

DNA

GENERAL NAVIGATION



PARTICIPANT GUIDE

CONTENTS

Contents	2
Overview/Purpose	5
Search for Member - Person/Member Maintenance	6
Search for Member - Smart Search	7
Search for Member - Relationship Profile	8
Update Member Contact and ID Info	9
Change an Account Mailing Address	11
View All Related Accounts	12
View/Add Restrictions (Member or Account)	13
View/Add Notes (Member or Account)	15
Edit/Add password	17
View Credit Score/BNI	18
View/Edit Privacy Act (TCPA)	19
View All SVCS Status	20
View Shared Branching Access	21
View Tax Summary & Dividend Info (All Accounts)	22
Access Loans PQ & Xpress App	23
View Home Branch	24
View Payable on Death Beneficiaries	25
View Current & Available Balances (All Accounts)	26
View Account Open & Closed Dates	27
View REG E Opt-In	28
View/edit Account Mail/Statement Option	29
View Pre-Authorized (Payroll) Distribution	30
View ACH Pending and Processed History	31

View Stop Payments (Check & ACH)	32
View Pledge Amount.....	33
View Check Holds	34
View Overdraft Accounts	35
View Balance History Screen.....	37
View Transaction History Screen	39
View Extended Account History Screen	41
View All Account History.....	43
Print Interim Account Statement.....	44
Print Documents (Forms)	45
View Overdraft (ILS) Limit.....	46
View Withdrawals for Life/Year/Quarter/Month	47
Online Check Order (Deluxe).....	48
View Debit Card	49
View Debit Card Pending Authorized Transactions	50
View Debit Card Released Transactions	51
View Elements.....	52
View Coupon Book Status & Renewal Date	53
View Member Protection Plus Option.....	54
View Credit Card Account Information	55
View Credit Card Transaction History	56
View Credit Card Close Date	57
View LOC Information	58
View Home Equity Available Line of Credit.....	59
General Loan Information	60
View Payment information (Loan Accounts).....	61
View Collateral Inquiry.....	62

Loan Future Payoff	63
View Safe Deposit Box Inventory	64
View Savings Bond Redemption History	65
View Savings Bond Redemption Calculator	66
Search Official Checks	67
Create a Tickler on a Member Relationship Profile	68
Create a Referral	69
View Electronic Journal (All Tellers).....	70
Error Correction (Any Transaction)	71
View Teller Totals (All Tellers)	72
View Branch Totals	73

OVERVIEW/PURPOSE

The purpose of this course is to provide a general overview of the DNA user interface and functionality. The DNA platform improves the workflow and provides easier access to information and better processing capabilities for Georgia's Own employees.

These procedures and activities have been written for a training context in which this workbook will be the main delivery source for the educational experience and will also be used as a self-study tool. The practices exercises included throughout should be used regularly to help prepare you for the conversion, and will give you increased confidence in navigating DNA. You should also use your regular daily work when processing transactions and/or completing tasks in DNA to aid in developing familiarity with the system.



SEARCH FOR MEMBER - PERSON/MEMBER MAINTENANCE

Use this search option for immediate access to the screen to update (file maintenance) a member's contact information (Address, contact numbers, identification, etc.).

1. Click **Maintenance** on the black **Relationships Module** menu bar, then select **Person/Member**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
3. If more than one match is returned in the **Search Results** grid, click to select the appropriate member then click Continue, or double click the member's name (The **Edit Person** screen appears)
4. View or edit the appropriate member information
5. Close the **Edit Person** screen

OR

6. Click **Relationships** in the green **Edit Person** menu bar then select **Relationship Profile**

Note: The **Edit Person** tab will remain open. The member's **Relationship Profile** will open on a new tab.

SEARCH FOR MEMBER - SMART SEARCH

This is the only search option available to additionally search for a member's profile by **VIN**, **Debit Card**, or **MICR** numbers.

1. Click **Quick Inquiries** in the black Relationships Module menu bar then select **Smart Search**
2. On the **Smart Search** screen, enter the search in the **Search** box then click **Search**
3. In the **Results List** grid, double click on the member's name (The person's **Relationship Profile** screen appears)

Note: The **Smart Search** tab will remain open. The person's **Relationship Profile** will open in a new tab.

SEARCH FOR MEMBER - RELATIONSHIP PROFILE

Use this search option to access a member's relationship profile (Member's profile).

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar, then select **Relationship Profile**
2. Click to select the appropriate member in the **Search Results** grid
3. View the **Account Number**, **Account Type**, **Status**, and **Roles** for all related accounts in the **Related Accounts** grid (Below the **Search Results** grid)
4. Click **Continue** or double click the appropriate member's name (The **Relationship Profile** screen appears)

UPDATE MEMBER CONTACT AND ID INFO

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the **Search Results** grid, click to select the appropriate member then click Continue, or double click the member's name (The **Relationship Profile** appears)
3. Click **Edit** on the green **Relationship Profile** screen menu bar
4. Click **Edit Person** on the green **Member Maintenance** screen menu bar
5. Update/Enter the appropriate member information in the corresponding fields:
 - a. **Person Information** box (Name, SSN, DOB, etc.)
 - b. **Primary Address and Contact Information** (Address options, Contact numbers, and Email addresses)
 - c. **Identification** box (Use the Type drop-down menu to see ID type options)

If updating/entering **Identification** information, do the following in the **Identification** box:

1. Use the **Type** drop-down menu to select the appropriate ID type
2. Update/Enter new ID information in the appropriate fields
3. Click the **Review** radio button then click **Process** on the **Edit Person** screen processing bar
4. Confirm the enter and/ or updated ID information is correct

If updating/entering member **Address** information, do the following in the **Primary Address and Contact Information** box:

1. Using the **Address Type** drop-down menu, select the appropriate address type
2. Enter/Update the zip code in the **Zip Code** field (The **City** and **State** fields will default)
3. Using the **Line Type 1** drop-down menu, select the appropriate type of field for **Address Line 1** (Repeat for each address line type needed for address length)
4. Enter/Update the address information in the **Address Lines** as appropriate
5. Click the **Review** radio button then click **Process** on the **Edit Person** screen processing bar
6. Confirm the entered and/or updated member information is the correct
7. Click **Close** or (<) until returned to the **Relationship Profile** screen

CHANGE AN ACCOUNT MAILING ADDRESS

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the **Search Results** grid, click to select the appropriate member then click Continue, or double click the member's name (The **Relationship Profile** appears)
3. To change the account mailing address to the an alternate address, do the following:
 - a. Double click the account for which the address change is being made
 - b. Click **Additional** on the green **Deposit Account Maintenance** screen, then select **Mail** (The **Mail** screen appears)
 - c. Using the **Mail Override** drop-down menu in the **Account Mail Override** box, select the desired address type
 - d. Click the **Review** radio button then click **Process** on the **Mail** screen processing bar
 - e. Verify the address changed to the requested choice
4. Click **Close** or the (<) on the **Mail** Screen
5. Click the **Summary** slideout to view new mailing address
6. Click **Close** or the (<) on the **Deposit Maintenance** screen
7. Repeat step 3 – 6 for each account being changed
8. Close the **Relationship Profile** screen

VIEW ALL RELATED ACCOUNTS

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar, then select **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the **Search Results** grid, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** appears)
3. Click **Edit** on the green **Relationship Module** menu bar (The **Member Maintenance** screen appears)

Note: All accounts related to the member will show in the **Related Account List** grid which will include all account from the following grids:

- a. **Deposits** grid (Savings, Checking, Money Market, Bond, CD, and IRA accounts)
 - b. **Loan/Safe Deposit Box** grid (Consumer Loans, Mortgage LOCs, and Safe Deposit Box accounts)
 - c. **External Serviced Accounts** grid (Mortgage Loan, Credit Card, and Student Loan accounts)
4. Click **Close** on the processing bar or (<) the **Relationship Profile** tab to return to the **Relationship Profile** screen

VIEW/ADD RESTRICTIONS (MEMBER OR ACCOUNT)

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the **Search Results** grid, click to select the appropriate member then click Continue, or double click the member's name (The **Relationship Profile** appears)

To view **Warnings** on the **Member**, do the following:

1. Click **Edit** on the green **Relationship Profile** screen menu bar
2. Click **Edit Person** on the green **Member Maintenance** screen menu bar
3. Click **Additional** on the green **Edit Person** screen menu bar, then select **Restrictions**
4. To view Restrictions, click **Query** in the **Search Criteria** box (Existing restrictions associated with the person will default in the **Restrictions** grid)

To view **Restrictions and/or Warnings** on an **Account**, do the following:

1. Double click the account that has the Restriction message (the **Deposit Account Maintenance** screen appears)
2. Click **Maintenance** on the green **Deposit Account Maintenance** screen menu bar then select **Restrictions**
3. To view Restrictions, click **Query** in the **Search Criteria** box (Existing restrictions associated with the account will default in the **Restrictions** grid)

To add a restriction on the **Member** and/or an **Account**, do the following:

1. Click **Create** (The **Create/Edit Restriction** box fields will become active)
2. Using the **Type** drop-down menu to select the appropriate option

Note: If adding a **Restriction** on the Member, the **Type** field will default to **Warning Flag** (Lockout restrictions are not allowed at the person level)
3. Using the **Description** drop-down menu, select the appropriate restriction reason
4. The **Effective Date** will default to today's date
5. The **Release Date** will default based on the selected **Description** (Change the date as appropriate)
6. Click the **Review** radio button then click **Process** on the screen processing bar

To update an existing restriction, do the following:

1. Click **Edit**
2. Update the appropriate information in the **Create/Edit Restrictions** box
3. Click the **Review** radio button then click **Process** on the screen processing bar

To add additional **Notes** to the Restriction, do the following:

1. Click the restriction item, then click **Notes** on the **green Restrictions** grid menu bar (The **Notes** screen appears and existing notes will default in the **Notes** grid)
2. Click **Create** on the **Notes** grid processing bar
3. Using the **Note Class** drop-down menu, select **Note**
4. Using the **Note Subclass** drop-down menu, select the appropriate choice
5. Enter additional notes in the **Note Text** box
6. Click **Process** on the **Notes** screen processing bar

VIEW/ADD NOTES (MEMBER OR ACCOUNT)

Note: All messages in iPower will convert over to the **Notes** on the Member level.

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)

To view **All Notes** on both the Member and Accounts, do the following:

1. Click the gray down arrow on the green **Relationship Profile** menu bar
2. Click **More** then select **All Notes** (The **All Notes** screen appears)

To view notes on the **Member**, to the following:

1. Click **Contact Management** on the green **Relationship Profile** screen menu bar then select **Notes** (The **Notes** screen appears)
2. To **Edit** an note, do the following:
 - a. Click to select the note then click **Edit**
 - b. Update the appropriate fields in the **Edit Note** box
 - c. Click the **Review** radio button, then click **Process** on the screen processing bar
 - d. Verify information is correct

To view notes on an **Account**, do the following:

1. Double click the account that has the note (The Deposit Account Maintenance screen appears)
2. Click **Maintenance** on the [green](#) **Deposit Account Maintenance** screen menu bar then select **Notes** (Notes on the account level will list in the **Notes** grid)
3. Close the **Notes** screen

To create a note, do the following:

1. Deselect the **Auto Hide** box
2. Click **Create** on the processing bar
3. Using the **Note Class** drop-down menu, select the appropriate type
4. In the **Note Text** box, enter the notes
5. Click the **Review** radio button, then click **Process** on the screen processing bar
6. Verify the information is correct

To place an **Inactive Date** on a **Note**, do the following:

1. Click to select the note in the **Notes** grid
2. Click **Inactivate** on the processing bar

Note: The current day's date will default to the **Inactive Date** field to signify that particular message is no longer applicable.

3. Close the **Notes** screen

EDIT/ADD PASSWORD

Note: If there is an existing password on the member's Relationship Profile, it will default in the [green](#) Banner under the **Last Contact/Status** date.

To edit/add a password, do the following:

1. Click **Quick Inquiries** on the [black](#) **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the **Search Results** grid, click to select the appropriate member then click Continue, or double click the member's name (The **Relationship Profile** appears)
3. Click **Contact Management** on the [green](#) **Relationship Profile** screen menu bar
4. Click **Person** then select **Person Fields** (The **Additional Fields** screen appears)
5. In the **User Field Maintenance** grid, scroll down to select **Password** (If there is a password, it appears in the **Value** column)

Note: The **User Field Maintenance** grid also contains TCPA options, Occupation, Shared Branching restrictions, Source Code, and more. Edit/enter information as appropriate for your role.

6. Click **Edit** on the **User Field Maintenance** processing bar
7. Edit or enter the password in the **Value** field as appropriate
8. Click the **Review** radio button then click **Process** on the **Additional Fields** screen processing bar
9. Verify the password is correct
10. Click **Close** or (<) on the **Additional Fields** screen
11. Click **Close** or (<) on the **Relationship Profile** screen

VIEW CREDIT SCORE/BNI

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the **Search Results** grid, click to select the appropriate member then click Continue, or double click the member's name (The **Relationship Profile** appears)
3. Click **Contact Management** on the green **Relationship Profile** menu bar
4. Click **Person** then select **Person Fields** (The **Additional Fields** screen appears)
5. The **Credit Scores** and the date pulled will show in the **User Field Maintenance** grid
6. Close the **Additional Fields** screen
7. Close the **Relationship Profile** screen

VIEW/EDIT PRIVACY ACT (TCPA)

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the **Search Results** grid, click to select the appropriate member then click Continue, or double click the member's name
3. Click **Contact Management** on the green **Relationship Profile** menu bar
4. Click **Person** then select **Person Fields** (The **Additional Fields** screen appears)
5. In the **User Field Maintenance** grid, scroll down to **No Cell Call** and/or **Telemarketing**
6. To edit, do the following:
 - a. Click to select the appropriate option then click **Edit**
 - b. Enter or modify the **Value** field
 - c. Click the **Review** radio button then click **Process** on the **Additional Fields** screen processing bar
 - d. Verify the member's option is entered correctly
7. Close the **Additional Fields** screen
8. Close the **Relationship Profile** screen

VIEW ALL SVCS STATUS

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
3. Click **Contact Management** on the green **Deposit Account Maintenance** screen menu bar, then click **Person**, then click **Person Fields** (The **Additional Fields** screen appears)
4. Using the scroll bar in the **User Field Maintenance** grid, scroll down to **SVCS – All Services** (The All Services code will show in the **Value** column)
5. Close the **Additional Fields** screen
6. Close the **Relationship Profile** screen

VIEW SHARED BRANCHING ACCESS

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
3. Click **Contact Management** on the green **Deposit Account Maintenance** screen menu bar, then click **Person**, then click **Person Fields** (The **Additional Fields** screen appears)
4. Using the scroll bar in the **User Field Maintenance** grid, scroll down to **RAMV Shared Branch Restrictions** (Yes will show in the **Value** column if the member does not have Shared Branching access)
5. Close the **Additional Fields** screen
6. Close the **Relationship Profile** screen

VIEW TAX SUMMARY & DIVIDEND INFO (ALL ACCOUNTS)

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the **Search Results** grid, click to select the appropriate member then click Continue, or double click the member's name (The **Relationship Profile** appears)
3. Click **Print** on the green **Relationship Profile** screen then select **Consolidated Interest Inquiry** (The **Consolidated Interest Inquiry** appears)
4. The year to date (Int-YTD) and the prior year (Int-PriorYr) interest details for all accounts will default in the grid
5. Click **Print** if the member requests a printed version of the interest history
6. Click **Close** or (<) on the **Consolidated History** screen
7. Click **Close** or (<) on the **Relationship Profile** screen

ACCESS LOANS PQ & XPRESS APP

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the **Search Results** grid, click to select the appropriate member then click Continue, or double click the member's name (The **Relationship Profile** appears)
3. Click the gray down arrow on the green **Relationship Profile** screen menu bar
4. Click **More** then select **Meridian Link-Add/Update Account**
5. Using the **Request Type** drop-down menu on the **Meridian Link SSO Interface** screen, select the appropriate processing type (i.e. New Loan, Loan Add-on Xpress Account)
6. Using the **Account Type** drop-down menu, select the appropriate account type (i.e. Loan type or Deposit Application)
7. Click **Process** on the **Meridian Link SSO Interface** screen processing bar (The appropriate **Loans PQ** or **Xpress App** screen appears)
8. Complete the application as appropriate

VIEW HOME BRANCH

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the **Search Results** grid, click to select the appropriate member then click Continue, or double click the member's name (The **Relationship Profile** appears)
3. Double click the primary savings account (The **Deposit Accounts Maintenance** screen appears)
4. The name of the home branch defaults in the **Branch** field
5. Click **Close** or (<) on the **Deposit Account Maintenance** screen
6. Click **Close** or (<) on the **Relationship Profile** screen

VIEW PAYABLE ON DEATH BENEFICIARIES

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the **Search Results** grid, click to select the appropriate member then click Continue, or double click the member's name (The **Relationship Profile** appears)
3. Click to select the account on which you wish to view the beneficiaries
4. Click **Inquiries** on the blue **Deposits** grid menu bar then select **Owner**
5. The role of each related member on the account will show in the **Account Role** column
6. Click **Close** or (<) on the **Owners** screen
7. Click **Close** or (<) on the **Relationship Profile** screen

VIEW CURRENT & AVAILABLE BALANCES (ALL ACCOUNTS)

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the **Search Results** grid, click to select the appropriate member then click Continue, or double click the member's name (The **Relationship Profile** appears)
3. In the **Deposits** grid on the **Relationship Profile** screen, the **Current Balance** and **Available Balance** default to the respective columns
4. The **Current Balance** includes or does not include the following:
 - **includes** check deposit amounts on hold
 - **includes** pending debit card transaction amounts on hold
 - **includes** pledged funds on hold
 - **does not include** pending ACH debit or credit transactions
 - **does not include** any overdraft services
5. The **Available Balance** includes or does not include the following:
 - **includes** the deduction of check deposit amounts on hold
 - **includes** the deduction of pending debit card transactions on hold
 - **includes** the deduction of pledged funds
 - **does not include** pending ACH debit or credit transactions
 - **does not include** any overdraft services
6. Close the **Relationship Profile** screen

VIEW ACCOUNT OPEN & CLOSED DATES

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the **Search Results** grid, click to select the appropriate member then click Continue, or double click the member's name (The **Relationship Profile** appears)
3. Click **Include Closed Accounts** on the **Accounts** tab
4. Double click the closed account in the appropriate grid (The account's **Maintenance** screen appears)
5. Click the **Dates** slide out
 - a. The closed date shows in the **Closed** row of the **Account Dates** grid
 - b. The open date is in the **Contract Date** row of the **Account Dates** grid
6. Click **Close** or (<) on the **Deposit Account Maintenance** screen
7. Click **Close** or (<) on the **Relationship Profile** screen

VIEW REG E OPT-IN

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the **Search Results** grid, click to select the appropriate member then click Continue, or double click the member's name (The **Relationship Profile** appears)
3. Double click to select the appropriate checking account (The **Deposit Account Maintenance** screen appears)
4. If the member has chosen to Opt-In, the **Reg E OD Opt-In** check box will be selected (On the right side of the **Deposit Maintenance** screen)

To view the Response Method, to the following:

1. Click **Maintenance** on the green **Deposit Account Maintenance** screen menu bar then select **Account Fields**
2. The **Value** field of the **RegE Response Method** will show how the contact was made with the member
3. Close the **Additional Fields** screen
4. Close the **Deposit Account Maintenance** screen
5. Close the **Relationship Profile** screen

To edit the Response Method as appropriate, do the following:

1. Click to select **OPTN** then click **Edit** on the grid processing bar
2. Using the RegE Response Method drop-down menu, select the appropriate method
3. Select the **Review** radio button then click **Process**
4. Verify the method is correct
5. Close the **Additional Fields** screen
6. Close the **Deposit Account Maintenance** screen
7. Close the **Relationship Profile** screen

VIEW/EDIT ACCOUNT MAIL/STATEMENT OPTION

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar, then select **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name
3. Double click the appropriate deposit account (The **Deposit Account Maintenance** screen appears)
4. Click **Additional** then select **Mail** on the green **Deposit Account Maintenance** menu bar (The **Mail** screen appears)
5. The member's mail option for the account will show in the **Account Mail Override** box

To edit the mail option, do the following:

1. In the **Account Mail Override** box, choose **Regular Mailings** or **Hold All Mail** as appropriate
2. Click the Review radio button then click **Process** on the screen processing bar
3. Verify the correct options has been selected
4. Close the **Mail** screen
5. Close the **Deposit Account Maintenance** screen
6. Close the **Relationship Profile** screen

VIEW PRE-AUTHORIZED (PAYROLL) DISTRIBUTION

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
3. Click the **Pre-Authorized** tab
4. Current set Pre-Authorized information will show in the **Pre-Authorized Transactions** grid
5. Close the **Relationship Profile** screen

VIEW ACH PENDING AND PROCESSED HISTORY

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **ACH Transactions** (The **ACH Transaction Search** screen appears)
2. Click **Search** in the **Search Options** box (The **Search** screen appears)
3. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The member's name will default to the **Name** field on the **ACH Transaction Search** screen)
4. Enter the desired date range using the **From Date** and the **To Date** fields
5. Select the appropriate **Posting Status** option(s):
 - a. Warehoused – Pending
 - b. Decisioning – Rejected/waiting for manual decision to be made
 - c. Completed
 - d. Returned
6. Click **Query**
7. The requested information will default to the **ACH Transactions** grid
8. Close the **ACH Transactions** Search screen

VIEW STOP PAYMENTS (CHECK & ACH)

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
3. Double click the checking account on which the stop payment was placed (The **Deposit Maintenance** screen appears)
4. Click **Maintenance** on the green **Deposit Maintenance** screen menu bar, then select **Stop Payments** (The **Stop Payments** screen appears)
5. Click **Query** (Current Stop Payments will default to the **Stop Payment Detail** grid)
6. Close the **Stop Payment** screen
7. Close the **Deposit Maintenance** screen
8. Close the **Relationship Profile** screen

VIEW PLEDGE AMOUNT

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the **Search Results** grid, click to select the appropriate member then click Continue, or double click the member's name (The **Relationship Profile** appears)
3. Double click the deposit account on which the pledge has been placed (The **Deposit Account Maintenance** screen appears)
4. Click **Maintenance** on the green **Deposit Account Maintenance** menu bar then select **Holds** (The **Management Hold** screen appears)
5. In the **Balance Information** box, the total pledge amount will show in the **Total Management Holds** field
6. Details of the pledge amounts will show on the **Management Holds** grid

To view additional details about a specific pledge, do the following:

1. Click to select the pledge then click **Notes** on the blue **Management Holds** grid (The **Notes** screen appears)
2. If there are additional notes, the comments will show in the **Notes** grid
3. Close the **Notes** screen
4. Close the **Management Hold** screen
5. Close the **Deposit Account Maintenance** screen
6. Close the **Relationship Profile** screen

VIEW CHECK HOLDS

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the **Search Results** grid, click to select the appropriate member then click Continue, or double click the member's name (The **Relationship Profile** appears)
3. Double click the account on which the hold has been placed (The **Deposit Account Maintenance** screen appears)
4. Click **Maintenance** on the green **Deposit Account Maintenance** menu bar then select **Holds** (The **Management Hold** screen appears)
5. Click the **Check Holds** tab (Active holds will show in the **Check Holds** grid)
6. Close the **Management Hold** screen
7. Close the **Deposit Account Maintenance** screen
8. Close the **Relationship Profile** screen

VIEW OVERDRAFT ACCOUNTS

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the **Search Results** grid, click to select the appropriate member then click Continue, or double click the member's name (The **Relationship Profile** appears)
4. Double click the appropriate checking account (The **Deposit Account Maintenance** screen appears)
5. Click **Maintenance** on the green **Deposit Account Maintenance** menu bar, then select **Draw Accounts**
6. Click **Edit** on the **Draw Accounts – Displayed in Draw Sequence Order** grid processing bar (The Draw Account Maintenance box will activate)

To add a Draw account, do the following:

1. Click to select the account in the **Available** box then click the **Select** button
2. Click **Process** on the **Draw Accounts** screen processing bar
3. Verify the Draw account changes are listed correctly in the **Draw Accounts – Displayed Account Maintenance** grid
4. Close the **Draw Accounts** screen
5. Close the **Deposit Account Maintenance** screen
6. Close the **Relationship Profile** screen

To **remove** a Draw account, do the following:

1. Click to select the account in the **Selected** box, then click the **Remove** button
2. Click **Process** on the **Draw Accounts** screen processing bar
3. Verify the Draw account changes are listed correctly in the **Draw Accounts – Displayed Account Maintenance** grid
4. Close the **Draw Accounts** screen
5. Close the **Deposit Account Maintenance** screen
6. Close the **Relationship Profile** screen

VIEW BALANCE HISTORY SCREEN

Note: The **Balance History** screen will show the transaction history and the account balance for the item(s) at the time it was present. **For internal use only.** To print transaction history requests for members, use **Statements.**

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the **Search Results** grid, click to select the appropriate member then click Continue, or double click the member's name(The **Relationship Profile** appears)
3. Click to select the appropriate account in the **Deposits** or **Loans/Safe Deposit Box** grid
4. Click **Inquires** or **Custom Deposit Inquiries** on the blue grid menu bar, then select **Balance History** (The **Balance History** screen appears)
5. Select the desired **Search Criteria**:
 - a. **From Date / Thru Date** fields – Enter the appropriate date range in the (Three week range defaults)
 - b. **Balance Type** drop-down menu – **Note Balance** defaults
 - c. **Sort Order** box – Select **Ascending** or **Descending** (Defaults) radio button as appropriate
6. Click **Query** (The transaction history within the date range selected will default to the **Balance History** grid)
7. Click to select the transaction in the **Balance History** grid, then select of the following options as applicable on the green **Balance History** menu bar:
 - a. **Print** – Will print a copy of the history for the selected range
 - b. **Detail** – Will show details of the transaction and allows editing of the **Transaction Description** and **Transacting Person**
Note: Both the **Transaction Description** and the **Transacting Person** information show on the member's statement.
 - c. **Related** – Will show **Parent** and related **Child** transactions if applicable

d. **Overdraft Research** – Will show the following details of balances at the time the transaction cleared or attempted to clear:

i. **Balance Information** box

- Current and Available account balance at the time the item was presented
- Pending transaction(s) amount at the time item was presented (To see details of items click the green box with ... dots)

ii. **OD Source** box

- Total available balance in **Draw** accounts that were utilized at the time the item was presented
- Daily ILS limit for the day and the amount available at the time item was presented

iii. **Holds** box

- Management, Check, and Card holds present at the time the item was presented (To see details of items click the green box with ... dots)

8. Close the **Overdraft Research** screen

9. Close the **Relationship Profile** screen

VIEW TRANSACTION HISTORY SCREEN

Note: The **Transaction History** screen options default to show all transactions that have posted to the account including Error Corrections that have occurred. **For internal use only.**

To print transaction history requests for members, use **Statements**.

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
3. Click to select the appropriate account in the accounts grid
4. Click **Custom Deposit Inquiries (Deposits grid)** or **Inquires (Loan/Safe Deposit Box grid)** on the blue grid menu bar then select **Transaction History** (The **Transaction History** screen appears)
5. Select the desired date range (Three week range defaults), then click **Query** (The transaction history details within the date range entered will default to the **Transaction History** grid)
6. Click to select the transaction in the **Transaction History** grid, then select of the following options as applicable on the green **Transaction History** grid menu bar:
 - a. **Print** – Will print a copy of the history for the selected range
 - b. **Detail** – Will show details of the transaction and allows editing of the **Transaction Description** and **Transacting Person**

Note: Both the **Transaction Description** and the **Transacting Person** information show on the member's statement.
 - c. **Related** – Will show **Parent** and related **Child** transactions if applicable
 - d. **Image** – Click to view and/or print a copy of the check (**Onus** only)

e. **Overdraft Research** – Will show the following details of balances at the time the transaction cleared or attempted to clear:

i. **Balance Information** box

- Current and Available account balance at the time the item was presented
- Pending transaction(s) amount at the time item was presented (To see details of items click the green box with ... dots)

ii. **OD Source** box

- Total available balance in **Draw** accounts that were utilized at the time the item was presented
- Daily ILS limit for the day and the amount available at the time item was presented

iii. **Holds** box

- Management, Check, and Card holds present at the time the item was presented (To see details of items click the green box with ... dots)

7. Close the **Transaction History** screen

8. Close the **Deposit Maintenance** screen

9. Close the **Relationship Profile** screen

VIEW EXTENDED ACCOUNT HISTORY SCREEN

Note: Use the **Extended Account History** screen to search for transaction history by specific options. (Ex. Check number, amount, fund type, etc.) **For internal use only.** To print transaction history requests for members, use **Statements.**

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
3. Click to select the appropriate account in the **Deposits** grid
4. Click **Inquiries** or **Custom Deposit Inquiries** on the blue **Deposits** grid menu bar then select **Extended Account History** (The **Extended Account History** screen appears)
5. Enter the desired search options as applicable in the appropriate fields:
 - a. **From Date / To Date** – 30 day range defaults (Select range as appropriate)
 - b. **From Check / To Check** – Check number or range of checks
 - c. **Transaction Type** – Use drop-down menu to select desired option
 - d. **Low Amount / High Amount**
 - e. **Fund Type** – Use drop-down menu to select desired option
 - f. **Debits** and/or **Credits** – Both boxes default (Deselect as appropriate)
6. Click **Query** (The transaction history details within the date range entered will default to the **Transaction History** grid)
7. Click to select the transaction in the **Transaction History** grid, then select of the following options as applicable on the green **Transaction History** grid menu bar:
 - a. **Print** – Will print a copy of the history for the selected range

- b. **Detail** – Will show details of the transaction and allows editing of the **Transaction Description** and **Transacting Person**

Note: Both the **Transaction Description** and the **Transacting Person** information show on the member's statement.

- c. **Related** – Will show **Parent** and related **Child** transactions if applicable
- d. **Image** – Click to view and/or print a copy of the check (**Onus** only)
- e. **Overdraft Research** – Will show the following details of balances at the time the transaction cleared or attempted to clear:
- i. **Balance Information** box
 - Current and Available account balance at the time the item was presented
 - Pending transaction(s) amount at the time item was presented (To see details of items click the green box with ... dots)
 - ii. **OD Source** box
 - Total available balance in **Draw** accounts that were utilized at the time the item was presented
 - Daily ILS limit for the day and the amount available at the time item was presented
 - iii. **Holds** box
 - Management, Check, and Card holds present at the time the item was presented (To see details of items click the green box with ... dots)

8. Close the **Extended Account History** screen
9. Close the **Relationship Profile** screen

VIEW ALL ACCOUNT HISTORY

Note: The **All Account History** screen allows you to view the account history for all the member's related accounts for the specified search options. **For internal use only.** To print transaction history request for members, use **Statements.**

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
3. Click to select the appropriate account in the **Deposits** or **Loans/Safe Deposit Box** grid
4. Click **Inquires** on the blue grid menu bar then select **All Account History** (The **All Account History** screen appears)
5. Enter the desired search options in the appropriate fields:
 - a. **From Check / To Check** – Check number or range of checks
 - b. **Low Amount / High Amount** – Dollar amount
 - c. **From Date / To Date** – 30 day range defaults (Select range as appropriate)
 - d. **Transaction Type** – Use drop-down menu to select desired option
6. Click **Query** (The transaction history details within the date range entered will default to the **Transaction History** grid)
7. Click to select the transaction in the **Transaction History** grid, then select of the following options as applicable on the green **Transaction History** grid menu bar:
 - a. **Detail** – Will show details of the transaction and allows editing of the **Transaction Description** and **Transacting Person**
 - b. **Related** – Will show **Parent** and related **Child** transactions if applicable
 - c. **Image** – Click to view and/or print a copy of the check (**Onus** only)
8. Close the **All Account History** screen
9. Close the **Relationship Profile** screen

PRINT INTERIM ACCOUNT STATEMENT

Note: Use the **Statements** option to print an Interim account statement which will show the member's transaction history since the last statement to current day's date. If a date from a prior month is entered, the system will provide the transaction history from the first of that month thru the current day's date.

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
3. In the **Deposits** grid on the **Relationship Profile** screen, click to select the account for which the statement will be viewed or printed
4. Click **Statements** in the blue **Deposits** menu bar
5. Click **Preview** (To view selected transaction history before printing)
6. Current day's date defaults to the **Effective Date** field (System will give transaction history for the selected account since the member's last statement thru current day's date)
7. If waiving the statement fee, click the **Waive Statement Fee** box
8. The selected account defaults in the **Fee Account Number** field
9. The **Fee Amount** defaults

Note: If the **Waive Statement Fee** box has been selected, the system will not charge the fee and the **Receipt Option** screen will not appear.
10. Select the **Preview** radio button then click **Process**
11. Click Process on the **Receipt Option** screen
12. To print the Interim statement, click **Print File** or press **Control P** on the **View Report** screen
13. Close the **Print** screen
14. Close the **Relationship Profile** screen

PRINT DOCUMENTS (FORMS)

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
3. Double click the primary savings account (The **Deposit Maintenance** screen appears)
4. Click **Maintenance** on the green **Deposit Maintenance** screen menu bar, then select **Online Print** (The **Online Print Form** screen appears)
5. Using the **Print Group** drop-down menu in the **Search Criteria** box, select **Account Maintenance**
6. Select the appropriate form(s) in the **Details** grid, then click **Selected**
7. Enter the appropriate options in the **Print Options** box, then click **Apply**
8. Close the **Online Print Form** screen
9. Close the **Deposit Maintenance** screen
10. Close the **Relationship Profile** screen

VIEW OVERDRAFT (ILS) LIMIT

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
3. Double click the appropriate checking account (The **Deposit Maintenance** screen appears)

To view the **limit** for the day, do the following:

1. Click **Additional** on the green **Deposit Maintenance** screen menu bar, then select **Memo Balances Print** (The **Memo Balances** screen appears)
2. The **Max Overdraft Allowed** (ILS limit) for the day is listed in the **Memo Balances** grid
3. Close the **Memo Balances** screen
4. Close the **Deposit Maintenance** screen
5. Close the **Relationship Profile** screen

To view the **limit** and **remaining balance** for the day, do the following:

1. Click Inquiries on the green **Deposit Account Maintenance** screen menu bar, then select **Balance History**
2. Select today's date for both the **From Date** and **Thru Date** fields
3. Select **Ascending** or **Descending** as appropriate in the **Sort Order** box (Descending defaults)
4. Click **Query** in the **Search Criteria** box (Transactions for the day default to the **Balance History** grid)
5. Click to select the day's last transaction then click **Overdraft Research** in the green **Balance History** grid menu bar
6. The day's **Max ODP Amt** and **Available ODP Amt** are listed in the **OD Source** box
7. Close the **Overdraft Research** screen

VIEW WITHDRAWALS FOR LIFE/YEAR/QUARTER/MONTH

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
3. Double click the appropriate savings account (The **Deposit Account Maintenance** screen appears)
4. Click **Additional** on the green **Deposit Account Maintenance** screen menu bar, then select **Statistics** (The **Statistics** screen appears)
5. Using the **Statistics** drop-down menu, select **Reg D 6 Transaction**
6. In the **Period** box, click the appropriate radio button range option then click **Query** (The requested withdrawal details will default to the **Account Statistics** grid)
7. Close the **Statistics** screen
8. Close the **Deposit Maintenance** screen
9. Close the **Relationship Profile** screen

ONLINE CHECK ORDER (DELUXE)

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
3. Double click the checking account for which checks are being ordered (The **Deposit Account Maintenance** screen appears)
4. Click **Services** on the green **Deposit Account Maintenance** screen menu bar
5. Click **Check Order** then select **Deluxe** (The Deluxe Check Ordering system appears)
6. Order checks as normal
7. Close **Deluxe System**
8. Close the **Deposit Maintenance** screen
9. Close the **Relationship Profile** screen

VIEW DEBIT CARD

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
3. Click the **Agreements** tab
4. Click to select the card being viewed (The accounts link to the debit card will show in the **Linked Account History** grid)
5. Close the **Agreements Detail** screen
6. Close the **Relationship Profile** screen

To view the debit card number, do the following:

1. Click **Edit** on the green **Relationship Profile** menu bar (The **Member Maintenance** screen appears)
2. Click **Edit Person** on the green **Member Maintenance** menu bar
3. Click **Services** on the green **Edit Person** menu bar then select **Access Services** (The debit card number defaults in the **Prefix** and **Pan** columns in the Agreements grid)

Note: The numbers in the **Prefix** and **Pan** columns equate to the debit card number.

VIEW DEBIT CARD PENDING AUTHORIZED TRANSACTIONS

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar, then select **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name
3. Double click the account in which funds have been held
4. On the green **Deposit Account Maintenance** menu bar, click **Maintenance** then select **Holds** (The **Management Hold** screen appears)
5. Click the **Card Holds** tab (The hold details will default to the **Card Holds** grid)
6. Close the **Management Hold** screen
7. Close the **Deposit Account Maintenance** screen
8. Close the **Relationship Profile** screen

VIEW DEBIT CARD RELEASED TRANSACTIONS

Coming soon

VIEW FRAMEWORK (ELEMENTS)

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
3. Click the **Collections** inquiry slideout
4. Click **Framework**
5. Click **Login Using Window Authentication** (Framework opens in a new window)
6. Click **Search**
7. Enter the appropriate search criteria then press **Enter**
8. Double click the member's name to view the account
9. Close **Framework** screen
10. Close the **Relationship Profile** screen

VIEW COUPON BOOK STATUS & RENEWAL DATE

Note: Coupon books are set for auto-renew every two years from the loan origination date.

1. To view the origination date, do the following:
2. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
3. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
4. Double click the loan account receiving the coupon book (The **Loan Maintenance** screen appears)
5. Click the **Dates** slideout
6. View the **Originating** date in the **Account Dates** grid
7. Close the **Loan maintenance** screen
8. Close the **Relationship Profile** screen

VIEW MEMBER PROTECTION PLUS OPTION

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
3. Click to select the loan
4. Click **Inquiries** on the blue Loan/Safe Deposit Box grid menu bar then select **Credit Inquiry** (The **Credit** screen appears)
5. The **MMP** option will show in the **Balance Information** grid
6. Close the **Credit** screen
7. Close the **Relationship Profile** screen

VIEW CREDIT CARD ACCOUNT INFORMATION

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
3. Click the **External** tab
4. View the following Visa account details in the **Externally Serviced Accounts** grid
 - **Account Number** (Last 4 digits)
 - **Balance**
 - **Credit Limit, Status**
 - **Available Balance**
 - **Due Date**
 - **Payment Amount**
 - **Interest Rate**
5. Click the **Account Inquiry** slideout to view the following additional Visa account details:
 - **Account Holder(s)**
 - **Date Account Opened**
 - **Date of Last Cash Advance**
 - **Date of Last Purchase**
 - **Ext CC Amt Last Pmt** (Last payment amount)
 - **Ext CC Delinquent Amount**
 - **Ext CC Dt Last Pmt** (Date of last payment)
 - **Ext CC Exp Date**
 - **Nbr Outstanding Authorizations**
 - **YTD Finance Charges**
6. Close the **Relationship Profile** screen

VIEW CREDIT CARD TRANSACTION HISTORY

Note: The Credit Card transaction history is limited. If the desired search criteria range is not available in DNA, contact Card Services as normal.

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - b. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
3. Click the **External** tab
4. Click to select the appropriate credit card in the **Externally Serviced Accounts** grid then click **Transaction History** on the blue grid menu bar (The External Acct Transaction History screen appears)
5. Select the desired date range in the **From Date** and **Thru Date** fields then click **Query** (The transaction history details will default to the **Transaction History** grid)
6. Close the **External Acct Transaction History** screen
7. Close the **Relationship Profile** screen

VIEW CREDIT CARD CLOSE DATE

Coming soon

VIEW LOC INFORMATION

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
3. View the following LOC details in the **Loans/Safe Deposit Box** grid:
 - a. **Current balance, Available Credit, Payment Amount, Rate, Due Date, Status**
4. Double click the LOC account (The **Loan Maintenance** screen appears)
5. Click the **Line of Credit** button in the **Navigation** panel to view the **Credit Limit Amount**
6. Click the **Amount Due** slideout to view the following details (If payment is due):
 - a. **Late Charge Balance, Note Due** (Per month due), **Total** (Total amount due)
7. Click the **Dates** slideout, view the following details:
 - a. **Originating Date, Anticipated Payoff Date** (Expiration Date), **Date of Last Advance**
8. Close the **Loan Maintenance** screen
9. To view the **Last Advance Amount**, do following:
 - a. Click the LOC in the **Loans/Safe Deposit Box** grid, then click **Inquiries** on the **Loan Safe Deposit Box** grid menu bar, then select **Balance and Interest**
 - b. The last advance amount is in the **Last Advance Amount** field in the **Loan Account**
10. Close the **Loan Balance and Interest** screen
11. Close the **Relationship Profile** screen

VIEW HOME EQUITY AVAILABLE LINE OF CREDIT

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
3. View the following HE LOC details in the **Loans/Safe Deposit Box** grid:
 - a. **Current balance, Available Credit, Payment Amount, Interest Rate, Due Date, Amount to Pay Current, Total Amount Billed** (Total amount due), **Maturity Date, Status**
4. Double click the HE LOC account (The **Loan Maintenance** screen appears)
5. Click the **Line of Credit** button in the **Navigation** panel to view the **Credit Limit Amount**
6. Click the **Amount Due** slideout to view the following details (If payment is due):
 - a. **Late Charge Balance, Note Due** (Per month due), **Total** (Total amount due)
7. Click the **Dates** slideout, view the following details:
 - a. **Originating Date, Term Maturity Date** (Expiration Date), **Date of Last Advance**
8. Close the **Loan Maintenance** screen
9. To view the **Last Advance Amount**, do following:
 - a. Click the HE LOC in the **Loans/Safe Deposit Box** grid, then click **Inquiries** on the **Loan Safe Deposit Box** grid menu bar, then select **Balance and Interest**
 - b. The last advance amount is in the **Last Advance Amount** field in the **Loan Account Balance Detail Box**
10. Close the **Loan Balance and Interest** screen
11. Close the **Relationship Profile** screen

GENERAL LOAN INFORMATION

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
3. View the following loan details in the **Loans/Safe Deposit Box** grid:
 - a. **Current balance, Payment Amount, Interest Rate, Due Date, Amount to Pay Current, Total Amount Billed** (Total amount due), **Status**
4. Double click the loan account (The **Loan Maintenance** screen appears)
5. Click the **Amount Due** slideout to view the following details (If payment is due):
 - a. **Late Charge Balance, Note Due** (Per month due), **Total** (Total amount due)
6. Click the **Dates** slideout, view the following details:
 - a. **Originating Date, 1st Payment Due Date, Due Date, Anticipated Payoff Date, Last Contact Date, Interest Paid-To-Date**
7. Close the **Loan Maintenance** screen

To view the Interest details on the loan, do following:

1. Click to select the loan account in the **Loans/Safe Deposit Box** grid
2. Click **Inquiries** on the blue **Loan Safe Deposit Box** grid menu bar then select **Balance and Interest**
3. The **Interest Rate, Per Diem**, and **Accrued Interest** are in the **Balance Detail** grid
4. Close the **Loan Balance and Interest** screen
5. Close the **Relationship Profile** screen

VIEW PAYMENT INFORMATION (LOAN ACCOUNTS)

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
3. View the following loan details in the **Loans/Safe Deposit Box** grid:
 - a. **Current balance, Payment Amount, Interest Rate, Due Date, Amount to Pay Current, Total Amount Billed** (Total amount due), **Status**
4. Double click the loan account (The **Loan Maintenance** screen appears)
5. To view the **Payment Method** and the **Frequency**, click the **Payment Features** button (Ctrl F) in the Navigation panel
6. Close the **Loan Maintenance** screen
7. Close the **Relationship Profile** screen

VIEW COLLATERAL INQUIRY

1. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
2. View the following loan details in the **Loans/Safe Deposit Box** grid:
 - a. **Current balance, Payment Amount, Interest Rate, Due Date, Amount to Pay Current, Total Amount Billed** (Total amount due), **Status**
3. Double click the loan account (The **Loan Maintenance** screen appears)
4. Click the **Collateral** slideout to view the collateral details
5. Close the **Loan Maintenance** screen
6. Close the **Relationship Profile** screen

LOAN FUTURE PAYOFF

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
3. View the following loan details in the **Loans/Safe Deposit Box** grid:
 - a. **Current balance, Payment Amount, Interest Rate, Due Date, Amount to Pay Current, Total Amount Billed** (Total amount due), **Status**
4. Click to select the loan in the **Loans/Safe Deposit Box** grid then click **Payoff** on the blue **Loans/Safe Deposit Box** grid menu bar (The **Payoff Inquiry** screen appears)
5. Enter the appropriate future date in the **Effective Date** field or use the calendar icon then click **Query**
6. The future payoff details will default to the **Payoff Information** box and the **Balance Details** grid

To print the details, do the following:

1. Click **Print** on the green **Payoff Inquiry** screen menu bar
2. Using the **Print Group** drop-down menu, select **Payoff Letter**
3. Click the appropriate Payoff letter option in the **Details** grid
4. Enter the number of copies desired in the **Number of Copies** field in the **Print Options** box, then click **Apply**
5. Close the **Online Print** Form screen
6. Close the **Payoff Inquiry** screen
7. Close the **Relationship Profile** screen

VIEW SAFE DEPOSIT BOX INVENTORY

1. Click **Maintenance** on the black **Relationships Module** menu bar
2. Select **Safe Deposit Accounts** then select **Box Maintenance**
3. Using the **Branch** drop-down menu on the **Safe Deposit Box** screen, select the appropriate branch
4. Using the **Box Type** drop-down menu, select the box size or select all to view all box sizes
5. Select **Available Boxes** then click **Query**
6. The details of the available boxes will default to the **Safe Deposit Box Status** grid
7. Close the **Safe Deposit Box** screen

VIEW SAVINGS BOND REDEMPTION HISTORY

1. Click **Other** on the black **Transactions Module** menu bar then select **Bond Redemption History** (The **Bond Redemption History** screen appears)
2. Click **Search**
3. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The member's name will default to the **Owner** field on the **Bond Redemption History** screen)
4. Enter the requested date range in the **From Date** and **To Date** fields then click **Query** (The Savings Bond history will default to the **Transaction History** grid)
5. Close the **Bond Redemption History** screen

VIEW SAVINGS BOND REDEMPTION CALCULATOR

1. Click **Calculators** in the black **Relationships Module** menu bar, then select **Savings Bond** (The **Savings Bond Calculator** screen appears)
2. The **Redemption Date** field defaults to today's date
3. Enter the bond details:
 - a. Enter bond series in the **Series** field
 - b. Enter the face value amount of the bond in the **Face Value** field
 - c. Enter the issue date of the bond in the **Issue Date** field
 - d. Click **Calculate**
4. The details will default to the **Calculations** box
5. Close the **Savings Bond Calculator** screen

SEARCH OFFICIAL CHECKS

1. Click the **Services** slideout, then select **Transactions**
2. Click **Other** on the black **Transaction Module** menu bar, then select **Official Check Inquiry**
3. Using the **Check Type** drop-down menu, select the appropriate check type
4. The **Account Number** field will default
5. Enter the check number in the **From Check** and **Thru Check** fields (Must enter check number in both fields)
6. Click **Query** (The check details will default to the **Official Check** grid)

Note: The **Official Check Status** column will show “**Printed**” for outstanding check and “**Cleared**” if the check has been negotiated.

7. Close the **Official Checks Inquiry** screen

CREATE A TICKLER ON A MEMBER RELATIONSHIP PROFILE

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
3. Click **Contact Management** on the green Relationship Profile menu bar then select **Ticklers**
4. Click **Create** in the **Tickler – All ticklers related to 'Person/Member Name'** screen
5. Select the tickler type from the **Type** drop-down menu on the **Create/Edit Tickler** screen
6. Enter the required information in the **Description** text box

Note: The **Resolved** checkbox must be manually checked when a tickler is resolved. The tickler will not be displayed on the **Tickler Detail** grid unless the **Include Resolved** checkbox is checked
7. The **Tickle Date** is the date order in which the tickler is displayed in the **Tickler Detail** grid.
8. The **Expires On** date defaults to 14 days from the **Creation Date** and can be changed to any applicable date.
9. To view expired or resolved ticklers in the **Tickler Detail** grid click **Include Resolved** or **Include Expired** the click **Query**
10. Select the Clear or Review radio button then click **Process**
11. A **Tickler Number** is assigned and the tickler is displayed in the **Tickler Detail** grid on the **Ticklers** tab

Note: Ticklers can also be created and/or resolved on the Tickler tab.

CREATE A REFERRAL

1. Click **Quick Inquiries** on the black **Relationships Module** menu bar then click **Relationship Profile**
2. Enter applicable search criteria on the **Search** screen to search for the member's profile, then click **Query**
 - a. If more than one match is returned in the Search Results, click to select the appropriate member then click **Continue**, or double click the member's name (The **Relationship Profile** screen appears)
3. View the following loan details in the **Loans/Safe Deposit Box** grid:
4. Click **Contact Management** on the green **Relationship Profile** screen menu bar
5. Select **DNA Activity** then select **Activities**
6. The **CRM** screen appears listing the referral history for the member
7. Click **New**
8. Using the **Source** drop-down menu, select the referrer's name
9. Using the **Category** drop-down menu, select **Referrals**
10. Using the **Activity Type** drop-down menu, select the product referring
11. Using the **Station** drop-down menu, select the **Auto 1 In Process**
12. Using the **Assign To** drop-down menu, select to whom the referral is going
13. Using the **Progress Status** drop-down menu, select the appropriate status
14. Add any comments needed in the **Add a Comment** field
15. The member's information should default in the appropriate fields
16. Click **Save**

VIEW ELECTRONIC JOURNAL (ALL TELLERS)

1. Click the **Services** slideout then select **Transactions**
2. Click **Teller** on the black **Transactions Module** menu bar then select **Journal**
3. The **Start Date** and **End Date** fields default to current date (Enter date range as applicable)
4. Click **Query** in the **Search Criteria** box
5. The transactions for the date range will default to the **Journal Transactions** grid
6. Close the **Journal** screen

ERROR CORRECTION (ANY TRANSACTION)

1. Click the **Services** slideout, then select **Transactions**
2. Click **Teller** on the black **Transactions Module** menu bar then select **Journal**
3. Click **Query** in the **Search Criteria** box
4. In the **Journal Transactions** grid, click the transactions to be reversed then click **Error Correct**
5. The **Start Print** screen appears, click **Process**
6. If an override is required, enter your password then click **Process** (If not within your authority level, obtain appropriate approval)

Note: If the transaction was the last transaction processed on the account, it will display as **Error Corrected** in the **Journal Transaction** grid. If not, a Reverse Transaction message will appear and the transaction will display as **Reversed** in the **Journal Transaction** grid and show on the member's statement.

7. Close the **Journal** screen

VIEW TELLER TOTALS (ALL TELLERS)

1. Click the **Services** slideout, then select **Transactions**
2. Click **Teller** on the black **Transactions Module** menu bar, then select **Totals**
3. The **Cashbox Only** radio button will default in the **Totals for** box; the **Post Date** will default to today's date, click **Query**
4. The day's transaction details will default to the **Totals by Cashbox Transactions** grid

To print totals, do the following:

1. Click **Print** in the **Totals by Cashbox Transactions** grid menu bar (The **Teller Print** screen appears)
2. Select the appropriate printer in the **Printer Selection** box, then click **Process** on the **Teller Print** screen processing bar
3. Close the **Teller Totals** screen

VIEW BRANCH TOTALS

1. Click the **Services** slideout then select **Transactions** from the **Products and Services** menu
2. Click **Teller** on the black **Transactions Module** menu bar then select **Totals**
3. Select in the **Totals for** box on the **Teller Totals** screen
4. Click the **Branch** radio button in the **Totals for** box; the **Post Date** will default to today's date, click **Query**
5. The day's transaction details will default to the **Totals by Cashbox Transactions** grid

To print totals, do the following:

1. Click **Print** in the **Totals by Cashbox Transactions** grid menu bar (The **Teller Print** screen appears)
2. Select the appropriate printer in the **Printer Selection** box, then click **Process** on the **Teller Print** screen processing bar
3. Close the **Teller Totals** screen