	
Preparing a Report to Print	
Viewing a Report's Page Layout	
Printing a Report	
Creating an Excel or a PDF Version of a Report	
Managing User Options	
Modifying User Options	
Scan Options	
Ledger Options	



Table of Figures (Click Figure Topic to Skip to Page)

Figure 2: Callout Examples	10
Figure 3: Toolbar	11
Figure 4: Login Prompt	12
Figure 5: Main RDC Page	13
Figure 6: About FTNI RDC Window	15
Figure 7: Event Viewer Window	16
Figure 8: Scan Window – Scan Control Tab	18
Figure 9: Scan Complete Confirmation Prompt	21
Figure 10: Scanned Items List Example	22
Figure 11: Scan Window - Scan Review Tab	24
Figure 12: Scan Configuration Pop-up Window	27
Figure 13: Discarding an item	28
Figure 14: Rescan Item Confirmation Prompt	29
Figure 15: Scan Repair Tab	30
Figure 16: Queues Window	33
Figure 17: Queue Column Sorting Example	34
Figure 18: Review Detail Window	36
Figure 19: Right Click Menu	38
Figure 20: Reviewing Logs Menu	40
Figure 21: View Drop-down Menu	41
Figure 22: Ledger Example	41
Figure 23: Quality Assurance Log Example	42
Figure 24: Flagged Item's Quality Assurance	43
Figure 25: Change Log Example	43
Figure 26: EPay Page	44
Figure 27: Add Customer and Add Pay Method Forms	46
Figure 28: EPayment Form	48
Figure 29: EPayment/ACH Confirmation Message	48
Figure 30: ACH Form	49
Figure 31: Credit Card Form	50
Figure 32: Credit Card Confirmation Message	51
Figure 33: Recurring Payment Form	50
Figure 34: Payment (Pending and Processed) Transaction Detail Forms	54
Figure 35: Review Detail Page	55



	RDC: User Guide
Figure 36: Messages Window	
Figure 37: New Message Window	
Figure 38: Search Window	
Figure 39: Report Example	
Figure 40: Options Administration Window - Scan Tab	70
Figure 41: Options Administration Window - Ledger Tab	72
Figure 42: Options Administration Window - Queue Tab	73
Figure 43: Options Administration Window - Search Tab	70
Figure 44: Options Administration Window - Export Tab	75



If this is your first time using RDC, consider reviewing this section. We've included some helpful information to get you started using RDC.

Process Overview

The following is a high-level overview of the check-processing steps.



Figure 1: Process Overview

Using this Guide

We've attempted to make this guide as easy to use as possible. Here are a few examples.

More Information



Look for this symbol when there is more information related to a topic.



When there is a reason to caution you or remind you of an important fact, we use this symbol to call attention to this information.

RDC: User Guide

Callouts

Almost every graphic has callouts to draw your attention to particularly important functions.



Figure 2: Callout Examples

Process Steps

Process steps are always numbered and shaded.

- 1. Step #1 Instructions
- 2. Step #2 Instructions
- 3. Step #3 Instructions

Action Words

To call your attention to the most important words in a process step, these words are in **bold**.



The contents of this guide are available using online help. See the *Reviewing the Online User Guide* section of this guide for more information about using online help.

Links to Other Sections of the Guide

When there is a reference to another section of the guide, we have highlighted the section name and include a link to the referenced section. For example:

See the *Logging Out* section of this guide.

By clicking on the section name, you'll be taken to this section without having to search for it.



There may be RDC functionality described in this guide to which you do not have access. Please contact your branch/site administrator if you believe you require additional access.





Basic Navigation

As you use the RDC application, you'll discover how easy it is to use. Starting and navigating the application is simple.

The Toolbar

The toolbar is used to access all the basic RDC functions. For example, to begin the process of scanning items, you would click the Scan icon from the toolbar.



Figure 3: Toolbar

Table 1: Main Toolbar Icons

lcon	Description
J Scan	Use the scan function to scan checks and coupons, review and correct any scanned items, determine the status of items and upload batches.
Queues	Use the queues function to review the contents of queues (Review, Hold, Approved, etc.).
EPay	Use EPay to enter electronic payments (EPayment, ACH and Credit Card)
Messages	Use Messages to send a message to FTNI or other RDC users.
C Search	Use Search to search all data sources: local queues and remote storage. A number of search options are available, including scan date, batch ID, item ID and dollar amount.
Reports	Use reports to review the content of existing reports and create new ones.
Home	This will take you back to the home page, which is the first page you see when you log on.
U E <u>x</u> it	This will exit the application

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RDC: User Guide

Starting the RDC Application

To start the RDC application, perform the following steps:

- 1. Click **Start** from your PC's toolbar. The Start window is displayed.
- 2. Click **All Programs** and locate FTNRDC.
- 3. Click **FTNRDC**. You are prompted to login [Figure 4].

Logging In

To login, perform the following steps:

- 1. At the login prompt, enter your **Username**, **Password** and **Site**.
- 2. Click Login. The home page is displayed [Figure 5]

🛞 Please Login		×
	ETran	
	POWERED BY FTNI	Enter Username, Password and Site Abbreviation
	Password:	
v.1.0.0.602 <u>Work Offline</u>	Site Abbreviation: FTNI	Click Login
<u></u>		

Figure 4: Login Prompt



To work offline click **Work Offline**. You will not need to enter your username, password or site abbreviation.



RDC: User Guide When working offline you will only be able to scan items into the application. You will not be able to upload scanned items or manage items in the queues. Scanned items will be kept on local computers and not visible by other users. To upload scanned items click **Upload**. You will be prompted for your Username, Password and Site Abbreviation. This will log you into the online site.



Figure 5: Main RDC Page



The home page depicted here may not match yours as your company may be using its home page instead.



If you need assistance with your Username, Password or Site Abbreviation, contact your branch/site administrator.

If you attempt to login unsuccessfully more than three times within a 20-minute period, your username will be revoked. If this happens, contact your branch/site administrator.

To return to the home page, from the toolbar, select the **File** menu drop-down and then click **Home Page**. Or you can click on the **Home** icon from the toolbar.

Logging Out

When you are ready to logout, perform the following steps:

- 1. From the toolbar, select the **File** menu drop-down. The list of File options is displayed.
- 2. Click **Exit**. Your session is ended and the window closed.



You can also log out by either clicking on the **Exit** button from the toolbar or closing the window.

Session Timeout

If your session is inactive for the period specified by your branch/site administrator, your session will be terminated. The default inactivity period is 20 minutes.



Because you have access to sensitive customer information, be sure to lock or logoff your session whenever you leave your computer.

Using Help

Reviewing the Online User Guide

To view the online version of this user guide, perform the following steps:

- 1. From the toolbar, select the **Help** menu drop-down. The list of Help options is displayed.
- 2. Click **Contents**. The Help window is displayed.
- 3. Use the Table of Contents in the left navigation pane to locate the needed topic.



Determining the RDC Version You're Using

To determine the version of the RDC application you're using, perform the following steps:

- 1. From the toolbar, select the **Help** menu drop-down. The list of Help options is displayed.
- 2. Click **About**. The About FTNI RDC window is displayed [Figure 6].
- 3. When finished, click **OK**. The window closes.

🐼 About FTNI RDC 🛛 💌			
FTNI RDC Version			
Version 1.0.0			
Built on 2010-04-10 08:55 PM			
Copyright © 2010, Financial Transmission Network, Inc.			
FTNI RDC is Copyright © 2010,			
When Finished,			
Click OK			
Details >> OK			

Figure 6: About FTNI RDC Window

Viewing the Event Log

To view the event log, perform the following steps:

- 1. From the toolbar, select the **Help** menu drop-down. The list of Help options is displayed.
- 2. Click **Event Log**. The About Event Viewer window is displayed [Figure 7].





Figure 7: Event Viewer Window

If there are events in the log you would like to forward to your support area, highlight the event entries and click **Send to Support**.



You can also copy entries to an email by **highlighting the entries**, clicking **Copy to Clipboard** and pasting into the body of an email.

To clear the contents of the events list, click **Clear**.



There are three basic scanning functions:

- Scan Control: Performing the scan.
- Scan Review: Reviewing the scan results, making any needed adjustments and determining the status.
- Scan Repair: Any items that do not meet standard field validation or business field validation will be displayed in the Scan Repair tab. These items must be repaired before uploading the items.



In order to perform the scanning process, your PC must have access to a scanner. For more information about configuring the RDC application to use your particular scanner model, contact your branch/site administrator. For questions about modifying the contrast and image quality of your scanner, see the *Changing the Scan Configuration* section of this guide.

Navigating the Scan Control Tab

Using the Scan Control tab, you can perform the following functions:

- Scan items into review, approve or hold status
- Change the parameter settings for a batch of checks
- Endorse the physical check and/or the check image



FTNI RDC - [Scan Control] Eile Iools Setup Help Home Scan Queues EPay Messages (1030) Se Scan Control Scan Review Scan Repair (0)	Tabs	Scan Selection	Fields	
Default Status: Review Prefer As: Image Validation Number of Checks: 10	▼ Upload: Batch End ▼ Action ▼	Prefix: FTNI.10182011.142	1 Batch ID: 1 Items:	10 Total: \$2,100.00
Total Amount: 2100	ID Account	Amount	Confidence	Status
Settlement	1 19823749	\$50.00	162	Review
Account:	2 98234782	\$200.00	566	Review
Chase Operating Account	3	\$38.49	18	Review
Coupon	4 Scan Options	\$750.00	1000	List of
Coupon: MRCoupon	5 98234782	\$5.00	468	
Order: Courson First	6 65962655	\$50.00	1	Scanned
	7 19823749	\$25.00	1000	Itoms
Endorsement	8 1498238	\$380.77	1000	- items
	9 1498238	\$600.00	1000	Review
Ink Jet	10 355527783	\$0.74	1	Review
FTNI Fixed Text				
Scan Control				

Figure 8: Scan Window – Scan Control Tab

Scan Selection Fields

The **Scan Selection Fields** must be set before you begin scanning each batch of checks.

Table 2: Scan Selection Fields

Scan Option	Description
Default Status	 Select the status into which you'd like to scan the item(s): Review Approve Hold For example, if your company does not require a review step, you may wish to select Approve.
Prefer As	Select the image (Check21) or ACH option that is appropriate for your company.



Scan Option	Description
	If you wish for scanned items to be immediately uploaded, select Batch Item.
Upload	If you select Batch End, the upload will be performed after the batch is scanned. In Batch End mode, you must hit the Upload button to upload.
	If you select Continuous, the scanner sits ready to scan and will scan items as soon as an item passes through the scanner's sensor. Using the continuous option the items are uploaded immediately and the scan is not completed until you hit the Cancel button.

Scan Options

When scanning, you can use a combination of any or none of the scan options.

Table 3: Scan Options

Scan Option	Description
	Use this option when you wish to verify the totals (number of checks and total amount of batch) of a manual count. Select the option and enter the manual totals.
Validation	For example, if the batch consisted of 100 items for a total of \$2,505.75, the Validation option would be selected and the totals would be entered as follows:
Settlement	Use this option to select the settlement account for which the items will be deposited.



If you will be scanning coupons, use this option to specify the coupon type and the coupon order (before or after the check). Coupon Coupon Coupon: MRCoupon • Order: Coupon First • Use this option to create a physical (on the actual check) or a virtual (on the check image) endorsement. Endorsement Endorsment: Test Endorsement 1 Ink Jet 🔘 Image FTNI %d Line %a Both The following is an example of a virtual endorsement: Endorsement 2302 Presidents Drive Amothere (TRA 3432 Pay to the the E Con \$ 0,000.00 dollar THE BACK OF THIS DOCUMENT CONTAINS AN ART 123456780 98234782 2110 Test 1 Line 1 Line 2 Virtual Endorsement Line 3 Line 4 10.00

RDC: User Guide

No Option	If you don't wish to use an option, it should not be selected.

Starting a Scan

To start a scan, perform the following steps:

1. Ensure the scanner is ready to scan.



2. From the toolbar, click the **Scan** icon.



The Scan page is displayed.

- 3. Select the **Scan Control tab** [Figure 8].
- 4. Ensure the following **fields** have the appropriate selections:
 - Default Status
 - Prefer As
 - Upload

For more information about using these fields, see the *Uploading Items* section of this guide.

- 5. Ensure the appropriate **scan options** (i.e., validation, settlement, etc.) are selected. For more information about using the scan options, see the *Scan Options* section of this guide.
- 6. Click **Start Scan**. The scanner begins the process of scanning the item(s) and the list of scanned items is displayed [Figure 10]. When the scan is complete, a confirmation message is displayed [Figure 9].



7. Click **OK**. Depending on your company's process, the scanned items may now be **reviewed or uploaded**.



Figure 9: Scan Complete Confirmation Prompt



tem	Account	Amount	Confidence	Status	^
	98234782	\$0.00	0	Review	
2	98234782	\$13.00	303	Review	\mathbf{X}
3	98234782	\$20,000.00	1000	Review	
4	98234782	\$30.00	990	Review	
5	98234782	\$200.00	1000	Review	
6	98234782	\$2,100.60	16	Review	
7	98234782	\$800.00	1000	Review	
8	98234782	\$900.00	1000	Review	
9	98234782	\$9,000.00	1000	Review	
10	98234782	\$2,000.00	625	Review	
11	98234782	\$2,000.06	13	Review	=
12	98234782	\$40.00	1000	Review	
13	98234782	\$60.00	720	Review	
14	98234782	\$300.00	1000	Review	
15	98234782	\$420.00	8	Review	
16	98234782	\$5.06	1000	Review	
17	98234782	\$25.00	483	Review	
18	98234782	\$85,000.00	523	Review	
19	98234782	\$10.00	1000	Review	
20	98234782	\$50.00	1000	Review	
21	98234782	\$90.00	1000	Review	
22	19823748	\$300.00	66	Review	_
23	19823748	\$1,000.00	774	Review	~

Figure 10: Scanned Items List Example



For more information about scan errors, see the *Interpreting Scan Errors [Image Quality]* section of this guide.

Stopping a Scan in Progress

To stop a scan in progress, click **Stop Scan**. The scan stops.



Restarting a Stopped Scan

If you have stopped a scan in progress but have not yet cleared the scanned item list, you may restart the scan by clicking **Start Scan**.



Clearing Scan Results

To clear the results of a scan, click **Clear Items**. The scanned items list is cleared.



A scan may not be active while you are attempting to clear the scanned items list.

Uploading Items

Once items have been scanned into a batch, they can be uploaded. Until the items are uploaded they are kept on the local PC. Once the items are uploaded they are stored on a secure central server.

To upload a batch, perform the following steps:





If the **Batch Item** option or the **Continuous** option has been selected (i.e., once an individual item is scanned, it is uploaded immediately), you do not need to upload those items manually. Only items scanned into batches require this procedure to be performed.



Navigating the Scan Review Tab

Using the Scan Review tab, you can perform the following functions:

- Modify item details
- Change item status (i.e., approve, hold, review and error)
- Review the item's image and Change Log
- Discard or Rescan items
- Enter Notes and custom data

FTNI RDC - [Scan Control] File Tools Setup Help Tabs	can config,
Navigation Scan Queues Elay Messages(1014) Search Reports rescan, delete) Item
Scan Control Scan Review Scan Repair (0)	Batch: 1 10/19/2011 8:59:44 AM imme Detail
Tins C Erev 101 P Real Press Press Press	Scan Data Processing
Approve Hold Review Error Status Change	EPC Code: EDIT Settlement:
Type CarLar Coupon Endorsement Chk: V	Aux On-Us: ABA #: 123456780 As of: Deposit:
CLOWENT CONTRACT CONTRACT AND A COLORED BACKGROUND ON WHITE PAPER TO COLOR CONTRACT AND A COLORED BACKGROUND ON WHITE PAPER TO COLOR CONTRACT AND A COLORED BACKGROUND ON WHITE PAPER TO COLOR CONTRACT AND A COLORED BACKGROUND ON WHITE PAPER TO COLOR CONTRACT AND A COLORED BACKGROUND ON WHITE PAPER TO COLOR CONTRACT AND A COLORED BACKGROUND ON WHITE PAPER TO COLOR CONTRACT AND A COLORED BACKGROUND ON WHITE PAPER TO COLOR CONTRACT AND A COLORED BACKGROUND ON WHITE PAPER TO COLOR CONTRACT AND A COLORED BACKGROUND ON WHITE PAPER TO COLOR CONTRACT AND A COLORED BACKGROUND ON WHITE PAPER TO COLOR CONTRACT AND A COLORED BACKGROUND ON WHITE PAPER TO COLOR CONTRACT AND A COLOR CONTR	Account #: 19823749 Payor:
C John Smith Drive C Anywhere, USA 84321 Date: -3.12.08	Check #: 1049
Alther dellars 6 00 DOLLARS	Amount: 50
Bárás Nane Miliottica Anywhere, USA 84321	Notes
Menso Mersona Willow	Policy # Policy Type Agency Office
1123456780: 19823749* 1049	View - Ledger A <u>d</u> d Delete Total: \$50.00
Image	
END ORIS	Misc Amount Col5 Col6
	50
Log/Ledger Selectio	on
The second secon	

Figure 11: Scan Window - Scan Review Tab



Reviewing Scanned Items

To review a scanned item from the Scan Review tab, simply **double click on the item** in the Scan Control grid you wish to review or click the **Scan Review** tab heading. The Scan Review tab is displayed with the selected item. [Figure 11] This is universal throughout the application. A review screen will pop up anytime you double click on a line item.

To edit a field within the Scan Review tab, **highlight the field** you wish to edit and **enter the data**. The data is saved automatically.

To edit the MICR line information, click **Edit** in the **Scan Data** section and edit the information. When finished, click **Lock** in the **Scan Data** section

For more information, see the *Modifying an Item's Detail or Status* section of this guide.

Interpreting Scan Errors [Image Quality]

When items are scanned, their image quality is determined and any potential problems are flagged using a simple color coding system. The image quality standards are determined by your company's administrator.

Table 4: Image Quality Indicators

Image Quality	Description					
Acceptable [White]	3	98234782	\$20,000.00	1000	Review]
May Require Review [Yellow]	5	19823748	\$44.86	582	Review]
Unacceptable [Red]	2	98234782	\$13.00	303	Review	



The reason for an item to be flagged can be either a low CAR/LAR score, surpassing an IQA threshold and/or bad or missing MICR line information. To review the reason, click on the Quality Assurance log. For more information, see the **Reviewing** *the Quality Assurance Log* section of this guide.



Changing Item Status

For more information about changing item status, see the *Modifying an Item's Detail or Status* section of this guide.

Modifying Item Details

For more information about modifying item details, see the *Modifying an Item's Detail or Status* section of this guide.

Changing the Scan Configuration

To change the scan configuration, perform the following steps:

- 1. Ensure the scanner is ready to scan.
- 2. From the toolbar, click the **Scan** icon.



The Scan page is displayed.

- 3. Select the **Scan Review tab** [Figure 11].
- 4. Click the **Scan Configuration** icon. The Scan Configuration pop-up window is displayed [Figure 12]. You can also reach the Scan Configuration pop-up window through the setup menu listed at the top of the RDC application.



- 5. Make the **needed configuration changes**.
- 6. Click **Apply**. The changes are applied and the pop-up window closes.



🖁 DCC Scan Configurati	on	
Contrast		
Start Edge Contrast:		450
End Edge Contrast:	.	750
Image Quality Thresholds —		
Maximum Sp	eckles (10 - 10000):	1200
Minimum M	IICR Quality (0 - 10):	5
Maximum Ber	nt Corners (10-1000):	60
Maximum Raw Den	sity Black % (5 - 50):	26
Maximum Compressed Tiff I	mage Size (20-200):	85
[Apply	Cancel

Figure 12: Scan Configuration Pop-up Window

Discarding an Item from the Review Window

To discard an item from a review window, perform the following steps:





Discard existing item?	×
Click OK to discard this item or Cancel if you wish to k	æep it.
OK Cancel	

Figure 13: Discarding an item

Rescanning an Item

To start a rescan an item, perform the following steps:

1.	From the toolbar, click the Scan icon.
	S can
	The Scan page is displayed.
2.	Select the Scan Review tab [Figure 11].
3.	Locate the item to be rescanned. (The item needs to be displayed.)
4.	Ensure the scanner is ready to scan the item.
5.	Click the Rescan icon. You are prompted to confirm the scanner is ready [Figure 14].
6.	Click OK . The item is scanned and the record is updated.



Rescan Item?
Please insure the scanner is prepared with the rescan item only. Click OK to rescan.
OK Cancel

Figure 14: Rescan Item Confirmation Prompt

Navigating the Scan Repair Tab

Using the Scan Repair tab you can repair those items that don't meet standard validation rules and/or site specific validation rules. You can perform the following functions in the Scan Repair tab:

- Repair misread MICR lines
- Repair invalidated customizable fields

Items that need repair are automatically placed in the Scan Repair tab. [Figure 15]



FTNI RDC - [Scan Control]	elp				
Home Scan Queues E	Pay Messages(104) Se	Running Count		Next Field Button	
Please enter the	ABA Number.		Status Message	Item ID: 1 Click Next or Alt-N for next repair. Right click image for menu.	
Amount \$32,006.21	ABA #	Account #	Check #	Repair Fields	
Node Node Node Repair Fields S32.006.21 Image Image					

Figure 15: Scan Repair Tab

Repairing an Item

To repair an item, perform the following steps:

- 1. **Ensure there is an item** that needs to be repaired. Anytime an item needs to be repaired, it is automatically placed into the Scan Repair tab and a running count in parenthesis is displayed on the tab. In the Scan Repair tab, the image of the item needing repair is displayed as well as the fields that need to be repaired. The fields that need repair are highlighted in red. There is also a display that informs you of the next field that needs to be repaired.
- 2. Click on the **first field** that needs to be repaired and **enter the correct information**.
- 3. Click **Next**. The next field needing repair is displayed, either on the same scanned item or on the next item.



4. When all the fields have been repaired the following message is displayed:

All items have passed required field validation.

5. Once all items have passed validation, the batch can be uploaded. To upload items see *Uploading Items* section of this guide.



Some validation fields are required to be repaired prior to uploading.



Scanned items are organized into queues in order to manage a potentially high volume of data. There are six basic queues:

Table 5: Queue Descriptions

Queue	Status
Review	Scanned items that have not yet been transmitted
Hold	Items that have been identified as not being ready for transmission
Approved	Items that are ready for transmission
Transmitted	Items that have been transmitted
Return	Items that have been returned (not paid)
Error	Items that have not scanned or transmitted correctly

Navigating Queues

Using the Queues window, you can perform the following functions:

- Review the totals (number of items and dollar amount) for each queue
- Review the contents of each queue
- Change the status of selected items

								RDC:	User Gu
FTNI RDC - [Que	S FTNI RDC - IQue Click on the Column							ltem Type	- Filters
<u>File T</u> ools <u>S</u> e	ile Iools Se Headings to Sort								item type thereis
Home Scan Qi	ueues EPay M	lessages(1018) Si	earch Rep	Deposit I orts	Date: Today	- 🟓 💞 Check	s ACH CCards	Batch:	•
Review FTNI					M 🔄 Pa	ge1 🕨 🕅 🛛	Action 👻 Items:	31 Total:	\$15,60
E. FTNI	Â	ltem	Site 🔺	Date	ABANumber /CC-Ref	Account /CC-Number	Check /CC-Cust	Amount	Reason
CACP		6863372	FTNI	10/19/2011	123456780	B-XXXX6780	0	\$75.00	
ELAV		6888660	FTNI	10/20/2011	123456780	B-XXXX3749	1049	\$50.00	
ELAI		6888661	FTNI	10/20/2011	123456780	B-XXXX3748	2310	\$26.43	
ELA2	=	6863343	FTNI	10/19/2011	123456780	B-XXXX0001	4615	\$750.00	
ELAR			1 . 1.	/2011	031901686	B-XXXX7783	7337		
ELDE	C	ompany/S	ubsidia	ary _{/2011}	123456780	B-XXXX3749	1046	Queue	tems
TC02	Se	election		/2011	123456780	B-XXXX0001	4599	\$1,500.00	
LIVE				/2011	123456780	B-XXXX4782	2034	\$200.00	
INSR		6888668	FTNI	10/20/2011	123456780	B-XXXX3749	1034	\$25.00	
··· NFPT		6888669	FTNI	10/20/2011	123456780	B-XXXX8238	12528	\$380.77	
PROM		6888670	FTNI	10/20/2011	123456780	B-XXXX8238	3240	\$600.00	
		6888667	FTNI	10/20/2011	123456780	B-XXXX2655	1068	\$50.00	
INDA		6888663	FTNI	10/20/2011	123456780	B-XXX3748	2272	\$38.19	
PARA		6888664	FINI	10/20/2011	123456/80	B-XXXX4/92	5880	\$/50.00	
MCSI		6772401	ETN	10/20/2011	123456/80	B-XXXX4/82	2041	\$0.06 ¢100.17	
ATST		0773491	ETNI	10/13/2011	123456700	B-XXXX/1703	2303	\$100.17	
BIST	Queue		FTNI	10/13/2011	123456780	B-XXXX3748	2397	\$1,000.00	
MLS1 MMLT	Toggla		FTNI	10/17/2011	123456780	B-XXXX6780	0	\$75.00	
FFGH	IUggie		ETAU	10/10/2011	100450700	D 1000/2740	2240	AD 100 AC	
Hold FTNI					M 4 Pa	ge1 📔 🕅 🛛	Action - Items:	47 Total:	\$55,0
Approved FTN	Approved FTNI					ge1 🕨 🕅 🛛	Action - Items:	693 Total:	\$1,100,7
Transmitted FT	Transmitted FTNI		Oueue Name &)	Items:	0 Total:	
💽 Return FTNI		Company/Subsidiary			Queue lotals		als Items:	0 Total:	
Error FTNI		company/subsidiary		M A Pa	ge1 🕨 🕅 💋	Action - Items:	5 Total:	\$5,2	

Figure 16: Queues Window

Viewing the Contents of a Queue

To view the contents of a queue, click the **toggle button** (at the left of the queue bar). The queue expands, revealing the items it contains.

To close the detail view of a queue, click the toggle button again. The queue collapses to the bar view.

Locating an Item

To locate a specific item in a queue, you can easily do so by sorting the queue in which you believe it is contained. You can then sort the queue by the column that will make it easiest to locate the item.

RDC: User Guide

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\$15,669.73

\$55,008.62 \$1,100,702,35

\$0.00

\$0.00

\$5,250.00



For example, if you know the amount of the item, click the Amount column heading. The column will then sort the entire queue by amount in ascending order. If you wish to sort the queue in descending order, simply click the Amount column heading again. Note that the arrow in the heading column will now be pointing down. See the column heading examples below.



Figure 17: Queue Column Sorting Example



Changing the Status of Selected Items

To modify an item's detail, perform the following steps:

- 1. If you're not using the Scan Review tab of the Scan Window, locate the item you wish to modify and **double-click** anywhere on the item line. The Review Detail window is displayed [Figure 18], populated with the item's detail.
- 2. Use the **Item Action buttons** or the **Item Action drop-down menus** to change the status of the item.
- 3. If you specify See Notes as a reason for the current status, be sure to enter your comments/directions in the Notes and Custom Data field.
- 4. To move to the next item, use the **item scroll arrows**.
- 5. If using the Review Detail window, when finished, **close the window**.





Figure 18: Review Detail Window



If you set an item's status to **Discard**, the item will not be displayed in any of the queues. The only way to view that item is through the Search Function. For more information see the *Performing Searches* section of this guide.



Once an item has been transmitted, its status and most fields cannot be changed.


Modifying Item Detail

To modify an item's detail, perform the following steps:

- 1. Locate the item you wish to modify and **double-click** anywhere on the item line. The Review Detail window is displayed [Figure 18], populated with the item's detail.
- 2. Click **Edit**. The previously protected fields (shaded in grey) can now be edited.
- 3. When finished editing, click **Lock** and close the window. The changes you made are saved.

Item Detail Fields

The following is the list of item detail fields.

Field	Description	
EPC Code	External Processing Code.	
Aux On-Us	Auxiliary On Us Field.	
ABA #	Routing number (American Banking Association #).	
Account #	Bank account number.	
Check #	Check number.	
Amount	Check amount.	
Туре	Image and ACH options.	
Settlement	Settlement account.	
As of Date The default is the scan date, but users can set this date either in the the future.		
Deposit Date	The default is the scan date, but users can set a date in the future. The item will not be transmitted to the bank until the Deposit Date is reached.	
Payor	Payor name (first name, middle initial and last name).	

Table 6: Item Detail Fields



Field	Description
Notes and Custom Data	Notes related to status.
F1 – F3 Your company may use these fields to retain particular types of dat don't know how these fields are used, contact your branch/site adm	

Right-Click Menu Options

From the Scan Review and Scan Repair tabs of the Scan page and the Queues page, you may rightclick on an item or group of items and a list of menu options is displayed [Figure 19]. Using this menu, you can change the status of f a single item or multiple items easily.

Approve Selected	l
Approve All	l
Hold Selected	
Hold All	
Error Selected	
Discard Selected	
Refresh Queues	
Export	

Figure 19: Right Click Menu

Table 7: Right-Click Menu Options

Menu Option	Description		
Approve Selected	Moves the highlighted items to the Approved Queue.		
Approve All	Moves all items within that queue to the Approved Queue.		
Review Selected*	Moves the highlighted items to the Review Queue.		
Review All*	Moves all items within that queue to the Review Queue.		
Hold Selected	Moves the highlighted items to the Hold Queue.		
Hold All	Moves all items within that queue to the Hold Queue.		
Error Selected	Moves the highlighted items to the Error Queue		
Discard Selected	Discarded items will not be shown in any queue. Visibility to discarded items is only available via the search function		
Refresh	Refreshes the information within that queue		



Menu Option	Description
Export	This will display the Export Data window.

*Not shown on figure above



Depending on your entitlement settings, you may not be able to view the Export Data window. For access, contact your administrator.

Using Hotkeys

From the Scan Review and Scan Repair tabs of the Scan page, you can use hotkeys to change the status of an item or group of items.

Hot Key	Description		
Alt + A	Changes the item's status to Approve.		
Alt + H	Changes the item's status to Hold.		
Alt + R	Changes the item's status to Review.		
Alt + E	Changes the item's status to Error.		
Alt + F	Displays the first item in the queue in which you are working.		
Alt + L	Displays the last item in the queue in which you are working.		
Alt + N	Displays the next item in the queue in which you are working.		
Alt + P	Displays the previous item in the queue in which you are working.		

Table 8: Scan Review and Scan Repair Hot Keys



The RDC application maintains two types of logs:

- Change Log If an item is changed after it is created, it is recorded in the Change Log.
- Quality Assurance Log The RDC application assesses the quality of the image, MICR, etc. and records this information.
- Ledger The default view is the Ledger. It may be used to capture payment data used for back-office integration.

🔆 FTNI RDC - [Scan Control]		
File Tools Setup Help		
🟫 📦 🔛 🏛 읃 🔍 🌎 Home Scan Queues EPay Messages(1023) Search Reports		Exit
Scan Control Scan Review Scan Repair (0)		
🚺 First 🖪 Prev 0 of 0 🕨 Next 🛐 Last 🔕 😒 🧐 🍓 Prefix: 🕅 FTNI.10202011.	1421 Batch: 2 MM/DD/YY	YY ##:##, User
Item Actions Current Status	Scan Data	Processing
Approve Hold Review Error	EPC Code: EDIT	Settlement:
Type CarLar Coupon Endorsement Chk: 🔽 🥅	Aux On-Us:	Chase Operating Account
Cpn: 🔽	ABA #:	As of: Deposit: 10/20/2011 v 10/20/2011 v
	Account #:	Payor:
	Check #:	
	Amount:	
	Notes and Custom Data	
	Policy # Policy Typ	pe Agency Office
	View - Ledger Add Delete	Total:
	Ledger	
	Quality Assurance Log	Amount Col5 Col6
View Drop-		
down Menu		
	*	

Figure 20: Reviewing Logs Menu



Navigating the Logs

To review a log, locate the **View** drop-down menu [Figure 21] in either the Scan Review tab or in the Review Detail screen and **select the log** you wish to review. The log is displayed.

Ledger			
Quality Assurance Log			
Change Log			

Figure 21: View Drop-down Menu

Using the Ledger

Depending on your business needs and rules, you may work with the ledger section of the review screen. The ledger section is a user-defined customizable ledger which can be reflected in many different manners. It acts as a basic ledger.

View - Ledger	A <u>d</u> d Delete	Total:	\$200.00
	101	*	
Customer Num	Dist. Code	Split Amount	
123	1	101	50
45	6	101	50
78	3	101	50
15:	9	101	50

Figure 22: Ledger Example



Reviewing the Quality Assurance Log

To view the Quality Assurance Log, locate the **View** drop-down menu in either the Scan Review tab or in the Review Detail screen and select **Quality Assurance Log**. The quality Assurance Log is displayed.

View 👻 Quality Assurance Log				
Source	Field	Value	Info	
DCC	Image	128	<= 256 Minor, <= 512 Mid, > 512 Sign	
DCC	Contrast	450	Varies	
DCC	MICR	10	Best Possible, MICR, E13B Good	
DCC	Black%	8	Varies	
DCC	Speckles-	396	Varies	

Figure 23: Quality Assurance Log Example

Quality Assurance Log Fields

The following is the list of Quality Assurance Log fields.

Table 9: Quality Assurance Log Fields

Field	Description	
Source	Source of the image.	
Field	Attribute that is being assessed.	
Value	Number representing the quality of the attribute being assessed.	
Info	Description of the value ranges (e.g., highest possible value).	

If an item is flagged, you can use the Quality Assurance Log to determine the reason.



View 👻 Quality Assurance Log				
Source	Field	Value	Info	
Scan	Image	512	< 256 OK, < 512 Warn, >= 512 Error	
Scan	Contrast	600	Varies	
Scan	MICR	1	MICR/OCR Bad	
Scan	Black%	9	Varies	
Scan	Speckles-	260	Varies	

Figure 24: Flagged Item's Quality Assurance

Reviewing the Change Log

To view the Change Log, locate the **View** drop-down menu in either the Scan Review tab or in the Review Detail screen and select **Change Log**. The Change Log is displayed.

View 👻 Change Log				
Time	User	Field	Old	New
4/29/2008 4:01:06	Brian	Status	Review	Hold: User
4/29/2008 4:01:15	Brian	Status	Hold: User	Approved:
4/29/2008 5:29:44	Brian	Status	Approved:	Review: User

Figure 25: Change Log Example

Change Log Fields

The following is the list of Change Log fields.

Table 10: Change Log Fields

Field	Description
Time	Date and time when change occurred.
User	User who performed the action that result in the change.
Field	Field that was changed.
Old	Value of the field prior to the change.
New	Value of the field after the change.



There are three types of electronic payments the application can transmit:

- EPayment
- ACH Terminal
- Credit Card Terminal

All of these payment types are entered in the Epay section of the application.

Navigating the EPay Window

Using the application you can save customer's contact information, banking information and payment profiles. Doing this provides for quicker and more efficient payment processing.

🔆 FTNI RDC - [EPayForm]	Search Euroction
<u>File Tools Setup H</u> elp	When Ready,
Home Scan Queues EPay Messages(1016)	Search Reports Click Submit
Site: <all sites=""></all>	Please verify the client and select or enter the payment method. When the client and payment method are correct complete the processing fields at Customer Setup
Name Alter At Lawn and Garden	Client Information New Edit Delete Show Detail
Abby Blalock FTNI	Name Cust ID Address City State Zin Code Phone A1 Lawn and Garden Razor 1234 Hickory Lane Payment Setup 83 4024568935
ABName1 ABName2 52343211A FTNI	Payment Method New Edit Delete Show Detail ACH Payment
Ali Back and Body 4540012 FT/II	Name Account Billing Info Laws to Laws Reads D_VVVV2122 Name: A1 Lawn and Garden ✓ Matches Client
Search Results	Address: 1234 Hickory Lane Suite 100
Window	City Omaha Payment Details
Auction Payment Network	Payment Clear EPayment ACH Terminal CC Terminal
Auction Payment Network	Profile Processing Notes and Custom Data
Bayshore City Grant FTNI	Trans Type: TEL T Payment Type
Bayshore City Schools	action Changes nt:
Found 149 Accounts	Ledger Add Delete Total:
Transactions Edit Delete Show Detail	Chase Operating Account
<pre>All Payments> 0</pre>	As of Date: 10/20/2011 Fee Type Status Test Col4 Col5 Col6
<non recurring=""> 0</non>	Recurring
Car Payment Monthly 0	Setup None Payment Setup Ledger Details
NOTE: * indicates a required field	ransaction Summary



Creating a New Customer and Payment Method

To create a new customer, perform the following steps.

1. From the toolbar, click the **EPay** icon.



The EPay page is displayed.

- 2. Click on the **New** option (in the Client Information area at the top of Epay page) [Figure 26]. This will open the customer information section and collapse all of the other sections. The Add Customer and Add Pay Method forms are displayed [Figure 27].
- 3. To set up the customer, perform the following steps:
 - a. Select either Individual or Business.
 - b. Enter the **required information** along with any of the additional information you would like to retain (in the Notes field).
- 4. To set up the payment method, perform the following steps:
 - a. Select either **Bank or Card**.
 - b. Enter the **required information**.
- 5. Click **Save**. The customer and payment method are created.



Add Customer	Individual O Business	Add Pay Method Bank Card Save
Name 1*	Name 2	Bank Name* ABA Number* Clear
Address 1*	Address 2	Account Type* Account Number* Cancel
City	State Zip Code*	Use Customer Name Use Customer Address
Primary Phone Alte	mate Phone Fax	Name 1* Name 2
Email	Customer ID	Address 1* Address 2
SSN/TIN	Driver's License State	City Stat Payment Method Detai

Figure 27: Add Customer and Add Pay Method Forms



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To cancel the creation of a new customer, simply click **Cancel**. You'll be returned to the main EPay window. And to clear the forms and start over, simply click **Clear**.

Searching for Customers

To search for customers, perform the following steps.





3. Enter the **name** (or part of it) of the customer for which you are searching and click **Search**.

	C Search	
L	Joarch	1

The list of customers matching the name information you entered is displayed.

Creating an EPayment

To create a new EPayment, perform the following steps.

1. From the toolbar, click the **EPay** icon.



The EPay page is displayed.

- 2. Locate the customer for which you will be making a payment (see the *Searching for Customers* section for more information about doing this).
- 3. Click **EPayment**. The EPayment form is displayed [Figure 28].

Note: This is the form that displays by default.

4. Enter the **required information** and click **Submit**.



The payment is submitted and a confirmation message is displayed [Figure 29].



Profile	Processing Status:	Approve -	Notes and (Custom Data	а		
	Trans Type: Amount:	TEL 🔻	Customer #		Dist. Code	Amount	
	Settlement:		Ledger	A <u>d</u> d	Delete	Total:	
	UMB Test A	ccount 🔻					
	As of Date:	4/14/2010 -	Account #	1	Tenant #	Amount	
Save Delete	Deposit Dt:	4/14/2010 -]				
Recurrence Setup No	ne						

Figure 28: EPayment Form

EPay Item successfully submitted for processing.
ОК

Figure 29: EPayment/ACH Confirmation Message

Creating an ACH Payment

To create a new ACH payment, perform the following steps.

1.	From the toolbar, click the EPay icon.
	m EPay
	The EPay page is displayed.
2.	Locate the customer for which you will be making a payment (see the <i>Searching for Customers</i> section for more information about doing this).



Payment	t	Clear		EPayment	ACH Term	inal CC Termi	inal	
Name:	A1 Lawn and 1234 Hickory Suite 100 Omaha, NE 5	Garden Lane 6783		(Clear next to search re	emoves payor)	Deposit Date: 4/14/2010	SEC Type:	0
PAY THE	to Order of	Settlement:			•		Amount:	
Aw	nount						DOLLARS	Sac. All Photosoft Lacing St. Back
Bank:	Love to Loan	Bank		•				
Type: MEMO	Checking	•						
÷	123	3456780		B-XXXX3123	II -	0		
	12.		-	570003123			_	

Figure 30: ACH Form

Creating a Credit Card Payment

To create a new Credit Card payment, perform the following steps.

1. From the toolbar, click the **EPay** icon.



The EPay page is displayed.

- 2. Locate the customer for which you will be making a payment (see the *Searching for Customers* section for more information about doing this).
- 3. Click **CC Terminal**. The Credit Card form is displayed [Figure 31].
- 4. Select the tab corresponding to the **type of transaction** (i.e., Sale, Credit, Void, etc.) you will be submitting.





A Credit Card transaction is a submitted for payment immediately.

Merchant:	Sale Credit Void Au	th Only Capture Reverse Auth	
Use EPay Customer Data	* Card Number:	* Expiration:	(MMYY)
EPay ID:	* Charge Amount:	CVV2/CVC:	
	Billing Street:		
S <u>wi</u> pe	Billing Zip:	Proc Token:	
	Description:		
	Customer # :		
	Dist. Code :	Amount :	
 Indicates a required field 			

Figure 31: Credit Card Form





Figure 32: Credit Card Confirmation Message

Creating a Recurring Payment

You can enter recurring payments for ACH payments and based on daily, weekly, monthly or yearly intervals. To create a recurring payment, perform the following steps:

1.	From the toolbar, click the EPay icon.
	EPay EPay
	The EPay page is displayed.
2.	Locate the customer for which you will be making a recurring payment (see the <i>Searching for Customers</i> section for more information about doing this).
3.	Click EPayment . The EPayment form is displayed [Figure 28].
	Note: This is the form that displays by default.
4.	From the Recurrent section of the page, click Setup .
	Recurrence Setup None
	The Recurring Payment form is displayed [Figure 33].



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The status of a recurring credit card payment must be **Approve**.

Recurring payment settings Please complete the fields below. Note: Recurring settings are not saved with a profile. Description Daily Weekky Every day(s) Monthly Yearly Range of Occurrence No End Date (imit of 100 entries) Start: 4/14/2010 End date: 4/14/2010 Remova Save	EPayment	ACH Termina	I CC Terminal
Please complete the fields below. Note: Recurring settings are not saved with a profile. Description Daily Weekly Monthly Yearly Range of Occurrence Start: 4/14/2010 Version End after: occurrences End date: 4/14/2010 Version Remove	ecurring paymen	t settings	
Note: Recurring settings are not saved with a profile. Description Daily Weekly Monthly Veekly Yearly Range of Occurrence Start: 4/14/2010 Kend Date (limit of 100 entries) End after: Cocurrences End date: 4/14/2010 Kernova Remova Save Co. Back	Please complete	the fields below	
Description Daily Weekly Monthly Yearly Range of Occurrence Start: 4/14/2010 V End after: occurrences End date: 4/14/2010 V Remove Remove Co. Back	Note: Recurring	settings are not	saved with a profile.
Jescription Daily Weekly Monthly Yearly Range of Occurrence Start: 4/14/2010 Tend after: End after: End date: 4/14/2010 Tend after: Cocurrences End date: 4/14/2010 Tend date: 4		-	
Weekky Weekky Workhy Yeary Range of Occurrence Start: 4/14/2010 Kernove End after: Coccurrences End date: 4/14/2010 Kernove Coc Back	Jescription	O Daily	
Monthly Yearly Range of Occurrence Start: 4/14/2010 V No End Date (limit of 100 entries) End after: occurrences End date: 4/14/2010 V End date: 4/14/2010		Weekly	 Every day(s)
Yearly Range of Occurrence Start: 4/14/2010 No End Date (limit of 100 entries) End after: occurrences End date: 4/14/2010 Remove		Monthly	Every Weekday
Range of Occurrence Start: 4/14/2010 Vo End Date (limit of 100 entries) End after: occurrences End date: 4/14/2010 V		Yearly	
Start: 4/14/2010 No End Date (limit of 100 entries) End after: occurrences End date: 4/14/2010 v	Range of Occur	ence	
End after: occurrences End date: 4/14/2010	Start: 1/11/2	010 🔲 🚽	No End Date (limit of 100 entries)
End date: 4/14/2010	Statt. 4/14/2	010	End after: occurrences
Remove Save Go Back			Cad data: 4/14/2010 ==
Remove Save Go Back			C End date: 4/14/2010 m +
Remove Save Go Back			
Tomove Save Go back		Rer	move Save Go Back

Figure 33: Recurring Payment Form

Reviewing Transactions

To review transactions for a selected customer, perform the following steps.







The EPay page is displayed.

- 2. Locate the customer for which you will be reviewing transactions (see the *Searching for Customers* section for more information about doing this).
- 3. From the Transaction section of the page, double-click the **transaction group**. The list of pending and processed payments is displayed [Figure 34].
- 4. Double-click on any of the **transactions** to view the full detail. The Review Detail page is displayed populated with the payment detail [Figure 35].



A pending payment may be changed. However, a processed payment cannot be changed



Site: Financial Transmission N	Network In 👻		Pending Paymer	nts								
Name: d	<u>Clear</u>	Search	ltem 🔻	Date	ABANumber /CC-Ref	Account /CC-Number	Amount	Process	Settlement	Deposit Date	Status	
Name		*	681394	12/30/2009	123456780	B-XXXX3123	\$540.73	TEL	1234567	12/25/20	Approved	
A1 Lawn and Garden Bazor			681393	12/30/2009	123456780	B-XXXX3123	\$540.73	TEL	1234567	11/25/20	Approved	
Andrew Jones	ETNI		681392	12/30/2009	123456780	B-XXXX3123	\$540.73	TEL	1234567	10/25/20	Approved	Ξ
Brad Grier			681391	12/30/2009	123456780	B-XXXX3123	\$540.73	TEL	1234567	9/25/2012	Approved	
Dude	FTNI		681390	12/30/2009	123456780	B-XXXX3123	\$540.73	TEL	1234567	8/25/2012	Approved	
Dave Midgley	FTNI		681389	12/30/2009	123456780	B-XXXX3123	\$540.73	TEL	1234567	7/25/2012	Approved	μ
Jane Doe John Doe	FTNI		681388	12/30/2009	123456780	B-XXXX3123	\$540.73	TEL	1234567	6/25/2012	Approved	
los Ploud	1.118	=	681387	12/30/2009	123456780	B-XXXX3123	\$540.73	TEL	1234567	5/25/2012	Approved	
	FTNI		681386	12/30/2009	123456780	B-XXXX3123	\$540.73	TEL	1234567	4/25/2012	Approved	
John Doe	FTNI		681385	12/30/2009	123456780	B-XXXX3123	\$540.73	TEL	1234567	3/25/2012	Approved	
John Doe	FTNI		681384	12/30/2009	123456780	B-XXXX3123	\$540.73	TEL	1234567	2/25/2012	Approved	
Jones Garfield			681383	12/30/2009	123456780	B-XXXX3123	\$540.73	TEL	1234567	1/25/2012	Approved	
	FTNI		681382	12/30/2009	123456780	B-XXXX3123	\$540.73	TEL	1234567	12/25/20	Approved	
Todd Adelgren	FTNI		681381	12/30/2009	123456780	B-XXXX3123	\$540.73	TEL	1234567	11/25/20	Approved	
Todd Jones	FTNI	-	C01200	12/20/2000	100450700	B VVVV1100	6540.70	TEI	1004507	10/25/20	A	-
Found 11 Accounts			Processed Paym	ients								
Transactions Edit De	elete I	Hide Detail	ltem 🔻	Date	ABANumber /CC-Ref	Account /CC-Number	Amount	Process	s Settlemer	nt Depos	it e Status	
Description	Period	Count										
<all payments=""></all>		35										
<non recurring=""></non>		2										
Car Payment	Monthly	33										
												_

Figure 34: Payment (Pending and Processed) Transaction Detail Forms



Review Detail: Item Number 681387 Recurring Group: Car Payment		
Image: First Prev 10 Prev Last Prefix: FTNL12302009.1103 Batch: 0 12/3	30/2009 4:20:22 PM, ID=1103 SiteID:	119
Item Actions Current Status	EPay Data	Processing
Approve Hold Review Error	C/D Code: EDIT	Settlement:
Type Account Type	Bank Name: Love to Loan Bank	Test Account 👻
EPAY ACH V Checking	ABA #: 123456780	As of: Deposit:
EPav ACH Item.	Account #: 123123123	Pavor:
	Check #:	A1 Lawn and Garden , Site: FTNI
	Amount: \$540.73	
A1 Lawn and Garden , Site: FTNI	Notes and Custom Data	
Date: 05/25/2012		
Pay to the	Customer # Dist. Code	Amount
five hundred fourty and 73/100 DOLLARS		
EPay ACH	View - Ledger A <u>d</u> d Delete	Total: \$540.73
Not a valid image replacement document		
Memo		
	Account # Tenant #	Amount
1.1234.567801. 123123123"	45507	34.38
	45567	34676 505.75
		.4

Figure 35: Review Detail Page



Navigating the Message Window

Using the Message window, there are several message-related actions that can be performed:

- Create a message
- Save a message to a file outside the RDC application
- Print a message
- Delete a message
- Replay to a message
- Forward a message

S FTNI RDC [Message View Drop-	
Eile Iopls Setup down Menu	
Home Scan Queues EPay Verify Messages	Search Reports New Save As Print Delete Reply Forward Refresh
View - Inbox Inbox/Sent From Mchael Thompson, michael @FTNI 4/8/2010 Read AdminANBT, AdminANBT@ANBT 4/7/2010 Read AdminANBT, AdminANBT@ANBT 4/7/2010 Read AdminANBT, AdminANBT@ANBT 4/7/2010 Read AdminANBT, AdminANBT@ANBT 4/7/2010 Read AdminANBT, AdminANBT@ANBT 3/32/2010 Read Markinike Processing MISMATCH 11:15:14 Read James Smith, jamessmith@FTNI 3/32/2010 Read WARNING Processing MISMATCH 3:52:24 Read Michael Thompson, michael@FTNI 3/22/2010 Read James Smith, jamessmith@FTNI 3/22/2010 Read James Smith, jamessmith@FTNI 3/22/2010 Read Brian Grier, Brian@FTNI 3/22/2010 Read WARNING Processing MISMATCH 11:09:57 Read	Upload batch timeout retry 0 Michael Thompson, michaelt@FTNI Serit: 4/8/2010/2:45:34 PM Message-related lcons To: Customer Service and Support. System Issues Message-related lcons Application Message ERROR: Session has timed out. Please retry last action or exit application and login again. Content of Selected Message Message List Selected Message

Figure 36: Messages Window



Table 11: Messages Toolbar Icons

lcon	Description
New	Displays a new Message window.
Save As	Saves the selected message.
Print	Prints the selected message.
Delete	Deletes the selected message.
Reply	Initiates a reply to the selected message.
Forward	Begins the process of forwarding the selected message.
Refresh	Refreshes the Messages window. Essentially, this checks for new messages.

Reviewing Your Messages

To review your messages, perform the following steps:

1. From the toolbar, click the **Messages** icon.



The Messages window is displayed [Figure 36].

2. Select the Inbox or Sent Items using the View drop-down menu.



The message list of the selected source (Inbox or Sent Items) is displayed.

3. From the list of messages, click on each. The contents of each message is displayed (to the right of the list).



Sending a Message

You can send messages to other users of the application and to your application support staff. To send a message, perform the following steps:

1. From the toolbar, click the **Messages** icon.



The Messages page is displayed [Figure 36].

- 2. From the message toolbar, click the **New** icon. The New Message window is displayed [Figure 37].
- 3. Use the **To** drop-down menu to select the recipient.
- 4. When sending a message to Support or Customer Service, select a **Category**.
- 5. Enter the **Subject** and type your **message**.
- 6. When you have finished, click **Send**. Your message is sent.





Figure 37: New Message Window

Saving a Message's Contents to a File

To save the contents of the selected message to a file, simply click the **Save As**. You are then prompted for the file's location, name, etc.



Printing a Message

To print the selected message, simply click the **Print** icon.



You are prompted to select the printer. Do so and click **OK**. Your report is printed.

Deleting a Message

To delete the selected message, simply click the **Delete** icon.



You are prompted to confirm your choice.



Click **OK**. The message is deleted.

Replying to a Message

To reply to a message, perform the following steps:





Forwarding to a Message

To forward to a message, perform the following steps:

1.	From the toolbar, click the Messages icon.
	Messages
	The Messages page is displayed [Figure 36].
2.	Select the message you are forwarding.
3.	From the message toolbar, click the Forward icon.
	Forward
	The New Message window is displayed populated

The New Message window is displayed populated with the content of the original message[Figure 37].

- 4. Use the **To** drop-down menu to select the recipient.
- 5. When sending a message to Support or Customer Service, select a **Category**.
- 6. Modify the **Subject**, if necessary and type your **reply**.
- 7. When you have finished, click **Send**. Your message is forwarded.

Refreshing the Message List

To refresh the message list (i.e., to check for new messages), simply click the **Refresh** icon.



The list of messages in your Inbox is refreshed.

RDC: User Guide

RDC's search function provides you with the ability to search for a range of items or a specific item. You can also specify that the search be performed on Remote Storage (items that have been uploaded) or Archive Storage (records older than 90 days). In addition, you can also specify whether all sites/branches should be searched or a specific site/branch should be targeted.

FTNI RDC - [S File Tools Crit Scan Queues	Clear Search eria, click Clear Eray Venny Messages System	rch F	Reports	Afte Crite	r Specify eria, Click	ing Searc Search	h	\square	Totals fo Search R	r esults
Clear	Search					Item Count:		314	Total Amount:	\$7,076,269.70
Search Scope	Site		ltem	Site	Date 🔺	ABANumber /CC-Ref	Account /CC-Number	Check /CC-Cust	Amount	Status
Archive Storage	Any		976423	ATST	4/1/2010	123456780	B-XXXX3748	2324	\$170.63	Discard
Remote Storage	Search Includes Children		976424	ATST	4/1/2010	123456780	B-XXXX4782	2077	\$4,013.00	Discard
Item Type	Date Range		976425	ATST	4/1/2010	123456780	B-XXXX4782	2083	\$2,000.00	Discard
Any 🔹	Scanned Date		976426	ATST	4/1/2010	123456780	B-XXXX4782	2197	\$470.00	Discard
	From: 4/ 1/2010 -		976427	ATST	4/1/2010	123456780	B-XXXX4782	2072	\$2,000.00	Discard
	1000. 47 172010 •		976428	ATST	4/1/2010	123456780	B-XXXX3748	2331	\$446.88	Discard
	To: 4/11/2010 -		976429	ATST	4/1/2010	123456780	B-XXXX4782	2172	\$40.00	Discard
Batch ID Range	Item ID Range		976430	ATST	4/1/2010	123456780	B-XXXX3748			Discard
From: 1	From:		976431	ATST	4/1/2010	123456780	B-XXXX3748	Searc	h Results	Discard
To: 50000	To:		976432	ATST	4/1/2010	123456780	B-XXXX3748	2307	300.02	Discard
10. 00000	10.		976512	ATST	4/1/2010	123456780	B-XXXX3748	2324	\$170.63	Discard
Dollar Amount Range	Settlement Account					123456780	B-XXXX4782	2077	\$400.00	Discard
Min:	Any 🔻		Searc	h Par	ameters	123456780	B-XXXX4782	2083	\$2,000.00	Discard
Max:			9/6515	AIST	4/1/2010	123456780	B-XXXX4782	2197	\$478.00	Discard
Entored Du	tom Status or CC Result		976516	ATST	4/1/2010	123456780	B-XXXX4782	2072	\$2,000.00	Discard
	Item Status of CC-Result		976517	ATST	4/1/2010	123456780	B-XXXX3748	2331	\$446.88	Discard
Any	Any		976518	ATST	4/1/2010	123456780	B-XXXX4782	2172	\$40.00	Discard
ABA # or CC-Ref	Account or CC-Number*		976519	ATST	4/1/2010	123456780	B-XXXX3748	2386	\$700.00	Discard
			976520	ATST	4/1/2010	123456780	B-XXXX3748	2254	\$437.69	Discard
Check # or CC-Cust	Payor *		976521	ATST	4/1/2010	123456780	B-XXXX3748	2367	\$53.02	Discard
			976522	ATST	4/1/2010	123456780	B-XXXX4782	2187	\$2,230.00	Discard
			976523	ATST	4/1/2010	123456780	B-XXXX4782	2039	\$500.00	Discard
Custom Field 1	Custom Field 2		976524	ATST	4/1/2010	123456780	B-XXXX4782	2007	\$305.00	Discard
			976525	ATST	4/1/2010	123456780	B-XXXX4782	2019	\$70.00	Discard
Custom Field 3	Ledger Fields *		976526	ATST	4/1/2010	123456780	B-XXXX3748	2257	\$238.40	Discard
			976527	ATST	4/1/2010	123456780	B-XXXX3748	2273	\$140.00	Discard
			976528	ATST	4/1/2010	123456780	B-XXXX3749	1051	\$200.09	Discard
Change Log Fields *	IQA Log Fields *		976529	ATST	4/1/2010	123456780	B-XXXX4782	2045	\$29.00	Discard
			976530	ATST	4/1/2010	123456780	B-XXXX3748	2219	\$52.00	Discard
			976531	ATST	4/1/2010	123456780	B-XXXX3748	2236	\$10.00	Discard

Figure 38: Search Window



Search Parameters

Any combination of the following search parameters may be specified.

Table 12: Search Parameters

Search Parameter	Description
Search Scope	If you select Remote Storage, uploaded items will be searched, and if you select Archive Storage, records older than 90 days will be searched.
Site	If your company has more than one site/branch, you may select a specific branch/site, or you may choose Any to search all sites/branches.
Туре	You may specify the item type (i.e., Check, EPay ACH, etc.).
Scan Date Range	You may specify a range of dates on which scans were performed. Using the pull down menu, you can also specify Any Date for a range.
Batch ID Range	Unique IDs are assigned to every batch. You may specify a range of batches through which to search.
Item ID Range	Unique IDs are assigned to every item. You may specify a range of item IDs through which to search.
Dollar Amount Range	You may specify a range of scanned dollar amounts.
Settlement Amount	You may specify a range of settlement dollar amounts.
Entered By	You may specify the person (or department, depending on how your company assigns user names).
Item Status	You may specify a status (i.e., review, approved, hold, etc.)
ABA # or CC Ref	You may specify a specific ABA (routing) number.
Account or CC #	You may specify a specific account or credit card number.
Check Number or CC Cust	You may specify a specific check number.
Payor Last	You may specify the payor's last name.
Custom Fields 1-3	Your company may use these fields to retain particular types of data. If you don't know how these fields are used, contact your branch/site administrator.
Ledger Fields	You may search for any information that is saved in the Ledger.
Change Log Fields	You may search for any information that is saved in the Change log.
IQA Log Fields	You may search for any information that is saved in the IQA log.

Performing a Search

Once you have specified the search parameters, click **Search** to initiate the search. The search results are displayed.



RDC: User Guide To view the detail of a specific item, **double-click** anywhere on the item line. The Review Detail window is displayed [Figure 18], populated with the item's detail.

Clearing Search Parameters

To clear the search parameters, simply click **Clear**. All the search parameters are reset to their default values and you are ready to start another search.



There are many reports offered which cover a wide variety of results. Each report has a small set of parameters (e.g., date(s), site(s), etc.) that can be entered to provide you wish exactly the data you need.



Custom reports are normally provided based on business needs. If you do not see a report that you need to have, contact customer support.

Running a Report

To run a report, perform the following steps:

From the toolbar, click on the Report icon.
Reports
The Reports page is displayed.
Select the report you wish to run. [Figure 39]
Select the parameters for the report (e.g., date(s), site(s), etc.).
Click on the Run button (on the right side of the page).
Run Report
Your report is displayed at the bottom of the page.
To view any additional pages of the report, use the arrow buttons at the top of the report.

If you have a multi-page report, you can use the scroll arrows to review the pages of the report.





SFTNI RDC - [Reports]					
ools <u>S</u> etup <u>H</u> elp		Report			
me Scan Queues EPay	Verify Messages Search Reports	Parameters			<mark>ك</mark> E <u>x</u> it
Report Name EPay Customer Payments	Report Begin Date: Report End Date Sites 10/ 1/2009 ▼ 4/11/2010 ▼ All Sites	•] Include Children Site	Entry Method s All	Run Report
Customer Name	Customer Number		F	Run Report	ן
	▶ ← ◎ 🔊 🚑 🗐 🗊 戻 - 100%	- Find ∣ N	ext	· · · · · · · · · · · · · · · · · · ·	
ETNI: Enancial Tr	anomicsion Notwork Inc			Button	
EPay Customer Fayn User: Duane Abbo	Page	Print, Layou and Export	t		
Start Date: 10/1/2009	Navigation hild Sites: True	Cust	omer Name:		
End Date: 4/11/2010	Entry Method: All	Custon	er Number:		
Report Details				1	_
Site Status	Cust ID S Type Cust Name	Type Last 4	Report	Amount Item Nu	ım
Financial Transmission Net	work Inc.		пероп		
A	Brian Grier	ACH 3111	04/09/2010	\$50.00 10152	58
A	Brian Grier	ACH 3111	04/09/2010	\$50.00 10153	62
A	Brian Grier	ACH 3111	04/09/2010	\$50.00 10154	65
т	98765 Michael Thompson	ACH 6666	06/09/2009	\$15.00 2020	10
Т	98764 Michael Thompson	ACH 6666	06/09/2009	\$10.00 2020	12
т	98763 Brian Grier	ACH 3111	10/05/2009	\$35.00 4829	25
т	98762 Brian Grier	ACH 3111	10/05/2009	\$35.00 4829	35
т	98761 Brian Grier	ACH 3111	10/06/2009	\$35.00 4838	36
т	98760 Brian Grier	ACH 3111	10/14/2009	\$35.00 5047	72
т	Brian Grier	ACH 3111	11/02/2009	\$35.00 4829	36
т	Brian Grier	ACH 3111	11/16/2009	\$25.00 5832	18
т	Brian Grier	ACH 6780	11/16/2009	\$55.00 5832	33
Т	Brian Grier	ACH 3111	11/27/2009	\$35.00 6064	73
			Total	\$465.00	
•					4

Figure 39: Report Example

Preparing a Report to Print

To view the page setup of a report, simply click the **Page Setup** icon.



The Page Setup window is displayed. Make any **needed changes** and click **OK**. Your print settings are saved.



Viewing a Report's Page Layout

To view a report's page layout (the way it will look when printed), simply click the **Page Layout** icon.



Printing a Report

To print a report, simply click the **Print** icon.



You are prompted to select the printer. Do so and click **OK**. Your report is printed.

Creating an Excel or a PDF Version of a Report

To create an Excel or PDF version of your report, simply click the **Save** icon's drop-down menu and select your choice of output. You are then prompted for the file's location, name, etc.

Excel Acrobat (PDF) file	I00%	-	
Acrobat (PDF) file	Excel		
	Acrobat (PDI	F) file	

Managing User Options

You can customize many of the RDC settings using the Options Administration window. In addition, you can restore all the customizable options to their default settings.

Modifying User Options

To modify the user's options, perform the following steps:

- 1. From the toolbar, select the **Setup** menu drop-down. The list of Setup options is displayed.
- 2. Click **Options**. The Options Administration window is displayed [Figure 40].
- 3. From the options command bar, click **Edit User Options**. The previously protected fields (shaded in grey) can now be edited.
- 4. Make the needed **modifications** to any of the options by using the tabs (Scan, Ledger, Queue, Search and Export) to navigate among the option groups. See the sections below for more information about each option group.
- 5. When finished, click **Save**. The option customizations are saved.



Options Administration C	Click Edit to			- • •
User Name: duanteer	Customize Options	User Level:	0	
Edit User Options Reset User	r Options	Click Reset to Retu to Their Default Se	rn Options ttings	
Scan Ledger Queue Se	earch Export EPay	Authorizations	Option Cate	gory Tabs
GUI Interface: Full CARLAR Thresholds (0-10 Warning: 900 Em	OCR Level: CA 00) or: 750 Action:	RLAR	DCC TS23 Enable Enable Enable Enable	Asynch Scanning Batch OCR
Default Status:	Review	•		Batch Opioad
Transmit Behavior:	Batch End			
On Scan Error: Default Review Grid:	Wam and continue	▼		
Validation: Off -		 ▼		
Settlement: On 💌	Chase Operating Accou	unt 🔹		
Coupon: Off Endorsement: Off	Click Save When Fin	ished		
		Save	e Clear	Cancel
			-	

Figure 40: Options Administration Window - Scan Tab

Table 13: Scan Options

Scan Option	Description
Scanner	Scanner type
OCR Level	The user's OCR level
CARLAR Threshold	These settings determine what the thresholds are for a CARLAR score warning or an error when an item is scanned. Every item receives a CARLAR score and if the score is below the thresholds, then an action could be taken



Scan Option	Description
Action	This determines what action is taken when the thresholds are not met
Default Status	Default status of scanned items
Upload Behavior	Default settings of the upload behavior
On Scan Error	Default setting for a physical scanning error
Default Review Grid	Default view for the review grid
Validation	Default settings for validation
Settlement	Default settings for settlement
Coupon	Default settings for coupon
Endorsement	Default settings for endorsement



When the default setting for Validation, Settlement, Coupon and Endorsement is turned on, additional settings must be chosen. For example, If you turn on endorsements, you have to select what endorsement to use.



Ledger Options

Users can customize the ledger that is inside the review grid. This allows users to add information to items that have been scanned.

Options Administration							
User Name:	Demo			User Level: 1			
Edit User Options Reset User Options							
Scan Ledger Queue Search Export							
Disable Ledger							
	Label Name	Туре		Values	Total	Visit	ble
Field 1:	F1	Combo	~	Edit		Yes	~
Field 2:	F2	Text	*	Edit		Yes	~
Field 3:	F3	Text	~	Edit		Yes	~
Column 1:	C1	Combo	~	Edit	0	Yes	~
Column 2:	C2	Text	*	Edit	۲	Yes	~
Column 3:	C3	Combo	*	Edit	0	Yes	~
Column 4:	C4	Combo	*	Edit	0	Yes	~
Column 5:	C5	Combo	*	Edit	0	Yes	*
Column 6:	C6	Combo	~	Edit	0	No	~
Click Save When Finished							
		Save		Clear		Car	ncel

Figure 41: Options Administration Window - Ledger Tab

Table 14: Ledger Options

Ledger Option	Description
Disable Ledger	Disables the ledger capabilities
Label Name	The name of the field or column. This will be displayed in the review grid of the application
Туре	Determines whether the field/column is a text box or a pull-down selection box


Ledger Option	Description
Values	If the field/column is a combo type, this is where the user would enter the different selections. The first line entered in the values box will be the default in the application. If you do not want a default, place an empty line for the first line.
Total	If the values in the column are numbers, selecting total will display a total in the review grid. Only one column can be totaled.
Visible	Determines whether a field/column is visible

Queue Options

🛃 Options Administration		
User Name:	Demo	User Level: 1
Edit User Options Reset User O Scan Ledger Queue Se Number of items per page (1- Column Display Queue Name: Review Hidden Columns Name UserID SiteID SiteLevel	arch Export 1000): 100	Visible Columns Name Item Site Date Use the arrows to move column beadings between the two groups
Batch ID EPCCode AuxOnUs CABLAR Click Save When Finished	Save	ABANumt Account Check Amount Status Clear Cancel

Figure 42: Options Administration Window - Queue Tab





Queue Option	Description
Number of Items per Page	Number of pages to display per page
Queue Name	Use this field to select the queue for which you wish change column settings. For example, if you want to change the column settings for the Review queue, select this queue and begin making changes to the column settings.
Hidden/Visible Columns	Hidden columns are not displayed and visible columns are displayed. Use the arrow buttons to move column headings between the two groups.

Search Options

🔜 Options Administration	1	
User Name:	Demo	User Level: 1
Edit User Options Reset Use Scan Ledger Queue Hidden Columns Name	er Options Search Export	Visible Columns Name
UserID SiteID SiteLevel Batch	(×)	Use the arrows to move column Date ABANumber
ID EPCCode AuxOnUs CARLAR		Account Check Amount Status
CAR LAR CheckType	×	
Click Save When Finisher	d Save	Clear Cancel

Figure 43: Options Administration Window - Search Tab



Search Option	Description
Hidden/Visible	Hidden columns are not displayed and visible columns are displayed. Use
Columns	the arrow buttons to move column headings between the two groups.

Export Options

Options Administration		
Jser Name:	Demo	User Level: 1
Edit User Options <u>R</u> eset User	Options	
Scan Ledger Queue S	earch Export	utput Trigger: Approval 🔽
Directory: C:\Temp		
Available Fields	Image Handling: 5	perate Lift Files
Name	N	ame
UserID	🔳 < Ite	m
SiteID		Use the arrows to move field
Batch	AE	ANumbi
ID	Ac	count
EPCCode	Cł	eck
AuxOnUs	An	iount 💌
Llick Save When Finished	Save	Clear Cancel

Figure 44: Options Administration Window - Export Tab

Table 17: Export Options

Export Option	Description
Auto Export	This turns the auto export feature on, based on the output trigger



Export Option	Description	
Output Trigger	This determines when the export takes place. With the trigger set on commit; the export takes place when a change is made to an item that requires resaving. With the trigger set to approval, the export takes place when the item's status is changed to approve.	
Directory	This is the extension where the exported items will be exported to	
Delimiter	This field determines how the exported fields are separated	
Image Handling	This field determines how the images are exported	
Available/Included Fields	Available fields are not exported and included fields are exported. Use the arrow buttons to move field headings between the two groups.	

Resetting User Options to the Default Settings

You can reset user options to their default settings by performing the following steps:

- 1. From the toolbar, select the **Setup** menu drop-down. The list of Setup options is displayed.
- 2. Click **Options**. The Options Administration window is displayed [Figure 40].
- 3. From the options command bar [Figure 40], click **Reset User Options**. You are prompted to delete the customized options.

Confirm Delete?	×
Click OK to delete all custom user	options.
OK Cancel	

4. Click **OK**. All options are returned to their default settings and a confirmation prompt is displayed.





RDC: User Guide

С

Change Log	<i>See</i> Logs
Clearing Scan Results	See Scanning

E

. 43
47
44
49
46
45
43
50
45
ion
ons

Η

Help

Guide	9
Action Words	10
Before You Begin	9
Callouts	10
Links to Other Sections of the Guide	10
More Information	9
Process Steps	10
Using this Guide	9
Online User Guide	14
Process Overview	9

I

ID Verification......See Verification

L

Ledger Options	See User Options
Logging In	.See Navigating Application
Logging Out	.See Navigating Application
Logs	
Navigating the Logs	
Reviewing the Change Lo	g42
Reviewing the Quality Ass	surance Log 41

Μ

Messages

Reviewing Your Messages	65
Sending a Message	66
Messaging	64
Deleting a Message	67
Forwarding to a Message	68
Navigating the Message Window	64
Printing a Message	67
Refreshing the Message List	69
Replying to a Message	68
Saving a Message's Contents to a File	67
Modifying an Item	
Changing the Status of Selected Items	34
Modifying Item Detail	

Ν

Navigating Application	
Determining the RDC Version	14
Logging In	
Logging Out	14
Online User Guide	14
Session Timeout	14
Starting the RDC Application	
The Toolbar	11
Using Help	14
Viewing the Event Log	15



Ρ

Q

Quality Assurance Log	See Logs
Queue Options	<i>See</i> User Options
Queues	
Locating an Item	
Navigating Queues	
Viewing the Contents of a Queue	

R

Reports	73
Creating an Excel or a PDF Version of a Report	.75
Preparing a Report to Print	.74
Printing a Report	.75
Running a Report	.73
Viewing a Report's Page Layout	.74
Rescanning an Item See Scann	ing
Restarting a Stopped Scan See Scann	ing

S

See Scanning
See Scanning
See Scanning
User Options
See Scanning
17
26
22
25
28
22
25
17
19
24
18
20

	RDC: User Guide
Stopping a Scan in Progress	
Working with Scanned Items	
Search Options	See User Options
Searches	70
Clearing Search Parameters	72
Performing a Search	71
Search Parameters	71
Session Timeout See Na	vigating Application
Stopping a Scan in Progress	See Scanning

T

Tables Change Log Fields...... 42 Figures7 Main Toolbar Icons 11 Quality Assurance Log Fields 41 Right-Click Menu Options 37 Scan Options 19, 77 Scan Review and Scan Repair 38 Scan Selection Fields 18 Search Options 82 Toolbar.....See Navigating Application

U

User Options	76
Modifying User Options	76
Export Options	82
Ledger Options	79
Queue Options	80
Scan Options	77
Search Options	81
Resetting User Options to the Default Settings	83

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