

SmartPay Business



An Introduction to SmartPay Business for Merchants

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Introduction to SmartPay Business

First Fidelity Bank is proud to present SmartPay Business, the updated version of the Merchant Portal. While all of the system features and content are the same, the application has a new look and feel to make daily tasks and information management easier. SmartPay Business (SPB) contains multiple enhancements, including the following features that promote a better payment experience.

- Streamlined navigation to simplify accessing key areas and provide direct links to frequently visited pages
- Modern design that uses customizable display
- Responsive Web design to accommodate a variety of devices, screen sizes, and browsers
- Improved sorting and filtering options to make it easier to manage large-scale data displays
- Intelligent use of common colors to consistently represent repeated action types

This document highlights ways to use the new features in SPB and includes a list of available reports.

Navigational Features

Top Menu Bar

Use the top menu bar to search for specific transactions, find a customer, or access user settings.

ProfitStars 😽			Q Search	💾 ProfitStars	🗧 C1 🗸	Mon, Jan 4
Dashboard	< Dashboard					
• Transactions	Welcome	Current Transacti	on Summary rt of all transactions curre	ntly in the system as of 1	1/05/2015. All tim	es
🗱 Admin 🗸		are displayed in Centra				
😋 Admin 🗸	Monday, January 4, 2016	Status	Items	Debits	Credits	
Collections	You are currently logged in to the ProfitStars online system.	Approved				
		Processed				
Reports	News	Collected				
🗐 QuickBooks 🗸		Awaiting Capture				
🗐 QuickBooks 🗸 🗸	10/14/2015	Awaiting Approval				
	↑ 12/14/2015	Declined				
	Testing	Voided				
	11/18/2015	Error				
	SPB The new Merchant Portal Test	In Collection				
		Other ACH Returns				
©1998-2016 Jack Henry &		Uncollected NSF				
Associates, Inc. All rights reserved.		Suspended				

FIGURE 1 – TOP MENU BAR

• The First Fidelity Bank logo will display at the top on the left.

ProfitStars 🏷 🔶	Q Search	👗 ProfitStars	🔺 C1 🔸	Wed, Dec 16
FIGURE 2 – FINANCIAL INSTITUTION LOGO				

• Use the Search button to search for customerinformation or transaction data.

ProfitStars 🛠	\rightarrow	Q Search	A ProfitStars	🔺 CJ 👒	Wed, Dec 16

FIGURE 3 – SEARCH BUTTON

In Customers
 Last/Company Name Customer ID Account Number (Last 4 digits)
In Transactions
Reference Number Transaction ID
Search For
Search

FIGURE 4 – SEARCH FILTER CRITERIA

• Select the User drop-down to access user settings, FAQs, videos, or to log out of the site.

Q Search	💾 ProfitSta	nrs	1 Talan -	Wed, Oct 12
		? F/	AQs	
		& N	ly Settings	
ustomers			/ideos	
		D L	ogout	

FIGURE 5 – USER DROP-DOWN

• The current **Date** will display in the top right corner.

Left Main Menu

The left main menu contains primary options such as **Transactions** or **Reports** that allow you to navigate throughout major features in the system. Collapse this menu by selecting the vertical bar attached to the left main menu.

ProfitStars 🛠				
B	Dashboard			
0	Transactions			
Q o	Admin ~			
	Collections			
ľ	Reports			
	QuickBooks ~			

FIGURE 6 – MAIN MENU, EXPANDED

ProfitStars 🛠		
	> Dashboard	
0		
\mathbf{Q}_{0}^{0}		

FIGURE 7 – MAIN MENU, COLLAPSED

Each primary category on the main menu may contain additional sub-options based on user permissions. All sub-options under primary categories will relate to that primary category. For example, all sub-options under the Admin tab relate to that topic.

	ProfitStars 🗘	📽 Admin 🔶	
@	Dashboard	< Users	
0	Transactions	Merchant Users	<
00	Admin 🔶 ~	Filters	
>	Logins	Business Users V	
>	Users	User Name	

FIGURE 8 – TOP MENU HEADING

Collapsing/Expanding Panels

Other panels throughout the application are also collapsible. All panels appear expanded by default upon logging in to the system.

- To collapse an expanded area, select the number of arrow
- To expand a collapsed area, select the \checkmark down arrow

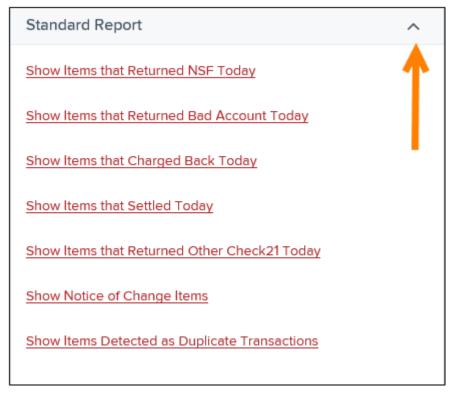


FIGURE 9 – COLLAPSIBLE PANELS IN APPLICATION

Dashboard

News Section

You can check this area for any announcements or alerts from First Fidelity Bank. This section is located under the *Welcome* box on the left side of the *Dashboard* page.

News
10/11/2016 This is a sample news entry. You can <u>underline</u> , modify font size, and use different colors.

FIGURE 10 - NEWS SECTION

Helpful Hints – Current Transaction Summary

On the *Current* Transaction *Summary* page, you can hover over an item in the *Status* column to see a description of each status (shown below).

Current Transaction So This is a summary report of a are displayed in Central Time	ll transactions c	urrently in the system as of 02	2/15/2016. All times
Status	Items	Debits	Credits
Approved	12	\$2,184.82	\$101.00
Processed	23	\$2,801.21	\$400.98
The transaction has been verified and must be reviewed by an authorized approver.			

FIGURE 11 – HOVER HINT FOR CURRENT TRANSACTION SUMMARY

Transactions

Here you can find Quick Links and Guided Payments to allow for quicker navigation. With Guided Payments, you can go directly to all products that process a specific transaction type by choosing the products you have enabled, as shown in the example below.

2 Dashboard	4 Transactions		
Transactions	Quick Links		Guided Payments
Collections	Check Processing	Card Processing	
B Reports CuuckBooks ↔	Bernste Deposit Scen Bernste Deposit Complete Customer ACH Opt Cut	Presuborated Payment Telephone Payment Mated In Payment Usast Condit Recurring Payments Serge Cent	Payment Method How will the castamer be paying? ACH Check Card
	ACH Processing Telephone Payment	Bulk Operations Void Bissobs Account	

FIGURE 12 – TRANSACTIONS MENU OPTIONS

Admin

Creating and Configuring Users

Admin users set up new users, assign roles to users, and reset and unlock users.

Users									
Merchant Users		<		Page 1 of Records 1	1, I to 11 of 11	25 Per Page 💙	~ 4	Add	User 🗸
Filters		Î	View	Edit	User Name	Full Name	Enabled	Auth Caller	Locked
					admin	Administrator	Enabled	Disabled	
Business Users	~	•			admin2	Administator2	Enabled	Disabled	
Clear Filters					admin3	Administrator3	Enabled	Disabled	

FIGURE 13 – USERS PAGE

Unlocking a User Profile

Users within your organization can be locked out of the system. As the Admin, you are responsible for unlocking SPB user profiles so that employees can access the system again. If the Admin is locked out, contact your first line of support for assistance.

View	Edit	User Name	Full Name	Enabled	Auth Caller	Locked
	ø	admin	Administrator	Enabled	Disabled	1
	A	admin2	Administator2	Enabled	Disabled	

FIGURE 1 - UNLOCKING A USER

If the user needs a new password, you will need to reset it.

Resetting a Password

Users may forget their password and ask you to provide them with a new, temporary one.

Users / Edit User		
Update User S	Settings	
Enabled	Authorized Caller	-
Full Name *		
AA		
User Name *		
Ai		
User Location		
Cash Managemen	nt ID *	
1234564		
Email Address		
Reset Pa	ssword	

FIGURE 15 – RESET PASSWORD BUTTON

Reporting & Tools

Reports include some new features for customizing the information displayed in each report.

• **Pagination** – Use page arrows to navigate through pages of records, or you may change the number of records that display per page (as shown below).

Deposits matching your search criteria			×	¢	>	»	Displaying: 1 of 1 Records 1 - 1 of 1
Records Per Page 10 Y							

FIGURE 16 – PAGINATION

• Filter Columns – Select Filter Columns when viewing a report to determine which columns of information to view, prioritize how they appear on reports, or freeze a column in place on the page. Changes made to column view, column priority, or column freeze will be saved and presented to a user each time the report is accessed. For Standard Reports, these settings are remembered after the user saves the report to either My Reports or Shared Reports.

	View	Prio	ritize	Freeze
Create Date	•	•		-
Location		•	•	-
Custom Batch Id	•	•	•	-
Batch Type		-	•	-
Description		-	•	-
Deposit Status	•	-	•	-
Your Count		-	•	-
Your Amount	•	-	•	-
Received Count	•	-	•	-
Received Amount	•	-	•	-
ACH Deposit Date	•	-	•	-
ACH Deposit Count	•	-	•	-
ACH Deposit Amount	•	-	•	-
C21 Deposit Date	•	-	•	-
C21 Deposit Count	•	-	•	-
C21 Deposit Amount	•	-	•	-
Total Deposit Count	•	-	•	•
Total Deposit Amount	•	-	•	-
Deposit Slip ID#	×		-	

FIGURE 17- FILTER COLUMNS

• Select **Filter** to display searchable fields that will filter report information based on the criteria entered.

Page 1 of Records '	1 2	5 Per Page	· [×*	f	€	*
Deposit Status	Your Coun	it Your	mount	Received Count	1	Recei	ived Amo
				Jount			

FIGURE 18 - FILTER BUTTON AND FILTER FIELD

- Use **View mode** to expand the reporting results to a full page. Use the same button to revert back to a normal view.
- Use Print to produce paper copies of reports. Printing in landscape mode allows you to print more data columns per page than portrait mode.
- The **Export** menu has options for exporting report results in several formats.

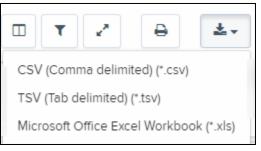


FIGURE 19 – EXPORT MENU OPTIONS

List of Reports

You may choose to run one of the following reports or to create your own with customized filters.

Reports		
My Reports	^	Remote Deposit Capture Reports
		Deposit Results
No Records to display.		Standard Report 🗸 🗸
		▼ Recurring Payment Report ∨
+ New Report + New Shared Report		Merchant Settlement Account 🗸 🗸

FIGURE 20 – REPORTS PAGE

Under the *Remote Deposit Capture Reports*, which includes deposit results from customers, is the *Deposit Results* report.

- Standard Reports Reports with preset filters.
 - Show Notice of Change Items
 - Show Items that Returned NSF Today
 - Show Items that Returned Bad Account Today
 - Show Items that Charged Back Today
 - Show Items that Settled Today
 - Show Items that Returned Other Check21 Today
 - Show Items Detected as Duplicate Transactions
- *Recurring Payment Report* Recurring payment reports with preset filters.
 - Show Recurring Payments That are Disabled
 - Recurring Payments Due

The *Merchant Settlement Account Reports* section tracks credits and debits to your merchant settlement account with the *Credits and Debits to Your Merchant Settle*

Tooltips and Other Features

Additional features, such as tool tips, provide quick information while you work in the system.

• Tool tips include information that defines a field or tells more about that option, and can be accessed by hovering over the options.

📽 Admin	
Users / Edit User	
Update User Settings	Privileges for this User
Enabled Authorized	Enabled Privilege
Caller	Administrator
Full Name *	Customer Services
Test User	
User Name *	File Processing
Aaraia	Customer Support
User Location	User can view and export reports.

FIGURE 21 - TOOL TIP

- Printing icons are available in the system for printing information. Use Print to begin the printing process from within the application.
- Options to create, save changes, cancel, or clear filters are features inside specific buttons. Look for buttons and icons to perform actions in the system, as in the examples displayed below.

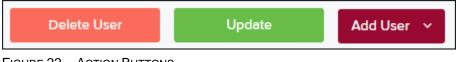


FIGURE 22 – ACTION BUTTONS

As depicted in the following image, some action buttons contain a drop-down feature with an option(s).



FIGURE 23 – DROP-DOWN ACTION BUTTON

• Other action buttons are set beside fields, such as editing a transaction or account.

Transaction Details				
Customer (ID):	lma Trying			
Effective Date:	Wednesday, November 18, 2015			
🖋 Sale:	\$12.34			
Payment Method:	ACH			

FIGURE 24 – ACTION BUTTON BESIDE INFORMATION FIELD

• Lastly, making changes to fields in the system will sometimes require a confirmation. For example, select the check box to confirm (or cancel) edits make to atransaction.

Repo	Reports / Results / Transaction Information								
Trar	Transaction Details								
Cı	Customer (ID): Ima Trying								
	11/18/2015	Reason	Reason	~	×				
\$	12.34	Reason	Reason	~	×				
Pa	Payment Method: ACH								

FIGURE 25 – CONFIRMATION BUTTONS FOR SAVING CHANGES/EDITS