Rony Das <rony.das@dsinnovators.com>

RE: Commercial CD User Guides THIRD REQUEST

9 messages

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 ASAP! We need to send the CD today if you can confirm the check images are present.

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: Friday, September 04, 2020 10:43 AM
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

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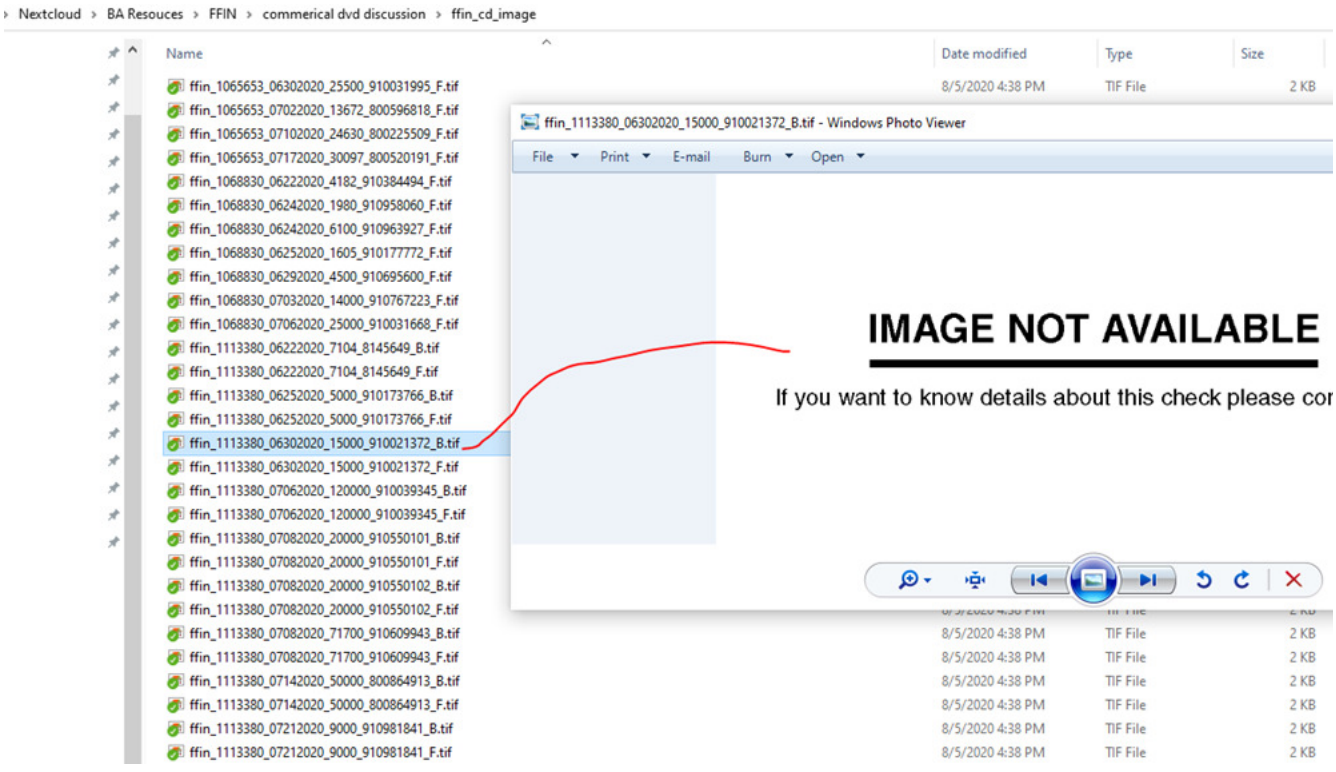
From: Rony Das [rony.das@dsinnovators.com]
Sent: Tuesday, August 18, 2020 12:49 AM
To: Peter Dang
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
Subject: Re: Commercial CD User Guides

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.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

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@
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

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@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

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

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

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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

Jason Ramos <Jason.Ramos@infoimageinc.com>
To: Stephen Yee <Stephen.Yee@infoimageinc.com>, David Trang <David.Trang@infoimageinc.com>, Rogelio De Vera <Rogelio.DeVera@infoimageinc.com>, Rony Das <rony.das@dsinnovat
<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@infoimagein
<printprocess.infoimage@dsinnovators.com>, PC <PC@infoimageinc.com>

Hi,

I have recovered and reburned what was processed on the CD Director drive on 9/1 @6:54PM.

The CD is for:

AP&S

Sequence #001

Unfortunately I am unable to validation the check images. I do not have a password to view the CD. Please advise.

Also, we do not have a shipping receipt. Can you please provide PC the shipping instructions. I have included them on the email.

Thanks!

Jason

From: Stephen Yee <Stephen.Yee@infoimageinc.com>
Sent: Tuesday, September 8, 2020 9:13 AM
To: David Trang <David.Trang@infoimageinc.com>; Rogelio De Vera <Rogelio.DeVera@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 THIRD REQUEST
Importance: High

DP: Please advise ASAP! We need to send the CD today if you can confirm the check images are present.

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: Friday, September 04, 2020 10:43 AM
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

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

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: 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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfoImageInc.com

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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 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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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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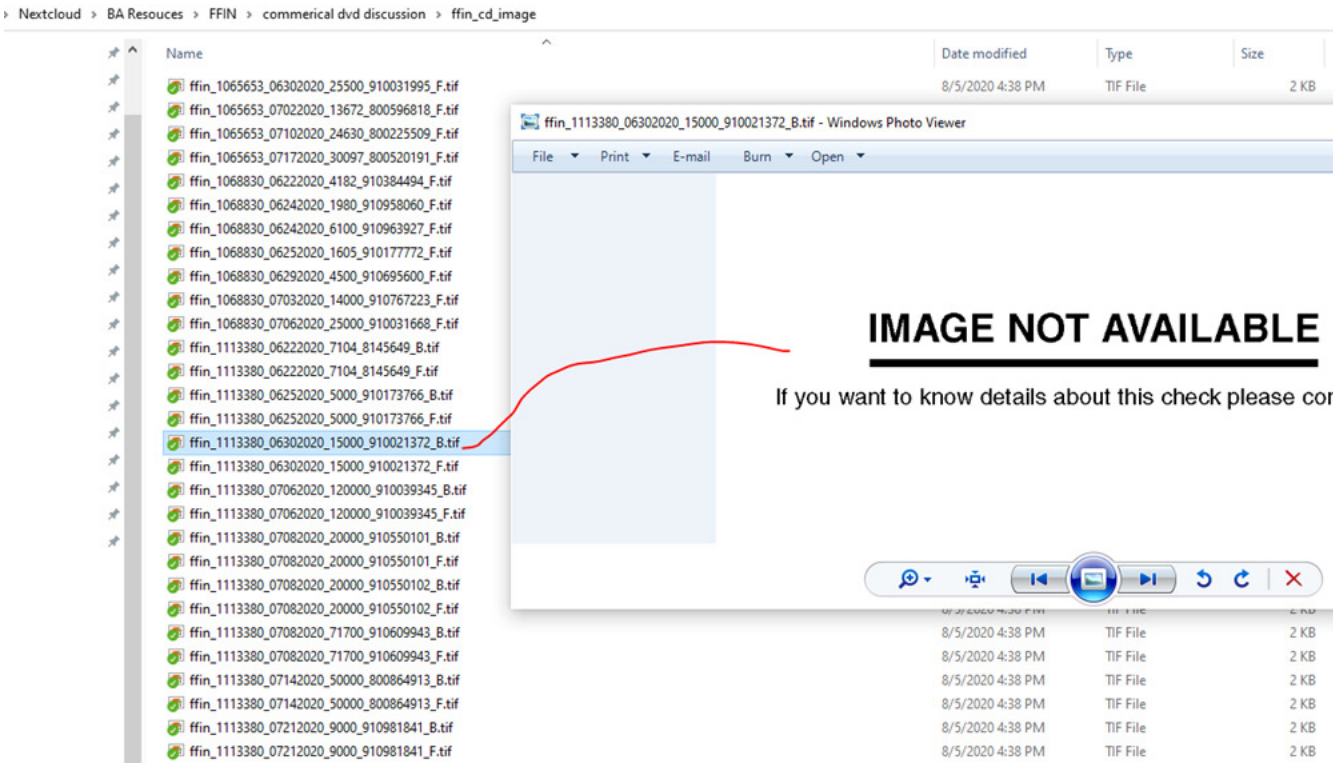
>
> ---
>
> **From:** Rony Das [rony.das@dsinnovators.com]
> **Sent:** Tuesday, August 18, 2020 12:49 AM
> **To:** Peter Dang
> **Cc:** David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
> **Subject:** Re: Commercial CD User Guides
>
> Hi, any feedback for last email?
>
> On Mon, 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 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

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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

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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: Jason Ramos <Jason.Ramos@infoimageinc.com>, David Trang <David.Trang@infoimageinc.com>, Rogelio De Vera <Rogelio.DeVera@infoimageinc.com>, Rony Das <rony.das@dsinnov
<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>, PC <PC@infoimageinc.com>

JASON: Please try Password: abcdef

PC: Once Jason confirms, please overnight to FFIN at the address below. Please send tracking info.

First Financial Bank

Attn. April Murphy

1401 S. 3rd Street

Terre Haute, IN 47802

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: Jason Ramos
Sent: Tuesday, September 08, 2020 11:02 AM
To: Stephen Yee; David Trang; Rogelio De Vera; Rony Das; Peter Dang
Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; PC
Subject: RE: Commercial CD User Guides THIRD REQUEST

Hi,

I have recovered and reburned what was processed on the CD Director drive on 9/1 @6:54PM.

The CD is for:

AP&S

Sequence #001

Unfortunately I am unable to validation the check images. I do not have a password to view the CD. Please advise.

Also, we do not have a shipping receipt. Can you please provide PC the shipping instructions. I have included them on the email.

Thanks!

Jason

From: Stephen Yee <Stephen.Yee@infoimageinc.com>
Sent: Tuesday, September 8, 2020 9:13 AM
To: David Trang <David.Trang@infoimageinc.com>; Rogelio De Vera <Rogelio.DeVera@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>; Willi <William.Kong@infoimageinc.com>; Dsi Print Process <printprocess.infoimage@dsinnovators.com>
Subject: RE: Commercial CD User Guides THIRD REQUEST
Importance: High

DP: Please advise ASAP! We need to send the CD today if you can confirm the check images are present.

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: Friday, September 04, 2020 10:43 AM
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

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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

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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

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
```

```
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 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.Georg
> > <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.Georg
> > <DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>
> > **Subject:** RE: Commercial CD User Guides SECOND REQUEST
> >
> > PETER: Please advise.
> >
> > Stephen Yee
> >
> > Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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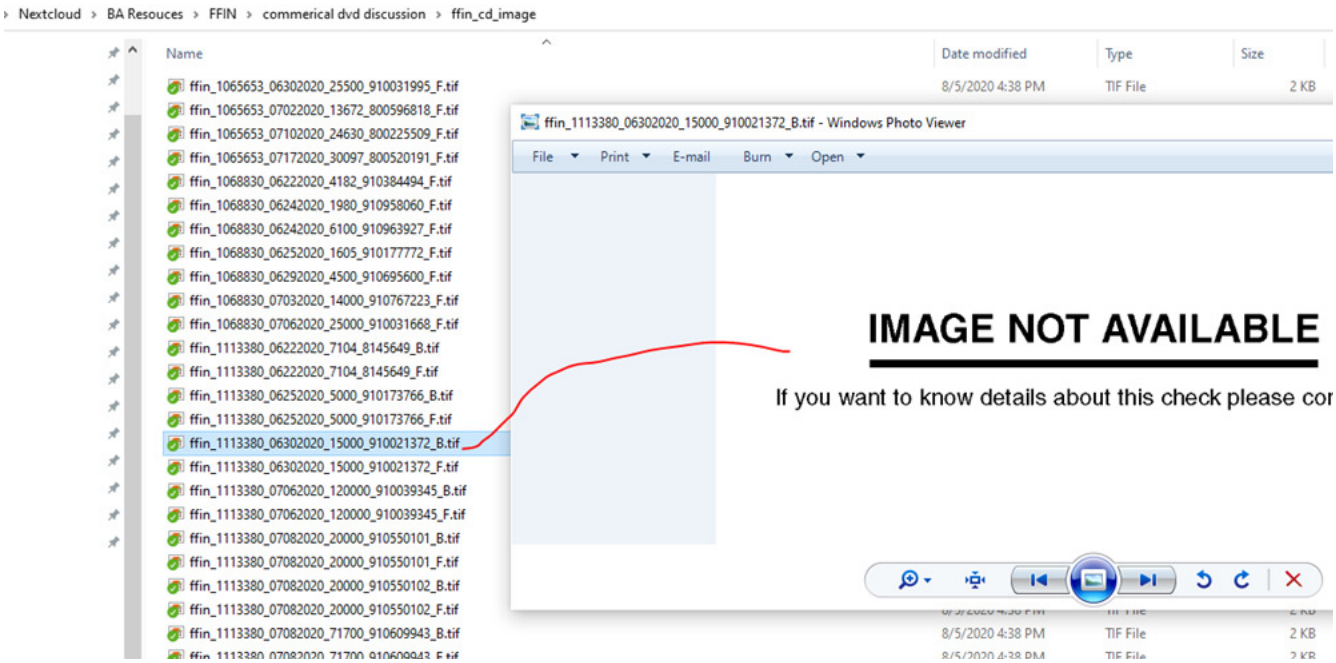
From: Rony Das [rony.das@dsinnovators.com]
Sent: Tuesday, August 18, 2020 12:49 AM
To: Peter Dang
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

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

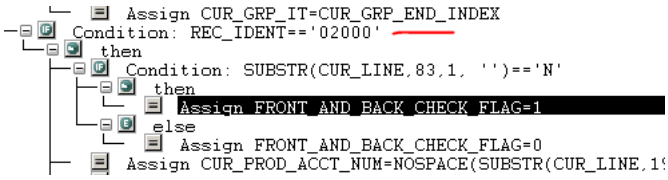
> Hi Peter,
>
> For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf_afp/ffiin/ffinms2/tiff fol actually the 999999.tiff file.



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



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

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From: Stephen Yee
Sent: Wednesday, August 05, 2020 12:27 PM
To: Ceasar Guerrero; David Trang; Wanda Malone; Phoebe George; DP
Subject: RE: Commercial CD User Guides

Thanks Ceasar. David reminded me :)

Stephen Yee

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

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From: Ceasar Guerrero
Sent: Wednesday, August 05, 2020 12:27 PM
To: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP
Subject: RE: Commercial CD User Guides

From this email thread, per David.

Password: abcdef

Thanks,

Cesar

From: Stephen Yee <Stephen.Yee@infoimageinc.com>
Sent: Wednesday, August 5, 2020 12:16 PM
To: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Wanda Malone <Wanda.Ma George <Phoebe.George@infoimageinc.com>; DP <DP@infoimageinc.com>
Subject: RE: Commercial CD User Guides

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

Stephen Yee

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

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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 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

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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

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

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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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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 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

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

Stephen Yee <Stephen.Yee@infoimageinc.com>
To: Jason Ramos <Jason.Ramos@infoimageinc.com>, David Trang <David.Trang@infoimageinc.com>, Rogelio De Vera <Rogelio.DeVera@infoimageinc.com>, Rony Das <rony.das@dsinnov
<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>, PC <PC@infoimageinc.com>

DAVID: Please advise on the PW for the CD ASAP

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 08, 2020 11:06 AM
To: Jason Ramos; David Trang; Rogelio De Vera; Rony Das; Peter Dang
Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; PC
Subject: RE: Commercial CD User Guides THIRD REQUEST

JASON: Please try Password: abcdef

PC: Once Jason confirms, please overnight to FFIN at the address below. Please send tracking info.

First Financial Bank

Attn. April Murphy

1401 S. 3rd Street

Terre Haute, IN 47802

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: Jason Ramos
Sent: Tuesday, September 08, 2020 11:02 AM
To: Stephen Yee; David Trang; Rogelio De Vera; Rony Das; Peter Dang
Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; PC
Subject: RE: Commercial CD User Guides THIRD REQUEST

Hi,

I have recovered and reburned what was processed on the CD Director drive on 9/1 @6:54PM.

The CD is for:

AP&S

Sequence #001

Unfortunately I am unable to validation the check images. I do not have a password to view the CD. Please advise.

Also, we do not have a shipping receipt. Can you please provide PC the shipping instructions. I have included them on the email.

Thanks!

Jason

From: Stephen Yee <Stephen.Yee@infoimageinc.com>
Sent: Tuesday, September 8, 2020 9:13 AM
To: David Trang <David.Trang@infoimageinc.com>; Rogelio De Vera <Rogelio.DeVera@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 THIRD REQUEST
Importance: High

DP: Please advise ASAP! We need to send the CD today if you can confirm the check images are present.

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: Friday, September 04, 2020 10:43 AM
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

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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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

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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
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

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: 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:

```
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 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

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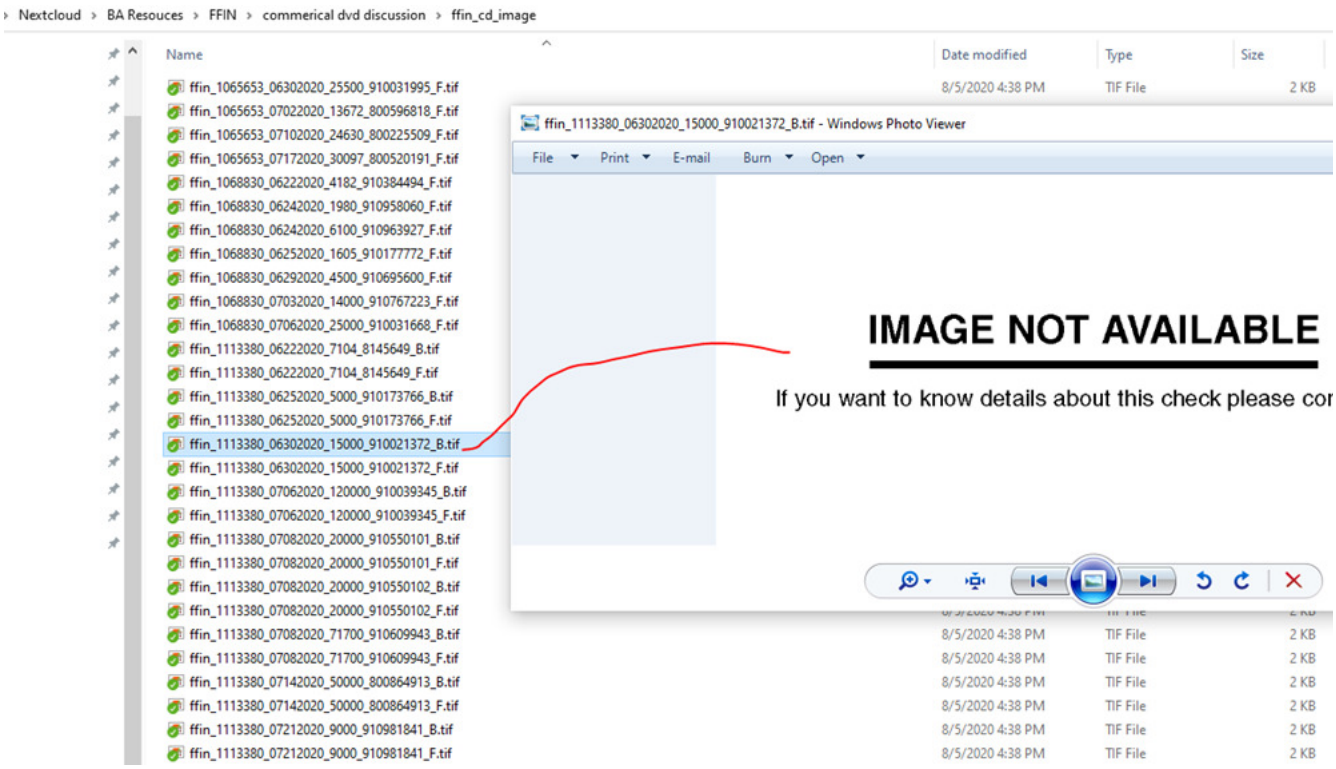
From: Rony Das [rony.das@dsinnovators.com]
Sent: Tuesday, August 18, 2020 12:49 AM
To: Peter Dang
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
Subject: Re: Commercial CD User Guides

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

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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@
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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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 scree

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

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

NEW contact info for FFIN (item #2):

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

Thanks!

Phoebe

Phoebe George | Director of Implementation Services

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

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

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

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From: David Owyeong <David.Owyeong@infoimageinc.com>
Sent: Wednesday, June 03, 2020 3:22 PM
To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>
Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Gabriel Lim <Gabriel.Lim@infoimageinc.com>
Subject: RE: Commercial CD User Guides

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

Adding Gabriel.

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

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

Thanks!

Phoebe George | Director of Implementation Services

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

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

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

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From: David Owyeong <David.Owyeong@infoimageinc.com>
Sent: Wednesday, June 03, 2020 11:06 AM
To: Phoebe George <Phoebe.George@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>
Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>
Subject: RE: Commercial CD User Guides

Hi Phoebe,

If you're talking about this. Yes.

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

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

Thanks,

Phoebe

Phoebe George | Director of Implementation Services

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

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

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

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--

Regards,

Rony Das

--

Regards,

Rony Das

--

Regards,

Rony Das

--

Regards,

Rony Das

--

Regards,

Rony Das

--

Regards,

Rony Das

--

Regards,

Rony Das

Stephen Yee <Stephen.Yee@infoimageinc.com>
To: Jason Ramos <Jason.Ramos@infoimageinc.com>, David Trang <David.Trang@infoimageinc.com>, Rogelio De Vera <Rogelio.DeVera@infoimageinc.com>, Rony Das <rony.das@dsinnov
<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@infoimagein
<printprocess.infoimage@dsinnovators.com>, PC <PC@infoimageinc.com>

DAVID: DP tried the PW "abcdef" and it was invalid.

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 08, 2020 11:09 AM

To: Jason Ramos; David Trang; Rogelio De Vera; Rony Das; Peter Dang
Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; PC
Subject: RE: Commercial CD User Guides THIRD REQUEST

DAVID: Please advise on the PW for the CD ASAP

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 08, 2020 11:06 AM
To: Jason Ramos; David Trang; Rogelio De Vera; Rony Das; Peter Dang
Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; PC
Subject: RE: Commercial CD User Guides THIRD REQUEST

JASON: Please try Password: abcdef

PC: Once Jason confirms, please overnight to FFIN at the address below. Please send tracking info.

First Financial Bank

Attn. April Murphy

1401 S. 3rd Street

Terre Haute, IN 47802

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: Jason Ramos
Sent: Tuesday, September 08, 2020 11:02 AM
To: Stephen Yee; David Trang; Rogelio De Vera; Rony Das; Peter Dang
Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; PC
Subject: RE: Commercial CD User Guides THIRD REQUEST

Hi,

I have recovered and reburned what was processed on the CD Director drive on 9/1 @6:54PM.

The CD is for:

AP&S

Sequence #001

Unfortunately I am unable to validation the check images. I do not have a password to view the CD. Please advise.

Also, we do not have a shipping receipt. Can you please provide PC the shipping instructions. I have included them on the email.

Thanks!

Jason

From: Stephen Yee <Stephen.Yee@infoimageinc.com>
Sent: Tuesday, September 8, 2020 9:13 AM
To: David Trang <David.Trang@infoimageinc.com>; Rogelio De Vera <Rogelio.DeVera@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 THIRD REQUEST
Importance: High

DP: Please advise ASAP! We need to send the CD today if you can confirm the check images are present.

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: Friday, September 04, 2020 10:43 AM
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

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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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 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:

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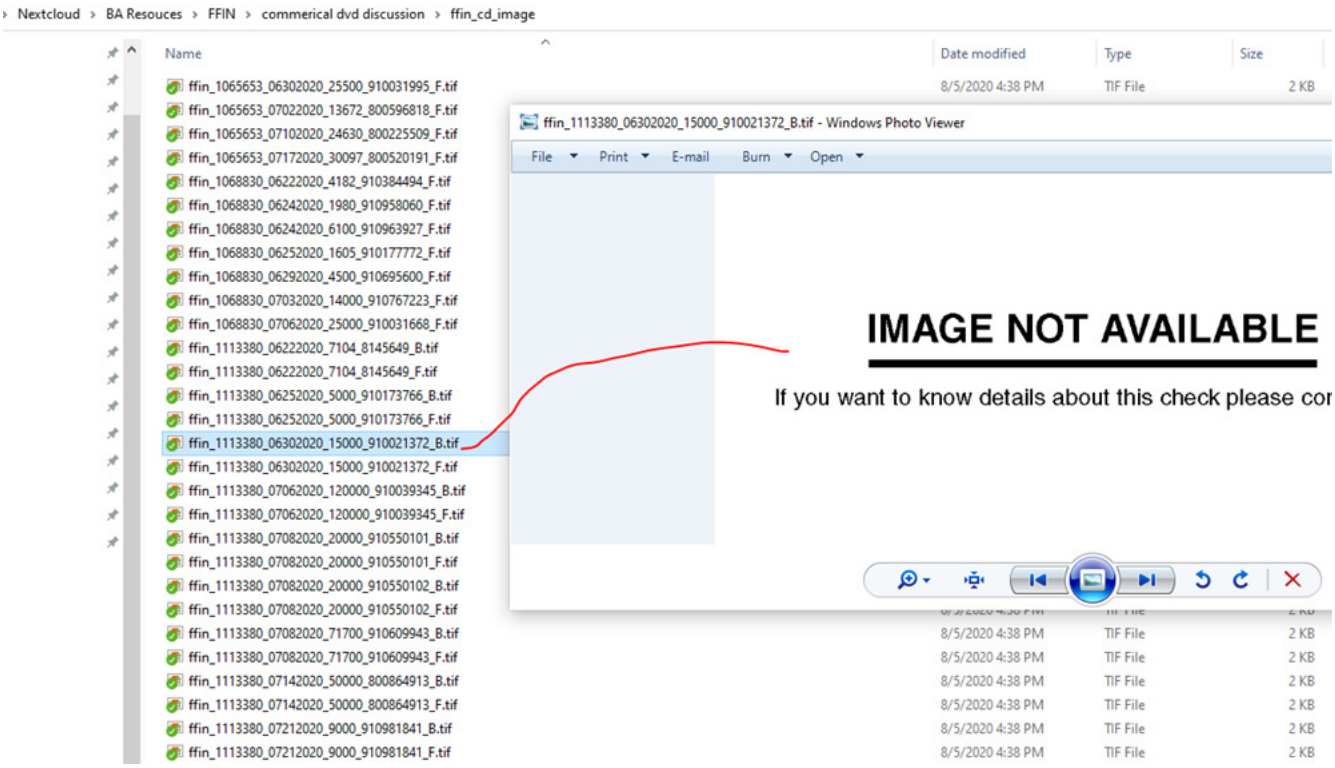
From: Rony Das [rony.das@dsinnovators.com]
Sent: Tuesday, August 18, 2020 12:49 AM
To: Peter Dang
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
Subject: Re: Commercial CD User Guides

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

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From: Stephen Yee
Sent: Wednesday, August 05, 2020 12:27 PM
To: Ceasar Guerrero; David Trang; Wanda Malone; Phoebe George; DP
Subject: RE: Commercial CD User Guides

Thanks Ceasar. David reminded me :)

Stephen Yee

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

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From: Ceasar Guerrero
Sent: Wednesday, August 05, 2020 12:27 PM
To: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP
Subject: RE: Commercial CD User Guides

From this email thread, per David.

Password: abcdef

Thanks,

Cesar

From: Stephen Yee <Stephen.Yee@infoimageinc.com>
Sent: Wednesday, August 5, 2020 12:16 PM
To: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Wanda Malone <Wanda.Ma
George <Phoebe.George@infoimageinc.com>; DP <DP@infoimageinc.com>
Subject: RE: Commercial CD User Guides

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

Stephen Yee

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

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

From: Ceasar Guerrero
Sent: Thursday, July 30, 2020 3:33 PM
To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP
Subject: RE: Commercial CD User Guides

David,

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

Thanks,

Cesar

From: David Trang <David.Trang@infoimageinc.com>
Sent: Thursday, July 30, 2020 3:10 PM
To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Phoebe George <Phoebe.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

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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

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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

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

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 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

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Regards,

Rony Das

--

Regards,

Rony Das

--

Regards,

Rony Das

--

Regards,

Rony Das

--

Regards,

Rony Das

Stephen Yee <Stephen.Yee@infoimageinc.com>
To: Jason Ramos <Jason.Ramos@infoimageinc.com>, David Trang <David.Trang@infoimageinc.com>, Rogelio De Vera <Rogelio.DeVera@infoimageinc.com>, Rony Das <rony.das@dsinnov
<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>, PC <PC@infoimageinc.com>

DAVID: Please disregard. DP was able to open.

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: Tuesday, September 08, 2020 11:12 AM
To: Jason Ramos; David Trang; Rogelio De Vera; Rony Das; Peter Dang
Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; PC
Subject: RE: Commercial CD User Guides THIRD REQUEST

DAVID: DP tried the PW "abcdef" and it was invalid.

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

Description: infoImage_286New.jpg
Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025
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cid:image002.jpg@01CDE9B7.5C60B0E0Please consider the environment before printing this email.

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From: Stephen Yee
Sent: Tuesday, September 08, 2020 11:09 AM
To: Jason Ramos; David Trang; Rogelio De Vera; Rony Das; Peter Dang
Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; PC
Subject: RE: Commercial CD User Guides THIRD REQUEST

DAVID: Please advise on the PW for the CD ASAP

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

Description: infoImage_286New.jpg
Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025
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cid:image002.jpg@01CDE9B7.5C60B0E0Please consider the environment before printing this email.

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From: Stephen Yee
Sent: Tuesday, September 08, 2020 11:06 AM
To: Jason Ramos; David Trang; Rogelio De Vera; Rony Das; Peter Dang
Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; PC
Subject: RE: Commercial CD User Guides THIRD REQUEST

JASON: Please try Password: abcdef

PC: Once Jason confirms, please overnight to FFIN at the address below. Please send tracking info.

First Financial Bank

Attn. April Murphy

1401 S. 3rd Street

Terre Haute, IN 47802

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: Jason Ramos
Sent: Tuesday, September 08, 2020 11:02 AM
To: Stephen Yee; David Trang; Rogelio De Vera; Rony Das; Peter Dang
Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; PC
Subject: RE: Commercial CD User Guides THIRD REQUEST

Hi,

I have recovered and reburned what was processed on the CD Director drive on 9/1 @6:54PM.

The CD is for:

AP&S

Sequence #001

Unfortunately I am unable to validation the check images. I do not have a password to view the CD. Please advise.

Also, we do not have a shipping receipt. Can you please provide PC the shipping instructions. I have included them on the email.

Thanks!

Jason

From: Stephen Yee <Stephen.Yee@infoimageinc.com>
Sent: Tuesday, September 8, 2020 9:13 AM
To: David Trang <David.Trang@infoimageinc.com>; Rogelio De Vera <Rogelio.DeVera@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 THIRD REQUEST
Importance: High

DP: Please advise ASAP! We need to send the CD today if you can confirm the check images are present.

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: Friday, September 04, 2020 10:43 AM
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

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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

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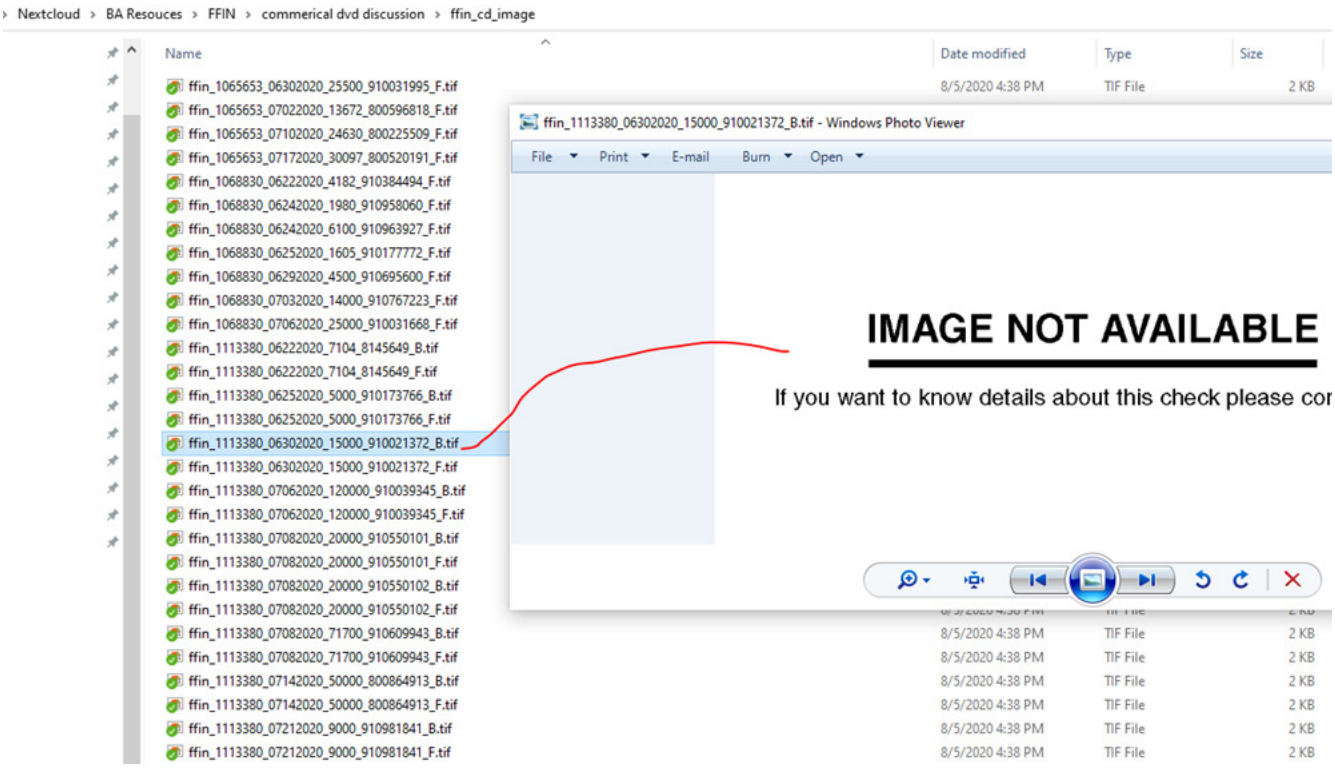
From: Rony Das [rony.das@dsinnovators.com]
Sent: Tuesday, August 18, 2020 12:49 AM
To: Peter Dang
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
Subject: Re: Commercial CD User Guides

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

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

From: Ceasar Guerrero
Sent: Thursday, July 30, 2020 3:33 PM
To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP
Subject: RE: Commercial CD User Guides

David,

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

Thanks,

Cesar

From: David Trang <David.Trang@infoimageinc.com>
Sent: Thursday, July 30, 2020 3:10 PM
To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Phoebe George <Phoebe.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

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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@
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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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

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

--

Regards,

Rony Das

--

Regards,

Rony Das

--

Regards,

Rony Das

--

Regards,

Rony Das

--

Regards,

Rony Das

2 attachments

image003.png
55K

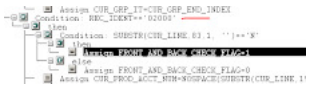

image004.png
11K

Jason Ramos <Jason.Ramos@infoimageinc.com>
To: Stephen Yee <Stephen.Yee@infoimageinc.com>, David Trang <David.Trang@infoimageinc.com>, Rogelio De Vera <Rogelio.DeVera@infoimageinc.com>, Rony Das <rony.das@dsinnovat
<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>, PC <PC@infoimageinc.com>

Check images are present the CD. Turning over to PC.

Thank!

Jason

From: Stephen Yee <Stephen.Yee@infoimageinc.com>
Sent: Tuesday, September 8, 2020 11:16 AM
To: Jason Ramos <Jason.Ramos@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Rogelio De Vera <Rogelio.DeVera@infoimageinc.com>; Rony Das <rony.das@dsinn
<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@infoimage
<printprocess.infoimage@dsinnovators.com>; PC <PC@infoimageinc.com>
Subject: RE: Commercial CD User Guides THIRD REQUEST

DAVID: Please disregard. DP was able to open.

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 08, 2020 11:12 AM
To: Jason Ramos; David Trang; Rogelio De Vera; Rony Das; Peter Dang
Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; PC
Subject: RE: Commercial CD User Guides THIRD REQUEST

DAVID: DP tried the PW "abcdef" and it was invalid.

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: Stephen Yee
Sent: Tuesday, September 08, 2020 11:09 AM
To: Jason Ramos; David Trang; Rogelio De Vera; Rony Das; Peter Dang
Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; PC
Subject: RE: Commercial CD User Guides THIRD REQUEST

DAVID: Please advise on the PW for the CD ASAP

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: Stephen Yee
Sent: Tuesday, September 08, 2020 11:06 AM
To: Jason Ramos; David Trang; Rogelio De Vera; Rony Das; Peter Dang
Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; PC
Subject: RE: Commercial CD User Guides THIRD REQUEST

JASON: Please try Password: abcdef

PC: Once Jason confirms, please overnight to FFIN at the address below. Please send tracking info.

First Financial Bank

Attn. April Murphy

1401 S. 3rd Street

Terre Haute, IN 47802

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: Jason Ramos
Sent: Tuesday, September 08, 2020 11:02 AM
To: Stephen Yee; David Trang; Rogelio De Vera; Rony Das; Peter Dang
Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; PC
Subject: RE: Commercial CD User Guides THIRD REQUEST

Hi,

I have recovered and reburned what was processed on the CD Director drive on 9/1 @6:54PM.

The CD is for:

AP&S

Sequence #001

Unfortunately I am unable to validation the check images. I do not have a password to view the CD. Please advise.

Also, we do not have a shipping receipt. Can you please provide PC the shipping instructions. I have included them on the email.

Thanks!

Jason

From: Stephen Yee <Stephen.Yee@infoimageinc.com>
Sent: Tuesday, September 8, 2020 9:13 AM
To: David Trang <David.Trang@infoimageinc.com>; Rogelio De Vera <Rogelio.DeVera@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 THIRD REQUEST
Importance: High

DP: Please advise ASAP! We need to send the CD today if you can confirm the check images are present.

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: Friday, September 04, 2020 10:43 AM
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

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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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

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: 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 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

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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@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:

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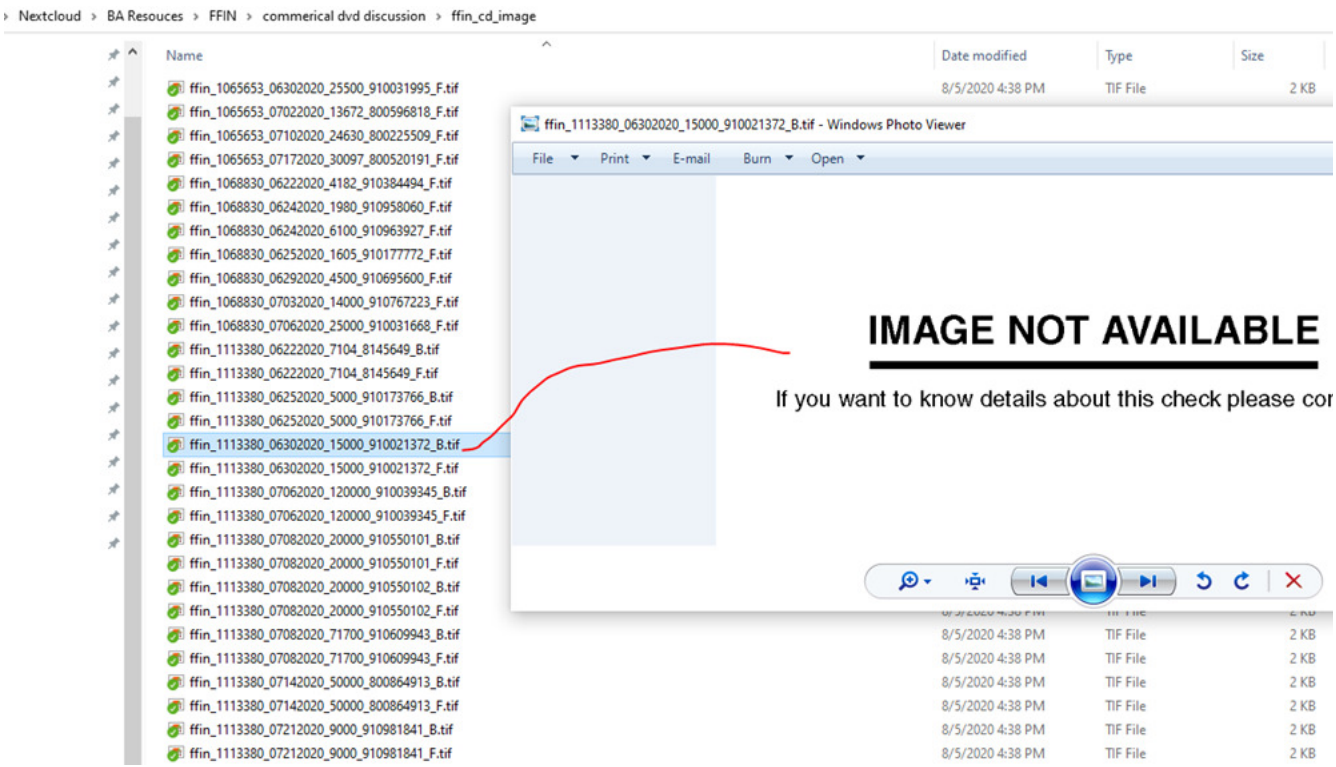
From: Rony Das [rony.das@dsinnovators.com]
Sent: Tuesday, August 18, 2020 12:49 AM
To: Peter Dang
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
Subject: Re: Commercial CD User Guides

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

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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

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

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

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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

3 attachments

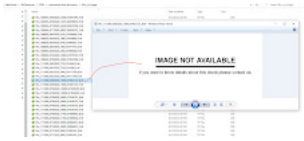
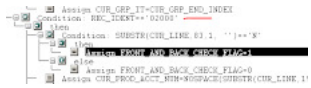


image002.png
296K

image003.png
55K

image004.png
11K



Stephen Yee <Stephen.Yee@infoimageinc.com>
To: Jason Ramos <Jason.Ramos@infoimageinc.com>, David Trang <David.Trang@infoimageinc.com>, Rogelio De Vera <Rogelio.DeVera@infoimageinc.com>, Rony Das <rony.das@dsinnov
<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@infoimagein
<printprocess.infoimage@dsinnovators.com>, PC <PC@infoimageinc.com>

Thank you Jason.

PC: Please provide tracking number when sent.

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**

From: Jason Ramos
Sent: Tuesday, September 08, 2020 11:17 AM
To: Stephen Yee; David Trang; Rogelio De Vera; Rony Das; Peter Dang
Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; PC
Subject: RE: Commercial CD User Guides THIRD REQUEST

Check images are present the CD. Turning over to PC.

Thank!

Jason

From: Stephen Yee <Stephen.Yee@infoimageinc.com>
Sent: Tuesday, September 8, 2020 11:16 AM
To: Jason Ramos <Jason.Ramos@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Rogelio De Vera <Rogelio.DeVera@infoimageinc
<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>; Willi
<William.Kong@infoimageinc.com>; Dsi Print Process <printprocess.infoimage@dsinnovators.com>; PC <PC@infoimageinc.com>
Subject: RE: Commercial CD User Guides THIRD REQUEST

DAVID: Please disregard. DP was able to open.

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 08, 2020 11:12 AM
To: Jason Ramos; David Trang; Rogelio De Vera; Rony Das; Peter Dang
Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; PC
Subject: RE: Commercial CD User Guides THIRD REQUEST

DAVID: DP tried the PW "abcdef" and it was invalid.

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 08, 2020 11:09 AM
To: Jason Ramos; David Trang; Rogelio De Vera; Rony Das; Peter Dang
Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; PC
Subject: RE: Commercial CD User Guides THIRD REQUEST

DAVID: Please advise on the PW for the CD ASAP

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 08, 2020 11:06 AM
To: Jason Ramos; David Trang; Rogelio De Vera; Rony Das; Peter Dang
Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; PC
Subject: RE: Commercial CD User Guides THIRD REQUEST

JASON: Please try Password: abcdef

PC: Once Jason confirms, please overnight to FFIN at the address below. Please send tracking info.

First Financial Bank

Attn. April Murphy

1401 S. 3rd Street

Terre Haute, IN 47802

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: Jason Ramos
Sent: Tuesday, September 08, 2020 11:02 AM
To: Stephen Yee; David Trang; Rogelio De Vera; Rony Das; Peter Dang

Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; PC
Subject: RE: Commercial CD User Guides THIRD REQUEST

Hi,

I have recovered and reburned what was processed on the CD Director drive on 9/1 @6:54PM.

The CD is for:

AP&S

Sequence #001

Unfortunately I am unable to validation the check images. I do not have a password to view the CD. Please advise.

Also, we do not have a shipping receipt. Can you please provide PC the shipping instructions. I have included them on the email.

Thanks!

Jason

From: Stephen Yee <Stephen.Yee@infoimageinc.com>
Sent: Tuesday, September 8, 2020 9:13 AM
To: David Trang <David.Trang@infoimageinc.com>; Rogelio De Vera <Rogelio.DeVera@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 THIRD REQUEST
Importance: High

DP: Please advise ASAP! We need to send the CD today if you can confirm the check images are present.

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: Friday, September 04, 2020 10:43 AM
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

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfoImageInc.com

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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

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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
com>; Dsi Print Process <printprocess.infoimage@dsinnovators.com>
Subject: RE: Commercial CD User Guides SECOND REQUEST

Following up on my inquiry yesterday. Please advise.

Stephen Yee

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

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From: Stephen Yee
Sent: Tuesday, September 01, 2020 5:30 PM
To: Rogelio De Vera; David Trang; Rony Das; Peter Dang
Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process
Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi Rogelio/DP,

Can you please confirm if you can pull up a check image? FFIN reported that the previous sample CD they could not pull up.

Stephen Yee

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

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From: Rogelio De Vera
Sent: Tuesday, September 01, 2020 5:20 PM
To: David Trang; Rony Das; Peter Dang
Cc: Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process
Subject: RE: Commercial CD User Guides SECOND REQUEST

Hello David,

I was able to view the stmt.

Thanks,
Rogelio

From: David Trang <David.Trang@infoimageinc.com>
Sent: Tuesday, September 1, 2020 4:02 PM
To: Rony Das <rony.das@dsinnovators.com>; Peter Dang <Peter.Dang@infoimageinc.com>
Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoin
<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.Georg
<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.Georg
<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

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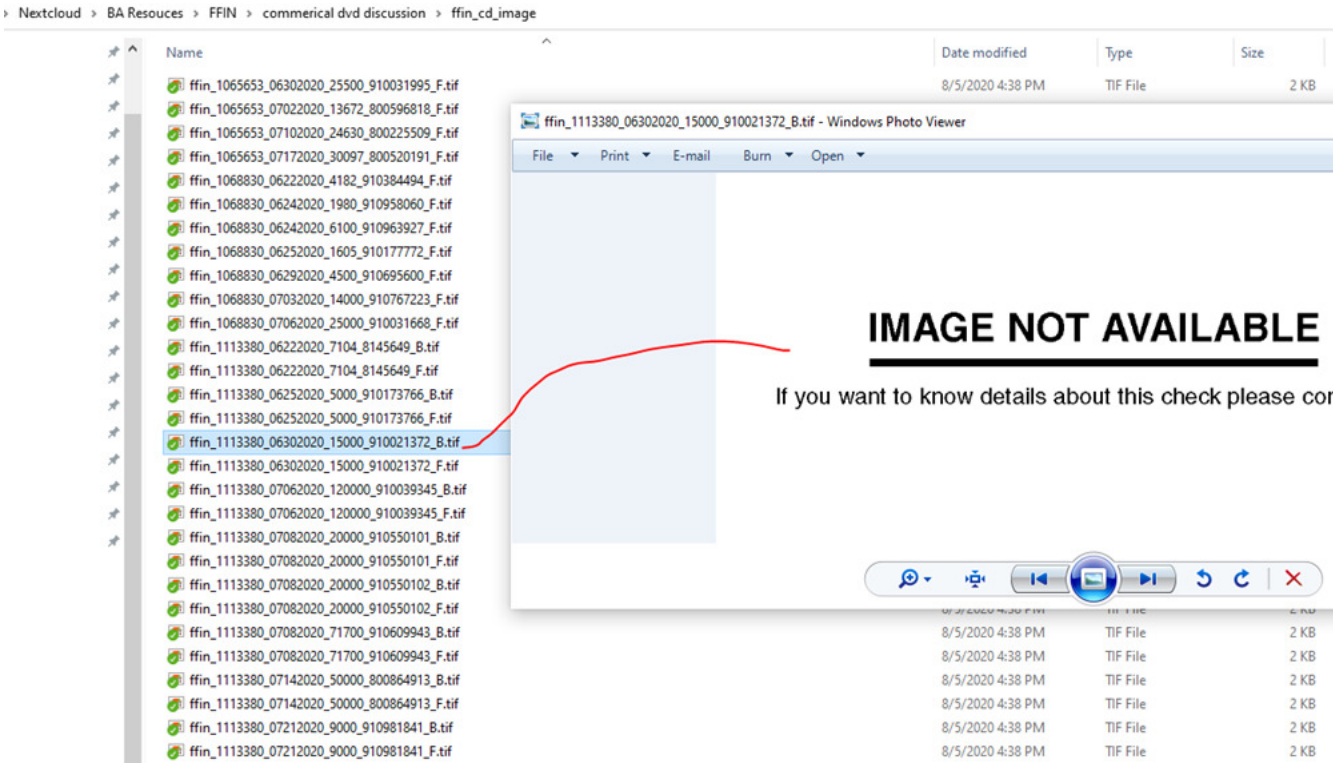
From: Rony Das [rony.das@dsinnovators.com]
Sent: Tuesday, August 18, 2020 12:49 AM
To: Peter Dang
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

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

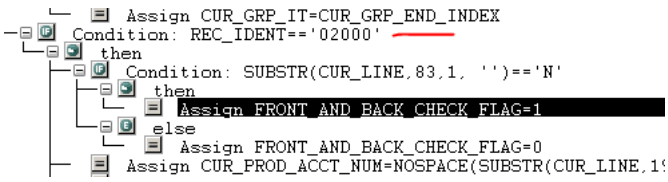
> Hi Peter,
>
> For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf_afp/ffiin/ffinms2/tiff fol
> actually the 999999.tiff file.



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



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

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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

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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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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

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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: 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

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@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

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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

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3 attachments

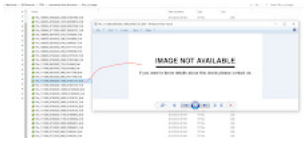

image002.png
296K

image003.png
55K

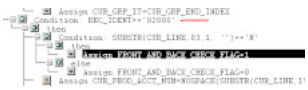

image004.png
11K

Cely Crispe <Cely.Crispe@infoimageinc.com>
To: Stephen Yee <Stephen.Yee@infoimageinc.com>, Jason Ramos <Jason.Ramos@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>, PC <PC@infoimageinc.com>, Calvin Choy <Calvin.Choy@infoimageinc.com>, David Trang <David.Trang@infoimageinc.com>, Rogelio De Vera
<rony.das@dsinnovators.com>, Peter Dang <Peter.Dang@infoimageinc.com>

Adding Choy.

Hi Steve,

I received the CD. I will prep a receipt and Calvin will update you with the tracking number today.

Thanks,

Cely

From: Stephen Yee <Stephen.Yee@infoimageinc.com>
Sent: Tuesday, September 8, 2020 11:22 AM
To: Jason Ramos <Jason.Ramos@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Rogelio De Vera <Rogelio.DeVera@infoimageinc.com>; Rony Das <rony.das@dsinn
<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@infoimage
<printprocess.infoimage@dsinnovators.com>; PC <PC@infoimageinc.com>
Subject: RE: Commercial CD User Guides THIRD REQUEST

Thank you Jason.

PC: Please provide tracking number when sent.

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: Jason Ramos
Sent: Tuesday, September 08, 2020 11:17 AM
To: Stephen Yee; David Trang; Rogelio De Vera; Rony Das; Peter Dang
Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; PC
Subject: RE: Commercial CD User Guides THIRD REQUEST

Check images are present the CD. Turning over to PC.

Thank!

Jason

From: Stephen Yee <Stephen.Yee@infoimageinc.com>
Sent: Tuesday, September 8, 2020 11:16 AM
To: Jason Ramos <Jason.Ramos@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Rogelio De Vera <Rogelio.DeVera@infoimageinc.com>; Rony Das <rony.das@dsinn
<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@infoimage
<printprocess.infoimage@dsinnovators.com>; PC <PC@infoimageinc.com>
Subject: RE: Commercial CD User Guides THIRD REQUEST

DAVID: Please disregard. DP was able to open.

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 08, 2020 11:12 AM
To: Jason Ramos; David Trang; Rogelio De Vera; Rony Das; Peter Dang
Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; PC
Subject: RE: Commercial CD User Guides THIRD REQUEST

DAVID: DP tried the PW "abcdef" and it was invalid.

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 08, 2020 11:09 AM
To: Jason Ramos; David Trang; Rogelio De Vera; Rony Das; Peter Dang
Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; PC
Subject: RE: Commercial CD User Guides THIRD REQUEST

DAVID: Please advise on the PW for the CD ASAP

Stephen Yee

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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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 08, 2020 11:06 AM
To: Jason Ramos; David Trang; Rogelio De Vera; Rony Das; Peter Dang
Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; PC
Subject: RE: Commercial CD User Guides THIRD REQUEST

JASON: Please try Password: abcdef

PC: Once Jason confirms, please overnight to FFIN at the address below. Please send tracking info.

First Financial Bank

Attn. April Murphy

1401 S. 3rd Street

Terre Haute, IN 47802

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: Jason Ramos
Sent: Tuesday, September 08, 2020 11:02 AM
To: Stephen Yee; David Trang; Rogelio De Vera; Rony Das; Peter Dang
Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process; PC
Subject: RE: Commercial CD User Guides THIRD REQUEST

Hi,

I have recovered and reburned what was processed on the CD Director drive on 9/1 @6:54PM.

The CD is for:

AP&S

Sequence #001

Unfortunately I am unable to validation the check images. I do not have a password to view the CD. Please advise.

Also, we do not have a shipping receipt. Can you please provide PC the shipping instructions. I have included them on the email.

Thanks!

Jason

From: Stephen Yee <Stephen.Yee@infoimageinc.com>
Sent: Tuesday, September 8, 2020 9:13 AM
To: David Trang <David.Trang@infoimageinc.com>; Rogelio De Vera <Rogelio.DeVera@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 THIRD REQUEST
Importance: High

DP: Please advise ASAP! We need to send the CD today if you can confirm the check images are present.

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: Friday, September 04, 2020 10:43 AM
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

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfoImageInc.com

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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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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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 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

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

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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@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:

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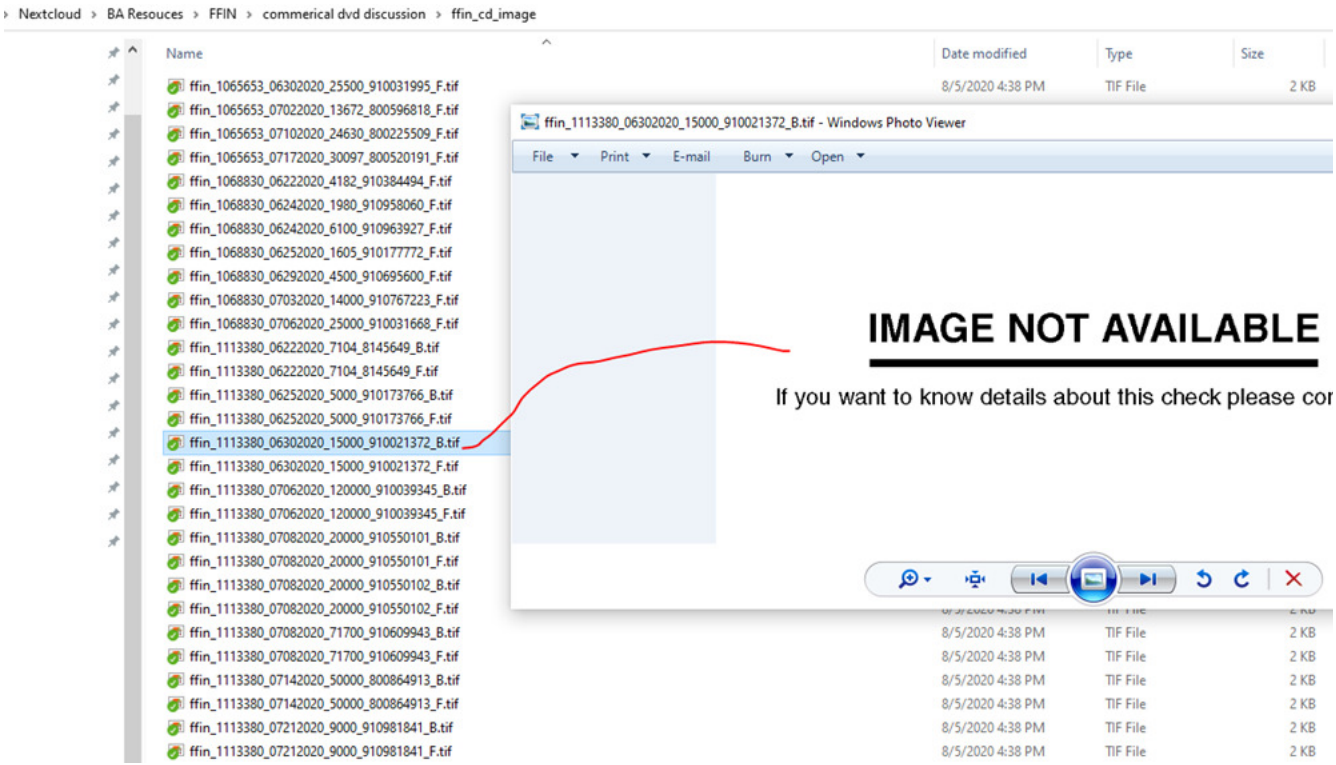
From: Rony Das [rony.das@dsinnovators.com]
Sent: Tuesday, August 18, 2020 12:49 AM
To: Peter Dang
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong
Subject: Re: Commercial CD User Guides

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 t 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

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From: Ceasar Guerrero
Sent: Wednesday, August 05, 2020 12:27 PM
To: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP
Subject: RE: Commercial CD User Guides

From this email thread, per David.

Password: abcdef

Thanks,

Cesar

From: Stephen Yee <Stephen.Yee@infoimageinc.com>
Sent: Wednesday, August 5, 2020 12:16 PM
To: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Phoe com>; DP <DP@infoimageinc.com>
Subject: RE: Commercial CD User Guides

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

Stephen Yee

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: Ceasar Guerrero
Sent: Thursday, July 30, 2020 3:33 PM
To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP
Subject: RE: Commercial CD User Guides

David,

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

Thanks,

Cesar

From: David Trang <David.Trang@infoimageinc.com>
Sent: Thursday, July 30, 2020 3:10 PM
To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <
Subject: RE: Commercial CD User Guides

DP,

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

Password: abcdef

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com>
Sent: Thursday, July 30, 2020 12:23 PM
To: Wanda Malone <Wanda.Malone@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>
Subject: RE: Commercial CD User Guides

Thank you Wanda.

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

Stephen Yee

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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

No problem, here you go.

Thanks!

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

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

Stephen Yee

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

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

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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

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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

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Regards,

Rony Das

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4 attachments

image001.png
66K

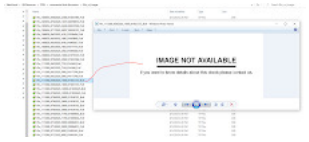

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image003.png
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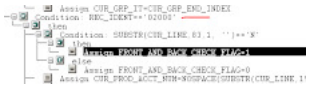

image004.png
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