JHA Payment Solutions™
Enterprise Payment Solutions, JHA
SmartPay Remote Deposit Now™
(RDN)

RDN - Remote Deposit Now Handbook

01/14/2026

Introduction to JHA SmartPay Remote Deposit Now (RDN)

JHA SmartPay Remote Deposit Now (RDN) allows you to scan checks from your place of business, perform MICR repairs, and key in the dollar amount of an item. There are reporting options available within the RDN window and the system application to help manage transaction information.

Application Access

To access the JHA SmartPay Remote Deposit Now application, you must log in to the application with the proper URL and login credentials supplied by the admin user.

Application URL: *https://smartpay.profitstars.com/business*

User Terminology

Throughout this document, the text refers to certain parties and their responsibilities in using the application. The following terms help define who is who while performing tasks in the system.

Admin User

The admin user is responsible for creating, deleting, enabling, and disabling additional users within your organization. In addition, the Admin user is responsible for the following.

- Editing, unlocking, and/or deleting a user's profile
- Resetting a user's password provides a temporary one
- Assigning specific roles or functions to a user
- Designating some users as authorized callers
- Enabling access to all accounts (locations) for which a user is processing deposits

User

A merchant/member employee with the ability to support end users. Based on their assigned privileges/roles, users can perform the following.

- Process transactions
- Generate reports
- Research historical transactions
- Edit transactions

- Contact customer support (if applicable)

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

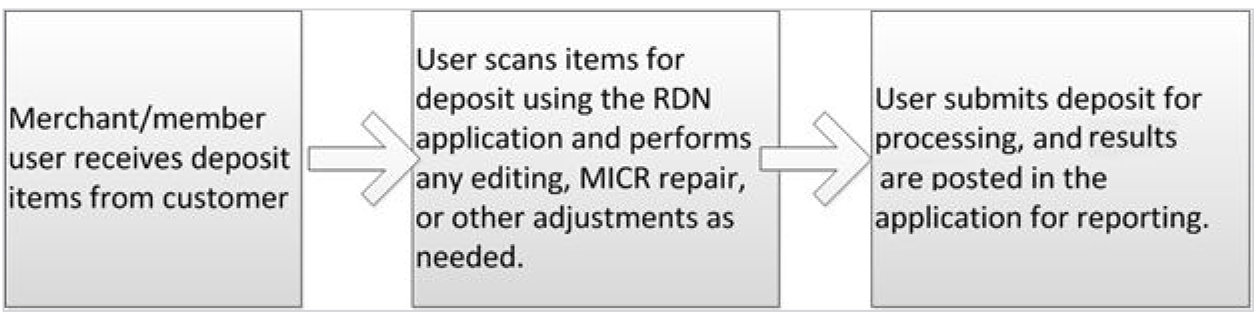
Contact your first level of support for more information about the application.

JHA SmartPay Remote Deposit Now (RDN) Process Workflow

The RDN process workflow illustrates the process of creating, editing, and submitting an item for deposit.

A customer submits items for deposit. A merchant/member user within your organization receives the items, makes any adjustments where necessary using the RDN application, and submits the deposit for processing.

RDN Workflow



Microsoft® Components Installation for JHA SmartPay Remote Deposit Now

Use the provided link to download and install the appropriate Microsoft® components for use with RDN.

Microsoft® .NET Framework 4.8 (Web Installer):

https://dotnet.microsoft.com/en-us/download/dotnet-framework/net48

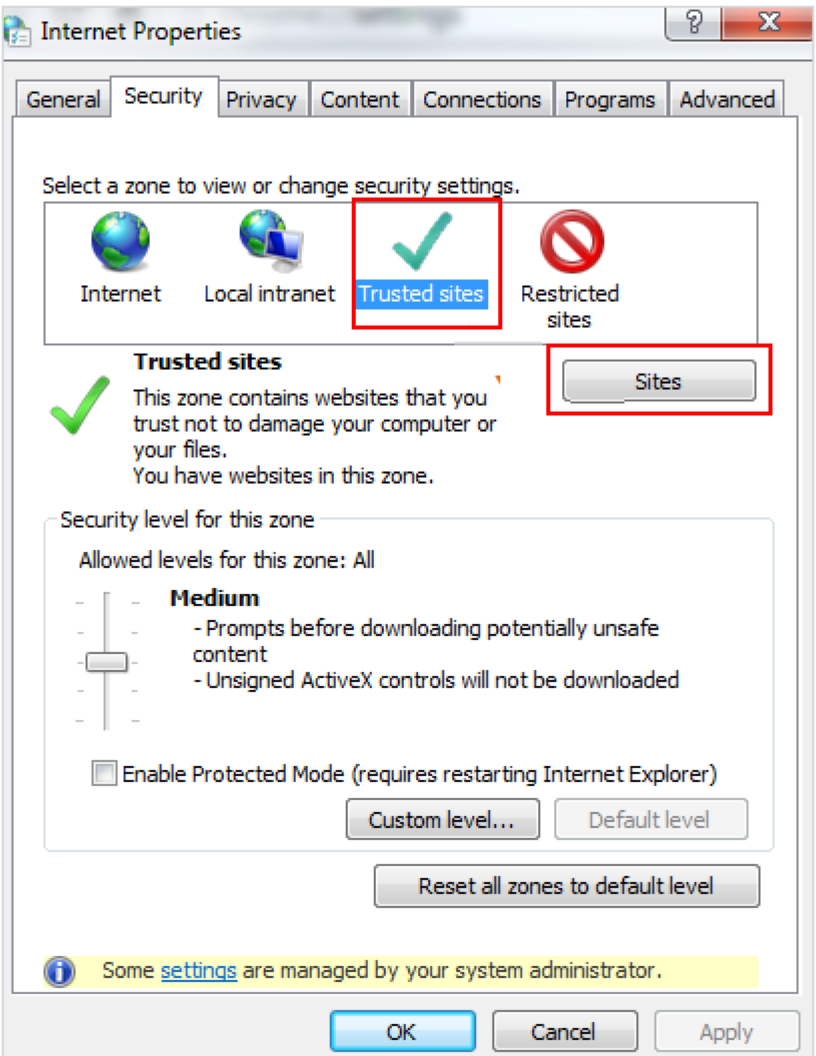
> **Note**
> Local administrator rights are required to install .NET updates.

Trusted Sites

You can add certain URL addresses to your list of trusted sites for SPE to run optimally with Google Chrome™.

1. Enter *internet options* in the Windows® search bar in the bottom right corner of your screen.
2. Select the **Security** tab.
3. Select the **Trusted Sites**.
4. Select the **Sites** option.

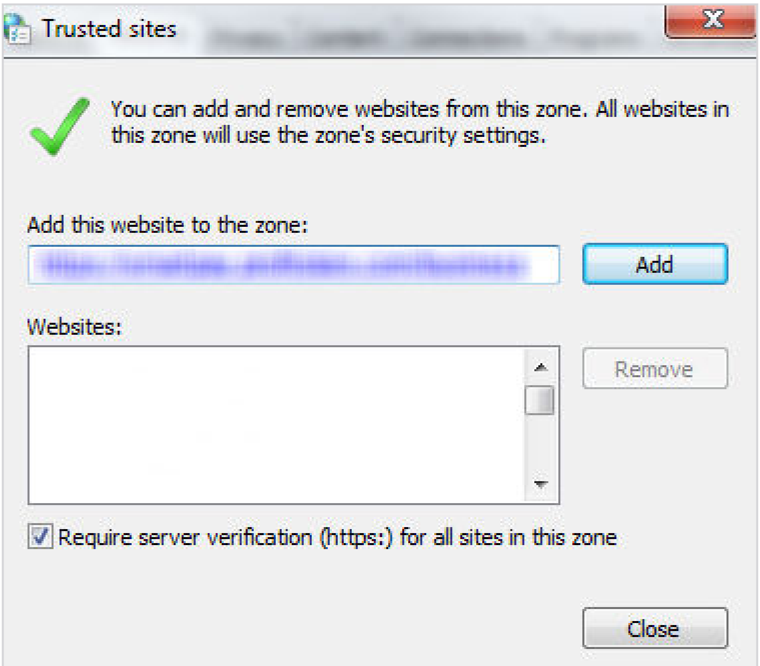
Trusted Sites and Sites Options



5. Enter the URL https://smartpay.profitstars.com/express.admin in the *Trusted Sites* window.

6. Select **Add**.
7. Enter the URL for SmartPay Business.
8. Select **Add**.

Trusted Sites URL



9. Select **Close** from the *Trusted Sites* window.
10. Select **OK**.

Installing Scan Service

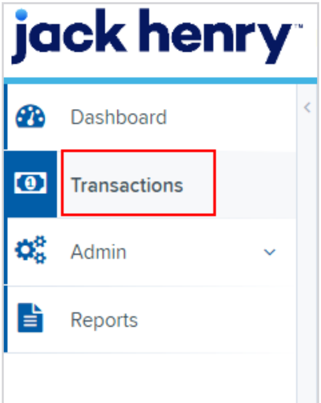
Installing a scan service provides centralized control and automation for document scanning processes.

Before starting the installation, ensure the scanner's USB cable is disconnected from the computer and exit all other applications.

1. Log in to your financial institution's (FI) JHA SmartPay Remote Deposit Now application.

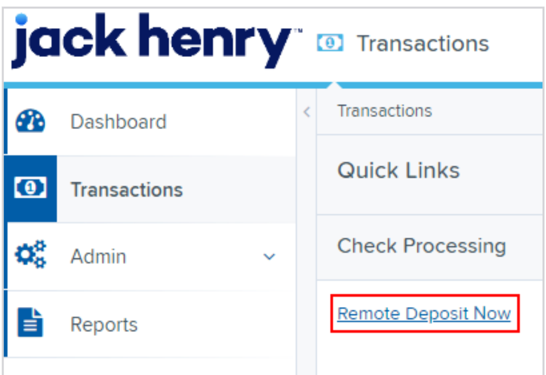
2. Select **Transactions** from the main menu.

Main Menu



3. Select **Remote Deposit Now**.

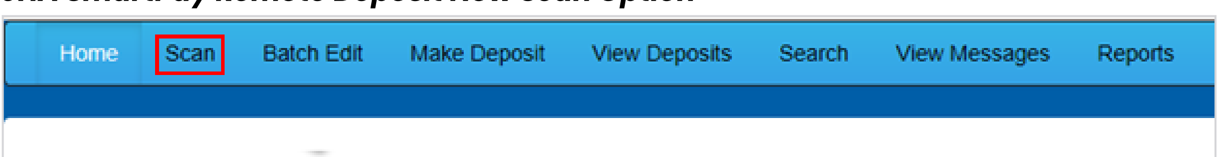
Transactions Section



The *Remote Deposit Now* window appears.

4. Select **Scan** from the top menu bar.

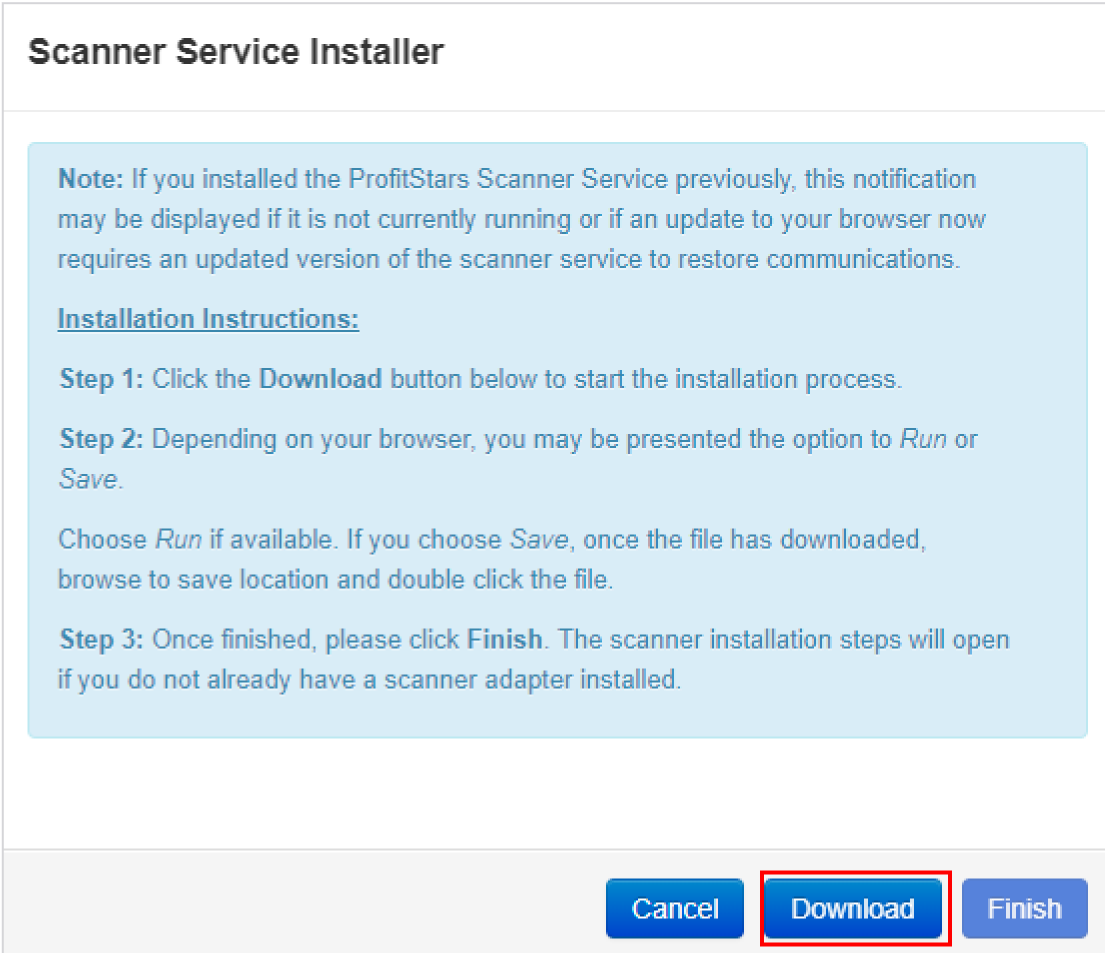
JHA SmartPay Remote Deposit Now Scan Option



The *Scanner Service Installer* window appears.

5. Click **Download** to begin.

Scanner Service Installer



The Windows® or Chrome™ download window appears depending on your browser.

6. Click **Download**.
   The *Scan Service Setup Install Wizard* appears.
7. Disconnect the scanner's USB or power cable from your computer and exit all other applications.
8. Click **Next** to continue.
   The *Install Wizard* displays the *Install* prompt.
9. Click **Install** to continue.
10. If the *Files In Use* prompt appears, select **Close the applications and attempt to restart them**.
11. Click **OK**.
12. Select **Finish**.

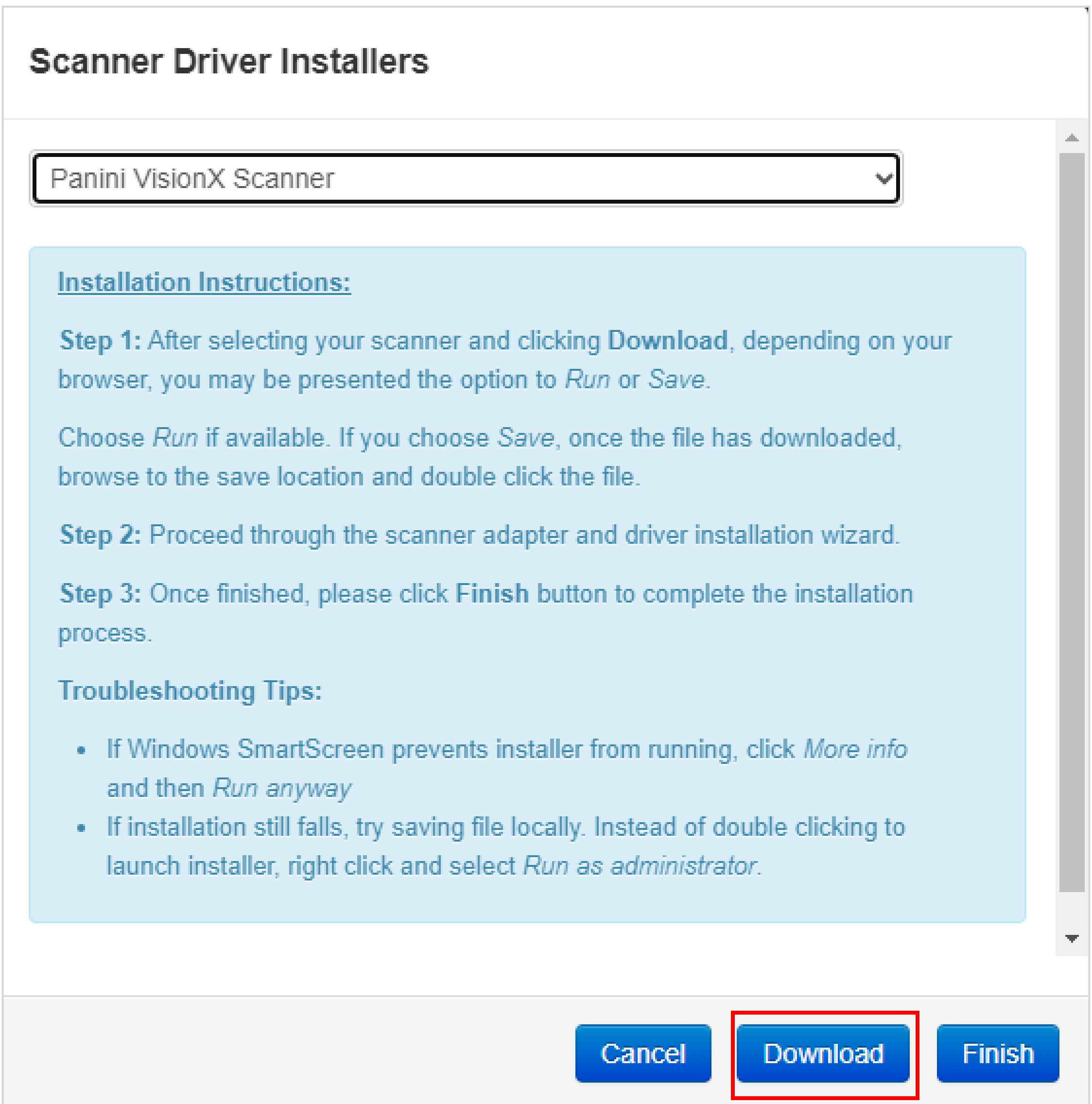
> **Note**
> If you are upgrading from the existing JHA SmartPay Remote Deposit Now application, the installation is complete. You may now connect the scanner to your computer and begin making deposits.

Installing Your Scanner

Review how to install your scanner.

1. Select the type of scanner that you are using from the drop-down menu.
2. Select **Download**.

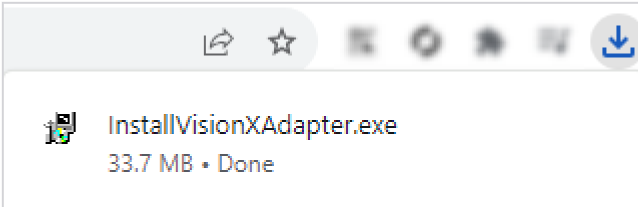
Driver Installer



A file download window appears in the top right-hand corner of the browser.

3. Click the downloaded file to open it.

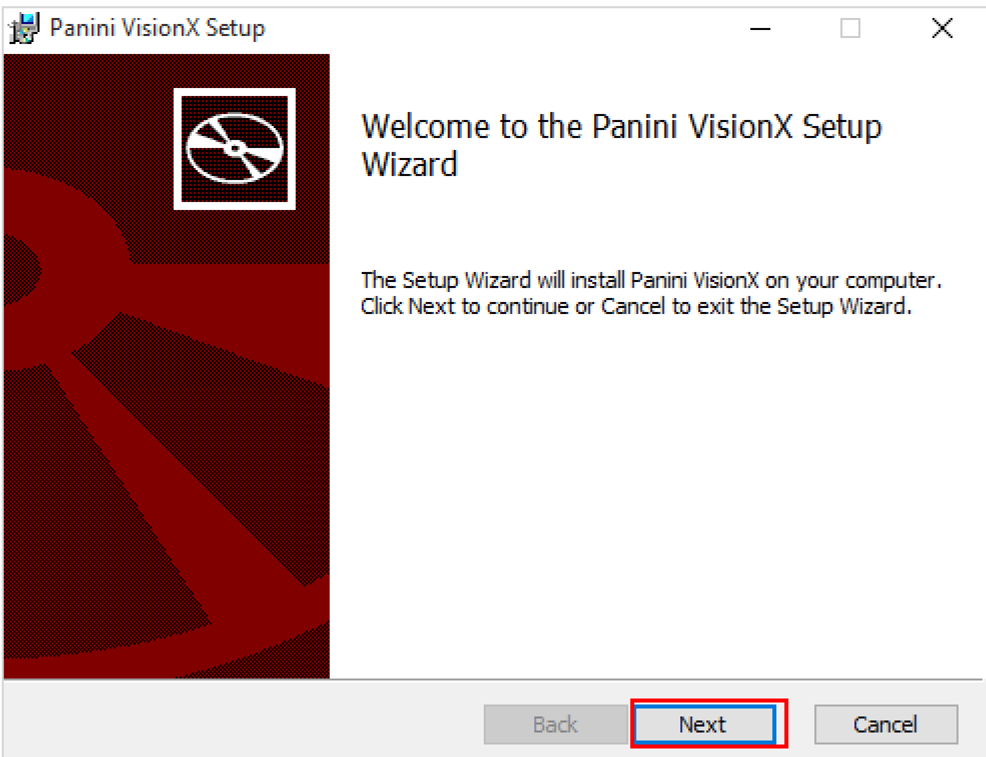
Downloaded File for Chrome™



Depending on the type of scanner for which you are installing a driver, you may receive the following adapter setup message.

4. Click **Next** to continue.

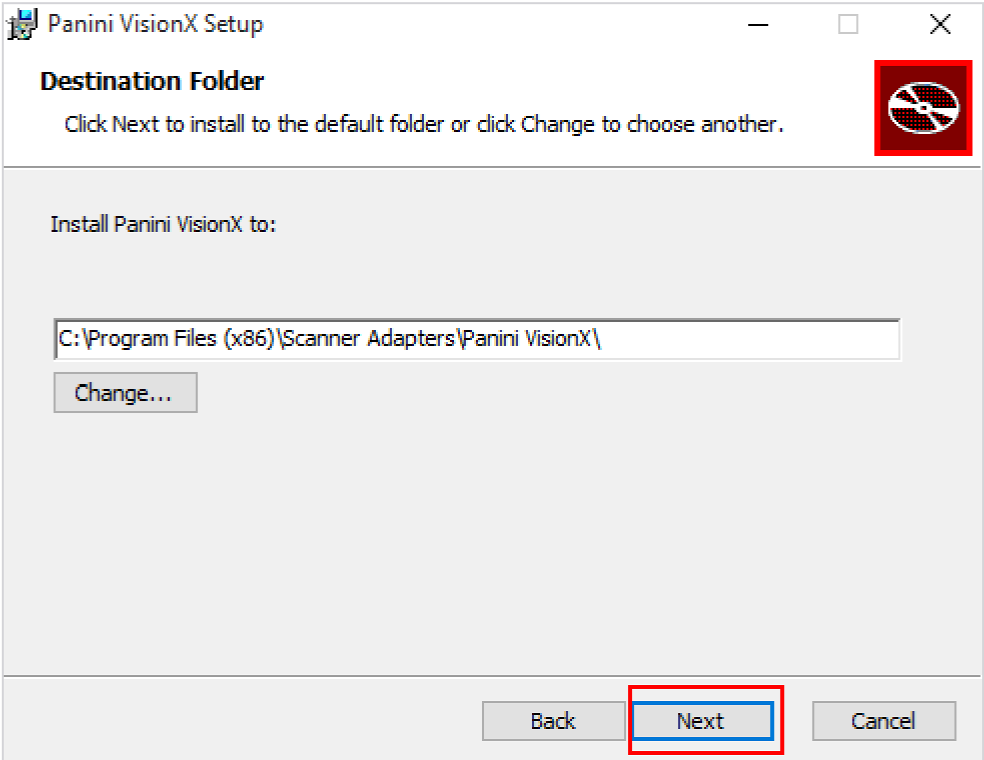
Setup Confirmation



The *Destination Folder* window appears.

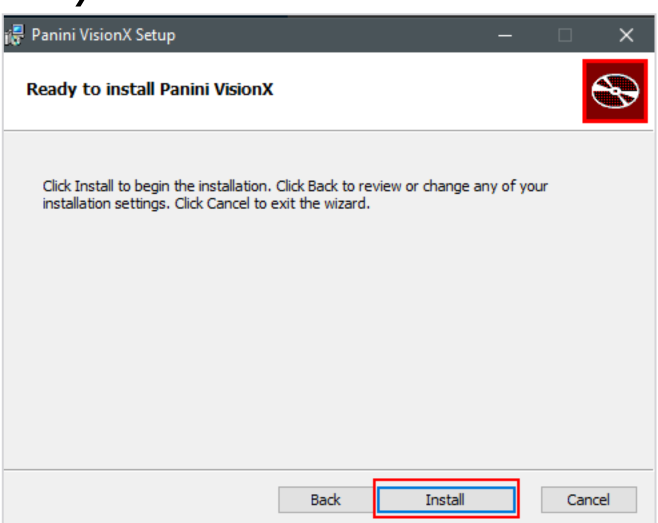
5. Select **Next** to continue.

Destination Folder Window



6. Click **Install** to continue.

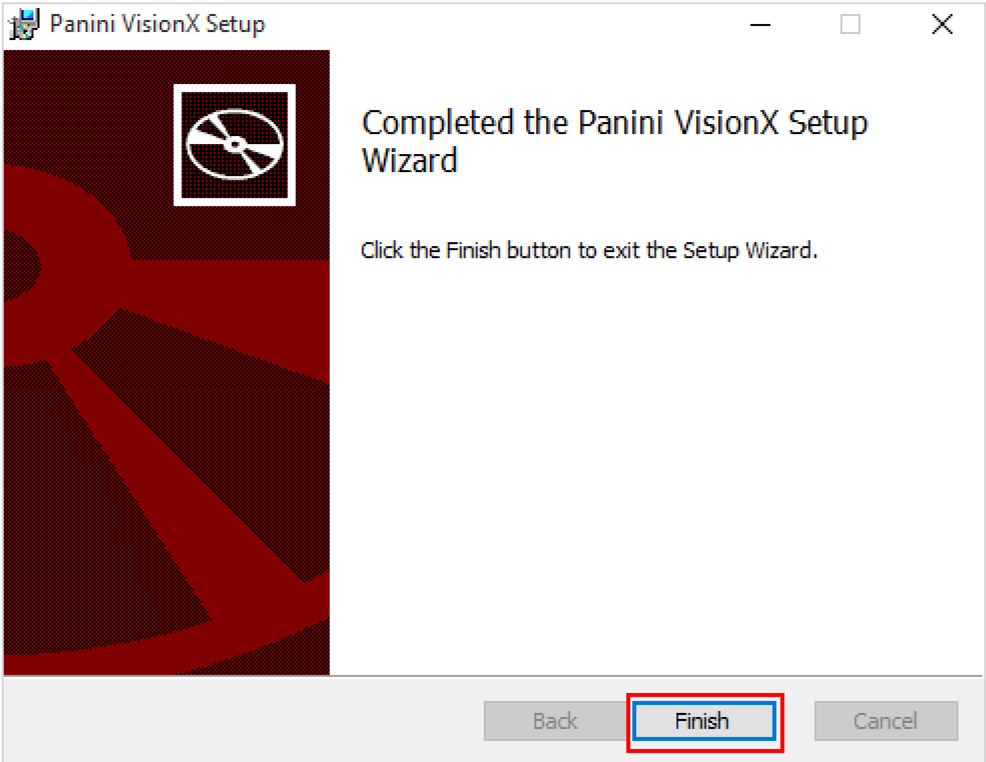
Ready to Install Window



A confirmation for completing the adapter setup appears.

7. Click **Finish**.

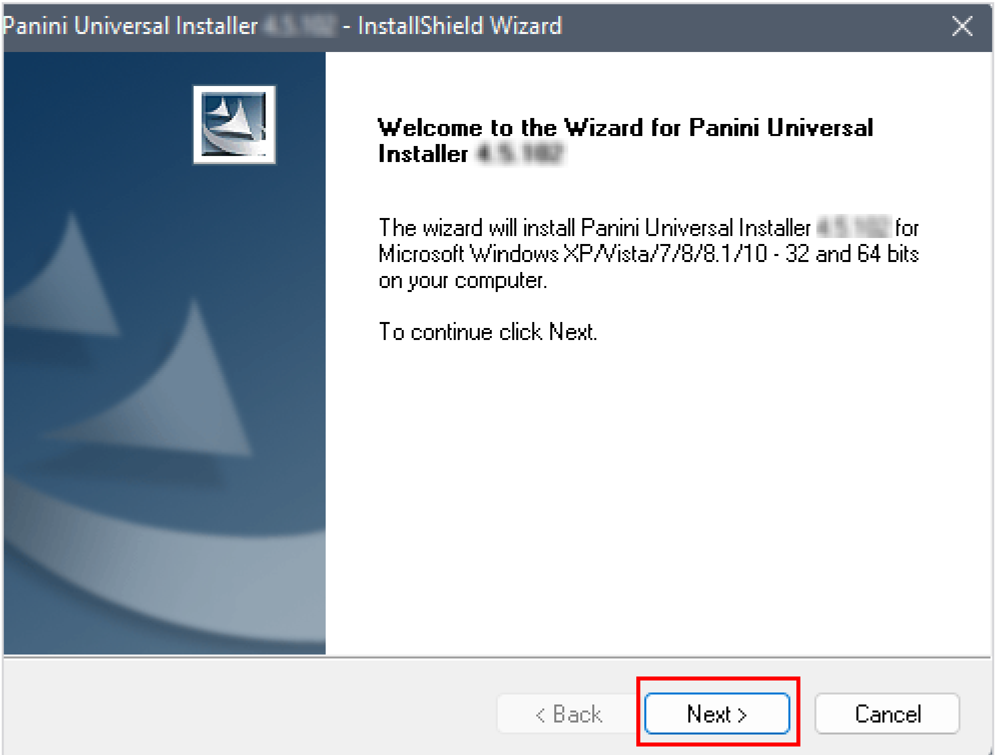
Setup Confirmation



An installation prompt appears.

8. Select **Next** to continue.

Installation Prompt



An *End User License Agreement* appears.

9. Select **I accept the terms of the license agreement** radio button.

10. Select **Next**.

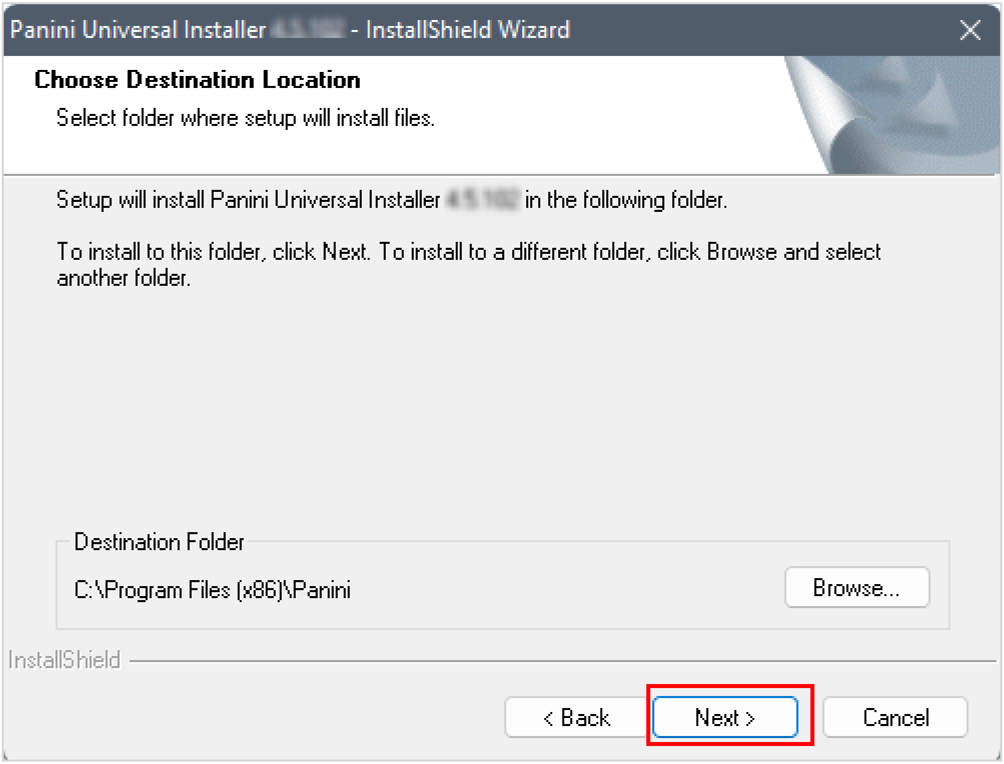
License Agreement

A location prompt appears asking you to confirm a location where the setup files will install on your computer.

11. Select **Browse** to designate a location other than the one provided.

12. Click **Next** to continue.

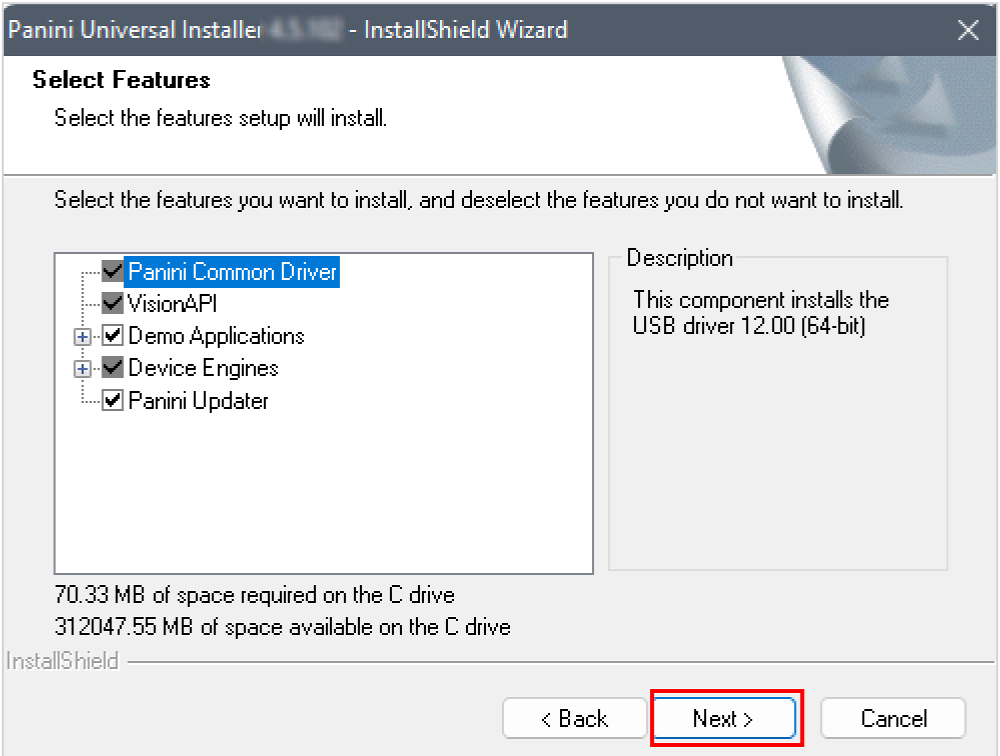
Select Definition Location Prompt



A prompt appears for the features that are installed.

13. Select **Next** to continue.

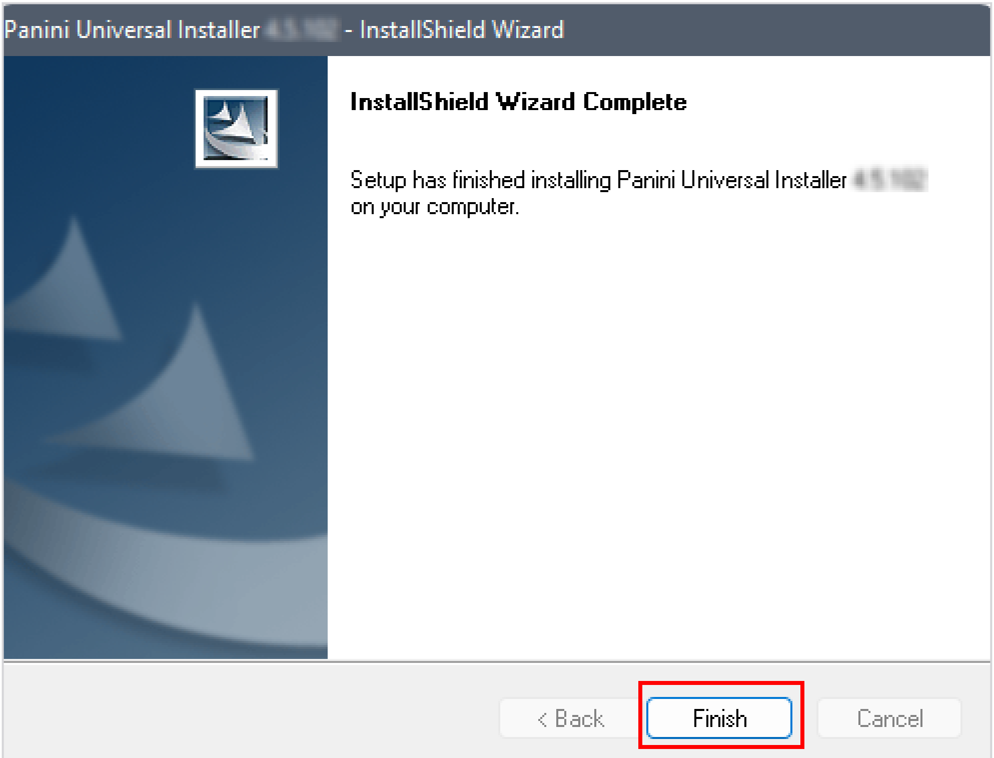
Select Features Prompt



A confirmation for completing the software installation appears.

14. Click **Finish**.

InstallShield Wizard Complete Confirmation



The scanner driver installation process is complete.

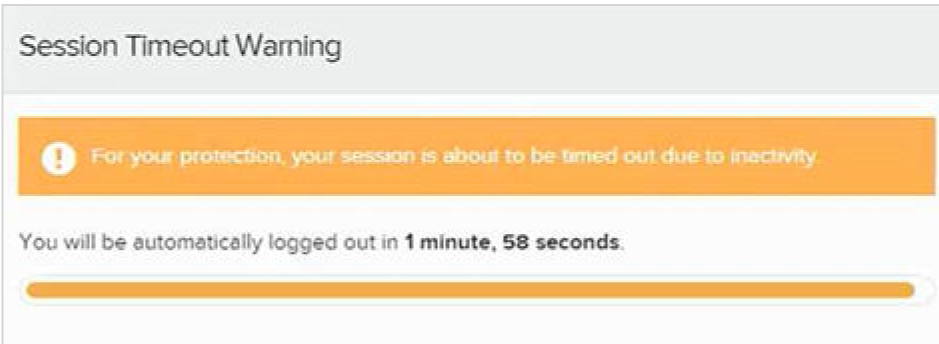
15. Wait for the scanner to load.
    A pop-up window may indicate that the device is ready to use.
16. Plug the USB cable from the scanner into the computer.
17. Log in to RDN through the system application.

Session Timeout Warning

A *Session Timeout Warning* page appears two minutes before a user is logged out.

The system automatically logs users off who have been inactive for 15 minutes. The timeout warning provides an opportunity to remain logged in. You can click anywhere in the application to remain logged in.

Session Timeout Warning



Logging in as an Admin User

You are provided with your site's URL address, the admin username, a temporary password, and a company name that must be entered upon first logging in to the application. Save the URL for future use, as it is a route of access into the system.

1. Once at the provided URL address, complete the **User Name**, **Password**, and **Company** fields.
2. Click **Login**.
   The system prompts you to change your password. Passwords expire every 90 days and are case-sensitive.
3. Use the following guidelines when creating a password.
   - At least one uppercase letter
   - At least one lowercase letter
   - At least one number
   - At least one special character
   - 12–50 characters in length
4. Click **Update Password**.

> **Note**
> If you forget your password, you can request a new one, as long as your current email address is in your user profile. Your administrator can update your user profile.

Creating a Secret Question

A secret question is a tool used when you forget your password and can have another temporary password generated and sent to an email address.

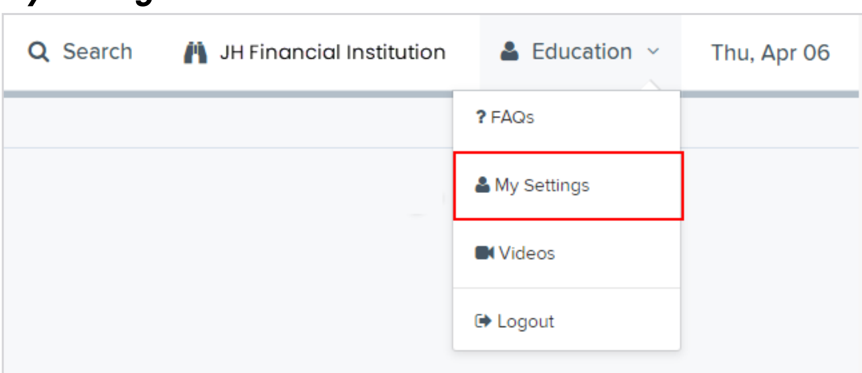
Without an email address in a user's profile, that user is not able to answer a secret question for a new password for access into the system. The merchant admin must manually edit/enter an email address for each merchant user, so that the merchant user can request a new password by answering a secret question in the application. Secret questions do not need to be a complete question or contain a question mark. Secret questions and answer are not case-sensitive fields.

A secret question that is asked of the user must be configured before a new password can be generated and sent to the applicable email address. If the secret question is answered correctly, you receive an email with a new temporary password.

> **Note**
> Single sign-on users do not need to establish a secret question.

1. Log in to the application.
2. Select **User menu** > **My Settings**.

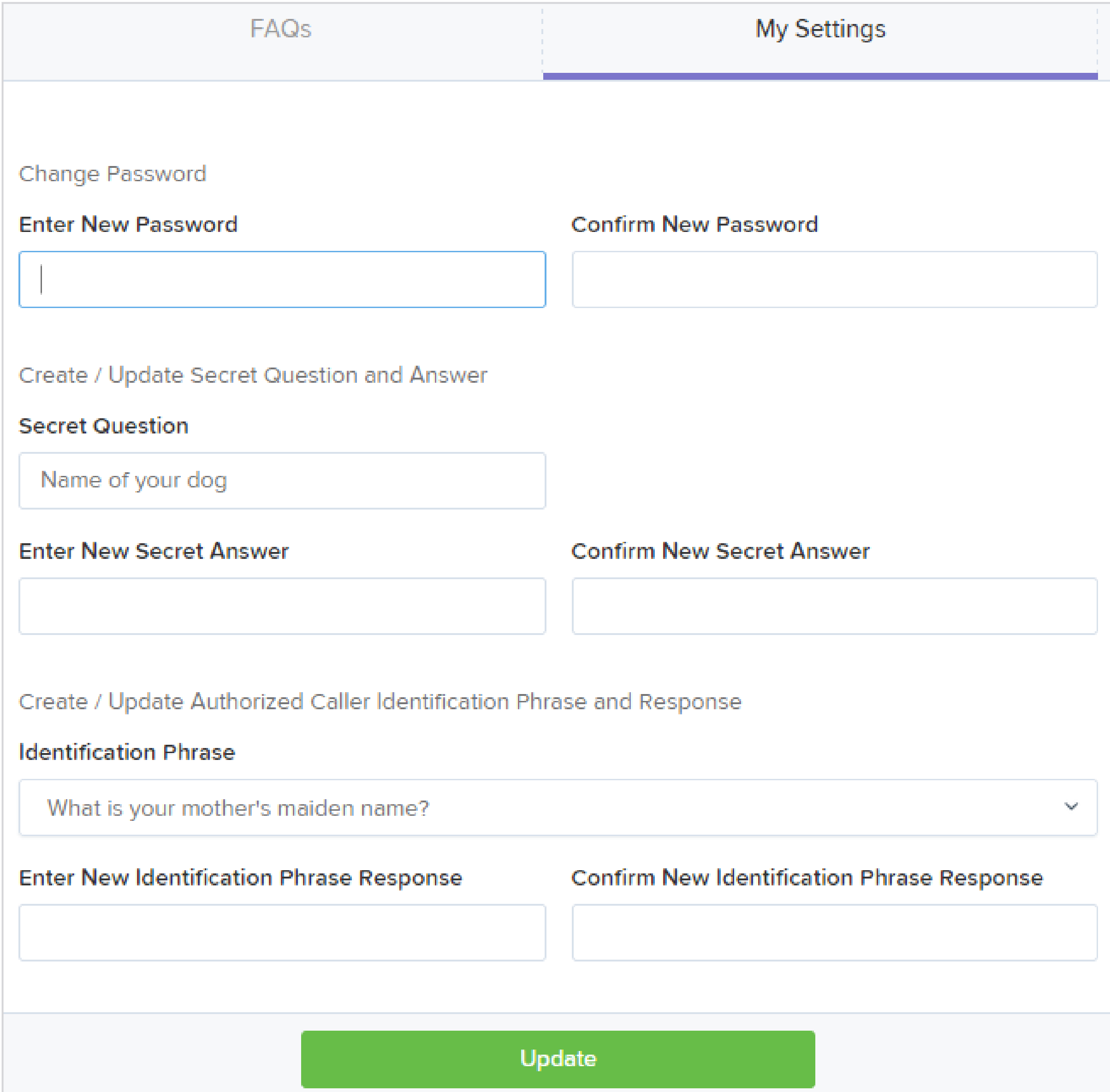
   My Settings

   The system prompts you for your current login password to reach the *My Settings* page.
3. Change the following sections as needed.
   - *Change Password*
   - *Create/Update Secret Question and Answer*
   - *Create/Update Authorized Caller*

- *Identification Phrase and Response*

My Settings Page



4. Select **Update** when finished.

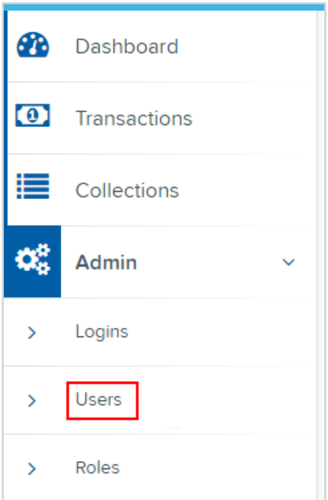
Updating the Admin Profile

As an admin user, you must update your profile with an email address where a new temporary password can be sent, if needed. A secret question must also be set up as a security measure for creating passwords.

1. Log in to the system.

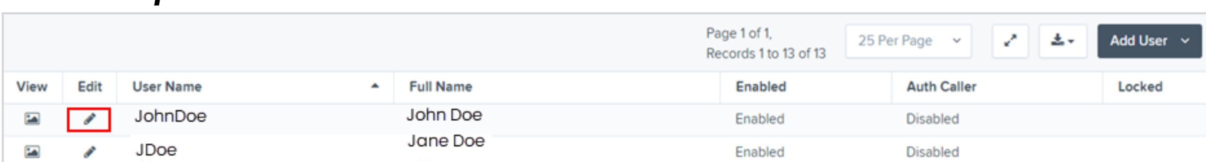
2. Select **Admin** > **Users** from the left main menu.

Admin Tab



3. Select the **Edit** icon for the user profile to be updated (in this case, the admin).

Edit User Option

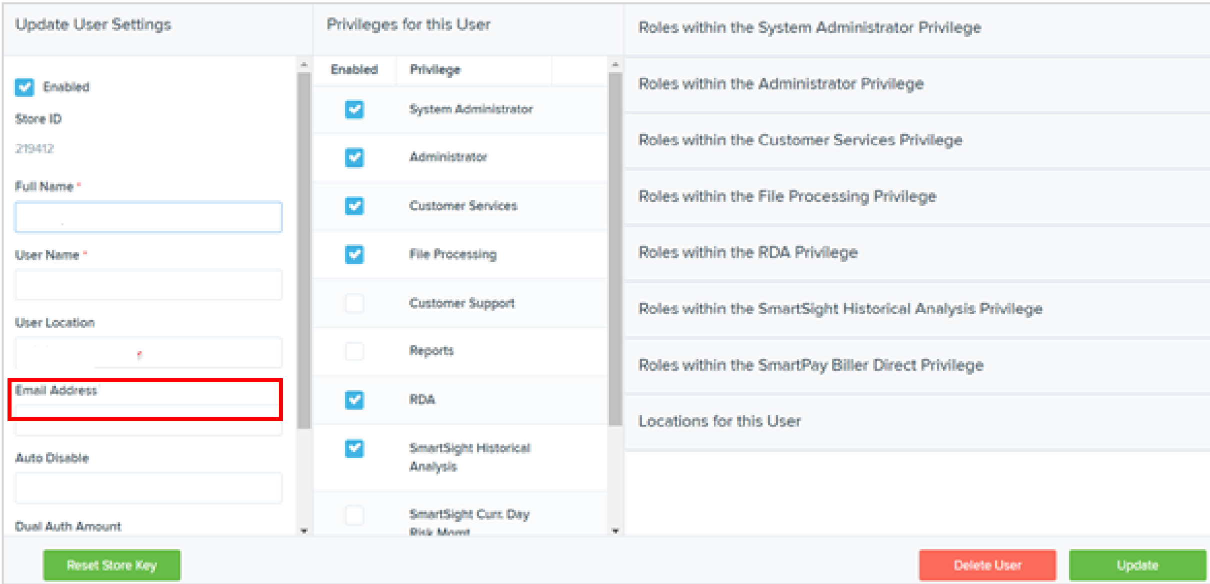


4. Change the following sections as needed.

- *Update User Settings*
- *Privileges for this User*
- *Roles*

- *Locations for this User*

Email Address under User Settings



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

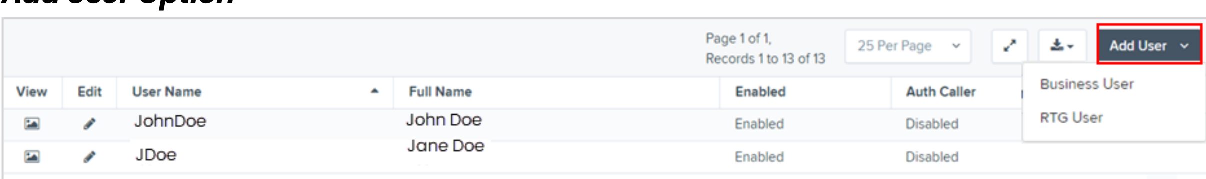
Adding a User

Admin users are responsible for creating user profiles for those completing tasks with the application daily.

The admin user is also responsible for updating user profiles, providing new passwords, unlocking users in the event they become locked out of the system, and deleting a user's profile if necessary. If you are the administrator and are scanning checks or running reports, make sure to create a separate user profile for yourself. All individuals who scan checks or run reports needs a user profile.

1. Log in to the system.
2. Select **Admin** > **Users** from the left main menu.
3. Select **Add User**.
4. Select **Business User**.

Add User Option



5. Complete the following required fields.

- **Full Name**
- **User Name**
- **RDN ID**

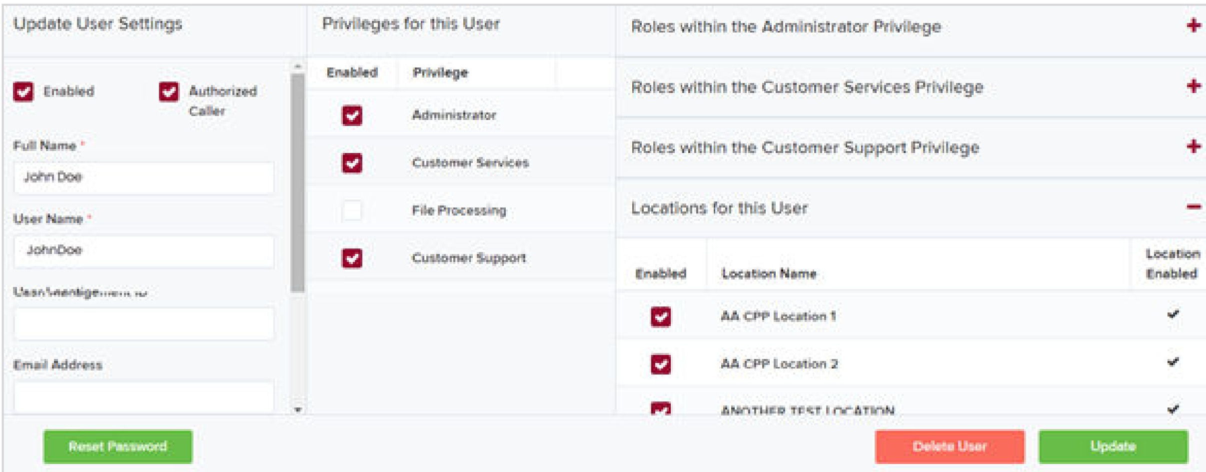
> **Note**
> This field creates the RDN user on the backend. It can be the same as the profile username. To avoid duplication of the user profiles, do not update this field after the original setup.

- **Email Address**

6. Complete optional fields as needed.
7. Complete the *Add User Settings* section.
8. Complete the *Privileges for this User* section.
   A **Temporary Password** appears at the bottom of the page. Provide this password to the user that you are creating.
9. Select the **Authorized Caller** check box if this user contacts EPS for support, if necessary.
   Once the **Authorized Caller** is activated, the user is then required to establish an **Authorized Caller Identification Phrase**. The EPS Customer Support representative uses this phrase to verify that the user is authorized before providing support. Callers who are not able to answer their identification phrase or who are not authorized users are directed to their FI for further assistance.
10. Complete the *Privileges* section for the user.
11. Click **Add**.
    The system creates the user and allows you to select roles underneath each of the privileges assigned to them.
12. Select the *Accounting* role for the user to run reports in the application in the *Roles within the Customer Service*.
13. Select the *Remote Deposit Now* role for the user to scan checks to submit for deposit using RDN.

14. Select the appropriate check boxes under *Locations for this User* for which the user scans checks.

Selecting Roles and Locations for a User



RDN Roles and Permissions

User can be provided with different roles and permissions.

Admin Permission

This role is separate from the account administrator role. The Admin Permission role is required to access the *Tools* tab, which allows the user to delete an existing batch.

Receive Alert Emails

This role allows the user to receive deposit alert emails upon deposit.

Scan Items

This role allows the user to scan items through RDN.

View Deposits

This role allows the user to view deposits in RDN.

Export Deposits

This role allows the user to export items.

Receive Activation Emails

This role is not applicable. Do not select this box.

Create Deposits

Check this box to allow the user to make deposits to EPS.

Edit Items

Check this box to allow the user to be able to modify/fix their batches in RDN.

Search

This permission allows the user to be able to perform searches in RDN on the *Search* page.

View Notifications

This permission allows the user to view any deposit messages coming from EPS, such as exceeded transaction limits.

Activating RDN Features for a User Profile

The Enable RDN function allows you to specify a user's permission.

1. Select the check box next to the *Enable RDN* option on the *Update User Settings* page.
2. Select **Update**.
   The page refreshes, and the various permissions to give a user profile appear.
3. Select which permissions the user needs from the options displayed.
4. Select **Update** to finish and save changes.

> **Note**
> If you want to add more users now, select **List Users** from the left navigational bar before selecting the **Add Users** option, again. Perform this step for each new profile you create.

Troubleshooting Tips

You can troubleshoot for instances that may generate duplicate RDN alert emails.

Duplicated email addresses

For every instance of the same email address that is entered into the merchant user's profiles in SmartPay Business, the application sends an email. For example, using the same email address for both the admin profile and the merchant user causes two identical emails to be sent to that address.

Updating the RDN ID

When the original RDN ID is created in the user profile, the application creates an RDN profile on the backend. If the RDN ID is changed after the initial setup, another RDN profile that is not visible to the customer is created. This new RDN profile contains the same information as the original profile, including the email address. This action results in multiple emails sent to the same address. To avoid multiple emails, do not change the RDN ID.

Updating a User Profile

As the admin user, you also have the responsibility of enabling/disabling users, deleting a user, resetting a user's password, editing/updating user profiles, and designating authorized callers.

1. Log in to the system.

2. Select **Admin** > **Users** from the left main menu.
3. Select the **Edit** icon for the user profile to be updated (in this case, a user).
   The *Update User Settings* page appears.
4. Make any changes necessary.
5. Click **Update**.

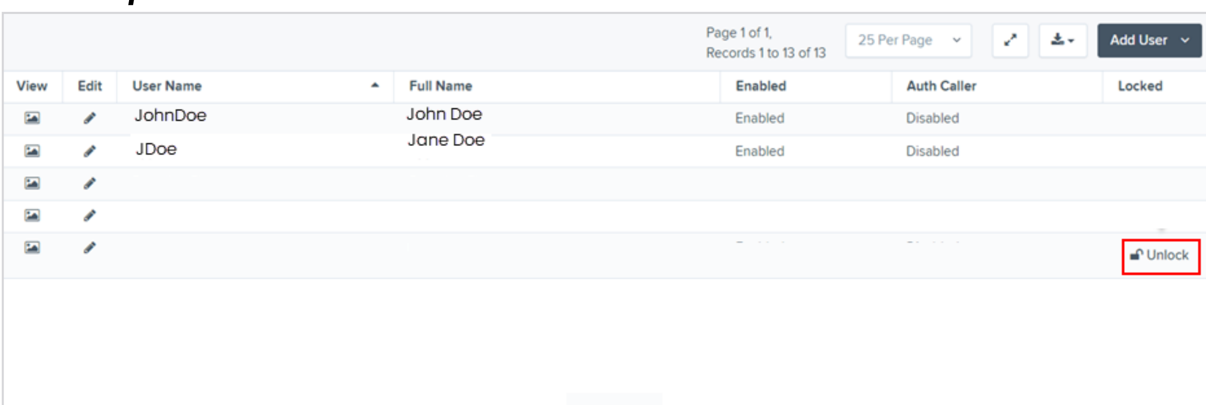
Unlocking a User Profile

Users can be locked out of the system for keying their password incorrectly five times, or answering the secret question incorrectly when requesting a new temporary password.

As the admin user, you are responsible for unlocking an employee's profile. If an admin user is locked out, contact your first line of support for assistance.

1. Log in to the system.
2. Select **Admin** > **Users**.
3. Select the **Unlock** option for that user under the *Locked* column.
   The *Unlock* disappears, and the user profile is unlocked.

Unlock Option



> **Note**
> If the user needs a new password, you must reset the password.

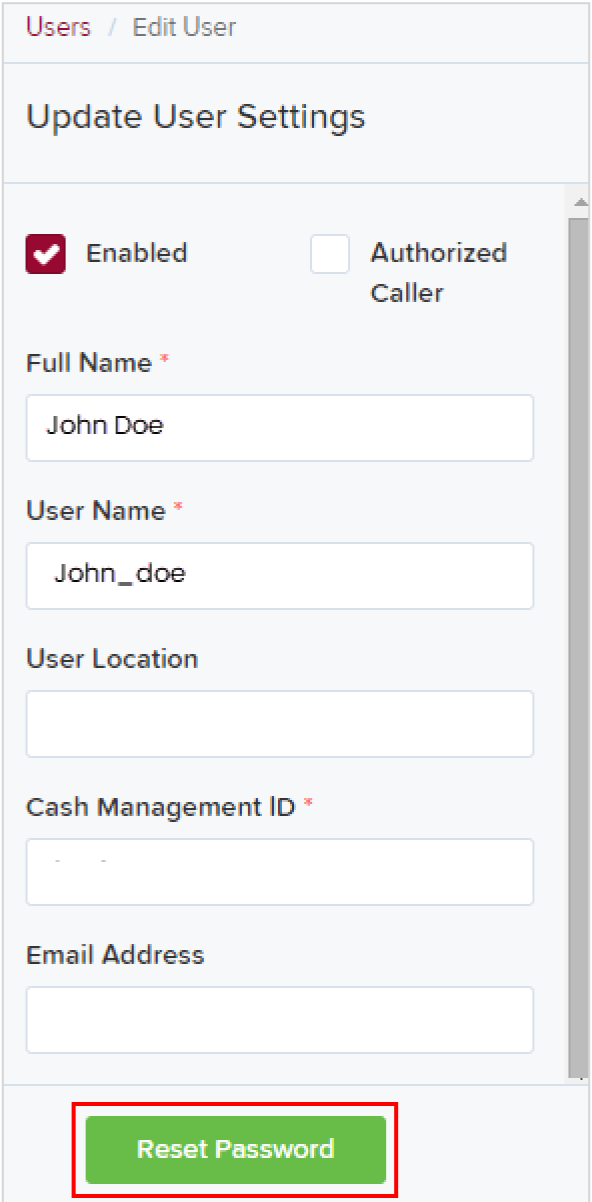
Resetting a Password

Users may forget their password and ask you to provide them with a new, temporary one.

1. Log in to the system.
2. Select **Admin** > **Users**.
3. Select **Edit** for the user profile to update.

4. Select **Reset Password**.

Reset Password Button



The user's profile has a case-sensitive temporary password generated.

5. Carefully record this password and provide it to the user.

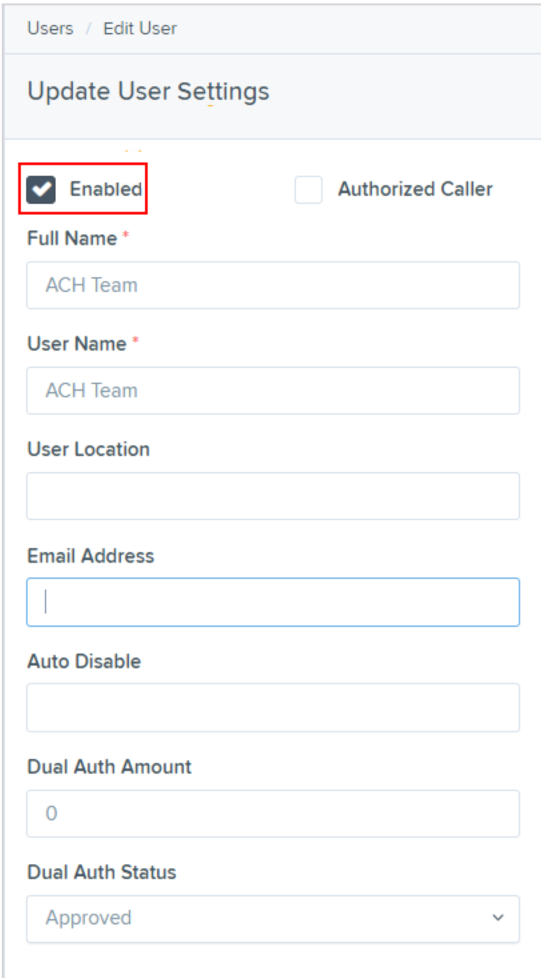
Disabling a User Profile

Disabling a user keeps the profile intact until the admin user re-enables access is. The admin may want to disable a user if a user is on leave for an extended period before working with the application again.

1. Log in to the system.

2. Select **Admin** > **Users** from the left main menu.
3. Select **Edit** for the user profile you want to disable.
4. Clear the **Enabled** box in the *Update User Settings* section.

Clear the Enabled Option



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

Deleting a User's Profile

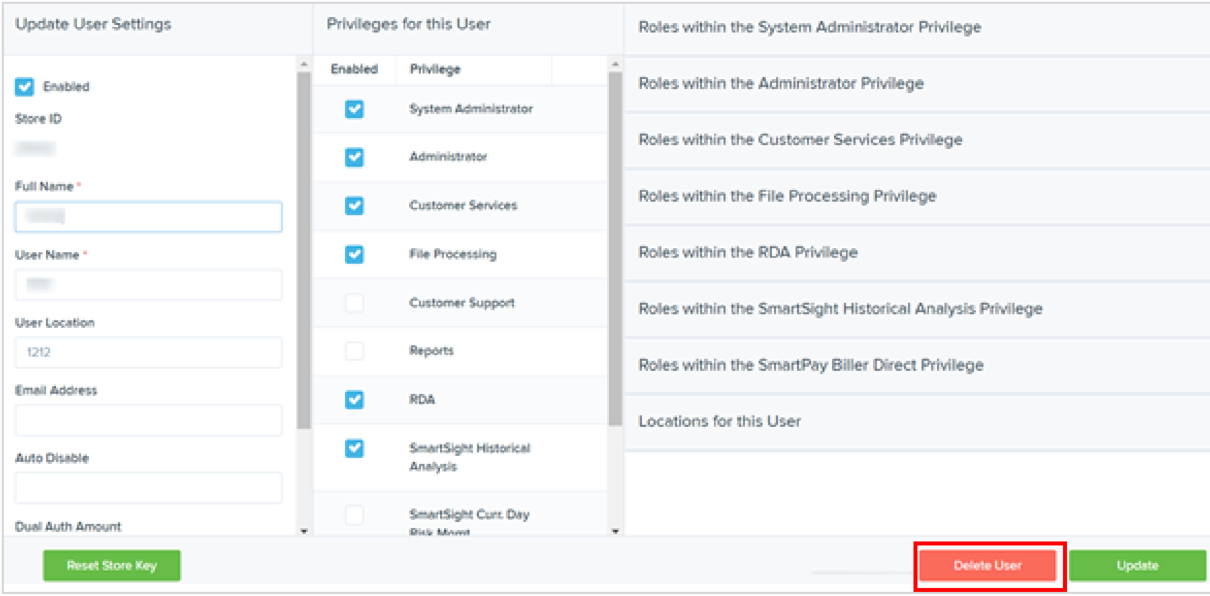
Deleting a user profile removes it from the list of users and make it inaccessible. The username for that profile cannot be used again for a different user. The profile is categorized as a deleted user.

To delete an admin, you must first remove the Administrator privilege from the user's profile.

1. Log in to the system.
2. Select **Admin** > **Users**.

3. Select **Edit** for the user profile to delete.
4. Select **Delete User**.

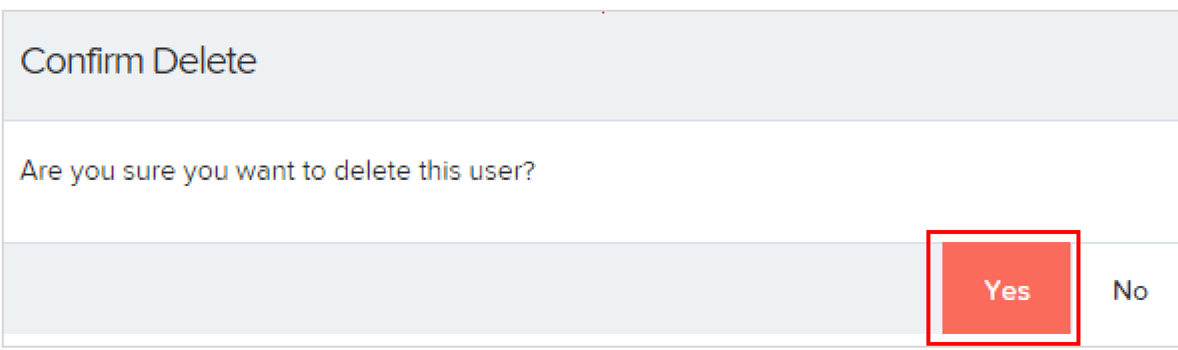
Delete User Option



A prompt asks you to confirm deleting the user.

5. Select **Yes**.

Delete User Confirmation



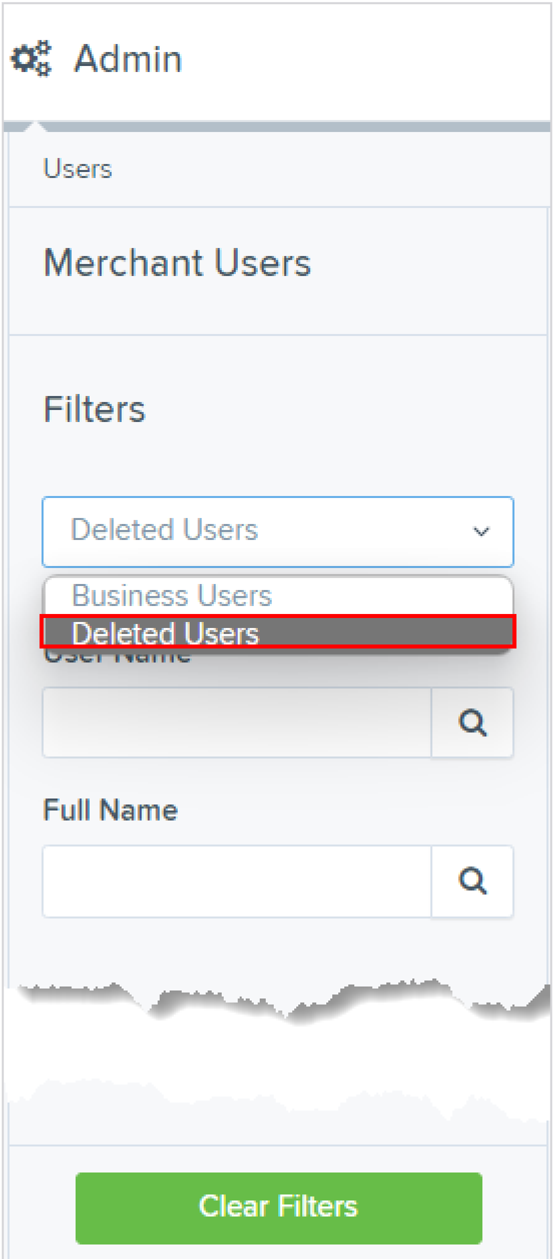
Listing Deleted Profiles

A list of the user profiles that you have deleted is available if you must refer to a previous user's profile information. This list also provides the profile's audit history and any updates that may have been made to it.

1. Log in to the system.
2. Select **Admin** > **Users**.
3. In the *Merchant Users* section, select the *Deleted Users* option under **Filters**.
   The list of users automatically updates to display only deleted users.

4. Select **Clear Filters** to strip any filters from the list of users.

Deleted Users Filter



Creating a Deposit in JHA SmartPay Remote Deposit Now

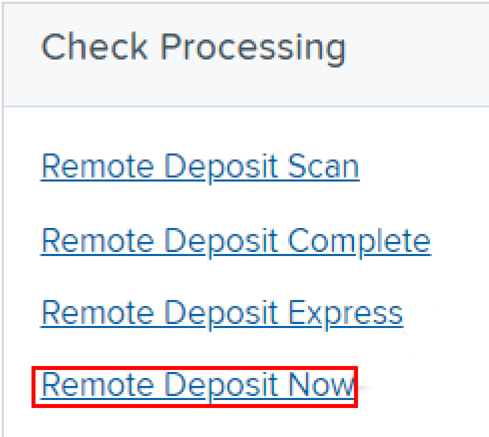
You must connect a scanner to create a deposit.

If the USB cable from the scanner is not connected to your computer, connect it now.

1. Log in to the system.

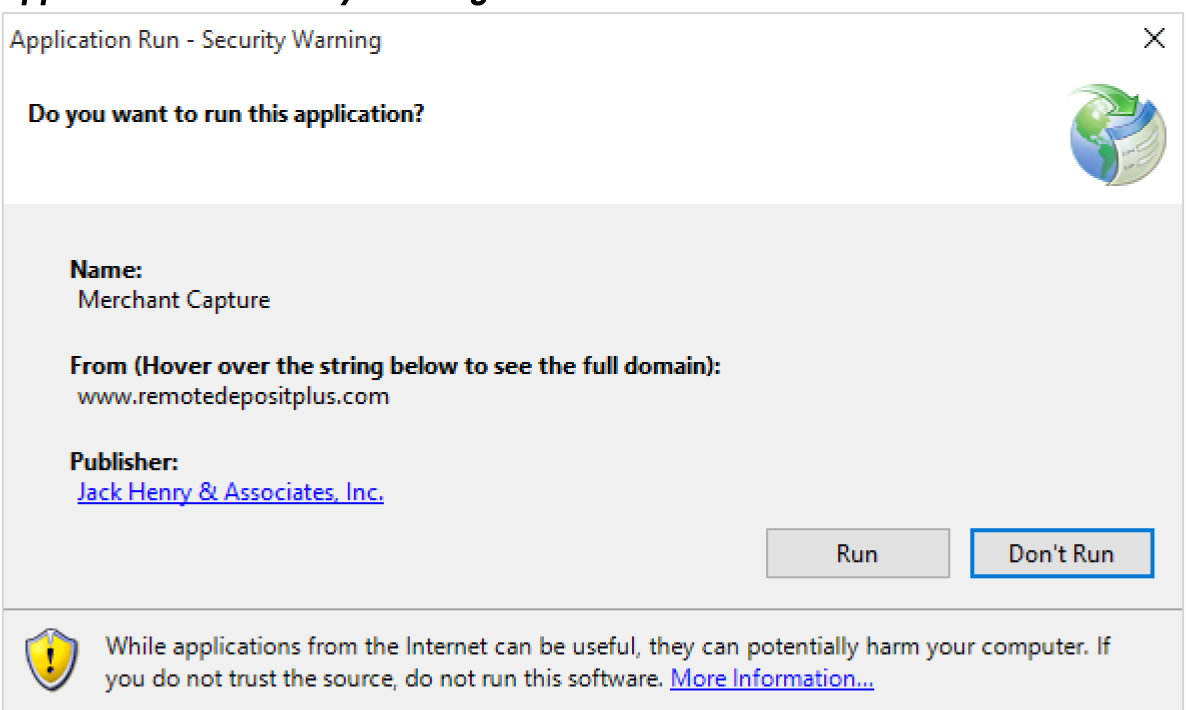
2. Select **Transactions**.
3. Under *Check Processing*, select **Remote Deposit Now**.

JHA SmartPay Remote Deposit Now Link



The RDN application initiates. If you are using the RDN application for the first time, an *Application Run Security Warning* may appear.

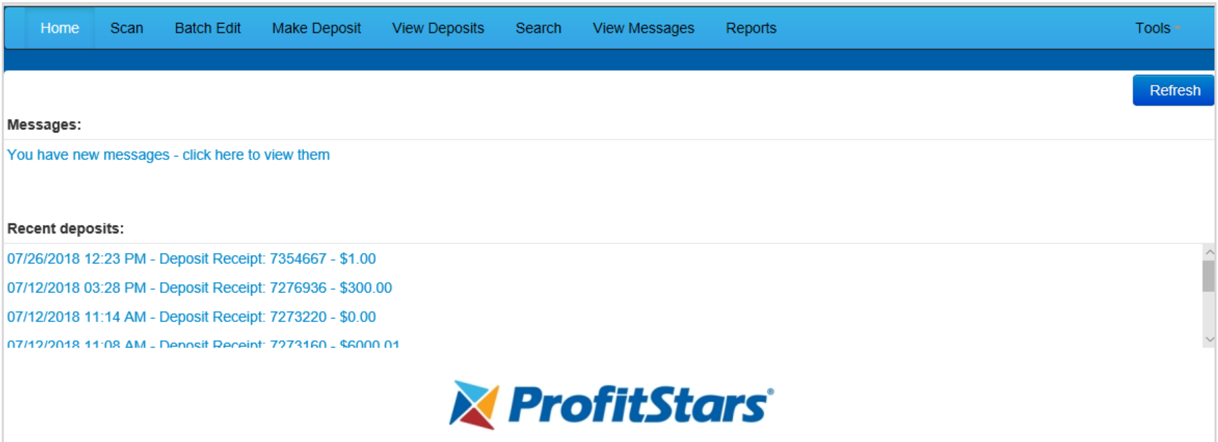
Application Run Security Warning



4. Select **Run** to continue.

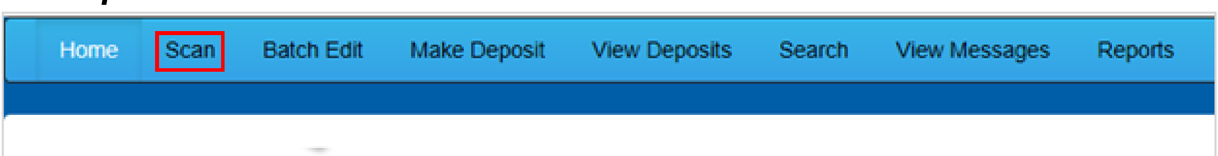
The *Remote Deposit Now* page appears.

RDN Home Page



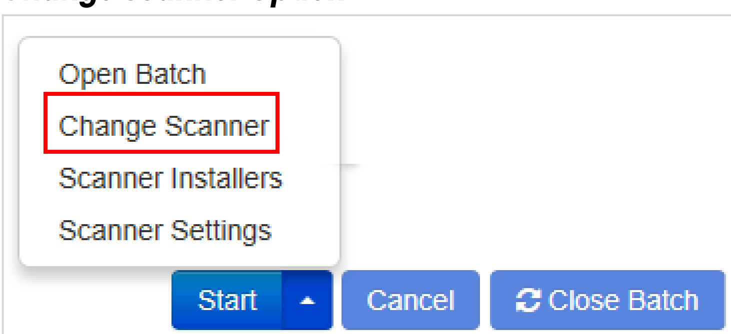
5. Select **Scan** to begin scanning checks for deposit.

Scan Option



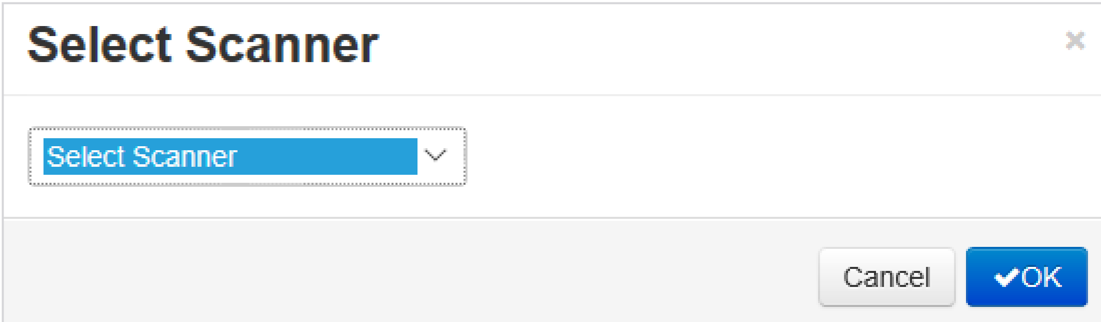
6. If you have more than one scanner driver installed, select **Change Scanner** from the **Start** menu to confirm which scanner you are using.

Change Scanner Option



7. Select a scanner from the drop-down menu.

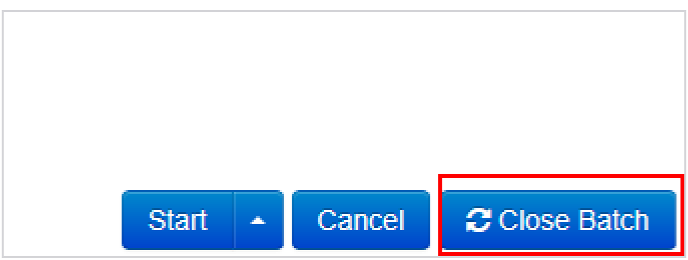
Select Scanner



8. Select **OK**.
9. Select **Start** to scan a check.
   A prompt for the expected total of the deposit appears.
10. Complete the field with a two-decimal place number.
11. Select **OK**.

    If you do not know the expected total of the batch, you may enter **0.00**.
12. Select **Start**.
13. Scan the check with the scanner.
    Each item appears on the page in the order that they were scanned with the MICR line displayed.
14. Select **Stop** when you have finished scanning checks.
15. Select **Close Batch**.

Close Batch

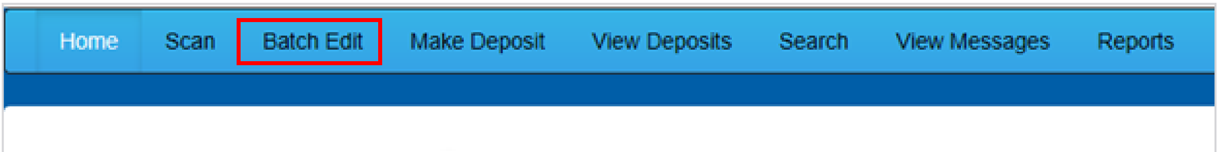


Editing a Batch

The *Batch Edit* page allows you to make any necessary changes to the batch.

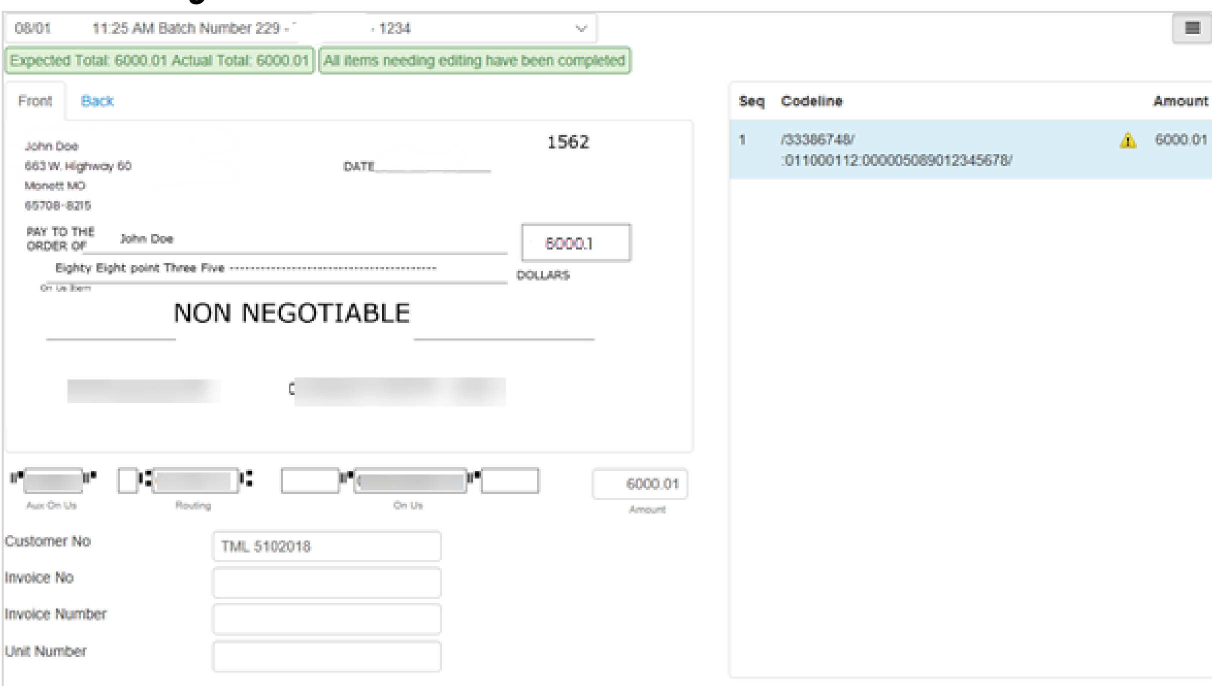
1. Select **Batch Edit** from the top of the page.

Batch Edit Prompt



Use the *Batch Edit* page to make any necessary changes to a batch.

Batch Edit Page

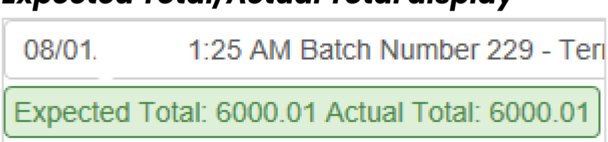


2. Enter the **Customer Number** and **Invoice Number** for the check item.

   Although entering data into these fields is not required, this information is reflected in the RDN reporting tool to help identify deposit items.

   The *Expected Total* and *Actual Total* information appears underneath the batch-selection drop-down menu at the top of the page.

Expected Total/Actual Total display

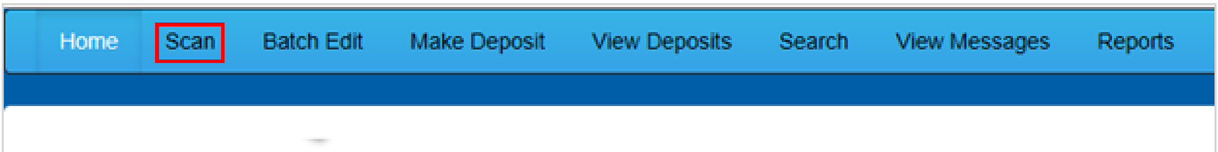


Editing a Batch Total

A batch total can be changed on the *Open Batch* page.

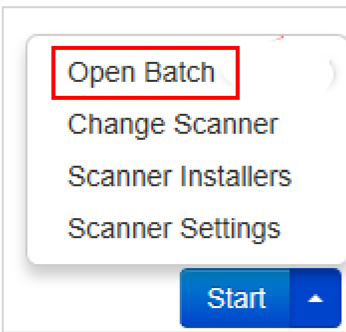
1. Click **Scan** to adjust a batch total.

Scan Option



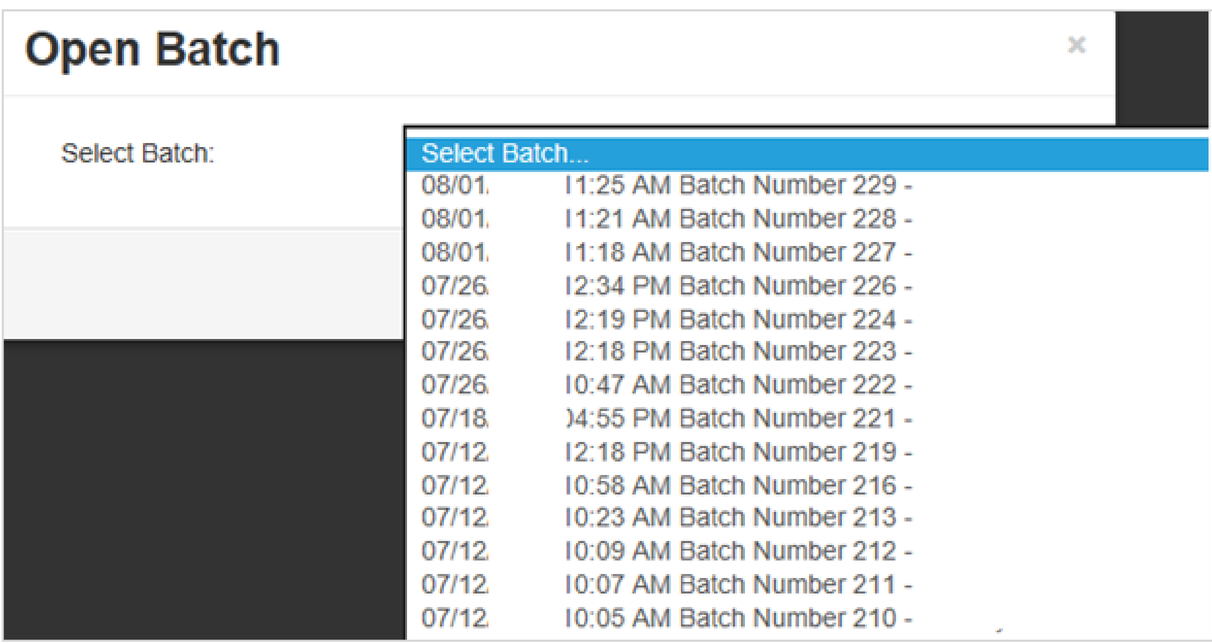
2. Select **Open Batch** from the **Start** menu.

Open Batch



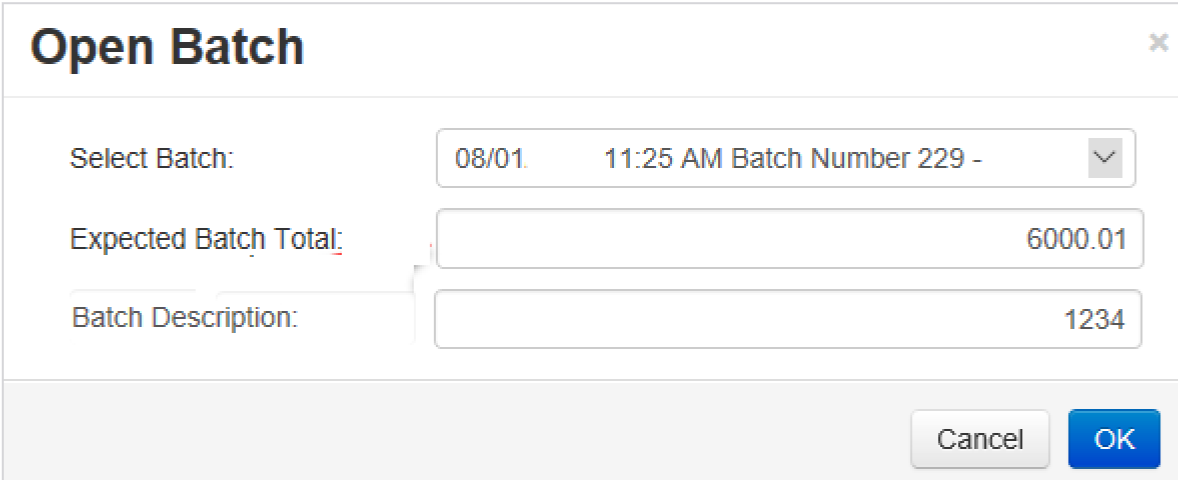
3. Select a batch from the **Select Batch** drop-down menu.

Select Batch



4. Enter the new amount in the **Expected Batch Total** field.

Amount Field



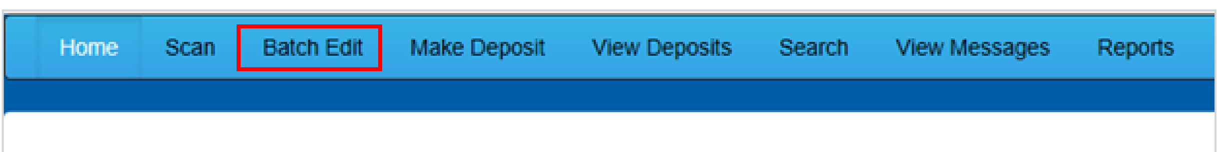
5. Click **OK**.

Performing a MICR Repair

MICR repair is the process of fixing issues related to Magnetic Ink Character Recognition (MICR) on checks.

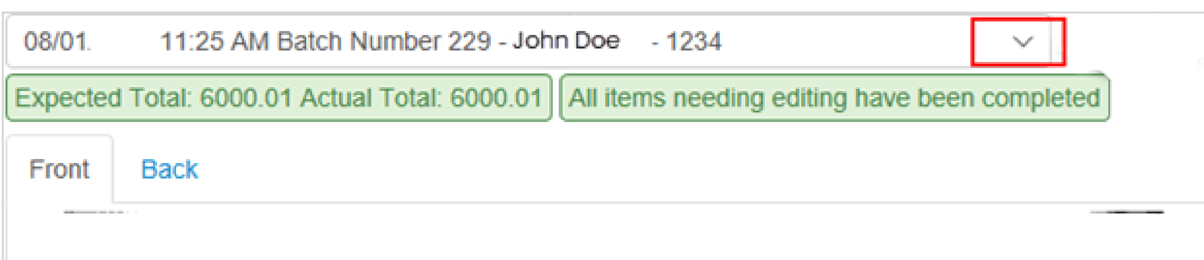
1. Click **Batch Edit** to adjust MICR information from the top menu.

Batch Edit



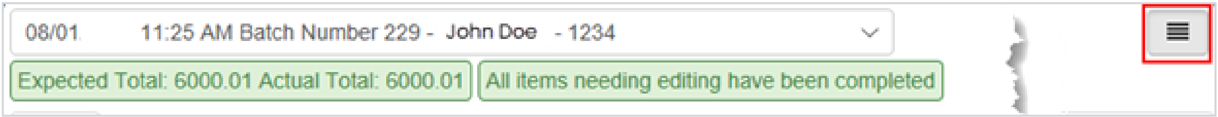
2. Select a batch from the drop-down menu at the top of the page.

Select Batch



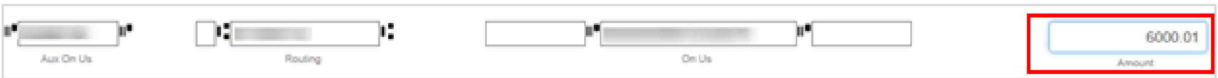
3. Click the edit button at the top of the page.

Edit Button



4. Enter the new MICR information in the MICR fields.

Amount Field

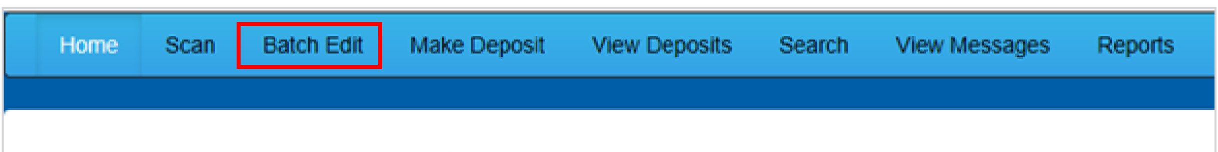


Keying in a Dollar Amount

Enter a new amount to correct a batch total.

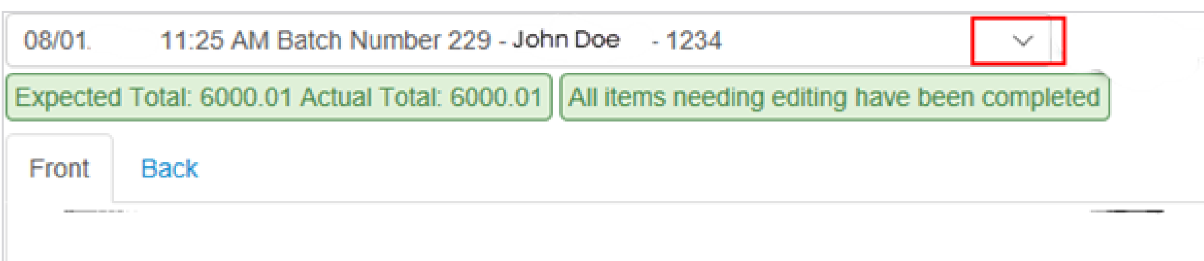
1. Click **Batch Edit** to adjust a batch total.

Batch Edit



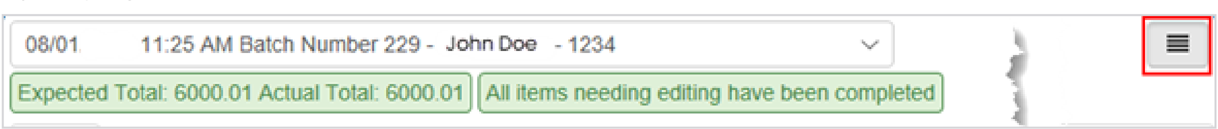
2. Select a batch from the drop-down menu at the top of the page.

Select Batch



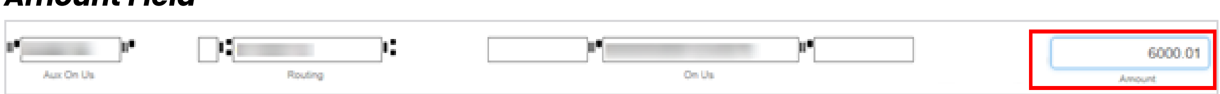
3. Click the edit button at the top of the page.

Edit Button



4. Enter the new amount in the **Amount** field.

Amount Field



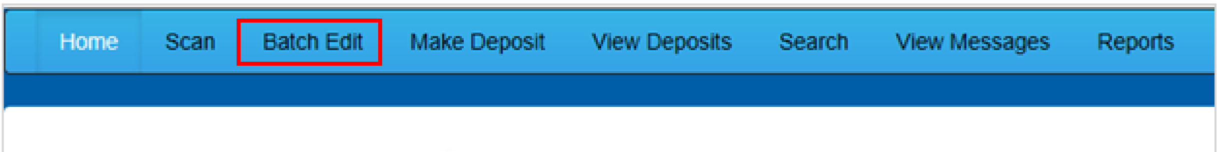
5. Click **Save**.

Deleting an Item

You can delete an item from a batch.

1. Click **Batch Edit**.

Batch Edit



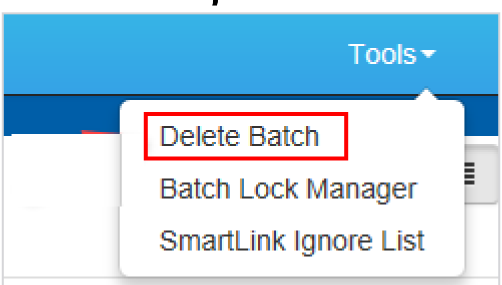
2. Select an item from the item list at the right of the page.
3. Click **OK** on the confirmation dialog box.

Deleting a Batch

Use the following steps to delete a batch.

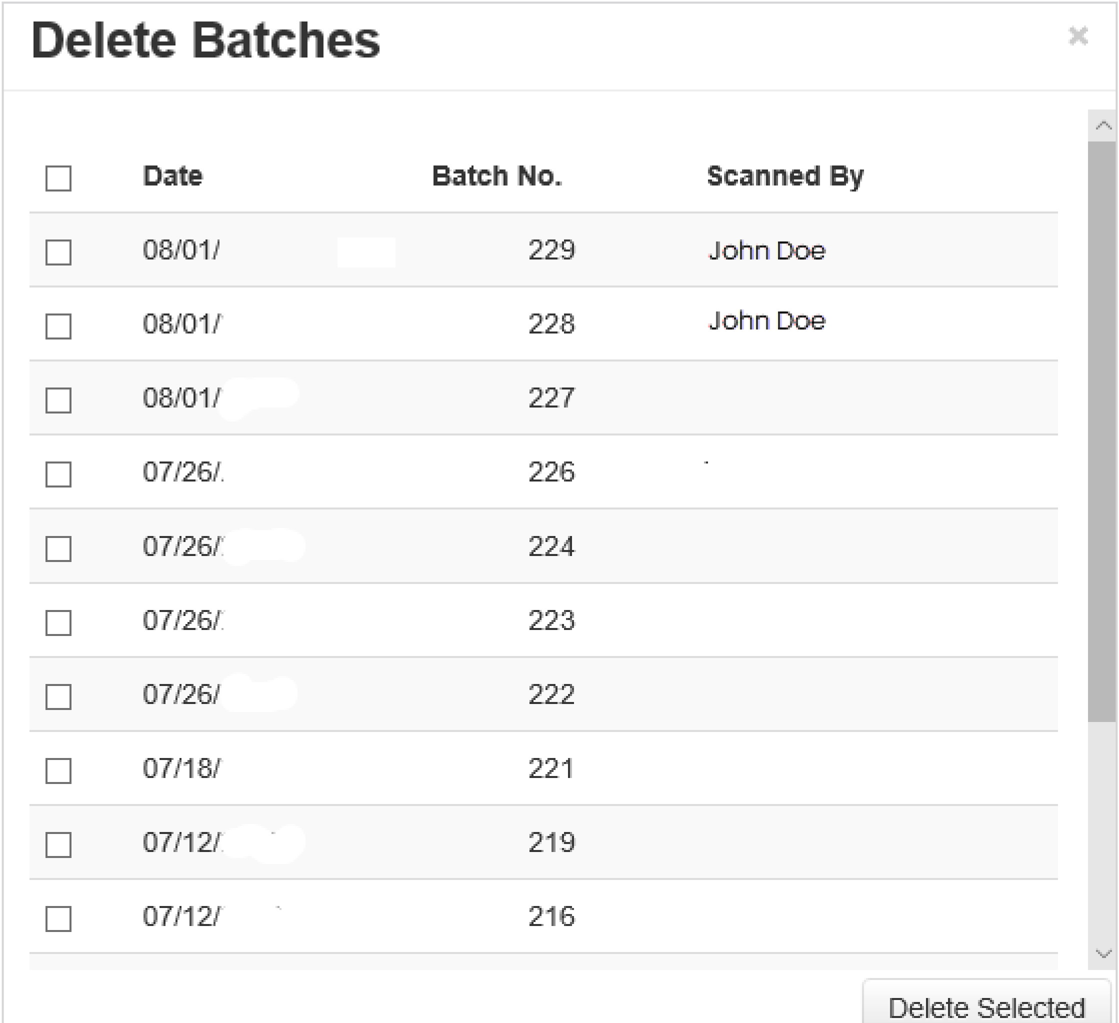
1. Select **Delete Batch** from the **Tools** drop-down menu.

Delete Batch Option under Tools

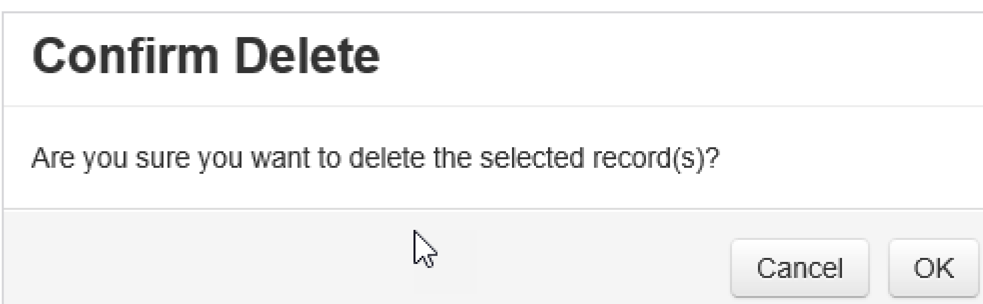


The *Delete Batches* window appears.

2. Select the box beside all batches that you want to delete.
3. Select **Delete Selected**.


Delete Batches
Date
Batch No.
Scanned By
08/01/
229
John Doe
08/01/
228
John Doe
08/01/
227
07/26/
226
07/26/
224
07/26/
223
07/26/
222
07/18/
221
07/12/
219
07/12/
216
Delete Selected

4. Select **OK**.


Confirm Delete
Are you sure you want to delete the selected record(s)?
Cancel
OK

Duplicate Checks

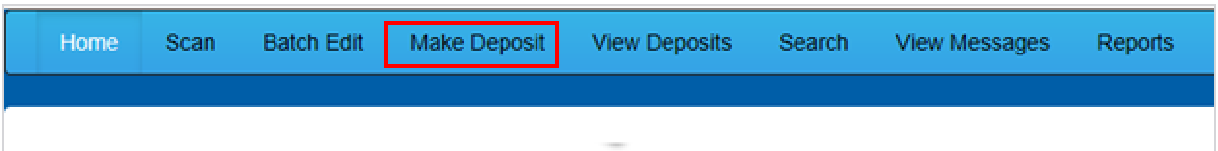
If a check has been scanned twice within the past 75 days, a duplicate check warning appears on the top-left corner of the *Batch Edit* page. Duplicates do not prevent you from making the deposit.

Submitting a Deposit

Once the batch items have been edited and the *Batch is Ready for Deposit* message displays on the *Batch Edit* page, you are ready to submit your deposit.

1. Select the **Make Deposit** option at the top of the page.

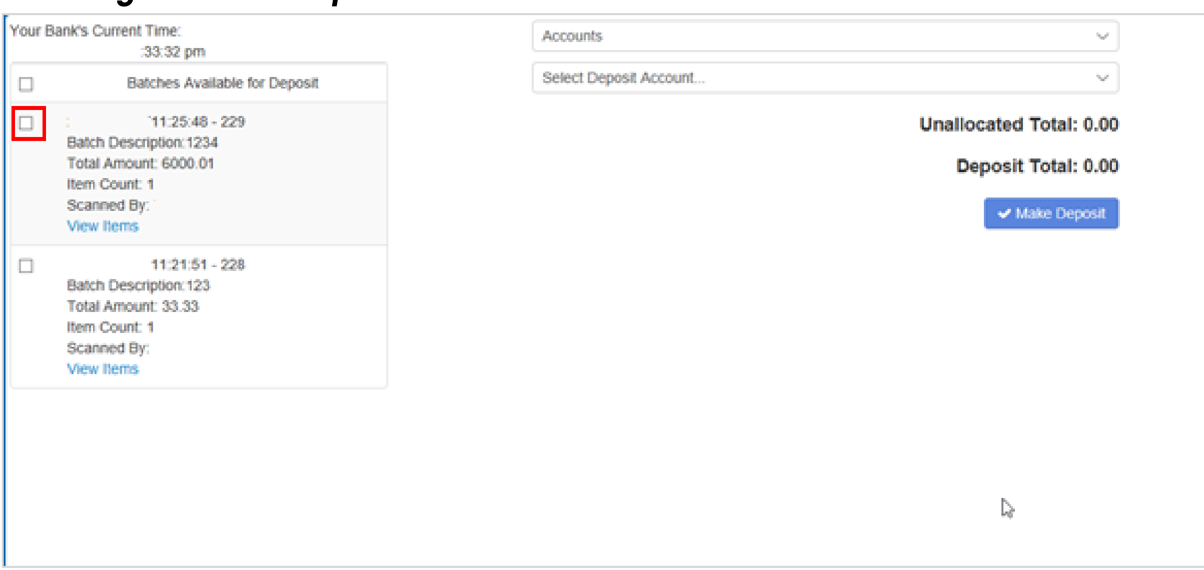
   Make Deposit Link

   A list of open batches that have not yet been submitted appears.

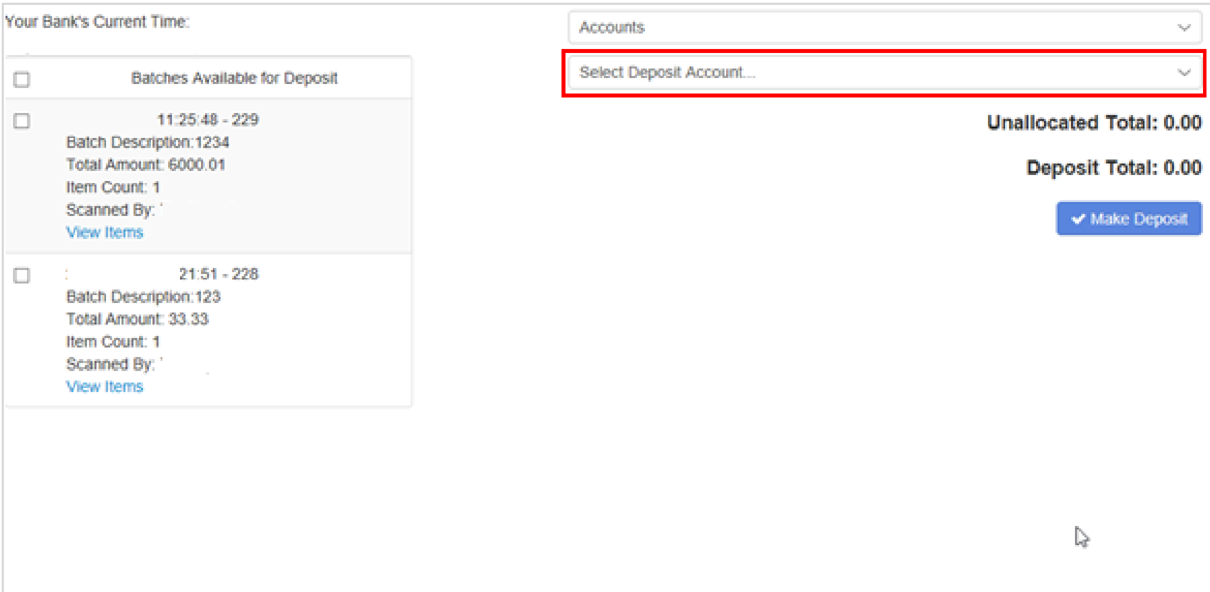
2. Select the check box next to the deposit that you are ready to submit.

   Selecting a Batch to Deposit

3. Select the account location to send the deposit from the **Select Deposit Account** drop-down menu, if necessary.

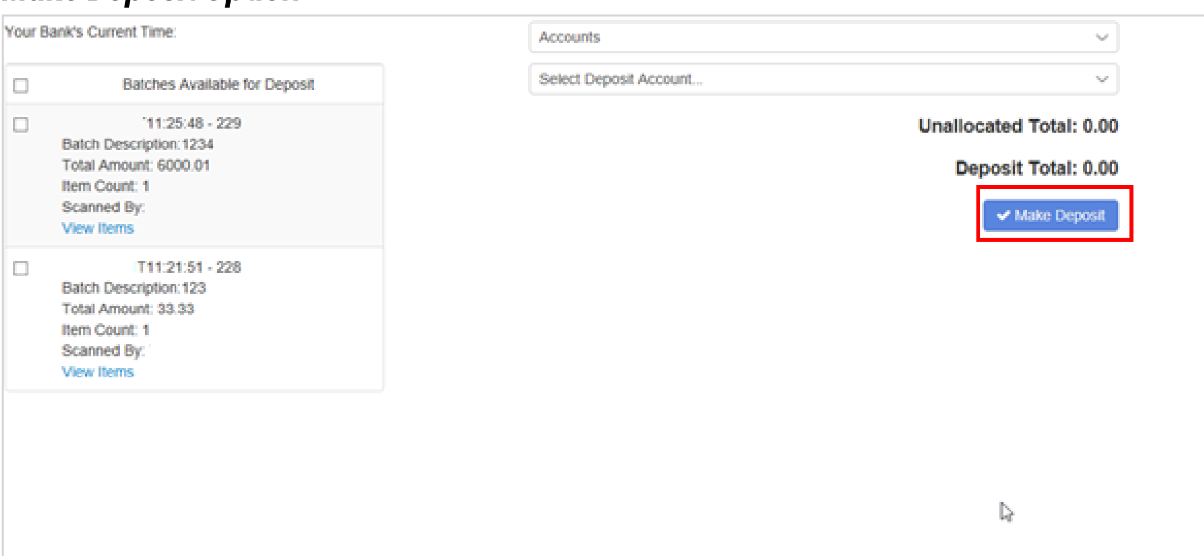
Select Deposit Account Option



> **Note**
> Only one account location can submit batches at a time. To submit a deposit to a different location other than the one selected, you must first finish your current deposit submission.

4. Select **Make Deposit** to submit your batch.

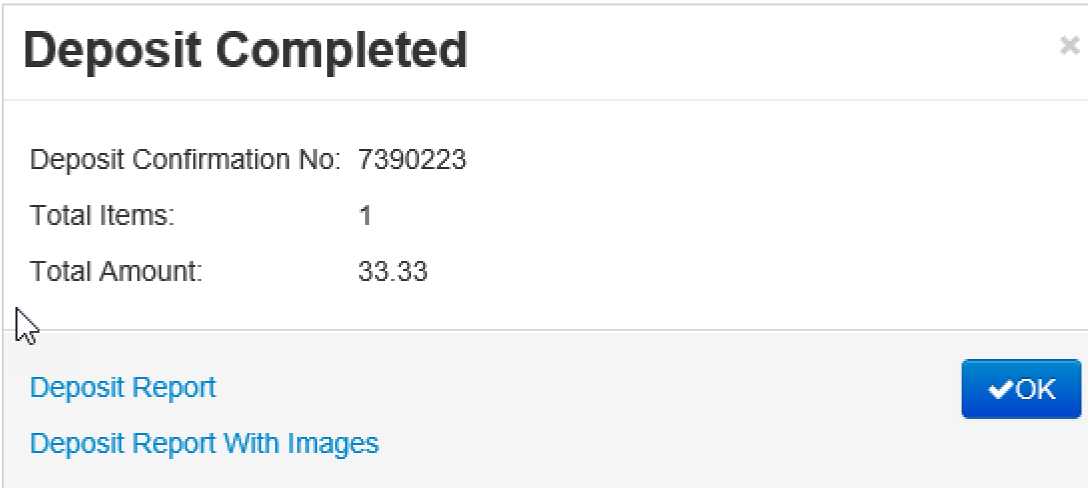
Make Deposit Option



A deposit confirmation message appears stating that the deposit was successful, with a receipt number.

5. Select **OK**.

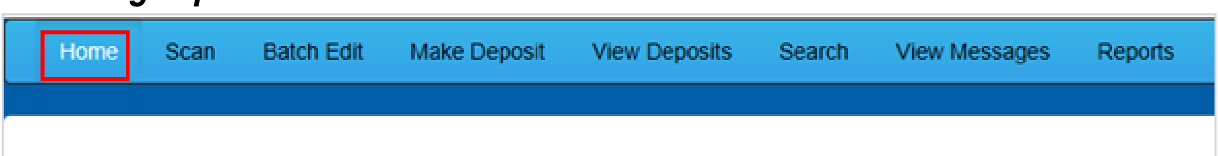
Deposit Completed Confirmation Page



The batch you submitted is removed from the *Make Deposit* page, since they are no longer open.

6. Select **Home** to see the status of the submitted deposit.

Home Page Option



7. Submitted deposits are listed under the *Recent Deposits* section.

> **Note**
> Any batches that have been saved and edited, but not submitted, appear under the *Batches Ready For Deposit* section.

Reporting

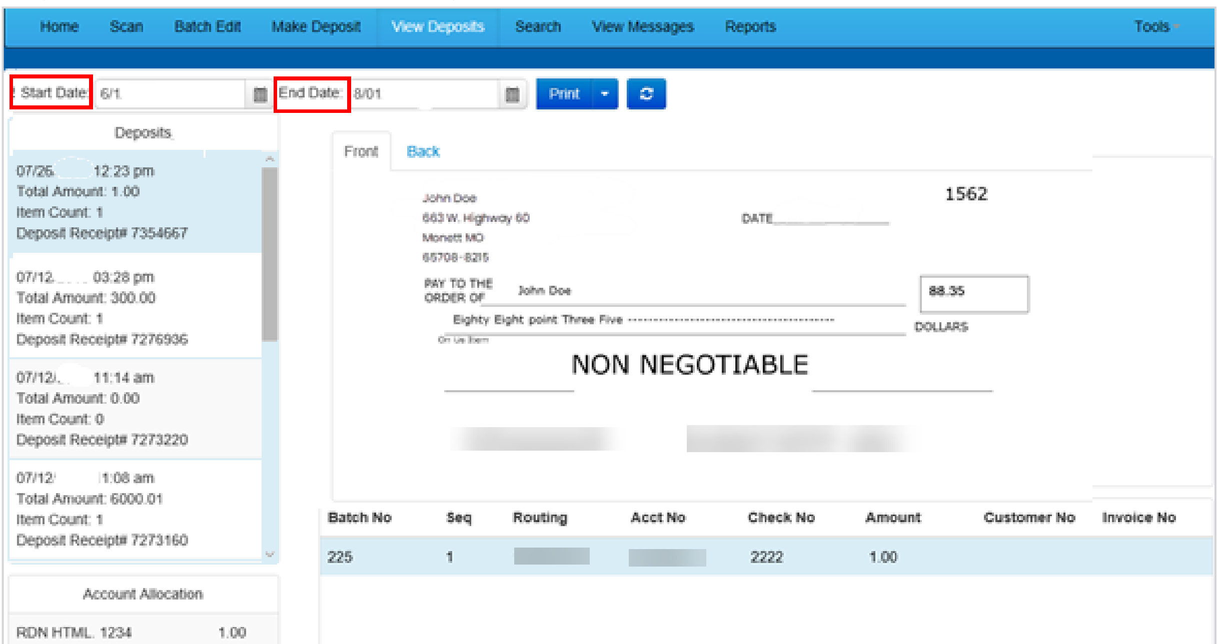
Although both the RDN window and the system application have reporting capabilities, the application reporting tools are recommended for viewing items that have been submitted for deposit.

Viewing Deposits

Select the **View Deposits** link at the top of the page to view batch/item information.

1. Select a **Start Date** and **End Date** to narrow your list of deposits.

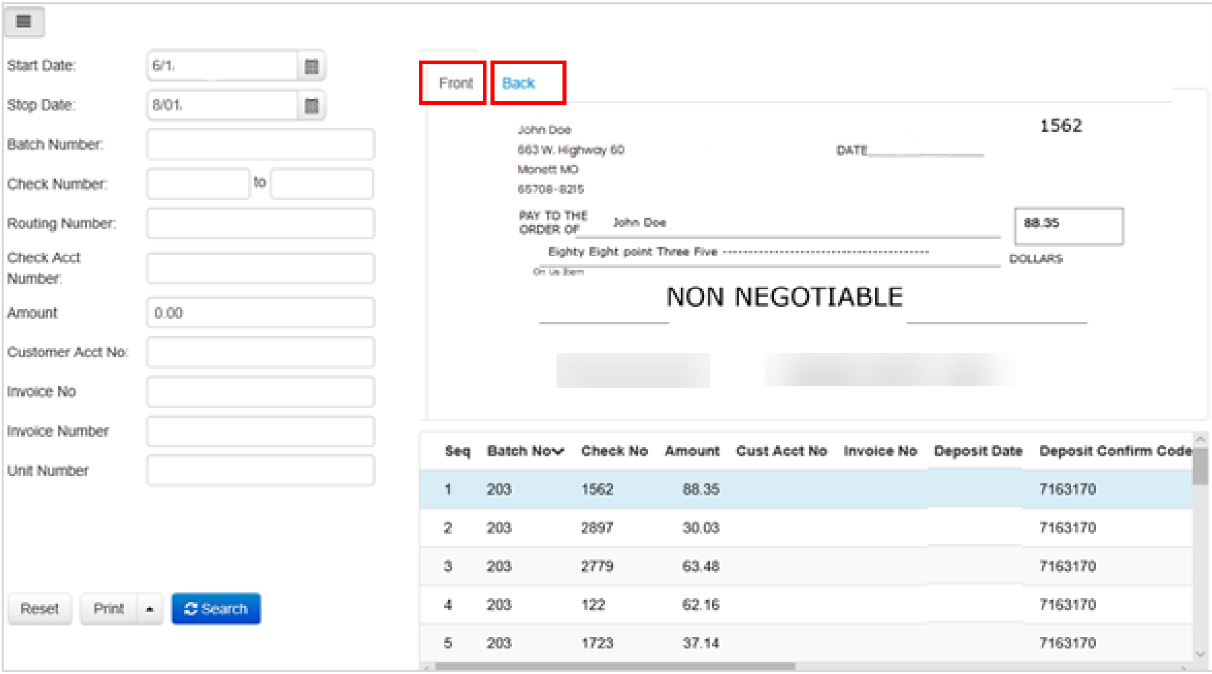
Begin and End Dates for Viewing Deposits



2. Select **Refresh** at the top of the page to view the deposit within the date range.
3. Choose an option.
   - Select **Front** to view the front of a check image.

- Select **Back** to view the back of a check image.

Front and Back View Options for a Check Image

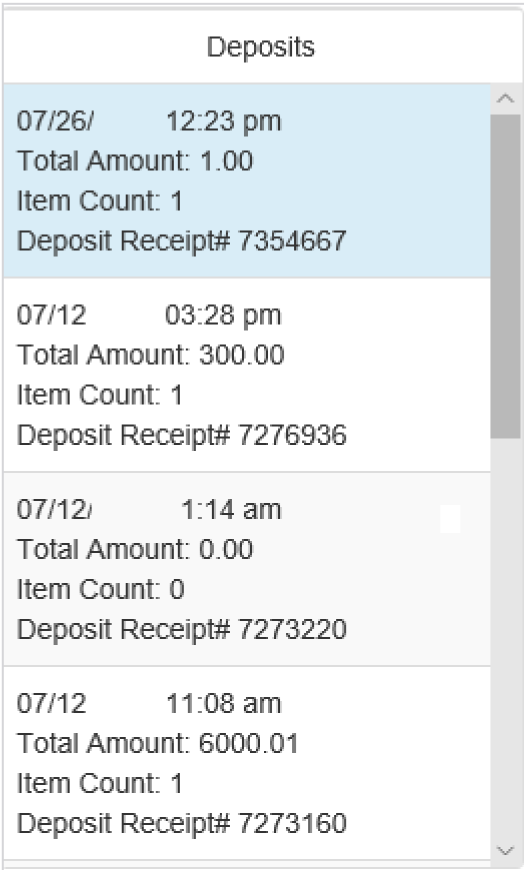


Printing Images and Viewing Edits of Items

You can print images or view edits made to transactions on the *View Deposits* page.

1. Highlight which deposit to view from the left column.

Viewing Deposit Items



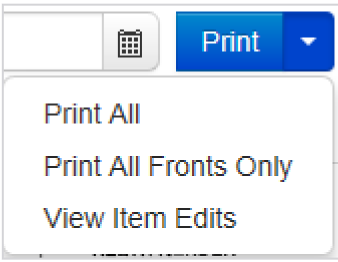
The item for that deposit appears.

2. Choose an option.

Situation	Steps
Print the front and back of the check currently highlighted.	Select **Print**.
Print the front and back images of all the items in the deposit.	1. Select the **Print** drop-down menu. 2. Select *Print All*.
Print only the front images of all the items in the deposit.	1. Select the **Print** drop-down menu.

Situation	Steps
	2. Select *Print All Front Only*.

Printing Options



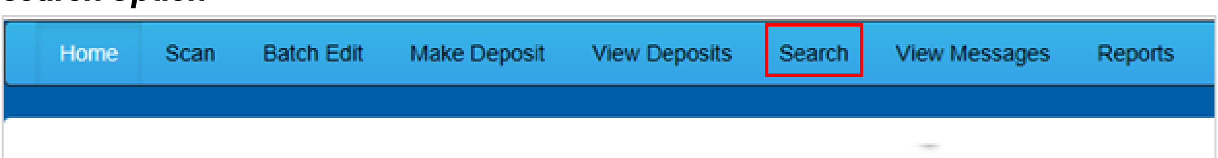
3. Select **View Item Edits** from the **Print** drop-down menu to see which users have edited transaction amounts for the deposit in the RDN application.
   A list of edits appear, along with who edited the transaction, the name of the field that was altered in the transaction, the **Before Value** of the field, and the **After Value** of the field.

Searching for an Item

You can use the **Search** function to find specific items in the RDN application.

1. Select **Search**.

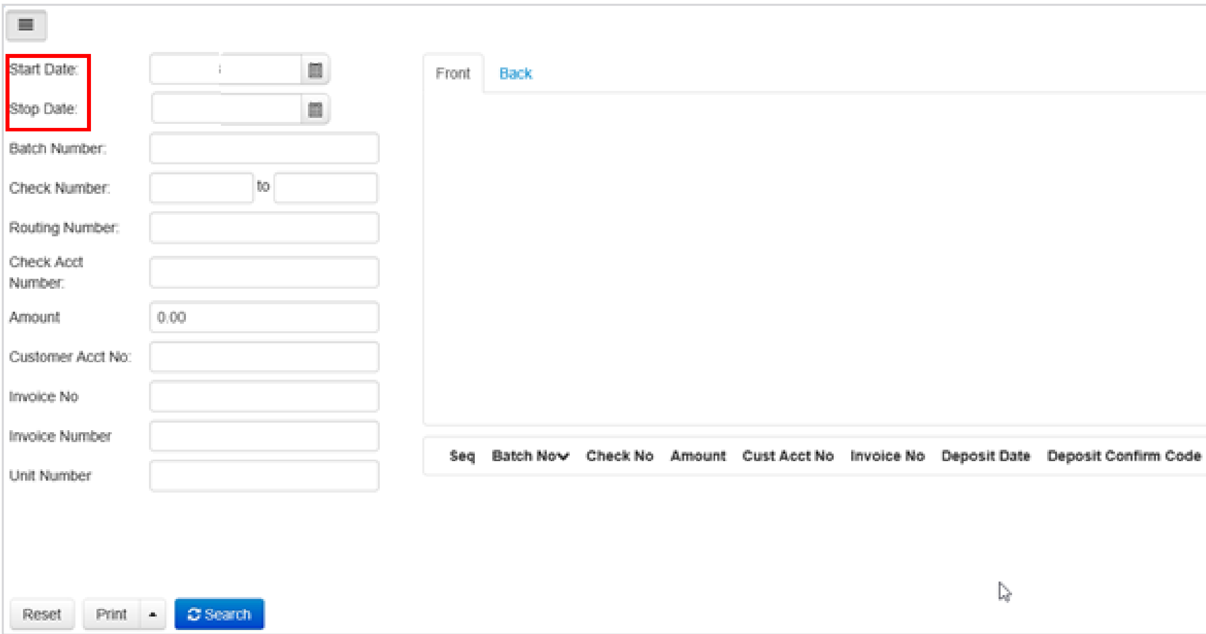
   Search Option



2. Complete the search criteria fields displayed.

3. For a range of items between certain dates, complete only the **Start Date** and **Stop Date** fields.

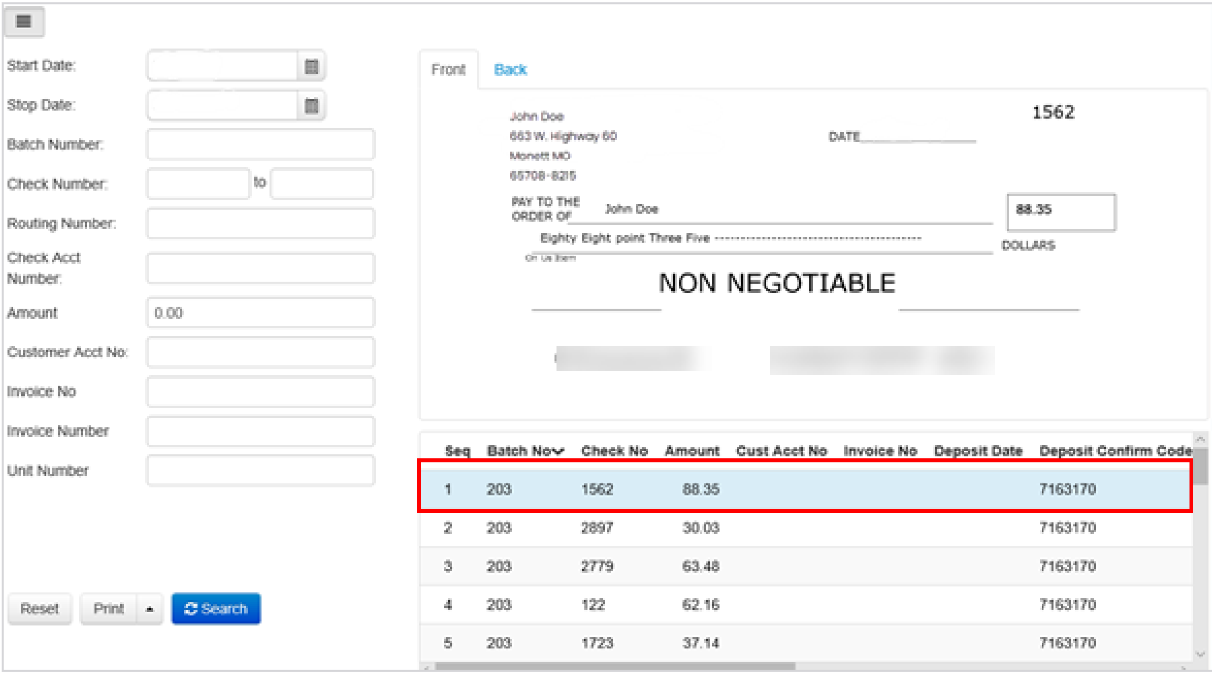
Search Criteria



4. Select **Search**.
   The search results appear.
5. Choose an option.
   - Select an item to print.

- Hold the **Shift** key on your keyboard to highlight multiple items in the list.

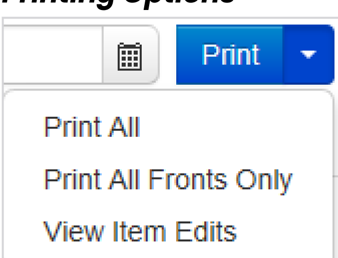
Highlighting Search Items



6. Choose an option.

Situation	Steps
Print the front and back of the check currently highlighted.	Select **Print**.
Print the front and back images of all the items in the deposit.	1. Select the **Print** drop-down menu. 2. Select *Print All*.
Print only the front images of all the items in the deposit.	1. Select the **Print** drop-down menu. 2. Select *Print All Front Only*.

Printing Options



Note

> Any items that are voided in the application are not reflected in the RDN application.

Reports Page

The *Reports* tab grants you access to several reports available to run.

Standard Reports

Provides a list of reports with pre-set filters to show specific items. For example, the **Show Items Detected as Duplicate Transactions** option generates information about all the transactions that have been flagged as duplicate items in any number of deposits.

> **Note**
> For any *Standard Report*, the pre-set filters can be customized to fit your needs by altering the report filters.

My Reports

Allows you to customize a report based on your informational needs. You may save this report as a template for future use, and it is available only to your profile as a user.

Shared Reports

Allows you to customize a report and save it as a template available for other users to access and use. Only the person who created this report template can delete it.

Credits and Debits to Your Merchant Settlement Account

Identifies deposits made within a date range and displays individual transaction amounts making up the deposit, with details of each transaction.

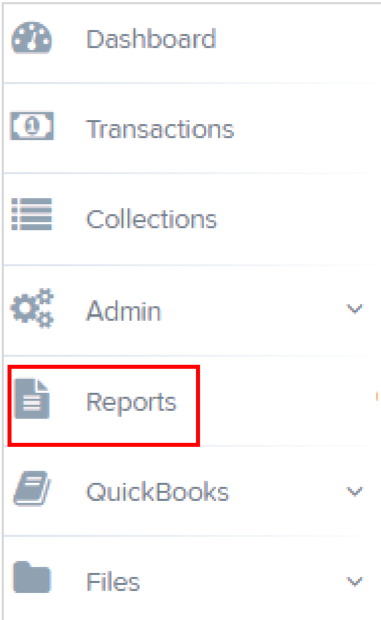
Using the Report Builder Utility

The report builder utility can be used to create one-time queries and custom recurring daily, weekly, and monthly reports for bookkeeping, historical research, and problem solving. There are two options when creating a customized report: *New Report* and *New Shared Report*. While both are customizable, the shared report is available to other users who have access to the system. Other users can pull the shared report and use its settings to generate information. Only the user who created the shared report can delete it.

1. Log in to the application.

2. Select **Reports** from the left main menu.

Reports Tab

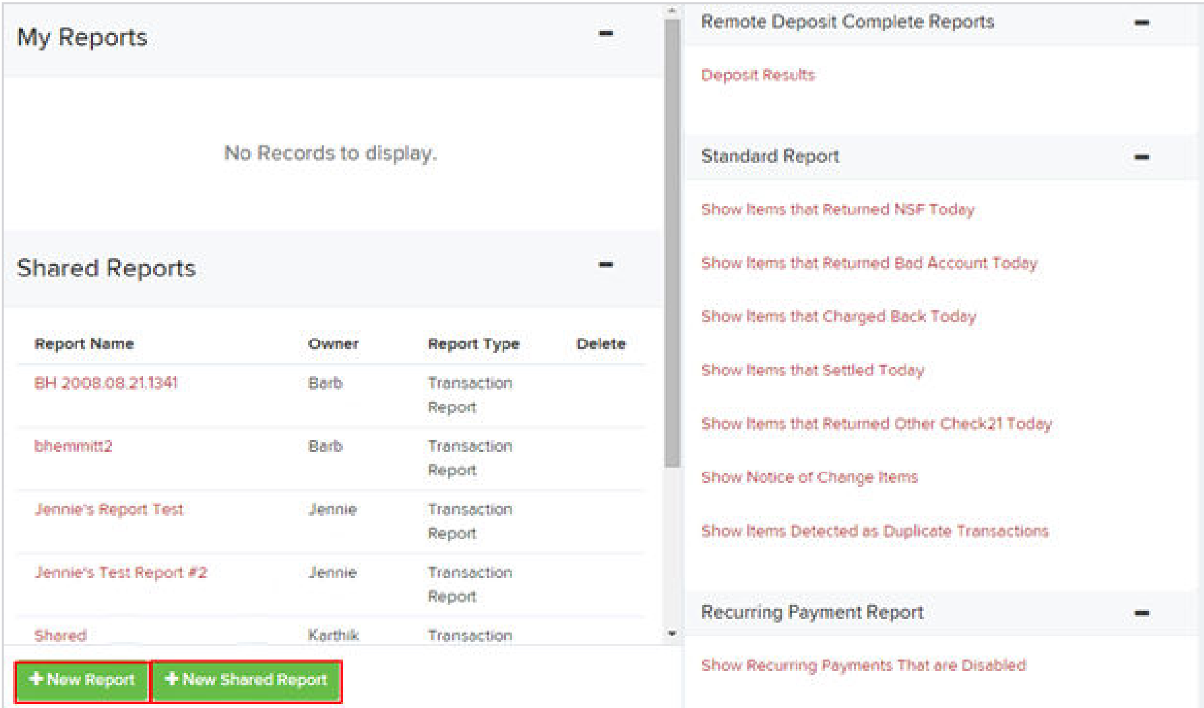


3. Select an option.

- Click **New Report** to create a report for your use only.

- Click **New Shared Report** to create a report that is available to others.

Report Builder Options for New Reports

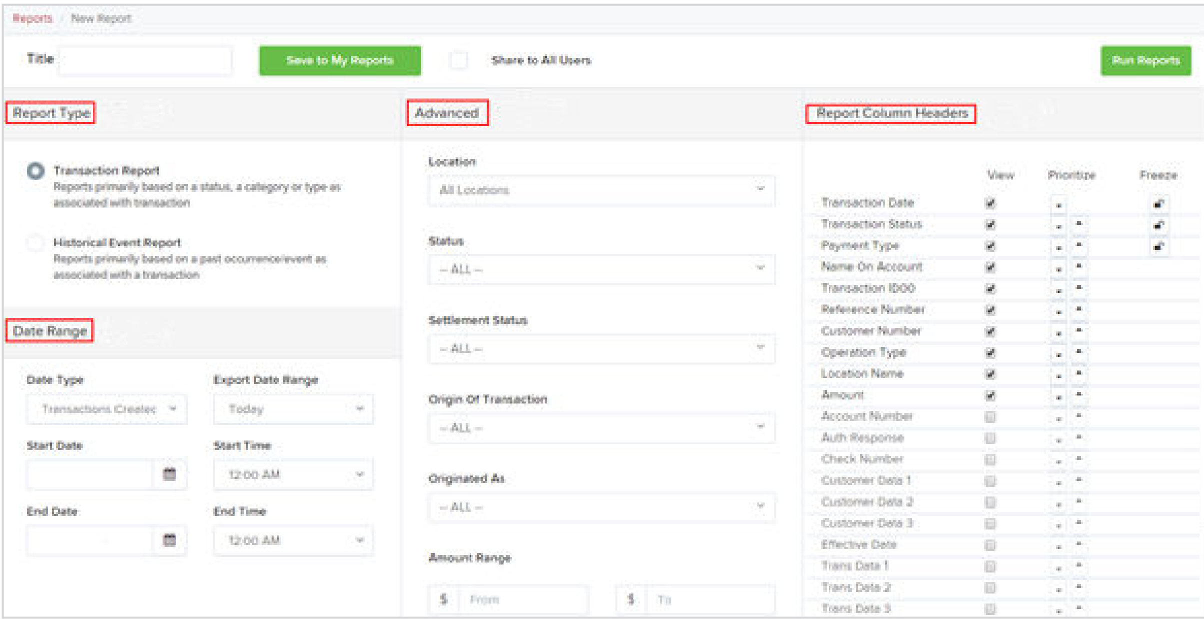


The *Reports* page appears.

4. In the top bar, enter a **Title** for the report.

5. Fill in the report criteria in each of the four sections: *Report Type*, *Date Range*, *Advanced*, and *Report Column Headers*.

Four Sections in Report Building

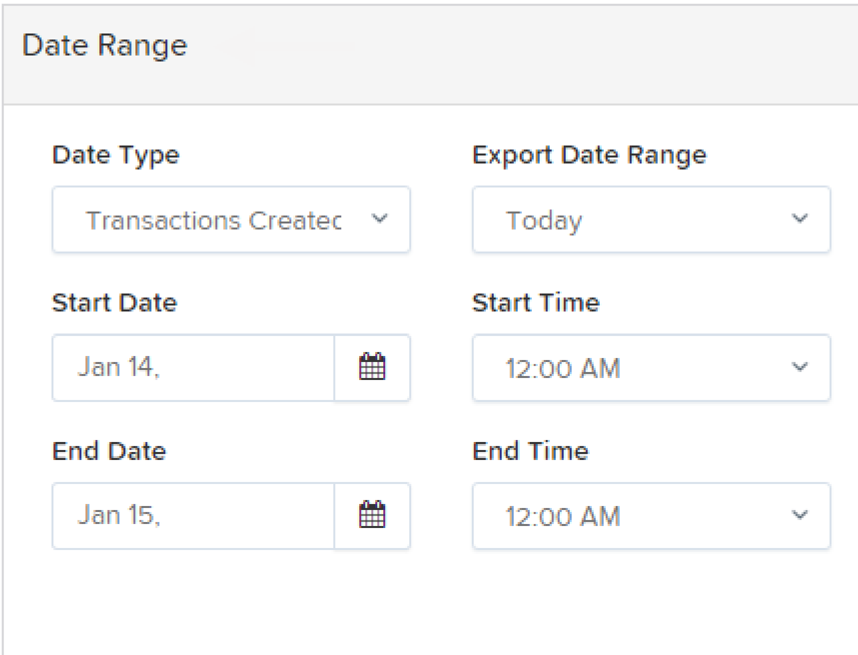


6. Choose an option.
   - Designate if your report is a *Transaction Report* based on the status of a transaction.
   - Designate if your report is a *Historical Event Report* based on past events.
7. Select an option from the **Date Type** field for the report.
   - Select **Transactions Created**.
   - Select **Effective Dates**.

   These actions determine if the report displays transactions based on the date created versus the date they took effect.
8. Choose an option.
   - Select a pre-specified date range using the **Export Date Range** option (ideal for recurring reports).

- Specify a date range with the **Start Date** and **Start Time** and the **End Date** and **End Time** fields.

Date Range Section



> **Note**
> If you are creating a *Historical Event Report*, a custom date range is unavailable.

9. Specify the **Location** of the transaction that you wish to have in your report.
10. Specify the **Status** of the transaction that you wish to have in your report.
11. Choose a status option.
    - Select the **Single Status** check box.
    - Select the **Multiple Status** check box.
12. Choose an option from the **Settlement Status** field.
    - Select the **Single Status** checkbox.
    - Select the **Multiple Status** checkbox.
13. Choose an option from the **Origin of Transaction** field.
    - Select the **Single Origin** checkbox.
    - Select the **Multiple Origins** checkbox.
14. Choose an option from the **Originated As** field.
    - Select the **Single Type** checkbox.
    - Select the **Multiple Types** checkbox.
15. Choose an **Account Type** option.

- Select a specific account type.
- Select **ALL**.

16. Choose an **Operation** option.
    - Designate one process.
    - Select **ALL**.
17. Choose an **Authority Response Code**.

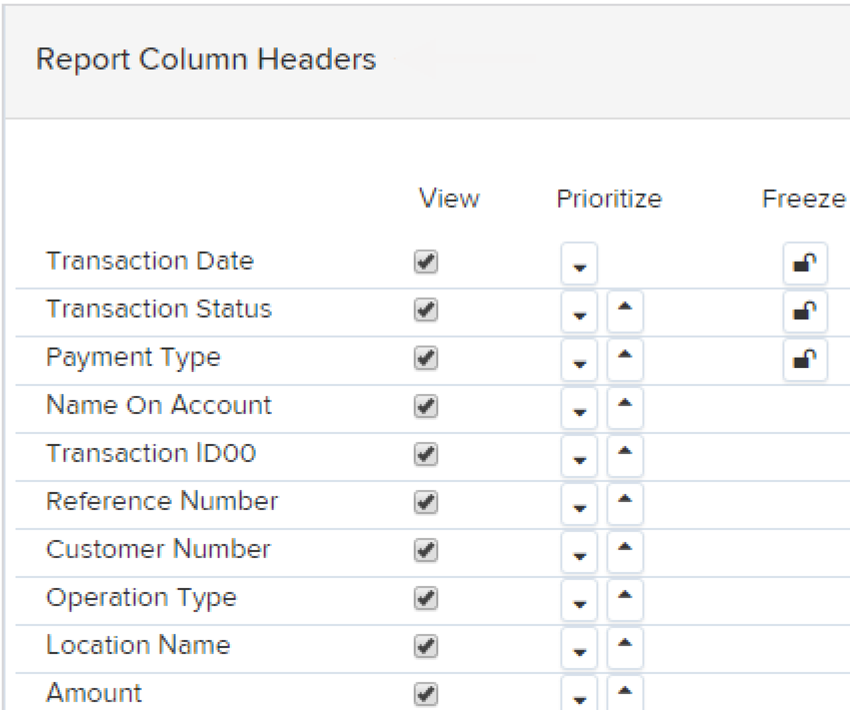
    This option represents the types of return responses that can be received for a transaction.
    - Select a specific response code.
    - Select **ALL**.
18. Complete the **From** and **To** fields for the **Amount Range**.

    The **From** and **To** options allow you to look for transactions with a specific amount or between amount values in decimal format (XX.XX).
19. Use the *Report Column Headers* to organize how the report appears.
20. Select the **View** check box next to any fields to have them show on the report.
21. Use the arrows under *Prioritize* to change the order in which information appears.

    For example, select the upward arrow to have a field listed before others, or select the downward arrow to have other fields listed before it.

22. Use **Freeze** to lock fields when viewing a report. This option holds certain fields in view while you explore the rest of the report information.

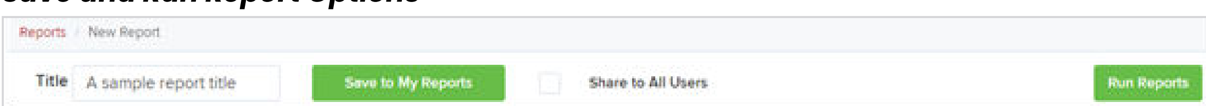
Report Column Headers Section



23. Select the **Share to All Users** check box if you want to have this report available for other users to view.

    If you selected **New Shared Report** previously, this box is already selected. Alternatively, you may wish to save the report for your own use later by selecting **Save to My Reports**. This option both saves the report and generates a report to view.

Save and Run Report Options



    The report results appear.

24. Use the filters to change the report.
25. Choose an option.
    - Select **Run Reports** again.
    - Select **Print**.
    - Select **Export**.

Column headers in the report are selectable by organization. Select a column header to organize the report based on that column's information, in either ascending order (designated by an upward arrow) or descending order (designated by a downward arrow).

26. Select **View** to the left of an item to view more details about the transaction.
27. Adjust the report filters as desired.
28. Select **Save to My Reports**.

    Selecting **Save to My Reports** saves the filter options as a template for later use.

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