



SERVICE: PRO-TECH (ACH)

Client User Guide

Using the Dashboard

The Dashboard is the default landing page within the Client portal. If PRO-TECH and/or PRO-TECH CR are enabled, PRO-TECH/PRO-TECH CR summary box(es) will be displayed. Summary information on current incoming ACH transactions and status will be displayed for accounts the user has been granted access. The user must also have the Transaction History user privilege. Active links are embedded within the PRO-TECH and PRO-TECH CR boxes to permit users to navigate from the dashboard landing page into the PRO-TECH or PRO-TECH CR service modules or directly to transactions in the status selected. Dashboard totals are updated in real time as transaction status values are changed by a user.

PRO-TECH				
End of Day Cut-Off Time: Wednesday 4:00 PM EDT				
Total ACH Debits	\$156,848.03	10		
Set to Pay	\$156,848.03	10	Set to Return	\$0.00 0
Approved List Exceptions	\$156,848.03	10		

PRO-TECH CR				
End of Day Cut-Off Time: Wednesday 4:00 PM EDT				
Total ACH Credits	\$22,148.42	7		
Set to Pay	\$22,148.42	7	Set to Return	\$0.00 0
Approved List Exceptions	\$22,148.42	7		

Set to Pay / Set to Return

Clicking on the dollar amount hyperlinks on the Set to Pay or Set to Return lines will expand the view to display a breakdown of the total for each category. System Pay or Return indicate transactions that will pay or return if no action is taken due to the default status. User pay or return indicate a Client user decision has occurred. Approved List indicates the incoming ACH debits (PRO-TECH) or incoming ACH credits (PRO-TECH CR) that are from companies the client has pre-approved to debit an account or accounts. The status for these transactions will automatically be set to approve list pay. FI pay or return indicate an FI decision has occurred on behalf of the FI.

Transaction History

The user can click on the dollar amount link for any category to be directed to a filtered view of the Transaction History. In the examples below, the user has clicked on the dollar value of debits under Set to Pay – System in PRO-TECH and the dollar value of credits under Set to Pay – System in PRO-TECH CR, and is directed to a view of exception transactions that require decision.

Pro-Tech (Debit)

Debit Transaction History

Date Range

August 6, 2020

Filters						
Date	Company	Account #	Amount	Current Status	Manage	
19 transactions totaling \$43,590.62						
Rows 1 - 19 of 19.						
> 08/06/2020	Niveena's Natura	xxxx7678	\$60.00	Pay - System	Return	
> 08/06/2020	Marshall Modelin	xxxx7678	\$1,042.00	Pay - System	Return	
> 08/06/2020	Leningrad Livery	xxxx7678	\$86.20	Pay - System	Return	
> 08/06/2020	Kelsey's Krafts	xxxx7678	\$768.00	Pay - System	Return	
> 08/06/2020	Justice Jeep Sal	xxxx7678	\$500.00	Pay - System	Return	
> 08/06/2020	Imojen's Ice Cre	xxxx7678	\$2,800.00	Return - User	Pay	
> 08/06/2020	Hats on Heart St	xxxx7678	\$47.00	Pay - System	Return	
> 08/06/2020	Garland Guesthou	xxxx7678	\$9,000.00	Pay - System	Return	
> 08/06/2020	Fine Felines Gro	xxxx7678	\$100.00	Pay - System	Return	

Pro-Tech CR (Credit)

Credit Transaction History

Date Range

August 6, 2020

Filters						
Date	Company	Account #	Amount	Current Status	Manage	
19 transactions totaling \$41,218.20						
Rows 1 - 19 of 19.						
> 08/06/2020	Niveena's Natura	xxxx7678	\$100.00	Pay - System	Return	
> 08/06/2020	Marshall Modelin	xxxx7678	\$47.00	Pay - System	Return	
> 08/06/2020	Leningrad Livery	xxxx7678	\$2,800.00	Pay - System	Return	
> 08/06/2020	Kelsey's Krafts	xxxx7678	\$500.00	Pay - System	Return	
> 08/06/2020	Justice Jeep Sal	xxxx7678	\$768.00	Pay - System	Return	
> 08/06/2020	Imojen's Ice Cre	xxxx7678	\$86.20	Pay - System	Return	
> 08/06/2020	Hats on Heart St	xxxx7678	\$1,042.00	Pay - System	Return	
> 08/06/2020	Garland Guesthou	xxxx7678	\$5,000.00	Block List Return	Pay	
> 08/06/2020	Fine Felines Gro	xxxx7678	\$60.00	Pay - System	Return	
> 08/06/2020	Empire Excavator	xxxx7678	\$815.00	Pay - System	Return	

Creating a Client User

A Client User with Admin user privilege can add additional Client users who will then be authorized to use PRO-TECH.

1. From Client Dashboard > Click Manage Users.
2. The Client Users page appears. Click the "Create New User" button.
3. The New User page appears. Fill out all fields available, then click "Create User" button.
4. If the user is configured for standard security login, the New User interface will display.
5. Assign the appropriate privileges for the Client User.
6. Save changes.

Transaction History



Welcome

Please use the above menu to select an action

The Transaction History page will display all current day transactions for all accounts to which the user has access.

Debit Transaction History Date Range
August 6, 2020

Filters >

19 transactions totaling \$43,590.62
Rows 1 - 19 of 19.

Date	Company	Account #	Amount	Current Status	Manage
08/06/2020	Niveena's Natura	xxxx7678	\$60.00	Pay - System	Return
08/06/2020	Marshall Modelin	xxxx7678	\$1,042.00	Pay - System	Return
08/06/2020	Leningrad Livery	xxxx7678	\$86.20	Pay - System	Return
08/06/2020	Kelsey's Krafts	xxxx7678	\$768.00	Pay - System	Return
08/06/2020	Justice Jeep Sal	xxxx7678	\$500.00	Pay - System	Return
08/06/2020	Imojen's Ice Cre	xxxx7678	\$2,800.00	Return - User	Pay
08/06/2020	Hats on Heart St	xxxx7678	\$47.00	Pay - System	Return

Change Transaction History

If the user has been granted the Change Status user privilege and the transaction is eligible for a decision, a Pay or Return button will appear for use. If the transaction is not eligible for a decision, the button will display as ineligible.

Change Status – Pay

- a. If the Current Status on an issued item is set to Return, the Client can opt to change the status to Pay if the Client determines the debit transaction should be paid.
- b. Click the Pay button under the Change Status column.

Date	Company	Account #	Amount	Current Status	Manage
> 08/06/2020	Niveena's Natura	xxxx7678	\$60.00	Pay - System	Return
> 08/06/2020	Marshall Modelin	xxxx7678	\$1,042.00	Pay - System	Return
> 08/06/2020	Leningrad Livery	xxxx7678	\$86.20	Return - User	Pay
> 08/06/2020	Kelsey's Krafts	xxxx7678	\$768.00	Pay - System	Return

Approved List

The Approved List allows Clients to identify companies that are allowed to debit an account or accounts and set parameters to control the debit activity. There are multiple ways to populate the approved list. It can be done through the Setup > Approved List menu option, or users can add companies to the approved list from Transaction History. It is important to note that companies added from Transaction History will only be added to the account associated with the transaction it was added on. To allow the company to debit other accounts, the user must edit the approved list. Users can edit and delete companies from their approved list.

The way PRO-TECH identifies approved companies is by verifying the company ID ONLY in the batch header record of the incoming ACH transaction is an exact match. If an exact match is found, if additional parameters have been established such as maximum amount, frequency, start/end date, the values found in the ACH batch/transaction are compared to the list to determine if an alert is required and the transaction status that should be applied at load time.

Add to Approved List

PRO-TECH Setup Reports Transaction History Change Module

- Notification Rules
- Approved List**
- Block List

Please use the above menu to select an action

1. The Debit Approved List will display. Click the Create button to add an entry to the Approved List.

+ Create

Approved List							
Delete	Company ID	Company Name	Maximum Amount	Frequency	Start Date	End Date	Edit
<input type="checkbox"/>	ACME	Acme Widget	\$20,000.00		06/18/2020		Edit

Delete Selected Cancel

2. The Add Company page will display. Complete all applicable fields in the top section of the screen.

Approved Company

Company Detail

Company ID Company Name
 Max Amount Frequency
 Start Date End Date

Add Accounts to Approved List

FFF Escrow - xxxx4444
 FFF Expense - xxxx3333
 FFF Payroll - xxxx2222
 FFFriends - xxxx1111

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Save Cancel

3. Once the entry is completed, click Save to save it to the Approved List. A success message will appear.

Approved Company Saved Successfully

+ Create

Approved List							
Delete	Company ID	Company Name	Maximum Amount	Frequency	Start Date	End Date	Edit
<input type="checkbox"/>	ACME	Acme Widget	\$20,000.00		06/18/2020		Edit
<input type="checkbox"/>	TJONES1	Tom Jones	\$50,000.00	MONTHLY	06/18/2020		Edit

Delete Selected Cancel

Blocked List

The Blocked List is an optional feature which, if enabled by the FI, allows Clients to identify companies that are NOT allowed to debit an account or accounts. There are multiple ways to populate the blocked list. It can be done through the Setup > Approved List menu option, or users can add companies to the blocked list from Transaction History. It is important to note that companies added from Transaction History will only be added to the account associated with the transaction it was added on. To prevent the company from debiting other accounts, the user must edit the blocked list.

Users can edit and delete companies from their blocked list.

If an exact match is found, if additional parameters have been established such as maximum amount, frequency, start/end date, the values found in the ACH batch/transaction are compared to the list to determine if an alert is required and the transaction status that should be applied at load time.

Add to Blocked List

PRO-TECH

Setup ▾

Reports ▾

Transaction History

Change Module ▾

Notification Rules
Approved List
Block List

Please use the above menu to select an action

The Debit Block List will display. Click the Create button to add an entry to the Block List.

+ Create

Block List					
Delete	Company ID ▾	Company Name ▾	Start Date	End Date	Edit
<input type="checkbox"/>	SKETCH	Sketchy Corp	06/19/2020		Edit

🗑 Delete Selected ⊗ Cancel

The Add Company to Debit Block List page will display. Complete all applicable fields in the top section of the screen.

Blocked Company

Company Detail

Company ID	<input type="text"/>	Company Name	<input type="text"/>
Start Date	06/19/2020	End Date	<input type="text"/>

Add Accounts to Block List

FFF Escrow - xxxx4444 FFF Expense - xxxx3333 FFF Payroll - xxxx2222 FFFriends - xxxx1111	<input type="text"/>
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⏪ Save ⊗ Cancel

Once completed, click Save.