### **JACKHENRY** University



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Alogenti" Retait Remote Deposit "F. Andiamo" F. Annual Disclosure Statement Online F. ArgoKeys", ArgoKeys Branch Sales Automation™, ArgoKeys® DepositKeys™, ArgoKeys® LendingKeys™, ArgoKeys® RelationshipKeys™, ATM Manager Pro®, ATM Manager Pro® – Asset & Site Management\*\*: ATM Manager Pro\* - Cash Management\*\*: ATM Manager Pro\* - Event Management\*\*: ATM Manager Pro\* - Financial Management\*\*: AudioTei\*\*: Banno Mobile™, Basel Report Pro™, BladeCeriter™, BondMaster™; Branch Anywhere™, Branch Deposit Reporting Pro™, Brand Management Services™, BusinessManager®, Call Report Pro™ Cash Automation™, Cash Dispenser™, Cash Recycler™, Centurion Business Continuity Planning™, Centurion Business Recovery Consulting Group™; Centurion Co-Location™; Centurion Disaster Recovery®; Centurion Emergency Notification™; Centurion Enterprise-Level Recovery®; Centurion Episys Hosted Fatiover™, Centurion Hosted High Availability™, Centurion LiveVault™, Check 21 Cash Letter™, Check 21 Exception Processing™ CheckCollectPlus™, Check Collect Recovery Services™, CheckMaster™, CheckMaster Plus™, Check Writer for Core Director®; CIE 20/20®, Co-Mingle™, Cognos 10™. Collaferat and Document Tracking™, Commercial Lending Center™. Compliance Access™, Core Director® Teller™. Core Director® Teller Capture\*\*: CreataCard\*, Crusee\*, Crusee\*, Crusee\*, Crusee\*, CTRMaster\*\*, CUPRO\* ALM\*\*, CUPRO\* ALM Express\*\*\*, Customer Payment Portal\*\*, Database Cleansing Package\*\*, DataLink CU™, Demand Account Reclassification™, DIME™ (Document Image Management Engagement), DirectLine International™, DirectLine® OFX, DirectLine Wires™, Dynamic Content Modules™, ECS Caplure Solutions™, ECS Digital Data Conversion™, ECS OneLook™, ECS Paper-to-Digital Conversion™, ECS Web™, eCTR 19. Electronic Statements 19. Electronic Statements - Interactive 19. Enhanced Account Analysis 19. Enhanced Loan Application 19. (ELA), Enhanced Loan Collections 14: Enhanced Member Application 14: (EMA): Enterprise Backup and Tape Encryption 16: Enterprise Capture Solutions 16: Enterprise Conversion Solution 16: Enterprise Conversion Enterprise Payment Solutions 14, Episys\*, Episys\*, Episys\*, Episys\*, Collateral and Document Tracking 14, Episys\* Collection Toolkit\*. Episys\* Contact Event Manager<sup>50</sup>, Episys<sup>6</sup> Continuity Plan<sup>50</sup> (ECP), Episys<sup>6</sup> Continuity Services<sup>50</sup>, Episys<sup>6</sup> Continuity Services<sup>50</sup>, Episys<sup>6</sup> Dala Store <sup>50</sup>, Episys<sup>6</sup>, Episys<sup>6</sup> Dala Store <sup>50</sup>, Episys<sup>6</sup> Dala Store <sup>50</sup>, Episys<sup>6</sup>, Episys Accounting \*\*\*. Episys\* Escrow Module \*\*\*. Episys\* External Loan Processing Interface \*\*\*. Episys\* Fallover Certification \*\*\*. Episys\* Fallover Self-Certification \*\*\*. Episys\* ID Scanner Interface 16, Episys® Management Server 19, Episys® Overdraw Tolerance 10, Episys® PowerCheckUp<sup>50</sup>, Episys® Quest 11, Episys® Real Time External Loan Interface\*\*, Episys\* Replication Failover\*\*, Episys\* Skip Payment\*\*, Episys\* University\*\*, Episys\* Vaulting\*\*, Episys\* Virtualization\*\*, EPS Remote Deposit Capture™, Extra Awards®, Faitover™, Fed-File Pro™, FlexPass™, FormSmart™, Genesys Check Imaging Suite™, Gladiator®, Gladiator® Advanced Matware Protection\*\*\*, Gladiator\* Consulting Services\*\*\*, Gladiator\* CoreDEFENSE Managed Security Services\*\*\*, Gladiator\* eBanking Compitance Services\*\*\*, Gladiator\* eCommercial SAT 14, Gladiator® Enterprise Network Design, Implementation & Support Services 14, Gladiator® Enterprise Security Monitoring 14, Gladiator® Enterprise Virtualization Services 19. Gladiator® eSAT 19. Gladiator® eShield 19. Gladiator® Hosted Network Solutions 19. 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Margin Maximiser Pronto M. Margin Maximiser Pronto Maximiser Suite\*, Margin Maximiser Suite\*, Maximiser Suite\*, Maximiser Suite\*, Margin Maximiser Suite\*, M MedCashManager®, Member Business Services™, Member Privilege™, Mobile Website™, Muttractor Authentication™, Mutual Fund Sweep™, Net Check™, NetTeller\*, NetTeller\* Bill Pay \*\*, NetTeller\* Cash Management \*\*, NetTeller\* MemberConnect \*\*, NetTeller\* Online Banking \*\*, NetTeller\* Security Manager \*\*; NetTeller\* Text Alerts™; OFX Gateway™; OnBoard Loans™; OnNet™; OnTarget™; OnX™; OpCon™; Opening Act™; Opening Act Express™; Optimizer™; Participation Lending \*\* PassBook \*\* Point\* Point\* Point\* PowerOn\* PowerOn\* PowerOn Marketplace\* PowerOn\* Studio \*\* PPS First PIN\*\* PPS imageSelect \*\* PPS PIN Change Service<sup>34</sup>, Prepaid Cards<sup>34</sup>, Professional Consulting Services<sup>34</sup>, PROFITability<sup>6</sup>, Organizational PROFITability<sup>6</sup> Analysis System<sup>34</sup>, Product PROFITability<sup>6</sup> Analysis System\*\*, PROFITability\* Budget\*\*; PROFITability\* Reporting Service\*\*; PROFITstar\*, PROFITstar\* ALM Budgeting\*\*; PROFITstar\* Budget\*\*; PROFITstar\* Classic \*\* PROFITstar\* Reporting Service \*\* ProfitStars\* ProfitStars\* Direct \*\* ProfitStars\* EPS SmartPay Business \*\* ProfitStars\* EPS SmartPay Express \*\* ProfitStars\* mRDC™, ProfitStars Synergy\*, Real Time™, Refi Analyzer™, Regulatory Reporting Solutions™, Relationship 360™, Relationship Profitability Management™ (RPM), RemitCentral™, RemitPlus®, RemitPlus® Express™, RemitPlus® HRCM™, RemitPlus® RemitInus® Cockbox™, RemitVetr™, Remote Deposit Anywhete™, Remote Deposit Complete™, Remote Deposit Express™, Remote Deposit Now™, Remote Deposit Scan™, ReportHuth™, RPM Reporting Service™, Shared Branch™, SigMaster™, Silhouette Document Imaging®, SilverLake Real Time™, SilverLuke System®, Smart EliP™, Smart GL™; SmartSight®, smsGuardian™, Store & Forward\*\*, StreamLine Platform Automation\*: StreamLine Platform Automation\* – Deposits\*\*, StreamLine Platform Automation\* – Loans\*\*, Summit Support\*. Sweep Account Processing™; SymAdvisor™; SymChoice Loan™; SymConnect™; SymForm PDF™; Symitar\*, Symitar\*, Symitar\*, Symitar\*, Fraud Management\*\*: Symitar\* EASE\*\*, SymXt\*\*, SymXchange\*\*, Synapsys\*, Synapsys\* Lobby Tracking\*\*; Synapsys\* Member Relationship Management\*\*, Synapsys\*, Synapsys\* Integration Toolkit\*\*, Synergy AutoImport\*\*, Synergy Automated Document Recognition\*\* (ADR); Synergy Batch Document Recognition\*\* (BDR); Synergy Check Archive\*\*, Synergy DataMart\*\*, Synergy Document Management\*\*, Synergy Document Recognition\*\*, Synergy Document Tracking\*\*, Synergy eDistribution\*\*. Synergy Enterprise Content Management™ (ECM), Synergy eSign™, Synergy eSignWeb™, Synergy eStorage™, Synergy Express™, Synergy Express™, Synergy iD Scan™, Synergy iSign 16, Synergy Kotax Capture 16, Synergy PowerSearch 16, Synergy Reports 16, Synergy Workflow Management 16, TellerMaster 16, The Way Pay P. Time Track Human Resources M. TimeTrack Payroll System M: TimeTrack Time and Attendance M: Transaction Logging and Vaulting Server M: Transaction Logging Server M: ValuePass \*\*: Vehicle Pricing Interface \*\*: Vertex Teller Automation System \*\*: Vertex Teller Capture \*\*: Virtual Transaction Logging Server \*\*: WebEpisys \*\*: Website Design & Hosting™, Website Security Services™, Wire Management™; Yellow Hammer PF, Yellow Hammer ACH Origination™; Yellow Hammer BSA™; Yellow Hammer BSA Regulatory Consulting Service\*\*, Yellow Hammer EFT Fraud Detective\*\*, Yellow Hammer Fraud Detective\*\*, Yellow Hammer SAR Center\*\*, Yellow Hammer Wire Origination™; Xperience™

Slogans

**JACKHENRY** 

Cutting-Edge IT Solutions for the Future of Credit Unions<sup>24</sup>; Know-tl-All – Empowering Users Through Knowledge<sup>24</sup>; Leading through technology ... guiding through support<sup>25</sup>; Powering Actionable Insight<sup>26</sup>; Snap if Send If Spend Iff\*, The Depth of Financial Intelligence<sup>25</sup>; We Are Looking Out For You<sup>26</sup>. Where Tradition Meets Technology<sup>26</sup>

**jack henry** & ASSOCIATES INC.



## **Presenter: Shannon Street**



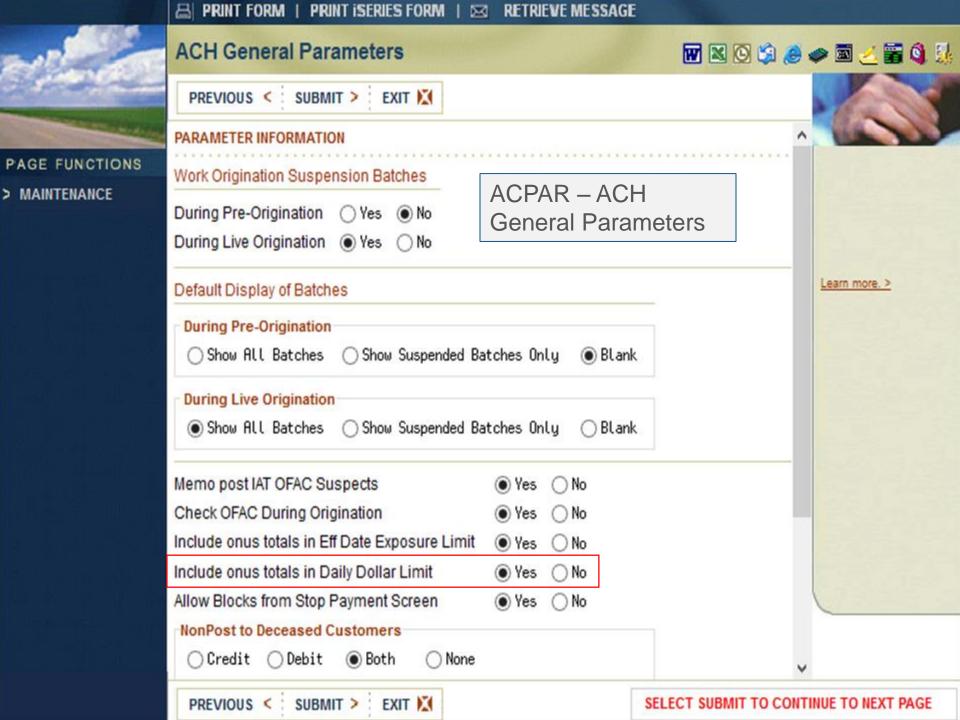
# 1069938 – Allow Daily Total Dollar Limit During Origination to Exclude On-Us Items

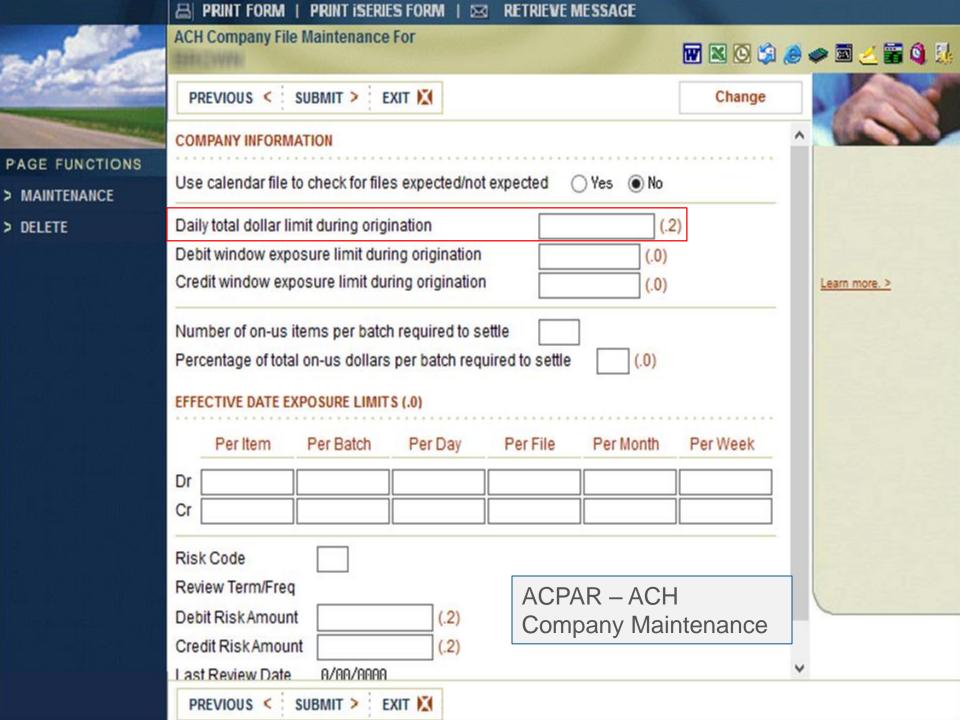
Areas affected: ACPAR - ACH General Parameters

Previously, on-us items were automatically included in the daily limits for violation, which could cause limits to be overstated to accommodate the on-us items.

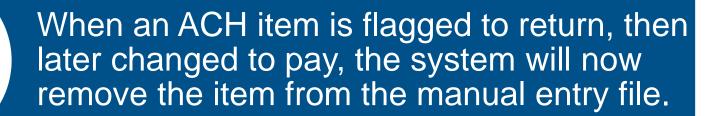
**ACH General Parameters** now allow you to choose if the on-us items are to be included or excluded.







# 1074661 – Auto Remove Returned ACH EIP Item When Re-Flagged as Paid



Prior to this enhancement, these items had to be manually removed using **ACENTRY** option **ACH Manual Transaction Entry**.



# **1074664/1088775 – ACH Return Monitoring**

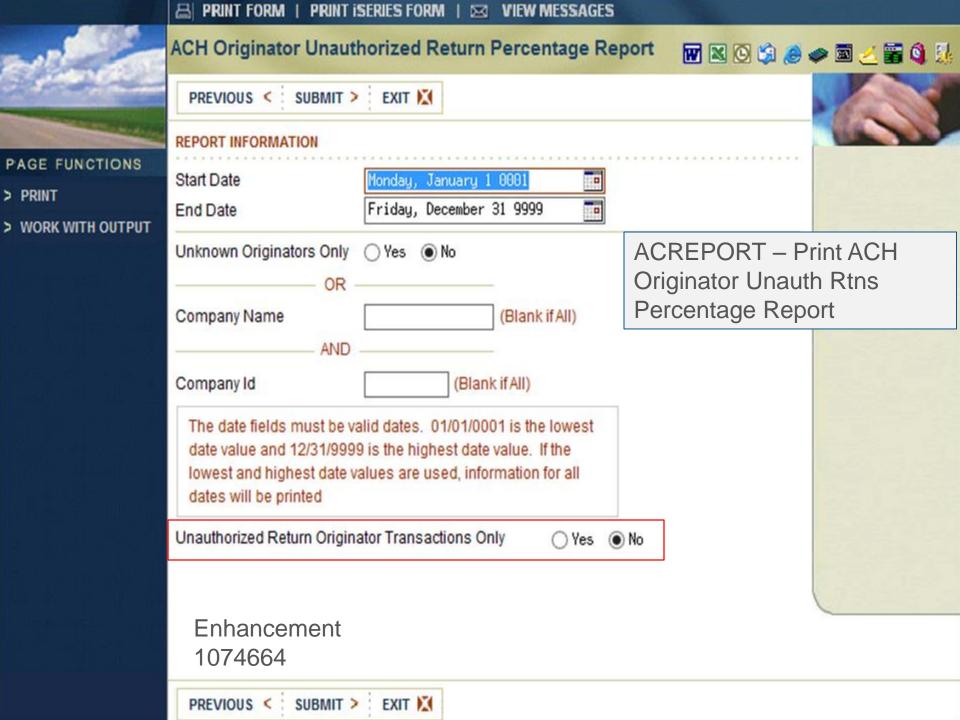
Areas affected: ACPAR – ACH Return Reason Code Maintenance, ACREPORT – Print ACH Originator Debit Return Percentage Monitoring Report

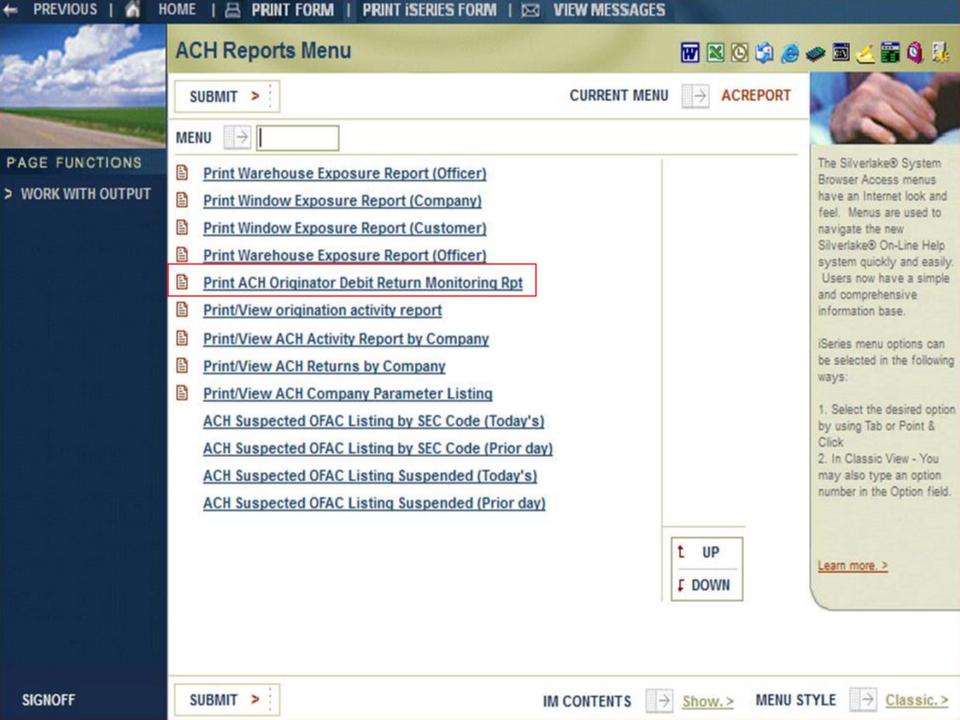
ACH return reason codes can now be flagged as unauthorized or administrative error.

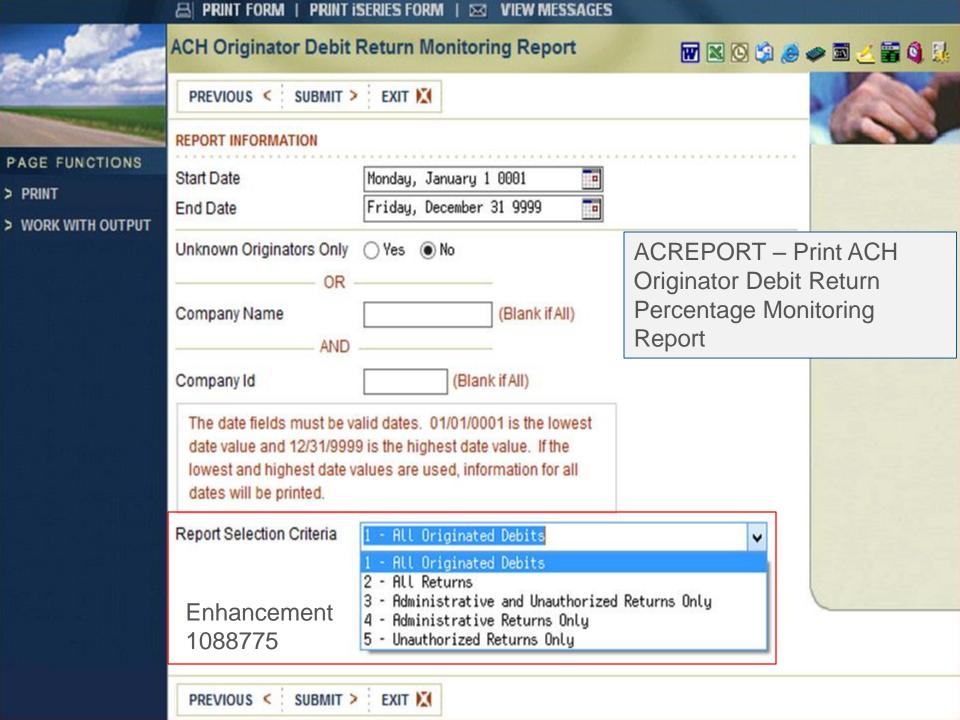
The corresponding report, which tracks returns, has been modified to display these changes.

This allows you to easily monitor returns in compliance with the NACHA rule changes effective September 18, 2015.





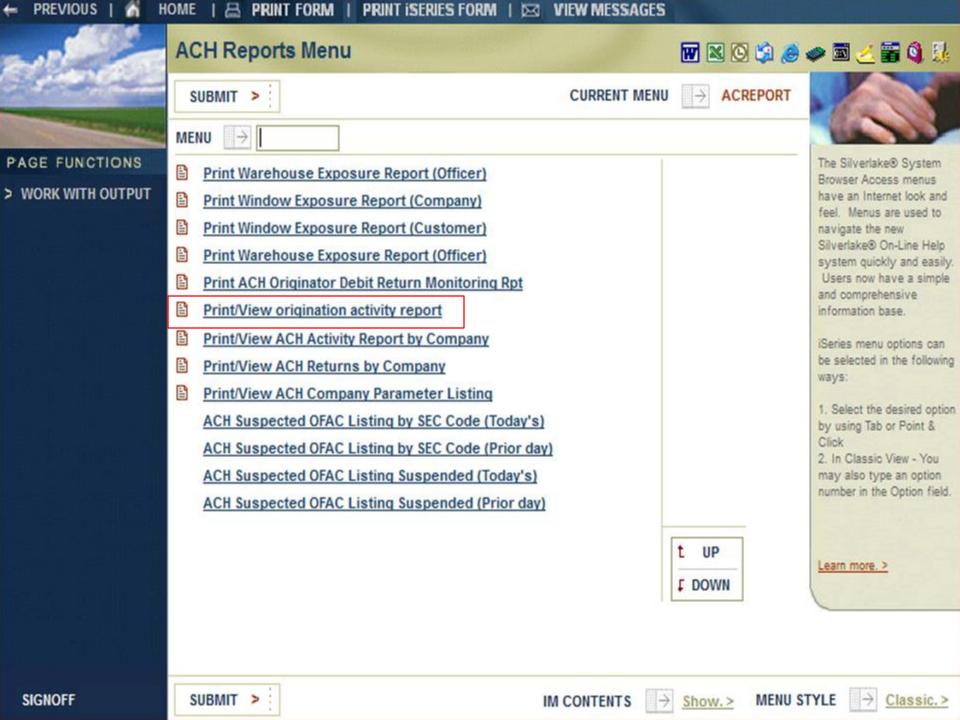




# AC3220P – ACH Originator Debit Return Percentage Monitoring Report

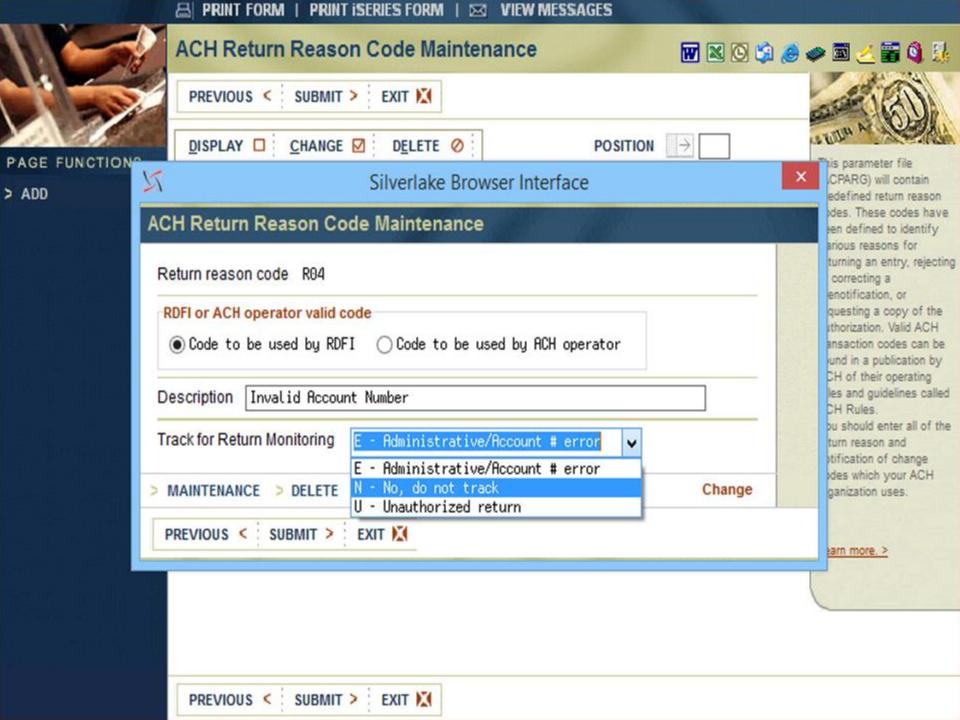
DATE PRINTED: 3/11/15  Bank  1 ACH Originator Debit Return Monitoring Report  6/29									/29/10		
Selection Crit * Denotes Retu	Company Name = <blank></blank>			Company Id = <blank></blank>		Unknown Originators Only = N		io			
Company Name: Company Id:											
SEC Code	- Originated Debit Count	Items - Amount	Unauthorize	ed Debit Retu Amount	Percent	Admin Count	Error Debit Retur Amount	ns Percent	Count All De	bit Returns Amount	Percent
PPD	0	.00	0	.00	.0000	0	00	.0000	0	.00	.0000
SEC Total	0	.00	0	.00	.0000	0	00	.0000	0	.00	.0000
Company Total	0 303	.00	0	.00	.0000	0	00	.0000	0	-00	.0000
Company Name: Company Id:	JH BANK & TRUS	T									
SEC Code	- Originated Debit Count	Items - Amount	Unauthorize	ed Debit Retu Amount	Percent	Admin Count	Error Debit Retur Amount	ns Percent	Count All De	bit Returns Amount	Percent
PPD	0	.00	0	.00	.0000	0	.00	.0000	0	.00	.0000
SEC Total	0	.00	0	.00	.0000	0	.00	.0000	0	.00	.0000
Company Total	0	.00	0	.00	.0000	0	.00	.0000	0	.00	.0000





SUBMIT >

PREVIOUS <



### **Return Reason Codes**

Existing Value	All codes (except R02, R03 & R04)	R02, R03 & R04			
Y – Yes	U – Unauthorized Return	E – Administrative/Account # Error			
N – No	N – No, Do Not Track	E – Administrative/Account # Error			



# AC3220P – ACH Originator Debit Return Percentage Monitoring Report

Test	Bank		ACH Originator Debit Return Monitoring Report									
Selection Crit * Denotes Retu	All (	Date 01/01/0001 Originated Debits d Exceeded ** E		9 Company Na	me = <blank: ebit Returns</blank: 		ompany Id = <b< th=""><th>lank&gt;</th><th>Unknown Ori</th><th>ginators Only - No</th><th></th></b<>	lank>	Unknown Ori	ginators Only - No		
Company Name: Company Id:			.5%				3%			15%		
SEC Code	- Originate Count	ed Debit Items - Amount	Unautho Count	rized Debit Retu Amount	rns Percent	Admin Er Count	ror Debit Retu Amount	rns Percent	Count	ll Debit Returns - Amount	Percent	
PPD RCK	44 48	2,656,371.88 2,142.68	1 9	32,705.94 608.34	2.2727* 18.7500*	0 7	.00 82.40	.0000 14.5833*	1 0	32,705.94	2.2727	
SEC Total	92	2,658,514.56	10	33,314.28	10.8696*	7	82.40	7.6087*	1	32,705.94	2.2727	
Company Total	92	2,658,514.56	10	33,314.28	10.8696*	7	82.40	7.6087*	1	32,705.94	2.2727	
Company Name: Company Id:												
SEC Code	- Originated Debit Items - Count Amount		Unautho Count	rized Debit Retu Amount	rns Percent	Admin Er Count	ror Debit Retu Amount	rns Percent	Count	ll Debit Returns - Amount	Percent	
RCK	24	1,071.34	0	.00	.0000	2	17.74	8.3333*	0	.00	.0000**	
SEC Total	24	1,071.34	0	.00	.0000	2	17.74	.0000	0	.00	.0000	
Company Total	24	1,071.34	0	.00	.0000	2	17.74	.0000	0	.00	.0000	
Bank Total	116	2,659,585.90	10	33,314.28	8.6207*	9	100.14	7.7586*	1	32,705.94	2.2727	



DATE PRINTED:



# 1079053 – Add New Return Reason Codes R62 & R77

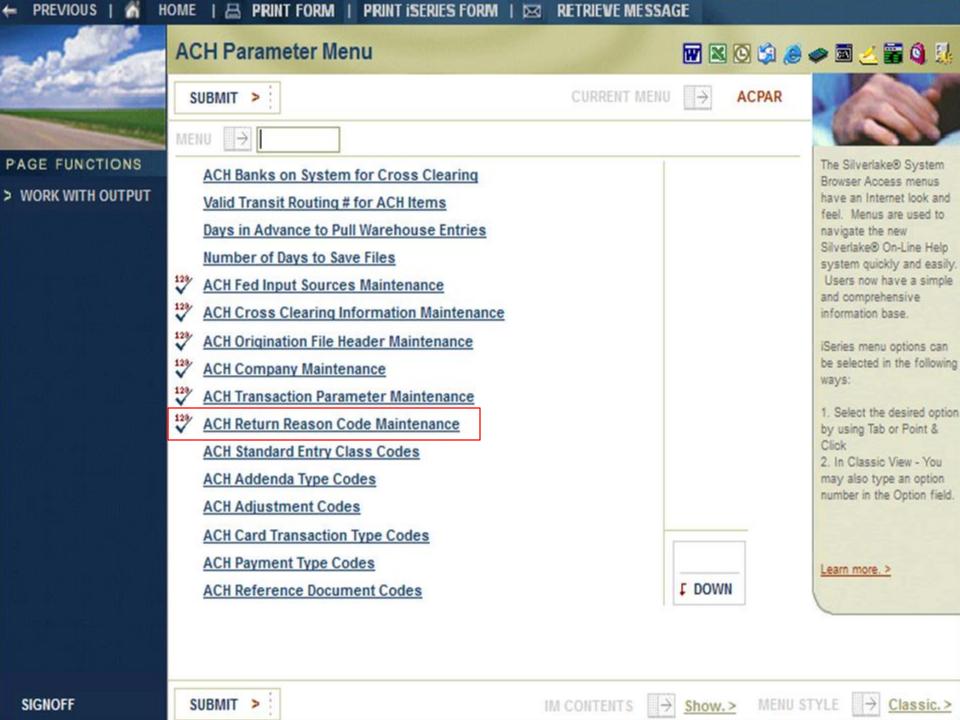
Areas affected: ACPAR – ACH Return Reason Code Maintenance

This enhancement adds R62 - Return of Erroneous or Reversing Debit and R77 - Non-Acceptance of R62 Dishonored Return to ACPAR option ACH Return Reason Code Maintenance.

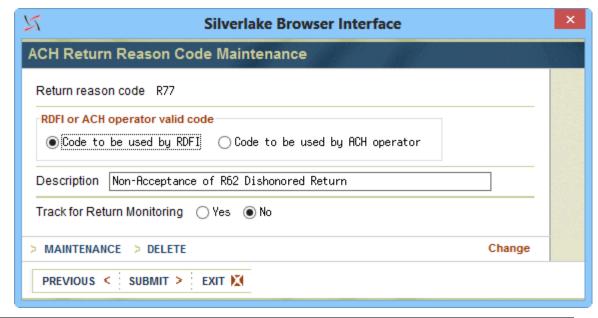
For more information, see 2015 NACHA Operating Rules & Guidelines: Dishonored Returns and Contested Dishonored Returns Related to an Unintended Credit to a Receiver.













# 1072383 – Capture Payee Name on Transactions from Bill Pay Products

A new business service allows bill pay products to pass **Payee Name** information to SilverLake.

When received, the **Payee Name** will be added to the **Account Reconciliation Item** file and the **Deposit History** when applicable.

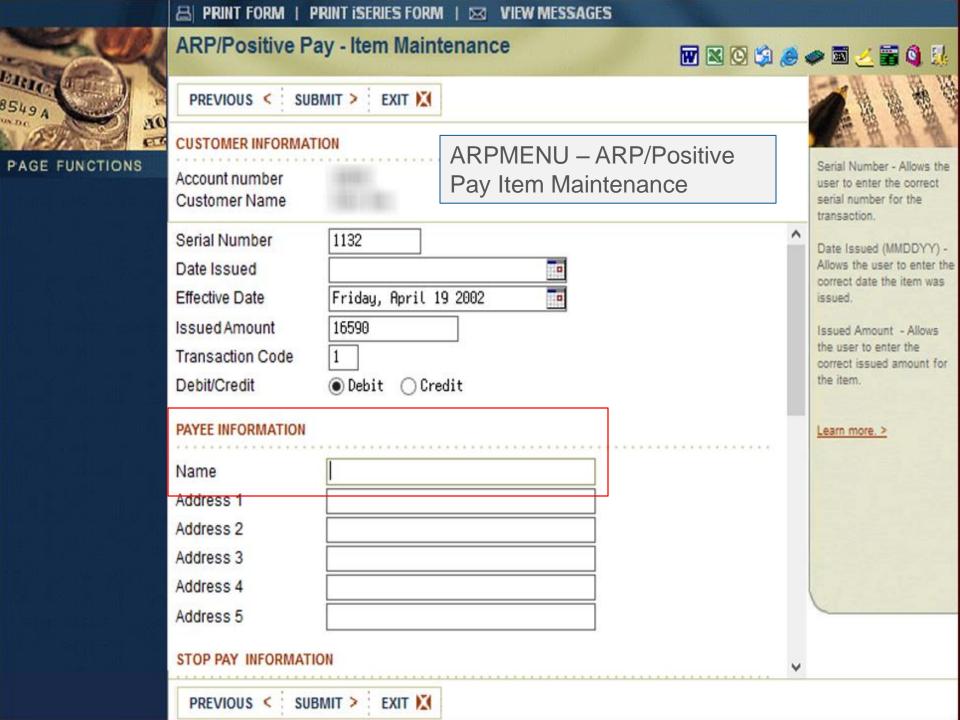
If the transaction has not posted to history, the payee name information will be stored in a new file DDISIT and the transaction will be updated upon posting.



### Files & Fields

- Accounts Receivable Item file
  - ARITEM ARIPAYEE
- Deposit History file
  - DDHIST CKPAYEE
- File to store payee name until transactions post
  - DDISIT ISPAYEE
  - Records are automatically purged after 180 days.







## 1074626 - Bad Address Fee

Areas affected: DDMENU – Deposit Master File Maintenance, Master File Mass Maintenance; DDPAR - Service Charge Maintenance, Deposit General Parameters, Transaction Code Designation Parameter; JHPAR – Field Level Application Risk Assignment Parameters

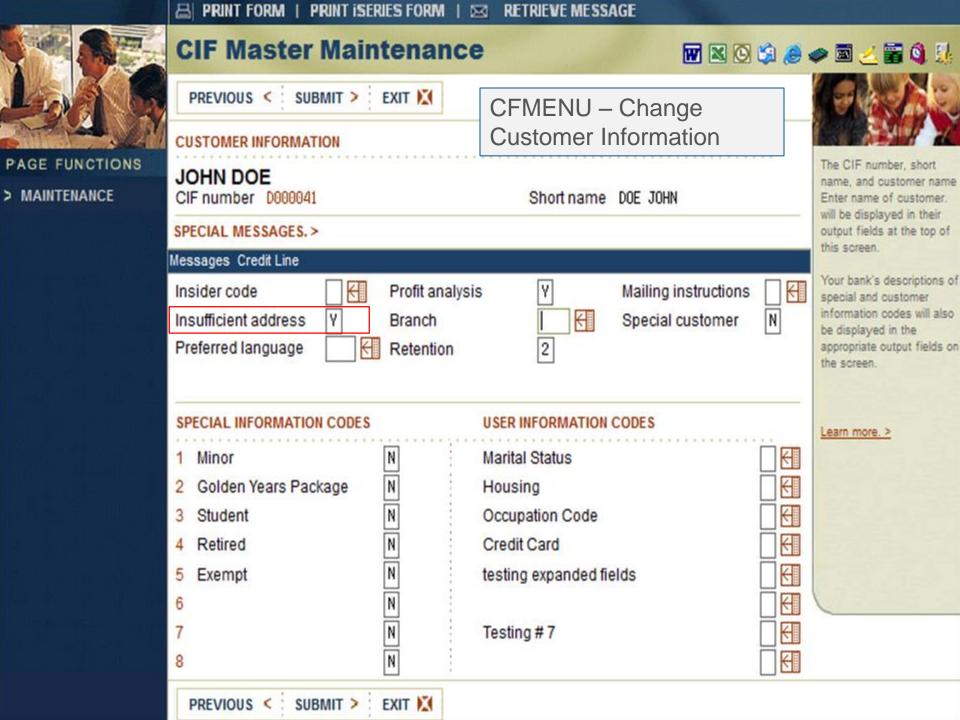
You can now charge a bad address fee when statements are produced.

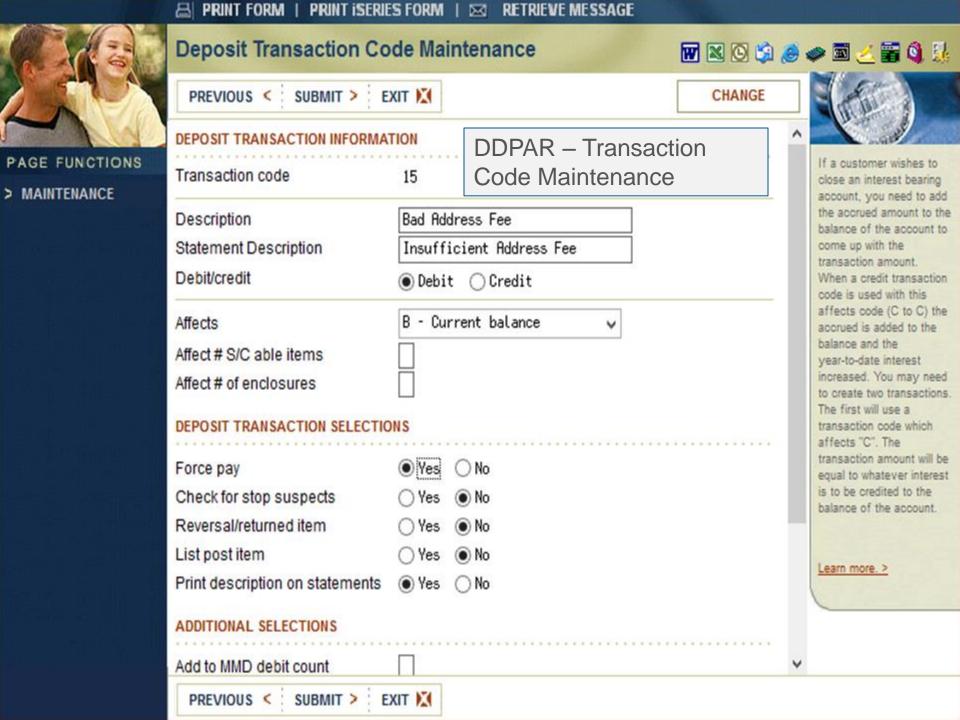
Previously, charging a bad address fee was a manual process.

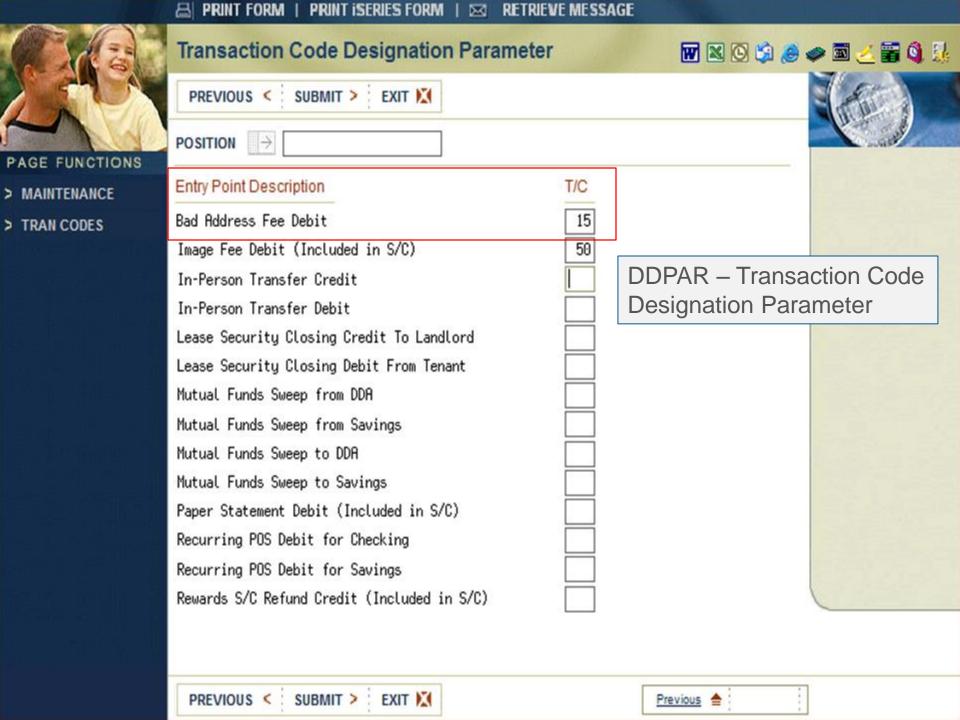
Charges are posted after service charges and interest are complete, prior to statement generation.

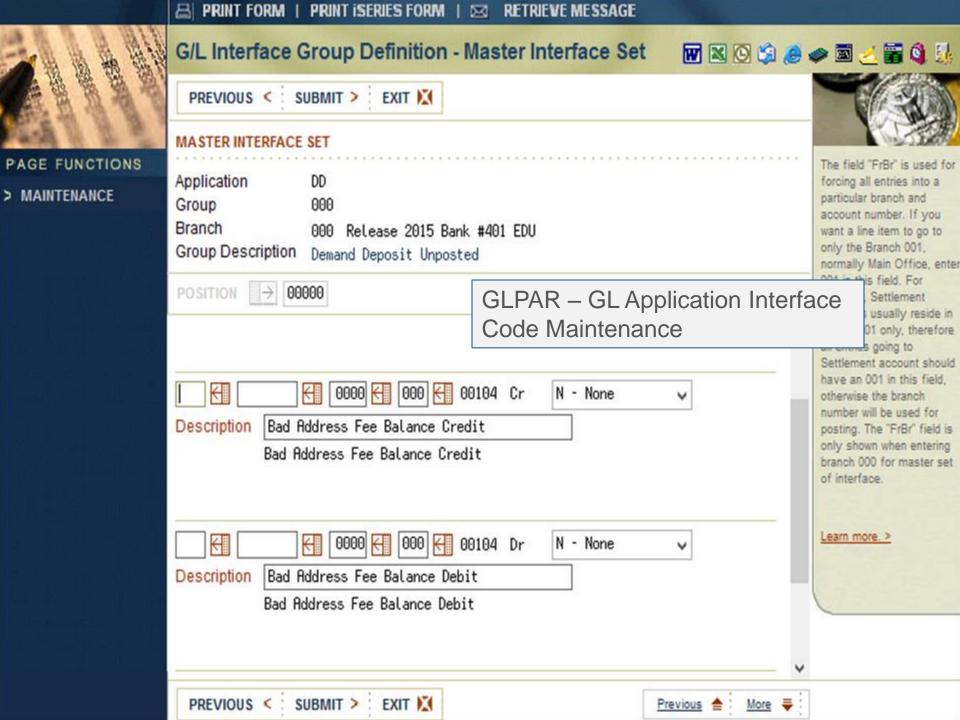
Closed and charged off accounts will not be charged a bad address fee.

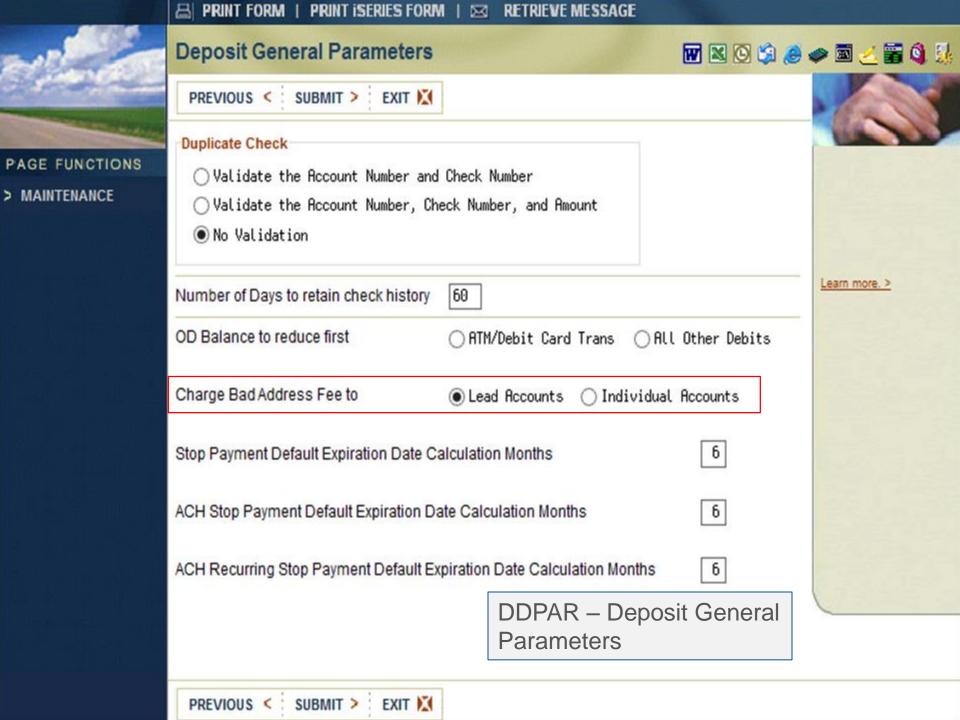


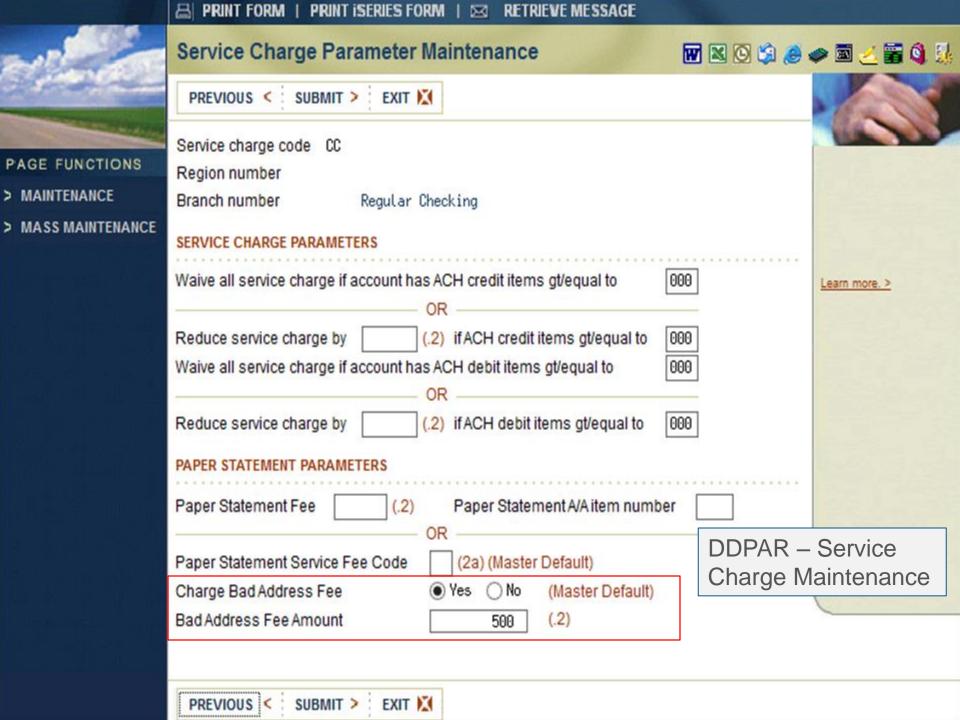
















🖴 PRINT FORM | PRINT ISERIES FORM | 🖂 RETRIEVE MESSAGE

#### **Deposit Maintenance**

PREVIOUS < : SUBMIT > : EXIT















Account Number 123177

SPECIAL MESSAGES. >





The account number A unique number supplied by

the bank to the customer. Each customer's CIF information will be attached

to an account number. which was selected from

SCREEN OPTIONS Select SUBMIT To Select New Account Number

General Information

Variable Rate Information

Service Items

Account Level Service Charge Image/Special Stmt Information Service Charges/Fees Waived Info

POD Beneficiary

Charge Off Information

Promotional Int Rate Information

Miscellaneous Codes/Dates Interest Pd/Withheld Information

User/Special Information Codes

NSF/OD/Returns Information Service Charge Cycle Information

Special Messages

Officer List

the previous screen will be in the account number field and cannot be changed from this screen. If several accounts were selected to perform file maintenance on the user will need to use the ENTER key to move or "page" to

the next account being file

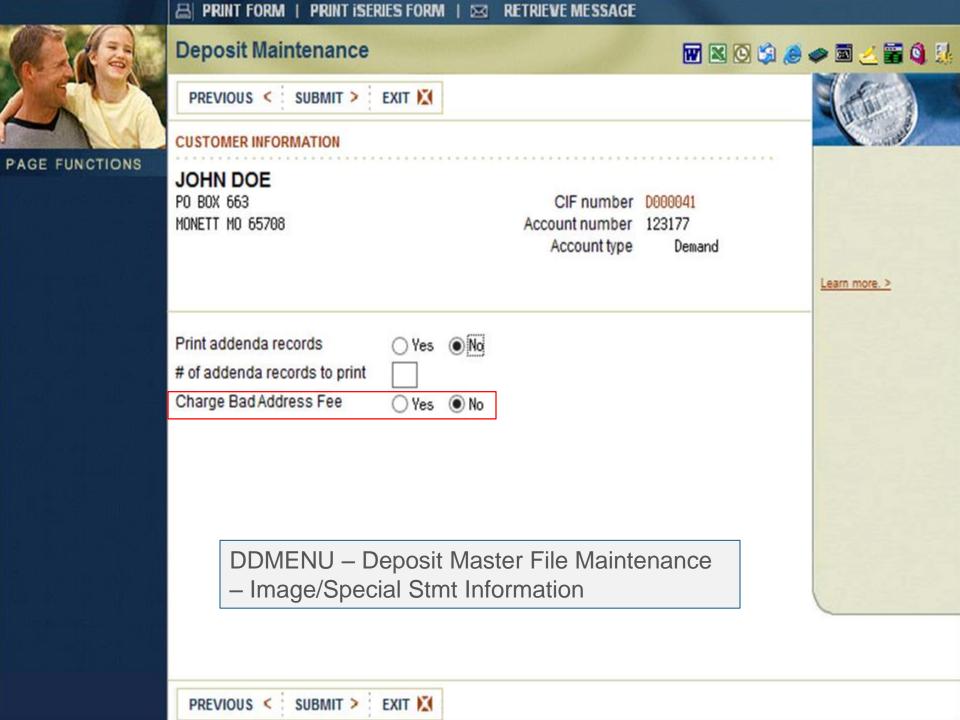
Learn more. >

maintained.

DDMENU - Deposit Master File Maintenance



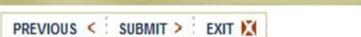
MENU STYLE



PAGE FUNCTIONS

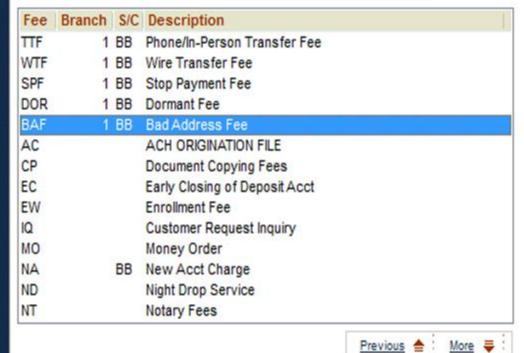
> MAINTENANCE









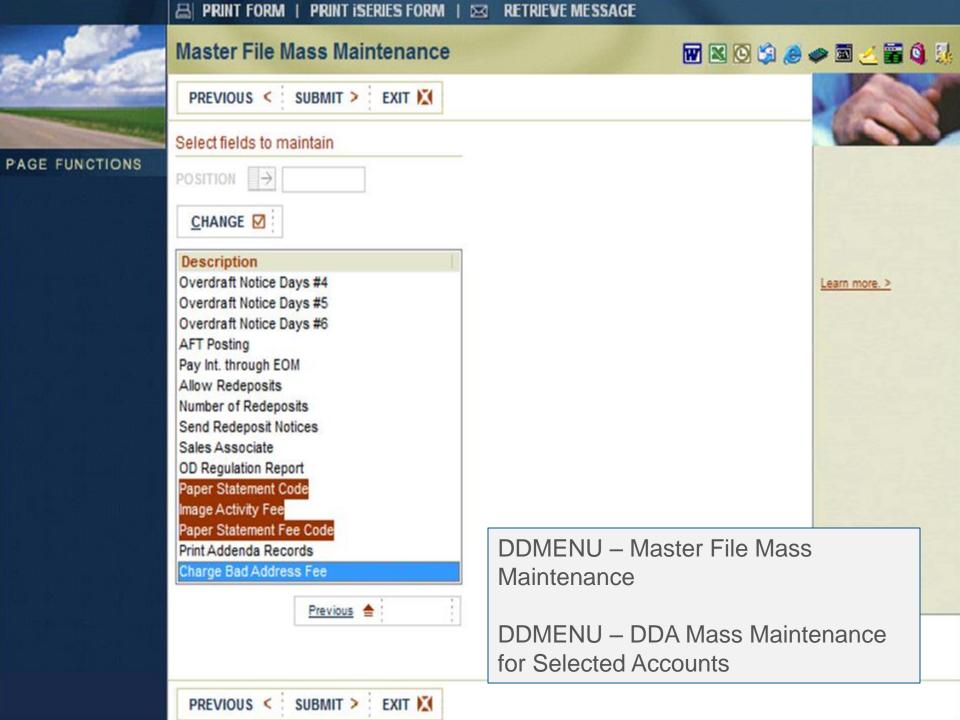


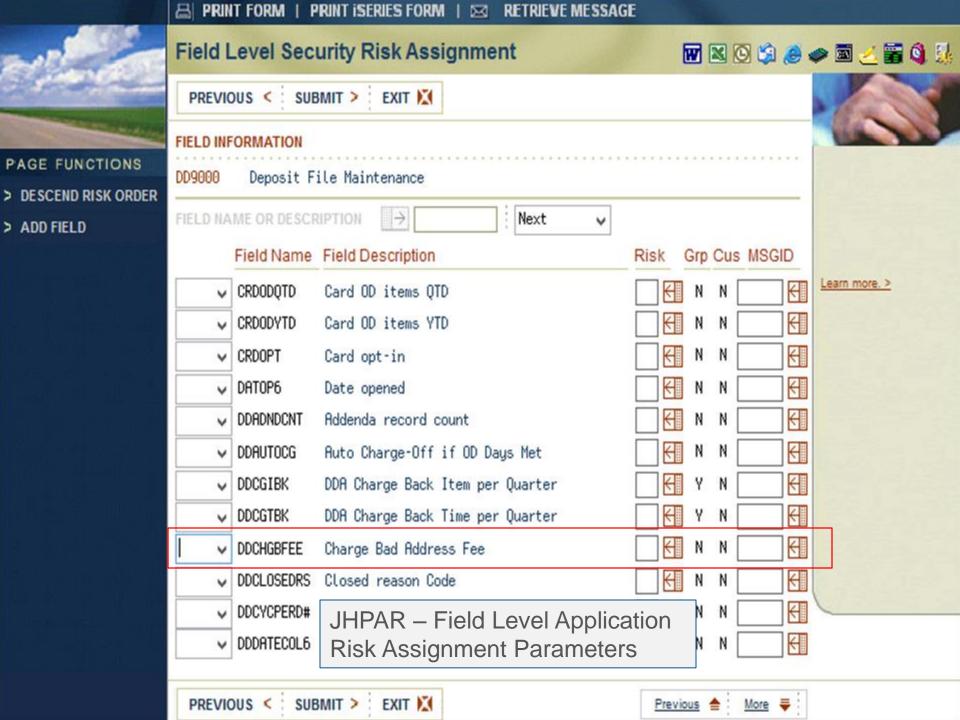
DDMENU - Deposit Master File Maintenance -Service Charges/Fees Waived Info



The three digit fee codes are the system generated fees and the two digit fee codes are defined by the user. Telephone Transfer Fee (TTF), Wire Tranfer Fee (WTF), and Stop Payment Fee (SPF) are system defined and will always be displayed on the screen. If any fees have been user defined in the Deposit Account Service Fees Parameter, then these will also be displayed on this screen.

Learn more. >







#### Reports

- Deposit Control Totals
  - The Bad Address Fees field contains a total number and a total amount for posted items.
- Mass Maintenance Edit Listing
- Deposit Service Charge Code Listing
- Field Level Application Risk Assignment Parameters
- Deposit Statement Charges & Fees Section



### 1074627 – Account-Level Control of **ACH Addenda Records**

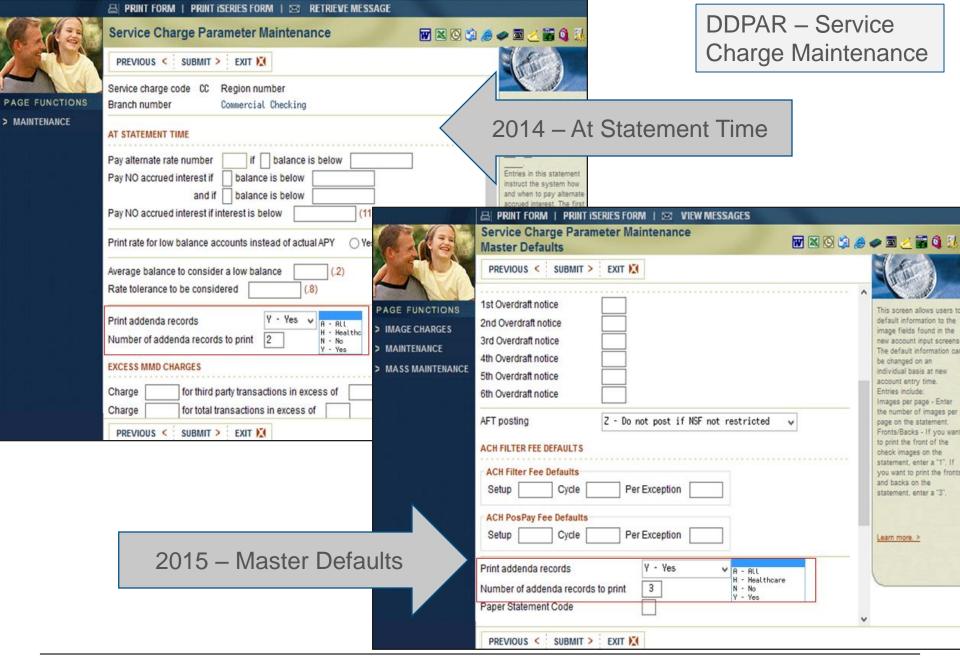
Areas affected: DDPAR - Service Charge Maintenance; DDMENU - Demand Deposit Inquiry, Deposit Master File Maintenance, Master File Mass Maintenance, Enter/Update New Deposit Accounts

The ability to control the number of addenda records is now available at the account level.

Previously, the parameter was set at the service charge level and applied to all accounts.

Adding the fields to the account level allows accounts in the same service charge code to be set differently.

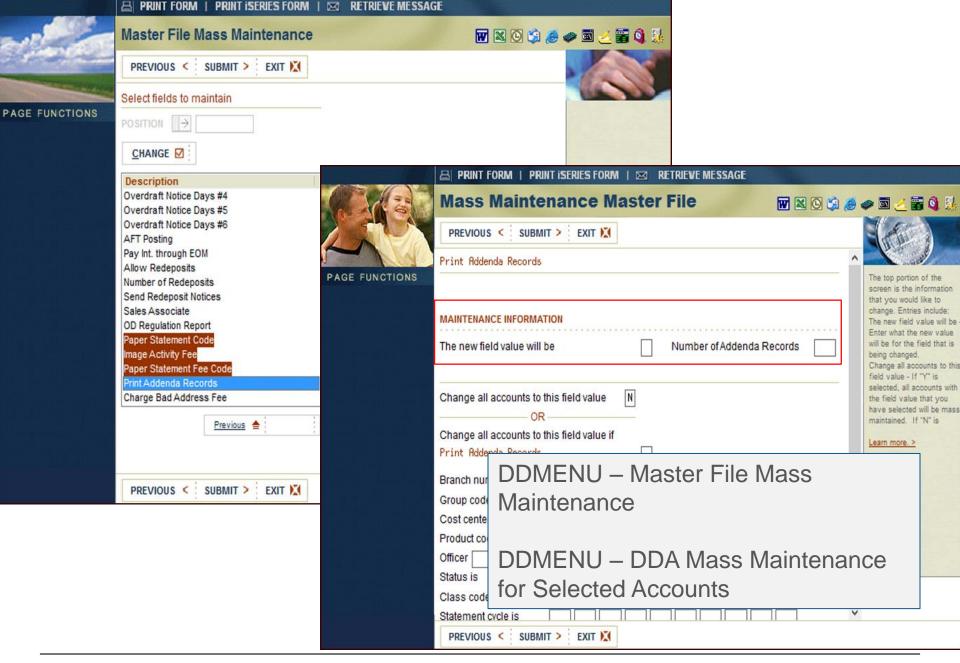






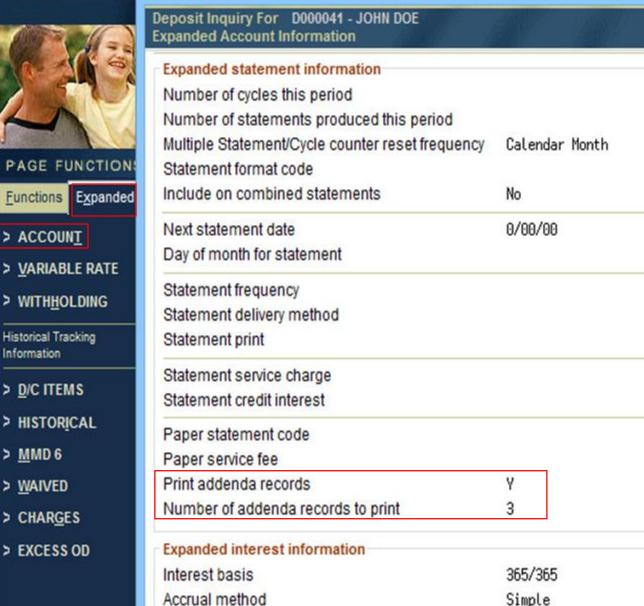








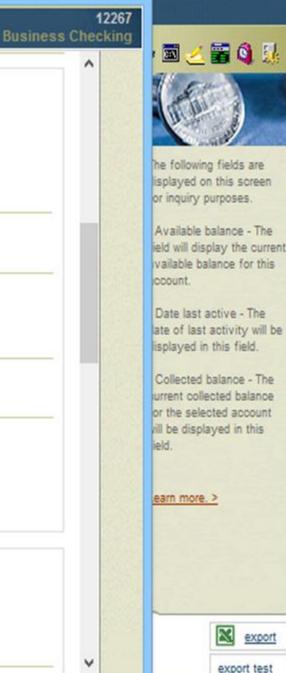




Add-Back

Interest disposition

Disposition account / type



### Reports

- DDMFPOP Deposit Master File Printout
- All New Deposit Account Reports
- DD9110 Service Charge List



### 1074657 – Maintain Foreign Wire Flag Through NetTeller®

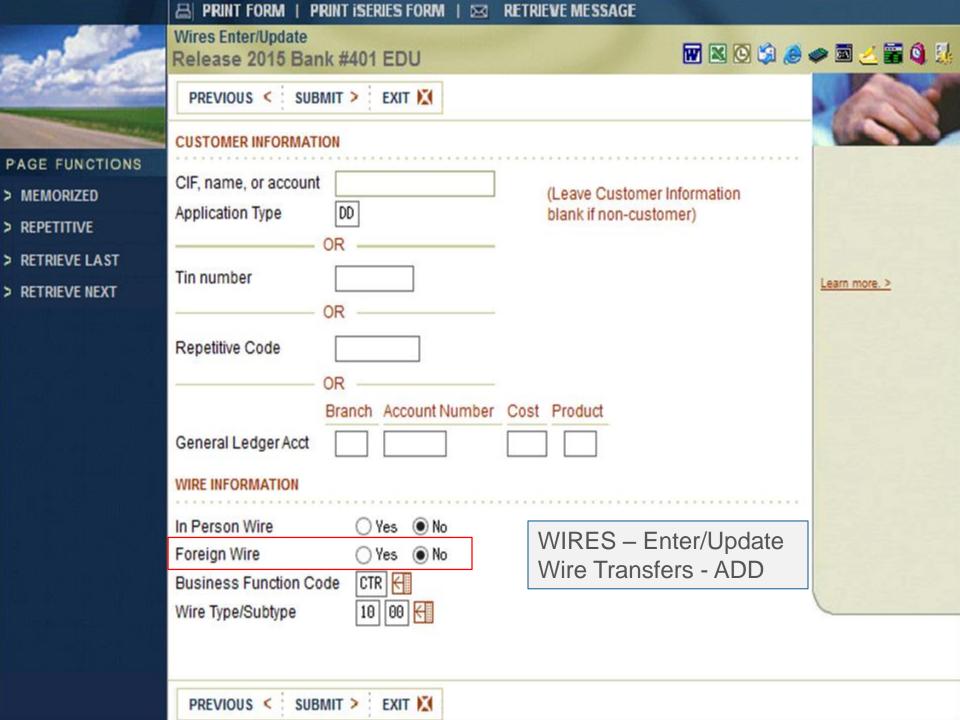
Areas affected: WIRES – Enter/Update Wire Transfers

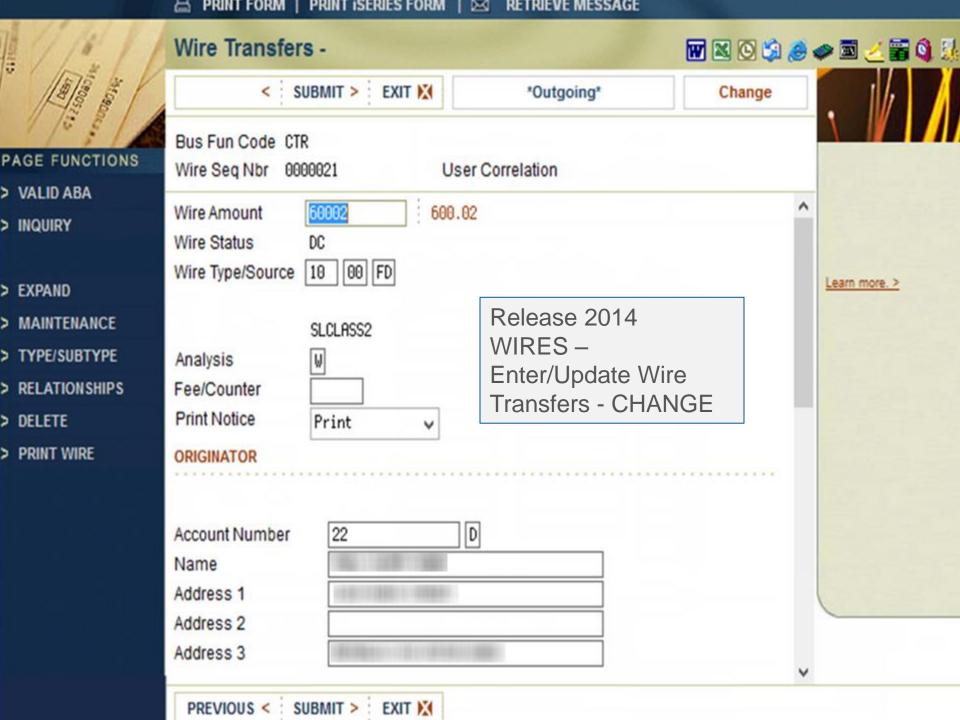
The Foreign Wire field can now be maintained for both SilverLake and NetTeller-entered wires.

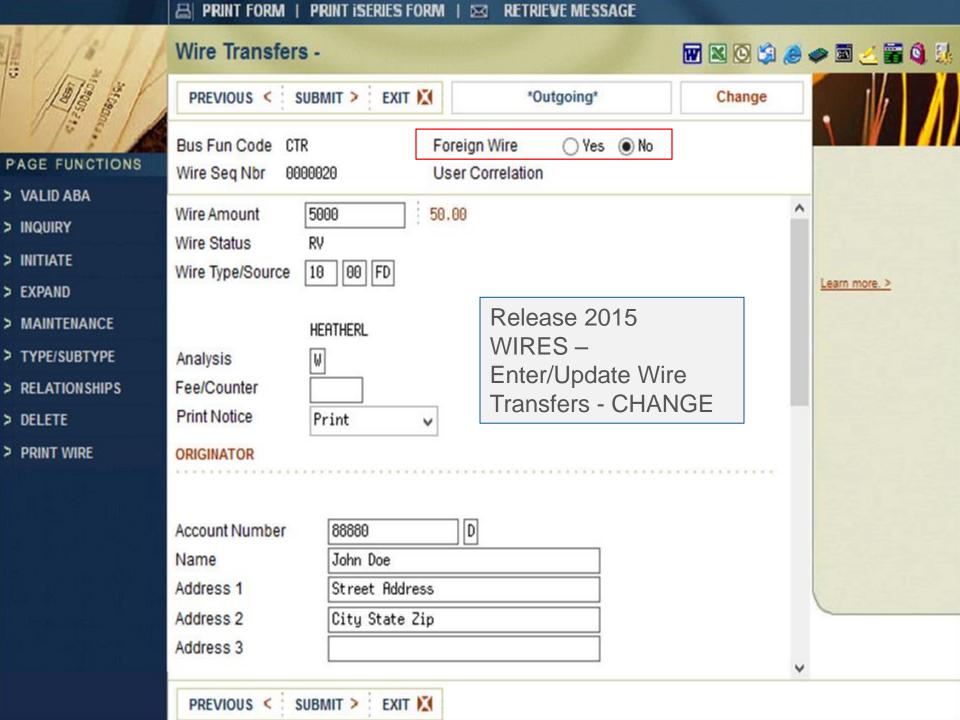
Foreign Wire field added to WIRES – Enter Update Wire Transfer - Change screen.

NetTeller wires will update the Foreign Wire field in SilverLake with No.









# 1048868 – DirectLine International™ Incoming Wires

Areas affected: WXMENU – Print Prev Day's Incoming Notices, Enter/Update International Wires Incoming; WXPAR – General Parameter Maintenance, Product Memo Post Parameter Maintenance, User/Group Security Inquiry

Incoming wire transfer functionality has been added to the DirectLine International™ product.

Parameters, wire entry, and reports were modified to include options for incoming wires.

User security, wire parameters, and reports should be reviewed prior to utilizing the incoming wire functionality.



### **Important Differences**

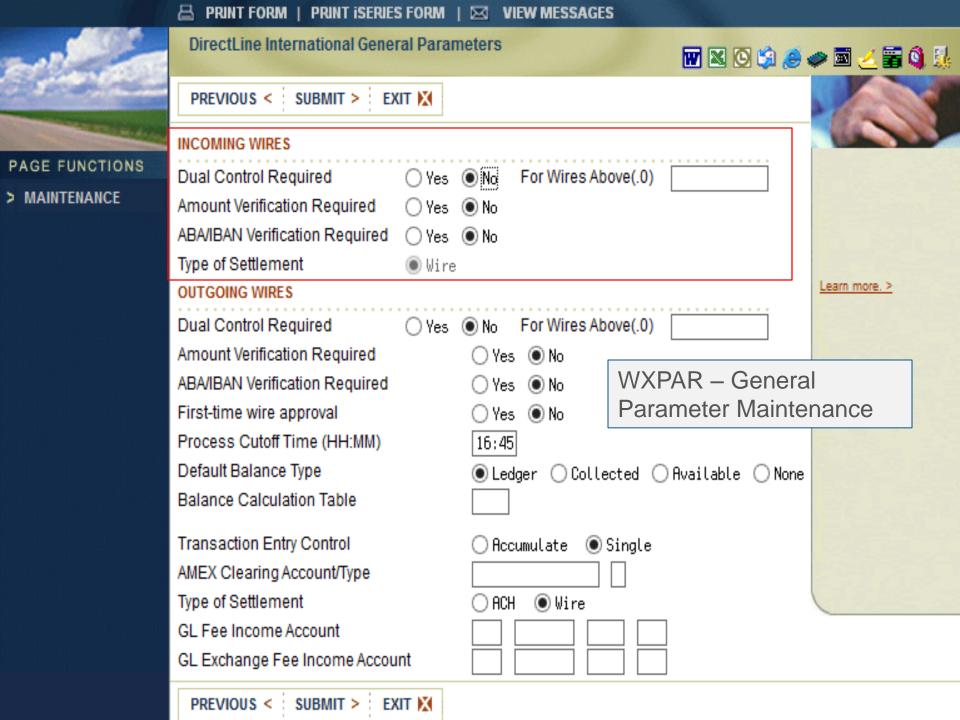
- The amount for incoming wires is only in foreign currencies.
- There are only 14 foreign currencies that you can accept International Incoming Payments from via AMEX.
- American Express (AMEX) does not requote expired quotes, and expired quotes (EXPD) clear during end-of-day processing.
- Reg E does not apply to incoming wires.

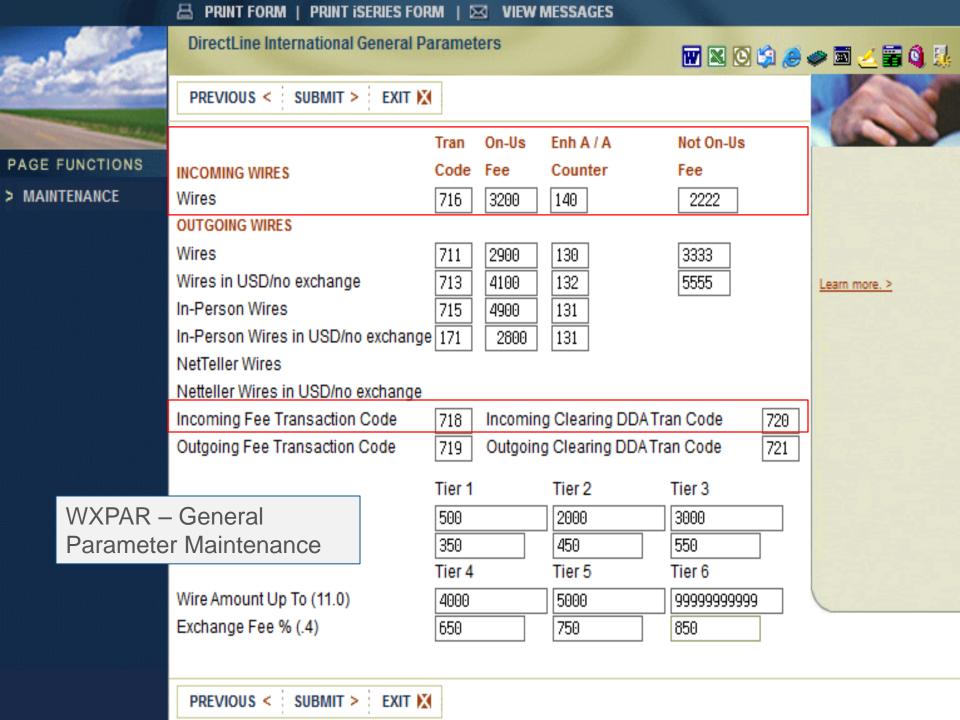


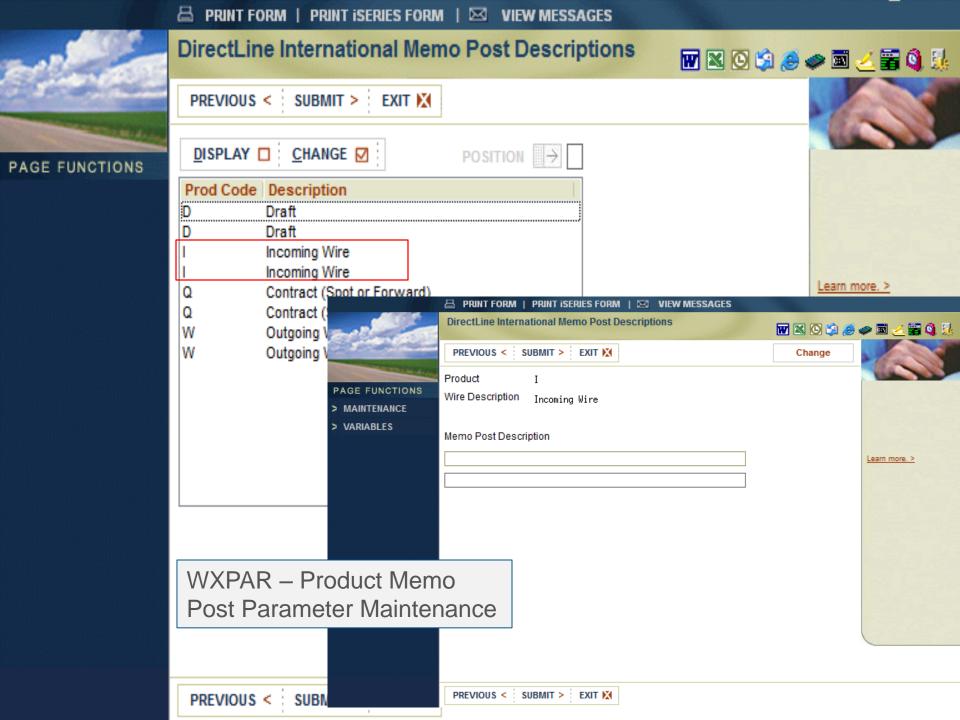
### **AMEX Accepted Currencies**

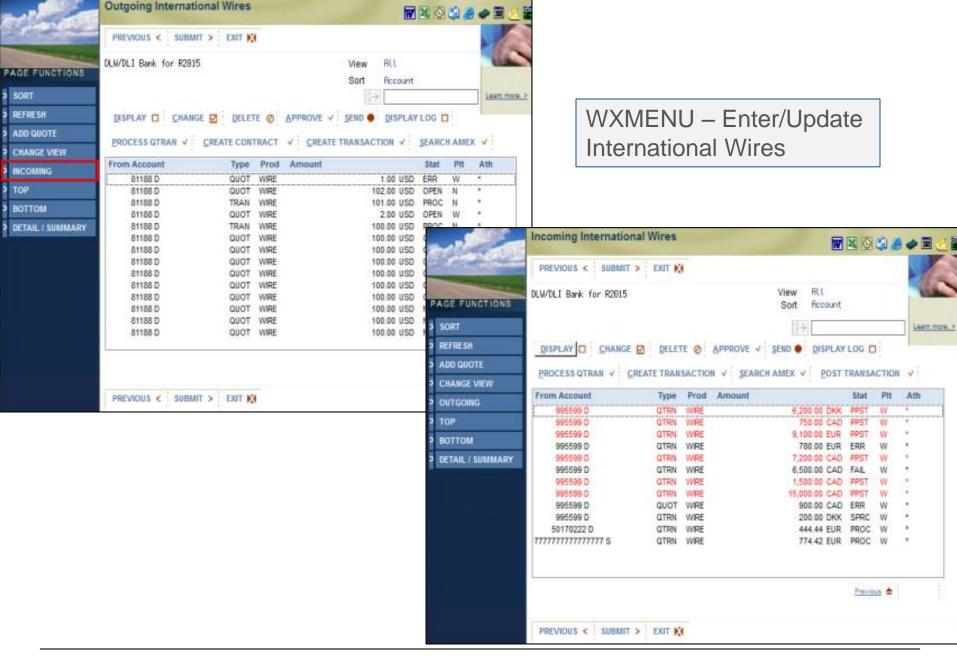
Currency Code	Currency	Currency Code	Currency
EUR	Euro	SGD	Singapore Dollar
MXN	Mexican Peso	DKK	Danish Krone
GBP	United Kingdom Pound	ZAR	South African Rand
NZD	New Zealand Dollar	HKD	Hong Kong Dollar
AUD	Australian Dollar	SEK	Swedish Krona
NOK	Norwegian Krone	JPY	Japanese Yen
CAD	Canadian Dollar	CHF	Swiss Franc











# 1087329 – Add Date of Origination to ACH Company Parameter

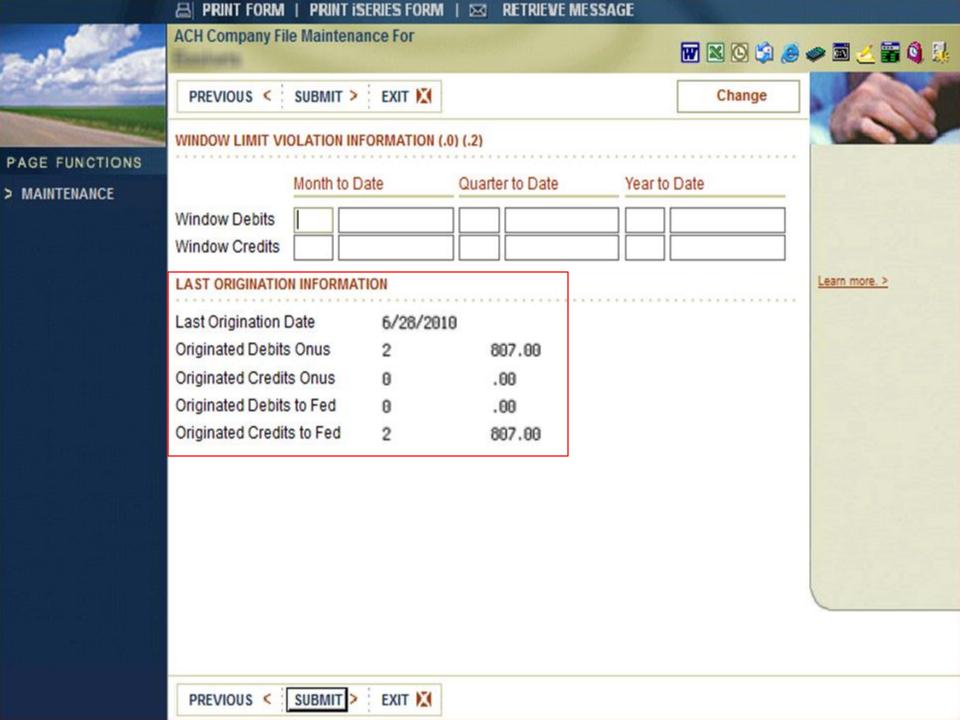
Areas affected: ACPAR - ACH Company Maintenance

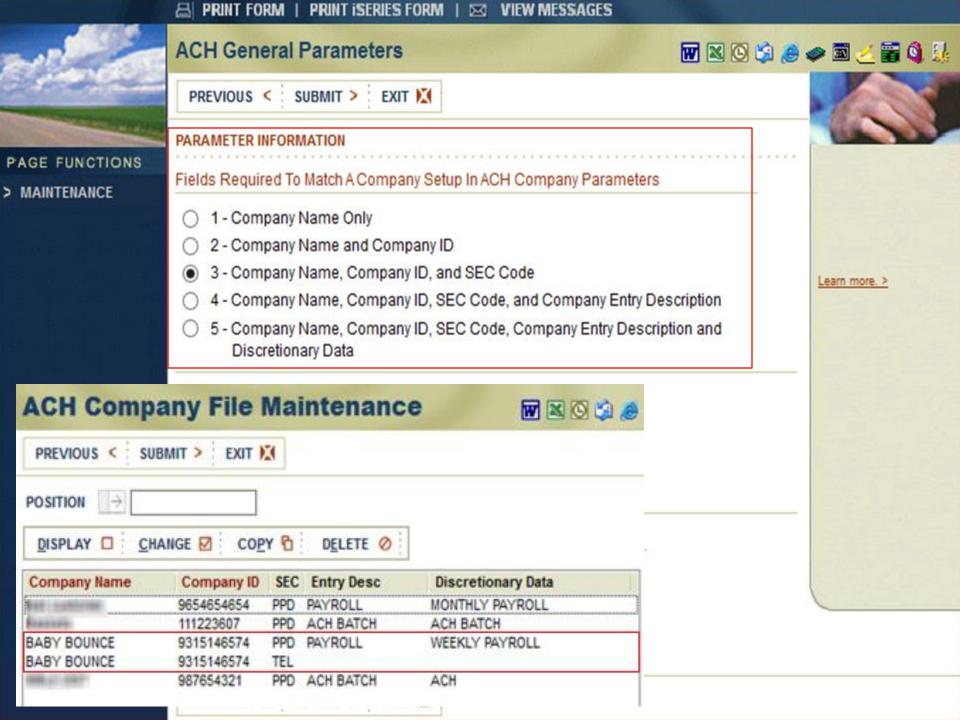
ACH last origination details were added to **ACPAR** option **ACH Company Maintenance**.

This allows you to better monitor ACH companies origination habits.

Last origination information will be displayed, until purged from the ACHORGH file.







# 1074663 – Combined Statement Automation & Improvements

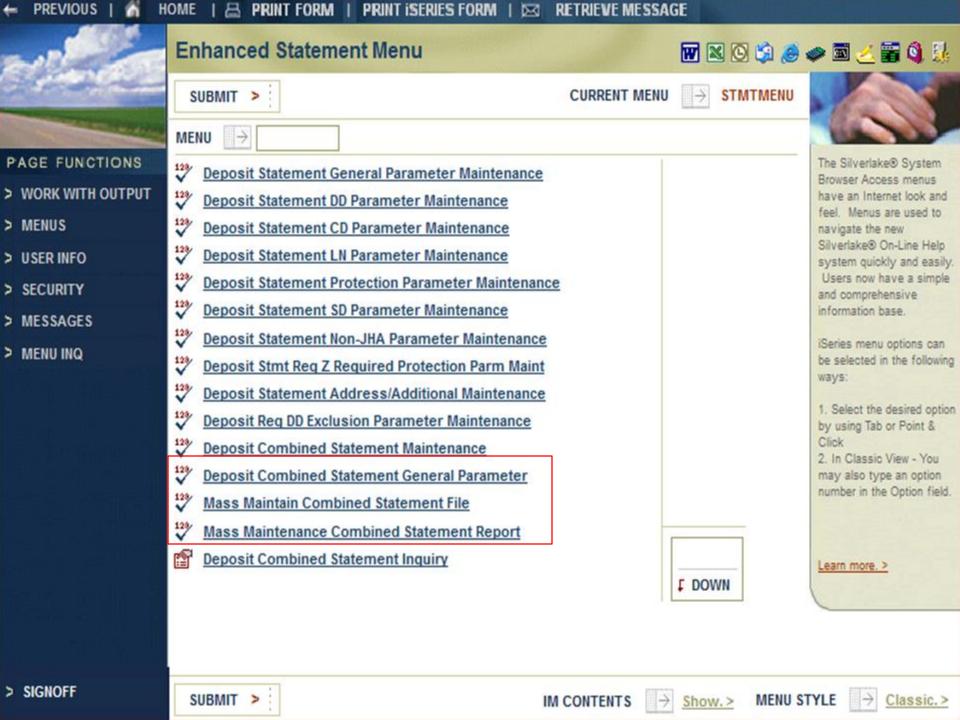
Areas affected: STMTMENU – Deposit Combined Statement General Parameter, Mas Maintain Combined Statement File, Mas Maintenance Combined Statement Report, Deposit Combined Statement General Parameter Print

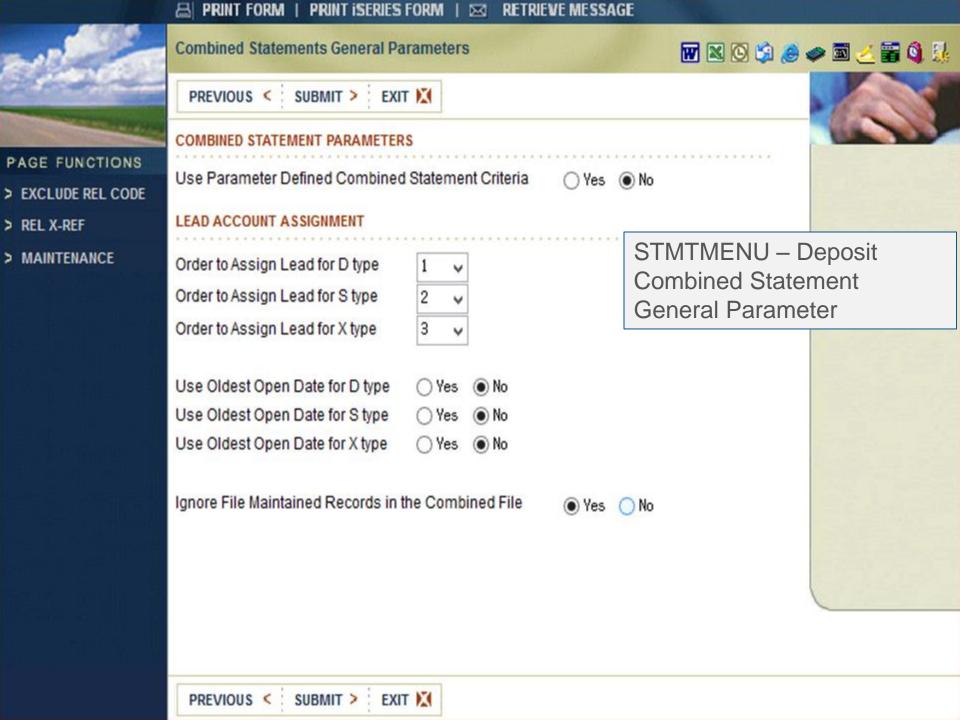
Automatic combined statement reassessment program added.

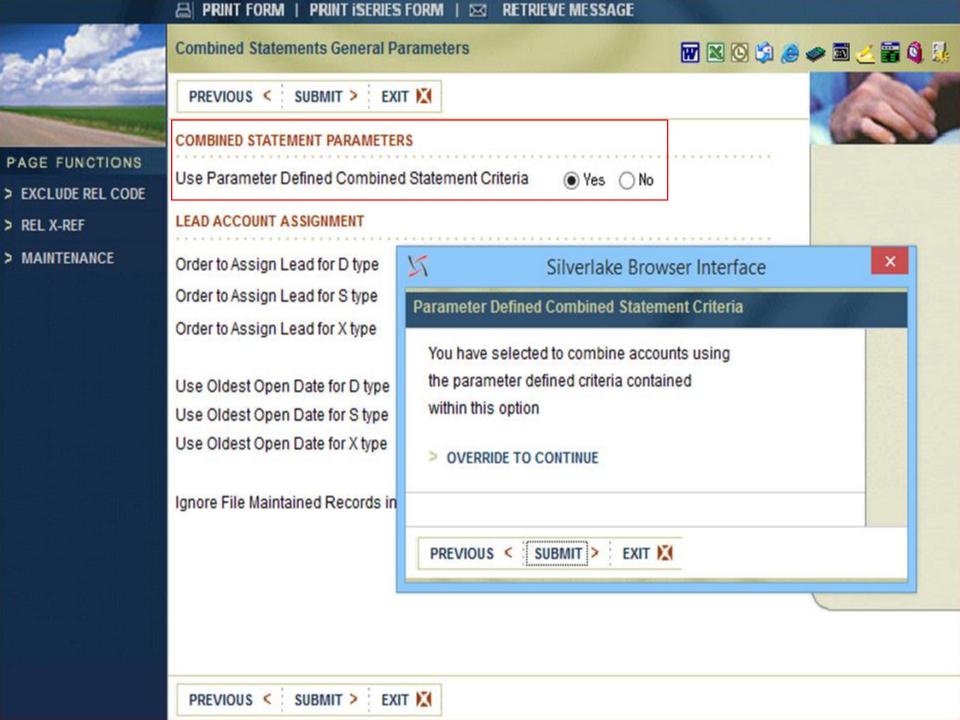
Accounts in a combined statement can be automatically reassessed when an account is added, closed or relationships are changed.

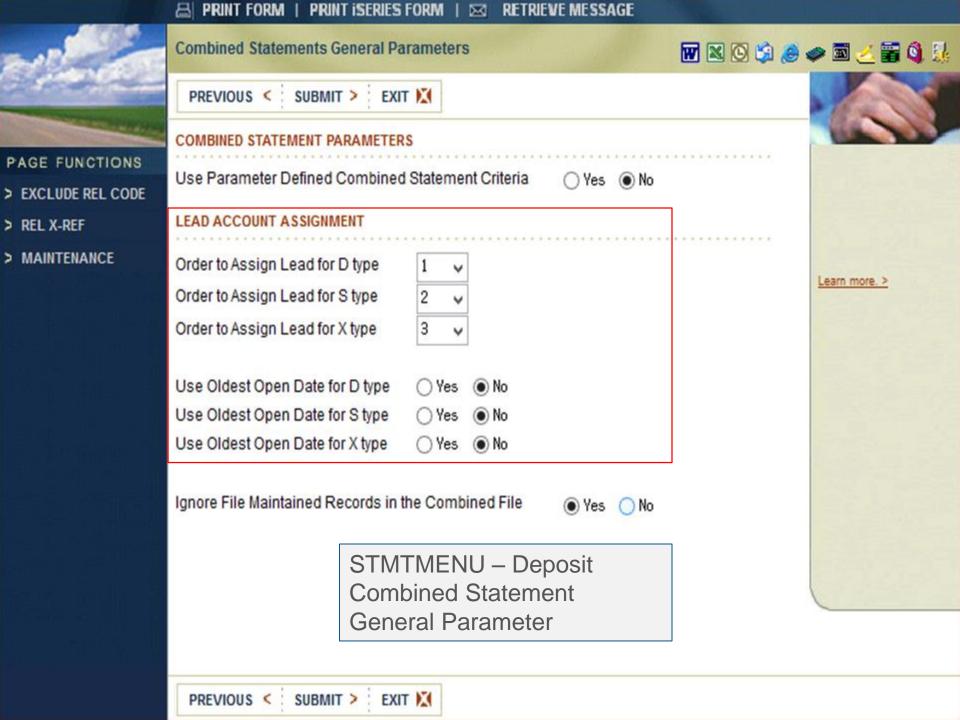
Existing accounts can be excluded from automatic reassessment.

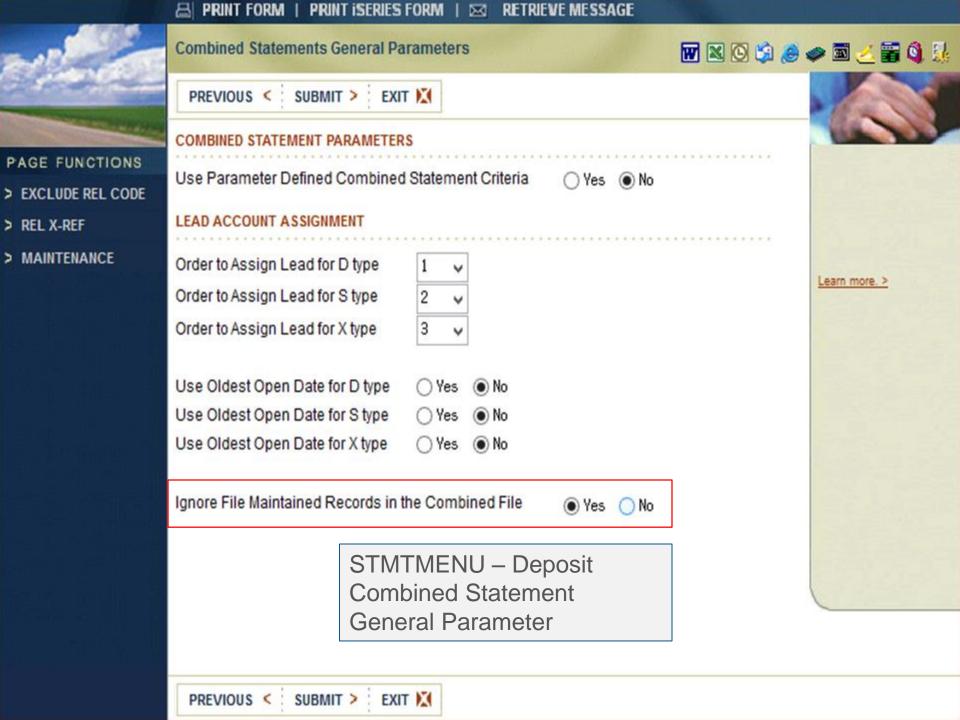


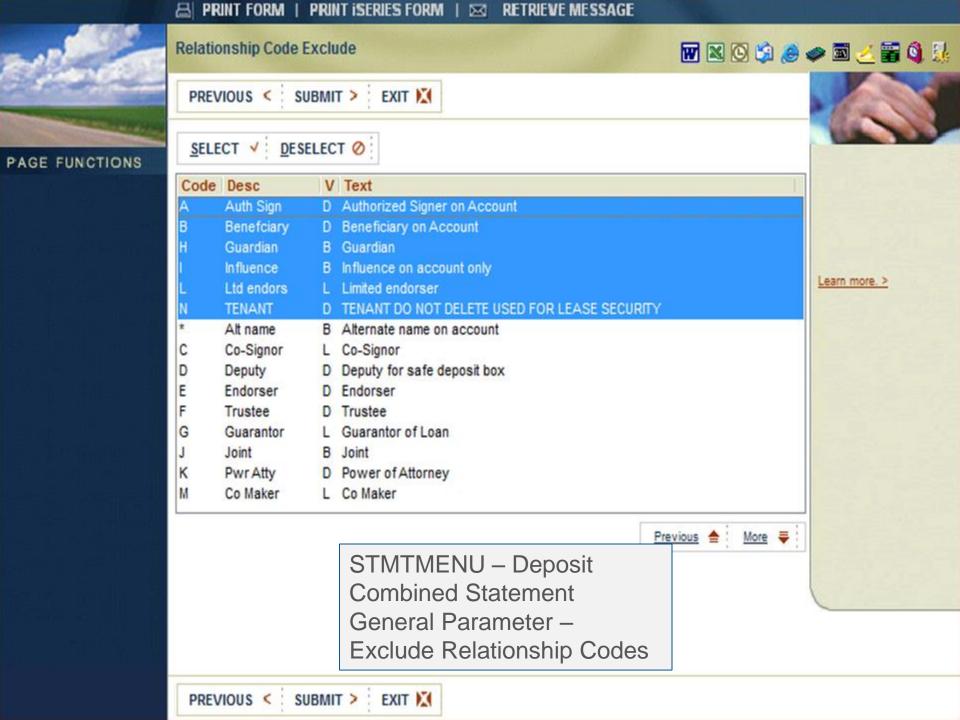








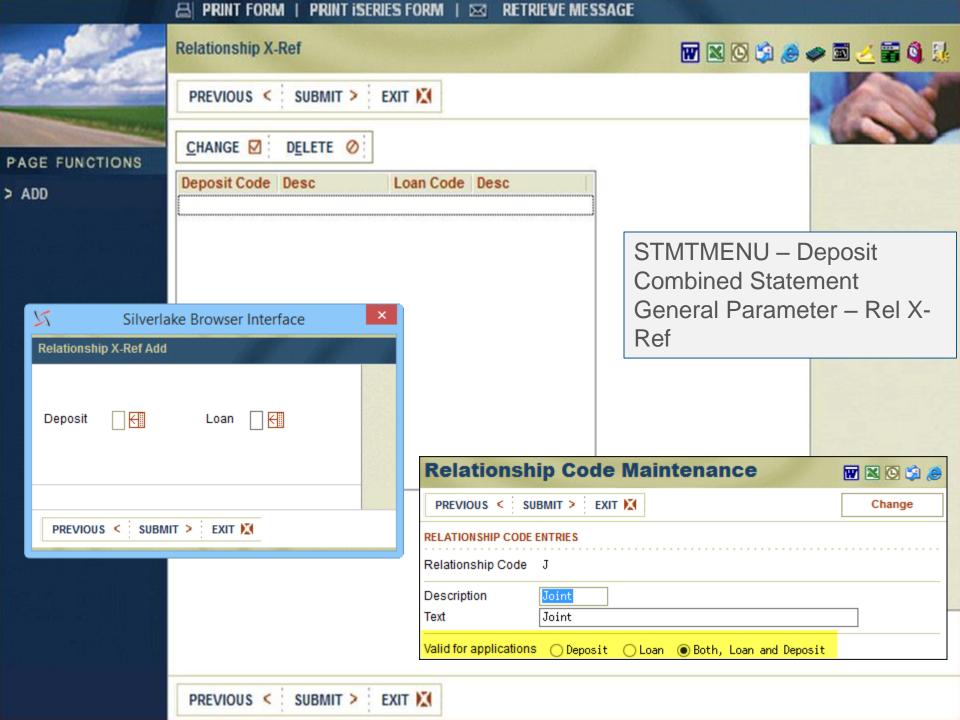




### Example

- If you do not exclude any relationships then all relationships on each account must be the same, to be combined.
- Deposit account with owners, John (primary) and Bessie (joint). Savings account with owners John (primary), Bessie (joint), and daughter Mary (authorized signer). In this example the accounts would not combine because the relationships do not match.
- If the authorized signer relationship is excluded the accounts could be automatically combined.

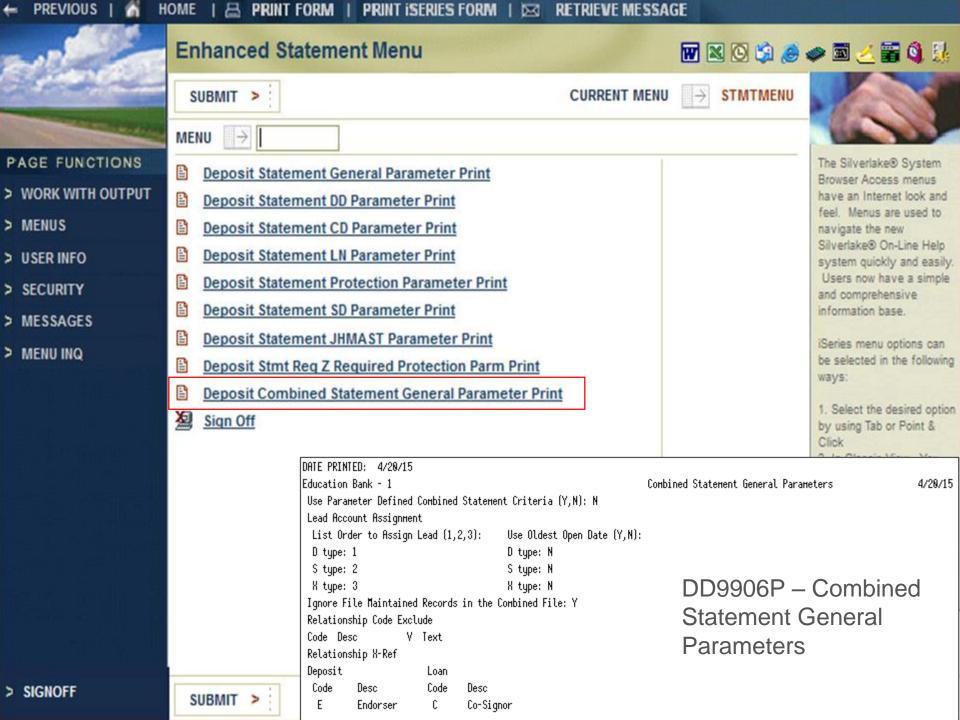




### **Example**

- Deposit account with owners, John (primary) and Bessie (joint).
- Loan account with owners John (primary), and Bessie (co-borrower).
- If a relationship cross-reference is not entered to cross-reference Joint = Co-Borrower then the accounts will not be combined.

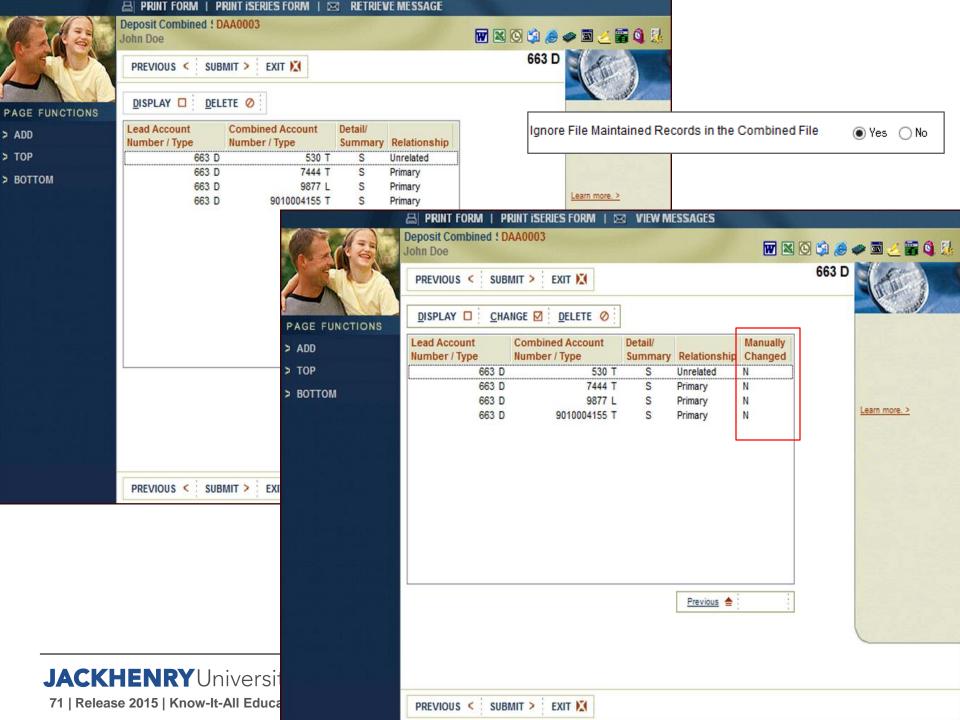


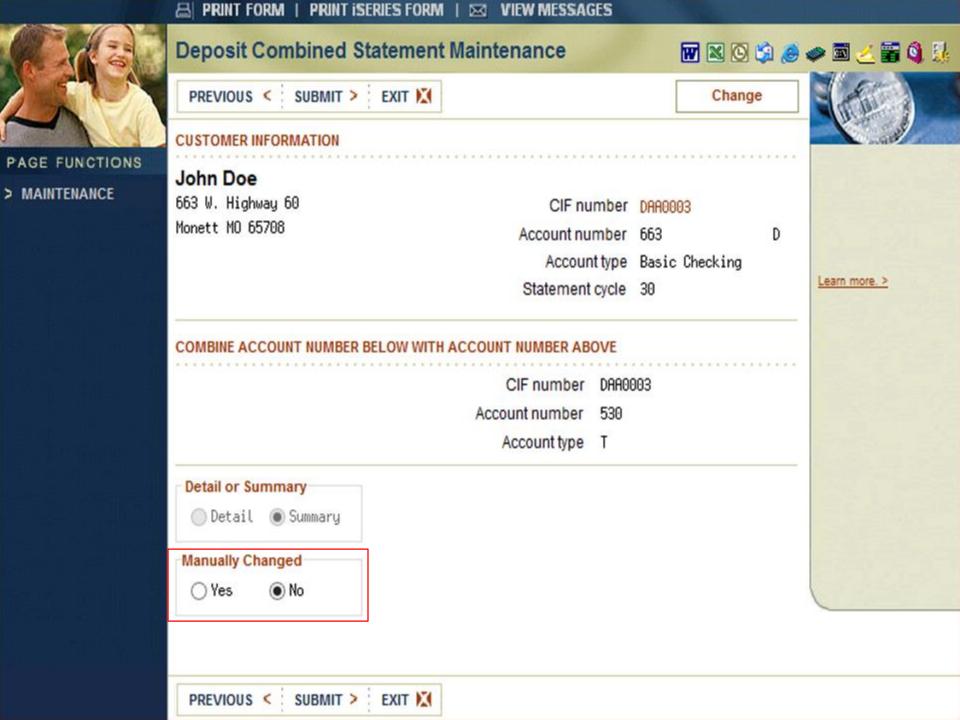


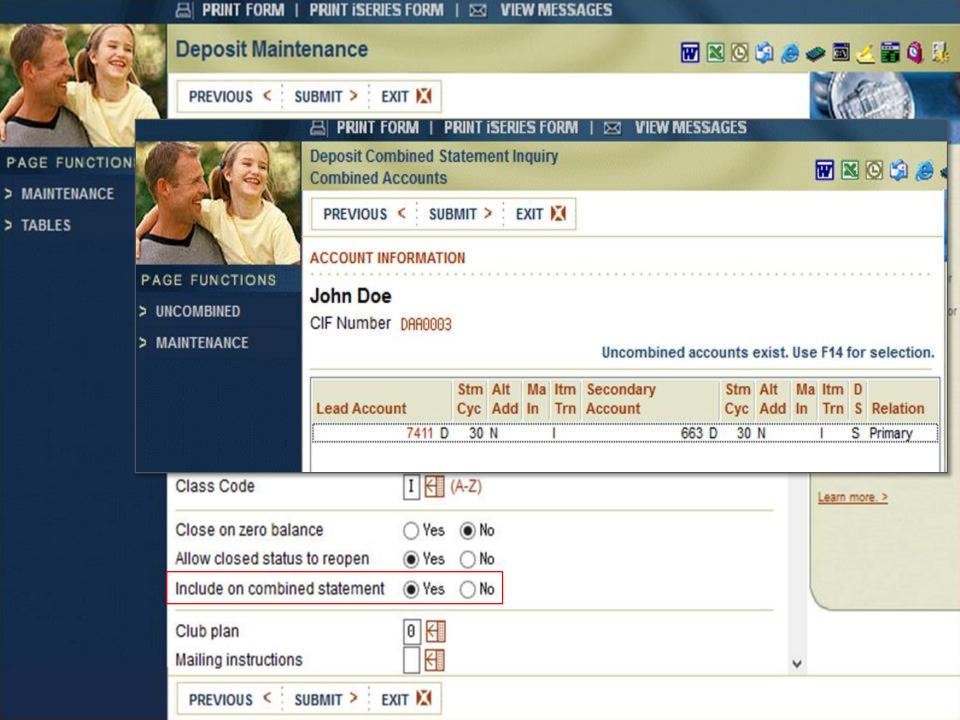
### **Triggering Reassessment**

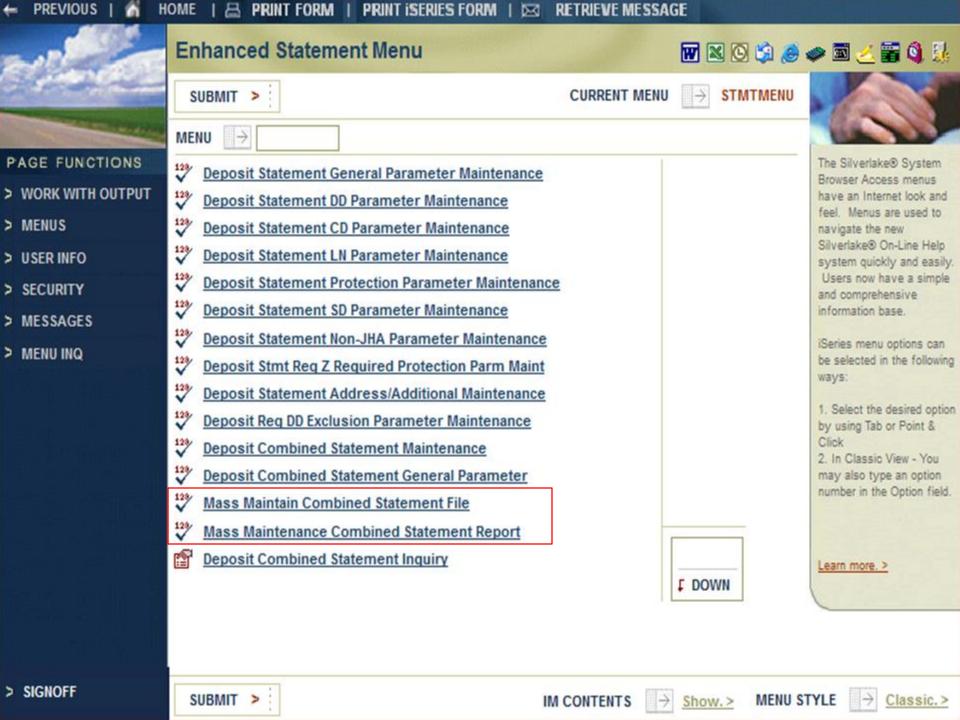
- New account entered, existing account maintained, or closed account re-opened with the Include on Combine Statements field set to Yes.
- Lead account closed
- Manually Changed field changed to Yes, for either lead or secondary.
- Primary relationship on an account changed.
- Customer added or deleted from an account.

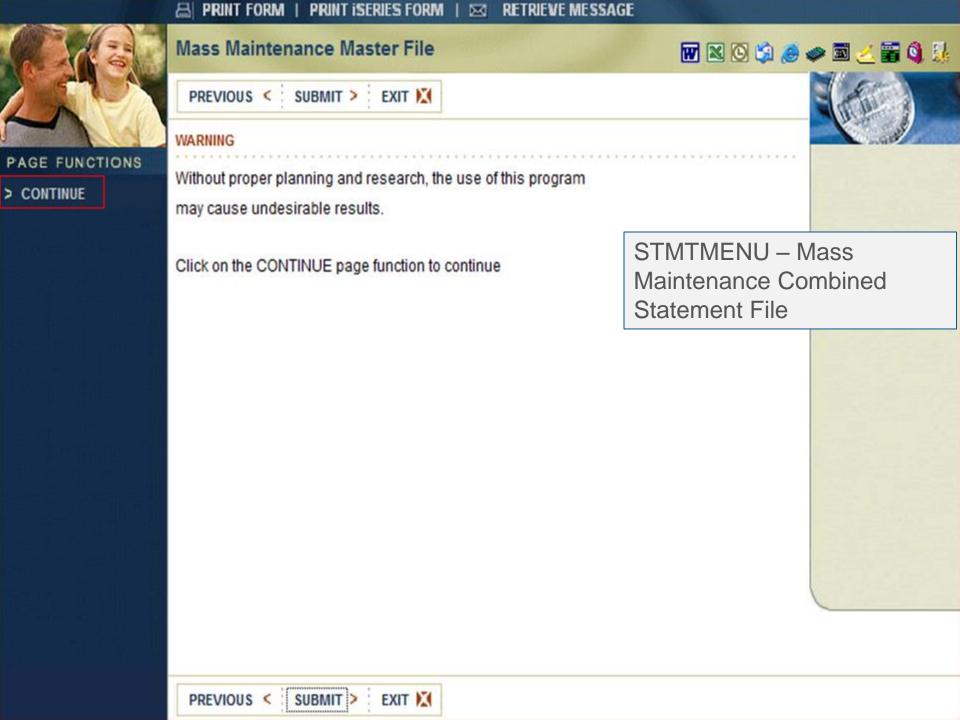


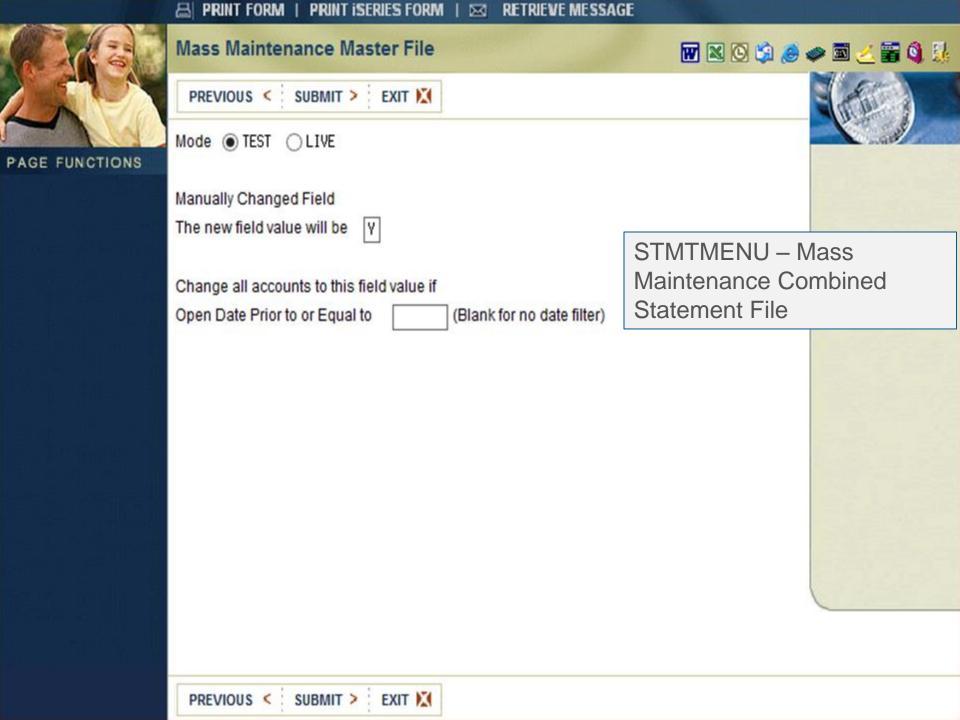












### STMTMENU – Mass Maintenance Combined Statement File DD5981P

DATE PRINTED:			Combined Statement Mass Maintenance Mode: LIVE			ance	4/28/15	8:19AM	DD5981P	PAGE	1	
Lead Acct 1234	Lead Type	Lead CIF# A000004	Lead Short Name	Sec Acct	Sec Type	Sec CIP#	Sec Short Name	Old Val New Val Y				
6421	D	BAA0003		646467	S	A000004		Y				
909090	D	SAA0005						M				
								N				
Total Records Up	Tated:	3										

#### **QUESTIONS**





#### **Best Practices volunteers needed!!**



