



RE: Commercial CD User Guides SECOND REQUEST

28 messages

Stephen Yee <Stephen.Yee@infoimageinc.com>

To: Rony Das <rony.das@dsinnovators.com>, Peter Dang <Peter.Dang@infoimageinc.com>

Cc: David Trang <David Trang@infoimageinc.com>, Ceasar Guerrero <Ceasar Guerrero@infoimageinc.com>, Phoebe George <Phoebe.George@infoimageinc.com>, DP <DP@infoimageinc.com> <William.Kong@infoimageinc.com>

PETER: Please advise.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Description: infolmage_286New.jpg

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

cid:image002.jpg@01CDE9B7.5C60B0E0Please consider the environment before printing this email.

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From: Rony Das [rony.das@dsinnovators.com] Sent: Tuesday, August 18, 2020 12:49 AM

To: Peter Dang

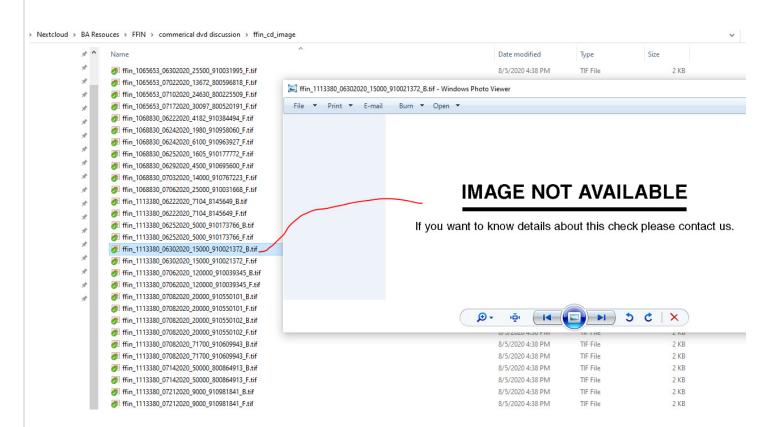
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong

Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

On Mon, Aug 17, 2020 at 5:03 PM Rony Das < rony.das@dsinnovators.com > wrote:

For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf_afp/ffiin/ffinms2/tiff folder and four actually the 999999.tiff file.



but in index file not all check image has the back image. If you see the /z/pdf_afp/ffin/ffinms2/tiff_index/ffin_07212020_IMG.lis at bottom you will see ma there are only front entry no back.

```
10364 8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740
10365 8508445303,8508445303,06242020,910957448,1072,ffin_8508445303_06242020_1072_910957448_F.tif,9741
10366 8508445303,8508445303,06302020,9100957041,6337,ffin_8508445303_062902020_6337_910697001_F.tif,9742
10367 8508445303,8508445303,06302020,910013802,2950,ffin_8508445303_06302020_2950_910013802_F.tif,9743
10368 8508445303,8508445303,06302020,910013802,2950,ffin_8508445303_06302020_1700_910021844_F.tif,9743
10368 8508445303,8508445303,07032020,910021844,1700,ffin_8508445303_06302020_1700_9100765224_F.tif,9745
10370 8508445303,8508445303,07032020,910036617,1410,ffin_8508445303_07032020_1670_910765224_F.tif,9745
10371 8508445303,8508445303,07102020,910038298,1000,ffin_8508445303_07102020_1000_910038298_F.tif,9745
10372 8508445303,8508445303,07102020,910038299,1000,ffin_8508445303_07102020_1000_910038299_F.tif,9745
10373 8508445303,8508445303,07102020,910038299,1000,ffin_8508445303_07102020_1000_910038299_F.tif,9749
10374 8508445303,8508445303,07102020,910038299,1000,ffin_8508445303_07102020_1000_910038299_F.tif,9749
10375 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_9103328587_F.tif,9750
10376 8508445303,8508445303,07132020,910905775,2500,ffin_8508445303_07132020_56041388_F.tif,9752
10377 4598393,4598393,07132020,910708306,28762_ffin_4598393_07132020_28762_910708306_F.tif,9753
10378 4598393,4598393,07132020,910663275,2800,ffin_4598393_07132020_2800_910663275_F.tif,9753
10378 4598393,4598393,07132020,910663275,2800,ffin_4598393_07132020_2800_910663275_F.tif,9755
                                                     8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740
```

Is this an issue? I mean does every check should have front and back for commercial dvd. Because there is a condition for which we are displaying the t

```
☐ Assign CUR_GRP_IT=CUR_GRP_END_INDEX☐ ☐ Condition: REC_IDENT=='02000'
        Condition: SUBSTR(CUR_LINE,83,1, '')=='N'
             then

Assign FRONT AND BACK CHECK FLAG=1
        = 0
             else
Assign FRONT_AND_BACK_CHECK_FLAG=0
           Assign CUR_PROD_ACCT_NUM=NOSPACE(SUBSTR(CUR_LINE,19
```

if column 83 of record 02000 (Personal/Non personal indicator) is N we are only displaying both front and back otherwise only front.

Let us know if this should be applied to commercial dvd or not. Does commercial dvd needs both front and back entry for every check.

Thanks Rony

On Sat, Aug 15, 2020 at 3:37 AM Peter Dang Peter.Dang@infoimageinc.com wrote:

I have provided Rony the instruction and where to troubleshoot regarding item#2 missing back image.

Peter

From: David Trang

Sent: Wednesday, August 05, 2020 1:29 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@ir <DP@infoimageinc.com>; Peter Dang <Peter.Dang@infoimageinc.com>

Cc: Rony Das <rony.das@dsinnovators.com> Subject: RE: Commercial CD User Guides

Steve.

Sorry, I didn't catch this during testing. Here are couple issue that I am seeing.

1. The way the master file is created, our program will create 1 CD for each account. We will need client to change it so that we can group them co account to be group together. If there are too many account, then we need to will create multiple accounts.

See bullet point on section 1.2 of setup guide.

- For each CD, each record must include all Fields 1 to 13.
- For a CD with multiple accounts, First record must include ALL fields, then subsequent records can repeat Fields 1 to 3 only.
- Fields 4 to 13 are used if InfoIMAGE sends the CD directly to CID's clients.

2. The check index generated from the Print team only contains the Front Images and is Missing the Back Image.

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:54 PM

To: Ceasar Guerrero < Ceasar.Guerrero@infoimageinc.com>; David Trang Ceasar.Guerrero@infoimageinc.com; Phoebe George Phoebe.George@infoimageinc.com; Phoebe.George <a href="mailto:Phoebe.George.george.george.george.george.george.george.george.george.george.george.george.geor

<DP@infoimageinc.com>

Subject: RE: Commercial CD User Guides

CEASAR/DAVID: What data did you send them on the CD? They reported that all the check images are missing as the check search tab does not return any results.

Please advise.

Thanks!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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this communication in error, please notify us by replying to this message or by contacti

From: Stephen Yee

Sent: Wednesday, August 05, 2020 12:27 PM

To: Ceasar Guerrero; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides Thanks Ceasar. David reminded me:)

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Ceasar Guerrero

Sent: Wednesday, August 05, 2020 12:27 PM

To: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides

From this email thread, per David.

Password: abcdef	
Thanks,	
Cesar	
From: Stephen Yee <stephen.yee@infoimageinc.com> Sent: Wednesday, August 5, 2020 12:16 PM To: Ceasar Guerrero <ceasar.guerrero@infoimageinc.com>; David Trang <dav <phoebe.george@infoimageinc.com="" george="">; DP <dp@infoimageinc.com> Subject: RE: Commercial CD User Guides</dp@infoimageinc.com></dav></ceasar.guerrero@infoimageinc.com></stephen.yee@infoimageinc.com>	id.Trang@infoimageinc.com>; Wanda Malone <wanda.malone@infoi< th=""></wanda.malone@infoi<>
DP/DAVID: What is the PW for the Comm DVD?	
Stephen Yee	
Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.co	m
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025	
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From: Ceasar Guerrero Sent: Thursday, July 30, 2020 3:33 PM To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides David,	
The CD label and content looks good (see attached file).	
Thanks,	
Cesar	
From: David Trang David.Trang@infoimageinc.com Sent: Thursday, July 30, 2020 3:10 PM To: Stephen Yee Stephen.Yee@infoimageinc.com ; Wanda Malone Wanda.Ngovername Subject: RE: Commercial CD User Guides	lalone@infoimageinc.com>; Phoebe George <phoebe.george@infoir< td=""></phoebe.george@infoir<>
DP,	
I just created a FFIN Commercial CD on the CD director machine. Can you help	me check it out to see if the Label is printed correctly and the content
Password: abcdef	
Thanks	

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Thursday, July 30, 2020 12:23 PM

To: Wanda Malone <Wanda.Malone@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Phoebe George <Phoebe.George@infoim

Subject: RE: Commercial CD User Guides

Thank you Wanda.

DAVID: Please advise when sample DVD will be ready. The bank would like an update when they can expect.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Wanda Malone

Sent: Thursday, July 30, 2020 10:00 AM To: Stephen Yee; David Trang; Phoebe George Subject: RE: Commercial CD User Guides

No problem, here you go.

Thanks!

From: Stephen Yee

Sent: Thursday, July 30, 2020 11:54 AM To: David Trang; Wanda Malone; Phoebe George Subject: RE: Commercial CD User Guides

Sorry about that Wanda. I misunderstood David's request.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

2	020 Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
	Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
	F. 650.473.6300 www.InfolmageInc.com
	Please consider the environment before printing this email.
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	From: David Trang Sent: Thursday, July 30, 2020 9:41 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides
	Wanda,
	I am not looking for the logo to be 5 inches. I am looking for the entire CD cover to be 5 inches.
	Thanks David
	From: Wanda Malone <wanda.malone@infoimageinc.com> Sent: Thursday, July 30, 2020 9:32 AM To: David Trang <david.trang@infoimageinc.com>; Stephen Yee <stephen.yee@infoimageinc.com>; Phoebe George <phoebe.george@infoimage cd="" commercial="" guides<="" re:="" subject:="" th="" user=""></phoebe.george@infoimage></stephen.yee@infoimageinc.com></david.trang@infoimageinc.com></wanda.malone@infoimageinc.com>
	Hello David,
	Ticle Savie,
	This is an image of the logo at the requested dimensions and the remaining cd cover content. I'm not able to make it all fit. Please advise how you would like me to proceed.
	Thanks!
	From: David Trang Sent: Thursday, July 30, 2020 11:27 AM
	To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Removing Operation from the email as they are not involve in this. I need to entire CD cover image and not just the logo. Please enlarge the one that attached today. The one I received today is just the logo.

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com >

Sent: Thursday, July 30, 2020 9:08 AM

To: Stephen Yee <Stephen. Yee@infoimageinc.com>; David Trang <David. Trang@infoimageinc.com>; Gabriel Lim <Gabriel. Lim@infoimageinc.com>; <Phoebe.George@infoimageinc.com>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Thank you!

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Thursday, July 30, 2020 10:56 AM

To: David Trang Spavid.Trang@infoimageinc.com>; Wanda Malone Wanda.Malone@infoimageinc.com>; Gabriel.Lim Gabriel.Lim@infoimageinc.com> <Phoebe.George@infoimageinc.com>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Wanda,

I confirmed these are the correct dimensions. The logo will be printed on the actual DVD. The dimensions that David provided are the correct dimensions for the DVD.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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this communication in error, please notify us by replying to this message or by contacti

From: David Trang

Sent: Wednesday, July 29, 2020 2:02 PM

To: Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

I open it up in Paint and it gave me the following in inches.

W: 4.82

L: 5.01

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com >

Sent: Wednesday, July 29, 2020 1:10 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com> <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Or what the below dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.

Thanks!

From: Stephen Yee

Sent: Wednesday, July 29, 2020 2:40 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy; David Trang

Subject: RE: Commercial CD User Guides

+DAVID T - Can you please provide the dimensions in inches?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: Wanda Malone

Sent: Wednesday, July 29, 2020 12:35 PM

To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

Hey Stephen,

Can you please provide the specs in inches?	
Thanks!	
From: Stephen Yee Sent: Wednesday, July 29, 2020 2:25 PM To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Cc: Enrique Perez	
Subject: RE: Commercial CD User Guides Hi Wanda,	
ISD had 1 more request regarding this. Can you please adjust the attached logo to the dimensions below?	
Width = 1446, Height = 1504	
Stephen Yee	
Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com	
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025	
F. 650.473.6300 www.InfolmageInc.com	
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this communication in error, please notify us by replying to this message or by contacti	of this com
From: Wanda Malone	

Sent: Monday, June 08, 2020 3:23 PM

Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy
Cc: Enrique Perez Subject: RE: Commercial CD User Guides
This ended up being a simpler mock-up than I anticipated. I have attached a completed version.
Please let me know if anything else needs to be updated.
Thanks!
From: Stephen Yee Sent: Monday, June 08, 2020 4:08 PM To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Cc: Enrique Perez
Subject: RE: Commercial CD User Guides Hi Wanda,
Til Waliua,
That will be fine. IS is not scheduled to begin work until 7/1.
Thank you everyone!
Stephen Yee
Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 www.lnfolmagelnc.com
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/2020	Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
From: Wanda Malone Sent: Monday, June 08, 2 To: Gabriel Lim; Phoebe of Cc: Stephen Yee; Enrique Subject: RE: Commercia	George; David Owyeong; Calvin Choy Perez
Phoebe,	
	ot be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the process of finalizing to complete and then a follow-up reminder for the Webinar.
Please let me know if you	would like me to begin edits next week?
Thanks!	
From: Gabriel Lim Sent: Monday, June 08, 7 To: Phoebe George; Davi Cc: Stephen Yee Subject: RE: Commercia	d Owyeong; Calvin Choy; Wanda Malone
Please use stock cod	
Thank you,	
Gabriel	
From: Phoebe George Sent: Monday, June 08, 7 To: David Owyeong; Calv Cc: Stephen Yee; Phoebe Subject: RE: Commercia	in Choy; Wanda Malone; Gabriel Lim George

Thanks David!

Gabriel, can you provide a new Insert # for FFIN Commercial DVD insert?

+ Wanda

Wanda: Can you see attached PDF? It's a user guide for Comm DVD's that we use for customers. We are setting up a new one for FFIN – can you relattached version), copyright name, and contact info noted below on the 2-up PDF file used for printing? Updates to include (reference screenshot below)

- 1. Update logo with attached (from Equity logo)
- 2. Update contact info with the below information
- 3. Update Copyright info with highlighted info:

2020 First Financial; #XXXX (XXXX to be provided by Gabriel) rev. 7/2020

NEW contact info for FFIN (item #2):

For assistance with your DVD, please call 812-238-6280 or email itemprocessing@first-online.com.

Thanks!

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong < David. Owyeong@infoimageinc.com >

Sent: Wednesday, June 03, 2020 3:22 PM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com> Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>

Subject: RE: Commercial CD User Guides

It is in the share drive/DP180 ins/Monthly Inserts folder.

Adding Gabriel.

From: Phoebe George

Sent: Wednesday, June 03, 2020 12:20 PM To: David Owyeong; Calvin Choy Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Yes, that's correct! Where do you store these PDF inserts for all the customers you still print these for? We are setting up for FFIN, and need to modify

Thanks!

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong < David. Owyeong@infoimageinc.com>

Sent: Wednesday, June 03, 2020 11:06 AM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Phoebe,

If you're talking about this. Yes.

From: Phoebe George

Sent: Wednesday, June 03, 2020 8:48 AM To: David Owyeong; Calvin Choy Cc: Phoebe George; Stephen Yee Subject: Commercial CD User Guides

David/Calvin - do you guys still print physical user guides for Commercial CD shipments?

Thanks,

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

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Regards, Rony Das

Regards, Rony Das

Peter Dang <Peter.Dang@infoimageinc.com>

To: Stephen Yee <Stephen.Yee@infoimageinc.com>, Rony Das <rony.das@dsinnovators.com>

Cc: David Trang < David.Trang@infoimageinc.com >, Ceasar Guerreró < Ceasar.Guerrero@infoimageinc.com >, Phoebe George < Phoebe.George@infoimageinc.com >, DP < DP@infoimageinc.com > <William.Kong@infoimageinc.com>

Hi David,

Look like the images are there. Please help us check.

Thanks,

Peter

From: Stephen Yee

Sent: Tuesday, August 18, 2020 10:38 AM

To: Rony Das <rony.das@dsinnovators.com>; Peter Dang <Peter.Dang@infoimageinc.com>

Cc: David Trang < David. Trang@infoimageinc.com>; Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com>; Phoebe George < Phoebe. George@infoimageinc.com>; DP < DP @

Kong < William. Kong@infoimageinc.com>

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PETER: Please advise.

Stephen Yee

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From: Rony Das [rony.das@dsinnovators.com] Sent: Tuesday, August 18, 2020 12:49 AM

To: Peter Dang

Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong

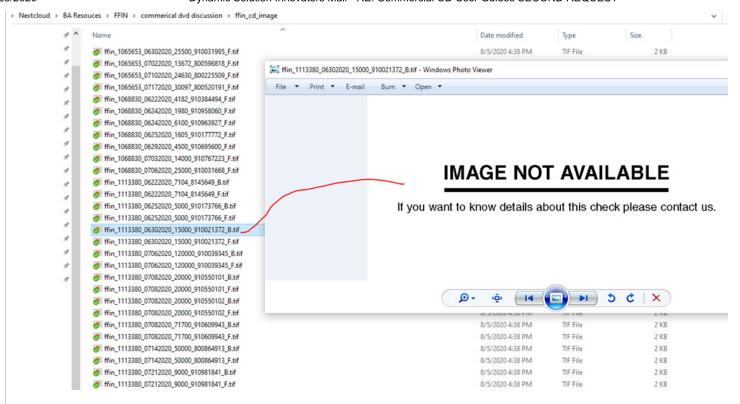
Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

On Mon, Aug 17, 2020 at 5:03 PM Rony Das < rony.das@dsinnovators.com > wrote:

Hi Peter,

For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf_afp/ffinms2/tiff folder and found that many files are actually the !



but in index file not all check image has the back image. If you see the /z/pdf_afp/ffin/ffinms2/tiff_index/ffin_07212020_IMG.lis at bottom you will see many check entry for which there are

```
<del>10364</del> 8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740
10365 8508445303,8508445303,06242020,910957448,1072,ffin_8508445303_06242020_1072_910957448_F.tif,9741
10366 8508445303,8508445303,06292020,910957448_1072,ffin_8508445303_06292020_6337_910697001_F.tif,9742
10367 8508445303,8508445303,06302020,910013802,2950,ffin_8508445303_06302020_2950_910013802_F.tif,9743
10368 8508445303,8508445303,06302020,910021844,1700,ffin_8508445303_06302020_1700_910021844_F.tif,9744
10368 8508445303,8508445303,07032020,910765224,1670,ffin_8508445303_07032020_1700_910765224_F.tif,9745
10370 8508445303,8508445303,07062020,910036617,1410,ffin_8508445303_07062020_1410_910036617_F.tif,9746
10371 8508445303,8508445303,07102020,910038298,1000,ffin_8508445303_07102020_1000_910038298_F.tif,9747
10372 8508445303,8508445303,07102020,910038297,1000,ffin_8508445303_07102020_1000_910038297_F.tif,9748
10373 8508445303,8508445303,07102020,910038299,1000,ffin_8508445303_07102020_1000_910038299_F.tif,9749
10374 8508445303,8508445303,07102020,910038299,1000,ffin_8508445303_07102020_1000_910038299_F.tif,9749
 10375 8508445303,8508445303,07132020,800621739,6145,ffin 8508445303 07132020 6145 800621739 F.tif,9751
10376 8508445303,8508445303,07152020,910905775,2500,ffin_8508445303_07152020_2500_910905775_F.tif,9752
        377 4598393,4598393,06232020,910708306,28762,ffin 4598393 06232020 28762 910708306 F.tif,9753
378 4598393,4598393,07132020,56641388,100000,ffin 4598393 07132020 100000 56641388 F.tif,9754
   0379 4598393,4598393,07142020,910663275,2800,ffin 4598393 07142020 2800 910663275 F.tif,9755
```

Is this an issue? I mean does every check should have front and back for commercial dvd. Because there is a condition for which we are displaying the back image.

```
Assign CUR_GRP_IT=CUR_GRP_END_INDEX
    Condition: REC_IDENT=='02000'
then
= 0
       Condition: SUBSTR(CUR_LINE,83,1, '')=='N'
            then

Assign FRONT AND BACK CHECK FLAG=1
        else

Assign FRONT_AND_BACK_CHECK_FLAG=0

Assign FRONT_AND_BACK_CHECK_FLAG=0
          Assign CUR_PROD_ACCT_NUM=NOSPACE(SUBSTR(CUR_LINE,19
```

if column 83 of record 02000 (Personal/Non personal indicator) is N we are only displaying both front and back otherwise only front.

Let us know if this should be applied to commercial dvd or not. Does commercial dvd needs both front and back entry for every check

0/2020	Dynamic Solution Innovators Mail - RE. Commercial CD User Guides SECOND REQUEST
Thanks	
Rony	
rtony	
On Sat,	Aug 15, 2020 at 3:37 AM Peter Dang < Peter. Dang@infoimageinc.com > wrote:
I have	e provided Rony the instruction and where to troubleshoot regarding item#2 missing back image.
Peter	
Sent	ı: David Trang : Wednesday, August 05, 2020 1:29 PM
< <u>Pete</u>	tephen Yee <u>Stephen Yee@infoimageinc.com</u> >; Ceasar Guerrero < <u>Ceasar.Guerrero@infoimageinc.com</u> >; Phoebe George < <u>Phoebe.George@infoimageinc.com</u> >; DP < <u>DP@info</u> er.Dang@infoimageinc.com>
Cc: F	Rony Das < <u>rony.das@dsinnovators.com</u> > ect: RE: Commercial CD User Guides
Steve	
Sorry	r, I didn't catch this during testing. Here are couple issue that I am seeing.
1	I. The way the master file is created, our program will create 1 CD for each account. We will need client to change it so that we can group them correctly if they want multiple account too many account, then we need to will create multiple accounts.
See b	bullet point on section 1.2 of setup guide.
• For	each CD, each record must include all Fields 1 to 13.
• For	a CD with multiple accounts, First record must include ALL fields, then subsequent records can repeat Fields 1 to 3 only.
• Fiel	ds 4 to 13 are used if InfoIMAGE sends the CD directly to CID's clients.
2	2. The check index generated from the Print team only contains the Front Images and is Missing the Back Image.
Than	ks
David	
Sent	n: Stephen Yee < <u>Stephen.Yee@infoimageinc.com</u> > : Wednesday, August 5, 2020 12:54 PM
To: C	easar Guerrero < <u>Ceasar.Guerrero@infoimageinc.com</u> >; David Trang < <u>David.Trang@infoimageinc.com</u> >; Phoebe George < <u>Phoebe.George@infoimageinc.com</u> >; DP < <u>DP@infoir</u> ect: RE: Commercial CD User Guides
3.3,	

CEASAR/DAVID: What data did you send them on the CD? They reported that all the check images are missing as the check search tab does not return any results.

Please advise.

Thanks!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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this communication in error, please notify us by replying to this message or by contacti

From: Stephen Yee

Sent: Wednesday, August 05, 2020 12:27 PM

To: Ceasar Guerrero; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

Thanks Ceasar. David reminded me:)

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: Ceasar Guerrero

Sent: Wednesday, August 05, 2020 12:27 PM

To: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP **Subject:** RE: Commercial CD User Guides

From this email thread, per David.

Password: abcdef

Thanks.

Cesar

From: Stephen Yee <Stephen.Yee@infoimageinc.com>
Sent: Wednesday, August 5, 2020 12:16 PM

To: Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com>; David Trang < David. Trang@infoimageinc.com>; Wanda Malone < Wanda. Malone@infoimageinc.com>; Phoebe George < I

com>; DP <DP@infoimageinc.com>

Subject: RE: Commercial CD User Guides

DP/DAVID: What is the PW for the Comm DVD?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: Ceasar Guerrero

Sent: Thursday, July 30, 2020 3:33 PM

To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

David,

The CD label and content looks good (see attached file).

Thanks, Cesar

From: David Trang < David. Trang@infoimageinc.com >

Subject: RE: Commercial CD User Guides

DP,

I just created a FFIN Commercial CD on the CD director machine. Can you help me check it out to see if the Label is printed correctly and the content are good.

Password: abcdef

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Thursday, July 30, 2020 12:23 PM

To: Wanda Malone < Wanda. Malone @infoimageinc.com>; David Trang < David. Trang@infoimageinc.com>; Phoebe George < Phoebe. George@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Thank you Wanda.

DAVID: Please advise when sample DVD will be ready. The bank would like an update when they can expect.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Wanda Malone

Sent: Thursday, July 30, 2020 10:00 AM To: Stephen Yee; David Trang; Phoebe George Subject: RE: Commercial CD User Guides

No problem, here you go.

Thanks!

From: Stephen Yee

Sent: Thursday, July 30, 2020 11:54 AM To: David Trang; Wanda Malone; Phoebe George Subject: RE: Commercial CD User Guides

Sorry about that Wanda. I misunderstood David's request.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: David Trang

Sent: Thursday, July 30, 2020 9:41 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Wanda,

I am not looking for the logo to be 5 inches. I am looking for the entire CD cover to be 5 inches.

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com>

Sent: Thursday, July 30, 2020 9:32 AM

To: David Trang Convid.Trang@infoimageinc.com>; Stephen Yee <Stephen.Yee@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hello David,

This is an image of the logo at the requested dimensions and the remaining cd cover content. I'm not able to make it all fit. Please advise how you would like me to proceed.

Thanks

From: David Trang

Sent: Thursday, July 30, 2020 11:27 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Removing Operation from the email as they are not involve in this. I need to entire CD cover image and not just the logo. Please enlarge the one that I send yesterday and also attache is just the logo.

Thanks David

From: Wanda Malone <Wanda.Malone@infoimageinc.com>

Sent: Thursday, July 30, 2020 9:08 AM

To: Stephen Yee <Stephen. Yee@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; Phoebe George <Phoebe.George Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Thank you!

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Thursday, July 30, 2020 10:56 AM

To: David Trang <David.Trang@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; Phoebe George <Phoebe.Ge
Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Wanda,

I confirmed these are the correct dimensions. The logo will be printed on the actual DVD. The dimensions that David provided are the correct dimensions for the DVD.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: David Trang

Sent: Wednesday, July 29, 2020 2:02 PM

To: Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

I open it up in Paint and it gave me the following in inches

W: 4.82

L: 5.01

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com>

Sent: Wednesday, July 29, 2020 1:10 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; David Owyeong <David.O Calvin Choy <Calvin.Choy@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Or what the below dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.

Thanks!

From: Stephen Yee Sent: Wednesday, July 29, 2020 2:40 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy; David Trang

Subject: RE: Commercial CD User Guides

+DAVID T - Can you please provide the dimensions in inches?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Wanda Malone
Sent: Wednesday, July 29, 2020 12:35 PM
To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy
Subject: RE: Commercial CD User Guides

Hey Stephen,

Can you please provide the specs in inches?

Thanks!

From: Stephen Yee

Sent: Wednesday, July 29, 2020 2:25 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

ISD had 1 more request regarding this. Can you please adjust the attached logo to the dimensions below?

Width = 1446, Height = 1504

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: Wanda Malone

Sent: Monday, June 08, 2020 3:23 PM

To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

This ended up being a simpler mock-up than I anticipated. I have attached a completed version.

Please let me know if anything else needs to be updated.

Thanks!

From: Stephen Yee

Sent: Monday, June 08, 2020 4:08 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,
That will be fine. IS is not scheduled to begin work until 7/1.
Thank you everyone!
Stephen Yee
Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 www.InfolmageInc.com
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From: Wanda Malone Sent: Monday, June 08, 2020 2:06 PM To: Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Cc: Stephen Yee; Enrique Perez Subject: RE: Commercial CD User Guides
Phoebe,
Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the process of finalizing a out Thursday that I need to complete and then a follow-up reminder for the Webinar.
Please let me know if you would like me to begin edits next week?
Thanks!

From: Gabriel Lim

Sent: Monday, June 08, 2020 4:04 PM

To: Phoebe George; David Owyeong; Calvin Choy; Wanda Malone

Subject: RE: Commercial CD User Guides

Please use stock code 6186

Thank you,

Gabriel

From: Phoebe George

Sent: Monday, June 08, 2020 1:59 PM

To: David Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim

Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Thanks David!

Gabriel, can you provide a new Insert # for FFIN Commercial DVD insert?

+ Wanda

Wanda: Can you see attached PDF? It's a user guide for Comm DVD's that we use for customers. We are setting up a new one for FFIN – can you replace the logo (using the attached variety) contact info noted below on the 2-up PDF file used for printing? Updates to include (reference screenshot below for changes)

- 1. Update logo with attached (from Equity logo)
- 2. Update contact info with the below information
- 3. Update Copyright info with highlighted info:

2020 First Financial; #XXXX (XXXX to be provided by Gabriel) rev. 7/2020

NEW contact info for FFIN (item #2):

For assistance with your DVD, please call 812-238-6280 or email itemprocessing@first-online.com.

Thanks!

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong Sent: Wednesday, June 03, 2020 3:22 PM

To: Phoebe George < Phoebe. George@infoimageinc.com >; Calvin Choy < Calvin. Choy@infoimageinc.com >; Calvin. Choy@infoimageinc.com >; Calvin. Choy.

Cc: Stephen Yee < Stephen. Yee@infoimageinc.com >; Gabriel Lim < Gabriel.Lim@infoimageinc.com >

Subject: RE: Commercial CD User Guides

It is in the share drive/DP180_ins/Monthly_Inserts folder.

Adding Gabriel

From: Phoebe George

Sent: Wednesday, June 03, 2020 12:20 PM To: David Owyeong; Calvin Choy Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Yes, that's correct! Where do you store these PDF inserts for all the customers you still print these for? We are setting up for FFIN, and need to modify the artwork.

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong < David.Owyeong@infoimageinc.com >

Sent: Wednesday, June 03, 2020 11:06 AM

 $\textbf{To: Phoebe George} < \underline{\underline{Phoebe.George@infoimageinc.com}}; \ Calvin \ Choy < \underline{\underline{Calvin.Choy@infoimageinc.com}} > \underline{\underline{Calvin.Choy@infoimageinc.com}} > \underline{\underline{Calvin.Choy@infoimageinc.com}} > \underline{\underline{Calvin.Choy@infoimageinc.com}} > \underline{\underline{Calvin.Choy@infoimageinc.com}} > \underline{\underline{Calvin.Choy.@infoimageinc.com}} > \underline{\underline{Calvin.Choy.@infoimageinc.co$

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Phoebe,

If you're talking about this. Yes.

From: Phoebe George

Sent: Wednesday, June 03, 2020 8:48 AM To: David Owyeong; Calvin Choy Cc: Phoebe George; Stephen Yee Subject: Commercial CD User Guides

David/Calvin - do you guys still print physical user guides for Commercial CD shipments?

Thanks,

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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Regards,

Rony Das

Regards.

Rony Das

To: Peter Dang Peter.Dang@infoimageinc.com, Stephen Yee Stephen.Yee@infoimageinc.com, Rony Das rony.das@dsinnovators.com

Cc: Ceasar Guerrero < Ceasar. Guerrero @infoimageinc.com>, Phoebe George < Phoebe. George@infoimageinc.com>, DP < DP@infoimageinc.com>, William Kong < William. Kong@infoimageinc.com>

If I read Rony's finding correctly, many record in the index file still only have the front image record. It need to have the back image record as well.

Thanks David

From: Peter Dang < Peter. Dang@infoimageinc.com>

Sent: Tuesday, August 18, 2020 11:10 AM

To: Stephen Yee <Stephen. Yee@infoimageinc.com>; Rony Das <rony.das@dsinnovators.com>

Kong < William. Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David,

Look like the images are there. Please help us check.

Thanks,

Peter

From: Stephen Yee

Sent: Tuesday, August 18, 2020 10:38 AM

To: Rony Das <rony.das@dsinnovators.com>; Peter Dang <Peter.Dang@infoimageinc.com>

Cc: David Trang < David. Trang@infoimageinc.com>; Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com>; Phoebe George < Phoebe. George@infoimageinc.com>; DP < DP@

Kong < William. Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

PETER: Please advise.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Rony Das [rony.das@dsinnovators.com] Sent: Tuesday, August 18, 2020 12:49 AM

To: Peter Dang

Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong

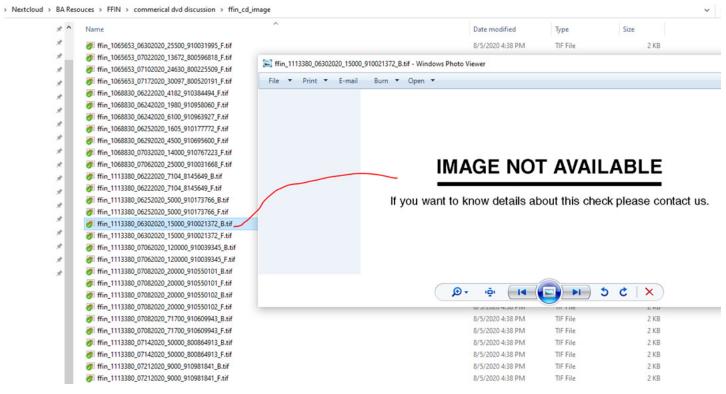
Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

On Mon, Aug 17, 2020 at 5:03 PM Rony Das <rony.das@dsinnovators.com> wrote:

Hi Peter.

For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf_afp/ffinms2/tiff folder and found that many files are actually the !



but in index file not all check image has the back image. If you see the /z/pdf_afp/ffin/ffinms2/tiff_index/ffin_07212020_IMG.lis at bottom you will see many check entry for which there are

```
<mark>10364</mark> 8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740
 10365 8508445303,8508445303,06242020,910957448,1072,ffin_8508445303_06242020_1072_910957448_F.tif,9741
10366 8508445303,8508445303,06292020,910697001,6337,ffin_8508445303_06292020_6337_910697001_F.tif,9742
10367 8508445303,8508445303,06302020,910013802,2950,ffin_8508445303_06302020_2950_910013802_F.tif,9743
  <mark>10368</mark> 8508445303,8508445303,06302020,910021844,1700,ffin_8508445303_06302020_1700_910021844_F.tif,9744
 10369 8508445303,8508445303,07032020,910765224,1670,ffin_8508445303_07032020_1670_910765224_F.tif,9745
10370 8508445303,8508445303,07062020,910036617,1410,ffin_8508445303_07062020_1410_910036617_F.tif,9746
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10373 8508445303,8508445303,07102020,910038299,1000,fffin_8508445303_07102020_10000_910038299_F.tif,9749
10374 8508445303,8508445303,07132020,910038299,1000,fffin_8508445303_07132020_549_910038299_F.tif,9749
10375 8508445303,8508445303,07132020,910328587,549,fffin_8508445303_07132020_549_910328587_F.tif,9750
10376 8508445303,8508445303,07132020,910905775,2500,fffin_8508445303_07132020_6145_800621739_F.tif,9751
10376 8508445303,8508445303,07152020,910905775,2500,fffin_8508445303_07152020_2500_910905775_F.tif,9752
10377 4598393,4598393,06232020,9107083306,28762,fffin_4598393_06232020_28762_910708306_F.tif,9753
10378 4598393,4598393,07132020,56641388,100000,fffin_4598393_07132020_100000_56641388_F.tif,9754
10379 4598393,4598393,07142020,910663275,2800,fffin_4598393_07142020_2800_910663275_F.tif,9755
```

Is this an issue? I mean does every check should have front and back for commercial dvd. Because there is a condition for which we are displaying the back image.

```
Assign CUR_GRP_IT=CUR_GRP_END_INDEX
   Condition: REC_IDENT=='02000'
🖃 🔟
     then
Co
        Condition: SUBSTR(CUR_LINE, 83,1, '') == 'N'
      else
As
            Assign FRONT_AND_BACK_CHECK_FLAG=0
     Assign CUR_PROD_ACCT_NUM=NOSPACE(SUBSTR(CUR_LINE,19
```

if column 83 of record 02000 (Personal/Non personal indicator) is N we are only displaying both front and back otherwise only front.

Let us know if this should be applied to commercial dvd or not. Does commercial dvd needs both front and back entry for every check.

Thanks

Ronv

On Sat, Aug 15, 2020 at 3:37 AM Peter Dang <Peter.Dang@infoimageinc.com> wrote:

I have provided Rony the instruction and where to troubleshoot regarding item#2 missing back image

Peter

From: David Trang

Sent: Wednesday, August 05, 2020 1:29 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@infoir <Peter.Dang@infoimageinc.com>

Cc: Rony Das <rony.das@dsinnovators.com> Subject: RE: Commercial CD User Guides

Steve,

Sorry, I didn't catch this during testing. Here are couple issue that I am seeing.

1. The way the master file is created, our program will create 1 CD for each account. We will need client to change it so that we can group them correctly if they want multiple account. too many account, then we need to will create multiple accounts.

See bullet point on section 1.2 of setup guide.

- For each CD, each record must include all Fields 1 to 13.
- For a CD with multiple accounts, First record must include ALL fields, then subsequent records can repeat Fields 1 to 3 only.
- Fields 4 to 13 are used if InfoIMAGE sends the CD directly to CID's clients.
 - 2. The check index generated from the Print team only contains the Front Images and is Missing the Back Image.

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:54 PM

To: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@infoimageinc.com>; Subject: RE: Commercial CD User Guides

CEASAR/DAVID: What data did you send them on the CD? They reported that all the check images are missing as the check search tab does not return any results.

Please advise.

Thanks!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Stephen Yee

Sent: Wednesday, August 05, 2020 12:27 PM

To: Ceasar Guerrero; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

Thanks Ceasar. David reminded me:)

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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Thanks David

From: Ceasar Guerrero Sent: Wednesday, August 05, 2020 12:27 PM To: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides From this email thread, per David. Password: abcdef Thanks, Cesar From: Stephen Yee <Stephen.Yee@infoimageinc.com> Sent: Wednesday, August 5, 2020 12:16 PM To: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Phoebe George < com>; DP <DP@infoimageinc.com> Subject: RE: Commercial CD User Guides DP/DAVID: What is the PW for the Comm DVD? Stephen Yee Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 | www.InfolmageInc.com Please consider the environment before printing this email. NOTICE: This e-mail is intended solely for the recipient and may contain confidential information that is privileged or otherwise exempt from disclosure. If you are not the intended recipient; you are hereby notified that any dissemination or copying of this commi this communication in error, please notify us by replying to this message or by contacti From: Ceasar Guerrero Sent: Thursday, July 30, 2020 3:33 PM To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides David, The CD label and content looks good (see attached file). Thanks, Cesar From: David Trang < David. Trang@infoimageinc.com > Sent: Thursday, July 30, 2020 3:10 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@infoimageinc.com>; DP <DP@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@infoimageinc.com>; DP <DP@infoimageinc.com Subject: RE: Commercial CD User Guides DP, I just created a FFIN Commercial CD on the CD director machine. Can you help me check it out to see if the Label is printed correctly and the content are good. Password: abcdef

https://mail.google.com/mail/u/0?ik=3365bff2c8&view=pt&search=all&permthid=thread-f%3A1675385673684766581&simpl=msg-f%3A167538567... 29/319

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Thursday, July 30, 2020 12:23 PM

To: Wanda Malone < Wanda. Malone@infoimageinc.com>; David Trang < David. Trang@infoimageinc.com>; Phoebe George < Phoebe. George@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Thank you Wanda.

DAVID: Please advise when sample DVD will be ready. The bank would like an update when they can expect.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Wanda Malone

Sent: Thursday, July 30, 2020 10:00 AM To: Stephen Yee; David Trang; Phoebe George Subject: RE: Commercial CD User Guides

No problem, here you go.

Thanks!

From: Stephen Yee

Sent: Thursday, July 30, 2020 11:54 AM **To:** David Trang; Wanda Malone; Phoebe George Subject: RE: Commercial CD User Guides

Sorry about that Wanda. I misunderstood David's request.

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: David Trang

Sent: Thursday, July 30, 2020 9:41 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

I am not looking for the logo to be 5 inches. I am looking for the entire CD cover to be 5 inches.

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com >

Subject: RE: Commercial CD User Guides

Hello David,

This is an image of the logo at the requested dimensions and the remaining cd cover content. I'm not able to make it all fit. Please advise how you would like me to proceed.

Thanks!

From: David Trang

Sent: Thursday, July 30, 2020 11:27 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Removing Operation from the email as they are not involve in this. I need to entire CD cover image and not just the logo. Please enlarge the one that I send yesterday and also attache

is just the logo.

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com>

Sent: Thursday, July 30, 2020 9:08 AM

To: Stephen Yee <Stephen. Yee@infoimageinc.com>; David Trang Content of the Content of the

Owyeong Owyeong@infoimageinc.com; Calvin Choy Calvin.Choy@infoimageinc.com; Subject: RE: Commercial CD User Guides

Thank you!

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Thursday, July 30, 2020 10:56 AM

To: David Trang < David Trang@infoimageinc.com>; Wanda Malone < Wanda Malone@infoimageinc.com>; Gabriel Lim < Gabriel Lim@infoimageinc.com>; Phoebe George < Phoebe.Ge

<i>)</i> 2	by harms condition innovators wall sixe. Commercial ob osci Guides decond Newgelon
	Owyeong <david.owyeong@infoimageinc.com>; Calvin Choy <calvin.choy@infoimageinc.com> Subject: RE: Commercial CD User Guides</calvin.choy@infoimageinc.com></david.owyeong@infoimageinc.com>
	Hi Wanda,
	I confirmed these are the correct dimensions. The logo will be printed on the actual DVD. The dimensions that David provided are the correct dimensions for the DVD.
	Stephen Yee
	Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
	The following is a second of the second of the following is a second of th
	Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
	F. 650.473.6300 www.lnfolmageInc.com
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	From: David Trang Sent: Wednesday, July 29, 2020 2:02 PM
	To: Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Subject: RE: Commercial CD User Guides
	I open it up in Paint and it gave me the following in inches.
	W: 4.82
	L: 5.01
	Thanks David
	From: Wanda Malone <wanda.malone@infoimageinc.com></wanda.malone@infoimageinc.com>
	Sent: Weldnesday, July 29, 2020 1:10 PM To: Stephen Yee <stephen.yee@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; Phoebe George <phoebe.george@infoimageinc.com>; David Owyeong <david.o< th=""></david.o<></phoebe.george@infoimageinc.com></stephen.yee@infoimageinc.com>
	Calvin Choy <calvin.choy@infoimageinc.com>; David Trang <david.trang@infoimageinc.com> Subject: RE: Commercial CD User Guides</david.trang@infoimageinc.com></calvin.choy@infoimageinc.com>
	Or what the below dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.
	Thanks!

From: Stephen Yee

Sent: Wednesday, July 29, 2020 2:40 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy; David Trang

Subject: RE: Commercial CD User Guides

+DAVID T - Can you please provide the dimensions in inches?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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this communication in error, please notify us by replying to this message or by contacti

From: Wanda Malone

Sent: Wednesday, July 29, 2020 12:35 PM

To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

Hey Stephen,

Can you please provide the specs in inches?

Thanks!

From: Stephen Yee

Sent: Wednesday, July 29, 2020 2:25 PM
To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

 $ISD \ had \ 1 \ more \ request \ regarding \ this. \ Can \ you \ please \ adjust \ the \ attached \ logo \ to \ the \ dimensions \ below?$

Width = 1446, Height = 1504

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Wanda Malone

Sent: Monday, June 08, 2020 3:23 PM

To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

This ended up being a simpler mock-up than I anticipated. I have attached a completed version.

Please let me know if anything else needs to be updated.

Thanks!

From: Stephen Yee

Sent: Monday, June 08, 2020 4:08 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

That will be fine. IS is not scheduled to begin work until 7/1.

Thank you everyone!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Wanda Malone

Sent: Monday, June 08, 2020 2:06 PM
To: Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Stephen Yee; Enrique Perez Subject: RE: Commercial CD User Guides

Phoebe,

Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the process of finalizing a out Thursday that I need to complete and then a follow-up reminder for the Webinar.

Please let me know if you would like me to begin edits next week?

Thanks!

Sent: Monday, June 08, 2020 4:04 PM

To: Phoebe George; David Owyeong; Calvin Choy; Wanda Malone

Cc: Stephen Yee

Subject: RE: Commercial CD User Guides

Please use stock code 6186

Thank you,

Gabriel

From: Phoebe George

Sent: Monday, June 08, 2020 1:59 PM

To: David Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim

Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Thanks David!

Gabriel, can you provide a new Insert # for FFIN Commercial DVD insert?

+ Wanda

Wanda: Can you see attached PDF? It's a user guide for Comm DVD's that we use for customers. We are setting up a new one for FFIN – can you replace the logo (using the attached via the community of the customers). contact info noted below on the 2-up PDF file used for printing? Updates to include (reference screenshot below for changes)

- 1. Update logo with attached (from Equity logo)
- 2. Update contact info with the below information
- 3. Update Copyright info with highlighted info:

2020 First Financial; #XXXX (XXXX to be provided by Gabriel) rev. 7/2020

NEW contact info for FFIN (item #2):

For assistance with your DVD, please call 812-238-6280 or email itemprocessing@first-online.com.

Thanks!

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

 $phoebe.george@infoimageinc.com \mid www.infoimageinc.com$



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From: David Owyeong David Owyeong@infoimageinc.com Sent: Wednesday, June 03, 2020 3:22 PM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>

Subject: RE: Commercial CD User Guides

It is in the share drive/DP180_ins/Monthly_Inserts folder.

Adding Gabriel

From: Phoebe George

Sent: Wednesday, June 03, 2020 12:20 PM To: David Owyeong; Calvin Choy Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Yes, that's correct! Where do you store these PDF inserts for all the customers you still print these for? We are setting up for FFIN, and need to modify the artwork.

Thanks!

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong < David. Owyeong@infoimageinc.com >

Sent: Wednesday, June 03, 2020 11:06 AM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Phoebe,

If you're talking about this. Yes

From: Phoebe George

Sent: Wednesday, June 03, 2020 8:48 AM To: David Owyeong; Calvin Choy Cc: Phoebe George; Stephen Yee Subject: Commercial CD User Guides

David/Calvin – do you guys still print physical user guides for Commercial CD shipments?

Thanks

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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Regards,

Rony Das

Regards,

Rony Das

Stephen Yee <Stephen.Yee@infoimageinc.com>

To: David Trang < David.Trang@infoimageinc.com>, Peter Dang < Peter.Dang@infoimageinc.com>, Rony Das < rony.das@dsinnovators.com> Cc: Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com>, Phoebe George < Phoebe. George@infoimageinc.com>, DP < DP@infoimageinc.com>, William Kong < William Kong@infoimageinc.com>

PETER: Please advise on the missing back images records.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Description: infolmage_286New.jpg

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cid:image002.jpg@01CDE9B7.5C60B0E0Please consider the environment before printing this email.

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From: David Trang

Sent: Tuesday, August 18, 2020 11:36 AM To: Peter Dang; Stephen Yee; Rony Das

Cc: Ceasar Guerrero; Phoebe George; DP; William Kong Subject: RE: Commercial CD User Guides SECOND REQUEST

If I read Rony's finding correctly, many record in the index file still only have the front image record. It need to have the back image record as well.

Thanks David

From: Peter Dang < Peter. Dang@infoimageinc.com>

Sent: Tuesday, August 18, 2020 11:10 AM

To: Stephen Yee <Stephen. Yee@infoimageinc.com>; Rony Das <rony.das@dsinnovators.com>

Cc: David Trang < David. Trang@infoimageinc.com>; Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com>; Phoebe George < Phoebe. George@infoimageinc.com>; DP < DP@

Kong < William. Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David,

Look like the images are there. Please help us check.

Thanks,

Peter

From: Stephen Yee

Sent: Tuesday, August 18, 2020 10:38 AM

To: Rony Das <rony.das@dsinnovators.com>; Peter Dang <Peter.Dang@infoimageinc.com>

Cc: David Trang < David.Trang@infoimageinc.com>; Ceasar Guerrero < Ceasar.Guerrero@infoimageinc.com>; Phoebe George < Phoebe.George@infoimageinc.com>; DP < DP @

Kong < William. Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

PETER: Please advise.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Rony Das [rony.das@dsinnovators.com] Sent: Tuesday, August 18, 2020 12:49 AM

To: Peter Dang

Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong

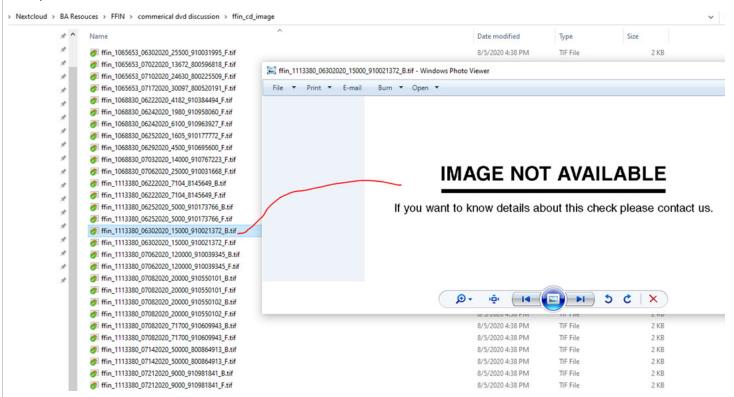
Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

On Mon, Aug 17, 2020 at 5:03 PM Rony Das < rony.das@dsinnovators.com > wrote:

Hi Peter.

For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf_afp/ffiin/ffinms2/tiff folder and fou actually the 999999.tiff file.



but in index file not all check image has the back image. If you see the /z/pdf afp/ffin/ffinms2/tiff index/ffin 07212020 IMG.lis at bottom you will see ma there are only front entry no back.

```
1<mark>0363</mark> 8508445303,8508445303,06232020,910706101,41208,ffin_8508445303_06232020_41208_910706101_F.tif
1<mark>0364</mark> 8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740
10364 8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740
10365 8508445303,8508445303,06242020,910957448,1072,ffin_8508445303_06242020_1072_910957448_F.tif,9741
10366 8508445303,8508445303,06302020,910013802,2950,ffin_8508445303_06302020_2950_910013802_F.tif,9743
10368 8508445303,8508445303,06302020,910013802,2950,ffin_8508445303_06302020_2950_910013802_F.tif,9743
10368 8508445303,8508445303,06302020,910021844,1700,ffin_8508445303_06302020_1700_910021844_F.tif,9743
10368 8508445303,8508445303,07032020,910705224,1670,ffin_8508445303_07032020_1700_9100765224_F.tif,9745
10370 8508445303,8508445303,07032020,910036617,1410,ffin_8508445303_07032020_1670_910705224_F.tif,9745
10371 8508445303,8508445303,07102020,910038298,1000,ffin_8508445303_07102020_1000_910038298_F.tif,9747
10372 8508445303,8508445303,07102020,910038299,1000,ffin_8508445303_07102020_1000_910038299_F.tif,9748
10373 8508445303,8508445303,07102020,910038299,1000,ffin_8508445303_07102020_1000_910038299_F.tif,9749
10374 8508445303,8508445303,07102020,910038299,1000,ffin_8508445303_07102020_1000_910038299_F.tif,9749
10375 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_9103328587_F.tif,9750
10375 8508445303,8508445303,07132020,9109038299,1000,ffin_8508445303_07132020_549_9103328587_F.tif,9750
10375 8508445303,8508445303,07132020,910905775,2500,ffin_8508445303_07132020_549_9103328587_F.tif,9750
10376 8508445303,8508445303,07132020,910905775,2500,ffin_8508445303_07132020_540_910905775_F.tif,9752
10377 4598393,4598393,07132020,910708306,28762_ffin_4598393_07132020_28762_910708306_F.tif,9753
10378 4598393,4598393,07132020,910663275,2800,ffin_4598393_07132020_2800_910663275_F.tif,9755
10379 4598393,4598393,07132020,910663275,2800,ffin_4598393_07132020_2800_910663275_F.tif,9755
```

Is this an issue? I mean does every check should have front and back for commercial dvd. Because there is a condition for which we are displaying the t

```
Assign CUR_GRP_IT=CUR_GRP_END_INDEX

Goodition: REC_IDENT=='02000'
        then
Co
            Condition: SUBSTR(CUR_LINE,83,1, '')=='N'
              then

Assign FRONT AND BACK CHECK FLAG=1
                Assign FRONT_AND_BACK_CHECK_FLAG=0
        Assign CUR_PROD_ACCT_NUM=NOSPACE(SUBSTR(CUR_LINE,19
```

if column 83 of record 02000 (Personal/Non personal indicator) is N we are only displaying both front and back otherwise only front.

Let us know if this should be applied to commercial dvd or not. Does commercial dvd needs both front and back entry for every check .

Thanks

Rony

On Sat, Aug 15, 2020 at 3:37 AM Peter Dang <Peter.Dang@infoimageinc.com> wrote:

I have provided Rony the instruction and where to troubleshoot regarding item#2 missing back image.

From: David Trang

Sent: Wednesday, August 05, 2020 1:29 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@ir

<DP@infoimageinc.com>; Peter Dang <Peter.Dang@infoimageinc.com>

Cc: Rony Das <rony.das@dsinnovators.com> Subject: RE: Commercial CD User Guides

Steve,

Sorry, I didn't catch this during testing. Here are couple issue that I am seeing.

1. The way the master file is created, our program will create 1 CD for each account. We will need client to change it so that we can group them cc account to be group together. If there are too many account, then we need to will create multiple accounts.

See bullet point on section 1.2 of setup guide.

- For each CD, each record must include all Fields 1 to 13.
- For a CD with multiple accounts, First record must include ALL fields, then subsequent records can repeat Fields 1 to 3 only.
- Fields 4 to 13 are used if InfoIMAGE sends the CD directly to CID's clients.
 - 2. The check index generated from the Print team only contains the Front Images and is Missing the Back Image.

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:54 PM

To: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; David Trang @Infoimageinc.com>; Phoebe George @Infoimageinc.com>; Phoebe George@infoimageinc.com>; David Trang @Infoimageinc.com>; Phoebe George @Infoimageinc.com>; @Infoimageinc.com>; Phoebe @Infoimageinc.com>; Phoebe @Infoimageinc.com>; Phoebe @I <DP@infoimageinc.com>

Subject: RE: Commercial CD User Guides

CEASAR/DAVID: What data did you send them on the CD? They reported that all the check images are missing as the check search tab does not return any results.

Please advise.

Thanks!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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Sent: Wednesday, August 05, 2020 12:27 PM

To: Ceasar Guerrero; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

Thanks Ceasar. David reminded me:)

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Ceasar Guerrero

Sent: Wednesday, August 05, 2020 12:27 PM

To: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides From this email thread, per David.

Password: abcdef

Thanks,

Cesar

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:16 PM

To: Ceasar Guerrero < Ceasar.Guerrero@infoimageinc.com>; David Trang @Infoimageinc.com>; Wanda Malone < Wanda.Malone@infoimageinc.com>; Wanda Malone < Wanda.Malone <

George <Phoebe.George@infoimageinc.com>; DP <DP@infoimageinc.com>

Subject: RE: Commercial CD User Guides

DP/DAVID: What is the PW for the Comm DVD?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Ceasar Guerrero

Sent: Thursday, July 30, 2020 3:33 PM

To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

David,

The CD label and content looks good (see attached file).

Thanks,

Cesar

From: David Trang < David. Trang@infoimageinc.com >

Sent: Thursday, July 30, 2020 3:10 PM

To: Stephen Yee <Stephen. Yee@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Phoebe George <Phoebe.George@infoir

<DP@infoimageinc.com>

Subject: RE: Commercial CD User Guides

DP,

I just created a FFIN Commercial CD on the CD director machine. Can you help me check it out to see if the Label is printed correctly and the content

Password: abcdef

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Thursday, July 30, 2020 12:23 PM

To: Wanda Malone <Wanda.Malone@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Phoebe George <Phoebe.George@infoim

Subject: RE: Commercial CD User Guides

Thank you Wanda.

DAVID: Please advise when sample DVD will be ready. The bank would like an update when they can expect.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Wanda Malone

Sent: Thursday, July 30, 2020 10:00 AM To: Stephen Yee; David Trang; Phoebe George Subject: RE: Commercial CD User Guides

No problem, here you go.

Thanks!

From: Stephen Yee

Sent: Thursday, July 30, 2020 11:54 AM To: David Trang; Wanda Malone; Phoebe George Subject: RE: Commercial CD User Guides

Sorry about that Wanda. I misunderstood David's request.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: David Trang Sent: Thursday, July 30, 2020 9:41 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides
Wanda,
I am not looking for the logo to be 5 inches. I am looking for the entire CD cover to be 5 inches.
Thanks David
From: Wanda Malone <wanda.malone@infoimageinc.com> Sent: Thursday, July 30, 2020 9:32 AM To: David Trang <david.trang@infoimageinc.com>; Stephen Yee <stephen.yee@infoimageinc.com>; Phoebe George <phoebe.george@infoimage cd="" commercial="" guides<="" re:="" subject:="" td="" user=""></phoebe.george@infoimage></stephen.yee@infoimageinc.com></david.trang@infoimageinc.com></wanda.malone@infoimageinc.com>
Hello David,
This is an image of the logo at the requested dimensions and the remaining cd cover content. I'm not able to make it all fit. Please advise how you would like me to proceed.
Thanks!
From: David Trang
Sent: Thursday, July 30, 2020 11:27 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides
Removing Operation from the email as they are not involve in this. I need to entire CD cover image and not just the logo. Please enlarge the one tha attached today. The one I received today is just the logo.
Thanks David
From: Wanda Malone <wanda.malone@infoimageinc.com> Sent: Thursday, July 30, 2020 9:08 AM To: Stephen Yee <stephen.yee@infoimageinc.com>; David Trang <david.trang@infoimageinc.com>; Gabriel Lim <gabriel.lim@infoimageinc.com> <phoebe.george@infoimageinc.com>; David Owyeong <david.owyeong@infoimageinc.com>; Calvin Choy <calvin.choy@infoimageinc.com> Subject: RE: Commercial CD User Guides</calvin.choy@infoimageinc.com></david.owyeong@infoimageinc.com></phoebe.george@infoimageinc.com></gabriel.lim@infoimageinc.com></david.trang@infoimageinc.com></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>
Thank you!
From: Stephen Yee <stephen.yee@infoimageinc.com> Sent: Thursday, July 30, 2020 10:56 AM</stephen.yee@infoimageinc.com>

To: David Trang <David.Trang@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Gabriel.Lim@infoimageinc.co

/2020	Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
<pre><phoebe.george@ comr<="" pre="" re:="" subject:=""></phoebe.george@></pre>	infoimageinc.com>; David Owyeong <david.owyeong@infoimageinc.com>; Calvin Choy <calvin.choy@infoimageinc.com> mercial CD User Guides</calvin.choy@infoimageinc.com></david.owyeong@infoimageinc.com>
Hi Wanda,	
I confirmed these are t	the correct dimensions. The logo will be printed on the actual DVD. The dimensions that David provided are the correct dimensions for the DVD.
Stephen Yee	ecialist Direct 469.312.6925 stephen.yee@infoimageinc.com
implementation opt	ooland Direct 100.012.0020 otophon.yoo @infomagonio.com
Headquarters 141	Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 w	vww.InfolmageInc.com
	conment before printing this email.
	olely for the recipient and may contain confidential information that is privileged or otherwise exempt from disclosure. If you are not the intended recipient; you are hereby notified that any dissemination or copying of this comisse notify us by replying to this message or by contacti
Former Devid Torons	
From: David Trang Sent: Wednesday, July To: Wanda Malone; Ste Subject: RE: Commerce	ephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy
I open it up in Paint	t and it gave me the following in inches.
W: 4.82	
L: 5.01	
Thanks David	
Sent: Wednesday, To: Stephen Yee < Capacitation Compared to the sent of the s	one <wanda.malone@infoimageinc.com> July 29, 2020 1:10 PM Stephen.Yee@infoimageinc.com>; Gabriel Lim <gabriel.lim@infoimageinc.com>; Phoebe George <phoebe.george@infoimageinc.com>; Calvin Choy <calvin.choy@infoimageinc.com>; David Trang <david.trang@infoimageinc.com> mercial CD User Guides</david.trang@infoimageinc.com></calvin.choy@infoimageinc.com></phoebe.george@infoimageinc.com></gabriel.lim@infoimageinc.com></wanda.malone@infoimageinc.com>
Or what the below dime	ensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.
Thanks!	

Sent: Wednesday, July 29, 2020 2:40 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy; David Trang

Subject: RE: Commercial CD User Guides

+DAVID T - Can you please provide the dimensions in inches?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Wanda Malone

Sent: Wednesday, July 29, 2020 12:35 PM

To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

Hey Stephen,

Can you please provide the specs in inches?

Thanks!

Sent: Wednesday, July 29, 2020 2:25 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

ISD had 1 more request regarding this. Can you please adjust the attached logo to the dimensions below?

Width = 1446, Height = 1504

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Wanda Malone

Sent: Monday, June 08, 2020 3:23 PM

To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
Cc: Enrique Perez Subject: RE: Commercial CD User Guides
This ended up being a simpler mock-up than I anticipated. I have attached a completed version.
Please let me know if anything else needs to be updated.
Thanks!
From: Stephen Yee Sent: Monday, June 08, 2020 4:08 PM To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Cc: Enrique Perez Subject: RE: Commercial CD User Guides
Hi Wanda,
That will be fine. IS is not scheduled to begin work until 7/1.
Thank you everyone!
Stephen Yee
Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 www.lnfolmageInc.com
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From: Wanda Malone

Sent: Monday, June 08, 2020 2:06 PM

To: Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Stephen Yee; Enrique Perez Subject: RE: Commercial CD User Guides

Phoebe,

Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the process of finalizing a out Thursday that I need to complete and then a follow-up reminder for the Webinar.

Please let me know if you would like me to begin edits next week?

Thanks!

From: Gabriel Lim

Sent: Monday, June 08, 2020 4:04 PM

To: Phoebe George; David Owyeong; Calvin Choy; Wanda Malone

Cc: Stephen Yee

Subject: RE: Commercial CD User Guides

Please use stock code 6186

Thank you,

Gabriel

From: Phoebe George

Sent: Monday, June 08, 2020 1:59 PM

To: David Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim

Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Thanks David!

Gabriel, can you provide a new Insert # for FFIN Commercial DVD insert?

+ Wanda

Wanda: Can you see attached PDF? It's a user guide for Comm DVD's that we use for customers. We are setting up a new one for FFIN - can you rej attached version), copyright name, and contact info noted below on the 2-up PDF file used for printing? Updates to include (reference screenshot belo

- 1. Update logo with attached (from Equity logo)
- 2. Update contact info with the below information
- 3. Update Copyright info with highlighted info:

2020 First Financial; #XXXX (XXXX to be provided by Gabriel) rev. 7/2020

NEW contact info for FFIN (item #2):

For assistance with your DVD, please call 812-238-6280 or email itemprocessing@first-online.com.

Thanks!

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong < David. Owyeong@infoimageinc.com >

Sent: Wednesday, June 03, 2020 3:22 PM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>

Subject: RE: Commercial CD User Guides

It is in the share drive/DP180_ins/Monthly_Inserts folder.

Adding Gabriel.

From: Phoebe George

Sent: Wednesday, June 03, 2020 12:20 PM To: David Owyeong; Calvin Choy Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Yes, that's correct! Where do you store these PDF inserts for all the customers you still print these for? We are setting up for FFIN, and need to modify

Thanks!

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong David.Owyeong@infoimageinc.com

Sent: Wednesday, June 03, 2020 11:06 AM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Phoebe,

If you're talking about this. Yes.

From: Phoebe George

Sent: Wednesday, June 03, 2020 8:48 AM To: David Owyeong; Calvin Choy Cc: Phoebe George; Stephen Yee Subject: Commercial CD User Guides

David/Calvin – do you guys still print physical user guides for Commercial CD shipments?

Thanks,

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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Regards,

Rony Das

Regards,

Rony Das

11/25/2020 Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST Peter Dang <Peter.Dang@infoimageinc.com> To: David Trang
To: David Trang
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To Cc: Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com>, Phoebe George < Phoebe. George@infoimageinc.com>, DP < DP@infoimageinc.com>, William Kong < William. Kong@infoimageinc.com> Rony, Per our convo. please default to use both front and back check images for comm. DVD. Thanks, Peter From: David Trang Sent: Tuesday, August 18, 2020 11:37 AM To: Peter Dang <Peter.Dang@infoimageinc.com>; Stephen Yee <Stephen.Yee@infoimageinc.com>; Rony Das <rony.das@dsinnovators.com> Cc: Ceasar Guerrero < Ceasar.Guerrero@infoimageinc.com>; Phoebe George < Phoebe.George@infoimageinc.com>; DP < DP@infoimageinc.com>; William Kong < William.Kong Subject: RE: Commercial CD User Guides SECOND REQUEST If I read Rony's finding correctly, many record in the index file still only have the front image record. It need to have the back image record as well. Thanks David From: Peter Dang < Peter. Dang@infoimageinc.com> Sent: Tuesday, August 18, 2020 11:10 AM To: Stephen Yee <Stephen. Yee@infoimageinc.com>; Rony Das <rony.das@dsinnovators.com> Cc: David Trang Ceasar Guerrero Ceasar Guerrero@infoimageinc.com; Phoebe George Phoebe George@infoimageinc.com; DP <DP@ Kong < William. Kong@infoimageinc.com> Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David.

Look like the images are there. Please help us check.

Thanks,

Peter

From: Stephen Yee

Sent: Tuesday, August 18, 2020 10:38 AM

To: Rony Das <rony.das@dsinnovators.com>; Peter Dang <Peter.Dang@infoimageinc.com>

Cc: David Trang < David. Trang@infoimageinc.com>; Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com>; Phoebe George < Phoebe. George@infoimageinc.com>; DP < DP@

Kong < William. Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

PETER: Please advise.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: Rony Das [rony.das@dsinnovators.com] Sent: Tuesday, August 18, 2020 12:49 AM

To: Peter Dang

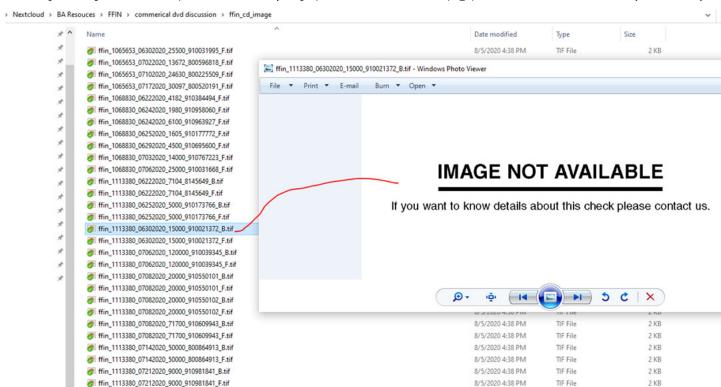
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong

Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

On Mon, Aug 17, 2020 at 5:03 PM Rony Das < rony.das@dsinnovators.com > wrote:

For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf_afp/ffilm/ffinms2/tiff folder and found that many files are actually the !



but in index file not all check image has the back image. If you see the /z/pdf_afp/ffin/ffinms2/tiff_index/ffin_07212020_IMG.lis at bottom you will see many check entry for which there are

```
8508445303,8508445303,06232020,910706101,41208,ffin_8508445303_06232020_41208_910706101_F.tif,9739
10364 8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740
10365 8508445303,8508445303,06242020,910957448,1072,ffin_8508445303_06242020_1072_910957448_F.tif,9741
10366 8508445303,8508445303,06292020,910697001,6337,ffin_8508445303_06292020_6337_910697001_F.tif,9742
10367 8508445303,8508445303,06302020,910013802,2950,ffin_8508445303_06302020_2950_910013802_F.tif,9742
10368 8508445303,8508445303,06302020,910013802,2950,ffin_8508445303_06302020_2700_910021844_F.tif,9743
          8508445303,8508445303,07032020,910765224,1670,ffin_8508445303_07032020_1670_910765224_F.tif,9745
10370 8508445303,8508445303,07062020,910036617,1410,ffin_8508445303_07062020_1410_910036617_F.tif,9746
10371 8508445303,8508445303,07102020,910038298,1000,ffin_8508445303_07102020_1000_910038298_F.tif,9747
10372 8508445303,8508445303,07102020,910038297,1000,ffin_8508445303_07102020_1000_910038297_F.tif,9748
<mark>10373</mark> 8508445303,8508445303,07102020,910038299,1000,ffin_8508445303_07102020_1000_910038299_F.tif,9749
<mark>10374</mark> 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
          8508445303,8508445303,07132020,800621739,6145,ffin_8508445303_07132020_6145_800621739_F.tif,9751
10376 8508445303,8508445303,07152020,910905775,2500,ffin 8508445303_07152020_2500_910905775_F.tif,9752
10377 4598393,4598393,06232020,910708306,28762,ffin_4598393_06232020_28762_910708306_F.tif,9753
10378 4598393,4598393,07132020,56641388,100000,ffin_4598393_07132020_100000_56641388_F.tif,9754
10379 4598393,4598393,07142020,910663275,2800,ffin 4598393 07142020 2800 910663275 F.tif,9755
```

Is this an issue? I mean does every check should have front and back for commercial dvd. Because there is a condition for which we are displaying the back image.

```
Assign CUR_GRP_IT=CUR_GRP_END_INDEX
Condition: REC_IDENT=='02000'
        Condition: SUBSTR(CUR_LINE,83,1, '')=='N'
            then

Assign FRONT AND BACK CHECK FLAG=1
            else

Assign FRONT_AND_BACK_CHECK_FLAG=0
       Assign CUR_PROD_ACCT_NUM=NOSPACE(SUBSTR(CUR_LINE,19
```

if column 83 of record 02000 (Personal/Non personal indicator) is N we are only displaying both front and back otherwise only front.

Let us know if this should be applied to commercial dvd or not. Does commercial dvd needs both front and back entry for every check.

Thanks

Rony

On Sat, Aug 15, 2020 at 3:37 AM Peter Dang <Peter.Dang@infoimageinc.com> wrote:

I have provided Rony the instruction and where to troubleshoot regarding item#2 missing back image.

Peter

From: David Trang

Sent: Wednesday, August 05, 2020 1:29 PM

To: Stephen Yee Stephen. Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@infoir <Peter.Dang@infoimageinc.com>

Cc: Rony Das <rony.das@dsinnovators.com> Subject: RE: Commercial CD User Guides

Steve,

Sorry, I didn't catch this during testing. Here are couple issue that I am seeing.

1. The way the master file is created, our program will create 1 CD for each account. We will need client to change it so that we can group them correctly if they want multiple account. too many account, then we need to will create multiple accounts.

See bullet point on section 1.2 of setup guide.

- For each CD, each record must include all Fields 1 to 13.
- For a CD with multiple accounts, First record must include ALL fields, then subsequent records can repeat Fields 1 to 3 only.
- Fields 4 to 13 are used if InfoIMAGE sends the CD directly to CID's clients.
 - 2. The check index generated from the Print team only contains the Front Images and is Missing the Back Image.

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:54 PM

Subject: RE: Commercial CD User Guides

CEASAR/DAVID: What data did you send them on the CD? They reported that all the check images are missing as the check search tab does not return any results.

Please advise.

Thanks!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Stephen Yee

Sent: Wednesday, August 05, 2020 12:27 PM

To: Ceasar Guerrero; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

Thanks Ceasar. David reminded me:)

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Ceasar Guerrero

Sent: Wednesday, August 05, 2020 12:27 PM

To: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

From this email thread, per David.

Password: abcdef

Thanks,

Cesar

From: Stephen Yee <Stephen.Yee@infoimageinc.com> Sent: Wednesday, August 5, 2020 12:16 PM

To: Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com>; David Trang < David. Trang@infoimageinc.com>; Wanda Malone < Wanda. Malone@infoimageinc.com>; Phoebe George < I com>; DP <DP@infoimageinc.com>

Subject: RE: Commercial CD User Guides

DP/DAVID: What is the PW for the Comm DVD?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Ceasar Guerrero

Sent: Thursday, July 30, 2020 3:33 PM

To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

David,

The CD label and content looks good (see attached file).

Thanks,

Cesar

From: David Trang < David. Trang@infoimageinc.com > Sent: Thursday, July 30, 2020 3:10 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@infoimag

Subject: RE: Commercial CD User Guides DP, I just created a FFIN Commercial CD on the CD director machine. Can you help me check it out to see if the Label is printed correctly and the content are good. Password: abcdef Thanks David From: Stephen Yee <Stephen.Yee@infoimageinc.com> Sent: Thursday, July 30, 2020 12:23 PM To: Wanda Malone < Wanda. Malone@infoimageinc.com>; David Trang < David. Trang@infoimageinc.com>; Phoebe George < Phoebe. George@infoimageinc.com> Subject: RE: Commercial CD User Guides Thank you Wanda. DAVID: Please advise when sample DVD will be ready. The bank would like an update when they can expect. Stephen Yee Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 | www.InfolmageInc.com Please consider the environment before printing this email. NOTICE: This e-mail is intended solely for the recipient and may contain confidential information that is privileged or otherwise exempt from disclosure. If you are not the intended recipient; you are hereby notified that any dissemination or copying of this comm this communication in error, please notify us by replying to this message or by contacti From: Wanda Malone **Sent:** Thursday, July 30, 2020 10:00 AM To: Stephen Yee; David Trang; Phoebe George Subject: RE: Commercial CD User Guides No problem, here you go. Thanks!

https://mail.google.com/mail/u/0?ik=3365bff2c8&view=pt&search=all&permthid=thread-f%3A1675385673684766581&simpl=msg-f%3A167538567... 56/319

Sent: Thursday, July 30, 2020 11:54 AM
To: David Trang; Wanda Malone; Phoebe George Subject: RE: Commercial CD User Guides

Sorry about that Wanda. I misunderstood David's request.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: David Trang

Sent: Thursday, July 30, 2020 9:41 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Wanda,

I am not looking for the logo to be 5 inches. I am looking for the entire CD cover to be 5 inches.

Thanks David

From: Wanda Malone <Wanda.Malone@infoimageinc.com>

Sent: Thursday, July 30, 2020 9:32 AM

Subject: RE: Commercial CD User Guides

Hello David,

This is an image of the logo at the requested dimensions and the remaining cd cover content. I'm not able to make it all fit. Please advise how you would like me to proceed.

Thanksl

From: David Trang Sent: Thursday, July 30, 2020 11:27 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Removing Operation from the email as they are not involve in this. I need to entire CD cover image and not just the logo. Please enlarge the one that I send yesterday and also attache is just the logo.

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com >

Sent: Thursday, July 30, 2020 9:08 AM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; Phoebe George <Phoebe.George Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Thank you!

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Thursday, July 30, 2020 10:56 AM

To: David Trang Spavid Trang
To: David Trang
To: David Trang
Spavid Trang
Sp

Subject: RE: Commercial CD User Guides

Hi Wanda,

I confirmed these are the correct dimensions. The logo will be printed on the actual DVD. The dimensions that David provided are the correct dimensions for the DVD.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: David Trang

Sent: Wednesday, July 29, 2020 2:02 PM

To: Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

I open it up in Paint and it gave me the following in inches

W: 4.82

L: 5.01

Thanks David

/2020 Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST	
From: Wanda Malone <wanda.malone@infoimageinc.com> Sent: Wednesday, July 29, 2020 1:10 PM To: Stephen Yee <stephen.yee@infoimageinc.com>; Gabriel Lim <gabriel.lim@infoimageinc.com>; Phoebe George <phoebe.george@infoimageinc.com>; David O' Calvin Choy <calvin.choy@infoimageinc.com>; David Trang <david.trang@infoimageinc.com></david.trang@infoimageinc.com></calvin.choy@infoimageinc.com></phoebe.george@infoimageinc.com></gabriel.lim@infoimageinc.com></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>	wyeong <david.o< td=""></david.o<>
Subject: RE: Commercial CD User Guides	
Or what the below dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.	
Thanks!	
From: Stephen Yee Sent: Wednesday, July 29, 2020 2:40 PM To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy; David Trang Subject: RE: Commercial CD User Guides	
+DAVID T - Can you please provide the dimensions in inches?	
Stephen Yee	
Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com	
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025	
F. 650.473.6300 www.InfolmageInc.com	
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From: Wanda Malone	
Sent: Wednesday, July 29, 2020 12:35 PM To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Subject: RE: Commercial CD User Guides	
Hey Stephen,	

Can you please provide the specs in inches?

Sent: Wednesday, July 29, 2020 2:25 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

ISD had 1 more request regarding this. Can you please adjust the attached logo to the dimensions below?

Width = 1446, Height = 1504

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Wanda Malone

Sent: Monday, June 08, 2020 3:23 PM

To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

This ended up being a simpler mock-up than I anticipated. I have attached a completed version.

Please let me know if anything else needs to be updated.

Thanks!

Sent: Monday, June 08, 2020 4:08 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

That will be fine. IS is not scheduled to begin work until 7/1.

Thank you everyone!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Wanda Malone

Sent: Monday, June 08, 2020 2:06 PM

To: Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Stephen Yee; Enrique Perez Subject: RE: Commercial CD User Guides

Phoebe,

Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the process of finalizing a out Thursday that I need to complete and then a follow-up reminder for the Webinar.

Please let me know if you would like me to begin edits next week?	
Thanks!	
From: Gabriel Lim Sent: Monday, June 08, 2020 4:04 PM To: Phoebe George; David Owyeong; Calvin Choy; Wanda Malone Cc: Stephen Yee Subject: RE: Commercial CD User Guides	
Please use stock code 6186	
Thank you, Gabriel	
From: Phoebe George Sent: Monday, June 08, 2020 1:59 PM To: David Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides	
Thanks David!	
Gabriel, can you provide a new Insert # for FFIN Commercial DVD insert?	
+ Wanda	
Wanda: Can you see attached PDF? It's a user guide for Comm DVD's that we use for customers. We are setting up a new one for FFIN – can you replace the logo (using the attached contact info noted below on the 2-up PDF file used for printing? Updates to include (reference screenshot below for changes)	
Update logo with attached (from Equity logo) Update contact info with the below information Update Copyright info with highlighted info:	
2020 First Financial; #XXXX (XXXX to be provided by Gabriel) rev. 7/2020	
NEW contact info for FFIN (item #2): For assistance with your DVD, please call 812-238-6280 or email itemprocessing@first-online.com.	
,	
Thanks!	
Phoebe	
Phoebe George Director of Implementation Services	

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong Spant: Wednesday, June 03, 2020 3:22 PM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com> Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>

Subject: RE: Commercial CD User Guides

It is in the share drive/DP180_ins/Monthly_Inserts folder.

Adding Gabriel

From: Phoebe George

Sent: Wednesday, June 03, 2020 12:20 PM **To:** David Owyeong; Calvin Choy Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Yes, that's correct! Where do you store these PDF inserts for all the customers you still print these for? We are setting up for FFIN, and need to modify the artwork.

Thanks!

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong David Owyeong@infoimageinc.com>
Sent: Wednesday, June 03, 2020 11:06 AM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Phoebe

If you're talking about this. Yes

From: Phoebe George

Sent: Wednesday, June 03, 2020 8:48 AM To: David Owyeong, Calvin Choy Cc: Phoebe George; Stephen Yee Subject: Commercial CD User Guides

David/Calvin - do you guys still print physical user guides for Commercial CD shipments?

Thanks,

Phoebe

Phoebe George | Director of Implementation Services

	InfoIMAGE, Inc. 875 West Sandy Lake Road, Suite 500 Coppell, TX 75019
	Direct. 469.948.1809 T. 469.948.1000 F. 972.745.1485
	phoebe.george@infoimageinc.com www.infoimageinc.com
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	-
	Regards,
	Rony Das
R	egards,
R	ony Das
o: c:	ny Das <rony.das@dsinnovators.com> David Trang <david.trang@infoimageinc.com>, Print team at InfolMAGE <printprocess.infoimage@dsinnovators.com> Peter Dang <peter.dang@infoimageinc.com>, Stephen Yee <stephen.yee@infoimageinc.com>, Ceasar Guerrero <ceasar.guerrero@infoimageinc.com>, Phoebe George <phoebe.georg @infoimageinc.com="">, William Kong <william.kong@infoimageinc.com></william.kong@infoimageinc.com></phoebe.georg></ceasar.guerrero@infoimageinc.com></stephen.yee@infoimageinc.com></peter.dang@infoimageinc.com></printprocess.infoimage@dsinnovators.com></david.trang@infoimageinc.com></rony.das@dsinnovators.com>
	Print team at InfolMAGE
	n Wed, Aug 19, 2020 at 12:36 AM David Trang <david.trang@infoimageinc.com> wrote:</david.trang@infoimageinc.com>
	If I read Rony's finding correctly, many record in the index file still only have the front image record. It need to have the back image record as well.
	Thread tony's many ecold in the mack me still only have the nontimage record. Threed to have the back image record as well.
	Thanks
	David
	From: Peter Dang <peter.dang@infoimageinc.com> Sent: Tuesday, August 18, 2020 11:10 AM</peter.dang@infoimageinc.com>
	To: Stephen Yee «Stephen.Yee@infoimageinc.com»; Rony Das <rony.das@dsinnovators.com> Cc: David Trang «David.Trang@infoimageinc.com»; Ceasar Guerrero «Ceasar.Guerrero@infoimageinc.com»; Phoebe George «Phoebe.George@infoimageinc.com»; DP < DF</rony.das@dsinnovators.com>
	Kong < William. Kong@infoimageinc.com > Subject: RE: Commercial CD User Guides SECOND REQUEST
	Subject. NE. Commercial CD oser Guides SECOND NEQUEST
	Hi David,
	Look like the images are there. Please help us check.
	Thanks,
	Peter
	From: Stephen Yee Sent: Tuesday, August 18, 2020 10:38 AM
	To: Rony Das <rony.das@dsinnovators.com>; Peter Dang@infoimageinc.com></rony.das@dsinnovators.com>
	Cc: David Trang Ceasar Guerrero@infoimageinc.com ; Phoebe George Phoebe.George@infoimageinc.com ; DP < DF Kong William.Kong@infoimageinc.com ; De DF Kong William.Kong@infoimageinc.com; De DF Kong William.Kong@infoimageinc.com; De DF Kong William.Kong@infoimageinc.com
	Subject: RE: Commercial CD User Guides SECOND REQUEST
	PETER: Please advise.
	Stephen Yee
	Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
	Headquarters 141 Jefferson Drive, Menlo Park, CA 94025

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From: Rony Das [rony.das@dsinnovators.com] Sent: Tuesday, August 18, 2020 12:49 AM

To: Peter Dang

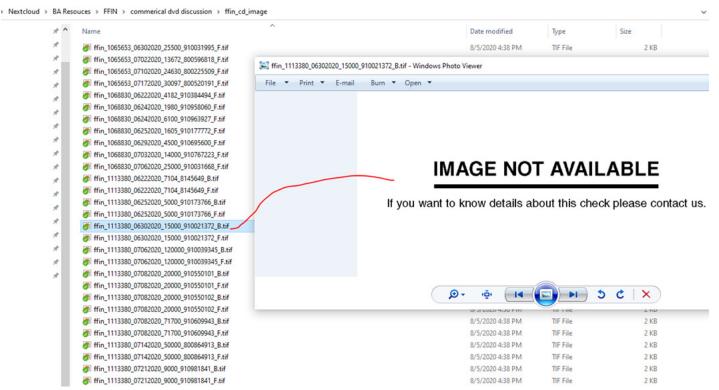
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong

Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

On Mon, Aug 17, 2020 at 5:03 PM Rony Das <rony.das@dsinnovators.com> wrote:

For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf_afp/ffiin/ffinms2/tiff folder and found that many files are actually th



but in index file not all check image has the back image. If you see the /z/pdf afp/ffin/ffinms2/tiff index/ffin 07212020 IMG.lis at bottom you will see many check entry for which there as

```
8508445303,8508445303,06232020,910706101,41208,ffin_8508445303_06232020_41208_910706101_F.tif,9739
   10364 8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740
  10365 8508445303,8508445303,06242020,910957448,1072,ffin_8508445303_06242020_1072_910957448_F.tif,9741 10366 8508445303,8508445303,06292020,910697001,6337,ffin_8508445303_06292020_6337_910697001_F.tif,9742
10366 8508445303,8508445303,06292020,910697001,6337,ffin 8508445303 06292020 6337 910697001 F.tif,9742 10367 8508445303,8508445303,06302020,910013802,2950,ffin 8508445303 06302020 2950 910013802 F.tif,9743 10368 8508445303,8508445303,07032020,910021844,1700,ffin 8508445303 06302020 1700 910021844 F.tif,9744 10369 8508445303,8508445303,07032020,9100765224,1670,ffin 8508445303 07032020 1670 9100765224 F.tif,9745 10370 8508845303,8508445303,07062020,910036617,1410,ffin 8508445303 07062020 1410 910036617 F.tif,9746 10371 8508445303,8508445303,07102020,910038298,1000,ffin 8508445303 07102020 1000 910038298 F.tif,9747 10372 8508445303,8508445303,07102020,910038297,1000,ffin 8508445303 07102020 1000 910038297 F.tif,9748 10373 8508445303,8508445303,07102020,910038299,1000,ffin 8508445303 07102020 1000 910038299 F.tif,9749 10374 8508445303,8508445303,07132020,910038299,1000,ffin 8508445303 07102020 1000 91003829F.tif,9749 10374 8508445303,8508445303,07132020,910328587,549,ffin 8508445303 07132020 1000 910038297 F.tif,9750 10375 8508445303,8508445303,07132020,800621739,6145,ffin 8508445303 07132020 1040 9100382587 F.tif,9751 10376 8508445303,8508445303,07132020,910905775,2500,ffin 8508445303 07132020 1000 910095775 F.tif,9752 10377 4508393,4598393,06232020,910708306,28762,ffin 4598393 06232020 28762 910708306 F.tif,9753 10378 4598393,4598393,07132020,56641388,100000,ffin 4598393 07132020 100009 56641388 F.tif,9754 10379 4598393,4598393,07142020,910663275,2800,ffin 4598393 07142020 2800 910663275 F.tif,9755
```

Is this an issue? I mean does every check should have front and back for commercial dvd. Because there is a condition for which we are displaying the back image.

```
Assign CUR_GRP_IT=CUR_GRP_END_INDEX
     Condition: REC_IDENT=='02000'
— <u>□</u>
        then
Co
           Condition: SUBSTR(CUR_LINE,83,1, '') == 'N'
         =
             then

Assign FRONT AND BACK CHECK FLAG=1
             else
As
                Assign FRONT_AND_BACK_CHECK_FLAG=0
        Assign CUR_PROD_ACCT_NUM=NOSPACE(SUBSTR(CUR_LINE,19
```

if column 83 of record 02000 (Personal/Non personal indicator) is N we are only displaying both front and back otherwise only front.

ould be applied to commercial dvd or not. Does commercial dvd needs both front and back entry for every check.
at 3:37 AM Peter Dang <peter.dang@infoimageinc.com> wrote:</peter.dang@infoimageinc.com>
ony the instruction and where to troubleshoot regarding item#2 missing back image.
G August 05, 2020 1:29 PM Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <ceasar.guerrero@infoimageinc.com>; Phoebe George <phoebe.george@infoimageinc.com>; DP <dp@iimageinc.com> ny.das@dsinnovators.com> mercial CD User Guides</dp@iimageinc.com></phoebe.george@infoimageinc.com></ceasar.guerrero@infoimageinc.com>
n this during testing. Here are couple issue that I am seeing.
e master file is created, our program will create 1 CD for each account. We will need client to change it so that we can group them correctly if they want multiple account, then we need to will create multiple accounts.
section 1.2 of setup guide.
ch record must include all Fields 1 to 13.
ultiple accounts, First record must include ALL fields, then subsequent records can repeat Fields 1 to 3 only.
e used if InfoIMAGE sends the CD directly to CID's clients.
the <stephen.yee@infoimageinc.com> August 5, 2020 12:54 PM arro <ceasar.guerrero@infoimageinc.com>; David Trang <david.trang@infoimageinc.com>; Phoebe George <phoebe.george@infoimageinc.com>; DP <dp@inimercial all="" any="" are="" as="" cd="" cd?="" check="" data="" did="" does="" guides="" images="" missing="" not="" on="" reported="" results.<="" return="" search="" send="" tab="" th="" that="" the="" them="" they="" user="" what="" you=""></dp@inimercial></phoebe.george@infoimageinc.com></david.trang@infoimageinc.com></ceasar.guerrero@infoimageinc.com></stephen.yee@infoimageinc.com>
pecialist Direct 469.312.6925 stephen.yee@infoimageinc.com
1 Jefferson Drive, Menlo Park, CA 94025
www.lnfolmageInc.com
www.InfolmageInc.com environment before printing this email.
n eccision in

Sent: Wednesday, August 05, 2020 12:27 PM

To: Ceasar Guerrero; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

Thanks Ceasar. David reminded me:)

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Ceasar Guerrero

Sent: Wednesday, August 05, 2020 12:27 PM

To: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

From this email thread, per David.

Password: abcdef

Thanks.

Cesar

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:16 PM

To: Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com>; David Trang < David. Trang@infoimageinc.com>; Wanda Malone < Wanda. Malone@infoimageinc.com>; Phoebe George

com>; DP <DP@infoimageinc.com> Subject: RE: Commercial CD User Guides

DP/DAVID: What is the PW for the Comm DVD?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Ceasar Guerrero

Sent: Thursday, July 30, 2020 3:33 PM

To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

David,

The CD label and content looks good (see attached file).

Thanks,

Cesar

From: David Trang < David.Trang@infoimageinc.com > Sent: Thursday, July 30, 2020 3:10 PM

Subject: RE: Commercial CD User Guides

DP,

I just created a FFIN Commercial CD on the CD director machine. Can you help me check it out to see if the Label is printed correctly and the content are good.

Password: abcdef

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

To: Wanda Malone wanda.Malone@infoimageinc.com; David Trang David.Trang@infoimageinc.com; Phoebe George Phoebe.George@infoimageinc.com; David Trang David.Trang@infoimageinc.com; Phoebe George Phoebe.George@infoimageinc.com; David.Trang@infoimageinc.com; Phoebe George Phoebe.George@infoimageinc.com; David.Trang@infoimageinc.com; Phoebe George Phoebe.George@infoimageinc.com; David.Trang@infoimageinc.com; Phoebe.George@infoimageinc.com

Subject: RE: Commercial CD User Guides

Thank you Wanda.

DAVID: Please advise when sample DVD will be ready. The bank would like an update when they can expect.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Wanda Malone

Sent: Thursday, July 30, 2020 10:00 AM To: Stephen Yee; David Trang; Phoebe George Subject: RE: Commercial CD User Guides

No problem, here you go.

Thanks!

Sent: Thursday, July 30, 2020 11:54 AM To: David Trang; Wanda Malone; Phoebe George Subject: RE: Commercial CD User Guides

Sorry about that Wanda. I misunderstood David's request.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: David Trang

Sent: Thursday, July 30, 2020 9:41 AM

To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Wanda,

I am not looking for the logo to be 5 inches. I am looking for the entire CD cover to be 5 inches.

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com>

Sent: Thursday, July 30, 2020 9:32 AM

To: David Trang David.Trang@infoimageinc.com; Stephen Yee Stephen.Yee@infoimageinc.com; Phoebe George Phoebe.George@infoimageinc.com; Phoebe.George@infoimageinc.com; Phoebe.George@infoimageinc.com; Phoebe.George@infoimageinc.com; Phoebe.George@infoimageinc.com; Phoebe.George@infoimageinc.com; Phoebe.George@infoimageinc.com; Phoebe.George@infoimageinc.com; Phoebe.George@infoimageinc.com; Phoebe.George@infoimageinc.com

Hello David,

This is an image of the logo at the requested dimensions and the remaining cd cover content. I'm not able to make it all fit. Please advise how you would like me to proceed.

Thanks!

From: David Trang

Sent: Thursday, July 30, 2020 11:27 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Removing Operation from the email as they are not involve in this. I need to entire CD cover image and not just the logo. Please enlarge the one that I send yesterday and also attac is just the logo.

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com>

Sent: Thursday, July 30, 2020 9:08 AM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; David Trang Clavid.Trang@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; Phoebe George <Phoebe.Geor
Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Thank you!

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Thursday, July 30, 2020 10:56 AM

To: David Trang
David.Trang@infoimageinc.com>; Wanda Malone
Wanda.Malone@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; Phoebe George <Phoebe.Comyeong <pre>
Owyeong
David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Wanda,

I confirmed these are the correct dimensions. The logo will be printed on the actual DVD. The dimensions that David provided are the correct dimensions for the DVD.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: David Trang

Sent: Wednesday, July 29, 2020 2:02 PM

To: Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

I open it up in Paint and it gave me the following in inches.

W: 4.82

L: 5.01

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com>

Sent: Wednesday, July 29, 2020 1:10 PM

To: Stephen Yee <Stephen. Yee@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; David Owyeong <David Calvin Choy <Calvin.Choy@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Or what the belo	w dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.
Thanks!	
To: Wanda Malor	Yee ay, July 29, 2020 2:40 PM ne; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy; David Trang ommercial CD User Guides
+DAVID T - Can	you please provide the dimensions in inches?
Stephen Yee	
Implementation S	Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Headquarters 14	41 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300	www.lnfolmageInc.com
	e environment before printing this email.
	tended solely for the recipient and may contain confidential information that is privileged or otherwise exempt from disclosure. If you are not the intended recipient; you are hereby notified that any dissemination or copying of this crow, please notify us by replying to this message or by contacti
5	
To: Stephen Yee	alone ay, July 29, 2020 12:35 PM :; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy mmercial CD User Guides
Hey Stephen,	
Can you please p	provide the specs in inches?
Thanks!	

Sent: Wednesday, July 29, 2020 2:25 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

ISD had 1 more request regarding this. Can you please adjust the attached logo to the dimensions below?

Width = 1446, Height = 1504

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Wanda Malone

Sent: Monday, June 08, 2020 3:23 PM

To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

This ended up being a simpler mock-up than I anticipated. I have attached a completed version.

Please let me know if anything else needs to be updated.

Thanks!

From: Stephen Yee Sent: Monday, June 08, 2020 4:08 PM To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Cc: Enrique Perez Subject: RE: Commercial CD User Guides
Hi Wanda,
That will be fine. IS is not scheduled to begin work until 7/1.
Thank you everyone!
Stephen Yee
Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 www.lnfolmagelnc.com
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From: Wanda Malone Sent: Monday, June 08, 2020 2:06 PM To: Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Cc: Stephen Yee; Enrique Perez Subject: RE: Commercial CD User Guides
Phoebe,
Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the process of finaliziout Thursday that I need to complete and then a follow-up reminder for the Webinar.
Please let me know if you would like me to begin edits next week?
Thanks!

From: Gabriel Lim

Sent: Monday, June 08, 2020 4:04 PM

To: Phoebe George; David Owyeong; Calvin Choy; Wanda Malone

Cc: Stephen Yee

Subject: RE: Commercial CD User Guides

Please use stock code 6186

Thank you,

Gabriel

From: Phoebe George

Sent: Monday, June 08, 2020 1:59 PM

To: David Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim

Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Thanks David!

Gabriel, can you provide a new Insert # for FFIN Commercial DVD insert?

+ Wanda

Wanda: Can you see attached PDF? It's a user guide for Comm DVD's that we use for customers. We are setting up a new one for FFIN - can you replace the logo (using the attache contact info noted below on the 2-up PDF file used for printing? Updates to include (reference screenshot below for changes)

- 1. Update logo with attached (from Equity logo)
- 2. Update contact info with the below information
- 3. Update Copyright info with highlighted info:

2020 First Financial; #XXXX (XXXX to be provided by Gabriel) rev. 7/2020

NEW contact info for FFIN (item #2):

For assistance with your DVD, please call 812-238-6280 or email itemprocessing@first-online.com.

Thanks!

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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communication is strictly prohibited. If you have received this communication in error, please notify us by replying to this message or by contacting InfoIMAGE, Inc at 469.948.1000.

From: David Owyeong David Owyeong@infoimageinc.com>
Sent: Wednesday, June 03, 2020 3:22 PM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>

Subject: RE: Commercial CD User Guides

It is in the share drive/DP180 ins/Monthly Inserts folder.

Adding Gabriel

From: Phoebe George

Sent: Wednesday, June 03, 2020 12:20 PM To: David Owyeong; Calvin Choy Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Yes, that's correct! Where do you store these PDF inserts for all the customers you still print these for? We are setting up for FFIN, and need to modify the artwork.

Thanks!

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

 $phoebe.george@infoimageinc.com \mid www.infoimageinc.com\\$



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From: David Owyeong < David. Owyeong@infoimageinc.com>

Sent: Wednesday, June 03, 2020 11:06 AM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Phoebe,

If you're talking about this. Yes.

From: Phoebe George

Sent: Wednesday, June 03, 2020 8:48 AM To: David Owyeong; Calvin Choy Cc: Phoebe George; Stephen Yee Subject: Commercial CD User Guides

David/Calvin – do you guys still print physical user guides for Commercial CD shipments?

Thanks,

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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Hi David,

11/25/2020

Regards,

Thanks Rony

Thanks,

Peter

From: Stephen Yee

Sent: Tuesday, August 18, 2020 10:38 AM

To: Rony Das <rony.das@dsinnovators.com>; Peter Dang <Peter.Dang@infoimageinc.com>

Cc: David Trang < David.Trang@infoimageinc.com>; Ceasar Guerrero < Ceasar.Guerrero@infoimageinc.com>; Phoebe George < Phoebe.George@infoimageinc.com>; DP < I Kong < William. Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

PETER: Please advise.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Rony Das [rony.das@dsinnovators.com] Sent: Tuesday, August 18, 2020 12:49 AM

To: Peter Dang

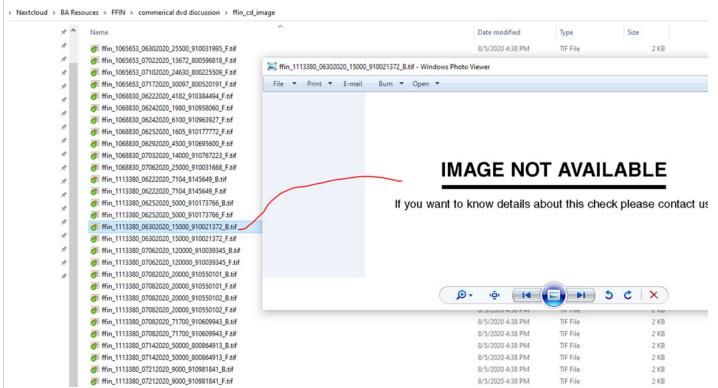
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong

Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

On Mon, Aug 17, 2020 at 5:03 PM Rony Das <rony.das@dsinnovators.com> wrote:

For missing check image files the /home/keep/tiff/999999.tif is actually being copied. I check some of tiff files in /z/pdf afp/ffiin/ffinms2/tiff folder and found that many files are actually



but in index file not all check image has the back image. If you see the /z/pdf_afp/ffin/ffinms2/tiff_index/ffin_07212020_IMG.lis at bottom you will see many check entry for which there

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8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740
                          8508445303,8508445303,06242020,910957448,1072,ffin_8508445303_06242020_1072_910957448_F.tif,9741
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10370 8508445303,8508445303,07102020,910036617,1410,ffin_8508445303_07062020_1410_910036617_F.tif,9746
10371 8508445303,8508445303,07102020,910038298,1000,ffin_8508445303_07102020_1000_910038298_F.tif,9747
10372 8508445303,8508445303,07102020,910038297,1000,ffin_8508445303_07102020_1000_910038299_F.tif,9749
10373 8508445303,8508445303,07132020,91038299,1000,ffin_8508445303_07102020_1000_910038299_F.tif,9749
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10377 4598393,4598393,06232020,910708306,28762,ffin_4598393_06232020_28762_910708306_F.tif,9753
10378 4598393,4598393,07132020,56641388,100000,ffin_4598393_07132020_1000000_56641388_F.tif,9754
10379 4598393,4598393,07142020,910663275,2800,ffin_4598393_07142020_2800_910663275_F.tif,9755
```

Is this an issue? I mean does every check should have front and back for commercial dvd. Because there is a condition for which we are displaying the back image.

```
■ Assign CUR_GRP_IT=CUR_GRP_END_INDEX
__ mesign CUK_GRP_IT=CUR_GP

Condition: REC_IDENT=='02000

□ ■ then
        Condition: SUBSTR(CUR_LINE, 83,1, '') == 'N'
     ē 🗐
          then

Assign FRONT AND BACK CHECK FLAG=1
          else
As
             Assign FRONT_AND_BACK_CHECK_FLAG=0
     Assign CUR_PROD_ACCT_NUM=NOSPACE(SUBSTR(CUR_LINE,19
```

if column 83 of record 02000 (Personal/Non personal indicator) is N we are only displaying both front and back otherwise only front.

Let us know if this should be applied to commercial dvd or not. Does commercial dvd needs both front and back entry for every check .

Rony

On Sat, Aug 15, 2020 at 3:37 AM Peter Dang Peter.Dang@infoimageinc.com wrote:

I have provided Rony the instruction and where to troubleshoot regarding item#2 missing back image

Peter

From: David Trang

Sent: Wednesday, August 05, 2020 1:29 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@i <Peter.Dang@infoimageinc.com>

Cc: Rony Das <rony.das@dsinnovators.com>

Subject: RE: Commercial CD User Guides

Steve

Sorry, I didn't catch this during testing. Here are couple issue that I am seeing.

1. The way the master file is created, our program will create 1 CD for each account. We will need client to change it so that we can group them correctly if they want multiple a too many account, then we need to will create multiple accounts.

See bullet point on section 1.2 of setup guide.

- For each CD, each record must include all Fields 1 to 13.
- For a CD with multiple accounts, First record must include ALL fields, then subsequent records can repeat Fields 1 to 3 only.
- Fields 4 to 13 are used if InfoIMAGE sends the CD directly to CID's clients.
 - 2. The check index generated from the Print team only contains the Front Images and is Missing the Back Image.

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:54 PM

To: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@in

Subject: RE: Commercial CD User Guides

CEASAR/DAVID: What data did you send them on the CD? They reported that all the check images are missing as the check search tab does not return any results.

Please advise

Thanks!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Stephen Yee

Sent: Wednesday, August 05, 2020 12:27 PM

To: Ceasar Guerrero; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides Thanks Ceasar. David reminded me:)

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Ceasar Guerrero

Sent: Wednesday, August 05, 2020 12:27 PM

To: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides

From this email thread, per David.

Password: abcdef

Thanks,

Cesar

From: Stephen Yee <Stephen.Yee@infoimageinc.com> Sent: Wednesday, August 5, 2020 12:16 PM

To: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Phoebe Georg com>; DP <DP@infoimageinc.com>

Subject: RE: Commercial CD User Guides

DP/DAVID: What is the PW for the Comm DVD?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Ceasar Guerrero

Sent: Thursday, July 30, 2020 3:33 PM

To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

David,

The CD label and content looks good (see attached file).

Thanks.

Cesar

From: David Trang < David. Trang@infoimageinc.com >

Sent: Thursday, July 30, 2020 3:10 PM

To: Stephen Yee <stephen.yee@infoimageinc.com>; Wanda Malone <wanda.malone@infoimageinc.com>; Phoebe George <phoebe.george@infoimageinc.com>; DP <dp@ cd="" commercial="" guides<="" re:="" subject:="" th="" user=""><th>infoi</th></dp@></phoebe.george@infoimageinc.com></wanda.malone@infoimageinc.com></stephen.yee@infoimageinc.com>	infoi

DP,

I just created a FFIN Commercial CD on the CD director machine. Can you help me check it out to see if the Label is printed correctly and the content are good.

Password: abcdef

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com> Sent: Thursday, July 30, 2020 12:23 PM

Thank you Wanda.

DAVID: Please advise when sample DVD will be ready. The bank would like an update when they can expect.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: Wanda Malone

Sent: Thursday, July 30, 2020 10:00 AM To: Stephen Yee; David Trang; Phoebe George Subject: RE: Commercial CD User Guides

No problem, here you go.

Thanks!

From: Stephen Yee

Sent: Thursday, July 30, 2020 11:54 AM

To: David Trang; Wanda Malone; Phoebe George Subject: RE: Commercial CD User Guides

Sorry about that Wanda. I misunderstood David's request.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: David Trang

Sent: Thursday, July 30, 2020 9:41 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Wanda.

I am not looking for the logo to be 5 inches. I am looking for the entire CD cover to be 5 inches.

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com >

Sent: Thursday, July 30, 2020 9:32 AM

To: David Trang
Pavid.Trang@infoimageinc.com>
; Stephen Yee <Stephen.Yee@infoimageinc.com>
; Phoebe George <Phoebe.George@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hello David,

This is an image of the logo at the requested dimensions and the remaining cd cover content. I'm not able to make it all fit. Please advise how you would like me to proceed.

Thanks!

From: David Trang

Sent: Thursday, July 30, 2020 11:27 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Removing Operation from the email as they are not involve in this. I need to entire CD cover image and not just the logo. Please enlarge the one that I send yesterday and also atta is just the logo.

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com >

Sent: Thursday, July 30, 2020 9:08 AM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; Phoebe George <Phoebe.Ge
Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Thank you!

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

To: David Trang Cabriel Lim@infoimageinc.com>; Wanda Malone Wanda.Malone@infoimageinc.com>; Gabriel Lim Gabriel.Lim@infoimageinc.com>; Phoebe George Phoeb
Owyeong Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Wanda,

I confirmed these are the correct dimensions. The logo will be printed on the actual DVD. The dimensions that David provided are the correct dimensions for the DVD.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: David Trang

Sent: Wednesday, July 29, 2020 2:02 PM

To: Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

I open it up in Paint and it gave me the following in inches.

W: 4.82

L: 5.01

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com >

Total. Walida Malolie 4-Varida.Malolie (Varida.Malolie)
Sent: Wednesday, July 29, 2020 1:10 PM
To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; David Owyeong <Dav

Calvin Choy <Calvin.Choy@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Or what the below dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.

Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
Thanks!
From: Stephen Yee Sent: Wednesday, July 29, 2020 2:40 PM To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy; David Trang Subject: RE: Commercial CD User Guides
+DAVID T - Can you please provide the dimensions in inches?
Stephen Yee
Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 www.lnfolmageInc.com
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From: Wanda Malone Sent: Wednesday, July 29, 2020 12:35 PM To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Subject: RE: Commercial CD User Guides
Hey Stephen,
Can you please provide the specs in inches?

Thanks!

From: Stephen Yee

Sent: Wednesday, July 29, 2020 2:25 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

ISD had 1 more request regarding this. Can you please adjust the attached logo to the dimensions below?

Width = 1446, Height = 1504

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Wanda Malone

Sent: Monday, June 08, 2020 3:23 PM

To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

This ended up being a simpler mock-up than I anticipated. I have attached a completed version.

Please let me know if anything else needs to be updated.

Thanks!

Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
From: Stephen Yee Sent: Monday, June 08, 2020 4:08 PM To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Cc: Enrique Perez Subject: RE: Commercial CD User Guides
Hi Wanda,
That will be fine. IS is not scheduled to begin work until 7/1.
Thank you everyone!
Stephen Yee
Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 www.InfolmageInc.com
Please consider the environment before printing this email.
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From: Wanda Malone Sent: Monday, June 08, 2020 2:06 PM To: Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Cc: Stephen Yee; Enrique Perez Subject: RE: Commercial CD User Guides
Phoebe,
Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the process of final out Thursday that I need to complete and then a follow-up reminder for the Webinar.
Please let me know if you would like me to begin edits next week?
Thanks!

From: Gabriel Lim

Sent: Monday, June 08, 2020 4:04 PM

To: Phoebe George; David Owyeong; Calvin Choy; Wanda Malone

Cc: Stephen Yee

Subject: RE: Commercial CD User Guides

Please use stock code 6186

Thank you,

Gabriel

From: Phoebe George

Sent: Monday, June 08, 2020 1:59 PM
To: David Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim

Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Thanks David!

Gabriel, can you provide a new Insert # for FFIN Commercial DVD insert?

+ Wanda

Wanda: Can you see attached PDF? It's a user guide for Comm DVD's that we use for customers. We are setting up a new one for FFIN – can you replace the logo (using the attac contact info noted below on the 2-up PDF file used for printing? Updates to include (reference screenshot below for changes)

- 1. Update logo with attached (from Equity logo)
- 2. Update contact info with the below information
- 3. Update Copyright info with highlighted info:

2020 First Financial; #XXXX (XXXX to be provided by Gabriel) rev. 7/2020

NEW contact info for FFIN (item #2):

For assistance with your DVD, please call 812-238-6280 or email itemprocessing@first-online.com.

Thanks!

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong David.Owyeong@infoimageinc.com

Sent: Wednesday, June 03, 2020 3:22 PM

To: Phoebe George "To: Phoebe George@infoimageinc.com">"Calvin Choy <Calvin.Choy@infoimageinc.com">"Calvin Choy@infoimageinc.com">"Calvin Choy@infoimageinc.com">"Calvin

Subject: RE: Commercial CD User Guides

It is in the share drive/DP180_ins/Monthly_Inserts folder.

Adding Gabriel.

From: Phoebe George

Sent: Wednesday, June 03, 2020 12:20 PM To: David Owyeong; Calvin Choy Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Yes, that's correct! Where do you store these PDF inserts for all the customers you still print these for? We are setting up for FFIN, and need to modify the artwork.

Thanks!

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong David Owyeong@infoimageinc.com Sent: Wednesday, June 03, 2020 11:06 AM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>
Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Phoebe,

If you're talking about this. Yes.

From: Phoebe George

Sent: Wednesday, June 03, 2020 8:48 AM **To:** David Owyeong; Calvin Choy **Cc:** Phoebe George; Stephen Yee Subject: Commercial CD User Guides

David/Calvin - do you guys still print physical user guides for Commercial CD shipments?

Thanks

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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Regards,

Rony Das

Regards Rony Das

Regards, Rony Das

Regards, Rony Das

Rony Das <rony.das@dsinnovators.com>

To: Peter Dang <Peter.Dang@infoimageinc.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>, Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>, Phoebe George <Phoebe.George@infoimageinc.com>, DP <DP@infoimageinc <William.Kong@infoimageinc.com>, Print team at InfoIMAGE <pri>printprocess.infoimage@dsinnovators.com>, David Trang <David.Trang@infoimageinc.com>

Btw we are seeing this error in our log:

```
Use of uninitialized value $RTN EMAIL in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 457, <MASTER> line
543
        Parsing Master List
544
        Begin parsing group for each CD
545
        Creating check index file
        Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL CD.pl line 663, <TIFF> line 1.
546
        Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 673, <TIFF> line 1.
547
         cp: target '
                                     FRONT.tif' is not a directory
        Use of uninitialized value $errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 685, <TIFF> line
549
         Use of uninitialized value centlements checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line \overline{663}, <TIFF> line 2.
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 675, <TIFF> line 2.
551
         cp: target ' BACK.tif' is not a directory
         Use of uninitialized value costoring condition (s///) at costoring costoring condition (s///) at costoring costoring condition (s///) at costoring c
554
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line 3.
         cp: target '__FRONT.tif' is not a directory
556
         Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 4.
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 675, <TIFF> line 4.
558
         cp: target '__BACK.tif' is not a directory
         Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL CD.pl line 663, <TIFF> line 5.
        Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line 5.
```

log file attached.

On Thu, Aug 20, 2020 at 3:21 PM Rony Das < rony.das@dsinnovators.com > wrote:

We updated and processed again. Now what should we do?

Thanks Rony

On Wed, Aug 19, 2020 at 5:35 PM Rony Das <rony.das@dsinnovators.com> wrote:

On Wed, Aug 19, 2020 at 12:36 AM David Trang David.Trang@infoimageinc.com wrote:

If I read Rony's finding correctly, many record in the index file still only have the front image record. It need to have the back image record as well.

Thanks

David

From: Peter Dang < Peter. Dang@infoimageinc.com>

Sent: Tuesday, August 18, 2020 11:10 AM

To: Stephen Yee <Stephen. Yee@infoimageinc.com>; Rony Das <rony.das@dsinnovators.com>

Cc: David Trang David.Trang@infoimageinc.com; Phoebe George Phoebe.George@infoimageinc.com; Phoebe George Phoebe.George@infoimageinc.com; Phoebe.George Phoebe.George; Phoebe.George Phoebe.George; Phoebe.George Phoebe.George; Phoebe.George Kong < William. Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David.

Look like the images are there. Please help us check.

Thanks.

Peter

From: Stephen Yee

Sent: Tuesday, August 18, 2020 10:38 AM

To: Rony Das <rony.das@dsinnovators.com>; Peter Dang <Peter.Dang@infoimageinc.com>

Cc: David Trang David.Trang@infoimageinc.com; Phoebe George Phoebe.George@infoimageinc.com; DP Casar Guerrero@infoimageinc.com; DP Casar Guerrero@infoimageinc.com Kong < William. Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

PETER: Please advise.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: Rony Das [rony.das@dsinnovators.com] Sent: Tuesday, August 18, 2020 12:49 AM

To: Peter Dang

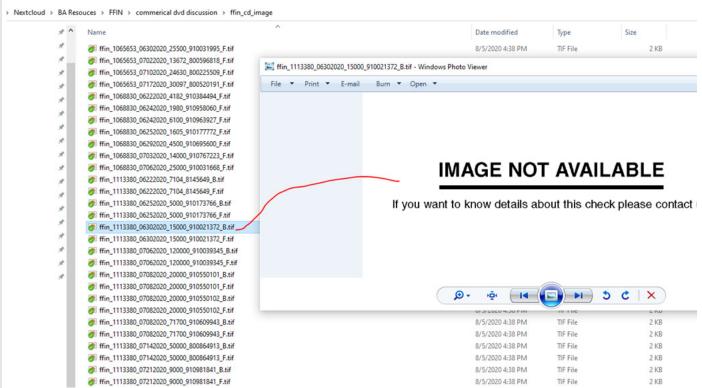
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong

Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

On Mon, Aug 17, 2020 at 5:03 PM Rony Das <rony.das@dsinnovators.com> wrote:

For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf afp/ffiin/ffinms2/tiff folder and found that many files are actual



but in index file not all check image has the back image. If you see the /z/pdf_afp/ffin/ffinms2/tiff_index/ffin_07212020_IMG.lis at bottom you will see many check entry for which the

```
8508445303,8508445303,06232020,910706101,41208,ffin_8508445303_06232020_41208_910706101_F.tif,973
8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740
8508445303,8508445303,06242020,910957448,1072,ffin_8508445303_06242020_1072_910957448_F.tif,9741
8508445303,8508445303,06292020,910697001,6337,ffin_8508445303_06292020_6337_910697001_F.tif,9742
8508445303,8508445303,06302020,910013802,2950,ffin_8508445303_06302020_2950_910013802_F.tif,9743
8508445303,8508445303,06302020,910013804,700,ffin_8508445303_06302020_1700_910021844_F.tif,9744
8508445303,8508445303,07032020,910765224,1670,ffin_8508445303_07032020_1670_910765224_F.tif,9745
8508445303,8508445303,07032020,910036517,1410,ffin_8508445303_07032020_1670_910036517_F.tif,9746
8508445303,8508445303,07102020,910038298,1000,ffin_8508445303_07102020_1000_910038298_F.tif,9747
8508445303,8508445303,07102020,910038299,1000,ffin_8508445303_07102020_1000_910038297_F.tif,9748
8508445303,8508445303,07102020,910038299,1000,ffin_8508445303_07102020_1000_910038299_F.tif,9750
8508445303,8508445303,07132020,910382887,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
8508445303,8508445303,07132020,910382887,549,ffin_8508445303_07132020_6145_800621739_F.tif,9750
8508445303,8508445303,07132020,800621739,6145,ffin_8508445303_07132020_549_51032830_7.tif,9751
8508445303,8508445303,07132020,800621739,6145,ffin_8508445303_07132020_6145_800621739_F.tif,9751
8508445303,8508445303,07152020,910905775_7.500,ffin_8508445303_07152020_2500_910905775_F.tif,9752
4598393,4598393,06232020,910708306,28762,ffin_4598393_06232020_28762_910708306_F.tif,9753
4598393,4598393,07132020,56641388,100000,ffin_4598393_07132020_100000_56641388_F.tif,9754
4598393,4598393,07142020,910663275,2800,ffin_4598393_07142020_2800_910663275_F.tif,9755
```

Is this an issue? I mean does every check should have front and back for commercial dvd. Because there is a condition for which we are displaying the back image.

```
Assign CUR_GRP_IT=CUR_GRP_END_INDEX
then
Co
          Condition: SUBSTR(CUR_LINE, 83,1, '') == 'N'
       - 🖻 🔟
           then

Assign FRONT AND BACK CHECK FLAG=1
           else
B As
             Assign FRONT_AND_BACK_CHECK_FLAG=0
       Assign CUR_PROD_ACCT_NUM=NOSPACE(SUBSTR(CUR_LINE,19
```

if column 83 of record 02000 (Personal/Non personal indicator) is N we are only displaying both front and back otherwise only front.

Let us know if this should be applied to commercial dvd or not. Does commercial dvd needs both front and back entry for every check .

Thanks

Ronv

On Sat, Aug 15, 2020 at 3:37 AM Peter Dang <Peter.Dang@infoimageinc.com> wrote:

I have provided Rony the instruction and where to troubleshoot regarding item#2 missing back image

Peter

From: David Trang

Sent: Wednesday, August 05, 2020 1:29 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP(eter.Dang@infoimageinc.com>

Cc: Rony Das <rony.das@dsinnovators.com> Subject: RE: Commercial CD User Guides

Steve.

Sorry, I didn't catch this during testing. Here are couple issue that I am seeing

1. The way the master file is created, our program will create 1 CD for each account. We will need client to change it so that we can group them correctly if they want multiple too many account, then we need to will create multiple accounts.

See bullet point on section 1.2 of setup guide.

- For each CD, each record must include all Fields 1 to 13.
- For a CD with multiple accounts, First record must include ALL fields, then subsequent records can repeat Fields 1 to 3 only.
- Fields 4 to 13 are used if InfoIMAGE sends the CD directly to CID's clients.
 - 2. The check index generated from the Print team only contains the Front Images and is Missing the Back Image.

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:54 PM

To: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@ Subject: RE: Commercial CD User Guides

CEASAR/DAVID: What data did you send them on the CD? They reported that all the check images are missing as the check search tab does not return any results.

Please advise.

Thanks!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Stephen Yee

Sent: Wednesday, August 05, 2020 12:27 PM

To: Ceasar Guerrero; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

Thanks Ceasar. David reminded me:)

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: Ceasar Guerrero

Sent: Wednesday, August 05, 2020 12:27 PM

To: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

From this email thread, per David.

Password: abcdef

Thanks,

Cesar

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:16 PM

To: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Phoebe Ge com>; DP <DP@infoimageinc.com>

Subject: RE: Commercial CD User Guides

DP/DAVID: What is the PW for the Comm DVD?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Ceasar Guerrero

Sent: Thursday, July 30, 2020 3:33 PM

To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

David.

The CD label and content looks good (see attached file).

Thanks,

Cesar

From: David Trang David.Trang@infoimageinc.com

Sent: Thursday, July 30, 2020 3:10 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@in

Subject: RE: Commercial CD User Guides

DP,

I just created a FFIN Commercial CD on the CD director machine. Can you help me check it out to see if the Label is printed correctly and the content are good.

Password: abcdef

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Thursday, July 30, 2020 12:23 PM

Subject: RE: Commercial CD User Guides

Thank you Wanda.

DAVID: Please advise when sample DVD will be ready. The bank would like an update when they can expect.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: Wanda Malone

Sent: Thursday, July 30, 2020 10:00 AM To: Stephen Yee; David Trang; Phoebe George Subject: RE: Commercial CD User Guides

No problem, here you go.

Thanks!

From: Stephen Yee

Sent: Thursday, July 30, 2020 11:54 AM To: David Trang; Wanda Malone; Phoebe George Subject: RE: Commercial CD User Guides

Sorry about that Wanda. I misunderstood David's request.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: David Trang

Sent: Thursday, July 30, 2020 9:41 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Wanda,

I am not looking for the logo to be 5 inches. I am looking for the entire CD cover to be 5 inches.

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com >

Sent: Thursday, July 30, 2020 9:32 AM

To: David Trang Comparison

To: David Trang Comparison

To: David Trang Comparison

To: David Trang Comparison

To: David Trang Comparison

To: David Trang Comparison

To: David Trang Comparison
To: David Trang Comparison

To: David Trang Comp

Hello David,

This is an image of the logo at the requested dimensions and the remaining cd cover content. I'm not able to make it all fit. Please advise how you would like me to proceed.

Thanks!

From: David Trang

Sent: Thursday, July 30, 2020 11:27 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Removing Operation from the email as they are not involve in this. I need to entire CD cover image and not just the logo. Please enlarge the one that I send yesterday and also a just the logo.

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com>

Sent: Thursday, July 30, 2020 9:08 AM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Gabriel.Lim <Gabriel.Lim (Gabriel.Lim (Gabriel.Lim)) formageinc.com>; Phoebe George <Phoebe (George Stephen.Yee) formageinc.com>; Phoebe George <Phoebe (George Stephen.Yee) formageinc.com>; Phoebe George Stephen.Yee) formageinc.com>; Phoebe George Stephen.Yee Owyeong Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Thank you!

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Thursday, July 30, 2020 10:56 AM

To: David Trang Solution Trang
To: David Trang Solution Trang
To: David Trang Solution Trang
To: David Trang
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Hi Wanda,

I confirmed these are the correct dimensions. The logo will be printed on the actual DVD. The dimensions that David provided are the correct dimensions for the DVD.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: David Trang

Sent: Wednesday, July 29, 2020 2:02 PM

To: Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

I open it up in Paint and it gave me the following in inches.

W: 4.82

L: 5.01

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com >

Sent: Wednesday, July 29, 2020 1:10 PM

To: Stephen Yee <Stephen. Yee@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; David Owyeong <D Calvin Choy <Calvin.Choy@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Or what the below dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.

Thanks!

From: Stephen Yee

Sent: Wednesday, July 29, 2020 2:40 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy; David Trang

Subject: RE: Commercial CD User Guides

+DAVID T - Can you please provide the dimensions in inches?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Wanda Malone

Sent: Wednesday, July 29, 2020 12:35 PM
To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

Hey Stephen,

Can you please provide the specs in inches?

Thanks!

From: Stephen Yee

Sent: Wednesday, July 29, 2020 2:25 PM
To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

ISD had 1 more request regarding this. Can you please adjust the attached logo to the dimensions below?

Width = 1446, Height = 1504

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Wanda Malone

Sent: Monday, June 08, 2020 3:23 PM

To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

This ended up being a simpler mock-up than I anticipated. I have attached a completed version.

Please let me know if anything else needs to be updated.

Thanks!

From: Stephen Yee

Sent: Monday, June 08, 2020 4:08 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

That will be fine. IS is not scheduled to begin work until 7/1.

Thank you everyone!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.lnfolmageInc.com

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From: Wanda Malone

Sent: Monday, June 08, 2020 2:06 PM
To: Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Stephen Yee; Enrique Perez Subject: RE: Commercial CD User Guides
Phoebe,
Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the process of fine out Thursday that I need to complete and then a follow-up reminder for the Webinar.
Please let me know if you would like me to begin edits next week?
Thanks!
From: Gabriel Lim Sent: Monday, June 08, 2020 4:04 PM To: Phoebe George; David Owyeong; Calvin Choy; Wanda Malone Cc: Stephen Yee Subject: RE: Commercial CD User Guides
Please use stock code 6186
Thank you,
Gabriel
From: Phoebe George Sent: Monday, June 08, 2020 1:59 PM To: David Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides
Thanks David!
Gabriel, can you provide a new Insert # for FFIN Commercial DVD insert?
+ Wanda
Wanda: Can you see attached PDF? It's a user guide for Comm DVD's that we use for customers. We are setting up a new one for FFIN – can you replace the logo (using the attached below on the 2-up PDF file used for printing? Updates to include (reference screenshot below for changes)
1. Update logo with attached (from Equity logo) 2. Update contact info with the below information 3. Update Copyright info with highlighted info:
2020 First Financial; #XXXX (XXXX to be provided by Gabriel) rev. 7/2020
NEW contact info for FFIN (item #2):
For assistance with your DVD, please call 812-238-6280 or email itemprocessing@first-online.com.

Thanks!

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong < David. Owyeong@infoimageinc.com >

Sent: Wednesday, June 03, 2020 3:22 PM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>

Subject: RE: Commercial CD User Guides

It is in the share drive/DP180_ins/Monthly_Inserts folder.

Adding Gabriel.

From: Phoebe George

Sent: Wednesday, June 03, 2020 12:20 PM

To: David Owyeong; Calvin Choy Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Yes, that's correct! Where do you store these PDF inserts for all the customers you still print these for? We are setting up for FFIN, and need to modify the artwork.

Thanks!

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. I 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong David Owyeong@infoimageinc.com Sent: Wednesday, June 03, 2020 11:06 AM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Phoebe,

If you're talking about this. Yes.

From: Phoebe George

Sent: Wednesday, June 03, 2020 8:48 AM To: David Owyeong; Calvin Choy Cc: Phoebe George; Stephen Yee Subject: Commercial CD User Guides

	David/Calvin – do you guys still print physical user guides for Commercial CD shipments?
	Thanks,
	Phoebe
	Phoebe George Director of Implementation Services
	InfoIMAGE, Inc. 875 West Sandy Lake Road, Suite 500 Coppell, TX 75019
	Direct. 469.948.1809 T. 469.948.1000 F. 972.745.1485
	phoebe.george@infoimageinc.com www.infoimageinc.com
	Please consider the environment before printing this email.
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	-
	Regards,
	Rony Das
	egards,
R	ony Das
	ards, y Das
Regard	
Rony [Das Das
Regards, Rony Da	
□ ffin	mc2 par 09102020 a lag
□ 320	ms2_par_08192020_e.log K
o: Rony D c: Ceasar	ee <stephen.yee@infoimageinc.com> as <rony.das@dsinnovators.com>, Peter Dang <peter.dang@infoimageinc.com> · Guerrero <ceasar.guerrero@infoimageinc.com>, Phoebe George <phoebe.george@infoimageinc.com>, DP <dp@infoimageinc.com>, William Kong <william.kong@infoimageinsss.infoimage@dsinnovators.com>, David Trang <david.trang@infoimageinc.com></david.trang@infoimageinc.com></william.kong@infoimageinsss.infoimage@dsinnovators.com></dp@infoimageinc.com></phoebe.george@infoimageinc.com></ceasar.guerrero@infoimageinc.com></peter.dang@infoimageinc.com></rony.das@dsinnovators.com></stephen.yee@infoimageinc.com>
PETER:	Please advise.
Stephen Impleme	Yee Intation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Headqua	ription: infolmage_286New.jpg urters 141 Jefferson Drive, Menlo Park, CA 94025 3.6300 www.lnfolmagelnc.com
j cid:ima	ge002.jpg@01CDE9B7.5C60B0E0Please consider the environment before printing this email.
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	ony Das [rony.das@dsinnovators.com] uursday, August 20, 2020 2:23 AM

Btw we are seeing this error in our log:

Cc: Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; David Trang **Subject:** Re: Commercial CD User Guides SECOND REQUEST

```
Use of uninitialized value $RTN_EMAIL in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 457, <MASTER> line
   Parsing Master List
    Begin parsing group for each CD
   Creating check index file
    Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL CD.pl line 663, <TIFF> line 1.
   Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 673, <TIFF> line 1.
    cp: target ' FRONT.tif' is not a directory
548
    Use of uninitialized value $errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 685, <TIFF> line
549
    Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL CD.pl line 663, <TIFF> line 2.
    Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 675, <TIFF> line 2.
    cp: target '
                BACK.tif' is not a directory
553
    Use of uninitialized value costoner{cond} in substitution (s///) at /home/test/master/COMMERCIAL CD.pl line 663, <TIFF> line 3.
    Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line 3.
554
    cp: target ' FRONT.tif' is not a directory
    556
    Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 675, <TIFF> line 4.
558
    cp: target '__BACK.tif' is not a directory
559
    Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 5.
   Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line 5.
```

log file attached.

On Thu, Aug 20, 2020 at 3:21 PM Rony Das <rony.das@dsinnovators.com> wrote: Hi Peter.

We updated and processed again. Now what should we do?

Thanks Rony

On Wed, Aug 19, 2020 at 5:35 PM Rony Das < rony.das@dsinnovators.com > wrote:

+Print team at InfolMAGE

On Wed, Aug 19, 2020 at 12:36 AM David Trang David.Trang@infoimageinc.com wrote:

If I read Rony's finding correctly, many record in the index file still only have the front image record. It need to have the back image record as well.

Thanks David

From: Peter Dang < Peter. Dang@infoimageinc.com>

Sent: Tuesday, August 18, 2020 11:10 AM

To: Stephen Yee <Stephen. Yee@infoimageinc.com>; Rony Das <rony.das@dsinnovators.com>

Cc: David Trang David.Trang@infoimageinc.com; Ceasar Guerrero@infoimageinc.com; Phoebe George Phoebe.George@infoimageinc.com; David.Trang@infoimageinc.com; David.Trang@infoimageinc.com Kong < William. Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David,

Look like the images are there. Please help us check.

Thanks,

Peter

From: Stephen Yee

Sent: Tuesday, August 18, 2020 10:38 AM

To: Rony Das <rony.das@dsinnovators.com>; Peter Dang <Peter.Dang@infoimageinc.com>

Cc: David Trang < David.Trang@infoimageinc.com>; Ceasar Guerrero < Ceasar.Guerrero@infoimageinc.com>; Phoebe George < Phoebe.George@infoimageinc.com>; D Kong < William. Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

PETER: Please advise.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Rony Das [rony.das@dsinnovators.com] Sent: Tuesday, August 18, 2020 12:49 AM

To: Peter Dang

Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong

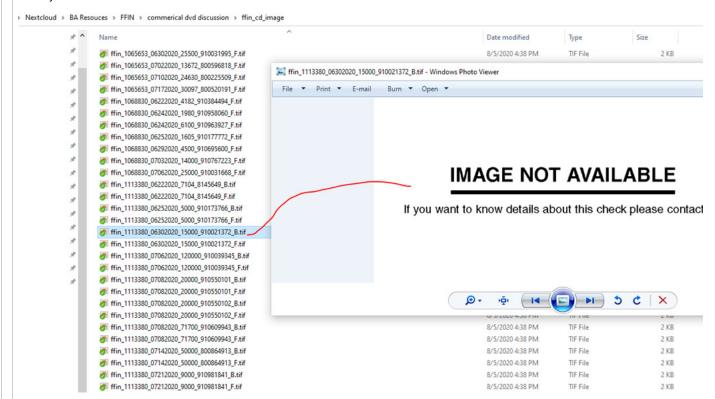
Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

On Mon, Aug 17, 2020 at 5:03 PM Rony Das <rony.das@dsinnovators.com> wrote:

Hi Peter.

For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf_afp/ffiin/ffinms2/tiff folder a actually the 999999.tiff file.



but in index file not all check image has the back image. If you see the /z/pdf_afp/ffin/ffinms2/tiff_index/ffin_07212020_IMG.lis at bottom you will s there are only front entry no back.

```
8508445303,8508445303,06232020,910070481,71070481,71070445303,06232020_1200_5100_1010_1,7107048508445303,8508445303,06232020,910957448,1072,ffin_8508445303_06242020_1072_910957448_F.tif,9741 8508445303,8508445303,06292020,910957448_f.tif,9741 8508445303,8508445303,06292020,91097047048_f.tif,9742 8508445303,8508445303,06292020,910913802_F.tif,9743 8508445303_8508445303_06302020_910013802_F.tif,9743 8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_8508445303_850844
                             8508445303,8508445303,07152020,910905775,2500,fffin_8508445303_07152020_2500_910905775_F.tif,9752 4598393,4598393,06232020,910708306,28762,fffin_4598393_06232020_28762_910708306_F.tif,9753 4598393,4598393,07132020,56641388,100000,fffin_4598393_07132020_100000_56641388_F.tif,9754
<mark>10379</mark> 4598393,4598393,07142020,910663275,2800,ffin_4598393_07142020_2800_910663275_F.tif,9755
```

Is this an issue? I mean does every check should have front and back for commercial dvd. Because there is a condition for which we are displayir

```
- 🗏 Assign CUR_GRP_IT=CUR_GRP_END_INDEX
_Condition: REC_IDENT=='02000' ———
   Condition: SUBSTR(CUR_LINE,83,1, '')=='N'
ithen
□ i Co
        then

Assign FRONT AND BACK CHECK FLAG=1
   else

Assign FRONT_AND_BACK_CHECK_FLAG=0

Assign FRONT_AND_BACK_CHECK_FLAG=0
  Assign CUR_PROD_ACCT_NUM=NOSPACE(SUBSTR(CUR_LINE,19
```

if column 83 of record 02000 (Personal/Non personal indicator) is N we are only displaying both front and back otherwise only front.

Let us know if this should be applied to commercial dvd or not. Does commercial dvd needs both front and back entry for every check .

Thanks

Rony

On Sat, Aug 15, 2020 at 3:37 AM Peter Dang <Peter.Dang@infoimageinc.com> wrote:

I have provided Rony the instruction and where to troubleshoot regarding item#2 missing back image.

Peter

From: David Trang

Sent: Wednesday, August 05, 2020 1:29 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.Geo

<DP@infoimageinc.com>; Peter Dang <Peter.Dang@infoimageinc.com> Cc: Rony Das <rony.das@dsinnovators.com>

Subject: RE: Commercial CD User Guides

Steve,

Sorry, I didn't catch this during testing. Here are couple issue that I am seeing.

1. The way the master file is created, our program will create 1 CD for each account. We will need client to change it so that we can group to account to be group together. If there are too many account, then we need to will create multiple accounts.

See bullet point on section 1.2 of setup guide.

- For each CD, each record must include all Fields 1 to 13.
- For a CD with multiple accounts, First record must include ALL fields, then subsequent records can repeat Fields 1 to 3 only.
- Fields 4 to 13 are used if InfoIMAGE sends the CD directly to CID's clients.
 - 2. The check index generated from the Print team only contains the Front Images and is Missing the Back Image.

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:54 PM

To: Ceasar Guerrero < Ceasar Guerrero@infoimageinc.com>; David Trang < David Trang@infoimageinc.com>; Phoebe George < Phoebe.George <DP@infoimageinc.com>

Subject: RE: Commercial CD User Guides

CEASAR/DAVID: What data did you send them on the CD? They reported that all the check images are missing as the check search tab does not return any results.

Please advise

Thanks!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Stephen Yee

Sent: Wednesday, August 05, 2020 12:27 PM

To: Ceasar Guerrero; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

Thanks Ceasar. David reminded me:)

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Ceasar Guerrero

Sent: Wednesday, August 05, 2020 12:27 PM

To: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

From this email thread, per David.

Password: abcdef

Thanks,

Cesar

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:16 PM

To: Ceasar Guerrero < Ceasar Guerrero@infoimageinc.com>; David Trang < David Trang@infoimageinc.com>; Wanda Malone < Wanda.Malone

Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
George <phoebe.george@infoimageinc.com>; DP <dp@infoimageinc.com> Subject: RE: Commercial CD User Guides</dp@infoimageinc.com></phoebe.george@infoimageinc.com>
DP/DAVID: What is the PW for the Comm DVD?
Stephen Yee
Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 www.InfolmageInc.com
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From: Ceasar Guerrero Sent: Thursday, July 30, 2020 3:33 PM To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides
David,
The CD label and content looks good (see attached file).
Thanks,
Cesar
From: David Trang David.Trang@infoimageinc.com Sent: Thursday, July 30, 2020 3:10 PM To: Stephen Yee Stephen.Yee@infoimageinc.com ; Wanda Malone Wanda.Malone@infoimageinc.com ; Phoebe George Phoebe.George DD@infoimageinc.com ; Phoebe George Phoebe.George DD@infoimageinc.com ; Phoebe George Phoebe.George

I just created a FFIN Commercial CD on the CD director machine. Can you help me check it out to see if the Label is printed correctly and the c

Password: abcdef

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>
Sent: Thursday, July 30, 2020 12:23 PM
To: Wanda Malone <Wanda.Malone@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Phoebe George <Phoebe.George@Subject: RE: Commercial CD User Guides

Thank you Wanda.

DAVID: Please advise when sample DVD will be ready. The bank would like an update when they can expect.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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this communication in error, please notify us by replying to this message or by contacti

From: Wanda Malone

Sent: Thursday, July 30, 2020 10:00 AM To: Stephen Yee; David Trang; Phoebe George Subject: RE: Commercial CD User Guides

No problem, here you go.

Thanks!

From: Stephen Yee

Sent: Thursday, July 30, 2020 11:54 AM To: David Trang; Wanda Malone; Phoebe George Subject: RE: Commercial CD User Guides

Sorry about that Wanda. I misunderstood David's request.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
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From: David Trang Sent: Thursday, July 30, 2020 9:41 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides
Wanda,
I am not looking for the logo to be 5 inches. I am looking for the entire CD cover to be 5 inches.
Thanks David
From: Wanda Malone <wanda.malone@infoimageinc.com> Sent: Thursday, July 30, 2020 9:32 AM To: David Trang <david.trang@infoimageinc.com>; Stephen Yee <stephen.yee@infoimageinc.com>; Phoebe George <phoebe.george@info cd="" commercial="" guides<="" re:="" subject:="" td="" user=""></phoebe.george@info></stephen.yee@infoimageinc.com></david.trang@infoimageinc.com></wanda.malone@infoimageinc.com>
Hello David,
This is an image of the logo at the requested dimensions and the remaining cd cover content. I'm not able to make it all fit. Please advise how you would like me to proceed
Thanks!

From: David Trang

Sent: Thursday, July 30, 2020 11:27 AM **To:** Wanda Malone; Stephen Yee; Phoebe George **Subject:** RE: Commercial CD User Guides

Removing Operation from the email as they are not involve in this. I need to entire CD cover image and not just the logo. Please enlarge the o attached today. The one I received today is just the logo.

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com >

Sent: Thursday, July 30, 2020 9:08 AM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc <Phoebe.George@infoimageinc.com>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Thank you!

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Thursday, July 30, 2020 10:56 AM

To: David Trang County Trang@infoimageinc.com; Wanda Malone Wanda.Malone@infoimageinc.com; Gabriel Lim Gabriel.Lim@infoimageinc.com; Wanda Malone <Phoebe.George@infoimageinc.com>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Wanda,

I confirmed these are the correct dimensions. The logo will be printed on the actual DVD. The dimensions that David provided are the correct dimensions for the DVD.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: David Trang

Sent: Wednesday, July 29, 2020 2:02 PM

To: Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

I open it up in Paint and it gave me the following in inches.

W: 4.82

L: 5.01

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com >

Sent: Wednesday, July 29, 2020 1:10 PM

To: Stephen Yee <Stephen. Yee@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; Phoebe George@infoin <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Or what the below dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.

Thanks!

From: Stephen Yee

Sent: Wednesday, July 29, 2020 2:40 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy; David Trang

Subject: RE: Commercial CD User Guides

+DAVID T - Can you please provide the dimensions in inches?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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Sent: Wednesday, July 29, 2020 12:35 PM

To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

Hey Stephen,

Can you please provide the specs in inches?

Thanks!

From: Stephen Yee

Sent: Wednesday, July 29, 2020 2:25 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

ISD had 1 more request regarding this. Can you please adjust the attached logo to the dimensions below?

Width = 1446, Height = 1504

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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Sent: Monday, June 08, 2020 3:23 PM

To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

This ended up being a simpler mock-up than I anticipated. I have attached a completed version.

Please let me know if anything else needs to be updated.

Thanks!

From: Stephen Yee

Sent: Monday, June 08, 2020 4:08 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

That will be fine. IS is not scheduled to begin work until 7/1.

Thank you everyone!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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	From: Wanda Malone Sent: Monday, June 08, 2020 2:06 PM To: Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Cc: Stephen Yee; Enrique Perez Subject: RE: Commercial CD User Guides
	Phoebe,
	Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the process of fi out Thursday that I need to complete and then a follow-up reminder for the Webinar.
	Please let me know if you would like me to begin edits next week?
	Thanks!
- 1	

From: Gabriel Lim

Sent: Monday, June 08, 2020 4:04 PM

To: Phoebe George; David Owyeong; Calvin Choy; Wanda Malone

Cc: Stephen Yee

Subject: RE: Commercial CD User Guides

Please use stock code 6186

Thank you,

Gabriel

From: Phoebe George

Sent: Monday, June 08, 2020 1:59 PM

To: David Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim

Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Thanks David!

Gabriel, can you provide a new Insert # for FFIN Commercial DVD insert?

+ Wanda

Wanda: Can you see attached PDF? It's a user guide for Comm DVD's that we use for customers. We are setting up a new one for FFIN – can attached version), copyright name, and contact info noted below on the 2-up PDF file used for printing? Updates to include (reference screensh

- 1. Update logo with attached (from Equity logo)
- 2. Update contact info with the below information
- 3. Update Copyright info with highlighted info:

2020 First Financial; #XXXX (XXXX to be provided by Gabriel) rev. 7/2020

NEW contact info for FFIN (item #2):

For assistance with your DVD, please call 812-238-6280 or email itemprocessing@first-online.com.

Thanks!

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong < David. Owyeong@infoimageinc.com >

Sent: Wednesday, June 03, 2020 3:22 PM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com> Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>

Subject: RE: Commercial CD User Guides

It is in the share drive/DP180 ins/Monthly Inserts folder.

Adding Gabriel.

From: Phoebe George

Sent: Wednesday, June 03, 2020 12:20 PM To: David Owyeong; Calvin Choy Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Yes, that's correct! Where do you store these PDF inserts for all the customers you still print these for? We are setting up for FFIN, and need to

Thanks!

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong David.Owyeong@infoimageinc.com

Sent: Wednesday, June 03, 2020 11:06 AM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Phoebe,

If you're talking about this. Yes.

From: Phoebe George

Sent: Wednesday, June 03, 2020 8:48 AM To: David Owyeong; Calvin Choy Cc: Phoebe George; Stephen Yee Subject: Commercial CD User Guides

David/Calvin – do you guys still print physical user guides for Commercial CD shipments?

Thanks,

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

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	Regards,
	Rony Das
	egards,
R	ony Das
	ards, y Das
	,
Regar Rony I	
Regards	
Rony Da	S
To: Rony Da: Cc: Stephen	<peter.dang@infoimageinc.com> s <rony.das@dsinnovators.com> Yee <stephen.yee@infoimageinc.com>, Ceasar Guerrero <ceasar.guerrero@infoimageinc.com>, Phoebe George <phoebe.george@infoimageinc.com>, DP <dp@infoimageinc.geinc.geinc.geinc.geinc.com>, Dsi Print Process <pri>print Process <</pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></dp@infoimageinc.geinc.geinc.geinc.geinc.com></phoebe.george@infoimageinc.com></ceasar.guerrero@infoimageinc.com></stephen.yee@infoimageinc.com></rony.das@dsinnovators.com></peter.dang@infoimageinc.com>
Hi David,	
Can you ch	neck the CD process. I was able to see front & back check images in /d/test/pdf_afp/ffin/ffinms2/tiff folder.
Thanks,	
Peter	
Sent: Thur To: Peter D	y Das [mailto:rony.das@dsinnovators.com] sday, August 20, 2020 2:24 AM Dang <peter.dang@infoimageinc.com> on Yee <stephen.yee@infoimageinc.com>; Ceasar Guerrero <ceasar.guerrero@infoimageinc.com>; Phoebe George <phoebe.george@infoimageinc.com>; DP <dp< td=""></dp<></phoebe.george@infoimageinc.com></ceasar.guerrero@infoimageinc.com></stephen.yee@infoimageinc.com></peter.dang@infoimageinc.com>

<DP <William.Kong@infoimageinc.com>; Dsi Print Process <printprocess.infoimage@dsinnovators.com>; David Trang <David.Trang@infoimageinc.com>
Subject: Re: Commercial CD User Guides SECOND REQUEST

Btw we are seeing this error in our log:

```
Use of uninitialized value $RTN_EMAIL in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 457, <MASTER> line
             Parsing Master List
             Begin parsing group for each CD
            Creating check index file
              Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL CD.pl line 663, <TIFF> line 1.
            Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 673, <TIFF> line 1.
             cp: target ' FRONT.tif' is not a directory
548
             Use of uninitialized value $errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 685, <TIFF> line
549
              Use of uninitialized value costoneq c
             Use of uninitialized value ScheckSeg in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 675, <TIFF> line 2.
                                                       BACK.tif' is not a directory
              cp: target '
              Use of uninitialized value centline constitution (s///) at denomination constitution (s///) at denomination constitution constitution (s///) at denomination constitution constitut
             Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line 3.
              cp: target ' FRONT.tif' is not a directory
              Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 4.
556
             Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 675, <TIFF> line 4.
558
             cp: target '__BACK.tif' is not a directory
559
             Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 5.
            Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line 5.
```

log file attached.

On Thu, Aug 20, 2020 at 3:21 PM Rony Das < rony.das@dsinnovators.com > wrote:

Hi Peter

We updated and processed again. Now what should we do?

Thanks

Rony

On Wed, Aug 19, 2020 at 5:35 PM Rony Das < rony.das@dsinnovators.com > wrote:

+Print team at InfoIMAGE

On Wed, Aug 19, 2020 at 12:36 AM David Trang David.Trang@infoimageinc.com wrote:

If I read Rony's finding correctly, many record in the index file still only have the front image record. It need to have the back image record as well.

Thanks

David

From: Peter Dang < Peter. Dang@infoimageinc.com>

Sent: Tuesday, August 18, 2020 11:10 AM

To: Stephen Yee <Stephen. Yee@infoimageinc.com>; Rony Das <rony.das@dsinnovators.com>

Cc: David Trang David.Trang@infoimageinc.com; Ceasar Guerrero Ceasar.Guerrero@infoimageinc.com; David.Trang@infoimageinc.com; David.Trang@infoimageinc Kong <William.Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David,

Look like the images are there. Please help us check

Thanks,

Peter

From: Stephen Yee

Sent: Tuesday, August 18, 2020 10:38 AM

To: Rony Das <rony.das@dsinnovators.com>; Peter Dang <Peter.Dang@infoimageinc.com>

Cc: David Trang David.Trang@infoimageinc.com; Ceasar Guerrero@infoimageinc.com; Phoebe George Phoebe.George@infoimageinc.com; David Trang David.Trang@infoimageinc.com; David.Trang@infoimageinc.com; David.Trang@infoimageinc.C Kong < William. Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

PETER: Please advise.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Rony Das [rony.das@dsinnovators.com] Sent: Tuesday, August 18, 2020 12:49 AM

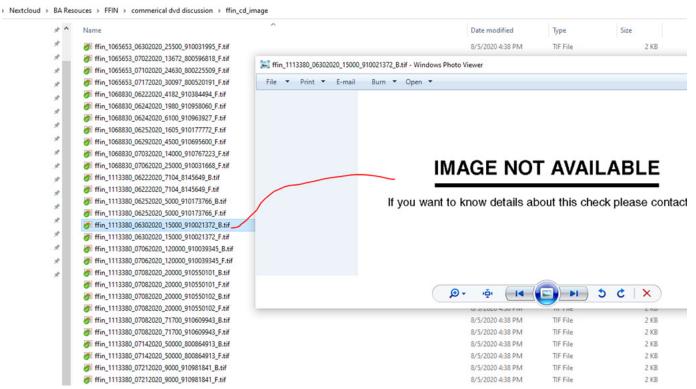
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong

Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

On Mon, Aug 17, 2020 at 5:03 PM Rony Das < rony.das@dsinnovators.com > wrote:

For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf_afp/ffinn/ffinms2/tiff folder and found that many files are actu



but in index file not all check image has the back image. If you see the /z/pdf_afp/ffin/ffinms2/tiff_index/ffin_07212020_IMG.lis at bottom you will see many check entry for which the

```
10363 8508445303,8508445303,06232020,910706101,41208,ffin_8508445303_06232020_41208_910706101_F.tif,9739
10364 8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740
                   8508445303,8508445303,06242020,910957448,1072,ffin 8508445303_06242020_1072_910957448_F.tif,9741
8508445303,8508445303,06292020,910697001,6337,ffin_8508445303_06292020_6337_910697001_F.tif,9742
8508445303,8508445303,06302020,910013802,2950,ffin_8508445303_0630202_2950_910013802_F.tif,9743
10367 8508445303,8508445303,06302020,910021844,1700,ffin_8508445303_06302020_1700_910021844_F.tif,9743
10368 8508445303,8508445303,07032020,910021844,1700,ffin_8508445303_06302020_1700_910021844_F.tif,9744
10369 8508445303,8508445303,07032020,910765224,1670,ffin_8508445303_07032020_1670_910765224_F.tif,9745
10370 8508445303,8508445303,07062020,910036617,1410,ffin_8508445303_07062020_1410_910036617_F.tif,9745
10371 8508445303,8508445303,07102020,910038298,1000,ffin_8508445303_07102020_1000_910038298_F.tif,9747
10372 8508445303,8508445303,07102020,910038297,1000,ffin_8508445303_07102020_1000_910038297_F.tif,9748
10373 8508445303,8508445303,07102020,910038299,1000,ffin_8508445303_07102020_1000_910038299_F.tif,9749
10374 8508445303,8508445303,07132020,910038297,1000,ffin_8508445303_07132020_549_910328587_F.tif,9750
10375 8508445303,8508445303,07132020,800621739,6145,ffin_8508445303_07132020_6145_800621739_F.tif,9751
                     8508445303,8508445303,07152020,910905775,2500,ffin 8508445303_07152020_2500_910905775_F.tif,9752
4598393,4598393,06232020,910708306,28762,ffin_4598393_06232020_28762_910708306_F.tif,9753
4598393,4598393,07132020,56641388,100000,ffin_4598393_07132020_100000_56641388_F.tif,9754
  <u>10379</u> 4598393,4598393,07142020,910663275,2800,ffin_4598393_07142020_2800_910663275_F.tif,9755
```

Is this an issue? I mean does every check should have front and back for commercial dvd. Because there is a condition for which we are displaying the back image.

```
Assign CUR_GRP_IT=CUR_GRP_END_INDEX
 (3
     then
Co
        Condition: SUBSTR(CUR_LINE,83,1, '') == 'N'
      - 🖃 🗐
          then

Assign FRONT AND BACK CHECK FLAG=1
          else

As
            Assign FRONT_AND_BACK_CHECK_FLAG=0
     Assign CUR_PROD_ACCT_NUM=NOSPACE(SUBSTR(CUR_LINE,19
```

if column 83 of record 02000 (Personal/Non personal indicator) is N we are only displaying both front and back otherwise only front.

Let us know if this should be applied to commercial dvd or not. Does commercial dvd needs both front and back entry for every check .

Thanks

Rony

On Sat, Aug 15, 2020 at 3:37 AM Peter Dang <Peter.Dang@infoimageinc.com> wrote:

I have provided Rony the instruction and where to troubleshoot regarding item#2 missing back image.

Peter

From: David Trang

Sent: Wednesday, August 05, 2020 1:29 PM
To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DF <Peter.Dang@infoimageinc.com>

Cc: Rony Das <rony.das@dsinnovators.com> Subject: RE: Commercial CD User Guides

Steve,

Sorry, I didn't catch this during testing. Here are couple issue that I am seeing.

1. The way the master file is created, our program will create 1 CD for each account. We will need client to change it so that we can group them correctly if they want multip too many account, then we need to will create multiple accounts.

See bullet point on section 1.2 of setup guide.

- For each CD, each record must include all Fields 1 to 13.
- For a CD with multiple accounts, First record must include ALL fields, then subsequent records can repeat Fields 1 to 3 only.
- Fields 4 to 13 are used if InfoIMAGE sends the CD directly to CID's clients.
 - 2. The check index generated from the Print team only contains the Front Images and is Missing the Back Image.

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:54 PM

To: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP(Subject: RE: Commercial CD User Guides

CEASAR/DAVID: What data did you send them on the CD? They reported that all the check images are missing as the check search tab does not return any results.

Please advise

Thanks!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Stephen Yee

Sent: Wednesday, August 05, 2020 12:27 PM

To: Ceasar Guerrero; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

Thanks Ceasar. David reminded me:)

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: Ceasar Guerrero

Sent: Wednesday, August 05, 2020 12:27 PM

To: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

From this email thread, per David.

Password: abcdef

Thanks.

Cesar

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:16 PM

To: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Phoebe G com>; DP <DP@infoimageinc.com>

Subject: RE: Commercial CD User Guides

DP/DAVID: What is the PW for the Comm DVD?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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)	Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
	From: Ceasar Guerrero Sent: Thursday, July 30, 2020 3:33 PM To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides
	David,
	The CD label and content looks good (see attached file).
	Thanks,
	Cesar
	From: David Trang <david.trang@infoimageinc.com> Sent: Thursday, July 30, 2020 3:10 PM To: Stephen Yee <stephen.yee@infoimageinc.com>; Wanda Malone <wanda.malone@infoimageinc.com>; Phoebe George <phoebe.george@infoimageinc.com>; DP <dp@subject: cd="" commercial="" guides<="" re:="" td="" user=""></dp@subject:></phoebe.george@infoimageinc.com></wanda.malone@infoimageinc.com></stephen.yee@infoimageinc.com></david.trang@infoimageinc.com>
	DP,
	I just created a FFIN Commercial CD on the CD director machine. Can you help me check it out to see if the Label is printed correctly and the content are good.
	Password: abcdef
	Thanks
	David
	From: Stephen Yee <stephen.yee@infoimageinc.com> Sent: Thursday, July 30, 2020 12:23 PM To: Wanda Malone <wanda.malone@infoimageinc.com>; David Trang <david.trang@infoimageinc.com>; Phoebe George <phoebe.george@infoimageinc.com> Subject: RE: Commercial CD User Guides</phoebe.george@infoimageinc.com></david.trang@infoimageinc.com></wanda.malone@infoimageinc.com></stephen.yee@infoimageinc.com>
	Thank you Wanda.
	DAVID: Please advise when sample DVD will be ready. The bank would like an update when they can expect.
	Stephen Yee
	Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com

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From: Wanda Malone

Sent: Thursday, July 30, 2020 10:00 AM
To: Stephen Yee; David Trang; Phoebe George
Subject: RE: Commercial CD User Guides

No problem, here you go.	
Thanks!	
From: Stephen Yee	
Sent: Thursday, July 30, 2020 11 To: David Trang; Wanda Malone;	
Subject: RE: Commercial CD Use	
Sorry about that Wanda. I misun	adarctood David's request
•	derstood David's request.
Stephen Yee	
Implementation Specialist Direct	469.312.6925 stephen.yee@infoimageinc.com
Handauartara I 111 Joffarana Drive	a Manla Dark CA 04005
Headquarters 141 Jefferson Drive	
F. 650.473.6300 www.Infolmagel	nc.com
Please consider the environment before	ore printing this email.
	clpient and may contain confidential information that is privileged or otherwise exempt from disciosure. If you are not the intended recipient; you are hereby notified that any dissemination or copying
this communication in error, please notify us by	replying to this message or by contacti
From: David Trang	
Sent: Thursday, July 30, 2020 9: To: Wanda Malone; Stephen Yee	41 AM
Subject: RE: Commercial CD Use	er Guides
Wanda,	
vvarida,	
I am not looking for the logo to be	5 inches. I am looking for the entire CD cover to be 5 inches.
Thanks David	
From: Wanda Malone <wanda.ma< td=""><td>alone@infoimageinc.com></td></wanda.ma<>	alone@infoimageinc.com>
Sent: Thursday, July 30, 2020 9:33	2 AM
To: David Trang < David. Trang@in Subject: RE: Commercial CD Use	nfoimageinc.com>; Stephen Yee <stephen.yee@infoimageinc.com>; Phoebe George <phoebe.george@infoimageinc.com> er Guides</phoebe.george@infoimageinc.com></stephen.yee@infoimageinc.com>
Cabjoon (AE) Commorata CB Coo	
Hello David,	
This is an image of the logo at the	e requested dimensions and the remaining cd cover content. I'm not able to make it all fit. Please advise how you would like me to proce
	, and the second of the second
Thanks!	

From: David Trang

Sent: Thursday, July 30, 2020 11:27 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Removing Operation from the email as they are not involve in this. I need to entire CD cover image and not just the logo. Please enlarge the one that I send yesterday and also is just the logo.

Thanks David

From: Wanda Malone <Wanda.Malone@infoimageinc.com>
Sent: Thursday, July 30, 2020 9:08 AM
To: Stephen Yee <Stephen.Yee@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; Phoebe George <Phoebe Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Thank you!

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

To: David Trang < David.Trang@infoimageinc.com>; Wanda Malone < Wanda.Malone@infoimageinc.com>; Gabriel Lim < Gabriel.Lim@infoimageinc.com>; Phoebe George < P

Subject: RE: Commercial CD User Guides

Hi Wanda,

I confirmed these are the correct dimensions. The logo will be printed on the actual DVD. The dimensions that David provided are the correct dimensions for the DVD.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: David Trang

Sent: Wednesday, July 29, 2020 2:02 PM

Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
10: Wanda Malone, Stephen Tee, Gabriel Lini, Prioebe George, David Owyeong, Calvin Choy
Subject: RE: Commercial CD User Guides
I open it up in Paint and it gave me the following in inches.
W: 4.82
L: 5.01
Thanks David
From: Wanda Malone <wanda.malone@infoimageinc.com> Sent: Wednesday, July 29, 2020 1:10 PM To: Stephen Yee <stephen.yee@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; Phoebe George <phoebe.george@infoimageinc.com>; David Owyeo Calvin Choy <calvin.choy@infoimageinc.com>; David Trang <david.trang@infoimageinc.com> Subject: RE: Commercial CD User Guides</david.trang@infoimageinc.com></calvin.choy@infoimageinc.com></phoebe.george@infoimageinc.com></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>
Or what the below dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.
Thanks!
Frame Chankan Van
From: Stephen Yee Sent: Wednesday, July 29, 2020 2:40 PM To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy; David Trang Subject: RE: Commercial CD User Guides
+DAVID T - Can you please provide the dimensions in inches?
Stephen Yee
Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
, a same a, as a sa, a sa a sa a sa a sa a sa a
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 www.InfolmageInc.com

Please consider the environment before printing this email.

Sent: Wednesday, July 29, 2020 12:35 PM
To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

Hey Stephen,

Can you please provide the specs in inches?

Thanks!

From: Stephen Yee
Sent: Wednesday, July 29, 2020 2:25 PM
To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

ISD had 1 more request regarding this. Can you please adjust the attached logo to the dimensions below?

Width = 1446, Height = 1504

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

Please consider the environment before printing this email.

Sent: Monday, June 08, 2020 3:23 PM

To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

This ended up being a simpler mock-up than I anticipated. I have attached a completed version.

Please let me know if anything else needs to be updated.

Thanks!

From: Stephen Yee

Sent: Monday, June 08, 2020 4:08 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

That will be fine. IS is not scheduled to begin work until 7/1.

Thank you everyone!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

Please consider the environment before printing this email.

Sent: Monday, June 08, 2020 2:06 PM

To: Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Stephen Yee; Enrique Perez Subject: RE: Commercial CD User Guides

Phoebe,

Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the process of fir out Thursday that I need to complete and then a follow-up reminder for the Webinar.

Please let me know if you would like me to begin edits next week?

Thanks!

From: Gabriel Lim

Sent: Monday, June 08, 2020 4:04 PM

To: Phoebe George; David Owyeong; Calvin Choy; Wanda Malone

Cc: Stephen Yee

Subject: RE: Commercial CD User Guides

Please use stock code 6186

Thank you,

Gabriel

From: Phoebe George

Sent: Monday, June 08, 2020 1:59 PM

To: David Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim

Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Thanks David!

Gabriel, can you provide a new Insert # for FFIN Commercial DVD insert?

+ Wanda

Wanda: Can you see attached PDF? It's a user guide for Comm DVD's that we use for customers. We are setting up a new one for FFIN - can you replace the logo (using the a contact info noted below on the 2-up PDF file used for printing? Updates to include (reference screenshot below for changes)

- 1. Update logo with attached (from Equity logo)
- Update contact info with the below information
 Update Copyright info with highlighted info:

2020 First Financial; #XXXX (XXXX to be provided by Gabriel) rev. 7/2020

NEW contact info for FFIN (item #2):

For assistance with your DVD, please call 812-238-6280 or email itemprocessing@first-online.com.

Thanks!

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong David Owyeong@infoimageinc.com>
Sent: Wednesday, June 03, 2020 3:22 PM
To: Phoebe George Phoebe George <a href="mailto:Phoebe.George@infoimagein

Subject: RE: Commercial CD User Guides

It is in the share drive/DP180_ins/Monthly_Inserts folder.

Adding Gabriel.

From: Phoebe George

Sent: Wednesday, June 03, 2020 12:20 PM To: David Owyeong; Calvin Choy Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Yes, that's correct! Where do you store these PDF inserts for all the customers you still print these for? We are setting up for FFIN, and need to modify the artwork.

Thanks!

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong < David. Owyeong@infoimageinc.com >

Sent: Wednesday, June 03, 2020 11:06 AM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>
Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Phoebe,

If you're talking about this. Yes

			From: Phoebe George Sent: Wednesday, June 03, 2020 8:48 AM To: David Owyeong; Calvin Choy Cc: Phoebe George; Stephen Yee Subject: Commercial CD User Guides
			David/Calvin – do you guys still print physical user guides for Commercial CD shipments?
			Thanks,
			Phoebe
			Phoebe George Director of Implementation Services
			InfoIMAGE, Inc. 875 West Sandy Lake Road, Suite 500 Coppell, TX 75019
			Direct. 469.948.1809 T. 469.948.1000 F. 972.745.1485
			phoebe.george@infoimageinc.com www.infoimageinc.com
			Please consider the environment before printing this email.
			NOTICE: This e-mail is intended solely for the recipient and may contain confidential information that is privileged or otherwise exempt from disclosure. If you are not the intended recipient; you are hereby notified communication is strictly prohibited. If you have received this communication in error, please notify us by replying to this message or by contacting InfoIMAGE, Inc at 469.948.1000.
			egards,
		R	ony Das
		Reg	ards,
		Ron	y Das
	Re	gard	s.
		o ny E	
	110	y L	
	Rega	ds,	
	Rony	Das	
Re	gards	,	
	ny Da		
	,		
avi	d Tra	na <	David.Trang@infoimageinc.com>
): F	eter [Stephe	oang en Y	<peter.dang@infoimageinc.com>, Rony Das <rony.das@dsinnovators.com> <peter.dang@infoimageinc.com>, Rony Das <rony.das@dsinnovators.com> ee <stephen.yee@infoimageinc.com>, Ceasar Guerrero <ceasar.guerrero@infoimageinc.com>, Phoebe George <phoebe.george@infoimageinc.com>, DP <dp@infoimagein @infoimageinc.com>, Dsi Print Process <pri> printprocess.infoimage@dsinnovators.com></pri></dp@infoimagein </phoebe.george@infoimageinc.com></ceasar.guerrero@infoimageinc.com></stephen.yee@infoimageinc.com></rony.das@dsinnovators.com></peter.dang@infoimageinc.com></rony.das@dsinnovators.com></peter.dang@infoimageinc.com>
Pe	ter,		
Lo	ok like	e it i	s missing 1 field at the end. Either the transcode or the sequence. I can't tell what it is but when I add the additional comma, it is showing correctly.
	anks vid		

From: Peter Dang < Peter. Dang@infoimageinc.com >

Sent: Tuesday, August 25, 2020 3:16 PM

To: Rony Das <rony.das@dsinnovators.com>

Cc: Stephen Yee <Stephen. Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar. Guerrero@infoimageinc.com>; Phoebe George <Phoebe. George@infoimageinc.com>; DP <DP < William.Kong@infoimageinc.com>; Dsi Print Process < printprocess.infoimage@dsinnovators.com>; David Trang < David.Trang@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David,

Can you check the CD process. I was able to see front & back check images in /d/test/pdf_afp/ffin/ffinms2/tiff folder.

Thanks,

Peter

From: Rony Das [mailto:rony.das@dsinnovators.com]

Sent: Thursday, August 20, 2020 2:24 AM

To: Peter Dang <Peter.Dang@infoimageinc.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@infoimage < william.Kong@infoimageinc.com >; Dsi Print Process <printprocess.infoimage@dsinnovators.com >; David Trang < David.Trang@infoimageinc.com >

Subject: Re: Commercial CD User Guides SECOND REQUEST

Btw we are seeing this error in our log:

```
Use of uninitialized value $RTN_EMAIL in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 457, <MASTER> line
543
              Parsing Master List
544
             Begin parsing group for each CD
545
             Creating check index file
             Use of uninitialized value costonermaili c
546
             Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line 1.
              cp: target ' FRONT.tif' is not a directory
548
549
              Use of uninitialized value $errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 685, <TIFF> line
              Use of uninitialized value centlements checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line \overline{663}, <TIFF> line 2.
551
              Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 675, <TIFF> line 2.
              cp: target '__BACK.tif' is not a directory
              Use of uninitialized value \c on TFF > \
554
              Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line 3.
              cp: target '__FRONT.tif' is not a directory
              Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL CD.pl line 663, <TIFF> line 4.
              Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 675, <TIFF> line 4.
              cp: target ' BACK.tif' is not a directory
              Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 5.
              Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 673, <TIFF> line 5.
```

log file attached.

On Thu, Aug 20, 2020 at 3:21 PM Rony Das <rony.das@dsinnovators.com> wrote:

Hi Peter.

We updated and processed again. Now what should we do?

Thanks

Rony

On Wed, Aug 19, 2020 at 5:35 PM Rony Das < rony.das@dsinnovators.com > wrote:

+Print team at InfoIMAGE

On Wed, Aug 19, 2020 at 12:36 AM David Trang David.Trang@infoimageinc.com wrote:

If I read Rony's finding correctly, many record in the index file still only have the front image record. It need to have the back image record as well.

Thanks David

From: Peter Dang <Peter.Dang@infoimageinc.com>

Sent: Tuesday, August 18, 2020 11:10 AM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Rony Das <rony.das@dsinnovators.com>

<William.Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David,

Look like the images are there. Please help us check.

Thanks,

Peter

From: Stephen Yee

Sent: Tuesday, August 18, 2020 10:38 AM

To: Rony Das <rony.das@dsinnovators.com>; Peter Dang <Peter.Dang@infoimageinc.com>

<William.Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

PETER: Please advise.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Rony Das [rony.das@dsinnovators.com] Sent: Tuesday, August 18, 2020 12:49 AM

To: Peter Dang

Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong

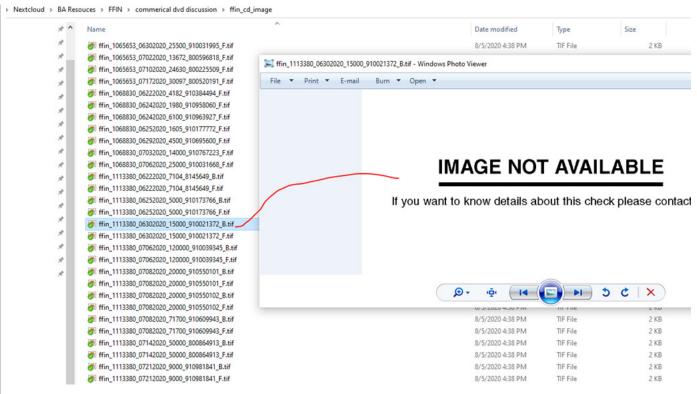
Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

On Mon, Aug 17, 2020 at 5:03 PM Rony Das <rony.das@dsinnovators.com> wrote:

Hi Peter.

For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf_afp/ffiin/ffinms2/tiff folder and found that many files are actu



but in index file not all check image has the back image. If you see the /z/pdf_afp/ffin/ffinms2/tiff_index/ffin_07212020_IMG.lis at bottom you will see many check entry for which the

```
<mark>10364</mark> 8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740
             8508445303,8508445303,06242020,910957448,1072,ffin 8508445303_06242020_1072_910957448_F.tif,9741
8508445303,8508445303,06292020,910697001,6337,ffin_8508445303_06292020_6337_910697001_F.tif,9742
8508445303,8508445303,06302020,910013802,2950,ffin_8508445303_06302020_2950_910013802_F.tif,9743
              8508445303,8508445303,06302020,910021844,1700,ffin_8508445303_06302020_1700_910021844_F.tif,9744
              8508445303,8508445303,07032020,910765224,1670,ffin_8508445303_07032020_1670_910765224_F.tif,9745
             8508445303,8508445303,07062020,910036617,1410,ffin_8508445303_07062020_1040_910036617_F.tif,9745
8508445303,8508445303,07102020,910036617,1410,ffin_8508445303_07062020_1040_910036217_F.tif,9745
8508445303,8508445303,07102020,910038298,1000,ffin_8508445303_07102020_1000_910038298_F.tif,9748
8508445303,8508445303,07102020,910038299,1000,ffin_8508445303_07102020_1000_910038299_F.tif,9749
8508445303,8508445303,07102020,910038299,1000,ffin_8508445303_07102020_1000_910038299_F.tif,9749
8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
8508445303,8508445303,07132020,800621739,6145,ffin_8508445303_07132020_6145_800621739_F.tif,9751
             8508445303,8508445303,07152020,910905775,2500,ffin_8508445303_07152020_0145_860021739_F.tif,9752

4598393,4598393,06232020,910708306,28762,ffin_4598393_06232020_28762_910708306_F.tif,9753

4598393,4598393,07132020,56641388,100000,ffin_4598393_07132020_100000_56641388_F.tif,9754

4598393,4598393,07142020,910663275,2800,ffin_4598393_07142020_2800_910663275_F.tif,9755
```

Is this an issue? I mean does every check should have front and back for commercial dvd. Because there is a condition for which we are displaying the back image.

```
Assign CUR_GRP_IT=CUR_GRP_END_INDEX
  Condition: REC_IDENT=='02000'
D
      then
Co
          Condition: SUBSTR(CUR_LINE, 83, 1, '') == 'N'
       then

Assign FRONT AND BACK CHECK FLAG=1
           else

As
              Assign FRONT_AND_BACK_CHECK_FLAG=0
      Assign CUR_PROD_ACCT_NUM=NOSPACE(SUBSTR(CUR_LINE,19
```

if column 83 of record 02000 (Personal/Non personal indicator) is N we are only displaying both front and back otherwise only front.

Let us know if this should be applied to commercial dvd or not. Does commercial dvd needs both front and back entry for every check .

Thanks

Ronv

On Sat, Aug 15, 2020 at 3:37 AM Peter Dang < Peter. Dang@infoimageinc.com > wrote:

I have provided Rony the instruction and where to troubleshoot regarding item#2 missing back image.

Peter

From: David Trang

Sent: Wednesday, August 05, 2020 1:29 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DF <Peter.Dang@infoimageinc.com>

Cc: Rony Das <rony.das@dsinnovators.com> Subject: RE: Commercial CD User Guides

Steve,

Sorry, I didn't catch this during testing. Here are couple issue that I am seeing.

1. The way the master file is created, our program will create 1 CD for each account. We will need client to change it so that we can group them correctly if they want multip too many account, then we need to will create multiple accounts.

See bullet point on section 1.2 of setup guide.

- For each CD, each record must include all Fields 1 to 13.
- For a CD with multiple accounts, First record must include ALL fields, then subsequent records can repeat Fields 1 to 3 only.
- Fields 4 to 13 are used if InfolMAGE sends the CD directly to CID's clients.
 - 2. The check index generated from the Print team only contains the Front Images and is Missing the Back Image.

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:54 PM

To: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP(

Subject: RE: Commercial CD User Guides

CEASAR/DAVID: What data did you send them on the CD? They reported that all the check images are missing as the check search tab does not return any results.

Please advise.

Thanks!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Stephen Yee

Sent: Wednesday, August 05, 2020 12:27 PM

To: Ceasar Guerrero; David Trang; Wanda Malone; Phoebe George; DP **Subject:** RE: Commercial CD User Guides

Thanks Ceasar. David reminded me:)

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
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From: Ceasar Guerrero Sent: Wednesday, August 05, 2020 12:27 PM To: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides
From this email thread, per David.
Troin and Chian thread, per David.
Password: abcdef
Thanks,
Cesar
From: Stephen Yee <stephen.yee@infoimageinc.com> Sent: Wednesday, August 5, 2020 12:16 PM To: Ceasar Guerrero <ceasar.guerrero@infoimageinc.com>; David Trang <david.trang@infoimageinc.com>; Wanda Malone <wanda.malone@infoimageinc.com>; Phoetcom>; DP <dp@infoimageinc.com> Subject: RE: Commercial CD User Guides</dp@infoimageinc.com></wanda.malone@infoimageinc.com></david.trang@infoimageinc.com></ceasar.guerrero@infoimageinc.com></stephen.yee@infoimageinc.com>
DP/DAVID: What is the PW for the Comm DVD?
Stephen Yee
Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 www.lnfolmageInc.com
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From: Ceasar Guerrero Sent: Thursday, July 30, 2020 3:33 PM To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides
David,
The CD label and content looks good (see attached file).
Thanks,
Cesar

From: David Trang David Trang@infoimageinc.com Sent: Thursday, July 30, 2020 3:10 PM

Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
To: Stephen Yee <stephen.yee@infoimageinc.com>; Wanda Malone <wanda.malone@infoimageinc.com>; Phoebe George <phoebe.george@infoimageinc.com>; DP <dp@i cd="" commercial="" guides<="" re:="" subject:="" td="" user=""></dp@i></phoebe.george@infoimageinc.com></wanda.malone@infoimageinc.com></stephen.yee@infoimageinc.com>
Cuspos. N.C. Commorbial of State Culture
DD.
DP,
I just created a FFIN Commercial CD on the CD director machine. Can you help me check it out to see if the Label is printed correctly and the content are good.
Password: abcdef
Thanks
David
From: Stephen Yee <stephen.yee@infoimageinc.com> Sent: Thursday, July 30, 2020 12:23 PM</stephen.yee@infoimageinc.com>
To: Wanda Malone "Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.Malone@infoimageinc.com<">"Wanda.M
Subject NE. Sommorbia Se Soci Suldes
Theels you Weeds
Thank you Wanda.
DAVID: Please advise when sample DVD will be ready. The bank would like an update when they can expect.
Stephen Yee
Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 www.lnfolmagelnc.com
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From: Wanda Malone
Sent: Thursday, July 30, 2020 10:00 AM
To: Stephen Yee; David Trang; Phoebe George Subject: RE: Commercial CD User Guides
No problem, here you go.
Thanks!
THAIRS:

From: Stephen Yee

Sent: Thursday, July 30, 2020 11:54 AM To: David Trang; Wanda Malone; Phoebe George Subject: RE: Commercial CD User Guides

Sorry about that Wanda. I misunderstood David's request.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: David Trang

Sent: Thursday, July 30, 2020 9:41 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Wanda,

I am not looking for the logo to be 5 inches. I am looking for the entire CD cover to be 5 inches.

Thanks David

From: Wanda Malone <Wanda.Malone@infoimageinc.com>

To: David Trang Comparison of the Compariso

Subject: RE: Commercial CD User Guides

Hello David,

This is an image of the logo at the requested dimensions and the remaining cd cover content. I'm not able to make it all fit. Please advise how you would like me to proceed

Thanks!

From: David Trang

Sent: Thursday, July 30, 2020 11:27 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Removing Operation from the email as they are not involve in this. I need to entire CD cover image and not just the logo. Please enlarge the one that I send yesterday and also

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com>

Sent: Thursday, July 30, 2020 9:08 AM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; David Trang Correct Stephen YeeCabriel Lim Gabriel Lim <

Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Thank you!

From: Stephen Yee <Stephen.Yee@infoimageinc.com> Sent: Thursday, July 30, 2020 10:56 AM

To: David Trang Pho
To: David Trang Pho
David Trang
To: David Trang
To: David Trang
Pho
Owyeong
Cabriel Lim
Gabriel Lim
Gabriel Lim
Gabriel Lim
Gabriel Lim
Gabriel Lim
Image inc.com
; Pho
Owyeong
Calvin Choy
Calvin Choy
Gabriel Lim
To: David Trang
Image inc.com
To: David Trang
To: David Trang
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Image inc.com

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To: Dav

Subject: RE: Commercial CD User Guides

Hi Wanda,

I confirmed these are the correct dimensions. The logo will be printed on the actual DVD. The dimensions that David provided are the correct dimensions for the DVD.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: David Trang

Sent: Wednesday, July 29, 2020 2:02 PM

To: Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

I open it up in Paint and it gave me the following in inches.

W: 4.82 L: 5.01

Thanks David

From: Wanda Malone Wanda.Malone@infoimageinc.com
Sent: Wednesday, July 29, 2020 1:10 PM

To: Stephen Yee Stephen.Yee@infoimageinc.com; Gabriel Lim Gabriel.Lim@infoimageinc.com; Phoebe George Phoebe.George@infoimageinc.com; David Owyeong Calvin.Choy@infoimageinc.com; David Trang David.Trang@infoimageinc.com

Subject: RE: Commercial CD User Guides

Or what the below dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.

Thanks!

From: Stephen Yee

Sent: Wednesday, July 29, 2020 2:40 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy; David Trang

Subject: RE: Commercial CD User Guides

+DAVID T - Can you please provide the dimensions in inches?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

Please consider the environment before printing this email.

Sent: Wednesday, July 29, 2020 12:35 PM

To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

Hey Stephen,

Can you please provide the specs in inches?

Thanks!

From: Stephen Yee

Sent: Wednesday, July 29, 2020 2:25 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

ISD had 1 more request regarding this. Can you please adjust the attached logo to the dimensions below?

Width = 1446, Height = 1504

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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Sent: Monday, June 08, 2020 3:23 PM

To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

This ended up being a simpler mock-up than I anticipated. I have attached a completed version.

Please let me know if anything else needs to be updated.

Thanks!

From: Stephen Yee
Sent: Monday, June 08, 2020 4:08 PM
To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez
Subject: RE: Commercial CD User Guides

Hi Wanda,

That will be fine. IS is not scheduled to begin work until 7/1.

Thank you everyone!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

Please consider the environment before printing this email.

Sent: Monday, June 08, 2020 2:06 PM

To: Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy
Cc: Stephen Yee; Enrique Perez Subject: RE: Commercial CD User Guides

Phoebe,

Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the process of fir out Thursday that I need to complete and then a follow-up reminder for the Webinar.

Please let me know if you would like me to begin edits next week?

Thanks!

From: Gabriel Lim

Sent: Monday, June 08, 2020 4:04 PM

To: Phoebe George; David Owyeong; Calvin Choy; Wanda Malone

Cc: Stephen Yee

Subject: RE: Commercial CD User Guides

Please use stock code 6186

Thank you,

Gabriel

From: Phoebe George

Sent: Monday, June 08, 2020 1:59 PM

To: David Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim

Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides Thanks David!

Gabriel, can you provide a new Insert # for FFIN Commercial DVD insert?

+ Wanda

Wanda: Can you see attached PDF? It's a user guide for Comm DVD's that we use for customers. We are setting up a new one for FFIN – can you replace the logo (using the a contact info noted below on the 2-up PDF file used for printing? Updates to include (reference screenshot below for changes)

- 1. Update logo with attached (from Equity logo)
- 2. Update contact info with the below information
- 3. Update Copyright info with highlighted info:

2020 First Financial; #XXXX (XXXX to be provided by Gabriel) rev. 7/2020

NEW contact info for FFIN (item #2):

For assistance with your DVD, please call 812-238-6280 or email itemprocessing@first-online.com.

Thanks!

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong David Owyeong @infoimageinc.com>
Sent: Wednesday, June 03, 2020 3:22 PM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com> Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>

Subject: RE: Commercial CD User Guides

It is in the share drive/DP180_ins/Monthly_Inserts folder.

Adding Gabriel.

From: Phoebe George

Sent: Wednesday, June 03, 2020 12:20 PM To: David Owyeong; Calvin Choy **Cc:** Stephen Yee; Phoebe George **Subject:** RE: Commercial CD User Guides

Yes, that's correct! Where do you store these PDF inserts for all the customers you still print these for? We are setting up for FFIN, and need to modify the artwork.

Thanks!

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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) 	Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
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	From: David Owyeong <david.owyeong@infoimageinc.com> Sent: Wednesday, June 03, 2020 11:06 AM</david.owyeong@infoimageinc.com>
	To: Phoebe George <phoebe.george@infoimageinc.com>; Calvin Choy <calvin.choy@infoimageinc.com> Cc: Stephen Yee <stephen.yee@infoimageinc.com></stephen.yee@infoimageinc.com></calvin.choy@infoimageinc.com></phoebe.george@infoimageinc.com>
	Subject: RE: Commercial CD User Guides
	Hi Phoebe,
	If you're talking about this. Yes.
	From: Phoebe George Sent: Wednesday, June 03, 2020 8:48 AM To: David Owyeong; Calvin Choy Cc: Phoebe George; Stephen Yee Subject: Commercial CD User Guides
	David/Calvin – do you guys still print physical user guides for Commercial CD shipments?
	Thanks,
	Phoebe
	Phoebe George Director of Implementation Services
	InfoIMAGE, Inc. 875 West Sandy Lake Road, Suite 500 Coppell, TX 75019
	Direct. 469.948.1809 T. 469.948.1000 F. 972.745.1485
	phoebe.george@infoimageinc.com www.infoimageinc.com
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	ngards, Dany Das
NC	ily Das
lega	rds,
lony	Das
gards	
ıy Da	18
ds,	
Das	

Regards,

Rony Das

Peter Dang <Peter.Dang@infoimageinc.com>

To: David Trang David.Trang@infoimageinc.com, Rony Das Rony.das@dsinnovators.com

Wed, Aug 26, 2020 at 6:03 AM

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>, Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>, Phoebe George <Phoebe.George@infoimageinc.com>, DP <DP@infoimageinc.com>, William Kong <William.Kong@infoimageinc.com>, Dsi Print Process <printprocess.infoimage@dsinnovators.com>

Ronv.

Please reprocess comm CD from scratch.

The /z/ffin/FFIN_IMG.lis generated from DFA. looks like it is from 8/18. Comparing to /z/pdf_afp/ffin/ffinms2/tiff_index is 8/25.

Funcset4 only copy the FFIN_IMG.lis to /z/pdf_afp/ffin/ffinms2/tiff_index so the content should not be different.

Peter

From: David Trang

Sent: Tuesday, August 25, 2020 4:19 PM

To: Peter Dang <Peter.Dang@infoimageinc.com>; Rony Das <rony.das@dsinnovators.com>

Cc: Stephen Yee <Stephen. Yee@infolmageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infolmageinc.com>; Phoebe George <Phoebe.George@infolmageinc.com>; DP

<DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>; Dsi Print Process <printprocess.infoimage@dsinnovators.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Peter.

Look like it is missing 1 field at the end. Either the transcode or the sequence. I can't tell what it is but when I add the additional comma, it is showing correctly.

Thanks David

From: Peter Dang <Peter.Dang@infoimageinc.com<mailto:Peter.Dang@infoimageinc.com>>

Sent: Tuesday, August 25, 2020 3:16 PM

To: Rony Das <rony.das@dsinnovators.com<mailto:rony.das@dsinnovators.com>>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com<mailto:Stephen.Yee@infoimageinc.com<>>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com<mailto:Ceasar.Guerrero@ infoimageinc.com>>; Phoebe George <Phoebe.George@infoimageinc.com<mailto:Phoebe.George@infoimageinc.com>>; DP <DP@infoimageinc.com<mailto:DP@infoimageinc.com>>; William Kong <William.Kong@infoimageinc.com<mailto:William.Kong@infoimageinc.com<mailto:William.Kong@infoimageinc.com<mailto:Printprocess <pri>Printprocess rocess.infoimage@dsinnovators.com>>; David Trang <David.Trang@infoimageinc.com<mailto:David.Trang@infoimageinc.com>> Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David.

Can you check the CD process. I was able to see front & back check images in /d/test/pdf afp/ffin/ffinms2/tiff folder.

Thanks

Peter

From: Rony Das [mailto:rony.das@dsinnovators.com]

Sent: Thursday, August 20, 2020 2:24 AM

To: Peter Dang <Peter.Dang@infoimageinc.com<mailto:Peter.Dang@infoimageinc.com>>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com<mailto:Stephen.Yee@infoimageinc.com>>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com<mailto:Ceasar.Guerrero@infoimageinc.com>>; Phoebe George <Phoebe.George@infoimageinc.com<mailto:Phoebe.George@infoimageinc.com>>; DP <DP@infoimageinc.com<mailto:DP@infoimageinc.com>>; William.Kong@infoimageinc.com<mailto:William.Kong@infoimageinc.com</p> rocess.infoimage@dsinnovators.com>>; David Trang <David.Trang@infoimageinc.com<mailto:David.Trang@infoimageinc.com>>

Subject: Re: Commercial CD User Guides SECOND REQUEST

Btw we are seeing this error in our log:

[cid:image001.png@01D67B00.FABFF970]

log file attached

On Thu, Aug 20, 2020 at 3:21 PM Rony Das <rony.das@dsinnovators.com<mailto:rony.das@dsinnovators.com>> wrote: Hi Peter

We updated and processed again. Now what should we do?

Thanks

+Print team at InfoIMAGE<mailto:printprocess.infoimage@dsinnovators.com>

On Wed, Aug 19, 2020 at 12:36 AM David Trang David.Trang@infoimageinc.com wrote:

If I read Rony's finding correctly, many record in the index file still only have the front image record. It need to have the back image record as well.

Thanks

David

From: Peter Dang <Peter.Dang@infoimageinc.com<mailto:Peter.Dang@infoimageinc.com>>

Sent: Tuesday, August 18, 2020 11:10 AM

To: Stephen Yee <Stephen. Yee@infoimageinc.com<mailto:Stephen. Yee@infoimageinc.com<>>; Rony Das <rony.das@dsinnovators.com<mailto:rony.das@dsinnovators.com Cc: David Trang Cc: David Trang Cc: David Trang
Cosar.Guerrero@infoimageinc.com
mailto:David.Trang@infoimageinc.com
com
mailto:Phoebe.George@infoimageinc.com
phoebe.George@infoimageinc.com
phoebe.George@infoi William Kong < William.Kong@infoimageinc.com < mailto: William.Kong@infoimageinc.com >>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David.

Look like the images are there. Please help us check

Thanks

Peter

From: Stephen Yee

Sent: Tuesday, August 18, 2020 10:38 AM

Cc: David Trang < David.Trang@infoimageinc.com<mailto:David.Trang@infoimageinc.com>>; Ceasar Guerrero < Ceasar.Guerrero@infoimageinc.com<mailto:Ceasar.Guerrero@ infoimageinc.com>>; Phoebe George <Phoebe.George@infoimageinc.com<mailto:DP@infoimageinc.com>>; DP <DP@infoimageinc.com<mailto:DP@infoimageinc.com>>; William Kong <William.Kong@infoimageinc.com<mailto:William.Kong@infoimageinc.com>>

Subject: RE: Commercial CD User Guides SECOND REQUEST

PETER: Please advise.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | s<mailto:stephen.yee@infoimageinc.com>tephen.yee@infoimageinc.com>mailto:tephen.yee@infoimageinc.com>

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http://www.infoimageinc.com/ http://www.infoimageinc.com/

From: Rony Das [rony.das@dsinnovators.com] Sent: Tuesday, August 18, 2020 12:49 AM

To: Peter Dang

Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong

Subject: Re: Commercial CD User Guideshttp://www.infoimageinc.com/

Hi, any feedback for last email?http://www.infoimageinc.com/ On Mon, Aug 17, 2020 at 5:03 PM Rony Das rony.das@dsinnovators.com wrote:http://www.infoimageinc.com/

Hi Peter, Hi Peter, Hitp://www.infoimageinc.com/
For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf_afp/ffiin/ffinms2/tiff folder and found that many files are actually the 999999.tiff file.http://www.infoimageinc.com/

[cid:image002.png@01D67B00.FABFF970]http://www.infoimageinc.com/

but in index file not all check image has the back image. If you see the /z/pdf_afp/ffin/ffinms2/tiff_index/ffin_07212020_IMG.lis at bottom you will see many check entry for which there

are only front entry no back.http://www.infoimageinc.com/ [cid:image003.png@01D67B00.FABFF970]http://www.infoimageinc.com/

Is this an issue? I mean does every check should have front and back for commercial dvd. Because there is a condition for which we are displaying the back image.http://www.attendeduction.com/ infoimageinc.com/>

[cid:image004.png@01D67B00.FABFF970]http://www.infoimageinc.com/

if column 83 of record 02000 (Personal/Non personal indicator) is N we are only displaying both front and back otherwise only front.http://www.infoimageinc.com/ Let us know if this should be applied to commercial dvd or not. Does commercial dvd needs both front and back entry for every check .<http://www.infoimageinc.com/>

Thankshttp://www.infoimageinc.com/ Ronyhttp://www.infoimageinc.com/>

On Śat, Aug 15, 2020 at 3:37 AM Peter Dang < Peter. Dang@infoimageinc.com > wrote: http://www.infoimageinc.com/

I have provided Rony the instruction and where to troubleshoot regarding item#2 missing back image.http://www.infoimageinc.com/

http://www.infoimageinc.com/

Peterhttp://www.infoimageinc.com/

http://www.infoimageinc.com/

From: David Trang Sent: Wednesday, August 05, 2020 1:29 PM

To: Stephen Yee <Stephen. Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP

<DP@infoimageinc.com>; Peter Dang <Peter.Dang@infoimageinc.com>

Cc: Rony Das <rony.das@dsinnovators.com>

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

http://www.infoimageinc.com/

Steve,<http://www.infoimageinc.com/> http://www.infoimageinc.com/

Sorry, I didn't catch this during testing. Here are couple issue that I am seeing. http://www.infoimageinc.com/

http://www.infoimageinc.com/

1. The way the master file is created, our program will create 1 CD for each account. We will need client to change it so that we can group them correctly if they want multiple account to be group together. If there are too many account, then we need to will create multiple accounts.http://www.infoimageinc.com/

See bullet point on section 1.2 of setup guide.http://www.infoimageinc.com/

http://www.infoimageinc.com/

- For each CD, each record must include all Fields 1 to 13. http://www.infoimageinc.com/
- For a CD with multiple accounts, First record must include ALL fields, then subsequent records can repeat Fields 1 to 3 only. http://www.infoimageinc.com/
- Fields 4 to 13 are used if InfoIMAGE sends the CD directly to CID's clients.http://www.infoimageinc.com/

http://www.infoimageinc.com/

1. The check index generated from the Print team only contains the Front Images and is Missing the Back Image.http://www.infoimageinc.com/

Thankshttp://www.infoimageinc.com/

Davidhttp://www.infoimageinc.com/

http://www.infoimageinc.com/>
From: Stephen Yee < Stephen.Yee@infoimageinc.com/>

Sent: Wednesday, August 5, 2020 12:54 PM

To: Ceasar Guerrero < Ceasar Guerrero@infoimageinc.com >; David Trang < David Trang@infoimageinc.com >; Phoebe George < Phoebe George@infoimageinc.com >; DP

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

http://www.infoimageinc.com/

CEASAR/DAVID: What data did you send them on the CD? They reported that all the check images are missing as the check search tab does not return any results. http://www.infoimageinc.com/

<http://www.infoimageinc.com/> Please advise.http://www.infoimageinc.com/

http://www.infoimageinc.com/

Thanks!http://www.infoimageinc.com/

http://www.infoimageinc.com/ Stephen Yeehttp://www.infoimageinc.com/>

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.comhttp://www.infoimageinc.com/

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http://www.infoimageinc.com/

http://www.infoimageinc.com/

http://www.infoimageinc.com/

From: Stephen Yee

Sent: Wednesday, August 05, 2020 12:27 PM

To: Ceasar Guerrero; David Trang; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/ Thanks Ceasar. David reminded me :)http://www.infoimageinc.com/

Stephen Yeehttp://www.infoimageinc.com/

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http://www.infoimageinc.com/ http://www.infoimageinc.com/

From: Ceasar Guerrero

Sent: Wednesday, August 05, 2020 12:27 PM
To: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP
Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/ From this email thread, per David.http://www.infoimageinc.com/

http://www.infoimageinc.com/

Password: abcdefhttp://www.infoimageinc.com/

http://www.infoimageinc.com/>http://www.infoimageinc.com/>cesarhttp://www.infoimageinc.com/>

http://www.infoimageinc.com/

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:16 PM

To: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@infoimageinc.com>
Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

http://www.infoimageinc.com/

DP/DAVID: What is the PW for the Comm DVD?http://www.infoimageinc.com/

http://www.infoimageinc.com/

Stephen Yeehttp://www.infoimageinc.com/

 $Implementation \ Specialist \ | \ Direct \ 469.312.6925 \ | \ stephen.yee@infoimageinc.com < http://www.infoimageinc.com / > http://www.infoimageinc.com / >$

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http://www.infoimageinc.com/

From: Ceasar Guerrero

Sent: Thursday, July 30, 2020 3:33 PM

To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

David, http://www.infoimageinc.com/

http://www.infoimageinc.com/

The CD label and content looks good (see attached file). http://www.infoimageinc.com/

http://www.infoimageinc.com/>
Cesarhttp://www.infoimageinc.com/>

http://www.infoimageinc.com/

From: David Trang < David. Trang@infoimageinc.com>

Sent: Thursday, July 30, 2020 3:10 PM To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@infoimageinc.com>

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

http://www.infoimageinc.com/

DP,http://www.infoimageinc.com/

http://www.infoimageinc.com/

I just created a FFIN Commercial CD on the CD director machine. Can you help me check it out to see if the Label is printed correctly and the content are good.http://www.infoimageinc.

http://www.infoimageinc.com/

Password: abcdefhttp://www.infoimageinc.com/

http://www.infoimageinc.com/>http://www.infoimageinc.com/>

Davidhttp://www.infoimageinc.com/

http://www.infoimageinc.com/

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Thursday, July 30, 2020 12:23 PM

To: Wanda Malone <Wanda.Malone@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/ http://www.infoimageinc.com/

Thank you Wanda. http://www.infoimageinc.com/

http://www.infoimageinc.com/

DAVID: Please advise when sample DVD will be ready. The bank would like an update when they can expect.http://www.infoimageinc.com/

http://www.infoimageinc.com/

http://www.infoimageinc.com/

Stephen Yeehttp://www.infoimageinc.com/

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com<http://www.infoimageinc.com/>

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From: Wanda Malone

Sent: Thursday, July 30, 2020 10:00 AM
To: Stephen Yee; David Trang; Phoebe George
Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

No problem, here you go.http://www.infoimageinc.com/

Thanks!http://www.infoimageinc.com/ http://www.infoimageinc.com/ http://www.infoimageinc.com/

From: Stephen Yee

Sent: Thursday, July 30, 2020 11:54 AM To: David Trang; Wanda Malone; Phoebe George

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

Sorry about that Wanda. I misunderstood David's request.http://www.infoimageinc.com/

Stephen Yeehttp://www.infoimageinc.com/>http://www.infoimageinc.

http://www.infoimageinc.com/

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http://www.infoimageinc.com/ http://www.infoimageinc.com/

From: David Trang

Sent: Thursday, July 30, 2020 9:41 AM To: Wanda Malone; Stephen Yee; Phoebe George

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

Wanda, http://www.infoimageinc.com/

I am not looking for the logo to be 5 inches. I am looking for the entire CD cover to be 5 inches.http://www.infoimageinc.com/>

http://www.infoimageinc.com/

Thanks

Davidhttp://www.infoimageinc.com/

http://www.infoimageinc.com/

From: Wanda Malone < Wanda. Malone@infoimageinc.com>

Sent: Thursday, July 30, 2020 9:32 AM

To: David Trang <David.Trang@infoimageinc.com>; Stephen Yee <Stephen.Yee@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

http://www.infoimageinc.com/

Hello David,http://www.infoimageinc.com/

http://www.infoimageinc.com/

This is an image of the logo at the requested dimensions and the remaining cd cover content. I'm not able to make it all fit. Please advise how you would like me to proceed.

http://www.infoimageinc.com/

Thanks!http://www.infoimageinc.com/

http://www.infoimageinc.com/

From: David Trang

Sent: Thursday, July 30, 2020 11:27 AM

To: Wanda Malone; Stephen Yee; Phoebe George

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

Removing Operation from the email as they are not involve in this. I need to entire CD cover image and not just the logo. Please enlarge the one that I send yesterday and also attached today. The one I received today is just the logo. http://www.infoimageinc.com/ http://www.infoimageinc.com/

Thanks

Davidhttp://www.infoimageinc.com/

http://www.infoimageinc.com/

From: Wanda Malone <Wanda.Malone@infoimageinc.com>
Sent: Thursday, July 30, 2020 9:08 AM
To: Stephen Yee <Stephen.Yee@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>; Phoebe George

<Phoebe.George@infoimageinc.com>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

http://www.infoimageinc.com/

Thank you!http://www.infoimageinc.com/

http://www.infoimageinc.com/>
From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Thursday, July 30, 2020 10:56 AM

To: David Trang CDavid Trang@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Gabriel Lim <Gabriel Lim </pre>Gabriel Lim Gabriel Lim

<Phoebe.George@infoimageinc.com>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

http://www.infoimageinc.com/

Hi Wanda, http://www.infoimageinc.com/

http://www.infoimageinc.com/

I confirmed these are the correct dimensions. The logo will be printed on the actual DVD. The dimensions that David provided are the correct dimensions for the DVD.

http://www.infoimageinc.com/

http://www.infoimageinc.com/

Stephen Yeehttp://www.infoimageinc.com/>lmplementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.comhttp://www.infoimageinc.com/>

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http://www.infoimageinc.com/

http://www.infoimageinc.com/

http://www.infoimageinc.com/

http://www.infoimageinc.com/

From: David Trang

Sent: Wednesday, July 29, 2020 2:02 PM
To: Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

I open it up in Paint and it gave me the following in inches.http://www.infoimageinc.com/

http://www.infoimageinc.com/

W: 4.82http://www.infoimageinc.com/ L: 5.01http://www.infoimageinc.com/>

http://www.infoimageinc.com/

Davidhttp://www.infoimageinc.com/

http://www.infoimageinc.com/

From: Wanda Malone < Wanda. Malone@infoimageinc.com>

Sent: Wednesday, July 29, 2020 1:10 PM

To: Stephen Yee <Stephen. Yee@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

http://www.infoimageinc.com/

Or what the below dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo. http://www.infoimageinc.com/

http://www.infoimageinc.com/

Thanks!http://www.infoimageinc.com/

http://www.infoimageinc.com/

http://www.infoimageinc.com/

From: Stephen Yee

Sent: Wednesday, July 29, 2020 2:40 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy; David Trang Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/ +DAVID T - Can you please provide the dimensions in inches? http://www.infoimageinc.com/

http://www.infoimageinc.com/

Stephen Yeehttp://www.infoimageinc.com/>

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.comhttp://www.infoimageinc.com/

Antip://www.infoimageinc.com/>
 Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025
 Antip://www.infoimageinc.com/>
 F. 650.473.6300 | www.InfolmageInc.com
 Antip://www.infoimageinc.com/>
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 Antip://www.infoimageinc.com/>

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http://www.infoimageinc.com/ http://www.infoimageinc.com/

http://www.infoimageinc.com/

From: Wanda Malone

Sent: Wednesday, July 29, 2020 12:35 PM
To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

Hey Stephen, http://www.infoimageinc.com/

http://www.infoimageinc.com/

Can you please provide the specs in inches?http://www.infoimageinc.com/

http://www.infoimageinc.com/>http://www.infoimageinc.com/>

http://www.infoimageinc.com/

From: Stephen Yee

Sent: Wednesday, July 29, 2020 2:25 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/>http://www.infoimageinc.com/>http://www.infoimageinc.com/>http://www.infoimageinc.com/>http://www.infoimageinc.com/>http://www.infoimageinc.com/>http://www.infoimageinc.com/>http://www.infoimageinc.com/>http://www.infoimageinc.com/>

ISD had 1 more request regarding this. Can you please adjust the attached logo to the dimensions below?http://www.infoimageinc.com/

Width = 1446, Height = 1504http://www.infoimageinc.com/

http://www.infoimageinc.com/

Stephen Yeehttp://www.infoimageinc.com/>

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.comhttp://www.infoimageinc.com/

http://www.infoimageinc.com/

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025http://www.infoimageinc.com/
F. 650.473.6300 | www.InfoImageInc.comhttp://www.infoimageinc.com/
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http://www.infoimageinc.com/

From: Wanda Malone

Sent: Monday, June 08, 2020 3:23 PM

To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

This ended up being a simpler mock-up than I anticipated. I have attached a completed version. http://www.infoimageinc.com/

Please let me know if anything else needs to be updated.http://www.infoimageinc.com/ http://www.infoimageinc.com/ http://www.infoimageinc.com/

http://www.infoimageinc.com/

From: Stephen Yee

Sent: Monday, June 08, 2020 4:08 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

Hi Wanda, http://www.infoimageinc.com/

That will be fine. IS is not scheduled to begin work until 7/1. http://www.infoimageinc.com/

http://www.infoimageinc.com/

Thank you everyone!http://www.infoimageinc.com/

http://www.infoimageinc.com/>
Stephen Yeehttp://www.infoimageinc.com/>
Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.comhttp://www.infoimageinc.com/>

http://www.infoimageinc.com/

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025http://www.infoimageinc.com/

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http://www.infoimageinc.com/

http://www.infoimageinc.com/

From: Wanda Malone

Sent: Monday, June 08, 2020 2:06 PM

To: Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Stephen Yee; Enrique Perez

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

Phoebe,http://www.infoimageinc.com/

http://www.infoimageinc.com/

Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the process of finalizing and have RSVP/Registration going out Thursday that I need to complete and then a follow-up reminder for the Webinar.http://www.infoimageinc.com/

Please let me know if you would like me to begin edits next week?http://www.infoimageinc.com/

http://www.infoimageinc.com/>http://www.infoimageinc.com/>

http://www.infoimageinc.com/>http://www.infoimageinc.com/>http://www.infoimageinc.com/

From: Gabriel Lim

Sent: Monday, June 08, 2020 4:04 PM

To: Phoebe George; David Owyeong; Calvin Choy; Wanda Malone

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/> Please use stock code 6186http://www.infoimageinc.com/>

http://www.infoimageinc.com/
Thank you,http://www.infoimageinc.com/ Gabrielhttp://www.infoimageinc.com/ Sabriel-Nrip://www.infoimageinc.com/>
http://www.infoimageinc.com/>
From: Phoebe George
Sent: Monday, June 08, 2020 1:59 PM
To: David Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim
Cc: Stephen Yee; Phoebe George

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

http://www.infoimageinc.com/

Thanks David!http://www.infoimageinc.com/

http://www.infoimageinc.com/
Gabriel, can you provide a new Insert # for FFIN Commercial DVD insert?http://www.infoimageinc.com/

http://www.infoimageinc.com/

+ Wanda<http://www.infoimageinc.com/>

http://www.infoimageinc.com/

Wanda: Can you see attached PDF? It's a user guide for Comm DVD's that we use for customers. We are setting up a new one for FFIN - can you replace the logo (using the attached version), copyright name, and contact info noted below on the 2-up PDF file used for printing? Updates to include (reference screenshot below for changes)

http://www.infoimageinc.com/

- Update logo with attached (from Equity logo)http://www.infoimageinc.com/
- Update contact info with the below informationhttp://www.infoimageinc.com/
- 3. Update Copyright info with highlighted info:http://www.infoimageinc.com/

2020 First Financial; #XXXX (XXXX to be provided by Gabriel) rev. 7/2020http://www.infoimageinc.com/

http://www.infoimageinc.com/

NEW contact info for FFIN (item #2):http://www.infoimageinc.com/

For assistance with your DVD, please call 812-238-6280 or email itemprocessing@first-online.com.http://www.infoimageinc.com/

http://www.infoimageinc.com/>http://www.infoimageinc.com/>

Thanks!http://www.infoimageinc.com/

Phoebehttp://www.infoimageinc.com/

http://www.infoimageinc.com/

Phoebe George | Director of Implementation Serviceshttp://www.infoimageinc.com/
InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019 http://www.infoimageinc.com/
Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485 http://www.infoimageinc.com/
phoebe.george@infoimageinc.com | www.infoimageinc.com http://www.infoimageinc.com/

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http://www.infoimageinc.com/

From: David Owyeong David.Owyeong@infoimageinc.com

Sent: Wednesday, June 03, 2020 3:22 PM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

http://www.infoimageinc.com/ It is in the share drive/DP180_ins/Monthly_Inserts folder.http://www.infoimageinc.com/ http://www.infoimageinc.com/

Adding Gabriel.http://www.infoimageinc.com/

http://www.infoimageinc.com/>
From: Phoebe George

Sent: Wednesday, June 03, 2020 12:20 PM To: David Owyeong; Calvin Choy Cc: Stephen Yee; Phoebe George

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

11/25/2020 Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST http://www.infoimageinc.com/ Yes, that's correct! Where do you store these PDF inserts for all the customers you still print these for? We are setting up for FFIN, and need to modify the artwork. http://www.infoimageinc.com/ Thanks!http://www.infoimageinc.com/ http://www.infoimageinc.com/>
Phoebe George | Director of Implementation Serviceshttp://www.infoimageinc.com/> InfolMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019 http://www.infoimageinc.com/ Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485 http://www.infoimageinc.com/ phoebe.george@infoimageinc.com | www.infoimageinc.com http://www.infoimageinc.com/ P Please consider the environment before printing this email. http://www.infoimageinc.com/ NOTICE: This e-mail is intended solely for the recipient and may contain confidential information that is privileged or otherwise exempt from disclosure. If you are not the intended recipient; you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us by replying to this message or by contacting InfoIMAGE, Inc at 469.948.1000.http://www.infoimageinc.com/ http://www.infoimageinc.com/ From: David Owyeong < David. Owyeong@infoimageinc.com> Sent: Wednesday, June 03, 2020 11:06 AM To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com> Cc: Stephen Yee <Stephen.Yee@infoimageinc.com> Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/ http://www.infoimageinc.com/ Hi Phoebe, http://www.infoimageinc.com/ http://www.infoimageinc.com/ If you're talking about this. Yes.http://www.infoimageinc.com/ http://www.infoimageinc.com/>
From: Phoebe George Sent: Wednesday, June 03, 2020 8:48 AM To: David Owyeong; Calvin Choy

Cc: Phoebe George; Stephen Yee

Subject: Commercial CD User Guideshttp://www.infoimageinc.com/

http://www.infoimageinc.com/

David/Calvin – do you guys still print physical user guides for Commercial CD shipments?http://www.infoimageinc.com/

http://www.infoimageinc.com/>
Thanks,http://www.infoimageinc.com/>

Phoebehttp://www.infoimageinc.com/>

http://www.infoimageinc.com/

Phoebe George | Director of Implementation Serviceshttp://www.infoimageinc.com/
InfolMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019 http://www.infoimageinc.com/>http://www.infoimageinc.com/
Phoebe.george@infoimageinc.com | www.infoimageinc.com/>

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http://www.infoimageinc.com/

http://www.infoimageinc.com/

- <http://www.infoimageinc.com/> Regards, http://www.infoimageinc.com/

Rony Dashttp://www.infoimageinc.com/

http://www.infoimageinc.com/

-- <http://www.infoimageinc.com/>

Regards, http://www.infoimageinc.com/>

Rony Dashttp://www.infoimageinc.com/

Regards, Rony Das

Regards,

Rony Das

Regards, Rony Das

4 attachments



Rony Das <rony.das@dsinnovators.com>

To: Peter Dang <Peter.Dang@infoimageinc.com>

Thu, Aug 27, 2020 at 1:40 AM

Cc: David Trang < David.Trang@infoimageinc.com >, Stephen Yee < Stephen.Yee@infoimageinc.com >, Ceasar Guerrero < Ceasar.Guerrero@infoimageinc.com >, Phoebe George <Phoebe.George@infoimageinc.com>, DP <DP@infoimageinc.com>, William Kong <William Kong@infoimageinc.com>, Dsi Print Process <printprocess.infoimage@dsinnovators.com>

Ok we ran again and those files are same. Now what should we do?

Hi David, would it be possible to check again. And when you say, "Look like it is missing 1 field at the end" would you please provide some snapshot in which file you are referring to?

Rony

[Quoted text hidden]

Regards, Rony Das

Thu, Aug 27, 2020 at 3:32 AM

To: Rony Das <rony.das@dsinnovators.com>, Peter Dang <Peter.Dang@infoimageinc.com>

Cc: Stephen Yee <Stephen Yee@infoimageinc.com>, Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>, Phoebe George <Phoebe.George@infoimageinc.com>, DP <DP@infoimageinc.com>, William Kong <William.Kong@infoimageinc.com>, Dsi Print Process <printprocess.infoimage@dsinnovators.com>

Peter.

Can you work with Rony and compare it other clients that is currently live? Attached is the documentation.

Thanks David

[Quoted text hidden]

Commercial CD Setup Guide.docx 26K

Stephen Yee <Stephen.Yee@infoimageinc.com>

Thu, Aug 27, 2020 at 11:26 PM

To: David Trang David.Trang@infoimageinc.com, Rony Das Peter Dang@infoimageinc.com Cc: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>, Phoebe George <Phoebe.George@infoimageinc.com>, DP <DP@infoimageinc.com>, William Kong <William.Kong@infoimageinc.com>, Dsi Print Process <printprocess.infoimage@dsinnovators.com>

PETER: Please provide status.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Description: infolmage_286New.jpg

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image002.jpg@01CDE9B7.5C60B0E0Please consider the environment before printing this email.

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From: David Trang

Sent: Wednesday, August 26, 2020 2:32 PM

To: Rony Das; Peter Dang

Cc: Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process

[Quoted text hidden]

[Quoted text hidden]

Peter Dang <Peter.Dang@infoimageinc.com>

Thu, Aug 27, 2020 at 11:36 PM

To: Rony Das <rony.das@dsinnovators.com>

Cc: David Trang < David. Trang@infoimageinc.com >, Stephen Yee < Stephen. Yee@infoimageinc.com >, Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com >, Phoebe George <Phoebe.George@infoimageinc.com>, DP <DP@infoimageinc.com>, William Kong <William.Kong@infoimageinc.com>, Dsi Print Process <printprocess.infoimage@dsinnovators.com>

David,

The index file looks correct now. Please let us know any issue.

[Quoted text hidden]

Stephen Yee <Stephen.Yee@infoimageinc.com>

Fri, Aug 28, 2020 at 3:17 AM

To: Peter Dang <Peter.Dang@infoimageinc.com>, Rony Das <rony.das@dsinnovators.com>

Cc: David Trang < David Trang@infoimageinc.com >, Ceasar Guerrero < Ceasar.Guerrero@infoimageinc.com >, Phoebe George < Phoebe.George@infoimageinc.com >, DP <DP@infoimageinc.com>, William Kong <William.Kong@infoimageinc.com>, Dsi Print Process <printprocess.infoimage@dsinnovators.com>

DAVID: Please advise.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Description: infolmage_286New.jpg

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cid:image002.jpg@01CDE9B7.5C60B0E0Please consider the environment before printing this email.

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From: Peter Dang

Sent: Thursday, August 27, 2020 10:36 AM

To: Rony Das

Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process

[Quoted text hidden]

Fri, Aug 28, 2020 at 5:08 AM

To: Peter Dang <Peter.Dang@infoimageinc.com>, Rony Das <rony.das@dsinnovators.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>, Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>, Phoebe George <Phoebe.George@infoimageinc.com>, DP <DP@infoimageinc.com>, William Kong <William.Kong@infoimageinc.com>, Dsi Print Process <printprocess.infoimage@dsinnovators.com>

Peter,

I don't see any new index file generated on the folder.

Here are the specification from the doc.

- Fields in file (ordered): Primary Account Number, Secondary Account Number, Check Date, Check Number, Check Amount, Tiff File Name, Transcode, Sequence Number)
- · One entry per check images and side.

```
operl@preprocessing02 ~]$ cd /d/test/pdf_afp/ffin/ffinms2/tiff_index/
operl@preprocessing02 tiff index]$ 11
rw-rw-rw- 1 ronyD DSI 11344 Aug 26 12:13 ffin_07212020_IMG.lis
operl@preprocessing02 tiff_index]$
```

5712122,5712122,07212020,800035168,60000,ffin_5712122_07212020_60000_800035168_F.tif,10

As I mentioned, it is either missing the transcode or the sequence field. I don't know what the value 10 at the end represent.

[Quoted text hidden]

Peter Dang <Peter.Dang@infoimageinc.com>

To: David Trang < David. Trang@infoimageinc.com >, Rony Das < rony.das@dsinnovators.com >

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>, Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>, Phoebe George <Phoebe.George@infoimageinc.com>, DP <DP@infoimageinc <William.Kong@infoimageinc.com>, Dsi Print Process <printprocess.infoimage@dsinnovators.com>

Rony,

Please check the DFA. Look like it is missing some of the field like check amount. See HTBKDS21.dfa for reference.

Peter

From: David Trang

Sent: Tuesday, August 25, 2020 4:19 PM

To: Peter Dang <Peter.Dang@infoimageinc.com>; Rony Das <rony.das@dsinnovators.com>

Cc: Stephen Yee <Stephen. Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar. Guerrero@infoimageinc.com>; Phoebe George <Phoebe. George@infoimageinc.com>; DP <DP < William. Kong@infoimageinc.com>; Dsi Print Process < printprocess.infoimage@dsinnovators.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Peter,

Look like it is missing 1 field at the end. Either the transcode or the sequence. I can't tell what it is but when I add the additional comma, it is showing correctly.

Thanks David

From: Peter Dang <Peter.Dang@infoimageinc.com>

Sent: Tuesday, August 25, 2020 3:16 PM

To: Rony Das <rony.das@dsinnovators.com>

Cc: Stephen Yee <Stephen. Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar. Guerrero@infoimageinc.com>; Phoebe George <Phoebe. George@infoimageinc.com>; DP <DP < William.Kong@infoimageinc.com>; Dsi Print Process < printprocess.infoimage@dsinnovators.com>; David Trang < David.Trang@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David,

Can you check the CD process. I was able to see front & back check images in /d/test/pdf_afp/ffin/ffinms2/tiff folder.

Thanks,

Peter

From: Rony Das [mailto:rony.das@dsinnoyators.com]

Sent: Thursday, August 20, 2020 2:24 AM To: Peter Dang <Peter.Dang@infoimageinc.com>

Cc: Stephen Yee < Stephen. Yee@infoimageinc.com >; Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com >; Phoebe George < Phoebe. George@infoimageinc.com >; DP < DP@infoimage

< william.Kong@infoimageinc.com >; Dsi Print Process < printprocess.infoimage@dsinnovators.com >; David Trang < David.Trang@infoimageinc.com

Subject: Re: Commercial CD User Guides SECOND REQUEST

Btw we are seeing this error in our log:

```
Use of uninitialized value $RTN EMAIL in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 457, <MASTER> line
543
        Parsing Master List
544
        Begin parsing group for each CD
545
        Creating check index file
        Use of uninitialized value cost = c
546
547
        Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line 1.
         cp: target '
548
                                    FRONT.tif' is not a directory
         Use of uninitialized value $errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 685, <TIFF> line
549
         Use of uninitialized value centlements checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line \overline{663}, <TIFF> line 2.
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 675, <TIFF> line 2.
         cp: target '__BACK.tif' is not a directory
         Use of uninitialized value \ccheckSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 3.
554
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line 3.
         cp: target '__FRONT.tif' is not a directory
         Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL CD.pl line 663, <TIFF> line 4.
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 675, <TIFF> line 4.
         cp: target '__BACK.tif' is not a directory
         Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 5.
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line 5.
```

log file attached.

On Thu, Aug 20, 2020 at 3:21 PM Rony Das < rony.das@dsinnovators.com > wrote:

Hi Peter,

We updated and processed again. Now what should we do?

Thanks

Rony

On Wed, Aug 19, 2020 at 5:35 PM Rony Das < rony.das@dsinnovators.com > wrote:

+Print team at InfoIMAGE

On Wed, Aug 19, 2020 at 12:36 AM David Trang David.Trang@infoimageinc.com wrote:

If I read Rony's finding correctly, many record in the index file still only have the front image record. It need to have the back image record as well.

Thanks David

From: Peter Dang <Peter.Dang@infoimageinc.com>

Sent: Tuesday, August 18, 2020 11:10 AM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Rony Das <rony.das@dsinnovators.com>

<William.Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David,

Look like the images are there. Please help us check.

Thanks.

Peter

From: Stephen Yee

Sent: Tuesday, August 18, 2020 10:38 AM

To: Rony Das <rony.das@dsinnovators.com>; Peter Dang <Peter.Dang@infoimageinc.com>

Cc: David Trang Cbavid.Trang@infoimageinc.com>; Ceasar Guerrero Ceasar.Guerrero@infoimageinc.com>; Phoebe George @infoimageinc.com>; DP OPP@info <William.Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

PETER: Please advise.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Rony Das [rony.das@dsinnovators.com] Sent: Tuesday, August 18, 2020 12:49 AM

To: Peter Dang

Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong

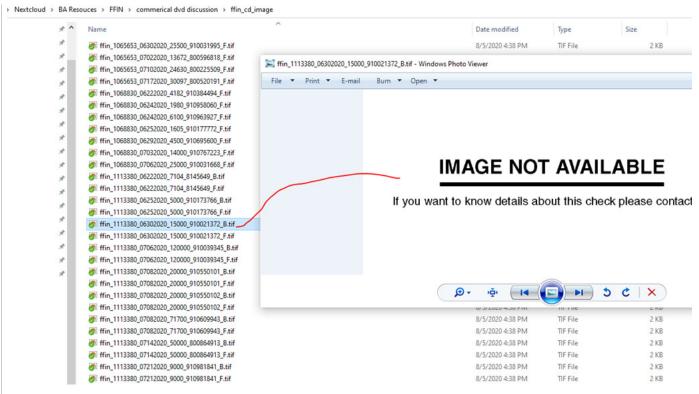
Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

On Mon, Aug 17, 2020 at 5:03 PM Rony Das <rony.das@dsinnovators.com> wrote:

Hi Peter.

For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf_afp/ffinn/ffinms2/tiff folder and found that many files are actu



but in index file not all check image has the back image. If you see the /z/pdf_afp/ffin/ffinms2/tiff_index/ffin_07212020_IMG.lis at bottom you will see many check entry for which the

```
<mark>10364</mark> 8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740
                8508445303,8508445303,06242020,910957448,1072,ffin 8508445303 06242020 1072 910957448 F.tif,9741 8508445303,8508445303,06292020,910697001,6337,ffin 8508445303,06292020,910697001,6337,ffin 8508445303,06292020,910697001,6337,ffin 8508445303,06302020,2950,910013802,7950,ffin 8508445303,06302020,2950,910013802,F.tif,9743
                 8508445303,8508445303,06302020,910021844,1700,ffin_8508445303_06302020_1700_910021844_F.tif,
                 8508445303,8508445303,07032020,910765224,1670,ffin_8508445303_07032020_1670_910765224_F.tif,9745
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8508445303.8508445303,07132020,910036775_2500.ffin_8508445303_07152020_500_910965775_F.tif,9751
10376 8508445303,8508445303,07152020,910905775,2500,ffin 8508445303_07152020_2500_910905775_F.tif,9752
10377 4598393,4598393,06232020,910708306,28762,ffin 4598393_06232020_28762_910708306_F.tif,9753
10378 4598393,4598393,07132020,56641388,100000,ffin_4598393_07132020_100000_56641388_F.tif,9754
10379 4598393,4598393,07142020,910663275,2800,ffin_4598393_07142020_2800_910663275_F.tif,9755
```

Is this an issue? I mean does every check should have front and back for commercial dvd. Because there is a condition for which we are displaying the back image.

```
Assign CUR_GRP_IT=CUR_GRP_END_INDEX
  Condition: REC_IDENT=='02000'
□ 🗓
      then
Co
          Condition: SUBSTR(CUR_LINE, 83, 1, '') == 'N'
       then

Assign FRONT AND BACK CHECK FLAG=1
           else

As
              Assign FRONT_AND_BACK_CHECK_FLAG=0
      Assign CUR_PROD_ACCT_NUM=NOSPACE(SUBSTR(CUR_LINE,19
```

if column 83 of record 02000 (Personal/Non personal indicator) is N we are only displaying both front and back otherwise only front.

Let us know if this should be applied to commercial dvd or not. Does commercial dvd needs both front and back entry for every check .

Thanks

Ronv

On Sat, Aug 15, 2020 at 3:37 AM Peter Dang < Peter. Dang@infoimageinc.com > wrote:

I have provided Rony the instruction and where to troubleshoot regarding item#2 missing back image.

Peter

From: David Trang

Sent: Wednesday, August 05, 2020 1:29 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DF <Peter.Dang@infoimageinc.com>

Cc: Rony Das <rony.das@dsinnovators.com> Subject: RE: Commercial CD User Guides

Steve,

Sorry, I didn't catch this during testing. Here are couple issue that I am seeing.

1. The way the master file is created, our program will create 1 CD for each account. We will need client to change it so that we can group them correctly if they want multip too many account, then we need to will create multiple accounts.

See bullet point on section 1.2 of setup guide.

- For each CD, each record must include all Fields 1 to 13.
- For a CD with multiple accounts, First record must include ALL fields, then subsequent records can repeat Fields 1 to 3 only.
- Fields 4 to 13 are used if InfoIMAGE sends the CD directly to CID's clients.
 - 2. The check index generated from the Print team only contains the Front Images and is Missing the Back Image.

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:54 PM

To: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP(

Subject: RE: Commercial CD User Guides

CEASAR/DAVID: What data did you send them on the CD? They reported that all the check images are missing as the check search tab does not return any results.

Please advise.

Thanks!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: Stephen Yee

Sent: Wednesday, August 05, 2020 12:27 PM

To: Ceasar Guerrero; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

Thanks Ceasar. David reminded me:)

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
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this communication in error, please notify us by replying to this message or by contacti
From: Ceasar Guerrero Sent: Wednesday, August 05, 2020 12:27 PM
To: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides
From this email thread, per David.
Decouverd: abodef
Password: abcdef
Thanks,
Cesar
From: Stephen Yee <stephen.yee@infoimageinc.com> Sent: Wednesday, August 5, 2020 12:16 PM</stephen.yee@infoimageinc.com>
To: Ceasar Guerrero ">">">"> Ceasar Guerrero@infoimageinc.com<">">">">">">">">">">">">">">">">">">">
Subject: RE: Commercial CD User Guides
DP/DAVID: What is the PW for the Comm DVD?
Stephen Yee
Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 www.InfolmageInc.com
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this communication in error, please notify us by replying to this message or by contacti
From: Ceasar Guerrero
Sent: Thursday, July 30, 2020 3:33 PM
To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP
To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP
To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides
To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides

Thanks,

Cesar

Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
From: David Trang David.trang@infoimageinc.com Sent: Thursday, July 30, 2020 3:10 PM To: Stephen Yee Stephen.Yee@infoimageinc.com ; Wanda Malone Wanda.Malone@infoimageinc.com ; Phoebe George Phoebe.George@infoimageinc.com ; DP DP D
DP,
I just created a FFIN Commercial CD on the CD director machine. Can you help me check it out to see if the Label is printed correctly and the content are good.
Password: abcdef
Thanks David
From: Stephen Yee <stephen.yee@infoimageinc.com> Sent: Thursday, July 30, 2020 12:23 PM To: Wanda Malone <wanda.malone@infoimageinc.com>; David Trang <david.trang@infoimageinc.com>; Phoebe George <phoebe.george@infoimageinc.com> Subject: RE: Commercial CD User Guides</phoebe.george@infoimageinc.com></david.trang@infoimageinc.com></wanda.malone@infoimageinc.com></stephen.yee@infoimageinc.com>
Thank you Wanda.
DAVID: Please advise when sample DVD will be ready. The bank would like an update when they can expect.
Stephen Yee
Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 www.InfolmageInc.com
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From: Wanda Malone Sent: Thursday, July 30, 2020 10:00 AM To: Stephen Yee; David Trang; Phoebe George Subject: RE: Commercial CD User Guides

No problem, here you go.

Thanks!

From: Stephen Yee

Sent: Thursday, July 30, 2020 11:54 AM To: David Trang; Wanda Malone; Phoebe George Subject: RE: Commercial CD User Guides

Sorry about that Wanda. I misunderstood David's request.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: David Trang

Sent: Thursday, July 30, 2020 9:41 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Wanda,

I am not looking for the logo to be 5 inches. I am looking for the entire CD cover to be 5 inches.

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com >

Sent: Thursday, July 30, 2020 9:32 AM

To: David Trang <David.Trang@infoimageinc.com>; Stephen Yee <Stephen.Yee@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>
Subject: RE: Commercial CD User Guides

Hello David,

This is an image of the logo at the requested dimensions and the remaining cd cover content. I'm not able to make it all fit. Please advise how you would like me to proceed

Thanks!

From: David Trang

Sent: Thursday, July 30, 2020 11:27 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Removing Operation from the email as they are not involve in this. I need to entire CD cover image and not just the logo. Please enlarge the one that I send yesterday and also

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com >

Sent: Thursday, July 30, 2020 9:08 AM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; David Trang Coavid.Trang@infoimageinc.com>; Gabriel Lim Cabriel.Lim@infoimageinc.com>; Phoebe George CeorgePhoebe

Owyeong Owyeong @infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Thank you!

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Thursday, July 30, 2020 10:56 AM

Owyeong Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Wanda,

I confirmed these are the correct dimensions. The logo will be printed on the actual DVD. The dimensions that David provided are the correct dimensions for the DVD.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: David Trang

Sent: Wednesday, July 29, 2020 2:02 PM

To: Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

I open it up in Paint and it gave me the following in inches.

W: 4.82

L: 5.01

Thanks David

From: Wanda Malone <Wanda.Malone@infoimageinc.com>
Sent: Wednesday, July 29, 2020 1:10 PM

To: Stephen Yee Stephen. Yee@infoimageinc.com>; Gabriel Lim Gabriel.Lim@infoimageinc.com>; Phoebe George Phoebe.George@infoimageinc.com>; David Owyeong Calvin Choy <Calvin.Choy@infoimageinc.com>; David Trang@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Or what the below dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.

Thanks!

Sent: Wednesday, July 29, 2020 2:40 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy; David Trang

Subject: RE: Commercial CD User Guides

+DAVID T - Can you please provide the dimensions in inches?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Wanda Malone

Sent: Wednesday, July 29, 2020 12:35 PM
To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy
Subject: RE: Commercial CD User Guides

Hey Stephen,

Can you please provide the specs in inches?

Thanks!

From: Stephen Yee

Sent: Wednesday, July 29, 2020 2:25 PM To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

ISD had 1 more request regarding this. Can you please adjust the attached logo to the dimensions below?

Width = 1446, Height = 1504

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: Wanda Malone Sent: Monday, June 08, 2020 3:23 PM
To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Cc: Enrique Perez
Subject: RE: Commercial CD User Guides This could be being a circular model on the A patiented A have attached a complete discussion.
This ended up being a simpler mock-up than I anticipated. I have attached a completed version. Please let me know if anything else needs to be updated.
Thanks!
From: Stephen Yee Sept: Monday, June 08, 2020 4:08 PM
Sent: Monday, June 08, 2020 4:08 PM To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Cc: Enrique Perez
Subject: RE: Commercial CD User Guides
Hi Wanda,

That will be fine. IS is not scheduled to begin work until 7/1.

Thank you everyone!

Stephen Yee

From: Wanda Malone Sent: Monday, June 98, 2020 2:06 PM To: Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Cc; Stephen Yee; Enrique Perez Subject: RE: Commercial CD User Guides Phoebe,	Please consider the environment before printing this email. Notice: This emails intended soally the medical and may continue disfestibil information that is printinged or otherwise exempt from disclosure. If you are not the intended recipilates; you are horeby notified that any discentination or copyring the commenciation in error, please methy as by replying to this message or by contact if the commenciation in error, please methy as by replying to this message or by contact if From: Wanda Malone Sent: Monday, June 08, 2020 2:06 PM To: Capirol Lim; Phoche George; David Owycong; Calvin Choy CC: Stephen 19c; Enrique Perez: Subject: RE: Commercial CD User Guides Phoche, Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the process of for out Thursday that I need to complete and then a follow-up reminder for the Weblinar. Please let me know if you would like me to begin edits next week?	Prom: Wanda Malone Sent Monday, June 08, 2020 2:06 PM To: Califord Lim, Phobe George: David Owycong; Calvin Choy Cos: Stephen Yes, Erringue Perez. Subject. RE: Commercial CD User Guides Phobe. Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the process of find thursely than know if you would like me to begin edits next week?	Please let me know if you would like me to begin edits next week? Please let me know if you would like me to begin edits next until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the process of file.	From: Wanda Malone Sent: Monday, June 08, 2020 2:06 PM To: Gabriel Im; Phoebe George; David Owycong; Calvin Choy Cot: Setypela Im; Product of the Month blest going out tomorrow; that I am in the proout Thursday that I need to complete and the able to begin working on it until next week. I currently have a Product of the Month blest going out tomorrow; that I am in the proout Thursday that I need to complete and then a follow-up reminder for the Webitar. Please let me know if you would like me to begin edits next week?	
Please consider the environment before priming this email. NOTICE. The senals intended delibe to the registert and may contain confidential information that is published or determine example from disclosure. If you are not the intended recipient, you are hereby settlined that any dissemilation or copying this communication is error, please with you by replying to this message or by contact! From: Wanda Malone Sent: Monday, June 08, 2020 2:06 PM To: Cabriel Lim; Phoebe George; David Owyeong; Calvin Choy Ces: Stephen Ver; Erricipe Perze. Subject: RE: Commercial CD User Guides Phoebe, Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the process of front Thursday that I need to complete and then a follow-up reminder for the Webitar. Please let me know if you would like me to begin edits next week?	Please consider the environment before printing this email. MITCE The email is intended since to the recipient and any contain confidential information that is printigged or otherwise exempt from disclosure. If you are not the intended recipient, you are hereby soffled that any discernilication or copying this communication in error, please restly as by replying the this message or by contains. From: Wanda Malone Sent: Monday, June 08, 2020 2:06 PM To: Caloriel Lim; Phoche George; David Owycong; Calvin Choy Ce: Stephen Yee; Enrique Perez Subject: RE: Commercial CD User Guides Phoebe, Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the process of four Thursday that I need to complete and then a follow-up reminder for the Webinar.	Please consider the environment before printing this email. MOTICE the email is intended sinker before printing this email. MOTICE the email is intended sinker before printing this email. MOTICE the email is intended sinker before printing this email. MOTICE the email is intended sinker before printing this email. MOTICE the email is intended sinker before printing this email. MOTICE the email is intended sinker before printing this email. MOTICE the email is intended sinker before printing this email. From: Wanda Malone Sent: Monday, June 08, 2020 2:06 PM To: Capital Lim; Phoche George; David Owycong; Calvin Choy Cc; Singhen Pere; Enrique Perez. Subject: RE: Commercial CD User Guides Phoebe. Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the process of fi out Thursday that I need to complete and then a follow-up reminder for the Webinar. Please let me know if you would like me to begin edits next week?	Please consider the environment before printing this email. https://documents.org/pictures/p	Please consider the environment before printing this email. NOTICE This would intended totally for the recipiest and may contain confidential information that is printinged or otherwise example from disclosure. If you are not the intended recipient; you are heavily notified that any dissemination or this communication is error, please notify as by replying to this message or by contact! From: Wanda Majone Sent: Monday, June 08, 2020 2:06 PM Tor. Gabriel ILIng: Phoebe George; David Owycong; Calvin Choy Cc. Stephen Yee; Enrique Perez Subjects RE: Commercial CD User Guides Phoebe, Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the procout Thursday that I need to complete and then a follow-up reminder for the Webinar.	
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					g out tomorrow; that I am in the process of fi
Thanks!	Thanks!	Thanks!	Thanks!	Thanks!	

From: Gabriel Lim

Sent: Monday, June 08, 2020 4:04 PM

To: Phoebe George; David Owyeong; Calvin Choy, Wanda Malone

Cc: Stephen Yee

Subject: RE: Commercial CD User Guides

Please use stock code 6186

Thank you,

Gabriel

From: Phoebe George

Sent: Monday, June 08, 2020 1:59 PM

To: David Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim

Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Thanks David!

Gabriel, can you provide a new Insert # for FFIN Commercial DVD insert?

+ Wanda

Wanda: Can you see attached PDF? It's a user guide for Comm DVD's that we use for customers. We are setting up a new one for FFIN - can you replace the logo (using the a contact info noted below on the 2-up PDF file used for printing? Updates to include (reference screenshot below for changes)

- 1. Update logo with attached (from Equity logo)
- 2. Update contact info with the below information
- 3. Update Copyright info with highlighted info:

2020 First Financial; #XXXX (XXXX to be provided by Gabriel) rev. 7/2020

NEW contact info for FFIN (item #2):

For assistance with your DVD, please call 812-238-6280 or email itemprocessing@first-online.com.

Thanks!

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong <David.Owyeong@infoimageinc.com>

Sent: Wednesday, June 03, 2020 3:22 PM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>

Subject: RE: Commercial CD User Guides

It is in the share drive/DP180_ins/Monthly_Inserts folder.

Adding Gabriel.

From: Phoebe George

Sent: Wednesday, June 03, 2020 12:20 PM To: David Owyeong; Calvin Choy Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Yes, that's correct! Where do you store these PDF inserts for all the customers you still print these for? We are setting up for FFIN, and need to modify the artwork.

Thanks!

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong David Owyeong@infoimageinc.com Sent: Wednesday, June 03, 2020 11:06 AM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Phoebe,

If you're talking about this. Yes.

From: Phoebe George

Sent: Wednesday, June 03, 2020 8:48 AM To: David Owyeong; Calvin Choy Cc: Phoebe George; Stephen Yee Subject: Commercial CD User Guides

David/Calvin – do you guys still print physical user guides for Commercial CD shipments?

Thanks.

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

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Regards,

Rony Das

Regards,

Rony Das

11/25/2020	Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
Regards,	
Rony Das	
 Pagarda	
Regards, Rony Das	
Trony Das	
Regards,	
Rony Das	
,	
Rony Das <rony.das@d< td=""><td></td></rony.das@d<>	
Cc: David Trang < David.	lang@infoimageinc.com> Trang@infoimageinc.com>, Stephen Yee <stephen.yee@infoimageinc.com>, Ceasar Guerrero <ceasar.guerrero@infoimageinc.com>, Phoebe George <phoebe.ge >, William Kong <william.kong@infoimageinc.com>, Dsi Print Process <printprocess.infoimage@dsinnovators.com></printprocess.infoimage@dsinnovators.com></william.kong@infoimageinc.com></phoebe.ge </ceasar.guerrero@infoimageinc.com></stephen.yee@infoimageinc.com>
Hi Peter, CHECK_TRAN_CO	DE was missing . I kept it empty for now since I don't know it's mapping. But now index file has all fields.
David, Would you please try	again? Here is an entry from the index file:
5712122,5712122,	,08192020,800573258,202953,ffin_5712122_08192020_202953_800573258_F.tif,,12
Thanks,	
Rony	
On Fri, Aug 28, 2020 a	at 6:23 AM Peter Dang <peter.dang@infoimageinc.com> wrote:</peter.dang@infoimageinc.com>
Rony,	
Please check the DF	A. Look like it is missing some of the field like check amount. See HTBKDS21.dfa for reference.
Peter	
From: David Trang	
Sent: Tuesday, Augu	ust 25, 2020 4:19 PM
	ter.Dang@infoimageinc.com>; Rony Das <rony.das@dsinnovators.com> tephen.Yee@infoimageinc.com>; Ceasar Guerrero <ceasar.guerrero@infoimageinc.com>; Phoebe George <phoebe.george@infoimageinc.com>; DP <</phoebe.george@infoimageinc.com></ceasar.guerrero@infoimageinc.com></rony.das@dsinnovators.com>
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Subject: RE: Comme	ercial CD User Guides SECOND REQUEST
Peter,	
Look like it is missin	g 1 field at the end. Either the transcode or the sequence. I can't tell what it is but when I add the additional comma, it is showing correctly.
Thanks David	
Daviu	

From: Peter Dang < Peter. Dang@infoimageinc.com>

Sent: Tuesday, August 25, 2020 3:16 PM

To: Rony Das <rony.das@dsinnovators.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP < C

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David,

Can you check the CD process. I was able to see front & back check images in /d/test/pdf_afp/ffin/ffinms2/tiff folder.

Thanks.

Peter

From: Rony Das [mailto:rony.das@dsinnovators.com]

Sent: Thursday, August 20, 2020 2:24 AM

To: Peter Dang <Peter.Dang@infoimageinc.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@infoimageinc.com>; < william.Kong@infoimageinc.com>; Dsi Print Process < printprocess.infoimage@dsinnovators.com>; David Trang < David.Trang@infoimageinc.com>

Subject: Re: Commercial CD User Guides SECOND REQUEST

Btw we are seeing this error in our log:

```
342 Use of uninitialized value $RTN EMAIL in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 457, <MASTER> line
543
              Parsing Master List
544
             Begin parsing group for each CD
545
             Creating check index file
             Use of uninitialized value costonermal{cost} value costonermal{cos
546
             Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line 1.
547
             cp: target ' FRONT.tif' is not a directory
548
549
              Use of uninitialized value $errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 685, <TIFF> lin
550
             Use of uninitialized value constant c
551
              Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 675, <TIFF> line 2.
552
              cp: target ' BACK.tif' is not a directory
553
              Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 3.
554
             Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line 3.
555
              cp: target '__FRONT.tif' is not a directory
556
              Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 4.
557
              Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 675, <TIFF> line 4.
558
              cp: target '__BACK.tif' is not a directory
              Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL CD.pl line 663, <TIFF> line 5.
559
              Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 673, <TIFF> line 5.
```

log file attached.

On Thu, Aug 20, 2020 at 3:21 PM Rony Das < rony.das@dsinnovators.com > wrote:

Hi Peter.

We updated and processed again. Now what should we do?

Thanks

Rony

On Wed, Aug 19, 2020 at 5:35 PM Rony Das <rony.das@dsinnovators.com> wrote:

+Print team at InfoIMAGE

On Wed, Aug 19, 2020 at 12:36 AM David Trang David.Trang@infoimageinc.com wrote:

If I read Rony's finding correctly, many record in the index file still only have the front image record. It need to have the back image record as well.

Thanks David

From: Peter Dang <Peter.Dang@infoimageinc.com>

Sent: Tuesday, August 18, 2020 11:10 AM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Rony Das <rony.das@dsinnovators.com>

Cc: David Trang < David.Trang@infoimageinc.com>; Ceasar Guerrero < Ceasar.Guerrero@infoimageinc.com>; Phoebe George < Phoebe.George@infoimageinc.com>; DP < DP@in

<William.Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David,

Look like the images are there. Please help us check.

Thanks,

Peter

From: Stephen Yee

Sent: Tuesday, August 18, 2020 10:38 AM

To: Rony Das <rony.das@dsinnovators.com>; Peter Dang <Peter.Dang@infoimageinc.com>

Cc: David Trang Cc: David Trang Coasar GuerreroCeasar Guerrero@infoimageinc.com>; Phoebe George Ceorge@infoimageinc.com>; Phoebe GeorgeCeorge@infoimageinc.com>; Phoebe GeorgeCeor

<William.Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

PETER: Please advise.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Rony Das [rony.das@dsinnovators.com] Sent: Tuesday, August 18, 2020 12:49 AM

To: Peter Dang

Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong

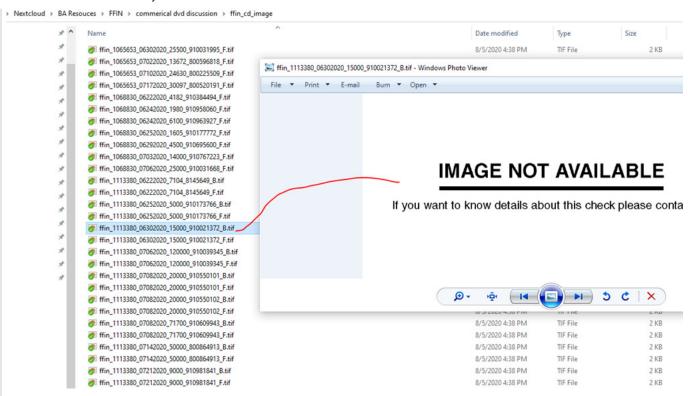
Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

On Mon, Aug 17, 2020 at 5:03 PM Rony Das <rony.das@dsinnovators.com> wrote:

Hi Peter.

For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf_afp/fflin/fflnms2/tiff folder and found that many files are ac



but in index file not all check image has the back image. If you see the /z/pdf_afp/ffin/ffinms2/tiff_index/ffin_07212020_IMG.lis at bottom you will see many check entry for which

```
<mark>10364</mark> 8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740
               8508445303,8508445303,06242020,910957448,1072,ffin_8508445303_06242020_1072_910957448_f.tif,9741
 10366 8508445303,8508445303,06292020,910697001,6337,ffin_8508445303_06292020_6337_910697001_F.tif,9742
10367 8508445303,8508445303,06302020,910013802,2950,ffin_8508445303_06302020_2950_910013802_F.tif,9743
               8508445303,8508445303,06302020,910021844,1700,ffin_8508445303_06302020_1700_910021844_F.tif,9744
               8508445303,8508445303,07032020,910765224,1670,ffin_8508445303_07032020_1670_910765224_F.tif,9745
10369 8508445303,8508445303,07062020,910036617,1410,ffin_8508445303_07032020_1670_910765224_F.tif,9745
10370 8508445303,8508445303,07062020,910036617,1410,ffin_8508445303_07062020_1410_910036617_F.tif,9746
10371 8508445303,8508445303,07102020,910038298,1000,ffin_8508445303_07102020_1000_910038298_F.tif,9747
10372 8508445303,8508445303,07102020,910038297,1000,ffin_8508445303_07102020_1000_910038297_F.tif,9748
10373 8508445303,8508445303,07102020,910038299,1000,ffin_8508445303_07102020_1000_910038299_F.tif,9749
10374 8508445303,8508445303,07132020,910038299,1000,ffin_8508445303_07132020_549_910038299_F.tif,9750
10375 8508445303,8508445303,07132020,800621739,6145,ffin_8508445303_07132020_6145_800621739_F.tif,9751
10376 8508445303,8508445303,07132020,910905775_5200,ffin_8508445303_07152020_2500_910905775_F.tif,9752
10377 4598393,4598393,06232020,910708306,28762,ffin_4598393_06232020_28762_910708306_F.tif,9753
10378 4598393,4598393,07132020,56641388,100000,ffin_4598393_07132020_2800_910663275_F.tif,9755
```

Is this an issue? I mean does every check should have front and back for commercial dvd. Because there is a condition for which we are displaying the back image.

```
Assign CUR_GRP_IT=CUR_GRP_END_INDEX
  Condition: REC_IDENT=='02000'
then
Co
         Condition: SUBSTR(CUR_LINE, 83, 1, '') == 'N'
       then

Assign FRONT AND BACK CHECK FLAG=1
          else
As
              Assign FRONT_AND_BACK_CHECK_FLAG=0
      Assign CUR_PROD_ACCT_NUM=NOSPACE(SUBSTR(CUR_LINE,19
```

if column 83 of record 02000 (Personal/Non personal indicator) is N we are only displaying both front and back otherwise only front.

Let us know if this should be applied to commercial dvd or not. Does commercial dvd needs both front and back entry for every check .

Thanks

Ronv

On Sat, Aug 15, 2020 at 3:37 AM Peter Dang <Peter.Dang@infoimageinc.com> wrote:

I have provided Rony the instruction and where to troubleshoot regarding item#2 missing back image

Peter

From: David Trang

Sent: Wednesday, August 05, 2020 1:29 PM

To: Stephen Yee <Stephen. Yee@infoimageinc.com>; Ceasar Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP < <Peter.Dang@infoimageinc.com>

Cc: Rony Das <rony.das@dsinnovators.com> Subject: RE: Commercial CD User Guides

Steve,

Sorry, I didn't catch this during testing. Here are couple issue that I am seeing.

1. The way the master file is created, our program will create 1 CD for each account. We will need client to change it so that we can group them correctly if they want mul too many account, then we need to will create multiple accounts.

See bullet point on section 1.2 of setup guide.

- For each CD, each record must include all Fields 1 to 13.
- For a CD with multiple accounts, First record must include ALL fields, then subsequent records can repeat Fields 1 to 3 only.
- Fields 4 to 13 are used if InfoIMAGE sends the CD directly to CID's clients.
 - 2. The check index generated from the Print team only contains the Front Images and is Missing the Back Image.

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:54 PM

To: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <C

Subject: RE: Commercial CD User Guides

CEASAR/DAVID: What data did you send them on the CD? They reported that all the check images are missing as the check search tab does not return any results.

Please advise.

Thanks!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Stephen Yee

Sent: Wednesday, August 05, 2020 12:27 PM

To: Ceasar Guerrero; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

Thanks Ceasar. David reminded me:)

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
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From: Ceasar Guerrero Sent: Wednesday, August 05, 2020 12:27 PM To: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides
From this email thread, per David.
Password: abcdef
Thanks,
Cesar
From: Stephen Yee <stephen.yee@infoimageinc.com> Sent: Wednesday, August 5, 2020 12:16 PM To: Ceasar Guerrero <ceasar.guerrero@infoimageinc.com>; David Trang <david.trang@infoimageinc.com>; Wanda Malone <wanda.malone@infoimageinc.com>; Phoebe com>; DP <dp@infoimageinc.com> Subject: RE: Commercial CD User Guides</dp@infoimageinc.com></wanda.malone@infoimageinc.com></david.trang@infoimageinc.com></ceasar.guerrero@infoimageinc.com></stephen.yee@infoimageinc.com>
DP/DAVID: What is the PW for the Comm DVD?
Stephen Yee
Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 www.InfolmageInc.com Please consider the environment before printing this email.
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From: Ceasar Guerrero Sent: Thursday, July 30, 2020 3:33 PM To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides
David,
The CD label and content looks good (see attached file).
Thanks,

From: David Trang < David. Trang@infoimageinc.com > Sent: Thursday, July 30, 2020 3:10 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DPc

Subject: RE: Commercial CD User Guides DP, I just created a FFIN Commercial CD on the CD director machine. Can you help me check it out to see if the Label is printed correctly and the content are good. Password: abcdef Thanks David From: Stephen Yee <Stephen.Yee@infoimageinc.com> Sent: Thursday, July 30, 2020 12:23 PM

To: Wanda Malone Wanda.Malone@infoimageinc.com; David Trang David.Trang@infoimageinc.com; Phoebe George Phoebe.George@infoimageinc.com; David Trang David.Trang@infoimageinc.com; Phoebe George Phoebe.George@infoimageinc.com; David.Trang@infoimageinc.com; Phoebe George Phoebe.George@infoimageinc.com; David.Trang@infoimageinc.com; David.Trang@infoimageinc.com; Phoebe George Phoebe.George@infoimageinc.com; David.Trang@infoimageinc.com; David Subject: RE: Commercial CD User Guides Thank you Wanda. DAVID: Please advise when sample DVD will be ready. The bank would like an update when they can expect. Stephen Yee Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 | www.InfolmageInc.com Please consider the environment before printing this email. NOTICE: This e-mail is intended solely for the recipient and may contain confidential information that is privileged or otherwise exempt from disclosure. If you are not the intended recipient; you are hereby notified that any dissemination or copying this communication in error, please notify us by replying to this message or by contacti From: Wanda Malone **Sent:** Thursday, July 30, 2020 10:00 AM To: Stephen Yee; David Trang; Phoebe George Subject: RE: Commercial CD User Guides

No problem, here you go.

Thanks!

From: Stephen Yee

Sent: Thursday, July 30, 2020 11:54 AM To: David Trang; Wanda Malone; Phoebe George Subject: RE: Commercial CD User Guides

Sorry about that Wanda. I misunderstood David's request.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: David Trang

Sent: Thursday, July 30, 2020 9:41 AM
To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Wanda,

I am not looking for the logo to be 5 inches. I am looking for the entire CD cover to be 5 inches.

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com >

Sent: Thursday, July 30, 2020 9:32 AM

To: David Trang <Plavid.Trang@infoimageinc.com>; Stephen Yee <Stephen.Yee@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com> Subject: RE: Commercial CD User Guides

Hello David,

This is an image of the logo at the requested dimensions and the remaining cd cover content. I'm not able to make it all fit. Please advise how you would like me to proce

Thanks!

From: David Trang

Sent: Thursday, July 30, 2020 11:27 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Removing Operation from the email as they are not involve in this. I need to entire CD cover image and not just the logo. Please enlarge the one that I send yesterday and al

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com >

Sent: Thursday, July 30, 2020 9:08 AM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Gabriel.Lim @infoimageinc.com>; Phoebe George <Phoe Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Thank you!

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Thursday, July 30, 2020 10:56 AM

To: David Trang < David.Trang@infoimageinc.com>; Wanda Malone < Wanda.Malone@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; Phoebe George < F

Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Wanda,

I confirmed these are the correct dimensions. The logo will be printed on the actual DVD. The dimensions that David provided are the correct dimensions for the DVD.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: David Trang

Sent: Wednesday, July 29, 2020 2:02 PM

To: Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

I open it up in Paint and it gave me the following in inches.

W: 4.82

L: 5.01

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com >

Sent: Wednesday, July 29, 2020 1:10 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; David Owyeong Calvin Choy <Calvin.Choy@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Or what the below dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.

Thanks!

Sent: Wednesday, July 29, 2020 2:40 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy; David Trang

Subject: RE: Commercial CD User Guides

+DAVID T - Can you please provide the dimensions in inches?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Wanda Malone

Sent: Wednesday, July 29, 2020 12:35 PM
To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Subject: RE: Commercial CD User Guides

Hey Stephen,

Can you please provide the specs in inches?

Thanks!

From: Stephen Yee

Sent: Wednesday, July 29, 2020 2:25 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

ISD had 1 more request regarding this. Can you please adjust the attached logo to the dimensions below?

Width = 1446, Height = 1504

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: Wanda Malone
Sent: Wanda Halolie Sent: Monday, June 08, 2020 3:23 PM To: Stephen Yee, Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy
Cc: Enrique Perez Subject: RE: Commercial CD User Guides
This ended up being a simpler mock-up than I anticipated. I have attached a completed version.
Please let me know if anything else needs to be updated.
Thanks!
From: Stephen Yee
Sent: Monday, June 08, 2020 4:08 PM To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy
Cc: Enrique Perez Subject: RE: Commercial CD User Guides
Hi Wanda,
That will be fine. IS is not scheduled to begin work until 7/1.
Thank you everyone!
Stephen Yee

Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 www.InfolmageInc.com
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From: Wanda Malone Sent: Monday, June 08, 2020 2:06 PM To: Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Cc: Stephen Yee; Enrique Perez Subject: RE: Commercial CD User Guides
Phoebe, Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the process of out Thursday that I need to complete and then a follow-up reminder for the Webinar.
Phoebe, Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the process of
Phoebe, Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the process out Thursday that I need to complete and then a follow-up reminder for the Webinar.

From: Gabriel Lim

Sent: Monday, June 08, 2020 4:04 PM

To: Phoebe George; David Owyeong; Calvin Choy; Wanda Malone

Cc: Stephen Yee

Subject: RE: Commercial CD User Guides

Please use stock code 6186

Thank you,

Gabriel

From: Phoebe George

Sent: Monday, June 08, 2020 1:59 PM

To: David Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim

Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Thanks David!

Gabriel, can you provide a new Insert # for FFIN Commercial DVD insert?

+ Wanda

Wanda: Can you see attached PDF? It's a user guide for Comm DVD's that we use for customers. We are setting up a new one for FFIN – can you replace the logo (using the contact info noted below on the 2-up PDF file used for printing? Updates to include (reference screenshot below for changes)

- 1. Update logo with attached (from Equity logo)
- 2. Update contact info with the below information
- 3. Update Copyright info with highlighted info:

2020 First Financial; #XXXX (XXXX to be provided by Gabriel) rev. 7/2020

NEW contact info for FFIN (item #2):

For assistance with your DVD, please call 812-238-6280 or email itemprocessing@first-online.com.

Thanks!

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong < David.Owyeong@infoimageinc.com>

Sent: Wednesday, June 03, 2020 3:22 PM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>
Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>

Subject: RE: Commercial CD User Guides

It is in the share drive/DP180_ins/Monthly_Inserts folder.

Adding Gabriel.

From: Phoebe George

Sent: Wednesday, June 03, 2020 12:20 PM To: David Owyeong; Calvin Choy Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Yes, that's correct! Where do you store these PDF inserts for all the customers you still print these for? We are setting up for FFIN, and need to modify the artwork.

Thanks!

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong David Owyeong@infoimageinc.com Sent: Wednesday, June 03, 2020 11:06 AM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Phoebe.

If you're talking about this. Yes.

From: Phoebe George

Sent: Wednesday, June 03, 2020 8:48 AM To: David Owyeong; Calvin Choy Cc: Phoebe George; Stephen Yee Subject: Commercial CD User Guides

David/Calvin - do you guys still print physical user guides for Commercial CD shipments?

Thanks.

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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Regards,

Rony Das

Regards,

Rony Das

David

Thanks David

Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST From: Peter Dang <Peter.Dang@infoimageinc.com> Sent: Tuesday, August 25, 2020 3:16 PM To: Rony Das <rony.das@dsinnovators.com> Cc: Stephen Yee <Stephen. Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP · < william.Kong@infoimageinc.com>; Dsi Print Process <printprocess.infoimage@dsinnovators.com>; David Trang CDavid.Trang@infoimageinc.com> Subject: RE: Commercial CD User Guides SECOND REQUEST Hi David, Can you check the CD process. I was able to see front & back check images in /d/test/pdf_afp/ffin/ffinms2/tiff folder. Thanks. Peter From: Rony Das [mailto:rony.das@dsinnovators.com] Sent: Thursday, August 20, 2020 2:24 AM To: Peter Dang <Peter.Dang@infoimageinc.com> Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@infoimageinc.com>; < william.Kong@infoimageinc.com >; Dsi Print Process < printprocess.infoimage@dsinnovators.com >; David Trang < David.Trang@infoimageinc.com > Subject: Re: Commercial CD User Guides SECOND REQUEST Btw we are seeing this error in our log: Use of uninitialized value \$RTN_EMAIL in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 457, <MASTER> li Parsing Master List 544 Begin parsing group for each CD 545 Creating check index file Use of uninitialized value constant c546 Use of uninitialized value \$checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 673, <TIFF> line 547 FRONT.tif' is not a directory cp: target ' 549 Use of uninitialized value \$errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 685, <TIFF> 1 Use of uninitialized value centline constitution (s///) at lenstriangline constitution (s///) at lenstriangline centline ce551 Use of uninitialized value \$checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 675, <TIFF> line BACK.tif' is not a directory cp: target ' 553 $\hbox{Use of uninitialized value \$checkSeq in substitution (s///) at /home/test/master/COMMERCIAL CD.pl line 663, <TIFF> line 3. } \\$ 554 Use of uninitialized value \$checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line cp: target ' FRONT.tif' is not a directory Use of uninitialized value \$checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 4. Use of uninitialized value \$checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 675, <TIFF> line cp: target '__BACK.tif' is not a directory Use of uninitialized value \$checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 5. Use of uninitialized value \$checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line log file attached. On Thu, Aug 20, 2020 at 3:21 PM Rony Das < rony.das@dsinnovators.com > wrote: Hi Peter. We updated and processed again. Now what should we do? Thanks Rony On Wed, Aug 19, 2020 at 5:35 PM Rony Das <rony.das@dsinnovators.com> wrote +Print team at InfoIMAGE On Wed, Aug 19, 2020 at 12:36 AM David Trang David.Trang@infoimageinc.com wrote: If I read Rony's finding correctly, many record in the index file still only have the front image record. It need to have the back image record as well.

https://mail.google.com/mail/u/0?ik=3365bff2c8&view=pt&search=all&permthid=thread-f%3A1675385673684766581&simpl=msg-f%3A16753856... 184/319

From: Peter Dang <Peter.Dang@infoimageinc.com>

Sent: Tuesday, August 18, 2020 11:10 AM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Rony Das <rony.das@dsinnovators.com>

<William.Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David,

Look like the images are there. Please help us check.

Thanks,

Peter

From: Stephen Yee

Sent: Tuesday, August 18, 2020 10:38 AM

To: Rony Das <rony.das@dsinnovators.com>; Peter Dang <Peter.Dang@infoimageinc.com>

<William.Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

PETER: Please advise.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Rony Das [rony.das@dsinnovators.com] Sent: Tuesday, August 18, 2020 12:49 AM

To: Peter Dang

Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong

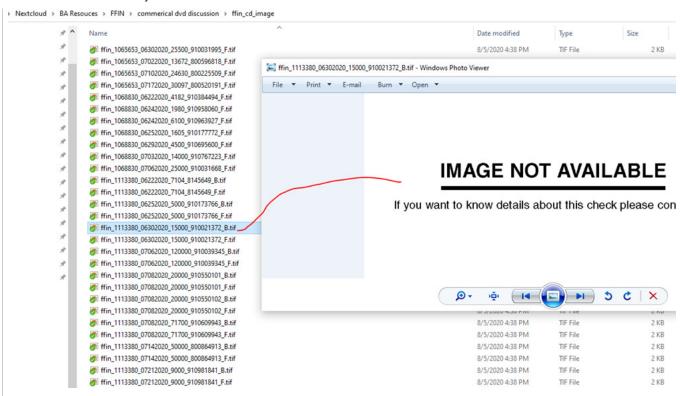
Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

On Mon, Aug 17, 2020 at 5:03 PM Rony Das <rony.das@dsinnovators.com> wrote:

Hi Peter.

For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf_afp/ffiin/ffinms2/tiff folder and found that many files are



but in index file not all check image has the back image. If you see the /z/pdf_afp/ffinms2/tiff_index/ffin_07212020_IMG.lis at bottom you will see many check entry for whi

```
10364 8508445303,8508445303,06232020,8180374,3200,film_8508445303_06232020_3200_8180374_F.tif,9740

10365 8508445303,8508445303,06242020,910957448,1072,ffin_8508445303_06242020_1072_910957448_F.tif,9741

10366 8508445303,8508445303,06292020,910697001,6337,ffin_8508445303_06292020_6337_910697001_F.tif,9742

10367 8508445303,8508445303,06302020,910013802,2950,ffin_8508445303_0630202_2950_910013802_F.tif,9743

10368 8508445303,8508445303,06302020,910021844,1700,ffin_8508445303_06302020_1700_910021844_F.tif,9744
10368 8508445303,8508445303,07032020,9100765224,1670,ffin_8508445303_07032020_1670_910021844_F.tif,9744 10369 8508445303,8508445303,07032020,9100765224,1670,ffin_8508445303_07032020_1670_9100765224_F.tif,9745 8508445303,8508445303,07062020,910036617,1410,ffin_8508445303_07062020_1410_910036617_F.tif,9746 10371 8508445303,8508445303,07102020,910038298,1000,ffin_8508445303_07102020_1000_910038298_F.tif,9747 10372 8508445303,8508445303,07102020,910038297_1000,ffin_8508445303_07102020_1000_910038297_F.tif,9748 10373 8508445303,8508445303,07102020,910038299,1000,ffin_8508445303_07102020_1000_910038299_F.tif,9749 10374 8508445303,8508445303,07132020_910038299_1000,ffin_8508445303_07102020_1000_910038299_F.tif,9750 10375 8508445303,8508445303,07132020_800621739_6145_ffin_8508445303_07132020_6145_800621739_F.tif,9751 10376 8508445303,8508445303,07132020_800621739_6145_ffin_8508445303_07132020_6145_800621739_F.tif,9752 10377 4598393,4598393,06232020_910708306_28762_ffin_4598393_07132020_28762_910708306_F.tif,9753 10378 4598393,4598393,07132020,56641388,100000,ffin_4598393_07132020_2800_910663275_F.tif,9755 10379 4598393,4598393,07132020,910663275,2800,ffin_4598393_07132020_2800_910663275_F.tif,9755
```

Is this an issue? I mean does every check should have front and back for commercial dvd. Because there is a condition for which we are displaying the back image.

```
Assign CUR_GRP_IT=CUR_GRP_END_INDEX
  Condition: REC_IDENT=='02000'
-
      then
Co
         Condition: SUBSTR(CUR_LINE, 83,1, '') == 'N'
       then

Assign FRONT AND BACK CHECK FLAG=1
      else
As
              Assign FRONT_AND_BACK_CHECK_FLAG=0
      Assign CUR_PROD_ACCT_NUM=NOSPACE(SUBSTR(CUR_LINE,19
```

if column 83 of record 02000 (Personal/Non personal indicator) is N we are only displaying both front and back otherwise only front.

Let us know if this should be applied to commercial dvd or not. Does commercial dvd needs both front and back entry for every check.

Thanks

Ronv

On Sat, Aug 15, 2020 at 3:37 AM Peter Dang <Peter.Dang@infoimageinc.com> wrote:

I have provided Rony the instruction and where to troubleshoot regarding item#2 missing back image

Peter

From: David Trang

Sent: Wednesday, August 05, 2020 1:29 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DF <Peter.Dang@infoimageinc.com>

Cc: Rony Das <rony.das@dsinnovators.com> Subject: RE: Commercial CD User Guides

Steve,

Sorry, I didn't catch this during testing. Here are couple issue that I am seeing

1. The way the master file is created, our program will create 1 CD for each account. We will need client to change it so that we can group them correctly if they want rr too many account, then we need to will create multiple accounts.

See bullet point on section 1.2 of setup guide.

- For each CD, each record must include all Fields 1 to 13.
- For a CD with multiple accounts, First record must include ALL fields, then subsequent records can repeat Fields 1 to 3 only.
- Fields 4 to 13 are used if InfoIMAGE sends the CD directly to CID's clients.
 - 2. The check index generated from the Print team only contains the Front Images and is Missing the Back Image.

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:54 PM

To: Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com>; David Trang < David. Trang@infoimageinc.com>; Phoebe George < Phoebe. George@infoimageinc.com>; DP

Subject: RE: Commercial CD User Guides

CEASAR/DAVID: What data did you send them on the CD? They reported that all the check images are missing as the check search tab does not return any results.

Please advise.

Thanks!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Stephen Yee

Sent: Wednesday, August 05, 2020 12:27 PM

To: Ceasar Guerrero; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

Thanks Ceasar. David reminded me:)

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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this communication in error, please notify us by replying to this message or by contacti	
From: Ceasar Guerrero	
Sent: Wednesday, August 05, 2020 12:27 PM Fo: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP	
Subject: RE: Commercial CD User Guides	
From this email thread, per David.	
Password: abcdef	
Thanks,	
Cesar	
Evanu Stanban Vaa «Stanban Vaa@infaimagaina aam»	
From: Stephen Yee <stephen.yee@infoimageinc.com> Sent: Wednesday, August 5, 2020 12:16 PM</stephen.yee@infoimageinc.com>	
To: Ceasar Guerrero <ceasar.guerrero@infoimageinc.com>; David Trang <david.trang@infoimageinc.com>; Wanda Malone <wanda.malone@infoimageinc.< td=""><td>.com>; Pho</td></wanda.malone@infoimageinc.<></david.trang@infoimageinc.com></ceasar.guerrero@infoimageinc.com>	.com>; Pho
com>; DP <dp@infoimageinc.com> Subject: RE: Commercial CD User Guides</dp@infoimageinc.com>	
Subject. N.E. Commercial CD oser Guides	
DP/DAVID: What is the PW for the Comm DVD?	
Stephen Yee	
Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com	
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025	
F. 650.473.6300 www.InfolmageInc.com	
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this communication in error, please notify us by replying to this message or by contacti	semmation of c
From: Ceasar Guerrero	
Sent: Thursday, July 30, 2020 3:33 PM	
Sent: Thursday, July 30, 2020 3:33 PM To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP	
Sent: Thursday, July 30, 2020 3:33 PM To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP	
Sent: Thursday, July 30, 2020 3:33 PM To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides	
Sent: Thursday, July 30, 2020 3:33 PM To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides	
Sent: Thursday, July 30, 2020 3:33 PM To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides David,	
Sent: Thursday, July 30, 2020 3:33 PM To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides David,	
Sent: Thursday, July 30, 2020 3:33 PM To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides David,	
Sent: Thursday, July 30, 2020 3:33 PM To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides David, The CD label and content looks good (see attached file).	
From: Ceasar Guerrero Sent: Thursday, July 30, 2020 3:33 PM To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides David, The CD label and content looks good (see attached file). Thanks,	

Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST From: David Trang < David. Trang@infoimageinc.com > Sent: Thursday, July 30, 2020 3:10 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <C Subject: RE: Commercial CD User Guides DP, I just created a FFIN Commercial CD on the CD director machine. Can you help me check it out to see if the Label is printed correctly and the content are good. Password: abcdef Thanks David From: Stephen Yee <Stephen.Yee@infoimageinc.com> Sent: Thursday, July 30, 2020 12:23 PM

To: Wanda Malone Wanda.Malone@infoimageinc.com; David Trang David.Trang@infoimageinc.com; Phoebe George Phoebe.George@infoimageinc.com; David Trang David.Trang@infoimageinc.com; Phoebe George Phoebe.George@infoimageinc.com; David.Trang@infoimageinc.com; Phoebe George Phoebe.George@infoimageinc.com; David.Trang@infoimageinc.com; Phoebe George Phoebe.George@infoimageinc.com; David.Trang@infoimageinc.com; Phoebe.George@infoimageinc.com Subject: RE: Commercial CD User Guides Thank you Wanda. DAVID: Please advise when sample DVD will be ready. The bank would like an update when they can expect. Stephen Yee Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 | www.InfolmageInc.com Please consider the environment before printing this email. NOTICE: This e-mail is intended solely for the recipient and may contain confidential information that is privileged or otherwise exempt from disclosure. If you are not the intended recipient; you are hereby notified that any dissemination or cop this communication in error, please notify us by replying to this message or by contacti From: Wanda Malone **Sent:** Thursday, July 30, 2020 10:00 AM To: Stephen Yee; David Trang; Phoebe George Subject: RE: Commercial CD User Guides

No problem, here you go.

Thanks!

Sent: Thursday, July 30, 2020 11:54 AM To: David Trang; Wanda Malone; Phoebe George Subject: RE: Commercial CD User Guides

Sorry about that Wanda. I misunderstood David's request.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: David Trang

Sent: Thursday, July 30, 2020 9:41 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Wanda,

I am not looking for the logo to be 5 inches. I am looking for the entire CD cover to be 5 inches.

Thanks

From: Wanda Malone < Wanda. Malone@infoimageinc.com >

Sent: Thursday, July 30, 2020 9:32 AM

Subject: RE: Commercial CD User Guides

Hello David,

This is an image of the logo at the requested dimensions and the remaining cd cover content. I'm not able to make it all fit. Please advise how you would like me to pro

Thanks!

From: David Trang

Sent: Thursday, July 30, 2020 11:27 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Removing Operation from the email as they are not involve in this. I need to entire CD cover image and not just the logo. Please enlarge the one that I send yesterday and

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com >

Sent: Thursday, July 30, 2020 9:08 AM

To: Stephen Yee <Stephen. Yee@infoimageinc.com>; David Trang <David. Trang@infoimageinc.com>; Gabriel Lim <Gabriel. Lim@infoimageinc.com>; Phoebe George <Phoese Company of the Company of

Owyeong Owyeong Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Thank you!

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Thursday, July 30, 2020 10:56 AM

To: David Trang < David.Trang@infoimageinc.com>; Wanda Malone < Wanda.Malone@infoimageinc.com>; Gabriel Lim < Gabriel.Lim@infoimageinc.com>; Phoebe George

Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Wanda,

I confirmed these are the correct dimensions. The logo will be printed on the actual DVD. The dimensions that David provided are the correct dimensions for the DVD

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: David Trang

Sent: Wednesday, July 29, 2020 2:02 PM

To: Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

I open it up in Paint and it gave me the following in inches.

W: 4.82

L: 5.01

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com >

Sent: Wednesday, July 29, 2020 1:10 PM

To: Stephen Yee (Stephen Yee@infoimageinc.com>; Gabriel Lim (Gabriel.Lim@infoimageinc.com>; Phoebe George (Phoebe.George@infoimageinc.com>; David Owyeo Calvin Choy (Calvin.Choy@infoimageinc.com>; David Trang@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Or what the below dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.

Thanks!

Sent: Wednesday, July 29, 2020 2:40 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy; David Trang

Subject: RE: Commercial CD User Guides

+DAVID T - Can you please provide the dimensions in inches?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Wanda Malone

Sent: Wednesday, July 29, 2020 12:35 PM
To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Subject: RE: Commercial CD User Guides

Hey Stephen,

Can you please provide the specs in inches?

Thanks!

From: Stephen Yee

Sent: Wednesday, July 29, 2020 2:25 PM
To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

 $ISD \ had \ 1 \ more \ request \ regarding \ this. \ Can \ you \ please \ adjust \ the \ attached \ logo \ to \ the \ dimensions \ below?$

Width = 1446, Height = 1504

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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	namic Solution Inhovators Mail - Re. Commercial CD Oser Guides Second Regues 1
NOTICE: This e-mail is intended solely for the reci this communication in error, please notify us by re	plent and may contain confidential information that is privileged or otherwise exempt from disclosure. If you are not the intended recipient; you are hereby notified that any dissemination or ceplying to this message or by contacti
From: Wanda Malone Sent: Monday, June 08, 2020 3:2	73 PM
To: Stephen Yee; Gabriel Lim; Pho	oebe George; David Owyeong; Calvin Choy
Cc: Enrique Perez Subject: RE: Commercial CD Use	er Guidas
This ended up being a simpler mo	ck-up than I anticipated. I have attached a completed version.
Please let me know if anything els	e needs to be updated.
Thanks!	
From: Stephen Yee	NO DM
Sent: Monday, June 08, 2020 4:0 Fo: Wanda Malone; Gabriel Lim; F	18 PM Phoebe George; David Owyeong; Calvin Choy
Cc: Enrique Perez	
Subject: RE: Commercial CD Use	r Guides
Hi Wanda,	
That will be fine. IS is not schedu	ıled to begin work until 7/1.

 $https://mail.google.com/mail/u/0?ik=3365bff2c8\&view=pt\&search=all\&permthid=thread-f\%3A1675385673684766581\&simpl=msg-f\%3A16753856\dots \\ 194/319$

Thank you everyone!

Stephen Yee

Headquarters 141 Jefferson Drive, Mentol Park, CA 94025 F. 650.473.6300 www.Infolmagelinc.com Please consider the environment before printing this email. NOTICE this a small is intended what for this ancipiture and may considerated information that is printinged or otherwise assengt from disclosure. If you are not the intended recipiont; you are involved method that any disasterisation or the communication in every, please enably as by replying to this ancessage or by contact From: Wanda Malone Sent: Monday, June 08, 2020 2:06 PM To: Cashel Lilm; Phoche George; David Owycong; Calvin Choy CC: Stephen Yee; Enrique Perez Subject: RE: Commercial CD User Guides Phoche, Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the proce out Thursday that I need to complete and then a follow-up reminder for the Webhan: Please let me know if you would like me to begin edits next week? Thankst	From: Wands Malone Sent: Monday, June 08, 2020 2:06 PM To: Sabriel Lim; Phoebe George; David Owyeong; Calvin Choy Co: Steplen Yes; Enrique Perez. Subject RE: Commercial CD User Quides Phoebe, Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the proce out Thursday that I need to complete and then a follow-up reminder for the Webmar.	Please consider the environment before printing this email. NOTICE This emails intered selectly for the recipient and may contain continued that its printinged or otherwise exempt from disclosure. If you are not the intended recipient, you are hereby notified that any dissembation on the commencation in error, please notify us by replying to this message or by contact. From: Wanda Malone Sent: Monday, June 08, 2020 2:06 PM To: Gabriel Lim; Phocebe George; David Owyeong; Calvin Choy Co: Stephen Yee, Enrique Perce. Subject: RE: Commercial CD User Guides Phocebe, Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the proce out Thursday that I need to complete and then a follow-up reminder for the Webinar. Please let me know If you would like me to begin edits next week?	rom: Wanda Malone ent: Monday, June o: Gabriel Lim; Phoc c: Stephen Yee; Eniubject: RE: Comme hoebe,	w.Info/ImageInc.com //ronment before printing this email. solely for the recipient and may contain confidential information that is privileged or otherwise exempt from disclosure. If you are not the intended recipient: you are hereby notified that any dissemination or clease notify us by replying to this message or by contact!
Please consider the environment before printing this email. NOTICE The constit is introded evidely for the recipient and may contain continuous landmands that is printinged or otherwise exempt from disclosure. If you are not the intended recipient, you are hereby seelffled that any discretization or this communication in error, please restly us by replying to the necessage or by centred! From: Wands Malone From: Wands Malone Sent: Monday, June 08, 2020 2:05 PM To: Cabriel Lay Phoche George; David Owyeong; Calvin Chey Cc: Stephen Yee; Enrique Perez Subject: RE: Commercial CD User Guides Phocebe, Phocebe, Phocebe Yes, I can help; but will not be able to begin working on it until next; week, I currently have a Product of the Month blast going out tomorrow; that I am in the proce out. Thursday that I need to complete and then a follow-up reminder for the Webinar. Please let me know if you would like me to begin edits next week?	From: Wands Malone From: Wands Malone Sent: Monday, June 08, 2020 2:06 PM To: Gabriel III. Phoche Genery: Develope Prezes Subject: RE: Commercial CD User Guides Phoebe, Phoebe, I can help; but will not be able to begin working on it until next week, I currently have a Product of the Month blast going out tomorrow; that I am in the proce out Thursday that I need to complete and then a follow-up-reminder for the Webinar.	Please consider the environment before printing this amail. MITCE This contributed exists for the recipient and may contain continental information that is printinged or otherwise exempt from disclosure. If you are not the intended recipient, you are hereby notified that any dissemblantes on this communication is error, please softly as by replying to this message or by contact! From: Wanda Malone Sent: Monday, June 08, 2020 2:06 PM To: Sabriel Lay Phoebe George; David Owyeong; Calvin Choy Cc: Stephen Yee; Enrique Perez Subject: RE: Commercial CD User Guides Phoebe. Phoebe Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the proce out. Thursday that I need to complete and then a follow-up reminder for the Webinar. Please let me know if you would like me to begin edits next week?	rom: Wanda Malonent: Monday, June o: Gabriel Lim; Phoe c: Stephen Yee; Entubject: RE: Commented to the beauty of t	is only for the recipient and may contain confidential information that is privileged or otherwise exempt from disclosure. If you are not the intended recipient; you are hereby notified that any dissemination or cease notify us by replying to this message or by contact!
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				vill not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the proces eed to complete and then a follow-up reminder for the Webinar.
Thanks!	Thanks!	Thanks!	hanks!	you would like me to begin edits next week?

From: Gabriel Lim

Sent: Monday, June 08, 2020 4:04 PM

To: Phoebe George; David Owyeong; Calvin Choy; Wanda Malone

Cc: Stephen Yee

Subject: RE: Commercial CD User Guides

Please use stock code 6186

Thank you,

Gabriel

From: Phoebe George

Sent: Monday, June 08, 2020 1:59 PM

To: David Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim

Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Thanks David!

Gabriel, can you provide a new Insert # for FFIN Commercial DVD insert?

+ Wanda

Wanda: Can you see attached PDF? It's a user guide for Comm DVD's that we use for customers. We are setting up a new one for FFIN – can you replace the logo (using t contact info noted below on the 2-up PDF file used for printing? Updates to include (reference screenshot below for changes)

- 1. Update logo with attached (from Equity logo)
- 2. Update contact info with the below information
- 3. Update Copyright info with highlighted info:

2020 First Financial; #XXXX (XXXX to be provided by Gabriel) rev. 7/2020

NEW contact info for FFIN (item #2):

For assistance with your DVD, please call 812-238-6280 or email itemprocessing@first-online.com.

Thanks!

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong < David. Owyeong@infoimageinc.com>

Sent: Wednesday, June 03, 2020 3:22 PM

To: Phoebe George Fhoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>
Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>

Subject: RE: Commercial CD User Guides

It is in the share drive/DP180_ins/Monthly_Inserts folder.

Adding Gabriel

From: Phoebe George

Sent: Wednesday, June 03, 2020 12:20 PM To: David Owyeong; Calvin Choy Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Yes, that's correct! Where do you store these PDF inserts for all the customers you still print these for? We are setting up for FFIN, and need to modify the artwork.

Thanks!

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong David Owyeong@infoimageinc.com Sent: Wednesday, June 03, 2020 11:06 AM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com> Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Phoebe,

If you're talking about this. Yes.

From: Phoebe George

Sent: Wednesday, June 03, 2020 8:48 AM **To:** David Owyeong; Calvin Choy **Cc:** Phoebe George; Stephen Yee Subject: Commercial CD User Guides

David/Calvin - do you guys still print physical user guides for Commercial CD shipments?

Thanks.

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

 ${\tt phoebe.george@infoimageinc.com} \ | \ {\tt www.infoimageinc.com}$



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Regards,

Rony Das

Regards,

Rony Das

 $5712122,5712122,08192020,800573258,202953,ffin_5712122_08192020_202953_800573258_F.tif,,12225712122_08192020_202953_800573258_F.tif,,1223258_F.tif,,123258$

Would you please try again? Here is an entry from the index file:

David,

Thanks, Rony

On Fri, Aug 28, 2020 at 6:23 AM Peter Dang < Peter. Dang@infoimageinc.com > wrote:

Please check the DFA. Look like it is missing some of the field like check amount. See HTBKDS21.dfa for reference

Peter

From: David Trang

Sent: Tuesday, August 25, 2020 4:19 PM

To: Peter Dang <Peter.Dang@infoimageinc.com>; Rony Das <rony.das@dsinnovators.com>

<William.Kong@infoimageinc.com>; Dsi Print Process <pri>printprocess.infoimage@dsinnovators.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Peter,

Look like it is missing 1 field at the end. Either the transcode or the sequence. I can't tell what it is but when I add the additional comma, it is showing correctly.

Thanks David

From: Peter Dang <Peter.Dang@infoimageinc.com>

Sent: Tuesday, August 25, 2020 3:16 PM

To: Rony Das <rony.das@dsinnovators.com>

< william. Kong@infoimageinc.com >; Dsi Print Process < printprocess.infoimage@dsinnovators.com >; David Trang@infoimageinc.com >

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David.

Can you check the CD process. I was able to see front & back check images in /d/test/pdf_afp/ffin/ffinms2/tiff folder.

Thanks

Peter

From: Rony Das [mailto:rony.das@dsinnovators.com]

Sent: Thursday, August 20, 2020 2:24 AM

To: Peter Dang <Peter.Dang@infoimageinc.com>

Cc: Stephen Yee < Stephen, Yee@infoimageinc.com>; Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com>; Phoebe George < Phoebe. George@infoimageinc.com>; DP < DP@infoir < william.Kong@infoimageinc.com >; Dsi Print Process <printprocess.infoimage@dsinnovators.com >; David Trang David.Trang@infoimageinc.com > Subject: Re: Commercial CD User Guides SECOND REQUEST

Btw we are seeing this error in our log:

```
Use of uninitialized value $RIN_EMAIL in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 457, <MASTER> li
             Parsing Master List
 543
544
             Begin parsing group for each CD
545
             Creating check index file
546
             Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 673, <TIFF> line
             cp: target ' FRONT.tif' is not a directory
548
              Use of uninitialized value $errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 685, <TIFF> ]
              Use of uninitialized value centlight checkSeq in substitution (s///) at /home/test/master/COMMERCIAL CD.pl line \overline{663}, <TIFF> line 2.
550
              Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 675, <TIFF> line
             cp: target ' BACK.tif' is not a directory
553
              Use of uninitialized value centlight value centlight value centligh value centligh
             Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 673, <TIFF> line
554
555
             cp: target ' FRONT.tif' is not a directory
              Use of uninitialized value centlight value centlight of uninitialized value centligh value centligh
556
              Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 675, <TIFF> line
557
             cp: target ' BACK.tif' is not a directory
558
             Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL CD.pl line 663, <TIFF> line 5.
559
 560
             Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line
```

log file attached. On Thu, Aug 20, 2020 at 3:21 PM Rony Das <rony.das@dsinnovators.com> wrote: Hi Peter, We updated and processed again. Now what should we do? Thanks Rony On Wed, Aug 19, 2020 at 5:35 PM Rony Das < rony.das@dsinnovators.com > wrote: +Print team at InfolMAGE On Wed, Aug 19, 2020 at 12:36 AM David Trang David.Trang@infoimageinc.com wrote: If I read Rony's finding correctly, many record in the index file still only have the front image record. It need to have the back image record as well. Thanks David From: Peter Dang <Peter.Dang@infoimageinc.com>
Sent: Tuesday, August 18, 2020 11:10 AM To: Stephen Yee (Stephen Yee) informageinc.com>; Rony Das <rony.das@dsinnovators.com>

Cc: David Trang < David.Trang@infoimageinc.com>; Ceasar Guerrero < Ceasar.Guerrero@infoimageinc.com>; Phoebe George < Phoebe.George@infoimageinc.com>; DP < DP <William.Kong@infoimageinc.com> Subject: RE: Commercial CD User Guides SECOND REQUEST Hi David, Look like the images are there. Please help us check. Thanks. Peter From: Stephen Yee Sent: Tuesday, August 18, 2020 10:38 AM To: Rony Das <rony.das@dsinnovators.com>; Peter Dang <Peter.Dang@infoimageinc.com> Cc: David Trang < David. Trang@infoimageinc.com >; Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com >; Phoebe George < Phoebe. George@infoimageinc.com >; DP < DP <William.Kong@infoimageinc.com>
Subject: RE: Commercial CD User Guides SECOND REQUEST PETER: Please advise. Stephen Yee Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 | www.InfolmageInc.com Please consider the environment before printing this email. NOTICE: This e-mail is intended solely for the recipient and may contain confidential information that is privileged or otherwise exempt from disclosure. If you are not the intended recipient; you are hereby notified that any dissemination or copying of communication in error, please notify us by replying to this message or by contacti

From: Rony Das [rony.das@dsinnovators.com] Sent: Tuesday, August 18, 2020 12:49 AM

To: Peter Dang

Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong

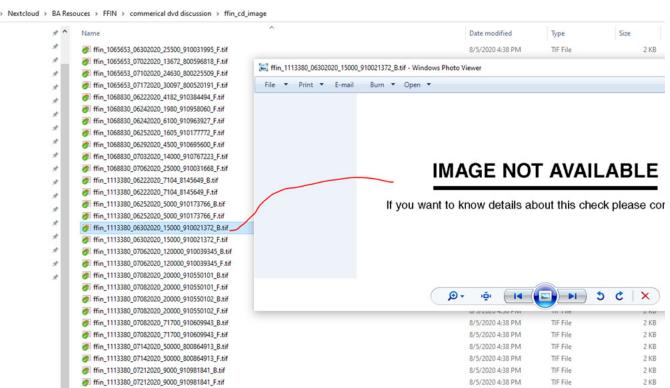
Subject: Re: Commercial CD User Guides

Hi. any feedback for last email?

On Mon, Aug 17, 2020 at 5:03 PM Rony Das <rony.das@dsinnovators.com> wrote:

Hi Peter

For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf afp/ffiin/ffinms2/tiff folder and found that many files are



but in index file not all check image has the back image. If you see the /z/pdf_afp/ffin/ffinms2/tiff_index/ffin_07212020_IMG.lis at bottom you will see many check entry for wh

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1<mark>0363</mark> 8508445303,8508445303,06232020,910706101,41208,ffin_8508445303_06232020_41208_910706101_F.ti<sup>.</sup>
1<mark>0364</mark> 8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740
 10365 8508445303,8508445303,06242020,910957448,1072,ffin 8508445303_06242020_1072_910957448_F.tif,9741
10366 8508445303,8508445303,06292020,910697001,6337,ffin 8508445303_06292020_6337_910697001_F.tif,9742
10367 8508445303,8508445303,06302020,910013802,2950,ffin 8508445303_06302020_2950_910013802_F.tif,9743
10368 8508445303,8508445303,06302020,910021844,1700,ffin 8508445303_06302020_1700_910021844_F.tif,9744
  <mark>10369</mark> 8508445303,8508445303,07032020,910765224,1670,ffin_8508445303_07032020_1670_910765224_F.tif,9745
<mark>10370</mark> 8508445303,8508445303,07062020,910036617,1410,ffin_8508445303_07062020_1410_910036617_F.tif,9746
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10371 8508445303,8508445303,07102020,910038298,1000,fffin_8508445303_07102020_1000_910038298_F.tif,9747
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10375 8508445303,8508445303,07132020,910328587,549,fffin_8508445303_07132020_549_910328587_F.tif,9750
10376 8508445303,8508445303,07132020,910905775,2500,fffin_8508445303_07132020_6145_800621739_F.tif,9751
10376 8508445303,8508445303,07152020,910905775,2500,fffin_8508445303_07152020_2500_910905775_F.tif,9752
10377 4598393,4598393,06232020,910708306,28762,fffin_4598393_06232020_28762_910708306_F.tif,9753
10378 4598393,4598393,07132020,56641388,100000,fffin_4598393_07132020_100000_56641388_F.tif,9754
10379 4598393,4598393,07142020,910663275,2800,fffin_4598393_07142020_2800_910663275_F.tif,9755
```

Is this an issue? I mean does every check should have front and back for commercial dvd. Because there is a condition for which we are displaying the back image.

```
Assign CUR_GRP_IT=CUR_GRP_END_INDEX
  ☑ Condition: REC_IDENT=='02000'
☑ ☑ then
- 0
      then
Co
          Condition: SUBSTR(CUR_LINE, 83, 1, '') == 'N'
       then

Assign FRONT AND BACK CHECK FLAG=1
           else
Assign FRONT_AND_BACK_CHECK_FLAG=0
      Assign CUR_PROD_ACCT_NUM=NOSPACE(SUBSTR(CUR_LINE,19
```

if column 83 of record 02000 (Personal/Non personal indicator) is N we are only displaying both front and back otherwise only front.

Let us know if this should be applied to commercial dvd or not. Does commercial dvd needs both front and back entry for every check .

Thanks

Ronv

On Sat, Aug 15, 2020 at 3:37 AM Peter Dang Peter.Dang@infoimageinc.com wrote:

I have provided Rony the instruction and where to troubleshoot regarding item#2 missing back image.

Peter

From: David Trang

Sent: Wednesday, August 05, 2020 1:29 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; D <Peter.Dang@infoimageinc.com>

Cc: Rony Das <rony.das@dsinnovators.com> Subject: RE: Commercial CD User Guides

Steve,

Sorry, I didn't catch this during testing. Here are couple issue that I am seeing.

1. The way the master file is created, our program will create 1 CD for each account. We will need client to change it so that we can group them correctly if they want I too many account, then we need to will create multiple accounts.

See bullet point on section 1.2 of setup guide.

- For each CD, each record must include all Fields 1 to 13.
- For a CD with multiple accounts, First record must include ALL fields, then subsequent records can repeat Fields 1 to 3 only.
- Fields 4 to 13 are used if InfoIMAGE sends the CD directly to CID's clients.
 - 2. The check index generated from the Print team only contains the Front Images and is Missing the Back Image.

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:54 PM

To: Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com>; David Trang < David. Trang@infoimageinc.com>; Phoebe George < Phoebe. George@infoimageinc.com>; DP Subject: RE: Commercial CD User Guides

CEASAR/DAVID: What data did you send them on the CD? They reported that all the check images are missing as the check search tab does not return any results.

Please advise.

Thanks!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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Sent: Wednesday, August 05, 2020 12:27 PM

To: Ceasar Guerrero; David Trang, Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

Thanks Ceasar. David reminded me:)

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Ceasar Guerrero

Sent: Wednesday, August 05, 2020 12:27 PM

To: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

From this email thread, per David.

Password: abcdef

Thanks,

Cesar

From: Stephen Yee <Stephen.Yee@infoimageinc.com>
Sent: Wednesday, August 5, 2020 12:16 PM

To: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Phoe com>; DP <DP@infoimageinc.com>

Subject: RE: Commercial CD User Guides

DP/DAVID: What is the PW for the Comm DVD?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Ceasar Guerrero

Sent: Thursday, July 30, 2020 3:33 PM
To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

David,

The CD label and content looks good (see attached file).

Thanks.

Cesar

From: David Trang David.Trang@infoimageinc.com
Sent: Thursday, July 30, 2020 3:10 PM
To: Stephen Yee Stephen.Yee@infoimageinc.com; Wanda Malone Wanda.Malone@infoimageinc.com; Phoebe George Phoebe.George@infoimageinc.com; DP <

Subject: RE: Commercial CD User Guides

DP,

I just created a FFIN Commercial CD on the CD director machine. Can you help me check it out to see if the Label is printed correctly and the content are good.

Password: abcdef

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Thursday, July 30, 2020 12:23 PM

To: Wanda Malone <Wanda.Malone@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Thank you Wanda.

DAVID: Please advise when sample DVD will be ready. The bank would like an update when they can expect.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Wanda Malone

Sent: Thursday, July 30, 2020 10:00 AM

To: Stephen Yee; David Trang; Phoebe George

Subject: RE: Commercial CD User Guides

No problem, here you go.

Thanks!

From: Stephen Yee

Sent: Thursday, July 30, 2020 11:54 AM
To: David Trang; Wanda Malone; Phoebe George
Subject: RE: Commercial CD User Guides

Sorry about that Wanda. I misunderstood David's request.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: David Trang

Sent: Thursday, July 30, 2020 9:41 AM
To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Wanda,

I am not looking for the logo to be 5 inches. I am looking for the entire CD cover to be 5 inches.

Thanks David

From: Wanda Malone <Wanda.Malone@infoimageinc.com>
Sent: Thursday, July 30, 2020 9:32 AM
To: David Trang <David.Trang@infoimageinc.com>; Stephen Yee <Stephen.Yee@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hello David,

This is an image of the logo at the requested dimensions and the remaining cd cover content. I'm not able to make it all fit. Please advise how you would like me to pi

Thanks!

From: David Trang

Sent: Thursday, July 30, 2020 11:27 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Removing Operation from the email as they are not involve in this. I need to entire CD cover image and not just the logo. Please enlarge the one that I send yesterday and

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com>

Sent: Thursday, July 30, 2020 9:08 AM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>; Phoebe George <Pl

Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Thank you!

From: Stephen Yee <Stephen.Yee@infoimageinc.com>
Sent: Thursday, July 30, 2020 10:56 AM
To: David Trang <David.Trang@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; Phoebe George Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Wanda,

I confirmed these are the correct dimensions. The logo will be printed on the actual DVD. The dimensions that David provided are the correct dimensions for the DVI

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

From: David Trang Please consider the environment before printing this email. ROTICE This email is intended adulty for the respined and any contain conflicted inhomation that is printinged or otherwise exempt from fluoritance. If you are not the intended recipiont; you are hereby soffled that any distinct exemination in arms, please enably as is replying in this message is by contect? From: David Trang Sent: Wednesday, July 29, 2000 2:02 PM To: Wanded Molece, Stephen Yee, Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Subject: RE: Commercial CD User Guides I open it up in Paint and it gave me the following in inches. W: 4.82 L: 5.01 Thanks David Trang's Wanded Malone = Wanded Malone@infolmageinc.com> Sent: Wednesday, July 29, 2020 1:10 PM To: Stephen Yee, Slaphen Yee, Slaphen Seginfolmageinc.com>; Gabriel Lim; Glabriel Lim; Glabri	From: David Trang Sent: Wednesday, July 29, 2020 2:02 PM To: Wanda Malone **Commercial CD User Guides L: 5.01 Thanks David Malone **Wanda Malone@infolmageinc.com> Sant: Wednesday, July 29, 2020 1:10 PM To: Stephen Yee **Stephen Yee **Stephen Yee@infolmageinc.com> Sant: Wednesday, July 29, 2021 1:10 PM To: Stephen Yee **Stephen Yee; Gabriel Lim; Phoebe George **David Owyeong; Calvin Choy Subject: RE: Commercial CD User Guides To: Stephen Yee **Stephen Yee; Gabriel Lim; Phoebe George **David Owyeong; Calvin Choy Subject: RE: Commercial CD User Guides To: Stephen Yee **Stephen Yee; Gabriel Lim; Phoebe George **David Owyeong; Calvin Choy Subject: RE: Commercial CD User Guides To: Stephen Yee **Stephen Yee; Gabriel Lim; Phoebe George **David Owyeong; Calvin Choy Subject: RE: Commercial CD User Guides Thanks David From: Wanda Malone **Wanda Malone@infolmageinc.com> Sant: Wednesday, July 29, 2020 1:10 PM To: Stephen Yee **Stephen Yee; Stephen Yee; Stephen Yee; David Trang **Oavid Trang ***Oavid Trang ***Oavid Trang ***Oavid Tra	E. 650 473 61	s 141 Jefferson Drive, Menlo Park, CA 94025 300 www.lnfolmagelnc.com
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From: Wanda Malone <wanda.malone@infoimageinc.com> Sent: Wednesday, July 29, 2020 1:10 PM To: Stephen Yee <stephen.yee@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; Phoebe George <phoebe.george@infoimageinc.com>; Calvin Choy <calvin.choy@infoimageinc.com>; David Trang <david.trang@infoimageinc.com> Subject: RE: Commercial CD User Guides Or what the below dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.</david.trang@infoimageinc.com></calvin.choy@infoimageinc.com></phoebe.george@infoimageinc.com></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>	From: Wanda Malone <wanda.malone@infoimageinc.com> Sent: Wednesday, July 29, 2020 1:10 PM To: Stephen Yee <stephen.yee@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; Phoebe George <phoebe.george@infoimageinc.com> Calvin Choy <calvin.choy@infoimageinc.com>; David Trang <david.trang@infoimageinc.com> Subject: RE: Commercial CD User Guides Or what the below dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.</david.trang@infoimageinc.com></calvin.choy@infoimageinc.com></phoebe.george@infoimageinc.com></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>		
Sent: Wednesday, July 29, 2020 1:10 PM To: Stephen Yee < Stephen. Yee@infoimageinc.com>; Gabriel Lim < Gabriel.Lim@infoimageinc.com>; Phoebe George < Phoebe.George@infoimageinc.com>; Calvin Choy < Calvin.Choy@infoimageinc.com>; David Trang < David.Trang@infoimageinc.com> Subject: RE: Commercial CD User Guides Or what the below dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.	Sent: Wednesday, July 29, 2020 1:10 PM To: Stephen Yee < Stephen. Yee@infoimageinc.com>; Gabriel Lim < Gabriel.Lim@infoimageinc.com>; Phoebe George < Phoebe.George@infoimageinc.com> Calvin Choy < Calvin.Choy@infoimageinc.com>; David Trang < David.Trang@infoimageinc.com> Subject: RE: Commercial CD User Guides Or what the below dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.	Javiu	
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To: Stephen Yee < Stephen. Yee@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; Phoebe George < Phoebe.George@infoimageinc.com>; Calvin.Choy@infoimageinc.com>; David Trang < David.Trang@infoimageinc.com> Subject: RE: Commercial CD User Guides Or what the below dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.	To: Stephen Yee <stephen yee@infoimageinc.com="">; Gabriel Lim @Gabriel.Lim@infoimageinc.com>; Phoebe George <phoebe.george@infoimageinc.com> Calvin Choy <calvin.choy@infoimageinc.com>; David Trang <david.trang@infoimageinc.com> Subject: RE: Commercial CD User Guides Or what the below dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.</david.trang@infoimageinc.com></calvin.choy@infoimageinc.com></phoebe.george@infoimageinc.com></stephen>		
Or what the below dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.	Or what the below dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.	To: Stephen	Yee <stephen yee@infoimageinc.com="">: Gabriel Lim <gabriel lim@infoimageinc.com="">: Phoebe George <phoebe george@infoimageinc.com="">:</phoebe></gabriel></stephen>
		3ubject: RÉ	Commercial CD User Guides
Thanks!	Thanks!	Or what the	pelow dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.
Inanks:	Inanks:	Therely	

Sent: Wednesday, July 29, 2020 2:40 PM
To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy; David Trang
Subject: RE: Commercial CD User Guides

+DAVID T - Can you please provide the dimensions in inches?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Wanda Malone

Sent: Wednesday, July 29, 2020 12:35 PM

To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

Hey Stephen,

Can you please provide the specs in inches?

Thanks!

Sent: Wednesday, July 29, 2020 2:25 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

ISD had 1 more request regarding this. Can you please adjust the attached logo to the dimensions below?

Width = 1446, Height = 1504

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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F. 650.473.6300 | www.InfolmageInc.com

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From: Wanda Malone

Sent: Monday, June 08, 2020 3:23 PM

To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

This ended up being a simpler mock-up than I anticipated. I have attached a completed version.

Please let me know if anything else needs to be updated.

Thanks!

Sent: Monday, June 08, 2020 4:08 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

That will be fine. IS is not scheduled to begin work until 7/1.

Thank you everyone!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: Wanda Malone

Sent: Monday, June 08, 2020 2:06 PM

To: Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Stephen Yee; Enrique Perez Subject: RE: Commercial CD User Guides

Phoebe,

	let me know if you would like me to begin edits next week?
Thanks	!
To: Ph Cc: Ste Subje	Monday, June 08, 2020 4:04 PM oebe George; David Owyeong; Calvin Choy; Wanda Malone sphen Yee tt: RE: Commercial CD User Guides use stock code 6186
Thank	
Gabrie	
Gabrie	
From: Sent: To: Da	
From: Sent: To: Da Cc: Sto Subject	Phoebe George Monday, June 08, 2020 1:59 PM vid Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim ephen Yee; Phoebe George
From: Sent: To: Da Cc: Str Subject	Phoebe George Monday, June 08, 2020 1:59 PM vid Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim ephen Yee; Phoebe George tt: RE: Commercial CD User Guides
From: Sent: To: Da Cc: Str Subject	Phoebe George Monday, June 08, 2020 1:59 PM vid Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim sphen Yee; Phoebe George ct: RE: Commercial CD User Guides David! , can you provide a new Insert # for FFIN Commercial DVD insert?
From: Sent: To: Da Cc: Sto Subject Thanks Gabrie	Phoebe George Monday, June 08, 2020 1:59 PM vid Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim ephen Yee; Phoebe George at: RE: Commercial CD User Guides David! , can you provide a new Insert # for FFIN Commercial DVD insert?
From: Sent: To: Da Cc: Sto Subject Thanks Gabrie + Wanda contact	Phoebe George Monday, June 08, 2020 1:59 PM vid Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim sphen Yee; Phoebe George st: RE: Commercial CD User Guides David! , can you provide a new Insert # for FFIN Commercial DVD insert? da Can you see attached PDF? It's a user guide for Comm DVD's that we use for customers. We are setting up a new one for FFIN – can you replace the lates.
From: Sent: To: Da Cc: Ste Subjee Thanks Gabrie + Wanda contace 1. 2. 3.	Phoebe George Monday, June 08, 2020 1:59 PM vid Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim sphen Yee; Phoebe George tt: RE: Commercial CD User Guides David! , can you provide a new Insert # for FFIN Commercial DVD insert? da Can you see attached PDF? It's a user guide for Comm DVD's that we use for customers. We are setting up a new one for FFIN – can you replace the lot info noted below on the 2-up PDF file used for printing? Updates to include (reference screenshot below for changes) Update logo with attached (from Equity logo) Update contact info with the below information

Thanksl

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong David Owyeong@infoimageinc.com>
Sent: Wednesday, June 03, 2020 3:22 PM
To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>
Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>

Subject: RE: Commercial CD User Guides

It is in the share drive/DP180_ins/Monthly_Inserts folder.

Adding Gabriel.

From: Phoebe George

Sent: Wednesday, June 03, 2020 12:20 PM To: David Owyeong; Calvin Choy Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Yes, that's correct! Where do you store these PDF inserts for all the customers you still print these for? We are setting up for FFIN, and need to modify the artwork.

Thanks!

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

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From: David Owyeong David.Owyeong@infoimageinc.com

Sent: Wednesday, June 03, 2020 11:06 AM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>
Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Phoebe,

If you're talking about this. Yes

From: Phoebe George

Sent: Wednesday, June 03, 2020 8:48 AM To: David Owyeong; Calvin Choy Cc: Phoebe George; Stephen Yee Subject: Commercial CD User Guides

David/Calvin – do you guys still print physical user guides for Commercial CD shipments?
Thanks, Phoebe
Phoebe George Director of Implementation Services
InfoIMAGE, Inc. 875 West Sandy Lake Road, Suite 500 Coppell, TX 75019
Direct. 469.948.1809 T. 469.948.1000 F. 972.745.1485
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Regards, Rony Das
Regards,
Rony Das
Regards, Rony Das
Regards,
Rony Das
Regards, Rony Das
Regards,
Rony Das
Regards, Rony Das

Hello David,

L	vas able to view the stmt.
	nanks, ogelio
So To Co	tom: David Trang <david.trang@infoimageinc.com> ent: Tuesday, September 1, 2020 4:02 PM : Rony Das <rony.das@dsinnovators.com>; Peter Dang <peter.dang@infoimageinc.com> :: Stephen Yee <stephen.yee@infoimageinc.com>; Ceasar Guerrero <ceasar.guerrero@infoimageinc.com>; Phoebe George <phoebe.george@infoimageinc.com>; DP <dp@infoimageinc.com> illiam.Kong@infoimageinc.com>; Dsi Print Process <printprocess.infoimage@dsinnovators.com> ubject: RE: Commercial CD User Guides SECOND REQUEST</printprocess.infoimage@dsinnovators.com></dp@infoimageinc.com></phoebe.george@infoimageinc.com></ceasar.guerrero@infoimageinc.com></stephen.yee@infoimageinc.com></peter.dang@infoimageinc.com></rony.das@dsinnovators.com></david.trang@infoimageinc.com>
R	ony, new file look good.
D	P: I trigger the burning. Can you help do a quick test after it finish.
P۱	N: abc1234
	nanks avid
So To Co	com: Rony Das <rony.das@dsinnovators.com> ent: Monday, August 31, 2020 10:59 PM :: Peter Dang <peter.dang@infoimageinc.com> e: David Trang <david.trang@infoimageinc.com>; Stephen Yee <stephen.yee@infoimageinc.com>; Ceasar Guerrero <ceasar.guerrero@infoimageinc.com>; Phoebe George <phoebe. dp@infoimageinc.com="">; William Kong <william.kong@infoimageinc.com>; Dsi Print Process <printprocess.infoimage@dsinnovators.com> ubject: Re: Commercial CD User Guides SECOND REQUEST</printprocess.infoimage@dsinnovators.com></william.kong@infoimageinc.com></phoebe.></ceasar.guerrero@infoimageinc.com></stephen.yee@infoimageinc.com></david.trang@infoimageinc.com></peter.dang@infoimageinc.com></rony.das@dsinnovators.com>
Н	, any update?
0	n Mon, Aug 31, 2020 at 2:42 PM Rony Das <rony.das@dsinnovators.com> wrote:</rony.das@dsinnovators.com>
	Hi Peter, CHECK_TRAN_CODE was missing. I kept it empty for now since I don't know it's mapping. But now index file has all fields.
	David, Would you please try again? Here is an entry from the index file:
	5712122,5712122,08192020,800573258,202953,ffin_5712122_08192020_202953_800573258_F.tif,,12
	Thanks, Rony
	On Fri. Aug 28, 2020 at 6:23 AM Peter Dang < Peter Dang@infoimageing.com> wrote:
	On Fri, Aug 28, 2020 at 6:23 AM Peter Dang <peter.dang@infoimageinc.com> wrote: Rony,</peter.dang@infoimageinc.com>
	Please check the DFA. Look like it is missing some of the field like check amount. See HTBKDS21.dfa for reference.
	Peter
	From: David Trang

Sent: Tuesday, August 25, 2020 4:19 PM
To: Peter Dang Peter.Dang@infoimageinc.com; Rony Das Rony.das@dsinnovators.com

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@infoir liam.Kong@infoimageinc.com>; Dsi Print Process <printprocess.infoimage@dsinnovators.com> Subject: RE: Commercial CD User Guides SECOND REQUEST

Peter.

Look like it is missing 1 field at the end. Either the transcode or the sequence. I can't tell what it is but when I add the additional comma, it is showing correctly.

Thanks David

From: Peter Dang <Peter.Dang@infoimageinc.com>

Sent: Tuesday, August 25, 2020 3:16 PM

To: Rony Das <rony.das@dsinnovators.com>

Cc: Stephen Yee <Stephen. Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar. Guerrero@infoimageinc.com>; Phoebe George <Phoebe. George@infoimageinc.com>; DP <DP@infoir <William.Kong@infoimageinc.com>; Dsi Print Process <printprocess.infoimage@dsinnovators.com>; David Trang <David.Trang@infoimageinc.com> Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David,

Can you check the CD process. I was able to see front & back check images in /d/test/pdf_afp/ffin/ffinms2/tiff folder.

Thanks.

Peter

From: Rony Das [mailto:rony.das@dsinnovators.com]

Sent: Thursday, August 20, 2020 2:24 AM

To: Peter Dang <Peter.Dang@infoimageinc.com>

Cc: Stephen Yee <Stephen. Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@infoir illiam.Kong@infoimageinc.com>; Dsi Print Process <printprocess.infoimage@dsinnovators.com>; David Trang <David.Trang@infoimageinc.com>

Subject: Re: Commercial CD User Guides SECOND REQUEST

Btw we are seeing this error in our log:

```
Use of uninitialized value $RTN EMAIL in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 457, <MASTER> li
543
         Parsing Master List
544
         Begin parsing group for each CD
545
         Creating check index file
         Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL CD.pl line 663, <TIFF> line 1.
546
547
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 673, <TIFF> line
                                      FRONT.tif' is not a directory
548
          cp: target '
         Use of uninitialized value $errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 685, <TIFF> 1
          Use of uninitialized value centlight checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line \overline{663}, <TIFF> line 2.
551
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 675, <TIFF> line
          cp: target '__BACK.tif' is not a directory
553
          Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 3.
554
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line
          cp: target '__FRONT.tif' is not a directory
556
          Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 4.
          Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 675, <TIFF> line
558
          cp: target '__BACK.tif' is not a directory
          Use of uninitialized value constant = cons
559
          Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line
```

log file attached.

On Thu, Aug 20, 2020 at 3:21 PM Rony Das < rony.das@dsinnovators.com> wrote:

Hi Peter.

We updated and processed again. Now what should we do?

Thanks

Rony

On Wed, Aug 19, 2020 at 5:35 PM Rony Das <rony.das@dsinnovators.com> wrote:

+Print team at InfolMAGE

On Wed, Aug 19, 2020 at 12:36 AM David Trang David.Trang@infoimageinc.com wrote:

If I read Rony's finding correctly, many record in the index file still only have the front image record. It need to have the back image record as well.

David

From: Peter Dang <Peter.Dang@infoimageinc.com>

Sent: Tuesday, August 18, 2020 11:10 AM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Rony Das <rony.das@dsinnovators.com>

Cc: David Trang Cc: David Trang@infoimageinc.com; Ceasar Guerrero@infoimageinc.com; Phoebe George Phoebe.George@infoimageinc.com; DP <DP < William.Kong@infoimageinc.com

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David.

Look like the images are there. Please help us check

Thanks.

Peter

From: Stephen Yee

Sent: Tuesday, August 18, 2020 10:38 AM

To: Rony Das <rony.das@dsinnovators.com>; Peter Dang <Peter.Dang@infoimageinc.com>
Cc: David Trang <David.Trang@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP <William.Kong@infoimageinc.com>
Subject: RE: Commercial CD User Guides SECOND REQUEST

PETER: Please advise.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Rony Das [rony.das@dsinnovators.com] Sent: Tuesday, August 18, 2020 12:49 AM

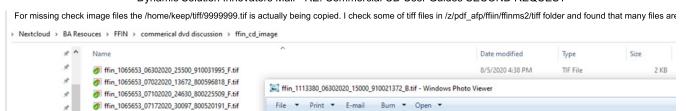
To: Peter Dang

Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong

Subject: Re: Commercial CD User Guides

Hi. any feedback for last email?

On Mon, Aug 17, 2020 at 5:03 PM Rony Das <rony.das@dsinnovators.com> wrote:



ffin_1068830_06242020_1980_910958060_F.tif ffin_1068830_06242020_6100_910963927_F.tif ffin 1068830 06252020 1605 910177772 F.tif ffin_1068830_06292020_4500_910695600_F.tif ffin 1068830 07032020 14000 910767223 F.tif IMAGE NOT AVAILABLE ffin_1068830_07062020_25000_910031668_F.tif ffin_1113380_06222020_7104_8145649_B.tif ffin_1113380_06222020_7104_8145649_F.tif ffin_1113380_06252020_5000_910173766_B.tif If you want to know details about this check please cor ffin_1113380_06252020_5000_910173766_F.tif ffin_1113380_06302020_15000_910021372_B.tif ffin_1113380_06302020_15000_910021372_F.tif ffin 1113380 07062020 120000 910039345 B.tif ffin_1113380_07062020_120000_910039345_F.tif ffin_1113380_07082020_20000_910550101_B.tif ffin_1113380_07082020_20000_910550101_F.tif ffin_1113380_07082020_20000_910550102_B.tif ffin_1113380_07082020_20000_910550102_F.tif ffin_1113380_07082020_71700_910609943_B.tif 8/5/2020 4:38 PM 2 KB

8/5/2020 4:38 PM

TIF File

TIF File

TIE File

2 KB

2 KB

2 KB

2 KB

but in index file not all check image has the back image. If you see the /z/pdf afp/ffin/ffinms2/tiff index/ffin 07212020 IMG.lis at bottom you will see many check entry for which is a second of the characteristic of the

```
<mark>10364</mark> 8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740
                               8508445303,8508445303,06242020,910957448,1072,ffin_8508445303_06242020_1072_910957448_F.tif,9741
                           8508445303,8508445303,06292020,910957448,1072,ffin_8508445303_06292020_1072_910957448_f.tif,9741 8508445303,8508445303,06292020,910697001_6337,ffin_8508445303_06292020_6337_910697001_f.tif,9743 8508445303,8508445303,06302020,910013802_f.tif,9743 8508445303,8508445303,06302020,910013802_f.tif,9743 8508445303,8508445303,06302020,910021844_1700,ffin_8508445303_06302020_1700_910021844_f.tif,9744 8508445303,8508445303,07032020,910021844_1700,ffin_8508445303_06302020_1700_910021844_f.tif,9745 8508445303,8508445303,07032020,910036617_1410,ffin_8508445303_07032020_1670_9107055224_f.tif,9745 8508445303,8508445303,07062020,910038298,1000,ffin_8508445303_07062020_1410_910036617_f.tif,9747 8508445303,8508445303,07102020,910038298,1000,ffin_8508445303_07102020_1000_910038298_f.tif,9747 8508445303,8508445303,07102020,910038299,1000,ffin_8508445303_07102020_1000_910038297_f.tif,9748 8508445303,8508445303,07102020,910038298_f.000,ffin_8508445303_07102020_1000_910038299_f.tif,9749 8508445303,8508445303,07132020,910328587_549,ffin_8508445303_07132020_549_910328587_f.tif,9750 8508445303_8508445303,07132020,910328587_549,ffin_8508445303_07132020_549_910328587_f.tif,9750 8508445303_8508445303,07132020,80621739.6145.ffin_8508445303_07132020_610521739_f.tif,9750 8508445303_8508445303_07132020_80621739_6145.ffin_8508445303_87132020_6145.800621739_f.tif,9750 8508445303_8508445303_07132020_80621739_6145.ffin_8508445303_87132020_6145.800621739_6145.ffin_8508445303_87132020_6145.800621739_6145.ffin_8508445303_87132020_6145.800621739_6145.ffin_8508445303_87132020_6145.800621739_6145.ffin_8508445303_87132020_6145.800621739_6145.ffin_8508445303_87132020_6145.800621739_6145.ffin_8508445303_87132020_6145.800621739_6145.ffin_8508445303_87132020_6145.800621739_6145.ffin_8508445303_87132020_6145.800621739_6145.ffin_8508445303_87132020_6145.800621739_6145.ffin_8508445303_87132020_6145.800621739_6145.ffin_8508445303_87132020_6145.800621739_6145.ffin_8508445303_87132020_6145.800621739_6145.ffin_8508445303_87132020_6145.800621739_6145.ffin_8508445303
 10375 8508445303,8508445303,07132020,800621739,6145,ffin_8508445303_07132020_6145_800621739_F.tif,9751
10376 8508445303,8508445303,07152020,910905775,2500,ffin_8508445303_07152020_2500_910905775_F.tif,9752
10377 4598393,4598393,06232020,910708306,28762,ffin 4598393 06232020 28762 910708306 F.tif,9753 10378 4598393,4598393,07132020,56641388,100000,ffin 4598393 07132020 100000 56641388 F.tif,9754 10379 4598393,4598393,07142020,910663275,2800,ffin 4598393 07142020 2800 910663275 F.tif,9755
```

Is this an issue? I mean does every check should have front and back for commercial dvd. Because there is a condition for which we are displaying the back image.

```
- 
Assign CUR_GRP_IT=CUR_GRP_END_INDEX
Condition: REC_IDENT=='02000'
  then
Co
      Condition: SUBSTR(CUR_LINE,83,1, '') == 'N'
       then
           Assign FRONT AND BACK CHECK FLAG=1
   - 3
        else
E As
           Assign FRONT_AND_BACK_CHECK_FLAG=0
  Assign CUR_PROD_ACCT_NUM=NOSPACE(SUBSTR(CUR_LINE,19
```

ffin_1068830_06222020_4182_910384494_F.tif

ffin_1113380_07082020_71700_910609943_F.tif

ffin 1113380 07142020 50000 800864913 B.tif

ffin_1113380_07142020_50000_800864913_F.tif

ffin_1113380_07212020_9000_910981841_B.tif

ffin_1113380_07212020_9000_910981841_F.tif

if column 83 of record 02000 (Personal/Non personal indicator) is N we are only displaying both front and back otherwise only front.

Let us know if this should be applied to commercial dvd or not. Does commercial dvd needs both front and back entry for every check .

Thanks

Rony

On Sat, Aug 15, 2020 at 3:37 AM Peter Dang <Peter.Dang@infoimageinc.com> wrote:

I have provided Rony the instruction and where to troubleshoot regarding item#2 missing back image.

From: David Trang

Sent: Wednesday, August 05, 2020 1:29 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; D <Peter.Dang@infoimageinc.com>

is compared to the compared of
1. The way the master file is created, our program will create 1 CD for each account. We will need client to change it so that we can group them correctly if they want too many account, then we need to will create multiple accounts. e builet point on section 1.2 of setup guide. or each CD, each record must include all Fields 1 to 13. or a CD with multiple accounts, First record must include ALL fields, then subsequent records can repeat Fields 1 to 3 only. ields 4 to 13 are used if InfoIMAGE sends the CD directly to CID's clients. 2. The check index generated from the Print team only contains the Front Images and is Missing the Back Image. anks wid om: Stephen Yee <stephen yee@infoimageinc.com=""> nt: Wednesday, August 5, 2020 12:54 PM iCeasar Guerrero <ceasar <<="" <ceasar="" guerrero="" th=""></ceasar></stephen>
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ease advise.
anks!
ephen Yee plementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Jenienation Specialist Direct 409.512.0925 stephen.yee@infolinagenc.com
eadquarters 141 Jefferson Drive, Menlo Park, CA 94025
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From: Stephen Yee
Sent: Wednesday, August 05, 2020 12:27 PM
To: Ceasar Guerrero; David Trang; Wanda Malone; Phoebe George; DP
Subject: RE: Commercial CD User Guides

Thanks Ceasar. David reminded me :)

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Ceasar Guerrero

Sent: Wednesday, August 05, 2020 12:27 PM

To: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP **Subject:** RE: Commercial CD User Guides

From this email thread, per David.

Password: abcdef

Thanks,

Cesar

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:16 PM

To: Ceasar Guerrero < Ceasar.Guerrero@infoimageinc.com>; David Trang < David.Trang@infoimageinc.com>; Wanda Malone < Wanda.Malone@infoimageinc.com>; Phoe

com>; DP <DP@infoimageinc.com>
Subject: RE: Commercial CD User Guides

DP/DAVID: What is the PW for the Comm DVD?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Ceasar Guerrero Sent: Thursday, July 30, 2020 3:33 PM To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides David, The CD label and content looks good (see attached file). Thanks, Cesar From: David Trang David.Trang@infoimageinc.com
Sent: Thursday, July 30, 2020 3:10 PM
To: Stephen Yee Stephen.Yee@infoimageinc.com; Wanda Malone Wanda.Malone@infoimageinc.com; Phoebe George Phoebe.George@infoimageinc.com; DP < Subject: RE: Commercial CD User Guides DP, I just created a FFIN Commercial CD on the CD director machine. Can you help me check it out to see if the Label is printed correctly and the content are good. Password: abcdef Thanks David From: Stephen Yee <Stephen.Yee@infoimageinc.com> Sent: Thursday, July 30, 2020 12:23 PM

To: Wanda Malone <Wanda.Malone@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>
Subject: RE: Commercial CD User Guides Thank you Wanda. DAVID: Please advise when sample DVD will be ready. The bank would like an update when they can expect. Stephen Yee Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 | www.InfolmageInc.com Please consider the environment before printing this email. NOTICE: This e-mail is intended solely for the recipient and may contain confidential information that is privileged or otherwise exempt from disclosure. If you are not the intended recipient; you are hereby notified that any dissemination or co this communication in error, please notify us by replying to this message or by contacti

From: Wanda Malone

Sent: Thursday, July 30, 2020 10:00 AM To: Stephen Yee; David Trang; Phoebe George Subject: RE: Commercial CD User Guides

No problem, here you go.

Thanks!

From: Stephen Yee

Sent: Thursday, July 30, 2020 11:54 AM
To: David Trang; Wanda Malone; Phoebe George
Subject: RE: Commercial CD User Guides

Sorry about that Wanda. I misunderstood David's request.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
From: David Trang Sent: Thursday, July 30, 2020 9:41 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides
Wanda,
I am not looking for the logo to be 5 inches. I am looking for the entire CD cover to be 5 inches.
Thanks David
From: Wanda Malone <wanda.malone@infoimageinc.com> Sent: Thursday, July 30, 2020 9:32 AM To: David Trang <david.trang@infoimageinc.com>; Stephen Yee <stephen.yee@infoimageinc.com>; Phoebe George <phoebe.george@infoimageinc.com> Subject: RE: Commercial CD User Guides</phoebe.george@infoimageinc.com></stephen.yee@infoimageinc.com></david.trang@infoimageinc.com></wanda.malone@infoimageinc.com>
Hello David,
This is an image of the logo at the requested dimensions and the remaining cd cover content. I'm not able to make it all fit. Please advise how you would like me to p
Thanks!
From: David Trang Sent: Thursday, July 30, 2020 11:27 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides
Removing Operation from the email as they are not involve in this. I need to entire CD cover image and not just the logo. Please enlarge the one that I send yesterday an just the logo.
Thanks David
From: Wanda Malone <wanda.malone@infoimageinc.com> Sent: Thursday, July 30, 2020 9:08 AM To: Stephen Yee <stephen.yee@infoimageinc.com>; David Trang <david.trang@infoimageinc.com>; Gabriel Lim <gabriel.lim@infoimageinc.com>; Phoebe George <p <david.owyeong@infoimageinc.com="" owyeong="">; Calvin Choy <calvin.choy@infoimageinc.com> Subject: RE: Commercial CD User Guides</calvin.choy@infoimageinc.com></p></gabriel.lim@infoimageinc.com></david.trang@infoimageinc.com></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>

Thank you!

From: Stephen Yee <Stephen.Yee@infoimageinc.com>
Sent: Thursday, July 30, 2020 10:56 AM
To: David Trang <David.Trang@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>; Phoebe George Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>
Subject: RE: Commercial CD User Guides

	Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
Hi V	Vanda,
I co	infirmed these are the correct dimensions. The logo will be printed on the actual DVD. The dimensions that David provided are the correct dimensions for the DN
Step	phen Yee
mpl	lementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Hea	adquarters 141 Jefferson Drive, Menlo Park, CA 94025
- . 6	50.473.6300 www.InfolmageInc.com
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	EE: This e-mail is intended solely for the recipient and may contain confidential information that is privileged or otherwise exempt from disclosure. If you are not the intended recipient; you are hereby notified that any dissemination or communication in error, please notify us by replying to this message or by contacti
Fro	m: David Trang
Sen To: Sub	nt: Wednesday, July 29, 2020 2:02 PM Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy oject: RE: Commercial CD User Guides
Sen To: Sub	nt: Wednesday, July 29, 2020 2:02 PM Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy
Sen To: Sub	nt: Wednesday, July 29, 2020 2:02 PM Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy oject: RE: Commercial CD User Guides en it up in Paint and it gave me the following in inches.
Sen To: Sub I ope	nt: Wednesday, July 29, 2020 2:02 PM Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy nject: RE: Commercial CD User Guides en it up in Paint and it gave me the following in inches.
Sen To: Sub I ope W: 4 L: 5.	wednesday, July 29, 2020 2:02 PM Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy oject: RE: Commercial CD User Guides en it up in Paint and it gave me the following in inches. 4.82 .01
Sen To: Sub	wednesday, July 29, 2020 2:02 PM Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy oject: RE: Commercial CD User Guides en it up in Paint and it gave me the following in inches. 4.82 .01

From: Stephen Yee

Sent: Wednesday, July 29, 2020 2:40 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy; David Trang

Subject: RE: Commercial CD User Guides

+DAVID T - Can you please provide the dimensions in inches?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Wanda Malone

Sent: Wednesday, July 29, 2020 12:35 PM
To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

Hey Stephen,

Can you please provide the specs in inches?

Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST Thanks! **From:** Stephen Yee **Sent:** Wednesday, July 29, 2020 2:25 PM To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Cc: Enrique Perez Subject: RE: Commercial CD User Guides Hi Wanda, ISD had 1 more request regarding this. Can you please adjust the attached logo to the dimensions below? Width = 1446, Height = 1504 Stephen Yee Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 | www.InfolmageInc.com Please consider the environment before printing this email. NOTICE: This e-mail is intended solely for the recipient; you are hereby notified that any dissemination or to otherwise exempt from disclosure. If you are not the intended recipient; you are hereby notified that any dissemination or co this communication in error, please notify us by replying to this message or by contacti

From: Wanda Malone

Sent: Monday, June 08, 2020 3:23 PM
To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy
Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

This ended up being a simpler mock-up than I anticipated. I have attached a completed version.

Please let me know if anything else needs to be updated.

Thanks!

From: Stephen Yee

Sent: Monday, June 08, 2020 4:08 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

That will be fine. IS is not scheduled to begin work until 7/1.

Thank you everyone!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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11/25/2020	Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
	From: Wanda Malone Sent: Monday, June 08, 2020 2:06 PM To: Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Cc: Stephen Yee; Enrique Perez Subject: RE: Commercial CD User Guides Phoebe, Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the proce out Thursday that I need to complete and then a follow-up reminder for the Webinar.
	Please let me know if you would like me to begin edits next week?
	Thanks!

From: Gabriel Lim
Sent: Monday, June 08, 2020 4:04 PM
To: Phoebe George; David Owyeong; Calvin Choy; Wanda Malone
Cc: Stephen Yee
Subject: RE: Commercial CD User Guides

Please use stock code 6186

Thank you,

Gabriel

From: Phoebe George

Sent: Monday, June 08, 2020 1:59 PM

To: David Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim

Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Thanks David!

Gabriel, can you provide a new Insert # for FFIN Commercial DVD insert?

+ Wanda

Wanda: Can you see attached PDF? It's a user guide for Comm DVD's that we use for customers. We are setting up a new one for FFIN - can you replace the logo (using contact info noted below on the 2-up PDF file used for printing? Updates to include (reference screenshot below for changes)

- 1. Update logo with attached (from Equity logo)
- 2. Update contact info with the below information
- 3. Update Copyright info with highlighted info:

2020 First Financial; #XXXX (XXXX to be provided by Gabriel) rev. 7/2020

NEW contact info for FFIN (item #2):

For assistance with your DVD, please call 812-238-6280 or email itemprocessing@first-online.com.

Thanks!

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong < David. Owyeong@infoimageinc.com>

Sent: Wednesday, June 03, 2020 3:22 PM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>

Subject: RE: Commercial CD User Guides

It is in the share drive/DP180_ins/Monthly_Inserts folder.

Adding Gabriel.

From: Phoebe George

Sent: Wednesday, June 03, 2020 12:20 PM To: David Owyeong; Calvin Choy Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Yes, that's correct! Where do you store these PDF inserts for all the customers you still print these for? We are setting up for FFIN, and need to modify the artwork.

Thanks!

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

 $phoebe.george@infoimageinc.com \mid www.infoimageinc.com$



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From: David Owyeong David.Owyeong@infoimageinc.com

Sent: Wednesday, June 03, 2020 11:06 AM

To: Phoebe George Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>
Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>
Subject: RE: Commercial CD User Guides

Hi Phoebe,

If you're talking about this. Yes.

From: Phoebe George

Sent: Wednesday, June 03, 2020 8:48 AM To: David Owyeong; Calvin Choy Cc: Phoebe George; Stephen Yee Subject: Commercial CD User Guides

David/Calvin - do you guys still print physical user guides for Commercial CD shipments?

Thanks,

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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Regards,

Rony Das

Regards,

Rony Das

Regards,

Rony Das

Regards, Rony Das Regards, Rony Das Regards, Rony Das Regards,

Stephen Yee <Stephen.Yee@infoimageinc.com>

Wed, Sep 2, 2020 at 6:30 AM

To: Rogelio De Vera <Rogelio.DeVera@infoimageinc.com>, David Trang David.Trang@infoimageinc.com, Rony Das Rogelio.DeVera@infoimageinc.com, Peter Dang <Peter.Dang@infoimageinc.com>

Cc: Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com>, Phoebe George < Phoebe. George@infoimageinc.com>, DP < DP@infoimageinc.com>, William Kong <William.Kong@infoimageinc.com>, Dsi Print Process <printprocess.infoimage@dsinnovators.com>

Hi Rogelio/DP,

Rony Das

Can you please confirm if you can pull up a check image? FFIN reported that the previous sample CD they could not pull up.

Implementation Specialist | Direct 469.312.6925 | s<mailto:stephen.yee@infoimageinc.com>tephen.yee@infoimageinc.com

[Description: infolmage_286New.jpg]http://www.infoimageinc.com/ Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.comwww.InfolmageInc.com/

[cid:image002.jpg@01CDE9B7.5C60B0E0]Please consider the environment before printing this email.

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From: Rogelio De Vera Sent: Tuesday, September 01, 2020 5:20 PM To: David Trang; Rony Das; Peter Dang

Cc: Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hello David,

I was able to view the stmt.

Thanks Rogelio

From: David Trang < David. Trang@infoimageinc.com >

Sent: Tuesday, September 1, 2020 4:02 PM

To: Rony Das <rony.das@dsinnovators.com>; Peter Dang <Peter.Dang@infoimageinc.com>
Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP

<DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>; Dsi Print Process <printprocess.infoimage@dsinnovators.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Rony, new file look good.

DP: I trigger the burning. Can you help do a quick test after it finish.

PW: abc1234

Thanks David

From: Rony Das <rony.das@dsinnovators.com<mailto:rony.das@dsinnovators.com>>

Sent: Monday, August 31, 2020 10:59 PM

To: Peter Dang <Peter.Dang@infoimageinc.com<mailto:Peter.Dang@infoimageinc.com>>

Cc: David Trang < David.Trang@infoimageinc.com < mailto: David.Trang@infoimageinc.com >>; Stephen Yee < Stephen.Yee@infoimageinc.com < mailto: Stephen.Yee@infoimageinc.com < Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com<mailto:Ceasar.Guerrero@infoimageinc.com<>; Phoebe George <Phoebe.George@infoimageinc.com<mailto:Phoebe.George@infoimageinc.com<>>; DP <DP@infoimageinc.com</mailto:DP@infoimageinc.com>>; William Kong <William.Kong@infoimageinc.com</mailto:William.Kong@infoimageinc.com>>; Dsi Print Process <printprocess.infoimage@dsinnovators.com<mailto:printprocess.infoimage@dsinnovators.com>>

Subject: Re: Commercial CD User Guides SECOND REQUEST

Hi, any update?

On Mon, Aug 31, 2020 at 2:42 PM Rony Das <rony.das@dsinnovators.com<mailto:rony.das@dsinnovators.com>> wrote:

CHECK_TRAN_CODE was missing . I kept it empty for now since I don't know it's mapping. But now index file has all fields.

David

Would you please try again? Here is an entry from the index file:

5712122,5712122,08192020,800573258,202953,ffin_5712122_08192020_202953_800573258_F.tif,,12

Thanks Rony

On Fri, Aug 28, 2020 at 6:23 AM Peter Dang <Peter.Dang@infoimageinc.com<mailto:Peter.Dang@infoimageinc.com>> wrote:

Please check the DFA. Look like it is missing some of the field like check amount. See HTBKDS21.dfa for reference

Peter

From: David Trang

Sent: Tuesday, August 25, 2020 4:19 PM

To: Peter Dang <Peter.Dang@infoimageinc.com<mailto:Peter.Dang@infoimageinc.com>>; Rony Das <rony.das@dsinnovators.com<mailto:rony.das@dsinnovators.com>> Cc: Stephen Yee <Stephen. Yee@infoimageinc.com<mailto:Stephen. Yee@infoimageinc.com>>; Ceasar Guerrero <Ceasar. Guerrero@infoimageinc.com<mailto:Ceasar. Guerrero@ infoimageinc.com>>; Phoebe George <Phoebe.George@infoimageinc.com<mailto:Phoebe.George@infoimageinc.com>>; DP <DP@infoimageinc.com<mailto:DP@infoimageinc.com>>; William Kong < William.Kong@infoimageinc.com<mailto:William.Kong@infoimageinc.com>>; Dsi Print Process < printprocess.infoimage@dsinnovators.com<mailto:printprocess.infoimage@dsinnovators.com rocess.infoimage@dsinnovators.com>>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Peter,

Look like it is missing 1 field at the end. Either the transcode or the sequence. I can't tell what it is but when I add the additional comma, it is showing correctly

Thanks David

From: Peter Dang <Peter.Dang@infoimageinc.com<mailto:Peter.Dang@infoimageinc.com>>

Sent: Tuesday, August 25, 2020 3:16 PM

To: Rony Das <rony.das@dsinnovators.com<mailto:rony.das@dsinnovators.com>>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com<mailto:Stephen.Yee@infoimageinc.com<>>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com<mailto:Ceasar.Guerrero@ infoimageinc.com>>; Phoebe George <Phoebe.George@infoimageinc.com<mailto:Phoebe.George@infoimageinc.com>>; DP <DP@infoimageinc.com<mailto:DP@infoimageinc.com>>; William Kong < William. Kong@infoimageinc.com<mailto: William.Kong@infoimageinc.com<>; Dsi Print Process < printprocess.infoimage@dsinnovators.com<mailto: printp rocess.infoimage@dsinnovators.com>>, David Trang <David.Trang@infoimageinc.com<mailto:David.Trang@infoimageinc.com>> Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David.

Can you check the CD process. I was able to see front & back check images in /d/test/pdf_afp/ffin/ffinms2/tiff folder.

Thanks

Peter

From: Rony Das [mailto:rony.das@dsinnovators.com]

Sent: Thursday, August 20, 2020 2:24 AM

To: Peter Dang <Peter.Dang@infoimageinc.com<mailto:Peter.Dang@infoimageinc.com>>

Cc: Stephen Yee <Stephen. Yee@infoimageinc.com<mailto:Stephen. Yee@infoimageinc.com>>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com<mailto:Ceasar.Guerrero@infoimageinc.com>>; Phoebe George <Phoebe.George@infoimageinc.com<mailto:Phoebe.George@infoimageinc.com>>; DP <DP@infoimageinc.com<mailto:DP@infoimageinc.com>>; William Kong <a href="https://www.ncbm.ncbm.com/mailto:DP@infolimageinc.com/mailto:DP@infolimageinc.com/mailto:DP@infolimageinc.com/mailto:DP@infolimageinc.com/mailto:Drintprocess.infolimage@dsinnovators.com/mailto:David.Trang@infolimageinc.com/mailto:David.Trang@infoli

Btw we are seeing this error in our log:

[cid:image001.png@01D6807A.FEB04A60]

log file attached.

We updated and processed again. Now what should we do?

Thanks

On Wed, Aug 19, 2020 at 5:35 PM Rony Das <rony.das@dsinnovators.com<mailto:rony.das@dsinnovators.com>> wrote: +Print team at InfoIMAGE<mailto:printprocess.infoimage@dsinnovators.com>

On Wed, Aug 19, 2020 at 12:36 AM David Trang <David.Trang@infoimageinc.com</pre><mailto:David.Trang@infoimageinc.com</pre>> wrote: If I read Rony's finding correctly, many record in the index file still only have the front image record. It need to have the back image record as well

Thanks

David

From: Peter Dang <Peter.Dang@infoimageinc.com<mailto:Peter.Dang@infoimageinc.com>>

Sent: Tuesday, August 18, 2020 11:10 AM

To: Stephen Yee <Stephen. Yee@infoimageinc.com<mailto:Stephen.Yee@infoimageinc.com<>>; Rony Das <rony.das@dsinnovators.com<mailto:rony.das@dsinnovators.com 10. Stephen resignation and the Stephen resignation and th William Kong <William.Kong@infoimageinc.com<mailto:William.Kong@infoimageinc.com>>

Subject: RE: Commercial CD User Guides SECOND REQUES

Hi David, Look like the images are there. Please help us check.

Thanks,

Peter

From: Stephen Yee

Sent: Tuesday, August 18, 2020 10:38 AM

To: Rony Das <rony.das@dsinnovators.com<mailto:rony.das@dsinnovators.com>>; Peter Dang <Peter.Dang@infoimageinc.com<mailto:Peter.Dang@infoimageinc.com>> Cc: David Trang Cc: David Trang Cc: David Trang@infoimageinc.comccom</ William Kong <William.Kong@infoimageinc.com<mailto:William.Kong@infoimageinc.com>>

Subject: RE: Commercial CD User Guides SECOND REQUEST

PETER: Please advise.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | s<mailto:stephen.yee@infoimageinc.com>tephen.yee@infoimageinc.com>mointendeduction="comound-

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http://www.infoimageinc.com/ http://www.infoimageinc.com/

From: Rony Das [rony.das@dsinnovators.com] Sent: Tuesday, August 18, 2020 12:49 AM

Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong

Subject: Re: Commercial CD User Guideshttp://www.infoimageinc.com/

Hi, any feedback for last email?http://www.infoimageinc.com/ On Mon, Aug 17, 2020 at 5:03 PM Rony Das http://www.infoimageinc.com/

Hi Peter, http://www.infoimageinc.com/

For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf_afp/ffiin/ffinms2/tiff folder and found that many files are actually the

999999.tiff file.
[cid:image002.png@01D6807A.FEB04A60]
[cid:image002.png@01D6807A.FEB04A60]

but in index file not all check image has the back image. If you see the /z/pdf_afp/ffin/ffinms2/tiff_index/ffin_07212020_IMG.lis at bottom you will see many check entry for which there are only front entry no back.http://www.infoimageinc.com/ [cid:image003.png@01D6807A.FEB04A60]http://www.infoimageinc.com/

Is this an issue? I mean does every check should have front and back for commercial dvd. Because there is a condition for which we are displaying the back image.http://www.attendeduction.com/ infoimageinc.com/>

[cid:image004.png@01D6807A.FEB04A60]http://www.infoimageinc.com/

if column 83 of record 02000 (Personal/Non personal indicator) is N we are only displaying both front and back otherwise only front.http://www.infoimageinc.com/ Let us know if this should be applied to commercial dvd or not. Does commercial dvd needs both front and back entry for every check .http://www.infoimageinc.com/

Thankshttp://www.infoimageinc.com/ Rony<http://www.infoimageinc.com/>

On Śat, Aug 15, 2020 at 3:37 AM Peter Dang < Peter. Dang@infoimageinc.com > wrote: http://www.infoimageinc.com/

I have provided Rony the instruction and where to troubleshoot regarding item#2 missing back image.http://www.infoimageinc.com/

http://www.infoimageinc.com/

Peterhttp://www.infoimageinc.com/

From: David Trang

Sent: Wednesday, August 05, 2020 1:29 PM

To: Stephen Yee Stephen. Yee@infoimageinc.com>; Ceasar Guerrero Ceasar. Guerrero@infoimageinc.com>; Phoebe George Phoebe. George@infoimageinc.com>; DP

<DP@infoimageinc.com>; Peter Dang <Peter.Dang@infoimageinc.com>

Cc: Rony Das <rony.das@dsinnovators.com>

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

<http://www.infoimageinc.com/> Steve,<http://www.infoimageinc.com/>

http://www.infoimageinc.com/

Sorry, I didn't catch this during testing. Here are couple issue that I am seeing. http://www.infoimageinc.com/

http://www.infoimageinc.com/

1. The way the master file is created, our program will create 1 CD for each account. We will need client to change it so that we can group them correctly if they want multiple account. to be group together. If there are too many account, then we need to will create multiple accounts. http://www.infoimageinc.com/

See bullet point on section 1.2 of setup guide.http://www.infoimageinc.com/

http://www.infoimageinc.com/

- For each CD, each record must include all Fields 1 to 13. http://www.infoimageinc.com/
- For a CD with multiple accounts, First record must include ALL fields, then subsequent records can repeat Fields 1 to 3 only. http://www.infoimageinc.com/
- Fields 4 to 13 are used if InfoIMAGE sends the CD directly to CID's clients.http://www.infoimageinc.com/

http://www.infoimageinc.com/

1. The check index generated from the Print team only contains the Front Images and is Missing the Back Image.http://www.infoimageinc.com/

Thankshttp://www.infoimageinc.com/

Davidhttp://www.infoimageinc.com/

http://www.infoimageinc.com/

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:54 PM

To: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@infoimageinc.com>

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

http://www.infoimageinc.com/

CEASAR/DAVID: What data did you send them on the CD? They reported that all the check images are missing as the check search tab does not return any results.

http://www.infoimageinc.com/ Please advise.http://www.infoimageinc.com/

http://www.infoimageinc.com/

Thanks!<http://www.infoimageinc.com/>

http://www.infoimageinc.com/

Stephen Yeehttp://www.infoimageinc.com/

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com<http://www.infoimageinc.com/>

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http://www.infoimageinc.com/ http://www.infoimageinc.com/

From: Stephen Yee

Sent: Wednesday, August 05, 2020 12:27 PM

To: Ceasar Guerrero; David Trang; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

Thanks Ceasar. David reminded me:)http://www.infoimageinc.com/
Stephen Yeehttp://www.infoimageinc.com/
Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.comhttp://www.infoimageinc.com/

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http://www.infoimageinc.com/ http://www.infoimageinc.com/

From: Ceasar Guerrero

Sent: Wednesday, August 05, 2020 12:27 PM
To: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP
Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

From this email thread, per David.http://www.infoimageinc.com/

http://www.infoimageinc.com/>
Password: abcdefhttp://www.infoimageinc.com/>

http://www.infoimageinc.com/>
Thanks,http://www.infoimageinc.com/>

Cesar<http://www.infoimageinc.com/>

http://www.infoimageinc.com/>

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:16 PM

To: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@infoimageinc.com> Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

http://www.infoimageinc.com/>

DP/DAVID: What is the PW for the Comm DVD?http://www.infoimageinc.com/

http://www.infoimageinc.com/

Stephen Yeehttp://www.infoimageinc.com/>lmplementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.comhttp://www.infoimageinc.com/>

http://www.infoimageinc.com/

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025http://www.infoimageinc.com/

F. 650.473.6300 | www.InfolmageInc.comhttp://www.infoimageinc.com/

Please consider the environment before printing this email.http://www.infoimageinc.com/

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http://www.infoimageinc.com/

http://www.infoimageinc.com/

From: Ceasar Guerrero

Sent: Thursday, July 30, 2020 3:33 PM

To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

David, http://www.infoimageinc.com/

http://www.infoimageinc.com/

The CD label and content looks good (see attached file). http://www.infoimageinc.com/

http://www.infoimageinc.com/>
Thanks,http://www.infoimageinc.com/>

Cesar<http://www.infoimageinc.com/>

http://www.infoimageinc.com/

From: David Trang < David. Trang@infoimageinc.com>

Sent: Thursday, July 30, 2020 3:10 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP

<DP@infoimageinc.com>

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

http://www.infoimageinc.com/

DP,http://www.infoimageinc.com/ http://www.infoimageinc.com/

I just created a FFIN Commercial CD on the CD director machine. Can you help me check it out to see if the Label is printed correctly and the content are good.http://www.infoimageinc.

http://www.infoimageinc.com/

Password: abcdefhttp://www.infoimageinc.com/

http://www.infoimageinc.com/

Thankshttp://www.infoimageinc.com/ Davidhttp://www.infoimageinc.com/

http://www.infoimageinc.com/>
From: Stephen Yee < Stephen.Yee@infoimageinc.com>

Sent: Thursday, July 30, 2020 12:23 PM

To: Wanda Malone <Wanda.Malone@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

http://www.infoimageinc.com/

http://www.infoimageinc.com/

Stephen Yeehttp://www.infoimageinc.com/

 $Implementation \ Specialist \ | \ Direct \ 469.312.6925 \ | \ stephen.yee@infoimageinc.com < http://www.infoimageinc.com / > http://www.infoimageinc.com / >$

http://www.infoimageinc.com/

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http://www.infoimageinc.com/

http://www.infoimageinc.com/ http://www.infoimageinc.com/ http://www.infoimageinc.com/

From: Wanda Malone

Sent: Thursday, July 30, 2020 10:00 AM To: Stephen Yee; David Trang; Phoebe George

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

No problem, here you go.http://www.infoimageinc.com/

Thanks!http://www.infoimageinc.com/>http://www.infoimageinc.com/>http://www.infoimageinc.com/>http://www.infoimageinc.com/>http://www.infoimageinc.com/>http://www.infoimageinc.com/>http://www.infoimageinc.com/>http://www.infoimageinc.com/>http://www.infoimageinc.com/>

From: Stephen Yee

Sent: Thursday, July 30, 2020 11:54 AM To: David Trang; Wanda Malone; Phoebe George

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

Sorry about that Wanda. I misunderstood David's request.http://www.infoimageinc.com/

Stephen Yeehttp://www.infoimageinc.com/

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http://www.infoimageinc.com/ http://www.infoimageinc.com/

From: David Trang

Sent: Thursday, July 30, 2020 9:41 AM

To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/> Wanda,http://www.infoimageinc.com/>

I am not looking for the logo to be 5 inches. I am looking for the entire CD cover to be 5 inches.http://www.infoimageinc.com/

http://www.infoimageinc.com/

Thanks

Davidhttp://www.infoimageinc.com/

http://www.infoimageinc.com/

From: Wanda Malone <Wanda.Malone@infoimageinc.com>

Sent: Thursday, July 30, 2020 9:32 AM

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

http://www.infoimageinc.com/ Hello David,http://www.infoimageinc.com/

http://www.infoimageinc.com/

This is an image of the logo at the requested dimensions and the remaining cd cover content. I'm not able to make it all fit. Please advise how you would like me to proceed.<a href="https://www.

infoimageinc.com/>

http://www.infoimageinc.com/

Thanks!http://www.infoimageinc.com/">
http://www.infoimageinc.com/">

From: David Trang

Sent: Thursday, July 30, 2020 11:27 AM
To: Wanda Malone; Stephen Yee; Phoebe George

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

Removing Operation from the email as they are not involve in this. I need to entire CD cover image and not just the logo. Please enlarge the one that I send yesterday and also attached

today. The one I received today is just the logo.http://www.infoimageinc.com/

http://www.infoimageinc.com/ Thanks

Davidhttp://www.infoimageinc.com/

http://www.infoimageinc.com/>

From: Wanda Malone < Wanda. Malone@infoimageinc.com >

Sent: Thursday, July 30, 2020 9:08 AM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>; Phoebe George

<Phoebe.George@infoimageinc.com>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com> Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/>

http://www.infoimageinc.com/

Thank you!http://www.infoimageinc.com/

http://www.infoimageinc.com/

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Thursday, July 30, 2020 10:56 AM

To: David Trang David.Trang@infoimageinc.com; Wanda Malone <Wanda.Malone@infoimageinc.com; Gabriel Lim Gabriel.Lim@infoimageinc.com; Phoebe George <Phoebe.George@infoimageinc.com; Calvin Choy <Calvin.Choy@infoimageinc.com

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

http://www.infoimageinc.com/

Hi Wanda, http://www.infoimageinc.com/

http://www.infoimageinc.com/

I confirmed these are the correct dimensions. The logo will be printed on the actual DVD. The dimensions that David provided are the correct dimensions for the DVD.

http://www.infoimageinc.com/ <http://www.infoimageinc.com/>

Stephen Yeehttp://www.infoimageinc.com/

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http://www.infoimageinc.com/>

http://www.infoimageinc.com/

http://www.infoimageinc.com/ http://www.infoimageinc.com/

From: David Trang

Sent: Wednesday, July 29, 2020 2:02 PM

To: Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

I open it up in Paint and it gave me the following in inches.http://www.infoimageinc.com/ http://www.infoimageinc.com/ http://www.infoimageinc.com/

L: 5.01<http://www.infoimageinc.com/>

http://www.infoimageinc.com/

Thanks

Davidhttp://www.infoimageinc.com/ http://www.infoimageinc.com/

From: Wanda Malone < Wanda. Malone@infoimageinc.com>

Sent: Wednesday, July 29, 2020 1:10 PM

To: Stephen Yee <Stephen. Yee@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; David Owyeong

<David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

http://www.infoimageinc.com/

Or what the below dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo. http://www.infoimageinc.com/

http://www.infoimageinc.com/ Thanks!http://www.infoimageinc.com/

http://www.infoimageinc.com/

http://www.infoimageinc.com/

From: Stephen Yee

Sent: Wednesday, July 29, 2020 2:40 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy; David Trang

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

+DAVID T - Can you please provide the dimensions in inches? http://www.infoimageinc.com/

http://www.infoimageinc.com/>
Stephen Yeehttp://www.infoimageinc.com/>
Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.comhttp://www.infoimageinc.com/>

http://www.infoimageinc.com/

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http://www.infoimageinc.com/

http://www.infoimageinc.com/

http://www.infoimageinc.com/

From: Wanda Malone

Sent: Wednesday, July 29, 2020 12:35 PM To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

Hey Stephen,http://www.infoimageinc.com/

http://www.infoimageinc.com/">
Can you please provide the specs in inches?http://www.infoimageinc.com/
http://www.infoimageinc.com/

Thanks!<http://www.infoimageinc.com/>

http://www.infoimageinc.com/ http://www.infoimageinc.com/

From: Stephen Yee

Sent: Wednesday, July 29, 2020 2:25 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

Hi Wanda, http://www.infoimageinc.com/ http://www.infoimageinc.com/

ISD had 1 more request regarding this. Can you please adjust the attached logo to the dimensions below?http://www.infoimageinc.com/

http://www.infoimageinc.com/

Width = 1446, Height = 1504http://www.infoimageinc.com/

http://www.infoimageinc.com/

Stephen Yeehttp://www.infoimageinc.com/

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.comhttp://www.infoimageinc.com/

http://www.infoimageinc.com/

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http://www.infoimageinc.com/ http://www.infoimageinc.com/

From: Wanda Malone

Sent: Monday, June 08, 2020 3:23 PM

To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

This ended up being a simpler mock-up than I anticipated. I have attached a completed version. http://www.infoimageinc.com/

Please let me know if anything else needs to be updated.http://www.infoimageinc.com/

Thanks!http://www.infoimageinc.com/>

http://www.infoimageinc.com/

From: Stephen Yee

Sent: Monday, June 08, 2020 4:08 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guideshttp://www.infoimageinc.com/

Hi Wanda, http://www.infoimageinc.com/

That will be fine. IS is not scheduled to begin work until 7/1. http://www.infoimageinc.com/

http://www.infoimageinc.com/

Thank you everyone!http://www.infoimageinc.com/

http://www.infoimageinc.com/

Stephen Yeehttp://www.infoimageinc.com/

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.comhttp://www.infoimageinc.com/>

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http://www.infoimageinc.com/ http://www.infoimageinc.com/

From: Wanda Malone Sent: Monday, June 08, 2020 2:06 PM To: Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Cc: Stephen Yee; Enrique Perez [Quoted text hidden]

Regards, Rony Das

4 attachments



Stephen Yee <Stephen.Yee@infoimageinc.com>

THE FRONT AND BACK CHECK FLAG-1

To: Rogelio De Vera <Rogelio.De Vera@infoimageinc.com>, David Trang@infoimageinc.com>, Rony Das <rony.das@dsinnovators.com>, Peter Dang <Peter.Dang@infoimageinc Cc: Ceasar Guerrero < Ceasar. Guerrero @infoimageinc.com>, Phoebe George < Phoebe. George@infoimageinc.com>, DP < DP@infoimageinc.com>, William Kong < William.Kong@infoimageinc.com> <printprocess.infoimage@dsinnovators.com>

Following up on my inquiry yesterday. Please advise.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Description: infolmage_286New.jpg

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image002.jpg@01CDE9B7.5C60B0E0Please consider the environment before printing this email.

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From: Stephen Yee

Sent: Tuesday, September 01, 2020 5:30 PM

To: Rogelio De Vera; David Trang; Rony Das; Peter Dang

Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi Rogelio/DP,

Can you please confirm if you can pull up a check image? FFIN reported that the previous sample CD they could not pull up.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Description: infolmage_286New.jpg

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F. 650.473.6300 | www.InfolmageInc.com

cid:image002.jpg@01CDE9B7.5C60B0E0Please consider the environment before printing this email.

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From: Rogelio De Vera

Sent: Tuesday, September 01, 2020 5:20 PM To: David Trang; Rony Das; Peter Dang

Cc: Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hello David,

I was able to view the stmt.

Thanks, Rogelio

From: David Trang < David. Trang@infoimageinc.com >

Sent: Tuesday, September 1, 2020 4:02 PM

To: Rony Das <rony.das@dsinnovators.com>; Peter Dang <Peter.Dang@infoimageinc.com>

Cc: Stephen Yee <Stephen. Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoin <DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>; Dsi Print Process <printprocess.infoimage@dsinnovators.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Rony, new file look good.

DP: I trigger the burning. Can you help do a quick test after it finish.

PW: abc1234

Thanks

David

From: Rony Das <rony.das@dsinnovators.com> Sent: Monday, August 31, 2020 10:59 PM

To: Peter Dang <Peter.Dang@infoimageinc.com>

Cc: David Trang <David.Trang@infoimageinc.com>; Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc <Phoebe.George@infoimageinc.com>; DP <DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>; Dsi Print Process rintprocess.i

Subject: Re: Commercial CD User Guides SECOND REQUEST

Hi	any		

On Mon, Aug 31	, 2020 at 2:42 PM Ron	y Das <ron< th=""><th>y.das@dsin</th><th>novators.com></th><th>wrote:</th></ron<>	y.das@dsin	novators.com>	wrote:
----------------	-----------------------	--	------------	---------------	--------

Hi Peter,

CHECK TRAN CODE was missing. I kept it empty for now since I don't know it's mapping. But now index file has all fields.

David,

Would you please try again? Here is an entry from the index file:

 $5712122,5712122,08192020,800573258,202953,ffin_5712122_08192020_202953_800573258_F.tif_,123256,123258,1232566,12$

Thanks,

Rony

On Fri, Aug 28, 2020 at 6:23 AM Peter Dang < Peter. Dang@infoimageinc.com > wrote:

Rony,

Please check the DFA. Look like it is missing some of the field like check amount. See HTBKDS21.dfa for reference.

Peter

From: David Trang

Sent: Tuesday, August 25, 2020 4:19 PM

To: Peter Dang <Peter.Dang@infoimageinc.com>; Rony Das <rony.das@dsinnovators.com>

Cc: Stephen Yee <Stephen. Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; Ceasar.Guerrero@infoimageinc.com>; Phoebe.George@infoimageinc.com>; Ceasar.Guerrero.george@infoimageinc.com>; Ceasar.Guerrero.george@infoimageinc.com>; Ceasar.Guerrero.george.georg.george.georg.georg.georg.georg.georg.georg.georg.georg.georg.georg.georg.georg.georg. <DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>; Dsi Print Process <printprocess.infoimage@dsinnovators.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Peter,

Look like it is missing 1 field at the end. Either the transcode or the sequence. I can't tell what it is but when I add the additional comma, it is showing

Thanks David

From: Peter Dang <Peter.Dang@infoimageinc.com> Sent: Tuesday, August 25, 2020 3:16 PM

To: Rony Das <rony.das@dsinnovators.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@in <DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>; Dsi Print Process <printprocess.infoimage@dsinnovators.com>; David 1 Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David,

Can you check the CD process. I was able to see front & back check images in /d/test/pdf afp/ffin/ffinms2/tiff folder.

Thanks.

Peter

From: Rony Das [mailto:rony.das@dsinnovators.com] Sent: Thursday, August 20, 2020 2:24 AM

To: Peter Dang <Peter.Dang@infoimageinc.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@in <DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>; Dsi Print Process <printprocess.infoimage@dsinnovators.com>; David 1 Subject: Re: Commercial CD User Guides SECOND REQUEST

Btw we are seeing this error in our log:

```
342 Use of uninitialized value $RIN_EMAIL in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 457, <MASTER> li
543
          Parsing Master List
544
          Begin parsing group for each CD
545
         Creating check index file
546
         Use of uninitialized value costoner{cond} costone
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 673, <TIFF> line
547
          cp: target ' FRONT.tif' is not a directory
         Use of uninitialized value $errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 685, <TIFF> ]
549
          Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 2.
          Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 675, <TIFF> line
551
          cp: target ' BACK.tif' is not a directory
          Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 3.
553
554
          Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 673, <TIFF> line
555
          cp: target ' FRONT.tif' is not a directory
556
          Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL CD.pl line 663, <TIFF> line 4.
557
          Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 675, <TIFF> line
558
                                      BACK.tif' is not a directory
          cp: target '
          Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL CD.pl line 663, <TIFF> line 5.
559
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line
560
```

log file attached.

On Thu, Aug 20, 2020 at 3:21 PM Rony Das < rony.das@dsinnovators.com > wrote:

Hi Peter.

We updated and processed again. Now what should we do?

Thanks

Rony

On Wed, Aug 19, 2020 at 5:35 PM Rony Das <rony.das@dsinnovators.com> wrote:

+Print team at InfoIMAGE

On Wed, Aug 19, 2020 at 12:36 AM David Trang David.Trang@infoimageinc.com wrote:

If I read Rony's finding correctly, many record in the index file still only have the front image record. It need to have the back image record as w

Thanks David

From: Peter Dang <Peter.Dang@infoimageinc.com>

Sent: Tuesday, August 18, 2020 11:10 AM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Rony Das <rony.das@dsinnovators.com>

Cc: David Trang David.Trang@infoimageinc.com; Ceasar Guerrero Ceasar.Guerrero@infoimageinc.com; Phoebe George Phoebe.George

<DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David.

Look like the images are there. Please help us check.

Thanks.

Peter

From: Stephen Yee

Sent: Tuesday, August 18, 2020 10:38 AM

To: Rony Das <rony.das@dsinnovators.com>; Peter Dang <Peter.Dang@infoimageinc.com>

Cc: David Trang David.Trang@infoimageinc.com; Ceasar Guerrero Ceasar.Guerrero@infoimageinc.com; Phoebe George Phoebe.George

<DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

PETER: Please advise.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Rony Das [rony.das@dsinnovators.com] Sent: Tuesday, August 18, 2020 12:49 AM

To: Peter Dang

Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong

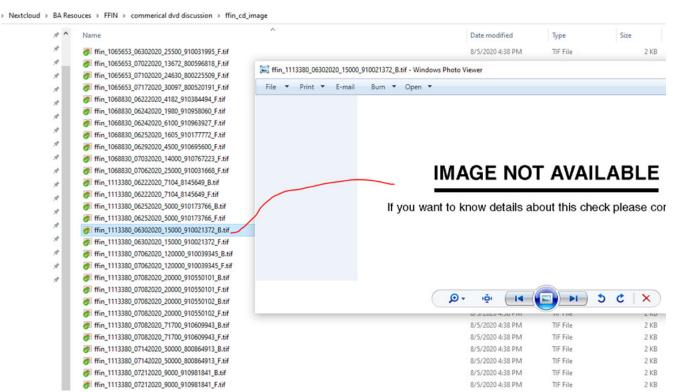
Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

On Mon, Aug 17, 2020 at 5:03 PM Rony Das < rony.das@dsinnovators.com > wrote:

Hi Peter.

For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf afp/fflin/ffinms2/tiff fol actually the 999999.tiff file.



but in index file not all check image has the back image. If you see the /z/pdf afp/ffin/ffinms2/tiff index/ffin 07212020 IMG.lis at bottom you there are only front entry no back.

```
10363 8508445303,8508445303,06232020,910706101,41208,ffin_8508445303_06232020_41208_910706101_F.tif,973.0364 8508445303,8508445303,06232020,8188374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740.0365 8508445303,8508445303,06242020,910957448,1072,ffin_8508445303_06242020_1072_910957448_F.tif,9741.0366 8508445303,8508445303,06292020_910697001_6337_ffin_8508445303_06292020_6337_910697001_F.tif,9742.0367 8508445303,8508445303,06302020_910013802_2950_ffin_8508445303_06302020_2950_910013802_F.tif,9743.0368 8508445303,8508445303,06302020_910013802_7500_ffin_8508445303_06302020_1700_910021844_F.tif,9744.0369 8508445303_8508445303_07032020_9100765224_1670_ffin_8508445303_07032020_1670_910765224_F.tif,9745.0370 8508445303_8508445303_07062020_910036617_f1410_ffin_8508445303_07062020_1410_910036617_F.tif,9746.0371 8508445303_8508445303_07102020_910038298_f1000_ffin_8508445303_07102020_1000_910038298_F.tif,9745.0370 8508445303_8508445303_07102020_910038298_f1000_ffin_8508445303_07102020_1000_910038298_F.tif,9745.0370 8508445303_8508445303_07102020_910038297_1000_ffin_8508445303_07102020_1000_910038298_F.tif,9746.0370 8508445303_8508445303_07102020_910038297_1000_ffin_8508445303_07102020_1000_910038297_F.tif,9748.0370 8508445303_8508445303_07102020_910038297_1000_ffin_8508445303_07102020_1000_910038297_F.tif,9748.0370 8508445303_8508445303_07102020_910038297_F.tif,9748.0370 8508445303_8508445303_07102020_910038297_F.tif,9749.0370 8508445303_8508445303_07102020_910038298_57.549_ffin_8508445303_07102020_1000_910038297_F.tif,9750.0370 8508445303_8508445303_07132020_800621739_6145_ffin_8508445303_07132020_6145_800621739_F.tif,9751.0370 8508445303_8508445303_07132020_800621739_6145_ffin_8508445303_07132020_2500_910905775_F.tif,9752.0370 8508445303_8508445303_07132020_800621739_6145_ffin_8508445303_07132020_2500_910905775_F.tif,9752.0370 8508445303_8508445303_07132020_800621739_6145_ffin_8508445303_07132020_2500_910905775_F.tif,9752.0370 8508445303_8508445303_07132020_800621739_6145_ffin_8508445303_07132020_2500_910905775_F
    10376 8508445303,8508445303,07152020,800021739,0145,TT1N_8508445303_07152020_145_800021739_F.LIT,9751
10376 8508445303,8508445303,07152020,910905775_5.2500,ffin_8508445303_07152020_2500_910905775_F.tif,9752
10377 4598393,4598393,06232020,910708300,28762,ffin_4598393_06232020_28762_910708306_F.tif,9753
10378 4598393,4598393,07132020,56641388,100000,ffin_4598393_07132020_100000_56641388_F.tif,9754
10379 4598393,4598393,07142020,910663275,2800,ffin_4598393_07142020_2800_910663275_F.tif,9755
```

Is this an issue? I mean does every check should have front and back for commercial dvd. Because there is a condition for which we are disp

```
Assign CUR_GRP_IT=CUR_GRP_END_INDEX
Condition: REC_IDENT=='02000'
=
        then
Co
            Condition: SUBSTR(CUR_LINE,83,1, '')=='N'
               \stackrel{	ext{then}}{\blacksquare} \mathbb{A}
                 Assign FRONT AND BACK CHECK FLAG=1
              else
E As
                  Assign FRONT_AND_BACK_CHECK_FLAG=0
        Assign CUR_PROD_ACCT_NUM=NOSPACE(SUBSTR(CUR_LINE,19
```

if column 83 of record 02000 (Personal/Non personal indicator) is N we are only displaying both front and back otherwise only front.

Let us know if this should be applied to commercial dvd or not. Does commercial dvd needs both front and back entry for every check.

Thanks

On Sat, Aug 15, 2020 at 3:37 AM Peter Dang <Peter.Dang@infoimageinc.com> wrote:

I have provided Rony the instruction and where to troubleshoot regarding item#2 missing back image.

Peter

From: David Trang

Sent: Wednesday, August 05, 2020 1:29 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.

<DP@infoimageinc.com>; Peter Dang <Peter.Dang@infoimageinc.com>

Cc: Rony Das <rony.das@dsinnovators.com> Subject: RE: Commercial CD User Guides

Steve,

Sorry, I didn't catch this during testing. Here are couple issue that I am seeing.

1. The way the master file is created, our program will create 1 CD for each account. We will need client to change it so that we can gro account to be group together. If there are too many account, then we need to will create multiple accounts.

See bullet point on section 1.2 of setup guide.

- For each CD, each record must include all Fields 1 to 13.
- For a CD with multiple accounts, First record must include ALL fields, then subsequent records can repeat Fields 1 to 3 only.
- Fields 4 to 13 are used if InfoIMAGE sends the CD directly to CID's clients.
 - 2. The check index generated from the Print team only contains the Front Images and is Missing the Back Image.

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:54 PM

To: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Phoebe George <Phoebe.C <DP@infoimageinc.com>

Subject: RE: Commercial CD User Guides

CEASAR/DAVID: What data did you send them on the CD? They reported that all the check images are missing as the check search tab does not return any results.

Please advise.

Thanks!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
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From: Stephen Yee
Sent: Wednesday, August 05, 2020 12:27 PM To: Ceasar Guerrero; David Trang; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides
Thanks Ceasar. David reminded me :)
Stephen Yee
Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 www.lnfolmageInc.com
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From: Ceasar Guerrero
Sent: Wednesday, August 05, 2020 12:27 PM To: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides
From this email thread, per David.

Password: abcdef

Thanks,

Cesar

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:16 PM

To: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Wanda Malone <Wanda.Ma George <Phoebe.George@infoimageinc.com>; DP <DP@infoimageinc.com>

Subject: RE: Commercial CD User Guides

DP/DAVID: What is the PW for the Comm DVD?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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this communication in error, please notify us by replying to this message or by contacti

From: Ceasar Guerrero

Sent: Thursday, July 30, 2020 3:33 PM

To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

David,

The CD label and content looks good (see attached file).

Thanks,

Cesar

From: David Trang < David. Trang@infoimageinc.com >

Sent: Thursday, July 30, 2020 3:10 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Phoebe George <Phoebe.George <DP@infoimageinc.com>

Subject: RE: Commercial CD User Guides

DP,

Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
I just created a FFIN Commercial CD on the CD director machine. Can you help me check it out to see if the Label is printed correctly and
Password: abcdef
rassword, abcder
Thanks
David
From: Stephen Yee <stephen.yee@infoimageinc.com> Sent: Thursday, July 30, 2020 12:23 PM</stephen.yee@infoimageinc.com>
To: Wanda Malone <wanda.malone@infoimageinc.com>; David Trang <david.trang@infoimageinc.com>; Phoebe George <phoebe.geor cd="" commercial="" guides<="" re:="" subject:="" td="" user=""></phoebe.geor></david.trang@infoimageinc.com></wanda.malone@infoimageinc.com>
Thank you Wanda.
DAVID: Please advise when sample DVD will be ready. The bank would like an update when they can expect.
Otanhan Wa
Stephen Yee Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
implementation Specialist Direct 469.512.6925 Stephen.yee@infolmageinc.com
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
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this communication in error, please notify us by replying to this message or by contacti
From: Wanda Malone Sent: Thursday, July 30, 2020 10:00 AM

To: Stephen Yee; David Trang; Phoebe George **Subject:** RE: Commercial CD User Guides

No problem, here you go.

Thanks!
From: Stephen Yee
Sent: Thursday, July 30, 2020 11:54 AM To: David Trang; Wanda Malone; Phoebe George
Subject: RE: Commercial CD User Guides
Sorry about that Wanda. I misunderstood David's request.
Stephen Yee
Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 www.InfolmageInc.com
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Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST From: David Trang Sent: Thursday, July 30, 2020 9:41 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides Wanda, I am not looking for the logo to be 5 inches. I am looking for the entire CD cover to be 5 inches. Thanks David From: Wanda Malone < Wanda. Malone@infoimageinc.com> Sent: Thursday, July 30, 2020 9:32 AM To: David Trang Cavid.Trang@infoimageinc.com; Stephen Yee <Stephen.Yee@infoimageinc.com</pre>; Phoebe George CPhoebe.George@ Subject: RE: Commercial CD User Guides Hello David, This is an image of the logo at the requested dimensions and the remaining cd cover content. I'm not able to make it all fit. Please advise how you would like me to pi Thanks! From: David Trang **Sent:** Thursday, July 30, 2020 11:27 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Removing Operation from the email as they are not involve in this. I need to entire CD cover image and not just the logo. Please enlarge t attached today. The one I received today is just the logo.

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com>

Sent: Thursday, July 30, 2020 9:08 AM

To: Stephen Yee <Stephen. Yee@infoimageinc.com>; David Trang Cavid.Trang@infoimageinc.com>; Gabriel.Lim Cabriel.Lim <Phoebe.George@infoimageinc.com>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com> Subject: RE: Commercial CD User Guides

Thank you!

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Thursday, July 30, 2020 10:56 AM

To: David Trang Cavid.Trang@infoimageinc.com; Wanda Malone Wanda.Malone@infoimageinc.com; Gabriel Lim Gabriel.Lim@info <Phoebe.George@infoimageinc.com>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>; Calvin.Choy@infoimageinc.com>; Calvin.Choy@infoimageinc.com<; Calvin.Choy@infoimageinc.com<; Calvin.Choy@infoimageinc.com<; Calvin.Choy@infoimageinc.com<; Calvin.Choy@infoimageinc.com<; Calvin.Choy@infoimageinc.com<; Calvin.Choy@infoimageinc.com<; Calvin.Choy@infoimageinc.com<; Calvin.Choy@infoimageinc.choy@infoimageinc.com</p>

Subject: RE: Commercial CD User Guides

Hi Wanda,

I confirmed these are the correct dimensions. The logo will be printed on the actual DVD. The dimensions that David provided are the correct dimensions for the DVI

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: David Trang

Sent: Wednesday, July 29, 2020 2:02 PM

To: Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

I open it up in Paint and it gave me the following in inches.

W: 4.82

L: 5.01

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com >

Sent: Wednesday, July 29, 2020 1:10 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>; Phoebe George <Phoebe.George@i <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Or what the below dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.

Thanks!

From: Stephen Yee

Sent: Wednesday, July 29, 2020 2:40 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy; David Trang

Subject: RE: Commercial CD User Guides

+DAVID T - Can you please provide the dimensions in inches?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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ent: Wednesday, Ju fo: Stephen Yee; Gal subject: RE: Comme	e ly 29, 2020 12:35 PM oriel Lim; Phoebe Georg crcial CD User Guides	e; David Owyeong; C	Calvin Choy		
ent: Wednesday, Ju o: Stephen Yee; Gal ubject: RE: Comme	ily 29, 2020 12:35 PM oriel Lim; Phoebe Georg	e; David Owyeong; C	Calvin Choy		
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From: Stephen Yee

Sent: Wednesday, July 29, 2020 2:25 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

ISD had 1 more request regarding this. Can you please adjust the attached logo to the dimensions below?

Width = 1446, Height = 1504

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Wanda Malone

Sent: Monday, June 08, 2020 3:23 PM

To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST Cc: Enrique Perez
Subject: RE: Commercial CD User Guides
This ended up being a simpler mock-up than I anticipated. I have attached a completed version.
Please let me know if anything else needs to be updated.
Thanks!
Farmy Charles Ves
From: Stephen Yee Sent: Monday, June 08, 2020 4:08 PM
To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Cc: Enrique Perez Criticate DE: Communication Country Count
Subject: RE: Commercial CD User Guides Hi Wanda,
rii walua,
That will be fine. IS is not scheduled to begin work until 7/1.
Thank you everyone!
Stephen Yee
Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
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From: Wanda Malone Sent: Monday, June 08, 2020 2:06 PM To: Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Cc: Stephen Yee; Enrique Perez Subject: RE: Commercial CD User Guides
Phoebe,
Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the out Thursday that I need to complete and then a follow-up reminder for the Webinar.
Please let me know if you would like me to begin edits next week?
Thanks!
Hidriks:

Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST

11/25/2020

From: Gabriel Lim

Sent: Monday, June 08, 2020 4:04 PM

To: Phoebe George; David Owyeong; Calvin Choy; Wanda Malone

Cc: Stephen Yee

Subject: RE: Commercial CD User Guides

Please use stock code 6186

Thank you,

Gabriel

From: Phoebe George

Sent: Monday, June 08, 2020 1:59 PM

To: David Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim

Cc: Stephen Yee; Phoebe George

Subject: RE: Commercial CD User Guides

Thanks David!

Gabriel, can you provide a new Insert # for FFIN Commercial DVD insert?

+ Wanda

Wanda: Can you see attached PDF? It's a user guide for Comm DVD's that we use for customers. We are setting up a new one for FFIN – attached version), copyright name, and contact info noted below on the 2-up PDF file used for printing? Updates to include (reference scree

- 1. Update logo with attached (from Equity logo)
- 2. Update contact info with the below information
- 3. Update Copyright info with highlighted info:

2020 First Financial; #XXXX (XXXX to be provided by Gabriel) rev. 7/2020

NEW contact info for FFIN (item #2):

For assistance with your DVD, please call 812-238-6280 or email itemprocessing@first-online.com.

Thanks!

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong < David. Owyeong@infoimageinc.com >

Sent: Wednesday, June 03, 2020 3:22 PM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com> Cc: Stephen Yee <Stephen. Yee@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>

Subject: RE: Commercial CD User Guides

It is in the share drive/DP180 ins/Monthly Inserts folder.

Adding Gabriel.

From: Phoebe George

Sent: Wednesday, June 03, 2020 12:20 PM To: David Owyeong; Calvin Choy Cc: Stephen Yee: Phoebe George Subject: RE: Commercial CD User Guides

Yes, that's correct! Where do you store these PDF inserts for all the customers you still print these for? We are setting up for FFIN, and nee

Thanks!

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong < David. Owyeong@infoimageinc.com >

Sent: Wednesday, June 03, 2020 11:06 AM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Phoebe,

If you're talking about this. Yes.

From: Phoebe George

Sent: Wednesday, June 03, 2020 8:48 AM To: David Owyeong; Calvin Choy Cc: Phoebe George; Stephen Yee Subject: Commercial CD User Guides

David/Calvin - do you guys still print physical user guides for Commercial CD shipments?

	Thanks,
	Phoebe
	Phoebe George Director of Implementation Services
	InfoIMAGE, Inc. 875 West Sandy Lake Road, Suite 500 Coppell, TX 75019
	Direct. 469.948.1809 T. 469.948.1000 F. 972.745.1485
	phoebe.george@infoimageinc.com www.infoimageinc.com
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	Regards,
	Rony Das
	Regards,
	Rony Das
	Regards,
	Rony Das
-	
	Regards,
1	Rony Das
Re	egards,
Ro	ony Das
Rega	ards,
	y Das
•	

11/25/2020

Regards, Rony Das

David Trang < David. Trang@infoimageinc.com >

To: Stephen Yee <Stephen. Yee@infoimageinc.com>, Rogelio De Vera <Rogelio.DeVera@infoimageinc.com>, Rony Das <rony.das@dsinnovators.com>, Peter Dang <Peter.Dang@infoimageinc.com> Cc: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>, Phoebe George <Phoebe.George@infoimageinc.com>, DP <DP@infoimageinc.com>, William Kong <William.Kong@infoimageinc.com> <pri><printprocess.infoimage@dsinnovators.com>

When I view it yesterday before triggering the burning, the check images where there. The same files were used for burning so I am certain that it is on the CD as well.

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, September 2, 2020 2:50 PM

To: Rogelio De Vera <Rogelio.DeVera@infoimageinc.com>; David Trang Ce: Ceasar GuerreroCeasar Gue <printprocess.infoimage@dsinnovators.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Following up on my inquiry yesterday. Please advise.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Stephen Yee

Sent: Tuesday, September 01, 2020 5:30 PM

To: Rogelio De Vera; David Trang; Rony Das; Peter Dang

Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi Rogelio/DP,

Can you please confirm if you can pull up a check image? FFIN reported that the previous sample CD they could not pull up.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: Rogelio De Vera

Sent: Tuesday, September 01, 2020 5:20 PM To: David Trang; Rony Das; Peter Dang

Cc: Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hello David,

I was able to view the stmt

Thanks,

S	rom: David Trang < <u>David.Trang@infoimageinc.com</u> > ent: Tuesday, September 1, 2020 4:02 PM o: Rony Das < <u>rony.das@dsinnovators.com</u> >; Peter Dang < <u>Peter.Dang@infoimageinc.com</u> >
	c: Stephen Yee Stephen Yee (Stephen.Yee@infoimageinc.com">Stephen Yee (Stephen.Yee@infoimageinc.com">Stephen.Yee@infoimageinc.com ; De De@infoimageinc.com ; De Dewind.com ; De Dewind.com ; Dewind.com; Dewind.com; De Dewind.com ; Dewind.com; Dewin
	<u>William.Kong@infoimageinc.com</u> >; Dsi Print Process < <u>printprocess.infoimage@dsinnovators.com</u> > ubject: RE: Commercial CD User Guides SECOND REQUEST
R	ony, new file look good.
D	P: I trigger the burning. Can you help do a quick test after it finish.
Р	W: abc1234
Т	hanks
U	avid
S T C	rom: Rony Das < <u>rony.das@dsinnovators.com</u> > ent: Monday, August 31, 2020 10:59 PM o: Peter Dang < <u>Peter.Dang@infoimageinc.com</u> > c: David Trang < <u>David.Trang@infoimageinc.com</u> >; Stephen Yee < <u>Stephen.Yee@infoimageinc.com</u> >; Ceasar Guerrero < <u>Ceasar.Guerrero@infoimageinc.com</u> >; Phoebe George < <u>Phoebe.(</u>
	<u>DP@infoimageinc.com</u> >; William Kong < <u>William.Kong@infoimageinc.com</u> >; Dsi Print Process < <u>printprocess.infoimage@dsinnovators.com</u> > ubject : Re: Commercial CD User Guides SECOND REQUEST
Н	i,any update?
С	n Mon, Aug 31, 2020 at 2:42 PM Rony Das < <u>rony.das@dsinnovators.com</u> > wrote:
ì	Hi Peter,
	CHECK_TRAN_CODE was missing . I kept it empty for now since I don't know it's mapping. But now index file has all fields.
	David,
	Would you please try again? Here is an entry from the index file:
	5712122,5712122,08192020,800573258,202953,ffin_5712122_08192020_202953_800573258_F.tif,,12
	Thanks,
	Rony
	TOTY TOTY
	On Fri, Aug 28, 2020 at 6:23 AM Peter Dang < Peter. Dang@infoimageinc.com > wrote:
	Rony,
	Please check the DFA. Look like it is missing some of the field like check amount. See HTBKDS21.dfa for reference.
	Peter
	From: David Trang Sent: Tuesday, August 25, 2020 4:19 PM To: Peter Dang Peter Dang@infoimageinc.com ; Rony Das rony.das@dsinnovators.com > Co: Stephen Yee Stephen.Yee@infoimageinc.com ; Ceasar Guerrero Ceasar.Guerrero@infoimageinc.com ; Phoebe George Phoebe.George@infoimageinc.com ; DP DP@infoimageinc.com ; Dsi Print Process Printprocess.infoimage@dsinnovators.com > Subject: RE: Commercial CD User Guides SECOND REQUEST
	Peter,

Look like it is missing 1 field at the end. Either the transcode or the sequence. I can't tell what it is but when I add the additional comma, it is showing correctly.

David

From: Peter Dang < Peter. Dang@infoimageinc.com >

Sent: Tuesday, August 25, 2020 3:16 PM To: Rony Das < rony.das@dsinnovators.com >

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@infoir liam.Kong@infoimageinc.com>; Dsi Print Process <printpri ocess.infoimage@dsinnovators.com>; David Trang <<u>David.Trang@infoimageinc.com</u>>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David,

Can you check the CD process. I was able to see front & back check images in /d/test/pdf_afp/ffin/ffinms2/tiff folder.

Thanks.

Peter

From: Rony Das [mailto:rony.das@dsinnovators.com]

Sent: Thursday, August 20, 2020 2:24 AM

To: Peter Dang < Peter. Dang@infoimageinc.com >

Cc: Stephen Yee < Stephen. Yee@infoimageinc.com >; Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com >; Phoebe George < Phoebe. George@infoimageinc.com >; DP < DP@infoimageinc.com >; DP < DP@infoi n.Kong@infoimageinc.com>; Dsi Print Process <<u>printprocess.infoimage@dsinnovators.com</u>>; David Trang <<u>David.Trang@infoimageinc.com</u>>

Subject: Re: Commercial CD User Guides SECOND REQUEST

Btw we are seeing this error in our log:

```
Use of uninitialized value $RTN EMAIL in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 457. <MASTER> 1
543
          Parsing Master List
544
         Begin parsing group for each CD
545
         Creating check index file
         Use of uninitialized value cost = c
546
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line
547
548
         cp: target ' FRONT.tif' is not a directory
549
         Use of uninitialized value $errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 685, <TIFF> ]
         Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 2.
551
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 675, <TIFF> line
552
          cp: target ' BACK.tif' is not a directory
553
         Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 3.
554
          Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line
555
          cp: target ' FRONT.tif' is not a directory
556
          Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 4.
557
          Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 675, <TIFF> line
          cp: target ' BACK.tif' is not a directory
558
          Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 5.
559
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line
```

log file attached.

On Thu, Aug 20, 2020 at 3:21 PM Rony Das < rony.das@dsinnovators.com > wrote:

Hi Peter.

We updated and processed again. Now what should we do?

Thanks

Rony

On Wed, Aug 19, 2020 at 5:35 PM Rony Das < rony.das@dsinnovators.com > wrote:

+Print team at InfoIMAGE

On Wed, Aug 19, 2020 at 12:36 AM David Trang < David.Trang@infoimageinc.com wrote:

If I read Rony's finding correctly, many record in the index file still only have the front image record. It need to have the back image record as well.

Thanks David

From: Peter Dang < Peter.Dang@infoimageinc.com>
Sent: Tuesday, August 18, 2020 11:10 AM

To: Stephen Yee < Stephen.Yee@infoimageinc.com>; Rony Das < rony.das@dsinnovators.com>

Cc: David Trang < David.Trang@infoimageinc.com; Ceasar Guerrero < Ceasar.Guerrero@infoimageinc.com; Phoebe George < Phoebe.George@infoimageinc.com; DP < DPDP

< william.Kong@infoimageinc.com > Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David,

Look like the images are there. Please help us check.

Thanks,

Peter

From: Stephen Yee

Sent: Tuesday, August 18, 2020 10:38 AM

Subject: RE: Commercial CD User Guides SECOND REQUEST

PETER: Please advise.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Rony Das [rony.das@dsinnovators.com] Sent: Tuesday, August 18, 2020 12:49 AM

To: Peter Dang

Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong

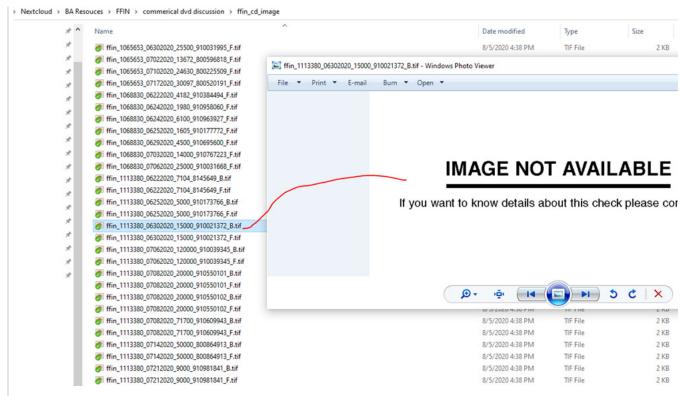
Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

On Mon, Aug 17, 2020 at 5:03 PM Rony Das <rony.das@dsinnovators.com> wrote:

Hi Peter.

For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf_afp/ffiin/ffinms2/tiff folder and found that many files are



but in index file not all check image has the back image. If you see the /z/pdf_afp/ffin/ffinms2/tiff_index/ffin_07212020_IMG.lis at bottom you will see many check entry for which is the back image. If you see the /z/pdf_afp/ffin/ffinms2/tiff_index/ffin_07212020_IMG.lis at bottom you will see many check entry for which is the back image.

```
10364 8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740
                                              8508445303,8508445303,06242020,910957448,1072,ffin 8508445303_06242020_1072_910957448_F.tif,9741
8508445303,8508445303,06292020,910697001,6337,ffin 8508445303_06292020_6337_910697001_F.tif,9742
8508445303,8508445303,06302020,910013802,2950,ffin 8508445303_06302020_2950_910013802_F.tif,9743
8508445303,8508445303,06302020,910021844,1700,ffin 8508445303_06302020_1700_910021844_F.tif,9744
10368 8508445303,8508445303,07032020,910765224,1670,ffin_8508445303_06382020_1700_910021844_F.tif,9744 10369 8508445303,8508445303,07032020,910765224,1670,ffin_8508445303_07032020_1670_910765224_F.tif,9745 10370 8508445303,8508445303,07062020,910036617,1410,ffin_8508445303_07062020_1410_910036617_F.tif,9746 10371 8508445303,8508445303,07102020,910038298,1000,ffin_8508445303_07102020_1000_910038298_F.tif,9747 10372 8508445303,8508445303,07102020,910038297_1000,ffin_8508445303_07102020_1000_910038297_F.tif,9748 10373 8508445303,8508445303,07102020,910038299_1000,ffin_8508445303_07102020_1000_910038299_F.tif,9749 10374 8508445303_8508445303_07132020_910038299_1000,ffin_8508445303_07102020_1000_910038299_F.tif,9750 10375 8508445303_8508445303_07132020_806621739_6,145_ffin_8508445303_07132020_6145_806621739_F.tif,9751 10376 8508445303_8508445303_07152020_910905775_5200,ffin_8508445303_07152020_2500_910905775_F.tif,9752 10377 4598393_4598393_06232020_910708306_28762_ffin_4598393_07132020_128762_910708306_F.tif,9753 10378 4598393_4598393_07132020_56641388_100000,ffin_4598393_07132020_2800_910663275_F.tif,9755 10379 4598393_4598393_07142020_910663275_2800,ffin_4598393_07142020_2800_910663275_F.tif,9755 10379 4598393_4598393_07142020_910663275_800_910663275_F.tif,9755 10379 4598393_4598393_07142020_910663275_800_910663275_9800_910663275_9800_910663275_9800_910663275_9800_910
```

Is this an issue? I mean does every check should have front and back for commercial dvd. Because there is a condition for which we are displaying the back image

```
Assign CUR_GRP_IT=CUR_GRP_END_INDEX
(
  ☑ Condition: REC_IDENT=='02000'
☑ ☑ then
       then
Co
           Condition: SUBSTR(CUR_LINE, 83,1, '') == 'N'
        then

Assign FRONT AND BACK CHECK FLAG=1
             else

Assign FRONT_AND_BACK_CHECK_FLAG=0

Assign FRONT_AND_BACK_CHECK_FLAG=0
       Assign CUR_PROD_ACCT_NUM=NOSPACE(SUBSTR(CUR_LINE,19
```

if column 83 of record 02000 (Personal/Non personal indicator) is N we are only displaying both front and back otherwise only front.

Let us know if this should be applied to commercial dvd or not. Does commercial dvd needs both front and back entry for every check .

Thanks

Ronv

On Sat, Aug 15, 2020 at 3:37 AM Peter Dang < Peter. Dang@infoimageinc.com > wrote:

I have provided Rony the instruction and where to troubleshoot regarding item#2 missing back image.

Peter

From: David Trang

Sent: Wednesday, August 05, 2020 1:29 PM
To: Stephen Yee <Stephen. Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; D <Peter.Dang@infoimageinc.com>

Cc: Rony Das <rony.das@dsinnovators.com> Subject: RE: Commercial CD User Guides

Steve,

Sorry, I didn't catch this during testing. Here are couple issue that I am seeing.

1. The way the master file is created, our program will create 1 CD for each account. We will need client to change it so that we can group them correctly if they want I too many account, then we need to will create multiple accounts.

See bullet point on section 1.2 of setup guide.

- For each CD, each record must include all Fields 1 to 13.
- For a CD with multiple accounts, First record must include ALL fields, then subsequent records can repeat Fields 1 to 3 only.
- Fields 4 to 13 are used if InfoIMAGE sends the CD directly to CID's clients.
 - 2. The check index generated from the Print team only contains the Front Images and is Missing the Back Image.

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:54 PM

To: Ceasar Guerrero < Ceasar.Guerrero@infoimageinc.com>; David Trang < David.Trang@infoimageinc.com>; Phoebe George < Phoebe.George@infoimageinc.com>; DP

Subject: RE: Commercial CD User Guides

CEASAR/DAVID: What data did you send them on the CD? They reported that all the check images are missing as the check search tab does not return any results.

Please advise.

Thanks!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Stephen Yee

Sent: Wednesday, August 05, 2020 12:27 PM

To: Ceasar Guerrero; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

Thanks Ceasar. David reminded me:)

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Ceasar Guerrero

Sent: Wednesday, August 05, 2020 12:27 PM

To: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

From this email thread, per David.

Password: abcdef

Thanks,

Cesar

From: Stephen Yee <Stephen.Yee@infoimageinc.com>
Sent: Wednesday, August 5, 2020 12:16 PM
To: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Phoe com>; DP <DP@infoimageinc.com>

Subject: RE: Commercial CD User Guides

DP/DAVID: What is the PW for the Comm DVD?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: Ceasar Guerrero

Sent: Thursday, July 30, 2020 3:33 PM
To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides

David

The CD label and content looks good (see attached file).

Thanks,

Cesar

From: David Trang < David. Trang@infoimageinc.com >

Sent: Thursday, July 30, 2020 3:10 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP < Subject: RE: Commercial CD User Guides

DP,

I just created a FFIN Commercial CD on the CD director machine. Can you help me check it out to see if the Label is printed correctly and the content are good.

Password: abcdef

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>
Sent: Thursday, July 30, 2020 12:23 PM
To: Wanda Malone <Wanda.Malone@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Thank you Wanda.

DAVID: Please advise when sample DVD will be ready. The bank would like an update when they can expect.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: Wanda Malone

Sent: Thursday, July 30, 2020 10:00 AM **To:** Stephen Yee; David Trang; Phoebe George **Subject:** RE: Commercial CD User Guides

No problem, here you go.

Thanks!

From: Stephen Yee
Sent: Thursday, July 30, 2020 11:54 AM
To: David Trang; Wanda Malone; Phoebe George
Subject: RE: Commercial CD User Guides

Sorry about that Wanda. I misunderstood David's request.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: David Trang

Sent: Thursday, July 30, 2020 9:41 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

I am not looking for the logo to be 5 inches. I am looking for the entire CD cover to be 5 inches.

Thanks David

From: Wanda Malone <Wanda.Malone@infoimageinc.com>
Sent: Thursday, July 30, 2020 9:32 AM
To: David Trang <David.Trang@infoimageinc.com>; Stephen Yee <Stephen.Yee@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>
Subject: RE: Commercial CD User Guides

Hello David,

This is an image of the logo at the requested dimensions and the remaining cd cover content. I'm not able to make it all fit. Please advise how you would like me to pr

Thanks!

From: David Trang

Sent: Thursday, July 30, 2020 11:27 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Removing Operation from the email as they are not involve in this. I need to entire CD cover image and not just the logo. Please enlarge the one that I send yesterday and just the logo.

Thanks David

From: Wanda Malone <Wanda.Malone@infoimageinc.com>
Sent: Thursday, July 30, 2020 9:08 AM
To: Stephen Yee <Stephen.Yee@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>; Phoebe George <Pt

Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Thank you!

From: Stephen Yee <Stephen.Yee@infoimageinc.com>
Sent: Thursday, July 30, 2020 10:56 AM
To: David Trang <David.Trang@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; Phoebe George Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Wanda,

I confirmed these are the correct dimensions. The logo will be printed on the actual DVD. The dimensions that David provided are the correct dimensions for the DVI

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: David Trang

Sent: Wednesday, July 29, 2020 2:02 PM

To: Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

I open it up in Paint and it gave me the following in inches.

W: 4.82

L: 5.01

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com >

Sent: Wednesday, July 29, 2020 1:10 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; David Owyer Calvin Choy <Calvin.Choy@infoimageinc.com>; David Trang@infoimageinc.com>
Subject: RE: Commercial CD User Guides

Or what the below dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.

From: Stephen Yee Sent: Wednesday, July 29, 2020 2:40 PM To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy; David Trang Subject: RE: Commercial CD User Guides +DAVID T - Can you please provide the dimensions in inches?	int: Wednesday, July 29, 2020 2:40 PM: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy; David Trang bject: RE: Commercial CD User Guides DAVID T - Can you please provide the dimensions in inches? Exphen Yee plementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com adquarters 141 Jefferson Drive, Menlo Park, CA 94025 650.473.6300 www.InfolmageInc.com asse consider the environment before printing this email.	Sent: Wednesday, July 29, 2020 2:40 PM To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy; David Trang Subject: RE: Commercial CD User Guides +DAVID T - Can you please provide the dimensions in inches? Stephen Yee Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com Headquarters 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 www.InfolmageInc.com Please consider the environment before printing this email.	Thanks!
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From: Wanda Malone Sent: Wednesday, July 29, 2020 12:35 PM To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Subject: RE: Commercial CD User Guides
Hey Stephen,

Thanks!

Can you please provide the specs in inches?

From: Stephen Yee
Sent: Wednesday, July 29, 2020 2:25 PM
To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy
Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

ISD had 1 more request regarding this. Can you please adjust the attached logo to the dimensions below?

Width = 1446, Height = 1504

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Wanda Malone
Sent: Monday, June 08, 2020 3:23 PM
To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy
Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

This ended up being a simpler mock-up than I anticipated. I have attached a completed version.

Please let me know if anything else needs to be updated.

Thanks!

From: Stephen Yee Sent: Monday, June 08, 2020 4:08 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

Hi Wanda,

That will be fine. IS is not scheduled to begin work until 7/1.

Thank you everyone!

Impl	ohen Yee
	lementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Hea	
	dquarters 141 Jefferson Drive, Menlo Park, CA 94025
F. 6	50.473.6300 www.lnfolmageInc.com
Plea	se consider the environment before printing this email.
	E: This e-mail is intended solely for the recipient and may contain confidential information that is privileged or otherwise exempt from disclosure. If you are not the intended recipient; you are hereby notified that any dissemination or communication in error, please notify us by replying to this message or by contacti
Sen To: Cc: Sub	m: Wanda Malone t: Monday, June 08, 2020 2:06 PM Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Stephen Yee; Enrique Perez nject: RE: Commercial CD User Guides ebe,
Yes, out	I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the process Thursday that I need to complete and then a follow-up reminder for the Webinar.
Plea	
	ise let me know if you would like me to begin edits next week?
Thai	

From: Gabriel Lim

Sent: Monday, June 08, 2020 4:04 PM

To: Phoebe George; David Owyeong; Calvin Choy; Wanda Malone

Cc: Stephen Yee

Subject: RE: Commercial CD User Guides

Please use stock code 6186

Thank you,

Gabriel

From: Phoebe George Sent: Monday, June 08, 2020 1:59 PM

To: David Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim

Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Thanks David!

Gabriel, can you provide a new Insert # for FFIN Commercial DVD insert?

+ Wanda

Wanda: Can you see attached PDF? It's a user guide for Comm DVD's that we use for customers. We are setting up a new one for FFIN – can you replace the logo (using contact info noted below on the 2-up PDF file used for printing? Updates to include (reference screenshot below for changes)

- 1. Update logo with attached (from Equity logo)
- 2. Update contact info with the below information
- 3. Update Copyright info with highlighted info:

2020 First Financial; #XXXX (XXXX to be provided by Gabriel) rev. 7/2020

NEW contact info for FFIN (item #2):

For assistance with your DVD, please call 812-238-6280 or email itemprocessing@first-online.com.

Thanks!

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong < David. Owyeong@infoimageinc.com>

Sent: Wednesday, June 03, 2020 3:22 PM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>
Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>

Subject: RE: Commercial CD User Guides

It is in the share drive/DP180_ins/Monthly_Inserts folder.

Adding Gabriel.

From: Phoebe George

Sent: Wednesday, June 03, 2020 12:20 PM To: David Owyeong; Calvin Choy Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Yes, that's correct! Where do you store these PDF inserts for all the customers you still print these for? We are setting up for FFIN, and need to modify the artwork.

Thanks!

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

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From: David Owyeong < David. Owyeong@infoimageinc.com >

Sent: Wednesday, June 03, 2020 11:06 AM

To: Phoebe George To: Phoebe George To: Phoebe George To:Phoebe.George@infoimageinc.com; Calvin Choy Calvin.Choy@infoimageinc.com; Stephen Yee Stephen.Yee@infoimageinc.com; Subject: RE: Commercial CD User Guides

Hi Phoebe,

If you're talking about this. Yes.

From: Phoebe George

Sent: Wednesday, June 03, 2020 8:48 AM To: David Owyeong; Calvin Choy Cc: Phoebe George; Stephen Yee Subject: Commercial CD User Guides

David/Calvin – do you guys still print physical user guides for Commercial CD shipments?

Thanks,

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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5/2020
Regards, Rony Das Regards, Rony Das
Regards, Rony Das Regards, Rony Das
 Regards, Rony Das
Regards, Rony Das

Stephen Yee <Stephen. Yee@infoimageinc.com>
To: David Trang <David. Trang@infoimageinc.com>, Rogelio De Vera <Rogelio. De Vera@infoimageinc.com>, Rony Das <rony.das@dsinnovators.com>, Peter Dang <Peter. Dang@infoimageinc.com>, Peter Dang <Peter. Dang@infoimageinc.com>, Peter. Dang@infoimageinc.com>, William Kong <William.Kong@infoimageinc.com>. William Kong <William.Kong@infoimageinc.com>. De <a href="https://doi.org/10.1007/1 Cc: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>, Phoebe George <Phoebe.George@infoimageinc.com>, DP <DP@infoimageinc.com>, William Kong <William.Kong@infoimageinc <printprocess.infoimage@dsinnovators.com>

Thanks David but I'd like DP to confirm that the check images are there. We need to be sure before we send to the bank to review. The previous CD didn't have them.

DP: Please advise at your earliest convenience.

Stephen Yee

Regards, Rony Das

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Description: infolmage_286New.jpg

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F. 650.473.6300 | www.InfolmageInc.com

cid:image002.jpg@01CDE9B7.5C60B0E0Please consider the environment before printing this email.

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From: David Trang

Sent: Wednesday, September 02, 2020 3:05 PM To: Stephen Yee; Rogelio De Vera; Rony Das; Peter Dang

Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process

Subject: RE: Commercial CD User Guides SECOND REQUEST

When I view it yesterday before triggering the burning, the check images where there. The same files were used for burning so I am certain that it is on the

Thanks David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, September 2, 2020 2:50 PM

To: Rogelio De Vera < Rogelio.De Vera@infoimageinc.com>; David Trang < David.Trang@infoimageinc.com>; Rony Das < rony.das@dsinnovators.com>; P <Peter.Dang@infoimageinc.com>

Cc: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@infoimageinc.com>; Willia <William.Kong@infoimageinc.com>; Dsi Print Process <printprocess.infoimage@dsinnovators.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Following up on my inquiry yesterday. Please advise.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Stephen Yee

Sent: Tuesday, September 01, 2020 5:30 PM

To: Rogelio De Vera; David Trang; Rony Das; Peter Dang

Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi Rogelio/DP,

Can you please confirm if you can pull up a check image? FFIN reported that the previous sample CD they could not pull up.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Rogelio De Vera

Sent: Tuesday, September 01, 2020 5:20 PM To: David Trang; Rony Das; Peter Dang

Cc: Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hello David.

I was able to view the stmt.

Thanks, Rogelio

From: David Trang < David.Trang@infoimageinc.com >

Sent: Tuesday, September 1, 2020 4:02 PM

To: Rony Das rony.das@dsinnovators.com>; Peter Dang Peter.Dang@infoimageinc.com>

Cc: Stephen Yee < Stephen. Yee@infoimageinc.com >; Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com >; Phoebe George < Phoebe. George@infoin

<<u>DP@infoimageinc.com</u>>; William Kong <<u>William.Kong@infoimageinc.com</u>>; Dsi Print Process <<u>printprocess.infoimage@dsinnovators.com</u>>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Rony, new file look good.

DP: I trigger the burning. Can you help do a quick test after it finish.

PW: abc1234

Thanks

David

From: Rony Das < rony.das@dsinnovators.com > Sent: Monday, August 31, 2020 10:59 PM To: Peter Dang < Peter.Dang@infoimageinc.com>

Cc: David Trang < <u>David.Trang@infoimageinc.com</u>>; Stephen Yee < <u>Stephen.Yee@infoimageinc.com</u>>; Ceasar Guerrero < <u>Ceasar.Guerrero@infoimageinc</u> <Phoebe.George@infoimageinc.com>; DP <DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>; Dsi Print Process <pri>printprocess.

Subject: Re: Commercial CD User Guides SECOND REQUEST

Hi, any update?

On Mon, Aug 31, 2020 at 2:42 PM Rony Das < rony.das@dsinnovators.com > wrote:

Hi Peter,

CHECK_TRAN_CODE was missing . I kept it empty for now since I don't know it's mapping. But now index file has all fields.

David,

Would you please try again? Here is an entry from the index file:

5712122,5712122,08192020,800573258,202953,ffin_5712122_08192020_202953_800573258_F.tif,,12

Thanks.

Rony

On Fri, Aug 28, 2020 at 6:23 AM Peter Dang < Peter.Dang@infoimageinc.com> wrote:

Rony,

Please check the DFA. Look like it is missing some of the field like check amount. See HTBKDS21.dfa for reference.

Peter

From: David Trang

Sent: Tuesday, August 25, 2020 4:19 PM

To: Peter Dang < Peter.Dang@infoimageinc.com>; Rony Das < rony.das@dsinnovators.com>

Cc: Stephen Yee <<u>Stephen.Yee@infoimageinc.com</u>>; Ceasar Guerrero <<u>Ceasar.Guerrero@infoimageinc.com</u>>; Phoebe George <<u>Phoebe.George@infoimageinc.com</u>>; William Kong <<u>William.Kong@infoimageinc.com</u>>; Dsi Print Process <<u>printprocess.infoimage@dsinnovators.com</u>>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Peter,

Look like it is missing 1 field at the end. Either the transcode or the sequence. I can't tell what it is but when I add the additional comma, it is showing

Thanks David

From: Peter Dang < Peter.Dang@infoimageinc.com>

Sent: Tuesday, August 25, 2020 3:16 PM To: Rony Das < rony.das@dsinnovators.com>

Cc: Stephen Yee < Stephen. Yee@infoimageinc.com >; Ceasar Guerrero < Ceasar.Guerrero@infoimageinc.com >; Phoebe George < Phoebe.George@infoimageinc.com >; Phoebe.George@infoimageinc. <<u>DP@infoimageinc.com</u>>; William Kong <<u>William.Kong@infoimageinc.com</u>>; Dsi Print Process <<u>printprocess.infoimage@dsinnovators.com</u>>; David T

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David,

Can you check the CD process. I was able to see front & back check images in /d/test/pdf afp/ffin/ffinms2/tiff folder.

Thanks,

Peter

From: Rony Das [mailto:rony.das@dsinnovators.com]

Sent: Thursday, August 20, 2020 2:24 AM To: Peter Dang < Peter.Dang@infoimageinc.com>

Cc: Stephen Yee < Stephen. Yee@infoimageinc.com >; Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com >; Phoebe George < Phoebe. George@infoimageinc.com >; Phoebe George < Phoebe. George @infoimageinc.com >; Phoebe George @infoimag <<u>DP@infoimageinc.com</u>>; William Kong
William.Kong@infoimageinc.com>; Dsi Print Process printprocess.infoimage@dsinnovators.com>; David T

Subject: Re: Commercial CD User Guides SECOND REQUEST

Btw we are seeing this error in our log:

:020	Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
542	Use of uninitialized value \$RTN_EMAIL in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 457, <master> 1</master>
543	Parsing Master List
544	Begin parsing group for each CD
545	Creating check index file
546	Use of uninitialized value \$checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <tiff> line 1.</tiff>
547	Use of uninitialized value \$checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <tiff> line</tiff>
548	cp: target 'FRONT.tif' is not a directory
	Use of uninitialized value \$errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 685, <tiff></tiff>
	Use of uninitialized value \$checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <tiff> line 2.</tiff>
	cp: target 'BACK.tif' is not a directory
	Use of uninitialized value \$checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <tiff> line 3.</tiff>
	Use of uninitialized value \$checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <tiff> line</tiff>
	cp: target 'FRONT.tif' is not a directory
	Use of uninitialized value \$checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <tiff> line 4.</tiff>
	Use of uninitialized value \$checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 675, <tiff> line</tiff>
	cp: target 'BACK.tif' is not a directory
	Use of uninitialized value \$checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <tiff> line 5.</tiff>
560	Use of uninitialized value \$checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <tiff> line</tiff>
7/1	I PROJECT LEGI : disense.
1	ile attached

On Thu, Aug 20, 2020 at 3:21 PM Rony Das < rony.das@dsinnovators.com > wrote:

Hi Peter,

We updated and processed again. Now what should we do?

Thanks

Rony

On Wed, Aug 19, 2020 at 5:35 PM Rony Das < rony.das@dsinnovators.com> wrote:

+Print team at InfoIMAGE

On Wed, Aug 19, 2020 at 12:36 AM David Trang < <u>David.Trang@infoimageinc.com</u> > wrote:

If I read Rony's finding correctly, many record in the index file still only have the front image record. It need to have the back image record as w

Thanks David

From: Peter Dang < Peter.Dang@infoimageinc.com>

Sent: Tuesday, August 18, 2020 11:10 AM

To: Stephen Yee < Stephen.Yee@infoimageinc.com >; Rony Das < rony.das@dsinnovators.com >

Cc: David Trang David.Trang@infoimageinc.com; Ceasar Guerrero Ceasar.Guerrero@infoimageinc.com; Phoebe George Phoebe.George<a href="mailto:Phoebe.George:Phoebe.G

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David,

Look like the images are there. Please help us check.

Thanks,

Peter

From: Stephen Yee

Sent: Tuesday, August 18, 2020 10:38 AM

To: Rony Das < rony.das@dsinnovators.com>; Peter Dang < Peter.Dang@infoimageinc.com>

Cc: David Trang < David.Trang@infoimageinc.com >; Ceasar Guerrero < Ceasar.Guerrero@infoimageinc.com >; Phoebe George < Phoebe.George < DP@infoimageinc.com >; William Kong < William.Kong@infoimageinc.com >

Subject: RE: Commercial CD User Guides SECOND REQUEST

PETER: Please advise.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Rony Das [rony.das@dsinnovators.com] Sent: Tuesday, August 18, 2020 12:49 AM

To: Peter Dang

Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong

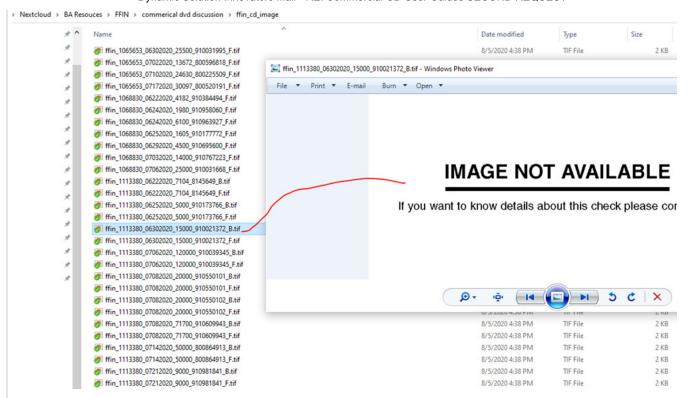
Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

On Mon, Aug 17, 2020 at 5:03 PM Rony Das <rony.das@dsinnovators.com> wrote:

Hi Peter,

For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf_afp/ffin/ffinms2/tiff fol actually the 999999.tiff file.



but in index file not all check image has the back image. If you see the /z/pdf afp/ffin/ffinms2/tiff index/ffin 07212020 IMG.lis at bottom you there are only front entry no back.

```
<mark>.0364</mark> 8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740
                             8508445303,8508445303,06242020,910957448,1072,ffin_8508445303_06242020_1072_910957448_F.tif,9741
10365 8508445303,8508445303,06242020,910957448,1072,ffin_8508445303_06242020_1072_910957448_f.tif,9741 10366 8508445303,8508445303,06292020,910697001,6337,ffin_8508445303_06292020_6337_9106097001_f.tif,9742 10367 8508445303,8508445303,06302020,910013802,2950,ffin_8508445303_06302020_2950_910013802_f.tif,9743 10368 8508445303,8508445303,06302020,910021844,1700,ffin_8508445303_06302020_1700_910021844_f.tif,9744 10369 8508445303,8508445303,07032020_910765224_f.tif,9745 10370 8508445303,8508445303,07032020_910036617_f.410,ffin_8508445303_07032020_1670_910765224_f.tif,9745 10371 8508445303,8508445303,07102020,910038298,1000,ffin_8508445303_07102020_1000_910038298_f.tif,9747 10372 8508445303,8508445303,07102020,910038297_10000,ffin_8508445303_07102020_1000_910038299_f.tif,9748 10373 8508445303,8508445303,07102020,910038299_1000,ffin_8508445303_07102020_1000_910038299_f.tif,9749 10374 8508445303,8508445303,07132020,91038299,1000,ffin_8508445303_07102020_1000_910038295_f.tif,9750 10375 8508445303,8508445303,07132020_800621739.6145.ffin_8508445303_07132020_6145_800621739_f.tif,9750 10375 8508445303,8508445303,07132020_800621739.6145.ffin_8508445303_07132020_6145_800621739_f.tif,9751
10374 8508445303,8508445303,07132020,910528887,549,TTIN_8508445303_07132020_549_910328587_F.tlf,9750
10375 8508445303,8508445303,07132020,800621739,6145,ffin_8508445303_07132020_6145_800621739_F.tlf,9751
10376 8508445303,8508445303,07152020_910905775_F.5500,ffin_8508445303_07152020_2500_910905775_F.tlf,9752
10377 4598393,4598393,06232020,910708306,28762,ffin_4598393_06232020_28762_910708306_F.tlf,9753
10378 4598393,4598393,07132020,56641388,100000,ffin_4598393_07132020_100000_56641388_F.tlf,9754
10379 4598393,4598393,07142020,910663275,2800,ffin_4598393_07142020_2800_910663275_F.tlf,9755
```

Is this an issue? I mean does every check should have front and back for commercial dvd. Because there is a condition for which we are disp

```
Assign CUR_GRP_IT=CUR_GRP_END_INDEX
Condition: REC_IDENT=='02000'
Condition: SUBSTR(CUR_LINE,83,1, '') == 'N'
      then

Assign FRONT AND BACK CHECK FLAG=1
  - 3
      else

Assign FRONT_AND_BACK_CHECK_FLAG=0
  Assign CUR_PROD_ACCT_NUM=NOSPACE(SUBSTR(CUR_LINE,19
```

if column 83 of record 02000 (Personal/Non personal indicator) is N we are only displaying both front and back otherwise only front.

Let us know if this should be applied to commercial dvd or not. Does commercial dvd needs both front and back entry for every check.

Thanks

Rony

On Sat, Aug 15, 2020 at 3:37 AM Peter Dang <Peter.Dang@infoimageinc.com> wrote:

I have provided Rony the instruction and where to troubleshoot regarding item#2 missing back image.

Peter

From: David Trang

Sent: Wednesday, August 05, 2020 1:29 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.

<DP@infoimageinc.com>; Peter Dang <Peter.Dang@infoimageinc.com> Cc: Rony Das <rony.das@dsinnovators.com>

Subject: RE: Commercial CD User Guides

Steve,

Sorry, I didn't catch this during testing. Here are couple issue that I am seeing.

1. The way the master file is created, our program will create 1 CD for each account. We will need client to change it so that we can gro account to be group together. If there are too many account, then we need to will create multiple accounts.

See bullet point on section 1.2 of setup guide.

- For each CD, each record must include all Fields 1 to 13.
- For a CD with multiple accounts, First record must include ALL fields, then subsequent records can repeat Fields 1 to 3 only.
- Fields 4 to 13 are used if InfoIMAGE sends the CD directly to CID's clients.
 - 2. The check index generated from the Print team only contains the Front Images and is Missing the Back Image.

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:54 PM

To: Ceasar Guerrero < Ceasar.Guerrero@infoimageinc.com>; David Trang < David.Trang@infoimageinc.com>; Phoebe George < Phoebe.C <DP@infoimageinc.com>

Subject: RE: Commercial CD User Guides

CEASAR/DAVID: What data did you send them on the CD? They reported that all the check images are missing as the check search tab does not return any results.

Please advise.

Thanks

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Stephen Yee

Sent: Wednesday, August 05, 2020 12:27 PM

To: Ceasar Guerrero; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

Thanks Ceasar. David reminded me:)

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Ceasar Guerrero

Sent: Wednesday, August 05, 2020 12:27 PM

To: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides

From this email thread, per David.

Password: abcdef

Thanks,

Cesar

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:16 PM

To: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Wanda Malone <Wanda.Ma George <Phoebe.George@infoimageinc.com>; DP <DP@infoimageinc.com>

Subject: RE: Commercial CD User Guides

DP/DAVID: What is the PW for the Comm DVD?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Ceasar Guerrero

Sent: Thursday, July 30, 2020 3:33 PM

To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

David,

The CD label and content looks good (see attached file).

Thanks,

Cesar

From: David Trang < David. Trang@infoimageinc.com >

Sent: Thursday, July 30, 2020 3:10 PM

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Phoebe George <Phoebe.Gec <DP@infoimageinc.com>

Subject: RE: Commercial CD User Guides

DP,

I just created a FFIN Commercial CD on the CD director machine. Can you help me check it out to see if the Label is printed correctly and

Password:	abcdef

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Thursday, July 30, 2020 12:23 PM

To: Wanda Malone < Wanda. Malone@infoimageinc.com>; David Trang < David. Trang@infoimageinc.com>; Phoebe George < Phoebe. George transport of the Company of

Subject: RE: Commercial CD User Guides

Thank you Wanda.

DAVID: Please advise when sample DVD will be ready. The bank would like an update when they can expect.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Wanda Malone

Sent: Thursday, July 30, 2020 10:00 AM To: Stephen Yee; David Trang; Phoebe George Subject: RE: Commercial CD User Guides

No problem, here you go.

Thanks!
From: Stephen Yee Sent: Thursday, July 30, 2020 11:54 AM To: David Trang; Wanda Malone; Phoebe George Subject: RE: Commercial CD User Guides
Sorry about that Wanda. I misunderstood David's request.
Stephen Yee
Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 www.InfolmageInc.com
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this communication in error, presse notify as by replying to this message of by contact

From: David Trang

Sent: Thursday, July 30, 2020 9:41 AM

To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Wanda,

I am not looking for the logo to be 5 inches. I am looking for the entire CD cover to be 5 inches.

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com >

Sent: Thursday, July 30, 2020 9:32 AM

Subject: RE: Commercial CD User Guides

Hello David,

This is an image of the logo at the requested dimensions and the remaining cd cover content. I'm not able to make it all fit. Please advise how you would like me to pr

Thanks!

From: David Trang

Sent: Thursday, July 30, 2020 11:27 AM To: Wanda Malone; Stephen Yee; Phoebe George

Subject: RE: Commercial CD User Guides

Removing Operation from the email as they are not involve in this. I need to entire CD cover image and not just the logo. Please enlarge t attached today. The one I received today is just the logo.

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com >

Sent: Thursday, July 30, 2020 9:08 AM

To: Stephen Yee <Stephen. Yee@infoimageinc.com>; David Trang <David. Trang@infoimageinc.com>; Gabriel Lim <Gabriel. Lim@infoimageinc.com>; David Trang@infoimageinc.com>; Gabriel. Lim@infoimageinc.com>; Gabriel. Lim@infoimageinc.com <Phoebe.George@infoimageinc.com>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>;

Subject: RE: Commercial CD User Guides

Thank you!

From: Stephen Yee <Stephen.Yee@infoimageinc.com> Sent: Thursday, July 30, 2020 10:56 AM

To: David Trang To: David Trang To: David Trang Cabriel Lim Gabriel Lim Gabriel.Lim@info Calvin.Choy@infoimageinc.com; Gabriel.Lim@info Calvin.Choy@infoimageinc.com; Gabriel.Lim@info Calvin.Choy@infoimageinc.com; Calvin.Choy@infoimageinc.com; Calvin.Lim@info; Calvin.Lim@info; <a hr

Subject: RE: Commercial CD User Guides

Hi Wanda,

I confirmed these are the correct dimensions. The logo will be printed on the actual DVD. The dimensions that David provided are the correct dimensions for the DVI

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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	Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
From: David Trang Sent: Wednesday, July 29, 2	2020 2:02 PM Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy
I open it up in Paint and	it gave me the following in inches.
W: 4.82	
L: 5.01	
Thanks David	
Sent: Wednesday, July To: Stephen Yee < Steph	nen.Yee@infoimageinc.com>; Gabriel Lim <gabriel.lim@infoimageinc.com>; Phoebe George <phoebe.george@ mageinc.com>; Calvin Choy <calvin.choy@infoimageinc.com>; David Trang <david.trang@infoimageinc.com></david.trang@infoimageinc.com></calvin.choy@infoimageinc.com></phoebe.george@ </gabriel.lim@infoimageinc.com>
Or what the below dimension	ns are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.
Thanks!	

Sent: Wednesday, July 29, 2020 2:40 PM
To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy; David Trang
Subject: RE: Commercial CD User Guides

+DAVID T - Can you please provide the dimensions in inches?

Stephen Yee

	mplementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
	Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
	F. 650.473.6300 www.InfolmageInc.com
F	Please consider the environment before printing this email.
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	From: Wanda Malone Gent: Wednesday, July 29, 2020 12:35 PM Fo: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Subject: RE: Commercial CD User Guides Hey Stephen,
	Can you please provide the specs in inches?
	an you please provide the specs in inches?

Sent: Wednesday, July 29, 2020 2:25 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

ISD had 1 more request regarding this. Can you please adjust the attached logo to the dimensions below?

Width = 1446, Height = 1504

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: Wanda Malone

Sent: Monday, June 08, 2020 3:23 PM

To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

This ended up being a simpler mock-up than I anticipated. I have attached a completed version.

Please let me know if anything else needs to be updated.

Thanks!

From: Stephen Yee

Sent: Monday, June 08, 2020 4:08 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

That will be fine. IS is not scheduled to begin work until 7/1.

Thank you everyone!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters	s 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.63	300 www.InfolmageInc.com
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,	
To: Gabriel Lim; Cc: Stephen Yea	June 08, 2020 2:06 PM ; Phoebe George; David Owyeong; Calvin Choy
Phoebe,	
Yes, I can help; out Thursday th	but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the proce at I need to complete and then a follow-up reminder for the Webinar.
Please let me kn	now if you would like me to begin edits next week?
Thanks!	

From: Gabriel Lim

Sent: Monday, June 08, 2020 4:04 PM

To: Phoebe George; David Owyeong; Calvin Choy; Wanda Malone

Subject: RE: Commercial CD User Guides

Please use stock code 6186

Thank you,

Gabriel

From: Phoebe George

Sent: Monday, June 08, 2020 1:59 PM

To: David Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim

Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Thanks David!

Gabriel, can you provide a new Insert # for FFIN Commercial DVD insert?

+ Wanda

Wanda: Can you see attached PDF? It's a user guide for Comm DVD's that we use for customers. We are setting up a new one for FFIN attached version), copyright name, and contact info noted below on the 2-up PDF file used for printing? Updates to include (reference scree

- 1. Update logo with attached (from Equity logo)
- 2. Update contact info with the below information
- 3. Update Copyright info with highlighted info:

2020 First Financial; #XXXX (XXXX to be provided by Gabriel) rev. 7/2020

NEW contact info for FFIN (item #2):

For assistance with your DVD, please call 812-238-6280 or email itemprocessing@first-online.com.

Thanks!

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong < David. Owyeong@infoimageinc.com >

Sent: Wednesday, June 03, 2020 3:22 PM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com> Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>

Subject: RE: Commercial CD User Guides

It is in the share drive/DP180_ins/Monthly_Inserts folder.

Adding Gabriel.

From: Phoebe George

Sent: Wednesday, June 03, 2020 12:20 PM To: David Owyeong; Calvin Choy Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Yes, that's correct! Where do you store these PDF inserts for all the customers you still print these for? We are setting up for FFIN, and nee

Thanks!

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong < David. Owyeong@infoimageinc.com >

Sent: Wednesday, June 03, 2020 11:06 AM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>

Subject: RE: Commercial CD User Guides

	Hi Phoebe,
	If you're talking about this. Yes.
	From: Phoebe George Sent: Wednesday, June 03, 2020 8:48 AM To: David Owyeong; Calvin Choy Cc: Phoebe George; Stephen Yee Subject: Commercial CD User Guides
	David/Calvin – do you guys still print physical user guides for Commercial CD shipments?
	Thanks,
	Phoebe
	Phoebe George Director of Implementation Services
	InfoIMAGE, Inc. 875 West Sandy Lake Road, Suite 500 Coppell, TX 75019
	Direct. 469.948.1809 T. 469.948.1000 F. 972.745.1485
	phoebe.george@infoimageinc.com www.infoimageinc.com
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R	Regards,
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Reg	gards,
Ror	ny Das
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ony	Das
ards	3,

1/25/2020	Dynamic Solution Innovators Mail - RE: Commercial CD User Guides SECOND REQUEST
Regards,	
Rony Das	
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i tony Due	
Regards,	
Rony Das	
	oimageinc.com>, Rogelio De Vera <rogelio.devera@infoimageinc.com>, Rony Das <rony.das@dsinnovators.com>, Peter Dang <peter.dang@infoimagei errero@infoimageinc.com>, Phoebe George <phoebe.george@infoimageinc.com>, DP <dp@infoimageinc.com>, William Kong <william.kong@infoimage< th=""></william.kong@infoimage<></dp@infoimageinc.com></phoebe.george@infoimageinc.com></peter.dang@infoimagei </rony.das@dsinnovators.com></rogelio.devera@infoimageinc.com>
DP: Please advise if you are able	le to see the check images. I need to confirm before we send to the client.
Thanks,	
Stephen Yee Implementation Specialist Dire	ect 469.312.6925 stephen.yee@infoimageinc.com
Description: infolmage_286 Headquarters 141 Jefferson I F. 650.473.6300 www.Infolma	Drive, Menlo Park, CA 94025
cid:image002.jpg@01CDE9B7.5C608	BOEOPlease consider the environment before printing this email.
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From: Stephen Yee	
Sent: Wednesday, September 02 To: David Trang; Rogelio De Vera	
Cc: Ceasar Guerrero; Phoebe Geo	orge; DP; William Kong; Dsi Print Process
Subject: RE: Commercial CD Use	
	confirm that the check images are there. We need to be sure before we send to the bank to review. The previous CD didn't have them.
DP: Please advise at your earlie	st convenience.
Stephen Yee Implementation Specialist Dire	ect 469.312.6925 stephen.yee@infoimageinc.com
Description: infolmage_286 Headquarters 141 Jefferson I F. 650.473.6300 www.Infolma	Drive, Menlo Park, CA 94025
_	BOEOPlease consider the environment before printing this email.
	ecipient and may contain confidential information that is privileged or otherwise exempt from disclosure. If you are not the intended recipient; you are hereby notified that any dissemination or copying of this communica
From: David Trang	
Sent: Wednesday, September 02	
To: Stephen Yee; Rogelio De Ver Cc: Ceasar Guerrero; Phoebe Geo	orge; DP; William Kong; Dsi Print Process

Subject: RE: Commercial CD User Guides SECOND REQUEST

When I view it yesterday before triggering the burning, the check images where there. The same files were used for burning so I am certain that it is on the

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com> Sent: Wednesday, September 2, 2020 2:50 PM

To: Rogelio De Vera <Rogelio.DeVera@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Rony Das <rony.das@dsinnovators.com>; P <Peter.Dang@infoimageinc.com>

Cc: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@infoimageinc.com>; Willia <William.Kong@infoimageinc.com>; Dsi Print Process <pri>printprocess.infoimage@dsinnovators.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Following up on my inquiry yesterday. Please advise.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: Stephen Yee

Sent: Tuesday, September 01, 2020 5:30 PM

To: Rogelio De Vera; David Trang; Rony Das; Peter Dang

Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi Rogelio/DP,

Can you please confirm if you can pull up a check image? FFIN reported that the previous sample CD they could not pull up

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Rogelio De Vera

Sent: Tuesday, September 01, 2020 5:20 PM To: David Trang; Rony Das; Peter Dang

Cc: Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hello David,

I was able to view the stmt.

Thanks, Rogelio

From: David Trang < David. Trang@infoimageinc.com >

Sent: Tuesday, September 1, 2020 4:02 PM

To: Rony Das < rony.das@dsinnovators.com>; Peter Dang < Peter.Dang@infoimageinc.com>

Cc: Stephen Yee < Stephen.Yee@infoimageinc.com ; Ceasar Guerrero Ceasar.Guerrero@infoimageinc.com ; Phoebe George Phoebe.George@infoimageinc.com ; Dsi Print Process printprocess.infoimage@dsinnovators.com > Subject: RE: Commercial CD User Guides SECOND REQUEST				
Rony, new file look good.				
DP: I trigger the burning. Can you help do a quick test after it finish.				
PW: abc1234				
Thanks				
David				
From: Rony Das < <u>rony.das@dsinnovators.com</u> > Sent: Monday, August 31, 2020 10:59 PM To: Peter Dang < <u>Peter.Dang@infoimageinc.com</u> > Cc: David Trang < <u>David.Trang@infoimageinc.com</u> >; Stephen Yee < <u>Stephen.Yee@infoimageinc.com</u> >; Ceasar Guerrero < <u>Ceasar.Guerrero@infoimageinc.com</u> >; William Kong < <u>William.Kong@infoimageinc.com</u> >; Dsi Print Process < <u>printprocess.i</u> Subject: Re: Commercial CD User Guides SECOND REQUEST				
Hi , any update?				
On Mon, Aug 31, 2020 at 2:42 PM Rony Das < <u>rony.das@dsinnovators.com</u> > wrote:				
Hi Peter,				
CHECK_TRAN_CODE was missing . I kept it empty for now since I don't know it's mapping. But now index file has all fields.				
David,				
Would you please try again? Here is an entry from the index file:				
5712122,5712122,08192020,800573258,202953,ffin_5712122_08192020_202953_800573258_F.tif_,12				
Thanks,				
Rony				
On Fri, Aug 28, 2020 at 6:23 AM Peter Dang < Peter.Dang@infoimageinc.com > wrote:				
Rony,				
Tiony,				
Please check the DFA. Look like it is missing some of the field like check amount. See HTBKDS21.dfa for reference.				

Peter

From: David Trang

Sent: Tuesday, August 25, 2020 4:19 PM

To: Peter Dang < Peter.Dang@infoimageinc.com>; Rony Das < rony.das@dsinnovators.com>

Cc: Stephen Yee < Stephen Yee@infoimageinc.com >; Ceasar Guerrero < Ceasar.Guerrero@infoimageinc.com >; Phoebe.George@infoimageinc.com >; Phoe

<<u>DP@infoimageinc.com</u>>; William Kong <<u>William.Kong@infoimageinc.com</u>>; Dsi Print Process <<u>printprocess.infoimage@dsinnovators.com</u>> Subject: RE: Commercial CD User Guides SECOND REQUEST

Peter,

Look like it is missing 1 field at the end. Either the transcode or the sequence. I can't tell what it is but when I add the additional comma, it is showing

Thanks David

From: Peter Dang < Peter.Dang@infoimageinc.com Sent: Tuesday, August 25, 2020 3:16 PM To: Rony Das < rony.das@dsinnovators.com>

Cc: Stephen Yee < Stephen. Yee@infoimageinc.com >; Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com >; Phoebe George < Phoebe. George@infoimageinc.com >; Phoebe George < Phoebe. George @infoimageinc.com >; Ceasar. Guerrero = (Ceasar. Guerrero @infoimageinc.com >; Phoebe George < Phoebe. George @infoimageinc.com >; Ceasar. Guerrero = (Ceasar. Guerrero @infoimageinc.com >; Phoebe George < Phoebe. George @infoimageinc.com >; Ceasar. Guerrero = (Ceasar. Guerrero @infoimageinc.com >; Phoebe George < Phoebe. George @infoimageinc.com >; Ceasar. Guerrero = (Ceasar. Guerrero Guerrero = (C <<u>DP@infoimageinc.com</u>>; William Kong <<u>William.Kong@infoimageinc.com</u>>; Dsi Print Process <<u>printprocess.infoimage@dsinnovators.com</u>>; David T Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David,

Can you check the CD process. I was able to see front & back check images in /d/test/pdf_afp/ffin/ffinms2/tiff folder.

Thanks,

Peter

From: Rony Das [mailto:rony.das@dsinnovators.com] Sent: Thursday, August 20, 2020 2:24 AM

To: Peter Dang < Peter.Dang@infoimageinc.com>

Cc: Stephen Yee < Stephen. Yee@infoimageinc.com >; Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com >; Phoebe George < Phoebe. George@inc.com > ceasar. Guerrero. <<u>DP@infoimageinc.com</u>>; William Kong <<u>William.Kong@infoimageinc.com</u>>; Dsi Print Process <<u>printprocess.infoimage@dsinnovators.com</u>>; David T Subject: Re: Commercial CD User Guides SECOND REQUEST

Btw we are seeing this error in our log:

```
Use of uninitialized value $RTN_EMAIL in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 457, <MASTER> li
543
         Parsing Master List
544
         Begin parsing group for each CD
545
         Creating check index file
546
         Use of uninitialized value costoner{cost} in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 1.
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 673, <TIFF> line
548
         cp: target ' FRONT.tif' is not a directory
         Use of uninitialized value $errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 685, <TIFF> ]
549
550
         Use of uninitialized value constant = cons
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 675, <TIFF> line
         cp: target ' BACK.tif' is not a directory
552
         Use of uninitialized value centlights checkSeq in substitution (s///) at /home/test/master/COMMERCIAL CD.pl line 663, <TIFF> line 3.
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line
554
                                     FRONT.tif' is not a directory
555
         cp: target '
556
         Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 4.
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 675, <TIFF> line
558
         cp: target ' BACK.tif' is not a directory
559
         560
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line
```

log file attached.

On Thu, Aug 20, 2020 at 3:21 PM Rony Das < rony.das@dsinnovators.com > wrote:

Hi Peter, We updated and processed again. Now what should we do? Thanks Rony On Wed, Aug 19, 2020 at 5:35 PM Rony Das < rony.das@dsinnovators.com > wrote: +Print team at InfoIMAGE On Wed, Aug 19, 2020 at 12:36 AM David Trang < <u>David.Trang@infoimageinc.com</u> > wrote: If I read Rony's finding correctly, many record in the index file still only have the front image record. It need to have the back image record as w Thanks David From: Peter Dang < Peter. Dang@infoimageinc.com > Sent: Tuesday, August 18, 2020 11:10 AM To: Stephen Yee < Stephen.Yee@infoimageinc.com; Rony Das rony.das@dsinnovators.com Cc: David Trang < <u>David Trang@infoimageinc.com</u>>; Ceasar Guerrero < <u>Ceasar Guerrero@infoimageinc.com</u>>; Phoebe George < <u>Phoebe George</u> <DP@infoimageinc.com>; William Kong <<u>William.Kong@infoimageinc.com</u>> Subject: RE: Commercial CD User Guides SECOND REQUEST Hi David, Look like the images are there. Please help us check. Thanks. Peter From: Stephen Yee Sent: Tuesday, August 18, 2020 10:38 AM To: Rony Das < rony.das@dsinnovators.com>; Peter Dang < Peter.Dang@infoimageinc.com> Cc: David Trang < <u>David.Trang@infoimageinc.com</u>>; Ceasar Guerrero < <u>Ceasar.Guerrero@infoimageinc.com</u>>; Phoebe George < <u>Phoebe.Georgerom</u>>; Phoebe Georgerom>; Phoebe Georger <<u>DP@infoimageinc.com</u>>; William Kong <<u>William.Kong@infoimageinc.com</u>> Subject: RE: Commercial CD User Guides SECOND REQUEST PETER: Please advise. Stephen Yee Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 | www.InfolmageInc.com Please consider the environment before printing this email.

https://mail.google.com/mail/u/0?ik=3365bff2c8&view=pt&search=all&permthid=thread-f%3A1675385673684766581&simpl=msg-f%3A16753856... 302/319

communication in error, please notify us by replying to this message or by contacti

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From: Rony Das [rony.das@dsinnovators.com] Sent: Tuesday, August 18, 2020 12:49 AM

Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong

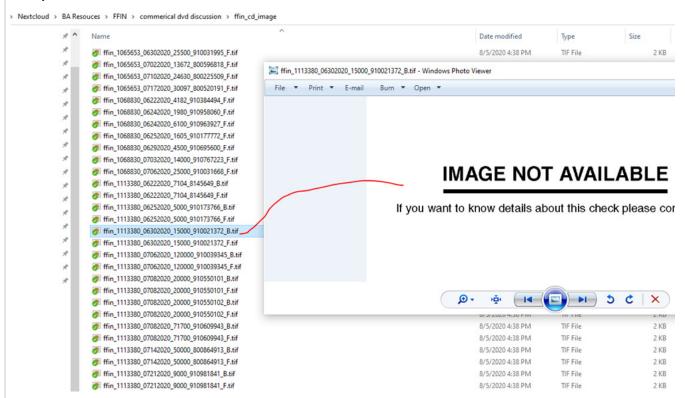
Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

On Mon, Aug 17, 2020 at 5:03 PM Rony Das < rony.das@dsinnovators.com > wrote:

Hi Peter,

For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf afp/ffiin/ffinms2/tiff fol actually the 999999.tiff file.



but in index file not all check image has the back image. If you see the /z/pdf_afp/ffin/ffinms2/tiff_index/ffin_07212020_IMG.lis at bottom you there are only front entry no back.

```
8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740
                  8508445303,8508445303,06242020,910957448,1072,ffin_8508445303_06242020_1209_10957448_f.if,9741
8508445303,8508445303,06242020,910957448,1072,ffin_8508445303_06242020_1072_910957448_f.if,9741
8508445303,8508445303,06292020,910613802,2950,ffin_8508445303_06392020_2950_910013802_f.tif,9742
8508445303,8508445303,06302020,910013802,2950,ffin_8508445303_06302020_2950_910013802_f.tif,9743
8508445303,8508445303,07032020,910021844,1700,ffin_8508445303_06302020_1700_910021844_f.tif,9744
8508445303,8508445303,07062020,910036617,1410,ffin_8508445303_07062020_1410_910036617_f.tif,9745
8508445303,8508445303,07062020,910036617,1410,ffin_8508445303_070620200_1410_910036617_f.tif,9745
370 8508445303,8508445303,07062020,910036617,1410,ffin_8508445303_07062020_1410_910036617_F.tif,9746
371 8508445303,8508445303,07102020,910038298,1000,ffin_8508445303_07102020_1000_910038298_F.tif,9747
372 8508445303,8508445303,07102020,910038297,1000,ffin_8508445303_07102020_1000_910038297_F.tif,9749
373 8508445303,8508445303,07102020,910038299,1000,ffin_8508445303_07102020_1000_910038299_F.tif,9749
374 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
375 8508445303,8508445303,07132020,800621739,6145,ffin_8508445303_07132020_6145_800621739_F.tif,9751
376 8508445303,8508445303,07132020,910905775,2500,ffin_8508445303_07152020_2500_910905775_F.tif,9752
377 4598393,4598393,06232020,910708306,28762,ffin_4598393_06232020_28762_910708306_F.tif,9753
378 4598393,4598393,07132020,56641388,100000,ffin_4598393_07132020_100000_56641388_F.tif,9754
379 4598393,4598393,07142020,910663275,2800,ffin_4598393_07142020_2800_910663275_F.tif,9755
```

Is this an issue? I mean does every check should have front and back for commercial dvd. Because there is a condition for which we are disp

```
Assign CUR_GRP_IT=CUR_GRP_END_INDEX
_
    Condition: REC_IDENT=='02000'
then
      then
Co
          Condition: SUBSTR(CUR_LINE,83,1, '')=='N
         3
           ther
           else
Assign FRONT_AND_BACK_CHECK_FLAG=0
      Assign CUR_PROD_ACCT_NUM=NOSPACE(SUBSTR(CUR_LINE,19)
```

if column 83 of record 02000 (Personal/Non personal indicator) is N we are only displaying both front and back otherwise only front.

Let us know if this should be applied to commercial dvd or not. Does commercial dvd needs both front and back entry for every check .

Thanks

Ronv

On Sat, Aug 15, 2020 at 3:37 AM Peter Dang < Peter. Dang@infoimageinc.com > wrote:

I have provided Rony the instruction and where to troubleshoot regarding item#2 missing back image.

Peter

From: David Trang

Sent: Wednesday, August 05, 2020 1:29 PM

To: Stephen Yee <Stephen. Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar. Guerrero@infoimageinc.com>; Phoebe George <Phoebe.

<DP@infoimageinc.com>; Peter Dang <Peter.Dang@infoimageinc.com>

Cc: Rony Das <rony.das@dsinnovators.com> Subject: RE: Commercial CD User Guides

Steve,

Sorry, I didn't catch this during testing. Here are couple issue that I am seeing.

1. The way the master file is created, our program will create 1 CD for each account. We will need client to change it so that we can gro account to be group together. If there are too many account, then we need to will create multiple accounts.

See bullet point on section 1.2 of setup guide.

- For each CD, each record must include all Fields 1 to 13.
- · For a CD with multiple accounts, First record must include ALL fields, then subsequent records can repeat Fields 1 to 3 only.
- Fields 4 to 13 are used if InfoIMAGE sends the CD directly to CID's clients.
 - 2. The check index generated from the Print team only contains the Front Images and is Missing the Back Image.

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Wednesday, August 5, 2020 12:54 PM

To: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Phoebe George <Phoebe.C

<DP@infoimageinc.com> Subject: RE: Commercial CD User Guides

CEASAR/DAVID: What data did you send them on the CD? They reported that all the check images are missing as the check search tab does not return any results.

Please advise.

Thanks!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Stephen Yee

Sent: Wednesday, August 05, 2020 12:27 PM

To: Ceasar Guerrero; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

Thanks Ceasar. David reminded me:)

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Ceasar Guerrero

Sent: Wednesday, August 05, 2020 12:27 PM

To: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

From this email thread, per David.

Password: abcdef

Thanks,

Cesar

From: Stephen Yee <Stephen.Yee@infoimageinc.com> Sent: Wednesday, August 5, 2020 12:16 PM

To: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Wanda Malone <Wanda.Ma George <Phoebe.George@infoimageinc.com>; DP <DP@infoimageinc.com>

Subject: RE: Commercial CD User Guides

DP/DAVID: What is the PW for the Comm DVD?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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this communication in error, please notify us by replying to this message or by contacti

From: Ceasar Guerrero Sent: Thursday, July 30, 2020 3:33 PM To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides David, The CD label and content looks good (see attached file). Thanks, Cesar From: David Trang < David. Trang@infoimageinc.com > Sent: Thursday, July 30, 2020 3:10 PM To: Stephen Yee <Stephen. Yee@infoimageinc.com>; Wanda Malone <Wanda. Malone@infoimageinc.com>; Phoebe George <Phoebe. George <DP@infoimageinc.com> Subject: RE: Commercial CD User Guides DP, I just created a FFIN Commercial CD on the CD director machine. Can you help me check it out to see if the Label is printed correctly and Password: abcdef Thanks David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>

Sent: Thursday, July 30, 2020 12:23 PM

To: Wanda Malone < Wanda. Malone@infoimageinc.com>; David Trang < David. Trang@infoimageinc.com>; Phoebe George < Phoebe. Geo

Subject: RE: Commercial CD User Guides

Thank you Wanda.

DAVID: Please advise when sample DVD will be ready. The bank would like an update when they can expect.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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this	TICE: This e-mail is intended solely for the recipient and may contain confidential information that is privileged or otherwise exempt from disclosure. If you are not the intended recipient; you are hereby notified that any discommunication in error, please notify us by replying to this message or by contacti
	, ,
Se	om: Wanda Malone ent: Thursday, July 30, 2020 10:00 AM o: Stephen Yee; David Trang; Phoebe George ubject: RE: Commercial CD User Guides
Se To Su	ent: Thursday, July 30, 2020 10:00 AM o: Stephen Yee; David Trang; Phoebe George
Se To Su No	ent: Thursday, July 30, 2020 10:00 AM o: Stephen Yee; David Trang; Phoebe George ubject: RE: Commercial CD User Guides o problem, here you go.
Se To Su No	ent: Thursday, July 30, 2020 10:00 AM o: Stephen Yee; David Trang; Phoebe George ubject: RE: Commercial CD User Guides
Se To Su No	ent: Thursday, July 30, 2020 10:00 AM o: Stephen Yee; David Trang; Phoebe George ubject: RE: Commercial CD User Guides o problem, here you go.
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Se To Su No	ent: Thursday, July 30, 2020 10:00 AM o: Stephen Yee; David Trang; Phoebe George ubject: RE: Commercial CD User Guides o problem, here you go.
Se To Su	ent: Thursday, July 30, 2020 10:00 AM o: Stephen Yee; David Trang; Phoebe George ubject: RE: Commercial CD User Guides o problem, here you go.

Sent: Thursday, July 30, 2020 11:54 AM To: David Trang; Wanda Malone; Phoebe George Subject: RE: Commercial CD User Guides

Sorry about that Wanda. I misunderstood David's request.

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: David Trang

Sent: Thursday, July 30, 2020 9:41 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Wanda,

I am not looking for the logo to be 5 inches. I am looking for the entire CD cover to be 5 inches.

Thanks David

From: Wanda Malone < Wanda. Malone@infoimageinc.com >

Sent: Thursday, July 30, 2020 9:32 AM

Subject: RE: Commercial CD User Guides

Hello David,

This is an image of the logo at the requested dimensions and the remaining cd cover content. I'm not able to make it all fit. Please advise how you would like me to pr

Thanks! From: David Trang Sent: Thursday, July 30, 2020 11:27 AM To: Wanda Malone; Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides Removing Operation from the email as they are not involve in this. I need to entire CD cover image and not just the logo. Please enlarge t attached today. The one I received today is just the logo. Thanks David From: Wanda Malone < Wanda. Malone@infoimageinc.com> Sent: Thursday, July 30, 2020 9:08 AM To: Stephen Yee <Stephen. Yee@infoimageinc.com>; David Trang <David. Trang@infoimageinc.com>; Gabriel Lim <Gabriel. Lim@infoimageinc.com>; David Trang@infoimageinc.com>; Gabriel. Lim@infoimageinc.com>; Gabriel. Lim@infoimageinc.com <Phoebe.George@infoimageinc.com>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com> Subject: RE: Commercial CD User Guides Thank you! From: Stephen Yee <Stephen.Yee@infoimageinc.com> Sent: Thursday, July 30, 2020 10:56 AM <Phoebe.George@infoimageinc.com>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com</p> Subject: RE: Commercial CD User Guides Hi Wanda, I confirmed these are the correct dimensions. The logo will be printed on the actual DVD. The dimensions that David provided are the correct dimensions for the DVI Stephen Yee Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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	nded solely for the recipient and may contain confidential information that is privileged or otherwise exempt from disclosure. If you are not the intended recipient; you are hereby notified that any dissemination or or, please notify us by replying to this message or by contacti
	, July 29, 2020 2:02 PM
Subject: RE: Con	e; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy nmercial CD User Guides Paint and it gave me the following in inches.
Subject: RE: Con	nmercial CD User Guides
Subject: RE: Con	nmercial CD User Guides
Subject: RE: Con I open it up in F W: 4.82 L: 5.01 Thanks	nmercial CD User Guides
Subject: RE: Con I open it up in F W: 4.82 L: 5.01 Thanks David From: Wanda Sent: Wedness	Paint and it gave me the following in inches. Malone <wanda.malone@infoimageinc.com> Jay. July 29, 2020 1:10 PM</wanda.malone@infoimageinc.com>
Subject: RE: Con I open it up in F W: 4.82 L: 5.01 Thanks David From: Wanda Sent: Wedness	Malone <wanda.malone@infoimageinc.com></wanda.malone@infoimageinc.com>
Subject: RE: Con I open it up in F W: 4.82 L: 5.01 Thanks David From: Wanda Sent: Wednese To: Stephen Ye <david.owyeo con<="" re:="" subject:="" td=""><td>Paint and it gave me the following in inches. Malone <wanda.malone@infoimageinc.com></wanda.malone@infoimageinc.com></td></david.owyeo>	Paint and it gave me the following in inches. Malone <wanda.malone@infoimageinc.com></wanda.malone@infoimageinc.com>

Sent: Wednesday, July 29, 2020 2:40 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy; David Trang

Subject: RE: Commercial CD User Guides

+DAVID T - Can you please provide the dimensions in inches?

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From: Wanda Malone

Sent: Wednesday, July 29, 2020 12:35 PM

To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Subject: RE: Commercial CD User Guides

Hey Stephen,

Can you please provide the specs in inches?

Thanks!

From: Stephen Yee

Sent: Wednesday, July 29, 2020 2:25 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

ISD had 1 more request regarding this. Can you please adjust the attached logo to the dimensions below?

Width = 1446, Height = 1504

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Sent: Monday, June 08, 2020 4:08 PM

To: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

That will be fine. IS is not scheduled to begin work until 7/1.

Thank you everyone!

Stephen Yee

Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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From:	Wanda	Malone
-------	-------	--------

Sent: Monday, June 08, 2020 2:06 PM

To: Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy

Cc: Stephen Yee; Enrique Perez Subject: RE: Commercial CD User Guides

Phoebe,

Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the process out Thursday that I need to complete and then a follow-up reminder for the Webinar.

Please let me know if you would like me to begin edits next week?

Thanks!

From: Gabriel Lim

Sent: Monday, June 08, 2020 4:04 PM

To: Phoebe George; David Owyeong; Calvin Choy; Wanda Malone

Cc: Stephen Yee

Subject: RE: Commercial CD User Guides

Please use stock code 6186

Thank you,

Gabriel

From: Phoebe George

Sent: Monday, June 08, 2020 1:59 PM

To: David Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim

Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Thanks David!

Gabriel, can you provide a new Insert # for FFIN Commercial DVD insert?

+ Wanda

Wanda: Can you see attached PDF? It's a user guide for Comm DVD's that we use for customers. We are setting up a new one for FFIN attached version), copyright name, and contact info noted below on the 2-up PDF file used for printing? Updates to include (reference scree

- 1. Update logo with attached (from Equity logo)
- 2. Update contact info with the below information
- 3. Update Copyright info with highlighted info:

2020 First Financial; #XXXX (XXXX to be provided by Gabriel) rev. 7/2020

NEW contact info for FFIN (item #2):

For assistance with your DVD, please call 812-238-6280 or email itemprocessing@first-online.com.

Thanks!

Phoebe

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong < David. Owyeong@infoimageinc.com >

Sent: Wednesday, June 03, 2020 3:22 PM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>

Subject: RE: Commercial CD User Guides

It is in the share drive/DP180_ins/Monthly_Inserts folder.

Adding Gabriel.

From: Phoebe George

Sent: Wednesday, June 03, 2020 12:20 PM To: David Owyeong; Calvin Choy Cc: Stephen Yee; Phoebe George Subject: RE: Commercial CD User Guides

Yes, that's correct! Where do you store these PDF inserts for all the customers you still print these for? We are setting up for FFIN, and nee

Thanks!

Phoebe George | Director of Implementation Services

InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

phoebe.george@infoimageinc.com | www.infoimageinc.com



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From: David Owyeong < David. Owyeong@infoimageinc.com >

Sent: Wednesday, June 03, 2020 11:06 AM

To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hi Phoebe,

If you're talking about this. Yes.

From: Phoebe George

Sent: Wednesday, June 03, 2020 8:48 AM To: David Owyeong; Calvin Choy Cc: Phoebe George; Stephen Yee Subject: Commercial CD User Guides

David/Calvin - do you guys still print physical user guides for Commercial CD shipments?

Thanks,

Phoebe

Phoebe George | Director of Implementation Services

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