2020COLD®

Statements

User's Guide

eDOC INNOVATIONS

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.

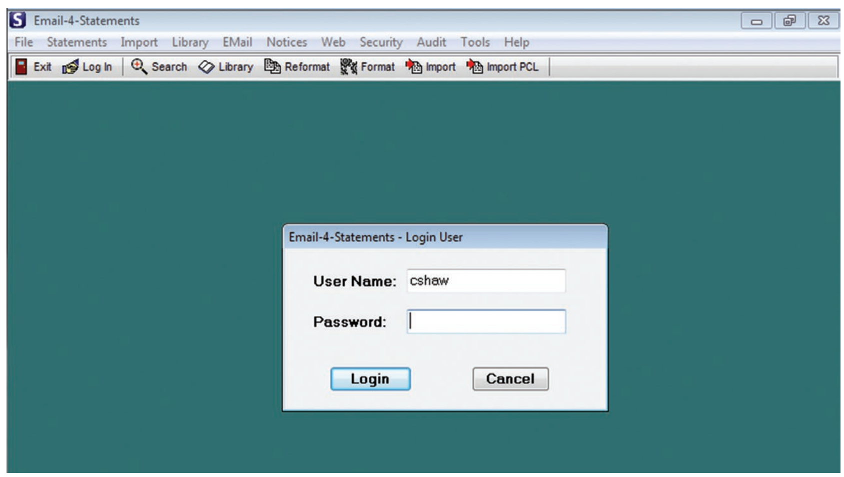
Throughout this document 2020COLD Statements is used to refer to both STATEMENT RETRIEVER and EMAIL-4-STATEMENTS products. The functionality is the same except for the email functionality found in EMAIL-4-STATEMENTS.

STATEMENT RETRIEVER allows an institution to store years of statements on a computer for easy retrieval. When a customer comes into the establishment and requests a copy of a statement file, the employee can open Statement Retriever, look up the statement and print it, instead of 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.

STATEMENT RETRIEVER

If using the Microsoft Active Directory service, the program will automatically launch. Otherwise, click on the icon to launch the program.

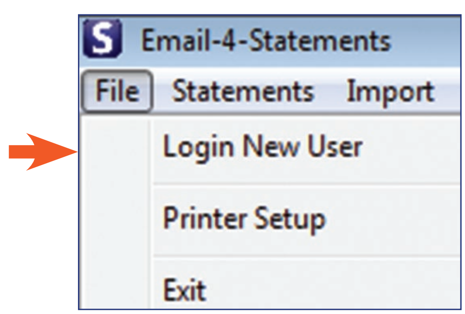


Statements landing page will open with a login window. Login with a system created user name and password. Based on the group/user permissions, different menu options will display.

Only assigned administrators are allowed to edit permissions in Users and Groups. If a menu command or sub menu command is not highlighted when a user tries to access (grayed out), it means that the user did not receive permission from the administrator to perform the task.

The **Menu Bar** is a shortcut to often used commands. For example, users can either click on **File | Login New User** from the **Main Menu** (below) or simply click on **Log In** on the **Menu Bar**.

To log on a different user select **File | Login New User**. Enter the name and password of the new user.



If a user or new user does not login with user name and password and instead clicks **Cancel**, the program will close. The program does not return to the login page and the program will need to be relaunched.

Printer Setup

Select **File | Printer Setup**.

Select the printer type from the **Name** dropdown window.

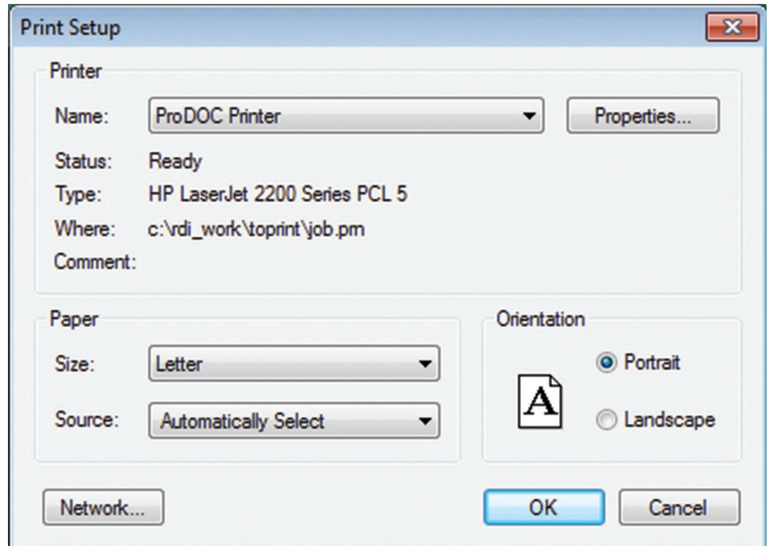
Click **Properties** to change any settings from the default.

The **Paper** | **Size** dropdown allows for a selection of paper sizes;

Source locates the paper tray to be used.

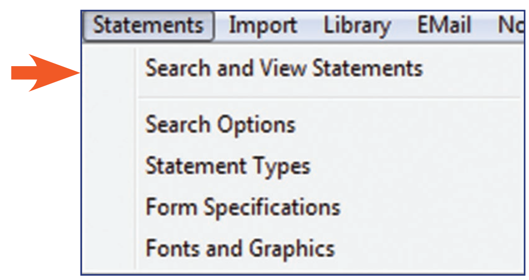
Orientation allows for Portrait or Landscape.

Clicking **Network** opens the **Connect to Printer** window which displays all the printers on the network. Select the appropriate printer.



Search and View Statements

To view a statement file, click **Search** from the **Menu Bar,** or select **Statements | Search and View Statements** from the **Main Menu**.



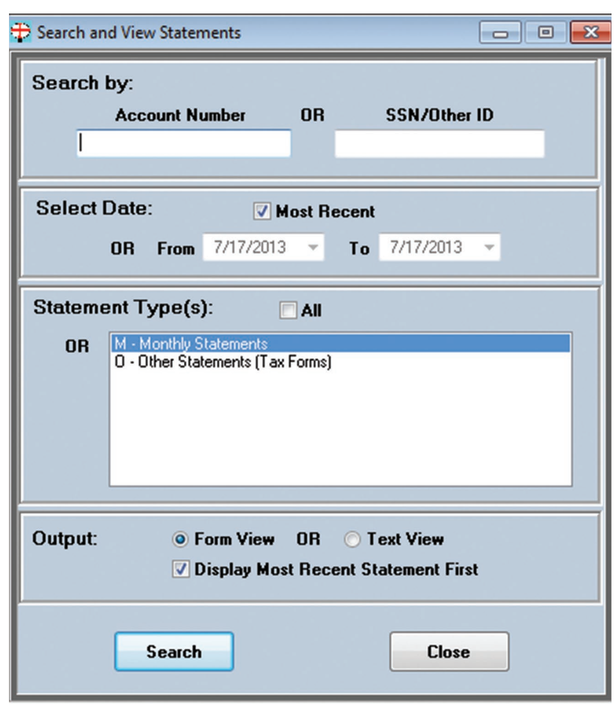
In the **Search by** section, enter the Account Number or SSN/Other ID. SSN/Other ID only can be used if other indexing information is configured in the import format profile.

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

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

In **Output**, select the **Form View** or **Text View** radio option as appropriate.

If recent statements are to be viewed, check **Display Most Recent Statement First** then click **Search**.



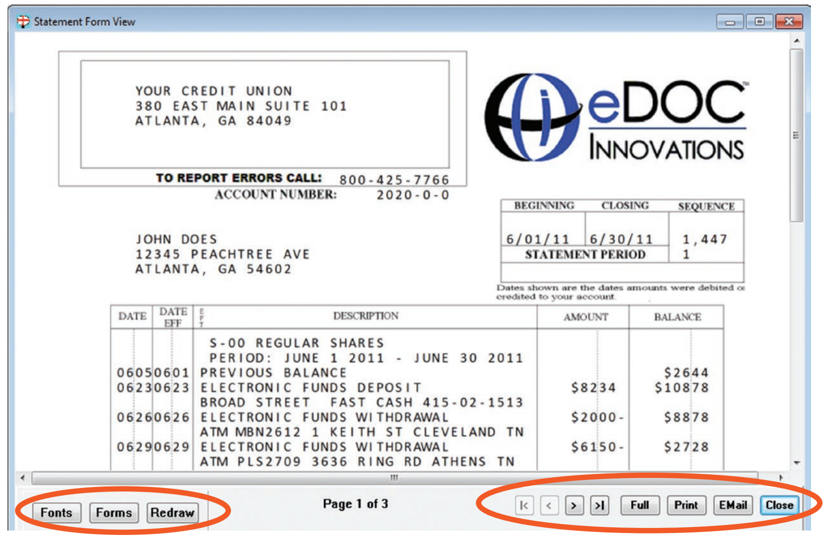
If **Form View** from the **Search and View Statements** window has been chosen, the Statement Form View window will display the forms associated with the Control ID.

Fonts, Forms, Redraw buttons on the bottom of the form only will display when a user has the rights to view these options.

From this window a user can see the document in **Full**, and choose to **Print** or **Email** the document.

The arrows buttons will advance the pages to the first, previous, next or last page.

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



If **Text View** from the **Search and View Statements** window has been chosen, the **Statement Text** window will open.

Clicking **Search** opens the **Text Search** window. Enter the text and click **OK**.

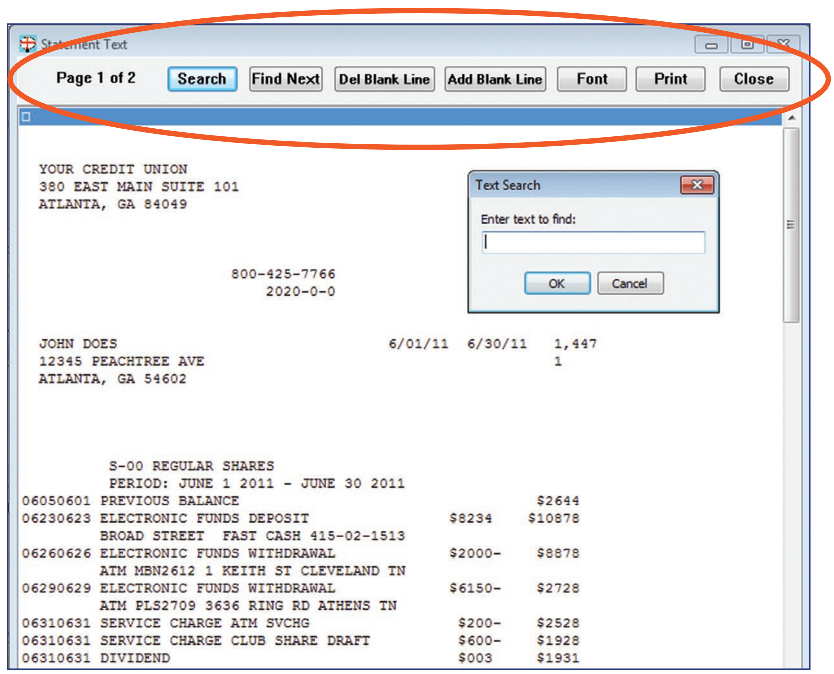
Clicking on **Find Next** will advance to the next occasion that the words, dollar, amounts, etc. appears in each document.

Del Blank Line / Add Blank Line allows the user to delete or add a blank line in the statement to adjust the formatting if needed.

Font changes the font in text view.

Print allows user to specify an installed printer for printing.

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



Search Notices

To search through notices select **Notices | Search Notices**. Enter the search criteria.

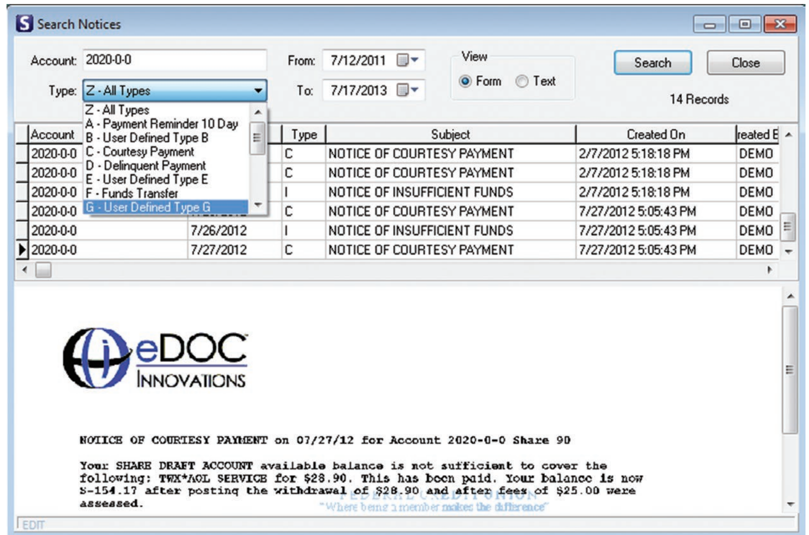
Enter the account number to be searched and the date range in the **From** and **To** fields.

Select the notice type from the dropdown menu.

Select the view for the statement.

Click **Search** to display all records that match the entered criteria.

Close exits the Search Notices window and returns to **Main Menu** window.

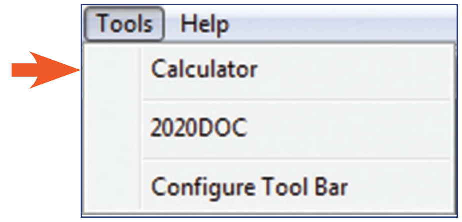


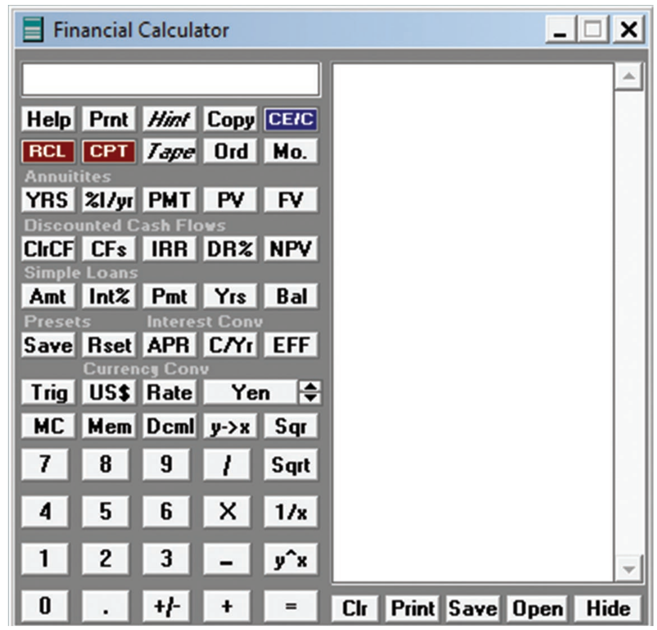
Changing Passwords

To change a password click on **Security | Change Password**. Enter the old password, then enter the new password and click **OK**.

Calculator

From the main menu click on **Tools | Calculator**. A financial calculator opens. Click on the keys with your mouse to perform the functions.

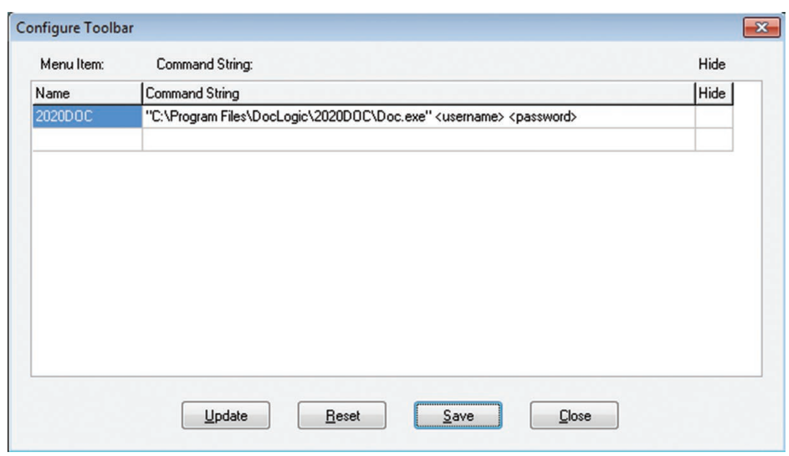


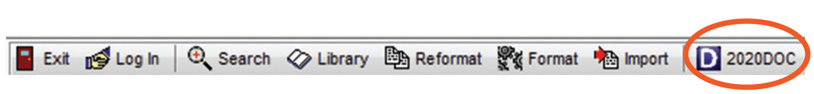


Configuring the Toolbar

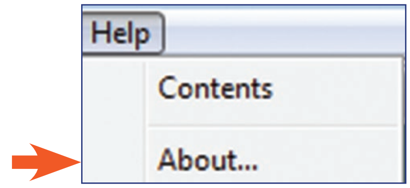
Statements can be configured to launch other eDOC Innovations or Windows programs. To launch other utilities such as 2020DOC (as seen in the example to the right), select **Configure | Tools**. Enter the name of the utility (e.g. 2020DOC) in the Menu box and the command line (program EXE) path into the Command String box. This will launch the utility with the <username> <password>.

Click on the **Save** and the application's icon will appear in the menu bar.





Help



eDOC Innovations has a team of Client Services Representatives ready to help with any technical problem or question you may have. With our live remote-assistance tool, a member of our support team, with your permission, can view your desktop and share control of the mouse and keyboard to get you on your way to a solution.

To access a Client Service Representative go to edoclogic.com and click **Click Here for Support** or call us at 1-800-425-7766. Your representative will ask for your product name and version number. Click on **Help | About** and a Splash screen will open with this information.

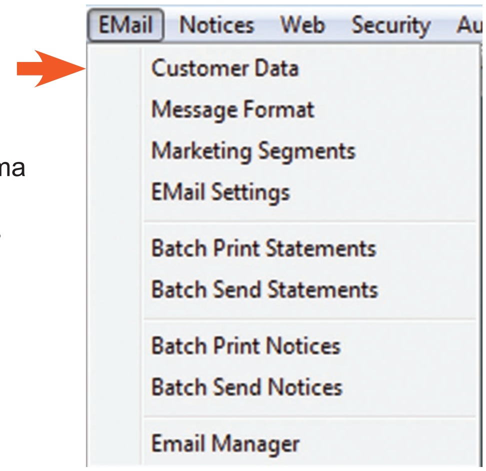
Exit Program

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

Email-4-Statement User continues on the next page.

EMAIL-4-STATEMENTS USERS

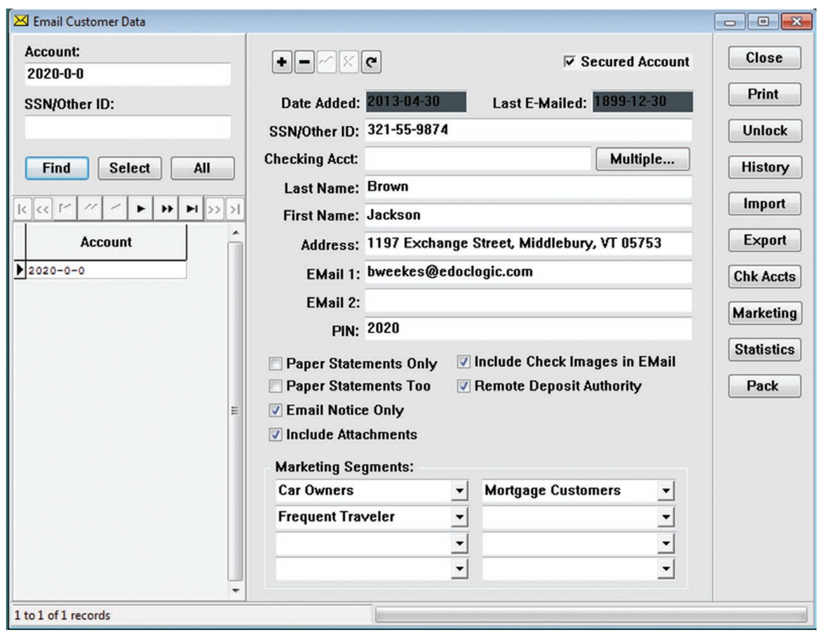
To use Email-4-Statements, you must be logged into the system.



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**.



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

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.

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.

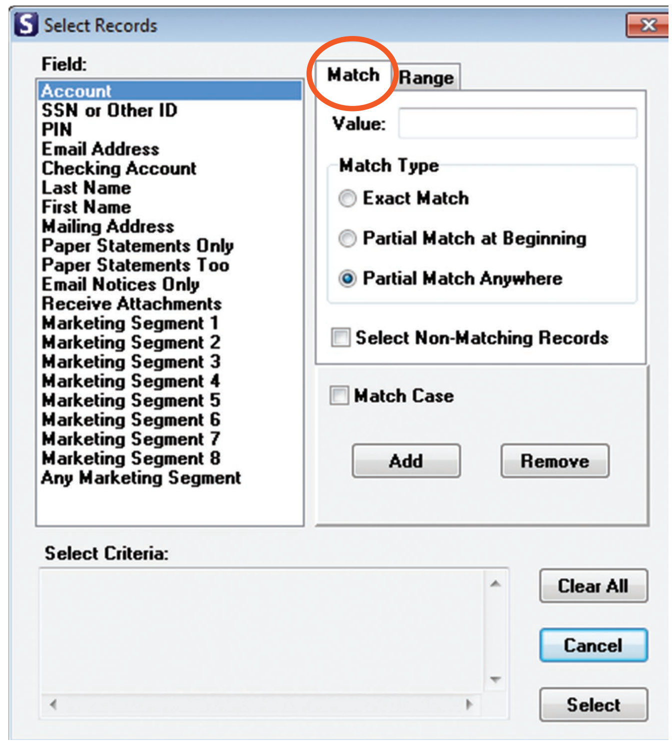
Field lists data that may be exported from the program.

Match searches criteria for selected Field.

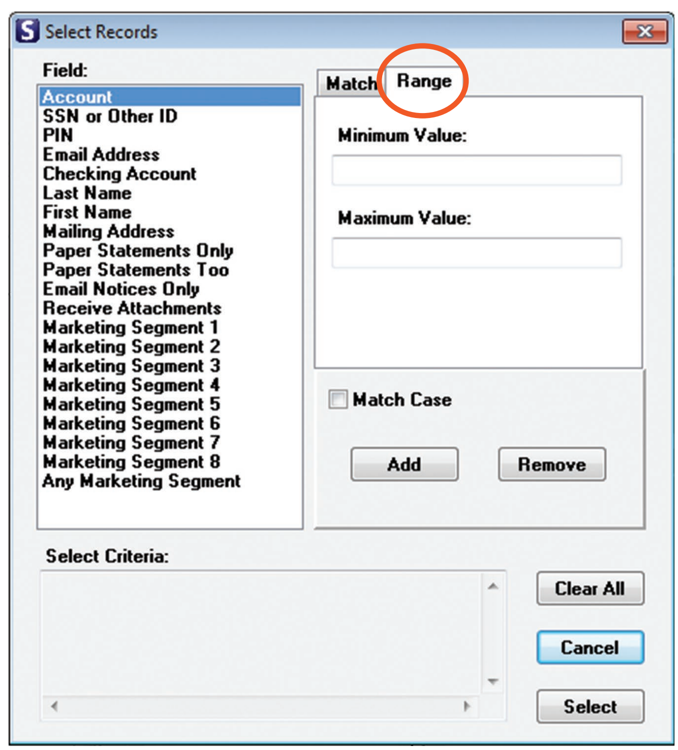
Value input the field value.
Match Type allows 3 different match types:
Exact Match value must match field value exactly.
Partial Match at Beginning means the beginning field value must match.
Partial Match Anywhere field value contains a partial match.
Select Non-Matching Records selects records that 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.

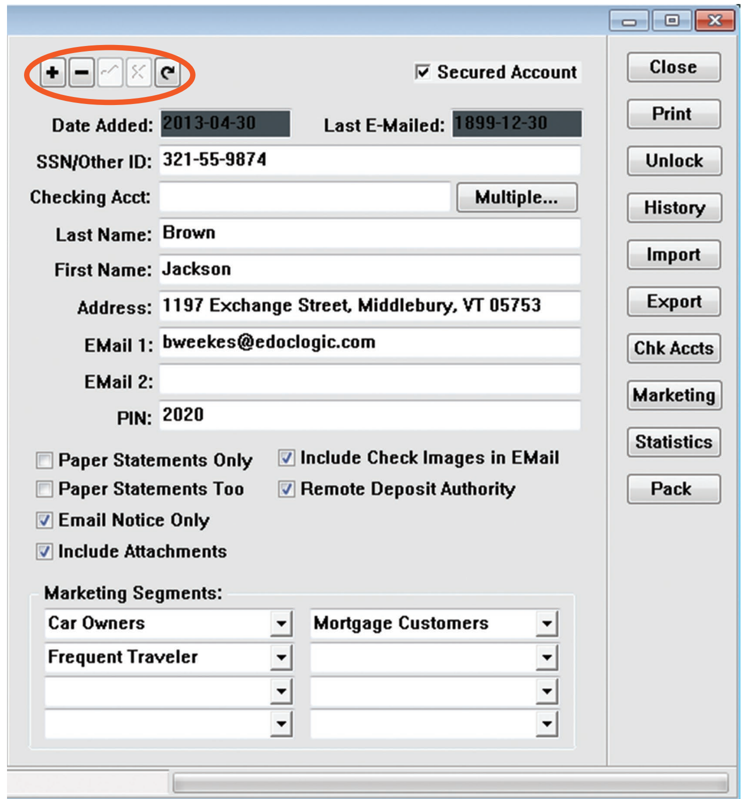


Range allows a user to select a data range, minimum to maximum, for a specific search query.



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.

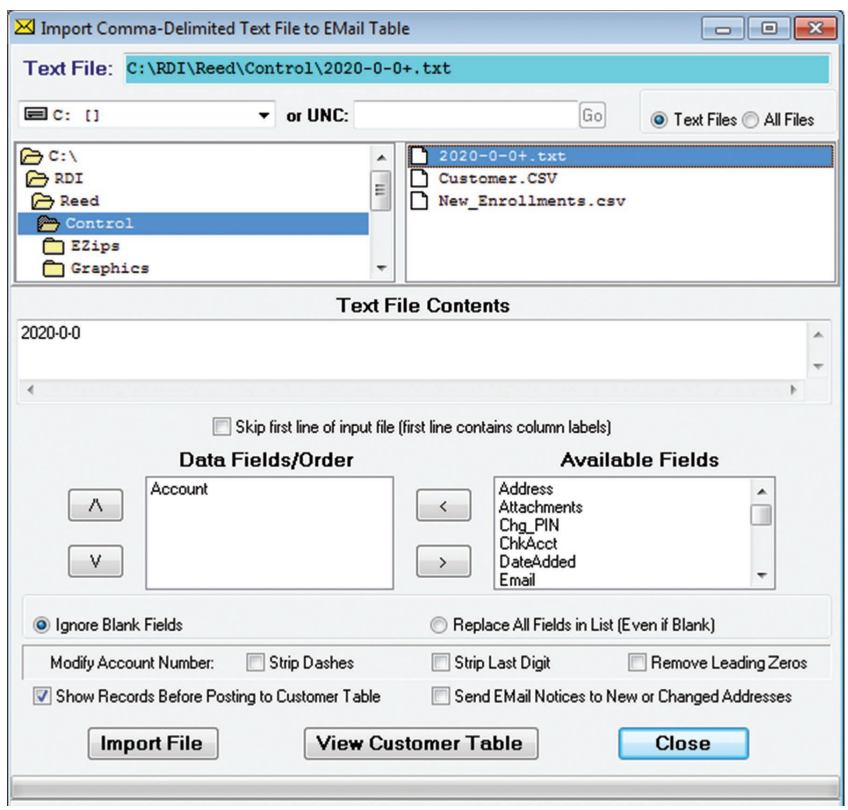
Print sends the information that has been selected to print after a printer has been chosen.

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.

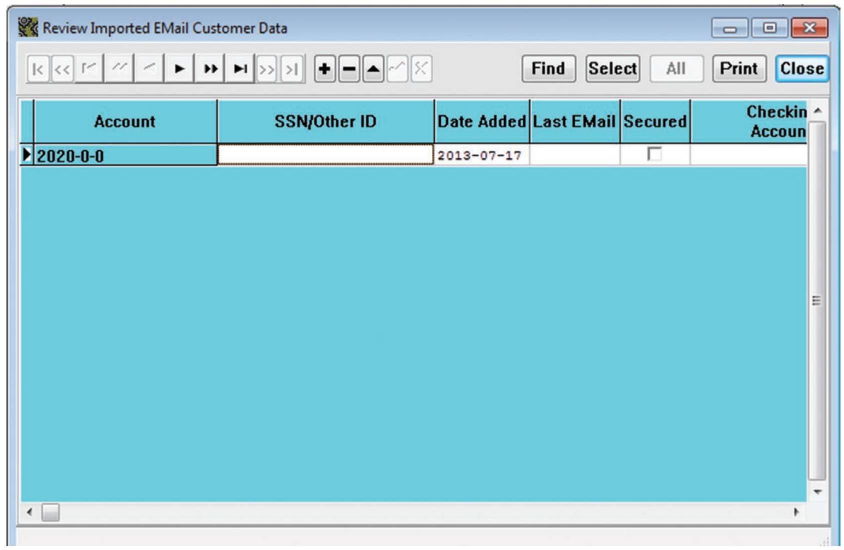
Check **Skip first line of input...** to remove column labels to the file. **Modify Account Number** by checking the boxes that apply.



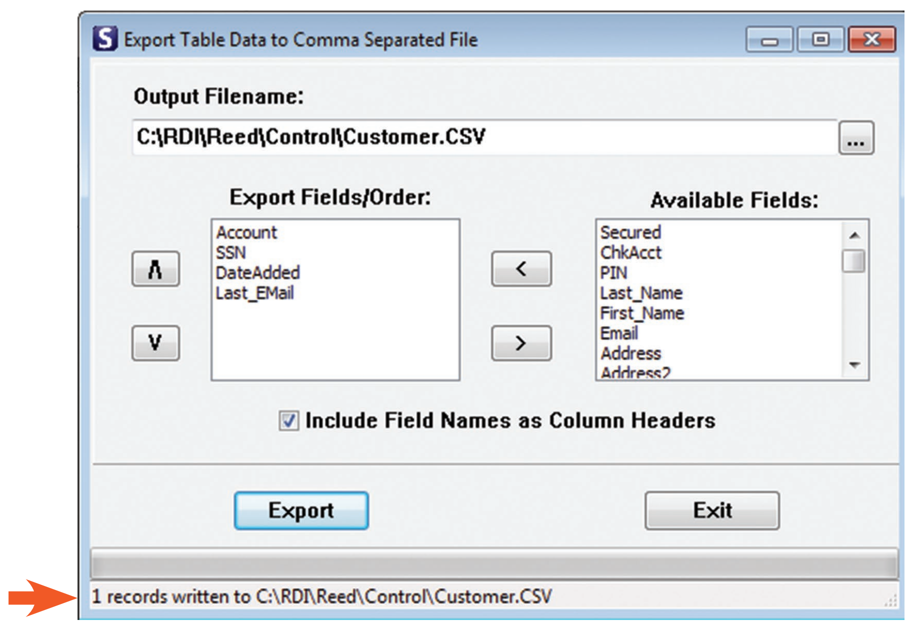
After selecting field and modifying the account, click on **Import File** to **Review Imported Email Customer Data**. Click **Close** to exit the window.

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

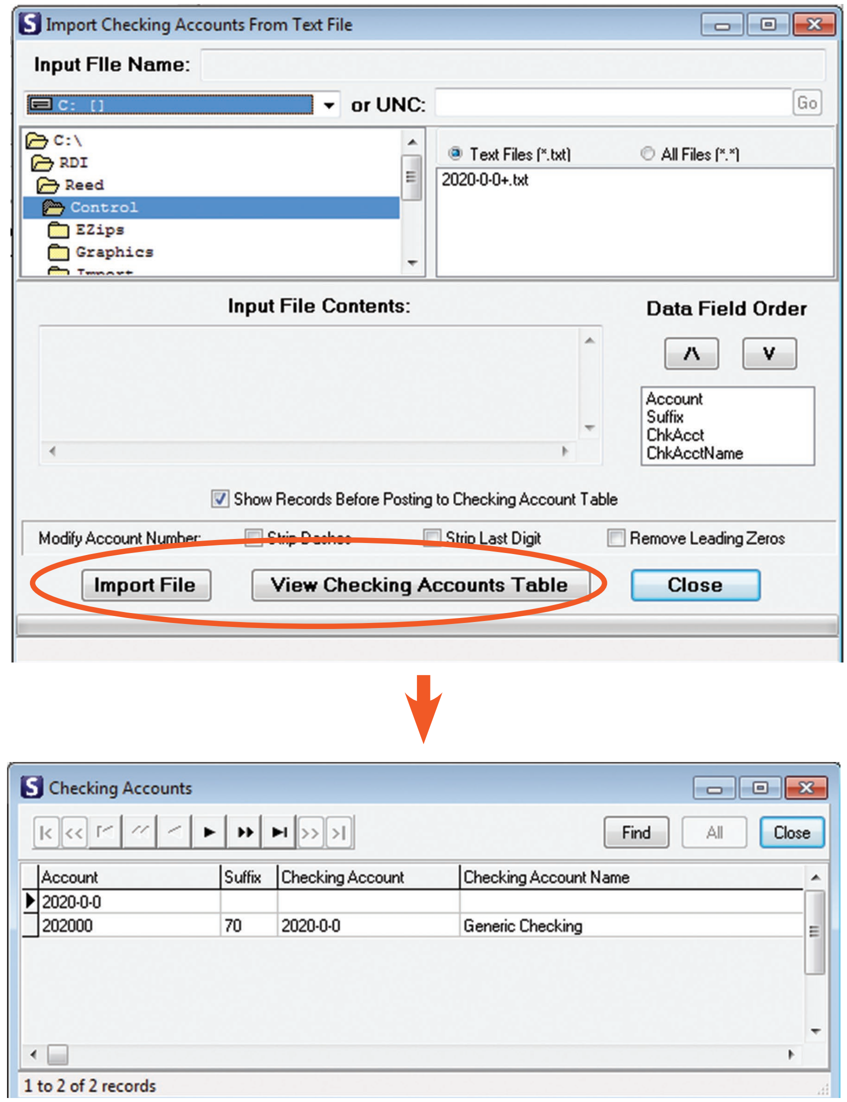
Click **Yes** to transfer. Click **No** to cancel the operation.



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.

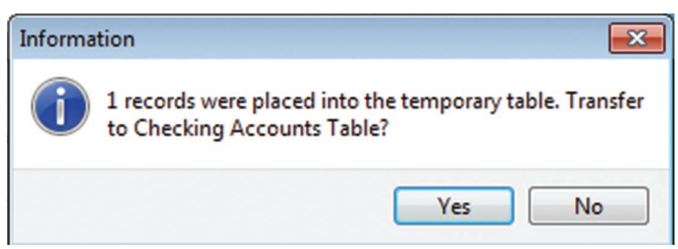


To **Import Checking Accounts from Text File**, click on **Chk Accounts. View Checking Accounts Table** or **Import File**. Clicking **Close** will open the **Information** window.

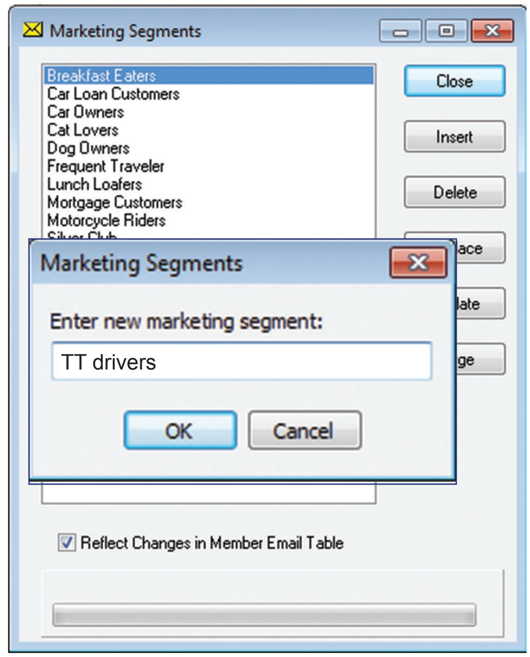


The **Information** window will open to show how many record were placed into the temporary table and will ask **Transfer to Customer Table?**

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.

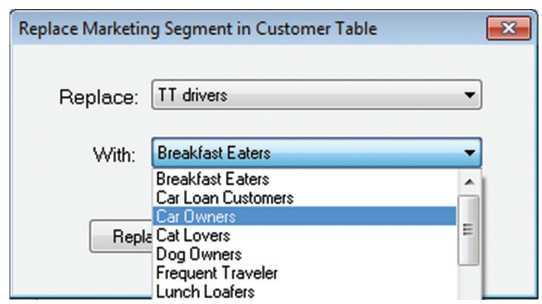


Delete will delete the segment that is highlighted.

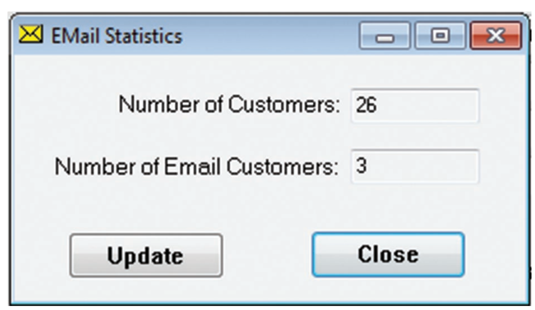
Replace will open the **Replace Marketing Segment in Customer Table**.

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

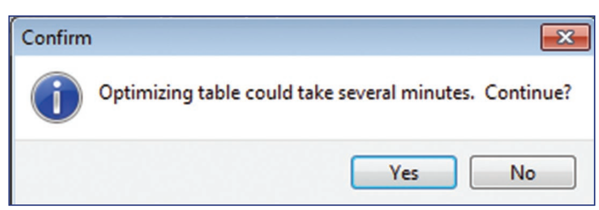
Purge also will open a **Confirm** window. Click **Yes** to remove all marketing segments found in this list from the **Customer Table**, Click **No** to cancel.



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 Yesis clicked, another window will open to advise that the Customer Table has been packed. Click **OK**.



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