LOCKBOX IMAGE ARCHIVE

User Guide

TABLE OF CONTENTS

1. INTRODUCTION

The Lockbox Image Archive is a web-based application that allows the user to view their archived check/stub images and corresponding data from anywhere in the world. The archived information may be a scanned check image or a scanned document with its respective data stored in a database based on their relevance (year/monthly/bi-monthly/weekly/daily). This document describes the processes for daily use of the Lockbox Image Archive.

Key Features:

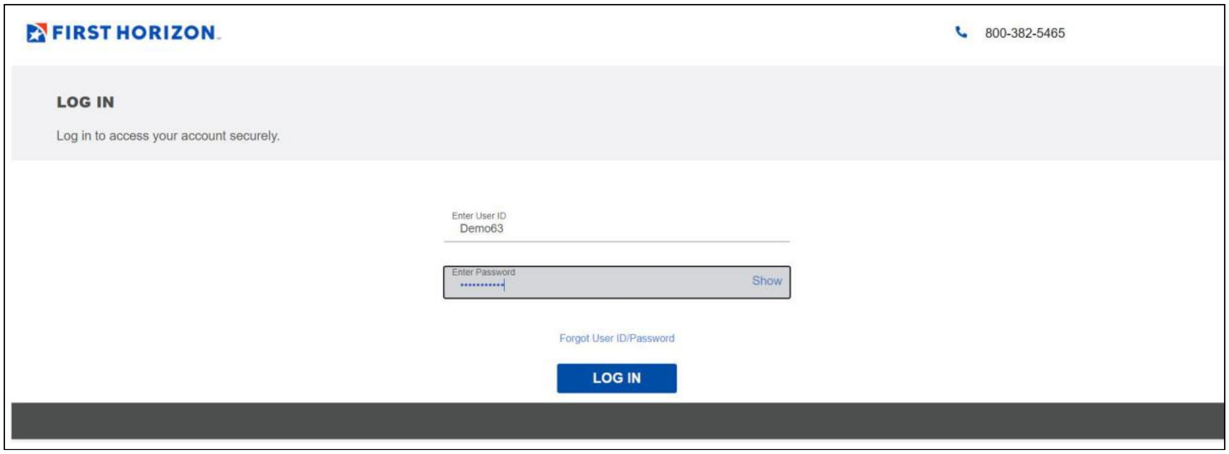
- Extensive search capabilities
- Downloadable data and images
- Customizable presentation
- Ability to view in column format or thumbnail format
- Configurable messages
- Reports

Some conventions are used throughout this manual while describing the Lockbox Image Archive functions. Keys on the PC keyboard are referred to by their labels in **blue bold** letters. The label mentioned in the manual is the one most frequently used on keyboards; however, there are variations from model to model. A plus between key labels indicates that you hold down the first key and then press the second key. Selections from menus are printed in *dark red italics*. Screen text is indicated in **bold** letters. Examples of processing screens and menus are intended for illustration only. The appearance of some screens may vary slightly for your particular installation.

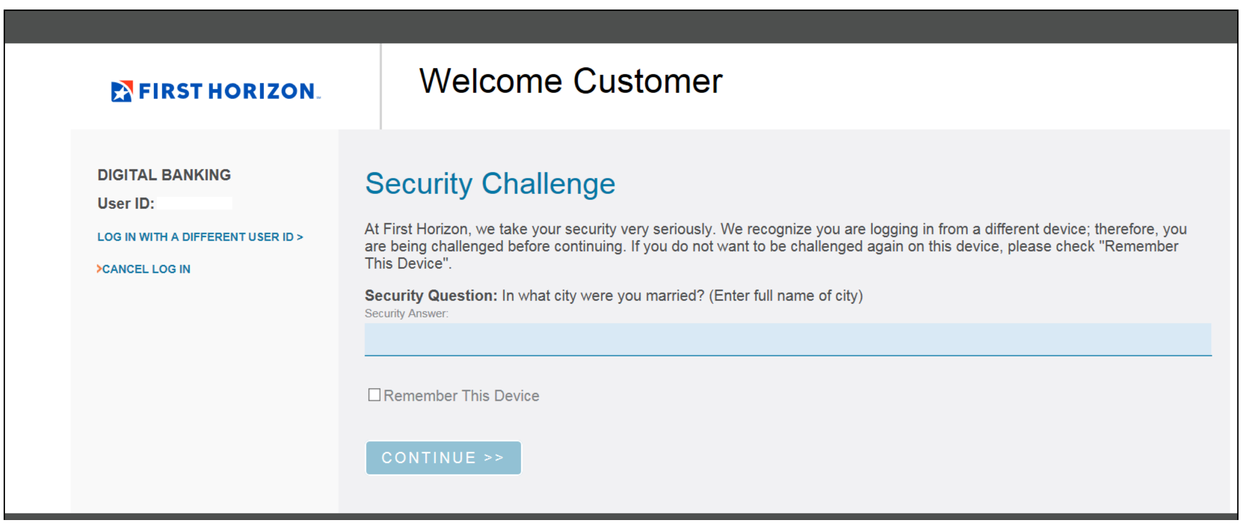
2. GETTING STARTED

2.1 LOGIN

- Launch an internet browser and type the URL www.firsthorizon.com in the address bar.
- Once the page has loaded, enter your **username** and **password**.
- Click **Log In**.



- Answer the random security question.
- Click **Continue**.

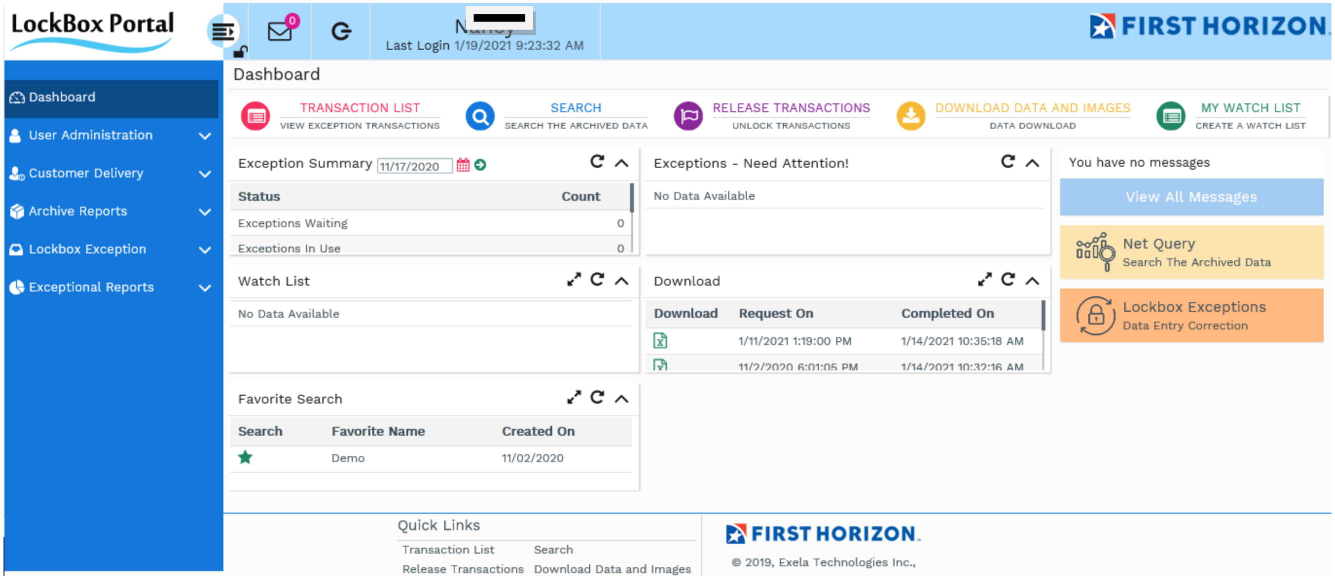


OTHER APPLICATIONS

- Once logged in, click the **Other Applications** tab.
- Click **Lockbox Imaging Archive**.
- The user is signed in through single sign-on.

CUSTOMER DELIVERY SCREEN

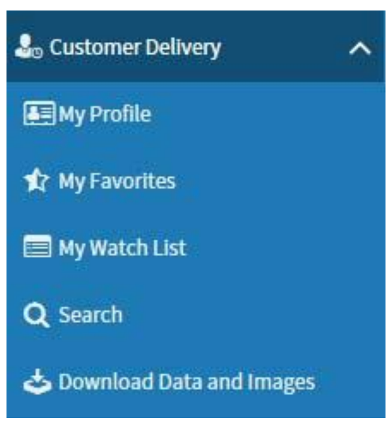
The Dashboard screen is displayed by default. It allows the user to view the posted data.



The top left of the screen, beside the logo, displays the user id, the last login date and time, and a  icon that logs the user out of the system. The user may also choose *Logout* from the Main Menu. Display returns to the login screen.

The modules that are displayed in the menu panel on the left of the screen and the work area on the right are based on the user's rights. If the user has access to other modules (e.g., Lockbox Exception, eCapture) menu options and dashboard panels in the work area for those modules also appear on the screen

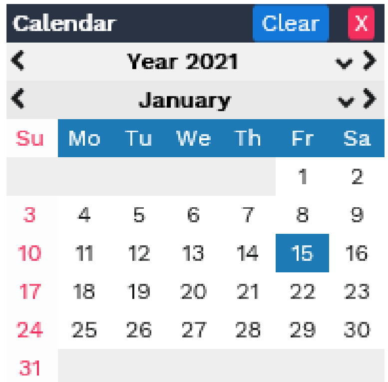
For a Customer Delivery end user the *Customer Delivery* menu displays the following sub-menu options:



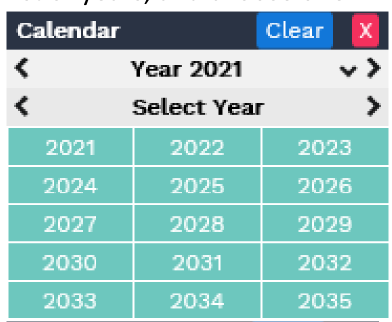
- *My Profile* – Enables users to configure their view of the application based on their access rights.
- *My Favorites* – Enables users to manage the search settings that they saved as favorite searches.
- *My Watch List* - Enables users to define situations within the archived data about which they want to be notified.
- *Search* – Enables users to search the data from the archived database.
- *Download Data and Images* – Enables users to download the selected items or transactions to their local system.
- *Logout* –Click to end your session. Display returns to the Login screen.

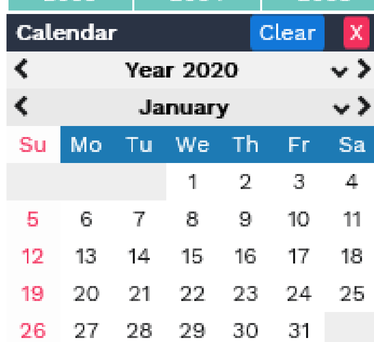
1.2.1 CALENDAR

The calendar enables the user to select the desired dates. Options are available to browse through months and years to select the desired dates. Click to invoke the calendar.

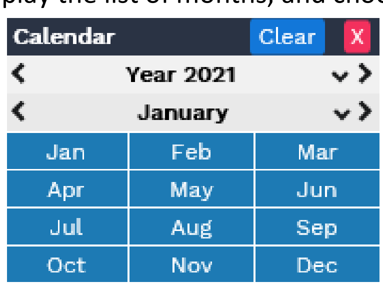


To change the year, click the left arrow **<** to go to the previous year, click the right arrow **>** to go to the next year, or click the down arrow **v** to display the list of years, and choose one.





To change the month, click the left arrow **<** to go to the previous month, click the right arrow **>** to go to the next month, or click the down arrow **v** to display the list of months, and choose one.



When you have chosen the year and/or month, that year and month's calendar is displayed. Click on the desired day to fill in the date field. Click **Clear** to blank out the date field. Click the large **X** to close the calendar display without changing what is currently in the date field.

1.2.2 ICONS

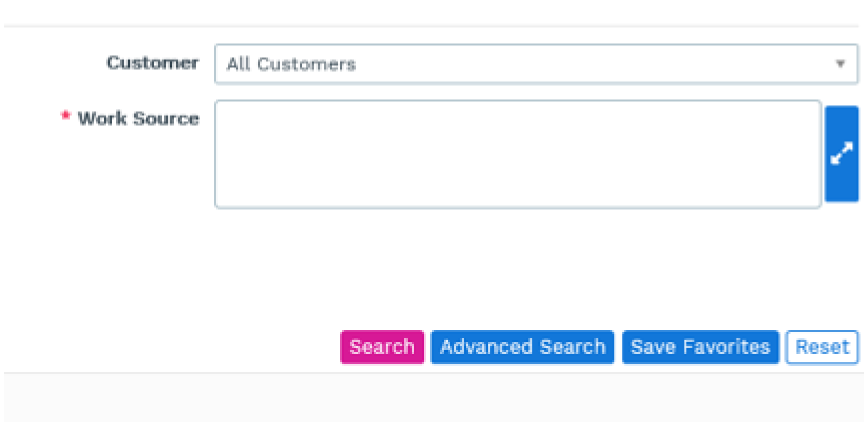
The **Collapse** icon between the panels enables the user to hide the menu options panel to expand the work area.

The **Expand** icon enables the user to show the menu option panel when the menu option panel is hidden.
Clicking this icon “locks in” the menu display to whichever status is currently displayed (expanded or collapsed). The icon changes to . Clicking this icon again releases the “locked” status and allows the menu to be expanded or collapsed.
Many of the work area screens display the following icons:

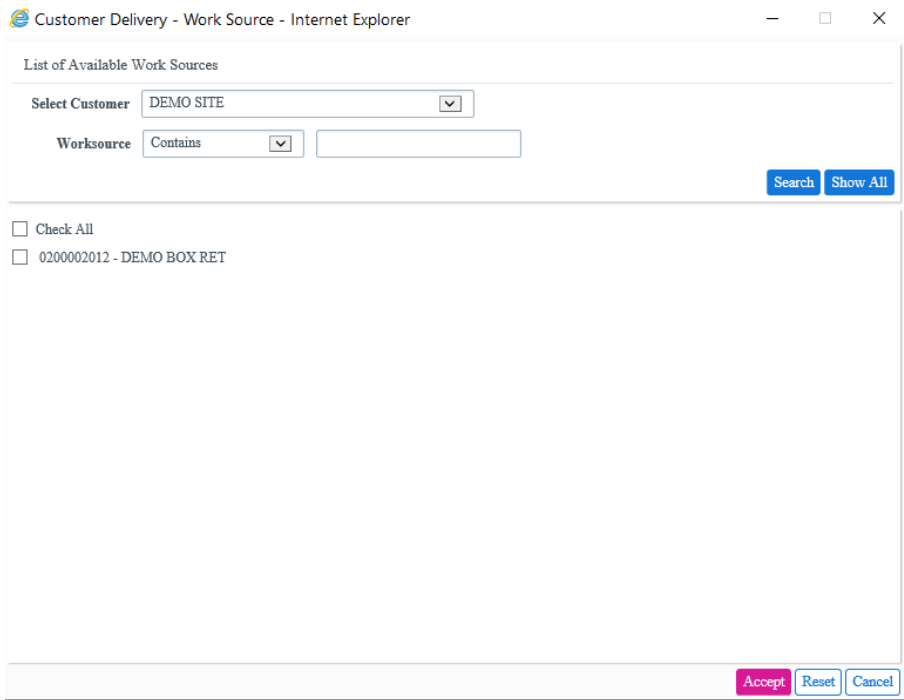
- Click to edit
- Click to save the content
- Click to undo
- Click to delete the selected item

1.2.3 CHOOSING A WORK SOURCE

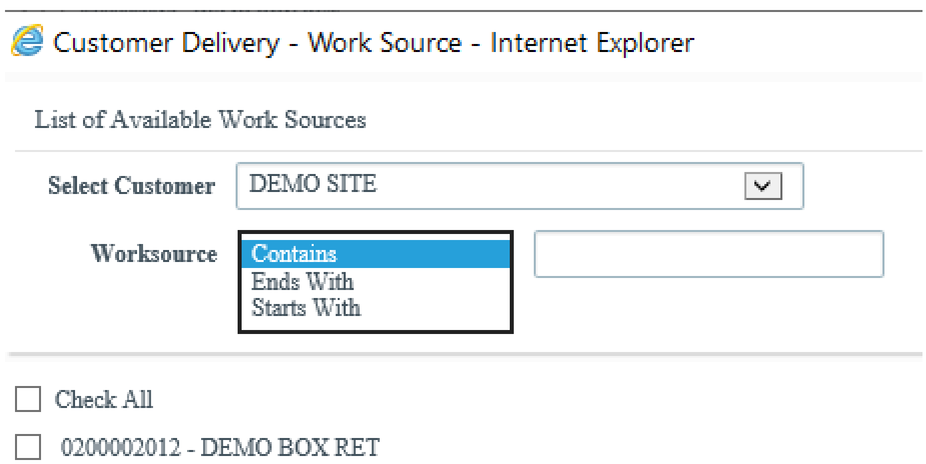
When choosing a work source, one of the following screens appears: **Select One or More Work Sources.**
If you select multiple work sources for the current function, the work source field initially appears as a blank area with the icon to the right. To see a list of work sources, start typing in the input area. Enter an “a” to get the *All Work Sources* choice. A drop-down list appears containing the work sources whose name contains the text you’ve entered.



Click on the desired work source to select it. You may perform multiple searches to select more than one work source. Alternately, click the icon to display a pick list of work sources. The list includes a search option that enables you to filter the work sources.



To search for a specific work source, select an option from the **Worksource** drop-down and then enter the work source number or description in the field.

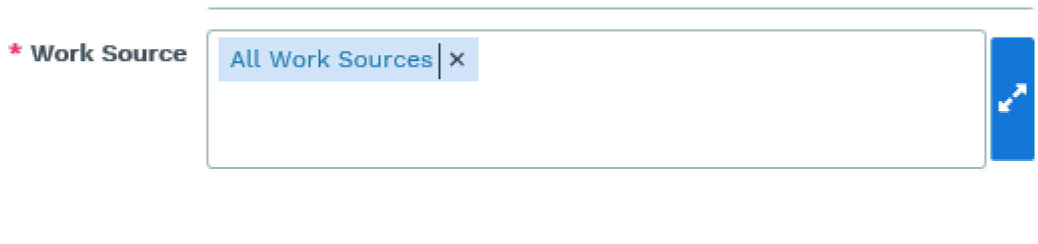


Contains: Enter the in-between number or description of the work source.
Ends With: Enter the ending number or description of the work source.
Starts With: Enter the starting number or description of the work source.

Click the **Search** button to display only the work sources that fit your selection. Click **Show All** to re-display all the work sources.

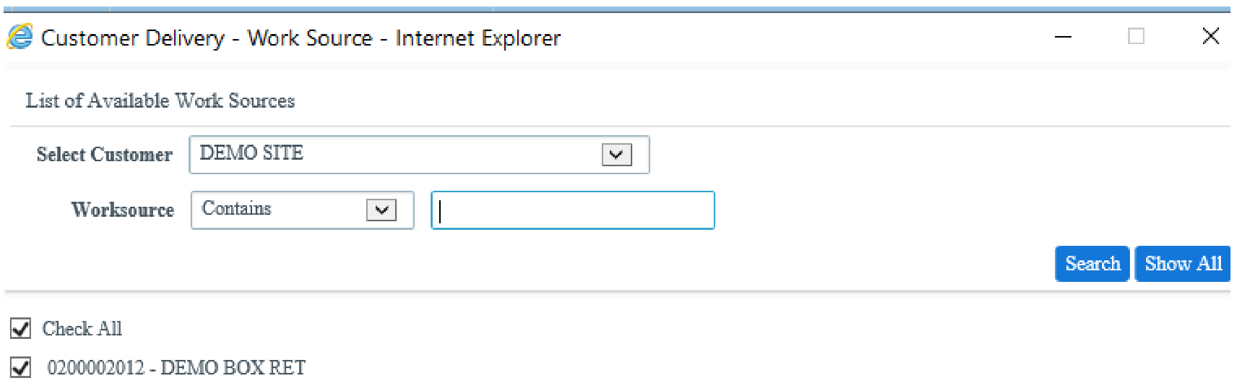
Click the check boxes by the desired work sources. Click on the **Check All** check box to select all work sources. Click **Accept** to accept your choices, click **Reset** to abandon your choices, or click **Cancel** to return to the screen without making a choice.

When multiple work sources have been chosen, they display in the **Work Source** field as shown below. To remove a work source from the list, click the **x** next to its name.



Select One Work Source

If the current function allows only one work source, the input area is prefilled with the first available work source. Some functions may optionally be run for all work sources. Click in the input area to display an entry field and work source drop-down list. If you know the name of the work source, start typing in the field. The list is reduced to just those work source names containing the characters you have typed. Select the radio button by the desired work source.



2.2.4 CHOOSING A CUSTOMER

To select a customer, click in the **Customer** box. An entry field and customer list are added as a drop-down.

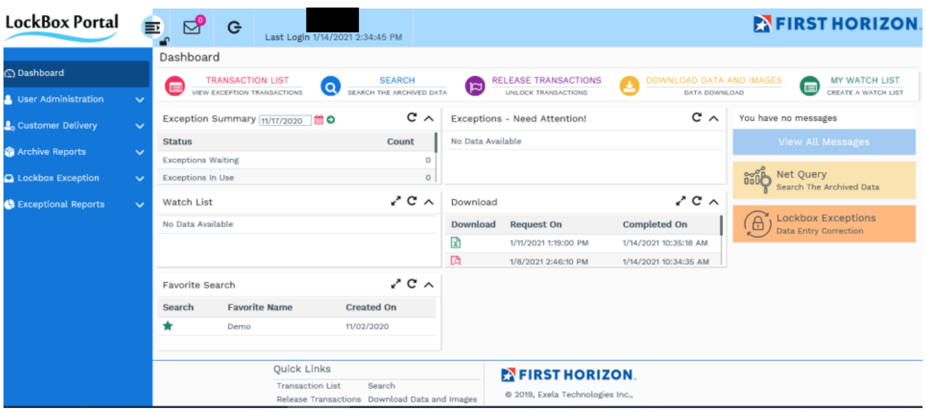
If you know the name of the customer, start typing in the field. The list is reduced to just those customer names containing the characters you have typed. Select the radio button by the desired customer.

3. DASHBOARD

The Main Menu page displays the Dashboard screen by default. It gives access to the most commonly-used functions of Customer Delivery, and may also provide access to some functions of Lockbox Exception and Remote Lockbox (eCapture), depending on user privileges. If Your usercode is configured for access, the top two panels apply to Lockbox Exception; the other panels provide access to Customer Delivery functions, and (if configured) eCapture batch status notification.

Quick Links icons are displayed in a panel at the top of the screen leading to (depending on user access) the Lockbox Exception Transaction List, the Search function, eCapture functions, and Download Data and Images. The footer area of most screens displays Quick Links as text.

Product links are displayed based on the user's product in a panel on the right side of the access. The **Net Query** link redirects to the Search page, the **Lockbox Exceptions** link redirects to the Lockbox Exception Transaction List page, and the **eCapture** link redirects to the eCapture Home page.



The *Customer Delivery* main menu choice gives access to the related Customer Delivery (aka NetQuery)

Click the (View More) icon in any of the Customer Delivery panels to go to the corresponding page. A v (downward arrow) icon at the top right of each panel allows you to view or hide the data in that panel.

Hovering the mouse over the icon of a previously completed download request in the **Download** panel (i.e., one with a date in the **Completed On** column) displays the details of the download.

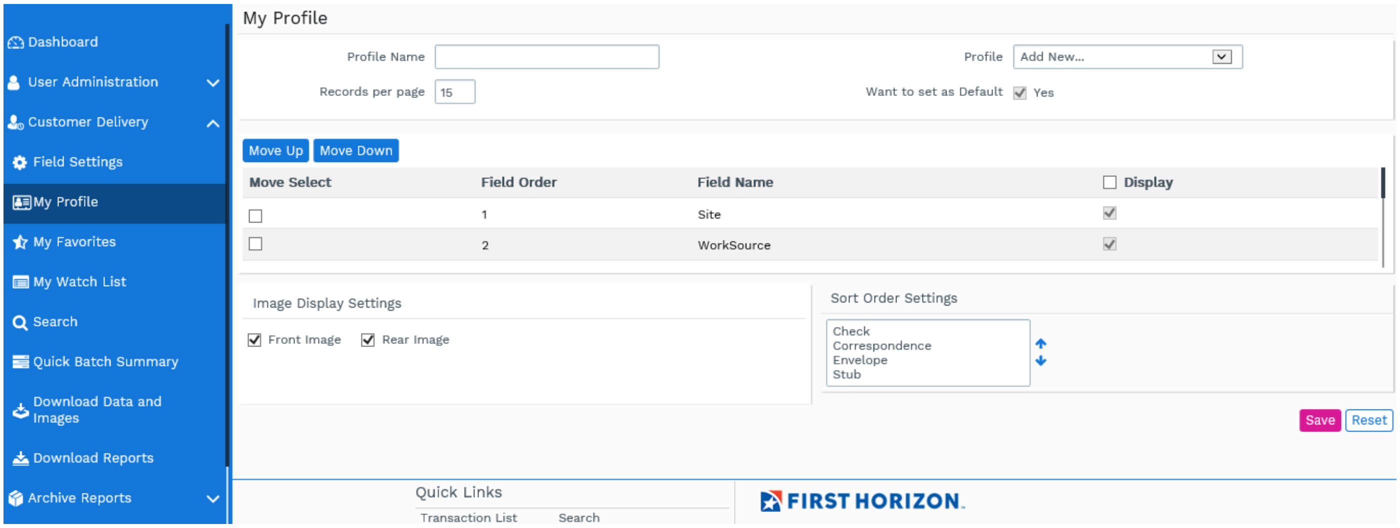
Clicking the icon on the left of the item allows you to re-download it. See Download Data and Images.

Clicking the icon in the **Use** column of the **Favorite Search** panel allows the user to search archived data using a preset group of criteria. The **Search** screen appears showing the selected favorite criteria. See Search.

Note: For information on Lockbox Exception user functions, see the Lockbox Exception User Manual. For information on eCapture functions, see the eCapture Daily Operations User Manual.

4. MY PROFILE

The *My Profile* menu option enables users to select and set the display order of the fields for the search results, for their own personal use. The user can assign a name for each profile. The user has the option to set a selected profile as their personal default view whenever the search results are displayed.



The **My Profile** screen displays the following components:

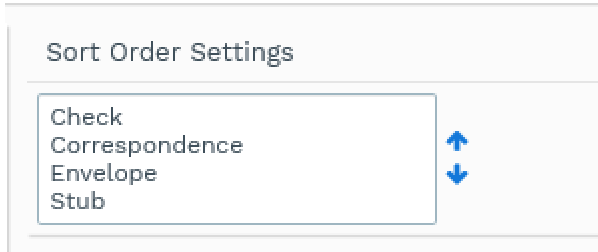
- **Profile Name:** Displays the name of the selected profile, or is blank when adding a new profile.
- **Profile:** Select an existing profile from the drop-down list, or select **Add New…** to create a custom profile.
- **Records per page:** Enter the number of records to be displayed on each page of search results for the selected profile.
- **Want to set as Default:** Click the check box to set the selected profile as the default profile view.
- **Move Up:** Moves the selected field one step up in the existing field order.
- **Move Down:** Moves the selected field one step down in the existing field order.
- **Move Select:** Click this check box to select the field to move up or down.
- **Field Order:** Displays the ascending order number of the field where it will be displayed.
- **Field Name:** Displays the field name.
- **Display:** Click this box to mark the selected field to be displayed for the profile.

Image Display Settings

- **Front Image:** Click this check box to display the front image of check/stub.
- **Rear Image:** Click this check box to display the rear image of check/stub.

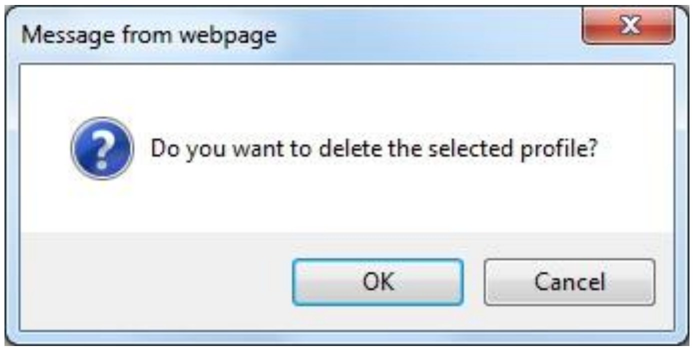
Sort Order Settings

This displays the order in which the various types of items will be displayed within a transaction on the search results screen. Use the navigation buttons at the right to set the sequence of the item to be displayed in the search results.



Save: Click to save the settings for the profile.

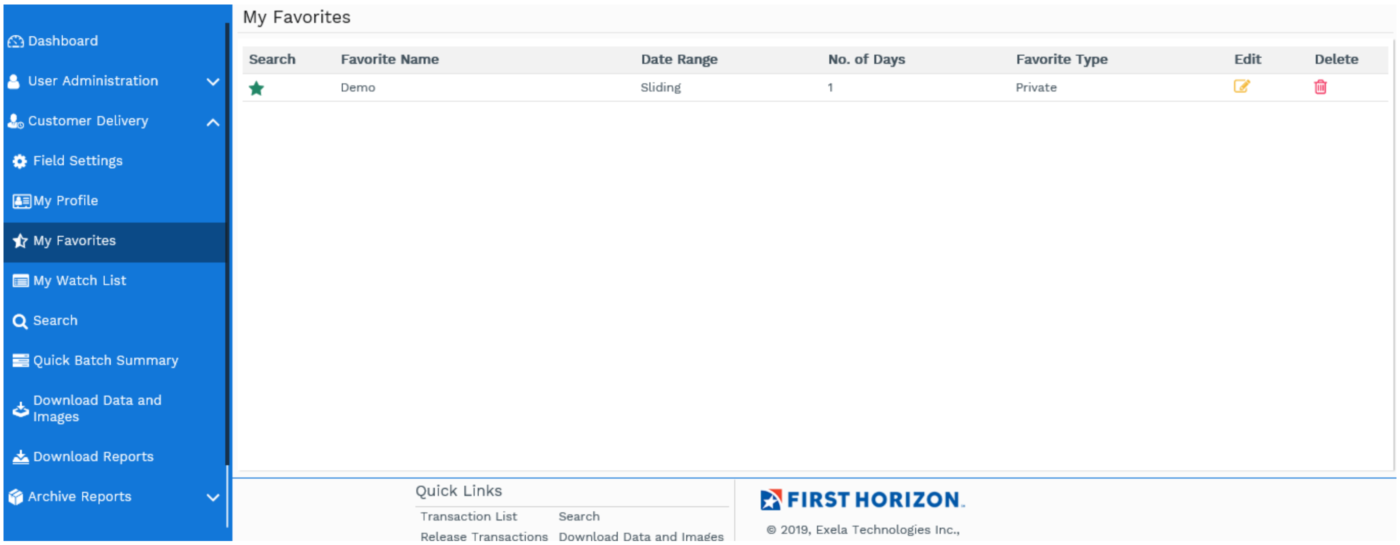
Delete: Only a non-default profile may be deleted. When the default profile is shown, there will be no **Delete** button. To delete a profile, first select the profile from the **Profile** drop-down list. If the **Want to set as Default** box is checked, un-check it. Click **Delete**. You are prompted to confirm your request. Click **OK** to delete the profile or **Cancel** to retain it.



Reset: Click to clear the settings for the selected profile.

5. MY FAVORITES

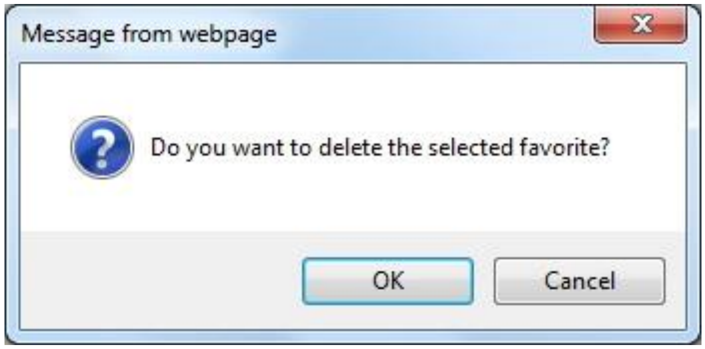
The *My Favorites* menu option enables the user to manage the search settings that have been saved as favorite searches, i.e., modify certain characteristics and delete. The user can modify the name of the favorite search, the date range, number of days to be included in the search results, and whether the favorite search is private or may be shared with others. For more on saving search criteria as a favorite, see Favorite Search.



The user can search using a favorite set of criteria by clicking the **Search** icon . The **Search** screen appears showing the selected favorite criteria. See Favorite Search. To modify the settings of a favorite, click the icon in the **Edit** column.

After modifying the favorite search, click to save the changes or click to cancel the changes. If the name you typed contains invalid characters, when you save it a message appears. You must change the name before it can be saved.

Click in the **Delete** column to delete a favorite. You are prompted to confirm:

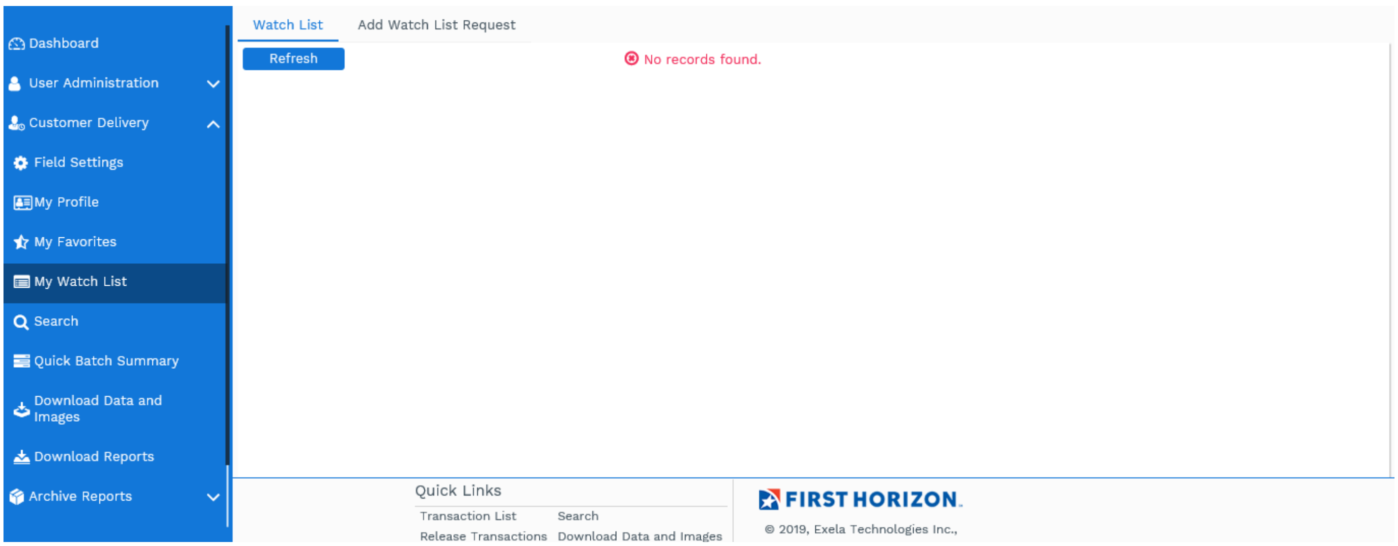


6. MY WATCH LIST

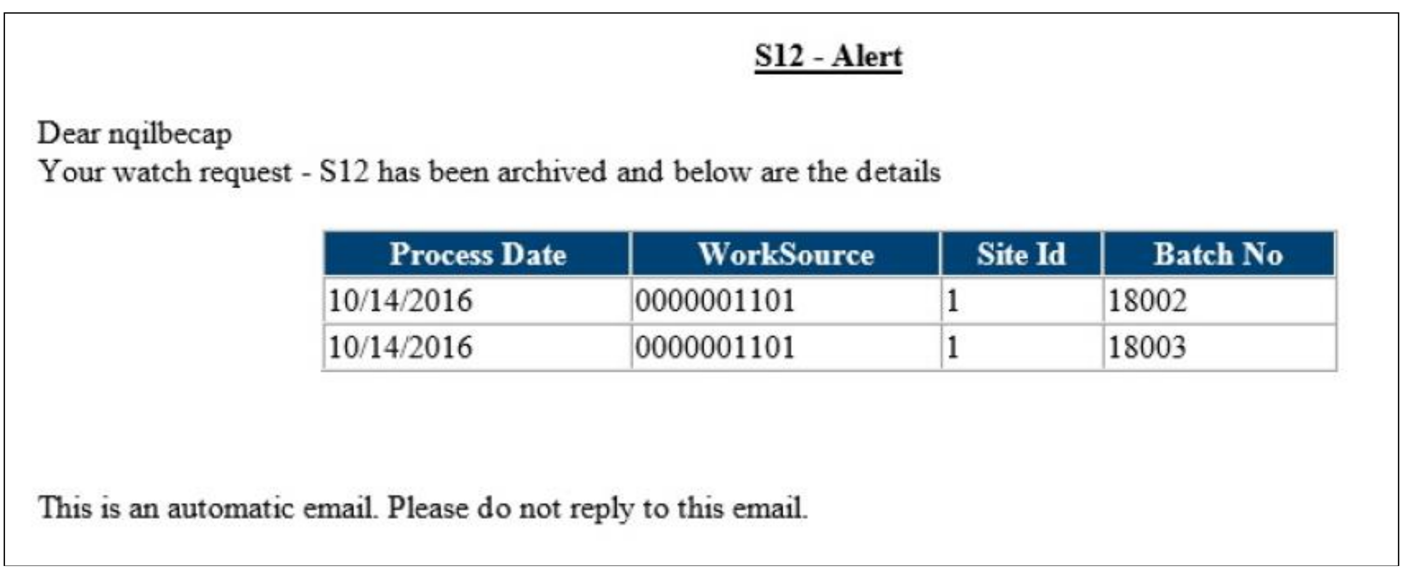
The *My Watch List* option enables users to define situations within the archived data about which they want to be notified. When the situation is encountered, an email notification is sent to a specified email address.

The Watch List screen has two tabs – **Watch List** and **Add Watch List Request**. The **Watch List** tab displays a list of current added requests.

If the **Status** column displays **View Data**, you can click on that link to see the data matching the watch list criteria in the Search screen (see Single Field Search).



When data arrives in the archive that matches an entered Watch, an email notification is sent to the user who established the watch. The email's subject line is *Alert Notification*. The body is titled with the watch name, repeats the selection parameters, and provides a phone number for questions. A sample email is shown below; the exact wording and layout may vary.



S12 - Alert

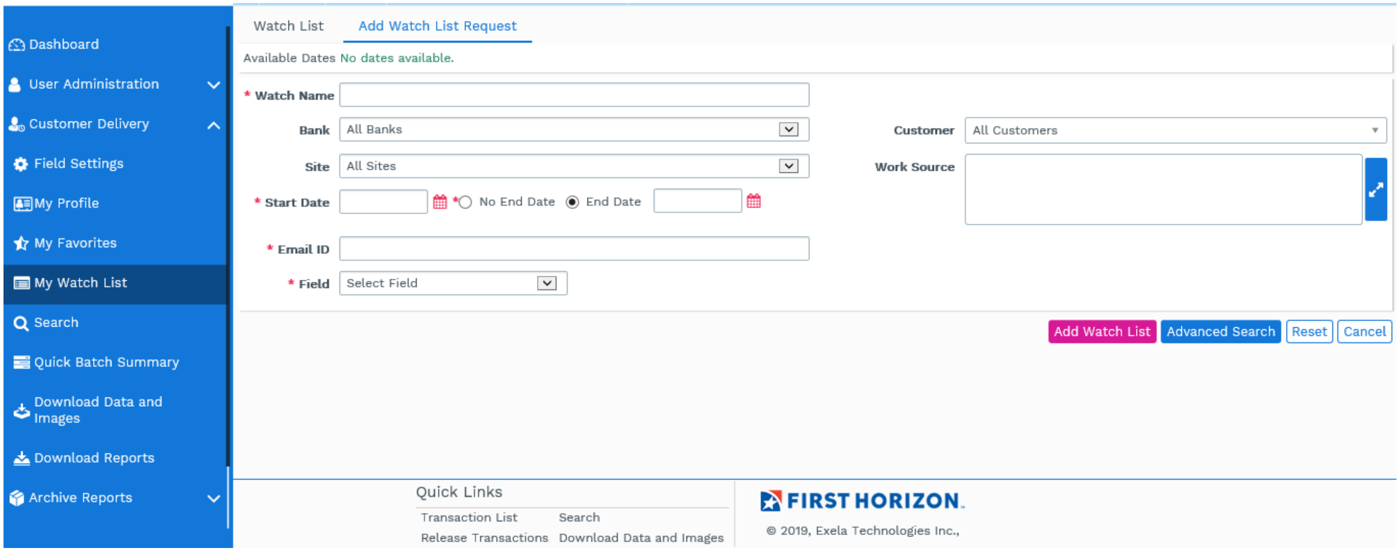
Dear nqilbecap
Your watch request - S12 has been archived and below are the details

Process Date	WorkSource	Site Id	Batch No
10/14/2016	0000001101	1	18002
10/14/2016	0000001101	1	18003

This is an automatic email. Please do not reply to this email.

To add a new request:

1. Click the **Add Watch List Request** tab.



2. Enter a **Watch Name**.
3. 3. Select a **Bank** and **Site** from the drop-down lists.
4. Select a **Customer**.
5. Select a **Work Source**. The work source list contains only the work sources associated with the chosen site.
6. Enter the **Start Date** or click the calendar icon to choose the date from the calendar. Select one of the options **No End Date** or **End Date**.
7. **No End Date**: The system alerts the user by email today.
8. **End Date**: The system alerts the user by email until the selected date.
9. Enter an **Email ID**. Notifications are sent to this email address when data matching the parameters are stored in the database.

   Note: The exclamation point (!) is allowed anywhere in the email address, and the minus sign (-) is allowed inside the text but not at the beginning or end of the address. No other special characters besides the @ sign are allowed.

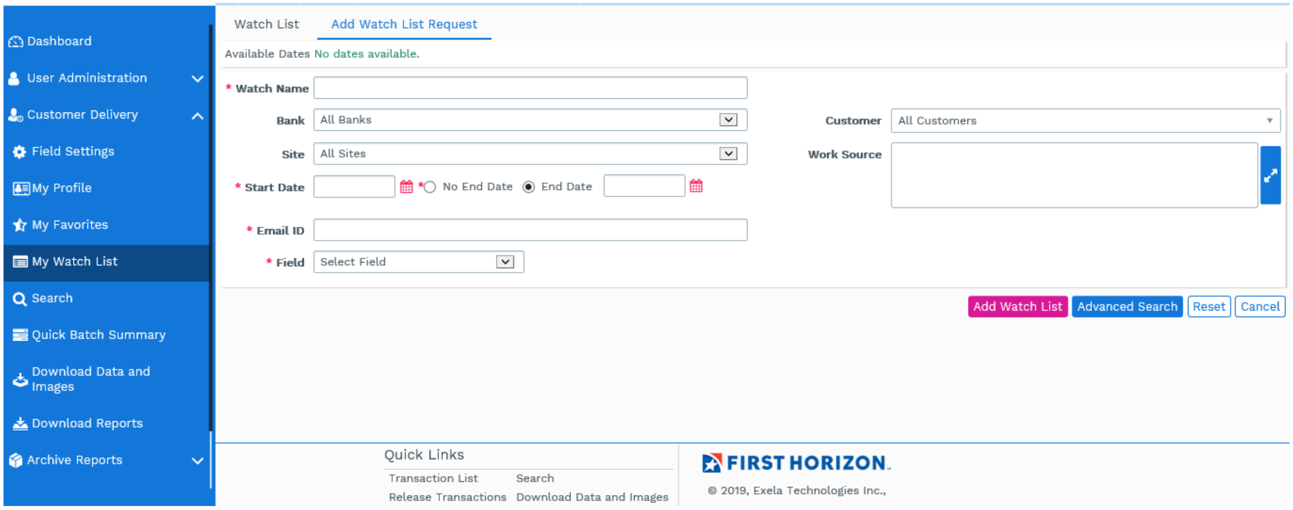
10. **Field**: If desired, select a field from the drop-down list and set the desired condition for the selected field – the conditions will vary according to which field is selected. Click **Add Watch List**. Requests posted on the **Add Watch List Request** tab are displayed on the **Watch List** tab.

Advanced Search.

Click **Reset** to clear the fields. Click **Cancel** to cancel the request and return to the **Watch List** tab.

6.1 EDITING WATCH LIST ENTRY

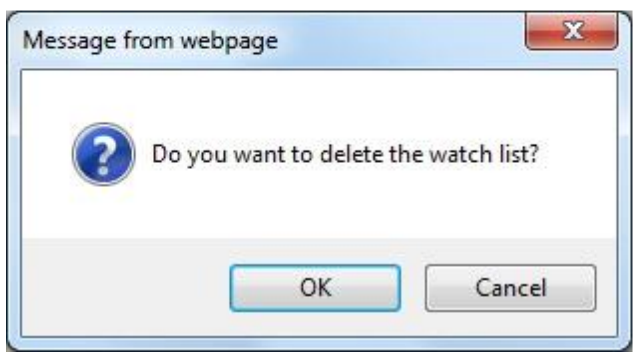
The administrator can update an existing entry on the watch list by clicking the **Edit** icon in the row for the desired entity.



After making the changes (see preceding section) click **Update Watch List** to update the changes.

6.2 DELETING WATCH LIST ENTRY

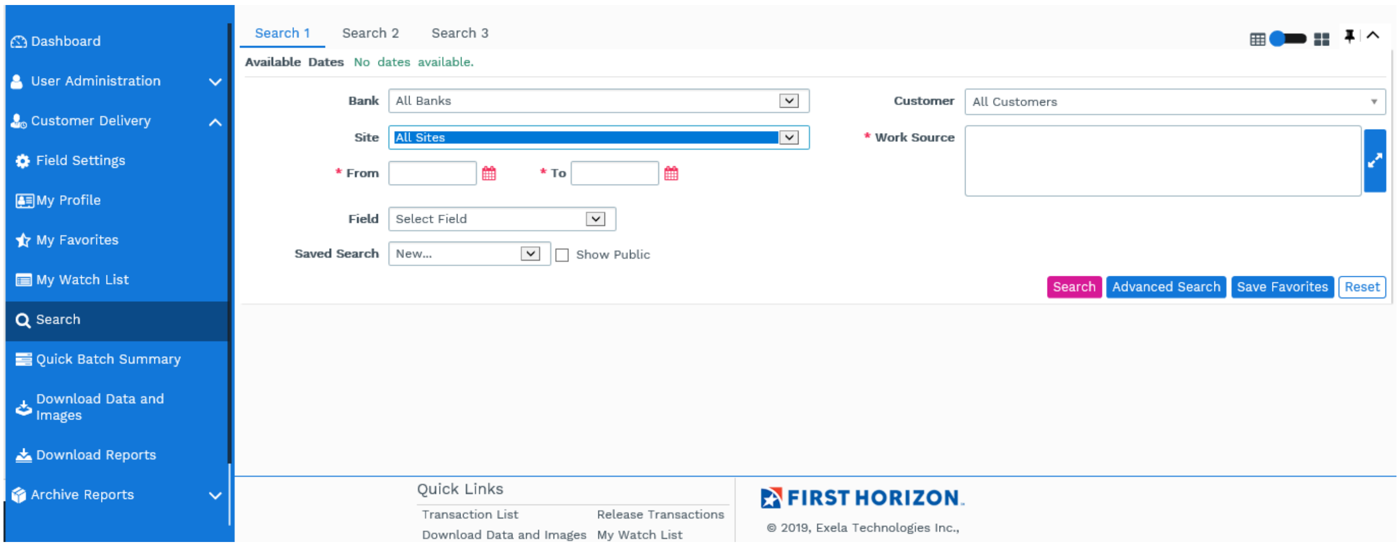
Click the **Delete** icon to delete a watch list entry. You are prompted to confirm the request. Click **OK** to delete the entry or click **Cancel** to retain it.



7. SEARCH

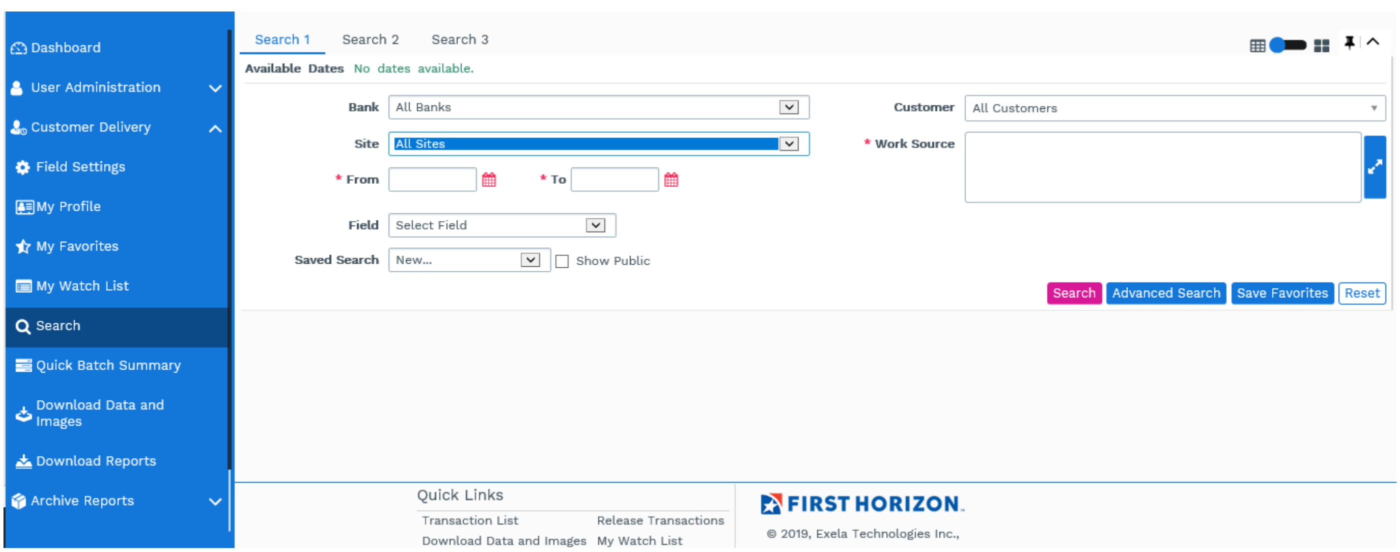
The *Search* option in Customer Delivery enables the user to search the required data using various filter conditions, and has 3 tabs labeled **Search 1**, **Search 2** and **Search 3** so that the user may use as many as 3 sets of search criteria to compare results. The search screen has two panels – one for specifying the search criteria and the second for displaying the search results.

An example of the search screen is displayed below:



Search Criteria Panel

The search criteria portion of the screen displays drop-down lists, date selection boxes, text boxes and buttons to allow the user to filter the desired data to be displayed in the search results panel.



- When the menu is displayed, some columns may be partially hidden, with a scroll bar at the bottom. Use the **Tab** key to scroll quickly back and forth to display hidden columns.

- **TOTAL RECORDS**: Displays the number of records currently displayed on the screen.
- (record view): Displays the transaction items only.
- (thumbnail view): Displays images of each item in the transaction.
- **Bank:** Default All Banks
- **Site:** Select the site from the drop-down list.
- **Customer:** Choose a customer from the drop-down list.
- **Work Source:** Choose a work source
- **From:** Enter the start date for the search or click the icon to display the calendar from which you can select the desired start date for the search.
- **To:** Enter the end date for the search or click the icon to display the calendar from which you can select the desired end date for the search.

  Note: The user must enter or select **From:** and **To:** dates that are within the dates that are displayed in the top of the Search screen as **Available Dates:** mm/dd/yyyy to mm/dd/yyyy.

- **Field:** Select a field from the drop-down list and set the desired condition for the selected field – the conditions vary according to which field is selected. See Single Field Search.
- **Saved Search:** To use a saved set of criteria, aka a favorite, make a selection from this drop-down list. The conditions of the favorite search are inserted in the fields of the criteria panel. By default only your saved searches appear on the list. Click the
- **Show Public** check box to include saved searches that have been designated by other users as public on the drop-down list.
- **Search:** Click to search the data for the selected/entered filter conditions.
- **Advanced Search:** Click to invoke the **Advanced Search** screen where you can select multiple search conditions to filter your desired data (see Advanced Search).
- **Reset:** Click to return the filter conditions to the defaults.
- **Save Favorites:** Click to save the filter conditions in your favorites list or select a favorite search from the drop-down list.
- icon: Click to lock the search criteria panel while displaying the search results. By default, the search criteria panel is hidden to increase the area available to display search results. To keep the criteria panel open, i.e. locked, click this icon. The icon changes to . When the search criteria panel is not locked, you can toggle viewing the search criteria by clicking on the down or up arrow.

Search Results Panel: The search results panel in the lower part of the screen has several functions that allow different views of the search results:

- (profile): Select the profile name from the drop-down list.
- **View Transaction:** Click to view data for the transaction containing a selected item.
- **View Transaction Images:** Click to view the data and images of the transaction containing a selected item.
- **View Images:** Click to view the images of the selected items.
- **View Batch Header:** If configured, this allows you to view the batch header.
- **Download All:** Click the PDF, XML, Excel, HTM or PDF images only icon to download the items that are selected. After clicking on any of the download icons, a confirmation message is displayed. Your download request is listed in the **Download Requests** tab of the download data and

images screen (see Download Data and Images. The transactions that are downloaded from this screen reflect the search conditions you have set.

The columns that are displayed depend on how the chosen **Profile** is set up. Some typical columns are:

- **Notes:** Click the icon to invoke the add/view notes screen to add or view the notes appended to the selected transaction (see Add/View Notes).
- **Site:** Displays the site associated with the item.
- **WorkSource:** Displays the work source associated with the item.
- **Processing Date:** Displays the processing date when the item was processed.
- **Batch Number:** Displays the batch number to which the item belongs.
- **Transaction No:** Displays the number of the transaction containing the item.

The right-most column (...) when clicked adds details below the selected item. Some typical fields displayed in the details are:

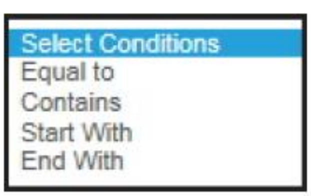
- **Sequence No:** Displays the sequence number of the item within its batch.
- **Paid Amount:** Displays the amount paid for the item.
- **Check RT No:** Displays the RT number for a check item.
- **Check Account No:** Displays the account number for a check item.
- **Check No:** Displays the check number for a check item.
- **Stub Account No:** Displays the account number for a stub item.
- **SubSeqNo:** Displays the sub-sequence number of the item within its transaction.
- **ImageSeq1:** The sequence number of the item's image within its transaction.

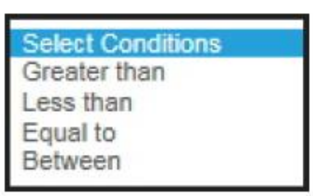
Clicking in the item detail row displays the item in the view images screen (see View Images).

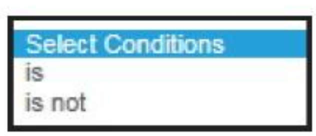
7.1 SINGLE FIELD SEARCH

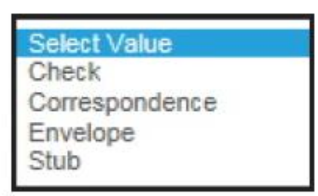
The **Field** drop-down list is used to search the archive database for records satisfying a specified criterion. To perform such a search:

1. Open the **Field** drop-down list and select a field. To select all records that satisfy the customer, site, work source and date parameters, use *Select Field* from the **Field** dropdown list. Your field list includes only the fields established for you by your administrator.
2. When you select a field, a second drop-down list appears from which you must select a condition to apply to the field. Open the drop-down list and select a condition. The condition list is consistent with the chosen field. Possible condition lists are:









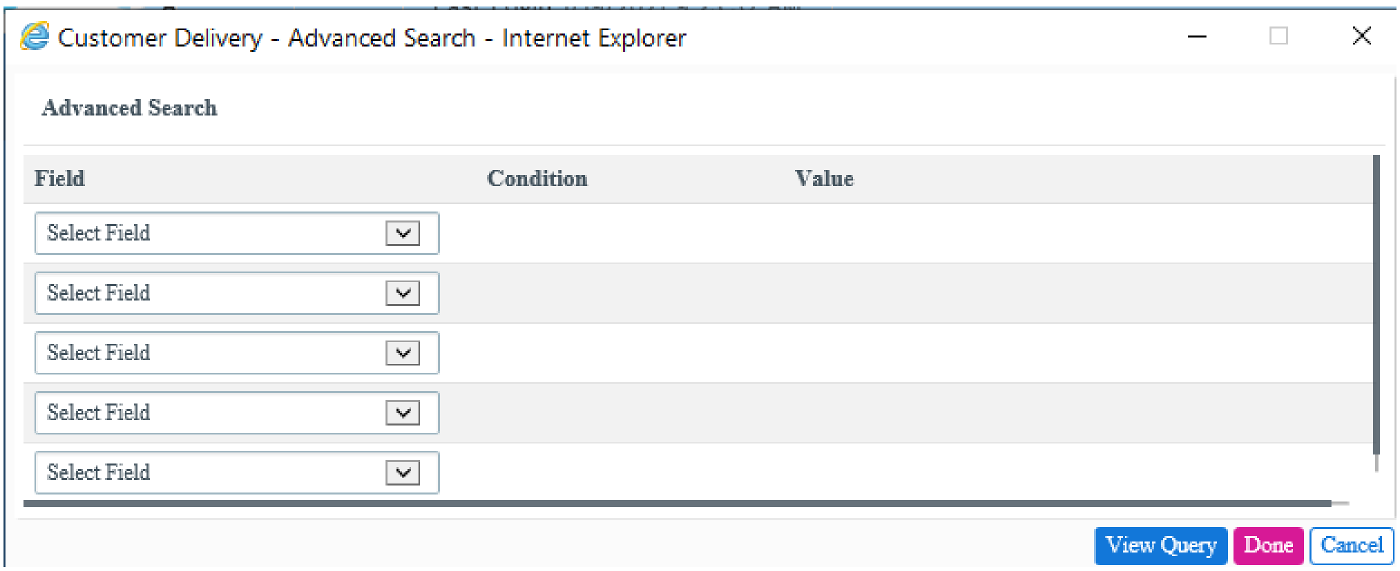
3. When a condition is selected, a value field is added to the screen, in which to make an entry associated with the condition. If the condition is *Between*, two entry fields are added in which to enter a range; both must be entered. Enter the value(s) to complete the search phrase. The allowable values are consistent with the chosen field. For example, if a date field is chosen, the value must be in date format. If an amount or account field is chosen, the value must be numeric.The *Contains* condition allows you to do a partial

search. For example, you may want to search for an RT containing "1213". The *Between* condition allows you to search on an inclusive range of values. The *is/is not* conditions display a Select Value drop-down list such as the one shown above.

4. Click **Search** to search the database and see the results.
5. Click **Reset** to clear the search criteria and begin a new search.

7.2 ADVANCED SEARCH

The advanced search option enables the user to add more filter conditions to refine the data. From the Search Criteria panel of the Search screen click the **Advanced Search** button to invoke the **Advanced Search** screen.

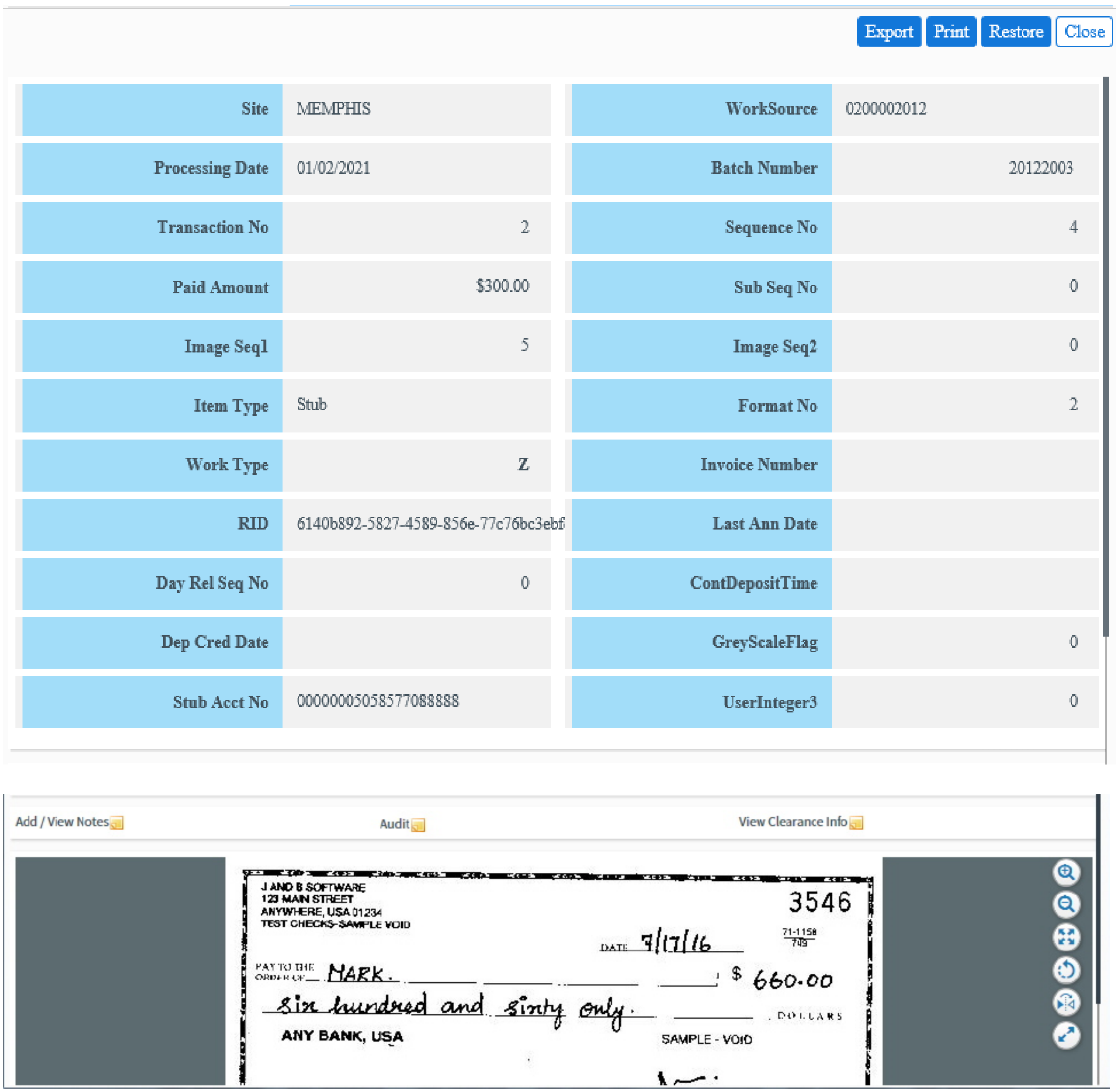


The **Advanced Search** screen displays up to five filter conditions from which the user can select the desired field and set conditions to refine the data.

- Select the **Field** name from the drop-down list.
- Select the **Condition** from the drop-down list and enter the **Value**.
- After entering the needed data click **Done** to update the changes.
- Click **Cancel** to cancel the search.
- Click **View Query** to display the query for the selected filter conditions.
- Click the **Hide Query** button to return to the **Advanced Search** screen. Click **Cancel** to cancel the search.

7.3 VIEW IMAGES

From the search screen click on an item or click several items' check boxes and click **View Images** to invoke the item details screen. An example of the item details screen is displayed below:



The item details screen displays the image and details of the selected item. The user can use the image manipulation options to zoom in/out, flip between front and rear images, rotate the image, and open the image in a new window.

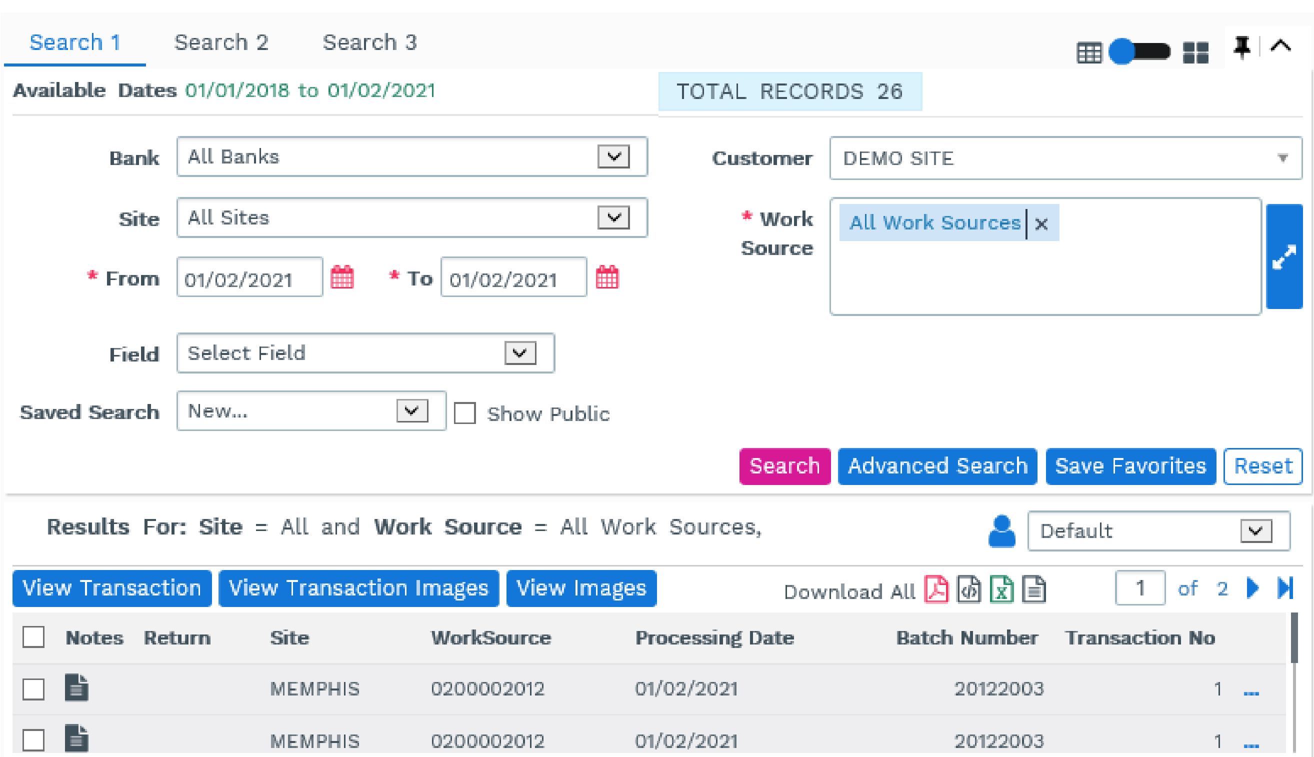
- Zooms in the image, enlarges the size of the selected part of the image.
- Zooms out the image, reduces the size of the selected part of the image.

- - Fits the image to the window based on the image size.
- Rotates the image.
- Flips between front and rear images. The system can be configured to disable this option if a document's rear image is blank.
- Opens the image in a new window.
- Export Print PDF Excel Click to export the selected image to PDF or Excel format, or to a PDF containing only the images and minimal data about each image.
- Export Print Front Rear Both Click to print the selected image and its corresponding data, or only the images and minimal data about each image.
- Restore Click to restore the image to front view after flipping/zooming.
- Close Click to close the item details screen.

The user can click on the appropriate icon to view or add notes (see [Add/View Notes]).

7.4 VIEW TRANSACTIONS

From the search results panel of the search screen the user can view the transaction details for a selected item. Click the check box of the desired item and click **View Transaction** to display the transaction.



To return back to the individual items click **View Details.**

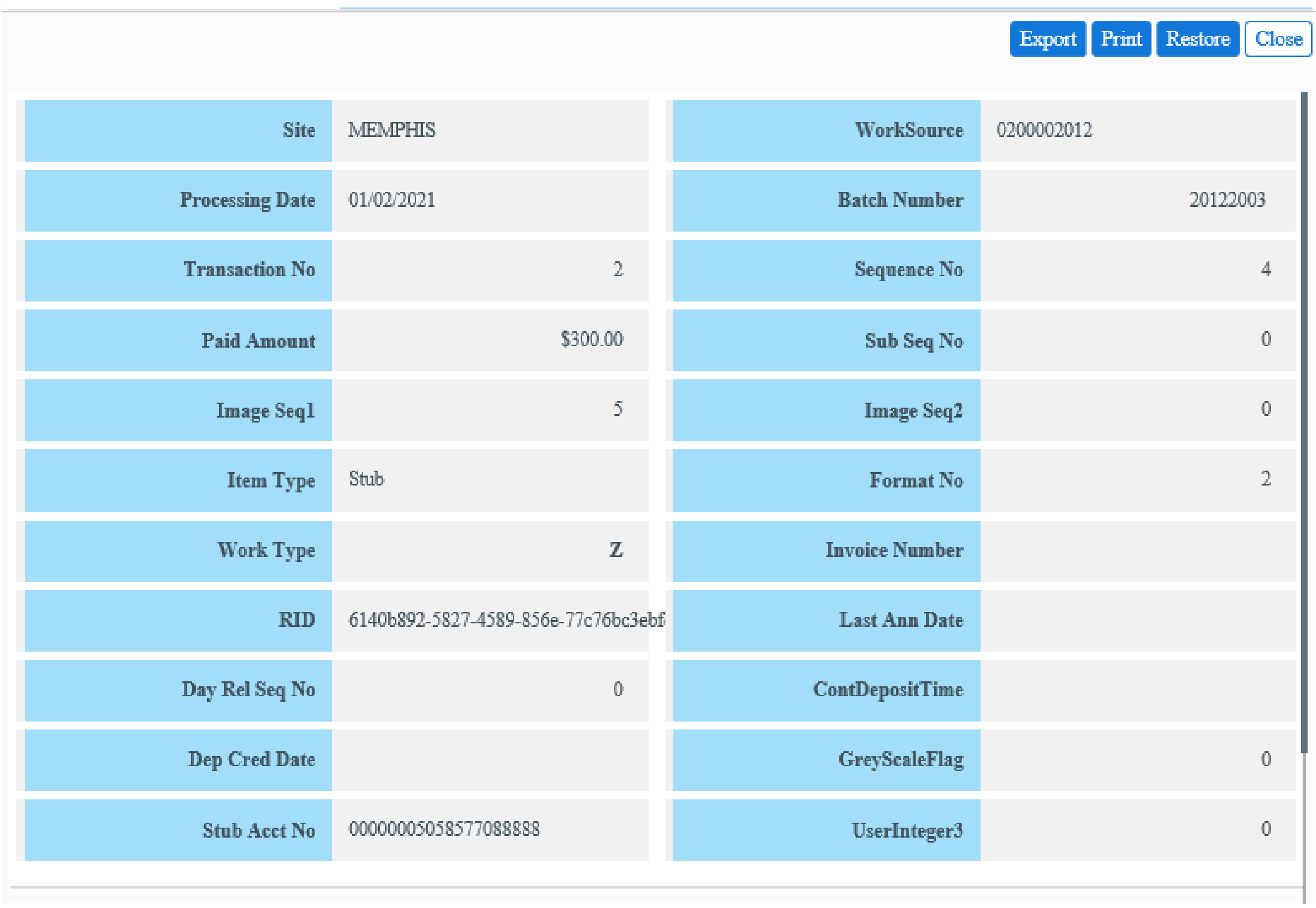
To see the images for items in this transaction, click in one or more item check boxes and click **View Images**.

To view all images for this transaction, click any item's check box and click **View Transaction Images** (see Download Data and Images).

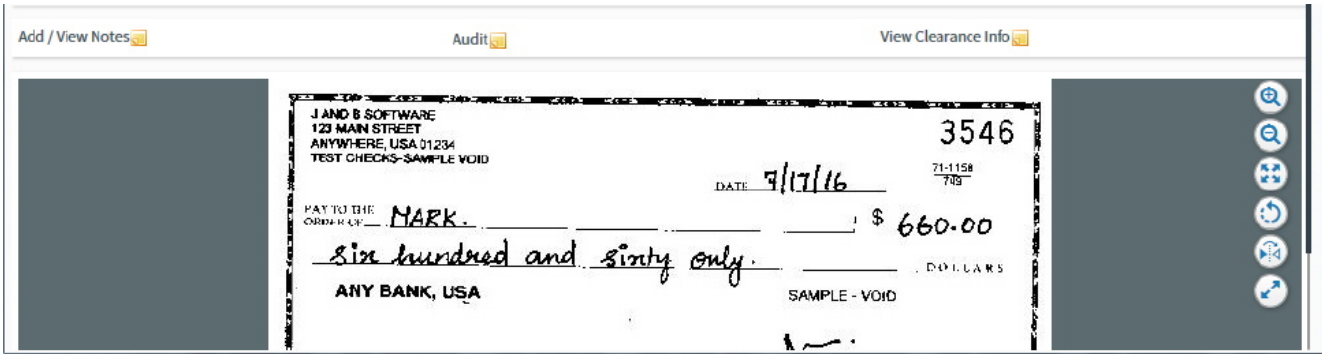
To view or add notes click the icon (see Add/ViewNotes).

7.5 VIEW TRANSACTION IMAGES

From the search item list or view transaction item list, click an item row in the grid and click **View Transaction Images**. The item details screen displays a scrollable view of the images and details of all the items in the batch. The features of the screen are the same as when viewing one item's image (see View Images).

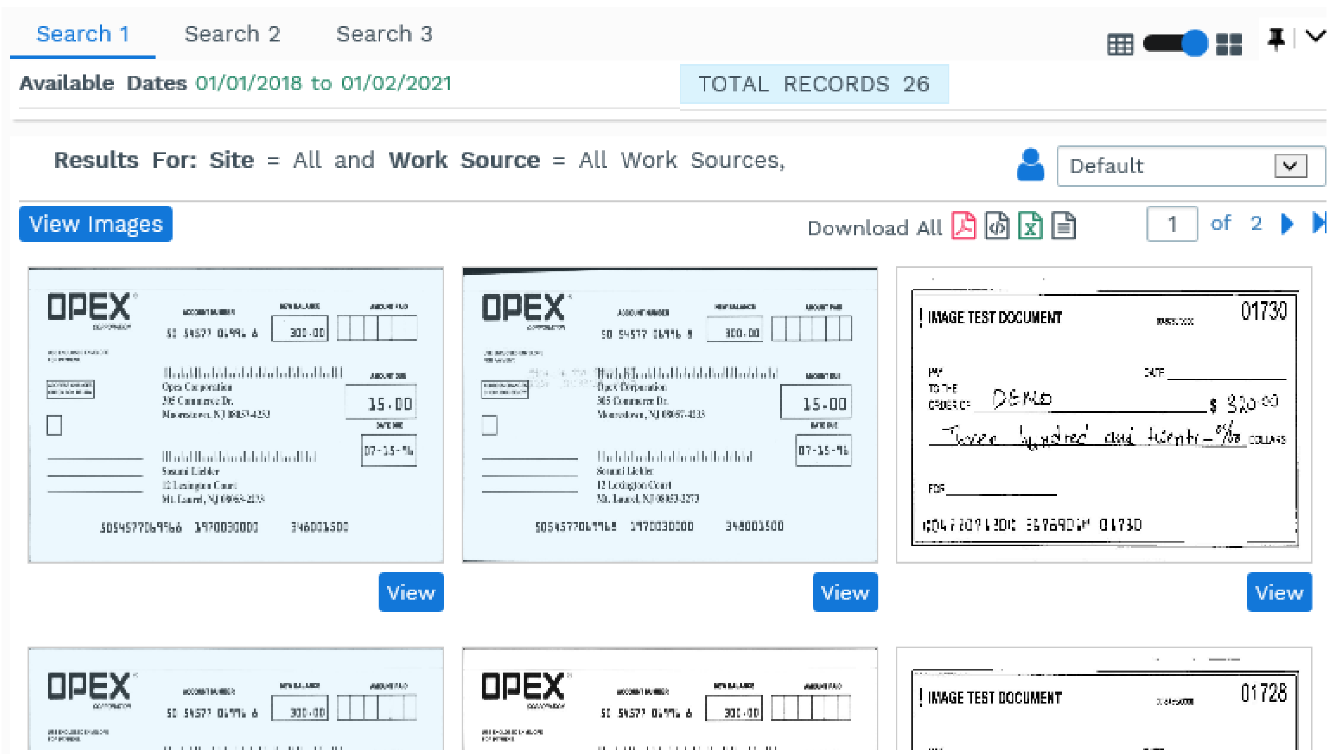

Export Print Restore Close

Site	MEMPHIS	WorkSource	0200002012
Processing Date	01/02/2021	Batch Number	20122003
Transaction No	2	Sequence No	4
Paid Amount	$300.00	Sub Seq No	0
Image Seq1	5	Image Seq2	0
Item Type	Stub	Format No	2
Work Type	Z	Invoice Number	
RID	6140b892-5827-4589-856e-77c76bc3ebf	Last Ann Date	
Day Rel Seq No	0	ContDepositTime	
Dep Cred Date		GreyScaleFlag	0
Stub Acct No	00000005058577088888	UserInteger3	0

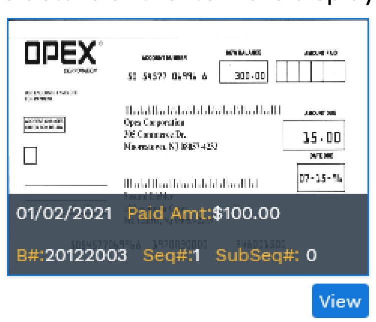


7.6 THUMBNAIL VIEW

You can view multiple images at once by toggling the view button to thumbnail view. Enter the search criteria. Click **Search** to display the images.



If you move your cursor over an image, the details of the item are displayed in a comment box.



Optionally, click **View Images** for all images currently displayed on the screen or click an individual thumbnail image or its **View** button to open the image view window showing the image along with all the details for the item.

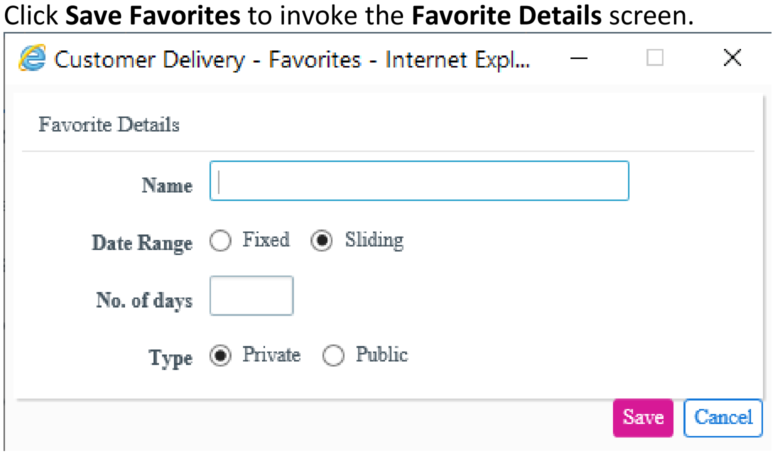
To return to the item list, toggle the view button to record view .

7.7 FAVORITE SEARCH

Customer Delivery allows the user to set the search criteria and save it to their favorite search list. The user can then use the drop-down **Saved Search** list from the search criteria panel of the search screen to retrieve the favorite search the next time it is needed.

7.7.1 SAVING SEARCH CRITERIA AS A FAVORITE

1. From the search screen set the desired search criteria.
2. Select **New…** from the drop-down **Saved Search** list.
3. Click **Save Favorites** to invoke the **Favorite Details** screen.

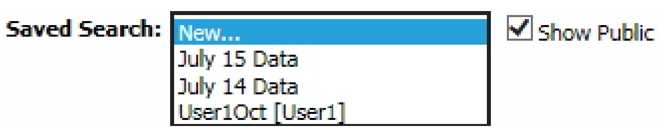


4. Enter **Name** of the favorite. Make sure the name conforms to your organization's rules for allowable characters.*
5. Select a **Date Range** - **Fixed** or **Sliding**.
6. **Fixed:** This option saves the date range selected at the time of creating the new favoriteand gives the result for this date range only.
7. **Sliding:** This option takes the number of days entered and subtracts that number from the **To:** date in the **Available Dates** displayed in the search criteria panel of the search screen; the result will be the **From:** date.
8. For the **Sliding** option, enter **No. of Days**.
9. Choose the **Type** of favorite – **Private** (only you may use this saved set of criteria) or **Public** (shared).
10. Click **Save** to update the changes or **Cancel** to discard the changes.
11. ***If the Name** you typed contains invalid characters, when you click **Save** a message appears. You must change the name before it can be saved.

7.7.2 USING FAVORITE SEARCH

After creating favorite search items, you can search the data with your favorites list. To search:

1. Select the **Saved Search** from the drop-down favorites list in the search criteria panel – the conditions of the favorite search are displayed.
2. Click the **Show Public** check box to include on the drop-down list all saved searches that were designated as "Public" by other users mapped to your customer. You can alter other users' favorite search parameters to perform a search, but you cannot save your alterations to other users' saved searches. You must save them as a new favorite (see Saving Search Criteria As A Favorite).



3. Click **Search** – only the items that satisfy the search criteria are displayed.

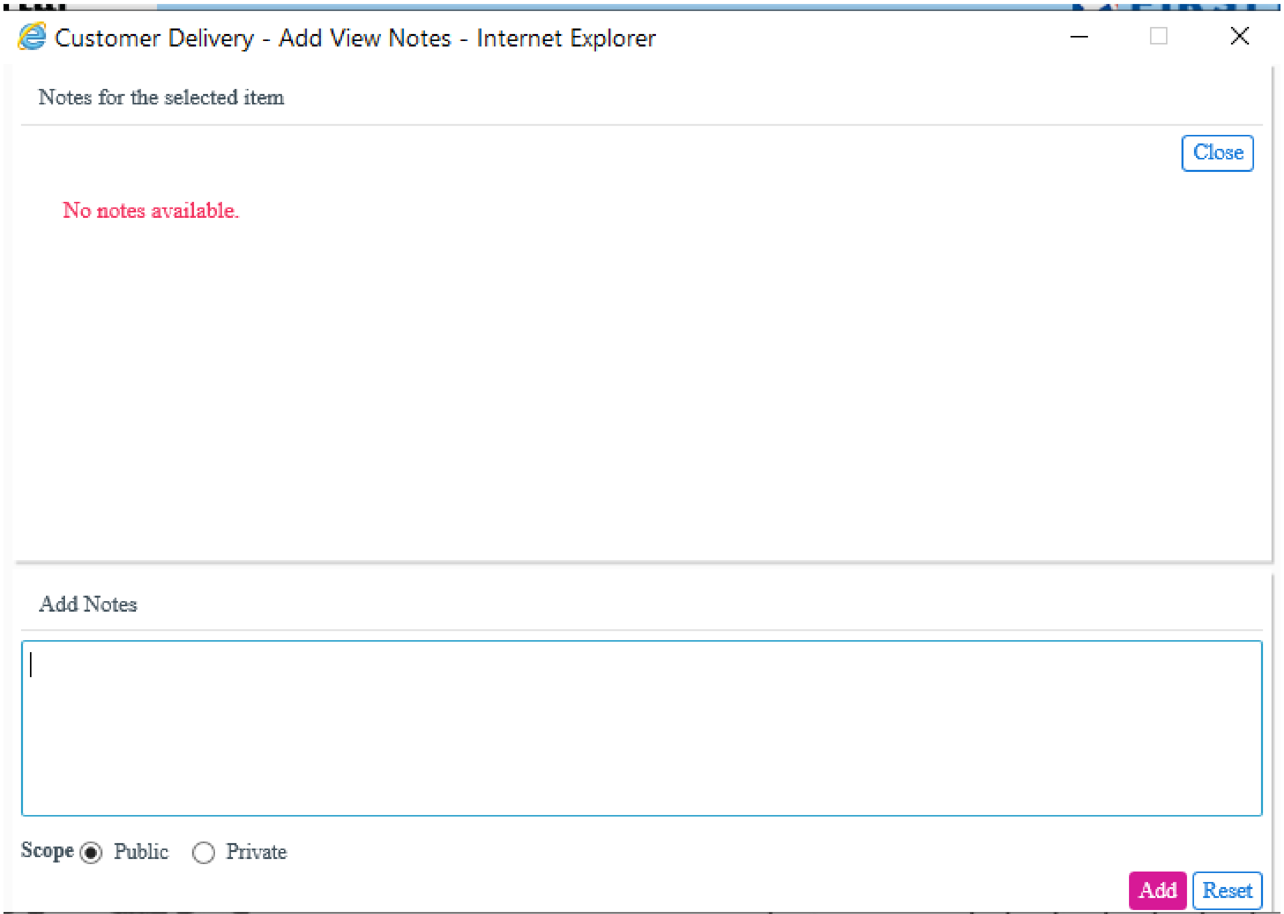
You also can search using a favorite set of criteria by clicking the **Search** icon from the **My Favorites** screen. The search screen appears showing the selected favorite criteria. Click the **Search** button to display the items that satisfy the favorite search criteria.

7.8 ADD/VIEW NOTES

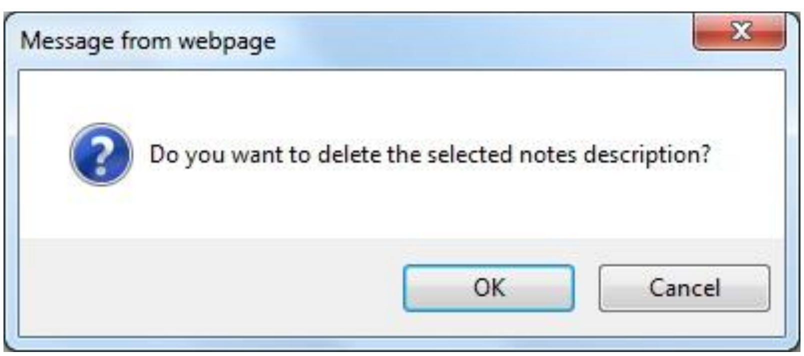
You can add notes for items and publish the notes (if you have the authority) or retain the notes for yourself.

Select an item from the search results panel of the **Search** screen, then click the icon in the **Notes** column of the desired item. If the item has no notes and its notes screen was previously viewed, the icon appears as . If the item already has a note, the icon appears as . A note that was previously viewed appears as .

When viewing images, there is an **Add / View Notes** icon above the item's image.

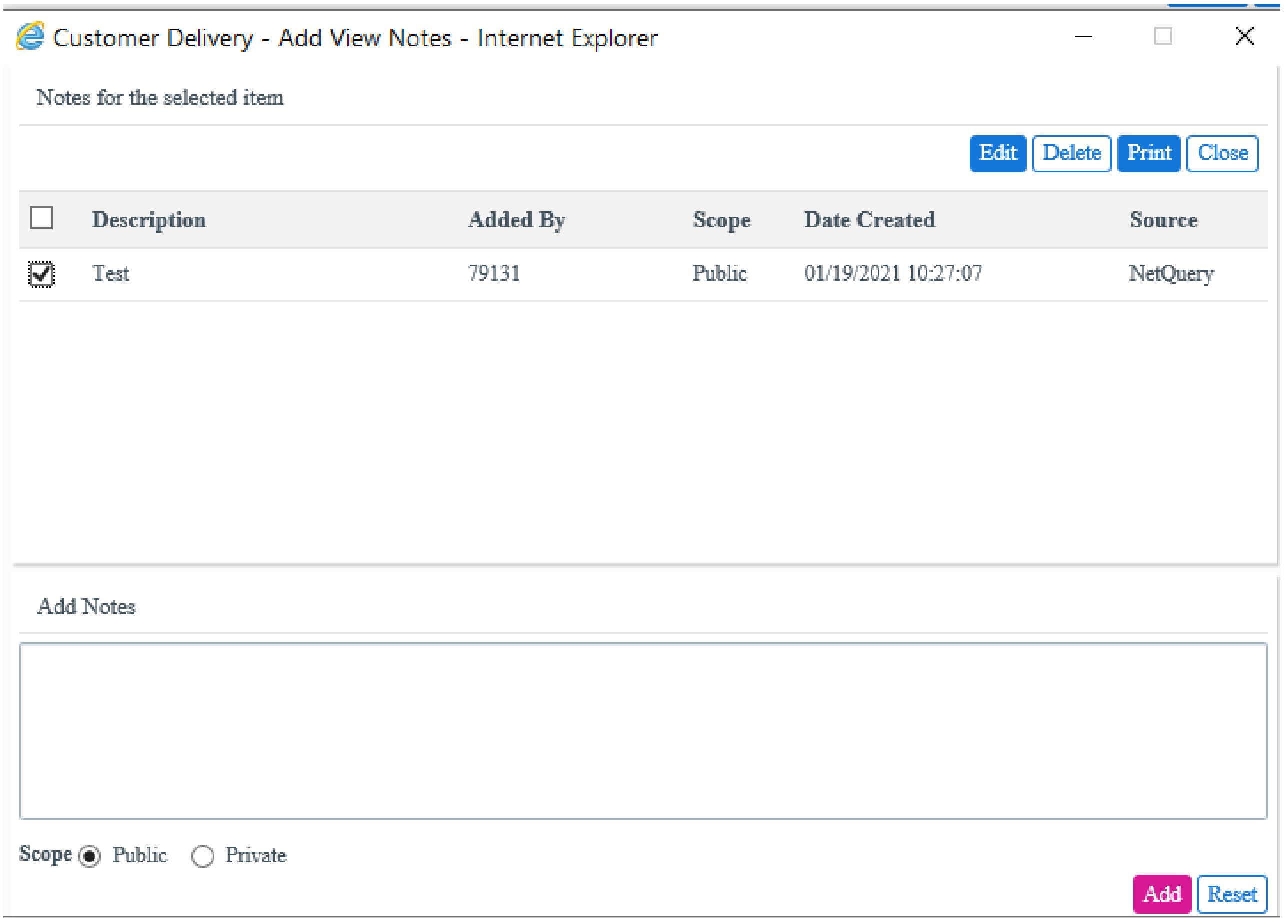


The **Notes for the selected item** screen is displayed as shown above. You can add a note by typing the text of the new note in the **Add Notes** section and clicking the **Add** button. You can print a note by clicking the **Print** button, or delete the note by checking the box next to the note and clicking the **Delete** button. A confirmation prompt is displayed.



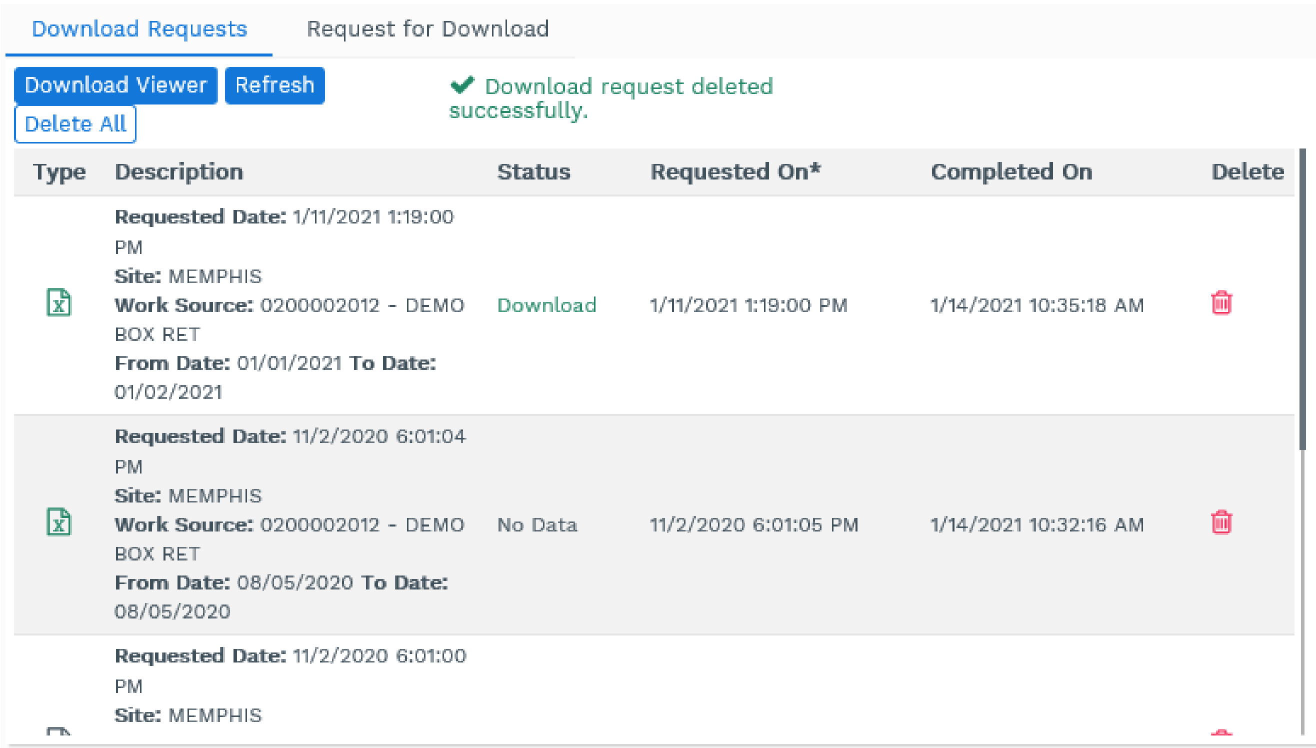
To cancel any additional notes, click the **Reset** button. When finished, click the **Close** button.

If you have the proper authority level, you may edit a note by clicking the check box next to the note and clicking the **Edit** button. The text of the note appears in the **Add Notes** area. Alter the text and click **Update**. Before clicking **Update**, you may click **Cancel** to cancel any changes you have made.


Customer Delivery - Add View Notes - Internet Explorer
Notes for the selected item
Edit
Delete
Print
Close
Description
Added By
Scope
Date Created
Source
Test
79131
Public
01/19/2021 10:27:07
NetQuery
Add Notes
Scope
Public
Private
Add
Reset

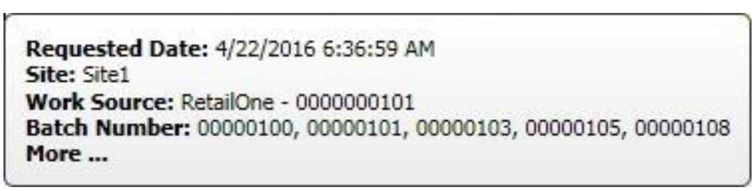
8. DOWNLOAD DATA AND IMAGES

The *Download Data and Images* menu option allows you to download archived data and images in an XML (ZIP) file, an Excel file, a PDF file or an HTML file. Downloading also can be done from the Search screen by clicking the appropriate icon.

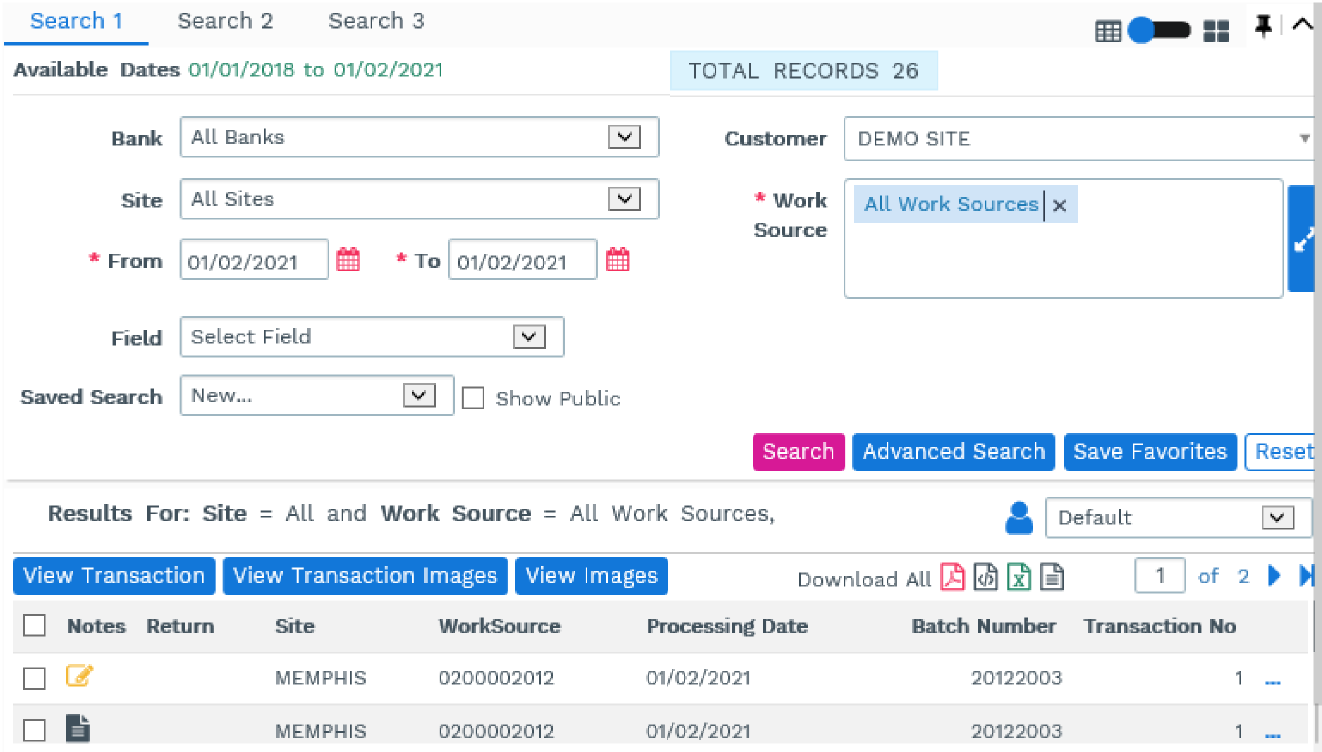


Note: A download requested from the Search screen may display **Condition:** in the **Description** column if any conditions were used with the search. A download requested from the **Request for Download** tab displays **Batch Number:** in the **Description** column along with the requested batch numbers.

If the **Description** is too long to fit in the space provided, a **More...** or **Less...** option is displayed.



To download the data and images of all items found for the current search criteria in the Search screen, the user can click the relevant button in the **Download All** section.



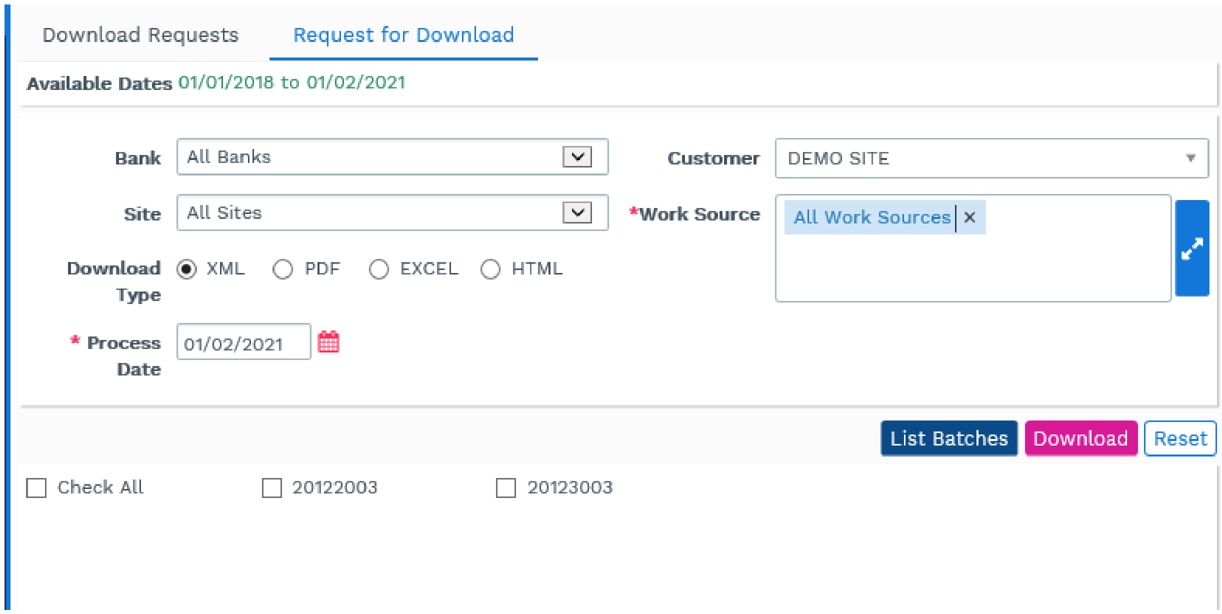
The download process is identical to the following description. The following download options are supported:

- PDF
- XML (ZIP)
- Excel
- HTML
- PDF – Images only

The Download screen has two tabs – **Download Requests** and **Request for Download**. The **Download Requests** tab displays a list of current download requests with icons that show their respective file types - PDF, XML, HTML and Excel.

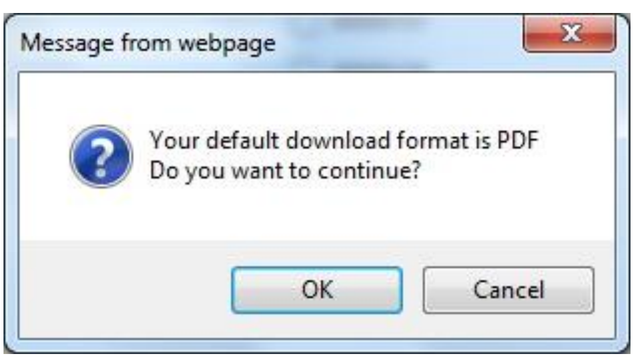
To add a new request to download data and images:

1. Click the **Request for Download** tab.

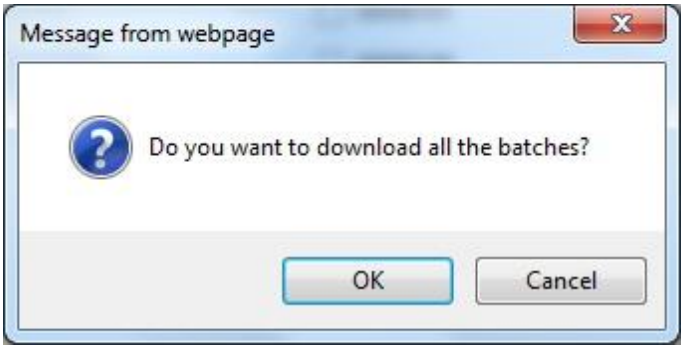


2. Choose the [Customer](#) from the drop-down list
3. Select the **Site** from the drop-down list.
4. Choose a [Work Source](#).
5. Choose the **Download Type** by clicking the appropriate radio button.
6. Enter the **Process Date** or click the [calendar](#) icon to choose the date from the calendar. The date must be within the **Available dates** listed at the top of the screen.
7. Click **List Batches** to display the batch numbers.
8. Select specific batches by clicking the check box by the batch number.
9. To select all batches click the **Check All** check box.
10. Click the **Reset** button if you need to clear the changes.
11. Click **Download** to download the selected batches.

If you have chosen a **Download Type** that is different than the default you have set up in your profile, you are prompted to confirm.

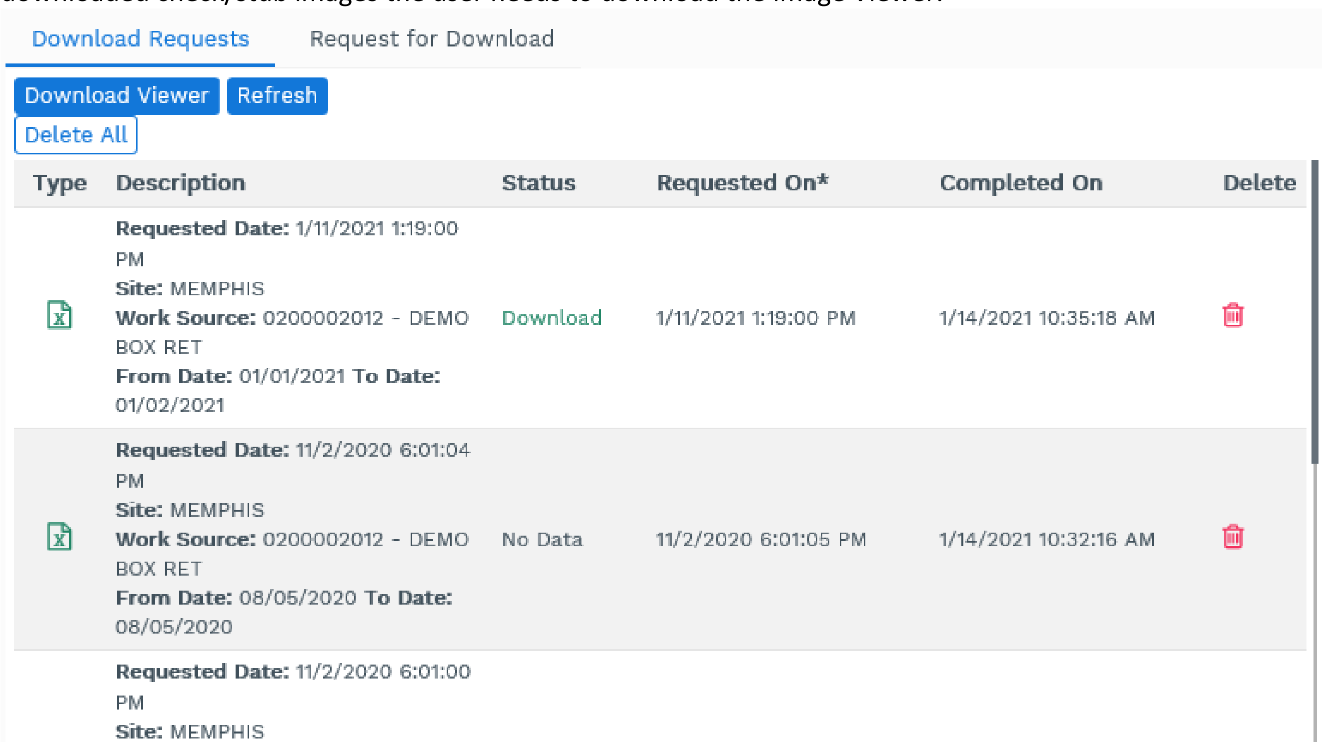


If you click **Download** without listing the batches or selecting a check box, you are prompted:



A request for downloading the data and images is sent and a Request Id is generated.

You are returned to the **Download Requests** tab, where you can view the download request details. To view the downloaded check/stub images the user needs to download the Image Viewer.

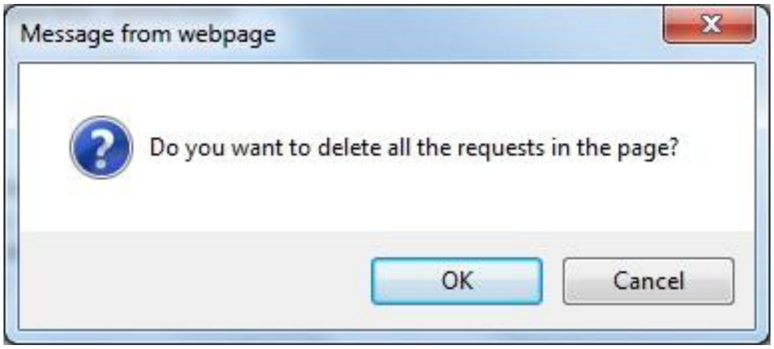


A data and images download progresses through several stages as noted in the **Status** column on the **Download Requests** tab. The sequence is:

Status	**Description**
New Request	Recently entered request
Processing	The file to be downloaded is being created
Download	The file is ready for retrieval
Deleting...	Displayed while a request is being deleted
Error	There was an error while downloading the file

If a download request has a status of New Request, Download or Error, and if you have the required access level, you may delete the request by clicking the icon. You are prompted to confirm.
During the deletion process the **Status** column displays "Deleting...".

If you have the required access level, you may delete all download requests by clicking the **Delete All** button. You are prompted to confirm:



Click **Refresh** to put any new requests into processing mode and make them ready for downloading.

Note: Before downloading a file, you must disable any pop-up blocker that is in-use. For Internet Explorer, go to the Tools menu and select *Pop-up Blocker*. Then select *Turn Off Pop-up Blocker*.

To download a file, click the **Download** link under the **Status** column for the request you want to retrieve. The resulting prompt confirms your request. The size of the file determines the download time. Click **OK**.

You are then prompted to open or save the file. Note that the file name is the reference id from the logged request. Click **Save** to begin the download. You are then given a Windows *Save As* dialog box in which to select the destination folder for the file.

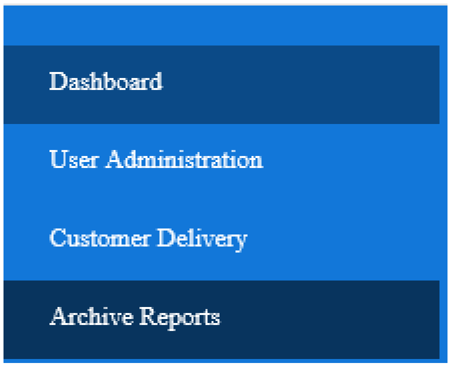
You are prompted once more when the download is complete. Click **Close**.

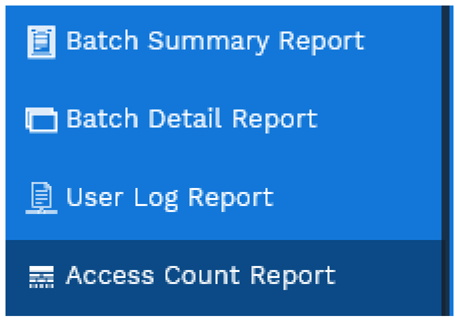
The maximum number of items that may be downloaded per file is configurable. If exceeded, you are prompted:

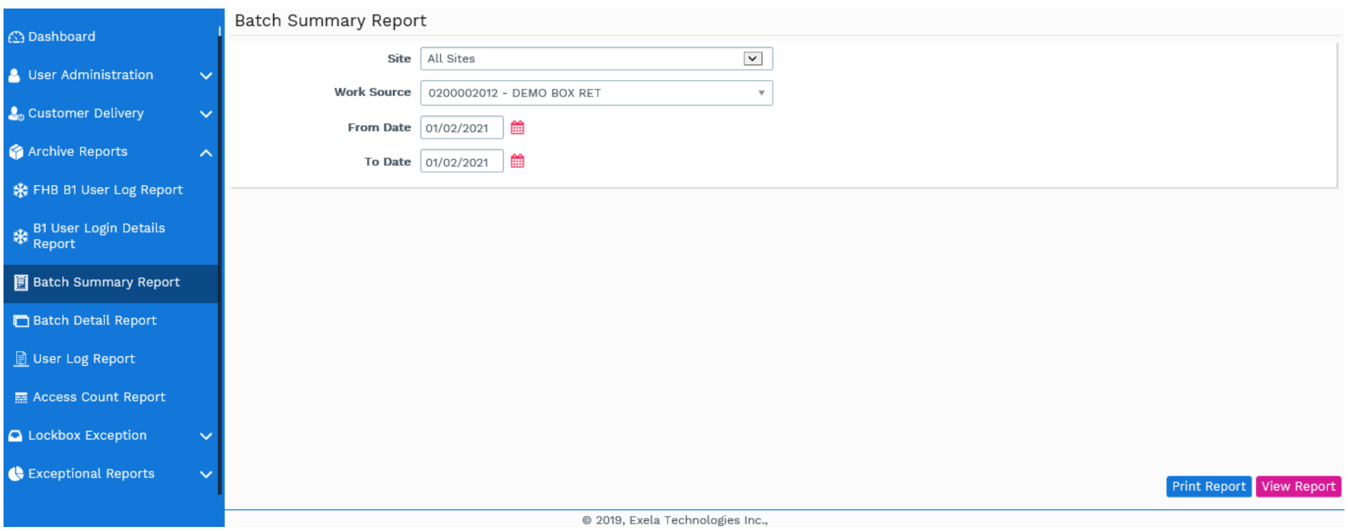
9. ARCHIVE REPORTS

Archive Reports has a set of reports that may be viewed, saved to a file, and printed from the menu option. A new window is displayed with the available reports listed in a menu at the left of the screen. The report choices are:

- Batch Summary Report
- Batch Detail Report
- User Log Report
- Access Count Report







After a report is chosen, appropriate selection fields are provided, depending on the chosen report. After choosing the criteria, click **View Report** to view the report or click **Display Filter** to further refine your selections (see following section). The report is displayed in a new window.

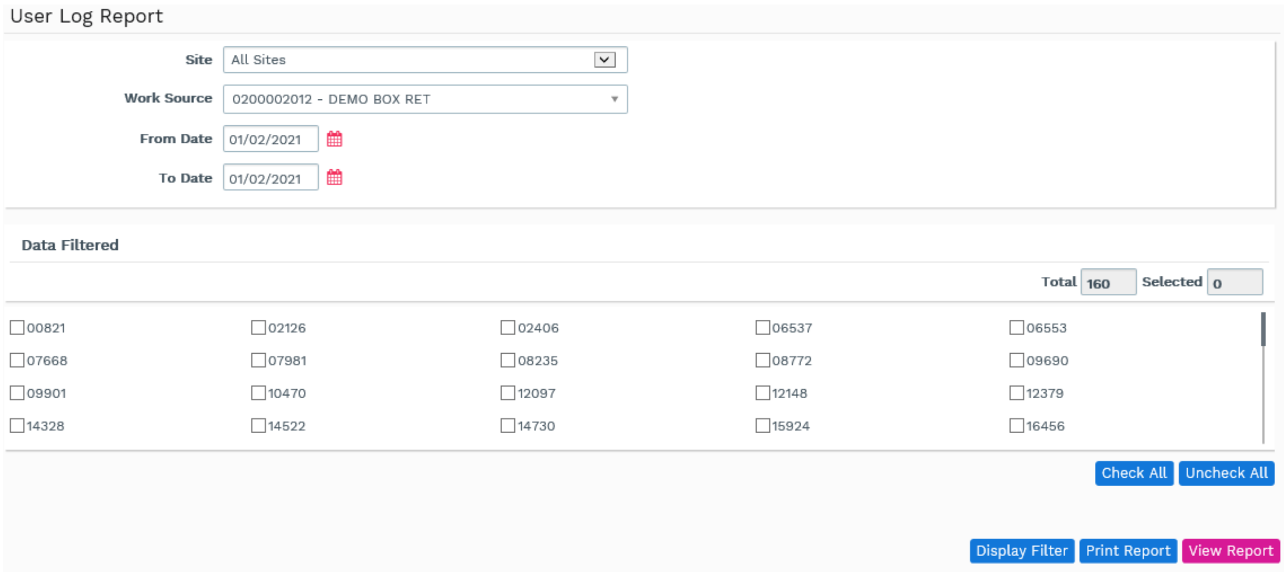
Click **Close Window** in the upper right of the screen to return to the default screen that has been set up in your installation.

9.1 DISPLAY FILTER

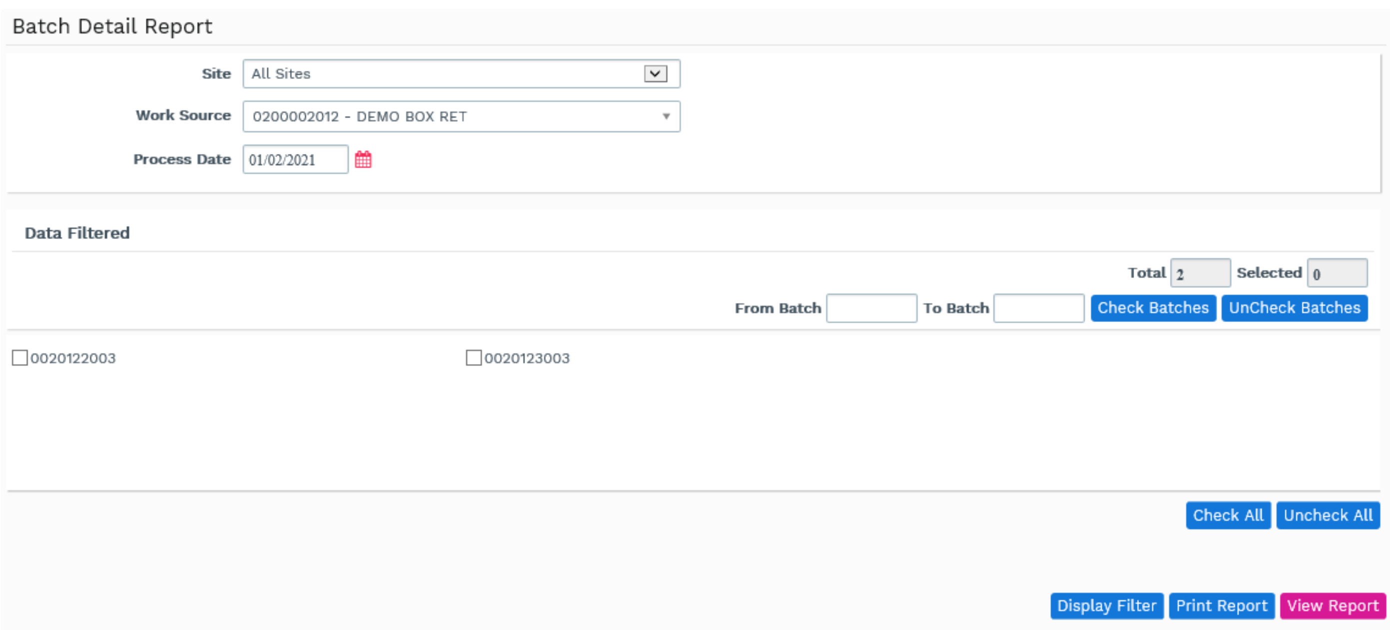
After entering the report parameters click **Display Filter** to refine your choices. Batch-oriented reports display the available batches for selection, and user-oriented reports display the available user codes. The available choices are displayed in the **Data Filtered** pane.

To select individual batches/users, check the box next to each. As you make your choices, the total number of batches/users appears in the **Total** field and the number you have selected appears in the **Selected** field.

Display Filter - Users



Display Filter – Batches

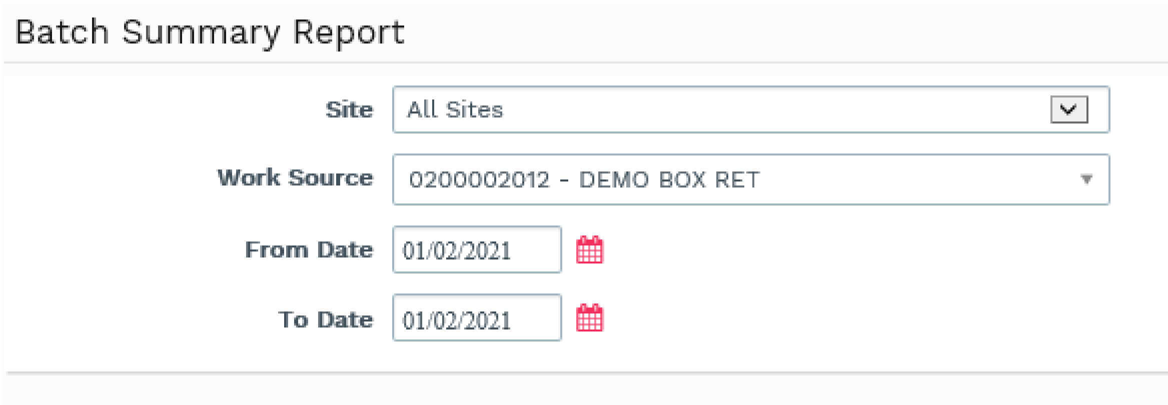


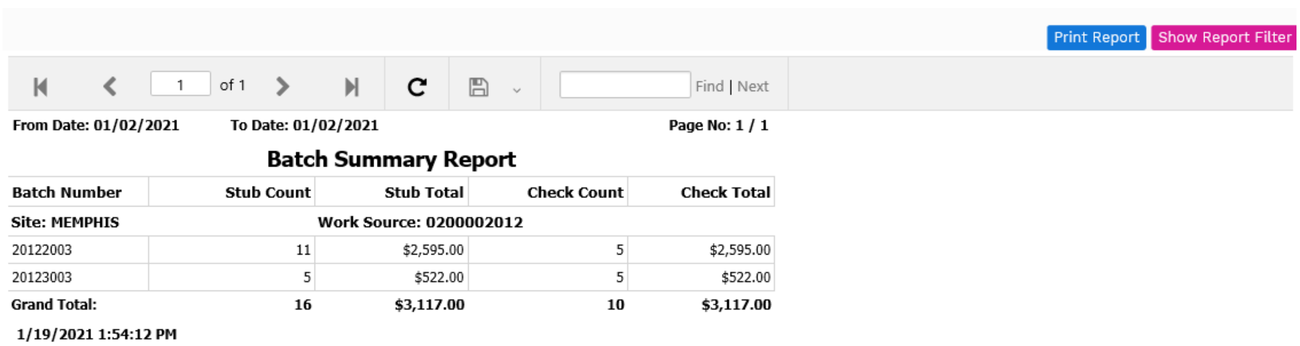
For bulk selection of batches, enter a batch range in the **From Batch** and **To Batch** fields and click **Check Batches** or **UnCheck Batches** to change the selection status of the range.

To select all choices, click **Check All**. To de-select all, click **Uncheck All**. When all choices are selected as desired, click the **View Report** button to view the report.

9.2 BATCH SUMMARY REPORT

The Batch Summary Report lists totals for the batches selected, followed by a grand total. Select the site from the **Site** pull-down list. Select the **Work Source** from the pull-down list. Enter the **Process Date** or click the calendar icon to choose the date from the calendar.





From Date: 01/02/2021 To Date: 01/02/2021 Page No: 1 / 1

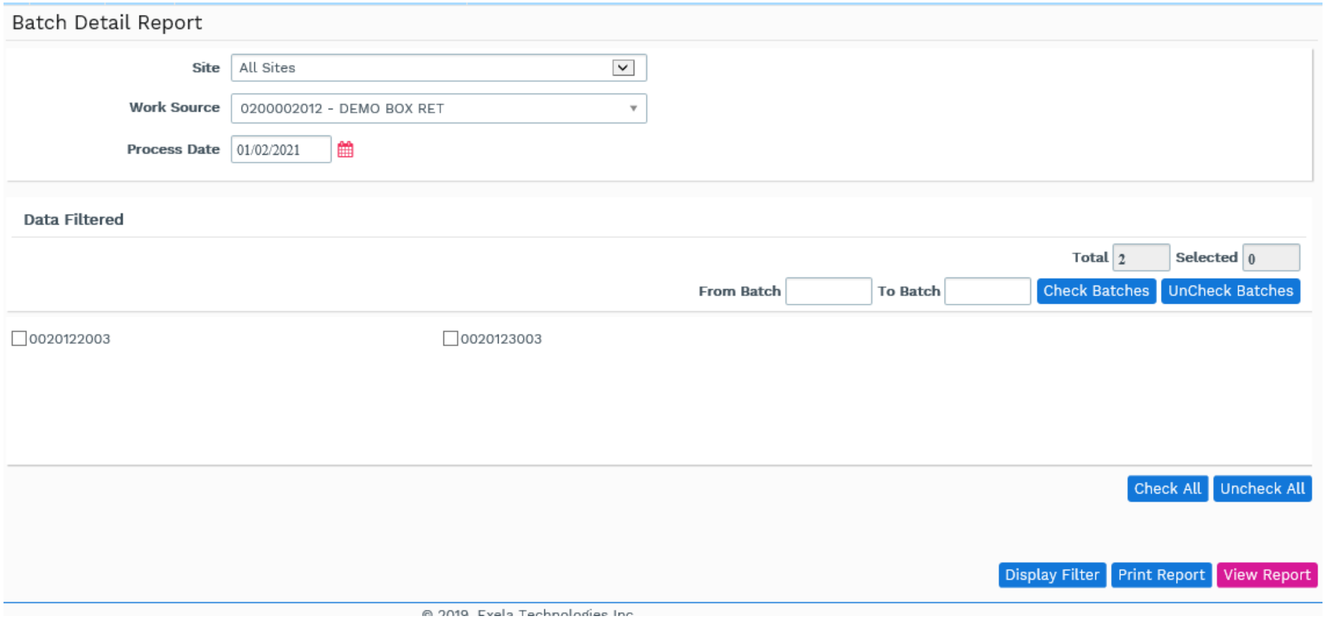
Batch Summary Report

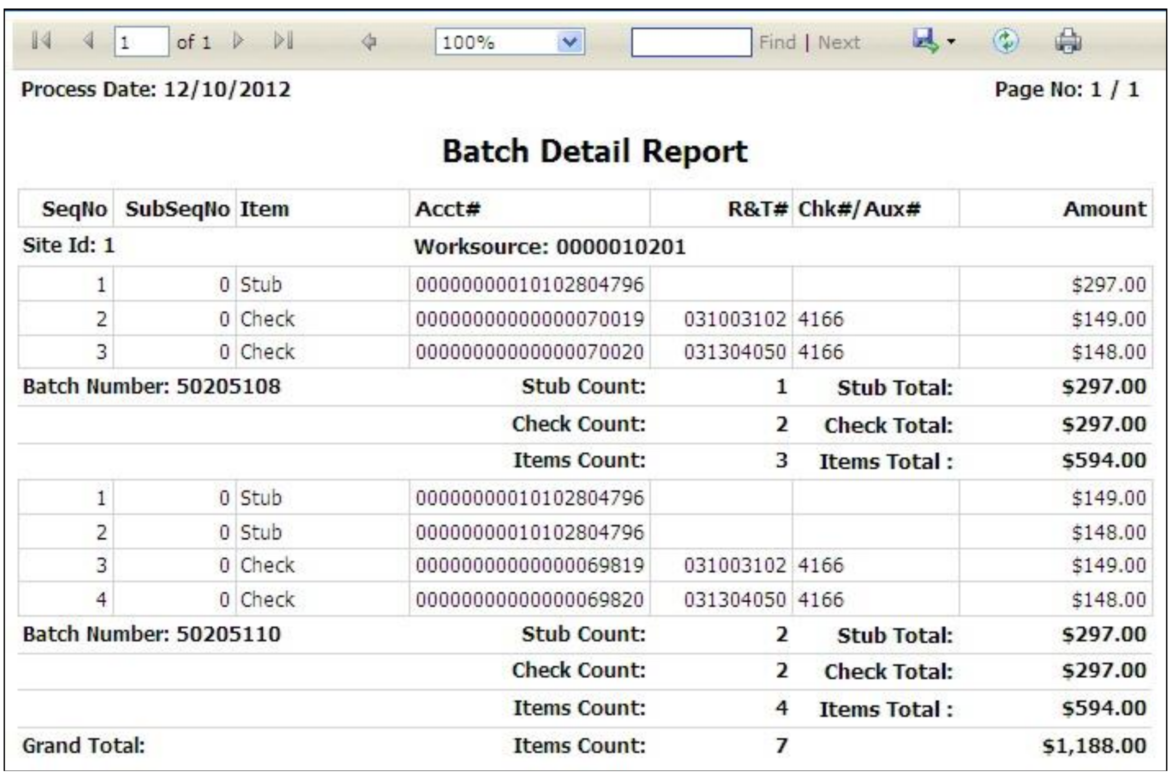
Batch Number	Stub Count	Stub Total	Check Count	Check Total
Site: MEMPHIS		Work Source: 0200002012		
20122003	11	$2,595.00	5	$2,595.00
20123003	5	$522.00	5	$522.00
Grand Total:	16	$3,117.00	10	$3,117.00

1/19/2021 1:54:12 PM

9.3 BATCH DETAIL REPORT

The Batch Detail Report lists all detail items in each selected batch, totals the checks and stubs for each batch, and gives a grand total on the last page. Select the **Site** and **Work Source** from the pull-down lists. Enter the **Process Date** or click the calendar icon to choose the dates from the calendar. Use the **Display Filter** button to choose batches to be included in the report.





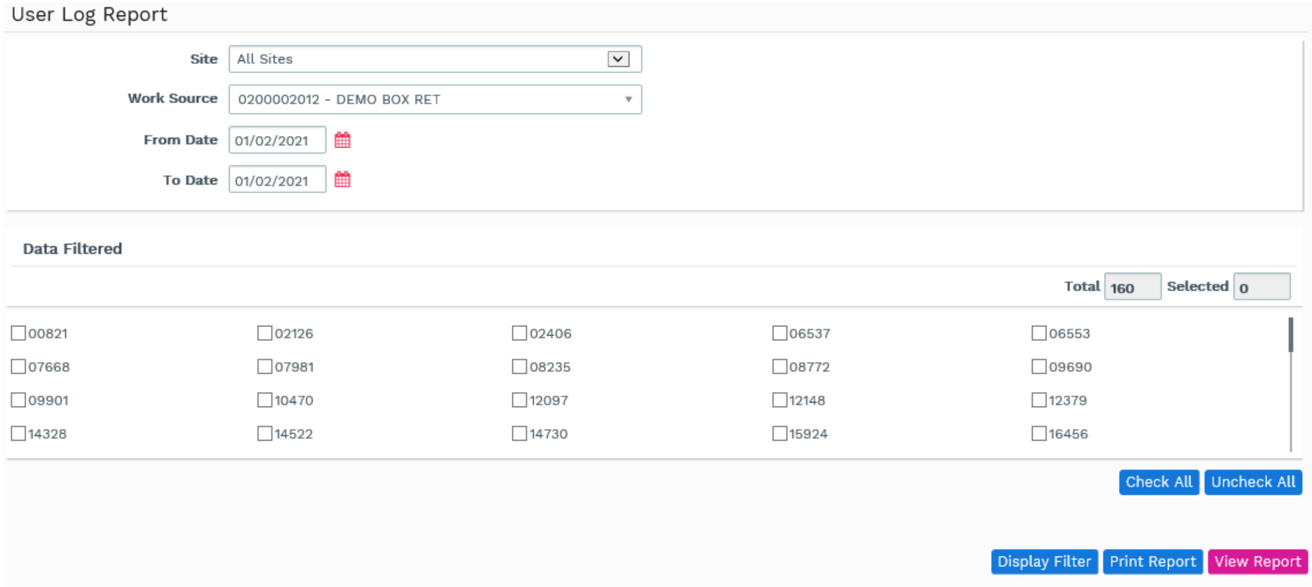
Process Date: 12/10/2012 Page No: 1 / 1

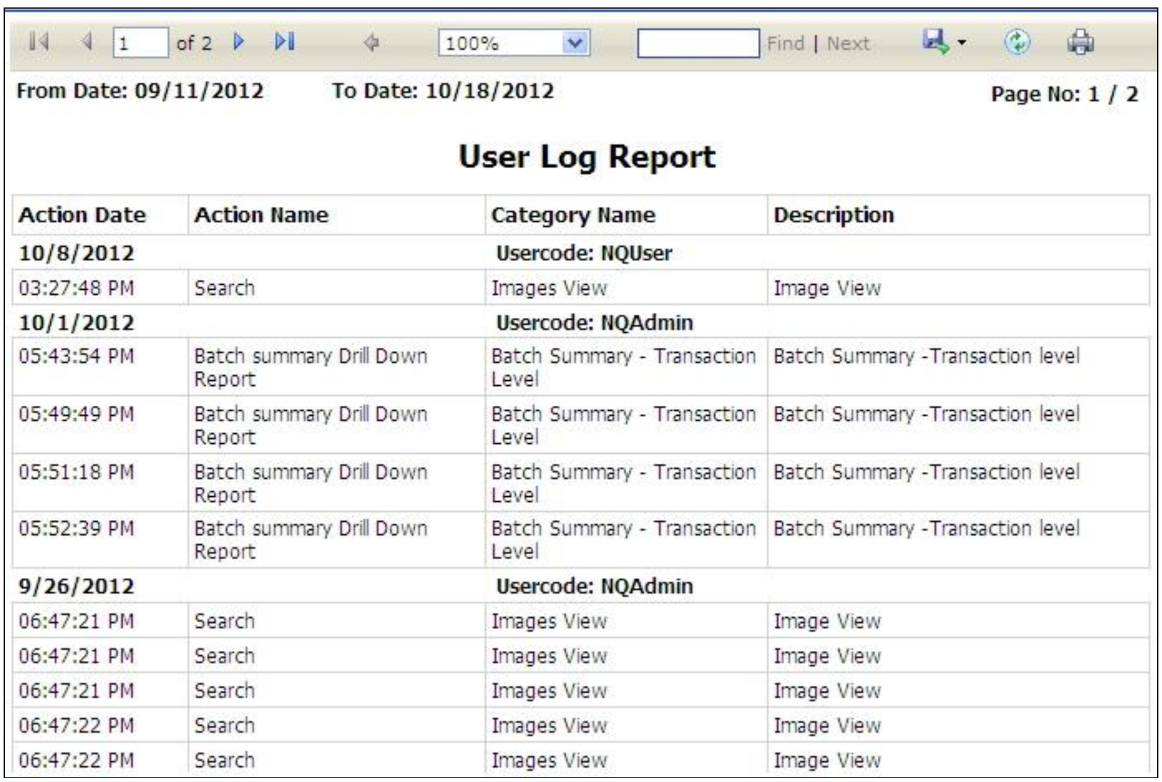
Batch Detail Report

SeqNo	SubSeqNo	Item	Acct#	R&T#	Chk#/Aux#	Amount
Site Id: 1			Worksource: 0000010201			
1	0	Stub	00000000010102804796			$297.00
2	0	Check	00000000000000070019	031003102	4166	$149.00
3	0	Check	00000000000000070020	031304050	4166	$148.00
Batch Number: 50205108			Stub Count:	1	Stub Total:	$297.00
			Check Count:	2	Check Total:	$297.00
			Items Count:	3	Items Total :	$594.00
1	0	Stub	00000000010102804796			$149.00
2	0	Stub	00000000010102804796			$148.00
3	0	Check	00000000000000069819	031003102	4166	$149.00
4	0	Check	00000000000000069820	031304050	4166	$148.00
Batch Number: 50205110			Stub Count:	2	Stub Total:	$297.00
			Check Count:	2	Check Total:	$297.00
			Items Count:	4	Items Total :	$594.00
Grand Total:			Items Count:	7		$1,188.00

9.4 USER LOG REPORT

The User Log Report lists the modules accessed by the user with their work source and site id. Select the **Site** from the pull-down list. Select the **Work Source** from the pull-down list. Enter the **From Date** and **To Date** or click the calendar icon to choose the dates from the calendar. Use the **Display Filter** button to choose users to be included in the report.





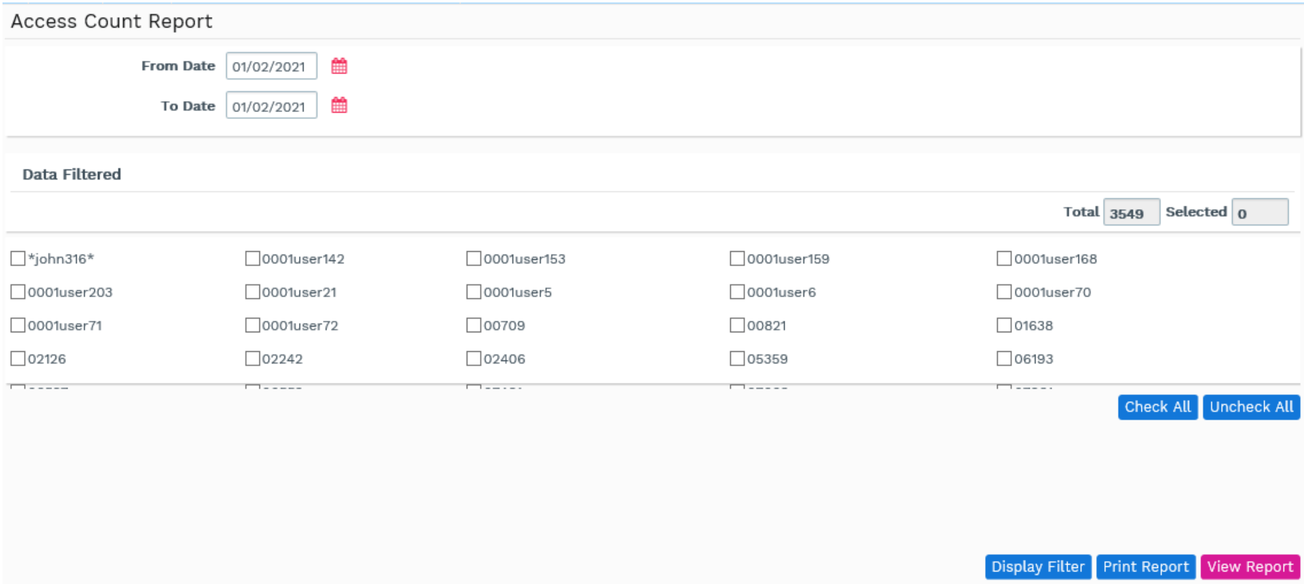
From Date: 09/11/2012 To Date: 10/18/2012 Page No: 1 / 2

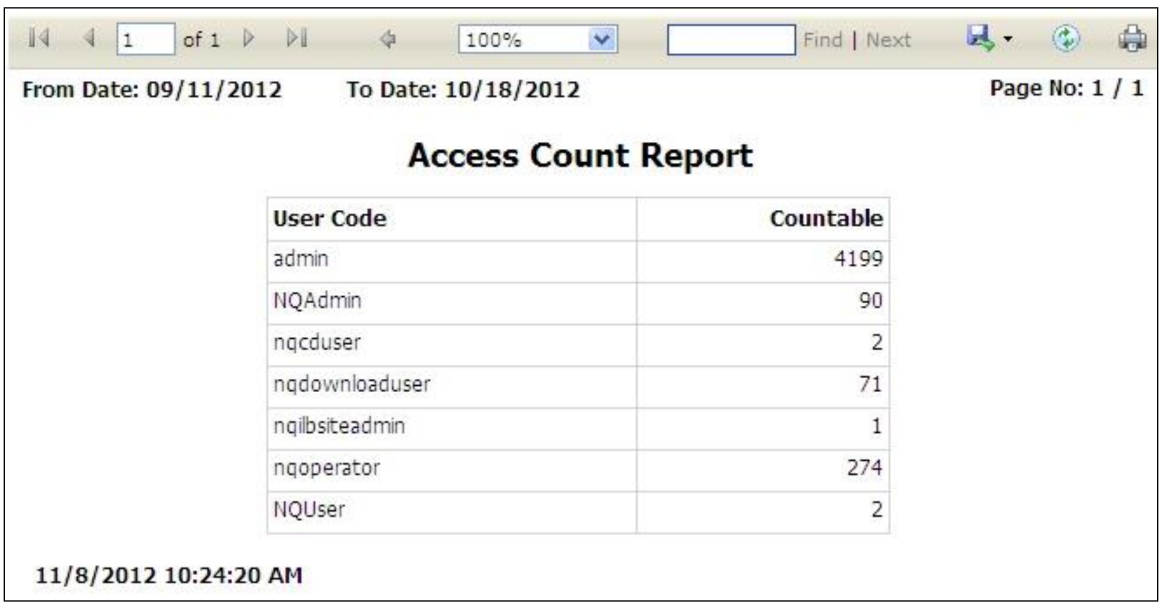
User Log Report

Action Date	Action Name	Category Name	Description
10/8/2012		**Usercode: NQUser**	
03:27:48 PM	Search	Images View	Image View
10/1/2012		**Usercode: NQAdmin**	
05:43:54 PM	Batch summary Drill Down Report	Batch Summary - Transaction Level	Batch Summary -Transaction level
05:49:49 PM	Batch summary Drill Down Report	Batch Summary - Transaction Level	Batch Summary -Transaction level
05:51:18 PM	Batch summary Drill Down Report	Batch Summary - Transaction Level	Batch Summary -Transaction level
05:52:39 PM	Batch summary Drill Down Report	Batch Summary - Transaction Level	Batch Summary -Transaction level
9/26/2012		**Usercode: NQAdmin**	
06:47:21 PM	Search	Images View	Image View
06:47:21 PM	Search	Images View	Image View
06:47:21 PM	Search	Images View	Image View
06:47:22 PM	Search	Images View	Image View
06:47:22 PM	Search	Images View	Image View

9.5 ACCESS COUNT REPORT

The Access Count Report lists number of times the users associated with an entity access Archive Reports options like Search, Download, etc. Enter the **From Date** and **To Date** or click the calendar icon to choose the dates from the calendar. Use the **Display Filter** button to choose users to be included in the report.





From Date: 09/11/2012 To Date: 10/18/2012 Page No: 1 / 1

Access Count Report

User Code	Countable
admin	4199
NQAdmin	90
nqcduser	2
nqdownloaduser	71
nqilbsiteadmin	1
nqoperator	274
NQUser	2

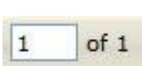
11/8/2012 10:24:20 AM

9.6 REPORT PREVIEW SCREEN

After reviewing the report, you may print it or save it to a file. The preview screen has a tool bar at the top whose buttons are, from left to right:

 - Go to the first page of the report.

 - Go to the previous page of the report.



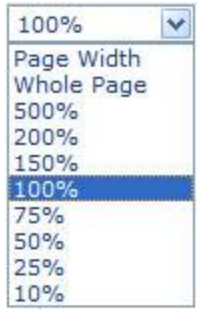
- Type in a page number and press **Enter** to go to a specific page.

- Go to the next page of the report.

- Go to the last page of the report.

- Go Back To Parent Report - not currently used.

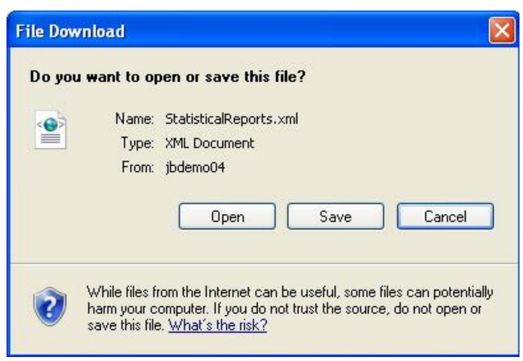
- Change the size of the report display for easier viewing.



- To find specific text in the report, enter the desired text in the field and click **Find**. The first occurrence of the text will be highlighted. To find subsequent occurrences of the text, click **Next**.

- Export the report to a file. You are prompted for a format via a pull-down menu:

Depending on your selection, you are prompted to either open the file for viewing in the chosen format or save it to a file.



- Refresh the data on screen to include the most current data.

- Print the report. A typical printer dialog box is displayed.

Choose a **Work Source** by clicking the link. A work source selection screen appears. Click the check boxes of the desired work sources, or choose **Check All** to choose all work sources.

Enter the **From Date** and **To Date** or click the calendar icon to choose the dates from the calendar.
Use the **Display Filter** button to choose users to be included in the report.