Kofax iRemit
User's Guide

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KOFAX

Table of Contents

Preface

This guide details information about how to use modules, such as Client Decisioning Module (CDM), Post Processing Workflow (PPW), Integrated Receivables Workflow (IRWF), and Archive Match. This guide also describes dashboard features and how to download IDX data.

Related Documentation

To access the full documentation set online, see the Product Documentation page. However, if necessary, you can download the documentation to use offline.

Training

Kofax offers both classroom and online training to help you make the most of your product. To learn more about training courses and schedules, visit the Kofax Education Portal on the Kofax website.

Getting help with Kofax products

The Kofax Knowledge Base repository contains articles that are updated on a regular basis to keep you informed about Kofax products. We encourage you to use the Knowledge Base to obtain answers to your product questions.

To access the Kofax Knowledge Base:

1. Go to the Kofax website home page and select **Support**.

2. When the Support page appears, select **Customer Support** > **Knowledge Base**.

> ⓘ The Kofax Knowledge Base is optimized for use with Google Chrome, Mozilla Firefox or Microsoft Edge.

The Kofax Knowledge Base provides:
- Powerful search capabilities to help you quickly locate the information you need.
  Type your search terms or phrase into the **Search** box, and then click the search icon.

- Product information, configuration details and documentation, including release news.

  Scroll through the Kofax Knowledge Base home page to locate a product family. Then click a product family name to view a list of related articles. Please note that some product families require a valid Kofax Portal login to view related articles.

From the Knowledge Base home page, you can:
- Access the Kofax Community (for all customers).

  Click the **Community** link at the top of the page.
- Access the Kofax Customer Portal (for eligible customers).

  Click the **Support** link at the top of the page. When the Customer & Partner Portals Overview appears, click **Log in to the Customer Portal**.
- Access the Kofax Partner Portal (for eligible partners).

  Click the **Support** link at the top of the page. When the Customer & Partner Portals Overview appears, click **Log in to the Partner Portal**.
- Access Kofax support commitments, lifecycle policies, electronic fulfillment details, and self-service tools.

  Go to the **General Support** section, click **Support Details**, and then select the appropriate tab.

Chapter 1

About Kofax iRemit

Kofax iRemit provides highly secure, distributed access to remittance data and related document images for historical transaction content management. Banks and third-party lockbox providers use iRemit to provide data and document access to their lockbox clients.

Authorized users can search for, display, download, or export data and related document images in the iRemit archive - including checks, remittance coupons, lists, invoices, correspondence, and envelopes - for one or more transactions.

In addition to the long-term archive (LTA), iRemit offers the following optional modules. These modules are only available to users with the appropriate access rights.

- Daily Summary

  This module gives users a drill-down view of their archive data.

- Client Decisioning Module (CDM)

  This module allows users to retrieve exception transactions and decisions and update the status of these transactions to allow for timely deposits of remittances.

- Post Processing Work (PPW)

  This module allows users to perform a variety of tasks on identified post-processing remittance transactions (checks, coupons, correspondence) that require some sort of action or status change.

Kofax iRemit also offers subscription services for the following features:

- Dashboard

  This module provides an at-a-glance view or daily totals.

- Download IDX

  This module enables users to download scheduled extracts from the archive.

- IR Workflow

  This module enables users to add or edit virtual stubs to electronic transactions.

- Notifications

  This module enables users to receive notifications for different application events.

- Auditing

  This module allows you to view different reports.

> ⓘ The menu labels, module names, and available features may differ depending upon the user roles and group (organization) selected.

Get started with Kofax iRemit

This chapter explains how to log on to Kofax iRemit and provides an overview of the iRemit **Home** page. It also provides information about annotations, which can be added to provide additional information about transactions and are available throughout the application.

> ⓘ iRemit is customizable. Depending on your system configuration, some features described in this guide may not be available or may be different than those described. The features available depend on the roles assigned to you by your system administrator.

Start Kofax iRemit

To start Kofax iRemit, get the site URL and a username and password from the administrator.

1. In your web browser, enter the site URL. See *iRemit Technical Specifications Guide* for the list of supported browsers and operating systems.
2. Enter your username and password and click **Log In**.
   When you log in for the first time, you are prompted to change your password.

Additional login credentials

If your system is configured to use Multi-Factor Authentication (MFA), in addition to entering a new password, you must provide additional information. Depending on your system configuration, the following additional information must be provided to log in:

- Challenge response questions
- One-time password

Challenge response questions

After you change your initial password, you must select questions and provide answers to those questions.

Thereafter, whenever you log in to iRemit, you are prompted to provide your answer to one of the questions. The answer must exactly match the answer you provided during your initial login.

To change the answers to your questions after initial login, on the toolbar, select **Login Settings** > **Challenge Response**.

> ⓘ If you need to change the challenge response questions and answers, contact the administrator.

One-time password

The system sends you an email with a one-time password. After you change your initial password, you must enter the one-time password to log in.

Self-service password

You can use the self-service password feature to reset a password. The process of resetting the password depends on whether you are a non-MFA or MFA user.

Self-service password for non-MFA users

1. Click **Forgot Password**.
   The **Password Reset Form** appears.
2. Enter your username and email address.
   If the email address matches what is in the system, a temporary password is sent.
3. Follow the instructions in the email to log on with your email and temporary password.
4. When prompted, enter a new password.

Self-service password for MFA users

1. Click **Forgot Password**.
   The **Password Reset Form** appears.
2. Enter your username and password and answer the challenge response questions.
   If the credentials and challenge response answers are correct, you are given a temporary password.

Resetting with a one-time password for MFA users

1. Click **Forgot Password**.
   The **Password Reset Form** appears.
2. Enter your username and email address and click **Send Email**.
   If the email address matches what is in the system, a temporary password is sent.
3. Enter your username and temporary password and click **Log In**.
   You are prompted to enter One Time Password (OTP).
4. Enter the OTP that you received in your email and click **Log In**.
   You are prompted to reset the password. For more information, see Changing the password.

Changing the password

If you need to change the password while you are logged in, do the following:

1. Select **Login Settings** > **Change Password**.

2. In the Change Password screen, enter your current password, and a new password, and retype the password to confirm.

> ⓘ Passwords must be between 8 and 50 characters, contain at least one uppercase letter, one lowercase letter and one number or special character.

3. Click **Submit** to accept.

Log out of Kofax iRemit

To log out of iRemit, click **Logout** on the toolbar.

Session timeout

The system will timeout after a certain amount of inactivity (this is configurable). After a timeout, you must log in to the application again.

A warning message is displayed three minutes before to the timeout. In the following example, the session will timeout at 5:56 PM. The remaining time in the session is 2:19 minutes unless you click **OK** to renew the session.
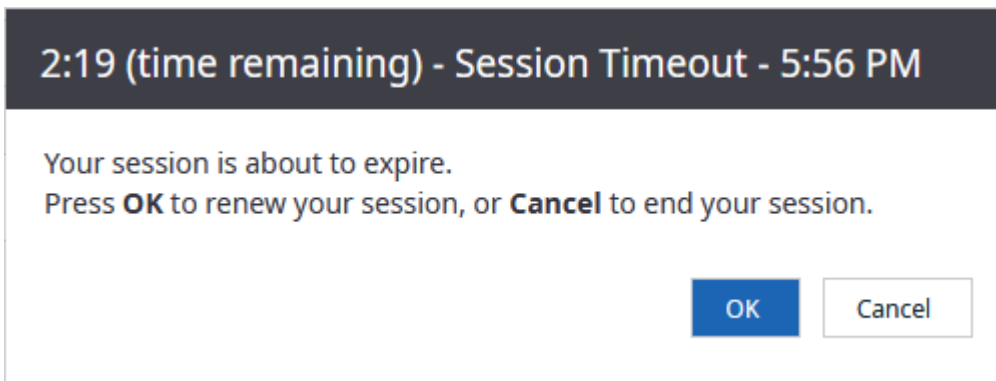
iRemit Home page

This section covers the components of the iRemit Home page.

Toolbar

The main toolbar appears at the top of the page. There may be different toolbars depending on the level of hierarchy you are accessing. The toolbar is displayed at the top level of information. The features available in the toolbar may vary depending on the user's role.

The following table provides a summary of each feature.

Function	Description
Home	Enables you to select a group from the group selection list on the right. See Group selection for more information. The Home page displays broadcast messages and, for Dashboard users, up to three widgets containing statistical reports and charts. Selecting **Home** returns you to the Home page from any page within the application.
Quick access button for modules, such as Archive, LTA, or Client Decisioning module (CDM).	You can have a quick access button on the toolbar to navigate to your favorite module from the toolbar instead of navigating from the **Modules** menu. Contact Kofax Support for more information.
Administration	Enables iRemit administrators access to a variety of Administration functionality to which they have been granted permissions.
Modules	Enables you to navigate to the work areas of iRemit to which you have been granted permissions.
Login Settings	Enables you to change your password and/or update your Challenge Response questions, if applicable.
Logout	Use to log out of iRemit.

Group selection

The selection list to the right of the toolbar allows you to select the group for which you want to view data. The available groups depend on your access rights.

Access granted at one level provides access at all lower levels of the application. If the access is granted at the highest level of the hierarchy, the user has access to all lower levels. However, if access is granted at the lowest level, upper levels are not available.

Click the arrow to the right of the selection box and select the group you want to view. Your administrator may give you access to all lockboxes in the system or just a selected group of lockboxes. If you need access to a lockbox, contact your iRemit administrator.

The selection defaults to the group that was selected when you last signed in.

To search for a group, enter the name of the group, or part of the name, then select the group from the search results.

Broadcast messages

Broadcast messages may appear on the left side of the home page when the company has important information to share or when the iRemit system administrator has an important message for those using the application. An administrator with the appropriate privileges can create broadcast messages. Check the Broadcast Messages section regularly.

Dashboard

If you have user privileges for the Dashboard, you can configure the Dashboard to display reports and charts on the Home page. See Dashboard features for more information.

Home page notifications

A **Home page Notifications** box is displayed on the Home page if home page notifications are enabled for your profile.

Annotations

Annotations provide additional information about transactions. The system automatically adds annotations when changes are made to a transaction. You can also add annotations manually.

To view the annotations associated with a transaction, click 🗎 **Annotation**. This icon is available in different parts of the application for easy access to annotations. When the icon is shaded, an annotation is present in the transaction. When the icon is white 🗋, no annotations have been added yet. When you click the icon, a pop-up window appears where you can view existing annotations or add new annotations.

Perform the following steps to add an annotation:

1. Click 🗎 or 🗋 **View Annotations**.
   The **Annotations** dialog box appears.
2. Click ⊕ **Create**.
   The **Add annotation** tab appears.
3. Enter text in the **Annotation** text box.
4. Click **Save**.

   ⓘ You cannot edit or delete an annotation once it is saved.

Chapter 3

Archive

You can search, view, and export data and images stored in the iRemit long-term archive (LTA). iRemit supports both paper-based (scanned) transactions and electronic transactions, such as ACH and Wire. For electronic transactions that do not have an image, an image is generated in the form of a transaction report that contains transactional information. The fields included in the transaction report depends on the predefined template.

Open the archive

On the toolbar, click **Archive** or click **Modules** > **Archive**.

The archive search page appears. The search form includes two views. Click ⌄ beside **Show Search** ⬚ and select a view:

- **Compact View**: In this view, the **Search Form** is displayed compact on the left pane with Transaction filters on the top and **Coupon filters** and **Check filters** on the bottom of the page.
- **Expanded View**: In this view, the **Search Form** is displayed with an expanded view with **Transaction filters**, **Coupon filters**, and **Check filters** being adjacent to each other.

ⓘ By default, the system opens the last search view you used.

Search for data

1. In the **Search Form**, enter a date in the **Process Date** field. You can select a search operator to refine the search. For more information, see Search operators.

   To select the date from a calendar, click ⬚ **Toggle calendar** next to the field. You can use the following controls to select a date:
   - Navigate to a specific date. The currently selected process date is highlighted in the calendar.
   - Click **Today** to select today's date in the calendar.
   - Scroll to the required month or year from the list displayed on the left pane of the Calendar widget to navigate to another month or year.

2. Optional. To refine the search, enter values in other fields at the **Transaction filters**, **Coupon filters**, or **Check filters**.

3. Optional. In the **Item Type** box, select an entry to limit the search to only **Coupon**, **Check**, or **Correspondence (Corr)** transactions.

4. Click **Search**.

   The search results are displayed. For more information, see Search results.

> ℹ
>
> - To begin a new search, click ▾ beside **Close** and click ⊗ **Clear Form**.
> - You can save your search criteria as a template that allows you to define your search criteria once and reuse them. See Search templates for more information.

Search operators

In each search field, you can select operators from a selection list to refine your search options. The following operators are available.

Use the operator	To search for
Equals	The exact value entered in the field.
Starts with	Information that begins with the entered value.
Ends with	Information that ends with the entered value.
Contains	Information that contains the entered value.
Less than	Numeric information that is less than the entered value.
Less than or equal to	Numeric information that is less than or equal to the entered value.
Greater than	Numeric information that is greater than the entered value.
Greater than or equal to	Numeric information that is greater than or equal to the entered value.
Between	A range of information (from and to).
In (',' delimited)	Multiple pieces of information. Separate the entered field values with commas (no spaces).

Search templates

You can create search templates that enable you to define your search criteria once and reuse them as needed. If you have the appropriate user privileges, you can share templates with other users, and lock templates so that other users cannot edit or delete them. The following rules apply:

- Only the template creator can lock or unlock, share or unshare, or delete a template.
- If the creator locks the template, other users can use the template but cannot change or delete it.
- If the creator unlocks the template, other users can edit the label and description and use the template but cannot delete it.
- Shared templates are available only to users in the same groups as the user who created them.

Create a search template

You can create a search template only from the **Expanded View** of the search page. To know how to open an expanded view of the search page, see Open the archive.

1. On the search page, click ▾ beside ✕ **Close** and select ▦ **Templates**.
   The list of templates is displayed.
2. Click **Create Template**.
   The **Add Search template** form appears.
3. Enter a name for the template in the **Label** box.
4. Enter a brief description for the template in the **Description** box.
5. To prevent the template from being edited or deleted, select **Locked**.
6. To share the template with other users, select **Share**.
7. Click **Save** to create the template.

Use a saved search template

1. Go through step 1 in Create a search template to view the list of saved templates.
2. In the templates list, click ✓ **Use Template** for the required template.
   The **Search Form** appears.
3. Add further search criteria as needed.
4. Click **Search** to perform a search.

Lock or unlock a template

1. Go through step 1 in Create a search template to view the list of saved templates.
2. In the templates list, click ✏ **Edit**.
   The **Edit Search Template** tab appears.
3. Toggle **Locked** to turn the lock On or Off.
4. Click **Save**.

Delete a search template

1. Go through step 1 in Create a search template to view the list of saved templates.

   ⓘ If the template is locked, see Lock or unlock a template to know how to unlock a template.

2. In the templates list, click 🗑 **Delete**.
3. Click **Delete**.

Select optional fields

You can select optional fields apart from the default fields to perform a search on **Compact View**.

1. On the search page, click ▾ beside ✕ **Close** and select ▭ **Fields**.
   The **Fields** tab appears.
2. Select the required fields.

   > ⓘ The default fields are already selected and cannot be cleared.

3. Click **Save & Return** to save the fields and return to **Search Form**.

Search results

The results of a search are displayed on the Results page.

The number of transactions found is displayed below the list. If many transactions match the search criteria, page numbers are displayed below the list. Click a page number to navigate through the search results.

Sort search results

Click a column header to sort the search results in ascending order on that column. Click the header again to sort in descending order.

Search result icons

The following icons are displayed on the Results page. Position your mouse cursor over an icon to display a tooltip description of that icon.

> ⓘ Some of these icons may not be available, depending on your user privileges.

Icon	Description
Export selected items to CSV ▣	Export the transaction data displayed in the Results list to a CSV file.
Export selected items to CSV (all columns) ▤	Export all data available for the item to a CSV file.
Save as PDF ▤	Export the transaction data and images to a PDF file.
Select item ☐	Use the check box next to transactions that you want to view or export. Use the check box in the Results table header to select all transactions.
View Item ▣	View the image of the selected transaction. For example, if the transaction type is Check, the image of the check is displayed; if the transaction type is Correspondence, the image of the correspondence is displayed.

Icon	Description
View Transaction 📄	View all images of the transaction, starting with the first image.
View Annotations 🗋 or 📄	Add or view annotations. The icon is highlighted (black) if the transaction has annotations. The icon is not highlighted (white/ no color) if no annotations are associated with the transaction.
Correspondence Generation ✉ or ✉	Generate or view correspondence of the transaction.
View Attachment 📎	View attachments of the transaction.
View Extra Fields ⊞	View extra fields of the transaction.
Page numbers 1 2 3 Next page ▸ Previous page ◂ First page ⱞ Last page ⱺ	If many transactions match the search criteria, page numbers are displayed below the list. Click a page number, next page, or last page icons to navigate through the search results.

View transaction images

One or more images may be associated with a transaction. Images are displayed in the image viewer below the search results list.

To increase or decrease the size of the image panel, position the mouse over the gray bar and drag it up or down.

To view images, perform one of the following actions:

- To view the image for a specific transaction type, click 🖼 **View Item** in the corresponding transaction line.
- To view all images of the transaction, click 📄 **View Transaction** in the corresponding transaction line. The first transaction image is displayed in the viewer.

Use the icons at the top of the viewer to work with the images.

Icon	Description
First Page 🖥	Go to the first page.
Previous Page 🖥	Go to the previous page.
Page 1 of 8 ▾	Go to a specific page.
Next Page 🖥	Go to the next page.
Last Page 🖥	Go to the last page.
Flip Vertical ⇕	Rotate the page 180° vertically.
Flip Horizontal ⇔	Rotate the page 180° horizontally.

Icon	Description
Rotate counterclockwise	Rotate the image 90° counterclockwise.
Rotate clockwise	Rotate the image 90° clockwise.
Fit Width	Displays the image at its full width.
Fit Height	Displays the image at its full height.
Full Size	Displays the image at its full size.
Zoom In	Increase the image size.
Zoom Out	Decrease the image size.
Save as PDF	Save the images as a PDF file.

Create correspondence

If you have the appropriate user privileges, you can create correspondence using predefined templates. These templates are made available by the administrator. The generated correspondence is available as a transaction attachment.

1. In the results tab, click **Correspondence Generation** ✉ (the icon is highlighted ✉ if correspondence is already available for the transaction) in a line belonging to the transaction. The **Correspondence Generation** page appears.
2. Select a template and click **Next**.
3. Enter the recipient address information and, optionally, comments.
4. Click **Finish**.

View attachment

If you have the appropriate user privileges, you can view correspondence and other attachments associated with a transaction.

1. In the Results tab, click 📎 **View Attachment** for the transaction you want to view attachments for.
2. In the attachments list, click **View** next to the attachment. The attachment opens in the image viewer.

View extra fields

Extra fields can be used to store information that should be available only to certain users. Extra fields are for display only and are not searchable. To view these fields, you must have the appropriate user privileges.

To view extra fields of a transaction, click ▦ **View Extra Fields** for that transaction.

> ❶ This icon only appears in the Results list if extra fields are available for the transaction.

The fields appear below the search results list.

Export data

If you have the appropriate user privileges, you can export transaction data to a CSV file and export transaction images to a PDF file.

Export to CSV

1. On the **Results** page, select the check box next to the transactions you want to export or select the top check box to export all transactions.
2. Perform one of the following actions:
   - To export transactions in the results list, select the transaction and click ▣ **Export selected items to CSV**. Only the columns that contain the data are exported.
   - To export transactions with all data, select the transaction and click ▣ **Export selected items to CSV (all columns)**. The columns without data are also exported.

   The CSV file is downloaded to your computer.

Export to PDF

1. On the **Results** page, click the check box next to the transaction you want to export, or click the check box in the Results table header to select all transactions.
2. Click ▣ **Export selected items to PDF**.
3. In the **Select Items to Download** pop-up window, select the appropriate options to specify which images you want to include in the PDF file, then click **Select**.
   The PDF file is downloaded to your computer.

Chapter 4

Daily Summary

The Daily Summary allows you to research activities in the image archive by lockbox, batch, and transaction, for any process date or a range of dates spanning up to ten calendar days. The Daily Summary is only available if it is activated in your system configuration.

To open the Daily Summary, on the toolbar, click **Modules**, then select **Daily Summary**.

The data is displayed in the following tabs:
- **Lockbox Summary**
- **Daily Detail**
- **Batch Detail/Contents**
- **Transaction/Payment Detail**

By moving through the tabs from left to right, you can drill down into the details of the selected lockboxes, batches, and transactions. A colored highlight above the tab name indicates the tab that is currently being displayed.

Click **Show Search** to display the **Search Form**. The **Search Form** includes two views:
- **Compact View**
- **Expanded View**

For more information about the view types, see Open the archive.

Generate daily summary report

You can generate the daily summary report and drill-down data.

1. Enter a **Process Date** or range of dates, and any other desired search criteria in the **Search Form**, then click **Search**.
   The **Lockbox Summary** tab appears with the available summary reports for the entered search criteria.

   > ⓘ The **Process Date** range cannot exceed 10 days.

   To download the summary report as a CSV file or PDF, do either of the following:
   - Click ⬇ **Download Lockbox Summary Report** to download a PDF report.
   - Click 🖺 **Export summary to CSV** to download a CSV report. Only the columns that contain the data are exported.

     Click **Export selected items to CSV (all columns)** 🖺. The data with all the columns is downloaded as a CSV file. The columns without data are also exported.

2. In the Lockbox Summary table, click **Select Lockbox**.

   The **Daily Detail** tab appears that shows the batch numbers, dollar amount, and the number of checks by Client ID.

   You can download the daily detail summary as CSV or PDF file.

3. In the Batches list, click **Select Batch**.

   The **Batch Detail/Contents** tab appears that displays the batch details, such as transaction ID, transaction number, and transaction amount.

   Select the check box for the transactions you want to download and do either of the following:

   - Click 💾 to download the data as a CSV file.

   - Click 🅿 to download the data as a PDF file.

     The **Select Items to Download** pop-up window appears. Select the items you want to download and click ✓ **Select**.

4. In the Transactions list, click **Select Transaction**.

   The **Transaction/Payment Detail** tab appears that displays the transaction and payment details, such as lockbox number, applied amount, and remitter name.

   On this tab, you can do the following:

   - View the transaction image: Click the 🅿 **Transaction Image** icon.

   - View and add annotations: Click **Annotations** 🗋 (annotations not available) or 🖿 (annotations available). For more information, see Annotations.

   - View and add correspondence: Click **Generate Correspondence** ✉ (no correspondence available) or ✉ (correspondence available). To know how to add correspondence, see Create correspondence.

   - Download the transactions: Select the check box for the transactions you want to download and do either of the following:

     - Click 💾 **Export selected items to CSV**. The data is downloaded as a CSV file. Only the columns that contain the data are exported.

     - Click 💾 **Export selected items to CSV (all columns)**. The data with all the columns is downloaded as a CSV file. The columns without data are also exported.

Chapter 5

Client Decisioning Module (CDM)

The Client Decisioning Module (CDM) is a pre-deposit application that allows you to view, review and decision any transactions that were rejected during normal lockbox processing, to allow for timely deposits of remittances. You must have the appropriate user privileges to access the CDM.

There may be many reasons why a transaction cannot be processed or requires attention before being processed. For example, the payment and remittance information is out of balance, or the account number is incorrect. These transactions are considered "exceptions." When a transaction exception occurs, you must decide what should happen to the transaction. This is referred to as "decisioning".

CDM offers either single or multi-day decisioning. If you are a single-day client, the exceptions must be "decisioned" (that is, edited) the same day they display. Transactions for a multi-day client will carry over to the next day and transactions on their last day of decisioning will be shown in red. The "sweep" time indicates the deadline time by which all exception decisions must be completed. If configured, a warning appears a certain number of minutes before the sweep time to advise users that they must complete decisioning before the sweep.

If a decision is not submitted online for an exception transaction before the sweep time, the transaction is automatically rejected or accepted, depending on the client's configuration. If a transaction is rejected, it will not be deposited, and the bank/lockbox provider will return the payment and remittance documents to the client.

Open CDM

To open the CDM module, on the toolbar, select **Modules** > **CDM**, then select one of the following:
- Main
- View All
- Activity Report

CDM Main

Access transactions requiring decisioning, as well as any transactions that have been decisioned, but not yet swept from the system.

Two types of views are available to search for a transaction. Click ▾ beside ⫴ **Show Search** to select a view:

Main View

The main view provides an overview of the outstanding decisioning transactions.

The following items are available in the main view:

- **Transaction Summary**: The Transaction Summary is displayed on the left side of the page. It displays the summary of exception queues and the number of transactions that have the status of **Accepted**, **Rejected**, **No Decision**, or **Hold** for each queue.

  Click a status under a queue in the Transaction Summary area to display all transactions for that status.

  Click **Show Search** to hide/ unhide the transaction summary.

- **Transaction list**: The transactions list is displayed on the right side of the transaction summary based on the filter criteria selected in the Transaction Summary. It contains all the transactions for a particular exception queue and status listed in the Transaction Summary.

  - Click a column heading to sort the transaction list by that column. Click once to sort in ascending order, and click again to sort in descending order. An arrow mark is displayed next to the column label to signify the sorting, ↑ for ascending and ↓ for descending. When you open a transaction, the next transaction in the queue is determined by the sort order you selected.

  - The following icons are displayed in the transaction list.

Icon	Description
Export to CSV 🖺	Export all the transactions listed in the transactions list to a CSV file. The list of transactions with all the columns data is exported.
Edit ✏	View, edit, or decision a transaction. You must have the appropriate user privileges to edit and decision transactions.
No annotations: 🗋 Annotations available: 🖹	View or add annotations.
Lock 🔒	The lock icon indicates that another user is currently reviewing the transaction. The transaction is considered as leased, which means that other users can view the transaction, but they cannot decision it until the person with the lease either finishes decisioning the transaction, exits the transaction, or the lease expires. Move your mouse pointer over the lock icon to determine who is working on the transaction and how many minutes remain until the lease expires.

- **Page navigation icons**: Use these icons to navigate between search result pages. See Search result icons for more information about page navigation icons.

Search View

The **Search Form** is displayed with **Transaction filters**, **Coupon filters**, and **Check filters**.

To know how to enter search criteria and perform search, see Search for transactions.

View All

All the transactions are displayed irrespective of the filters set. Unlike in Main, where the transactions are displayed based on the filters set by the Admin user.

Activity Report

(Only for CDM Supervisors) Display the decisioning details for a given date or date range in a report format. This menu transaction is only available when there has been decisioning activity and the transactions have been swept.

Activity Report contains two types of views similar to Archive. See Open the archive for more information.

See Create an activity report to know how to generate an activity report.

Edit a transaction

Edit a CDM transaction to repair it for processing. To edit a transaction, in the transaction list, click ✏ **Edit Transaction** for the work item you want to edit and make changes as needed.

Transaction Editor

The CDM **Transaction Editor** consists of the following items:

> ℹ You must have the appropriate user privileges to use the options available on this page.

- **Transaction Detail**: Data related to the transaction.

  Use the **Update** button to update information related to Transaction only. If no information is changed about the transaction, the **Update** button remains disabled.

  When you click the **Update** button, if the Simple Validation rules are configured for the Transaction level fields, these fields will be validated; and if there is any validation error you will get an error message.

  > ℹ The Validation Engine is not called when the **Update** button is clicked.

- **Save**: Save all changes you have made.
- **Cancel**: Discard all changes you have made.
- **Accept**: Accept the transaction.
- **Reject**: Reject the transaction.
- **Hold**: Put the transaction on hold.

- **Reopen**: (Accepted or rejected transactions only.) Release the transaction for editing and decisioning.
- **Annotations**: View or add annotations for the transaction.
- **Back To Search**: Return to the transaction overview on the main page.
- **Generate Correspondence**: Create correspondence for the transaction.
- **Checks**: Data related to the transaction checks.
- **Coupons**: Data related to the transaction coupons (stubs).
- **Image viewer**: Displays the images associated with the transaction. Use the icons at the top of the viewer to work with the images.
- **Complete**: Changes the status of a transaction to **Completed**.

Correct the balance

Checks and coupons must always balance prior to being accepted (unless your system configuration allows out-of-balance). If the check amount is different from the coupon amount, the difference is displayed in red in the **Transaction Detail** area. For example, the check amount is $10,000, but the total of the coupon amounts is $9,500, a difference of $500.

To balance the difference, add or modify data in the coupon fields, then click **Save** or **Accept**.

The system runs the data through any required validations. If a validation error occurs, the affected fields are highlighted with Orange (warning) and Red (error). Also, a summary of errors and warnings is displayed in the **Validation Results** section above the **Transaction Detail**. Correct the fields and save them again.

Add a coupon

A virtual coupon is required if a check needs to be split between multiple accounts. To create virtual coupons, do the following.
1. In the **Coupon** area, in the **Add** field, enter a number to specify how many coupons to add, then click **Add**.
2. Enter the details for each coupon. Make sure that the total amounts of the coupon match the check amount.
3. Once the transaction is balanced, click **Accept**. If the transaction is not balanced, you can save the coupon but cannot accept the transaction, click **Save** to add the coupon.

Data validation

For all the editable fields if you enter incorrect data a corresponding error message appears. If the error message appears, correct the data, and then save the changes again.

For example, in the **Amount** field if you enter a value which is less than the minimum allowed value for the field, the **MinValue** error message appears.

Delete a coupon

In the **Coupon** area, click 🗑 **Delete** next to a coupon to delete it.

> ⓘ You can only delete virtual coupons (those added in the iRemit application); you cannot delete the original coupon.

Accept or reject a transaction

Once you edit a CDM transaction, you must accept it. If you are unable to resolve the exception, you should reject the transaction.

- To accept a transaction, click **Accept**.
- To reject a transaction, click **Reject** (If administrator has configured reject reason, then in the **Transaction Detail** pane select an option from the **RejectReasonCode** list, and then click **Reject**).

> ⓘ The **RejectReasonCode** list is only available if it is configured by administrator.

> ⓘ If correspondence generation is enabled on reject, you should create a correspondence letter.

After you accept or reject a transaction, the next oldest transaction from the transaction list is automatically displayed. If you sort the list before editing the transactions, the next transaction that appears is from the sorted list.

Hold a transaction

You may wish to temporarily stop work on a transaction and come back to it later. In this case, you can put the transaction on hold.

To hold a transaction, click **Hold** available on the **Transaction Editor** page. If a transaction is on hold on its last day for decisioning, it is automatically decisioned during a sweep.

Reopen a transaction

You can reopen accepted or rejected transactions to allow them to be edited and decisioned again.

To reopen a transaction, click **Reopen** available on the **Transaction Editor** page.

Search for transactions

The CDM search page is similar to the Archive search page.

On the CDM main page, click ⌄ beside **Show Search** ≔ and select **Search View**. See Search for data to know how to perform a search.

The search results are displayed. Transactions that are still in the CDM queue are returned. Transactions that are swept are removed.

To view details of a transaction, click ✎ **Edit Transaction** to the left of the transaction.

To save the search results as a CSV file, click ⬇ **Export to CSV**. The file is downloaded to your computer.

Create an activity report

The activity report displays details of all actions taken in the CDM module within a specific period. Data is available for the last 60 days. Two report types are available: **Summary** and **Details**. You can download the report results to a CSV file. The Activity Report is only available for CDM Supervisors.

To create an activity report, on the toolbar, click **Modules** > **CDM** > **Activity Report**. There are two views for the **Search Form** used to search and generate an activity report. See Open the archive for the view types.

Select a group, date range, and report type, then click **Search**.

To export the activity report to a CSV file, click ⬇ **Export to CSV**.

Post Processing Workflow (PPW)

The Post Processing Workflow module (PPW) provides a post-deposit workflow capability for the iRemit archive. Using the PPW module, users can perform a variety of tasks on identified post-processing remittance transactions (checks, coupons, correspondence) that require some sort of action or status change, such as:

- Change of name or address.
- Change of account.
- Marking partial overpays.
- Correspondence processing.

You must have the appropriate user privileges to access PPW.

Open PPW

To open the PPW module, on the toolbar, click **Modules** > **PPW**, then select one of the following:
- PPW Main: Access transactions requiring action.
- PPW Report: Displays a report with details of the status of PPW transactions.

PPW Main

Main provides an overview of the transactions requiring action. The following items are available in **Main**:
- **PPW Summary**: It summarizes the PPW batch types and the status of transactions for each type. The batch types and statuses that are available depends on your system configuration and your user privileges. Select a status entry for a batch type to view only transactions for that status.
- **PPW queue List**: Displays all transactions for the status selected in **PPW Summary**.
  - Click a column heading to sort the queue list by that column. Click once to sort in ascending order, and twice to sort in descending order. An arrow mark is displayed next to the column label to signify the sorting, ↑ for ascending and ↓ for descending. When you open a transaction, the next transaction in the queue is determined by the sort order you selected.
  - To update the status of a transaction, select an item and select status from the list, and then click **Update**.

- The following icons are displayed in the queue list.

Icon	Description
Edit Exception ✏	View, edit, or change the status of a transaction. You must have the appropriate user privileges to edit transactions.
No annotations 🗋 Annotations available🗎	View or add annotations. Annotations provide additional information about transactions.

- **Page navigation icons**: Use the page navigation icons below the list to navigate between search result pages. See Search result icons for more information about page navigation icons.

Edit a transaction

If you have the appropriate supervisor role, you can edit a PPW coupon. You cannot edit checks. Any changes made to the transaction modifies the data in the archive.

1. In the PPW queue list, click ✏ **View Exception** for the transaction.
   The **Post Processing Work Transaction Editor** page appears.
2. In the **Coupons** area, click ✏ **Edit** for the transaction you want to change.
3. Make changes to the check or coupon details and click **Update**.

Data validation

In all the editable fields of the **Coupons** area, if you enter incorrect data a corresponding error message appears. If the error message appears, correct the data, and then save the changes again.

For example, in the **Amount** field if you enter a value which is less than the minimum allowed value for the field, the **MinValue** error message appears.

Transaction Editor

The **Transaction Editor** consists of following items:
- **Exception Detail**: Details of the PPW transaction.
- **Update**: Apply any changes you have made and move to the next transaction.
- **Annotations**: View or add annotations for the transaction.
- **Generate Correspondence**: Create correspondence for the transaction.
- **Back To List**: Return to the transaction overview on the main page.
- **Next Item**: Displays the next transaction in the queue.
- **Checks**: Data related to the transaction checks.
- **Coupons**: Data related to the transaction coupons (stubs).
- **Image viewer**: Displays the images associated with the transaction. Use the icons at the top of the viewer to work with the images.
- **Complete**: Changes the status of a transaction to **Completed**.

Change the transaction status

Transaction status can be changed from the Main page or the Transaction detail page.

From the **Status** selection list, select the new status, then click **Update**.

You can change the status for multiple transactions in the PPW queue list. Select the checkbox for each transaction you want to change, select the new status, then click **Update**.

Move a transaction

You can move transactions from one batch type to another.

In the **Exception Detail** section, select new batch type in the **ExceptionType** selection list, then click **Update**.

Create a PPW report

The PPW Report displays details of all PPW transactions processed during a specific period.

To create a PPW Report, on the toolbar, click **Modules** > **Post Processing Work** > **Post Processing Work Report**. Select a group, date range, batch type, and status (optional), then click **Search**.

To export the Post Processing Work report to a CSV file, click 📄 **Download**.

Chapter 7

Integrated Receivables Workflow (IRWF)

Integrated Receivables Workflow adds remittance information to an electronic transaction by creating a stub to balance the transaction. The ERP system can use this information to determine where to post the payment.

To view the Integrated Receivables Workflow, select **Modules** > **Workflow**.

On the results page, click **Show Search** to open **Search Form** and perform a search. There are two views for the **Search Form**, see Open the archive to know the view types and see Search for data to know how to perform a search. Also displayed is the total for the first stage or the highest level you have access to. Up to four levels can be displayed, if the system is configured to use multi-level authorization.

The **Compact View** enables you to select a level you have access to along with search fields to locate a specific transaction. After you enter the search criteria, click **Search** on the top bar. When the transaction has been completed, it loads into the archive and cannot be searched in the IR Workflow queue. To close the **Compact View**, click **Close**.

You can do the following on the Results page:

- To edit the transaction, click ✏ **Edit Transaction**. The **Transaction Editor** page appears with the details on the left, payment at the top, the stubs in the middle, and addenda fields at the bottom.

  You can edit, add, or delete stubs as follows:

  - To edit a stub, click ✏ **Edit**.
  - To add a stub, click ⊕ **Add** and enter details.
  - To delete a stub, click 🗑 **Delete**.
  - To save changes, click 💾 **Save**. If validation has been set up, any invalid fields are outlined in red.
  - To cancel changes, click ⊗ **Cancel**.
  - To finish editing, click ✓ **Complete** or ⤳ **Next Stage**, depending on the configuration.

    Clicking **Complete** passes the transaction to the archive. **Next Stage** passes the transaction for multi-level authorization.
- To view or add an annotation, click 🗋 or 🗎 **View Annotations**. See Annotations to know how to add annotations.
- To download transactions, click 🖫 **Export to CSV**. The information is saved as a .csv file.

> ⓘ Ensure the following while using stubs:
>
> - Stub changes must be saved or cancelled before you can continue.
>
> - You must have at least one stub in a transaction. If there is only one stub, it cannot be deleted. The transaction cannot be moved to the next level of authorization if there is no stub associated with it.

Data validation

In all the editable fields of the **Coupons** area, if you enter incorrect data, a corresponding error message appears. If the error message appears, correct the data and then save the changes again.

Data lookup

You can lookup data while adding or editing a stub in the Workflow Transaction Editor.

> ⓘ Your administrator must enable this feature for your organization.

When you enter data for all the parent fields and press Tab or click anywhere else, the corresponding data is automatically populated in the child fields.

You can also use the lookup button 🔍 to perform the auto-populate.

Archive Match

The Archive Match allows you to manually balance a transaction that was not balanced by Auto Matching process. You can search the unbalanced payments and edit the related transactions to match the balance. To complete a matching process, you must balance the transaction so that the difference between Amount fields of checks and stubs items is zero.

To view the Archive Match, click **Modules** > **Archive Match**.

1. On the results page, click **Show Search** to open the **Search Form**. There are two views for the Search Form, see Open the archive to know about the view types.

2. On the **Search Form**, enter a date in the **Process Date** field and click 🔍 **Search**.

   A date can be selected from the calendar also. To select a date from the calendar, click 🗓 **Toggle calendar** next to the field, and use the following options:
   - The currently selected process date is highlighted in the calendar. Navigate to a specific date.
   - Click **Today** to select today's date in the calendar.
   - To navigate to another month or year, scroll to the required month or year from the list displayed in the left pane of the calendar widget.

   > ⓘ You can select a search operator and filter criteria to refine the search.

When the search result appears, select a payment, and click ✏ **Match**. The **Payment Matching** page appears with the following sections:
- **Matched Items**: Contains the items of the selected transaction.
- **Unmatched Invoices**: Shows the list of invoices which can be used to balance the selected transaction.

In the **Matched Items** section, it is not mandatory to use unmatched invoices, you can manually add a new invoice to balance the transaction and then merge. To add an invoice manually perform the following steps:

1. Click ⊕ **Add invoice**, and enter all the required details, including the Amount field.
   - To lookup, fill the parent fields and click 🔍 **Lookup**.
   - If necessary, to cancel the invoice, click ⊗ **Close**.

2. To save the invoice, click 🖫 **Save**.

3. When the **Difference** is "$0.00", click 🖫 **Merge**.

From the **Unmatched Invoices** section, you can select an invoice to add to the transaction. Perform the following procedure to add an invoice:

1. Select the invoice.

> ⓘ You can filter the invoices using ▼ **Filter Menu**.

2. If the invoice required any modification, click ✎ **Edit**, and do the changes.
    *   To lookup, fill the parent fields and click ⌕ **Lookup**.
    *   To cancel the edited information, click ⊗ **Close**.
3. To view the invoice image, click ▣ **View Item**.
4. Click ↑ **Match**. This moves the invoice to the **Matched Items** section.

> ⓘ When you move an invoice from the **Unmatched Invoices** section to **Matched Items** section, not only the invoice you have clicked is moved, but all the items of the transaction are moved.

> ⓘ You can move only one transaction from the **Unmatched Invoices** section to **Matched Items** section.

5. After adding an invoice to the transaction, in the **Matched Items** section, when the **Difference** is "$0.00", click ▤ **Merge**.

Data validation

While editing an invoice, in any editable fields if you enter incorrect data and try to save it, a corresponding error message appears. If the error message appears, correct the data and then save the changes again.

Data lookup

You can lookup data while adding or editing a stub in the Payment Matching page.

> ⓘ Your administrator must enable this feature for your organization.

When you enter data for all the parent fields and press Tab or click anywhere else, the corresponding data will be automatically filled in the child fields.

You can also use the lookup button ⌕ to perform the auto-populate.

Chapter 9

Reports

The Reports feature allows you to view the list of reports that are imported into the application. You can provide the search criteria in the **Search Form** provided to search and generate a report. The **Search Form** includes two types of views, see Open the archive for the view types.

After generating the report, click ⊠ **Download Document** to download the report in formats such as PDF, HTML, or CSV.

Chapter 10

Download IDX

The iRemit Information Data Exchange module (IDX) extracts data from the iRemit archive. If you have the user role **IDX Download**, you can download the extracted data to your computer. iRemit provides an offline viewer with which you can view the extracted data.

Click a column heading to sort the transaction list by that column. Click once to sort in ascending order, and twice to sort in descending order.

Download data

1. On the toolbar, select **Modules** > **Download IDX**.
2. In the selection list, select a job name.
   All files extracted by the selected job are displayed. Files that are ready to download are indicated with the ⬇ **Download** icon. Files that are currently being uploaded are indicated with the ⬆ **Uploading** icon.
3. Click the icon next to the file you want to download.

   ⓘ Do not attempt to download a file that is still uploading.

Use the viewer

1. Unzip the downloaded file.
2. Double-click eCDViewer.exe.
   The viewer displays the **Search** page.
3. Enter your search criteria.
   The search results are displayed in the **Results** tab.
4. Click 🖼 **View Item** to view transaction images.
5. The **Summary** tab provides an overview of transactions per batch. View the details as follows:
   Do the following to view details:

   a. Select a **Process Date** and **Lockbox #**.

   b. Click on a batch number to view transactions for a batch.

   c. Click on a payment ID to view details of the payment in the **Results** tab.

Dashboard features

The Dashboard allows you to easily view reports relevant to your needs. Reports are displayed in widgets on the Dashboard page and the Home page. Each widget contains a table or a chart, depending on the report type. You can quickly and easily customize which widgets you want to view. You can add up to three widgets to your iRemit Home page for quick reference, and any number of widgets to the **Dashboard** page.

The administrator assigns Dashboard privileges to users and determines the types of widgets they can access.

Add widgets to the Home page

If you have Dashboard Advanced privileges, the first time you log in to the application, a message appears to the right of the **Broadcast Messages** box that alerts you to the fact that you can configure the **Home** page with the widgets you would like to see.

To add widgets to your Home page, do the following:

1. Click the message.
2. In the **Dashboard Configuration** pop-up window, in the **Home** column, select the check box for each widget that you want to add.

    You can add up to three widgets.
3. Click **Save**.

After you have selected three widgets in the Home column, the remaining checkboxes are hidden. To view all available widgets again in the Home column, clear one of the checkboxes in the Home column. You can then select from any of the available widgets, up to a maximum of three.

Add widgets to Dashboard

If you have Dashboard Advanced privileges, you can open the **Dashboard** page by clicking **Modules** > **Dashboard**. If you do not have sufficient privileges, widgets are assigned by the administrator.

The first time you open the dashboard, a message appears that alerts you to the fact that you can configure the **Dashboard** page with the widgets you would like to see.

To add widgets to your **Dashboard** page, do the following:

1. Click the message or **Settings**.

2. In the **Dashboard Configuration** pop-up window, in the **Dashboard** column, select the check box for each widget that you want to add.

3. Click **Save**.

Dashboard settings

You can configure your dashboard either from the hyperlink on the Home page during the initial login or by clicking **Settings** on the Dashboard Modules page from **Modules** > **Dashboard** to customize the widgets you wish to view.

The **Dashboard Configuration** consists of a list of all the widgets available to you, within the two columns, **Home** and **Dashboard**.

The **Home** column lists the widgets that can be seen on the homepage when you log on to the system. You can view a maximum of three widgets on your Home page.

The **Dashboard** column lists the widgets that can be seen on the dashboard homepage when you select **Dashboard** from the **Modules** menu. The number of widgets that can be chosen in this column is not restricted.

Select as many widgets as you would like to show on the Dashboard menu, then click **Save**. The dashboard homepage is displayed with all the selected widgets. You may need to scroll down to view all the widgets on the screen. Widgets default to the order listed in the **Dashboard Configuration** pop-up and can be re-sorted to fit your preference.

Change the order of widgets

You can change the order in which the widgets appear on the homepage. Select the **Enable sorting** option in the top right corner of the top widget on the homepage.

The mouse pointer turns into a 4-arrow icon ✛ when placed on the widget header, indicating the widget can be moved up or down, arrange the widgets as needed.

View widget details

To view details about a widget, click ❶ **Details** to the left of the widget heading.

Sort widget columns

Certain widgets contain columns of information rather than charts. You can sort these columns by clicking on a column heading. Click once to sort in ascending order, click two times to sort in descending order, and click a third time to remove sorting.

Available widgets

Widgets are available to you depending on your role and privileges.

Widget	Required role
CDM Current by Amount	CDM User
CDM Current by Amt all Boxes	CDM User
CDM Current by Count	CDM User
CDM Current by Count all Boxes	CDM User
CDM Historic Sweeps by Amount	CDM User
CDM Historic Sweeps by Count	CDM User
LTA 30-day Summary By Amount	Archive User
LTA 30-day Summary by Count	Archive User
LTA Current	Archive User
PPW Current	PPW User
PPW Open Items by age	PPW User
PPW Time to Close	PPW User
IRWF Current by Amount	IR Workflow User
IRWF Current by Count	IR Workflow User
IRWF Current by Lockbox	IR Workflow User