
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

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LET CU*ANSWERS MANAGEMENT SERVICES “JUST TURN IT ON” FOR YOU



Use “Just Turn it On” and have CU*Answers Management Services drive the implementation of this feature from start to finish. We’ll even do the work to get your Board, your management team, and your staff on board and ready to take over once the switch has been flipped. Learn more in the [“Just turn it on” brochure](#). Access this brochure directly at http://cuanswers.com/pdf/cms/Just_Turn_it_On.pdf.

OVERVIEW AND TERMINOLOGY

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

<i>Term</i>	<i>Description</i>
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 idocVAULT 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.
idocVAULT	This electronic document software allows a teller to find, view and print archived receipts using a browser.
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, refer to Page 5.

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 idocVAULT to print a receipt with a signature. For information on these methods, refer to Page 10.

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 *Retrieve e-Receipt* to print a receipt with a signature. Additionally, a teller can use ProDOC and idocVAULT to retrieve signed electronic receipts. This manual covers all three methods of retrieval—CU*BASE, ProDOC, and idocVAULT.
- Drive-through teller stations will need to have a different process for handling receipts. See Page 27 for a list of options available to your credit union.

PRINTING ELECTRONIC RECEIPTS

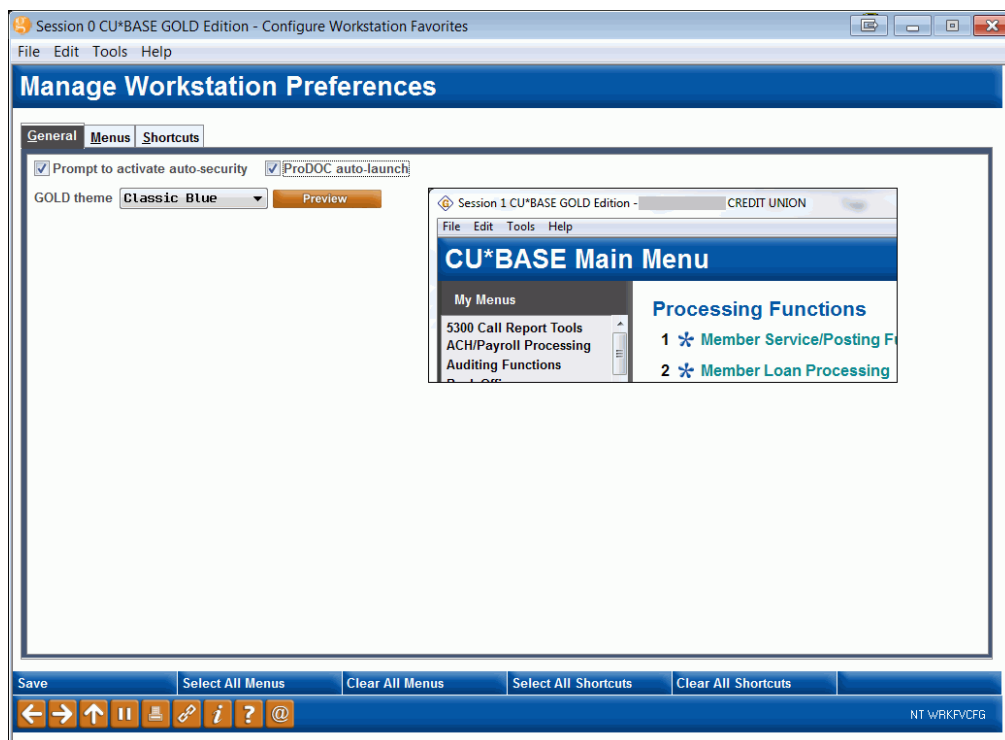
AUTOMATED LOGIN TO ProDOC – SINGLE SIGN ON

If you check *ProDOC auto-launch* in your Workstation Favorites in CU*BASE, you will automatically be logged into ProDOC when you sign into CU*BASE in the morning. You will not need to log in separately to ProDOC.

1. To access the Workstation Favorites screen, click this button from any CU*BASE screen.



2. Then on the Workstation Favorites screen (shown below), check *ProDOC auto-launch*.



3. Press Enter.
4. The next time you log into CU*BASE, you will automatically also be logged into ProDOC.

Always remember to log into your thermal printer sessions. You may need to log into more than one thermal printer session (for multiple printers).

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 has a title bar and a menu bar. Below the menu bar, there's a 'Form Name' dropdown set to 'Receipt'. On the left, there are input fields for '*Account:' (containing '1'), 'AccountName:' (containing 'DONALD D DUCK'), and 'Other:' (empty). A '*Required' label is below the 'Other' field. On the right, there's a 'Scan Options...' section with a table of items. Below this, there's a large blue rectangular area for a signature. At the bottom, there's a 'Cash Tracker' checkbox and buttons for 'User', 'Print', 'Save', and 'Cancel'. Annotations with arrows point to the '*Account' field, the 'AccountName' field, and the blue signature box.

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

The signature is now captured in the signature box.

Form Name: Receipt

*Account: 1

AccountName: DONALD D DUCK

Other:

*Required

Scan Options...

RECEIPT	MEMBER	DATE	TIME	AMOUNT	BALANCE	RECEIPT	INTEREST
1	1	12/18/06	01	14.45	89	000 000 000 000	0.00
1 DONALD D DUCK							

☐ Cash Tracker

User Print Save Cancel

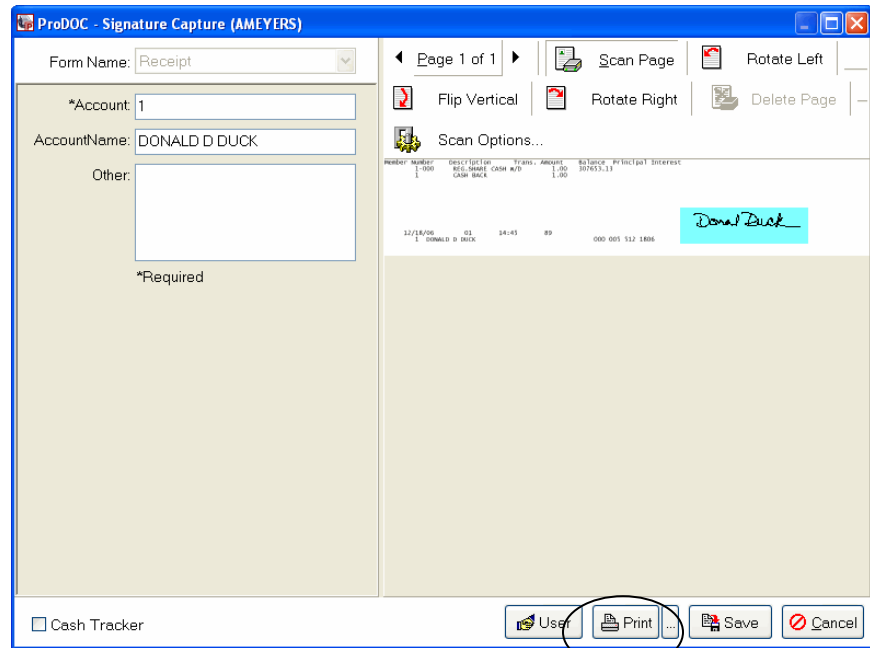
If the signature box is yellow, left click on the box and it will turn blue. Have the member sign his or her name again. The box must be blue before it will accept a signature.

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.

- 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 10.

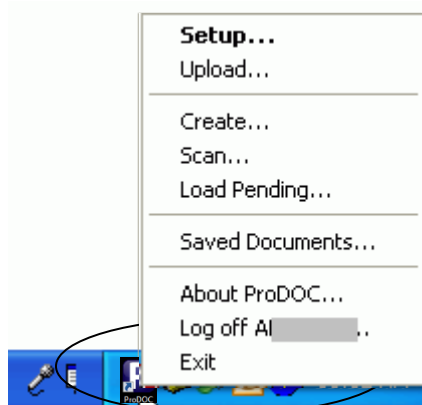
8. The ProDOC screen will disappear and the CU*BASE screen will reappear. Process your next transaction.

LOGGING OUT OF ProDOC

Always log out of ProDOC when you log out of CU*BASE to avoid having your receipts archived under another teller's name.

1. To log off of ProDOC, 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 idocVAULT.

<i>Method of Reprinting</i>	<i>Advantages and Disadvantage</i>
CU*BASE	<ul style="list-style-type: none">• CU*BASE is used to print the receipt.• CU*BASE can reprint a receipt up to 90 days old.• CU*BASE can only reprint teller receipts.• The process is easy and can be done from the Member Inquiry, Phone Inquiry, or Teller Drawer Audit screens.• 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.• 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.
ProDOC	<ul style="list-style-type: none">• The ProDOC icon is used to access the receipts.• Only receipts from the last seven days can be reprinted.• Only receipts originally created on the computer can be re-printed.• The receipt prints a non-receipt printer, such as one you print reports to.• The receipt prints with a signature.
idocVAULT	<ul style="list-style-type: none">• A browser window is used for this method.• A teller must login and search for the correct receipt.• You can reprint <u>all</u> receipts using this method, even those that are over 90 days old and non-teller receipts.• The receipt is printed to a non-receipt printer, such as one you print reports to.• The receipt is printed with a signature.

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 idocVAULT method, which is covered later in this document.

- Click the blue dot in the Print Receipt column or *Print Receipt* 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 *Retrieve e-Receipt*, 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 Inquiry*.

Initial Teller Posting Screen ("Phone Inquiry" Selected)

The screenshot displays the 'Teller Processing' window in CU*BASE GOLD Edition. The window title is 'Session 0 CU*BASE GOLD Edition - ABC TESTING CREDIT UNION'. The menu bar includes 'File', 'Edit', 'Tools', and 'Help'. The main area is titled 'Teller Processing' and contains the following fields:

- Credit union ID: ABC TESTING CREDIT UNION
- Account #:
- Process code: Phone inquiry
- Vault ID: 01
- Account type: 000

Privacy controls are ON:
☒ Masking ☐ Questions
This workstation is CU Staff

Search Criteria:

Last name	<input type="text"/>	First name	<input type="text"/>	DBA name	<input type="text"/>
SSN/TIN	<input type="text"/> 6 digits	Card #	<input type="text"/>	Account	<input type="text"/>
Employee #	<input type="text"/>	Reference	<input type="text"/>		

If using either the "Check" or "Money Order" process code, use the account type field to specify the account from which funds should be taken.

Comments	Device Config	Transaction Desc	Transfer	Non-Member Svcs	SB Network
Open Mbrship/Account	Close Accounts	Rate Inquiry	Drawer Control/Audit		

Navigation icons:

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

Account Transactions

Session 0 CU*BASE GOLD Edition - ABC TESTING CREDIT UNION

File Edit Tools Help

Transaction Inquiry

REGULAR SAVINGS

Account # -000 REGULAR SAVINGS Current balance 32.25
Name MARY MEMBER Available 27.25

Search by: Date [MMDDYY]

Business Date	Activity Date	Activity Time	Amount	Balance	Description	Transfer Acct	ID	Suppressed	Print Receipt
10/12/12	10/12	19:13	26.00-	9.25	ACH/PAYPAL		-U	N	
1/17/13	1/17	19:07	388.40-	379.15	ACH/PAYPAL		-C	N	
1/17/13	1/17	19:07	388.40	9.25	NSF - ACH REVERSAL		-C	N	
1/17/13	1/17	19:07	35.00-	25.75-	NSF FEE		-C	N	
1/24/13	1/24	10:19	35.00	9.25	REV. NSF FEE		37	N	
1/24/13	1/24	10:22	26.00	35.25	REV PAYPAL 10/26		37	N	
2/15/13	3/18	13:19	1.00-	34.25	STATEMENT STYLE FEE		*A	N	
2/15/13	3/18	13:35	1.00-	33.25	STATEMENT STYLE FEE		*A	N	
2/15/13	3/18	13:53	1.00-	32.25	STATEMENT STYLE FEE		*A	N	
5/14/13	5/14	16:19	250.00	282.25	REG SAVING DEPOSIT		92	N	
5/14/13	5/14	16:28	250.00	532.25	REG SAVING DEPOSIT		92	N	
6/04/13	6/04	13:33	500.00-	32.25	CD ACCOUNT TRANSFER	-300	;V	N	
6/26/13	6/26	11:24	0.00	32.25	zero dollar trans		;V	N	

Additional Transaction Information Retrieve e-Receipt

Debits Only Credits Only Show All Toggle Description Secured Balance Hist

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Use the 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.

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

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 *Retrieve e-Receipt*, select a printer, such as one you print reports to, and press Print.

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

Receipt Data Screen

Session 0 CU*BASE GOLD Edition - Receipt Data

TIR ID	Receipt ID	Audit Key Type	MR/MA Description	Account #	Transaction Amount
92	3263814	F	Carried Over		250.00
92	3263814	2	Deposit/Payment	- 000	250.00

Retrieve e-Receipt

Print

FR (396)

- Click *Print* or Press Enter.

- 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

ProDOC - Signature Capture (AMEYERS)

Form Name: Receipt

*Account: 3709

AccountName: JOHN Q MEMBER Re

Other:

*Required

Page 1 of 1

Scan Page Rotate Left

Flip Vertical Rotate Right Delete Page

Scan Options...

MEMBER NUMBER	DEBIT/DEPOSIT	DATE	AMOUNT	BALANCE	POSTAL/POST OFFICE
3709-0000	FROM CASH ON HAND	8/25/11	100.00	100.00	
3709-0000	TO CASH ON HAND	8/25/11	100.00	0.00	
3709-0000	TO CASH ON HAND	8/25/11	100.00	100.00	
3709-0000	TO CASH ON HAND	8/25/11	100.00	200.00	
3709-0000	TO CASH ON HAND	8/25/11	100.00	300.00	
3709-0000	TO CASH ON HAND	8/25/11	100.00	400.00	
3709-0000	TO CASH ON HAND	8/25/11	100.00	500.00	
3709-0000	TO CASH ON HAND	8/25/11	100.00	600.00	
3709-0000	TO CASH ON HAND	8/25/11	100.00	700.00	
3709-0000	TO CASH ON HAND	8/25/11	100.00	800.00	
3709-0000	TO CASH ON HAND	8/25/11	100.00	900.00	
3709-0000	TO CASH ON HAND	8/25/11	100.00	1000.00	

3/18/12 01 8:25 74 report: 002 002 200 0007

Cash Tracker

Use Print Save Cancel

Notice the "Re" next to the member's name indicating that this is a reprint.

- 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*.

Confirm

Document will be lost. Are you sure you want to cancel?

Yes No

Receipt Printed Using Print Receipt

CJ ANSWERS

A CREDIT UNION SERVICE ORGANIZATION

X

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

Member Number	Description	Trans. Amount	Balance	Principal	Interest
X00-000	REG SHARES CASH W/D	100.00	695.47		
X00	CASH BACK	100.00			

5/03/070118:3289

X00XXXXX0000X

Reprint 000 174 005 0307

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			

4/23/070110:5192

1000FREDDY 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 *Audit* (F3).

Teller Drawer Control

Session 0 CU*BASE GOLD Edition - Teller Control

File Edit Tools Help

Teller Control Vault 01

Employee ID 92 CU*ANSWERS PROGRAMMING SUPPORT

Beginning cash	0.00	Cash in drawer	95,865.03
Vaults to teller +	100.00	Checks in drawer	8,181.00
Teller to vaults -	0.00	Inhouse drafts	2,690.24
TCD/TCR +/- members +	0.00	Total drawer balance	106,736.27
Cash +/- member +	96,050.03	Cash in drawer	95,865.03
Wdr/dlsb from accounts -	285.00	Cash over (+)	0.00
Cash in drawer	95,865.03	Cash short (-)	0.00
		Adj closing cash	95,865.03

Cash inventory as of Jun 05, 2013 [MMDDYY] Enter Amounts

Coins	Rolled	Loose	Bills	Total
Pennies	0.00	0.00	0.00	Subtotal 0.00
Nickels	0.00	0.00	0.00	Misc 1 0.00
Dimes	0.00	0.00	0.00	Misc 2 0.00
Quarters	0.00	0.00	0.00	Misc 3 0.00
Half dlr	0.00	0.00	0.00	Misc 4 0.00
Dollars	0.00	0.00	0.00	Total cash 0.00
Subtotal	0.00	0.00	0.00	Net (Adj cash - inv) 95,865.03 -

Activate Close Audit Clear Save Inventory Quantity

Cash Xfers Inq Device Config Change Vault

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

Teller Audit / Change Fund Analysis

Teller ID **92** CU*ANSWERS PROGRAMMI Processing date ☒ Today ☐ Prior Branch/vault # **01**

Transaction amount from To

Processing time from To

Audit key type **ALL** Account base

Receipt ID Delete flag ☐ Active ☐ Deleted ☒ Both

Teller ID	Date	Audit Key	Audit Key Type	MR/MA Description	Account #	Transaction Amount	Delete Flag
92		200	Outside Check		J	500.00	
92		201	Deposit/Payment		J 000	250.00	
92	Apr 15, 2013	44	Cash In		J	10,000.00	
92	Apr 15, 2013	45	Deposit/Payment		J 020	10,000.00	
92	Apr 17, 2013	46	Deposit/Payment		J 016	10.00	
92	Apr 17, 2013	47	Withdraw/Disbur		J 301	10.00	
92	Apr 17, 2013	49	Inhouse Draft		I	124.11	
92	Apr 17, 2013	48	Cash In		I	123.11	
92	Apr 17, 2013	51	B Cash Out		I	95.22	
92	Apr 17, 2013	50	Misc Receipt	TEST	I	152.00	
92	Apr 17, 2013	53	Inhouse Draft		I	506.13	
92	Apr 17, 2013	52	Cash In		I	506.12	
92	Apr 17, 2013	55	B Cash Out		I	117.11	
92	Apr 17, 2013	54	Misc Receipt	TEST	I	895.14	

■ Print receipt ■ Retrieve e-Receipt image

Show Alternate View
Audit Key Report

Navigation icons: back, forward, up, down, search, help, etc.

Click *Show Alternate View* to change from Time to Receipt ID. (See following image.)

Clicking "Show Alternate View" (F11) to view the Receipt Column

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

Click *Retrieve e-Receipt image* to print a receipt with a signature to a non-receipt

Click *Print Receipt* to print a receipt without a signature to a receipt printer.

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

5. Use *Print Receipt* 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

ProDOC - Signature Capture (AMEYERS)

Form Name: Receipt

*Account: 3514

AccountName: JOHN A MEMBER

Other: Re

*Required

Page 1 of 1

Scan Page

Rotate Left

Flip Vertical

Rotate Right

Delete Page

Scan Options...

NUMBER	NUMBER	DESCRIPTION	TRANS	AMOUNT	BALANCE	*RECEIPT	RECEIPT
1114-000	CHECK IN	214.00					
1114-000	CHECK IN	214.00					
1114-000	CHECK IN	214.00					
1114-000	REG. SAVINGS DEPOSIT	500.00			42940.20		
1114	CASH IN	400.00					

11/14/11 11:14 AM 11:14 AM 11:14 AM 11:14 AM 11:14 AM 11:14 AM 11:14 AM 11:14 AM

Use Print Save Cancel

Notice the "Re" next to the member's name indicating that this is a reprint.

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*.

Confirm

Document will be lost. Are you sure you want to cancel?

Yes No

Receipt Printed Using Print Receipt

CJ ANSWERS

A CREDIT UNION SERVICE ORGANIZATION

X

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

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

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



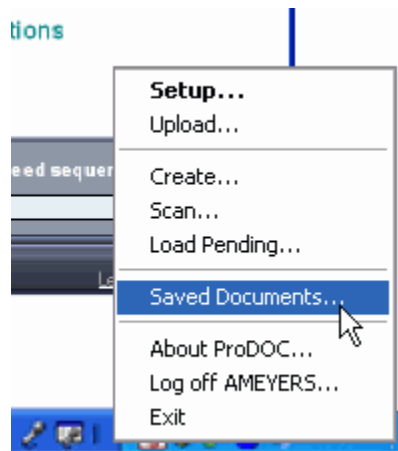
USING ProDOC TO REPRINT A RECEIPT

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.

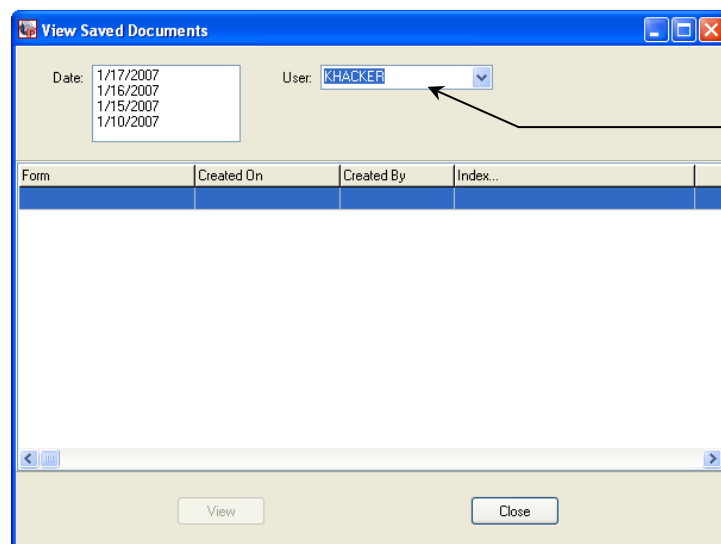
- 1.) Right click on the ProDOC icon  in the System Tray and select *Saved Documents*.

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' window. The window has a title bar with the text 'View Saved Documents'. Inside, 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 is a 'User:' label with a drop-down menu showing 'KHACKER'. Below these is a table with columns: Form, Created On, Created By, and Index... The table is currently empty. At the bottom of the window 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.

1. 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.

Form	Created On	Created By	Index...
Receipts	2007-01-17 14:50:26	KHACKER	
Receipts	2007-01-17 14:57:56	KHACKER	
Receipts	2007-01-17 14:57:56	KHACKER	
Receipts	2007-01-17 14:57:56	KHACKER	
Receipts	2007-01-17 14:57:56	KHACKER	

2. 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

Form Name: Receipt

Account: 1

Other:

Created On: 2007-01-29 09:41:42

Created By: AMEYERS

Page 1 of 1

Print

Close

3. To print the receipt, click *Print*. (See above image.)

4. 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

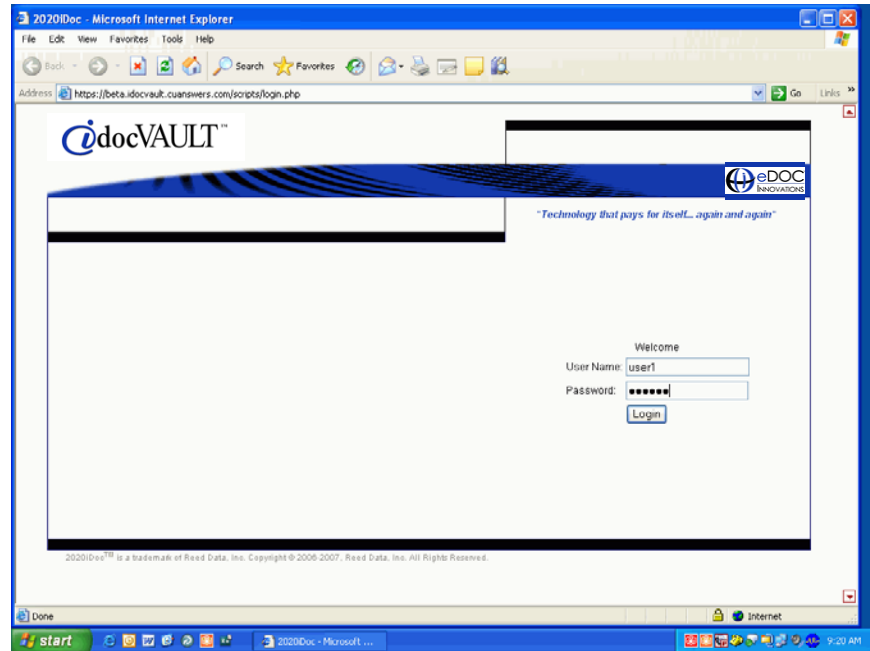
Fred Fl

USING IDOCVAULT 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.

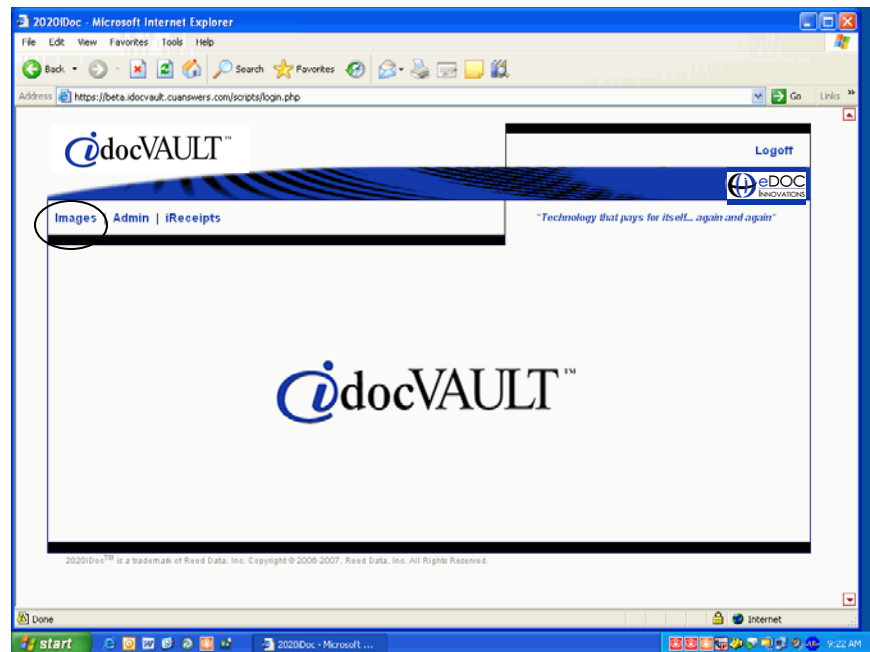
1. Double click on the idocVAULT icon on your PC desktop to launch the browser.
2. A login screen will appear. Type in your ProDOC login and password, then click *Login*.

Login Screen



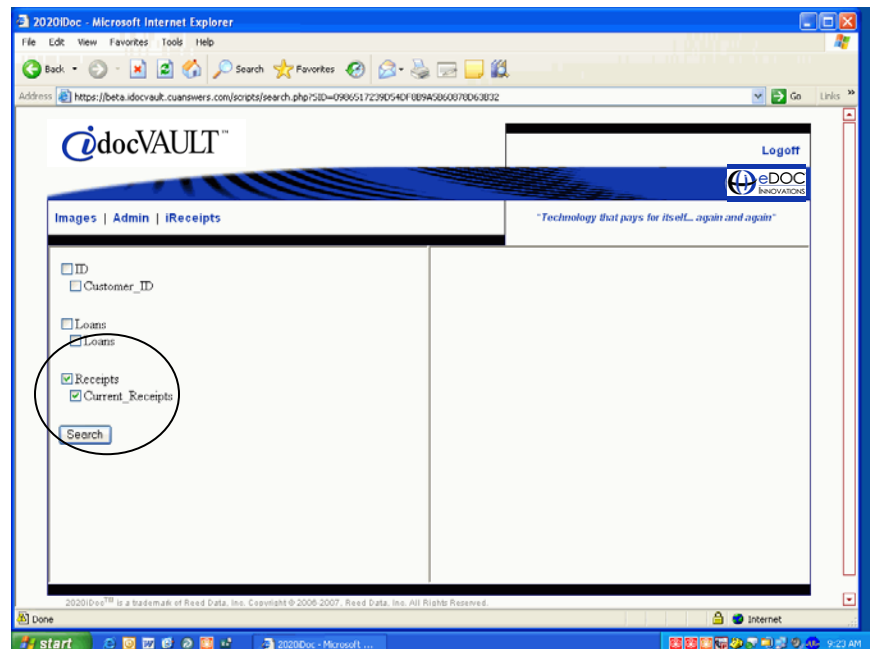
3. Once you have been authorized at the login screen, the following screen will appear. Click *Images* in the top middle part of the screen to begin searching for the receipt.

Images Link on Screen



4. The following screen appears. Check *Current Receipts*.

Search Screen—Checking "Current Receipts"

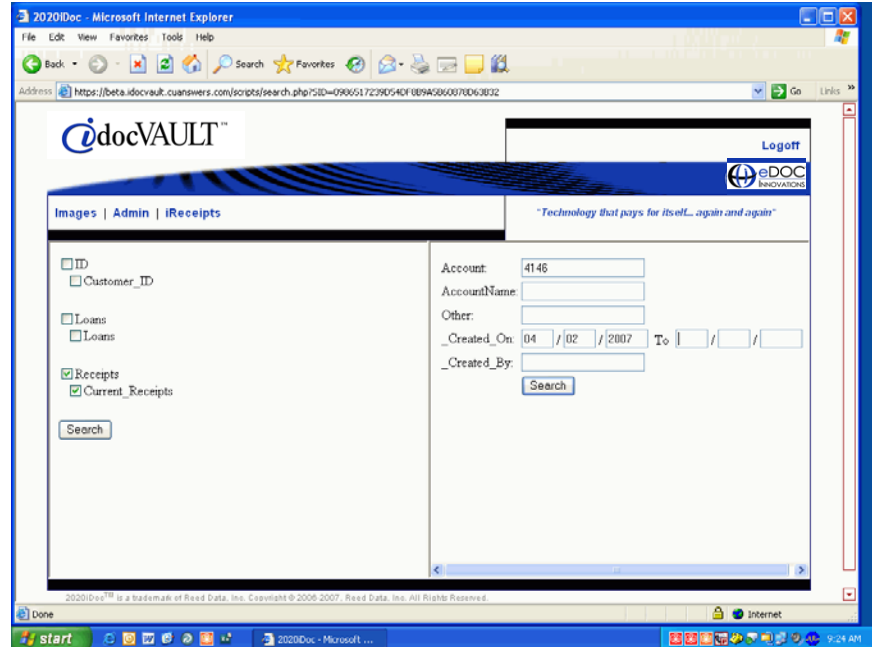


5. Click *Search*.

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

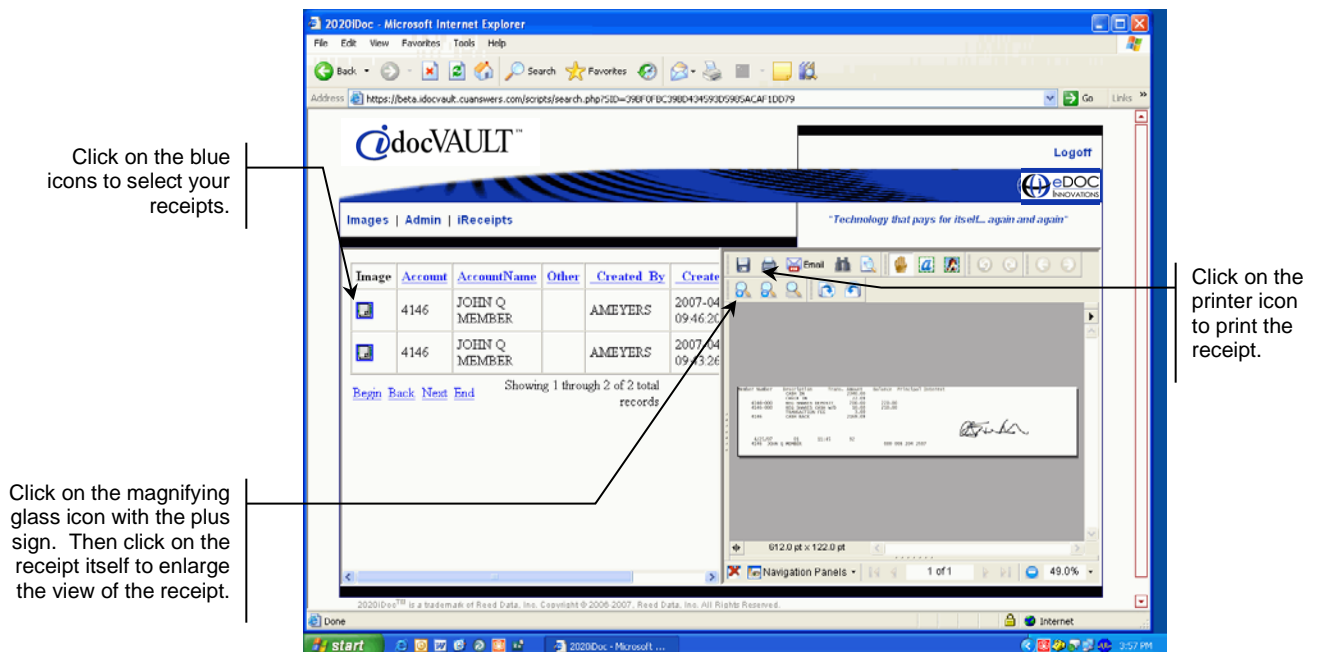
If you use a date range and do not enter a date in the second field, today's date will be used. Your search results will include all receipts from that date to today's date.

Search Screen—Using Search Parameters



- Click *Search* 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.

Archive Screen



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 idocVAULT.

You can also just simply close the browser window.

e-Receipt Printed from idocVAULT

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

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 two methods available to process electronic receipts at a drive-through window including:

- Scan Signed Receipts
- Retain Paper Receipts

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

	1	2
	<i>Scan Receipt with Signature</i>	<i>Retain Paper Receipts</i>
<i>Availability</i>	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 29.	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.
<i>Technology Needed</i>	A scanner.	This method does not require any additional technology.
<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.
<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.

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 23 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 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

PERIOD	NUMBER	DEBIT	CREDIT	AMOUNT	NO. SALES	REFUND	INTEREST
100-1000	100	100.00	100.00	100.00			
100							

1/04/07 01 10:49 92 000 174 505 0407

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

7. Select the following scan settings:

The screenshot shows the ScanShell 2000R software window. On the left, three annotations with arrows point to specific settings:

- "Select Grayscale" points to the **Grayscale** radio button.
- "Select 100 dpi" points to the **Resolution(dpi): 100** dropdown menu.
- "Select Letter Size" points to the **Letter size (8.5" x 11.0")** dropdown menu.

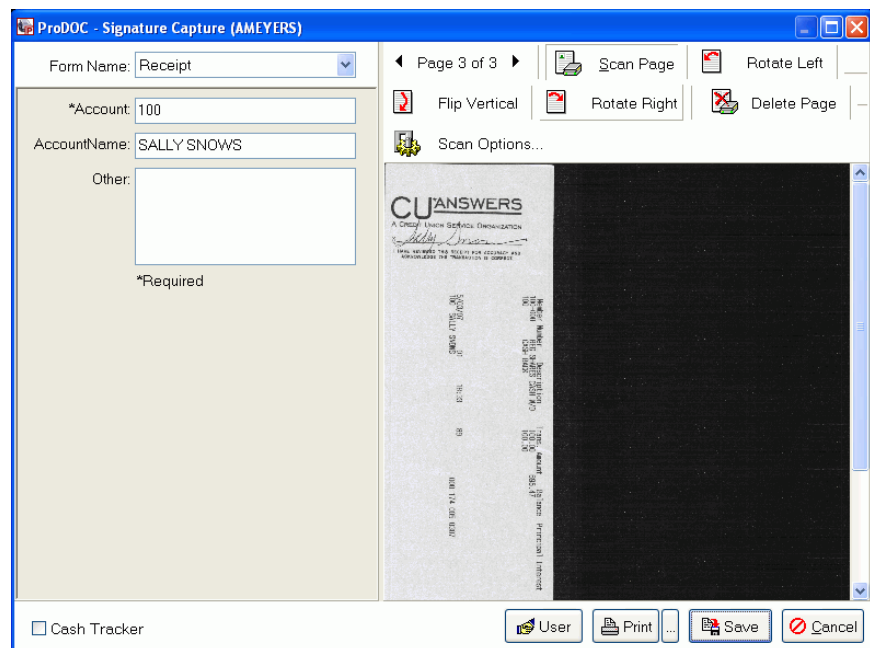
 The software interface includes:

- Buttons for **Pre-defined Setting**, **Custom Settings** (selected), **Information**, and **Language**.
- Radio buttons for **Black/White**, **Grayscale** (selected), and **Color**.
- Dropdown menus for **Resolution(dpi): 100**, **Scan size: Letter size (8.5" x 11.0")**, and **Filter: None**.
- Checkboxes for **Invert image** and **Detect end of page**.
- Sliders for **Brightness** (0%), **Contrast** (0%), **Gamma** (1.8), **Highlight** (255), and **Shadow** (0).
- Text fields showing **Width: 8.5 in**, **Height: 11.0 in**, **Image size: 915.2 KB**, and **Free disk space: 25.79 GB**.
- Buttons at the bottom: **Range** (selected), **Zoom +/-**, **Unit**, **Reset**, **Calibrate**, **Preview**, **Scan**, and **Cancel**.
- A **Paper sensor** indicator with a green light.
- A preview window on the right showing a grid and a red dashed rectangle.

8. Click *Scan*.

9. The receipt scanned into ProDOC is pictured below.

Receipt Scanned into ProDOC



10. Click *Save*. (NOTE: The current optimization program will remove this black area.)

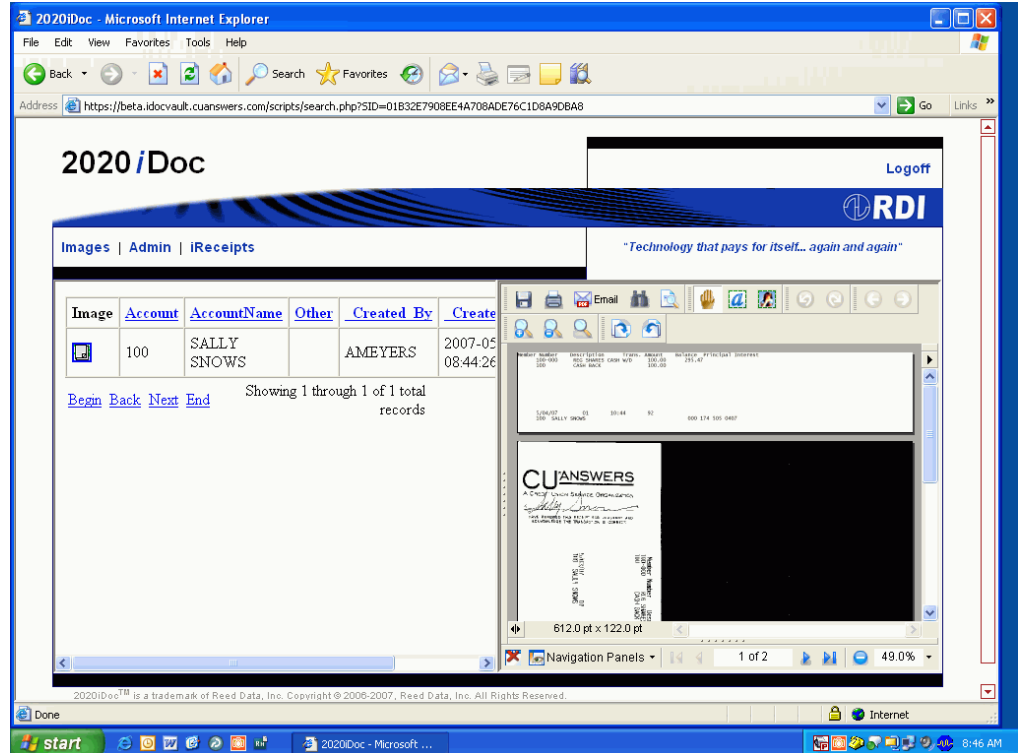
11. The image of the receipt with the signature is saved with original electronic receipt.

Retrieving a Scanned Receipt with Signature

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

1. Follow *Using idocVAULT to Print a Receipt with a Signature* beginning on page 23 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 idocVAULT



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"> 1. Post a CU*BASE transaction. 2. Have the member sign the electronic signature pad. 3. Click <i>Print</i> for as many receipts as needed. 4. Click <i>Save</i>.
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 <i>Print Receipt</i>. Click <i>Print</i> from the ProDOC screen. Click <i>Cancel</i>. Click <i>Yes</i>. 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 <i>Retrieve e-Receipt</i>. Select a non-receipt printer, such as you print reports to, and click <i>Print</i>.</p>
Reprinting a Receipt Using Teller Audit in CU*BASE	<p>From the Teller Drawer Control, click <i>Audit</i> (F3).</p> <p>To reprint a receipt without a signature, select the transaction and click the Print Receipt option. Click <i>Print</i> from the ProDOC screen. Click <i>Cancel</i>. Click <i>Yes</i>. 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 <i>Print</i>.</p>
Using ProDOC to Reprint Your Receipt	<ol style="list-style-type: none"> 1. Right click on the ProDOC icon in the System Tray and select <i>Saved Documents</i>. 2. Select your user name from the drop-down menu. 3. Select the date of the receipt from the Date choices. 4. Click <i>View</i>. 5. Click <i>Print</i>. <p>A receipt will print to a non-receipt printer, such as one you print reports to, with a signature.</p>
Using idocVAULT to Reprint your Receipt	<ol style="list-style-type: none"> 1. Double click the idocVAULT icon on your PC desktop to launch the browser. 2. Type in your ProDOC login and password, then click the Login button. 3. Click <i>Images</i>. 4. Check <i>Current Receipts</i>. 5. Click <i>Search</i>. 6. Type in your specific search criteria. 7. Click <i>Search</i> on the right. 8. Click on the blue icon on the left to open other receipts in a PDF window on the right. 9. Print the receipt using the Adobe printer icon. <p>A receipt will print to a non-receipt printer, such as one you print reports to, with a signature.</p>