

## LICENSE TERMS FOR JACK HENRY/ENTERPRISE PAYMENT SOLUTIONS PRIVATE LABEL MATERIALS

Jack Henry & Associates, Inc., acting through its Enterprise Payment Solutions division ("JHA"), by providing documentation to you the licensee ("You") for private labeling (the "Materials"), grants a limited license (the "License") to You to publish and distribute the Materials under Your private label, solely in connection with Your promotion, marketing, and support to Your customers of the applicable JHA solutions purchased and/or licensed by You from JHA. Your use of the Materials indicates your acceptance of the terms of this License.

This License does not convey any rights to alter the content of the Materials other than to apply Your private labels.

The Materials covered by this License include only items that are provided to You in a word processing format appropriate for revision; such items do not include files provided in the secured portable document format (PDF). All other documentation and materials provided to You by JHA are not covered by this License and may not be altered or privately labeled by You without JHA's prior written permission.

JHA retains all ownership rights to the Materials, including, but not limited to, in accordance with U.S. Code Title 17—Copyrights. Accordingly, You have no rights with regard to the Materials other than those rights specifically granted to You under this License. Without limiting the generality of the foregoing, JHA reserves the right to:

(a) require You to cease publication, distribution, and use of any Materials that JHA determines in its sole discretion can no longer be used due to content-related issues, including, but not limited to, outdated and inaccurate content;

(b) create new versions of the Materials and require You to replace prior versions of the Materials with the new versions;

(c) create derivatives of, or new versions of, the Materials without Your private labels for publication elsewhere without notifying You or obtaining Your permission; and

(d) monitor Your publication, distribution, and use of the Materials for compliance with the terms of this License, and take any action deemed necessary by JHA in its sole discretion to stop and/or remedy any conduct by You that violates the terms of this License, including, but not limited to, revoking the rights granted herein.

Nothing contained herein shall be construed as creating any agency, legal representative, partnership, or other form of joint enterprise between You and JHA, and neither You nor JHA shall have the authority to contract for or bind the other in any matter.

JHA warrants that it owns all copyright and other proprietary rights to the Materials, that JHA is authorized to grant the rights granted to You under this License. EXCEPT FOR THE FOREGOING WARRANTIES, JHA MAKES NO OTHER REPRESENTATIONS OR WARRANTIES OF ANY KIND, NATURE, OR DESCRIPTION, EXPRESS OR IMPLIED, WITH RESPECT TO THE MATERIALS, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OR AS TO THE RESULTS TO BE OBTAINED BY YOU AS A RESULT OF YOUR USE OF THE MATERIALS IN YOUR BUSINESS, AND JHA HEREBY DISCLAIMS THE SAME.

The terms of this License apply to all Materials in Your possession or control now and in the future.



**Enterprise Payment Solutions (EPS)**

JHA SmartPay Business™

• May 2023

# **SmartPay Business (SPB) – User Reports Handbook – Word version**

© 2023 Jack Henry & Associates, Inc.®

All rights reserved. Information in this document is subject to change without notice. Dates contained in this document are provided as estimates only and can be changed at any time at the sole discretion of Jack Henry & Associates, Inc.

Printed in the United States of America.

No part of this document may be copied, reproduced, stored in a retrieval system, displayed, distributed or transmitted in any form or any means whatsoever (electronic, mechanical or otherwise), including by photocopying or recording for any purpose, without the prior written permission of Jack Henry & Associates, Inc. Making unauthorized copies of this document for any purpose other than your own personal use is a violation of United States copyright laws.

Any unauthorized use of Jack Henry & Associates, Inc.'s, trademarks and service marks is strictly prohibited. A list of registered and unregistered marks owned or licensed by Jack Henry & Associates, Inc. is located at: <https://www.jackhenry.com/more-from-jha/pages/trademark-notice.aspx>.

Various other trademarks and service marks used or referenced in this document are the property of their respective owners.

#### Open-Source Statements

Some Jack Henry & Associates, Inc. ("JH") solutions incorporate open-source software ("OSS") pursuant to generally agreed upon open-source software protocols. JH's notice of use and attribution of OSS appears on [this page](#) of the *For Clients* site. Verified users may also request access to a copy of JH's notice of use and attribution of OSS by emailing [legalintake@jackhenry.com](mailto:legalintake@jackhenry.com) with an email subject line titled, "Open Source Software Attribution."

Introduction.....	1
Privileges and Roles.....	1
Reports.....	2
Commonalities Among Reports.....	2
Current Transaction Summary & Report.....	3
Using the Report Builder Utility .....	10
Deposit Results Report .....	15
Credits and Debits to Your Merchant Settlement Account.....	23
Standard Reports.....	27
Invoice Reconciliation Report.....	28
Recurring Payment Reports.....	29
Recurring Payments That Are Disabled .....	29
Recurring Payments Due Report.....	30

# Introduction

The *User Reports Handbook* is a guide for all users who generate and work with the reports and summary information available through this application.

Your site administrator needs to assign specific roles to access this application. You need to be assigned the full *Accounting* role by your admin user to have access to all the reporting functionality discussed in this manual. Please see the *User Administrator Handbook* for instructions on how to assign roles.

There are various ways to retrieve batch, deposit, and transaction information with this system. You are able to generate pre-defined reports and/or create custom reports on a daily, weekly, and monthly basis as well as within specific date ranges. The types of reports available can assist you with the following:

- Balancing batches and deposits
- Creating daily deposit receipts
- Looking at transaction detail information
- Monitoring returned/re-presented collection items
- Reconciling to bank statements
- Determining the status of a batch, deposit, or transaction
- Researching previous batches, deposits, and transactions
- Retrieving images of scanned items
- Generating a list of payments received from your customer

---

**NOTE:** Intuit® QuickBooks® users who want to import transaction details into their QuickBooks accounts can also request to have the option available for your site. Send a request to [epsfilemaintenance@jackhenry.com](mailto:epsfilemaintenance@jackhenry.com).


---

## Privileges and Roles

The administrator user within your organization needs to assign the (full) Accounting role under the Customer Services privilege for any users within your organization that work with the reporting functionality.

# Reports

## Commonalities Among Reports

- Reports are generated in Central Time (CT).
-  **Print** is an option available for all reports.
- Exporting reports into a Microsoft® Office Excel® spreadsheet, a tab-delimited file (.TSV) or a comma delimited file (.CSV) is available.

---

**IMPORTANT:** Screenshots are provided for general orientation. Your screens and menu options may differ from the examples pictured in this document.

---

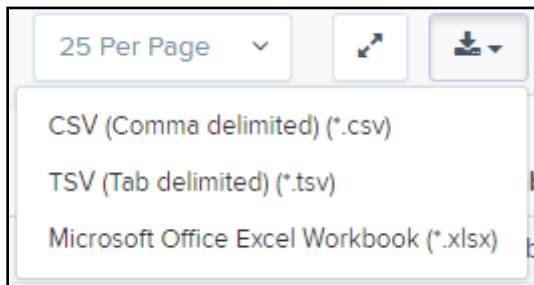





FIGURE 1: EXPORT MENU OPTIONS

- Select  **Full Screen** to view your report across your entire monitor screen.
- Select  **Filter** to view filters where you can search the report for alphanumeric entries. Deselecting hides filter fields and strip the report of your alphanumeric search.
- Select  **Filter Columns** to bring a list of all the information columns available in the report. You may configure the list to have certain columns appear in the order you choose, or to hide columns from the report listing.
  - Use the **View** option to determine whether an informational column appears.
  - Use the **Prioritize** tools to change the order of a column in the report.
  - Use the **Freeze** tool to lock a column in place when viewing the report.

Filter Columns			
	View	Prioritize	Freeze
Create Date	<input checked="" type="checkbox"/>	<input type="text"/>	<input checked="" type="checkbox"/>
Location	<input checked="" type="checkbox"/>	<input type="text"/>	<input checked="" type="checkbox"/>
Custom Batch Id	<input checked="" type="checkbox"/>	<input type="text"/>	<input checked="" type="checkbox"/>
Batch Type	<input checked="" type="checkbox"/>	<input type="text"/>	
Description	<input checked="" type="checkbox"/>	<input type="text"/>	
Deposit Status	<input checked="" type="checkbox"/>	<input type="text"/>	
Your Count	<input checked="" type="checkbox"/>	<input type="text"/>	
Your Amount	<input checked="" type="checkbox"/>	<input type="text"/>	
Received Count	<input checked="" type="checkbox"/>	<input type="text"/>	
Received Amount	<input checked="" type="checkbox"/>	<input type="text"/>	
ACH Deposit Date	<input checked="" type="checkbox"/>	<input type="text"/>	
ACH Deposit Count	<input checked="" type="checkbox"/>	<input type="text"/>	
ACH Deposit Amount	<input checked="" type="checkbox"/>	<input type="text"/>	
C21 Deposit Date	<input checked="" type="checkbox"/>	<input type="text"/>	
C21 Deposit Count	<input checked="" type="checkbox"/>	<input type="text"/>	
C21 Deposit Amount	<input checked="" type="checkbox"/>	<input type="text"/>	
Total Deposit Count	<input checked="" type="checkbox"/>	<input type="text"/>	
Total Deposit Amount	<input checked="" type="checkbox"/>	<input type="text"/>	
Deposit Slip ID#	<input checked="" type="checkbox"/>	<input type="text"/>	

FIGURE 2: WORKING WITH FILTER COLUMNS

**NOTE:** Report filter settings can be saved into a template for later use. However, we recommend that you save the reports themselves by exporting them to a file saved on your computer.

## Current Transaction Summary & Report

The *Current Transaction Summary* is found on the *Dashboard* upon logging in. It is a numerical display of the total number of items and dollar amounts of all ACH, Check 21, and credit card debits, credits, refunds, returns, and collection items for all locations a customer processes. It covers a rolling 60-day period and a transaction's current status breakdown within the system.

Although there are many reports you can use to view transactions, the *Current Transaction Summary* allows you to quickly identify any unusual activity regarding your transactions with any of the following status types:

- Declined
- Error
- In Collection
- Voided
- Uncollected NSF
- Suspended (requires (FI) action to approve or void)
- Disputed
- Invalid/Closed Account

The following table provides a list and definition of all the transaction statuses within the system, for reference.

Status	Definition
Approved	The transaction was verified and processed at the designated cutoff time.
Processed	The transaction was transmitted to the appropriate network (ACH or Check 21). Changes can no longer be made, and the transaction can no longer be voided.
Collected	(ACH Only) The transaction, originally returned NSF, was re-presented to the Federal Reserve Board (FRB) by EPS, and funds were recovered.
Awaiting Capture	Status for credit card transactions only.
Awaiting Approval	The transaction was verified, but the amount of the transaction exceeded the Dual Authorization limit of the user who created it. An authorized approver must review and then either approve or void the transaction.
Declined	The EPS system declined the transaction was and it was not processed. The transaction exceeded either Dual Authorization limits or Velocity limits.



Status	Definition
Voided	The transaction was voided and was not processed. A transaction may not be voided once the item is in the <i>Processed</i> status.
Error	An internal error occurred within the EPS system. Contact your first line of support.
In Collection	(ACH Only) EPS is re-presenting the returned NSF transaction to the FRB.
Other ACH Returns	The FRB returned the ACH transaction. The transaction is charged back.
Unauthorized	This includes the total number of transactions and total amount that were returned with one of five Unauthorized Return Reason Codes (R05, R07, R10, R29, R51).  <b>Note:</b> These R codes are no longer included in the <i>Disputed</i> status totals.
Uncollected NSF	(ACH Only) FRB returned the transaction to EPS NSF, and funds could not be recovered.
Suspended	The transaction was verified, but it has exceeded Velocity limits.
Disputed	(ACH Only) The FRB returned the transaction to EPS because the account holder at the receiving FI disputed its validity. The transaction is charged back (reversed).
Invalid/Closed Account	(ACH Only) The FRB returned the transaction to EPS because the account number at the receiving FI was invalid or because the account was closed.

Status	Definition
Resolved	A user a transaction into a <i>Resolved</i> status to indicate that no further action related to the transaction is required. Transactions can be moved into a <i>Resolved</i> status from a status of <i>Declined</i> , <i>Voided</i> , <i>Invalid/Closed Account</i> , <i>Disputed</i> , <i>Pulled</i> , <i>Uncollected NSF</i> , <i>Unauthorized</i> , <i>Error</i> , or <i>In Research</i> .
Other Check21 Returns	The FRB returned the Check21 transaction. The transaction is charged back.

---

**NOTE:** On the *Current Transaction Summary* report, debits are a debit to the check writer and a credit to the customer, while credits are a credit to the check writer and a debit to the customer. On the *Credits and Debits to the Merchants Settlement Account* report, debits are a debit to the customer account and a credit to the check writer while credits are a credit to the customer account and a debit to the check writer.

---

The figure below is an example of the *Current Transaction Summary* on the *Dashboard* upon logging in to the system.

Current Transaction Summary				
<p>Below is a summary of the previous 60 days of transaction activity as of 1/19/2018, organized by status. Hover over the status to view its definition. Selecting a status link will navigate you to a report of all transactions of that type, where you may adjust the date as necessary, filter the data, save, export, and/or print the activity.</p>				
Status	Debit Count	Debit Amount	Credit Count	Credit Amount
Approved				
<a href="#">Processed</a>	5	\$185.00	1	\$25.00
Collected				
Awaiting Capture				
Awaiting Approval				
<a href="#">Declined</a>	1	\$75.25		
Voided				
Error				
In Collection				
Other ACH Returns				
Unauthorized				
Suspended				
Uncollected NSF				
Disputed				
Invalid / Closed Account				
Resolved				
Other Check21 Returns				

FIGURE 3: CURRENT TRANSACTION SUMMARY

The *Transaction Status* report is a pre-defined report listing all transactions in a specific status. It is automatically generated when you select a status link from the *Current Transaction Summary*. The list contains items that have been processed within the last 60 days (except the *Approved* status, which shows up to the last 24 hours) and gives you access to individual transaction information and images of the scanned items as well. Follow the steps below to generate a *Transaction Status* report.

1. Log in to the application and select a status that appears as a link and contains values in the *Current Transaction Summary* (for example, **Approved**).

Current Transaction Summary				
<p>Below is a summary of the previous 60 days of transaction activity as of 1/19/2018, organized by status. Hover over the status to view its definition. Selecting a status link will navigate you to a report of all transactions of that type, where you may adjust the date as necessary, filter the data, save, export, and/or print the activity.</p>				
Status	Debit Count	Debit Amount	Credit Count	Credit Amount
Approved				
Processed	5	\$185.00	1	\$25.00
Collected				
Awaiting Capture				
Awaiting Approval				
Declined	1	\$75.25		
Voided				
Error				
In Collection				
Other ACH Returns				
Unauthorized				
Suspended				
Uncollected NSF				
Disputed				
Invalid / Closed Account				
Resolved				
Other Check21 Returns				

FIGURE 4: CURRENT TRANSACTION SUMMARY WITH APPROVED STATUS INDICATED

2. A list of the first 25 transactions (default value) appears. Select a **View** link in the far-left column to view details about that transaction.

Reports - Results

Report Type

- Transaction Report**  
Reports primarily based on a status, a category or type as associated with transaction
- ☐ Historical Event Report  
Reports primarily based on a past occurrence/event as associated with a transaction

Date Range

Date Type: Transactions Cr

Export Date Range: Custom

Start Date: Nov 14, 2015

Start Time: 12:00 AM

End Date: Jan 14, 2016

End Time: 12:00 AM

Advanced

Location

Run Reports

Transactions matching your query Title: Transaction Approved Share to All Users Save to My Reports

Displaying Page 1 of 7 Records 1 - 25 of 175 25 Per Page

View	Transaction Date	Status	Payment Type	Name On Account	Transaction
	12/18/2015 10:24:26 AM CT	Approved	Checking		(b4d9c7
	12/18/2015 10:42:20 AM CT	Approved	Checking		(bff730f
	12/28/2015 2:10:12 PM CT	Approved	Checking		(cab40c
	12/30/2015 10:50:00 AM CT	Approved	Checking		1171502
	12/30/2015 10:50:00 AM CT	Approved	Checking		1171558
	12/30/2015 10:50:00 AM CT	Approved	Checking		1171638
	12/30/2015 10:50:00 AM CT	Approved	Checking		1172334
	12/30/2015 10:50:00 AM CT	Approved	Checking		1172021
	12/30/2015 10:50:01 AM CT	Approved	Checking		416306
	1/4/2016 10:14:59 AM CT	Approved	Checking		1172331

Total Debit Count 112 Total Credit Count 61

Total Debit Amount \$6,785.79 Total Credit Amount \$1,478.00

FIGURE 5: CURRENT TRANSACTION SUMMARY, WITH APPROVED RESULTS SHOWN

- The *Transaction Details* page appears for that status. Select **Show Events** and/or **Show Audit History** to view more details about the transaction.

Transaction Details Actions

Customer (ID): Tester

Effective Date: Monday, December 21, 2015

Auth Only: \$1.00

Payment Method: ACH

From Account Type: Checking

**Show Events** Hide Events

Event Date	Application	Event	Description
12/18/2015 10:42:20 AM CT	SmartPay Business	Approved	Success

**Show Audit History** Hide Audit History

Date/Time	User	Reason	Original Values
12/18/2015 10:42:20 AM CT	Jennie	Created	

FIGURE 6: SHOW EVENTS AND SHOW AUDIT HISTORY OPTIONS

- Show Events:** The automated steps/processes a transaction has gone through. The most recent steps appear first and include the date/time the events took place in Central Time.
- Show Audit History:** Manual interaction with the transaction. Details appear with the latest steps first and include the date/time processes took place in Central Time.

**NOTE:** Additional transaction details may be listed, depending on the type of ACH transaction displayed.

## Using the Report Builder Utility

The report builder utility can be used to create one-time queries and custom recurring daily, weekly, and monthly reports for bookkeeping, historical research, and problem solving.

There are two options when creating a customized report: **New Report** and **New Shared Report**. While both are customizable, the shared report is available to other users who have access to the system. Other users are able to pull the shared report and use its settings to generate information. Only the user who created the shared report can delete it.

1. Log in to the application, and then select **Reports** from the left main menu.

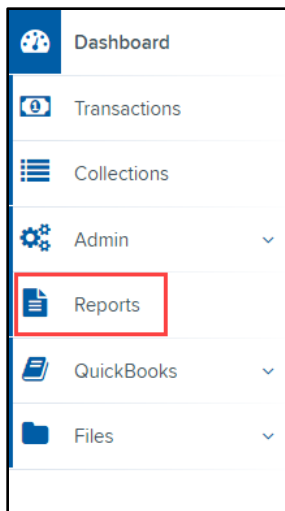


FIGURE 7: REPORTS TAB

2. Click **New Report** or **New Shared Report** if it is available to others.

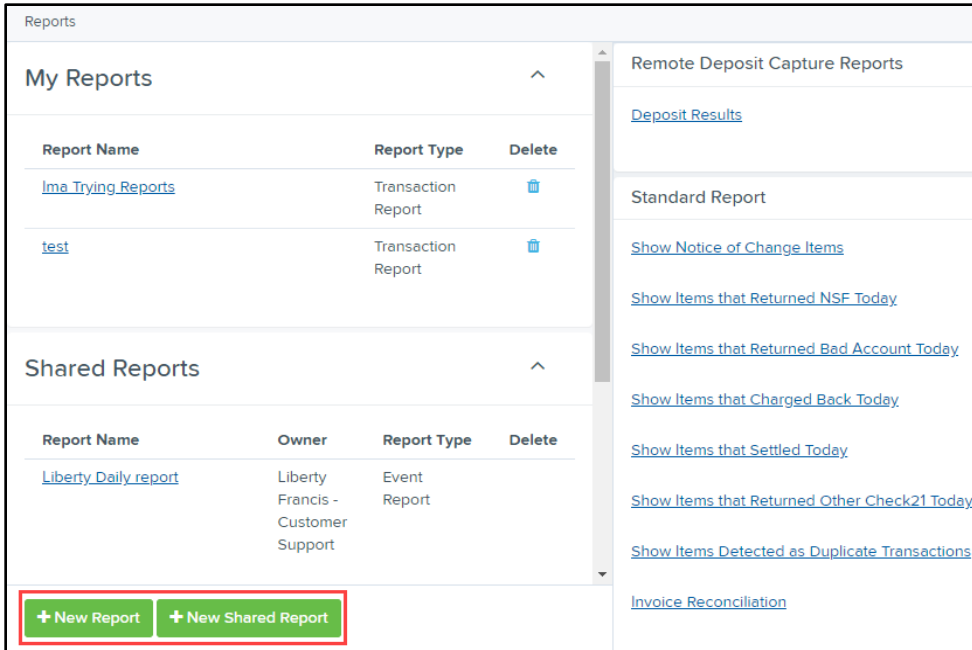


FIGURE 8: REPORT BUILDER OPTIONS FOR NEW REPORTS

3. The *Reports* page appears. In the top bar, enter a **Title** for the report. Fill in the report criteria in each of the four sections: **Report Type**, **Date Range**, **Advanced**, and **Report Column** headers.

FIGURE 9: FOUR SECTIONS IN REPORT BUILDING

- **Report Type** – Designate if your report is a *Transaction Report* based on the current status of a transaction, or a *Historical Event Report* based on past events a transaction has been through in the system.

- **Date Range** – In the **Date Type** field, select either **Transactions Created** or **Effective Dates** for the report. This selection determines if the report displays transactions based on the date they were created versus the date they took effect.
- Select a pre-specified date range using the **Export Date Range** option (ideal for recurring reports) or specify your own date range with the **Start Date** and **Start Time** and the **End Date** and **End Time** fields.

The screenshot shows a 'Date Range' section with two columns. The left column contains 'Date Type' (set to 'Transactions Created'), 'Start Date' (set to 'Jan 14, 2016'), and 'End Date' (set to 'Jan 15, 2016'). The right column contains 'Export Date Range' (set to 'Today'), 'Start Time' (set to '12:00 AM'), and 'End Time' (set to '12:00 AM'). Each field has a dropdown arrow or a calendar icon.

FIGURE 10: DATE RANGE SECTION

---

**NOTE:** If you are creating a *Historical Event Report*, a custom date range is unavailable.

---

- *Advanced Filters* section – Specify the **Location** and **Status** of the transaction that you wish to have in your report.
4. **Settlement Status:** Determines whether a transaction was deposited. Select appropriate check box(es) to designate a single status or multiple statuses.
  5. **Origin of Transaction:** Determines how the transaction was received and coded. You may designate a single origin for the report or multiple origins by selecting the check box next to each option.
  6. **Originated As:** Specifies how the transaction is processed. You may designate a single type or multiple types.
  7. **Account Type:** Determines the type of transaction(s) the report displays. You can select a specific account type or select **ALL**.
  8. **Operation:** This option specifies what process a transaction has been through. You may designate one process or select **ALL**.



9. **Authority Response Code:** This option represents the types of return responses that can be received for a transaction. Select a specific response code or select **ALL**.
10. **Amount Range:** The **From** and **To** options allow you to look for transactions with a specific amount or between amount values in decimal format (XX.XX).

*Report Column Headers* – This section allows you to organize how the report appears.

11. Select the **View** check box next to any fields to have them show on the report.
12. Under **Prioritize**, use the arrows to change the order in which information appears. For example, select the upward arrow to have a field listed before others, or the select the downward arrow to have other fields listed before it.
13. Use **Freeze** to lock fields when viewing a report. This holds certain fields in view while you explore the rest of the report information.

Report Column Headers				
	View	Prioritize		Freeze
Transaction Date	<input checked="" type="checkbox"/>	<div><div></div></div>		<div><div></div></div>
Transaction Status	<input checked="" type="checkbox"/>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Payment Type	<input checked="" type="checkbox"/>	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>
Name On Account	<input checked="" type="checkbox"/>	<div><div></div></div>	<div><div></div></div>	
Transaction ID00	<input checked="" type="checkbox"/>	<div><div></div></div>	<div><div></div></div>	
Reference Number	<input checked="" type="checkbox"/>	<div><div></div></div>	<div><div></div></div>	
Customer Number	<input checked="" type="checkbox"/>	<div><div></div></div>	<div><div></div></div>	
Operation Type	<input checked="" type="checkbox"/>	<div><div></div></div>	<div><div></div></div>	
Location Name	<input checked="" type="checkbox"/>	<div><div></div></div>	<div><div></div></div>	
Amount	<input checked="" type="checkbox"/>	<div><div></div></div>	<div><div></div></div>	

FIGURE 11: REPORT COLUMN HEADERS SECTION

14. At this time, you may choose to select the **Share to All Users** check box if you want to have this report available for other users to view. If you selected **New Shared Report** previously, this box is already selected.

Alternatively, you may wish to save the report for your own use at a later time by selecting **Save to My Reports**. This option both saves the report and generates a report to view.

A screenshot of a web interface for creating a new report. At the top, there is a breadcrumb trail 'Reports / New Report'. Below this, there is a text input field labeled 'Enter Title'. To the right of the input field are three buttons: a green button labeled 'Save to My Reports', a checkbox labeled 'Share to All Users' which is currently unchecked, and another green button labeled 'Run Reports'.

FIGURE 12: SAVE AND RUN REPORT OPTIONS

The report displays results.

15. Use the filters to change the report and then select **Run Reports** again, or you can print/export the report, as needed.
16. Column headers in the report are selectable by organization. Select a column header to organize the report based on that column's information, in either ascending order (designated by an upward arrow) or descending order (designated by a downward arrow).
17. Select **View** to the left of an item to view more details about the transaction.
18. To change the report template, adjust the report filters as desired, and then select **Save to My Reports**. This saves the filter options as a template for later use.

---

**NOTE:** Be sure to select the **Share to All Users** check box if you wish to save the report for others to use.

---

# Deposit Results Report

The *Deposit Results* report is a date range report used to display a list of batches created. It can be used to monitor the status of current day batches and the items in them, or to look at previous days' batches and items. Batches displayed in the report can represent a single deposit or be a part of a multi-batch deposit.

1. Log in to the application, and then select **Reports**.
2. Select **Deposit Results**.

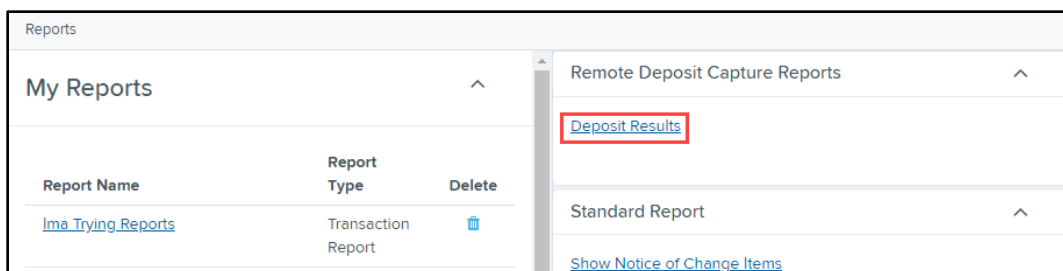


FIGURE 13: DEPOSIT RESULTS OPTION

3. The *Deposit Results Search* page appears. Select a **Location ID** from where to pull the report information. Select a date range using the **Quick Pick** option with a list of pre-set date ranges, or enter a custom **Start Date** and **Start Time** and **End Date** and **End Time**. You can search for report results older than two years (up to seven years), as long as you enter a date range in which the start and end dates are both older than two years.

## Deposit Results Search

This page displays a list of the deposits made via Remote Deposit.

**Location Name Test**

All Locations
▼

**Quick Pick**

Today
▼

**Start Date**

May 11, 2023

**Start Time**

12:00 AM
▼

**End Date**

May 12, 2023

**End Time**

12:00 AM
▼

Get Deposits

FIGURE 14: OPTIONS FOR DEPOSIT RESULTS

4. Select **Get Deposits**. A list of the batches matching your criteria appears. You may need to scroll to the right to view all the information for the report.

Reports / Deposit Results

Page 1 of 1  
Records 1 - 1 of 1

25 Per Page

Deposits matching your search criteria:

Item Details	Deposit Details	Create Date	Location	Custom Batch Id	Batch Type	Description	Deposit Status	Your Count	Your Amount
		04/16/2023 09:16:23 AM CT	Deposits	1	Remote Deposit	Batch deleted by user	Deleted	1	\$1.00

FIGURE 15: DEPOSIT RESULTS REPORT

If you searched for a report older than two years, a message appears directing you to the *Reports* page under the *Download Reports* section.

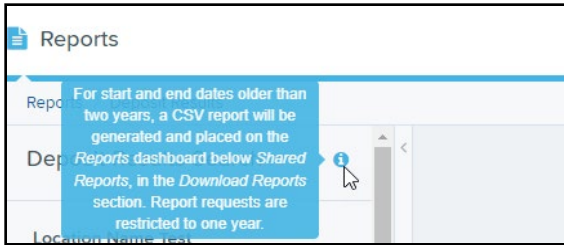


FIGURE 16: REPORT REQUEST MESSAGE




Download Reports							
Download	Report Type	Request Date	Start Date	End Date	Status	Processed Date	Expire Date
	Deposit Results	12/15/2017 08:38:17 AM CT	12/15/2013	12/14/2015	Processed	12/15/2017 08:39:27 AM CT	12/29/2017
	Deposit Results	12/21/2017 06:05:33 PM CT	12/21/2014	09/29/2015	Processed	12/21/2017 06:06:02 PM CT	01/04/2018
	Deposit Results	12/21/2017 06:45:49 PM CT	12/21/2013	12/04/2015	Processed	12/21/2017 06:46:19 PM CT	01/04/2018

FIGURE 17: DOWNLOAD REPORTS, REPORTS PAGE

The following table describes all the fields, in alphabetical order, displayed in the *Deposit Results* report and their definitions.

Field	Definition
ACH Deposit Amount	Total amount of the ACH items in the batch/deposit.
ACH Deposit Count	Number of ACH items in the batch/deposit.
ACH Deposit Date	Deposit date of the ACH items within the batch/deposit.
C21 Deposit Amount	Total amount of the Check 21/Image Replacement Document (IRD) items in the batch/deposit.
C21 Deposit Count	Number of Check 21/Image Replacement Document (IRD) items in the batch/deposit.
C21 Deposit Date	Deposit date of the Check 21/Image Replacement Document (IRD) items within the batch/deposit.


Field	Definition
Create Date	Date the batch/deposit was created.
Custom Batch ID	Information that, with the feature enabled, displays a required field when creating a new deposit. This field is a unique label for a batch/deposit and reflects on the <i>Deposit Results</i> report.
Deposit Details	Link to the list of steps the batch/deposit has taken and the user(s) who processed it.
Deposit Slip ID#	An option that, if enabled, displays a field on the <i>New Deposit</i> page with a value applied to the virtual deposit slip. This value is either predefined or optional and reflects on the <i>Deposit Results</i> report.
Deposit Status	Status of the entire batch/deposit at the time the report is generated.
Description	Deposit name which is made up of the date/time the batch was created along with a system-assigned batch ID.
Item Details	Link to a list of the individual checks that make up the batch/deposit and their respective statuses.
Location	Account (location) to be credited with the payment. This field appears on the <i>New Deposit</i> page and the <i>Deposit Results</i> report.
Received Amount	Amount of the deposit, after review.
Received Count	Number of items identified in the deposit, after review.
Total Deposit Amount	Total amount of the deposit.
Total Deposit Count	Total number of items in the deposits.

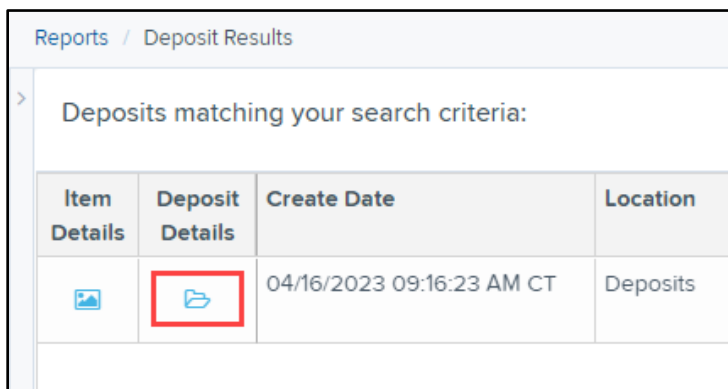
Field	Definition
Your Amount	Amount of the deposit entered when creating the batch/deposit.
Your Count	Number of items you entered when creating the batch/deposit.

Notice that the report also displays the status of each transaction under the column *Deposit Status*. The following table describes all the statuses that a transaction can display.

Status	Definition
Deleted	This status indicates that someone in your organization deleted the entire deposit prior to closing it, since a deposit may not be deleted once it was closed. None of the items in the deposit are sent to transaction processing.
Deposited	All items were processed successfully, and the deposit is in balance with no discrepancies or errors. These items are now in the approved status, and an email notification was sent to a designated user.
Deposited with Adjustment	One or more of the items within the deposit caused an adjustment to the total deposit amount. The transactions were sent to processing with the adjusted amount, and an email notification was sent to a designated user.
Open for Scanning	A deposit was created, and items can be scanned into this deposit a user closes it.

Status	Definition
Partial Deposit	One or more of the items were removed from the deposit due to a duplicate or rejected item. The deposit was sent to transaction processing with the deposit total minus the items not processed. An email notification was sent to a designated user.
Rejected	The entire deposit was rejected. A deposit is rejected when the adjustment amount exceeds the limit assigned by the FI or when all items within the deposit are rejected because they are duplicates.
Submitted	The deposit was closed, and the items are being reviewed for accuracy and errors. Once finished, the status of the items changes to one of the statuses defined previously.

5. Select  **Deposit Details** to view the events the batch has been through. The details appear on the *Deposit Details* page. Navigate back to return to the report results.





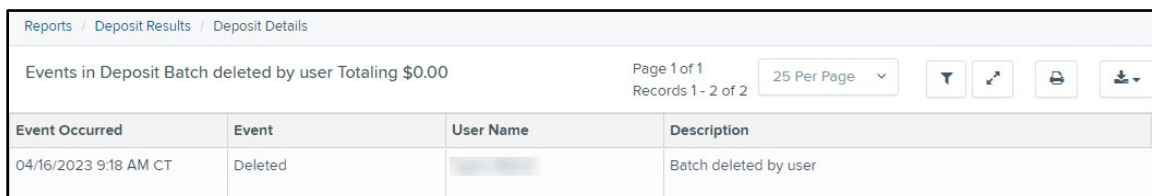
Reports / Deposit Results			
> Deposits matching your search criteria:			
Item Details	Deposit Details	Create Date	Location
		04/16/2023 09:16:23 AM CT	Deposits

FIGURE 18: DEPOSIT DETAILS ICON



Reports / Deposit Results / Deposit Details			
Events in Deposit Batch deleted by user Totaling \$0.00		Page 1 of 1 Records 1 - 2 of 2	25 Per Page
Event Occurred	Event	User Name	Description
04/16/2023 9:18 AM CT	Deleted	[redacted]	Batch deleted by user

FIGURE 19: DEPOSIT DETAILS



6. From the *Deposit Results* page, select  **Item Details** to view the individual transactions within the deposit. Results appear on the *Item Details* page. Items that need to be rescanned or have been rejected are in red.

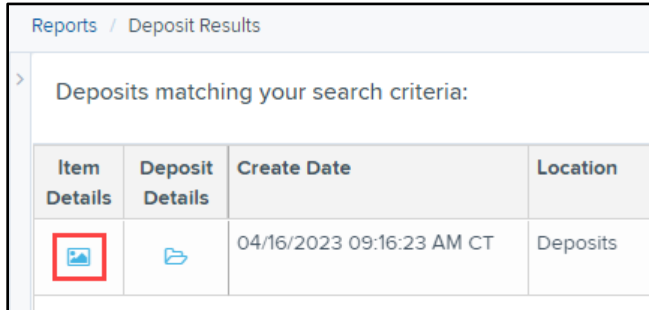
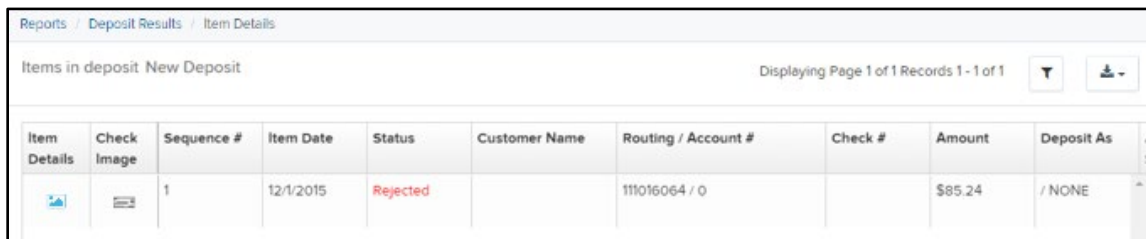


FIGURE 20: VIEW ITEM DETAILS OPTION FOR DEPOSIT RESULTS



The screenshot shows the 'Reports / Deposit Results / Item Details' page. It displays a table with the following columns: Item Details, Check Image, Sequence #, Item Date, Status, Customer Name, Routing / Account #, Check #, Amount, and Deposit As. The Status column shows 'Rejected' in red. The table also includes a header for 'Items in deposit New Deposit' and a pagination indicator 'Displaying Page 1 of 1 Records 1 - 1 of 1'.




Item Details	Check Image	Sequence #	Item Date	Status	Customer Name	Routing / Account #	Check #	Amount	Deposit As
		1	12/1/2015	Rejected		111016064 / 0		\$85.24	/ NONE

FIGURE 21: ITEM DETAILS PAGE

A transaction's status indicates where the transaction is in the deposit process. The following table describes all the potential statuses that an item can be in.

Status	Definition
Deposited	The deposit was sent to transaction processing with the deposit total minus the items not processed with the batch/deposit at the designated cutoff time.
Duplicate	The item was identified as a duplicate of an item that was already processed within the last 75 days and, therefore, was rejected from the batch/deposit.
Error	An internal error occurred within the system. Contact your first line of support.

Status	Definition
In Review	The item is waiting for MICR repair or amount key entry. Once those steps have been completed, the status then changes accordingly.
Needs Rescan	The image quality of the check is poor or is a partial image and needs to be rescanned.
Open	The item was scanned with no problems in an open batch/deposit.
Rejected	<p>The item was rejected and not processed. An item can be rejected for the following reasons:</p> <ul style="list-style-type: none"> <li>Invalid MICR</li> <li>Invalid document</li> <li>Invalid payment origin</li> <li>Duplicate item</li> <li>Batch/Deposit out of adjustment range</li> <li>Item is above a user's Dual Authorization limit</li> <li>Item is above a customer's Velocity limit</li> </ul>

7. Select  **View** under *Item Details* to view the *Batch Item Details* page, which has information about the item in relation to the batch.

Item Details	Check Image	Sequence #	Item Date	Status
		1	12/1/2015	Rejected

FIGURE 22: ITEM DETAILS ICON

Reports / Deposit Results / Item Details / Batch Details

Batch Item Details

Sequence #: 1


Routing / Account #: [REDACTED]

Check #:

MICR: [REDACTED]

Amount: 85.24

FIGURE 23: BATCH DETAILS

8. Select  **Check Image** to see specific item detail information.

Item Details	Check Image	Sequence #	Item Date	Status
		1	12/1/2015	Rejected

FIGURE 24: CHECK IMAGE ICON

9. On the *Batch Item Details* page, select **Show Event History** to see the automated steps/processes the transactions has been through.

## Credits and Debits to Your Merchant Settlement Account

The *Credits and Debits to Your Merchant Settlement Account* report is a date range report that identifies the deposits made on the indicated date(s). The report also displays the individual transaction amounts that make up a deposit and specific details of a transaction.

---

**NOTE:** On the *Current Transaction Summary* report, debits are a debit to the check writer and a credit to the customer, while credits are a credit to the check writer and a debit to the customer. On the *Credits and Debits to the Merchants Settlement Account* report, debits are a debit to the customer account and a credit to the check writer while credits are a credit to the customer account and a debit to the check writer.

---

1. Log in and select **Reports** from the top of the page.

2. Under Merchant Settlement Accounts Reports, select Credits and Debits to Your Merchant Settlement Account.

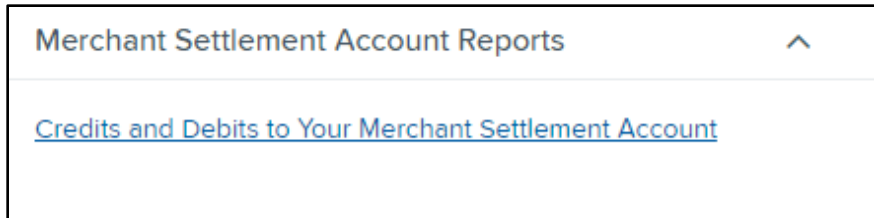




FIGURE 25: CREDIT AND DEBITS TO YOUR MERCHANT SETTLEMENT ACCOUNT

3. The *Merchant Settlement Account Reports* search criteria appear. Select a **Location ID** to pull report information from. Select a date range using either the **Quick Pick** option with a list of pre-set date ranges, or enter a **Start Date** and **Start Time** and the **End Date** and **End Time**.

A screenshot of a search form titled "Merchant Settlement Account Reports Search". The form is organized into two columns. The left column contains three fields: "Location ID" (a dropdown menu), "Start Date" (a text box with "Jan 14, 2016" and a calendar icon), and "End Date" (a text box with "Jan 15, 2016" and a calendar icon). The right column contains three fields: "Quick Pick" (a dropdown menu with "Today"), "Start Time" (a dropdown menu with "12:00 AM"), and "End Time" (a dropdown menu with "12:00 AM"). At the bottom of the form is a large green button with the text "Get Batches".

FIGURE 26: MERCHANT SETTLEMENT ACCOUNT SEARCH CRITERIA

4. Select Get Batches.
5. Select  **View** under the *Batch Details* column to view the *Batch Details* page.

- From the *Batch Details* page, select  **View** under the *Transaction Details* column to see more information about that particular transaction in the batch.




Batch Details					
Batches matching search criteria					
Displaying Page 1 of 1 Records 1 - 2 of 2					
Batch Status	Transaction Detail	Type	Description	Reason	Credit
Processed		Refund	Refund		\$0.00
Effective Date		Sale			\$10.00
12/1/2015					
Batch ID					
Location Name					
Corporate Office					
Description					
Settlement					
Total Debit Count				1	Total Credit Count
Total Debit Amount				(\$11.00)	Total Credit Amount \$10.00

FIGURE 27: BATCH DETAILS PAGE

**NOTE:** Additional transaction details may be listed depending on the type of ACH transaction displayed.

- Navigate back in your browser to return to the *Merchant Settlement Account Results*. From here, select  **Report** to see a PDF report with the transaction(s) that make up the deposit total displayed below the report.











Reports - Merchant Settlement Account Results								
Batches matching search criteria								
Displaying Page 1 of 4 Records 1 - 25 of 83								
Batch Details	Report	Batch Status	Effective Date	Batch ID	Location Name	Description	Item Count	Debit
		Processed	12/1/2015		Corporate Office	Settlement	2	\$1.00
		Processed	12/1/2015		Corporate Office		1	
		Processed	12/1/2015		Corporate Office		1	\$10.00
		Processed	12/1/2015		AA CPP Location 1	Settlement	1	
		Processed	12/4/2015		Corporate Office	Settlement	3	

FIGURE 28: RESULTS WITH REPORT OPTION

**NOTE:** For FIs: To get a PDF report, email the File Maintenance team at [epsfilemaintenance@jackhenry.com](mailto:epsfilemaintenance@jackhenry.com) to request to have the role added.

Once added, the FI Admin needs to enable the role for any users who need the report. For Partners: To get the PDF report, your Admin must enable the role for any users who need the report. If the role is not available, email: [epspartnersupport@jackhenry.com](mailto:epspartnersupport@jackhenry.com) and request to have the role added.

---

# Standard Reports

Standard reports are pre-defined daily reports. They can provide you with information about notices of changes received, your daily ACH return items and chargebacks, as well as items settled that day. To generate these reports, follow the steps below.

1. Log in and select the **Reports** tab from the left main menu.
2. Under the section *Standard Reports*, select the report you wish to run from the list displayed.

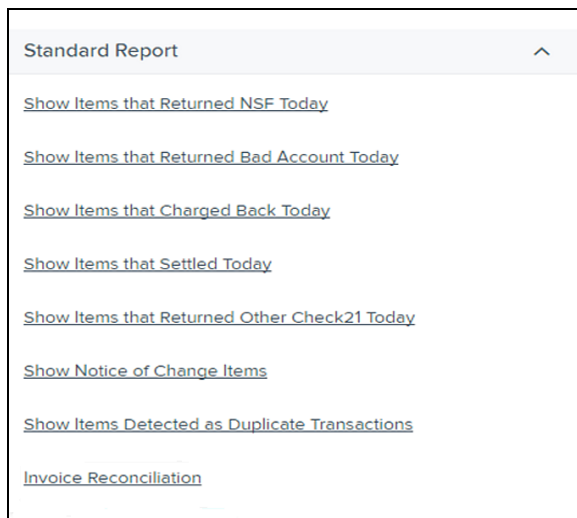


FIGURE 29: STANDARD REPORTS LIST

3. Once you select a report, it runs automatically with preset criteria in the report filters.
  - a. To make a temporary change to the report criteria:
    - i. Adjust any filters, as needed.
    - ii. Select **Run Report**.
  - b. To make a permanent change (saving the report template):
    - i. Adjust any filters, as needed.
    - ii. Adjust the name of the report and then select **Save to My Reports**.

## Invoice Reconciliation Report

This report helps customers reconcile billing invoices with their transactions. It is located under the *Standard Reports* section of the *Reports* page.

To access the *Invoice Reconciliation Report*:

1. From the **Dashboard**, choose the **Reports** tab.
2. Select the **Invoice Reconciliation** link under *Standard Reports*. The date criteria screen appears.

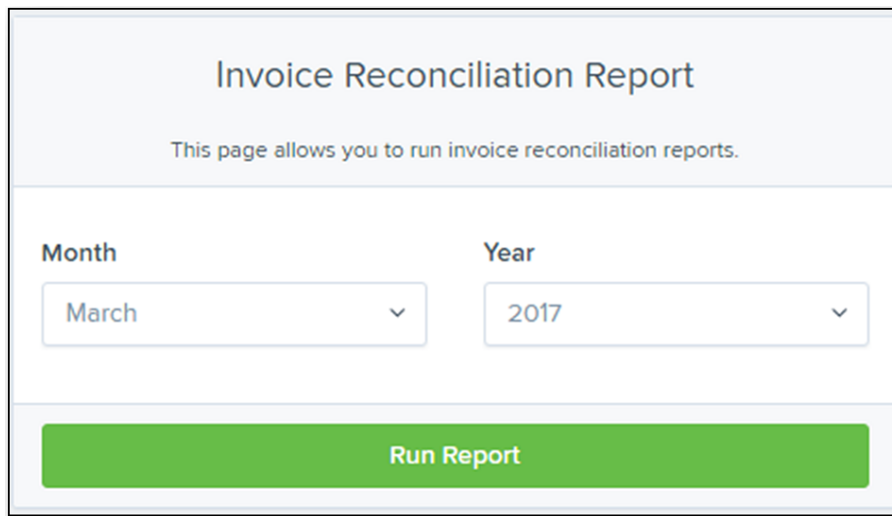
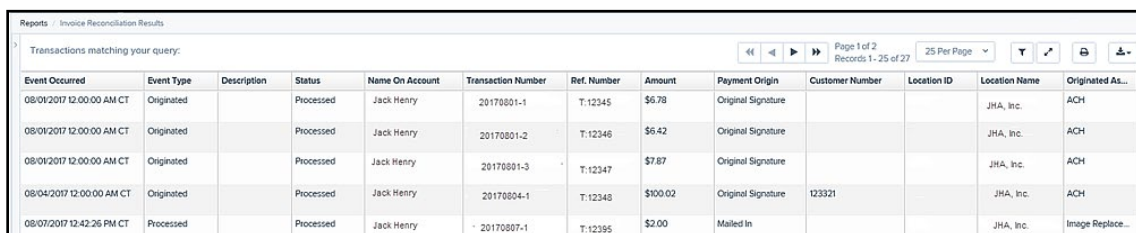


FIGURE 30: INVOICE RECONCILIATION DATE CRITERIA

3. Select the month and year. The current or future month is not available for selection.
4. Click **Run Report**.



Event Occurred	Event Type	Description	Status	Name On Account	Transaction Number	Ref. Number	Amount	Payment Origin	Customer Number	Location ID	Location Name	Originated As...
08/09/2017 12:00:00 AM CT	Originated		Processed	Jack Henry	20170801-1	T:12345	\$6.78	Original Signature			JHA, Inc.	ACH
08/09/2017 12:00:00 AM CT	Originated		Processed	Jack Henry	20170801-2	T:12346	\$6.42	Original Signature			JHA, Inc.	ACH
08/09/2017 12:00:00 AM CT	Originated		Processed	Jack Henry	20170801-3	T:12347	\$7.87	Original Signature			JHA, Inc.	ACH
08/04/2017 12:00:00 AM CT	Originated		Processed	Jack Henry	20170804-1	T:12348	\$100.02	Original Signature	123321		JHA, Inc.	ACH
08/07/2017 12:42:26 PM CT	Processed		Processed	Jack Henry	20170807-1	T:12395	\$2.00	Mailed In			JHA, Inc.	Image Replace...

FIGURE 31: INVOICE RECONCILIATION REPORT

The report can be filtered, printed, and exported. As shown in the following image, you may use filters in the **Event Type** drop-down menu to tie specific types of transactions to line items on invoices, such as *Unauthorized* or *Returned NSF*, for example.



## Recurring Payment Reports

There are two recurring payment reports available: *Show Recurring Payments That Are Disabled* and *Recurring Payments Due*. Each report lists previous and/or current accounts set up on a recurring payment or credit plan.

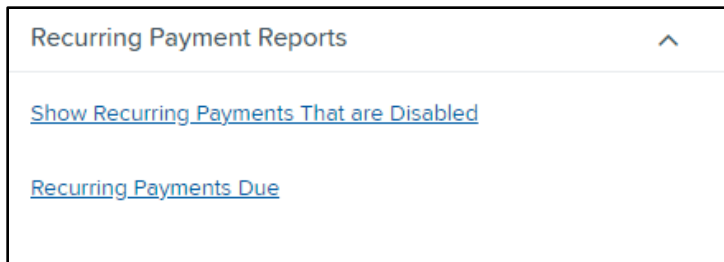


FIGURE 32: RECURRING PAYMENT REPORTS

### Recurring Payments That Are Deactivated

The *Recurring Payments That Are Disabled* report lists those accounts that no longer have funds being debited from or credited to their accounts.

1. Log in and select **Reports**.
2. Under the heading *Recurring Payment Reports*, select **Show Recurring Payments That Are Disabled**.
3. The *Recurring Payments Reports* page appears. Select a **Location** from which to pull information for the report.

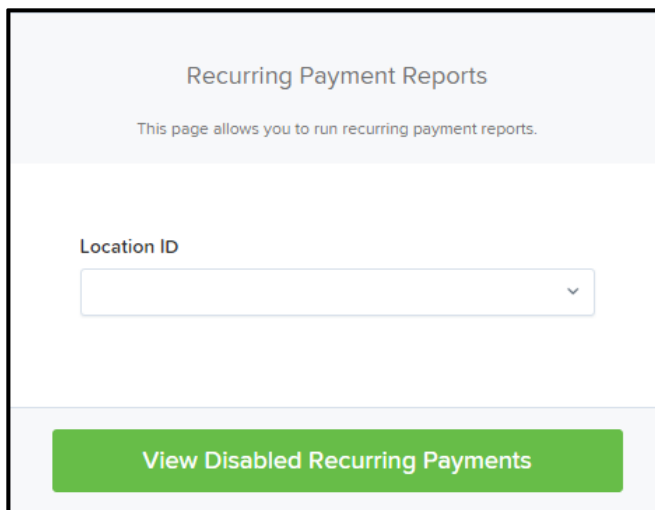

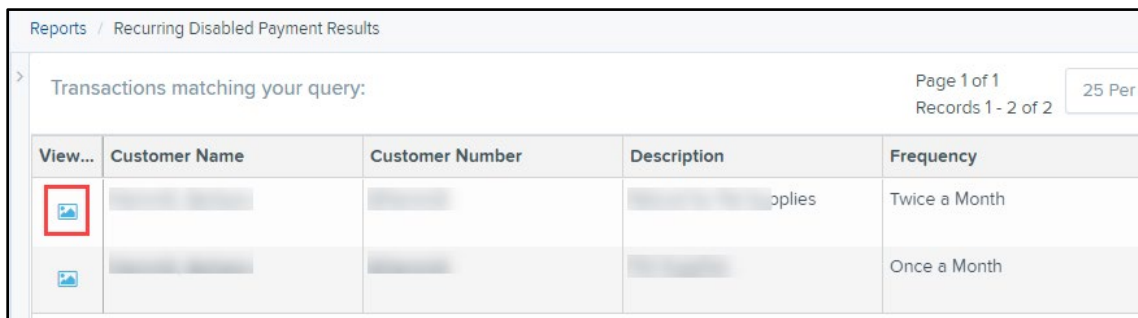


FIGURE 33: SELECTING A LOCATION FOR RECURRING PAYMENTS THAT ARE DISABLED REPORT

4. Select **View Disabled Recurring Payments**. The recurring payments that are deactivated appear. Select  **View** to see the recurring payment details.





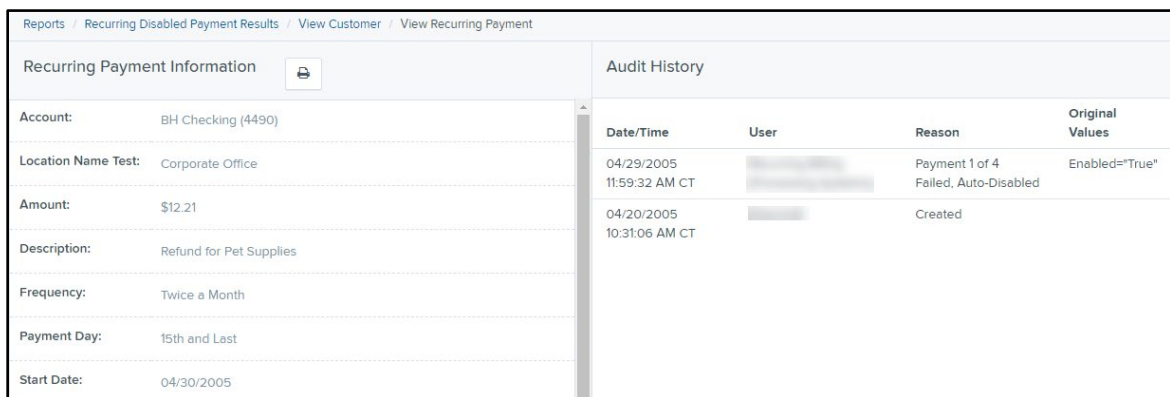
View...	Customer Name	Customer Number	Description	Frequency
			...plies	Twice a Month
				Once a Month

FIGURE 34: RECURRING PAYMENTS THAT ARE DISABLED WITH VIEW OPTION

The *Recurring Payment Information* page appears, with the *Audit History*. Select the **Edit** option to change any of the information for this transaction. The **Edit** option is also available from the main results page.



Recurring Payment Information		Audit History			
Account:	BH Checking (4490)	Date/Time	User	Reason	Original Values
Location Name Test:	Corporate Office	04/29/2005 11:59:32 AM CT		Payment 1 of 4 Failed, Auto-Disabled	Enabled="True"
Amount:	\$12.21	04/20/2005 10:31:06 AM CT		Created	
Description:	Refund for Pet Supplies				
Frequency:	Twice a Month				
Payment Day:	15th and Last				
Start Date:	04/30/2005				

FIGURE 35: RECURRING PAYMENT INFORMATION PAGE

5. Select **Update** to save all changes.

## Recurring Payments Due Report

The *Recurring Payments Due* report is a date range report that lists all accounts with active recurring payments set up. This report lists the descriptions and schedule of future payment dates.

1. Log in and select **Reports**.
2. Under *Recurring Payment Report*, select **Recurring Payments Due**.
3. The *Recurring Payment Reports* page appears. Select a location from which to pull information for this report. Select a date range using either the **Quick Pick**



option with a list of pre-set date ranges, or the manual option in which you may specify the **Start Date** and **Start Time**, and the **End Date** and **End Time** options.

FIGURE 36: LOCATION OPTION FOR RECURRING PAYMENTS REPORT

4. Select **Recurring Payments Due**. The system generates a list of payments that have set up a recurring arrangement.

View	Edit	Customer Name	Customer Number	Description	Frequency	Amount	No Of
				Automation Test	Once a Month	\$100,000,000.00	0 0
				PV Recurring Payment Test	Twice a Year	\$4.89	9 0
				PV Recurring Payment Test	Twice a Year	\$5.89	9 0

FIGURE 37: RECURRING PAYMENTS REPORT RESULTS

- c. Select  **Edit** to edit this payment on the *Edit Recurring Sale* page.
- d. Select  **View** to see more information about this payment on the *View Recurring Payment* page.