

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 <pre>romposes.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: infolmage_286New.jpg

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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

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From: 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: infolmage_286New.jpg

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

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From: Stephen Yee

Sent: 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: infolmage_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: David Trang

Sent: Wednesday, September 02, 2020 3:05 PM

To: Stephen Yee; Rogelio De Vera; Rony Das; Peter Dang

Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process

Subject: RE: Commercial CD User Guides SECOND REQUEST

When I view it yesterday before triggering the burning, the check images where there. The same files were used for burning so I am certain that it is on the

Thanks

David

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

Sent: Wednesday, September 2, 2020 2:50 PM

To: Rogelio De Vera < Rogelio.De Vera@infoimageinc.com>; David Trang < David.Trang@infoimageinc.com>; Rony Das < rony.das@dsinnovators.com>; P

<Peter.Dang@infoimageinc.com>

Cc: Ceasar Guerrero < Ceasar.Guerrero@infoimageinc.com>; Phoebe George < Phoebe.George@infoimageinc.com>; DP < DP@infoimageinc.com>; Willia <William.Kong@infoimageinc.com>; Dsi Print Process <pri>printprocess.infoimage@dsinnovators.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Following up on my inquiry yesterday. Please advise.

Stephen Yee

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

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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

Peter

From: David Trang < <u>David.Trang@infoimageinc.com</u> > Sent: Tuesday, September 1, 2020 4:02 PM
To: Rony Das < <u>rony.das@dsinnovators.com</u> >; Peter Dang < <u>Peter.Dang@infoimageinc.com</u> >
Cc: Stephen Yee < Stephen. Yee@infoimageinc.com >; Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com >; Phoebe George@infoin
< <u>DP@infoimageinc.com</u> >; William Kong < <u>William.Kong@infoimageinc.com</u> >; Dsi Print Process < <u>printprocess.infoimage@dsinnovators.com</u> > Subject: RE: Commercial CD User Guides SECOND REQUEST
Rony, new file look good.
DP: I trigger the burning. Can you help do a quick test after it finish.
PW: abc1234
Thanks
David
From: Rony Das < <u>rony.das@dsinnovators.com</u> > Sent: Monday, August 31, 2020 10:59 PM To: Peter Dang < <u>Peter.Dang@infoimageinc.com</u> > Cc: David Trang < <u>David.Trang@infoimageinc.com</u> >; Stephen Yee < <u>Stephen.Yee@infoimageinc.com</u> >; Ceasar Guerrero < <u>Ceasar.Guerrero@infoimageinc</u> < <u>Phoebe.George@infoimageinc.com</u> >; DP < <u>DP@infoimageinc.com</u> >; William Kong < <u>William.Kong@infoimageinc.com</u> >; Dsi Print Process < <u>printprocess.i</u> Subject: Re: Commercial CD User Guides SECOND REQUEST
Hi,any update?
On Mon, Aug 31, 2020 at 2:42 PM Rony Das < <u>rony.das@dsinnovators.com</u> > wrote:
Hi Peter,
CHECK_TRAN_CODE was missing . I kept it empty for now since I don't know it's mapping. But now index file has all fields.
David,
Would you please try again? Here is an entry from the index file:
5712122,5712122,08192020,800573258,202953,ffin_5712122_08192020_202953_800573258_F.tif,,12
Thanks,
Rony
On Fri, Aug 28, 2020 at 6:23 AM Peter Dang < Peter.Dang@infoimageinc.com > wrote:
Rony,
Please check the DFA. Look like it is missing some of the field like check amount. See HTBKDS21.dfa for reference.

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@in <<u>DP@infoimageinc.com</u>>; William Kong <<u>William.Kong@infoimageinc.com</u>>; Dsi Print Process <<u>printprocess.infoimage@dsinnovators.com</u>>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Peter,

Look like it is missing 1 field at the end. Either the transcode or the sequence. I can't tell what it is but when I add the additional comma, it is showing

Thanks David

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

Sent: Tuesday, August 25, 2020 3:16 PM To: Rony Das < rony.das@dsinnovators.com >

Cc: Stephen Yee < Stephen. Yee@infoimageinc.com >; Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com >; Phoebe George < Phoebe. George@infoimageinc.com >; Phoebe George < Phoebe. George @infoimageinc.com >; Ceasar. Guerrero & Ceasar. Guerr <<u>DP@infoimageinc.com</u>>; William Kong <<u>William.Kong@infoimageinc.com</u>>; Dsi Print Process <<u>printprocess.infoimage@dsinnovators.com</u>>; David T Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David,

Can you check the CD process. I was able to see front & back check images in /d/test/pdf_afp/ffin/ffinms2/tiff folder.

Thanks,

Peter

From: Rony Das [mailto:rony.das@dsinnovators.com]

Sent: Thursday, August 20, 2020 2:24 AM To: Peter Dang < Peter.Dang@infoimageinc.com >

Cc: Stephen Yee < Stephen. Yee@infoimageinc.com >; Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com >; Phoebe George < Phoebe. George@i <<u>DP@infoimageinc.com</u>>; William Kong <<u>William.Kong@infoimageinc.com</u>>; Dsi Print Process <<u>printprocess.infoimage@dsinnovators.com</u>>; David T Subject: Re: Commercial CD User Guides SECOND REQUEST

Btw we are seeing this error in our log:

```
Use of uninitialized value $RIN_EMAIL in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 457, <MASTER> li
543
               Parsing Master List
544
              Begin parsing group for each CD
 545
              Creating check index file
              Use of uninitialized value centline constitution (s///) at dentline centline cen
546
               Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line
 547
548
               cp: target ' FRONT.tif' is not a directory
               Use of uninitialized value $errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 685, <TIFF> ]
               Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 2.
               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
               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
               Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 4.
556
557
               Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 675, <TIFF> line
               cp: target ' BACK.tif' is not a directory
558
559
               Use of uninitialized value constant = cons
              Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line
560
```

log file attached. On Thu, Aug 20, 2020 at 3:21 PM Rony Das < rony.das@dsinnovators.com > wrote: Hi Peter, We updated and processed again. Now what should we do? Thanks Rony On Wed, Aug 19, 2020 at 5:35 PM Rony Das < rony.das@dsinnovators.com> wrote: +Print team at InfoIMAGE On Wed, Aug 19, 2020 at 12:36 AM David Trang David.Trang@infoimageinc.com> wrote: If I read Rony's finding correctly, many record in the index file still only have the front image record. It need to have the back image record as w Thanks David From: Peter Dang < Peter. Dang@infoimageinc.com > **Sent:** Tuesday, August 18, 2020 11:10 AM To: Stephen Yee < Stephen. Yee@infoimageinc.com >; Rony Das < rony.das@dsinnovators.com > Cc: David Trang < <u>David Trang@infoimageinc.com</u>>; Ceasar Guerrero < <u>Ceasar Guerrero@infoimageinc.com</u>>; Phoebe George < <u>Phoebe George</u> <<u>DP@infoimageinc.com</u>>; William Kong <<u>William.Kong@infoimageinc.com</u>> Subject: RE: Commercial CD User Guides SECOND REQUEST Hi David. Look like the images are there. Please help us check. Thanks, Peter From: Stephen Yee Sent: Tuesday, August 18, 2020 10:38 AM To: Rony Das < rony.das@dsinnovators.com >; Peter Dang < representation Peter.Dang@infoimageinc.com > Cc: David Trang < David. Trang@infoimageinc.com >; Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com >; Phoebe George < Phoebe. George <<u>DP@infoimageinc.com</u>>; William Kong <<u>William.Kong@infoimageinc.com</u>> Subject: RE: Commercial CD User Guides SECOND REQUEST PETER: Please advise. Stephen Yee Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com

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

To: Peter Dang

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

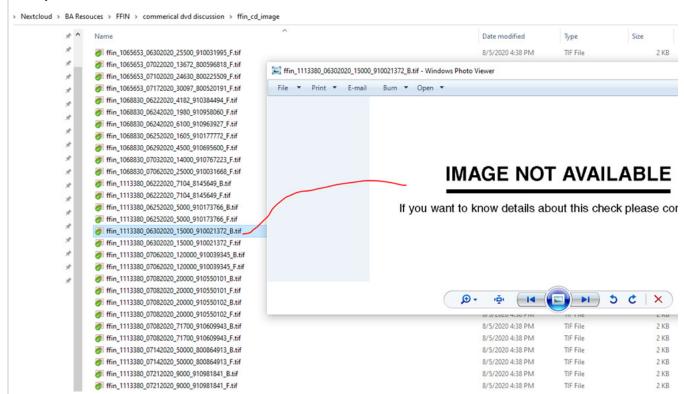
Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

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

Hi Peter,

For missing check image files the /home/keep/tiff/9999999.tif is actually being copied. I check some of tiff files in /z/pdf afp/ffin/ffinms2/tiff fol actually the 999999.tiff file.



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

```
8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740
                 8508445303,8508445303,06242020,910957448,1072,ffin_8508445303_06242020_1209_10957448_f.if,9741
8508445303,8508445303,06242020,910957448,1072,ffin_8508445303_06242020_1072_910957448_f.if,9741
8508445303,8508445303,06292020,910613802,2950,ffin_8508445303_06392020_2950_910013802_f.tif,9742
8508445303,8508445303,06302020,910013802,2950,ffin_8508445303_06302020_2950_910013802_f.tif,9743
8508445303,8508445303,07032020,910021844,1700,ffin_8508445303_06302020_1700_910021844_f.tif,9744
8508445303,8508445303,07062020,910036617,1410,ffin_8508445303_07062020_1410_910036617_f.tif,9745
370 8508445303,8508445303,07062020,910036617,1410,ffin_8508445303_07062020_1410_910036617_F.tif,9746
371 8508445303,8508445303,07102020,910038298,1000,ffin_8508445303_07102020_1000_910038298_F.tif,9747
372 8508445303,8508445303,07102020,910038297,1000,ffin_8508445303_07102020_1000_910038297_F.tif,9749
373 8508445303,8508445303,07102020,910038299,1000,ffin_8508445303_07102020_1000_910038299_F.tif,9749
374 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
375 8508445303,8508445303,07132020,800621739,6145,ffin_8508445303_07132020_6145_800621739_F.tif,9751
376 8508445303,8508445303,07132020,910905775,2500,ffin_8508445303_07152020_2500_910905775_F.tif,9752
377 4598393,4598393,06232020,910708306,28762,ffin_4598393_06232020_28762_910708306_F.tif,9753
378 4598393,4598393,07132020,56641388,100000,ffin_4598393_07132020_100000_56641388_F.tif,9754
379 4598393,4598393,07142020,910663275,2800,ffin_4598393_07142020_2800_910663275_F.tif,9755
```

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

```
Assign CUR_GRP_IT=CUR_GRP_END_INDEX
_
    Condition: REC_IDENT=='02000'
then
      then
Co
          Condition: SUBSTR(CUR_LINE,83,1, '')=='N
         3
           ther
           else
Assign FRONT_AND_BACK_CHECK_FLAG=0
      Assign CUR_PROD_ACCT_NUM=NOSPACE(SUBSTR(CUR_LINE,19)
```

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

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

Thanks

Ronv

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

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

Peter

From: David Trang

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

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

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

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

Steve,

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

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

See bullet point on section 1.2 of setup guide.

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

Thanks

David

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

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

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

<DP@infoimageinc.com>

Subject: RE: Commercial CD User Guides

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

Please advise.

Thanks!

Stephen Yee

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

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From: Stephen Yee

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

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

Subject: RE: Commercial CD User Guides

Thanks Ceasar. David reminded me:)

Stephen Yee

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

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From: Ceasar Guerrero

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

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

Subject: RE: Commercial CD User Guides

From this email thread, per David.

Password: abcdef

Thanks,

Cesar

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

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

Subject: RE: Commercial CD User Guides

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

Stephen Yee

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

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

From: Ceasar Guerrero

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

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

Subject: RE: Commercial CD User Guides

David,

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

Thanks,

Cesar

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

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

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

<DP@infoimageinc.com>

Subject: RE: Commercial CD User Guides

DP,

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

Password: abcdef

Thanks

David

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

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

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

Subject: RE: Commercial CD User Guides

Thank you Wanda.

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

Stephen Yee

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

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	otify us by replying to this message or by contact		
,			
From: Wanda Malone Sent: Thursday, July 30, To: Stephen Yee; David T Subject: RE: Commercial	rang; Phoebe George		
Sent: Thursday, July 30, To: Stephen Yee; David T Subject: RE: Commercial No problem, here you go.	rang; Phoebe George I CD User Guides		
Sent: Thursday, July 30, To: Stephen Yee; David T Subject: RE: Commercial	rang; Phoebe George I CD User Guides		
Sent: Thursday, July 30, To: Stephen Yee; David T Subject: RE: Commercial No problem, here you go.	rang; Phoebe George I CD User Guides		
Sent: Thursday, July 30, To: Stephen Yee; David T Subject: RE: Commercial No problem, here you go.	rang; Phoebe George I CD User Guides		
Sent: Thursday, July 30, To: Stephen Yee; David T Subject: RE: Commercial No problem, here you go.	rang; Phoebe George I CD User Guides		
Sent: Thursday, July 30, To: Stephen Yee; David T Subject: RE: Commercial No problem, here you go.	rang; Phoebe George I CD User Guides		
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Sent: Thursday, July 30, To: Stephen Yee; David T Subject: RE: Commercial No problem, here you go.	rang; Phoebe George I CD User Guides		
Sent: Thursday, July 30, To: Stephen Yee; David T Subject: RE: Commercial No problem, here you go.	rang; Phoebe George I CD User Guides		
Sent: Thursday, July 30, To: Stephen Yee; David T Subject: RE: Commercial No problem, here you go.	rang; Phoebe George I CD User Guides		
Sent: Thursday, July 30, To: Stephen Yee; David T Subject: RE: Commercial No problem, here you go.	rang; Phoebe George I CD User Guides		
Sent: Thursday, July 30, To: Stephen Yee; David T Subject: RE: Commercial No problem, here you go.	rang; Phoebe George I CD User Guides		
Sent: Thursday, July 30, To: Stephen Yee; David T Subject: RE: Commercial No problem, here you go.	rang; Phoebe George I CD User Guides		
Sent: Thursday, July 30, To: Stephen Yee; David T Subject: RE: Commercial No problem, here you go.	rang; Phoebe George I CD User Guides		
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Sent: Thursday, July 30, To: Stephen Yee; David T Subject: RE: Commercial No problem, here you go.	rang; Phoebe George I CD User Guides		

From: Stephen Yee

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

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

Stephen Yee

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: David Trang

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

Wanda,

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

Thanks David

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

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

Subject: RE: Commercial CD User Guides

Hello David,

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

Dynamic Solution Innovators Mail - RE: Commercial CD User Guides THIRD REQUEST 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< br=""> <phoebe.george@infoimageinc.com>; David Owyeong <david.owyeong@infoimageinc.com>; Calvin Choy <calvin.choy@infoimageinc.com> Subject: RE: Commercial CD User Guides</calvin.choy@infoimageinc.com></david.owyeong@infoimageinc.com></phoebe.george@infoimageinc.com></gabriel.lim@infoimag<></david.trang@infoimageinc.com></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>
Thank you!
From: Stephen Yee <stephen.yee@infoimageinc.com> Sent: Thursday, July 30, 2020 10:56 AM To: David Trang <david.trang@infoimageinc.com>; Wanda Malone <wanda.malone@infoimageinc.com>; Gabriel.Lim@info <phoebe.george@infoimageinc.com>; David Owyeong <david.owyeong@infoimageinc.com>; Calvin Choy <calvin.choy@infoimageinc.com> Subject: RE: Commercial CD User Guides</calvin.choy@infoimageinc.com></david.owyeong@infoimageinc.com></phoebe.george@infoimageinc.com></wanda.malone@infoimageinc.com></david.trang@infoimageinc.com></stephen.yee@infoimageinc.com>
Hi Wanda,
I confirmed these are the correct dimensions. The logo will be printed on the actual DVD. The dimensions that David provided are the correct dimensions for the DVI

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

Stephen Yee

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	5. 650.473.6300 www.InfolmageInc.com
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,	
	From: David Trang Fent: Wednesday, July 29, 2020 2:02 PM Fent: Wanda Malagar, Stephan You, Cabriel Limp Pheaba Coorgo, David Ourgong, Cabrie Chay
	ient: Wednesday, July 29, 2020 2:02 PM io: Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy iubject: RE: Commercial CD User Guides
	ient: Wednesday, July 29, 2020 2:02 PM o: Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy
	ient: Wednesday, July 29, 2020 2:02 PM io: Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy iubject: RE: Commercial CD User Guides
	icent: Wednesday, July 29, 2020 2:02 PM io: Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy iobject: RE: Commercial CD User Guides open it up in Paint and it gave me the following in inches.
	Sent: Wednesday, July 29, 2020 2:02 PM So: Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Subject: RE: Commercial CD User Guides Open it up in Paint and it gave me the following in inches. W: 4.82
	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 Topen it up in Paint and it gave me the following in inches. W: 4.82 :: 5.01 Thanks David Thanks Thanks David Thanks
	icent: Wednesday, July 29, 2020 2:02 PM ice Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy isubject: RE: Commercial CD User Guides open it up in Paint and it gave me the following in inches. V: 4.82 .: 5.01 Thanks David From: Wanda Malone < Wanda. Malone@infoimageinc.com> isent: Wednesday, July 29, 2020 1:10 PM To: Stephen Yee < Stephen. Yee@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; Phoebe George < Phoebe.George@infoimageinc.com>; Calvin Choy < Calvin.Choy@infoimageinc.com>; David Trang < David.Trang@infoimageinc.com>

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

	Dynamic Solution Innovators Mail - RE: Commercial CD User Guides THIRD REQUEST
Hea	dquarters 141 Jefferson Drive, Menlo Park, CA 94025
F. 65	50.473.6300 www.lnfolmageInc.com
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From Sent To: S Co: E Subj	1: Wanda Malone I! Monday, June 08, 2020 3:23 PM Stephen Yes; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Inrique Perez ect: RE: Commercial CD User Guides ended up being a simpler mock-up than I anticipated. I have attached a completed version. e let me know if anything else needs to be updated.

From: Stephen Yee

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

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

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

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

Thank you everyone!

Stephen Yee

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

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From: Wanda Malone

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

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

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

Phoebe,

Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the process 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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Unfortunately I am unable to validation the check images. I do not have a password to view the CD. Please advise.

The CD is for: AP&S Sequence #001 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

Cc: Ceasar Guerrero < Ceasar Guerrero@infoimageinc.com>; Phoebe George < Phoebe. George@infoimageinc.com>; DP < DP@infoimageinc.com>; William Kong < William Kong@infoimageinc.com>; <printprocess.infoimage@dsinnovators.com>

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.InfolmageInc.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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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

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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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

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 <a href="Phoebe.Google-Phoebe.Goo

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:

 $5712122,5712122,08192020,800573258,202953,ffin_5712122_08192020_202953_800573258_F.tif,,1223258_F.tif,,123258_F.$

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>

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 <pri>printprocess.infoimage@dsinnovators.com
; David Trang pavid.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> 1: 543 Parsing Master List 544 Begin parsing group for each CD 545 Creating check index file 546 Use of uninitialized value centlight value centlight value centligh value value value value centligh value centligh value 547 Use of uninitialized value \$checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line 548 FRONT.tif' is not a directory cp: target ' Use of uninitialized value \$errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 685, <TIFF>] 549 550 Use of uninitialized value constant c551 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 Use of uninitialized value \$checkSeq in substitution (s///) at /home/test/master/COMMERCIAL CD.pl line 663, <TIFF> line 3. 553 Use of uninitialized value \$checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line 554 555 cp: target ' FRONT.tif' is not a directory Use of uninitialized value \$checkSeq in substitution (s///) at /home/test/master/COMMERCIAL CD.pl line 663, <TIFF> line 4. 557 Use of uninitialized value \$checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 675, <TIFF> line cp: target ' BACK.tif' is not a directory Use of uninitialized value centline constitution (s///) at lenstrian centline ce559 560 Use of uninitialized value \$checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line

log file attached.

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

Hi Peter,

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

Thanks

Rony

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

+Print team at InfolMAGE

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

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

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 <Paid Trang (Spavid Trang@infoimageinc.com>; Ceasar Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP <William.Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David,

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

Thanks,

Peter

From: Stephen Yee

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

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

Cc: David Trang "David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@in

<William.Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

PETER: Please advise.

Stephen Yee

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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

To: Peter Dang

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

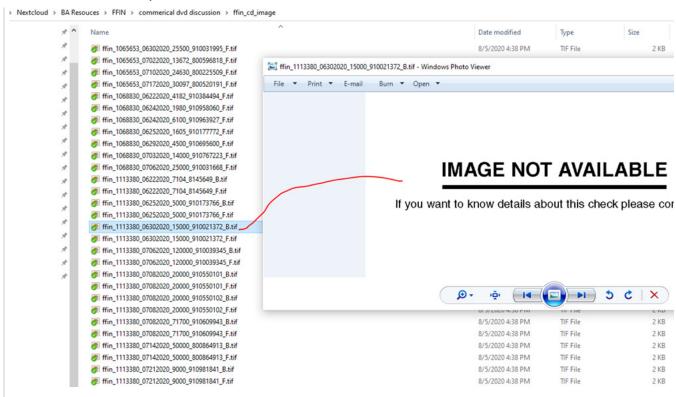
Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

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

Hi Peter.

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



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

```
10364 8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740
                                              8508445303,8508445303,06242020,910957448,1072,ffin 8508445303_06242020_1072_910957448_F.tif,9741
8508445303,8508445303,06292020,910697001,6337,ffin 8508445303_06292020_6337_910697001_F.tif,9742
8508445303,8508445303,06302020,910013802,2950,ffin 8508445303_06302020_2950_910013802_F.tif,9743
8508445303,8508445303,06302020,910021844,1700,ffin 8508445303_06302020_1700_910021844_F.tif,9744
10368 8508445303,8508445303,07032020,910765224,1670,ffin_8508445303_06382020_1700_910021844_F.tif,9744 10369 8508445303,8508445303,07032020,910765224,1670,ffin_8508445303_07032020_1670_910765224_F.tif,9745 10370 8508445303,8508445303,07062020,910036617,1410,ffin_8508445303_07062020_1410_910036617_F.tif,9746 10371 8508445303,8508445303,07102020,910038298,1000,ffin_8508445303_07102020_1000_910038298_F.tif,9747 10372 8508445303,8508445303,07102020,910038297_1000,ffin_8508445303_07102020_1000_910038297_F.tif,9748 10373 8508445303,8508445303,07102020,910038299_1000,ffin_8508445303_07102020_1000_910038299_F.tif,9749 10374 8508445303_8508445303_07132020_910038299_1000,ffin_8508445303_07102020_1000_910038299_F.tif,9750 10375 8508445303_8508445303_07132020_806621739_6,145_ffin_8508445303_07132020_6145_806621739_F.tif,9751 10376 8508445303_8508445303_07152020_910905775_5200,ffin_8508445303_07152020_2500_910905775_F.tif,9752 10377 4598393_4598393_06232020_910708306_28762_ffin_4598393_07132020_128762_910708306_F.tif,9753 10378 4598393_4598393_07132020_56641388_100000,ffin_4598393_07132020_2800_910663275_F.tif,9755 10379 4598393_4598393_07142020_910663275_2800,ffin_4598393_07142020_2800_910663275_F.tif,9755 10379 4598393_4598393_07142020_910663275_800_910663275_F.tif,9755 10379 4598393_4598393_07142020_910663275_800_910663275_9800_910663275_9800_910663275_9800_910663275_9800_910
```

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

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

Assign FRONT AND BACK CHECK FLAG=1
             else

Assign FRONT_AND_BACK_CHECK_FLAG=0

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

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

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

Thanks

Ronv

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

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

Peter

From: David Trang

Sent: Wednesday, August 05, 2020 1:29 PM
To: Stephen Yee <Stephen. Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; D <Peter.Dang@infoimageinc.com>

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

Steve,

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

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

See bullet point on section 1.2 of setup guide.

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

Thanks

David

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

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

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

Subject: RE: Commercial CD User Guides

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

Please advise.

Thanks!

Stephen Yee

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

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

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

Stephen Yee

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

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From: Ceasar Guerrero

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

David.

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

Thanks,

Cesar

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

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

To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP < Subject: RE: Commercial CD User Guides

DP,

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

Password: abcdef

Thanks

David

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

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

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

Subject: RE: Commercial CD User Guides

Thank you Wanda.

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

Stephen Yee

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

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From: Wanda Malone

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

No problem, here you go.

Thanks!

From: Stephen Yee

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

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

Stephen Yee

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

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From: David Trang

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

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

Thanks David

From: Wanda Malone <Wanda.Malone@infoimageinc.com>
Sent: Thursday, July 30, 2020 9:32 AM
To: David_Trang <David.Trang@infoimageinc.com>; Stephen Yee <Stephen.Yee@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Hello David,

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

Thanks!

From: David Trang

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

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

Thanks David

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

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

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

Subject: RE: Commercial CD User Guides

Thank you!

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

To: David Trang Cabriel Lim@infoimageinc.com>; Calvin Choy@infoimageinc.com>; Gabriel Lim
Gabriel Lim
Gabriel Lim
Gabriel Lim
Gabriel Lim@infoimageinc.com>; Phoebe George Owyeong Company 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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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 Owyer 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

From: Stephen Yee

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

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

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

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

Thank you everyone!

Stephen Yee

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

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From: Wanda Malone

Sent: Monday, June 08, 2020 2:06 PM
To: Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy
Cc: Stephen Yee; Enrique Perez
Subject: RE: Commercial CD User Guides

Phoebe,

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

Sent: Monday, June 08 To: Phoebe George; Da Cc: Stephen Yee Subject: RE: Commerc	avid Owyeong; Calvin Choy; Wanda Malone
Please use stock code	
Please use stock code	
-	
Please use stock code Thank you,	
Please use stock code Thank you, Gabriel From: Phoebe George Sent: Monday, June 08 To: David Owyeong; Ca	8, 2020 1:59 PM alvin Choy; Wanda Malone; Gabriel Lim
Please use stock code Thank you, Gabriel From: Phoebe George	8, 2020 1:59 PM alvin Choy; Wanda Malone; Gabriel Lim
Please use stock code Thank you, Gabriel From: Phoebe George Sent: Monday, June 08 To: David Owyeong; Ca Cc: Stephen Yee; Phoe Subject: RE: Commerce	8, 2020 1:59 PM alvin Choy; Wanda Malone; Gabriel Lim
Please use stock code Thank you, Gabriel From: Phoebe George Sent: Monday, June 08 To: David Owyeong; Ci Cc: Stephen Yee; Phoe Subject: RE: Commerce Thanks David!	8, 2020 1:59 PM alvin Choy; Wanda Malone; Gabriel Lim
Please use stock code Thank you, Gabriel From: Phoebe George Sent: Monday, June 08 To: David Owyeong; Ci Cc: Stephen Yee; Phoe Subject: RE: Commerce Thanks David!	8, 2020 1:59 PM alvin Choy; Wanda Malone; Gabriel Lim abe George cial CD User Guides
Please use stock code Thank you, Gabriel From: Phoebe George Sent: Monday, June 08 To: David Owyeong; Ca Cc: Stephen Yee; Phoe Subject: RE: Commerce Thanks David! Gabriel, can you provide + Wanda	8, 2020 1:59 PM alvin Choy; Wanda Malone; Gabriel Lim abe George cial CD User Guides
Please use stock code Thank you, Gabriel From: Phoebe George Sent: Monday, June 08 To: David Owyeong; Ci Cc: Stephen Yee; Phoe Subject: RE: Commerce Thanks David! Gabriel, can you provide + Wanda Wanda: Can you see at contact info noted below 1. Update logo with 2. Update contact ir	8, 2020 1:59 PM alvin Choy; Wanda Malone; Gabriel Lim be George cial CD User Guides e a new Insert # for FFIN Commercial DVD insert? tached 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 (us you the 2-up PDF file used for printing? Updates to include (reference screenshot below for changes) in attached (from Equity logo) info with the below information
Please use stock code Thank you, Gabriel From: Phoebe George Sent: Monday, June 08 To: David Owyeong; Ca Cc: Stephen Yee; Phoe Subject: RE: Commerc Thanks David! Gabriel, can you provide + Wanda Wanda: Can you see at contact info noted below 1. Update logo with 2. Update contact in 3. Update Copyrigh	8, 2020 1:59 PM alvin Choy; Wanda Malone; Gabriel Lim the George cial CD User Guides e a new Insert # for FFIN Commercial DVD insert? ttached 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 (use won the 2-up PDF file used for printing? Updates to include (reference screenshot below for changes)

 $https://mail.google.com/mail/u/0?ik=3365bff2c8\&view=pt\&search=all\&permthid=thread-f\%3A1677282845922340623\&simpl=msg-f\%3A167728284\dots \\ 39/205$

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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	Peggarde
	Regards, Rony Das
	Rully Das
	gards,
	ny Das
Rega	rds.
Rony	
Regards	
Rony Da	
Regards,	
Rony Das	
Regards,	
Rony Das	
, _ 40	
Regards,	
Rony Das	

Stephen Yee <Stephen.Yee@infoimageinc.com>

Stephen Tee <slephen. Tee Stephen. Tee Stephen. Tee Gliphiolinageinc.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>
Co: Ceasar Guerrero < Ceasar.Guerrero@infoimageinc.com>, Phoebe George < Phoebe.George@infoimageinc.com>, DP < DP@infoimageinc.com>, William Kong < William.Kong@infoimageinc.com>
printprocess.infoimage@dsinnovators.com>, 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: infolmage_286New.jpg

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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 Pavid.Trang@infoimageinc.com; Rogelio De Vera <Rogelio.DeVera@infoimageinc.com</pre>; Rony Das <rony.das@dsinnovators.com</pre>; P <Peter.Dana@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

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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

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

From: David Trang

Sent: Wednesday, September 02, 2020 3:05 PM To: Stephen Yee; Rogelio De Vera; Rony Das; Peter Dang

Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process

Subject: RE: Commercial CD User Guides SECOND REQUEST

When I view it yesterday before triggering the burning, the check images where there. The same files were used for burning so I am certain that it is on the

Thanks

David

From: Stephen Yee <Stephen.Yee@infoimageinc.com> Sent: Wednesday, September 2, 2020 2:50 PM

To: Rogelio De Vera < Rogelio De Vera@infoimageinc.com>; David Trang < David Trang@infoimageinc.com>; Rony Das < rony das@dsinnovators.com>; P

<Peter.Dang@infoimageinc.com>

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

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.

11/25/2020
ппапкъ,
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@infoim

<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.com>; Ceasar.Guerrero.guerr <Phoebe.George@infoimageinc.com>; DP <DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>; Dsi Print Process <pri>printprocess.i</pr>

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

Subject: RE: Commercial CD User Guides SECOND REQUEST

Peter.

Look like it is missing 1 field at the end. Either the transcode or the sequence. I can't tell what it is but when I add the additional comma, it is showing

Thanks David

From: Peter Dang <Peter.Dang@infoimageinc.com> Sent: Tuesday, August 25, 2020 3:16 PM To: Rony Das <rony.das@dsinnovators.com>

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

cp: target ' BACK.tif' is not a directory

Cc: Stephen Yee <Stephen. Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; Phoebe <Phoebe.George@infoimageinc.com>; Ph <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
543
                      Parsing Master List
544
                      Begin parsing group for each CD
545
                      Creating check index file
                      Use of uninitialized value centline constitution (s///) at dentline centline cen
546
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
                       Use of uninitialized value $errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 685, <TIFF> ]
549
                       Use of uninitialized value \c ends = \c ends
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
                       Use of uninitialized value centline constitution (s///) at lenstriangline centline centli
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.
                        Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 675, <TIFF> line
```

	- ,
560 T	Ise of uninitialized value \$checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <tiff> line 5. Ise of uninitialized value \$checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <tiff> line TROUT 161 (1 - 1 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 -</tiff></tiff>
log file	attached.
On Th	u, Aug 20, 2020 at 3:21 PM Rony Das <rony.das@dsinnovators.com> wrote:</rony.das@dsinnovators.com>
Hi F	eter,
	We updated and processed again. Now what should we do?
Tha	nks
Ron	y
	Wed, Aug 19, 2020 at 5:35 PM Rony Das <rony.das@dsinnovators.com> wrote: Print team at InfoIMAGE</rony.das@dsinnovators.com>
0	n Wed, Aug 19, 2020 at 12:36 AM David Trang <david.trang@infoimageinc.com> wrote:</david.trang@infoimageinc.com>
	If I read Rony's finding correctly, many record in the index file still only have the front image record. It need to have the back image record as v
	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 <phoe<="" <phoebe.george="" th=""></phoebe.george></ceasar.guerrero@infoimageinc.com></david.trang@infoimageinc.com></rony.das@dsinnovators.com></stephen.yee@infoimageinc.com></peter.dang@infoimageinc.com>
	Hi David,
	Look like the images are there. Please help us check.
	Thanks,
	Peter
	From: Stephen Yee Sent: Tuesday, August 18, 2020 10:38 AM To: Rony Das <rony.das@dsinnovators.com>; Peter Dang <peter.dang@infoimageinc.com> Cc: David Trang <david.trang@infoimageinc.com>; Ceasar Guerrero <ceasar.guerrero@infoimageinc.com>; Phoebe George <phoebe.george <phoeb<="" <phoebe.george="" td=""></phoebe.george></ceasar.guerrero@infoimageinc.com></david.trang@infoimageinc.com></peter.dang@infoimageinc.com></rony.das@dsinnovators.com>
	PETER: Please advise.
	Stephen Yee
	Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
	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 <phoeb<="" <phoebe.george="" td=""></phoebe.george></ceasar.guerrero@infoimageinc.com></david.trang@infoimageinc.com></peter.dang@infoimageinc.com></rony.das@dsinnovators.com>

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

To: Peter Dang

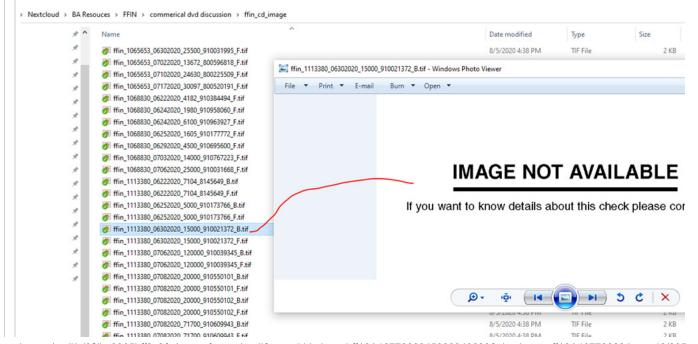
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong

Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

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

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



```
ffin_1113380_07142020_50000_800864913_B.tif
                                                                                                                       8/5/2020 4:38 PM
                                                                                                                                                                            2 KB
ffin_1113380_07142020_50000_800864913_F.tif
                                                                                                                      8/5/2020 4:38 PM
                                                                                                                                               TIF File
                                                                                                                                                                            2 KB
ffin_1113380_07212020_9000_910981841_B.tif
                                                                                                                      8/5/2020 4:38 PM
                                                                                                                                                TIF File
                                                                                                                                                                            2 KB
m ffin 1113380 07212020 9000 910981841 F.tif
                                                                                                                      8/5/2020 4:38 PM
                                                                                                                                                TIF File
                                                                                                                                                                            2 KB
```

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

```
10363 8508445303,8508445303,06232020,910706101,41208,ffin_8508445303_06232020_41208_910706101_F.tif,97310363 8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,974010365 8508445303,8508445303,06242020,910957448,1072,ffin_8508445303_06242020_1072_910957448_F.tif,974110366 8508445303,8508445303,06242020,910957041,6337,ffin_8508445303_06292020_6337_9106097001_F.tif,974210366 8508445303,8508445303,06302020,910013802_950,ffin_8508445303_06302020_2950_910013802_F.tif,974310368 8508445303,8508445303,06302020,910013802_7.000,ffin_8508445303_06302020_2950_910013802_F.tif,974510360 8508445303,8508445303,07032020,910765224_1670,ffin_8508445303_07032020_1670_910765224_F.tif,974510370 8508445303,8508445303,07002020_910036617_1410,ffin_8508445303_07002020_1100_910038298_F.tif,974710372 8508445303_8508445303_07102020_910038298_1000,ffin_8508445303_07102020_1000_910038298_F.tif,974710372 8508445303_8508445303_07102020_910038299_1000,ffin_8508445303_07102020_1000_910038299_F.tif,974810373 8508445303_8508445303_07102020_910038299_1000,ffin_8508445303_07102020_1000_910038299_F.tif,974810373 8508445303_8508445303_07102020_910038299_1000,ffin_8508445303_07102020_1000_910038299_F.tif,974810374 8508845303_8508445303_07102020_910038299_1000,ffin_8508445303_07102020_1000_910038299_F.tif,974910374 8508845303_8508445303_07102020_910038299_1000,ffin_8508445303_07102020_1000_910038299_F.tif,975010375 8508445303_8508445303_07132020_910328887_549_ffin_8508445303_07132020_549_910328887_F.tif,975010375 8508445303_8508445303_07132020_91005775_2500_ffin_8508445303_07152020_2500_910095775_2500_ffin_8508445303_07152020_2500_910095775_F.tif,975010376 8508445303_8508445303_07152020_91005775_2500_ffin_8508445303_07152020_2500_91005775_F.tif,975010376 8508445303_8508445303_07152020_91005775_2500_91005775_2500_91005775_2500_91005775_9500_91005775_9500_91005775_9500_910005775_9500_910005775_9500_910005775_9500_910005775_9500_910005775_9500_910005775_9500_910005775_9500_910005775_9500_910005775_9500_910005775_9500_910
    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
0
    Condition: REC_IDENT=='02000'
      Condition: SUBSTR(CUR_LINE,83,1, '')=='N'

then
  =
      then
Co
          then

Assign FRONT AND BACK CHECK FLAG=1
      3
          else
Assign FRONT AND BACK CHECK FLAG=0
      Assign CUR_PROD_ACCT_NUM=NOSPACE(SUBSTR(CUR_LINE,19
```

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

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

Thanks

Ronv

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

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

Peter

From: David Trang

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

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

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

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

Subject: RE: Commercial CD User Guides

Steve,

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

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

See bullet point on section 1.2 of setup guide.

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

Dynamic Solution Innovators Mail - RE: Commercial CD User Guides THIRD REQUEST 2. The check index generated from the Print team only contains the Front Images and is Missing the Back Image. Thanks David From: Stephen Yee <Stephen.Yee@infoimageinc.com> Sent: Wednesday, August 5, 2020 12:54 PM To: Ceasar Guerrero < Ceasar.Guerrero@infoimageinc.com>; David Trang < David.Trang@infoimageinc.com>; Phoebe George < Phoebe.C <DP@infoimageinc.com> Subject: RE: Commercial CD User Guides CEASAR/DAVID: What data did you send them on the CD? They reported that all the check images are missing as the check search tab does not return any results. Please advise. Thanks! Stephen Yee Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 | www.InfolmageInc.com

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From: Stephen Yee

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

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

Subject: RE: Commercial CD User Guides

Thanks Ceasar. David reminded me:)

Stephen Yee

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

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From: Ceasar Guerrero

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

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

Subject: RE: Commercial CD User Guides

From this email thread, per David.

Password: abcdef

Thanks,

Cesar

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

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

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

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

Subject: RE: Commercial CD User Guides

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

Stephen Yee

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

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From: Ceasar Guerrero

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

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

Subject: RE: Commercial CD User Guides

David,

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

Thanks,

Cesar

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

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

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

Subject: RE: Commercial CD User Guides

DP,

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

Password: abcdef

Thanks

David

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

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

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

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.

0		I	\	/
51	en	ne	nι	ee

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Wanda Malone

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

No problem, here you go.

Thanks!

From: Stephen Yee

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

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

Stephen Yee

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

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From: David Trang

Sent: Thursday, July 30, 2020 9:41 AM To: Wanda Malone; Stephen Yee; Phoebe George

Subject: RE: Commercial CD User Guides

Wanda,

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

Thanks David

Heli	o 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
Tha	nks!
,	
_	
	m: David Trang t: Thursday, July 30, 2020 11:27 AM Wanda Malone; Stephen Yee; Phoebe George ject: RE: Commercial CD User Guides
To:	
To: Sub Rei	noving 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 today. The one I received today is just the logo.
To: Sub Rer atta	ached today. The one I received today is just the logo.
To: Sub Rer atta	ached today. The one I received today is just the logo.
To: Sub Reratta Tha Dav Fro Ser To:	anks vid wm: Wanda Malone <wanda.malone@infoimageinc.com> nt: Thursday, July 30, 2020 9:08 AM Stephen Yee <stephen.yee@infoimageinc.com>; David Trang <david.trang@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; David.Trang@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; David.Trang@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; David.Trang@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; David.Trang@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; David.Trang@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; Gab</david.trang@infoimageinc.com></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>
To: Sub Rer atta Tha Dav Fro Ser To: <pi< td=""><td>anks vid wm: Wanda Malone < Wanda. Malone@infoimageinc.com> nt: Thursday, July 30, 2020 9:08 AM</td></pi<>	anks vid wm: Wanda Malone < Wanda. Malone@infoimageinc.com> nt: Thursday, July 30, 2020 9:08 AM

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

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

<Phoebe.George@infoimageinc.com>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com> Subject: RE: Commercial CD User Guides

Hi Wanda,

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

Stephen Yee

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

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

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

₽aviu

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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9	rom: Wanda Malone ent: Wednesday, July 29, 2020 12:35 PM o: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy ubject: RE: Commercial CD User Guides
5	ent: Wednesday, July 29, 2020 12:35 PM o: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy
\$	ent: Wednesday, July 29, 2020 12:35 PM o: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy ubject: RE: Commercial CD User Guides
1	ent: Wednesday, July 29, 2020 12:35 PM o: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy ubject: RE: Commercial CD User Guides ey Stephen,
1	ent: Wednesday, July 29, 2020 12:35 PM o: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy ubject: RE: Commercial CD User Guides ey Stephen, an you please provide the specs in inches?
1	ent: Wednesday, July 29, 2020 12:35 PM o: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy ubject: RE: Commercial CD User Guides ey Stephen, an you please provide the specs in inches?
1	ent: Wednesday, July 29, 2020 12:35 PM o: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy ubject: RE: Commercial CD User Guides ey Stephen, an you please provide the specs in inches?
1	ent: Wednesday, July 29, 2020 12:35 PM o: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy ubject: RE: Commercial CD User Guides ey Stephen, an you please provide the specs in inches?
1	ent: Wednesday, July 29, 2020 12:35 PM o: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy ubject: RE: Commercial CD User Guides ey Stephen, an you please provide the specs in inches?
1	ent: Wednesday, July 29, 2020 12:35 PM o: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy ubject: RE: Commercial CD User Guides ey Stephen, an you please provide the specs in inches?
1	ent: Wednesday, July 29, 2020 12:35 PM o: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy ubject: RE: Commercial CD User Guides ey Stephen, an you please provide the specs in inches?
1	ent: Wednesday, July 29, 2020 12:35 PM o: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy ubject: RE: Commercial CD User Guides ey Stephen, an you please provide the specs in inches?
1	ent: Wednesday, July 29, 2020 12:35 PM o: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy ubject: RE: Commercial CD User Guides ey Stephen, an you please provide the specs in inches?
1	ent: Wednesday, July 29, 2020 12:35 PM o: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy ubject: RE: Commercial CD User Guides ey Stephen, an you please provide the specs in inches?

Dynamic Solution Innovators Mail - RE: Commercial CD User Guides THIRD REQUEST

11/25/2020

From: Stephen Yee

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

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

Subject: RE: Commercial CD User 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!

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

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this communication in error, p	ease notify us by replying to this message	or by contacti				
From: Wanda Malon Sent: Monday, June						
To: Gabriel Lim; Pho	ebe George; David Owyeong;	; Calvin Choy				
Cc: Stephen Yee; En Subject: RE: Comm	rique Perez ercial CD User Guides					
Phoebe,						
noebe,						
Yes, I can help; but v	will not be able to begin work need to complete and then a	ing on it until next wee	k. I currently have a l he Webinar	Product of the Month	blast going out tomorro	ow; that I am in the proce
ac marsaa, mac r	ced to complete and then a	Tollow up reminder for t	are Wesman			
Please let me know it	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 I T. 469.948.1000 I 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.

Ronv Das

	From: Phoebe George
	Sent: Wednesday, June 03, 2020 8:48 AM To: David Owyeong; Calvin Choy
	Cc: Phoebe George; Stephen Yee
	Subject: Commercial CD User Guides
	David/Calvin – do you guys still print physical user guides for Commercial CD shipments?
	Thanks,
	Phoebe
	Phoebe George Director of Implementation Services
	InfoIMAGE, Inc. 875 West Sandy Lake Road, Suite 500 Coppell, TX 75019
	Direct. 469.948.1809 T. 469.948.1000 F. 972.745.1485
	phoebe.george@infoimageinc.com www.infoimageinc.com
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	communication is strictly prohibited. If you have received this communication in error, please notify us by replying to this message or by contacting InfoIMAGE, Inc at 469.948.1000.
-	
	Regards,
	Rony Das
 Do	garde
	egards, ony Das
110	my Das
ans	ards,
	y Das
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 $https://mail.google.com/mail/u/0?ik=3365bff2c8\&view=pt\&search=all\&permthid=thread-f\%3A1677282845922340623\&simpl=msg-f\%3A167728284\dots \\ 64/205$

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.com, PC Phoebe.George@infoimageinc.com, DP DP DP DP DP DP DP DP DP <a href="Phoebe.

DAVID: Please advise on the PW for the CD ASAP

Stephen Yee

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

Description: infolmage_286New.jpg

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F. 650.473.6300 | www.InfolmageInc.com

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

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From: 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: infolmage_286New.jpg

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.lnfolmagelnc.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 Pavid.Trang@infoimageinc.com; Rogelio De Vera Rogelio.DeVera@infoimageinc.com; Rony Das rony.das@dsinnovators.com; Portion of the Company <Peter.Dang@infoimageinc.com>

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

<William.Kong@infoimageinc.com>; Dsi Print Process <pri>printprocess.infoimage@dsinnovators.com>

Subject: RE: Commercial CD User Guides 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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error, please notify us by replying to this message or by contacti

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

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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. De Vera@infoimageinc.com>; David Trang < David. Trang@infoimageinc.com>; Rony Das < rony. das@dsinnovators.com>; P <Peter.Dang@infoimageinc.com>

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

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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 <pri>printprocess.i

Subject: Re: Commercial CD User Guides SECOND REQUEST

Н	any		

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:

 $5712122,5712122,08192020,800573258,202953,ffin_5712122_08192020_202953_800573258_F.tif_,1223258,1223258,1232258,1232258,1232226,12326,12326,12326,123226,123226,123226,123226,12326,123226,12$

Thanks,

Rony

On Fri, Aug 28, 2020 at 6:23 AM Peter Dang < Peter. Dang@infoimageinc.com > wrote:

Rony,

Please check the DFA. Look like it is missing some of the field like check amount. See HTBKDS21.dfa for reference.

Peter

From: David Trang

Sent: Tuesday, August 25, 2020 4:19 PM

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

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

Subject: RE: Commercial CD User Guides SECOND REQUEST

Peter,

Look like it is missing 1 field at the end. Either the transcode or the sequence. I can't tell what it is but when I add the additional comma, it is showing

Thanks David

From: Peter Dang <Peter.Dang@infoimageinc.com> Sent: Tuesday, August 25, 2020 3:16 PM

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

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@in <DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>; Dsi Print Process <printprocess.infoimage@dsinnovators.com>; David 1

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David,

Can you check the CD process. I was able to see front & back check images in /d/test/pdf afp/ffin/ffinms2/tiff folder.

Thanks.

Peter

From: Rony Das [mailto:rony.das@dsinnovators.com] Sent: Thursday, August 20, 2020 2:24 AM

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

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@in <DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>; Dsi Print Process <printprocess.infoimage@dsinnovators.com>; David 1 Subject: Re: Commercial CD User Guides SECOND REQUEST

Btw we are seeing this error in our log:

```
342 Use of uninitialized value $RIN_EMAIL in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 457, <MASTER> 13
543
          Parsing Master List
544
          Begin parsing group for each CD
545
         Creating check index file
546
         Use of uninitialized value costonermailing costonerms of the cos
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 673, <TIFF> line
547
          cp: target ' FRONT.tif' is not a directory
         Use of uninitialized value $errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 685, <TIFF> ]
549
          Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 2.
          Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 675, <TIFF> line
551
          cp: target ' BACK.tif' is not a directory
          Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 3.
553
554
          Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 673, <TIFF> line
555
          cp: target ' FRONT.tif' is not a directory
556
          Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL CD.pl line 663, <TIFF> line 4.
557
          Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 675, <TIFF> line
558
                                      BACK.tif' is not a directory
          cp: target '
          Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL CD.pl line 663, <TIFF> line 5.
559
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line
560
```

log file attached.

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

Hi Peter.

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

Thanks

Rony

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

+Print team at InfoIMAGE

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

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

Thanks David

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

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

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

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

<DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David.

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

Thanks.

Peter

From: Stephen Yee

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

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

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

<DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

PETER: Please advise.

Stephen Yee

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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

To: Peter Dang

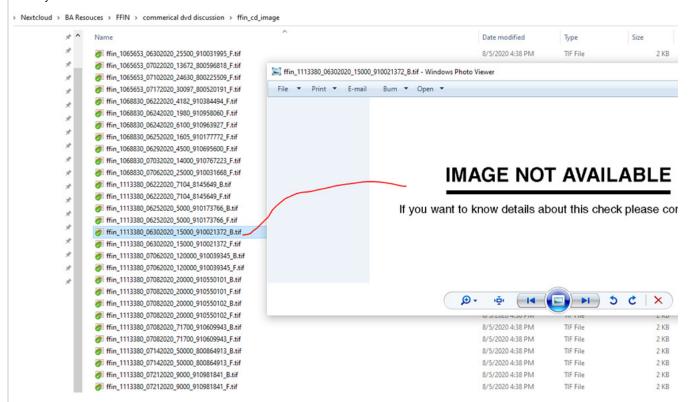
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong

Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

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

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.

```
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_2959,ffin_8508445303_06302020_2959_910013802_f.tif,9743 10368 8508445303,8508445303,06302020_910021844_f.700,ffin_8508445303_06302020_1700_910021844_f.tif,9744 10369 8508445303,8508445303,07032020_9100765224_f.1670,ffin_8508445303_07032020_1670_9100765224_f.tif,9745 10370 8508445303,8508445303,07062020,910036617_f.410,ffin_8508445303_07062020_1410_910036617_f.tif,9746 10371 8508445303_8508445303_07102020_910038298_f.000,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_910038297_1000,ffin_8508445303_07102020_1000_910038299_f.tif,9749 10374 8508445303_8508445303_07132020_91038299_f.000,ffin_8508445303_07132020_1000_910038297_f.tif,9750 10375 8508445303_8508445303_07132020_910328587_549_ffin_8508445303_07132020_6145_800621739_f.tif,9750 10376 8508445303_8508445303_07152020_910095775_52500_ffin_8508445303_07152020_2500_910905775_f.tif,9752
10376 8508445303,8508445303,07152020,910905775,1250,fftin_8508445303_07152020_2500_910905775_F.tif,9752
10377 4598393,4598393,06232020,910708306,28762,fftin_4598393_06232020_28762_910708306_F.tif,9753
10378 4598393,4598393,07132020,56641388,100000,fftin_4598393_07132020_100000_56641388_F.tif,9754
10379 4598393,4598393,07142020,910663275,2800,fftin_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: SUBSTR(CUR_LINE,83,1, '')=='N'
       then
             then

Assign FRONT AND BACK CHECK FLAG=1
             else

Assign FRONT_AND_BACK_CHECK_FLAG=0

Assign FRONT_AND_BACK_CHECK_FLAG=0
        = 3
       Assign CUR_PROD_ACCT_NUM=NOSPACE(SUBSTR(CUR_LINE,19
```

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

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

Thanks

Rony

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

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

Peter

From: David Trang

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

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

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

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

Steve,

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

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

See bullet point on section 1.2 of setup guide.

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

Thanks

David

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

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

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

Subject: RE: Commercial CD User Guides

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

Please advise.

Thanks!

Stephen Yee

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Stephen Yee

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

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

Subject: RE: Commercial CD User Guides

Thanks Ceasar. David reminded me:)

Stephen Yee

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

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From: Ceasar Guerrero

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

Password: abodef Thanks, Cesar From: Stephen Yee <stephen, yee@infolinageinc.com=""> Sent: Wednesday, August 5, 2020 12:16 PM To: Cesasr Guerrero <cesasr @cesasr="" guerrero="" guerrero@infolinageinc.com="">; DP <dp@infolinageinc.com>; David Trang <david.trang@infolinageinc.com>; Wanda Malone <w 141="" 489.312.6925="" 650.473.6300="" 94025="" alteration="" an="" and="" are="" as="" before="" by="" ca="" cd="" comm="" commercial="" consider="" david="" david,<="" david:="" direct="" discount.="" dp="" drive,="" dvd?="" end="" entitled="" environment="" equipped="" etherwise="" eval.="" exempt="" f.="" for="" from="" george;="" guides="" headquarters="" if="" implementation="" in="" infolinageinc.com="" intended="" is="" itemts="" jefferson="" malone;="" mento="" message="" min.="" mith="" mountaintain="" mrice="" not="" or="" outsits="" owes="" park,="" pease="" phoebe="" plater="" platinged="" printing="" pw="" rap="" re:="" recipient="" recipion;="" specialist="" stephen="" subject:="" th="" that="" the="" this="" trangs,="" user="" wanda="" weetend="" what="" without="" www.="" yee="" yee,="" yee@infolinageinc.com="" yet="" you="" =""><th></th><th>per David.</th></w></david.trang@infolinageinc.com></dp@infolinageinc.com></cesasr></stephen,>		per David.
From: Stephen Yee < Stephen Yee@infolmageinc.com> Sent: Wednesday, August 5, 2020 12:16 PM To: Ceasar Guerrero @Ceasar Guerrero George < Phoebe.George@infolmageinc.com>; DP < DP@infolmageinc.com>; Wanda Malone <w **prom:="" **sent:="" **subject:="" 141="" 2020="" 30,="" 3:33="" 469.312.6925="" 650.473.6300="" 8875.5="" 94025="" addition="" an="" and="" are="" as="" before="" ca="" cd="" ceasar="" comm="" commercial="" consider="" contain="" david="" david,<="" david:="" direct="" distractive="" distribution.="" dp="" drive,="" dvd?="" email.="" ends="" environment="" error,="" f.="" for="" from="" george;="" guerrero**="" guides="" hardly="" headquarters="" if="" implementation="" in="" information="" insteaded="" intended="" is="" jefferson="" july="" mail.="" majorite="" malone;="" may="" menio="" not="" or="" park,="" phillipped="" phoebe="" phosos="" pigase="" pm="" printing="" pw="" re:="" recipent,="" recipient="" recitigs="" recommendation="" specialist="" statemy="" stephen="" stephen.yee@infolmageinc.com="" subject="" subject:="" th="" that="" the="" this="" thursday,="" to="" to:="" trangi,="" user="" wan="" wanda="" what="" white="" www.infolmageinc.com="" yee="" yee;="" you="" =""><th>Password: abcdef</th><th></th></w>	Password: abcdef	
From: Stephen Yee <stephen yee@infoimageinc.com=""> Sent: Wednesday, August 5, 2020 12:16 PM To: Ceasar Guerrero & Ceasar Guerrero Bright & Commercial CD User Guides PRIOAVID: What is the PW for the Comm DVD? Stephen Yee Implementation Specialist Direct 469.312.6925 stephen yee@infoimageinc.com Headquarters 141 Jefferson Drive, Menio Park, CA 94025 F. 650.473.6300 www.Infoimageinc.com Prioase consider the onitionement before printing this email. NOTICE. The caust is instended usely to the miscelled and the order of the content of the</stephen>	Thanks,	
Sent: Wednesday, August 5, 2020 12:16 PM To: Ceasar Guerror Celegration (Compression Indication Compression Indication Compression Indication Compression Indication Compression Indication Compression Indication Indicatio	Cesar	
Stephen Yee Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com Headquarters 141 Jefferson Drive, Menio Park, CA 94025 F. 650.473.6300 www.Infolmageinc.com Please consider the environment before printing this email. NOTICE, this e shall a intended valiely for the recipient and may contain confidential information that is printinged or otherwise exempt from disclosure. If you are not the intended recipient, you are hereby notified that any disease consumerization is error, please notify as by replying to this message or by contact From: Ceasar Guerrero Sent: Thursday, July 30, 2020 3:33 PM To: David Trangs (Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides David,	Sent: Wednesday, Aug To: Ceasar Guerrero <0 George <phoebe.georg< td=""><td>just 5, 2020 12:16 PM Ceasar.Guerrero@infoimageinc.com>; David Trang <david.trang@infoimageinc.com>; Wanda Malone <wal ge@infoimageinc.com>; DP <dp@infoimageinc.com></dp@infoimageinc.com></wal </david.trang@infoimageinc.com></td></phoebe.georg<>	just 5, 2020 12:16 PM Ceasar.Guerrero@infoimageinc.com>; David Trang <david.trang@infoimageinc.com>; Wanda Malone <wal ge@infoimageinc.com>; DP <dp@infoimageinc.com></dp@infoimageinc.com></wal </david.trang@infoimageinc.com>
Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com Headquarters 141 Jefferson Drive, Menio Park, CA 94025 F. 650.473.6300 www.Infolmageinc.com Please consider the environment before printing this email. NOTICE: This e-mail is intended solely for the recipient and may contain confidential information that is printinged or otherwise exempt from disclosure. If you are not the intended recipient; you are hereby notified that any dissentencementation in error, please northy in by replying to this message or by contact. From: Ceasar Guerrero Sent: Thursday, July 30, 2020 3:33 PM Tot: David Trangs, Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides David,	DP/DAVID: What is the PW	for the Comm DVD?
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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,	Implementation Special	list Direct 469.312.6925 stephen.yee@infoimageinc.com
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NOTICE: This e-mail is intended solely for the recipient and may contain confidential information that is privileged or otherwise exempt from disclosure. If you are not the intended recipient; you are hereby notified that any dissertite communication in error, please notify us by replying to this message or by contactif 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,	F. 650.473.6300 www.	.InfolmageInc.com
From: Ceasar Guerrero Sent: Thursday, July 30, 2020 3:33 PM To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides David,	Please consider the environme	ent before printing this email.
Sent: Thursday, July 30, 2020 3:33 PM To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides David,		
Sent: Thursday, July 30, 2020 3:33 PM To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides David,		
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Sent: Thursday, July 30, 2020 3:33 PM To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides David,		
Sent: Thursday, July 30, 2020 3:33 PM To: David Trang; Stephen Yee; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides David,		
The CD label and content looks good (see attached file)	Sent: Thursday, July 30, 20 To: David Trang; Stephen Y	ree; Wanda Malone; Phoebe George; DP
The CD label and content looks good (see attached file).	Sent: Thursday, July 30, 20 To: David Trang; Stephen Y Subject: RE: Commercial Cl	ree; Wanda Malone; Phoebe George; DP

Cesar

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

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

Subject: RE: Commercial CD User Guides

DP,

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

Password: abcdef

Thanks

David

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

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

To: Wanda Malone <Wanda.Malone@infoimageinc.com>; David Trang <David.Trang@infoimageinc.com>; Phoebe George <Phoebe.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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	Dynamic Solution Innovators Mail - RE: Commercial CD User Guides THIRD REQUEST
From: David Trang	
Sent: Thursday, July 30 To: Wanda Malone; Ste	phen Yee; Phoebe George
Subject: RE: Commerc	ial 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.
	the logo to be 5 inches. I am looking for the entire CD cover to be 5 inches.
I am not looking for Thanks David	the logo to be 5 inches. I am looking for the entire CD cover to be 5 inches.
Thanks	the logo to be 5 inches. I am looking for the entire CD cover to be 5 inches.
Thanks David From: Wanda Malo	ne <wanda.malone@infoimageinc.com></wanda.malone@infoimageinc.com>
Thanks David From: Wanda Malo Sent: Thursday, Jul	ne <wanda.malone@infoimageinc.com> y 30, 2020 9:32 AM</wanda.malone@infoimageinc.com>
Thanks David From: Wanda Malo Sent: Thursday, Jul	ne <wanda.malone@infoimageinc.com></wanda.malone@infoimageinc.com>
Thanks David From: Wanda Malo Sent: Thursday, Jul	ne <wanda.malone@infoimageinc.com> y 30, 2020 9:32 AM</wanda.malone@infoimageinc.com>
Thanks David From: Wanda Malo Sent: Thursday, Jul To: David Trang <d comm="" david,<="" hello="" re:="" subject:="" td=""><td>ne <wanda.malone@infoimageinc.com> y 30, 2020 9:32 AM avid.Trang@infoimageinc.com>; Stephen Yee <stephen.yee@infoimageinc.com>; Phoebe George <phoebe.geo cd="" guides<="" nercial="" td="" user=""></phoebe.geo></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com></td></d>	ne <wanda.malone@infoimageinc.com> y 30, 2020 9:32 AM avid.Trang@infoimageinc.com>; Stephen Yee <stephen.yee@infoimageinc.com>; Phoebe George <phoebe.geo cd="" guides<="" nercial="" td="" user=""></phoebe.geo></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>
Thanks David From: Wanda Malo Sent: Thursday, Jul To: David Trang <d comm="" david,<="" hello="" re:="" subject:="" td=""><td>ne <wanda.malone@infoimageinc.com> y 30, 2020 9:32 AM avid.Trang@infoimageinc.com>; Stephen Yee <stephen.yee@infoimageinc.com>; Phoebe George <phoebe.geo cd="" guides<="" nercial="" td="" user=""></phoebe.geo></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com></td></d>	ne <wanda.malone@infoimageinc.com> y 30, 2020 9:32 AM avid.Trang@infoimageinc.com>; Stephen Yee <stephen.yee@infoimageinc.com>; Phoebe George <phoebe.geo cd="" guides<="" nercial="" td="" user=""></phoebe.geo></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>
Thanks David From: Wanda Malo Sent: Thursday, Jul To: David Trang <d comm="" david,<="" hello="" re:="" subject:="" td=""><td>ne <wanda.malone@infoimageinc.com> y 30, 2020 9:32 AM</wanda.malone@infoimageinc.com></td></d>	ne <wanda.malone@infoimageinc.com> y 30, 2020 9:32 AM</wanda.malone@infoimageinc.com>
Thanks David From: Wanda Malo Sent: Thursday, Jul To: David Trang < D Subject: RE: Comm Hello David, This is an image of the	ne <wanda.malone@infoimageinc.com> y 30, 2020 9:32 AM avid.Trang@infoimageinc.com>; Stephen Yee <stephen.yee@infoimageinc.com>; Phoebe George <phoebe.geo cd="" guides<="" nercial="" td="" user=""></phoebe.geo></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>
Thanks David From: Wanda Malo Sent: Thursday, Jul To: David Trang < D Subject: RE: Comm Hello David, This is an image of the	ne <wanda.malone@infoimageinc.com> y 30, 2020 9:32 AM avid.Trang@infoimageinc.com>; Stephen Yee <stephen.yee@infoimageinc.com>; Phoebe George <phoebe.geo cd="" guides<="" nercial="" td="" user=""></phoebe.geo></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>
Thanks David From: Wanda Malo Sent: Thursday, Jul To: David Trang < D Subject: RE: Comm Hello David, This is an image of the	ne <wanda.malone@infoimageinc.com> y 30, 2020 9:32 AM avid.Trang@infoimageinc.com>; Stephen Yee <stephen.yee@infoimageinc.com>; Phoebe George <phoebe.geo cd="" guides<="" nercial="" td="" user=""></phoebe.geo></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>
Thanks David From: Wanda Malo Sent: Thursday, Jul To: David Trang < D Subject: RE: Comm Hello David, This is an image of the	ne <wanda.malone@infoimageinc.com> y 30, 2020 9:32 AM avid.Trang@infoimageinc.com>; Stephen Yee <stephen.yee@infoimageinc.com>; Phoebe George <phoebe.geo cd="" guides<="" nercial="" td="" user=""></phoebe.geo></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>
Thanks David From: Wanda Malo Sent: Thursday, Jul To: David Trang < D Subject: RE: Comm Hello David, This is an image of the	ne <wanda.malone@infoimageinc.com> y 30, 2020 9:32 AM avid.Trang@infoimageinc.com>; Stephen Yee <stephen.yee@infoimageinc.com>; Phoebe George <phoebe.geo cd="" guides<="" nercial="" td="" user=""></phoebe.geo></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>

11/25/2020

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

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

Thanks David

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

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

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

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 Cabriel.Lim@info
To: David Trang
Trang

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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	Dynamic Solution Innovators Mail - RE: Commercial CD User Guides THIRD REQUEST
Ser To:	n: David Trang t: Wednesday, July 29, 2020 2:02 PM Wanda Malone; Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy
	ject: RE: Commercial CD User Guides en it up in Paint and it gave me the following in inches.
, O	
W:	4.82
L: 5	.01
Tha Da	inks rid
Fro	m: Wanda Malone <wanda.malone@infoimageinc.com></wanda.malone@infoimageinc.com>
Sei To: <d:< td=""><td>nt: Wednesday, July 29, 2020 1:10 PM Stephen Yee <stephen.yee@infoimageinc.com>; Gabriel Lim <gabriel.lim@infoimageinc.com>; Phoebe George <phoebe.george@avid.owyeong@infoimageinc.com>; Calvin Choy <calvin.choy@infoimageinc.com>; David Trang <david.trang@infoimageinc.com> nject: RE: Commercial CD User Guides</david.trang@infoimageinc.com></calvin.choy@infoimageinc.com></phoebe.george@avid.owyeong@infoimageinc.com></gabriel.lim@infoimageinc.com></stephen.yee@infoimageinc.com></td></d:<>	nt: Wednesday, July 29, 2020 1:10 PM Stephen Yee <stephen.yee@infoimageinc.com>; Gabriel Lim <gabriel.lim@infoimageinc.com>; Phoebe George <phoebe.george@avid.owyeong@infoimageinc.com>; Calvin Choy <calvin.choy@infoimageinc.com>; David Trang <david.trang@infoimageinc.com> nject: RE: Commercial CD User Guides</david.trang@infoimageinc.com></calvin.choy@infoimageinc.com></phoebe.george@avid.owyeong@infoimageinc.com></gabriel.lim@infoimageinc.com></stephen.yee@infoimageinc.com>
Or v	what the below dimensions are in (ex. in, px, pt). I have tried several with the below specifications and it distorts their logo.
Tha	iks!

11/25/2020

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 $\ensuremath{\mathsf{T}}$ - 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

Hey Stephen,	
Can you please p	provide the specs in inches?
Thanks!	
,	
France Chamban	
From: Stephen Sent: Wednesda To: Wanda Malo	ree ıy, July 29, 2020 2:25 PM ne; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy
Cc: Enrique Pere	iz mmercial 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, H	eight = 1504
Stephen Yee	
Implementation	n Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Headquarters	141 Jefferson Drive, Menlo Park, CA 94025
	00 www.InfolmageInc.com

rom: Wanda Malone ent: Monday, June 08, 2020 3:23 PM	
o: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy	
c: Enrique Perez ubject: RE: Commercial CD User Guides	
his ended up being a simpler mock-up than I anticipated. I have attached a completed version.	
lease let me know if anything else needs to be updated.	
hanks!	

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

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

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

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

Thank you everyone!

Stephen Yee

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

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From: Wanda Malone

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

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

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

Phoebe,

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

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

Thanks!

From: Gabriel Lim

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

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

Cc: Stephen Yee

Subject: RE: Commercial CD User Guides

Please use stock code 6186

Thank you,

Gabriel

From: Phoebe George

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

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

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

Thanks David!

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

+ Wanda

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

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

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

NEW contact info for FFIN (item #2):

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

Thanks!

Phoebe

Phoebe George | Director of Implementation Services

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

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

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



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

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

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

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

Subject: RE: Commercial CD User Guides

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

Adding Gabriel.

From: Phoebe George

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

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

Thanks!

Phoebe George | Director of Implementation Services

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

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

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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,

11/25/2020

Regards, Rony Das

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.com> <printprocess.infoimage@dsinnovators.com>, PC <PC@infoimageinc.com>

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

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

Description: infolmage_286New.jpg

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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

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From: 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: infolmage_286New.jpg

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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: infolmage_286New.jpg

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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 Coulon | Trang@infoimageinc.com; Rogelio De Vera Rogelio.DeVera@infoimageinc.com; Rony Das rony.das@dsinnovators.com; Portion | Trang@infoimageinc.com

<Peter.Dang@infoimageinc.com>

< 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

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

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

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

From: David Trang

Sent: Wednesday, September 02, 2020 3:05 PM To: Stephen Yee; Rogelio De Vera; Rony Das; Peter Dang

Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process

Subject: RE: Commercial CD User Guides SECOND REQUEST

When I view it yesterday before triggering the burning, the check images where there. The same files were used for burning so I am certain that it is on the

Thanks

David

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

Sent: Wednesday, September 2, 2020 2:50 PM

To: Rogelio De Vera < Rogelio De Vera@infoimageinc.com>; David Trang < David Trang@infoimageinc.com>; Rony Das < rony das@dsinnovators.com>; P

<Peter.Dang@infoimageinc.com>

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

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@infoimageinc.com>; <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 Subject: Re: Commercial CD User Guides SECOND REQUEST

<Phoebe.George@infoimageinc.com>; DP <DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>; Dsi Print Process <pri>printprocess.i</pr>

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:

 $5712122,5712122,08192020,800573258,202953,ffin_5712122_08192020_202953_800573258_F.tif,,12225712122_08192020_202953_800573258_F.tif,,1223258_F.tif,,123258$

Thanks,
Rony
On Fri, Aug 28, 2020 at 6:23 AM Peter Dang <peter.dang@infoimageinc.com> wrote:</peter.dang@infoimageinc.com>
Rony,
Please check the DFA. Look like it is missing some of the field like check amount. See HTBKDS21.dfa for reference.
Peter
From: David Trang Sent: Tuesday, August 25, 2020 4:19 PM
To: Peter Dang <peter.dang@infoimageinc.com>; Rony Das <rony.das@dsinnovators.com> Cc: Stephen Yee <stephen.yee@infoimageinc.com>; Ceasar Guerrero <ceasar.guerrero@infoimageinc.com>; Phoebe George <phoebe.george@infoimageinc.com>; Ceasar.Guerrero@infoimageinc.com>; Phoebe George <phoebe.george.guerrero@infoimageinc.com>; Phoebe George <phoebe.george.guerrero@infoimageinc.com>; Phoebe George.Guerrero@infoimageinc.com>; Phoebe George.Guerrero@infoimageinc.guerrero@infoimageinc.guerrero@infoimageinc.guerrerow.g</phoebe.george.guerrero@infoimageinc.com></phoebe.george.guerrero@infoimageinc.com></phoebe.george@infoimageinc.com></phoebe.george@infoimageinc.com></phoebe.george@infoimageinc.com></phoebe.george@infoimageinc.com></phoebe.george@infoimageinc.com></phoebe.george@infoimageinc.com></phoebe.george@infoimageinc.com></phoebe.george@infoimageinc.com></phoebe.george@infoimageinc.com></phoebe.george@infoimageinc.com></ceasar.guerrero@infoimageinc.com></stephen.yee@infoimageinc.com></rony.das@dsinnovators.com></peter.dang@infoimageinc.com>
Co. Stephen Tee
Subject. RE. Confinerdal CD Osel 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</peter.dang@infoimageinc.com>
To: Rony Das <rony.das@dsinnovators.com></rony.das@dsinnovators.com>
Cc: Stephen Yee <stephen. yee@infoimageinc.com="">; Ceasar Guerrero <ceasar. guerrero@infoimageinc.com="">; Phoebe George <phoebe. george@infoimageinc.com="">; William Kong <william. kong@infoimageinc.com="">; Dsi Print Process <pri>Print Process <pri>P</pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></pri></william.></phoebe.></ceasar.></stephen.>
Subject: RE: Commercial CD User Guides SECOND REQUEST
Hi David,
Till 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></peter.dang@infoimageinc.com>
Cc: Stephen Yee <stephen.yee@infoimageinc.com>; Ceasar Guerrero <ceasar.guerrero@infoimageinc.com>; Phoebe George <phoebe.george@inc.com>; Phoebe.George@inc.com>; Phoebe.George@</phoebe.george@inc.com></phoebe.george@inc.com></phoebe.george@inc.com></phoebe.george@inc.com></phoebe.george@inc.com></phoebe.george@inc.com></phoebe.george@inc.com></phoebe.george@inc.com></phoebe.george@inc.com></phoebe.george@inc.com></phoebe.george@inc.com></phoebe.george@inc.com></ceasar.guerrero@infoimageinc.com></stephen.yee@infoimageinc.com>

<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
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.
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 673, <TIFF> line
547
548
         cp: target ' FRONT.tif' is not a directory
         Use of uninitialized value $errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 685, <TIFF> ]
549
550
         Use of uninitialized value $checkSeg in substitution (s///) at /home/test/master/COMMERCIAL CD.pl line 663, <TIFF> line 2.
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 675, <TIFF> line
551
          cp: target ' BACK.tif' is not a directory
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
         Use of uninitialized value \c of constant of constan
556
557
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 675, <TIFF> line
          cp: target '__BACK.tif' is not a directory
558
559
         Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 5.
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line
```

log file attached.

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

Hi Peter,

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

Thanks

Rony

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

+Print team at InfoIMAGE

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

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

Thanks David

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

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

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

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

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David.

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

Thanks,

Peter

From: Stephen Yee

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

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

<DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

PETER: Please advise.

Stephen Yee

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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

To: Peter Dang

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

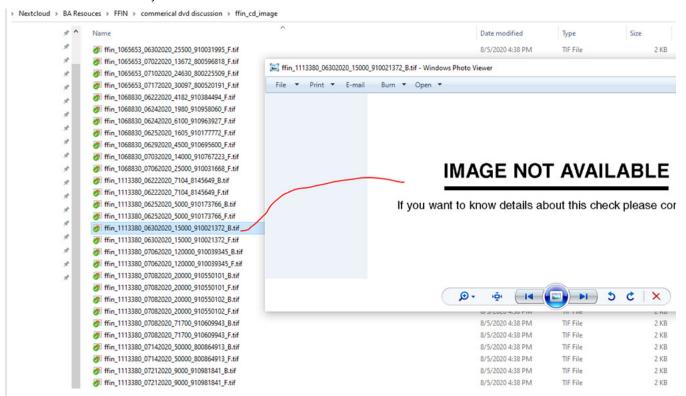
Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

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

Hi Peter.

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



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

```
<mark>.0364</mark> 8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740
                           8508445303,8508445303,06242020,910957448,1072,ffin_8508445303_06242020_1072_910957448_F.tif,9741
10365 8508445303,8508445303,06242020,910957448,1072,ffin_8508445303_06242020_1072_910957448_f.tif,9741 10366 8508445303,8508445303,06292020,910697001,6337,ffin_8508445303_06292020_6337_9106097001_f.tif,9742 10367 8508445303,8508445303,06302020,910013802,2950,ffin_8508445303_06302020_2950_910013802_f.tif,9743 10368 8508445303,8508445303,06302020,910021844,1700,ffin_8508445303_06302020_1700_910021844_f.tif,9744 10369 8508445303,8508445303,07032020_910765224_f.tif,9745 10370 8508445303,8508445303,07032020_910036617_f.410,ffin_8508445303_07032020_1670_910765224_f.tif,9745 10371 8508445303,8508445303,07102020,910038298,1000,ffin_8508445303_07102020_1000_910038298_f.tif,9747 10372 8508445303,8508445303,07102020,910038297_10000,ffin_8508445303_07102020_1000_910038299_f.tif,9748 10373 8508445303,8508445303,07102020,910038299_1000,ffin_8508445303_07102020_1000_910038299_f.tif,9749 10374 8508445303,8508445303,07132020,910328587_f.495610_8508445303_07132020_5910328587_f.tif,9750 10375 8508445303,8508445303,07132020_800621739.6145.ffin_8508445303_07132020_6145_800621739_f.tif,9751
10374 8508445303,8508445303,07132020,910528887,549,TTIN_8508445303_07132020_549_910328587_F.tlf,9750
10375 8508445303,8508445303,07132020,800621739,6145,ffin_8508445303_07132020_6145_800621739_F.tlf,9751
10376 8508445303,8508445303,07152020_910905775_F.5500,ffin_8508445303_07152020_2500_910905775_F.tlf,9752
10377 4598393,4598393,06232020,910708306,28762,ffin_4598393_06232020_28762_910708306_F.tlf,9753
10378 4598393,4598393,07132020,56641388,100000,ffin_4598393_07132020_100000_56641388_F.tlf,9754
10379 4598393,4598393,07142020,910663275,2800,ffin_4598393_07142020_2800_910663275_F.tlf,9755
```

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

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

Assign FRONT AND BACK CHECK FLAG=1
      else

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

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

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

Thanks

Rony

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

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

Peter

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

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

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

Steve,

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

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

See bullet point on section 1.2 of setup guide.

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

Thanks

David

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

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

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

Subject: RE: Commercial CD User Guides

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

Please advise.

Thanks

Stephen Yee

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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

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

Subject: RE: Commercial CD User Guides

Thanks Ceasar. David reminded me :)

Stephen Yee

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: Ceasar Guerrero

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

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

Subject: RE: Commercial CD User Guides

From this email thread, per David.

Password: abcdef

Thanks.

Cesar

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

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

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

Subject: RE: Commercial CD User Guides

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

Stephen Yee

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

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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.georgue cd="" commercial="" guides<="" re:="" subject:="" th="" user=""></phoebe.georgue></david.trang@infoimageinc.com></wanda.malone@infoimageinc.com></stephen.yee@infoimageinc.com>
Thank you Wanda.
DAVID: Please advise when sample DVD will be ready. The bank would like an update when they can expect.
Stephen Yee Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 www.InfolmageInc.com Please consider the environment before printing this email. NOTICE: This e-mall is intended solely for the recipient and may contain confidential information that is privileged or otherwise exempt from disclosure. If you are not the intended recipient; you are hereby notified that any dissemination or co this communication in error, please notify us by replying to this message or by contacti

To:	tt: Thursday, July 30, 2020 10:00 AM Stephen Yee; David Trang; Phoebe George nject: RE: Commercial CD User Guides
No į	problem, here you go.
Tha	nks!
Sen To:	m: Stephen Yee it: Thursday, July 30, 2020 11:54 AM David Trang; Wanda Malone; Phoebe George vject: RE: Commercial CD User Guides
Sorr	y about that Wanda. I misunderstood David's request.
Ste	phen Yee
lmp	olementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Hea	adquarters 141 Jefferson Drive, Menlo Park, CA 94025
F. 6	550.473.6300 www.lnfolmageInc.com
Plea	se consider the environment before printing this email.
	E: This e-mail is intended solely for the recipient and may contain confidential information that is privileged or otherwise exempt from disclosure. If you are not the intended recipient; you are hereby notified that any dissemination ommunication in error, please notify us by replying to this message or by contacti

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

Wanda,

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

Thanks David

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

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

Subject: RE: Commercial CD User Guides

Hello David,

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

Thanks!

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

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

Thanks David

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

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

To: Stephen Yee <Stephen. Yee@infoimageinc.com>; David Trang Cavid.Trang@infoimageinc.com>; Gabriel.Lim Cabriel.Lim <Phoebe.George@infoimageinc.com>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com</p> Subject: RE: Commercial CD User Guides

Thank you!

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

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

<Phoebe.George@infoimageinc.com>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>; 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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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!

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!

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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11/25/2020	Dynamic Solution Innovators Mail - RE: Commercial CD User Guides THIRD REQUEST
11/25/2020	From: Wanda Malone Sent: Monday, June 08, 2020 3:23 PM Sont: Monday, June 08, 2020 3:23 PM To: Stepher Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy
	Sent: Monday, June 08, 2020 3:23 PM
	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.
	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!
	Please let me know if anything else needs to be updated.
	Please let me know if anything else needs to be updated.
	Please let me know if anything else needs to be updated.
	Please let me know if anything else needs to be updated.
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	Please let me know if anything else needs to be updated.
	Please let me know if anything else needs to be updated.
	Please let me know if anything else needs to be updated.
	Please let me know if anything else needs to be updated.

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

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

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

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

Thank you everyone!

Stephen Yee

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Wanda Malone

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

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

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

Phoebe,
Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in tout 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
Subject: RE: Commercial CD User Guides Please use stock code 6186

 $https://mail.google.com/mail/u/0?ik=3365bff2c8\&view=pt\&search=all\&permthid=thread-f\%3A1677282845922340623\&simpl=msg-f\%3A16772828... \\ 109/205$

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

 ${\tt phoebe.george@infoimageinc.com} \quad | \quad {\tt www.infoimageinc.com}$



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Regards,

Rony Das

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

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.

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

Description: infolmage_286New.jpg

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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

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From: 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: infolmage_286New.jpg

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

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From: Stephen Yee

Sent: Tuesday, September 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

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

Description: infolmage 286New.jpg

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

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From: 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; Rony Das Rony.Das Rony

<Peter.Dang@infoimageinc.com>

Cc: Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@infoimageinc.com>; Williams (Company); Williams (Compan

<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

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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

 $Implementation \ Specialist \ | \ Direct \ 469.312.6925 \ | \ \underline{s} tephen.yee@infoimageinc.com$

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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 De Vera@infoimageinc.com>; David Trang < David Trang@infoimageinc.com>; Rony Das < rony.das@dsinnovators.com>; Portion De Vera@infoimageinc.com>; Portion De Vera

<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

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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>; Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; Phoebe <Phoebe.George@infoimageinc.com>; Pho

<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>

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
7	hanks,
F	Rony
(On Fri, Aug 28, 2020 at 6:23 AM Peter Dang <peter.dang@infoimageinc.com> wrote:</peter.dang@infoimageinc.com>
	Rony,
	Please check the DFA. Look like it is missing some of the field like check amount. See HTBKDS21.dfa for reference.
	Peter
	From: David Trang Sent: Tuesday, August 25, 2020 4:19 PM To: Peter Dang Peter.Dang@infoimageinc.com ; Rony Das rony.das@dsinnovators.com Cc: Stephen Yee Stephen.Yee@infoimageinc.com ; Ceasar Guerrero Ceasar.Guerrero@infoimageinc.com ; Phoebe George Phoebe.George@iofoimageinc.com ; Phoebe.George Phoebe.George@iofoimageinc.com ; Phoebe.George
	Subject: RE. Commercial CD oser Guides SECOND REQUEST
	Peter,
	Look like it is missing 1 field at the and. Either the transpade or the aggreence. Look't tall what it is but when Lodd the additional common it is showing
	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</peter.dang@infoimageinc.com>
	To: Rony Das <rony.das@dsinnovators.com> Cc: Stephen Yee <stephen.yee@infoimageinc.com>; Ceasar Guerrero <ceasar.guerrero@infoimageinc.com>; Phoebe George <phoebe.george@i <dp@infoimageinc.com="">; William Kong <william.kong@infoimageinc.com>; Dsi Print Process <pri>printprocess.infoimage@dsinnovators.com>; David Subject: RE: Commercial CD User Guides SECOND REQUEST</pri></william.kong@infoimageinc.com></phoebe.george@i></ceasar.guerrero@infoimageinc.com></stephen.yee@infoimageinc.com></rony.das@dsinnovators.com>
	Hi David,
	Can you check the CD process. I was able to see front & back check images in /d/test/pdf_afp/ffin/ffinms2/tiff folder.
	Thanks,

Peter

From: Rony Das [mailto:rony.das@dsinnovators.com]

Sent: Thursday, August 20, 2020 2:24 AM

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

Cc: Stephen Yee <Stephen. Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@in <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
543
          Parsing Master List
544
         Begin parsing group for each CD
545
         Creating check index file
546
         Use of uninitialized value $checkSeg 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
547
                                    FRONT.tif' is not a directory
548
         cp: target '
549
          Use of uninitialized value $errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 685, <TIFF> ]
          Use of uninitialized value centlight scheckSeq in substitution (s///) at /home/test/master/COMMERCIAL CD.pl line \overline{663}, <TIFF> line 2.
550
          Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 675, <TIFF> line
552
          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.
554
         Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line
55.5
          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 \c of constant of constan
          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.George <DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David,

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

Thanks,

Peter

From: Stephen Yee

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

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

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

<DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>
Subject: RE: Commercial CD User Guides SECOND REQUEST

PETER: Please advise.

Stephen Yee

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

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

To: Peter Dang

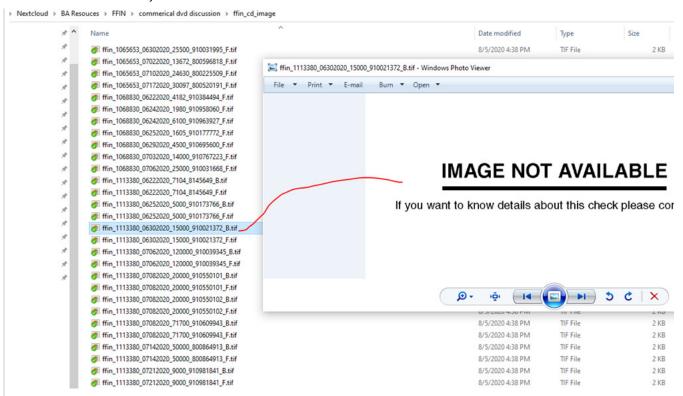
Cc: David Trang; Stephen Yee; Ceasar Guerrero; Phoebe George; DP; William Kong

Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

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

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



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

```
<mark>.0364</mark> 8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740
                             8508445303,8508445303,06242020,910957448,1072,ffin_8508445303_06242020_1072_910957448_F.tif,9741
10365 8508445303,8508445303,06242020,910957448,1072,ffin_8508445303_06242020_1072_910957448_f.tif,9741 10366 8508445303,8508445303,06292020,910697001,6337,ffin_8508445303_06292020_6337_9106097001_f.tif,9742 10367 8508445303,8508445303,06302020,910013802,2950,ffin_8508445303_06302020_2950_910013802_f.tif,9743 10368 8508445303,8508445303,06302020,910021844,1700,ffin_8508445303_06302020_1700_910021844_f.tif,9744 10369 8508445303,8508445303,07032020_910765224_f.tif,9745 10370 8508445303,8508445303,07032020_910036617_f.410,ffin_8508445303_07032020_1670_910765224_f.tif,9745 10371 8508445303,8508445303,07102020,910038298,1000,ffin_8508445303_07102020_1000_910038298_f.tif,9747 10372 8508445303,8508445303,07102020,910038297_10000,ffin_8508445303_07102020_1000_910038299_f.tif,9748 10373 8508445303,8508445303,07102020,910038299_1000,ffin_8508445303_07102020_1000_910038299_f.tif,9749 10374 8508445303,8508445303,07132020,91038299,1000,ffin_8508445303_07102020_1000_910038295_f.tif,9750 10375 8508445303,8508445303,07132020_800621739.6145.ffin_8508445303_07132020_6145_800621739_f.tif,9750 10375 8508445303,8508445303,07132020_800621739.6145.ffin_8508445303_07132020_6145_800621739_f.tif,9751
10374 8508445303,8508445303,07132020,910528887,549,TTIN_8508445303_07132020_549_910328587_F.tlf,9750
10375 8508445303,8508445303,07132020,800621739,6145,ffin_8508445303_07132020_6145_800621739_F.tlf,9751
10376 8508445303,8508445303,07152020_910905775_F.5500,ffin_8508445303_07152020_2500_910905775_F.tlf,9752
10377 4598393,4598393,06232020,910708306,28762,ffin_4598393_06232020_28762_910708306_F.tlf,9753
10378 4598393,4598393,07132020,56641388,100000,ffin_4598393_07132020_100000_56641388_F.tlf,9754
10379 4598393,4598393,07142020,910663275,2800,ffin_4598393_07142020_2800_910663275_F.tlf,9755
```

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

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

Assign FRONT AND BACK CHECK FLAG=1
  - 3
      else

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

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

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

Thanks

Rony

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

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

Peter

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

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

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

Subject: RE: Commercial CD User Guides

Steve,

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

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

See bullet point on section 1.2 of setup guide.

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

Thanks

David

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

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

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

Subject: RE: Commercial CD User Guides

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

Please advise.

Thanks

Stephen Yee

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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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.george cd="" commercial="" guides<="" re:="" subject:="" th="" user=""></phoebe.george></david.trang@infoimageinc.com></wanda.malone@infoimageinc.com></stephen.yee@infoimageinc.com>
Thank you Wanda.
DAVID: Please advise when sample DVD will be ready. The bank would like an update when they can expect.
Stephen Yee
Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 www.InfolmageInc.com Please consider the environment before printing this email.
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-	Sent: Thursday, July 30, 2020 10:00 AM To: Stephen Yee; David Trang; Phoebe George Subject: RE: Commercial CD User Guides
	lo problem, here you go.
	Thanks!
-	
	From: Stephen Yee
S	Sent: Thursday, July 30, 2020 11:54 AM o: David Trang; Wanda Malone; Phoebe George
S T S	Sent: Thursday, July 30, 2020 11:54 AM To: David Trang; Wanda Malone; Phoebe George Subject: RE: Commercial CD User Guides
S S	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.
S	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
S	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.
S S S	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
S S S	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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S S S III	Sent: Thursday, July 30, 2020 11:54 AM To: David Trang; Wanda Malone; Phoebe George Subject: RE: Commercial CD User Guides Sorry about that Wanda. I misunderstood David's request. Stephen Yee Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com Headquarters 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 www.InfolmageInc.com Please consider the environment before printing this email.
S S S III	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 Please consider the environment before printing this email.
S S S II	Sent: Thursday, July 30, 2020 11:54 AM To: David Trang; Wanda Malone; Phoebe George Subject: RE: Commercial CD User Guides Sorry about that Wanda. I misunderstood David's request. Stephen Yee Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com Headquarters 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 www.InfolmageInc.com Please consider the environment before printing this email.
S S S II	Sent: Thursday, July 30, 2020 11:54 AM To: David Trang; Wanda Malone; Phoebe George Subject: RE: Commercial CD User Guides Sorry about that Wanda. I misunderstood David's request. Stephen Yee Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com Headquarters 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 www.InfolmageInc.com Please consider the environment before printing this email.
S S S III	Sent: Thursday, July 30, 2020 11:54 AM To: David Trang; Wanda Malone; Phoebe George Subject: RE: Commercial CD User Guides Sorry about that Wanda. I misunderstood David's request. Stephen Yee Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com Headquarters 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 www.InfolmageInc.com Please consider the environment before printing this email.
S S S II	Sent: Thursday, July 30, 2020 11:54 AM To: David Trang; Wanda Malone; Phoebe George Subject: RE: Commercial CD User Guides Sorry about that Wanda. I misunderstood David's request. Stephen Yee Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com Headquarters 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 www.InfolmageInc.com Please consider the environment before printing this email.

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

Wanda,

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

Thanks David

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

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

Subject: RE: Commercial CD User Guides

Hello David,

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

Thanks!

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

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

Thanks David

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

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

To: Stephen Yee <Stephen. Yee@infoimageinc.com>; David Trang Cavid.Trang@infoimageinc.com>; Gabriel.Lim Cabriel.Lim <Phoebe.George@infoimageinc.com>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>; Subject: RE: Commercial CD User Guides

Thank you!

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

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

<Phoebe.George@infoimageinc.com>; David Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>; Subject: RE: Commercial CD User Guides

Hi Wanda,

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

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

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

Subject: RE: Commercial CD User Guides

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

Stephen Yee

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

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From: Wanda Malone

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

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

Subject: RE: Commercial CD User Guides

Hey Stephen,

Can you please provide the specs in inches?

Thanks!

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

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

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

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

Width = 1446, Height = 1504

Stephen Yee

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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11/25/2020	Dynamic Solution Innovators Mail - RE: Commercial CD User Guides THIRD REQUEST
	From: Wanda Malone
	Sent: Monday, June 08, 2020 3:23 PM
	To: Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Cc: Enrique Perez
	Subject: RE: Commercial CD User Guides
	This ended up being a simpler mock-up than I anticipated. I have attached a completed version.
	Please let me know if anything else needs to be updated.
	Thanks!

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

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

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

Hi Wanda,

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

Thank you everyone!

Stephen Yee

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Wanda Malone

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

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

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

P	hoebe,
Y	es, 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 proces ut Thursday that I need to complete and then a follow-up reminder for the Webinar.
P	lease let me know if you would like me to begin edits next week?
Т	hanks!
_	
S T	rom: Gabriel Lim ent: Monday, June 08, 2020 4:04 PM o: Phoebe George; David Owyeong; Calvin Choy; Wanda Malone c: Stephen Yee ubject: RE: Commercial CD User Guides
F	Please use stock code 6186
	hank you,
S T	rom: Phoebe George ent: Monday, June 08, 2020 1:59 PM o: David Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim c: Stephen Yee; Phoebe George ubject: 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

 ${\tt phoebe.george@infoimageinc.com} \quad | \quad {\tt www.infoimageinc.com}$



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Regards,

Rony Das

Regards, Rony Das

Regards, Rony Das

Regards, Rony Das

Regards, Rony Das

Regards,

Regards, Rony Das

Rony Das

2 attachments





image004.png

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@infoimageinc.com>; Rogelio De Vera < Rogelio.De Vera@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@infoimageinc.com>; <printprocess.infoimage@dsinnovators.com>; PC <PC@</pre>

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.InfolmageInc.com

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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.InfolmageInc.com

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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.InfolmageInc.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

F. 650.473.6300 | www.InfolmageInc.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 Rogelio.DeVera@infoimageinc.com; Rony Das Rogelio.DeVera@infoimageinc.com; Rony Das Rogelio.DeVera@infoimageinc.com; Poebe.George@infoimageinc.com; DP DP@infoimageinc.com; William Kong William.Kong@infoimageinc.com; Phoebe.George@infoimageinc.com; DP DP@infoimageinc.com; William Kong William.Kong@infoimageinc.com; Phoebe.George@infoimageinc.com; DP DP DP William.Kong@infoimageinc.com; Phoebe.George

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.InfolmageInc.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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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.InfolmageInc.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 De Vera @infoimageinc.com >; David Trang < David Trang@infoimageinc.com >; Rony Das < rony.das@dsinnovators.com >; Peter Dang < Peter.Dang@infoimageinc.com >; David Trang < David Trang@infoimageinc.com >; Rony Das < rony.das@dsinnovators.com >; Peter Dang < Peter.Dang@infoimageinc.com >; David Trang < David Trang@infoimageinc.com >; Rony Das < rony.das@dsinnovators.com >; Peter Dang < Peter.Dang@infoimageinc.com >; Peter.Dang@infoi 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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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

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 guick 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?

n	Mon, Aug 31, 2020 at 2:42 PM Rony Das <rony.das@dsinnovators.com> wrote:</rony.das@dsinnovators.com>
+	i 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.
С	avid,
	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
	hanks,
 	ony
c	n Fri, Aug 28, 2020 at 6:23 AM Peter Dang <peter.dang@infoimageinc.com> wrote: Rony,</peter.dang@infoimageinc.com>
	Please check the DFA. Look like it is missing some of the field like check amount. See HTBKDS21.dfa for reference.
	Peter
	From: David Trang Sent: Tuesday, August 25, 2020 4:19 PM To: Peter Dang Peter-Dang@infoimageinc.com ; Rony Das Peter Dang Peter-Dang@infoimageinc.com; Ceasar Guerrero Ceasar.Guerrero@infoimageinc.com; Phoebe George Phoebe.George@infoimageinc.com; DP DP@infoir William.Kong@infoimageinc.com; Dsi Print Process Process.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 Perent-left: 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-world William.Kong@infoimageinc.com ; Dsi Print Process Print Print Print
	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

 $https://mail.google.com/mail/u/0?ik=3365bff2c8\&view=pt\&search=all\&permthid=thread-f\%3A1677282845922340623\&simpl=msg-f\%3A16772828... \\ 141/205 and 14$

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
545
    Creating check index file
    Use of uninitialized value \ccheckSeq 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> ]
550
    Use of uninitialized value centlight checkSeq in substitution (s///) at /home/test/master/COMMERCIAL CD.pl line equiv{663}, <TIFF> line 2.
551
    Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 675, <TIFF> line
    cp: target '
                  BACK.tif' is not a directory
    Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL CD.pl line 663, <TIFF> line 3.
553
    Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line
554
    cp: target ' FRONT.tif' is not a directory
555
    Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 4.
556
557
    Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 675, <TIFF> line
    cp: target ' BACK.tif' is not a directory
558
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 InfolMAGE

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

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

Thanks David

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

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

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

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

Subject: RE: Commercial CD User Guides SECOND REQUEST

PETER: Please advise.

Stephen Yee

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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

To: Peter Dang

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

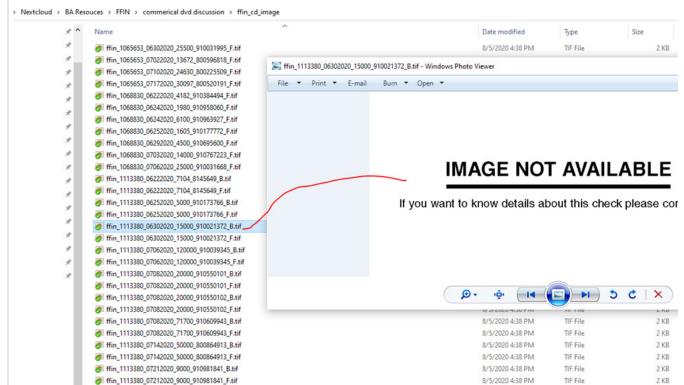
Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

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

Hi Peter,

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



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

```
8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740
10364 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 8508445303,8508445303,06302020,910013802,2950,ffin_8508445303_06302020_2700_910013802_F.tif,9743
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
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_10000_910038297_F.tif,9748
10373 8508445303,8508445303,07102020,910038299,1000,ffin_8508445303_07102020_10000_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
       then
Co
           Condition: SUBSTR(CUR_LINE,83,1, '') == 'N'
        then

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

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

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

Thanks

Ronv

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

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

Peter

From: David Trang

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

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

eter.Dang@infoimageinc.com>

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

Steve.

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

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

See bullet point on section 1.2 of setup guide.

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

Thanks

David

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

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

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

Subject: RE: Commercial CD User Guides

Thanks! Stephen Yee Implementation Specialitie Direct 480.312.6925 stephen yee@efformageinc.com Headquarters 141 Jefferson Drive, Menio Paris, CA \$4025 F. 650.473.8000 www.informageinc.com Please consider the environment before printing this email. MIGCT: The nell information be the indigenous and are waters conflicted introduction that is printinged or ethorate exampt from disclorum. If you are set the intension stephen you for the printing that are disclorum in the communication in time, phase softh in to implying to the intension and printing of the communication in time, phase softh in to implying to the intension and printing of the communication in time, phase softh in to implying to the intension and printing of the communication in time, phase softh in to implying to the intension and printing of the communication in time, phase softh in to implying to the intension and printing of the communication in time, phase softh in to implying the intension of the communication in time, phase softh in the intension of the intension		Please advise.
From: Stephen Yee Implementation Specialist Direct 489.312.6925 stephen.yee@infolmageinc.com Headquarters 141 Jefferson Drive, Menlo Park, CA 34025 F. 650.473.6300 www.Infolmageinc.com Please consider the environment before printing this email. NOTICE This e-mail is intended solely for the recipient and may contain confidential beformation that is prilitized or otherwise exempt from disclosure. If you are not the intended recipient, you are hereby notified that any of this exeminatation is error, please softly us by replying to this message or by content From: Stephen Yee Sent: Wednesday, August 5, 2020 12:27 PM To: Casagr Curreror, David Trang; Wanda Malone; Phoebe George; DP Subject: RE: Commercial CD User Guides Thanks Ceasar. David reminded me:) Stephen Yee Implementation Specialist Direct 489.312.8925 stephen.yee@infolmageinc.com Headquarters 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 www.Infolmageinc.com Headquarters 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 www.Infolmageinc.com Headquarters 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 www.Infolmageinc.com Headquarters 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 www.Infolmageinc.com Headquarters 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 www.Infolmageinc.com Headquarters 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 www.Infolmageinc.com Headquarters 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 www.Infolmageinc.com Headquarters 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 www.Infolmageinc.com Headquarters 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 www.Infolmageinc.com Headquarters 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 www.Infolmageinc.com Headquarters 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 www.Infolmageinc.com Headquarters 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 www.Infolmageinc.com		
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From: Ceasar Guerrero

Sent: Wednesday, August 05, 2020 12:27 PM
To: Stephen Yee; David Trang; Wanda Malone; Phoebe George; DP

Subject: RE: Commercial CD User Guides

From this email thread, per David.

Password: abcdef

Thanks.

Cesar

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

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

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

Subject: RE: Commercial CD User Guides

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

Stephen Yee

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

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From: Ceasar Guerrero

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

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

Subject: RE: Commercial CD User Guides

David.

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

Thanks,

Cesar

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

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

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

Subject: RE: Commercial CD User Guides

DP,
I just created a FFIN Commercial CD on the CD director machine. Can you help me check it out to see if the Label is printed correctly and the content are good.
Password: abcdef
Thanks
David
From: Stephen Yee <stephen.yee@infoimageinc.com> Sent: Thursday, July 30, 2020 12:23 PM To: Wanda Malone <wanda.malone@infoimageinc.com>; David Trang <david.trang@infoimageinc.com>; Phoebe George <phoebe.george@infoimageinc.com> Subject: RE: Commercial CD User Guides</phoebe.george@infoimageinc.com></david.trang@infoimageinc.com></wanda.malone@infoimageinc.com></stephen.yee@infoimageinc.com>
Thank you Wanda.
DAVID: Please advise when sample DVD will be ready. The bank would like an update when they can expect.
Stephen Yee
Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
F. 650.473.6300 www.InfolmageInc.com
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this communication in error, please notify us by replying to this message or by contacti
From: Wanda Malone Sent: Thursday, July 30, 2020 10:00 AM
To: Stephen Yee; David Trang; Phoebe George Subject: RE: Commercial CD User Guides
To: Stephen Yee; David Trang; Phoebe George

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,

Dynamic Solution Innovators Mail - RE: Commercial CD User Guides THIRD REQUEST I am not looking for the logo to be 5 inches. I am looking for the entire CD cover to be 5 inches. Thanks David From: Wanda Malone <Wanda.Malone@infoimageinc.com>
Sent: Thursday, July 30, 2020 9:32 AM To: David Trang Cavid.Trang@infoimageinc.com>; Stephen Yee <Stephen.Yee@infoimageinc.com>; Phoebe George Choose 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@infoimageinc.com>; Phoebe George <Pt Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com> Subject: RE: Commercial CD User Guides Thank you! From: Stephen Yee <Stephen.Yee@infoimageinc.com> Sent: Thursday, July 30, 2020 10:56 AM

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

Subject: RE: Commercial CD User Guides

Dynamic Solution Innovators Mail - RE: Commercial CD User Guides THIRD REQUEST Hi Wanda, I confirmed these are the correct dimensions. The logo will be printed on the actual DVD. The dimensions that David provided are the correct dimensions for the DVI Stephen Yee Implementation Specialist | Direct 469.312.6925 | stephen.yee@infoimageinc.com Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 | www.InfolmageInc.com Please consider the environment before printing this email. NOTICE: This e-mail is intended solely for the recipient and may contain confidential information that is privileged or otherwise exempt from disclosure. If you are not the intended recipient; you are hereby notified that any dissemination or co this communication in error, please notify us by replying to this message or by contacti From: 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 > To: Stephen Yee <Stephen.Yee@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; David Owyer Calvin Choy <Calvin.Choy@infoimageinc.com>; David Trang <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

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

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Dynamic Solution Innovators Mail - RE: Commercial CD User Guides THIRD REQUEST
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!

11/25/2020

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

Thank you everyone! Stephen Yee Implementation Specialist Direct 469.312.6925 stephen yee@infolmageinc.com Headquarters 141 Jefferson Drive, Menio Park, CA 94025 F. 650.473.6300 www.infolmageinc.com Please consider the environment before printing this email. NOTICE This email is intended solving for the recipient and may contain confidential information that is printinged or otherwise exempt from disclosure. If you are not the intended recipient, you are hereby multified that at this exeminated is in error, please reddy as by repling to this message or by contact!	That v	Il ha fina IS is not schodulad to hagin work until 7/1
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Headquarters 141 Jefferson Drive, Menlo Park, CA 94025 F. 650.473.6300 www.InfolmageInc.com Please consider the environment before printing this email. NOTICE: This e-mail is intended solely for the recipient and may contain confidential information that is privileged or otherwise exempt from disclosure. If you are not the intended recipient; you are hereby notified that at	Stephe	n Yee
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	Please	consider the environment before printing this email.
	From: Sent: To: Ga Cc: St Subje	Wanda Malone Monday, June 08, 2020 2:06 PM briel Lim; Phoebe George; David Owyeong; Calvin Choy ephen Yee; Enrique Perez tt: RE: Commercial CD User Guides
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 an out Thursday that I need to complete and then a follow-up reminder for the Webinar.	Sent: To: Ga Cc: St Subje	Monday, June 08, 2020 2:06 PM briel Lim; Phoebe George; David Owyeong; Calvin Choy sphen Yee; Enrique Perez tt: RE: Commercial CD User Guides
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 an 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?	Sent: To: Go Cc: St Subje Phoebo Yes, I out Th	Monday, June 08, 2020 2:06 PM briel Lim; Phoebe George; David Owyeong; Calvin Choy sphen Yee; Enrique Perez ct: RE: Commercial CD User Guides c, 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 an ursday that I need to complete and then a follow-up reminder for the Webinar.

From: Gabriel Lim

Sent: Monday, June 08, 2020 4:04 PM
To: Phoebe George; David Owyeong; Calvin Choy; Wanda Malone

Cc: Stephen Yee

Subject: RE: Commercial CD User Guides

Please use stock code 6186

Thank you,

Gabriel

From: Phoebe George
Sent: Monday, June 08, 2020 1:59 PM
To: David Owyeong; Calvin Choy; Wanda Malone; Gabriel Lim
Cc: Stephen Yee; Phoebe George
Subject: RE: Commercial CD User Guides

Thanks David!

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

+ Wanda

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

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

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

NEW contact info for FFIN (item #2):

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

Thanks!

Phoebe

Phoebe George | Director of Implementation Services

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

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

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



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From: David Owyeong David.Owyeong@infoimageinc.com

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

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

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

Subject: RE: Commercial CD User Guides

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

Adding Gabriel.

From: Phoebe George

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

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

Thanks!

Phoebe George | Director of Implementation Services

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

Direct. 469.948.1809 I T. 469.948.1000 I F. 972.745.1485

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



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

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

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

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>
Subject: RE: Commercial CD User Guides

Hi Phoebe,

If you're talking about this. Yes.

From: Phoebe George

Sent: Wednesday, June 03, 2020 8:48 AM

To: David Owyeong; Calvin Choy Cc: Phoebe George; Stephen Yee Subject: Commercial CD User Guides

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

Thanks.

Phoebe

Phoebe George | Director of Implementation Services InfoIMAGE, Inc. | 875 West Sandy Lake Road, Suite 500 | Coppell, TX 75019 Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485 phoebe.george@infoimageinc.com | www.infoimageinc.com Please consider the environment before printing this email. NOTICE: This e-mail is intended solely for the recipient and may contain confidential information that is privileged or otherwise exempt from disclosure. If you are not the intended recipient; you are hereby no communication is strictly prohibited. If you have received this communication in error, please notify us by replying to this message or by contacting InfoIMAGE, Inc at 469.948.1000. Regards, Rony Das 3 attachments image002.png 296K image003.png 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@infoimageinc.com> 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: infolmage_286New.jpg

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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

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From: 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.De Vera@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>; Willia <William.Kong@infoimageinc.com>; Dsi Print Process <pri>rintprocess.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

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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

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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

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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

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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

/25/2020	Dynamic Solution Innovators Mail - RE: Commercial CD User Guides THIRD REQUEST	
Cc: Ceasar Guerrero; Phoebe George; DP; W Subject: RE: Commercial CD User Guides Th		
Hi,		
I have recovered and reburned what w	as 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 receip	t. Can you please provide PC the shipping instructions. I have included them on the email.	
Thanks!		
Jason		
<a href="mailto: Peter.Dang@infoimageinc.com Cc: Ceasar.Guerrel	3 AM ageinc.com>; Rogelio De Vera < <u>Rogelio.DeVera@infoimageinc.com</u> >; Rony Das < <u>rony.das@dsinnovators.com</u> ; Rony Das < <u>rony.das@dsinnovators.com</u> ; Phoebe George < <u>Phoebe.George@infoimageinc.com</u> >; DP < <u>DP@infoimageinc.com</u> ; Print Process < <u>printprocess.infoimage@dsinnovators.com</u> >	
DP: Please advise ASAP! We need to send t	ne CD today if you can confirm the check images are present.	
Stephen Yee		
Implementation Specialist Direct 469.	312.6925 <u>s</u> tephen.yee@infoimageinc.com	
Headquarters 141 Jefferson Drive, M	enlo Park, CA 94025	
F. 650.473.6300 www.lnfolmageInc.c	<u>um</u>	
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From: Stephen Yee Sent: Friday, September 04, 2020 10:4 To: David Trang; Rogelio De Vera; Roi Cc: Ceasar Guerrero; Phoebe George Subject: RE: Commercial CD User Gu DP: Please advise if you are able to see the co	y Das; Peter Dang DP; William Kong; Dsi Print Process	

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 De Vera@infoimageinc.com>; David Trang < David Trang@infoimageinc.com>; Rony Das < rony.das@dsinnovators.com>; Porticolor de la Companya de l <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@infoimageinc.com>; Phoebe George@infoimageinc.com>; Phoebe George@infoimageinc.com>; Ceasar Guerrero@infoimageinc.com>; Phoebe George@infoimageinc.com>; Phoebe George@ <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@infoimagein <phoebe.george@infoimageinc.com="">; DP <dp@infoimageinc.com>; William Kong <william.kong@infoimageinc.com>; Dsi Print Process <pri>Subject: Re: Commercial CD User Guides SECOND REQUEST</pri></william.kong@infoimageinc.com></dp@infoimageinc.com></ceasar.guerrero@infoimagein></stephen.yee@infoimageinc.com></david.trang@infoimageinc.com></peter.dang@infoimageinc.com></rony.das@dsinnovators.com>
Hi,any update?
On Mon, Aug 31, 2020 at 2:42 PM Rony Das <rony.das@dsinnovators.com> wrote:</rony.das@dsinnovators.com>
Hi Peter,
CHECK_TRAN_CODE was missing . I kept it empty for now since I don't know it's mapping. But now index file has all fields.
David,
Would you please try again? Here is an entry from the index file:
5712122,5712122,08192020,800573258,202953,ffin_5712122_08192020_202953_800573258_F.tif,,12
Thanks,
Rony
On Fri, Aug 28, 2020 at 6:23 AM Peter Dang <peter.dang@infoimageinc.com> wrote:</peter.dang@infoimageinc.com>
Rony,
Please check the DFA. Look like it is missing some of the field like check amount. See HTBKDS21.dfa for reference.
Peter
From: David Trang Sent: Tuesday, August 25, 2020 4:19 PM To: Peter Dang Peter.Dang@infoimageinc.com ; Rony Das

Look like it is missing 1 field at the end. Either the transcode or the sequence. I can't tell what it is but when I add the additional comma, it is showing

Thanks David

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

Sent: Tuesday, August 25, 2020 3:16 PM To: Rony Das <rony.das@dsinnovators.com>

Cc: Stephen Yee <Stephen.Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@in <DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>; Dsi Print Process <printprocess.infoimage@dsinnovators.com>; David 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@in <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
543
    Parsing Master List
544
    Begin parsing group for each CD
545
    Creating check index file
    Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 1.
546
547
    Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 673, <TIFF> line
     cp: target ' FRONT.tif' is not a directory
549
    Use of uninitialized value $errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 685, <TIFF> ]
     Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 2.
551
    Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL CD.pl line 675, <TIFF> line
     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
    Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL CD.pl line 663, <TIFF> line 4.
556
557
    Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 675, <TIFF> line
                  BACK.tif' is not a directory
558
    cp: target '
    Use of uninitialized value $checkSeq in substitution (s///) at /home/test/master/COMMERCIAL_CD.pl line 663, <TIFF> line 5.
559
    Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line
560
```

log file attached.

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

Hi Peter.

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

Thanks

Rony

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

+Print team at InfoIMAGE

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

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

Thanks David

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

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

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

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

<DP@infoimageinc.com>; William Kong <William.Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David,

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

Thanks,

Peter

From: Stephen Yee

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

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

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

<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

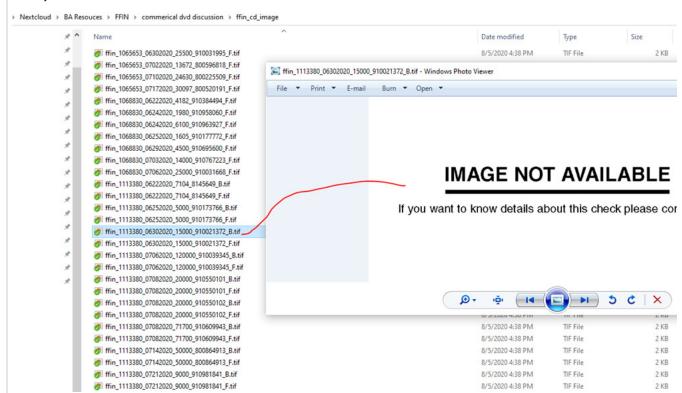
Subject: Re: Commercial CD User Guides

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.

```
<mark>10364</mark> 8508445303,8508445303,06232020,8180374,3200,ffin_8508445303_06232020_3200_8180374_F.tif,9740
                              8508445303,8508445303,06242020,910957448,1072,ffin_8508445303_06242020_1209_10957448_f.if,9741
8508445303,8508445303,06242020,910957448,1072,ffin_8508445303_06242020_1072_910957448_f.if,9741
8508445303,8508445303,06292020,910613802,2950,ffin_8508445303_06392020_2950_910013802_f.tif,9742
8508445303,8508445303,06302020,910013802,2950,ffin_8508445303_06302020_2950_910013802_f.tif,9743
8508445303,8508445303,07032020,910021844,1700,ffin_8508445303_06302020_1700_910021844_f.tif,9744
8508445303,8508445303,07062020,910036617,1410,ffin_8508445303_07062020_1410_910036617_f.tif,9745
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_10000_910038299_F.tif,9748
10373 8508445303,8508445303,07102020,910038299,1000,ffin_8508445303_07102020_10000_910038299_F.tif,9749
10374 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_549_910328587_F.tif,9750
10375 8508445303,8508445303,07132020,910328587,549,ffin_8508445303_07132020_6145_800621739_F.tif,9751
10376 8508445303,8508445303,07132020,910905775,2500,ffin_8508445303_07132020_6145_800621739_F.tif,9752
10377 4508393,4508393,06232020,910708306,28762,ffin_4508393_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' -----
Condition: SUBSTR(CUR_LINE,83,1, '')=='N'

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

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

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

Thanks

Rony

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

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

Peter

From: David Trang

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

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

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

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

Steve.

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

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

See bullet point on section 1.2 of setup guide.

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

Thanks

David

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

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

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

Subject: RE: Commercial CD User Guides

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

Please advise.

Thanks!

Stephen Yee

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Stephen Yee

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

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

Subject: RE: Commercial CD User Guides

Thanks Ceasar. David reminded me:)

Stephen Yee

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

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From: Ceasar Guerrero

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

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

Subject: RE: Commercial CD User Guides

From this email thread, per David.

Password: abcdef

Thanks,

Cesar

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

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

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

Subject: RE: Commercial CD User Guides

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

Stephen Yee

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

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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. George

Subject: RE: Commercial CD User Guides

Thank you Wanda.

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

Stephen Yee

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

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11/25/2020	Dynamic Solution Innovators Mail - RE: Commercial CD User Guides THIRD REQUEST
	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

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!

Stephen Yee

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
Thanks David
David
From: Wanda Malone <wanda.malone@infoimageinc.com> Sent: Thursday, July 30, 2020 9:08 AM</wanda.malone@infoimageinc.com>
From: Wanda Malone <wanda.malone@infoimageinc.com> Sent: Thursday, July 30, 2020 9:08 AM To: Stephen Yee <stephen.yee@infoimageinc.com>; David Trang <david.trang@infoimageinc.com>; Gabriel Lim <gabriel.lim@infoimageinc.com>; Calvin.Choy@infoimageinc.com>; Calvin.Choy@infoimagein</gabriel.lim@infoimageinc.com></david.trang@infoimageinc.com></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>
From: Wanda Malone <wanda.malone@infoimageinc.com> Sent: Thursday, July 30, 2020 9:08 AM To: Stephen Yee <stephen.yee@infoimageinc.com>; David Trang@infoimageinc.com>; Gabriel.Lim@infoimac</stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>
From: Wanda Malone <wanda.malone@infoimageinc.com> Sent: Thursday, July 30, 2020 9:08 AM To: Stephen Yee <stephen.yee@infoimageinc.com>; David Trang <david.trang@infoimageinc.com>; Gabriel Lim <gabriel.lim@infoimag< phoebe.george@infoimageinc.com="">; David Owyeong <david.owyeong@infoimageinc.com>; Calvin Choy <calvin.choy@infoimageinc.com cd="" commercial="" guides<="" re:="" subject:="" th="" user=""></calvin.choy@infoimageinc.com></david.owyeong@infoimageinc.com></gabriel.lim@infoimag<></david.trang@infoimageinc.com></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>
From: Wanda Malone <wanda.malone@infoimageinc.com> Sent: Thursday, July 30, 2020 9:08 AM To: Stephen Yee <stephen.yee@infoimageinc.com>; David Trang <david.trang@infoimageinc.com>; Gabriel Lim <gabriel.lim@infoimageinc.com>; Calvin.Choy@infoimageinc.com>; Calvin.Choy@infoimagein</gabriel.lim@infoimageinc.com></david.trang@infoimageinc.com></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>
From: Wanda Malone <wanda.malone@infoimageinc.com> Sent: Thursday, July 30, 2020 9:08 AM To: Stephen Yee <stephen.yee@infoimageinc.com>; David Trang <david.trang@infoimageinc.com>; Gabriel Lim <gabriel.lim@infoimag< phoebe.george@infoimageinc.com="">; David Owyeong <david.owyeong@infoimageinc.com>; Calvin Choy <calvin.choy@infoimageinc.com cd="" commercial="" guides<="" re:="" subject:="" th="" user=""></calvin.choy@infoimageinc.com></david.owyeong@infoimageinc.com></gabriel.lim@infoimag<></david.trang@infoimageinc.com></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>
From: Wanda Malone <wanda.malone@infoimageinc.com> Sent: Thursday, July 30, 2020 9:08 AM To: Stephen Yee <stephen.yee@infoimageinc.com>; David Trang <david.trang@infoimageinc.com>; Gabriel.Lim@infoimag< <phoebe.george@infoimageinc.com>; David Owyeong <david.owyeong@infoimageinc.com>; Calvin Choy <calvin.choy@infoimageinc.com> Subject: RE: Commercial CD User Guides Thank you! From: Stephen Yee <stephen.yee@infoimageinc.com></stephen.yee@infoimageinc.com></calvin.choy@infoimageinc.com></david.owyeong@infoimageinc.com></phoebe.george@infoimageinc.com></david.trang@infoimageinc.com></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>
From: Wanda Malone <wanda.malone@infoimageinc.com> Sent: Thursday, July 30, 2020 9:08 AM To: Stephen Yee <stephen.yee@infoimageinc.com>; David Trang <david.trang@infoimageinc.com>; Gabriel Lim <gabriel.lim@infoimagerhoebe.george@infoimageinc.com>; David Owyeong <david.owyeong@infoimageinc.com>; Calvin Choy <calvin.choy@infoimageinc.com> Subject: RE: Commercial CD User Guides Thank you! From: Stephen Yee <stephen.yee@infoimageinc.com> Sent: Thursday, July 30, 2020 10:56 AM To: David Trang <david.trang@infoimageinc.com>; Wanda Malone <wanda.malone@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; Gabriel.Lim@info</wanda.malone@infoimageinc.com></david.trang@infoimageinc.com></stephen.yee@infoimageinc.com></calvin.choy@infoimageinc.com></david.owyeong@infoimageinc.com></gabriel.lim@infoimagerhoebe.george@infoimageinc.com></david.trang@infoimageinc.com></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>
From: Wanda Malone <wanda.malone@infoimageinc.com> Sent: Thursday, July 30, 2020 9:08 AM To: Stephen Yee <stephen.yee@infoimageinc.com>; David Trang <david.trang@infoimageinc.com>; Gabriel Lim <gabriel.lim@infoimag< br=""> <phoebe.george@infoimageinc.com>; David Owyeong <david.owyeong@infoimageinc.com>; Calvin Choy <calvin.choy@infoimageinc.com> Subject: RE: Commercial CD User Guides Thank you! From: Stephen Yee <stephen.yee@infoimageinc.com> Sent: Thursday, July 30, 2020 10:56 AM</stephen.yee@infoimageinc.com></calvin.choy@infoimageinc.com></david.owyeong@infoimageinc.com></phoebe.george@infoimageinc.com></gabriel.lim@infoimag<></david.trang@infoimageinc.com></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>
From: Wanda Malone <wanda.malone@infoimageinc.com> Sent: Thursday, July 30, 2020 9:08 AM To: Stephen Yee <stephen.yee@infoimageinc.com>; David Trang <david.trang@infoimageinc.com>; 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@info <phoebe.george@infoimageinc.com="">; David Owyeong <david.owyeong@infoimageinc.com>; Calvin Choy <calvin.choy@infoimageinc.com>; Calvin.Choy@infoimageinc.com>; Calvin.Choy@inf</calvin.choy@infoimageinc.com></calvin.choy@infoimageinc.com></calvin.choy@infoimageinc.com></calvin.choy@infoimageinc.com></calvin.choy@infoimageinc.com></calvin.choy@infoimageinc.com></calvin.choy@infoimageinc.com></calvin.choy@infoimageinc.com></calvin.choy@infoimageinc.com></calvin.choy@infoimageinc.com></calvin.choy@infoimageinc.com></calvin.choy@infoimageinc.com></david.owyeong@infoimageinc.com></gabriel.lim@info></wanda.malone@infoimageinc.com></david.trang@infoimageinc.com></stephen.yee@infoimageinc.com></calvin.choy@infoimageinc.com></david.trang@infoimageinc.com></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>
From: Wanda Malone <wanda.malone@infoimageinc.com> Sent: Thursday, July 30, 2020 9:08 AM To: Stephen Yee <stephen.yee@infoimageinc.com>; David Trang <david.trang@infoimageinc.com>; 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@info <phoebe.george@infoimageinc.com="">; David Owyeong <david.owyeong@infoimageinc.com>; Calvin Choy <calvin.choy@infoimageinc.com>; Calvin.Choy@infoimageinc.com>; Calvin.Choy@inf</calvin.choy@infoimageinc.com></calvin.choy@infoimageinc.com></calvin.choy@infoimageinc.com></calvin.choy@infoimageinc.com></calvin.choy@infoimageinc.com></calvin.choy@infoimageinc.com></calvin.choy@infoimageinc.com></calvin.choy@infoimageinc.com></calvin.choy@infoimageinc.com></calvin.choy@infoimageinc.com></calvin.choy@infoimageinc.com></calvin.choy@infoimageinc.com></david.owyeong@infoimageinc.com></gabriel.lim@info></wanda.malone@infoimageinc.com></david.trang@infoimageinc.com></stephen.yee@infoimageinc.com></calvin.choy@infoimageinc.com></david.trang@infoimageinc.com></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>
From: Wanda Malone <wanda.malone@infoimageinc.com> Sent: Thursday, July 30, 2020 9:08 AM To: Stephen Yee <stephen.yee@infoimageinc.com>; David Trang <david.trang@infoimageinc.com>; Gabriel Lim <gabriel.lim@infoimag< br=""> <phoebe.george@infoimageinc.com>; David Owyeong <david.owyeong@infoimageinc.com>; Calvin Choy <calvin.choy@infoimageinc.c< p=""> 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< p=""> <phoebe.george@infoimageinc.com>; David Owyeong <david.owyeong@infoimageinc.com>; Calvin Choy <calvin.choy@infoimageinc.co< p=""> Subject: RE: Commercial CD User Guides</calvin.choy@infoimageinc.co<></david.owyeong@infoimageinc.com></phoebe.george@infoimageinc.com></gabriel.lim@info<></wanda.malone@infoimageinc.com></david.trang@infoimageinc.com></stephen.yee@infoimageinc.com></calvin.choy@infoimageinc.c<></david.owyeong@infoimageinc.com></phoebe.george@infoimageinc.com></gabriel.lim@infoimag<></david.trang@infoimageinc.com></stephen.yee@infoimageinc.com></wanda.malone@infoimageinc.com>

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@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
Imperioritation opecialist Birect 400.012.0020 Stephen, yee @informageine.com
Hoodquarters I 144 Jefferson Drive Monle Bork, CA 04005
Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
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11/25/2020	Dynamic Solution Innovators Mail - RE: Commercial CD User Guides THIRD REQUEST
	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

Subject: RE: Commercial CD User Guides

Hi Wanda,

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

Width = 1446, Height = 1504

Stephen Yee

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Wanda Malone

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

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

Cc: Enrique Perez

Subject: RE: Commercial CD User Guides

25/2020	Dynamic Solution Innovators Mail - RE: Commercial CD User Guides THIRD REQUEST
	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.
	That will be line. 13 is not screduled to begin work until 7/1.
	Thank you everyone!
	Thank you everyone.
	Stephen Yee
	Implementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
	Headquarters 141 Jefferson Drive, Menlo Park, CA 94025
	F. 650.473.6300 www.lnfolmageInc.com
	Please consider the environment before printing this email.
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	this communication in error, please notify us by replying to this message or by contacti

	From: Wanda Malone Sent: Monday, June 08, 2020 2:06 PM To: Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy Cc: Stephen Yee; Enrique Perez Subject: RE: Commercial CD User Guides
	Phoebe,
	Yes, I can help; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out tomorrow; that I am in the proce out Thursday that I need to complete and then a follow-up reminder for the Webinar.
	Please let me know if you would like me to begin edits next week?
	Thanks!

Dynamic Solution Innovators Mail - RE: Commercial CD User Guides THIRD REQUEST

11/25/2020

From: Gabriel Lim

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

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

Cc: Stephen Yee

Subject: RE: Commercial CD User Guides

Please use stock code 6186

Thank you,

Gabriel

From: Phoebe George

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

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

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

Thanks David!

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

+ Wanda

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

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

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

NEW contact info for FFIN (item #2):

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

Thanks!

Phoebe

Phoebe George | Director of Implementation Services

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

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

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



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

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

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

Subject: RE: Commercial CD User Guides

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

Adding Gabriel.

From: Phoebe George

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

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

Thanks!

Phoebe George | Director of Implementation Services

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

Direct. 469.948.1809 | T. 469.948.1000 | F. 972.745.1485

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



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

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

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

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

Subject: RE: Commercial CD User Guides

Hi Phoebe,

	If you're talking about this. Yes.			
	From: Phoebe George Sent: Wednesday, June 03, 2020 8:48 AM To: David Owyeong; Calvin Choy Cc: Phoebe George; Stephen Yee Subject: Commercial CD User Guides			
	David/Calvin – do you guys still print physical user guides for Commercial CD shipments?			
	Thanks,			
	Phoebe			
	Phoebe George Director of Implementation Services			
	InfoIMAGE, Inc. 875 West Sandy Lake Road, Suite 500 Coppell, TX 75019			
	Direct. 469.948.1809 T. 469.948.1000 F. 972.745.1485			
	phoebe.george@infoimageinc.com www.infoimageinc.com			
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	Regards,			
	Rony Das			
R	tegards,			
R	tony Das			
Reg	gards,			
Ror	ny Das			
egar	rds,			
ony	Das			
ards	5,			
y Da	as			

Regards,

Rony Das

Regards,

Rony Das

3 attachments



image002.png



image003.png



image004.png

Cely Crispe <Cely.Crispe@infoimageinc.com>

Co: Stephen Yee (Stephen Yee (Informage inc.com), Jason Ramos (Jason.Ramos@infoimageinc.com)
Co: Ceasar Guerrero (Ceasar.Guerrero@infoimageinc.com), Phoebe George (Phoebe.George@infoimageinc.com), DP (DP@infoimageinc.com), William Kong (William.Kong@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.De Vera@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@infoimageinc.com>; <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

F. 650.473.6300 | www.InfolmageInc.com

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11/25/2020

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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.De Vera@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@infoimageinc.com >; Drop@infoimageinc.com >; William Kong < William. Kong@infoimageinc.com >; Drop@infoimageinc.com >; William Kong < William. Kong@infoimageinc.com >; Drop@infoimageinc.com >; William Kong < Willia <u>rintprocess.infoimage@dsinnovators.com</u>>; PC < <u>PC@infoimageinc.com</u>>

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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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

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

<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.InfolmageInc.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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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.InfolmageInc.com

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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. De Vera @infoimageinc.com >; David Trang < David. Trang@infoimageinc.com >; Rony Das < rony.das@dsinnovators.com >; Peter Dang < Peter. Dang @infoimageinc.com >; Peter. Dang & Peter Cc: Ceasar Guerrero < Ceasar. Guerrero@infoimageinc.com>; Phoebe George < Phoebe. George@infoimageinc.com>; DP < DP@infoimageinc.com>; William Kong < William. Kong@infoimage <pri>printprocess.infoimage@dsinnovators.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

Following up on my inquiry yesterday. Please advise

Stephen Yee

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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From: Stephen Yee

Sent: Tuesday, September 01, 2020 5:30 PM

To: Rogelio De Vera; David Trang; Rony Das; Peter Dang Cc: Ceasar Guerrero; Phoebe George; DP; William Kong; Dsi Print Process

Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi Rogelio/DP,

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

Stephen Yee

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

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>

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:

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.

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 <pri>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.

From: Rony Das [mailto:rony.das@dsinnoyators.com]

Sent: Thursday, August 20, 2020 2:24 AM

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

Cc: Stephen Yee <Stephen. Yee@infoimageinc.com>; Ceasar Guerrero <Ceasar.Guerrero@infoimageinc.com>; Phoebe George <Phoebe.George@infoimageinc.com>; DP <DP@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
543
544
              Begin parsing group for each CD
 545
              Creating check index file
              Use of uninitialized value cost = c
546
              Use of uninitialized value $checkSeq in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 673, <TIFF> line
547
548
              cp: target ' FRONT.tif' is not a directory
 549
              Use of uninitialized value $errorContent in concatenation (.) or string at /home/test/master/COMMERCIAL_CD.pl line 685, <TIFF> ]
550
              Use of uninitialized value cost = c
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 \ccheckSeq 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<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@infoimageinc.com<">"David.Trang@in

<William.Kong@infoimageinc.com>
Subject: RE: Commercial CD User Guides SECOND REQUEST

Hi David,

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

Thanks,

Peter

From: Stephen Yee

<William.Kong@infoimageinc.com>

Subject: RE: Commercial CD User Guides SECOND REQUEST

PETER: Please advise.

Stephen Yee

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

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

To: Peter Dang

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

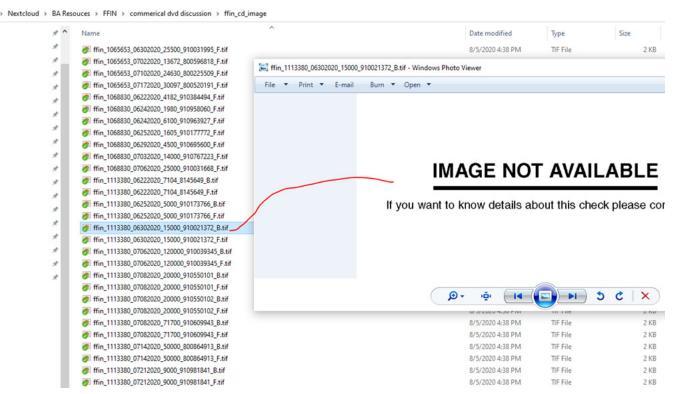
Subject: Re: Commercial CD User Guides

Hi, any feedback for last email?

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

Hi Peter

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



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

```
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
10368 8508445303,8508445303,07032020,910021844,1700,ffin_8508445303_06382020_1700_910021844_F.tif,9744  
10369 8508445303,8508445303,07032020,910765224,1670,ffin_8508445303_07032020_1670_910765224_F.tif,9745  
10370 8508445303,8508445303,07062020,910036617,1410,ffin_8508445303_07062020_1410_910036617_F.tif,9746  
10371 8508445303,8508445303,07102020,910038298,1000,ffin_8508445303_07102020_1000_910038298_F.tif,9747  
10372 8508445303,8508445303,07102020,910038297,1000,ffin_8508445303_07102020_1000_910038297_F.tif,9748  
10373 8508445303,8508445303,07102020,910038299,1000,ffin_8508445303_07102020_1000_910038299_F.tif,9749  
10374 8508445303,8508445303,07132020,910038299,1000,ffin_8508445303_07132020_1000_910038299_F.tif,9750  
10375 8508445303,8508445303,07132020,910038587,549,ffin_8508445303_07132020_549_910328587_F.tif,9755  
10376 8508445303,8508445303,07132020,800621739,6145,ffin_8508445303_07132020_6145_800621739_F.tif,9755  
10376 8508445303,8508445303,07132020,910905775,2500,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_18000_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
       then <u>C</u>o
           Condition: SUBSTR(CUR_LINE,83,1, '')=='N'
        then

Assign FRONT AND BACK CHECK FLAG=1
            else

Assign FRONT_AND_BACK_CHECK_FLAG=0

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

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

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

Thanks

Ronv

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

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

Peter

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

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

<Peter.Dang@infoimageinc.com>

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

Subject: RE: Commercial CD User Guides

Steve.

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

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

See bullet point on section 1.2 of setup guide.

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

Thanks

David

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

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

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

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

Please advise.

Thanks!

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

Headquarters | 141 Jefferson Drive, Menlo Park, CA 94025

F. 650.473.6300 | www.InfolmageInc.com

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From: Stephen Yee

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

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

Subject: RE: Commercial CD User Guides

Thanks Ceasar. David reminded me:) Stephen Yee

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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>; Subject: RE: Commercial CD User Guides</phoebe.george@infoimageinc.com></wanda.malone@infoimageinc.com></stephen.yee@infoimageinc.com>
DP,
I just created a FFIN Commercial CD on the CD director machine. Can you help me check it out to see if the Label is printed correctly and the content are good.
Password: abcdef
Thanks
David
From: Stephen Yee <stephen.yee@infoimageinc.com> Sent: Thursday, July 30, 2020 12:23 PM</stephen.yee@infoimageinc.com>
To: Wanda Malone <wanda.malone@infoimageinc.com>; David Trang <david.trang@infoimageinc.com>; Phoebe George <phoebe.george@infoimageinc.com> Subject: RE: Commercial CD User Guides</phoebe.george@infoimageinc.com></david.trang@infoimageinc.com></wanda.malone@infoimageinc.com>
Subject. Itc. Commercial ob oser Guides
Thank you Wanda.
Thank you make.
DAVIDLE Places advice when cample DVD will be ready. The hark would like an undate when they can expect
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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	n: Wanda Malone :: Thursday, July 30, 2020 10:00 AM Stephen Yee; David Trang; Phoebe George ect: RE: Commercial CD User Guides roblem, here you go.
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Sorry about that Wanda. I misunderstood David's request.

Stephen Yee

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NOTICE: This e-mail is intended solely for the recipient and may contain confidential information that is privileged or otherwise exempt from disclosure. If you are not the intended recipient; you are hereby notified that any
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 cd="" commercial="" guides<="" re:="" subject:="" td="" user=""></phoebe.george@infoimageinc.com></stephen.yee@infoimageinc.com></david.trang@infoimageinc.com></wanda.malone@infoimageinc.com>
Hello David,
This is an image of the logo at the requested dimensions and the remaining cd cover content. I'm not able to make it all fit. Please advise how you would
Thanks!

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 Clavid.Trang@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; Phoebe George <Pt
Owyeong <pre>Clavid.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>

Subject: RE: Commercial CD User Guides

Thank you!

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

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

To: David Trang <David.Trang@infoimageinc.com>; Wanda Malone <Wanda.Malone@infoimageinc.com>; Gabriel.Lim@infoimageinc.com>; Phoebe George Owyeong <David.Owyeong@infoimageinc.com>; Calvin Choy <Calvin.Choy@infoimageinc.com>
Subject: RE: Commercial CD User Guides

Hi Wanda,

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

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

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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

11/25/2020

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 Owyer 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!

	: Wanda Malone; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy; David Trang bject: RE: Commercial CD User Guides
+[DAVID T - Can you please provide the dimensions in inches?
Ste	ephen Yee
lm	plementation Specialist Direct 469.312.6925 stephen.yee@infoimageinc.com
Нє	adquarters 141 Jefferson Drive, Menlo Park, CA 94025
F.	550.473.6300 www.lnfolmageInc.com
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Se	om: Wanda Malone nt: Wednesday, July 29, 2020 12:35 PM • Stephen Vee: Gabriel Lim: Phoebe George: David Owycong: Calvin Chov
Se	
Se To Su	nt: Wednesday, July 29, 2020 12:35 PM
Se To Su He	nt: Wednesday, July 29, 2020 12:35 PM : Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy bject: RE: Commercial CD User Guides
He Ca	nt: Wednesday, July 29, 2020 12:35 PM : Stephen Yee; Gabriel Lim; Phoebe George; David Owyeong; Calvin Choy bject: RE: Commercial CD User Guides y Stephen,

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

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11/25/2020	Dynamic Solution Innovators Mail - RE: Commercial CD User Guides THIRD REQUEST
11/25/2020	Priorit Wintel Makine Settl: Montal, Makine Settl: Montal, Jane 08, 2002.265 PM Settl: Montal, Jane 08, 2002.265 PM The Settle History, Jane 09, 2002.265 PM The Settle History Prices Course; David Onycorag, Calvin Circy Cas Settle History Emirage Parts Subject His Commercia CD User Guides Phosibs, Yes, I can heap; but will not be able to begin working on it until next week. I currently have a Product of the Month blast going out ternorrow; that I am in the process out Thursday that I need to complete and then a follow-up reminder for the History. Please let me know if you would like me to begin edits next week? Thankel

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

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Regards,

Rony Das

Regards, Rony Das Regards, Rony Das Regards, Rony Das Regards, Rony Das Regards,

Regards,

Rony Das

Rony Das

4 attachments

