

RDC Reporting

QUICK REFERENCE GUIDE

Reporting in SmartPay Business and Remote Deposit Now

Although both the Remote Deposit Now window and the SmartPay Business application have reporting capabilities detailed in this document, the application reporting tools are recommended for viewing items that have been submitted for deposit.

SmartPay Business Application Reporting

Transaction Status Summary

The *Transaction Status Summary* can be found on the *Dashboard* once you log in to the application. It represents the total number of items and dollar amounts of all RDC deposits, refunds, returns, and collection items for all locations being processed by a customer. It covers a rolling 60-day period and is broken down by a transaction's current status within the system.

Current Transaction Summary ^				
Below is a summary of the previous 60 days of transaction activity as of 9/6/2022, organized by status. Hover over the status to view its definition. Selecting a status link will navigate you to a report of all transactions of that type, where you may adjust the date as necessary, filter the data, save, export, and/or print the activity. Print				
Status	Debit Count	Debit Amount	Credit Count	Credit Amount
Approved				
Processed	4	\$60.00		
Collected				
Awaiting Capture				
Awaiting Approval				
Declined				
Voided				
Error				
In Collection				
Other ACH Returns				
Unauthorized				
Suspended	1	\$10,000.00		
Uncollected NSF				
Disputed				
Invalid / Closed Account				
Resolved				
Other Check21 Returns				

Figure 1

The *Current Transaction Summary* allows you to quickly identify any unusual activity regarding your transactions with any of the following status types:

- Declined
- Error
- In Collection
- Voided
- Uncollected NSF
- Suspended (requires financial institution's action to approve or void)
- Disputed
- Invalid/Closed Account

The following table provides a list and definition of all the transaction statuses within the system, for reference.

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 (Check 21). Changes can no longer be made, and the transaction can no longer be voided.
Collected	N/A for BOH Remote Deposit Capture
Awaiting Capture	N/A for BOH Remote Deposit Capture
Awaiting Approval	The transaction has been verified, but the amount of the transaction exceeded the <i>Dual Authorization</i> 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 <i>Dual Authorization</i> limits or <i>Velocity</i> limits.

Voided	The transaction has been voided and will not be processed. A transaction may not be voided once the item is in the <i>Processed</i> status.
Error	An internal error has occurred within the EPS system. Contact BOH Cash Management Servicing for support.
In Collection	N/A for BOH Remote Deposit Capture
Other ACH Returns	N/A for BOH Remote Deposit Capture
Unauthorized	<p>This includes the total number of transactions and total amount that have been returned with one of five Unauthorized Return Reason Codes (R05, R07, R10, R29, R51).</p> <p>Note: These R codes will no longer be included in the <i>Disputed</i> status totals.</p>
Uncollected NSF	N/A for BOH Remote Deposit Capture
Suspended	The transaction has been verified, but it has exceeded <i>Velocity</i> limits.
Status	Definition
Disputed	N/A for BOH Remote Deposit Capture
Invalid/Closed Account	N/A for BOH Remote Deposit Capture
Resolved	The transaction has been moved into a <i>Resolved</i> status by a user to indicate that no further action related to the transaction is required. Transactions can be moved into a <i>Resolved</i> status from a status of <i>Declined</i> , <i>Voided</i> , <i>Invalid/Closed Account</i> , <i>Disputed</i> , <i>Uncollected NSF</i> , <i>Error</i> , or <i>In Research</i> .
Other Check 21 Returns	N/A for BOH Remote Deposit Capture

Transaction Status Report

A *Transaction Status* report is a pre-defined report listing all transactions within a specific status. It automatically generates when you click a status link from the *Current Transaction Summary*. For example, select **Processed**.

The list will contain items that have been processed within the last 60 days and will give you access to individual transaction information. The report can be printed or saved (exported) into a Microsoft® Office Excel® spreadsheet (.xlsx), a tab-delimited file (.tsv), or a comma-delimited file (.csv).

Current Transaction Summary				
Below is a summary of the previous 60 days of transaction activity as of 9/6/2022, organized by status. Hover over the status to view its definition. Selecting a status link will navigate you to a report of all transactions of that type, where you may adjust the date as necessary, filter the data, save, export, and/or print the activity.				
Status	Debit Count	Debit Amount	Credit Count	Credit Amount
Approved				
Processed	4	\$60.00		
Collected				
Awaiting Capture				
Awaiting Approval				
Declined				
Voided				
Error				
In Collection				
Other ACH Returns				
Unauthorized				
Suspended	1	\$10,000.00		
Uncollected NSF				
Disputed				
Invalid / Closed Account				
Resolved				
Other Check21 Returns				

Figure 2

1. A list of the first 25 (default value) transactions are displayed, although you may navigate through pages of results to locate more transactions. To view details for a transaction, select the **View** link in the far left column for that transaction.

Transactions matching your query: ☐ Share to All Users [Save to My Reports](#)

Transaction Processed

Page 1 of 1
Records 1 - 4 of 4

View...	Transaction Date	Status	Response	Payment Type	Operation
	09/08/2022 03:44:19 PM CT	Processed	Success	Checking	Sale
	09/08/2022 03:44:19 PM CT	Processed	Success	Checking	Sale
	09/08/2022 03:44:19 PM CT	Processed	Success	Checking	Sale
	09/22/2022 02:56:05 PM CT	Processed	Success	Checking	Sale

Figure 3

- The *Transaction Details* page appears, including the **Show Events** and **Show Audit History** options.

Reports / Results / Transaction Information

Transaction Details			Show Events	Hide Events
Customer (ID):	UNKNOWN	Transaction Number:	176220060	
Effective Date:	Thursday, September 8, 2022	Reference Number:	T:HVMRWL4PLA2	
Sale:	\$5.00	Payment Origin:	Mailed In	
Payment Method:	Image Replacement Document	Settlement Status:	Settled	
From Account Type:	Checking	Description:		
Account Number:	121301028 / XXXXXX7890	Notification Method:	Merchant Notify	
Check #:	001001	Email Address:		
To Location:	BOH Demo RDN Location 2	Transaction Date:	Thursday, September 8, 2022 3:44 PM CT	
Current Status:	Processed	Originating As:	Image Replacement Document	
Source Application:	Web Service	Hold Days:		
Auth. Response:	Success			

Figure 4

Editing a Transaction

Transactions may be edited by their effective date and/or amounts or voided until they are processed. Once processed at the designated cut-off time, transactions will be deposited as entered. Any edits performed after file transmission will not be reflected in the file *View*, *Audit History*, or *Event History*.

- Log in, and then select a status from the *Current Transaction Summary*. For example, click the **Approved** status link.
- Select the **View** link next to the transaction you would like to edit.
- The *Transaction Details* page appears. To edit the amount, select **Edit** next to the *Sale* field.

Reports / Results / Transaction Information			
Transaction Details		Actions	
Customer (ID):	UNKNOWN	Transaction Number:	181140608
Effective Date:	Monday, November 7, 2022	Reference Number:	T:KKPGSG8PLA4
Sale:	\$15.00	Payment Origin:	Mailed In
Payment Method:	Image Replacement Document	Settlement Status:	To Be Originated
From Account Type:	Checking	Description:	
Account Number:	121301028 / XXXXXX7890	Notification Method:	Merchant Notify
Check #:	001029	Email Address:	
To Location:	BOH Demo RDN Location 1	Transaction Date:	Saturday, November 5, 2022 6:07 PM CT
Current Status:	Approved	Originating As:	Image Replacement Document
Source Application:	Web Service	Hold Days:	
Auth. Response:	Success		

Figure 5

4. The **Sale** amount will become a workable field where you can enter a new amount. Enter a new amount and a reason for changing the amount. Select the green check when finished.

Transaction Details

Customer (ID):

UNKNOWN

Effective Date:

Monday, November 7, 2022

\$

15.00

Reason

Reason

✓

✗

Payment Method:

Image Replacement Document

Figure 6



- 5. To change the date the transaction will be processed, select **Edit** next to the *Effective Date* field. Enter the date from the calendar option. Enter a **Reason** for the change and select the green check when finished.

Transaction Details

Customer (ID):

UNKNOWN

11/07/2022

Reason

Reason

✓

✗

Figure 7

Voiding a Transaction

- 1. Log in and then select a status from the *Current Transaction Summary* that has not yet been processed. For example, click the **Approved** status link.
- 2. A report of approved transactions appears. Select the **View** link next to the transaction you would like to void.
- 3. The *Transaction Details* page appears. Select **Actions | Void**.

Reports / Results / Transaction Information

Transaction Details

Actions

Customer (ID):

UNKNOWN

Effective Date:

Monday, November 7, 2022

Sale:

\$15.00

Trans

Refer

Payment Origin:

Mailed In

Mark this transaction void

Void

Figure 8

- 4. The system will ask you to confirm voiding the transaction. Select **Void**. The transaction will be voided and appear as a *Voided* status on the *Current Transaction Summary* page until it is resolved (see next section).



Confirm Void

Are you sure you want to void the transaction with Reference Number - T:KKPGSG8PLA4?
This action cannot be undone.

Cancel

Void

Figure 9


Resolving a Transaction

Resolving a transaction means indicating a reason why the transaction was voided for communication and auditing purposes. Once a transaction has been voided, it will appear in the *Voided* status, where you can opt to resolve the transaction.

1. Log in to the application and then select the **Voided** status from the *Current Transaction Summary* on the *Dashboard* page of the application.

Current Transaction Summary				
Below is a summary of the previous 60 days of transaction activity as of 9/6/2022, organized by status. Hover over the status to view its definition. Selecting a status link will navigate you to a report of all transactions of that type, where you may adjust the date as necessary, filter the date, save, export, and/or print the activity.				
Status	Debit Count	Debit Amount	Credit Count	Credit Amount
Approved				
Processed	4	\$60.00		
Collected				
Awaiting Capture				
Awaiting Approval				
Declined				
Voided	1	\$15.00		
Error				
In Collection				
Other ACH Returns				
Unauthorized				
Suspended	1	\$10,000.00		
Uncollected NSF				
Disputed				
Invalid / Closed Account				
Resolved				
Other Check21 Returns				

Figure 10

2. Select  **View** for the transaction you wish to resolve , as shown below.

Transactions matching your query: ☐ Share to All Users Save to My Reports

Transaction Voided

Page 1 of 1
Records 1 - 1 of 1


View...	Transaction Date	Status	Response	Payment Type	Operation	Name On Account
	11/05/2022 06:07:43 PM CT	Voided	Success	Checking	Sale	UNKNOWN

Figure 11

3. From the *Transaction Details* page, select **Actions**. Enter a reason for resolving the transaction. For example, the transaction was deposited in the wrong account. Select **Resolve**. The transaction will now appear under the *Resolved* status in the *Current Transaction Summary*.


Reports / Results / Transaction Information

Transaction Details

Customer (ID): UNKNOWN

Effective Date: Monday, November 7, 2022

Sale: \$15.00

 Payment Method: Image Replacement Document

Payment Origin: Mailed In

Actions

Resolve this transaction

Reason

Resolve

Figure 12

The Reports Page

The *Reports* tab grants you access to a number of reports available to run.

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

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

- **My Reports** – Allows you to customize a report based on your informational needs. You may save this report as a template for future use, and it will be available only to your profile as a user.
- **Shared Reports** – Allows you to customize a report and save it as a template available for other users to access and use. Only the person who created this report template can delete it.
- **Credits and Debits to Your Merchant Settlement Account** – Identifies deposits made within a date range and displays individual transaction amounts making up the deposit, with details of each transaction.



Using the Report Builder Utility

The report builder utility can be used to create one-time queries and custom recurring daily, weekly, and monthly reports for bookkeeping, historical research, and problem solving.

There are two options when creating a customized report: **New Report** and **New Shared Report**. While both are customizable, the shared report is available to other users who have access to the system. Other users will be able to pull the shared report and use its settings to generate information. Only the user who created the shared report can delete it.

1. Log in to the application, and then select **Reports** from the left main menu.

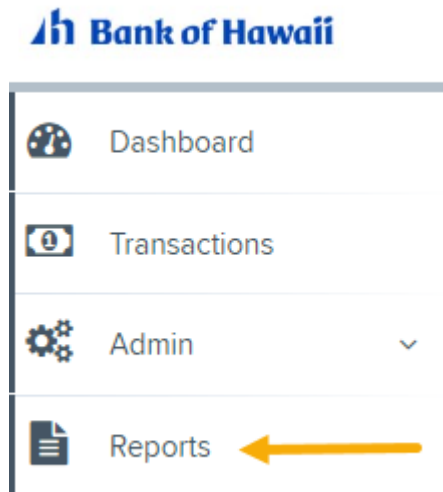


Figure 13

2. Click **New Report** or **New Shared Report**, if it will be available to others.



Figure 14

- The *Report* page appears. In the top bar, enter a **Title** for the report. Fill in the report criteria in each of the four sections: *Report Type*, *Date Range*, *Advanced*, and *Report Column Headers*.

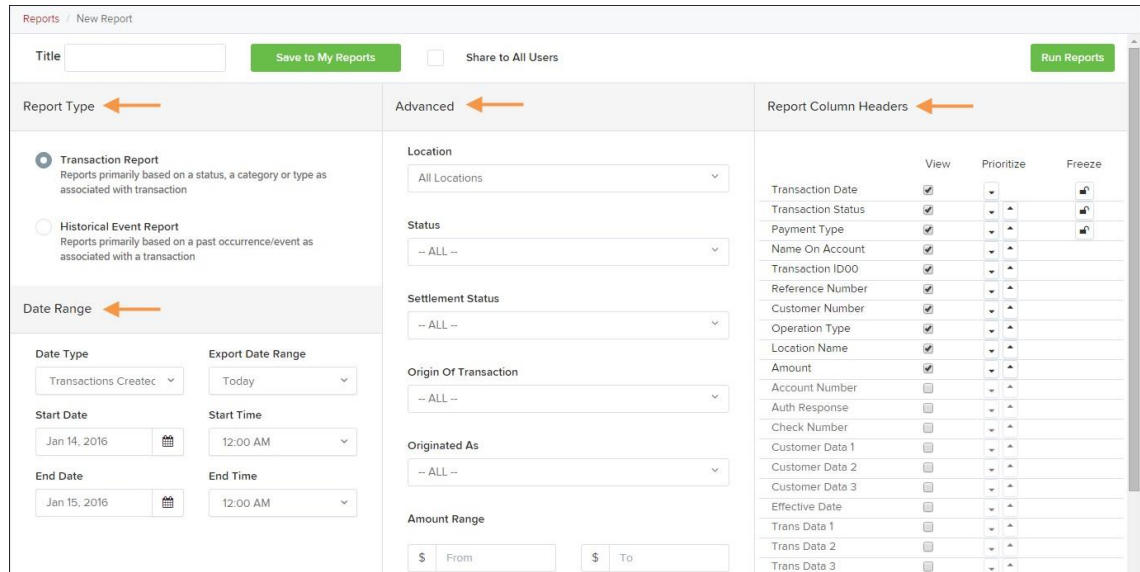


Figure 15

- Report Type** - Designate if your report will be a **Transaction Report** based upon the current status of a transaction, or a **Historical Event Report** based upon past events a transaction has been through in the system.
- Date Range** - In the *Date Type* field, select either **Transactions Created** or **Effective Dates** for the report, which will determine if the report displays transactions based upon the date they were created versus the date they took effect.
- Select a pre-specified date range using the **Export Date Range** option (ideal for recurring reports), or specify your own date range with the **Start Date** and **Start Time** and the **End Date** and **End Time** fields.

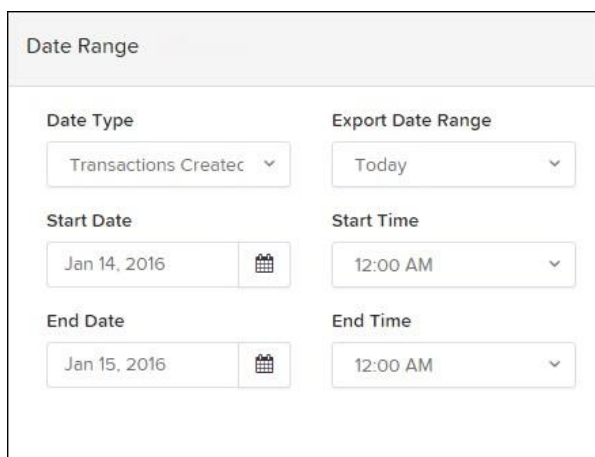


Figure 16

NOTE: If you are creating a *Historical Event Report*, a custom date range will be unavailable.

- **Advanced Filters** section, specify the **Location** and **Status** of the transaction you wish to have in your report.
- **Settlement Status:** Whether a transaction has been deposited. Designate a single status or multiple statuses by selecting the appropriate check box(es).
- **Origin of Transaction:** Determines how the transaction was received and will be coded. You may designate a single origin for the report or multiple origins by selecting the check box next to each option.
- **Originated As:** Specifies how the transaction will be processed. You may designate a single type or multiple types.
- **Account Type:** Determines the type of transaction the report will display. You can select a specific account type or select **ALL**.
- **Operation:** This option specifies what process a transaction has been through. You may designate one process or select **ALL**.
- **Authority Response Code:** This option represents the types of return responses that can be received for a transaction. Select a specific response code or select **ALL**.
- **Amount Range:** The **From** and **To** options allow you to look for transactions with a specific amount or between amount values in decimal format (XX.XX).
- **Report Layout** – This section allows you to organize how the report displays.
- Select the **View** check box next to any fields to have them show on the report.
- Under **Prioritize**, use the arrows to change the order in which information appears. For example, select the upward arrow to have a field listed before others, or the select the downward arrow to have other fields listed before it.
- Use **Freeze** to lock fields when viewing a report. This will hold certain fields in view while you explore the rest of the report information.



Report Layout

	View	Prioritize		Freeze
Transaction Date	<input checked="" type="checkbox"/>	<div>▼</div>		<div></div>
Transaction Status	<input checked="" type="checkbox"/>	<div>▼</div>	<div>▲</div>	<div></div>
Payment Type	<input checked="" type="checkbox"/>	<div>▼</div>	<div>▲</div>	<div></div>
Name On Account	<input checked="" type="checkbox"/>	<div>▼</div>	<div>▲</div>	
Transaction Number	<input checked="" type="checkbox"/>	<div>▼</div>	<div>▲</div>	
Reference Number	<input checked="" type="checkbox"/>	<div>▼</div>	<div>▲</div>	
Customer Number	<input checked="" type="checkbox"/>	<div>▼</div>	<div>▲</div>	
Operation Type	<input checked="" type="checkbox"/>	<div>▼</div>	<div>▲</div>	
Location Name	<input checked="" type="checkbox"/>	<div>▼</div>	<div>▲</div>	
Amount	<input checked="" type="checkbox"/>	<div>▼</div>	<div>▲</div>	
Account Number	<input type="checkbox"/>	<div>▼</div>	<div>▲</div>	
Auth Response	<input type="checkbox"/>	<div>▼</div>	<div>▲</div>	
Check Number	<input type="checkbox"/>	<div>▼</div>	<div>▲</div>	
Effective Date	<input type="checkbox"/>	<div>▼</div>	<div>▲</div>	
Originated As	<input type="checkbox"/>	<div>▼</div>	<div>▲</div>	
Payment Origin	<input type="checkbox"/>	<div>▼</div>	<div>▲</div>	
Settlement Status	<input type="checkbox"/>	<div>▼</div>	<div>▲</div>	
Third Party Reference Number	<input type="checkbox"/>	<div>▼</div>	<div>▲</div>	
User	<input type="checkbox"/>		<div>▲</div>	

Figure 17

4. At this time, you may choose to select the **Share to All Users** check box if you want to have this report available for other users to view. If you selected **New Shared Report** previously, this box will already be selected.
- Alternatively, you may wish to save the report for your own use at a later time by selecting **Save to My Reports**. This option will both save the report and generate a report to view.

Reports / New Report

Title

A sample report title

Save to My Reports

☐ Share to All Users

Run Reports

Figure 18

The report displays results.

- Use the filters to change the report and select **Run Reports** again, or you can print/export the report, as needed.
- Column headers in the report are selectable for organization. Select a column header to organize the report based on that column's information, in either ascending order (designated by an upward arrow) or descending order (designated by a downward arrow).
- Select **View** to the left of an item to view more details about the transaction.
- To change the report template, adjust the report filters as desired, and select **Save to My Reports**, which will save the filter options as a template for later use.

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

Remote Deposit Now Application Reporting

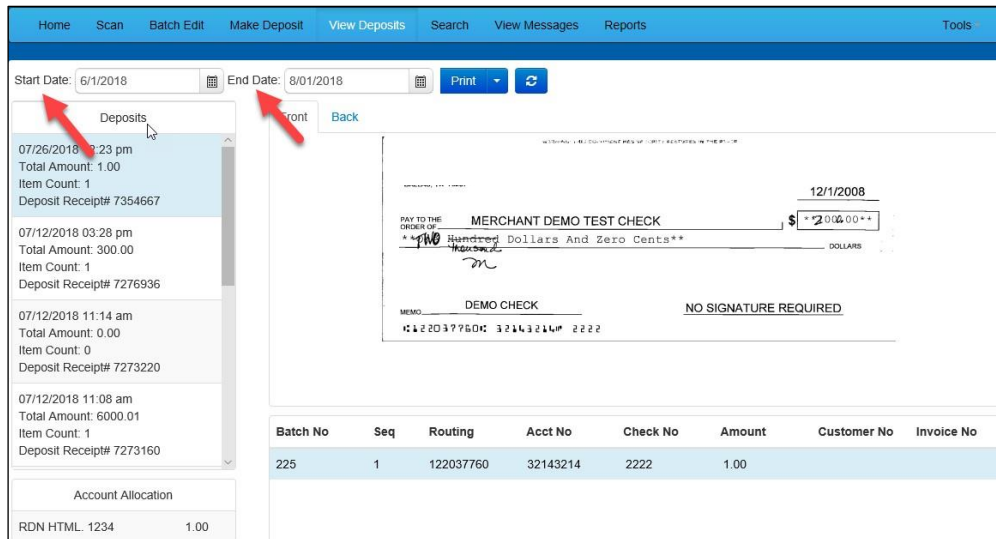
Viewing Deposits

1. Select the **View Deposits** link at the top of the page to view batch/item information (shown below).



FIGURE 81 - VIEW DEPOSITS LINK

2. A list of deposits appears. To narrow your list of deposits, select a **Start Date** and **End Date** at the top of the page.



Home Scan Batch Edit Make Deposit View Deposits Search View Messages Reports Tools

Start Date: 6/1/2018 End Date: 8/01/2018 Print Refresh

Deposits

- 07/26/2018 12:23 pm
Total Amount: 1.00
Item Count: 1
Deposit Receipt# 7354667
- 07/12/2018 03:28 pm
Total Amount: 300.00
Item Count: 1
Deposit Receipt# 7276936
- 07/12/2018 11:14 am
Total Amount: 0.00
Item Count: 0
Deposit Receipt# 7273220
- 07/12/2018 11:08 am
Total Amount: 6000.01
Item Count: 1
Deposit Receipt# 7273160

Account Allocation


RDN HTML 1234 1.00

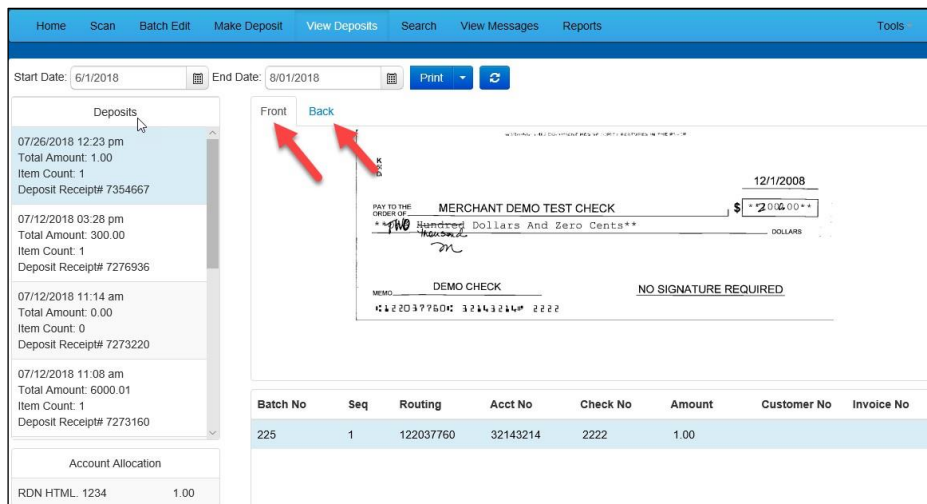
Front Back

MERCHANT DEMO TEST CHECK \$ 200.00**
Hundred Dollars And Zero Cents**
DEMO CHECK NO SIGNATURE REQUIRED
12/1/2008
122037760 32143214 2222

Batch No	Seq	Routing	Acct No	Check No	Amount	Customer No	Invoice No
225	1	122037760	32143214	2222	1.00		

FIGURE 82 - BEGIN AND END DATES FOR VIEWING DEPOSITS

3. Select  **Refresh** at the top of the page to view the deposit(s) within the date range.
4. To view the front and back side of a check image, select **Front** and **Back** from the tabs at the top of the image (shown below).



Home Scan Batch Edit Make Deposit View Deposits Search View Messages Reports Tools

Start Date: 6/1/2018 End Date: 8/01/2018 Print Refresh

Deposits

- 07/26/2018 12:23 pm
Total Amount: 1.00
Item Count: 1
Deposit Receipt# 7354667
- 07/12/2018 03:28 pm
Total Amount: 300.00
Item Count: 1
Deposit Receipt# 7276936
- 07/12/2018 11:14 am
Total Amount: 0.00
Item Count: 0
Deposit Receipt# 7273220
- 07/12/2018 11:08 am
Total Amount: 6000.01
Item Count: 1
Deposit Receipt# 7273160

Account Allocation

RDN HTML 1234 1.00

Front Back

MERCHANT DEMO TEST CHECK \$ 200.00**
Hundred Dollars And Zero Cents**
DEMO CHECK NO SIGNATURE REQUIRED
12/1/2008
122037760 32143214 2222

Batch No	Seq	Routing	Acct No	Check No	Amount	Customer No	Invoice No
225	1	122037760	32143214	2222	1.00		

FIGURE 83 - FRONT AND BACK VIEW OPTIONS FOR A CHECK IMAGE

Printing Images of Items

1. From the *View Deposits* page, highlight which deposit to view from the left column. The item(s) for that deposit appear.



Deposits
07/26/2018 12:23 pm Total Amount: 1.00 Item Count: 1 Deposit Receipt# 7354667
07/12/2018 03:28 pm Total Amount: 300.00 Item Count: 1 Deposit Receipt# 7276936
07/12/2018 11:14 am Total Amount: 0.00 Item Count: 0 Deposit Receipt# 7273220
07/12/2018 11:08 am Total Amount: 6000.01 Item Count: 1 Deposit Receipt# 7273160

FIGURE 84 - VIEWING DEPOSIT ITEMS

- At the top of the page, select one of several options for printing.
 - Select **Print** to print the front and back of the check currently highlighted.
 - Select the drop-down menu next to *Print* and click **Print All** to print the front and back images of all the items in the deposit.
 - Select the drop-down menu next to *Print* and click **Print All Fronts Only** to print only the front images of all the items in the deposit.



FIGURE 85 - PRINTING OPTIONS

- From the **Print** option at the top of the page, select the drop-down menu next to *Print* and click **View Item Edits** to see which user(s) have edited transaction amounts for the deposit in the RDN application.

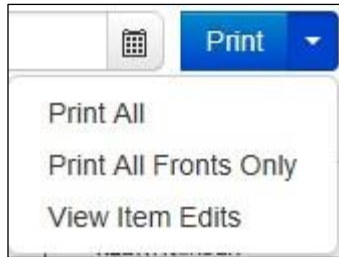


FIGURE 86 - VIEW ITEM EDITS OPTION

4. A list of edits made to the transaction will display, along with the *Date*, *User* who edited the transaction, the name of the field (*Field Name*) that was altered in the transaction, the *Before Value* of the field, and the *After Value* of the field.

Searching for an Item

1. To look for a specific item in the RDN application, select **Search** from the top of the page (shown below).



FIGURE 87 - SEARCH OPTION

2. To search for specific item, complete the search criteria fields displayed. For a range of items between certain dates, complete only the **Start Date** and **Stop Date** fields.

Start Date: 8/01/2018
Stop Date: 8/01/2018
Batch Number:
Check Number: to
Routing Number:
Check Acct Number:
Amount: 0.00
Customer Acct No:
Invoice No:
Invoice Number:
Unit Number:

Front Back

Seq Batch No Check No Amount Cust Acct No Invoice No Deposit Date Deposit Confirm Code

Reset Print Search

FIGURE 88 - SEARCH CRITERIA

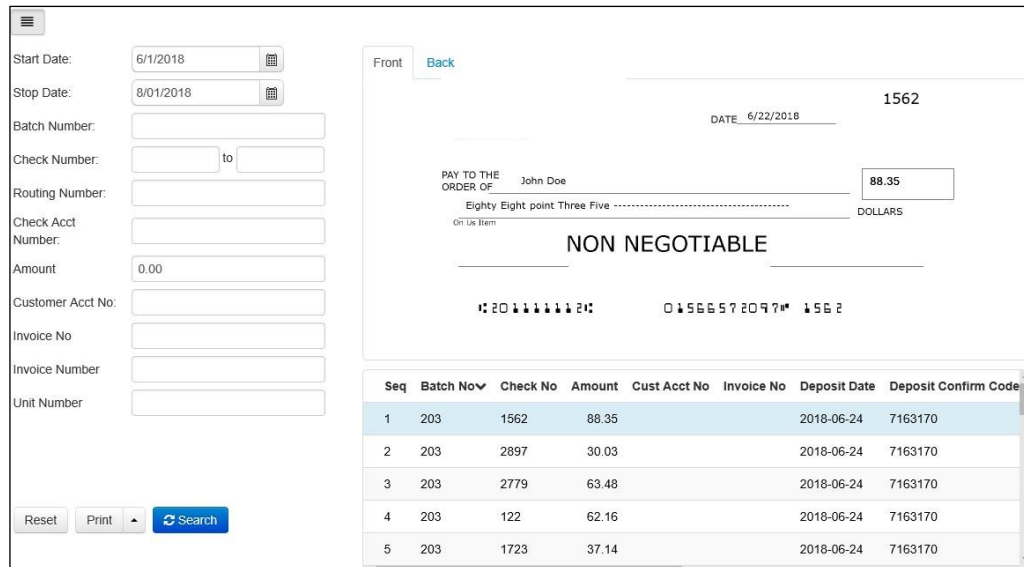
3. Select the **Search** link from the bottom of the page.

Reset Print Search

FIGURE 89 - SEARCH LINK

4. The search results appear. Select an item to print, or hold the **Shift** key on your keyboard to highlight multiple items in the list.





Start Date: 6/1/2018
 Stop Date: 8/01/2018
 Batch Number:
 Check Number: to
 Routing Number:
 Check Acct Number:
 Amount: 0.00
 Customer Acct No:
 Invoice No:
 Invoice Number:
 Unit Number:

Front Back

DATE 6/22/2018 1562

PAY TO THE ORDER OF John Doe 88.35

Eighty Eight point Three Five DOLLARS

NON NEGOTIABLE

Seq	Batch No	Check No	Amount	Cust Acct No	Invoice No	Deposit Date	Deposit Confirm Code
1	203	1562	88.35			2018-06-24	7163170
2	203	2897	30.03			2018-06-24	7163170
3	203	2779	63.48			2018-06-24	7163170
4	203	122	62.16			2018-06-24	7163170
5	203	1723	37.14			2018-06-24	7163170

Reset Print Search

FIGURE 90 - HIGHLIGHTING SEARCH ITEMS

5. Select **Print** to print the front and back of a highlighted item. To print items, select the menu next to **Print** and then select **Print All**. Select **Print All Fronts Only** to print the front images of all items in the list.



Print All
 Print All Fronts Only
 View Item Edits

Reset Print Search

FIGURE 91 - PRINT OPTIONS

NOTE: Any items that are voided in the application (see “Voiding a Transaction” in this document for more information) will not be reflected in the RDN application.

