

IMM eReceipts: Implementation Plan



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Overview

This document discusses the IMM product implementation. It is a high level overview intended to provide an understanding of the tasks and requirements to complete this project.

The general project flow consists of these steps:

- Meetings (kick off and regular project meetings)
- Installation/Configuration
- End to End Testing
- Administration Training
- End User Training
- Customer Acceptance Testing (CAT)
- Financial Institution Trains Staff
- Go Live

Project Coordination

IMM's Project Manager will schedule and conduct regular project calls to ensure the project is on target by all applicable parties (Institution, Core/Host, Imaging, and IMM). If there are multiple products being implemented, the calls will typically be coordinated into a single project call.

The Financial Institution is to complete and provide all requested correspondence which includes:

- Install Survey
- Logo(s) Specifications:
 - 317x152 pixel
 - 203 DPI
- Hardware order forms

During the project calls, the following topics will be discussed (if applicable):

- Software requirements
- System requirements and preparation
- Project timelines
- Peripheral Devices
 - Receipt Printer /Signature Pad / Scanner
- Training Requirements
- Issues or concerns

Project Installation Support

During the project implementation process and until Go Live, the Financial Institution will be working with an IMM Project Manager and Installer.

Please do not contact the standard IMM Support line prior to being live on the product being implemented. Support will not be familiar with the implementation. Your IMM Project Manager informs the Support team about the implementation at the time of Go Live.

Any concerns during the implementation should be discussed with the IMM Project Manager.

Installation

Installation is composed of several types of tasks:

- Core/Host System Installations and/or Configurations
- IMM Installation and Configuration

Core/Host System Installations or Configurations

The Core/Host representative or Financial Institution will configure the necessary settings to allow for data delivery from the core/host system to the IMM product solution.

NOTE: Necessary changes in your core system are required before going live which includes changing your core settings to turn off account number masking. If you are an eReceipts customer, please test to ensure the account number masking has not affected your receipt data output.

Remember that both Test and Live Core environments need to be configured. Initial implementation and testing will be in the Test environment.

Financial Institution Installations

The Financial Institution is required to install Peripheral Devices such as printers, sig pads, and scanners.

- Refer to the Administration Guide for the printer setup.

IMM Installation and Configuration

Installation is done via a base system image (a virtual appliance OVA file) that the Financial Institution will download and import into their Virtual Server system. Then, IMM will assist with the configuration and testing of that application to fit the Financial Institution's specific needs.

This model significantly reduces time that needed to prepare for the installation.

The IMM Project Manager will provide the Financial Institution with information and documentation regarding importing the virtual appliance.

The IMM Project Manager will send an Outlook meeting invite once the configuration date is selected. It is important that the meeting notice be reviewed carefully to understand the requirements to complete this task.

Overall Installation / Configuration

Installation and configuration will consist of the following:

- Receipts Logo Approval. This is required before scheduling the install.
- Server Configuration (IMM and FI)
- Host Integration (Core/Host representative)
- Indexes for importing into imaging system (IMM and FI)
- Verify functionality of Peripheral Devices (FI)
- Workstation(s) Installation (IMM and FI)
- Project Manager will schedule Data Passage testing (IMM)
- Customer will post all types of different receipt transactions for testing purposes (FI)
- Configure eReceipts Setting Manger and Global Client Settings (IMM)

End to End Testing

The IMM Project Manager schedules end to end testing to install the client component(s) and test for data passage from the Business application. The Project Manager will also confirm the Financial Institution has ALL peripheral devices set up for testing.

- The Financial Institution will need to review the eReceipts Security and Permission Guide

Training

NOTE: Training materials will be provided. If the Financial Institution would like to review the materials in advance, they can be requested from the IMM Project Manager.

Administration Training

A link to the Administration Training video will be provided.

Administrative training will cover support, maintenance and protection of the eReceipts system.

- Training of eReceipts Features
 - eReceipts Settings Manager
 - Pushing Auto Update Patch (AUP)
 - eReceipts Settings Manager
 - Global Client Settings Manager
 - Hold Notices
- Optical importing (if applicable)

Train the Trainer Training

A link to the Train the Trainer Training video will be provided.

Train the Trainer Training will cover the following topics:

- eReceipts Client Settings
- iPad pairing method
- Teller Logs
- Offline Receipts
- Hold Notice Transactions
- Email Receipts
- Receiving Auto Update Patch (AUP)

Training Staff

Based on the training that IMM provides, the Financial Institution will need to build the training plan for their staff.

If requested, IMM can provide training materials in Word format so that the Financial Institution can customize them for their specific needs. Requests for training materials in Word format should be made to the IMM Project Manager

It is highly recommended that the Financial Institution's training team be involved in Customer Acceptance Testing so they have hands on experience with the product and can fully understand the training needs.

Customer Acceptance Testing (CAT)

After training has been completed, the Financial Institution performs Customer Acceptance Testing (CAT) to ensure that all aspects of the system are:

- working as designed
- ready for the training of staff
- ready for Go Live

This stage is critical to a smooth go live and should uncover anything that is not functioning as intended. Care needs to be taken to use the system in all ways that it will be used in the live environment in order to avoid live complications from undiscovered issues.

The Customer Acceptance Testing matrix will be provided to the Financial Institution by the IMM Project Manager.

To complete this stage, the Financial Institution **MUST** go through the following steps:

- Make necessary changes in the core/third party system (imaging/masking) before going live.
- Ensure all the hardware (printer, signature pad, and scanner) applicable to the workstation is installed.
- Verify that hardware is functional as expected with the software.
- Verify transactions are printing to the respective receipt printer
- Verify the receipt contains applicable FI information (logo, address, etc.)
- Verify all data is displayed correctly on receipt and in proper layout.
- Archive of transaction
- Confirm archived receipt is making it to the Archive folder
- Retrieve the archived receipt from the imaging/optical system
- Search for archived receipt from Client
- Search for Teller Log
- Verify all indexes are displaying correctly in imaging system
- Retrieve archived PDF from imaging system
- Hold Notices (if applicable) transaction testing to ensure printing is correct.

The Financial Institution's sign off on the Customer Acceptance Testing Matrix spreadsheet formally certifies that the system configuration and CAT are complete.

Pre-Live Server Check

IMM installer will review server and client functionality to ensure that all installed components are on the most recent version.

IMM installer to verify the Go Live plan with the Financial Institution to ensure they are comfortable and confident with the process of installing the remaining clients.

Go Live

Financial Institutions typically go Live on our products in a branch by branch model. As part of the project discussion, IMM will help the Financial Institution decide what model of Go Live will work best.

NOTE: IMM does not support Go Lives on Fridays or weekends/holidays unless it is scheduled in advance and a proposal is signed.

Financial Institution Support

It is important that the Financial Institution arrange for adequate support resources for Go Live day so that users are well supported. Please consider this when deciding how many people/locations to take live at one time and plan accordingly for support staff.

IMM Support

On live day, the Financial Institution will have a dedicated support session with the IMM installer to help ensure a smooth transition to Live. IMM will also provide the IMM Support contact information and guidelines should require assistance be required after GO Live.

The IMM Project Manager will also inform the IMM Support team the Financial Institution has gone live.