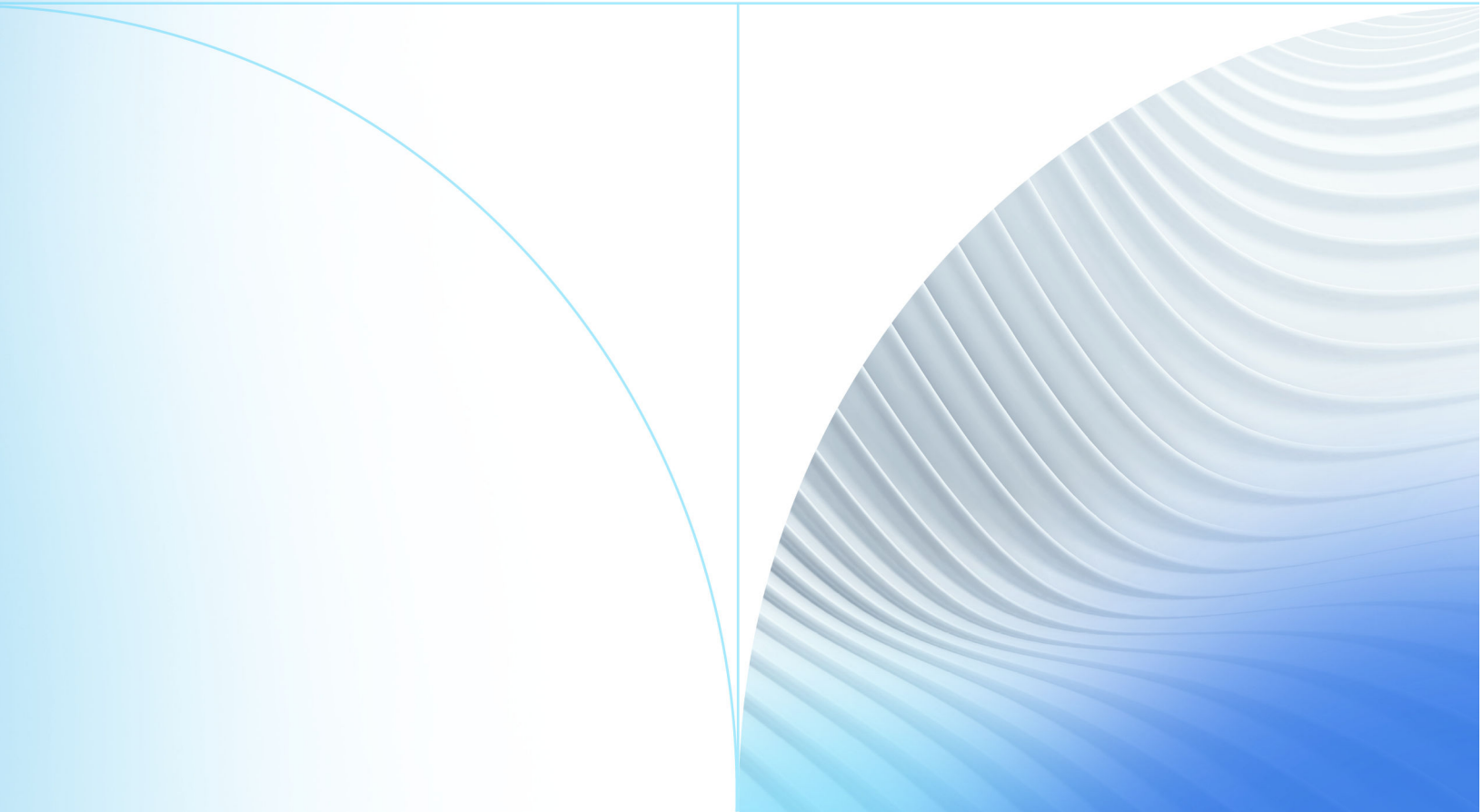
jack henry™

JHA Payment Solutions™
Enterprise Payment Solutions, JHA SmartPay Business™

SPB User Reports Handbook

12/06/2024



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Introduction to User Reports Handbook

The *User Reports Handbook* is a guide for all users who generate and work with the reports and summary information available through this application.

Your site administrator needs to assign specific roles to access this application. You must be assigned the full *Accounting* role by your admin user to have access to all the reporting functionality discussed in this manual.

There are various ways to retrieve batch, deposit, and transaction information with this system. You are able to generate pre-defined reports and/or create custom reports on a daily, weekly, and monthly basis as well as within specific date ranges. The types of reports available can assist you with the following:

- Balancing batches and deposits
- Creating daily deposit receipts
- Looking at transaction detail information
- Monitoring returned/re-presented collection items
- Reconciling to bank statements
- Determining the status of a batch, deposit, or transaction
- Researching previous batches, deposits, and transactions
- Retrieving images of scanned items
- Generating a list of payments received from your customer

> **NOTE**
> Intuit® QuickBooks® users who want to import transaction details into their QuickBooks® accounts can also request to have the option available for your site. Send a request to *epsfilemaintenance@jackhenry.com*.

Privileges and Roles

The administrative user within your organization needs to assign the (full) *Accounting* role under the Customer Services privilege for any users within your organization that work with the reporting functionality.

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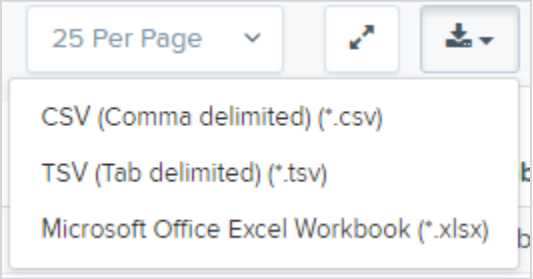
Commonalities Among Reports

Reports are generated in Central Time (CT), with options available for printing. Additionally, reports can be exported into a Microsoft® Office Excel® spreadsheet, a tab-delimited file (.tsv), or a comma-delimited file (.csv).

Export Menu Options



- Select **Full Screen** to view your report across your entire monitor screen.
- Select **Filter** to view filters where you can search the report for alphanumeric entries. Deselecting hides filter fields and strips the report of your alphanumeric search.
- Select **Filter Columns** to view a list of all the information columns available in the report. You may configure the list to have certain columns appear in the order you choose, or to hide columns from the report listing.
- Use the **View** option to determine whether an informational column appears.
- Use the **Prioritize** tools to change the order of a column in the report.

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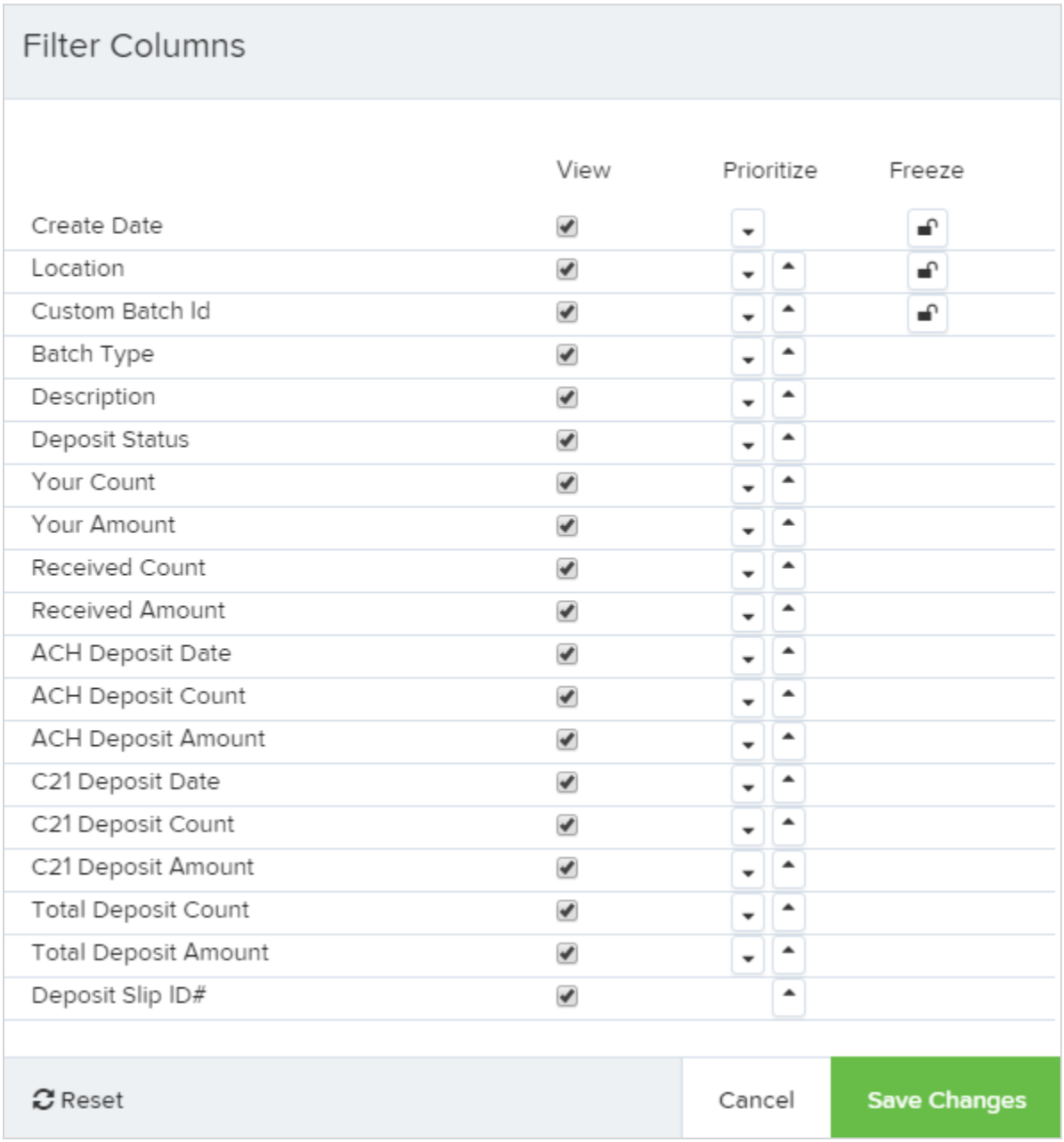
- Use the **Freeze** tool to lock a column in place when viewing the report.

Working with Filter Columns



> **NOTE**
> Report filter settings can be saved into a template for later use. However, we recommend that you save the reports themselves by exporting them to a file saved on your computer.

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Current Transaction Summary and Report

The *Current Transaction Summary* is found on the *Dashboard* upon logging in. It is a numerical display of the total number of items and dollar amounts of all ACH, Check 21, and credit card debits, credits, refunds, returns, and collection items for all locations a customer processes. It covers a rolling 60-day period and a transaction's current status breakdown within the system.

Although there are many reports you can use to view transactions, the *Current Transaction Summary* allows you to quickly identify any unusual activity regarding your transactions with any of the following status types:

- Declined
- Error
- In Collection
- Voided
- Uncollected NSF
- Suspended (requires FI action to approve or void)
- Disputed
- Invalid/Closed Account

The following table a comprehensive list and definitions of all transaction statuses within the system, for reference purposes.

Approved

The transaction was verified and is processed at the designated cutoff time.

Processed

The transaction was transmitted to the appropriate network (ACH or Check 21). Changes can no longer be made, and the transaction can no longer be voided.

Collected

(ACH Only) Jack Henry is representing the returned NSF transaction to the FRB, and the funds were recovered.

Awaiting Capture

This status is for credit card transactions only.

Awaiting Approval

The transaction was verified, but the amount of the transaction exceeded the Dual Authorization limit of the user who created it. An authorized approver must review and then either approve or void the transaction.

Declined

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The EPS system declined the transaction and is not processed. The transaction exceeded either *Dual Authorization* limits or *Velocity* limits.

Voided

The transaction was voided and was not processed. Transactions may not be voided once they are in the *Processed* status.

Error

An internal error has occurred within the EPS system. Contact your first line of support.

In Collection

(ACH Only) Jack Henry is representing the returned NSF transaction to the FRB.

Other ACH Returns

The FRB returned the ACH transaction. The transaction is charged back.

Unauthorized

This status includes the total number of transactions and total amount the system returned with one of five **Unauthorized Return Reason Codes** (*R05*, *R07*, *R10*, *R29*, *R51*). R codes are not included in *Disputed* status totals.

Uncollected NSF

(ACH Only) The Federal Reserve returned the transaction to Jack Henry and the funds could not be recovered.

Suspended

The transaction was verified, but it exceeded velocity limits.

Disputed

(ACH Only) The Federal Reserve returned the transaction to Jack Henry because the account holder at the receiving financial institution disputed its validity. The transaction is charged back (reversed).

Invalid/Closed Account

(ACH Only) The FRB returned the transaction to EPS because the account number at the receiving FI was invalid or because the account was closed.

Resolved

A user moved the transaction into a *Resolved* status to indicate that no further action related to the transaction is required. Transactions can be moved into a *Resolved* status from a status of *Declined*, *Voided*, *Invalid/Closed Account*, *Disputed*, *Uncollected NSF*, *Unauthorized*, *Error*, or *In Research*.

Other Check 21 Returns

This status indicates that the Federal Reserve returned the Check 21 transaction. The transaction is charged back.

> **NOTE**

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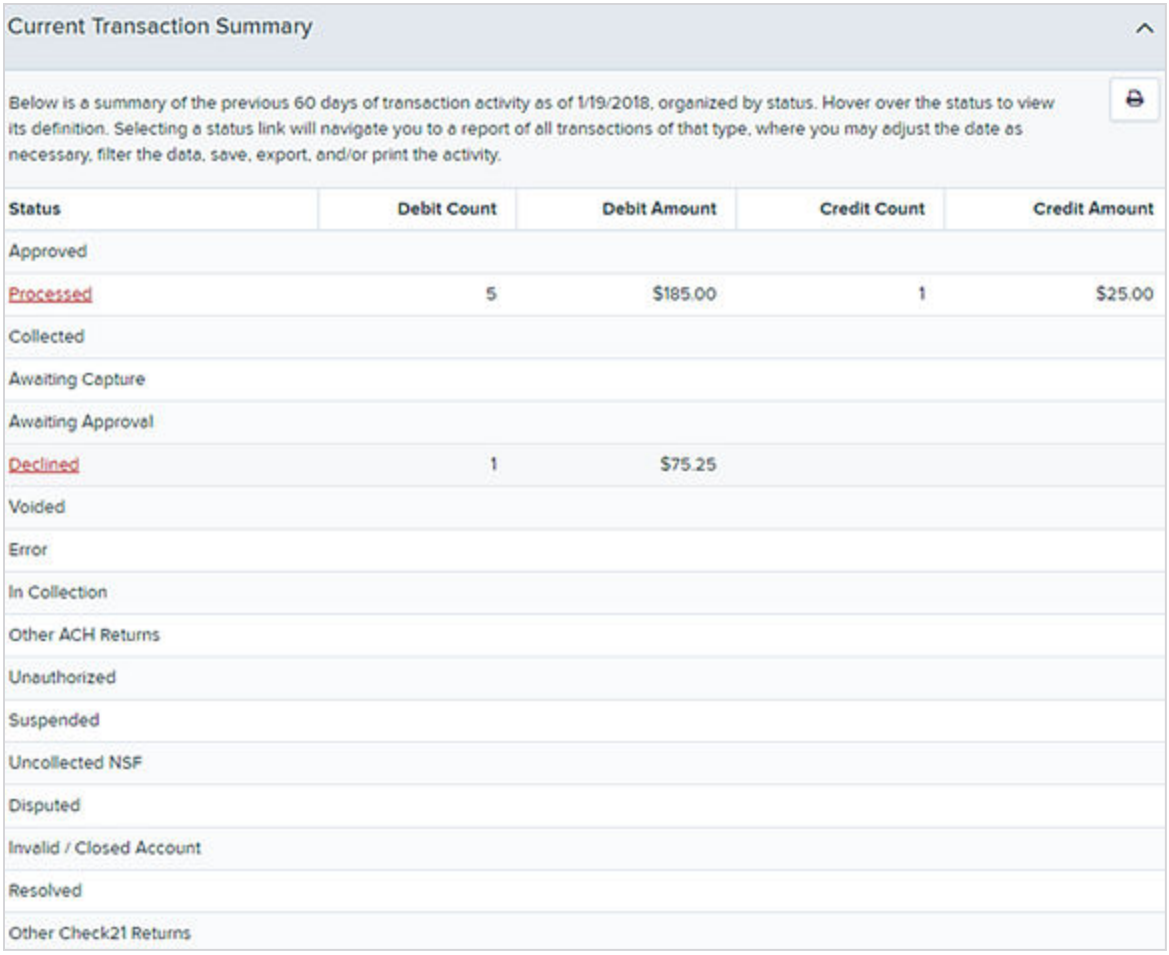
> On the *Current Transaction Summary* report, debits are a debit to the check writer and a credit to the customer, while credits are a credit to the check writer and a debit to the customer. On the *Credits and Debits to the Merchants Settlement Account* report, debits are a debit to the customer account and a credit to the check writer while credits are a credit to the customer account and a debit to the check writer.

The following figure is an example of the *Current Transaction Summary* on the *Dashboard* upon logging in to the system.

Current Transaction Summary



Current Transaction Summary

Below is a summary of the previous 60 days of transaction activity as of 1/19/2018, organized by status. Hover over the status to view its definition. Selecting a status link will navigate you to a report of all transactions of that type, where you may adjust the date as necessary, filter the data, save, export, and/or print the activity.

Status	Debit Count	Debit Amount	Credit Count	Credit Amount
Approved				
Processed	5	$185.00	1	$25.00
Collected				
Awaiting Capture				
Awaiting Approval				
Declined	1	$75.25		
Voided				
Error				
In Collection				
Other ACH Returns				
Unauthorized				
Suspended				
Uncollected NSF				
Disputed				
Invalid / Closed Account				
Resolved				
Other Check21 Returns				

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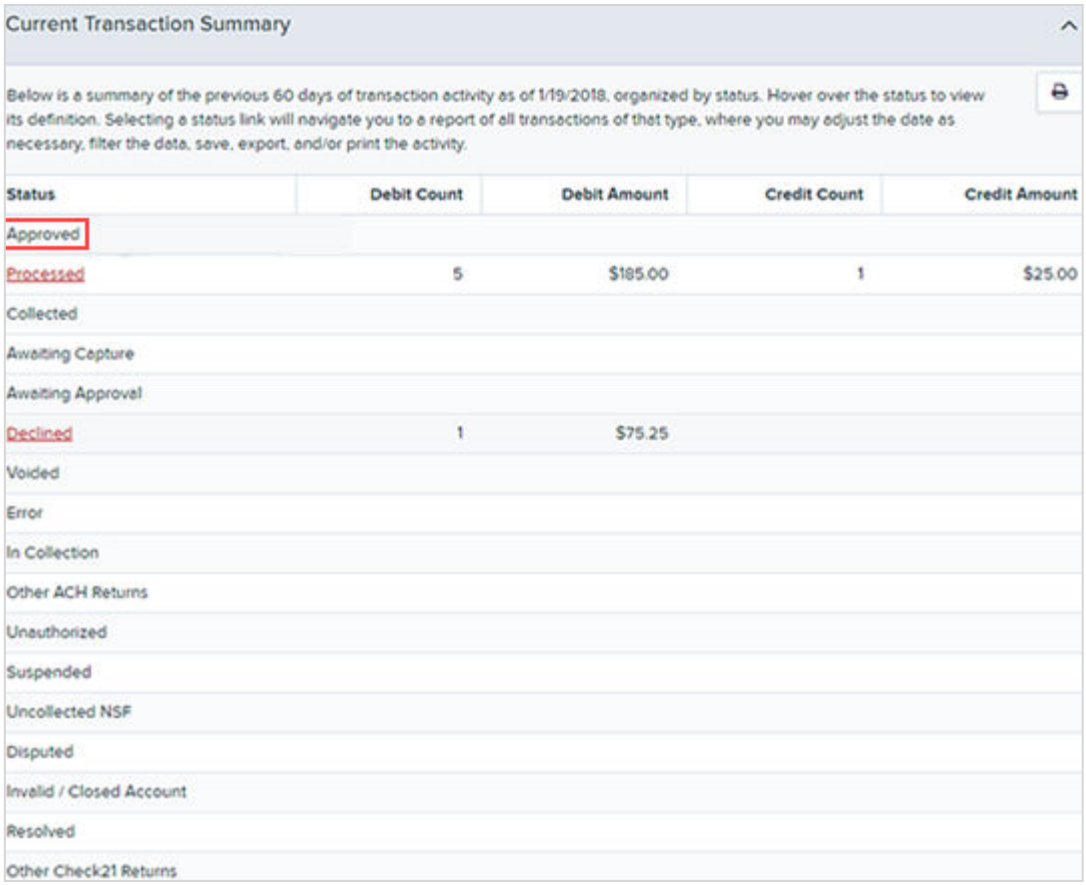
Creating a Transaction Status Report

The *Transaction Status* report is a pre-defined report listing all transactions in a specific status.

The *Transaction Status* report is automatically generated when you select a status link from the *Current Transaction Summary*. The list contains items that have been processed within the last 60 days (except the *Approved* status, which shows up to the last 24 hours) and gives you access to individual transaction information and images of the scanned items as well. Use the following steps to generate a *Transaction Status* report.

1. Log in to the application.
2. Select a status that appears as a link and contains values in the *Transaction Status* column (for example, **Approved**).

Current Transaction Summary with Approved Status Indicated



A list of the first 25 transactions (default value) appears.

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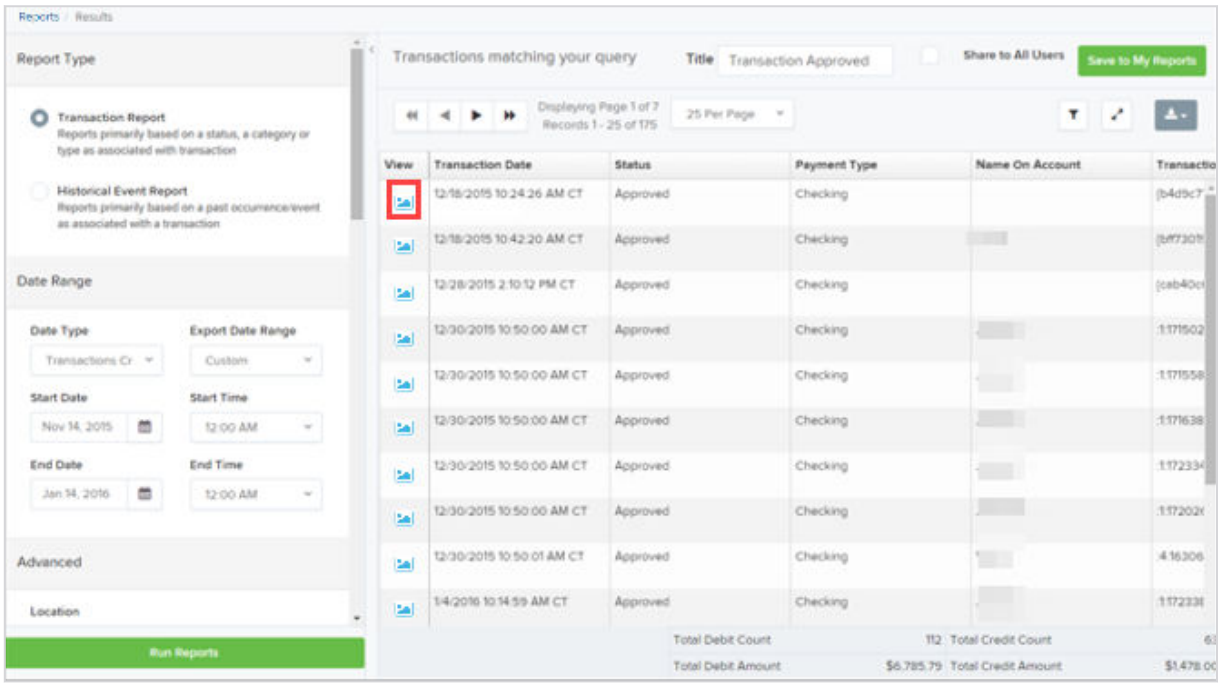
3. Select a **View** link in the far-left column to view details about that transaction.

Current Transaction Summary, with Approved Results Shown

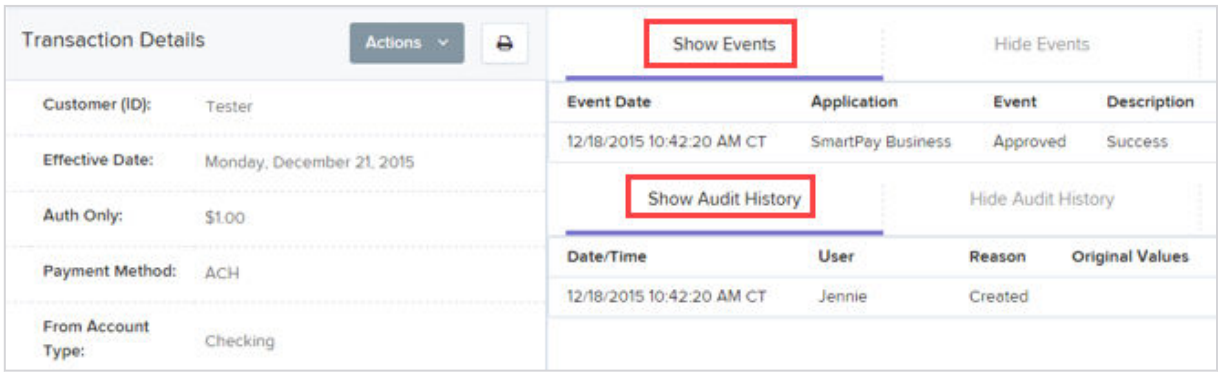


The *Transaction Details* page appears for that status.

4. Choose an option.

- Select **Show Events** which shows the automated steps/processes a transaction has gone through. The most recent steps appear first and include the date/time the events took place in Central Time.
- Select **Show Audit History** which shows the manual interaction with the transaction. Details appear with the latest steps first and include the date/time processes took place in Central Time.

Show Events and Show Audit History Options



NOTE

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> Additional transaction details may be listed, depending on the type of ACH transaction displayed.

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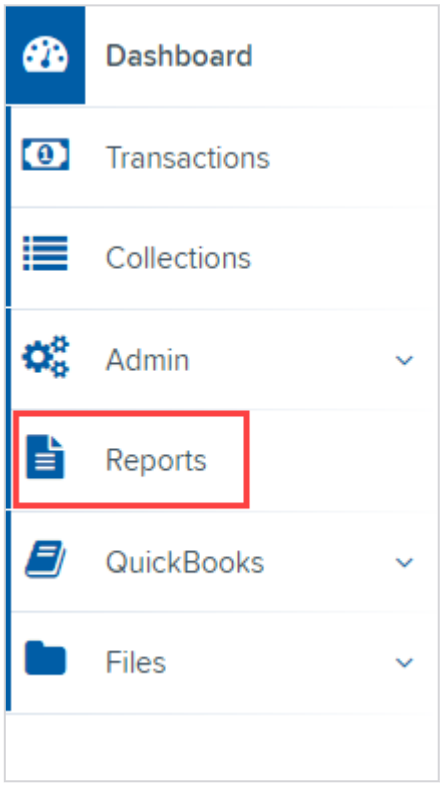
Using the Report Builder Utility

The report builder utility can be used to create one-time queries and custom recurring daily, weekly, and monthly reports for bookkeeping, historical research, and problem solving.

There are two options when creating a customized report: **New Report** and **New Shared Report**. While both are customizable, the shared report is available to other users who have access to the system. Other users are able to pull the shared report and use its settings to generate information. Only the user who created the shared report can delete it.

1. Log in to the application.
2. Select **Reports** from the left main menu.

Reports Tab



3. Choose an option.
   - Click **New Report**.

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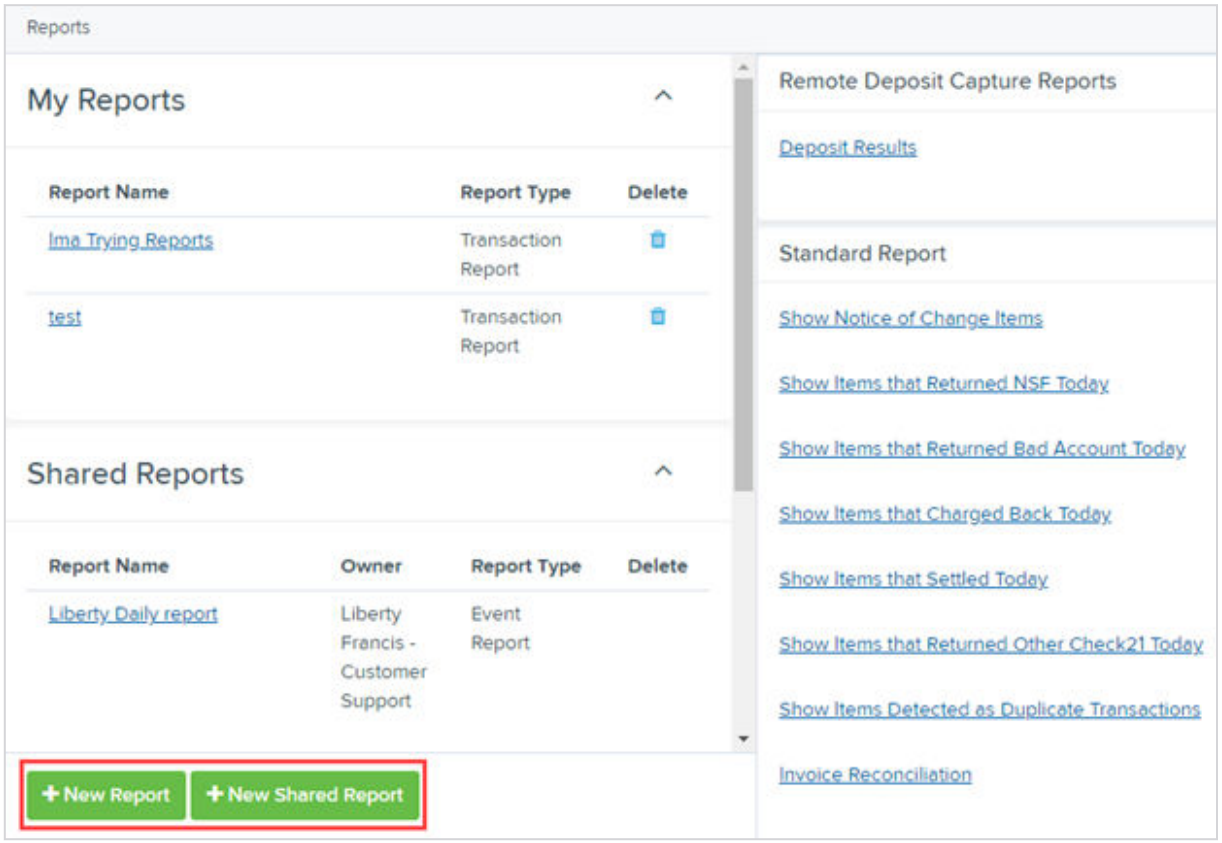
- Click **New Shared Report** if it is available to others.

Report Builder Options for New Reports



The *Reports* page appears.

4. Enter a *Title* for the report in the top bar.

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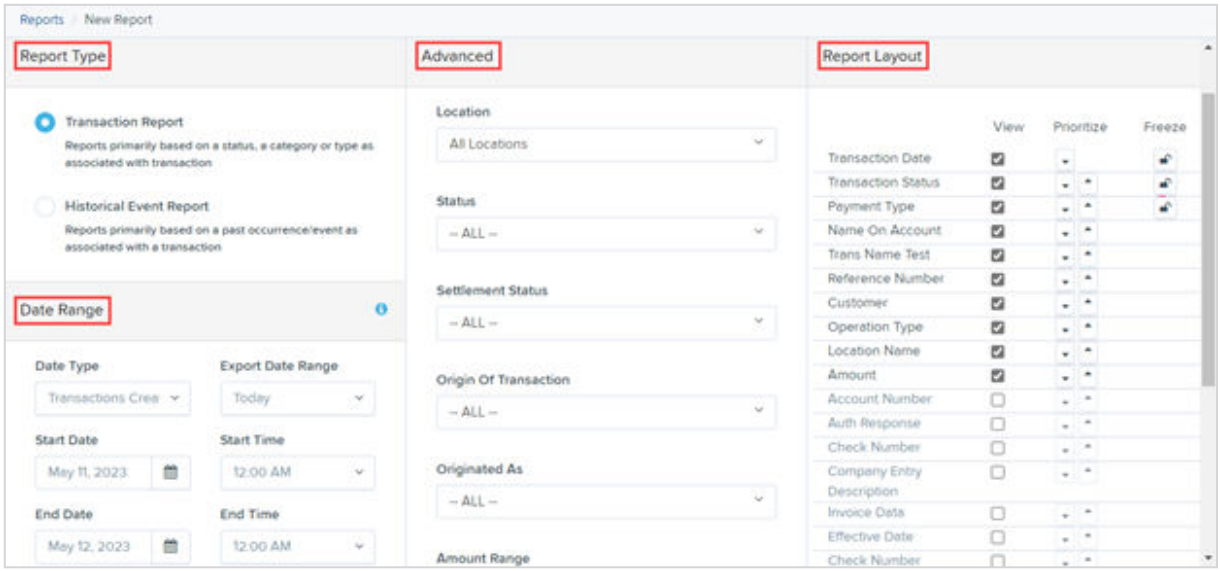
5. Fill in the report criteria in each of the four sections: **Report Type**, **Date Range**, **Advanced**, and **Report Layout** headers.

Four Sections in Report Building



6. Choose a report type.
   - Designate if your report is a *Transaction Report* based on the current status of a transaction.
   - Designate if your report is a *Historical Event Report* based on past events a transaction has been through in the system.
7. Select an option from the **Date Type** field for the report.
   - Select *Transactions Created*.
   - Select *Effective Dates*.

   This selection determines if the report displays transactions based on the date they were created versus the date they took effect.
8. Choose a date range.
   - Select a pre-specified date range using the **Export Date Range** option (ideal for recurring reports).

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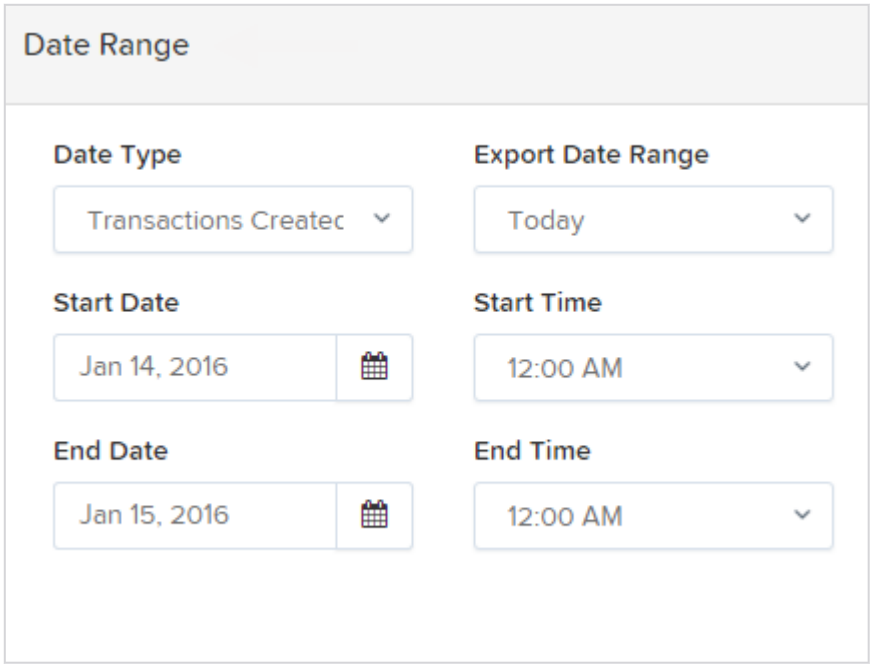
- Specify your own date range with the **Start Date** and **Start Time** and the **End Date** and **End Time** fields.

Date Range Section



> **NOTE**
> If you are creating a *Historical Event Report*, a custom date range is unavailable.

9. Specify the **Location** and **Status** of the transaction that you want to have in your report in the *Advanced Filters* section.
10. Designate a single status or multiple statuses by selecting the appropriate **Settlement Status** check boxes.
11. Designate a single origin for the report or multiple origins by selecting the **Origin of Transaction** check box next to each option.
12. Designate a single type or multiple types in the **Originated As** field.
13. Choose an **Account Type** option.
    - Select a specific account type.
    - Select *ALL*.
14. Choose an **Operation** option.
    - Designate one process.
    - Select *ALL*.
15. Choose an **Authority Response Code**.

    This option represents the types of return responses that can be received for a transaction.

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- Select a specific response code.
- Select *ALL*.

16. Complete the **From** and **To** fields for the **Amount Range**.

    The **From** and **To** options allow you to look for transactions with a specific amount or between amount values in decimal format (XX.XX).

17. Use the *Report Column Headers* to organize how the report appears.

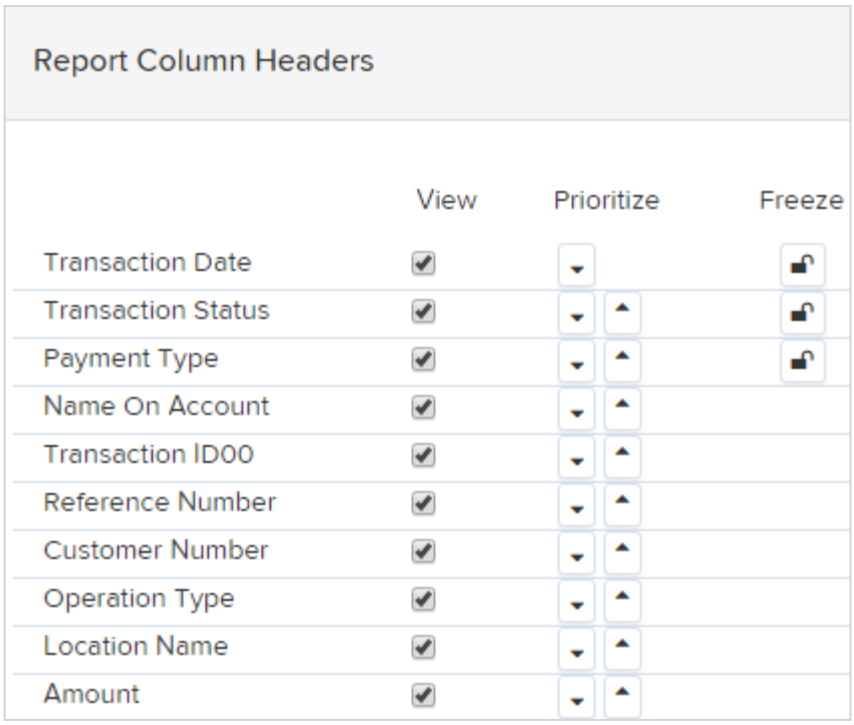
    a) Select the **View** check box next to any fields to have them show on the report.

    b) Use the arrows under *Prioritize* to change the order in which information appears.

    For example, select the upward arrow to have a field listed before others, or the select the downward arrow to have a field listed after others.

    c) Use **Freeze** to lock fields when viewing a report. This option holds certain fields in view while you explore the rest of the report information.

Report Column Headers Section



18. Select the **Share to All Users** check box if you want to have this report available for other users to view.

    If you selected **New Shared Report** previously, this box is already selected. Alternatively, you may want to save the report for your own use later by selecting

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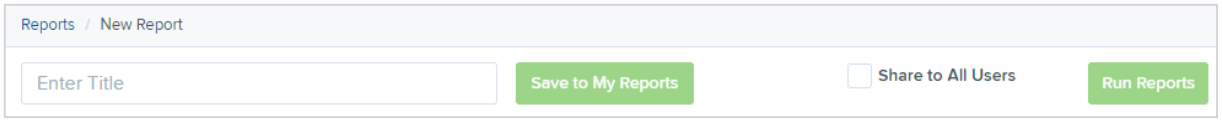
Save to My Reports. This option both saves the report and generates a report to view.

Save and Run Report Options



The report results appear.

19. Use the filters to change the report.
20. Select **Run Reports** again, or you can print/export the report, as needed.

    Column headers in the report are selectable by organization. Select a column header to organize the report based on that column's information, in either ascending order (designated by an upward arrow) or descending order (designated by a downward arrow).
21. Select **View** to the left of an item to view more details about the transaction.
22. Adjust the report filters as desired, and then select **Save to My Reports**, which saves the filter options as a template for later use.

> **NOTE**
> Be sure to select the **Share to All Users** check box if you want to save the report for others to use.

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Deposit Results Report

The *Deposit Results* report is a date range report used to display a list of batches created. It can be used to monitor the status of current day batches and the items in them, or to look at previous days' batches and items. Batches displayed in the report can represent a single deposit or be a part of a multi-batch deposit.

ACH Deposit Amount

The total number of ACH items in the batch/deposit.

ACH Deposit Count

Specifies the number of items deposited as ACH transactions.

ACH Deposit Date

Specifies the date that the ACH items are deposited.

C21 Deposit Amount

The total amount of the Check 21/Image Replacement Document (IRD) items in the batch/deposit.

C21 Deposit Count

The number of Check 21/Image Replacement Document items in the batch/deposit.

C21 Deposit Date

The deposit date of the Check 21/Image Replacement Document items within the batch/deposit.

Create Date

Specifies the creation date of the batch/deposit.

Custom Batch ID

Information that, with the feature enabled, displays a required field when creating a deposit. This field is a unique label for a batch/deposit and reflects on the *Deposit Results* report.

Deposit Details

Select **View** to see the event history for the batch.

Deposit Slip ID#

An option that, if enabled, displays a field on the *New Deposit* page with a value applied to the virtual deposit slip. This value is either predefined or optional and reflects on the *Deposit Results* report.

Deposit Status

Status of the entire batch/deposit at the time the report is generated.

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Description

Deposit name which is made up of the date/time the batch was created along with a system-assigned batch ID.

Item Details

Link to a list of the individual checks that make up the batch/deposit and their respective statuses.

Location

Account (location) to be credited with the payment. This field appears on the *New Deposit*page and the *Deposit Results* report.

Received Amount

This field is found on various user screens and contains the amount of the deposit after review.

Received Count

This field is found on various user screens and contains the number of items identified in the deposit, after review.

Total Deposit Amount

This field is found on various user screens and contains the total amount of the deposit.

Total Deposit Count

This field is found on various user screens and contains the total number of items in the deposits.

Your Amount

The amount of the deposit entered when creating the batch/deposit.

Your Count

The number of items you entered when creating the batch/deposit.

Notice that the report also displays the status of each transaction under the column *Deposit Status*. The following list describes all the statuses that a transaction can display.

Deleted

This status indicates that someone in your organization deleted the entire deposit prior to closing it, since a deposit may not be deleted once it was closed. None of the items in the deposit are sent to transaction processing.

Deposited

All items were processed successfully, and the deposit is in balance with no discrepancies or errors. These items are now in the approved status, and an email notification was sent to a designated user.

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Deposited with Adjustment

One or more of the items within the deposit caused an adjustment to the total deposit amount. The transactions were sent to processing with the adjusted amount, and an email notification was sent to a designated user.

Open for Scanning

A deposit was created, and items can be scanned into this deposit until a user closes it.

Partial Deposit

One or more of the items were removed from the deposit due to a duplicate or rejected item. The deposit was sent to transaction processing with the deposit total minus the items not processed. An email notification was sent to a designated user.

Rejected

Rejected indicates that the entire batch is rejected and must be rescanned. Common reasons a full batch is rejected are: All items in the batch are duplicates or the difference between the control amount and the received amount exceeds the adjustment limit established by the financial institution.

Submitted

The deposit was closed, and the items are being reviewed for accuracy and errors. Once finished, the status of the items changes to one of the statuses defined previously.

A transaction's status indicates where the transaction is in the deposit process. The following list describes all the potential statuses that an item can be in.

Deposited

The deposit was sent to transaction processing with the deposit total minus the items not processed with the batch/deposit at the designated cutoff time.

Duplicate

The item was identified as a duplicate of an item that was already processed within the last 75 days and, therefore, was rejected from the batch/deposit.

Error

An internal error has occurred within the EPS system. Contact your first line of support.

In Review

The item is waiting for MICR repair or amount key entry. Once those steps have been completed, the status then changes accordingly.

Needs Rescan

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Indicates that the item needs rescanning due to bad image quality, or the Item Processing team is unable to read the amount or MICR line.

Open

The item was scanned with no problems in an open batch/deposit.

Rejected

The item was rejected and not processed. An item can be rejected for the following reasons:

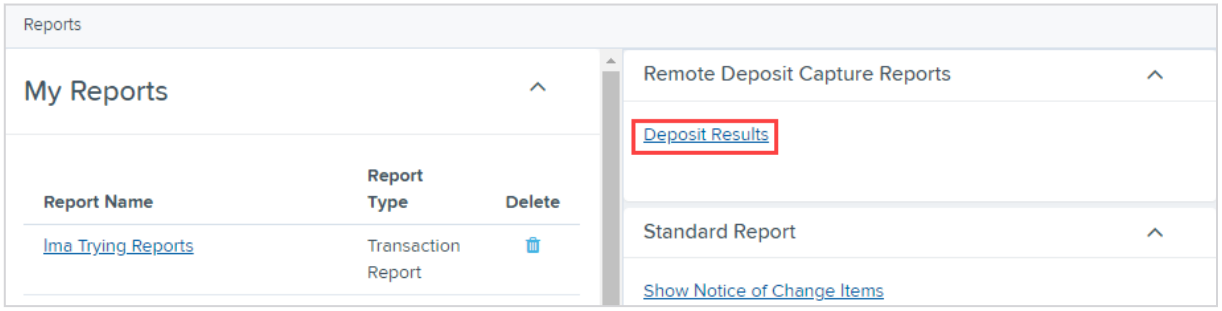
- Invalid MICR
- Invalid document
- Invalid payment origin
- Duplicate item
- Batch/Deposit out of adjustment range
- Item is above a user's Dual Authorization limit
- Item is above a customer's Velocity limit

Creating the Deposit Results Report

The steps for creating a *Deposit Results Report* are presented.

1. Log in to the application, and then select **Reports**.
2. Select **Deposit Results**.

Deposit Results Option



The *Deposit Results Search* page appears.

3. Select a **Location ID** from where to pull the report information.
4. Choose a date range.

- Select a pre-specified date range using the **Export Date Range** option (ideal for recurring reports).
-

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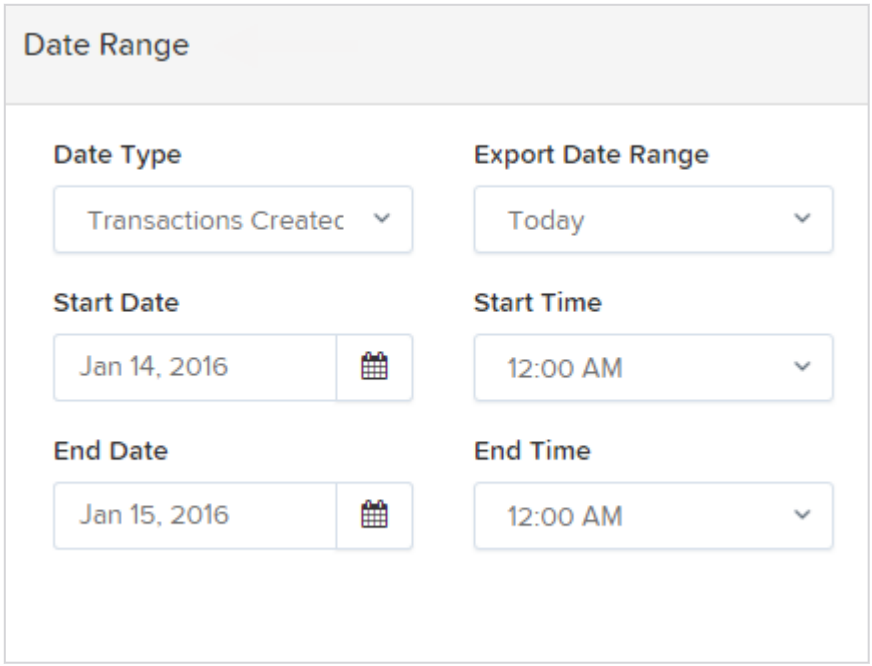
- Specify your own date range with the **Start Date** and **Start Time** and the **End Date** and **End Time** fields.

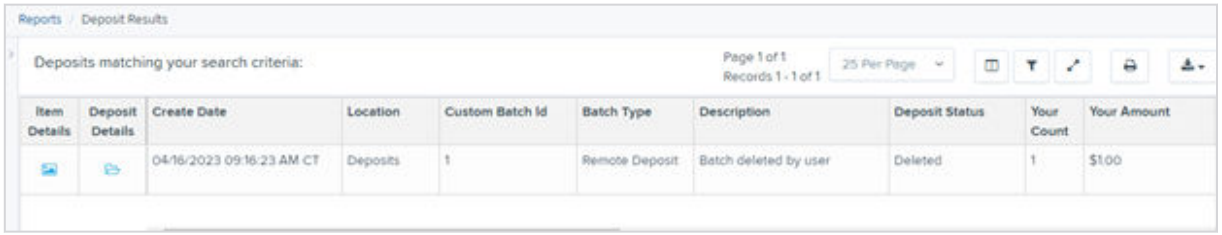
Date Range Section



> **NOTE**
> You can search for report results older than two years (up to seven years), as long as you enter a date range in which the start and end dates are both older than two years.

5. Select **Get Deposits**.
   A list of the batches matching your criteria appears. You may need to scroll to the right to view all the information for the report.

Deposit Results Report



> **NOTE**

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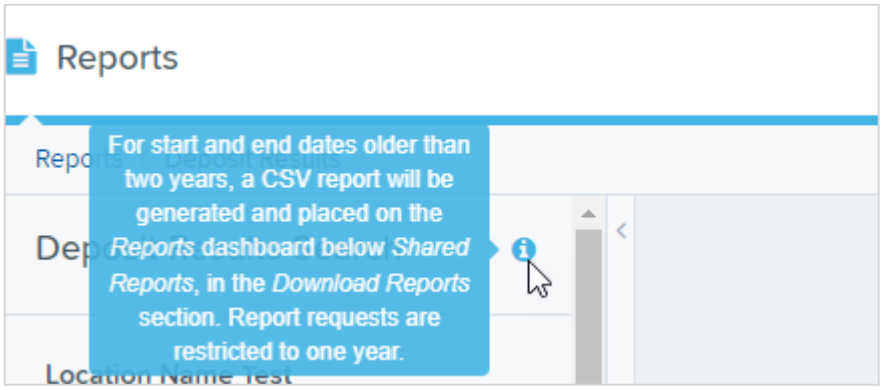
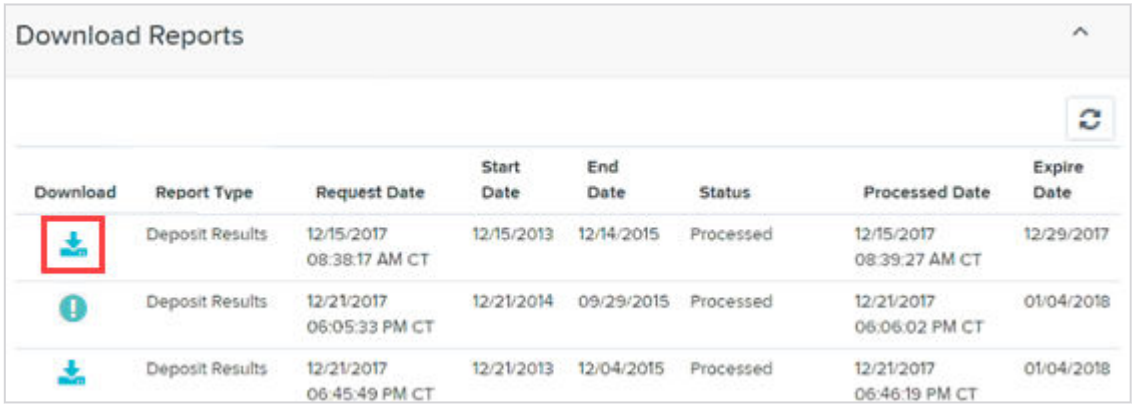
If you searched for a report older than two years, a message appears directing you to the *Reports* page under the *Download Reports* section.

Report Request Message



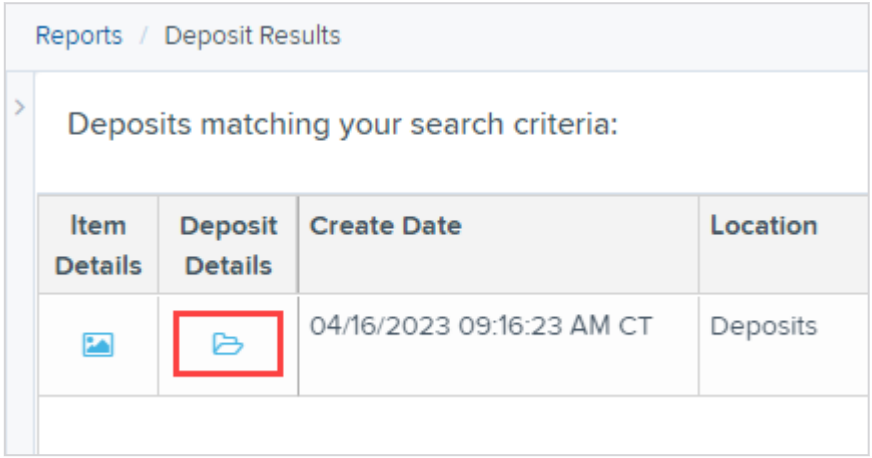
6. Select **Download** for the desired report.

Download Reports, Reports Page



7. Select **Deposit Details** to view the events the batch has been through.

Deposit Details Icon



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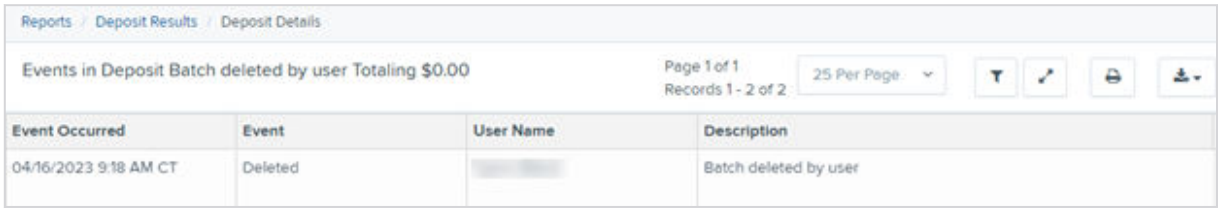
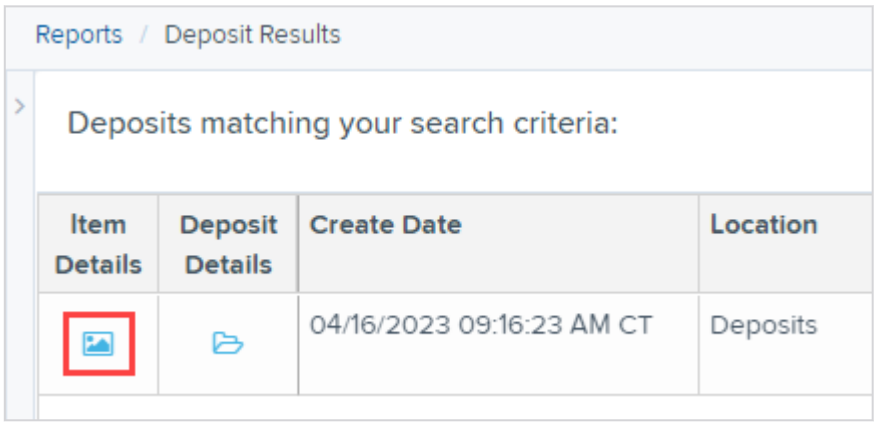
The details appear on the *Deposit Details* page.

Deposit Details



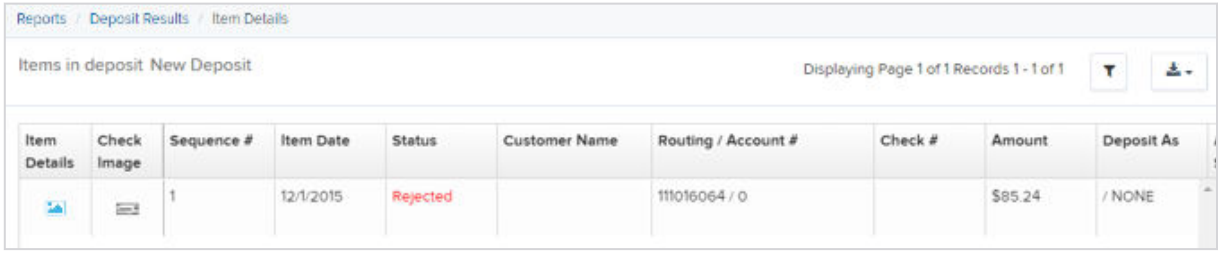
8. Navigate back to return to the report results.
9. Select **Item Details** to view the individual transactions within the deposit.

View Item Details Option for Deposit Results



Results appear on the *Item Details* page. Items that must be rescanned or have been rejected are in red.

Item Details Page



10. Select **View** under *Item Details* to view the *Batch Item Details* page, which has information about the item in relation to the batch.

Item Details Icon

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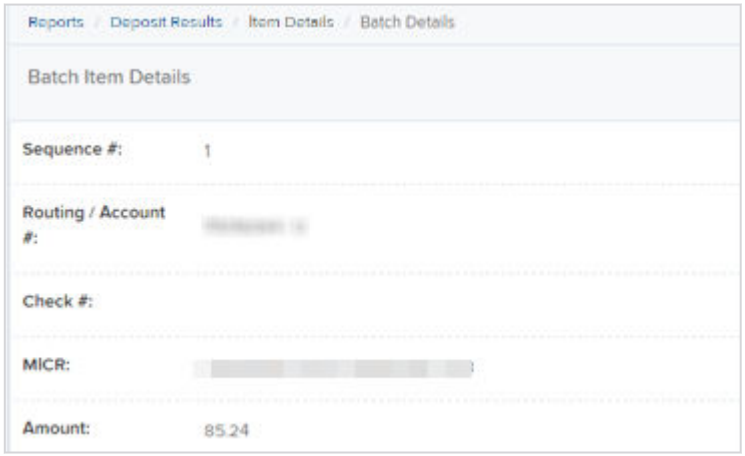
11. Select **Check Image** to see specific item detail information.

Check Image Icon

12. Select **Show Event History** on the *Batch Item Details* page, to see the automated steps/processes the transaction has been through.

Batch Details



Credits and Debits to Your Merchant Settlement Account

The *Credits and Debits to Your Merchant Settlement Account* report is a date range report that identifies the deposits made on the indicated dates. The report also displays the individual transaction amounts that make up a deposit and specific details of a transaction.

Viewing Credits and Debits on Your Merchant Settlement Account

On the *Current Transaction Summary* report, debits are a debit to the check writer and a credit to the customer, while credits are a credit to the check writer and a debit to the customer. On the *Credits and Debits to the Merchants Settlement Account* report, debits are a debit to the customer account and a credit to the check writer. Credits are a credit to the customer account and a debit to the check writer.

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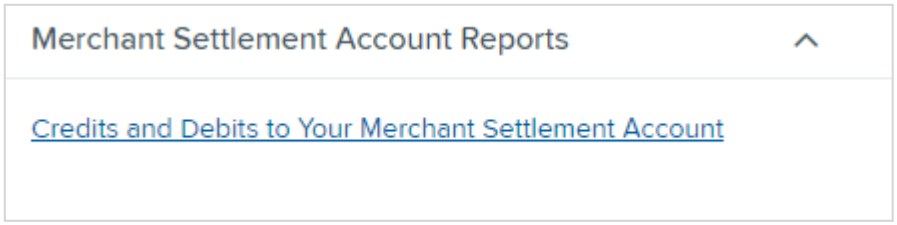
1. Select **Credits and Debits to Your Merchant Settlement Account** under *Merchant Settlement Accounts Reports*.

Credit and Debits to your Merchant Settlement Account



   The *Merchant Settlement Account Reports* search criteria appear.
2. Select a **Location ID** from where to pull the report information.
3. Choose a date range.
   - Select a pre-specified date range using the **Export Date Range** option (ideal for recurring reports).

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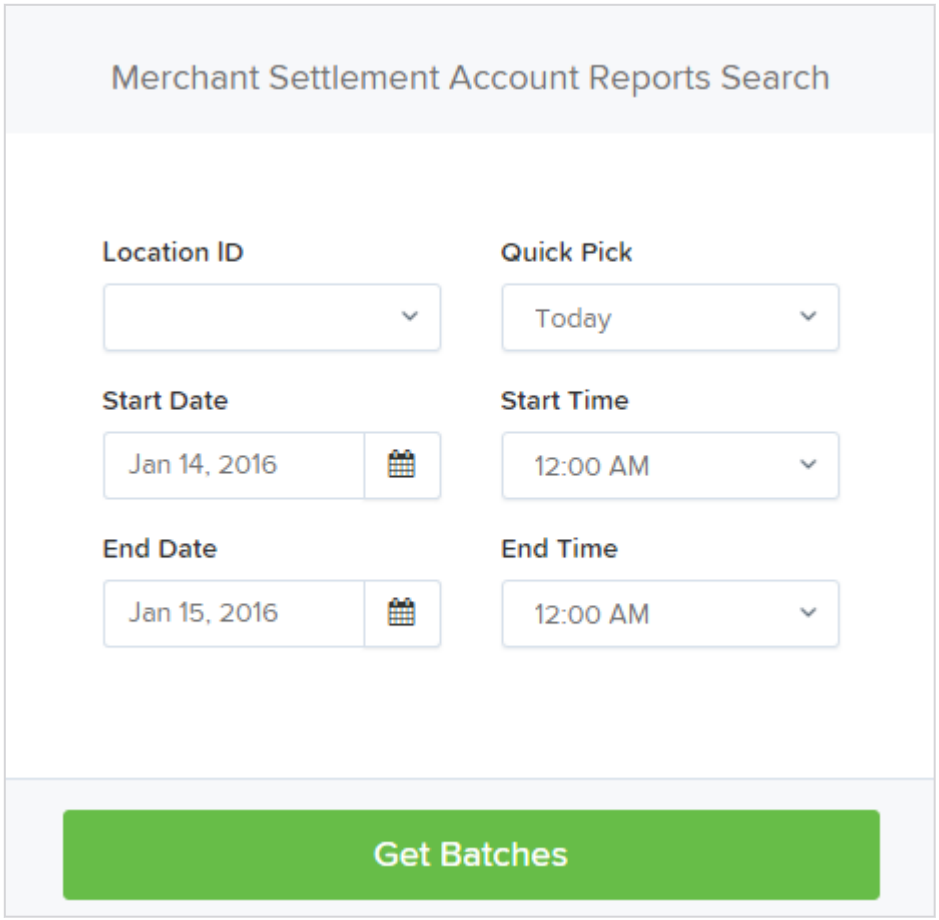
- Specify your own date range with the **Start Date** and **Start Time** and the **End Date** and **End Time** fields.

Merchant Settlement Account Search Criteria



4. Select **Get Batches**.
5. Select **View** under the *Batch Details* column to view the *Batch Details* page.

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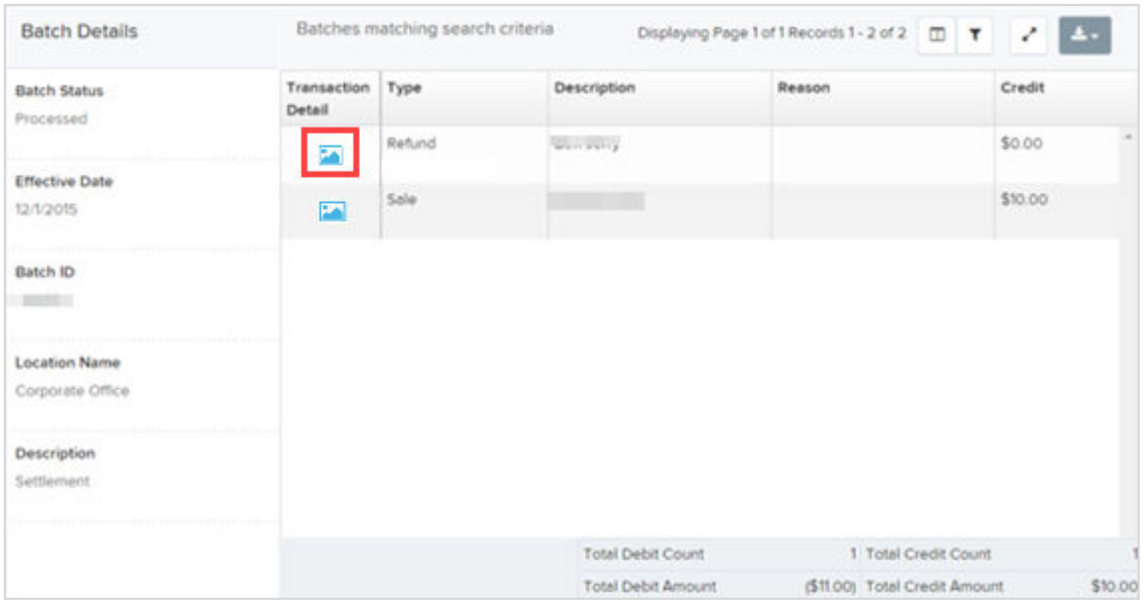
6. From the *Batch Details* page, select **View** under the *Transaction Details* column to see more information about that particular transaction in the batch.

Batch Details Page

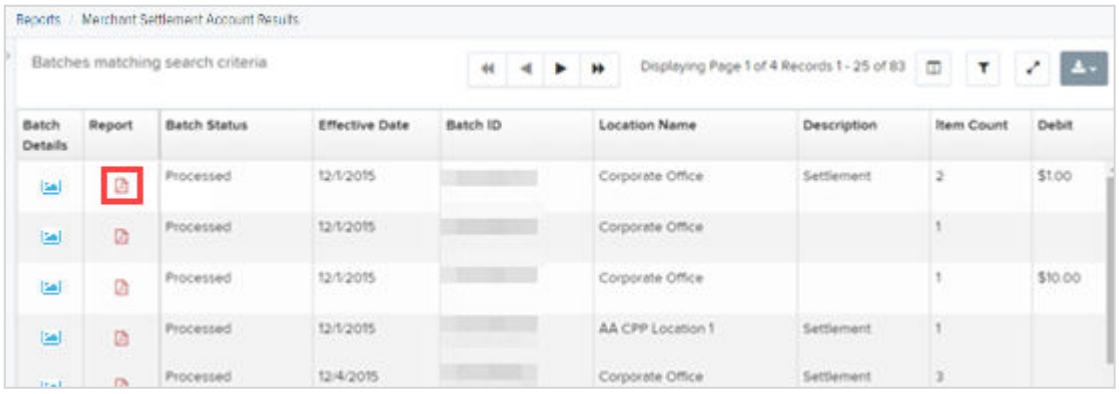


NOTE

Additional transaction details may be listed depending on the type of ACH transaction displayed.

7. Navigate back in your browser to return to the *Merchant Settlement Account Results*.
8. Select **Report** to see a PDF report with the transactions that make up the deposit total displayed below the report.

Results with Report Option



NOTE

For FIs: To get a PDF report, email the File Maintenance team at *epsfilemaintenance@jackhenry.com* to request to have the role added. Once

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> added, the FI Admin must activate the role for any users who need the report. For Partners: To get the PDF report, your Admin must enable the role for any users who need the report. If the role is not available, email: *epspartnersupport@jackhenry.com* and request to have the role added.

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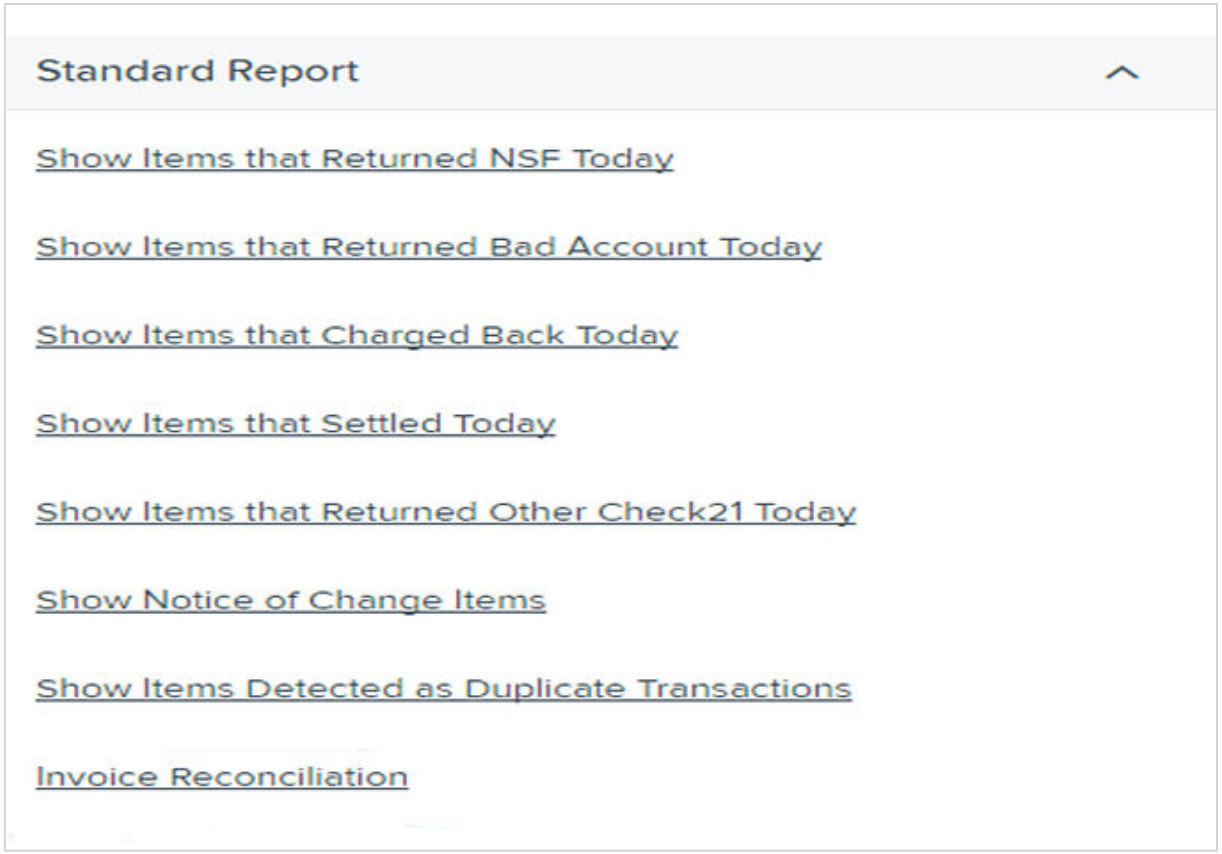
Using Standard Reports

Standard reports are pre-defined daily reports. They can provide you with information about notices of changes received, your daily ACH return items and chargebacks, as well as items settled that day.

1. Log in to the application.
2. Select the **Reports** tab from the left main menu.
3. Under the section *Standard Reports*, select the report you want to run from the list displayed.

Standard Reports List



Once you select a report, it runs automatically with preset criteria in the report filters.

4. Choose an option.

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Situation	Steps
To make a temporary change to the report criteria:	• Adjust any filters, as needed. • Select **Run Report**.
To make a permanent change (saving the report template):	• Adjust any filters, as needed. • Adjust the name of the report and then select **Save to My Reports**.

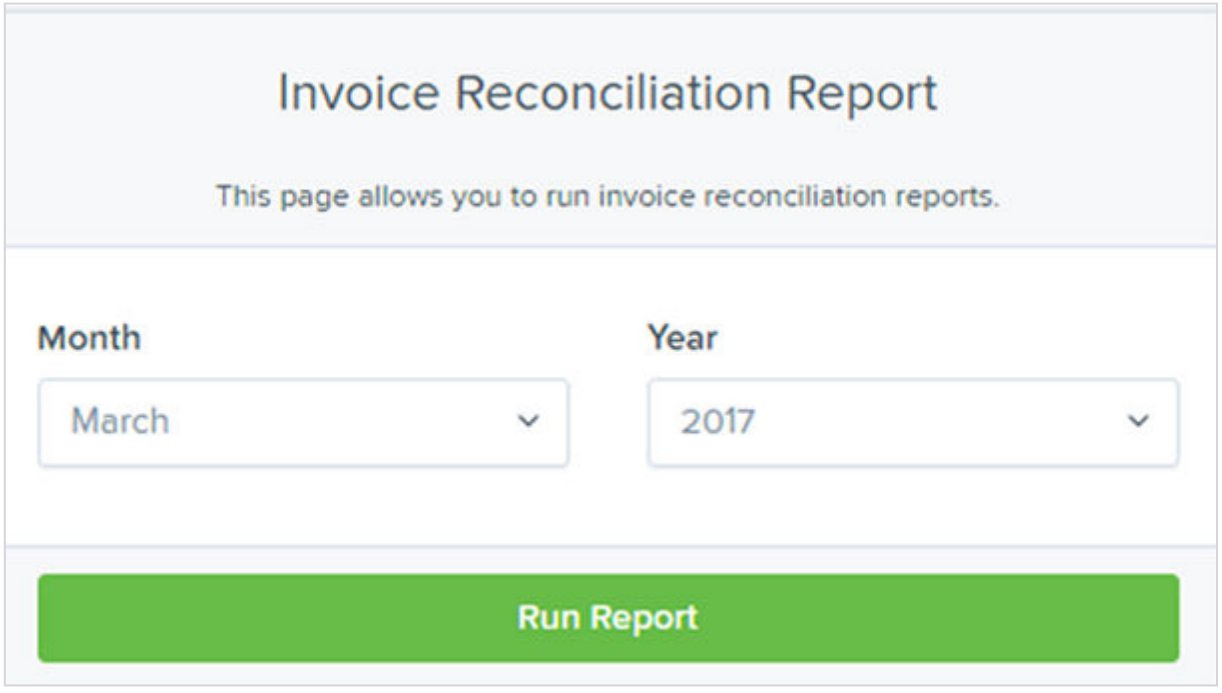
Using the Invoice Reconciliation Report

This report helps customers reconcile billing invoices with their transactions. It is located under the *Standard Reports* section of the *Reports* page.

1. From the **Dashboard**, choose the **Reports** tab.
2. Select the **Invoice Reconciliation** link under *Standard Reports*.
   The date criteria screen appears.
3. Select the **Month** and **Year**.

   The current or future month is not available for selection.

   Invoice Reconciliation Date Criteria



4. Click **Run Report**.

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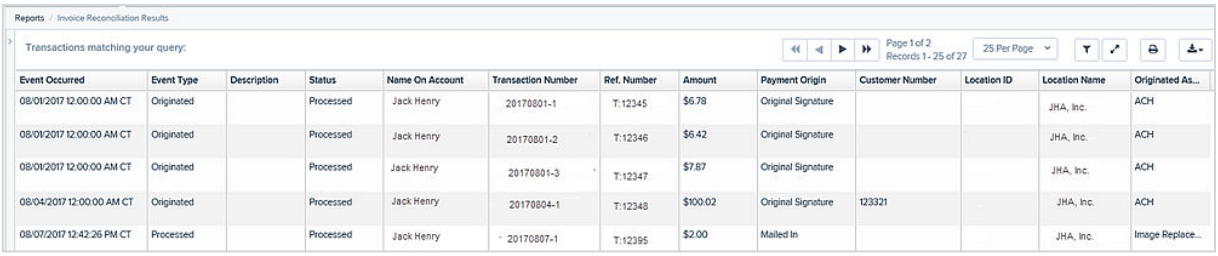
The report can be filtered, printed, and exported. As shown in the following image, you may use filters in the **Event Type** drop-down menu to tie specific types of transactions to line items on invoices, such as *Unauthorized* or *Returned NSF*, for example.

Invoice Reconciliation Report

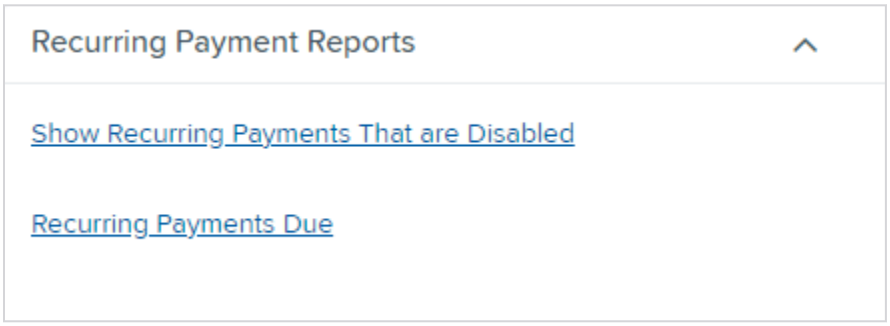


Event Occurred	Event Type	Description	Status	Name On Account	Transaction Number	Ref. Number	Amount	Payment Origin	Customer Number	Location ID	Location Name	Originated As...
08/01/2017 12:00:00 AM CT	Originated		Processed	Jack Henry	20170801-1	T:12345	$6.78	Original Signature			JHA, Inc.	ACH
08/01/2017 12:00:00 AM CT	Originated		Processed	Jack Henry	20170801-2	T:12346	$6.42	Original Signature			JHA, Inc.	ACH
08/01/2017 12:00:00 AM CT	Originated		Processed	Jack Henry	20170801-3	T:12347	$7.87	Original Signature			JHA, Inc.	ACH
08/04/2017 12:00:00 AM CT	Originated		Processed	Jack Henry	20170804-1	T:12348	$100.02	Original Signature	123321		JHA, Inc.	ACH
08/07/2017 12:42:26 PM CT	Processed		Processed	Jack Henry	20170807-1	T:12395	$2.00	Mailed In			JHA, Inc.	Image Replace...

Recurring Payment Reports

There are two recurring payment reports available: *Show Recurring Payments That Are Disabled* and *Recurring Payments Due*. Each report lists previous and/or current accounts set up on a recurring payment or credit plan.

Recurring Payment Reports



Using the Recurring Payments That Are Disabled Report

The *Recurring Payments That Are Disabled* report lists those accounts that no longer have funds being debited from or credited to their accounts.

1. Log in and select **Reports**.
2. Under the heading *Recurring Payment Reports*, select **Show Recurring Payments That Are Disabled**.
   The *Recurring Payments Reports* page appears.

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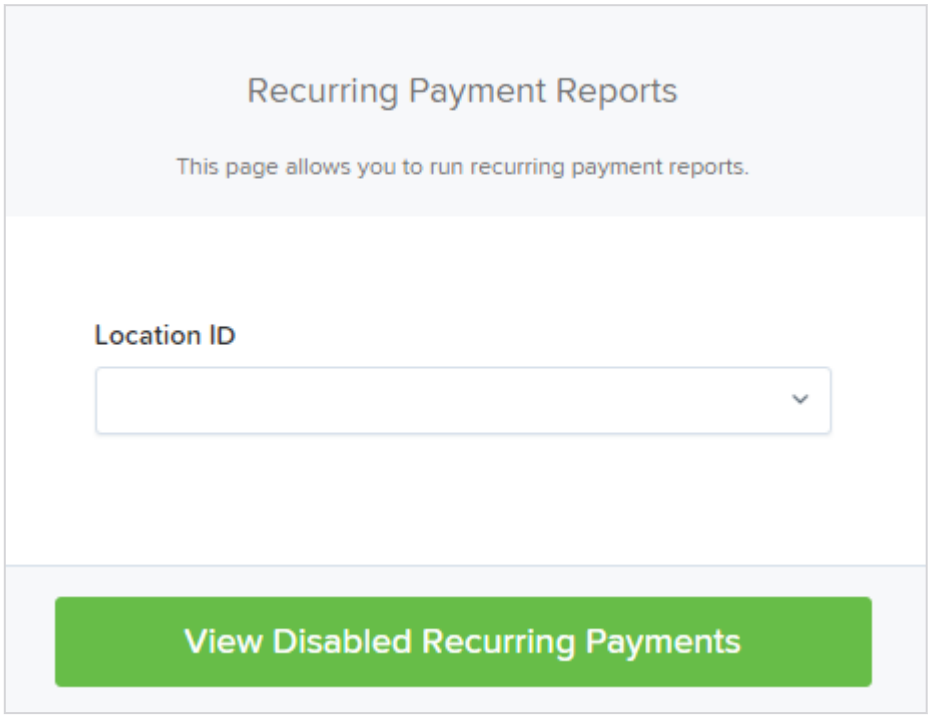
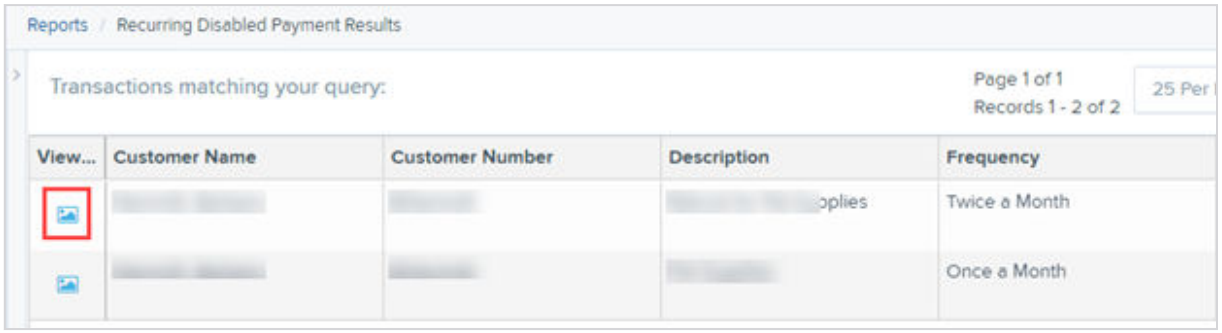
3. Select a **Location** from which to pull information for the report.

Selecting a Location for Recurring Payments That Are Disabled Report



4. Select **View Disabled Recurring Payments**.
   The recurring payments that are deactivated appear.
5. Select **View** to see the recurring payment details.

Recurring Payments that Are Disabled with View Option



   The *Recurring Payment Information* page appears, with the *Audit History*.
6. Select the **Edit** option to change any of the information for this transaction.

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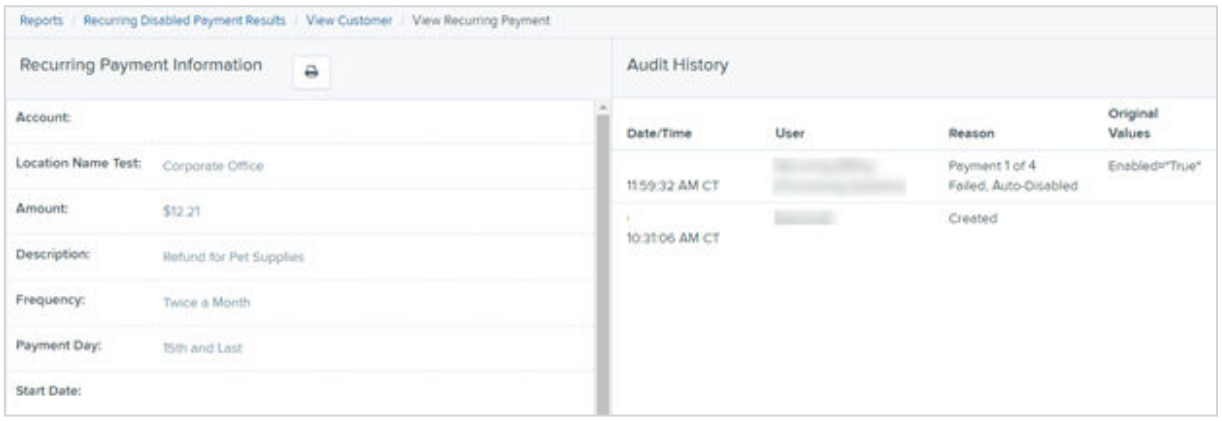
The **Edit** option is also available from the main results page.

Recurring Payment Information Page



7. Select **Update** to save all changes.

Using the Recurring Payments Due Report

The *Recurring Payments Due* report is a date range report that lists all accounts with active recurring payments set up. This report lists the descriptions and schedule of future payment dates.

1. Log in to SmartPay Business.
2. Select **Reports**.
3. Select **Recurring Payments Due** under *Recurring Payment Report*.
   The *Recurring Payment Reports* page appears.
4. Select a location from which to pull information for this report.
5. Choose an option.
   - Select a date range using either the **Quick Pick** option with a list of pre-set date ranges.

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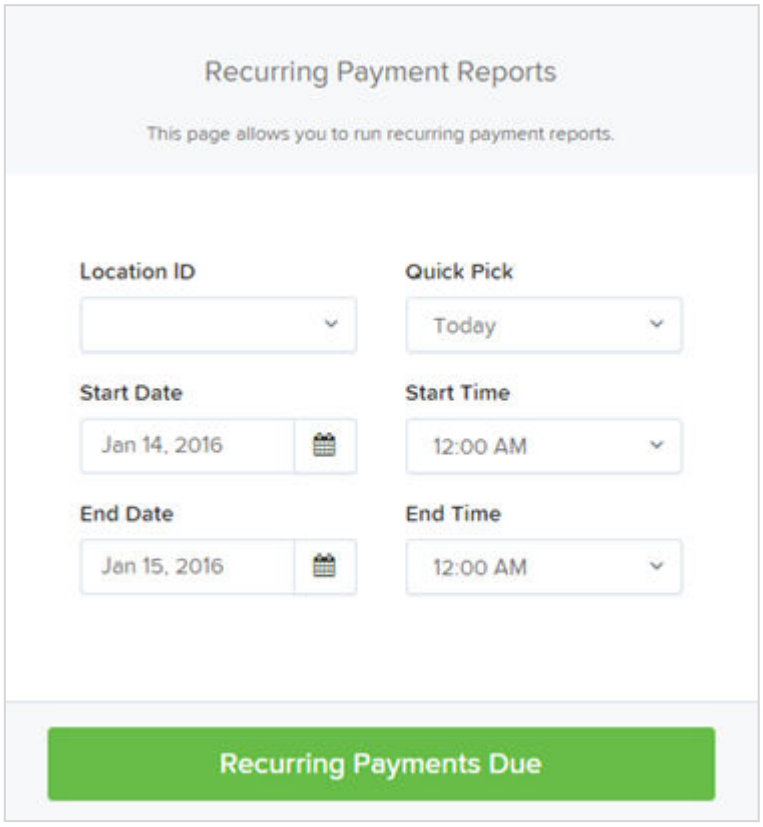
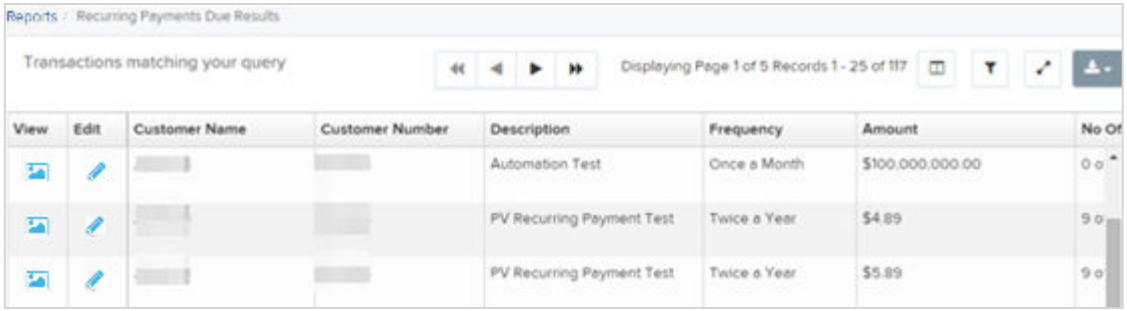
- Specify the **Start Date** and **Start Time**, and the **End Date** and **End Time** options.

Location Option for Recurring Payments Report



6. Select **Recurring Payments Due**.
   The system generates a list of payments that have set up a recurring arrangement.

Recurring Payments Report Results



7. Select **Edit** to edit this payment on the *Edit Recurring Sale* page.
8. Select **View** to see more information about this payment on the *View Recurring Payment* page.

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