Enterprise Payment Solutions

Remote Deposit Scan

Remote Deposit Scan (New User Interface) Handbook

ProfitStars

Contents

Introduction

The *Remote Deposit Scan Handbook* is a guide for all persons who process transactions through Remote Deposit Scan (RDS). Prior to working with the application, you should have received a login letter from your financial institution that contains the following information.

- The Merchant Portal URL where you will use the provided Administrator login credentials (see figure): https://ssl.selectpayment.com/mp/'bankname'/login/page.aspx

User Name:	admin
Temporary Password:	*(see email)* Note: The Financial Institution has the ability to reset the Admin password under Manage Customers, if necessary.
Company:	Test 549086

FIGURE 1 - SAMPLE INFORMATION FROM LOGIN LETTER

Upon logging in to the Merchant Portal, you will be prompted to change your temporary password. A password must be between 8-15 characters and contain at least one upper case letter, one lower case letter, and one number.

- Your Merchant ID and scanner model/scanner number.

- Instructions for any EPS Education training you wish to schedule, in order to better learn the application.

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

In addition to the login letter, your financial institution should have provided you with the *Scanner Installation (New UI) Quick Start: Remote Deposit Scan*, a guide that assists with the installation of a scanner and Device Control, an EPS application used to manage scanners with RDS.

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

Checks can be scanned throughout the day, and their amount will be added into the deposit total. A deposit will consist of all transactions created that day, unless otherwise noted. For example, a transaction given a future effective date will not be deposited until such time. The system can detect duplicate transactions within 75 days of the original transaction being created. ACH items will be deposited separately from Check 21 items.

> **NOTE**: Your tabs and menu options may differ slightly from those pictured throughout this document.

System Requirements

In addition to a high-speed Internet connection, the following components are required for working with the EPS application(s).

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For the PC:

- Local Administrative rights
- USB port 2.0 or higher

For Microsoft® Windows®:

- Windows 7: Microsoft Internet Explorer 11 or Google Chrome.
- Windows 8.1: Microsoft Internet Explorer 11 or Google Chrome.
- Windows 10: Microsoft Internet Explorer 11 or Google Chrome.
- .NET Framework 4.6 or higher.

NOTE: The current version of Chrome, and its two previous versions, are supported.

The following scanners support this application's features.

Scanner	Model Supported
Panini®	I:Deal® WI: Deal My Vision X Vision X
Digital Check®	CX30 TS230 TS240
RDM®	EC7000i EC7500i
Epson®	Capture One TMS 1000

Scanner	Model Supported
Unisys Burroughs®	Micro EX
	Micro Elite
	Pro
	SmartSource® Professional Elite
	SmartSource Merchant Elite
	Value

Compatibility View Settings

Adding the EPS URL to the Compatibility View Settings feature of Internet Explorer may help with viewing certain features in the application.

1. Open Internet Explorer. From the top navigational menu, select **Tools | Compatibility View Settings**.
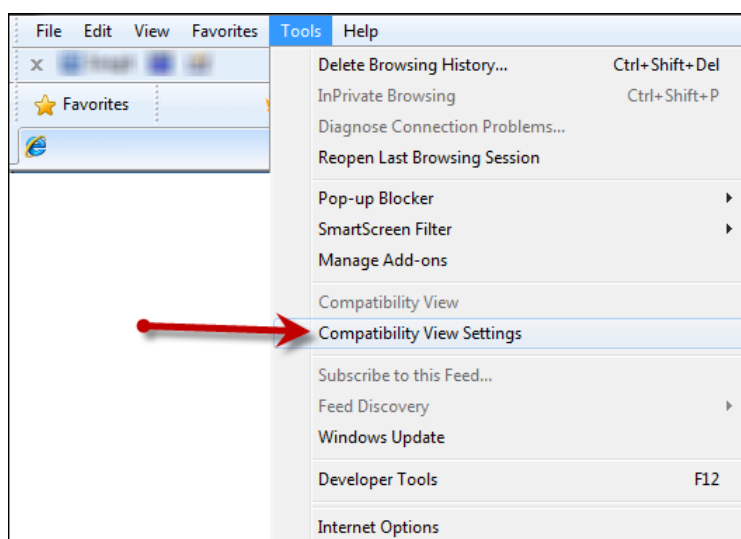
FIGURE 2 - COMPATIBILITY VIEW SETTINGS

2. The **Compatibility View Settings** window appears. Within the **Add this website** field provided, enter **selectpayment.com** and select **Add**.
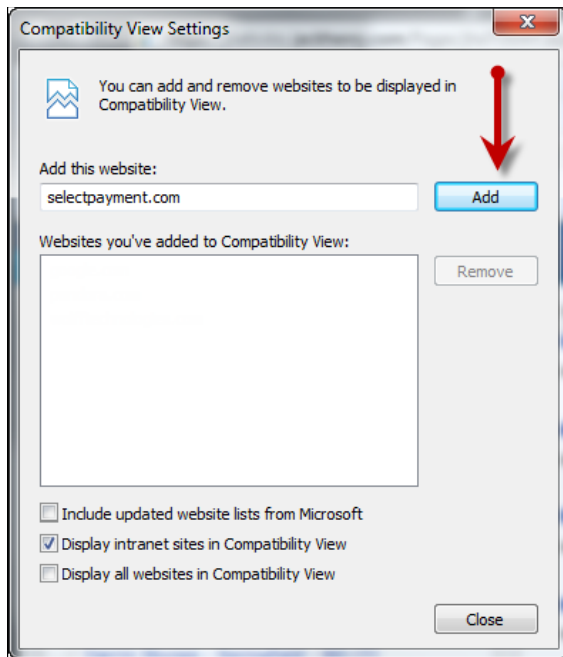
FIGURE 3 - ADD OPTION UNDER COMPATIBILITY VIEW SETTINGS

3. Select **Close** at the bottom of the **Compatibility View Settings** window.

4. Select **OK** from the bottom of the **Internet Options** window.

Temporary Internet Files and History Settings

Configuring these settings can help with keeping the pages you navigate throughout the system consistently refreshed with information.

1. Open Internet Explorer. From the top navigational menu, select **Tools | Internet Options**.

2. From the tabs at the top of the **Internet Options** window, select **General**.
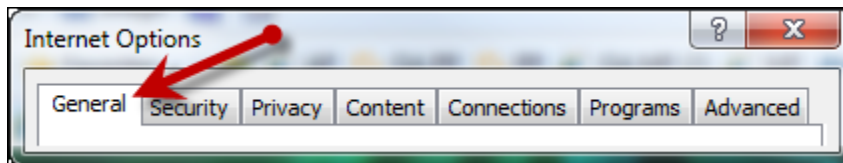
FIGURE 4 - GENERAL TAB FOR INTERNET OPTIONS

3. Under the **Browsing history** section, select the **Settings** option.
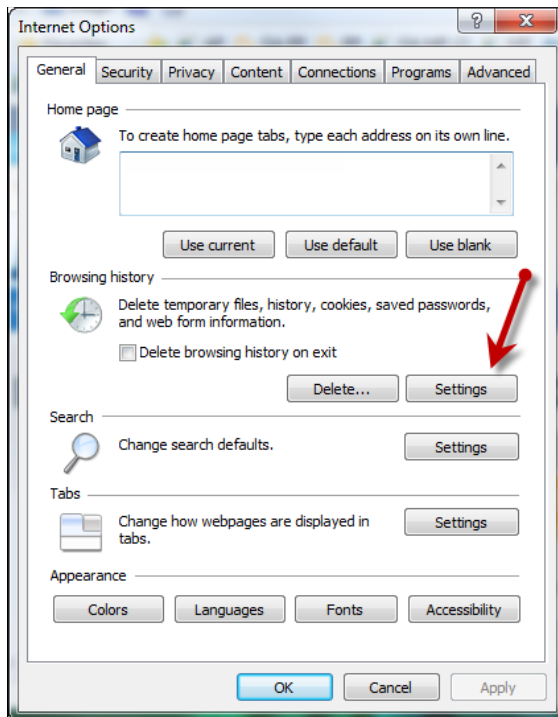
FIGURE 5 - SETTINGS OPTION UNDER BROWSING HISTORY

4. The **Temporary Internet Files and History Settings** window appears. Under **Check for newer versions of stored pages**, select the **Every time I visit the webpage** option.
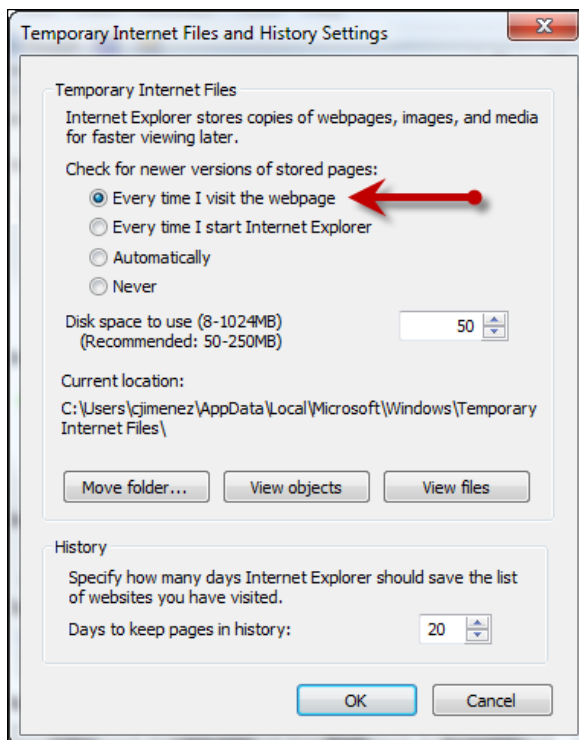
FIGURE 6 - TEMPORARY INTERNET FILES AND HISTORY SETTINGS

5. Select **OK** at the bottom of the **Temporary Internet Files and History Settings** window.

6. Select **OK** from the bottom of the **Internet Options** window.

Trusted Sites

A user will need to ensure that the Merchant Portal URL is added to the **Trusted Sites** option in **Internet Settings**. Use the following steps to add the website to your Trusted Sites.

1. Open Internet Explorer. From the top navigational menu, select **Tools** | **Internet Options**.
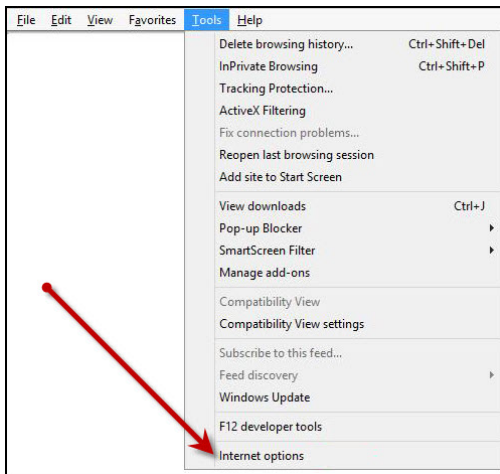
FIGURE 7 - INTERNET OPTIONS

2. From the tabs at the top of the **Internet Options** window, select **Security**.
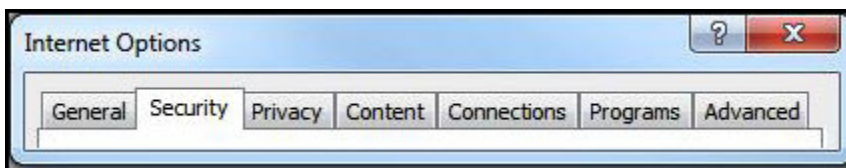
FIGURE 8 - SECURITY TAB UNDER INTERNET OPTIONS

3. Select the **Trusted Sites** icon to activate the **Sites** option. Select **Sites**.
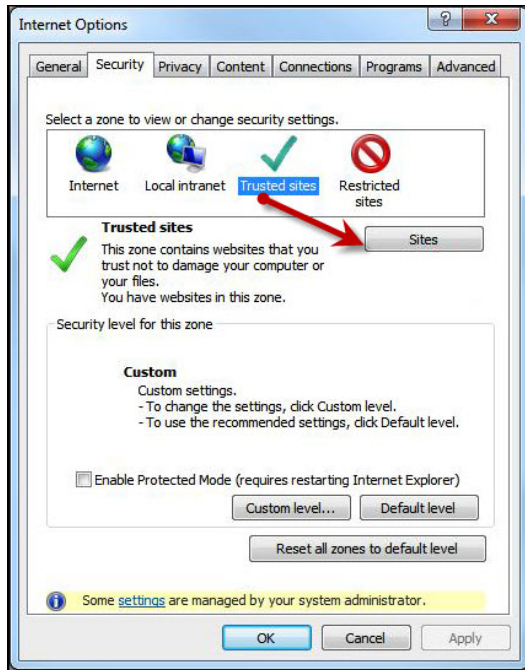
FIGURE 9 - SITES OPTION UNDER TRUSTED SITES CATEGORY

4. The **Trusted Sites** window appears. In the **Add this website to the zone** field, enter the URL: https://ssl.selectpayment.com and select **Add**.
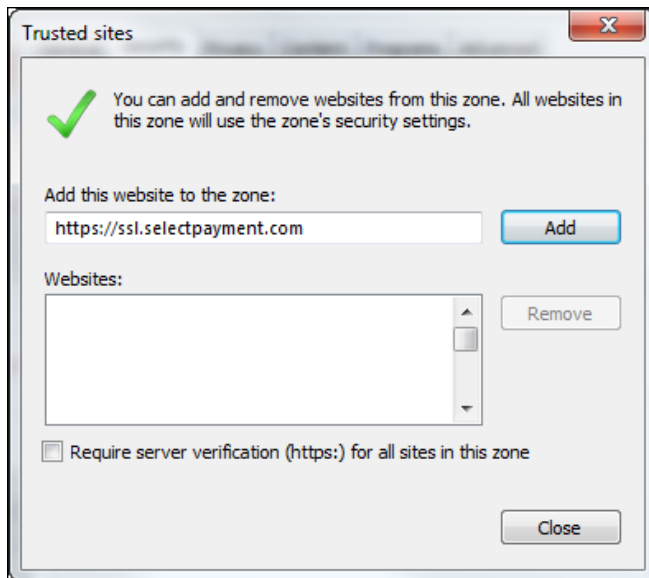
FIGURE 10 - ADDING A TRUSTED SITE

5. Select **Close** at the bottom of the **Trusted sites** window.

6. From the bottom of the **Internet Options** window, select **OK**.

Privileges and Roles

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

Available Resources

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

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

Process Workflow

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

1. User creates a deposit by scanning a check with the RDS application. User edits check payment, as necessary.

2. The payment is submitted for processing.

3. The deposit results are posted in the Merchant Portal, and reporting capabilities are available.
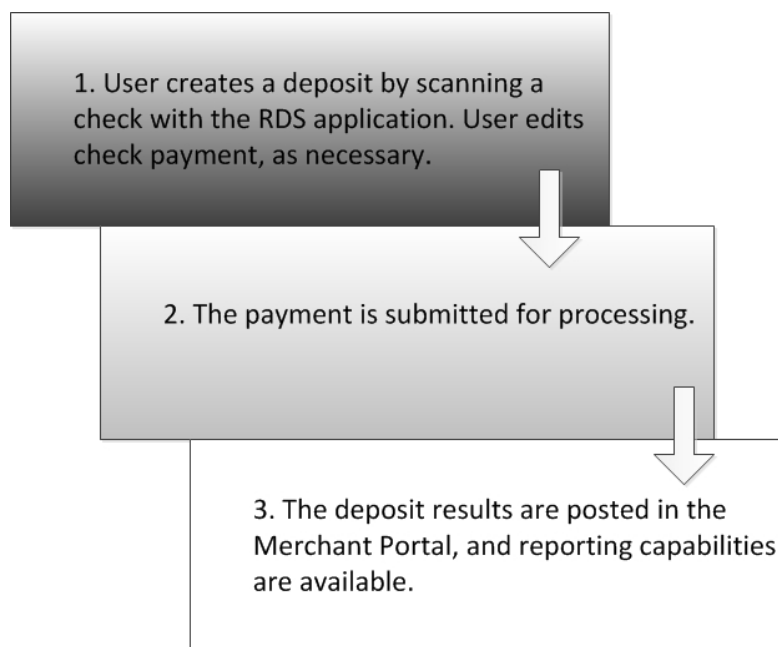
FIGURE 11 - RDS PROCESS WORKFLOW

Session Timeouts

The system will automatically log off a user who has been inactive for at least 30 minutes. A **Session Timeout Warning** appears two minutes before the user is set to be logged out for an opportunity to remain logged in. Click **OK** to remain logged in.
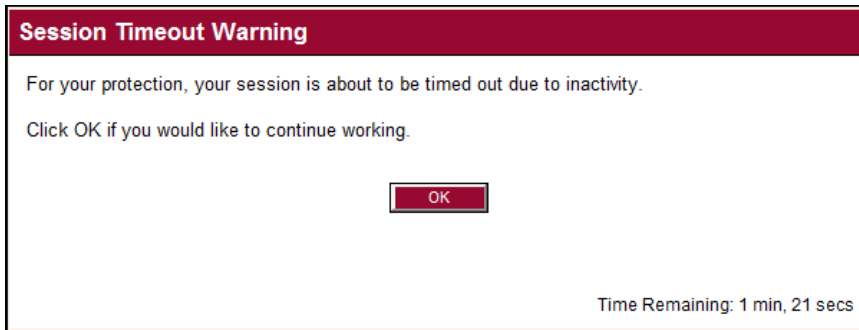
FIGURE 12 - SESSION TIMEOUT WARNING

Logging In

Your Admin user will provide you with a URL address as a route of accessing the application. Save this URL to your favorites, as it is a route of access into the system. This URL address is also referred to as the Merchant Portal. A user name, temporary password, and company name will also be provided so that you may log in to the system. Only the passwords are case-sensitive.

1. Once at the provided URL address, complete the **User Name**, **Password**, and **Company** fields. Click **Login**.
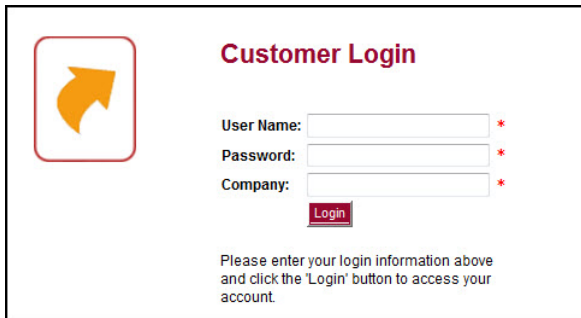
FIGURE 13 - LOGIN PAGE

2. The system will prompt you to change your password. Passwords expire every 90 days and are case-sensitive. Use the following guidelines when creating a new password:

    - At least 1 uppercase letter.
    - At least 1 lowercase letter.
    - At least 1 number.
    - 8-15 characters in length.
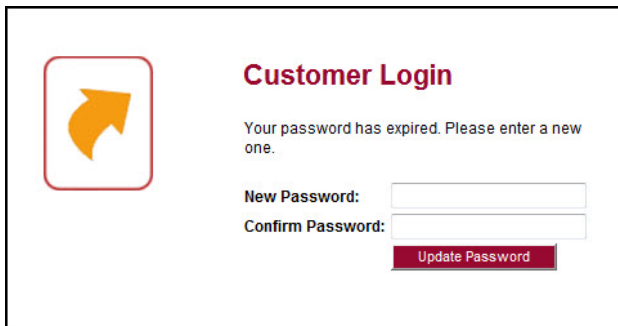
FIGURE 14 - CREATE A NEW PASSWORD PAGE

3. Click **Update Password**.

Creating a Secret Question

As a user, you will have an email address associated with your profile where a new temporary password can be sent, if you forget your password. A secret question will need to be set up as a security measure before a new password can be created.

If the secret question is answered correctly, you will receive an email with a new temporary password. Secret questions do not need to be a complete question or contain a question mark. The secret question and answer are not case-sensitive.

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

1. Log in to the Merchant Portal, and click **My Settings** from the top of the page.

FIGURE 15 - MY SETTINGS OPTION

2. If you are not logging in for the first time, the system will prompt you for your current password in order to reach the **My Settings** page. Once there, locate the **Secret Question** field and type a phrase or question unique to you.
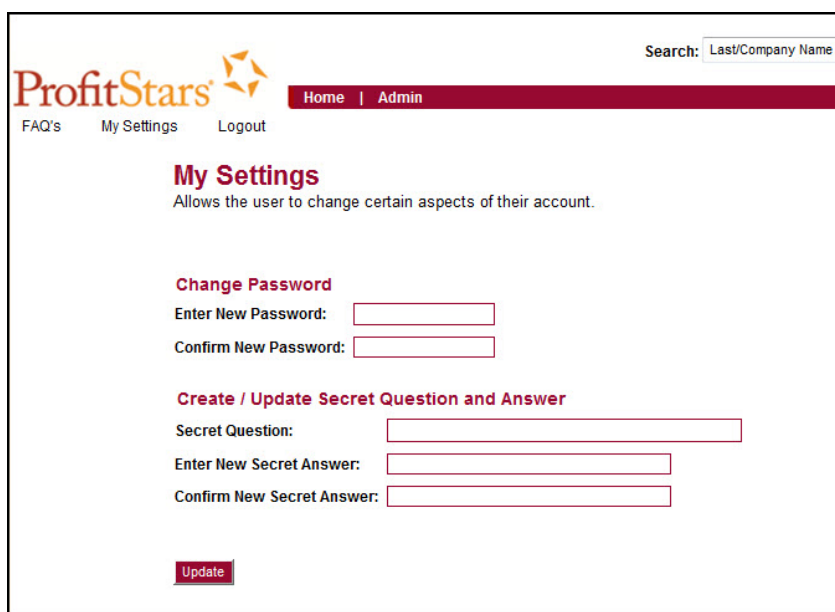
FIGURE 16 - MY SETTINGS PAGE

3. Type an answer in the **Enter New Secret Answer** field and again in the **Confirm New Secret Answer** field. From this page, you can also make changes to your password if needed. Click **Update** when finished.
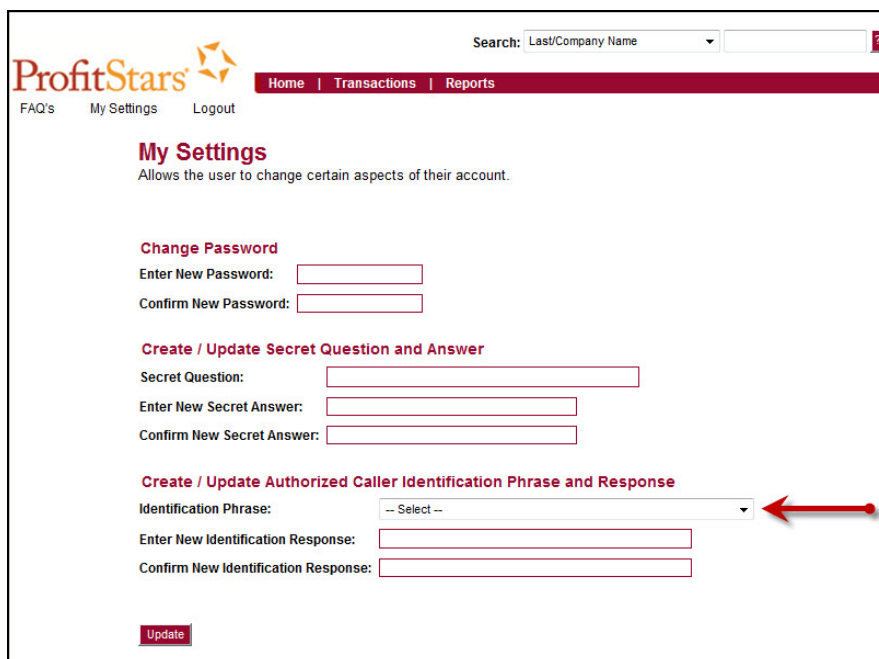
Choosing an Identification Phrase

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

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

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

1. Log in to the Merchant Portal, and select **My Settings** from the top of the page.

2. If you are not logging in for the first time, the system will prompt you for your current password in order to reach the **My Settings** page. Once there, select an identification phrase to answer. This question will be the one asked of you by EPS Support.

FIGURE 17 - SELECTING AN IDENTIFICATION PHRASE

3. Type the answer to the question in the **Enter New Identification Response** field, and again in the **Confirm New Identification Response** field. EPS Support will verify this answer when you call. From this page, you can also make changes to your password or secret question and answer, if needed.

4. Click **Update** to finish.

Installing Device Control

If you are accessing the application for the first time, you will need to install Device Control, a feature used to manage your scanner(s). Device Control will need to be installed before you can begin making deposits.

> **NOTE**: If you have already installed Device Control via instructions from your financial institution or from the *Scanner Interface Conversion: Remote Deposit Scan* document, you may skip the following steps and proceed to the next section of this document.

1. Navigate to your financial institution's Merchant Portal, and complete the **User Name**, **Password**, and **Company** fields. Select **Login**.
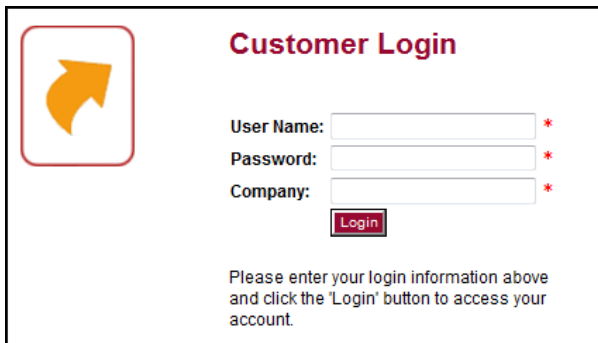
FIGURE 18 - MERCHANT PORTAL LOGIN

2. From the top of the page, select **Transactions**.
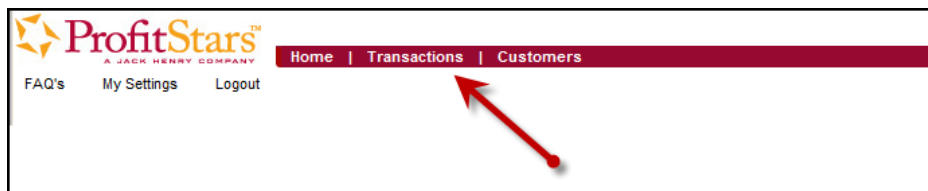
FIGURE 19 - TRANSACTIONS OPTION

3. From the left navigational bar, select the **Remote Deposit Scan** option.
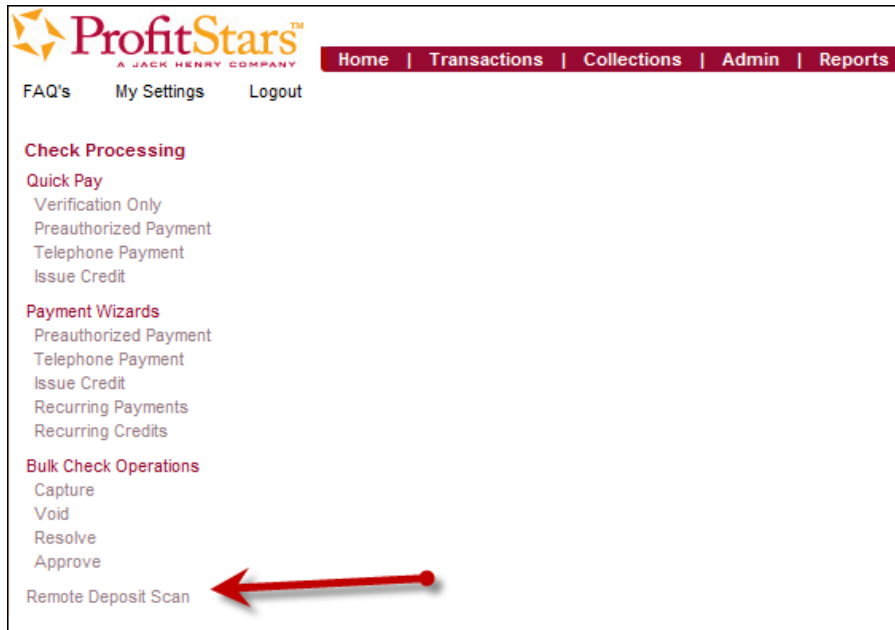
FIGURE 20 - REMOTE DEPOSIT SCAN OPTION

4. The **Scanner Interface** prompt displays, informing you that Device Control is attempting to launch. Select **OK** to continue.
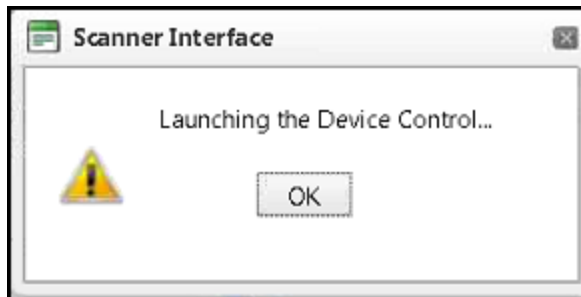
FIGURE 21 - CONFIRMATION TO LAUNCH DEVICE CONTROL

5. The system will prompt you to begin installing Device Control. Select **Install** to continue.
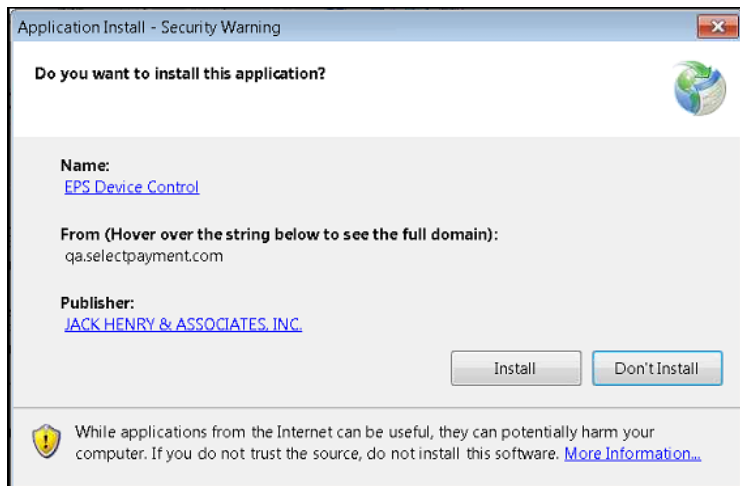
FIGURE 22 - PROMPT TO INSTALL DEVICE CONTROL

6. The Device Control will check for any browser updates that may be necessary. If you do not have a group policy conflict, please proceed to the next step. If you have a group policy that may conflict with any browser setting updates, a message will appear (see below). Paste the error details (now placed on your computer clipboard) into an email and/or document for your technical support staff to view. Once this issue has been resolved, retry the upgrade.
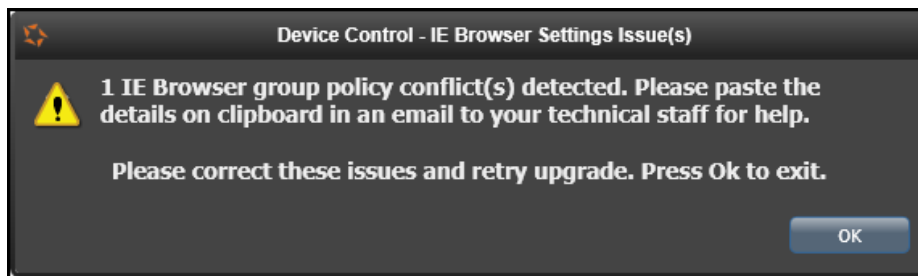
FIGURE 23 - BROWSER SETTING GROUP POLICY ERROR

7. The **Internet Browser Settings Update** window will display. Read the agreement, and select **Accept** to acknowledge and agree to the terms described.
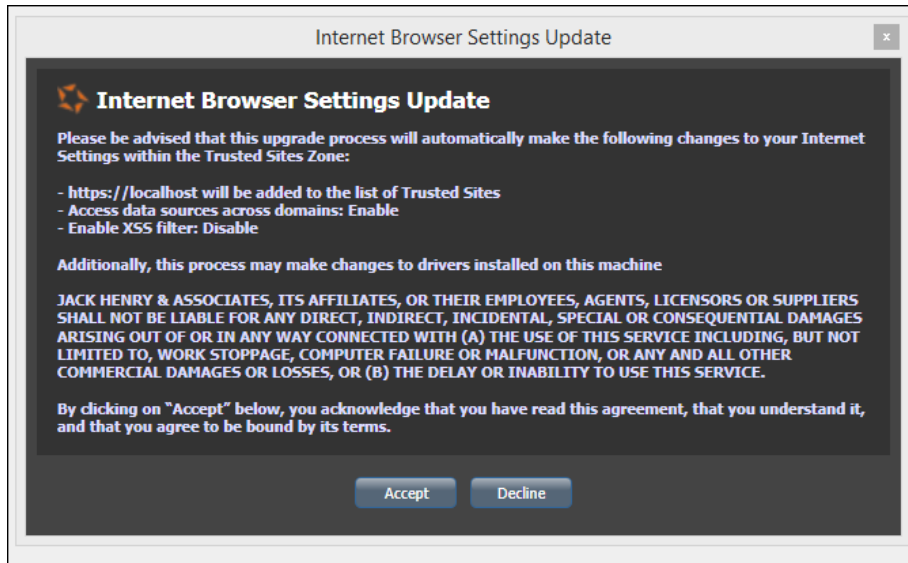
FIGURE 24 - INTERNET BROWSER SETTINGS UPDATE WINDOW

8. The system will ask you to log out of the Merchant Portal. After logging out of the portal, close all windows for Internet Explorer or Google Chrome. Select **OK** to continue.
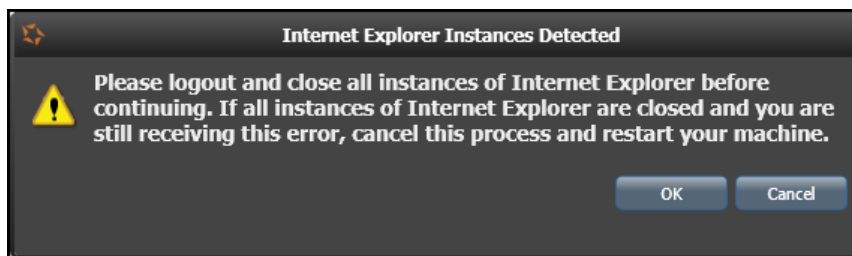
FIGURE 25 - PROMPT TO LOG OUT OF THE MERCHANT PORTAL AND CLOSE ALL BROWSER WINDOWS
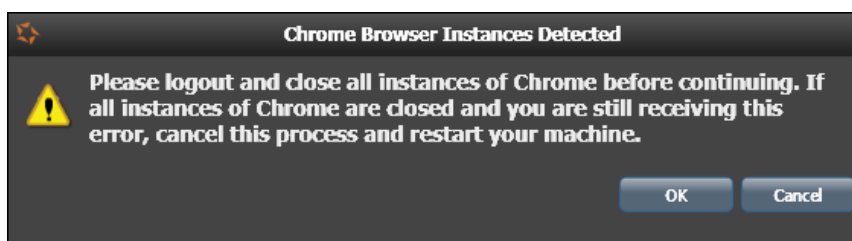
FIGURE 26 - PROMPT TO LOG OUT OF THE MERCHANT PORTAL AND CLOSE CHROME INSTANCES

9. Restart your computer. After you have restarted your computer, you may log in to the Merchant Portal and select **Transactions** from the top of the page.

10. From the left navigational bar, select **Remote Deposit Scan**. Device Control will initialize. Select which scanner and model you wish to install for use, and click **Install**.
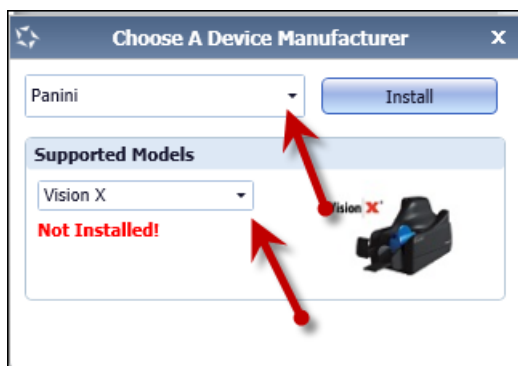
FIGURE 27 - SELECTING A DEVICE AND MODEL

11. The **Add/Remove Devices** window displays. Select the scanner you wish to add and click **Install**.
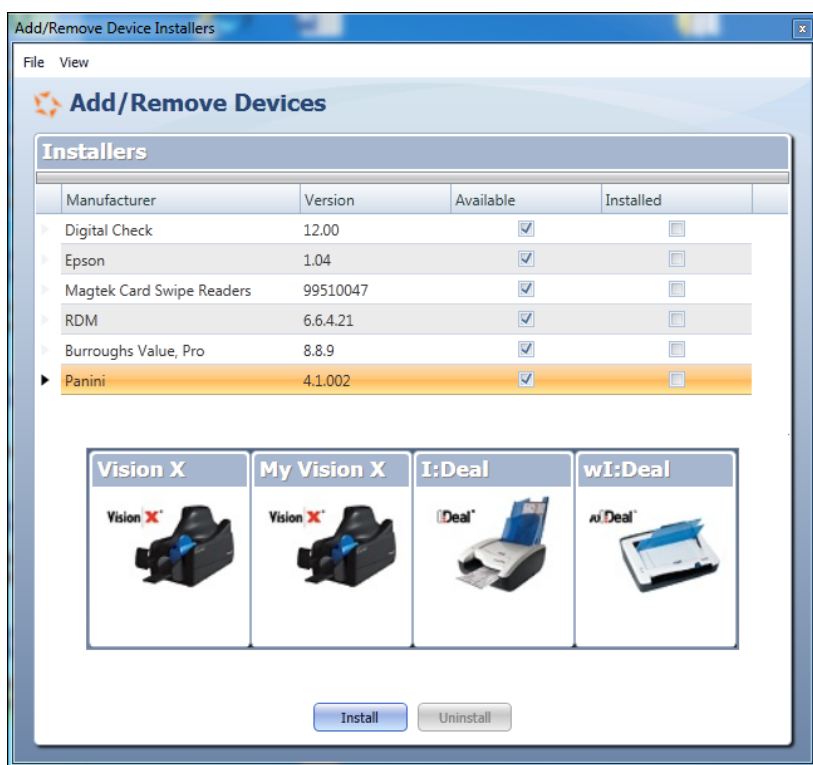
FIGURE 28 - ADD/REMOVE DEVICES

12. The Install Wizard tool appears. Disconnect the scanner you wish to install from your computer, and exit all other applications. Select **Next** in the Install Wizard tool to continue.
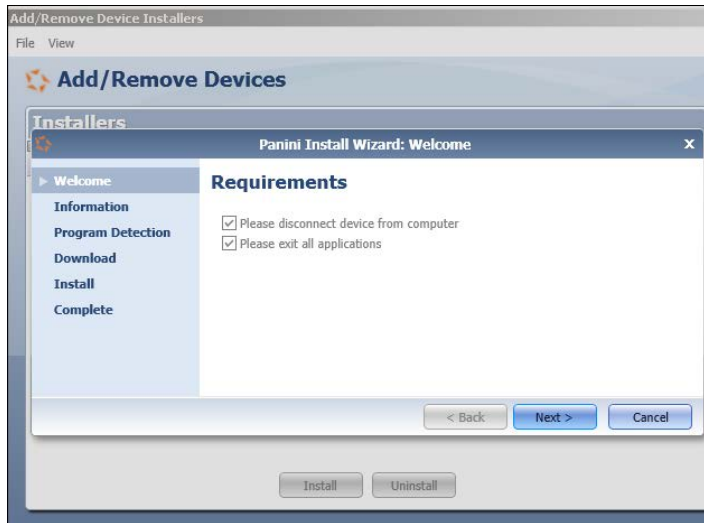
FIGURE 29 - INSTALL WIZARD

13. After the Install Wizard has run its course, connect the scanner to your computer and select **Finish**. The scanner is now installed, and you may begin scanning deposits.
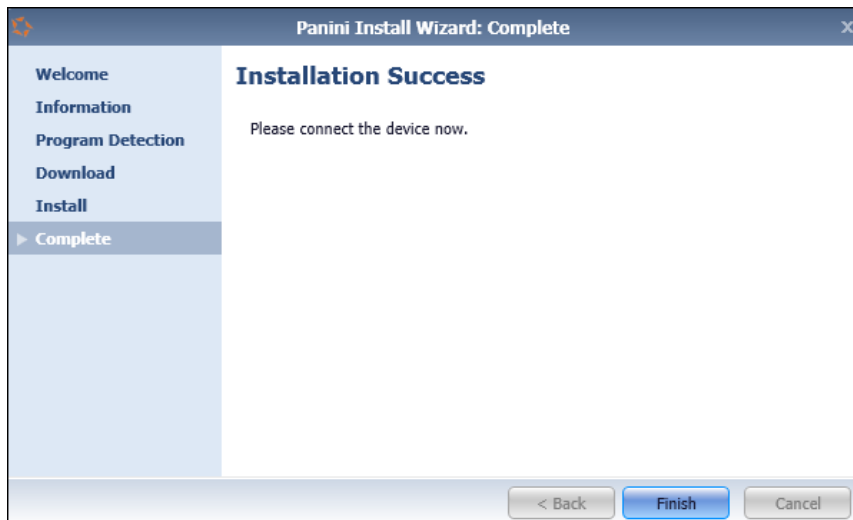
FIGURE 30 - INSTALLATION COMPLETE

NOTE: For more information about working with Device Control, including uninstalling a scanner, please see the "Scanner Device Control" section of this document.

Working with Remote Deposit Scan

The Remote Deposit Scan application allows you to scan one check at a time. The scanner will read the MICR line of the check and scan the front and back sides of the check. You will need to specify an account location, name on account, payment origin, and amount of the item, discussed in this section.

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

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

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

Status	Definition
Uncollected NSF	(*ACH Only*) The transaction was returned to ProfitStars NSF by the Fed, and funds could not be recovered.
Suspended	The transaction has been verified but has exceeded **Velocity** limits.
Disputed	(*ACH Only*) The transaction was returned to ProfitStars by the Fed because the account holder at the receiving financial institution has disputed its validity. The transaction will be charged back (reversed).
Invalid/Closed Account	(*ACH Only*) The transaction was returned to ProfitStars by the Fed because the account number at the receiving financial institution was invalid or because the account was closed.
Resolved	The transaction has been moved into a **Resolved** status by a user to indicate that no further action related to the transaction is required. Transactions can be moved into a **Resolved** status from a status of **Declined, Voided**, **Invalid/Closed Account**, **Disputed**, **Uncollected NSF**, **Error**, or **In Research**.

1. Log in to the Merchant Portal, and select the **Transactions** tab from the top of the page.
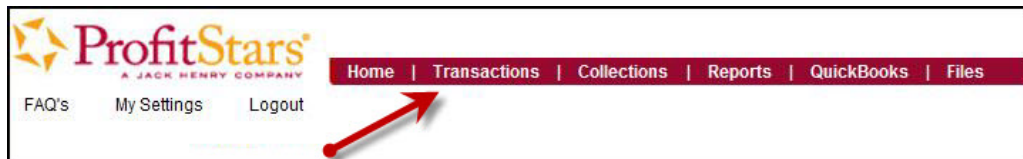
FIGURE 31 - TRANSACTIONS TAB

2. From the left navigational bar, select **Remote Deposit Scan**.

FIGURE 32 – REMOTE DEPOSIT SCAN OPTION

3. If Device Control has not already launched, the system will ask you to confirm launching Device Control. Select **OK** to continue.
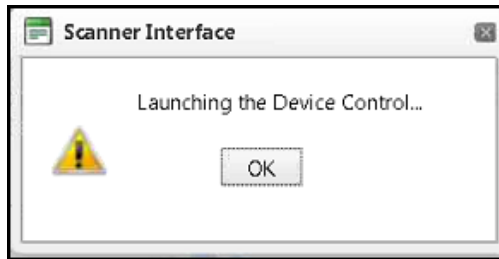
FIGURE 33 - PROMPT TO LAUNCH DEVICE CONTROL

4. The **Check Processing: Remote Deposit Scan** page appears, and Device Control, the feature used to help manage your scanning device, also appears at the bottom of your page. Complete the required fields designated by an asterisk:

- **Location**: Select the account location where the check will be processed. Once you select a location, the Device Control will update to a ready status.

- **Payment Origin**: Select the type of payment.

- **Name on Account (Grayed-out)**: A field for the name of the check writer. The information for this field will auto-populate when the check is scanned.

- **Amount**: Enter the amount for the check as a two-decimal-place number. For example, XX.XX

FIGURE 34 - REQUIRED FIELDS

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

5. Place the check in the scanner, and scan the check item.

6. If the check could not be read properly, the following **MICR Repair** prompt will appear.

FIGURE 35 - MICR REPAIR WINDOW

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

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

FIGURE 36 - RESCAN OPTION

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

FIGURE 37 - REPAIR OPTION FOR MICR LINE

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

FIGURE 38 - SELECTING A CUSTOMER FOR AN ACCOUNT

8. On the right side of the page, fill out any additional information about this customer and/or transaction. **Customer Type** is a required field. Any of the following fields will be used to generate a customer record when filling out customer data.

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

FIGURE 39 - CUSTOMER TYPE FIELD

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

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

Status	Definition
Address	This field contains the mailing address of the customer. This field will repopulate the next time a check from the same customer is scanned.
Amount	The amount of the transaction as a two-decimal-place number (for example, XX.XX).
Back of Check	When clicked, the back image of the check enlarges for a better display.
Check Number	This field contains the check serial number captured when a check has been scanned.
City	Contains the city where the customer resides. This field will repopulate the next time a check or credit card from the same customer is scanned.

Status	Definition
Company Name	This field replaces the **Last Name** field when the **Customer Type** is set to **Business**. This field will repopulate the next time a check or credit card from the same customer is scanned, and users can search by this field.
Country	This field contains the country where the customer resides and will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Customer Number	This field must be unique for each customer. It will repopulate the next time a check or credit card from the same customer is scanned. This field is available to appear on reports, and users can search by this field to populate personal information when this customer makes a deposit in the future.
Customer Type	This is a required field that defaults to **Individual**. This field can be changed to **Business** depending on the type of customer.
Daytime Phone	This field contains the customer's daytime phone number. It will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Description	This field is informational and does not appear on reports, but will appear on the **Transaction Details** page.
Driver's License	This field contains the driver's license number of the customer. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Effective Date	This field contains the date the transaction is to be processed.
Email Address	This field contains the email address of the customer. It will repopulate the next time a check or credit card from the same customer is scanned. This field will not appear on reports.
Evening Phone	This field contains the customer's evening phone number. It will repopulate the next time a check or credit card from the same customer is scanned. This field does not print on reports.
Fax Number	This field contains the customer's fax number. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Federal Tax ID No.	This field replaces the **Social Security No.** field when the **Customer Type** field is set to **Business**. It will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
First Name	This field contains the customer's first name and will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.

Status	Definition
Front of Check	When clicked, the image of the front of the check is enlarged for display.
Image 2	When clicked, the system will prompt you to scan a second document, such as a check stub or invoice, to associate with the check, granted the document fits through the scanner.
Last Name	This field contains the customer's last name and will repopulate the next time a check or credit card from the same customer is scanned. Users can search by this field. This field does not appear on reports.
Location	This field contains the account to be debited/credited with the payment. This is a required field.
Name on Account	This field contains the name of the person from whom the item was received or the actual name used on the credit card or bank account. This field will repopulate the next time a check or credit card with the same account information is scanned and will appear on reports.
Payment Origin	This field is **required** if displayed and shows a value based on input from the **Payment Type** field from the **New Deposit** page. It will contain one of the following: - Mailed-In - Drop Box - Retail/Point of Purchase Sale - Back office
Postal Code	Contains the zip code of the merchant residence or business.
Process Payment	When clicked, a response message will appear as to whether the transaction has been approved to be processed.
Rescan	When clicked, the system will prompt for the check to be scanned again.
Repair	When clicked, a repair page displays, and the **MICR Repair Entry** field allows users to fix the MICR line of a check.
Social Security No.	This field contains the Social Security Number of the customer. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
State	This field contains the state from which the customer's driver's license was issued. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.
Suite/Apt. #	This field contains the suite or apartment number of the customer. This field will repopulate the next time a check or credit card from the same customer is scanned. This field does not appear on reports.

Status	Definition
Transaction Number	This field must be unique for each transaction processed. It will be automatically populated if left blank and will appear on reports.
Zip/Postal	This optional key entry field contains the zip code or postal code of your customer and will repopulate the next time a check from the same customer is scanned. This field is not available to appear on reports.

9. Select **Front of Check** to view the front image of the item. Select **Back of Check** to view the back image of the item.

10. Notice whether your settings have determined if franking the check is automatic, disabled, or whether you have the option to frank an item. In the below example, franking is set to automatic for each item.
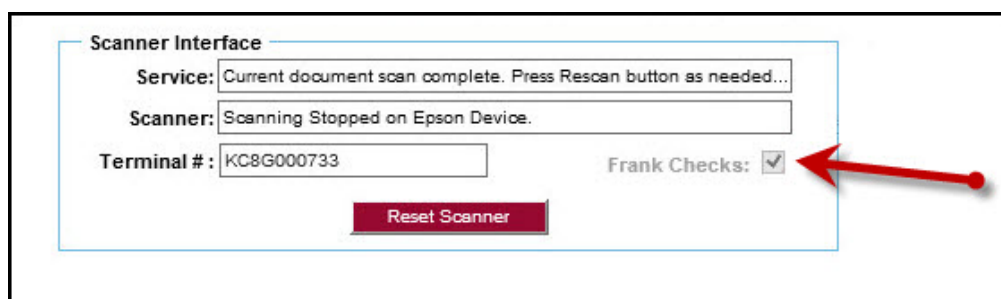
FIGURE 40 - FRANKING SETTING FOR CHECKS

11. If an additional image needs to accompany the item, select **Image 2**, and scan the document through the scanner.

FIGURE 41 - IMAGE 2 OPTION

12. When ready to complete the payment, select **Process Payment**. The system will have a prompt confirming the submission. Select **OK** to continue or press **Enter** on your keyboard.

FIGURE 42 - PAYMENT PROCESSING CONFIRMATION

The following list describes all the potential prompts the system may provide when attempting to submit a check.
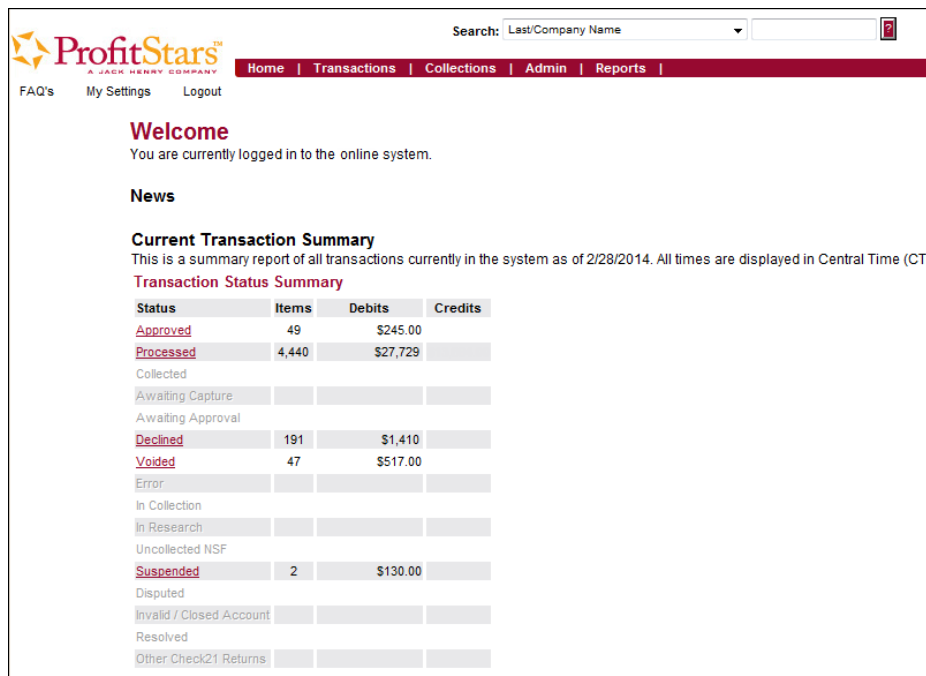
- **Internal Error** – This message indicates an internal error has occurred in the system. Please contact your first line of support.

- **Invalid MICR** – This message indicates that the MICR line is invalid, specifically the routing & transit number of the financial institution. Acknowledged account numbers are between 4-17 numerical characters.

- **Transaction Approved** – This response indicates that the transaction payment information has been verified; the transaction will be added to the **Approved** status to be processed later.

- **Transaction Not Approved** – This response appears for one of the following reasons.

  - A Velocity (transaction) limit has been met or exceeded. This item will be placed in the **Suspended** transaction status.

  - A transaction has been declined due to a Dual Authorization setting on the processor. This item will appear in the **Declined** transaction status.

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

Editing a Transaction

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

Upon logging in to the Merchant Portal, the **Home** page displays with the **Current Transaction Summary** showing the status of all transactions within the past 60 days. A transaction can be in any one status during processing.

FIGURE 43 - HOME PAGE WITH TRANSACTION STATUS SUMMARY
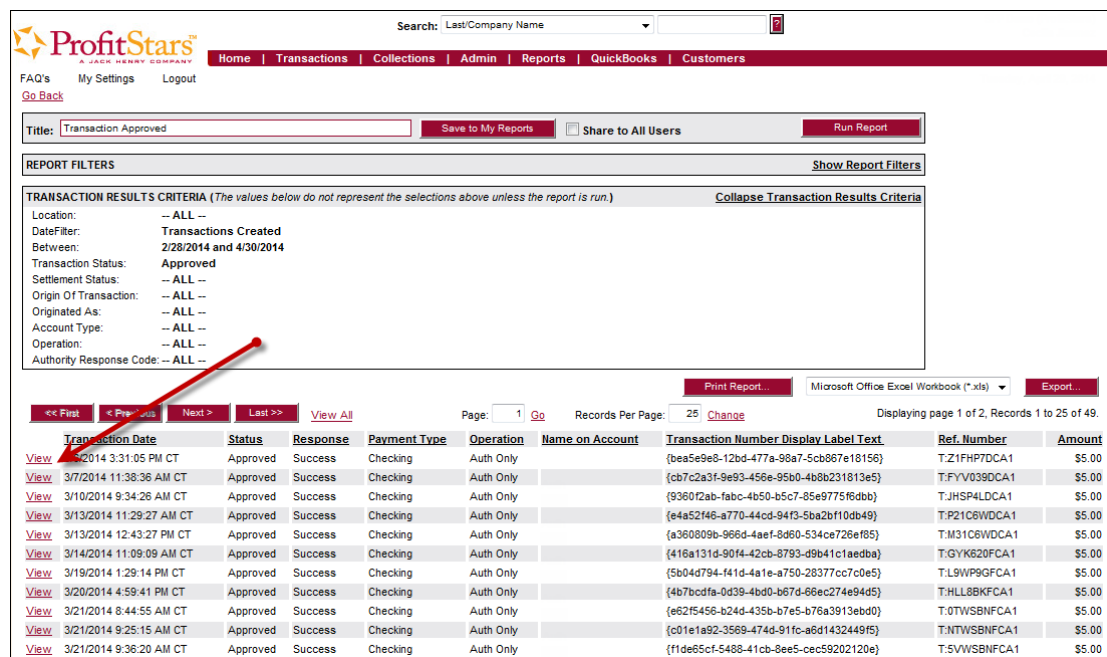
Below is a table listing all the potential statuses for a transaction.

Status	Definition
Approved	The transaction has been verified and will be processed at the designated cut-off time.
Processed	The transaction has been transmitted to the appropriate network (ACH or Check 21). Changes can no longer be made, and the transaction can no longer be voided.
Collected	(*ACH Only*) The transaction, originally returned NSF, has been re-presented to the Fed by ProfitStars, and funds were recovered.
Awaiting Capture	Status for credit card transactions only.
Awaiting Approval	The transaction has been verified, but the amount of the transaction exceeded the **Dual Authorization** limit of the user who created it. An authorized approver must review and then either approve or void the transaction.
Declined	The transaction has been declined by the EPS system and will not be processed. The transaction exceeded either **Dual Authorization** limits or **Velocity** limits.
Voided	The transaction has been voided and will not be processed. Transactions may not be voided once they are in the **Processed** status.
Error	An internal error has occurred within the EPS system. Contact your first line of support.
In Collection	(*ACH Only*) The transaction, returned NSF, is in the process of being re-presented to the Fed by ProfitStars.
In Research	May be used by your support group.
Uncollected NSF	(*ACH Only*) The transaction was returned to ProfitStars NSF by the Fed, and funds could not be recovered.
Suspended	The transaction has been verified, but it has exceeded **Velocity** limits.
Disputed	(*ACH Only*) The transaction was returned to ProfitStars by the Fed because the account holder at the receiving financial institution has disputed its validity. The transaction will be charged back (reversed).
Invalid/Closed Account	(*ACH Only*) The transaction was returned to ProfitStars by the Fed because the account number at the receiving financial institution was invalid or because the account was closed.

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

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

1. To edit a transaction, log in to the Merchant Portal, and select the **Approved** link from the **Current Transaction Summary**.

2. Select the **View** link next to the transaction you would like to edit.

FIGURE 44 - VIEW COLUMN FOR APPROVED STATUS TRANSACTIONS

3. To edit the amount, select **Edit** to the left of the **Sale** field.

FIGURE 45 - TRANSACTION DETAILS PAGE WITH EDIT OPTION

4. Enter the new amount and a **Reason** for the change. Select **Save.**

FIGURE 46 - EDITING A TRANSACTION AMOUNT

5. To change the date the transaction will be processed, select **Edit** next to the **Effective Date** field.

FIGURE 47 - EDITING AN EFFECTIVE DATE

6. Enter the date in MM/DD/YYYY format or choose the date from the calendar option. Enter a **Reason** for the change, and select **Save**.

FIGURE 48 - SAVING A NEW EFFECTIVE DATE

Voiding a Transaction

A transaction can be voided as long as it is still in a status of **Approved**, **Awaiting Approval**, or **Suspended**.

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

FIGURE 49 - APPROVED STATUS LINK

2. A report of approved transactions displays. Select the **View** link next to the transaction you would like to void.

FIGURE 50 - APPROVED STATUS TRANSACTION REPORT

3. Select **Void This Transaction**.

FIGURE 51 - VOIDING A TRANSACTION

4. To continue, choose **Confirm Void**.

FIGURE 52 - CONFIRMING VOIDING A TRANSACTION

5. After confirming the void, the system will have a prompt to **Mark This Transaction Resolved**. Marking a transaction as resolved provides a reason why an item was voided for communicative purposes. Click **Mark This Transaction Resolved.**

FIGURE 53 - MARKING A TRANSACTION RESOLVED

6. Enter a reason for resolving the transaction in the **Reason** field, and click **Resolve**.

FIGURE 54 - ENTERING A REASON FOR RESOLVING A TRANSACTION

The transaction now appears in the **Resolved** status count on the **Current Transaction Summary**.

Bulk Check Operations

The system will allow you to take action on multiple check items, at once. Bulk check operations are available depending on a transaction's status.

Bulk Approve

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

1. Log in to the system and select **Transactions** from the top of the page.

2. From the left navigational bar, under the **Bulk Check Operations** heading, select **Approve**.
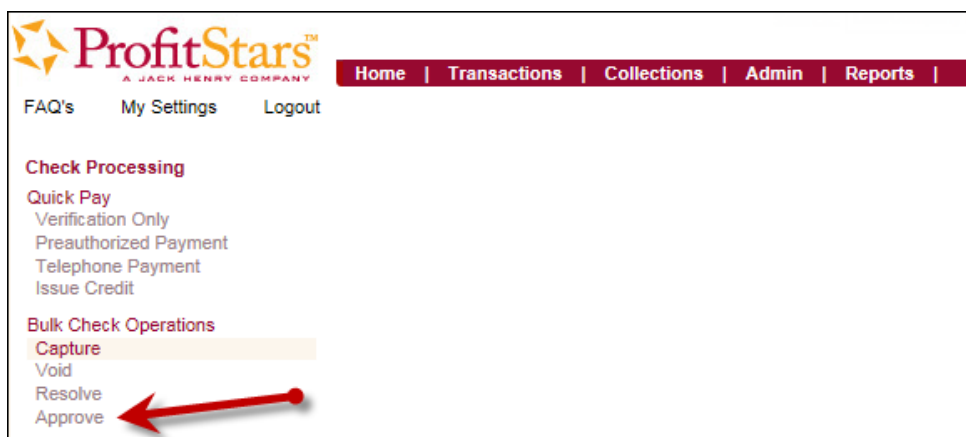
FIGURE 55 - BULK APPROVE OPTION

3. The **Bulk Approval** page appears. Specify a **Location** from which to search for transactions.

FIGURE 56 - BULK APPROVAL PAGE

4. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using MM/DD/YYYY format, or the calendar option provided.

5. The **Status** for the type of transaction will be **Awaiting Approval** by default. Select the **Run Report** option.

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6. The transaction(s) matching your search filters appear. Select the check box(es) next to the transaction(s) you wish to approve. You may also select the check box in the column header to select all the transactions listed.

		Transaction Status	Date Created	Application System	Name on Account	Transaction ID00	Tran Data 1	Tran Data 2	Tran Data 3	Ref No.	Amount
☐	view	Awaiting Approval	11/27/2013 9:59:22 AM CT	Merchant Portal	Test	{e8d2bc6d-b81a-4d9b-c}				T:1Y7F9K2CA1	$12.00
☐	view	Awaiting Approval	12/18/2013 11:26:04 AM CT	Merchant Portal		{ac679e9a-39d2-40f9-i}				T:253H9L4CA1	$15.00

Reason: Bulk Approval

Approve Selected

FIGURE 57 - SELECTING TRANSACTIONS FOR APPROVAL

7. Enter a **Reason** for approving any item(s). Select the **Approve Selected** field. The system will approve the item(s).

Bulk Capture

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

1. Log in to the system and select **Transactions** from the top of the page.

2. From the left navigational bar, under the **Bulk Check Operations** heading, select **Capture**.
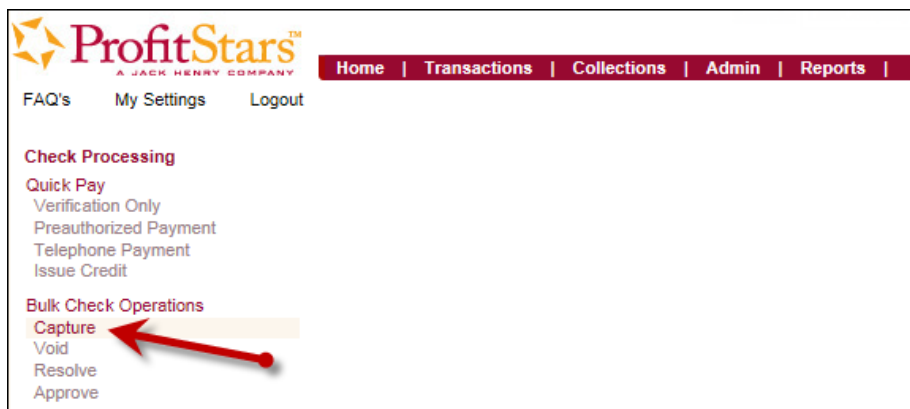

FIGURE 58 - BULK CAPTURE OPTION

3. The **Bulk Capture** page appears. Select a **Location** from which to search for transactions.

FIGURE 59 - BULK CAPTURE PAGE

4. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using a MM/DD/YYYY format, or the calendar option provided.

5. Select the **Awaiting Capture** for the **Status** field. Select **Run Report**.

6. The transaction(s) matching your search filters appear. Select the check box(es) next to the transactions you wish to capture. You may also select the check box in the column header to select all the transactions listed.

FIGURE 60 - SELECTING TRANSACTIONS FOR CAPTURE

7. Enter a **Reason** for capturing any item(s). Select the **Capture Selected** option.

Bulk Void

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

1. Log in to the system and select **Transactions** from the top of the page.

2. From the left navigational bar, under the **Bulk Check Operations** heading, select **Void**.
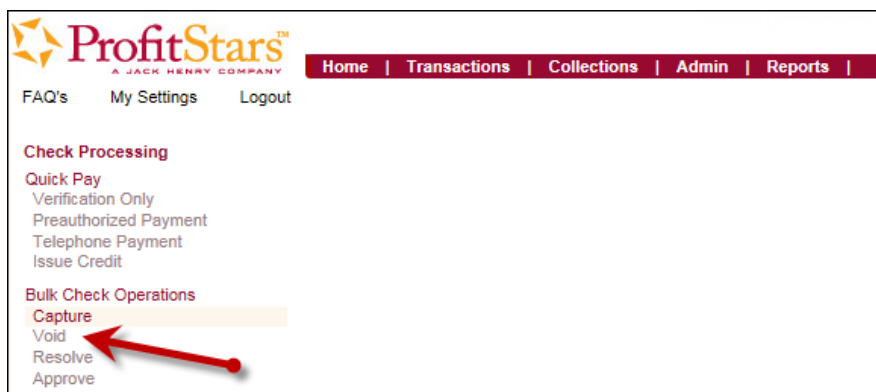
FIGURE 61 - BULK VOID OPTION

3. The **Bulk Void** page appears. Select a **Location** from which to search for transactions.

FIGURE 62 - BULK VOID PAGE

4. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using a MM/DD/YYYY format, or the calendar option provided.

5. Select a **Status** for the transactions you wish to void. Select **Run Report**.

6. The transaction(s) matching your search filters appear. Select the check box(es) next to the transactions you wish to void. You may also select the check box in the column header to select all the transactions listed.

FIGURE 63 - TRANSACTIONS FOR BULK VOID

7. Enter a **Reason** for voiding any items. Select the **Void Selected** option.

Bulk Resolve

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

1. Log in to the system and select **Transactions** from the top of the page.

**2.** From the left navigational bar, under the **Bulk Check Operations** heading, select **Resolve**.

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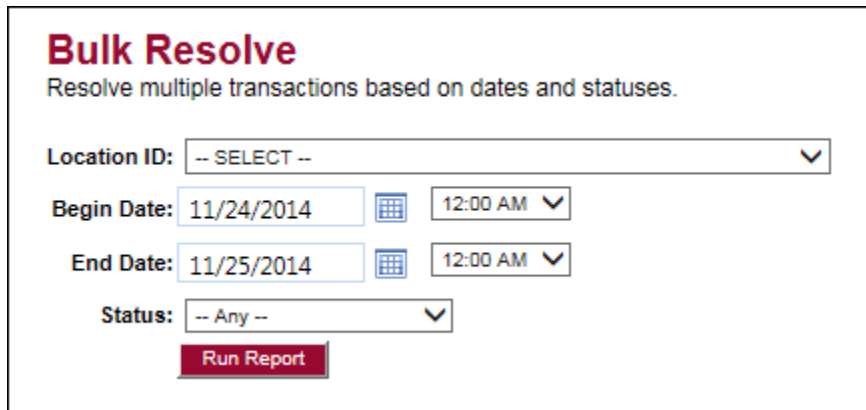
4. Specify a **Begin Date** and **End Date** for a range in which to search for transactions using a MM/DD/YYYY format, or the calendar option provided.

5. Select a **Status** from the list provided. Select **Run Report**.

6. The transaction(s) matching your search filters appear. Select the check box(es) next to the transactions you wish to void. You may also select the check box in the column header to select all the transactions listed.

Transactions matching your query:

☐		Transaction Status	Date Created	Application System	Name on Account	Transaction ID00	Ref No.	Amount
☐	view	Declined	11/24/2014 2:08:49 PM CT	SmartPay Express	test test	{5eaa55fe-dcbe-4e0}	T:59DCMT6DA1	$125.00

Reason: Bulk Resolve

Resolve Selected

FIGURE 66 - SELECTING TRANSACTIONS FOR RESOLVE

7. Enter a **Reason** for resolving these transactions, and select **Resolve Selected**.

Scanner Device Control

Device Control Indicators

The Device Control can be in any one of several statuses. Look to your hidden icons on the bottom navigational bar to view the status of the Device Control. In the following figure, the Device Control icon is yellow, indicating that it is in use.
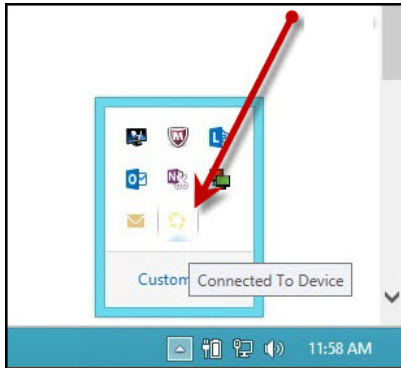

FIGURE 67 - DEVICE CONTROL ICON

- A green icon indicates the Device Control services are available.
- A black icon indicates that the Device Control services are offline.
- A red icon indicates that an error has occurred with the Device Control.

1. Select the Device Control icon to bring up the **Device Control Information** window.
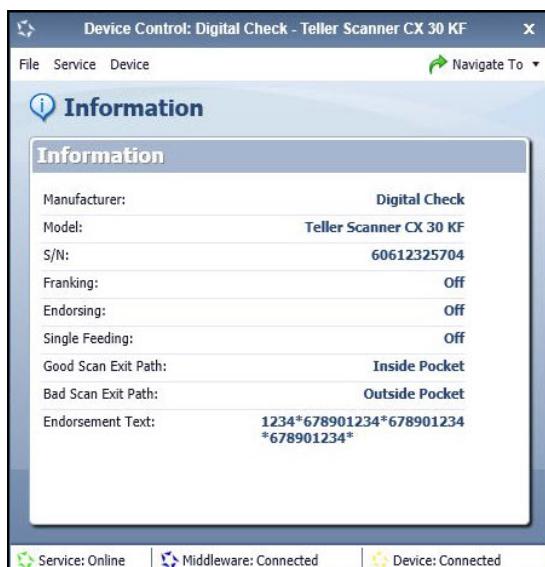

FIGURE 68 - DEVICE CONTROL MENU

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2. To stop the Device Control, select **Service** | **Stop**. The Device Control icon and window will appear black.
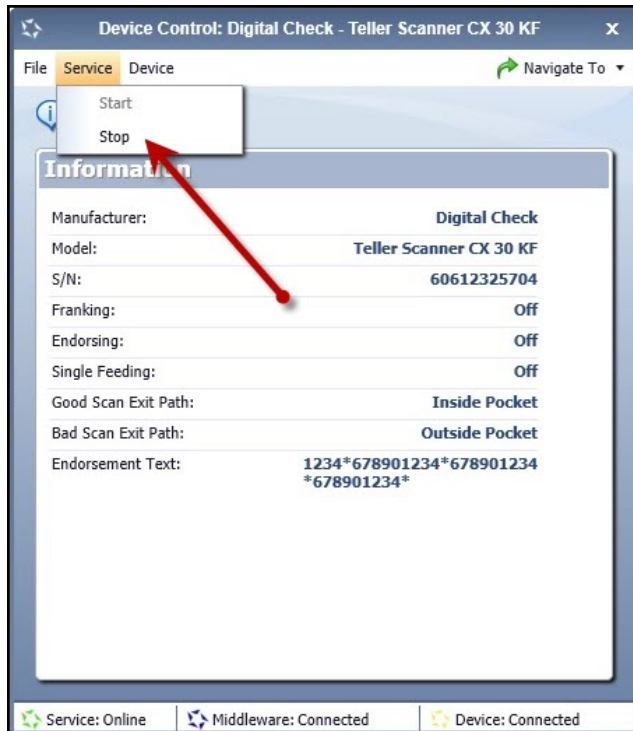

FIGURE 69 - STOP DEVICE CONTROL SERVICE

FIGURE 70 - DEVICE CONTROL, BLACK

3. Select **Navigate To** | **Information** or **Navigate To | Diagnostics** near the top corner of the Device Control to see more about either the scanner settings or other information.
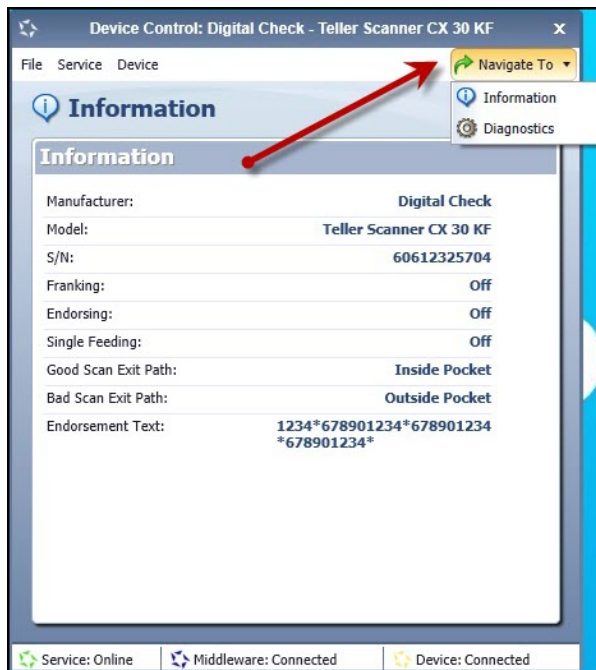

FIGURE 71 - NAVIGATE TO OPTION

Status Messages and Alerts

Use the following steps to limit the amount of alerts and status messages received from Device Control.

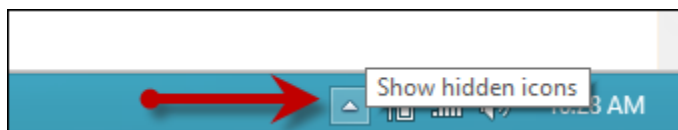**1.** On the bottom task bar, select the **Show hidden icons** option.

FIGURE 72 - SHOW HIDDEN ICONS OPTION

2. Right-click the Device Control icon and select **Options | Display Alert Balloons**. The option should now be deselected (no checkmark next to the option).
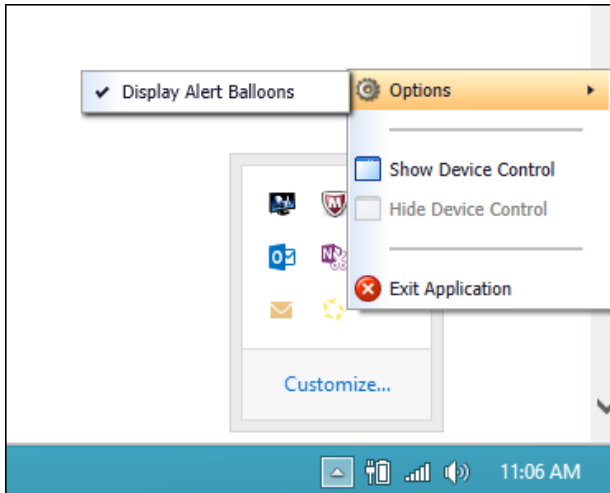
FIGURE 73 - DISPLAY ALERT BALLOONS OPTION, SELECTED
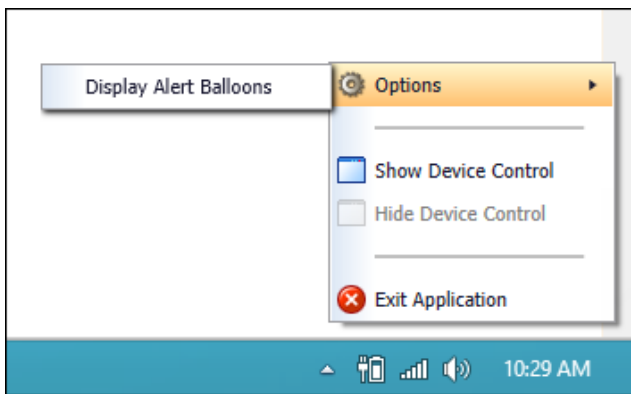

FIGURE 74 - DISPLAY ALERT BALLOONS, DESELECTED

Changing a Scanner

To select a different scanner with the Device Control, follow the steps below.

1. From the **Device Control Information** window, select **Service | Stop**.
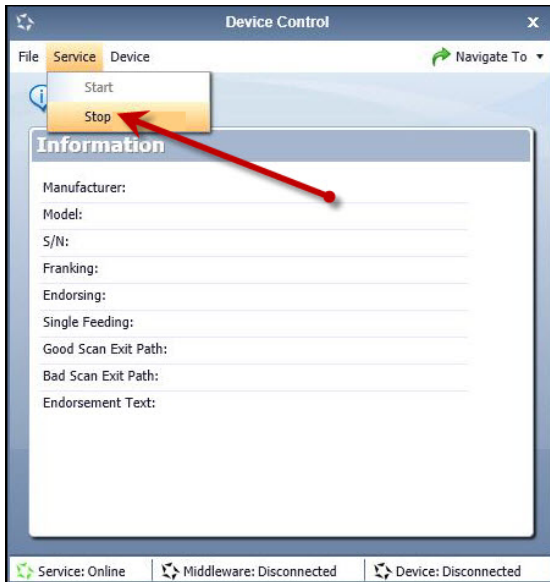
FIGURE 75 - STOP DEVICE CONTROL SERVICE
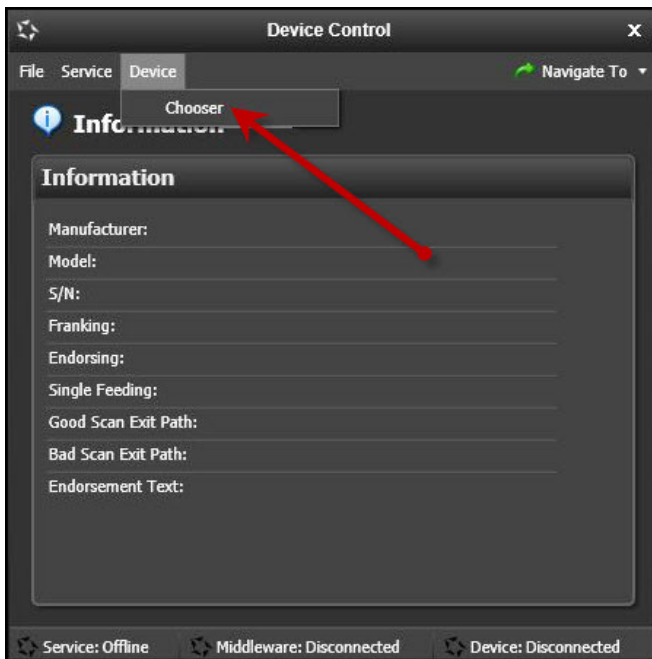
2. Select **Device | Chooser**.

FIGURE 76 – DEVICE | CHOOSER OPTION

3. The **Choose a Device Manufacturer** window appears. Select a manufacturer for the scanner you wish to utilize. You may also opt to select a particular model.
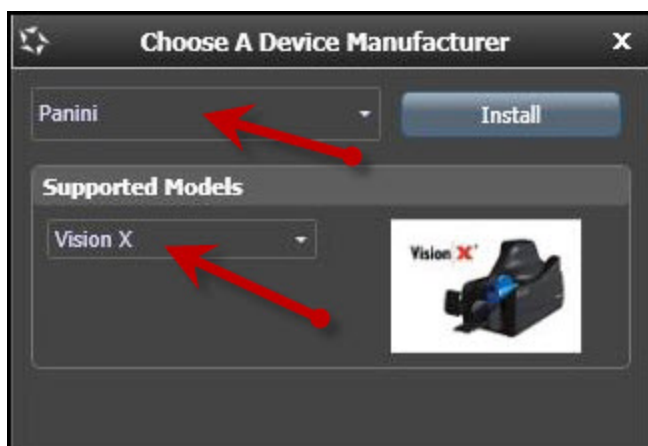
FIGURE 77 - SELECTING A NEW SCANNER AND MODEL

4. If the scanner and model you selected has not yet been installed, the system will display an indicator, **Not Installed!** You have the option of installing this scanner if applicable.

FIGURE 78 - SELECTED DEVICE NOT INSTALLED

Uninstalling a Scanner

If you need to uninstall a scanner once you have Device Control installed, use the following steps.

1. In the Device Control window under the **Choose a Device Manufacturer** heading, select the **Uninstall** option.

FIGURE 79 - UNINSTALL OPTION

2. The **Add/Remove Devices** page appears. Choose the scanner to uninstall, and select **Uninstall**.
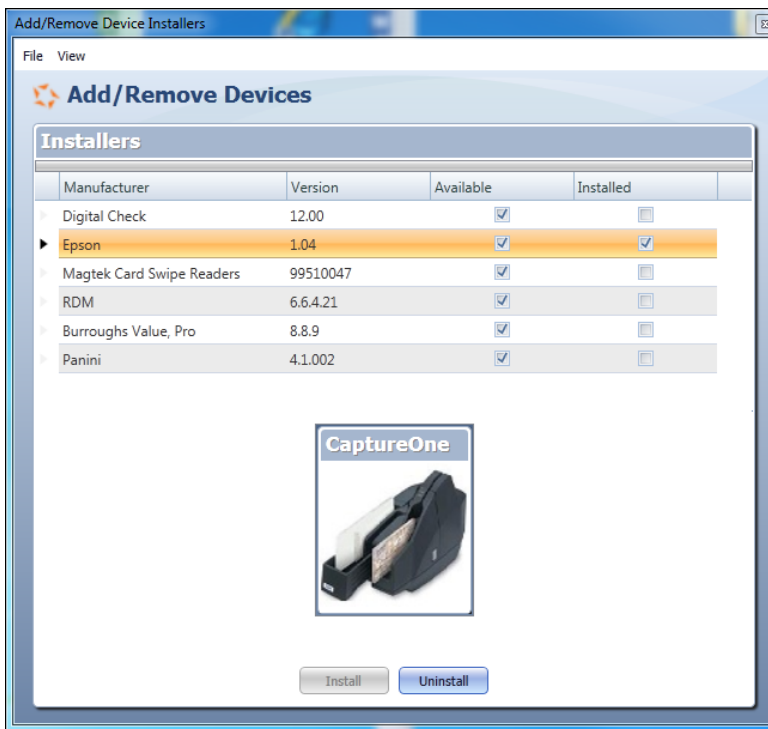

FIGURE 80 - SELECTING A SCANNER WITH UNINSTALL OPTION

3. The **Uninstall Wizard** initiates. Complete the instructions, and select **Next** to continue.
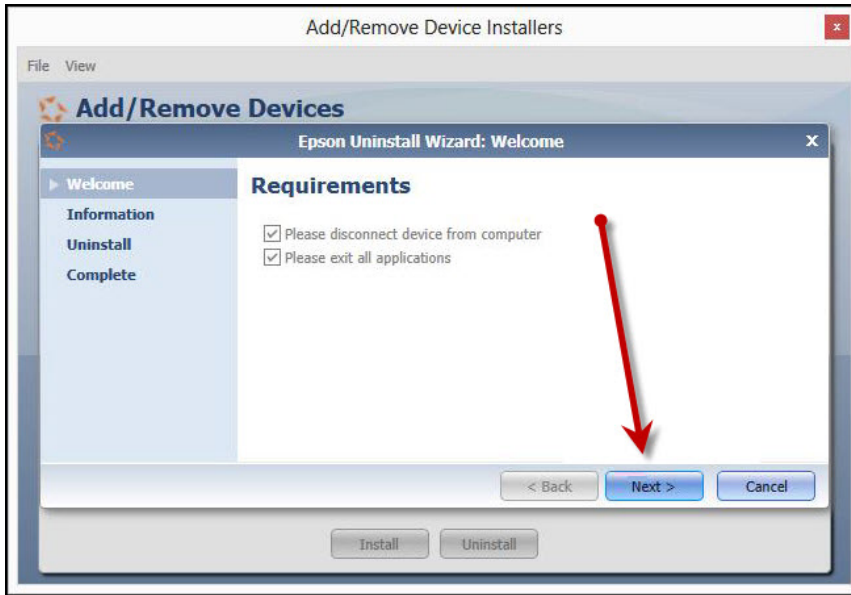
FIGURE 81 - UNINSTALL WIZARD WITH NEXT OPTION

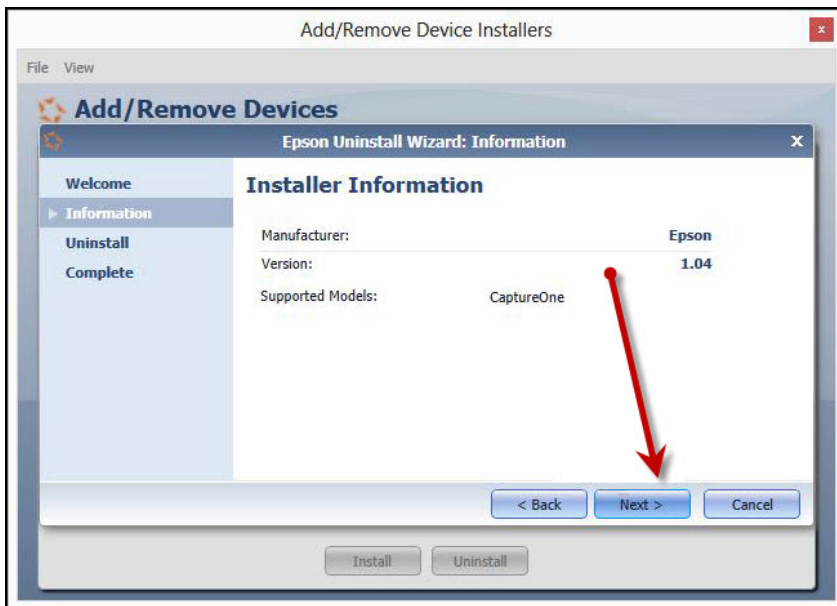**4.** The installer information for the scanner appears. Select **Next** to continue.

FIGURE 82 - UNINSTALL WIZARD WITH INSTALLER INFORMATION

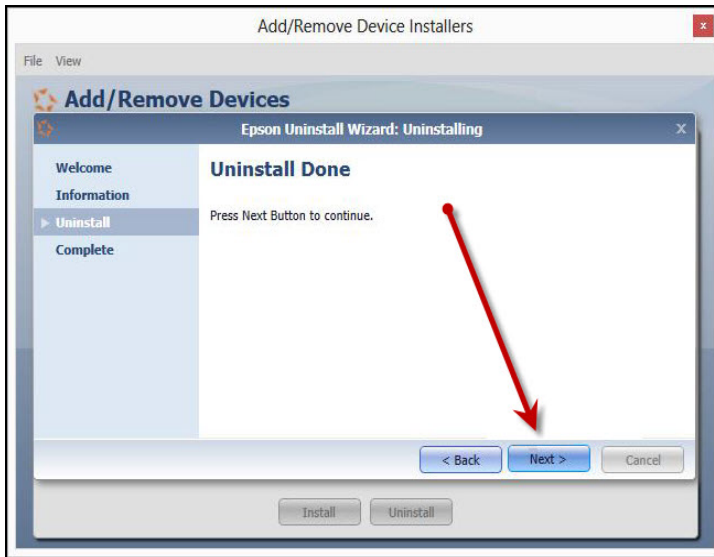**5.** The uninstallation process will complete. Select **Next** to continue.

FIGURE 83 - UNINSTALL COMPLETE PROMPT

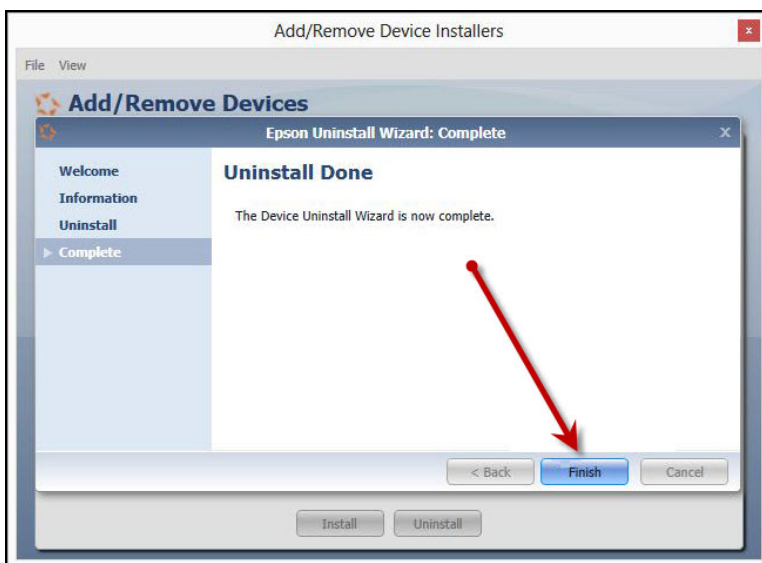**6.** Once the process is complete, select **Finish**. The scanner you selected will now be uninstalled.

FIGURE 84 - UNINSTALL FINISH