FFB*Express*

CHECK INQUIRIES

The Check Inquiries module provides you with the ability to create, track, and manage inquiries on issued checks to determine the status of those checks.

CREATE A CHECK INQUIRY

To create a check inquiry:

1. From the **CHECK MGMT** menu, select **CHECK INQUIRIES**. The Check Inquiries screen is displayed.

   If there are pending check inquiries, you will begin at the Pending Check Inquiries tab (see step 2); if there are no pending check inquiries, you will begin at the Create Check Inquiries tab (see step 3).
2. On the Pending Check Inquiries tab, click the **CREATE** button. The Create Check Inquiries tab is displayed.
3. From the **ACCOUNT** drop-down list, select the account on which the check was drawn.
4. In the **CHECK** field, enter the check number.
5. In the **AMOUNT** field, enter the check amount.
6. In the **ISSUE/POST DATE** field, enter the date the check was issued.
7. [OPTIONAL] In the **PHONE** field in the **CONTACT INFO** row, enter your telephone number.
8. [OPTIONAL] In the **FAX** field in the **CONTACT INFO** row, enter your fax number.
9. [OPTIONAL] In the **COMMENTS** fields, enter any comments about the inquiry.
10. Click the **SAVE** button.
    - If the check was found in the system's databases with the status of "Paid," a message is displayed.
    - If the check was not found, the Pending Check Inquiries tab is displayed. There, you can modify, submit, or delete the check inquiry.

    Note: The Check Inquiries module does not indicate whether a Stop Payment has been placed against issued checks.

MODIFY A CHECK INQUIRY

To modify a pending check inquiry that has not yet been submitted:

1. Access the Pending Check Inquiries tab:
   - From within the Check Inquiries module

     Select the **PENDING CHECK INQUIRIES** tab.
   - From anywhere else in the system

     From the **CHECK MGMT** menu, select **CHECK INQUIRIES**. The Pending Check Inquiries tab is displayed.
2. In the Pending Check Inquiries pane, click the **MODIFY** hyperlink associated with the request to be modified. The Modify Check Inquiries screen is displayed.
3. Make the necessary changes.
4. Click the **SAVE** button. Your changes are saved.
   - If the check was found in the system's databases with the status of "Paid," a message is displayed.
   - If the check was not found, the Pending Check Inquiries tab is displayed. There, you can modify, submit, or delete the check inquiry.

   [OPTIONAL] To discard your changes, click the **RESET** button.

SUBMIT A CHECK INQUIRY

The system archives information about checks paid within the past 63 days. If the check inquiry does not find the requested check, the check either has not been paid, has been paid more than 63 days before the current date, or was not reported to the system. Unsuccessful inquiries are added to the Pending Check Inquiries tab, where they can be submitted for manual disposition.

To submit check inquiries:

1. Access the Pending Check Inquiries tab:
   - From within the Check Inquiries module

     Select the **PENDING CHECK INQUIRIES** tab.
   - From anywhere else in the system

     From the **CHECK MGMT** menu, select **CHECK INQUIRIES**. The Pending Check Inquiries tab is displayed.
2. In the Pending Inquiries pane:
   - Submit a single inquiry

     Click the **SUBMIT** hyperlink associated with the inquiry to be submitted.
   - Submit multiple inquiries
     1. Select the checkboxes associated with the inquiries to be submitted.
     2. Click the **SUBMIT** button.
   - Submit all inquiries
     1. Select the checkbox in the left-hand corner of the header row.
     2. Click the **SUBMIT** button.

   The Submit Verification screen is displayed.
3. In the **ENTER YOUR PASSWORD FOR SUBMIT** field, enter your transaction password.
4. Click the **VERIFY** button.The Submit Confirmation screen is displayed.
5. [OPTIONAL] To print the confirmation, click the **PRINT** button. Make the necessary selections in the Print dialog box, then click the **OK** button.
6. Click the **OK** button to close the confirmation screen and return to the Pending Check Inquiries tab.

DELETE A CHECK INQUIRY

To delete check inquiries:

1. Access the Pending Check Inquiries tab:
   - From within the Check Inquiries module

     Select the **PENDING CHECK INQUIRIES** tab.
   - From anywhere else in the system

     From the **CHECK MGMT** menu, select **CHECK INQUIRIES**. The Pending Check Inquiries tab is displayed.
2. In the Pending Inquiries pane:
   - Delete a single inquiry

     Click the **DELETE** hyperlink associated with the inquiry to be deleted.
   - Delete multiple inquiries
     1. Select the checkboxes associated with the inquiries to be deleted.
     2. Click the **DELETE** button.
   - Delete all inquiries
     1. Select the checkbox in the left-hand corner of the header row.
     2. Click the **DELETE** button.

   A confirmation message is displayed in a pop-up window.
3. Click the **OK** button. The requests are deleted.

   [OPTIONAL] To discard the deletion request, click **CANCEL**.

CHECK INQUIRY REPORT

The Check Inquiry report displays the status of check inquiries that have been submitted or are available to be submitted for manual disposition. The report does not, however, include the status of inquiries for checks that were found on the system.

To access the check inquiry report:

1. Access the report parameters pane:
   - From within the Check Inquiry module

     From the **REPORTING** menu, select **CHECK INQUIRY REPORT**.
   - From anywhere else in the system
     1. From the **REPORTING** menu, select **ALL REPORTS**. The All Reports screen is displayed.
     2. In the Check Management pane, click the **CHECK INQUIRY REPORT** hyperlink.

   The Check Inquiry Report parameters pane is displayed.
2. From the **ACCOUNT** drop-down list, select an account number, or select **ALL**.
3. From the **STATUS** drop-down list, select a status, or select **ALL**.
4. In the **DATE RANGE FROM** and **TO** fields, enter starting and ending dates. Use mm/dd/yyyy format.
5. Click the **SUBMIT** button. The Check Inquiry Report pane is displayed.

From the Check Inquiry report, you can:

- Click a **VIEW** link to view further details about an inquiry.
- Click the **PRINT** button to print the Check Inquiry report.
- Click the **EXPORT** button to export the report in ASCII format.