

IMM eReceipts

Client User Guide

v 7.1.11



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Overview

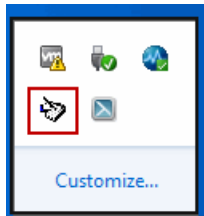
TotaleReceipts and TeR are generic terms for IMM eReceipts. Teller Item Capture and TiC are generic terms for IMM eTeller Check21. In this guide, text and screenshots may use any of these terms.

The IMM eReceipts Client User Guide is a comprehensive guide that discusses the functionality of IMM eReceipts user interface and provides step-by-step instructions on the use of the system.

The document requires the reader to have access to a IMM eReceipts workstation and have basic teller transaction knowledge.

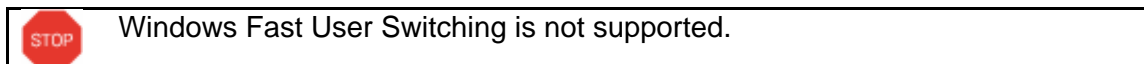
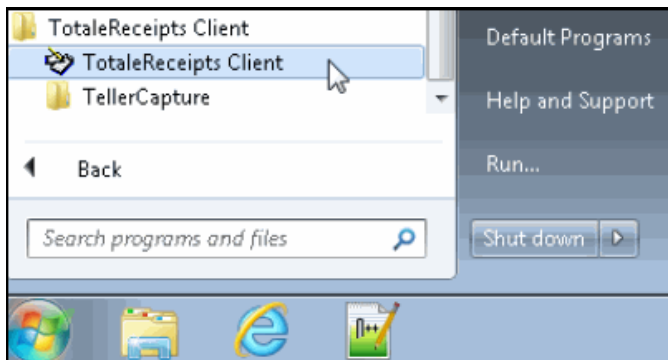
Starting IMM eReceipts

When IMM eReceipts is installed, it is added to the start group for all users on the workstation. The system tray must be enabled for users in Group Policy so they have access to the IMM eReceipts system tray icon.



If the IMM eReceipts icon is not visible in the system tray, it can be started manually from the Start menu by following these steps:

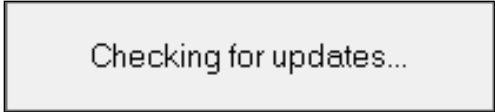
Click **Start**→**All Programs**→**TotaleReceipts Client**→**TotaleReceipts Client icon**



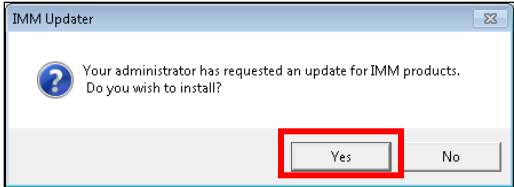
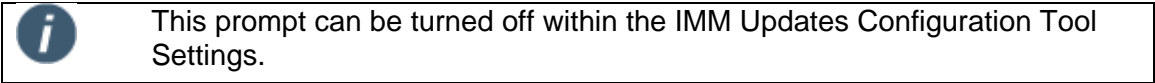
IMM eReceipts Updater

The IMM eReceipts Updater (iMMUpdater) runs on the client workstation each time IMM eReceipts is started. This feature automatically detects new components updates (IMM eReceipts, QwikScan or Teller Capture) from the server and installs updates onto the client workstation.

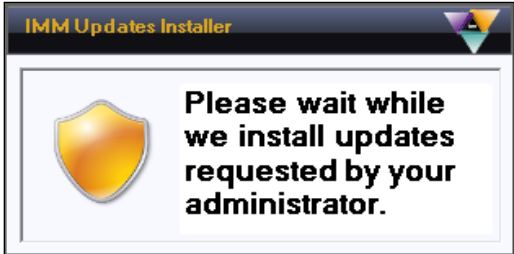
Each time IMM eReceipts starts, the Checking for updates window displays.



The IMMUpdater window displays the following message if an update was deployed by the financial institution's Administrator.



Click **Yes**. The IMM Updater Installer window display during installation.



The IMM Updates Installer window refreshes.



This window will close and IMM eReceipts client will restart when the update is complete.

After a transaction is posted, the IMM eReceipts Graphical User Interface (GUI) automatically opens.



The IMM eReceipts receipt window should launch whenever a receipt is generated after posting a transaction for a member as long as IMM eReceipts is running on the workstation (and it isn't set to Auto Archive receipts, see Settings).

A receipt may also be created independently of the Credit Union host system by using the offline receipt feature, which is detailed later in this document.

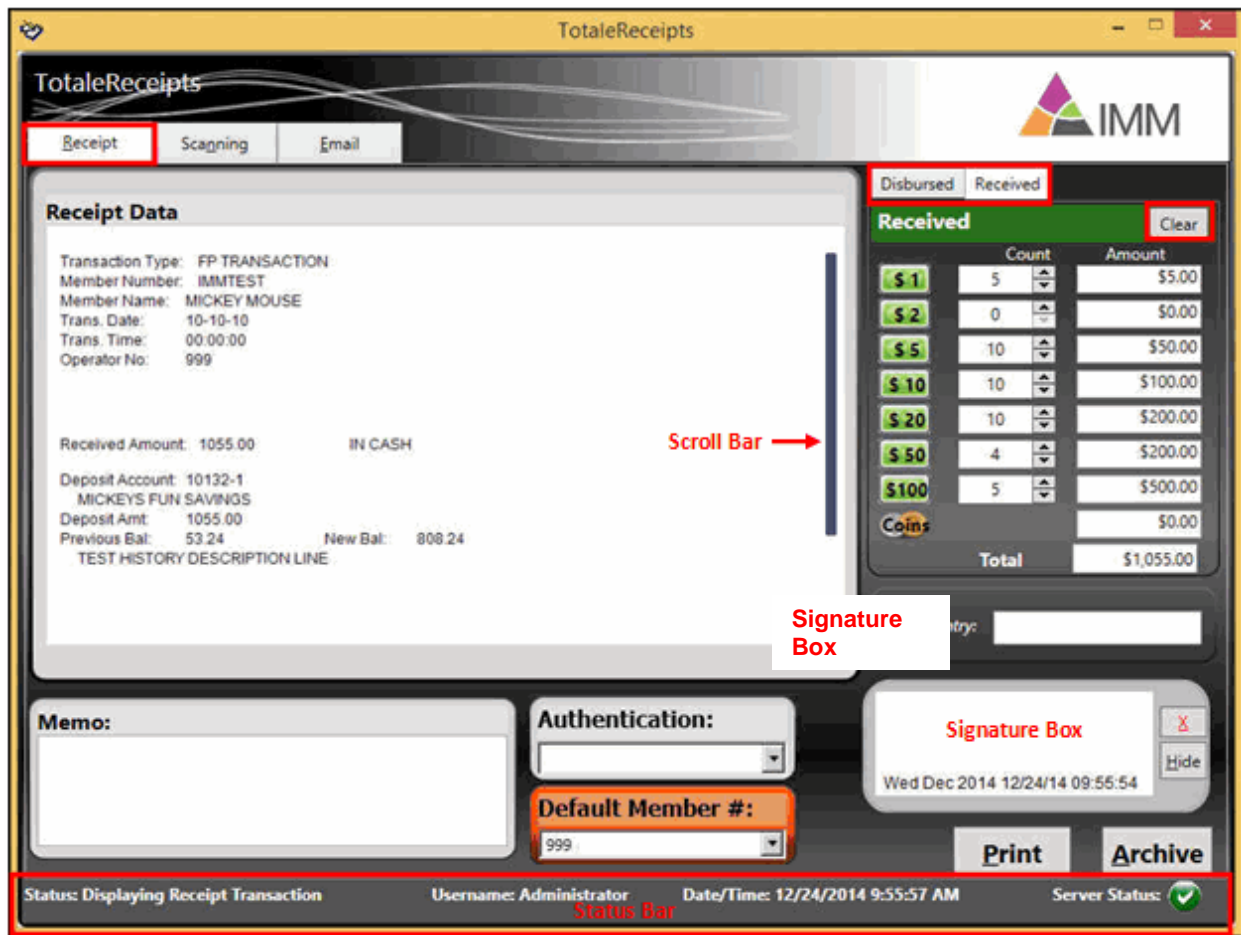
IMM eReceipts Functions

IMM eReceipts functions are distributed across the top of the screen in tab format, offering the following three tabs, when applicable depending on the configuration used:

1. Receipt
2. Scanning
3. Email

Receipt Tab

The main Receipt screen shows details of the receipt data. When there is more data on the receipt than will fit in the display area, the user can use the scroll bar to navigate up and down the window.



Receipt Data



The Receipt Data window contains data passed to IMM eReceipts from the core system or from offline receipts. This information is included in the final PDF receipt that is archived as well as printed on the paper receipt that the member receives. The Member/Account # and Balance masking will be suppressed from the printed receipt. This data will display in the IMM eReceipts Graphical User Interface (GUI) and compatible signature pad showing the transaction details.

If you have display-capable signature pads, the receipt data displays for the member to see. Signatures can be captured using these methods: Signature Pad, TRSC, or Touch. The Signature Box varies depending on the type of device used. Wacom devices, which have touch capability, are used for Touch signature methods to see the transaction and to sign.

The Tablet Receipts Signature Capture (TRSC) is intended to provide a web-based, device independent solution for capturing signatures. Now, signatures can be signed using a mobile device like an iPad or a tablet.

Status Bar

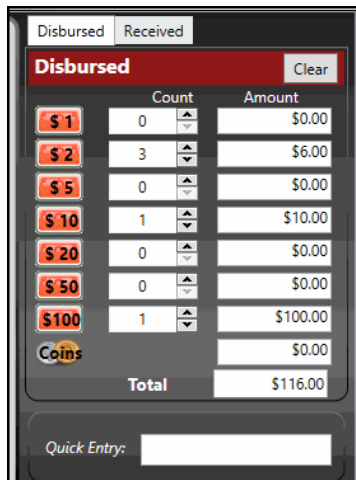
The **Status Bar** is located at the bottom of the window and displays the following information:

Information Displayed	Description
Status	Always display Displaying Receipt Transaction
Username	The User ID/Logon name of the Teller currently logged on.
Date/Time	The current date and time.
Server Status	The Service Status indicator should always appear Green  . If it appears Red  , notify the Administrator immediately since the IMM eReceipts client application may not be communicating properly with the IMM eReceipts server. Transactions processed while the server status is in a Red state will be stored on the client machine and sent to the server when communication is re-established. A message will display when offline files are moved to the server.

Disbursed/ReceivedTab

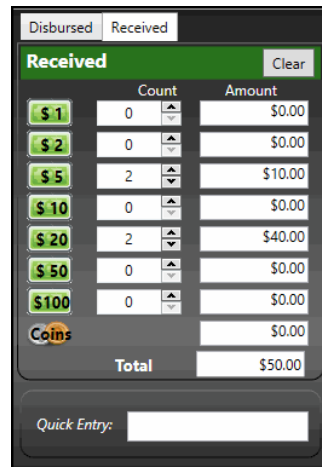
Cash disbursement may be recorded by selecting the **Disbursed** tab. You may enter the count of bills or dollar amounts for each denomination and the amount of coin disbursed. Click **Clear** to remove any denominations entered in the Disbursed grid.

Cash received may be recorded by selecting the **Received** tab. You may enter the count of bills or dollar amounts for each denomination and the amount of coin received. Click **Clear** to remove any denominations entered in the Received grid.



Denomination	Count	Amount
\$1	0	\$0.00
\$2	3	\$6.00
\$5	0	\$0.00
\$10	1	\$10.00
\$20	0	\$0.00
\$50	0	\$0.00
\$100	1	\$100.00
Coins		\$0.00
Total		\$116.00

Quick Entry:



Denomination	Count	Amount
\$1	0	\$0.00
\$2	0	\$0.00
\$5	2	\$10.00
\$10	0	\$0.00
\$20	2	\$40.00
\$50	0	\$0.00
\$100	0	\$0.00
Coins		\$0.00
Total		\$50.00

Quick Entry:

Quick Entry

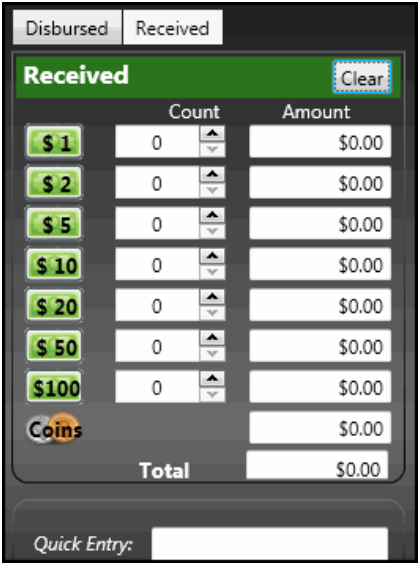
Cash received or disbursed may be entered quickly by entering shorthand text into the **Quick Entry** Field rather than using the mouse to enter data manually.

Shorthand	Description
R or r or R300/10	Received \$300 in \$10 bills
+	Received
D or d	Disbursed
/	Amount / denomination divisor
*	Count * denomination multiplier

Some Quick Entry Examples

- +300/10 or R300/10 = Received \$300 in \$10 bills
- 200/20 or D200/20 = Disbursed \$200 in \$20 bills
- +5*10 = Received 5x \$10 bills
- 5*10 = Disbursed 5x \$10 bills
- R1*100 = Received 1x \$100 bill
- D1*100 = Disbursed 1x \$100 bill
- +.5 = Received \$0.50 in coin
- .8 = Disbursed \$0.80 in coin

In this example, the teller has entered -200/20 and the Disbursed screen was automatically populated with 10 \$20 bills.



Cash Disbursement Grid

IMM eReceipts will pre-populate the grid depending on the core system.

Memo

Up to 100 characters may be typed into the memo field which will be printed on the thermal and saved with the receipt, archived receipt and emailed receipt. Discretion should be used when typing memos into a receipt in case a receipt is reprinted for the member.




A screenshot of a form field labeled "Memo:". The field contains the text "123456".



The memo field will appear on the archived receipt. The member may see if they later get a reprint of the receipt. Only put details here you would want them to read.

Authentication

The method used to authenticate the person requesting the transaction may be selected from the drop-down menu or by manually entering the type of authentication.

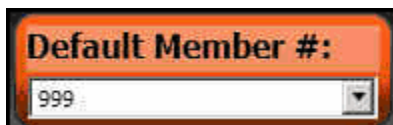


A screenshot of a dropdown menu labeled "Authentication:". The menu is open, showing the following options: Drivers License (selected), SSN, ID Card, and Signature Card.

Authentication Types can be determined by the credit union and are parameter driven. SSN, Driver's License, ID Card and Signature Card are the most common used among the IMM credit union business partners.

Default Member

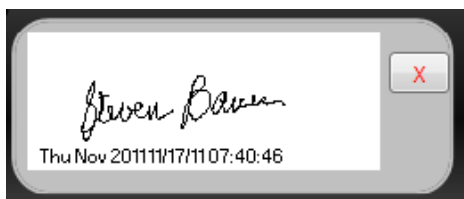
If the transaction being processed does not include a Member Number, this box will display and a Member Number must be chosen before clicking **Archive**. The member numbers displayed are set on the server.



A screenshot of a form field labeled "Default Member #:". The field contains the text "999".

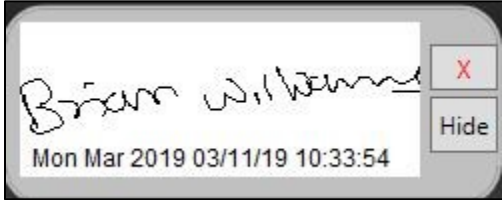
Signature Box for Signature Pad

The Signature box displays the member's signature on the signature pad, including a date and time stamp. When **Display Transaction on sig pad** is not selected in the IMM eReceipts Settings window, the signature box is displayed with the X button as shown in the following example.



A screenshot of a signature box. It displays a handwritten signature "Steven Brown" and a timestamp "Thu Nov 2011/11/17/11:07:40:46". There is a red "X" button in the top right corner.

When **Display Transaction on sig pad** is selected in the IMM eReceipts Settings window, the signature box is displayed with the **X** button and the **Show/Hide** button as shown in the following example. Refer to SigPad Signature Method on page 34 for details about the **Display Transaction on sig pad** setting. The **Display Transaction on sig pad** setting is for 4x5 and 5x7 signature pads only.



The **X** button clears the signature.

If displayed, the **Show/Hide** button affects the transaction display on the signature pad. When **Hide** is clicked, the transaction is hidden on the signature pad. If a signature is captured, clicking **Hide** will clear the signature in the signature box. When **Show** is clicked, the transaction is shown on the signature pad.

The date and time stamp displayed below the signature use the exact date/time that the member actually signed the receipt. This date/time stamp follows the signature wherever it is displayed.

Captured signatures only appear in the 128 bit, fully encrypted PDF that is produced as a complete record of the receipt transaction. Signatures are not stored on any other medium and are cleared from the Signature Pad when the IMM eReceipts transaction is archived.

Go to Scanning Settings on page 38 to see how signatures can be captured at the drive-thru window.

Signature Box for TRSC

The TRSC (Tablet Receipts Signature Capture) signature area first displays with a Group ID in the Signature area. This is the ID that will be used to pair with the mobile device being used.



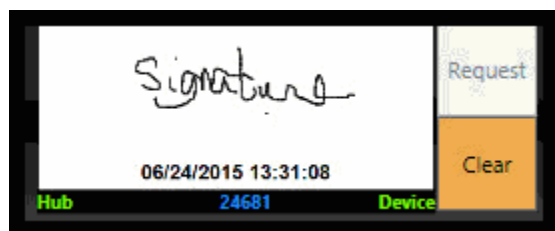
Once pairing is achieved with the Tablet Device, the **Request** and **Clear** buttons automatically become enabled.



Information Displayed	Description
Request	Clicking Request from the signature box send the Signature Request to the web application.

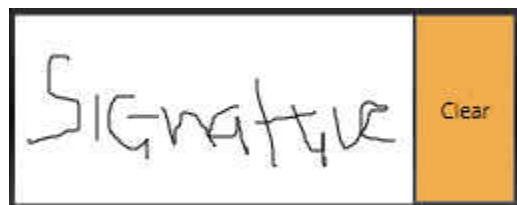
Information Displayed	Description
Clear	Clicking the Clear button: Clears the Signature on the IMM eReceipts SigPad display area. Enables the Request button, if disabled. Clears the Transaction from the Web App (displaying only the marketing message).
Hub	When the word Hub is green, it indicates that the Hub is active. When Hub is red, the Hub is not available. The hub must be functional on the server for TRSC to work.
Group ID	The Group ID displays in the Signature Box when application first starts. Double clicking on signature area generates new Group ID .
Device	When the word Device is green it indicates that the Mobile Device is connected. When the word Device is Grey, the Mobile Device is not available.

When the Web Application sends a signature, the signatures appears in the Signature Box with Date/Time Stamp at the bottom.



Signature Box for Touch

With the Touch signature you can use the mouse or your finger if the device you are using supports touch.




Print Button

The Print button may be selected to print the receipt to a thermal printer. Options may be set to automatically print one or more copies of a receipt or not.

Archive Button

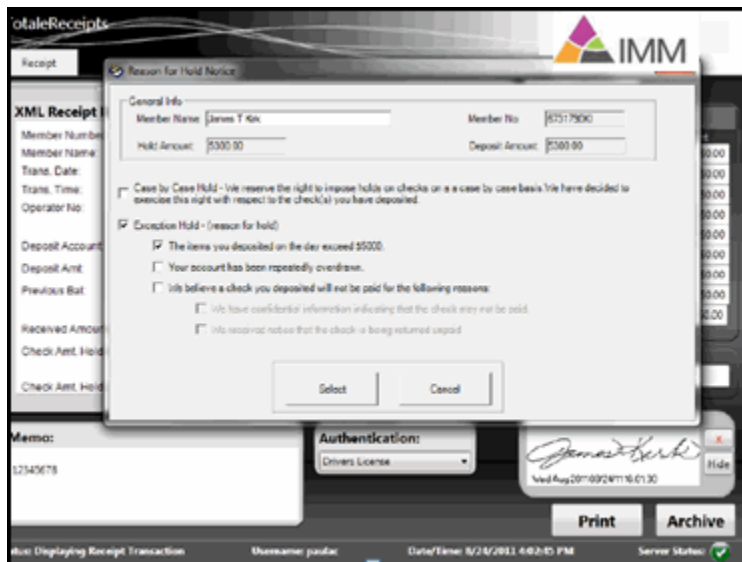
The Archive button may be selected to archive the receipt as a PDF, including the receipt data, cash counts and amounts, memo field, authentication method, and signature, along with checks that may have been scanned using the optional Teller Capture application.

 If you click on the Archive button before you have obtained a signature, you cannot go back and have the member re-sign. The transaction will be sent to the

server without a signature and you will have to re-process the transaction if you need to include the signature.

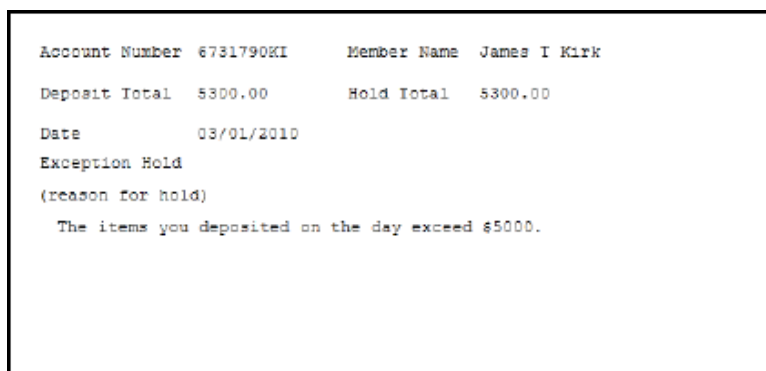
Hold Notifications

When IMM eReceipts determines that a transaction has checks that require a hold (by analyzing the receipt text), the Hold Notice automatically displays (if the Hold Notice functionality is enabled). This allows the Teller to select which hold notice reasons should display on the Hold Notice which is printed along with the IMM eReceipts Receipt.



The Hold Notice is also archived in the same PDF as the receipt. The Hold Notice Reasons can be customized by the institution's administrator and IMM Support assistance by changing central settings on the IMM eReceipts Server. These settings will then be automatically pushed out to all the client machines.

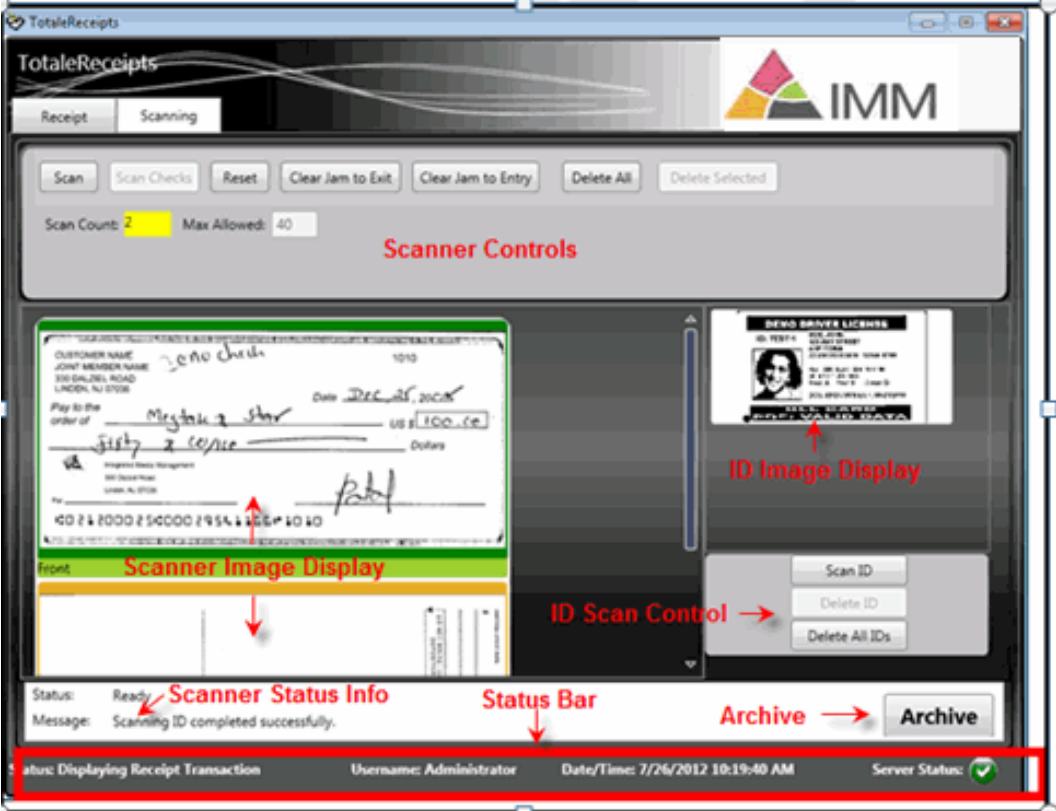
This is an example of a Hold Notice.



Scanning Tab

If you are using the QwikScan feature within IMM eReceipts, the **Scanning** tab will be available to you. With an attached check scanner, you can capture any type of “check sized” document that needs to be stored with the Receipt PDF.

In the example below, a few checks were scanned. The front and back image of each check is appended to the Receipt PDF that is stored in your Image Archive.



The **Scanning** tab is most often used in a drive-thru window setting to capture the member's signature. Typically, two copies of the receipt are printed prior to the transaction being archived. Both receipts are sent out to the drive-thru member and the member would sign one of the receipts. Upon return of the signed receipt, the teller would then scan the signed receipt appending it to the Receipt PDF and then Archive the transaction.

Using the **Scanning** tab can assist the teller in capturing and appending pertinent documents to the PDF Receipt and enabling the credit union to eliminate the storage of these documents. It also allows the credit union to capture wet signatures in drive-thru situations as well as providing a more complete record of the member transaction.

Scanner Control

The **Scanner Control** region is used to control the scanner and includes information about currently scanned images and includes the following command buttons for this region:

Button	Description/Action
Scan	Triggers the scanner to start, allowing you to scan one or more items. In most installation/configurations, this button will be automatically selected when the scanning tab is selected and the button will be grayed out.
Scan Checks	This button is not normally used. Scan Checks is used for non-host integrated IMM eTeller Check21.
Reset	Used if there is a communication issue with the scanner (e.g. the scanner was not on when IMM eReceipts was launched). You don't need to exit IMM eReceipts, just correct the issue with the scanner and select this button to reconnect to the scanner.
Clear Jam to Exit (MagTek Scanners Only)	It rotates the rollers forward to push out any stuck item.
Clear Jam to Entry (MagTek Scanners Only)	It rotates the rollers backward to push out any stuck item.
Delete All	The Delete All button can be clicked when the user needs to delete all items that were scanned and captured.
Delete Selected	The Delete Selected button can be used to delete only the item that was selected. The selected item must be highlighted and then the Delete Selected button can be clicked to delete the selected item. Please note that both the front and back of the item is deleted.

Scanned Image Display

The **Scanned Image** region displays images that have been scanned for the current session.

ID Image Display

The **ID Image** region displays ID images that have been scanned for the current session. (Not available on all scanners.)

ID Scan Control

The **ID Scan Control** region allows you to scan IDs and delete IDs that have been scanned. When **Scan ID** is clicked, IMM eReceipts identifies the scanner and scans IDs following the settings specific to that scanner. When the scan is complete, the scanned ID is displayed in the ID Image Display region. If **Scan ID** is clicked but the scanner is not supported, a message appears stating that the scanner does not have the Scan ID feature and the **Scan ID** button is disabled until IMM eReceipts is restarted.

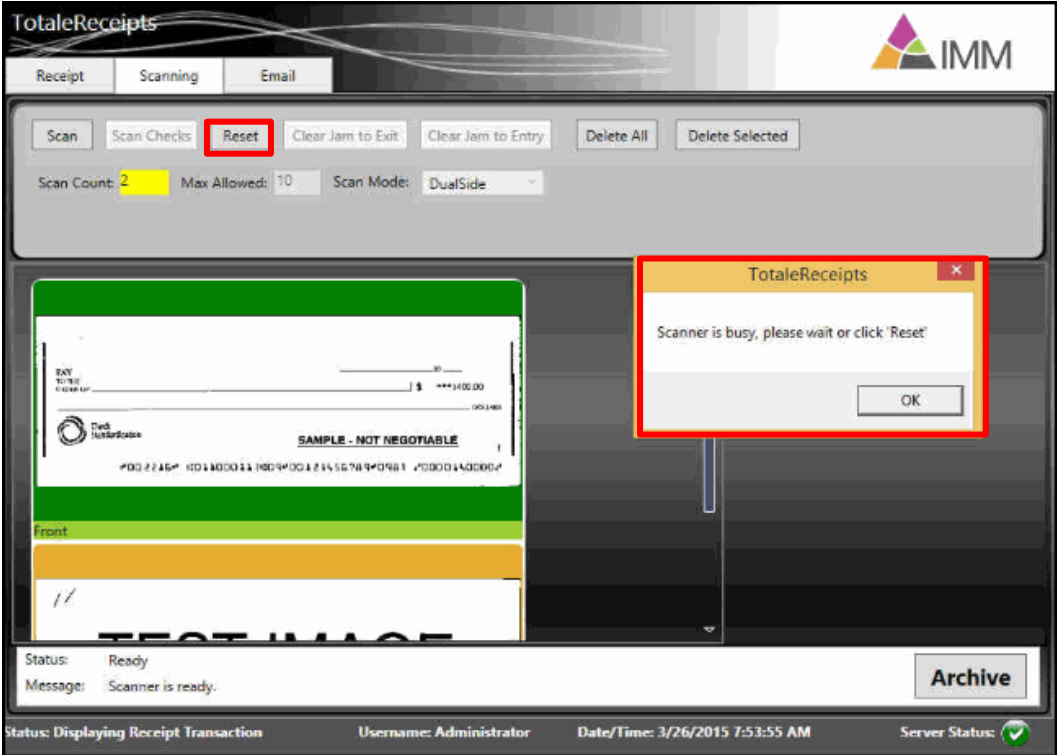
Scanner Status Information

The **Scanner Status** region displays status information for the scanner.

Archive Button

The **Archive** button sends the current receipt to the IMM eReceipts server and closes the IMM eReceipts window. The user **MUST** click this button after each transaction to send the receipt to the server and complete the transaction.

In rare situations after scanning is done, when you click **Archive**, a message “Scanner is busy, please wait or click Reset” displays.



After clicking **Reset**, Archive is possible.

Status Bar

The **Status Bar** is located at the bottom of the window and displays the following information:

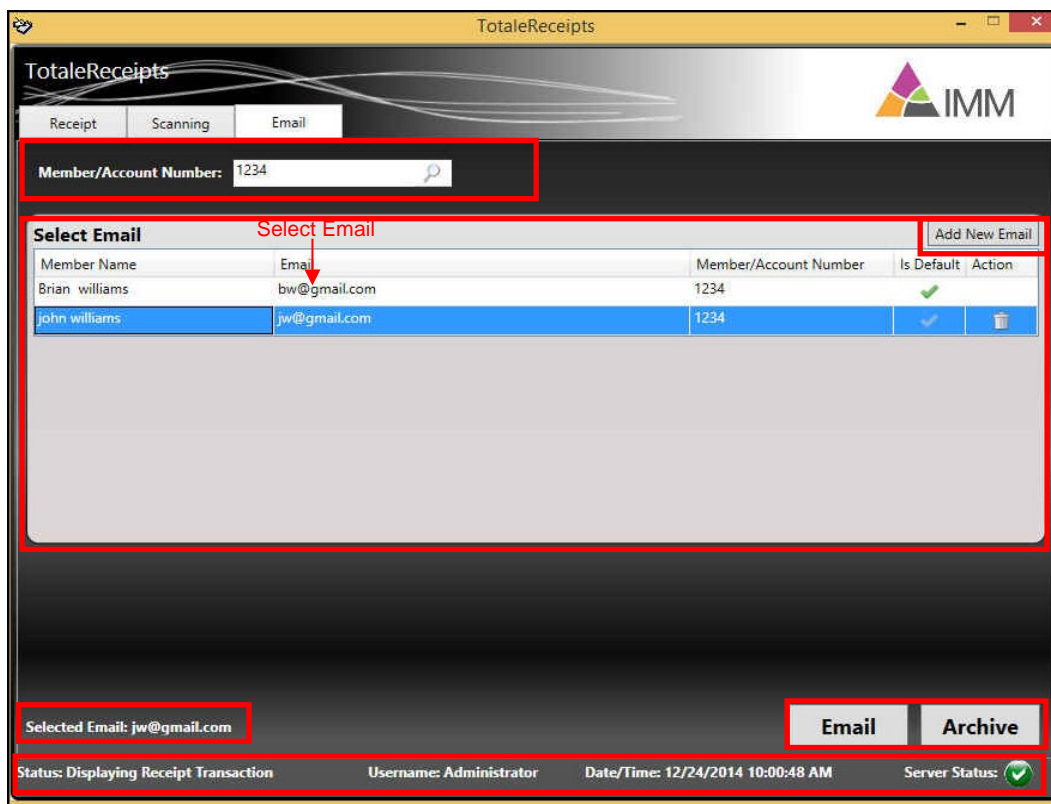
Information Displayed	Description
Status	Always display Displaying Receipt Transaction
Username	The User ID/Logon name of the Teller currently logged on.
Date/Time	The current date and time
Server Status	The Service Status indicator should always appear Green . If it appears Red , notify the Administrator immediately since the IMM eReceipts client application may not be communicating properly with the IMM eReceipts server. Transactions processed while the server status is in a Red state will be stored on the client machine and sent to the server when communication is re-established. A message will display when offline files are moved to the server.

Email Tab

The IMM eReceipts Email tab displays only when the Enable Email Receipts option is turned on through the Settings window. See **Operation Settings** on page 31 for more information on Enabling Email Receipts.

The Email Tab contains the following information:

- Member/Account Number
- Select Email
- Adding a New Email
- Sending Emails
- Archive Emails
- Status Bar



Member/Account Number

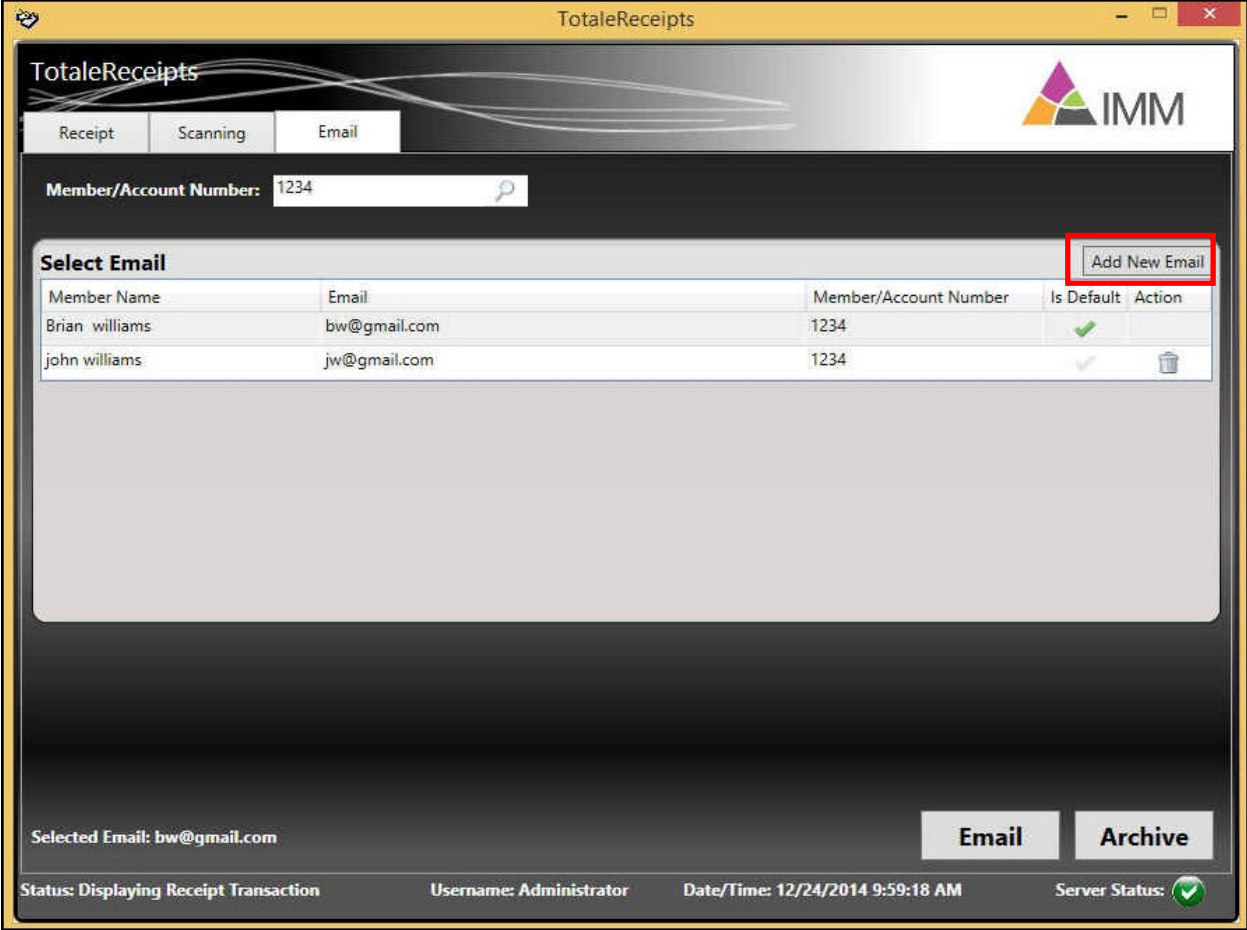
The Member/Account Number displays the member/account number associated with the email address listed on the Select Email list.

Select Email

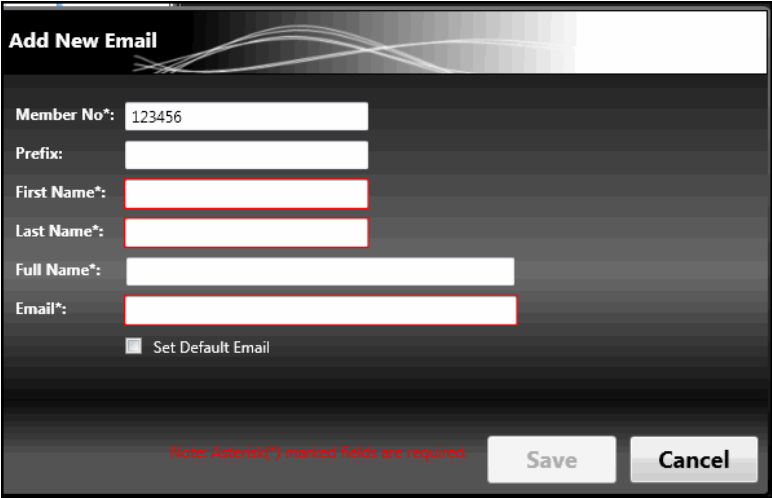
The **Select Email** region of the Email tab displays all member names, email address, member/account number and indicates which member name is the default email name/address.


Adding a New Email

A receipt transaction displays the **Member/Account Number** and a list of all email address associated with that member. The default email address is automatically highlighted.



1. To add a new Email address, click the **Add New Email** button. The Add New Email window opens.



 The **Set Default Email** check box will not be visible on the **Add New Email** window in high contrast desktop themes.

- The following information must be added, the fields marked with a red asterisk (*) are required.

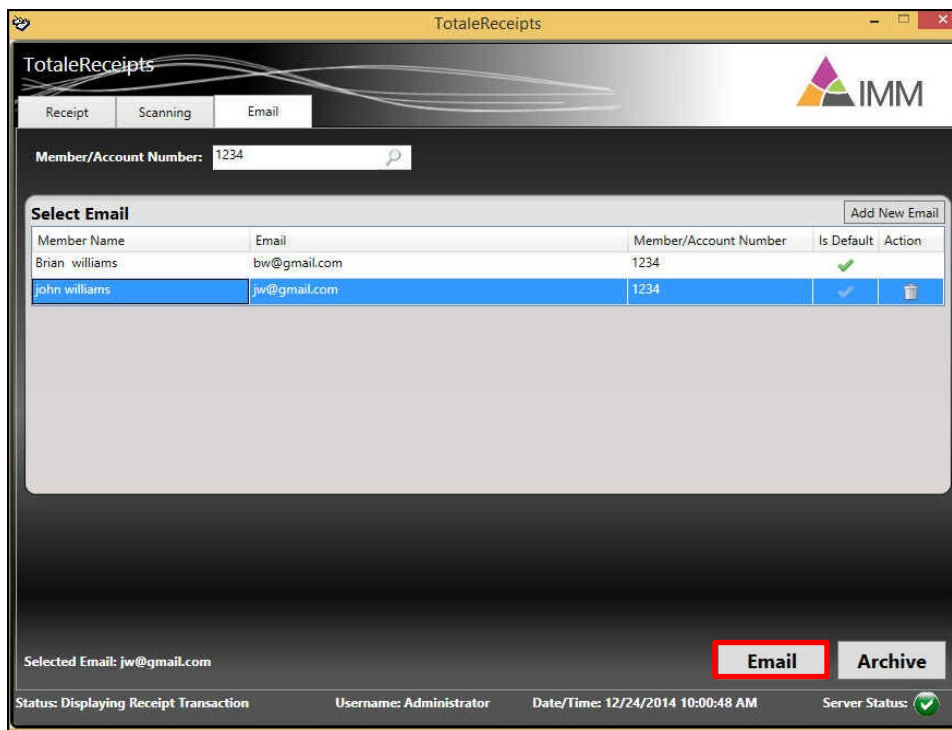
Button	Description/Action
Member No.	Automatically filled in by the application.
Prefix	Enter a prefix for this member. For example: Miss, Mr., Mrs. Dr., etc.
First Name *	Enter a first name associated with the new email.
Last Name *	Enter the last name associated with the new email.
Full Name	Enter the first and last name associated with the new email
Email *	Enter the email address
Set Default Email	Check this box to indicate you want to use this email address as the default address.

- Click **Save** to add the new Email address or **Cancel** to abort the transaction. The Email address is added to the list.

Sending Emails

A receipt displays the Member Number with a list of Emails associated with the number. The default email is highlighted. To send an email to a recipient other than the default user, do the following:

- Highlight the email address row for a recipient other than the default user from the **Select Email** list.



2. Click the **Email** button. An Email sent confirmation message displays when the email is submitted to the server for the user selected.




3. Click **Close** to return to the Email window.



If an email is opened on an iPad or iPhone running iOS 10, the image of the receipt may be displayed twice because iOS 10 embeds attachments in the body of an email.

Deleting an Email

You have the option to delete any invalid email Id or update or change the email Id, or change the default email Id.

1. To delete an email address that isn't the default, click the trash can icon  located in the **Action** column.
2. Click **Close** to return to the Email window.

Archive Email



The **Archive** button archives the receipt and closes the Email window.

Selected Email

The **Selected Email** user displays at the bottom of the window just above the Status Bar.

Status Bar

The **Status Bar** is located at the bottom of the window and displays the following information:

Information Displayed	Description
Status	Always display Displaying Receipt Transaction
Username	The User ID/Logon name of the Teller currently logged on.
Date/Time	The current date and time
Server Status	The Service Status indicator should always appear Green  . If it appears Red  , notify the Administrator immediately since the IMM eReceipts client application may not be communicating properly with the IMM eReceipts server. Transactions processed while the server status is in a Red state will be stored on the client machine and sent to the server when

Information Displayed	Description
	communication is re-established. A message will display when offline files are moved to the server.

IMM eReceipts User Shortcuts

Receipt Tab Shortcuts

Press	To
Alt-A	Close and Archive transaction
Alt-E	Switches to Email tab
Alt+H	Hide the receipt data on a display signature pad
Alt+S	Show Receipt data on a display signature pad
Alt+N	Switches to the Scanning tab
Alt+P	Print receipt
Alt+R	Switches to Receipt tab
Alt+X	Clear the signature pad for signing
CTRL+Shift+A	Switches to Authentication
CTRL+Shift+D	Switches to Disbursed (disbOnesct)
CTRL+Shift+R	Switches to Received (recOnesCt)
CTRL+Shift+M	Switches to Memo
CTRL++Shift+Q	Switches to Quick Entry

Scanning Tab Shortcuts

Press	To
ALT + A	Close and Archive transaction
ALT+S	Scan Items
ALT+C	Scan Checks
ALT + T	Reset
ALT + L	Delete selected
ALT+I	Scan ID (Excella STX only)
ALT + X	Clear Exit Point Jam (Excella/Excella STX scanners)

Printing Receipts

The printing of member receipts is dependent on several factors:

1. The model receipt printer being used
2. The width of the receipt paper (typically dictated by the model of the receipt printer being used)

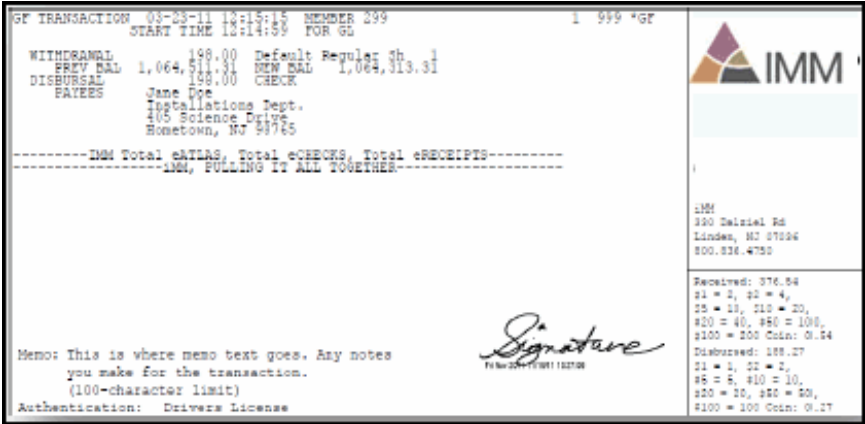
The parameters selected in the Printer Settings tab. See Printing Settings on page 32 for more information.

Receipt Orientation

Receipts can be printed in either Landscape or Portrait orientation (only available with XML Data).

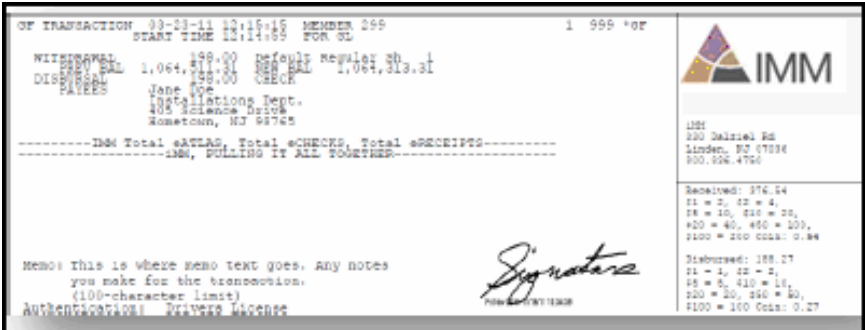
Classic Landscape Wide Receipt

4 3/8 inch wide Thermal Paper (TSP800 only)



Classic Landscape Narrow Receipt

3 1/8 inch wide Thermal Paper



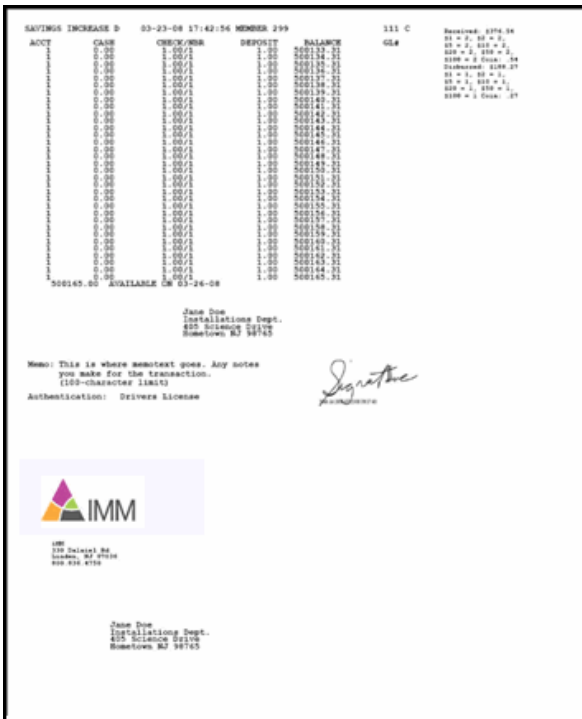
i Narrow/Landscape receipts can only print 1 Logo (TeRLogo1)
The credit union address prints with Narrow landscape and portrait.

- i** Customer Logos and Share Network Logos can be printed on the member receipt in both wide and narrow format. Narrow printing as landscape orientation does not support using a second logo.
- The credit union address can be printed in the wide or narrow.
- The Custom Marketing Message in the above samples may not be applicable for all host systems.

Self Mailer

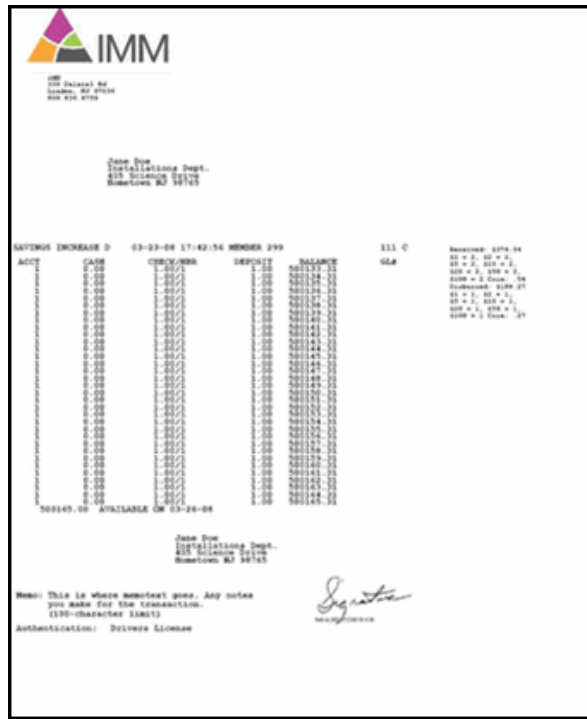
Self-Mailer - Portrait Only

8 1/2 x 11 Z-Fold, Pressure-Sensitive Mailer Paper

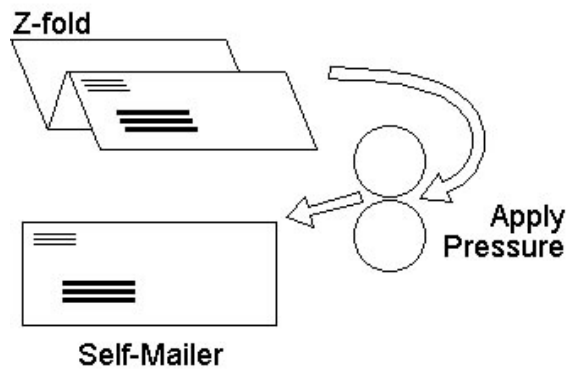


Envelope-Receipt - Portrait Only

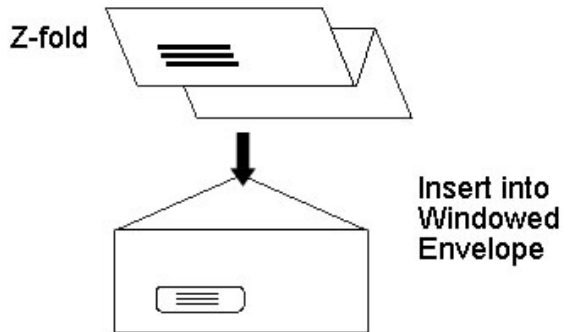
8 1/2 x 11 Plain Paper (Requires window envelope)



Mailed from Back Office after Bulk Processing



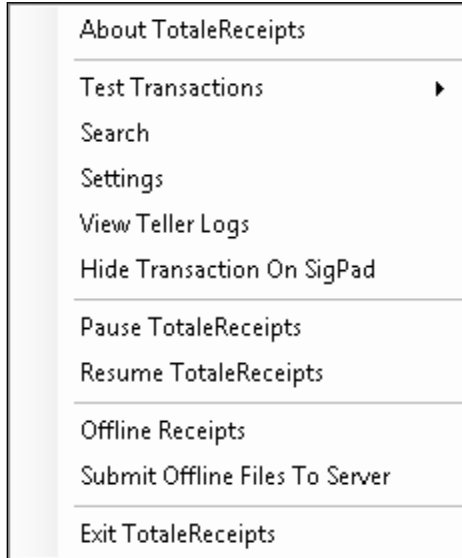
Mailed from Back Office after Bulk Processing



IMM eReceipts System Tray Icon


The IMM eReceipts System Tray Icon is located on the bottom-right side of your screen.

1. To access the System Tray Icon, right-click on the IMM eReceipts icon (🖱️). A popup menu displays.



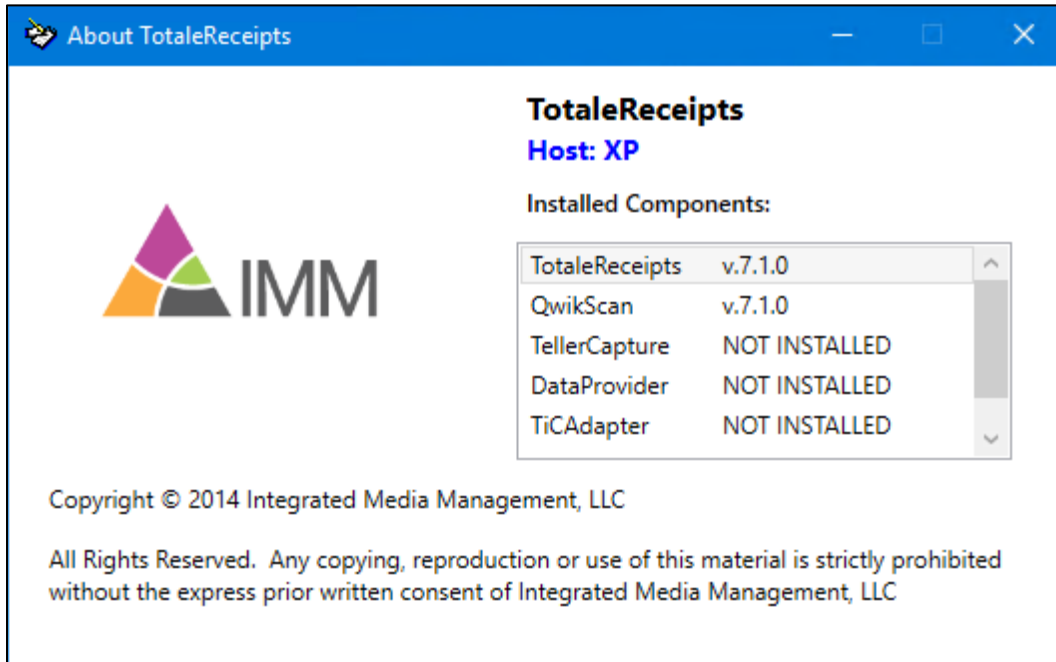
2. From the popup menu select any of the following menu choices:

Menu Choice	Description	For More Information...
About TotaleReceipts	Displays the current version of IMM eReceipts including additional components, drivers and copyright information.	See About TotaleReceipts on page 27.
Test Transactions Receipt Report	Receipt Transactions displays a test receipt which is not archived with normal receipts. Report Transaction sends a test report to the report printer.	See Test Transactions on page 27.
Searching	If receipts are stored on the IMM eReceipts server, the Search function allows searching, viewing, and (optionally) printing of those receipts. You will need to check with your Training and/or IT staff to know where to look for your receipts. They may be archived directly to your own document imaging system.	See Searching in IMM eReceipts on page 27.
Settings	The Settings window allows the user to change some of the workstation default settings for IMM eReceipts.	See Settings Window on page 29.

Menu Choice	Description	For More Information...
View Teller Logs	Allows the user to view teller logs. A new log is generated each day, for each teller that has receipt activity. Teller logs can be used as an additional balance or reference tool, when a teller is out of balance.	See View Teller Logs on page 55 .
Hide Transaction on SigPad	When selected, this will prevent the transaction detail from displaying on the Signature Pad. The member may sign but not view transaction details.  This option is only available on some signature pad models.	See Hide Transaction on SigPad on page 57 .
Pause TotaleReceipts	When selected, IMM eReceipts will pause for troubleshooting purposes or capturing of a data file. The IMM eReceipts Icon will also turn red. Transactions processed when paused will be stored locally on the workstation.	See Pause TotaleReceipts on page 57 .
Resume TotaleReceipts	When selected, this option will allow the user to resume running/archiving transactions.	See Resume TotaleReceipts on page 57 .
Offline Receipts	Offline Receipts lets the user record and print Offline transaction data on screen instead of hand writing the information should the host system go offline or become unavailable. When the host is available, you will then need to re-enter the data into the system in order to affect the Member's account.	See Offline Receipts on page 57 .
Submit Offline Files To Server	If the connection to the IMM eReceipts server is unavailable, the IMM eReceipts client software will hold all receipts on the local workstation until the server comes back online (e.g., network connection is restored). On the next transaction (where IMM eReceipts launches), IMM eReceipts detects that the server is online and automatically sends all stored receipts from the client to the server for archiving.	See Submitting Offline Files to the Server on page 60 .
Exit TotaleReceipts	This will stop the IMM eReceipts program. To restart IMM eReceipts, click Start → Programs → TotaleReceipts Client → TotaleReceipts Client	See Exiting TotaleReceipts on page 60 .

About TotaleReceipts

The **About TotaleReceipts** window displays the current version of IMM eReceipts, additional components, drivers and copyright information.




Test Transactions


Test Transactions presents two options:

- **Receipt** displays a test receipt transaction which is not archived with normal receipts.
- **Report** sends a test report to the report printer.

Searching in IMM eReceipts

Archived transactions are stored on the IMM eReceipts server. The Search function allows searching, viewing, and (optionally) printing of those receipts. You will need to check with your System Administrator to know where to look for your receipts. They may be archived directly to your own document imaging system.

 The archived PDFs must reside in the Receipt/Archive directory for searches to work for receipts/reports.

 When the Enable Search Authentication setting is enabled by an administrator, tellers can view their own transactions but are restricted from viewing other tellers' transactions unless they have supervisor permissions.

When searching for receipts stored on the IMM eReceipts Server, enter any of the following search criteria:

Search Criteria	Description
Member #	The member number for which the receipt was generated.
Teller #	The teller number (or teller ID, if alpha numeric) that performed the transaction. Depending on the group that the user's windows login credentials are associated with and the settings configured by the administrator, this field is either a drop-down menu or a text box. When the Enable Search Authentication setting is enabled by an administrator, tellers can view their own transactions but are restricted from viewing other tellers' transactions unless they have supervisor permissions. Tellers select the teller number using the drop-down menu. Supervisors are not restricted from viewing other tellers' transactions and can enter any teller number in the text box. Supervisors can enter an asterisk (*) to view all of the teller reports. When the Enable Search Authentication setting is disabled by the administrator, tellers are not restricted from viewing all transactions and can enter any teller number in the text box.
Seq/Txn #	The sequence number or transaction ID that the host system generated for this transaction.
Use Date	The full date the receipt was generated (the date of the transaction).
Use Month/Year	Group Listing design library of receipts type templates from which you can add or remove fields, labels and rename the form.

The minimum search options are **Date** or **Month & Year**. However, in most cases you will use more detailed criteria to search for results, including at least **Teller#** or **Member#** to narrow down the results.


The control button used to perform the search or clear the search form:

Search Criteria	Description
Search	Searches for the criteria you input in the search fields.
Clear	Clears the search form.




To conduct a search for a receipt, do the following:

1. Enter the **Date** or **Month and Year** into the fields provided or click the **Calendar** button to access a calendar entry screen.
2. Enter any additional search parameters to narrow your search.
3. Click **Search**. The Search window updates with the results of your search criteria.

Member Number	Teller Number	Date	Time	Sequence Number
1234567	50	2017-03-04	12:33:59	
1234567	999	2017-03-04	12:33:24	
OFFLINE-1234	50	2017-03-20	06:37:43	
OFFLINE-2222	50	2017-03-20	06:37:22	
REPORT-CHRONOLOGICAL-JOURNAL	50	2017-03-04	12:52:37	



Offline transactions start with the word *OFFLINE* in the archive string.
Report transactions start with the word *REPORT* in the archive string.

4. From the search results list, double-click the archived transaction you want to view. The PDF document opens in Receipt Viewer.
5. Click the **Print**  icon to print a copy of the transaction.
6. Click the **Close**  icon to close Report Viewer.
7. When the search is complete, click the Close  icon to close the window.


Settings Window

The IMM eReceipts Settings window allows the user to change some of the workstation default settings for IMM eReceipts. There are seven tabs containing settings:

- Operations
- Printing
- Signature
- Scanning

- Extract
- Archive
- Offline

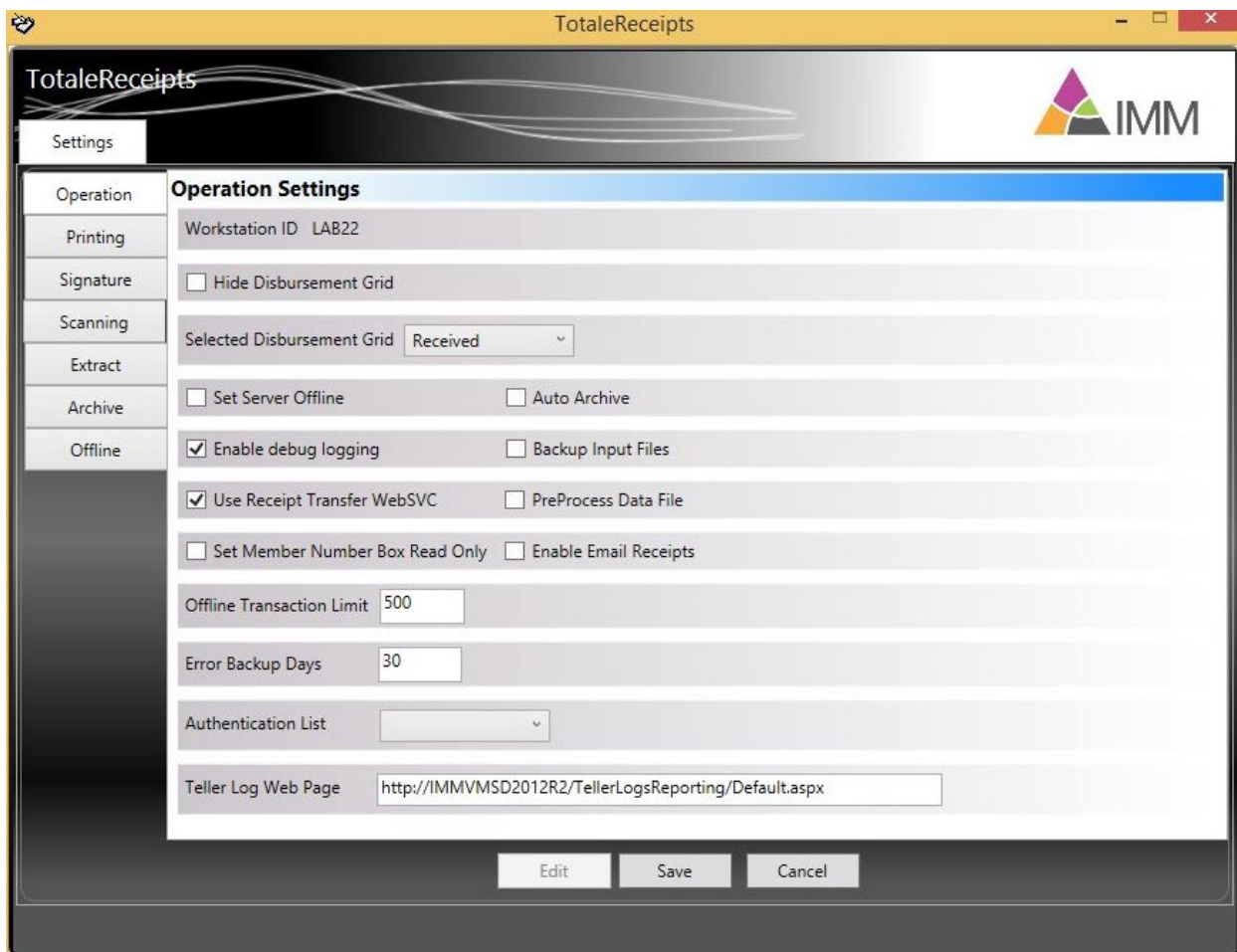
To open the settings window, do the following:


1. Right click on the IMM eReceipts  icon from the system tray and select **Settings**. The Settings window displays with the **Operation** tab selected. There are seven tabs available for settings. Each tab area will be explained in further detail in this chapter.



Depending on Administrator settings,

1. Not all options may be available.
2. Server settings may override client settings when the client application is restarted.



2. Click **Edit** to unlock the settings.
3. After making changes, click **Save** to save the changes made.
4. Clicking **Cancel** will exit the Edit mode without saving changes.
5. Click  to close the window.

Operation Settings

The **Operations** tab allows you to set/edit the following operation settings:

Setting	Description/Action
Workstation ID	Displays the current workstation ID
Hide Disbursement Grid	Check this box to hide the Received/Disbursed grid on the IMM eReceipts transaction user interface.
Selected Disbursement Grid	Click Selected Disbursement Grid to specify a default grid on the transaction UI. When set to Received , the Received tab will be the default, otherwise Disbursed will be the default. This setting is available only when Hide disbursement is unchecked.
Set Server Offline	Check this box to force IMM eReceipts to run in Offline mode.
Auto Archive	Check this box to allow automatic archiving of transactions to the server without any teller interaction.
Enable debugging logging	Check this box to record any errors in detail that may occur in IMM eReceipts.
Backup Input Files	Stores the incoming data files from the host locally on the workstation. These are retained for 30 days.
Use Receipt Transfer WebSVC	This setting should be checked.
PreProcess Data File	This setting is for IMM use only.
Set Member Number Box Read Only	When this box is checked, the member number box is set to read only.
Enable Email Receipts	Check this box to enable email receipts.
Offline Transaction Limit	Enter the maximum number of transactions to be stored locally (Default: 500)
Error Backup Days	The number of days to save files related to error transactions.
Authentication List	A drop-down list of items used to verify the identity of the member. (Driver's License, Picture ID, Signature Card, Social Security or User Defined. Click Add to add a new item to the list. Click Remove to take an item off the list.
Teller Log Web Page	The address used when View Teller Logs is accessed from the IMM eReceipts icon popup menu.

1. Click **Edit** to unlock the settings.
2. After making changes, click **Save** to save the changes made.
3. Clicking **Cancel** will exit the **Edit** mode without saving changes.

Print Settings

The **Print** tab screen contains two sections as described below:

- Masking Settings
- Printing Settings

Printing Settings

The **Printing** tab allows you to set/edit the following settings (Classic Landscape layout only).

1. Click **Edit** to unlock the settings.
2. Select the Printing Settings.

Printing Settings

Report Font: Courier New Size: 8

Report Printer: Report Orientation: Portrait

Receipt Printer: Receipt Orientation: Landscape

Receipt Print Style: Wide Print Count: 0

Receipt Font: Consolas Size: 8 Font Style: Regular

Suppress Logo 1 Suppress Logo 2

Suppress CU Address

Print Signature



1. The selected font must be installed on the client machine.
2. If you have purchased custom window envelopes that use the address printed on receipts then you will need to use the following settings:
Font = *Arial*
Size = 9
Style = *Regular*
3. Using *Arial* and *Times New Roman* for the **Receipt Font** may result in misaligned data.



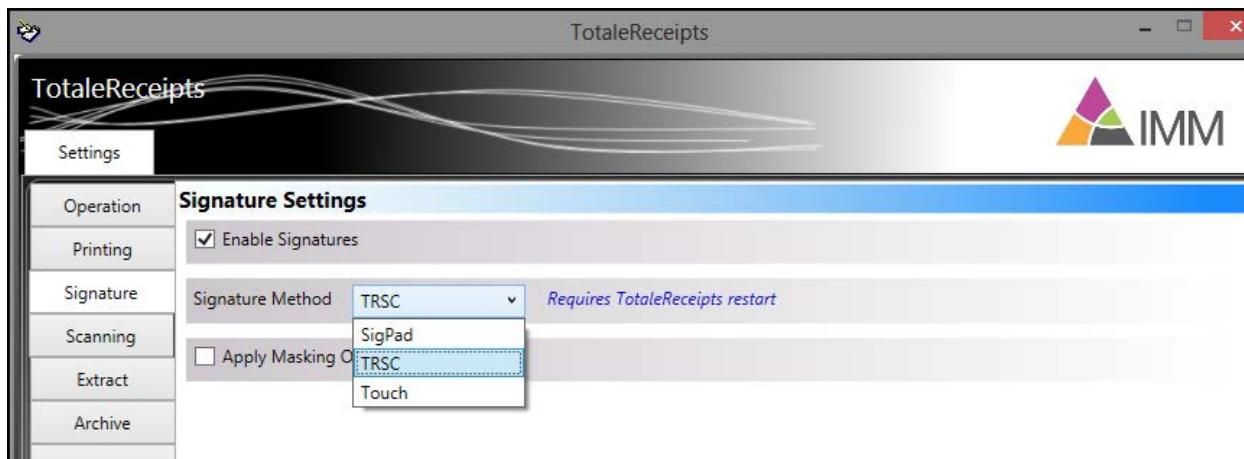
Depending on the scaling settings of a Windows 10 tablet, images may appear small or the date and time may be cut off. It is recommended to set scaling to 125% or less.

Setting	Description/Action
Report Font/Size	Separate fonts and sizes are available for the Receipt and Report printers. Select Receipt Font = Consolas, Size = 8
Report Printer/Report Orientation	Select a printer from the dropdown list. Select Landscape or Portrait orientation.
Receipt Printer/Receipt Orientation	Select a printer from the dropdown list. Select Landscape or Portrait orientation. The default selection is applicable for your host. Contact IMM Support before changing this setting. See Contacting IMM Support .
Receipt Print Style	There are two widths of receipt-style paper: Narrow: 3 1/8 and Wide: 4 3/8 (TSP800 only). Choose between Narrow and Wide, based on your printer paper. This setting will also allow Self-Mailer and Envelope-Receipt. (Default: Wide. Refer to "Printing Receipts" section on page 22 for additional information.
Receipt Font/Size/Style	Separate fonts and sizes are available for the Receipt and Report printers. Supported fonts are: <i>Arial, Courier New, Consolas</i> and <i>Times New Roman</i> . Choose Bold or Regular style.
Suppress Logo 1	Suppresses the first logo on printed receipts.
Suppress Logo 2	Suppresses the second logo on printed receipts and in archived PDF files.
Suppress CU/Suppress Member Address	The item will not print on the member receipt when checked.
Print Signature	Prints signature on the printed receipt.
Print Hold Notice	Some transactions [Ex. <i>Check Deposit Transaction</i>] will also print a Hold Notice in addition to the receipt when this option is checked.
Print Page No.	When checked, this option will print a page number at the end of each receipt.
Print Consolidate Receipt	When this option is checked details of multiple transaction are printed on a single receipt. If not checked, each transaction will print on a separate receipt. (Not functional for Offline Receipts.)

3. After making changes, click **Save** to retain the changes made.
4. Clicking **Cancel** will exit the Edit mode without saving changes.

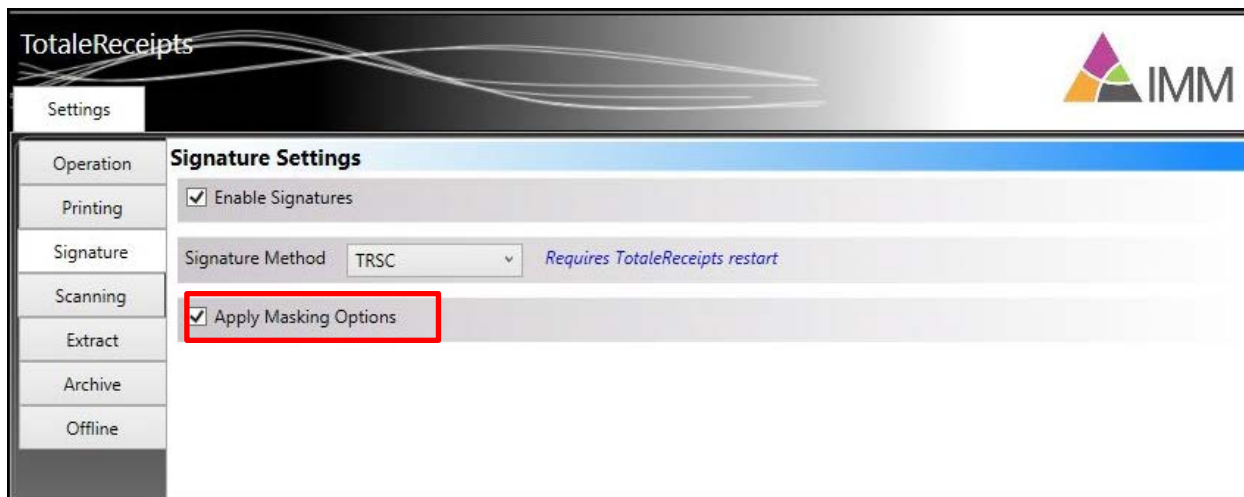
Signature Settings

The **Signature** tab allows you to select the type of Signature Method you will be using. Signature Method has a drop down with three signature type options: **SigPad**, **TRSC** or **Touch**.



Apply Masking Options

Apply Masking Options can be selected for all signature methods: SigPad, TRSC and Touch. The member account number and account balances on transaction display is masked replacing digits with selected characters. This is also dependent on Print settings.



Apply Masking Options work in conjunction with Print Settings -- Mask Member Number setting and Mask Balance settings. See **Masking Settings** on page 40 for additional information.

When the Mask Member Number setting is selected with Apply Masking Options, the Member Number can be masked.

When Mask Balance is selected with Apply Masking Options, the Account Balances can be masked.

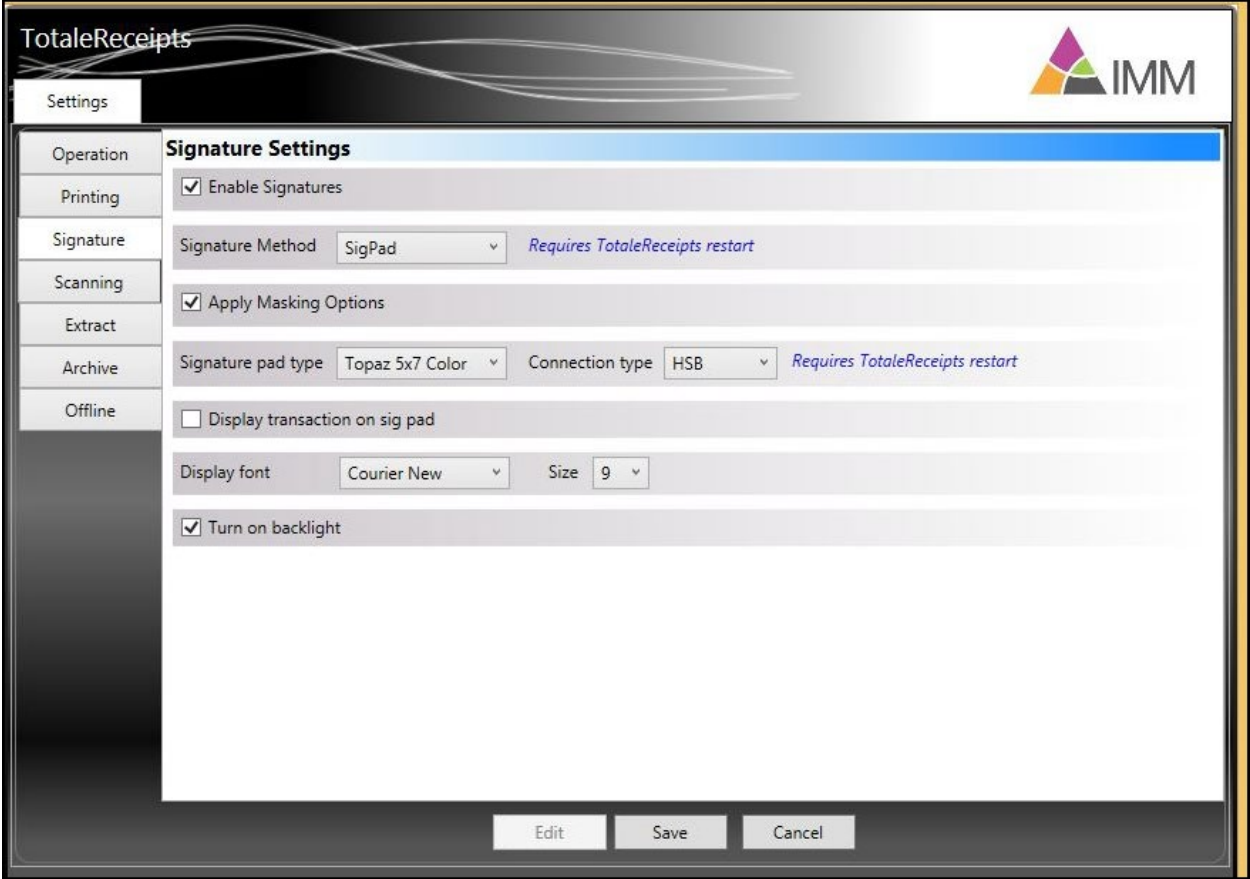


Please contact IMM Support to activate this functionality. See **Contacting IMM Support**.

SigPad Signature Method

Once SigPad Signature Method is selected, you can set/edit the device settings for SigPad.

1. Click **Edit** to unlock the Signature Method selections. Choosing **SigPad** displays the settings page for SigPad options. When Apply Masking Options is checked, it will mask the account number and balance for the transaction in the SigPad.
2. Click Apply Masking Options to mask balances for SigPad Signatures. See Apply Masking Options on page 34 for additional details.



Setting	Description/Action
Enable Signatures	Check the box to enable signatures for your workstation.
Signature Method	The Signature Method dropdown menu has three options: SigPad, TRSC, and Touch. SigPad selection displays all SigPad settings. TRSC and Touch settings are pre-set.
Apply Masking Options	When checked, the Member Account Number and Account Balances on the transaction display are masked for all signature methods, replacing digits with selected characters. This is dependent on Mask Member Number and Mask Balance settings under the Print Settings. See Print Settings on page 32 for detailed

Setting	Description/Action
	information on print settings. See Apply Masking Options on page 34 for additional information.
Signature pad type	Select <i>Topaz 4x5</i> , <i>Topaz 5x7</i> , <i>Topaz 1x5</i> , or other signature pads. Refer to the IMM eReceipts Administrator Guide for a list of the supported signature pads. (IMM eReceipts Client must be restarted if this setting is changed.)
Connection Type	Choose your sig pad connection type. (IMM eReceipts Client must be restarted if this setting is changed.)
Turn on backlight	Check this box to enable the backlight on the signature pad to always stay ON. If not checked, the backlight will turn off after 10 seconds. (This option is for use with 4x5 and 5x7 signature pads only.)
Display Transaction on sig pad	Checking this box will allow the member to view the transaction on the sig pad. (This option is for use with 4x5 and 5x7 signature pads only.) Refer to Show Transaction Detail in Tablet on page 37.
Display Font/Size	Choose the Font style and size for display on the sig pad. Supported fonts are <i>Arial</i> , <i>Courier New</i> , <i>Consolas</i> and <i>Times New Roman</i> .

3. After making changes, click **Save** to retain the changes made.
4. Clicking **Cancel** will exit the Edit mode without saving changes.
5. Restart to IMM eReceipts is required after making any changes to the **Signature Method** field.

Show Transaction Detail in Tablet

If you are using signature pads that support the **Show Transaction Detail in Tablet** functionality, the member’s transaction will appear on the tablet display for the member to view and sign.

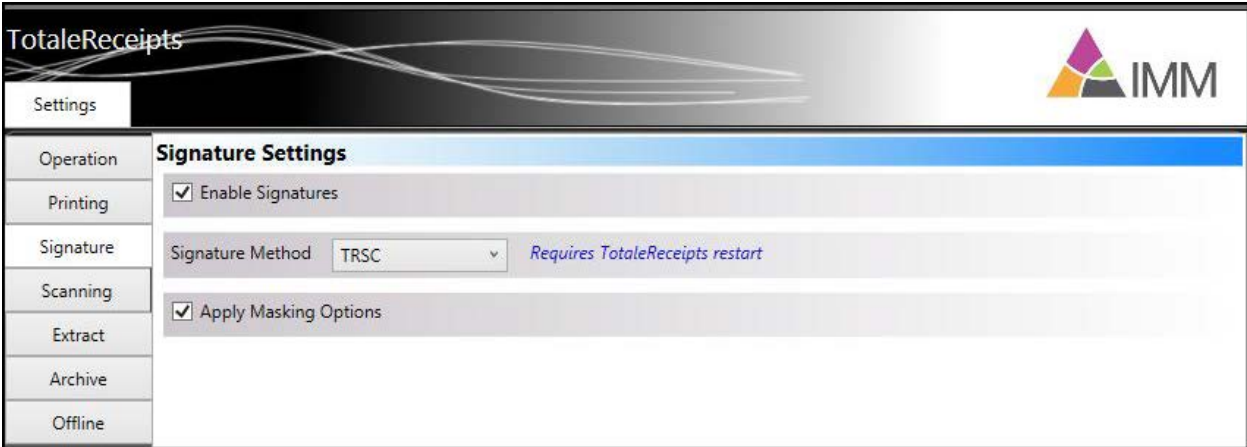
Hotspot buttons on the display can be tapped with the SigPad pen allowing the member to view multiple pages of their transaction, clear their signature or save their signature.



TRSC Signature Method (Tablet Receipt Signature Capture)

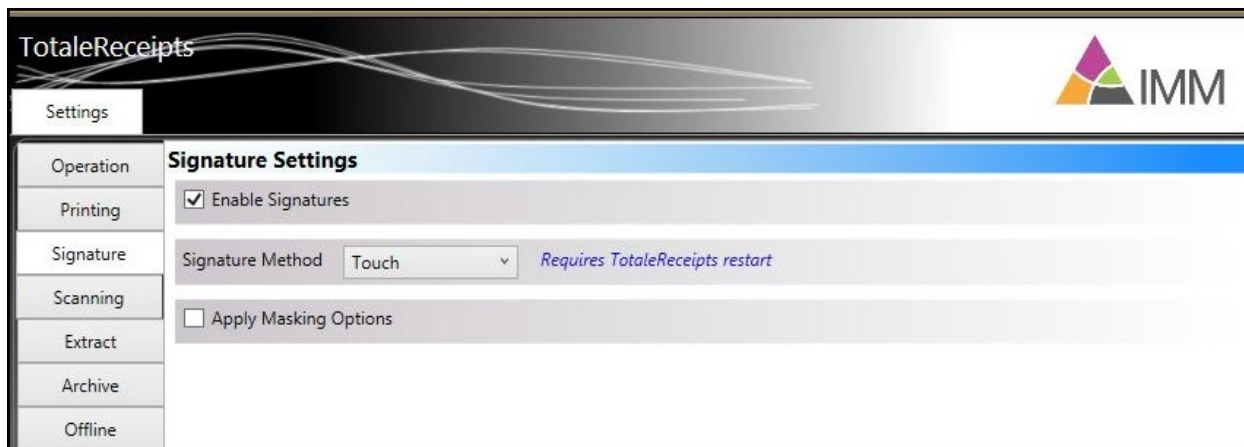
To use the TRSC signature method, select TRSC from the Signature Method drop down. See TRSC Signature Method (Tablet Receipt Signature Capture) on page 37 for additional information.

Click to check Apply Masking Options to mask balances for TRSC Signatures. See Apply Masking Options on page 34 for additional details.



Touch Signature Method

To use the touch signature method, select **Touch** from **Signature Method** drop down menu. Check Apply Masking Options to mask balances for Touch Signatures. See Apply Masking Options on page 34 for additional details.



The screenshot shows the 'Signature Settings' page in the TotaleReceipts application. The left sidebar contains a 'Settings' menu with options: Operation, Printing, Signature, Scanning, Extract, Archive, and Offline. The main content area is titled 'Signature Settings' and includes the following options:

- Enable Signatures
- Signature Method: Touch (dropdown menu) *Requires TotaleReceipts restart*
- Apply Masking Options

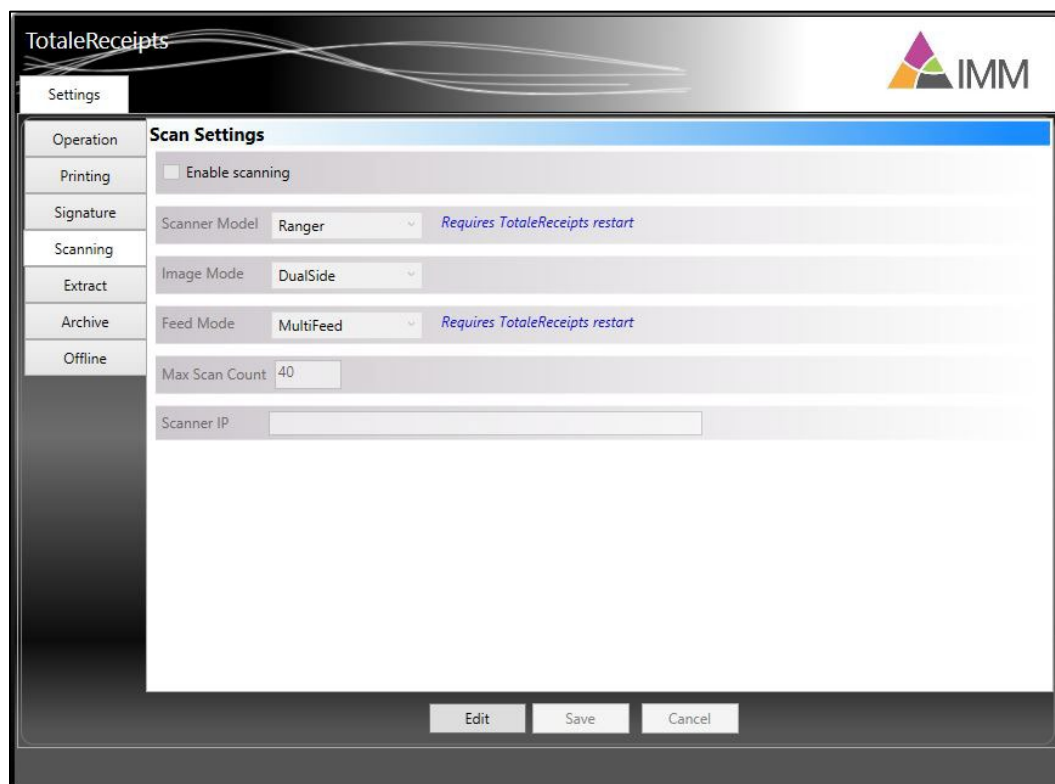
Restart of IMM eReceipts is required after making any changes to the **Signature Method** field. Refer to Touch Signature Method on page 54.

Scanning Settings



The Scanning Settings page is available when QwikScan is installed on the client workstation.

The **Scanning** tab allows you to set and edit the following options:



The screenshot shows the 'Scan Settings' page in the TotaleReceipts application. The left sidebar contains a 'Settings' menu with options: Operation, Printing, Signature, Scanning, Extract, Archive, and Offline. The main content area is titled 'Scan Settings' and includes the following options:

- Enable scanning
- Scanner Model: Ranger (dropdown menu) *Requires TotaleReceipts restart*
- Image Mode: DualSide (dropdown menu)
- Feed Mode: MultiFeed (dropdown menu) *Requires TotaleReceipts restart*
- Max Scan Count: 40
- Scanner IP: [text input field]

At the bottom of the page, there are three buttons: Edit, Save, and Cancel.

1. Click **Edit** to unlock the settings.
2. Select the **Scan** settings.

Setting	Description/Action
Enable Scanning	Check Enable Scanning if the Scan Add-On components were installed on your workstation. This action enables other settings for scanning.
Scanner Model	Excella, Ranger and Twain scanners are supported.
Image Mode	Select Single Side or Dual Side.
Feed Mode	Select Single Feed or MultiFeed. Excella STX and Twain scanners MUST be set to Single Feed.
Max Scan Count	The maximum number of scans per transaction processed. Dual Side scanning counts each side separately. By default, Max Scan Count is set to 40.
Scanner IP	Enter the IP address for the Scanner. For Excella scanners only.

3. After making changes, click **Save** to save the changes made.
4. Clicking **Cancel** will exit the Edit mode without saving changes.

Extract Settings

The **Extract** tab allows you to set/edit the following options.

1. Click **Edit** to unlock the settings.
2. Select the Extract Settings.

Setting	Description/Action
Data Driven Transactions	When checked the IMM eReceipts screen will selectively hide the Signature Box and Received/Disbursed Fields based on the transaction information from the host.
Remove Blank Lines	When this box is checked, all blank lines between data are removed.

Setting	Description/Action
Set Teller Capture Mode	The Teller Capture Interface will display in the host system interface for scanning checks and will not display during the processing of IMM eReceipts when Host Integration is enabled. Choices include: None , Host-Integrated or Non-Host-Integrated .
Replacement Member Numbers	Used to select the Default Member # used in the Receipt Tab . Additional member numbers can be added through the IMM eReceipts Server Settings Manager. Click Add to add an additional replacement member number or Remove to remove a replacement member number. See Contacting IMM Support .

- After making changes, click **Save** to save the changes made. Click **Cancel** to exit Edit mode without saving changes.

Masking Settings

The **Printing** tab allows you to set/edit the following settings for Masking (Classic Landscape for XP host only) All other hosts use this setting whether portrait or landscape:

- Click **Edit** to unlock the settings.
- Select the Masking Settings.

Setting	Description/Action
Mask Member Number	When checked, the member account number on the printed receipt is masked, replacing digits with selected characters.
Masking Pattern	<p>Show/Hide, #, Char. Masking always occurs from the beginning of the member number.</p> <ul style="list-style-type: none"> Show/Hide: Keywords used to show or hide characters #: Number of characters to show of hide Char: The character used for masking. Only alphabetic characters (a-z, A-Z) or the asterisk "*" are allowed. <p>Example: Member Number = 123456</p>

Setting	Description/Action
	Hide, 4, x= xxxx56 Show, 4, x = xx3456 If you show the same or more than the # of digits, it will show all digits. If you hide more or the same than the # of digits, it will mask all digits.
Mask Balance	When this box is checked the Previous Balance and New Balance will be completely masked on the printed receipt for select transactions.

3. Click **Save** to retain the changes.

Archive Settings

The **Archive** tab allows you to set/edit the following options:

Archive Settings

Check All/Uncheck All Show on client

<input checked="" type="checkbox"/> Archive Scanned Checks	<input type="checkbox"/> Show on client
<input type="checkbox"/> Suppress Logo2 On Archived PDF	<input checked="" type="checkbox"/> Show on client
<input checked="" type="checkbox"/> Show Memo on all Pages of Archived PDF	<input checked="" type="checkbox"/> Show on client
<input checked="" type="checkbox"/> Show Authentication on all Pages of Archived PDF	<input checked="" type="checkbox"/> Show on client
<input type="checkbox"/> Show Signature on all Pages of Archived PDF	<input checked="" type="checkbox"/> Show on client

1. Click **Edit** to unlock the settings.
2. Select the Archive Settings.

Setting	Description/Action
Archive Scanned Checks	When checked scanned checks will be archived.
Suppress Logo2 On Archived PDF	When this option is checked, the second logo will not be stored in the archived PDF document.
Show Memo on all Pages of Archived PDF	Display and store the Memo information from the Receipt Tab on all pages of the archived PDF document.
Show Authentication on all Pages of Archived PDF	Display and store the Authentication information from the Receipt Tab on all pages of the archived document.

Setting	Description/Action
Show Signature on all Pages of Archived PDF	Display and store Signature Box information from the Receipt Tab on all pages of the archived PDF document.

3. After making changes, click **Save** to save the changes made.
4. Clicking **Cancel** will exit the Edit mode without saving changes.

Offline Settings

The **Offline** tab allows you to set/edit the following options:

1. Click **Edit** to unlock the settings.
2. Select the Offline Settings.

Setting	Description/Action
Offline Output Data Type	This option chooses the type of data stored when the server is offline.
Offline Output Data Extension	This option chooses the file extension used for storing data when the server is offline.

3. After making changes, click **Save** to save the changes made.
4. Clicking **Cancel** will exit the Edit mode without saving changes.

TRSC Signature Method

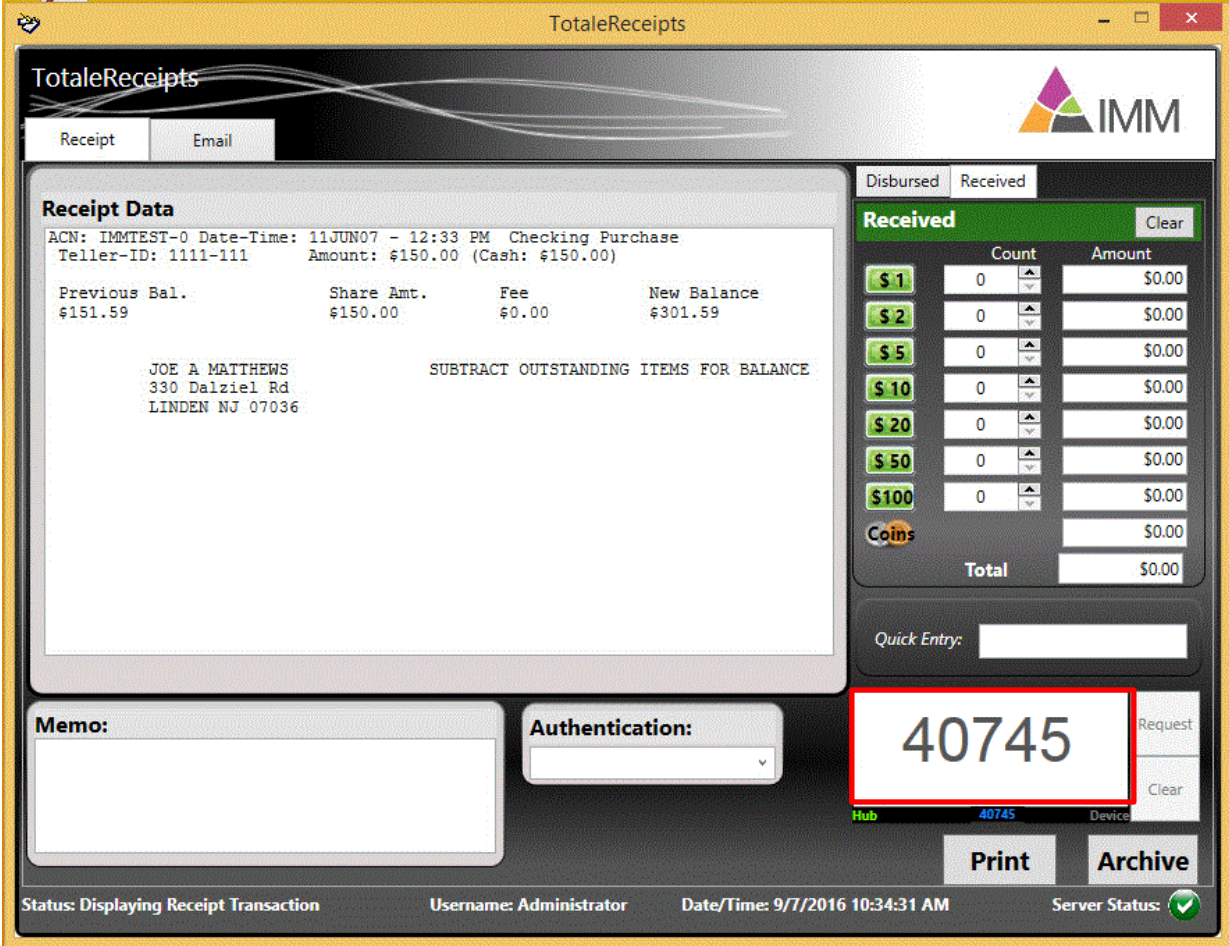
The Signature tab allows you to select the Signature Method to be used when signing documents on a signature pad, tablet device, or touch screen. TRSC (Tablet Receipts Signature Capture) signatures can be captured using a device like an iPad, Wacom device, or any tablet with browser capabilities. If using a Wacom device, drag the TRSC web application to the Wacom device. Transactions will automatically display on the Wacom device when signatures are requested.

Set the signature method to TRSC:

1. Select **TRSC** from the **Signature Method** field drop down menu.
2. Restart IMM eReceipts. Restarting IMM eReceipts is required if any changes have been made.

Processing TRSC Transactions

The IMM eReceipts user interface (UI) displays with the TRSC signature area and the group ID.



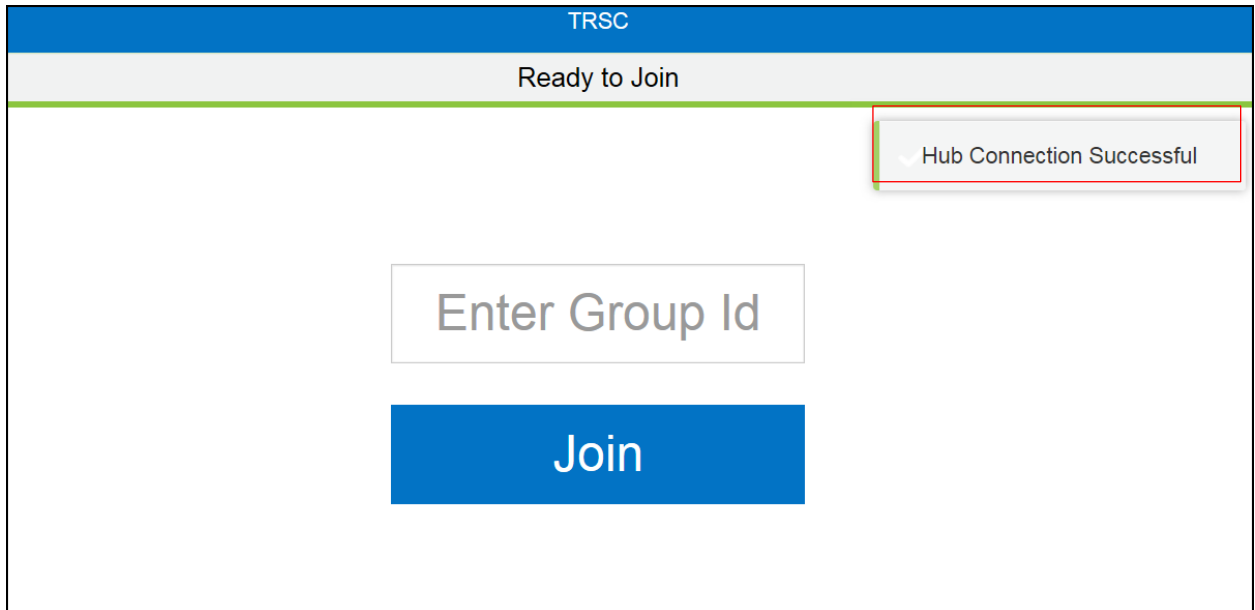
The TRSC signature area shows the status of **Hub** and **Device** and also shows the group ID. This group ID is used to pair with the TRSC web application.

Launching the TRSC Web Application

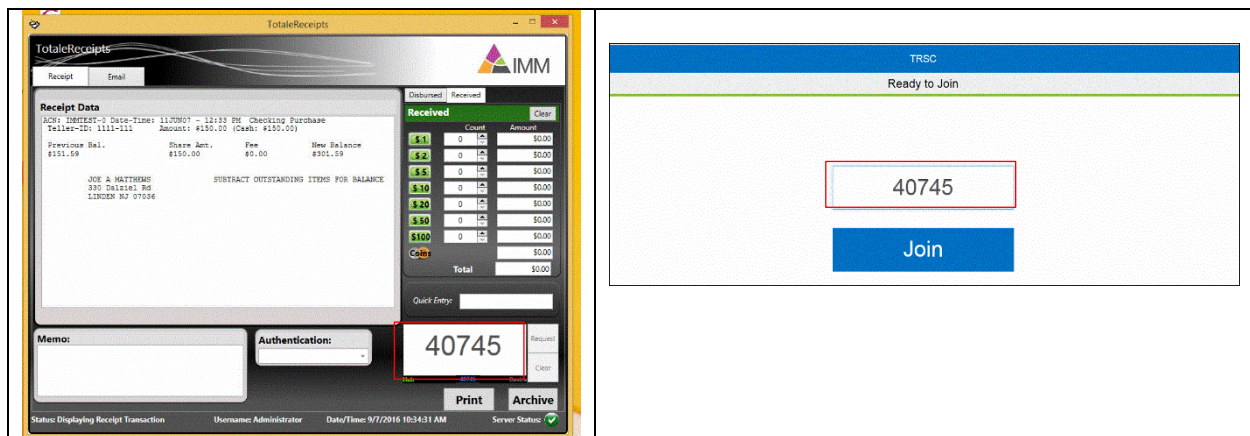
To launch the web application, follow these steps:

1. Open a browser window on the tablet device.
2. Launch the TRSC web application in the tablet device's browser using the following URL:
http://TeRservername/TRSCweb

The TRSC web page opens and displays the Enter Group ID field. The **Hub Connection Successful** message indicates that the tablet device and IMM eReceipts Client can communicate and pairing is successful.



3. Enter the current group ID from the IMM eReceipts signature area in the TRSC web application. These numbers must match to establish a pairing connection.

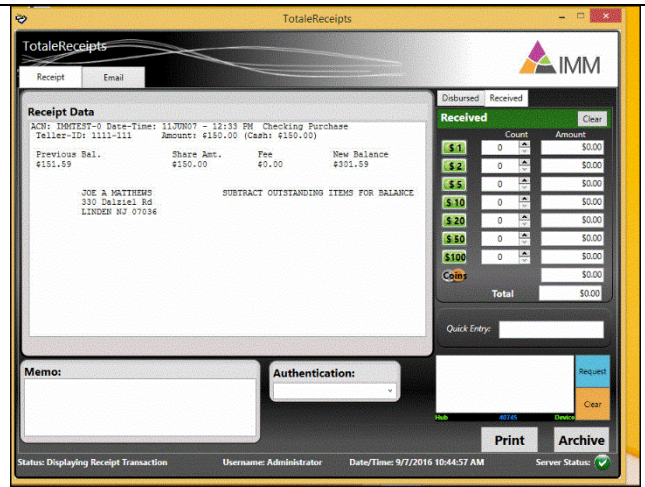


4. Click **Join**.


When pairing is successful, the message **Pairing Successful** displays in the web application. At the same time, on the IMM eReceipts Client user interface both **Device** and **Hub** display in **Green** to indicate that the device and hub are communicating.




- Date and Time display at top on left of screen.
- Group ID number and PC name display at top on right of screen.
- Online displays indicating Tablet Device and IMM eReceipts Client are connected and paired.
- Your logo will appear in the middle of the page.



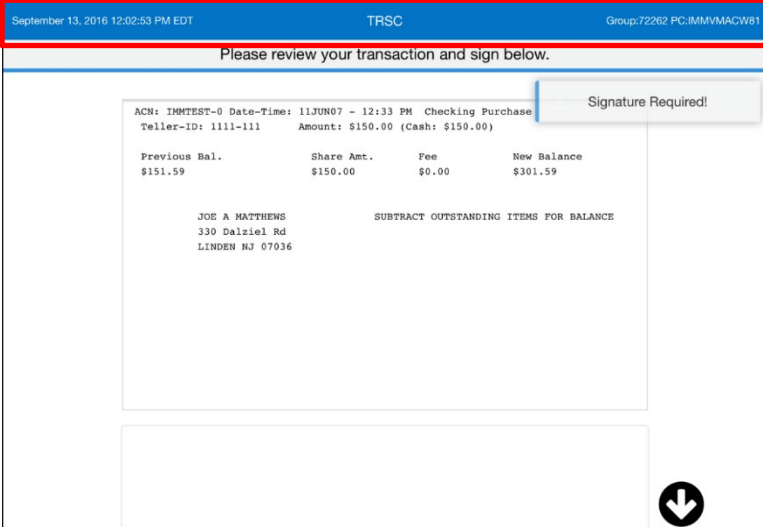
- **Request:** Click Request from the signature box to send the Signature Request to the Web Application.
- **Clear:** Click the Clear Button:
 1. Clears the Signature on the IMM eReceipts SigPad display area.
 2. Enables the **Request** button, if disabled.
 3. Clears the Transaction from the Web App (The Web App will display “Pairing successful, device is ready!”).
- **Hub:** When the word **Hub** is green, it indicates that the hub is active. When the word **Hub** is red, the hub is not available. The hub must be functional on the server for TRSC to work.
- **Group ID:** The group ID displays in the signature box when application first starts. Double clicking in the signature area generates a new group ID.
- **Device:** When the word **Device** is green it indicates that the Mobile Device is connected. When the word **Device** is gray, the mobile device is not available.

 Once paired, when the mouse hovers over **Device**, a tool tip displays the IP address on the iPad where the TRSC Web Application.

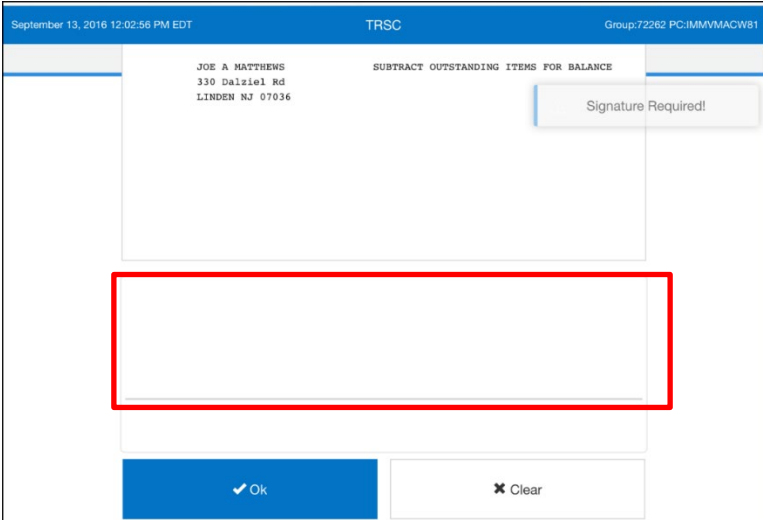


Once pairing is successful, continue signing by doing the following:

1. Click **Request** from the IMM eReceipts Client to send the Signature request on the TRSC Web Application. The transaction displays along with the Signature box on the TRSC Web Application. An arrow will be displayed in Landscape mode to guide the user to scroll to the signature field. This arrow will not display for Portrait mode screens.



2. Click the arrow to scroll down the page to the signature field (if applicable).

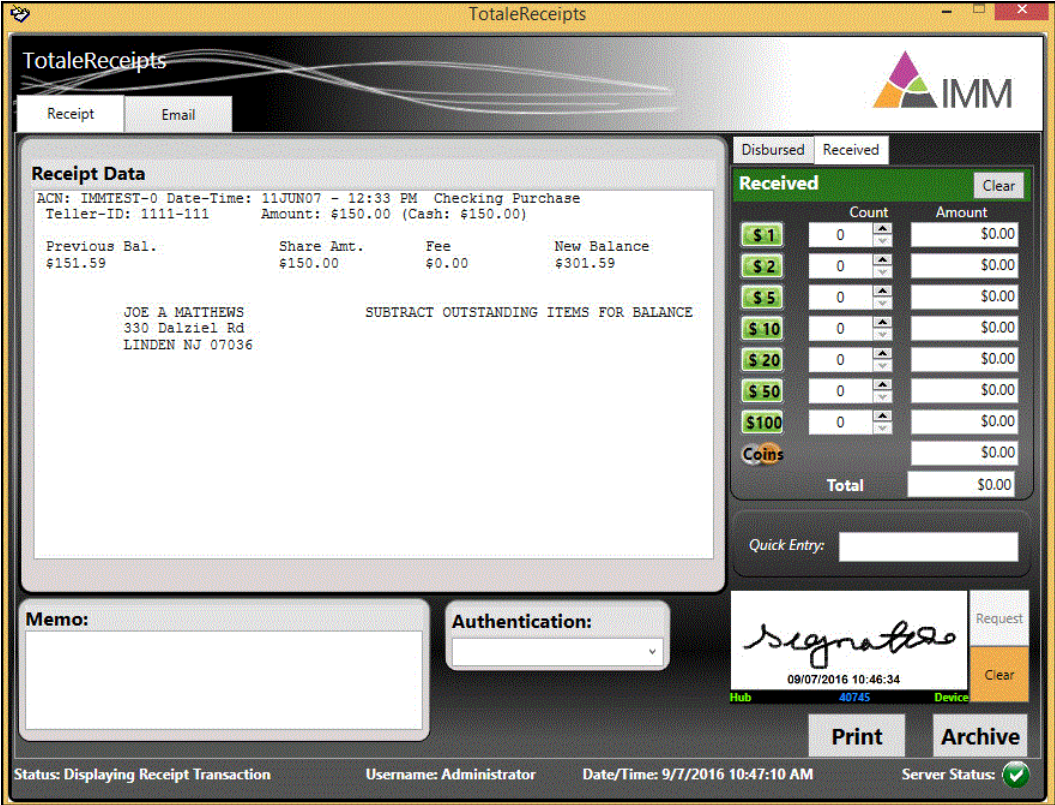


3. Sign in the signature box provided on the TRSC web application.

	Field	Description
1	Transaction Box	The transaction displays along with the signature box on the TRSC web application. The transaction must be signed within 30 seconds or the transaction will time out. Browsing in the Transaction box within 30 seconds will give the signer an additional 30 seconds each time it is clicked.
2	Signature Box	The signature box is used to sign on the TRSC web application and is then sent to the IMM eReceipts Client signature area. Clicking in the signature box gives the signer another 30 seconds before the application times out. The signature is validated for a legitimate signature before sending the signature to the IMM eReceipts Client.
3	OK	Send the signature to the IMM eReceipts Client. The signature must be sent within 30 seconds or a Request Timed Out message appears.
4	Clear	Clear the signature and sign again.

i When the signature is displayed on the TRSC web application, the signature must be sent to the IMM eReceipts Client using the **OK** button within 30 seconds or a **Request Timed Out** message displays and the transaction is cleared from the TRSC web application.

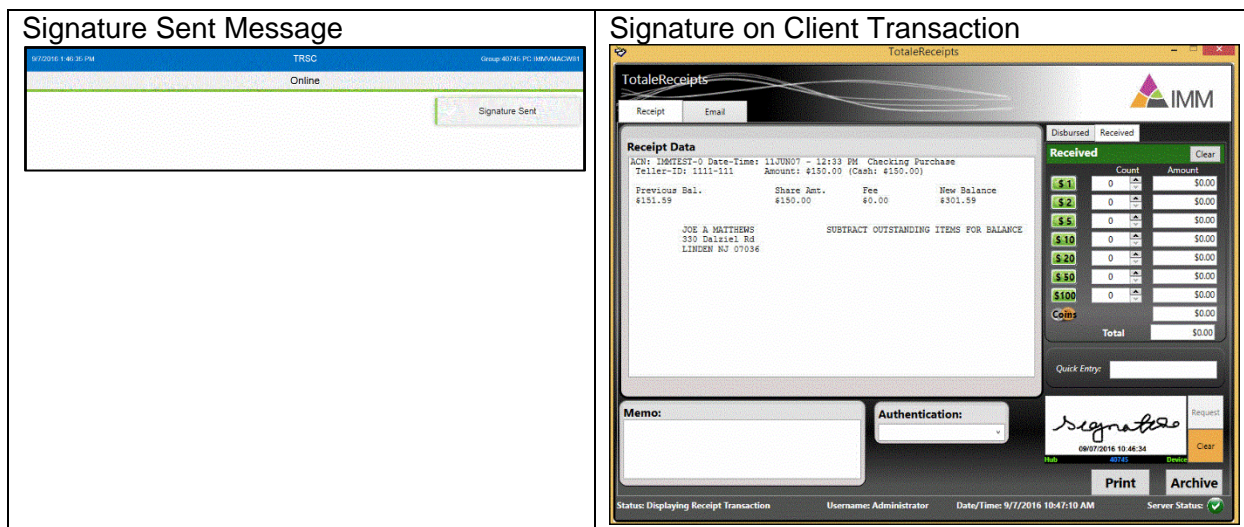
4. Click **OK** to continue.



After clicking on **OK** on the TRSC web application, the signature is sent to the IMM eReceipts Client. A **Signature Sent** message displays on the TRSC web application.

Click **Clear** to clear the signature from the IMM eReceipts signature area. The **Request** button becomes available.

Click **Request** to send the request to the TRSC web application.



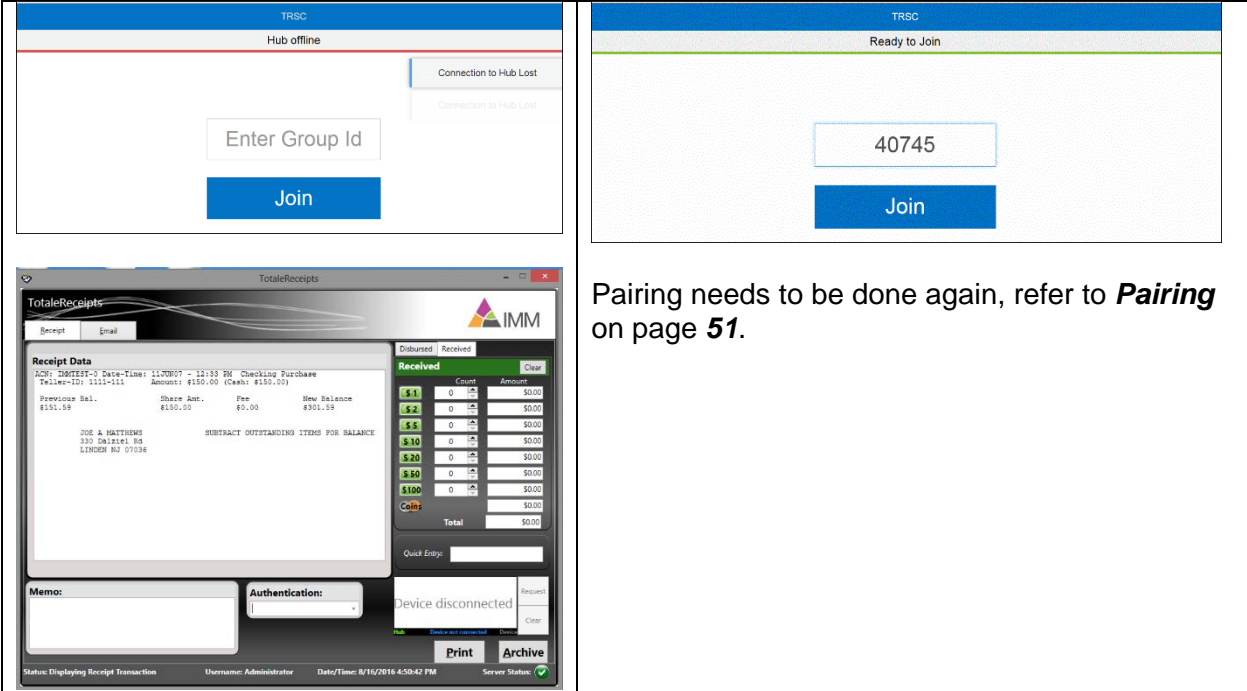
The signature is captured using TRSC and the transaction can now be archived.

Pairing needs to be done once again in the following conditions:

1. If the TRSC Web Application is disconnected from the IMM eReceipts Client
 - When you acquire a new group ID by double-clicking on the signature area of the IMM eReceipts Client, the TRSC web application displays **Device Disconnected from Group. Refresh browser to continue** and pairing needs to be done again.
 - When the IMM eReceipts Client is restarted, pairing is needed with a new group ID. See **Pairing** on page 51 for more information.

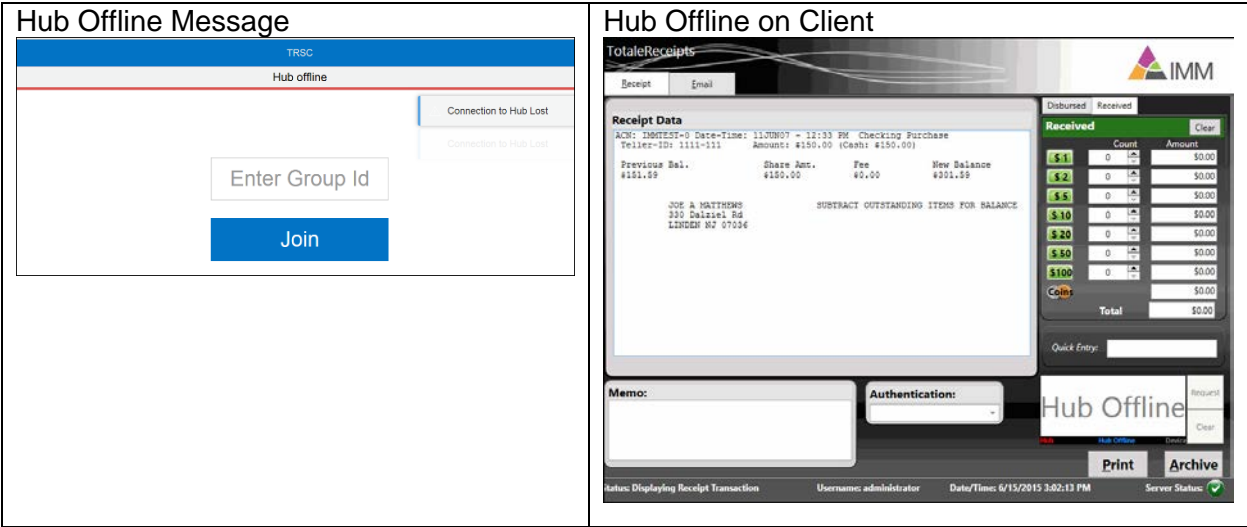


2. If the IMM eReceipts Client is disconnected from TRSC Web Application
 - When the browser for TRSC Web Application is refreshed, a **Device Disconnected** messages displays on the IMM eReceipts Client signature area and pairing is needed again.
 - When the TRSC Web Application is exited, pairing is needed again.
 - When the Hub offline message is displayed on the TRSC Web application due to inactivity, TRSC Web Application refreshes itself with Ready to Join box.
3. If the TRSC Web Application or IMM eReceipts Client is inactive/unresponsive for a set amount of time, it may be disconnected from the server (hub). Pairing is needed again. The default timeout is 30 minutes.



Pairing needs to be done again, refer to **Pairing** on page 51.

i If the hub is not available, the web application will show a Hub Offline message. The IMM eReceipts client also shows a Hub Offline message. When the hub is online, pairing needs to be done again.



Pairing

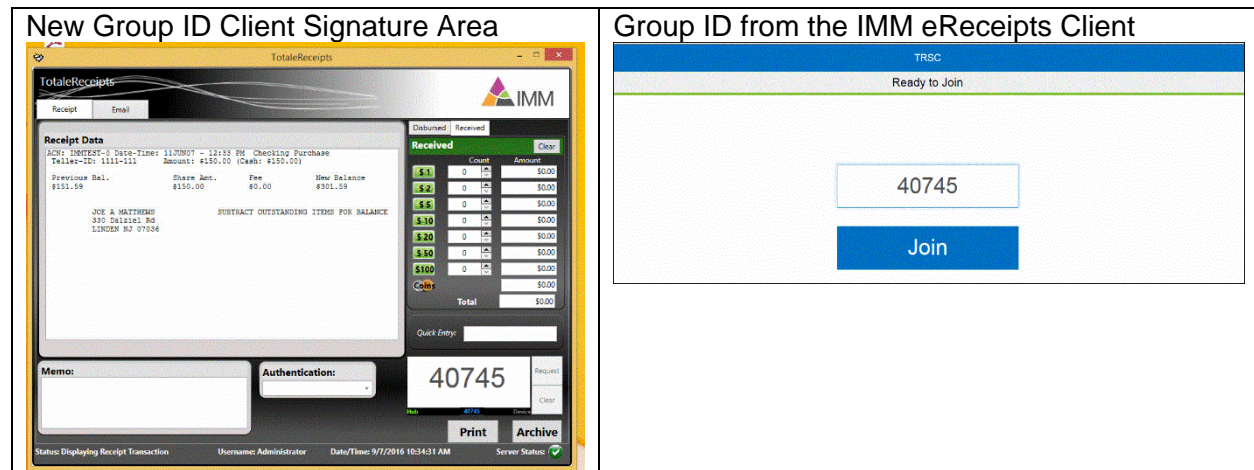
Pairing can be done by acquiring a new group ID by double-clicking on the IMM eReceipts Client signature area and joining this group ID with the refreshed TRSC Web Application. After pairing is successful, a request can be sent again for signature.

To pair again with a new Group ID, follow these steps:

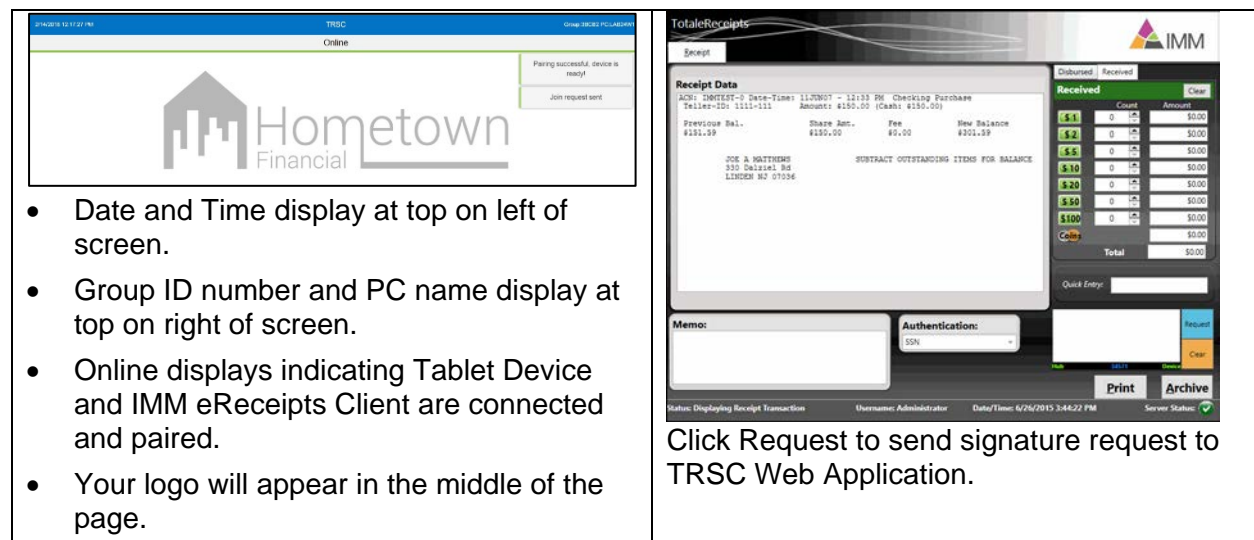
1. Double click on the signature area to create and join a new group on the IMM eReceipts Client.



A new group ID is displayed in the signature box. Enter the new group ID that displays in the signature area in the refreshed TRSC Web Application.



2. Click Join. When joining is successful, the Web Application displays Pairing Successful message.




TRSC

Please review your transaction and sign below.

ACN: IMMTEST-0 Date-Time: 11JUN07 - 12:33 PM Checking Purchase
Teller-ID: 1111-111 Amount: \$150.00 (Cash: \$150.00)

Previous Bal.	Share Amt.	Fee	New Balance
\$151.59	\$150.00	\$0.00	\$301.59

JOE A MATTHEWS SUBTRACT OUTSTANDING ITEMS FOR BALANCE
330 Dalziel Rd
LINDEN NJ 07036



✔ Ok

✘ Clear

Touch Signature Method

When processing transactions, signatures can be signed in the IMM eReceipts receipt window using a touch device or a keyboard and mouse. Wacom devices, which have touch capability, are used for Touch signature methods to see the transaction and to sign. The transaction will launch in the main monitor and can be dragged to the Wacom device.

The screenshot shows the IMM eReceipts interface. The 'Receipt Data' section contains the following information:

ACN: IMMTEST-0 Date-Time: 11JUN07 - 12:33 PM Checking Purchase
Teller-ID: 1111-1111 Amount: \$150.00 (Cash: \$150.00)

Previous Bal.	Share Amt.	Fee	New Balance
\$151.59	\$150.00	\$0.00	\$301.59

JOE A MATTHEWS
330 Dalziel Rd
LINDEN NJ 07036

SUBTRACT OUTSTANDING ITEMS FOR BALANCE

The interface also features a numeric keypad on the right with denominations from \$1 to \$100, a 'Coins' section, and a 'Total' of \$0.00. Below the keypad is a 'Quick Entry' field and a 'Clear' button. At the bottom, there are 'Print' and 'Archive' buttons. The status bar at the very bottom reads: 'Status: Displaying Receipt Transaction Username: Administrator Date/Time: 6/16/2015 11:21:58 AM Server Status: [Green Checkmark]'.


Sign using a touch device or with your mouse in the signature area.


This screenshot is identical to the one above, but the signature area now contains the word 'Signature' written in a cursive font. The 'Clear' button next to the signature area is still present. The status bar at the bottom reads: 'Status: Displaying Receipt Transaction Username: Administrator Date/Time: 6/16/2015 11:29:16 AM Server Status: [Green Checkmark]'.

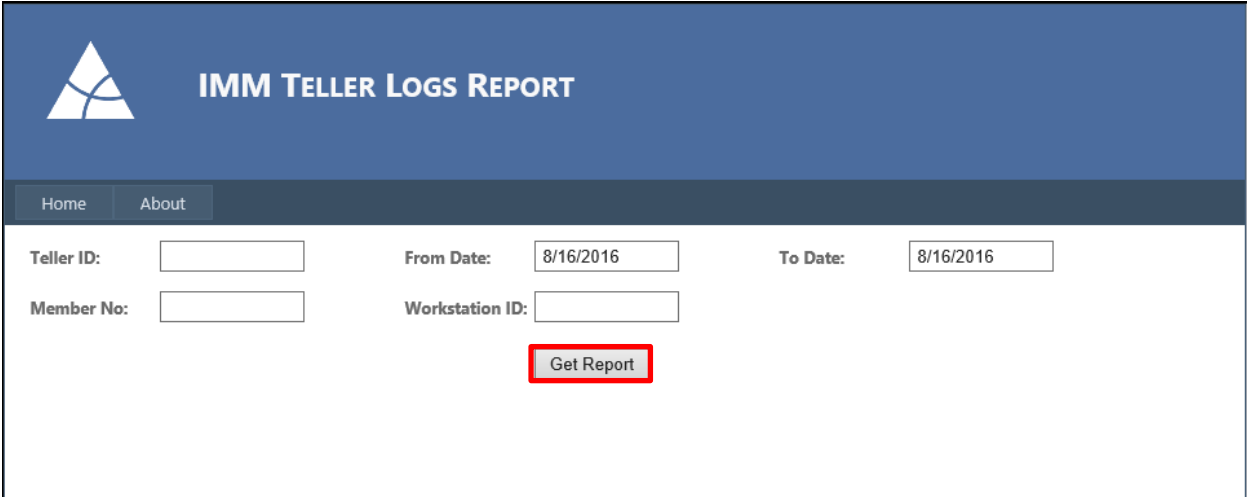
Click **Clear** to clear the signature. Transactions can be printed and archived with the signature.

View Teller Logs

View Teller Logs allows the user to view teller logs. A new log is generated each day for each teller that has receipt activity. Teller logs can be used as an additional balance or reference tool when a teller is out of balance. This information is accessed through the View Teller Logs option located on the IMM eReceipts system tray.

 If using Internet Explorer 11 to view the teller logs, the URL of the teller logs must be added as a trusted site.

 When Windows Authentication is selected during installation, tellers can view their own logs but are restricted from viewing other tellers' logs unless they have supervisor permissions.




The Teller Logs screen has two tabs:

- **Home** displays the IMM Teller Logs Report screen (shown above).
- **About** displays the version and copyright information.

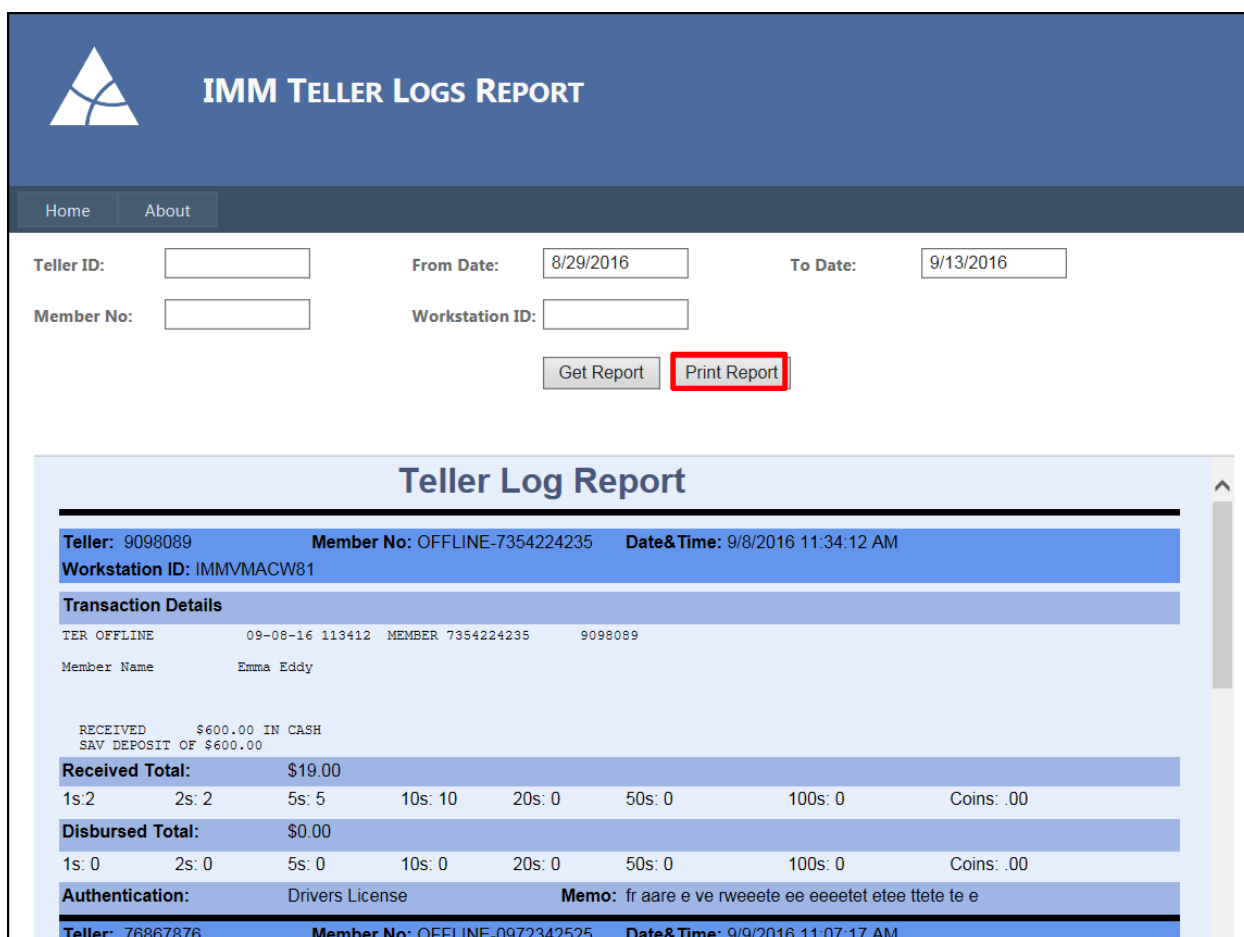
All choices on this screen are used to filter the report output.

Setting	Description/Action
Teller ID	Enter a teller ID to view logs only from that teller. Depending on the method of authentication set during installation, this field is either a drop-down menu or a text box. When Windows Authentication is selected during installation, tellers can view their own logs but are restricted from viewing other tellers' logs unless they have supervisor permissions. Tellers select the teller ID using the drop-down menu. Supervisors are not restricted from viewing other tellers' transactions and can enter any teller ID in the text box. When Anonymous Authentication is selected during installation, tellers can view all logs and can enter any teller ID in the text box.
Member No	Enter a member number to view logs only related to that member.

Setting	Description/Action
From Date	Enter a starting date to list logs.
To Date	Enter an ending date to list logs.
Workstation ID	Enter a workstation ID to view logs from only that workstation.

 The search function within the Teller Log Report is a **text** search. Therefore, the text string must be entered to match exactly what you might be looking for. For example, "2500" is not the same as "2,500". You can search member name, member number, transaction amount, or any other string of text that might be helpful for your search.

Click **Get Report** to view the logs that match your search criteria. The report will be similar to the example shown below.



IMM TELLER LOGS REPORT

Home About

Teller ID: From Date: To Date:
 Member No: Workstation ID:

Get Report **Print Report**

Teller Log Report

Teller: 9098089 Member No: OFFLINE-7354224235 Date&Time: 9/8/2016 11:34:12 AM
 Workstation ID: IMMVMACW81

Transaction Details

TER OFFLINE 09-08-16 113412 MEMBER 7354224235 9098089
 Member Name Emma Eddy

RECEIVED \$600.00 IN CASH
 SAV DEPOSIT OF \$600.00

Received Total: \$19.00
 1s:2 2s:2 5s:5 10s:10 20s:0 50s:0 100s:0 Coins:.00

Disbursed Total: \$0.00
 1s:0 2s:0 5s:0 10s:0 20s:0 50s:0 100s:0 Coins:.00



Authentication: Drivers License **Memo:** fr aare e ve rweete ee eeeetet etee ttete te e

Teller: 76867876 Member No: OFFLINE-0972342525 Date&Time: 9/9/2016 11:07:17 AM

To print the report, click **Print Report**. A new tab will open in Internet Explorer and display the report in PDF format from where it can be printed.

Teller Log Icons

The Teller Log icons perform the following actions:

	First / Last page
	Previous / Next page

	Select page
	Return to parent report
	Magnification
	Search
	Export report (Excel, Word or PDF format)
	Refresh report
	Print report

Click to close the report window.

Hide Transaction on SigPad

When selected, this will prevent the transaction detail from displaying on the signature pad. The member may sign but not view transaction details.

	This option is only available on some signature pad models.
--	---

Pause TotaleReceipts

When selected, IMM eReceipts will pause for troubleshooting purposes or capturing of a data file. The IMM eReceipts Icon will also turn red. Transactions processed when IMM eReceipts is paused will be stored locally on the workstation.


Resume TotaleReceipts

When selected, this option will allow the user to resume running/archiving transactions.

Offline Receipts

Offline Receipts lets the user record and print offline transaction data on screen instead of hand writing the information should the host system go offline or become unavailable. When the host is available, the data will need to be re-entered into the system in order to affect the member's account.

Shortcuts (press [Alt] to see shortcut keys in IMM eReceipts)		
Button	Shortcut	Description
A dd	Alt-A	Archive the PDF receipt to the IMM eReceipts server.
C lear L ast	Alt-L	Clear the last transaction.
C ancel	Alt-C	Hide the receipt data on a display signature pad.
P ost	Alt-P	Send the receipt output to a thermal printer.
E xit	Alt-X	Exit Offline Receipts.

Setting	Description/Action
Member Name	Enter the member name.
Member Number	Enter the member number with suffix.
Teller Number	Enter the teller number.
Transaction Type	Select the transaction type. After choosing, the boxes to the right may change to match the transaction type.
Account Type	Enter the type of account being affected (e.g., Share, Savings, Share Draft, Checking, etc.).  Multiple offline transactions for the same member can be posted at one time. However, only ONE transaction can be entered at a time.
Add	After completing all the necessary fields, click the Add button to enter the transaction information in the white holding box. (Alt-A)
Clear Last	If the information entered is incorrect, click this button to clear the white holding box. A confirmation message will display. (Alt-L)
Cancel	To cancel the offline transaction information in the white holding box, click this button. A confirmation message will display. (Alt-C)
Post	Click to send this transaction to IMM eReceipts. (Alt-O)

Setting	Description/Action
Help	Open IMM eReceipts Help. This contains a detailed explanation of the IMM eReceipts offline transaction functionality. (Alt-H)
Exit	Close the window. (Alt-C)

When the host system comes back online, any offline transactions that were processed while the system was offline need to be processed in the host system. Offline transactions do not change any information in your host system.

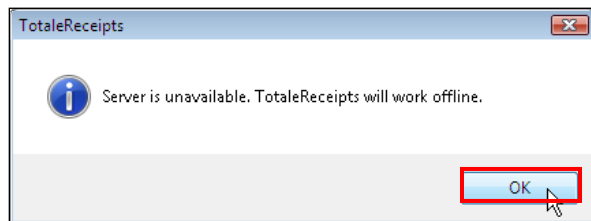
You will need to enter the information back into the host system in order to affect the member's account. You will also be prompted to archive another receipt.

When complete, there will be two corresponding PDF files on the IMM eReceipts server: one created when the offline transaction is processed and one for when the transaction is processed through your host system.

Member Number	Teller Number	Date	Time	Sequence Number
OFFLINE-299	999	2011-11-23	09:40:23	Offline Transactions
OFFLINE-123	999	2011-11-23	10:15:15	Offline Transactions
299	999	2011-11-23	11:40:23	Reprocessed Transactions
123	999	2011-11-23	11:43:15	Reprocessed Transactions

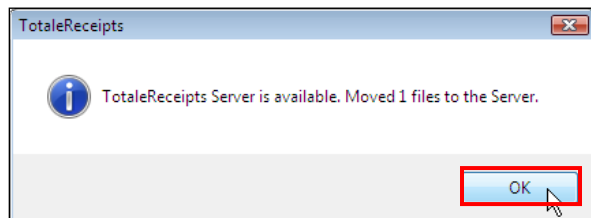
Offline Processing

If IMM eReceipts loses the connection to the IMM eReceipts server, a IMM eReceipts-Offline window will be displayed after clicking **Archive**.



You can continue to work in Offline mode; however, you will not be able to search for any transactions until the connection to the server has been re-established.

Click **OK** to continue. When the connection to the server has been restored and another transaction is submitted, the IMM eReceipts window displays the following message:



Click **OK** to complete the process.

Submitting Offline Files to the Server

If the connection to the IMM eReceipts server is unavailable, the IMM eReceipts client software will hold all receipts on the local workstation until the server comes back online (e.g., network connection is restored). On the next transaction (where IMM eReceipts launches), IMM eReceipts detects that the server is online and automatically sends all stored receipts.

If you do not have a transaction to perform to trigger the upload of receipts, select this option to manually trigger the upload of the receipts to the server. In no case are receipts lost. If no one sends the receipts to the server, eventually a transaction is performed (even if it is next day) and all receipts will be uploaded.

Exiting TotaleReceipts

This exits IMM eReceipts. You can tell this has happened because the tray icon will be gone.



- No receipts will be generated, signatures taken, etc. if you exit IMM eReceipts and perform transactions.
- To restart IMM eReceipts, reboot your workstation or restart the IMM eReceipts client. Restarting your IMM eReceipts client may vary based on your institution's setup. Please follow your normal procedures.

In most cases for a PC based installation (not thin client) you can follow this procedure:

1. Select the Windows **Start** button
2. Select All Programs
3. Select the **TotaleReceipts Client** program group
4. Select the **TotaleReceipts Client** shortcut

For Thin Client (like Citrix or Terminal Server) installations, your IT department will give you a specific method for launching IMM eReceipts. Please follow that procedure.

Contacting IMM Support

Feel free to contact us with any issues or concerns.

Phone: 800.836.4750 Option 3 (8:30am - 10:30pm ET)

Fax: 908.862.6446

Email: support@immonline.com



2 City Hall Plaza, 2nd Floor
Rahway, NJ 07065