

Kofax iRemit

User Guide

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KOFAX

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About Kofax iRemit

Kofax iRemit provides highly secure, distributed access to remittance data and related document images for historical transaction content management. Banks and third-party lockbox providers use iRemit to provide data and document access to their lockbox clients.

Authorized users can search for, display, download, or export data and related document images in the iRemit archive - including checks, remittance coupons, lists, invoices, correspondence, and envelopes - for one or more transactions.

In addition to the long-term archive (LTA), iRemit offers the following optional modules. These modules are only available to users with the appropriate access rights.

- Daily Summary
This module gives users a drill-down view of their archive data.
- Client Decisioning Module (CDM)
This module allows users to retrieve exception transactions and decision and update the status of these transactions to allow for timely deposits of remittances.
- Post Processing Work (PPW)
This module allows users to perform a variety of tasks on identified post-processing remittance transactions (checks, coupons, correspondence) that require some sort of action or status change.

Kofax iRemit also offers subscription services for these features:

- Dashboard
This module provides an at-a-glance view of daily totals.
- Download IDX
This module enables users to download scheduled extracts from the archive.
- IR Workflow
This module enables users to add or edit virtual stubs to electronic transactions.
- Notifications
This module enables users to receive notifications for different application events.

Getting help with Kofax products

The [Kofax Knowledge Base](#) repository contains articles that are updated on a regular basis to keep you informed about Kofax products. We encourage you to use the Knowledge Base to obtain answers to your product questions.

To access the Kofax Knowledge Base, go to the [Kofax website](#) and select **Support** on the home page.

Note The Kofax Knowledge Base is optimized for use with Google Chrome, Mozilla Firefox or Microsoft Edge.

The Kofax Knowledge Base provides:

- Powerful search capabilities to help you quickly locate the information you need.
Type your search terms or phrase into the **Search** box, and then click the search icon.
- Product information, configuration details and documentation, including release news.
Scroll through the Kofax Knowledge Base home page to locate a product family. Then click a product family name to view a list of related articles. Please note that some product families require a valid Kofax Portal login to view related articles.
- Access to the Kofax Customer Portal (for eligible customers).
Click the **Customer Support** link at the top of the page, and then click **Log in to the Customer Portal**.
- Access to the Kofax Partner Portal (for eligible partners).
Click the **Partner Support** link at the top of the page, and then click **Log in to the Partner Portal**.
- Access to Kofax support commitments, lifecycle policies, electronic fulfillment details, and self-service tools.
Scroll to the **General Support** section, click **Support Details**, and then select the appropriate tab.

Chapter 1

Get started with Kofax iRemit

This chapter explains how to log on to Kofax iRemit and provides an overview of the iRemit home page. It also provides information about annotations, which can be added to provide additional information about transactions and are available throughout the application.

Note iRemit is customizable. Depending on your system configuration, some features described in this guide may not be available, or may be different than described. Which features are available also depends on the roles assigned to you by your system administrator.

Start Kofax iRemit

To start Kofax iRemit, get the site URL and a user name and password from the administrator. Kofax iRemit supports Internet Explorer 11, Edge, Chrome, and Firefox on Windows 10.

1. In your web browser, enter the site URL
2. Enter your user name and password and click **Sign In**.

When you sign in for the first time, you are prompted to change your password.

Additional login credentials

If your system is configured to use Multi-Factor Authentication (MFA), in addition to entering a new password, you must provide additional information. This may take one of two forms, depending on your system configuration:

- Challenge response questions.
- One-time password.

Challenge response questions

After you change your initial password, you must select questions and provide answers to those questions.

Thereafter, whenever you sign in to iRemit, you are prompted to provide your answer to one of the questions. The answer must exactly match the answer you provided during your initial sign-in.

To change your answers to the questions after your initial sign-in, on the toolbar, select **Login Settings > Challenge Response**.

Note If you need to change the challenge response questions and answers, contact the administrator.

One-time password

The system sends you an email with a one-time password. After you change your initial password, you must enter the one-time password. You receive an email to change the password each time you log on.

Self-service password

You can use the self-service password feature to reset the password. The process depends on whether or not you are MFA user.

Self-service password for non-MFA users

1. Click **Reset Password**.
2. Enter your username and email address.
If the email address matches what is in the system, a temporary password is sent.
3. Follow the instructions in the email to log on with your email and temporary password.
4. When prompted, enter a new password.

Self-service password for MFA users

1. Click **Reset Password**.
2. Enter your user name and password and answer the challenge response questions.
If the credentials and challenge response answers are correct, you are given a temporary password.

Resetting with a one-time password for MFA users

Click on Password Reset. Enter your username and email address. As long as the email address matches what we have on file, you will receive a one-time password. Upon entering your username and temporary password you will be prompted to change your password.

1. Click **Reset Password**.
2. Enter your username and email address.
If the email address matches what is in the system, a temporary password is sent.
3. Click the link in the email.
You are prompted to reset the email.

Changing the password

If you need to change the password while you are logged in, do the following:

1. Select **Login Settings > Change Password**.
2. In the Change Password screen, enter your current password, a new password, and retype the password to confirm.

Note Passwords must be between 8 and 50 characters, contain at least one uppercase letter, one lowercase letter and one number or special character.

3. Click **Submit** to accept.

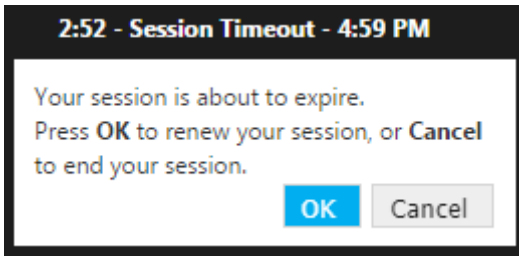
Log out of Kofax iRemit

To log out of iRemit, click **Logout** on the toolbar.

System timeout

The system will timeout after a certain amount of inactivity (this is configurable). After a timeout, you must log in to the application again.

A warning message is displayed three minutes prior to timeout. In the following example, the session will timeout at 4:59 PM. The remaining time in the session is 2:52 minutes, unless you click **OK** to renew the session.



iRemit home page

This chapter covers the components of the iRemit home page.

Toolbar

The main toolbar appears at the top of the page. There may be different toolbars depending on which level of the hierarchy you are accessing. The toolbar is displayed at the top level of information. The features available in the toolbar may vary from user to user, depending on the user's roles.

The following table provides a brief summary of each feature:

Function	Description
Home	<p>Home enables you to select a group from the group selection list on the right. See Group selection for more information.</p> <p>It displays broadcast messages and, for Dashboard users, up to three widgets containing statistical reports and charts.</p> <p>Selecting Home returns you to the home page from any page within the application.</p>
Archive	<p>Archive enables you to search for data and images in the long-term archive. You can access the archive from this function, or by clicking Modules.</p>

Function	Description
Administration	Administration enables iRemit administrators access to a variety of Administration functionality to which they have been granted permissions.
Modules	Modules enables you to navigate to the work areas of iRemit to which you have been granted permissions.
Login Settings	Login Settings enables you to change your password and/or update your Challenge Response questions, if applicable.
Logout	Click to log out of iRemit.

Group selection

The selection list to the right of the toolbar allows you to select the group for which you want to view data. Which groups are available depends on your access rights.

Access granted at one level provides access at all lower levels of the application. If a user's access is granted at the highest level of the hierarchy, the user has access to all lower levels. However, if the user's access is granted at the lowest level, upper levels are not available.

Click the arrow to the right of the selection box and select the group you want to view. You can select any group that is visible. Your administrator may give you access to all lockboxes in the system or just a selected group of lockboxes. If you feel you are missing access to a lockbox, contact your iRemit administrator.

The selection defaults to the group that was selected when you last signed in.

To search for a group, enter the name of the group, or part of the name, then select the group from the search results.

Broadcast messages

Broadcast messages may appear on the left side of the home page when the company has important information to share or when the iRemit system administrator has an important message for those using the application. An administrator with the appropriate privileges can create broadcast messages. Check the Broadcast Messages section regularly.

Dashboard



If you have user privileges for the Dashboard, reports and charts may also be displayed on the Home page. See [Dashboard features](#) for more information.

Home page notifications

If you have user privileges for home page notifications, those may also be displayed on the Home page.

Annotations

Annotations can be added throughout the iRemit application to provide additional information about transactions. The system automatically adds annotations when changes are made to a transaction. You can also add annotations manually.

To view the annotations associated with a transaction, click the **Annotation** button . This button is available in different parts of the application for easy access to annotations. When the icon is shaded yellow, an annotation is present in the transaction. When the annotation is gray , no annotations have been added yet. When you click the button, a pop-window appears where you can view existing annotations or add new annotations.

To add an annotation, click **Add New Annotation**, type some text, then click **Insert**.

Note You cannot edit or delete an annotation after you clicked **Insert**.

Chapter 2

Archive

You can search, view, and export data and images stored in the iRemit long-term archive (LTA). iRemit supports both paper-based (scanned) transactions and electronic transactions, such as ACH and Wire. For electronic transactions that do not have an image, an image is generated in the form of a transaction report that contains transactional information. Which fields are included in the transaction report depends on a predefined template.

Open the archive

To open the Archive module, do either of the following:

- On the toolbar, click **Archive**.
- On the toolbar, click **Modules > Archive**.

The archive search page opens. The page has three search areas:

- **Transaction Level**: General data related to the transaction, such as the process date.
- **Coupon Level** (if applicable): Data related to the coupon.
- **Check Level**: Data related to the check.

These search areas contain all fields that are available for searching the business data in the archive.

Search for data

Follow these steps to search for data.

1. In the **Transaction Level** search area, enter a date in the **Process Date** field. You can also select a search operator to refine the search.

To select the date from a calendar, click the **Calendar** button  next to the field. You can use the following controls in the Calendar window:

- Use the controls at the top of the calendar to navigate to a date. The currently selected process date is highlighted in the calendar.
- Click the **Today** button to jump to today's date in the calendar.
- To use a dynamic value, such as the first day of the current month, click **Dynamic Value**, then select a value from the list.

If you select **Today**, you can specify a number of days before (-) or after (+) today's date.

After selecting a date or dynamic value, click **Done**.

2. To refine the search, enter values in other fields at the **Transaction Level**, **Coupon Level**, or **Check Level**. These fields are not required.
3. In the selection list at the top right of the screen, select an entry to limit the search to only **Coupon**, **Check**, or **Correspondence (Corr)** transactions. These fields are not required.
4. Click **Search** at the top right of the screen.
The search results are displayed on the **Results** page (see [Search results](#)).

Note the following:

- To begin a new search, click **Clear** at the top right of the screen.
- You can save your search criteria as a template that allows you to define your search criteria once and reuse them. See [Search templates](#) for more information.

Search operators

In each search field, you can select operators from a selection list to refine your search options. The following operators are available:

Use the operator	To search for
Equals	The exact value entered in the field.
Starts with	Information that begins with the entered value.
Ends with	Information that ends with the entered value.
Contains	Information that contains the entered value.
Less than	Numeric information that is less than the entered value.
Less than or equal to	Numeric information that is less than or equal to the entered value.
Greater than	Numeric information that is greater than the entered value.
Greater than or equal to	Numeric information that is greater than or equal to the entered value.
Between	A range of information (from and to).
In (',' delimited)	Multiple pieces of information. Separate the entered field values with commas (no spaces).

Search templates

You can create search templates that enable you to define your search criteria once and reuse them as needed. If you have the appropriate user privileges, you can share templates with other users, and lock templates so that other users cannot edit or delete them. The following rules apply:





- Only the template creator can lock or unlock, share or unshare, or delete a template.
- If the creator locked the template, other users can only use the template. They cannot change or delete it.
- If the creator unlocked the template, other users can edit the label and description and use the template. They cannot delete it.

- Shared templates are available only to users in the same groups as the user who created them.

Create a search template

1. In the **Search** tab, enter your search criteria.
2. Click **Add Template**.
3. Enter a name and a brief description for the template.
4. To prevent the template from being edited or deleted, select **Locked**.
5. To share the template with other users, select **Share**.
6. Click **Save** to store the template.

The template list displays the following icons to describe settings.

Icon	Description
	Locked
	Unlocked
	Shared
	Not shared

Use a saved search template

1. In the **Search** tab, click **Saved Templates**.
2. In the **Templates** list, click **Select** in the **Action** column, then click **Use**.
3. Add further search criteria as needed.
4. Click **Search** to view to search results.

Delete a search template

1. If the template is locked, unlock it as follows:
 - a. In the **Templates** window, click **Select** in the **Action** column.
 - b. Clear **Locked** and then click **Save**.
2. In the **Templates** window, click **Select** in the **Action** column, then click **Delete**.

Search results

The results of a search are displayed on the Results page.

The number of transactions found is displayed above the list. If many transactions match the search criteria, page numbers are displayed below the list. Click a page number to navigate through the search results.

A maximum of 500 transactions can be loaded at one time. If more than 500 transactions are available, the message "Max. number of transactions (500)" reached is displayed above the list. Click **Next** to load the next 500 transactions, and **Previous** to reload the previous 500 transactions.











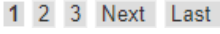
Sort search results

Click a column header to sort the search results in ascending order on that column. Click the header again to sort in descending order.

Search result icons

The following icons are displayed in the **Results** tab. Position your mouse cursor over an icon to display a tooltip description of that icon.

Note Some of these icons may not be available, depending on your user privileges.



Icon	Description
	Export the transaction data displayed in the Results list to a CSV file.
	Export all data available for the transaction to a CSV file.
	Export the transaction data and images to a PDF file.
<input type="checkbox"/>	Select the check box next to transactions that you want to view or export. Select the top check box to select all transactions.
	View transaction. Click this icon to view the image of the selected transaction. For example, if the transaction type is Check, the image of the check is displayed; if the transaction type is Correspondence, the image of the correspondence is displayed.
	View transaction. Click this icon to view all images of the transaction, starting with the first image.
	No annotations are associated with the transaction.
	The transaction has annotations.
	Click this icon to create correspondence for the transaction.
	Click this icon to view attachments for the transaction.
	Click this icon to view extra fields for the transaction.
	If many transactions match the search criteria, page numbers are displayed below the list. Click a page number to navigate through the search results.

View transaction images















One or more images may be associated with a transaction. Images are displayed in the image viewer below the search results list.

To increase or decrease the size of the images panel, position the mouse over the gray bar and drag it up or down.

To view images, perform one of the following actions:


- To view the image for a specific transaction type, click  in the corresponding transaction line.
- To view all images of the transaction, click  in the corresponding transaction line. The first transaction image is displayed in the viewer.

Use the buttons at the top of the viewer to work with the images.

Button	Description
	Go to the first page.
	Go to the previous page.
<input type="text" value="Page 1 of 8"/>	Go to a specific page.
	Go to the next page.
	Go to the last page.
	Rotate the page 180° vertically.
	Rotate the page 180° horizontally.
	Rotate the image 90° counterclockwise.
	Rotate the image 90° clockwise.
	Display the image at its full width.
	Display the image at its full height.
	Display the image at its full size.
	Increase the image size.
	Decrease the image size.
	Save the images as a PDF file.


Create correspondence

If you have the appropriate user privileges, you can create correspondence using predefined templates. These templates are made available by the administrator. The generated correspondence is available as a transaction attachment.

1. In the **Results** tab, click **Create Correspondence**  in a line belonging to the transaction.
2. In the **Correspondence Generation** window, select a template, and then click **Next**.
3. Enter the recipient address information and, optionally, comments.
4. Click **Finish**.


View attachment

If you have the appropriate user privileges, you can view correspondence and other attachments associated with a transaction.

1. In the **Results** tab, click **View Attachment**  in a line belonging to the transaction.
2. In the attachments list, click **View** next to an attachment.
The attachment opens in the image viewer.

View extra fields

Extra fields can be used to store information that should be available only to certain users. Extra fields are for display only and are not searchable. To view these fields, you must have the appropriate user privileges.



If extra fields are available, the **View Extra Fields** icon  appears in the **Results** list. To view the fields, click on this icon in a line belonging to the transaction.

The fields appear below the search results list.

Export data


If you have the appropriate user privileges, you can export transaction data to a CSV file and export transaction images to a PDF file.

Export to CSV

1. On the **Results** page, select the check box next to the transactions you want to export, or select the top check box to export all transactions.
2. Perform one of the following actions:
 - To export transactions in the **Results** list, select the transaction and click **Export Selected Items to CSV** .
 - To export transactions with all data, select the transaction and click **Export All Data to CSV** .

The CSV file is downloaded to your computer.

Export to PDF

1. On the **Results** page, click the check box next to the transaction transactions you want to export, or click the top check box to select all transactions.
2. Click **Export Selected Items to PDF** .
3. In the **Select Items to Download** window, select the appropriate options to specify which images you want to include in the PDF file, then click **Select**.
The PDF file is downloaded to your computer.

Chapter 3

Daily Summary

The Daily Summary allows you to research activities in the image archive by lockbox, batch, and transaction, for any process date or a range of dates spanning up to ten calendar days. The Daily Summary is only available if it is activated in your system configuration.





To open the Daily Summary, on the toolbar, click **Modules**, then select **Daily Summary**.

The data is displayed in tabs. By moving through the tabs from left to right, you can drill down into the details of the selected lockboxes, batches and transactions. A colored highlight above the tab name indicates the tab that is currently being displayed.



1. In the **Search Criteria** tab, enter a **Process Date** or range of dates, and any other desired search criteria, then click **Search**.

The search results are displayed in the **Lockbox Summary** tab.

Note The **Process Date** date range cannot exceed 10 days.

2. To download data from the daily summary, do the following:
 - To download data as a PDF file, click the  button in front of the **Download Lockbox Summary Report**.
 - To download data as a CSV file, click the disk icon () button to the right of **Results**.
3. Click a lockbox number to display the **Daily Detail** tab, which shows the batch numbers, dollar amount and number of checks by Client ID.
4. To download data for the batches in the lockbox, click either of the disk icons under **Results**.
 - To download data as a CSV file, click the disk icon () button on the left.
 - To download data as a PDF file, click the disk icon () button on the right.

Note Hover the mouse over the disk icon to see which type of file it downloads.

5. Click a batch number to display the **Batch Detail/Contents** tab.
6. To download data for selected transactions, do the following:
 - a. Select the check box for the transactions you want to download.
 - b. Click the disk icon () button to download the data as a CSV file or the PDF icon () button to download the data as a PDF file.
7. Click on a **Trans ID** number to display the **Transaction/Payment Detail** tab.

Transactions are displayed the same way as they are in the Archive.

Chapter 4

Client Decisioning Module (CDM)

The Client Decisioning Module (CDM) is a pre-deposit application that allows you to view, review and decision any transactions that were rejected during normal lockbox processing, to allow for timely deposits of remittances. You must have the appropriate user privileges to access the CDM.

There may be a variety of reasons why a transaction cannot be processed or requires attention before being processed. For example, the payment and remittance information are out of balance, or the account number is incorrect. These transactions are considered "exceptions." When a transaction exception occurs, you must make a decision as to what should happen to the transaction. This is referred to as "decisioning".

CDM offers either single or multi-day decisioning. If you are a single day client, the exceptions must be "decisioned" (that is, edited) the same day they display. Transactions for a multi-day client will carry over to the next day and transactions on their last day of decisioning will be shown in red. The "sweep" time indicates the deadline time by which all exception decisions must be completed. If configured, a warning appears a certain number of minutes before the sweep time to advise users that they must complete decisioning before the sweep.

If a decision is not submitted online for an exception transaction before the sweep time, the transaction is automatically rejected or accepted, depending on the client's configuration. If a transaction is rejected, it will not be deposited and the bank/lockbox provider will return the payment and remittance documents to the client.

Open CDM

To open the CDM module, on the toolbar, select **Modules > CDM**, then select one of the following:

- **Main:** Access transactions requiring decisioning, as well as any transactions that have been decisioned, but not yet swept from the system.
- **Search:** Search across any transaction viewable from the main page. You can only search for transactions that have not yet been swept.
- **Activity Report:** (Only for CDM Supervisors) Display the decisioning details for a given date or date range in a report format. This menu transaction is only available when there has been decisioning activity and the transactions have been swept

Main page

The CDM main page provides an overview of the outstanding decisioning transactions.




- The **Status** area at the top-left displays the total number of decisioning transactions and the sweep time. If a client has multiple sweep times, they will all be displayed in the Sweep Time box. Position your mouse cursor over a sweep time to display a list of site/subsites applicable to that sweep time.
- The **Transaction Summary** area summarizes the exception queues and the number of transactions that have the status of **Accepted**, **Rejected**, **No Decision**, or **Hold** for each queue.
- The **Transaction List** area displays all transactions for a particular exception queue and status listed in the **Transaction Summary**.

Click a status under a queue in the **Transaction Summary** area to display all transactions for that transaction in the **Transactions List**.

Click a column heading to sort the transaction list by that column. Click once to sort in ascending order, and twice to sort in descending order. The sort column is highlighted. When you open a transaction, the next transaction in the queue is determined by the sort order you selected.

Click a number below the list to view more transactions.

The following icons are displayed in the transaction list.


Icon	Description
	Open the transaction to view, edit or decision it. You must have the appropriate user privileges to edit and decision transactions.
	View or add annotations. Annotations provide additional information about transactions.
	The lock icon indicates that another user is currently reviewing the transaction. The transaction is considered as leased, which means that other users can view the transaction, but they cannot decision it until the person with the lease either finishes decisioning the transaction, exits the transaction, or the lease expires. Move your mouse pointer over the lock icon to determine who is working on the transaction and how many minutes remain until the lease expires.

Details page

The CDM transaction details page consists of the following areas:

- **Transaction:** Data related to the transaction. This area also contains buttons for all actions you can perform. You must have the appropriate user privileges for these actions.
 - **Save:** Save all changes you have made.
 - **Cancel:** Discard all changes you have made.
 - **Accept:** Accept the transaction.
 - **Reject:** Reject the transaction.
 - **Hold:** Put the transaction on hold.
 - **Reopen:** (Accepted or rejected transactions only.) Release the transaction for editing and decisioning.
 - **Annotations:** View or add annotations for the transaction.
 - **Back to Queue:** Return to the transaction overview on the main page.
 - **Generate Correspondence:** Create correspondence for the transaction.
- **Checks:** Data related to the transaction checks.
- **Coupons:** Data related to the transaction coupons (stubs).
- **Image viewer:** Displays the images associated with the transaction. Use the buttons at the top of the viewer to work with the images.

Edit a transaction

Usually, you edit a CDM transaction to repair it for processing. To edit a transaction, in the transaction list, click **Work item** .

Correct the balance

Checks and coupons must always balance prior to being accepted (unless your system configuration allows out-of-balance). If the check amount is different from the coupon amount, the difference is displayed in red in the transaction area. For example, the check amount is \$10,000, but the total of the coupon amounts is \$9,500, a difference of \$500.

To balance the difference, add or modify data in the coupon fields, then click **Save** or **Accept**.

The system runs the data through any required validations. If there are validation errors, a pop-up message appears. Click **OK** and the affected fields will turn red. Position your mouse pointer over an affected field to display the error message for that field. Correct the field, then save again.

Add a coupon

A virtual coupon is required if a check needs to be split between multiple accounts. To create virtual coupons, do the following.

1. In the **Coupon** area, in the **Add** field, enter a number to specify how many coupons to add, then click **Add**.
2. Enter the details for each coupon. Make sure that the total amounts of the coupon match the check amount.
3. Once the transaction is balanced, click **Accept**.

Delete a coupon

In the Coupon area, click **Delete** (✗) next to the coupon.

Note You can only delete virtual coupons (those added in the iRemit application); you cannot delete the original coupon.

Accept or reject a transaction

After you have edited a CDM transaction, you must accept it. If you are unable to resolve the exception, you should reject the transaction.

- To accept a transaction, click **Accept** in the Transaction area.
- To reject a transaction, click **Reject** in the Transaction area.

After you accept or reject a transaction, the next oldest transaction from the transaction list is automatically displayed. If you sorted the list before editing the transactions, the next transaction to appear will be one from the sorted list.

Hold a transaction

You may wish to temporarily stop work on a transaction and come back to it at a later time. In this case, you can put the transaction on hold.

To hold a transaction, click the **Hold** button in the **Transaction** area. If a transaction is on hold on its last day for decisioning, it is automatically decisioned during a sweep.

Reopen a transaction

You can reopen accepted or rejected transactions to allow them to be edited and decisioned again.

To reopen a transaction, click the **Reopen** button in the **Transaction** area.

Search for transactions

The CDM search page is similar to the Archive search page. You can enter search criteria, as follows.

The search results are displayed in the **Results** tab. Transactions that are still in the CDM queue are returned. Transactions that are swept are removed.

To view details of a transaction, click **Work item**  to the left of the transaction.

To save the search results as a CSV file, click **Save Results**. The file is downloaded to your computer.

Create an activity report

The Activity Report displays details of all actions taken in the CDM module within a specific period. Data is available for the last 60 days. Two report types are available: **Summary** and **Details**. You can download the report results to a CSV file. The Activity Report is only available for CDM Supervisors.

To create an Activity Report, on the toolbar, click **Modules > CDM > Activity Report**. Select a group, date range and report type, then click the Search button.

To export the Activity Report to a CSV file, click **Export to CSV**.

Chapter 5

Post Processing Workflow (PPW)

The Post Processing Workflow module (PPW) provides a post-deposit workflow capability for the iRemit archive. Using the PPW module, users can perform a variety of tasks on identified post-processing remittance transactions (checks, coupons, correspondence) that require some sort of action or status change, such as:

- Change of name or address.
- Change of account.
- Marking partial overpays.
- Correspondence processing.

You must have the appropriate user privileges to access PPW.

Open PPW

To open the PPW module, on the toolbar, click **Modules > PPW**, then select one of the following:

- **Main:** Access transactions requiring action.
- **PPW Report:** Display a report with details of the status of PPW transactions.

Main page


The PPW main page provides an overview of the transactions requiring action.

- The **Status** area at the top-left displays the total number of PPW transactions.
- The area summarizes the PPW batch types and the status of transactions for each type. Which batch types statuses are available depends on your system configuration and your user privileges. Click on a status entry for a batch type to view only transactions with that status.
- The **PPW Queue List** area displays all transactions for the selected status.

Click a column heading to sort the queue list by that column. Click once to sort in ascending order, and twice to sort in descending order. The sort column is highlighted. When you open a transaction, the next transaction in the queue is determined by the sort order you selected.

Click a number below the list to view more transactions.

The following icons are displayed in the queue list.

Icon	Description
View	Open the transaction to view or edit it or change the status. You must have the appropriate user privileges to edit transactions.
	View or add annotations. Annotations provide additional information about transactions.
<input type="checkbox"/>	Check the check box next to transactions for which you want to change the status. Check the top check box to select all transactions.

Details page

The PPW details page consists of the following areas.

- **PPW Detail:** Details of the PPW transaction.
- **Actions:** Actions that you can perform:
 - **Update:** Apply any changes you have made and move to the next transaction.
 - **Comments:** View or add annotations for the transaction.
 - **Generate Correspondence:** Create correspondence for the transaction.
 - **Return to List:** Return to the transaction overview on the main page.
 - **Next item:** Display the next transaction in the queue.
- **Checks:** Data related to the transaction checks.
- **Coupons:** Data related to the transaction coupons (stubs).
- **Image viewer:** Displays the images associated with the transaction. Use the buttons at the top of the viewer to work with the images.

Edit a transaction

If you have the appropriate supervisor role, you can edit a PPW coupon. Checks cannot be edited. Any changes made to the transaction alters data in the archive.

1. In the PPW queue list, click **View** next to the transaction.
2. In the **Coupons** area, click **Edit** next to each transaction you want to change.
3. Make changes to the check or coupon details and click **Update**.

Change the transaction status

On the transaction detail page, in the **Status** selection list, select the new status, then click the **Update** button.

You can change the status for multiple transactions in the PPW queue list. Check the checkbox for each transaction you want to change, select the new status, then click the **Update** button.

Move a transaction

You can move transactions from one batch type to another.

In the **Move To** selection list, select the new batch type, then click the **Update** button.

Create a PPW report

The PPW Report displays details of all PPW transactions processed during a specific period.

To create a PPW Report, on the toolbar, click **Modules > PPW > PPW Report**. Select a group, date range, batch type, and optionally a status, then click the Search button.

To export the PPW Report to an Excel file, click the **Export to Excel** button.

Chapter 6

Integrated Receivables Workflow (IRWF)

Integrated Receivables Workflow adds remittance information to an electronic transaction by creating a stub to balance the transaction. The ERP system can use this information to determine where to post the payment.

To view the Integrated Receivables Workflow, select **Modules > Workflow**

At the top of the Summary page, the Show Search button enables you to select Compact View or Expanded View. By default, the system opens the last search view you used. Also displayed is the total for the first stage or the highest level you have access to. Up to four levels can be displayed, if the system is configured to use multi-level authorization.

The Compact View enables you to select a level you have access to along with search fields to locate a specific transaction. After you enter the search criteria, click Search on the top bar. When the transaction has been completed, it loads into the archive and cannot be searched in the IR Workflow queue. To close the Compact View, click **Close**.

You can do the following with a transaction:

- To edit the transaction, click the pencil icon. The transaction appears with the detail on the left, payment at the top, the stubs in the middle, and addenda fields at the bottom.

You can edit, add, or delete stubs as follows:

- To edit a stub, click **Edit** (✎).
- To add a stub, click **Add** (+). A window appears where you can add data.
- To delete a stub, click **Delete** (🗑).
- To save changes, click **Save** (💾). If validation has been set up, any invalid fields are outlined in red.
- To cancel changes, click **Cancel**.
- To finish editing, click **Complete** or **Next Stage**, depending on the configuration.
Clicking **Complete** passes the transaction to the archive. **Next Stage** passes the transaction for multi-level authorization.
- To add an annotation, click (📄). Add notes where the annotation appears.
- To download transactions, click the **Save as CSV** (📄) button on the top bar. The information is saved as a .csv file.
- To navigate back to the list or go to the previous or next transaction, use the buttons on the top bar.

Note the following when using stubs:

- Stub changes must be saved or cancelled before you can continue.
- You must have at least one stub in a transaction. If there is only one stub, it cannot be deleted. The transaction cannot be moved to the next level of authorization if there is no stub associated with it.



Chapter 7

Download IDX

The iRemit Information Data Exchange module (IDX) extracts data from the iRemit archive. If you have the user role **IDX Download**, you can download the extracted data to your computer. iRemit provides an offline viewer with which you can view the extracted data.


Click a column heading to sort the transaction list by that column. Click once to sort in ascending order, and twice to sort in descending order.

Download data

1. On the toolbar, select **Modules > Download IDX**.
2. In the selection list, select a job name.
All files extracted by the selected job are displayed. Files that are ready to download are indicated with the **Download** button (). Files that are currently being uploaded are indicated with the **Uploading** icon (.
3. Click the **Download** button next to the file you want to download.

Note Do not attempt to download a file that is still uploading.

Use the viewer

1. Unzip the downloaded file.
2. Double-click eCDViewer.exe.
The viewer displays the **Search** page.
3. Enter your search criteria.
The search results are displayed in the **Results** tab.
Click **View Item** () to view transaction images.
The **Summary** tab provides an overview of transactions per batch. View the details as follows:
 - a. Select a **Process Date** and **Lockbox #**.
 - b. Click on a batch number to view transactions for a batch.
 - c. Click on a payment ID to view details of the payment in the **Results** tab.

Chapter 8

Dashboard features

The Dashboard allows you to easily view reports relevant to your needs. Reports are displayed in widgets on the **Dashboard** page and the **Home** page. Each widget contains a table or a chart, depending on the report type. You can quickly and easily customize which widgets you want to view. You can add up to three widgets to your iRemit homepage for quick reference, and any number of widgets to the **Dashboard** page.

The administrator assigns Dashboard privileges to users and determines the types of widgets they can access.

Home page

If you have Dashboard Advanced privileges, the first time you log in to the application, a message appears to the right of the **Broadcast Messages** box that alerts you to the fact that you can configure the **Home** page with the widgets you would like to see.

To add widgets to your **Home** page, do the following.

1. Click the message.
2. In the **Dashboard Configuration** window, in the **Home** column, select the check box for each widget that you want to add.
You can add up to three widgets.
3. Click **Save**.

After you have selected three widgets in the **Home** column, the remaining check boxes are hidden. To view all available widgets again in the **Home** column, clear one of the check boxes in the **Home** column. You can then select from any of the available widgets, up to a maximum of three.

Dashboard

If you have Dashboard Advanced privileges, you can open the **Dashboard** page by clicking **Modules > Dashboard**. If you do not have sufficient privileges, widgets are assigned by the administrator.

The first time you open the dashboard, a message appears that alerts you to the fact that you can configure the **Dashboard** page with the widgets you would like to see.

To add widgets to your **Dashboard** page, do the following.

1. Click on the message or the **Settings** button.

2. In the **Dashboard Configuration** window, in the **Dashboard** column, select the check box for each widget that you want to add.
3. Click **Save**.

Dashboard settings

You can configure your dashboard either from the hyperlink on the home page during the initial login, or by clicking the **Settings** button on the **Dashboard Modules** page to customize the widgets you wish to view.

The Dashboard Configuration window consists of a list of all the widgets available to you, and two columns of check boxes, **Home** and **Dashboard**.


The **Home** column lists the widgets that can be seen on the homepage when you log on to the system. You can view a maximum of three widgets on your homepage.

The **Dashboard** column lists the widgets that can be seen on the dashboard homepage when you choose the **Dashboard** sub-menu from the **Modules** menu. The number of widgets that can be chosen in this column is not restricted.

Select as many widgets as you would like to be shown on the **Dashboard** menu, then click **Save**. The dashboard homepage is displayed with all selected widgets. You may need to scroll down to view all of the widgets on the screen. Widgets default to the order listed in the **Dashboard Configuration** pop-up and can be re-sorted to fit your preference.

Change the order of widgets

You can change the order in which the widgets appear on the homepage. Select the **Enable sorting** option in the top right corner of the top widget on the homepage.

The mouse pointer turns into a 4-arrow icon () when placed on the widget header, indicating the widget can be moved up or down. Once the widgets are placed where you want them, clear **Enable Sorting** so the **Process Date** field becomes enabled again.

View widget details

To view details about a widget, click **Details** () to the left of the widget heading.

Sort widget columns

Certain widgets contain columns of information rather than charts. You can sort these columns by clicking on a column heading. Click once to sort in ascending order, click two times to sort in descending order, and click a third time to remove sorting.

Available widgets

Widgets are available to you depending on your role and privileges.

Widget	Required role
CDM Current by Amount	CDM User
CDM Current by Amt all Boxes	CDM User
CDM Current by Count	CDM User
CDM Current by Count all Boxes	CDM User
CDM Historic Sweeps by Amount	CDM User
CDM Historic Sweeps by Count	CDM User
LTA 30-day Summary By Amount	Archive User
LTA 30-day Summary by Count	Archive User
LTA Current	Archive User
PPW Current	PPW User
PPW Open Items by age	PPW User
PPW Time to Close	PPW User
IRWF Current by Amount	IR Workflow User
IRWF Current by Count	IR Workflow User
IRWF Current by Lockbox	IR Workflow User