

iRemit

User Guide

Version 7

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iRemit

Top Image Systems' secure iRemit interface provides access to lock box image archive and reporting.

iRemit allows you to search and access images and reports stored in the History Archives. You can view, print and email the images and reports. iRemit also includes a client decisioning module, which allows retrieval of exception items and the ability to decision and update the status of these items.

This guide assists all users with a step-by-step explanation of how the application operates and how it can be used for efficient and effective access to your image archive.

The viewer application consists of three components: History Archive, Exception Decisioning and Reports.

Check your computer software

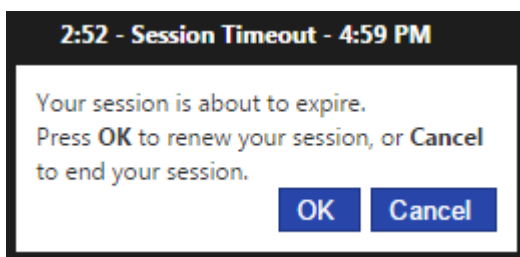
To view images stored in the archive, you must have two different types of free software installed:

- Browser
 - Internet Explorer – minimum version is 9.0.
 - Chrome
 - Firefox
- Reader
 - Adobe Acrobat Reader – Version 9.0 or higher

This software is available free of charge via the Internet. If you are not allowed to or cannot download the software, contact your desktop support group for assistance.

Session timeout

The system will timeout after a certain amount of inactivity (this is configurable). After a timeout, you must access the application again via SSO. 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 on the **OK** button to renew the session.

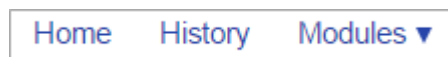


Home page overview

This section provides a brief description of the main areas of the home page.


Main tool bar

The main tool bar is located in the center top of the website pages. There are different toolbars depending on which level of the hierarchy you are accessing. The following toolbar is displayed at the top level of information.



When you access the other levels of information, such as a specific lock box, a different tool bar is displayed. The features in the toolbar may vary from user to user, depending on the user's roles.

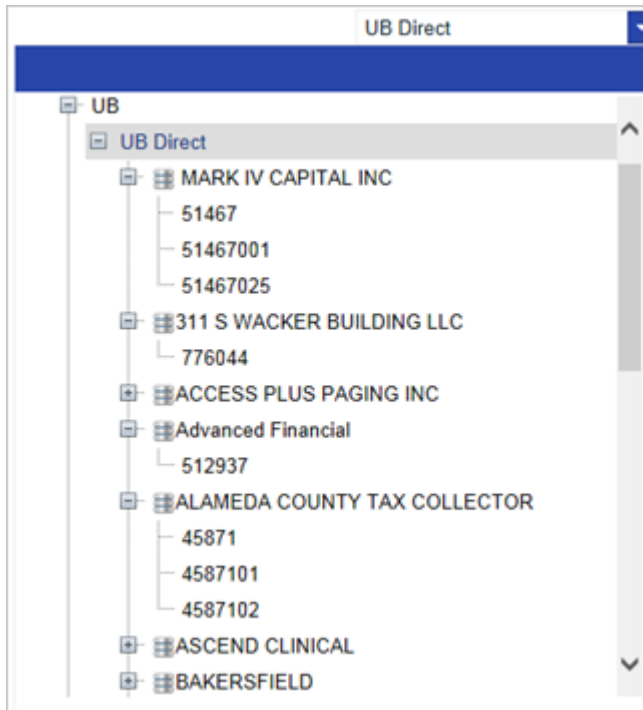
The following table provides a brief summary of each function:

Function	Description
Home	<p>The Home page allows you to select a group from the Group selection area located on the right. See Group selection area for more information.</p> <p>It also displays broadcast messages.</p> <p>Selecting the Home function returns you to the Home page from any page within the application.</p>
History	<p>History provides access to multiple search options for data and images in the archive. You can access the archive of images from this function, or from the Modules function.</p>
Modules	<p>Modules allows you to navigate to the work areas of iRemit to which you have been granted permissions.</p> 

Group selection area

To the right of the main toolbar on the home page is the **Group** selection area.

Click the arrow to the right of the selection box and select the group you want to view. To search for a group, enter the name of the group, or part of the name, in the selection box, then select the group from the search results. The selection defaults to the group that was selected when you last logged in.



You can select any group that is visible. Your administrator may give you access to all lock boxes in the system or just a selected group of lock boxes. If you feel you are missing access to a lock box, contact your iRemit administrator.

Access granted at one level provides access at all lower levels of the application. In the example above, if a user's access is granted at the highest level of **UB Direct**, the user has access to all lower levels. However, if the user's access is granted at the lowest level, for example, **512937**, that user only has access to work processed for the **Advanced Financial** lock box **512937**.

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 administrator has an important message for the staff using the application. A system administrator can create broadcast messages for all users or specific users.

You should check the **Broadcast Messages** section daily.

Broadcast Messages

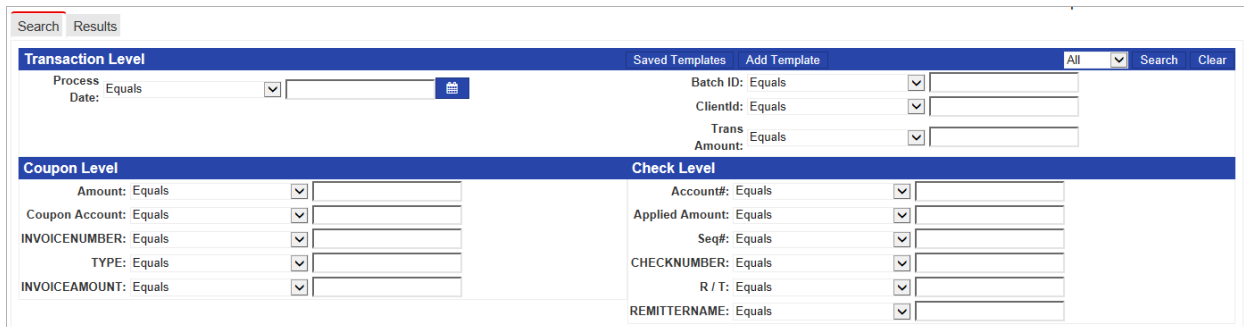
No messages at this time.

History module

To access the **History** module, perform one of the following actions:

- On the main tool bar, click **History**.
- On the main tool bar, click **Modules**, then select **History**.

The **History Search** screen opens.



The screenshot shows the 'Search' tab of the History Search screen. It features three main search sections: 'Transaction Level', 'Coupon Level', and 'Check Level'. Each section contains several search criteria with dropdown menus and input fields. At the top right, there is a selection list with 'All' selected, and 'Search' and 'Clear' buttons.

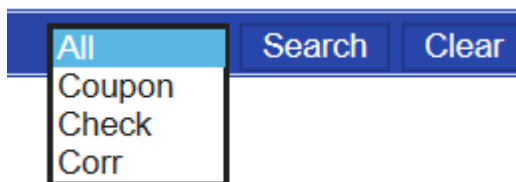
The **Search** tab has three search areas:

- **Transaction Level** (process date information)
- **Coupon Level** (if applicable)
- **Check Level**

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

Search for data

1. In the **Transaction Level** search area, enter a date in the **Process Date** field, using the format DDMMYY. To select the date from a calendar, click the calendar button next to the field.
2. (Optional) To further refine the search, enter values in other fields at the **Transaction Level**, **Coupon Level** or **Check Level**. These fields are not required.
3. (Optional) 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)** details.



4. Click **Search** at the top right of the screen.
The search results are displayed in the **Results** tab.

To begin a new search, click **Clear** at the top right of the screen.

Note: Once items have been swept, you can no longer search for them in the Exception Decisioning queue.

Search operators

Within 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 examples

The following example shows the search criteria for work processed before 10/17/2016, for batch numbers 19010, 14790 and 19635, for transactions with the amounts \$26.76 and \$299.81. Notice that the top of the **Search** tab is highlighted in red to indicate that you are currently viewing the search criteria.

Search Results

Transaction Level Saved Templates Add Template All

Work Date: Less than

Batch Type: In (',' delimited)

Batch #: In (',' delimited)

Tran #: Equals

Coupon Level **Check Level**

Invoice Amount: Equals

Invoice Number: Equals

Type: Equals

Check Amount: In (',' delimited)

Check Serial #: Equals

Check Account: Equals

Check Routing: Equals

Remitter Name: Equals

These search criteria return the following results. The top of the **Results** tab is now highlighted red to indicate that you are currently viewing the search results.

Search Results

6 Results.

	Work Date	Batch Type	Tran #	Batch #	Item Type	Check Amount	Check Serial #	Check Account	Check Routing	Invoice N
	20150311	20150311	3	19635	Coupon	0.00				
	20150311	20150311	3	19635	Coupon	0.00				
	20150311	20150311	3	19635	Check	\$299.81	374831	161547264	211371227	5777355
	20150416	20150416	2	19010	Coupon	0.00				
	20150416	20150416	2	19010	Coupon	0.00				
	20150416	20150416	2	19010	Check	\$26.76	17386 /8071		113102552	05816099

The following search uses different search operators:

Search Results

Transaction Level Saved Templates Add Template All Search Clear

Process Date: Equals

Batch ID: Equals

ClientID: Equals

Trans Amount: Less than or equal to

Coupon Level **Check Level**

Amount: Equals

Coupon Account: Equals

INVOICENUMBER: Equals

TYPE: Equals

INVOICEAMOUNT: Equals

Account#: Equals

Applied Amount: Equals

Seq#: Equals

CHECKNUMBER: Equals

R / T: Equals

REMITTERNAME: Equals

This search returns the following results:

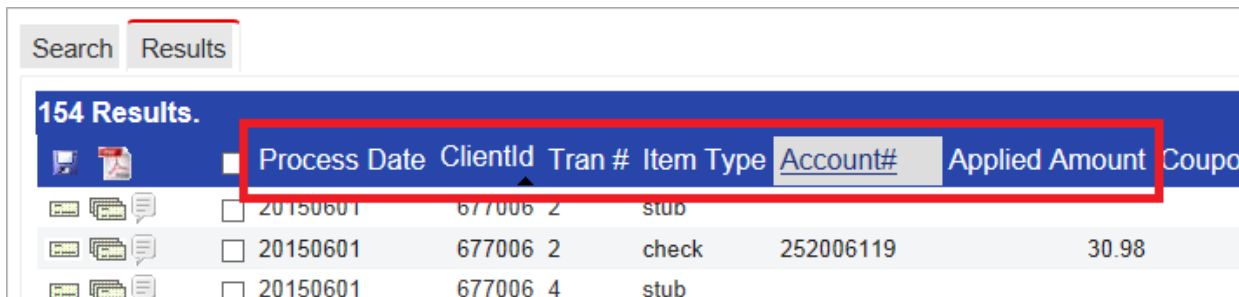
Search Results

154 Results.

	Process Date	ClientID	Tran #	Item Type	Account#	Applied Amount	Coupon Account	CHECKNUMBER	R / T	Batch ID	INVOICEAMOUNT	INVOICENUMBER	TYPE	Seq#	Trans Amount
	20150601	776043	6	check	10428054	222.57		4327	72408805	1	0.00			16	\$222.57
	20150601	776042	1	check	2380040	59.32		9445	75072199	1	0.00			0	\$59.32
	20150601	776042	2	check	020662945	84.08		12572	75000019	1	0.00			4	\$84.08
	20150601	776042	3	check	658533013	47.30		382756332	44000037	1	0.00			7	\$47.30
	20150601	776042	4	check	0006942890	189.24		1044	272076048	1	0.00			9	\$189.24
	20150601	776042	5	check	658533013	57.81		382794836	44000037	1	0.00			12	\$57.81
	20150601	776042	6	check	8765403178	145.51		12138170	71923284	1	0.00			14	\$145.51
	20150601	776042	7	check	0080223625	12.00		212701	11201539	1	0.00			17	\$12.00
	20150601	677006	2	stub						1	30.98	BE001184338		5	\$30.98
	20150601	677006	2	check	252006119	30.98		103133	121100782	1	0.00			4	\$30.98

Sort data

Click on a column header to sort on that column.








Search result icons

The following icons are displayed in the **Results** tab:



Position your mouse over an icon to display a description of that icon.


Icon	Description
<input type="checkbox"/>	Check the check box next to transactions that you want to view or export. Check the top check box to select all transactions.

Icon	Description
	<p>Click one of these buttons to export data:</p> <ul style="list-style-type: none"> ■ As a CSV file (indicated by a disk icon) ■ As a PDF file (indicated by a PDF icon) <p>See Export data for more information.</p>
	<p>Single image. Click this icon to display the check from the selected transaction(s).</p>
	<p>Multiple images. Click this icon to display all documents from the selected transaction (s).</p>
	<p>Annotations. The gray icon indicates that no annotations (comments) are associated with the transaction. The yellow icon indicates that the transaction has annotations. See Annotations for more information.</p>
	<p>If many transactions match the search criteria, page numbers are displayed. Click a page number to navigate through the search results.</p>


Export data

You can export data to a CSV or PDF file.

Export to CSV

1. In the **Results** tab, click the check box next to the transactions you want to export, or click the top check box to select all transactions.
2. Click the **Export to CSV** button .
3. At the bottom of the screen, click the **Open** or **Save** button.

Export to PDF

1. In the **Results** tab, click the check box next to the transactions you want to export, or click the top check box to select all transactions.
2. Click the **Export to PDF** button .

- In the **Select Items to Download** popup, check the appropriate check boxes to specify which information you want to include in the PDF file, then click **Select**.

Select Items to Download ✕

Check(s)

Coupon(s)/Correspondence(s)

Front(s)

Back(s)

✔ Select
⊗ Cancel

- At the bottom of the screen, click the **Open** or **Save** button.

The PDF results panel contains all the images associated with the selected item. The panel has all the functions and features associated with your Adobe PDF Reader version. The following example shows the search results with an image selected:

Search
Results

154 Results.

		Process Date	ClientId	Tran #	Item Type	Account#	Applied Amount	Coupon Account	CHECKNUMBER	R / T	Batch ID	INVOICE#
<input type="checkbox"/>		20150601	776043	6	check	10428054	222.57		4327	72408805	1	0.00
<input type="checkbox"/>		20150601	776042	1	check	2380040	59.32		9445	75072199	1	0.00
<input type="checkbox"/>		20150601	776042	2	check	020662945	84.08		12572	75000019	1	0.00
<input type="checkbox"/>		20150601	776042	3	check	658533013	47.30		382756332	44000037	1	0.00
<input checked="" type="checkbox"/>		20150601	776042	4	check	0006942890	189.24		1044	272078048	1	0.00
<input type="checkbox"/>		20150601	776042	5	check	658533013	57.81		382794836	44000037	1	0.00
<input type="checkbox"/>		20150601	776042	6	check	8765403178	145.51		12138170	71923284	1	0.00
<input type="checkbox"/>		20150601	776042	7	check	0080223625	12.00		212701	11201539	1	0.00
<input type="checkbox"/>		20150601	677006	2	stub						1	30.98
<input type="checkbox"/>		20150601	677006	2	check	252006119	30.98		103133	121100782	1	0.00

1
2
3
4
5
Next
Last

Stevs or Joyce Bergelin
 Realty Executives Integrity
 810 Cardinal Lane
 Hartland, WI 53029

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 Joyce Bergelin

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1044



↑

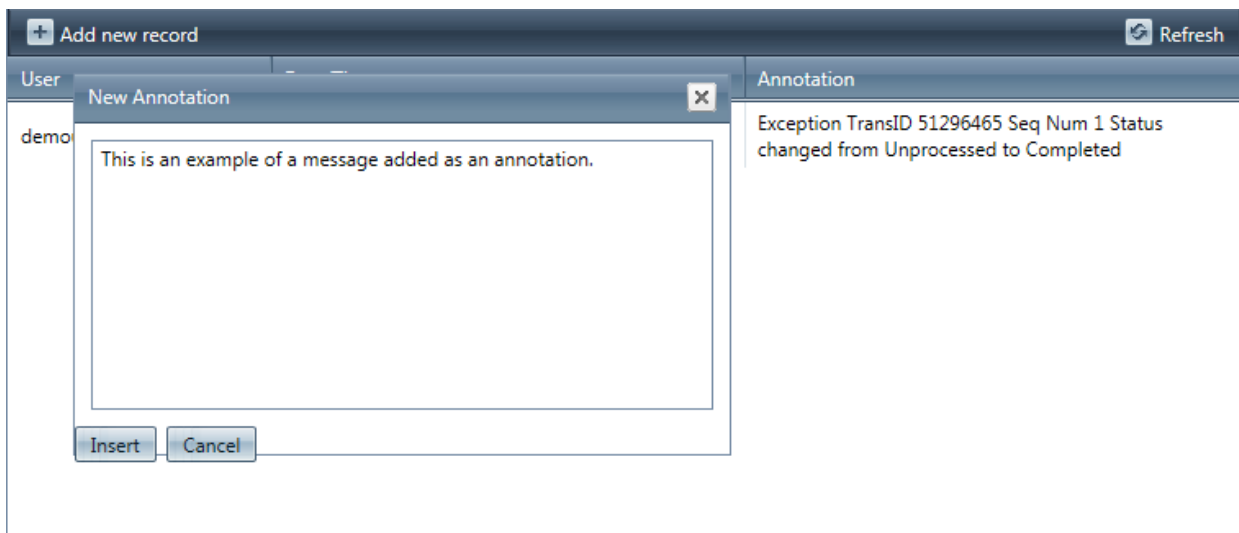
To increase or decrease the size of the images panel, position the mouse over the gray bar and drag it up or down, as illustrated by the red arrow above.

The last page of the PDF contains business data in a **Transaction Detail** report.

<u>Transaction Detail</u>						
Process Date	Tran #	Batch Number	Trans Amount	Site ID	Client ID	Organization
20150601	4	1	\$189.24	1102	776042	ACCESS PLUS PAGING INC
Coupons/Correspondences						
Checks						
Item #	Applied Amount	Account#	R / T	CHECKNUMBER		
9	\$189.24	0006942890	272078048	1044		

Annotations

To access the annotations associated with a transaction, click on the **Annotation** icon . This icon is available in various different parts of the application for easy access to annotations. When the icon is shaded yellow , an annotation is present in the transaction. When you click the icon, a pop-up window opens, where you can view existing annotations or add new annotations:



Templates

You can create search templates that allow you to define your search criteria once and reuse them as needed.

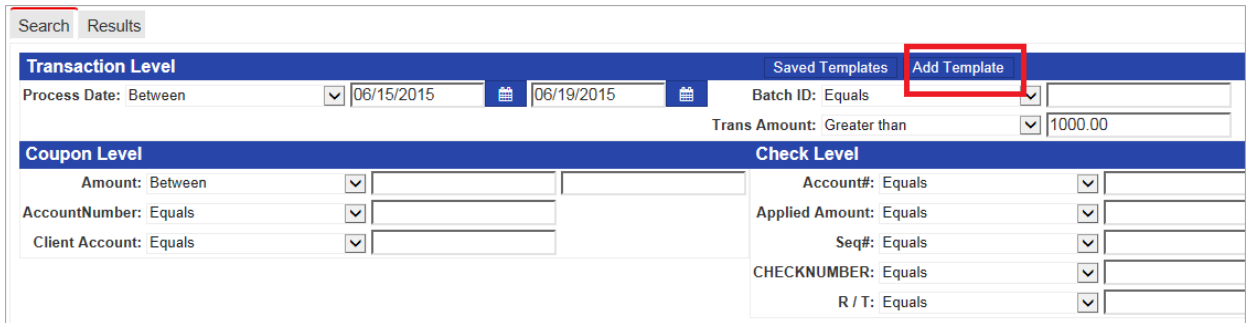
Create a template

You create templates in the **History** module, which you can access by selecting **History** on the toolbar.

1. In the **Search** tab, enter your search criteria.

In the following example, the date range from June 15, 2015 to June 19, 2015 with amounts greater than \$1,000 have been selected for the template.

2. Click **Add Template** to save the selected search criteria.

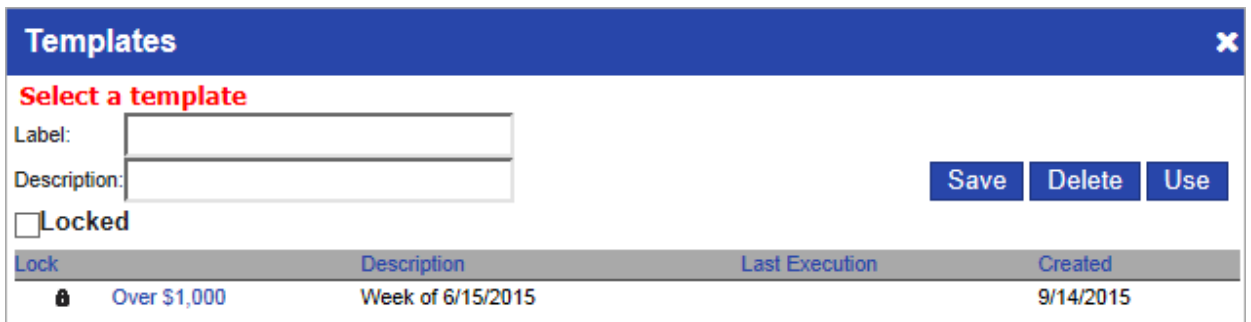


3. Enter a name for the template and a brief description.
4. (Optional) To prevent the template from being deleted, check the **Locked** check box.
5. Click **Save** to store the template.



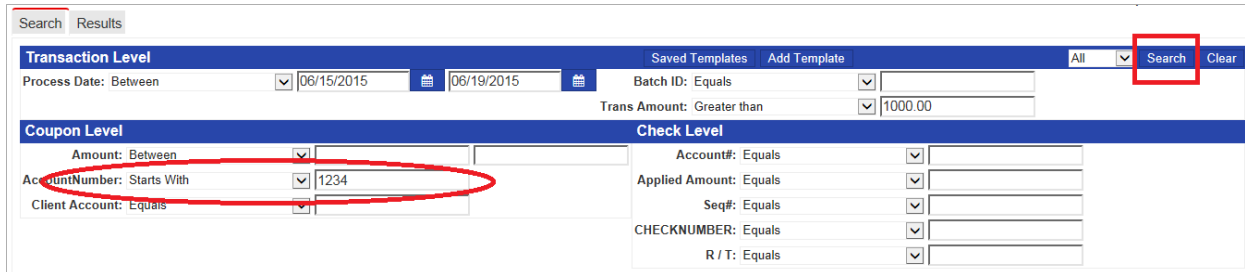
Use a saved template

1. In the **Search** tab, click **Saved Templates**.
2. In the **Templates** list, click on the template name, then click **Use** to open the template.



Lock	Description	Last Execution	Created
	Over \$1,000	Week of 6/15/2015	9/14/2015

You can use further search criteria together with the pre-populated search criteria from the template. In the following example, **Account Number** was added to the pre-populated data from the template. Click on **Search** to review the search results.



Search Results

Transaction Level

Process Date: Between 06/15/2015 06/19/2015

Batch ID: Equals

Trans Amount: Greater than 1000.00

Coupon Level

Amount: Between

Account Number: Starts With 1234

Client Account: Equals

Check Level

Account#: Equals

Applied Amount: Equals

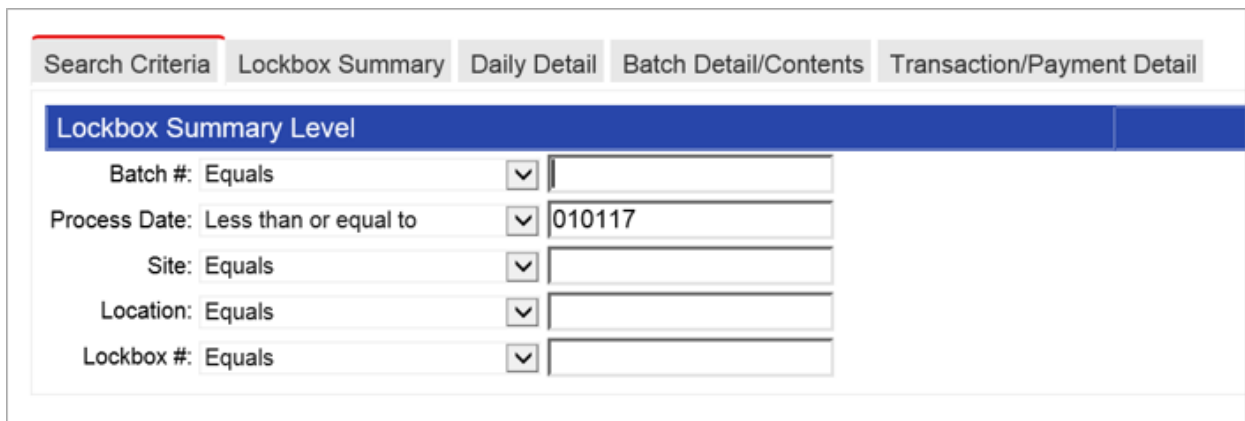
Seq#: Equals

CHECKNUMBER: Equals

R / T: Equals

Daily Summary

The **Daily Summary** allows you to research activities in the image archive application by lock box, batch, and transaction, for any process date or range of dates.



Search Criteria Lockbox Summary Daily Detail Batch Detail/Contents Transaction/Payment Detail

Lockbox Summary Level

Batch #: Equals

Process Date: Less than or equal to 010117

Site: Equals

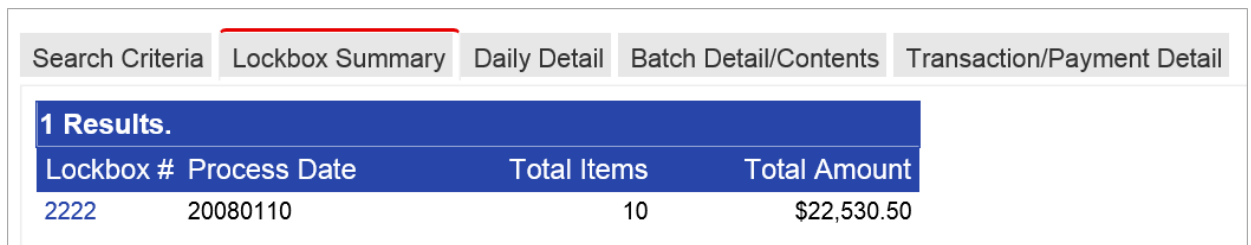
Location: Equals

Lockbox #: Equals

The currently displayed tab is highlighted in red. Moving through the tabs from left to right drills down into the details of the selected batch and transactions.

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

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



Search Criteria Lockbox Summary Daily Detail Batch Detail/Contents Transaction/Payment Detail




1 Results.

Lockbox #	Process Date	Total Items	Total Amount
2222	20080110	10	\$22,530.50

- Click on a lock box number to display the **Daily Detail** tab, which shows the batch numbers, dollar amount and number of checks by Client ID.

Search Criteria	Lockbox Summary	Daily Detail	Batch Detail/Contents	Transaction/Payment Detail
LockBox # Process Date Total Amount				
1 20140401 759.85				
3 Results.				
Batch # Batch Amount ClientID Total Checks				
1 759.85 7001 55				
2 1.65 7001 65				
3 1072.00 7001 22				

- Click on the batch number to display the **Batch Detail/Contents** tab.

Search Criteria	Lockbox Summary	Daily Detail	Batch Detail/Contents	Transaction/Payment Detail
LockBox # Process Date				
1 20140401				
Batch # Batch Amount ClientID Total Checks				
1 759.85 7001 55				
3 Results.				
Trans ID Tran# Trans Amount Total Checks				
 7001 1 12.84 1				
 7002 2 65.00 2				
 7003 3 9.85 1				

- Click on a **Trans ID** number to display the **Transaction/Payment Detail** tab.

Exception Decisioning Module

The Exception Decisioning module is a pre-deposit application that allows you to view, review and decision any items that were rejected during normal lock box processing to allow for timely deposits of remittances.

To access this module, on the main menu, select **Modules > Exception Decisioning**, then select one of the following:





- **Main:** Access items requiring decisioning, as well as any items that have been decisioned, but not yet swept from the system.
- **Search:** Search across any item viewable from the main page.

- **Activity Report:** Display the decisioning details for a given date or date range in a report format. See [Exception Decisioning Activity Report](#) for details.

Exception Decisioning Main page


The Exception Decisioning **Main** page provides an overall view of the outstanding exception decisioning items. The **Status** area at the top-left displays the sweep time and the total number of decisioning items. The **Transaction Summary** area summarizes the batch types and status.





Click on an item in the **Transaction Summary** area to display all transactions for that item.

Status	Transaction List - Batch Type: - Status:										
Sweep Time:		Trans Amount	Batch Mode	Load Date	Status	Batch#	Lockbox #	Ref ID	ExceptionType	Process Date	Tran#
Total Items: 4		106.80	1	20150319	Accepted	3	30519	120432	Stop File	20150427	3
Transaction Summary		200.00	1	20150319	Hold	1	30519	120433	Stop File	20150427	2
		105.00	1	20150319	Accepted	1	30519	120434	Stop File	20150427	7
		200.00	1	20150319	Hold	1	30519	120439	Stop File	20150427	2
<ul style="list-style-type: none"> Stop File Accepted (2) Hold (2) 											

To view or edit the transaction, click on the **Edit** button . See [Exception Decisioning Details Page](#) for more information.

Transactions that appear in red are about to expire and require immediate attention.

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 item, exits the item, or the lease expires. Position your mouse over the lock icon to determine who is working on the transaction and how many minutes remain until the lease expires.

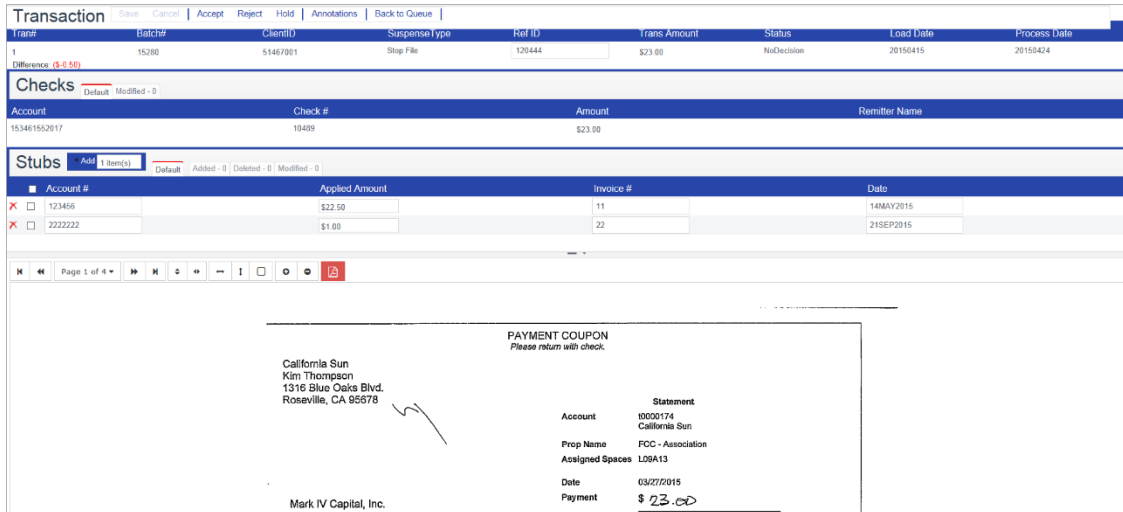
Status	Transaction List - Batch Type: - Status:										
Sweep Time:		Trans Amount	Batch Mode	Load Date	Status	Batch#	Lockbox #	Ref ID	ExceptionType	Process Date	Tran#
Total Items: 4		106.80	1	20150319	Accepted	3	30519	120432	Stop File	20150427	3
Transaction Summary		200.00	1	20150319	Hold	1	30519	120433	Stop File	20150427	2
		105.00	1	20150319	Accepted	1	30519	120434	Stop File	20150427	7
		200.00	1	20150319	Hold	1	30519	120439	Stop File	20150427	2
<ul style="list-style-type: none"> Stop File Accepted (2) Hold (2) 											

A warning appears 15 minutes before the sweep time to advise users that they must complete decisioning before the sweep.

Exception Decisioning details page

The Exception Decisioning details page consists of three panels:

- Transaction
- Checks
- Stubs/Coupons



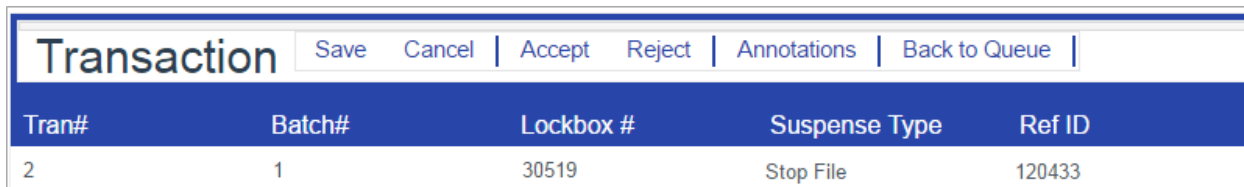
The screenshot displays the Exception Decisioning details page with three main panels:

- Transaction Panel:** Shows transaction details including Tran# (1), Batch# (15288), Client# (51467051), Suspense Type (Stop File), Ref ID (120444), Trans Amount (\$23.00), Status (No Decision), Load Date (20150415), and Process Date (20150424). A difference of (\$0.50) is shown in red.
- Checks Panel:** Shows a table of checks with columns for Account, Check #, Amount, and Remitter Name. One check is listed with Account 153401552017, Check # 19499, Amount \$23.00, and Remitter Name.
- Stubs Panel:** Shows a table of stubs with columns for Account #, Applied Amount, Invoice #, and Date. Two stubs are listed: one for \$22.50 (Invoice # 11, Date 14MAY2015) and one for \$1.00 (Invoice # 22, Date 21SEP2015).

Below the panels is a "PAYMENT COUPON" form for California Sun, including account information, statement details, and a payment amount of \$23.00.

Transaction

The transaction-level details are displayed in the **Transaction** panel. This panel also contains buttons for all actions you can perform. The **Cancel** button erases changes made on this page. You can return to the Exceptions Summary by clicking the **Back to Queue** button.



The screenshot shows the Transaction panel with the following details:

Tran#	Batch#	Lockbox #	Suspense Type	Ref ID
2	1	30519	Stop File	120433

Buttons for actions: Save, Cancel, Accept, Reject, Annotations, Back to Queue.

Checks and Stubs/Coupons

The checks and stubs or coupons belonging to the transaction are displayed in the **Checks** and **Stubs (or Coupons)** panel.

Balance difference

Checks and stubs/coupons must always balance prior to being accepted. If the transaction amount is different from the stub/coupon amount, the difference is displayed in red above the **Checks** panel. In the following example, the transaction amount is \$23.00, but the stubs/coupons total is \$23.50 – a difference of \$0.50.

Difference: (\$-0.50)

Checks Default Modified - 0

Account	Check #	Amount	Remitter Name
153461552017	10489	\$23.00	

Stubs Add 1 item(s) Default Added - 0 Deleted - 0 Modified - 0

Account #	Applied Amount	Invoice #	Date
<input type="checkbox"/> 123456	\$22.50	11	14MAY2015
<input type="checkbox"/> 2222222	\$1.00	22	21SEP2015

To balance the difference, add or modify data in the 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 over an affected field to display the error message for that field. Correct the field, then save again.

Virtual stubs/coupons

A virtual stub/coupon is required if a check needs to be split between multiple accounts. To create a virtual stub/coupon, click **Add Item**. Enter the field information, then click **Save**. Once the transaction is balanced, click **Accept**; the next oldest item in the queue will appear on the screen for decisioning.

Delete a stub/coupon


To delete a stub/coupon from the transaction, click the **Delete** button . You can only delete virtual stubs/coupons (those added in the iRemit application); you cannot delete the original stub/coupon.

Image panel

The image panel is displayed at the bottom of the screen. The panel contains buttons for all actions you can perform on the image.

To scroll through the images in the transaction, select from the **Page** selection list, or use the forward and backward arrows.

Images can be manipulated with the **Zoom**, **Fit**, **Rotate** and **Flip** buttons.

To save the images or email them as a PDF file, click the **PDF** button.

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PAYMENT COUPON
Please return with check.

Robert Ball
Claire Hanson Ball Living Rev
c/o TR1 Property Mgmt Service
2209 Plaza Drive, Ste. 100
Rocklin, CA 95765








Statement
Account t0000194
Robert Ball
Prop Name FCC - Association
Assigned Spaces L09A03

Exception Decisioning search page



The Exception Decisioning search page is similar to the History module search page. You can enter search criteria, as shown below:

Transaction Level		Search	Clear
Process Date: Equals	04/24/2015	Status: Equals	
ClientID: Equals			
SuspenseType: Equals			
Batch#: Equals			
Ref ID: Starts With	120		
Coupon Level		Check Level	
Invoice #: Equals		Remitter Name: Equals	
Applied Amount: Equals		Account: Equals	
Customer #: Equals		Check #: Equals	
Account #: Equals		Amount: Equals	

The search results are displayed in the **Results** tab:

ClientID	Batch#	Tran#	SuspenseType	Ref ID	Trans Amount	Status	Load Date	Process Date
 51467001	15280	1	Stop File	120444	23.00	NoDecision	20150415	20150424
 51467001	15280	2	Stop File	120445	23.00	NoDecision	20150415	20150424
 51467001	15280	3	Stop File	120446	32.00	NoDecision	20150415	20150424
 51467001	15280	4	Stop File	120447	218.00	NoDecision	20150415	20150424
 51467001	15280	5	Stop File	120448	46.00	NoDecision	20150415	20150424
 51467001	10790	1	Stop File	120449	242.00	NoDecision	20150225	20150424
 51467001	10035	1	Stop File	120450	23.00	Hold	20150311	20150424

To view details of an Exception Decisioning transaction, click on the **Edit** button to  the left of the transaction.

A gray **Annotation** icon  indicates there are no annotations associated with the transaction. A yellow icon  indicates an annotation is present. Click on the **Annotation** icon to add or view annotations.

Exception Decisioning Activity Report

To create an Exception Decisioning Activity Report, in the **Exception Decisioning** menu, select **Activity Report**.

To export the Activity Report to a spreadsheet and save it on your computer, click the **Export to CSV** button.

Groups
Date Range

MARK IV CAPITAL INC Day - September 28

Details Summary

Receive Date	Process Date	Reference#	UserID	Total Trans Amt	Trans Status	Batch Type	Site ID	Client ID	Bank ID	CID	Work Type
20150415	20160928	120444	arif123	23.00	NoDecision	Stop File	1102	51467001	0	0	
20150415	20160928	120445	arif123	23.00	NoDecision	Stop File	1102	51467001	0	0	
20150415	20160928	120446	arif123	32.00	NoDecision	Stop File	1102	51467001	0	0	
20150415	20160928	120447		218.00	NoDecision	Stop File	1102	51467001			