

# **Teller Capture User's Guide**

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### FPS GOLD Teller Capture User's Guide

FPS GOLD partners with Jaguar Software for our Teller Capture scanning product. The Jaguar software is used for imaging transaction slips (deposit, withdrawal, G/L, loan coupon) and checks, as teller transactions are processed through CIM GOLDTeller. Image files in the X.93.7 format are created and stored on a server at FPS GOLD.

The information in this document will explain the various setup options and requirements of FPS GOLD Teller Capture, as well as how to use it.



### Introduction

The following list gives an overview of how FPS GOLD Teller Capture works.

- Each teller station PC requires a check scanner.
- Transaction slip formats are predefined and should be used for transactions to autofill the account number, personal information for the IRS owner, and the account list.
- Customization for documents used should be customized and tested before going live on Teller Capture. See the <u>Transaction Slip Samples</u> at the end of this user's guide for required formats.
- If you choose not to scan transaction slips, the account number will need to be manually entered before you begin transactions.
- Virtual slips will be created when monetary amounts are entered in the Cash In, Cash Out, Check Out, Journal In, and Journal Out fields. There is also a field, Create Virtual Transaction Tickets when Ticket not Scanned (found on the CIM GOLDTeller Functions menu > Administrator Options > PC Institution Settings screen). If this field is checked, Virtual Tickets will be created for Deposit, Withdrawal, Loan Payment, G/L Credit, and G/L Debit transactions.
- Each Transaction must be in balance before proceeding to the next.
- Optional scanner endorsement printing can be done at the time of the transaction. Virtual endorsements are required.
- The Scan Identifier Compare will automatically come up at final logoff so scan errors and differences can be caught prior to cash balancing and final logoff.
- Procedures need to be in place to balance Checks In for your tellers, branches, and the institution before you consider your bank balanced each day.
- FPS GOLD will separate your transit checks from your on-us items.
- Transit checks will be forwarded to the Federal Reserve Bank (FRB) or your correspondent processor.
- Image Replacement Document (IRD) printing for charged back checks.

See the following sections for more information.

### **Images and Storage**

Images for transactions that are processed using Teller Capture will automatically be attached to the history on deposit and loan accounts. All checks are viewable for each transaction processed from the Teller Capture. Optionally, deposit and withdrawal slip images can be shown on your customer statements in addition to their check images.

### Purchase

Contact your FPS GOLD Client Services Account Manager to obtain a price quote for the FPS GOLD Teller Capture product. After you have purchased the licenses for Teller Capture, transaction slips for your organization will need to be customized and then tested by FPS GOLD to be used with the Jaguar scanning software.

### **Required Components**

Before Teller Capture can be turned on for your organization, options and machines must be properly updated as follows:

- Institution Option S937 (Sierra X937 Check Processing) must be turned on.
- Each teller who will be processing transactions using Teller Capture will need to be on CIM GOLD software version 2022.3.16.1 or higher.
- The Image Statement options must be set at the account level to receive check images on statements.
- To print deposit slips on statements, Institution Option DPSI (Show Deposit Slip Images) must be set.



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- To print withdrawal slips on statements, Institution Option WDLS (Show Withdrawal Slip Images) must be set.
- Each teller station PC that will be used for scanning must have a check scanner attached. Please inquire with
  your Client Services Account Manager (CSAM) for a list of scanners currently compatible with Teller Capture.
  Most scanners with Ranger Silver Bullet Technology can be used, but they need to be tested to verify
  compatibility. Additional setup costs will be charged for a scanner that is not currently compatible. Please
  work with FPS GOLD to ensure scanner compatibility before you purchase them.
- Subscribe to the X937 Research screen and the <u>Teller Capture Totals</u> screen.
- Teller stations that will be scanning transactions must mark the **Use Teller Capture** field in User Preferences (CIM GOLD > Options menu > User Preferences, General tab). See the example below.
- If you need to view items in Teller Capture but you have no scanner, you must also mark No Scanner in User Preferences (CIM GOLD > Options menu > User Preferences, General tab). See the example below.

Options Help Ar CM C C C C C C C C C C C C C C C C C C					
User Preferences Use Manifest Calculate Offline Password Size to 1024X768					
	User Preferences				
	General Enhanced Interface				
	Show Post Logon Processing Information Status	Automatically Show Customer Information Popup			
	Show Loading Screens Information Status	Move GOLDTeller Customer Information Popup to Left			
	Use List of Comment Shortcuts	Auto-hide Navigation Tree			
	Skip Showing Splash Screen on Open	Disable Chat Chat Notification Sound Beep ~			
	Skip Restoring Expanded Navigation Tree	Disable Remote Override Use Sound Notification			
	Skip Expanding Navigation Tree (1st Level)	Set Focus to Account Relds On New Screen			
	Allow Partial User List for Security Setup	Start Platform After GOLDTeller Logon			
	Show Help Paths on Help Function Calls	Check for Test Platform Files			
	Enable ToolTip Pop-up Help	Use Teller Capture No Scanner			
	Use Branch Zero Instead of Default on Queues				

**Options Menu > User Preferences > General Tab** 

### Item Types and Virtual Slips

Each item scanned is required to have a specific Item Type in order to process correctly. Some transactions will designate the Item Type based on the transaction being run. If you are scanning transaction slips (deposit, withdrawal, or loan slips), each type of slip must be customized so the scanner can pick up the correct Item Types to fill in when transactions are processed. The list below is how Teller Capture identifies the Item Types. (This field is in the check detail record 25 in position 80.)



#### **Item Types**

0	Deposited Check	5	Cash Out
1	On-us check (killed/cashed)	6	Check Out (MO CC BC TC)
2	Deposit	7	Journal In
3	Withdrawal	8	Journal Out
4	Cash In	9	Loan Coupon

When tellers will fill in fields on the Item List (F11), virtual slips will be created as necessary based on transaction type and fields populated. See the example below of a Cash Out virtual slip.

Cash Out		\$100.00
ABA = 123456780 Serial# = 0	Account = 6901	12839
1:1234,567801:	690112839"	0 .000010000.

If the **Create Virtual Transaction Tickets when Ticket not Scanned** field (found on the CIM GOLDTeller Functions menu > Administrator Options > PC Institution Settings screen) is checked, Virtual Tickets will be created for Deposit, Withdrawal, Loan Payment, G/L Credit, and G/L Debit transactions.

The following is an example of a Virtual Deposit Slip:



\$5,066.4 \$500.0 \$600.0
7,181.38
7,181

Virtual Deposit Slip



### **Processing Transactions**

The following sections explain how to process transactions using Teller Capture.

Transaction Process Overview Teller Capture Transaction Example

### **Transaction Process Overview**

#### To begin the scanning process:

1. Select the appropriate transaction from the CIM GOLD Teller transaction menu.

If a deposit or withdrawal slip or loan coupon is used, the account number will be populated on the transaction from the item type scanned. The full account number needs to be written on the tickets, including all leading zeros. If slips are not used, the account number will need to be manually entered on the transaction.

2. Place the transaction items in the scanner hopper and select <Scan Items (Alt+I)>.

The Teller Capture screen will be shown as items are scanned.

If there are read errors with an item scanned, any fields that need repair will be highlighted in yellow after the scan is completed.

#### To repair read errors:

- 1. Enter the correct information as indicated.
- 2. Click <Update>.
- 3. Click <Complete> to continue with the transaction.

After all items are scanned and necessary repairs are made, Item List (F11) will be displayed. Input Checks Out, Cash In, Cash Out, Journal In, and Journal Out as necessary for the transaction and click <OK>. The selected transaction will be populated with information based on the type of items scanned and any Item List input. If additional fields need to be populated, use Item List (F11) or manually enter fields on the transaction.

#### To process the transaction:

1. Click <Send>.

The items scanned will be attached to the transaction on the Teller Journal and on the history of the account.

### **Teller Capture Transaction Example**

The following example shows a Deposit transaction that has a deposit slip, checks in, cash out, and a journal in.

1. The Deposit transaction 1120/0/0 is selected from the transaction menu.



AYNAK 1920 Personal Information Customer Number					Deposit (1120/0/10)					
c# 4 0: Deposits 0: Deposit (1120/0/10)	Home Phone Birth Date Mother's Maid				Account Number	Skip Balance	nce			
1: Withdrawal (1130/0/0)	Account	Balance	Description	Payment	Cash In	Cash Out	Soc Sec# / Fed ID	1		
- 2: Check Cashing - 3: Acct Cash Exchange (1491.								]		
					Check In	# of Checks In	Journal In	Journal Out		
- 5: Close Account (1009/83/0)										
6: Bond Cashing										
7: Cross App Deposit (1120/0/					Next Day Hold Amt	2nd Day Hold Amt				
8: Transfer - Acct to Acct (116				_						
9: Add Check Stop Payment (* a: HSA Normal Contrib (1220/I				_	Large Excess	Extended Hold				
b: HSA Employer Contr (1220/ 1: Cashier's Check					New Description					
- 2: Money Order										
- 3: PrePaid Gift Card										
- 4: Safe Deposit Boxes										
5: Fees and Service Charges					Correction					
6: Visa Payment					Correction					

CIM GOLDTeller - Deposit Transaction (1120/0/0) Selected

 The deposit slip and checks are loaded in the scanner. If the Create Virtual Transaction Slips when Slip not Scanned field (found on the CIM GOLDTeller Functions menu > Administrator Options > PC Institution Settings screen) is checked, a virtual deposit slip will be created.



Teller Check Scanner with Transaction Slips and Checks Loaded

- 3. The items are scanned by clicking <Scan Items>(Alt+I) on the CIM GOLDTeller Screen. The Teller Capture screen is shown as the items are being scanned. If any misreads occur, the items that had read errors will be indicated (see **a**. in the example below).
- The item indicating an error is selected to fix the misread(s). As misread errors are completed, select <Update> to save the input for the misread item. The example below shows that the check amount was a misread.



🖼 Teller Capture × **Teller** Capture FPSGOLD Item Type: Transit Check ~ Test Transit Date 2.4,2022 1049 Test Transit Test Transit Test Transit Listing Misreads (1) Suspects Seq# Check# Amount Account # Transit 00 PAY TO THE = 5 Te 410 \$ ORDER OF = 6 5120005 410.25 01234567891011 FON DOLLARS 01701239557 🔕 日 7 1049 0 08003481 1000.00 0898032908 = 8 Check 5.7 12 21 ŝ MEMO TRAN 1400/3 Trans a. 1123456780: #01701239557# 001049 123456780 01701239557 💵 1049 💲 400.00 ı. Ticket Scan 🕝 Update O Complete Debits: \$1,410.25 Credits: \$1,810.25 Use ENTER to set field values, then choose Update. ....

Teller Capture Screen, 4 Items Scanned, Showing Misreads (1)



🖼 Teller Ca	pture					- 🗆 X
Те	ller	Ca	apture			FPSGOLD
Listing Seq# C	Misr	eads	Suspects Account #	5	Item Type: Deposit	✓ 100000 40000 ₩ ₩ ₩ ₩ ₩ ₩ ₩ ₩ ₩ ₩ ₩ ₩ ₩
= 7	120005 1049	810.25 410.25 400.00 000.00	7610000668 01234567891011 01701239557 0898032908		DATE 3112022 DEPOSITS MAY NOT BE AVAILABLE FOR IMMEDIATE WITDRAWAL SIGN HERE FOR LESS CASH RECEIVED DEPOSITED WITH C: FPSGOLD	\$ 1.810.25
					оч саз наралина накиз на посно для шичол зодист то тис почосно от тич чи	иони концерсон соек на начкала соцестон изнаниент
Det	oits: \$1	810 2	5 Credits: \$1,8	810 25	Complete	Scan 🕢 Update

Teller Capture Screen, 4 Items Scanned with Misreads Fixed, Updated, and Ready to Compare

The first item scanned is highlighted. The items in the list are in the order they were scanned and will remain in this order.

Each item can be verified by selecting the item from the Item Listing. If any of the data was read incorrectly, it can be repaired by changing the field and clicking <Update> to save changes.

**Note:** The total of Debits and Credits does not match in this example. However, if there is any Cash In/Out, Journal In / Out, these amounts may not match, and the additional Credit amounts will be entered on the Item List (F11) for the transaction.

The total amount of Check In items should be matched here to the total amount of Debits. If the amount is incorrect, there may be a misread on an amount that needs to be found and updated, or the amount on the tape total for the check in portion of the deposit may be written incorrectly. The teller should find and fix check amount errors before the transaction is completed.

5. When the images are verified and correct, click <Complete>.

The GOLDTeller Item List (F11) screen will be enabled. The scanned checks are populated in the Checks In column. Here the Checks Out, Cash In/Out, and Journal In/Out fields are manually entered as applicable for the transaction.



ecks In	Checks Out	Cash In	Cash Out	Journal In	Journal Out
3		Total:	Total:		
tal: 1,810.25	Amount Fe	ee 100s	100s	Total:	Total:
410.25	Total:	50s	50s		
400.00		20s	20s		
1,000.00		10s	10s		
		5s	56		
		2s	28		
		1s	1s		
		Coin	Coin	<b>-</b>	
		Select Source /	Account for Checks Out		
		Checks out from a	cet [		
		(	Set Last Item List		
	<	> Net	1,810.25		

CIM GOLDTeller > Item List (F11)

6. Click <OK> to continue with the transaction.

Based on the account number scanned and amounts entered on the Item List <F11>, the account number and the monetary fields will be automatically populated on the transaction.

- 7. Enter any other data necessary, such as the Journal Reference number or Uncollected Funds Holds (UCF).
- 8. Click <Send> to process the transaction. See the example below.

If you get to this point and find you need to scan additional items or fix an error for the transaction, click the <Re-Open Scan> button, and the Teller Capture screen will open.

If you get to this point and find that you need to cancel the transaction or start over completely, click the <Clear> button. This will clear the transaction and delete the scanned items from the Teller Capture database.



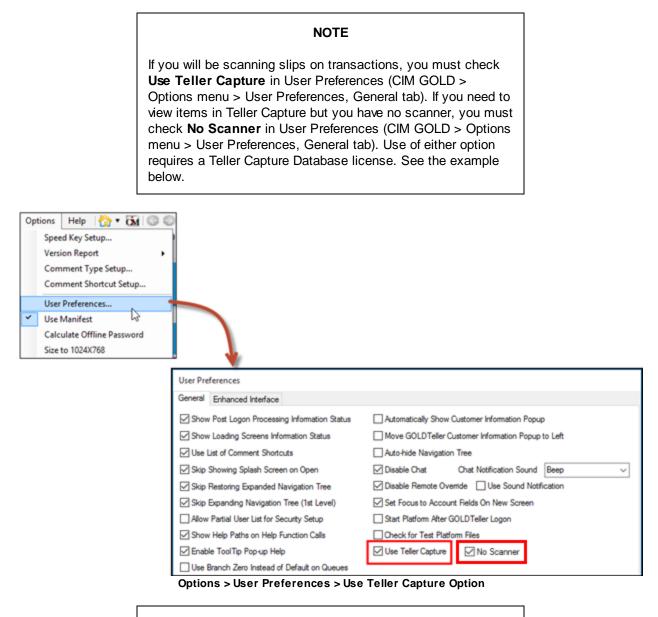
ccount Number 610-000668	Tran Amount 1810.25	Skip Balance	
ash In	Cash Out	Soc Sec# / Fed ID	
heck In ,810.25	# of Checks In 3	Journal In	Journal Out
lext Day Hold Amt	2nd Day Hold Amt	1	
Large Excess	Extended Hold		
lew Description			
		-	
Correction			

CIM GOLDTeller - Deposit Transaction (1120/0/0), Ready to Send



### **Viewing Images**

Once a transaction is processed, the items scanned for the transaction can be viewed in the Journal File and on the history of the account.



#### IMPORTANT

If the **Use Teller Capture** box is not checked, scanned items cannot be viewed until the day after the transaction was processed. The day transactions are processed, the images are only stored and viewed through the Teller Capture Web server. The next day, the images are viewed using the FPS GOLD X937 server. If you want to view images but do not scan items, click the **No Scanner** box, too.



### Viewing Scanned Images from the Journal Log

#### To view scanned images from the Journal Log:

- 1. Open the Journal File in GOLDTeller (Functions > Journal Forwarding (Ctrl + J)).
- 2. Right-click on the transaction.

The right-click menu opens, as shown below.

Journ	al Log														
My	Today's	Transactions	- Pr	nt Repo	ot Preview Report	Print New Descrip	ption F	onward All	Dose						
Teller	Record	Date/Time	0	r Cerr	Transaction Description	Tran Amount Offin	As-Of	Short Name	Overridden By	Message	New Description	Account	Xfer Account	Scan Identifier	Override Reasons
1920	1	03/02/2022 12:52	2:53		Logon <1600.0.0>	196,923.78	03/02/2022					0000-000000			
1920	2	03-02-2022 13-17	7:36		Deposit <1120-0-10>	1,810.25	03/02/2022	Repeat Reprint Reprint E-Mail Show (	t Transaction d Transaction Transaction Receipt Passbook Receipt Cash Counter term List			7619-000668		19200001	
								Show S	canned items		_				
									lit Scanned Iten e Scanned Item						

CIM GOLDTeller > Functions > Journal Forwarding (Ctrl + J)

- 3. Select "Show Scanned Items."
- 4. View the scanned items for the transaction.

NOTE
If you will be scanning slips on transactions, you must check "Use Teller Capture" in User Preferences (CIM GOLD > Options menu > User Preferences, General tab). If you need to view items in Teller Capture but you have no scanner, you must check "No Scanner" in User Preferences (CIM GOLD > Options menu > User Preferences, General tab).

### **Viewing Scanned Images from Deposit Account History**

This section explains how to view scanned images from the Deposit Account History screen.

**Note:** The <Show Scanned Items> button will only be available to view current day scanned images if the **Use Teller Capture** checkbox is checked (found in CIM GOLD > Options menu > User Preferences, General tab). Before you can use this option, you must have a Teller Capture Database license. Scanned images for a previous date may be viewed without this option checked.



#### To view scanned images from Deposit Account History:

1. Go to the account history screen in CIM GOLD Deposits.

CIM GOLD	History Jo	e Customer	/610 000668														
ile Screen H	istory Refr	sh Print Scr	een Option	s Dep	osit Options	Help	👌 • 🕅 I	000		► Ge							- 0
		lanagement eous Other/							Sales History	Internet and Phon	e Systems I	nternet and Pl	ione Systems Set	up Lea	ising Lo	ans	
Open	Cont	lon		1400		Control											
Features: CK																	
Select By	Date	Time	Check Nor	Teller	Туре	Tran T	orc Amou	nt P	lecord Type								
Start 01/31	/2022 ~	12:00:00 AM	•		~ V			44.4	count Analysis	A.							
End	~	11:59:59 PM	1		~			DA - In	coming ACH ccount Master								
			Rese	e	Description Se	arch		00-00	TC Holds								
41 Items Mate	hed Selections		Display Histo	oy .	Mnemonic Sea	rch				÷							
Skip Date	Time	Descript	tion Tr	an Code	Transaction A	mount Ac	count Balance	Type	Teller/Employee	More Description	Check # Tra	e # Penalty	vithHolding Imag	d EDI	Scanned	Record T	lype
03/02/20	122 13:17:28	DEPOSIT		1120	1,	810.25	725,285.53	3 Chk	1920				N	N	Y	DM	
03/01/20	22 16:20:06	DEDOCIT		1120		113.30	723.475.28	E Chk	1920				N	N	v	DM	

CIM GOLD > Deposits > Account Information > History

2. Access the history for the date(s) of the transaction.

Note: The Scanned column shows a "Y" when items have been scanned for a transaction.

3. Double-click on the transaction to view the History Detail screen.



Transaction Date an Switch Date	Swit	tch Time	17.00		saction	Type and Modifier T	Description forc Type Chk	Descriptor	
Date 03/02/2 As of Date	LUZZ	T3: curring ATM/PC	:17:28	DEP	OSIT				
Last File Maintenance	Hec	By	57 1						
Transaction Credent FPS? Y Teller 1920 Terminal T1	ials	Override In Officer Overrid Supervisor Ov Teller Override	de? verride?	NNN	Check N Trace N				
Skip? N		Override Telle			Previ	ous	Next		
Telephone? N ransaction Amounts		File Mainten	ance Data						
Amount Field	Amount	FM Field	Description			Repeat	Old Data	New Data	Ī
Tran Amount	1,810,25	DMCRBL	Current Bala	ance			723,475,28	725.285.53	
Check In	1,810.25	DMDTCC	Date Last O		er C		03/01/2022	03/02/2022	
# Dep Items	3	DMDTLT	Date Last T	ransac	tio		03/01/2022	03/02/2022	
Scanned Items ID	19200001	DMDTLA	Date of Last	t Activi	t		03/01/2022	03/02/2022	
		DMDTAC	Date Last A	corues	i i		03/01/2022	03/02/2022	
		DMHIBL	Cycle High I	Balanc	e		723,475.28	725,285.53	
		DMMDDP	MTD Depos	sits			751,338.48	753,148.73	
		DMYDDP	Fiscal YTD	Depos	its		751,338.48	753,148.73	
		DMDTLD	Date Last D	Deposit			03/01/2022	03/02/2022	
		DMLDAM	Amount Las	st Depo	sit		113.30	1,810.25	
		DMDPCY	Nbr Deposit	ts In Cy	rd		54	55	
		DMDICY	Nbr Deposit	ts Items	4		401	404	

CIM GOLD > Deposits > Account Information > History, History Detail

- 4. To view the images, click <Show Scanned Items>.
- 5. All images scanned and virtual tickets will be listed for the transaction in the order that they were scanned. Click on each item to see the image.



Item Type	Item Amount	Front	
Deposit Transit Check Transit Check Transit Check	1,810.25 410.25 400.00 1,000.00	Joe and Jane Customer Street Address City, ST 55555 DATE 3112022 DEPOSITS MAY HOT BE AVAILABLE FOR IMMEDIATE WITDRAWAL	100000 40000 410.25
		BION HERE FOR LEBS CASH RECEIVED	•₩₩₩₩ • \$ 1.810.25
		Back	
		Test Bank of FPS GO Subscript Research and Letters as the first of the source of the sourc	8 8

Teller Capture Item Summary Screen, as Shown from Teller Journal (Ctrl+J) and History, Displaying a Deposit Slip

### **Viewing Scanned Images from Loan Account History**

This section explains how to view scanned images from the Loan Account History screen.

**Note:** The <Show Scanned Items> button will only be available to view current day scanned images if the **Use Teller Capture** checkbox is checked (found in CIM GOLD > Options menu > User Preferences, General tab). Before you can use this option, you must have a Teller Capture Database license. Scanned images for a previous date may be viewed without this option checked.

### To view scanned images from Loan Account History:

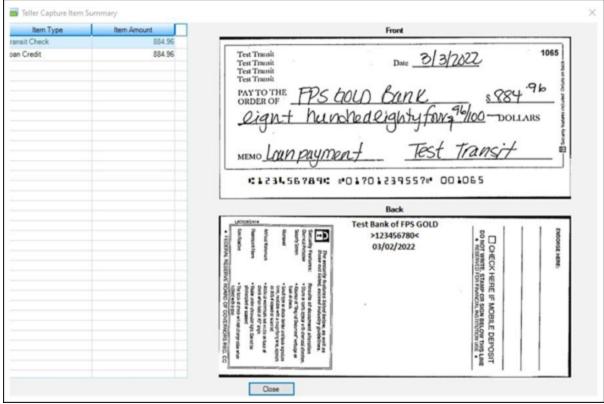
- 1. Go to the account history screen in CIM GOLD Loans.
- 2. Access the history for the date(s) of the transaction.
- 3. Double-click on the transaction to view the History Detail.



	History Joe	Customer 000	0773878					- u
le Screen I	History Pale	ech Driet Screen	Ontions Loan Ontio	s Help 🏠 • 🕅 🕻		44	► 60 H H	4
						-	ry Internet and Phone Systems	
							ort Warehouse Security Teller System	n
			to the terration			and and	and and areany court system	
OPEN			35LOAN			Investor		
loan			39.0044			Notepad	10/09/2021	
	_					reprepar		
Short Histor	V Detailed F	istory Statement	ts   Loan Information	Converted History				
	Date		Teller Tran Torc	Amount Field	Cash	6	Reset	
Start 03/0		2:00:00 AM			. ⊡ Ovec	k		
Stop 03/0	3/2022 ~	1.59.59 PM			Jour	al D	Al Display History	
5	Histories Mato	hed Selections "E	ind of History for Account"		Displ	ay Recent Hat	ory First	
	1	1.1		Has	Skip On Skip	met   Since	I Stin On	
Date	Time Te			1100		y On	and the second sec	Concession of the local division of the loca
03/03/2022			EGULAR PAYMENT 0-					Print Setup
03/03/2022			EGULAR PAYMENT 0- EGULAR PAYMENT 0-	8				Print Preview
03/03/2022			EGULAR PAYMENT 0-					Print
03/03/2022		The second	P PMT SUMMARY 0-					rat
05052024	2 10.34.50	320 JN 0602 DH	P PHI SUMMART				U '	
	Teler 192 Type Jour Torc 0- Skip On Sta	mai	On	Updated By (	Dn .			Pert Save Notes Cose Show
		rate raporta						Scanned
	Transaction /	mounts	File Maint	enance Data				
	Amount Field		FM Field		Old Data	New Data		
	Cust Pint	227.49		Accrued Interest	44.04	43,433,437		^
	Total In	227.49		Last Accrued	12/15/21			
	Principal	-135.08	LNDUDT	Last Payment Date	10/05/21			
		92.41		Installment	33	34		
	Interest		I MARKING	and the state of t	33			
Collateral S	Interest Total Out	227.49		Principal Balance	3,233,29	3,098,21		
Collateral S			LNPBAL	Principal Balance Interest Paid To Date	3.233.29			
Colateral S			LNPBAL LNPDTO	Interest Paid To Date	10/05/21	03/03/22		
Collateral S			LNPBAL LNPDTO			03/03/22		
Collateral S			LNPBAL LNPDTO	Interest Paid To Date YTD Interest	10/05/21 255.09	03/03/22		
Coluteral S			LNPBAL LNPDTO	Interest Paid To Date YTD Interest Accrued Interest	10/05/21 255.09 44.04 7.00000	03/03/22		

CIM GOLD > Loans > Account Information > History, Detailed History tab

- 4. To view the images, click <Show Scanned Items>.
- 5. All scanned items and virtual tickets will be listed for the transaction in the order that they were scanned. Click on each item to see the image.



Teller Capture Item Summary Screen, Transit Check



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Item Type	Item Amount		Front	
ransit Check .can Credit	884.96 884.96	Loan Credit Tran Code: 2600-16 Date = 3/3/2022 16:34:39 ABA = 123203535 Serial# = 0 Account# = 00010773878	Transit Check:	5884.96
			Amount	\$884.96
		:1234.56 780:	00010773878*	0 /0000088496/
			Back	
		Loan Credit rear image 20220303192000002		
		Qose		

Teller Capture Item Summary Screen, Virtual Loan Slip



### **Corrections/Cancellations/Errors**

When a transaction is processed with scanned items and it is corrected from the Teller Journal (Ctrl+J), the scanned items are deleted from the database. This means that the items must be rescanned using the appropriate transaction.

My	Today's	Transactions  +	Print Re	port Preview Report	Print New	Description F	onward All	Oose						
eller	Record	Date/Time		Transaction Description	Tran American	Offine As-Of	Short Name	Overridden By	Message	New Description	Accesst	Xfer Account	Scan Identifier	Override Reasons
920	1	03/04/2022 13:50:43		Legen <1600/0/0>	196,923.78	03/04/2022					0000-000000			
920	2	03/04/2022 14:04:20		Deposit <1120/0/10>	371.92	03/04/2022	Con	ect Transaction		1	7610-000668		19200002	
							Rep Rep Rep	vard Transaction eat Transaction int Receipt int Passbook ail Receipt						
								w Cash Counter w Item List						
							Add	w Scanned Items /Edit Scanned Ite ove Scanned Iter	ms					

Journal Log

If a transaction is canceled on the GOLDTeller screen after its items were scanned, the scanned items will be deleted from the database.

#### Handling Errors

You can correct scanning errors and delete duplicate scans after scanning has completed.

#### To correct scanning errors:

- 1. If an error was made during the scan process or on the F11 screen, return to the scan by clicking <Open Scan Client> from the dialog shown below.
- 2. If the error is on the F11 screen, click <Open Item List>.
- 3. Fix any errors, then click <Continue>.

Click 'Open Scan Client' to Re-Open Scanned Items. Click 'Open Item List' to Correct from F11 Item List. Click 'Continue' to complete Transaction without correcting errors. You should Continue only if you plan to add scanned items later.	Tra	ansaction amount of: 37	1.92 does not match scanned	ticket amount of: 1,486.21
Click 'Continue' to complete Transaction without correcting errors.	A	Click 'Open	Scan Client' to Re-Open Scan	nned Items.
	∕!∖	Click 'Oper	n Item List' to Correct from F1	1 Item List.

#### To return to the scan for any reason before the transaction is processed:

1. Click <Re-Open Scan> (see the example below).

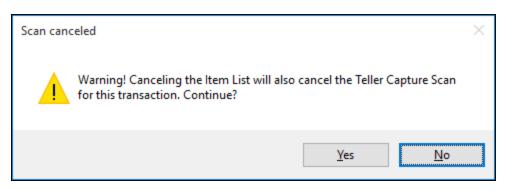


Account Number 7610-000668	Tran Amount 1810.25	Skip Balance	
Cash In	Cash Out	Soc Sec# / Fed ID	
heck In ,810.25	# of Checks In 3	Journal In	Journal Out
Next Day Hold Amt	2nd Day Hold Amt	1	
Large Excess	Extended Hold		
Vew Description			
Correction			

- 2. Fix the errors on the scan.
- 3. Click <Complete>.
- 4. Validate the F11 again.
- 5. Click <OK>.
- 6. Click <Send> to send the transaction.

#### To cancel a scan:

1. Click <Cancel> on the F11 screen. The "Scan Canceled" warning will display (see below).



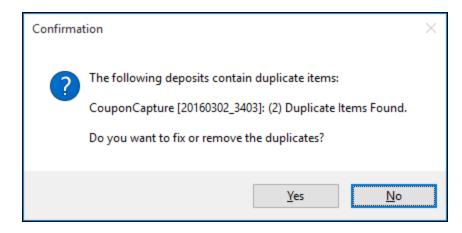
2. Click <Yes> to cancel the scan. Items scanned will be cleared from the database and will need to be rescanned.

OR

Click <No> to keep the F11 screen open.

#### **Handling Duplicates**

A Confirmation dialog box will display if duplicate items are scanned (see below).



#### To remove duplicate scans:

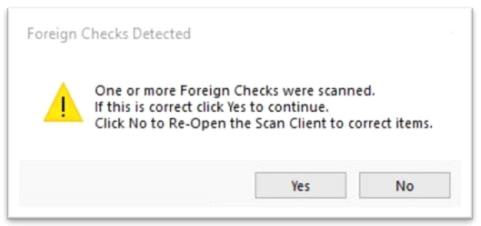
1. Click <Yes> to remove the duplicates.

OR

Click <No> to keep the duplicates and send both in the x937.

### **Foreign Checks**

When the scan client assigns a check type as Foreign, the Foreign Checks Detected dialog will display when the scan client is closed (see below).



Foreign Checks Detected Dialog

#### To continue or correct Item Type:

1. Click <Yes> to continue the transaction.

OR

If the foreign item type is incorrect, click <No> to open the scan client and retype the item to the correct Item Type.



### **Non-MICR Items**

When a Non-Micr Item Type is assigned to a scanned item, the Non-Micr Items Detected dialog will display when the scan client is closed (see below).



#### Non-MICR Items Detected Dialog

#### To correct this Item Type:

- 1. Click <OK> to open the scan client
- 2. Locate the incorrect item.
- 3. Select Change the Item Type to the correct selection.
- 4. Click <Update> and <Complete>.
- 5. Complete and the transaction and click <Send>.

### Add/Edit Items from Teller Journal (Ctrl+J)

When you have a large transaction with many checks to scan, you can run the transaction and print a receipt for your customer. Then later, when you have time for the large scan, you can go to the Teller Journal (Ctrl+J), right click on the transaction, and select "Add/Edit Items." The scan client will display, and the checks will scan for the X937 file. Check items must balance back to the amount of the original transaction. If they do not, you will need to correct the transaction and process it again with the correct dollar amount scanned.

**Note:** To use this option, the deposit slip must be scanned with the original transaction, or the "Create Virtual Transaction Tickets when Tickets Not Scanned" option must be used. This places a deposit slip image that will allow for the Check In scan "Add/Edit Items" from the Teller Journal.



Му	Today's	Transactions  *	Print	Repo	Preview Report	Print New			orward All	lose	
Teller	Record	Date/Time	Ovr	Corr	Transaction Description	Tran Amount	Offline	As-Of	Short Name	Overridden By	Message
1920	1	03/04/2022 13:50:43			Logon <1600/0/0>	196,923.78		03/04/2022		(	
1920	2	03/04/2022 14:04:20			Deposit <1120/0/10>	371.92		03/04/2022	Corre Forwa Repea Reprin E-Mai Show	ct Transaction ard Transaction at Transaction at Receipt at Passbook at Receipt Cash Counter Item List	
									Show	Scanned Items	
									Add/I	Edit Scanned Ite	ms
									Remo	ve Scanned Iter	ns
									Show	Passbook Info	

### **Remove Scanned Items**

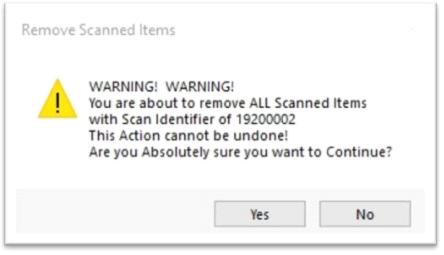
Use Remove Scanned Items on the Teller Journal (Ctrl+J) to remove Teller Capture scanned images for the transaction selected. A "Remove Scanned Items" warning will be displayed to ensure you want to continue removing the scanned items from the transaction selected.

This option should only be used if all scanned items need to be removed from a transaction and then scanned again using the Add/Edit Scanned Items menu option. Otherwise, the transaction should be corrected from the Journal and then rerun correctly.



Correct Transaction Forward Transaction Repeat Transaction	
Reprint Receipt	
Reprint Passbook	
E-Mail Receipt	
Show Cash Counter	
Show Item List	
Show Scanned Items	
Add/Edit Scanned Items	
Remove Scanned Items	
Show Passbook Info	
Edit	×
Printing	•
Export	•
Auto Resize	•
Find	

**Right-Click Menu** 



Remove Scanned Items Warning



### **Balancing and Scanned Item Compare**

The Scan Identifier Compare (Ctrl+Z) function compares all items that have been scanned by a user in the Teller Capture database to the Teller Journal (Ctrl+J) on the DB4 server. This function will locate any Scan Identifier items that do not match from the database to the journal. Each user can only perform the Scan Identifier Compare Function for their own files and not for other users.

Functions 🦊 Speed Keys 🔛	Options		earch (F9)	- Multi	ple Transa
Clear CIS Search Information	Shift+F9	on			
Go Back to Interrupted Transaction	Ctrl+B				
Interrupt a Transaction	Ctrl+I				
Item List	F11	e			
Print Output Display	Ctrl+P	ance	Descriptio	n F	ayment
Repeat Last Transaction	F12			Í	
Repeat Last Transaction and Fields	Shift+F12				
Reprint Receipt	Ctrl+R				
Reverse Last Transaction	F8				
Administrator Options		•			
Operator Functions		•			
Print Functions		•			
Teller Capture Functions		•	Scan Identifi	er Compare	Ctrl+Z
Teller Total Functions		•	Initialize Sca	nner	
Check Writer			Force Close	Scan Client	
Counter Check Writer			Teller Captur	e Item Work	

#### GOLDTeller > Functions > Teller Capture Functions > Scan Identifier Compare (Ctrl+Z)

You can perform a Scan Identifier Compare (Ctrl+J) anytime during the day, and it will automatically occur when you are doing the Final Sign-Off and balancing for the day. You should also perform this function anytime you think a transaction may not have processed properly, anytime you experience communication issues during a transaction, and as you subtotal balance throughout the workday.



Cash Drawer Balance Starter	
<ul> <li>Temporary Release</li> <li>Don't Clear Currency Fields</li> <li>Use An Adding Machine</li> </ul>	
OK Cancel	

GOLDTeller - Final Logoff Cash Drawer Balance Starter

When the Scan Identifier Compare function is performed, your subtotals will automatically pull and be displayed in the Teller Output, and the Scan Identifier Compare screen will be displayed.

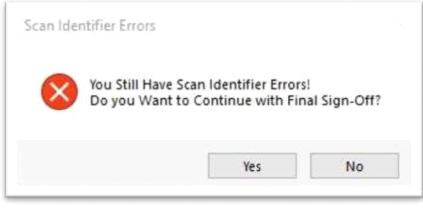
The Scan Identifier Compare will display errors (highlighted in fuchsia) and the number of errors (indicated in red). These are items in the Teller Capture database that are not on the Teller's Journal. The Check In Total and On Us Posted Total should be compared to the CKIN and ONUS subtotals displayed for any differences.

	Teller 1920				
<	Item Type	Account Number	Amount	Scan Identifier	
Display Host Totals Completed Successfully:	Deposit	7610087319	35	5.00 19200001	
SUB TOTALS TELLER 0277/1920 03-08-2022	Transit Check	103549111	60	0.00 19200001	
CSOT 1,750.00	Transit Check	1234567891011	4	5.00 19200001	
XIN 1,145.00 CKOT NIN JNOT	Cash Out	7610087319	25	0.00 19200001	
PIN 895.00 DPOT 1,500.00	On Us Kill Check	7610000668	1,50	0.00 19200002	
NIN LNOT	Cash Out	7610000668	1,50	0.00 19200002	
LIN GLOT ET¢ 193,673.78 ONUS 1,500.00	Deposit	7610087319	50	0.00 19200004	х
DIN MOOT	Transit Check	2985006300	50	0.00 19200004	X
CIN CCOT	Deposit	7610087319	50	0.00 19200 05	
CIN TCOT	Transit Check	2985006300	50	0.00 1920005	
DIN SDOT LIN SLOT					
GIN SGOT					
				1	
		L		1	
	Transit	1.645.00	4	1 Scan Identifie	r Erron
	On Us	0.00	0		
	Foreign	0.00	0		
	Check In Total	1.645.00	4	Re	-Compare
	On Us Posted Total	1,500.00			Close

Teller Capture Scan Identifier Compare – With Errors

When the Scan Identifier Compare is displayed at Final Sign-Off and you click <Close> with errors still indicated, the following error message will display. Clicking <Yes> will allow you to continue your Final Sign-Off. Clicking <No> will close the error message and allow you to start the Final Sign-Off balancing process again. Typically, you should not complete your Final Sign-Off with any Scan Identifier Errors present.





Final Sign-Off Teller Capture Scan Identifier Compare Error

Scanned items can be displayed with a double-click or by right-clicking and selecting "Show Scanned Items." To remove errors, right-click the item and select "Remove Scanned Items by Scan Identifier." Typically, you will want to review and remove the items that indicate errors. If any errored items should be in a transaction but are not, you will need to remove the items and rerun the transaction.

	Telle	r 1920		
Item Type	Account Number	Amount	Scan Identifier	
Deposit	7610087319	395.00	19200001	
Transit Check	103549111	600.00	19200001	
Transit Check	1234567891011	45.00	19200001	
Cash Out	7610087319	250.00	19200001	
On Us Kill Check	7610000668	1,500.00	19200002	
Cash Out	7610000668	1,500.00	19200002	
Deposit	7610087319	500.00	19200004	×
Transit Check	2985006300	Show Scanned Items		
Deposit	7610087319	Remove Scanned		
Transit Check	2985006300	Edit Printing Export Auto Resize		> > >

#### Teller Capture Scan Identifier Compare Right-Click Menu

When "Remove Scanned Items by Scan Identifier" is selected, the "Remove Scanned Items" warning will be displayed. If you click <Yes>, all items that share the same Scan Identifier will be deleted from the Teller Capture database. If you click <No>, the warning will close, and the scanned items will not be removed.



	Telle	er 1920		
Item Type	Account Number	Amount	Scan Identifier	
Deposit	7610087319	395.00	19200001	Í
Transit Check	103549111	600.00	19200001	
Transit Check	1234567891011	45.00	19200001	
Cash Out	7610087319	250.00	19200001	
On Us Kill Check	7610000668	1,500.00	19200002	
Cash Out	7610000668	1,500.00	19200002	
Deposit	7610087319	500.00	19200004	Х
Transit Check	2985006300	500.00	19200004	Х
Deposit	Remove Scanned Ite			
Transit Check	with Scan This Action	eout to remove ALL Scanne Identifier of 1920004 n cannot be undone! bsolutely sure you want to		
	_	Yes	No	

Teller Capture Scan Identifier Compare – Remove Scanned Items Warning

After the items are removed, the Do you want to Re-Compare? dialog will display. Clicking <Yes> will fully recompare the scanned items from the database to the teller journal. Clicking <No> will show that the item(s) have been removed by placing a strike through the text on each line item removed. Then you can continue deleting items if needed.

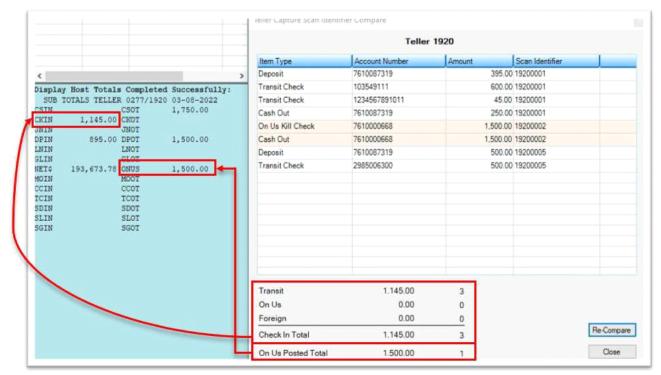


Item Type	Account Number	Amount	Scan Identifier	
Deposit	7610087319	395.00	19200001	
Transit Check	103549111	600.00	19200001	
Transit Check	1234567891011	45.00	19200001	
Cash Out	7610087319	250.00	19200001	
On Us Kill Check	7610000668	1,500.00	19200002	
Cash Out	7610000668	1,500.00	19200002	
Deposit	7610087319	500.00	19200004	X
Transit Check	2985006300	500.00	19200004	Х
Deposit	7610087319	500.00	19200005	
Transit Check	2985006300	500.00	19200005	
	Re-Compare	you want to Re-Compare	.?	

Teller Capture Scan Identifier Compare – Re-Compare Dialog

After errors are removed and a Re-Compare is completed, you will see the check totals in balance, as shown below.





Teller Capture Scan Identifier Compare – No Errors and Balanced

#### **IMPORTANT**

Tellers should always compare the Check In Total and On Us Posted Total to the CKIN and ONUS subtotals displayed for any differences, even when there is not an error message on the Scan Identifier Compare. If there is a difference, the teller will need to review their check items to locate the check item. Depending on the item and transaction causing the out of balance, a transaction correction or Teller Journal Add/Edit Scanned Items may need to be completed.

At this point, you can click <Close> on the Teller Capture Scan Identifier Compare. At the final log off, your Cash Drawer – Adding Machine dialog box will then be displayed, and you can finish your cash balancing and click <OK> to log off for the day.



	Coin	
193,000.00	1.00's	
300.00	.50's	
300.00	.25's	
	.10's	
	.05's	
	.01's	0.78
73.00	Rolled	
	Misc. Fields	
	Glory	
0.00	New Money	
0.00	Mutilated	
193,673.78		
193,673.78		
0.00		
	300.00 300.00 73.00 0.00 0.00 193,673.78 193,673.78	193,000.00       1.00's         300.00       .50's         300.00       .25's         .10's       .05's         .05's       .01's         .01's       .01's

Cash Drawer - Adding Machine at Final Logoff

#### **IMPORTANT**

The Scan Identifier Compare uses Web services. The length of time it takes for the compare to run will depend on the number of items scanned, the number of transactions, and communication speeds for each PC/office. Please be patient while this function runs and do not try to exit CIM GOLD or GOLDTeller during the process.

### **Transmission of X937 Files**

The transmission of X937 files will be customized for each organization. After FPS GOLD receives the daily file, it will be separated by transit items and on-us items. Transit items will be sent out to FRB or the correspondent processor, and on-us items will be processed. X937 files are stored on a server at FPS GOLD to be used for X937 Research, image viewing/printing, and Image Replacement Documents (IRD).



# **Teller Capture Totals Screen**

Your institution must first subscribe to this screen and give security to the appropriate staff.

The Teller Capture Totals screen is found in the CIM GOLD menu under Teller System. See the following example.

•	Teller System	
	Administrative	
	Electronic Transaction Journal	
	GOLDTeller	
	Teller Capture Totals	

Total \$	Total #	On Us/Transit \$	On Us/Transit #	Transit \$	Transit#	On Us \$	On Us #	Cashed \$	Cashed #	Date
785,252.31	617	747,213.38	549	609,424.22	413	137,789.16	136	38,038.93	68	03/23/2022
395,044.38	582	373,384.43	564	294,823.01	413	78,561.42	151	21,659.95	18	03/21/2022
0.00	0	0.00	0							03/14/2022
373.54	5	173.54	4	173.54	4			200.00	1	03/10/2022
63,481.85	87	60,505.67	83	47,611.89	54	12,893.78	29	2,976.18	4	03/08/2022
1,847,268.37	680	1.782.531.64	597	1,487,124.68	408	295,406.96	189	64,736.73	83	03/03/2022

#### **Teller Capture Totals Screen**

The report is a totals-only report that shows the totals for transit, on-us, and cashed checks for the bank for each day. You must access this screen every day to get the totals calculated and saved for each day. Totals are calculated at the time the screen is accessed. You can view today's totals throughout the day, and the totals will be updated each time. Today's totals are bolded. You can right-click in the screen to print the data.

This report is used to balance your daily file to the work the tellers have processed. The amounts on this report are gathered on the teller capture server before they are sent for the split-off of transit checks and the on-us checks are posted. The amounts should be verified with the alert you receive after the file is uploaded for posting at the end of the day.

Once the file has been posted, use the X937 Research screen (found in the CIM GOLD menu under Miscellaneous) for any other research you may need to do. This research screen can also be used for research on your inclearing items.



# X937 Research

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There are two screens you can use for X937 research:

- X937 Research Screen
- X937 ISO Check Image Research Screen

This help includes information on using both screens. Click a link above to jump to the help for that screen.

## X937 Research Screen

For complete information on the Teller Capture system, see the <u>Teller Capture User's Guide</u>.

Your institution must first subscribe to this screen and give security to the appropriate staff.

Use the X937 Research screen to balance, research, and audit the work that is processed using Teller Capture X937 files. The X937 files are stored on your Sierra server and are accessible through this screen. There is a set daily function that will get them uploaded to our central X937 file for processing. For Teller Capture, all slips and checks that are scanned by your tellers are viewable in various ways by selecting the desired format from the **Report Type** drop-down list.

Additionally, the X937 Research Screen can be used to view various X937 source files, such as ATM Capture, Branch Capture, Inclearings, Merchant Capture, and Mobile Deposit when your institution uses the Institution Option S937 - Sierra X937 Check Processing. When this option is used, FPS GOLD will create a Check Image ISO file each month for your institution to download for long-term storage. To learn more about the X937 Check Image ISO files, please see the X937 ISO Check Image Research help document.

Results of your searches can be viewed and/or printed individually or in groups. When you select a new Report Type, the screen will be cleared for your new search parameters.

### To find and view specific scanned items:

- 1. From the Source field group, select Source file type(s) to search. At least one Source must be selected.
- 2. Click on the arrow at the right of the **Report Type** field and select an option. For information on the <u>Report Type options</u>, see the table below.
- 3. Enter information in the search fields at the top of the screen. For information on the <u>search fields</u>, see the table below.
- View and print the results in the list view. For details, see the sections below on <u>View and Print Images</u> and <u>Search Results list view</u>.

### Report Type Options

The **Report Type** choices are explained in the table below.

X937	This report is used for banks that use either teller or branch capture. It shows all the X937
	items we received for your bank. This includes deposit slips, withdrawal slips, and loan
	coupons if you include them in your scans. A date range can be used on this search in addition to all the other search parameters on the screen.



Teller Capture All Items	This is a teller capture search only and is used to view all the items that were scanned on a specific date. No other search criteria are available for this selection. The original search will be shown in teller number order, scan ID, and in the order the tickets were scanned. In addition, there will be a color grid indicating the start and end of each transaction. If you sort any of the columns, the color will stay with the line item and will not be with each piece of the transaction. To go back to view the full transaction, click <search> again.</search>
Teller Capture All Checks	This is a teller capture search only and is used to view all the check items that were scanned on a specific day. No other search criteria are available for this selection. This search includes both on-us and transit checks but does not include cashed on-us checks. The total for this selection is shown in the list view at the bottom of the screen.
Teller Capture On- Us Items	This is a teller capture search only and is used to view all the on-us checks for a specific day. This does not include on-us checks cashed. No other search criteria are available for this selection. The total for this selection is shown in the list view at the bottom of the screen.
Teller Capture Transit Items	This is a teller capture search only and is used to view all the transit checks for a specific day. No other search criteria are available for this selection. The total for this selection is shown in the list view at the bottom of the screen.
Teller Capture All Checks Totals Only	This is a teller capture search only and is used to view all the teller capture check totals for a specific day. No other search criteria are available for this selection. The totals shown on the screen are for on-us and transit items. This selection can be used to balance your check totals for the day.

### **Search Fields**

The Search Criteria fields at the top of the screen are explained in the table below.

Start Date	Enter the first date you want to use for your search. You must select a Report type from the list above. This field must be used on all report type searches.
End Date	Enter the last date you want to use if you are processing the X937 report type for multiple days. This field will be disabled if the report type cannot be processed for multiple days.
Amount	Enter the beginning and ending amount(s) for the item(s) you want to search for. These fields will be disabled if the report type cannot be searched by the amount.
Check Number	Enter the beginning and ending check number for the item(s) you want to search for. These fields will be disabled if the report type cannot be searched by check number.
Account Number	Enter the beginning and ending office and account number(s) for the item(s) you want to search for. These fields will be disabled if the report type cannot be searched by account number.
Trace Number	Enter the beginning and ending trace number(s) for the item(s) you want to search for. These fields will be disabled if the report type cannot be searched by the trace number.
Routing Number	Enter the routing transit number you want to search for. These fields will be disabled if the report type cannot be searched by the routing number.



Start Date	Enter the first date you want to use for your search. You must select a Report type from the list above. This field must be used on all report type searches.
Teller Capture Scan ID	Enter the scan ID for the selected search criteria. Using this search allows you to review all the items for the specified transaction.
<search></search>	Click this button when you have completed the entry of the report and the search data.
<clear></clear>	Click this button to clear the data and all the search parameters to enter a new search.

### Source Fields

The Source fields to the right of the search criteria fields at the top of the screen are explained in the table below. At least one Source file type must be selected to search. You can easily use **Select All** to search all Source types or **Deselect All** to select one or multiple Source types.

ATM Capture	These are images for check items that have been scanned at your ATMs. FPS GOLD must receive these files for them to be viewable on this screen.
Branch Capture	These are images for items you have sent to FPS GOLD from your Branch Capture file(s) when Teller Capture is not used. Typically, you will only have Branch Capture items or Teller Capture items, but not both. FPS GOLD must receive these files for them to be viewable on this screen.
Inclearings	These are the images of your Inclearing items that are sent from your correspondent bank or the Federal Reserve Bank (FRB) to FPS GOLD for processing. FPS GOLD must receive these files for them to be viewable on this screen.
Merchant Capture	These are images of your clients' Merchant Capture files. FPS GOLD must receive these files for them to be viewable on this screen.
Mobile Deposit	These are the images of your Mobile Deposit items. FPS GOLD must receive these files for them to be viewable on this screen.
Teller Capture	These are images for the Teller Capture items your tellers have processed using Teller Capture. Typically, you will only have Teller Capture items or Branch Capture items, but not both. FPS GOLD must receive these files for them to be viewable on this screen.
Undefined	These are images for the items that do not fall into the categories above. However, when items are not defined as one of the other source types they will not be viewable on this screen.

### Search Results list view

The columns in the list view are explained in the table below.

Account	This is the account number for each item in the selection. This field is blank for Transit
Number	Checks.



Date	This is the date for each item in the selection. Multiple selection Report types will show multiple dates in this column.
Check Number	This is the check number for the items in the selection. Items that do not carry a check number, such as deposit and cash item types, will be blank. If the scan did not correctly read the check number, this field could also be blank.
Amount	This is the amount for the items in the selection.
Payer Bank Routing	This is the routing transit for the item in the list. For on-us items, this will be your bank's routing transit number. It will be shown on all on-us checks and other on-us tickets, such as deposit and cash item types.
Teller	This is the teller number that processed the teller capture transaction. When the teller number is not available based on the Report Type, this field will be blank.
Item Type	This is the item type that was sent through in the teller capture transaction. If you send us item types in your X937 for deposit and withdrawal slips, this field will be populated with that information. (This field is in the check detail record 25 in position 80. 2 = Deposit 3 = Withdrawal.)
Trace/Scan ID	This is the number that gets tied to the transactions in the list. It will be the identification number of the teller transaction when using teller capture and will be the trace number for X937 files.
	When you click the "List all items w/ Scan ID" feature from the right-click menu, the system displays all items that share the same Scan ID as the one currently selected. This feature is only available for items with source type TellerCapture.
Image Token	This is the number assigned to the image for retrieval of images on this screen, deposit history, loan history, and on your website.
Drop Eligible	When checked, this checkbox indicates that the pre-drop process was run to determine which images could be dropped from deposit history, based on the image retention setting on each account. This X937 Research screen will show transaction images as long as your institution prescribes. A different process is run to clear out the X937 database.
TOTAL	If a total is available for the Report Type selected, it will be shown in a grid at the bottom of the screen.



### **View and Print Images**

### To view one image:

1. Double-click on the item in the list. You can zoom, rotate and print the item.

#### NOTE

This function does not print substitute (IRD) checks.

#### To view multiple images:

- 1. Right-click on the first item in the list that you would like to view.
- 2. Click on "Show Item Images" in the dialog that opens.

Show Item Images	
Print Selected Item Images	
Goto Account Information Goto Account History	
Edit	•
Printing	•
Export	•
Auto Resize	•
Find	

3. Click the right arrow to move down through the list, and click the left arrow to move up. You can also zoom, rotate, and print each item one at a time.

#### NOTE

This function does not print substitute (IRD) checks.

The dialog below opens.



43

🗿 🚺 🚺 Zoom: 125%	• D C 🗙		
	Front Image		
THIS DOCUMENT HAS A VO	D PANYOGRAPH MICROPRINTING AND	AN ARTIFICIAL WATERMARK, 🖄	
John Business Address		CHECK DATE CHECK NUMBER 03/03/2022 1011383	
City ST Zip		101100	1
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The second balance lands being, as well as frame, and the second balance lands being as well as frame, and the first second balance lands being b	FPS GOLD Demo Bank >123456780< 03/10/2022	e avecoras rese Jehn Customet pr- po nor ward, a road avec or soor and a soor	-

# To print multiple images:

- 1. Select the items from the list that you want to print images for.
- 2. Click on "Print Selected Item Images."

Show Item Images						
Create IRD						
Print Selected Item Images	D					
Goto Account Information	~					
Goto Account History						
Edit	•					
Printing	٠					
Export	٠					
Auto Resize	٠					
Find						

The dialog below opens.



Print Multiple Image Items ×
Print Checks (2x5)
Item Front
🗹 Item Back
Selected 8
Retrieved
Page Setup
Print Preview Print
Close

3. Make selections for item front and back, then click <Print>.

NOTE
This function does not print substitute checks, Image Replacement Document (IRD). To learn more about the IRD options, please see the <u>Image Replacement Document (IRD)</u> section of the Teller Capture User Guide in DocsOnWeb.



## X937 ISO Check Image Research Screen

For complete information on the Teller Capture system, see the Teller Capture User's Guide in DocsOnWeb.

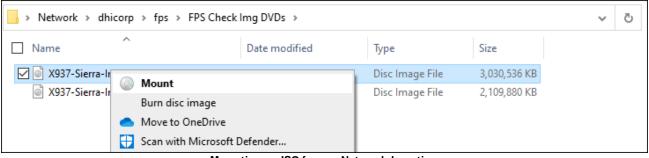
Your institution must first subscribe to this screen and give security to the appropriate staff.

Use the X937 ISO Check Image Research screen to research and view images stored on the X937 Check Image ISO file(s) you receive each month for your Teller Capture, Branch Capture, and other Image Source types used by your institution. The X937 Check Image ISO files are compiled for you to download each month for long-term storage. These files can be accessed and viewed on the X937 ISO Check Image Research screen. Institution Option S937 – Sierra X937 Check Processing must be set for your organization to receive X937 Check Image ISO files and use this screen.

Results of your searches can be viewed and/or printed individually or in groups. When you select a new Report Type, the screen will be cleared for your new search parameters.

#### To find and view specific X937 Check Image ISO items:

1. Locate and Mount the X937 Check Image ISO to your PC from the location it is stored at your institution.



Mounting an ISO from a Network Location

2. On the X937 ISO Check Image Research Screen, select the mounted ISO manifest file and click <Open>.

🕅 Open				×
$\leftarrow$ $\rightarrow$ $\checkmark$ $\uparrow$ $\textcircled{o}$ $\rightarrow$ This PC	> DVD Drive (E:) 0277_X937IMG_V01	5 V	🔎 Search DVD Dri	ve (E:) 0277_X
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> 🖆 Local Disk (C:) 🔥	Name	Date modified	Туре	Size
🚔 Local Disk (D:)	🗋 X937-Sierra-Images-0277-Vol01-01Nov20	2/21/2023 2:38 PM	MAN File	102,236 KB
> 💿 DVD Drive (E:) 0277_>				
> 🛖 daynak (\\dhicorp\d				
> 🔐 DVD Drive (l:) F0122-				
🚔 Local Disk (D:) 🗸 🗸				
File name:	X937-Sierra-Images-0277-Vol01-01Nov2021-30No	v2021-20230221143059. ~	Manifest Files (*.mar	n) ~
	L		Open	Cancel

#### Mounted X937 ISO File



|--|

X937 ISO Check Image Research Screen with ISO Manifest File Loaded

- 3. In the Source field group, select Source file type(s) to search. At least one Source must be selected.
- 4. Click on the arrow at the right of the **Report Type** field and select an option. For information on the <u>Report Type options</u>, see the table below.
- 5. Enter information in the search fields at the top of the screen. For information on the <u>search fields</u>, see the table below.
- 6. View and print the results in the list view. For details, see the sections below on <u>View and Print Images</u> and <u>Search Results list view.</u>

**Note**: If your organization processes large volumes of check items each month, we suggest you limit your search criteria by Source type, Date range, or any other options that would limit your search results as often as possible to prevent long wait times and freezing your PC.

### **Report Type Options**

The **Report Type** choices are explained in the table below.

X937	This report is used for banks that use either teller or branch capture. It shows all the X937 items we received for your bank. This includes deposit slips, withdrawal slips, and loan coupons if you include them in your scans. A date range can be used on this search in addition to all the other search parameters on the screen.
Teller Capture All Items	This is a teller capture search only and is used to view all the items that were scanned on a specific date. No other search criteria are available for this selection. The original search will be shown in teller number order, scan ID, and in the order the tickets were scanned. In addition, there will be a color grid indicating the start and end of each transaction. If you sort any of the columns, the colors will stay with the line item and will not be with each piece of the transaction. To go back to view the full transaction, click <search> again.</search>
Teller Capture All Checks	This is a teller capture search only and is used to view all the check items that were scanned on a specific day. No other search criteria are available for this selection. This search includes both on-us and transit checks but does not include cashed on-us checks. The total for this selection is shown in the list view at the bottom of the screen.
Teller Capture On- Us Items	This is a teller capture search only and is used to view all the on-us checks for a specific day. This does not include on-us checks cashed. No other search criteria are available for this selection. The total for this selection is shown in the list view at the bottom of the screen.



Teller Capture Transit Items	This is a teller capture search only and is used to view all the transit checks for a specific day. No other search criteria are available for this selection. The total for this selection is shown in the list view at the bottom of the screen.
Teller Capture All Checks Totals Only	This is a teller capture search only and is used to view all the teller capture check totals for a specific day. No other search criteria are available for this selection. The totals shown on the screen are for on-us and transit items. This selection can be used to balance your check totals for the day.

## **Search Fields**

The search criteria fields at the top of the screen are explained in the table below.

Start Date	Enter the first date you want to use for your search. You must select a Report type from the list above. This field must be used on all report type searches.
End Date	Enter the last date you want to use if you are processing the X937 report type for multiple days. This field will be disabled if the report type cannot be processed for multiple days.
Amount	Enter the beginning and ending amount(s) for the item(s) you want to search for. These fields will be disabled if the report type cannot be searched by the amount.
Check Number	Enter the beginning and ending check number for the item(s) you want to search for. These fields will be disabled if the report type cannot be searched by check number.
Account Number	Enter the beginning and ending office and account number(s) for the item(s) you want to search for. These fields will be disabled if the report type cannot be searched by account number.
Trace Number	Enter the beginning and ending trace number(s) for the item(s) you want to search for. These fields will be disabled if the report type cannot be searched by the trace number.
Routing Number	Enter the routing transit number you want to search for. These fields will be disabled if the report type cannot be searched by the routing number.
Teller Capture Scan ID	Enter the scan ID for the selected search criteria. Using this search allows you to review all the items for the specified transaction.
<search></search>	Click this button when you have completed the entry of the report and the search data.
<clear></clear>	Click this button to clear the data and all the search parameters to enter a new search.

### **Search Results list view**

The columns in the list view are explained in the table below.

Account	This is the account number for each item in the selection. This field is blank for Transit
Number	Checks.



Date	This is the date for each item in the selection. Multiple selection Report types will show multiple dates in this column.
Check Number	This is the check number for the items in the selection. Items that do not carry a check number, such as deposit and cash item types, will be blank. If the scan did not correctly read the check number, this field could also be blank.
Amount	This is the amount for the items in the selection.
Payer Bank Routing	This is the routing transit for the item in the list. For on-us items, this will be your bank's routing transit number. It will be shown on all on-us checks and other on-us tickets, such as deposit and cash item types.
Teller:	This is the teller number that processed the teller capture transaction. When the teller number is not available based on the Report Type, this field will be blank.
Item Type	This is the item type that was sent through in the teller capture transaction. If you send us item types in your X937 for deposit and withdrawal slips, this field will be populated with that information. (This field is in the check detail record 25 in position 80. $2 = Deposit 3 = Withdrawal.$ )
Trace/Scan ID	This is the number that gets tied to the transactions in the list. It will be the identification number of the teller transaction when using teller capture and will be the trace number for X937 files.
	When you click the "List all items w/ Scan ID" feature from the right-click menu, the system displays all items that share the same Scan ID as the one currently selected. This feature is only available for items with source type TellerCapture.
Image Token	This is the number assigned to the image for retrieval of images on this screen, deposit history, loan history, and on your website.
Drop Eligible	When checked, this checkbox indicates that the pre-drop process was run to determine which images could be dropped from deposit history, based on the image retention setting on each account. This X937 Research screen will show transaction images as long as your institution prescribes. A different process is run to clear out the X937 database.
TOTAL	If a total is available for the Report Type selected, it will be shown in a grid at the bottom of the screen.



### **View and Print Images**

#### To view one image:

1. Double-click on the item in the list. You can zoom, rotate, and print the item.

#### NOTE

This function does not print substitute (IRD) checks.

#### To view multiple images:

- 1. Right-click on the first item in the list that you would like to view.
- 2. Click on "Show Item Images" in the dialog that opens.

Show Item Images	
Print Selected Item Images	
Goto Account Information Goto Account History	
Edit	•
Printing Export	•
Auto Resize	•
Find	

3. Click the right arrow to move down through the list, and click the left arrow to move up. You can also zoom, rotate, and print each item one at a time.

#### NOTE

This function does not print substitute (IRD) checks.

The dialog below opens.



🛓 🂽 💽 Zoom: 125%	• ୭.୯ 🗡			
	Front Image			
THIS DOCUMENT HAS A VOT	D PANTOGRAPH, MICROPRINTING AND AN	ARTIFICIAL WATERM	RC. E	
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City, ST Zip			· · · ·	Ł
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XY: Five Hundred dollars and 00/100		_ ·	*****\$500.00	
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### To print multiple images:

- 1. Select the items from the list that you want to print images for.
- 2. Click on "Print Selected Item Images."

Show Item Images	
Print Selected Item Images	
Goto Account Information	
Goto Account History	
Edit	•
Printing	•
Export	•
Auto Resize	•
Find	

The dialog below opens.



Print Multiple Image Items	x
Print Checks (2x5) Item Front Item Back	
Selected 8 Retrieved	
Page Setup Print Preview Print	
Close	

3. Make selections for item front and back, then click <Print>.

NOTE	
This function does not print substitute (IRD) checks.	



# **OnUs Check Clearing**

On-us checks from internal teller transactions are given a Transaction Code (tran code) of 1130.6 when they are processed from X937 files sent to FPS GOLD from your organization.

Tran code 1130.6 on-us items will be sent to GOLD ExceptionManager (GEM) for the same reject reasons as checks posting from FRB. The 1130.6 checks can be handled through GEM by either posting the item to the account or by returning the item and processing a charge back to the account the check was credited to. When a return option is selected in GEM for an on-us 1130.6 item, the Create Charge Back dialog box displays (see below). When Teller Capture is used, Image Replacement Documents (IRD) can be created from the X937 Research Screen in CIM (CIM > Miscellaneous > X937 Research). See the X937 Research Image Replacement Document (IRD) section in this guide.

52 HP	7610 000668	-44.00	1130.6 CHK			
51 HP	7610 000668	-14,513.04	1130.6 CHK		An item requires a charge ha	ele
				1 🕐	An item requires a charge ba Do you want to create it nov	

Create Charge Back Message When 1130.6 Items Are Returned in GEM



# Image Replacement Document (IRD)

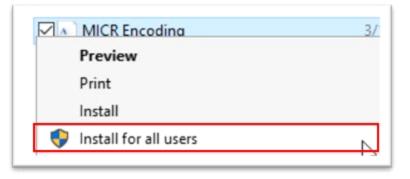
An Image Replacement Document (IRD) is a negotiable instrument that represents the digital reproduction of an original paper check. As a negotiable payment instrument in the United States, an IRD maintains the status of a "legal check" in lieu of the original paper check as authorized by the Check Clearing for the 21st Century Act (also known as the Check 21 Act). When your organization uses the FPS GOLD Teller Capture system, IRDs can be created through the X937 Research.

Your institution may need to create an IRD when a check item is deposited with your bank where you are the Bank of First Deposit (BOFD) and the item is rejected by the paying bank. At times your bank may be both the BOFD and the paying bank. When you create an IRD, it should be sent to your customer with a Charge Back Notice from GOLD ExceptionManager in CIM GOLD.

### Requirements

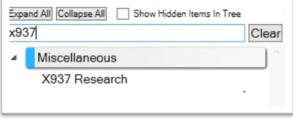
Before creating IRDs, you will need to have the following fonts installed on all PCs for all users that will create IRDs. FPS GOLD will provide these fonts to your organization as part of the Teller Capture package.

- MICR
- Encoding
- OCRA-A
- OCRA-A Extended



## **Creating an IRD**

1. Select "X937 Research" from the Miscellaneous menu in CIM GOLD.



CIM GOLD Navigation Tree > X937

2. Select "X937" as the Report Type.



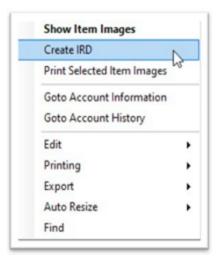
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- 3. Enter the Search Criteria you are using to locate the item. You must enter a date or date range and select a Source or Select All to use the Search Criteria.
- 4. Click <Search>.

	Report Type					Teller Capture Scan ID	Source	
	X9.37	$\sim$					Select All	
	Date	Amount	Check Number	Account Number	Trace Number	Routing Number	ATM Capture	
rt	03/10/2022 ~	500.00	0	0 0	0	0	Branch Capture	
	03/10/2022 ~	500.00	9999999999999999	9999 99999999999	99999999999999999999		Inclearings	
							Merchant Capture	I
							Mobile Deposit	-
							Teller Capture	Sea
							Undefined	Cle

CIM GOLD > Miscellaneous > X937 Research Screen, With Search Criteria

- 5. When the check is located, double-click or right-click and select "Show Item Images" to verify it is the correct check item image for your IRD.
- 6. Right-click on the check item and select "Create IRD."



7. The first time you create an IRD, you will need to set a File Location. (See the example below.) Once a file location is set, the location will be the default for the PC.



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-	Business Check Location:		
		Create IRD	Browse For Folder
1011	On-Us Posted Check	10110017	
1011	Cash Out	10110017	
1011	Deposit Ticket	10110044	Desktop ^
1011	Cash In	10110044	> OneDrive
1011	On-Us Check	10110016	> 🤱 Dayna Kauo
1016	On-Us Posted Check	10160020	V 💻 This PC
1016	Cash Out	10160020	> 🗊 3D Objects
	Items Found	81	V Desktop
xpires	s on 07/26/2049 (9999 Da	ys) CIM:2022.3	Fraining     FlattenX937 v3     GOLDEventLetters     IRD Images

Create IRD, First-Time File Location Setup

- 8. Review the MICR Line of the physical check and compare the **Routing Number, Account Number, Check Number**, and **Amount** fields, then change anything that might be incorrect.
- 9. Mark **Business Check** if the IRD is being created for a business check format. If it is a personal check, leave this unmarked.
- 10. Click <Create IRD>.
- 11. When the IRD has been created, you will receive an "IRD Successfully Created" message.

		12.			
🖳 Create IRD	-		×	Success	×
Business Check				IRD Successfully	y Created
C:\Users\daynak\Desktop\IRD Images					
Create IRD		Clo	se		ОК

Create IRD, With File Location Set

IRD Successfully Created

The IRD created of the image selected will be in a .pdf format and saved to the File Location you have set for your PC.

12. Navigate to the File Location and print the IRD.



# **Create IRD Example**

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The example below shows an IRD being created for \$500.00 for a business account check that was deposited on 3/10/2022.

e Screen Histor Customer Relat ort Warehouse	tionship Mana	agement Deposits Financial App	☆・⊶ 🖌 🕻		ces GOLDSales	History Inte	rnet and Phor	ne Systems II	
Search Criteria Report T X9.37 Dat Start 03/10/202 End 03/10/202	te 22 v	2 Amount 500.00 500.00 99999999999999999 3		0		Feller Capture S	r 0	Source Select / ATM Captur Branch Captur Inclearings Merchant Ca Mobile Depo Teller Captu	e ture apture osit
								Undefined	Clear
Account Number	Date Ch	eck Number Amount Payer Bank	Routing Teller	Item Type	Trace / Scan ID	Source	Image Token	Undefined	Clear
Account Number			Routing Teller	Item Type On-Us Posted Check	Trace / Scan ID 10160020	Source TellerCapture	Image Token 1833043	Drop Eligible	Clear
	3/10/2022	Show Item Images						Drop Eligible	Clear
035890 0 3	3/10/2022 3/10/2022	Show Item Images Create IRD	 135 5	Dn-Us Posted Check	10160020	TellerCapture	1833043	Drop Eligible	Clear
035890 0 3 033626 0 3	3/10/2022 3/10/2022 3/10/2022	Show Item Images	135 5 135 13535 9010	Dn-Us Posted Check	10160020 20010025	TellerCapture TellerCapture	1833043 1833323	Drop Eligible	Clear
035890 0 3 033626 0 3 023317 0 3	3/10/2022 3/10/2022 3/10/2022 3/10/2022	Show Item Images Create IRD	35 35 35 35 35 35 35 35 35 35 35 35 35 3	On-Us Posted Check On-Us Posted Check On-Us Posted Check	10160020 20010025 90100023	TellerCapture TellerCapture TellerCapture	1833043 1833323 1836889	Drop Eligible	Clear
035890 0 3 033626 0 3 023317 0 3 000092 0 3	3/10/2022 3/10/2022 3/10/2022 3/10/2022 3/10/2022	Show Item Images Create IRD Print Selected Item Images	35 35 3535 3535 3535 7102 3535 7102	On-Us Posted Check On-Us Posted Check On-Us Posted Check On-Us Posted Check	10160020 20010025 90100023 71020016	TellerCapture TellerCapture TellerCapture TellerCapture	1833043 1833323 1836889 1835886	Drop Eligible	Clear
035890 0 3 033626 0 3 023317 0 3 000092 0 3 000092 0 3	3/10/2022 3/10/2022 3/10/2022 3/10/2022 3/10/2022 3/10/2022 3/10/2022	Show Item Images Create IRD Print Selected Item Images Goto Account Information Goto Account History	35         5           355         9010           3555         7102           3555         7102           3555         7102           3555         7102           3555         7102           3555         5106	On-Us Posted Check On-Us Posted Check On-Us Posted Check On-Us Posted Check On-Us Posted Check	10160020 20010025 90100023 71020016 71020017	TellerCapture TellerCapture TellerCapture TellerCapture TellerCapture	1833043 1833323 1836889 1835886 1835888	Drop Eligible	Clear
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035890         0           033626         0           023317         0           000092         0           000092         0           002682         0           052244         0	3/10/2022 3/10/2022 3/10/2022 3/10/2022 3/10/2022 3/10/2022 3/10/2022 3/10/2022	Show Item Images Create IRD Print Selected Item Images Goto Account Information Goto Account History Edit Printing	35 3535 9010 3535 7102 3535 7102 3535 7102 3535 7102 3535 7102 3535 7102 3535 7102 3535 7102 3535 7102	On-Us Posted Check On-Us Posted Check On-Us Posted Check On-Us Posted Check On-Us Posted Check On-Us Posted Check On-Us Posted Check	10160020 20010025 90100023 71020016 71020017 71020022 51060014	TellerCapture TellerCapture TellerCapture TellerCapture TellerCapture TellerCapture TellerCapture	1833043 1833323 1836889 1835886 1835888 1835899 1834645	Drop Eligible	Clear
035890         0           033626         0           023317         0           000092         0           000092         0           002682         0           052244         0           048630         0	3/10/2022 3/10/2022 3/10/2022 3/10/2022 3/10/2022 3/10/2022 3/10/2022 3/10/2022 3/10/2022 3/10/2022	Show Item Images Create IRD Print Selected Item Images Goto Account Information Goto Account History Edit Printing Export	3635 9010 3635 9010 3635 7102 3635 7102 3635 7102 3635 7102 3635 7102 3635 7102 3635 7102 3635 7102 3635 7102 3635 7102	Dn-Us Posted Check On-Us Posted Check On-Us Posted Check On-Us Posted Check On-Us Posted Check On-Us Posted Check On-Us Posted Check Transfer Ticket	10160020 20010025 90100023 71020016 71020017 71020022 51060014 87000002 61010008	TellerCapture TellerCapture TellerCapture TellerCapture TellerCapture TellerCapture TellerCapture TellerCapture	1833043 1833323 1836889 1835886 1835888 1835899 1835695 1836465 1836485	Drop Eligible	Clear
035890 0 033626 0 023317 0 000092 0 0 000092 0 0 0000000000	3/10/2022 3/10/2022 3/10/2022 3/10/2022 3/10/2022 3/10/2022 3/10/2022 3/10/2022 3/10/2022 3/10/2022 3/10/2022	Show Item Images Create IRD Print Selected Item Images Goto Account Information Goto Account History Edit Printing Export	35 3535 3535 3535 3535 3535 7102 7102 71	Dn-Us Posted Check On-Us Posted Check On-Us Posted Check On-Us Posted Check On-Us Posted Check On-Us Posted Check On-Us Posted Check Transfer Ticket Transfer Ticket	10160020 20010025 90100023 71020016 71020017 71020022 51060014 87000002 61010008	TellerCapture TellerCapture TellerCapture TellerCapture TellerCapture TellerCapture TellerCapture TellerCapture	1833043 1833323 1836889 1835886 1835888 1835899 1834645 1836485 1836607	Drop Eligible	Clear

X937 Research Screen. Right-click on check item to create IRD.



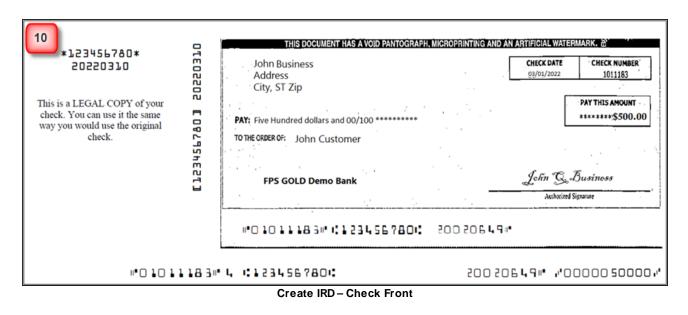
🚪 Create IRD	– 🗆 X
THIS DOCUMENT HAS A VOID PANTOGRAPH, MICROPRINTING AND AN ARTIM	ICIAL WATERMARK. 🗃
	ECK DATE CHECK NUMBER 3/01/2022 1011183 PAY THES AMOUNT ++++++\$\$500.00
TO THE ORDER OF: John Customer	chin C. Business Authorized Signature
Routing Number     Account Number     Check Number       123456780     20020649     01011183       Image: Straight of Business Check     7     7       File Location:     7	Amount 500.00
C:\Users\daynak\Desktop\IRD Images	
Create IRD	Close

Create IRD Dialog with Business Check Type Selected





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Create IRD – Check Back



# **Virtual Signature Capture**

Teller Capture incorporates the ability to use a Topaz Signature Pad device to capture your customers' signatures when Cash Out, Check Out, or Journal Out fields are populated on transactions. Using this option allows your organization to be paperless on transactions that would typically require a slip to be scanned with a customer signature.

### **Required Components**

Before Virtual Signatures can be captured, your organization must:

- Be using Teller Capture.
- Have the July 2024 version of CIM GOLD or newer loaded on PCs that will be using a signature pad.
- Have an FPS GOLD-approved Topaz Signature Pad connected to the teller machines that will be capturing signatures on Teller Capture transactions.
- Mark the User Preferences option Use Signature Pad, as shown below.

Options       Help       Image: Constraint of the second s	
Size to 1024X768	
User Preferences	
General Enhanced Interface	
Show Post Logon Processing Information Status	Automatically Show Customer Information Popup
Show Loading Screens Information Status	Move GOLDTeller Customer Information Popup to Left
Use List of Comment Shortcuts	Auto-hide Navigation Tree
Skip Showing Splash Screen on Open	Disable Chat     Chat Notification Sound     Beep
Skip Restoring Expanded Navigation Tree	Disable Remote Override 🗹 Use Sound Notification
Skip Expanding Navigation Tree (1st Level)	Set Focus to Account Fields On New Screen
Allow Partial User List for Security Setup	Start Platform After GOLDTeller Logon
Show Help Paths on Help Function Calls	Check for Test Platform Files
🗹 Enable ToolTip Pop-up Help	Teller Capture
Use Branch Zero Instead of Default on Queues	Use Teller Capture 🗌 No Scanner 🔽 Use Signature Pad
Use White Background	
Max Nbr to Display in Customer Search 50 🚖	
Harland Active View URL	
Customer Profitability Statement Logo URL	
	DK Cancel

**Options Menu > User Preferences > General Tab** 



Supported Topaz Signature Pads that can be used with Teller Capture:

- T-LBK766SE-BHSB-R, SignatureGem LCD 4X5 Model Number 58
- T-L460-HSB-R, SigLite 1X5 Model Number 15

### **Transaction Flow with Virtual Signature**

The following example is a Withdrawal transaction (1130/0/0) with Cash Out.

- 1. The Withdrawal transaction 1130/0/0 is selected from the transaction menu.
- 2. Fill in the transaction fields as applicable.
- 3. <Send> the transaction.

**Note:** When running a transaction with Check In items, you must **Scan Items** (Alt+I) after the transaction is selected. See Processing Transactions in the CIM GOLD Teller Capture User's Guide for full transaction scanning instructions.

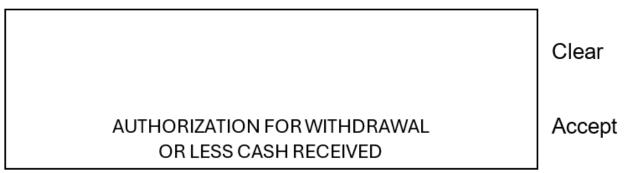
🌼 Functions 🛛 🌽 Speed Keys	T Options	🔍 🔍 CIS Se	sarch (F9) 🛛 🔁	Multiple Tr	ansac	tions (F10) 🛛 📷 Sc	an Items (Alt+I)	U Log Off FPSGold Demo Bank
DKAUO 2231	- Johnny Utal Customer Nur		45-6789			Withdrawal (113	30/0/0)	
Rec# 9 0: DEMO 0: Deposit (1120/0/10)	Home Phone Bith Date Mother's Maid	07	V20/1977			Account Number	Tran Anount	Skip Balance
<ul> <li>1: Withdewal (1130/0/0)</li> <li>2: Cash Check On-Us (1400/2)</li> </ul>	Account	Balance	Description	Payment	Statu			
- 3: Loan Payment (2600/16/0)	02 152839 3	\$16.08	Johnny Checking		Oper	Cash Out	Journal Out	Transactor SSN / CID
1 Deposits	01 060427 2	\$3,237.72	Janie Savings		Oper	50.00		123 45 6789
-2: Cashier's Check	01 060497 5	\$10,209.96	Joint Savings		Oper			**********************
	01 150595 5	\$43,497.12	Johnny Checking		Oper			
- 5: Safe Depost Boxes	02 153817 8	\$10,283.29	Johnny Savings		Oper			
6: Fees and Service Charges	01 101610 2	\$186,046.32	Checking		Oper			
7: Visa Payment	02 154071 1	\$2,024.83	HSA Checking		Oper	Correction		
\$: Night Drop / Mail \$: Retirement	01 709894 08	\$2,081.90	Loan Account	180.39	Oper			,
	01700042.03	\$29,334.87	Loan	312.31	Oper			
-b: Interest	03 702909 07	\$14,632,53	Harley	332.98	Oper	_	E-Mail	Receipt? Text Receipt?
c. Teler Totals d: ATM	03 450094 02	\$6,135,89	HELOC	48.95	Oper		Send Clear	

CIM GOLDTeller - Withdrawal Transaction (1130/0/0) Selected

4. Upon sending the transaction, the Virtual Signature dialog will be displayed for your teller, and your customer will see the following message on the Topaz Signature Pad.

Virtual Signature	
	Clear
	Accept
	Cancel

CIM GOLDTeller – Virtual Signature Dialog – Teller View



Topaz Signature Pad – Customer View

Note: The teller can see the signature in real time as the customer signs.

Virtual Signature	×
	Clear
Signature	Accept
	Cancel

CIM GOLDTeller – Virtual Signature Dialog - Teller view with Signature

5. When the customer signs and clicks **<Accept>** on the signature pad, the transaction will be sent.

### Virtual Signature Buttons

### Clear

When clicked, the signature will be cleared from the pad and the Virtual Signature Due. <Clear> can be clicked by the teller or the customer.

#### Accept

When clicked, the transaction will be sent, and the signature will show on all virtual tickets accompanying the transaction. <Accept> can be clicked by the teller or the customer.

#### Cancel

When clicked, the transaction will be sent, and "Signature Cancelled By Teller" will be displayed on all virtual tickets accompanying the transaction. <Cancel> can only be clicked by the teller.



### Viewing Virtual Tickets with Signature from the Journal Log

#### To view scanned images from the Journal Log:

- 1. Open the Journal File in GOLDTeller (Functions > Journal Forwarding (Ctrl + J)).
- 2. Right-click on the transaction.

The right-click menu opens, as shown below.

My1	loday's	Transactions  +	Print	Report	Preview Report	Print New Descript	tion F	onward All	lose						
eller	Record	Date/Time	Ove	Cerr	Transaction Description	Tran Amount Offine	As-Of	Short Name	Overridden By	Message Net	v Description	Account	Xfer Account	Scan Identifier	Override Reaso
920	1	03/02/2022 12:52:53			.ogon <1600.0.0>	196,923.78	03/02/2022		1			0000-000000			
920	2	03 02 2022 13 17:36			3egoes# <1120 0•10>	1,810.25	03/02/2022	Repeat Reprint Reprint E-Mail I Show C	Correct Transaction Forward Transaction Repeat Transaction Reprint Receipt Reprint Passbook E-Mail Receipt Show Cash Counter Show Item List			7610-000668		19200001	
									canned Items						
									it Scanned Items Scanned Items						

CIM GOLDTeller > Functions > Journal Forwarding (Ctrl + J)

- 3. Select "Show Scanned Items."
- 4. View the scanned items for the transaction.



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Item Type	Item Amount		Front	
/ithdrawal	50.00			
ash Out	50.00	Withdrawal		
		Tran Code: 1130-0	Cash Out:	\$50.00
		Date = 6/11/2024 09:27:59		
		ABA = 102306356 Serial# = 0		
		Account# = 011505955		
		0. 1		
		Signatu	INA /	
		Segnar	Amount:	\$50.00
		1023063561	011505955	0 /000005000/
			Back	
			FPS GOLD FQ0122	
			>102306356< Drawer# 2231	
		Withdrawal rear image	Drawer# 2231	
		20240611223100001		

Teller Capture Item Summary – Virtual Withdrawal Slip with Virtual Signature



Teller Capture Item S	Summary			×
Item Type	Item Amount		Front	
Withdrawal	50.00			
Cash Out	50.00	Cash Out		\$50.00
		ABA = 102306356	Account = 0115059	55
		Serial = 0		
		. 10 2 3 0 6 3 5 6 .	011505955	0 /000005000/
			Back	
			FPS GOLD FQ0122 >102306356< Drawer# 2231	
		Cash Out rear image		
		Close		

Teller Capture Item Summary – Virtual Withdrawal Slip with Virtual Signature



📕 Teller Capture Item St	ummary			×
Item Type	Item Amount		Front	
Withdrawal Cash Out	50.00 50.00	Withdrawal		
		Tran Code: 1130-0 Date = 6/11/2024 09:48:53 ABA = 102306356 Serial# = 0 Account# = 011505955	Cash Out:	\$50.00
		Signature Cancelled By Teller	Amount:	\$50.00
		: 102306356:	011505955#	0 /000005000/
			Back	
		Withdrawal rear image 20240611223100003	FPS GOLD FQ0122 >102306356< Drawer# 2231	
		Close		

Teller Capture Item Summary – Virtual Withdrawal Slip with Signature Cancelled By Teller

### Transactions

The following transactions are exceptions, and no signature will be prompted when they are processed.

Tran Code/Mod	Description
1400 / 01	CCN - Check cash - no hold
1400 / 02	CCO - Cash check - on-us
1400 / 03	CCH - Cash check - hold
1400 / 04	OTC - Over-the-counter - on-us
1400 / 05	OTF - Over-the-counter - F/M
1400 / 06	CDT - Over-the counter Hold on CDT - F/M
1430	ECK - Exchange checks



1430 / 01	AEC - Account exchange checks
1430 / 02	ECF - Exchange checks - F/M
1430 / 03	ECK - Exchange checks / 2
1480	BND - Bond cashing
1500	TOR - Teller over
1501	FTO - Teller over foreign cash
1510	TSH - Teller short
1511	FTS - Teller short foreign cash
1520	VCD - Vault cash debit (reduce vault cash)
1521	VTF - Vault to foreign teller
1530	VCC - Vault cash credit (increase vault cash)
1531	VFF - Vault from foreign teller
1540	TCD - Teller cash debit (reduce teller cash)
1541	FCD -Foreign teller cash debit
1550	TCC - Teller cash credit (increase teller cash)
1551	FCC - Foreign teller cash credit
1555	BOC - Batch out checks
1559	CTB - Cash/Check to bank
1560	VCT - Vault cash to bank
1570	VFB - Vault cash from bank
1570 / 01	VCC - Vault cash
1572	VTB - Vault cash to branch
1573	VFB - Vault cash from branch
L	



1800	GLD - General Ledger debit
1800 / 01	GLO - General Ledger debit
1800 / 02	EOD - Exception Offset Debit
1800 / 83	CGL - Journal G/L transfer (G/L debit and G/L credit)
1810	GLC - General Ledger credit
1811	Rejected Paid - Automatic Journal Out
1812	Rejected Paid - Automatic Journal In



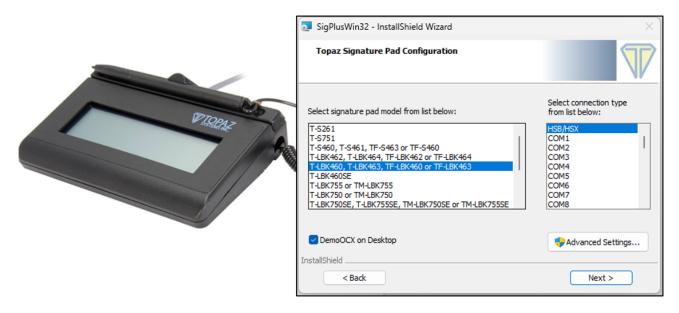
### **Topaz Signature Pads and Drivers**

Below are the Topaz Signature Pad devices and driver information that FPS GOLD has programmed to work with the Teller Capture Virtual Signature.

T-LBK766SE-BHSB-R, SignatureGem LCD 4X5 – Model Number 58 and corresponding driver:

SigPlusWin32 - InstallShield Wizard	×
Topaz Signature Pad Configuration	
Select signature pad model from list below: T-S460, T-S461, TF-S463 or TF-S460 T-LBK462, T-LBK464, TF-LBK462 or TF-LBK464 T-LBK460, T-LBK463, TF-LBK460 or TF-LBK463 T-LBK460SE T-LBK760SE T-LBK755 or TM-LBK755 T-LBK750SE, T-LBK755SE, TM-LBK750SE or TM-LBK755SE T-LBK766SE or TM-LBK766SE	Select connection type from list below: HSB/HSX COM1 COM2 COM3 COM4 COM5 COM6 COM7 COM8
DemoOCX on Desktop InstallShield Uncheck DemoOCX	Advanced Settings Next >

T-L460-HSB-R, SigLite 1X5 – Model Number 15 and corresponding driver:



### **Driver Install Information**



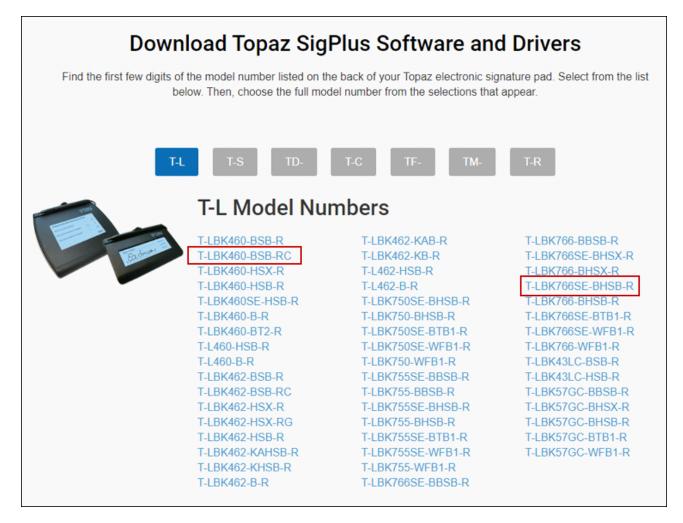
The following links and information will assist your IT department in the installation of the Topaz Signature Pads.

SDK Guide: https://www.topazsystems.com/software/download/sigplusnet.pdf

User guide: https://topazsystems.com/userguides/Topaz\_Universal\_User\_Guide.pdf

Link to driver: https://www.sigpluspro.com/index.html

1. Select corresponding signature pad model (see image below).



2. Follow the required steps below to Download SigPlus driver(s).

Note: Only one driver type should be installed on each PC at a time.



# **Required Steps**

# Download SigPlus<sup>®</sup>

#### Step 1

Download the Topaz SigPlus software for use with your Topaz signature pad to your computer's desktop. **Right-click on the "Download SigPlus" icon displayed here**, select "Save Link As", and choose the desktop as the save location to begin the download.



### Step 2

**NOTE:** For pad models ending in "HSX-R" or "HSX-RG", select "HSB (USB Type)" during software installation. For other models, select your correct suffix or connection type.

Double-click on the SigPlus icon on your desktop (similar to the one displayed here) to begin installation. Depending on your security settings, you may need to login to Windows as an "Administrator" to begin the installation, or right-click on the SigPlus icon and select "Run as administrator".

When prompted, select "Yes" to place the Topaz test utility DemoOCX on your desktop. If needed after installation, SigPlus will be found in your C:\Windows\SigPlus folder.

After installation, test your pad's functionality and proper setup using DemoOCX. Once functionality is confirmed, proceed with popular downloads below or view Topaz's complete software offerings.

3. Select the corresponding signature pad model and click <Next> to move through the installation process.



SigPlusWin32 - InstallShield Wizard	×
Topaz Signature Pad Configuration	
Select signature pad model from list below:	Select connection type from list below:
T-S261 T-S751 T-S460, T-S461, TF-S463 or TF-S460 T-LBK462, T-LBK464, TF-LBK462 or TF-LBK464 T-LBK460, T-LBK463, TF-LBK460 or TF-LBK463 T-LBK460SE T-LBK755 or TM-LBK755 T-LBK750 or TM-LBK750 T-LBK750SE, T-LBK755SE, TM-LBK750SE or TM-LBK755SE	HSB/HSX COM1 COM2 COM3 COM4 COM5 COM6 COM7 COM8
DemoOCX on Desktop  InstallShield	Advanced Settings
< Back	Next >

Note: Uncheck the DemoOCX option to avoid a demo program being installed.



# **Form Samples**

Click the link below to view to-scale examples of the Deposit, G/L, Loan, and Withdrawal slips that you will be provided to use for scanning transactions with Teller Capture.

To-Scale Form Samples

