

# Native Receipts User Guide

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

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# 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 Receipts*

Prompt for signature capture

☒ Always

☐ Only with withdrawals or cash back

When printing a hard copy of the receipt

☒ Include a signature image

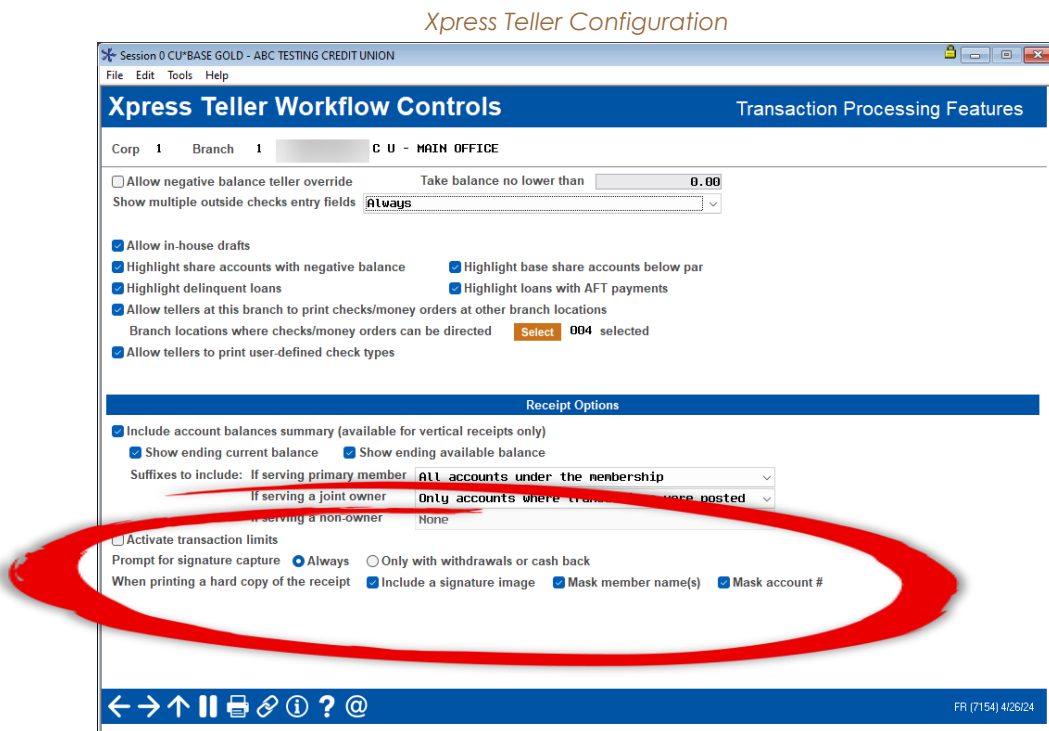
☒ Mask member name(s)

☒ Mask account #

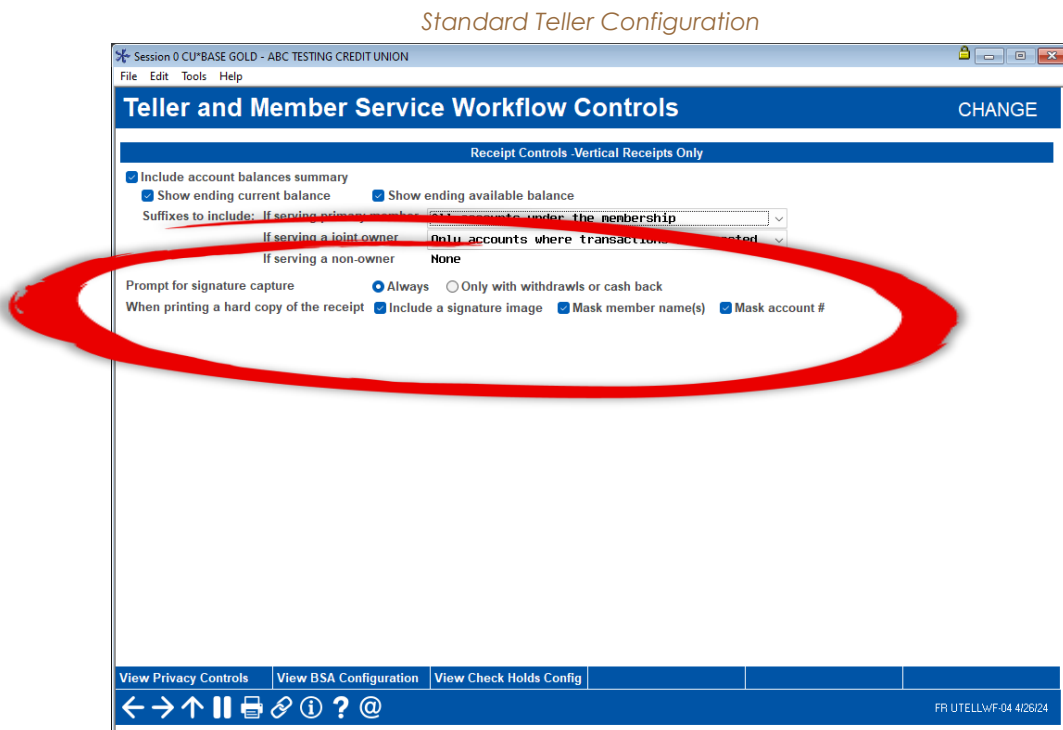
### Field Descriptions

Field	Description
Prompt for signature capture	<div>This field allows you to determine when a signature is captured.</div> <ul style="list-style-type: none"><li>Always add a signature box at the top of the Receipt application</li><li>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.</li></ul>
When printing a hard copy of the receipt	<div>This allows you to determine what will appear on the printed receipt. You can elect to whether to</div> <ul style="list-style-type: none"><li>Include a signature image</li><li>Mask member name(s)</li><li>Mask account number (All but last three numbers. See example in the Appendix)</li></ul> <div>Note: Transfer accounts are already masked in Vertical Receipts.</div>

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.



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.



# 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*

The screenshot displays the 'Native Receipt Application' window. The main area shows a receipt for 'Success credit union' with a member number 111111111 and a transaction amount of 630.00. The receipt includes a section for 'Today's Transactions' with a list of transactions. On the right side, there are input fields for 'Teller ID' (90) and 'Account' (9710), a 'Comments' text area, and buttons for 'Print', 'Scan', 'Send To Member', and 'Save / Done'.

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  
Receipt ID 1258708

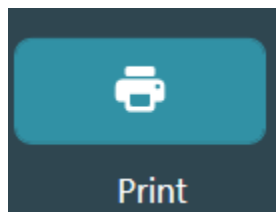
Acct	Transaction	Amount
	CASH IN	630.00
-001	CHECKING DEPOSIT	630.00
	CASH IN	630.00
-001	CHECKING DEPOSIT	630.00
	CASH IN	630.00
-001	CHECKING DEPOSIT	630.00
	CASH IN	630.00
-001	CHECKING DEPOSIT	630.00
	CASH IN	630.00
-001	CHECKING DEPOSIT	630.00
	CASH IN	630.00

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.

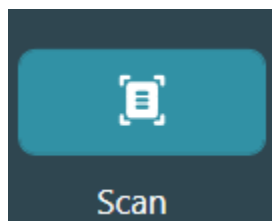
## Printing a Receipt



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

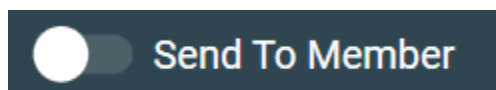


To scan the receipt, the teller clicks **Scan**. Then the scanner window will appear allowing the teller to scan additional documents to the receipt. To page through the receipt and see these scanned pages, the teller uses the arrows at the top of the Receipt Application.

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.

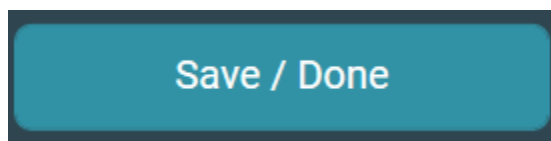


When the receipt is saved, it is uploaded to **It's Me** and to the member.

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.

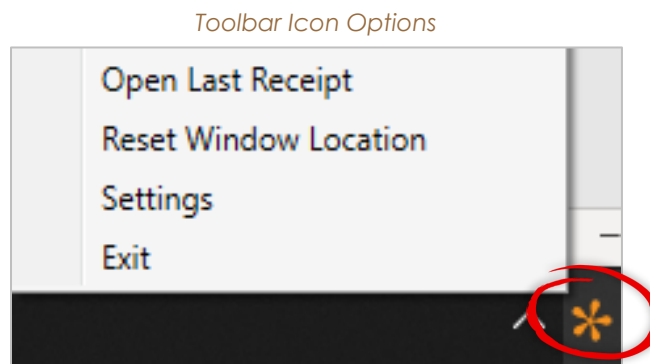
# Native Receipts Toolbar Options and Settings

## 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.



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

The screenshot shows a 'Settings Window' with a blue border and a close button (X) in the top right corner. The window has three tabs: 'General' (selected), 'Info', and 'Marketing'. The 'General' tab contains four sections:

- Printer Settings:** Displays 'Default Printer: Microsoft Print to PDF' and a 'Change Printer' button.
- Scanner Settings:** Displays 'Default Scanner:' and a 'Change Scanner' button.
- Receipt Window Settings:** Displays 'Orientation of the Receipt Window.' with two icons: a left-pointing arrow (disabled) and a right-pointing arrow (active).
- Cash Tracker:** Contains four checkboxes: 'Enable Cash Tracker' (unchecked), 'Show at Startup' (unchecked), 'Include Cash In' (checked), and 'Include Coins' (checked).

At the bottom of the window are 'Cancel' and 'Save' buttons.

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 Application Orientation - Left Justified*

Receipt Application

Teller ID  
89

Account  
7336

Comments

[Tips for Scanning Document](#)

Print Scan

☐ Send To Member

Save / Done

Page 1 / 1

**Success** credit union

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  
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

- ▷ 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.

The screenshot displays the Cash Tracker interface within a Native receipt system. The interface is divided into several sections:

- Cash Out / Cash In:** Two columns of input fields for denominations. The 'Cash Out' column includes fields for \$100, \$50, \$20, \$10, \$5, \$2, and \$1. The 'Cash In' column includes fields for \$100, \$50, \$20, \$10, \$5, \$2, and \$1. Below these columns are fields for 'Total Currency' and 'Total Coins'.
- Receipt Header:** The receipt is for 'Success credit union'. It includes a 'No signature pad detected' warning and a confirmation message: 'I HAVE REVIEWED THIS RECEIPT FOR ACCURACY AND ACKNOWLEDGED THE TRANSACTION IS CORRECT.'
- Transaction Details:** A table showing the transaction details, including Member number (15858), Member (HUGO HOGAN), Date and time (07/21/2023 12:10:27), Branch/served by (01/09), and Receipt ID (0166849).
- Account Summary:** A table showing the account summary, including Account Description, Balance, and Available Funds. The summary shows a balance of \$4505.00 and available funds of \$375.00.
- Footer:** The receipt ends with 'End of Receipt'.

The interface also includes a 'Close' button and a 'Save / Done' button.

# Appendix


## Special Sample Receipts

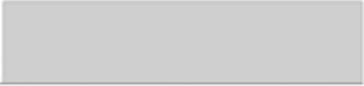
This section includes examples of a Xtend Shared Branching receipt, a National Shared Branching receipt, a receipt with masked data, and a receipt with a marketing message.

Standard receipts are shown earlier in this document.

### Xtend Shared Branch Receipt

*Xtend Shared Branching Receipt*



X 

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

Member number 11111111  
Member TAMMY M TESTTT  
Served TAMMY M TESTTT  
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



No signature required.

X

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

Member number54

MemberJOHN MEMBER

Date and time05/16/2024 9:44 ET

Branch/served by01/92

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

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

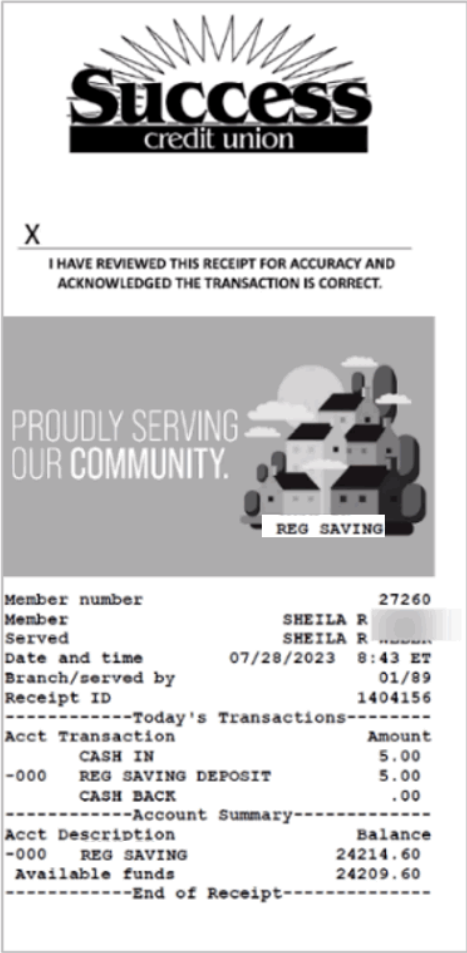
-----Today's Transactions-----

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

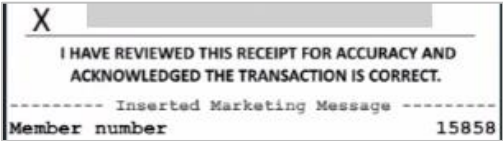
You can add your own credit union marketing spin to another piece that members leave the branch with – their receipt! You can add an additional feature to encourage movement to the Native Receipts option, the opportunity to add a graphic at the top of a printed receipt.

Receipt with Marketing Message



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

Archived Receipt with Marketing Message



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

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