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# Electronic Receipts

## Printing, Saving and Retrieving Electronic Receipts



### INTRODUCTION

CU\*Answers is pleased to introduce its first-ever integrated electronic receipt system. This booklet describes the CU\*BASE interface with the electronic receipts system created by EDI (eDOC Innovations). Through use of the EDI interface, you will be able to create electronic receipts and have members sign with electronic signatures. You will print a copy of the receipt for the member, and a second signed copy will be saved in an archive database for later retrieval. This manual also covers three ways of reprinting a receipt if a copy is needed after the initial receipt is saved. A final section in this manual discusses drive-through options and the issues associated with each choice.

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For an updated copy of this booklet, check out the Reference Materials page of our website:  
[http://www.cuanswers.com/client\\_reference.php](http://www.cuanswers.com/client_reference.php)

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ProDOC™, 2020DOC™, and iSweep™ are registered trademarks of EDI (eDOC Innovations).

# OVERVIEW AND TERMINOLOGY

The following terms are used in this booklet (listed alphabetically):

<i>Term</i>	<i>Description</i>
2020iDOC	This EDI software allows a teller to find, view and print archived receipts using a browser.
e-receipt	This term refers to the receipt that is generated by ProDOC once a transaction is posted in CU*BASE. When the member signs the electronic signature pad, this electronic signature appears on the teller's computer screen and can be reviewed by him or her. The teller can print and save this receipt at the time of transaction. These receipts can be reprinted at a later date from within CU*BASE, by using ProDOC, or by using the 2020iDOC browser.
Electronic signature	This term refers to the signature that the member creates when using the electronic signature pad. The member creates this electronic signature to sign for his or her transaction. This electronic signature is archived with the electronic receipt.
iSweep appliance	This is the device that is housed at the Credit Union branch and provides the transfer point of the receipt from the teller station and the archive database.
ProDOC	This EDI software creates the electronic receipt. If a receipt is not immediately printed, one method of retrieving the receipt uses this software.
Signature box	This is the field on the computer screen where the teller can view the signature.
Signature pad	This device is connected to the teller computer via a USB connection. This device has a stylus which is used by the member to write his or her signature. The electronic signature software collects the imprint of the stylus on the pad and this imprint is then viewable by a teller in the signature box of the electronic receipt.

## OPTIONS FOR PRINTING AND REPRINTING A RECEIPT

Tellers can print the receipt at the time of the transaction. Once a transaction is posted in CU\*BASE, the software is launched and creates an e-receipt in ProDOC. The member signs an electronic signature pad and the electronic signature appears on the teller's computer screen. The teller then prints as many copies of the receipt as needed. The teller completes the process by saving the receipt to a secure, remote database. The screen then returns to the CU\*BASE screen so that the teller can continue processing another transaction. For information on this feature go to page 4.

There are several ways to access a receipt once it is saved to the database. CU\*BASE has easy-to-use methods that print a receipt with or without a signature. Tellers can also use ProDOC and 2020iDOC to print a receipt with a signature. For information on these methods go to page 11.

## TIPS FOR USING YOUR ELECTRONIC RECEIPT SOFTWARE

- Always use the stylus on the signature pad. Never allow a member to use a regular pen to sign a signature on the signature pad.
- A signature box must be blue before it can accept an electronic signature. If the box is yellow, click on the signature box to make it blue and active and ready to accept a signature from the signature pad.
- If a member needs to sign his or her signature again because it does not appear correctly, simply right click on the signature box and select Retry. The signature box will clear and the member then can sign the signature pad again.
- If two receipts are needed during the transaction, simply click Print twice after the receipt has been generated by the ProDOC software.
- There are three ways to retrieve a teller receipt once it has been saved. CU\*BASE. Use the blue dot in the Print Receipt column or the Print Receipt option button to print a receipt without a signature. Use the “Retrieve e-Receipt” option to print a receipt with a signature. Additionally, a teller can use ProDOC and 2020iDOC to retrieve signed electronic receipts. This manual covers all three methods of retrieval—CU\*BASE, ProDOC, and 2020iDOC.
- Drive-through teller stations will need to have a different process for handling receipts. See page 29 for a list of options available to your credit union.

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# PRINTING ELECTRONIC RECEIPTS

You will print a receipt from the ProDOC screen that is activated by CU\*BASE at the time of the transaction. Reprints are covered in the second section of this manual.

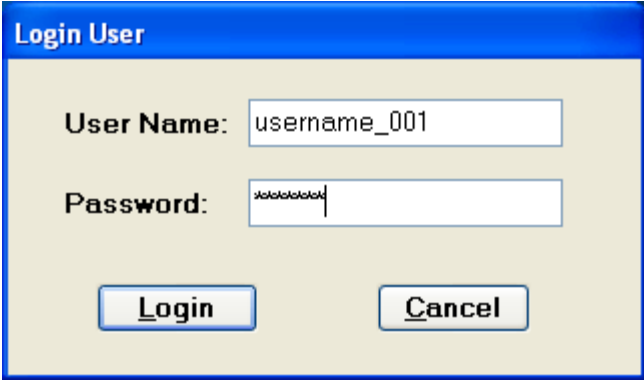
## LOGGING INTO PRODOC

Before creating a receipt, you must first log into ProDOC. You must log into ProDOC, CU\*BASE, and your printer session before you create a receipt.

**BE CAREFUL:** The receipts you create will be indexed according to the person logged into ProDOC. If another teller has used the computer before you, make sure that they have logged out of ProDOC, and then login as yourself before beginning any transactions. To learn how to log out of ProDOC, refer to page 8.

1. The ProDOC login screen will automatically launch on your computer desktop when you login to your computer at the beginning of your work day.
2. Type in your ProDOC user name and password and click the Login button.

ProDOC Login Screen



The screenshot shows a standard Windows-style dialog box titled "Login User". It features a light beige background and a blue title bar. There are two text input fields: the first is labeled "User Name:" and contains the text "username\_001"; the second is labeled "Password:" and contains masked characters. Below these fields are two buttons: "Login" and "Cancel".

Once the login is completed the ProDOC icon will appear in the Systems Tray at the bottom right hand corner of the computer screen.

## ProDOC Icon in System Tray



Your ProDOC icon is accessible in your System Tray as pictured here.



3. Next, launch CU\*BASE and your thermal printer sessions and log into both of them appropriately. You may need to log into more than one thermal printer session (for multiple printers).

*If you need to log into ProDOC after your initial login, you can launch the program by double clicking the icon on your desktop.*



*If you are logging into ProDOC after another teller has used the product, select Login after the first teller has right clicked on the icon and selected Logoff.*

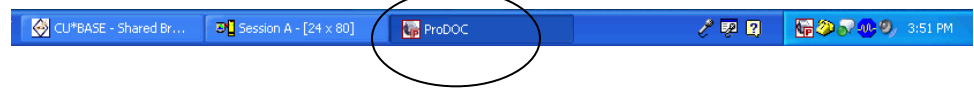
## CREATING THE ELECTRONIC RECEIPT

First the teller activates the ProDOC software by posting a transaction from CU\*BASE. ProDOC in turn creates the electronic receipt. The teller asks the member to sign on the electronic signature pad, and the signature appears in the signature box on the teller's screen. Then the teller prints as many copies as are needed and saves the receipt.

1. Complete a teller transaction in CU\*BASE and post it in the normal manner.

The first receipt you process after logging on to ProDOC may not appear in the front of the screen. Click on the ProDOC tab in the Task bar at the bottom of the screen to open the ProDOC Receipt Capture screen. See the tab in the image below.

ProDOC Tab in Taskbar



2. Once the transaction has been posted the following ProDOC screen will appear.

ProDOC captures the account number here.

ProDOC captures the member's name here.

This is the signature box where the member's signature will appear.

ProDOC Electronic Receipt Capture Screen

A screenshot of the 'ProDOC - Signature Capture (AMEYERS)' window. The window title bar is blue and contains the text 'ProDOC - Signature Capture (AMEYERS)'. The main area is divided into two panes. The left pane contains a form with the following fields: 'Form Name: Receipt' (dropdown), '\*Account: 1' (text box), 'AccountName: DONALD D DUCK' (text box), and 'Other:' (text box). Below these fields is a '\*Required' label. The right pane contains a receipt preview with a table of transactions. At the bottom of the window, there is a 'Cash Tracker' checkbox and buttons for 'User', 'Print', 'Save', and 'Cancel'. Annotations with arrows point to the 'Account' field, the 'AccountName' field, and a blue box on the receipt preview.

MEMBER	NUMBER	DESCRIPTION	YEAR	AMOUNT	BALANCE	PARTICIPANT	ADDRESS
1	000	REG. BANK	2008	1.00	107524.14		
		CASH BANK					

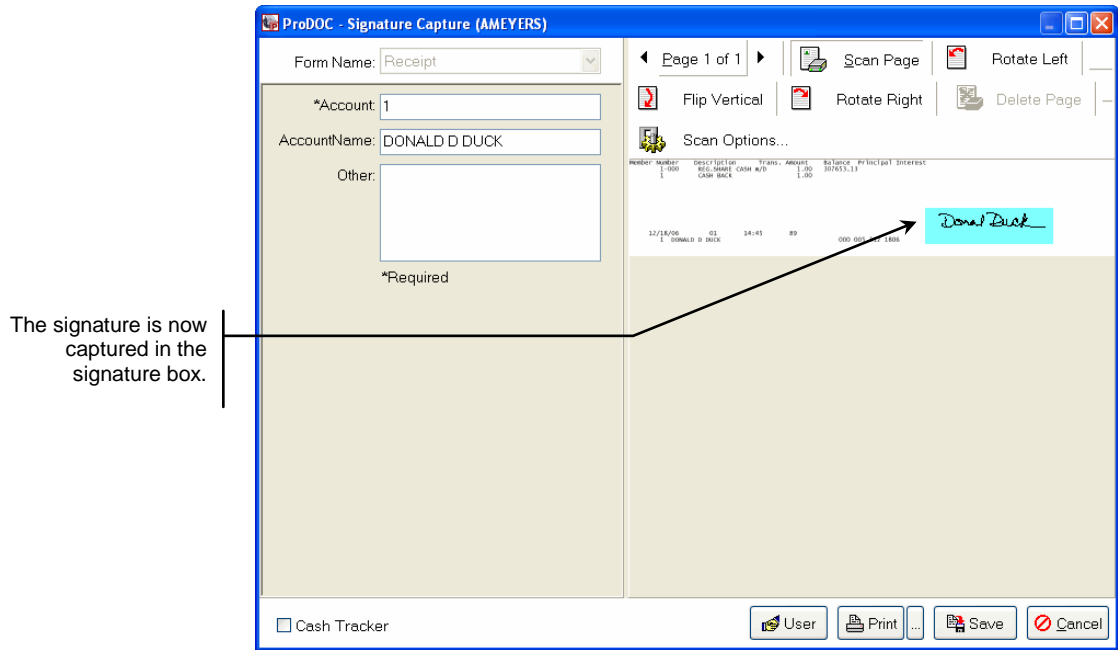
12/18/08 01 14:33 89 000 005 412 1806

3. Ask the member to use the stylus to sign on the electronic signature pad.

*Do not have the member use anything other than the stylus to sign the electronic signature pad.*

4. Once the member signs the pad, the signature will appear in the signature box on the teller's computer screen. This signature box is the blue box located on the lower right side of the receipt on the screen.

## ProDOCs Receipt Screen with Electronic Signature



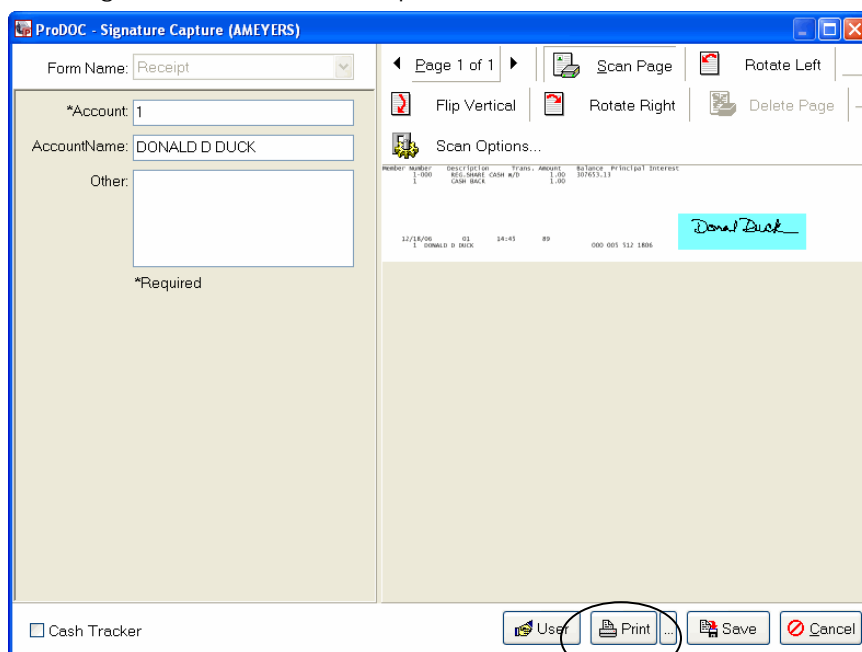
*If the signature box is yellow, left click on the box and it will turn blue. Have the member sign his or her name again. The box must be blue before it will accept a signature.*

*If the member makes a mistake while signing his or her signature, right click on the signature box. Select Retry to clear the box. Then have the member sign the electronic signature pad again.*

5. Once you are satisfied with the signature, click the Print button for a single receipt to print.

*These receipts print to the teller's receipt printer without a signature. The signature is suppressed when printing to a receipt printer.*

## Clicking Print to Print a Receipt



*Click the Print button again for additional copies of the receipt.*

6. Wait for the receipt to print.

**IMPORTANT:** *After clicking Print, always release the mouse. If you do not release and just drag your mouse over to the Save button—the next step—the receipt will not print.*

7. Once the receipt is printed, click the Save button. (View screen above.) The receipt is now stored in the database.

*Always print all copies of the receipt prior to saving it. If you press save prior to printing, you can reprint a copy of the receipt. Refer to the section in this manual on page 11.*


8. The ProDOC screen will disappear and the CU\*BASE screen will reappear. Process your next transaction.

## LOGGING OUT OF PRODOC

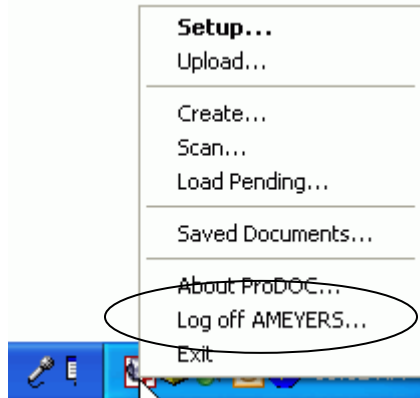
Always log out of ProDOC when you log out of CU\*BASE. All receipts are stored under the teller who is logged on to ProDOC. To avoid having your receipts archived under another teller's name, always logout of ProDOC, either during the day or at the end of the day.

## Logging Out During the Day

Log out of ProDOC using these directions so that a login screen will appear on the workstation and remind the next teller that he or she needs to log on to ProDOC before processing any transactions.

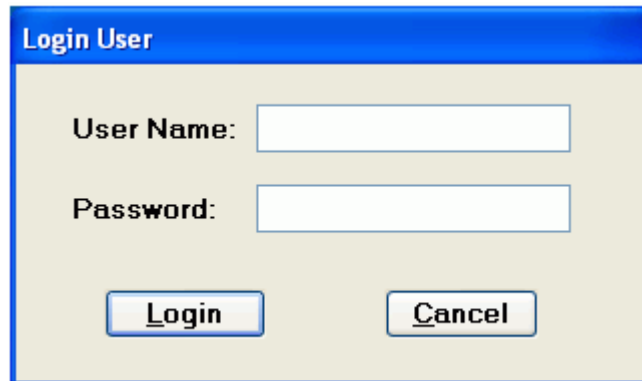
1. When you log out of CU\*BASE, right click on the ProDOC icon  (in the Systems Tray) and select Log off.

Selecting Logoff from the ProDOC Icon



2. The following screen will appear.

Login Screen

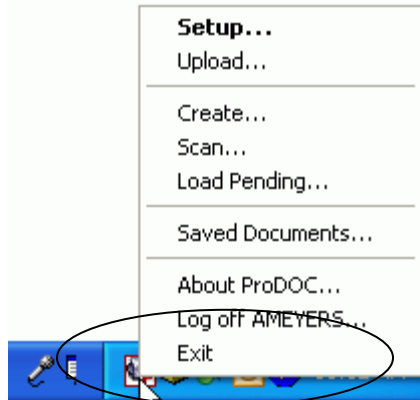
A screenshot of a 'Login User' dialog box. It has a blue title bar with the text 'Login User'. Below the title bar, there are two text input fields. The first is labeled 'User Name:' and the second is labeled 'Password:'. At the bottom of the dialog box, there are two buttons: 'Login' and 'Cancel'.

3. Now another teller can log into ProDOC by entering his or her login information and clicking Login.

## Logging off of ProDOC at the End of the Day

1. To log off of ProDOC at the end of the day, simply right click on the ProDOC icon in your system tray and select Exit.

### Selecting Exit at the End of the Day



2. ProDOC will close completely.

# REPRINTING AN ELECTRONIC RECEIPT

There are many ways to reprint a receipt if it is not printed during the initial transaction. Perhaps the receipt does not print correctly or an additional copy is needed. Or perhaps a receipt needs to be researched at a later date. Below is a list of options that a teller has to reprint a receipt, which include using CU\*BASE, using Saved Documents in ProDOC, and searching for the receipt using a browser and a program called 2020iDOC.

<i>Method of Reprinting</i>	<i>Advantages and Disadvantage</i>
CU*BASE	<ul style="list-style-type: none"> <li>• CU*BASE is used to print the receipt.</li> <li>• CU*BASE can reprint a receipt up to 90 days old.</li> <li>• CU*BASE can only reprint teller receipts.</li> <li>• The process is easy and can be done from the Member Inquiry, Phone Inquiry, or Teller Drawer Audit screens.</li> <li>• Click the blue dot in the Print Receipt column or the Print Receipt option and then Enter to print the receipt to the receipt printer <u>without</u> a signature. The wording “Reprint” appears at the bottom of the receipt.</li> <li>• Use the “Retrieve e-Receipt” option, to print a receipt to a non-receipt printer, such as one you print reports to, <u>with</u> a signature.</li> </ul>
ProDOC	<ul style="list-style-type: none"> <li>• The ProDOC icon is used to access the receipts.</li> <li>• Only receipts from the last seven days can be reprinted.</li> <li>• Only receipts originally created on the computer can be re-printed.</li> <li>• The receipt prints a non-receipt printer, such as one you print reports to.</li> <li>• The receipt prints with a signature.</li> </ul>
2020iDOC	<ul style="list-style-type: none"> <li>• A browser window is used for this method.</li> <li>• A teller must login and search for the correct receipt.</li> <li>• You can reprint <u>all</u> receipts using this method, even those that are over 90 days old and non-teller receipts.</li> <li>• The receipt is printed to a non-receipt printer, such as one you print reports to.</li> <li>• The receipt is printed with a signature.</li> </ul>

## USING CU\*BASE TO REPRINT A RECEIPT

Use CU\*BASE to reprint teller receipts up to ninety days old. Use CU\*BASE as a quick way to reprint a receipt without a signature if the receipt does not print, or if you need an additional copy of the receipt. Using CU\*BASE method is also a quicker method to reprint a receipt with a signature than the 2020iDOC method, which is covered later in this document.

- Click the blue dot in the Print Receipt column or the Print Receipt option and then Enter, to print the receipt to the receipt printer without a signature. The wording “Reprint” appears at the bottom of the receipt.
- Use the “Retrieve e-Receipt” option, to print a receipt to a non-receipt printer, such as one you print reports to, with a signature.

There are three screens you can use to reprint a receipt using CU\*BASE. Pick the method that is most comfortable for you.

*You will need to be logged into CU\*BASE and your printer session, and ProDOC before following these steps.*

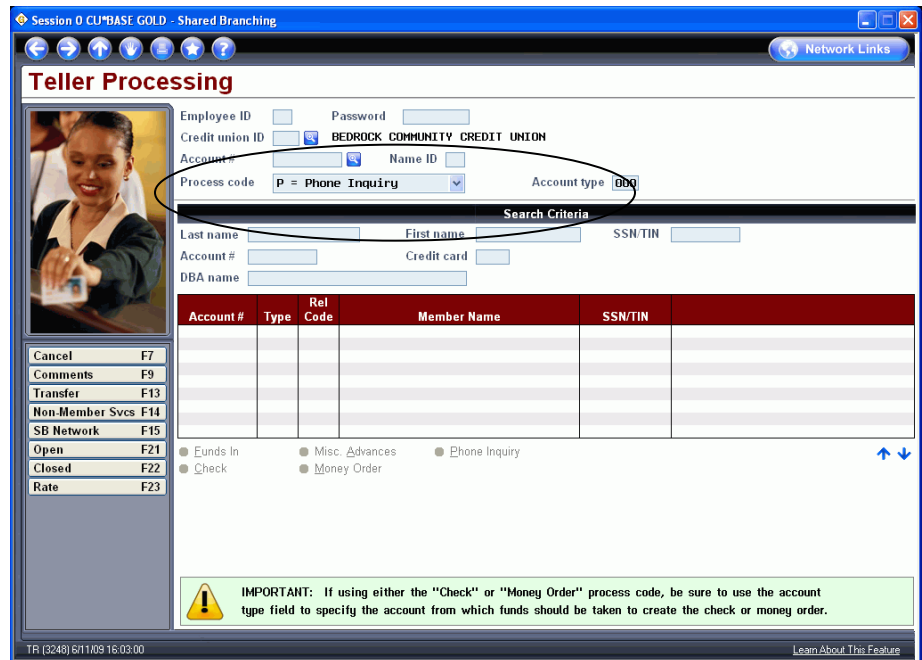
## Reprinting a Receipt Using Phone Operator or Member Inquiry

This method uses Phone Operator from within the Teller Processing feature of CU\*BASE. Member Inquiry also has similar screens to reprint a receipt.

*Note: This method cannot be used if a transaction does not touch the member's account, for example, if a member cashes a check and wants to have this verified at a later date.*

1. On the Initial Teller Posting Screen, select Phone Operator (Proc Code P).

Initial Teller Posting Screen "Selecting Proc Code P"



Session 0 CU\*BASE GOLD - Shared Branching

**Teller Processing**

Employee ID  Password   
Credit union ID  BEDROCK COMMUNITY CREDIT UNION  
Account #  Name ID   
Process code **P = Phone Inquiry** Account type **000**

**Search Criteria**

Last name  First name  SSN/TIN   
Account #  Credit card   
DBA name

Account #	Type	Rel Code	Member Name	SSN/TIN

Funds In  Misc. Advances  Phone Inquiry  
 Check  Money Order

**IMPORTANT:** If using either the "Check" or "Money Order" process code, be sure to use the account type field to specify the account from which funds should be taken to create the check or money order.

TR (3248) 6/11/09 16:03:00 [Learn About This Feature](#)

2. Press Enter.
3. Select the account that the receipt was processed in to view the receipts processed with that account. Here we have selected the savings account.

## Account Transactions

You can sort by just deposits or just withdrawals by clicking on the buttons here.

Use the blue dot in the Print Receipt column to print a receipt without a signature to a receipt printer. This dot will only appear if a receipt can be printed in this manner.

Use the Retrieve e-Receipt option to print a receipt with a signature to a non-receipt printer, such as one you would print reports to.

**Transaction Inquiry** CHECKING

Account # -110 CHECKING Current balance 1,055.00  
 Name MARY M MEMBER Available 1,055.00

Search by: Date 000000 [MMDDYY] - OR - Check #

Debits Only Credits Only All Toggle Description

Date	Amount	Check #	Balance	Description	Transfer Acct	ID	Print Receipt
Feb 26, 2010	400.00-		896.62	PC CU TRANSFER	-615	96	
Feb 26, 2010	723.36		1,619.98	ATM/DEP 00000009328	-615	99	
Feb 28, 2010	326.14-		1,293.84	PC CU TRANSFER	-615	96	
Mar 01, 2010	900.00		2,193.84	CHECKING DEPOSIT	-610	90	
Mar 01, 2010	138.84-		2,055.00	AUTO. FUNDS TRANSFER	-610	90	
Mar 08, 2010	1,000.00-		1,055.00	PC CU TRANSFER	-610	96	
Mar 22, 2010	247.18-		807.82	ACH/AAAMTCH 1108	-J		
Mar 22, 2010	70.30-		737.52	ACH/AAAMTCH 1108	-J		
Mar 22, 2010	251.70-		485.82	ACH/AAAMTCH 2108	-J		
Mar 01, 2010	900.00		2,193.84	CHECKING DEPOSIT	MD		
Mar 01, 2010	138.84-		2,055.00	AUTO. FUNDS TRANSFER	-610	90	
Mar 08, 2010	1,000.00-		1,055.00	PC CU TRANSFER	-610	96	

Cancel F7  
 Debits Only F8  
 Credits Only F9  
 All F10  
 Toggle Desc F11  
 Secured Bal Hist F18

Additional Transaction Information Retrieve e-Receipt

Rows highlighted in blue indicate transactions that have been suppressed from the statement.

At this point you have two options. You can print the receipt with a signature or without a signature. The following directions will cover printing a receipt without a signature. To print a receipt with a signature, use the Retrieve e-Receipt option, select a printer, such as one you print reports to, and press Print.

- To print the receipt without a signature, click the blue dot in the Print Receipt column.

## View Transaction Screen

**Transaction Inquiry** CHECKING

Account # -110 CHECKING Current balance 1,055.00  
 Name MARY M MEMBER Available 1,055.00

Search by: Date 000000 [MMDDYY] - OR - Check #

Debits Only Credits Only All Toggle Description

Date	Amount	Check #	Balance	Description	Transfer Acct	ID	Print Receipt
Feb 26, 2010	400.00-		896.62	PC CU TRANSFER	-615	96	
Feb 26, 2010	723.36		1,619.98	ATM/DEP 00000009328	-615	99	
Feb 28, 2010	326.14-		1,293.84	PC CU TRANSFER	-615	96	
Mar 01, 2010	900.00		2,193.84	CHECKING DEPOSIT	-610	90	
Mar 01, 2010	138.84-		2,055.00	AUTO. FUNDS TRANSFER	-610	90	
Mar 08, 2010	1,000.00-		1,055.00	PC CU TRANSFER	-610	96	
Mar 22, 2010	247.18-		807.82	ACH/AAAMTCH 1108	-J		
Mar 22, 2010	70.30-		737.52	ACH/AAAMTCH 1108	-J		
Mar 22, 2010	251.70-		485.82	ACH/AAAMTCH 2108	-J		
Mar 01, 2010	900.00		2,193.84	CHECKING DEPOSIT	MD		
Mar 01, 2010	138.84-		2,055.00	AUTO. FUNDS TRANSFER	-610	90	
Mar 08, 2010	1,000.00-		1,055.00	PC CU TRANSFER	-610	96	

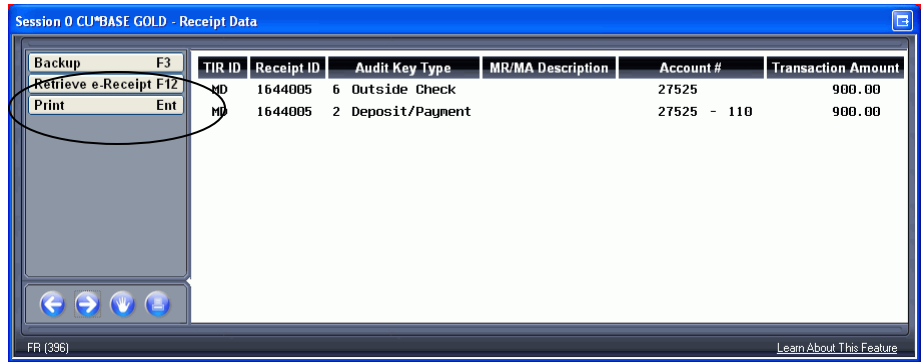
Cancel F7  
 Debits Only F8  
 Credits Only F9  
 All F10  
 Toggle Desc F11  
 Secured Bal Hist F18

Additional Transaction Information Retrieve e-Receipt

Rows highlighted in blue indicate transactions that have been suppressed from the statement.

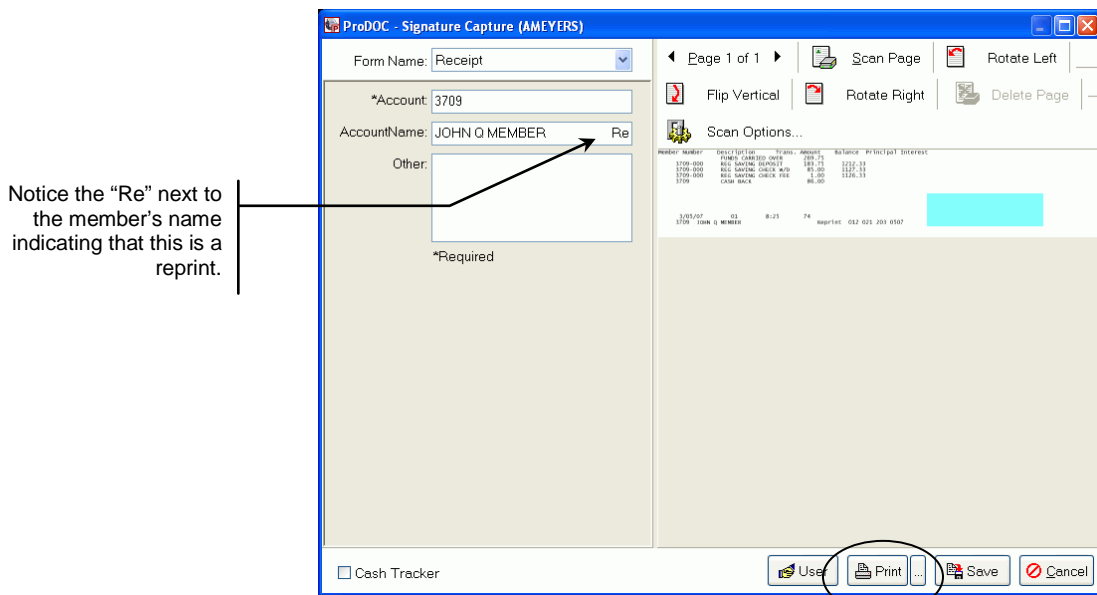
- Click Print or Press Enter.

### Receipt Data Screen

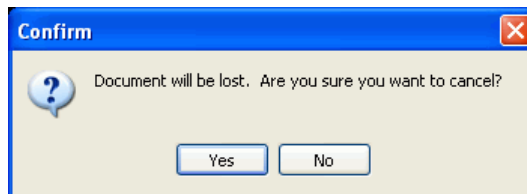


- Since all receipts from CU\*BASE, original print or reprint, go to ProDOC, the ProDOC screen appears. You do not need to collect a signature. Simply click Print.

### ProDOC Capture Screen



- A normal receipt will print to your receipt printer with the word "Reprint" at the bottom of the receipt.
- Click Cancel. (See screen above.)
- Click Yes.



Receipt Printed Using Print Receipt

Member Number	Description	Trans.	Amount	Balance	Principal	Interest
X00-000	REG SHARES	CASH W/D	100.00	695.47		
X00	CASH BACK		100.00			
5/03/07	01	18:32	89			
X00 XXXXX XXXXX				Reprint	000 174 005 0307	

**CUJANSWERS**  
A CREDIT UNION SERVICE ORGANIZATION

X  
I HAVE REVIEWED THIS RECEIPT FOR ACCURACY AND  
ACKNOWLEDGE THE TRANSACTION IS CORRECT.

Receipt Printed Using Retrieve e-Receipt

Member Number	Description	Trans.	Amount	Balance	Principal	Interest
1000-010	CHECKING CASH W/D		110.00	70075.06		
1000	CASH BACK		110.00			
4/23/07	01	10:51	92			
1000 FREDDY I FLINSTONE				000 156 504 2307		

*Fred Fl*

## Reprinting a Receipt Using Teller Drawer Audit

In this CU\*BASE reprint option, the teller uses the Teller Drawer Audit feature to view and reprint any receipt he or she processed during that day. This is a quick and easy way to reprint a receipt, especially if you do not know the member's account number. You can also use this method to view receipts when you balance your drawer at the end of the day.

1. From the Teller Drawer Control, click F3-Audit.

Teller Drawer Control "Clicking F3-Audit"

The screenshot shows the 'Teller Control' application window. The title bar reads 'Session 0 CU\*BASE GOLD - Teller Control'. The main area displays 'Employee ID 92 CU\*ANSUERS PROGRAMMING SUPPORT' and 'Vault 01'. A summary table shows the following data:

Beginning cash	33,512.40	Cash in drawer	34,246.28
Vaults to teller	+ 0.00	Checks in drawer	0.00
Teller to vaults	- 0.00	Inhouse drafts	0.00
TCD/TCR +/- members	+ 0.00	<b>Total drawer balance</b>	<b>34,246.28</b>
Cash +/- member	+ 3,982.00	Cash in drawer	34,246.28
Wdr/dish from accounts	- 3,248.12	Cash over (+)	0.00
Cash in drawer	34,246.28	Cash short (-)	0.00
		<b>Adj closing cash</b>	<b>34,246.28</b>

Below the summary is a 'Cash inventory as of Jun 11, 2009' section with an 'Enter Amounts' button. A table shows the inventory of coins and bills:

Coins	Rolled	Loose	Bills	Total
Pennies	0.00	2.28	Ones	500.00
Nickels	0.00	5.00	Fives	600.00
Dimes	0.00	20.00	Tens	3,000.00
Quarters	0.00	20.00	Twenties	3,000.00
Half dlr	0.00	0.00	Fifties	8,000.00
Dollars	0.00	99.00	Hundreds	19,000.00
<b>Subtotal</b>	<b>0.00</b>	<b>146.28</b>	<b>Subtotal</b>	<b>34,100.00</b>
			Net (Adj cash - inv)	0.00

The left-hand menu is visible, with 'Audit F3' circled in red. Other menu items include Activate F1, Close F2, Clear F4, Save Inv F5, Bypass F8, Quantity F11, Cash Xfers Inq F12, and Device Config F13. The status bar at the bottom shows 'TR (2639) 6/11/09 16:11:27' and a 'Learn About This Feature' link.

2. All transactions for the day that have been processed by the current teller are listed on the screen.

## List of Today's Transactions with Time Field

Click Toggle to change from Time to Receipt ID. (See following image.)

Teller ID	Time	Audit Key	Audit Key Type	MR/MA Description	Account	Transaction Amount	Delete Flag
92	11:35:55	1 9	Cash In		5080	3,982.00	
92	11:36:04	3 2	Deposit/Payment		5080 - 003	3,980.00	
92	11:36:08	2 2	Deposit/Payment		5080 - 000	2.00	
92	11:37:02	4 8	Withdraw/Disbur		5080 - 003	3,248.12	
92	11:37:04	5 B	Cash Out		5080	3,248.12	

## Clicking Toggle (F11) to view the Receipt Column

Here is the Receipt ID field where you can enter a Receipt ID if you have one.

Click the Retrieve e-Receipt image option to print a receipt with a signature to a non-receipt printer, such as one you would print reports to.

Click the Print Receipt option to print a receipt without a signature to a receipt printer.

Teller ID	Receipt ID	Audit Key	Audit Key Type	MR/MA Description	Account	Transaction Amount	Delete Flag
92	0009803	1 9	Cash In		5080	3,982.00	
92	0009803	3 2	Deposit/Payment		5080 - 003	3,980.00	
92	0009803	2 2	Deposit/Payment		5080 - 000	2.00	
92	0009804	4 8	Withdraw/Disbur		5080 - 003	3,248.12	
92	0009804	5 B	Cash Out		5080	3,248.12	

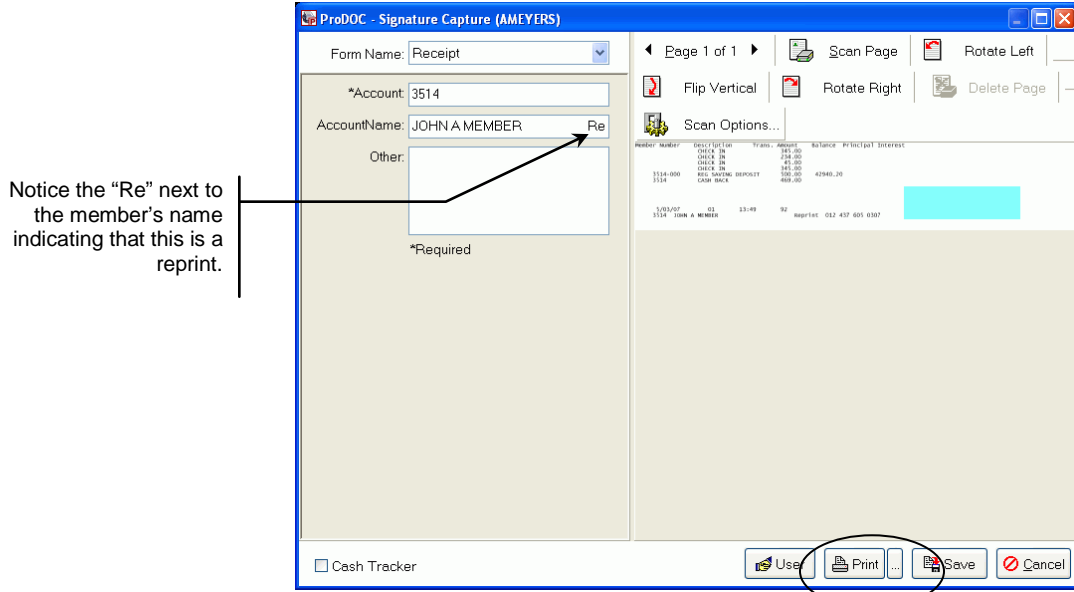
3. Scroll through this list. All the transactions of each receipt are listed separately.
4. Select any transaction to print the entire receipt.

At this point you have two options. You can print the receipt with a signature or without a signature. The following directions will cover printing a receipt without a signature. To print a receipt with a

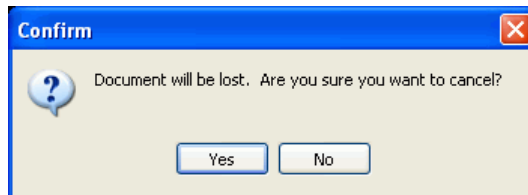
signature, press the Retrieve e-Receipt Image option, select a printer, such as one you print reports to and press Print.

5. Use the Print Receipt option to print a receipt without a signature to a receipt printer. See screen above.
6. Since all receipts from CU\*BASE, original print or reprint, go to ProDOC, the ProDOC screen appears.

### ProDOC Capture Screen



7. You do not need to collect a signature. Simply click Print.
8. A normal receipt will print to your receipt printer with the word "Reprint" at the bottom of the receipt.
9. Click Cancel. (See screen above.)
10. Click OK.



Receipt Printed Using Print Receipt

Member Number	Description	Trans.	Amount	Balance	Principal	Interest
X00-000	REG SHARES CASH W/D		100.00	695.47		
X00	CASH BACK		100.00			
5/03/07	01	18:32	89			
X00 XXXXX XXXXX						
Reprint 000 174 005 0307						

**CU\*ANSWERS**  
A CREDIT UNION SERVICE ORGANIZATION

I HAVE REVIEWED THIS RECEIPT FOR ACCURACY AND ACKNOWLEDGE THE TRANSACTION IS CORRECT.

Receipt Printed Using Retrieve e-Receipt Image

Member Number	Description	Trans.	Amount	Balance	Principal	Interest
1000-010	CHECKING CASH W/D		110.00	70075.06		
1000	CASH BACK		110.00			
4/23/07	01	10:51	92			
1000 FREDDY I FLINSTONE						
000 156 504 2307						

*Fred Fl*

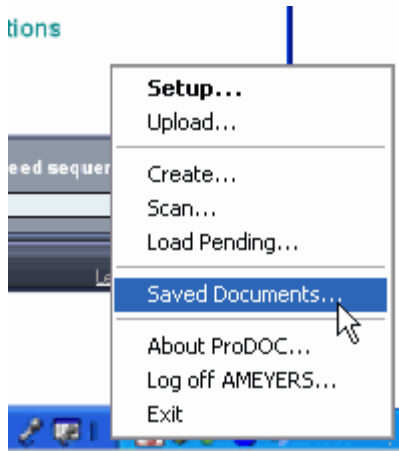
## USING PRODOC TO REPRINT A RECEIPT

This procedure should be used if a receipt is saved prior to the teller printing all copies of the receipt needed or if a receipt does not print. Using this method, the teller can access only receipts made on the current computer within the last seven days. These receipts will print with a member's signature and will print to a non-receipt printer, such as one you print reports to.

*You must be logged into ProDOC prior to following these steps.*

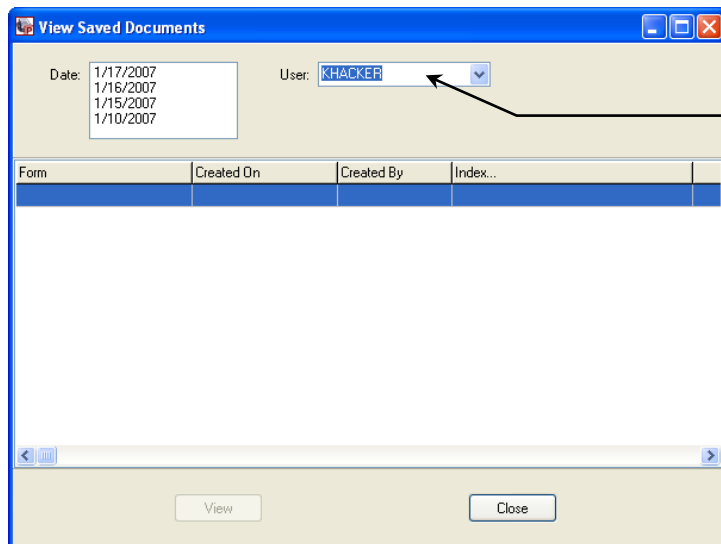
- 1.) Right click on the ProDOC icon  in the System Tray and select Saved Documents.

ProDOC Icon "Right Clicking and Selecting Saved Documents"



- 2.) The following screen will appear. Select your first initial and last name from the User drop-down menu.

Receipt Selection "Selecting a Teller"

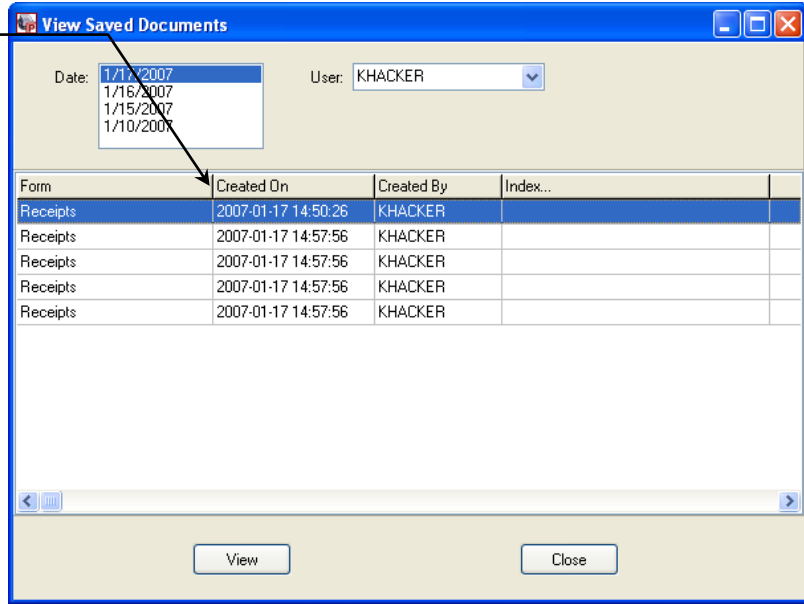
A screenshot of the 'View Saved Documents' application window. The window has a blue title bar and a light beige background. At the top left, there is a 'Date:' label with a list of dates: 1/17/2007, 1/16/2007, 1/15/2007, and 1/10/2007. To the right of this is a 'User:' label followed by a drop-down menu showing 'KHACKER'. An arrow points from the text 'Select your username from the drop-down menu.' to this menu. Below these elements is a table with columns: Form, Created On, Created By, and Index... The table is currently empty. At the bottom of the window, there are two buttons: 'View' and 'Close'.

Select your username from the drop-down menu.

- 3.) Select the date of the receipt from the Date choices on the left. This list will include dates from the previous seven days.
4. The list of receipts will appear.

View List of Receipts from Saved Documents

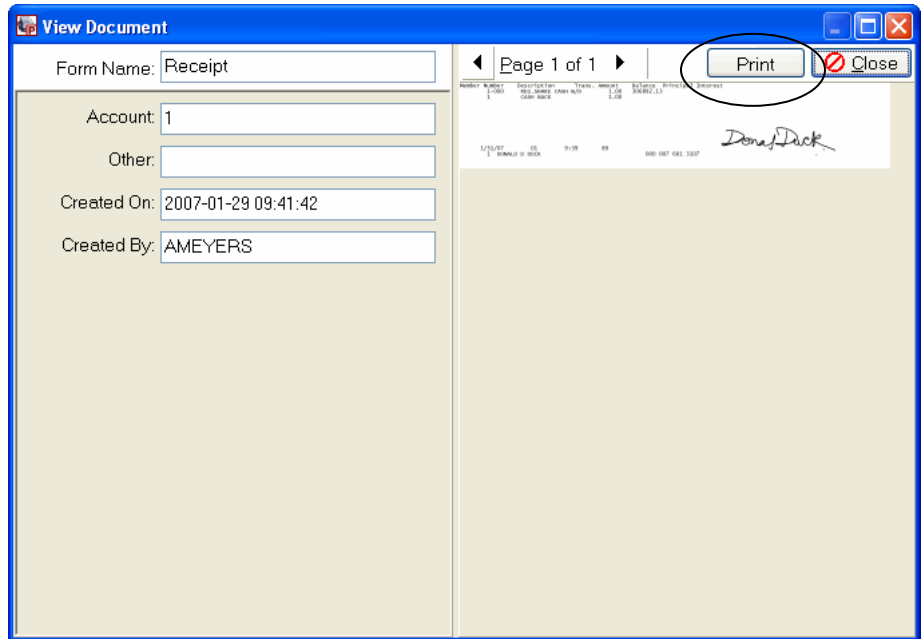
Double click on the Created On bar to sort the receipts so that the most recent is first in the list.



5. To view the receipt, select the receipt and click View.

*You can also double click on the receipt to view it.*

Receipt Viewed from Saved Documents



6. To print the receipt, click on the Print button. (See above image.)

7. Select a non-receipt printer, such as one you print reports to, and click Print.

*These receipts print with a signature. Always verify a member's identification prior to handing them a receipt generated in this fashion.*

Printed Receipt from Saved Documents

Member Number	Description	Trans.	Amount	Balance	Principal	Interest
1000-010	CHECKING CASH W/D		110.00	70075.06		
1000	CASH BACK		110.00			
4/23/07	01	10:51	92			
1000	FREDDY I FLINSTONE			000 156 504 2307		

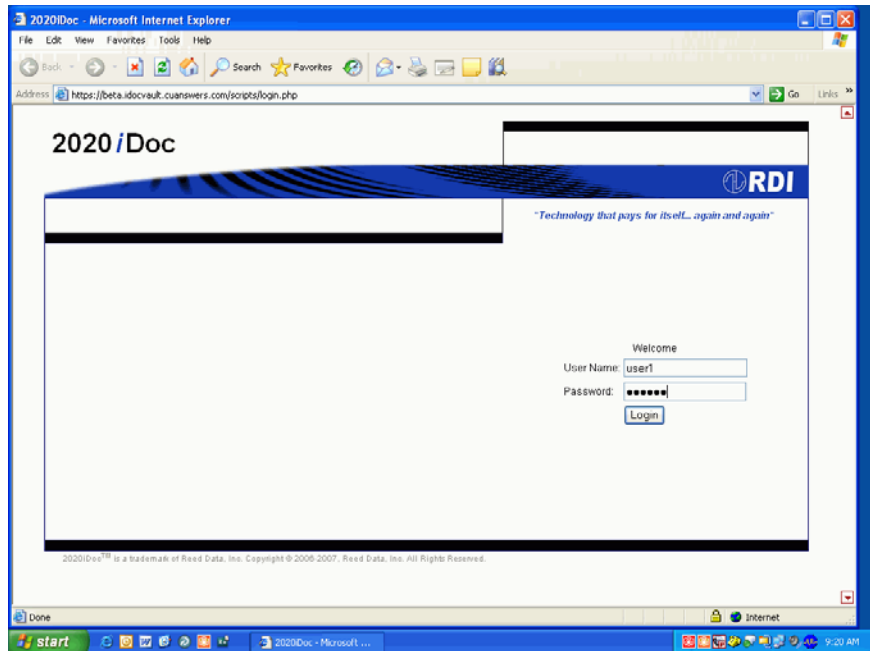
*Fred Fl*

## USING 2020iDOC TO PRINT A RECEIPT WITH SIGNATURE

This procedure uses an internet browser and can be used to find, view, and print a receipt with a signature. Using this method you can access receipts that cannot be found using other methods since you can retrieve receipts that are older than 90 days and non-teller receipts this way.

1. Double click on the 2020iDOC icon on your PC desktop to launch the browser.
2. A login screen will appear. Type in your ProDOC login and password, then click the Login button.

2020iDOC Login Screen



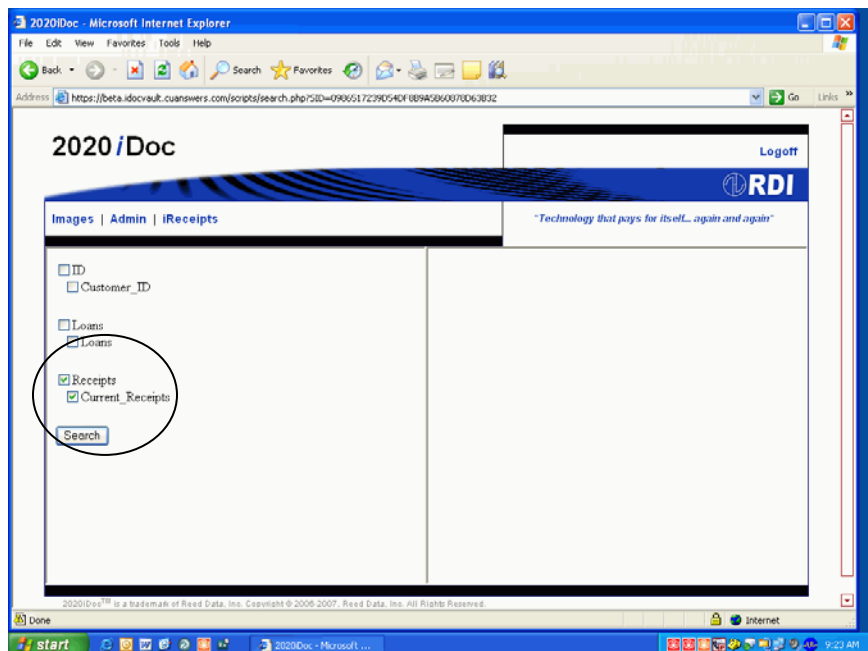
3. Once you have been authorized at the login screen, the following screen will appear. Click Images in the top middle part of the screen to begin searching for the receipt.

## Images Link on 2020iDOC Screen



4. The following screen appears. Check the Current Receipts checkbox.

## 2020iDOC Search Screen—Checking “Current Receipts”

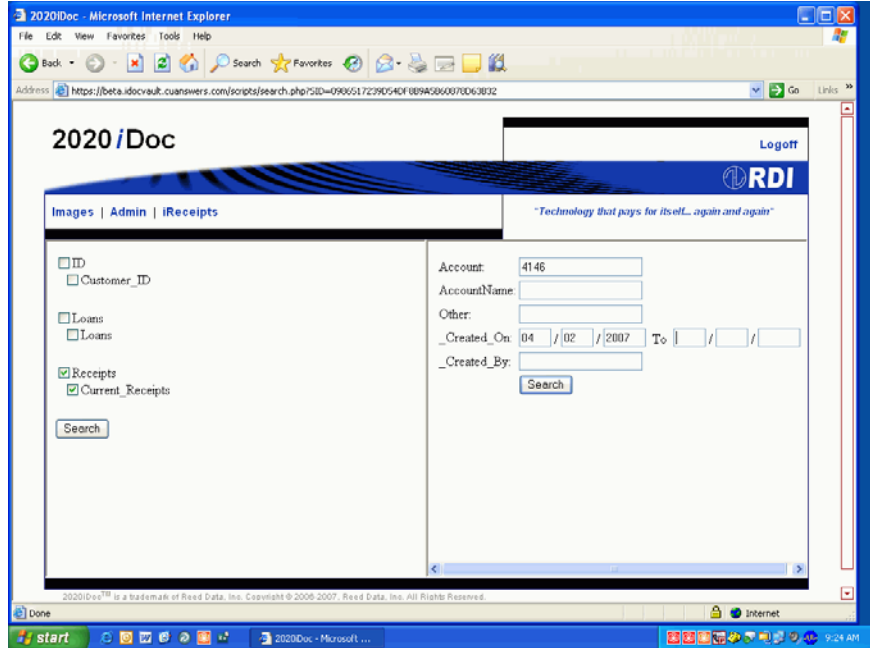


5. Click the Search button.

- The search criteria appear on the right. Type in your specific search criteria. You can search by account number, teller ID, and date.

*If you use a date range and do not enter a date in the second field, today's date will be used. Your search results will include all receipts from that date to today's date.*

#### 2020iDOC Search Screen—Using Search Parameters



- Click the Search button on the right to display your search results.
- The search results will appear on a screen like the one figured below. The top receipt will appear on the right as a PDF image.

## 2020iDOC Archive Screen

Click on the blue icons to select your receipts.

Click on the magnifying glass icon with the plus sign. Then click on the receipt itself to enlarge the view of the receipt.

Click on the printer icon to print the receipt.

Image	Account	AccountName	Other	Created By	Create
	4146	JOHN Q MEMBER		AMEYERS	2007-04 09:46:20
	4146	JOHN Q MEMBER		AMEYERS	2007-04 09:53:26

Showing 1 through 2 of 2 total records

9. Use the scroll bar on the left hand side of the screen to find the receipt you are looking for. Click on the blue icon on the left to open the receipt.

10. Print the receipt using the Adobe printer icon.

11. These receipts will print to a Windows printer. They will not print to the receipt printer. You may need to select this printer prior to clicking Print.

*These receipts print with a signature. Always verify a member's identification prior to handing them a receipt generated in this fashion.*

12. Once your research has been completed, scroll to the upper right corner of the screen and click on the Logoff button to exit 2020iDOC.

*You can also just simply close the browser window.*

e-Receipt Printed from 2020iDOC

Member Number	Description	Trans. Amount	Balance	Principal	Interest
1000-010	CHECKING CASH W/D	110.00	70075.06		
1000	CASH BACK	110.00			

4/23/07	01	10:51	92		
1000	FREDDY I FLINSTONE			000 156 504 2307	



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## DRIVE-THROUGH WINDOW OPTIONS

The standard electronic signature pad is physically connected to the teller computer by USB connection, and therefore it cannot be sent through a tube to a member for them to sign an electronic receipt. Because of this, each credit union will need to define an alternative procedure for handling electronic receipts generated at the drive-through window.

At the time of this publication there are three methods available to process electronic receipts at a drive-through window including:

- Scan Signed Receipts
- Retain Paper Receipts
- Use Canister with a Signature Pad

On the following page is a chart outlining the features of the three processes that can be used at the drive-through window. Since the first method, “Scanning Saved Receipts” requires additional explanation, directions for this method follow the chart.

**Important!!** ProDOC stores each receipt as a transaction made by the teller currently logged into ProDOC at the time of the transaction. It is important that the teller who processes the transactions at the window is also the teller who is logged on to ProDOC at the window PC.

## Drive-Through Window Options Chart

	<b>1</b>	<b>2</b>	<b>3</b>
	<i>Scan Receipt with Signature</i>	<i>Retain Paper Receipts</i>	<i>Use Canister with Electronic Signature Pad</i>
<i>Availability</i>	Available Now	Available Now	Available Now
<i>Brief Description</i>	The credit union prints two copies of a receipt. The teller has the member sign one and return it. While processing the receipt, the teller scans this signed receipt into ProDOC. Directions for this method begin on page 31.	The credit union prints two copies of a receipt. The teller has the member sign one and return it. The credit union retains the paper receipt with signature and does not archive a signed electronic receipt.	The teller sends a unit inside a canister with an electronic signature pad to the member through the tube to capture the electronic signature.
<i>Technology Needed</i>	A scanner.	This method does not require any additional technology.	Wireless pad
<i>Advantages</i>	The electronic signature is archived with the receipt and can be viewed on-line at a later date.	No additional cost is incurred.	Ability to collect electronic signature – no paper needed
<i>Disadvantages</i>	This process involves an additional step of scanning in a paper receipt (with signature) as the electronic receipt is processed.	The signature is not electronically archived with the receipt. Paper receipts must be retained for future reference.	This is the most expensive of the options. The equipment is more costly.

## Method 1: Scanning Receipt with Signature

The process for the first method, “Scanning Receipt with Signature” requires an extra step that is documented in this section.

1. Post a transaction in the normal manner, launch the receipt screen and print the receipt. DO NOT SAVE THE RECEIPT AT THIS TIME.

*These steps are covered beginning on page 24 in this manual.*

2. Have the member sign a copy of the receipt return it.
3. When the signed receipt comes back to you through the tube, follow the following NEW procedure:

4. Place the receipt on the scanner.

*Always place the receipt face down, top first, pressed to the right hand side of the scanner.*

5. The following ProDOC screen will be up on your computer since you have not saved the receipt.

### ProDOC Screen Ready to Scan a Receipt

Form Name: Receipt

\*Account: 100

AccountName: SALLY SNOWS

Other:

\*Required

Page 1 of 1

Scan Page

Rotate Left

Flip Vertical

Rotate Right

Delete Page

Scan Options...

RECEIPT NUMBER: 001-100-100 TRANS: AMOUNT: BALANCE: #INTEGRAL: DIRECTION:  
100 100 100 100.00 100.00  
CASH: BALANCE

5/04/07 01 100-49 92 000 174 605 0407

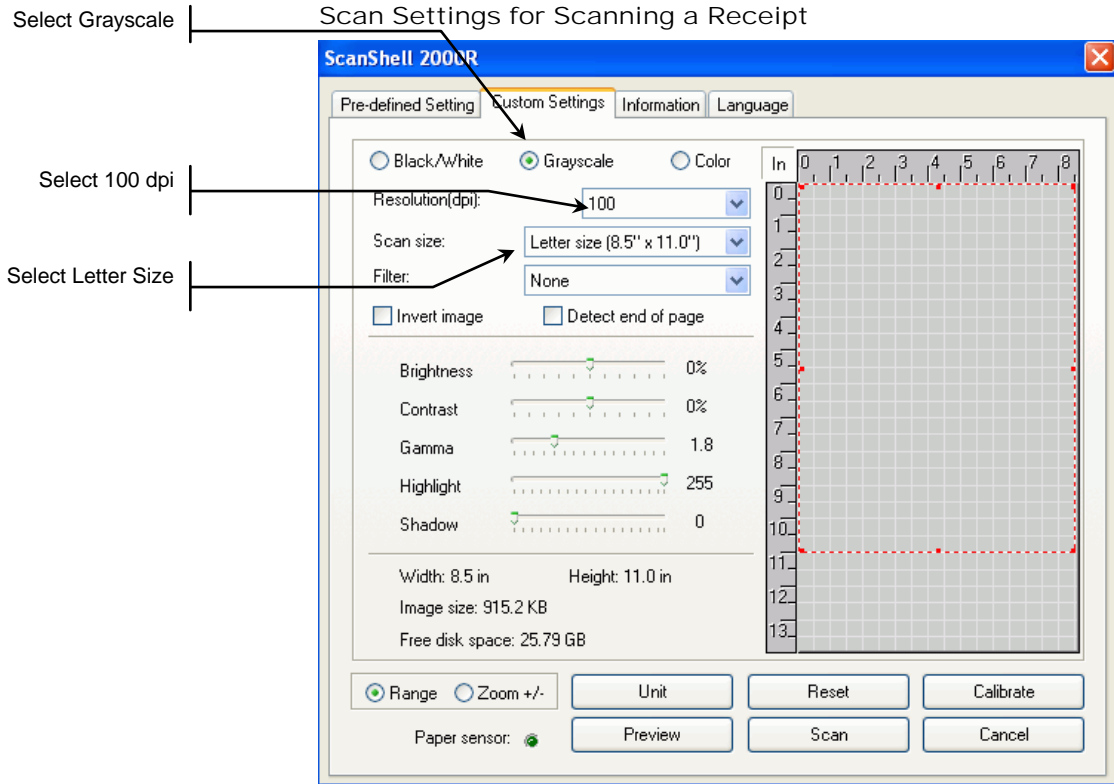
100 SALLY SNOWS

Cash Tracker

User Print Save Cancel

6. Click Scan Page to scan the receipt into ProDOC. See screen above.

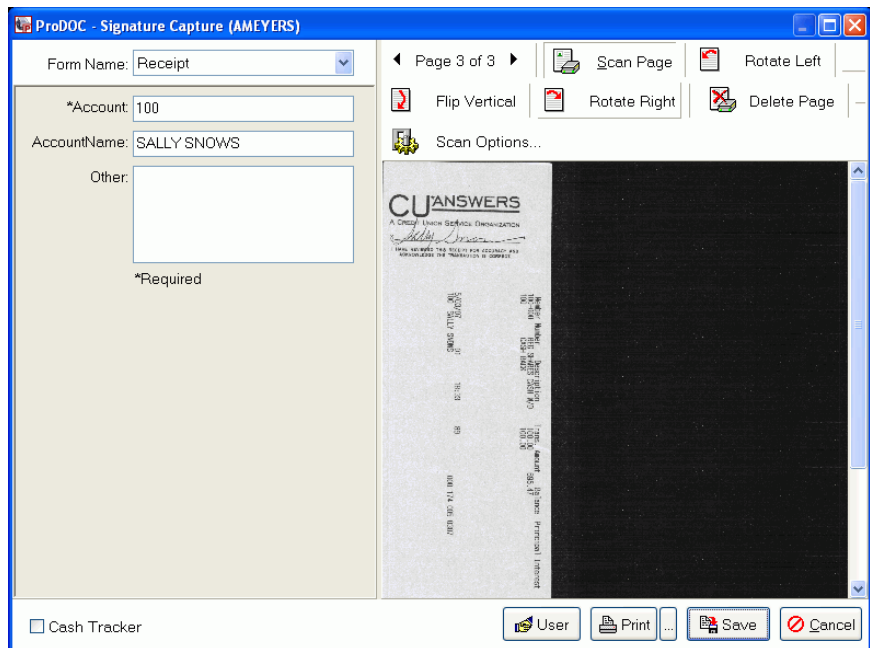
7. Select the following scan settings:



8. Click Scan.

9. The receipt scanned into ProDOC is pictured below.

Receipt Scanned into ProDOC



10. NOW click Save.

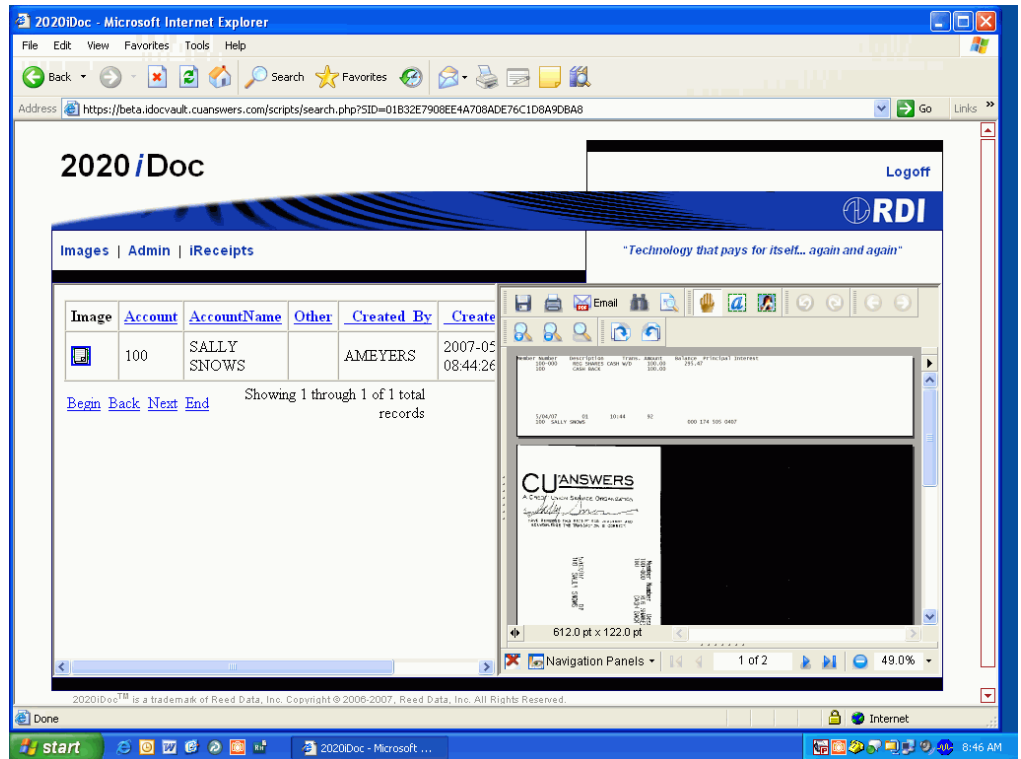
11. The image of the receipt with the signature is saved with original electronic receipt.

## Retrieving a Scanned Receipt with Signature

If you need to view the scanned receipt with a signature, you must use 2020iDOC.


1. Follow *Using 2020iDOC to Print a Receipt with a Signature* beginning on page 24 for directions on pulling up a receipt.
2. When the Adobe PDF image appears, it will include both the electronic receipt and the scanned receipt as pictured below.

Two Receipts Viewed in 2020iDOC



# ELECTRONIC RECEIPTS QUICK REFERENCE GUIDE

This page is designed to be a quick reference for e-receipts. Refer to previous pages for details.

Logging into ProDOC	A login screen will appear when you log on to your computer. Enter your ProDOC login information and click Login. Also log in to CU*BASE and your thermal printer session.
Creating the Receipt for the First Time	<ol style="list-style-type: none"> <li>1. Post a CU*BASE transaction.</li> <li>2. Have the member sign the electronic signature pad.</li> <li>3. Click the Print button for as many receipts as needed.</li> <li>4. Click the Save button.</li> </ol>
Reprinting a Receipt Using Phone Inquiry in CU*BASE	<p>On the Initial Teller Posting Screen select Phone Inquiry (Proc Code P). Press Enter. Select the account that the receipt was processed in.</p> <p>To reprint a receipt without a signature, select the transaction and click the blue dot in the Print Receipt column. Click Print Receipt. Click Print from the ProDOC screen. Click Cancel. Click Yes. A normal receipt will print to your receipt printer with the word "Reprint" on it.</p> <p>To reprint a receipt with a signature, select the transaction and click the Retrieve e-Receipt option. Select a non-receipt printer, such as you print reports to, and click Print.</p>
Reprinting a Receipt Using Teller Audit in CU*BASE	<p>From the Teller Drawer Control, click Audit (F3).</p> <p>To reprint a receipt without a signature, select the transaction and click the Print Receipt option. Click Print from the ProDOC screen. Click Cancel. Click Yes. A normal receipt will print to your receipt printer with the word "Reprint" on it.</p> <p>To reprint a receipt with a signature, select the transaction and click the Retrieve e-Receipt image option. Select a non-receipt printer, such as you print reports to, and click Print.</p>
Using ProDOC to Reprint Your Receipt	<ol style="list-style-type: none"> <li>1. Right click on the ProDOC icon in the System Tray and select Saved Documents. </li> <li>2. Select your user name from the drop-down menu.</li> <li>3. Select the date of the receipt from the Date choices.</li> <li>4. Click View.</li> <li>5. Click Print</li> </ol> <p>A receipt will print to a non-receipt printer, such as one you print reports to, with a signature.</p>
Using 2020iDOC to Reprint your Receipt	<ol style="list-style-type: none"> <li>1. Double click the 2020iDOC icon on your PC desktop to launch the browser.</li> <li>2. Type in your ProDOC login and password, then click the Login button.</li> <li>3. Click Images.</li> <li>4. Check the Current Receipts check-box.</li> <li>5. Click the Search button.</li> <li>6. Type in your specific search criteria.</li> <li>7. Click the Search button on the right.</li> <li>8. Click on the blue icon on the left to open other receipts in a PDF window on the right.</li> <li>9. Print the receipt using the Adobe printer icon.</li> </ol> <p>A receipt will print to a non-receipt printer, such as one you print reports to, with a signature.</p>

