Rony Das <rony.das@dsinnovators.com>

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.c
<William.Kong@infoimageinc.com>

PETER: Please advise.

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

Description: infoImage_286New.jpg
Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 | www.InfoImageInc.com

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

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

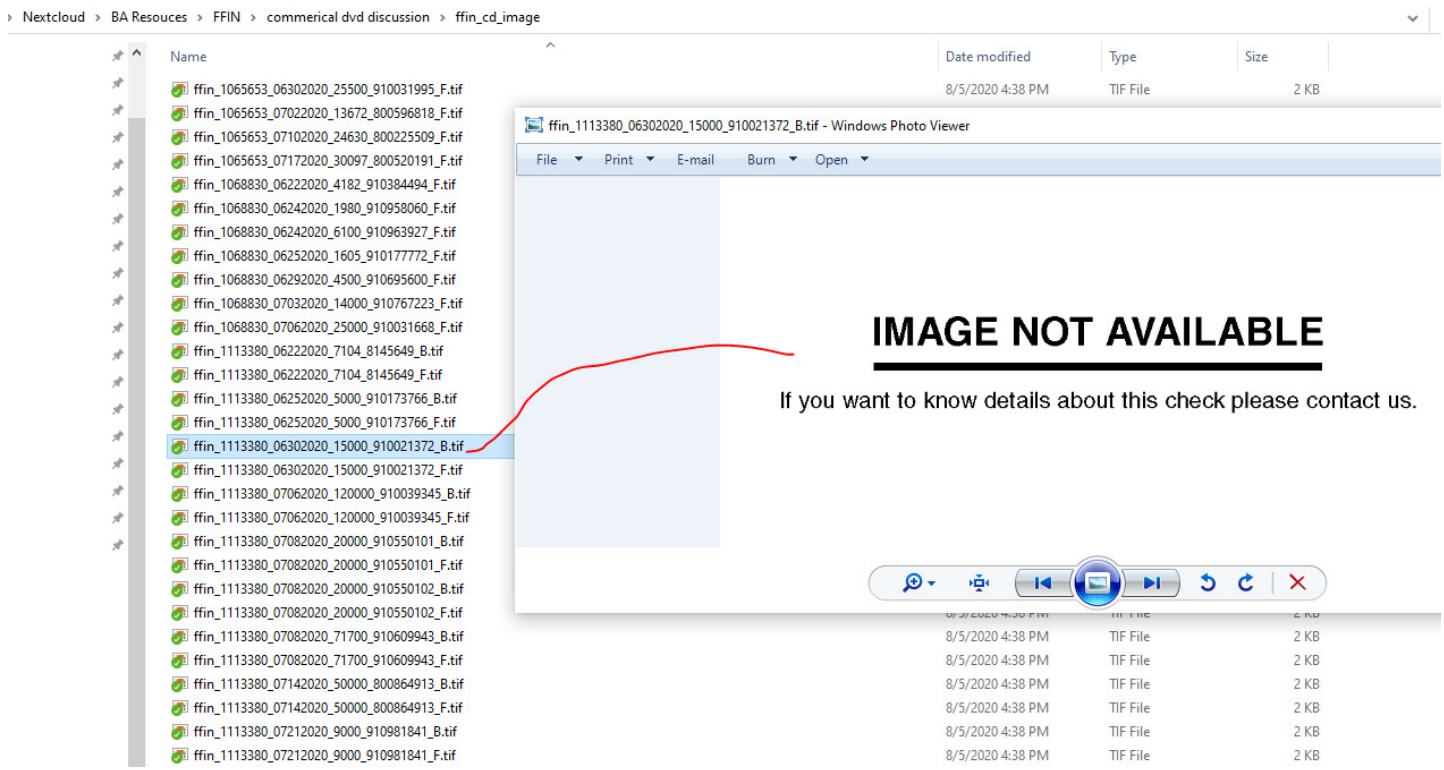
From: Rony Das [rony.das@dsinnovators.com]
Sent: Tuesday, August 18, 2020 12:49 AM
To: Peter Dang
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

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

Hi Peter,

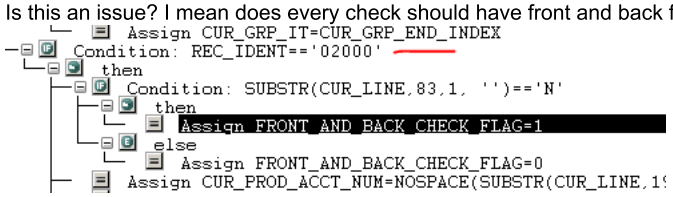
For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf_afp/ffiin/ffinms2/tiff folder and fou
actually the 999999.tiff file.



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.

```
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
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
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 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
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 t



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 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 <David.Trang@infoimageinc.com>; Phoebe George <Phoebe.George@inf
<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.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@infoi
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@infoi
<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@infoimagei
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 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 <David.Trang@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.c
<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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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@infoimagein
<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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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

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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 re
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 <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

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 Guerrero <Ceasar.Guerrero@infoimageinc.com>, Phoebe George <Phoebe.George@infoimageinc.com>, DP <DP@infoimageinc.c <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>
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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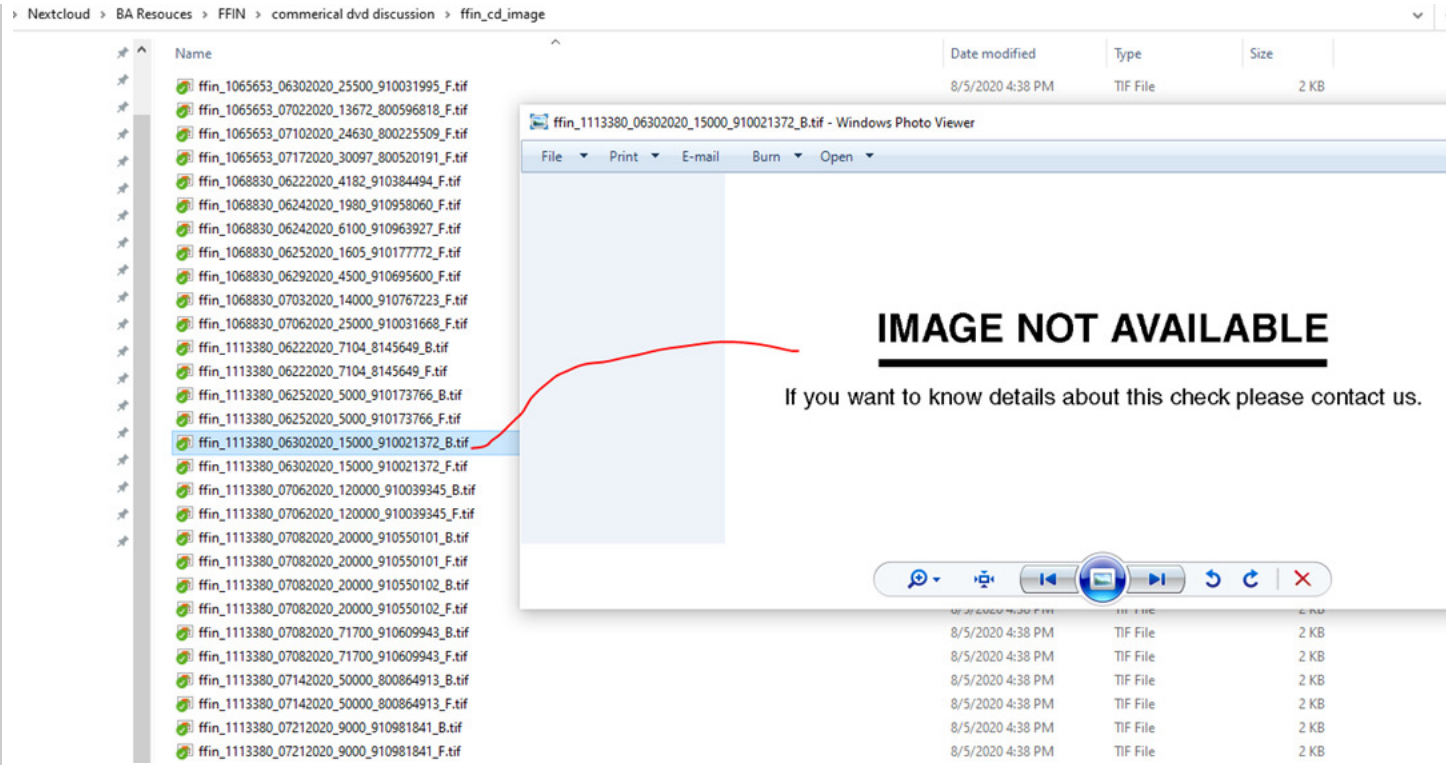
From: Rony Das [rony.das@dsinnovators.com]
Sent: Tuesday, August 18, 2020 12:49 AM
To: Peter Dang
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

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

> 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 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

```
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
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
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 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
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
      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,1
```

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 accou 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@infoim
> **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.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 that any dissemination or copying of this commu 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

F. 650.473.6300 | www.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 <P 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 <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

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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 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 <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 <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 <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

F. 650.473.6300 | www.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
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.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!

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)

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

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

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--

Regards,

Rony Das

--

Regards,

Rony Das

David Trang <David.Trang@infoimageinc.com>
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@infoimagein

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfoImageInc.com

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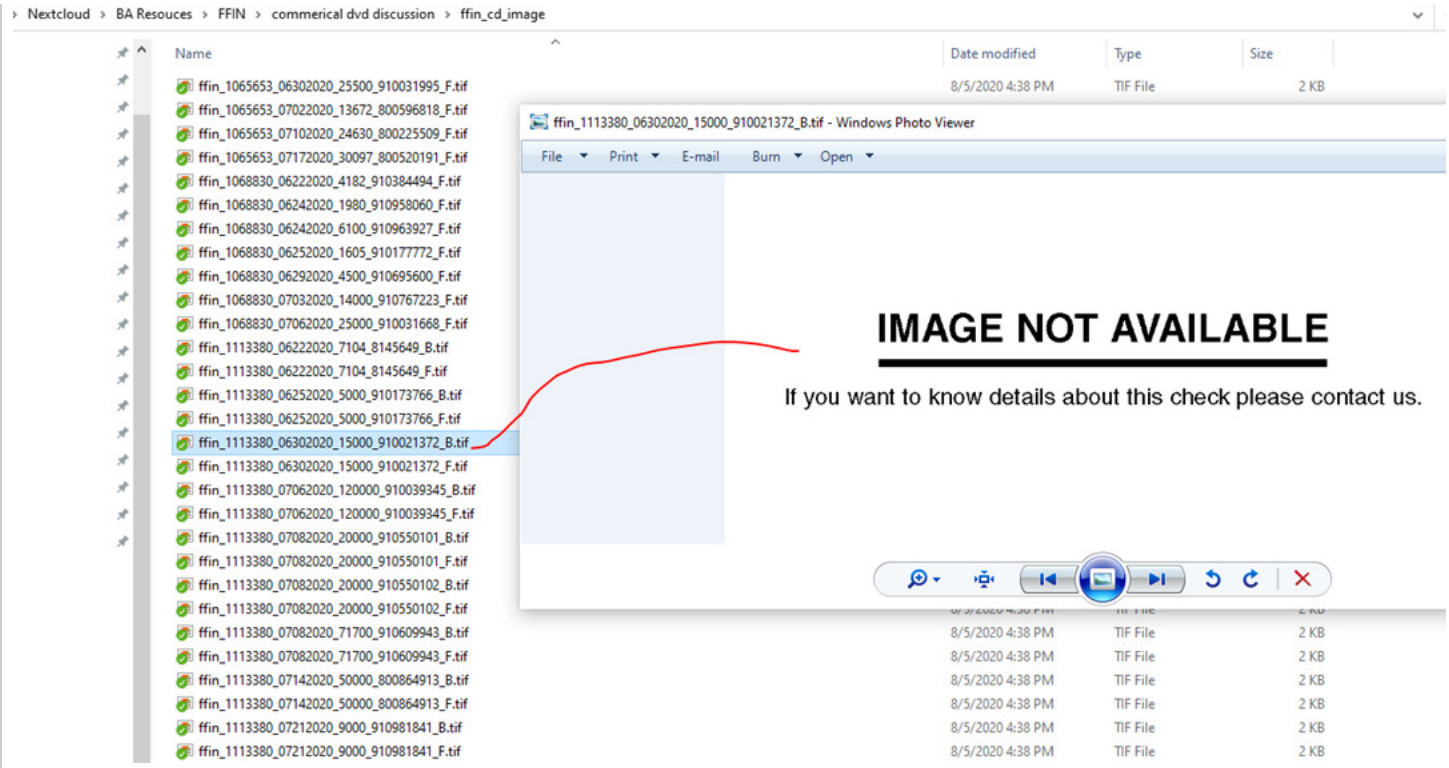
From: Rony Das [rony.das@dsinnovators.com]
Sent: Tuesday, August 18, 2020 12:49 AM
To: Peter Dang
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
Subject: Re: Commercial CD User Guides

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 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

```
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
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
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 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
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
    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,1
```

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 accou 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@infoim
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.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

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 <P
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 <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

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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 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 <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 <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 <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.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!

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)

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

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

PETER: Please advise on the missing back images records.

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

Description: infoImage_286New.jpg
Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 | www.InfoImageInc.com

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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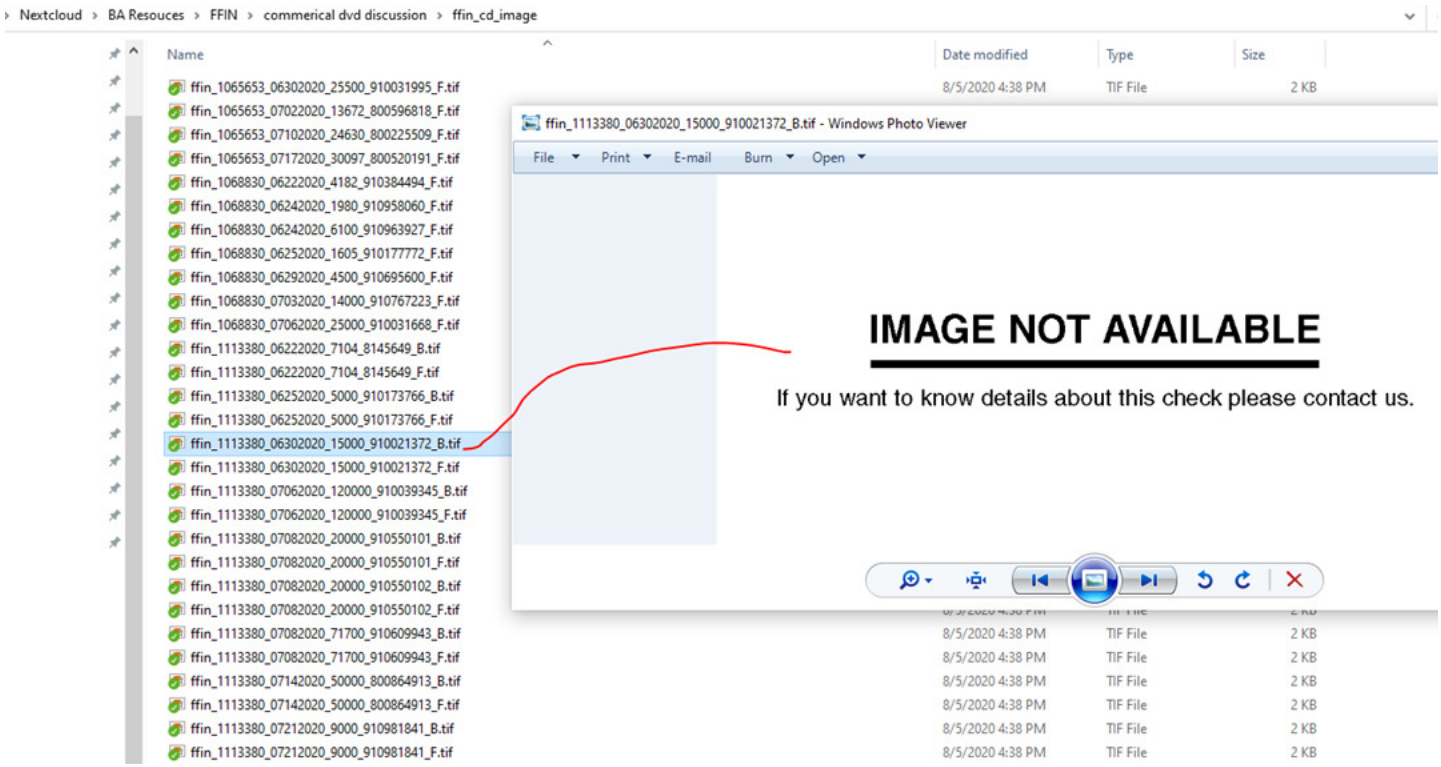
From: Rony Das [rony.das@dsinnovators.com]
Sent: Tuesday, August 18, 2020 12:49 AM
To: Peter Dang
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

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

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.

```
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
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
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 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
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 b

```
    Assign CUR_GRP_IT=CUR_GRP_END_INDEX
  Condition: REC_IDENT=='02000'
   then
    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,1
```

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 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 <David.Trang@infoimageinc.com>; Phoebe George <Phoebe.George@inf
<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.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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.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@infoi 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

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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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.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: 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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this communication in error, please notify us by replying to this message or by contacti

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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@infoimagei
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 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 <David.Trang@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.c

<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 <Gabriel.Lim@infoimageinc.com>; Phoebe George <Phoebe.George@infoimagein
<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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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.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
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.InfoImageInc.com

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

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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 re 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 <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

Peter Dang <Peter.Dang@infoimageinc.com>
To: David Trang <David.Trang@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@infoimagein

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.Kon
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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfoImageInc.com

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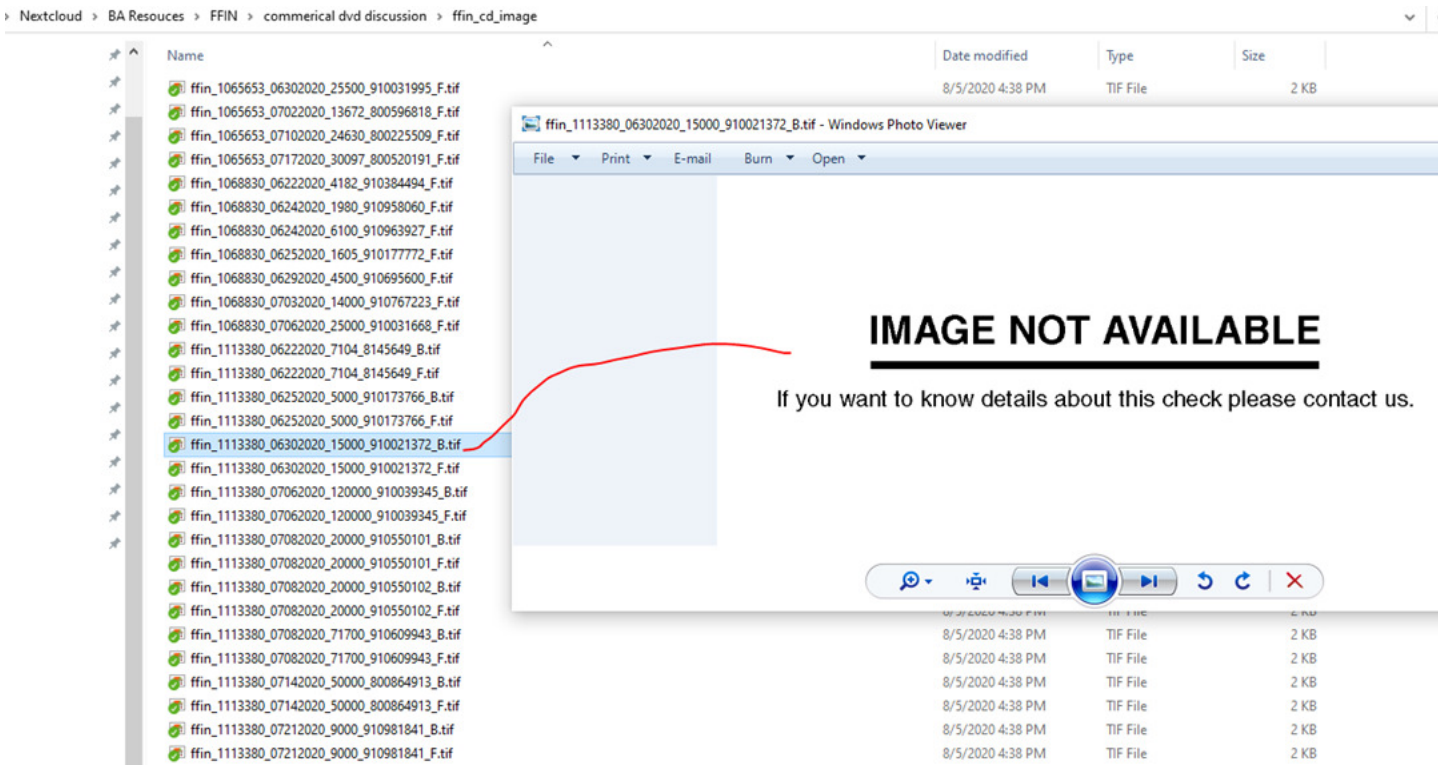
From: Rony Das [rony.das@dsinnovators.com]
Sent: Tuesday, August 18, 2020 12:49 AM
To: Peter Dang
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
Subject: Re: Commercial CD User Guides

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 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
>
> ```
> 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
> 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
> 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 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
> 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
> 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,1
> ```
>
> 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 accou 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@infoim
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.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

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 <P 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 <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

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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 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 <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 <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 <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.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!

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)

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

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

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Regards,

Rony Das

--

Regards,

Rony Das

Rony Das <rony.das@dsinnovators.com>
To: David Trang <David.Trang@infoimageinc.com>, Print team at InfoIMAGE <printprocess.infoimage@dsinnovators.com>
Cc: Peter Dang <Peter.Dang@infoimageinc.com>, Stephen Yee <Stephen.Yee@infoimageinc.com>, Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>, Phoebe George <Phoebe.Georg
<DP@infoimageinc.com>, William Kong <William.Kong@infoimageinc.com>

+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 <DF
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 <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

F. 650.473.6300 | www.InfoImageInc.com

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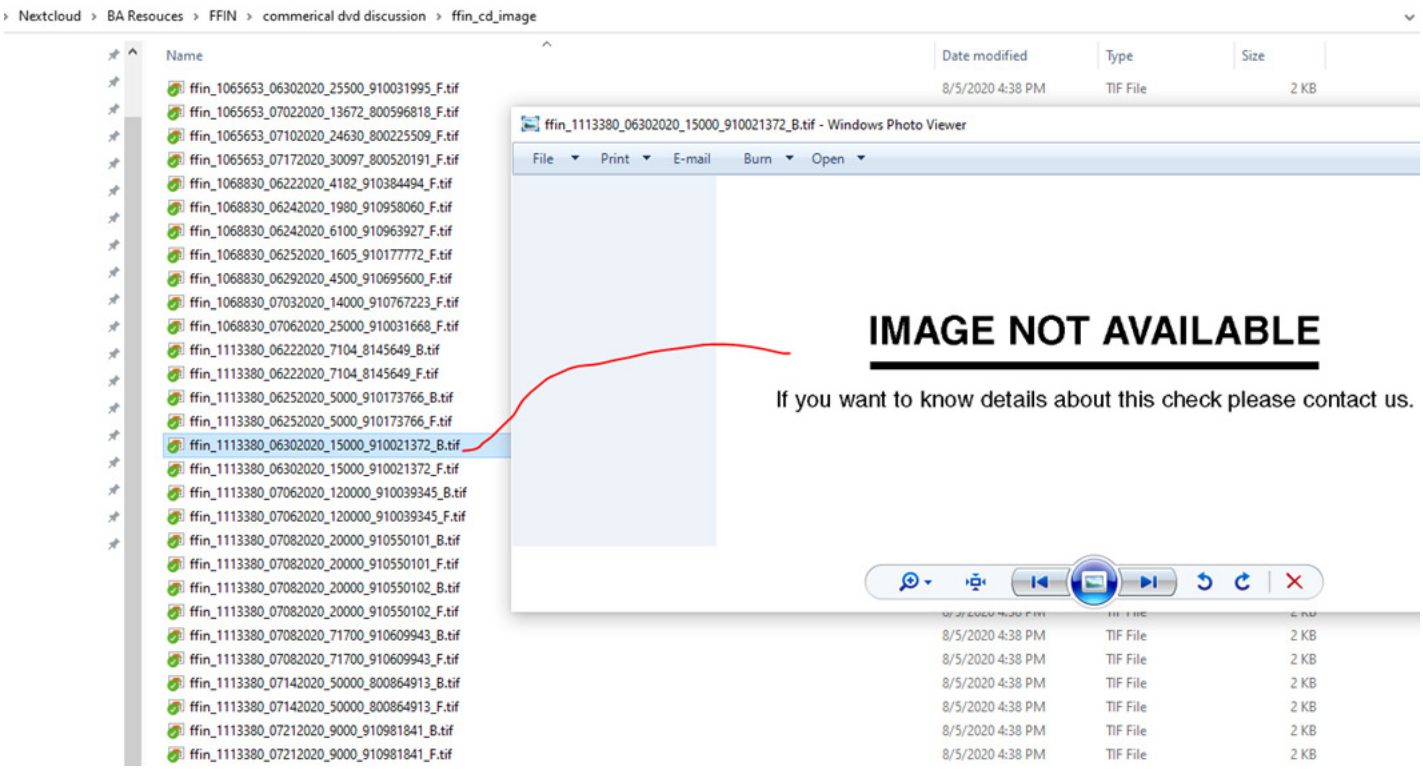
From: Rony Das [rony.das@dsinnovators.com]
Sent: Tuesday, August 18, 2020 12:49 AM
To: Peter Dang
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
Subject: Re: Commercial CD User Guides

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 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 ar

```
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
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
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 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
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
      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,1
```

> 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@inf
> <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 acc 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@infoi
> **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.InfoImageInc.com
>
> Please consider the environment before printing this email.
>
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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.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 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.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@infoim
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

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 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 <David.Trang@infoimageinc.com>; Gabriel Lim <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 <Gabriel.Lim@infoimageinc.com>; Phoebe George <Phoebe.(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 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.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
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.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 finalizin 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 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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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

--
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 <printprocess.infoimage@dsinnovators.com>, David Trang <David.Trang@infoimageinc.com>

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 <I
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 <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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfoImageInc.com

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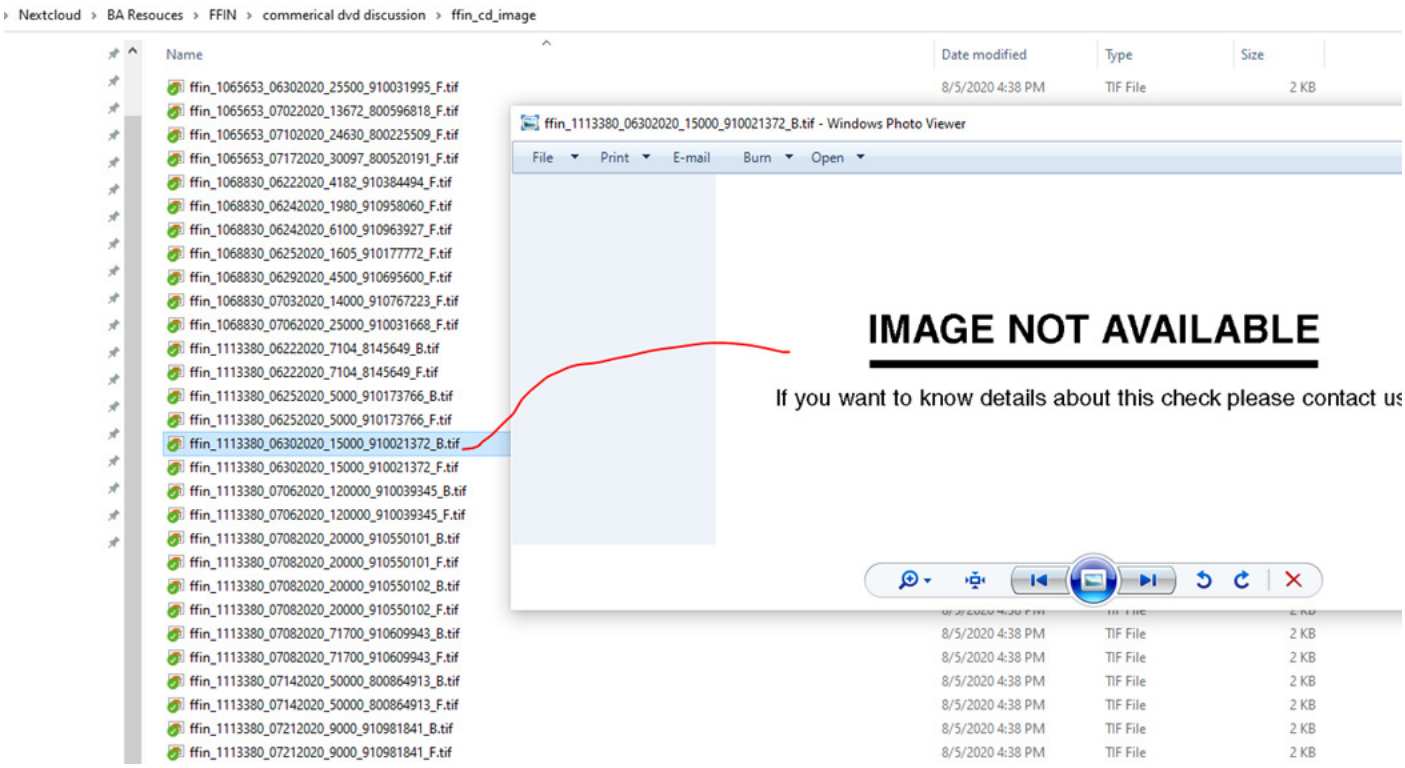
From: Rony Das [rony.das@dsinnovators.com]
Sent: Tuesday, August 18, 2020 12:49 AM
To: Peter Dang
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
Subject: Re: Commercial CD User Guides

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 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

```
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
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
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 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
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
      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,1
```

> 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@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.InfoImageInc.com
>
> Please consider the environment before printing this email.
>
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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.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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.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@infoi
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

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 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 <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>
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>; Phoeb
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 <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.

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.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
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.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 finaliz 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 <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

--
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 <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
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
Use of uninitialized value $errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 685, <TIFF> line
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
Use of uninitialized value $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 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>
Cc: David Trang <David.Trang@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; 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 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.InfoImageInc.com

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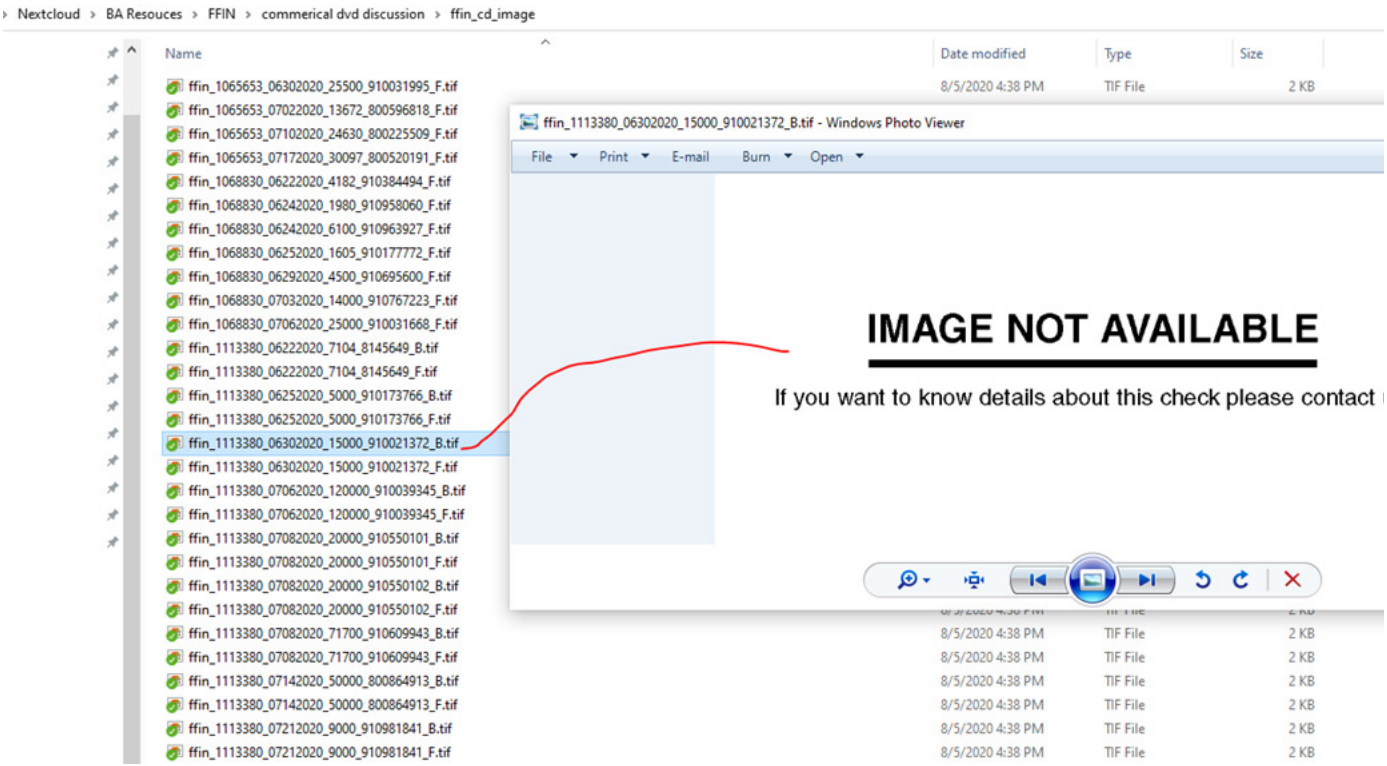
From: Rony Das [rony.das@dsinnovators.com]
Sent: Tuesday, August 18, 2020 12:49 AM
To: Peter Dang
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
Subject: Re: Commercial CD User Guides

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 actua



> 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
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
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 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
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
    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,1
```

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(
<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 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.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

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

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 <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
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.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

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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 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@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>
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 <Pho
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 <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

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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.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
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.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 fina
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 att
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

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

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--

Regards,

Rony Das

--

Regards,

Rony Das

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Regards,
Rony Das

--
Regards,
Rony Das

--
Regards,
Rony Das

ffinms2_par_08192020_e.log
320K

Stephen Yee <Stephen.Yee@infoimageinc.com>
To: 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
<printprocess.infoimage@dsinnovators.com>, David Trang <David.Trang@infoimageinc.com>

PETER: Please advise.

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

Description: infoImage_286New.jpg
Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 | www.InfoImageInc.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: Thursday, August 20, 2020 2:23 AM
To: Peter Dang
Cc: Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; David Trang
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
Use of uninitialized value $errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 685, <TIFF> line
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
Use of uninitialized value $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 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>
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

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.InfoImageInc.com

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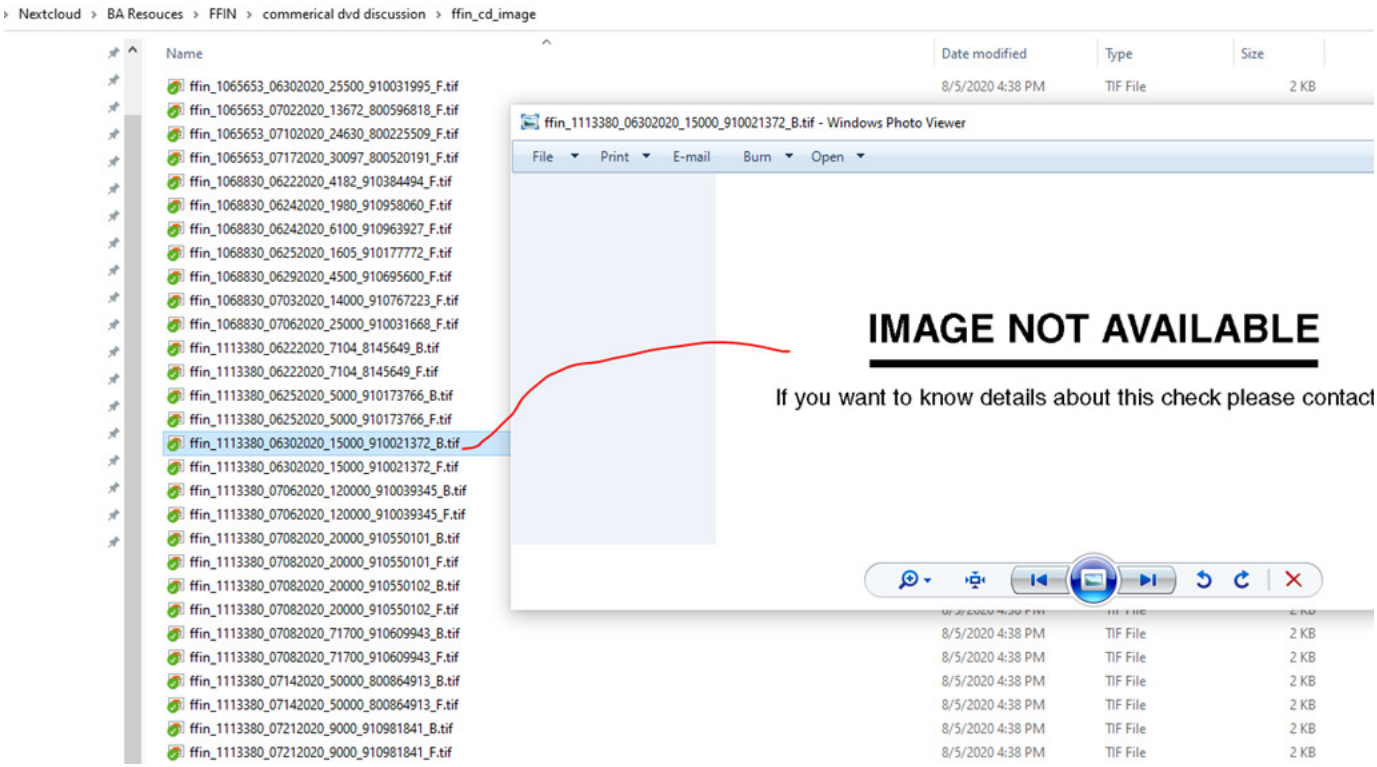
From: Rony Das [rony.das@dsinnovators.com]
Sent: Tuesday, August 18, 2020 12:49 AM
To: Peter Dang
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

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

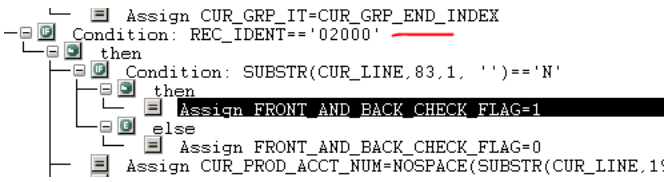
> Hi Peter,
>
> For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf_afp/ffiin/ffinms2/tiff folder a actually the 999999.tiff file.



> 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.

```
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
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
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 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
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 displayir



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 tl 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.Georg
> <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.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

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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F. 650.473.6300 | www.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
<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 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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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@info
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 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 <David.Trang@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimag
<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 <Gabriel.Lim@infoimageinc.com>; Phoebe George <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

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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.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 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 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

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.

--

Regards,

Rony Das

--

Regards,

Rony Das

--
Regards,
Rony Das

--
Regards,
Rony Das

--
Regards,
Rony Das

Peter Dang <Peter.Dang@infoimageinc.com>
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@infoimageinc
<William.Kong@infoimageinc.com>, Dsi Print Process <printprocess.infoimage@dsinnovators.com>, David Trang <David.Trang@infoimageinc.com>

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
<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
Use of uninitialized value $errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 685, <TIFF> line
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
Use of uninitialized value $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 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>
> > > **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
> > >
> > > 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.InfoImageInc.com

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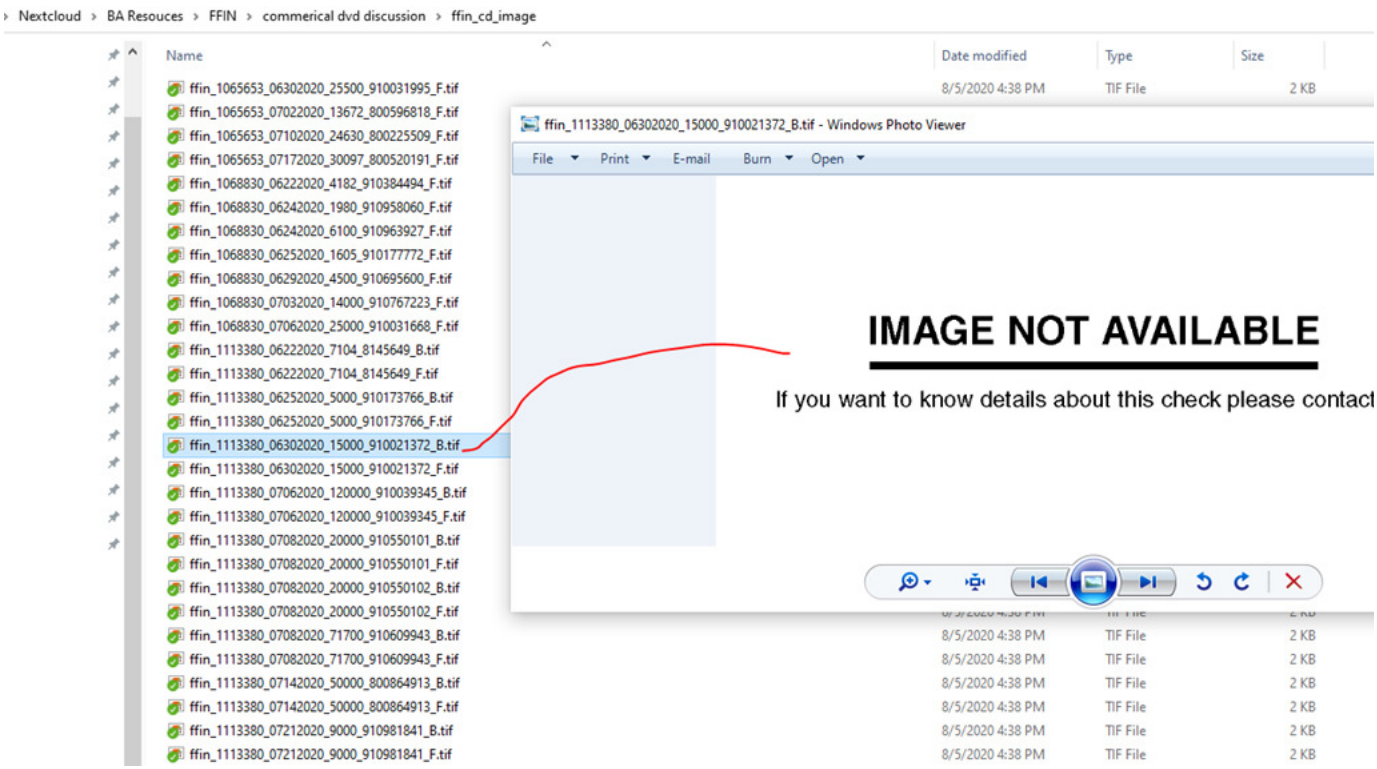
From: Rony Das [rony.das@dsinnovators.com]
Sent: Tuesday, August 18, 2020 12:49 AM
To: Peter Dang
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

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

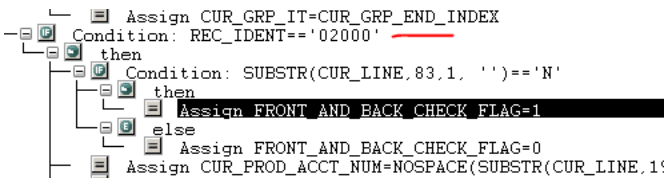
> Hi Peter,
>
> For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf_afp/ffiin/ffinms2/tiff folder and found that many files are actu



> 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 th

```
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
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
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 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
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.



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
> <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.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

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

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 <DP@i
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 <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 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 <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>
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 <Ph 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

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!

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.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 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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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

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Regards,

Rony Das

--

Regards,

Rony Das

--

Regards,

Rony Das

David Trang <David.Trang@infoimageinc.com>
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 <William.Kong@infoimageinc.com>, Dsi Print Process <printprocess.infoimage@dsinnovators.com>

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@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:

```
542  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
546  Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 1.
547  Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line 1.
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> line
550  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 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
559  Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 5.
560  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@infc
<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@infc
<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.InfoImageInc.com

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

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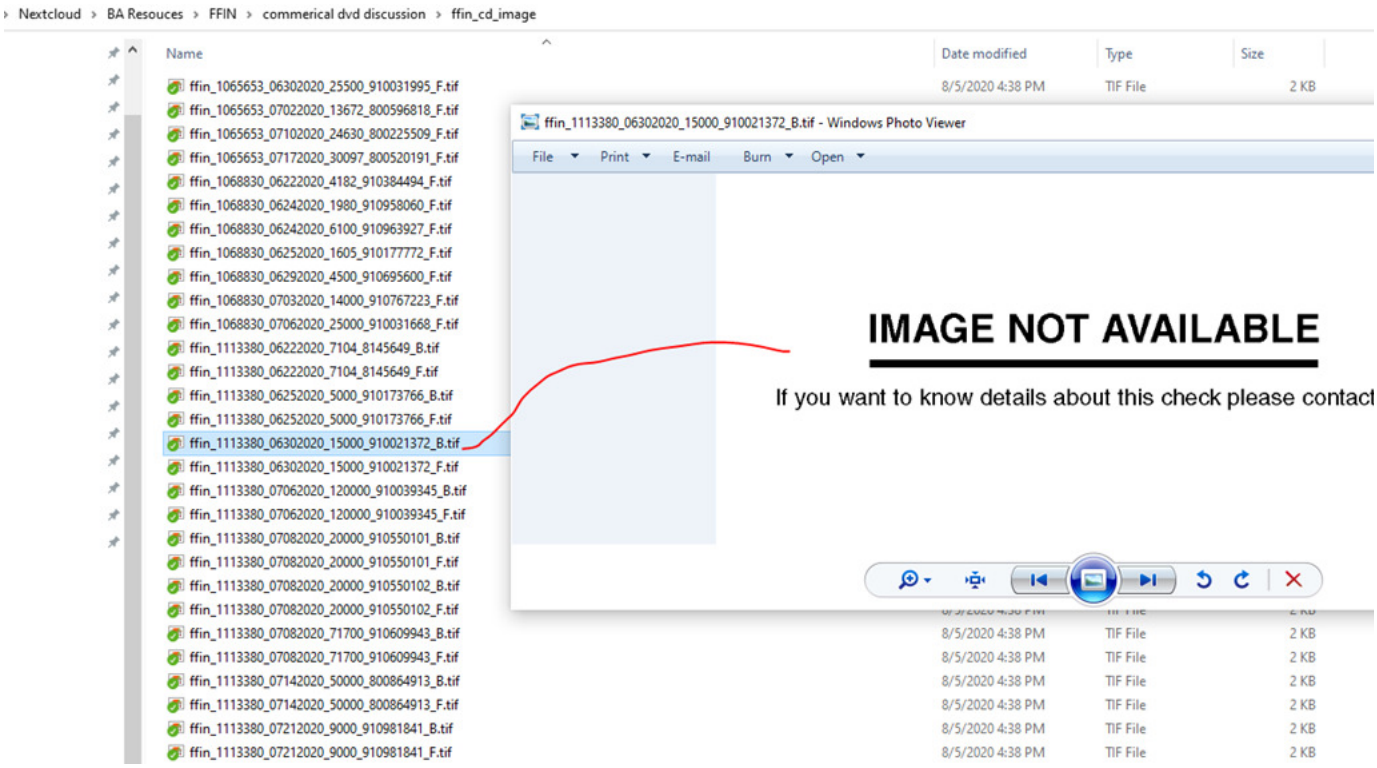
From: Rony Das [rony.das@dsinnovators.com]
Sent: Tuesday, August 18, 2020 12:49 AM
To: Peter Dang
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
Subject: Re: Commercial CD User Guides

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 th

```
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
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
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 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
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
    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,1
```

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 <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.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

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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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@i
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 <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 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 <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>
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 <Ph 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!

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.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 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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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

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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

Peter Dang <Peter.Dang@infoimageinc.com> Wed, Aug 26, 2020 at 6:03 AM
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.com>, William Kong <William.Kong@infoimageinc.com>, Dsi Print Process <printprocess.infoimage@dsinnovators.com>

Rony,

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@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

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:printprocess.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 <William.Kong@infoimageinc.com<mailto:William.Kong@infoimageinc.com>>; Dsi Print Process <printprocess.infoimage@dsinnovators.com<mailto:printprocess.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
Rony

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<mailto: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 <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:Phoebe.George@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

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 <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:Phoebe.George@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 Guides<http://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,<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.<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.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/>
Thanks<http://www.infoimageinc.com/>
Rony<http://www.infoimageinc.com/>
On Sat, 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/>
Peter<http://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 Guides<http://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/>

Thanks<http://www.infoimageinc.com/>
David<http://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 Guides<http://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 Yee<http://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/>

<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 Guides<http://www.infoimageinc.com/>
Thanks Ceasar. David reminded me :)<http://www.infoimageinc.com/>
Stephen Yee<http://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: 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<http://www.infoimageinc.com/>
From this email thread, per David.<http://www.infoimageinc.com/>
<http://www.infoimageinc.com/>
Password: abcdef<http://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 Guides<http://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 Yee<http://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/>
<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 Guides<http://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 Guides<http://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.com/>
<http://www.infoimageinc.com/>
Password: abcdef<http://www.infoimageinc.com/>
<http://www.infoimageinc.com/>
Thanks<http://www.infoimageinc.com/>
David<http://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 Guides<http://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 Yee<http://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/>
<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 Guides<http://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 Guides<http://www.infoimageinc.com/>
Sorry about that Wanda. I misunderstood David's request.<http://www.infoimageinc.com/>
Stephen Yee<http://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/>
<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 Guides<http://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
David<http://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 Guides<http://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/>
<http://www.infoimageinc.com/>
Thanks!<http://www.infoimageinc.com/>
<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 Guides<http://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
David<http://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 Guides<http://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>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>
Subject: RE: Commercial CD User Guides<http://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 Yee<http://www.infoimageinc.com/>
Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com<http://www.infoimageinc.com/>
<http://www.infoimageinc.com/>
Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025<http://www.infoimageinc.com/>
F. 650.473.6300 | 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: 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<http://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: 4.82<http://www.infoimageinc.com/>
L: 5.01<http://www.infoimageinc.com/>
<http://www.infoimageinc.com/>
Thanks
David<http://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 Guides<http://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 Guides<http://www.infoimageinc.com/>
+DAVID T - Can you please provide the dimensions in inches? <http://www.infoimageinc.com/>
<http://www.infoimageinc.com/>
Stephen Yee<http://www.infoimageinc.com/>
Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com<http://www.infoimageinc.com/>
<http://www.infoimageinc.com/>
Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025<http://www.infoimageinc.com/>
F. 650.473.6300 | 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 Guides<http://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
Cc: Enrique Perez
Subject: RE: Commercial CD User Guides<http://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 = 1504<http://www.infoimageinc.com/>
<http://www.infoimageinc.com/>
Stephen Yee<http://www.infoimageinc.com/>
Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com<http://www.infoimageinc.com/>
<http://www.infoimageinc.com/>
Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025<http://www.infoimageinc.com/>
F. 650.473.6300 | 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 Guides<http://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/>
<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
Cc: Enrique Perez
Subject: RE: Commercial CD User Guides<http://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 Yee<http://www.infoimageinc.com/>
Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com<http://www.infoimageinc.com/>
<http://www.infoimageinc.com/>
Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025<http://www.infoimageinc.com/>
F. 650.473.6300 | 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 2:06 PM
To: Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy
Cc: Stephen Yee; Enrique Perez
Subject: RE: Commercial CD User Guides<http://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/>
<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/>
Thanks!<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
Cc: Stephen Yee
Subject: RE: Commercial CD User Guides<http://www.infoimageinc.com/>
Please use stock code 6186<http://www.infoimageinc.com/>
<http://www.infoimageinc.com/>
Thank you,<http://www.infoimageinc.com/>
Gabriel<http://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 Guides<http://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/>
<http://www.infoimageinc.com/>

1. Update logo with attached (from Equity logo)<http://www.infoimageinc.com/>
2. Update contact info with the below information<http://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. 7/2020<http://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/>
<http://www.infoimageinc.com/>
Thanks!<http://www.infoimageinc.com/>
Phoebe<http://www.infoimageinc.com/>
<http://www.infoimageinc.com/>
Phoebe George | Director of Implementation Services<http://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 Guides<http://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 Guides<http://www.infoimageinc.com/>

<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/>
<http://www.infoimageinc.com/>
Thanks!<http://www.infoimageinc.com/>
<http://www.infoimageinc.com/>
Phoebe George | Director of Implementation Services<http://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 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<http://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 Guides<http://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/>
Phoebe<http://www.infoimageinc.com/>
<http://www.infoimageinc.com/>
Phoebe George | Director of Implementation Services<http://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/>

<http://www.infoimageinc.com/>
-- <http://www.infoimageinc.com/>
Regards, <http://www.infoimageinc.com/>
Rony Das<http://www.infoimageinc.com/>

<http://www.infoimageinc.com/>
-- <http://www.infoimageinc.com/>
Regards, <http://www.infoimageinc.com/>
Rony Das<http://www.infoimageinc.com/>

--
Regards,
Rony Das

--
Regards,
Rony Das

--
Regards,
Rony Das

---

4 attachments

image001.png
66K

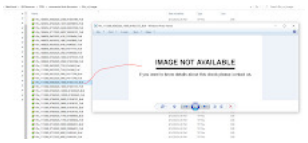

image002.png
296K

image003.png
55K

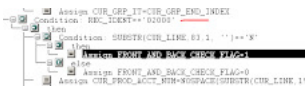

image004.png
11K

Rony Das <rony.das@dsinnovators.com> Thu, Aug 27, 2020 at 1:40 AM
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.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?

Thanks
Rony

[Quoted text hidden]
--
Regards,
Rony Das

David Trang <David.Trang@infoimageinc.com> 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 <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>, Dsi Print Process <printprocess.infoimage@dsinnovators.com>

PETER: Please provide status.

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

Description: infoImage_286New.jpg
Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 | www.InfoImageInc.com

cid: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

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Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 | www.InfoImageInc.com

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]

[Quoted text hidden]

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

```
[oper1@preprocessing02 ~]$ cd /d/test/pdf_afp/ffin/ffinms2/tiff_index/
[oper1@preprocessing02 tiff_index]$ ll
total 12
-rw-rw-rw- 1 ronyD DSI 11344 Aug 26 12:13 ffin_07212020_IMG.lis
[oper1@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@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
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
Use of uninitialized value $errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 685, <TIFF> line
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
Use of uninitialized value $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 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.
```

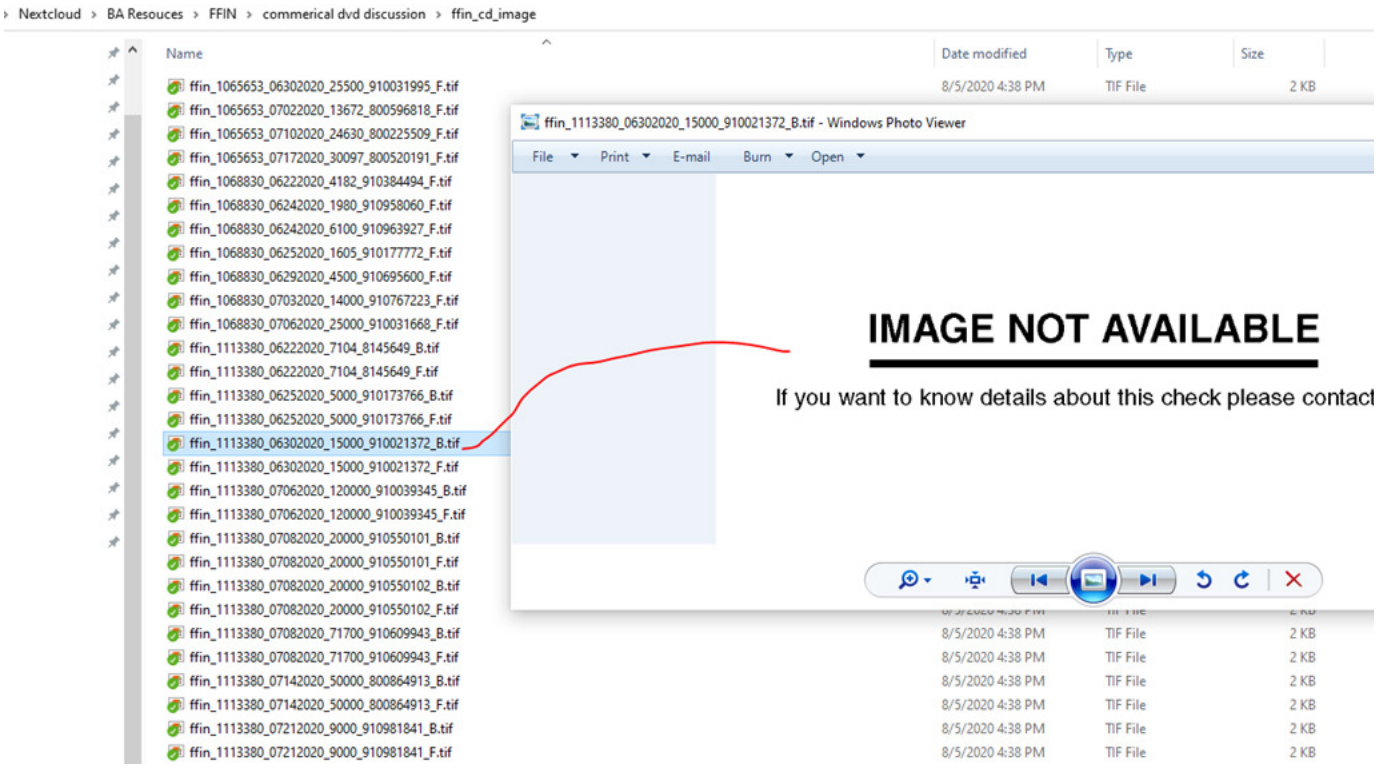
log file attached.

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>
> **Cc:** David Trang <David.Trang@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@infc
> <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@infc
> <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.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 that any dissemination or copying of this co
> 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 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 th

```
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
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
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 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
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
    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,1
```

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 <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.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

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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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@i
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

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 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 <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>
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 <Ph 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

F. 650.473.6300 | www.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 <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.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 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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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 | 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

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Regards,

Rony Das

--

Regards,

Rony Das

Rony Das <rony.das@dsinnovators.com>
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.com>, Phoebe George <Phoebe.Geo
<DP@infoimageinc.com>, William Kong <William.Kong@infoimageinc.com>, Dsi Print Process <printprocess.infoimage@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@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>; DP <D
<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 <D
<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@infoima
<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
Use of uninitialized value $errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 685, <TIFF> lin
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
Use of uninitialized value $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 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>
> > > **Cc:** David Trang <David.Trang@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@i

<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@i
<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.InfoImageInc.com

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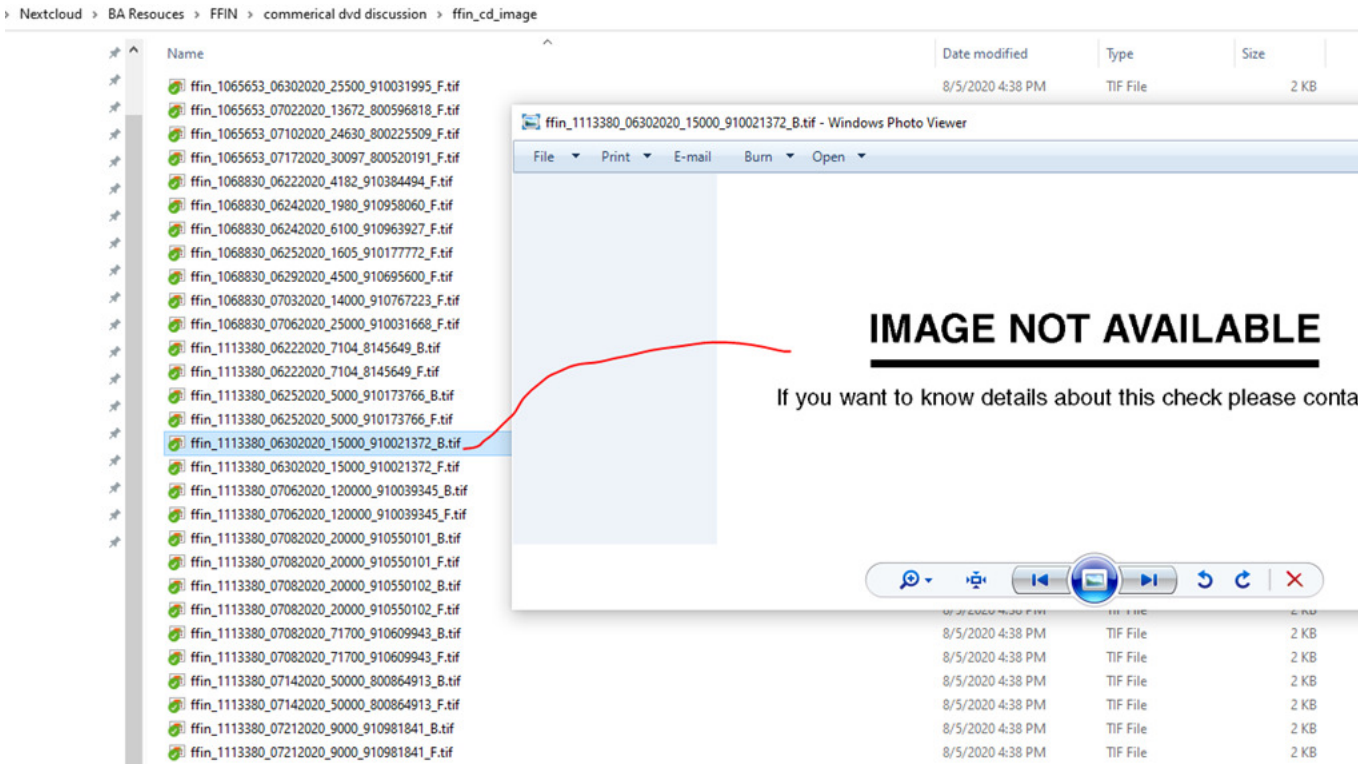
From: Rony Das [rony.das@dsinnovators.com]
Sent: Tuesday, August 18, 2020 12:49 AM
To: Peter Dang
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
Subject: Re: Commercial CD User Guides

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 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

```
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
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
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 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
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
      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,1
```

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 <
> <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 <D
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.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

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
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
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

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 proc

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 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 <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 <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!

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.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

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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.

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 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

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

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--

Regards,

Rony Das

--

Regards,

Rony Das

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Regards,

Rony Das

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Regards,

Rony Das

--

Regards,

Rony Das

--
Regards,
Rony Das

Rony Das <rony.das@dsinnovators.com>
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.com>, Phoebe George <Phoebe.Geo
<DP@infoimageinc.com>, William Kong <William.Kong@infoimageinc.com>, Dsi Print Process <printprocess.infoimage@dsinnovators.com>

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 <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>
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 <
<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@infoin
<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
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
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> l
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
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.
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.
> > >
> > > 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@
<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.InfoImageInc.com

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

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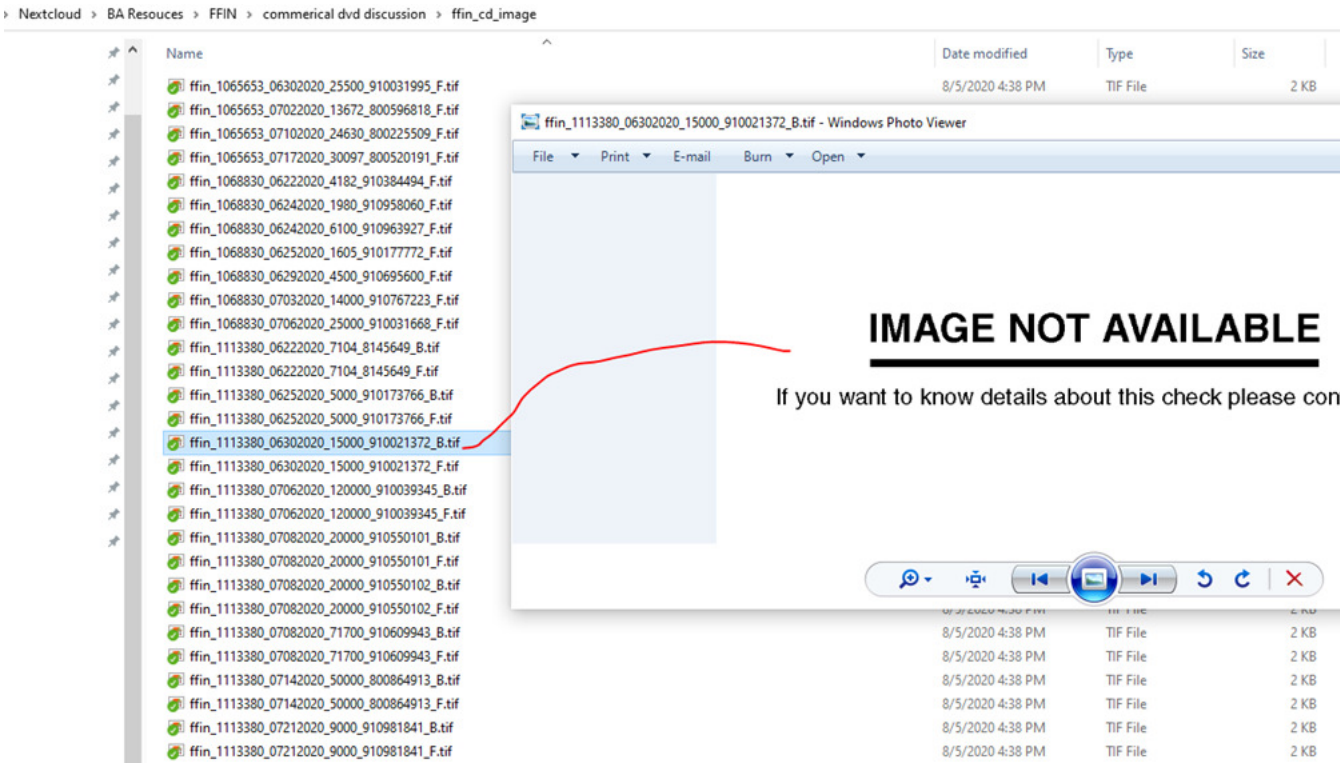
From: Rony Das [rony.das@dsinnovators.com]
Sent: Tuesday, August 18, 2020 12:49 AM
To: Peter Dang
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
Subject: Re: Commercial CD User Guides

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 whi

```
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
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
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 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
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
      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,1
```

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>; 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 m 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.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>; Phoeb 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 <D
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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.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 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 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 <Ph
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 <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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfoImageInc.com

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

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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 <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.InfoImageInc.com

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

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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.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 – 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 <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

--

Regards,

Rony Das

--

Regards,

Rony Das

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Regards,

Rony Das

--
Regards,
Rony Das

--
Regards,
Rony Das

David Trang <David.Trang@infoimageinc.com>
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
<William.Kong@infoimageinc.com>, Dsi Print Process <printprocess.infoimage@dsinnovators.com>

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.com>; Phoebe George <Phoebe.G
<DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>; Dsi Print Process <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> 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 <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@infoi
<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@infoi
<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@infoi
<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
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
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> l
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
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.
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.
>
> 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 <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.InfoImageInc.com

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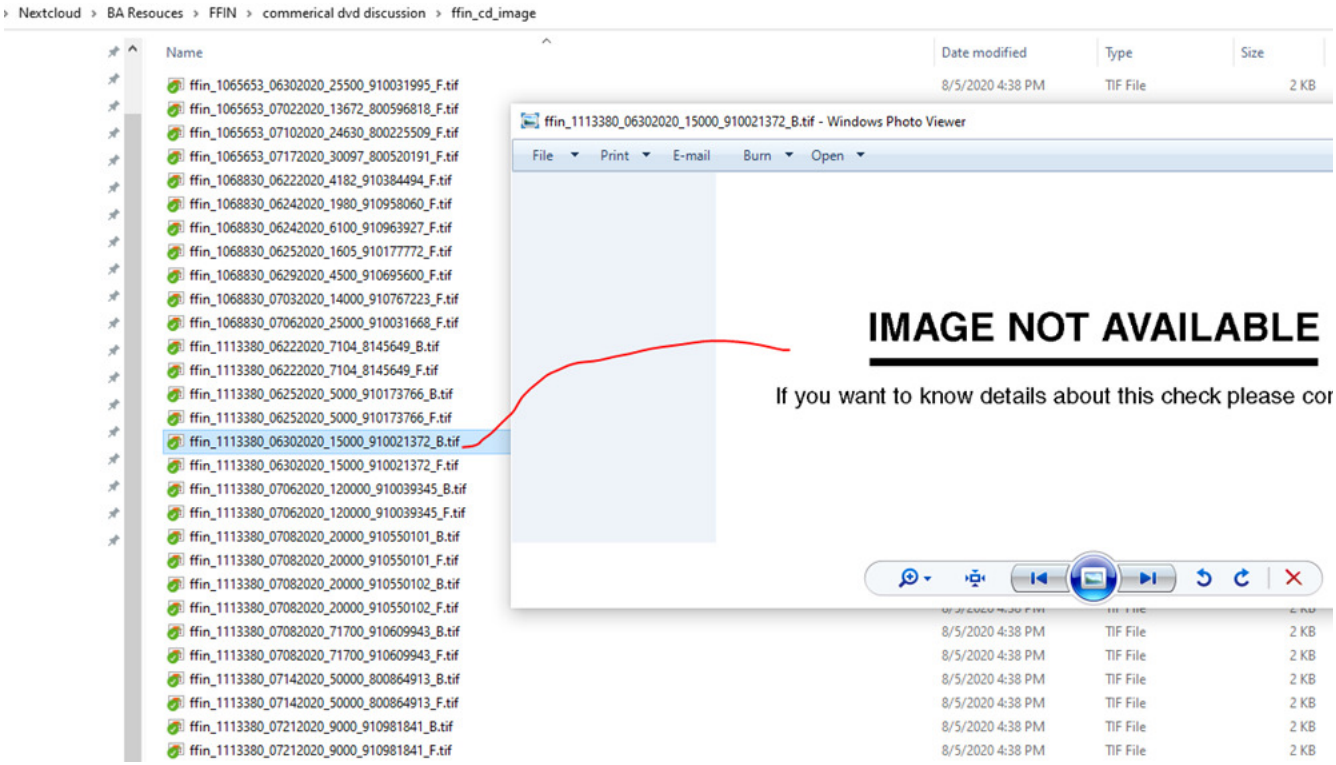
From: Rony Das [rony.das@dsinnovators.com]
Sent: Tuesday, August 18, 2020 12:49 AM
To: Peter Dang
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
Subject: Re: Commercial CD User Guides

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 wh

```
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
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
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 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
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
      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,1
```

> 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>; 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 r 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.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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.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.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 <I
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

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 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 <Ph 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 <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

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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 Owyee 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.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
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.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 – 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 | 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

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Regards,

Rony Das

--

Regards,

Rony Das

--

Regards,

Rony Das

--

Regards,

Rony Das

--

Regards,

Rony Das

Rogelio De Vera <Rogelio.DeVera@infoimageinc.com>
To: David Trang <David.Trang@infoimageinc.com>, 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 <William.Kong@infoimageinc.com>, Dsi Print Process <printprocess.infoimage@dsinnovators.com>

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@infoimagei
<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.com>; Phoebe George <Phoebe.G
<DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>; Dsi Print Process <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> 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 <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>
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
<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:

```
542  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 $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 1.
547  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
549  Use of uninitialized value $errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 685, <TIFF> l
550  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
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.
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 <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 <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.InfoImageInc.com
> >
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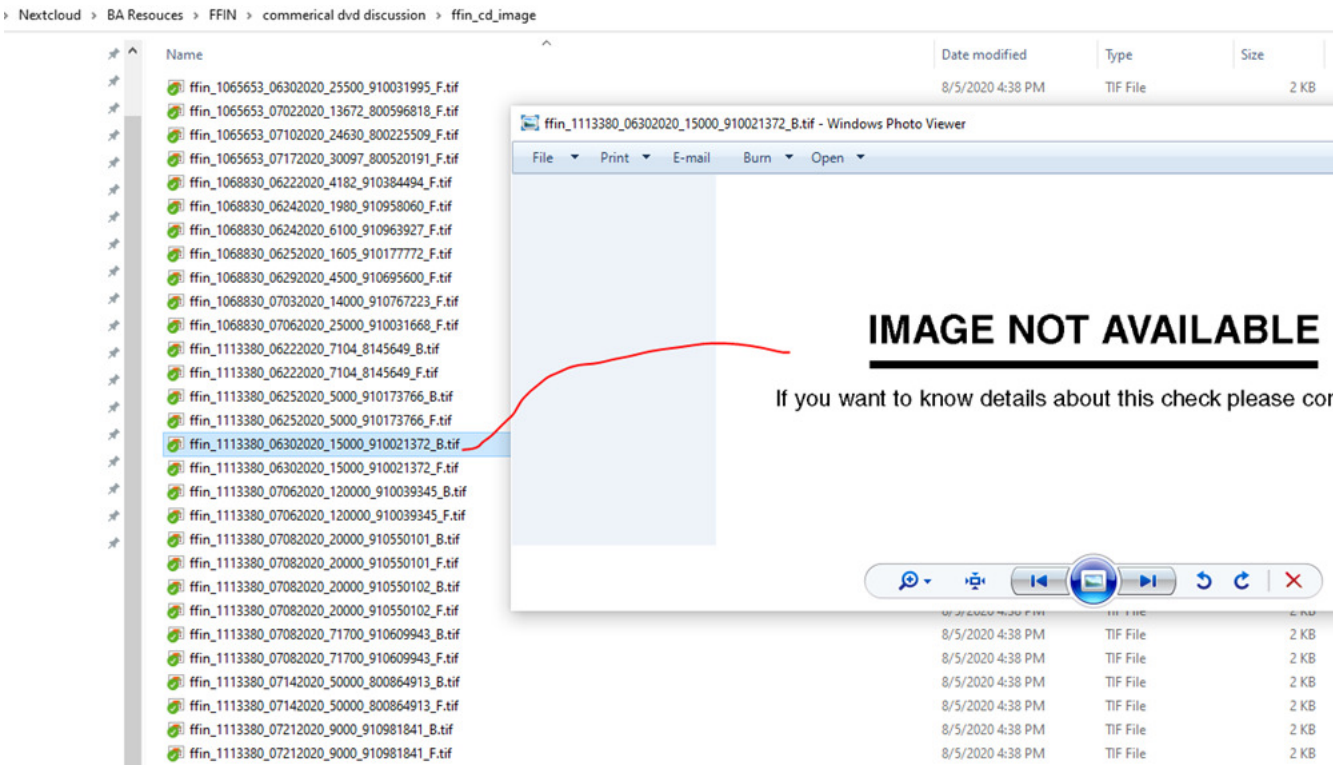
> >
> > ---
> >
> > **From:** Rony Das [rony.das@dsinnovators.com]
> > **Sent:** Tuesday, August 18, 2020 12:49 AM
> > **To:** Peter Dang
> > **Cc:** David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
> > **Subject:** Re: Commercial CD User Guides
> >
> > Hi, any feedback for 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 wh

```
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
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
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 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
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
  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,1
```

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>; 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 r 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.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 <I
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.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

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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 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 <Ph 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 <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.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 Owyee
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.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
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.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 – 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 | 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,

Rony Das

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 <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>, Dsi Print Process <printprocess.infoimage@dsinnovators.com>

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 | s<mailto:stephen.yee@infoimageinc.com>tephen.yee@infoimageinc.com

[Description: infoImage_286New.jpg]<http://www.infoimageinc.com/>
Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 | www.InfoImageInc.com<http://www.infoimageinc.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:
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<mailto: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<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>>
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:printprocess.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 <William.Kong@infoimageinc.com<mailto:William.Kong@infoimageinc.com>>; Dsi Print Process <printprocess.infoimage@dsinnovators.com<mailto:printprocess.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@01D6807A.FEB04A60]

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
Rony

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<mailto: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 <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:Phoebe.George@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

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 <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:Phoebe.George@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>

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025<http://www.infoimageinc.com/>
F. 650.473.6300 | www.InfoImageInc.com<http://www.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 Guides<http://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,<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.<http://www.infoimageinc.com/>
[cid:image002.png@01D6807A.FEB04A60]<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@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.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/>
Thanks<http://www.infoimageinc.com/>
Rony<http://www.infoimageinc.com/>
On Sat, 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/>
Peter<http://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 Guides<http://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/>

Thanks<http://www.infoimageinc.com/>
David<http://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 Guides<http://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 Yee<http://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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F. 650.473.6300 | 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: 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<http://www.infoimageinc.com/>
Thanks Ceasar. David reminded me :)<http://www.infoimageinc.com/>
Stephen Yee<http://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/>
<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 Guides<http://www.infoimageinc.com/>
From this email thread, per David.<http://www.infoimageinc.com/>
<http://www.infoimageinc.com/>
Password: abcdef<http://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 Guides<http://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 Yee<http://www.infoimageinc.com/>
Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com<http://www.infoimageinc.com/>
<http://www.infoimageinc.com/>
Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025<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 Guides<http://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 Guides<http://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.com/>
<http://www.infoimageinc.com/>
Password: abcdef<http://www.infoimageinc.com/>
<http://www.infoimageinc.com/>
Thanks<http://www.infoimageinc.com/>
David<http://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 Guides<http://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 Yee<http://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/>

<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 Guides<http://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 Guides<http://www.infoimageinc.com/>
Sorry about that Wanda. I misunderstood David's request.<http://www.infoimageinc.com/>

Stephen Yee<http://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: David Trang
Sent: Thursday, July 30, 2020 9:41 AM
To: Wanda Malone; Stephen Yee; Phoebe George
Subject: RE: Commercial CD User Guides<http://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
David<http://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 Guides<http://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/>
<http://www.infoimageinc.com/>
Thanks!<http://www.infoimageinc.com/>
<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 Guides<http://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
David<http://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 Guides<http://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>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>
Subject: RE: Commercial CD User Guides<http://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 Yee<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: 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<http://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: 4.82<http://www.infoimageinc.com/>
L: 5.01<http://www.infoimageinc.com/>
<http://www.infoimageinc.com/>
Thanks
David<http://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 Guides<http://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 Guides<http://www.infoimageinc.com/>
+DAVID T - Can you please provide the dimensions in inches? <http://www.infoimageinc.com/>
<http://www.infoimageinc.com/>
Stephen Yee<http://www.infoimageinc.com/>
Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com<http://www.infoimageinc.com/>
<http://www.infoimageinc.com/>
Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025<http://www.infoimageinc.com/>
F. 650.473.6300 | 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 Guides<http://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
Cc: Enrique Perez
Subject: RE: Commercial CD User Guides<http://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 = 1504<http://www.infoimageinc.com/>
<http://www.infoimageinc.com/>
Stephen Yee<http://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/>
<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 Guides<http://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/>
<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
Cc: Enrique Perez
Subject: RE: Commercial CD User Guides<http://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 Yee<http://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/>
<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

image001.png
66K

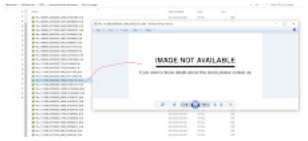

image002.png
296K

image003.png
55K

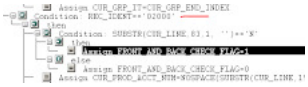

image004.png
11K

Stephen Yee <Stephen.Yee@infoimageinc.com>
To: Rogelio De Vera <Rogelio.DeVera@infoimageinc.com>, David Trang <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@infoimagein
<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: infoImage_286New.jpg
Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 | www.InfoImageInc.com

cid: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: infoImage_286New.jpg
Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 | www.InfoImageInc.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 <printprocess.i
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 <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@i
> > <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@i
<DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>; Dsi Print Process <printprocess.infoimage@dsinnovators.com>; 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@i
<DP@infoimageinc.com>; 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:

```
Use of uninitialized value $RTN_EMAIL in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 457, <MASTER> li
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
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> l
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
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.
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 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.Geor
<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.Geor
<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.InfoImageInc.com

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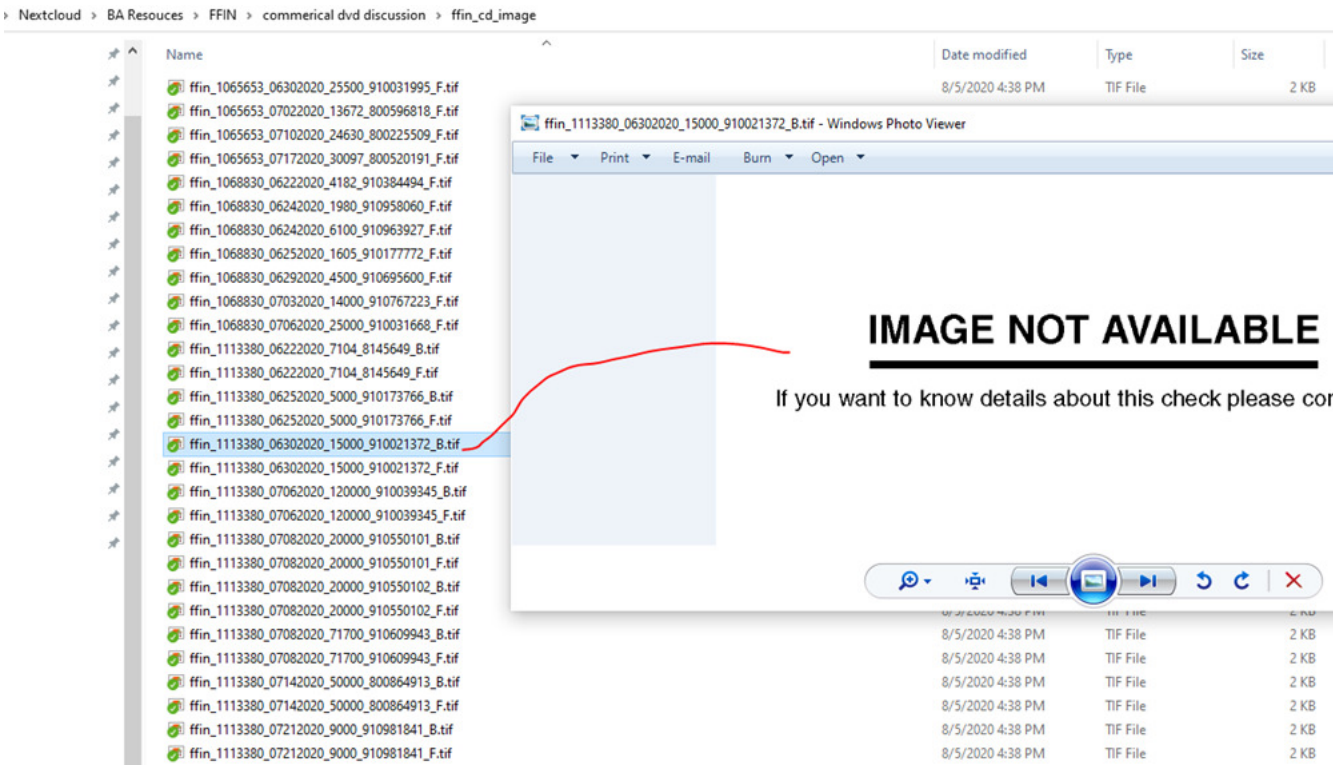
From: Rony Das [rony.das@dsinnovators.com]
Sent: Tuesday, August 18, 2020 12:49 AM
To: Peter Dang

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 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,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,9743
10368 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
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 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
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 disp

```
    Assign CUR_GRP_IT=CUR_GRP_END_INDEX
Condition: REC_IDENT=='02000'
  then
    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,1
```

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.G
<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.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

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.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

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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.Ge
<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.Geor
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.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.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@
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@infoimag
<Phoebe.George@infoimageinc.com>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.c
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@info
<Phoebe.George@infoimageinc.com>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.c
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.InfoImageInc.com

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

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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

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.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
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.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

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

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Regards,

Rony Das

--

Regards,

Rony Das

--

Regards,

Rony Das

--

Regards,

Rony Das

--

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfoImageInc.com

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

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@infoimagei
<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.com>; Phoebe George <Phoebe.G
<DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>; Dsi Print Process <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> 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 <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>
> > **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@infoi
<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@infoi
<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:

```
542  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 $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 1.
547  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
549  Use of uninitialized value $errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 685, <TIFF> l
550  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
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.
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 <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 <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.InfoImageInc.com
>
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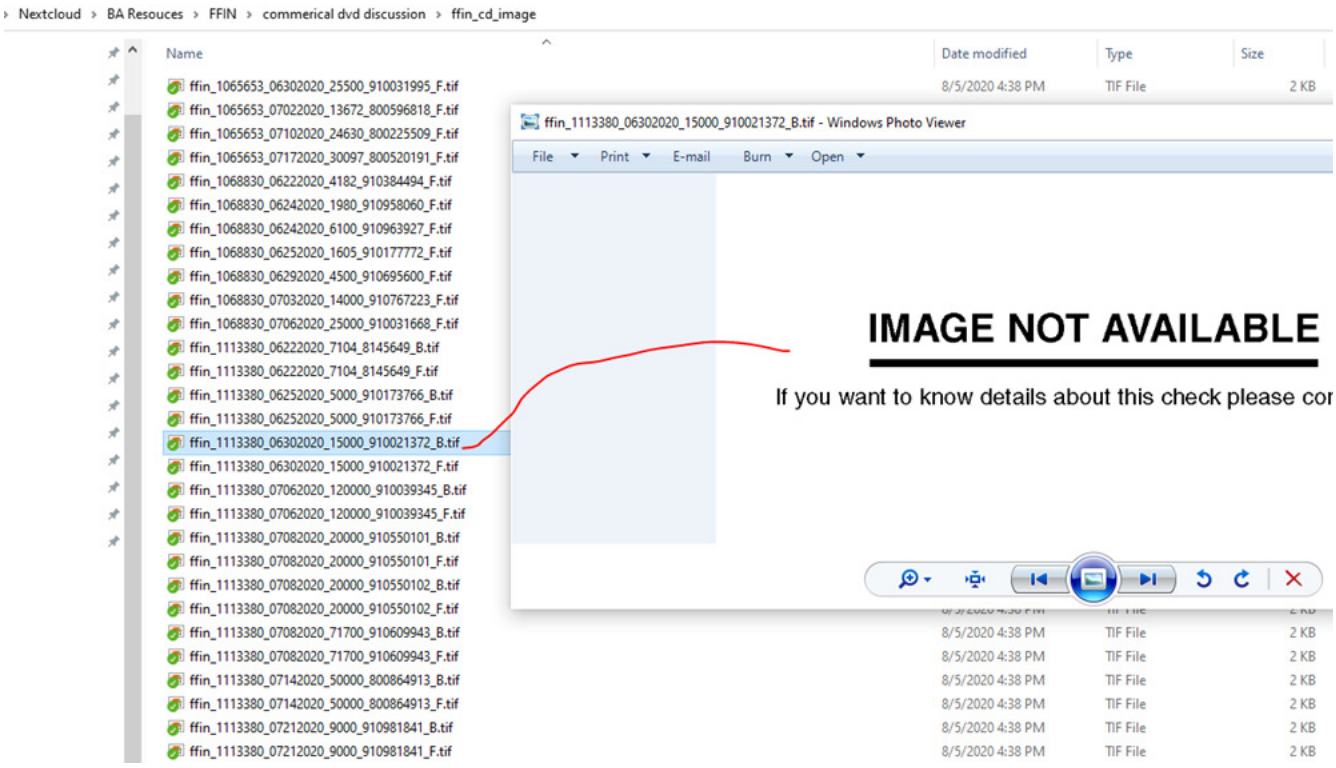
>
> ---
>
> **From:** Rony Das [rony.das@dsinnovators.com]
> **Sent:** Tuesday, August 18, 2020 12:49 AM
> **To:** Peter Dang
> **Cc:** David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
> **Subject:** Re: Commercial CD User Guides
>
> Hi, any feedback for last email?
>
> On Mon, 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 wh

```
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
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
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 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
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
      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,1
```

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>; 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 r 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.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

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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 <I
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

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 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 <Ph 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 <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

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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 Owye
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.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 – 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 | 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

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Regards,
Rony Das

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Regards,
Rony Das

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Regards,
Rony Das

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Regards,
Rony Das

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Regards,
Rony Das

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Regards,
Rony Das

Stephen Yee <Stephen.Yee@infoimageinc.com>
To: David Trang <David.Trang@infoimageinc.com>, Rogelio De Vera <Rogelio.DeVera@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
<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
Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

Description: infoImage_286New.jpg
Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 | www.InfoImageInc.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.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 <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

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,
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 <printprocess.i
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 <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@i
<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@i
<DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>; Dsi Print Process <printprocess.infoimage@dsinnovators.com>; 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@i
<DP@infoimageinc.com>; 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:

```
Use of uninitialized value $RTN_EMAIL in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 457, <MASTER> li
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
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> l
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
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.
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 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.Geor
> > > <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.Geor
<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.InfoImageInc.com

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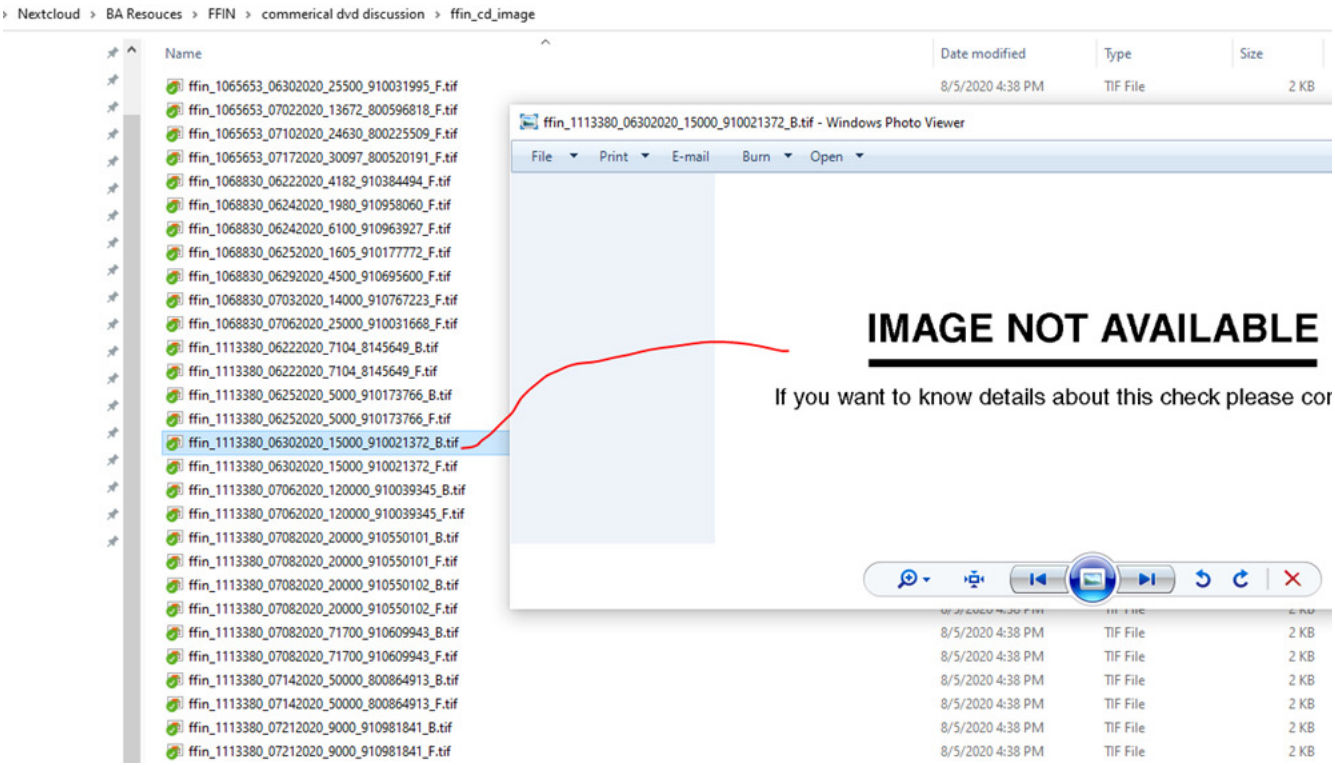
From: Rony Das [rony.das@dsinnovators.com]
Sent: Tuesday, August 18, 2020 12:49 AM
To: Peter Dang
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
Subject: Re: Commercial CD User Guides

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 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,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,9743
10368 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
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 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
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 disp

```
    Assign CUR_GRP_IT=CUR_GRP_END_INDEX
  Condition: REC_IDENT=='02000'
    then
      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,1
```

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.G
<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.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

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.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

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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.Geo
<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.Geor
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

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@
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@infoimag
<Phoebe.George@infoimageinc.com>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.c
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@info
<Phoebe.George@infoimageinc.com>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.c
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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this communication in error, please notify us by replying to this message or by contacti

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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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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.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 scre

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,

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.DeVera@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
<printprocess.infoimage@dsinnovators.com>

DP: Please advise if you are able to see the check images. I need to confirm before we send to the client.

Thanks,

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

Description: infoImage_286New.jpg
Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 | www.InfoImageInc.com

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

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

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From: Stephen Yee
Sent: Wednesday, September 02, 2020 3:07 PM
To: David Trang; 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

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

Description: infoImage_286New.jpg
Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 | www.InfoImageInc.com

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

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

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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.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 <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.InfoImageInc.com

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

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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

F. 650.473.6300 | www.InfoImageInc.com

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

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 <printprocess.i
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 <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@i

<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@i
<DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>; Dsi Print Process <printprocess.infoimage@dsinnovators.com>; 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@i
<DP@infoimageinc.com>; 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:

```
Use of uninitialized value $RTN_EMAIL in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 457, <MASTER> li
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
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> l
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
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.
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 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.Geor
<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.Geor
<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.InfoImageInc.com

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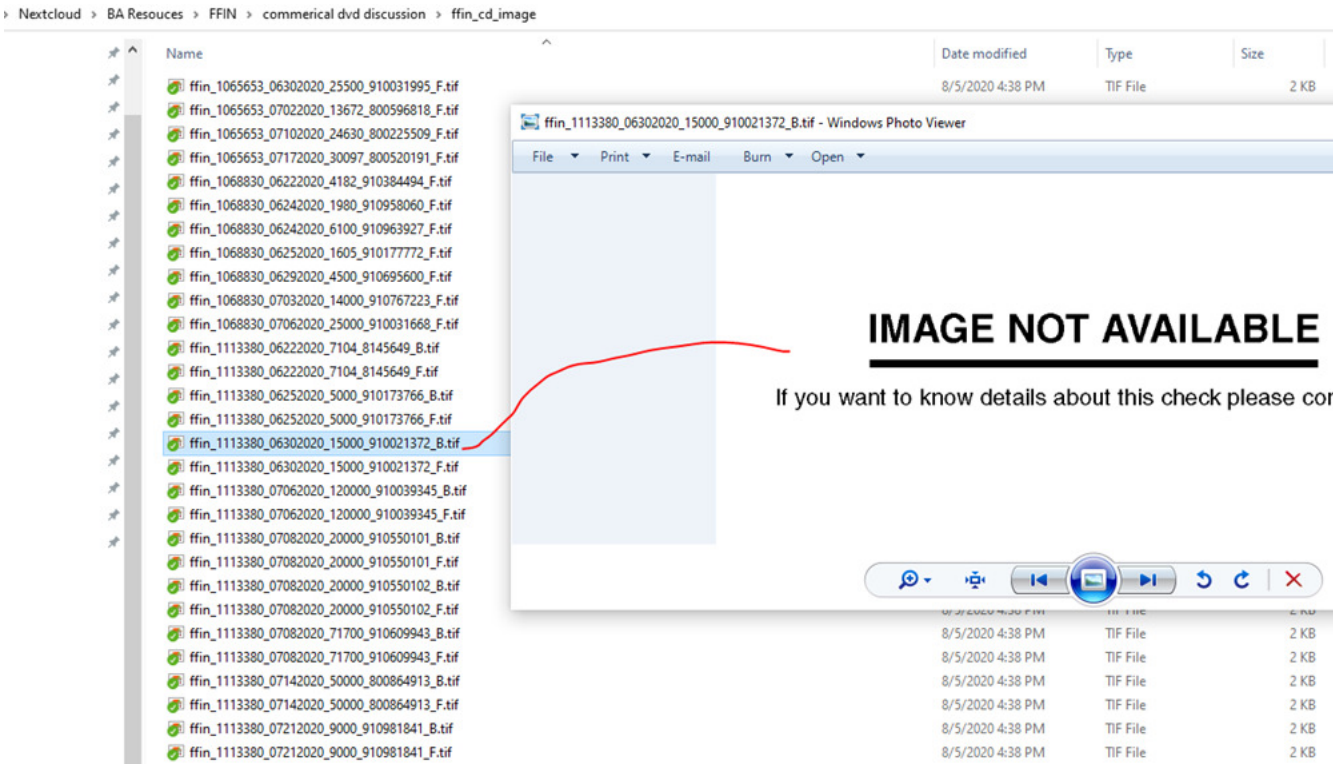
From: Rony Das [rony.das@dsinnovators.com]
Sent: Tuesday, August 18, 2020 12:49 AM
To: Peter Dang
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
Subject: Re: Commercial CD User Guides

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 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,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,9743
10368 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
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 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
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 disp

```
    Assign CUR_GRP_IT=CUR_GRP_END_INDEX
Condition: REC_IDENT=='02000'
 then
  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,1
```

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.G
<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.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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.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.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.Geo
<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.Geor
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@
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 pı

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@infoimag
<Phoebe.George@infoimageinc.com>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.c
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@info
<Phoebe.George@infoimageinc.com>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.c
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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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
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.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

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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

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Regards,
Rony Das

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Regards,
Rony Das

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Regards,
Rony Das

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Regards,
Rony Das

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Regards,
Rony Das

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Regards,
Rony Das