

# ITMS WebClient

## Transaction Workflow



# WebClient Transaction Workflow

WebClient eliminates the need to physically deposit checks at the bank. WebClient lets you scan checks and remittances, enter data, balance batches, deposit transactions remotely, and access deposit history reports.

## Log in to WebClient

1. Open a browser.
2. In the address field, enter the ITMS web site address: <https://www.itms-online.com>. Press **Enter**.
3. Enter your assigned user name and password. Click **Login**.
4. In the navigation bar at the top of the page, click **Deposit**.

## Workflow

The workflow of WebClient is:

- » Scan Items
- » Key Data
- » Balance Batches
- » Approve Batches and/or Authorize Batches.

Depending on your configuration, you might be prompted to move through the entire workflow, or you might only see modules that apply to you.

## Scan a single item

1. On the Batch Status page, click **Scan Items**.

The Scan Items page opens.

2. Select a **Location** and **Account**.
3. For Scanning Mode, select **Item Keying**.
4. Click **Scan**.
5. If prompted, enter:
  - **Batch Control Total (BCT)**
  - **Batch Control Number (BCN)**
6. Load an item into the scanner.
7. Click **Scan**.
8. When the scanned check displays in the image viewer, key data and click **Save**.
9. To stop scanning, click **Exit**.

## Scan a batch of items

1. On the Batch Status page, click **Scan Items**.

The Scan Items page opens.

2. Select a **Location** and **Account**.
3. For Scanning Mode, select **Batch Keying** or **Key Plus Keying**.
4. Click **Scan**.

The Batch Parameters page opens.

5. If prompted, enter:
  - **Batch Control Total (BCT)**
  - **Batch Control Number (BCN)**
6. Select **Transaction Profile**.
7. Click **Scan**.
8. Load one or more items into the scanner according to the transaction profile you selected. When scanning remits, the remit must always be placed before the check(s) it applies to.
9. You can leave the batch open for more items, close the batch, or add a general document.

## Manage your open batch list

1. On the Batch Status page, click **Scan Items**.
2. Click **View Batch List**.
3. The Batch List opens, showing all your open batches.

## Edit open items in the batch list

- » Select an item and click **Edit Trans**.
- OR
- » Select an item: a trash icon appears in the row.

## Close batches in the batch list

Users with the proper permission can close an entire batch from the batch list.

1. Select a batch.
2. Click **Close Batch**.
3. Click **OK** to confirm that you want to close the batch.

## Print details of transactions

1. Select an item.
2. Click **Print**, and then select one of the following (options appear only when available):
  - Batch List
  - Item List
  - All Items
  - Merchant Receipt
  - Customer Receipt

## View item images from the batch list

1. Click an IRN link.
2. Click the Flip image button to view the back of the item.

## Close batches

1. On the Batch Status page, click **Scan Items**.
2. Click **Close Batches**.
3. Select the batches to close and click Close Batch(es).

You might be prompted to deal with an unbalanced batch or other errors. See Troubleshooting, below.

## Key data

In some configurations, WebClient automatically opens the Data Entry page for the batch you are processing.

1. On the Batch Status page, click **Key Data**. The Key Data > Batch Selection page opens.
2. Click the check box next to a batch, and then click **Select**. NOTE: You can only key one batch at a time.

The Data Entry page opens.

3. Enter values in the form.
4. Click **Submit Data**.
5. You can continue keying data, proceed to Balance Batches, or exit.

## Reopen batches in Key Data

- » In the Data Entry page for an item, click **Reopen**, if permitted.
- » Assign the batch to a user.

## Delete items in Key Data

- » In the Data Entry page for an item, click **Void Trans**.

## Balance batches

In some configurations, WebClient automatically opens the Batch Balancing page for the batch you are processing.

1. On the Batch Status page, click **Balance Batches**. The Balance Batches > Batch Selection page opens.
2. Highlight a batch and click **Select**. NOTE: You can only balance one batch at a time.

The Batch Balancing page opens.

3. Enter check amounts and click **Save**.
4. Edit the **Batch Control Total** (BCT).
5. Click **Save**.
6. Continue balancing batches or proceed to Approve Batches.

## Edit closed items in Balance Batches

1. Select an item.
2. Make changes to the item.
3. Click **Submit Data**.

## Reopen batches in Balance Batches

1. Click **Reopen**, if permitted.
2. Assign a user to the opened batch. You are prompted with the name of the last user who opened the batch. A dropdown list provides other users who you can assign the batch to.

## Delete items in Balance Batches

1. Select an item.
2. Click **Void Item**.

## Approve batches

In some configurations, WebClient prompts you to open the Batch Approval page.

1. On the Batch Status page, click Approve Batches.
2. Select the Approve Batches tab.

The Approve Batches > Batch Selection page opens.

3. Click the check box next to accounts or batches and click **Select**.

The Batch Approval page opens showing the batches you chose.

4. Click the check box next to one or more batches and click **Submit for Deposit**.

## Suspend items temporarily in Approve Batches

1. Select an item.
2. Click **Suspend**.
3. Enter a suspension reason and click **OK**.

## Edit items in Approve Batches

1. Select an item.
2. Make changes to the item.
3. Click **Submit Data**.
4. Click **Exit**.

## Void items in Approve Batches

1. Select an item.
2. Click **Void Item**.
3. Click **OK**.

## Reopen batches in Approve Batches

1. Select a batch.
2. Click **Reopen**, if permitted.
3. Assign the batch to a user.

## Review your deposits

1. On the Batch Status page, click **Approve Batches**.
2. Select the **Deposit History** tab.
3. Select a batch and then click **Select**.
4. Choose one of the following:
  - Print All Items
  - Print All Items with Images
  - Print Item List
  - Print Batch List

The information opens for viewing and/or printing.

## Troubleshooting

### Manage transaction profile mismatches

The Transaction Profile Mismatch dialog opens automatically, or you can open it in the Batch List by clicking Exception Handler.

- » To view only items that have transaction profile mismatches, select the **Exception Handler** option. To view all items, select **All**.
- » To accept an exception, highlight the item and click **Accept**.
- » To delete an item, select it and click **Void Item**.
- » To move an item in a transaction, select it and click **Move**. Place the cursor below the place you want to move the item to and click **Complete Move**.

- » To insert a virtual remit, select an item and click **Insert Break**. The virtual remit is inserted above the item.
- » To split a transaction into two, select an item and click **Insert Break**. The break is inserted above the item.
- » To change the type of an item (for example, from remit to check), select it and click **Re-type As**.

### Manage batch warnings

When WebClient notifies you of a batch size warning:

- » Click **Continue** to resume scanning.
- » Click **Stop** to stop scanning.
- » Select the **Scanning Completed** or **Resume Scanning** option and click **OK**.

### Manage batch limits

If WebClient notifies you of a batch limit, click **OK**. You must close the batch.

### Manage duplicates

- » To accept a duplicate item, click **Accept** (if available).
- » To change the check data, click **Edit MICR** (if available).
- » To cancel the transaction, click **Cancel**.

### Manage check data misreads

Ensure that the data in the "Enter check data" line exactly matches the MICR line at the bottom of the check:

- » Every question mark (?) must be replaced.
- » To add or remove characters, click the **Edit** icon.
- » To enter new MICR data, press the key for a number on your keyboard, or click a MICR symbol or press its corresponding key on your keyboard.
- » To insert a MICR symbol, click the symbol.

There are four MICR symbols just below the check data line.

- » To save your changes, click **Submit Changes**.

### Manage IQA failures

- » To accept the check, click **Accept** (if available).
- » To cancel the transaction, click **Cancel**.

## Manage stopped items

- » To change check data, click **Edit MICR** (if available).
- » Click **OK**.

## Manage the Suspense Pool

1. On the Batch Status page, click **Suspense Pool**.

The Suspense Pool Batch Selection page opens.

2. Select check boxes for batches you want to view.
3. Click **Select**.

The Suspended Item Management page opens.

## Edit suspended transactions

1. On the Suspended Item Management page, select an item.
2. Click **Edit Trans**.
3. Make changes to the item.
4. Click **Submit Data**.

## Void suspended transactions

1. On the Suspended Item Management page, select an item.
2. Click **Void Trans**.
3. Click **OK**.

## Re-introduce suspended items

1. On the Suspended Item Management page, select an item.
2. Click **Resume**.
3. Enter a reason.
4. Enter a **Batch Control Number (BCN)**.
5. Click **OK**.

## Re-introduce suspended items

When you re-introduce suspended items, they do not return to the original batch.

To re-introduce a batch of suspended items together with a single batch control number, all items selected must be scanned by the same:

- » Physical workstation
- » WebClient user
- » Location
- » Account
- » Scan mode
- » Centralized Configuration settings
- » Transaction profile
- » Data entry form

## Need help?

If you have any problems, please contact customer support.