



Treasury Management

ONLINE USER GUIDE

Discover new features of the cash management online system.



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Cash Management

Use the **Cash Manager** menu to conduct Cash Management-specific activities including initiating ACH batches, completing wire transfers, completing ARP/Positive Pay upload, viewing ARP/Positive Pay and ACH exception items, Cash Management reporting, etc.

JHA Small Business Cash Management is a contractual product that provides business users with online account access, transaction origination, and complete account management capabilities.

TIP

You can establish and edit Cash Management settings in **NetTeller Back Office > Manage Products > Cash Management > Edit CM Settings**.

JHA Commercial Cash Management

The following tables include an overview of JHA Commercial Cash Management features.

ACH

Feature	Description
Recurring ACH	If you have the authority to initiate batches, you can make ACH batches recurring at batch initiation. An Edit Recurring ACH entitlement is also available on the <i>Cash User Settings</i> screen to edit a batch previously marked as recurring. A Frequency field along with other associated fields appear on the <i>Initiate Batch</i> screen. You can also see and/or edit these fields when you view, download, edit, delete, or uninitiate recurring ACH batches from the <i>Initiate Batch</i> screen or view details from the <i>ACH History</i> screen.
Recurring and Scheduled Date Columns on ACH Screens	<i>Recurring</i> and <i>Scheduled Date</i> columns appear on the <i>ACH Batch/Category List</i> screen. Additionally, a <i>Recurring</i> column is available on the <i>ACH Activity/History</i> screen.
Pending Approval	An additional feature appears on the <i>Edit Batch</i> and <i>Quick Edit</i> screens to allow Cash Management users without full ACH control

Feature	Description
	authority to mark an ACH batch as ready for review and initiation.
Quick Edit Addenda Record	An input-enabled Addenda field appears for each batch record on the <i>Quick Edit</i> and <i>Multi-Transaction Entry</i> (i.e., Quick Add) screens.
Routing Number Validation	ACH routing numbers are included as part of ACH batch validation during batch file upload.
Batch History Fields	A <i>Confirmation Number</i> column appears on the <i>ACH History</i> screen. In addition, when you select View for a listed ACH batch, the Initiated Date , Effective Date , and Confirmation Number appear on the <i>ACH Transaction List</i> screen.

Wires

Feature	Description
Recurring Wires	If you have the authority to transmit wires, you can make NetTeller outgoing wires recurring at wire transmission. Define Recurring Wires and Edit Recurring Wires entitlements also appear on the <i>Cash User Settings</i> screen for both the <i>Default Settings</i> and <i>Account Settings</i> options in support of recurring wires.
Recurring Information Section	A <i>Recurring Information</i> section and associated fields are available in NetTeller > Cash Manager > Wires > Transmit Templates > Transmit .
Single/Repetitive Wires and Recurring/Future-Dated Wires Tabs	The <i>Edit/Add Wires List</i> screen includes <i>Single/Repetitive Wires</i> and <i>Recurring/Future-Dated Wires</i> tabs along with edit, delete, and quick delete functionality. <i>Recurring</i> and <i>Effective Date</i> columns appear on the <i>Recurring/Future-Dated Wires</i> tab as well as on the <i>Quick Delete</i> screen.
Future-Dated Wires	In support of future-dated wires, effective date fields and a column appear on the <i>Transmit</i>

Feature	Description
	<i>Wire Transfer</i> and <i>Quick Transmit</i> screens. These fields and column allow you to enter a date greater than the current day's effective date to make the wire future-dated. You can control which users can and cannot transmit future-dated wires using the Enter Future-Dated Wires entitlement in NetTeller > Cash Manager > Users > CM User List > Default Settings/Account Settings .
Save As Repetitive Wire	The Repetitive Wire field was renamed Save As Repetitive Wire in NetTeller > Cash Manager > Wires > Edit/Add .
Wire History Fields	The <i>Effective</i> date, <i>Recurring</i> frequency, and <i>Beneficiary Name</i> columns appear on the wire history screen to show the wire beneficiary, recurring frequency selection, and effective date of the wire for reference. Additionally, you can search for wires history using the search wires activity/history function and either the transmitted date or effective date.

Cash Management Information Reporting

Feature	Description
Activity Report	An Activity Report submenu, associated fields, and the corresponding report are available in NetTeller > Cash Manager > Reporting .
Summary Report	A Summary Report submenu, associated fields, and the corresponding report are available in NetTeller > Cash Manager > Reporting .
Saved Report	A Saved Report submenu and associated functions are available in NetTeller > Cash Manager > Reporting . A saved report widget is also available in NetTeller > My NetTeller if enabled in NetTeller Back Office.

Feature	Description
EDI Report	An EDI submenu, associated fields, and the corresponding report are available in NetTeller > Cash Manager > Reporting .
Positive Pay Reports	A Positive Pay submenu, along with its associated reports fields and corresponding reports, are available in NetTeller > Cash Manager > Reporting . Depending on your entitlements, you may be able to work with and view the following Positive Pay reports: <i>Exception Items, ACH Exceptions, and Exceptions Maintenance</i> .

Alerts

Feature	Description
CCM Alerts	<ul style="list-style-type: none"> ● Wire Transfer Pending ● Recurring Wires Expiring ● Wire Pending Approval ● Wire Transfer Update (generated for wires added, edited, or deleted) ● Recurring Wires Expired ● Recurring Wires Upcoming ● Recurring ACH Batch Failed ● Recurring ACH Batch Expiring ● Recurring ACH Batch Expired ● ACH Batch Updated (generated for ACH batches added, edited, deleted, copied, or uploaded) ● ACH Batch Pending Approval (generated when a batch is marked ready for review and initiation) ● Upcoming Recurring ACH Batch ● Entitlement Changed ● Company Email Address Change (for Admin Cash Management users only) ● Company Mobile Address Change (for Admin Cash Management users only)

ARP/Positive Pay

Feature	Description
Positive Pay Widget	A <i>Decision Required</i> column appears on the <i>Positive Pay Exceptions</i> widget in NetTeller to indicate (Yes or No) whether a decision is required for the Positive Pay exception.
View/Work Positive ARP Items	<i>Pay</i> , <i>Return</i> , and <i>Correction</i> columns, a View All option for accounts, as well as Reset , Pay All , and Return All functions appear on the <i>View/Work ARP Items</i> screen. In addition, an <i>Exception Reason</i> column appears on the <i>ACH Exception Items</i> screen to show the reasons associated with the exception.
ARP/Positive Pay File Uploads	An additional <i>Delimited</i> ARP/Positive Pay upload format option and associated fields appear on the Edit Upload Format submenu.
ACH Filters	An ACH Filters submenu and associated <i>ACH Filters</i> screen appear in NetTeller > Cash Manager > ARP to display ACH Positive Pay filter information established in the core.

Multifactor Authentication

Multifactor Authentication (MFA) is one of many approaches that add additional methods of authenticating a NetTeller user beyond the NetTeller ID and password.

Jack Henry & Associates, Inc. partners with RSA, a third-party company, to provide the MFA product. There are two different levels of the MFA product available:

- Premium
- Premium Plus Out-of-Band

Two Levels of MFA

Features	Premium	Premium Plus Out-of-Band
Login/Device Monitoring	X	X
Transaction Monitoring: <ul style="list-style-type: none"> • JHA Bill Pay Payments 	X	X

Features	Premium	Premium Plus Out-of-Band
<ul style="list-style-type: none"> • iPay Bill Pay (retail only) • FI-to-FI transfers • ACH and wires initiated through Cash Management 		
Watermark Image	X	X
Question Authentication	X	X
Phone Call Authentication		X
Policy Manager for FI-Defined Rules NOTE Available upon request from IS Support after additional training is complete.	X	X

How Multifactor Authentication Works

In the NetTeller collection process, you establish personal data that is later used to confirm that you are authorized to access NetTeller.

RSA's system uses rules dependent either on the product level used by the institution or an algorithm calculated risk score to determine additional authentication is needed. Dollar amount, wire transfers, ACH batch initiation, or IP information can also be used. Once behavior causes a rule to be triggered, you must confirm that you are authorized before the NetTeller activity can continue. You must answer two of the three established challenge questions.

- If you have the Premium Plus Out-of-Band product level, you could opt to receive an automated phone call instead of answering the questions. You are prompted to enter the code that appears on the NetTeller screen into the phone's keypad.
- If you successfully complete the challenge, you can continue the NetTeller activity.
- If the rule triggering the challenge was score based, the risk score may decrease.
- If you cannot successfully complete the challenge, you are blocked from using NetTeller on any device. To attempt the challenge again, the financial institution must unblock the user.

Rules and Risk Scores

You are challenged in NetTeller if a rule is triggered.

A risk score is calculated based on logon and transaction activities. Risk scores range from 1 to 1000. RSA's algorithm determines the risk score. A lower score means a lower chance of an

unauthorized user. A higher score means the system calculated that you may not be authorized. The risk score may be a factor to determine if additional authentication is necessary. If the score falls within the range established by a rule, you are challenged. When you successfully pass the challenge, the risk score for that specific set of behaviors may go down until you are no longer challenged from that device. Default rules are in place for all institutions depending on the product level purchased. The default rules include:

- Logon - Score based. Triggers challenge if risk score is between 800–1000.
- Payments - Score based. Triggers challenge if risk score is between 650–1000.
- Payments \$1,000 or More - Dollar based. Triggers challenge for payments of \$1,000.00 or more.

To help determine whether a rule should be triggered, NetTeller sends specific information about you, your device (computer or phone), and the NetTeller session to RSA:

- Date of Last Password Change
- Browser Information
- Device Cookie Value
- IP Information
- User ID
- Financial Institution Number (NetTeller Prefix)

Additional information is also sent for payment activities for the Premium or Premium Plus Out-of-Band levels:

- Scheduled JHA Bill Pay Payment or iPay Bill Pay Payment (retail only)
 - Payee (Name, Account Number, and Check or Electronic)
 - From Account (Pseudo Name and Account Number)
 - Type of From Account (Checking or Savings)
 - Payment Date
 - Payment Amount
 - Payment Frequency (One-Time, Monthly, etc.)
- Initiated ACH Batch
 - Payee (Company Name)
 - From Account (Batch Name)
 - Type of From Account (Checking)
 - Payment Date (Effective Date)
 - Payment Amount (Total Credits of Batch)
 - Payment Frequency (Always One-Time)
- Initiated Wire Transfer
 - Payee (Receiving Financial Institution Name)

- From Account (Account Pseudo Name)
- Type of From Account
- Payment Date
- Payment Amount
- Payment Frequency (Always One-Time)
- FI-to-FI Transfer (adding external accounts, auto validating external accounts, adding transfers, or editing transfers)
 - Payee
 - From Account
 - Type of From Account (Checking or Savings)
 - Payment Date
 - Payment Amount
 - Payment Frequency (One-Time, Monthly, etc.)

Financial institutions may edit the default rules or create their own rules with the **Policy Manager** option in RSA's Back Office application. This option is not available until after additional training is complete and the institution creates a case with IS Support requesting the option be enabled.

Multifactor Authentication RSA Back Office

The RSA Security Back Office application includes the following.

- Back Office Logon
- Case Management - Manage cases by identifying suspected fraud and genuine activities.
- Policy Manager - Establish or manage specific rules.

NOTE

This option is only available if you complete additional training.

- RSA Reports - Review usage statistics, number of active users, numbers of authentications, and successes versus failures.
- Management Information Systems Reports
- Financial Institution Representative Administration - Manage RSA Back Office users (financial institution employees).
- Customer Service - Unblock users, reset security questions, and change out-of-band phone numbers for Premium Plus users.

RSA Multifactor Authentication Reports

Multifactor Authentication reports include the following.

- *Executive*
 - *General Performance*
 - *General Authentication*

- *Channel Usage*
- *Rules Analysis*
- *Action Analysis*
- *Authentication Analysis*
- *Collection Analysis*
- *General Billing*

You can access reports through the **Report Viewer** option in the RSA Back Office application.

ACH

Use this submenu to manage ACH batches, settings, activity, uploads, import layouts, and more.

When originating an ACH batch through the NetTeller system, the batch header record must first be created in the core. All Cash Management ACH originators must be set up in the company file in your core. Once this record is established, some of the header information prefills. The company name must also be identified in the NetTeller ID parameters to match the company file exactly. Once a batch header record has been successfully established, you can begin entering ACH detail records.

Due to NACHA regulations regarding Accounts Receivable Conversion (ARC) and Point-of-Purchase (POP) ACH transactions, NetTeller Cash Management users cannot:

- Upload or initiate an ARC or POP ACH batch containing an ARC or POP ACH batch record of more than 25 K through existing ACH functionality in NetTeller.
- Create an ARC or POP ACH batch record within an ARC or POP ACH batch for more than 25 K through existing ACH functionality in NetTeller.
- Modify an existing ARC or POP ACH batch record under 25 K within an ARC or POP ACH batch with an amount for more than 25 K through existing ACH functionality in NetTeller.

NetTeller Cash Management users cannot create, edit, or initiate ACH batches with any Represented Check (RCK) transactions greater than \$2,500. An RCK ACH batch total can be greater than \$2,500, but individual RCK transactions within that batch cannot be greater than \$2,500.

The following status codes may appear on the *ACH Batch List* screen under the *Status* column next to each category.

- **Ready** - The batch has been created and is ready to be updated, changed, initiated, or deleted.
- **Initiated** - The batch has been sent to the financial institution and is waiting to be transmitted to the ACH processor terminal. During this status, a batch cannot be edited or deleted until it has been processed and returns to a **Ready** status.

CAUTION

Do not delete an ACH batch that is in **Initiated** status because this causes the financial institution not to receive the ACH batch. In addition, do not delete the batch until the status has returned to **Ready**.

- **Processed** - The financial institution has processed the ACH batch and it can no longer be updated until end-of-day processing is complete. The batch returns to a **Ready** status after end-of-day processing.
- **Uploaded** - The ACH batch information was uploaded directly from another accounting software system using the ACH upload feature.
- **Approval Pending** - The batch has been marked ready for review and approval. Another authorized Cash Management user must approve/initiate the ACH batch file.

NOTE

This status only appears for SilverLake financial institutions using the JHA Commercial Cash Management product.

Managing ACH

1. Go to **NetTeller > Cash Manager > ACH**.
2. Choose a situation and follow the corresponding steps.

Situation	Steps
Adding Batches	<ol style="list-style-type: none">1. Select the desired company for Create a New Batch For.2. Complete the fields. <p>Batch Name</p> <p>Enter the ACH batch name. This value distinguishes the batch for the Cash Management user's benefit when viewing batches on the <i>ACH Batch List</i> screen.</p> <p>Category</p> <p>Select the ACH SEC code associated with the ACH batch.</p> <p>Company</p> <p>The ACH company for which the ACH batch is being created. This value prefills based on the associated value indicated in the core.</p> <p>Company ID</p> <p>Enter the identification number for the ACH company, which is usually a tax ID.</p> <p>Discretionary Data</p> <p>Enter the purpose of the ACH batch for the Cash Management user's and the financial institution's benefit.</p>

Situation

Steps

Entry Description

Enter the purpose of the ACH batch, which appears to the recipient.

Restrict Batch

Select this check box to prevent Cash Management users without restricted batch access from viewing/working with the batch.

3. Select **Submit**.

4. Add a record, as necessary.

Name

Enter the recipient of the transaction.

Addenda Type

Select the type for the additional information to be transmitted with this record.

ID Number

Enter the recipient identification (e.g., employee number).

Addenda

Enter the additional information to be transmitted with this record.

Amount

Enter the dollar amount of the transaction.

Prenote

Select this check box to create a separate batch that contains a zero dollar, or test, transaction to verify the recipient's account information is correct.

Routing

Enter the receiving financial institution's routing number. A search option is also available.

Account Type

Select the type of receiving account.

Account Number

Enter the recipient's account number.

Transaction Type

Select whether the transaction is a *Debit* or *Credit*.

Situation

Steps

Status

- Select *Hold* to prevent the transaction from being included within the batch totals. Holding this transaction allows you to initiate the batch without including the transaction, if needed.
 - Select *Active* to include the transaction in the batch.
5. Choose one of the following options:
- Select **Quick Add** to add this record and enter a new record.
 - Select **Add Multiple** to add multiple records to the batch.
 - Select **Submit**.

NOTE

If dual control is enabled, you cannot initiate an ACH batch you have created, except when another user has since edited the batch. Only after the edit occurs can you initiate the created batch.

Viewing Batches

1. In the *Options* column, next to the desired batch, select *View*.
A selected column that appears is defined in the following list.

Held

This column displays whether the transaction is active or in hold status.

Downloading Batch Information into a Format

1. In the *Options* column, next to the desired batch, select *Download*.
2. Select a download format:
 - *List (PDF)* - Select a field to sort by and the desired sorting order.
 - *NACHA* formatted file

NOTE

You can also download pending ACH EDI transactions in a pending ACH EDI file through NetTeller in both raw data and reports and view detailed or summary information.

3. Select **Submit**.
4. Select the download link.

Editing Batches

1. In the *Options* column, next to the desired batch, select *Edit*.

Situation

Steps

2. Edit the fields, as necessary.

Selected fields are defined in the following list.

Frequency

If you are making the batch recurring, determine the frequency for the batch. Only those with the existing **Initiate ACH** and **Full ACH Control** entitlements enabled at the NetTeller Cash Management user level can see the **Frequency** field and can initiate recurring ACH batches.

- *None* (default) - The batch is not recurring.
- *Weekly* - Same day every week.
- *Bi-Weekly* - Same day every other week.
- *Monthly* - Same day every month.
- *Semi-Monthly* - Same day twice a month.
- *Quarterly* - Same day every three months.
- *Annually* - Same day every year.
- *Semi-Annually* - Same day every six months.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

When you select a **Frequency** other than *None*, the **Select Effective Date** and **Reset Amounts to \$0.00 After Processing Batch** fields are unavailable. The **Select Effective Date** field is unavailable because the recurring ACH batch uses the established schedule rather than one effective date. The **Reset Amounts to \$0.00 After Processing Batch** field is unavailable because batch amounts should not be reset to \$0.00 when it is a recurring ACH batch.

Week Day

Select a week day. The current day is the default. You must select either *Weekly* or *Bi-Weekly* for **Frequency** to view this field.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

Situation

Steps

Month Day

Select 1–31. 1 is the default. You must select *Monthly* for **Frequency** to view this field.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

First Day

Select 1–31. 1 is the default. You must select *Semi-Monthly* for **Frequency** to view this field. The number of days between the **First Day** and **Second Day** must be a minimum of four days.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

Second Day

Select 1–31. 1 is the default. You must select *Semi-Monthly* for **Frequency** to view this field. The number of days between the **First Day** and **Second Day** must be a minimum of four days.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

Initiate on Last Processing Day of the Month

Determine whether to initiate the recurring ACH batch on the last processing day of the month. You must select *Monthly*, *Semi-Monthly*, *Quarterly*, *Annually*, or *Semi-Annually* for **Frequency** to view this field.

- Clear the check box to initiate the recurring ACH batch on the day indicated. The check box is cleared by default.
- Select the check box to populate the **Start Date** with the last processing day of the current or selected month. Even when the value is changed to a different month, the **Start Date** defaults to the last processing day of the entered month. The ACH batch is initiated on the last processing day of the month. Fields may not be available if you select this check box, depending on the **Frequency** chosen.

Situation

Steps

If it is the last business day of the month and the **Never Today** field in **NetTeller Back Office > Manage Products > Cash Management > Edit CM Settings > ACH Effective Date** is selected, meaning you cannot select the current day's date for the **Start Date**, the system populates the last business day's date for the following month.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

Start Date

Select any available date. The default is blank. The available days are restricted based on other fields.

When the **Never Today** field in **NetTeller Back Office > Manage Products > Cash Management > Edit CM Settings > ACH Effective Date** is cleared, you can select the current day's date. You cannot select the current day's date if the ACH batch being set up as recurring is initiated *after* the time indicated for the **Daily Batch Initiation** field in **NetTeller Back Office > Manage Products > Cash Management > Edit CM Settings > Recurring ACH** or after the time indicated for the **Roll Date at Core Time** field in **NetTeller Back Office > Manage Products > Cash Management > Edit CM Settings > ACH Effective Date**. When the **Never Today** field is selected, you cannot select the current day's date.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

Expiration Date

Select the desired expiration date from the calendar. The default is blank.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

This Payment Has No Expiration Date

Determine whether the payment has an expiration date.

Situation

Steps

- Clear the check box to expire the recurring ACH batch on the **Expiration Date**. The check box is cleared by default.
- Select the check box if you do not want the recurring ACH batch to expire. The **Expiration Date** field is then not available.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

This Batch Is Ready for Approval

Select this check box to mark an ACH batch when it is ready for approval, which provides greater control over the ACH batch approval process, increasing flexibility and security within NetTeller ACH.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product and to those who do not have full ACH control. If you have full ACH control, you can initiate a batch in *Approval Pending* status. If you do not have full ACH control, but do have the **Initiate ACH** entitlement, you can successfully initiate a batch that another user creates/uploads and marks as *Approval Pending*.

3. Select **Save**.

If you selected the **This Batch Is Ready for Approval** check box, the *ACH Batch List* screen displays the batch with an *Approval Pending* status.

TIP

To remove the *Approval Pending* status on a batch, select the batch for edit on the *ACH Batch List* screen, clear the **This Batch Is Ready for Approval** check box, and then select **Save**.

Adding Records

1. In the *Options* column, next to the desired batch, select *Edit*.
2. Select **Add Record**.
3. Complete the fields.
4. Choose one of the following options:
 - Select **Quick Add** to add this record and enter a new record.

Situation	Steps
	<ul style="list-style-type: none"> • Select Add Multiple to add multiple records to the batch. <p>NOTE Addenda fields appear for NetTeller financial institutions using the JHA Commercial Cash Management product so that you can enter an addenda record, which saves time when editing an ACH.</p> <ul style="list-style-type: none"> • Select Submit.
Editing Records	<ol style="list-style-type: none"> 1. In the <i>Options</i> column, next to the desired batch, select <i>Edit</i>. 2. Select Edit next to the desired record. 3. Edit the fields, as necessary. 4. Select Submit.
Deleting Records	<ol style="list-style-type: none"> 1. In the <i>Options</i> column, next to the desired batch, select <i>Edit</i>. 2. Select Delete next to the desired record. 3. Select Delete.
Completing Quick Edits	<ol style="list-style-type: none"> 1. In the <i>Options</i> column, next to the desired batch, select <i>Quick Edit</i>. 2. Edit the fields, as necessary. <p>TIP If you are a NetTeller financial institution using the JHA Commercial Cash Management product, you can select Show Addenda or Show All Addenda to access an Addenda field for each record.</p>
	<p>Addenda</p> <p>Enter the addenda record for each batch record, which saves time when editing an ACH. The Addenda fields only appear on the <i>Quick Edit</i> screen for batches with an SEC code of PPD, CCD, or WEB. Addenda fields also appear in Cash Manager > ACH > Edit > Add Record > Add Multiple.</p> <p>NOTE Addenda fields appear for NetTeller financial institutions using the JHA Commercial Cash Management product.</p> <p>Held</p>

Situation	Steps
	<p>Select the check box next to Held to hold all batch items. Clear the check box to clear all batch items. You can also select or clear individual items.</p> <p>3. Select Save.</p>
Copying Batches	<p>1. In the <i>Options</i> column, next to the desired batch, select <i>Copy</i>.</p> <p>2. Enter a new batch name.</p> <p>3. Select Submit.</p>
Importing Batch Transactions	<p>1. In the <i>Options</i> column, next to the desired batch, select <i>Import</i>.</p> <p>2. Select the Import File Type:</p> <ul style="list-style-type: none"> • <i>NACHA File</i> • <i>CSV File</i> • <i>Fixed Position File</i> • <i>Tab-Delimited File</i> <p>3. Select the file, and then select Import.</p>
<p>NOTE NetTeller Cash Management users must have the Import Record Cash Management user level entitlement enabled to import records into an ACH batch.</p>	
Deleting Batches	<p>1. In the <i>Options</i> column, next to the desired batch, select <i>Delete</i>, and then select Delete again.</p> <p>NOTE You can also select the check boxes next to the desired batches, and then select Delete Selected. Select Select All to select all check boxes.</p>
Initiating Batches	<p>NOTE You can only initiate batches containing records, and the batch must be in a <i>Ready</i> status.</p> <p>1. In the <i>Options</i> column, next to the desired batch, select <i>Initiate</i>.</p> <p>TIP You can also select the check boxes next to the desired batches, and then select Initiate Selected. Select Select All to select all check boxes.</p>

Situation

Steps

2. Complete the fields.

Selected fields are defined in the following list.

Select Effective Date

Select the desired effective date, which must be a business day. If available, select *Same Day ACH* to mark the batch as same day to settle qualifying batch transactions same day.

Apply Effective Date to All Batch/Category Records

Select this check box, and then select the desired effective date to apply to all records selected for quick initiate. Select *Same Day ACH* to mark the batches as same day to settle qualifying batch transactions same day.

Effective Date

Select the desired effective date, which must be a business day. Select *Same Day ACH* to mark the batch as same day to settle qualifying batch transactions same day.

Frequency

If you are making the batch recurring, determine the frequency for the batch. Only those with the existing **Initiate ACH** and **Full ACH Control** entitlements enabled at the NetTeller Cash Management user level can see the **Frequency** field and can initiate recurring ACH batches.

- *None* (default) - The batch is not recurring.
- *Weekly* - Same day every week.
- *Bi-Weekly* - Same day every other week.
- *Monthly* - Same day every month.
- *Semi-Monthly* - Same day twice a month.
- *Quarterly* - Same day every three months.
- *Annually* - Same day every year.
- *Semi-Annually* - Same day every six months.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

When you select a **Frequency** other than *None*, the **Select Effective Date** and **Reset Amounts to \$0.00 After Processing**

Situation

Steps

Batch fields are unavailable. The **Select Effective Date** field is unavailable because the recurring ACH batch uses the established schedule rather than one effective date. The **Reset Amounts to \$0.00 After Processing Batch** field is unavailable because batch amounts should not be reset to \$0.00 when it is a recurring ACH batch.

Week Day

Select a week day. The current day is the default. You must select either *Weekly* or *Bi-Weekly* for **Frequency** to view this field.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

Month Day

Select 1–31. 1 is the default. You must select *Monthly* for **Frequency** to view this field.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

First Day

Select 1–31. 1 is the default. You must select *Semi-Monthly* for **Frequency** to view this field. The number of days between the **First Day** and **Second Day** must be a minimum of four days.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

Second Day

Select 1–31. 1 is the default. You must select *Semi-Monthly* for **Frequency** to view this field. The number of days between the **First Day** and **Second Day** must be a minimum of four days.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

Initiate on Last Processing Day of the Month

Situation

Steps

Determine whether to initiate the recurring ACH batch on the last processing day of the month. You must select *Monthly*, *Semi-Monthly*, *Quarterly*, *Annually*, or *Semi-Annually* for **Frequency** to view this field.

- Clear the check box to initiate the recurring ACH batch on the day indicated. The check box is cleared by default.
- Select the check box to populate the **Start Date** with the last processing day of the current or selected month. Even when the value is changed to a different month, the **Start Date** defaults to the last processing day of the entered month. The ACH batch is initiated on the last processing day of the month. Fields may not be available if you select this check box, depending on the **Frequency** chosen.

If it is the last business day of the month and the **Never Today** field in **NetTeller Back Office > Manage Products > Cash Management > Edit CM Settings > ACH Effective Date** is selected, meaning you cannot select the current day's date for the **Start Date**, the system populates the last business day's date for the following month.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

Start Date

Select any available date. The default is blank. The available days are restricted based on other fields.

When the **Never Today** field in **NetTeller Back Office > Manage Products > Cash Management > Edit CM Settings > ACH Effective Date** is cleared, you can select the current day's date. You cannot select the current day's date if the ACH batch being set up as recurring is initiated *after* the time indicated for the **Daily Batch Initiation** field in **NetTeller Back Office > Manage Products > Cash Management > Edit CM Settings > Recurring ACH** or after the time indicated for the **Roll Date at Core Time** field in **NetTeller Back Office > Manage Products > Cash Management > Edit CM Settings > ACH**

Situation

Steps

Effective Date. When the **Never Today** field is selected, you cannot select the current day's date.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

Expiration Date

Select the desired expiration date from the calendar. The default is blank.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

This Payment Has No Expiration Date

Determine whether the payment has an expiration date.

- Clear the check box to expire the recurring ACH batch on the **Expiration Date**. The check box is cleared by default.
- Select the check box if you do not want the recurring ACH batch to expire. The **Expiration Date** field is then not available.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

Select Offset Account

Select an offset account. This field appears if the selected ACH batch is for an ACH company set up to require the use of an offset account. An ACH offset does not apply to prenote ACH batches initiated through NetTeller because the totals within these batches are always zero debits/zero credits.

Reset Amounts to \$0.00 After Processing Batch

Select this check box to reset the amounts of the ACH records contained in the initiated batch back to zero dollars after the batch has been initiated.

3. Select **Initiate**.

Updating Batch Transactions

1. In the *Options* column, next to the desired batch, select *Update*.
2. Select the file type:

Situation	Steps
<p>NOTE NetTeller Cash Management users must have the Update Record Cash Management user level entitlement enabled to update batch transaction records for an ACH batch.</p>	<ul style="list-style-type: none"> • <i>Fixed Position File</i> • <i>Comma-Delimited File</i> • <i>Tab-Delimited File</i> • <i>Space-Delimited File</i> <p>3. Select the file, and then select Upload.</p>

Uploading ACH Files

If **Enforce ACH Validation Rules** is set to Yes in **Back Office > Manage Products > Cash Management > Edit CM Settings**, uploaded ACH batch files are validated in their entirety. If validation errors are found within the uploaded ACH batch, up to the first 50 validation errors appear. You can view and resolve validation errors in the uploaded ACH batch file, and then reupload the updated file. Selecting **Show More** expands the error details.

NOTE

For the JHA Commercial Cash Management product, uploaded ACH batches' routing numbers are also validated as a part of the ACH batch validation.

1. Go to **Cash Manager > ACH > Upload**.
2. Search for the file.
3. Select **Upload**.

Managing Tax Payments

Use the **Tax Payment** submenu to create an electronic tax payment record. The tax payment record created is included in the ACH batch listing. The treasury accepts Treasury Tax and Loan (TT&L) payments electronically from users who are enrolled with the Treasury Department.

1. Go to **Cash Manager > ACH > Tax Payment**.
2. Choose a situation and follow the corresponding steps.

Situation	Steps
Adding Tax Payments	1. Complete the fields.

Situation

Steps

Pay To

Select *Federal* or the desired state if making a state tax payment.

Batch

Enter a name to distinguish the tax payment batch for the customer's benefit.

Routing Number

Select **Lookup** to select the routing number associated with the financial institution that receives the tax payment.

Company Name

Select the ACH company name.

Tax Period

Select the month and year for the tax period.

Tax Code

Enter the code to indicate the tax payment type.

Taxpayer ID

Enter the company's Employer Identification Number (EIN).

Amount Type Code

Enter the associated amount type. Select **Lookup** to see available amount type code options.

NOTE

This field only appears for state tax payments.

Amount

Enter the dollar amount of the transaction.

Pay From Account

Select the account to debit for the offset transaction.

- If the ACH company is set up to initiate balanced batches only, select from the accessible NetTeller accounts.
- If the ACH company is set up to initiate batches by selecting an offset account, select from the available offset accounts.

Tax Information ID 1

Enter the amount designated for Social Security. This field is optional.

Situation	Steps
	<p>NOTE This field only appears for Federal tax payments.</p>
	<p>Tax Information ID 2 Enter the amount designated for Medicare. This field is optional.</p>
	<p>NOTE This field only appears for Federal tax payments.</p>
	<p>Tax Information ID 3 Enter the amount designated for withholding. This field is optional.</p>
	<p>NOTE This field only appears for Federal tax payments.</p> <ol style="list-style-type: none"> 2. Select Quick Add to add the tax payment and enter a new record. 3. Enter the tax payments. 4. Select Submit.
Viewing Tax Payments	<ol style="list-style-type: none"> 1. In the <i>Options</i> column, next to the desired tax payment, select <i>View</i>.
Editing Tax Payments	<ol style="list-style-type: none"> 1. In the <i>Options</i> column, next to the desired tax payment, select <i>Edit</i>. 2. Edit the fields, as necessary. 3. Select Submit.
Deleting Tax Payments	<ol style="list-style-type: none"> 1. In the <i>Options</i> column, next to the desired tax payment, select <i>Delete</i>. 2. Select Delete.
Downloading Tax Payments	<ol style="list-style-type: none"> 1. In the <i>Options</i> column, next to the desired tax payment, select <i>Download</i>. 2. Select a download format: <ul style="list-style-type: none"> • <i>List (PDF)</i> - Select a field to sort by and the desired sorting order. • <i>NACHA</i> formatted file 3. Select Submit. 4. Select the download link.
Copying Tax Payments	<ol style="list-style-type: none"> 1. In the <i>Options</i> column, next to the desired tax payment, select Copy.

Situation

Steps

2. Enter a new name for the copied tax payment.
3. Select **Submit**.

Add a Federal Tax Payment

Add Tax Payment ?

Pay To: Federal

Category: Tax FD First Quarter

Routing Number: [Redacted] Lookup

Company Name: [Redacted]

Tax Period: 03/16 mm/yy

Tax Code: 94105 - Employer's Quarterly Tax Return Federal Tax Deposit

Taxpayer ID: [Redacted]

Amount: \$3,000.00

Pay From Account: Payroll

Tax Information ID	Amount
1	\$1,500.00
2	\$1,000.00
3	\$500.00

Quick Add Submit Cancel

Add a State Tax Payment

Add Tax Payment ?

Pay To: Kansas

Category: Tax KS First Quarter

Routing Number: [Redacted] Lookup

Company Name: [Redacted]

Tax Period: 03/01/2016 mm/dd/yyyy

Tax Code: 04201 Lookup

Taxpayer ID: [Redacted]

Amount Type Code: P Lookup

Amount: \$3,000.00

Pay From Account: Operations

Quick Add Submit Cancel

Editing the Import Layout Settings

Use the **Import Layout** submenu to import an ACH transaction format.

1. Go to **Cash Manager > ACH > Import Layout**.
2. Select the upload format.
3. Complete the fields.

The screenshot shows the 'CSV File Layout' configuration window. At the top, there is a dropdown menu for 'Select Upload Format to Create/Edit:' set to 'CSV File Layout'. Below this, there are several dropdown menus for field positions: Name (1), ID Number (2), Routing Number (3), Account Number (4), Amount (5), and * Transaction Code (3). A note states: '*Note: If your file does not contain Transaction Codes, the following fields are required:'. Below the note are input fields for Account Type (6), Transaction Type (7), Checking Equals (C), Debit Equals (DR), Savings Equals (S), and Credit Equals (CR). At the bottom right are 'Save', 'Reset', and 'Cancel' buttons.

The screenshot shows the 'Fixed Position File Layout' configuration window. At the top, there is a dropdown menu for 'Select Upload Format to Create/Edit:' set to 'Fixed Position File Layout'. Below this, there are input fields for field positions with 'Begin' and 'End' values: Name (1, 20), ID Number (32, 41), Routing Number (52, 60), Account Number (21, 31), Amount (41, 51), and * Transaction Code (empty, empty). A note states: '*Note: If your file does not contain Transaction Codes, the following fields are required:'. Below the note are input fields for Account Type (61, 61), Transaction Type (62, 63), Checking Equals (C), Debit Equals (DR), Savings Equals (S), and Credit Equals (CR). At the bottom right are 'Save', 'Reset', and 'Cancel' buttons.

4. Select **Save**.

Viewing ACH History

Batch information is viewable after the batch is originated.

1. Go to **Cash Manager > ACH > History**.
2. Review the columns.

ACH History 2		View Range: 7 Days 15 Days 30 Days Search						
Initiated	Effective	Batch	Type	Company	Debits	Credits	Offset Account	Confirmation Number
03/01/2016	03/21/2016	Payroll_2016	PPD	TRAIN O	\$0.00	\$4,500.00	xxxxxxxxxxxx4567 D	View 0004

[Return](#)

Initiated

The date the batch was initiated.

Effective

The effective date for the batch.

Batch

The name given to the batch.

Type

The SEC associated with the batch.

Company

The ACH company name.

Debits

The total batch debits.

Credits

The total batch credits.

Offset Account

The offset account for the batch.

Recurring

The **Frequency** originally indicated for processed recurring ACH batches or **None** if the batch was not recurring.

NOTE

This column only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

Confirmation Number

The designated confirmation number for the batch.

NOTE

This column only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

TIP

Select **View** to view a list of transactions included within the batch. For NetTeller financial institutions using the JHA Commercial Cash Management product, **Initiated Date**, **Confirmation Number**, **Effective Date**, and **Frequency** (along with associated values) appear on the *ACH Transaction List* screen.

ACH Transaction List

Batch: Payroll_2016 Batch Code: PPD Total Transactions: 3 View: 10 | 20 | 50 | 100 | All | Search

Company: TRAIN O Entry Description: PAYROLL

Initiated By: JEN Restrict Batch:

Initiated Date: 03/01/2016 Confirmation Number: 0004

Effective Date: 03/21/2016

Name	ID Number	Account	Amount	CR/DR	Held
John Doe	34	12345678	\$1,500.00	CR	
Jane Doe	76	54321	\$1,500.00	CR	
Mary Smith	56	4567890	\$1,500.00	CR	

Total Debits \$0.00 Total Credits \$4,500.00 Offset Account xxxxxxxxxxxx4567 D

Return

3. Select **Search** to filter your search results, and then select **Submit**.

Searching for and Managing Records

TIP

You can also manage records by editing ACH categories.

1. Go to **Cash Manager > ACH > Search**.
2. Complete the fields to filter your results.

Search Records

Name:

ID Number:

Batch:

Amount: -

Prenote:

Held:

Search

Name

Enter the batch record name to search by the name.

ID Number

Enter the batch record number to search by batch ID.

Category

Enter the batch category name to search by category.

Amount

Enter the batch record amount to search by amount.

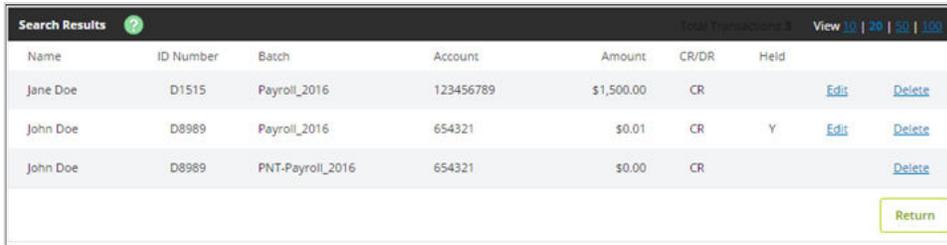
Prenote

Select this check box to create a separate batch that contains a zero dollar, or test, transaction to verify the recipient's account information is correct.

Held

Select this check box to put the record in a hold status.

3. Select **Search**.



Name	ID Number	Batch	Account	Amount	CR/DR	Held		
Jane Doe	D1515	Payroll_2016	123456789	\$1,500.00	CR		Edit	Delete
John Doe	D8989	Payroll_2016	654321	\$0.01	CR	Y	Edit	Delete
John Doe	D8989	PNT-Payroll_2016	654321	\$0.00	CR			Delete

[Return](#)

4. Choose a situation and follow the corresponding steps.

Situation	Steps
-----------	-------

Editing Records	<ol style="list-style-type: none">1. Select Edit next to the record.2. Edit the fields, as necessary. <p>Selected fields are defined in the following list.</p> <p>Name Enter the recipient of the transaction.</p> <p>Addenda Type Select the type for the additional information to be transmitted with this record.</p> <p>ID Number Enter the recipient identification (e.g., employee number).</p> <p>Addenda Enter the additional information to be transmitted with this record.</p> <p>Amount Enter the dollar amount of the transaction.</p>
------------------------	--

Situation	Steps
	<p>Routing</p> <p>Enter the receiving financial institution's routing number. A search option is also available.</p> <p>Account Type</p> <p>Select the type of receiving account.</p> <p>Account Number</p> <p>Enter the recipient's account number.</p> <p>Transaction Type</p> <p>Select whether the transaction is a <i>Debit</i> or <i>Credit</i>.</p> <p>Status</p> <ul style="list-style-type: none"> • Select <i>Hold</i> to prevent the transaction from being included within the batch totals. Holding this transaction allows you to initiate the batch without including the transaction, if needed. • Select <i>Active</i> to include the transaction in the batch. <p>3. Select Submit.</p>
Deleting Records	<ol style="list-style-type: none"> 1. Select Delete next to the desired record. 2. Select Delete.

Wires

Use this submenu to view, transmit, create, edit, and delete wires based on both the user and account-level wire authorities assigned.

The following statuses may appear on the *Wires List* screen in the *Status* column.

- *Ready* - Wire is ready to be transmitted.
- *Initiated* - Wire has been initiated.

This status also appears if the initiated NetTeller outgoing wire (single or repetitive) contains Office of Foreign Assets Control (OFAC) information. There is no visual indicator to the NetTeller Cash Management user to show that the wire has been flagged for OFAC. However, for SilverLake financial institutions, in **WIRES** option **Enter - Update Wire Transfers**, the corresponding wire appears (in either the NetTeller or all view) with an *OF* (OFAC) status in the *ST* (status) column. You can review the wire including the information within the wire originally flagged as OFAC, and initiate the wire after review.

NOTE

When a wire is initiated, the physical address is used if one is available for the originator address associated with that wire. If a physical address is not available, the CIF address is used.

- *Processed* - Wire was processed.
- *Approval* - First approver initiated the wire, and the wire requires approval by second approver due to wire amount and dual control amount set for the first approver.

NOTE

This status applies to SilverLake NetTeller wires only.

- *Next Day* - Wire was initiated after the cut-off time set for NetTeller outgoing wires.

Viewing Wires

1. Go to **Cash Manager > Wires**.
2. Select the desired account for **View Wires For**.

Transmitting Wires

1. Go to **NetTeller > Cash Manager > Wires**.
2. Select **Transmit** next to the desired wire, or select the check boxes next to the desired wires, and then select **Transmit Selected**.

Sequence	Status	Amount	Rep	Account Number	Receiving FI	
1	Pending	\$10.00	No	0000	JHA Test Bank and Trust	Transmit
2	Pending	\$100.00	No	0000	JHA Test Bank and Trust	Transmit
3	Initiated	\$100.00	Yes	0000	JHA Test Bank and Trust	
4	Initiated	\$889.00	Yes	0000	JHA Test Bank and Trust	

NOTE

Transmit appears for each wire that is below the dual control limit. If the dual control setting is turned on and the account dual control:

- Is greater than the amount of the wire initiated, the wire does not require dual control (i.e., wire employee has sufficient authority to move the wire from a **Ready** status to an **Initiated** status).
- Equals zero, dual control is applied to all wires, regardless of the amount. The per wire/per day limits established at the wire employee level for the second approver are checked to verify that sufficient authority exists.

- Is greater than zero, dual control is based on the limit established for the first approver and the per wire and per day limits established for the second approver.

Dual control is only applicable to SilverLake NetTeller wires.

3. If you selected **Transmit Selected** for a future-dated wire, complete the fields, as necessary.

CAUTION

The information in this step is only applicable for SilverLake NetTeller financial institutions using the JHA Commercial Cash Management product.

Apply Effective Date to All

Select the check box, and then select the desired future date to apply to all wires selected for quick transmit, except for wires in an *Approval* status. This check box is cleared by default.

NOTE

This field only appears for SilverLake NetTeller financial institutions using the JHA Commercial Cash Management product.

Effective Date

Select the desired future date to transmit an outgoing domestic wire for a future date. The current day is the default. For *Approval* status wires selected for quick initiate, a calendar does not appear. For dual control, the effective date selected when the wire was transmitted by the first approver appears as display only and cannot be modified.

NOTE

The **Enter Future-Dated Wires** entitlement must be enabled in **NetTeller > Cash Manager > Users > CM User List > Default Settings/Account Settings** to see this field.

This field only appears for SilverLake NetTeller financial institutions using the JHA Commercial Cash Management product.

4. Enter the **Wire PIN**, and then select **Transmit**.

Transmit Wire Transfer From Operations (Non-Repetitive) ?

Credit Account Information

Account #/Type: 0000 / Demand
 Name: John Doe
 Address: 663 W. Highway 60,
 Monett, MO 65708-8251

Receiving Bank Information

ABA Number: 9912-3456-7
 Name: JHA Test Bank and Trust
 Address: 663 W. Highway 60,
 Monett, MO 65708-8251

Wire Information

Repetitive Wire: This is set up as a one-time wire
 Amount: \$150.00
 Remarks:

Wire Password

NOTE

When the wire amount exceeds the amount set for dual control, enter the **Wire PIN** and select **Approve**. The wire status changes to *Approval*. Once the first level of approval is complete, any changes to the wire return the status to *Ready*. Dual control and the *Approval* status only apply to SilverLake NetTeller wires.

Managing Wires

1. Go to **Cash Manager > Wires > Edit/Add**.
2. Choose a situation and follow the corresponding steps.

Situation	Steps
Adding Wires	<ol style="list-style-type: none"> 1. Select an account for Create a New Wire From. 2. Complete the fields. <p>Wire Name Enter a descriptive name for the wire. This value appears on the various wire listing screens.</p> <p>Credit Account Number Enter the account to receive the wired funds.</p>

Situation

Steps

Credit Account Name

Enter the name on the account receiving the wired funds.

Credit Account Address

Enter the address of the recipient for the wired funds.

Receiving Bank ABA Number

Enter the routing number of the financial institution where the wire is sent.

NOTE

If NetTeller financial institutions using the JHA Commercial Cash Management product enter the correct **Receiving Bank ABA Number**, the **Receiving FI Name** and **Receiving FI Address** automatically populate.

Select **Search for ABA Number** to search for a financial institution. Selecting an ABA from the search option populates all remaining *Receiving Bank Information* fields.

Receiving FI Name

Enter the name of the financial institution where the wire is being sent.

Receiving FI Address

Enter the address of the financial institution where the wire is being sent, including the city, state, and ZIP.

Remarks

Enter special instructions for the wire. These remarks appear to the wire recipient.

Save As Repetitive Wire

Select this check box if the wire has particular instructions/remarks that are going to be used multiple times. For example, a cash user can send a wire to this person/company once a month. By indicating this wire is a repetitive wire, you do not have to recreate the wire each time. Enter a wire code to distinguish the wire. The code can be six alpha or numeric characters. Leave this check box cleared for one-time (single) wires.

Amount

Enter the dollar amount of the wire.

Situation

Steps

NOTE

If the routing number is not found, the institution is not a member of the Federal Reserve and may not be able to receive incoming wires. A correspondent financial institution may be the direct recipient with further credit to the ultimate receiving financial institution. You can search for the ABA or partial ABA number, financial institution name, or address.

3. Select **Submit**.

TIP

For international wires, select **Click Here for International Wire Input**, enter any additional information needed (e.g., receiving financial institution information, originator information, or FI-to-FI information), and then select **Submit**.

Editing Wires

NOTE

Any wire with a **Ready** status can be edited.

1. Select the desired account for **View Wires For**.
2. Select either the **Single/Repetitive Wires** or the **Recurring/Future-Dated Wires** tab.

NOTE

This step is only applicable to SilverLake NetTeller financial institutions using the JHA Commercial Cash Management product.

3. Select **Edit** next to the desired wire.
4. Edit the fields, as necessary.

NOTE

For SilverLake NetTeller financial institutions, the **NetTeller Edit for Repetitive Wires (1, 2 or 3)** field in **WTPAR** option **General Parameter Maintenance** controls whether NetTeller Cash Management users can edit the **Amount** only (1), edit the **Amount** and *Credit Account Information* (2), or edit all fields (3).

5. Select **Submit**.

Deleting Wires

NOTE

Any wire with a **Ready** status can be deleted.

1. Select the desired account for **View Wires For**.
2. Select either the **Single/Repetitive Wires** or the **Recurring/Future-Dated Wires** tab.

NOTE

This step is only applicable to SilverLake NetTeller financial institutions using the JHA Commercial Cash Management product.

3. Choose one of the following options:

Situation	Steps
	<ul style="list-style-type: none"> ● Select Delete next to the desired wire. ● Select the check boxes next to the desired wires, and then select Delete Selected. <p>4. Select Delete.</p>

Transmitting Wire Templates

NOTE

You can transmit multiple wire templates per day and modify templates even after they have been transmitted.

1. Go to **NetTeller > Cash Manager > Wires > Transmit Templates**.
2. Select the desired account for **View Wires For**.
3. Select **Transmit** next to the desired wire template.
4. Complete the fields to indicate whether a template wire is for a date in the future or recurring.

CAUTION

The information in this step is only applicable for SilverLake NetTeller financial institutions using the JHA Commercial Cash Management product.

Effective Date

Select the desired future date to transmit an outgoing domestic wire for a future date. The current day is the default.

NOTE

The **Enter Future-Dated Wires** entitlement must be enabled in **NetTeller > Cash Manager > Users > CM User List > Default Settings/Account Settings** to see this field. This field only appears for SilverLake NetTeller financial institutions using the JHA Commercial Cash Management product.

Frequency

If you are making the wire recurring, determine the frequency for the wire.

- *None* (default) - The wire is not recurring.
- *Weekly* - Same day every week.
- *Bi-Weekly* - Same day every other week.
- *Monthly* - Same day every month.
- *Semi-Monthly* - Same day twice a month.
- *Quarterly* - Same day every three months.
- *Annually* - Same day every year.
- *Semi-Annually* - Same day every six months.

NOTE

This field only appears for SilverLake NetTeller financial institutions using the JHA Commercial Cash Management product. If you select a **Frequency** other than *None*, the **Effective Date** is disabled because this field is not applicable to recurring wires.

The following fields may appear depending on your **Frequency** selection.

Week Day

Select a week day. *Monday* is the default. You must select either *Weekly* or *Bi-Weekly* for **Frequency** to view this field.

NOTE

This field only appears for SilverLake NetTeller financial institutions using the JHA Commercial Cash Management product.

Month Day

Select 1–31. 1 is the default. You must select *Monthly* for **Frequency** to view this field.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

First Day

Select 1–31. 1 is the default. You must select *Semi-Monthly* for **Frequency** to view this field. The number of days between the **First Day** and **Second Day** must be a minimum of four days.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

Second Day

Select 1–31. 1 is the default. You must select *Semi-Monthly* for **Frequency** to view this field. The number of days between the **First Day** and **Second Day** must be a minimum of four days.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

Transmit on Last Processing Day of the Month

Determine whether to transmit the recurring wire on the last processing day of the month. You must select *Monthly*, *Semi-Monthly*, *Quarterly*, *Annually*, or *Semi-Annually* for **Frequency** to view this field.

- Clear the check box to transmit the recurring wire on the day indicated. The check box is cleared by default.
- Select the check box to populate the **Start Date** with the last processing day of the current or selected month. Even when the value is changed to a different month, the **Start Date** defaults to the last processing day of the entered month. The wire is then transmitted on the last processing day of the month. Fields may be disabled if you select this check box, depending on the **Frequency** chosen.

NOTE

This field only appears for SilverLake NetTeller financial institutions using the JHA Commercial Cash Management product.

Start Date

Select any future date. The default is blank. The available days are restricted based on other fields. The current day's date cannot be used, even if it is within the NetTeller wires initiation cut-off time. A recurring wire cannot be transmitted on the same day it is set up as recurring.

NOTE

This field only appears for SilverLake NetTeller financial institutions using the JHA Commercial Cash Management product.

Expiration Date

Select the desired expiration date from the calendar. The default is blank.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

This Payment Has No Expiration Date

Determine whether the payment has an expiration date.

- Clear the check box to expire the recurring wire on the **Expiration Date**. The check box is cleared by default.
- Select the check box if you do not want the recurring wire to expire. The **Expiration Date** field is then disabled.

NOTE

This field only appears for SilverLake NetTeller financial institutions using the JHA Commercial Cash Management product.

Retain Template After Scheduling As Recurring

Determine whether you want to retain the original, non-recurring template wire after the wire has been scheduled as recurring so that the original can still be transmitted as needed without affecting the recurring wire.

- Select *Yes* (default) to retain the original template wire without the recurring information. The template appears on the *Edit/Add Wires List* and *Transmit Templates List* screens displaying single and repetitive wires. You can edit or delete the template copy.
- Select *No* if you do not want to retain the original template wire without the recurring information.

NOTE

This field only appears for SilverLake NetTeller financial institutions using the JHA Commercial Cash Management product.

NOTE

When the **Start Date** selected is a non-processing day, the recurring wire is transmitted on either the business day before or after the **Start Date** based on the **Processing Recurring Wires Before or After Non Processing Day** field in **WTPAR** option **General Parameter Maintenance**.

5. Enter the **Wire PIN**, and then select **Transmit**.

NOTE

If the transmitted wire requires dual-control, it appears on the **Wires** submenu with a status of *Approval* and requires authorized approval. If dual-control is not required, the wire appears on the **Wires** submenu with a status of *Transmitted*. Dual control and the *Approval* status apply to SilverLake NetTeller wires only.

Viewing Wire Activity

Use the **Activity** submenu to view a list of all initiated wire activity (the default display setting is 15 days).

1. Go to **Cash Manager > Wires > Activity**.
2. Select the desired account for **View Wire Activity For**.

Wire History for 02/01/2000 to 03/09/2016		View Range: 7 Days 15 Days 30 Days Search		
View Wire Activity for:		Operations		
Transmitted:	Amount:	Rep Code:	Receiving Account Number:	Receiving FI:
11/08/2011	\$100.00	1013110001	123123	SHARING FIRST BK
02/16/2012	\$200.00	1013110001	123123	SHARING FIRST BK
11/08/2011	\$100.00	1013110001	123123	SHARING FIRST BK
11/08/2011	\$1,000.00	1117110001	123456	SHARING FIRST BK

3. Review the columns.

Wire Name

The name indicated for the wire.

Transmitted

The date the wire was transmitted.

Effective

The effective date for the wire.

NOTE

This column is only available for NetTeller SilverLake financial institutions using the JHA Commercial Cash Management product.

Amount

The wire amount.

Rep Code

The rep code for the wire if the wire was set up as a repetitive/template.

Recurring

The value selected for the **Frequency** field in **Cash Manager > Wires > Transmit Templates > Transmit** appears under the *Recurring* column.

NOTE

This column is only available for NetTeller SilverLake financial institutions using the JHA Commercial Cash Management product.

Receiving Account Number

The beneficiary's/receiver's account number.

Beneficiary Name

The beneficiary name receiving the wire.

NOTE

This column is only available for NetTeller SilverLake financial institutions using the JHA Commercial Cash Management product.

Receiving FI

The financial institution receiving the wire.

OMAD

The Output Message Accountability Data number is for delivery-related details. This value is associated with DirectLine Wires, a product available for SilverLake financial institutions only.

4. Select **Search** to filter your search results, and then select **Submit**.

A selected field is defined in the following list.

Search By

- Select *Transmitted Date* (default) to search by the date the wire was transmitted.
- Select *Effective Date* to search by the effective date of the wire.

NOTE

The **Search By** options are only available for NetTeller SilverLake financial institutions using the JHA Commercial Cash Management product.

International Transfers

Use this submenu to create and transmit international transfers, manage payees, and view international transfer activity.

International transfers are only available for SilverLake NetTeller financial institutions. This submenu only appears if you are enabled for DirectLine International (DLI) wire transfers and set up to work with DLI Wires. *International Transfers* is the default text for the DLI submenu. You can edit the text in **Back Office > Marketing > Edit Menus**.

DLI Wires is a contractual product that allows you to transmit international transfers from NetTeller in either a foreign amount or in U.S. dollars (USD).

NOTE

Separate setup is required for DLI Wires in USD. Contact IS Support to request DLI Wires in USD.

DLI Wires works differently than standard NetTeller wires. Instead of creating wire templates, you create payees, which contain receiving wire information. You start with generating a quote, accepting the quote, selecting which payee receives the funds, and finally transmitting the wire.

NOTE

International DLI wire transfers are subject to RSA-initiated MFA challenge questions upon transmission depending on the amount and associated rules for prompting MFA challenge questions. DLI financial institutions that utilize Security Manager can establish MFA challenges when creating a DLI wire and when transmitting a DLI wire of any amount or more than a particular amount.

DLI After Hours Functionality

Most DirectLine International (DLI) functionality is not available outside of American Express' hours of operation: 8:30 a.m. to 4:45 p.m. ET, Monday through Friday, except for Federal holidays.

Outside of the American Express hours of operation, DLI menus and screens are visible. However, individual screen elements are disabled for functions that are not allowed after-hours.

Creating International Transfers

Use the **Create Transfer** submenu to obtain a quote for international funds transfers and create an international transfer that can either be saved or transmitted.

NOTE

International transfers cannot be created after 4:45 p.m. ET, which is the deadline to transmit DirectLine International (DLI) Wires.

1. Go to **Cash Manager > International Transfers > Create Transfer**.
2. Choose one of the following options:

US Dollar Transfer

Select this option to create a quote with U.S. dollars as the destination currency.

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Create an International Transfer Quote ?

US Dollar Transfer Foreign Currency

Transfer from Account:

Destination Country:

Destination Currency:

Transfer Amount: USD

Foreign Currency

Select this option to create a quote with a foreign currency as the destination currency.

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Create an International Transfer Quote ?

US Dollar Transfer Foreign Currency

Transfer from Account:

Destination Country:

Destination Currency:

Show Transfer Amount in:

Transfer Amount:

NOTE

The *US Dollar Transfer* and *Foreign Currency* options only appear if you are set up for DLI Wires in U.S. dollars (USD). If you are not, these options do not appear, and all quotes are submitted for a foreign currency.

3. Choose a situation and follow the corresponding steps.

Situation	Steps
Completing a U.S. Dollar Transfer	<ol style="list-style-type: none">1. Complete the fields. Selected fields are defined in the following list. Transfer From Account Select an account from the list, which contains all accounts included in the DirectLine International company file. Destination Country Enter the desired country where you want the transfer to be sent. Destination Currency Select a currency from the list of available currencies. Transfer Amount Enter a transfer amount in foreign currency or U.S. dollars. This field includes a decimal point and two places following it. <i>0.00</i> appears in this field by default. A code indicating the selected destination currency appears to the right of this field. NOTE The USD currency code is hard-coded if you select the <i>US Dollar Transfer</i> option.2. Select Submit. The <i>International Transfer USD Quote Summary</i> dialog box displays the following information:<ul style="list-style-type: none">• Quote ID• Value Date• USD Amount• Wire Fee• Total Cost of Transfer3. Review the quote summary, and then select Continue. The <i>International USD Transfer Created</i> dialog box appears. NOTE

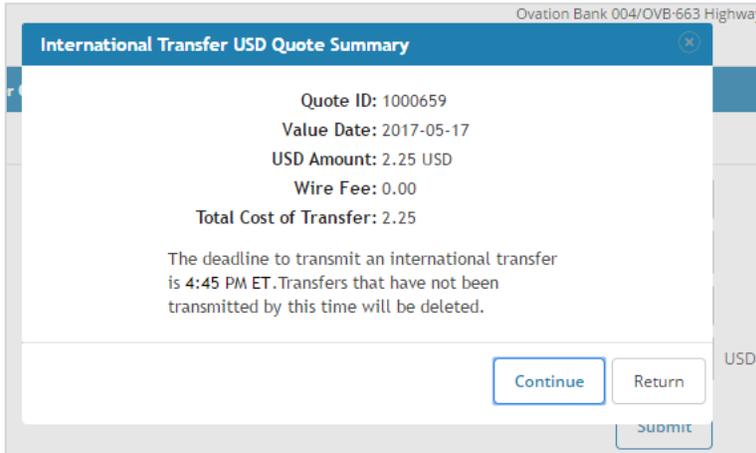
Situation	Steps
	<p>If you select Return, the information is not saved and the <i>Create an International Transfer Quote</i> screen reappears with the fields cleared. If you exit the browser or the session times out before selecting Continue or Return, the information does not save.</p>
<p>Completing a Foreign Currency Transfer</p>	<ol style="list-style-type: none"> Complete the fields. A selected field is defined in the following list. Show Transfer Amount In Select the destination currency of the transfer amount or <i>US Dollars</i>. The destination currency appears in this field by default. Select Submit. The <i>International Transfer Quote Summary</i> dialog box displays the following information: <ul style="list-style-type: none"> Expiration Date and Time Quote ID Value Date Exchange Rate Foreign Amount <i>USD Amount</i> <i>Wire Fee</i> <i>Exchange Fee</i> <i>Total Cost of Transfer</i> Review the quote summary, and then select Accept. If the quote is valid and the selected account has at least one established payee and/or you are authorized to create payees for the account, the contract disclaimer dialog box appears. NOTE If you are not authorized to create payees for the account, the <i>Payee Denial</i> dialog box appears. Review the contract disclaimer, and then select Continue. To secure the quoted exchange rate, you must enter into a contract to provide the specified funds by 4:45 p.m. ET. If the quote is valid, a contract is created to secure the rate. A create contract message is sent to American Express by the core. Once the

Situation

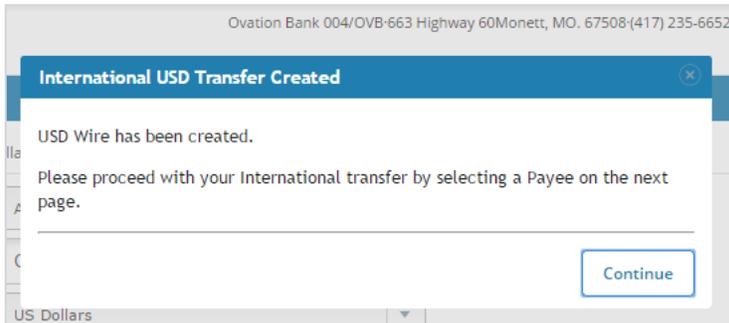
Steps

contract is created, the *International Transfer Contract Created* dialog box with the contract number appears.

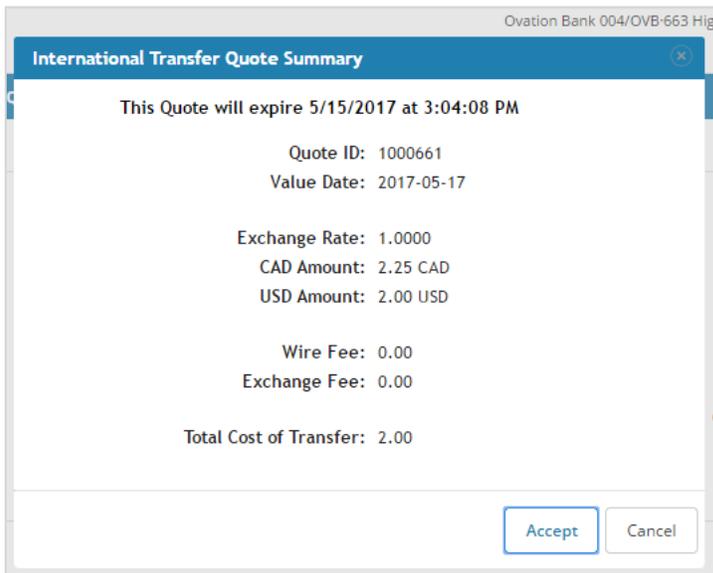
Example Quote Summary - International Wire in USD Dialog Box



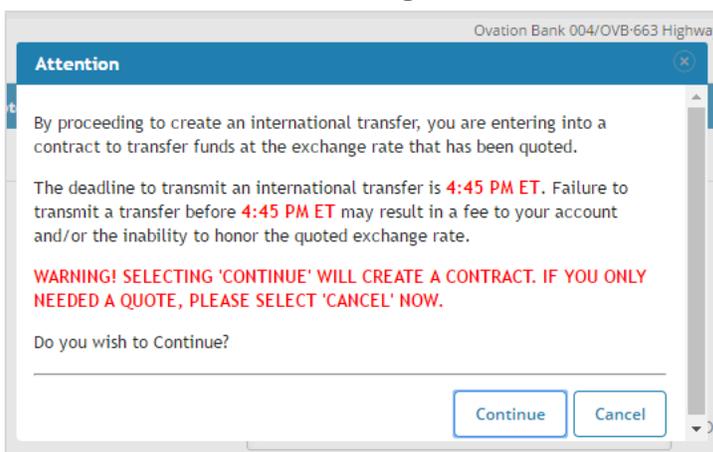
The International USD Transfer Created Dialog Box



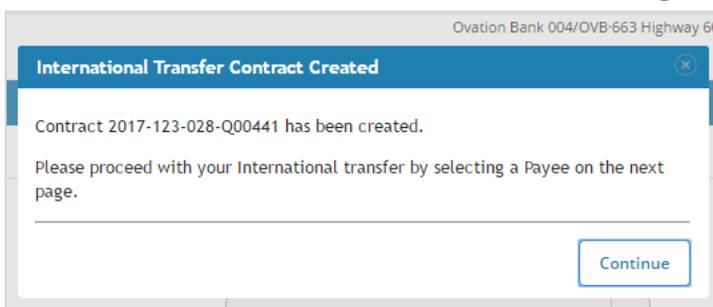
Example Quote Summary - International Wire in Foreign Currency Dialog Box



The Contract Disclaimer Dialog Box



The International Transfer Contract Created Dialog Box



4. Select **Continue**.

The *Select Payee* screen appears. The only payees that appear are those whose payee financial institution country matches the destination country selected on the *Create an International Transfer Quote* screen.

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Select Payee ?
View Range: [10](#) | [20](#) | [50](#) | [100](#) | [All](#)

Payee Nickname △	Account Number	Receiving FI	
JDOE	123456789	Ovation	Select

5. Select a payee, or if necessary, add a payee, and then select the payee.

TIP

If the desired payee does not exist and you have the **Create Payees** entitlement, select **Add New Payee** to create a new one.

The *Transmit International Transfer* screen appears if you have the **Transmit Foreign Currency Transfers** and/or **Transmit USD Transfers** entitlements enabled. Without the entitlements, the *Save Transfer* screen appears.

6. Choose a situation and follow the corresponding steps.

Situation	Steps
<p>Saving the Transfer</p> <div style="border-left: 1px solid #ccc; padding-left: 10px; margin-top: 10px;"> <p>NOTE</p> <p>Cash Management users can save a transfer so that an authorized user can transmit it. For example, if the Cash Management user is authorized to define transfers but not authorized to transmit transfers.</p> </div>	<ol style="list-style-type: none"> 1. Save the transfer.
<p>Transmitting the Transfer</p>	<ol style="list-style-type: none"> 1. Select Transmit next to the desired transfer. 2. Edit Payment Notes and For Further Credit, if necessary. <div style="border-left: 1px solid #ccc; padding-left: 10px; margin-top: 10px;"> <p>CAUTION</p> </div>

Situation

Steps

Do not enter special characters (e.g., !, \$, #, @, %, &, or *) in these fields because an error message appears when attempting to initiate a DLI wire that includes any special characters in those fields.

NOTE

Values for these fields are not required. If dual control is enabled, a message appears confirming the wire approval process.

3. Review the wire instructions, and then enter the **Wire PIN**.
4. Select **Approve** (if dual control is required) or **Transmit** to begin the transmit process.

A success message appears, and the transfer status changes to *Approval* or *Initiated*.

Transmitting International Transfers

Create an international transfer prior to completing this task, if necessary.

Use the **Transmit Transfers** submenu to view a list of all international transfers created for an account and the status of each transfer. From this screen, you can view details and, with the necessary permissions, create and transmit an international transfer from previously created contracts.

Foreign currency and U.S. dollar transactions in a *Ready* status display a **Transmit** link when you have the **Transmit Foreign Currency Transfers** and/or **Transmit USD Transfers** entitlements enabled at the user/default setting level and account level for the account selected.

NOTE

When *Approval* appears in the *Status* column, another Cash Management user can process the transfer. When *Bank Approval* appears in the *Status* column, only the financial institution can process the transfer through the core.

1. Go to **Cash Manager > International Transfers > Transmit Transfers**.
2. Select **Transmit** next to the desired transfer.

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Transmit International Transfers View Range: 10 20 50 100 All					
View Transfers for Account: ANALY BC 0003					
Payee Nickname	Amount	Quote ID	Receiving Account Number	Receiving FI	Status
JDOE	\$100.00 USD	1000668	123456789	Ovation	Ready Details Transmit

TIP

Select **Details** to view the *International Transfer Details* screen, which includes all information for the transfer including quote, payee, and payee financial institution information. A transaction reference number only appears for transfers that have been transmitted to American Express. Transfers that have not yet been transmitted do not include a transaction reference number. Select **Select Payee** to access the *Payee Selection* screen where a new or existing payee can be established for a transfer.

Transfer and payee information appears in read-only fields.

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Transmit International Transfer ?	
Quote ID:	1000659
Contract ID:	
General Transfer Information:	Payee FI Information:
Transfer From Account: ANALY BC 0003	Payee FI R/T Number: 123456789
Destination Country: FRANCE - FR	Payee FI SWIFT/BIC: 123456789
Destination Currency: US DOLLARS - USD	Payee FI Name: Ovation
Show Transfer Amount in: Destination Currency	Payee FI Address 1: 123 Main
Value Date (YYY-MM-DD): 2017-05-17	Payee FI Address 2:
Transfer Amount: 2.25 USD	City: Anytown
Payment Notes: <input type="text"/>	State: KS
For Further Credit: <input type="text"/>	Zip/Postal Code: 65432
	Country: FRANCE - FR
Payee Information:	
Account/IBAN Number: 123456789	
Payee Nickname: JDOE	
Payee Name: John	
Payee Mailing Address 1: 123 Main St	
Payee Mailing Address 2:	
City: Monett	
State: MO	
Zip/Postal Code: 123456	
Country: UNITED STATES OF AMERICA - US	
Payee Email Address 1:	
Payee Email Address 2:	
Payee Email Address 3:	
Wire PIN: <input type="text"/> <input type="button" value="Transmit"/> <input type="button" value="Cancel"/>	

If dual control is enabled, a message appears explaining the wire approval process, and **Approve** appears instead of **Transmit**.

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Transmit International Transfer ?

Quote ID: 1000663
Contract ID: 2017-123-028-Q00441

General Transfer Information:	Payee FI Information:
Transfer From Account: ANALY BC 0003	Payee FI R/T Number: 123456789
Destination Country: CANADA - CA	Payee FI SWIFT/BIC: 123456789
Destination Currency: CANADIAN DOLLAR - CAD	Payee FI Name: Ovation
Show Transfer Amount in: Destination Currency	Payee FI Address 1: 123 Main
Value Date (YYY-MM-DD): 2017-05-18	Payee FI Address 2:
Transfer Amount: 2.25 CAD	City: Anytown
Payment Notes:	State: KS
For Further Credit:	Zip/Postal Code: 65432
	Country: CANADA - CA

Payee Information:

Account/IBAN Number: 123456789
Payee Nickname:
Payee Name: John Doe
Payee Mailing Address 1: 123 Main St
Payee Mailing Address 2:
City: Monett
State: MO
Zip/Postal Code: 123456
Country: UNITED STATES OF AMERICA - US
Payee Email Address 1:
Payee Email Address 2:
Payee Email Address 3:

This wire requires two-person authorization before it can be transmitted.
Enter your Wire PIN below and click Approve to begin this process.

Wire PIN:

3. Edit **Payment Notes** and **For Further Credit**, if necessary.

Values for these fields are not required. If dual control is enabled, a message appears confirming the wire approval process.

CAUTION

Do not enter special characters (e.g., !, \$, #, @, %, &, or *) in these fields because an error message appears when attempting to initiate a DirectLine International (DLI) wire that includes any special characters in those fields.

4. Review the wire instructions, and then enter the **Wire PIN**.

5. Select **Approve** (if dual control is required) or **Transmit** to begin the transmit process.

A success message appears, and the transfer status changes to *Approval* or *Initiated*.

DLI Wire Statuses

The following table lists DirectLine International (DLI) wire statuses and what appears in the *Status* column on the *Transmit International Transfers* screen before and after transmission, along with associated definitions.

DLI Wire Statuses Before Transmission from NetTeller

Status	Description
Contract	A quote and intraday spot contract were created, but payee and transfer information have not yet been established.
Ready	A transfer has been created, but not yet transmitted. Either the financial institution (through the core) or Cash Management users (through NetTeller) can transmit the transfer to American Express.
USD	An international wire in U.S. dollars wire quote has been created and is waiting to be attached to a payee. <div style="border-left: 1px solid black; padding-left: 10px;"> <p>CAUTION This status is for international wires in U.S. dollars only.</p> </div>

DLI Wire Statuses After Transmission from NetTeller

Status	Description
Approval	<p>The transfer requires a second Cash Management user approval before transmission. This status applies if the transmitting Cash Management user has dual control enabled and the dual control amount is less than the transfer amount.</p> <p>For second Cash Management user approvals:</p> <ul style="list-style-type: none"> • If the second Cash Management user has dual control enabled with a dual control amount greater than zero, the dual control amount must be less than or equal to the transfer amount. If it is not, the transfer cannot be moved from Approval to Processed status. • Second Cash Management users can only move the transfer from Approval to Processed status if they have enough per wire/daily wire limit and dual control limit. <div style="border-left: 1px solid black; padding-left: 10px;"> <p>NOTE There is a difference between Approval and Bank Approval. Approval allows another Cash Management user to complete the wire and move it to a Processed status.</p> </div>

Status	Description
	<p>NOTE</p> <p>The Approval status is a NetTeller status only. However, the financial institution can approve and complete this status.</p>
Processed	<p>The transfer has been initiated in NetTeller but can no longer be transmitted or deleted. The user has passed dual control checks, if applicable, wire limit checks, etc. The transfer has been sent to American Express. The transfer is complete and requires no intervention from the financial institution. If the wire is flagged for OFAC, a Processed status still appears. However, the transfer itself goes to an OFAC status, and the financial institution must review and approve.</p>
Bank Approval	<p>The transfer has passed all dual control checks, if applicable. However, the financial institution must send it because of the send parameters in the core not being set to <i>N</i>. Financial institutions must approve and send the transfer to American Express. The status remains Bank Approval until processed.</p>
Bank Approval	<p>The status is applied to transfers where the payee is a first-time payee. A core user must approve first-time payees before the transfer is allowed to proceed. This status is used if it is the first time a payee has been used to send a wire. A Bank Approval status appears in NetTeller. However, the financial institution must approve and complete the wire.</p>

Managing Payees

1. Go to **Cash Manager > International Transfers > Payee List**.

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Payee List 			View Range: 10 20 50 100 All
<input type="button" value="Add New Payee"/>			
Payee Nickname 	Account Number	Receiving FI	
JDOE	123456789	Ovation	Edit Delete
JDOE	123456789	Ovation	Edit Delete

2. Choose a situation and follow the corresponding steps.

Situation	Steps
Adding a Payee	<ol style="list-style-type: none"> <li data-bbox="431 268 784 300">1. Select Add New Payee. <p data-bbox="469 331 548 363">NOTE</p> <p data-bbox="469 369 1373 401">This option only appears if the Create Payees entitlement is selected.</p> <p data-bbox="469 428 1092 459">The <i>Create International Payee</i> screen appears.</p> <ol style="list-style-type: none"> <li data-bbox="431 470 870 501">2. Complete the necessary fields. <p data-bbox="469 529 1406 598">Enter the required information for a new international transfer payee and optionally use an intermediary financial institution.</p> <p data-bbox="469 625 1065 657">Selected fields are defined in the following list.</p> <p data-bbox="431 684 789 716">Payee FI Routing Number</p> <p data-bbox="469 726 1349 837">Enter the payee's financial institution routing number. This field can include both alpha and numeric characters. This field is required if a Payee FI BIC is not provided.</p> <p data-bbox="431 852 610 884">Payee FI BIC</p> <p data-bbox="469 894 1419 1005">Enter the payee's financial institution Business Identifier Code (BIC). This field can include both alpha and numeric characters. This field is required if a Payee FI Routing Number is not provided.</p> <p data-bbox="431 1020 748 1052">Use an Intermediary FI</p> <p data-bbox="469 1062 1422 1215">Select this check box to view additional fields for an intermediary financial institution. The fields for intermediary financial institution information that are denoted with a blue asterisk (*) are required only if the Use an Intermediary FI check box is selected.</p> <ol style="list-style-type: none"> <li data-bbox="431 1230 667 1262">3. Select Submit. <p data-bbox="469 1289 1114 1320">The payee is added to the international payee list.</p>
Editing a Payee	<ol style="list-style-type: none"> <li data-bbox="431 1360 959 1392">1. Select Edit next to the desired payee. <p data-bbox="469 1423 548 1455">NOTE</p> <p data-bbox="469 1461 1341 1493">This option only appears if the Edit Payees entitlement is selected.</p> <p data-bbox="469 1520 1057 1551">The <i>Edit International Payee</i> screen appears.</p> <ol style="list-style-type: none"> <li data-bbox="431 1562 837 1593">2. Edit the fields, as necessary. <li data-bbox="431 1604 667 1635">3. Select Submit.
Deleting a Payee	<ol style="list-style-type: none"> <li data-bbox="431 1675 992 1707">1. Select Delete next to the desired payee. <p data-bbox="469 1738 548 1770">NOTE</p> <p data-bbox="469 1776 1373 1808">This option only appears if the Delete Payees entitlement is selected.</p>

Situation **Steps**

A confirmation dialog box appears.

CAUTION

Payee information cannot be retrieved after deletion.

2. Select **Delete**.

The Add New Payee Selection When Adding a Payee

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Payee List ?			View Range: 10 20 50 100 All	
Add New Payee				
Payee Nickname △	Account Number	Receiving FI		
JDOE	123456789	Ovation	Edit	Delete
JDOE	123456789	Ovation	Edit	Delete

The Create International Payee Screen When Adding a Payee

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Create International Payee ?

Payee Information:

Account/IBAN Number *	<input type="text"/>
Payee Nickname *	<input type="text"/>
Payee Name *	<input type="text"/>
Payee Mailing Address 1 *	<input type="text"/>
Payee Mailing Address 2	<input type="text"/>
City *	<input type="text"/>
State *	<input type="text"/>
Zip/Postal Code *	<input type="text"/>
Country: *	<input type="text"/>
Payee Email Address 1:	<input type="text"/>
Payee Email Address 2:	<input type="text"/>
Payee Email Address 3:	<input type="text"/>

* Denotes a required field

* Denotes a conditional required field

Payee FI Information:

Payee FI Routing Number *	<input type="text"/>
Payee FI SWIFT/BIC *	<input type="text"/>
Payee FI Name *	<input type="text"/>
Payee FI Address 1 *	<input type="text"/>
Payee FI Address 2	<input type="text"/>
City *	<input type="text"/>
State *	<input type="text"/>
Zip/Postal Code *	<input type="text"/>
Country	FRANCE - FR
Use an Intermediary FI	<input checked="" type="checkbox"/>

Intermediary FI Information

Intermediary FI Routing Number *	<input type="text"/>
Intermediary FI SWIFT/BIC *	<input type="text"/>
Intermediary FI Name *	<input type="text"/>
Intermediary FI Address 1 *	<input type="text"/>
Intermediary FI Address 2	<input type="text"/>
City *	<input type="text"/>
State *	<input type="text"/>
Zip/Postal Code *	<input type="text"/>
Country: *	<input type="text"/>

Submit

Clear

The Edit Selection When Editing a Payee

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Payee List ?			View Range: 10 20 50 100 All	
<input type="button" value="Add New Payee"/>				
Payee Nickname △	Account Number	Receiving FI		
JDOE	123456789	Ovation	Edit	Delete
JDOE	123456789	Ovation	Edit	Delete

The Edit International Payee Screen When Editing a Payee

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Edit International Payee ?

Payee Information:

Account/IBAN Number *	123456789
Payee Nickname *	JDOE
Payee Name *	John
Payee Mailing Address 1 *	123 Main St
Payee Mailing Address 2	
City *	Monett
State *	MO
Zip/Postal Code *	123456
Country: *	UNITED STATES OF AMERICA - US
Payee Email Address 1:	
Payee Email Address 2:	
Payee Email Address 3:	

* Denotes a required field

* Denotes a conditional required field

Payee FI Information:

Payee FI Routing Number *	123456789
Payee FI SWIFT/BIC *	123456789
Payee FI Name *	Ovation
Payee FI Address 1 *	123 Main
Payee FI Address 2	
City *	Anytown
State *	KS
Zip/Postal Code *	65432
Country: *	FRANCE - FR
Use an Intermediary FI	<input checked="" type="checkbox"/>

Intermediary FI Information

Intermediary FI Routing Number *	
Intermediary FI SWIFT/BIC *	
Intermediary FI Name *	
Intermediary FI Address 1 *	
Intermediary FI Address 2	
City *	
State *	
Zip/Postal Code *	
Country: *	

Submit

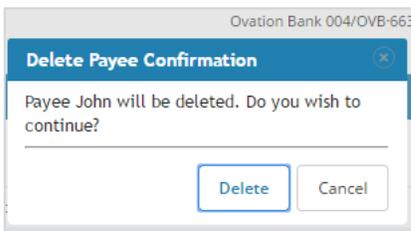
Cancel

The Delete Selection When Deleting a Payee

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Payee List ?			View Range: 10 20 50 100 All	
<input type="button" value="Add New Payee"/>				
Payee Nickname △	Account Number	Receiving FI		
JDOE	123456789	Ovation	Edit	Delete
JDOE	123456789	Ovation	Edit	Delete

The Delete Payee Confirmation Dialog Box When Deleting a Payee



International Transfers Activity

Use this submenu to view international wires submitted through NetTeller.

Select an account for **View Activity for Account** to view DirectLine International-enabled account activity.

Ovation Bank 004/OVB-663 Highway 60Monett, MO. 67508-(417) 235-6652

International Transfer History for 5/8/2017 to 5/15/2017 ?			View Range: 7 Days 15 Days 30 Days Search		
View Activity for Account:		<input type="text" value="ANALY BC 0003"/>			
Date Created	Value Date	Amount	Transaction Reference	Receiving Account Number	Receiving FI
05/15/2017	05/17/2017	2.25 USD	0000000020171350143070	123456789	Ovation
					Details

Available columns on this screen include:

- *Date Created*
- *Value Date*
- *Amount*
- *Transaction Reference*
- *Receiving Account Number*
- *Receiving FI*

Select **Details** next to a transfer to view the international transfer details.

Ovation Bank 004/OVB-663 Highway 60Monett, MO. 67508-(417) 235-6652

International Transfer Details ?

Quote ID: 0000000000001000659
Contract ID:

General Transfer Information:	Payee FI Information:
Transfer From Account: ANALY BC 0003	Payee FI R/T Number: 123456789
Destination Country: UNITED STATES OF AMERICA - US	Payee FI SWIFT/BIC: 123456789
Destination Currency: US DOLLARS - USD	Payee FI Name: Ovation
Show Transfer Amount in: Destination Currency	Payee FI Address 1: 123 Main
Value Date (YYY-MM-DD): 2017-05-17	Payee FI Address 2:
Transfer Amount: 2.25 USD	City: Anytown
Payment Notes:	State: KS
For Further Credit:	Zip/Postal Code: 65432
	Country: FRANCE - FR

Payee Information:

Account/IBAN Number: 123456789
Payee Nickname:
Payee Name: John
Payee Mailing Address 1: 123 Main St
Payee Mailing Address 2:
City: Monett
State: MO
Zip/Postal Code: 123456
Country: UNITED STATES OF AMERICA - US
Payee Email Address 1:
Payee Email Address 2:
Payee Email Address 3:

[Back](#)

ARP

Use this submenu to access ARP (Account Reconciliation Plan)/Positive Pay and ACH Exception files.

A *Decision Required* column appears on the *Positive Pay Exceptions* widget in NetTeller for SilverLake NetTeller financial institutions using the JHA Commercial Cash Management product. The *Decision Required* column displays *Yes* or *No* for each individual exception item based on the exception item status in SilverLake.

When the value is *Yes*:

- Another user or an employee at the financial institution has not worked the exception item.
- The exception item is not in a protected status.
- The cutoff time for the pay/return decision has not yet passed.

When the value is *No*:

- Another user or an employee at the financial institution has worked the exception item.
- The exception item is in a protected status.
- The cutoff time for the pay/return decision has passed.

Managing ARP/Positive Pay Items

TIP

The *View All* (default) option for the **View Items For** field is applicable when more than one account is available. This option only appears for NetTeller financial institutions using the JHA Commercial Cash Management product. Select a specific account to view exception items for only that account.

1. Go to **Cash Manager > ARP > ARPPosPay**.
2. Choose a situation and follow the corresponding steps.

Situation	Steps
Paying Items	<ol style="list-style-type: none">1. Select the <i>Pay</i> option next to the desired item. TIP Select Pay All to select the <i>Pay</i> option for all items. This function only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.2. Select Submit.
Returning (Not Paying) Items	<ol style="list-style-type: none">1. Select the <i>Return</i> option next to the desired item. TIP Select Return All to select the <i>Return</i> option for all items. This function only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.2. Select Submit.
Correcting Items	<p>This feature allows you to indicate that an item should be paid but with corrections.</p> <ol style="list-style-type: none">1. Select Correction next to the desired item. The <i>Correction Request</i> dialog box appears.2. Complete the fields.3. Select Submit.

NOTE

This feature is only available for NetTeller financial institutions using the JHA Commercial Cash Management product,

Situation	Steps
and only when enabled through an associated Back Office field.	A correction request email is sent to the financial institution via the NetTeller secure message center.
Viewing Details	1. Select Details next to the desired item.

TIP

During the start/stop time for working check and ACH exceptions (item is not in protected status), select **Reset** to revert the selections to what was previously established. Outside of the start/stop time for working check exceptions (item is in protected status), **Reset** is unavailable. **Reset** only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

Downloading ARP Files

The **Download** submenu displays downloaded ARP files for a specific account and allows you to download or view the contents of the ARP file.

1. Go to **Cash Manager > ARP > Download**.
2. Select the desired account for **View Download For**.
3. Select **Download** next to the desired file.
A message appears at the bottom of the screen.
4. Choose one of the following options:
 - Select **Open** to open the file in Notepad.
 - Select **Save** to save the file.

Uploading ARP Files

1. Go to **Cash Manager > ARP > Upload**.
2. Select the desired account for **Upload File For**.
3. Choose one of the following options for **Upload File Type**:
 - *CSV File*
 - *Saved Upload Format*

NOTE

This option only appears for SilverLake NetTeller financial institutions using the JHA Commercial Cash Management product.

- *Fixed Position File*
- *Manual Entry*

- *Open Input* - Try this method if you are experiencing issues uploading your CSV or Fixed Position file.

4. Choose a situation and follow the corresponding steps.

Situation	Steps
Uploading Files using CSV or Fixed Position	1. Select Browse , and then select the desired file.
Uploading Files Using a Saved Upload Format	1. Select the Saved Format . 2. Select Browse , and then select the desired file.
<p>NOTE This option only appears for SilverLake NetTeller financial institutions using the JHA Commercial Cash Management product.</p>	
Uploading Files Using Manual Entry	1. Enter the item information. TIP Select Reset to clear the fields.
Uploading Files Using Open Input	1. Open the CSV or Fixed Position file you are trying to upload in a text editor, such as Notepad. 2. Copy the contents of the file and paste it into the NetTeller text box.

5. Select **Upload**.

Once the file uploads, the file upload status appears.

NOTE

Select **View Details** to review the items.

6. Verify that the item information is correct, and then select **Approve**.

NOTE

A file must be approved prior to uploading another issued items file.

Editing Upload Format

The **Upload ARP** entitlement on the **Cash Manager > Users > Default** screen must be enabled to view the **Edit Upload Format** submenu.

You can create as many upload format templates as you want, which provides a lot more flexibility with how you manage the item files you work with.

1. Go to **Cash Manager > ARP > Edit Upload Format**.
2. Select the type of upload format you want to edit:
 - *CSV File*
 - *Fixed Position*
 - *Delimited* - This feature allows you to create and store custom ACH file formats for uploading ACH files, increasing flexibility to accept a wider variety of issued item files.

NOTE

This option only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

3. Select the format to edit.
4. Edit the fields, as necessary.
Selected fields are defined in the following list.

Format Name

Enter the desired format name. You cannot create duplicate format names.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

Account Number

Enter the account number, which can be longer than the core length.

Debit/Credit

Select the debit or credit option, and then enter the indicators.

Payee

Enter the payee, which can be longer than the core length.

Void Indicator

Select the void indicator and yes indicator.

Stop Indicator

Select the stop indicator and yes indicator.

Amount Format

- Select *Default* for no format validation.
- Select *Decimal Included* to ensure that items are in X.XX format.
- Select *Decimal Not Included* to determine whether accounts should be considered as *Whole Dollar* or *Implied Decimal*.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

Field Delimiter

- Select *Comma (,)* (default).
- Select *Dash (-)*.
- Select *Semicolon (;)*.
- Select *Tab*.

NOTE

This field only appears for financial institutions using the JHA Commercial Cash Management product.

Text Qualifier

- Select *None* (default).
- Select *Double Quote (")*.
- Select *Single Quote (')*.

NOTE

This field only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

5. Select **Save**.

ARP ACH Exceptions

Use this submenu to view ACH exception items.

The *Exception Reason* column allows you to view exception reasons for each ACH Positive Pay exception so that you can easily identify and verify any exceptions that occur.

NOTE

The *Exception Reason* column only appears for SilverLake NetTeller financial institutions using the JHA Commercial Cash Management product.

Situation and Exception Reasons

Situation	Exception Reason
<i>No</i> is selected for the Allow All Debits field in ACHMENU option ACH Filter Maintenance , and a batch is processed that contains a debit to the account.	Debits Not Allowed
<i>No</i> is selected for the Allow All Credits field in ACHMENU option ACH Filter	Credits Not Allowed

Situation	Exception Reason
Maintenance , and a batch is processed that contains a credit to the account.	
There is an active filter exception for the company name, and a batch is processed that results in an exception.	Invalid Company Name (includes the invalid company name)
There is an active filter exception for the company ID, and a batch is processed that results in an exception.	Invalid Company ID (includes the invalid company ID)
There is an active filter exception for the SEC code filter, and a batch is processed that results in an exception.	Invalid SEC (includes the invalid SEC)
There is an active filter exception for the amount range, and a batch is processed that results in an exception.	Invalid Amount/Amount Range
There is an active filter exception for the ABA number, and a batch is processed that results in an exception.	Invalid ABA Number (includes invalid ABA number)

When there are multiple failure reasons, all reasons appear in the *Exception Reason* column. If you select a specific account, only the exceptions for that one account appear.

Viewing ACH Filters

This submenu only appears for SilverLake NetTeller financial institutions using the JHA Commercial Cash Management product. The NetTeller **Work ACH Exceptions** entitlement must be enabled for the **ACH Filters** submenu to appear.

Use the **ACH Filters** submenu to view filters by account so that you can easily identify and verify any exceptions that occur.

1. Go to **Cash Manager > ARP > ACH Filters**.
2. Select the desired account for **View Items For**.

This field defaults to *View All* if you have multiple accounts, or if you only have one account, that account appears.

CAUTION

Aside from account selection to **View Items For**, all other information on this screen is view only.

Selected columns that appear are defined in the following list.

Allow All Debits

Indicates whether to allow all debits for the account is selected.

Allow All Credits

Indicates whether to allow all credits for the account is selected.

Users

Use this submenu to add, edit, or delete Cash Management users.

NOTE

Only Cash Management users set up as administrators are able to edit other Cash Management users.

Options available to Cash Management users with administrative rights may include:

- **Add** - Adds a user's email address so that the system can send the single sign-on (SSO) verification email to the cash user.
- **Send** - Sends the SSO setup email to assist users who no longer have access to the email or the link within the email. Once selected, the status then updates.

NOTE

If the user is pending approval, **Send** does not appear.

- **Resend** - Resends the SSO setup email to assist users who no longer have access to the email or the link within the email. Once selected, the status then updates.
- *User Settings* - From the **Select Option**, cash management administrators can edit Cash Management user information and function availability.
- *Default Settings* - From the **Select Option**, cash management administrators can edit access rights and accounts for which the Cash Management user has access.
- *Account Settings* - From the **Select Option**, cash management administrators can edit the default settings for a specific account.
- *Int'l Settings* - From the **Select Option**, cash management administrators can edit user and account settings specific to DirectLine International (DLI) Wires.

NOTE

This option only appears if your financial institution is enabled for DLI wire transfers and the Cash Management administrator is set up to work with DLI Wires.

- **Delete** - From the **Select Option**, cash management administrators can delete Cash Management users.

Adding Cash Users

1. Go to **Cash Manager > Users > New CM User**.
2. Complete the fields.

Selected fields are defined in the following list. Available fields are based on configured permissions.

Administration

Determine the level of administrative authority that the cash user has. Select one of the following:

- *No* - The user cannot create or edit cash users or change NetTeller settings.
- *Yes* - The user can create and edit cash users, change the company email address and account nicknames, and register the company for Mobile Banking and Electronic Statements Interactive (ESI).
- *Partial* - The user can change the company email address, account pseudo names, and register the company for Mobile Banking. The user cannot create or edit cash users or enroll the company in ESI.
- *View* - The user can view existing cash user settings as well as change cash user names, NetTeller ID names, or NetTeller PINs. However, the user cannot create or edit cash users or change other NetTeller settings.

NOTE

Cash users that are set to either *View* or *No* can view cash management functionality in Mobile Banking if they were previously registered for goDough.

Wire PIN

Enter the PIN used for transmitting NetTeller outgoing domestic wires.

View Position/Activity Report

Select this check box to allow the cash user to view Cash Management activity.

Hold User

Select this check box to prevent the Cash Management user from having access to NetTeller. In most instances, this check box is cleared, particularly when adding a Cash Management user.

ACH Limit

Enter the maximum amount/limit that this cash user can initiate per day.

Wire Limit

Enter the maximum transfer limit allowed per wire.

Transfer Limit

Enter the maximum transfer limit allowed per fund transfer.

Daily Wire Limit

Enter the maximum transfer limit allowed per day.

NOTE

The Cash Management administrator maintains user level limits and user by account level limits per wire and per day, and they must be equal to or less than the account limits established on the core application.

Dual Wire Control

Select this check box to allow two cash users to transmit a wire. If enabled, any wire over the **Dual Wire Control Limit** requires a second cash user to transmit the wire.

NOTE

This entitlement only appears for SilverLake NetTeller financial institutions.

Dual Wire Control Limit

Enter the amount that the cash user cannot exceed unless there is dual control. If the **Dual Wire Control** check box is selected, any wire over this amount requires a second cash user to transmit the wire.

NOTE

This entitlement only appears for SilverLake NetTeller financial institutions.

Display/Download ACH

Select this check box to allow the cash user to view ACH batches and download batch information in PDF or NACHA format.

Work with ACH

Select this check box to allow cash users to create and modify ACH batches.

Quick Edit ACH Only

Select this check box to restrict ACH batch edit to quick edit only.

CAUTION

Only one ACH edit entitlement, either **Work with ACH** or **Quick Edit ACH Only**, can be selected.

Import Record

Select this check box to allow cash users to upload a fixed-position, CSV, or tab-delimited file into a batch. The file can only contain transaction items.

Full ACH Control

Select this check box to allow a cash user to take multiple actions within a batch without requiring action from a second cash user. If this check box is cleared, dual control is enabled so that the cash user cannot take multiple actions within a batch without receiving assistance from a second cash user.

NOTE

To initiate ACH batches as recurring, Cash Management users need to be enabled with the existing **Full ACH Control** and **Initiate ACH** Cash Management user level entitlements.

Edit Recurring ACH

Determine whether to allow or restrict recurring NetTeller ACH batch edit at the user level.

- Clear this check box to restrict editing of a recurring ACH batch during batch edit. This check box is cleared by default.
- Select this check box to allow editing of a recurring ACH batch during batch edit.

NOTE

This check box only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

Update Record

Select this check box to allow cash users to modify only the dollar amount of transactions within a batch by uploading a fixed-position, CSV, or tab-delimited file.

Initiate ACH

Select this check box to allow cash users to send an ACH batch to the financial institution for processing.

Upload ACH

Select this check box to allow cash users to upload a NACHA formatted file into NetTeller.

Restricted Batch Access

Select this check box to allow cash users to create and view restricted batches/categories.

Delete ACH

Select this check box to allow the cash user to remove an ACH batch from NetTeller.

CM Reports

Select the desired report entitlements to enable the corresponding **Reporting** submenus:

- **Activity**
- **Summary**
- **Saved**
- **EDI**
- **[Positive Pay] Exception Items**
- **[Positive Pay] ACH Exceptions**
- **[Positive Pay] Exceptions Maintenance**

NOTE

The check boxes only appear for NetTeller financial institutions using the JHA Commercial Cash Management (CCM) product. All Cash Management users can be enabled for these reports, or can be enabled per user for individual reports, through **NetTeller Back Office > Manage Products > Cash Management > Edit CM Settings**.

Initiate Same Day ACH

Determine whether to allow Cash Management users to initiate same day ACH batches through NetTeller.

- Select this check box to allow Cash Management users to initiate same day ACH batches through NetTeller. When the entitlement is selected, it is selected for both NetTeller and Back Office, and *Same Day ACH* appears as an option for the effective date fields on the NetTeller *Initiate Batch/Category* and *Quick Initiate* screens.
- Clear this check box to restrict Cash Management users from initiating same day ACH batches through NetTeller. This check box is cleared by default. When the entitlement is cleared, it is cleared for both NetTeller and Back Office, and *Same Day ACH* does not appear as an option for the effective date fields on the NetTeller *Initiate Batch/Category* and *Quick Initiate* screens.

NOTE

You must select the **Initiate ACH** entitlement if you select **Initiate Same Day ACH** because marking a batch as same day ACH is done at batch initiation.

NOTE

For SilverLake NetTeller financial institutions, the **Allow Create or Co-Employee from NetTeller (Y/N)** field in **WTPAR** option **General Parameter Maintenance** must be set to *Y* (Yes) to allow Cash Management users to work with wires. If the Cash Management user has been set up to work with wires, a wire company employee for the Cash Management user is also created and added to the wire company file originally selected for the NetTeller ID. The created employee contains all wire limits and authorizations established through entitlements for the new Cash Management user.

3. Select **Submit**.

The new cash user is placed in a *Pending Approval* status.

Once the financial institution approves the new user, the user is sent the Single Sign-On (SSO) setup email. The user follows the prompts within the email to establish their logon credentials.

NOTE

If NetTeller administrators with Secure Tokens create Single Sign-On (SSO) users in NetTeller, the new SSO users do not have to be approved if the **Suspend New/Modified Users for Administrators that Have Active Gold Tokens** field in **NetTeller Back Office > Manage Products > Cash Management > CM User Notification Settings** is set to *No*.

Managing Cash Users

1. Go to **NetTeller > Cash Manager > Users > CM User List**.
2. Choose a situation and follow the corresponding steps.

Situation	Steps
Editing User Settings	1. Select <i>User Settings</i> from the Select Option list next to the desired user.

Situation

Steps

2. Edit the fields, as necessary.

Selected fields are defined in the following list. Available fields are based on configured permissions.

Administration

Determine the level of administrative authority that the cash user has. Select one of the following:

- *No* - The user cannot create or edit cash users or change NetTeller settings.
- *Yes* - The user can create and edit cash users, change the company email address and account nicknames, and register the company for Mobile Banking and Electronic Statements Interactive (ESI).
- *Partial* - The user can change the company email address, account pseudo names, and register the company for Mobile Banking. The user cannot create or edit cash users or enroll the company in ESI.
- *View* - The user can view existing cash user settings as well as change cash user names, NetTeller ID names, or NetTeller PINs. However, the user cannot create or edit cash users or change other NetTeller settings.

NOTE

Cash users that are set to either *View* or *No* can view cash management functionality in Mobile Banking if they were previously registered for goDough.

Wire PIN

Enter the PIN used for transmitting NetTeller outgoing domestic wires.

View Position/Activity Report

Select this check box to allow the cash user to view Cash Management activity.

Hold User

Select this check box to prevent the Cash Management user from having access to NetTeller. In most instances, this check box is cleared, particularly when adding a Cash Management user.

Situation

Steps

ACH Limit

Enter the maximum amount/limit that this cash user can initiate per day.

Wire Limit

Enter the maximum transfer limit allowed per wire.

Transfer Limit

Enter the maximum transfer limit allowed per fund transfer.

Dual Wire Control

Select this check box to allow two cash users to transmit a wire. If enabled, any wire over the **Dual Wire Control Limit** requires a second cash user to transmit the wire.

NOTE

This entitlement only appears for SilverLake NetTeller financial institutions.

Dual Wire Control Limit

Enter the amount that the cash user cannot exceed unless there is dual control. If the **Dual Wire Control** check box is selected, any wire over this amount requires a second cash user to transmit the wire.

NOTE

This entitlement only appears for SilverLake NetTeller financial institutions.

Display/Download ACH

Select this check box to allow the cash user to view ACH batches and download batch information in PDF or NACHA format.

Work with ACH

Select this check box to allow cash users to create and modify ACH batches.

Quick Edit ACH Only

Select this check box to restrict ACH batch edit to quick edit only.

CAUTION

Situation

Steps

Only one ACH edit entitlement, either **Work with ACH** or **Quick Edit ACH Only**, can be selected.

Import Record

Select this check box to allow cash users to upload a fixed-position, CSV, or tab-delimited file into a batch. The file can only contain transaction items.

Full ACH Control

Select this check box to allow a cash user to take multiple actions within a batch without requiring action from a second cash user. If this check box is cleared, dual control is enabled so that the cash user cannot take multiple actions within a batch without receiving assistance from a second cash user.

NOTE

To initiate ACH batches as recurring, Cash Management users need to be enabled with the existing **Full ACH Control** and **Initiate ACH** Cash Management user level entitlements.

Edit Recurring ACH

Determine whether to allow or restrict recurring NetTeller ACH batch edit at the user level.

- Clear this check box to restrict editing of a recurring ACH batch during batch edit. This check box is cleared by default.
- Select this check box to allow editing of a recurring ACH batch during batch edit.

NOTE

This check box only appears for NetTeller financial institutions using the JHA Commercial Cash Management product.

Update Record

Select this check box to allow cash users to modify only the dollar amount of transactions within a batch by uploading a fixed-position, CSV, or tab-delimited file.

Initiate ACH

Select this check box to allow cash users to send an ACH batch to the financial institution for processing.

Upload ACH

Situation

Steps

Select this check box to allow cash users to upload a NACHA formatted file into NetTeller.

Restricted Batch Access

Select this check box to allow cash users to create and view restricted batches/categories.

Delete ACH

Select this check box to allow the cash user to remove an ACH batch from NetTeller.

Initiate Same Day ACH

Determine whether to allow Cash Management users to initiate same day ACH batches through NetTeller.

- Select this check box to allow Cash Management users to initiate same day ACH batches through NetTeller. When the entitlement is selected, it is selected for both NetTeller and Back Office, and *Same Day ACH* appears as an option for the effective date fields on the NetTeller *Initiate Batch/Category* and *Quick Initiate* screens.
- Clear this check box to restrict Cash Management users from initiating same day ACH batches through NetTeller. This check box is cleared by default. When the entitlement is cleared, it is cleared for both NetTeller and Back Office, and *Same Day ACH* does not appear as an option for the effective date fields on the NetTeller *Initiate Batch/Category* and *Quick Initiate* screens.

NOTE

You must select the **Initiate ACH** entitlement if you select **Initiate Same Day ACH** because marking a batch as same day ACH is done at batch initiation.

NOTE

For SilverLake NetTeller financial institutions, the **Allow Create or Co-Employee from NetTeller (Y/N)** field in **WTPAR** option **General Parameter Maintenance** must be set to Y (Yes) to allow Cash Management users to work with wires. If the Cash Management user has been set up to work with wires, a wire company employee for the Cash Management user is also created and added to the wire company file originally selected

Situation	Steps
	<p>for the NetTeller ID. The created employee contains all wire limits and authorizations established through entitlements for the new Cash Management user.</p> <p>3. Select Submit.</p>
<p>Editing Default Settings</p> <p>NOTE Establish what cash users can do with wires.</p>	<p>1. Select <i>Default Settings</i> from the Select Option list next to the desired user.</p> <p>2. Edit the fields, as necessary.</p> <p>Selected fields are defined in the following list. Available fields are based on configured permissions.</p> <p>Transaction Inquiry Select this check box to allow inquiry about transactions.</p> <p>Define Non-Rep Wires Select this check box to allow defining of non-repetitive wires.</p> <p>Upload Positive Pay Select this check box to allow the user to upload a positive pay file to the core.</p> <p>Statement Inquiry Select this check box to allow inquiry about statement activity.</p> <p>Edit Non-Rep Wires Select this check box to allow editing of non-repetitive wire transactions.</p> <p>Work Positive Pay Items Select this check box to allow Positive Pay items to be worked.</p> <p>Current Day Balance Select this check box to allow the current day balance information to be viewed.</p> <p>Define Rep Wires Select this check box to allow defining of repetitive wires.</p> <p>Download ARP File Select this check box to allow downloading of the Account Reconciliation/Positive Pay file.</p> <p>Prior Day Balance</p>

Situation

Steps

Select this check box to allow the prior day balance information to be viewed.

Edit Rep Wires

Select this check box to allow editing of repetitive wire transactions.

Upload ARP

Select this check box to allow the user to upload Account Reconciliation/Positive Pay files.

Stop Inquiry

Select this check box to allow inquiry about a stop payment.

Define Recurring Wires

Select this check box to give NetTeller Cash Management users the ability to set up recurring NetTeller wires at wire transmit. This check box is cleared by default.

NOTE

This check box does not appear or is disabled when the **Allow Recurring Wires** field in **WTPAR** option **General Parameter Maintenance** is *No*.

When the check box is cleared, NetTeller Cash Management users cannot set up a NetTeller outgoing domestic template wire as recurring at wire transmission.

When the check box is selected, NetTeller Cash Management users can set up a NetTeller outgoing domestic template wire as recurring at wire transmission (for the account indicated), provided the **Define Recurring Wires** entitlement at the Cash Management user account/default level is also selected for the account for wire transmit.

NOTE

This field is only available for NetTeller SilverLake financial institutions using the JHA Commercial Cash Management product.

Work ARP Items

Select this check box to allow Account Reconciliation/Positive Pay items to be worked.

Situation

Steps

Stop Additions

Select this check box to allow the user to add stop payment requests.

Edit Recurring Wires

Select this check box to give NetTeller Cash Management users the ability to edit recurring NetTeller wires. This check box is cleared by default.

NOTE

This check box does not appear or is disabled when the **Allow Recurring Wires** field in **WTPAR** option **General Parameter Maintenance** is *No*.

When the check box is cleared, NetTeller Cash Management users cannot edit a recurring NetTeller outgoing domestic template wire.

When the check box is selected, NetTeller Cash Management users can edit a NetTeller outgoing domestic template wire, provided the **Edit Recurring Wires** entitlement at the Cash Management user account/default level is also selected for the account for wire edit.

NOTE

This field is only available for NetTeller SilverLake financial institutions using the JHA Commercial Cash Management product.

Transfers

Select this check box to allow initiation of funds transfers.

Enter Future-Dated Wires

Determine whether you can transmit or quick transmit future-dated wires (single or repetitive). If the entitlement is enabled under **Account Settings**, the **Effective Date** field appears on the *Transmit Wire Transfer* and *Quick Transmit* screens in NetTeller so that you can submit a future-dated wire.

If the entitlement is enabled under **Default Settings**, the entitlement is available but cleared under **Account Settings**. If the entitlement is cleared under **Default Settings**, the entitlement is unavailable under **Account Settings**.

Situation

Steps

The values for the entitlement in NetTeller are mirrored in NetTeller Back Office so that financial institutions can select or clear the entitlement.

NOTE

This field is only available for SilverLake NetTeller financial institutions using the JHA Commercial Cash Management product. The **Transmit Wires** entitlement is required for future-dated wires because marking the wire as future dated is done at wire transmission.

Transmit Wires

Select this check box to allow transmission of wires.

Order Checks

Select this check box to allow check ordering.

PassPort

Select this check box to allow the user to access *jhaPassPort*.

Bill Pay

Select this check box to allow the user to pay bills.

No Balance View

Select this check box to restrict cash users' view of any accounts' balance information while viewing transactions on the *My NetTeller*, *Account Listings*, and *Account Transactions* screens. This check box must be selected if **No Balance View** is selected on any account in the **Account Settings**.

Work ACH Exceptions

Select this check box to allow the user to work ACH Positive Pay exception items received via NetTeller.

NOTE

This entitlement only appears for SilverLake NetTeller financial institutions.

View Rates

Select this check box to allow the viewing of rates.

ES

Select this check box to allow Electronic Statement access.

CM Reports

Situation

Steps

Select the desired report entitlements to enable the corresponding **Reporting** submenus:

- **Activity**
- **Summary**
- **Saved**
- **EDI**
- **[Positive Pay] Exception Items**
- **[Positive Pay] ACH Exceptions**
- **[Positive Pay] Exceptions Maintenance**

NOTE

The check boxes only appear for NetTeller financial institutions using the JHA Commercial Cash Management (CCM) product. All Cash Management users can be enabled for these reports, or can be enabled per user for individual reports, through **NetTeller Back Office > Manage Products > Cash Management > Edit CM Settings**.

3. Select **Submit**.

Editing Account Settings

1. Select *Account Settings* from the **Select Option** list next to the desired user.
2. Edit the fields, as necessary.

Selected fields are defined in the following list. Available fields are based on configured permissions.

Transfer To

Select this check box to allow the transfer of funds to an account.

Transfer From

Select this check box to allow the transfer of funds from an account.

View Electronic Documents

Select this check box to allow the user to view electronic documents.

View Transfers

Select this check box to allow viewing of transfers.

Situation

Steps

No Balance View

Select this check box to restrict cash users view of any accounts' balance information while viewing transactions on the *My NetTeller*, *Accounts Listing*, and *Account Transactions* screens. If this check box is selected, **No Balance View** must also be selected in the **Default Settings**.

3. Select **Submit**.

Editing International Transfer Settings

NOTE

User permissions and limits for international wires are established separately from the domestic wire settings. International Transfers are only available for SilverLake NetTeller financial institutions.

NOTE

This option only appears if your financial institution is enabled for DirectLine International (DLI) wire transfers and the Cash Management administrator is set up to work with DLI Wires.

2. Edit the fields, as necessary.

Selected fields are defined in the following list.

NOTE

Entitlements for payee settings (create, edit, or delete payees) are not available at the account level.

Select Settings to Modify

Select one of the following options to determine the settings you want to modify:

- *User/Default Settings* (default)
- *Account Settings*

International Transfer PIN

Enter the four-digit number required when transmitting an international transfer.

Dual Control Required

Select this check box to require that a second Cash Management user must approve DLI transfers.

Dual Control Limit

Enter the dollar amount over which DLI transfers require dual control.

Define Foreign Currency Transfers

Situation

Steps

Select this check box to allow entering/requesting a quote and creating spot contracts.

Define USD Transfers

Select this check box to allow entering/requesting a quote in U.S. dollars and creating international wires in U.S. dollars.

NOTE

NetTeller SilverLake financial institutions must be enabled for DLI Wires in USD to see this entitlement.

Transmit Foreign Currency Transfers

Select this check box to allow transmission of spot contracts.

Transmit USD Transfers

Select this check box to allow transmission of wires/drafts in U.S. dollars.

NOTE

NetTeller SilverLake financial institutions must be enabled for DLI Wires in USD to see this entitlement.

Create Payees

Select this check box to enable an **Add New Payee** link on the **Cash Manager > International Transfers > Payee List** screen, granting access to create a payee.

Edit Payees

Select this check box to enable an **Edit** link on the **Cash Manager > International Transfers > Payee List** screen, allowing editing of international payees.

Delete Payees

Select this check box to enable the **Delete** link on the **Cash Manager > International Transfers > Payee List** screen, allowing removal of previously created international payees.

Foreign Currency

Per Transfer Limit

Enter the outgoing DLI wire company employee limit per transfer spot contract.

Daily Transfer Limit

Situation	Steps
	<p data-bbox="597 275 1382 342">Enter the outgoing DLI wire company employee limit per day spot contract.</p> <p data-bbox="597 369 737 394"><i>US Dollars</i></p> <p data-bbox="597 428 672 453">NOTE</p> <p data-bbox="597 468 1386 535">NetTeller SilverLake financial institutions must be enabled for DLI wires in USD to see this section.</p> <p data-bbox="558 562 980 588">Per Transfer Limit (US Dollars)</p> <p data-bbox="597 611 1325 678">Enter the outgoing DLI wire company employee limit per transfer wire/draft for U.S. dollars.</p> <p data-bbox="558 699 1003 724">Daily Transfer Limit (US Dollars)</p> <p data-bbox="597 747 1382 814">Enter the outgoing DLI wire company employee limit per day wire/draft for U.S. dollars.</p> <p data-bbox="558 829 792 854">3. Select Submit.</p>
Deleting Cash Users	<p data-bbox="558 905 1373 972">1. Select <i>Delete</i> from the Select Option list next to the desired user.</p>

Reporting

Use this submenu to view Cash Management reports.

- Select the **Prior Day** submenu and the desired account to view prior day account information for the selected account.

Prior Day Information ?

View Prior Day Information for: Operations

Prior Account Information

[Operations / JHA Air](#)

Close of Business.....	February 29	Prior Day Activity	
		Debits	Credits
Available Balance....	3,597.00	ACH Items	0.00
Collected Balance....	3,597.00	0.00	0.00
Ledger Balance.....	3,597.00		
Hold Amount.....	0.00	Inclearing	0.00
		0.00	0.00
One-day Float.....	0.00	Over-the-counter	
Two-day Float.....	0.00	28.00	4,000.00
Three-day Float.....	0.00		
Over 3-day Float.....	0.00	Wires	0.00
		310.00	
		Transfers	
		65.00	0.00
		Total	
		403.00	4,000.00

- Select the **Current Day** submenu and the desired account to view current day account information for the selected account.

Current Day Information ?

View Current Day Information for: Operations

Current Account Information

[Operations / JHA Air](#)

As of Date.....	February 29	Current Day Activity	
		Debits	Credits
Available Balance....	3,447.00	ACH Items	0.00
Collected Balance....	3,597.00	0.00	0.00
Ledger Balance.....	3,597.00		
Hold Amount.....	0.00	Inclearing	0.00
		0.00	0.00
Current Available	3,447.00	Over-the-Counter	
		0.00	0.00
		Wires	0.00
		150.00	
		Transfers	
		0.00	0.00
JHA Air		Total	
663 W. Highway 60,		150.00	0.00
Monett, MO 65708-8251			

- Select the **Position** submenu and the link to view the Cash Management data for prior day balance and transaction totals.

PRIOR DAY BALANCE INFORMATION			
ACCOUNT NUMBER...	0000 DEMAND	CLOSE OF BUSINESS.: 2/29	
ACCOUNT NAME.....	POSPAY		
AVAILABLE BALANCE...	300,177.88	TOTAL ACH ITEMS	
COLLECTED BALANCE...	300,177.88	DEBITS	CREDITS
CURRENT BALANCE.....	300,177.88	.00	.00
HOLD AMOUNT.....	.00	TOTAL INCLEARING	
ONE DAY FLOAT.....	.00	DEBITS	CREDITS
TWO DAY FLOAT.....	.00	.00	.00
THREE DAY FLOAT.....	.00	TOTAL OVER COUNTER	
OVER 3 DAY FLOAT....	.00	DEBITS	CREDITS
		50,000.00	.00
		TOTAL WIRES	
		DEBITS	CREDITS
		.00	.00
		TOTAL TRANSFERS	
		DEBITS	CREDITS
		.00	.00
		TOTAL OF PRIOR DAY ACTIVITY	
		DEBITS	CREDITS
		50,000.00	.00
PRIOR DAY TRANSACTION			
ACCOUNT NUMBER:	0000		
POSTED	CHECK #	AMOUNT	D/C DESCRIPTION
2/29		5,000.00	D INTERNAL TRANSFER
			0000D-
2/29		45,000.00	D INTFRNAI TRANSFER
			0000D-
		TOTAL DEBITS..:	50,000.00
		TOTAL CREDITS..:	.00

- Select the **Activity** submenu to view activity for multiple accounts and download or export the data.
- Select the **Summary** submenu to view daily balance data in date order.
- Select the **Saved** submenu to view saved activity and summary reports.
- Select the **EDI** submenu to view ACH EDI transactions.
- Select the **Positive Pay** submenu to view one or all the following positive pay reports: *Positive Pay Exception Items*, *Positive Pay ACH Exceptions*, and *Positive Pay Exceptions Maintenance*.

NOTE

The **Activity**, **Summary**, **Saved**, **EDI**, and **Positive Pay** submenus only appear for NetTeller financial institutions using the JHA Commercial Cash Management (CCM) product. All Cash Management users can be enabled for these reports, or can be enabled per user for individual reports, through **NetTeller Back Office > Manage Products > Cash Management > Edit CM Settings**.

Viewing the Activity Report

The *Activity Report* is only available for NetTeller financial institutions using the JHA Commercial Cash Management product. The **Show Transaction Reports** field in **NetTeller Back Office > Manage Products > Cash Management > Edit CM Settings > CM Settings** must be enabled

along with user access to transaction history before the report is available. Additionally, specific groups and transactions need to be configured as part of install and implementation.

The *Activity Report* allows you to view activity for multiple accounts and download or export the data.

TIP

You can edit the submenu name in **NetTeller Back Office > Marketing > Edit Menus**.

1. Go to **Cash Manager > Reporting > Activity Report**.
2. Complete the fields.

Account

Select one or more check boxes next to one or more accounts to search one, multiple, or all accounts. Accounts are listed alphabetically based on pseudo name.

Date Range

- Select *Between Dates* (default), and then select the **From** and **To** dates. When *Between Dates* is initially selected, the field defaults to one month prior to the current day.
- Select *Specific Date*, and then select a specific date for the calendar field below this option. When *Specific Date* is initially selected, the field defaults to the prior day.
- Select *Previous # of Days*, and then enter the desired number of days (1–99) for the field below this option.
- Select *Previous Business Day*.

Transaction Type

- Select *All Transactions* (default).
- Select *Groups*, and then select one of the following check boxes to narrow search results:
 - **All Debits**
 - **All Credits**
 - **All Checks**
 - **All ACH Debits**
 - **All ACH Credits**
 - **All Wire Debits**
 - **All Wire Credits**
- Select *Specific Transactions*, and then select the desired transaction type.

NOTE

The financial institution provides the transaction type list at installation.

By Amount

Enter the beginning and ending amount. This field is optional.

By Check Number

Enter the starting and ending numbers. This field is optional.

Subtotal Per Account

Select this check box to include the subtotal for each account. This field is optional.

Save Report Criteria

Select this check box, and then enter a **Report Name** to save the selections so that you can access this particular report on the **Saved Report** submenu.

TIP

Select **Hide Additional Reporting Options** to hide the **By Amount**, **By Check Number**, and **Subtotal Per Account** fields.

3. Select **Submit**.

The *Activity Report* appears. Balance is applicable when transactions are sorted by date, newest to oldest. For other sort orders, the balance is not applicable. At the end of the report, the account total, number of transactions, amount, and grand total based on the selected accounts appear.

TIP

Select **Refine Search** to return to the previous screen with the previously entered search criteria still populated. You can then modify the previously entered search criteria. Select **New Search** to return to the previous screen with only *Between Dates* selected and the date range of the previous full month entered.

4. Select **Export** and one of the following options to export the report:

- *CSV (Comma Delimited)*
- *PDF* - A formatted, print- or save-friendly version.
- *MHTML (Web Archive)*
- *Excel*
- *TIFF File*
- *Word*

Viewing the Summary Report

The *Summary Report* is only available for NetTeller financial institutions using the JHA Commercial Cash Management product. The **Show Transaction Reports** field in **NetTeller Back Office > Manage Products > Cash Management > Edit CM Settings > CM Settings** must be enabled along with user access to transaction history before the report is available.

The *Summary Report* shows a daily balance snapshot report in date order.

TIP

You can edit the submenu name in **NetTeller Back Office > Marketing > Edit Menus**.

1. Go to **Cash Manager > Reporting > Summary Report**.

2. Complete the fields.

Account

Select one or more check boxes next to one or more accounts to search one, multiple, or all accounts.

Date Range

- Select *Between Dates* (default), and then select the **From** and **To** dates. When *Between Dates* is initially selected, the field defaults to one month prior to the current day.
- Select *Specific Date*, and then select a specific date for the calendar field below this option. When *Specific Date* is initially selected, the field defaults to the prior day.
- Select *Previous # of Days*, and then enter the desired number of days (1–99) for the field below this option.
- Select *Previous Business Day*.

Save Report Criteria

Select this check box, and then enter a **Report Name** to save the selections so that you can access this particular report on the **Saved Report** submenu.

3. Select **Submit**.

The *Summary Report* appears.

TIP

Select **Refine Search** to return to the previous screen with the previously entered search criteria still populated. You can then modify the previously entered search criteria. Select **New Search** to return to the previous screen with only *Between Dates* selected and the date range of the previous full month entered.

4. Select  **Export** and one of the following options to export the report:

- *CSV (Comma Delimited)*
- *PDF* - A formatted, print- or save-friendly version.
- *MHTML (Web Archive)*
- *Excel*
- *TIFF File*
- *Word*

Managing Saved Reports

The ability to save summary and activity reports is only available for NetTeller financial institutions using the JHA Commercial Cash Management product. The **Show Transaction Reports** field in **NetTeller Back Office > Manage Products > Cash Management > Edit CM Settings > CM Settings** must be enabled along with user access to transaction history before the report is available.

TIP

To save a report, select the **Save Report Criteria** check box on the report screens, and then enter a **Report Name** so that you can access the particular report on the **Saved Report** submenu.

Use the **Saved Report** submenu to access and edit saved reports that you would like for continuous use and quick execution.

TIP

You can edit the submenu name in **NetTeller Back Office > Marketing > Edit Menus**. A saved report widget appears in **NetTeller > My NetTeller** if enabled in **NetTeller Back Office > Marketing > Launch Page Settings**.

1. Go to **NetTeller > Cash Manager > Reporting > Saved Report**.
All saved reports appear. Reports are sorted by activity and summary and listed alphabetically.
2. Choose a situation and follow the corresponding steps.

Situation	Steps
Running Reports	<ol style="list-style-type: none">1. Select Run Report next to the desired report. The saved report appears. <p>TIP To view or edit search criteria, select New Search.</p>
Renaming Saved Reports	<ol style="list-style-type: none">1. Select Rename next to the desired report.2. Enter the new name.3. Select Rename.
Deleting Reports	<ol style="list-style-type: none">1. Select Delete next to the desired report.2. Select Delete.

Viewing the EDI Report

The *EDI Report* is only available for NetTeller financial institutions using the JHA Commercial Cash Management product. The **Show Transaction Reports** field in **NetTeller Back Office > Manage Products > Cash Management > Edit CM Settings > CM Settings** must be enabled before the report is available.

TIP

You can edit the submenu name in **NetTeller Back Office > Marketing > Edit Menus**.

1. Go to **NetTeller > Cash Manager > Reporting > EDI**.
2. Complete the fields.

Account Selection

Select an account. Accounts available for selection are those set up for ACH EDI translation.

Date Range

Select one of the following options to determine the date range.

- To search by date range, select *Between Dates* (default), and then select the **From** and **To** dates. When *Between Dates* is initially selected, the field defaults to one month prior to the current day.
- To search by a specific date, select *Specific Date*, and then select a specific date for the calendar field below this option. When *Specific Date* is initially selected, the field defaults to the prior day.
- To search by previous number of days, select *Previous # of Days*, and then enter the desired number of days (1–99) for the field below this option.
- To search the previous business day's activity, select *Previous Business Day*.
- To search for pending ACH EDI transactions, select *Pending*.

EDI Information

Select one of the following options.

- *Summary* (default)
- *Detail*
- *NACHA*

By Amount

Enter a beginning and ending amount.

By Type

Select one of the following options.

- *All* (default)
- *Debits Only*
- *Credits Only*

Save Report Criteria

Select this check box, and then enter a **Report Name** to save the selections so that you can access this particular report on the **Saved Report** submenu.

3. Select **Submit**.

The *EDI Report* appears.

TIP

Select **Refine Search** to return to the previous screen with the previously entered search criteria still populated. You can then modify the previously entered search criteria. Select

New Search to return to the previous screen with only *Between Dates* selected and the date range of the previous full month entered.

4. Select  **Export** and one of the following options to export the report:
 - *CSV (Comma Delimited)*
 - *PDF*
 - *MHTML (Web Archive)*
 - *Excel*
 - *TIFF File*
 - *Word*

Viewing the Positive Pay Exception Items Report

The *[Positive Pay] Exception Items* report is only available for NetTeller financial institutions using the JHA Commercial Cash Management product. If the **Show Transaction Reports** field in **NetTeller Back Office > Manage Products > Cash Management > Edit CM Settings > CM Settings** must be enabled along with user access before this report is available.

The *[Positive Pay] Exception Items* report allows you to search for and view maintenance performed on Positive Pay check exception items for selected accounts. You can view up to 90 days of data.

TIP

You can edit the submenu name in **NetTeller Back Office > Marketing > Edit Menus**.

1. Go to **Cash Manager > Reporting > Positive Pay**.
2. Complete the fields.

Account

Select one or more check boxes to search one, multiple, or all accounts. The only types of accounts that appear are active DDA accounts that the cash management user has access to for viewing and working with ARP/Positive Pay check exceptions.

Date Range

Select one of the following options to determine the date range.

- Select *Between Dates* (default), and then select the **From** and **To** dates. When *Between Dates* is initially selected, the field defaults to one month prior to the current day.

NOTE

You can view up to 90 days of data.

- Select *Specific Date*, and then select a specific date for the calendar field below this option. When *Specific Date* is initially selected, the field defaults to the prior day.
- Select *Previous # of Days*, and then enter the desired number of days (1–99) for the field below this option.

- Select *Previous Business Day*.

Status

Select one of the following options:

- *All (default)*
- *Issued*
- *Voided*
- *Stop Pay*
- *Cleared*
- *Returned*
- *Dormant*
- *Stale Date*

Exception Reason

Select one of the following options:

- *All (default)*
- *Stop Payment*
- *Voided Item*
- *Dormant Item*
- *Stale Date*
- *Zero Serial*
- *Maximum Amount*
- *Invalid Amount*
- *Duplicate*
- *Not Issued*
- *Payee Mismatch*

By Amount

Enter a beginning and ending amount.

By Check Number

Enter a maximum of 11 numbers into **Start** and **End**.

Save Report Criteria

Select this check box, and then enter a **Report Name** to save the selections so that you can access this particular report on the **Saved Report** submenu.

3. Select **Submit**.

The *[Positive Pay] Exception Items* report appears.

Select  **Export** and one of the following options to export the report:

- *Word*

- *Excel*
- *PowerPoint*
- *PDF*
- *TIFF File*
- *MHTML (Web Archive)*
- *CSV (Comma Delimited)*
- *Data Feed*

TIP

Select **Refine Search** to return to the previous screen with the previously entered search criteria still populated. You can then modify the previously entered search criteria. Select **New Search** to return to the previous screen with only *Between Dates* selected and the date range of the previous full month entered.

Viewing the Positive Pay ACH Exceptions Report

The *[Positive Pay] ACH Exceptions* report is only available for NetTeller financial institutions using the JHA Commercial Cash Management product. If the **Show Transaction Reports** field in **NetTeller Back Office > Manage Products > Cash Management > Edit CM Settings > CM Settings** must be enabled along with user access before this report is available.

The *[Positive Pay] ACH Exceptions* report allows you to search for and view existing ACH Positive Pay check exception items for selected accounts. You can view up to 90 days of data.

TIP

You can edit the submenu name in **NetTeller Back Office > Marketing > Edit Menus**.

1. Go to **Cash Manager > Reporting > Positive Pay**.
2. Complete the fields.

Account

Select one or more check boxes to search one, multiple, or all accounts. The only types of accounts that appear are active DDA accounts that the cash management user has access to for viewing and working with ARP/Positive Pay check exceptions.

Date Range

Select one of the following options to determine the date range.

- Select *Between Dates* (default), and then select the **From** and **To** dates. When *Between Dates* is initially selected, the field defaults to one month prior to the current day.

NOTE

You can view up to 90 days of data.

- Select *Specific Date*, and then select a specific date for the calendar field below this option. When *Specific Date* is initially selected, the field defaults to the prior day.

- Select *Previous # of Days*, and then enter the desired number of days (1–99) for the field below this option.
- Select *Previous Business Day*.

Status

Select one of the following options:

- *All* (default)
- *Paid*
- *Returned*

By Amount

Enter a beginning and ending amount.

Save Report Criteria

Select this check box, and then enter a **Report Name** to save the selections so that you can access this particular report on the **Saved Report** submenu.

3. Select **Submit**.

The *[Positive Pay] ACH Exceptions* report appears.

Select  **Export** and one of the following options to export the report:

- *CSV (Comma Delimited)*
- *PDF* - A formatted, print- or save-friendly version.
- *MHTML (Web Archive)*
- *Excel*
- *TIFF File*
- *Word*

TIP

Select **Refine Search** to return to the previous screen with the previously entered search criteria still populated. You can then modify the previously entered search criteria. Select **New Search** to return to the previous screen with only *Between Dates* selected and the date range of the previous full month entered.

Viewing the Positive Pay Exceptions Maintenance Report

The *[Positive Pay] Exceptions Maintenance* report is only available for NetTeller financial institutions using the JHA Commercial Cash Management product. If the **Show Transaction Reports** field in **NetTeller Back Office > Manage Products > Cash Management > Edit CM Settings > CM Settings** must be enabled along with user access before this report is available.

The *[Positive Pay] Exceptions Maintenance* report allows you to search for and view maintenance performed on Positive Pay check exception items for selected accounts.

TIP

You can edit the submenu name in **NetTeller Back Office > Marketing > Edit Menus**.

1. Go to **Cash Manager > Reporting > Positive Pay**.
2. Complete the fields.

Account

Select one or more check boxes to search one, multiple, or all accounts. The only types of accounts that appear are active DDA accounts that the cash management user has access to for viewing and working with ARP/Positive Pay check exceptions.

Date Range

Select one of the following options to determine the date range.

- Select *Between Dates* (default), and then select the **From** and **To** dates. When *Between Dates* is initially selected, the field defaults to one month prior to the current day.

NOTE

You can view up to 90 days of data.

- Select *Specific Date*, and then select a specific date for the calendar field below this option. When *Specific Date* is initially selected, the field defaults to the prior day.
- Select *Previous # of Days*, and then enter the desired number of days (1–99) for the field below this option.
- Select *Previous Business Day*.

Activity Type

Select one of the following options to narrow the search results:

- *All* (default)
- *Item Added*
- *Item Deleted*
- *Batch Deleted*
- *Issue Amount Changed*
- *Pay/Return Updated*
- *Check Number Updated*
- *Stop Payment*
- *Void*
- *Resolved*

User

Select a cash management user that is tied to your cash management NetTeller ID from the drop-down menu.

By Check Number

Enter a maximum of 11 numbers into **Start** and **End**.

Save Report Criteria

Select this check box, and then enter a **Report Name** to save the selections so that you can access this particular report on the **Saved Report** submenu.

3. Select **Submit**.

The *[Positive Pay] Exceptions Maintenance* report appears.

Select  **Export** and one of the following options to export the report:

- *Word*
- *Excel*
- *PowerPoint*
- *PDF*
- *TIFF File*
- *MHTML (Web Archive)*
- *CSV (Comma Delimited)*
- *Data Feed*

TIP

Select **Refine Search** to return to the previous screen with the previously entered search criteria still populated. You can then modify the previously entered search criteria. Select **New Search** to return to the previous screen with only *Between Dates* selected and the date range of the previous full month entered.

File Status

Use this submenu to view the status of an uploaded Automated Clearing House (ACH) or Account Reconciliation Plan (ARP) file.

You can refresh the status and view details of ARP/Positive Pay files that have been successfully uploaded. Files listed on the file status screen drop off after seven days.

Viewing File Upload Status Details

1. Go to **Cash Manager > File Status**.
2. Select **View Details** next to the desired file name.
The *Upload Results* screen appears.

Alerts

The following additional alerts are available in **Settings > Alerts > Events** for NetTeller financial institutions using the JHA Commercial Cash Management product.

- **Wire Transfer Pending** (number 72) - Enroll in this alert to receive notifications when a NetTeller recurring or future-dated wire is not transmitted when scheduled.
- **Recurring Wires Expiring** (number 73) - Enroll in this alert to receive notifications for recurring wires that are expiring based on the expiration date indicated during creation/edit.
- **Wire Pending Approval** (number 74) - Enroll in this alert to receive notifications when a wire requiring two approvers is initiated by the first approver and the wire goes to an *Approval* status.
- **Wire Transfer Update** (number 75) - Enroll in this alert to receive notifications when a domestic, NetTeller-originated wire is added, edited, deleted, copied, or updated.
- **Recurring Wires Expired** (number 76) - Enroll in this alert to receive notifications for recurring wires that have expired based on the expiration date indicated during creation/edit or that have been expired as a result of an event that would prompt the scheduler to stop transmitting the recurring wire following the event.
- **Recurring Wires Upcoming** (number 77) - Enroll in this alert to receive notifications when upcoming scheduled wires are not yet transmitted.
- **Recurring ACH Batch Failed** (number 80) - Enroll in this alert to receive notifications when recurring ACH batches are unsuccessfully initiated.
- **Recurring ACH Batch Expiring** (number 81) - Enroll in this alert to receive notifications for recurring ACH batches that are expiring based on the expiration date indicated during creation/edit.
- **Recurring ACH Batch Expired** (number 82) - Enroll in this alert to receive notifications for recurring ACH batches that have expired based on the expiration date indicated during creation/edit, or due to an event that would prompt the recurring ACH batch to discontinue and expire automatically.
- **ACH Batch Updated** (number 83) - Enroll in this alert to receive notifications when a NetTeller-originated ACH batch is added, edited, or deleted.
- **ACH Batch Pending Approval** (number 84) - Enroll in this alert to receive notifications when an ACH batch is marked approval pending.
- **Upcoming Recurring ACH Batch** (number 85) - Enroll in this alert to receive notifications for scheduled recurring ACH batches not yet initiated.
- **Entitlement Changed** (number 90) - Enroll in this alert to receive notifications when entitlements or other Cash Management-related limits or permissions are changed.
- **Company Email Address Change (CM Admin)** (number 93) - Cash Management admin users can enroll in this alert to receive notifications when they change an email address through either NetTeller core (e.g., **NetTeller Menu (NETTELLER)** option **Work with Accounts**) or NetTeller Internet.

- **Company Mobile Address Change (CM Admin)** (number 94) - Cash Management admin users can enroll in this alert to receive notifications when they change a mobile address through either NetTeller core (e.g., **NetTeller Menu (NETTELLER)** option **Work with Accounts**) or NetTeller Internet.