Native Receipts User Guide

Find this booklet online: open.cuanswers.com/cubase-reference

Revised: May 20, 2024

This booklet includes details about the Native Receipt Application and configuration options for Native Receipts.

Contents

Configuration of Native Receipts

Activation and Available Settings

Let's look at the requirements and CU*BASE configuration features that apply to Native Receipts.

Requirement of Vertical Receipts

Before Native Receipts can be used, your credit union will need to be using Vertical Receipts.

To learn more about the free Vertical Receipts conversion, refer to the CU*Answers store:
https://store.cuanswers.com/product/vertical-receipts/

Check out these great advantages to Vertical Receipts:

- Vertical receipt look and feel
- Have up to 588 transactions on one receipt vs the supported 10 transactions today
- Current and available account balances now display at the bottom of the receipt.

Activation of Native Receipts

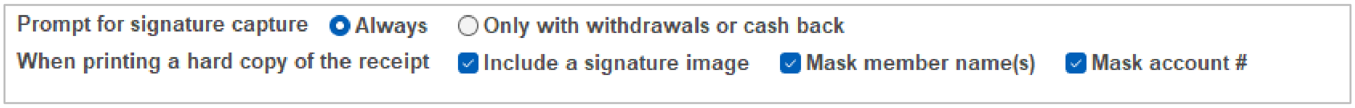
After you have configured your settings in the Xpress Teller configuration (see following), contact a visit the CU*Answers store https://store.cuanswers.com/product/native-receipts-active-beta/.

Configuration Settings

Xpress Teller and Standard Teller Configuration

Several fields are used to turn on features for Native Receipts once it is activated on the Operations side of CU*BASE. (The actual screens and tools are shown on the following page.)

Fields Used by Native Reciepts

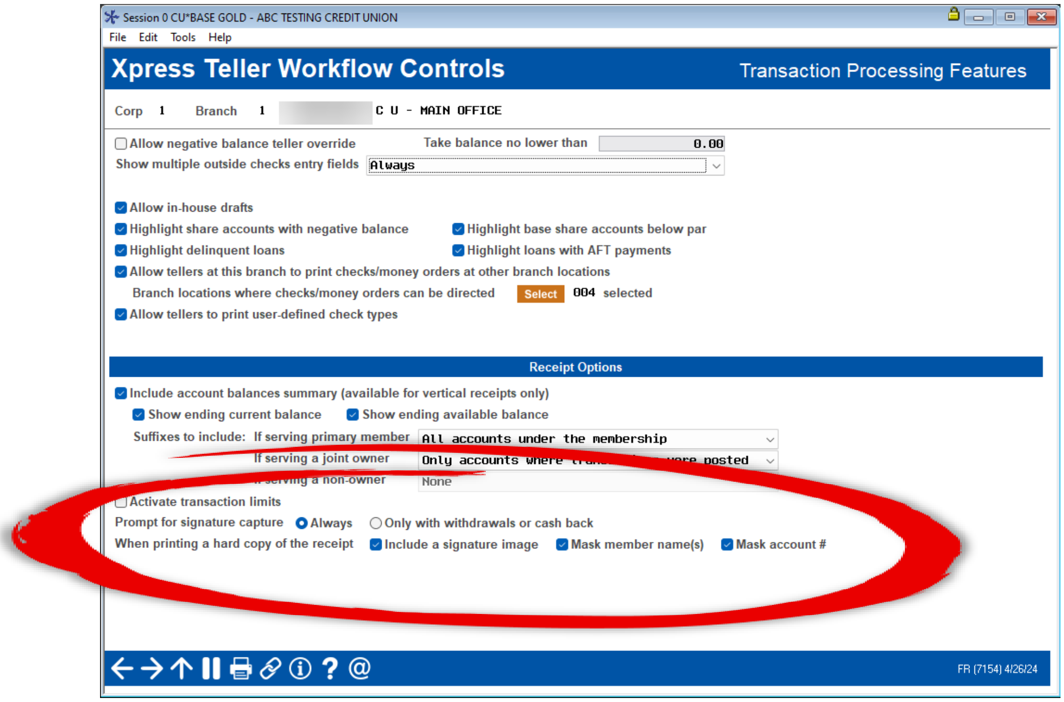


Field Descriptions

Field	*Description*
Prompt for signature capture	This field allows you to determine when a signature is captured. • Always add a signature box at the top of the Receipt application • Oly with withdrawals or cash back. NOTE: This does not require that a teller collect a signature. It just controls whether there is a box presented to capture one.
When printing a hard copy of the receipt	This allows you to determine what will appear on the printed receipt. You can elect to whether to • Include a signature image • Mask member name(s) • Mask account number (All but last three numbers. See example in the Appendix) Note: Transfer accounts are already masked in Vertical Receipts.

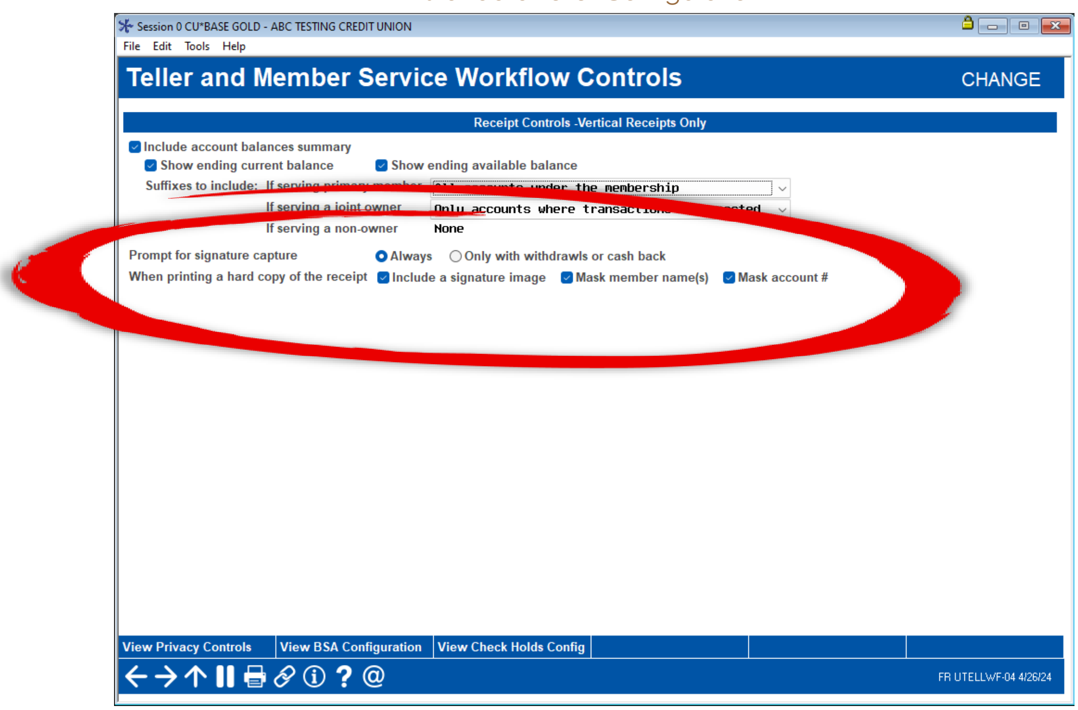
Native Receipts for Xpress Teller is configured on the Xpress Teller Workflow Controls (Tool #1775) on the Transaction Processing Features screen. This is the third configuration screen.

Xpress Teller Configuration



Native Receipts for Standard Teller is activated in the Teller/Member Services Workflow Controls (Tool #1005) on the *Receipt Controls* screen. This is the fourth configuration screen.

Standard Teller Configuration



Native Receipt Application

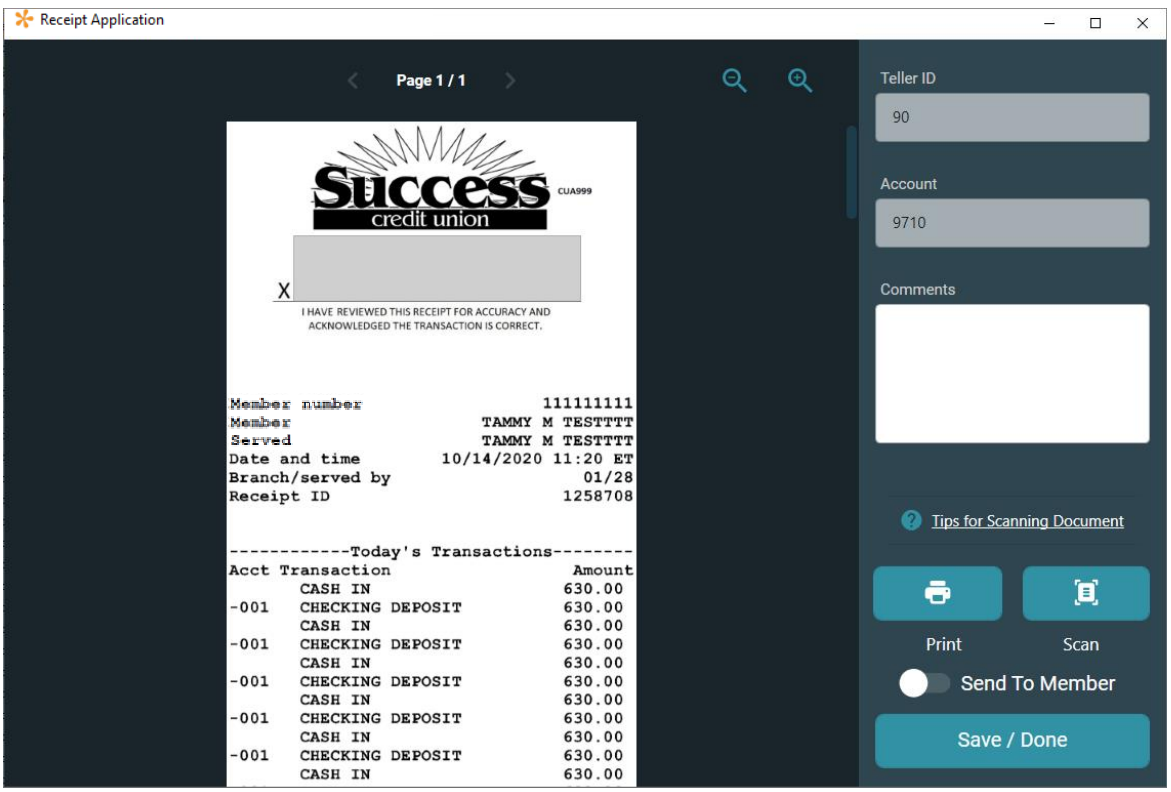
What the Teller Can Do with a Generated Receipt

This section covers what the teller can do when the receipt is generated in the Xpress Teller Native Receipt Application.

Native Receipt Application

When the teller posts a transaction in Xpress Teller, receipts appear in the Native Receipt Application. The teller views the receipt, the Teller ID, and the Account.

What the Teller Sees – Native Receipt

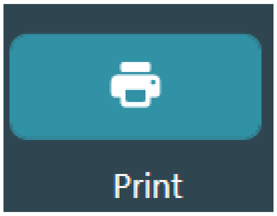


From the interface, the teller can do the following:

- ▷ Print the receipt to a receipt printer.
- ▷ Scan additional material to the receipt using a scanner attached to the workstation.
- ▷ Send a copy of the receipt to the member's My Documents folder in **It's Me 247**.
- ▷ Save and archive the receipt.

Refer to the following page for more details.

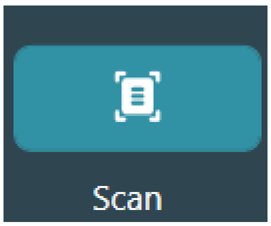
Printing a Receipt



To print the receipt, the teller clicks **Print**. This prints the receipt to the receipt printer configured for the workstation. The first time the teller clicks **Print**, the application shows a list of available printers and asks to set up the default printer.

To change the default printer, the teller uses **Settings**. See page 9.

Scanning Additional Materials



To scan the receipt, the teller clicks **Scan**. Then the scanner window will appear allowing the teller to scan additional documents to the receipt. To page through the receipt and see these scanned pages, the teller uses the arrows at the top of the Receipt Application.

To change the default scanner, the teller uses **Settings**. See page 9.

> NOTE: The scanner must be attached to the teller's workstation.

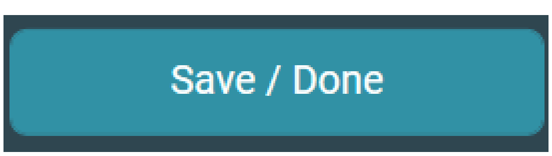
Sending a Receipt to a Member's My Documents Folder

To send a copy of the receipt to the member's My Documents folder in **It's Me 247**, the teller moves the slider to the right. When it is active, the circle turns blue.

When the receipt is saved, it is uploaded to **It's Me** and to the member.

> Interested in sending receipts to members using the Native Receipts solution?
>
> Access the CU*Answers store https://store.cuanswers.com/product/receipts-and-forms-in-its-me-247/ to contact the Imaging team for more information on this free service.

Saving a Receipt



Once the other actions are completed, the teller clicks **Save/Done** to archive the receipt. This closes the Receipt Application and saves the receipt to the archive for later retrieval.

Native Receipts Toolbar Options and Settings

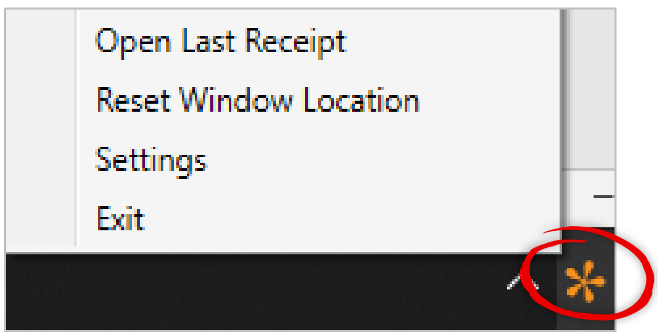
What Tellers Can Do from the Toolbar

When the Native Receipts application presents a receipt for the first time, the icon for Native Receipts shows in the teller's toolbar (as shown below).

Toolbar Activities

By right clicking on the icon, the teller can access the Native Receipts toolbar options.

Toolbar Icon Options



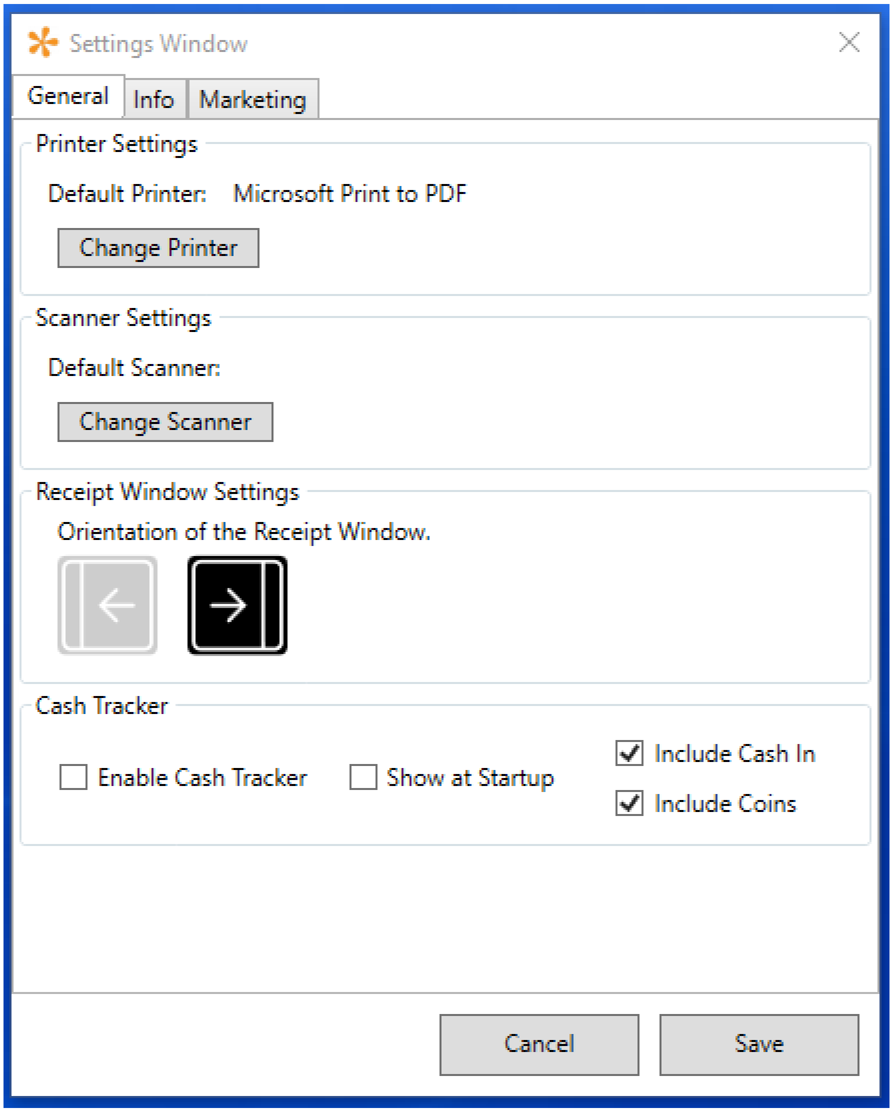
From the interface, the teller can do the following:

- ▷ Access the Settings. If the teller selects **Settings**, the *Settings Window* will appear with additional options. (See following section.)
- ▷ Open the receipt that was most-recently generated in the Native Receipts Application. If the teller selects **Open Last Receipt**, the previous receipt will appear.
- ▷ Reset the location of the Native Receipt Application to the upper left-hand corner of the primary monitor. If the teller clicks **Reset Window Location,** it moves to that location.
- ▷ Exit or close the Native Receipt Application. If the teller clicks **Exit**, the icon in the toolbar disappears and the application closes.

Settings

If the teller selects **Settings** from the toolbar option (see previous image), the teller accesses the Settings window.

Settings Window

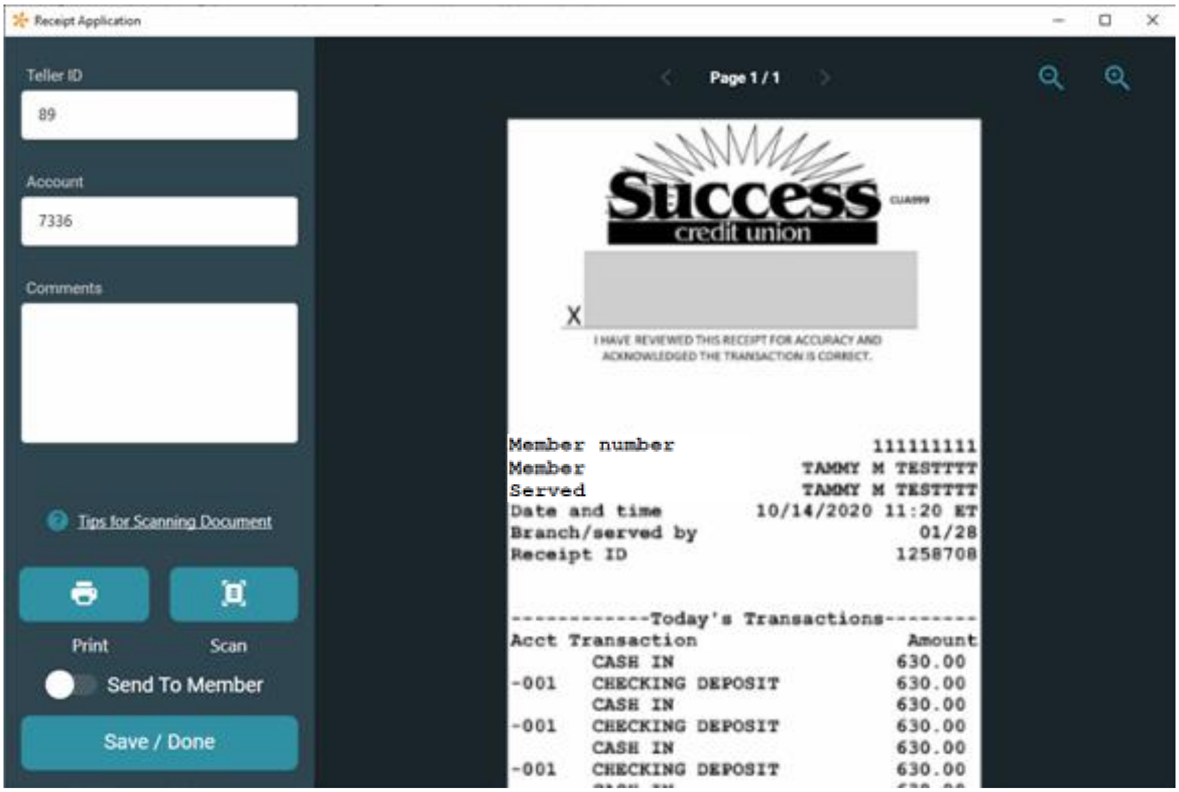


From the *Settings window*, the teller can do the following:

- ▷ Change the default printer. If the teller clicks **Change Printer**, the available printers will appear, allowing the selection of a new default printer.
- ▷ Change the default scanner. If the teller clicks **Change Scanner**, the available scanners will appear, allowing the selection of a new default scanner.
- ▷ To turn on the Cash Tracker, check **Enable Cash Tracker**. Other options for this feature appear to the right. See page 11 for an example of Cash Tracker.

- ▷ Change the orientation of the index and buttons to be left or right justified. The teller clicks one of two arrows under **Orientation of the Receipt Window** to change how the Native Receipt Application appears the next time it is opened. (An example of right justified is shown at the beginning of this document, left justified is shown below.)

Native Receipt Applcation Orientation - Left Justified

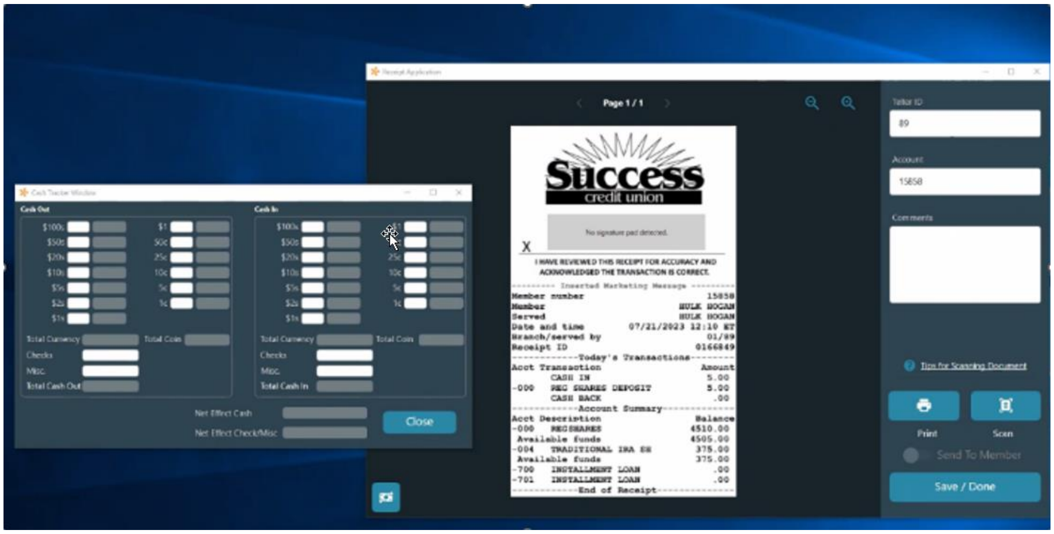


- ▷ The teller can also elect to not show the notification that the signature pad is disconnected. (Not recommended.)

Cash Tracker

As covered in the Settings section, Cash Tracker is built into Native receipts as an optional feature.

This feature allows tellers to put in their denominations for withdrawals and deposits. Tellers simply enable and disable this feature on the workstation in the *Settings* area.



Appendix

Special Sample Receipts

This section includes examples of a Xtend Shared Branching receipt, a National Shared Branching receipt, a receipt with masked data, and a receipt with a marketing message.

Standard receipts are shown earlier in this document.

Xtend Shared Branch Receipt

Xtend Shared Branching Receipt

Success credit union CUA999

X

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

```
Member number                         111111111
Member                           TAMMY M TESTTTT
Served                           TAMMY M TESTTTT
Date and time              10/14/2020 11:20 ET
Branch/served by                          01/28
Shared Branch Transaction           SB- 133/NR
Northwest Consumers FCU
Receipt ID                              0699802
------------Today's Transactions--------
Acct Transaction                         Amount
       CASH IN                           630.00
-001   CHECKING DEPOSIT                  630.00
       CASH IN                           630.00
-001   CHECKING DEPOSIT                  630.00
       CASH IN                           630.00
-001   CHECKING DEPOSIT                  630.00
       CASH IN                           630.00
-001   CHECKING DEPOSIT                  630.00
       CASH IN                           630.00
-001   CHECKING DEPOSIT                  630.00
       CASH IN                           630.00
```

National Shared Branching Receipt

Success credit union

No signature required.

X

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

```
Member number                         54
Member                       JOHN MEMBER
Date and time        05/16/2024  9:44 ET
Branch/served by                   01/92
    CO-OP Shared Branch Transaction
               FCU
Tran Sequence #                   446701
------------Today's Transactions--------
Acct Transaction                  Amount
     CASH IN                      25.00
     CHECK IN                      6.00
     CHECK IN                      5.00
3154-075
     DEPOSIT                      36.00
3154
     CASH BACK                      .00
------------Account Summary-------------
Acct Description                 Balance
   4-075                        6426.55
------------End of Receipt--------------
```

Receipt with Masked Data

Receipt with Masked Data

Success credit union CUA999

X

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

Member number	*******822
Member	***************
Served	***************
Date and time	10/14/2020 11:20 ET
Branch/served by	01/28
Receipt ID	1258708

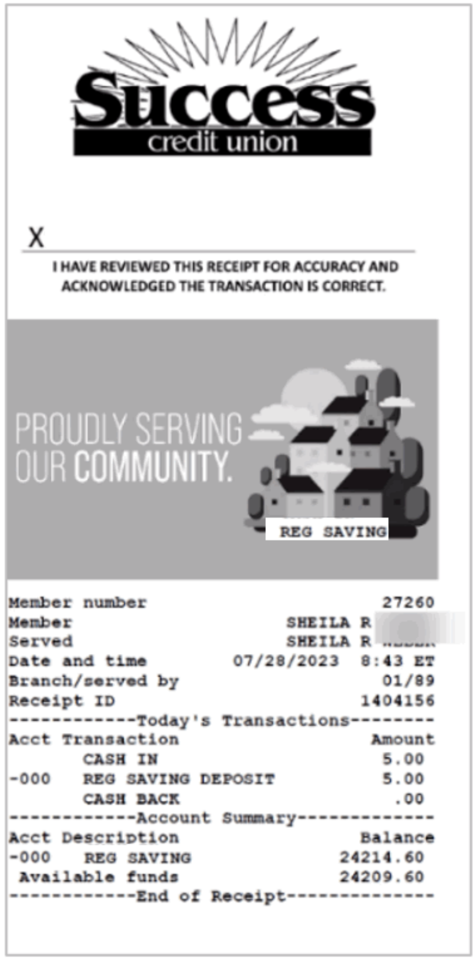
------------Today's Transactions--------

Acct	Transaction	Amount
	CASH IN	630.00
-001	CHECKING DEPOSIT	630.00
	CASH IN	630.00
-001	CHECKING DEPOSIT	630.00
	CASH IN	630.00
-001	CHECKING DEPOSIT	630.00
	CASH IN	630.00
-001	CHECKING DEPOSIT	630.00
	CASH IN	630.00
-001	CHECKING DEPOSIT	630.00
	CASH IN	630.00

Marketing Messages

You can add your own credit union marketing spin to another piece that members leave the branch with – their receipt! You can add an additional feature to encourage movement to the Native Receipts option, the opportunity to add a graphic at the top of a printed receipt.

Receipt with Markeitng Message


Success
credit union

X

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

REG SAVING

Member number		27260
Member		SHEILA R
Served		SHEILA R
Date and time	07/28/2023	8:43 ET
Branch/served by		01/89
Receipt ID		1404156

------------Today's Transactions--------

Acct	Transaction	Amount
	CASH IN	5.00
-000	REG SAVING DEPOSIT	5.00
	CASH BACK	.00

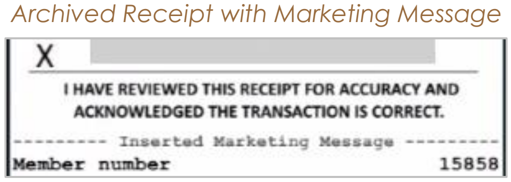
------------Account Summary-------------

Acct	Description	Balance
-000	REG SAVING	24214.60
	Available funds	24209.60

------------End of Receipt--------------

Archived receipts will not include the image. Instead, they will include the statement, "-Inserted Marketing Message-" as shown below.

Archived Receipt with Marketing Message


X

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

--------- Inserted Marketing Message ---------

Member number 15858

To get started go to the CU*Answers store below:

https://store.cuanswers.com/product/native-receipts-marketing-messages/