



2020 COLD<sup>®</sup>

# Statements

## Administrator Guide



*Core Image Processing — When Strategy Matters*

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## TRADEMARKS

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**WELCOME TO 2020COLD STATEMENTS**, part of a powerful suite of products that dramatically increases productivity by reducing research time spent searching for statement files.

Throughout this document 2020COLD Statements is used to refer to both STATEMENT RETRIEVER and EMAIL-4-STATEMENTS products. The functionality is the same except for the email functionality found in EMAIL-4-STATEMENTS.

STATEMENT RETRIEVER allows an institution to store years of statements on a computer for easy retrieval. When a customer come into the establishment and request a copy of a statement file, the employee can open Statement Retriever, look up the statement and print it, rather than spending hours searching through micro fiche.

EMAIL-4-STATEMENTS combines all the functionality of Statement Retriever with the added ability to email statements to the customer. Email-4-Statements also can be a powerful marketing tool because it allows specific marketing segments to be sent to selected groups within the program.

## Installation and Configuration

See Appendix A for Installation and Configuration.

## Active Directory Integration

See Page 11 for Active Directory Integrations.

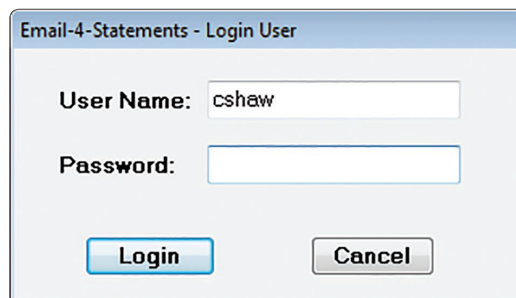
## Advanced Setup

Some of the functions of Statements are reserved for eDOC Innovations during statement setup. Following is a list of those features reserved for eDOC Innovations. For assistance with the following features please contact eDOC Innovations Customer Support.

- Statement Import Format (text and PDF)
- Form Creation
- Font Setup
- Add/Remove Database

## Login

For Automatic login, authenticate users through the Microsoft Active Directory service (see Page 11 for Active Directory Integration). Otherwise, click on the Statement **S** icon to launch the program. A login screen will open. Enter **User Name** and **Password** and click on **Login**. Clicking **Cancel** will close the program.

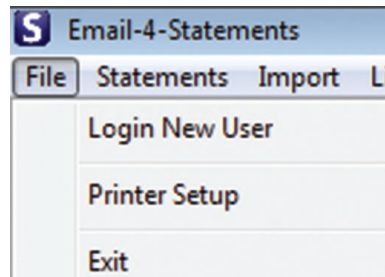


The screenshot shows a standard Windows-style dialog box titled "Email-4-Statements - Login User". It features two text input fields. The first field is labeled "User Name:" and contains the text "cshaw". The second field is labeled "Password:" and is currently empty. At the bottom of the dialog, there are two buttons: a blue "Login" button and a grey "Cancel" button.

## Login New User

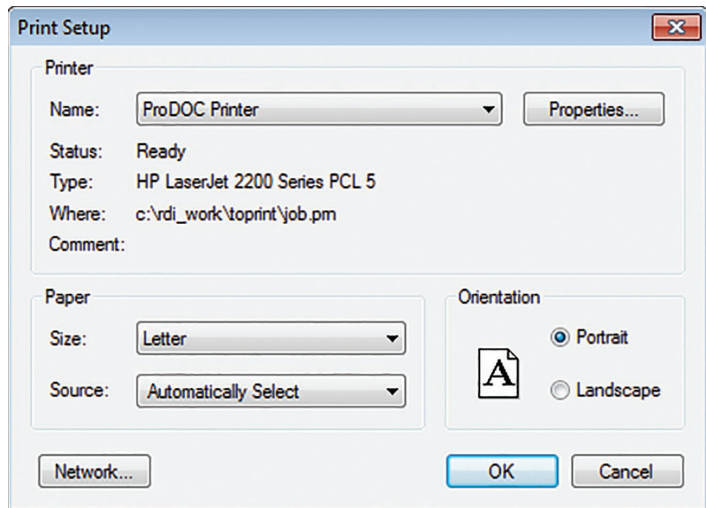
**Login New User** from the **File Menu** will reopen the **Login User** window. A user must login at this window or the program will close.

**Exit** from the File Menu closes the Statements program.



## Printer Setup

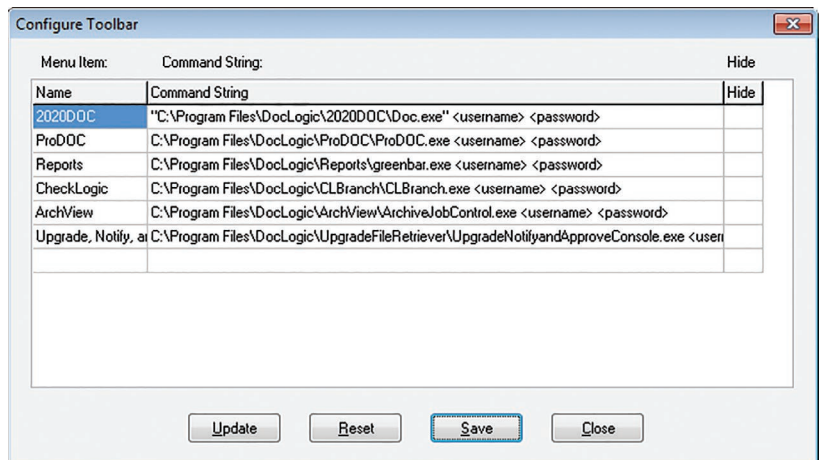
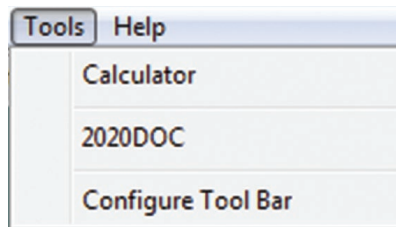
From the File Menu, click on **Printer Setup**. Select the printer paper size and source, etc. For more printing options, click on **Properties**.



## Configuring Tools

Statements may be configured to launch other eDOC Innovations or Windows programs from within Statements. To launch other programs/utilities such as Reports, select **Configure | Tools**. Enter the name of the program/utility (e.g. Reports) and the command line (program. EXE) path that will launch the program/utility. Include <username> <password> for EDI applications requiring login to provide a single sign-on capability. After the **Save** button is clicked, the application icons will appear in the toolbar.

From the main menu, selecting **Tools | Calculator** displays a financial calculator window. This electronic calculator operates the same as a hand-held calculator.



## Users and Groups

All eDOC Innovations' programs use a common security module which allows for the creation of users and groups within the programs. Only assigned administrators are allowed to edit permissions in Users and Groups. When the software is initially installed, eDOC Innovations creates a group called Administrators.

### *List of Permissions*

#### **General Admin Permissions**

Change Own Password	Allows user to change his own password.
Audit Logs	Allows user to view the access and change audit logs.
Edit Groups	Allows user to create, edit, and remove groups.
Edit Users	Allows user to create, edit, and remove users.
View All Databases	Allows user to view ALL information. Overrides all other permissions.
Edit Customers	Allows user to add, delete, or change customer records.
Edit PINs	Allows user to edit customer PINs.
View PINs	Allows user to view customer PINs and user Passwords.
Assign Control IDs	Ability to assign users to specific control IDs.
Manage Keys	Allows user to add, edit, and delete keys.
Register Client	Allows user to register client machines with the Key Server.

#### **Statement Permissions**

View Customers	Allows user to view customer data.
View Statements	Allows user to view statements (not including secured accounts).
Set-up Statements	Allows user to edit statement settings.
Process Statements	Allows user to import statements and manage import settings.
Process Enrollments	Allows user to perform enrollment actions.

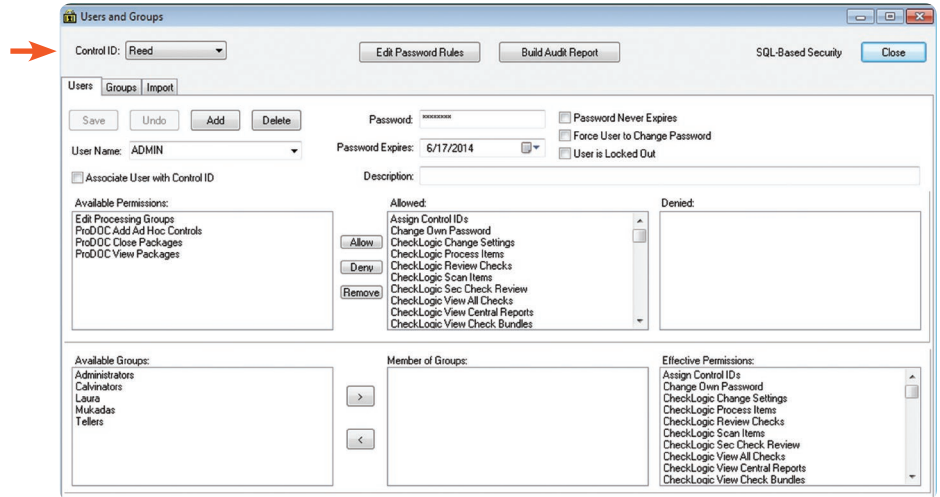
#### **Email for Statements Permissions**

Set-up Emails	Allows user to edit email Batch Send and Batch Print settings.
Send Emails	Allows user to send batch emails and manage email queue functions.
Set-up Notices	Allows user to edit eNotice (Alert) Batch Send and Batch Print Settings.
Send Notices	Allows user to send or print eNotices (Alerts) in Batch.
View Notices	Allows user to view eNotices (Alerts).

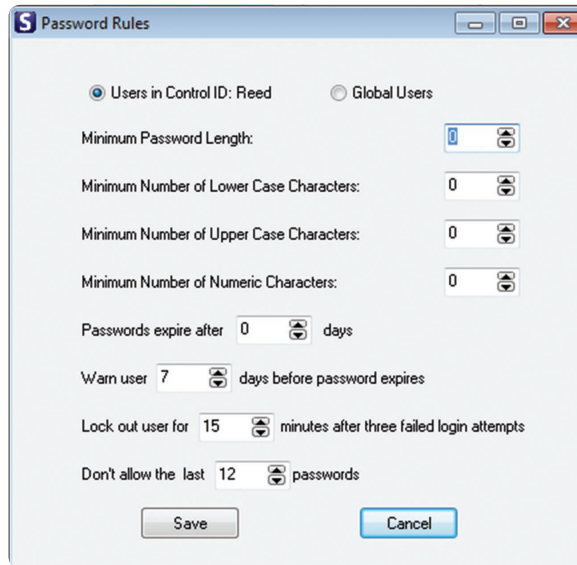
To access **Users and Groups** select **Security | Users and Groups**. This will display the Users and Groups window.



Only the Control ID that the current user has permission for will be visible in the list.



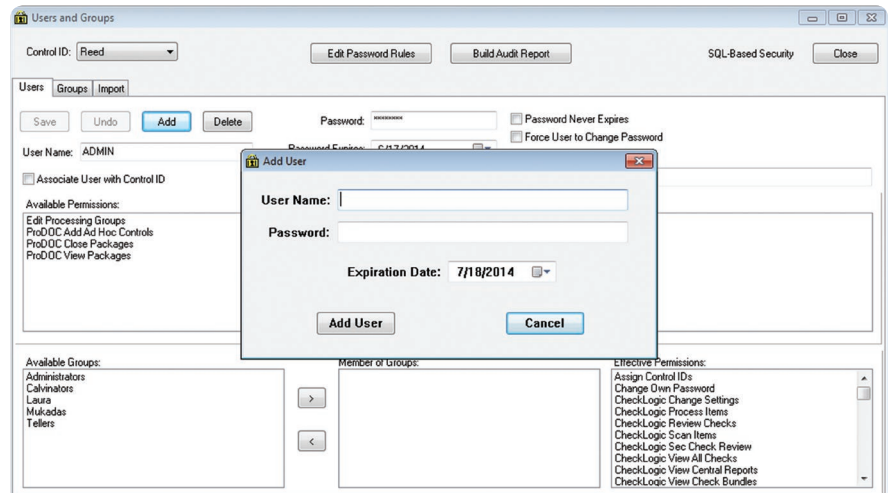
**Edit Password Rules** from the **Users and Groups** window will modify the rules that define the content of passwords.



*Add Users and Groups*

To add Users make sure the User tab is selected. Click **Add** from **Users and Groups**. Add the User Name, Password and Expiration Date. Click **Add User**.

If using the Microsoft Active Directory service, user and groups names in the eDOC system must match the user and groups names of the Active Directory service (see Pages 11 - 13).

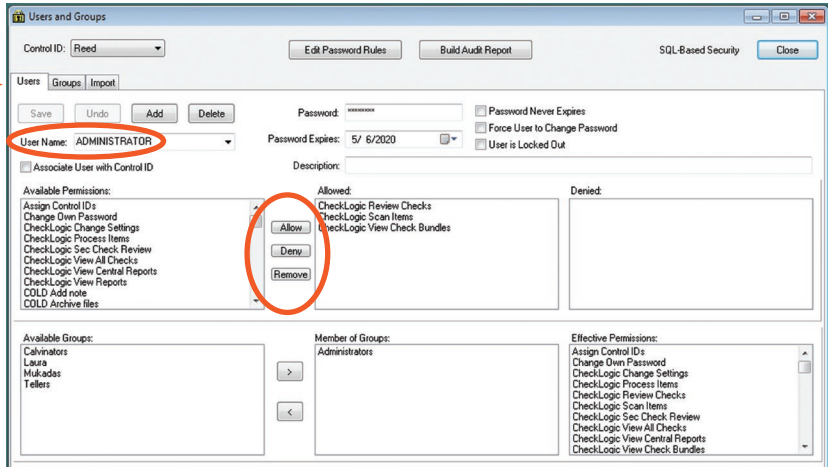




### Assign Permissions to a User

Before assigning permissions to a user and assigning the user to a group, make sure the **User** tab is highlighted and the correct user name appears in the **User Name** box.

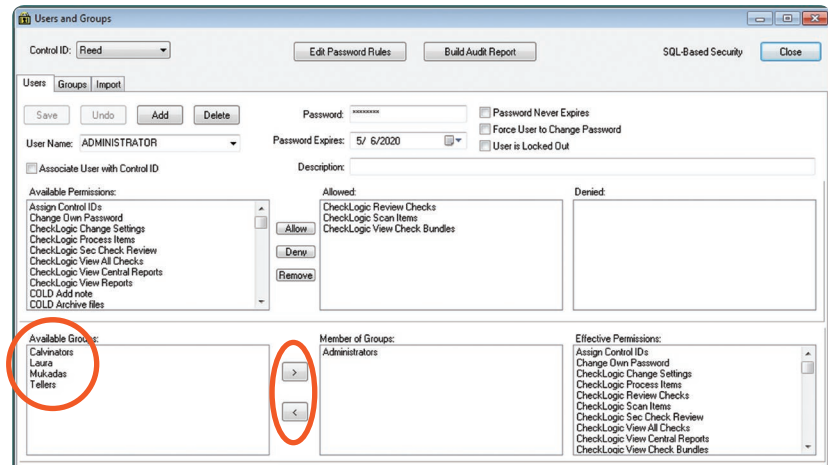
To Allow, Deny or Remove a permission, highlight the permission in the Available Permissions box then click **Allow**, **Deny** or **Remove**.



### Assign a User to a Group

To add a user to a group, make sure the **User** tab is highlighted and the correct name appears in the User Name box. Highlight the **Available Permissions** to be granted and click the right facing arrow to move it over to the **Group Permissions**. Clicking the left facing arrow will remove the user from the highlighted group.

Once you have completed your changes, click **Save** to preserve your selections. Click **Close** to exit the window. If you try to close the window before saving your selections, the software will prompt you to save through an Information window. Click **Yes**.

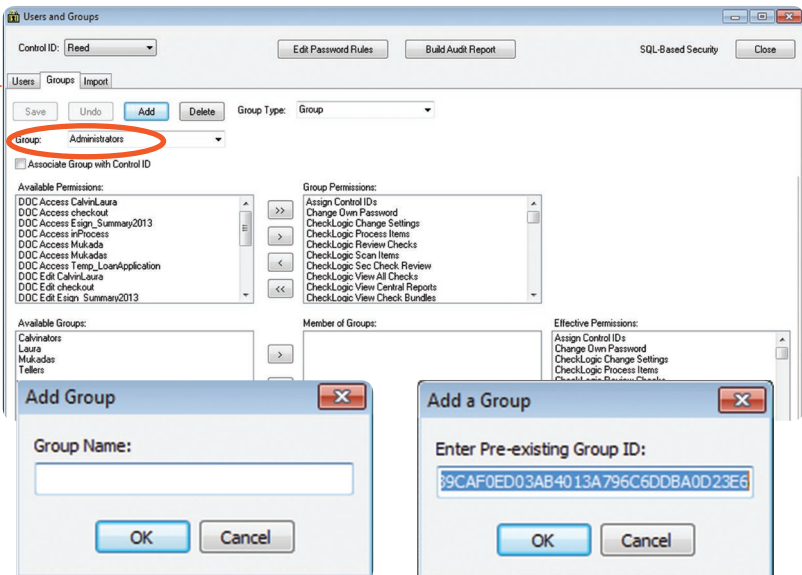


### Add a Group

Before assigning permissions to a group and assigning a group to a group, make sure the **Group** tab is open and the correct group name appears in the Group box. Click **Add**.

The **Add Group** window will open. Add the new group's name, click **OK**.

A new, unique group ID will display. If adding a group representing an outside organization, enter a name that describes new group. Click **OK**.

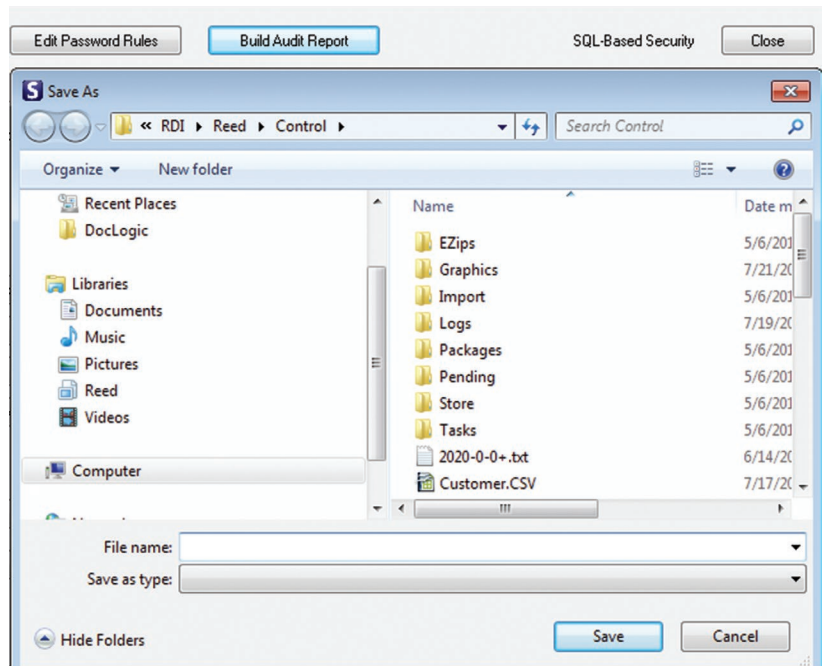


### Assign Permissions to a Group

Adding a Group is performed in the same manner as adding a User. Make sure the Group name appears in the **Group** text box. Highlight the **Available Permission/s** to be added and click on the right facing arrow. To move all permissions click on the double right facing arrow. To remove permissions use the left facing arrow or double facing arrow to remove all permissions.

Once you have added permissions and made the group a member of a group, click **Save** to preserve your selections. Click **Close** to exit the window. If you try to close the window before saving your selections, the software will prompt you to save through an information window. Click **Yes**.

The **Build Audit Report** tab, next to the **Edit Password Rules** tab, opens the **Save As** window that will document and save all Users and Groups and their assigned permissions. The default location of the Audit Report is the application's private directory.



## Active Directory Integration

Active Directory allows DocLogic applications to authenticate users based on Microsoft Active Directory group membership, by bypassing the normal username/password login. It works by matching Active Directory groups, which the user is a member of, to groups defined in the eDOC security system. If a match is found, the user is logged in automatically and assigned permissions they normally have, plus any permissions pertaining to the Active Directory groups they belong to.

To bypass Active Directory login and get the standard login dialog, press and hold the “Ctrl” key within ½ second of launching the application. NOTE: The login dialog may be behind other windows, so check the task bar if it is not visible.

### *Application Versions*

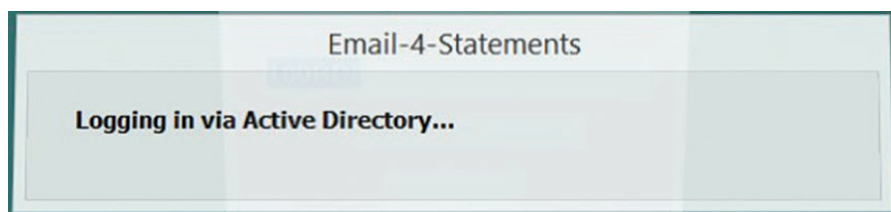
#### **DocLogic Desktop Applications:**

- COLD 7.2.0.3
- DOC 7.2.0.18
- CheckLogic Branch 7.2.1.8
- ProDOC 7.2.1.10
- Statements 7.2.0.3
- iDocLnk 7.2.0.1 (Includes iDocLnkAdmin 7.2.0.1)

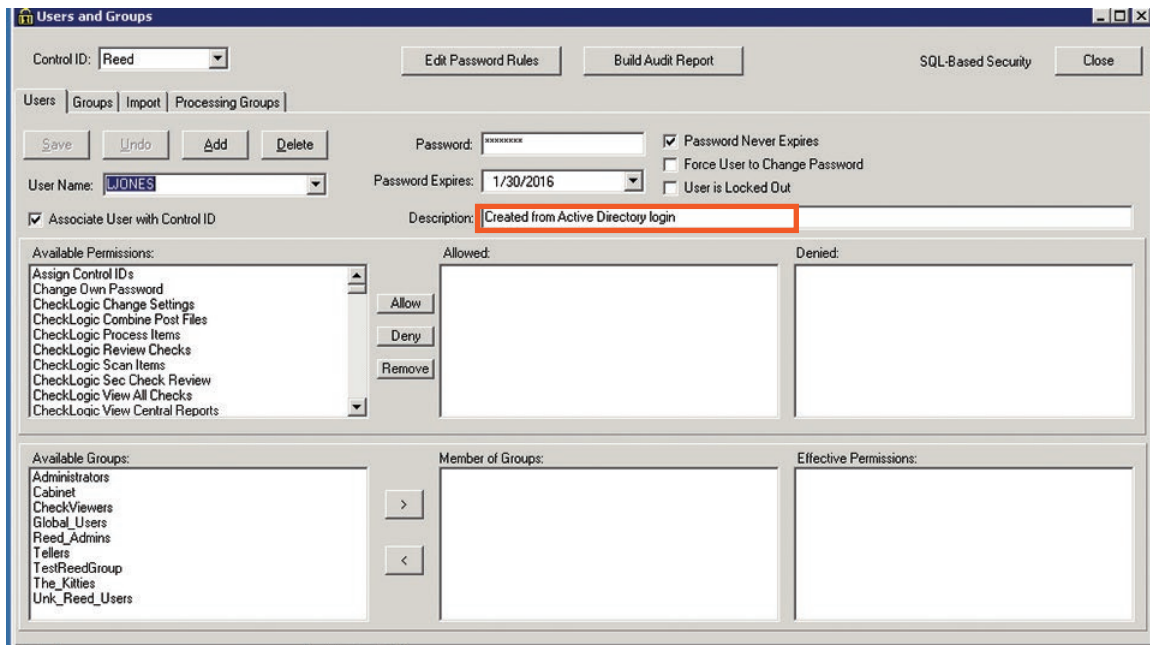
#### **Server Applications:**

- Security Manager 7.2.0.12
- Document Server 7.2.0.16

In desktop applications, while the Active Directory login is taking place, the following message is displayed:



Active Directory will work for either a single institution or for service center operations. The difference for desktop applications in service center mode is that the user must already exist in the eDOC system to be logged in using Active Directory. Otherwise (in single-institution desktop applications or logging in to 2020iDOC using iDocLnk), if the user does not exist, a new user is created. The newly-created user has a randomly generated password and no permissions or group memberships permanently assigned, so no one can directly log in to that account. When used in an Active Directory login, however, the user is temporarily assigned the permissions from the Active Directory group(s) they belong to. The screen shot below shows a user automatically created by an Active Directory login. Note that it has no permissions or group memberships, and the description is "Created from Active Directory login".



When any user logged in by Active Directory is within the warning period for password expiration, the password is automatically renewed 30 days at a time. Since permissions are only temporarily assigned, there is no requirement to maintain Active Directory-created users on the eDOC side. Only the Active Directory groups need to be created and maintained in the eDOC system.

Active Directory-created users can be converted to regular users by editing them in the common security dialog. The password can be changed to a known value and additional permissions and group memberships can be assigned.

### *Active Directory Activation*

For Active Directory-enabled applications, this feature is controlled in RDI.INI with the following setting:

```
[User]
ActiveDirectory=Y
```

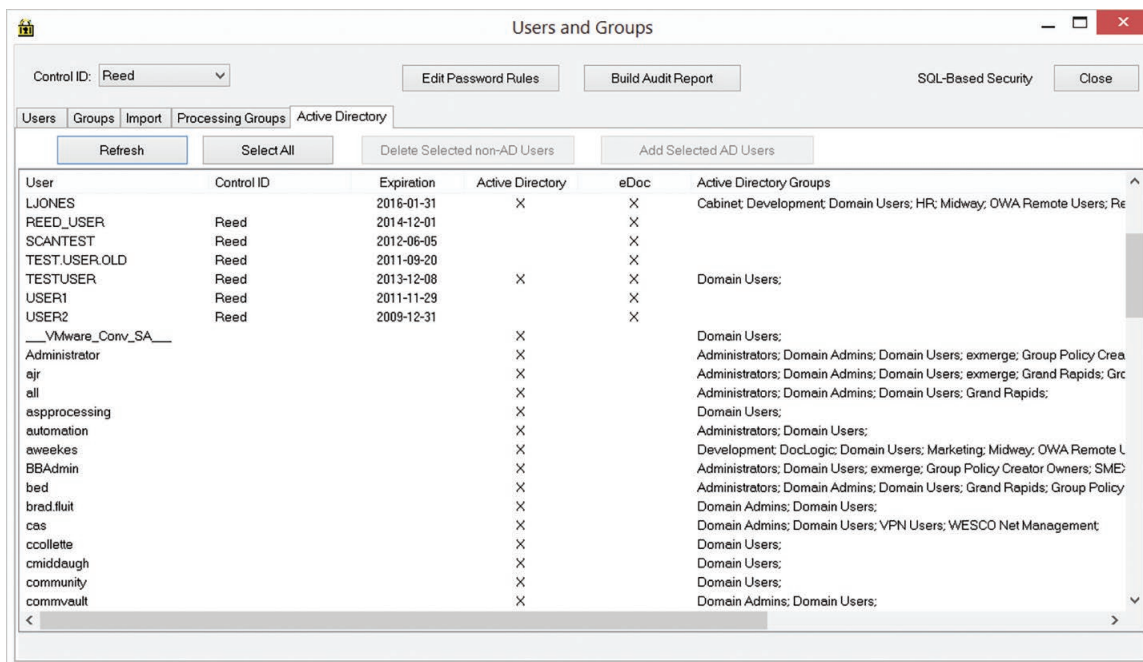
If this setting is present in the RDI.INI file for desktop applications, the Active Directory tab will appear in the common security dialog.

It is disabled by default or to disable set setting to ActiveDirectory=N



## Active Directory User Maintenance Tab

The common security dialog now has a tab for performing mass maintenance of Active Directory users. In order for the tab to be visible, the [User] Active Directory setting must be in the application's RDI.ini file (the value Y or N does not matter).



When the dialog appears, it may take several seconds for the list to populate. The status bar at the bottom will show the percent complete as the load occurs. The dialog has four buttons:

**Refresh** – Reloads the list.

**Select All** – Selects all rows in the list.

**Delete Selected non-AD users** – Removes all users from the eDOC system that are not Active Directory users. One or more items must be selected to enable this button.

**Add Selected AD Users** – Creates an eDOC user for each Active Directory user that is not already in the eDOC system. One or more items must be selected to enable this button.

## Converting Between File- and SQL-Based Security

The window selections for File-Based Security are the same as for SQL-Based Security except File-Based Security does not have an Import tab.

Enter the location of the specified file in **Location of . . .**

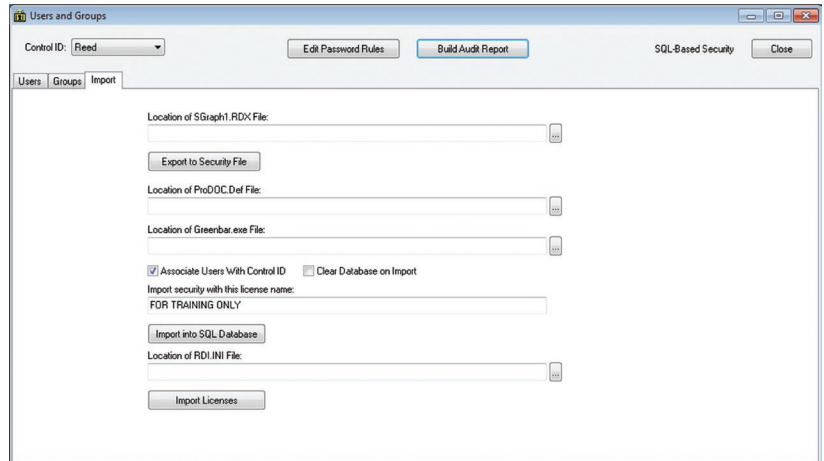
To imports data into the SQL database, click on **Import into SQL Database**.

To exports data to the Security File, click on **Export to Security File**.

**Associate Users with Control ID** automatically associates users with this Control ID.

To clears database after import, click on **Clear Database on Import**.

To import licenses, click on **Imports Licenses**.

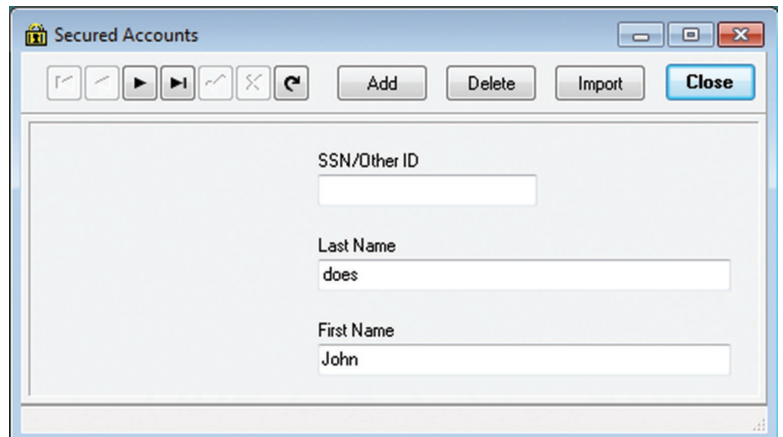


## Secure Accounts

Account access may be restricted based on security settings. This is useful in preventing employees from viewing other employee's statements.

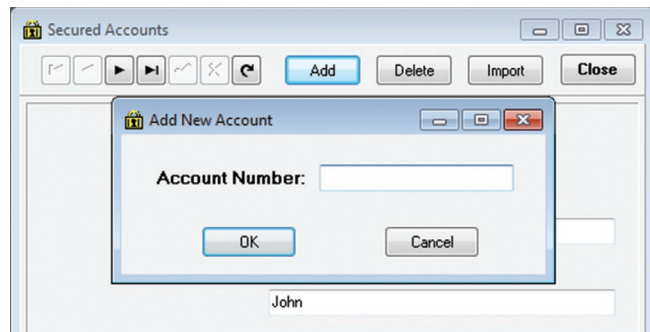
To access the Restricted account list, select **Security | Secured Records**.

Click **Add** too add an account to the Secured Accounts list, **Delete** to remove the account.



Enter the account number and click **OK**. The new account will display in the Secured Accounts window.

**NOTE: Users that have access to view Secured Accounts will have access to all records listed in the Secured Accounts list.**



Click **Import** in the Secure Account's window to specify parameters of file/s to be imported, and to import a file/s.

Browse to the CSV or TXT comma delimited file on the left of the window and select the file to import on the right. The Text File Contents window will display the text of the file.

The **Data Fields/Order** lists the order of the information contained in the CSV or TXT file. Be sure the field order matches the file.

The **Available Fields** window displays the available program fields. The only required field is account number, but it may be helpful to import other customer information to help maintain the protected accounts list.

**Ignore Blank Fields** will prevent non-blank fields in the secured accounts list from being overwritten with blank values in the import field.

**Replace All Fields in List** (Even if Blank) will replace all fields in the secured accounts list with the information from the imported file.

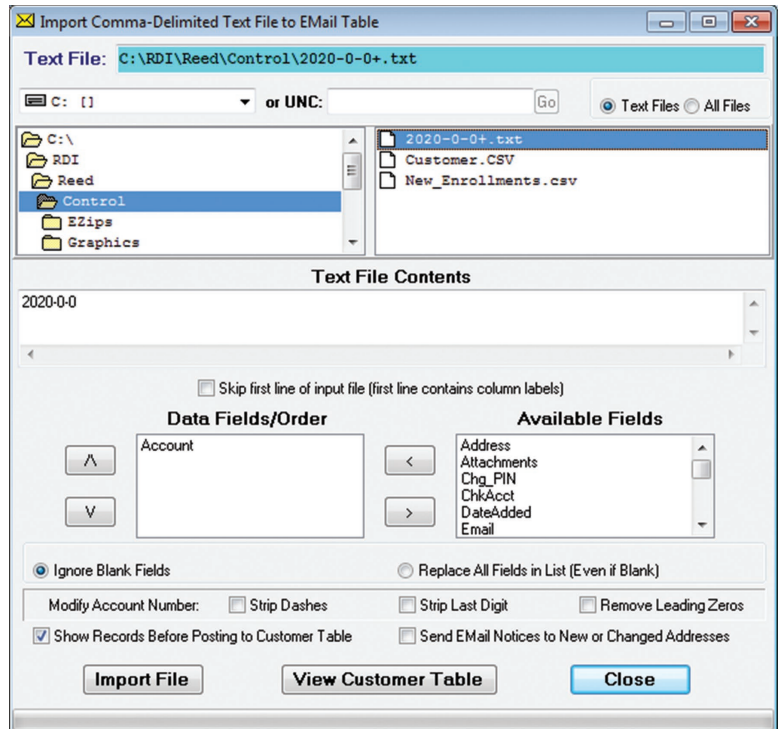
**Modify Account Number** allows manipulation of account numbers to match those in Statements.

**Strip Dashes** removes any dashes found in the account number field during import.

**Strip Last Digit** removes the last digit of the account number (usually an account suffix).

**Remove Leading Zeros** deletes any zeros at the beginning of an account number.

**Show Records Before Posting to Customer Table** allows verification of information before approving the import.



## Change Password

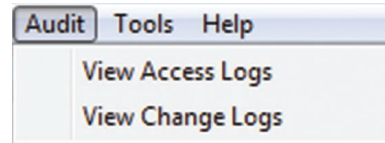
To change a user password, select **Security | Change Password**. At the Change User Password window, enter the old password, then the new one in both text boxes.



## Audit

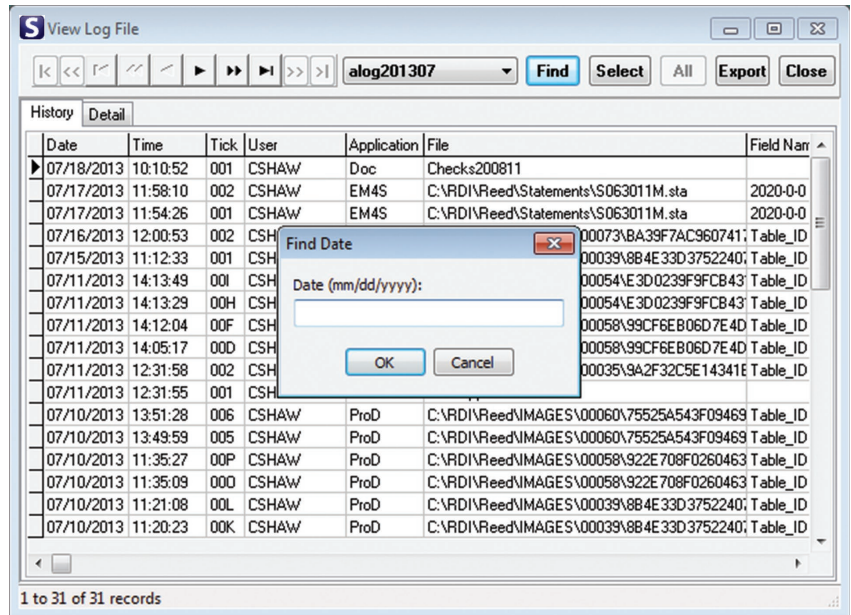
Searching through logs provides detailed information for audit purposes. **Access Logs** and **Change Logs** show details on who, how and when the software was accessed or changed. When **View Log File** is opened through either **View Access Logs** or **View Change Logs**, both will contain a list of all the accesses or changes to the program. Information is recorded in the **History** tab. Both view **Access Logs** and **View Change Logs** open the following windows.

From the **Audit** menu Click **View Access Logs** or **View Change Logs**.



### Find

Click on **Find**. The **Find Date** window will open record/s by their date. Enter date and click **OK**.



### Select

To review the access logs, click **Audit** then **View Access Logs**. All **Fields** that were searched will be listed here.

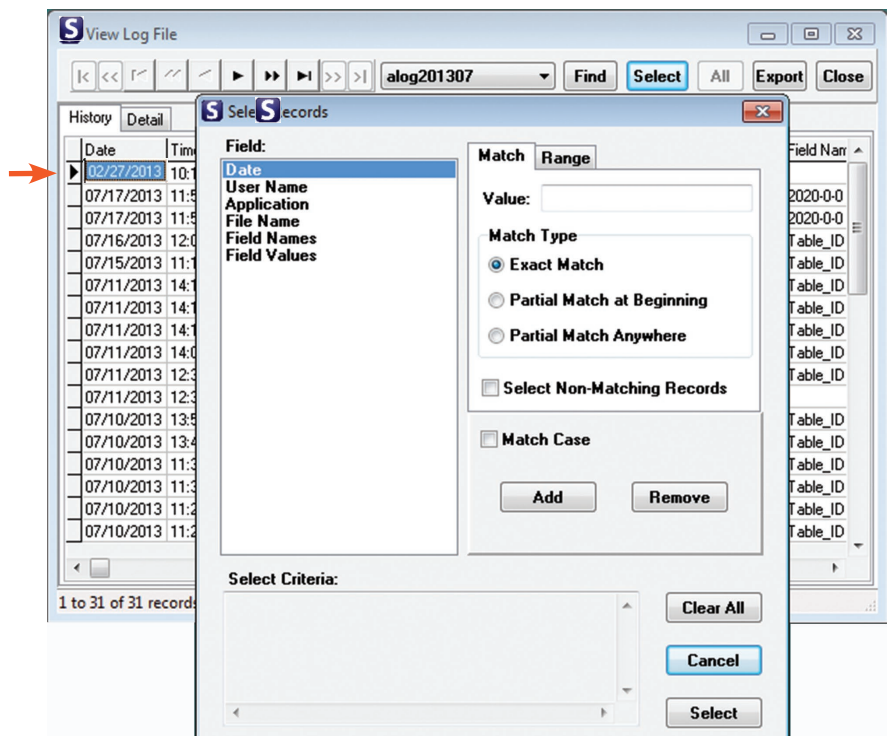
Highlight the specific date and click **Select**.

The **Select Records** window will open. Use the **Field** elements to specify the search criteria.

**Match** allows the user to specify how closely the criteria inserted into the **Value** box is to be matched.

Check **Exact Match** if you want an exact match.

Check **Select Non-Matching Records** if the selected records do not contain the criteria inserted into **Value**.





The **Range** tab on the **Select Records** window allows the user to specify a value range for a specific field.

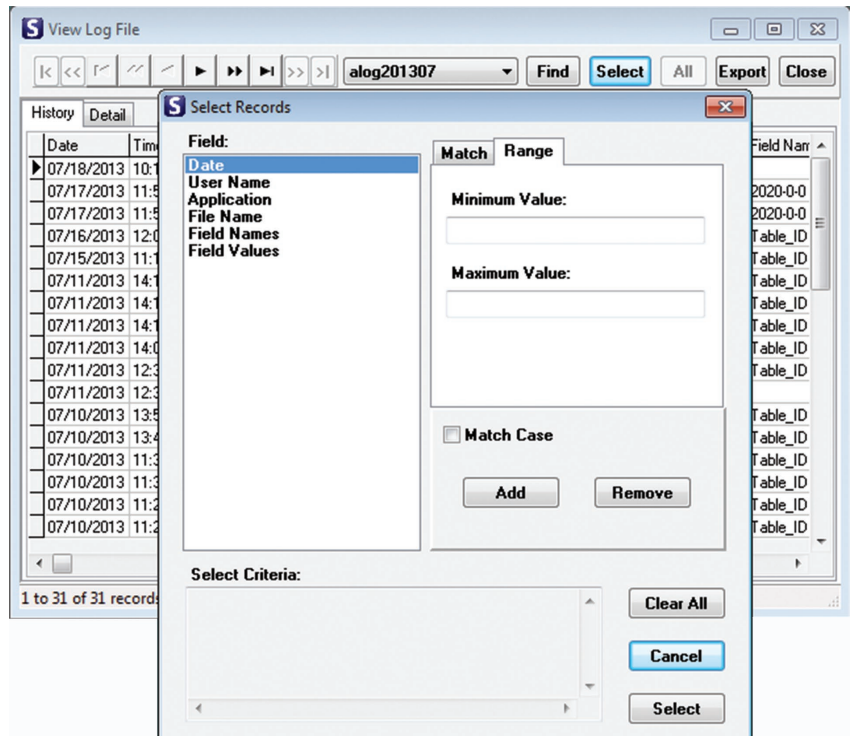
**Add** inserts selected **Fields** to **Select Criteria**.

**Remove** deletes everything from **Select Criteria**.

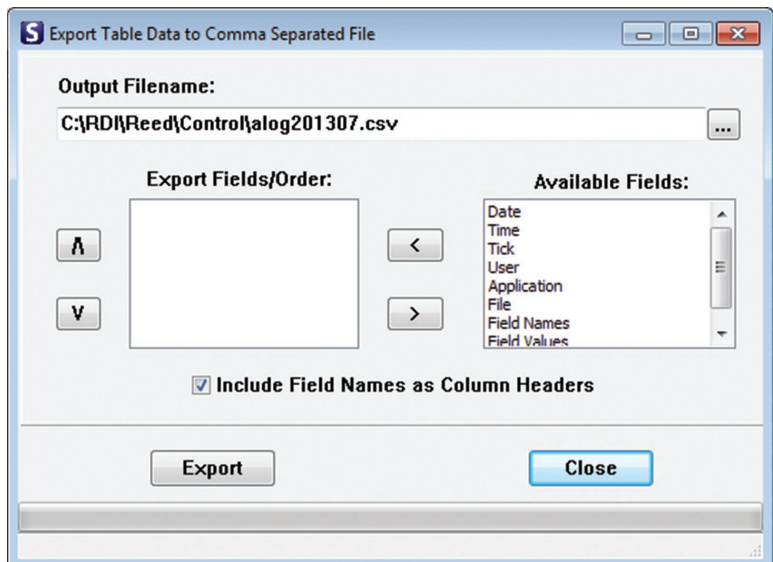
**Clear All** deletes everything from **Select Criteria**.

**Cancel** exits the **Select Records** window.

**Select** performs the search based on the **Select Criteria**.



The **Export** window allows the user to specify the filename and the fields with their order that will be included in the export file. If the Field Names are to be the column headers, check the box.

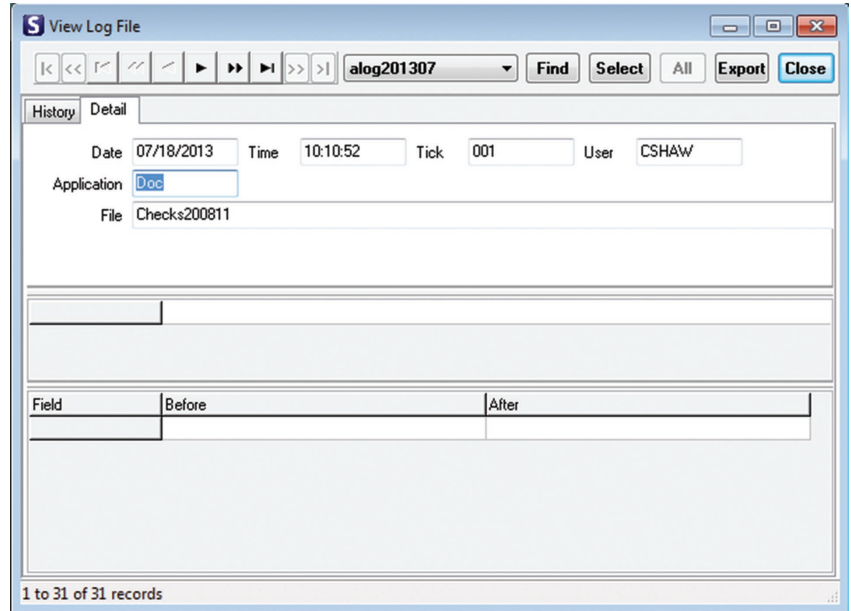


## View Change Logs

When View Log File is opened through **View Change Log**, it contains a list of all the program changes recorded in the **History** tab.

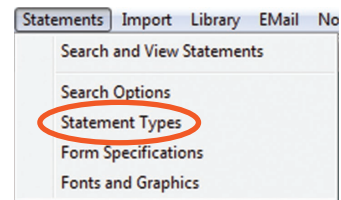
The **Detail** tab displays information about the log selected in the History tab. To see the details a user may double-click the entry on the **History** tab or select the **Detail** tab.

The **Before** field shows what was in the field before changes. The **After** field shows what was in the field after changes.

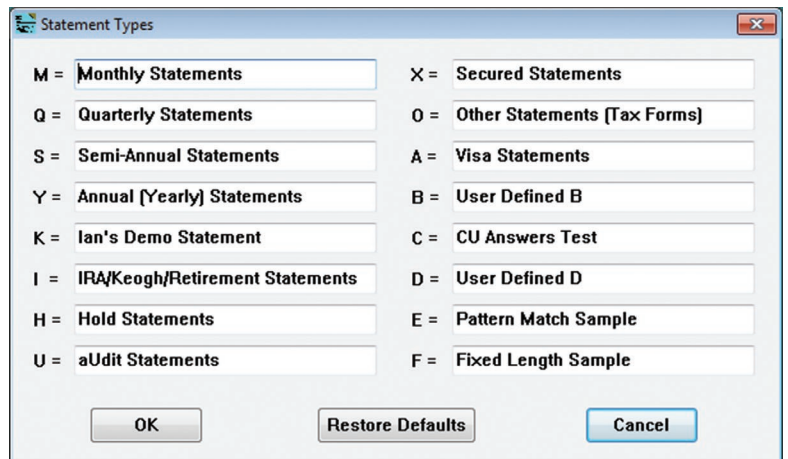


## Statement Types

To open the Statement Types window, select **Statements | Statement Types** from the main menu.



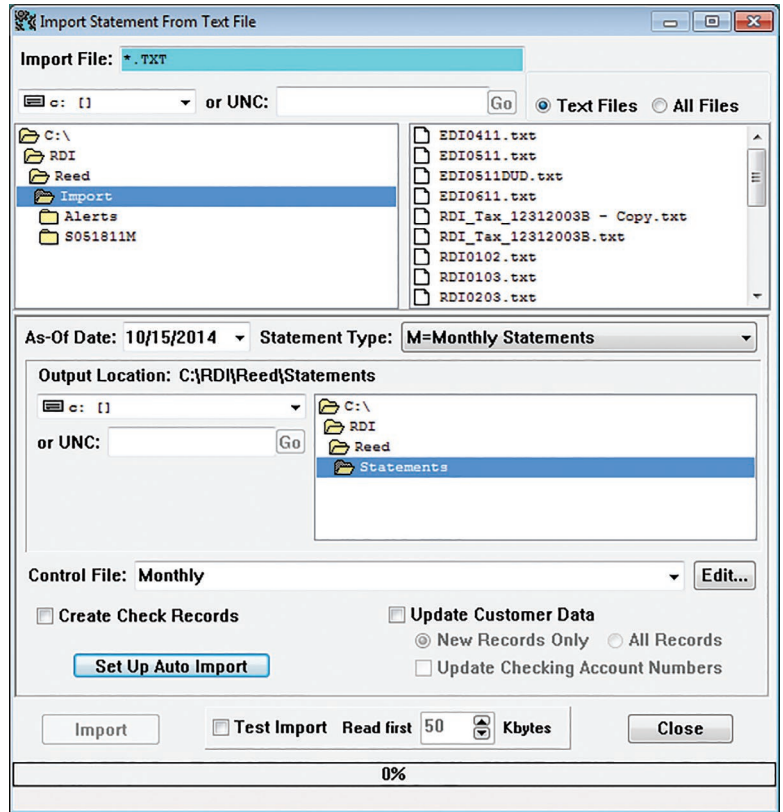
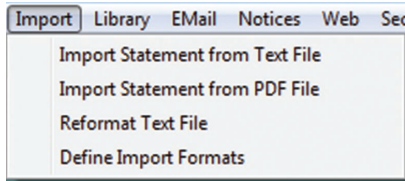
There are 16 defined Statement types represented by the single-letter codes shown above. Users may specify the names of these Statements types by entering the values in the text boxes and clicking OK. Restore Defaults will reset all names to the default values used when the applications was first installed.



## Formatting for Statement Import (Text and PDF)

The Statement Import Format dialog box is used to specify the parameters used to parse index data from a text or pdf statement file during import.

To **Define Import Formats** for text or pdf files, you can click on **Import | Import Statement From Text File or PDF File**. From this window, click on **Edit**. Another way to get to the **Statement Import Format** is to click on **Import | Define Import Formats**.



The dropdown box at the top of the window displays the statement format being configured or edited. The settings for this statement format are stored in a Statement Import Control (.sic) file with the same name in the control folder. The items in the list are those .sic files which were found in the control directory.

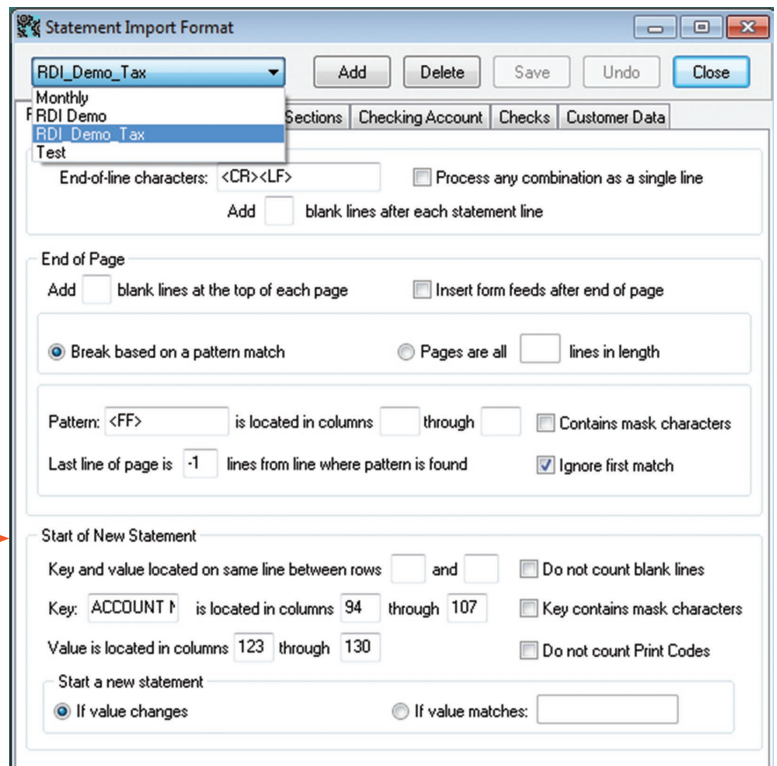
**Add** displays Add a Statement Import Format window to add a new format.

**Delete** displays Confirm window to delete import format in dropdown box.

**Save** commits any changes that have been made.

**Undo** deletes changes made since last Save.

**Done** exits Statement Import Format window and returns to main menu page.



## Start of New Statement

Enter the Key and Value parameters for the Start of New Statement.

If the value changes on each statement like an account number would change, select **If the value changes**. If the value entered is a constant that defines the beginning of each statement such as “page 1”, select **If value matches**.

### *Locating Text Using Keys*

When looking for account numbers, pagination triggers, or other text, it is often necessary to identify the line using some other text that appears on the line with the desired text. This other text is called the “key”. The key may vary. Because the key may vary, it is possible to use mask or “wild card” characters when specifying the key. If no columns are specified, the entire line is searched for the key. Once the key is found, the desired value is read from the specified columns on that line. In some cases, it is also possible to specify an offset between the “key” line and the “value” line. If there is a variable number of blank lines between rows, check the **Do not count blank lines** box. If the Key contains mask characters, check that box.

#### Mask Characters

?	any character or number
@	any number

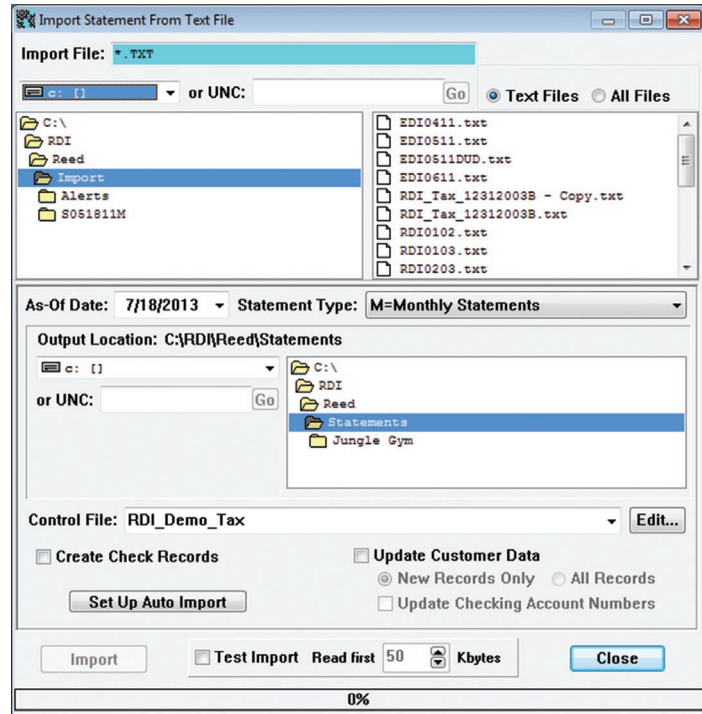
If the value line contains print codes, check **Do not count print codes**. If some lines contain print codes that may shift the position of the key and/or value, but not appear consistently on all lines, check the **Do not count Print Codes** box. If there is a variable number of blank lines between rows of text, you may check the **Do not count blank lines** box.



## Import Statement from Text/PDF Files

To import a statement file click the **Import** button and select either **Import Statement from Text File**. Select the import type based on the type of files being imported. Both windows are very similar, but have a few differences, which will be explained.

The Import File displays the path to the import location. This should default to the correct location, as long as the files are saved here. If needed, browse to the location of the text file using drive letters by clicking the down arrow next to the text window above the folder location, or to browse using the UNC. Type in at least a partial UNC path, then click the **Go** button.



**Text Files** displays only text files located in the import location.

**All Files** displays all files located in the import location.

**As Of Date** usually is the last day of the statement file month. To change this date type to the desired date, click the down arrow next to the date window for a calendar display.

**Statement Type** displays the statement type of the files to be imported. To change the statement type to match the type being imported click the down arrow next to the window.

**Output Location** defaults to a standard location. If it becomes necessary to change the location, click the down arrow next to the window below Output Location to browse by drive letter, or type a partial UNC path in the window below the drive path window and click **Go**.

**Control File** displays the format for the statement type being imported. The statement formats are defined in the Import Format window and are typically set up by eDOC Innovations. To change the format, click the down arrow next to the control file window. If the desired format does not appear in the drop down list, contact eDOC Innovations Customer Service.

**Edit** allows configuration of the selected PDF control file (import format). This function is controlled by eDOC Innovations. For help in configuring this to accommodate a new statement format, or to get a new statement type created, contact eDOC Innovations Customer Service.

**Create check records** that can be viewed in the Statement Data View window.

**Update Customer Data** will over-write the existing data according to what is selected.

**Set Up Auto Import** (text files only) displays a set up window that has the Service Admin, Auto Import, Auto ConState and Auto Reformatter tabs to record the specification of parameters for auto importing of files.

In PDF files only, select whether there will be single or multiple statements per file.

## Import Statement From Text File

### Pagination Tab

The Pagination tab contains parameters used to determine end of line, end of page and start of each statement.

### End of Line

The characters entered in **End of line** box is what the program will search for to determine the end of the statement line. If **Process any combination as a single line** is checked, the program will then determine the end of line for any combination of end-of-line-characters. It will not matter how many of the characters are found. If this removes extra line spacing that is needed to properly format the statement, **Add  blank lines after each statement line** can be used to add blank lines back in.

Non-printable characters can be entered with the following codes:

<CR> – carriage return  
<LF> – line feed

### End of Page

Check **Insert form feed after end of page** if the input file does not contain Form Feed Characters. These are needed for pagination. If blank lines at the top of the page are needed to start the text in the proper place, enter the number of lines needed at **Add  blank line at the top of each page**.

The end of a page is determined by either a **pattern match** or by a specific number of lines if the page length is fixed. Select the radio button that is appropriate.

If a **pattern match** is used to define the end of the page, enter the pattern and the columns in which it will be found. The non-printable form feed character can be entered using the <FF> code. If the pattern you have entered contains mask characters, check that box. Enter the number of lines from the pattern match to the last line of the page. If the pattern appears at the beginning of the first page in the file, check the **Ignore first match** box.

### Account Tab

The Account tab is used to determine how to find the Account number and SSN/Other ID on the first page of each statement. Enter the Key and Value parameters for the account number.

If more than one statement for the same account appears in the file, check **Allow duplicate account numbers**.

If account numbers have leading zeros, you may check **Remove leading zeros from account number**.

If account numbers have dashes, check **Remove dashes from account number**.

If statement does not contain account numbers, but does contain some other unique ID (i.e.,SSN), check **Use cross-reference table to look up account based on SSN or Other ID**.

Enter the Key and Value parameters for SSN or Other ID.

### Sections Tab

The Sections tab is used to identify different sections by Key within a statement.

Enter the Key and Value parameters for the Section ID. If the line contains print codes you may check **Do not count Print Codes**.

Enter the Key and Value parameters for the Section Name. Enter the number of lines above or below the Key where the Section name appears.

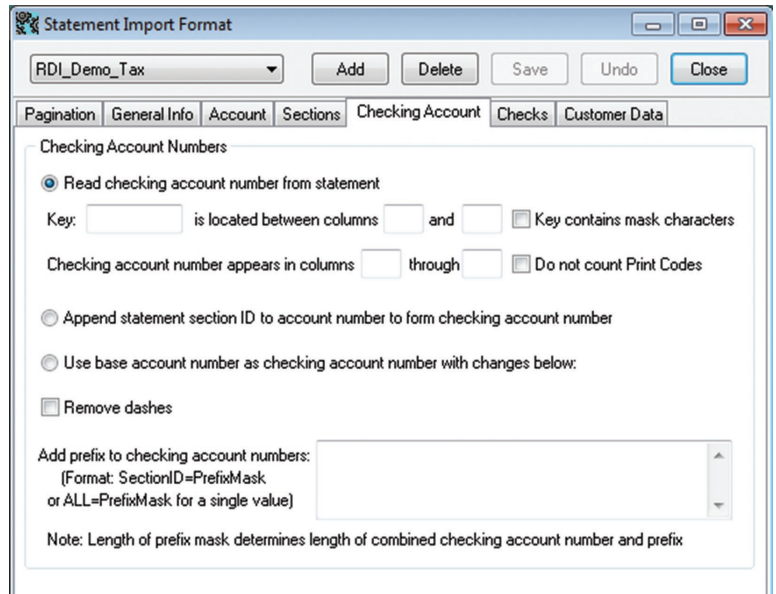
Enter the columns that contain the section name. If the section name line contains print codes, you may check **Do not count print codes**. Check **Remove last word/number from section name** to delete the text following the last space in the section name value resulting from the search parameters above.

*Checking Account Tab*

The **Checking Account** tab is used to set up checking account sections in statements.

If the **Checking Account Number** is to be read from the statement, select that radio button. Enter the **Key** and value parameters for the checking account number. If you wish to add a prefix to checking account numbers specify the prefix mask for each checking sub\_account, or use ALL if the prefix mask is the same for all checking sub\_accounts. Enter in format <section id> = <prefix mask>.

\*Note: The prefix mask sets the length of the checking account number pad with 0s to the desired length.  
 Example:  
 Prefix mask = 640900000000  
 Check account number from test = 14887  
 Adjusted check account number = 640900014887



*Check Tab*

The **Checks** tab is used to find check information in the statement file. This information is used in 2020eDOC web pages to create hyperlinks to the check images. The different keys allow checks to be linked from both the main body and the check summary parts of the statement.

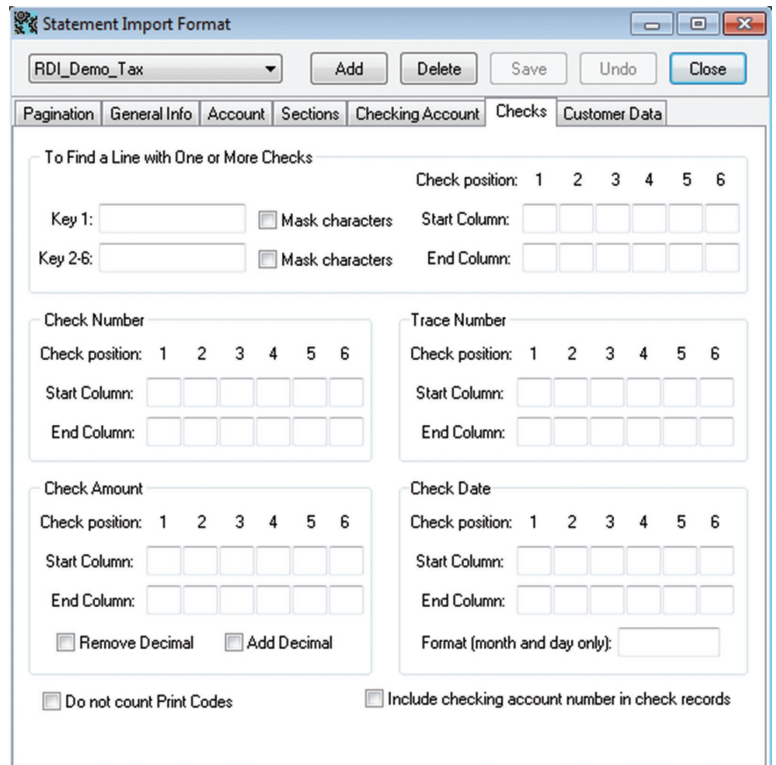
**To Find a Line with One or More Checks**, enter what the first Key is, and if the Key contains mask characters. In the start and end column fields, enter the column where the key begins and ends.

Enter the columns where the **Check Number** begins and ends; the **Trace Number** begins and ends; the **Check Amount** begins and ends; the **Check Date** begins and ends.

Enter the month/day format in the specified text box.

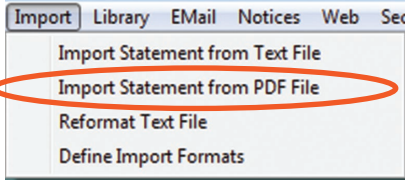
If a decimal needs to be removed or added, check the appropriate box.

If the checking account number is to be included in the check records, check **Include checking account number in check records**.

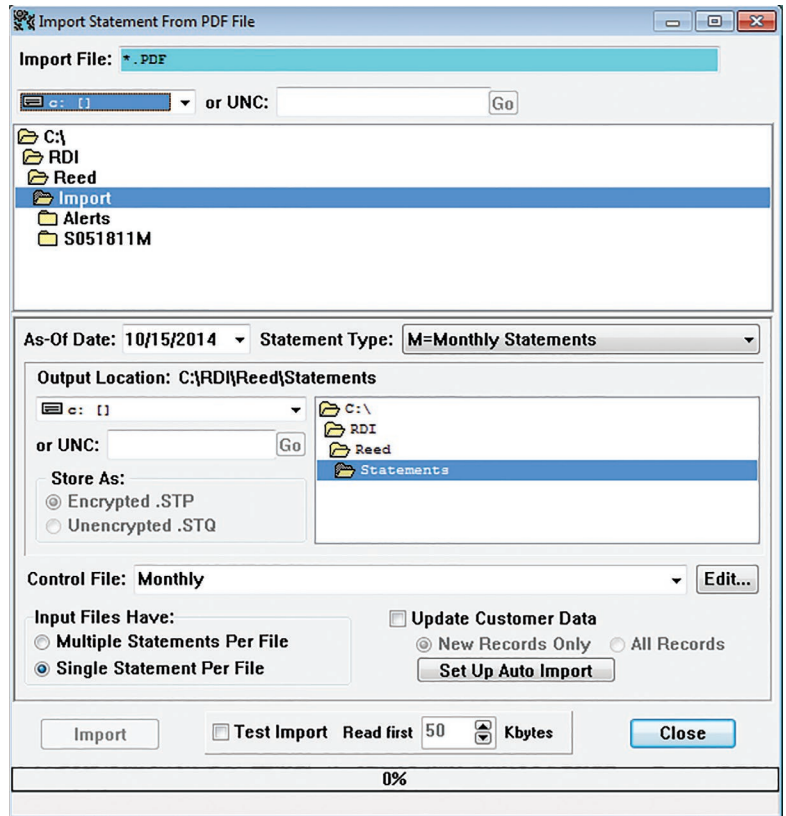




## Import Statement From PDF File



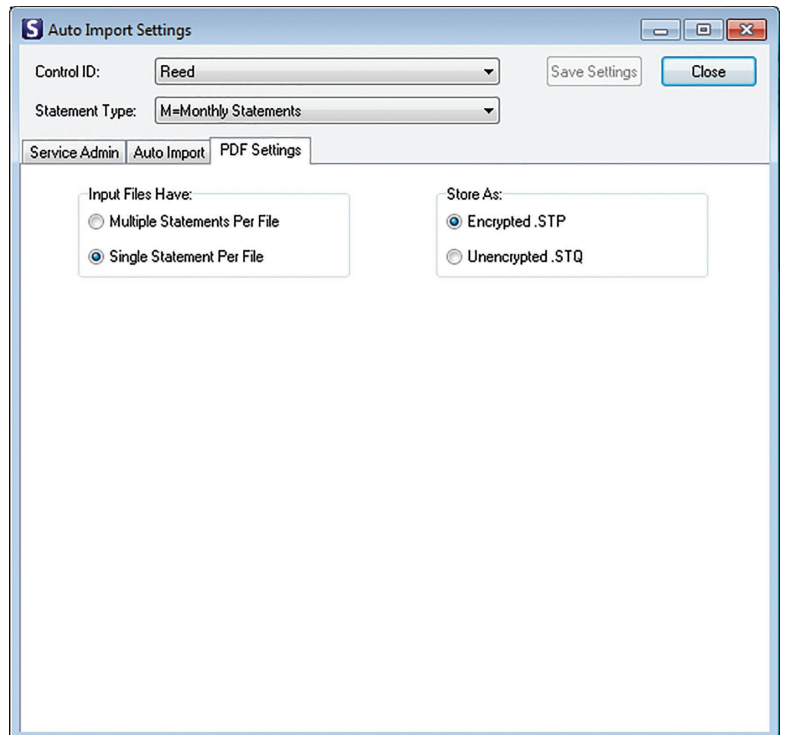
To Define Import Formats for PDF files, click on **Import | Import Statement From PDF File | Edit**.



The **Statement PDF Import** has a PDF tab for specifying layout that does not exist in the text import window. In addition, the **Auto ConState** and **Auto Reformatter** tabs have been removed.

The **PDF Settings** tab features two settings specific to PDF statements. One setting allows the user to select whether or not the statements contain **Multiple Statements per file** or **Single Statements per file**, and the other allows determines the Output file type.

Click **Close** to save the settings. Running auto imports will work normally, but will also import PDF settings as well.



## Auto Import

### Service Admin Tab

Select the Control ID where these settings will apply.

Select the Statement Type used for the import.

Save Settings preserves the settings entered for the selected Control ID.

Insert the Minutes and Seconds of how often the Auto Import will run.

Start/Stop Service allows the user to start/stop the Auto Import service.

Check Diagnostics if you are going to run diagnostics.

Enter email address/es to receive notification of imports.

### Auto Import Tab

Check to **Enable Auto Import**.

Browse to the appropriate Folders and Files.

Create Check Records that can be viewed in the Statement Data View window.

**Update Customer Data** will overwrite the existing data according to what is selected.

**Start Batch Send** process will begin. Items are sent based on the selections made in this section.

### Auto ConState Tab

Check **Enable Auto ConState** to use this service.

Browse for the URL in **Processor**.

Select **Override** or **Append** as appropriate.

The screenshot shows the 'Auto Import Settings' dialog box with the 'Auto ConState' tab selected. At the top, 'Control ID' is set to 'Reed' and 'Statement Type' is 'M=Monthly Statements'. There are 'Save Settings' and 'Close' buttons. Below the tabs, the 'Enable Auto ConState' checkbox is checked. The 'Processor' field is empty with a browse button (...). At the bottom, the 'Override' radio button is selected, and the 'Append' radio button is unselected.

### Auto Reformatter Tab

Check **Enable Auto Reformatter** to use this service.

Check or fill-in the box of the format elements to match the content of the file that will be imported.

The screenshot shows the 'Auto Import Settings' dialog box with the 'Auto Reformatter' tab selected. 'Control ID' is 'Reed' and 'Statement Type' is 'M=Monthly Statements'. The 'Enable Auto Reformatter' checkbox is checked. Other options include: 'Insert CR/LF if line length exceeds' (checkbox), 'Insert CR/LF before and after Form Feeds' (checkbox), 'Strip Trailing Spaces' (checked checkbox), 'Strip first' characters from each line (checkbox), 'Make Font Codes from characters' (checkbox), 'Skip lines with' in the first column (checkbox), and 'Replace Nulls with Spaces' (checked checkbox). There are several text input fields for replacing lines containing format codes, inserting/removing form feeds, and inserting graphic codes. At the bottom, there is a checkbox for 'Use standard 1-character left-column ANSI format'.

Once back in the Import **Statement from Text File** (or PDF) click **Import** to import the selected statement file.

**Test Import** used during the setup process by eDOC Innovations to test import settings.

**Read first \_\_\_ Kbytes** specifies the amount of data to be imported during test.

**Close** exits the import window.

During the statement import, the progress bar will be displayed showing the progress of the import, and the account which is currently being processed. Once a file is imported, the following window will display.

**Yes** confirms the import. **No** cancels the import. (Click No if there were errors found during import, and then contact eDOC Innovations.)

If the file imports without error, an Information window will display stating **File Imported Successfully**. Click **OK** to close the window.

### Reformat Text File

If import files need appearance changes from the data-house format, use the **Statement Conversion Utility**. Before you can use this utility, EDI will have had to create a unique form with special programming for your company.

To use this utility, select **Import | Reformat Text File**. The Statement Conversion Utility window opens.

### Input

**Processor** specifies the algorithm used to reformat text. Usually named for the Credit Union. The parameters on the setup screens should only be altered with the help of an EDI support representative, and are not covered in this guide.

Browse to **Input File**.

Check **Add Message From File** if a Message is to be added. If this box is checked, the accompanying box needs to contain the location of the file containing the message.

Check **Add Trailer Message(s) From File** if a Trailer Message is to be added. If this box is checked, the accompanying box needs to contain the location of the file containing the message.

### Output

Check **Generate Converted Statement File** if a Converted Statement File is to be generated. The accompanying box needs to contain the URL of where the file is to be saved.

Select **Overwrite** if you are replacing the existing file.

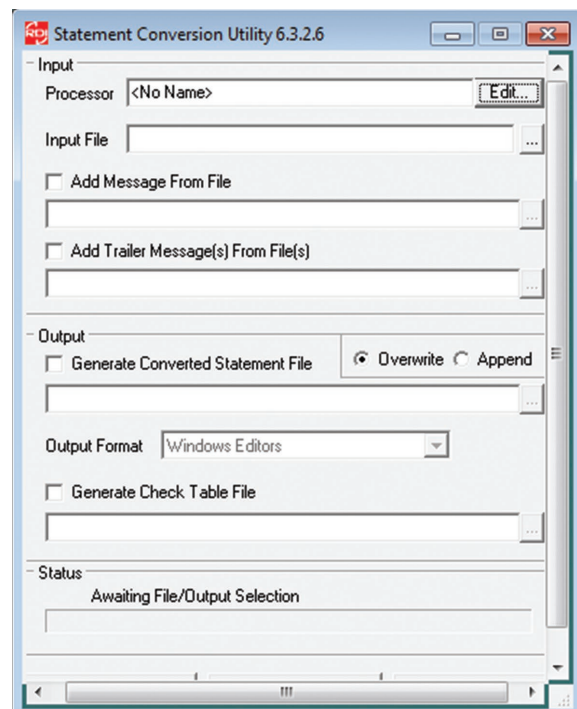
Select **Append** if you wish to add to the existing file.

**Output Format** specifies the format that the converted file will have.

Check **Generate Check Table File** if a Check Table File is to be generated. The accompanying box needs to contain the URL of where the file is to be saved.

### Status

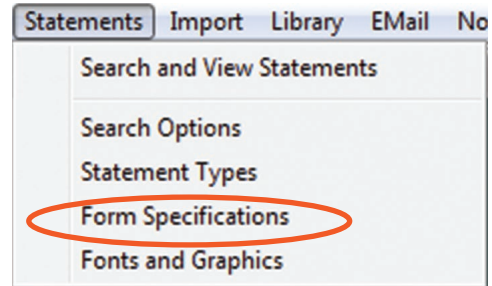
Status bar shows the progress of the file conversion once the Convert button has been clicked.



## Statement Form Specifications

Form Specification is used to associate a form type with a form overlay/s and font/s. Select **Statements | Form Specifications**.

The drop down at the top of the window displays the statement type being edited.



### FORM

**Name** the form.

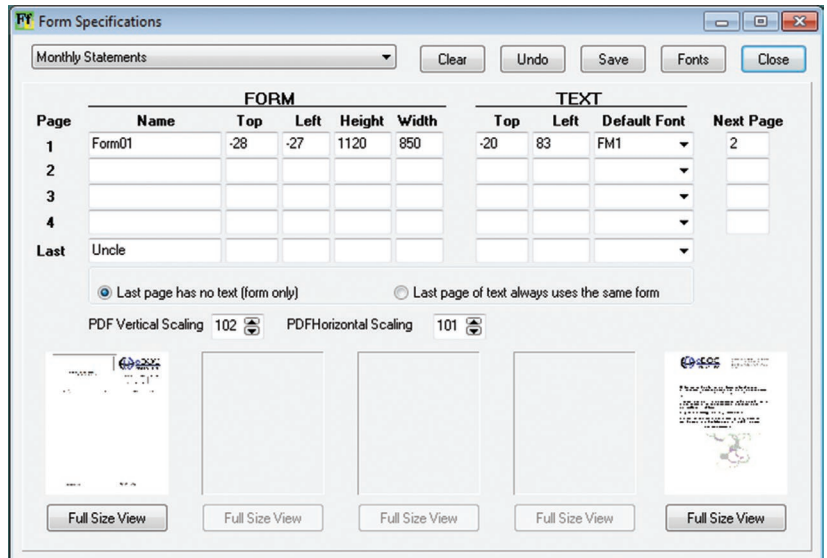
**Top** and **Left** controls placement of the form image on the page (in pixels). **Height** and **Width** specifies the size of the form in pixels.

### TEXT

**Top** and **Left** controls placement of the text on the page (in pixels). **Default Font** is the font used to render the form. **Next Page** is the number of the page format that follows the page being defined.

**Last page has no text** if the last page of the form does not have text printed on it. **Last page of text always uses the same form** if the last page of the statement is always the same form (such as a disclosure page).

**PDF Scaling** allows minor adjustments in form background when rendering PDF output.



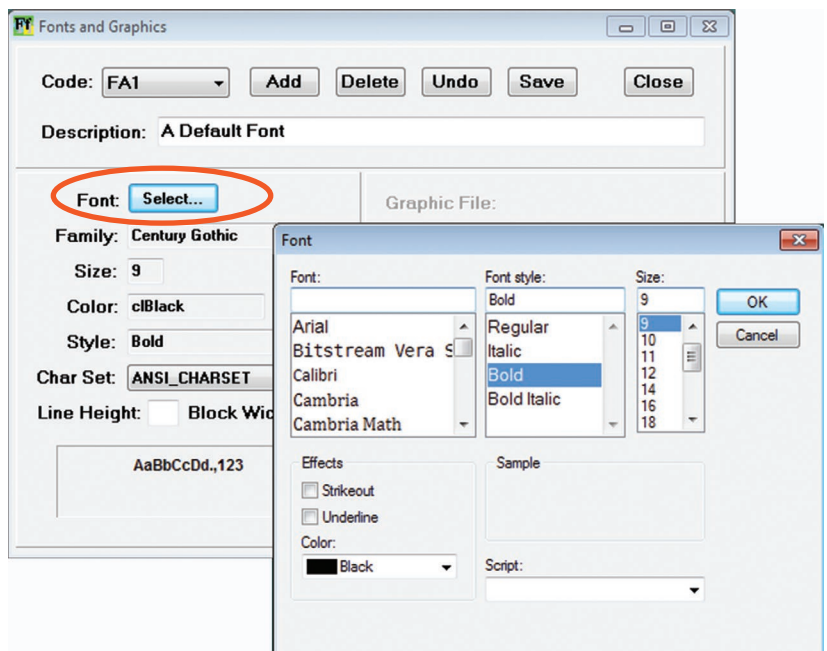
## Fonts and Graphics

Each page format can have a different default font specified. Additionally, statements may contain Font/Graphic codes which either change the font or display graphics on the page.

### Select Statements | Fonts and Graphics.

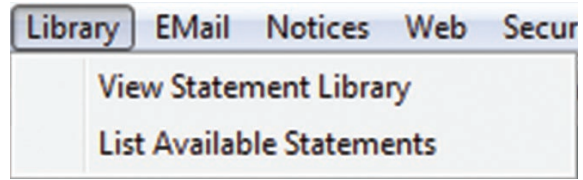
The drop down at the top of the window displays the current code type being configured or edited. The list contains all font/graphic codes which are currently defined.

**Select** opens the font window. The Sample box displays text according to the selections made.

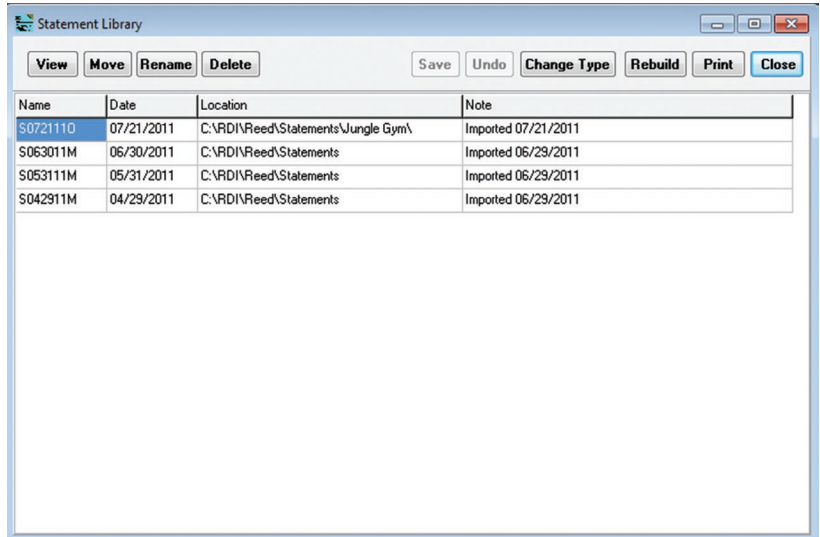




## Viewing Statement in the Library



To view statements **select Library | View Statement Library**. Select the statement you want to display and click **View** to open the Statement Data View window.



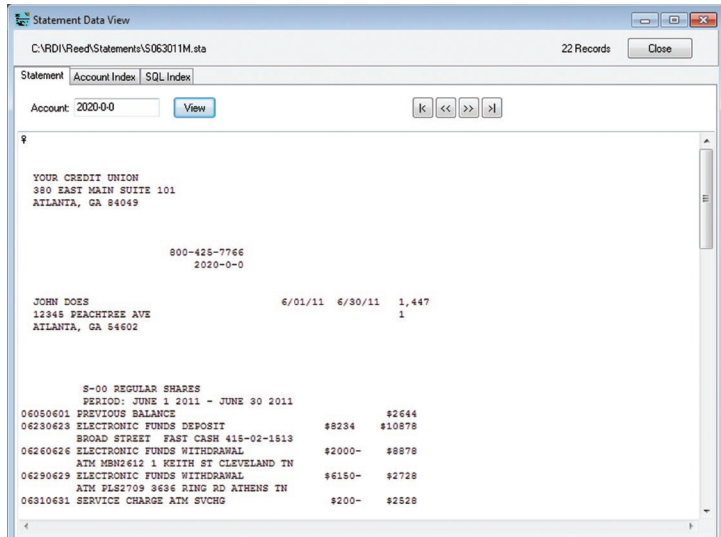
### Statement Tab

View displays the statement text of the account number that has been entered in the Account window. If check records were created, they will be visible in this display.

Font and graphics codes will also be visible in this display if they have been configured through the View Special menu in 2020COLD Reports.

The **arrow buttons** to the right of View will move document to the first, previous, next and last document in the file.

**Close** exits the tab window.



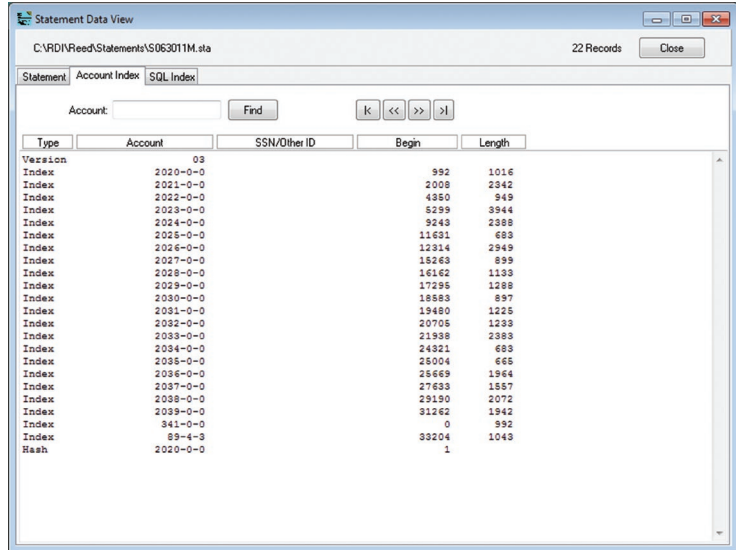
### Account Index Tab

This tab displays the index by account file.

Enter an **Account** number in this window to search for an account.

Click **Find** to locate the page of the entered account number.

Close exits the tab window.

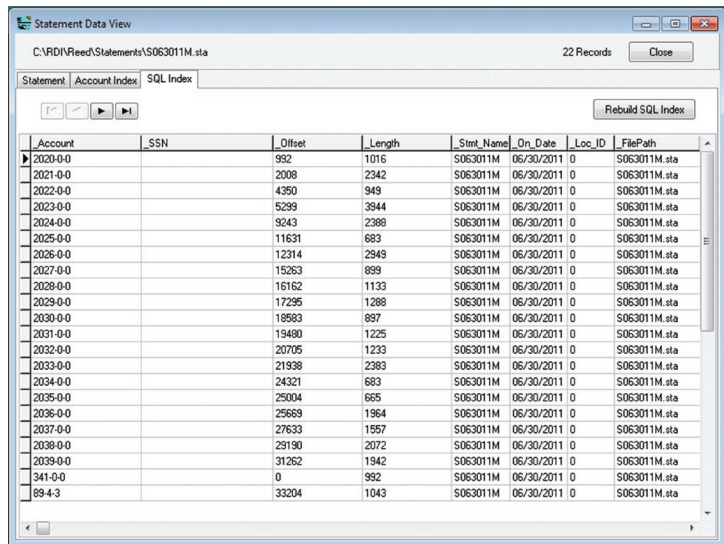


### SQL Index Tab

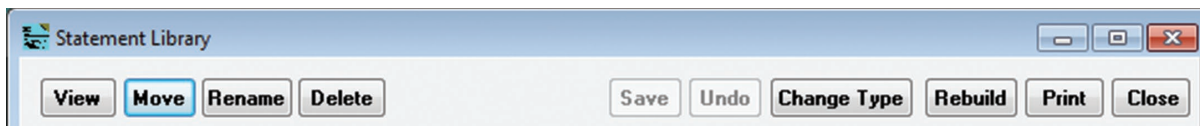
This tab displays information for any other ID indexed during import.

**Rebuild SQL Index** clears all SQL Index records for the selected statement and rebuilds them from the .idx and .idy index files.

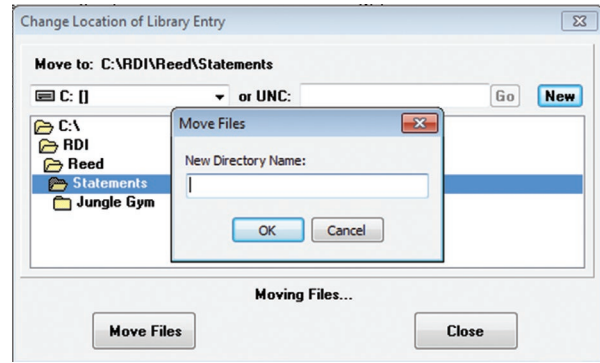
**Close** exits the tab window.



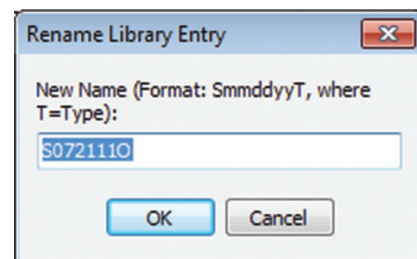
## Statement Library Commands



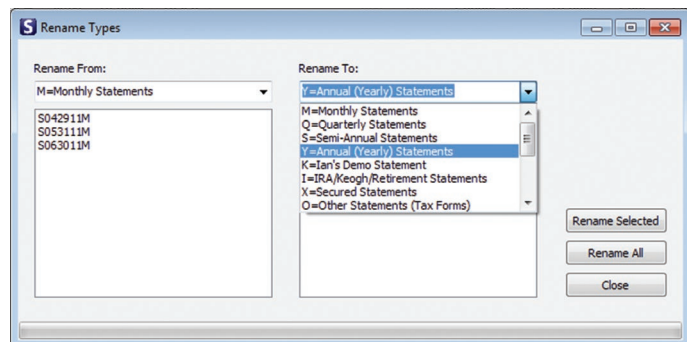
To move a file from one location to another, click **Move** on the Statement Library window. This opens the **Change Location of Library Entry** window. New opens the Move Files window. Enter the new location to move files to, then click **OK**. Click on Move Files to Move File to designated area. Close exits the window without moving any files.



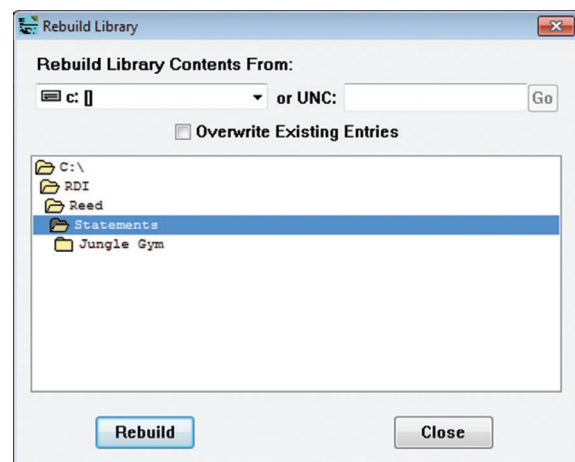
To change the name of a file, click **Rename** on the Statement Library window. This opens the **Rename Library Entry** window. Enter a new name based on the format shown, then click **OK**.



To rename a statement type, click on Change Type. Select the Rename From: to the Rename To: and click on the Rename Selected or Rename All buttons. Close with exit the window box with making changes.



Select **Rebuild** to add statement files that may exist in the selected source folder that are not already in the library. After the statement file has been rebuilt, the Information window displays informing the user that the task is complete.



To remove a file, click **Delete** on the Statement Library window. This will remove the statement and also allow you to remove all associated files. Clicking **No** on the Confirm window will delete the statement entry but not associated files. Clicking **OK** on the Confirm window will delete the statement entry and associated files.

If you edit the Note column, you may preserve changes by selecting **Save**. To remove changes made to the Note column, select Undo before selecting Save.

Click on Print to open the Print window to send the statement to print.

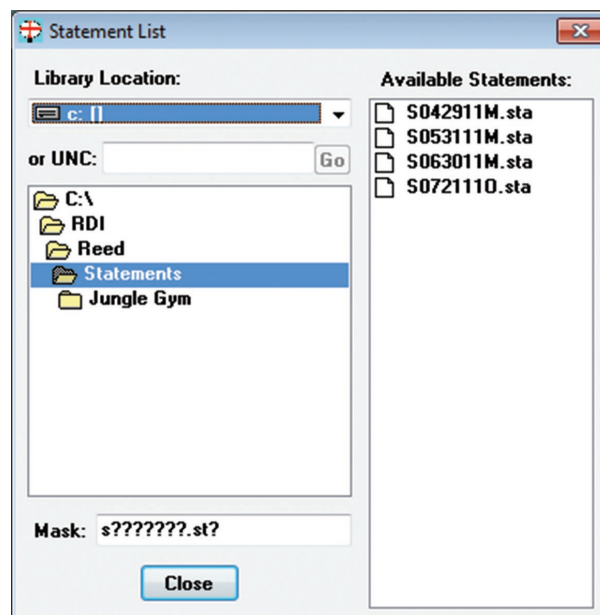
Close exits the Statement Library window.

## List Available Statements

Selecting **Library | List Available Statements** opens the Statement List window.

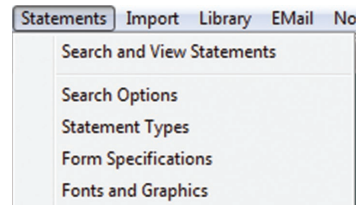
From this window a user may navigate to the location of his statement files.

**Mask** allows the user to enter a sequence that the program will match to identify statement files. Matches will be displayed in the Available Statements section of the window.



## Statement Search Options

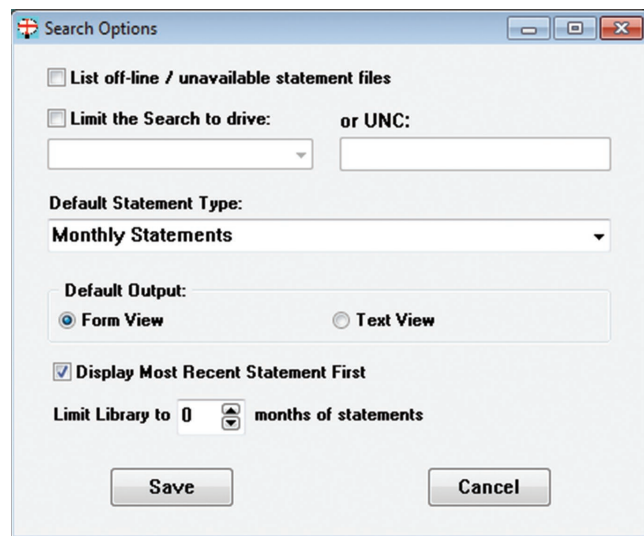
Statements data may be located through both the search and the find functions. Statements allows a user to configure search defaults to make searching more efficient for the individual performing the search. To access search options click **Statements | Search Options**.



List off-line / unavailable statement files, when checked, lists the statements which met the search criteria, but were not available (due to the location being off-line, etc.).

Limit the Search to drive, when checked, limits the search to either a drive location/ UNC path. Be sure to enter the correct path whether using a drive letter or UNC.

Default Statement Type selects the desired default statement type. It is best to select all or the statement types the specific user searches most often.



Default Output allows a user to define the default output.

Form View defaults the statement display to Form View. Text View defaults a statement file display to "Text View."

Limit Library to \_\_ months of statements – allows a user to limit the number of statement files to be displayed in the statement library.

Save commits changes made.

Cancel exits without saving changes.



## Search and View Statements

Selecting **Statements | Search and View Statements** opens the Search and View Statements window.

Enter the account number or other ID.

In Select Date check **Most Recent** to view the last statement imported for the specific file type, or choose a From date through a To date to view multiple months.

In the Statement Type(s) check **All** to view all statement types for the account, or uncheck and highlight a statement type.

Select **Form View** or **Text View** as appropriate. If recent statements are to be viewed, check **Display Most Recent Statement First**, then click Search.

**Search** begins the search process.

**Close** exits the Search and View Statements window.

The **Statement Text** window displays the **Text View** search results performed from the **Search and View Statements** window when the **Text View** radio button is chosen.

Selecting **Search** from this window displays the **Text Search** window. Be sure to match the text format when entering the search string.

	6/01/11	6/30/11	1,447
06050601 PREVIOUS BALANCE			\$2644
06230623 ELECTRONIC FUNDS DEPOSIT	\$8234		\$10878
06260626 ELECTRONIC FUNDS WITHDRAWAL	\$2000-		\$8878

**Find** displays the next statement that contains the text entered in the Text Search window.

**Delete/Add Blank Line** allows for the addition or deletion of a blank line in the statement file to adjust formatting.

**Font** changes the font in text view.

**Print** allows user to specify an installed printer for printing.

**Close** exits the Statement Text window.

The **Statement Text** window displays the **Form View** search results performed from the **Search and View Statements** window when the “Form View” radio button is chosen.

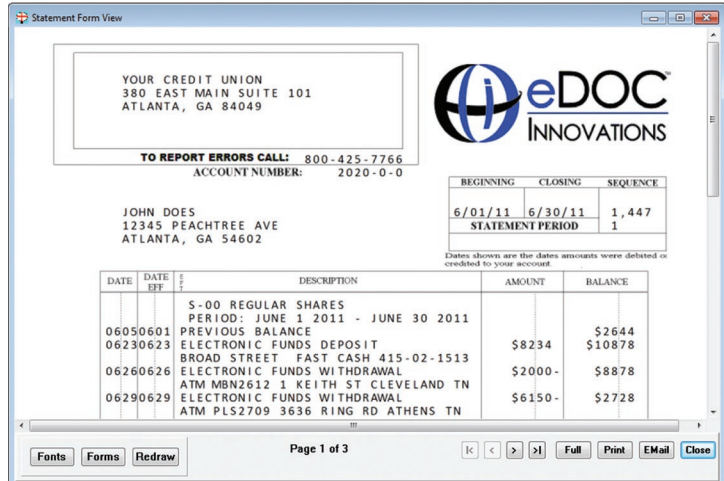
**Font**, **Forms** and **Redraw** only display when a user has the rights to view these options. These are configured by eDOC Innovations. If there is an alignment issue with the statement file, contact eDOC Innovations Customer Service.

**Full** shows the entire statement in the window.

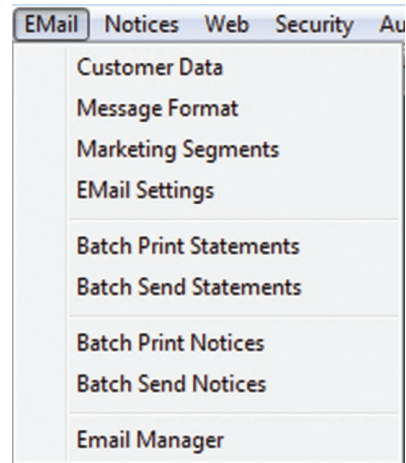
**Print** allows user to specify an installed printer for printing.

**Email** sends an email to the customer via the Queue Manager.

**Close** exits the Statement Form View window and returns to Statements.



## Email Tab



## Customer Data

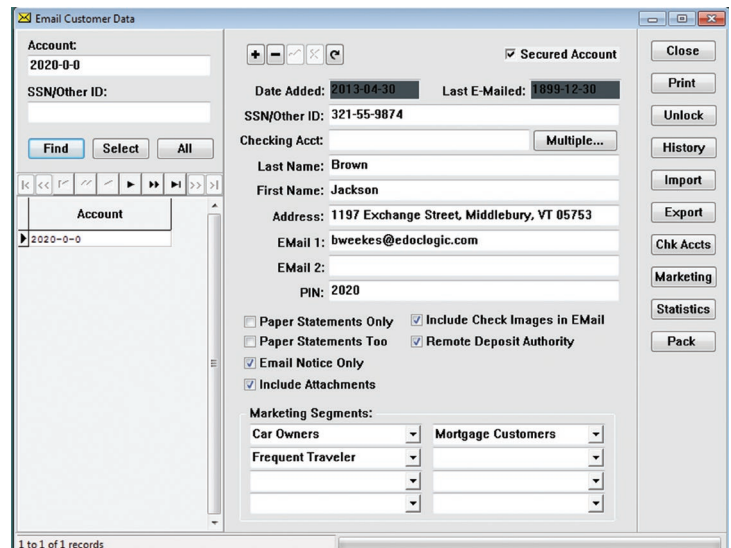
Information about the customer can be added manually or can be gathered during a statement import. This information is saved in the Customer Data table. The information may include the customer account number, name, address, and email address as well as marketing segments that are used by Email-4-Statements when trying to target certain groups when marketing to the customers. Information from this section may also be exported and used as an institution sees fit.

To find specific data for an Account, SSN or Other ID number, select **Email | Customer Data**.

Enter the Account, SSN or Other ID number and click **Find**. This will populate the Email Customer Data window with all the data the system has for the Account, SSN or Other ID number entered.

Once you have entered the account number, the current account data will display in the **Email Customer Data** window.

- + Manually adds account number.
- Deletes selected record.
- ✓ Saves changes.
- x Cancels changes (before clicking save).
- ↶ Undo, returns to original.



**Secured Account** adds the current account to the secured accounts table.

**Date Added** is the date in which the account was added to the system.

**Last Emailed** is the date of the last sent email.

**SSN/Other ID** displays the Social Security number or other ID for the current account.

**Checking Acct** displays a checking account number (if one exists).

**Multiple** allows for the configuration of multiple account numbers (if needed).

**Last Name** displays the last name of the current account customer.

**First Name** displays the first name of the current account customer.

**Address** displays the address for the current account customer.

**Email 1** displays the email address for the current account customer.

**Email 2** displays the second email address for the current customer account (if one exists).

**Pin** displays the pin number for the current customer account (if the user has permissions to view passwords).

**Email Notice Only** emails a notice that the customer statement is ready when a customer is unable to receive attachments through email).

**Include Attachments** sends the customer attachments associated with the statement being sent.

**Paper Statements Only** withholds statements from being emailed to customer.

**Paper Statements Too** flags this account to keep track of customers receiving paper statements as well as email statements.

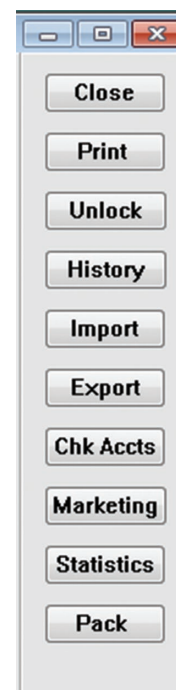
**Marketing Segments** is a group that is defined by a common piece/s of data, such as an age range or interest group. A customer could be part of 8 different marketing segments. When doing an email send, the program will allow a user to target specific or multiple marketing segments. This allows an institution to target only those customers who may be interested in a specific marketing campaign.

**Close** exits the customer data window.

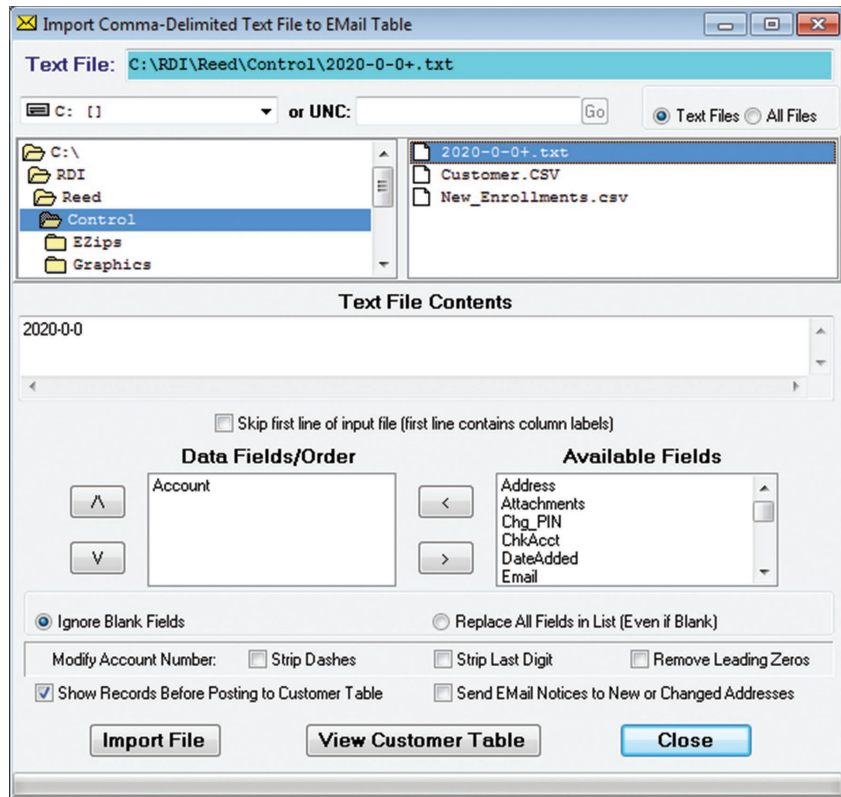
**Print** sends the information that has been selected to print after a printer has been chosen.

**Unlock** unblocks the current account. When customers are logging in, there is a limit to the number of times they can enter a password before the account becomes locked.

**History** displays the email history for the account selected.



Clicking on **Import** opens the **Import Comma Delimited Text File to EMail Table** window to allow a user to specify what data is to be imported from the customer record into the customer table. Choose from the **Available Fields** and click < to move them into the **Data Fields/Order**.



**Text File** is the relative path of the file that will be imported. The dropdown box below Text File allows the user to browse to a file location. The **UNC** is the absolute path of file to be imported.

Select **Text Files** if the file/s to be imported is text. Select **All Files** if the file/s to be imported is anything but text.

The two text windows below display the directories of the file path and the files.

**Text File Contents** displays the content of the text file to be imported.

Check **Skip first line of input...** to skip the first of of the imported file, for example, to remove column labels of the file.

**Data Fields/Order** specifies the order of the fields that will be imported. ^ moves the selected field up, V moves the selected field down.

**Available Fields** displays the files that are available for import. < moves the field from Available Fields to Data Fields/Order. > moves the field from Data Fields/Order to Available Fields.

Check **Ignore Blanks Fields** to not import blank fields. **Replace All Fields in List ...** imports all fields including blank ones.

**Modify Account Number** allows a user to modify an account number in import file selected.

Check **Show Records** to display the import records before they are posted to the Customer Table.

Check **Send Email Notices ...** to email notices to new or changed customer addresses.

**Import File** imports the file selected. If no file is selected, an Error window will display.

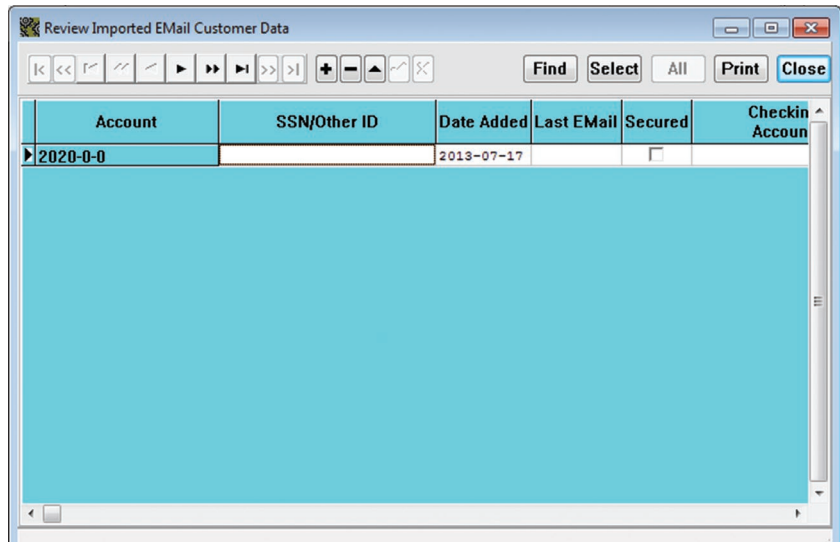
**View Customer Table** displays the customer table that the file is imported into.

**Close** exits the **Import Comma Delimited ...** window and returns to the Email Customer Data window.

After selecting field and modifying the account, click on **Import File** to **Review Imported Email Customer Data**. Click **Close** to exit the window.

An Information window will open to tell you how many record were placed into the temporary table and it will ask **Transfer to Customer Table?**

Click **Yes** to transfer. Click **No** to cancel the operation.



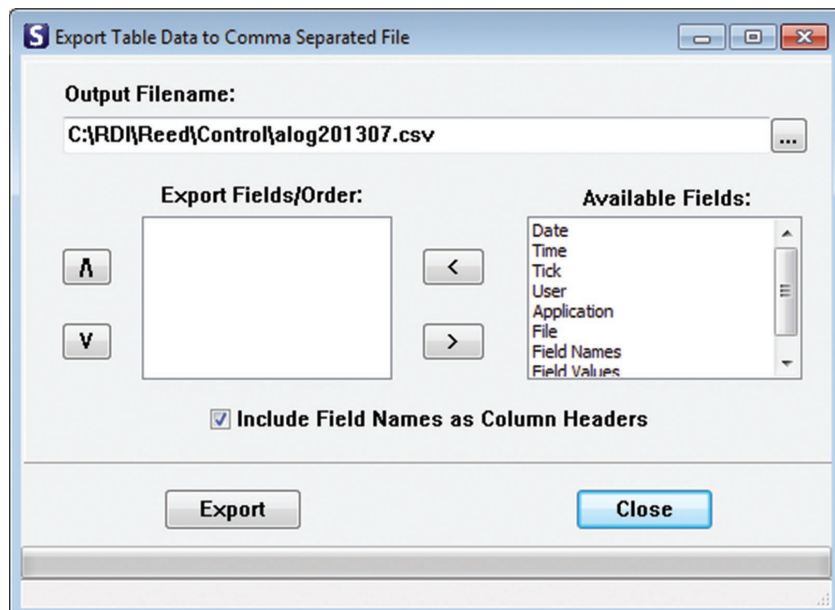
**Find** opens search window where user can enter account number.

**Select** opens Select Records window where user can specify search query. This will load the Select Batch Print Accounts window with all the results of the query. If query results are thousands of records, this may take a very long time to load.

**All** loads all accounts. This could take a very long time if the file contains thousands of accounts. Loading all accounts disables the Range Navigation buttons.

**Close** exits the **Email Members** window and returns to the **Import Comma Delimited...** window.

Click on **Export** to **Export Table Data to Comma Separated File**. Choose **Available Fields** and click on < to move them over to **Export Fields/ Order**. Click on **Export**. A message at the bottom of the window will review how many record were exported.



**Output Filename** displays the path and filename of the file to be exported.

**Export Fields/Order** specifies the order of the fields that will be exported. Λ moves the selected field up, V moves the selected field down.

**Available Fields** displays the files that are available for import. < moves the field from Available Fields to Export Fields/ Order. > moves the field from Export Fields/Order to Available Fields.

Check **Include Field Names ...** if the field names are to be the column headers when the file is exported.

**Export** exports the file displayed in Output Filename.

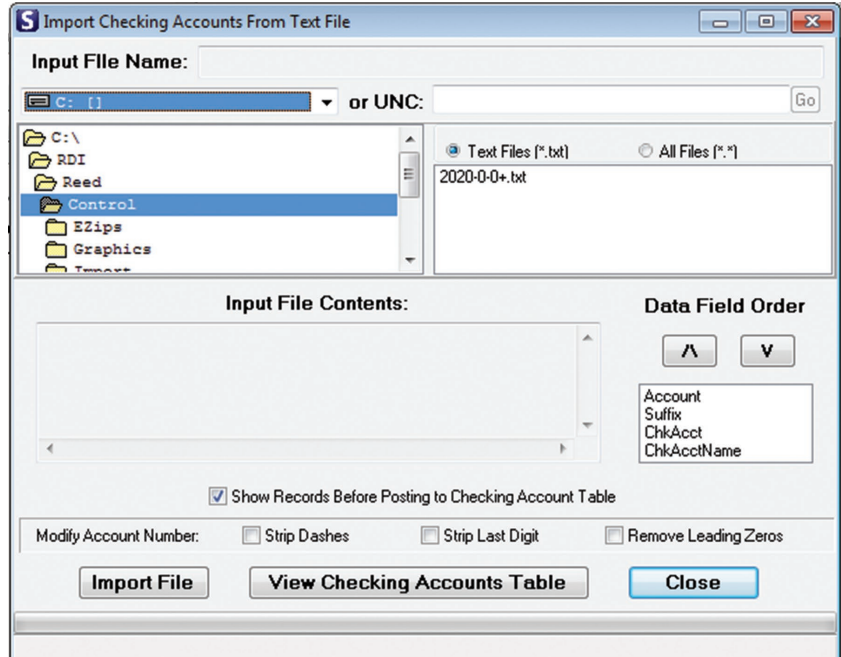
**Close** exits the **Export Table Data ...** window and returns to Email Customer Data window.



To **Import Checking Accounts from Text File**, click on **Chk Accounts**. A User can **View Checking Accounts Table** or **Import File**.

After selection are made and the import is complete, an information window will open to show you how many record were placed into the temporary table and it will ask if you want to **Transfer to Customer Table?**

Click **Yes** to transfer. Click **No** to cancel the operation.



**Input File Name** is the path of the file that will be imported.

The dropdown below allows the user to browse to a file location.

**UCN** is the absolute path of file to be imported.

Select **Text Files** if the file/s to be imported is text.

Select **All Files** if the file/s to be imported is anything but text. The window below will display the directories/files in the path.

**Input File Contents** displays the content of the text file to be imported.

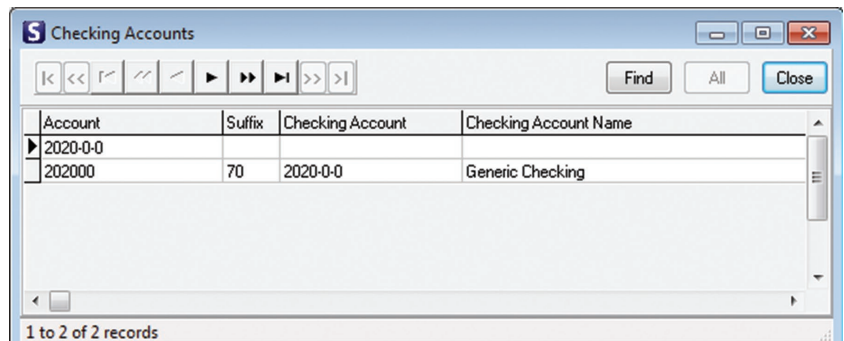
**Data Fields Order** specifies the order of the fields that will be imported.  $\wedge$  moves the selected field up,  $\vee$  moves the selected field down.

Check **Show Records Before...** to display the import records before they are posted to the Customer Table.

**Modify Account Number** allows user to modify account number in import file selected.

**Close** exits the **Import Checking Accounts ...** window and returns to the **Email Customer Data** window.

Selecting **View Checking Accounts Table** will display the accounts in the **Checking Accounts** window.



**Find** opens search window where user can enter account number.

**All** loads all accounts. This could take a very long time if the file contains thousands of accounts.

**Close** exits **Checking Accounts** and returns to the **Import Checking Accounts ...** window.

The **Marketing Segments** is a group that is defined by a common piece/s of data to target customers who may be interested in a specific marketing campaign.

Add new marketing segments by clicking on **Insert**, entering the new segment and clicking on **OK**. The new marketing segment will now appear in the window.

**Delete** will delete the segment that is highlighted.

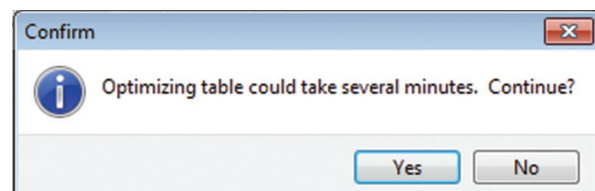
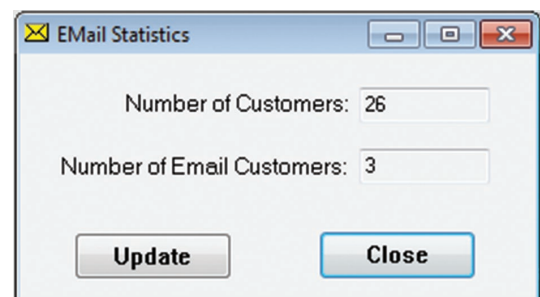
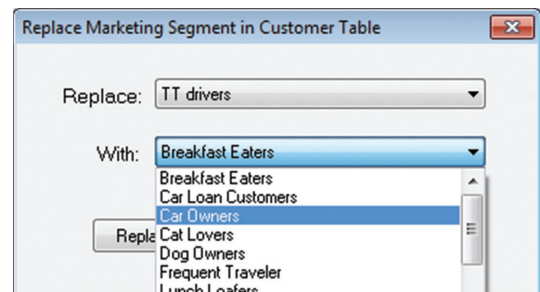
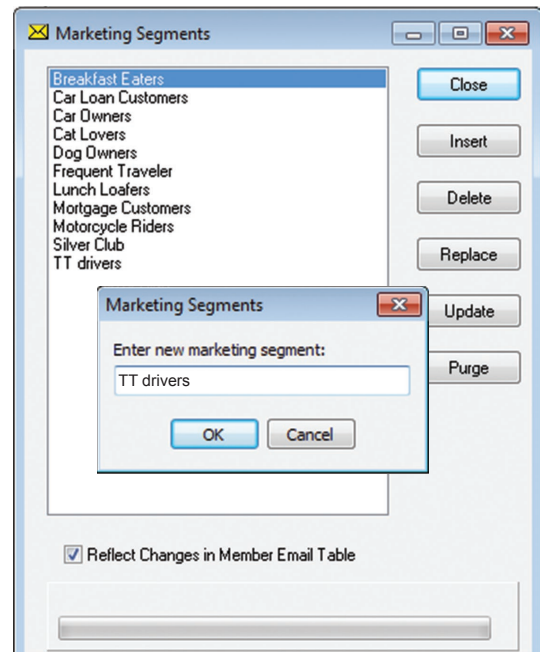
**Replace** will open the **Replace Marketing Segment in Customer Table** where one marketing segment can be replaced by another.

**Update** places the marketing segments from the member table into the Marketing Segments list which displays in the text box. A confirm window will open asking to insert all marketing segments from the **Customer Table** into this list. Click **Yes** to insert, **No** to cancel.

**Purge** removes marketing segments that are not found in the list from the member table. A **Confirm** window asking if you want to remove all marketing segments found in this list from the **Customer Table**. Click **Yes** to remove, **No** to cancel.

**Statistics** opens the informational **Email Statistics** window. Click **Update** to update the number of members, number of email addresses and last date imported. Click **Close** to close the window.

**Pack** will open a **Confirm** window advising that **Optimizing the table could take several minutes**. Click **Yes** to pack or **No** to cancel the operation. If you click on Yes, another window will open to advise that the Customer Table has been packed. Click **OK**.



## Message Format

Statements allows a user to define the messages that are sent with an email based on email type. This includes the Subject line as well as the Message body and attachments. To define the program message formats click **Email | Message Formats**.

### TYPE

Select the Message **Type** from the dropdown box.

Email type codes have 3 parts:

1. First letter designates the source:  
 b = statement batch send  
 n = notice batch send  
 e = 2020eDOC  
 i = 2020iDOC  
 r = by request (teller)  
 \_\_ = printer only
2. Middle part designates document type or purpose:  
 Stmt = statement  
 Check = check  
 Document = document  
 Notice = notice  
 Mass = mass message  
 EMAdd = email address add  
 EMChg = email address change
3. The third part designates statement or notice type (may not be applicable to some email types). See Specifying Form Layout for statement types and notice types for options. "Z" is used for multiple types.

**Email Type Example:** bMassA (the b stands for a batch send, the Mass stands for a mass message send of a Monthly statement file, the A stands for a Visa statement file).

**Add** a new document type.

**Delete** the current document.

**Undo** changes made since last Save.

**Save** changes made to the current document.

Display the example **Description** for the current email type.

Display the **Email Subject** with the email when it is sent to the customer.

## Body

**Normal** displays what will appear in the body of the email. This portion also supports HTML, which must begin with the <HTML> tag. Any text above this tag will be included as the plain-text alternate body content. Put the tag information within the Body, and make sure the links are accessible through the internet.

**No Pin** displays the message that will be sent when a customer has an email address, but no pin on file. When this message is sent, the customer will receive the marketing items, but not the statement file. This is only used when sending statements.

## Attachments

**Attachment Sent to All, Regardless of Customer Options** will be sent to a customer even if the “No Attachments” option is selected. This would be used to make sure the customer received important documents such as disclosure information.

**Attachments Sent If “Include Attachments” Is Selected** sends up to 3 PDF attachments. This displays the path to the files to be sent for the specified email type.

**Include Marketing Segment Attachments** includes marketing segment attachments to different target groups as part of this message format.

**Marketing Segment** is used to select a marketing segment and assign an attachment file to be included for accounts associated with the selected marketing segment.

## Add a New Message Format

It may become necessary to add new message formats to accommodate new statement types, or other documents that may be used. From the main menu select, **Email | Message Formats** and click on **Add**.

Select the **Document Type** for the new form type to be created. The Document Type drop down box includes:

*Statement* (any statement type, i.e. Monthly, Quarterly, Visa, etc.)

*Check* (any check file types that may be associated with the new statement type for different checking accounts)

*Document* (if this will be a document that will be sent through from 2020DOC)

*Notice* (for a new “Monthly notice” type that will need to be created in conjunction with the new statement type)

*Mass Message* (for a new “Monthly Mass Message” type that will need to be created in conjunction with the new statement type)

*Email Address Add* (should only be setup once to accommodate any statement type) Lets a customer know he is enrolled in Email-4-Statements.

*Email Address Change* (occurs occasionally) Lets a customer know his email address has been changed.

Select the **Source** that will generate the email. The Source drop down box includes:

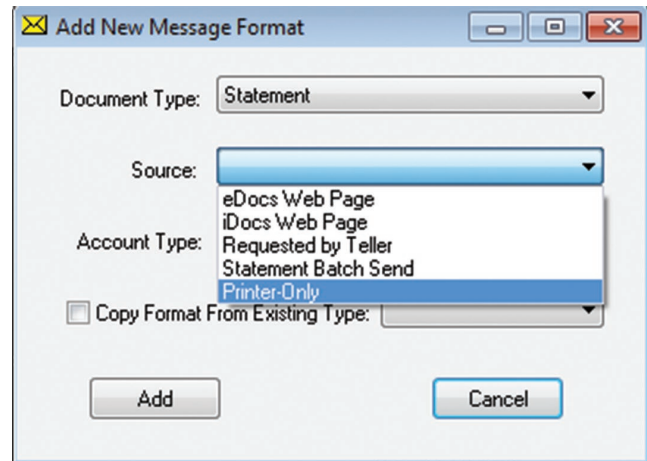
*eDocs Web Page* are emails requested by the member via 2020eDOC.

*iDocs Web Pages* are emails requested by staff via 2020iDOC.

*Requested by Teller* are any document an employee looks up and emails from the application will need to have an entry including this source.

*Statement Batch Send* are any document sent using the Monthly Statement send will need to have an entry including this source.

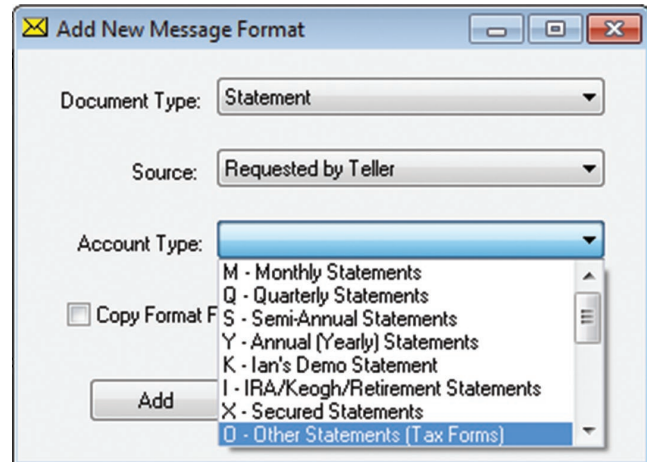
*Printer Only* is used only to generate a printed copy for mailing.



Choose an **Account Type** from the drop down box for statement or notice documents.

**Copy Format From Existing Type** – allows the user to select an existing Message Format to use as a template for the new document type. To use this option check the box next to Copy Format from Existing Type.

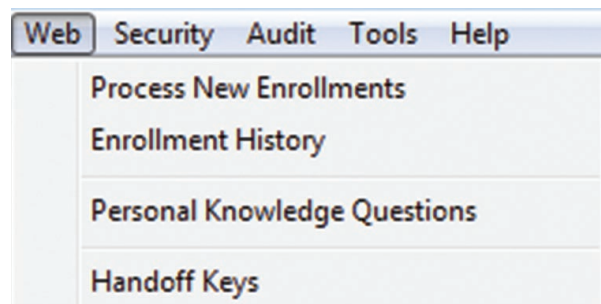
**Cancel** exits the Add New Message Format window.



## Web Tab

### Processing Non-Secure Enrollments

To process new members select **Web | Process New Enrollments** to open the **New Customer Enrollment** window.

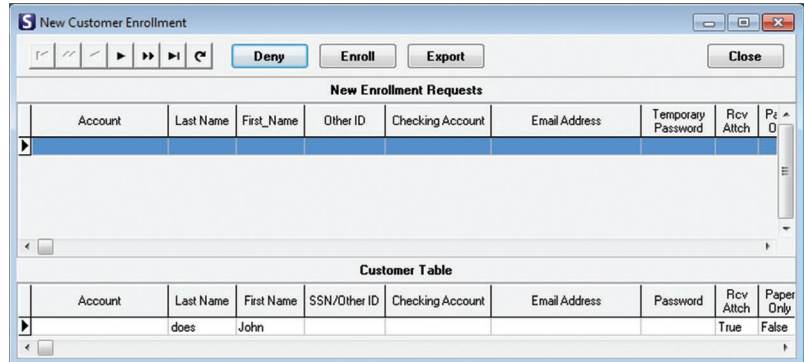




To cancel the enrollment process, click **Deny**.

To approve an enrollment, highlight the account and click **Enroll**.

Close exits the **New Customer Enrollment** window.

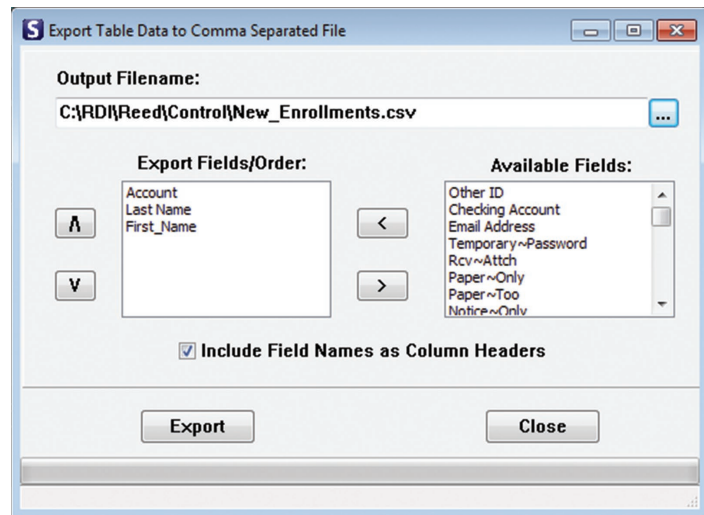


Click on **Export** to open the **Export Table Data to Comma Separated File** window. Locate the Output Filename. Display the Export Fields/Order to be exported. Choose Available Fields to be exported.

Check **Include Field Names as Column Headers** if you want the field names to become headers .

Export the file to: C:\RDI\Reed\Control\New\_Enrollments.csv

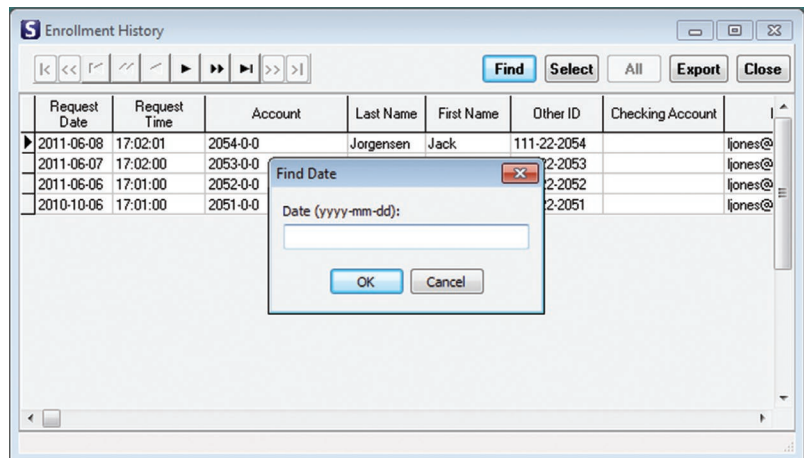
Close exits window without saving changes.



## Viewing Enrollment History

To view Enrollment History window select **Web | Enrollment History**. The enrollment activity displays.

**Find** opens the Find Date window to specify a date to search



**Select** displays the Select Records window which allows users to do a selective search for customer records. Select the field name(s) and enter a value. The Field window contains all the fields that may be searched.

**Add** appends the criteria to the search, and combines with other criteria using a Boolean “and” function.

**Remove** – deletes the select criteria from the list.

**Clear All** – removes all the select criteria entries.

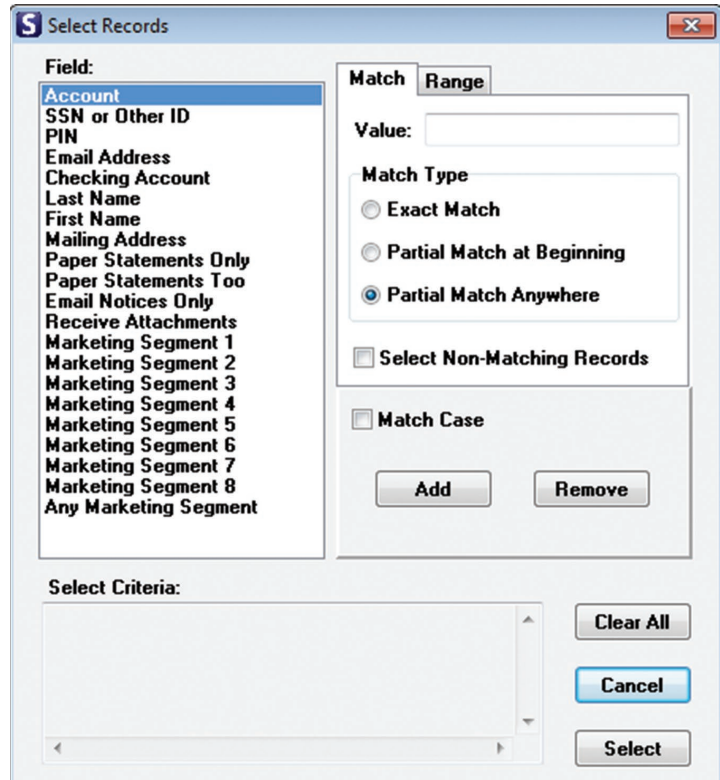
**Cancel** – closes the search window.

**Match** – searches for a single value.

**Range** – searches for records in (or out) of a specified range of values.

**Select** – performs the search and displays the matching records.

**All** – Selects all the records.



**Export** opens the **Export Table Data to Comma Separated File** window which allows the user to define an enrollment file for export.

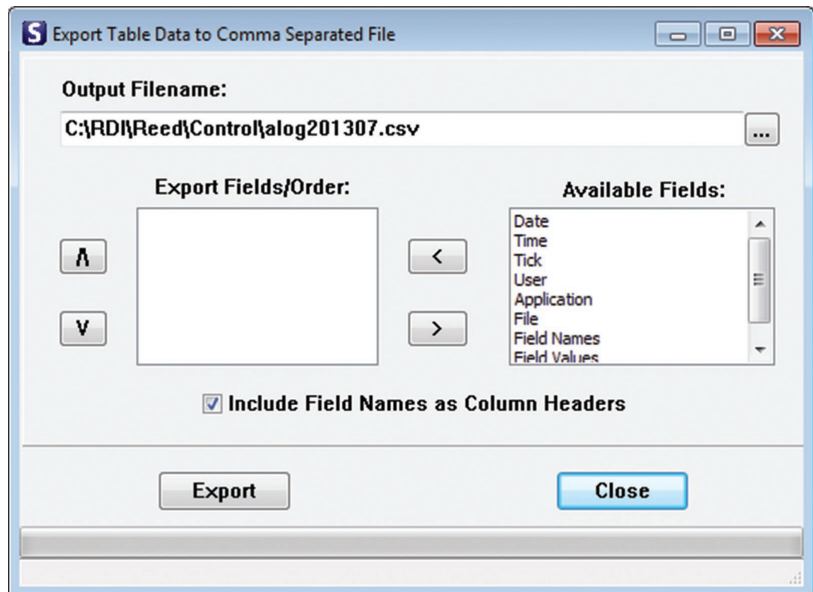
Locate the **Output Filename**.

**Export Fields/Order** displays the fields and their order of data that is to be exported.

**Available Fields** are data fields that are available for export.

Check **Include Field Names as Column Headers** if you want the field names to become headers in the exported file.

**Export** file to: C:\RDI\Reed\Control\Enrollment\_History.csv.



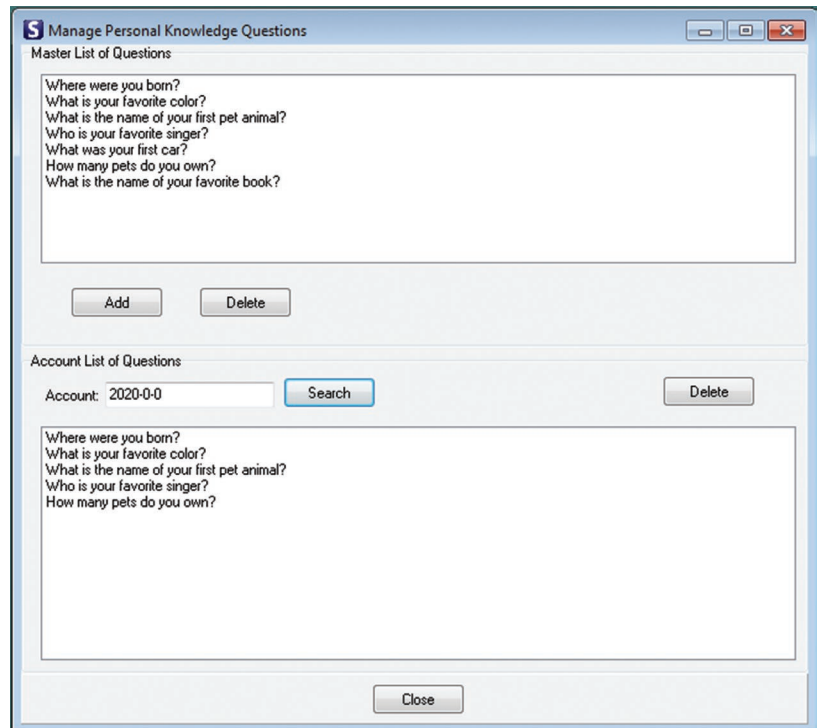
**Close** exits the window and returns to Enrollment History window without saving changes.

## Personal Knowledge Questions

To view the complete list of Personal Knowledge Questions select **Web | Personal Knowledge Questions**.

The first box lists all the questions in the system that can be used. Select **Add** or **Delete** to make changes to the master list.

The **Account List of Questions** displays the account being reviewed and what questions that account has chosen for its security questions. Only accounts that correspond to the login information will be viewable. **Delete** allows a question to be removed if a user has forgotten the response he has made to the question. Close exits the window.



## Email Settings

Configuring Email-4-Statements before beginning use of the program is required.

To open this window click on **Email | Email Settings**.

### Email Message Options:

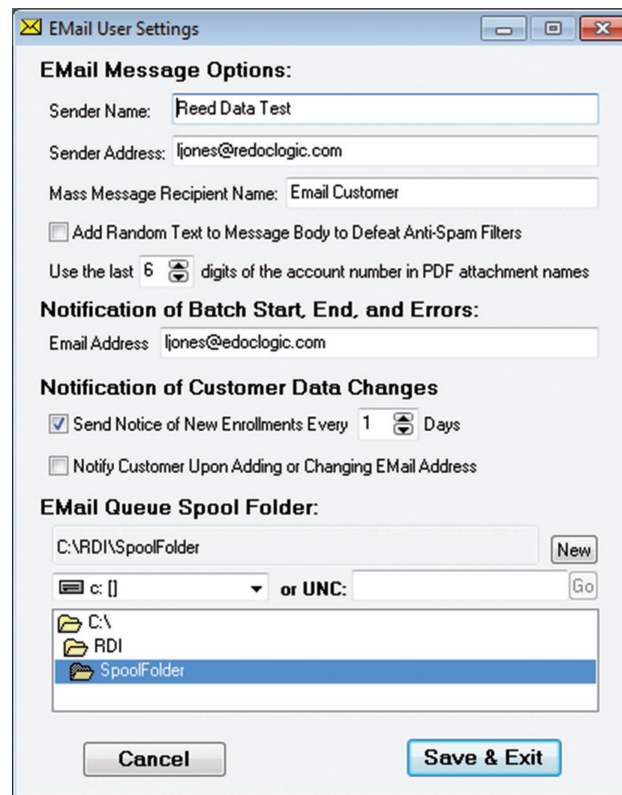
**Sender Name** contains the name that will display in the “from” field of the email sent to the customer.

**Sender Address** contains the address where replies will be sent when a customer replies to a message received. This must be a valid email address.

**Mass Message Recipient Name** displays the name that will appear in the recipient field when sending a Mass message.

Checking **Add Random Text to Message Body to Defeat Anti-Spam Filters** will insert a random string at the end of the email body to help prevent the messages from being blocked as SPAM.

**Use the last \_\_\_ digits of the account number in PDF attachment names** uses the last characters in the account number as the last characters of the PDF file name.



**Notification of Batch Start, End, and Errors**

Email Address – specifies the email address to receive status notifications during the statement email send cycles.

**Notification of Customer Data**

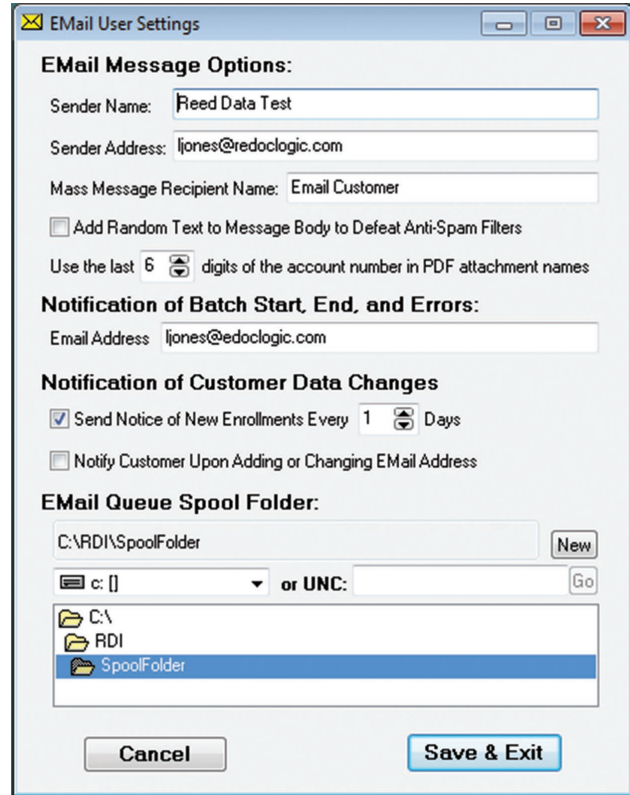
**Send Notice of New Enrollments Every \_\_\_ Days** allows user to insert a value for the number of days between notices by clicking the up or down arrows. If 0, notices are not sent.

**Notify Customer Upon Adding or Changing Email Addresses** will notify a customer of any email address changes made to his account.

**Email Queue Spool Folder** displays the path to the email queue folder. Click **New** to create a new folder within the displayed path. To change the spool folder path, browse to the new location on the left by drive letter, or browse to the new location on the right by UNC.

**Cancel** exits without saving changes.

**Save & Exit** commits changes and exits back to main menu window.



**Email Manager Setup**

Click on **Email | Email Manager | Options** to open the Email Manager Options window. This input window allows Email Manger setup.

**SMTP Server** displays IP address used to route emails through an email server.

**Port** displays port number of the SMTP server.

**Timeout** displays the number of minutes the application will wait for a message to be sent. \*Only required if SMTP server requires a Login.

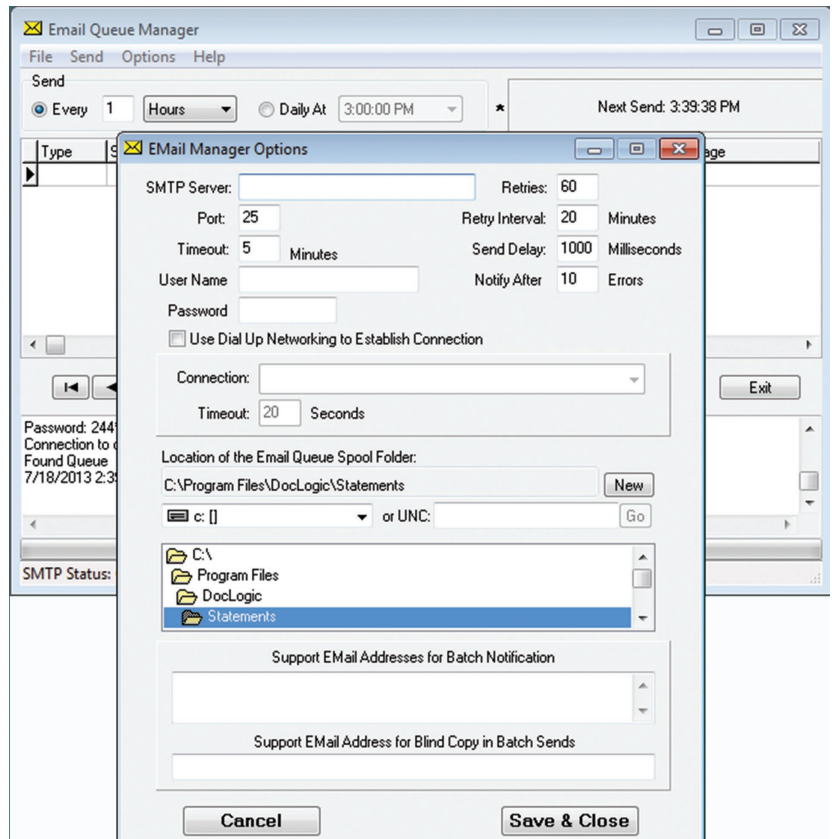
**Enter User Name and Password.**

Enter the number of **Retries** the system will try to send a message.

Enter the **Retry Interval** of minutes between retries.

**Send Delay** time to wait between sending messages.

**Notify After** the number of errors allowed before notification is sent.





Check **Use Dial-up Networking to Establish Connection** if using a dial-up connection.

**Connection** defines the windows dial-up connections.

**Timeout** \_\_\_ **Seconds** to wait for a dial-up connection to be established.

Location of the Email Queue Spool Folder Port displays the folder location. Clicking **New** allows a new folder to be added to the currently selected path.

The drive select dropdown or UNC text box below New specifies the path (browse by drive letter to a new path or the UNC path) of the spool folder.

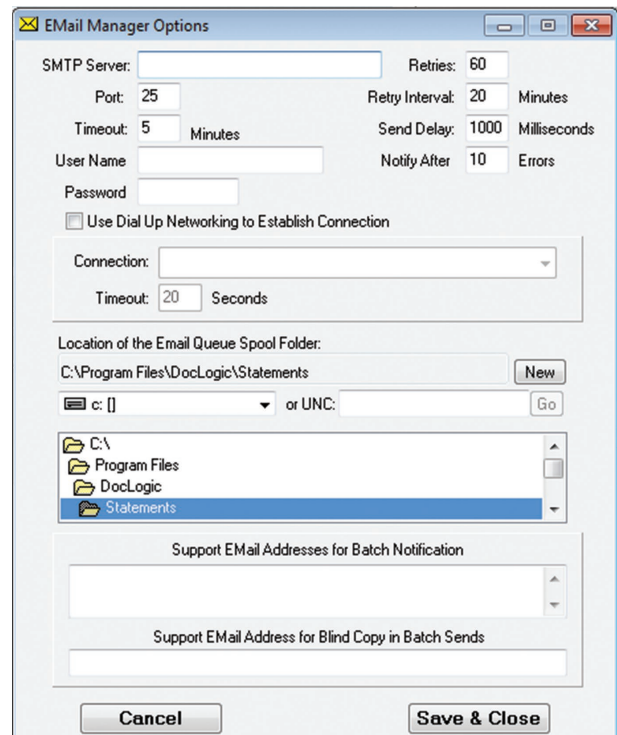
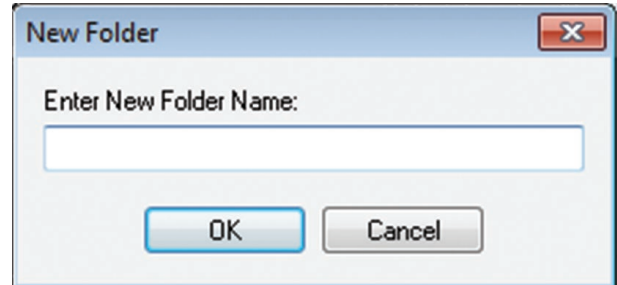
Directory select window is used to navigate to the spool folder.

Support Email Addresses for Batch Notification displays the email addresses that will be sent batch notifications as emails are sent.

Support Email Addresses for Blind Copy in Batch Sends displays the email addresses that will be sent copies of email sent in the batch.

Cancel exits without saving changes.

Save & Close commits the changes made and closes the **Email Manager Option** window.



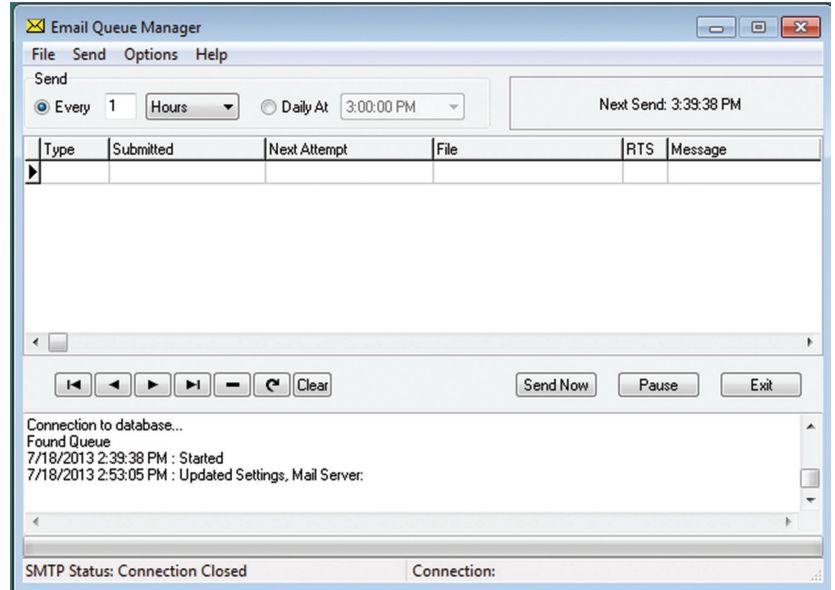


**Send** controls the intervals at which the Queue Manager will send email requests to the customers.

**Every** selects a recurring interval in seconds, minutes or hours.

**Daily At** selects a time to send requests on a “Once a day basis.” The text box displays the time the program will start to send the requests every day. When you click on the **Daily At** radio button, the box to the right will display **Next Send**. This is the time the next send cycle will begin.

The arrow(s) ► move the user back and forward from the first to last request. The delete record and corresponding attachments is represented as a — sign. The ↻ sign refreshes the data and Clear removes all of the entries in the queue table and their corresponding attachments in the spool folder.



**Send Now** sends all the entries in displayed in the Email Queue Manager. It does not wait until the **Next Send** time.

**Pause** stops send items displayed in the Email Queue Manager. To restart the Queue Manager click Pause or Send Now.

**Exit** stops entires from sending and closes the Email Queue Manager window.

**SMTP Status** displays the communication activity and/or problems with the email server. Any errors the Queue Manager is experiencing will display here.

## Batch Print Statements

Select **Email | Batch Print Statements** to open the Batch Print window. The Statement Tab allows setup of statements to batch print.

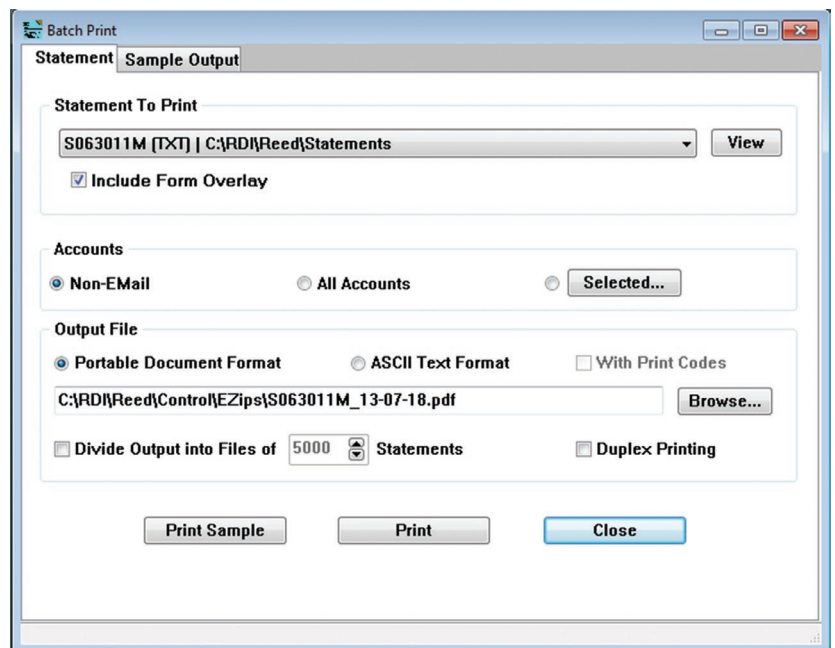
From the **Statement to Print** dropdown box, the user may select the statement to be printed. The box displays the name and location of the statements.

**View** opens the file selected in the dropdown box in a new window.

**Include Form Overlay**, if checked, will show the statements with the overlay of the credit union if the statement has one.

Select **Non-Email** to print the statements of accounts without email addresses or paper-only. Select **All Accounts** to print all accounts.

**Selected** manually select accounts to be printed and after a confirm window opens the **Select Batch Print Accounts** window.



Select **Portable Document Format** for a PDF file or ASCII Text Format for an ASCII text file. Check With Codes to include font/graphic codes with the ASCII file. The text box below these radio selections contains the path where the output file will be saved.

**Browse** opens **Select Output Print File** window and allows the user to select a location to save the file to. If the statement file is large, it may be divided into segments by checking **Dividing Output into Files of** and selecting the segment size.

**Print Sample** prints the first selected statement and displays it in the Sample Output tab.

**Print** sends the previously identified documents to print.

**Cancel** stops the printing function.

## Select Batch Print Accounts

**Accounts Shown** shows the total number of accounts in the active list of the total number of records in the customer table.

**Find** opens a search account window.

**Select** opens **Select Records** window (described on page 12-13).

**All** loads all accounts.

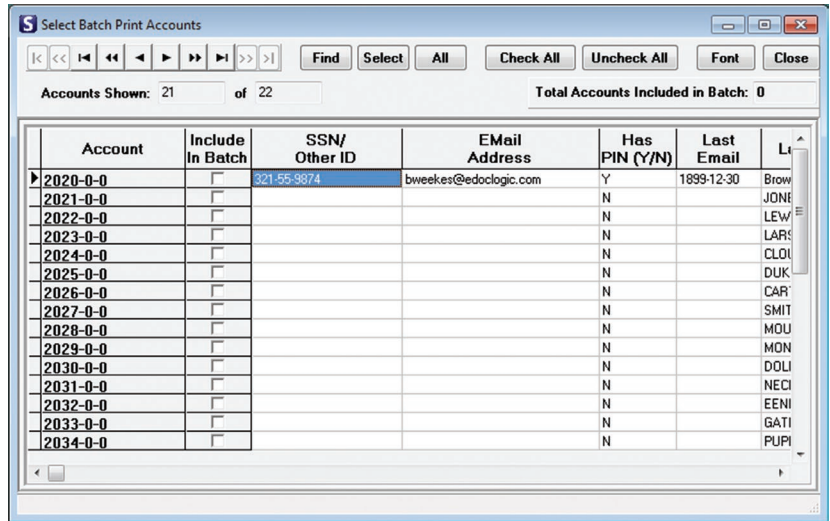
**Check All** put a check mark in all of the boxes in the active range in the **Include in Batch** column.

**Uncheck All** unchecks all of the boxes in the **Include in Batch** column.

**Font** opens the Font window.

**Close** exits the Select Batch Print Accounts window.

**Total Accounts Included in Batch** displays the number of accounts included in the batch.



## Sample Output Tab

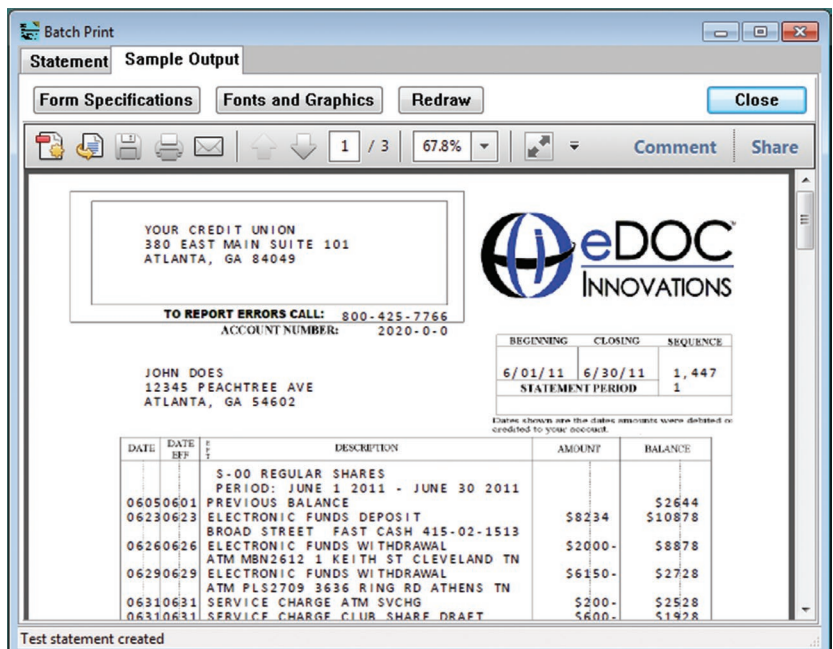
The **Sample Output Tab** displays the statement formatted when Print Sample is clicked.

**Form Specifications** allow modification of any of the form specifications.

**Fonts and Graphics** allow modifications to specified fonts and graphics

**Redraw** reformats the sample statement displaying the modifications.

**Close** exits the Batch Print window and returns Email-4-Statements.



### Forms Specification Window

Choice Statement Type from the dropdown.

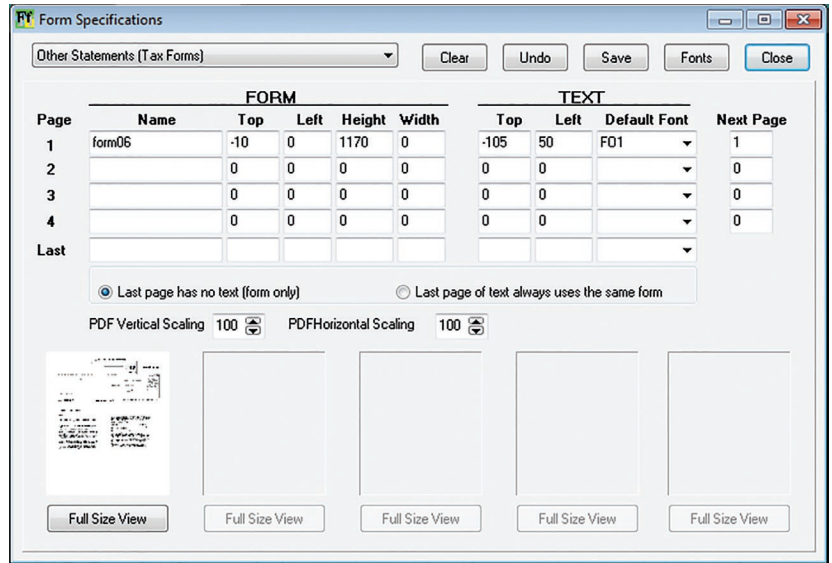
Clear opens a Confirm window click Yes to clears all form data for this statement type, click no to exit.

Undo opens a confirm window. Click Yes to restore original data for this statement type, click no to exit.

Save saves any changes.

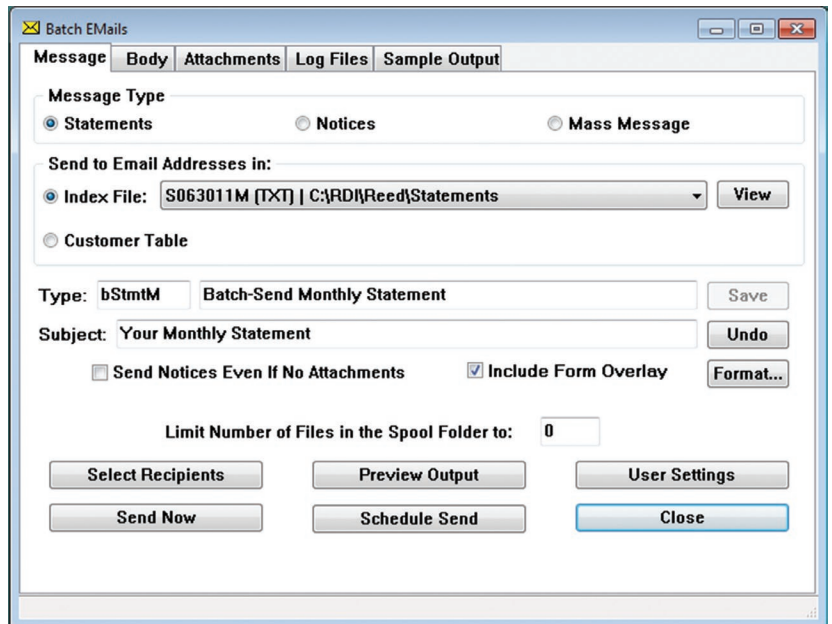
Font opens the Font and Graphic Window.

Close bring the user back to the Statement window.



### Batch Sending Statements

Select **Email | Batch Send Statements** to open the Batch Send window. Emails may be sent in batch to selected accounts, with or without attachments, including the statement for that account. The following sections describe how to set up and send batch emails for Statements, Notices or Mass Messages.



## Message Tab

To send batch emails for Statements, Notices or Mass Messages click **Email | Batch Send Statements**.

### Message Types

**Statements** sends statements files as attachments in PDF format. Consider the file-size and statement security when sending statements as an attachment.

**Notices** sends an individual email to each account. This provides the most flexibility in choosing attachments, including those for specified market segments.

**Mass Message** sends emails to a large number of accounts simultaneously. It is the fastest method, but cannot be used to send market segment attachments. General attachments can still be sent using this method. Blind copy addresses are used so that email addresses are not revealed to other members.

**Send to Email Addresses in** is the source for email addresses.

**Index File** sends emails to customers who are signed up for email with statements in the selected month.

**Customer Table** sends notices to customers that have an email address but not the paper-only flag set. This is used most frequently when sending marketing or general notices.

**View** displays the statement file (in library mode) for the month selected. This option can only be used in the Notices/Mass Message types. It cannot be selected with the Statements message type.

**Type** is the email type code used to select the message subject line, body, and attachments. The text box next to it is for user convenience, and usually contains the name of the statement and email types associated with the email type code.

**Subject** lists the Subject line that will appear in the subject box of the email sent to customers.

The following are only enabled if statements are being sent.

**Include Check Images** sends check images with the statements.

**Include Form Overlay** sends the statement text overlaid on the form background to make the statements appear the same as printed ones. If not checked, statements will be sent in plain text.

**Save** commits any changes made to the Batch Emails window for the selected email type.

**Undo** deletes changes made to the Batch Emails window.

**Format** displays Email Message Format window.

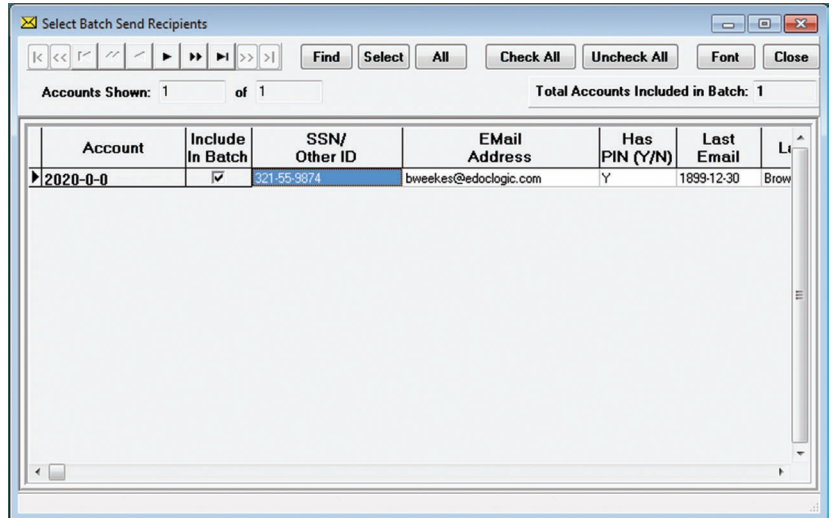
Changes to be made to the email message format selected in the Type dropdown menu box are made here.

For details on message formats refer to Message Formats.

**Send Notices Even If No Attachments** sends a notice to customers who have opted not to have attachments sent  
\*NOTE: checking this box will not send any attachments to the customer, but if the box is not checked, the customer will not receive the notice sent.

**Limit Number of Files in the Spool Folder to** value in this text box is the maximum number of emails allowed in the email queue. If this number is reached, the program will stop submitting emails to the queue and wait until the email queue manager is able to send emails. This reduces the number of email messages waiting in the queue. A small number (10) is recommended. This helps with the amount of processor being used during the send, as well as keeping the load lighter on the email server.

**Select Recipients** opens **Select Batch Send Recipients** window which allows the user to select the recipients that will receive the email. It is important to check this before doing a statement send for every statement type to update the temporary table that holds the email information for the current send.



**Preview Output** displays statement that will be sent from the **Sample Output** tab. This is usually performed by eDOC Innovations when setting up a new statement type. This option requires the password of the first account in the file.

**User Settings** displays the **Email User Settings** window. Refer to page61.

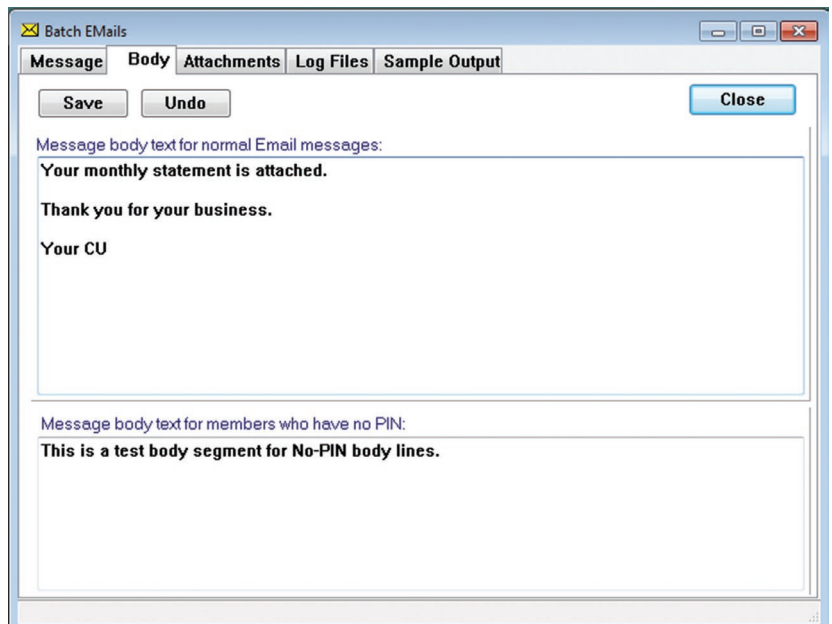
**Send Now** runs the batch and sends immediately.

**Schedule Send** for a different time such as late night, or early morning hours to help with mail server traffic.

**Close** exits the Batch Emails window.

### Body Tab

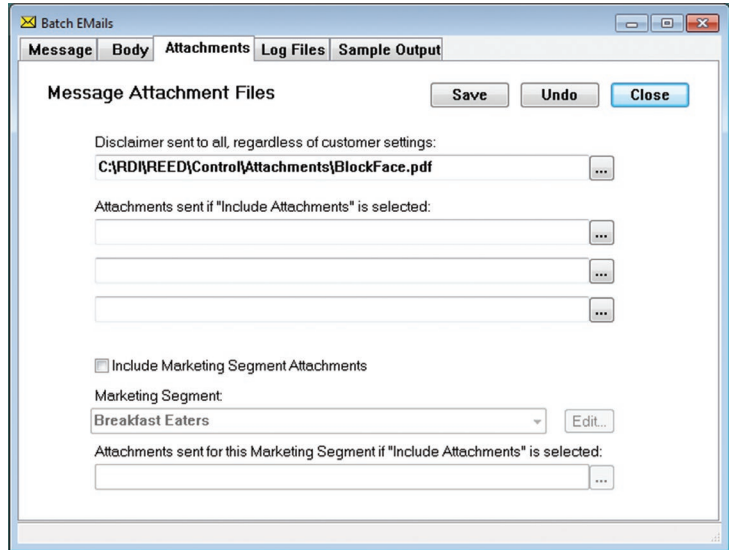
The **Body** tab opens the email body information that is found in the message format section of Statements. The top text window displays the text that will be sent in the body of a normal email. For Statements only, the bottom text window displays the text that will be sent in the body of an email sent to a customer with no pin number assigned to his account.





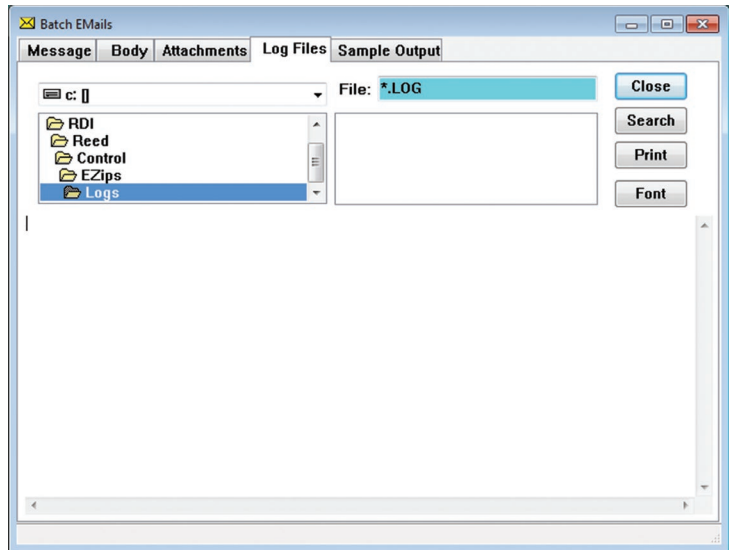
*Attachments Tab*

**Attachments** opens the attachment information found in the Message Format section of Statements. The user may view and/or adjust the attachments for the displayed message type. Any changes made here, when saved, will be saved in the message format section as well.



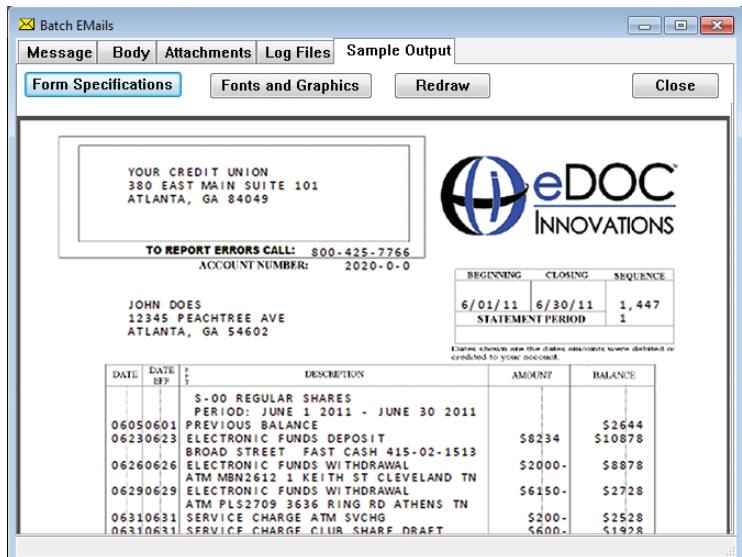
*Log Files*

**Log Files** displays any log file created during email sends.

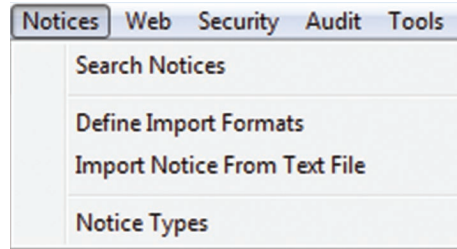


*Sample Output*

**Sample Output** displays a sample of how the designed statement will appear. Exact display may vary based on which version of Adobe Acrobat Reader is installed on the machine. See page 45 for more details on Sample Output.



## Notices



To search Notices click on **Notices | Search Notices** from the main menu.

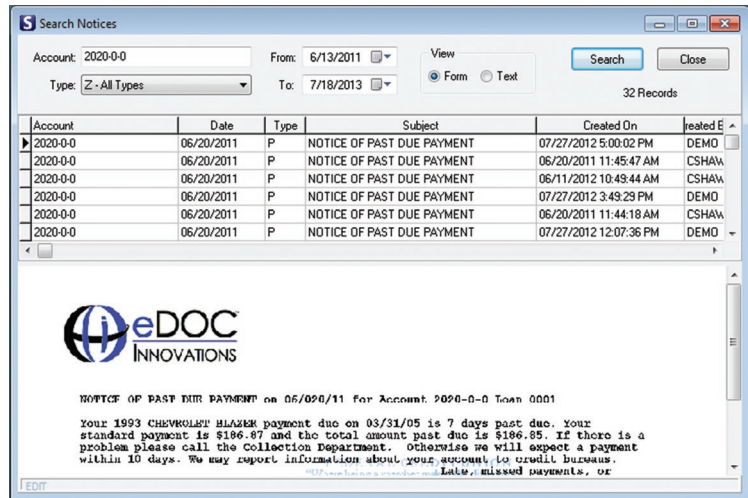
In the **Account** field enter the account number to be searched and the **date range**.

In the **Type** field, select the appropriate type or Z for all.

Select the **Form** or **Text** radio button depending on how the notice is to be viewed.

Clicking on **Search** locates the notices with the specified criteria.

The right arrow ► points to the notice being displayed.



## Notice Types

Up to sixteen **Notice Types** can be defined by the user. This window allows the user to assign one of the following categories to each of these types: Other, Warn, Info or Promo.

**Other** is a notice not defined by another type.

**Warn** client of some problem.

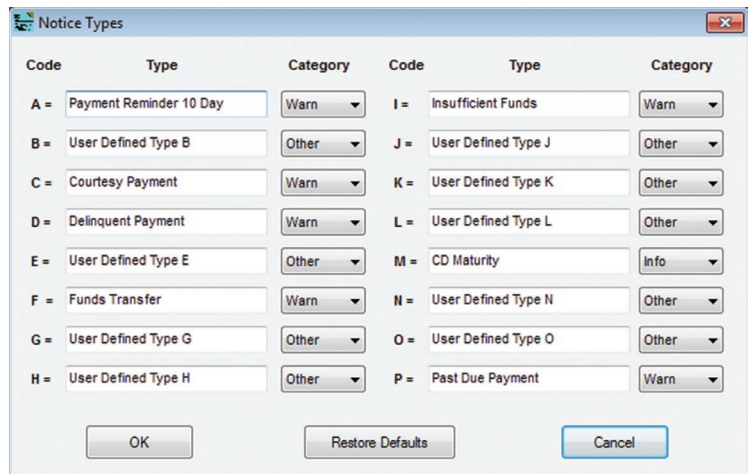
**Info** for information purposes.

**Promo** for promotionals.

**OK** saves any changes made.

**Restore Defaults** to the program defaults.

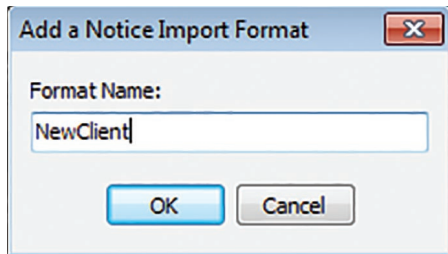
**Cancel** exits the Notice Types window.



## Defining Notice Import Formats

To define an import format for notices select **Notices | Define Import Formats**.

The dropdown contains the names of defined import types. Select the one to be used for current import or click **Add** to define a new format. This is open the **Add a Notice Import Format** window. **Enter a Format Name** and click **OK**.



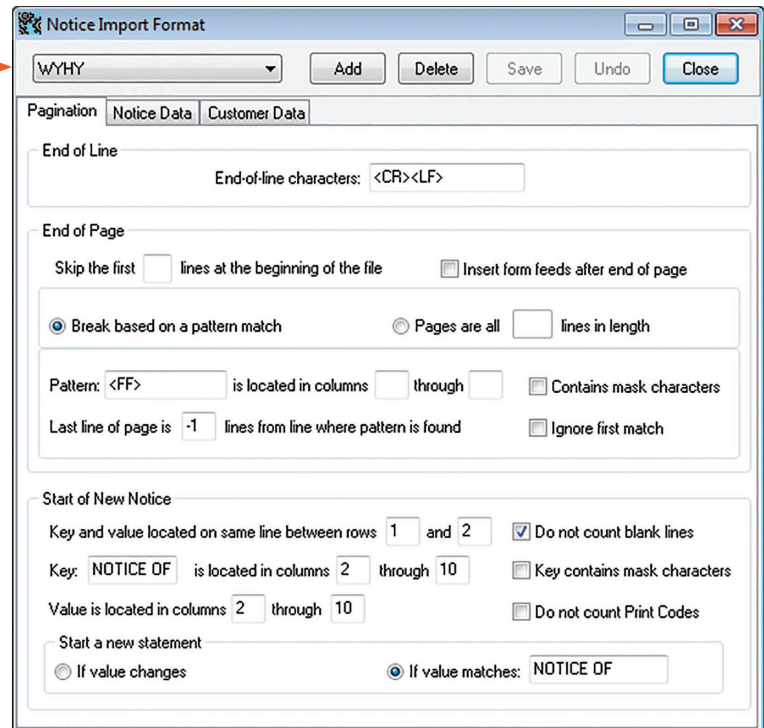
In the top menu:

**Delete** removes the current document.

**Save** commits any changes made to the current document.

**Undo** removes any changes made before clicking save.

**Close** exits the Notice Import Format window and returns to Email-4-Statements.



### Pagination Tab

#### End of Line

End of line characters contains the end of line characters found in the import file.

#### End of Page

Skip the first ...

skips the specified number of lines before beginning import.

Insert form feeds...

adds a form feed character to the file at the end of each page.

Break based on...

searches for specified pattern and inserts a break at the end of the pattern.

Pages are all ...

defines page length by number of lines.

Pattern  is located...

defines pattern to match, enter column where pattern begins and ends.

Contains mask characters

check if pattern contains mask characters.

Last line of page

insert the number of lines from where the pattern is found to the end of the page.

Ignore first match

disregard the first match found in the file.

#### Start of New Notice

Enter the row numbers where the Key and Value elements are located. If there are extra blank lines between the rows, check the **Do not count blank lines**.

Enter what the Key is and what columns it is in. If the Key contains mask characters, check the box.

Enter the columns that contain the Value. If the Value contains print codes, check **Do not count Print Codes**.

#### Start a new statement

If the value changes on each statement like an account number would change, select **If value changes**.

If the value entered is a constant that defines the beginning of each statement like a date or routing number, select **If value matches**.

*Notice Data Tab*

**Notice Data**

Enter the row numbers where the Key is located. If there are extra blank lines between the rows, check **Do not count blank lines**.

Enter the Key and columns. If the Key contains mask characters, check the box.

Enter the subject text appropriate for each Notice Type.

**Subject text for notice types found on this line:**

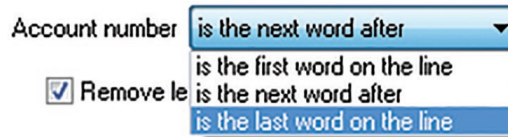
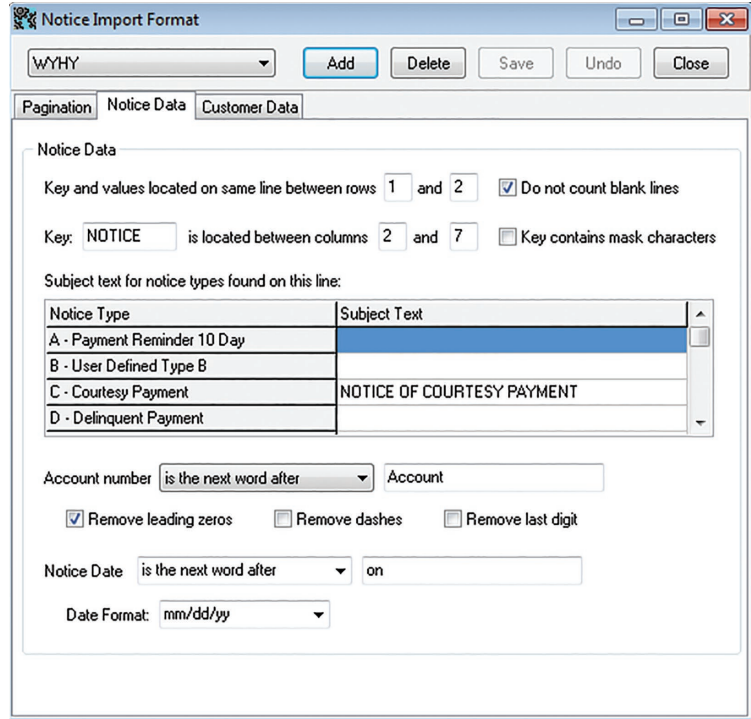
Notice Type	Subject Text
A	user defined
B	user defined
C	notice of courtesy payment
D	notice of delinquent payment

**Account number** (dropdown) locates the number.

**Remove dashes/last digit** check boxes as appropriate.

**Notice Date** describes the location of the date.

**Date Format** selects the appropriate format.



*Customer Data Tab*

Enter the appropriate row numbers for **Name and address are located on rows**  through . Check the **Do not count blank lines** if appropriate.

Enter the appropriate column numbers for **Name and address appear in columns**  through .

Check the **Do not count print codes** if appropriate.

Enter the appropriate line numbers for **Key and values located on same line between rows**  and .

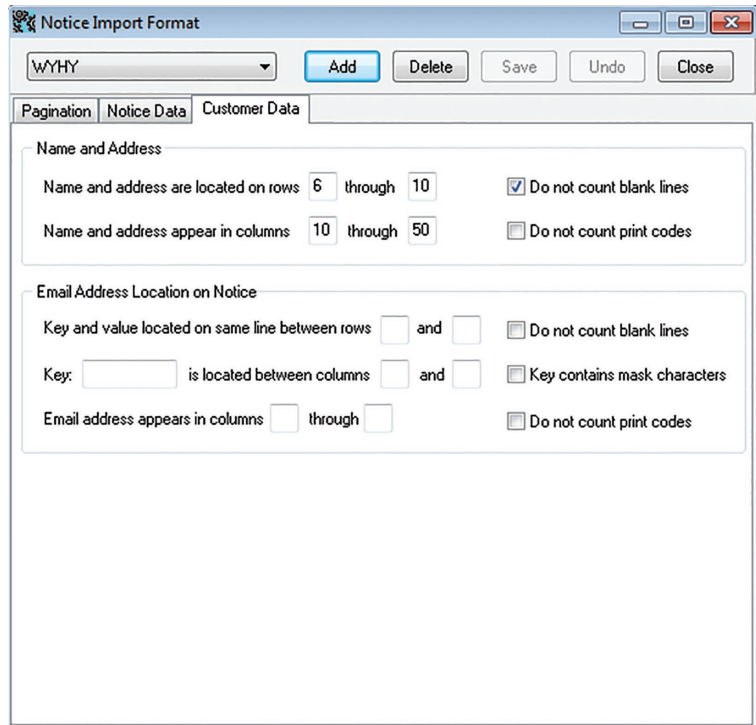
Check the **Do not count blank lines** if appropriate.

Enter the Key characters and the appropriate column numbers for **Key**  is located between columns  and .

Check the **Key contains mask characters** if appropriate.

Enter the appropriate column numbers for **Email address appears in columns**  through .

Check the **Do not count print codes** if appropriate.





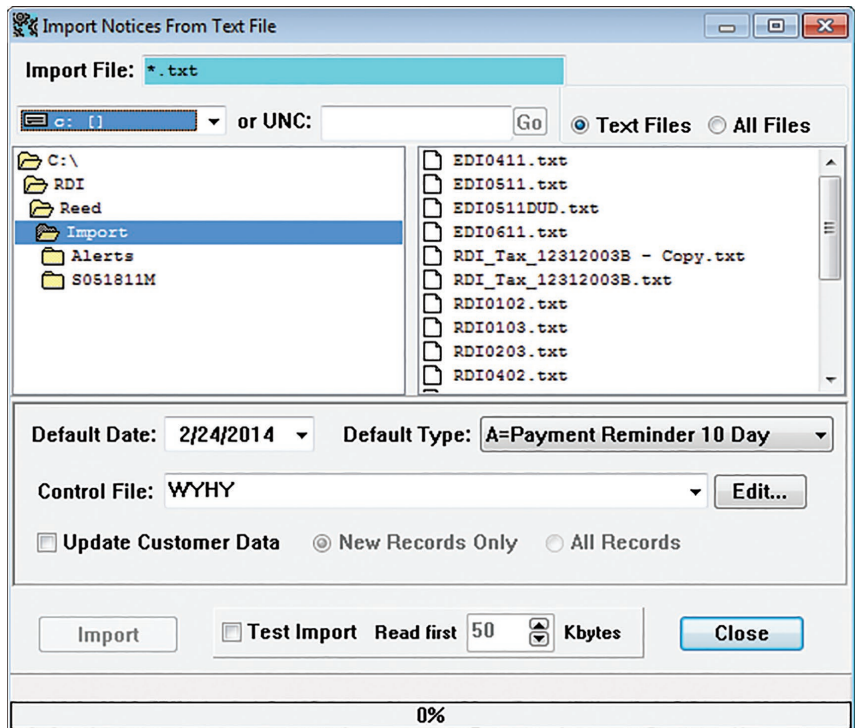
### Import Notices From Text File

To import notices select **Notices | Import Notice From Text File**.

Enter the source by selecting the path/file from the top drop-down text box, or enter the UNC.

Select **Text Files** or **All Files** as appropriate.

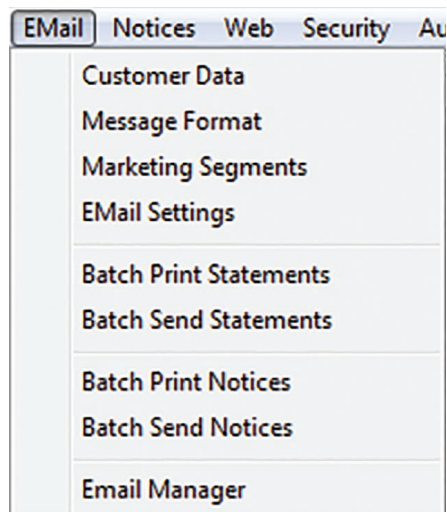
Left data window displays location of files. Right data window displays available files.



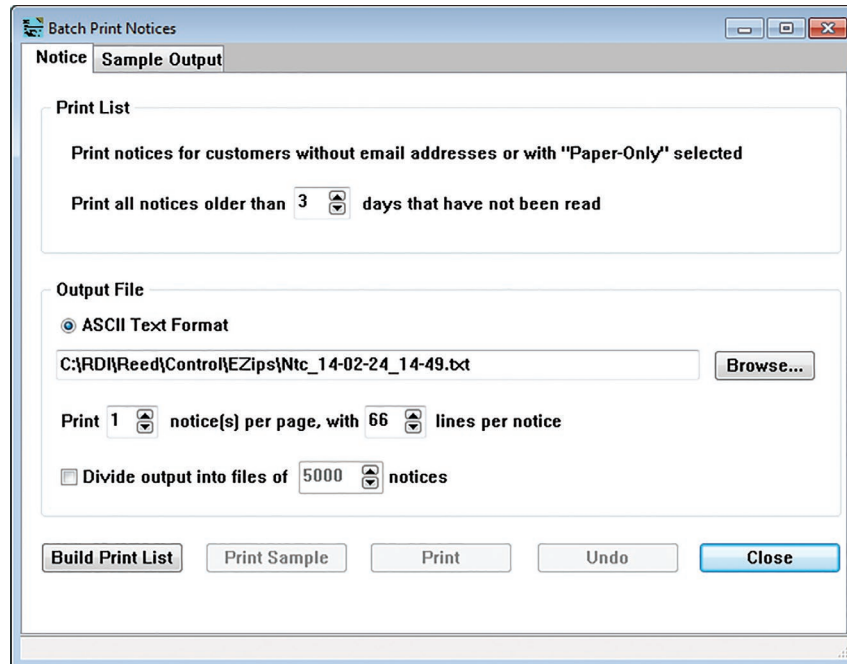
- Default Date** Enter the date that is to be used as the default.
- Default Type** Select the notice type that is to be used as the default.
- Control File** Select name of file that is to be used as the control file for the import.
- Edit** Allows the user to make changes to the control file named in the Control File text box.
- Update Customer Data** If checked, will update the Customer Data table on import with either **New Records Only** or **All Records**, depending on which is selected.
- Import** Starts data receiving of the selected file.
- Test Import** Designates the import as a test and limits the size based on setting.
- Read first \_\_\_\_ Kbytes** Limits data received size to the number of Kbytes.
- Close** Exits the Import Notices From Text File window and returns to Email-4-Statements.

### Batch Print Notices

**Batch Print Notices** allows a user to print a group of notices such as CD maturation, Overdrawn Account, etc., all at the same time.







*Print List*

**Print notices for customers without email addresses or with “Paper-Only” selected**  
**Print all notices older than \_\_\_ days that have not been read** – if a customer has not viewed the notice/s sent by the number of days specified in this box, the notice will be printed and mailed.

*Output File*

**ASCII Text Format** – format of output file. Window contains location of output print file.  
**Browse** – opens **Select Output Print File** window to allow user to select the output file.  
**Print \_\_\_** (enter number of notices) **notice(s) per page, with \_\_\_** (enter number of lines) **lines per notice**  
**Divide output into files of \_\_\_\_\_** (enter number of notices) **notices**

- Build Print List** Determines list of notices to print based on selected criteria.
- Print Sample** Sends a notice to the Sample Output tab for viewing.
- Print** Sends the previously identified notice/s to print.
- Undo** Restores settings to those when dialog was first opened.
- Close** Exits the Batch Print Notices window and returns to Email-4-Statements.

To view a sample of the notice to be printed select **Print Sample** from the notice window. This will send the notice to the **Sample Output** tab for viewing.

## Batch Send Notices

Batch Send Notices opens the Notice Batch Email window with four tabs, much like the Batch Send Statements reviewed earlier in this manual. Batch Send Notices allows a user to email a group of notices all at the same time.

### Message Tab

#### Email Message

The **Category** dropdown specifies notice type (O - Other, W - Warn, I - Info and P - Promo).

The text box next to the dropdown usually contains the notice type information.

The **Subject text box** specifies the topic of the email for the specified notice type.

**Notice Types** opens the **Notice Types** window where a user defines notice types.

**Message Format** opens the **Email Message Format** window to allow a user to format the type of message to be sent.

**Save** commits changes.

**Undo** deletes changes made since last **Save**.

#### Send List

Send an email for all new, unread notices where customer has an email address

Resend an email \_\_\_ (enter number of days) days after the original notice was sent (0 = no re-send).

#### Email Settings

Limit Number of Files in the Spool Folder to \_\_\_ – The value in this text box is the maximum number of emails allowed in the email queue. If this number is reached, the program will stop submitting emails to the queue and wait until the email queue manager is able to send emails. This reduces the number of email messages in the queue. A small number (10) is recommended. This helps with the amount of processor being used during the send, as well as keeping the load lighter on the email server.

Clicking on **Email Setting** opens the **Email User Settings** window where a user enters email message options.

**Build Send List** compiles defined Notices for printing based on selected criteria.

**Send Now** sends the previously identified notices to print.

**Close** exits the Batch Print Notices window and returns to Email-4-Statements.

## Notice Types Window

Up to sixteen **Notice Types** can be defined by the user. This window allows the user to assign one of the following categories to each of these types: Other, Warn, Info or Promo.

**Other** is a notice not defined by another type.

**Warn** client of some problem.

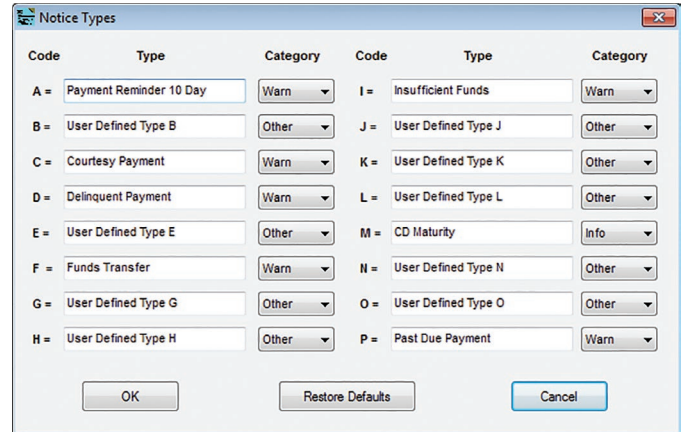
**Info** for information purposes.

**Promo** for promotionals.

**OK** saves any changes made.

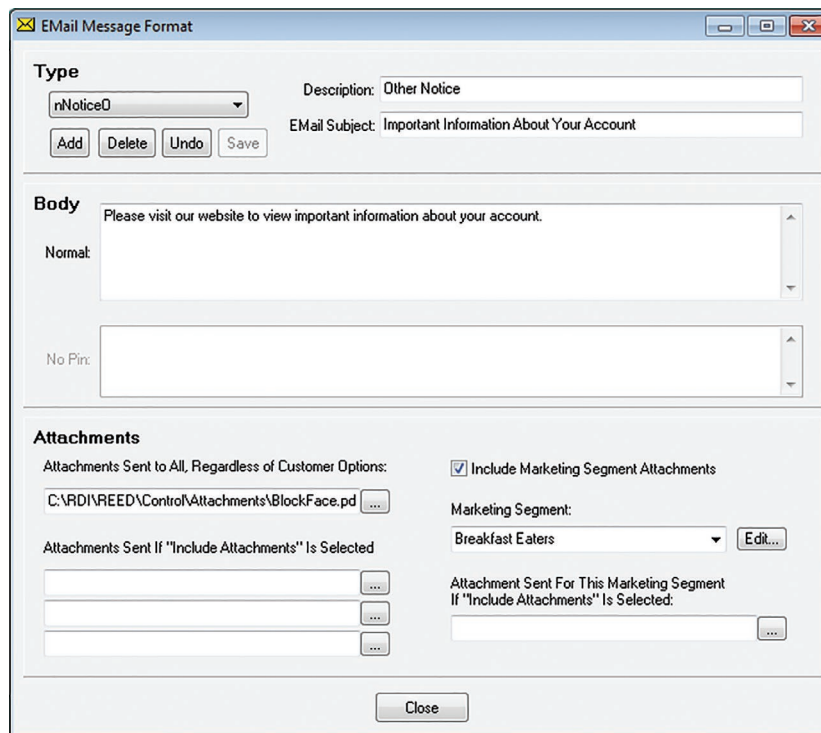
**Restore Defaults** to the program defaults.

**Cancel** exits the Notice Types window.



## Email Message Format

Statements allows a user to define the messages that are sent with an email based on email type. This includes the Subject line as well as the Message body and attachments.



### Type

**Type** – select the type of message to send from the drop-down box. Refer to the Message Type Example and definitions on the following page.

**Add** – adds a new document type.

**Delete** – removes the current document.

**Undo** – deletes changes made since last save.

**Save** – commits changes made to the current document.

**Description** – displays the description for the current email type. The description is for the \_\_\_\_\_ email type.

**Email Subject** – displays the email subject that will be displayed with the email when it is sent to the customer. In the previous window the subject “Your Monthly Statement” will be sent when doing a Batch Mass Monthly send.

## Body

**Normal** – displays what will appear in the body of the email. This portion also supports HTML. The HTML portion must start with the <HTML> tag. Any text above this tag will be included as the plain-text alternate body content. Put the tag information within the Body, and make sure the links are accessible through the internet.

**No Pin** – displays the message that will be sent when a customer has an email address, but no pin on file. When this message is sent, the customer will receive the marketing items, but not the statement file. This is only used when sending statements.

**Attachment Sent to All, Regardless of Customer Options** – Any document displayed in this path will be sent to a customer even if the “No Attachments” option is selected. This would be used to make sure the customer received important documents such as disclosure information.

**Attachments Sent If “Include Attachments” Is Selected** – Up to 3 PDF attachments may be sent. This displays the path to the files to be sent for the specified email type.

**Include Marketing Segment Attachments** – includes marketing segment attachments to different target groups as part of this message format.

**Marketing Segment** – used to select a marketing segment and assign an attachment file to be included for accounts associated with the selected marketing segment.

Email type codes have 3 parts:

1. First letter designates the source:
  - b = statement batch send
  - n = notice batch send
  - e = 2020eDOC
  - i = 2020iDOC
  - r = by request (teller)
  - \_\_\_ = printer only
  
2. Middle part designates document type or purpose:
  - Stmt = statement
  - Check = check
  - Document = document
  - Notice = notice
  - Mass = mass message
  - EMAdd = email address add
  - EMChg = email address change
  
3. The third part designates statement or notice type (may not be applicable to some email types). See Specifying Form Layout for statement types and notice types for options. “Z” is used for multiple types.

**Email Type Example:** bMassA (the b stands for a batch send, the Mass stands for a mass message send of a Monthly statement file, the A stands for a Visa statement file).

## Email User Settings

Configure Email-4-Statements before beginning to use the program. To open this window click on Email | Email Settings.

### Email Message Options

**Sender Name** – contains the name that will be displayed in the “from” field of the email sent to the customer.

**Sender Address** – contains the address that replies will be sent to when a customer replies to a message received from the Email-4-Statement program. This must be a valid email address.

**Mass Message Recipient Name** – displays the name that will appear in the Recipient field when sending a Mass message.

**Add Random Text to Message Body to Defeat Anti-Spam Filters** – checking will cause a random string to be inserted at the end of the body of the email to help prevent the messages being blocked as SPAM.

**Use the last \_\_\_ digits of the account number in PDF attachment names** – uses the last characters in the account number as the last characters of the PDF file name.

### Notification of Batch Start, End, and Errors

**Email Address** – specifies the email address to receive status notifications during the statement email send cycles.

### Notification of Customer Data

**Send Notice of New Enrollments Every \_\_\_ Days** – allows user to insert a value for the number of days between notices by clicking the up or down arrows. If 0, no notices are sent.

**Notify Customer Upon Adding or Changing Email Addresses** – notifies a customer of any email address changes made to their account.

**Email Queue Spool Folder** – displays the path to the email queue folder. Click New to create a new folder within the displayed path. To change the spool folder path, browse to the new location on the right by drive letter, or browse to the new location on the left by UNC.

**Cancel** – exits without saving changes.

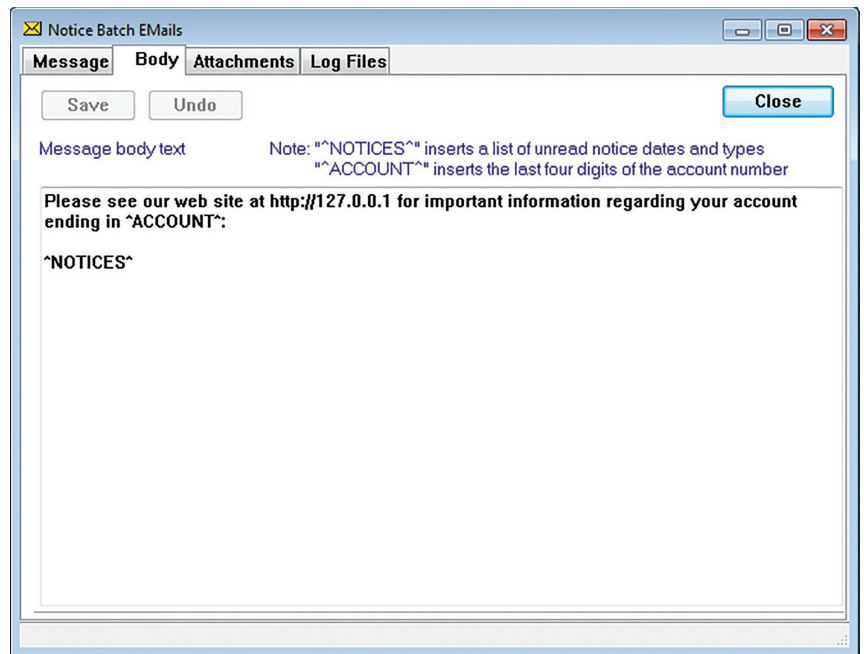
**Save & Exit** – commits changes and exits back to main menu window.



### Body Tab

The Body Tab displays the email body information that is found in the message format section of Statements. The top text window displays the text that will be sent in the body of a normal email.

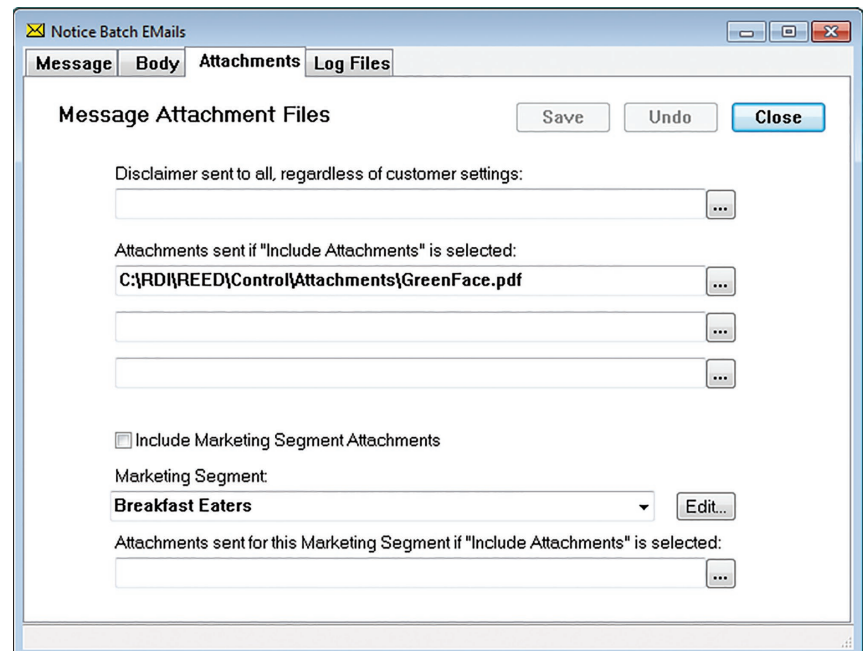
**Save** commits all changes made to the email type currently selected on the Message tab. **Undo** removes any changes made before clicking Save. **Close** exits the Notice Batch Emails window.



### Attachments Tab

Attachments displays the attachment information found in the Message Format section. The user may view and adjust the attachments for the displayed message type. Any changes made here, when saved, will be saved in the message format section as well.

**Save** commits any changes. **Undo** deletes changes made since last Save. **Close** exits the Notice Batch Emails window.



*Log Files Tab*

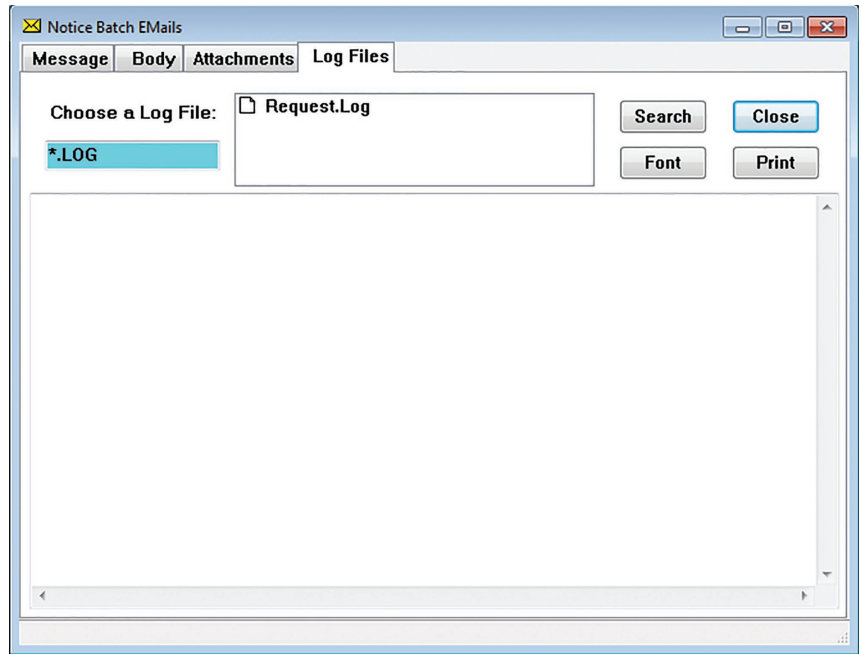
Log Files display any log file created during email sends.

**Close** exits window and returns to main program window.

**Search** displays Search window to specify log-searching criteria.

**Print** prints selected log.

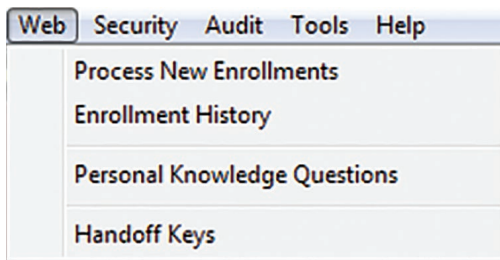
**Font** displays log in specified font style and size.



**Managing Web Handoff Keys**

2020eDOC, 2020iDOC and idocVAULT require Hand-Off keys for secure hand-offs and document requests. This information is saved in the following location.

Select Web | Handoff Keys.



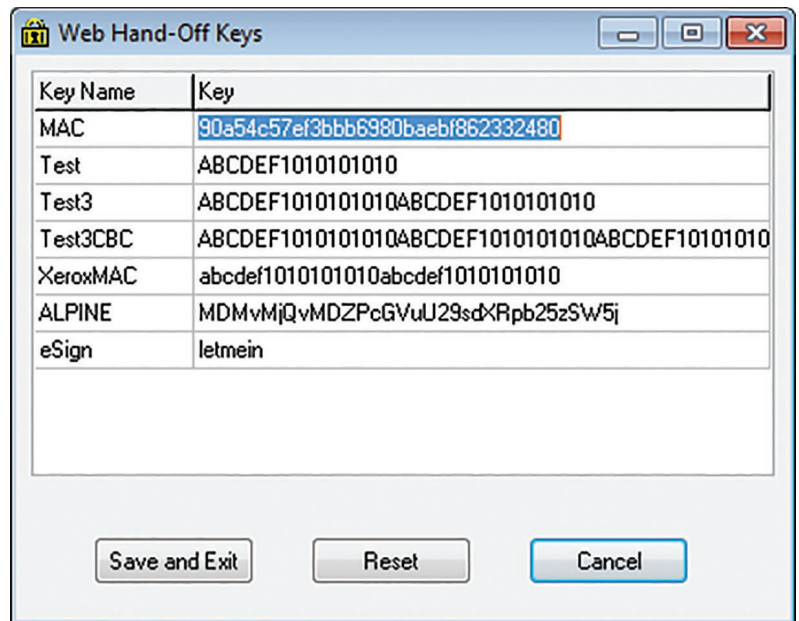
Enter the name of the **Key Name**.

Enter the value of the **Key**.

**Save and Exit** preserves any changes made and exits the window.

**Reset** cancels any changes made.

**Cancel** exits the window without saving.



## Launching Email Queue Manager

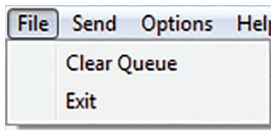
The **Email Queue Manager** controls all emails sent from Email-4-Statements as well as any documents sent from 2020DOC. The Email Queue Manager must be installed on your system and its path must be in the RDI.ini file for the menu item to appear in the Email menu.

Selecting **Email | Email Manager** launches the Email Queue Manager application. Closing Statements does not close the Email Queue Manager.

The File dropdown allows performance for the following tasks:

Clear Queue – clears the requests in the Queue Manager.

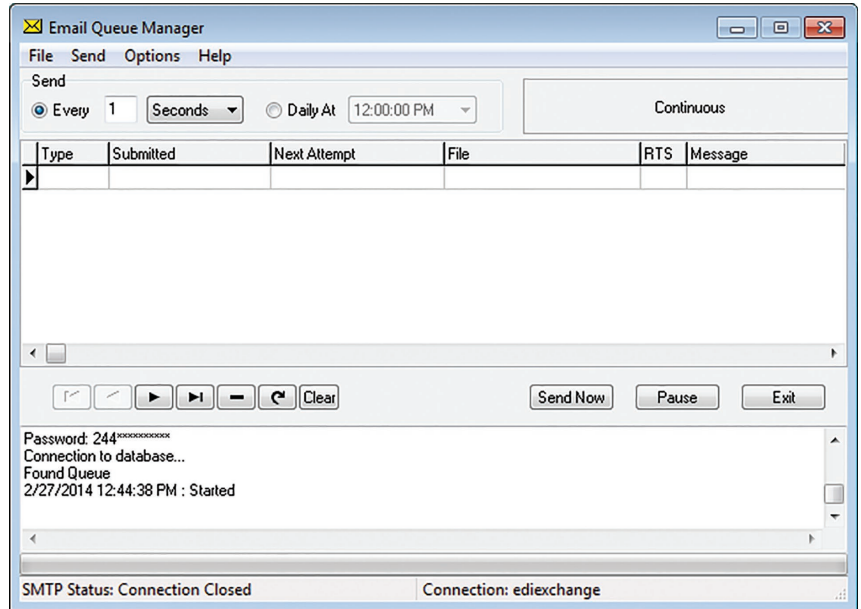
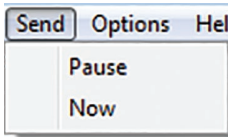
Exit – exits the Email Queue Manager window.



The Send dropdown allows performance the following tasks:

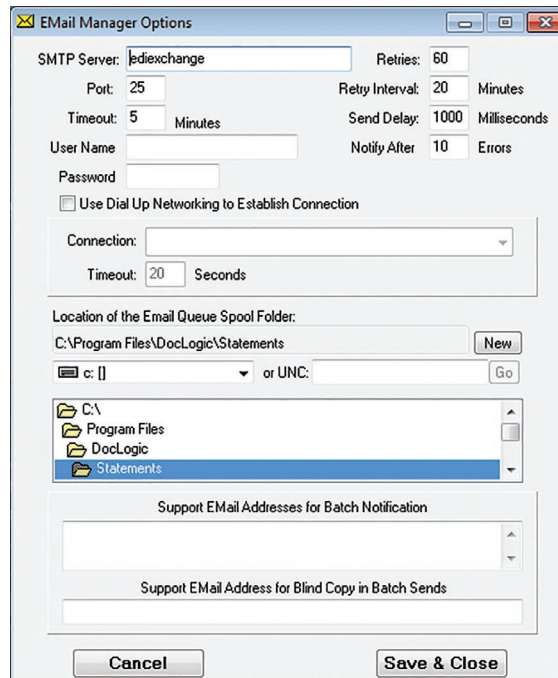
Pause – pauses the Queue Manager.

Now – sends the contents of the Queue Manager immediately.



Clicking on Options opens the Email Manager Options window where a user can specify the email criteria.

Help will open an About screen which list the version of Email Manager the system is using.



## Email - 4 - Statements

In addition to all the functionality of Statement Retriever, Email-4-Statements also has the following functions.

### Email Menu

Information about the customer is gathered during a statement import, manually inputted, or imported from a comma delimited file, and is saved in the Customer Data section of Statements. This information includes the customer account number, name, address, and email address as well as marketing segments that are used by Email-4-Statements when trying to target certain groups when marketing to the customers. Information from this section may also be exported and used as an institution sees fit.

## Emailing Customer Data

Information about the customer is gathered via a statement import, a comma delimited file import, or manually inputted. This information is saved in the Customer Data section of Statements. Information includes the customer's name, address, account number, and email address, as well as marketing segments that are used by Email-4-Statements when targeting certain groups. Information from this section also may be exported.

To access Customer data click **Email | Customer Data**.

There are three columns to the **Customer Data** window: the account number, customer data and action.

The **Account** window displays the account number or another specific identifier used by the system to track statement information. This is often referred to as an "Index". This section is what allows the software to effectively track information in the program.

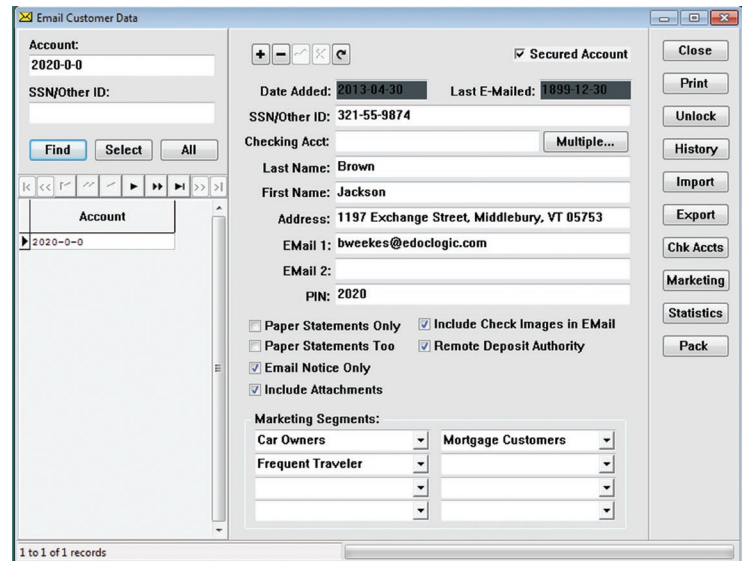
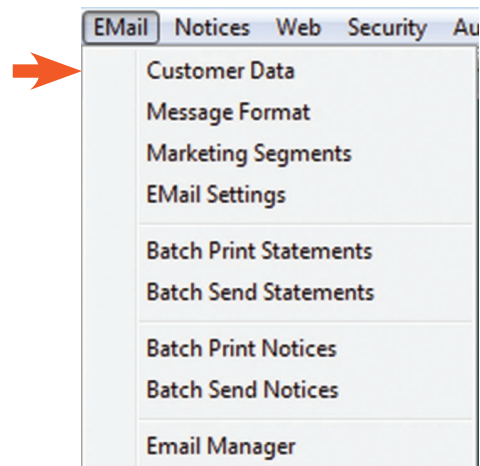
Insert the desired customer account number.

Insert any other ID defined by the program for the account (**SSN/Other ID**).

**Find** locates data according to search criteria entered into **Account** or **SSN/Other ID**.

**Select** opens the **Select Record** window where a user defines search features (see next page Select Record).

**All** displays all the account numbers in the **Account** window where a user can manually scroll through.



**\*NOTE: To conserve local computer resources, the Email Customer Data window will only display 1000 records in the account window at a time.**

## Select Record

Use the **Select Record** window to gather information related to a certain group of customer, ie, Mortgage Loan or Car Loan customers. The **Select Records** window is where you can specify criteria to create data to be exported into another program.

**Field** lists data that may be exported from the program.

**Match** searches criteria for selected Field.

**Value** input the field value.

**Match Type** allows 3 different match types:

**Exact Match** value must match field value exactly.

**Partial Match at Beginning** means the beginning field value must match.

**Partial Match Anywhere** field value contains a partial match.

**Select Non-Matching Records** selects records that DO NOT match the specified criteria.

**Match Case** values must match case in the specified criteria.

**Add** inserts specified field criteria into the Select Criteria window.

**Remove** deletes the last entered search criteria.

**Select Criteria** displays the search criteria for the specified data that will be exported later.

**Clear All** deletes all criteria to start over.

**Cancel** closes the **Select Records** window.

**Select** performs the search on the entered criteria.

**Range** allows a user to select a data range, minimum to maximum, for a specific search query.



## Entering Customer Data

Once you have entered the account number, the current account data will display in the **Email Customer Data** window.

- + Manually adds account number.
- Deletes selected record.
- ✓ Saves changes.
- X Cancels changes (before clicking save).
- ↶ Undo, returns to original.

**Secured Account** adds the current account to the secured accounts table.

**Date Added** is the date in which the account was added to the system.

**Last Emailed** is the date of the last sent email.

**SSN/Other ID** displays the Social Security number or other ID for the current account.

**Checking Acct** displays a checking account number (if one exists).

**Multiple** allows for the configuration of multiple account numbers (if needed).

**Last Name** displays the last name of the current account customer.

**First Name** displays the first name of the current account customer.

**Address** displays the address for the current account customer.

**Email 1** displays the email address for the current account customer.

**Email 2** displays the second email address for the current customer account (if one exists).

**Pin** displays the pin number for the current customer account (if the user has permissions to view passwords).

**Email Notice Only** emails a notice that the customer statement is ready when a customer is unable to receive attachments through email).

**Include Attachments** sends the customer attachments associated with the statement being sent.

**Paper Statements Only** withholds statements from being emailed to customer.

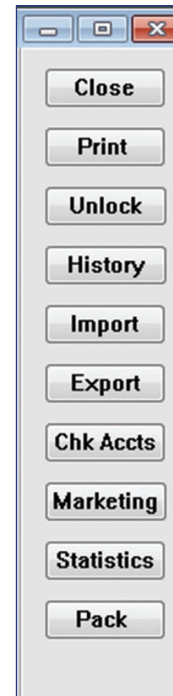
**Paper Statements Too** flags this account to keep track of customers receiving paper statements as well as email statements.

**Close** exits the customer data window.

**Print** sends the information that has been selected to print after a printer has been chosen.

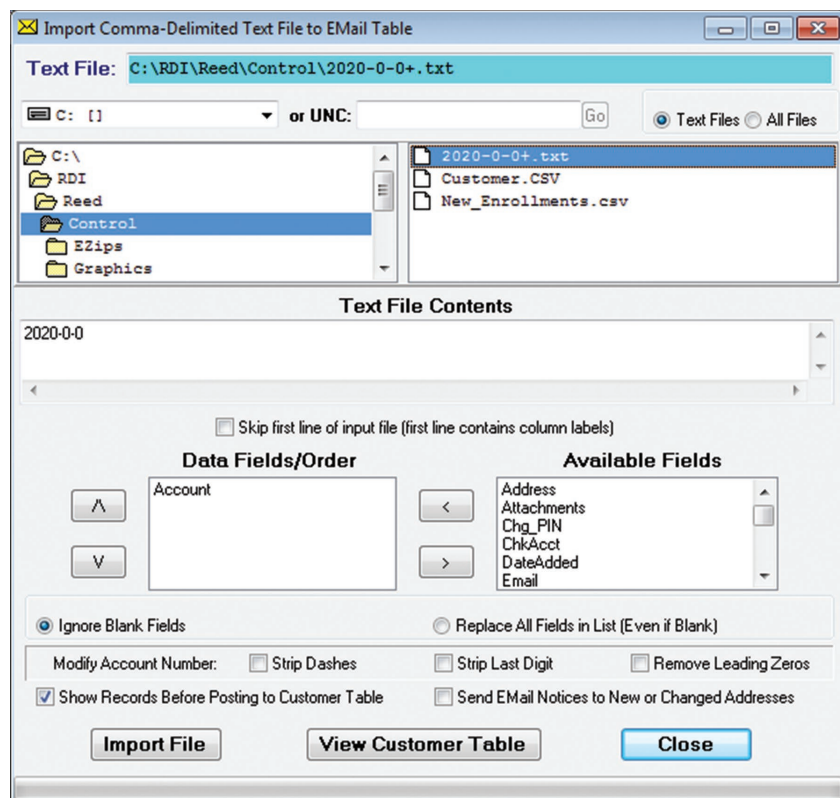
**Unlock** unblocks the current account. When customers are logging in, there is a limit to the number of times they can enter a password before the account becomes locked.

**History** displays the email history for the account selected.



Clicking on **Import** opens the **Import Comma-Delimited Text File to Email Table**. Choose from the **Available Fields** and click < to move fields into the **Data Fields/Order** and > to remove them.

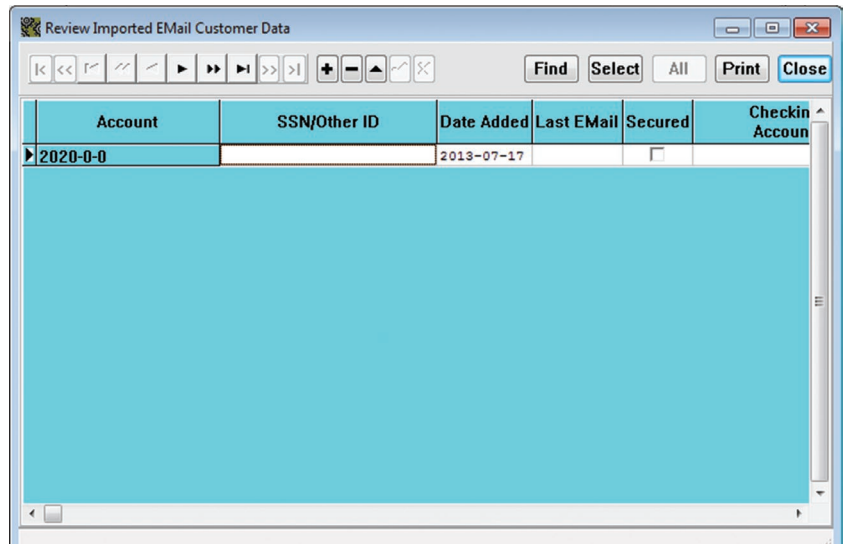
Check **Skip first line of input...** to remove column labels to the file. **Modify Account Number** by checking the boxes that apply.



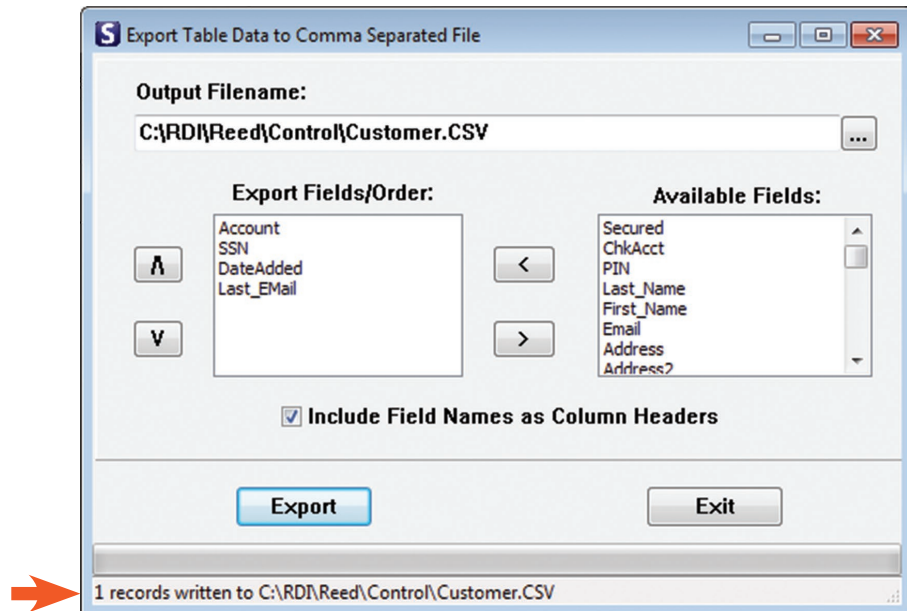
After selecting field and modifying the account, click on **Import File** to **Review Imported Email Customer Data**. Click **Close** to exit the window.

An Information window will open to show how many record were placed into the temporary table and will ask **Transfer to Customer Table?**

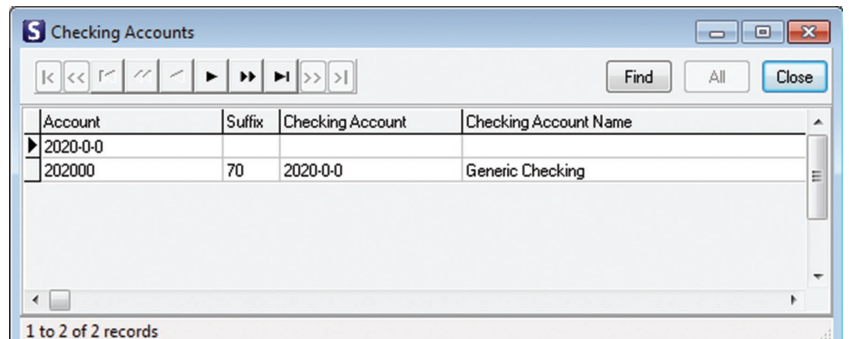
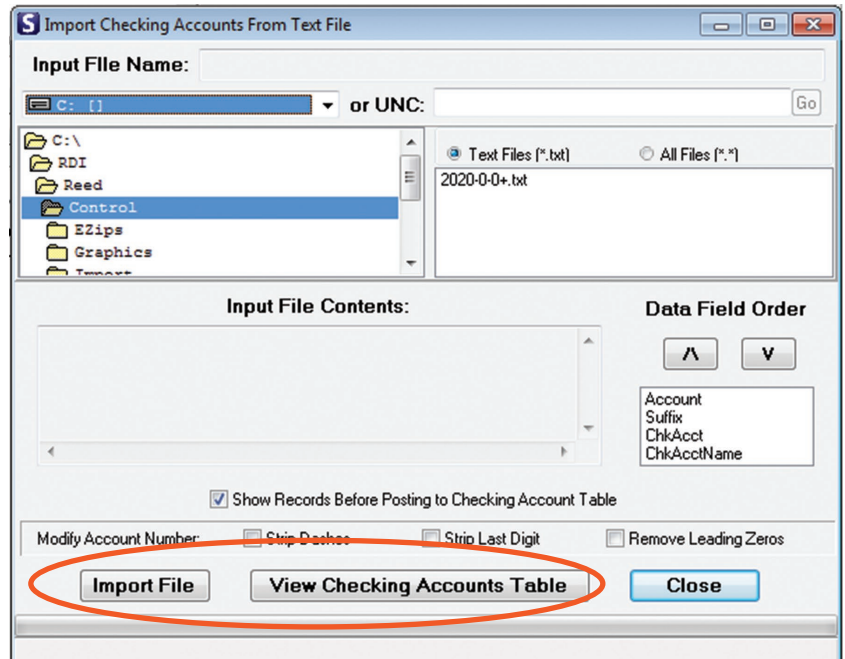
Click **Yes** to transfer. Click **No** to cancel the operation.



Click on **Export to Export Table Data to Comma Separated File**. Choose **Available Fields** and click on < to move fields over to **Export Fields/ Order** and > to remove them. Click on **Export**. A message at the bottom of the window will review how many record were exported. Click on **Exit** to close the window.

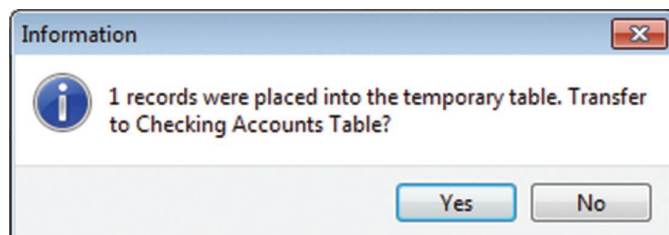


To **Import Checking Accounts from Text File**, click on **Chk Accounts**. **View Checking Accounts Table** or **Import File**. Clicking **Close** will open the information window.



The **Information** window will open to show how many record were placed into the temporary table and will ask **Transfer to Customer Table?**

Click **Yes** to transfer. Click **No** to cancel the operation.



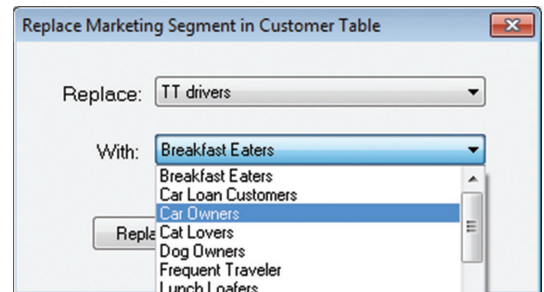
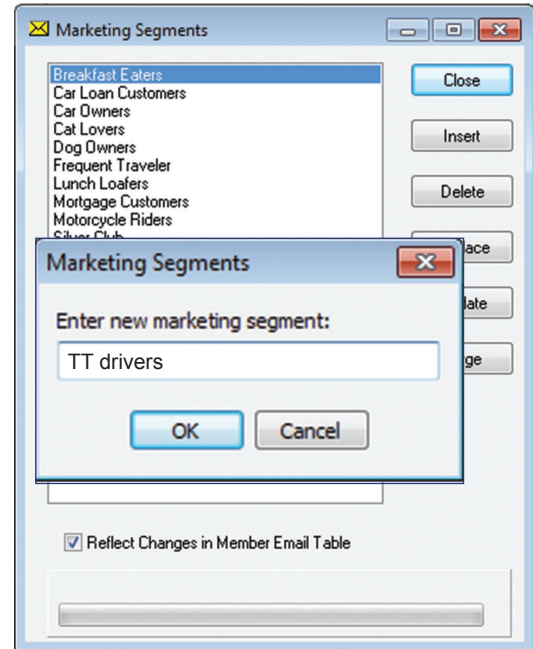
The **Marketing Segments** is a group that is defined by a common piece/s of data to target customers who may be interested in a specific marketing campaign. Add new marketing segments by clicking on **Insert**, entering the new segment and clicking on **OK**. The new marketing segment will now appear in the window.

**Delete** will delete the segment that is highlighted.

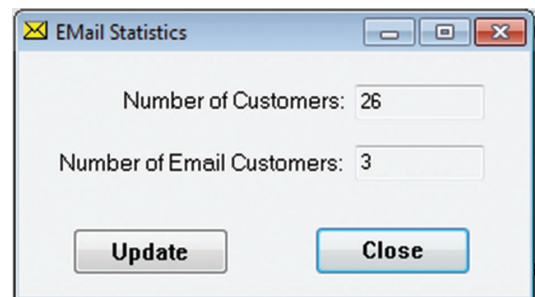
**Replace** will open the **Replace Marketing Segment in Customer Table**.

**Update** will open a **Confirm** window. Click **Yes** to insert all marketing segments from the **Customer Table** into this list. Click **No** to cancel.

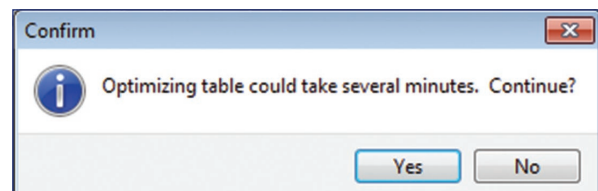
**Purge** also will open a **Confirm** window. Click **Yes** to remove all marketing segments found in this list from the **Customer Table**, Click **No** to cancel.



**Statistics** opens the informational **Email Statistics** window. Click **Update** to update the number of members, number of email addresses and last date imported. Click **Close** to close the window.



**Pack** will open a **Confirm** window advising that **Optimizing the table could take several minutes**. Click **Yes** to pack or **No** to cancel the operation. If Yes is clicked, another window will open to advise that the Customer Table has been packed. Click **OK**.

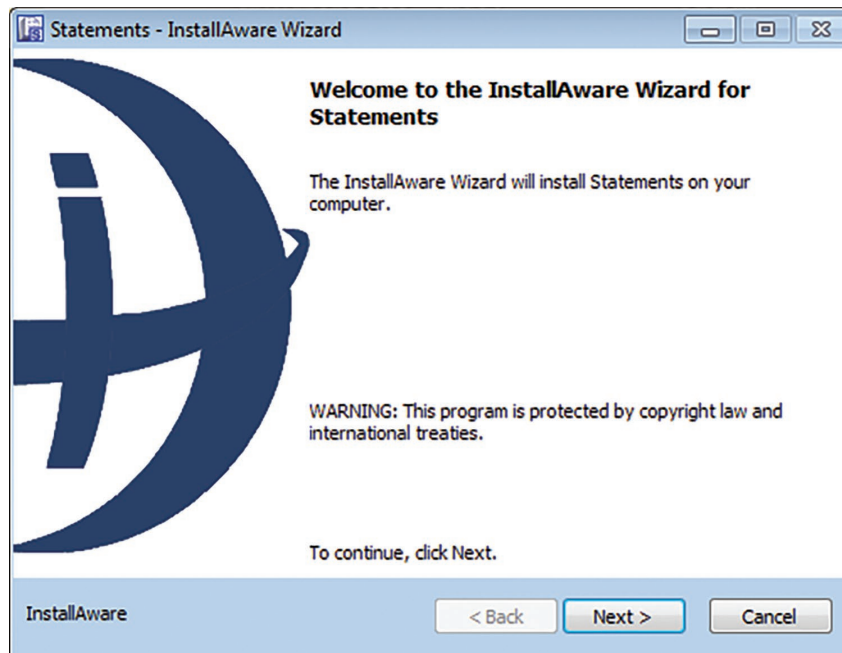




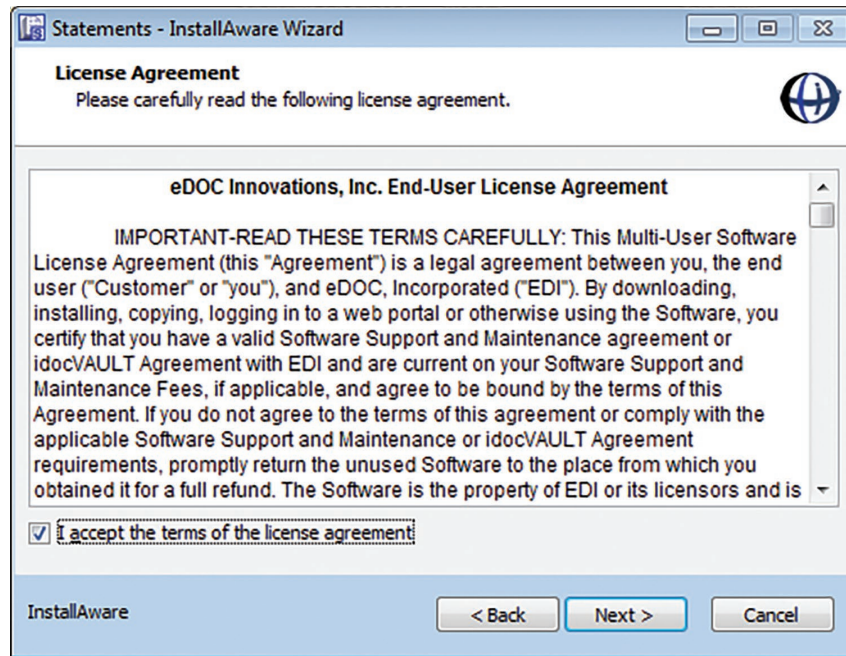
## Appendix A: Installation and Configuration

Run the desired Statement executable (statements.exe) or the Statements MSI executable (statements.msi). When the Welcome window opens, click **Next**.

Clicking on **Back** will take you to the previously screen, clicking on **Cancel** at anytime during the installation will cancel and close the installation Wizard.

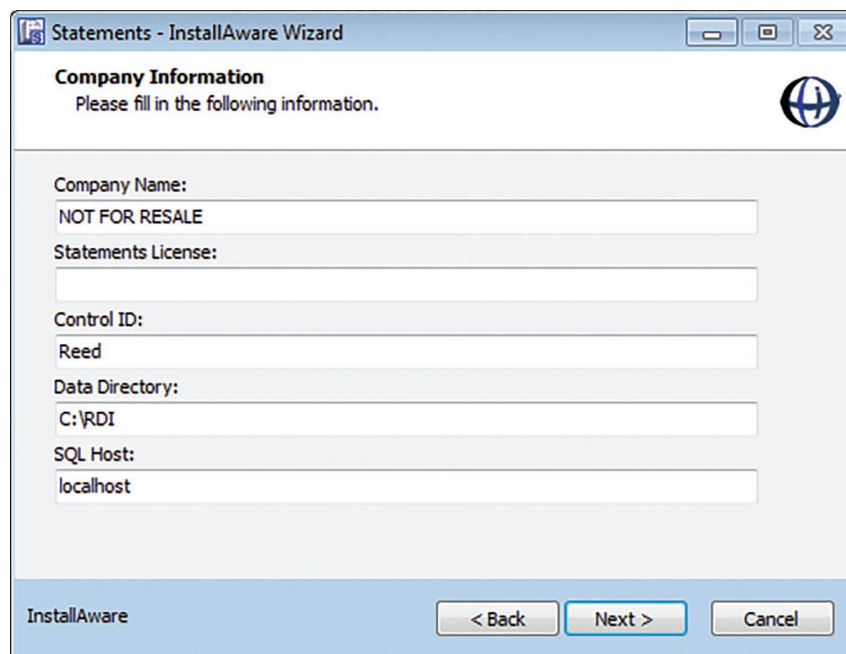


Read the **License Agreement** and check the **I accept the terms of the license agreement** box. Click **Next**.



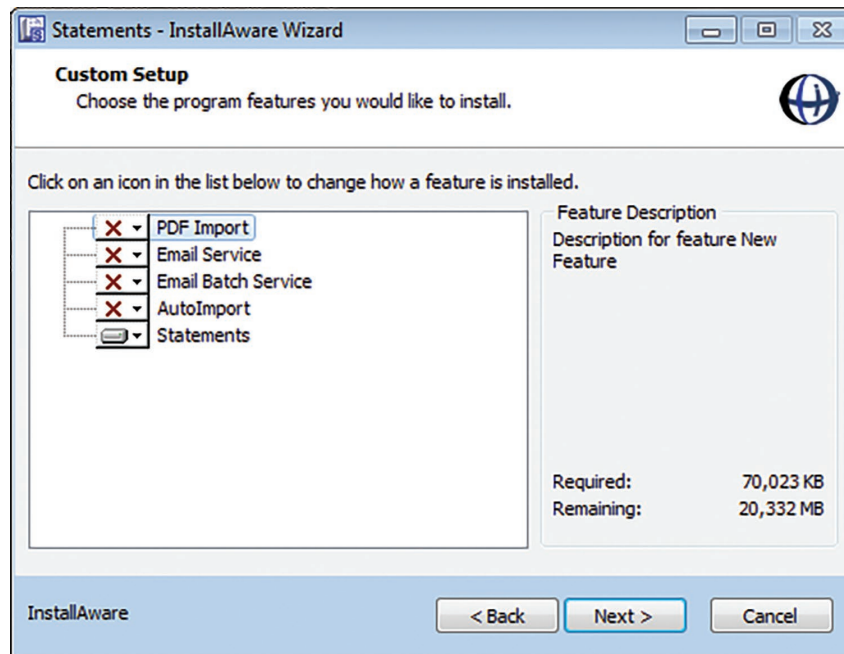
In the Company Information window, most of the information will automatically populate the settings specific to your institution. Verify that the company information is correct.

- **Company Name, Statements License** and **Control ID** will be supplied by your Implementation Specialist.
- **Data Directory** is the location where eDOC data is stored, typically the UNC Path to eDOC Data Server (ie, //servername/doclogic/rdi).
- **SQL Host** will be the IP Address of the MySQL server.

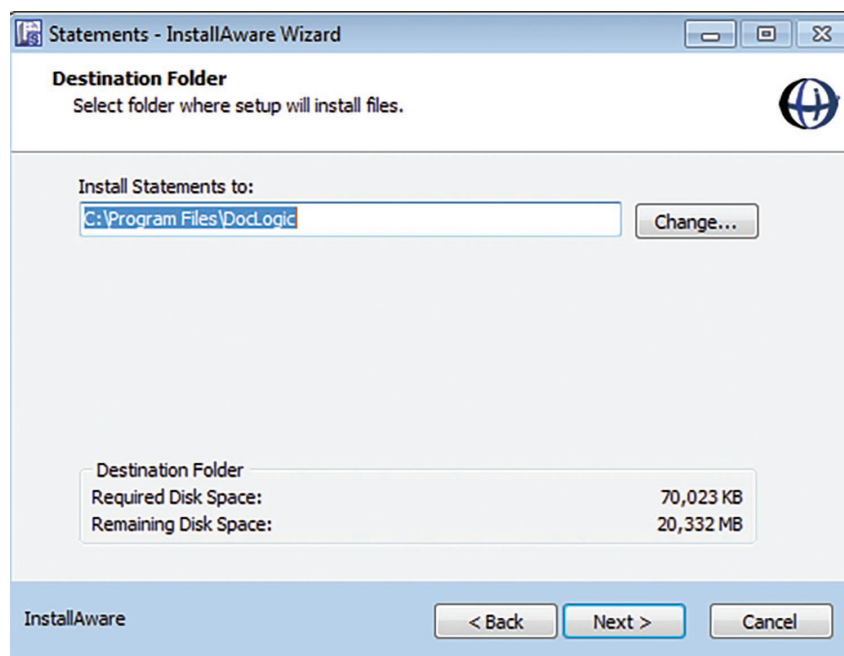


Choose the program feature from the dropdown that will be installed from the **Custom Setup** Window. Clicking on an icon in the list will change how a feature is installed. Click **Next**.

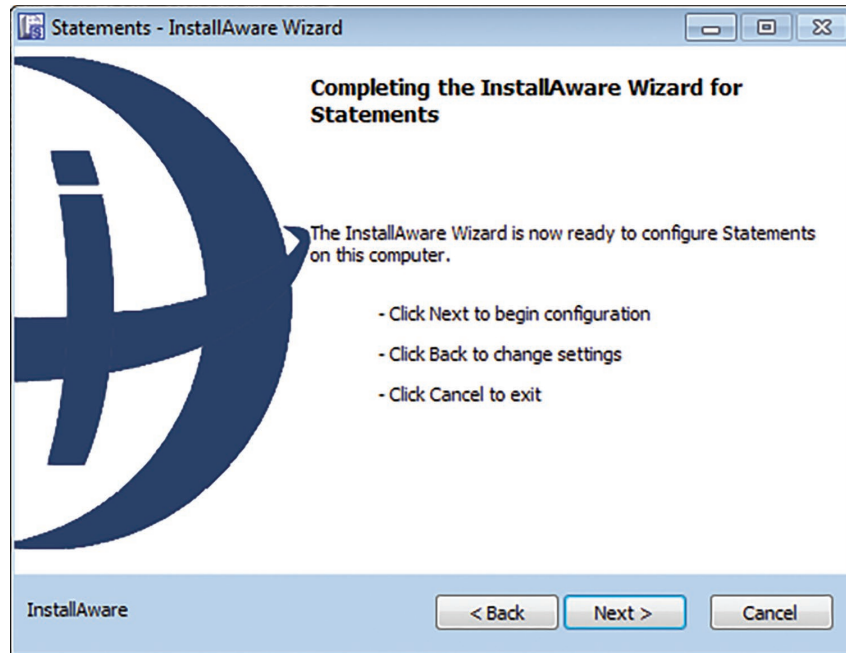
- **PDF Import** and **AutoImport** are typically installed on the data server not the individual workstation.
- **Email Service** and **Email Batch Service**, if purchased, also are typically installed on the data server and not individual workstation.
- **Statements** is the application for installation.



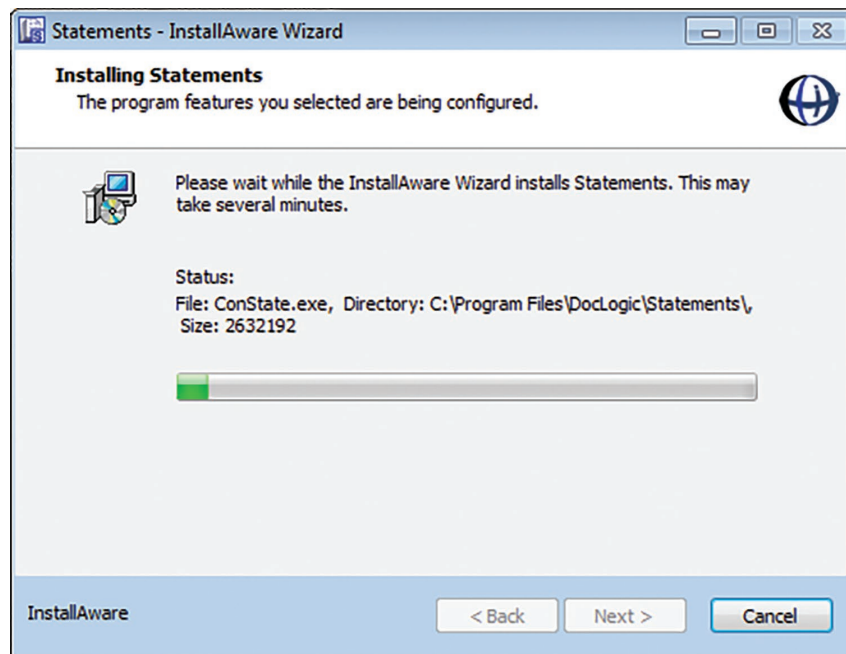
Select the Destination Folder where the setup wizard will install the files. eDOC Innovation recommends the default location.



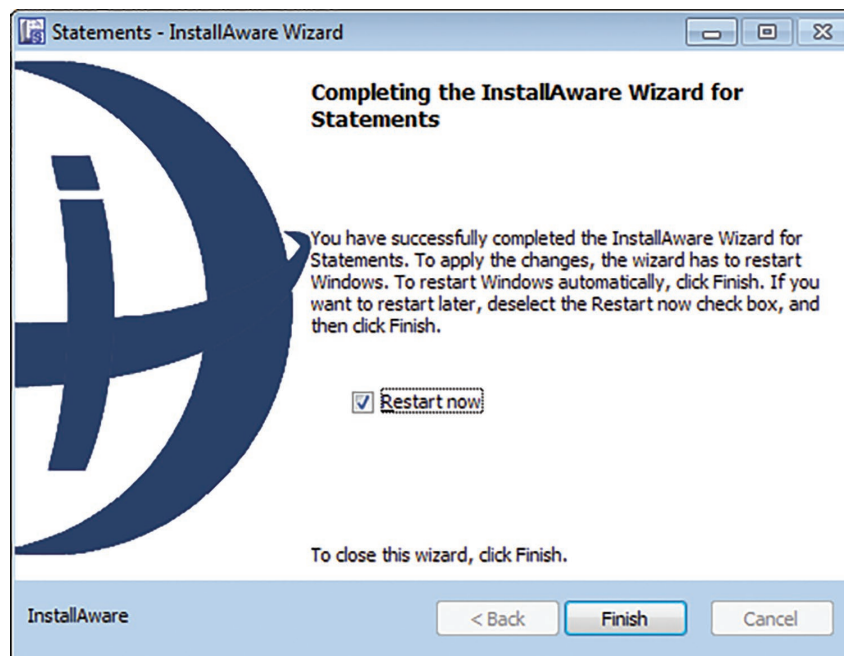
The Installation Wizard is now ready to configure Statements on this computer. Click **Next**.



As the program features are installing, a progress bar will display status.



Once the installation is complete check the **Restart now** button (recommended) to restart the computer after installation or uncheck to restart later. Click **Finish** to finish the install.





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