COPY REQUESTS

The Copy Requests module provides you with the ability to create, track, and manage requests for copies of paid checks. Photocopies of paid checks are mailed to the account-holder's address via posted mail.

Note: The Copy Requests module works only with paper checks issued by your company or a proxy. Copies of records for payments and funds transfers issued by other means, whether initiated using the system or outside of its functionality, cannot be requested using the Copy Requests module.

REQUEST A COPY OF A PAID CHECK

To request a copy of a paid check:

1. From the **CHECK MGMT** menu, select **COPY REQUESTS**. The Copy Requests screen is displayed.

   If there are pending copy requests, you will begin at the Pending Copy Requests tab (see step 2); if there are no pending copy requests, you will begin at the Create Copy Request tab (see step 3).
2. On the Pending Copy Requests tab, click the **CREATE** button. The Create Copy Request 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. In the **CONTACT NAME** field, enter the copy requestor's name.
8. In the **PHONE** field, enter the copy requestor's telephone number. Use the format XXX-XXX-XXXX.
9. In the **ADDRESS**, **CITY**, **STATE** and **ZIP** fields, enter the copy requestor's mailing address.
10. Click the **SAVE** button.

    The Pending Copy Requests tab is displayed. There, you can modify, submit, or delete the copy request.

MODIFY A CHECK COPY REQUEST

To modify a check copy request that has not yet been submitted:

1. Access the Pending Copy Requests tab:
   - From within the Copy Request module

     Select the **PENDING COPY REQUESTS** tab.
   - From anywhere else in the system

     From the **CHECK MGMT** menu, select **COPY REQUESTS**. The Pending Copy Requests tab is displayed.
2. In the Pending Copy Requests pane, click the **MODIFY** hyperlink associated with the request to be modified. The Modify Copy Request screen is displayed.
3. Make the necessary changes.
4. Click the **SAVE** button.

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

SUBMIT A CHECK COPY REQUEST

To submit a check copy request:

1. Access the Pending Copy Requests tab:
   - From within the Copy Request module

     Select the **PENDING COPY REQUESTS** tab.
   - From anywhere else in the system

     From the **CHECK MGMT** menu, select **COPY REQUESTS**. The Pending Copy Requests tab is displayed.
2. In the Pending Copy Requests pane:
   - Submit a single request

     Click the **SUBMIT** hyperlink associated with the request to be submitted.
   - Submit multiple requests
     1. Select the checkboxes associated with the requests to be submitted.
     2. Click the **SUBMIT** button.
   - Submit all requests
     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 Copy Requests tab.

DELETE CHECK COPY REQUESTS

To delete check copy requests:

1. Access the Pending Copy Requests tab:
   - From within the Copy Request module

     Select the **PENDING COPY REQUESTS** tab.
   - From anywhere else in the system

     From the **CHECK MGMT** menu, select **COPY REQUESTS**. The Pending Copy Requests tab is displayed.
2. In the Pending Copy Requests pane:
   - Single request

     Click the **DELETE** hyperlink associated with the request to be deleted.

- Multiple requests
    1. Select the checkboxes associated with the requests to be deleted.
    2. Click the **DELETE** button.
- All requests
    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 COPY REQUEST REPORT

To create a report of check copy requests:

1. Access the report parameters pane:
    - From within the Copy Request module

      From the **REPORTING** menu, select **COPY REQUEST 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 **COPY REQUEST REPORT** hyperlink.

   The Copy Request 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 Copy Request Report pane is displayed.